TripShot

Rider App Guide

2024

TripShot

Rider App

TripShot

The TripShot Rider app was designed to help you get to where you want to go. Through True-Time® Notifications, Route Schedules, Maps, and Trip Planning, the TripShot Rider app will help connect you with your transportation needs.

Getting Started

Getting Started

Download

You can download the TripShot (Rider) app from your device's app store.

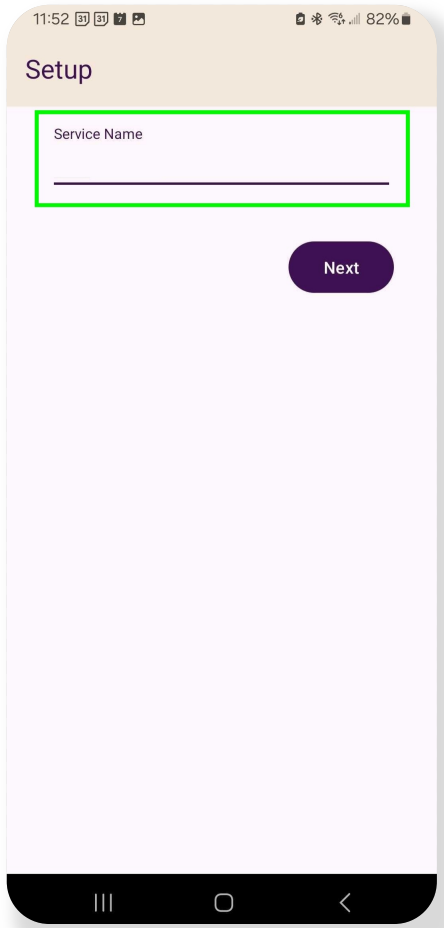
First Time Rider Setup

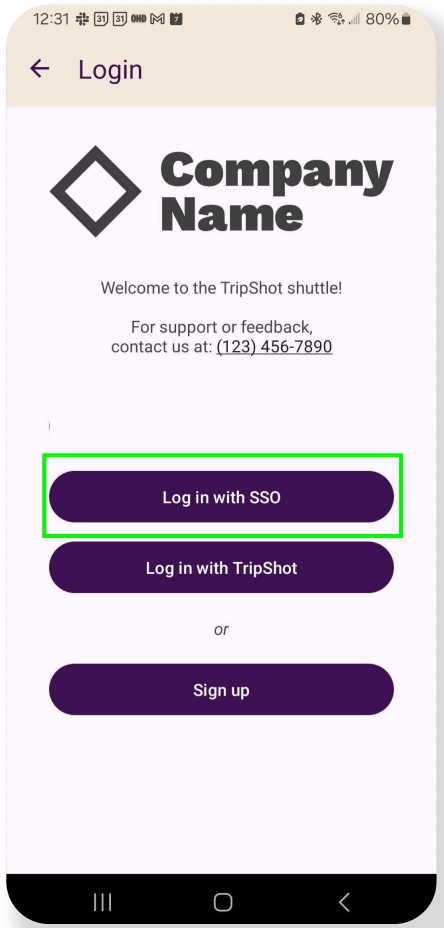
Each transit agency will determine how or if they would like Riders to set up accounts. Some agencies will be public and require no account set up for use. Other agencies may want you to create an account before use. Let's explore the 3 different types of accounts set up.

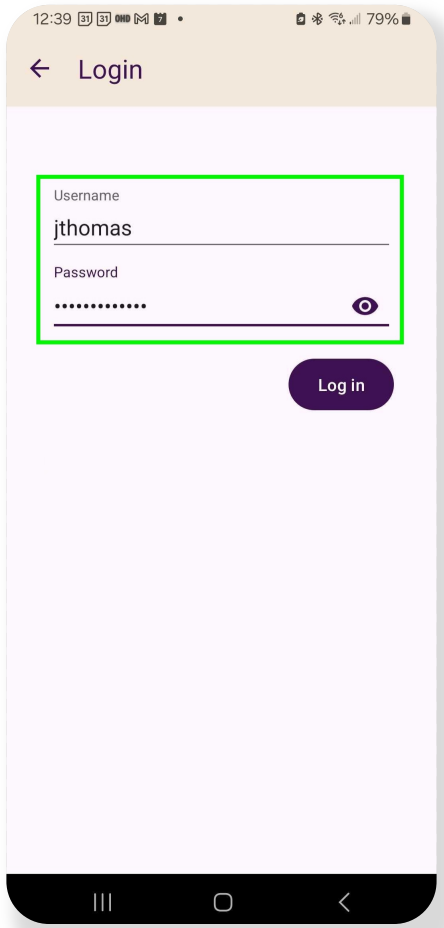
First Time Rider Set-Up

Single Sign On

1. Single Sign On, or SSO, allows your company to validate your company credentials to determine access and create a rider account.
2. Download the TripShot app from iOS or Android.
3. Enter your Service Name **DU Shuttle**
4. Select **Log In With DU**. (you will be redirected to your company login page)
5. Enter your user credentials for your organization. Upon validation, your account will be automatically created.



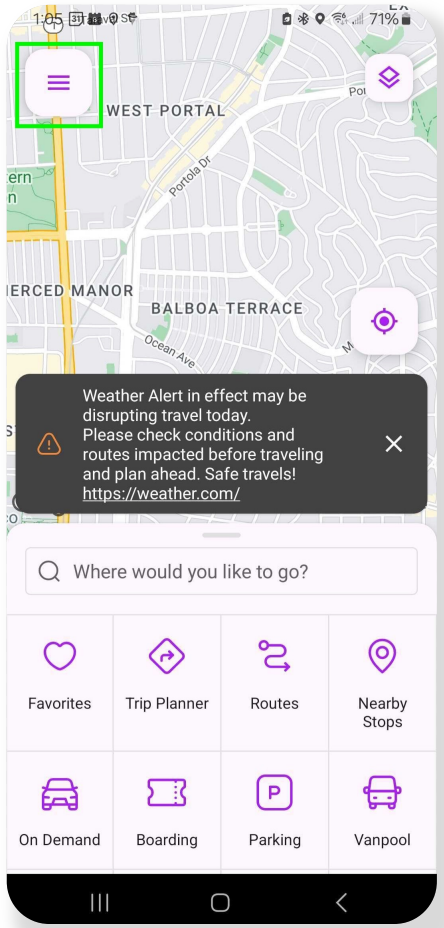


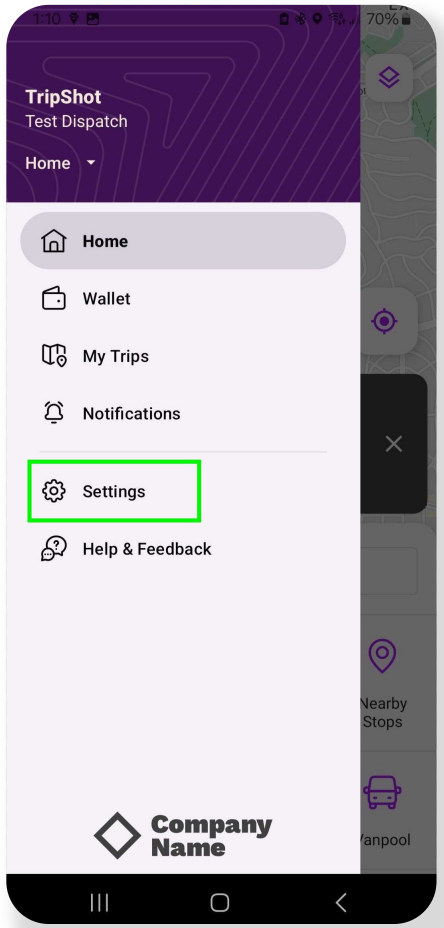


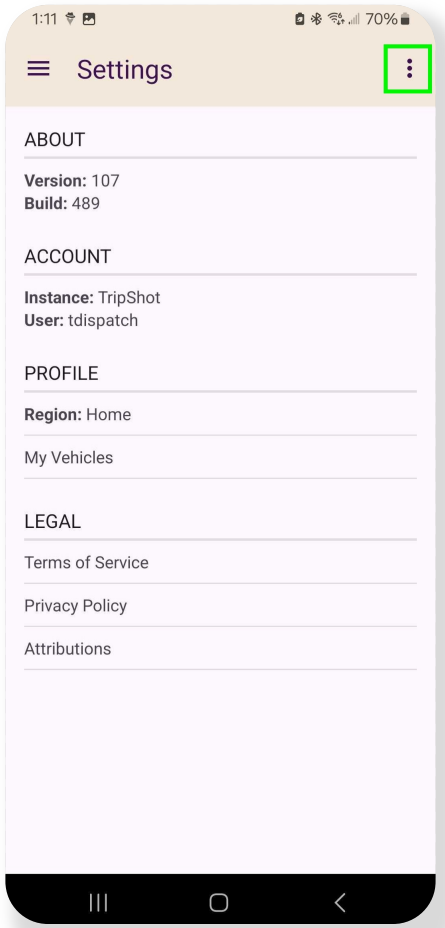
Logging In/Out

Logging Out

1. Navigate to the Sidebar Menu (3 lines in upper left corner).
2. Select Settings
3. Tap the 3-dot icon in the upper right corner.

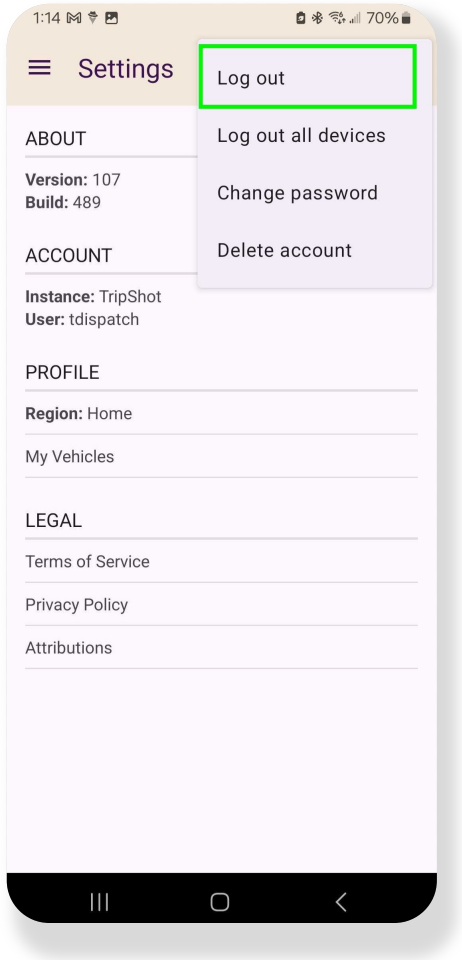






Logging Out

4. Select Log Out

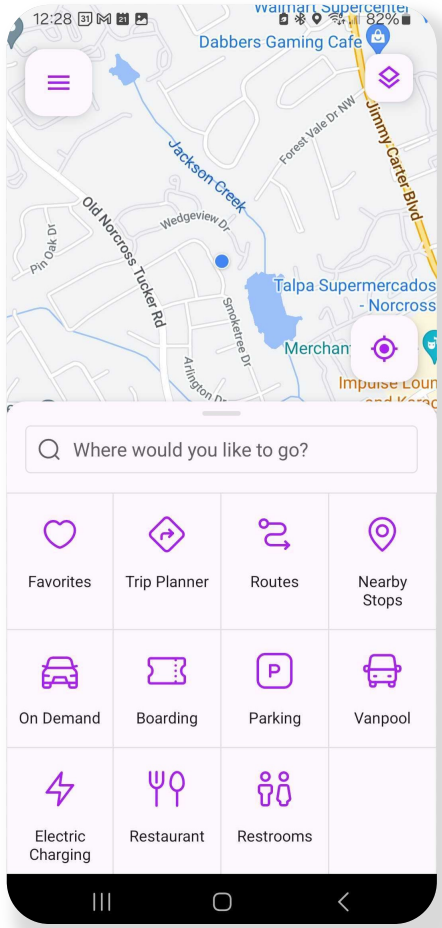


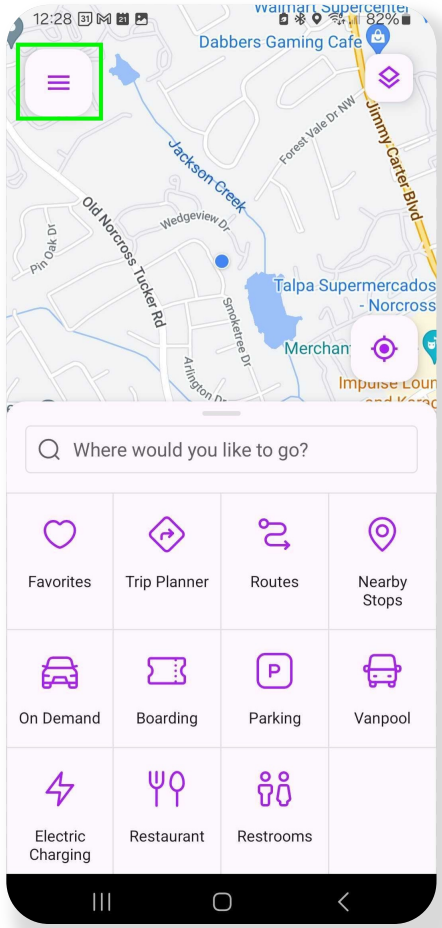
Home Screen & Sidebar Menu

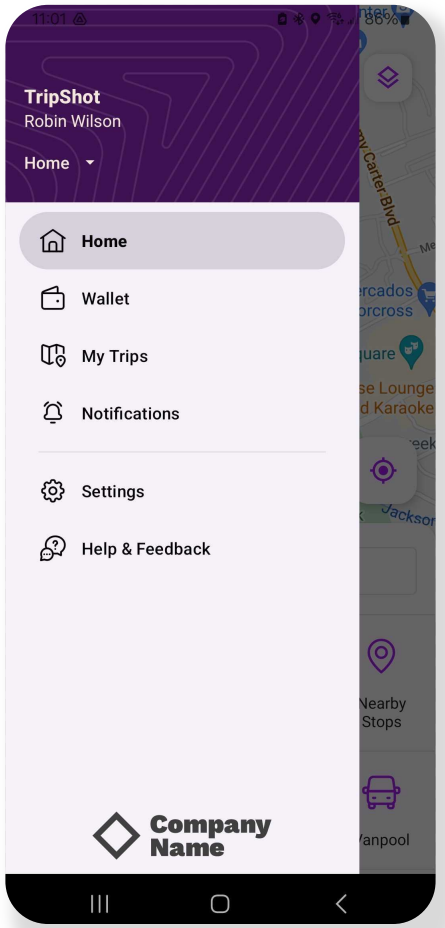
Home Screen & Sidebar Menu

1. The Home screen displays TripShot's most used features such as Favorites, Trip Planner, Routes, Stops and Points of Interest (if applicable).

