GroundWidgets

SANTACRUZ ™

QUICKSTART GUIDE

WebConnect 2.0

For additional assistance email support@groundwidgets.com

Part 1. Booking with WebConnect 2.0

In this section you will learn the step-by-step process for starting and completing a reservation booking.

1.1 WebConnect Portal Overview

When accessing WebConnect, the main screen will have several options:

Basic Booking Access

- **Book Online**, allows users to book rides without requiring a login profile.

- **Login**, is for users with existing profiles who can access their accounts to make bookings.
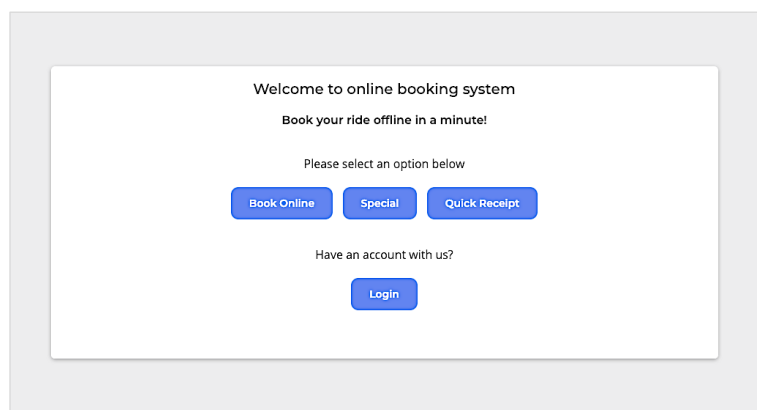
Advanced Options

- **Price Quote**, a dedicated screen used to quickly retrieve the pricing for a trip.

- **Special,** primarily used for shuttle services such as from a Hotel to a Landmark only.

- **Quick Receipt**, a screen for easily obtaining a receipt.

☑   WebConnect can set any of these options to available or hidden based on the type of bookings your operation requires.

Click **Book Online** to start.

Alternatively, click the **Login** button to access the site with a booking profile.

Welcome to online booking system

Book your ride offline in a minute!

Please select an option below

[Book Online]   [Special]   [Quick Receipt]

Have an account with us?

[Login]

1.2 Booking a Ride

After the main screen, the booking page will be displayed and it's the first stage of filling out the reservation's details. There are three stages in total which are outlined above the form:

1. **Where & When**, the main reservation details such as date time and location, passengers and baggage.

2. **Select Vehicle**, displays the available vehicles choices and their rates.

3. **Payment & Confirm**, submitting your payment and completing the booking.

☑ As you make progress, the indicator will advance on the line starting from step 1 thru step 3.

WHERE & WHEN

Let's begin filling out the details for the first step, **Where & When**.

Booking Type

The first option allows you to select the type of booking; **Transfer** or **Hourly**

First try clicking Hourly, you will see two additional fields appear:

- **Trip Duration Hours** & **Trip Duration Minutes**

Click the (**+**) or (**-**) buttons to increase or decrease the amount for **Hours** and **Minutes**. You may also type the hours or minutes value manually in each field.

Switch the **Booking Type** back to **Transfer**, and the Trip Duration fields will disappear.

Ride Now or Later

The Ride Now setting is used to book ASAP, when the booking is **not** for a future date and time.

By default, the **Ride Now** option is set to **No**, which displays the Date Time options. See below.

Ride Now is No (Pickup Date and Time Fields Present)

☑   If you set the **Ride Now** option to **Yes**, the Date Time settings will disappear from the form as seen below.

*Ride Now is Yes (Pickup Date and Time Fields Not Present)*

Entering Locations

In the **Pickup Point** or **Dropoff Point**, begin typing your location information.

