



# TripSpark Software Manual for Providers

WellTrans

Transportation Management Group



## Contents

TripSpark Software Application .....	3
Overview and Obtaining Access .....	3
Logging In and Changing Password .....	3
Logging In.....	3
Changing Password.....	3
<i>Trip Broker</i> Portal Overview .....	4
Selecting Trip Dates .....	6
Exporting Trip Manifest.....	6
Accepting and Declining Trips .....	8
Reassigning Trips .....	9
Trip Adjustments .....	10
Documenting No Shows and Door Cancellations.....	11
Entering Trip Completion Details .....	11
Viewing Member Details .....	13
Running Reports .....	14
TripSpark Maintenance .....	16
TripSpark Password Reset: .....	16
Logging Out of TripSpark .....	16
Clearing TripSpark’s Cache .....	17
Ensuring the Browser is Up to Date.....	18
WellTrans Mobile Application .....	20
Layout Overview.....	20
Logging In and Accepting Trips.....	21
Performing Pick-Up Trips.....	21
Performing Drop-Off Trips.....	22
Logging Out.....	22
Frequently Asked Questions:.....	22



## TripSpark Software Application

---

### Overview and Obtaining Access

WellTrans has selected TripSpark as our dispatch management software. TripSpark is a Canadian based company that provides transportation technology to transit agencies and private operators with the critical operational software and in-vehicle hardware needed to run efficiently and provide outstanding service to their customers. Once a contract is signed with WellTrans, a Transportation Provider can opt to utilize TripSpark to manage all their transportation services, including trip detail submissions to generate claims. Transportation Providers who wishes to manually manage their trips, or use their own transportation software, can opt to use TripSpark to submit trip details so claims can be generated by WellTrans on their behalf. If a Transportation Provider choses to utilize TripSpark for one of those reasons, WellTrans creates an account for the Transportation Provider, provides them with login credentials, and establishes a “go live” date for when the Transportation Provider can start receiving trips to perform.

If a Transportation Provider decides to utilize the TripSpark software to complete their trips, the TripSpark application is provided for free by WellTrans. WellTrans also gives Transportation Providers who choose to utilize TripSpark the full training component. This personalized training program is delivered via WebEx or in-person (as appropriate) to Provider staff to subsequently utilize the software and its processes, as well as address any general questions with Provider’s management staff. On-going training within the Provider’s organization (including any necessary driver training, as applicable) would then be the Provider’s responsibility. They are provided the option to have their designated drivers utilize the WellTrans Mobile application while performing non-emergency medical transportation services. The WellTrans Mobile application is not mandatory and is available at the convenience of the Transportation Providers. TripSpark and WellTrans Mobile is created by the same company and the applications work simultaneously with one another. As the trips are being performed, the trip details (e.g., odometer readings, mileage, pick-up/drop-off times, etc.) are immediately synced with the Transportation Provider’s *Trip Broker* portal in TripSpark. See [WellTrans Mobile Application](#) for more details.

### Logging In and Changing Password

#### Logging In

1. Access TripSpark via the following link: <https://tripspark.welltransnemt.com/>
2. Enter the login credentials in the **Login** and **Password** fields, then click **Login**.

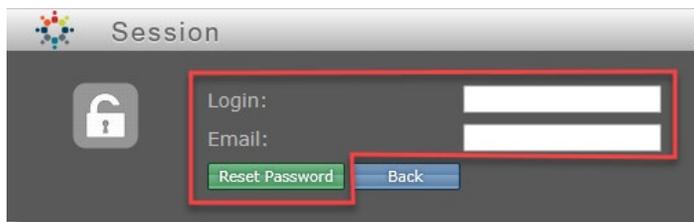
**Note:** Upon initial login, the user will be required to change their password.

#### Changing Password

1. At the sign-on screen, click the *Forgot your password?* link.



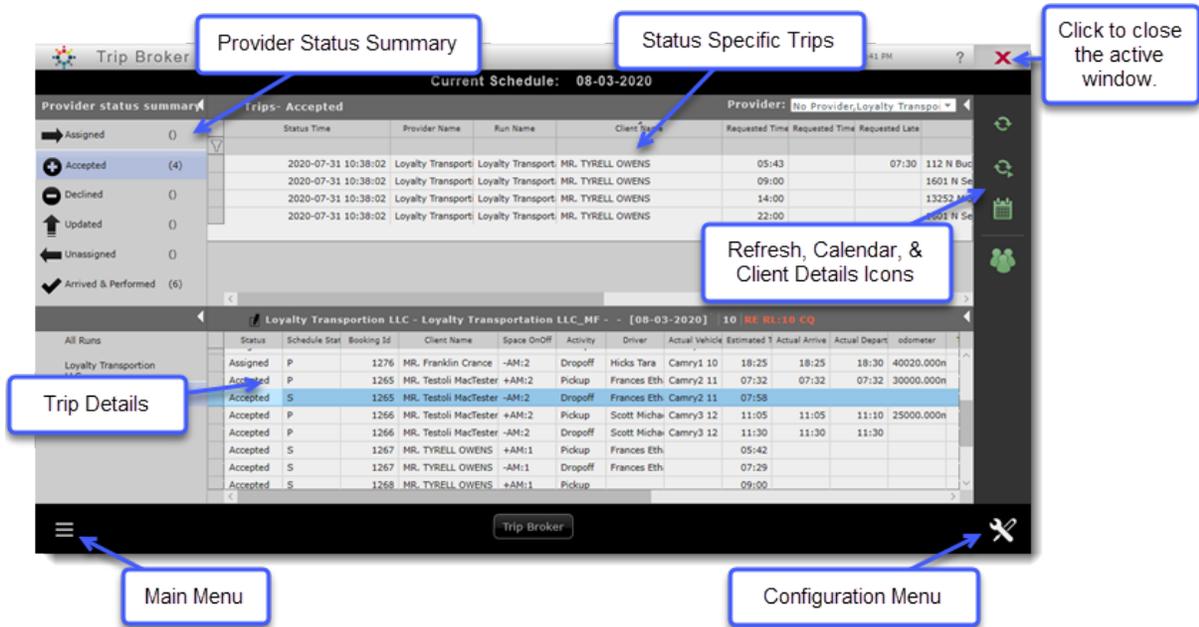
2. Enter the username in the **Login** field.
3. Enter the email in the **Email** field.
4. Click **Reset Password**. The system will automatically reset the password. An email will be generated to the user with a temporary password.



5. Once the temporary password is received, log in to TripSpark using the temporary password.
6. When prompted, enter a new password.

### *Trip Broker Portal Overview*

- **Provider Status Summary:** Provides a summary of the trips while in their various statuses (Assigned, Accepted, Declined, Updated, Unassigned, and Arrived & Performed)
- **Status Specific Trips:** Lists the trips in their respective statuses
- **Refresh, Calendar, & Client Details Icons:** Icons used to refresh the portal, select and review specific dates, and review rider specific details
- **Trip Details:** Lists all accepted trips and trip details
- **Main Menu:** Launches menu where the *Trip Broker* portal is launched
- **Configuration Menu:** Where claims related reports can be accessed and settings can be adjusted to user preferences



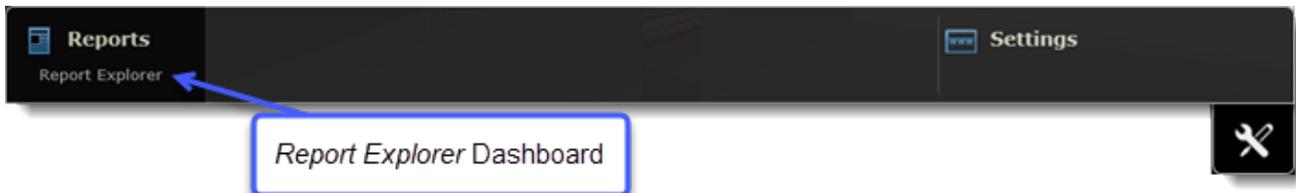
**Main Menu:**

- **Trip Broker Dashboard/Portal:** Opens the *Trip Broker* portal where trips are accepted and maintained.
- **Exit Icon:** Click the **Exit** icon to exit the TripSpark system.



