WELCOME TO YOUR TAPRIDE TUTORIAL

Thank you for downloading the TapRide app, the official ride request application for UF's Student Nighttime Auxiliary Patrol (SNAP)!

Before we begin the tutorial, it's important to be aware that the TapRide development team is constantly working to improve the app and add new features and usability. This means that when using TapRide, you should always make sure that both the app and your phone's operating system (Android or IoS) are updated to the latest available versions.

Keeping your app and phone updated will ensure that you get the best possible performance from TapRide. Unfortunately, though, using outdated versions of TapRide or your operating system may cause you to experience occasional performance issues such as slow loading or screen freezes.
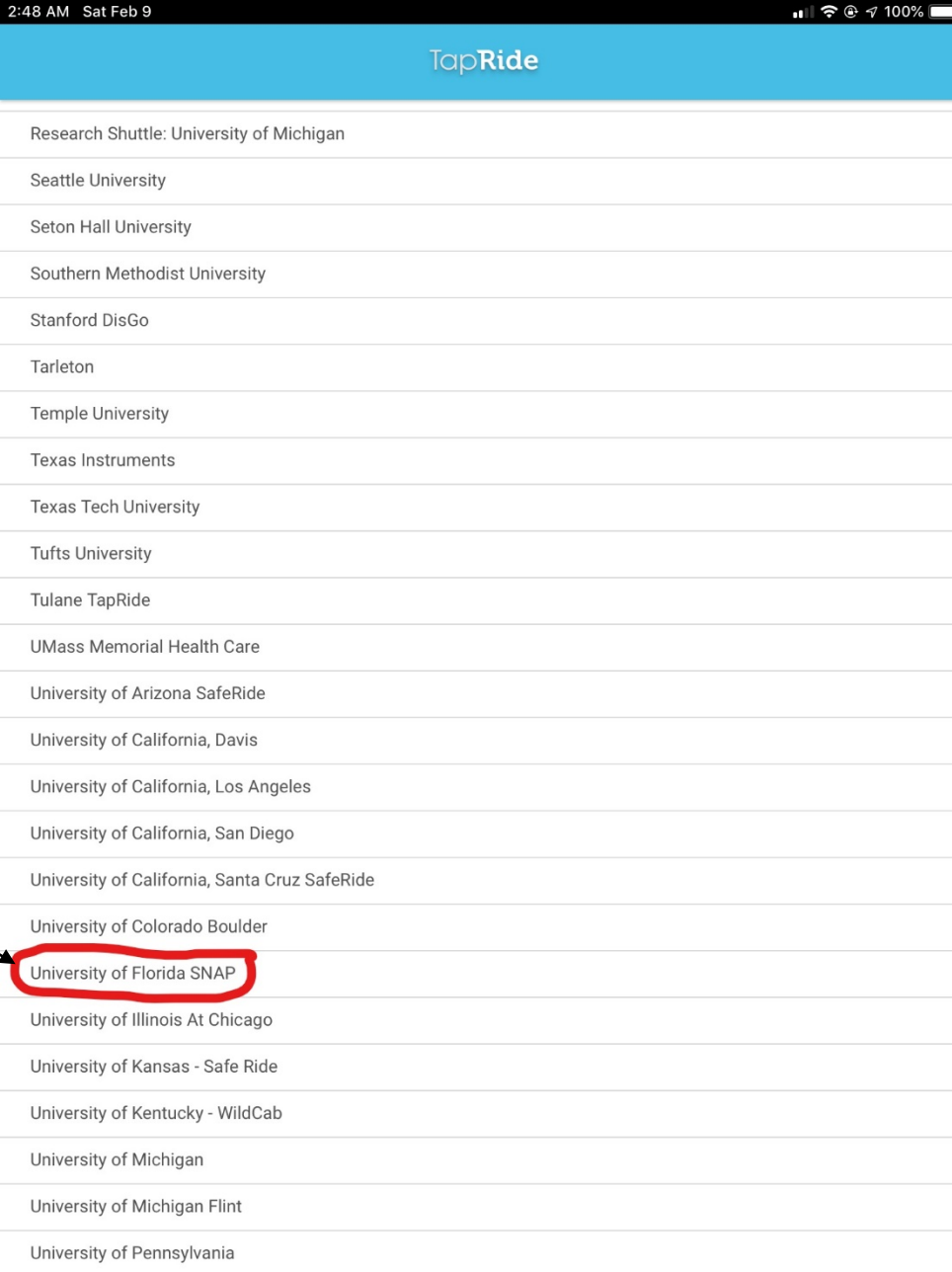
Let's get started!

Once the TapRide app has been chosen; this is how your screen will look. Press **Log In**

2:48 AM Sat Feb 9 100%

TapRide

Research Shuttle: University of Michigan

Seattle University

Seton Hall University

Southern Methodist University

Stanford DisGo

Tarleton

Temple University

Texas Instruments

Texas Tech University

Tufts University

Tulane TapRide

UMass Memorial Health Care

University of Arizona SafeRide

University of California, Davis

University of California, Los Angeles

University of California, San Diego

University of California, Santa Cruz SafeRide

University of Colorado Boulder

University of Florida SNAP

University of Illinois At Chicago

University of Kansas - Safe Ride

University of Kentucky - WildCab

University of Michigan

University of Michigan Flint

University of Pennsylvania

Scroll down until you see _University of Florida SNAP_ and choose this one.

