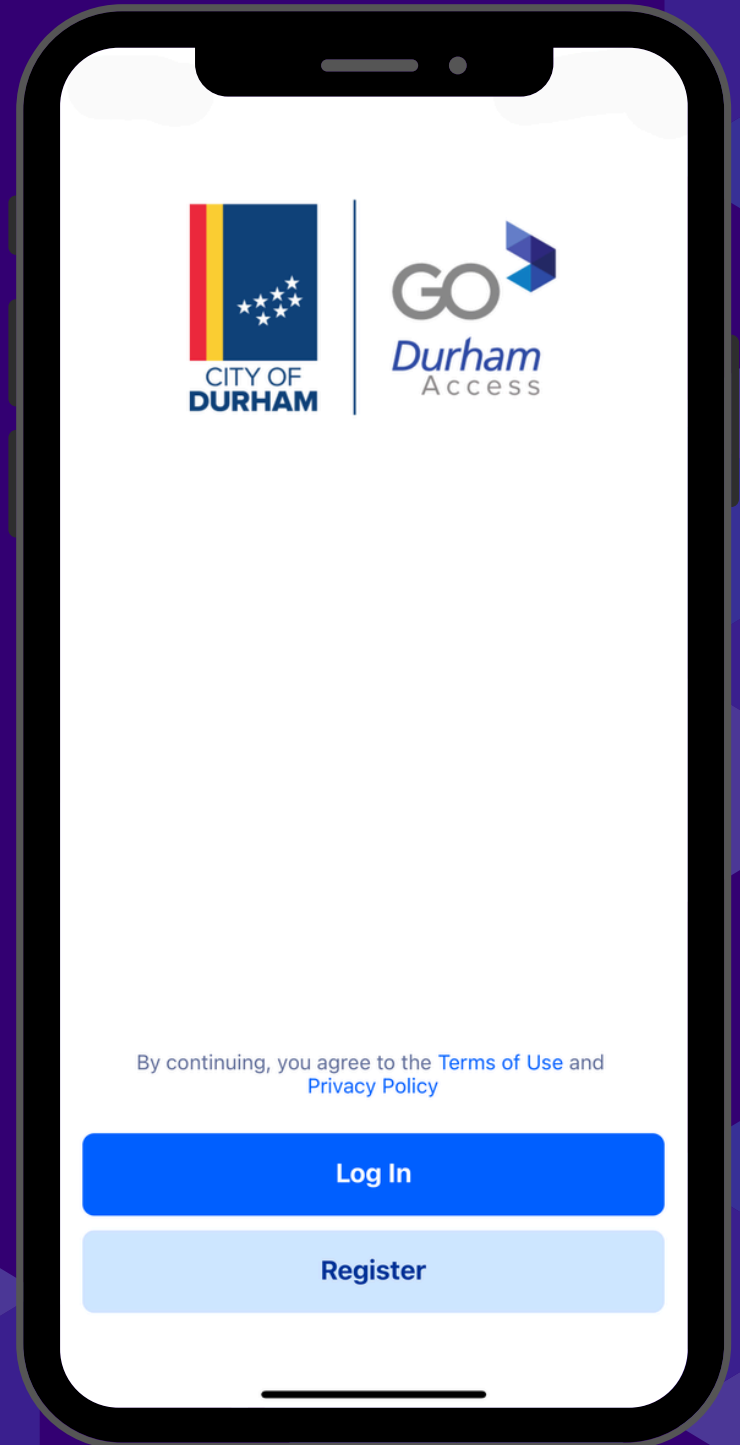# GO Durham Access

# APP USER GUIDE

# Download and install the app on your mobile device.

Scan the QR code or search for "GoDurham ACCESS" in your mobile device's app store and install the app.

When prompted, allow the app to access your location.

# Log into your account or register.



By continuing, you agree to the Terms of Use and Privacy Policy

**Log In**

**Register**

# Enter your phone number.

# Confirm your phone number.

Type in the verification code sent to your phone number.

