



ACCESS Transportation Systems  
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## RealTime Fact Sheet

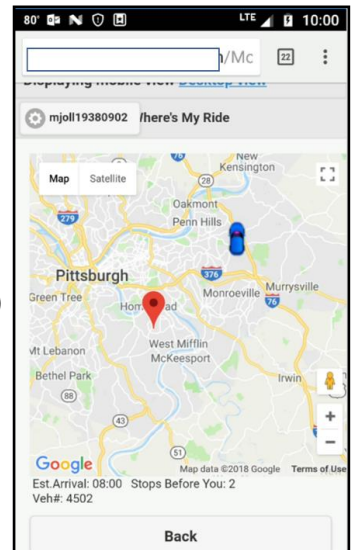
View up-to-the-minute information about your ACCESS trips with real-time information (**RealTime**).

### What is RealTime?

- Vehicle's estimated time of arrival (ETA)
- The number of stops before yours
- Vehicle number
- Only available 30 minutes before your scheduled pick-up time AND after boarding the vehicle
  - ✓ For example, wait until 12:30 to begin checking your 1:00 trip
- For help, call the ACCESS program office at 412-562-5353 or TTY 711
- **RealTime** is available three ways:

### RealTime Online by Computer/Smart Phone

- Go to [myaccessride.com](http://myaccessride.com) and click "My Rides" in the upper right hand corner of the screen
- Login by entering your Username and Password
  - ✓ If you are a first-time user, you will enter your PIN (4-digit number) and be prompted to set up a password for future use
- Click "View Scheduled Trips"
- Select the trip you would like to view, then click "Map"
- **RealTime** will be displayed at the bottom of the screen below a map that shows your pick-up location and the vehicle's current location



### RealTime Text Messaging by Cell Phone

- Use your cell phone to text "ETA" to **412-727-8262**
- Your text message only needs to say "ETA"
- You will receive a **RealTime** text about your trip
- 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
- Be sure your cell phone number is on file

### RealTime by Phone Call

- Use a telephone to call **412-727-8262**
- You will hear an automated **RealTime** message about your trip
- Be sure the telephone number you call from is on file

