

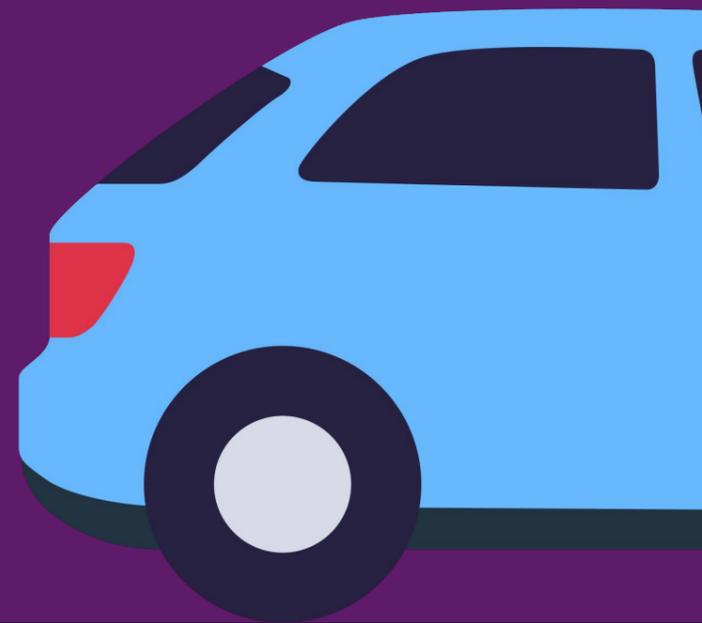
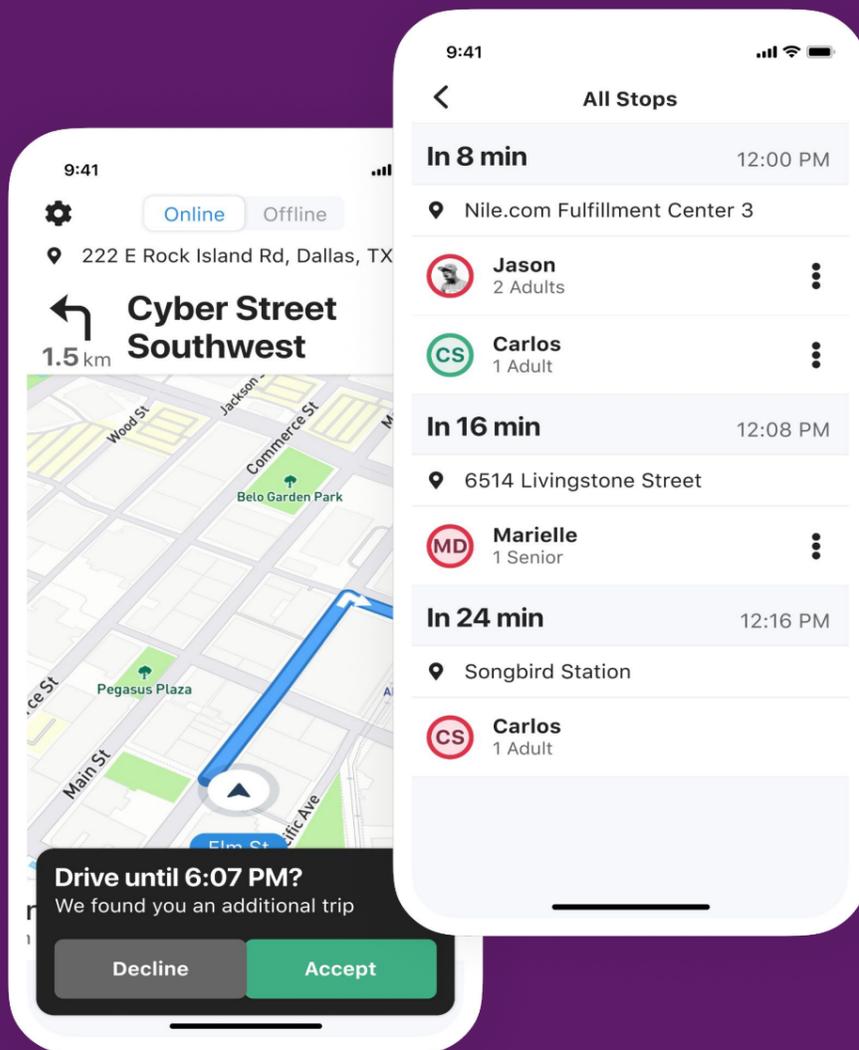
Spare: Driver App Guide

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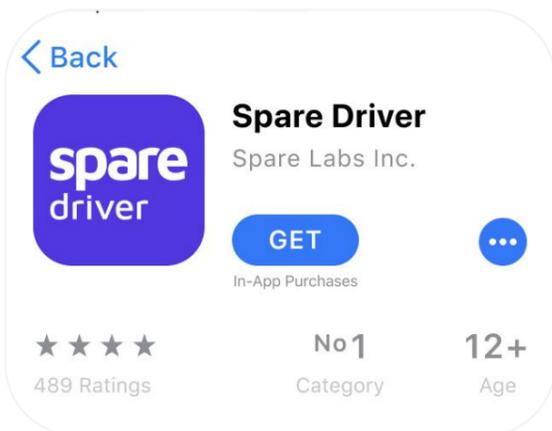




[1] Getting Started

- Downloading the Spare App
- Accessing Your Account

1.1. Downloading Spare Driver App



1

Download the App on your device

From your tablet or phone, search for "Spare Driver App" in Google Play (for Android devices) or App Store (for iOS devices).

← This is how the Spare Driver App will look in the App Store.



2

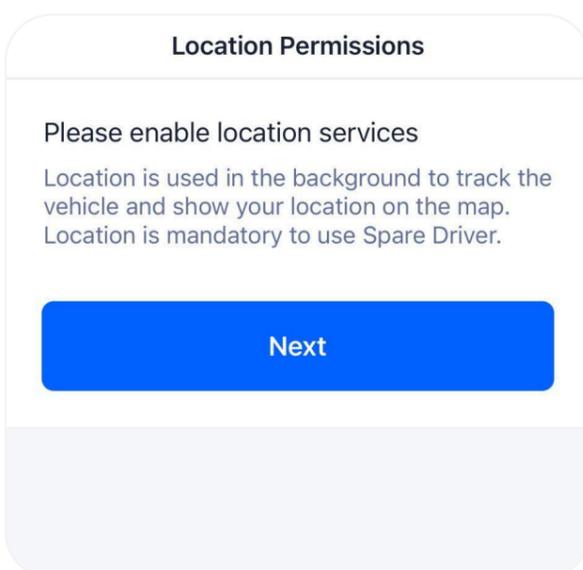
Check the App Settings

From your device Settings, tap on the Spare Driver App and make sure that:

- The **Location Settings** are changed to **"Always"**;
- The **Notifications** are **enabled** (this will allow you to receive instant notifications);
- **Motion and Fitness** setting is **enabled**;
- **Background App Refresh** is **enabled**;



Enabling all of these settings will ensure that your device stays connected to the network and that you will be notified when changes are made to your manifest.

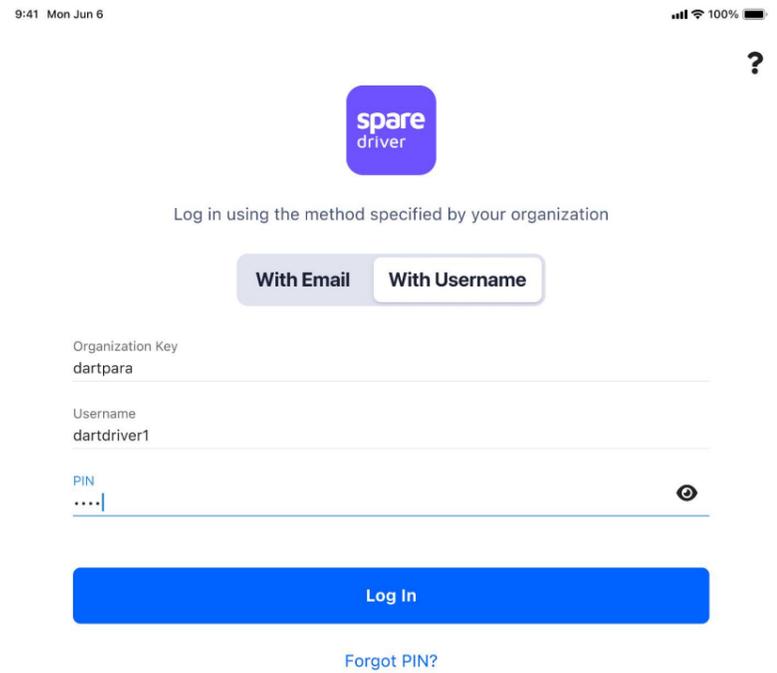


3

Follow Spare Driver App recommendations

Spare Driver App will remind you if you forget to set up any of the settings above. Follow the App instructions to proceed.

1.2. Accessing your Account

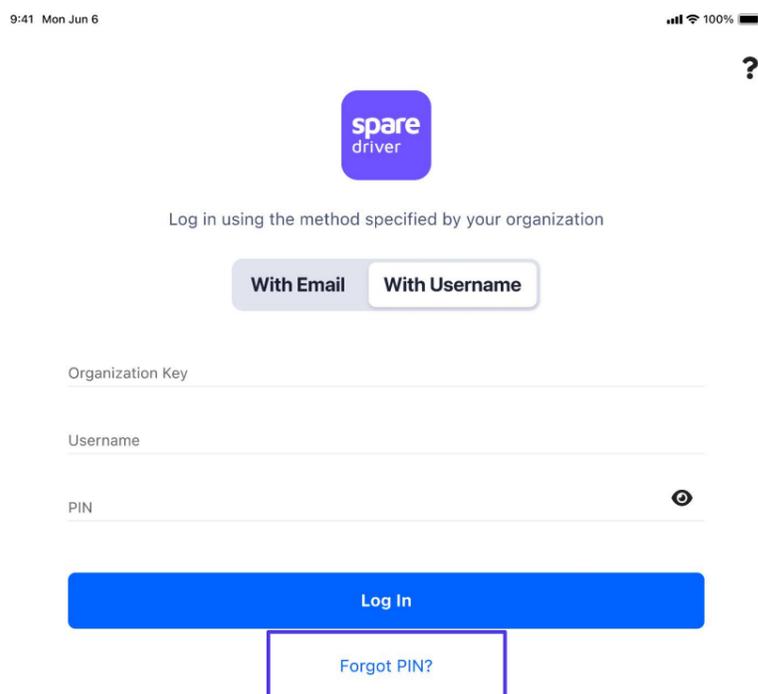


Option 2: Login with an organizational key, username and pin. Your Administrator will provide this information prior to shift login.

← Example when filled out.



3 Recovering your password

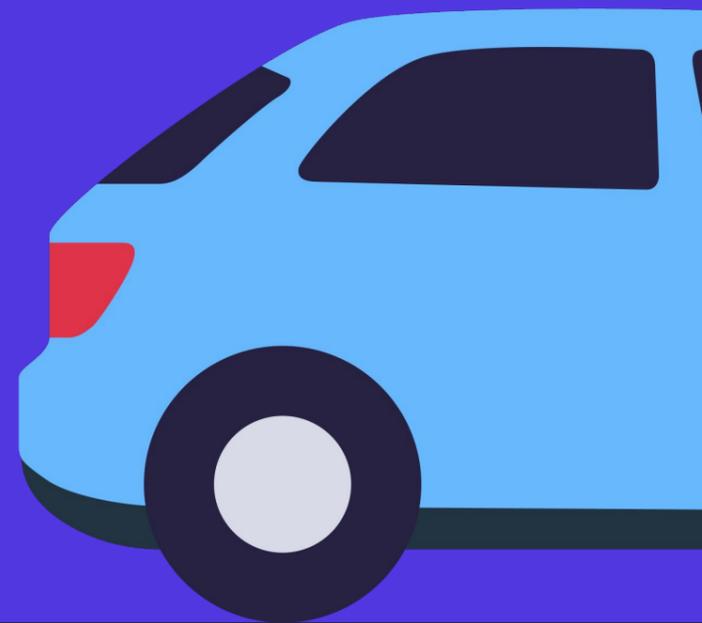
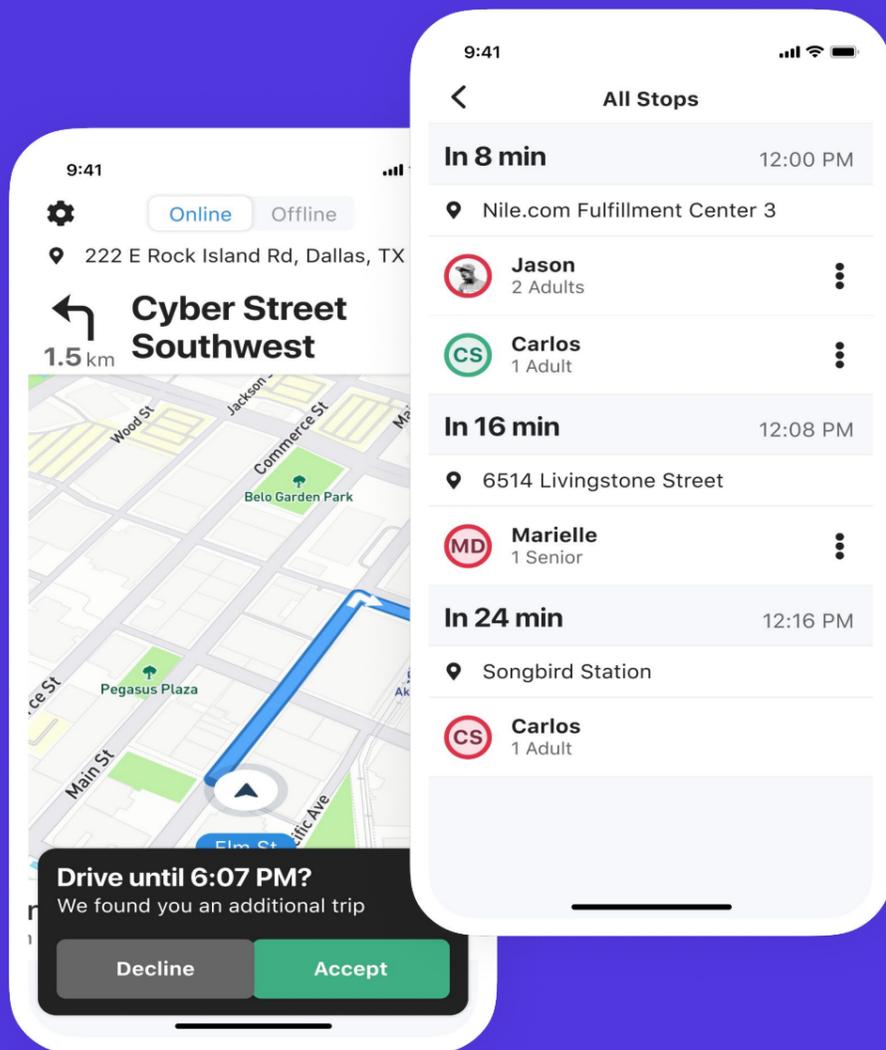


If you don't remember your password, you can tap on the **"Forgot Password?"** button. You will receive an email with a password reset link. If you tap on **"Forgot PIN?"**, you'll be prompted to contact your Administrator to reset it.