In the example below, the Pickup Point has already been added, and we are now searching for the Dropoff Point. **Suggestions** from the system will appear as you type your location.
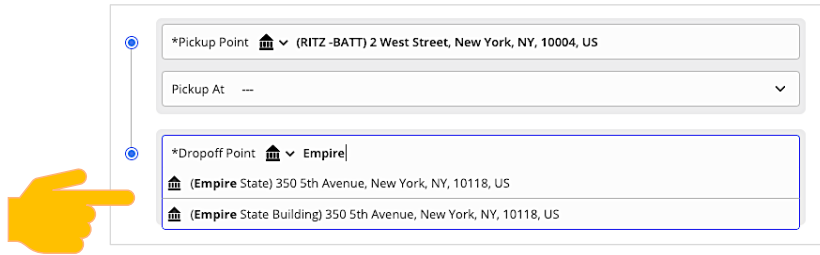
There are several location types you can use when searching locations. Click the **icon** to change the type of location. Try switching the type to Airport.
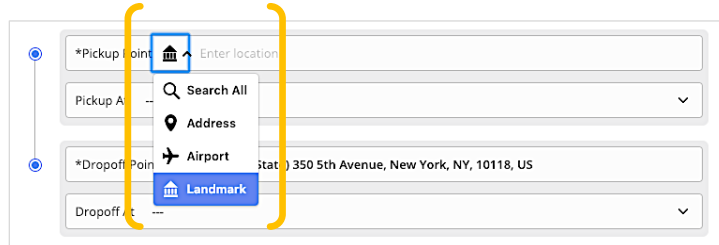
After switching the loction type to **Airport**, the available fields for flight details will appear.

When switching Location Type (icon) to Airport, flight details appear
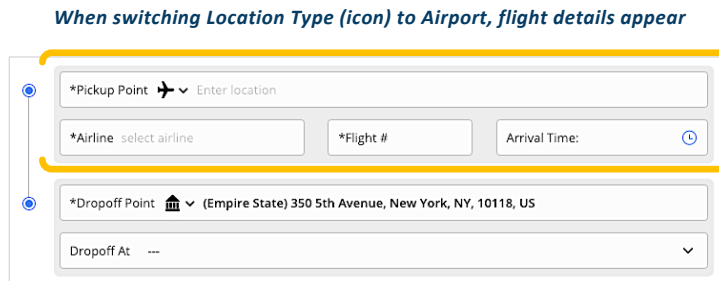
Adding Stops

Use the **+ Add Stop** button below the Pickup and Dropoff location fields to add stops.

When you add a Stop, each Stop will be numbered.

There are additional options on the right side of each Stop for editing or deleting.

Clicking +Add Stops creates location fields in the form.

It is not possible to adjust the order of Stops once they have been entered.
If you need to change the location order, replace the information in each stop.

Clicking Edit (pencil icon) on a Stop opens Edit Location screen

Additional Options

Below the location entries, you'll see additional ride options.

Use the (**-**) or (**+**) signs to increase or decrease the values for Passengers, Children, or Bags.

☑ When selecting the number of additional Passengers or Bags, this will affect the choices of available Vehicles in the next stage of the booking. Only the vehicles that support the number of passengers and bags will be available.

After completing the Where & When form, click **Continue**.

In the next section, we'll cover selecting the vehicle for the booking.

VEHICLE SELECTION

Selecting the desired transportation vehicle is the next step to booking a ride.

> ☑ Take a moment to review the Reservation Summary on the right side of the screen, it displays all the information set from the **Where & When** screen.

Review the prices of available Vehicle Type for the trip.

After choosing the Vehicle, click **Continue**.

PAYMENT & CONFIRM

The final step to reserving the trip is to add the passenger's personal details and set a valid payment method.

You may also include **Special Instructions** to improve the quality of services.

> ☑ Any valid payment methods will appear in the Payment Option dropdown.

Final Review of Booking

After entering the passenger's details and payment. Review the reservation details on the right side of the screen a final time.

When you are ready, click the "**I agree to the Terms & Conditions**" checkbox. If you need to review the Terms & Conditions, click the link before checking the box.

