Mas Trips

Mobile Application
User Guide

Version 3.0.1
Updated 12.11.2024

MAS | A Driving Force in Non-Emergency
Medicaid Transportation Management

FIRST STEPS

1. Only users with a driver profile and username are able to use the application.

2. Drivers are now required to complete two-factor authentication when logging in. Codes will be sent to the number associated to the driver profile and will last for fifteen minutes.

3. The application will now allow for more than one active ride. Drivers will have the option to do multi-loaded trips, and the application will record and send the data for each active trip.

4. The application will list rides for the current date as well as rides for the previous day if completed on the current date. Rides are divided into three separate groups:
    *   **Active Rides -** rides that are being actively tracked.
    *   **Available Rides** - any ride that has either been dispatched, or started but not active or complete.
    *   **Completed Rides** - any ride that has been completed, marked as no show, or reassigned and resumed by another driver,.

Device Requirements

Supported Operating Systems

To ensure the best performance and security, MAS Trips supports the current version of Android and iOS as well as the two most recent versions. This is often referred to as **n-2 support**, where "n" represents the current version.

*   For Android: If the latest version is Android 14, the app supports Android 12, 13, and 14.
*   For iOS: If the latest version is iOS 17, the app supports iOS 15, 16, and 17.

Why This Limitation?

This approach allows us to focus on delivering the best experience and taking advantage of modern features while maintaining compatibility with commonly used devices.

How to Check Your Device's Version

*   **Android**: Go to **Settings** > **About Phone** > **Software Information** to see your Android version.
*   **iOS**: Go to **Settings** > **General** > **About** to see your iOS version.

If your device runs an older version of Android or iOS, consider updating your operating system to access the latest features and ensure compatibility with our app.

First Steps

Location Access

Location access will be needed to use the MAS Trips correctly. For instructions on how to enable these permissions, please see below:

- Android Users
    - Open the Settings app on your device.
    - Scroll down and select **Apps** or **App Management** (varies by device).
    - Find and select **MAS Trips**
    - Tap Permissions.
    - Look for **Location**:
        - Adjust the setting by tapping it and selecting **Allow all the Time**
- **iOS Users**
    - Open the Settings app on your device.
    - Scroll down and find the MAS Trip app in the list and tap on it.
    - Tap on **Location**.
    - Check the permission status is set to **Always**

    Additional Notes:
    - On both Android and iOS, ensure Precise Location is enabled (if available) for more accurate tracking.
    - For troubleshooting, ensure Location Services are turned on globally in your device's main settings.
    - **If any of these permissions are disabled, the app will not be able to record ride GPS data**

Latest Changes

1. Version 3.0 includes updates that will allow for more accurate GPS data tracking, helping to resolve issues with stale GPS readings, gaps in data collection, and lags in determining the device's current position.

2. Two-factor authentication is now required for drivers. Codes will be delivered to the telephone number associated to the MAS driver profile and can be updated via the TPP dashboard. Drivers will be prompted for the two-factor authentication code on each log in.

3. Drivers will now be able to view if there are any stored requests on the device by accessing the app settings menu and tapping on **Stored Requests.** This menu will display the total number of stored requests for each invoice, and the milestones recorded. If the device is online, the user can manually send these requests by tapping on **"Send all Stored Requests"** found at the bottom of the menu.

4. Offline recording of GPS data- Whenever the device is offline, and there are one or more active rides, GPS data will be stored on the device and sent to the MAS server once the device's network connection is restored. When offline or failed requests to the MAS server are being processed, the *"Updating Network"* message will be displayed on screen.

Logging in

1. After installing and opening the application, select the *Request Password* option found on the login screen.

2. Upon clicking the *Request Password* button, you will be taken to a new screen, where you will be asked to enter your username and the e-mail address provided to your TP. A temporary password will be sent to this e-mail.

3. After requesting the temporary password, you will return to the login screen. Here you will enter your username and the e-mailed temporary password.
Note: If you receive an error stating that the username can not be found, you will need to contact your administrator to verify both are correct.

4. Upon successfully entering the username and temporary password, you will be taken to the *Reset Password* screen. You will be asked to provide the following information:
   ❖ Your new and confirmed password: passwords must contain at least 1 number, 1 special character, and have a minimum length of 7 characters.

