

THE GRID

Tripshot Rider App Quick Start Guide

with **128** BUSINESS COUNCIL

Download the app

Scan the QR code or search for & download “Tripshot” in your phone’s app store.



Open the app and search for **The Grid**.

Select **Sign up** to create an account. *If you qualify for reduced fares, please use a work email address.*

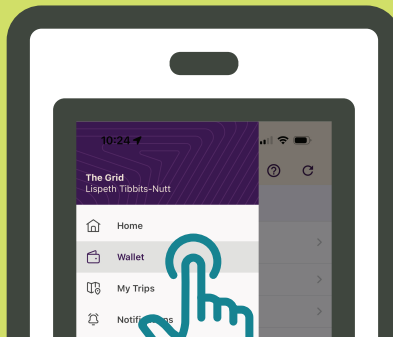
Follow the prompts. *For full functionality, allow the app to use your location & send you notifications.*

Set up your wallet

Qualify for reduced fares? See reverse before purchasing passes!

From the main menu , navigate to **Wallet**.

Select **Passes** to purchase single- or multi-ride passes. Press **+** in the upper-right to view the catalog of passes available to Grid riders. Or select **Balance** to add funds directly to your wallet.



Board the shuttle

If your phone’s bluetooth is turned on: As your shuttle is approaching, select **Wallet** and then select your shuttle from the **NEARBY VEHICLES** list.

Without bluetooth: Locate the QR code just inside your shuttle’s door. Select **Wallet** from the main menu and then select **Board by scanning QR code**.

Either way, Tripshot will **automatically** convert one ride from your purchased “unactivated” passes into an active ticket. If you have no relevant passes, Tripshot will instead deduct the cost of a single ride from your balance.

Why download Tripshot?

- ▶ Reduced (member) fares are **ONLY** available in the app.
- ▶ Multi-ride passes are **ONLY** available in the app.
- ▶ The app also helps you track your shuttle, plan trips, and get route- or departure-specific real-time notifications.

Can I board without Tripshot? Yes, you can use **exact change** to purchase a single ride at the full (non-member) rate.

How do I get approved for reduced fares?

Riders affiliated with a 128 Business Council member company – usually through their employer or through their employer’s property manager – are eligible to ride at the reduced (member) fare. If you are affiliated with a 128 Business Council member organization, follow these steps to ride at the reduced (member) rate:

1

Create your Tripshot account. ***Whenever possible, use a work email that shows your organization’s domain name.***

2

If your **employer** is a direct member of 128 Business Council, rather than your employer’s property manager:

As long as you’ve created your Tripshot account using your corporate email address, you should* see the reduced (member) fare available as soon as the sign-up process has been completed.

If your **employer’s property manager** is a member of 128 Business Council, not your employer:

Please contact your member representative to be added to their list of approved riders.* ***You must provide your member representative with the same email address you used to create your Tripshot account.***

If you haven’t received information from your organization about how to contact your member representative for approval, please contact the 128 Business Council Operations Dept. at 128bc@128bc.org. We will connect you!



If you are charged the full (non-member) fare rate while you are waiting to be approved, or if you do not see the appropriate fare reflected in your Tripshot app for any other reason, please contact the 128 Business Council Operations Dept. at 128bc@128bc.org for further assistance. ***Member-affiliated riders who are charged incorrectly may be eligible for a Tripshot Wallet credit.***

Need more help?

We’ve created thorough video tutorials just for you! Visit 128bc.org/riders and click **MOBILE APP**. Or just scan the QR code >>>