Click the **Create** button to reserve your trip. Afterwards, the Confirmation screen will appear.

Confirmation Email

After clicking the **Create** button to submit your ride request, the confirmation page will appear with a prompt to send the trip details to an email.

Separate each email with a **semi-colon** (**;**) before clicking **Send**. You may also click Cancel to dismiss the prompt if you choose not to email the confirmation.
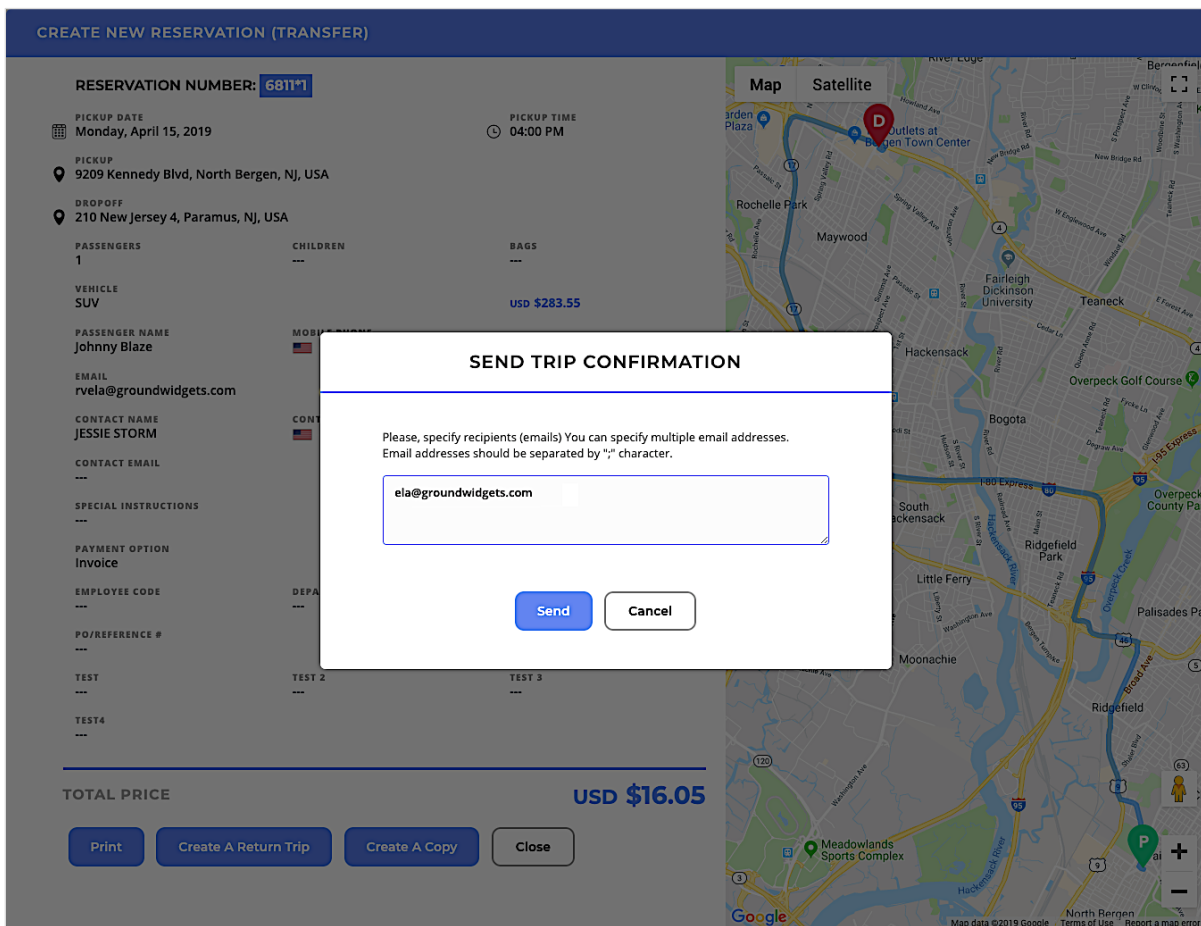
Additional Options

After dismissing the email prompt, the confirmation page will provide an overview of the previously booked ride. Take note of the **Reservation Number**.