5. Once you have successfully created a new password, you will be prompted to complete two-factor authentication. After supplying the code delivered to your device, you will able to view the *Current Ride* screen, where you will have access to upcoming, active, and completed rides for the current date, as seen on the next page.
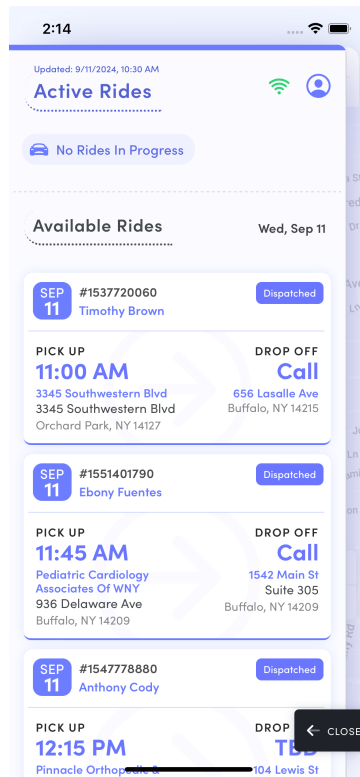
CURRENT RIDE

Upon signing in, you will be taken to the map screen and can access the ride list by tapping on **View Rides.** The ride list will display:

- all active, upcoming, and completed rides.

- When the list was last updated-found on the top left corner.

- The device's network status indicated by the WiFi icon. Green signifies the device is online while red would signify the device is offline.

- Account icon - tapping this will open a second menu, allowing the user to select whether they would like to refresh the ride list or view the settings menu.
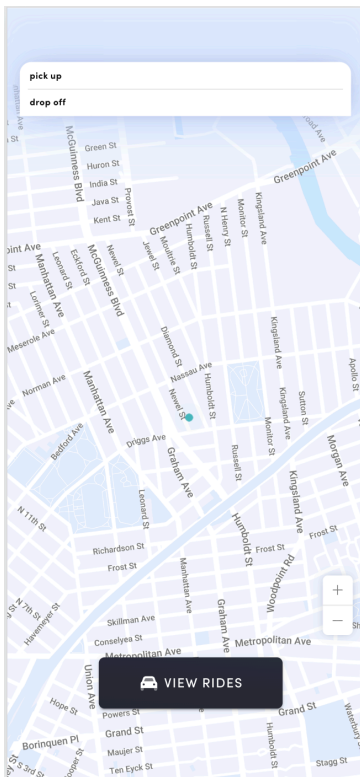
Initial Map Screen

Ride List With No Active Rides
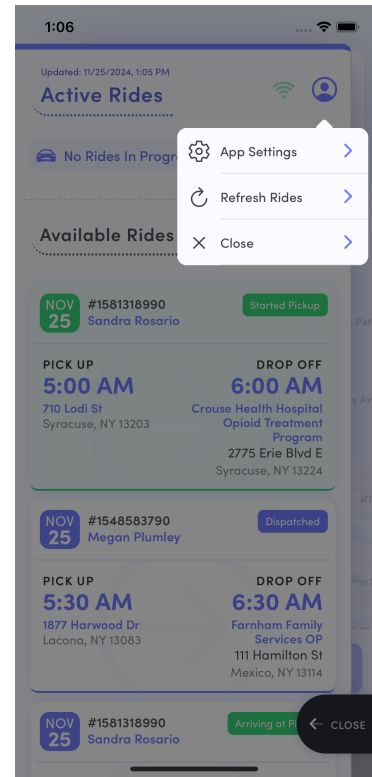
Menu displayed after tapping on account icon

CURRENT RIDE

A trip can be started by clicking on the trip card and tapping either **Start Pickup** or **Resume Ride** on the map screen.

Tapping on any of the ride buttons, including **Exit Ride,** will ask you to confirm the selection.
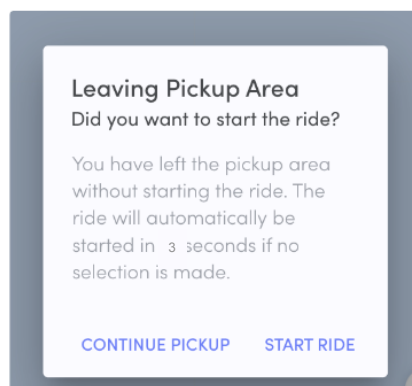
Multi-Loaded Rides

Multi-loaded rides can be started similarly to a single ride. If there is already an active ride, additional rides can be added by selecting them from the available ride list. Then, choose either **Start Pickup** for a new ride or **Resume Ride** if the ride was previously started. These rides will be moved to the active rides list, and GPS data will be recorded for all active rides.
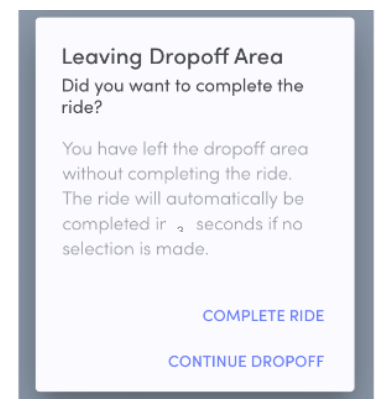
Manual Mode vs Automatic Mode

If in manual mode, and starting a pickup, the **No Show** and **Start Ride** buttons are immediately available on screen. However, if in automatic mode, the app's default setting, these buttons will not be available until it is detected the driver is in the pickup area. Once this occurs, these buttons will continue to be available until the driver either selects **Start Ride** or marks the ride as a no show.

