

NEW! Sun Van's Trip Planner

TUTORIAL

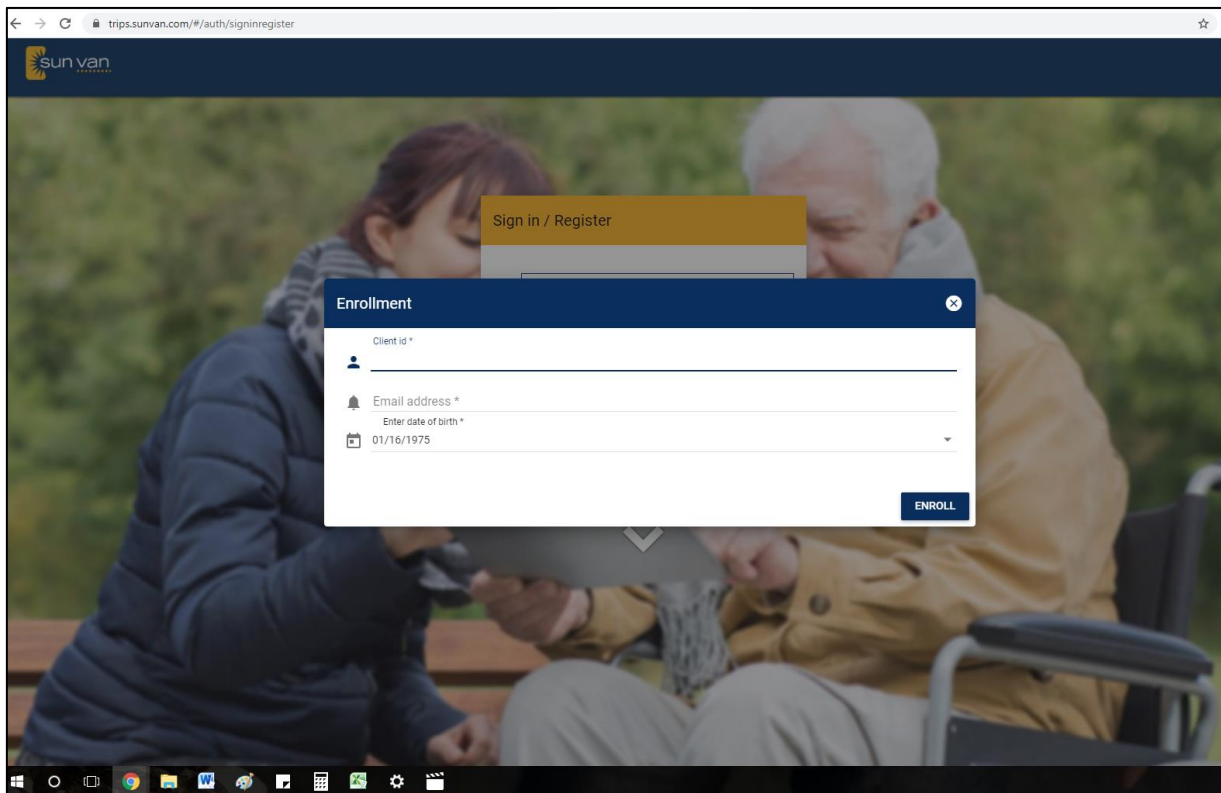
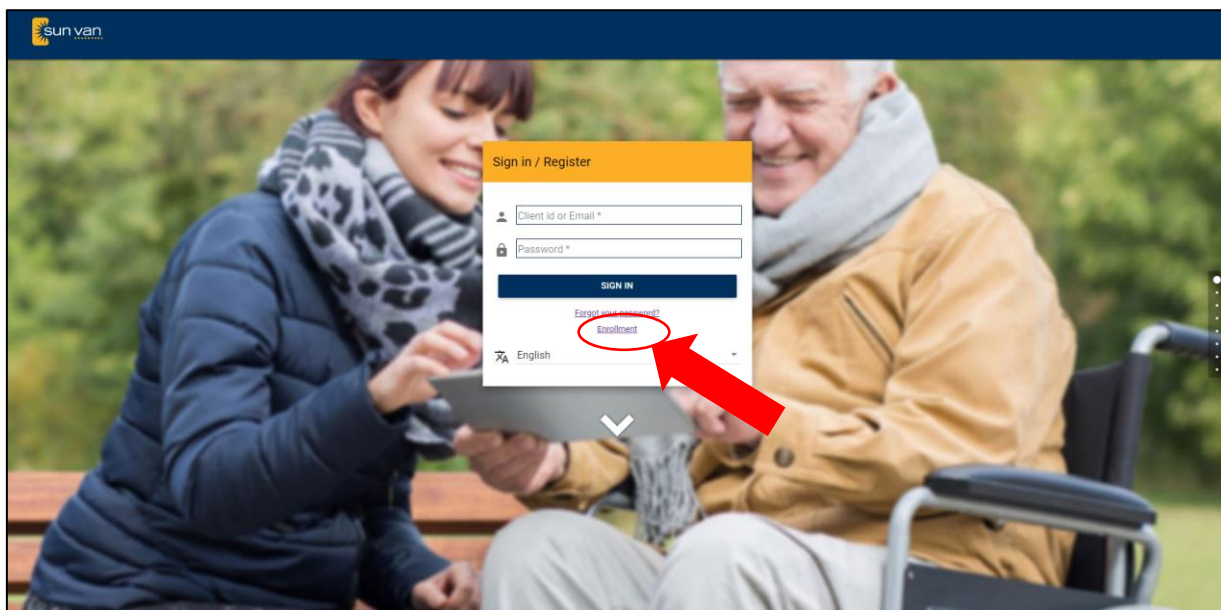
GETTING STARTED