# Your home page will look like this.
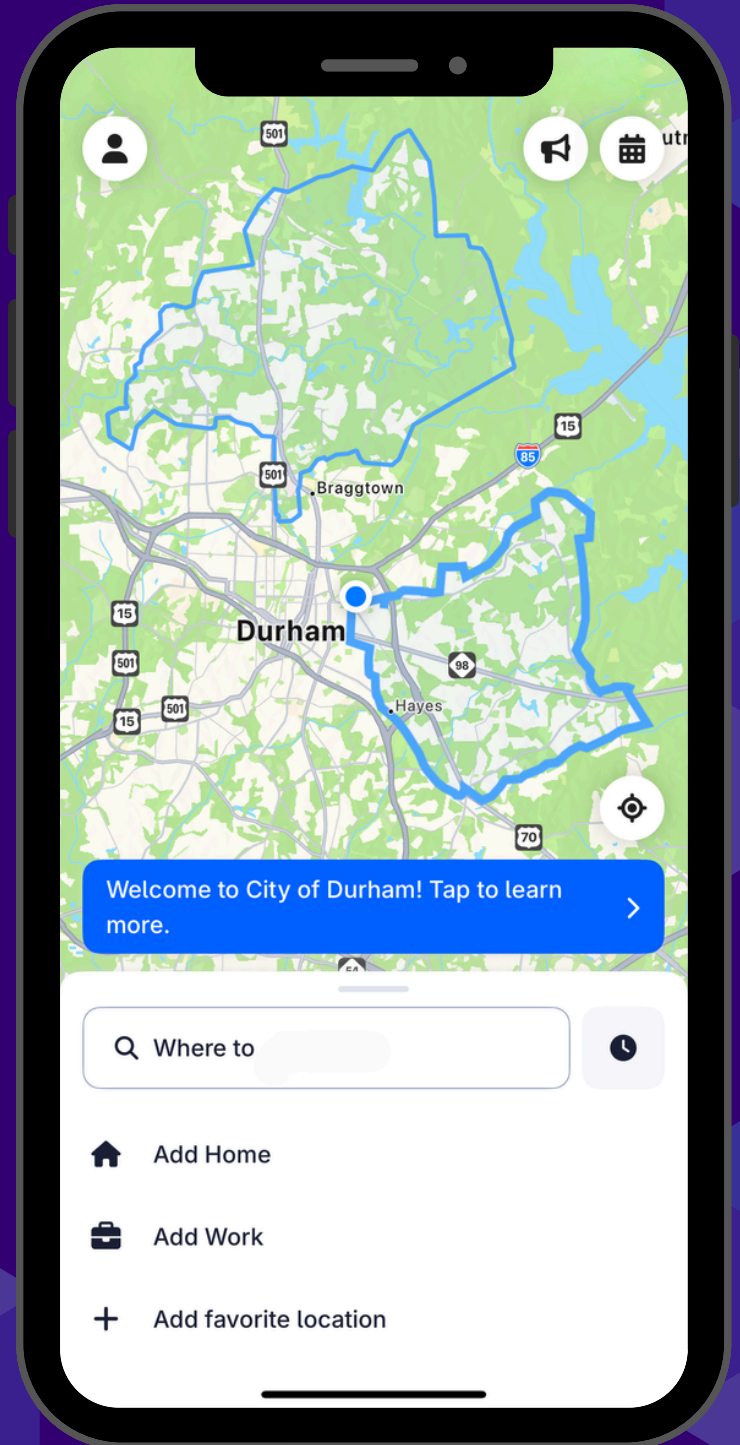
View your profile and settings

View your scheduled and past trips or make changes to them

View announcements

Zoom in on your current location
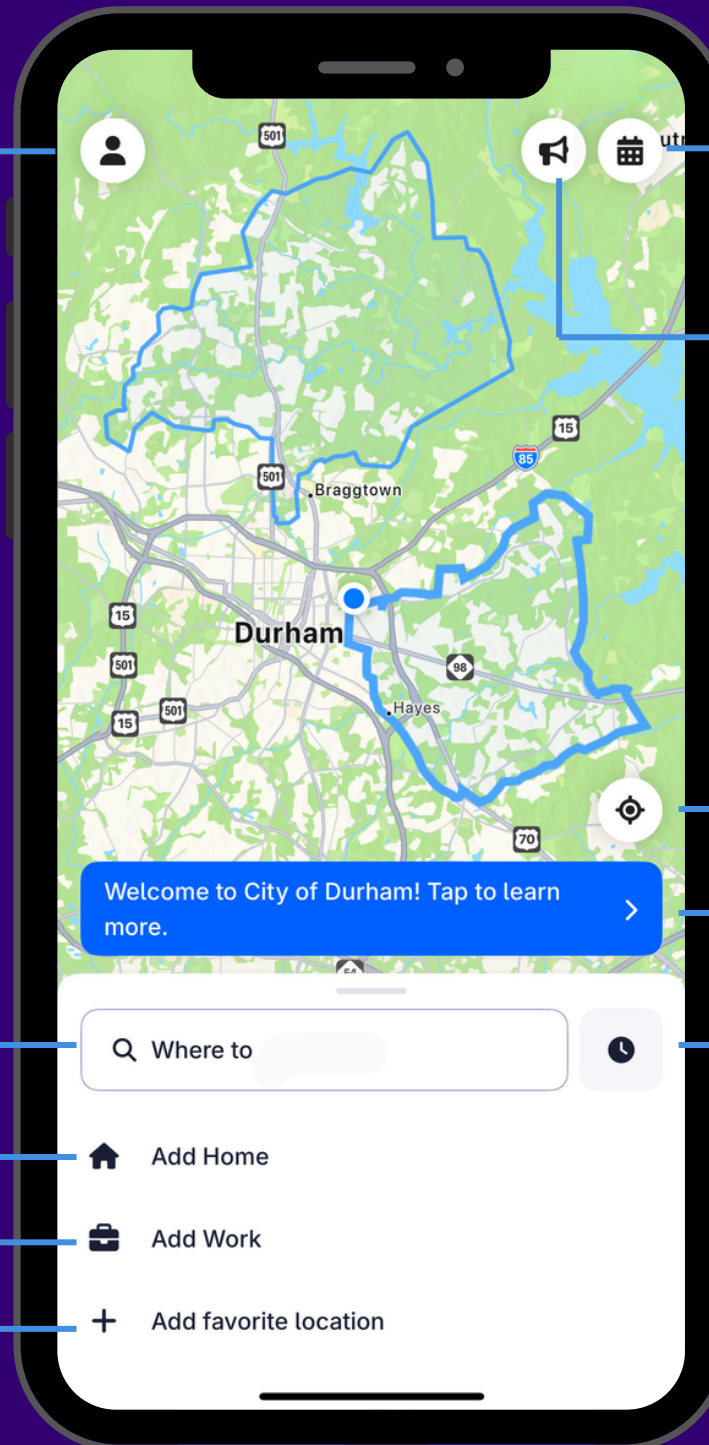
Visit GoDurham ACCESS website

