



# GoGo

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HOW TO ORDER A **RIDE**

[www.gogograndparent.com/](http://www.gogograndparent.com/)

1 (855) 464-6872

## THIS COVERS HOW TO:

- Order With An Operator
- Order With The Automated Phone System
- Order With The Online Dashboard
- Save Your Locations
- Schedule Rides



# ORDERING A RIDE

When a registered member of GoGoGrandparent uses our services, we provide many options to request a ride.

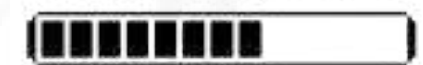
### You can:

- Speak to our operators,
- Use our automated menu system,
- Use our online dashboard

**475,000 +**

Rides ordered in  
2022

LOADING...




Rides ordered in  
2023

**LET'S ORDER A  
RIDE!**



**GoGo**





“ ”

***GoGo provides me convenient ways to  
arrange a ride. - Craig, a GoGo customer.***



# ORDERING WITH AN OPERATOR

01

Call us at **1 (855) 464-6872**. Listen to the menu and **Press 6** to speak with an operator

02

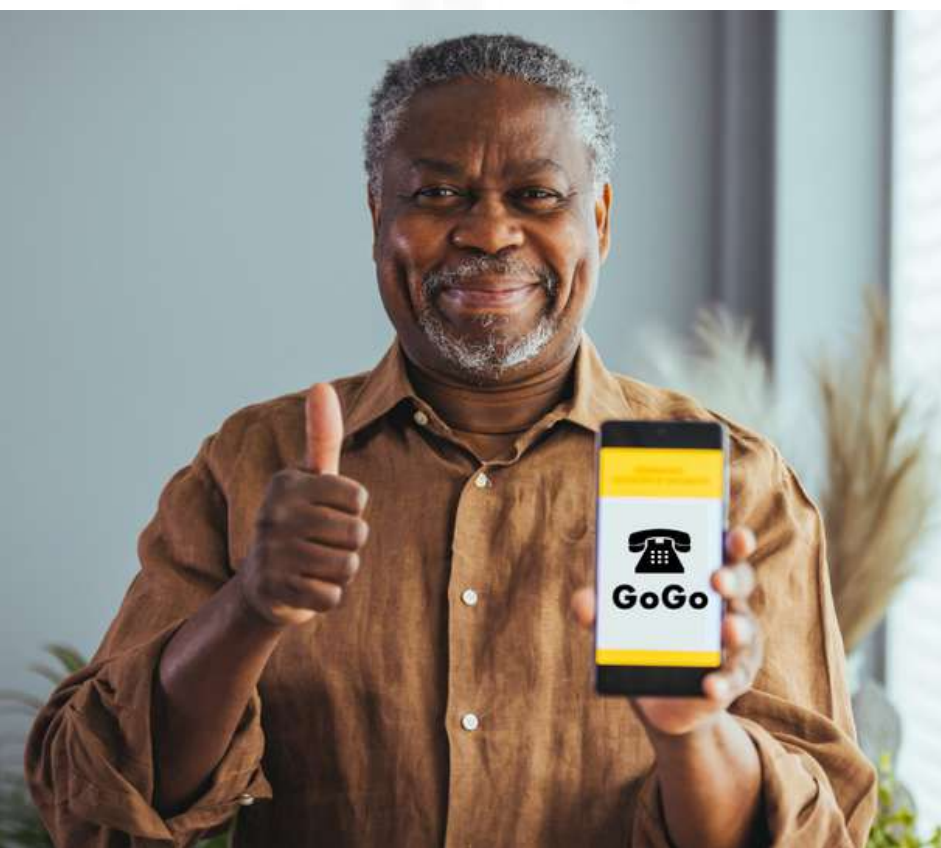
**Provide the operator** with your best contact number, pickup and drop-off address, and any notes for the driver like *"I'm wearing a red top with white polka dots"*

03

Wait on the line until the **operator provides** you with the driver's information (driver's name, ETA, car make, model, color and license plate number)

04

If you own a cellphone, you can request to have the driver's information **texted to you** for your convenience.





# SAVED LOCATIONS

You can save locations to your account by speaking with an operator or adding them via your online dashboard.

**We recommend that you save locations you often visit like:**

- Doctor's office
- Hair Salon
- Dentist office
- Loved one's home
- Work
- Bank
- and more!





# ORDERING WITH OUR AUTOMATED PHONE SYSTEM



## STEP ONE

Call **1 (855) 464-6872**. Listen to the menu and press the digit that is right for you.



## STEP TWO

**Press 1** to get picked up at home.  
**Press 2** to get picked up where you were dropped off.  
**Press 3, 4, 5, or \*** to request a ride to the corresponding saved custom pickup location.



## STEP THREE

**Press 3, 4, 5, or \*** to select your destination from your saved order, or **Press #** to skip entering your destination and instead, provide the destination to your driver when they arrive.



## STEP FOUR

Stay on the line and once a driver accepts your request, you'll hear the driver's name, car color, make/model, license plate, and the estimated time of arrival.