If you request a password reset too many times, the system might no longer send you a password reset email. Please get in touch with your administrator instead.



Remember to follow your manager's instructions and **log out** after your duty if instructed to do so.



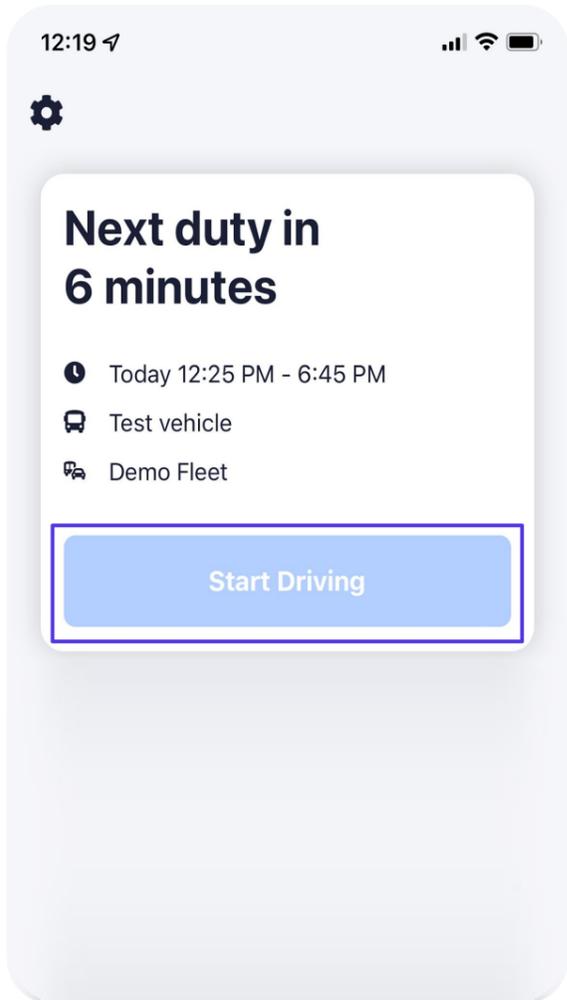
[2] Navigation & Main Settings

- Setting Up Your Profile
- Main Settings Overview

2.1. Setting Up Your Profile

Review the main settings of the Spare Driver App, learn how to view your trip history, and find help resources.

1 Check your next duty information



Once you log in to your account and select your organization name, you'll see your duty information on the home screen.

The information includes:

- 1. Your shift time today
- 2. The vehicle you're driving
- 3. The fleet your duty is associated with

Please note that you can start your duty **up to 5 minutes before** your duty start time indicated in the app.

i If you can't see your duty or it looks incorrect, contact your administrator.

Once you hit the **"Start Driving"** button, you'll activate the GPS, and your duty will officially start.

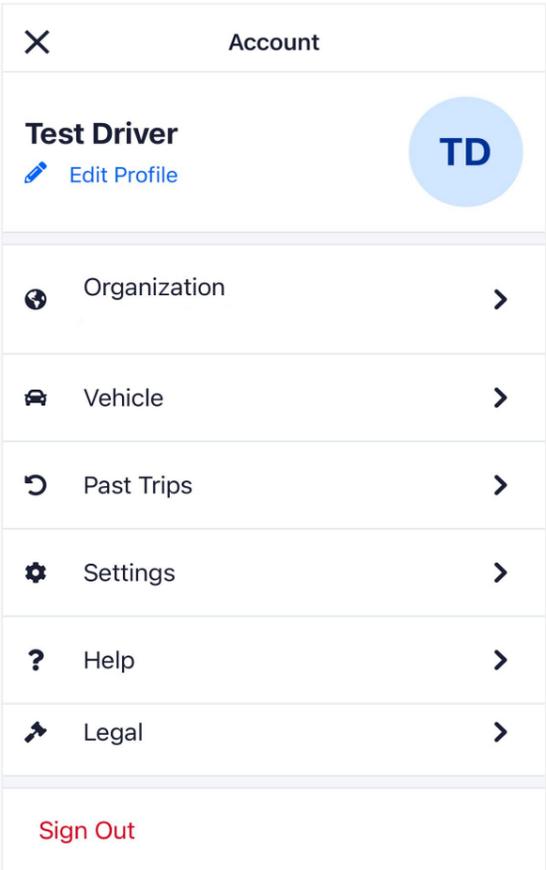
As the screenshot on the left indicates, it's too early to start the duty. Let's explore the overall settings while waiting. ↓

2 Check the main settings

Tap on the  icon to go to the main settings page. From there, you can do the following:

-  Fill in your Driver Profile, add personal information and photo (if allowed);
-  View your organization details (or switch between different organizations, if applicable);
-  View your vehicle information, including its features (wheelchairs, car seats, etc.);
-  Review Past Trips history* (Today | Last 30 days | All Time);
-  Set the screen mode (light/dark) and enable sound notifications;
-  Browse help articles and resources;
-  Get familiar with the Terms of Service and Privacy Policy;

You can also **Sign Out** from your account here →

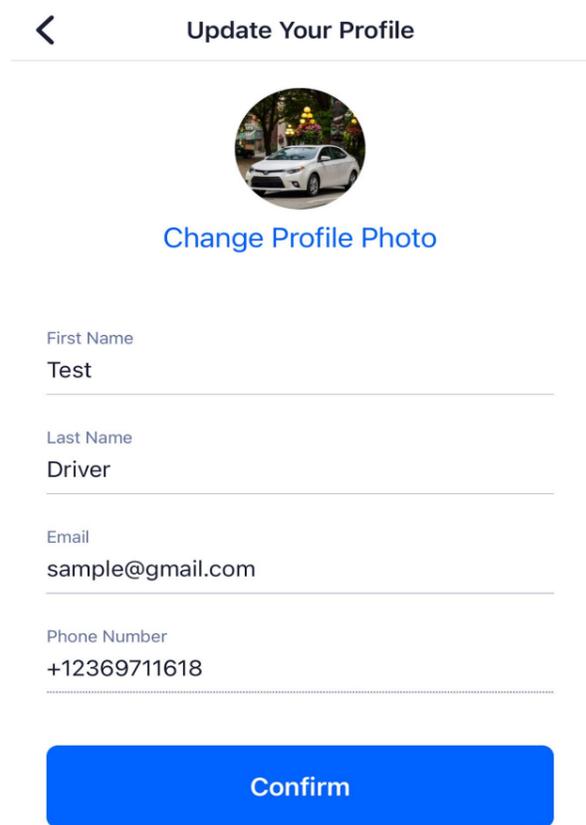


*The "Review Past Trip History" is an optional function and may be disabled on certain devices.

2.2. Main Settings Overview

1 Edit Profile

Update your contact information and upload your photo (optional) here.



< Update Your Profile

Change Profile Photo

First Name
Test

Last Name
Driver

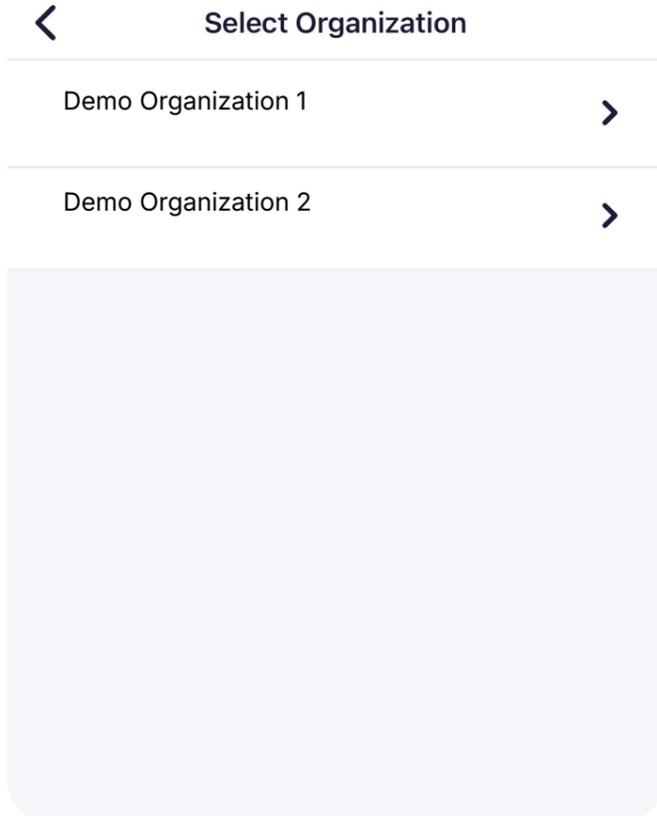
Email
sample@gmail.com

Phone Number
+12369711618

Confirm

2 View Organization

Switch between the organizations here. Tap on the organization name to select it.



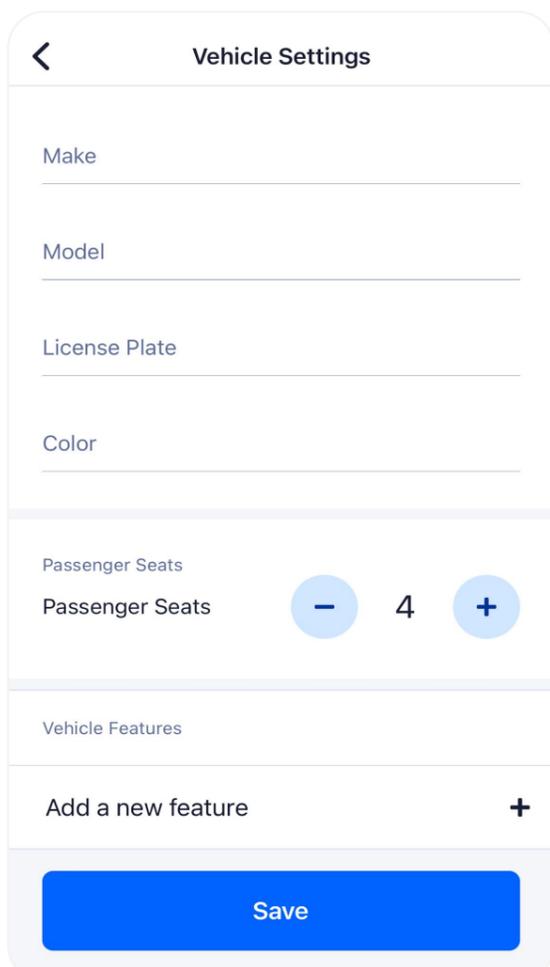
< Select Organization

Demo Organization 1 >

Demo Organization 2 >

3 Vehicle

This information will be pre-filled. Please contact your administrator if any changes need to be made.



< Vehicle Settings

Make

Model

License Plate

Color

Passenger Seats

Passenger Seats - 4 +

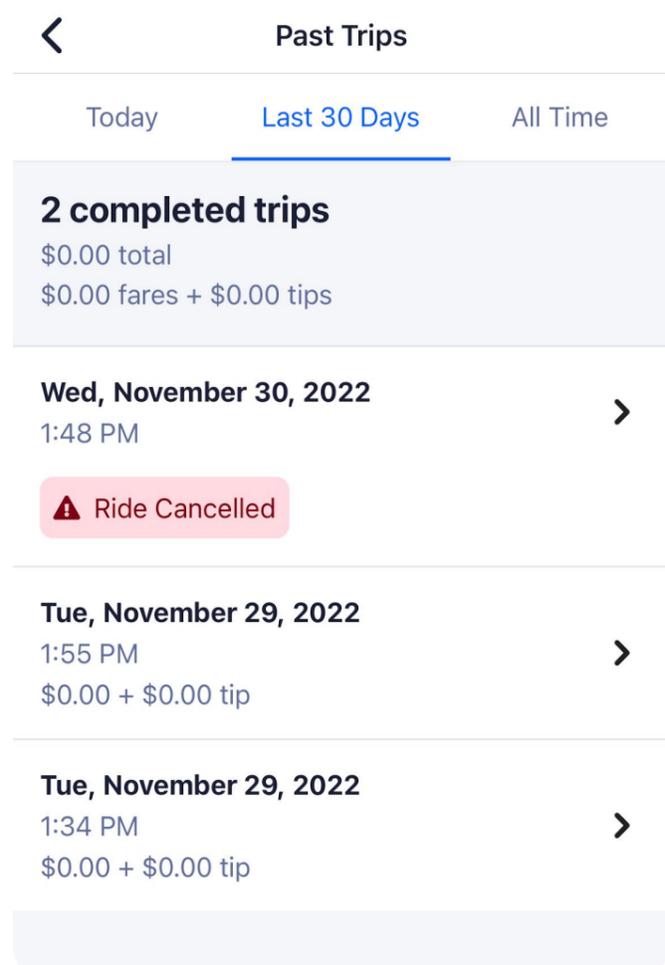
Vehicle Features

Add a new feature +

Save

4 Past Trips*

If your organization enabled this function, you will be able to view the past trips' history. Tap on each trip for a short description.



