



Iowa Rideshare

Frequently Asked Questions

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July 25, 2016



Iowa Rideshare Functionality

What is Iowa Rideshare?

Iowa Rideshare is an online commute-matching system that lets registrants search for carpools, vanpools, transit routes, and bike and walk buddies. It also includes a calendar to track activity, a cost savings calculator and in some instances, contests.

How does the system work?

Iowa Rideshare uses state-of-the-art mapping technology to search for possible commute matches. Matches are displayed on an interactive Google map, allowing you to email potential matches. The system is created by RideShark.

How do DART RideShare vanpool riders sign up?

Vanpool riders will receive an account activation email on Monday, July 25. Riders should follow the link to sign in with their temporary password, change their password and update account information if necessary.

How do DART ridematching users sign up?

Users will receive an account activation email on Monday, July 25. Individuals should follow the link to sign in with their temporary password, change their password and update account settings if necessary.

How do new users sign up/register?

Iowa Rideshare registration is easy.

1. Visit IowaRideshare.org and click "Register."
2. Enter your email address and select a password.
3. Complete your personal profile information.
4. Create a trip profile. This includes:
 - a. Origin address (usually your home address)
 - b. Destination (your work/school address)
 - c. Travel schedule (days and hours you commute), and
 - d. Visibility setting (all users, only those in the DART RideShare service region, only those who work for the same employer or no one).
5. Activate your account using the email sent to you.

How do I activate my account?

After signing up/registering for an Iowa Rideshare account, you will receive an account activation email. Follow the included prompts to activate your account:

1. Open your preferred web browser and go to dart.iowarideshare.org.
2. Select "LOGIN" in the upper right corner of the page.
3. Enter your user ID and temporary password.
4. Select LOGIN.

What happens when I sign up/register?

Your trip profile information is entered into a database that searches for other commuters with similar commute routes and schedules. When search for commute options, you will receive a list of vanpools that may best fit your needs. Registering for an Iowa Rideshare account does not obligate you to vanpool or carpool, but we do hope it motivates you.



How do I search for a match?

Searching for ridesharing options is simple:

1. Login to your account at dart.iowarideshare.org.
2. From your dashboard, find "Find My Commute Options" and click "SEARCH."
3. A list of available commute options will populate based on your travel. Options may include vanpool routes, transit routes, carpool partners, cycling partners or walking partners.

How do I view vanpool options?

To view vanpool routes that meet your commute needs, first find your commute options. Next:

1. Click on "Vanpool Routes" text or van icon in the match list to display available results.
2. Click on a specific route to view travel details.

How do I join a vanpool route?

To join a vanpool route, please contact DART RideShare Customer Service by phone at 515-288-RIDE (7433) or email at rideshare@ridedart.com. It is helpful if you have the vanpool name handy, but not necessary.

What if I don't find a match?

First, try adjusting your search settings. The default setting searches within two miles of your origin and destination. You can expand or reduce as necessary. If you still don't find a match, try searching from another location such as a park-and-ride lot or shopping center. Still no luck? Try searching again in a week or two. It takes some time to build up users in the database, and it's always changing.

Why isn't anyone contacting me about ridesharing?

Possibly because your future carpool partners are sitting at home asking the same question. Be proactive! Run a carpool match and email someone from your match list. Run a vanpool match and call DART RideShare at 515-288-RIDE (7433) to learn more about vanpools that meet your commute needs. And always check back in regularly to see if you can find new matches.

Do I have to make my trip profile visible to others or respond to matching requests?

No, but we hope that you will consider matching with other commuters where possible. Ridesharing saves you money, puts time back in your day, reduces stress and frustration, decreases wear and tear on personal vehicles, and enhances sustainability by reducing pollution and traffic congestion.

We understand that this is a new system that will take some time to mature, and you may not have suitable matches today. In the meantime, we sincerely appreciate your participation and ask that you continue to document your commute.

I don't want to be contacted via Iowa Rideshare because I am already in a vanpool. AND I don't want users to "find" me in their commute matches.

Perfect, thanks for sharing the ride! For reporting purposes, we do need to maintain your active user account in the Iowa Rideshare system.

To ensure you are not contacted at this time with additional match inquiries, please:

4. Login to your account at dart.iowarideshare.org.
5. From your dashboard, select "My Trip Profiles."
6. Click on your Trip Profile.
7. Click on Trip Visibility.
8. Under "Who Can Find Me:" select "No One."



Is my personal information secure?

Yes, Iowa Rideshare is a secure webpage. Additionally, home addresses will never appear on a match list and are for administer use only; email addresses are hidden, unless you choose to send an email; and phone numbers are not required. By default, people who match to your commute will see your first name, commute preferences and the contact information you choose to share.

I forgot my UserID.

Your UserID is your email address. If you are unsure which email you used, use the "Contact Us" link in the site map at the bottom of the page for help.

I forgot my password.

Select "Login" and "Forgot your password?" Enter your UserID/email address, select "SEND REQUEST" and a temporary password will be emailed to you. The system will prompt you to create a new password upon logging in.

I want to change my email address.

To change your email address:

1. Login to your account at dart.iowarideshare.org.
2. From your dashboard, select "Personal Information."
3. Click "EDIT MY PERSONAL INFO"
4. Click second tab, named "ACCOUNT"
5. Click Email/UserID
6. Enter designed email address and click "SAVE"

You will receive a confirmation email at your new email address. Follow the instructions in the confirmation email to validate your address.

Need more information?

For additional questions or concerns about Iowa Rideshare or DART RideShare, please contact DART RideShare Customer Service by phone at 515-288-RIDE (7433) or email at rideshare@ridedart.com.