## STEP FIVE

Keep your phone handy, the ringer all the way up, and the line free. You'll get a call when your driver is near.

## STEP ONE

Go to our website <https://gogograndparent.com/> and click on **Log In**. Enter your login information

## STEP TWO

Go to **Ride Overview** and click on **Ride Ordering**

## STEP THREE

Select "**Order a Ride Now**" and enter the required information. Best contact number, pickup address, drop off address and notes for driver.

## STEP FOUR

Click "**Get Estimate**" to get an estimate for your ride. To accept and request a ride, click "**Order Ride**"



# ORDERING WITH OUR DASHBOARD

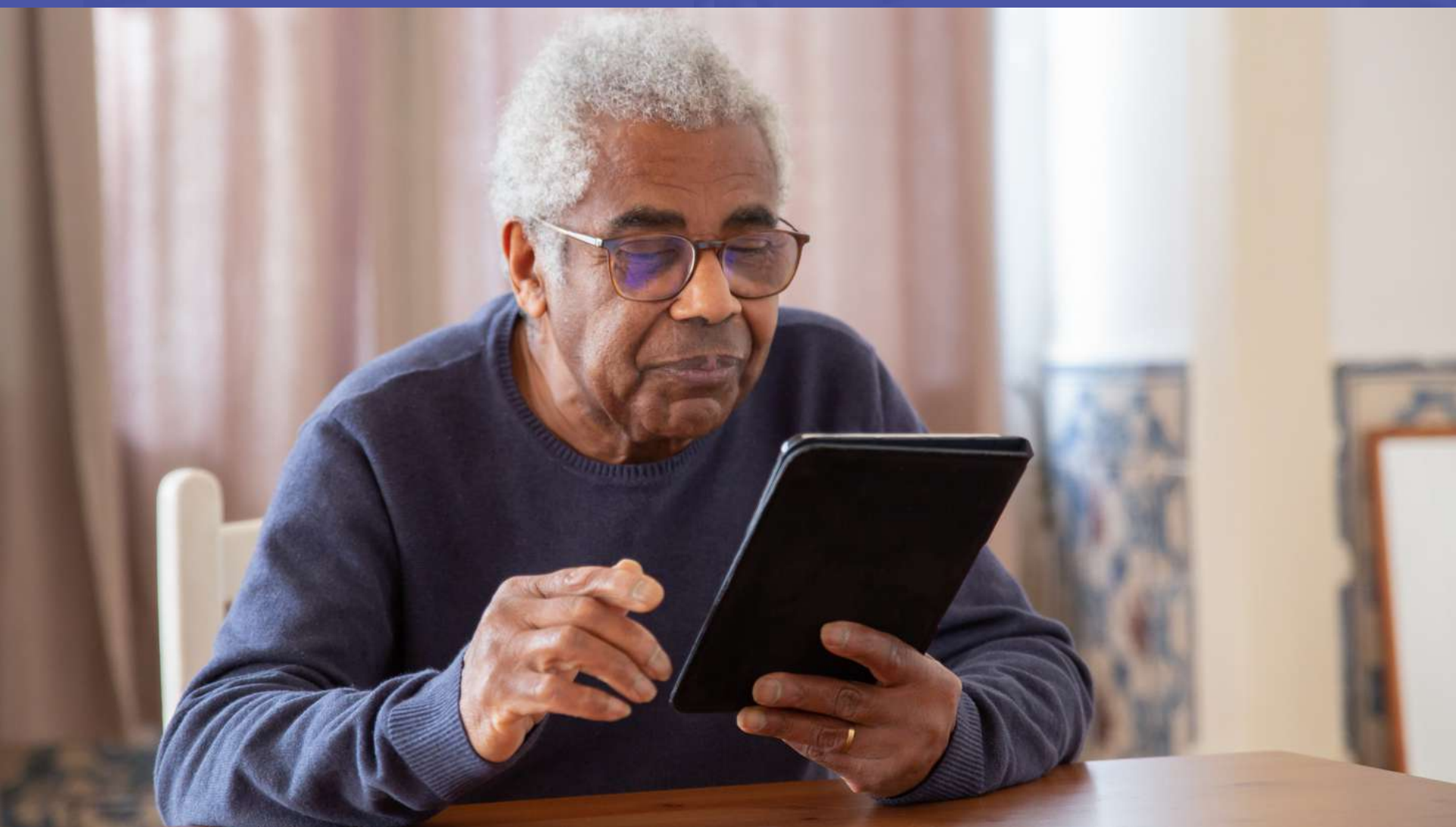
## STEP FIVE

Wait until the dashboard provides you with the driver's information. You can also receive this information **via text**.



# SCHEDULING A RIDE

GoGo allows you to schedule rides in advance, or even set up regular, recurring transport for fixed appointments with an operator. Follow the same steps as ordering a ride with an operator, just be sure to **inform the operator that you want to schedule a ride.**



You can also schedule a ride with on our online Dashboard.

- Be sure to select "Schedule a Ride in the Future" and enter the same information you would as when ordering a ride now.
- Be sure to also name your trip (dentist, airport, etc) and select the date and time of your pickup.

