

GroundWidgets®

SantaCruz™

Mobile Ground App

Ground App is available for iOS & Android mobile platforms. Learn about using Ground App to book rides into a SantaCruz back office system from any mobile device.

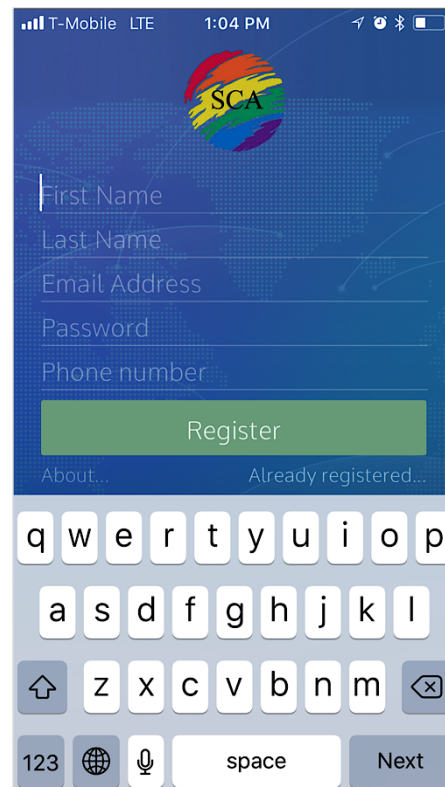
Launching the Mobile Ground App

- When the app is launched for the first time on your phone, it will offer the option to register with your ground reservation provider if you do not have an existing profile.
- If you have an existing profile, tap the **Already registered...** link below the Register button.

1. Enter First and Last Name
2. Enter the Email Address that will receive reservation confirmations from the provider.

A passcode will act as your app password in Ground App. Only (4) numeric digits are allowed to be set.

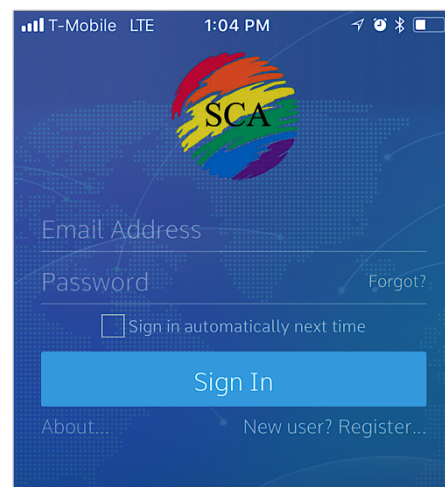
3. After setting a passcode as an app password, enter the mobile device's phone number.
4. Tap the **Register** button to access the app.



- Already Registered? The Login screen will appear.
- The Login screen will appear each time you launch the app on your phone, unless you tick the box to "Sign in automatically next time" when signing in.

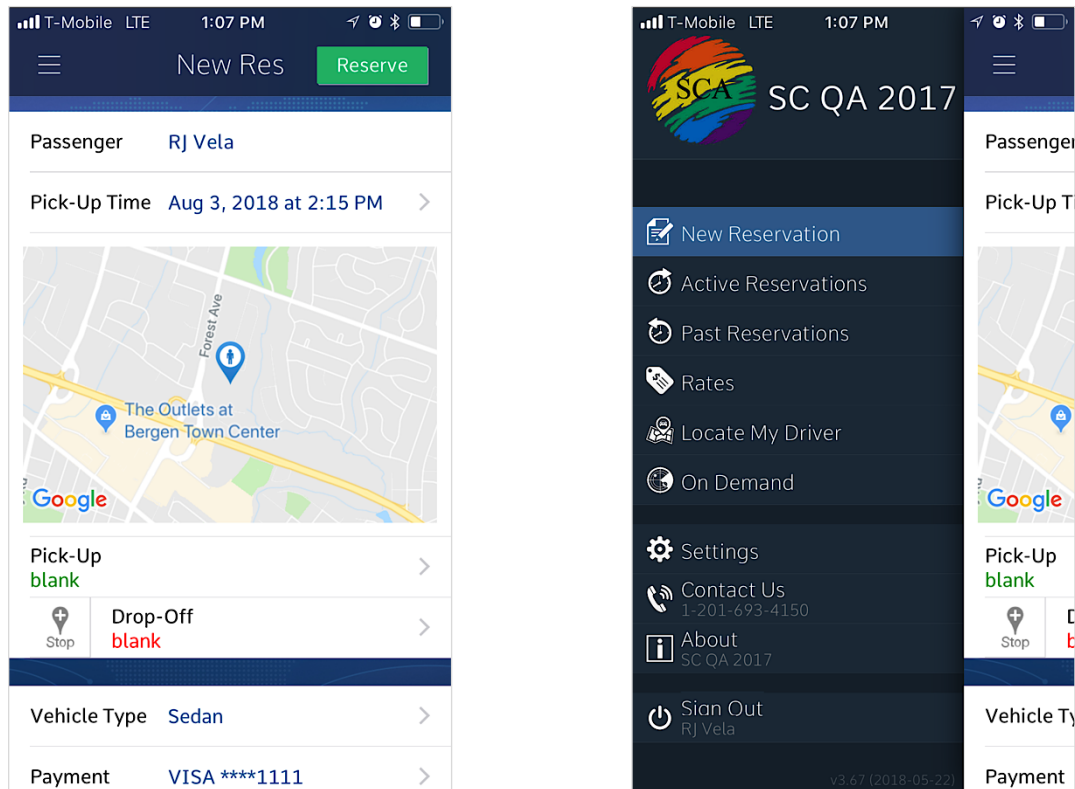
The Password field is your (4) digit passcode. If you don't remember your passcode, click the "Forgot?" button to get a temporary passcode emailed to you.