- Type ***Trips.SunVan.com*** into your web browser.
- Or go to SunVan.com and click the green button labeled “See Your Trips Here”

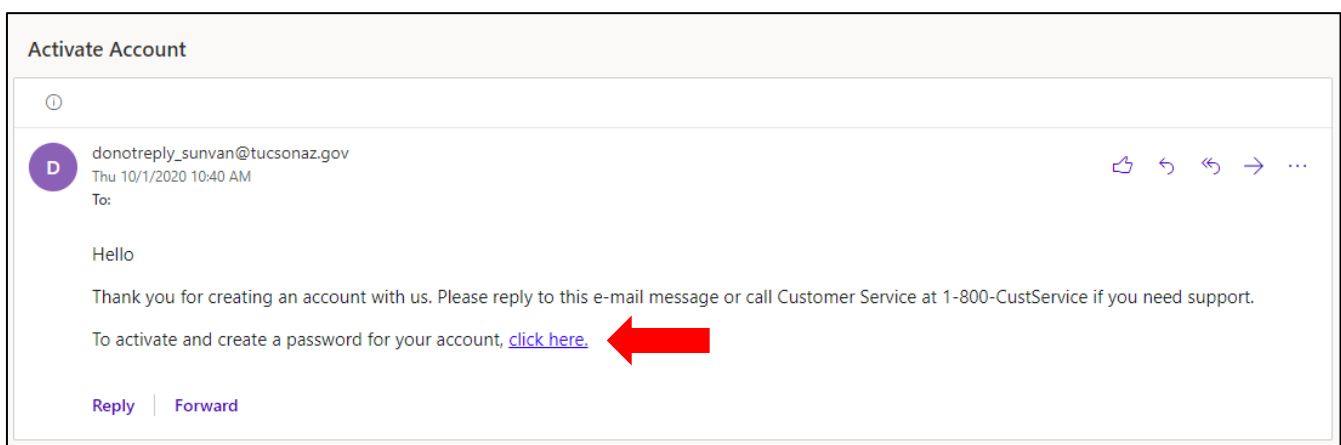
The screenshot shows the Sun Van website homepage. At the top left is the Sun Van logo. Below it is a search bar and a navigation menu with items like Home, Eligibility, Reservations, Fares, Services, Policies, People, Partners, Employment, Human Resources, Contact, ADA / Reasonable Modification, and Title VI Policy. The main heading is "Welcome to Sun Van" with a red arrow pointing down to a green button that says "See Your Trips Here". To the right of this button is a yellow button that says "Updates on Coronavirus (COVID-19)". Below the heading is an image of a Sun Van vehicle and the text "Sun Van Fares". At the bottom of the page are several buttons: "TITLE VI POLICY", "ADA/REASONABLE MODIFICATION", "SUN VAN INFORMATIONAL VIDEOS", "VIDEOS INFORMATIVOS DE SUN VAN", and "EEO".

