East Bay Paratransit Orientation Sheet

This orientation sheet provides screen layout and usage information for the East Bay Paratransit 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 East Bay Paratransit application is compatible with both iOS and Android smartphones, and can be used with VoiceOver and TalkBack. 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.

Welcome Screen

Upon first downloading and opening the app, the rider will be greeted by the welcome screen. Select 'Next' for a brief introduction of 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 Cancelled. 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.

Tips And Hints

- 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 VoiceOver's rotor to the option for lines, then swipe up or down with one finger to move through details.
- 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.