**Configuration Menu:**

- **Report Explorer Dashboard:** The *Report Explorer* dashboard is where reports can be pulled to find out which claims are in *Review* status and which ones have been denied or marked as needing corrections.

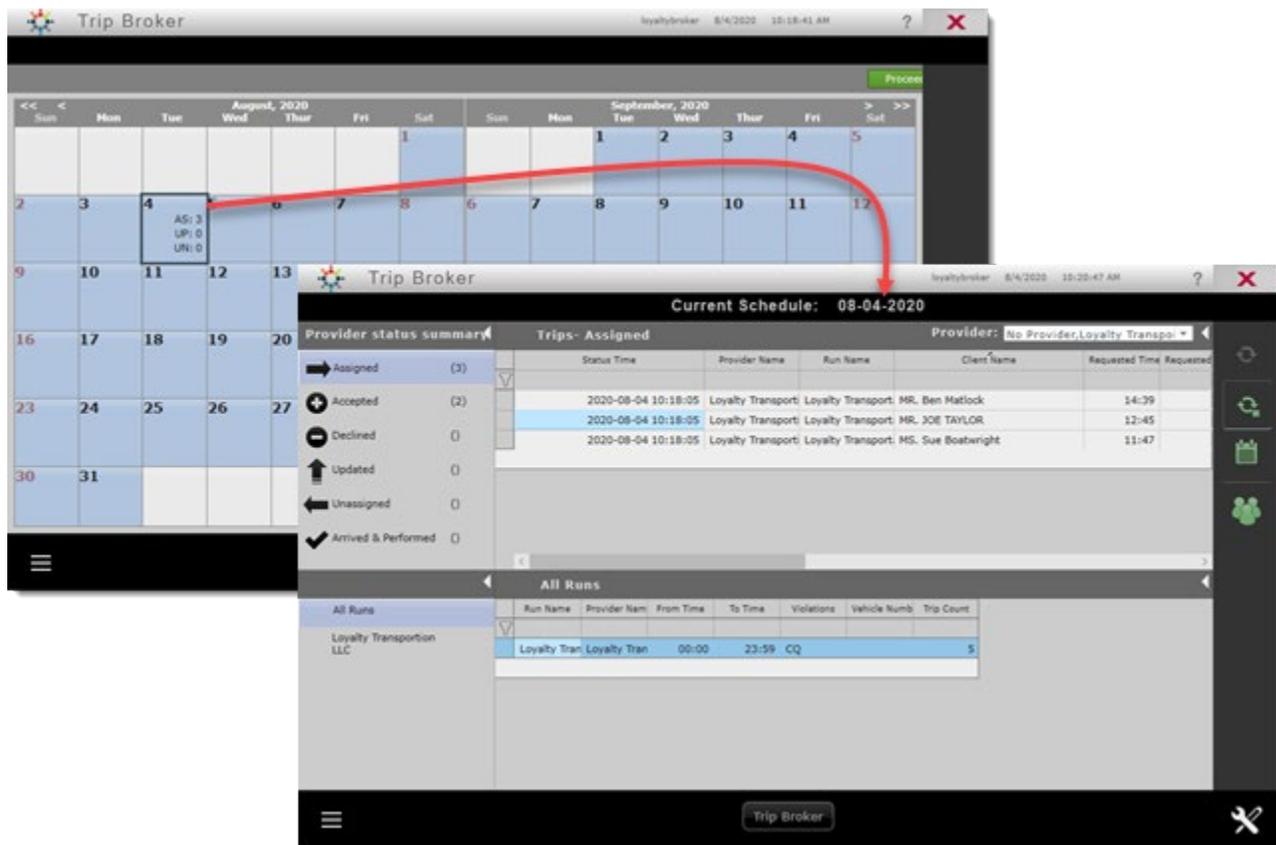


## Selecting Trip Dates

When the *Trip Broker* portal is launched, a calendar is displayed. Use the arrows to navigate between months. If a day has assigned, updated, and/or unassigned trips associated with it, those trips are displayed on the appropriate date in the following format:

- AS = Assigned
- UP = Updated
- UN = Unassigned

Double-click the day you want to maintain trips on to open the *Trip Broker* portal.



The screenshot shows the Trip Broker interface. The top part displays a calendar for August and September 2020. A red arrow points from the date '4' in August to a detailed view of the 'Current Schedule' for '08-04-2020'. This view includes a 'Provider status summary' on the left and a table of assigned trips on the right.

**Provider status summary:**

- Assigned (3)
- Accepted (2)
- Declined (0)
- Updated (0)
- Unassigned (0)
- Arrived & Performed (0)

**Trips - Assigned Table:**

Status Time	Provider Name	Run Name	Client Name	Requested Time	Requested
2020-08-04 10:18:05	Loyalty Transport	Loyalty Transport	MR. Ben Matlock	14:39	
2020-08-04 10:18:05	Loyalty Transport	Loyalty Transport	MR. JOE TAYLOR	12:45	
2020-08-04 10:18:05	Loyalty Transport	Loyalty Transport	MS. Sue Boatwright	11:47	

**All Runs Table:**

Run Name	Provider Name	From Time	To Time	Violations	Vehicle Num	Trip Count
Loyalty Tran	Loyalty Tran	00:00	23:59	CQ		5

## Exporting Trip Manifest

If a Transportation Provider manages through another transportation management system and wishes to access their trip itinerary via TripSpark, they will access the *Trip Broker* portal to download their trip manifest.

1. With either the *Assigned* or *Accepted* buckets selected from the left-hand panel under **Provider status summary**, highlight all the trips in the top portion of the window.
2. Right click on the highlighted trips and select *Export Selected*.

Trip Broker

Current Schedule:

Provider status summary		Trips- Assigned								
Assigned	(36)	Booking Id	Provider Nam	Client Name	Requested Tir	Phone Pickup	Pickup Comments	Requested Tir	Dropoff Comn	PH
Accepted	(0)	100584023	Drive To He			(7) 354-9108			DR UNKNOV	3178
Declined	(0)	100584027	Drive To He			78800000	20210126			(317
Updated	(0)	100588095	Drive To He			(7) 378-6769			therapist	3179
Unassigned	(0)	100588121	Drive To He			79626300	20231009			(317
Arrived & Performed	(0)	100591311	Drive To He			(7) 938-1527			20221016	3176
		100591312	Drive To He			76865634	20221016			(317
		100591366	Drive To He			(5) 743-8329			Dr. unknow	3175

- A *Trip Manifest* PDF will open. The manifest can be either downloaded or printed using the associated icons in upper right-hand corner of the window.

