

ETC Best Practices: Add Users to Network

WHAT?

For organizations that have users who do not have email access, ETCs can manually add users into their network.

WHY?

- Gives all employees an opportunity to participate in Wheel Options.

HOW?

- Log into the administrative panel at <https://wheeloptions.icarpool.com/admin/en/login.aspx> or <https://rideshareonline.icarpool.com/admin/en/login.aspx>.
- Click on the **USERS** tab.
- At bottom of screen, click on **Register a new user**
 - Under Provide personal information, enter user's **First name, Last name, State, Language** and **Phone Number**.
 - Under Provide account information, enter user's **Password, Screen Name, Security Question** and **Security Answer**.

ACCOUNT INFORMATION BEST PRACTICES!

Password: User's last name plus last four digits of phone number (Smith1234). User can change later.

Screen Name: User cannot change later. Try first initial and last name or vice versa.

Security Question: Make sure this is a question the user can answer such as "What is my last name?" User can change this later.

- Click **Submit** after verifying that the information is correct and that you spoke with the user.
- Complete registration by clicking "Access User's Account".
 - To streamline entry, select **I am here to record my trips**.
 - Enter user's **home address**.
 - Add user's worksite information by searching by **address** or by **name**.
 - Click **Continue**.

HELP!

- You can also pre-enroll employees by uploading their names, emails and phone numbers. Contact your Wheel Options representative for assistance.
- For more details, visit <http://smarttransportation.ning.com>.
 - **Quick Assistance:** Page 13 of the Basic Training and Admin manual.
 - **More details and screenshots:** Network Administration Chapter 3 – Populating your network, Page 12.