

Customer Web Portal Frequently Asked Questions (FAQ)

What is the web portal?

The RIDE offers the optional service of booking trips via an online website. As part of the software transition, the RIDE has reverted to the ADEPT booking website. You will be redirected to the new site automatically as part of the software transition.

How do I get to the new web portal?

The ADEPT web portal can be accessed at <https://mmt.mbtatrac.com/>. If you previously used the RIDE web portal, you will automatically be redirected to the new portal during the software transition. If you have the old web portal link saved on your "favorites", please remember to delete and replace it with the new link. Additionally, anyone travelling with a service animal is able to book trips using the ADEPT booking website.

What if I use the current web portal, do I need to re-register?

Yes. If you used the old web portal, you need to re-register and create a new account. The old web portal will be deactivated as part of the software transition.

How do I register and what information do I need to register?

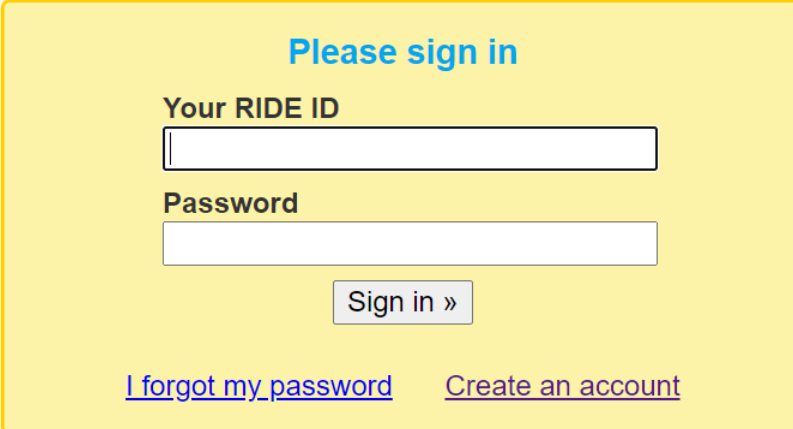
To ensure your success in using The RIDE's online booking website, you must first provide up to 9 favorite or frequently travelled addresses you wish to book when using the web portal. For each address, you must include a brief description of the location (i.e., business name, specific entrance, etc.), street address, city, and zip code.

Please click here or copy the link below into your browser to add your favorite or frequently travelled addresses: <https://forms.gle/RnP3ESnAynJf5fQS7>.

You must complete the form to provide these addresses; otherwise, you will not be able to book trips online. Once the complete form is submitted, these addresses will be added to your profile and you will be notified when you are able to book these trips online. Note that only addresses which are part of The RIDE's service area will be added to your account.

Once you have received the confirmation, you are ready to book your trips to any of those 9 addresses. You may also return to the form at any time and request that addresses be removed and replaced with others.

If you haven't already done so, go to <https://mmt.mbtatrac.com/> and click **Create an Account**. Do not enter Your RIDE ID or a Password just click **Create an Account**.



Please sign in

Your RIDE ID

Password

Sign in »

[I forgot my password](#)

[Create an account](#)


To create your account, you will need to provide your RIDE ID number, your first and last name, and date of birth in the format MM/DD/YYYY. If you type your date of birth be sure to include the slashes. Alternatively, you can click the **Calendar button** to the right of the prompt, choose your birthdate, then click **Proceed**.

To set up your on-line account, we need to ask you a few short questions to confirm your identity.

What is your client ID number?

What is your first name?

What is your last name?

What is your date of birth? 

After you proceed, you will then see the box below. You can now create your own password. Click **Proceed**.

Thank you. Please set your initial password now. It must be at least 6 characters long.

Password

Confirm Password

Email (Optional)


NOTE: The Password and Confirm New Password fields must match to set your new password.

Once I have registered, how do I start using the web portal?

You can access the web portal by navigating to <https://mmt.mbtatrac.com/> and logging in by entering your RIDE ID and your password. Enter your RIDE ID# in the space under 'Your RIDE ID' and enter your password in the space under 'Password.' Then click **Sign in**.

This screen will be the Sign-In page to be used to book, cancel your trips or view your balance. Enter your RIDE ID and your Password you have created above.

The new account has been created successfully.



The RIDE Access Center

To ensure your success in using The RIDE's online booking website, you must provide up to 9 favorite or frequently travelled addresses you wish to book when using the web portal. Please click or copy this link into your browser to add your favorite or frequently travelled addresses:

<https://forms.gle/RnP3ESnAynJf5fQS7>

Please sign in

Your RIDE ID

Password

[I forgot my password](#) [Create an account](#)

You can change your password at any time by following the steps outlined later in this guide.