< Past Trips

Today Last 30 Days All Time

2 completed trips
\$0.00 total
\$0.00 fares + \$0.00 tips

Wed, November 30, 2022 >
1:48 PM
Ride Cancelled

Tue, November 29, 2022 >
1:55 PM
\$0.00 + \$0.00 tip

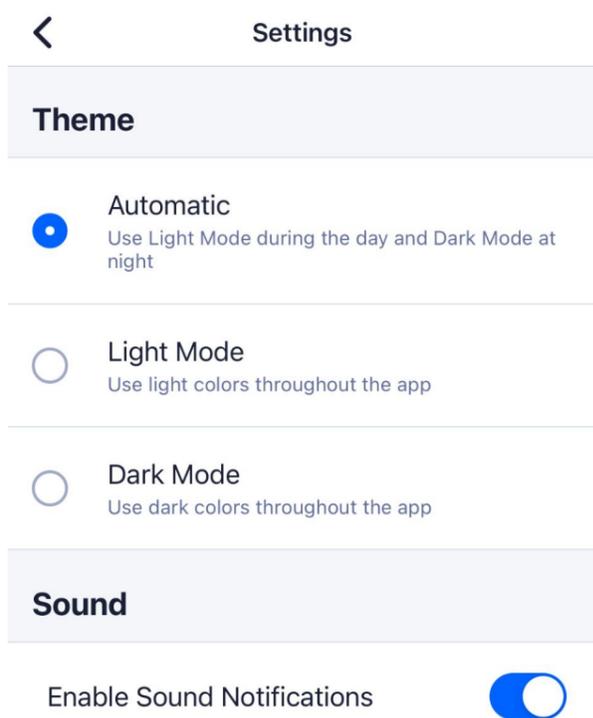
Tue, November 29, 2022 >
1:34 PM
\$0.00 + \$0.00 tip

*The "Past Trip" function is optional and may be disabled on certain devices.

2.2. Main Settings Overview

5 Settings ⚙️

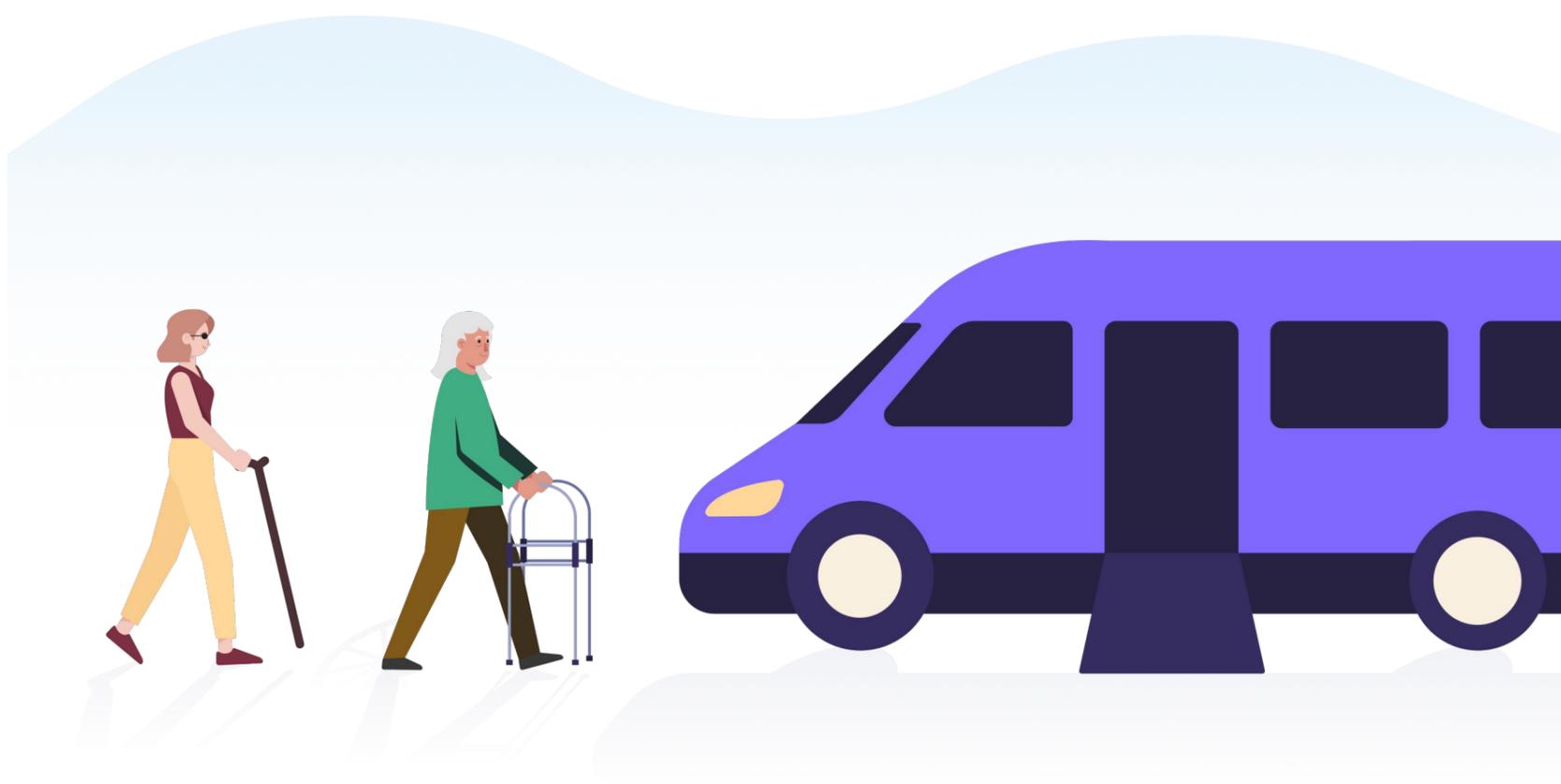
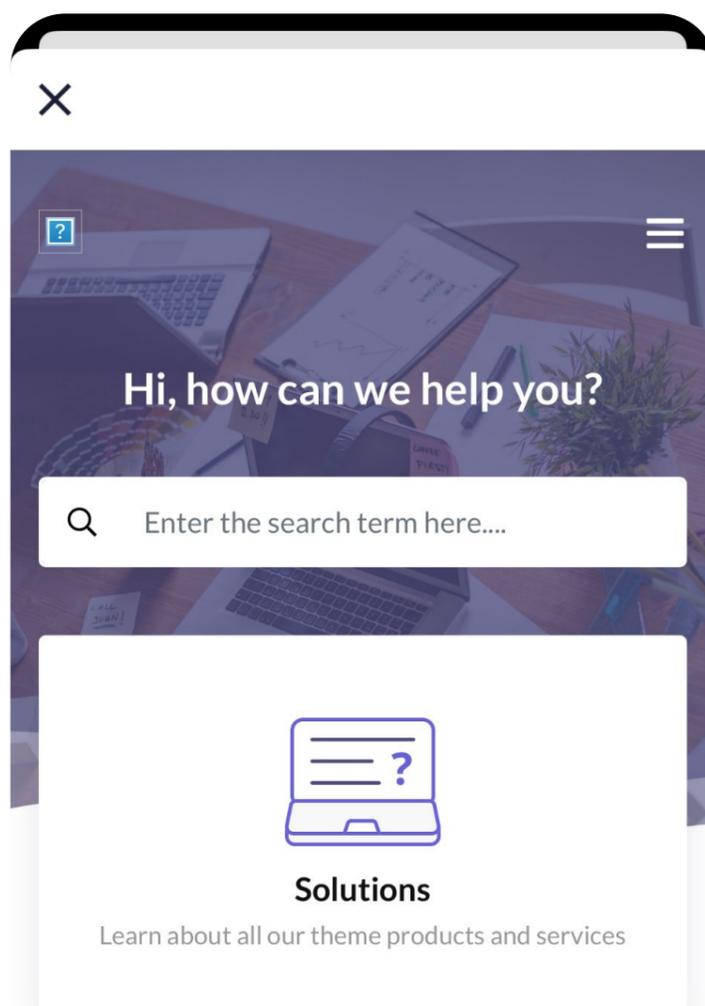
Choose the light mode and Sound Notification settings here.

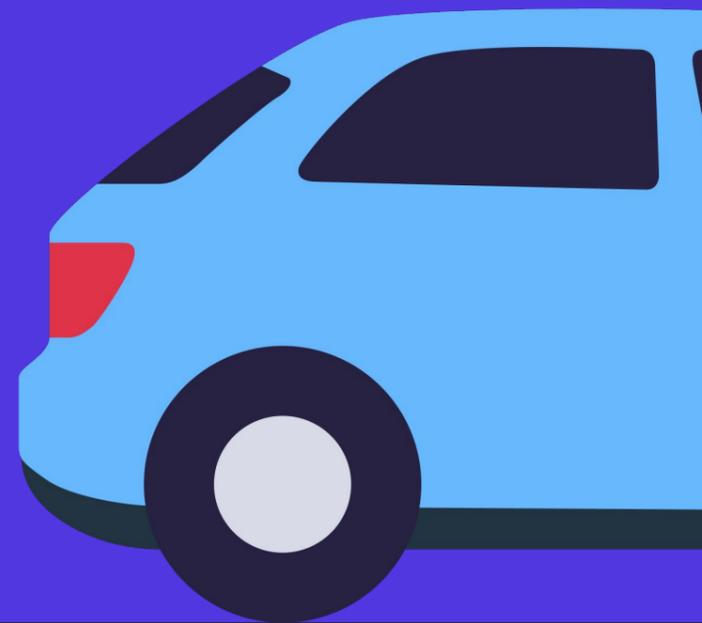
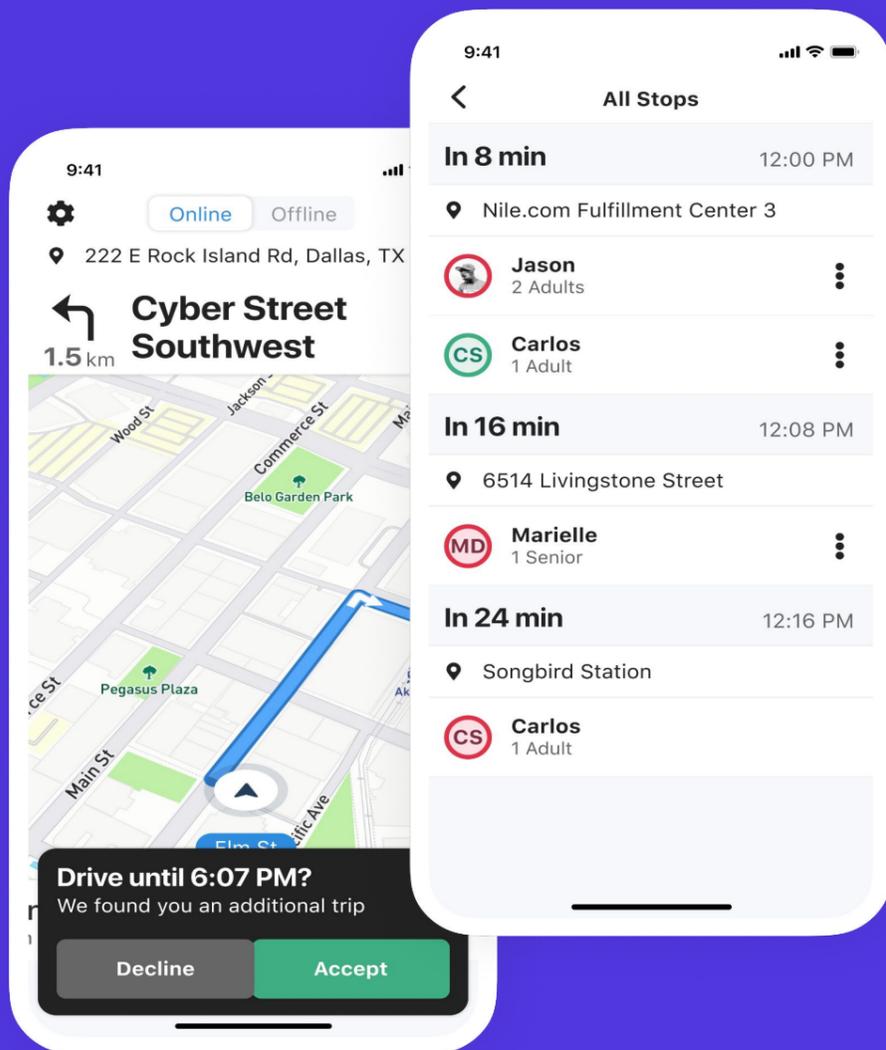


We highly recommend that the Sound Notifications are turned on.

6 Help ?

This button leads to Spare Help Centre. Type your question in the search bar and explore the help articles available.





[3] Driving with Spare Driver App

- Starting the Duty
- Completing Your First Trip
- Trip Cancellation
- Adding a Walk-on Rider
- Ending Your Duty

3.1. Starting the Duty

How to start your first duty, check your driver break policy and stay informed about any duty changes.