Both settings will prompt the driver to start a trip if more than five minutes has elapsed since they arrived in the pickup.

If in automatic mode, and exiting the pickup area, the driver will be prompted to start the ride or continue the pickup. If no selection is made, the ride will automatically start within 30 seconds. This also occurs if the driver exits the drop-off area of the ride without completing the ride.

Leaving Pickup Area
Did you want to start the ride?

You have left the pickup area without starting the ride. The ride will automatically be started in 3 seconds if no selection is made.

CONTINUE PICKUP   START RIDE

Leaving Pickup Area Prompt

Leaving Dropoff Area
Did you want to complete the ride?

You have left the dropoff area without completing the ride. The ride will automatically be completed in 3 seconds if no selection is made.

COMPLETE RIDE

CONTINUE DROPOFF

Leaving Dropoff Area

Note: Rides **will not** be automatically started or completed while in manual mode.

ACTIVE TRIPS

Map Screen Buttons

The top button will center the map according to the user's current location.

The bottom button will open a prompt with a list of navigational apps for the user to access, followed by where the user would like directions to - the pickup or drop-off address and is only accessible while the trip is actively being tracked.
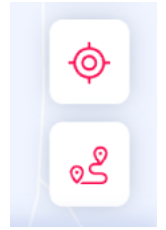
Tracked Rides Bar

Will be displayed when there is more than one active ride. Tapping on this will open a menu that lists each active ride, the destination, and available ride actions - exit ride, start ride, complete ride - depending on what stage the ride is currently in.
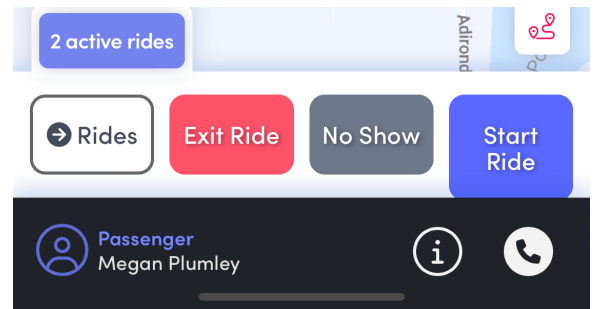
Rides

- This button will open the ride list menu.

Exit ride

- Only available if the enrollee has not been picked up.
- If selected, GPS recording will end for the ride until it is resumed again and the ride will be moved to the available ride list.
- **Note:** Exiting a ride **will not** complete or cancel a trip,

No Show

- Only available if the enrollee has not been picked up.
- Once clicked, the button will trigger a five-minute timer before the ride can be updated and marked as a no show. **Note: Once the five minutes have elapsed, and the ride is updated, this action cannot be undone.**

- If in manual mode, this button will be available immediately after pressing start pickup. Otherwise, the button will become available once it is detected the driver has reached the pickup area for the ride.

Start Ride

- Only available if the enrollee has not been picked up
- If in manual mode, this button will be available immediately after pressing start pickup. Otherwise, the button will become available once it is detected the driver has reached the pickup area for the ride.
- Will update the ride to indicate the enrollee has been picked up

Information Button

- will open the instructions modal for the ride

Phone Button

- Call button - will now open up a *'Who would you like to contact?'* prompt, allowing the user to choose to either call the enrollee or medical provider**

