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

Stephanie Obodda - 2026-02-02 - 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 **Brown University onCall**.

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

shuttle routes.
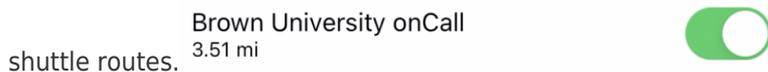
It's during onCall hours, but the onDemand tab says "booking unavailable"

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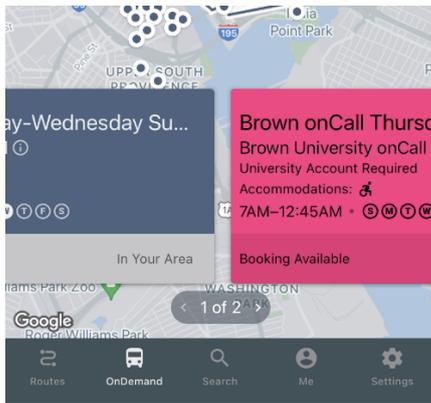
My pickup or dropoff location is within the shuttle area, but I get an "outside the service area" error message.

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.