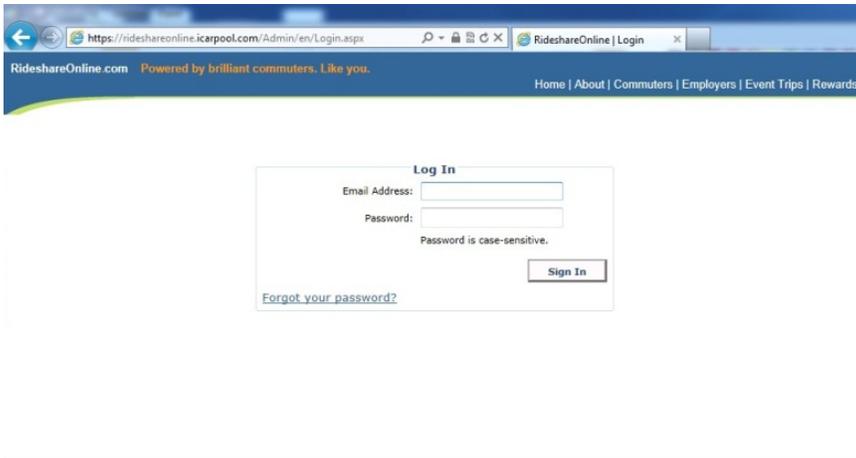


ETCs and other Administrators - RideshareOnline.com Reference Guide

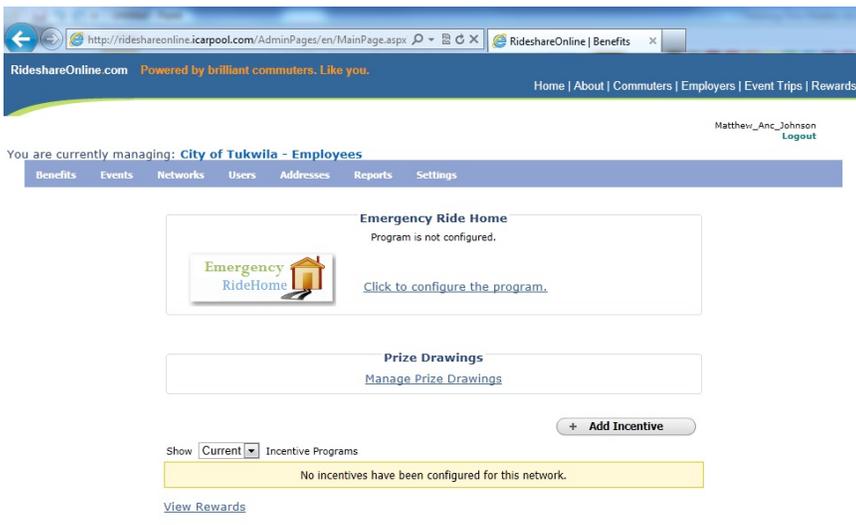
Created by the South King County CTR Team – Maggi Lubov & Matthew Johnson



Administrator Login:

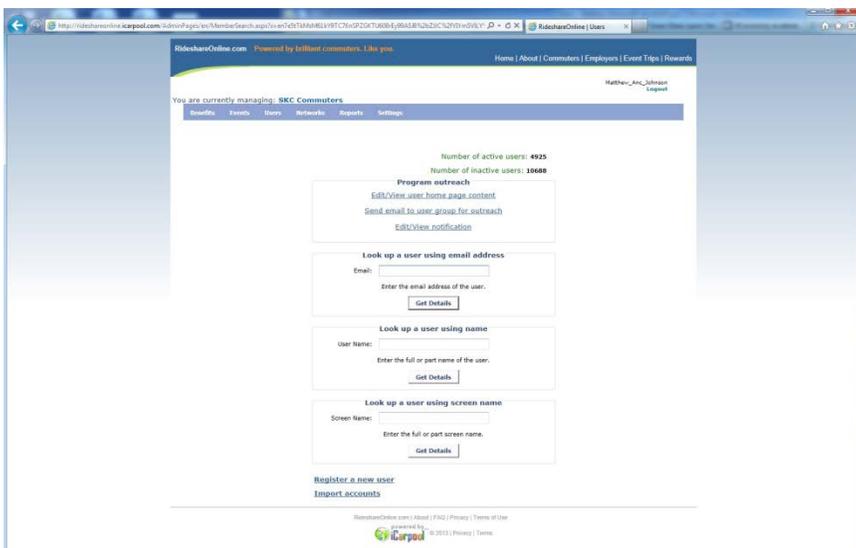
<https://rideshareonline.icarpool.com/admin/en/login.aspx>

