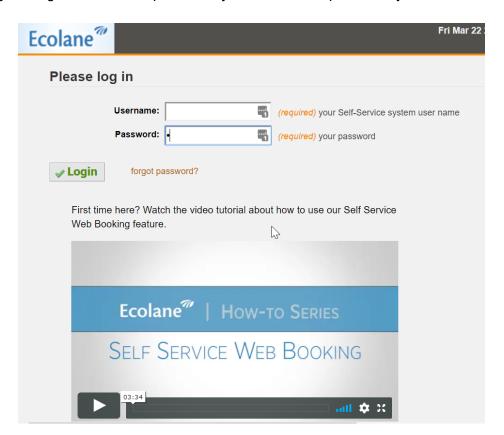
Self-Service Portal

To access the self-service portal you will first need to contact the CATS office to provide an email address. Once that is provided you will receive an email to set up your password.

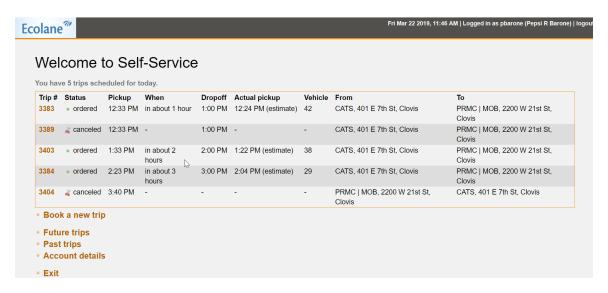
Continue on to this link to log in.

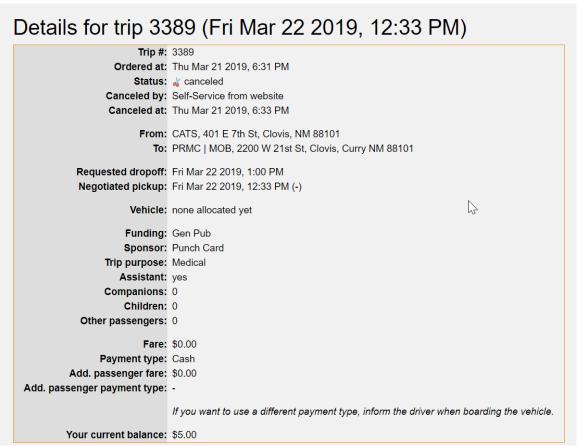
https://clovis.ecolane.com/selfservice/login

Login using the username provided by CATS and the password you created.



After logging in you see all the trips scheduled for today. Clicking on the trip number will allow you to view the details of that trip.



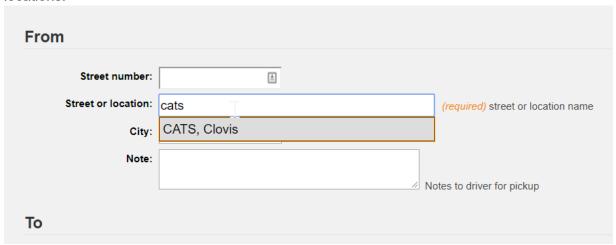


Scrolling down to the bottom of the page and selecting "To main page" will take you back to the trips scheduled for today.

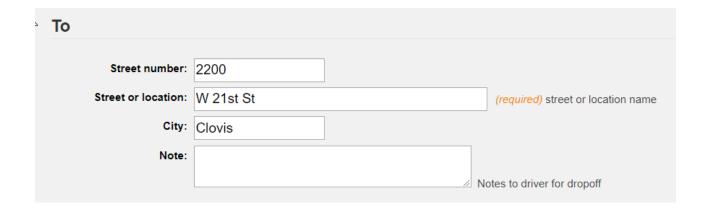
Book a new trip

To book a new trip, from the Welcome page select the "Book a new trip" link.

If you know the name of the location, type it in the location bar. The webpage will autofill to common, known locations.

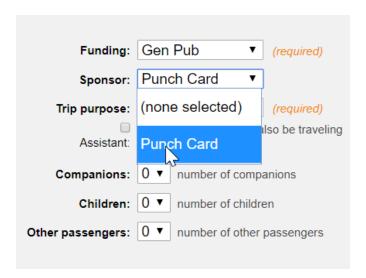


If you don't know if the location is known, but you know the street address, you can type that into the webpage and it will locate it for the driver. There is also a space for you to provide a note for the driver if you wish to leave one.