There are additional options at the bottom of the screen:
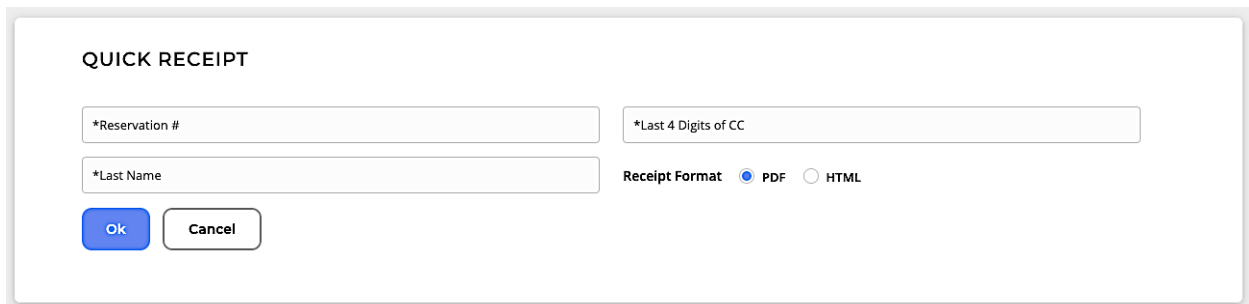
- **Print**, sends the confirmation to the printer.

- **Create a Return Trip**, will begin a new trip with pickup and dropoff locations in reverse.

- **Create A Copy**, is used if you need to take the same trip at another time.

- **Close**, returns you to the main site page.

1.3 Quick Receipts

Use the **Quick Receipt** button on the main home page to get started.
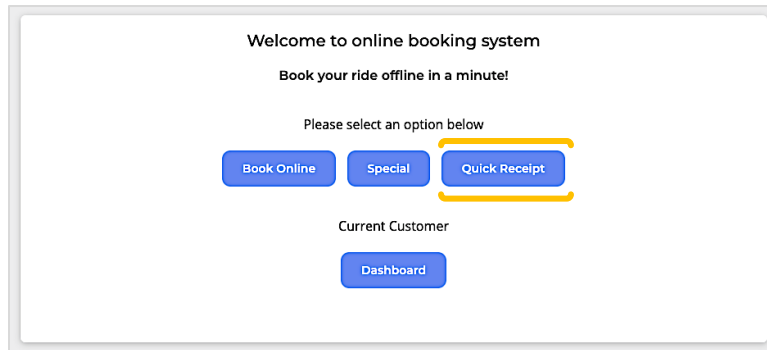
In the Quick Receipts screen, all fields are required. Enter the **Reservation #**, **Last Name**, in addition to the **credit card's last 4 digits**.

Choose a **Receipt Format** and click **Ok**.

A new browser tab will open with the trip's receipt.

Part 2. Website Features

This part covers troubleshooting login issues, as well as setting up stored pickup or dropoff locations.

2.1 Logging into WebConnect

Use the **Login** button on the home page to get started. This will open the Login Here window. See below.
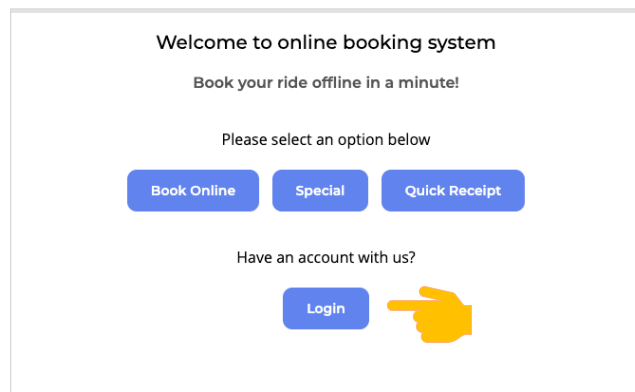
In the Login Here screen, enter your email address and password. Click **Login**.