2. TripShot's sidebar menu provides access to Wallet, My Trips, Notifications, Settings, and Help & Feedback.



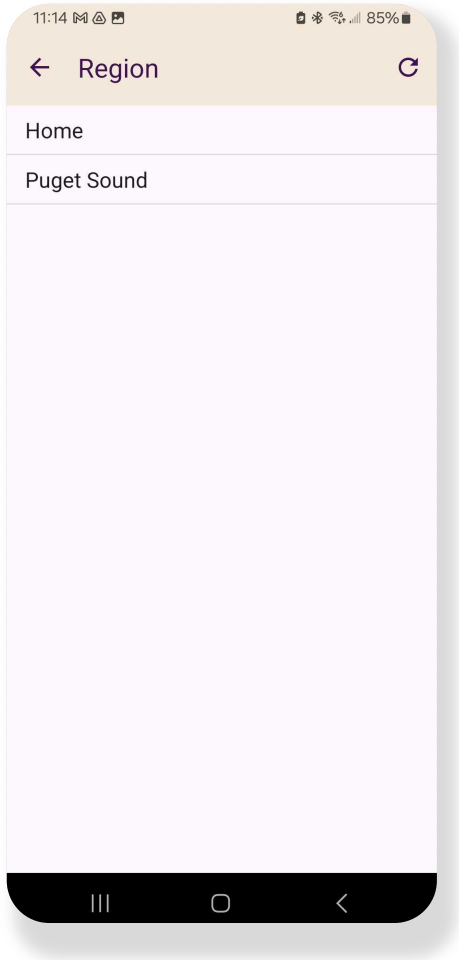




Regions

Regions

If your transportation solution provides transportation in multiple regions, at first login, select the Region you are traveling within. When traveling in a different region, return to the Sidebar Menu to select your alternate region.

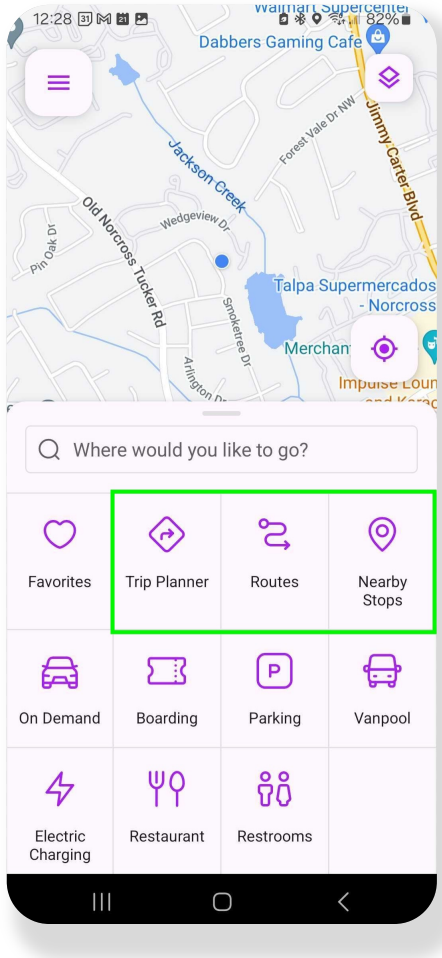


Travel Options

Travel Options

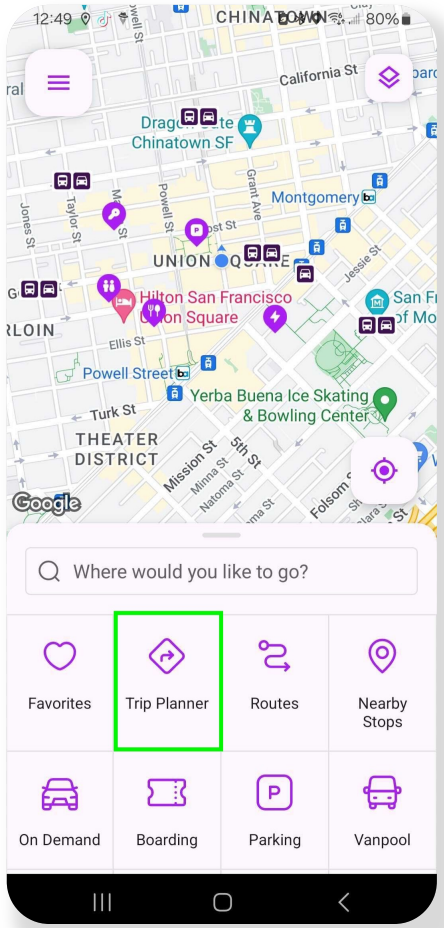
From the Home screen there are three ways to find your route and get travel information.

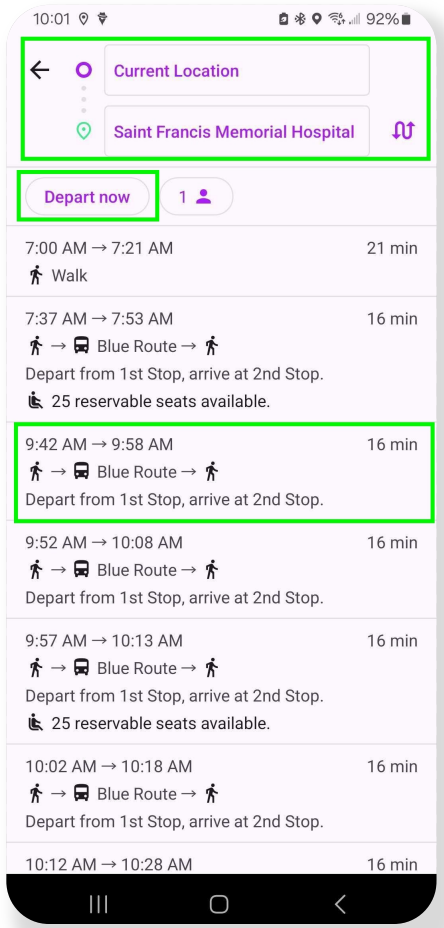
1. **Select Trip Planner** – to see options from your pickup location to your destination.
2. **Select Routes** – to see all your route options and schedules.
3. **Select Nearby Stops** – to see stops near your current location.

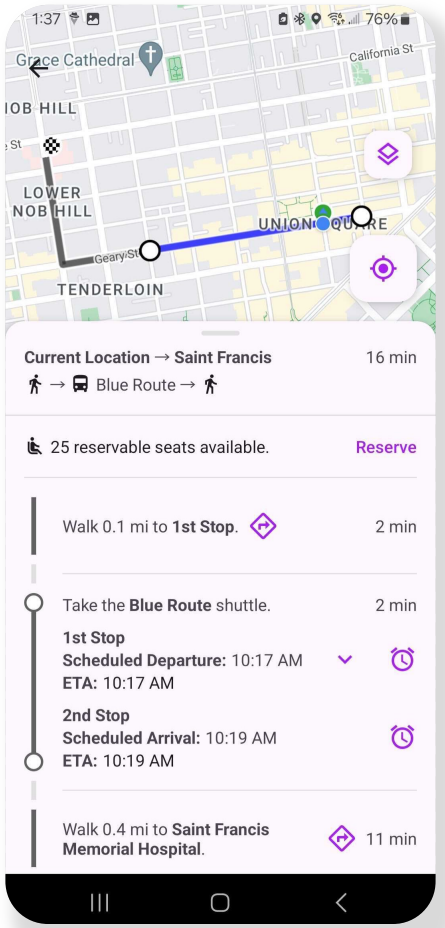


Trip Planner

1. Touch **Trip Planner** and enter a Pickup and Dropoff location.
2. Select Depart Now to change your pickup time to a later time or date (if applicable).
3. View results below. Select a “plan” to view details, make reservations, or set up notifications.

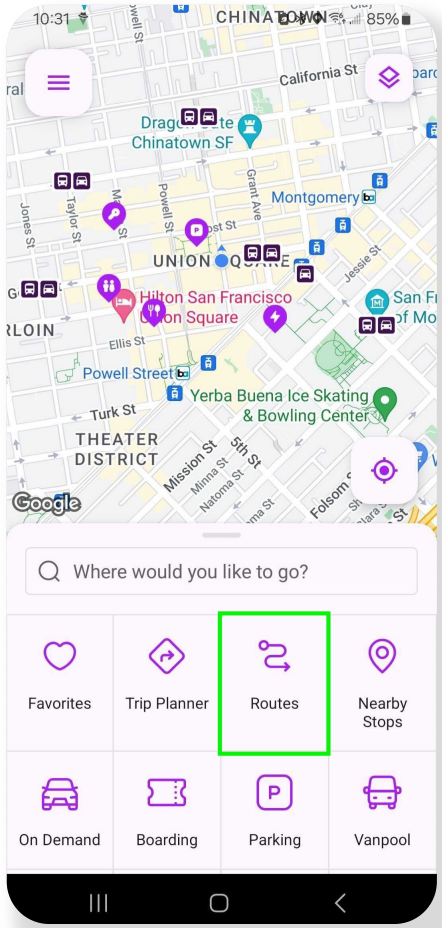


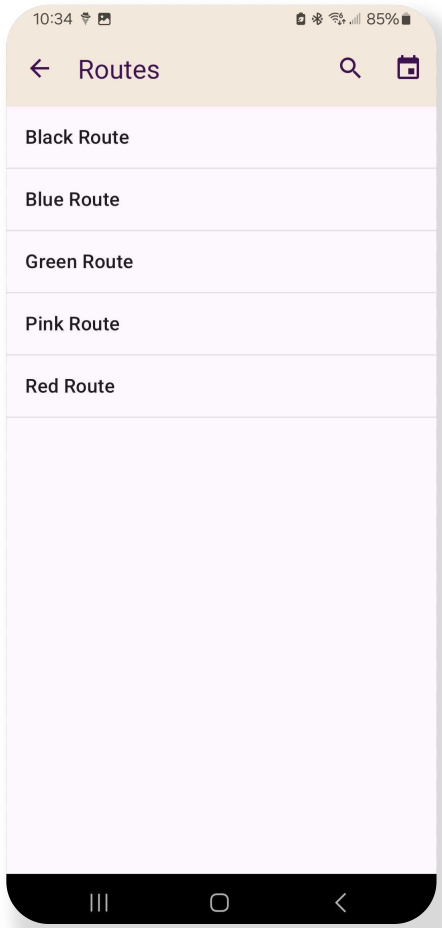


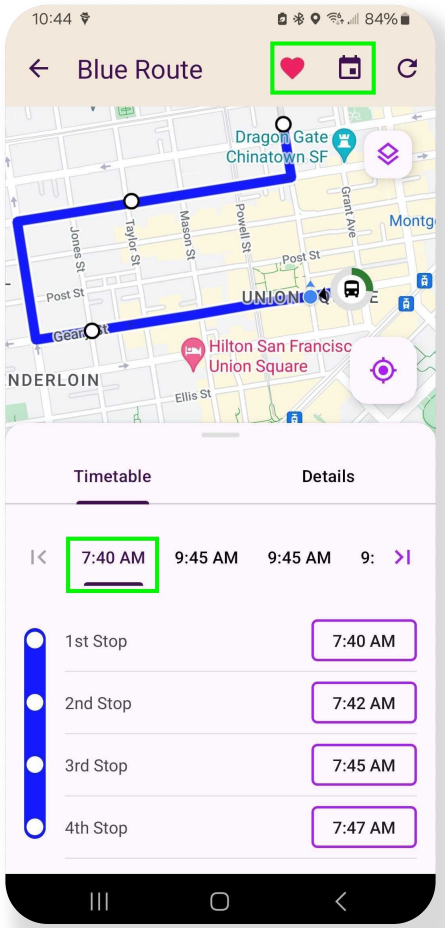


Routes Tile

1. From the Home screen select **Routes,** then select your preferred route from the list.
2. Select a Ride Time. Scroll right/left to view additional Ride Times.
3. Selecting a Ride Time will update the Stop Times for this route.
4. Use the heart icon to Favorite this route. Use the calendar icon to view schedules for other dates.

