



Rider Guide



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App Download

Download the flexigo app. You can scan the QR codes or click the store names below to download the flexigo app.



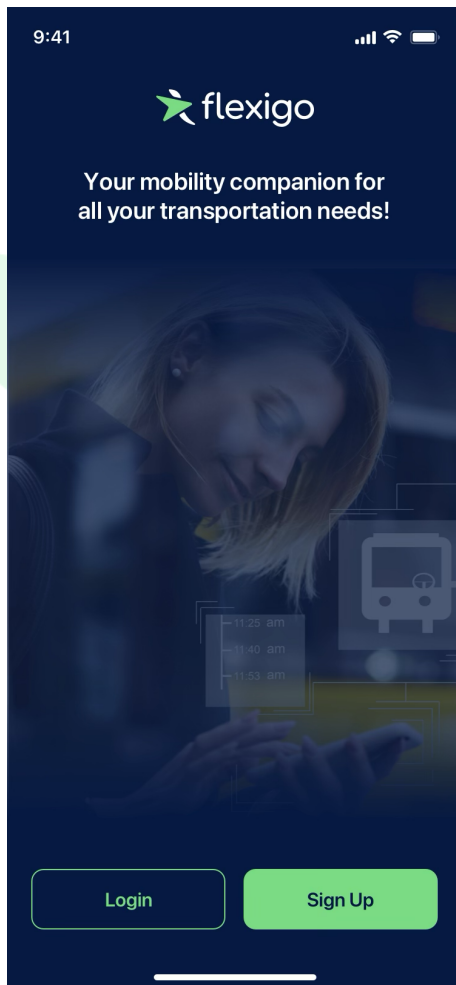
[App Store](#)



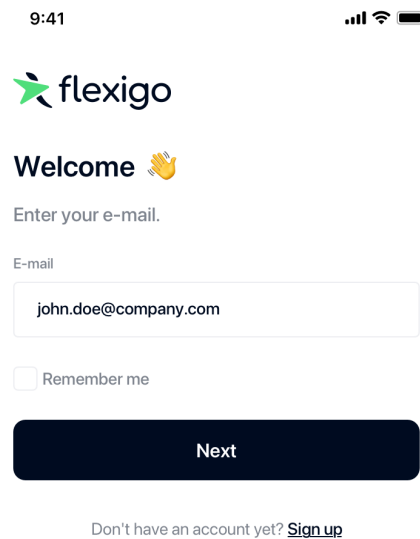
[Google Play](#)