1 Start your Duty

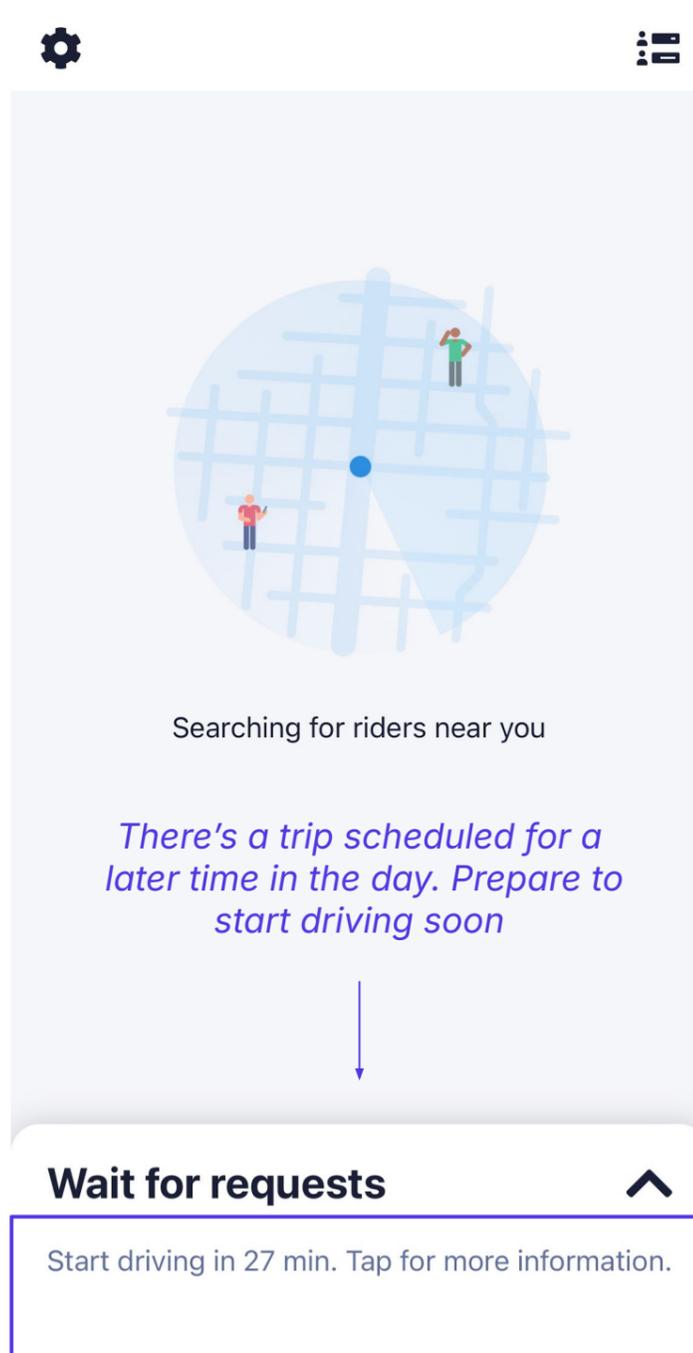
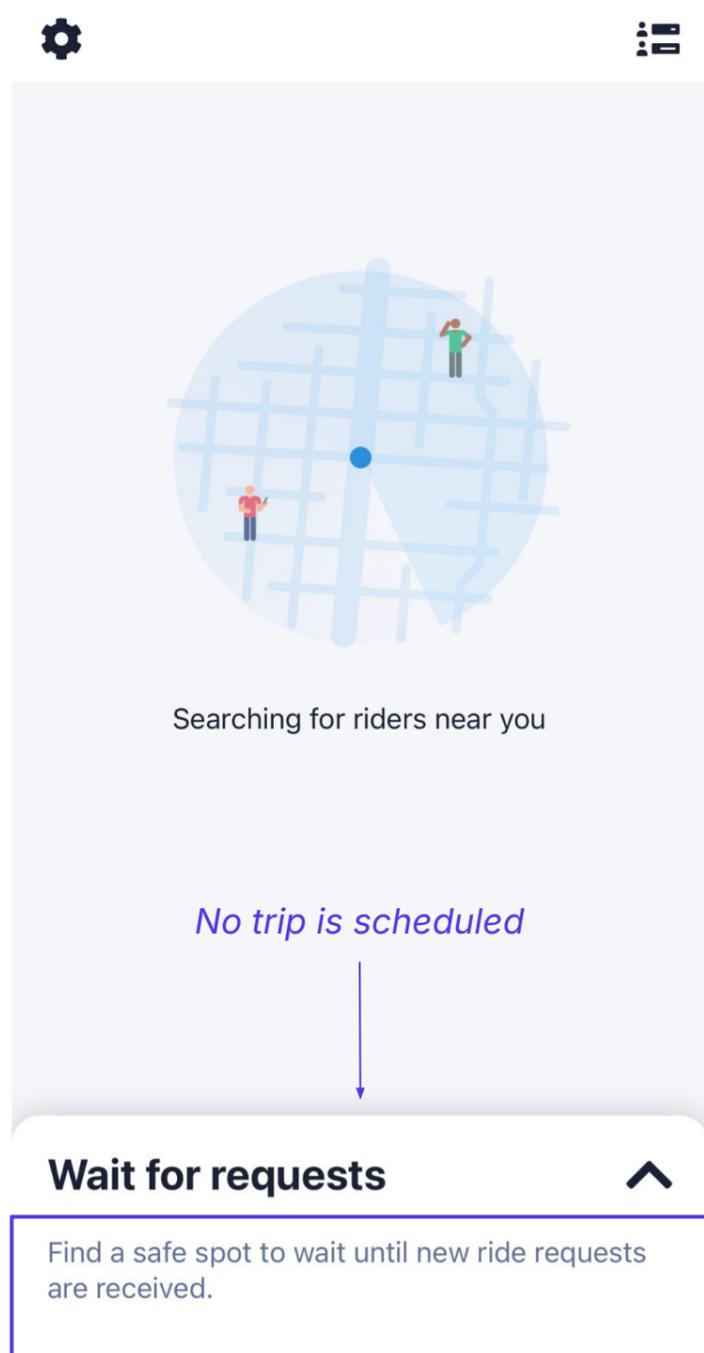
Once you begin your duty, you will be taken to the main screen of the Spare Driver App.

2 Wait for your First Trip

→ If there are no immediate pre-booked trips, your screen will look like the below image.

When you have no trips, find a safe spot to park and wait for the navigation to your next stop to appear. Your organization may provide specific waiting/staging locations.

→ If your first trip is scheduled for a later time in the day, you will see the amount of time until you need to start driving to the pickup location.



3.1. Starting the Duty

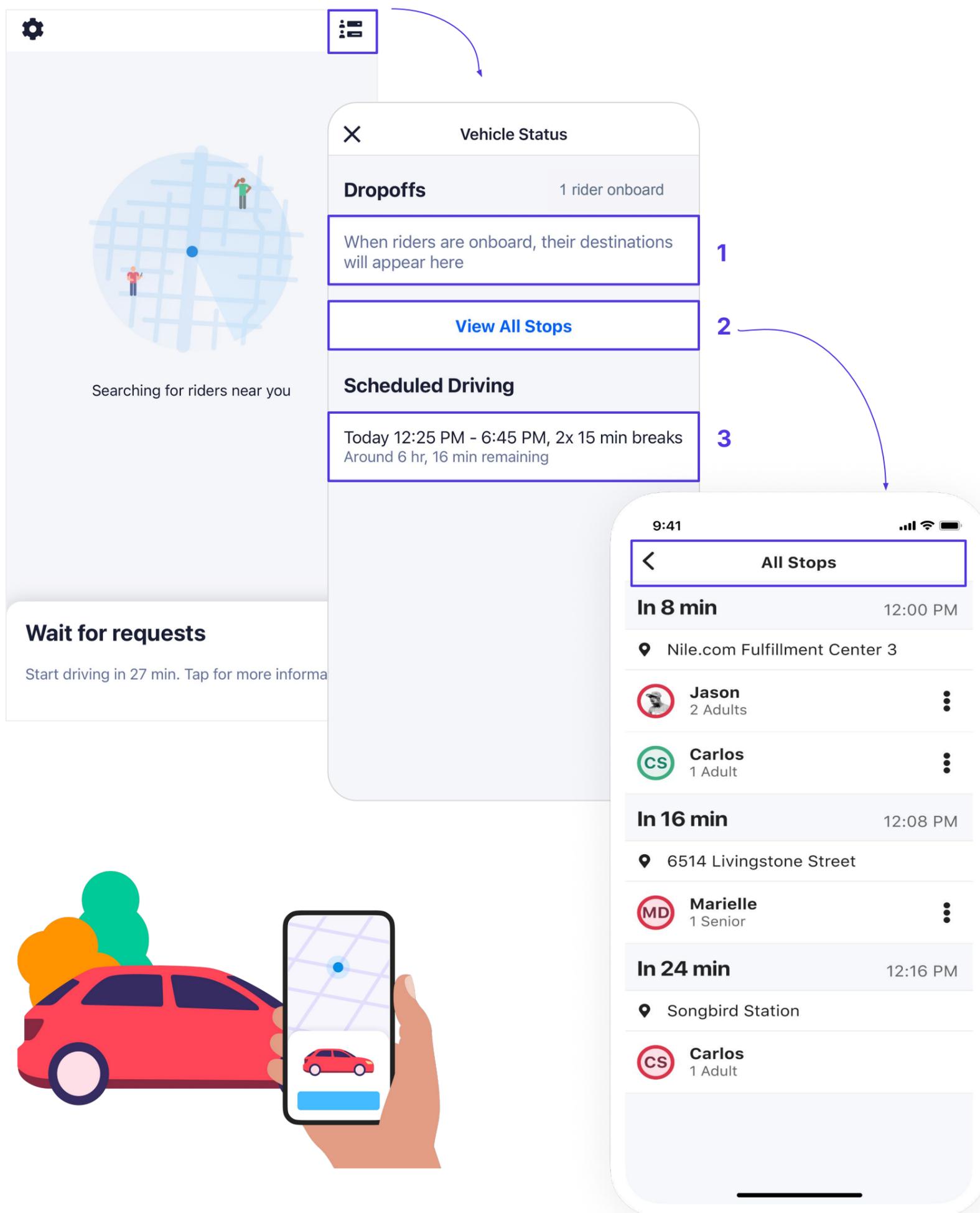
3 View your vehicle status

Tap on the  con in the top right corner to view:

[1] Dropoffs: dropoff information for any riders on board.

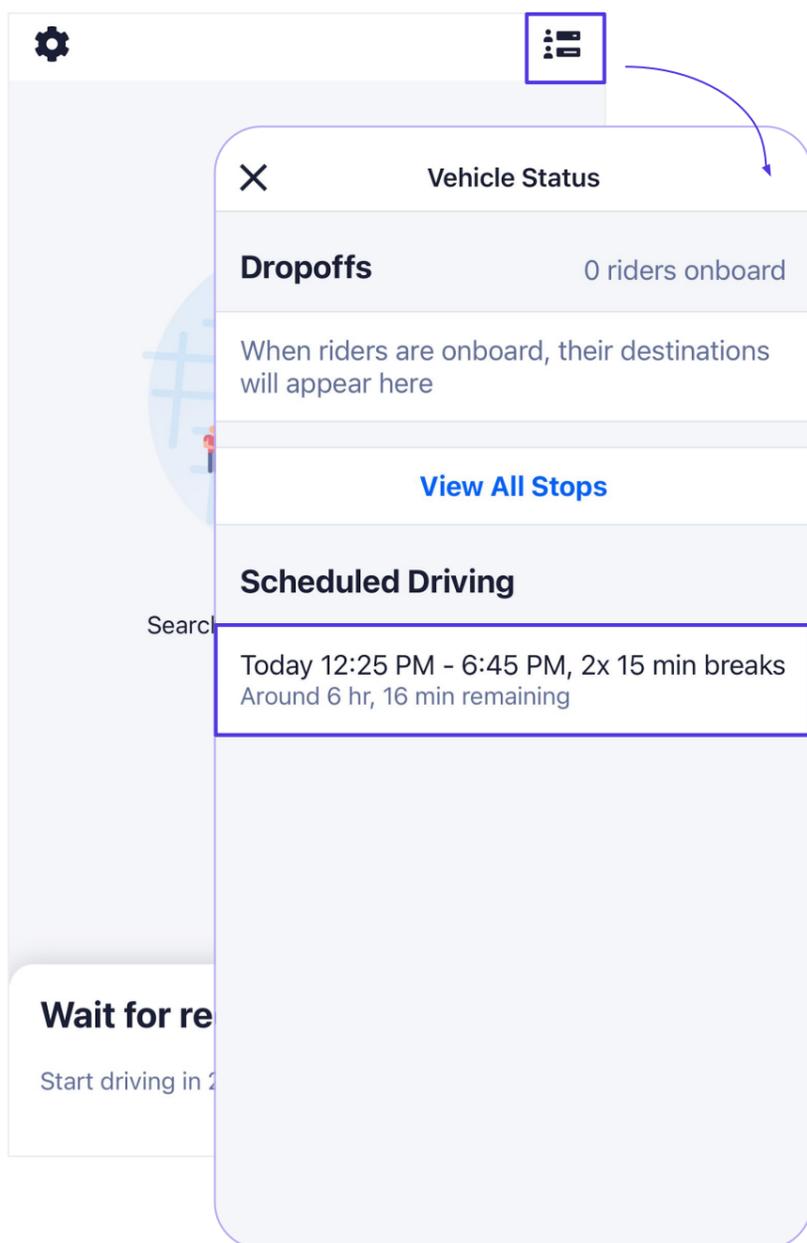
[2] View All Stops: your trip itinerary for the day.

[3] Scheduled Driving: information about your duty hours + breaks policy.



3.1. Starting the Duty

4 View the automated driver breaks policy



If the Driver Breaks function is enabled by your organization, you will see the breaks information in your **Vehicle Status**.