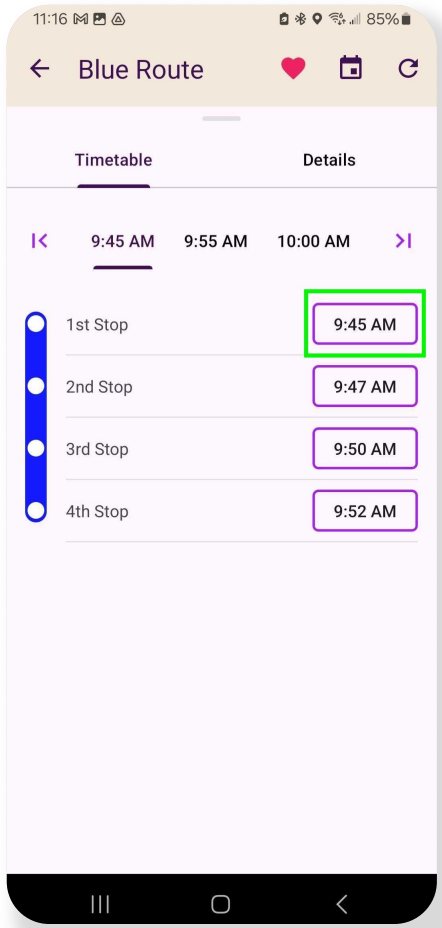


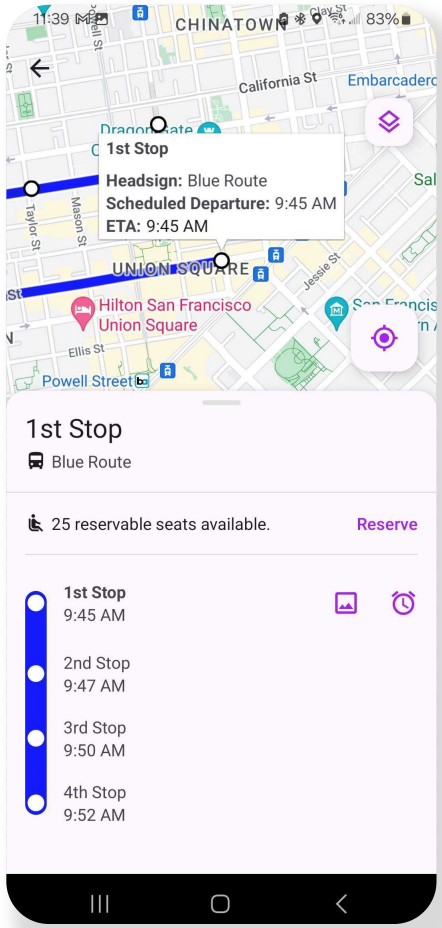




Routes Tile

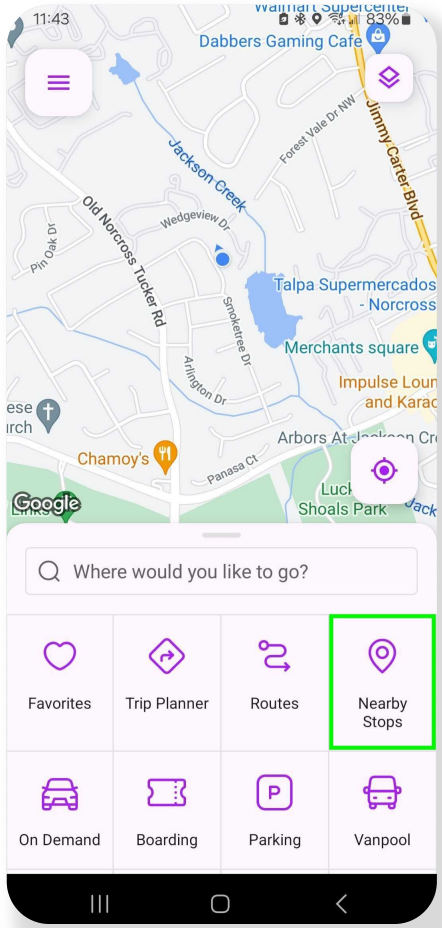
5. Select a Stop Time to view stop details, see a picture of the stop, reserve a seat, or sign up for notifications.

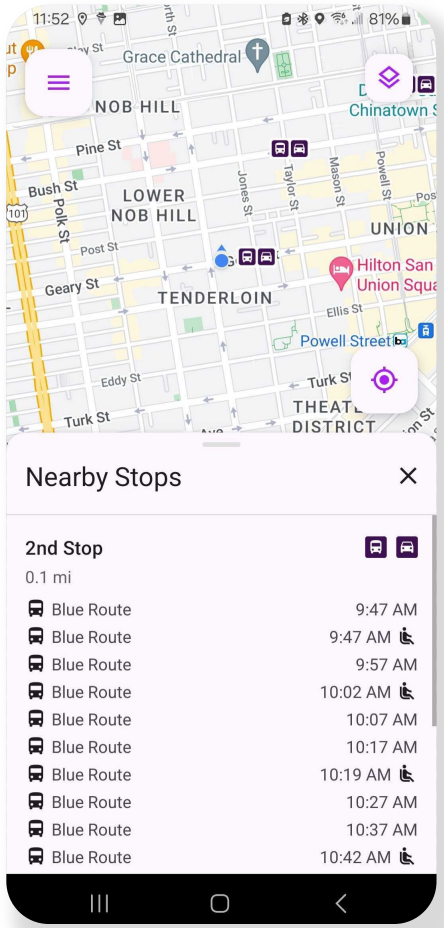




Nearby Stops

1. Select Nearby Stops to view stops near your current location.

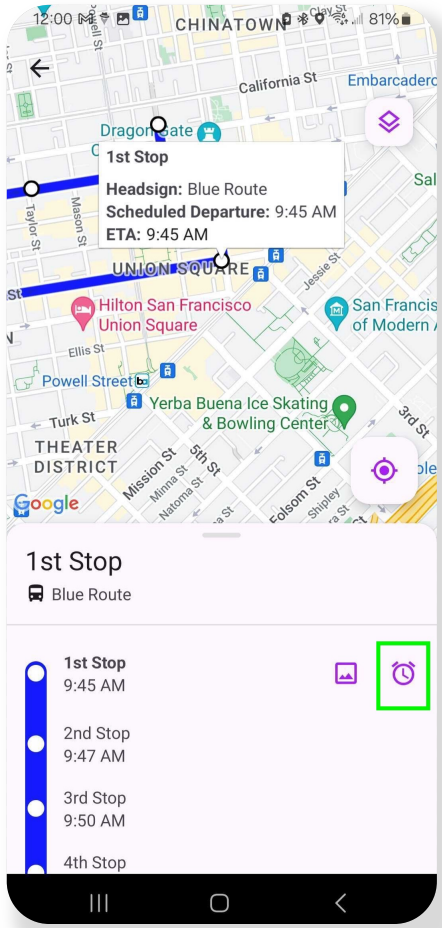


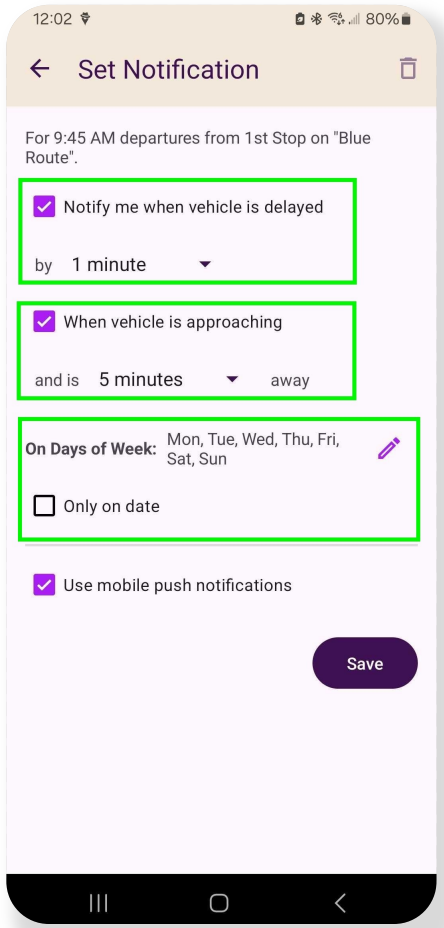


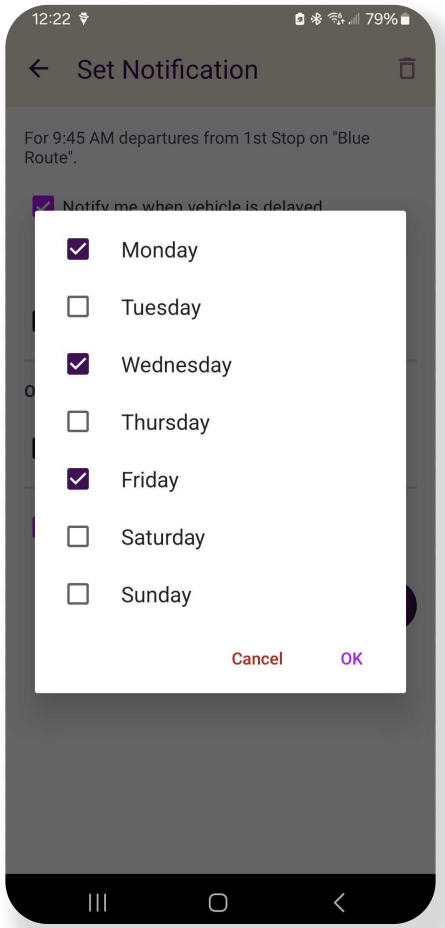
Notifications

Notifications

1. Subscribe to receive True-Time® push notifications about delayed or approaching vehicles.
2. Select a Trip Plan or Route and Stop to view details.
3. Select the alarm icon to subscribe to notifications.
4. Set the number of minutes for your notifications.
5. Use the pencil to set up the days you would like to receive notifications.





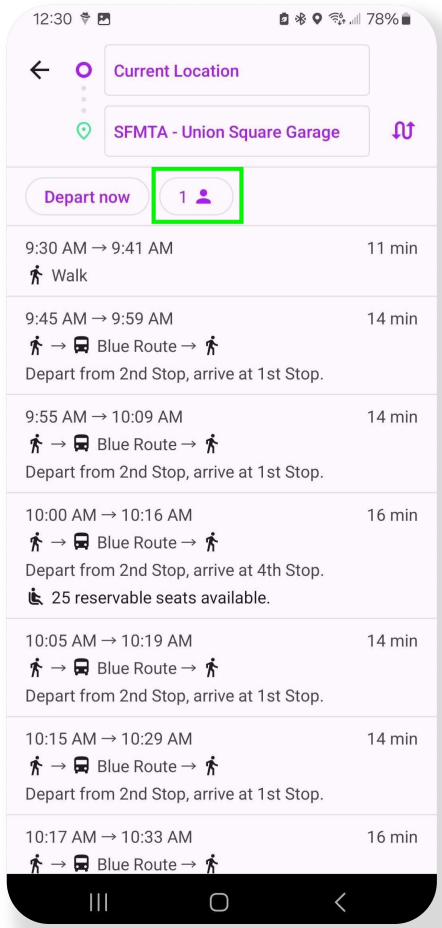


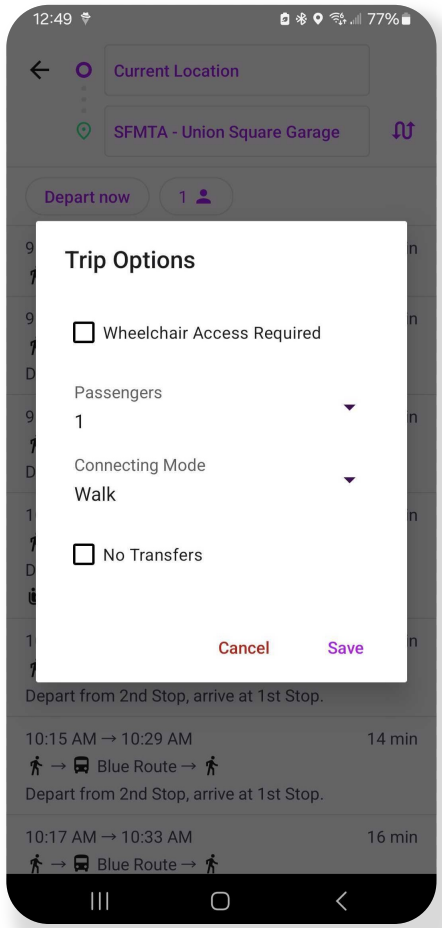
Connecting Mode

Connecting Mode

1. How you are moving around. When using the Trip Planner, revising your Connecting Mode will increase or decrease your search area. The faster you can move around the more options available.