CREATING AN ACCOUNT

- First, you will need to enroll as a client to access your trips.
- Click on 'Enrollment' and enter your **Client ID**, **Date of Birth**, and the **Email Address** you would like your account to link to.
- If you do not have your Client ID or need help with enrolling, call our Reservations at **520-798-1000**.



- Once your account has been created, an email will be sent to the email you used to enroll.
- The email will come from 'donotreply_sunvan@tucsonaz.gov.' If you do not see the email within 5 minutes, please check your junk/ spam folder.
- To activate your account and create your password, follow the link provided in the email.



SIGNING IN

- Once your account has been activated, you can sign with your Client ID or Email and your Password.

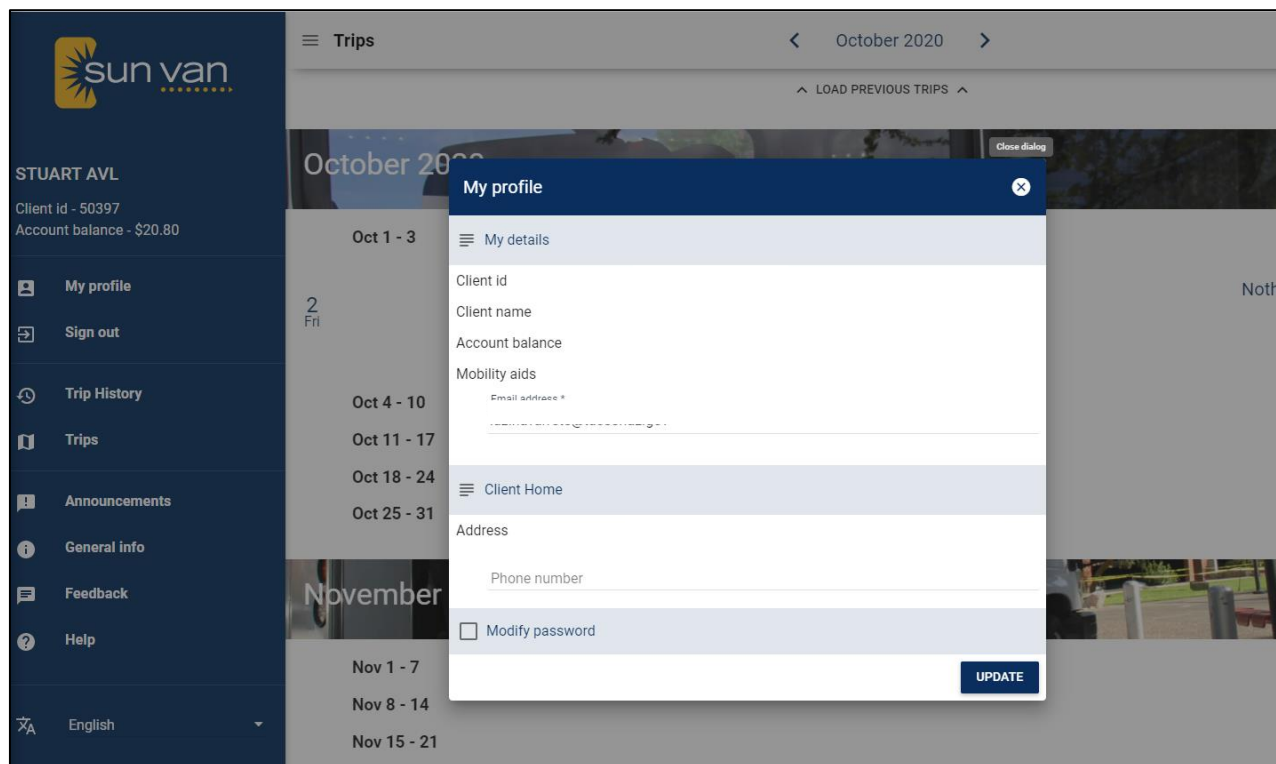
HOME SCREEN

- The home screen will show the current month and your scheduled trips. If no trips have been scheduled it will say, *“Nothing scheduled for today.”*
- The left-side of the screen will show the menu. Here you will see the following:
 - Name, Client ID, and Account Balance
 - My Profile
 - Sign Out
 - Trip History
 - Trips
 - Announcements