Once logged in, there is a menu bar that displays tabs for the following sections of the portal:

- **Dashboard** – Home screen displaying current and past trips, account balance and profile information.
- **Account** – Allows you to reset your password.
- **Support** – Displays information for RIDE customer service.

TRAC
The RIDE Access Center *Welcome to The Ride Access Center (TRAC)*

Welcome ROY TEST | [Sign out](#)
Monday, October 25, 2021

[Dashboard](#) | [Account](#) | [Support](#)

Alerts
Please note that our website is also reachable at <http://mmt.mbtatrac.com>
NOTE: We recommend using Firefox, Internet Explorer, or Edge for this website.
** Google Chrome is not currently supported for this website.
If you are trying to cancel your trip with in 1 hour of your scheduled pick up time please contact us by phone at : 844-427-7433

Current Trips

[Schedule a new trip »](#)

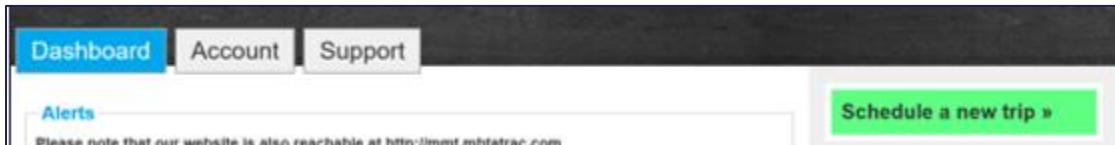
Profile
Roy Test
(617) 337-2727
Status: Active

Balance
Present: \$94.40
Available: \$84.35

How do I book a trip?

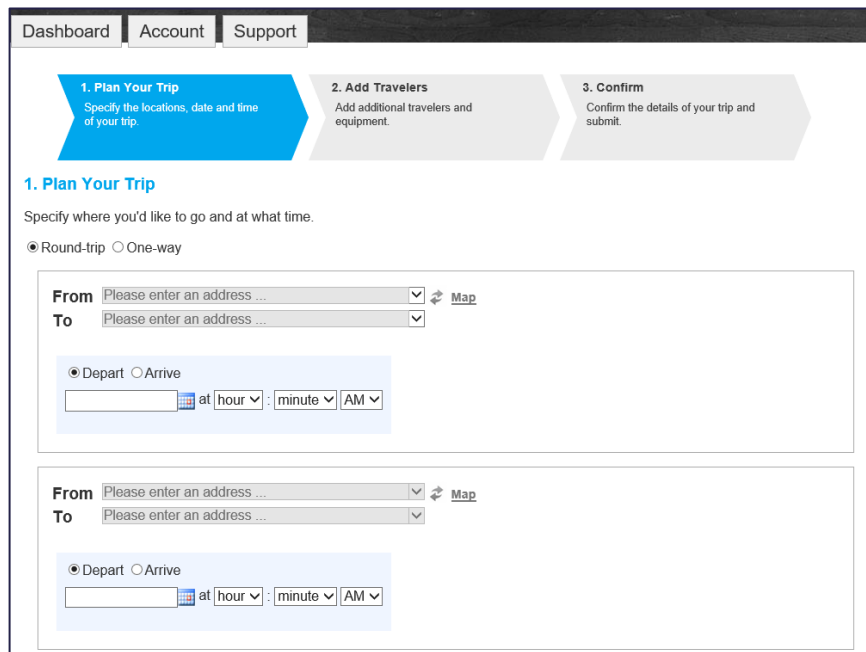
You can book a one-way trip or a round-trip by following the below steps:

1. After logging in, select **Schedule a new trip** from the dashboard page.



2. Select a departure address and specify the requested time for pick-up or drop-off. You can book either a one-way or round-trip. You can book a trip online to/from up to 9 favorite addresses.

*Note: Use **Depart** for a pick-up based trip (when you are not concerned with arriving somewhere at a specific time or when you are ready to return home). Use **Arrive** for an appointment based trip (when you need to be somewhere at a specific time).*

A screenshot of the 'Plan Your Trip' form. At the top, there are three steps: '1. Plan Your Trip' (highlighted in blue), '2. Add Travelers', and '3. Confirm'. Below the steps, the form is titled '1. Plan Your Trip' and includes the instruction 'Specify where you'd like to go and at what time.' There are two radio buttons for 'Round-trip' (selected) and 'One-way'. The form contains two identical sections for trip details. Each section has a 'From' field with a dropdown menu and a 'Map' icon, and a 'To' field with a dropdown menu. Below these fields, there are radio buttons for 'Depart' (selected) and 'Arrive', followed by a time selection area with a calendar icon, 'at', and dropdown menus for 'hour', 'minute', and 'AM/PM'.

