

MAS Trips

Mobile Application User Guide



A Driving Force in Non-Emergency
Medicaid Transportation Management

FIRST STEPS

Things to note before signing in and using the MAS Trips application

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Notes

1. Only users with a driver profile and username are able to use the application. If you have an existing MAS account as an admin user, you will need to create a driver profile and obtain a driver username to sign into the application. New and existing drivers will need to have their administrator enable the ‘*Mobile Login*’ option in their driver profile via the web dashboard. Enabling this option will generate a username for the driver to sign into the app.
2. The application will only list upcoming, active, and completed trips for the current date.
3. Location access will be needed to use the MAS Trips correctly. For instructions on how to enable these permissions, visit page 11 of this guide by clicking [here](#).
4. The mobile application can be downloaded for iOS by visiting the iOS App Store and the Google Play Store on Android devices.



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LOGGING IN

A step-by-step guide on how to sign in as a first-time user and resetting your password

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First Time Sign-On

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 dispatcher, or the person in your company responsible for IT 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:
 - a. Username, email, temporary password, new password, confirmed password.
5. Once you have successfully created a new password, you will be signed in and taken to *Create Session Pin* screen.

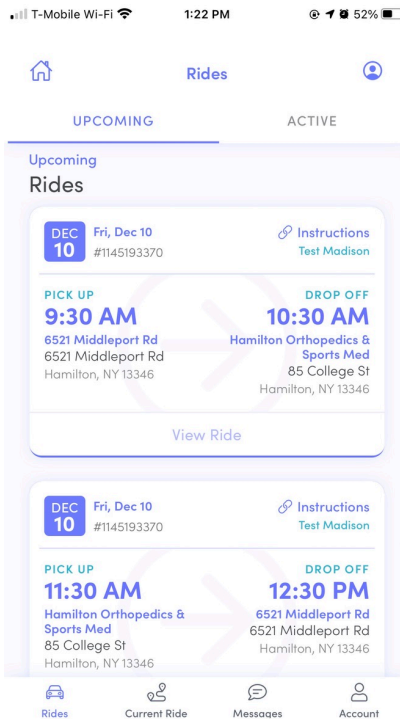


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First Time Sign-On

6. In the *Create Session Pin* screen, you will be asked to enter and confirm a 3 to 9-digit code to be used in the event that the biometric features - Face ID, fingerprint- of the device fail or are not available.

7. Upon creating a session pin, you will now be able to view the *Rides* screen, where you will have access to upcoming, active, and completed rides for the current date, as shown below.



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USER SETTINGS

If you would like to change the settings for the passcode and biometrics, you can do so by selecting the ‘Account’ option, found on the bottom right on the main screen, after signing in. From this screen, the user can:

1. *Change their password.*
2. *Enable local notifications - this will allow for the display notifications on the user’s device*
3. *Enable and disable the use of the device’s biometrics and passcode features for authentication.*
4. *Logout of the application*

Device Security

To use the device’s biometric and/or passcode features slide the button adjacent to the setting - *Use Biometrics*, *Use PIN code* - to the left to **disable**, and to the right to **enable**.

Notifications

If you would like to receive local app notifications for events like entering or exiting the drop-off and pickup areas, you will need to activate local notifications and can do so by pressing the notifications’ bell icon found on the account screen. Once pressed, you will be prompted to “Allow” or “Don’t Allow” this feature. If this was disabled, the icon will now have a line going through it and if pressed again, you will be asked to visit the device’s local settings and to restart your session (log out, log back in) to enable the feature.

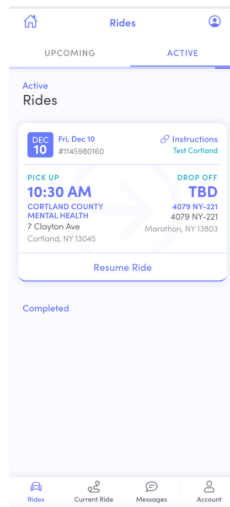
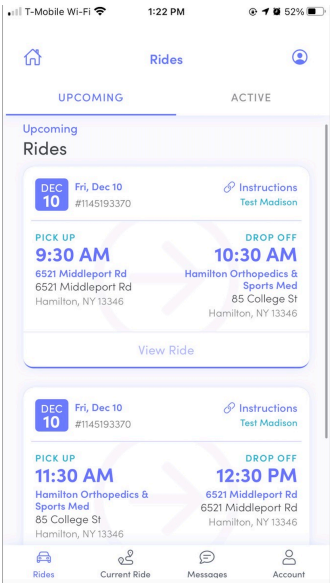


MESSAGES

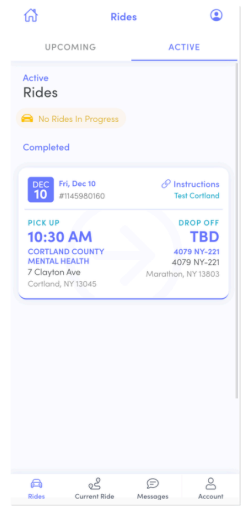
The messages screen will display any special announcements or messages from MAS.

