Handitran Rider Guide and How-to

September 9, 2025

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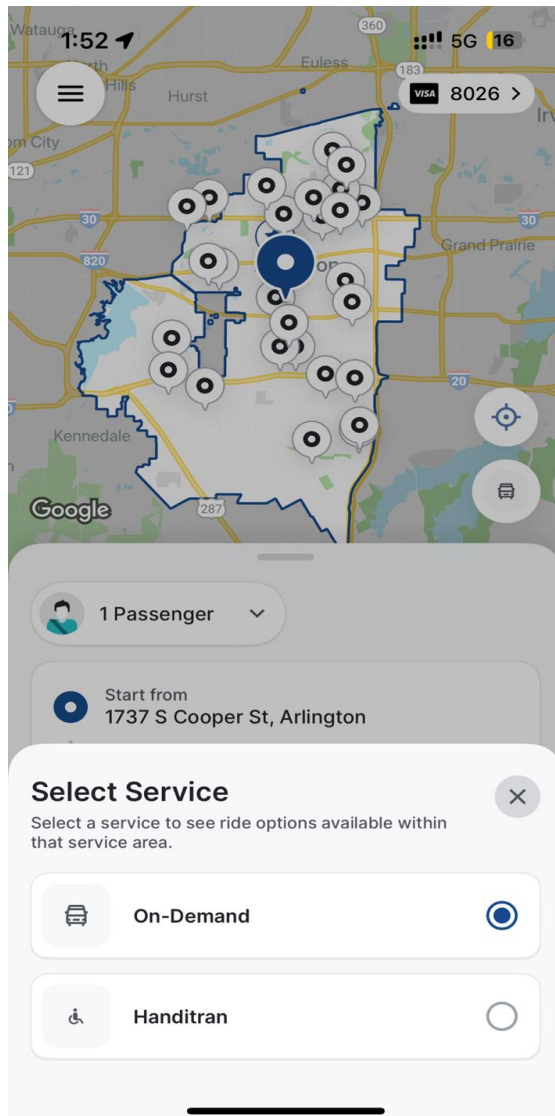# Toggling Between On-Demand Microtransit and Handitran Services

1 On the right-hand side of the screen, select the second button to expand the services available.
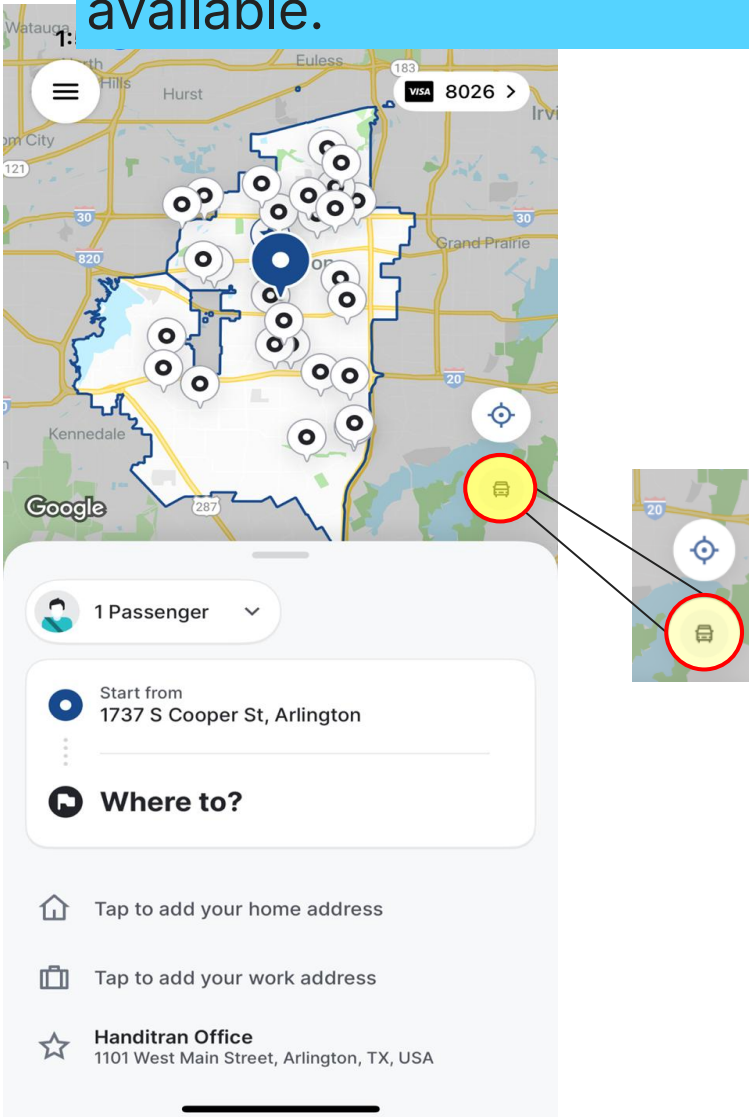
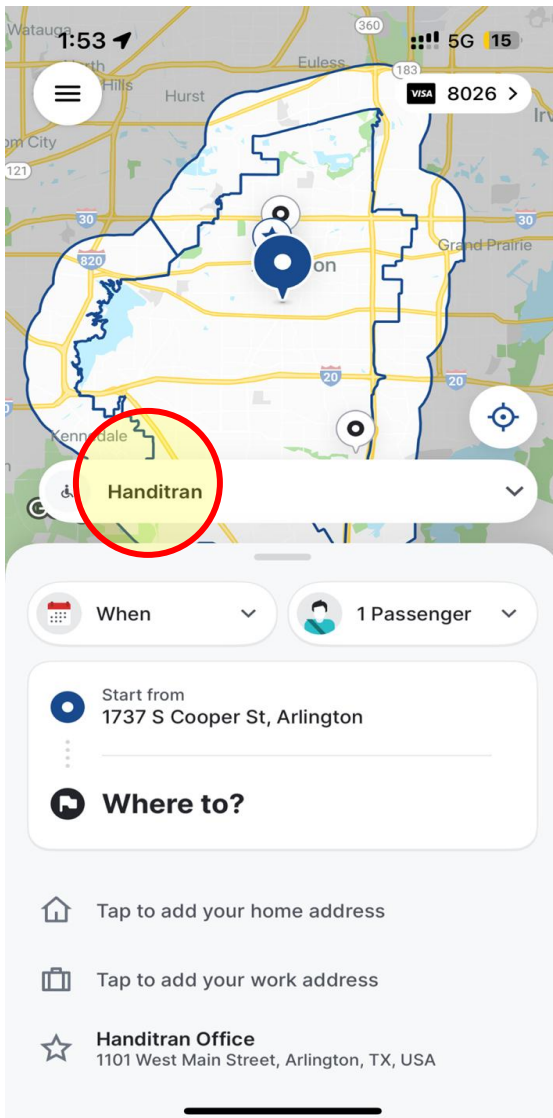# Toggling Between On-Demand Microtransit and Handitran Services