Uses same name/password as User Login
Check Employee Usage, Pull up Reports, Send Emails to Users, Put up Notifications



Main Administrator Page:

Page you will see when logged in. Most functions will be accessed from the blue menu bar running underneath your network name.



User Page:

Lookup users, edit accounts, send group emails, and preregister users.

Frequently Asked Questions

How/where do I log into the Administrator Page?

The Administrator Page for RideshareOnline.com is a separate page from the User Login Page. You use the same name and password already set up:

<https://rideshareonline.icarpool.com/admin/en/login.aspx>

How do I add employees to our company-employees network?

- A. Users who are already registered with RideshareOnline.com using their company email address will automatically be put in your network.
- B. You can preregister all employees who have company email accounts.
 - 1) Click *Users* in the blue menu bar.
 - 2) Click *Import Accounts* at the bottom of the page.
 - 3) On the right side of the page is a link, *Click here to download CSV template*. Download the Template.
 - 4) Complete the CSV file and upload the email list.
 - 5) Click *Configure import email* and then write the email that will be sent out to all employees notifying them of their preregistration.
- C. From the *Users* page you can click *Register a new user* to register users who do not have computer access at this time.
- D. For Employees who do not have a company email account, you will need to first create a Network Access Passcode:
 - 1) Click *Users* in the blue menu bar.
 - 2) Scroll down to the *Enter Association Details* section, and check the *passcode* box.
 - 3) Create an easy to remember passcode.
 - 4) After passcode has been created, give these instructions to the employee:
 - i. Register with RideshareOnline.com using your personal email address.
 - ii. Hover over *Profile* in the blue menu bar and click *My Networks*.
 - iii. On the left side of the screen, just below the blue menu bar click *Join Network*.
 - iv. Type your company's name in the Name box and click *Search*.
 - v. Click *Select* to the left of your company.
 - vi. *I have an enrollment passcode issued by the network* should already be selected.
 - vii. Enter the enrollment password provided by your ETC.
 - viii. Click *Submit*.

How do I create reports and which reports do I want?

Click *Reports* in the blue menu bar

The four most commonly used reports are the:

1. *Subsidy Report* – Most useful report. Can be customized to cover any time period or mode of commuting. Exports to Excel. Data comes from user's Calendar. Useful for creating internal reports, assigning subsidies, and running promotions.
2. *User Registration Report* – Find out who has signed up within a given time period.
3. *Origin and Destination Report* – Useful for locating where employees are coming from.
4. *General Alternative Transportation Program Report* – Provides general summary of alternatives usage.

Click the desired report. You can customize the report for whatever time frame or mode or amount you desire.

Click the blue disk icon on the tan menu bar at the top of the page to export the report into Excel, a PDF or Word.

An employee is having problems with their account, what do I do?

For most problems you can access the user's account and correct it for them.

- A. Click *User* in the blue menu bar.
- B. Search using either email address or name.
- C. Click on the person's name.
- D. On the right side of the *Member Details* page click *Access User Account*.

Once in the account you have full control. Useful for logging trips when someone doesn't have internet access, ridematching, checking their calendar for fraud, or changing email addresses, as well as making any changes to the account or changing the password. To return to the administrator page click *Go back to administration application* link at the top right of the page.

If you are unable to correct the issue, please contact Matthew Johnson matthew.johnson@tukwilawa.gov for assistance.