

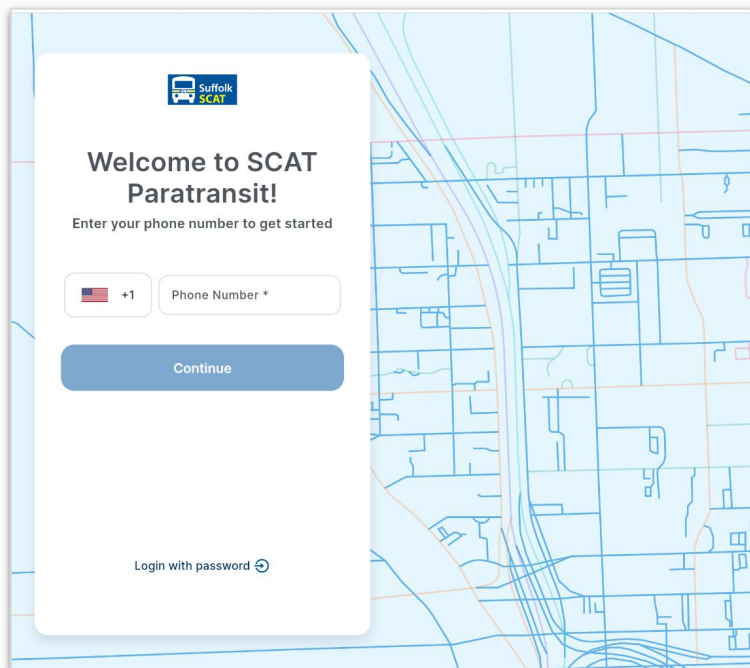
A Guide to the **Caregiver Portal**

Whether you are a family member supporting a loved one or a staff member managing a team, Via's Caregiver portal makes it easy to stay informed and connected.

With the Caregiver portal, you can easily:

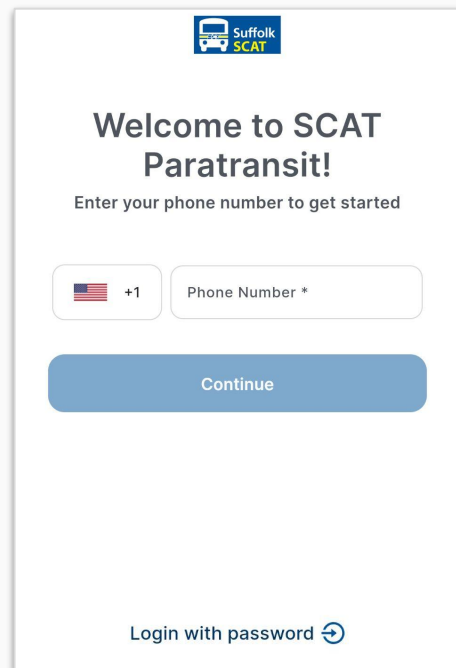
- 1. View ride details for upcoming rides, including address & pickup window**
- 2. Cancel upcoming rides that are no longer needed**
- 3. Track active rides in real time, starting up to 30 minutes before the trip**

Computer Web Browser



The screenshot shows a login page for SCAT Paratransit on a computer web browser. The page has a white background with a blue header containing the 'Suffolk SCAT' logo. Below the logo, the text 'Welcome to SCAT Paratransit!' is displayed, followed by 'Enter your phone number to get started'. There is a phone number input field with a dropdown menu showing '+1' and a 'Phone Number *' label. Below the input field is a blue 'Continue' button. At the bottom, there is a link that says 'Login with password' with a right-pointing arrow icon.