Login

1. Tap Login and enter Purdue email address.

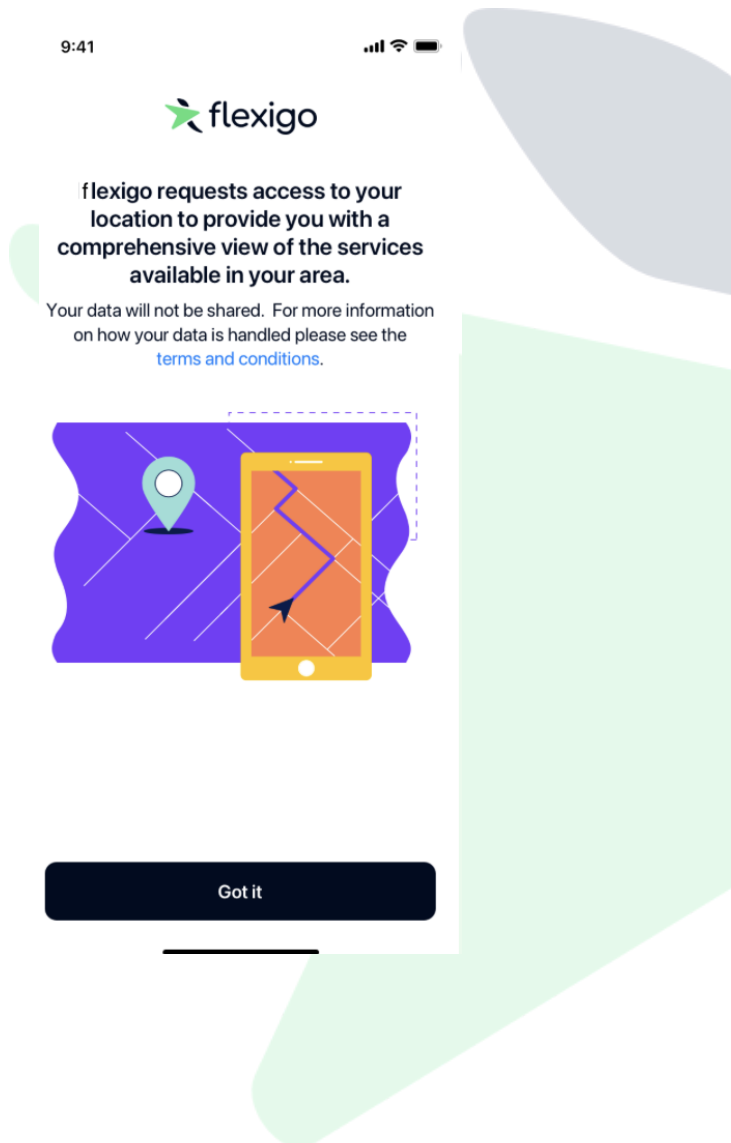


2. Complete SSO using Purdue credentials.



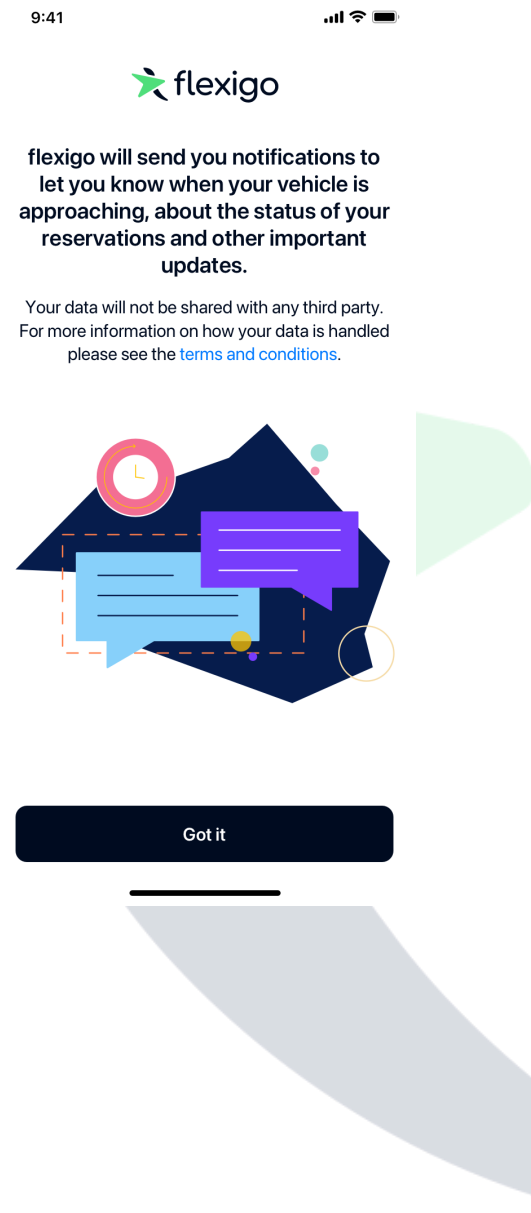
Location Access Permission

Allow location access to enable nearby stop discovery and accurate mapping.



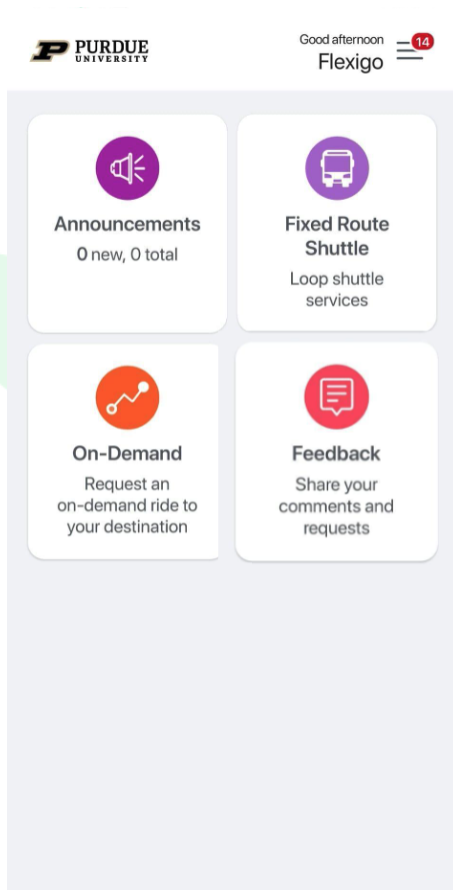
Notification Permission

Enable notifications to receive trip updates and announcements.



