



Facility Portal User Guide

Portal Access:

Use the Facility Portal here: <https://martm-fab.hbssweb.com/cp/facility-login>

Table of Contents:

1. Registration
2. Logging In
3. Booking a Single Trip (One-Way)
4. Booking a Round Trip
5. Booking Recurring Trips
6. Viewing and Managing Scheduled Trips
7. Cancelling a Trip
8. Notifications & Emails
9. FAQ / Common Issues
10. Change Log
11. Notifications & Emails

Glossary:

- Subscriber ID: Unique identifier for the member/patient.
- ECC: Enhanced Chair Car
- Standard Trip: Routine, non-emergency transport.
- Recurring Trip: Repeating scheduled trip.
- Round Trip: Outbound and return in one booking.
- Trip ID: Reference number generated upon successful booking.

Support & Escalation:

- Support Contact: techsupport@mrta.us

Registration: *Create or activate access to the Facility Portal.*

1. Click on the **'Register'** button on the Log In window.

The screenshot shows the 'MART-BROKERAGE Facility Portal' interface. On the left, there is a 'Facility Log In' section with the MART logo (Montachusett Regional Transit Authority). Below the logo are input fields for 'Facility ID' and 'Password', a 'Let's Go!' button, and a 'Register' button. On the right, there is a large light blue area with the text 'Video coming soon...'.

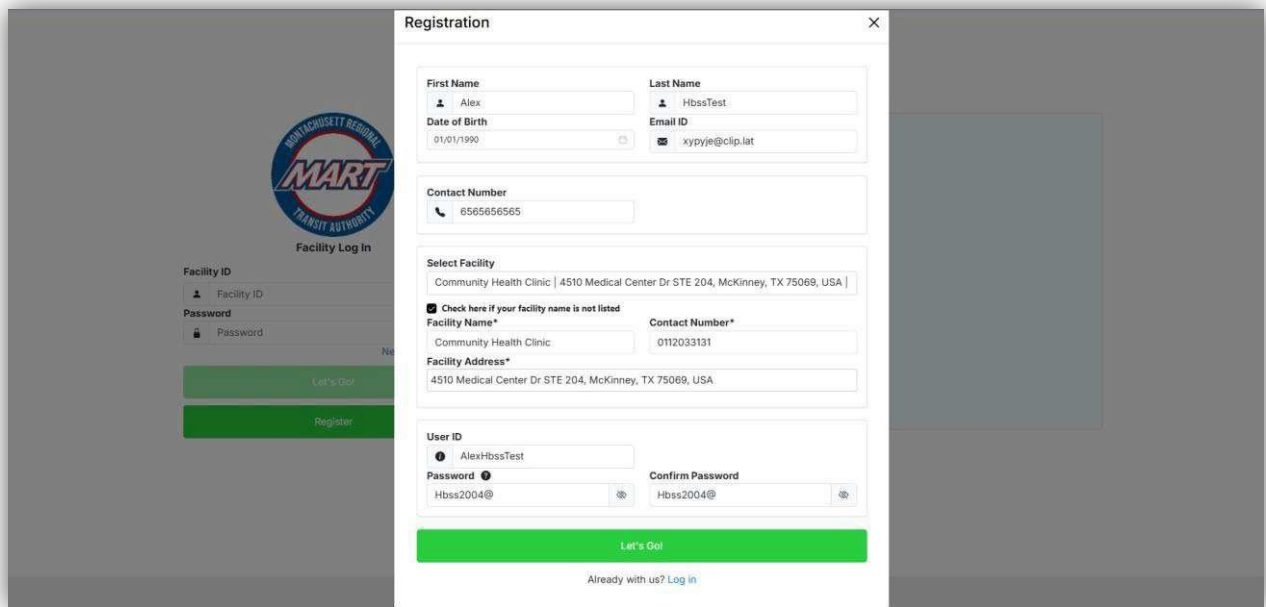
2. Fill in all required fields. If your facility is already registered with MART, select your facility from the **'Select Facility'** tab.

