

## Request an onCall Shuttle Ride on the Web

Stephanie Obodda - 2023-09-05 - Comments (0) - Shuttle (Transloc)

We recommend [using the mobile app to book and manage your onDemand rides](#). However, if your phone is lost or out of batteries, the web is a backup option.

Access the Transloc onDemand Site

1. Visit the [Transloc onDemand Page](#)
2. Select **Continue with University Login**
3. Select **Brown University**
4. Log in with Brown single sign on (you may be automatically signed in if your Brown account is used in another browser tab)
5. The first time you log in, select **Brown University** from the list of agencies

### Request a Ride

1. Choose a pickup location, and then drop-off location, in one of two ways:
  - a. Select one of the **dots on the map**, which represent popular stops (recommended)
  - b. Search for an address or landmark in the **search bar**

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



2. Select the **Confirm Ride** button

You will see your ride and estimated wait time displayed on the map. You can also find this

information in My Rides on the menu.

#### Cancel a Ride

1. Select **My Rides** from the menu.
2. Select the ride you would like to cancel. You will see the ride information in the map view.
3. Select the **Cancel Ride** button, and confirm that you would like to cancel.

#### Common Issues

#### **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.