- Take note that you can still register a new user profile by tapping the link below the **Sign In** button.



Ground App Main Menu

- When logging into the Ground App, the New Res screen will appear.
- You can also tap the Main Menu icon at the top left of the screen to access other areas of the app.



- **New Reservation**, will return you to entering a new booking.
- **Active Reservations**, will display all rides that are in progress or booked for the future.
- **Past Reservations**, is a history of completed booked rides.
- **Rates**, will allow you to enter a pickup and dropoff location and obtain a price.
- **Locate My Driver**, will display the driver assigned to your current ride in progress.
- **On Demand**, allows you to create a booking using an available driver on a map.
- **Settings**, will allow you to change your profile information including password and pay methods.
- **Contact Us**, will allow you to call your ground transportation provider.
- **About**, will launch your ground provider's website.
- **Sign Out**, will log out of the Ground App.

Booking Reservations using Ground App

- ☑ Use the **Reserve** button at the top right once all the details of your booking are completed. If you tap Reserve before choosing locations or selecting a payment method, the app will warn you to add those in.

1. Begin by tapping the Passenger field. It will open a window where you can edit the First and Last Name. You can also set the Number of Passengers for the ride.

T-Mobile LTE 1:07 PM

New Res Reserve

Passenger RJ Vela

Pick-Up Time Aug 3, 2018 at 2:15 PM

Google

Pick-Up blank

Drop-Off blank

Vehicle Type Sedan

Payment VISA ****1111

T-Mobile LTE 1:08 PM

New Res Reserve

Passenger RJ Vela

Passenger Done

First Name RJ

Last Name Vela

Number Of Passengers (1-99) 1

Pick-Up blank

Drop-Off blank

Vehicle Type Sedan

Payment VISA ****1111

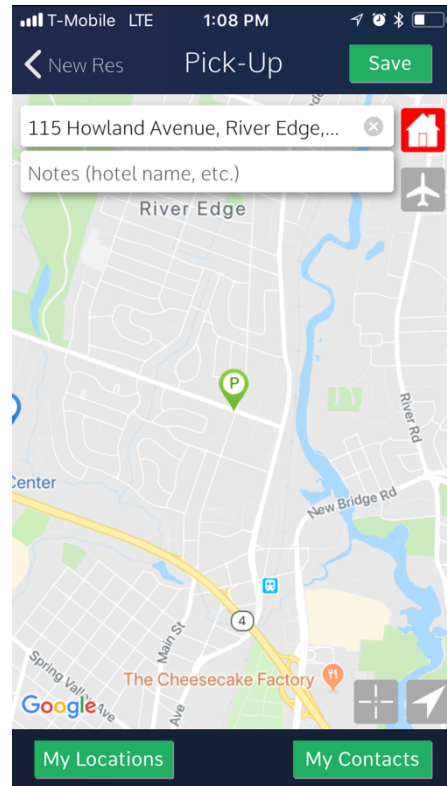
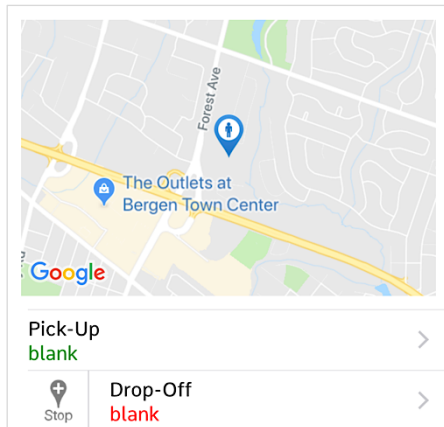
2. When tapping the Pick-Up Time field, use the controls to set the time and date of the ride.