The screenshot shows the 'Registration' form. The 'First Name' field is filled with 'Alex', 'Last Name' with 'HbssTest', 'Date of Birth' with '01/01/1990', and 'Email ID' with 'xypyje@clip.lai'. The 'Contact Number' field is filled with '6565656565'. The 'Select Facility' dropdown is open, showing a list of facilities. The first facility, 'HUDSON RIVER HEALTHCARE PROVIDERS | 27 MUDDY POND ROAD STERLING 01564 | (718)666-7563', is selected. At the bottom, there is a link that says 'Already with us? Log in'.

3. If your facility name is not listed, check the box **"Check here if your facility name is not listed"** and fill in the required information to register a new facility.

The screenshot shows the 'Registration' form with the 'Check here if your facility name is not listed' checkbox checked. The 'Facility Name*' and 'Facility Address*' fields are empty. The 'Contact Number*' field is also empty. The 'User ID' field is filled with 'User ID', and the 'Password' and 'Confirm Password' fields are empty. The 'Facility Log In' section is visible in the background.

4. Complete all fields and click the **'Let's Go!'** button.

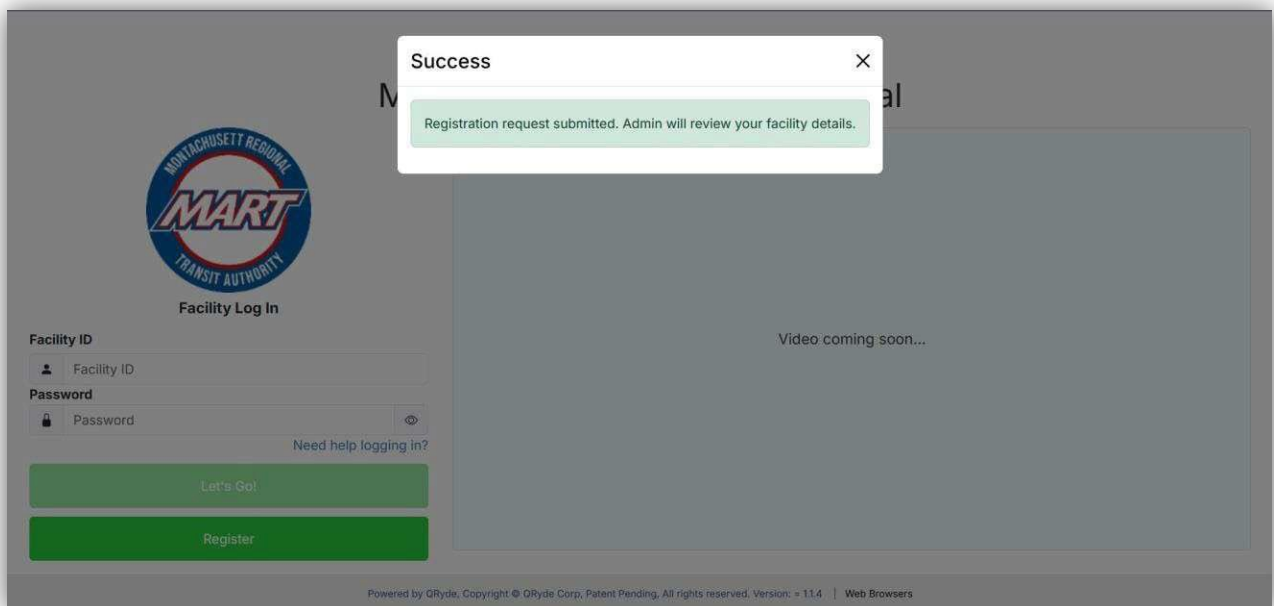


The image shows a registration form overlay on the MART Facility Log In page. The form is titled "Registration" and contains the following fields:

- First Name:** Alex
- Last Name:** HbssTest
- Date of Birth:** 01/01/1990
- Email ID:** xypjje@clip.lat
- Contact Number:** 6565656565
- Select Facility:** Community Health Clinic | 4510 Medical Center Dr STE 204, McKinney, TX 75069, USA |
- ☒ **Check here if your facility name is not listed**
- Facility Name*:** Community Health Clinic
- Contact Number*:** 0112033131
- Facility Address*:** 4510 Medical Center Dr STE 204, McKinney, TX 75069, USA
- User ID:** AlexHbssTest
- Password:** Hbss2004@
- Confirm Password:** Hbss2004@

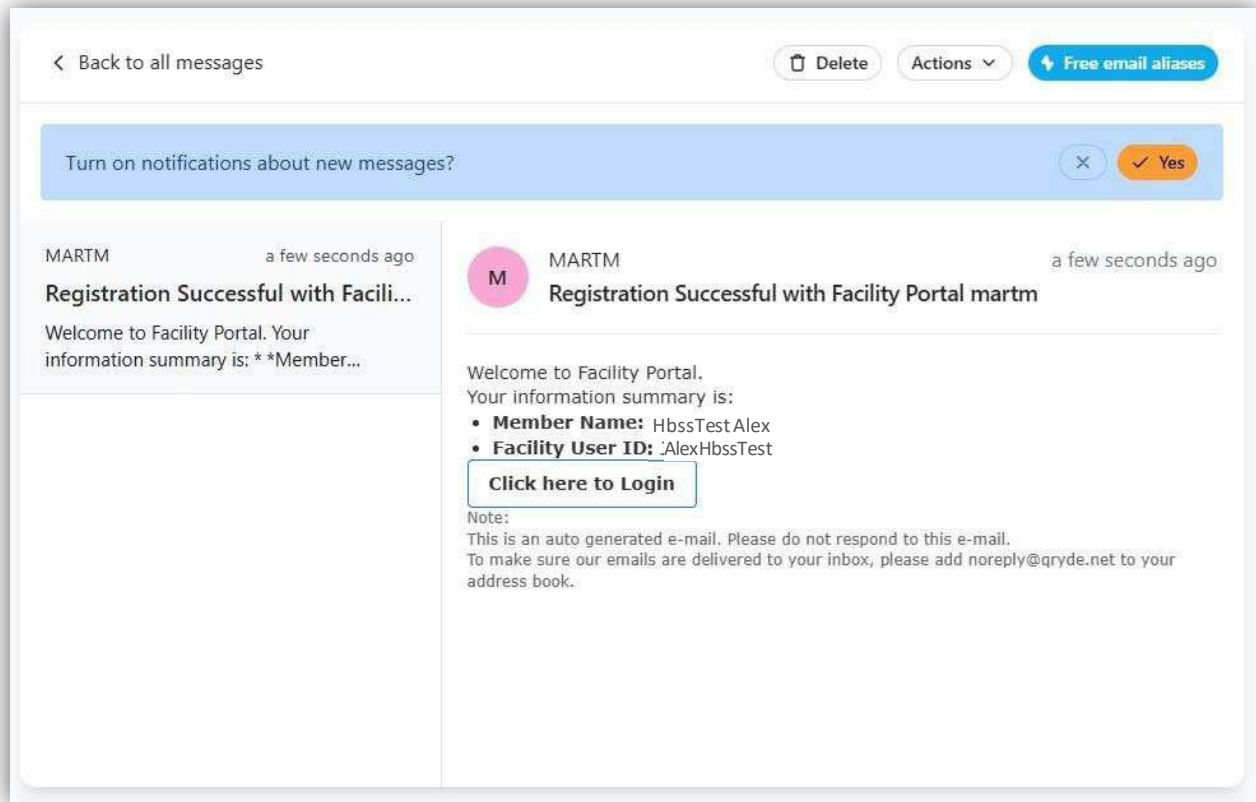
At the bottom of the form is a green button labeled "Let's Go!". Below the button is a link: "Already with us? [Log in](#)".

5. Once you submit the registration, the admin will review your facility details. You will receive a confirmation email after approval.