Home Screen

Different services and features of the platform can be accessed from the home screen. Only those services to which you have access will be displayed on your home screen.



1. Tap the menu on the top to access your profile menu, notifications and settings.
2. Tap the Fixed Route Shuttle box to access the shuttle service where you can view loop routes.
3. Tap Feedback to share feedback in order to improve your experience.
4. Tap On-Demand box to access, view and request on demand services

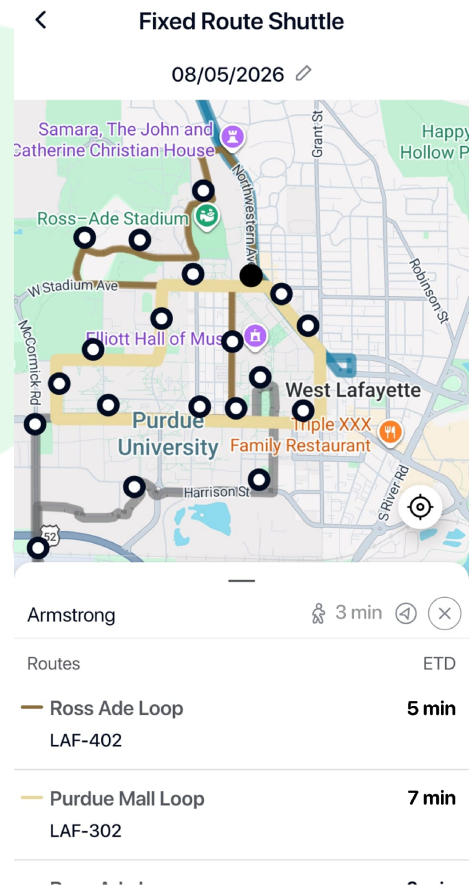
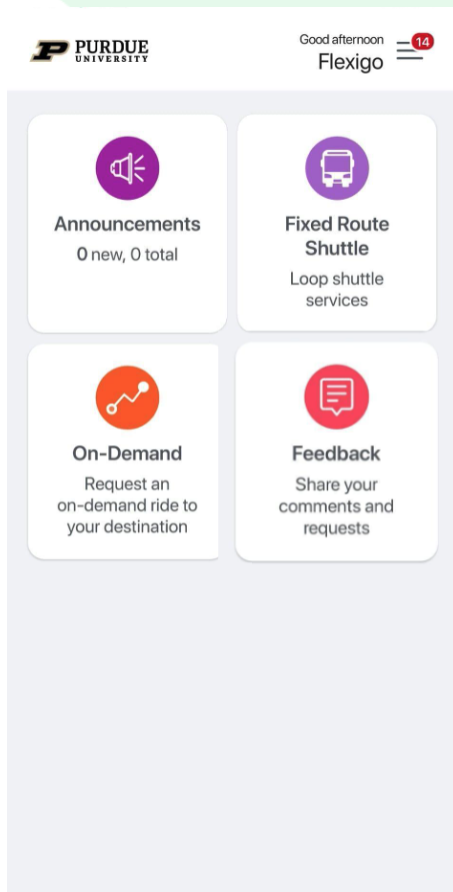