2 This will open the Select Service Menu. Select the desired service.

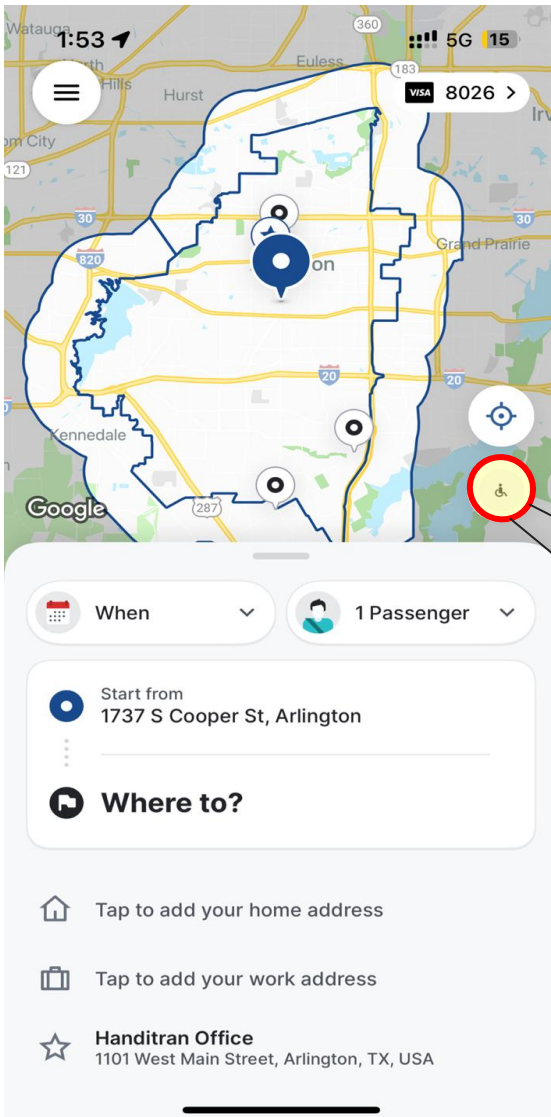# Toggling Between On-Demand Microtransit and Handitran Services

3 The service bar will change to indicate "Handitran".

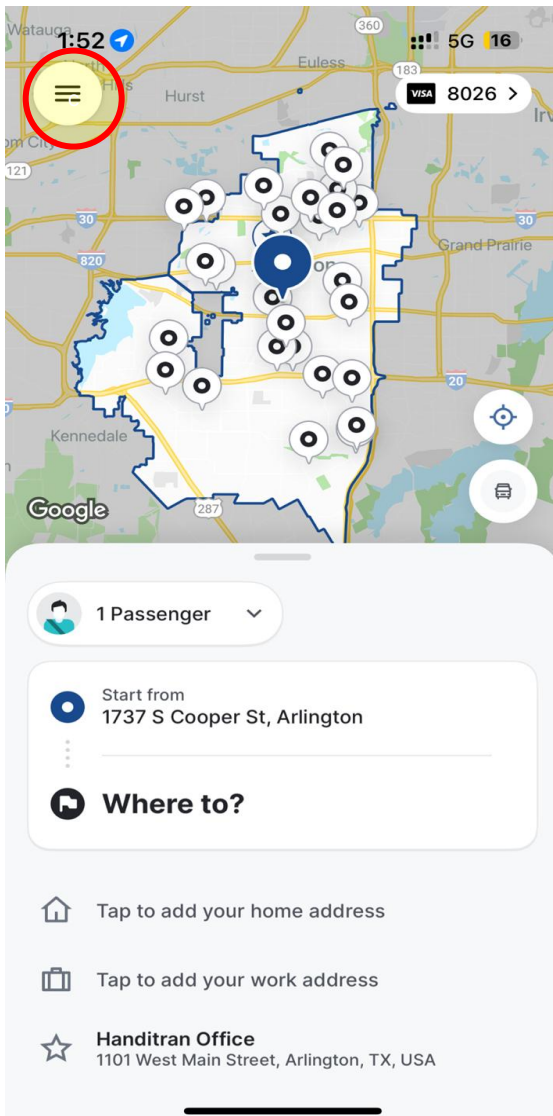# Toggling Between On-Demand Microtransit and Handitran Services

