



TripPortal Master Page Field Definitions

- Default Account – Which account from the Account Master to be associated with rides that come in through the Portal. **If using the portal for TripPay this account needs to have a fare associated with it.*
- Allow request to be made up until X hours before the priority time – minimum lead time for ride requests through the Portal.
- Allow request up to X days in the future – How many days in advance can riders request rides through the Portal?
- Allow Ride Requests from self-registered users – If not allowed, only riders invited to the Portal manually through the Rider Master page will be able to request rides. For MicroTransit, this must be set to “Allow.”
- Automatically accept and seat reservations that can be scheduled onto one of the routes I have opted in – For MicroTransit. If, based on the Schedule Profile rules, the ride can be scheduled onto one of the MicroTransit routes, it will auto-accept and auto-seat. If disabled, you will have to manually approve and seat ride requests.
- Deny Ride If...
 1. The rider is inactive – The ride request will be auto denied if the rider’s profile has been deactivated in the Rider Master.
 2. The ride is on an out of service date – Out of service dates indicate when your office is closed (holidays, for example). You can set these dates in the Out of Service Master.
 3. The ride violates the minimum number of hours before the priority time – The rider is trying to request a ride with not enough lead time/notice. This lead time is set in the “Allow request to be made up until X hours before the priority time” field above.
 4. The ride is too far in the future – The ride date is further in the future than the number of days set in the “Allow request up to X days in the future” field above.
 5. There are no routes available – For example, if the ride is requested outside the Available Start and End times of the route with MicroTransit enabled.
 6. The ride cannot be scheduled – For example, during times of high volume when there is no availability on any of the MicroTransit routes.
- Payment Settings
 1. Allow rider to pay for rides – If you want them to be able to pay with a credit card via the TripPortal website/app.
 2. Require payment for ride – If you want to require the rider to pay for the ride in advance through the TripPortal website/app.

NOTE: If any of the Auto Deny toggles are set to “off” then the rides will NOT be denied. They will end up in the holding pen for you to potentially restructure your day and fit it in or cancel later.

*These settings do not apply to Delegate TripPortal requests.