Schedule a ride

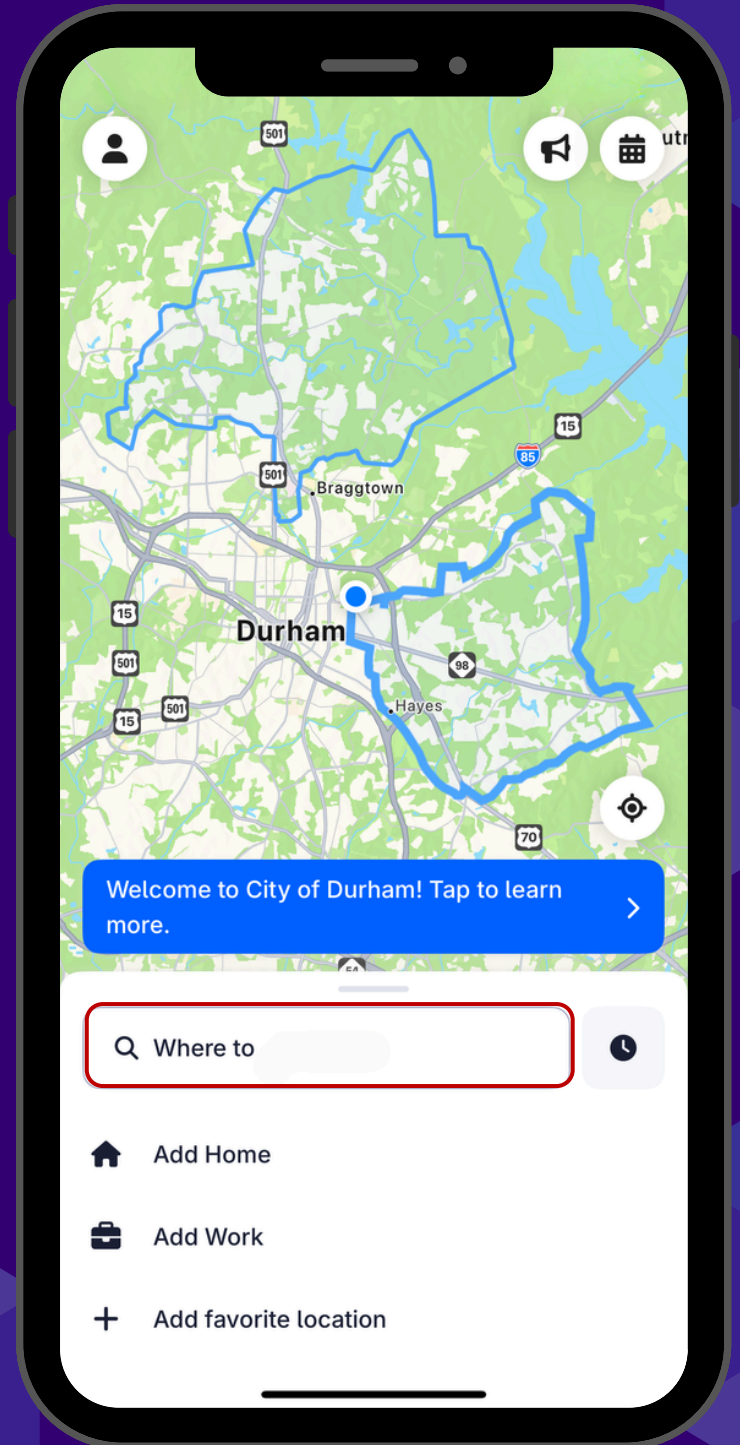Choose when you want to leave

Set your home address

Set your work address

Add your frequented locations

Welcome to City of Durham! Tap to learn more.

