East Bay Paratransit App FAQs & Guide for Access Technology Users

This guide provides screen layout, usage information, and answers to frequently asked questions (FAQs) for the East Bay Paratransit (EBP) fare payment application. Users of access technology on smartphones such as VoiceOver, TalkBack, or low vision-specific enhancements may use this document to better acquaint themselves with the pages and options therein.

The EBP app is compatible with both iOS and Android smartphones and can be used with VoiceOver and TalkBack as well as zoom/magnification tools that are built into those devices. The standard on-screen gestures that you are used to using for your built-in accessibility features should work as expected with this app, such as "swiping" to the right with a screen reader to advance to the next item and "double-tapping" to make an on-screen selection. For low vision users, the use of zoom and magnification tools like the Zoom Controller on iPhone and Magnifier on Android will also work as expected with the standard on-screen gestures to zoom-in and zoom-out as well as toggle zoom modes.

Riders can use this application to pay in advance for upcoming trips using the Paratransit service and view ticket details for upcoming and past trips. Riders cannot currently use this application to schedule or cancel trips. Additionally, riders cannot register for the Paratransit service using this application. To manage trips or register for East Bay Paratransit, call 510-287-5000.

Frequently Asked Questions (FAQs):

- Is the EBP app compatible with screen readers?
  - Yes, the EBP app is compatible with VoiceOver on iPhone/iOS and TalkBack on Android.
- Is the EBP app compatible with zoom and magnification?
  - Yes, users can implement zoom and magnification tools to get a closer look at on-screen content.
  - The text size in the app cannot be adjusted, but the zoom gestures and Zoom Controller on iPhone or Magnifier on Android will allow low vision users to get a closer look at on-screen content prior to making a selection or entering text.
- Does the app support Dark Mode or High Contrast Mode?
  - The app does not natively support Dark Mode on iPhone at this time, but there's a workaround. First, go to Settings and then Display & Brightness to ensure that the "dark mode" setting is turned off and "light mode" is enabled. (or disable it in the Control Center). Next, within the Accessibility settings menu, select the "Smart invert" option in order to turn it on and force the dark mode theme to display on the screen.
  - On Android, go to the Settings app and then select Accessibility. Next, look under the "Color and motion" option and select "Color inversion". This will

force a high contrast theme to display with a dark black background and white text in the app, and will provide the user with a high contrast experience.

- How can I efficiently read ticket and trip details with my screen reader?
  - Use text navigation controls of your screen reader to review details for trips and tickets. For example, set TalkBack's reading controls to the option for paragraphs, or for VoiceOver's rotor, switch to the option for lines, then swipe up or down with one finger to move through details.
- Some screens in the app don't seem to have a back button. How can I move back to the previous screen?
  - VoiceOver users can use a two-finger "scrub" gesture to move back one page in the app. Use two fingers to quickly swipe left, right, then left on the screen, (as if erasing or scrubbing), to perform the gesture.
  - TalkBack users can use the virtual back button on the bottom of the screen to move to the previous screen in the app. Alternatively, swipe down and then left on the screen to go back.
- I found an unlabeled button in the EBP app. What can I do?
  - First, identify the function of the button. Then, label the item.
    - VoiceOver users: Perform a two-finger double-tap, and hold, keeping your fingers pressed to the screen after the second tap. You will hear three beeps. Voiceover will say, "Alert, label element." You now have a text field on the screen. Type or dictate the label you are assigning. For example, "Back," for a back button. Find and double-tap the save button to save your label.
    - TalkBack users: Use a three-finger single tap to access your TalkBack menu and select "Describe image." This feature will attempt to detect and speak the function of the unlabeled element. This feature must be enabled in TalkBack before use.
  - The above guidance can serve as stop gap measures until all of the on-screen elements are properly labeled.
- How can I share accessibility feedback if I have access issues with the EBP app?
  - You can submit accessibility feedback by calling 510-287-5000 and report the presence of unlabeled elements in the EBP fare payments app.
- The app is not behaving as expected. What can I do?
  - Exit and reenter the app. Move back to the home screen of your device and reactivate the app.
  - Close and reopen the app.
    - VoiceOver users: Activate the app switcher, then swipe up with three fingers to close the app. Reopen the app from the home screen or by prompting Siri.
    - TalkBack users: Activate your Overview / Recent Apps button. With the East Bay Paratransit app focused, perform a three-finger touch to open

your TalkBack menu. Select Actions, then select Close. Reopen the app from your home screen or apps list.

- My screen reader has stopped talking or responding to navigation gestures in the app. What can I do?
  - Restart the screen reader.
    - VoiceOver users: Perform a triple click of the home button, (touch ID iPhone models only), or side button, (Face ID iPhone models only). Alternatively, prompt Siri to turn VoiceOver off, and then turn VoiceOver on.
    - TalkBack users: Press and hold both volume buttons for three seconds, until the phone reports that TalkBack is off. Repeat the action to turn TalkBack on.
      Note: Be sure that TalkBack is up-to-date. From your TalkBack menu, open TalkBack settings, then scroll down to "Open TalkBack at the Play Store" to check if you are running the current version, and update it if the software has not automatically done so.

<p align="center">Additional EBP app User Guide Tips:</p>

App Layout Information

The below sections serve as an introduction to the East Bay Paratransit fare payment application layout and controls.

Welcome Screen

Upon first downloading and opening the app, the rider will be greeted by the welcome screen. Select "Next" for a brief introduction to the East Bay Paratransit application. Select "Skip" to go directly to the terms and conditions. After reviewing these, select "Agree" to continue.

Sign In

If you already have an account set up, enter your email address and password to sign into the application. If you do not have an account, select "Create An Account" to gain access.

Sign On

Riders who are new to the East Bay Paratransit application must register for a free account before accessing the fare payment features.

The "Sign On" screen asks for the following information:

- First name
- Last name
- Paratransit ID
- Date of birth
- Email address
- A newly created password

Fill in all information, check the box agreeing to the terms and conditions, and click Next to continue. Riders will be asked to add a valid payment method before fully making use of the app.

Application Screens

After signing on, riders will land on the "My Trips" screen. This acts as the homepage for the East Bay Paratransit app. To move to a different page within the app, locate the tab bar at the bottom of this screen. From left to right, these three tabs are "My Trips", "Tickets", and "Profile".

My Trips

This page contains information about all Paratransit trips a rider has scheduled. Three tabs sit at the top of the screen. From left to right, these tabs are "Upcoming", "Past", and "Canceled". Select any of the above to display a list of trips according to each category. To pay for a trip, select "Upcoming Trips", navigate the list of trips, then select "Pay" for the trip you wish to pay for.

Tickets

This screen lets you view tickets for trips that have been scheduled and paid for. Two tabs sit at the top of this screen. From left to right, these tabs are "Active" and "History". Select either of the above to view active or past tickets. Navigate the list of items, and select "View Ticket" for full details.

Profile

This page lets riders view their wallet balance, as well as information related to their profile and payment activity. All available options are as follows:
- Add Balance: Riders can add to their wallet balance via a payment method of their choosing.
- View Profile: Riders can view their profile information here. To edit their profile information, riders must contact East Bay Paratransit.
- Edit Payment: Riders can manage the payment method they use within the app. Riders must enter their password to access this screen.
- Payment History: Riders can view a record of all payment and wallet refill activity.
- Language Settings: Riders can change the language of the app. The options are English, Chinese, and Spanish.
- FAQs: riders can view answers to frequently asked questions about the app.
- Help: Riders can find contact information for East Bay Paratransit if they require additional assistance using the app or the Paratransit service.