



GoGo

USING YOUR DASHBOARD: PART 3

www.gogograndparent.com

1 (855) 464-6872

TOPICS COVERED

Rides Overview

Order History



RIDE ORDERING

In the Ride Ordering tab you will see three boxes. Here you will be able to:

- Order a Ride Now
- Schedule a ride in the Future
- Cancel Ride
 - You can cancel any active ride.
 - Please keep in mind that any ride order and canceled after 2 minutes will have a cancelation fee attached
- Cancel Auto Retry Ride
 - If you order a ride and the system has issues finding a driver for you, the system will automatically continue looking for driver
 - If you wish for the system not to continue looking for a ride, just click "cancel Auto Retry" and then "cancel"



ORDER A RIDE NOW

Anytime you wish to order a ride for "now", you can do it here. **Please be sure to input:**

- Best contact number
- Pickup & dropoff address
 - You can select from saved locations such as home
- Notes to driver
 - Such as "I am wearing a pink top"
- Click Get Estimate
 - The system will provide you with an estimated cost and ETA for the driver
- Click "Order Ride"
 - This confirms you agree with the ETA provided
- Once a driver has accepted your ride, you will see the drivers information
- Driver name, car color, model, tag # and ETA



SCHEDULE A RIDE IN THE FUTURE



When scheduling a ride in the future, **please be sure to always:**

- Add best contact number
- Select a trip name
 - Example: Dentist appointment
- Is this a Single or Repeated ride?
- Select Date
 - If it's repeated, you can select what day of the week
 - You can also select the date the rides starts and end
- Select Time
- Pickup & dropoff address
 - You can select from saved locations such as home
- Notes to driver
 - Such as "Please pull into my driveway."
- Do you wish to receive a surge
- Click "Get Estimate" and then "create"
 - The system will provide you with a confirmation number



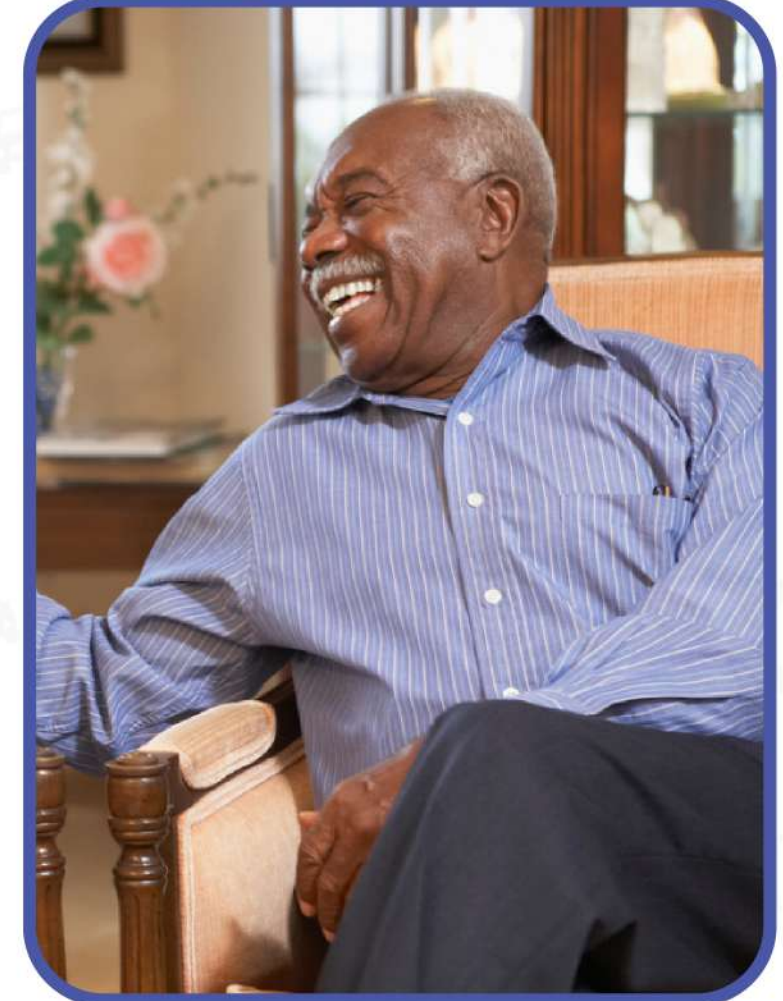
Scheduled Rides Calendar

The Schedule Rides Calendar will show you all past and future rides scheduled with us.



Scheduled a Ride

The "schedule Ride" button allows you to schedule a ride in the future by taking you to the "schedule a ride in the future" tab



Scheduled Ride History

Schedule ride history will also show you the past and future rides. Here you can click on the ride and it will allow you to edit, cancel, duplicate or "order now"



LIVE RIDE MAP

The Live Ride Map tab will allow you to view the map for any active ride on your account. You will be able to see where the driver is located and how far away from you the driver is located.

ORDER HISTORY

In the Order History tab, you are able to view your previous orders for the following GoGo departments:

- Rides
 - Lists all of the rides ordered on your account.
- Grocery
 - Lists of all the grocery orders placed on your account
 - Lists all of the Grocery Transactions
- Gourmet
 - Lists all of the Gourmet Transactions
 - Lists all of your Saved Meals



MEET OUR CUSTOMERS



Linda, a loved one

Thank everyone at GoGo for the service. You guys are doing a great job and I have everything I need now.



Deborah, a loved one

GoGo has really helped my grandma maintain a level of independence that wouldn't be possible without this service. It also gives me the peace of mind of knowing that she can get around safely.



Catherine, a customer

I am so happy that GoGo offers all the services in one place. I am glad I found you guys. Your operators are wonderful!



CONTACT US

Call: +1 (855) 464-6872

Email: support@gogograndparent.com

Visit: www.gogograndparent.com

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



START YOUR LIFE ON THE GO TODAY!

Thank you for being
with us!