Where to

Add Home

Add Work

Add favorite location
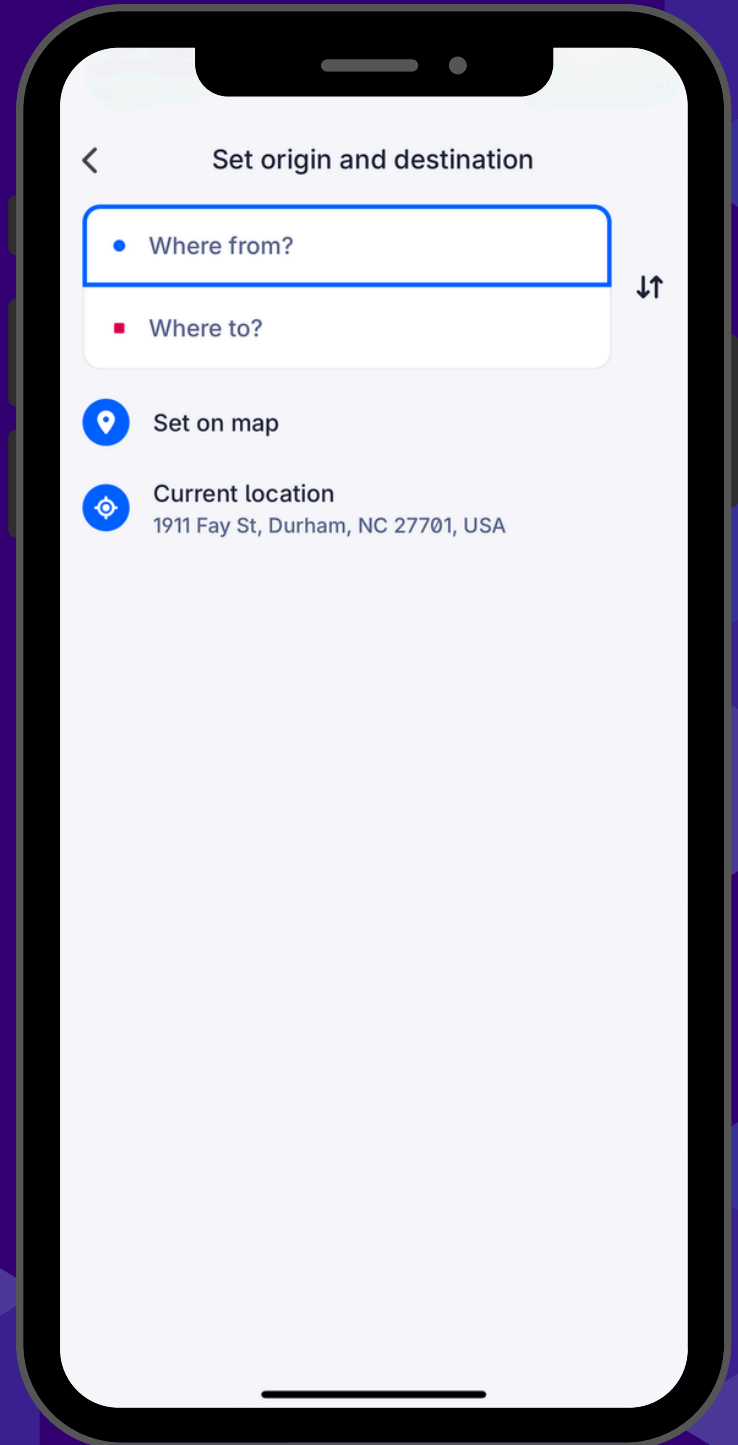
Durham

Braggtown

Hayes

**7**

# Schedule a ride.

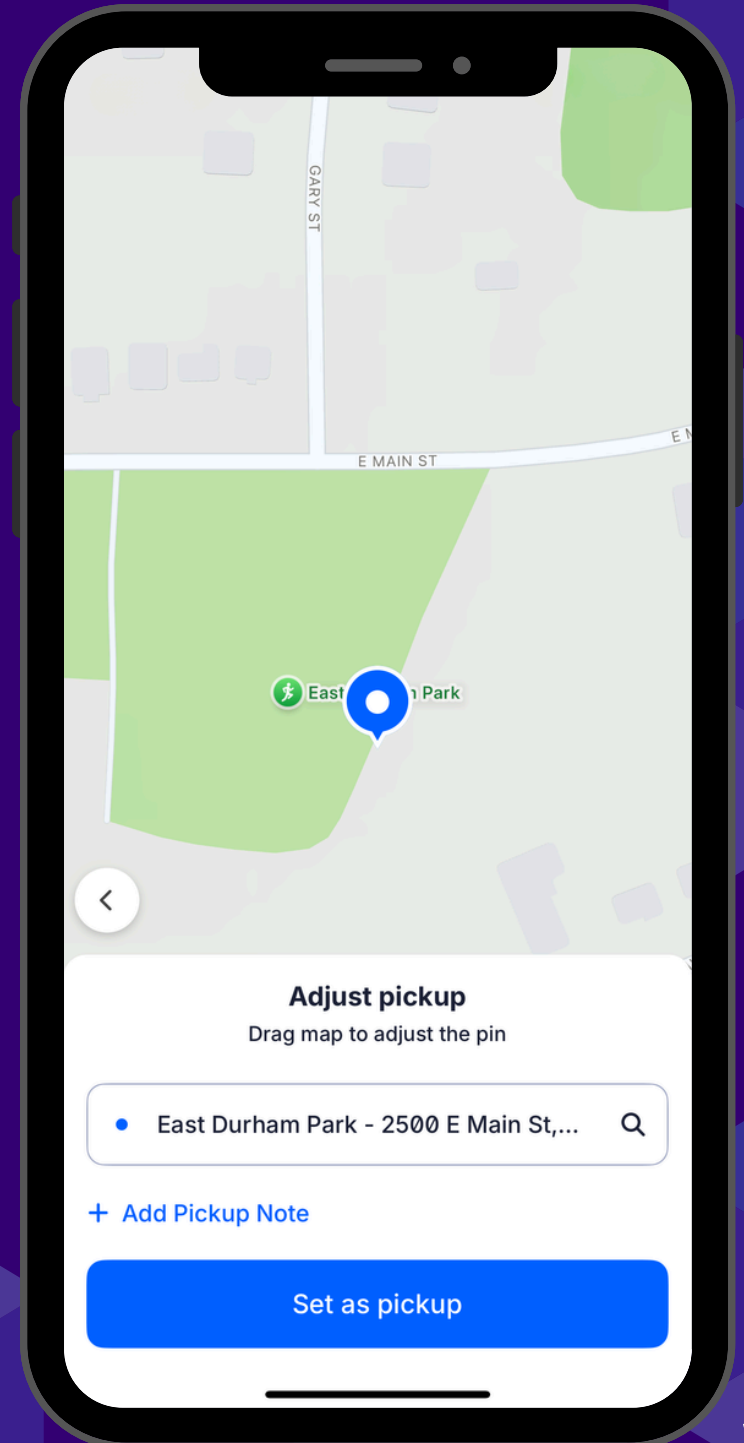Select "Where to" to begin scheduling a ride.

# Set your pickup and drop-off location.

The app will set your current location as the pickup point by default, but you can update it to a different location if needed.

# Confirm your pickup point.

You can update the pickup address and add notes for the driver with special instructions.

# Edit your ride details.

On this screen, you can:

- **Choose your ride option** -
  - If you're eligible, you may see options for ADA paratransit (Labeled as GoDurham ACCESS).
  - If you're in the North or East Zone of Durham and your destination is in those zones, you will see an option for microtransit.
  - You may also see fixed bus route options.
- **Adjust the number of riders.**
- **Indicate if you're bringing mobility aids.**
- **Choose to book your ride now or schedule it for later.**

GoDurham ACCESS rides are fare-free through June 2026.