4 When the service bar goes away, the icon will still show the paratransit icon.

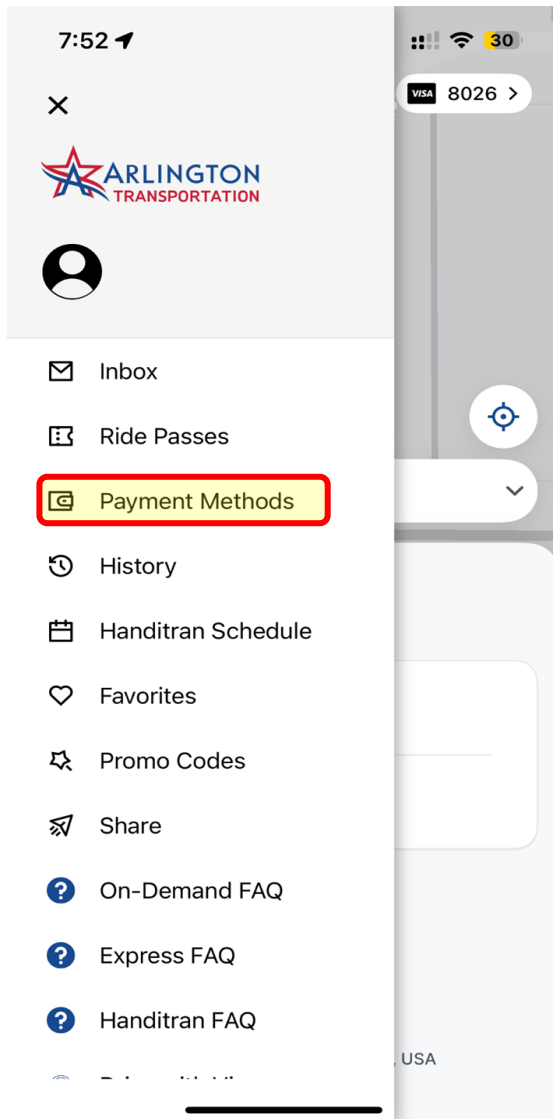# Adding or Removing a Payment Method

1 Select the three lines menu in the top left-hand corner to open the menu.

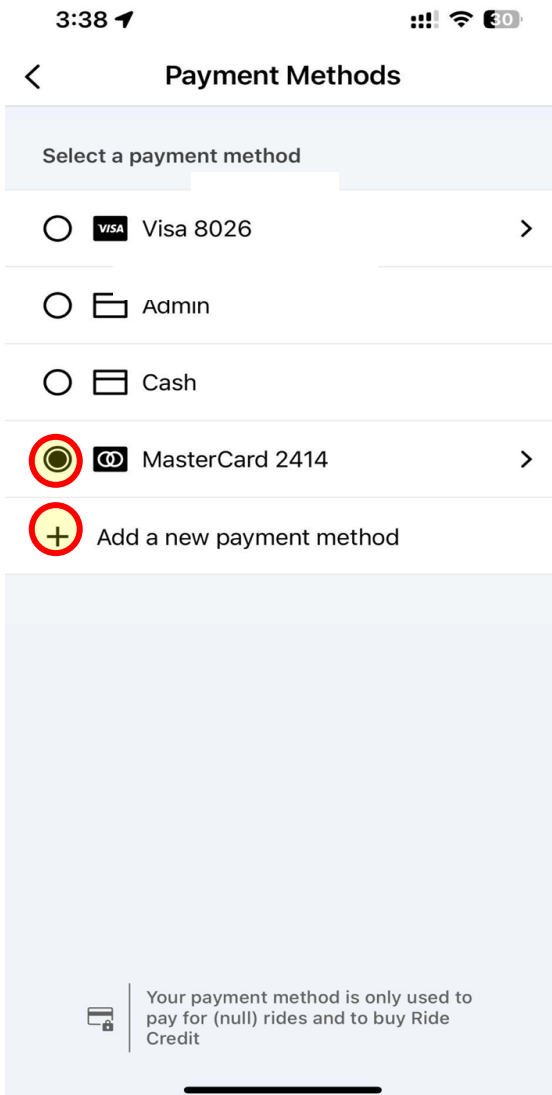# Adding or Removing a Payment Method

2 Select "Payment Methods" from the menu.

Adding or Removing a Payment Method
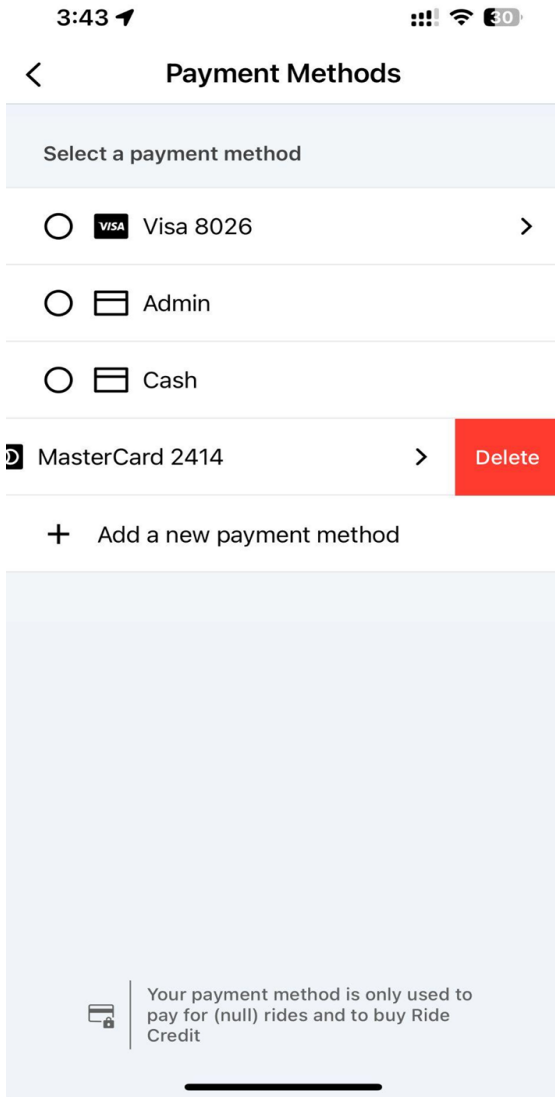
3 Toggle to change the default or you can add a new payment method.

Adding or Removing a Payment Method

4 To remove an item, swipe left and select "Delete".

3:43

Payment Methods

Select a payment method

○ VISA Visa 8026 ›

○ Admin

○ Cash

MasterCard 2414 › **Delete**

＋ Add a new payment method

Your payment method is only used to pay for (null) rides and to buy Ride Credit

Buying a Ride Pass and Auto-Renewing from the Webapp

1 Open a web browser, navigate to https://arlington.app.ridewithvia.com/ and enter your phone number to log in to your account.
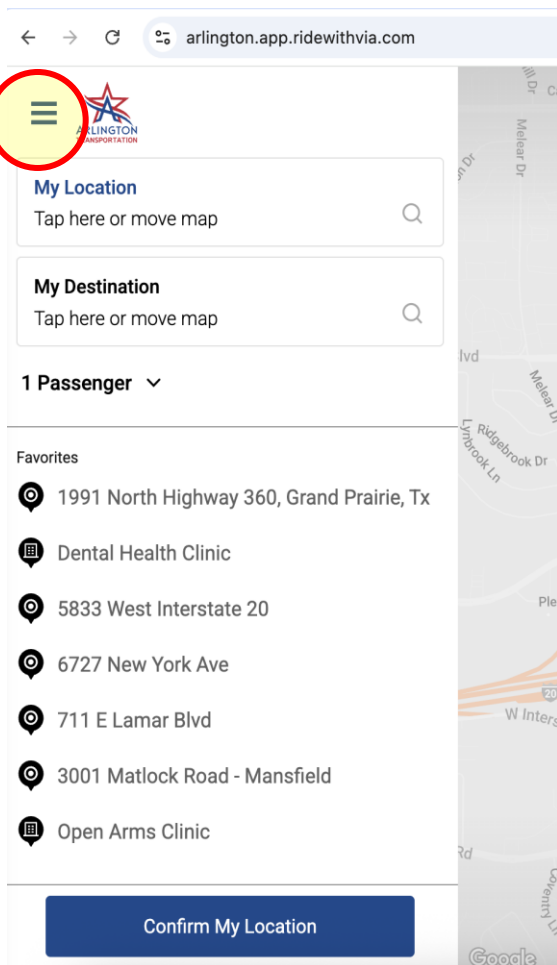
Buying a Ride Pass and Auto-Renewing from the Webapp

2 Open the three-line menu.

Buying a Ride Pass and Auto-Renewing from the Webapp

3 Navigate to Ride Passes.

× ARLINGTON TRANSPORTATION

>

✉ Inbox

🎟 **Ride Passes**

🪪 Payment Methods

↺ History

📅 Handitran Schedule

♡ Favorites

✰ Promo Codes

✈ Share

❓ On-Demand FAQ

❓ Express FAQ

❓ Handitran FAQ

https://arlington.app.ridewithvia.com/via-pass
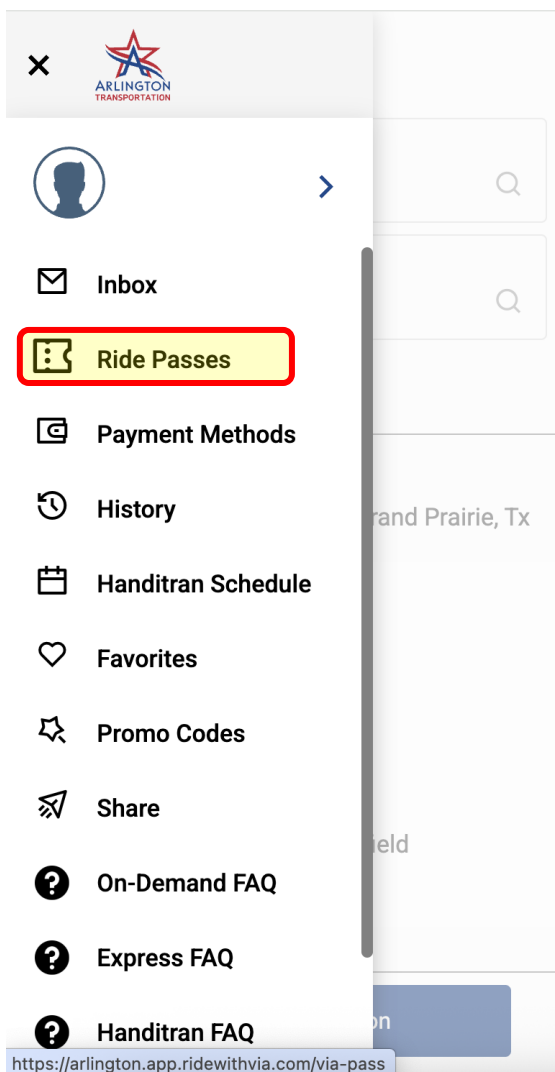
Buying a Ride Pass and Auto-Renewing from the Webapp