Enter your credentials and click Login

Using Forgot Password? Then Reset Password
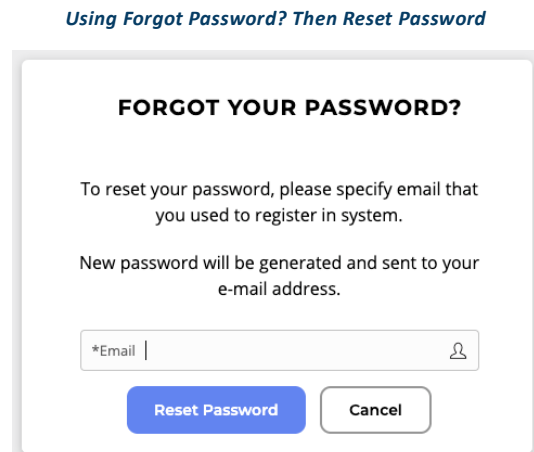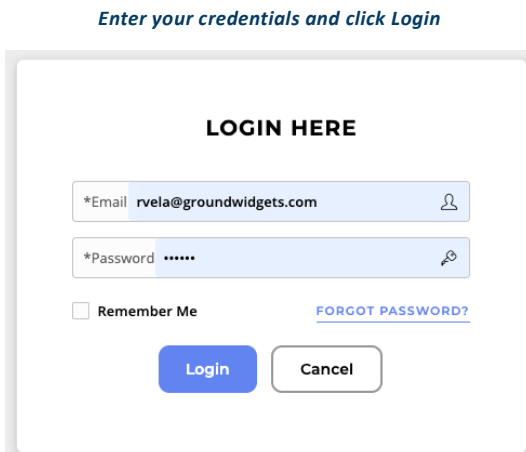
Your user profile is enabled by the transportation provider. If they have enabled your profile, click "Forget Password?" to receive a temporary password sent to your email.

2.2 Dashboard & Search Features

In this section, we'll review the various features of having a Web Connect profile.

- **Dashboard**, shows a list of active or upcoming rides for the profile.

- **Review Rides**, allows you to search for past, present, or future rides.

Dashboard

The dashboard shows you a summary of ride activity, as well as a list of Active Reservations.

Next to each Active Ride are icon buttons to take actions on Active Reservations.

View Details, shows the trip information and mapping. You can also book round trips or copy the ride.

Edit Ride Details, will load the trip information into the 'Book a Ride' screen to make changes.

Trip Confirmation, will show the ride details in HTML or PDF. You can also email the confirmation.

Cancel Trip, is used to cancel the ride. You may still get billed if you cancel too soon close to pickup.

You can always hover over an icon to see a tooltip in case you forget what the button does.

Search Rides

When log in with a user profile, another tab appears on the menu bar called **Search Rides** which lets you find past or future booked rides. You can search by the following parameters:

- **Customer & Profile**, this parameter will only show up if your user profile is a Booking Agent profile.

- **Reservation #**, search all rides with the same itinerary number.

- **Passenger**, search for rides by any passing name in the booking.

- **From & To Date**, searches by date range.

- **Date Range Type**, searches by the booking date or the ride date.

- **Ride Status**, filters by active, completed, or cancelled reservations.