11
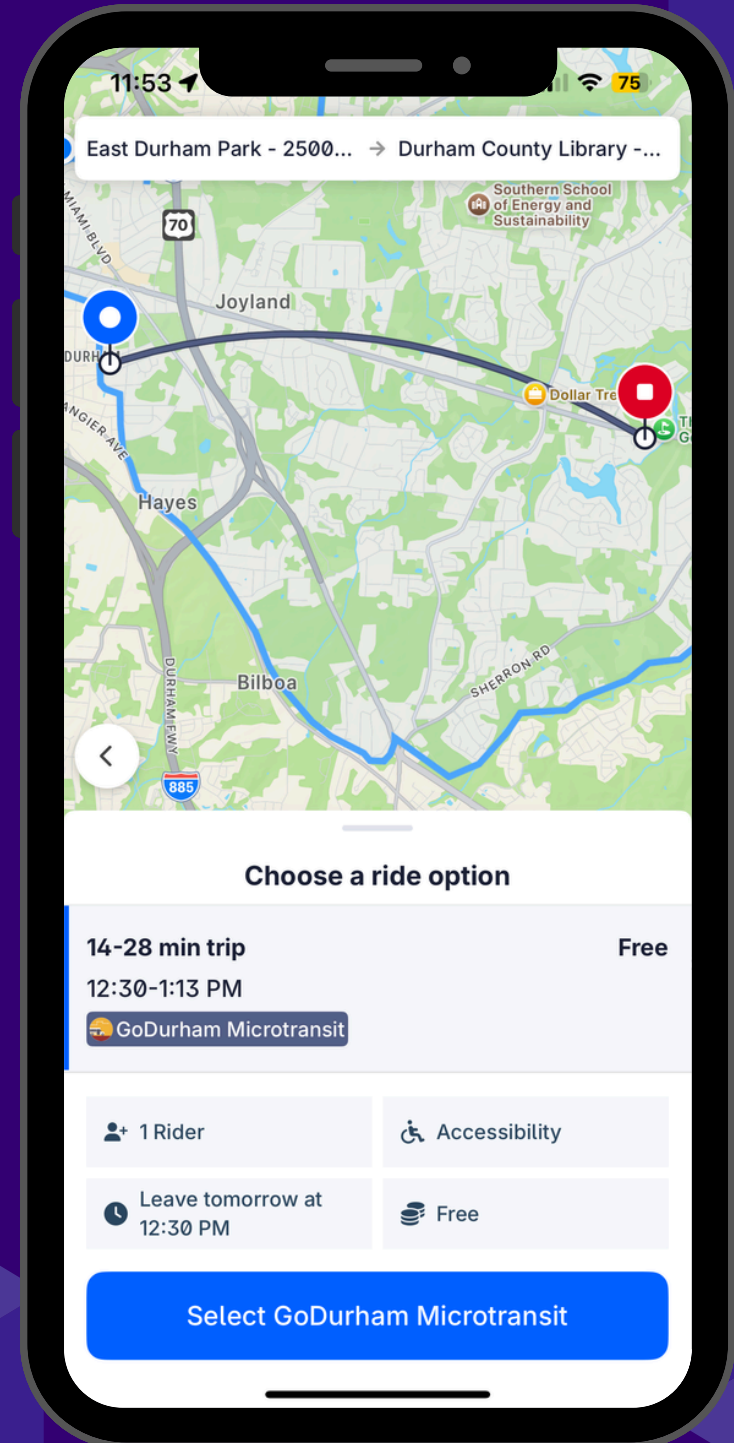
# Change the number of riders.



**Riders**

How many seats do you need?

| | |
|---|---|
| Adult | − 1 + |
| Child | − 0 + |
| Youth | − 0 + |
| Senior | − 0 + |
| Personal care attendant | − 0 + |

**Confirm Riders**

# Change the accessibility requirements.



**Accessibility Requirements**

| | |
|---|---|
| ♿ Wheelchair | − 0 + |
| ♿ Oversized Wheelchair | − 0 + |
| 👤 White Cane | − 0 + |
| Walker | − 0 + |