Mobile Web Browser



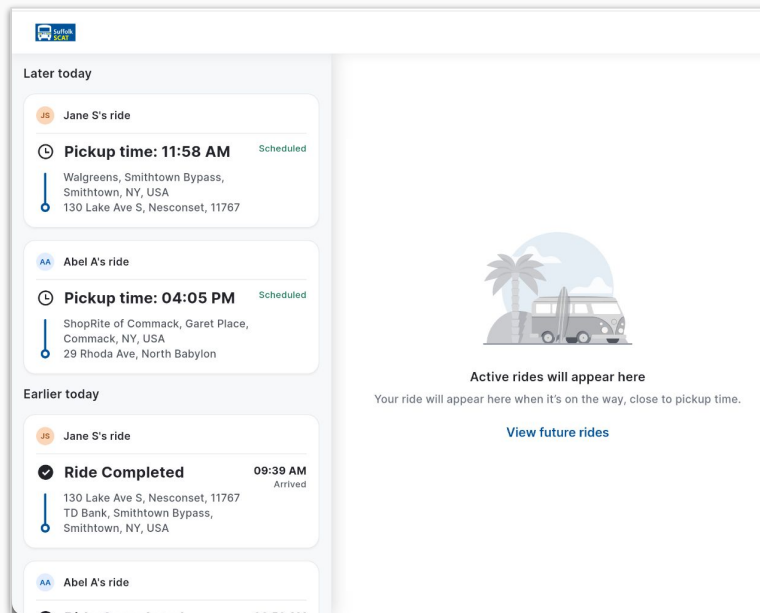
The screenshot shows the same login page for SCAT Paratransit on a mobile web browser. The layout is similar to the computer version, but the input field and 'Continue' button are larger and more prominent. The 'Suffolk SCAT' logo is in the top right corner. The text 'Welcome to SCAT Paratransit!' and 'Enter your phone number to get started' are centered. The phone number input field has a dropdown menu showing '+1' and a 'Phone Number *' label. Below the input field is a blue 'Continue' button. At the bottom, there is a link that says 'Login with password' with a right-pointing arrow icon.

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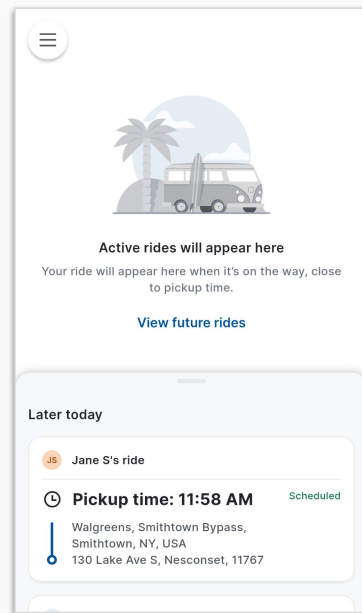
View ride details for upcoming rides

Once you login, you'll see a left-side (web) or bottom (mobile) panel with key ride information for trips completed earlier in the day, and trips scheduled for later in the day.

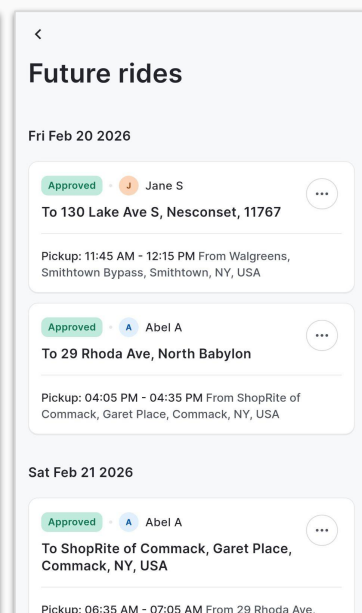
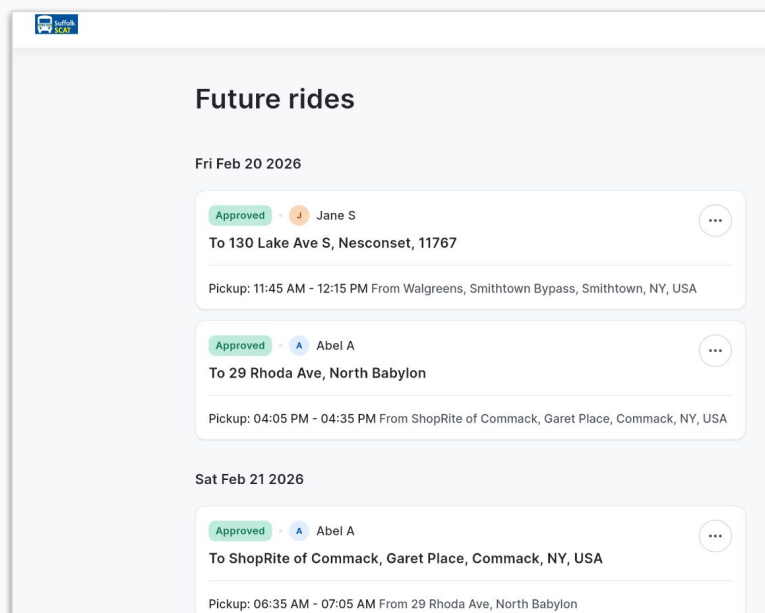
Computer Web Browser