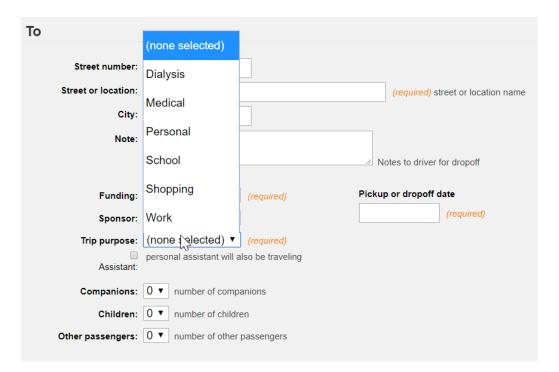


The next step is to provide sponsor, purpose, and if any additional passengers will be riding.

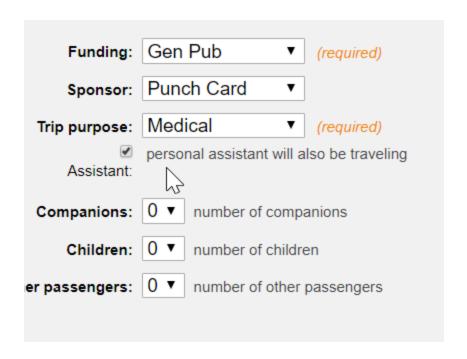
If you will be paying with cash, you will leave the sponsor space as "none selected". If you will be paying with punch card you will highlight "Punch Card".



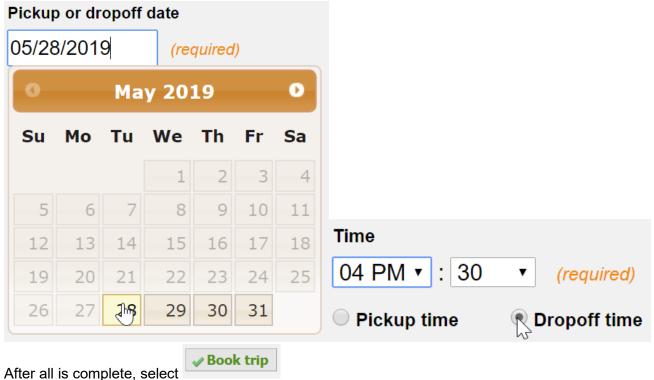
Next provide a trip purpose from the drop-down menu.



If you will be traveling with a personal care assistant, please select the checkbox to denote they will be accompanying you for this trip. If you will be traveling with anyone besides a personal care assistant, please select the number of riders from the drop-down menu so that seats can be reserved.



Next, select a date for this trip using the drop-down calendar provided and choose a time. Note that this example is a dropoff time. This means that I have to be there by 12:30pm for my appointment.



At the top of the next page you will see a confirmation in green if the trip was accepted along with the details for this trip.

Details for trip 27271 (Tue May 28 2019, 4:00 PM)

```
Trip #: 27271
                  Ordered at: Tue May 28 2019, 12:49 PM
                      Status: • ordered
                       From: CATS, 401 E 7th St, Clovis, NM 88101
                          To: PRMC | MOB, 2200 W 21st St, Clovis, Curry NM 88101
           Requested dropoff: Tue May 28 2019, 4:30 PM
           Negotiated pickup: Tue May 28 2019, 4:00 PM (in about 3 hours)
     Current pickup estimate: 3:45 PM (in about 3 hours)
                     Vehicle: 39
                    Funding: Gen Pub
                    Sponsor: Punch Card
                Trip purpose: Medical
                   Assistant: yes
                Companions: 0
                    Children: 0
           Other passengers: 0
                        Fare: $0.00
               Payment type: Cash
         Add. passenger fare: $0.00
Add. passenger payment type: -
```

At the bottom of this page you will see four options.



[&]quot;To main page" will take you back to see the trips for today.

On the main page there are also options to view future trips, past trips, your account details, or exit the webpage when completed.

- Future trips
- Past trips
- Account details
- Exit

[&]quot;Copy this trip" will allow you to book a similar trip for a different day or time.

[&]quot;Order return trip" is to set up a return. Destination could be changed if needed.

[&]quot;Cancel this trip" will cancel the trip that was just generated.