Pickup Time Done

Today	12	13	
Thu Aug 2	1	14	AM
Fri Aug 3	2	15	PM
Sat Aug 4	3	16	
Sun Aug 5	4	17	

Friday, August 3, 2018 at 2:15 PM

- Next, set your locations for pickup and dropoff. You can also use the Stop icon button to add stop locations.



☑ The Location screens have several options for selecting your pickup, dropoff, or stop locations.

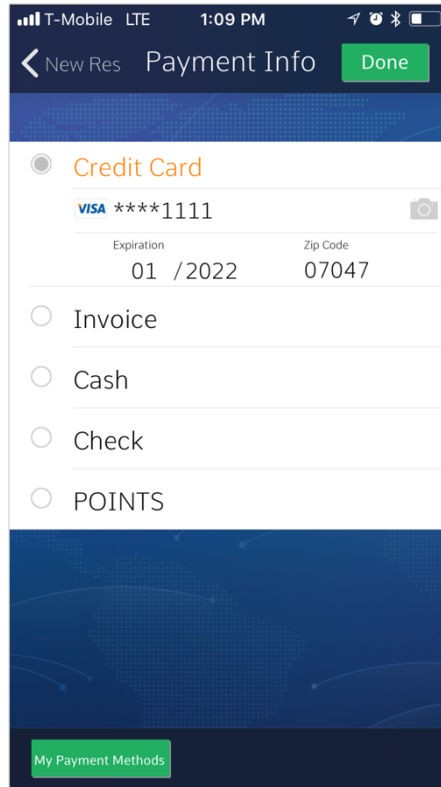
- You can type your address manually next to the House icon.
- If you need to choose an airport as a location, tap the airplane icon.
- In addition, you can add Notes to each location which the ground transportation provider can see and use to improve the service of your booking.
- Below the map are more options for choosing saved locations. The Saved Locations button selects from a list of locations you can customize in the Settings screen. We'll cover this later.
- You can also choose addresses from your phone's contacts by tapping the My Contacts button.

- When you have entered your location details, click the **Save** button to add them to the booking.

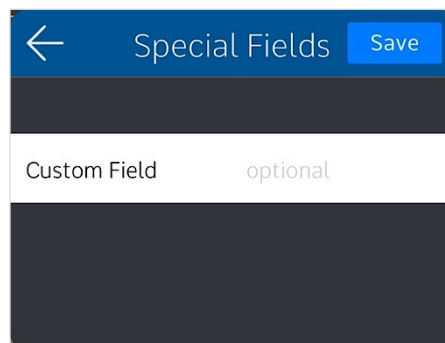
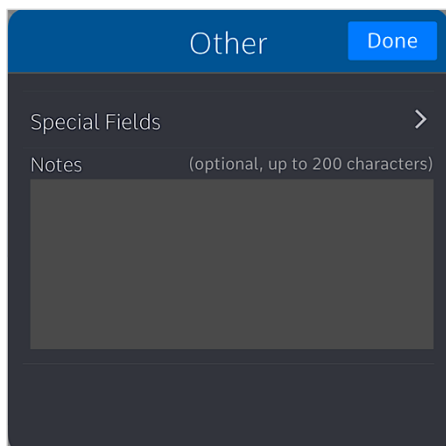
- Back at the New Res screen, tap **Vehicle Type** if you wish to change it from the provider's default option.

Booking Reservations using Ground App

6. Choose a valid Credit Card payment option. If the ground transportation provider has allowed your account other payment options, it will display in the list of valid payment methods.