Report Preview

testtripspark 9/13/2021 1:32:21 PM

Trip\_Broker\_Crystal\_Report testtripspark 2021-09-13 13:31:13

108vyizfk9wiv.pdf 1 / 2 100%

Date of Service 20210914

TRIP MANIFEST

100584023				Age:	57
12:30	PU			Phone Number:	
13:30	DO			Alternate Phone Number:	
Notes:		HCC	AM	Miles:	2.21

---

100584027				Age:	57
--:--	PU			Phone Number:	
--:--	DO			Alternate Phone Number:	
Notes:		HCC	AM	Miles:	2.48

---

100588095				Age:	52
10:15	PU			Phone Number:	
11:15	DO			Alternate Phone Number:	
Notes:	PLEASE PULL IN DRIVE WAY		AM	Miles:	5.31

---

100588121				Age:	52
--:--	PU			Phone Number:	
--:--	DO			Alternate Phone Number:	
Notes:	PLEASE PU		AM	Miles:	6.79

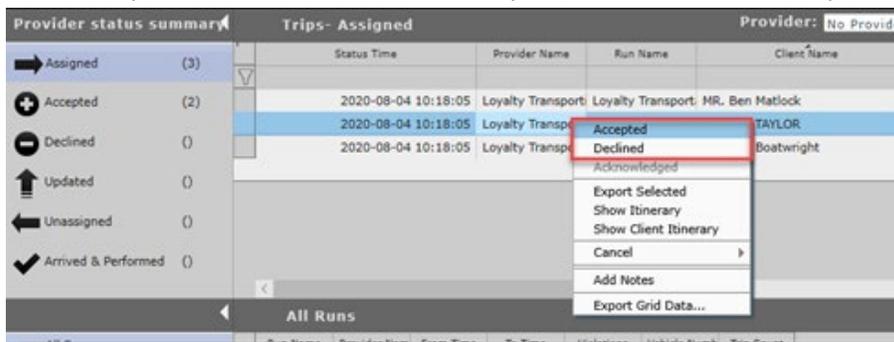
Trip Broker Report Preview

## Accepting and Declining Trips

When WellTrans assigns trips to the Transportation Provider, the trip will appear on the *Trip Broker* portal. The *Trip Broker* portal is where the Transportation Provider accepts and declines trips as they are received. The Transportation Provider must accept or decline trips within 24 hours prior to the day and time of the trip. If the request is an urgent trip (less than 24-hour notice), the Transportation Provider will be called directly by WellTrans before distribution in the *Trip Broker* portal. This procedure outlines the steps that must be taken to accept and decline trips from the *Trip Broker* portal.

1. With the **Assigned** status selected from the **Provider status summary** panel, right click on the trip within the **Trips-Assigned** panel and select one of the following options:
  - *Accepted*
  - *Declined*

**Note:** A trip can be declined once it is accepted, but it cannot be accepted once it is declined.



2. The items will move to either the **Accepted** or **Declined** list within the **Provider status summary** panel, depending on which selection was made.
3. If the trip was:
  - **Accepted:**
    - The trips will be moved to the *Accepted* status within the **Provider status summary** panel.
    - If the Transportation Provider is utilizing the WellTrans Mobile application, the **Trip Detail** panel will automatically update as the driver performs the trip completion process:
      - ✓ The trips will appear in the WellTrans Mobile app on the scheduled day where drivers can accept and perform the trips.
      - ✓ The driver's name will appear in the **Driver** column once they accept the trip via the WellTrans Mobile application.
      - ✓ The arrival and departure times will appear in the **Actual Arrive** and **Actual Depart** columns as the drive picks up and drops off the members.
      - ✓ The odometer entry will populate in the **Odometer** column once the driver enters the information in WellTrans Mobile.

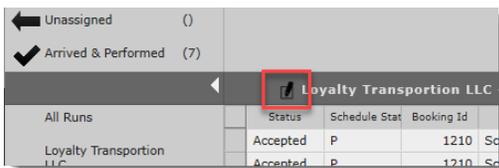
See [WellTrans Mobile](#) for more details on how drivers utilizes the application to perform the trip completion process.

- **Declined:**
  - WellTrans will see the decline on their end (using *Trip Broker*) and will reassign the trip to another Transportation Provider.

## Reassigning Trips

If the driver is using the WellTrans Mobile application, the driver’s name and the vehicle being used by that driver is automatically captured in the *Trip Broker* portal. However, if a driver accepts a trip in WellTrans Mobile but ends up not being able to perform the trip, the Provider needs to manually reassign that trip in the *Trip Broker* portal to another driver and/or vehicle or place it back into queue for another driver within the organization to pick up. This procedure outlines the steps required to reassign trips in *Trip Broker*.

1. From the *Trip Broker* portal, click the black pencil icon on the **Trip Detail** panel to open the *Edit Itinerary* pop-up window.

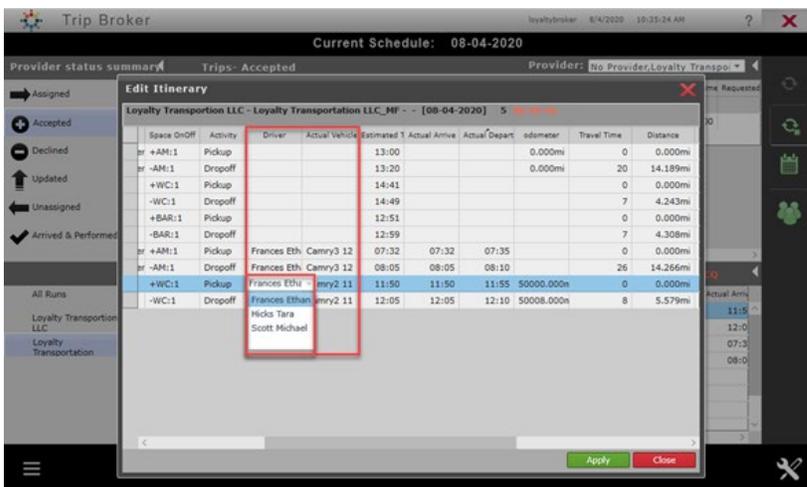


2. Click twice inside the **Driver** and **Actual Vehicle** fields of the trip that needs reassigned, then click the drop-down arrow to select a new driver and/or vehicle.

**Note:**

- If the trip has multiple “legs” associated with it, the remaining “legs” will automatically update with the new driver and/or vehicle. The trips will automatically reassign itself in WellTrans Mobile.
- If the goal is to not select a driver and/or vehicle, select the blank option from the drop-down menu. This scenario could happen if the driver accepted the trip in WellTrans Mobile and ended up not being able to perform the trip. Selecting the blank option puts the trip back into queue for other drivers within the organization to pick up.

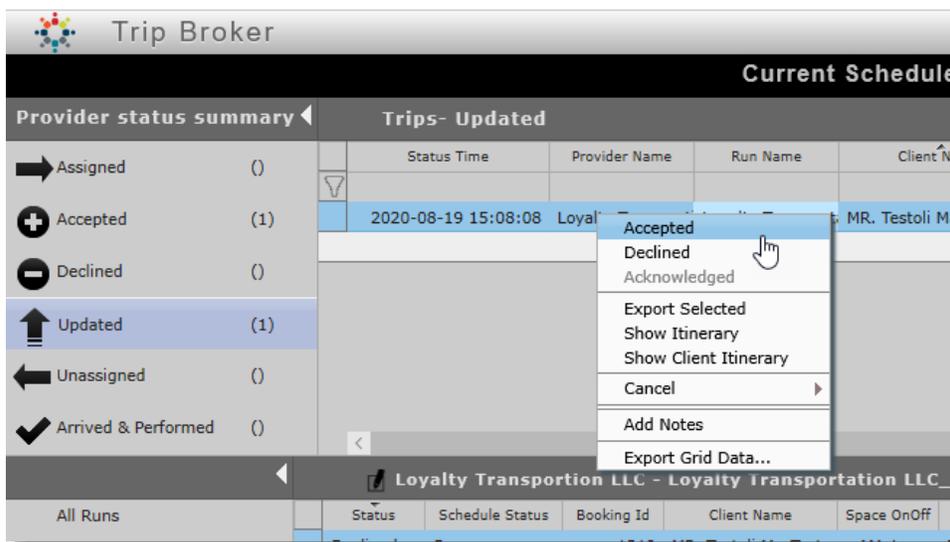
3. Click **Apply**, then **Close**.