Fixed Route Shuttle

Shuttle

Viewing Stops

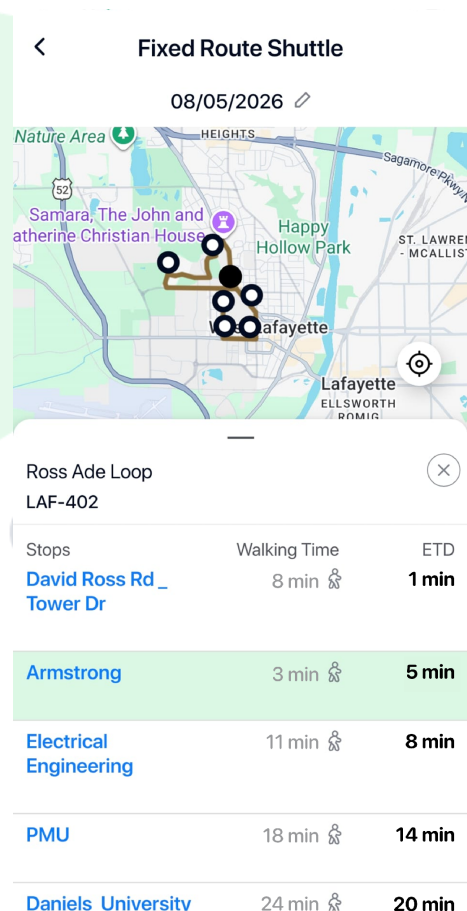
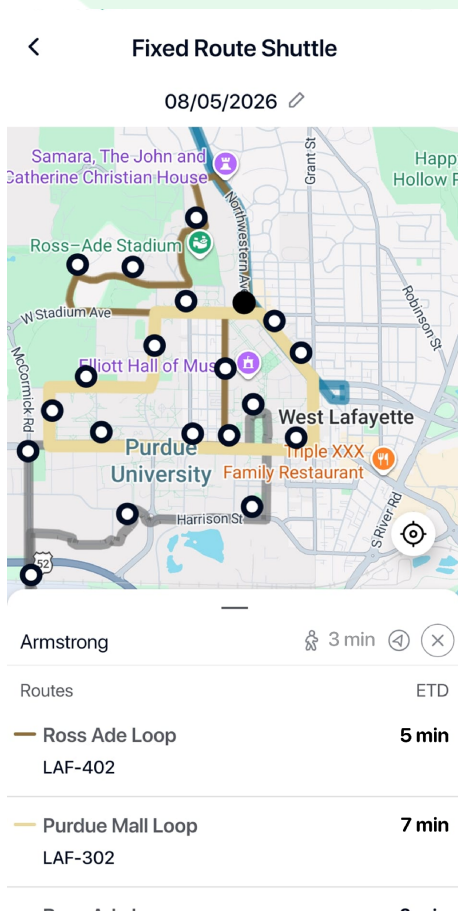
1. Select **Fixed Route Shuttle** from the flexigo app's home screen.
2. The stop closest to your location will be selected by default.
3. You can view the routes serving that stop, ordered by departure time.
4. Swipe the card up to view all routes.



Shuttle

Viewing Route Details

1. Tap a route name to view details. The map focuses on the selected route, and the card below shows its stops, ordered by departure time.
2. The stop closest to your location will be selected by default.
3. You can view the routes serving that stop, ordered by departure time.
4. Swipe the card up to view all routes.



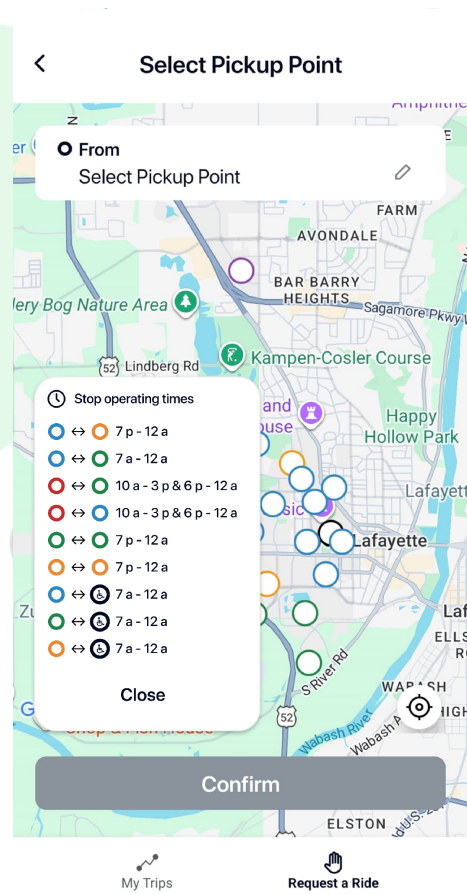
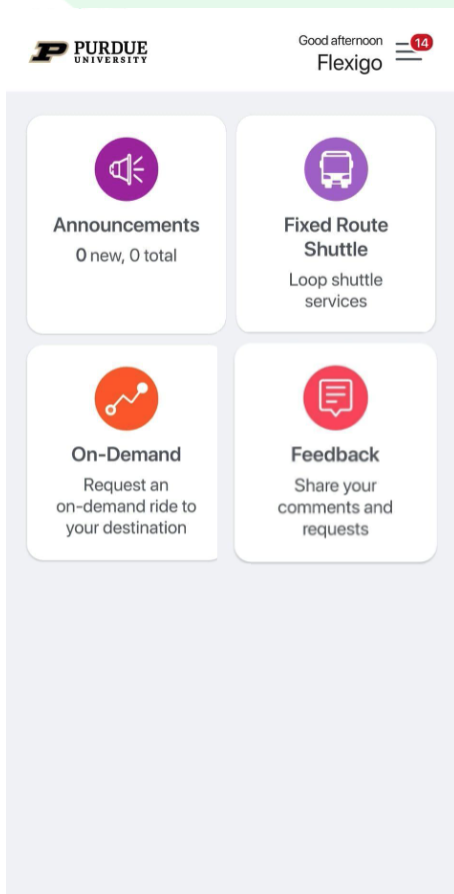
An abstract background graphic consisting of a large, light green, five-pointed star shape. Two smaller, light gray, curved shapes are positioned above and below the green star, resembling comet tails or stylized wings.