4 Purchase the Monthly Handitran Ride Pass using a credit or debit card.
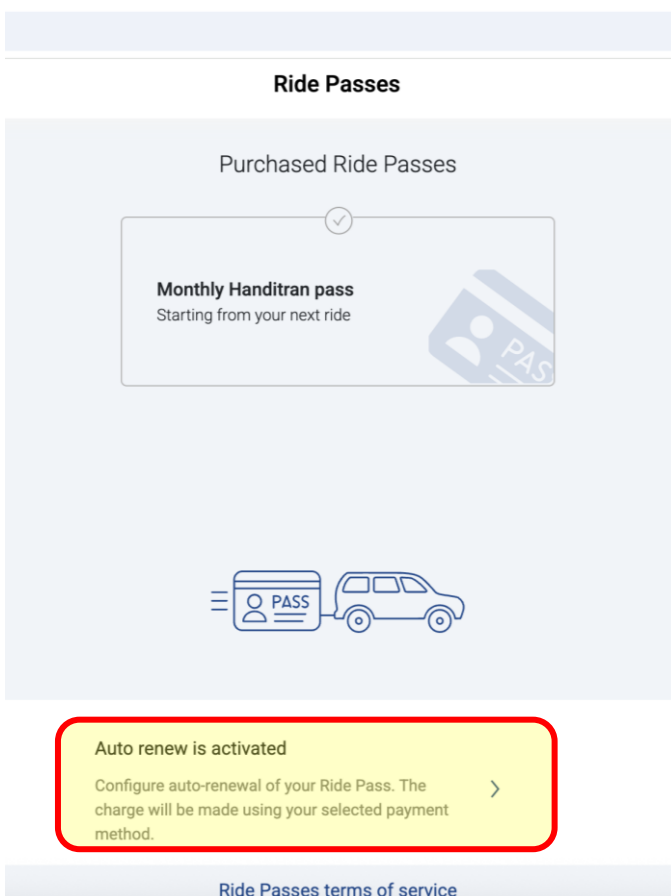
Buying a Ride Pass and Auto-Renewing from the Webapp

5 Check the auto-renew status at the bottom of the web-page.

Ride Passes

Purchased Ride Passes

Monthly Handitran pass
Starting from your next ride

Auto renew is activated
Configure auto-renewal of your Ride Pass. The charge will be made using your selected payment method.

Ride Passes terms of service

Buying a Ride Pass and Auto-Renewing from the Webapp

6 Select the arrow to toggle auto-renew on or off.

Ride Passes

Purchased Ride Passes

Monthly Handitran pass
Starting from your next ride

Auto renew is activated

Configure auto-renewal of your Ride Pass. The charge will be made using your selected payment method.

Ride Passes terms of service
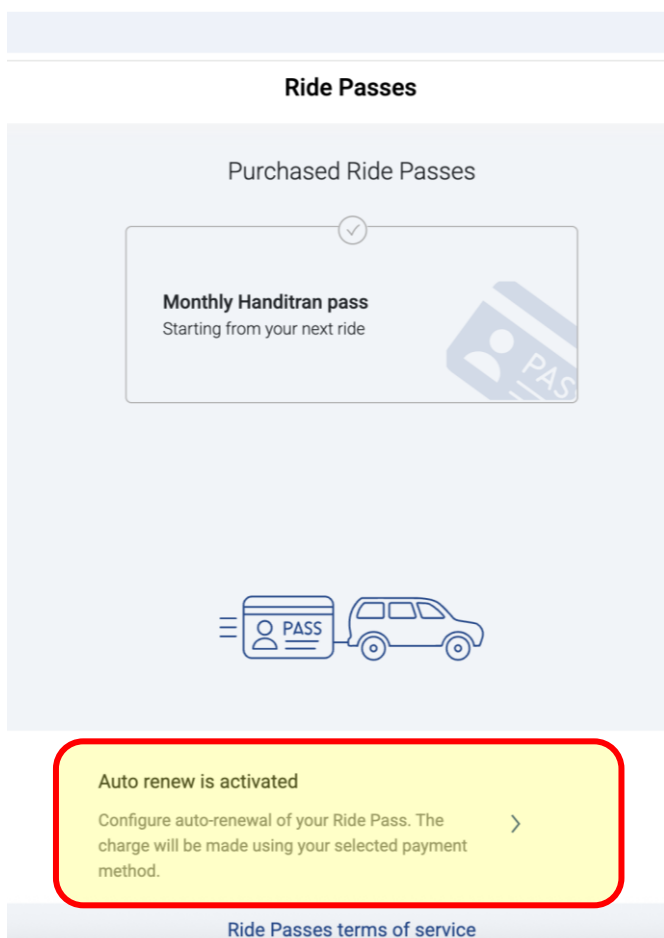
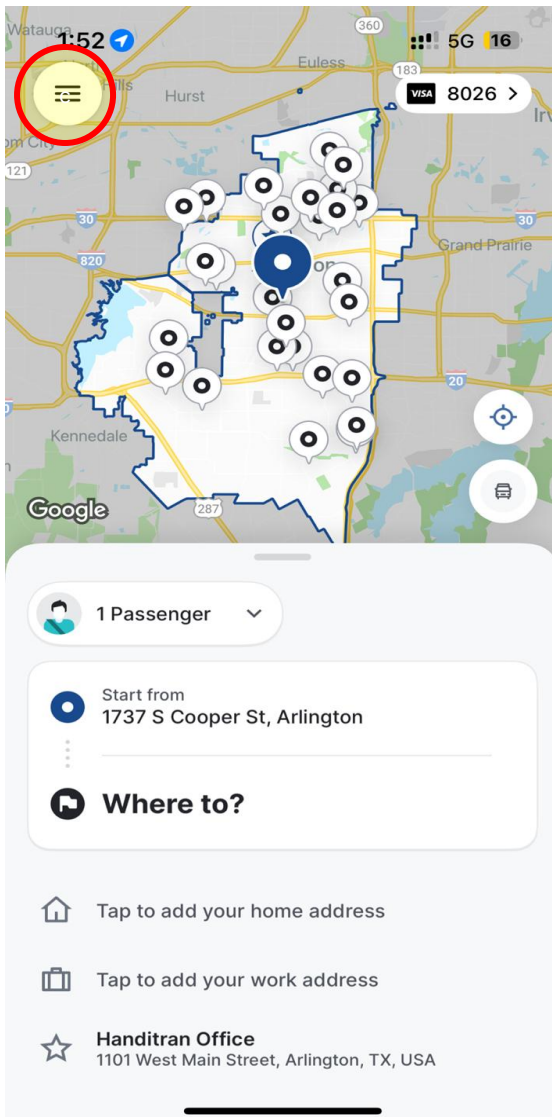# Buying a Ride Pass and Auto-Renewing from the Webapp