## Trip Adjustments

When WellTrans makes adjustments to the trip’s details (e.g., address update, time, assigning a time to a “Will call” trip, etc.), the *Trip Broker* portal will move the items from its current status (*Assigned* or *Accepted*) and place it in the *Updated* status within the **Provider status summary** panel. This procedure outlines the steps required to acknowledge the trip details have been modified and how to move the item back into *Accepted* status. The Transportation Provider must accept the trips within 24 hours prior to the day and time of the trip. If a change occurs less than 24 hours of the day and time of the trip, WellTrans will contact the Transportation Provider directly to inform them of the change. If the Provider must make a change to the trip, they must call WellTrans at the 24/7 supported Provider Relations line at 866-982-3983.

1. Click the *Updated* status bucket within the **Provider status summary** panel and review the details to decide if the trip should be *Accepted* or *Declined*.
2. Right-click on the trip line item and select either *Accepted* or *Declined*. The trip will move into their respective status bucket.



### Important for WellTrans Mobile App Users:

- If the trip is assigned to a driver at the time the update is made, the trip will be removed from the driver’s WellTrans Mobile app. The Provider must accept the update in *Trip Broker* from the **Updated** bucket (as shown above). Once accepted, the Provider can either re-assign the trip back to the original driver in *Trip Broker* or the original driver can “grab” the trip from the **Available** tab within the mobile app.
- By design, “will call” trips will not appear in the mobile application. Once WellTrans enters a time for that trip, the Provider must accept the update and then either reassign it to the original driver or let a driver “grab” the trip from the mobile app’s **Available** tab.

## Documenting No Shows and Door Cancellations

There will be times when a trip needs to be cancelled and the reasons for the cancellation will vary. For example, a Transportation Provider may need to cancel a trip in situations where a member contacts the Transportation Provider directly to cancel their scheduled trip instead of calling WellTrans as they are instructed to do at the time of booking.

This procedure outlines the steps involved with marking trips as cancelled and No Show through the *Trip Broker* portal. Trips can be cancelled when they are in an *Assigned* or *Accepted* status. However, trips should be in an *Accepted* status when being marked as a *no show*. Cancelled trips will automatically disappear in WellTrans Mobile when they are manually cancelled or marked as no show in *Trip Broker*.

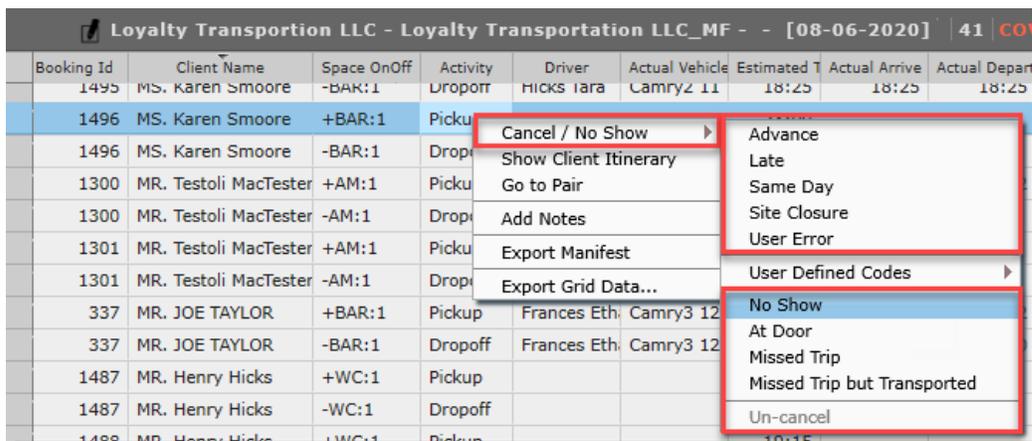
1. In the bottom panel of the *Trip Broker* portal, select the trip that needs to be marked as *cancelled* or as a *no show*.
2. Right-click in the highlighted row and select **Cancel / No Show**, then select one of the options listed below from the sub-menu.

**Cancel Options:** These options are for reporting purposes only and will remove the trips from the run list.

- **Advance:** When a trip is cancelled at least one day prior to the scheduled date.
- **Same Day:** When a trip is cancelled on the day of the trip prior to the pickup time.

**No Show Options:** These options will keep the trips on the run list.

- **No Show:** When a member does not show up for their scheduled transportation services.



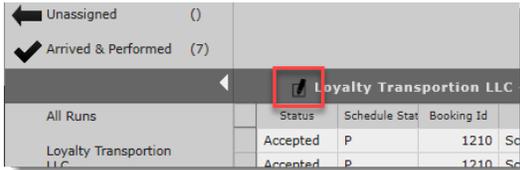
Booking Id	Client Name	Space OnOff	Activity	Driver	Actual Vehicle	Estimated T	Actual Arrive	Actual Depart
1495	MS. Karen Smoore	-BAR:1	Dropoff	HICKS IARA	Camry3 11	18:25	18:25	18:25
1496	MS. Karen Smoore	+BAR:1	Pickup					
1496	MS. Karen Smoore	-BAR:1	Dropoff					
1300	MR. Testoli MacTester	+AM:1	Pickup					
1300	MR. Testoli MacTester	-AM:1	Dropoff					
1301	MR. Testoli MacTester	+AM:1	Pickup					
1301	MR. Testoli MacTester	-AM:1	Dropoff					
337	MR. JOE TAYLOR	+BAR:1	Pickup	Frances Eth	Camry3 12			
337	MR. JOE TAYLOR	-BAR:1	Dropoff	Frances Eth	Camry3 12			
1487	MR. Henry Hicks	+WC:1	Pickup					
1487	MR. Henry Hicks	-WC:1	Dropoff					
1488	MR. Henry Hicks	+WC:1	Pickup					

## Entering Trip Completion Details

When a driver is using the WellTrans Mobile application, trip details (e.g., driver's name, vehicle, arrival/departure times, and odometer readings) are captured and the *Trip Broker* portal is automatically updated as the information is captured in the mobile application. However, there may be times when trip details

need to be manually documented in the *Trip Broker* portal. Capturing this information is required for claims to be successfully processed. This procedure outlines the steps required to manually enter trip details in *Trip Broker* portal.

1. From the *Trip Broker* portal, click the black pencil icon on the **Trip Detail** panel to open the *Edit Itinerary* pop-up window.



2. Click twice inside the fields listed below of the trip that needs completion details entered and make the necessary entries.

- **Driver:** Select the driver that performed the trip.
- **Vehicle:** Select the vehicle the driver used to perform the trip.
- **Arrival Time:** Enter the arrival time.
- **Departure Time:** Enter the departure time.
- **Mileage/Odometer:** Enter the total milage for that leg.
- **Signature Captured?:** The default will be either *Select Option from Menu*. Select the appropriate option from the drop-down menu. The options in green below are the only ones that will allow you to be reimbursed for the trip.

- \*Rider Signature Received
- Rider Unable to Sign
- Rider Refused to Sign
- \*Parent/Guardian Signed
- \*Rider Unable to Sign – Facility Signed
- Signature Not Requested
- Select Option from Menu

\* When one of these options are selected, a green checkmark will appear in the green **Signature Captured** column. One of these options must be selected in order to get reimbursed for the trip.

