

# ROVER COMMUNITY TRANSPORTATION WORK INSTRUCTIONS

Subject	Effective Date	Number
Customer – Self-Service Portal - Login	08/26/2015	WI 710
	Page	Revision
	Page 1 of 4	C

**1.0 Purpose:** To allow the customer to access their account and be able to view a scheduled trip or cancel a trip in the shared ride software system.

**2.0 Scope:** The customer will be set up in the shared ride system and have the portal access limited to canceling trips, scheduling trips or both.

**3.0 Forms Required:**

3.1 None

**4.0 Responsibility:**

4.1 The following departments are responsible for the Self-Service Portal.

4.1.1 Contract Manager or designee

4.1.2 Customer Service Representative or designee

**5.0 Definitions:**

5.1 None

**6.0 Procedure:**

6.1 The customer must call Rover and ask to be set up in the self-service portal and provide to Rover the following information:

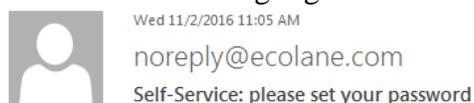
6.1.1 Email address

6.1.2 User name

6.2 Existing users go directly to step 6.4

6.3 Once the account is set up you can login, new users will be sent an email and a link to create a password.

6.3.1 The email will arrive in your inbox for the address provided to Rover, select the highlighted link.



Hello Cathy, either a new account has been set up for you at Self-Service, or you have requested a password reset.

Your username for the service is "c 5".

Please follow this link to set your personal password:

[https://chester.ecolane.com/selfservice/password\\_resets/ZV...B5ws6kqTYhHjvA/edit](https://chester.ecolane.com/selfservice/password_resets/ZV...B5ws6kqTYhHjvA/edit)

6.3.2 Enter your new password in both fields titled “New Password” and “New Password (again)” and then select the button “Set new password”

# ROVER COMMUNITY TRANSPORTATION WORK INSTRUCTIONS

Subject	Effective Date	Number
Customer – Self-Service Portal - Login	08/26/2015	WI 710
	Page Page 2 of 4	Revision C

**6.3.3** You will then be asked to login using your new password

**6.3.3.1** Enter user name

**6.3.3.2** Enter password

**6.3.3.3** Click on the button “Login”

**6.3.4**

**6.4** Existing users or users who have just created a password will login as follows

**6.4.1** <https://chester.ecolane.com/selfservice/login>

**6.4.2** Enter you username

**6.4.3** Enter your password

**6.4.4** Click on the Login icon

**6.5** The menu will provide you with the following options

# ROVER COMMUNITY TRANSPORTATION WORK INSTRUCTIONS

Subject	Effective Date	Number
Customer – Self-Service Portal - Login	08/26/2015	WI 710
	Page	Revision
	Page 3 of 4	C

- 6.5.1 Create new order – This module will allow you to enter a trip into the shared ride system
- 6.5.2 Future orders – View trips scheduled for the next 30 days
- 6.5.3 Past orders – View trips provided for the past two weeks
- 6.5.4 Account details – View and make changes to your profile, email address and password
- 6.5.5 Exit – Exit the self-service portal

## Welcome to Self-Service

You have no trips scheduled for today.

- **Create new order** 6.3.1
- **Future orders** 6.3.2
- **Past orders** 6.3.3
- **Account details** 6.3.4
- **Exit** 6.3.5

6.6 Select the process you wish to perform and reference the appropriate work instruction.

6.7 Forgot your password?

6.7.1 Go to step 6.4 and to the login page as in step 6.4.1

6.7.2 Click on the “Forgot password” link

6.7.3 A request for password will ask for your email address, enter the address that was given to Rover and select the button “Submit request”.

6.7.4 Follow step 6.3.2

**Ecolane**

**Request password reset** 6.7.3

Email  *(required) your email address*

## 7.0 Revision

7.1 Revision A – Created work procedure 08/27/15

# ROVER COMMUNITY TRANSPORTATION WORK INSTRUCTIONS

Subject	Effective Date	Number
Customer – Self-Service Portal - Login	08/26/2015	WI 710
	Page	Revision
	Page 4 of 4	C

**7.2** Revision B – Updated for Password set up or rest

**7.3** Revision C – Update 1.0 to state you can view a scheduled trip