7 Check or uncheck the box and hit 'Confirm' to change the status of your auto-renewal. The webpage should refresh with the new status.
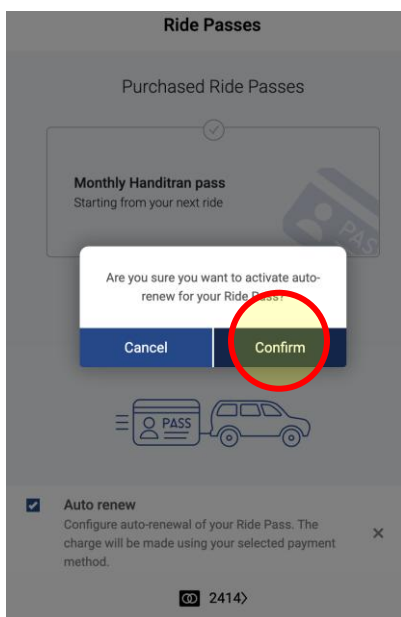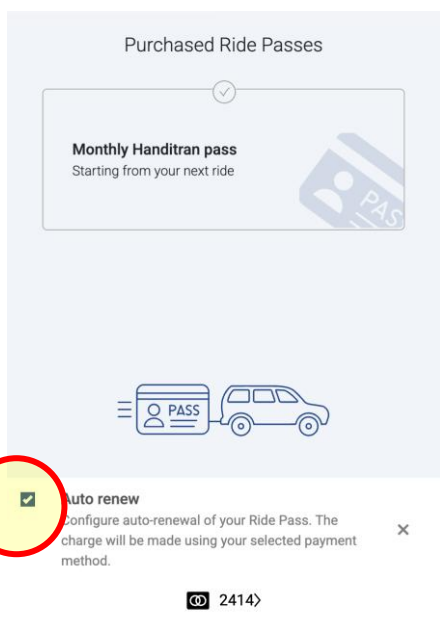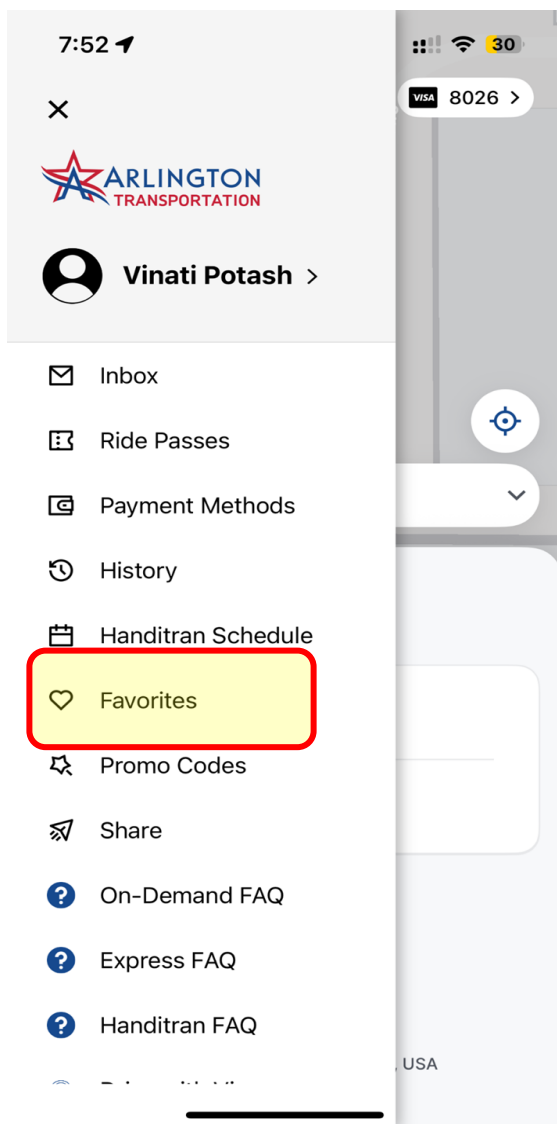
Adding a Location to your Favorites

1 Select the three-line menu in the top left-hand corner to open the menu.

Adding a Location to your Favorites
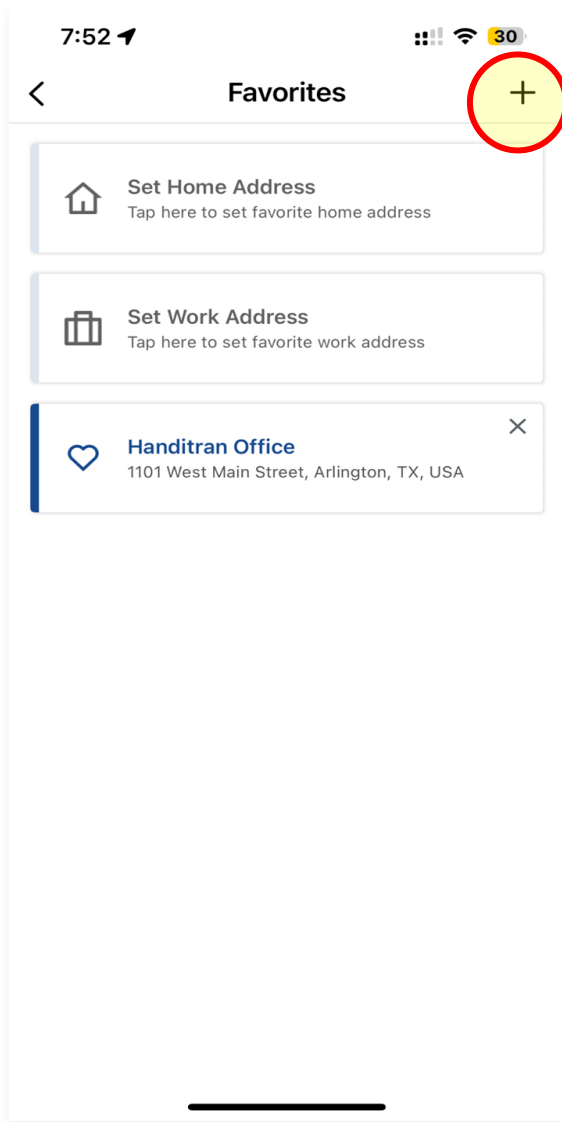
2 Select "Favorites" from the menu.