 - General Info
 - Feedback
 - Help
 - The option to change the language

The screenshot shows a web browser interface for Sun Van. The top navigation bar includes the Sun Van logo, a hamburger menu, the current month (October 2020), and utility icons for home, calendar, and notifications. Below the navigation bar, there is a 'LOAD PREVIOUS TRIPS' button. The main content area is divided into two sections: 'October 2020' and 'November 2020'. The 'October 2020' section shows a calendar grid with the text 'Nothing scheduled for today' on the 2nd of the month. The 'November 2020' section shows a calendar grid with dates Nov 1-7, Nov 8-14, and Nov 15-21. The left sidebar is a dark blue menu with the Sun Van logo at the top, followed by a yellow bar, and then the text 'Client id - [redacted]' and 'Account balance - [redacted]'. Below this are menu items: My profile, Sign out, Trip History, Trips, Announcements, General info, Feedback, Help, and a language selector set to English.

Menu Options

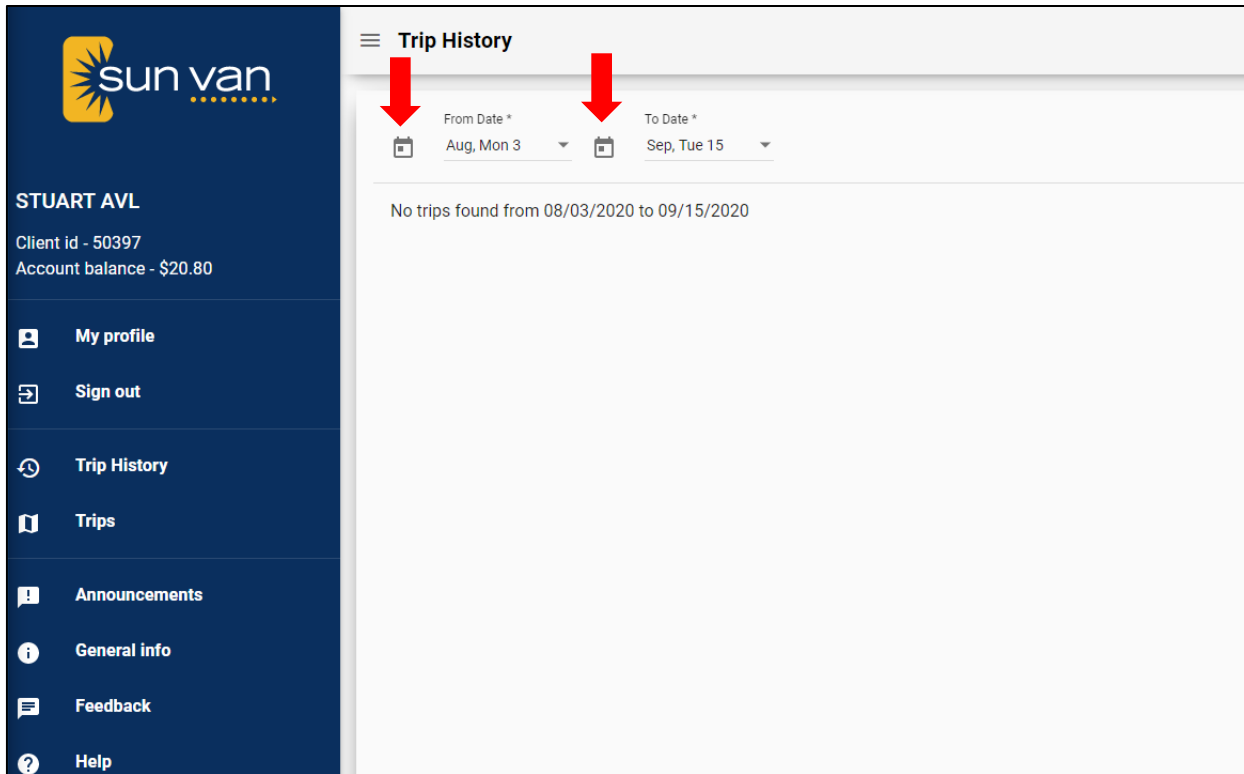
- Clicking on “My Profile” will open a pop-up screen that shows your personal information and allows you to change your email or password.



