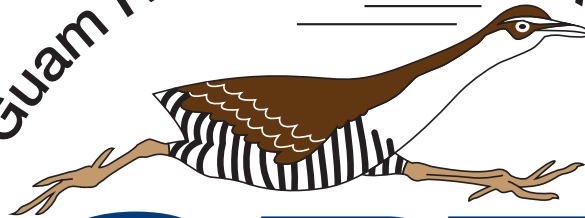Guam Regional Transit Authority
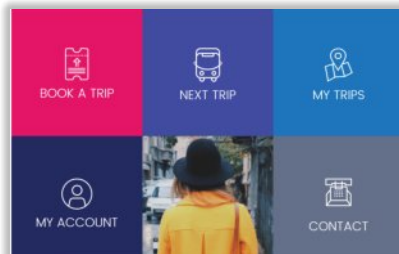
GRTA

AMBLE
App MoBiLity Enhancer
A PARATRANIST RIDER'S MOBILITY GUIDE TO THE APP

MOBILE APP RESERVATIONS GUIDE

GRTA now offers a new & convenient way to request, view, and cancel paratransit trips. Through Amble, you can manage your trips online or through mobile apps.

IN THIS GUIDE YOU'll FIND:

- How to Download the Mobile App
- How to Access the Online Reservations
- How to Create a Rider Account
- How to Book a Trip

amble

BOOK A TRIP   NEXT TRIP   MY TRIPS

MY ACCOUNT   CONTACT

We understand new technology may require a little guidance in the beginning. For assistance using the app or online reservations, please call 671 647-7433 /34 /35 or Visit our website and navigate to our amble menu and link at grta.guam.gov .

Before You Begin

- You will need your user id from GRTA. If you do not know your user id, please contact 647-7433 for assistance.

- Note, only qualified and registered paratransit riders of GRTA will receive an id, you must apply and qualify. Read through our Paratransit Rider's Guide on our website for more information.

- Use of the mobile app requires an email account, and you will receive an email that requires confirmation. Be sure you have access to your email during signup.

- First-time users will need to choose your agency. Select GRTA Transit System. After completing this step, future app or online reservations access will take you directly to the login screen.

1: How to Download the Mobile App
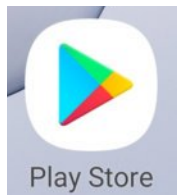
On Android

- Open 'Google Play' application
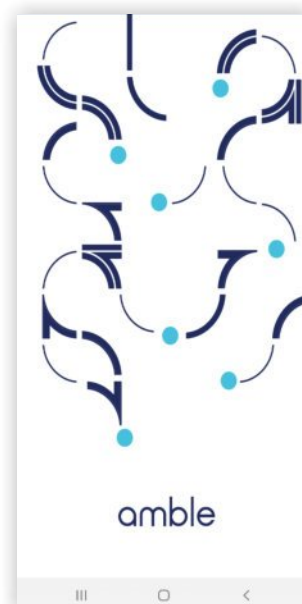- Search for 'AMBLE'
- Click on 'AMBLE' and download

On iPhone

- Open 'App Store' application
- Search for 'Amble App'
- Click on the 'Amble App' and download

amble app icon

amble app screen

2: How to Access the Online Reservations

- You can also access the online reservations via an internet browser.
- Open an internet browser
- Type in https://amble.routematch.com/login?a=gu_grta in the web address bar

3: How to Create a Rider Account online and on the App

- In the Online Reservations or App, click on "Create Account"
- Fill out the information fields
- Click "Create"
- Check your email and confirm email address (if you do not have an email account, you will need to create one.)

Note: Customer Internal ID is given to you by GRTA, and this is your user id. Password must have at least one capital and one lowercase letter, along with one non-alphabetic character such as a number or symbol.

MAKE A LIST OF YOUR FAVORITE PLACES TO GO

Before calling GRTA, you will want to make a written list of up to 9 addresses of places that you use to take trips including your home as #1.

If you don't have the addresses, let GRTA know their common names and we will locate the address on our system.

On your written list, use your home address as #1.

Here is an example of a written list to keep.

1. Home, 2. Renal Center, 3. FHP 4. Micronesia Mall
2. Note: on the app it appears as addresses. So, be sure to know the address or the order. Such as #1 is home, #2 is the Renal Center. etc.
3. If you forget the list, you can call GRTA to assist you to identifying your list.

