Interactive Voice Response (IVR)

How-To message IVR

How do I start?

- Send any message to 833-AAR-NYCT or 833-227-6928 to begin (for ex. text 'Hi')

- Following the initial message, you will receive the following response:
    - ***To access your AAR information, you must provide your valid credentials. Please respond with your Client AAR ID. (For further assistance call AAR at 877-337-2017.)***
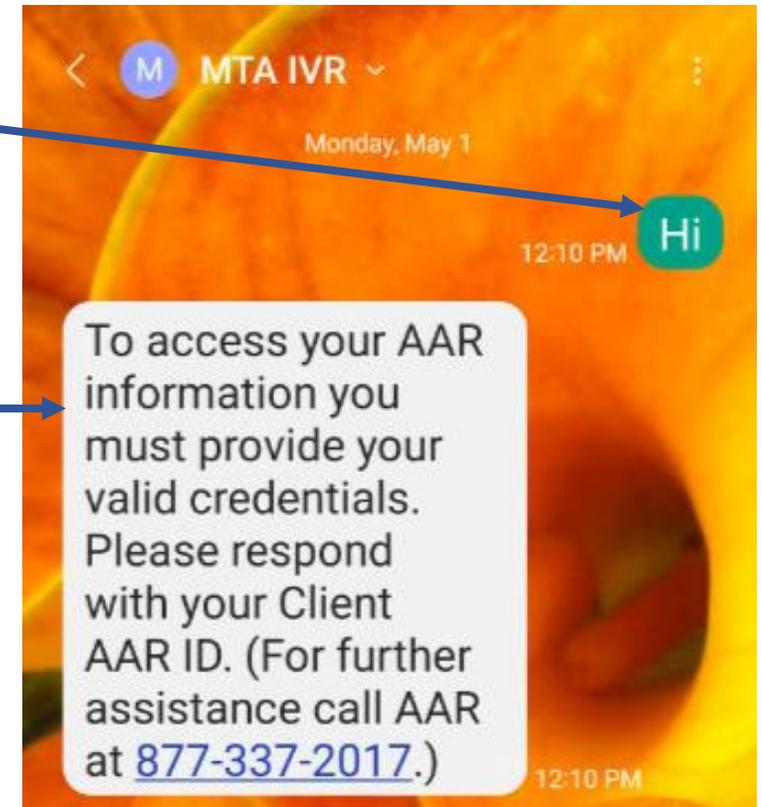
How do I login?

- You must login to verify your account and begin receiving trip information

- Begin by entering your AAR ID when requested

- After texting your AAR ID, you will receive the following message:
  - ***Enter birthdate in MMDDYYYY format, for example November 2, 1970 would be entered as 11021970.***

- Enter your date of birth in any of the following formats:
  - MM/DD/YYYY, MM/DD/YY, MM-DD-YYYY, MM-DD-YY, MM.DD.YYYY, MM.DD.YY, and MMDDYY)
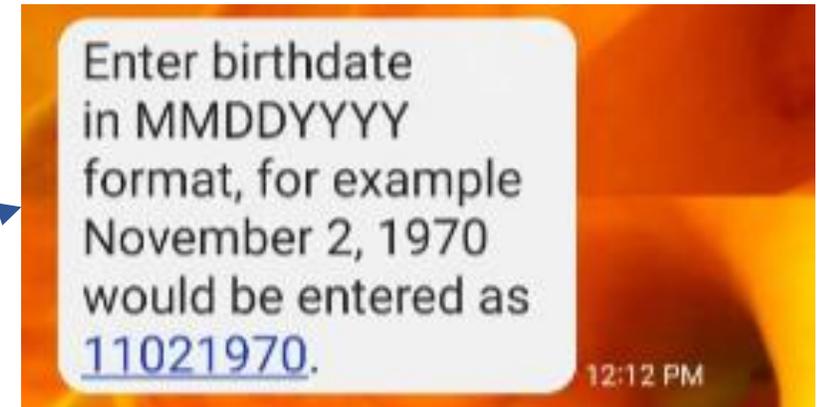
What if I get locked out?

