

COTA MAINSTREAM Web Booking Guide



Welcome to Mainstream Web Booking, an online portal that allows you to book, cancel, review and track Mainstream trips. This guide provides instructions on how to best utilize the major features of Web Booking. Web Booking is accessed using a computer, mobile device or smartphone. Recommended browsers include Chrome, Firefox and Edge.

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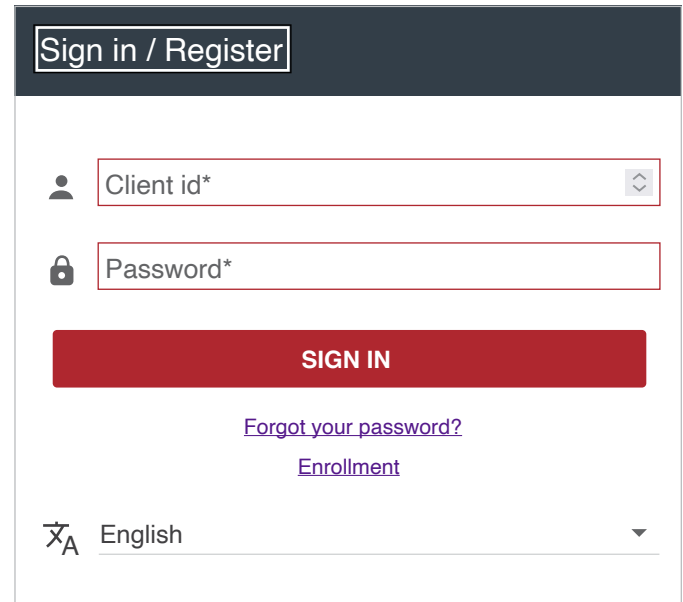


USER REGISTRATION

To use Web Booking, you need to set up an account and be Mainstream eligible. Let's get started.

- **Create an account:**

- 1** Go to passweb.cota.com
- 2** Click **Enrollment**
- 3** Enter your six-digit Mainstream ID number (located on your Mainstream ID card), your email address and your date of birth.
- 4** If your ID number and date of birth match our records, Web Booking will send a registration email to the email address you provided. Click the link in the email to set a password for your account.



The screenshot shows a web form titled "Sign in / Register". It features two input fields: "Client id*" with a person icon and a dropdown arrow, and "Password*" with a lock icon. Below these fields is a prominent red "SIGN IN" button. Underneath the button are two links: "Forgot your password?" and "Enrollment". At the bottom left, there is a language selection dropdown menu currently set to "English".

- **Return to passweb.cota.com to log in.**

- **Enter your 6-digit ID number and your password. Click **Sign In**.**

If you forget your password, reset it by clicking the “Forgot your password?” link on the Sign in/Register screen. Enter the email address you registered with and your client ID number. Web Booking will email you a link to reset your password.

For further assistance, call Mainstream Reservations at [614-272-3033](tel:614-272-3033).

MAIN MENU

The following actions are available on the Web Booking home page.

My Profile:

Review your Mainstream profile information

Sign Out:

Logs you out of the site

Trips:

View booked trips in calendar or list format

Book Trip:

Create and schedule a new booking

Recurring Trips:

View your subscriptions, if applicable

Feedback:

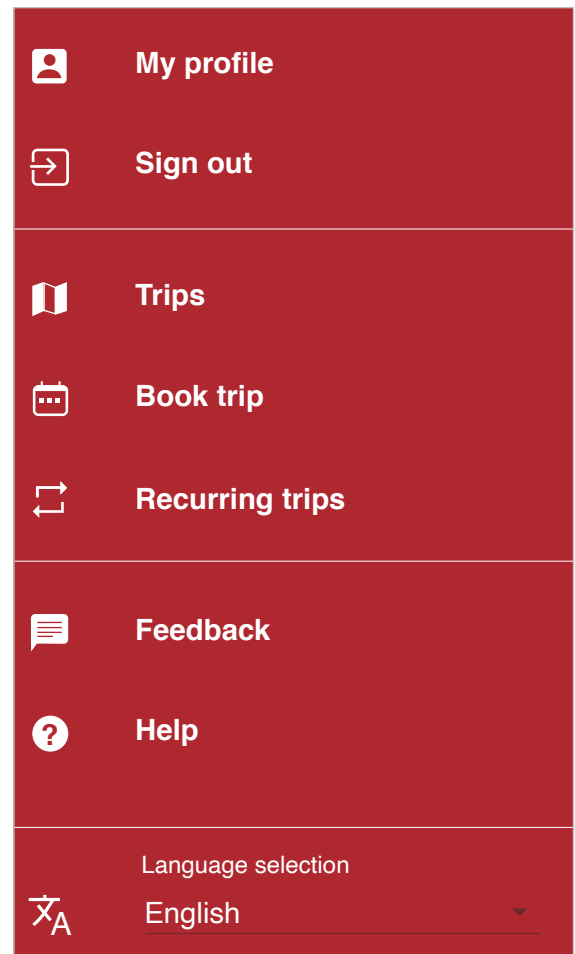
Provide feedback to Mainstream or request a home address change