RIDES

Upon signing in, or clicking the 'Rides' icon on the bottom navigation bar, you will be able to view all your upcoming, active, and completed rides by swiping left for 'Upcoming', and right for 'Active' and 'Completed' on your device. Completed rides will be found listed below active rides.



One Active Ride, Zero Completed Rides



Zero Active Rides, One Completed Ride

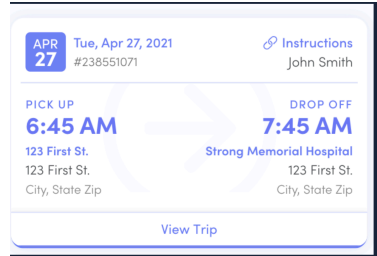


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Rides

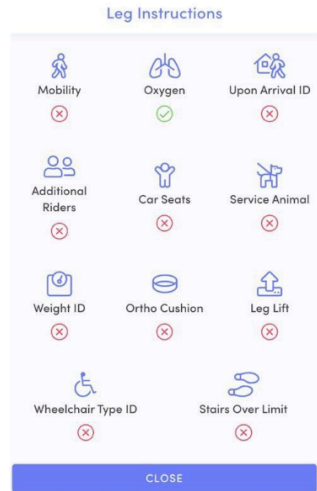
Trip Card

Each card will have the current day's date, the trip's invoice number, in this example #238551071, the 'Instructions' button, the enrollee's name, "John Smith" pick-up and drop-off information, and the 'View Trip' button.



The 'Instructions' button contains the instructions for the associated trip. When clicked, the instructions will load off-screen (denoted by a progress bar/moving line at the top of the card.)

Once loaded, a new screen will appear with a series of icons denoting the accommodations that may be required for a trip. Any icon with a circled red 'X' below signifies that this accommodation is not necessary or applicable. If there is a circled green check mark, or a number for the ID icons, this accommodation will be applicable.

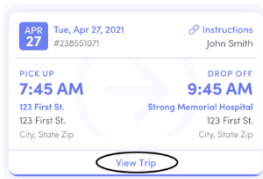


Instructions Window

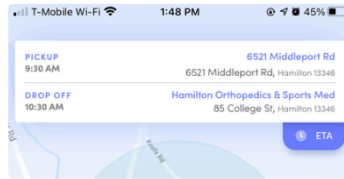


CURRENT RIDE

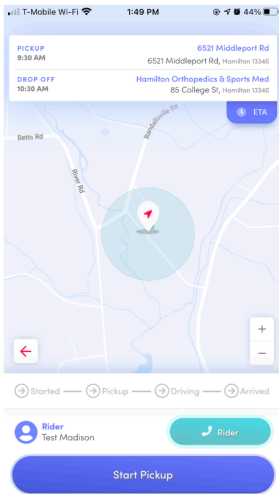
If you click on 'View Trip' link you will be brought to the 'Current Ride' screen which will display the pick-up address, pick-up time, drop-off address, drop-off time, estimated time of arrival, and the pickup and drop-off areas, as shown below.



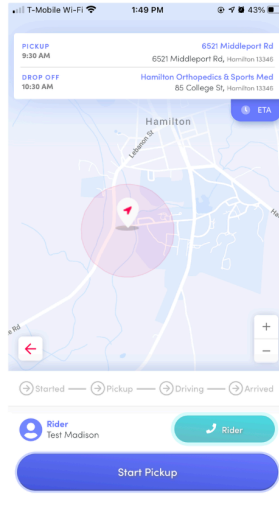
Trip Card



Current Ride



Green Radius Circle - Represents Pick up Zone for Pickup Address



Red Radius circle - represents the drop-off one for the drop-off address.

