Booking Trips Online for TransIT-plus

Below you'll find the step by step process how to set up your online account with TransIT-plus and how to book your online trips. If you have not yet received your client ID number, please call TransIT at 301-600-2065 and select option 2. TransIT staff will be able to provide you with your ID number. Also, an email address must be in your account information in order to book trips online. Notifications can also be set up by TransIT staff for alerts and reminders of your TransIT-plus trips.

Please note: Booking trips online follows the same guidelines as booking trips over the phone with TransIT. Trips must be scheduled at least two (2) business days in advance of the day requested. Reservations are accepted based on space availability as much as ten (10) calendar days in advance. TransIT-plus service hours are Monday thru Friday, 8 am-4pm

Some of the following instructions may vary based on what type of device you are using.
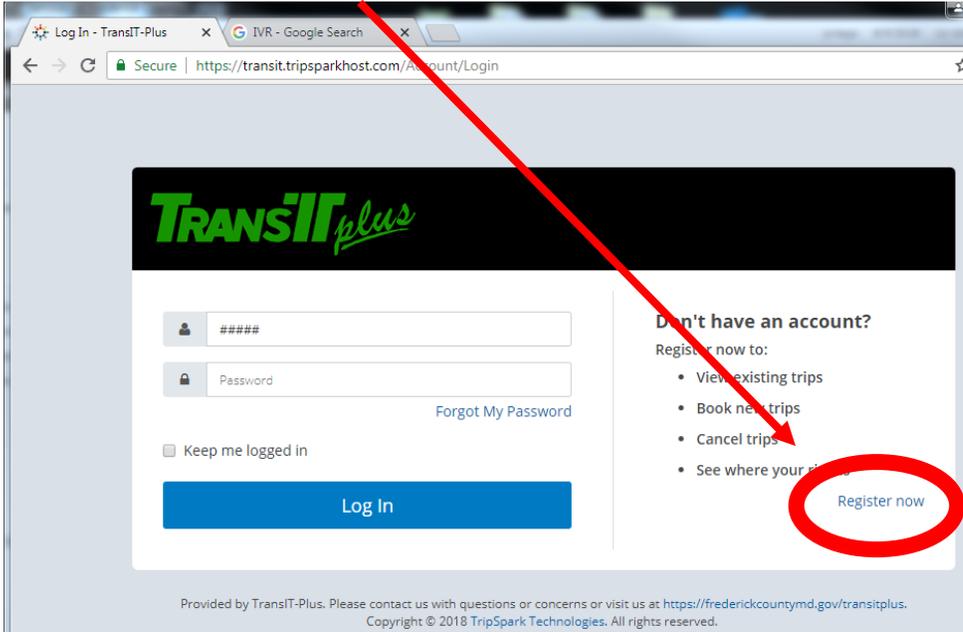
Step 1: Go to the Client Portal Page
https://transit.tripsparkhost.com/Account/Login complete url must be put in to work

This is your client portal view:

In the box stating ID or Username, please type your client ID number.
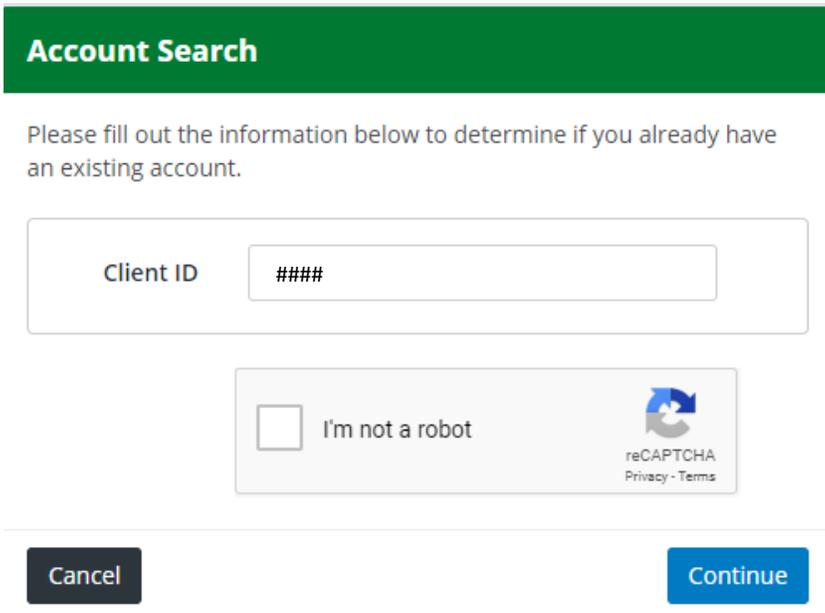
Next, click register now.
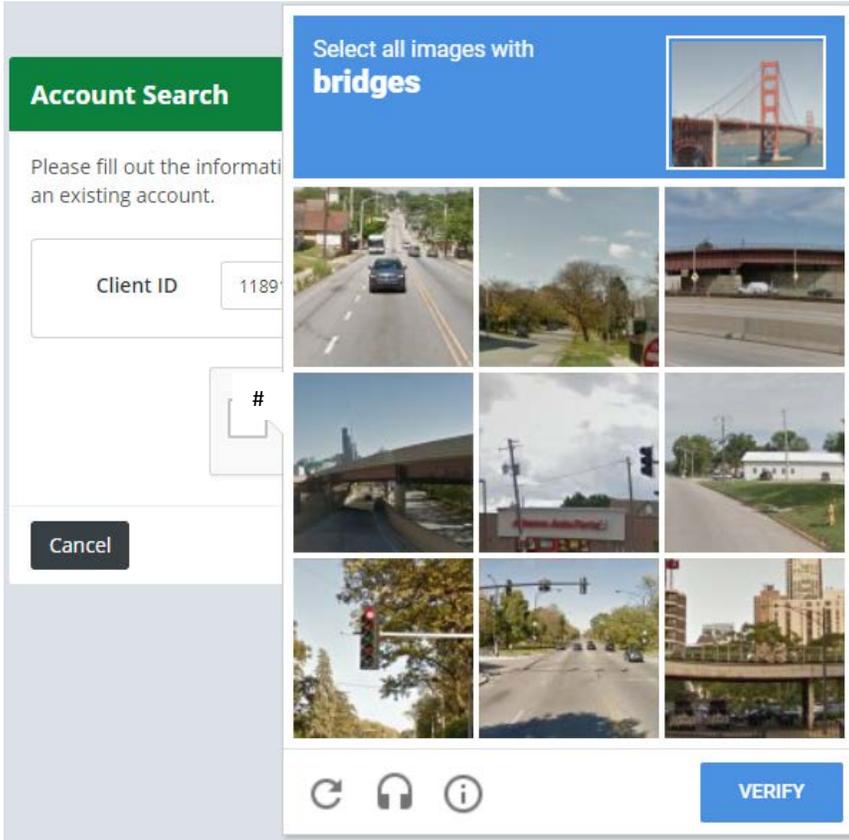

Step 2: Verifying your Client ID number
In the following Account Search Screen, type your client ID number in the box.
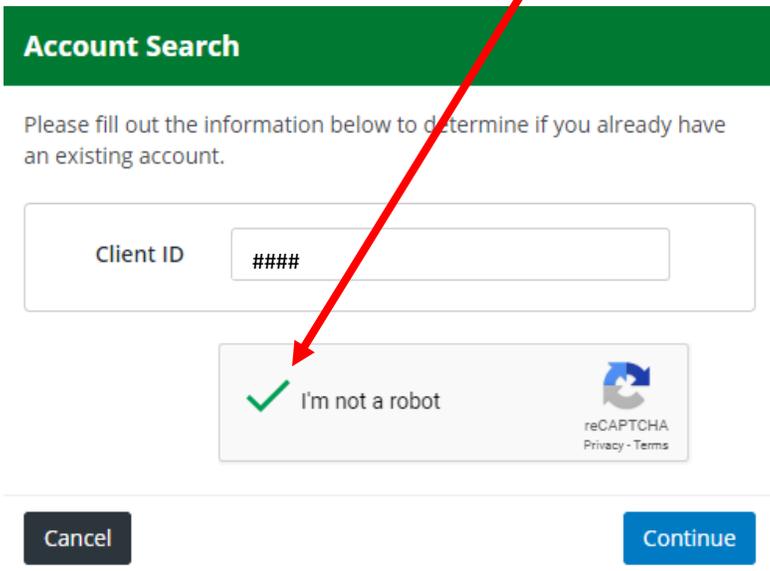**Click the box next to "I'm not a robot".**
Click continue.

Once you click continue, a second verification screen will appear. Follow the instructions of the image. In this example, you are asked to click on each picture that has a BRIDGE.
Click verify.

If you responded correctly, a GREEN check mark will appear next to "I'm not a robot".
See below for reference.
Then click continue.