4: How to Book a Trip

- Open Mobile App or Online Reservations
- Log into account with your email and password
- Click **'Book a Trip'**
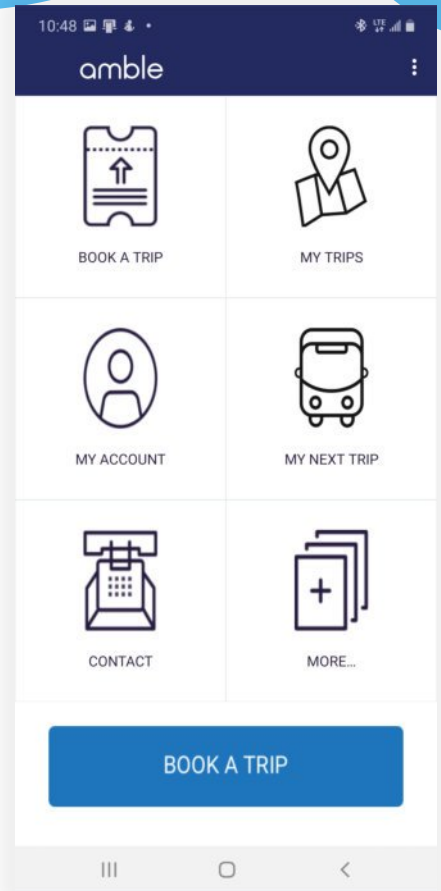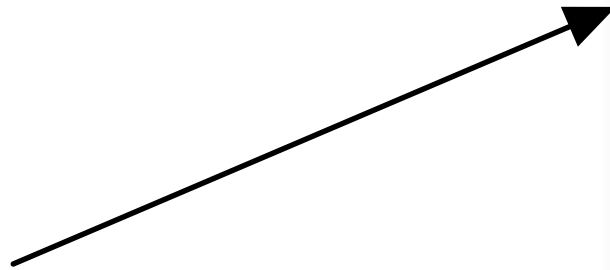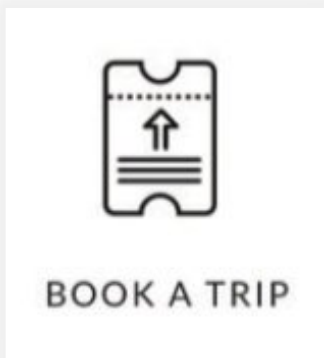
Select the following trip information from the drop-down menus