  - ****** This option will only be displayed when a contact number for the provider is available.
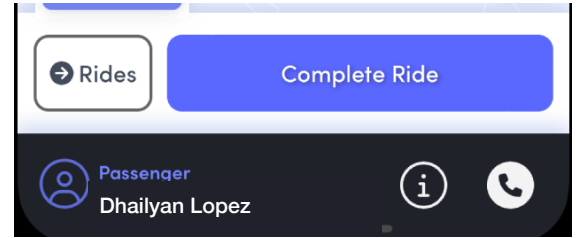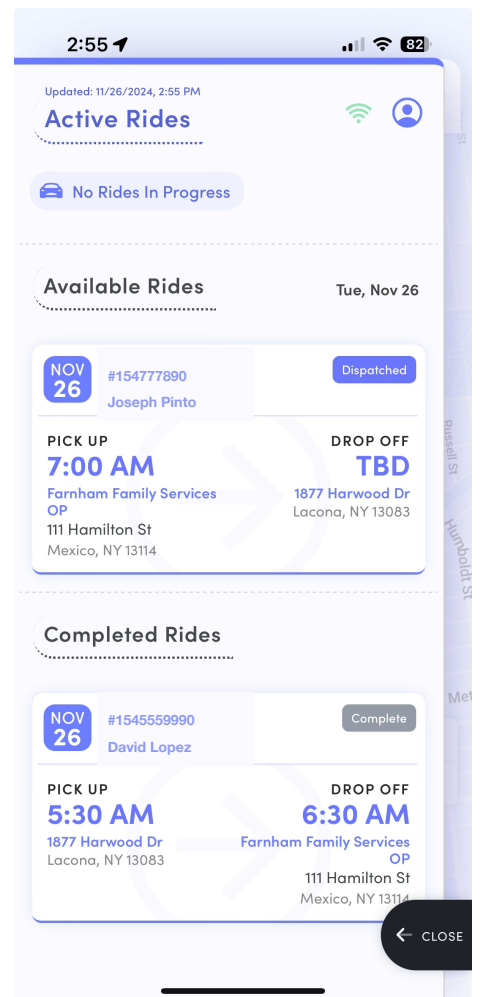
Complete Ride

- Only available once the enrollee has been picked up.
- Tapping on this button will ask the user to confirm they want to complete the ride. After confirming, ride tracking will end and the ride will move to the completed section of the list.
- **Notes**
  - **This action cannot be undone.**
  - **Please review the completed rides portion of the ride list after completing a ride to confirm the ride has completed correctly.**
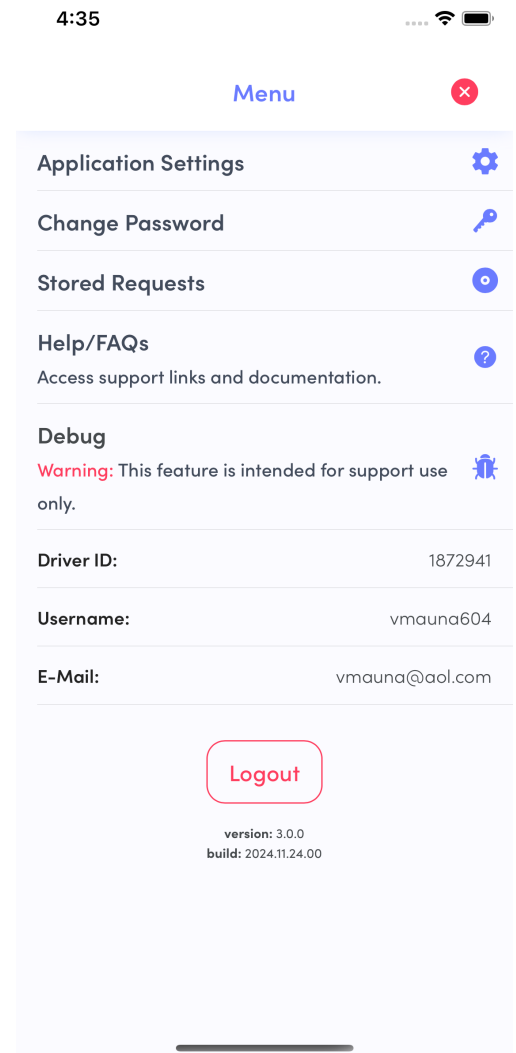


Ride list with one completed ride

ACCOUNT SETTINGS

On the account settings screen, the driver will find their account information listed - name, username, the e-mail address linked to the account, and their unique MAS driver ID. This screen will also provide access to:

- **App Settings -** this menu will allow the driver to toggle between automatic mode and manual mode and enable or disable local notifications for the app.

- **Change password screen**

- **Stored Requests List -** if there are any stored requests on the device, they will be displayed here along with a button to send all of the requests.
  - This list will display the invoice number, milestones recorded, and total requests for each invoice number.