Help:

Lists and defines the icons on the Trips screen and lists keyboard navigation shortcut(s)

Language Selection:

English and Spanish translations are available



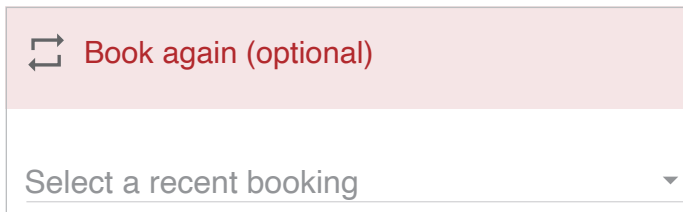
BOOKING A TRIP

Book trips 24/7 online, including trips for the next day up until 6 p.m.

1 Book Again (optional)

If you want to repeat a trip that you have recently taken, select the itinerary from the drop-down menu under **Book Again**.

Clicking one of the options fills out the pickup and drop-off details for you.



2 Enter Pickup Details

For new trips, click on **Pickup Details**, select an option from the drop-down menu or manually type in the pickup address.

As you type, Web Booking will search for possible matches. When you see the address you want, click on it.



You can also search by location name. For example, if you enter 'airport' location names containing the airport will appear. Not all locations are searchable, but many common Mainstream destinations are.

You can also add a contact phone number and any instructions for the driver or dispatcher.

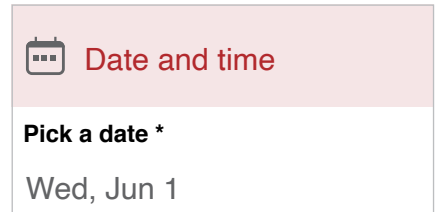
BOOKING A TRIP (continued)

3 Enter Drop-off Details

Under **Drop-off Details**, enter your destination address.

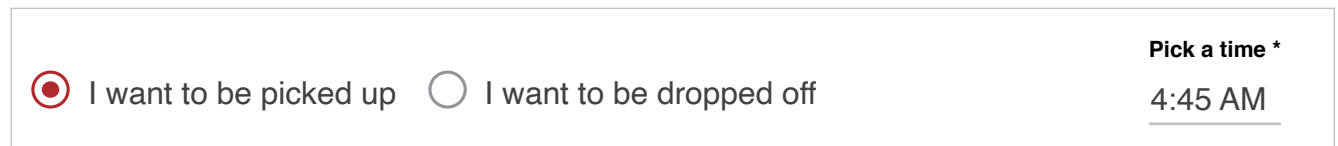
4 Select Date and Pickup/Drop-off Times

Click on **Trip Date** and select the date of travel from the drop-down menu. Tomorrow's date will not be available after 6 p.m.

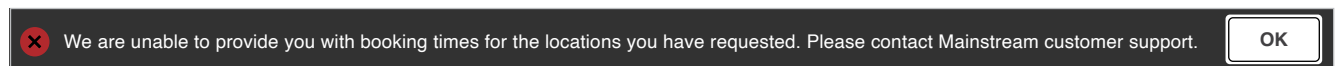


If you do not have an appointment time, select the **I want to be picked up** option. Then select requested pickup time under the **Pick a time** drop-down menu.

If you do have an appointment time, select **I want to be dropped off**. Then select appointment time under the **Pick a time** drop-down menu.



