



Victor Valley Transit Authority Vanpool Program Frequently Asked Questions & Answers on iVanpool

For More Information Visit VVTA's [website](http://www.vvta.org)

E-Mail VVTA at vanpool@vvta.org

Call VVTA at 760.995.3561

Thank you for participating in the Victor Valley Transportation Authority (VVTA) Vanpool Program.

The following are questions that may arise during the enrollment, application, review and reporting, when using www.iVanpool.org. iVanpool is VVTA's online, web-based enrollment, application and reporting system for the Vanpool Program, that became operational June 1, 2013. Should you not have access to a computer and/or the internet, or have any questions, feel free to visit the VVTA Vanpool [website](http://www.vvta.org) or contact VVTA at vanpool@vvta.org.

Q1. I am not sure if my vanpool will fit within VVTA's programmatic area or qualify – how do I figure that out before I spend time entering into a vanpool lease or putting together a vanpool?

A1. iVanpool assists potential users to quickly determine whether or not they qualify for the VVTA Vanpool Subsidy. Go to [iVanpool](http://www.iVanpool.org), and you can review the program guidelines and criteria under "FAQs" or "Learn More" buttons – or simply select the blue button "Get Started". iVanpool will ask you 6 quick questions that allows VVTA to determine eligibility:

- a. Identify the vanpool's starting home zip code (physical location, not a PO Box);
- b. Identify your work zip code (physical location, not a PO Box);
- c. What is your average roundtrip mileage for your commute;
- d. What is the anticipated van capacity you have or will lease (driver plus passengers, must be between 7 and 15);
- e. How many passengers do you have or will be participating in your vanpool (driver plus all passengers); and
- f. Do you have an existing lease, and if so, with which provider?

Based on these questions, iVanpool will provide immediate feedback as to your eligibility. If you do qualify, then you will be asked to create a username and password for iVanpool. All information you enter is stored on iVanpool and you can come back at any time and complete the application process. If you do not qualify, the system will tell you why you do not qualify. Feel free to [contact](http://www.vvta.org) VVTA if you have questions.

Q2. I have been receiving a VVTA vanpool subsidy, and am new to iVanpool. What should I do first?

A2. It is very important that you do not create a new vanpool application through the instructions in A1 above, as the system already has all of your current

information in its database. If you have been approved by VVTA for the period of 9/1/12 through 6/1/13, follow these instructions to first **enroll** onto iVanpool:

- a. Go to this link: <http://www.iVanpool.org/enroll>
- b. Fill in your VVTA vanpool ID – it is in a #####.XX.YY format – where ##### is a four digit number between 0001 and 0115, and XX and YY are capital letters, such as VV.ND or SV.VV (note VV stands for Victor Valley and is not a capital W as in Washington);
- c. Use the email that VVTA sends notices and messages to you – you may change it later after you enroll, but it is this email that VVTA has on file as your username;
- d. Create a password, 8 characters long with at least 1 letter and 1 number;
- e. Review and then select the box next to "Agree to Terms & Conditions"; and Click on "Enroll" and you will receive a welcome message, along with an auto-generated email from auto-confirm@vvta.org.
- f. If you have successfully enrolled, and do not receive an email immediately, please check your junk mailbox. If the welcome is in your "junk" mailbox, mark it as "not junk" as you will be receiving further emails in the future from the system.
- g. If you have successfully enrolled, and have not received a welcome email and it is not in your junk folder, [contact us](#) immediately.

Q3. I am not sure of my van ID or my email that you contact me with, what should I do?

A3. If you do not know which email you use or are not certain of your VVTA Vanpool ID, [contact us](#) and we will provide to you that information.

Q4. I believe I have the correct information, but when I try to enroll, I am not successful – what should I do?

A4. If you plug in all the correct information as instructed above, and receive an error message, or if the system states "Vanpool Cannot Be Found" – please [contact us](#) immediately and we will assist.

Q5. I have enrolled, and I tried to get back into the system, but I forgot my password, and am locked out of logging in.

A5. While at the login screen www.iVanpool.org/login, click below the Password section "Forgot your password" – and you will be asked for your email. The system will generate a temporary password for you to sign in. Once you do log in successfully, please go immediately to the "Profile" tab to change the temporary password.