On-Demand

On-Demand

Accessing the On-Demand Module

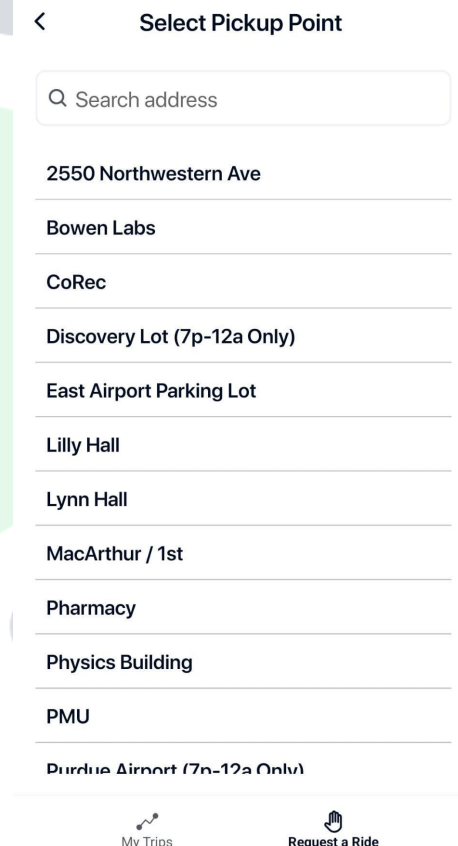
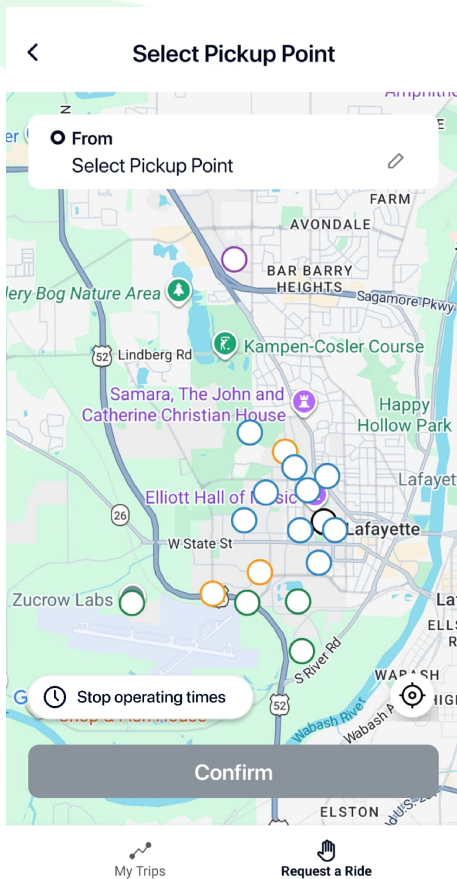
1. Tap the **On-Demand** box on the home screen to access the module.
2. You will see stops on the map, color-coded by category. Tap the **Stop operating times** button to open the legend for stop pairing rules.
3. The ADA stops are only visible to users with accessibility needs. The ADA stops are only visible to users with accessibility needs as established in the user profile.