2:49 AM Sat Feb 9   100%

Back

UF | Authentication
UNIVERSITY *of* FLORIDA   🔍 ≡

Tap Ride

LOGIN TO TAPRIDE BY DOUBLEMAP
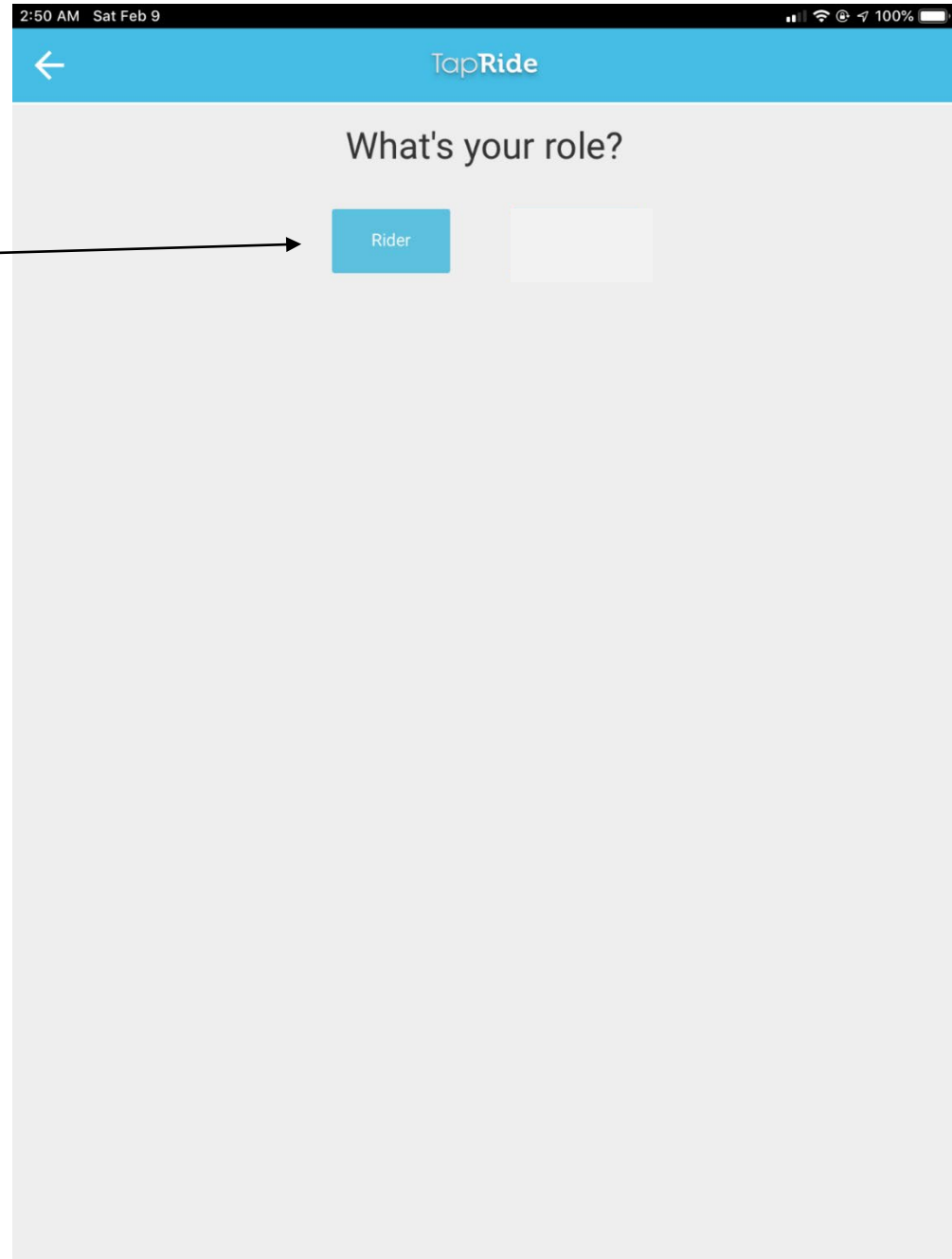
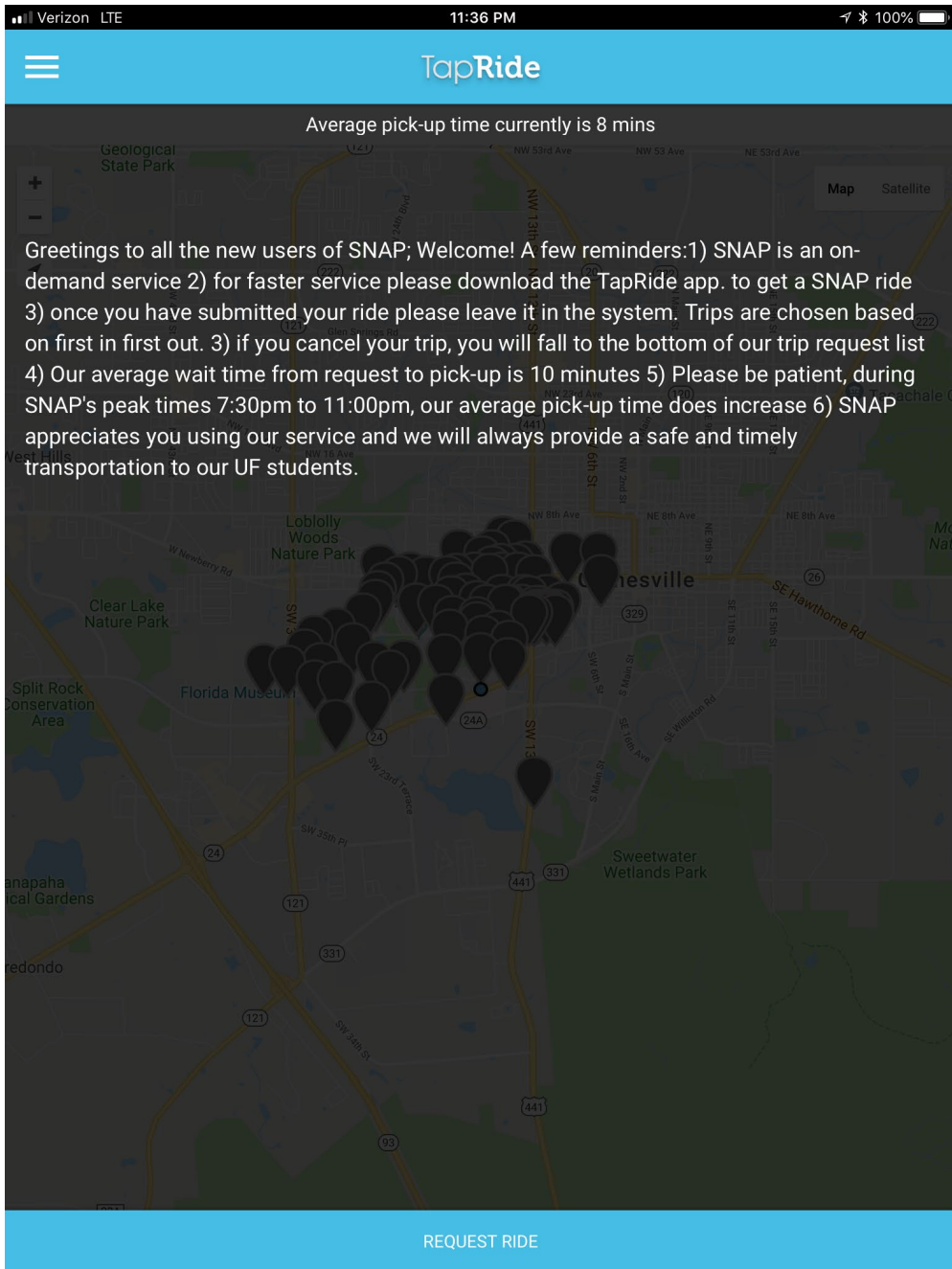Dispatch solution for University Safe Ride programs.