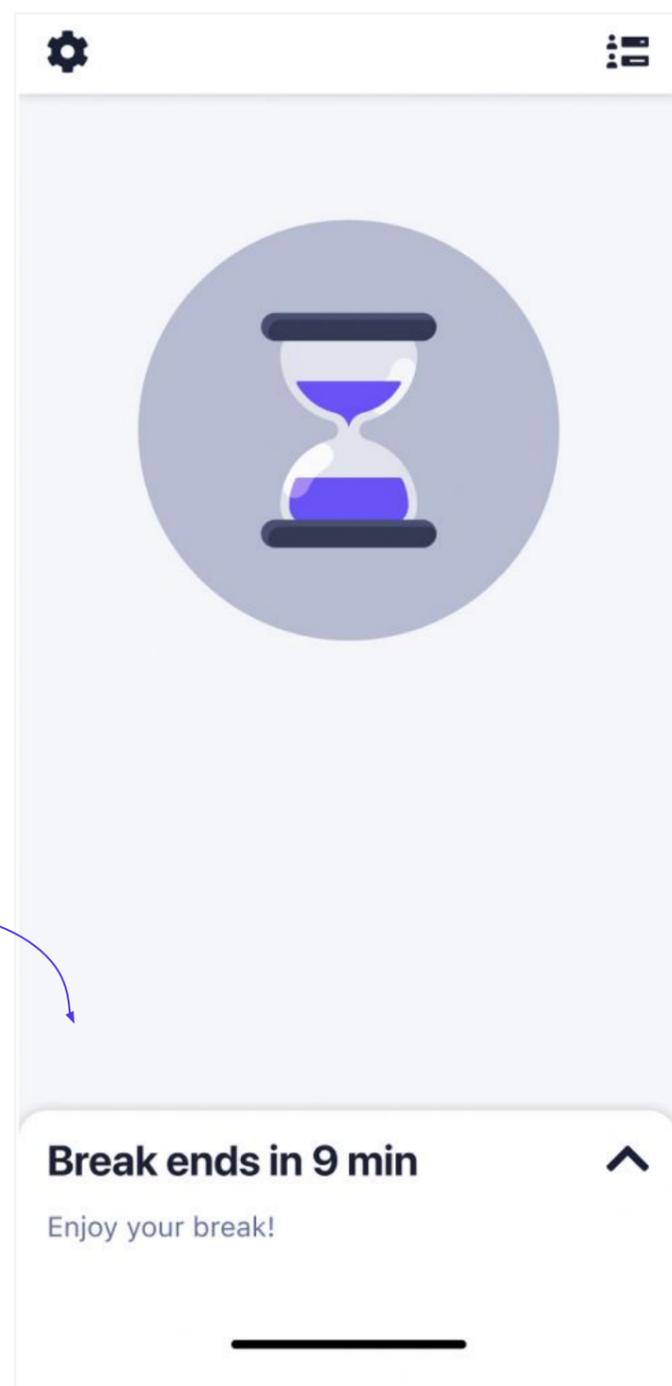
For example, the screenshot on the left shows that there are two 15 min breaks scheduled for the shift.



Please note that **breaks may automatically move around** to maximize your schedule's overall efficiency.

Once the break starts, a notification will pop up. You can see how much time is left until the end of the break. You will not receive any new trip alerts during the break.

Once the break is over, another notification will appear, inviting you to come back to driving.

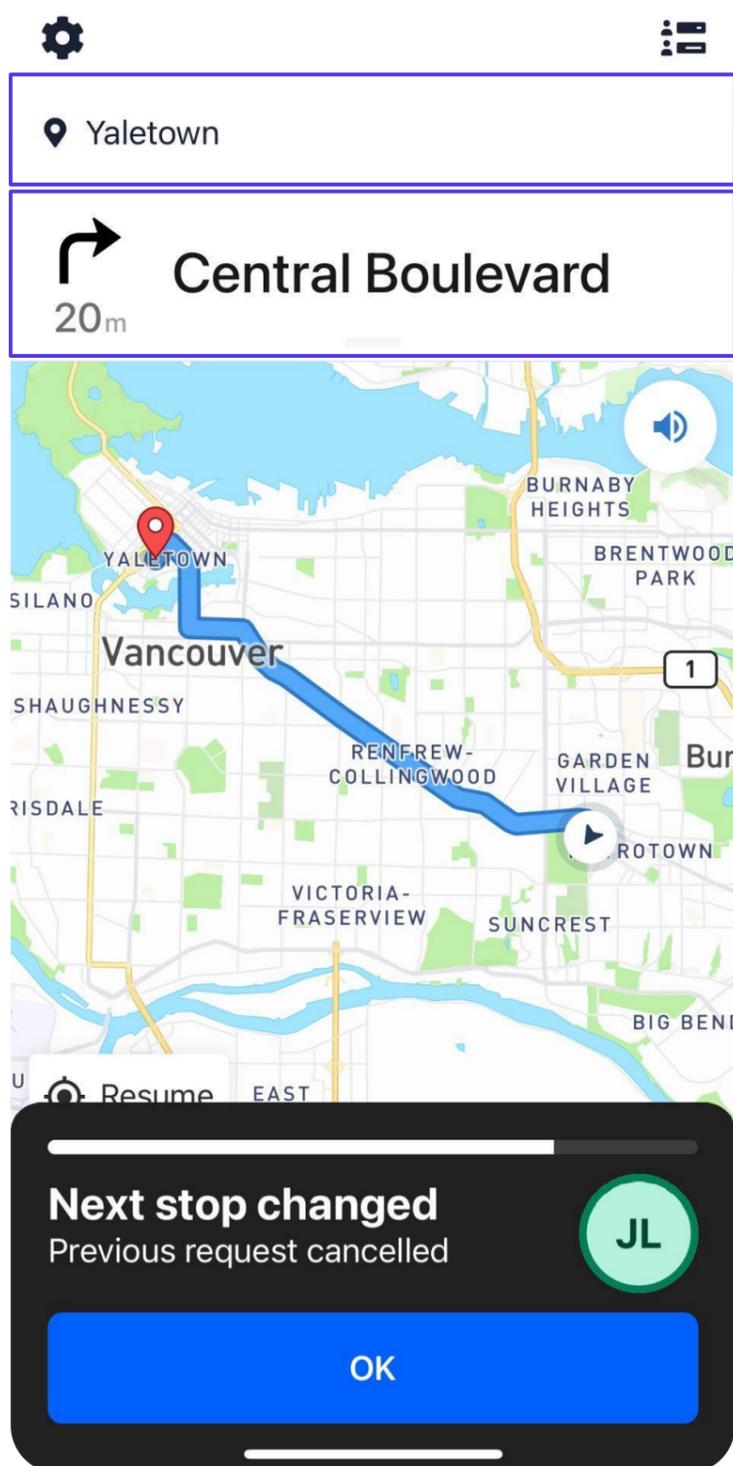


3.2. Completing your First Trip

How to complete your first trip, including navigating to your destination, confirming the rider's pickup/dropoff, adding a walk-on rider, or cancelling the trip.

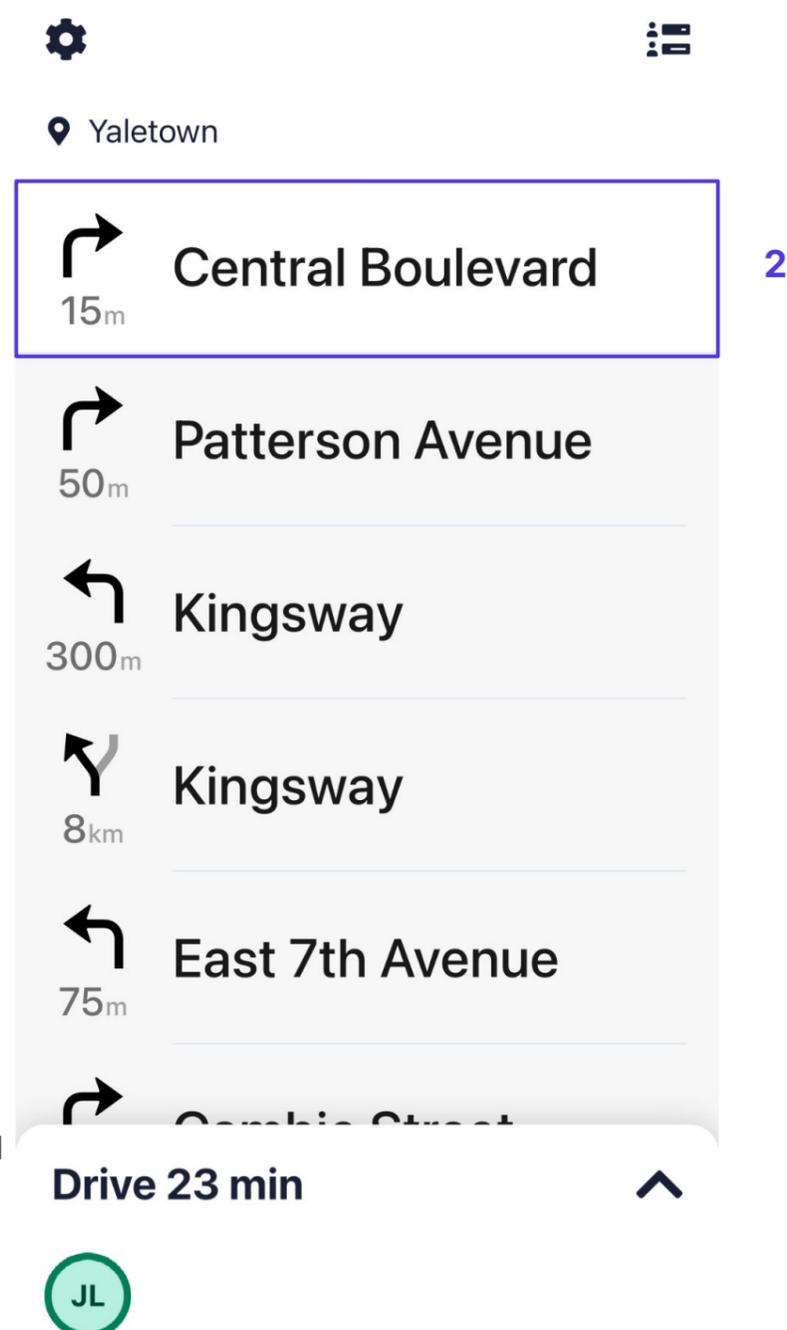
1 Get notified about a new trip

When a trip request comes in that changes your next stop, the notification below will pop up to let you know. The notification will disappear after a few seconds, or you can tap **OK** at the bottom to dismiss it.



Now that there is a ride request, the map will automatically route you to your **next stop**, which is listed at the top of the screen.

Tap on your **next turn** to see a list of all your directions. Tap on the **next turn** again to hide the details.

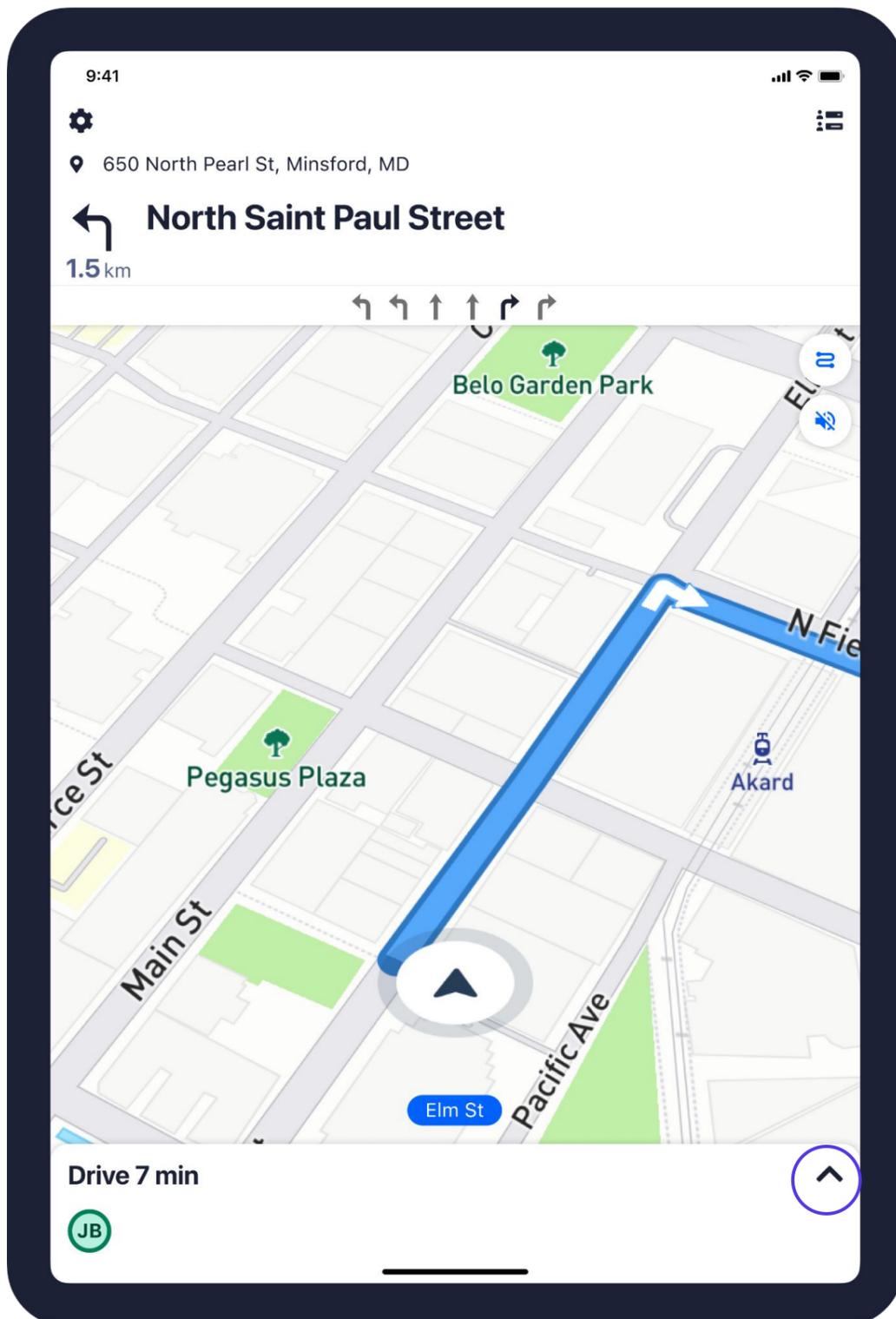


At the bottom of the main screen view, you'll find the **estimated driving time** to your next stop.