NOTE: You can change your favorite addresses at any time by accessing and resubmitting the form at <https://forms.gle/RnP3ESnAynJf5fQS7>. You are still limited to 9 favorite addresses.

- Next, specify who will be traveling on the trip. From this page, you can add companions, PCAs, or service animals. Additionally, you can specify any equipment.

The screenshot shows a navigation bar with 'Dashboard', 'Account', and 'Support'. Below it is a progress indicator with three steps: '1. Plan Your Trip' (Specify the locations, date and time of your trip.), '2. Add Travelers' (Add additional travelers and equipment.), and '3. Confirm' (Confirm the details of your trip and submit.). The '2. Add Travelers' step is highlighted in blue.

2. Add Travelers
Specify any additional travelers and equipment that will be coming with you.

Form fields include:

- Type: Client (dropdown)
- First Name: ROY
- Last Name: TEST
- Equipment list:
 - Walker (dropdown)
 - select equipment -- (dropdown)
 - select equipment -- (dropdown)

- Review your trip details and select **Submit My Trip Request** at the bottom of the page to confirm.

The screenshot shows the same navigation bar and progress indicator as the previous step, but now the '3. Confirm' step is highlighted in blue.

3. Confirm
Confirm the details of your trip and submit.

Itinerary

Time	Start	End
Depart 10/28/2021 3:00 PM	1000 Massachusetts Ave, Boston, MA 02118, USA	1 Central Wharf, Boston, MA 02110, USA

Travelers

Name	Type	Equipment
ROY TEST	Client	Walker

At the bottom, there is a '← Back' button on the left and a 'Submit My Trip Request' button on the right.

- After submitting your trip request, a confirmation page will appear summarizing the request, as seen below.

Dashboard Account Support

Trip 20698259 has been requested.

Please note that our website is also reachable at <http://mmt.mbtatrac.com>

NOTE: We recommend using Firefox, Internet Explorer, or Edge for this website.
 ** Google Chrome is not currently supported for this website.

If you are trying to cancel your trip with in 1 hour of your scheduled pick up time please contact us by phone at : 844-427-7433

Current Trips

Date/Time	Trip Id	Status	Details
Thursday 10/28/2021 Requested Pickup Time - 03:00 PM	20698259	Waitlisted	Pickup - 1000 Massachusetts Ave, Boston Drop-off - 1 Central Wharf, Boston Fare - \$3.35 Cancel Trip Map Trip Copy Trip

1 2 3

Past Trips

How do I cancel a trip?

From the Dashboard page scroll down to view current trips. Review your currently scheduled trips and select **Cancel Trip**.

Current Trips

Date/Time	Trip Id	Status	Details
Thursday 10/28/2021 Requested Pickup Time - 03:00 PM	20698259	Waitlisted	Pickup - 1000 Massachusetts Ave, Boston Drop-off - 1 Central Wharf, Boston Fare - \$3.35 Cancel Trip Map Trip Copy Trip

1 2 3

A pop-up will appear providing you with the option to cancel the selected trip or cancel all trips for that day.

NOTE: If you are attempting to cancel a trip within one hour of the scheduled pick-up time, please call TRAC at 844-427-7433.

Can I change a trip?

You cannot make changes to a trip on the web portal. Instead, you will need to cancel the original trip, then rebook it as a new trip. You can also call The RIDE Access Center (TRAC) to change your trip at 844-427-7433.

Can I book a trip for tomorrow?

Yes. You can book your trip for tomorrow before 5 p.m. eastern time. You cannot book for same-day travel. Any trips can be booked 1-5 days in advance.

How do I view all my trips?