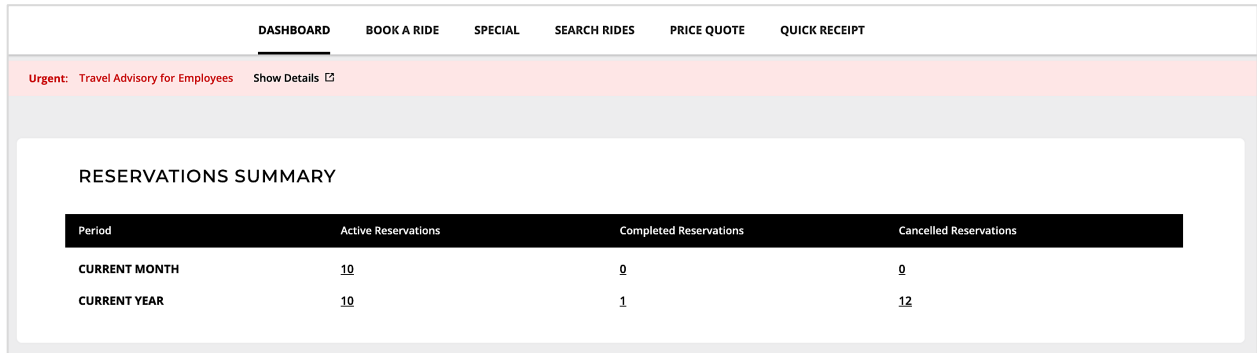Click **Search** and your results will appear below. The search results also provide options on each reservation to view, edit, cancel, or view a confirmation printout.

TRAVEL ADVISORY FEATURE

In order to promote the wellbeing and safety of travelers and chauffeurs, a travel advisory may be presented above the dashboard.

	DASHBOARD	BOOK A RIDE	SPECIAL	SEARCH RIDES	PRICE QUOTE	QUICK RECEIPT

Urgent: Travel Advisory for Employees   Show Details ⌷

RESERVATIONS SUMMARY

Period	Active Reservations	Completed Reservations	Cancelled Reservations
CURRENT MONTH	10	0	0
CURRENT YEAR	10	1	12

Click the **Show Details** link and a new browser tab will open to provide more information about your travel. Here is an example upon clicking the link:

To prevent infection and to slow transmission of COVID-19, do the following:

- Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub.
- Maintain at least six feet distance between you and people coughing or sneezing.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Stay home if you feel unwell.
- Refrain from smoking and other activities that weaken the lungs.
- Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people.

For more information on travel guidelines, please visit CDC website at - https://www.cdc.gov/coronavirus/2019-nCoV/index.html

Part 3. User Profile Access

Learn about setting up stored pickup or dropoff locations as well as saving credit card info for future bookings.

3.1 Profile Menu Options

The website menu only appears when you are logged in with a profile.

The name of the user will appear on the top-right and serves as the profile menu.
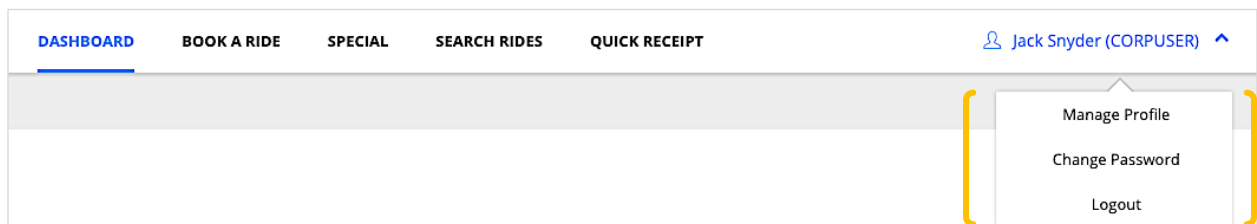
- **Manage Profile**, allows you to update basic personal information in addition to stored Credit Cards to save on file, as well as Stored Locations which you can reuse in your bookings.

- **Change Passwords**, for updating your login password.

- **Logout**, to end your user's session.

We'll review Managing Profiles and Changing Passwords in the next sections.

