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## Request an onCall Shuttle Ride on a Mobile Device (Recommended)

Stephanie Obodda - 2023-09-06 - Comments (0) - Shuttle (Transloc)

### Install and Set Up the Transloc App

1. Download Transloc for [iOS](#) or [Android](#)
2. When prompted, give the app permission to access your location.
3. From the list of shuttle agencies, select BOTH of the following:
  - a. **Brown University Shuttle** - this is for regular, fixed shuttle routes
  - b. **Brown University onCall** - this is for requesting an onCall ride

### Add the OnCall Feature to a Previously Installed App

If you have already installed the app in the past, and would like to add onCall functionality:

1. Select **Settings**
2. Select **Agency Preferences**
3. Select **Brown University onCall**
4. Toggle the visible option **on**

### Request a Ride

1. In the Transloc app, select **OnDemand** from the bottom menu
2. Swipe on the bottom card to select the correct service, depending on the day of the week:
  - a. Brown onCall Sunday - Wednesday
  - b. Brown onCall Thursday - Saturday
3. Select your pick-up and drop-off locations in one of two ways:
  - a. Tap a **dot on the map** to select a common location, and indicate if it's pick-up or drop-off (recommended)
  - b. Tap the **pick-up and drop-off fields** at the top and type an address or landmark name.

*Tip: Addresses are only allowed if they are in the bounds of the service area or represented by a dot on the map.*



4. Select the **Next Step: Confirm Details** button
5. After reviewing the information, select **Confirm Details and Request Ride**
6. If you are not logged into the app, you will be prompted to log in with Brown single sign on.

For screenshots, see [Transloc: How to Book a Ride onDemand](#) (PDF)

#### Cancel a Ride

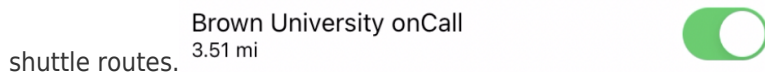
1. Select **Me** from the bottom menu.
2. Locate the ride you would like to cancel and select the **three dots icon**.
3. Select Cancel Ride, and confirm that you would like to cancel.

For screenshots, see [Transloc: How to Cancel a Ride](#) (PDF)

#### Common Issues

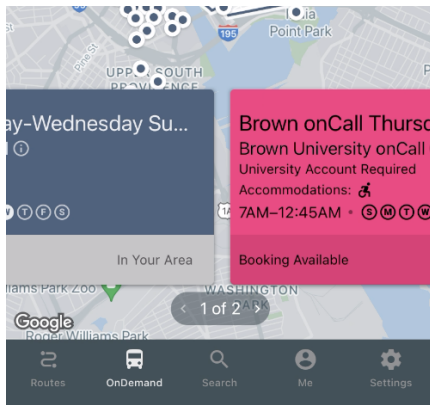
##### **The onDemand tab of the Transloc app says "no services available"**

Go to Settings > Agencies and make sure you have turned on Brown University onCall. It's separate from the Brown University Shuttle agency you may already use to see fixed



##### **It's during onCall hours, but the onDemand tab says "booking unavailable"**

On the onDemand tab of the Transloc app, make sure the correct service card is selected. There's a card for Sunday-Wednesday and another card for Thursday-Saturday - you can swipe to switch cards.



**My pickup or dropoff location is within the shuttle area, but I get an "outside the service area" error message.**

In the grey areas of the map, which include the main Brown University campus, the jewelry district, downtown, and beyond, you must choose a dot on the map for pickup and dropoff locations instead of typing an address in the address fields.