On-Demand

Selecting a Pick-up Location

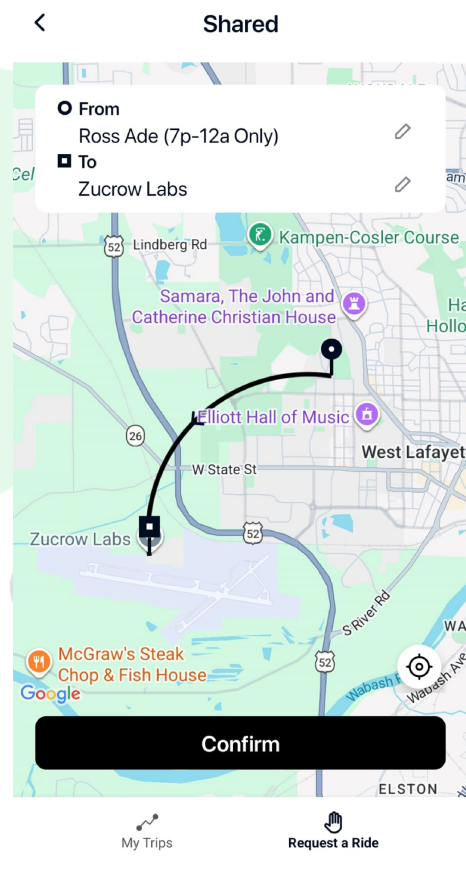
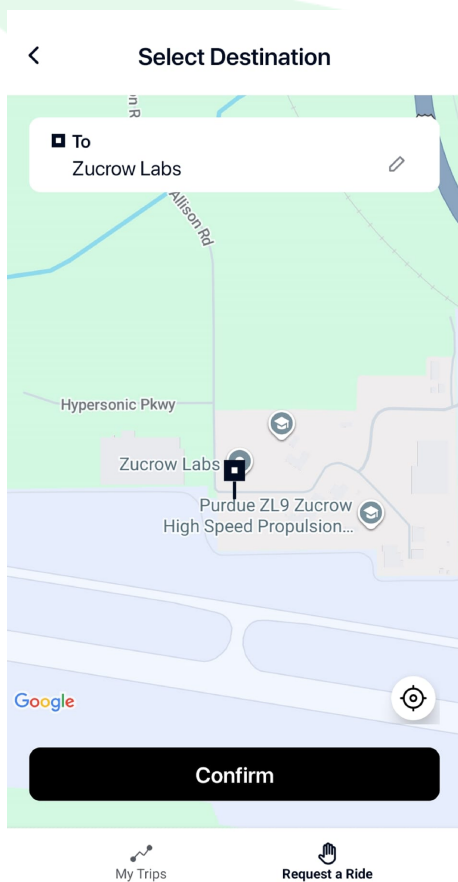
1. Select a pick-up stop on the map.
2. Alternatively tap the pencil icon next to the address bar.
3. Select a stop from the list.



On-Demand

Confirming Pick-up and Drop-off Locations

1. After you confirm the pick-up point, select the drop-off point
2. Confirm both locations.



On-Demand

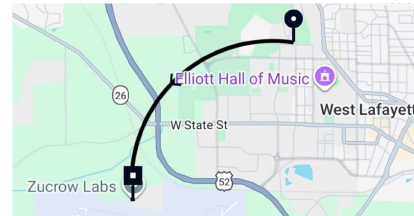
Making an On-Demand Request

Once you confirm the locations, you will be asked to input a few more ride details.

1. Set a pick-up time selecting from the available service hours.
2. If you'd like to be notified about the trip status via text message, open the switch and enter a phone number.
3. Set the number of riders.
4. Turn the switch on if you need an ADA vehicle.
5. Add if you have any notes for the driver.

6. If you want to make a recurring request, turn the switch on.
7. Select the from and until dates.
8. Select the days on which you would like to use the service.
9. Tap **Request** to submit your request.

< New On-Demand Request



Want to make a recurring reservation? ☐

Select Pick-up time ⓘ Now Later

Date 8/5/26

Time 07:00 PM

Want to be notified about the trip status via text message. ☐

Riders 1

Check if any riders request mobility assistance ☐

Notes for the driver

Notes for the driver. (Optional, max. 100 char)

Request On-Demand

Want to make a recurring reservation? ☒

Select Pick-up time ⓘ Now Later

From 8/6/26

Until 8/28/26

Time 07:00 PM

On the following days

☒ Mon
 ☒ Tue
 ☒ Wed
 ☒ Thu
 ☒ Fri
 ☐ Sat
 ☐ Sun

On-Demand

Approving the Request

The system will provide estimated pick-up and drop-off time intervals for your request. You'll need to approve the request if the offer meets your needs.