2. Select the person icon to change your Connecting Mode. Walk, Bike, Drive.

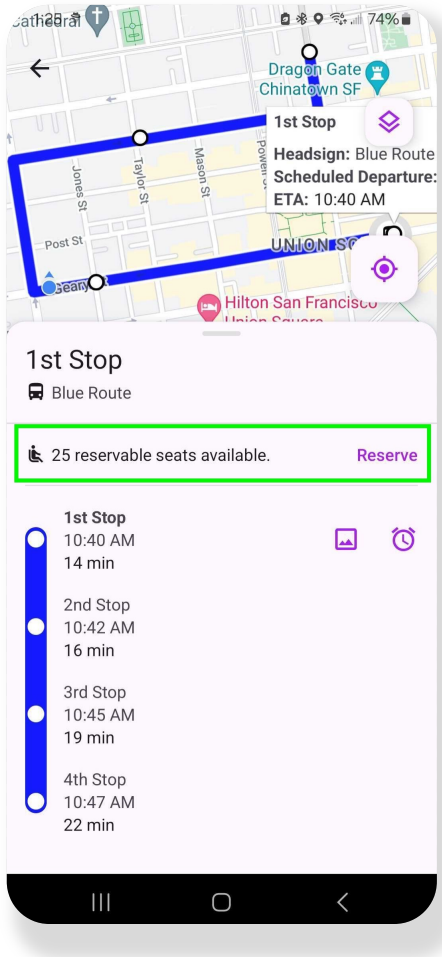


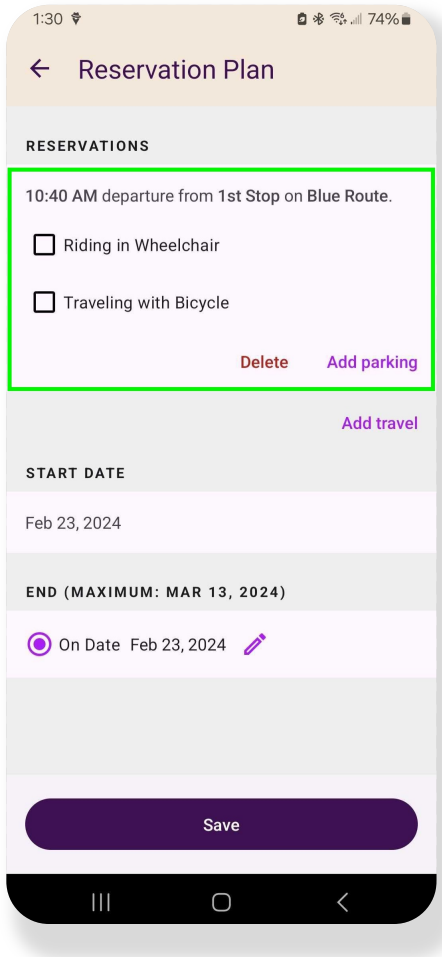


Reservations

Reservations

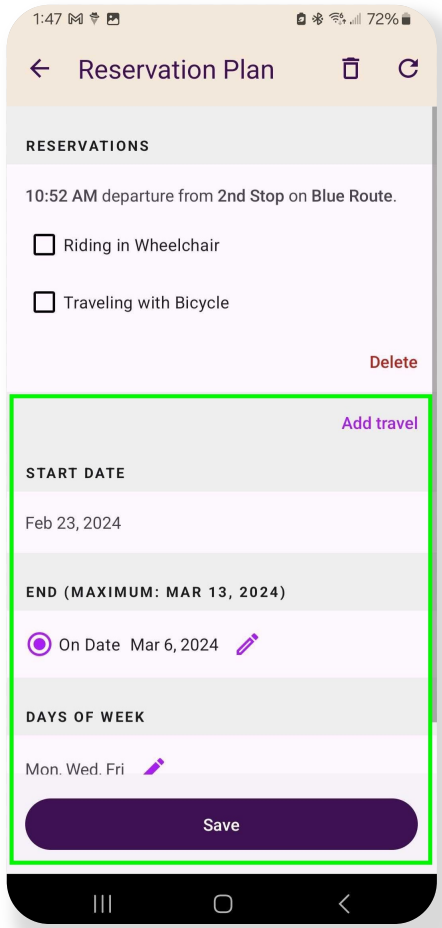
1. If your agency allows, Reservations are a great way to guarantee your seat on the bus. To find the Reserve button, select a Trip Plan or Route and Stop and view details.
2. Select Reserve.
3. The Reservation menu allows you to select If you have a wheelchair or a bike, or to reserve a parking space if your agency allows.

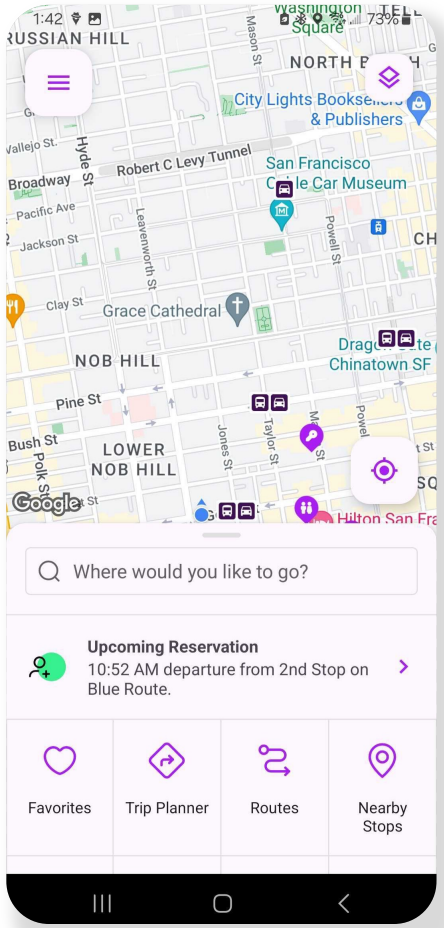




Reservations

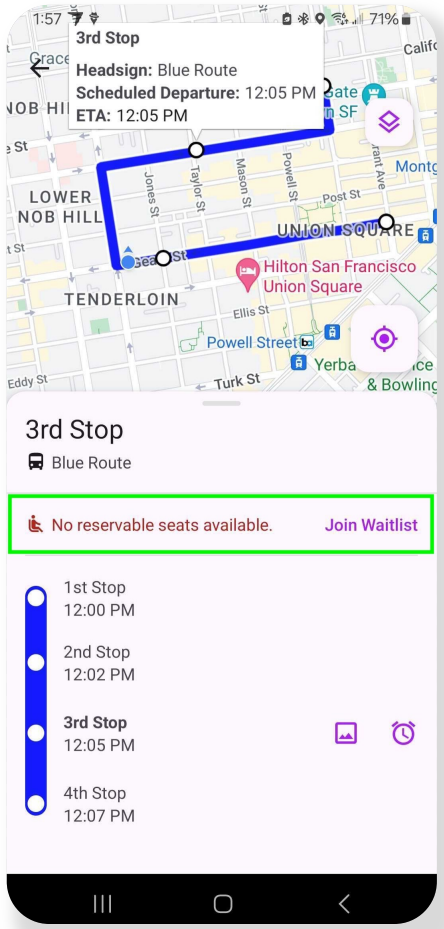
4. Use Add travel to return to the Trip Planner and book your return ride or any additional travel.
5. Need to reserve for multiple days? Edit the end date.
6. If reserving for multiple days, edit the days of the week you require the reservation.
7. Select Save.
8. As a reminder, your reservation will appear on the Home screen.

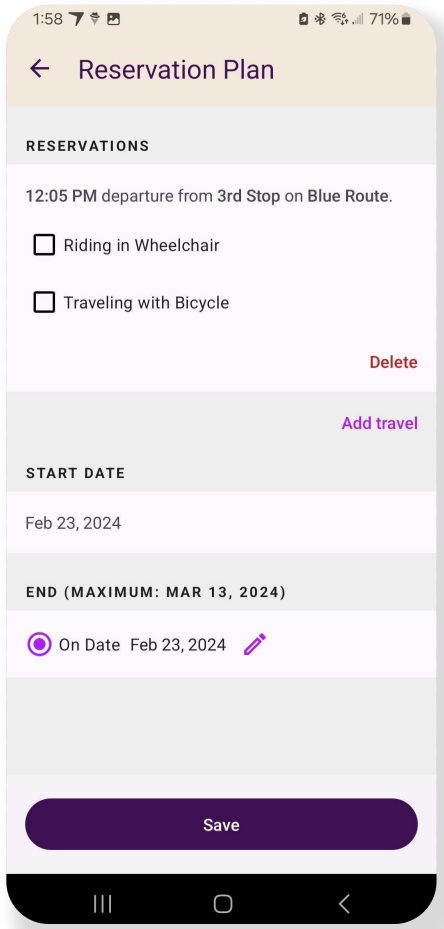


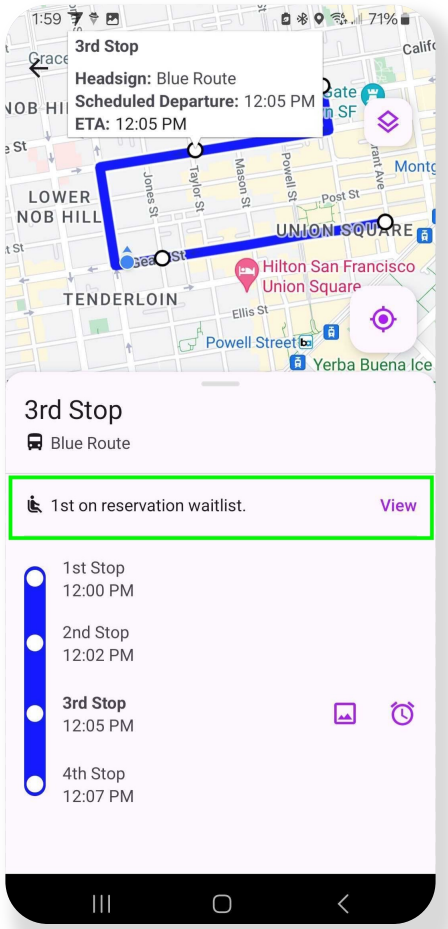


Reservations Waitlist

1. If your preferred route is fully reserved, you will see Join Waitlist.
2. Select Join Waitlist to request a reservation. Click Save.





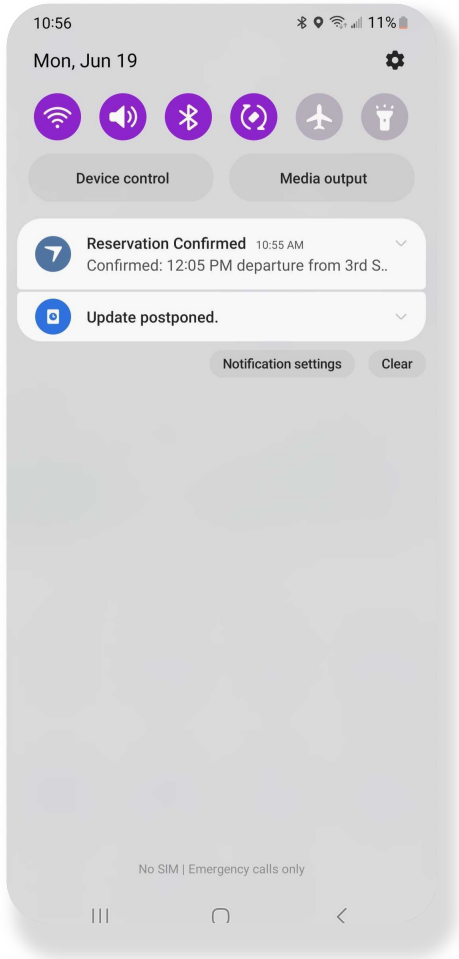


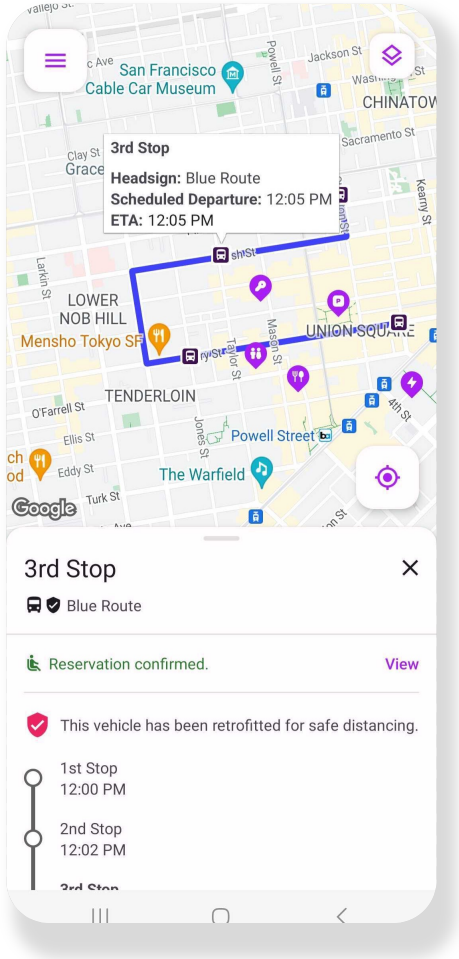
Reservations Waitlist

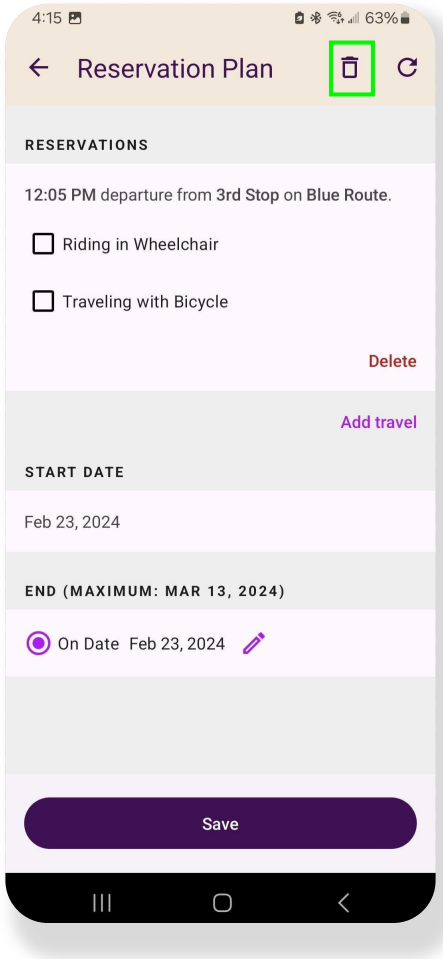
3. If a spot opens up for your waitlisted reservation, you will receive a push notification. “Reservation Confirmed”

4. You now have a confirmed reservation.

5. To cancel a reservation, use the sidebar menu to access My Trips. Select your reservation and use the trashcan to cancel.