- **Trip Date** (Day of Departure Note: Cannot book more than 14 days into the future)
- **Time** (Is Chosen to initiate a trip, choose drop-off time. For return trips, use pick-up time.)
- **Select Time** (Select in 10-minute increments)
- **Departing From** (Drop-down list includes home address and favorite addresses; call your agency to add a new address)
- **Travel To** (Drop down list includes home address and favorite addresses; call your agency to add a new address)
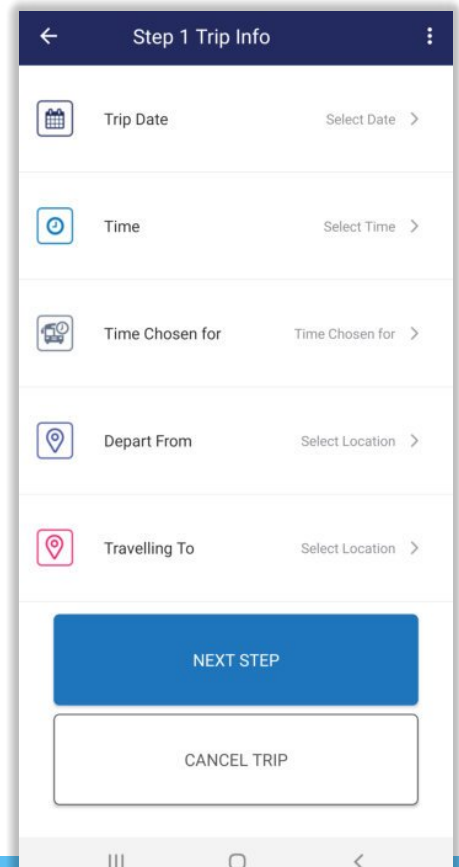
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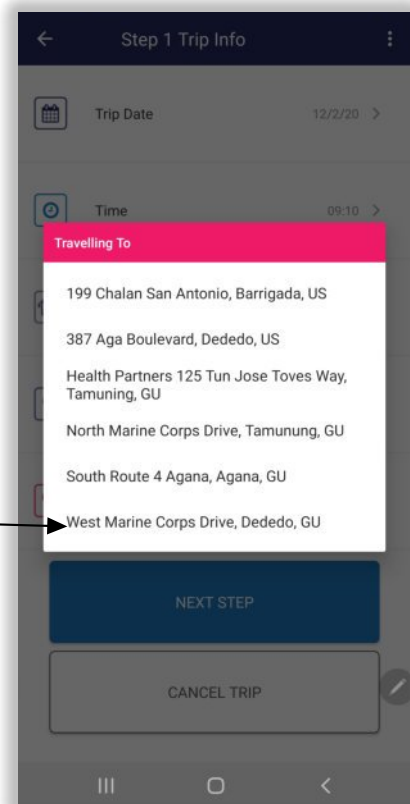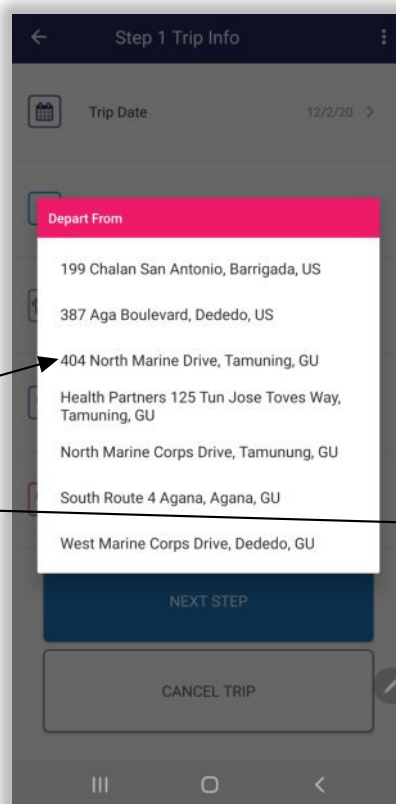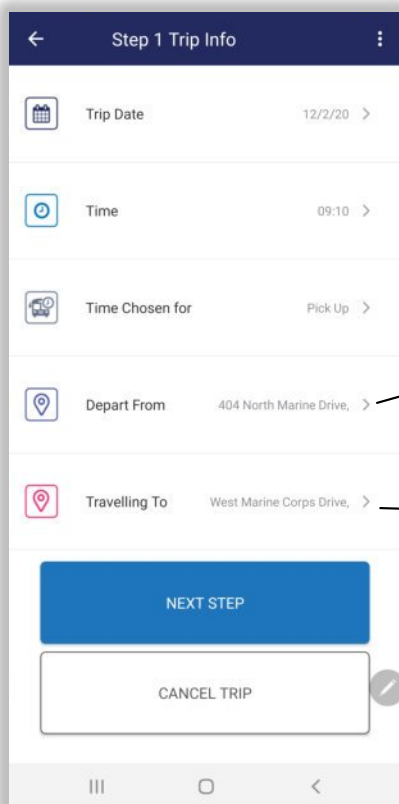- **Select Time** (Select in 10-minute increments)
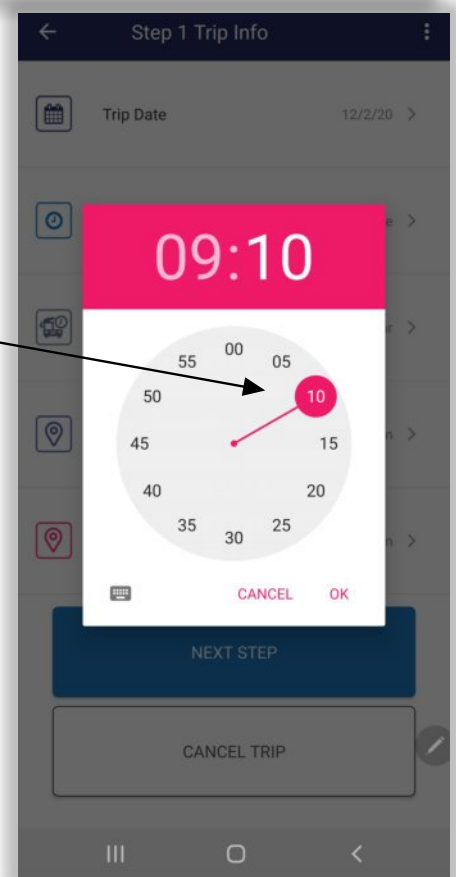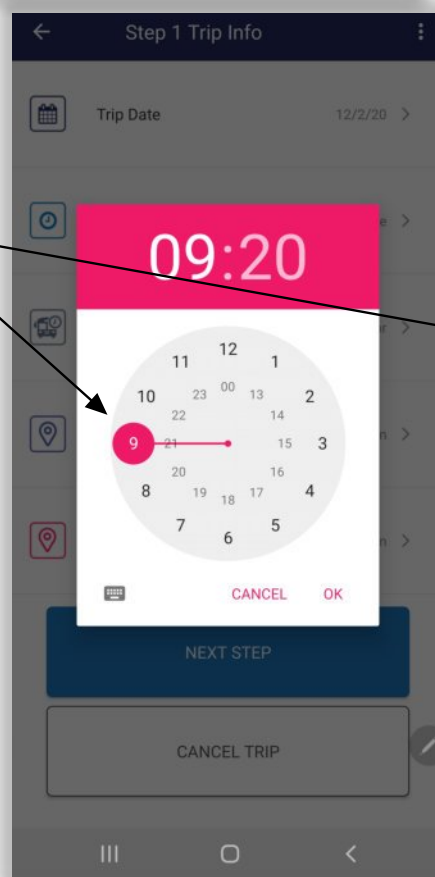