You are logging in to a University of Florida (UF) information system and agree to comply with the UF Acceptable Use Policy and Guidelines. Unauthorized use of this system is prohibited and may subject the user to criminal and civil penalties. UF may monitor computer and network activities, and the user should have limited expectations of privacy.

Username

GatorLink Username

Password

Password

LOGIN

Enter your GatorLink Username And Password then press LOGIN.

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Choose your role: press **Rider**

What's your role?

Rider

Verizon LTE 11:36 PM 100%

TapRide

Average pick-up time currently is 8 mins

Map Satellite

Greetings to all the new users of SNAP; Welcome! A few reminders:1) SNAP is an on-demand service 2) for faster service please download the TapRide app. to get a SNAP ride 3) once you have submitted your ride please leave it in the system. Trips are chosen based on first in first out. 3) if you cancel your trip, you will fall to the bottom of our trip request list 4) Our average wait time from request to pick-up is 10 minutes 5) Please be patient, during SNAP's peak times 7:30pm to 11:00pm, our average pick-up time does increase 6) SNAP appreciates you using our service and we will always provide a safe and timely transportation to our UF students.

REQUEST RIDE

After logging into TapRide and selecting your school, you'll see this landing page. It provides the current estimated average pick-up time at the top.

This screen will also display important messages and updates from SNAP, so please be sure to check it each time you use the app.

When you press the arrowhead icon at top left, TapRide's GPS system will display a blue dot on the map that represents your current location.
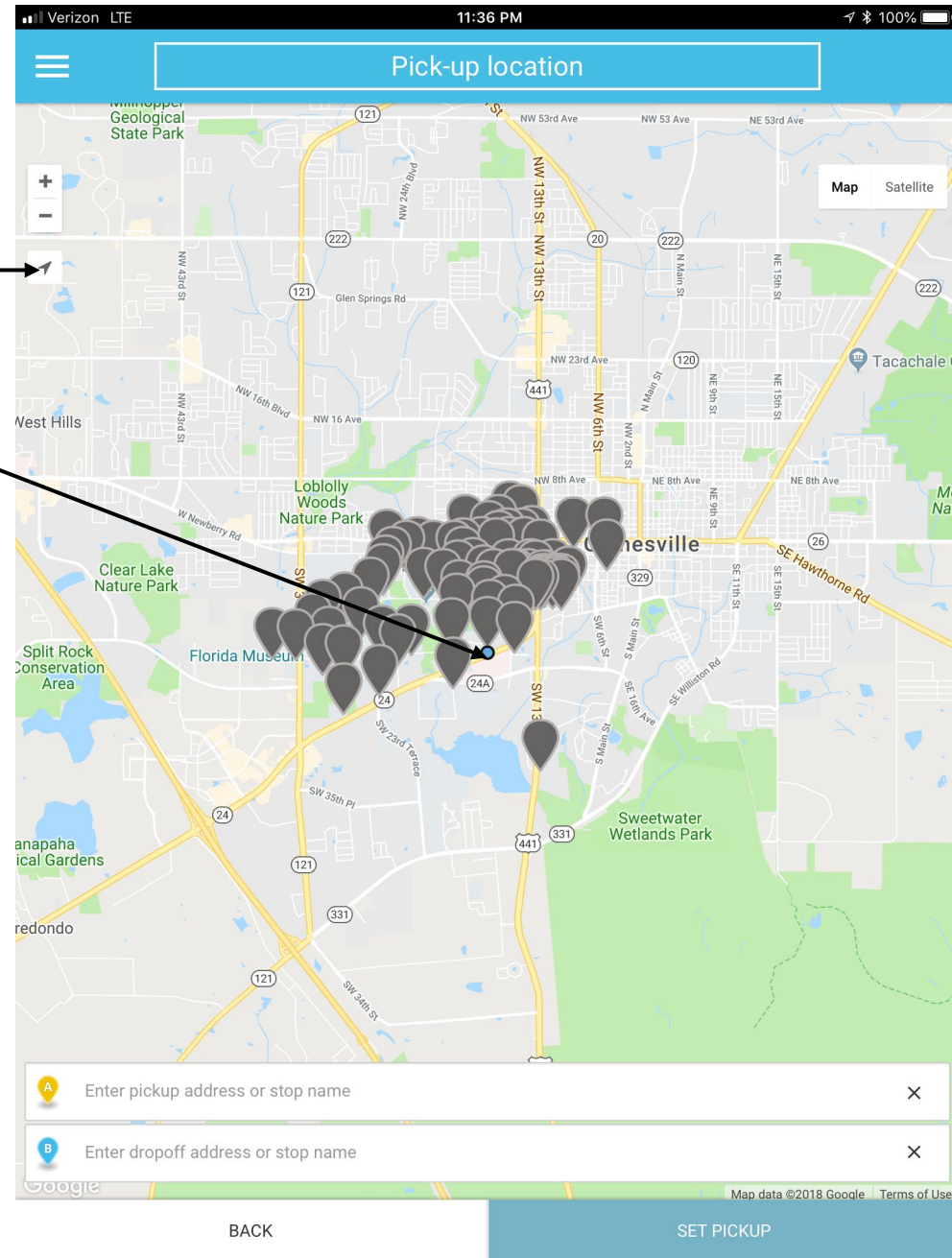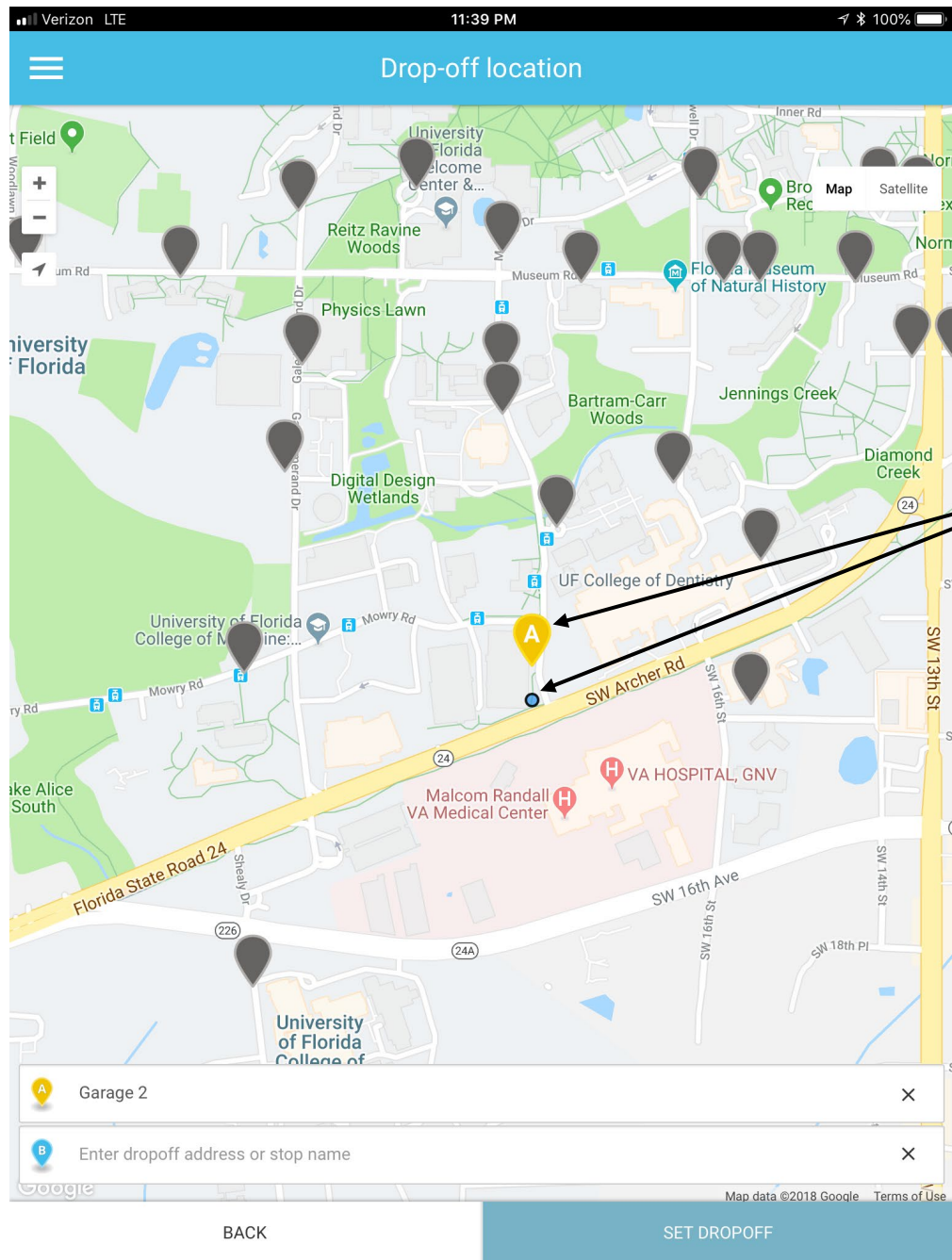
Reminder: Before you enter your pick-up location, make sure you are at your stop or are physically able to see the pick-up point.