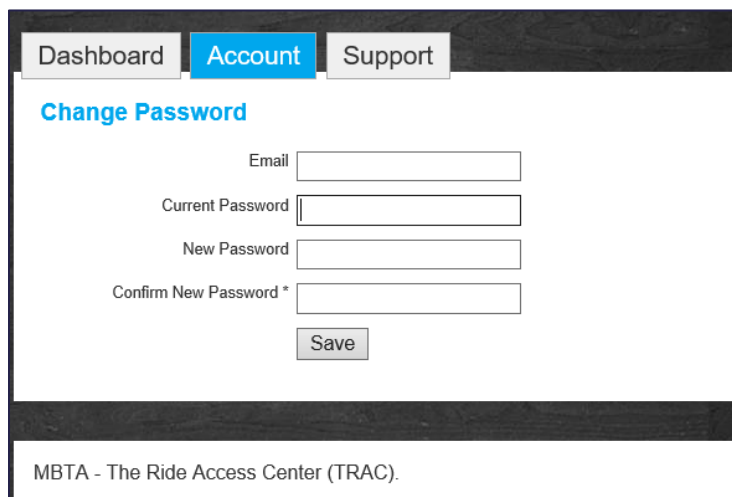
From the dashboard page, you can view your current and past trips. Starting with trips taken on 11/1/21 you can view and print your trip history. If you need to view additional trip history prior to 11/1/21 please call MBTA's Customer Support Center at 617-222-3200 or submit a request at www.mbta.com/customer-support specifying the time range. Trip histories will be emailed to the email address in your profile or to the email requested.

What happens if I forget my password?

To reset your password please call TRAC at 844-427-7433.

I want to change my password. What do I do?

After logging in, navigate to the **Account** tab. You will need to type your email in the 'Email' box and your current password in the 'Current Password' box. You can then type your new password in the 'New Password' and 'Confirm New Password' boxes, and click **Save**.

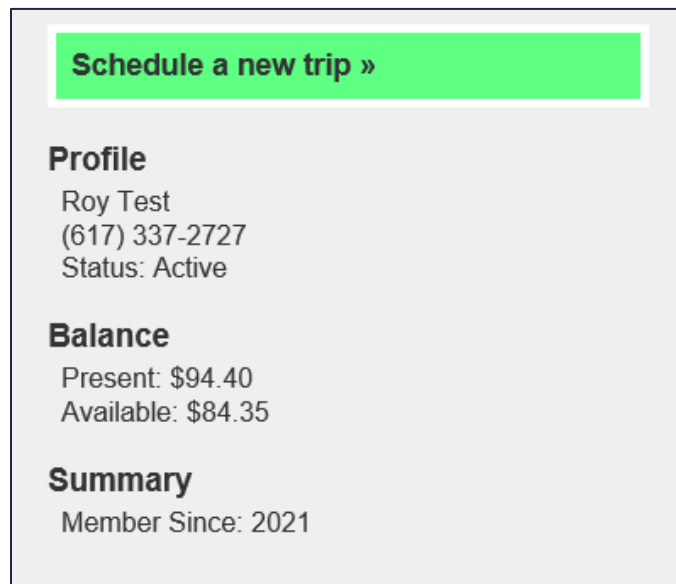


The screenshot shows a web interface with three tabs: 'Dashboard', 'Account', and 'Support'. The 'Account' tab is selected and highlighted in blue. Below the tabs, the heading 'Change Password' is displayed in blue. The form contains four input fields: 'Email', 'Current Password', 'New Password', and 'Confirm New Password *'. A 'Save' button is located below the 'Confirm New Password' field. At the bottom of the page, the text 'MBTA - The Ride Access Center (TRAC)' is visible.

NOTE: The New Password and Confirm New Password fields must match to set your new password.

How do I check my balance on the web portal?

Log in the booking website and you will be able to view your account balance from the **Dashboard** page.



You will have two balances:

- **Present Balance** – Your total account balance including your available balance for booking new trips and any funds currently reserved for scheduled trips.
- **Available Balance** – Funds available for future trip bookings that have already been applied for booked trips. This amount is your present balance minus any funds reserved for trips currently scheduled.

What happens if my balance is incorrect?

If you believe your balance is incorrect, please call The RIDE Access Center (TRAC) at 844-427-7433. The TRAC agent will open an inquiry to investigate the balance issue. Depending on the issue some resolutions may take longer than others.

How do I add funds to my account?

You can add funds to your account over the phone (888-844-0355), online at <http://commerce.mbta.com>, or by mailing a check to MBTA-RIDE Fares, PO Box 845097 Boston, MA 02284-5097. Alternatively, you can add funds in person by visiting the CharlieCard Store in the Downtown Crossing MBTA station on Tuesdays and Thursdays. 8:30am – 1:00pm or Wednesdays and Fridays 12:30pm - 5:00pm, except holidays.

You can also confirm the CharlieCard Store hours of operation before travelling there by calling them at 617-222-3200.

I still need help. Who can I contact?

We have different points of contact available for you depending on what you need further help with.

- **TRAC** – Questions about trip booking and trip status, call 844-427-7433.
- **TREC** – Questions about eligibility and to update account information, call 617-337-2727.
- **MBTA Customer Service** – Formal complaints and reporting concerns, call 617-222-3200.