Mobile Web Browser



Press “View future rides” to view and manage upcoming trips.



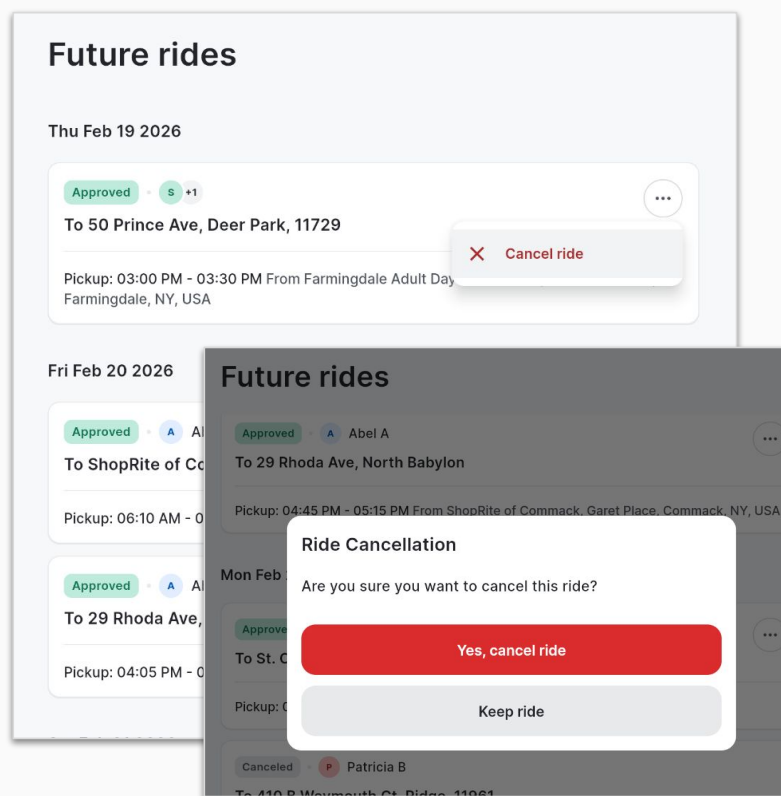
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Cancel upcoming rides