- If the information provided does not match an active account, the system will request the information again.
- If you enter incorrect information 5 consecutive times, you will be unable to complete a new attempt and receive the following response:

  - ***Your account has been locked due to excessive authentication failures. Please try again 5 minutes from account lockout.***

- After 5 minutes from the initial lockout message, you can attempt to login again.
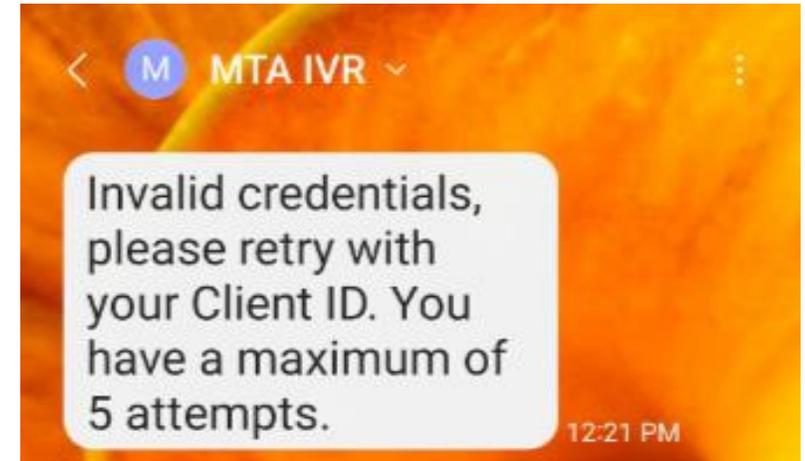
Once logged in what can I do?

- Once logged in, you will receive the following message:

  - *Please reply TRIPS to view or cancel upcoming trips.*

    Please reply STATUS for trip status on your next trip.

    Please reply LOGOUT, only if you want to login as another client.

    For same day trip problems, call Access-A-Ride at 877-337-2017 option 5.
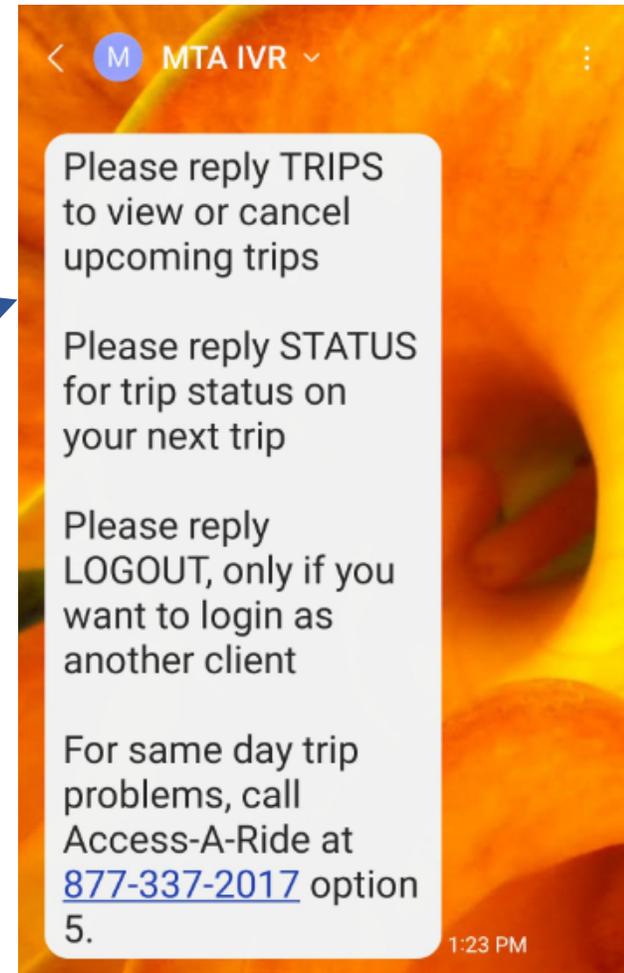
How do I see a list of all trips?

- Text **TRIP** or **TRIPS** to be notified of trips scheduled for the current day and the following 2 days (today, tomorrow, and the day after) in a Scheduled status.

- Once the reservation pick-up time* has elapsed, trips will no longer be displayed.

- Each individual trip is identified by a letter (A, B, C, etc.)