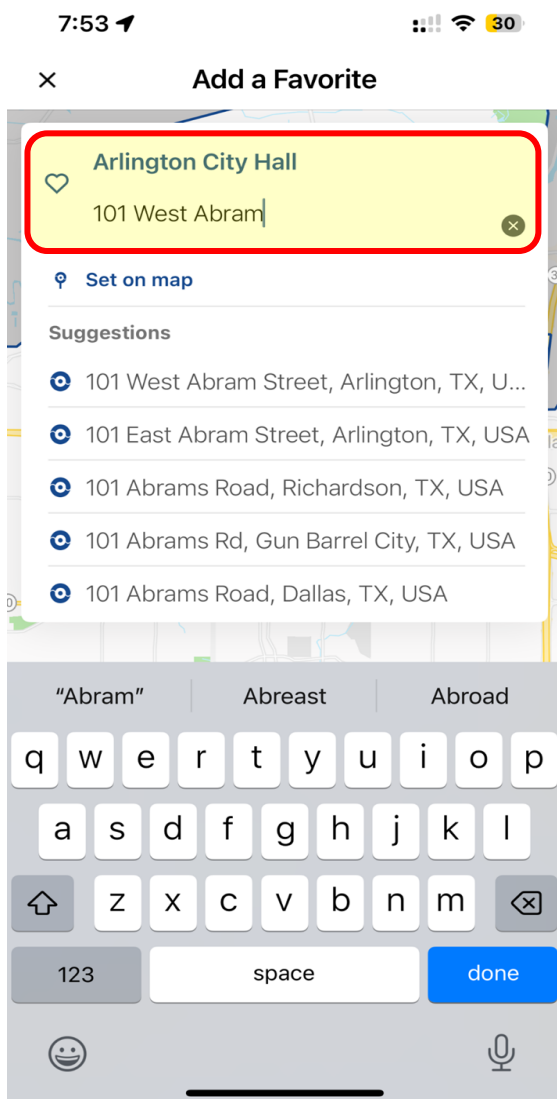# Adding a Location to your Favorites

3 Click the plus sign in the top right-hand corner. There is a max of 12 addresses that can be saved in Favorites.

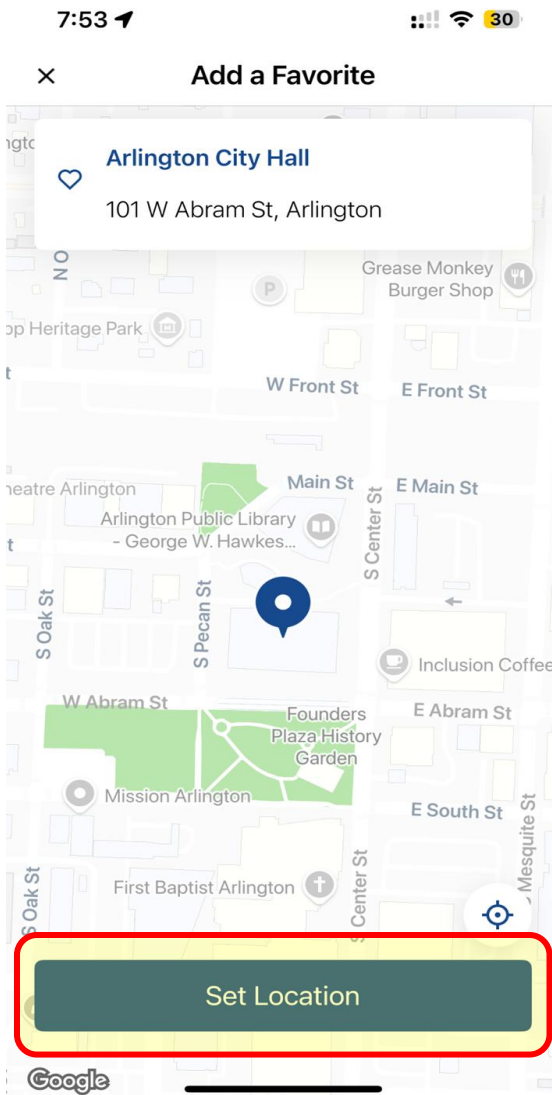# Adding a Location to your Favorites

4 Create a name for the favorite and enter the address to locate it in the dropdown.

Adding a Location to your Favorites
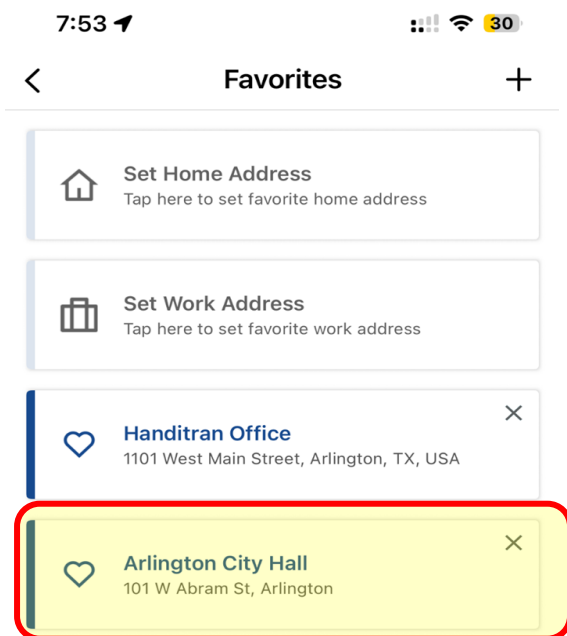
5 You can also move the map to fine-tune the location, then select "Set Location".

Adding a Location to your Favorites

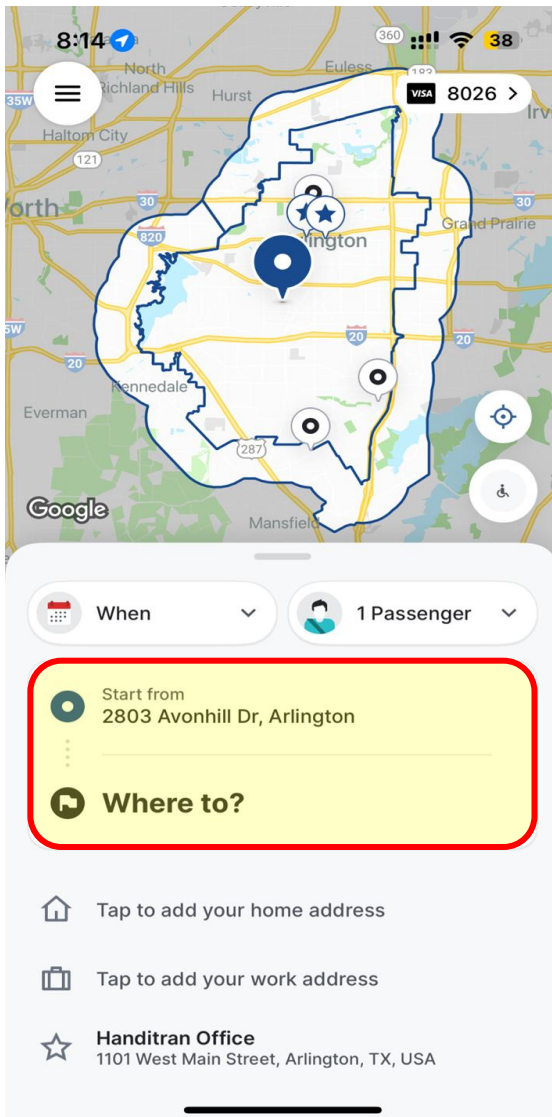**6** The new favorite will appear in the Favorites menu.

