
Network Administrator's Manual

SmartRideshare.com



Thanks to the RideshareOnline partners—including the Washington State Department of Transportation, Federal Transit Administration, King County Metro, and Washington State Transportation Center—for their help in developing this manual.

Who Should Use This Manual?

This Administrator’s Manual is targeted primarily toward *Employee Transportation Coordinators* (ETCs) or others who administer transportation services, ridematch/trip reduction, and information for one or more groups of people within a) a private business, company, or agency, b) a public organization or community group (but not a city, county, transit agency, transit management association, or school), or c) a university or other organization with a similar type of campus. Managing the organization’s transportation rideshare needs may be only a small part of your overall responsibilities, and using the *SmartRideshare* system may be an even smaller portion of your transportation-related duties.

Transportation coordinators and administrators of larger public agencies— cities, counties, transit agencies, transit management associations, or schools—will also find much of this information applicable, although some processes or functions may differ slightly.



Under the *SmartRideshare* system, you will be managing a ridematch/trip reduction system known under different branding, such as RideshareOnline, I-Way, Drive Less Save More, or Choose Your Way Bellevue. *SmartRideshare*-based systems and user groups (*networks*) are now operating in Washington, Oregon, and Idaho.

You may be using the *SmartRideshare* ridematch/trip reduction system to meet company, agency, or even state-mandated (*Commuter Trip Reduction*) goals to reduce drive-alone trips. The capabilities that *SmartRideshare* offers should help you meet those goals by giving you effective ways to encourage people to ride the bus, vanpool, carpool, walk, bike, work from home, or compress their work week.

How Should You Use This Manual?

If you are just becoming familiar with the *SmartRideshare* system and its capabilities and preparing to set up ridesharing for your organization, then your regional *SmartRideshare* administrator urges you to read the first couple chapters. They will acquaint you with what the system can do for you and the people you serve, issues to consider in setting up a user group (called a “network”), and those first steps in properly establishing your network and helping people become members of it.

Subsequent chapters are intended for you to dip into and out of as you have need to use the system’s functions to help your users, communicate with users, post events, manage incentive programs and distribute rewards, run reports for program data collection, and more.

Within the text, you will see two symbols accompanying headings. The  symbol means that the text is informational (although not unimportant). The  symbol means that step-by-step, procedural instructions follow.

Numbered subheadings denote a sequence to follow. **Subheadings** without numbers indicate that the topics, while related, are not necessarily sequential.



These blue boxes highlight best practices and other information that require particular attention.

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