

Timebank Transportation Tool

Training for Riders

Getting Started

Logging in to use the tool – two ways

Directly

Hour Exchange: Unity in Our Community TimeBank
Helping neighbors build community one hour at a time

Hello!

Please login to use the ride-sharing service

Username

Password

Please review our privacy policy [here](#) and terms of service [here](#)

This ride service is part of National Science Foundation funded study and is approved by the University of Michigan institutional review board # HUM00166267

<https://iuhw.hourworld.org/login?eID=1060>

Through the hOurworld Site

[Sewing](#)

[Spirituality/Philosophy](#)

[Translation/Interpretation](#)

[Transportation](#)

- Covid-19 Grocery Delivery
- Deliveries
- Driving Rental Vehicle
- Errands / Shopping
- General Transportation
- Long Distance
- Misc. Transportation
- Transportation for Medical
- Travel Advice
- Travel Recreation
- Use of Vehicle

[Weatherization](#)

Select 'General transportation' or 'Transportation for Medical Purposes' request from hOurworld under the category 'Transportation' for redirect to the tool <https://tnt1next.hourworld.org/bank/MyServicesBulk.php?PR=Rcv>

Requesting or Offering a Ride

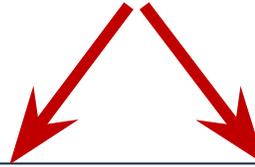
The screenshot shows the top navigation bar with links for Home, My Ride Requests, My Ride Offers, My Rider Profile, My Driver Profile, hOurworld, and a Logout button. Below the navigation is a header section with the text "Hour Exchange: Unity in Our Community TimeBank" and the tagline "Helping neighbors build community one hour at a time". A "Hello!" greeting is followed by the question "How would you like to use the ride-sharing service?". Two main action cards are displayed: "Request a ride" with a description "Request for trip services from the members of the timebank" and a blue "Request" button; and "Make a ride offer" with a description "Help timebank members with trips" and a blue "Offer" button.

Upon logging in you are given the option to request a ride, or make a ride offer.

The next section of this document takes you through the steps of requesting a ride, followed by making a ride offer.

Overview of the tool

The top toolbar allows you to review your Ride Offers and Ride Requests.



Home My Ride Requests My Ride Offers My Rider Profile My Driver Profile hOurworld Logout

Hour Exchange: Unity in Our Community TimeBank
Helping neighbors build community one hour at a time

Hello!
How would you like to use the ride-sharing service?

Request a ride
Request for trip services from the members of the timebank
Request

Make a ride offer
Help timebank members with trips
Offer

Note: if you want to be both a rider and driver, you need to set a profile for each role.

Click on the 'Request' button to make a ride request.

Requesting a Ride

Create Ride Request

Create Trip Request

Provide your trip destination and find people that can help you with the request.



My Trip Request

Pick-up location
Your address won't be displayed to the driver until the request is accepted

Enter a nearby intersection
Replaces location with a nearby intersection to keep your address private. You will meet your driver at this intersection.

Drop-off location

Select date of trip

Trip Type

Total hours needed for the trip

Additional trip details

Wait time during appointment

Number of extra stops

Map



After completing your profile, you are then asked to enter details specific to the trip.

On this first page asks you to provide information about the rider's pickup location and pickup time. **In this section you are asked to choose a nearby intersection of the pickup location and drop off location that will be displayed when the ride offer is posted to the timebank. The rider's exact pickup location and drop off location will only be provided to the driver once they accept the ride request.**

Requesting a Timebank Buddy

Create Trip Request

Provide your trip destination and find people that can help you with the request.

Trip Request Accomodations Confirmation

Trip Accomodations

Would you liked to be matched up with a timebank buddy?
A timebank buddy is someone who can check in with you during your ride

No

Are you the rider for this trip?

Yes, I am the rider

How many other people are coming with you on the trip?

1

Back Next

A timebank buddy can be requested, who is a timebank member who can check in about your trip.

If you, select yes to having a timebank buddy, a request will be posted to the timebank. A timebank member will contact you if they are able to be your timebank buddy.

Create Trip Request

Provide your trip destination and find people that can help you with the request.

Trip Request Accomodations Confirmation

Trip Accomodations

Would you liked to be matched up with a timebank buddy?
A timebank buddy is someone who can check in with you during your ride

Are you the rider for this trip?