If you click to select a time and received an error message, your pickup or drop-off address might be outside the ADA zone:



For a complete description of how ADA zones work, refer to the Accessible Guide for Paratransit Users on the Mainstream homepage (cota.com/services/cota-mainstream).

BOOKING A TRIP (continued)

5 Choose Additional Options

Click **Yes** under **Additional Options** if you plan to bring additional mobility aids besides your primary mobility device. Select and choose all that apply. Otherwise, click **No**.

 **Additional Options**

Do you need to bring mobility aids? *

No 

Note: Your primary mobility device (wheelchair, scooter) is automatically chosen based on your client record. If your record indicates you use a wheelchair or scooter and you do not plan to bring additional aids (i.e. a service animal), select **No**.

To change your default primary mobility device preference, contact Mainstream Reservations at [614-272-3033](tel:614-272-3033).

6 Add Additional Passengers

If you are traveling with additional passengers (such as a PCA), select **Additional Passengers**. Choose whether the passenger is a PCA or a paying companion and if they use a mobility aid, then click **Add Passenger**.

Additional passenger(s) will appear below the “Add Passenger” button.


A maximum of 1 PCA and up to 3 total additional passengers are allowed. When you are done, click **Next**.

Additional passengers


Would you like to add additional passengers? *


Yes 

What kind of passenger?

Personal care attendant 

Will they have special equipment?

No 

 **ADD PASSENGER**

You have 1 additional passenger(s) added.

Personal care attendant - No

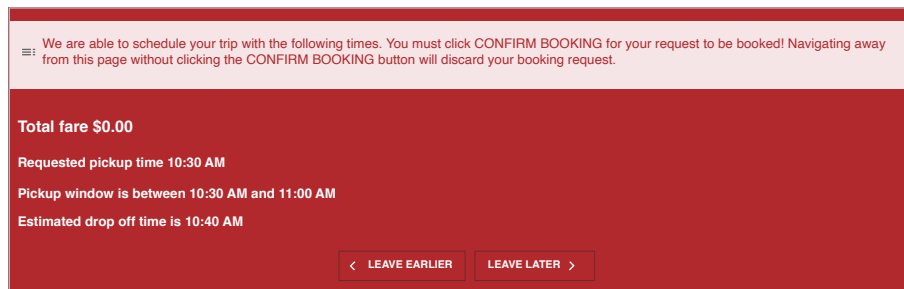


BOOKING A TRIP (continued)

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Review and Confirm Booking

On the **Confirm Booking** screen, verify that information under Trip Details is correct.



We are able to schedule your trip with the following times. You must click CONFIRM BOOKING for your request to be booked! Navigating away from this page without clicking the CONFIRM BOOKING button will discard your booking request.

Total fare \$0.00
Requested pickup time 10:30 AM
Pickup window is between 10:30 AM and 11:00 AM
Estimated drop off time is 10:40 AM

< LEAVE EARLIER LEAVE LATER >

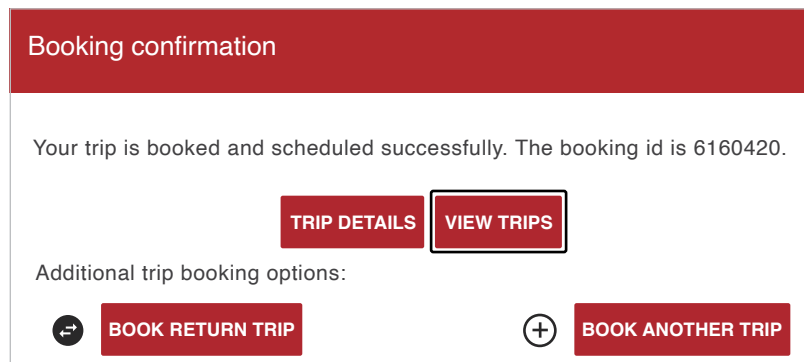
A message box will appear to provide your scheduled trip information and pickup window. Click **Confirm Booking** to accept trip times. To modify your pickup or drop-off time, click the **Leave Earlier** or **Leave Later** button.

Note: Total fare amount is the cash payment expected when boarding. Your default payment method (cash, monthly pass, etc.) is set in your client record. To check or change your default payment method, contact Mainstream Reservations at [614-272-3033](tel:614-272-3033).