The image shows the MART Facility Log In page with a "Success" message overlay. The message box contains the text: "Registration request submitted. Admin will review your facility details." Below the message box, the text "Video coming soon..." is visible. At the bottom of the page, the footer reads: "Powered by GRyde; Copyright © GRyde Corp.; Patent Pending. All rights reserved. Version: ~ 11.4 | Web Browsers".

6. Once your registration is approved, you will receive an email at the registered address containing your **Member Name and User ID**.




Now you can access the Facility Portal using the User ID and Password you created during registration.

How to Log in to the QRyde New Facility Portal:

1. In the Log In window, enter your Login ID and Password.

MART-BROKERAGE Facility Portal



Facility Log In

Facility ID

Password

Let's Go!

Register

Video coming soon...

Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers

2. Click the 'Let's Go!' button to access the Home page of the QRyde New Facility Portal.

MART-BROKERAGE Facility Portal

mailadr ▾

Search Client Select Member ▾

If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at **1-866-834-9991**.
For Technical Support with the QRyde App, please call **1-888-319-9043**.

Where would you like to go?

Type of Trip*

| Pickup* | My Pickup Addresses | Destination* | My Destination Addresses | Travel Type* | Trip Type* | Time* | Trip Date* |
|-----------------|---------------------|------------------|--------------------------|--------------|---------------|----------------------------------|---|
| Pickup Location | | Dropoff Location | | One-way Trip | Appointment ▾ | Select time <input type="text"/> | Select Travel Date <input type="text"/> |

Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers

How to Book a Single Trip (One Way):

1. On the Home page of the QRyde Facility Portal, enter the Subscriber ID of the consumer for whom you want to book a trip. Click '**Select Member**' and choose the appropriate member.

MART-BROKERAGE Facility Portal mailadr

764936544488 Search Select Member

If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991. For Technical Support with the QRyde App, please call 1-888-319-9043.

Where would you like to go?

My Trips

Type of Trip*

Pickup* My Pickup Addresses Destination* My Destination Addresses Travel Type* Trip Type* Time* Trip Date*

Pickup Location Dropoff Location One-way Trip Appointment Select time Select Travel Date

Book Trip

Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers

2. Enter the **Type of Trip** (ECC or Standard) from the drop-down menu.

MART-BROKERAGE Facility Portal JAYA

764936544488 Search 764936544488 | 150,CAPTAINS ROW,,CHELSEA,MA

If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991. For Technical Support with the QRyde App, please call 1-888-319-9043.

Where would you like to go?

My Trips

Type of Trip*

NORTHEASTERN ECC NORTHEASTERN ECC NORTHEASTERN

Pickup* My Pickup Addresses Destination* My Destination Addresses Travel Type* Trip Type* Time* Trip Date*

Pickup Location Dropoff Location Round Trip Appointment Select time Select Travel Date

Return Time Select time

Book Trip

Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers

3. Select the Pickup and Destination addresses.
4. Choose Travel Type: One Way Trip.
5. Select either Appointment Time or Pickup Time from the Trip Type drop-down list.
6. Select the Time from the Time drop-down list.
7. Select the Date from the Trip Date Calendar.

The screenshot shows the MART-BROKERAGE Facility Portal. At the top, there's a green header with the logo and a user name 'JAYA'. Below the header, there's a search bar with a phone number '764936544488' and a location '248, REVERE BEACH PKWY, APT 1, C'. A blue banner with a warning message is present: 'If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991. For Technical Support with the QRyde App, please call 1-888-319-9043.' Below this, the main heading is 'Where would you like to go?' with a 'My Trips' button. The form includes a 'Type of Trip*' dropdown set to 'NORTHEASTERN'. Below this, there are fields for 'Pickup*' (248 REVERE BEACH PKWY, CHELSEA, MA, 02150) and 'Destination*' (100 BELLINGHAM ST, CHELSEA, MA, 02150). There are also dropdowns for 'Travel Type*' (One-way Trip), 'Trip Type*' (Appointment), 'Time*' (04:00 PM), and 'Trip Date*' (07/30/2025). A green 'Book Trip' button is at the bottom right. The footer mentions 'Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers'.