Once TapRide displays your current location, you may now see which of the SNAP stops is closest to you and select a location as your pick-up point. In this example, we've selected Point A (Parking Garage 2) next to our current location, and the pick-up point now shows as Garage 2 in the pick-up field at the bottom of the screen.

Next, we select our destination as Point B (Keys) and press the Confirm Ride button at the bottom of the screen.
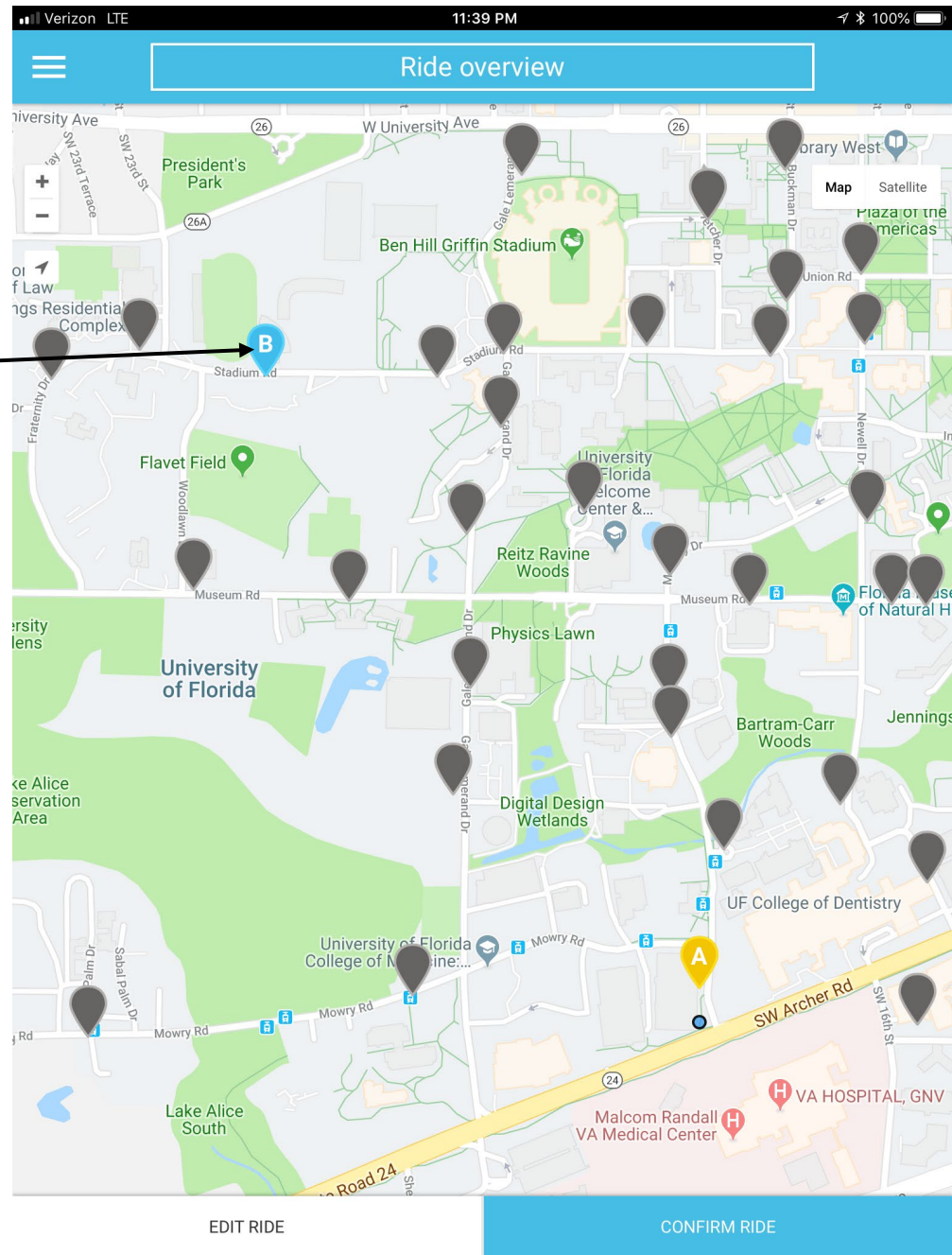
1) At the ride confirmation screen, first check to make sure your pick-up and drop-off points are listed correctly.