3. Click **Apply**, then **Close**.

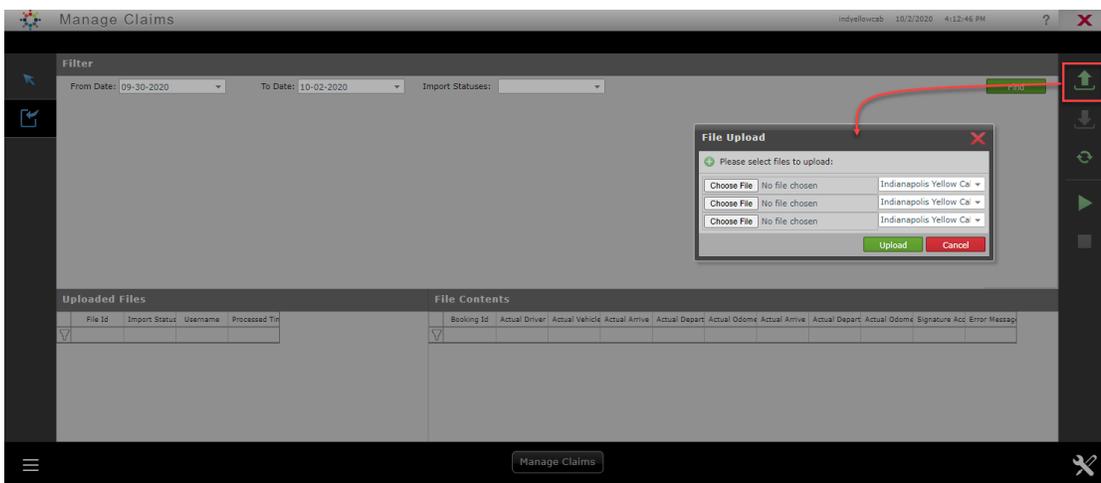
**Edit Itinerary**

Necessities Transportation - Necessities Transportation - - [09-09-2021] 4 RL:150

	City	Distance	Estimated T	Estimated Arr	Estimated De	Schedule Tim	Driver	Vehicle	Arrival Tin	Departure Ti	Mileage/O	Signature Captured?	Signature Captured
D IN 46902	KOKOMO	0.000mi	05:15	05:15	05:15	05:30	Bird John	CHEVY 49	05:15	05:16		Rider Signature Rece	✓
952	MARION	31.513mi	08:07	08:07	08:07		Bird John	CHEVY 49	08:07	08:10	32.000mi	Rider Signature Rece	✓
D IN 46902	KOKOMO	0.000mi	00:00	00:00	00:00	00:00						Signature Not Requested	☐
D IN 46902	KOKOMO	31.513mi	02:49	02:49	02:49							Signature Not Requested	☐
diana 4690:	Kokomo	0.000mi	03:45	03:45	03:45	04:00	Deaton Rc	CHEVY 90	03:45	03:46		Signature Not Requested	☐
905	LAFAYETTE	41.839mi	07:30	07:30	07:30		Deaton Rc	CHEVY 90	07:30	07:32	42.000mi		
905	LAFAYETTE	0.000mi	23:59	23:59	23:59	23:59							
diana 4690:	Kokomo	41.839mi	27:43	27:43	27:43								

Apply Close

**Note:** Transportation Providers utilizing their own transportation management system have the ability to upload their trip manifest through TripSpark. This is completed through the *Manage Claims* screen by clicking the green **Upload** button on the upper right-hand corner of the screen. The trip manifest must be documented on the provided WellTrans template.



## Viewing Member Details

This procedure outlines the steps on how to view member information associated to the Transportation Provider. Viewable information includes name, client code, phone number, and status.

1. With the *Trip Broker* portal open, click the **Find Client** icon located on the right-hand side of the window to open the *Find Client* pop-up window.

Current Schedule: 08-06-2020

Provider status	Trips - Assigned	Provider: No Provider, Loyalty Transpo
Assigned (10)		
Accepted (0)	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MS. KATHY FULLER	21:00
Declined (0)	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MR. Ben Matlock	19:00
Updated (0)	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MS. KATHY FULLER	12:30
Unassigned (0)	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MS. KATHY FULLER	22:00
Arrived & (0)	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MR. Ben Matlock	14:46
	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MR. Testoli MacTesteron	13:33
	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MR. Testoli MacTesteron	08:33
	2020-08-04 13:52:10 Loyalty Transport: Loyalty Transport: MR. Testoli MacTesteron	09:00

- In the search field, enter the member's last name, then click **Find**.  
**Note:** If the person's last name is unknown, enter /\* to pull a list of all members for the Transportation Provider.

Find Client

Last Name, First Name /all /\* ~BirthDate #PhoneNumber #Identification

Find

Address

Site Name

Address Unit

City Zip Code

Jurisdiction P.O. Box

Max Records to Display: 100 Client Statuses: Show Duplicate Clients:

No entries found.

- The search results display at the bottom of the window. Use the scroll bars at the bottom of the window to view the member's information inside the table.
- When finished reviewing the information, click the red X in the upper right-hand corner of the pop-up window.

Find Client

/\*

Find

Address

Site Name

Address Unit

City Zip Code

Jurisdiction P.O. Box

Max Records to Display: 100 Client Statuses: Show Duplicate Clients:

Client Id	First Name	Middle Name	Last Name	Gender	Client Code	Identification	Schools	Phone	Status Type	Family
1	Testoli	TEST	MacTesteron	M	ABC123	XYZ789			ACTIVE	
76	Justin	TEST	Hamms		87542	65151		(317) 542-1896	ACTIVE	
103	KATHY	TEST	FULLER	M	84321	895258652		(219) 883-0092	ACTIVE	
111	Ben	TEST	Matlock	M	99213	8152		(312) 678-1483	ACTIVE	

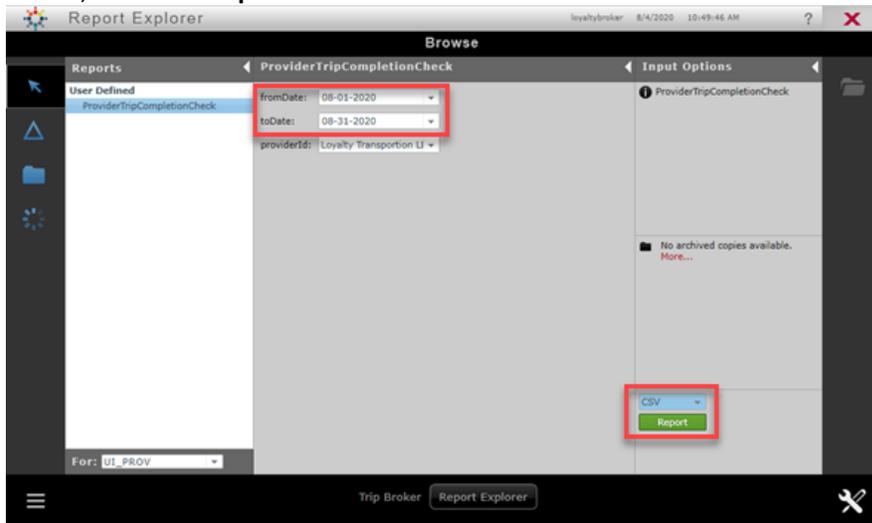
Displaying 4 of 4 records

## Running Reports

Once trip details are captured in TripSpark, WellTrans submits the trip details electronically for payment processing. Transportation Providers who utilizes TripSpark to manage their trip details can keep track of their payout status by running a *Provider Trip Completion Check* report within TripSpark. This report is useful when managing payment reimbursements.

- From the **Configuration Menu**, select *Report Explorer*.

2. Select ProviderTripCompletionCheck from the left-hand menu.
3. Enter the desired date range in the **fromDate** and **toDate** fields.
4. Select either *HTML* or *CSV* from the drop-down menu located in the lower right-hand corner of the screen, then click **Report**.



5. Click the link displayed in the **ProviderTripCompletionCheck** panel to view the report.
  - If *HTML* were selected as the output, the report would display within the **ProviderTripCompletionCheck** panel.
  - If *CSV* was selected as the output, *Report Explorer* will prompt you to save the spreadsheet to a desired location. The report can, then, be opened and viewed from that location.

The following statuses will appear on the report as applicable:

- **Open:** Trips have been assigned to the Transportation Provider.
- **Review:** Trip details are under review by WellTrans.
- **Corrections\_Need:** Trip details need to be corrected or supplied.
- **Denied\_NoPay:** Payment reimbursement denied.
- **Approved:** Trip approved for payment.
- **PME\_Paid\_Provider:** Payment reimbursement has been processed.