Q6. I am an existing vanpool and have successfully enrolled - now what do you recommend that I do?

A6. A few steps to ensure that you are good to go with your existing information and ready to report. Here is a checklist:

- a. On your home page/dashboard, scroll down to where it says "**Vanpool Application**". This has all the information you have submitted to VVTA when you initially applied and as well as any updates – select to the far right the "edit" button and review every section of your application to ensure

that is it accurate and up to date. Unless you have notified VVTA of changes, this is original information you submitted through Adobe Forms at the time you applied to the program, and a few things may have changed since then. You may change information in each section by selecting the “edit” button to the right of the section title.

- b. First in these sections are your **contact information** (update your email if you wish to change it), your **employer information** and then your Supervisor or Rideshare/Vanpool **Coordinator** – do not identify yourself, as VVTA needs another individual at your work site that is familiar with your vanpooling arrangement as an additional contact.
- c. Review your **schedule** – later on the time you travel to and from work is calculated automatically in your monthly report – so make sure your these times are up to date.
- d. Most important is to verify the **locations** you pick up and drop off are accurate and reflect where your vanpool travels. If these locations are not accurate, you can easily add/delete locations; or on the map, move the icon around to get to the exact location.
- e. Remember, every location should be included, from when the driver starts the van (even if that is at the driver’s home) to when the driver parks the van at work. If some pick up or drop off locations are less than a mile apart, it is best to group those locations into one.
- f. Continue on into the **Participant List** where all the passengers are identified. Note that if you are not the Primary Driver, you can select which of your passengers is the **Primary Driver**, and you can also select a passenger to be an **Alternate Vanpool Administrator** for monthly reporting or as a backup if you are off work when reports are due.
- g. In this list, most important is to make sure that the pickup and drop off for each passenger is accurate. If not, “edit” that passenger, and change the stop location or any other information about that passenger. Note that iVanpool defaults to the first pickup and first drop off location on your list – so if you have more than one pickup or one drop off location, you will need to update that for each passenger.
- h. Then you can review all the information in the final screen and submit. Once done, that is all you need to do until you begin to enter your reporting data (refer to sections 8 and 9 below).
- i. If you do edit any information contained in your iVanpool application, note that you will receive a confirmation that VVTA is reviewing your information – this is just a cursory review, do not be concerned as you continue to be part of this very important program.

Q7. I am not sure I understand exactly how to “edit” my passenger list.

A7. Go to www.iVanpool.org/login and sign in with your username (email) and the password you created. Here are some step-by-step instructions:

- a. Log in, and scroll down below the welcome text - to the right of “Vanpool Application”, select “Edit”.
- b. In one page is all your sections of your vanpool application - scroll down and you will see all the sections, such as your contact, employer, schedule, locations and so on.

- c. If you need to edit locations (where you pick up and drop off), do that first before you edit participants - to the right of "Vanpool Locations" click on "Edit".
- d. To edit a current location, select the orange Edit button to the right of that location.
- e. Tip: if you don't know the exact address, put in the text field a zip code or city, and state, highlight what the system pops up below. Then go below into the map and zoom in or out, and drag the icon on the map until you find the exact location. The system pops in an approximate address to the text field above - then hit "Continue" and that location is saved.
- f. Move the locations up and down, so they are in the correct order.
- g. When done with locations and the map looks good, select "Continue". This will take you right into the Participant list.
- h. If you don't edit locations first, then on your "Vanpool Application" screen, to the right of the section "Vanpool Details: Participants" select "Edit".
- i. To edit a current passenger (where they are picked up or dropped off or their contact info), go to the far right and select the orange button "edit". Use the drop down menus to change their pickup or drop off locations - once you "edit" a passenger, when you hit "continue" it takes you back to the passenger list.
- j. Note that the system defaults to the first pickup and drop off stops that are in your "Location" section - so if you have more than one stop on your way to work or at work, you have to go into each passenger and "edit" their stops.
- k. If you want to delete passengers, hit the "delete" orange button on the Vanpool Participants overview page.
- l. To add passengers, scroll to the bottom left and hit the orange "Add Participant" and fill in the information, then hit "Continue" at the bottom.
- m. Also note in each passenger detail, you can add that passenger as the vanpool's primary driver, or as an alternate administrator - the system will send them info on how to enroll so they submit a participation agreement and have reporting access to the system.
- n. When finished, go back to the entire participant list screen, and select "Continue" in the bottom right.
- o. Keep hitting "Continue" until you get to the final screen "Review and Submit". You can go back and edit a section, or if all good, at the bottom right you can print the page for your records, and/or hit "Submit" and the information will be sent to VVTA for a quick review.