2) Next, please enter the number of people in your party. Each ride submission is limited to a maximum of six passengers — if you have more than six in your group, you'll need to submit a second request.

3) If any passengers in your group use a wheelchair and require ADA-compliant transportation, you may indicate the number of wheelchair users here.

4) After completing steps 1-3, you can press Submit Ride if your request info looks correct. If either your pick-up or drop-off location is incorrect, press Back to return to the map and edit them.
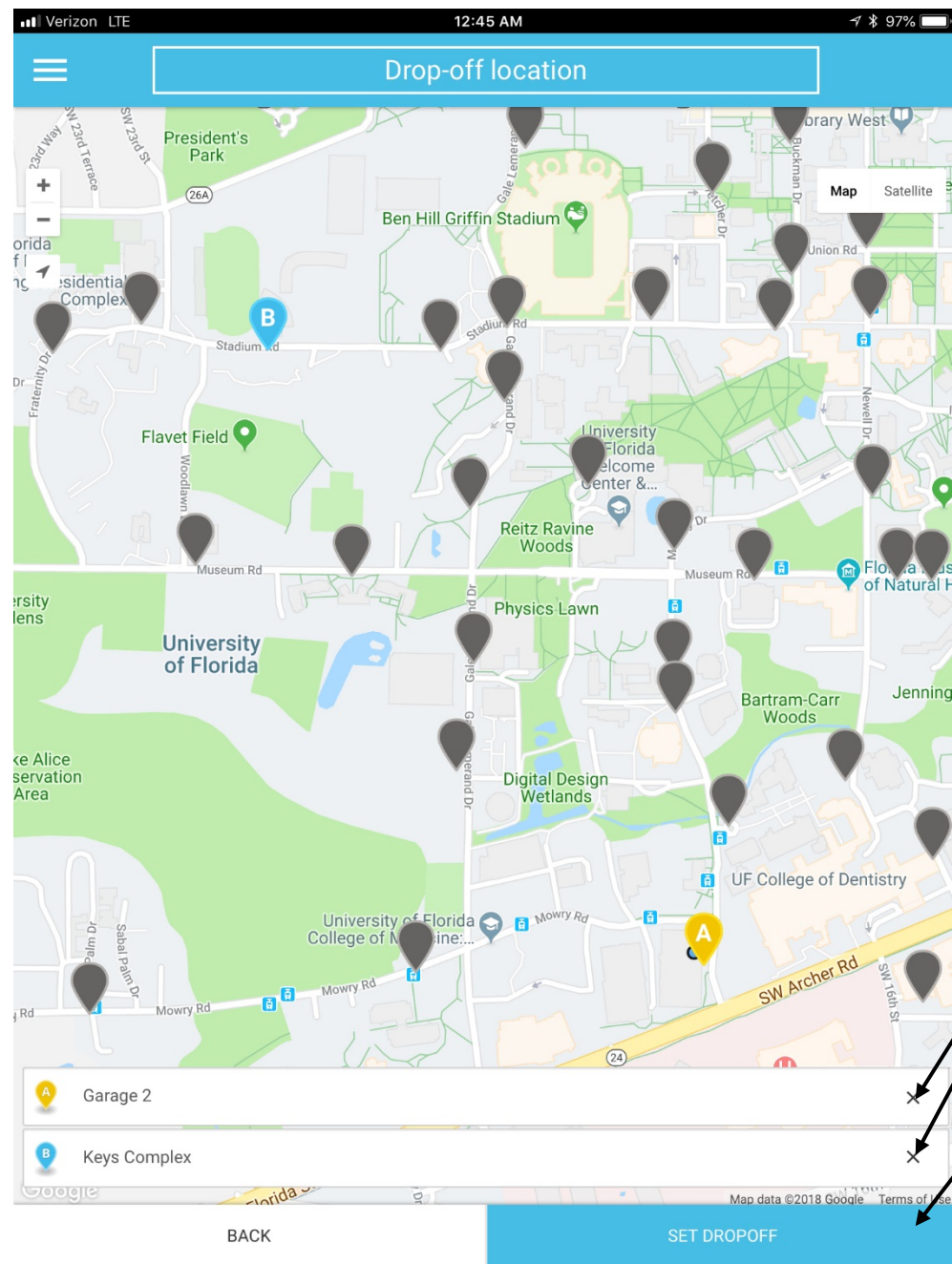
Verizon LTE   11:40 PM   100%

