

## Getting Started with the Yale Accessible Transit App

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### Description

The Yale Accessible Transit App is the new way for approved riders with a permanent or temporary disability to request a ride using one of Yale's Accessible Transit Vans. This app will allow a user to request a ride from one campus location to another.

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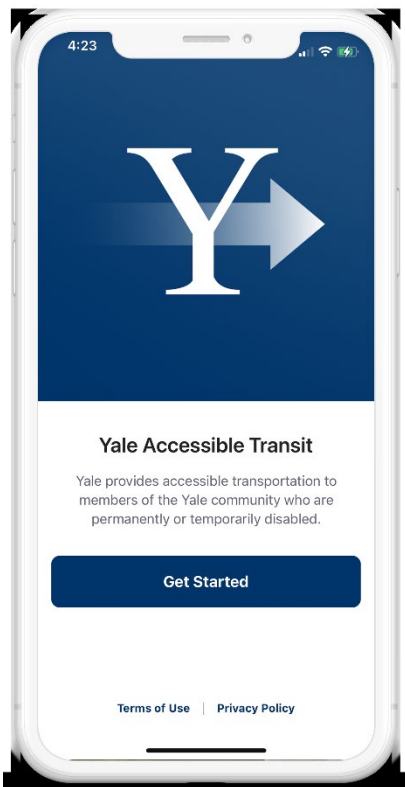
### Download the App

Navigate to the Apple App Store or the Google Play Store on your iPhone or Android device respectively, and search for the Yale Accessible Transit App or also scan the QR code below:



### Open the App and Log In

Open the 'Yale AT' app on your device and the home screen should look something like this:



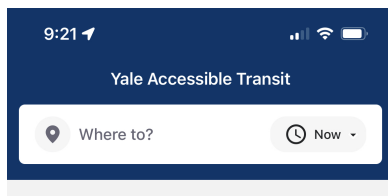
Click on 'Get Started' then proceed by clicking on 'Login with Yale'. Then you should please sign into the app using your Yale Net ID and password.

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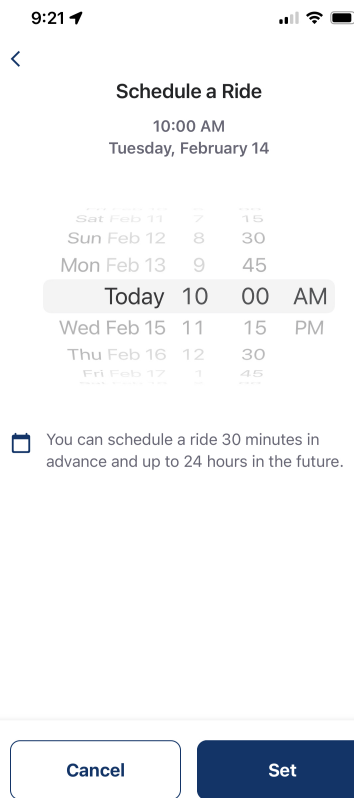
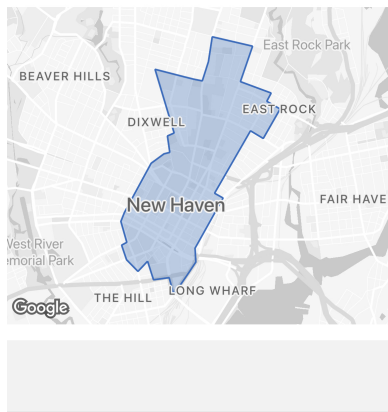
After this point, please allow the app to access your Location and send you push notifications through the popups within the app so that you can properly use the application and receive notifications related to your ride.

### Request a Ride

To request a ride using the app, simply look up the location you're searching for using the search box. You will need the location where you will be picked up and dropped off. You are also able to schedule a ride in the future using the clock button on the right side of the search box. Clicking on this button will bring you to the below screen where you can choose your pickup time. Scheduled rides are available 30 min to 24 hours in advance. For a trip in under 30 min, riders will request an on-demand ride.



**Service Hours**  
Monday - Friday: 6:00am - 1:00am  
Saturday - Sunday: 9:00am - 11:00pm  
Visit the Settings tab for more service information.

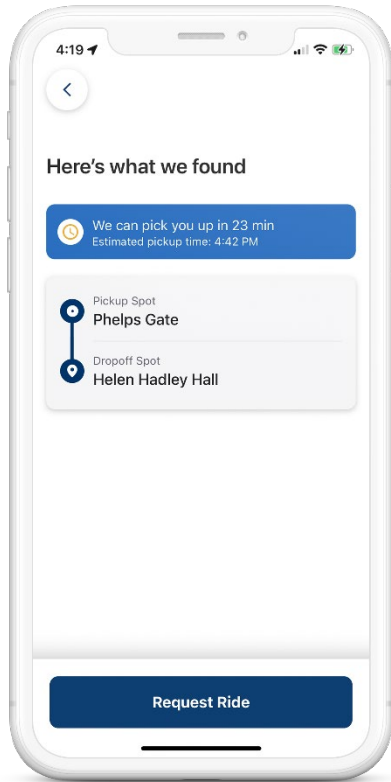


You can schedule a ride 30 minutes in advance and up to 24 hours in the future.

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At this point when you have put in a pickup and dropoff location, the app will inform you of an estimated time of arrival for the driver, so you can plan when to be at the pickup location.



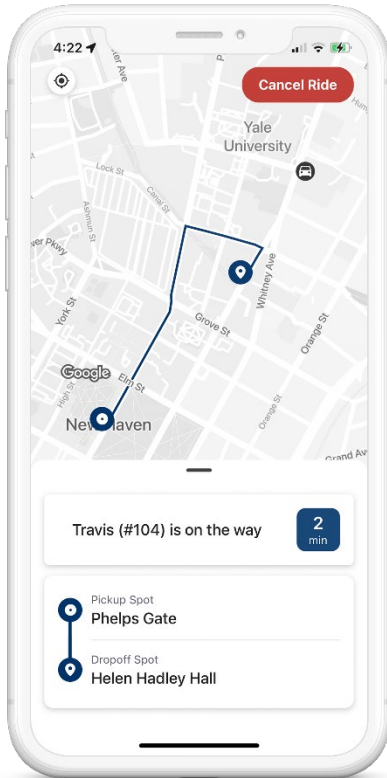
Once you have done this, insert any notes that you'd like to provide the driver with if you have any additional needs and submit the request for a ride and a driver will be assigned to you.

If you are having difficulty requesting a ride, please follow the instructions in the **Further Assistance** section below.

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When the driver is on the way, the screen will show the driver's current location as well as displaying the pickup location to you.



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### Frequently Asked Questions

**Q1.** What should I do if I'm having trouble installing the application?

**A1.** Please contact Yale Transit at [transit@yale.edu](mailto:transit@yale.edu) or visit the website.

**Q2.** Can I pre-schedule a ride?

**A2.** Yes, you can schedule a ride ahead of time using the app. When requesting a ride, simply press 'Scheduled' on ride type instead of 'On-demand'.

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### **Further Assistance**

If further assistance is needed or if you'd like to request a ride over the phone, please contact First Transit using the info below:

**First Transit**

1349 Dixwell Avenue, Hamden, CT 06513

Dispatch: 203-281-5470 Prompt #1