DRIVER FAQ: ERRORS

Error – Already Scanned
- This ticket has already been scanned and therefor is invalid.
- The passenger will need to get a new ticket if they wish to board.

Error – Ticket Number Not Found
1. Check ticket information to make sure that it is a valid ticket (validate origin, date, schedule #).
2. If ticket information is correct, refresh manifest.
3. If any ticket information is incorrect, have passengers re-issue their tickets.
4. Remember to refresh the manifest.

Error – This Section is Closed & Cannot be Reopened
- Select a different section number in the select section field

How should Drivers Report Errors?
- **Emergency:** Call dispatch to report your error.
- **Feedback:** Fill out the survey on the Employee Portal page on the Jefferson Lines Website (https://www.surveymonkey.com/r/RCHDDPQ)

DRIVER FAQ: DEVICE

Scanning device is not emitting a scanning light
1. Hold the scanning button for several seconds.
2. Quit and reopen the app.
3. Turn off the entire device and turn it back on.
4. If there is still a problem then call Dispatch.

Can you see how many passengers will be boarding at this stop, next stops?
- Yes, you will be able to see the updated passenger counts by stop when you submit your check-in

Can device process credit card/cash payments?
- Check in cash passengers by taking a picture of their ID using the manual entry feature.
- We are not using the "Collect Payment" feature at this time.

Can drivers sell tickets?
- No, drivers cannot sell tickets.

JEFFERSON LINES

Driver's Scanning Quick Reference Guide

Revision Date: 06/2019
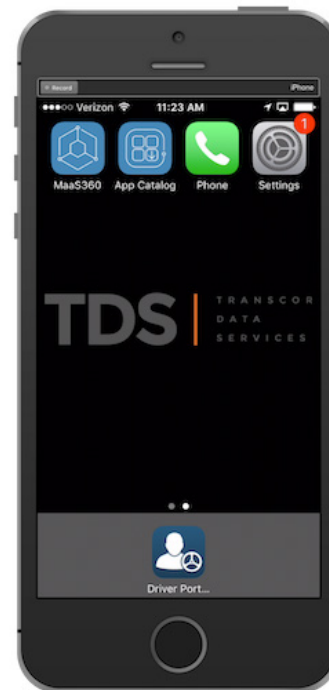
6 Steps to Success

STEP 1
Open The Scanning App and Login

- Open the "Driver Portal JL" app
- Login by scanning your Driver QR Code
- Tap "Envelope"

STEP 2
Enter Driver Info

- Enter Schedule Number (the First digit MUST be a zero - ex. 0919)
- Scan Bus QR Code (on the cover of the DVIR book)
- Select Submit

STEP 3
Select Your Stop

- This will load the manifest for the selected stop.
- If you select the incorrect stop, you will receive an error when scanning tickets

STEP 4
Scan Tickets

- From this screen, you can scan tickets. Press the scanning button to activate the scanner.
- If the scanner doesn't activate right a way, hold the scanning button for a few seconds.

STEP 5
Verify Ticket Info

- The scanning device will verify the passenger's ticket. Sometimes errors appear.
- The errors notify you that a ticket is not valid. See the "DRIVER FAQ: ERRORS" section for more information.

STEP 6
Complete Check-In

- Once all tickets are scanned, select "Complete Check-in."
- From here, you can review the "Schedule Summary Page."
- Don't forget to put your device to sleep and charge it.