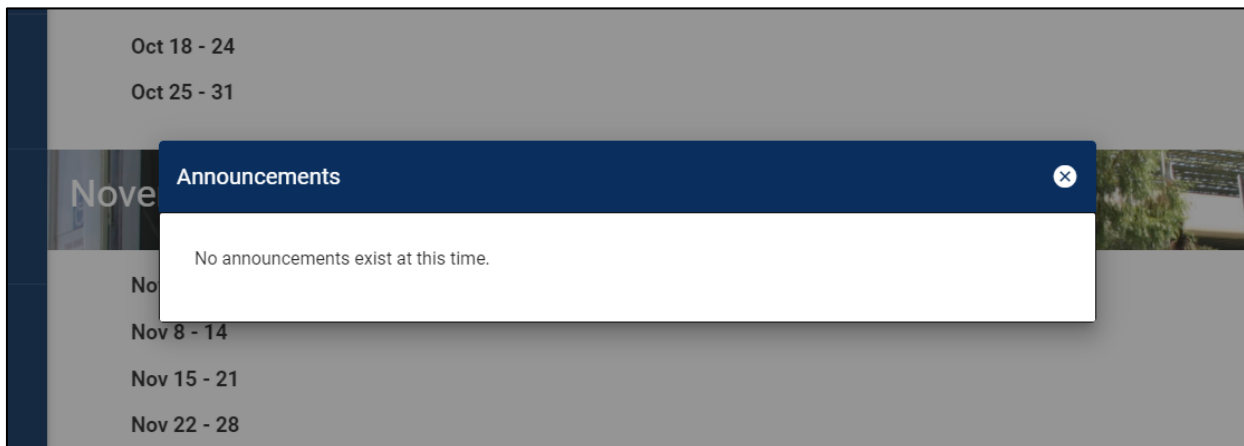
- Clicking on “**Sign Out**” will sign you out of your account.

Menu Options Continued

- Clicking on **“Trip History”** will open the Trip History page that allows you to search your previous and upcoming trips.
- Change the date by clicking on the calendar icon. You will need to select a start and end date.