How many other people are coming with you on the trip?

Back Next

Your timebank buddy matchup request will be posted on hOurworld along with your trip request.

Okay

Rider - Create Ride Request

Create Trip Request

Provide your trip destination and find people that can help you with the request.

Trip Request **Accommodations** **Confirmation**

Trip Accommodations

Would you like to be matched up with a timebank buddy?
A timebank buddy is someone who can check in with you during your ride

Are you the rider for this trip? [Update Rider Details](#)

How many other people are coming with you on the trip?

[Back](#) [Next](#)

If this ride is not for you, a pop-up window will appear that asks you for details about the rider.

Create Trip Request

Provide your trip destination and find people that can help you with the request.

Trip Request **Accommodations** **Confirmation**

Trip Accommodations

Would you like to be matched up with a timebank buddy?
A timebank buddy is someone who can check in with you during your ride

Are you the rider for this trip? [Update Rider Details](#)

How many other people are coming with you on the trip?

[Back](#) [Next](#)

Rider Details

Name:

Pronouns:

Mobile Number:

Email:

Preferred method of communication:

What languages do you speak?
 English Spanish Arabic

Another language not listed:

[Back](#) [Submit](#)

Rider - Trip Request Confirmation

Trip Request Accomodations **Confirmation**

Confirm Your Trip

Pickup point
Covenant Southwest Detroit: 5716 Michigan Avenue

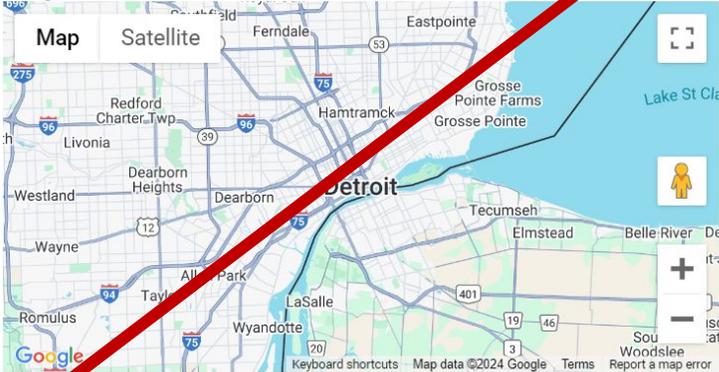
Nearby Intersection	Destination address
Bagley and Rosa Parks	Unity in Our Community / Bridging Communities: 6900 McGraw Avenue

Date of trip	Pickup time
2024-10-03	16:45

Total wait time	Stops during the trip
Less than an hour	0

Back **Post request to Timebank**

Map



Before posting a ride request you are asked to confirm information about the trip.

Being Able to See our Upcoming Trips

The screenshot shows a web application interface with a top navigation bar containing links for Home, My Ride Requests, My Ride Offers, My Rider Profile, My Driver Profile, hOurworld, and a Logout button. Below the navigation bar, there are three main sections: 'My Trips' with sub-tabs for Upcoming Trips, Trip requests, and Trip history; 'My Upcoming Trips' which includes a 'Request a trip' button and a detailed trip card; and 'My Profile' which includes an 'Edit Profile' button and a user profile for John Jones. A large red arrow points from the 'My Ride Offers' link in the navigation bar to the 'Status: Waiting for a driver to respond to your trip request' text in the trip card. Another red arrow points from the 'My Ride Offers' link to the 'My Profile' section.

Home My Ride Requests My Ride Offers My Rider Profile My Driver Profile hOurworld Logout

My Trips

Upcoming Trips Trip requests Trip history

My Upcoming Trips

Request a trip

Unity in Our Community / Bridging Communities: 6900 McGraw Avenue to Freedom House 1777 N Rademacher Street

Status: Waiting for a driver to respond to your trip request

Pickup point: Unity in Our Community / Bridging Communities: 6900 McGraw Avenue

Nearby Intersection: Bagley and Rosa Parks

Destination: Freedom House 1777 N Rademacher Street

Date of Appointment: 10/15/2024

Pickup time: 18:00

Trip time: 1 hours

View Drivers Cancel trip

Please review our privacy policy [here](#) and terms of service [here](#)

This ride service is part of National Science Foundation funded study and is approved by the University of Michigan Institutional review board # HUM00166267