**Confirm Accessibility**

# Change the pickup time.



**Choose a time**

| Now | Leave At | Arrive By |
|---|---|---|

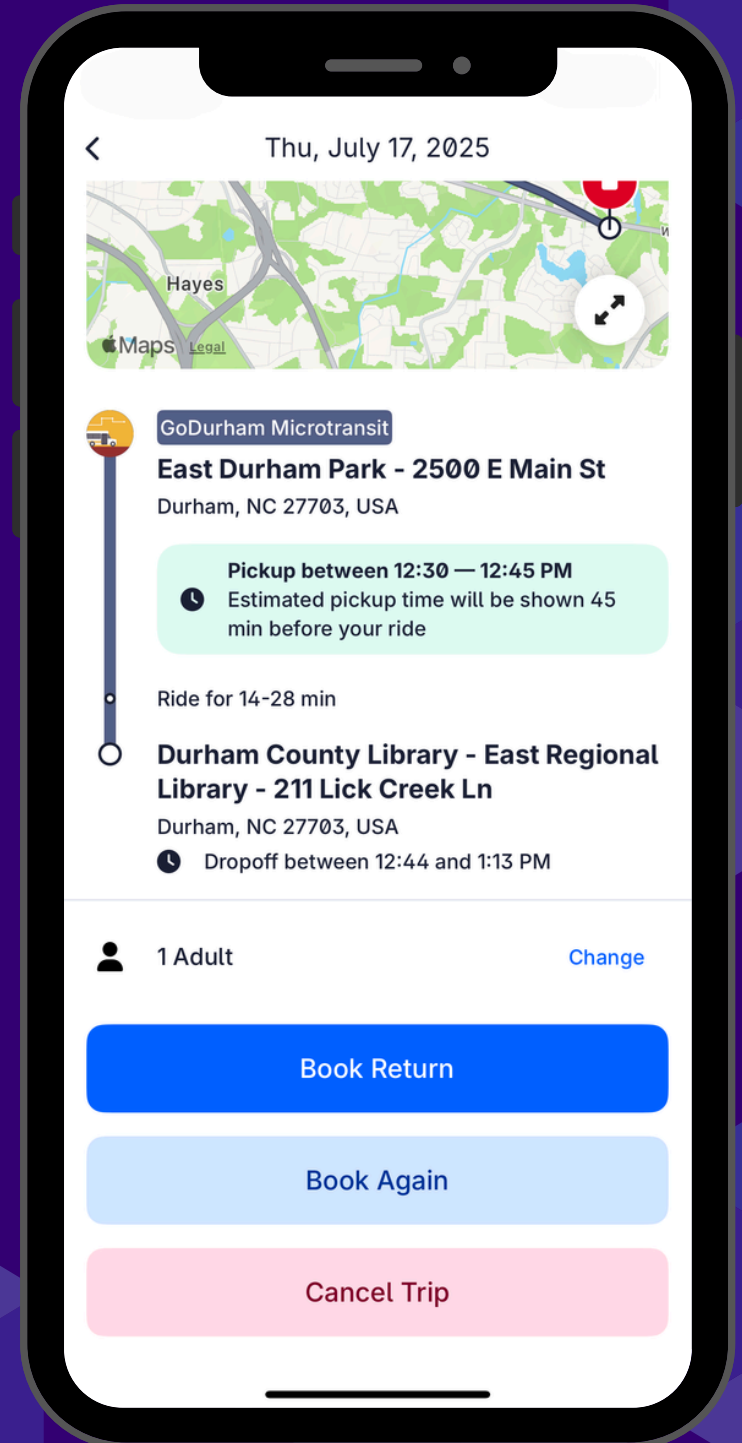| Mon Jul 14 | 8 | 27 | |
| Tue Jul 15 | 9 | 28 | |
| Today | 10 | 29 | |
| Thu Jul 17 | 11 | 30 | AM |
| Fri Jul 18 | 12 | 31 | PM |
| Sat Jul 19 | 1 | 32 | |
| Sun Jul 20 | 2 | 33 | |