We advise customers to schedule all rides with more than **enough time to spare.** We rather get you to your destination 5 minutes too early than 10 minutes too late.



# MEET OUR CUSTOMERS



**Cecelia, a customer**

"GoGo is very useful and allows me to stay independent. I feel safe every time I take a ride with GoGo."



**David, a customer**

"My driver Carlos took great care of me. He went the extra mile, and I am grateful for him and GoGo."



**Christine, a customer**

"I am really excited about getting to travel outside the house and going shopping. Thanks to GoGo, this Nana is getting up and GoGo-going to get her freedom."



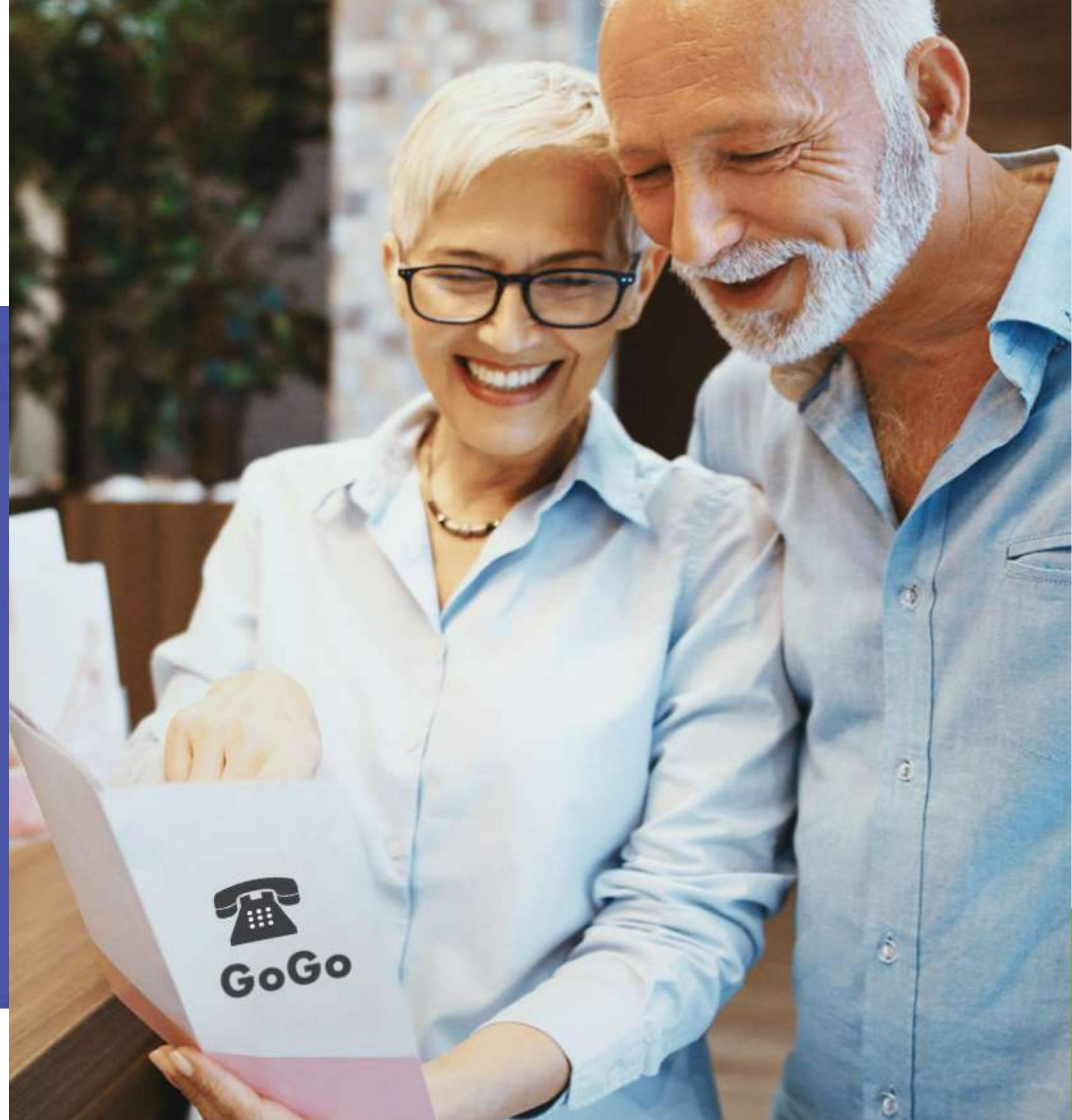
# CONTACT US

**Call:** +1 (855) 464-6872

**Email:** [support@gogograndparent.com](mailto:support@gogograndparent.com)

**Visit:** [www.gogograndparent.com](http://www.gogograndparent.com)

Connect with **@gogograndparent**  
on Social Media!





A close-up photograph of an elderly person's face, focusing on the eye and skin texture. A blue silhouette of a person's head and shoulders is overlaid on the right side of the image. The text is positioned within this blue area.

**START YOUR  
LIFE **ON THE GO**  
TODAY!**

**Thank you for  
being with us!**