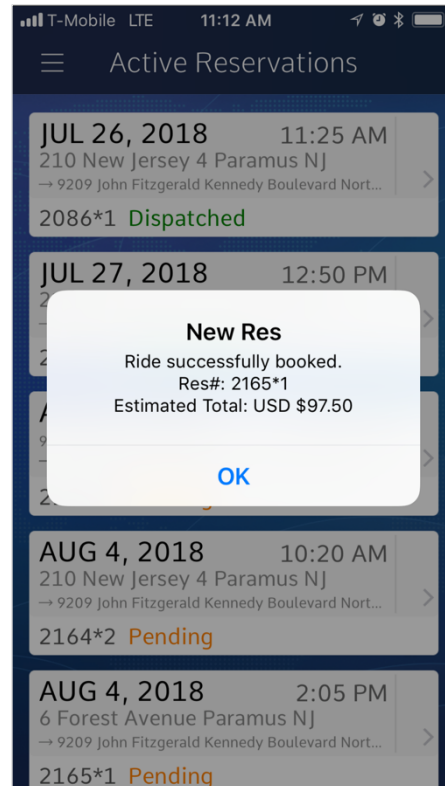
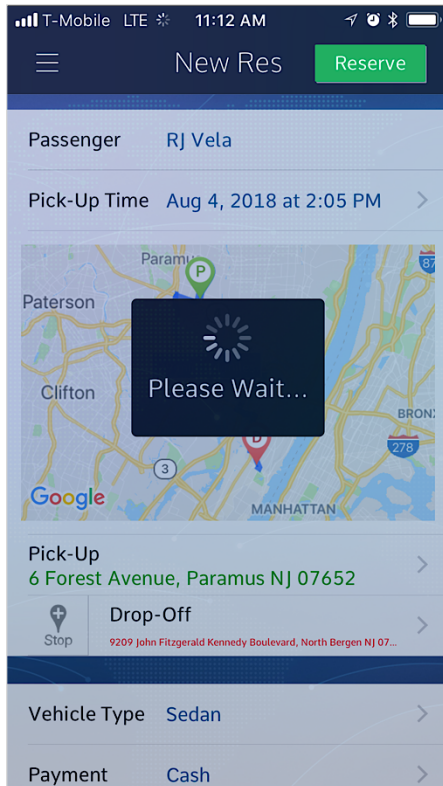
7. Back at the New Res screen, there is a field for **Special Notes** pertaining to your ride. If your account requires special custom fields for tracking purposes, tap on Special Fields to fill them out.



Active Reservations

☑ After filling out your reservation details, tapping on the **Reserve** button will book your ride.

- When a reservation is booked, the app will automatically switch you to the **Active Reservations** screen.



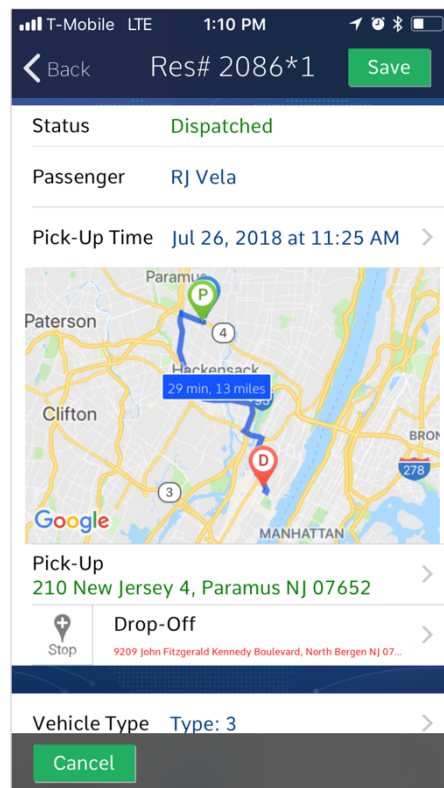
☑ After your ride is booked, you will begin receiving status updates pertaining to the ride.

Active Reservations

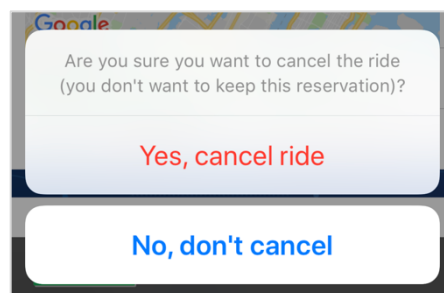
- In the Active Reservations screen, tapping a ride will allow you to review, change, or cancel the reservation.

Ground service providers may restrict Changes or Cancellations if the action is taken too close to the scheduled pickup time.

- The top right of the screen now shows **Save** instead of 'Reserve' since the ride has already been booked. If you make changes to your ride details, tap Save to submit the changes to the ground service provider.