You will also see the **initials or profile picture of your next pickup or dropoff**, plus icons for any accessibility features.

3.2. Completing your First Trip

2 Navigate to the pickup location



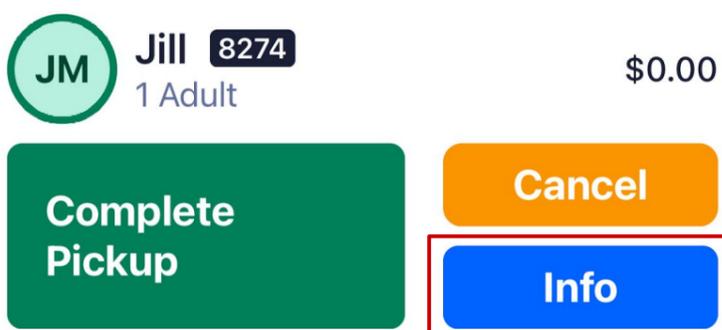
Go to a **bird's eye view** of your trip by tapping on this icon in the top right corner.



Tap on the **Resume** button to return to the **turn-by-turn** view.

Tap the arrow at the bottom of the screen to **view the rider(s) details**.

3 View your rider information



Review information about the riders at your next stop, as well as the Complete Pickup or Complete Dropoff buttons.

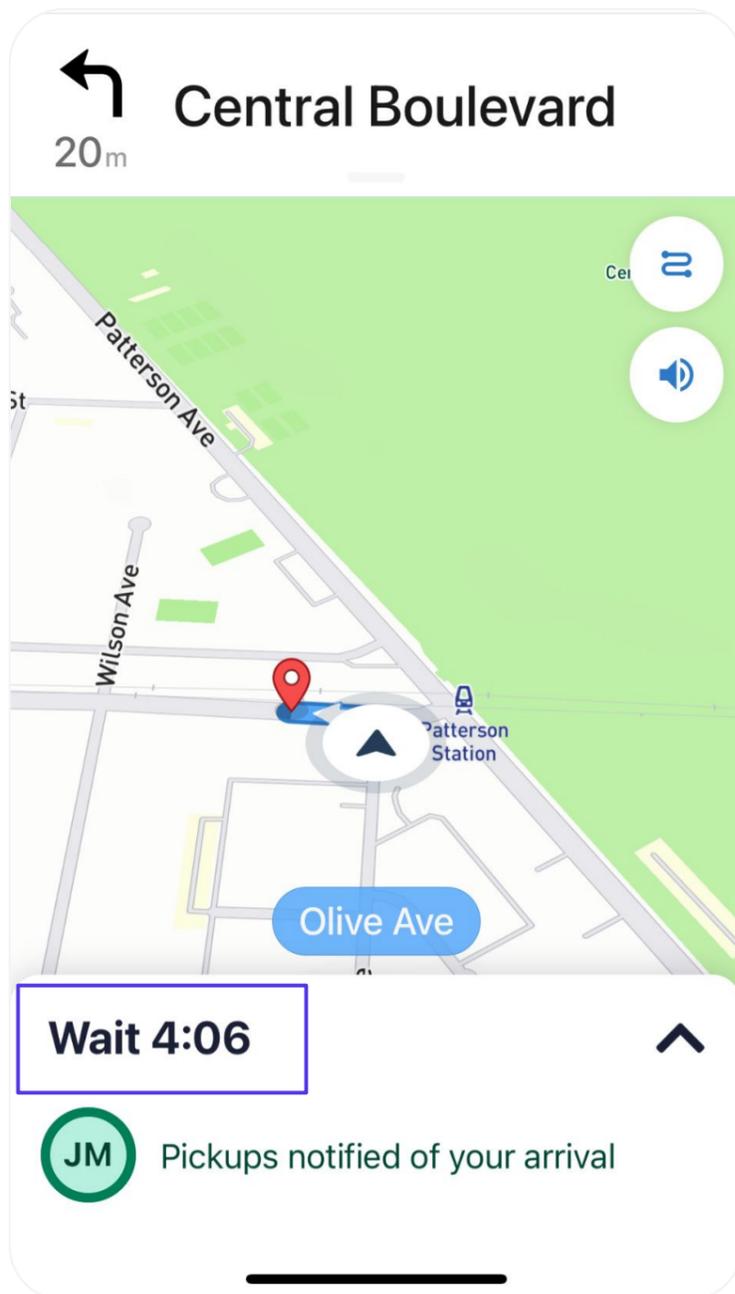
If your organization policy permits it, you can **contact the rider** from this pop-up menu by tapping on the **"Info" button**.

3.2. Completing your First Trip

4 Board your rider(s)

i The amount of **wait time** is set by your organization. If you get to the stop early, the amount of time you are early is added to the timer.

See [p.19](#) of this guide for instructions on what to do when **the rider is running late**.



Tap the **arrow at the bottom of the screen** to view the passenger(s) details and how much wait time is left.

If a request has **multiple riders** or requires an **accessibility feature**, like a wheelchair, it will be listed by their name.

The fare to be collected also appears to the far right. If any dollar value is shown, that amount must be collected from the rider on the vehicle. If a checkmark is shown, the rider has already paid their fare.

Message icon Pickups notified of your arrival

JM Jill **8274** 2 & 2 **🐾**
1 Adult



Complete Pickup

Cancel

Info

i You might need to fill in some information to complete the boarding.

Tap the **"Info"** button to view any notes about the rider and fill in any information your organization requires you to collect, such as **ticket number and/or type**.

X Jill • Info

Notes

None

Ride Details

Ticket Number

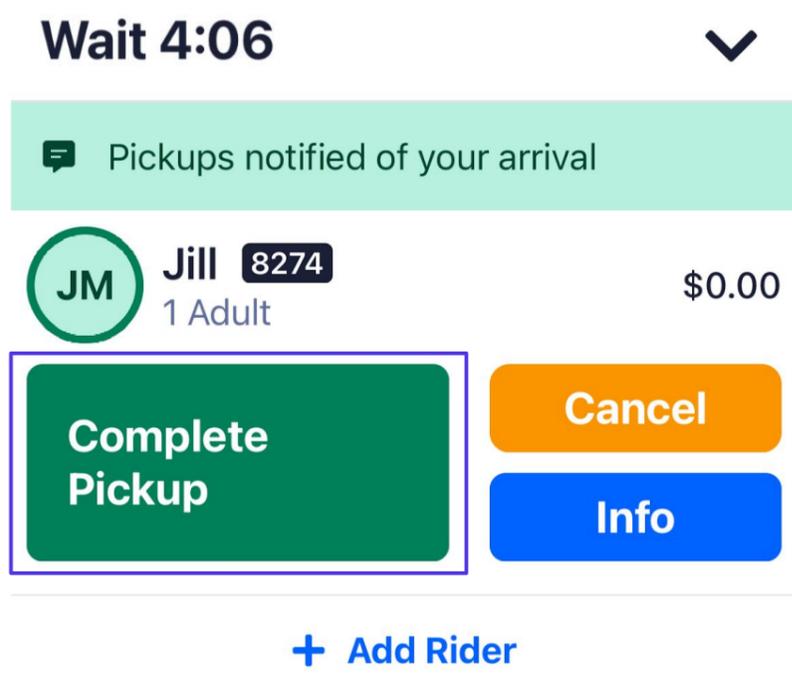
Ticket Type

3.2. Completing your First Trip

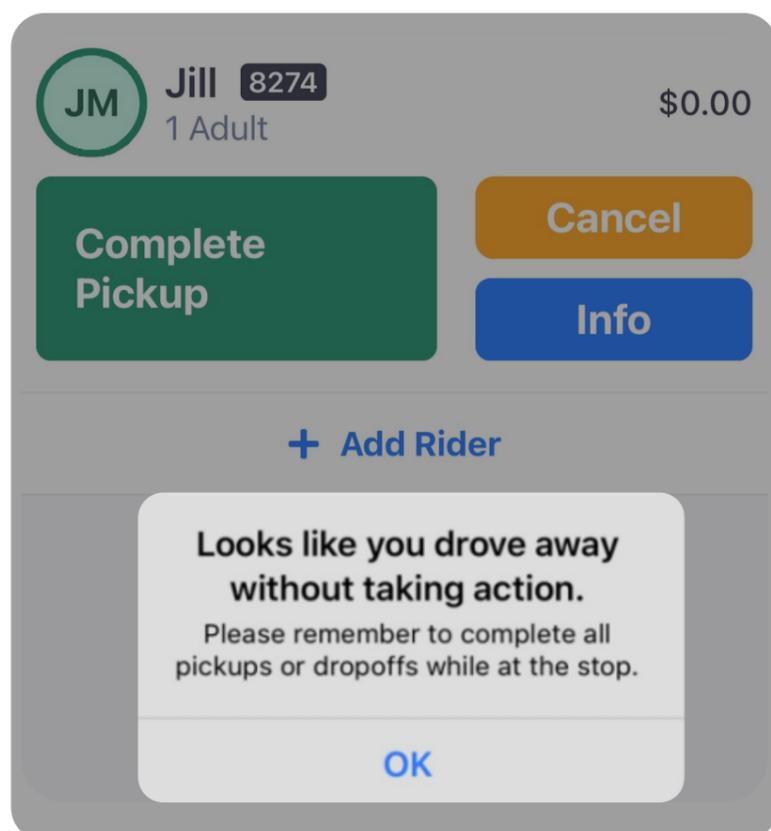
5 Confirm the pickup

Tap on the **“Complete Pickup”** button to confirm your rider is now on board.

Please make sure to come to a complete stop before completing your pickup or dropoff.



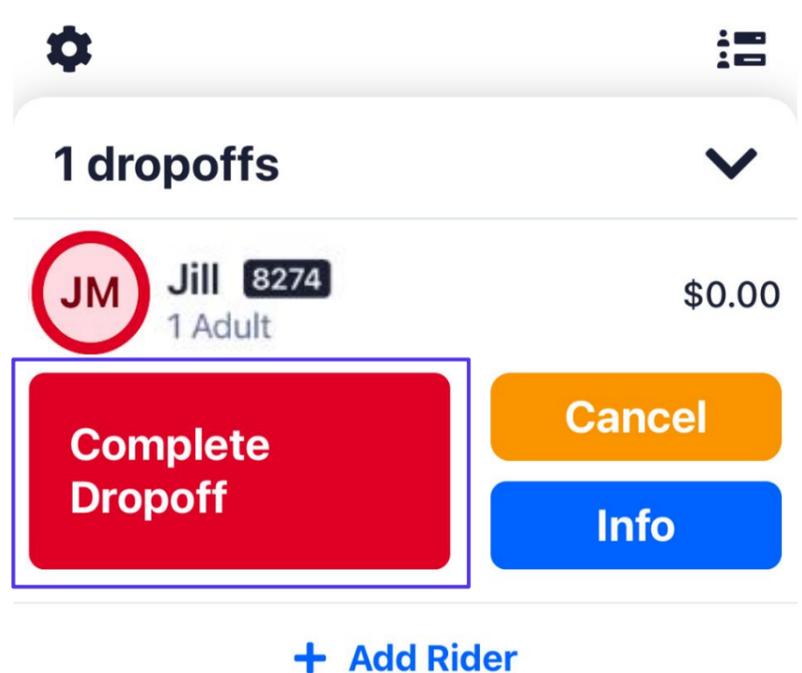
If you forget to complete your pickup or dropoff before leaving the stop, the system will notify you ↓.



6 Complete the dropoff

Follow the navigation to the dropoff location.

Once the pickup is marked as complete, follow the navigation to **navigate** to the dropoff location.



i When riders will be pooled, the engine will determine the stop order based on the service windows and flexibilities. Riders might not be dropped off in the same order you picked them up in.

To avoid confusion, remember that **pickups** are marked in green, and **dropoffs** are marked in red.