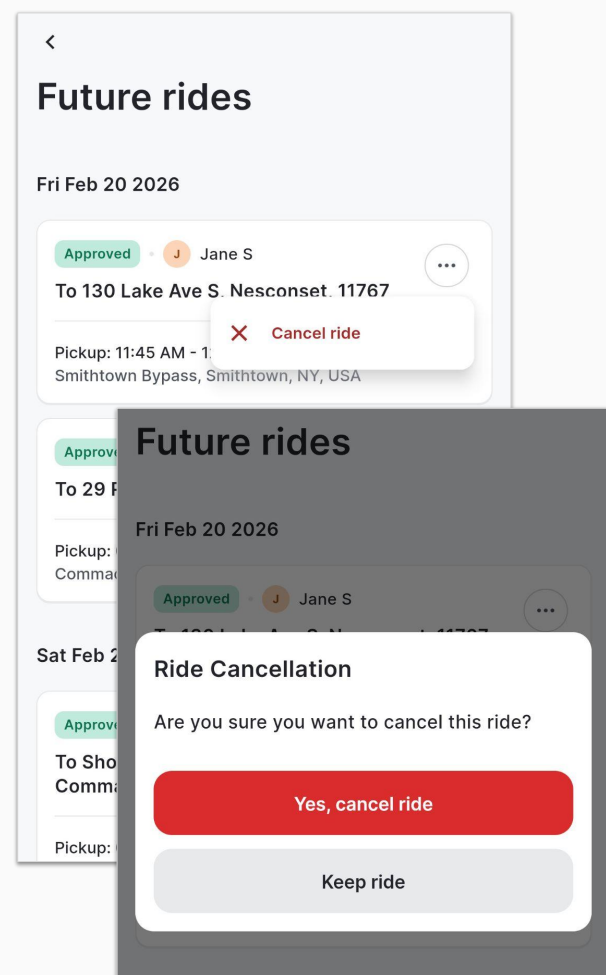
To cancel your Care Recipients trips, go to your “Future rides” screen, press the three dots next to the trip, and press “Cancel ride.”

Confirm you want to cancel the trip by pressing **“Yes, cancel ride.”**

Computer Web Browser



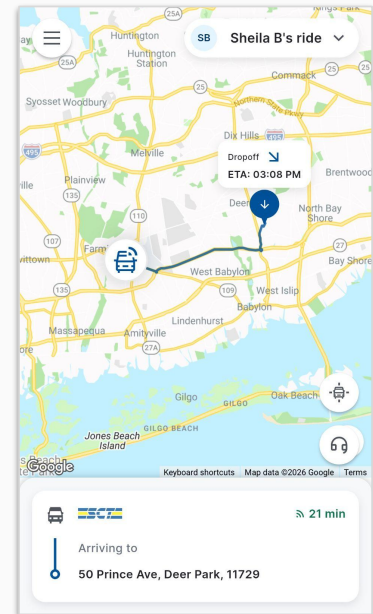
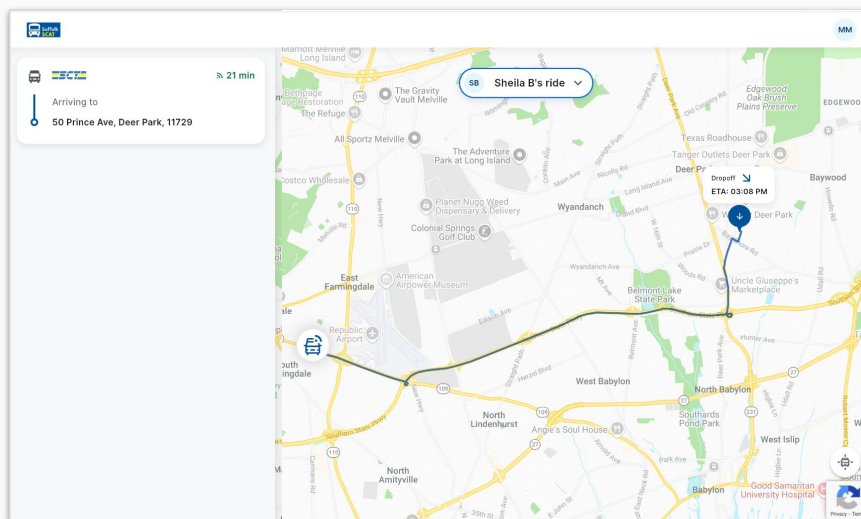
Mobile Web Browser



A Guide to the Caregiver Portal

Track active rides in real time

If your Care Recipient will be picked up within 30 minutes or is already en route, you'll instead see this vehicle tracking screen!



Once your Care Recipient is on board, you'll be able to track them to their arrival.