Confirmation

A Garage 2   ☆

B Keys Complex   ☆

👥 Passengers   − 1 +

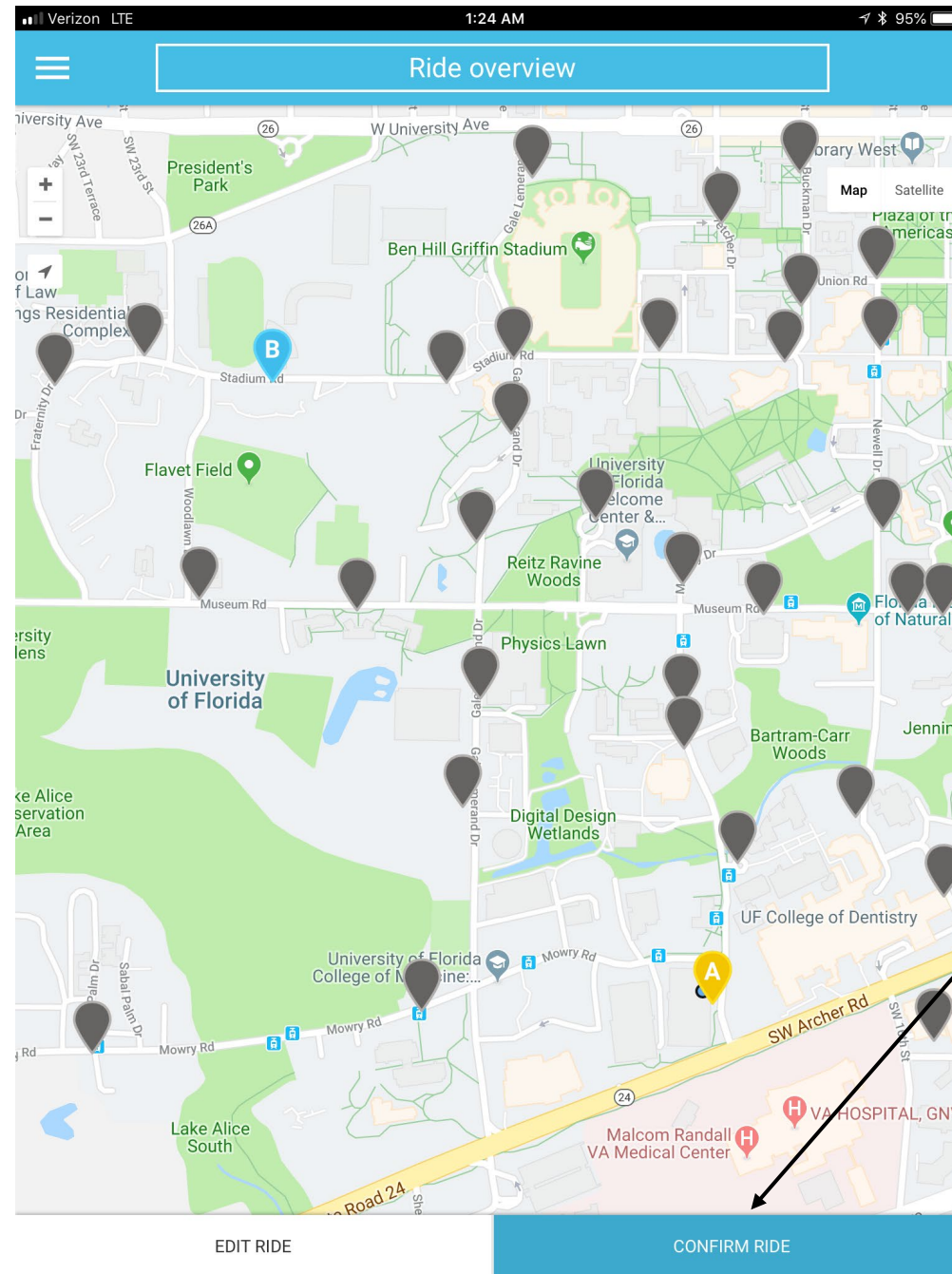♿ Wheelchairs   − 0 +

BACK   SUBMIT RIDE

If your pick-up or drop-off are incorrect, press the ✘ by the stop name to delete it and then choose the correct stop on the map.

Once your pick-up and drop-off location are correct, press **Set Dropoff** to lock in your choices.

After editing your pick-up and drop-off, press **Confirm Ride** when all the information is correct.

Confirmation

A   Garage 2   ☆
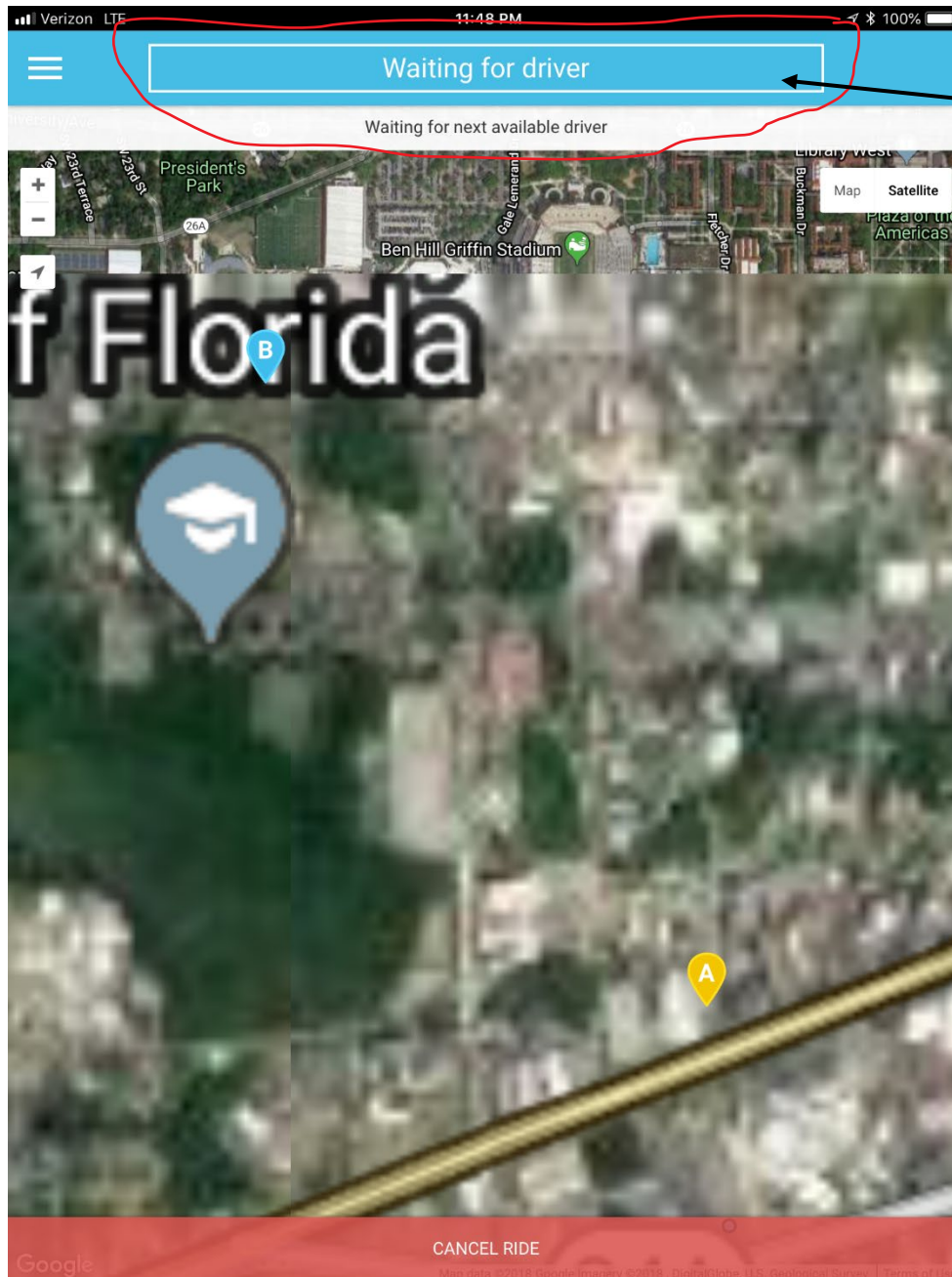
B   Keys Complex   ☆

👥   Passengers   −   1   +

♿   Wheelchairs   −   0   +

Review your ride information again and press **Submit Ride** if all the information is correct.