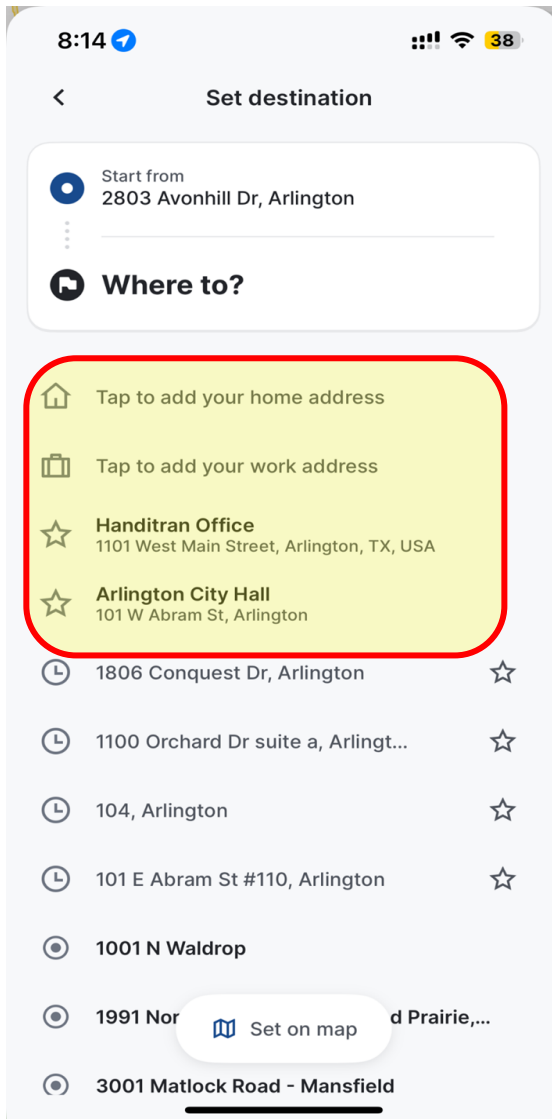# Booking a Ride Using a Favorite

1 Click the origin or destination fields as you normally would to book.

Booking a Ride Using a Favorite

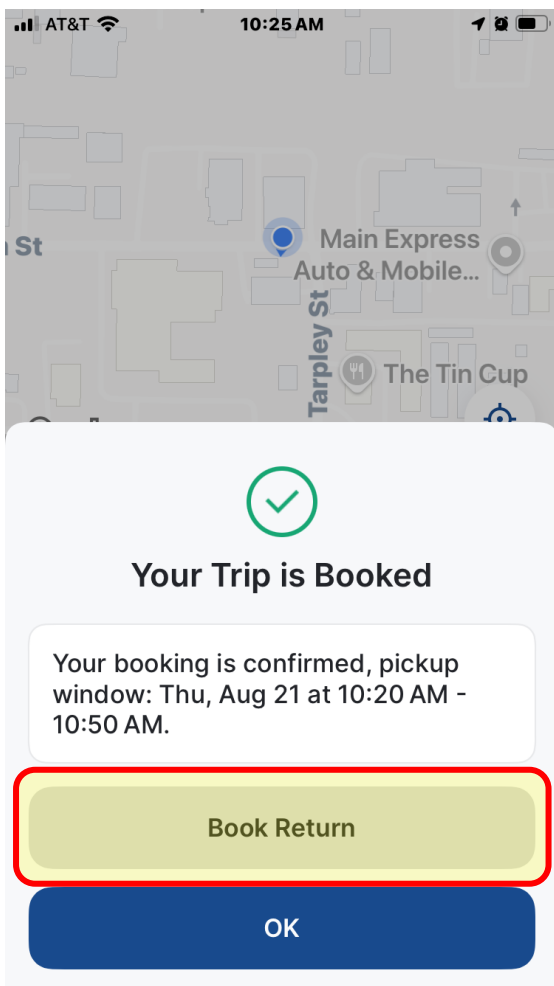**2** Favorites will appear at the top of the list.

Book a Return Ride
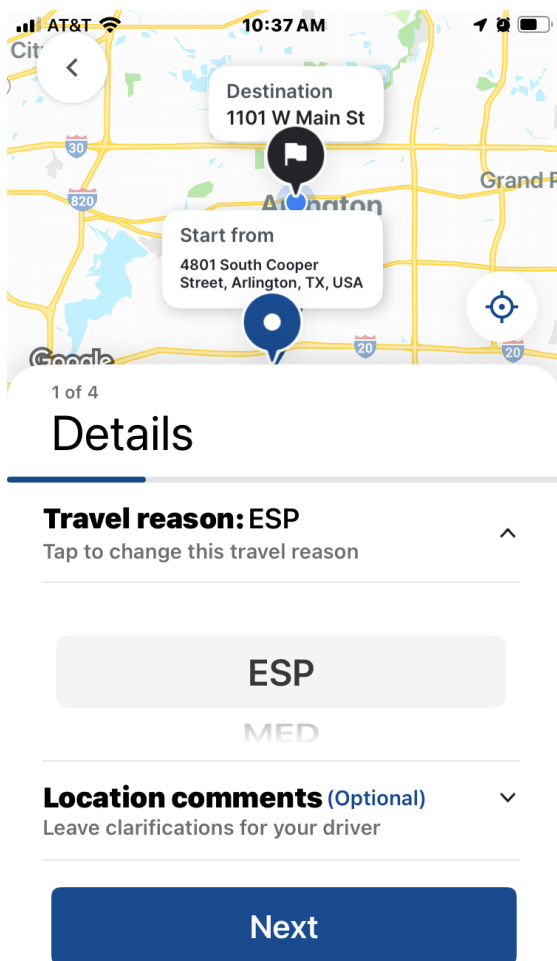
1 If you need a return home, select Book Return.

Book a Return Ride

2 Follow the steps to book the return trip.

Book a Return Ride

3

‹ **Extra passengers**

Me	1	+
Extra Rider	0	+
Extra Rider (wheelchair)	0	+
PCA	0	+
PCA (walker)	0	+

Next

Book a Return Ride

4 Select the depart time for your return home.

< Schedule

Depart at: Arrive by:

Thu, Aug 21 at 10:35 AM
Set a different pickup time

Thu, Aug 21   10:35 AM

Set pick up time

Book a Return Ride

5 Click on reserve ride.
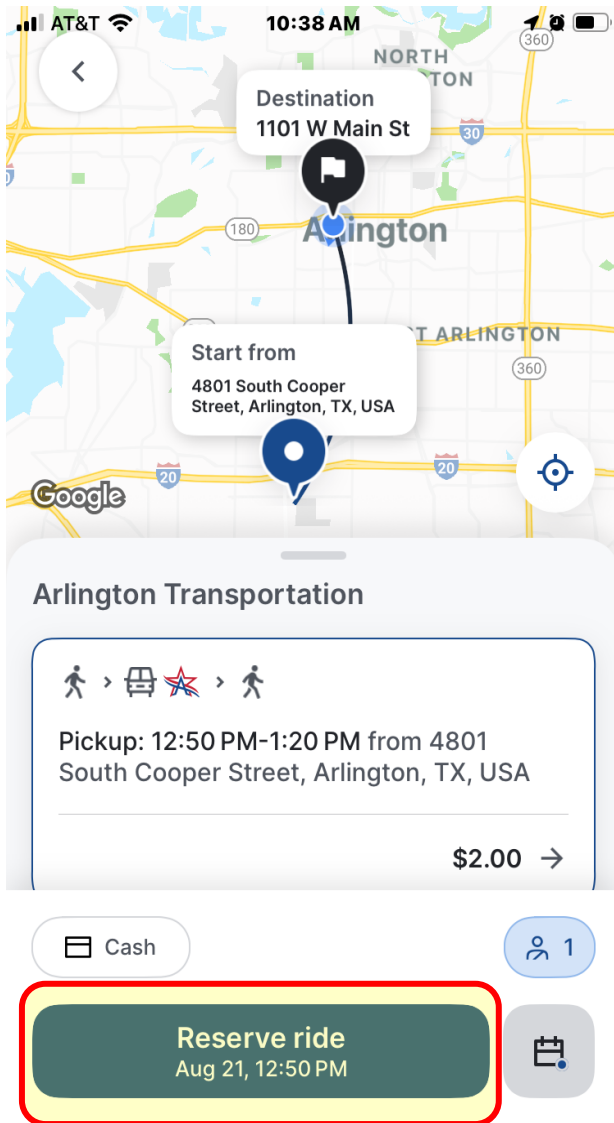
Book a Return Ride

6 You will be taken automatically to the schedule page to view your trip.

.ıll AT&T 🌐　　　10:39 AM　　　🔋

< **Handitran Schedule (2)**

📅 CALENDAR　　　☰ LIST

< **AUGUST 2025** >

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14 ••	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

AUG 21, 2025

Edit →　　　　　　　　　**Cancel**

🚶1 → 🚐 ride → 🚶1　　　　👤1
Depart at 12:50 PM - 1:20 PM $ 2.00

"* Expected price only, price will be charged post ride and may vary."

Proprietary & Confidential.