Approve Your Request

The closest available time to your request is:

PICK-UP

07:00 PM - 07:05 PM



Ross Ade (7p-12a Only)

DROP-OFF

07:13 PM - 07:18 PM



Zucrow Labs

27 sec

Decline

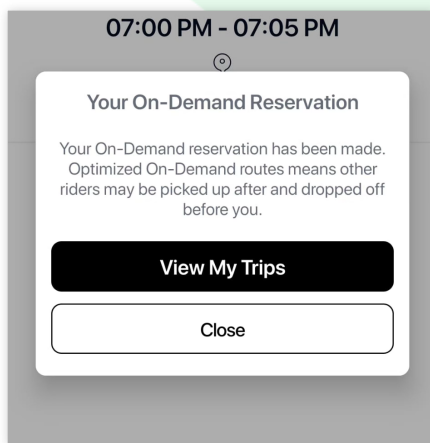
Accept

On-Demand

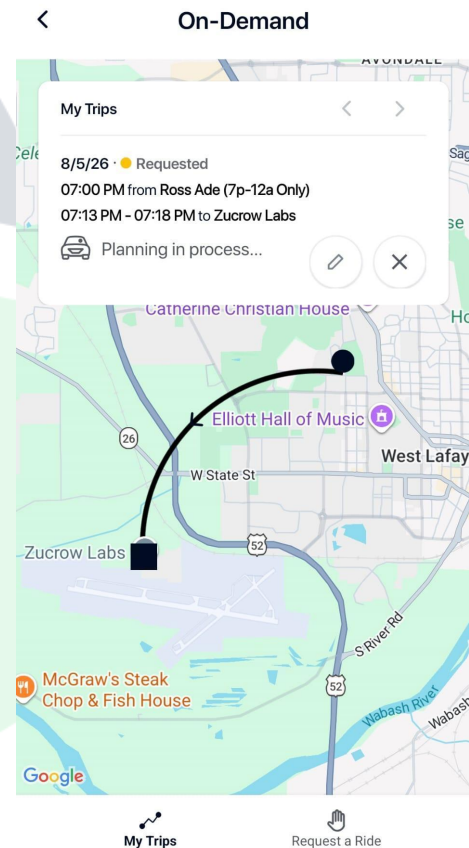
Tracking Request Status

The status of your ride requests can be tracked from the My Trips card on the On-Demand screen.

My Trips cards provide information about the status, the time, the driver and the vehicle (after they are assigned), while the map view shows the pick-up point and the drop-off location. If you have more than one active request, you can navigate between the cards tapping the next/previous arrows.



You will be notified when the driver and the vehicle of your ride are assigned. The trip status will turn from 'Requested' to 'Reserved'



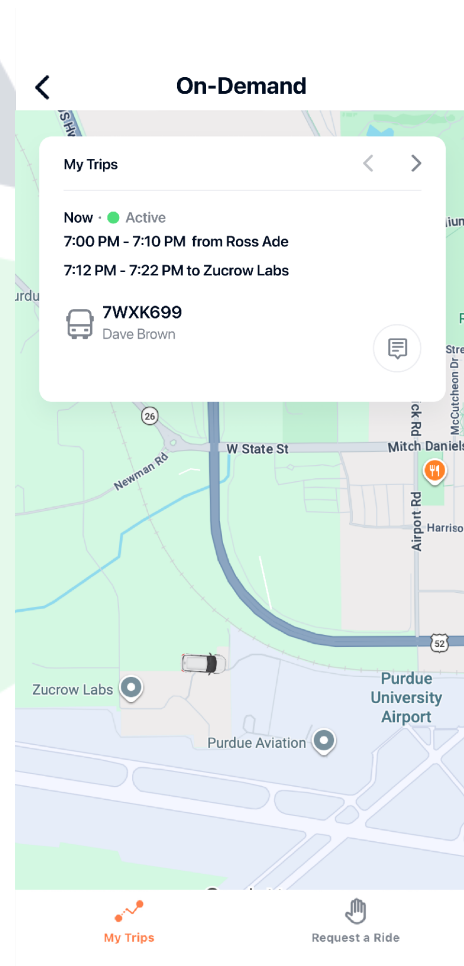
On-Demand

Tracking Your Ride

On the day of your trip, you will receive a notification as your assigned vehicle approaches your stop.

You can track the location of your vehicle in real time within the On-Demand My Trips section of the app.

If you have requested to receive a text message, upon confirmation of the ride, you will receive a text message that includes a link which will take you to a website with the ride information and a map showing the route.