- **Help/FAQs -** this menu will provide links to the following:
  - The e-mail address for application support
  - Troubleshooting guide with instructions on verifying location settings and how to reinstall the application
  - The application's user guide in PDF format
  - The MAS support portal
  - Counties served by MAS and their local contact information

- **Debug Menu -** this screen will list the following details, useful for troubleshooting possible technical issues:
  - **Device info -** The device's model, operating system and version, platform, battery level, and web view version.
  - **Network Status** - the connection type and online status
  - **GPS Status** - the device's current coordinates, GPS speed and accuracy.
  - **Active Rides** - any rides currently being tracked.
  - **Clear Stored Data** button - this will clear the driver's stored ride list

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4:35

Menu ✕

⚙ Application Settings

🔑 Change Password

🔘 Stored Requests

Help/FAQs
Access support links and documentation. ❓

Debug
Warning: This feature is intended for support use only. 🐛

Driver ID: 1872941

Username: vmauna604

E-Mail: vmauna@aol.com

**Logout**

version: 3.0.0
build: 2024.11.24.00

Reporting Issues

When reporting issues, please include a detailed description of the issue you're experiencing and try to include any pertinent screenshots, including a screenshot of the new debugging menu, which will display the device's model, operating system and version, platform, and web view version. This screen can be accessed by tapping the *View Account Settings* option from the ride list screen and selecting *Debug*.
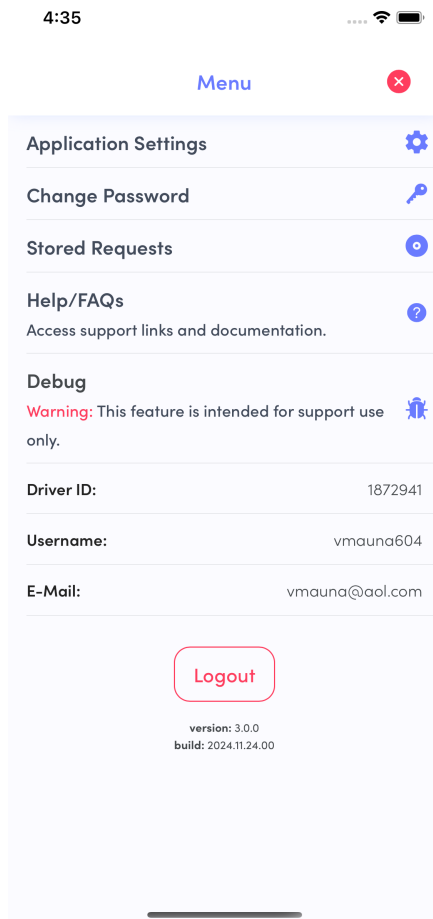
Settings Menu
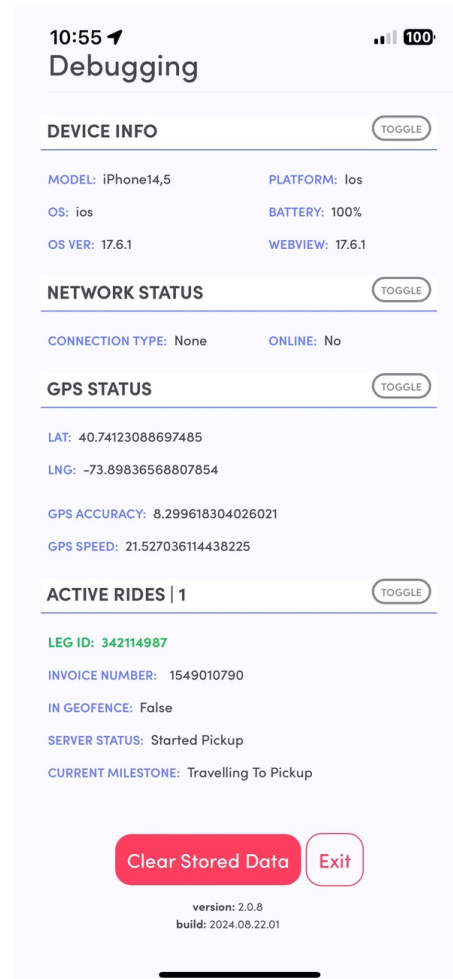
Debug menu

Reassigned Rides

Dispatchers are able to reassign drivers and vehicles for upcoming and active rides as long as a trip has not been attested and completed, without any limits on the number of reassignments.

Reassignments for an upcoming ride

Reassignments for rides that have not been started will disappear from the original driver's list and only be displayed in the new driver's available rides list.

Reassignments during an active Ride

When a dispatcher reassigns an active ride to another driver, the current driver will be able to continue the trip until it is resumed by the new driver on their device. The new driver will be able to see the trip under the **Available Rides** list.

When ready to begin the trip, the new driver can click on the desired trip, and will be taken to the map screen, where they will be able to start the ride. The button to initiate the ride will read ***'Resume Ride - New Driver'.***

Once the new driver resumes the trip, the previous driver will see the ride move to their list of completed rides, with a status of "***Reassigned".***