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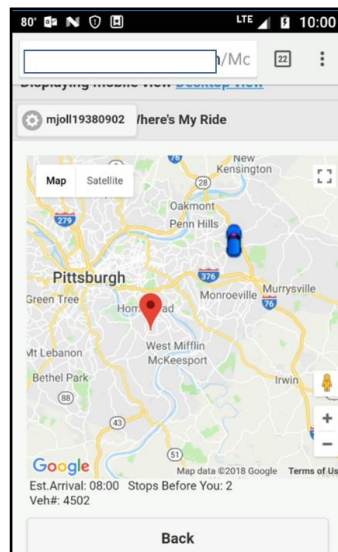MyACCESSRide.com

RealTime Fact Sheet

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

What is RealTime?
- Vehicle's estimated time of arrival (ETA)
- The number of stops before yours
- Vehicle number
- Only available <u>30 minutes</u> 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 central ACCESS office at 412-562-5353 or TTY 711
- **RealTime** is available <u>three ways</u>:

RealTime 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 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 at ACCESS

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 at ACCESS