

How To Set up Ecolane Mobile App on your device

1. Download the Mobile App for ECOLANE called Mobility by ECOLANE to your device from the play store for Android or iTunes for iPhone. In both instances search for "Ecolane" and proceed with installing the app.

2. Once the app is installed, contact THE LINK, 1-800-842-0531, the LINK representative will ask you for your email address and will set your temporary password on the Mobility app. Once you provide your email address, the LINK representative will send you an app activation email and password reset directions. After the Mobility app process has been completed you can open the mobile app on your device. LOOK FOR THE HUNTERDON LINK!

Now that you are logged in as a user, you can begin seeing your trips and receive text alerts about your ride on the day of your scheduled trip.

If you need assistance at any time, please call LINK 1-800-842-0531.

Viewing Your Trips in the App

Under the trips tab on the mobile app., you will see three tabs:

Upcoming Trips, Past Trips, and Canceled Trips.

The Upcoming Tab, allows you to see future trips which include the following details for each:

- Pick-up Time
- Pick-up Location
- Drop-off Location
- Return Trips

If you see an icon of a phone next to the trip, you must call the LINK to confirm pick-up before making the appointment.

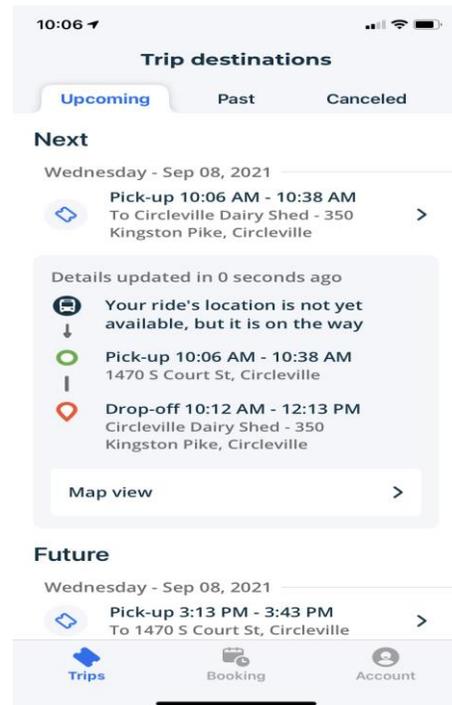
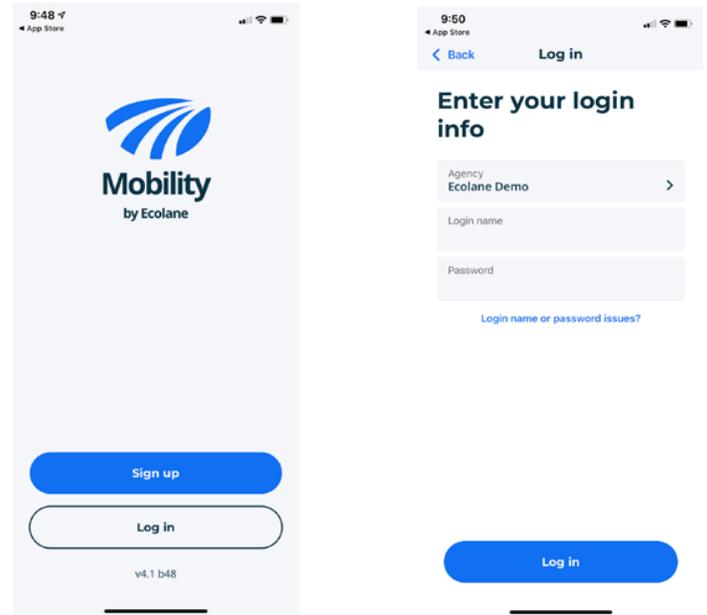
The Past Tab shows trips that have previously taken place.

The Canceled Tab will show you all trips you have canceled.

'Where's my ride?

Once the app is set up, you will have a visual notification of your scheduled Booked Upcoming trips as well as Past Trips Taken.

When you have a trip planned, you will receive a notification indicating that the driver is on the way to pick you up. An Estimated Time of Arrival (ETA) with a bus number will be provided. You can also tap a vehicle icon in the app to open a map. On the map, you will see the location of the assigned vehicle.



At this point, if you would like to cancel your ride, you may do so by pressing the cancel button. Please keep in mind, LINK policy is you must cancel your ride 60 minutes prior to the scheduled trip otherwise you will be marked as a no show.

When the bus arrives on site, you will receive another notification indicating the bus number and a message that the bus is there to pick you up.

If the Driver does not see you or pick you up, you will receive a "NO SHOW" Notification and a message advising you to call The LINK, 1-800-842-0531.