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**
Scroll down until you see University of Florida SNAP and choose this one.
Enter your GatorLink Username And Password then press LOGIN.
Choose your role: press **Rider**
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.
If your pick-up or drop-off are incorrect, press the X 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.
Review your ride information again and press **Submit Ride** if all the information is correct.
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.
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.