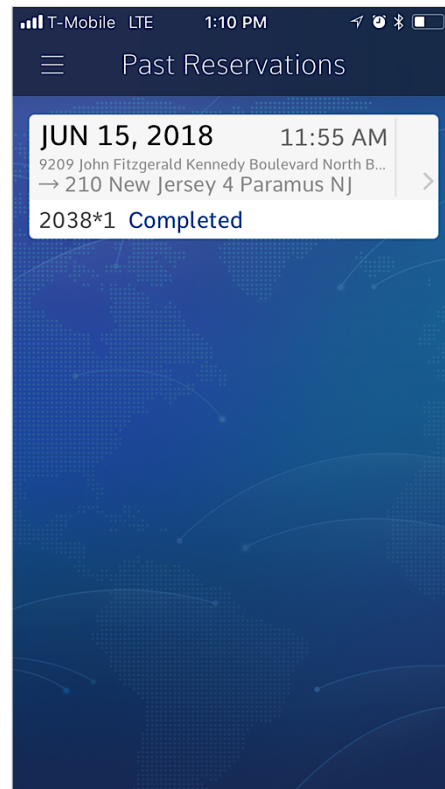
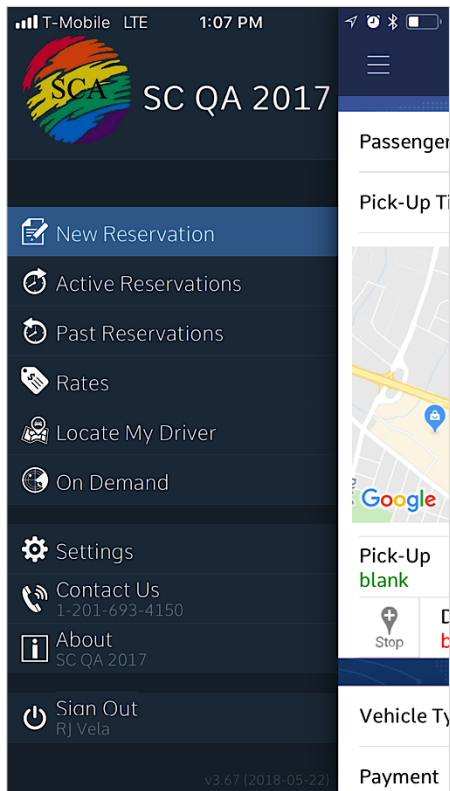


- You may also tap on the **Cancel** button which will prompt you to confirm your action.



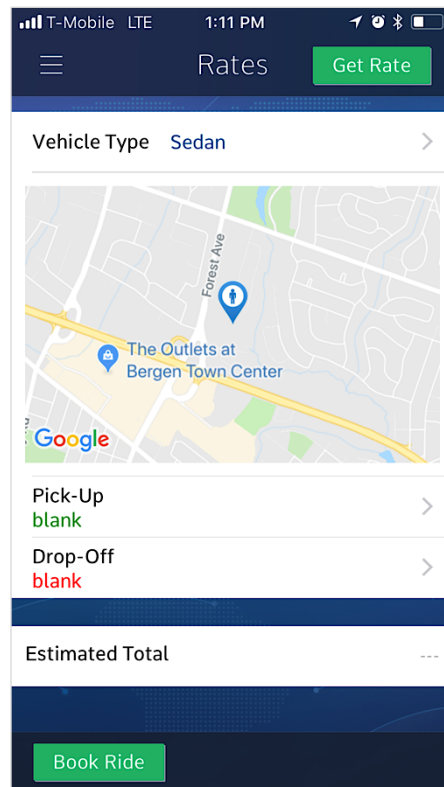
Past Reservations

- ☑ You can always review rides booked in the past by using the main menu and tapping **Past Reservations**.



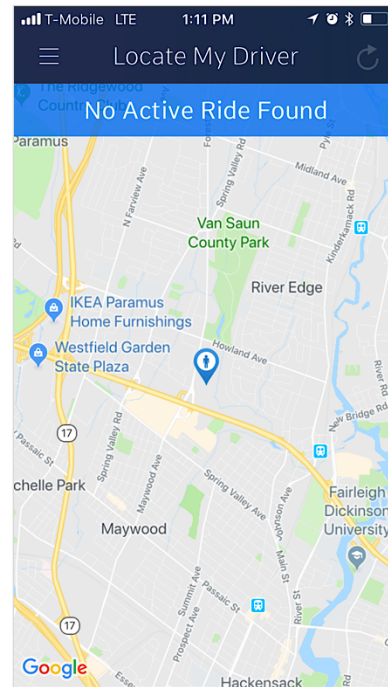
Quick Rates

- Use the Rates option from the main menu to get a quick price estimate on a trip.
- After choosing your Pickup and Dropoff locations, tap the **Get Rate** button.
- If you want to start a booking using the current pickup and dropoff locations, tap **Book Ride**.



Locate My Driver

- Use the Location My Driver option from the main menu to find your driver's location on a map.
- Only Active Rides that are currently in a Dispatched status will appear on the map.



On Demand

- If the ground service providers allow booking ASAP rides. You can find available vehicles near your location using the On Demand option.



Ground App Settings Screen

- **General**, is used for basic profile information such as name, phone number, etc.
- **Password**, is used to change your passcode.
- **My Locations**, is used to manage your saved locations which can be used when booking rides.
- **My Payment Methods**, is used to store and manage credit cards to use when booking rides.