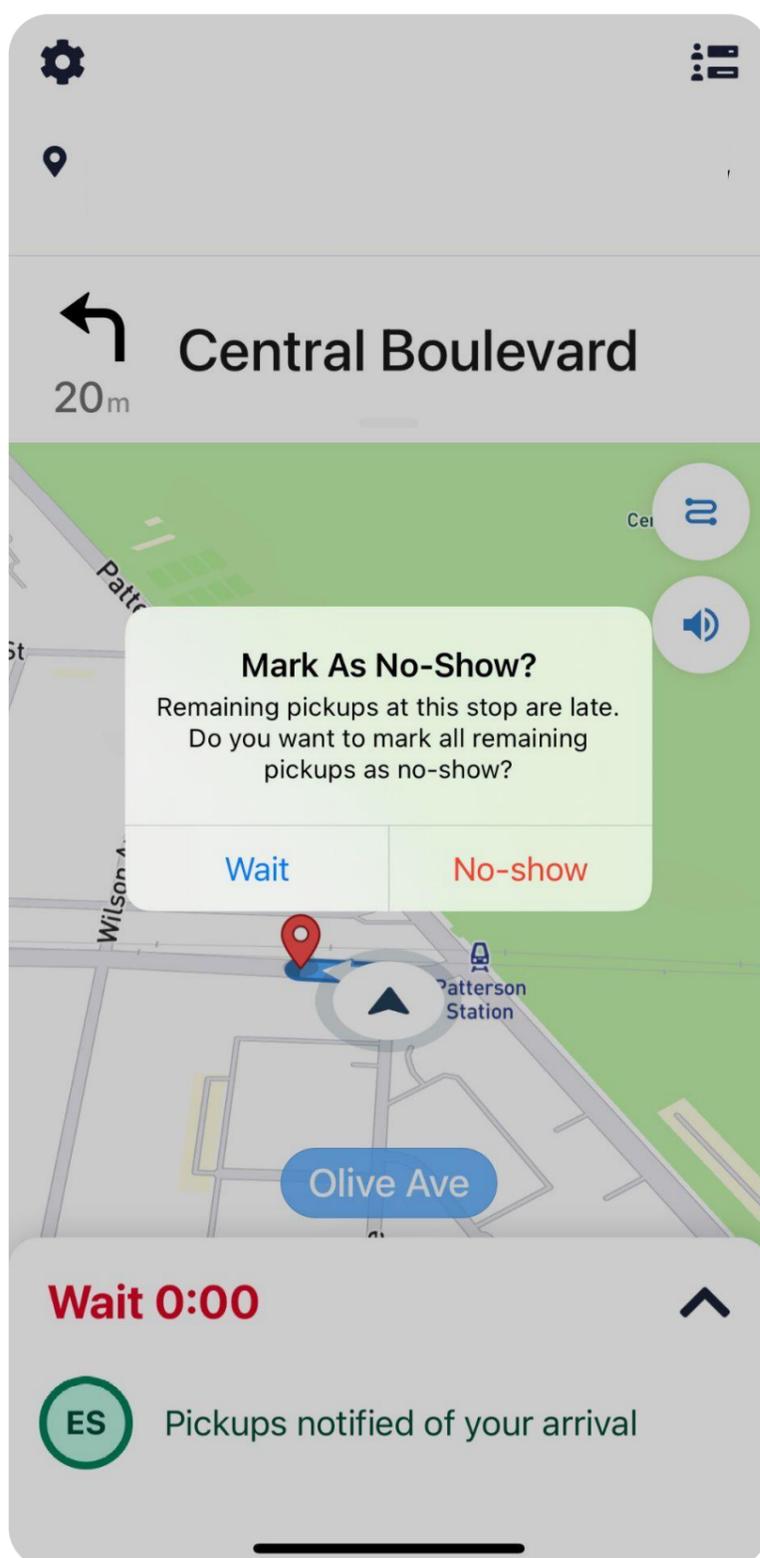
3.3. Trip Cancellation

How to cancel a trip, due to a rider's No-Show or any other reason.

1 Mark as No-Show

When you arrive at your pickup location, a wait timer automatically begins. Once the timer has finished, the app will ask if you want to **No-Show Cancel** all of the remaining pickups at this stop **or extend the timer for another minute**.

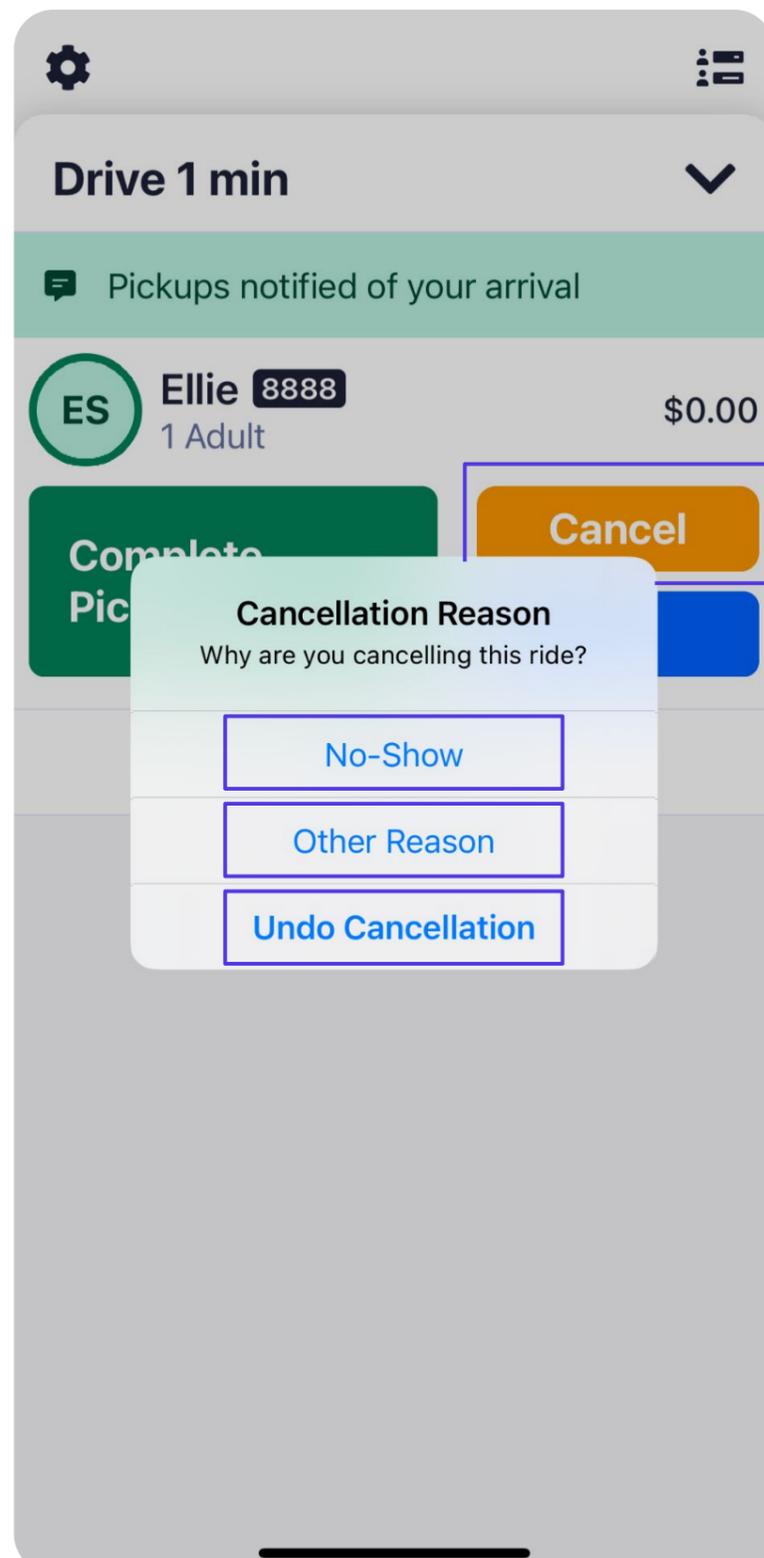
 Follow your organization's policy.



2 Cancel the Trip

To cancel a rider's trip from the action panel, tap **Cancel**. If you are cancelling the trip because the rider isn't at the stop, tap **No-Show**. Otherwise, tap **Other Reason**. To go back, tap **Undo Cancellation**.

 Once the trip is cancelled, the action cannot be undone.

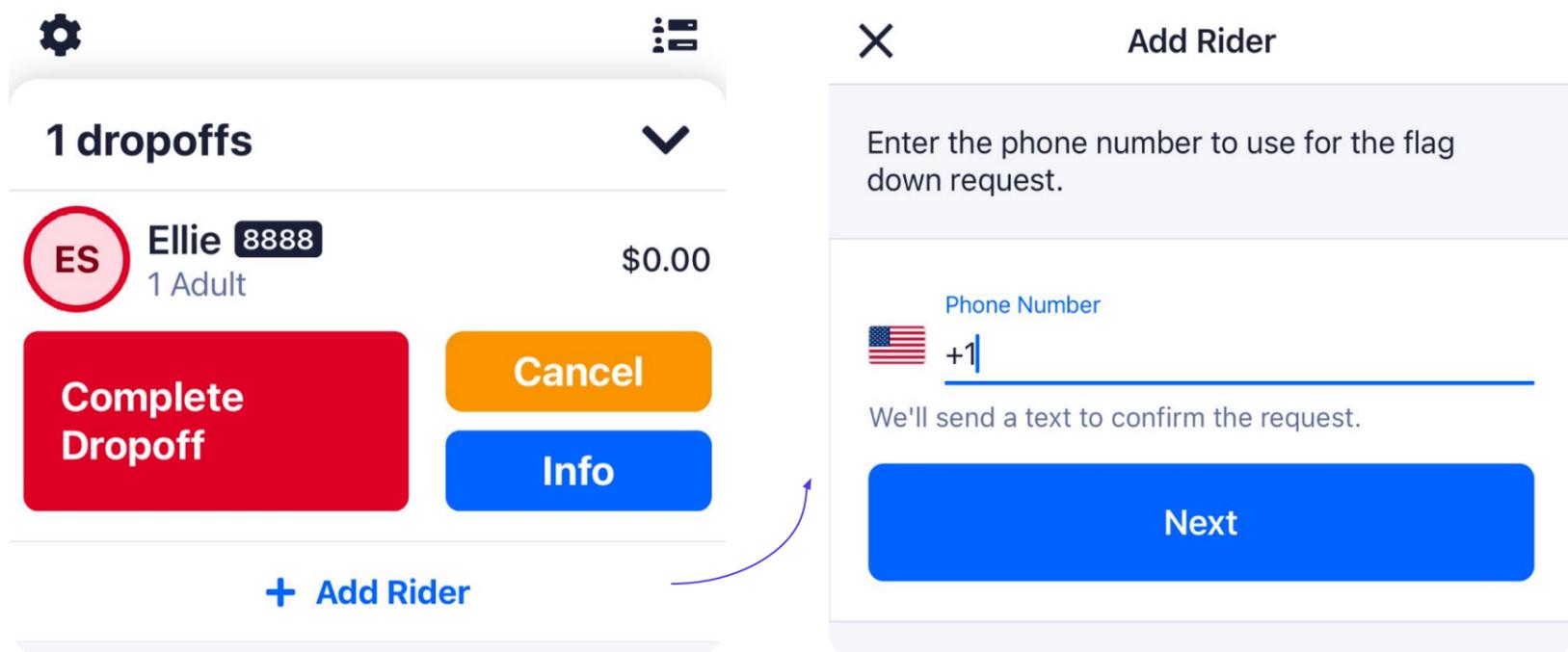


3.4. [Optional] Adding a Walk-on Rider

How to add a walk-on rider at a pickup or dropoff location.

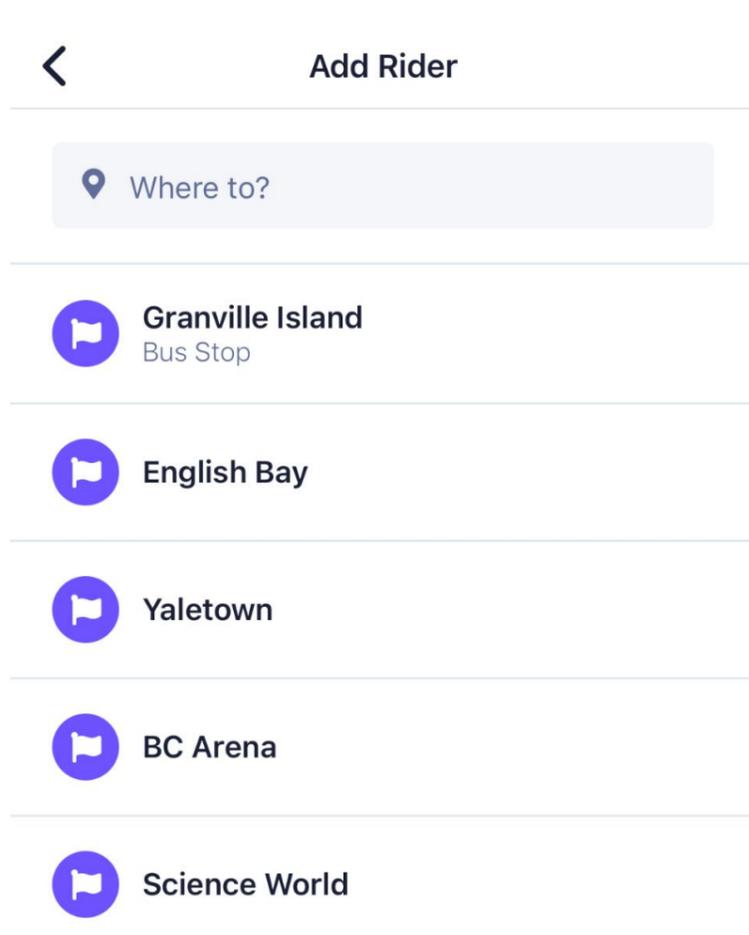
1 Add Contact Information

To add a walk-on passenger, tap **+ Add Rider** from the rider information card. Enter the **rider's cell phone number** and then tap **Next**.



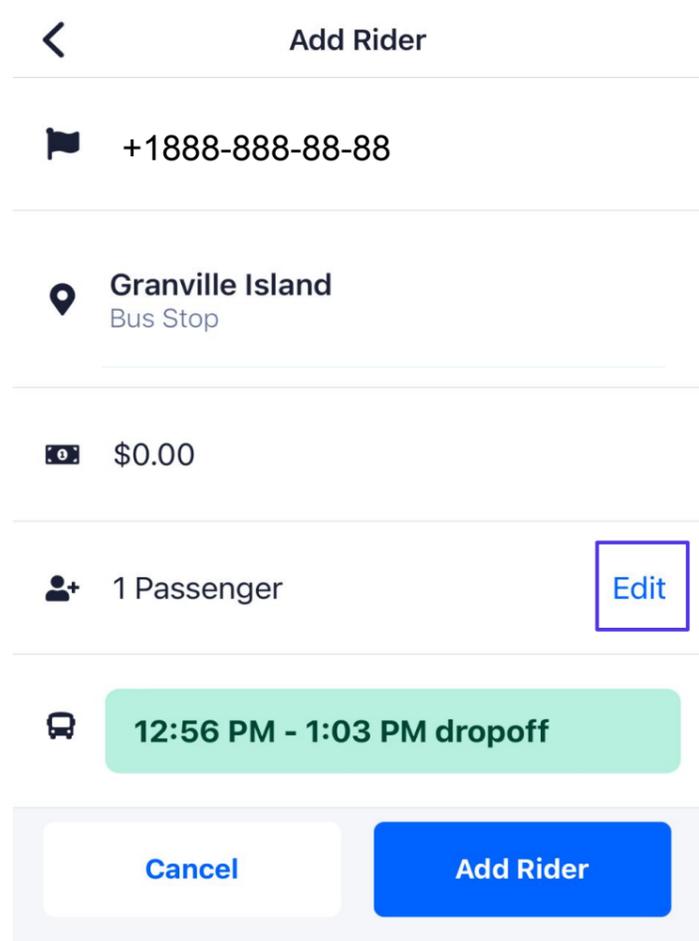
2 Add Destination

Enter the rider's destination in the **"Where to?"** bar and then tap on the address to confirm.