Sharing your Ride Details to Another Contact

6 While your ride is active, select the "..." in the bottom right corner.

Sharing your Ride Details to Another Contact

6 Select "Share My Ride Details" from the pop-up menu.

Sharing your Ride Details to Another Contact
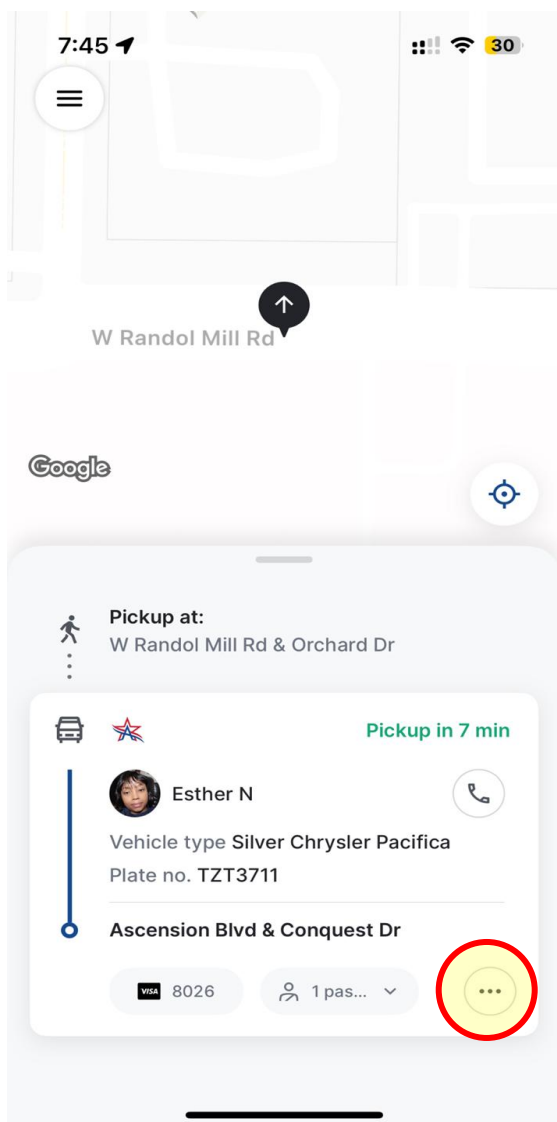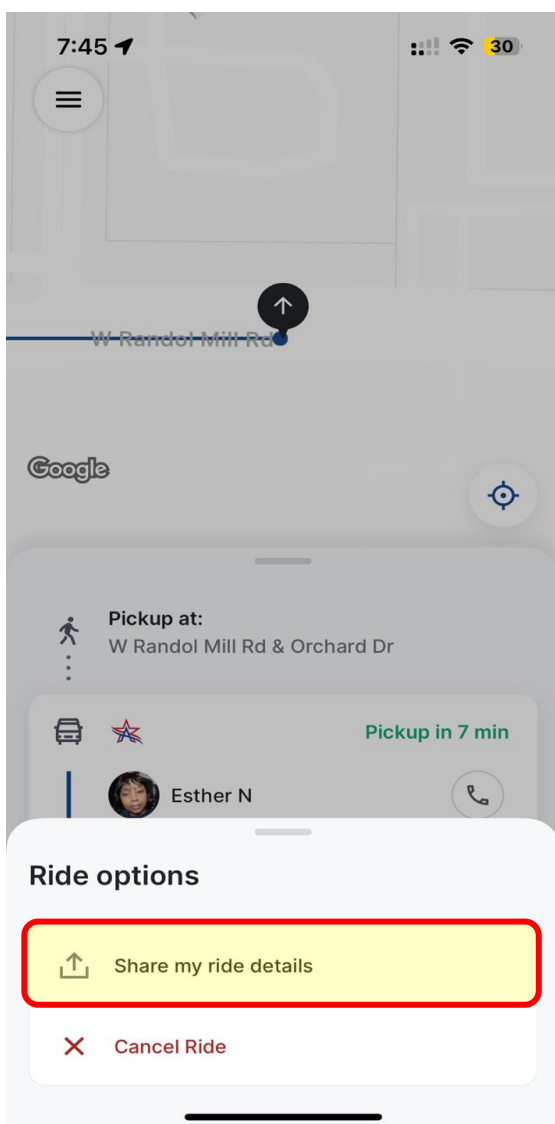
6

Choose your preferred method from your phone's menu. For text messages, you can then select the recipient, who will receive a static text message like this one.

7:45

W Randol Mill Rd

Google

AI I'm using Arlington Transportation to travel to Ascension Blvd & Conquest Dr.

AirDrop   Messages   Mail   Notes

Copy

New Quick Note

Save to Files

Find products on Sam's Club

Find products on Amazon

< Messages   **Contact**   Details

I'm using Arlington Transportation to travel to Conquest Drive. My driver's name is Esther and we are in a van with license plate [#######]. I'm scheduled to arrive at 8:02pm.

Booking a Ride while you are not Inside the Zone

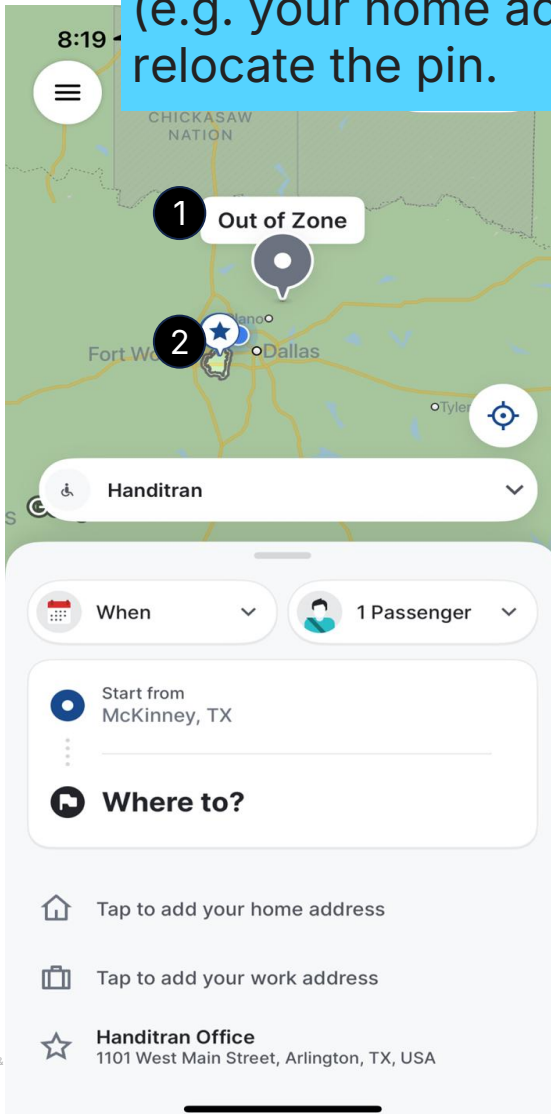**1** You can manually drag the pin into the service area.

2 You can also change your start location to a location in the zone (e.g. your home address) to relocate the pin.

Booking a Ride while you are not Inside the Zone

If you are not inside the zone when trying to make a request, you can receive an error that indicates you are not in the service area.

Note: If you are in a different time zone, the system will use the time on your device to book the trip, not the local service time.

You will need to adjust the time of your request to correct for the time difference.

For example, if you are in Eastern time and want an appointment for 9am Central time when you return, you should book for 10am Eastern on your device.

Enabling "Set Time Manually" when Using Voice-over / Talkback

1 The VoiceOver or TalkBack feature must be enabled before entering the scheduling flow.

4:32

Destination
Handitran Office

Ar... Handitran

Google

3 of 4

< Schedule

Depart at: Arrive by:

Today, 5:15 PM
Set a different pickup time

| Today | 5:15 PM |

Set time manually

Set pick up time

"Set Time Manually" will appear under the date and time scroll section.

Enabling "Set Time Manually" when Using Voice-Over / Talkback

2 You can then set a date from the calendar, move from AM/PM, and select times using larger intervals.