My Profile

Edit Profile

 John Jones

Hi! I am John Jones from Detroit, MI-48210

My preferences

Spoken Languages: English, Spanish

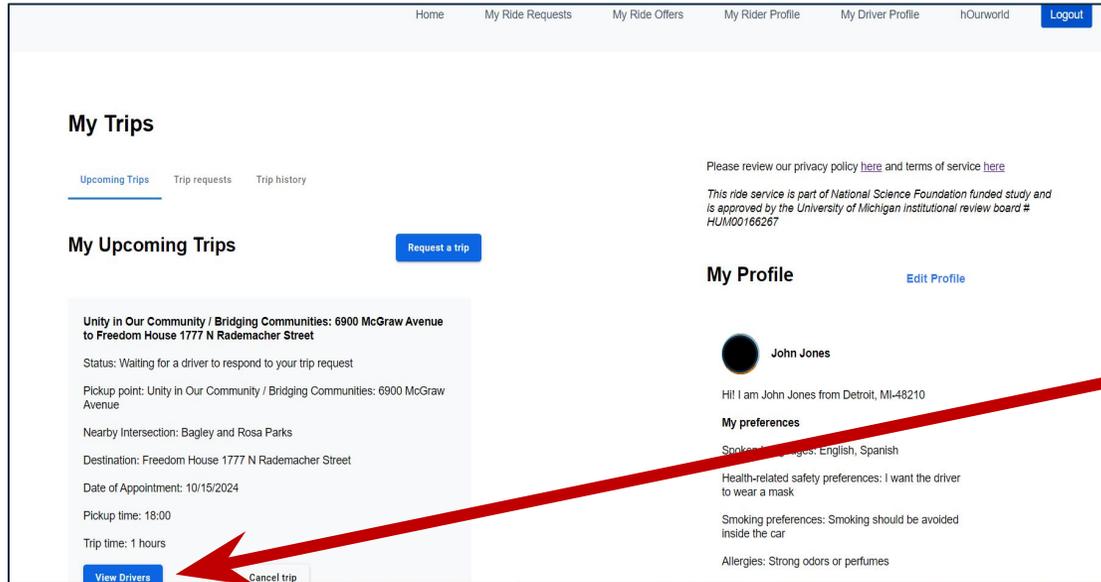
Health-related safety preferences: I want the driver to wear a mask

Smoking preferences: Smoking should be avoided inside the car

Allergies: Strong odors or perfumes

By clicking on My Ride Offers on the top toolbar, you can see your upcoming trips and whether a driver has accepted your ride.

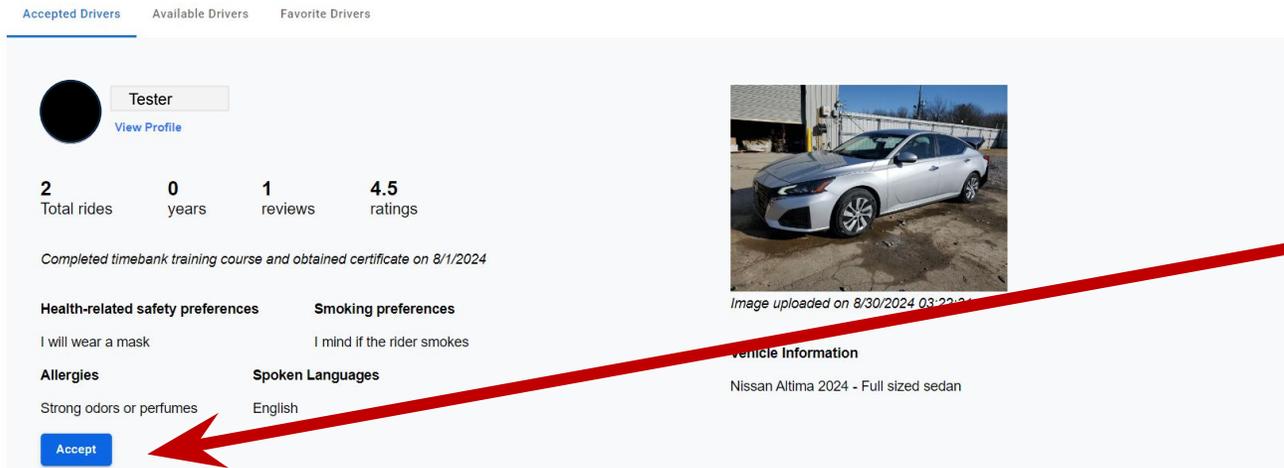
Rider – Viewing Driver’s Response



You will be able to see the driver who has responded to ride request, by clicking on 'Drivers'.