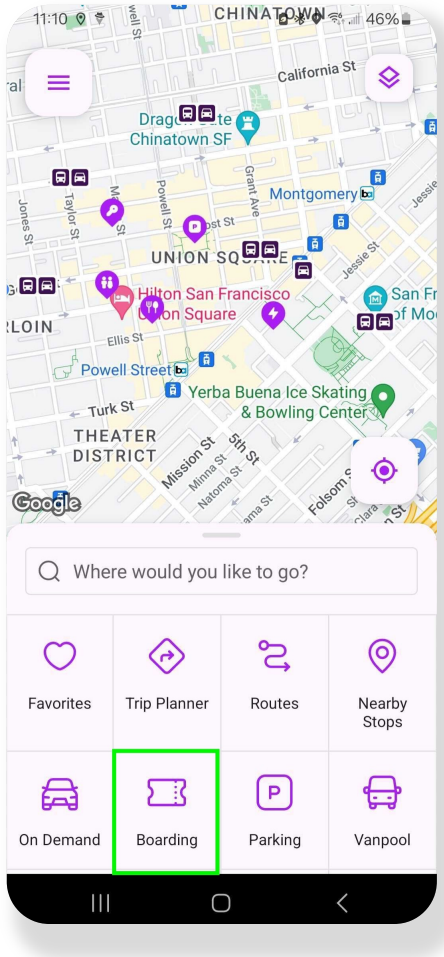


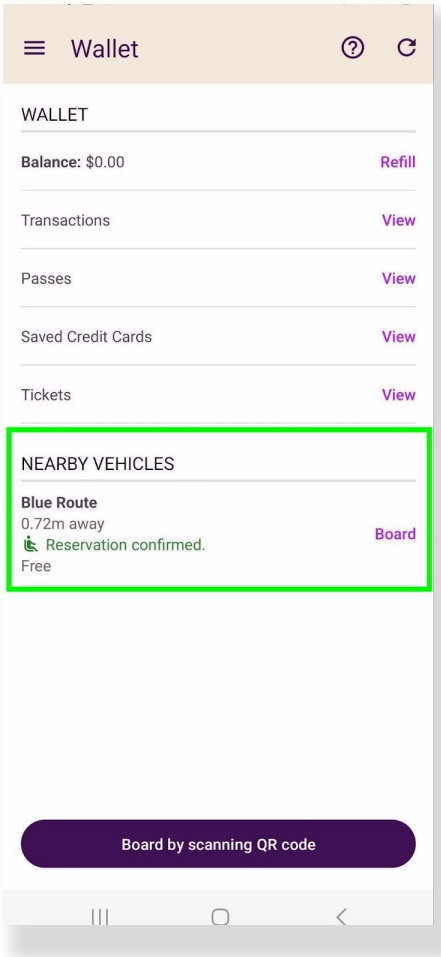
Boarding

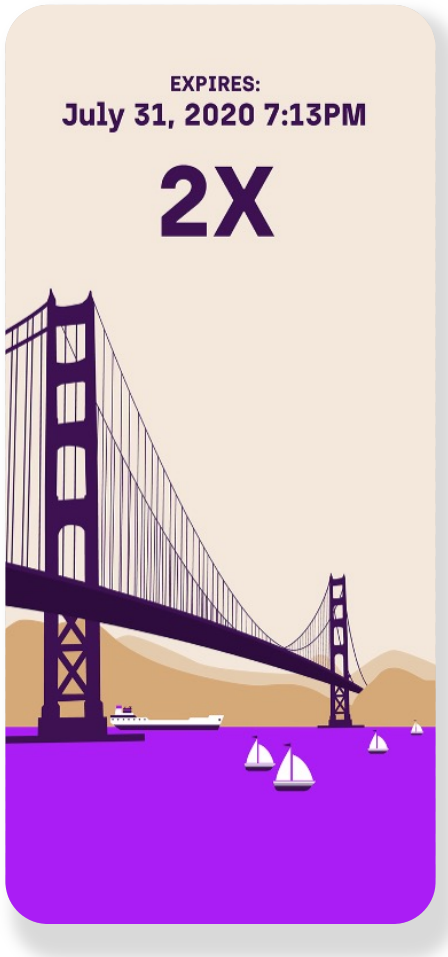
Boarding

Depending on how your transit system operates, there may be different boarding “styles”.

1. Manual – a rider boards and is manually counted by the driver.
2. Digital Tickets/Pass - As the vehicle approaches, select the Boarding tile. The vehicle/route will appear under Nearby Vehicles. Click Board to generate a digital ticket. Show your digital ticket to the driver at boarding. Requires Bluetooth enabled on both driver and rider's device.





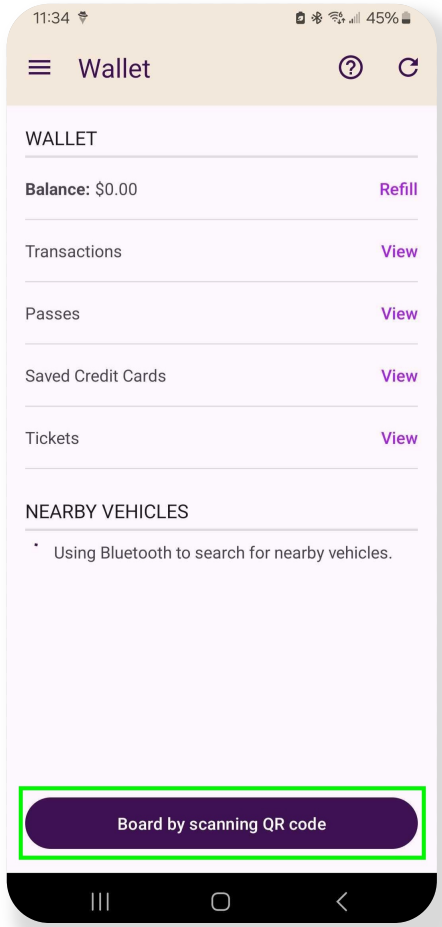


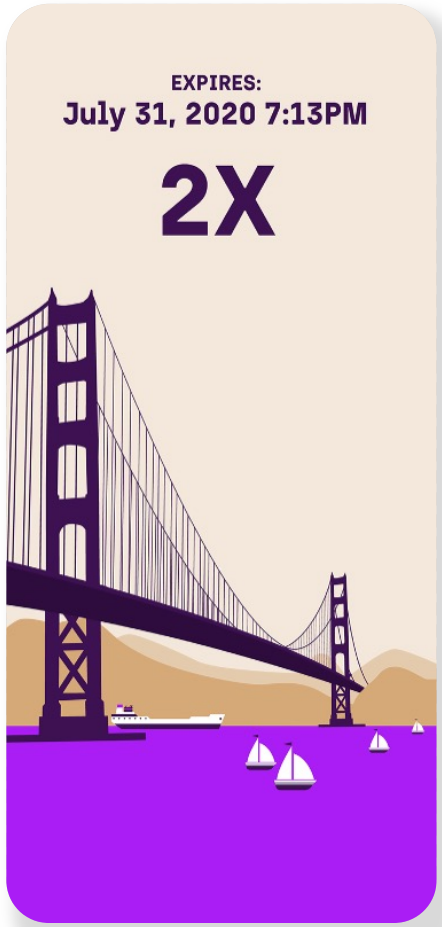
Boarding

3. QR Code – Scan the QR code on the vehicle to generate a digital ticket. Show your digital ticket to the driver at boarding.

4. Automatic passenger counters (APC) - You may notice a device above or on the boarding doors. These automatic passenger counters will, automatically count passengers upon boarding.

5. Badging - some agencies require the use of badges to board a vehicle. Tap your badge at the badge reader, the driver will confirm your badge is valid for boarding.