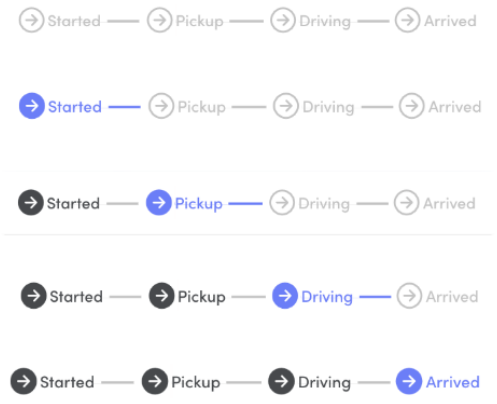


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Rides

Icons

The second bar from the bottom of the 'Current Ride' screen is a visual indication of the current ride's status. When all icons are grey the trip has not been started. A black icon indicates that the status has been completed, and a purple icon indicates that it is the ride's current status.



Buttons

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

The bottom button will open a dropdown with a list of navigational apps for the user to access directions



Center Map, View Route Buttons

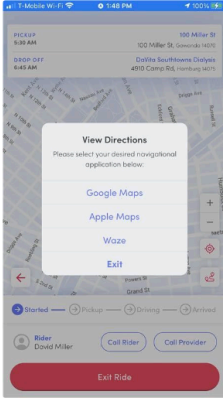
The red arrow button will return the user to the Rides screen.



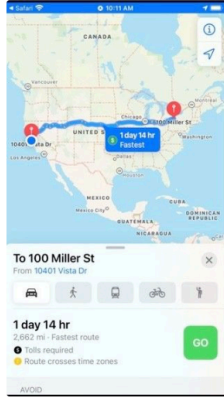
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Rides

After selecting 'Start Pickup', the "View Route" button will be viewable and will open up a prompt, requesting that you select your desired navigation application for this trip followed by where the option of whether you want directions to either the pickup or drop-off address.



Navigational app prompt.



Directions using Apple Maps from current location to pickup.

The screen on the left shows the View Directions screen options that are available if you would like to get turn-by turn directions.

The screenshot on the right shows the trip's pickup address, using the selected navigation option.

The 'Call Rider' and 'Call Provider' buttons will allow you to call each party, respectively, masking both the caller and the recipient's number for privacy and security.



Call Rider

Call Provider

Call Rider & Call Provider Buttons



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STARTING A TRIP

Important- You must allow full (Always On & Precise) location access when prompted by the app. If the app does not prompt you for these permissions, follow the instructions below:

For iOS Users:

1. Go to **Settings**
2. Select **Privacy**
3. Select **Location Services** - this should say **On**.
4. Scroll through this list till you see **MAS Trips**.
5. This final screen should have the permissions to Allow Location Access, select **Always** and set **Precise Location** to **On**

For more information visit <https://support.apple.com/en-us/HT207092>

For Android Users:

1. On your phone's home screen, find the app icon.
2. Touch and hold the **MAS Trips** icon.
3. Select **App info**.
4. Select **Permissions. Location**.
5. Select **Allow**
6. Set **Precise Location** to **On**

For more information visit <https://support.google.com/accounts/answer/6179507?hl=en>

Background Geolocation

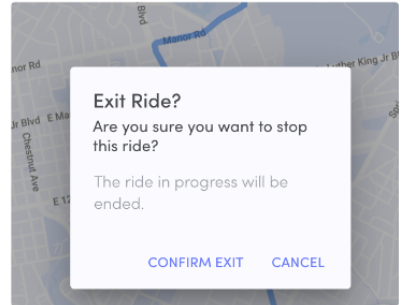
Important: Although the app can track your location in the background (when the app is minimized) - it is highly recommended to have the app active and in the foreground during a ride. This ensures optimal performance and will avoid any issues with the device terminating background processes (automatically turning off the GPS to save battery/memory)



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Starting A Trip

If you need to exit the ride at any time, you can do so by pressing *Exit Ride button*. On pressing, you will receive a prompt asking you to confirm that you would like to end the ride in progress.



Exit Ride Prompt

When you reach the pick-up location, the red '*Exit Trip*' button will change to a purple '*Start Ride*' button alongside a light gray disabled '*No Show*' button.



Start Ride & No Show Buttons

The '*No Show*' button will not become enabled until 15 minutes after the designated pickup time, or if the driver arrives late, fifteen minutes after their arrival time.

Case 1 - If the pickup time is 11:00 am, and the driver arrives at 10:50 am, the 'No Show' will become enabled at 11:15 am vs 11:05 am.

Case 2 - If the pickup time is at 9:00 am, and the driver arrives at 9:10, the 'No Show' button will become enabled at 9:25 am vs 9:15 am.