Next a Verify Your Account screen will appear.
Select how you would like to receive your verification code by selecting an option in the drop down menu.
In this example, the prefered verification type was to receive a phone call at the number on file.
Once you've selected your option, click Send Verification Code.
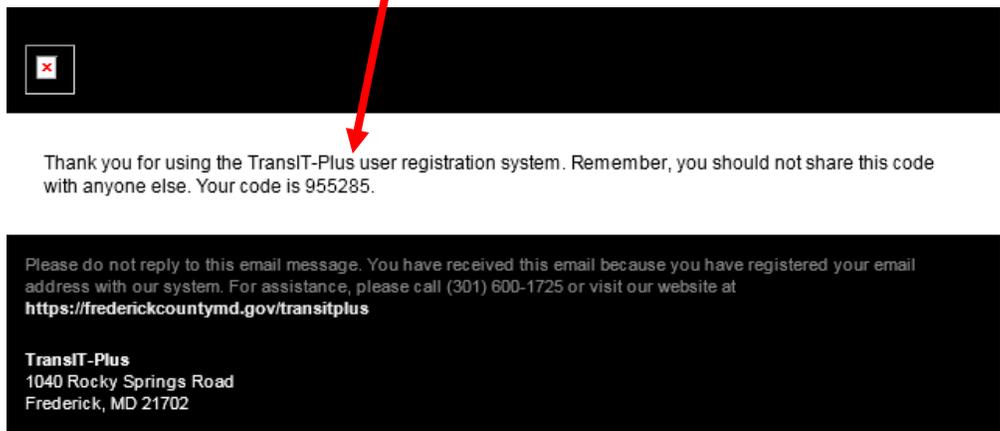**Have a piece of paper ready to write down your verification code as we will use that number in the next step.**

Verify Your Account

An existing account was found. To continue, please verify your account:

Call me at ▼	(***) ***-**11 ▼

A code will be sent to you using the method specified above. You will need to enter this code on the next page.

Back   Send Verification Code

Your email receipt of Verification Code

Thank you for using the TransIT-Plus user registration system. Remember, you should not share this code with anyone else. Your code is 955285.

Please do not reply to this email message. You have received this email because you have registered your email address with our system. For assistance, please call (301) 600-1725 or visit our website at
https://frederickcountymd.gov/transitplus

TransIT-Plus
1040 Rocky Springs Road
Frederick, MD 21702

Type the code provided to you by phone call, email or text message in this box.
Then click Verify Code.

Verify Your Account

A verification code has been sent to (***) ***-**11. Please enter it below to verify your account.

C Resend Verification Code

Back   Verify Code

Click Finish. Next you will receive a confirmation screen completing your registeration.
TransIT staff will then take care of approving your account.

Registration Complete

Thank you for your request for a TransIT-Plus account. We have received your submission and will contact you after reviewing your information.

Finish

Step 3: Logging into Your Account & Booking Your Trip

Once TransIT staff approves your registration request, you will receive a welcome email (see below) <mark>within the next 24 hour workday..</mark>

The welcome email will contain a digit number which will be your username for logging into your account. Write down your username and then click the hyperlink in the email called "Click here to set up your password for the first time".

After clicking the link, you will be presented with the following "Reset Password" screen.

When creating your password, please note the following requirement.
The password should be at least a 4 digit or more number.

Reset Password

New Password   ••• 👁

New Password Requirements:

❌ Is at least 4 character(s) long.

Confirm New
Password   👁

✅ Contains only numbers.

❓ Passwords must match.

Reset Password

When the password requirements are met, you will see 3 green checkmarks.
Click the blue Reset Password button.

Reset Password

New Password   •••• 👁

New Password Requirements:

✅ Is at least 4 character(s) long.

Confirm New
Password   •••• 👁

✅ Contains only numbers.

✅ Passwords must match.

Reset Password

Your password has been successfully changed.

Step 4: Logging In and Booking a Trip

Once you have set your new password, you will be redirected back to the main log in screen.
Enter your username and password in the following two boxes.
Click Log In.

Once you log in, you will be presented with the following home screen. This is where you can begin scheduling your trips.

Please note: Booking trips online follows the same guidelines as booking trips over the phone with TransIT. Trips must be scheduled at least two (2) business days in advance of the day requested. Reservations are accepted based on space availability as much as ten (10) calendar days in advance. **TransIT-plus service hours are Monday thru Friday, 8 am-4pm.**

To schedule a new trip, you can either select a recent booking in the drop down menu OR you can enter the following information for your trip (location, time, & date). Enter the information and click continue.

Once you have entered your trip information and clicked continue, you will be presented with an Itinerary for you to review the information you entered, then click Book Trip

When you clicked Book Trip, your booking confirmation screen will appear. To confirm the trip, click Confirm.

If you need to make changes to the trip, click Make Changes.