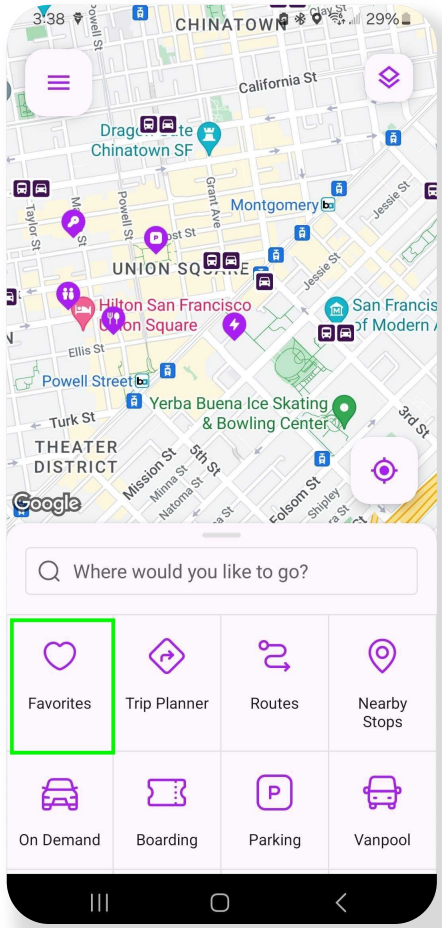


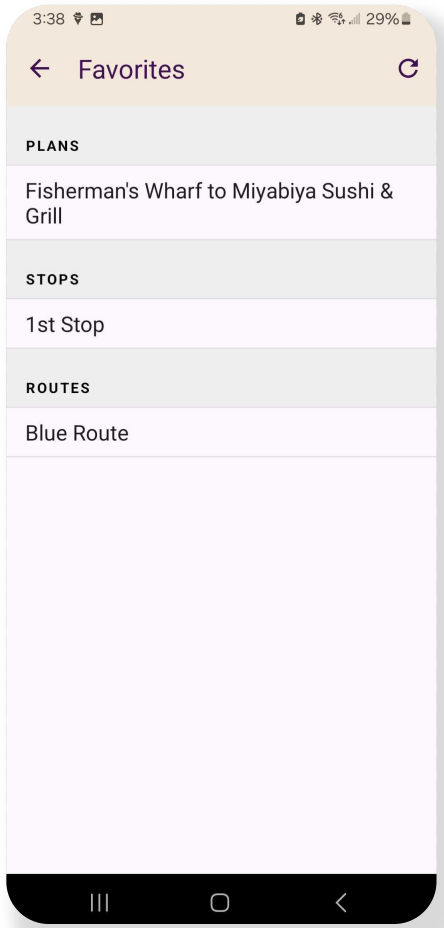


Favorites

Favorites

1. Access Favorites from the Favorites tile on the Home screen.

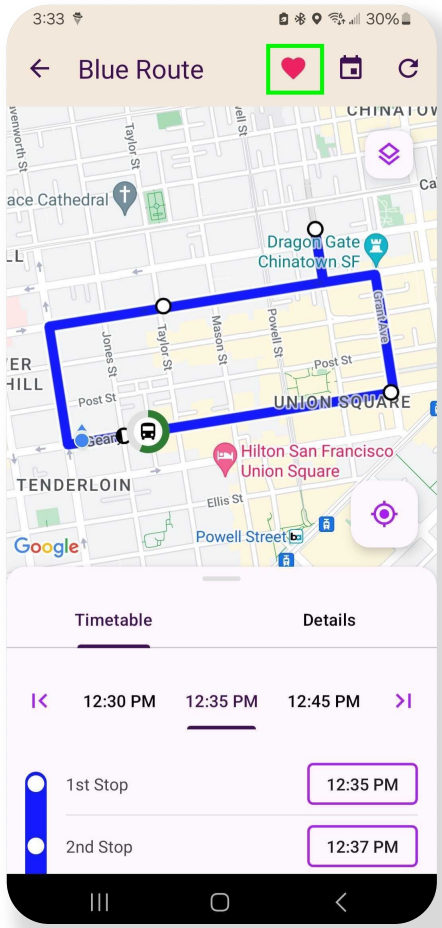


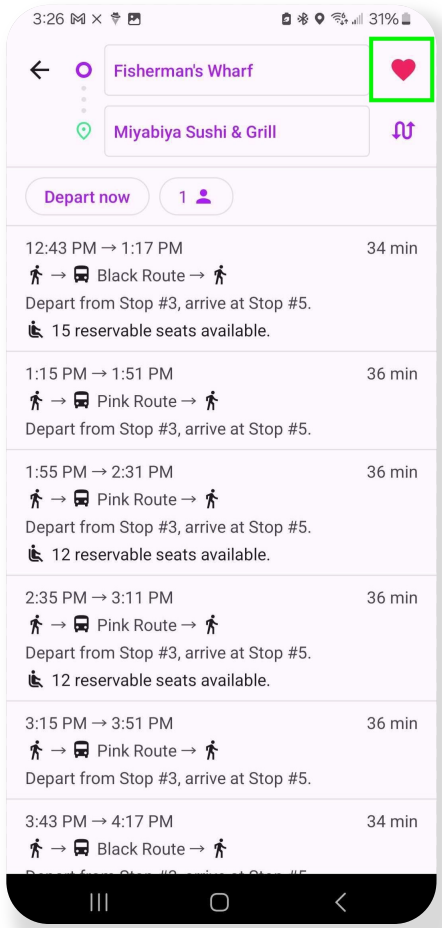


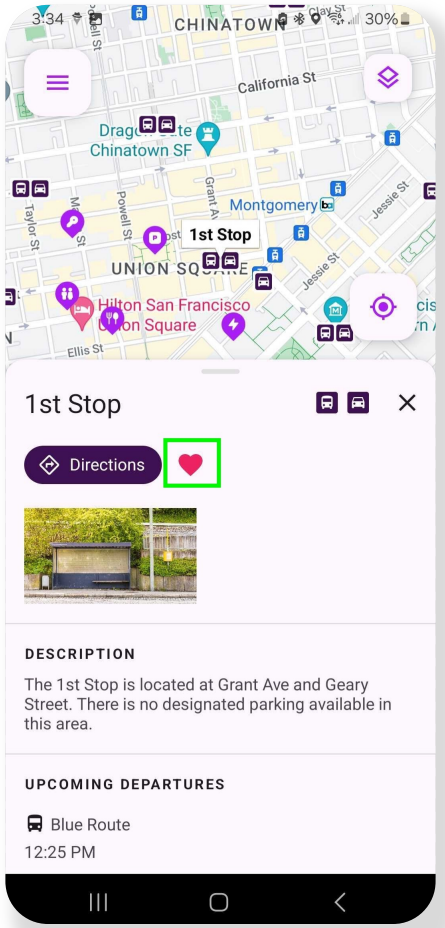
Favorites

2. Save a route, trip plan, or stop to Favorites for quick access.

3. Use the heart icon to set a route, trip plan, or stop as a Favorite.







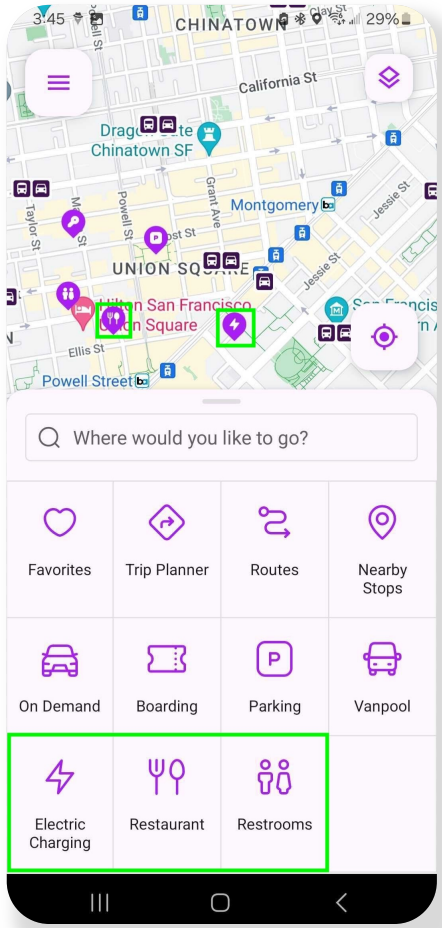
Points of Interest (POI)

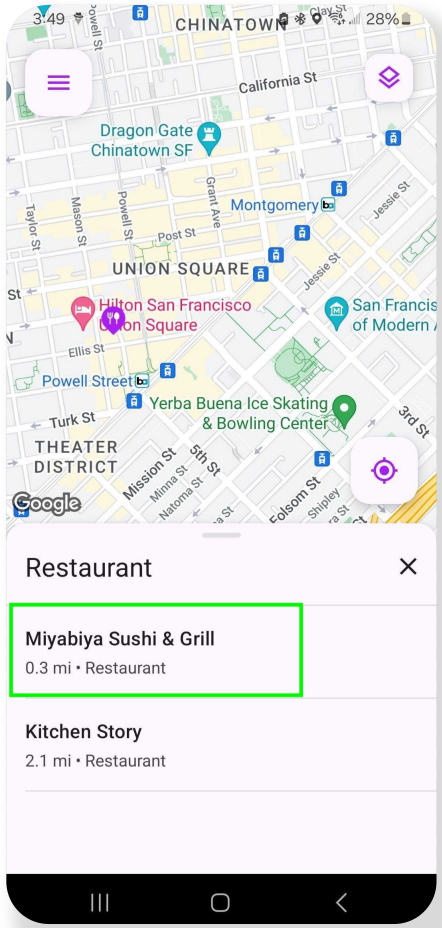
Points of Interest

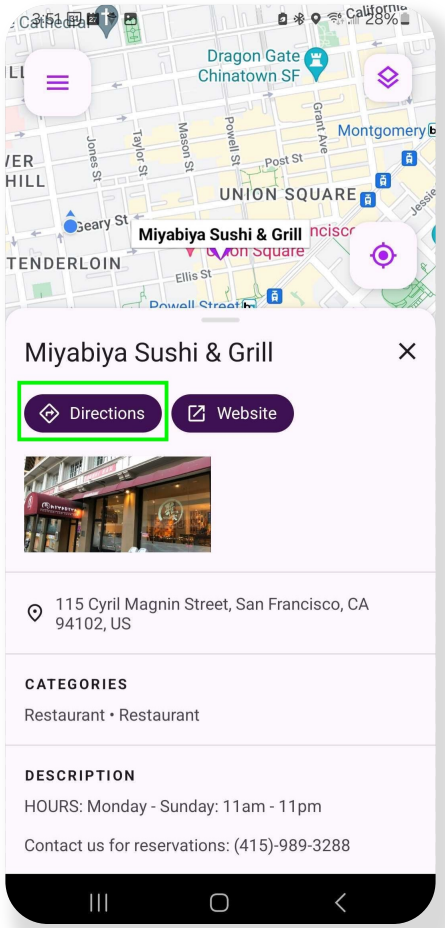
1. Your transit agency may display various restaurants, shops, parking, or other interesting locations.

2. POI's display on the Home screen as a Tile and on the map with a purple icon. There may be multiple Points of Interest Tiles on the home screen. Each tile will hold one or more entries for the Tile category.

3. Select a POI Tile. Select a POI entry. View POI details. Use Directions to navigate to or from these locations.



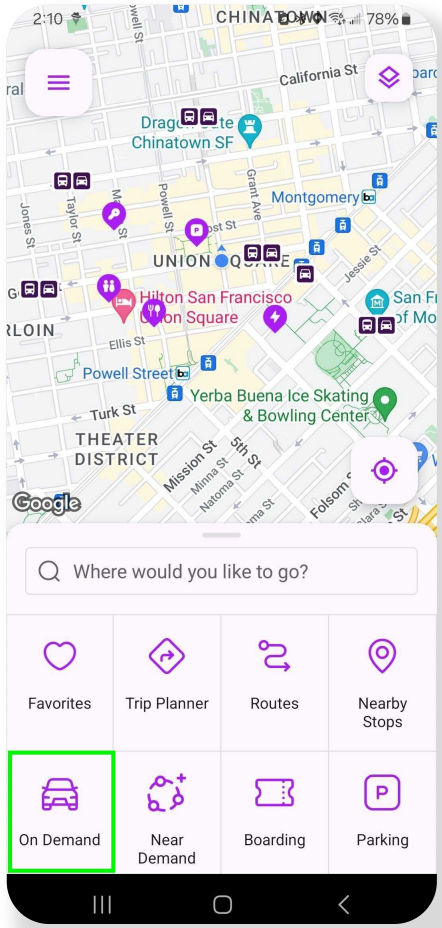


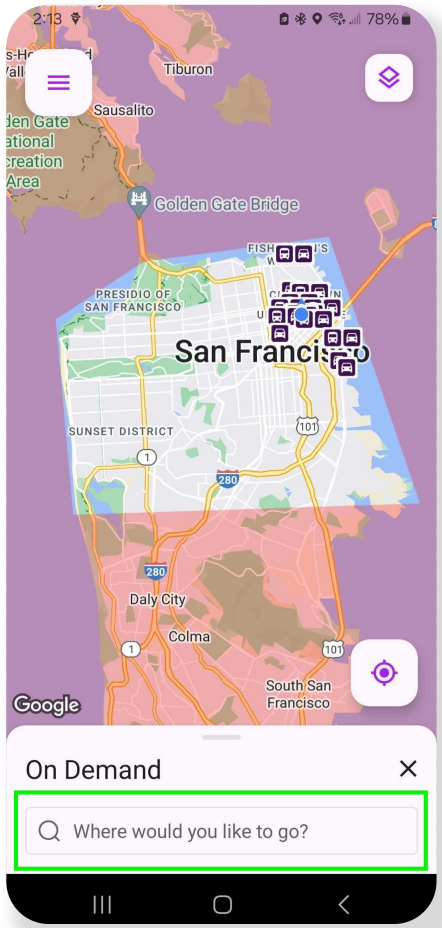


On Demand Requests

On Demand Requests

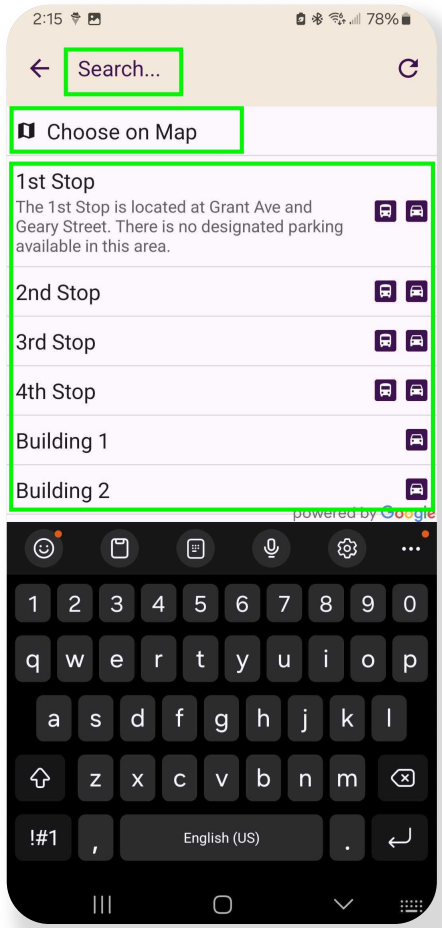
1. From the Home screen select On Demand.
2. Your service zone map will appear (if applicable). Tap “Where would you like to go?” to see your options. Note: No On Demand service in the red areas.
3. *If On Demand services are offered by your transit agency, the Trip Planner will also display any available On Demand services.

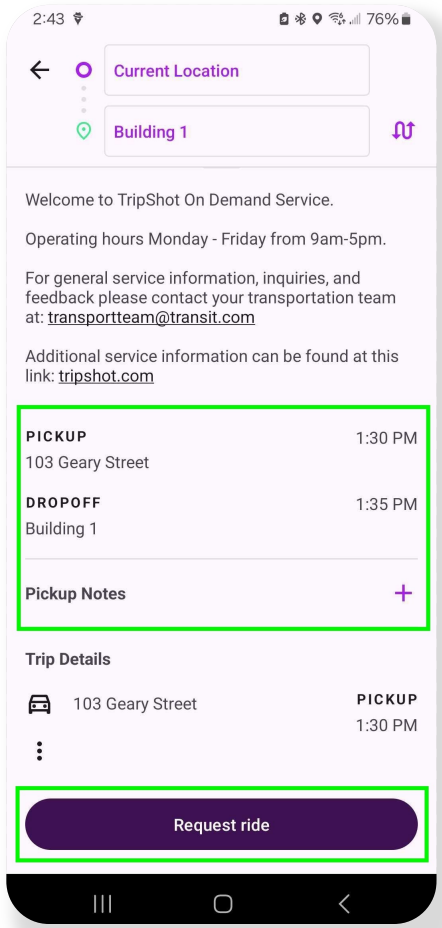


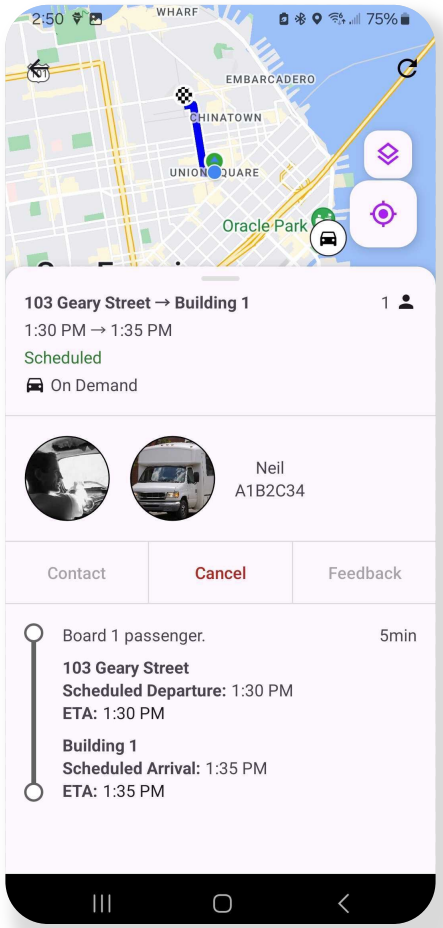


On Demand Requests

4. Select your destination.
    a. Start typing to “Search” for your destination.
    b. Tap “Choose on Map” to center the map over your destination.
    c. Use the agency provided On Demand Stops below.
5. Review Your pickup/dropoff location and the pickup/dropoff times.
6. For Special Requests, add a Pickup Note.
7. Click Request Ride to confirm your ride.