**Confirm Booking Time**
Thu, Jul 17 11:30 AM
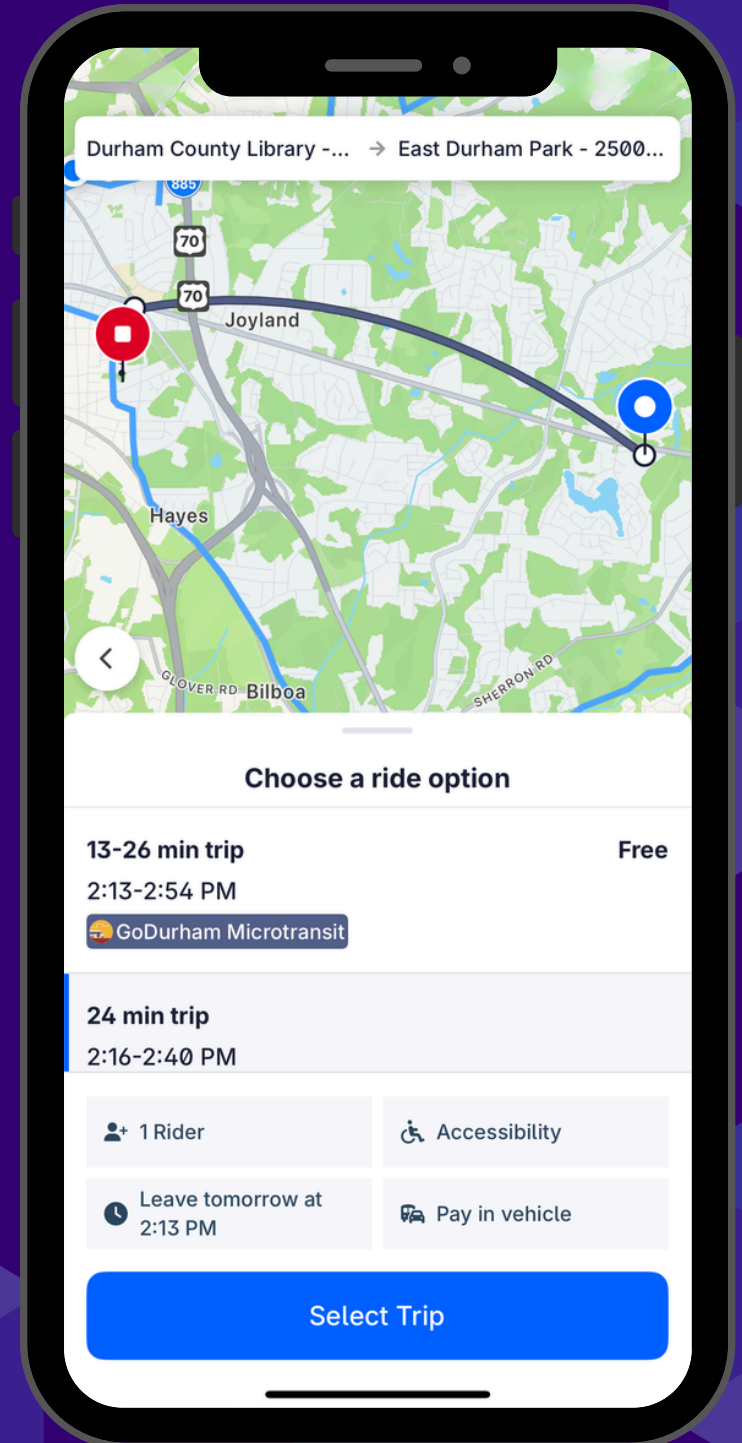
12

# Choose what to do next.

After confirming your scheduled ride, you can choose to book a return trip, book another ride, or cancel the trip if you change your mind.
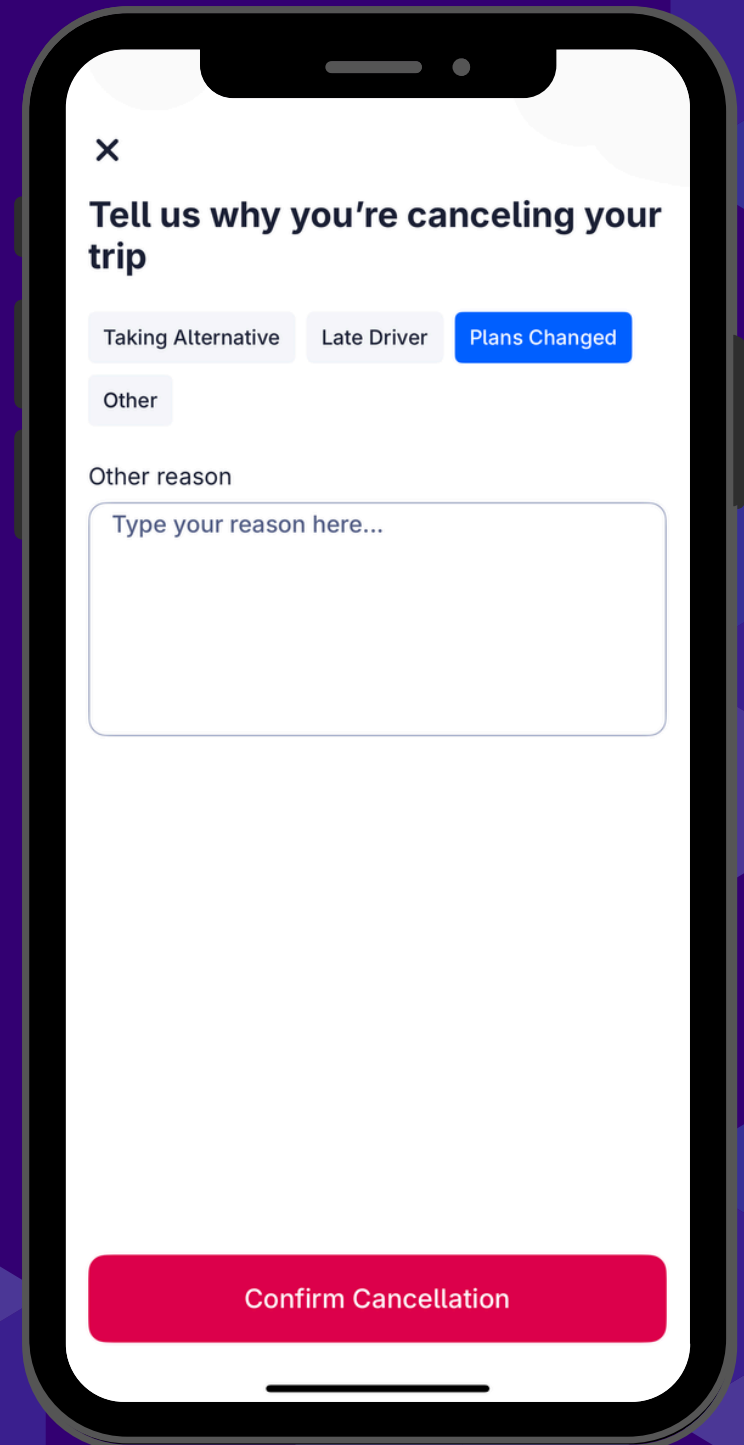
# Booking the return trip.

When you book a return trip, the app will automatically reverse your original pickup and drop-off locations.

Edit your details and confirm the ride.

# Cancelling a ride.

If you choose to cancel a ride, you will be prompted to tell us why and confirm your cancellation.