BACK   SUBMIT RIDE

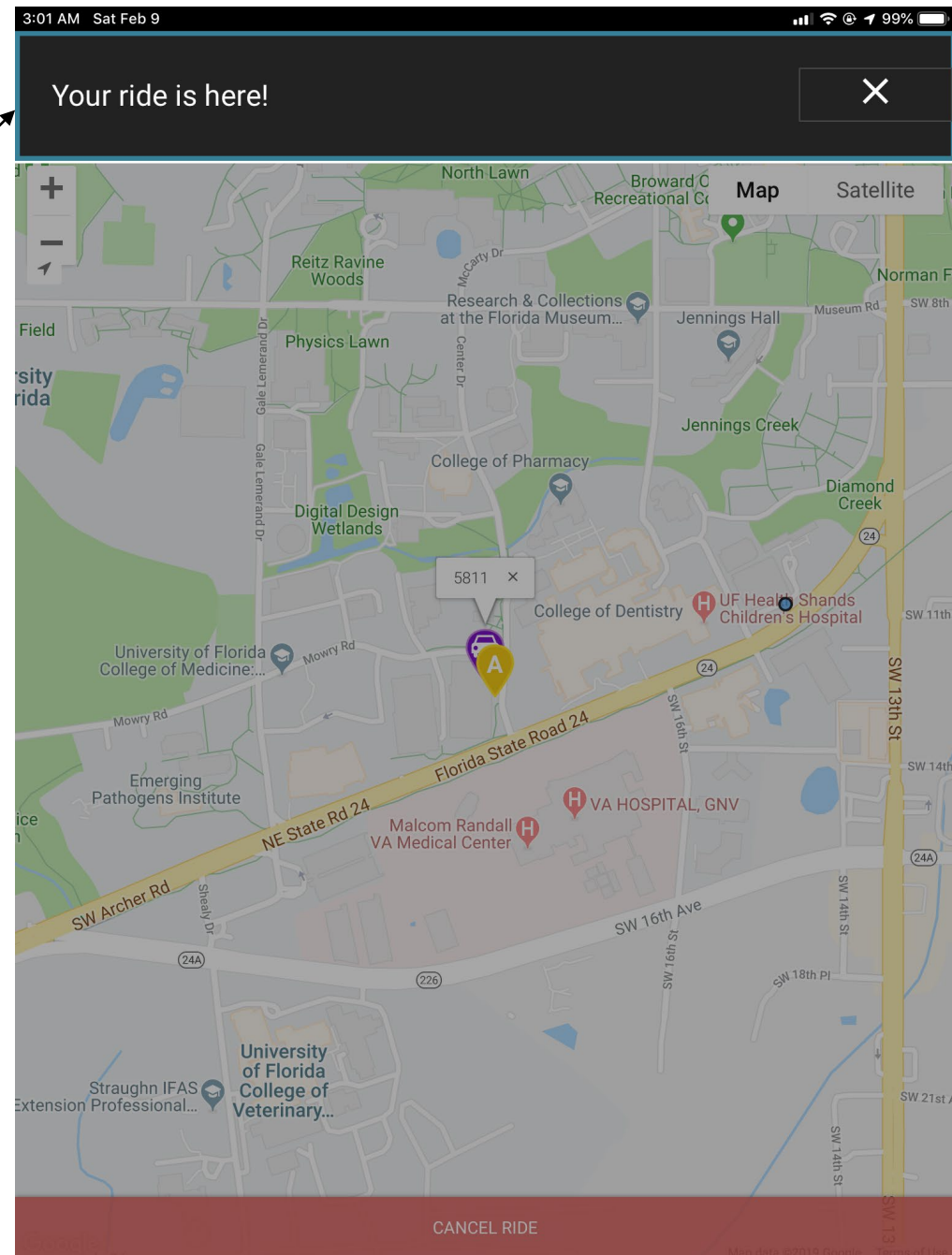When you see this screen, **DO NOT CANCEL YOUR RIDE REQUEST!**