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Starting A Trip

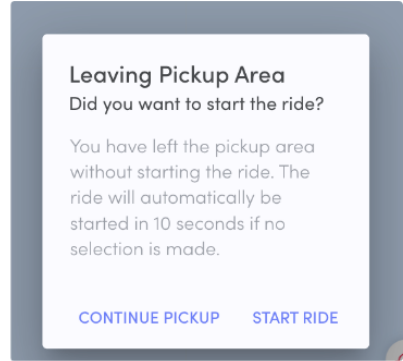
If you were to leave the pick-up Area without pressing ‘*Start Ride*’, the app will present an alert, asking you to either ‘*Continue Pickup*’ or to ‘*Start Ride*’.

If you have picked up the enrollee, you should select the ‘*Start Ride*’ button. Otherwise, you can select the ‘*Continue Pickup*’ button.

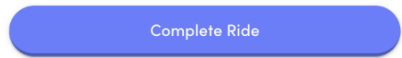
The app will however automatically start the ride, if you don’t select one of these options within 10 seconds.

Once the ride has started, the buttons will change to a purple ‘*Complete Ride*’ button.

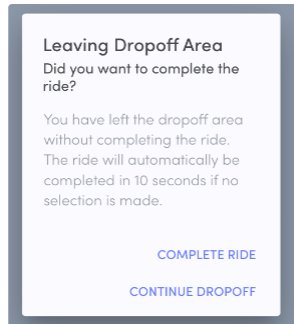
When you reach the Drop-off Area, if you were to leave the Drop-off Area without pressing ‘*Complete Ride*’, the app will present an alert, asking you to either ‘*Continue Dropoff*’ or to ‘*Complete Ride*’.



Leaving Pickup Area Prompt



Complete Ride Button



Leaving Dropoff Area

RIDE REASSIGNMENTS

Dispatchers are able to reassign upcoming and active rides as long as a trip has not been attested without any limit on the number of reassigns.

REASSIGNMENTS FOR AN UPCOMING RIDE

If a ride has not been started by the driver originally assigned to it, it will be removed from that driver's '*Upcoming Rides*' list and instead be displayed on the new driver's '*Upcoming 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 newly reassigned trip in their '*Active Rides*' list.



Reassignments During An Active Ride

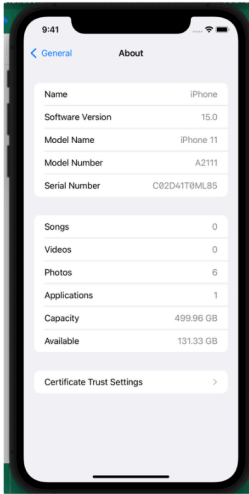
When ready to begin the trip, the new driver can press *'Resume Ride'*, and will be taken to the *'Current Ride'* screen, where they will be able to start the ride. The button to initiate the ride will read *'Resume Ride - New Driver'*. If the previous driver has not yet exited the ride, they will receive an alert from within the app informing them the ride has been reassigned and will no longer be displayed in the list of *'Active'*, *'Upcoming'*, or *'Completed'* Rides.

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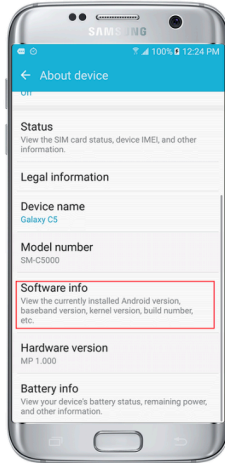


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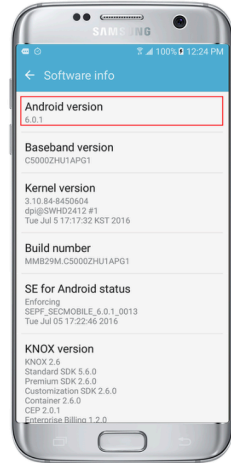
REPORTING ISSUES



iOS Device Name and Software Version



Android Device Name



Android Software Version

To help aid in resolving any issues within the application, the following information will be required when submitting feedback and bugs:

- *The name and model of the device e.g. iPhone 12, Google Pixel 5, Samsung Galaxy s21 Ultra, etc..*
- *The device's operating system.*



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Reporting Issues

iOS Users

- Find and select the *Settings* icon on your home screen
- Select *General*, followed by *About*
- The accompanying screen, as displayed on the right, should now list the name, software version, and model name.

Android Users

- Find and select the *Settings* icon on your home screen
- Select *About Phone*, typically phone towards the end of the *Settings* menu list
- The accompanying screen will give you the device's name and model. To obtain information about the device's software, select the *Software Version* option.