3 Edit Rider Information

Tap **"Edit"** to enter the number of riders. Tap **"Confirm Seats"** to update the information.



3.4. Adding a Walk-on Rider

4 Review the information and send the request

Add Rider

 +1888-888-88-88

 **Granville Island**
Bus Stop

 \$0.00

 2 Passengers

 1:07 PM - 1:29 PM dropoff

Review the rider information and dropoff address. Confirm the dropoff time with the passenger and tap **Add Rider**.

Your request will be then sent to see if the trip can be added to your itinerary without violating other trip flexibility windows and/or your duty end time.

5 Board the Walk-on Rider and Confirm Pickup

Add Rider

 +1888-888-88-88

 **Granville Island**
Bus Stop

 \$0.00

 2 Passengers

 1:07 PM - 1:29 PM dropoff

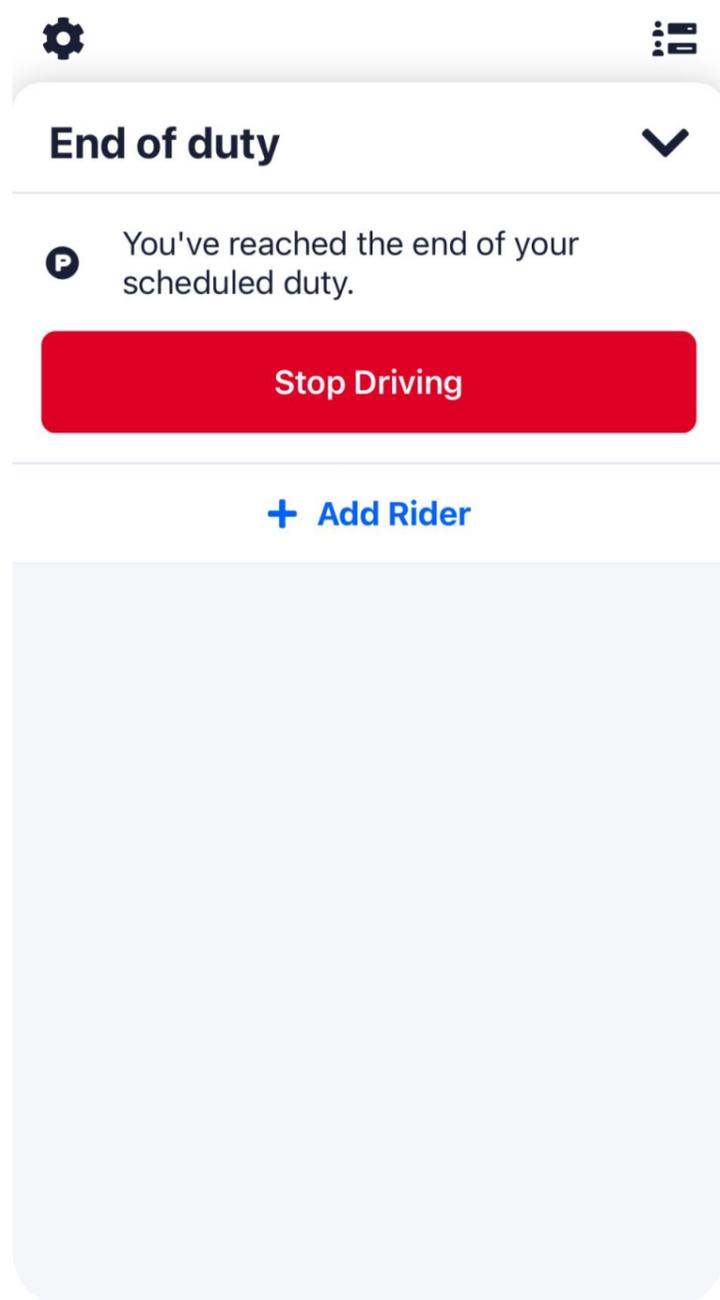
If the system identifies that adding a new rider is possible, a **"Confirm Pickup"** button will appear.

Board your walk-on rider and tap on the button to confirm their trip has started.



3.5. Ending your Duty

You made it! Last step: how to end your duty in the Spare Driver App.



When you near the end of your duty, you will be routed to your duty end location, and the **"Stop Driving"** button will appear.

You will be able to push the **Stop Driving** button once you have **completed all trips**, and there are less than **5 minutes** remaining until your duty end time.

When the button turns red, tap on it to end your duty.

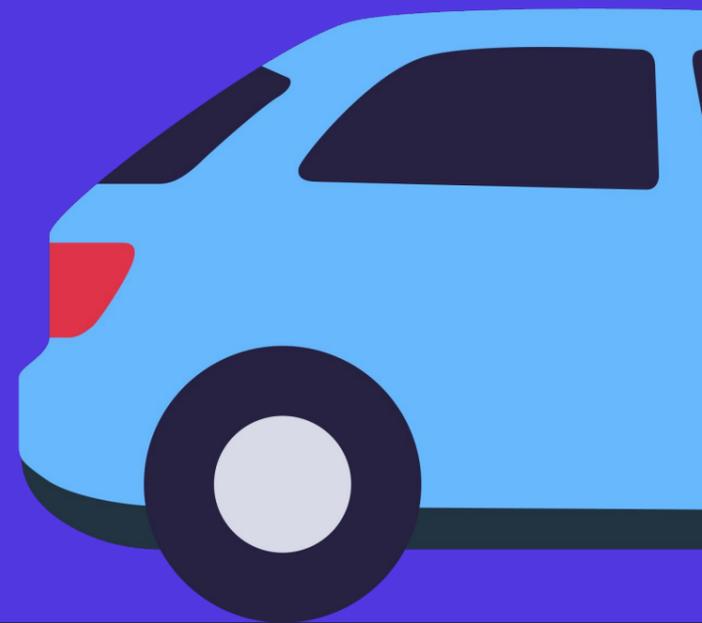
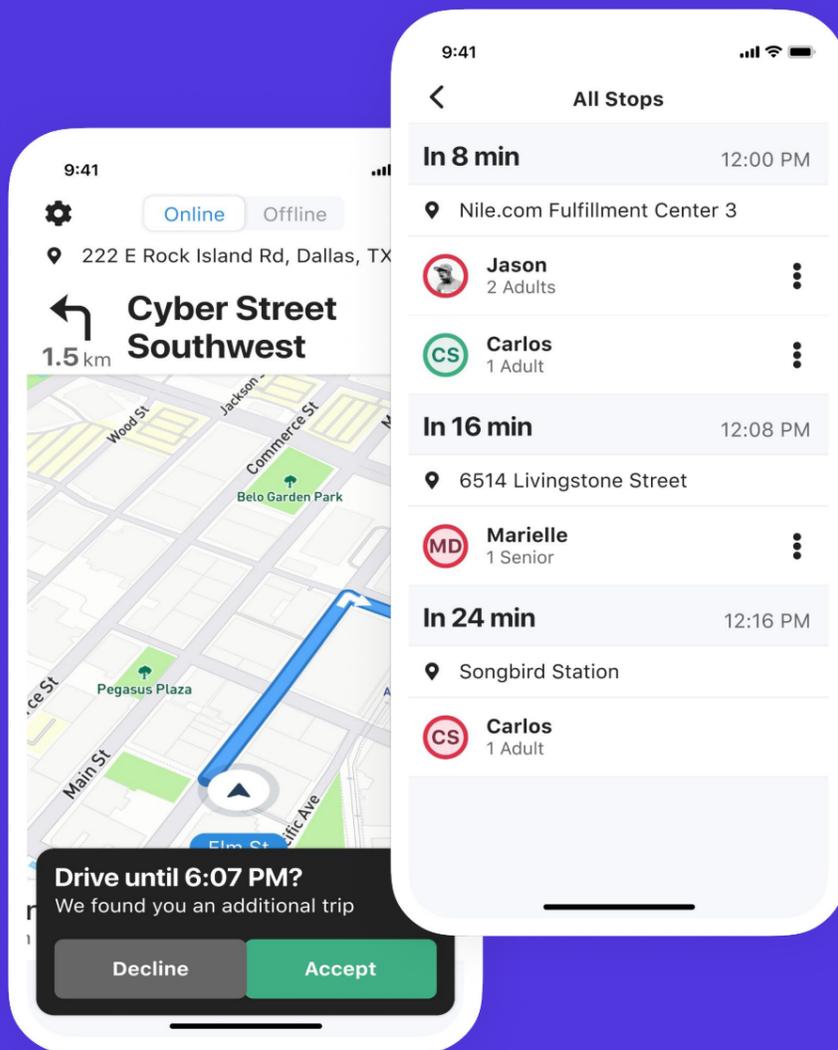
Note that a duty will **automatically end** if there are **no trips** left on the manifest and it's **over 5 minutes past the end time**.



Remember to follow any other procedures required by your administrator to complete your duty.

Please remember to **Sign out** of the Spare Driver App. You can do so by tapping the gear icon at the top left corner of the main screen in the App and then selecting **"Sign Out"**.





Troubleshooting

→ When the App is not responding

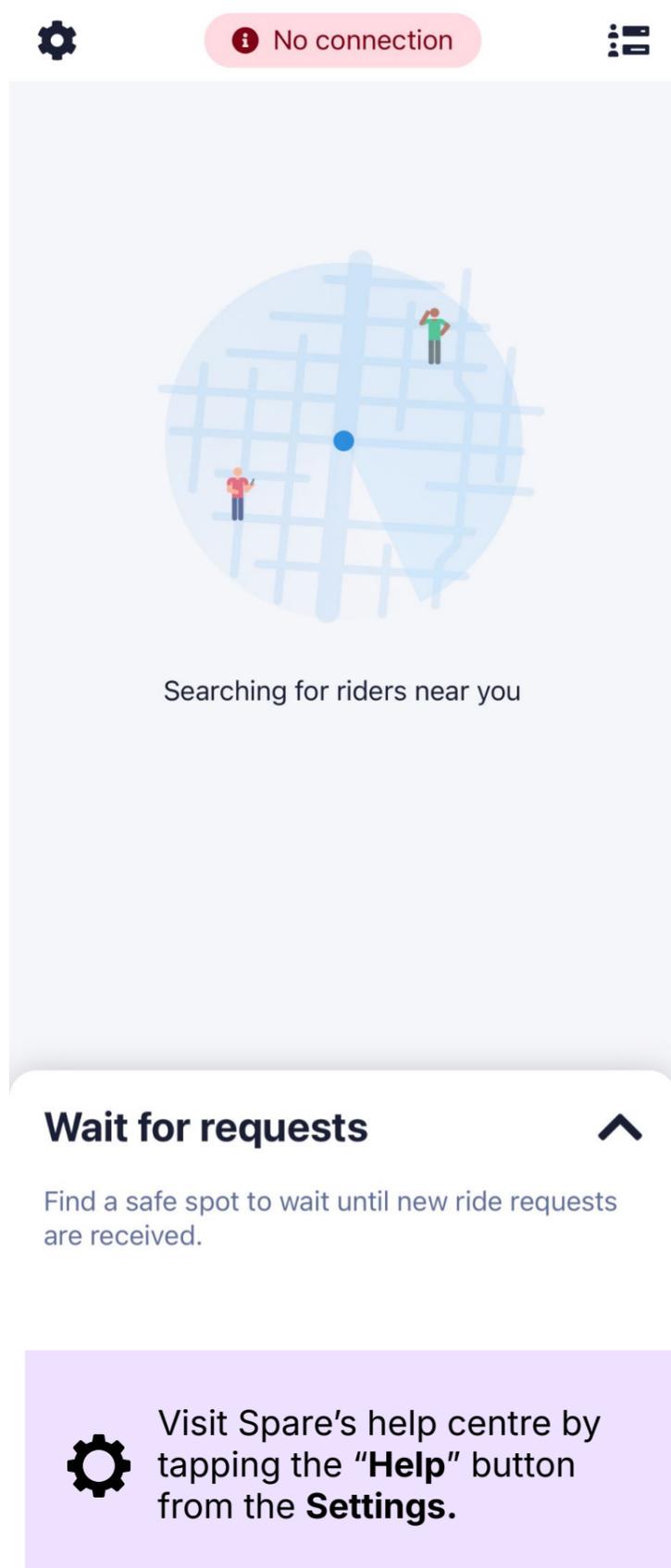
Troubleshooting

How to troubleshoot the Spare Driver App.

1 Check the Internet Connection

If your tablet/phone is not responding, it may be that you are no longer connected to the internet.

Look for the red **"No connection"** message at the top of the screen. This may mean that you have lost a cellular connection. Speak to your administrator.



2 Reset the App

If for any reason the app is malfunctioning in any way, try restarting the app by closing it and reopening.

To close the app, swipe up from the bottom of the screen or double tap the home button of your device.

Next, tap and drag the Spare Driver app off the top of the screen to close it. After, find the app in the bottom dock and tap it to reopen it.

If that doesn't work, please contact your administrator.