8. Click '**Book Trip**'. An Additional Information pop-up will appear—fill in the fields and click '**Let's Go**' to continue.

This screenshot shows the same MART-BROKERAGE Facility Portal as the previous one, but with an 'Additional Information' pop-up window open. The pop-up has a title bar with a close button (X). It contains two sections: 'Customer Mobility for this trip' with checkboxes for 'ESCORT' and 'WHEEL CHAIR', and 'Alternate Phone' with a text input field labeled 'Alternate Phone (optional)'. A green 'Let's Go' button is at the bottom right of the pop-up. The background form is dimmed. The footer is the same as the previous screenshot.

9. The trip booking process is now complete, and a message will display the new **Trip ID**.

The screenshot displays the MART-BROKERAGE Facility Portal interface. A green header bar at the top contains the logo and the text "Facility Portal" on the left, and a user name "JAYA" with a dropdown arrow on the right. A white modal box titled "Success" is centered on the screen, containing the text "Trip has been successfully requested." and "Booking ID: T56225227", with a green "Close" button at the bottom right. The background is a dimmed view of the booking form, which includes a "My Trips" button, a "Type of Trip" dropdown set to "NORTHEASTERN", and a form with fields for "Pickup", "Destination", "Travel Type", "Trip Type", "Time", and "Trip Date". The "Pickup" field contains "248 REVERE BEACH PKWY, CHELSEA, MA, 02150", the "Destination" field contains "100 BELLINGHAM ST, CHELSEA, MA, 02150", "Travel Type" is "One-way Trip", "Trip Type" is "Appointment", "Time" is "05:00 PM", and "Trip Date" is "07/30/2025". A green "Book Trip" button is located at the bottom right of the form. At the very bottom of the page, a small footer reads "Powered by QRYde, Copyright © QRYde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers".

10. Click '**Close**' to exit the confirmation message.

How to Book a Round Trip:

1. Follow steps 1–3 under “How to Book a Single Trip.” Then:
2. Select Travel Type: **Round Trip**.

MART-BROKERAGE
Facility Portal

Search Client: [764936544488 | 248,REVERE BEACH PKWY,APT 1,CHELSEA,MA,02] [Search]

If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991.
For Technical Support with the Qlyde App, please call 1-888-319-9043.

Where would you like to go?
[My Trips]

Type of Trip*
NORTHEASTERN ECC

Pickup* [248 REVERE BEACH PKWY, CHELSEA, MA, 02150] Destination* [150 CAPTAINS ROW, CHELSEA, MA, 02150]

Travel Type*
One-way Trip
Round Trip
Recurring Trip

Trip Type* Appointment Time* [Select Time] Trip Date* [Select Travel Date]

Pickup Code [Select Code] Destination Code [Select Code] Service Type [Select Service Type]

Pickup Instruction [] Dropoff Instruction [] Name of contracted vendor [Vendor Assignment by MART] Any Mobility Device []

[Book Trip]

Powered by Qlyde, Copyright © Qlyde Corp. Patent Pending. All rights reserved. Version: v 11.4 | Web Browsers

3. A Return Time field will appear. Enter the required details for the return trip.

MART-BROKERAGE
Facility Portal

Search Client: [764936544488 | 248,REVERE BEACH PKWY,APT 1,CHELSEA,MA,02] [Search]

If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991.
For Technical Support with the Qlyde App, please call 1-888-319-9043.

Where would you like to go?
[My Trips]

Type of Trip*
NORTHEASTERN ECC

Pickup* [248 REVERE BEACH PKWY, CHELSEA, MA, 02150] Destination* [150 CAPTAINS ROW, CHELSEA, MA, 02150]

Travel Type* Round Trip Trip Type* Appointment Time* [05:00 PM] Trip Date* [07/31/2025]

Return Time [06:00 PM]

Pickup Code [Residence (R)] Destination Code [Hospital (H)] Service Type [Door to Door]

Pickup Instruction [None] Dropoff Instruction [None] Name of contracted vendor [Vendor Assignment by MART] Any Mobility Device [None]

[Book Trip]

Powered by Qlyde, Copyright © Qlyde Corp. Patent Pending. All rights reserved. Version: v 11.4 | Web Browsers

- Follow Step 8 above to complete the Round Trip booking.