Below is a list of the blue icons located on the left-hand side of the window and their functions:

- **Browse:** To enter the date range for which to run a report.
- **Recent:** Lists all the recent reports that were generated.
- **Archived:** Lists all reports that were archived.
- **Running:** Where the report is accessed after a date range was selected.

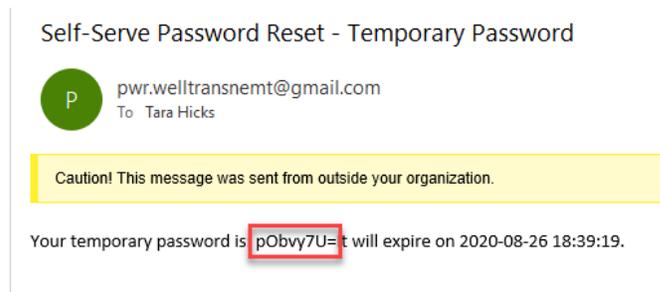
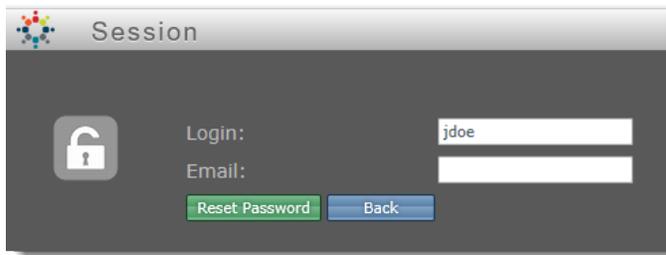


## TripSpark Maintenance

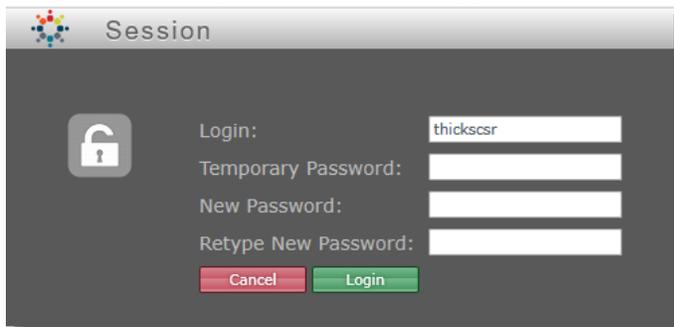
### TripSpark Password Reset:

1. At the login screen, enter your username, then click the *Forgot your password?* link.
2. Enter your email in the **Email** field, then click the green **Reset Password** button.

**Note:** A temporary email will be sent to your email.



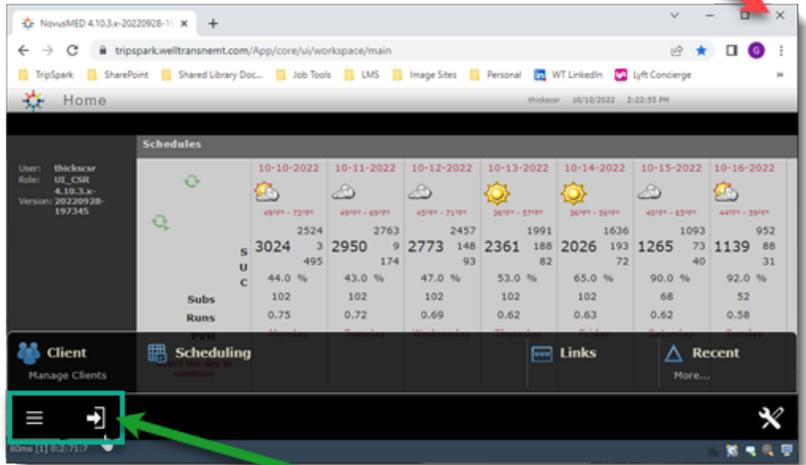
3. Enter the temporary password in the **Temporary Password** field.
4. Enter a new password in the **New Password** field.  
**Note:** DO NOT create the same password you used before. Instead, create a password that you have never used in TripSpark before.
5. Re-enter the new password in the **Retype New Password** field, then click **Login**.



### Logging Out of TripSpark

Always log out of TripSpark by using the menu path **Main Menu > Exit** located in the lower left-hand corner of the window. Never log out of TripSpark by clicking the X in the upper right-hand corner of the browser. Doing so will not fully log you out, which can cause issues after a while.

**✗ Do not exit by closing the browser.**

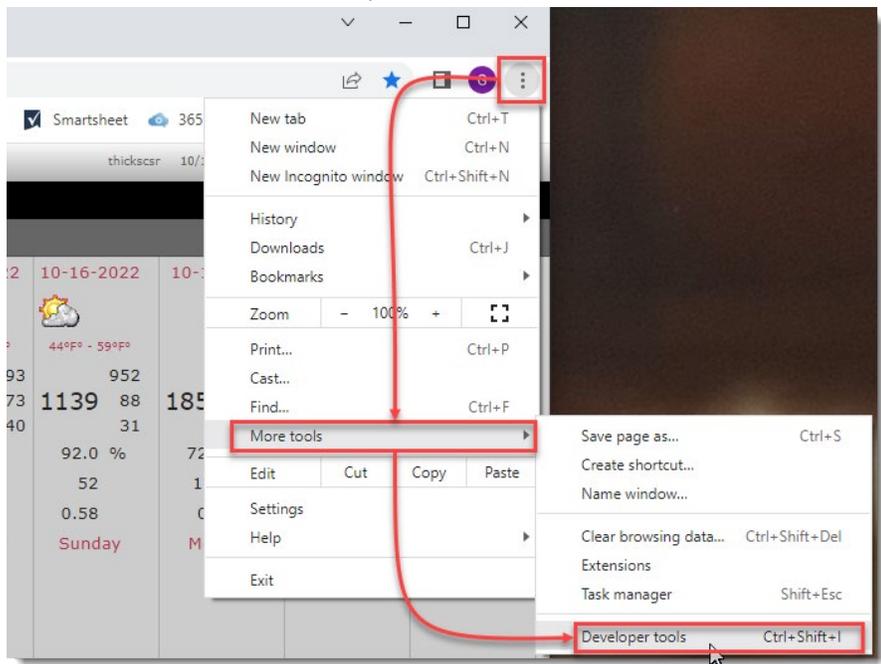


**✓ Always exit by using the menu path Main Menu > Exit.**

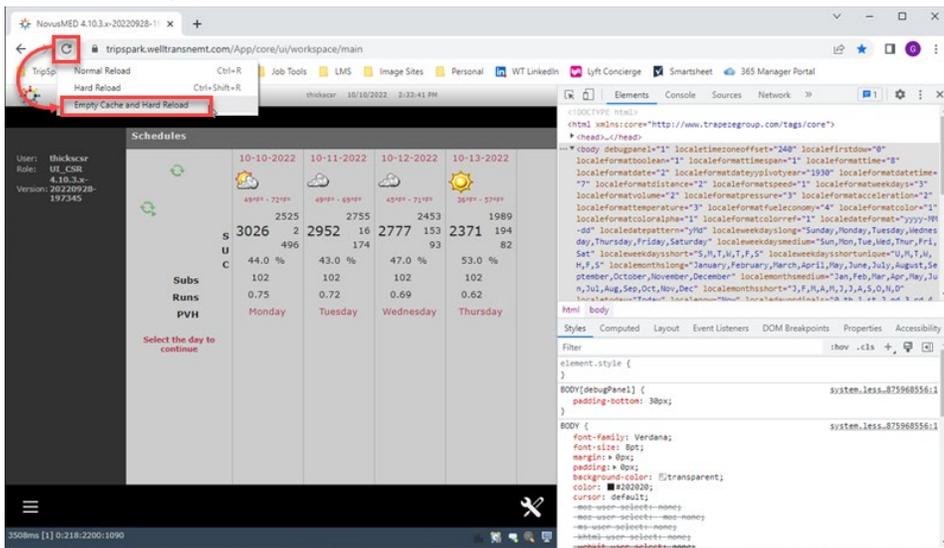
### Clearing TripSpark's Cache

To help prevent performance issues down the road, clear your cache at least 3 times a day by performing the following steps:

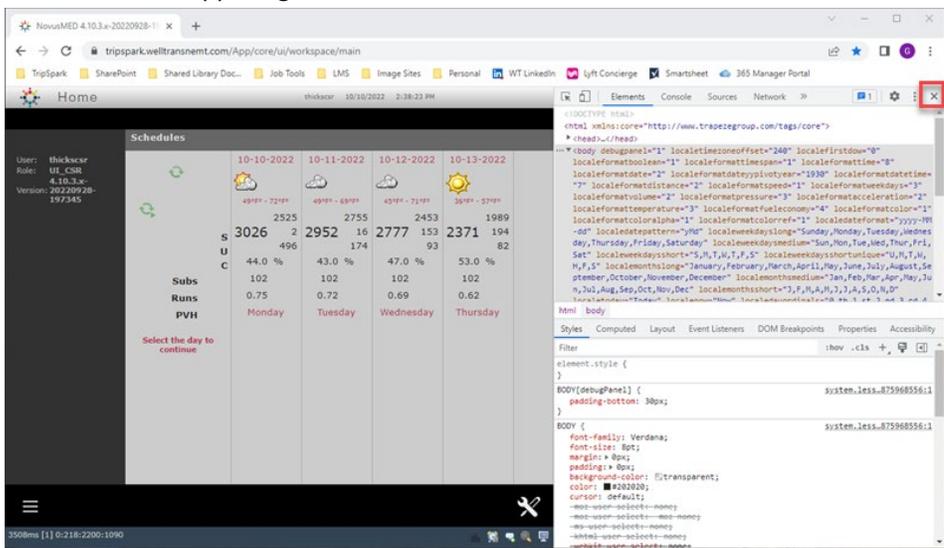
1. With TripSpark open in Chrome, click the 3-dot icon in the upper right-hand corner of the window, then select More tools > Developer Tools.



- When a code window pops up on the right-hand side of the window, right-click on the **Refresh** icon, then select *Empty Cache and Hard Reload*.



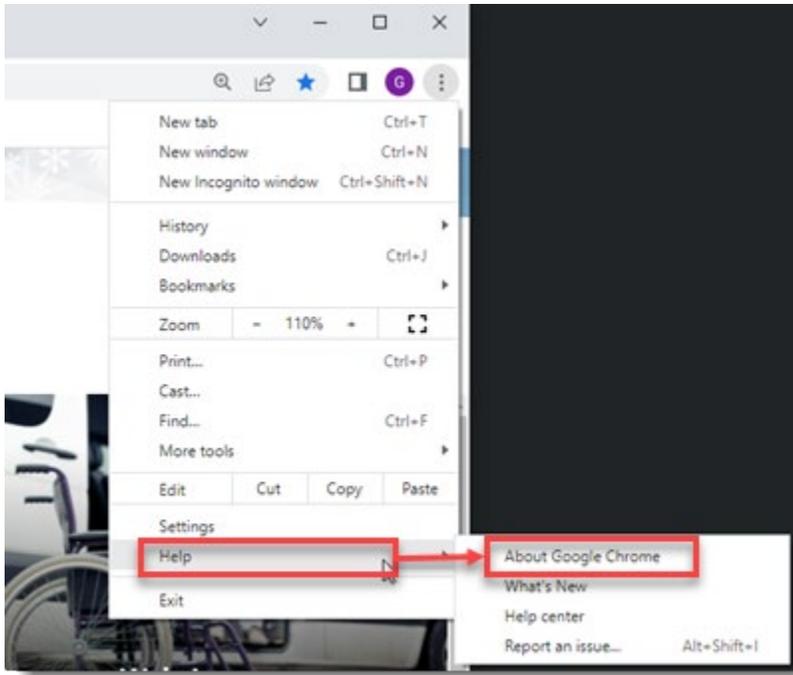
- The code window will jump around a bit. Once it settles down, close the code window by clicking the **X** located in the upper right-hand corner of the code window.



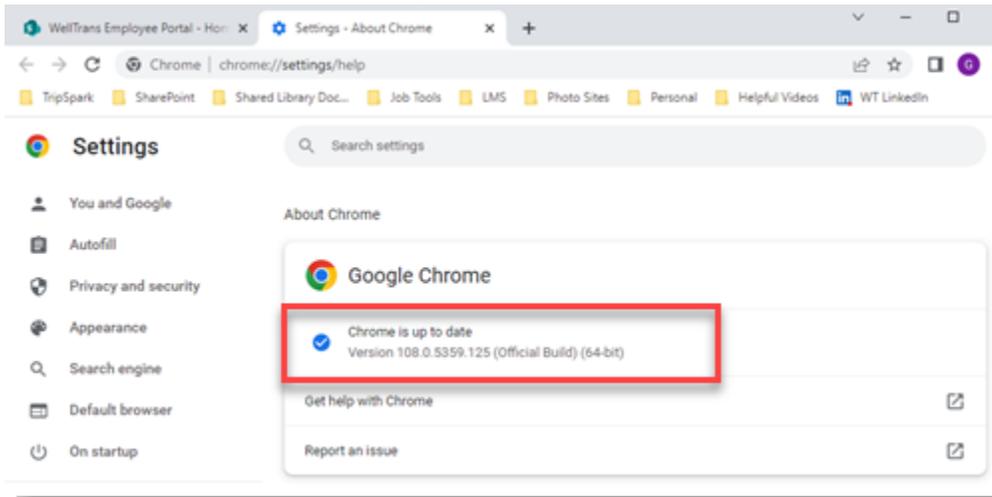
### Ensuring the Browser is Up to Date

It's always good to ensure your browser is always up to date. Perform the steps below occasionally to ensure you have the latest browser. These steps may slightly vary, depending on which browser you're using. In this example, Chrome is the browser.

- With the browser open, click the 3-dot icon in the upper right-hand corner of the window, then select **Help > About [Google] Chrome**.



2. If the browser is up to date, you will get a message like the one shown below. Otherwise, it will present a button for you to click to update the browser.