Drivers

View accepted trip requests and other available drivers.

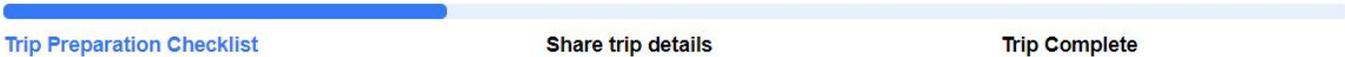


This will take you to separate screen that will show you the driver’s preferences and vehicle information. To accept a ride offer by a ride offer, click 'Accept'

Preparing for the Ride

Completing a Shared Checklist with the Driver

Upcoming Trip



Trip Preparation Checklist

Rider's checklist to complete before the trip

- Confirm Appointment
- Agree on gas money
- Confirm parking location

[Add task](#)

Driver's checklist

- Wear a face mask
- Check gas in vehicle
- Check tread on tires
- Check headlights and taillights
- Check window wiper fluid levels
- Agree on gas money

[Add task](#)

Back

Next

A checklist may appear that the driver and you can complete together.

Note: The checklist will not be displayed if you are booking the ride for someone else.

Rider – Sharing Ride Details

Once the ride request has been accepted, you can start planning for the ride.

Upcoming Trip



Start Your Trip

Ride Details [COPY](#)

I am going on a trip from Unity in Our Community / Bridging Communities: 6900 McGraw Avenue to Freedom House 1777 N Rademacher Street on 10/15/2024 with the driver x who can be contacted at 8456123658

Copy and paste the ride details into an email or text

Contact Details

Is this the correct phone number to contact you for the trip?

8645451362

Please reach out to the driver x if needed at x@gmail.com or 8456123658

Back

Start Trip

Sharing Ride Details

Upcoming Trip



Start Your Trip

Ride Details COPY

I am going on a trip from Unity in Our Community / Bridging Communities: 6900 McGraw Avenue to Freedom House 1777 N Rademacher Street on 10/15/2024 with the driver Nehul Rangappa who can be contacted at 8456123658

Copy and paste the ride details into an email or text

Contact Details

Is this the correct phone number to contact you for the trip?

8645451362

Please reach out to the driver Nehul Rangappa if needed at nehul.rangappa@gmail.com or 8456123658

Back

Start Trip

A summary of your trip is provided which you can copy by clicking on the copy icon. You can paste these details into a text message or email that you can send to your emergency contact or timebank buddy.

How to paste message through your desktop? If using a desktop, the details can be copied by clicking on the icon. To paste them in a message you hold two keys at the same time. On a PC this is click ctrl-v and on a Mac this is command-v.

How to paste message through your phone? To learn how to copy and paste from your phone or tablet visit:

<https://www.asurion.com/connect/tech-tips/how-to-copy-paste/>



Ctrl key



Command key

Rider – Preparing for the Ride

Upcoming Trip

Trip Preparation Checklist Share trip details Trip Complete

Start Your Trip

Ride Details [COPY](#)
I am going on a trip from Unily in Our Community / Bridging Communities: 6900 McGraw Avenue to Freedom House 1777 N Rademacher Street on 10/15/2024 with the driver X who can be contacted at 8456123658

Copy and paste the ride details into an email or text

Contact Details
Is this the correct phone number to contact you for the trip?

Please reach out to the driver X needed at: x@gmail.com or 8456123658

[Back](#) [Start Trip](#)

Once the ride request has been accepted, you are ready to start your ride, you can login into the tool and record that you have started and ended the trip. This will calculate the total time hours for ride. You will need to record the time hours in the hOurworld platform.

Upcoming Trip

Trip Preparation Checklist Share trip details Trip Complete

Start Your Trip

Ride Details [COPY](#)
I am going on a trip from Unily in Our Community / Bridging Communities: 6900 McGraw Avenue to Freedom House 1777 N Rademacher Street on 10/15/2024 with the driver X Rangappa who can be contacted at 8456123658

Copy and paste the ride details into an email or text

Contact Details
Is this the correct phone number to contact you for the trip?