This is how the screen will look once your request has been successfully submitted and is in the process of being assigned to a driver. This may take a couple of minutes, so please be patient.
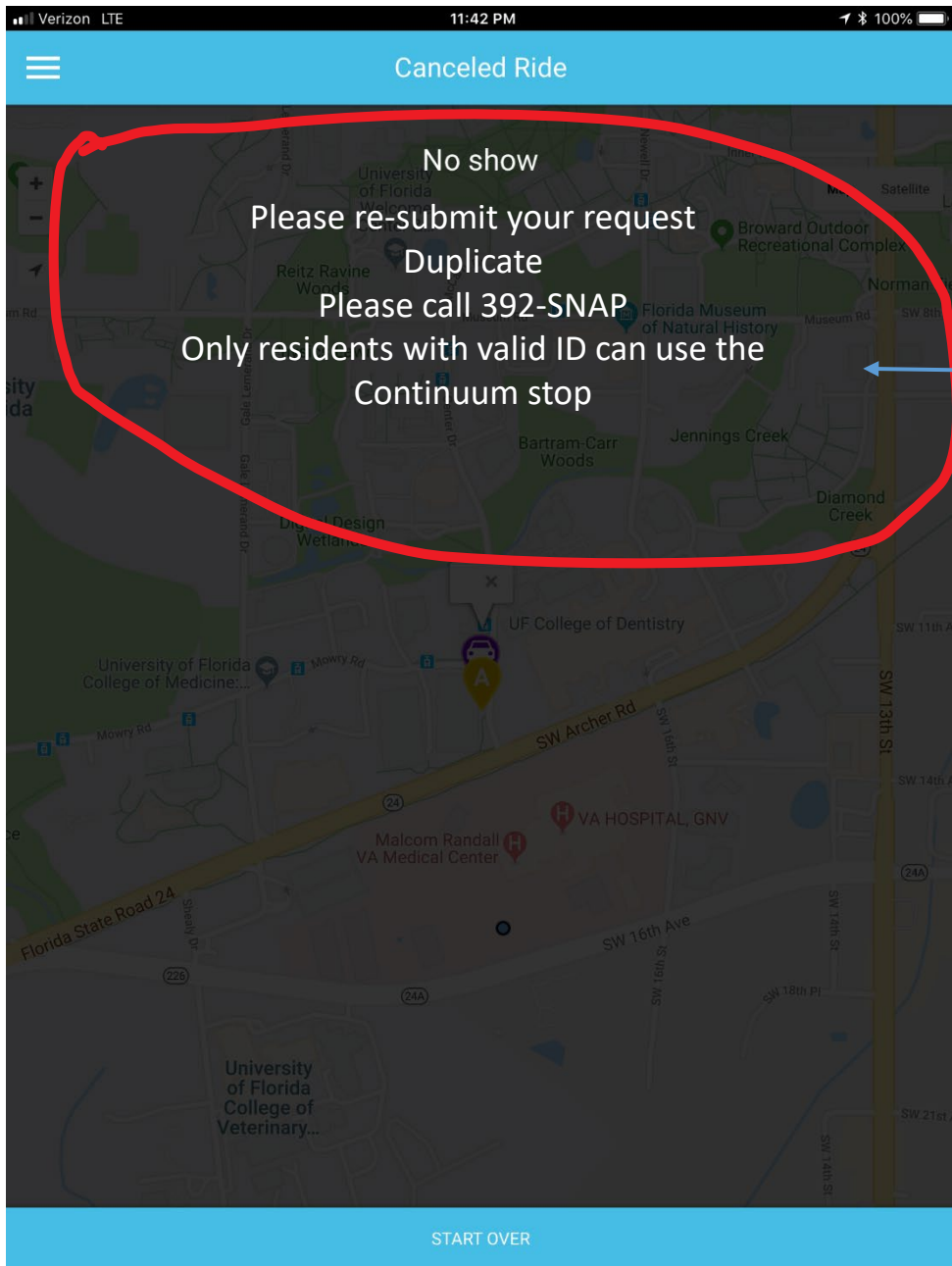
Cancelling and re-submitting your ride request will cause a longer delay before it is assigned to a driver. SNAP provides rides on a first-come, first-served basis, so calls that have been in the system longest have the highest priority.
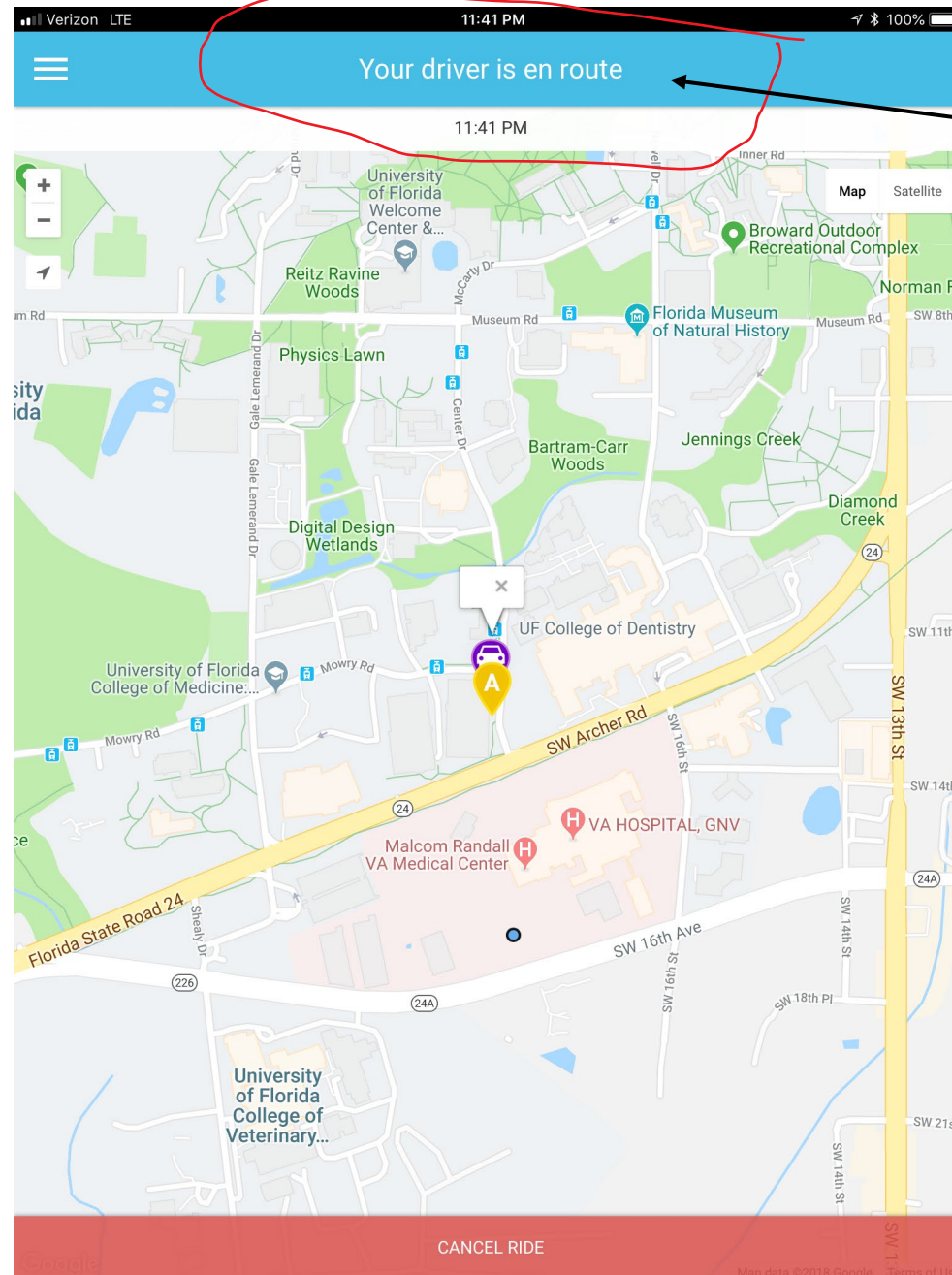
Once your call has been assigned to a driver, you will see this message. You may now track your SNAP van in real time on the TapRide map as it approaches you. This allows you to wait indoors or in a safe area close to your pick-up point until the van arrives to pick you up.

TapRide will send a notification when your van is near. Please be ready to go when you receive that notification, as we have many requests to serve and can only wait a maximum of one or two minutes at each pick-up point! But SNAP's policy still remains you must be ready to be picked up once your request have been submitted.

Your ride is here!

✕

Map   Satellite

5811 ✕

CANCEL RIDE

No show
Please re-submit your request
Duplicate
Please call 392-SNAP
Only residents with valid ID can use the
Continuum stop

These are the reasons why SNAP will cancel a request.

START OVER