The screenshot shows the MART-BROKERAGE Facility Portal interface. A modal window titled "Success" is displayed in the center, indicating that the trip has been successfully requested. The modal contains the following information: "Trip has been successfully requested.", "Booking ID: T56225228", and "Return trip ID: T56225229". A green "Close" button is located at the bottom right of the modal. The background shows the main booking form with fields for "Type of Trip*", "Pickup*", "Destination*", "Travel Type*", "Trip Type*", "Time*", and "Trip Date*". The "Pickup" field is set to "248 REVERE BEACH PKWY, CHELSEA, MA, 02150" and the "Destination" field is set to "150 CAPTAINS ROW, CHELSEA, MA, 02150". The "Travel Type" is set to "Round Trip". The "Trip Type" is set to "Appointment". The "Time" is set to "05:00 PM". The "Trip Date" is set to "08/12/2025". A green "Book Trip" button is visible at the bottom right of the form.

Booking Recurring Trips:

- Follow steps 1–3 under “How to Book a Single Trip.” Then:
- Select Travel Type: **Recurring Trip**.

The screenshot shows the MART-BROKERAGE Facility Portal interface. The main heading is "Where would you like to go?". Below this, there is a "My Trips" button. The "Type of Trip*" dropdown is set to "NORTHEASTERN". The "Pickup*" field is set to "150 YORK ST, STOUGHTON, MA, 02072" and the "Destination*" field is set to "100 BELLINGHAM ST, CHELSEA, MA, 02150". The "Travel Type*" dropdown is open, showing options: "One-way Trip", "One-way Trip", "Round Trip", and "Recurring Trip". The "Recurring Trip" option is highlighted in blue. The "Trip Type*" dropdown is set to "Appointment". The "Time*" field is set to "Select time". The "Trip Date*" field is set to "Select Travel Date". A green "Book Trip" button is visible at the bottom right of the form.

- Set the trip duration by selecting ‘Starting On’ and ‘Ending On’.
- Specify the Trip Type by selecting either Pickup Time or Appointment Time.

5. To book a recurring round trip, check the 'Round Trip' box and enter the return time.

The screenshot shows the MART-BROKERAGE Facility Portal interface. At the top, there's a green header with the logo and a user name 'JAYLA'. Below the header, there's a search bar with a client ID '764936544488' and address '248, REVERE BEACH PKWY, APT 1, CHELSEA, MA, 02150'. A blue notification box states: 'If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991. For Technical Support with the Qflyle App, please call 1-888-319-9043.' The main heading is 'Where would you like to go?' with a 'My Trips' button. Below this, there's a 'Type of Trip*' dropdown set to 'NORTHEASTERN'. The 'Pickup*' section shows '150 YORK ST, STOUGHTON, MA, 02072' and 'My Pickup Addresses'. The 'Destination*' section shows '100 BELLINGHAM ST, CHELSEA, MA, 02150' and 'My Destination Addresses'. The 'Travel Type*' is set to 'Recurring Trip'. The 'Trip Type*' is set to 'Appointment'. The 'Time*' is set to 'Select time'. The 'Trip Date*' is set to 'Select Travel Date'. A green 'Book Trip' button is visible. Below the main form, there's a 'Day Of Week' section with a calendar grid. The 'Starting On*' date is '08/04/2025' and the 'Ending On*' date is '08/06/2025'. The 'Round Trip' checkbox is checked. The 'Pickup Time' is set to '11:00 AM' and the 'Appointment Time' is set to '11:00 AM'. The footer text reads: 'Powered by Qflyle, Copyright © Qflyle Corp, Patent Pending, All rights reserved. Version: 1.1.4 | Web Browsers'.