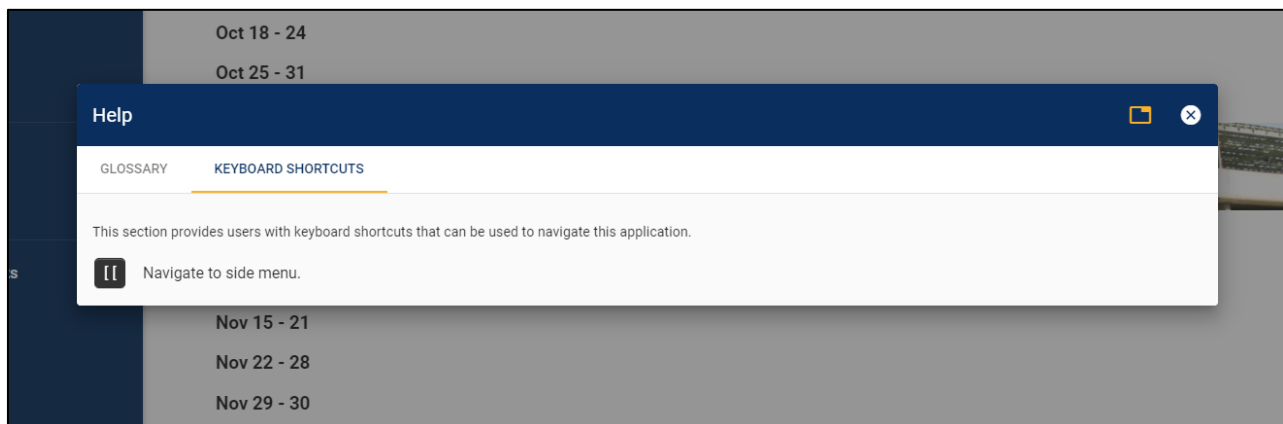
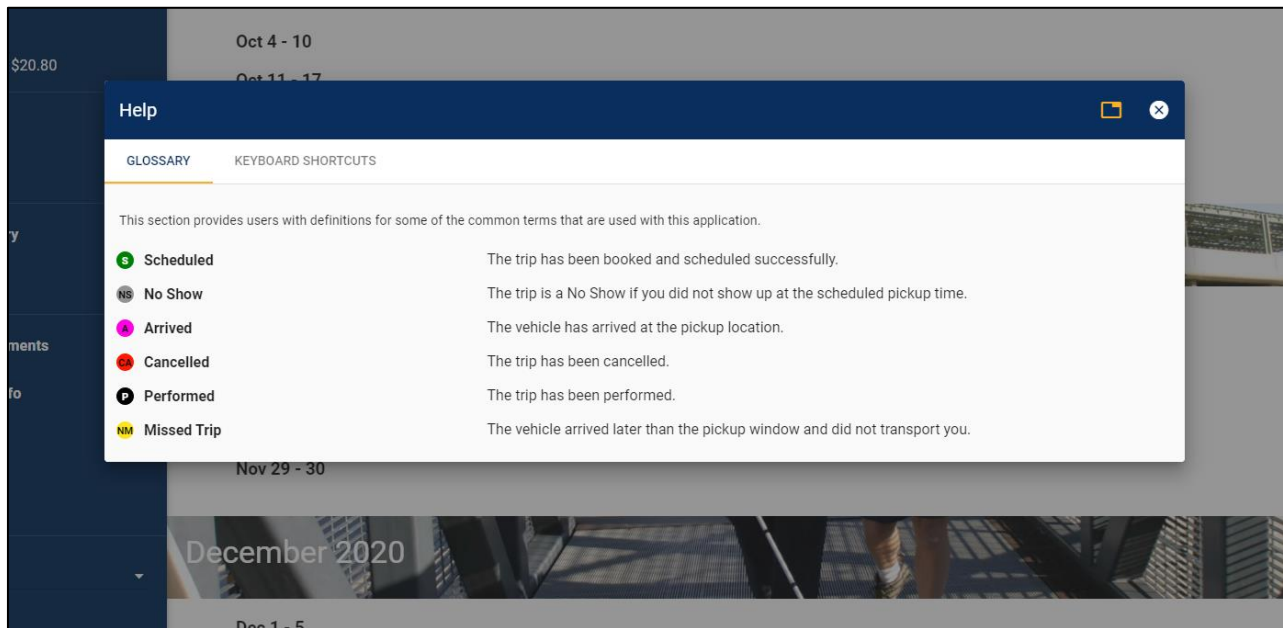


- Clicking on **“Trips”** will bring you back to the home page.
- Clicking on **“Announcements”** will show you a pop-up screen with any announcements from Sun Van.



Menu Options Continued

- Clicking on **“General Info”** will open a new screen to the Sun Van website.
- Clicking on **“Feedback”** will open a new screen to the Sun Tran Customer Service website.
- Clicking on **“Help”** will open a pop-up screen with a Glossary and a Keyboard Shortcut.



Changing Language

- To change the language from English to Spanish click on the down arrow next to English

