WHAT IS ONEMV?

☐ *Any paratransit B-Line rider can use OneMV!* The OneMV Passenger Web App is a web-enabled application that can be used with any modern web browser and can be used on a smart phone, tablet, laptop or desktop. The OneMV application is available to all eligible riders who use the B-Line Paratransit service.

☐ *We value your feedback, so tell us how we did!* With OneMV you can view same day and upcoming Trip reservations, future Trip reservations and recent Trip reservations. View details for the Trip reservation with a simple click or tap on the screen. When your Trip has been completed, you can rate the service from one to five stars and leave us comments about the service.

☐ *Where's my bus?* When you have an upcoming Trip, you can view estimated departure and arrival times and view the approximate location of our vehicle on a map. You no longer need to make a phone call and wait on hold to find out when your bus is coming.

INSTRUCTIONS

Register

1. To use OneMV, from your browser go to: https://onemv.thebus.mobi
2. Select **Texas** as your State
3. Select **Corpus Christi** as your Service and click or tap the **Next** button
4. Enter in your unique **Client ID** (*Verification Code*.) *If you do not know it, you may call (361) 883-2287 for help.*
5. Enter in your **Date of Birth** and click or tap the **Verify** button

   If OneMV is not able to match your information, you may not have the correct Client ID or your Date of Birth may not match in the system. Please call (361) 883-2287 *for support.*

Create an Account and Sign In

You can either create your user login and password with OneMV or use a Google account to login to OneMV. If you do not have a Google account but you would like to use a Google account, you can create one at: https://accounts.google.com/signup/v2

Create a OneMV User Login Account

1. Select **Login with OneMV**
2. Click or tap the **Register** link
3. Enter in a valid **Email**. We may use this email for verification if you lose your password.
4. Enter in a **Password** that is at least 8 characters and has at least one upper case letter, one lower case letter, a number and a symbol
5. To verify the password, enter it again in **Verify Password**
6. Enter your **Phone** number. We may use this phone number to send notifications.

Note: *You can logout any time by going to the **Account** screen and then click or tap the **Sign Out** button.*

Login using a Google Account

1. Select **Login with Google**
2. Select your Google Account and continue through Google's login process

Home Screen

☐ The **Home** screen is the default screen that is displayed once you have logged into OneMV.

☐ If you have Trips that have not been completed for today, your next Trip will be displayed on the **Home** screen. If your next Trip is scheduled to arrive within 15 minutes based on your promise window, you will start to see estimated time information and the assigned vehicle.

☐ If you click or tap on the **My Trips** button, you can view other Trip reservations for today, in the future and Trip reservations made in the recent past.

☐ You can click or tap on a **Trip Reservation** to display details about your reservation.

Trip Details Screen

☐ When you click or tap on a Trip reservation, the **Trip Details** screen will display.

☐ From the **Trip Details** screen, you can access a map view by clicking or tapping on the **Map View** button. The map view will display the pickup and drop-off locations. If the Trip is due to pick you up, you can also see the approximate location of the vehicle.

Trip Ratings

When a Trip has been completed, you can rate your experience using a 5-star rating system.

☐ From the **Trip Details** screen, click or tap on the star symbol that you want to use for your rating and then enter in your comments about our service.

What's New Screen

☐ From the main **Menu**, click or tap the **What's New** button to access support information and information about our service. Keep informed with the latest updates and service announcements.

NEW FEATURES

☐ View OneMV in Spanish

☐ Accessibility features

App Store Marketplace Apps

Would you prefer to download the App?

☐ Download the iTunes App for iOS iPhones and iPads

   Go to: https://apps.apple.com/us/app/onemv/id1481163126

☐ Download the Marketplace App for Android Smart Phones and Tablets

   Go to: https://play.google.com/store/apps/details?id=com.mvtransit.onemv

Support Screen

☐ *Need Help?* From the main **Menu**, click or tap the **Support** button to access our support contact information

Policies Screen

☐ From the main **Menu**, click or tap the **Policy** button to view program and policy information

COMING SOON

☐ Sign up and receive Push Notifications. Get a notification when your vehicle is about to arrive at your pickup location.

☐ View a quick Tutorial about how you can use the App