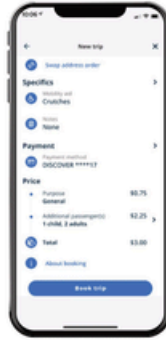


# Booking a New Trip

Once you've filled out your trip, you can calculate your fare. If everything looks good, tap "book trip" at the bottom, and your reservation will be sent to our dispatching system. You'll receive a confirmation and have the opportunity to book your return trip.



# Canceling a Trip

To cancel a trip, go to the "upcoming trips" tab. Find the trip you want to cancel and tap on it. You'll see an option to cancel the trip. Confirm your cancellation, and you're done!

# Your User Account

View your user account by tapping on the "account" button at the bottom of the page.

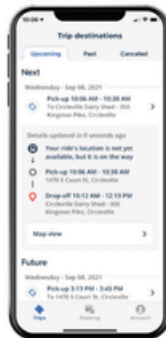
In your account you can:

- View your profile
- Contact your agency
- Manage your credit cards



# Viewing Your Trips

After you're done booking your trip you'll see it displayed in your upcoming trip list. You'll get a window during which you'll be picked up for your trip. On the day of your trip, we'll add additional details about when we expect the



vehicle to arrive.

On this screen, you will see three tabs for trip destinations: upcoming, past, and canceled. When you tap on "upcoming", you can see your next and future trips, which include the following details for each:

- Trip date
- Pick-up window
- Pick-up location
- Drop-off location

# Checking Your Account Balance

You can check your account balance by tapping the "account" button at the bottom of the app. This will show you the amount available for fares or payments

*If you need help using the NET Trans app or want more information about our services, we're here for you!*

*Call our NET Trans Call Center at 423-461-8233, and our friendly staff will assist you. You can also visit our website at [www.NetTrans.org](http://www.NetTrans.org) for more details.*



## NET TRANS



This project is funded under a grant contract with the State of Tennessee, Department of Transportation.

# PLANNING YOUR TRIP JUST GOT EASIER

## NET TRANS APP

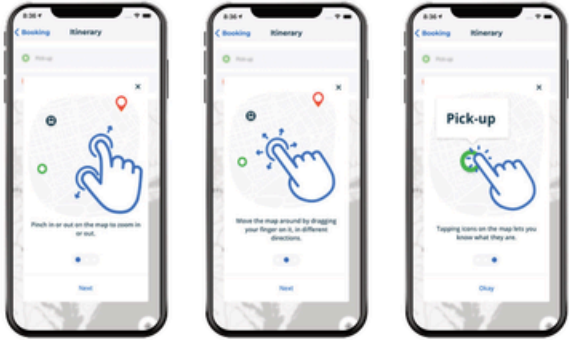
### NET TRANS



Versión:  
Mayo de  
2026



# Introduction



Welcome to the NET Trans app! This app makes scheduling your rides with us easier. On the app, you can book, track, and cancel your trips conveniently from your smartphone.

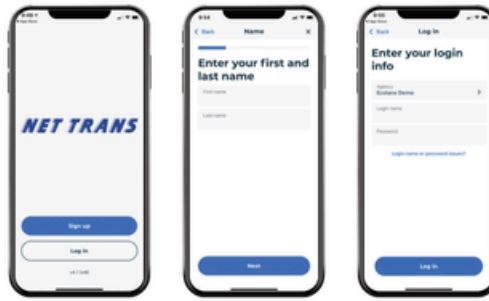
## How to Download

Open the App Store if you have an iPhone or open the Google Play Store if you have an Android. Search "NET Trans" by tapping on the magnifying glass icon. To download and install, tap the "get" button on an Apple device, or the "install" button on an Android device.



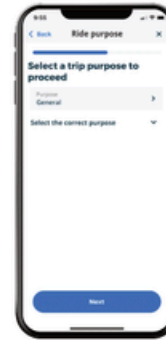
## Setup & Login

- After downloading the app, contact the NET Trans call center at 423-461-8233 to set up your account.
- Once your account is set up, you'll receive a login name and password. Open the app, enter your login name and password, then click "next" to log in.
- If you forget your login info, there is a "login name or password issues" link you can tap for help.



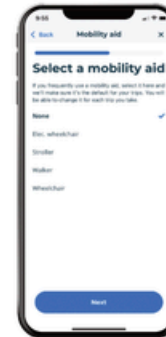
## Trip Purpose

Pick your trip purpose by selecting the dropdown menu. Then, tap "next". Selecting the purpose most relevant to your trip will help us serve you better!

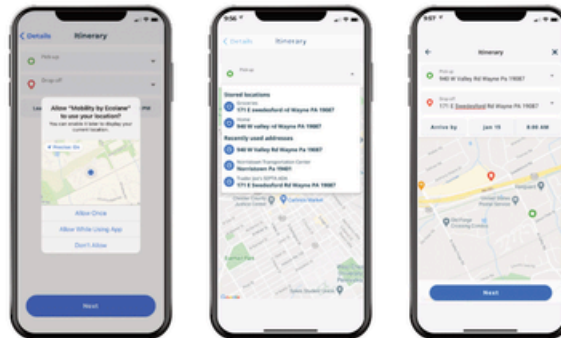


## Select Mobility Aid

If you will be using a mobility device during your trip, select it on the menu. Just tap to highlight the aid you want to use or choose none if you don't need one. A check mark will appear on the right. Then, tap "next".



## Booking Locations



To choose an itinerary, first allow the app to use your location, by choosing "allow once" or "allow while using app".

Now you can select the pick-up location. Tap the pick-up menu, it will show your stored location or the recently used addresses.

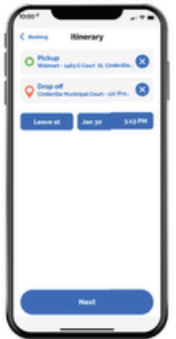
Repeat the previous process to select the drop-off location first by tapping the drop-off menu.

Now you can choose the date and hour for your trip. Then, you can tap "next".

## Arrive By vs. Leave At

When booking a trip:

- Choose "arrive by" if you need to reach your destination by a certain time and are flexible about pick-up.
- Choose "leave at" if you're ready to leave after a specific time and can be flexible with your arrival time.



## Card List

You can add a credit or debit card for payments. Tap on the "add card" button. Select the payment method you would like to use and then, enter the card information.