Q8. I still cannot seem to “edit” my information – help!!!

A8. No problem - so we can better assist you, please [email](#) to VVTA ASAP the following information:

- a. Exactly where are you in the system that you cannot edit or go any further? For example, in the individual passenger list under Vanpool Participants, or in the Vanpool Participants overview screen; it is helpful if you can take a screen shot of that exact location and include that in your email to VVTA;
- b. If you do something and then you get a weird popup message, take a screen shot of that message and tell us what you do prior to getting the

message; and,

- c. It is extremely helpful to know what internet browser are you using and version, such as Internet Explorer V7 – sometimes these errors are specific to an internet browser.

Q9. In a nutshell, what do I need to report each month?

A9. Because we ask for so much detailed information in the application process, monthly reporting is simple – you need to only keep track of the following:

- a. Names of **passengers** that vanpool to work and from work each day – for some, it may be simple to keep track of those that do not vanpool – but the system reports by the name of the individual;
- b. Note that **travel time and miles** traveled, are calculated automatically by the information you have in your vanpool application – however, if this varies from day to day, you may change the auto inputs yourself – your choices.
- c. At the end of the month, report any **out of pocket costs** to operate the vanpool – but do not include lease costs, we have that information already. Include, fuel, oil/fluids, car washes, parking charges, toll fees or any other costs – even if you get reimbursed by your employer for these costs.
- d. We now want to know the ending **odometer** reading of your vanpool, as you park the van at home the last day of the reporting month.
- e. Review, and then submit.

Q10. Reporting – do I have to report daily, weekly or can I report monthly?

A10. Based on how you keep records, the system allows you to report daily, weekly or at the end of the month. It is up to each vanpool as to your preference. Note that because there is a week view, and because you have to identify which passengers ride to and from work, it may be easier to do it daily or weekly. If you do not have time to log daily or weekly, or do not have access to a computer every day, then it may be easier to keep a record of who is riding each day in the van (a “cheat sheet”) and then transfer that information to iVanpool at month end. If you do a “cheat sheet”, all you need to track is who rode that day to and then from work back to home. In iVanpool, when you select the day and start selecting passengers, the system automatically populates your time and miles. You can also “select all” and then “uncheck” those that did not ride. If your time or miles varied greatly one day or one trip, you can go into that day and change it.

Q11. When do I need to submit the monthly report by? What is the deadline?

A11. All data is gathered by a calendar month reporting period. All reports are due by the **5th of the month** that follows the reporting period. For example, August 1 to 31st reporting information is due by September 5th. October 1 through the 30th reporting information is due by November 5th. It is up to the vanpool’s leaseholder to ensure that reports are submitted, even if the 5th falls on a holiday or on a day off. If you are not available to complete the report, assign this responsibility to a vanpool passenger, by designating him/her as an Alternate Vanpool Administrator in the iVanpool system (in the Passenger List Section). Your VVTA vanpool subsidy is contingent on reports being submitted by this deadline each month. If you have a

problem submitting your report by the deadline, [contact](#) VVTA immediately for assistance.

Q12. I started my reporting/logging, but I notice there are passengers on that list that are no longer passengers in my vanpool – what do I do?

A12. That means that the information in your iVanpool Passenger List is not up to date. At the top left of the reporting/logging screen, is a link that will take you back to your passenger list, so you can delete passengers that are no longer in the vanpool for that month, and/or add new passengers. When you are done, go to the end of the application and select “Submit”. Now go back into the Reporting/Logging tab, and those passengers will be in your list.

Hopefully, this document answers some questions you may have had or may have in the future. Please feel free to [contact](#) VVTA should you have any further questions and we hope that you enjoy and find this new online system easy and useful. Happy commuting!!!