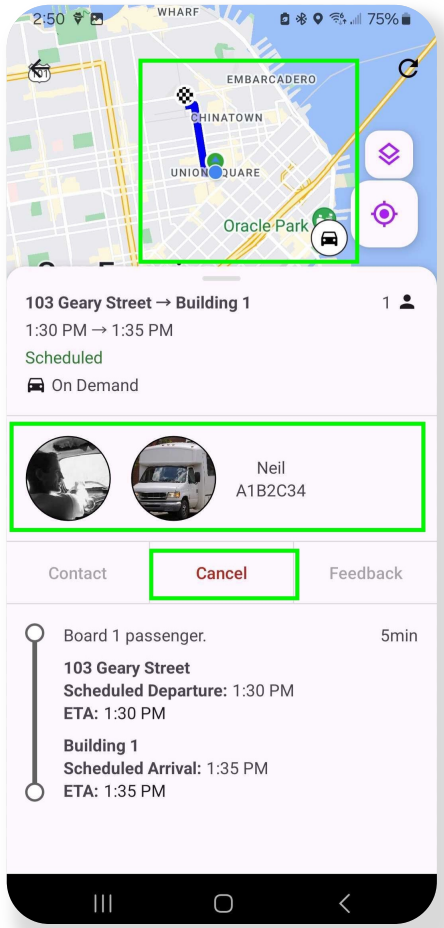


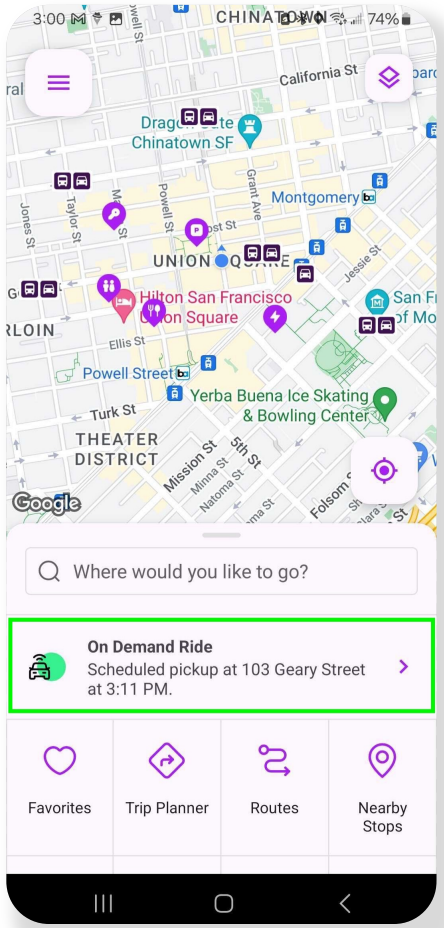


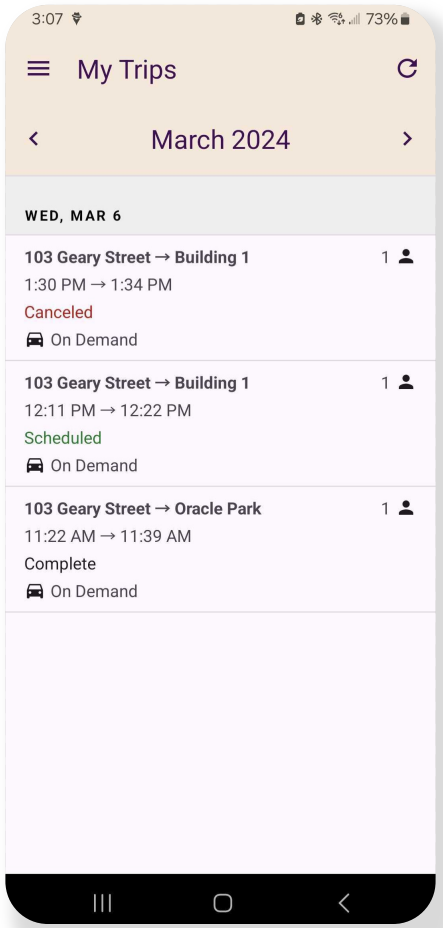
TripShot

On Demand Requests

8. You can now:
    a. View real-time location and accurate ETA's.
    b. View driver and vehicle details.
    c. Cancel the ride if needed.
9. For your convenience, we'll display your On Demand Ride on the Home screen. Tap to view.
10. Use the Sidebar Menu and select My Trips to view your On Demand Rides.



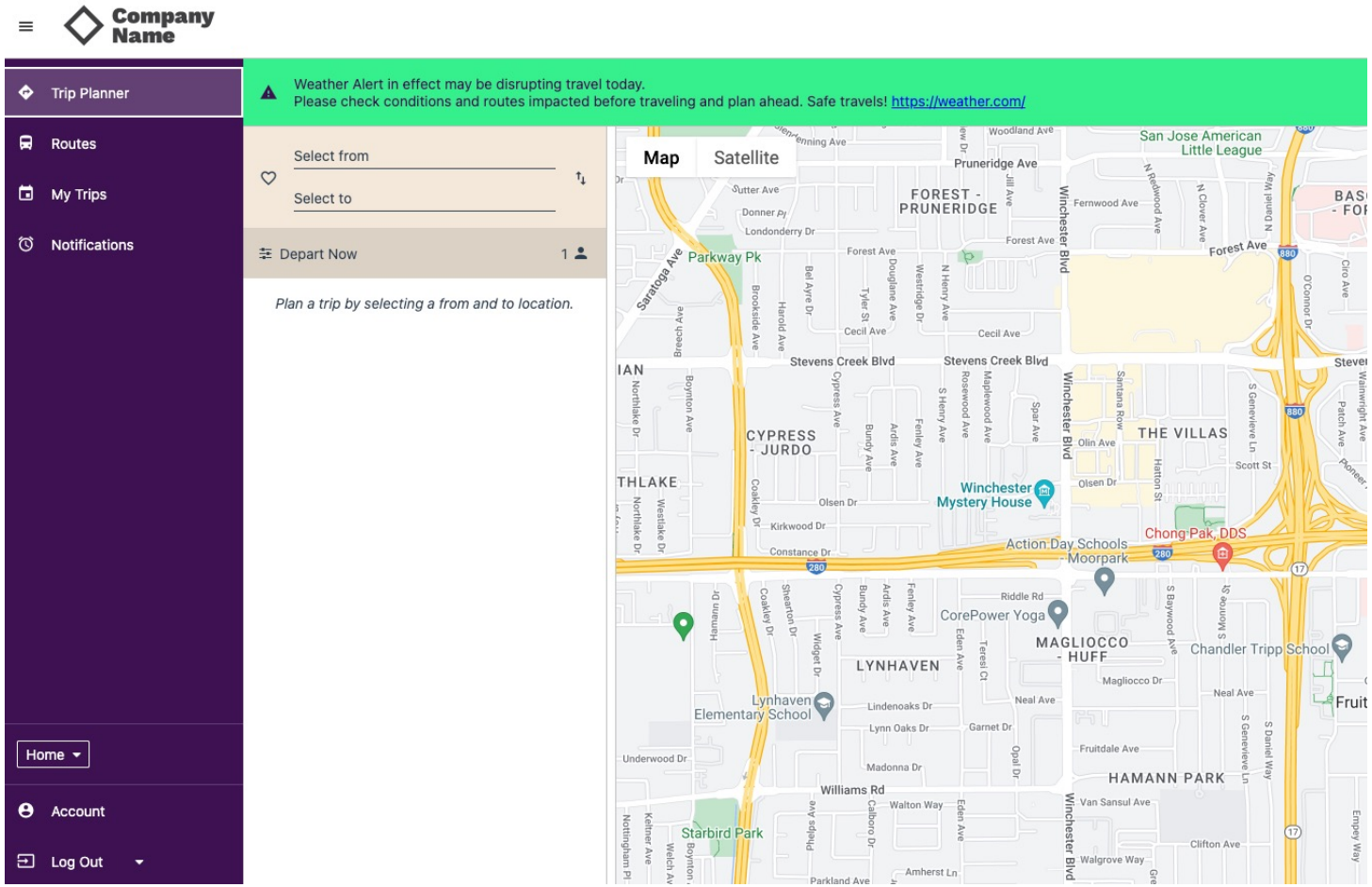




Rider Web Portal

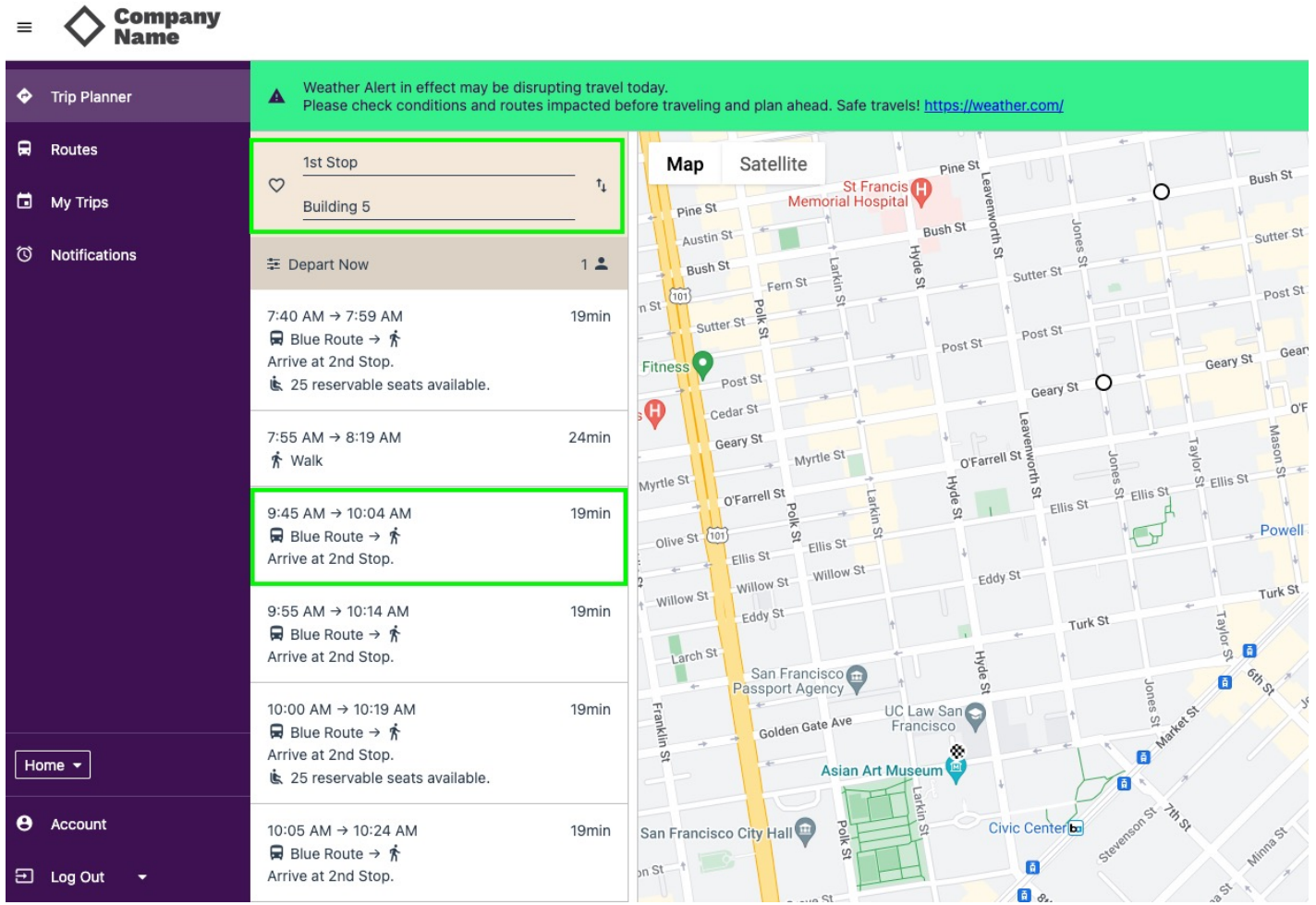
Rider Web Portal

1. The Rider Web Portal is the desktop version of the Rider App.
2. Access your Rider Web Portal using the url: https://universityofdenver.tripshot.com