IMPORTANT! You must click on **CONFIRM BOOKING** when you are done. If you navigate away from this page without confirming, your trip will not be booked.

CONFIRM BOOKING

After you click **CONFIRM BOOKING**, the Booking Confirmation box will appear to confirm if your trip is booked and scheduled successfully.



Booking confirmation

Your trip is booked and scheduled successfully. The booking id is 6160420.

TRIP DETAILS VIEW TRIPS

Additional trip booking options:

BOOK RETURN TRIP BOOK ANOTHER TRIP

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Book Return Trip

You also have the option to click **Book Return Trip**. This automatically starts a new booking and fills in the pickup and drop-off information to save you time. You only need to enter a requested pickup or drop-off time and proceed to Confirm Booking in Step 7 above.

TRIP DETAILS

From the Main Menu, click **Trips** to view a list of recent and upcoming trips. The status of each trip (canceled, scheduled, completed) is defined by an icon on the bottom right of each record.

Click the **Help** menu for a definition of each icon.

Switch to a calendar style view via the grid icon at the top right:



Jump to today's date via the Calendar icon, also top right:



Click on any record to view the **Trip Details** screen. This displays all information associated with a given trip. Locate pickup and drop-off locations marked on the map.

Toggle the map on and off with the **Globe** button on the top right.



Click the **Printer** icon to print current trip details.

To repeat a specific trip, click the Repeat button. This acts as a shortcut to fill out a new booking request and saves you time. The **Repeat** button does not create a subscription trip.

REPEAT

To close the detail screen, click **X icon** at the top right, or click anywhere outside the **Trip Details** window.

CANCELING A TRIP

Cancel upcoming trips from Trips screen. Note: If your pickup window is in less than 30 minutes, you cannot cancel trips via Web Booking. You must call the Mainstream Dispatch Office at 614-272-3007 to cancel.

1 Select the Trip

Locate the trip you wish to cancel from the **Trips** list or calendar view and click on it to bring up the details screen.

2 Cancel the Trip

Click **Cancel**.



You will be asked to confirm the cancelation and (optionally) enter a reason for the cancelation.

Cancelation reason

Are you sure you want to cancel?

A pop-up will appear in the bottom left of the screen if the cancelation is successful.



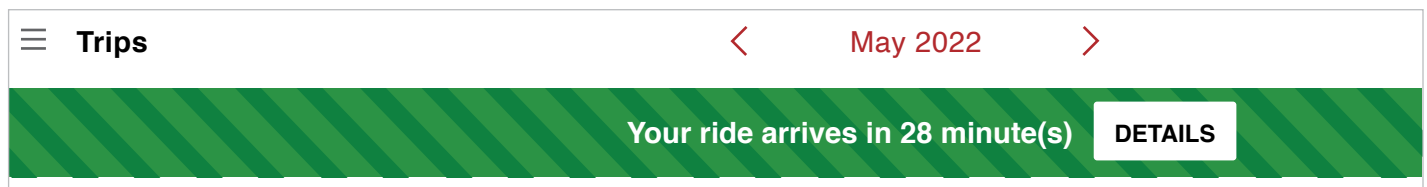
The trip has been canceled successfully.



TRACKING YOUR PICKUP

Track your incoming driver's location on a map and see an estimated arrival time using Web Booking.

When your pickup window is less than 30 minutes away, Web Booking will display an animated green banner at the top of the screen showing the estimated arrival time. This banner remains visible while logged into Web Booking.




Click **Details** to bring up the Trip Details screen. On the map, you will now see a third icon indicating the GPS-derived location of the vehicle assigned to you. As the vehicle moves, this icon will update automatically.



Note: Updates vary depending on vehicle speed and data coverage.

At the bottom of the **Trip Details** screen is **Ride Information**, which provides details about the vehicle and driver assigned to you. This information is subject to change if dispatch reassigns your trip to another driver.

 Ride information			
Vehicle number	2177	Driver name	Rashie Wonyene
Vehicle details	2021 Ford Transit Van	Driver badge number	0

Mainstream is a shared-ride service, so the driver may have other pickups and drop-offs along the way. These additional stops are reflected in the estimated arrival time.