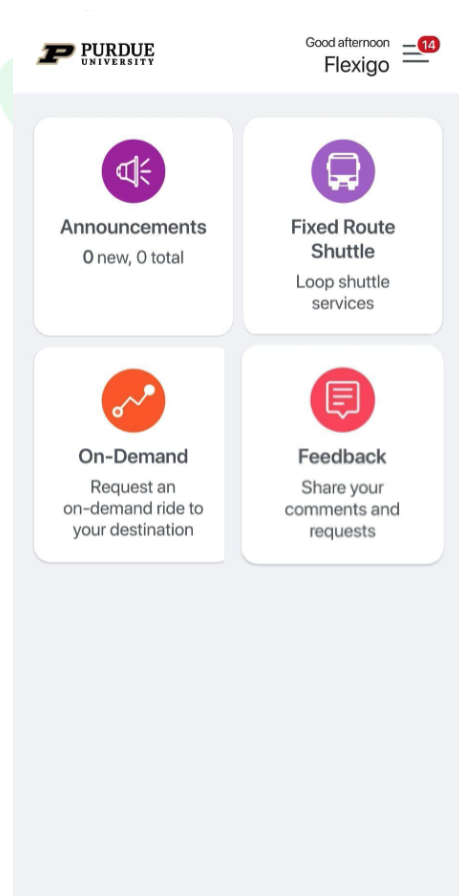
An abstract graphic consisting of a large, light green, five-pointed star shape with rounded points. Overlaid on this are three grey, teardrop-shaped elements: one at the top, one at the bottom right, and one partially visible on the left side.

Feedback

Feedback

Sharing Feedback

You can share feedback about your trips and the platform, in general. When the feedback you send is replied to by an administrator, you will receive a notification.



Feedback

Category

On-Demand

Topic

Select Topic

Please indicate the date of the incident, if applicable. If not, leave today's date

Date

06 Aug 2026

03:41 PM

Description

Please share your feedback with us...

Photos

+

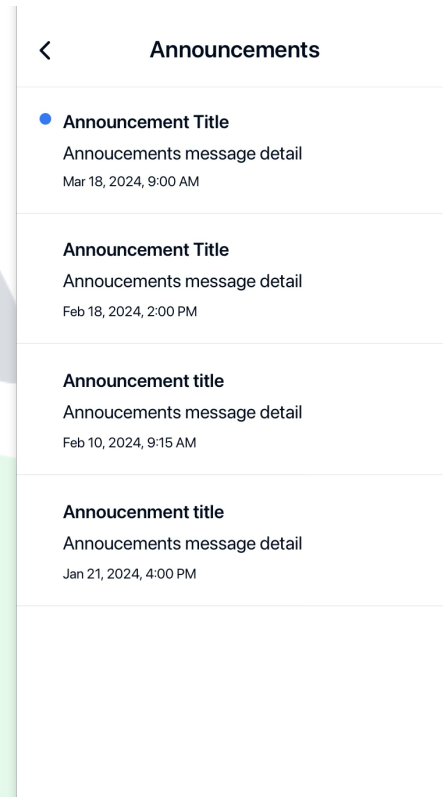
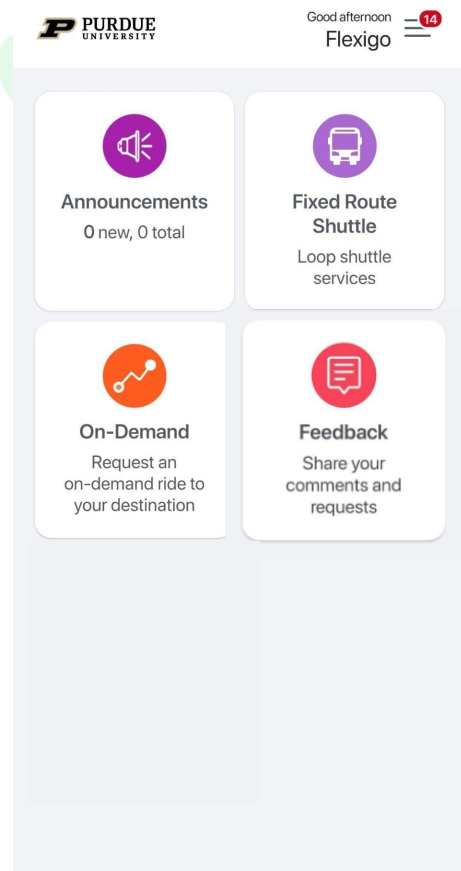
Submit

An abstract background graphic consisting of a large, light green, irregular shape resembling a stylized star or a large arrow pointing towards the bottom right. Overlaid on this are two smaller, light gray, elongated, teardrop-like shapes. One is positioned near the top center, and the other is near the bottom right.

Announcements

Announcements

Notifications will be sent to your phone about the latest announcements. You can also view them under the announcements menu as long as they are valid.



A large, light green, five-pointed star graphic with rounded points, centered on the page. The text "Thank you!" is written in a dark blue sans-serif font in the center of the star.

Thank you!