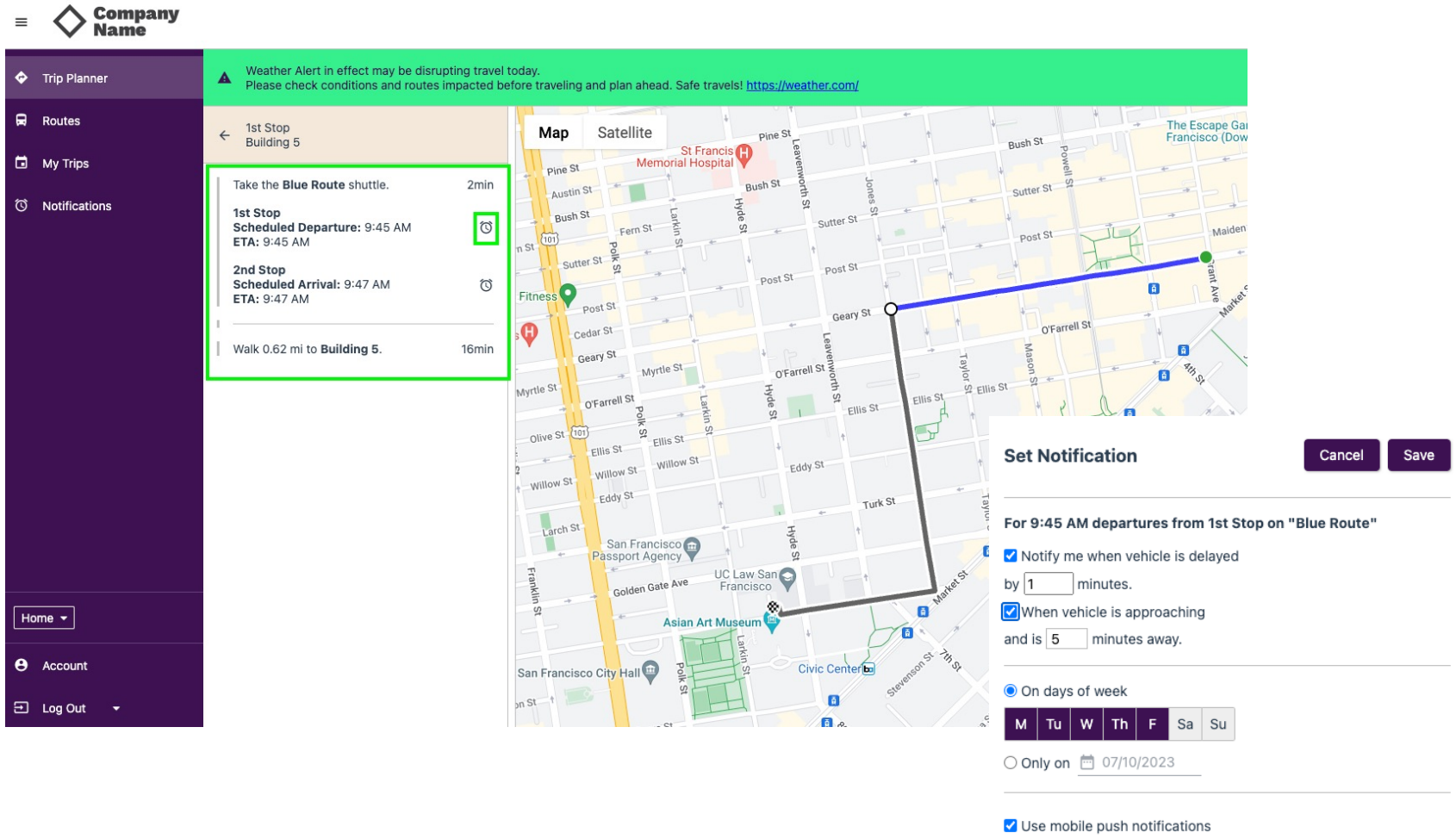
Rider Web Portal
Trip Planner

1. Enter a starting and ending location.
2. Select your preferred Trip Plan.



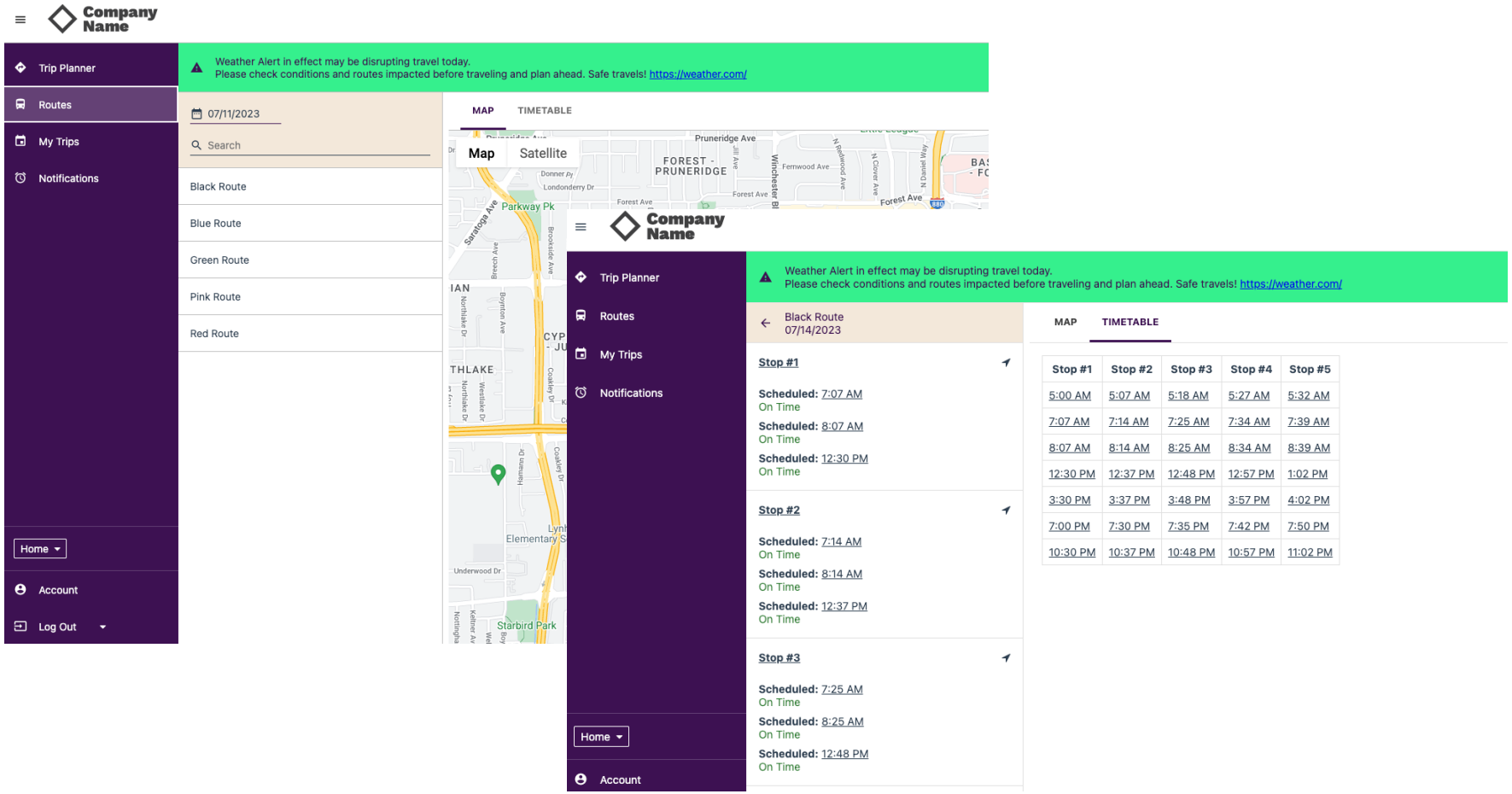
Rider Web Portal
Trip Planner

3. View your ETA and Route details. Click the Alarm icon to sign up for a delayed or approaching vehicle notification.



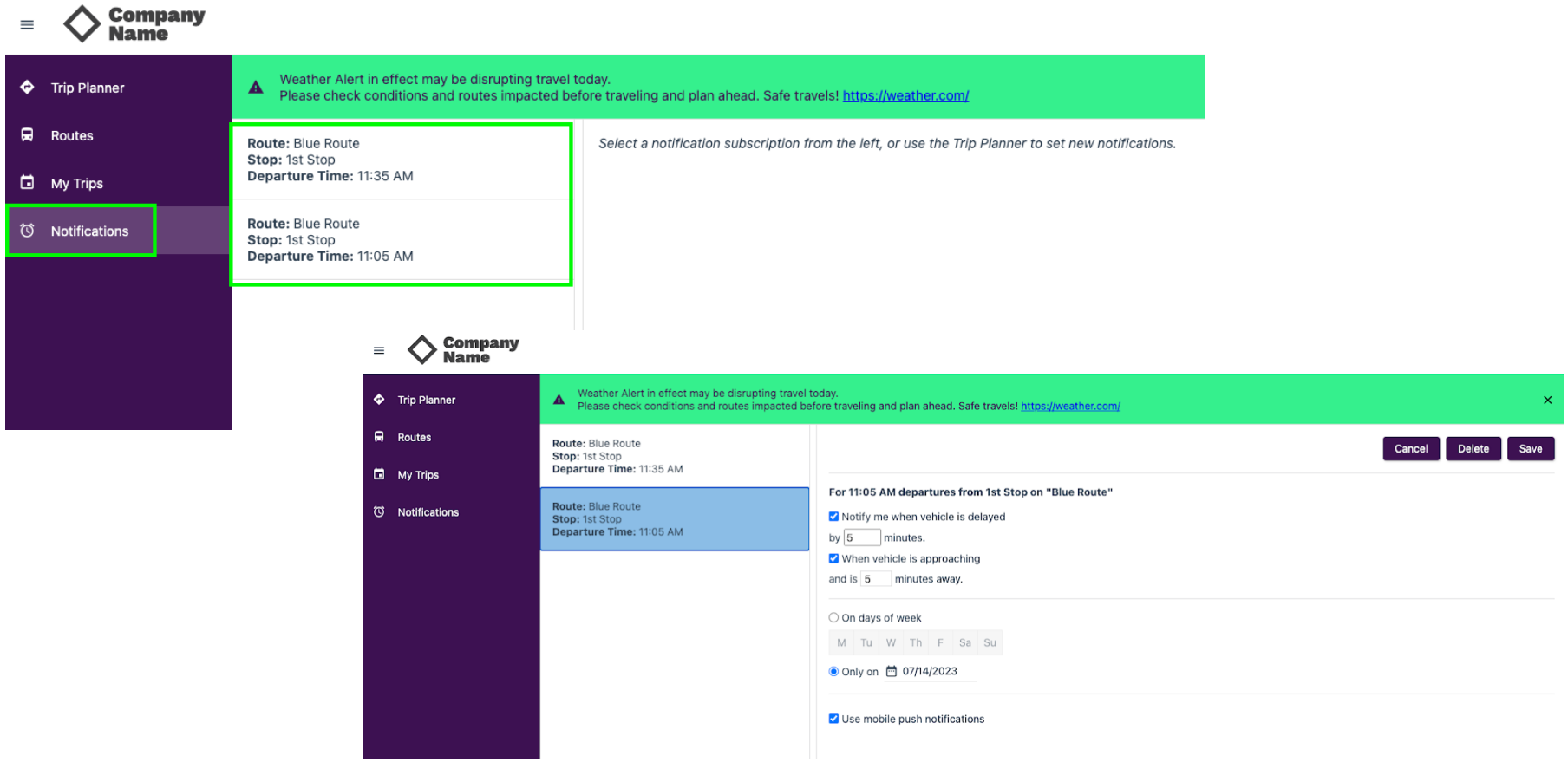
Rider Web Portal Routes

1. Select Routes to view available Route Schedules.
2. Select a route to view the route map or timetable.



Rider Web Portal Notifications

1. View your Notification Subscriptions. Click a notification to edit or delete.



Support

For additional help contact:
support@tripshot.com

TripShot

TripShot / UNIVERSITY OF DENVER

The smarter way to move around campus.

The University of Denver provides riders the TripShot App to connect you to where you want to go.

About TripShot

Our app offers trip planning and the ability to travel with predictability by signing up for True-Time® Notifications and Alerts.

How to use

Simply scan the QR code, download TripShot from your app store, login securely with our first time rider instructions and go.

First Time Rider

01 **Download TripShot** from your phone's app store.

02 Enter your **Service Name: DUShuttle**

03 Select **Log In with DU.**

04 Enter your **university username and password.**

Questions?

Email us at parking@du.edu

Download on the App Store | GET IT ON Google Play

TripShot.com

On Demand Route (7:00am - 7:00pm)
Administration Office Building
Centennial Halls
Centennial Towers
Chambers Center & DFRV
Craig Hall Circle
Dave & Busters
Englewood Market Place
English Learning Center
Enterprise Rent-A-Car
Johnson-McFarlane Hall
International House / Sorority Row
King Soopers On University & Hampden
Mary Reed Hall (Warren Circle)
Mass Communication / Metallurgy
Nagel & Nelson Hall Circle
Natural Grocers
Newman Center for the Performing Arts & Engineering
Physics Building & Seeley Mudd
Ricks Center Circle (Law)
Ritchie Center & Schwayder Arts
Safeway on Evans
South Pearl Street
University Hills Plaza (Target)
University Hills Shopping Mall
University Light Rail Station
Walgreens On Evans
Walgreens/Sprouts on Colorado Blvd
Walmart on Hampden
Whole Foods

Exciting Changes to the DU Campus Shuttle Service!

We're making it easier than ever to get around campus! Starting soon, the DU Shuttle will operate exclusively on-demand from 7:00 AM to 7:00 PM Monday - Friday, giving you more flexibility to request a ride when and where you need it. No more fixed routes—just request a shuttle through the TripShot app, and we'll pick you up at a designated location!

To make the most of the new on-demand service, keep these tips in mind:

- Choose a Named Location – When booking your ride, select a designated pick-up and drop-off location from the app's dropdown list. The shuttle cannot pick up from random locations.
- Set a Specific Time – The app defaults to "NOW," but it's best to schedule your ride in advance for a smooth experience.
- Service Unavailable? Try Adjusting the Time – If you receive a message stating that service is unavailable, it may mean the shuttle is currently enroute to pick up or drop off another rider. Try selecting a different time.

We're excited to bring you a more convenient and efficient shuttle experience! Questions? Let us know—we're here to help! (Email: parking@du.edu)