Please reach out to the driver X Rangappa x@gmail.com or 8456123658

[Back](#) [Start Trip](#)

Starting the trip?

Both the rider and driver have to start the trip in order for the ride to be recorded in the timebank. Please log back in when you are ready to start the trip.

Start time: Thu, 03 Oct 2024 18:03:38 GMT

[Back](#) [Start Trip](#)

Upcoming Trip

Trip Preparation Checklist Share trip details Trip Complete

Completed the trip?

Let us know if the trip is completed

[Back](#) [Start Trip](#)

Verify the total time-bank hours

Discuss the total trip hours and verify it below

Please remember to log your hours at [hOurworld](#)

[Back](#) [Submit](#)

After the Ride

Providing Feedback About the Trip

John Jones

☆☆☆☆☆

Provide us your public feedback of John Jones

Comments

After your trip there are three ways you can provide feedback:

(1) You can provide a review about the driver that will be **publicly** posted to the timebank platform.

Send Your Appreciation to the Driver



Add the rider to your list of favorites?

No ▾

Report Safety Concerns to the Timebank

Please email your concerns to the timebank at uoc.timebank@gmail.com

Skip review

Submit feedback

(2) You can **privately** send appreciation to your driver to let them know that you appreciated the ride.

(3) You can **privately** report safety concerns to the timebank coordinator by emailing the timebank coordinator.

Creating a Favorite List of Drivers

On the review page you can also add the driver to your list of favorites. You can then review this list when looking for drivers for future rides.

Add the rider to your list of favorites?

No ▾

Drivers

View accepted trip requests and other available drivers.

Accepted Drivers Available Drivers **Favorite Drivers**



John Jones

[View Profile](#)

6 Total rides
0 years
6 reviews
4 ratings

Completed timebank training course and obtained certificate on 8/18/2024

Health-related safety preferences

I want the rider to wear a mask

Smoking preferences

I don't mind if the rider smokes

Allergies

Smoke

Spoken Languages

English, Spanish

[Request for a ride](#)

Vehicle Information

Nissan 2001 4 Door Full Size Sedan

For upcoming rides, you can view your favorite drivers from previous trips.

Updating your Rider Profile

Home My Ride Requests My Ride Offers My Rider Profile My Driver Profile hOurworld Logout

My Trips

Upcoming Trips Trip requests Trip history

My Upcoming Trips

Request a trip

Unity in Our Community / Bridging Communities: 6900 McGraw Avenue to Freedom House 1777 N Rademacher Street

Status: Waiting for a driver to respond to your trip request

Pickup point: Unity in Our Community / Bridging Communities: 6900 McGraw Avenue

Nearby Intersection: Bagley and Rosa Parks

Destination: Freedom House 1777 N Rademacher Street

Date of Appointment: 10/15/2024

Pickup time: 18:00

Trip time: 1 hours

View Drivers Cancel trip

Please review our privacy policy [here](#) and terms of service [here](#)

This ride service is part of National Science Foundation funded study and is approved by the University of Michigan Institutional review board # HUM00166267

My Profile

Edit Profile

John Jones

Hi! I am John Jones from Detroit, MI-48210

My preferences

Spoken Languages: English, Spanish

Health-related safety preferences: I want the driver to wear a mask

Smoking preferences: Smoking should be avoided inside the car

Allergies: Strong odors or perfumes

There are two ways to update your rider profile:

By clicking on 'My Ride Requests'

On the right-hand side of the page that opens has an option to edit your profile.

Home My Ride Requests My Ride Offers My Rider Profile My Driver Profile hOurworld Logout

John Jones's Public Profile

John Jones
he/him
Edit Profile

4,38/5 ratings 4 reviews 6 Total trips

Health-related safety preferences

I want the driver to wear a mask

Smoking preferences

Smoking should be avoided inside the car

Allergies

Strong odors or perfumes

Spoken Languages

English, Spanish

John Jones's reviews

By clicking 'My Rider Profile'

On the left-hand side of the page that opens has an option to edit your profile.

Contact Information



Timebank Transportation Service

Alice Bagley and Alexis Escoto
Unity in Our Community
Phone: (313)451-0135
uoc.timebank@gmail.com

Digital Tool Support and Information about the Research Study

Marcy Antonio
University of Michigan
Phone: (734)331-8635
health-ride@umich.edu