

TRANSLOC RIDER TO TRANSLOC APP MIGRATION FAQ

1. How much is this going to cost?
 - a. There is no cost for moving apps at all! Free app and a better user experience for free.
 - b. In addition, the TransLoc app features a fully native on demand experience (think ride sharing and curb-to-curb pick-up). Your CSM can share more details on signing up for this benefit.
2. Is OnDemand included?
 - a. The TransLoc app has a state of the art on-demand experience. If you are currently subscribed to our OnDemand service, then there is absolutely no cost to move apps. If your institution does not currently use OnDemand services, then we can work with your CSM to have a walkthrough of the capability, as well as share details on pricing.
3. Do I have to move right away?
 - a. No. TransLoc Rider will continue to be available until January 29, 2021. There are no changes you have to make to move to the TransLoc app with the exception of encouraging rider adoption. Resources to assist with this can be found in the Migration Marketing Kit.
4. How do I notify my riders?
 - a. We've prepared several assets that will create a broad reach with riders:
 - i. Once you decide to move to TransLoc app, we will proactively start messaging users within the TransLoc Rider app. The messaging will inform them of a new app to begin using, with a link to download the TransLoc app from the Google or Apple app stores (depending on the device they're using).
 - ii. In addition, we have also prepared a robust marketing kit for you to use, which is included at no additional cost. The Migration Marketing Kit includes: an email header, social media asset, poster, flyer, marketing checklist, app video tutorials, and more.
5. How do I train my passengers on how to use the TransLoc App?
 - a. We have training materials within the Migration Marketing Kit that you can send to your riders to help them better understand the functionality of the app.
6. Do they need to create a new login user profile?
 - a. Riders will not have to create a new login to use the application. Their existing username and password will work in the TransLoc app.

For any further questions, please contact your CSM. They are ready to help make the switch from TransLoc Rider to TransLoc app as seamless as possible.