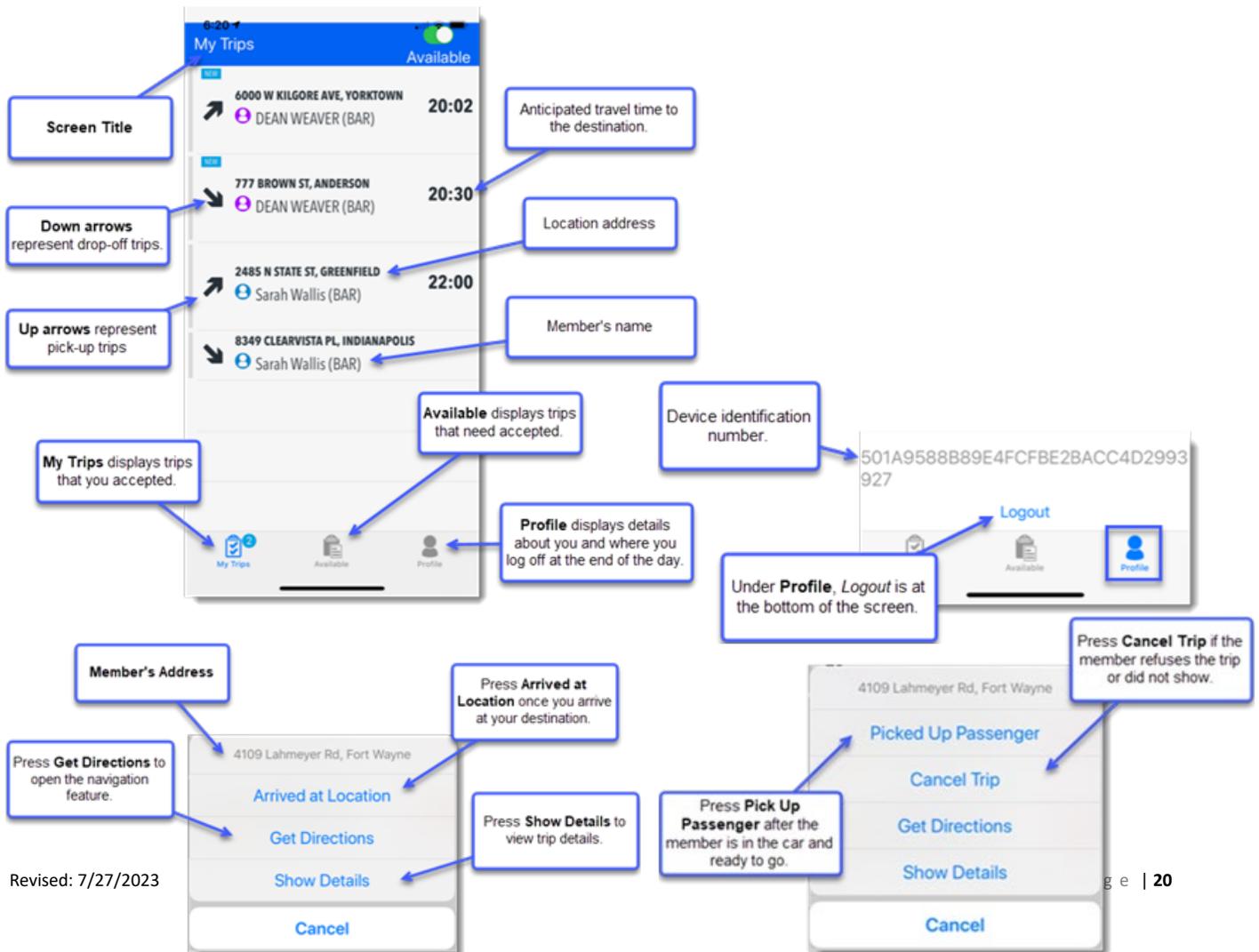


## WellTrans Mobile Application

In addition to the TripSpark software application, Transportation Providers can choose to have their designated drivers utilize the WellTrans Mobile application. The WellTrans Mobile application is also created by the TripSpark company and can be downloaded from the App store. The mobile application is available at the convenience of the Providers and is not required to be utilized by the Providers or their designated drivers. Drivers who wish to use the WellTrans Mobile application must have an account set up in TripSpark (created by WellTrans) before the mobile application can be utilized.

The WellTrans Mobile application is also created by TripSpark and can be downloaded from the App store or iTunes. The mobile application is available at the convenience of the Providers and is not required to be utilized by the Providers or their designated drivers. Drivers who wish to use the WellTrans Mobile application must have an account set up in TripSpark (created by WellTrans) before the mobile application can be utilized. TripSpark and WellTrans Mobile works simultaneously with one another. As trips are being performed by the driver, the trip details (e.g., odometer readings, mileage, pick-up/drop-off times, etc.) are captured and synced with the Transportation Provider's *Trip Broker* portal in TripSpark. Trip details are also immediately made available to WellTrans in TripSpark.

### Layout Overview



## Logging In and Accepting Trips

1. Log into the **WellTrans Mobile** application using your assigned username (email) and password.  
**Note:** If you want the application to remember your credentials, ensure the **Remember Me** toggle is turned on.
2. Press *Accept* on the **Accept to Continue** window to confirm acceptance of the HIPAA Confidentiality Notice displayed on the screen.
3. Select the vehicle being driven from the **Vehicle** field.
4. Enter the odometer reading in the **Odometer** field.  
**Note:** The number that gets entered into the **Odometer** field is the number shown on the odometer reading inside the vehicle. This number should be entered at the time the driver is in the vehicle and ready to head to the designated location.
5. Press the **Available** icon and select the desired trip to perform, then click **Accept**. The trip will be moved to the **My Trips** section of WellTrans Mobile.  
**Note:** If multiple trips are selected, the trips will appear in order based off the pick-up times.

## Performing Pick-Up Trips



1. From the **My Trips** section, determine which pick-up trip line item you wish to perform, then proceed driving to that location.  
**Note:** If you need directions to the location, click the trip's line item and select *Get Directions* from the pop-up menu.
2. When you arrive at the member's location, select the pick-up trip line item and press *Arrived at Location*.  
**Note:** The mobile application captures the time they *Arrived at Location* is selected and syncs the information to the *Trip Broker* portal.
3. Press **Yes** when asked to confirm that you arrived at the location.  
**Note:**
  - The Transportation Provider will have the member's phone number should the member request a call upon the driver's arrival.
  - A green no show timer will appear in the trip's line item indicating how many minutes/hours are left before the trip can be marked as a *No Show* (meaning, the member didn't show up for their transportation services within 10 minutes of arrival). The green no show timer must turn red before *No Show* can be selected.



4. Is the member ready to be transported to their medical location?
  - **Yes:** Select the pick-up trip line item, again, and press *Picked Up Passenger*.
  - **No:**
    - A. Select the pick-up trip line item, again, and press one of the following options:
      - *Cancel Trip:* The member cancelled the transportation service.
      - *No Show:* The member did not show up for the transportation service.

**Note:** The green no show timer must turn red before *No Show* can be selected.

- B. Press **Yes** when asked if you want to cancel/no show the trip. The trip's line item disappears from the **My Trips** list. No other action is required for this trip.
5. Press **Yes** when asked to confirm that you picked up the member.  
**Note:** The trip's line item disappears from the **My Trips** list since that trip has been completed.

## Performing Drop-Off Trips



1. From the **My Trips** section, determine which drop-off trip line item you wish to perform, then proceed driving to that location.  
**Note:** If you need directions to the location, click the trip's line item and select *Get Directions* from the pop-up menu.
2. When you arrive at the member's medical location, select the drop-off trip line item and press *Arrived at Location*.
3. Press **Yes** when asked if you arrived at the location.
4. When the member is ready to end your services, select the drop-off trip line item, again, and press *Complete Trip*.
5. Press **Yes** when asked if you want to mark the trip as *complete*. A signature screen will appear.
6. Direct the member to sign the screen and press **OK**.  
**Note:** If the member is unable to provide their signature or does not want to sign the screen due to COVID-19, enter "Declined" on the signature screen.
7. Press the green **Finish** button on the *Trip Complete* screen.

## Logging Out

1. Press the **Profile** icon.
2. Select **Logout** at the bottom of the screen.  
**Note:** If you are in the middle of a trip or have not completed all the trips in the **My Trips** section, WellTrans Mobile will not let you log out. You must complete all your assigned trips before logging out of the application.

## Frequently Asked Questions:

- Why did a trip that was assigned to me disappear from my mobile app?

If the trip's details were updated after the trip was assigned to you, the trip will disappear from your mobile app. The Provider must accept the update from the **Updated** bucket within TripSpark. Once that is done, you will be able to "grab" the trip from the **Available** tab within your mobile app. Alternatively, the Provider can reassign the updated trip back to you within TripSpark.

- Why does the B leg of a trip not appear in my mobile app?

If a trip is a "will call" trip, the trip will not appear in the mobile application until WellTrans assigns a time to the trip. Once a time is entered, the Provider must accept the update in Trip Broker, at which time the trip will appear in the mobile app's **Available** tab. Alternatively, the Provider may assign the updated trip to a specific driver which will make the trip appear in the driver's **My Trips** tab.