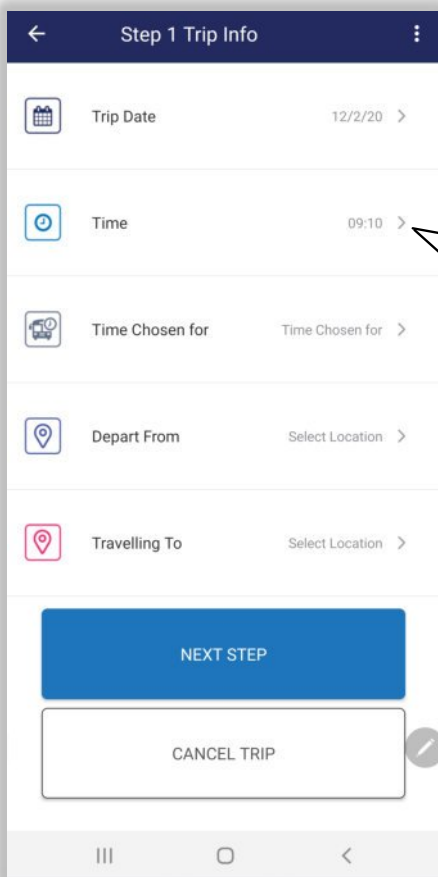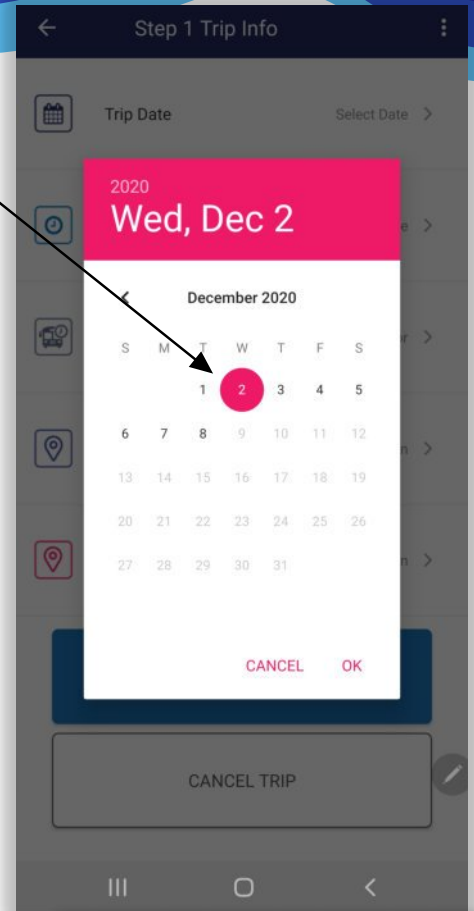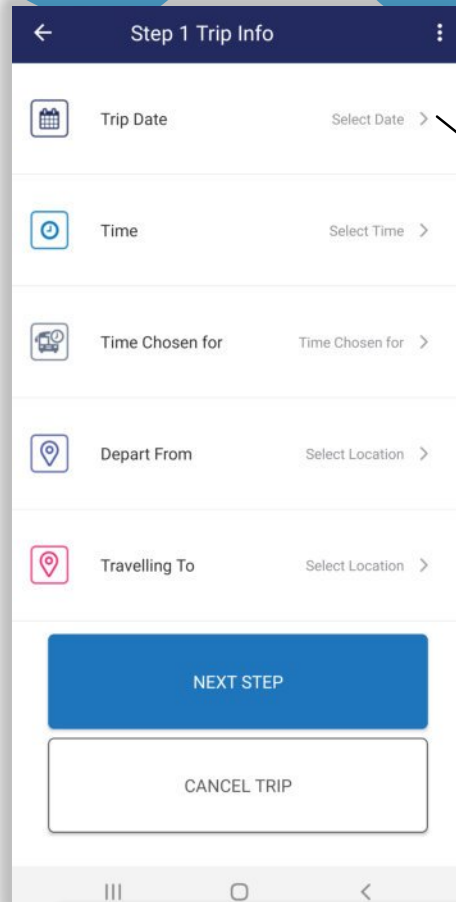
- **Time Chosen for**
  (On the Drop-down list,
 Pick Up is the only item.)
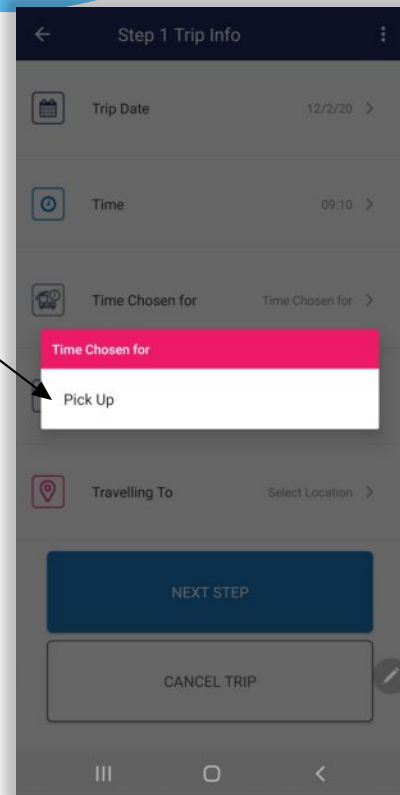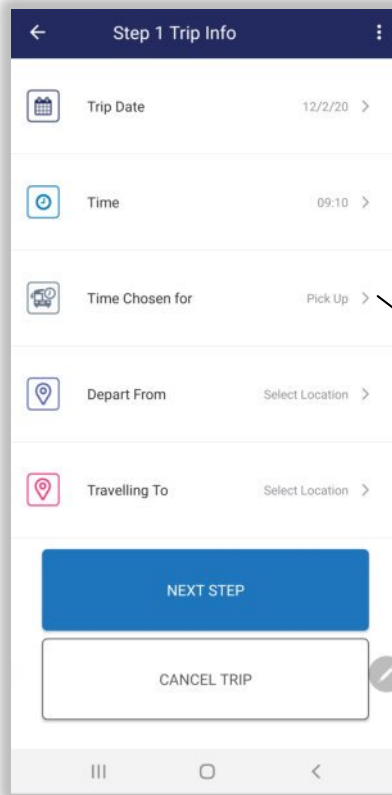
- **Departing From** (Drop-down list includes home address and favorite addresses; call GRTA to add up to 9 addresses)