3.2 MANAGE PROFILE
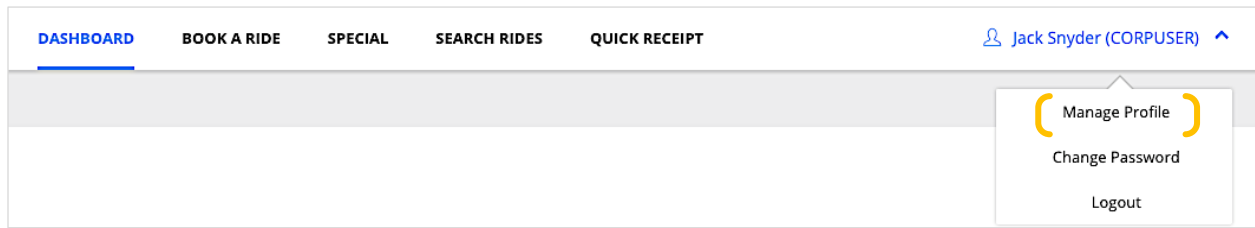
Use **Manage Profile** to keep personal information up to date in the **Profile Details** area.

- Name & Last Name, Mobile Phone, and Email

- Contact Name, Phone, and Email

- **Additional Emails**, allows you to store more emails used by the system each time a confirmation is ready to be emailed. Separate email using a semi-colon (;).

- **Email Alerts**, will send reservation status updates via email to either the Passenger's Email address, or the Contact email.

- **SMS Alerts**, will send reservation status updates to either the Passenger's Mobile Phone, or Contact Phone number.

Click the **Save** button when you have finished.

ADDITIONAL STORED INFORMATION

You can also choose to save Credit Cards and Locations for future use when booking.

CREDIT CARDS	Add Credit Card						˄ HIDE CREDIT CARDS (2)
Card Label	Card Type	Number	Holder Name	Expiry Date	Billing Zip	Is Default	
	Master Card	****5100	RJ	02/2022	07047	Yes	📝 🗑
	Visa	****1111	Test	02/2024		No	📝 🗑

STORED LOCATIONS	Add Location	˅ SHOW STORED LOCATIONS (4)

Saving Credit Cards

Click the Add Credit Card button to add credit card payment details.

- **Card Label**, this is the nickname or alias of the credit card, such as Personal, Business, etc.

- **Credit Card Info**, includes the Card Number, Expiration, and Security Code. Also, the Cardholder name, and Billing Zip Code.

- **Is Default**, will automatically select the Credit Card when booking a reservation.

Clicking Add Credit Card

ADD CREDIT CARD

Card Label

*Credit Card Card Number   MM / YY   CVV

*Holder Name   *Billing Postal Code

☐ Is Default

Save   Cancel

Click **Save** to add the credit card to your profile. Remember, you can always edit credit card details later from the list of Stored Credit cards using the **Edit** or **Delete** icons.

Saving Stored Locations

Click the Add Location button add and save locations to your profile.

1. Use **Find Location** field to search for a valid address location using internet mapping data.

2. Add a **Location Code** or alias for the stored location.

3. Enter the location details.

4. Make sure the **Is Active** checkbox is on. If you wish to disable a location temporarily instead of Deleting it from your profile, you can uncheck this box to hide the location when booking.

3.3 CHANGE PASSWORD
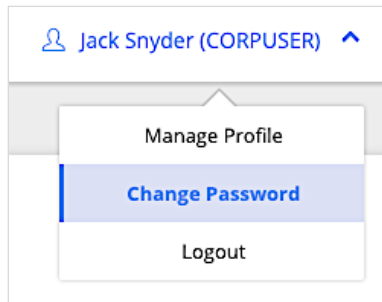
The option to change password is in the User profile dropdown.

When you click Change Password, the system will require that you enter your current password in order to save any changes.

☑   When changing your password, follow the instructions above the fields to qualify your new password. You will be required to use digits, upper and lower-case characters, and special characters.

Click **Change** when you're ready to update your password.