Booking Confirmation - Monday, June 25, 2018 ✕

Outbound Trip

Requested Time:	Drop off at 11:15 AM
Pick up Address:	416 Carroll Pky, Frederick, MD, 21701
Drop off Address:	5716 Industry Ln, Frederick, MD, 21704
Callback Number:	(240) 285-7411

Return Trip

Requested Time:	Pick up at 1:00 PM
Pick up Address:	5716 Industry Ln, Frederick, MD, 21704
Drop off Address:	416 Carroll Pky, Frederick, MD, 21701
Callback Number:	(240) 285-7411

You have no other trips on this day.

Confirm   Make Changes

In this example, the scheduling system is able to accommodate the customer's trip on Monday, June 25th based on the following times.
If you are satisfied with the trip, click Accept.
If not, click Decline **and you will be returned to the booking screen**.

Schedule Trip

We are able to schedule your trip with the following times:

Outbound Trip: 416 Carroll Pky → 5716 Industry Ln
Estimated pick up at: 10:46 AM
Estimated drop off at: 10:56 AM

Return Trip: 5716 Industry Ln → 416 Carroll Pky
Estimated pick up at: 1:23 PM
Estimated drop off at: 1:33 PM
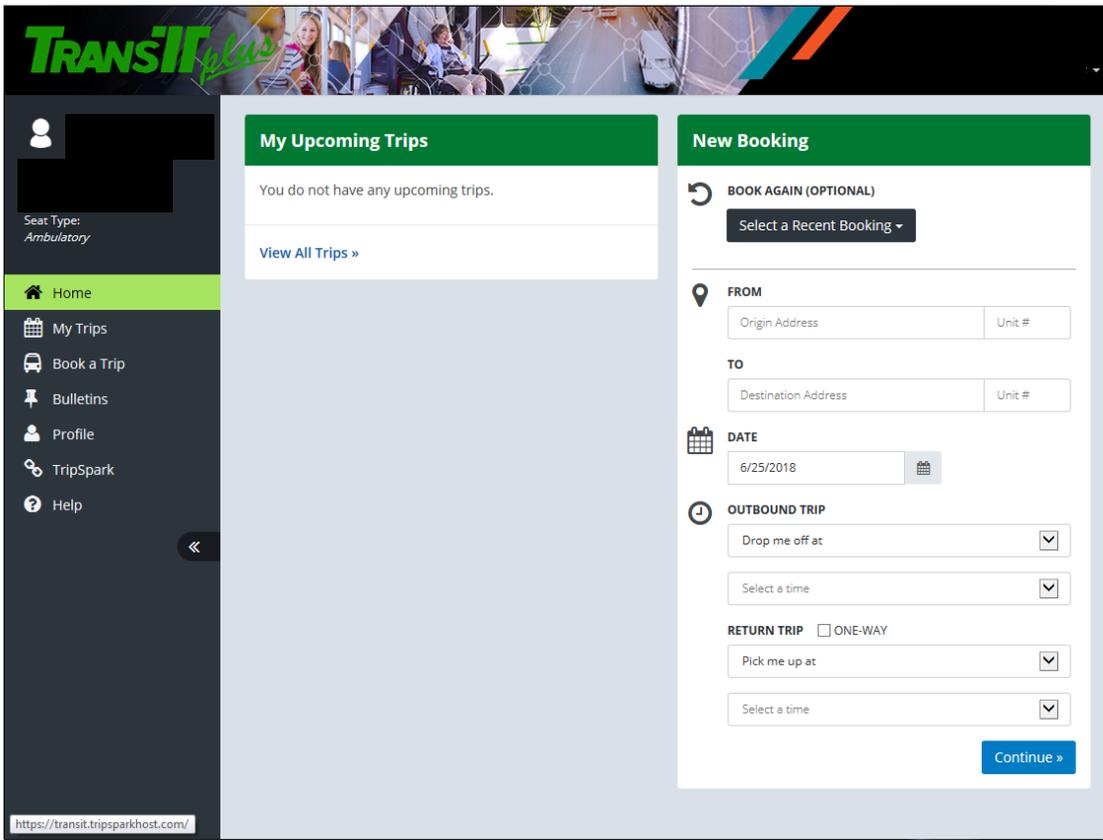
Does this work for you?

Accept   Decline

Your trip has been confirmed. You will receive notifications of the upcoming trip via **(your preference)** text, email, or phone call.

Schedule Trip ✕

✅ Your booking has been confirmed

Book Another Trip   View Trip

If you have already scheduled trips, you will see them listed under the "My Upcoming Trips" section.

Or you can click My Trips on the left sidebar.