6. Follow the 8th step to complete the 'Recurring Trip Booking'

The screenshot shows the same MART-BROKERAGE Facility Portal interface, but with a 'Success' modal box displayed. The modal box contains the text: 'Trip has been successfully requested. Booking ID: R832133'. There is a 'Close' button at the bottom of the modal. The background form is dimmed, showing the same fields as the previous screenshot. The footer text reads: 'Powered by Qflyle, Copyright © Qflyle Corp, Patent Pending, All rights reserved. Version: 1.1.4 | Web Browsers'.

How to View Scheduled Trips:

1. Search for the member on the Home page of the QRYde Facility Portal.
2. Click 'My Trips' from the available options.

MART-BROKERAGE Facility Portal

JAYA

Search Client [764936544488 | 248, REVERE BEACH PKWY, APT 1, C]

If you feel unsafe, or experience any issues with your transportation, please contact MART's member services at 1-866-834-9991. For Technical Support with the QRYde App, please call 1-888-319-9043.

Where would you like to go?

My Trips

Type of Trip*
NORTHEASTERN

Pickup* My Pickup Addresses Destination* My Destination Addresses Travel Type* Trip Type* Time* Trip Date*

Pickup Location Dropoff Location One-way Trip Appointment Select time Select Travel Date

Book Trip

Powered by QRYde, Copyright © QRYde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers

3. On the Daily Trips screen, you'll see a list of trips with details such as travel date, start time, and appointment time.
4. The Daily Trips screen also includes a Cancel button, which allows you to cancel trips scheduled for the day after tomorrow.

MART-BROKERAGE Facility Portal

JAYA

MART-BROKERAGE Transit

Return to Ride Booking

Select Start Date: 07/30/2025 Select End Date: 08/14/2025 Get Trips

Rider Name: TEST SAHIL MMISID: 764936544488 REGION: WF2

Daily Trips Cancelled Trips Recurring Trips Past Trips

Search Trips: Search X

| Travel Date | Pickup Time | Appointment Time | Additional Info | From | To | Booking ID | Vehicle | Action |
|-------------|-------------|------------------|---------------------------------|--|--------------------------------------|------------------------------------|---------|------------------------|
| 07/30/2025 | 4:30 PM | 5:00 PM | Additional Info | 248 REVERE BEACH PKWY APT 1, CHELSEA, MA 02150 | 100 BELLINGHAM ST, CHELSEA, MA 02150 | T56225227 (One Way Trip) | -- | Cancel |
| 07/31/2025 | 5:15 PM | 5:45 PM | Additional Info | 248 REVERE BEACH PKWY APT 1, CHELSEA, MA 02150 | 100 BELLINGHAM ST, CHELSEA, MA 02150 | T56223730 (One Way Trip) | -- | Cancel |
| 08/04/2025 | 12:30 AM | 1:00 AM | Additional Info | 248 REVERE BEACH PKWY APT 1, CHELSEA, MA 02150 | 100 BELLINGHAM ST, CHELSEA, MA 02150 | T56225230 (Recurring Trip) R832133 | -- | Cancel |

Powered by QRYde, Copyright © QRYde Corp, Patent Pending, All rights reserved. Version: = 1.1.4 | Web Browsers

5. Additional tabs include:
 - Cancelled Trips – shows cancelled bookings.
 - Recurring Trips – for managing repeating trips.
 - Past Trips – shows completed trips.

FAQ / Common Issues:

- **Facility not listed during registration:** Use “name not listed” and manually submit details.
- **Booking error with no clarity:** Check required fields, member selection, and dates. Capture screenshot if persistent.
- **No confirmation email received:** Verify email, check spam, wait up to 24 hours, then escalate.
- **Difference between recurring and round trips:** Recurring repeats on a schedule; round trip bundles outbound + return.
- **Cancellation restrictions:** Only trips outside cutoff can be canceled through the interface.