- **Travel To** (Drop down list includes home address and favorite addresses; call GRTA to add up to 9 addresses)
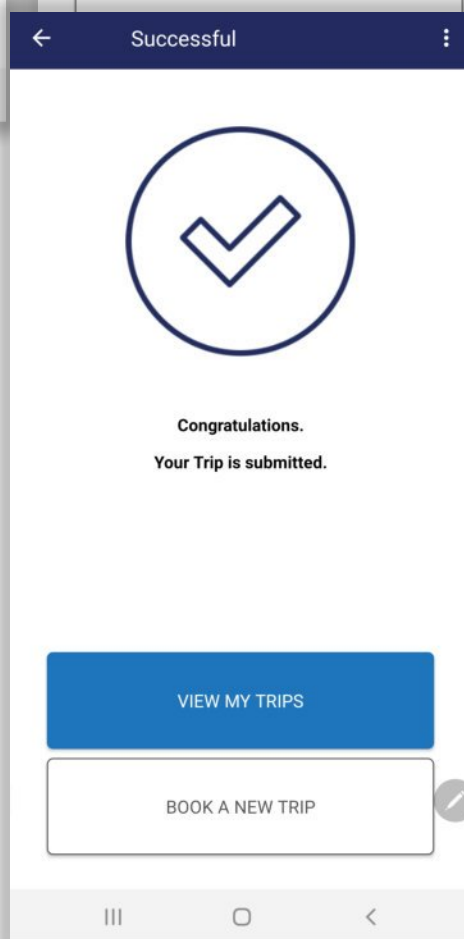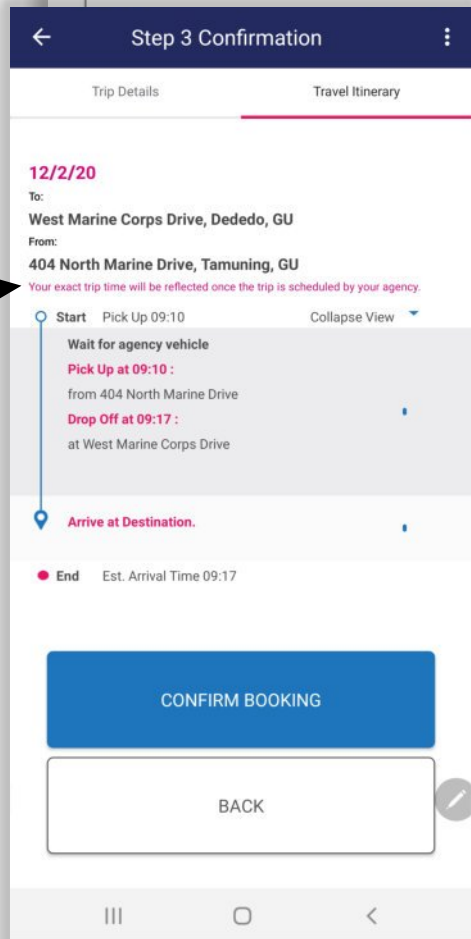
- **Step 2 Companions:** Add any Attendants or Guests traveling with you during your trip
- **Step 3 Confirmation:** Review your trip detail and Travel Itinerary
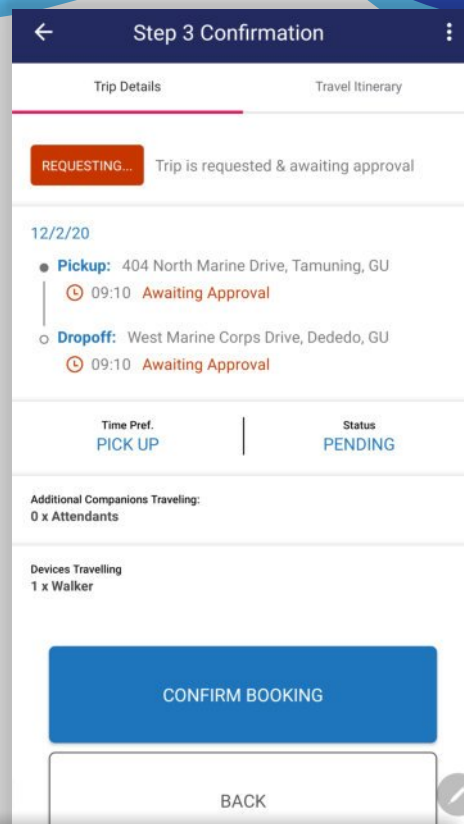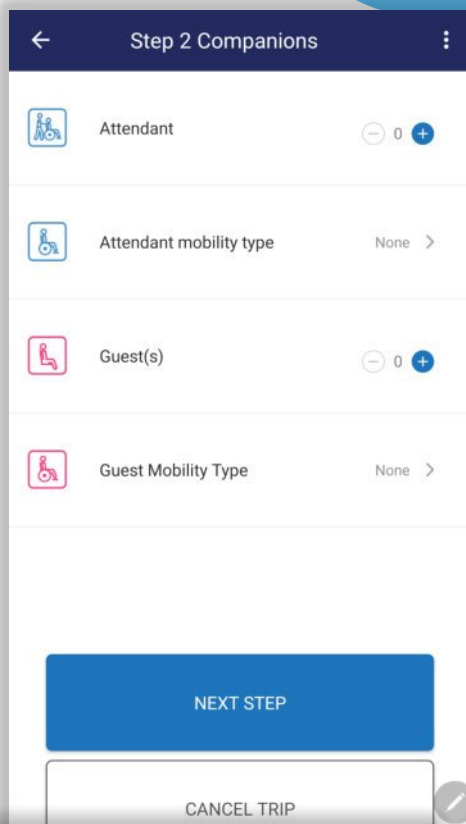
Note: Before your trip you will see this message.

Once your trip is scheduled by GRTA, it will be reflected in your travel itinerary.

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