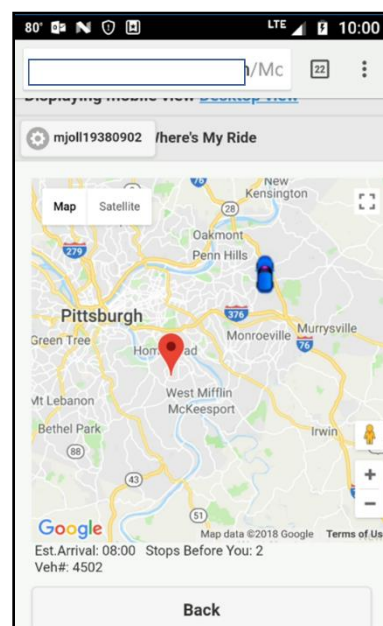**ACCESS Transportation Systems**
PHONE: (412) 562-5353 or TTYRelay 711
650 Smithfield Street
Centre City Tower, Suite 440
Pittsburgh, PA 15222
MyACCESSRide.com

REAL TIME FACT SHEET

RealTime Information allows you to view up-to-the-minute information about your trips as they are happening. This information is available by computer or cellphone. The benefits of RealTime information include spending less time on hold, reducing your stress, and helping you to better plan your day. You can view your vehicle's estimated time of arrival (ETA), vehicle number, and the number of stops before yours in **two ways.**

ONLINE BY COMPUTER/SMART PHONE

- Go to myaccessride.com and click "My Rides" in the upper right hand corner of the screen
- Login by entering your Username, and if you are first time user, your PIN (4-digit number)
  - You will be prompted to set up a password. You will use this password to login in the future
- Click "View Scheduled Trips"
- Select the trip you would like to view
- If it is within **30 minutes** of your scheduled pick-up time, you can click "Map."
- You will see a map that shows your pick-up location, current vehicle location, and provides your vehicle's ETA, the number of stops before you, and the vehicle number
- If you need help getting set up or logging in, call the central ACCESS office at 412-562-5353 or TTY Relay 711.

TEXT MESSAGING BY CELL PHONE

Your cell phone number must be registered to your ACCESS user account to use this feature. To register your cell phone number with your account, call the central ACCESS office at 412-562-5353 or TTY Relay 711.

- Use your cell phone to text "ETA" to **412-727-8262**
  - Your text message only needs to say "ETA"
- You will receive a text that tells you your vehicle's estimated time of arrival (ETA), the number of stops before yours, and the vehicle number
- You must wait until **30 minutes** before your scheduled pick-up time to obtain this information
- Once you're on board the vehicle, you can text "ETA" to the same number and see the estimated time of arrival at your destination
- You cannot cancel a trip, view future trips or add money to your ePurse via text message. The text messaging feature is only for ETA