*Reservation pick-up time displays the time a customer will be picked up.
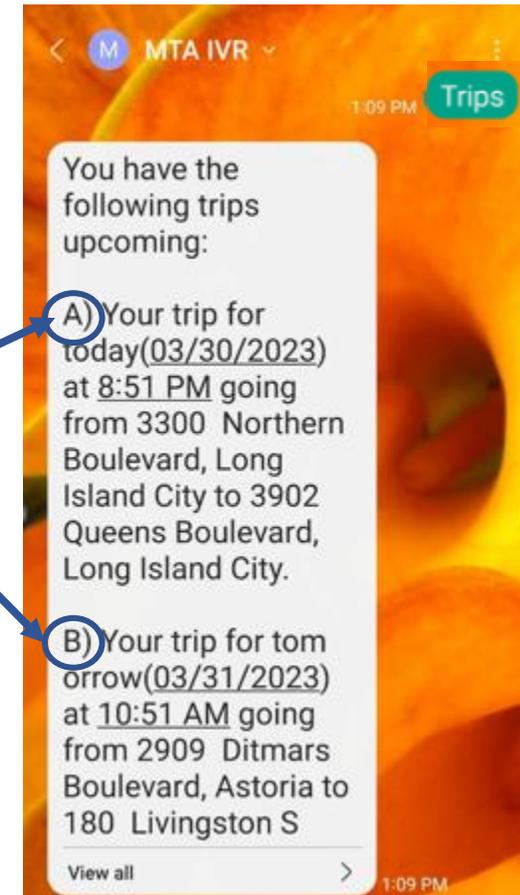
How do I cancel a trip?

- After displaying the list of upcoming trips, the following message will be displayed:
  - **If you wish to cancel any trip, please reply with the letter of the trip. For example, to cancel your trip, reply A.**
    If you wish to cancel more than one trip, please cancel one trip at a time and a refreshed trip list will be sent each time.

- You may cancel any trip listed when it is 2 hours or more from the reservation pick-up time by responding with the letter of the trip.

- After texting your trip letter, you will be asked to confirm the trip should be cancelled.

- Replying **Yes** cancels the trip.

- You will receive a confirmation message as well.
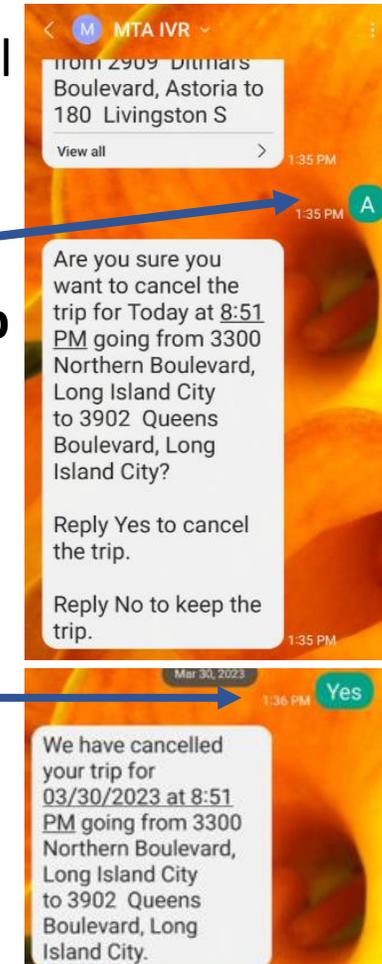
How do I cancel a trip?

- Remember, you may cancel any trip listed when it is 2 hours or more from the reservation pick-up time by responding with the letter of the trip.

- If you attempt to cancel a trip within two hours of the reservation pick-up time, you will receive the following message.
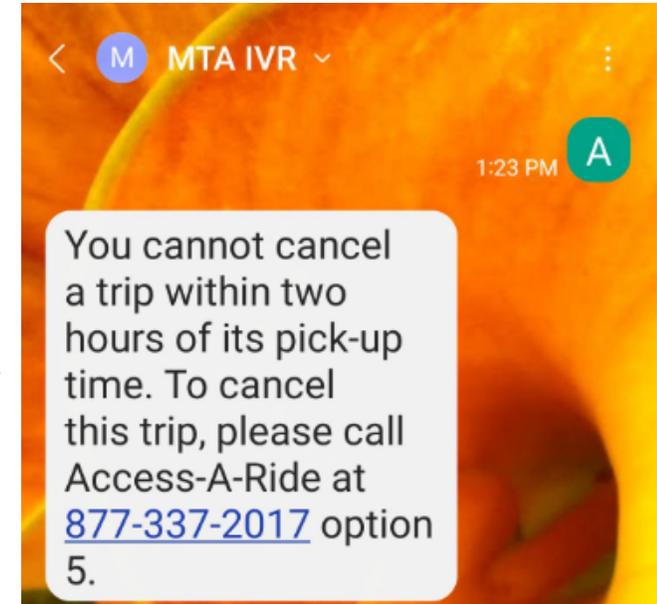
How do I see my trip status?

- To be notified of the status of trips scheduled for the current day, text **STATUS**.

- Carrier trips that are within one hour of the promise time will display vehicle information.
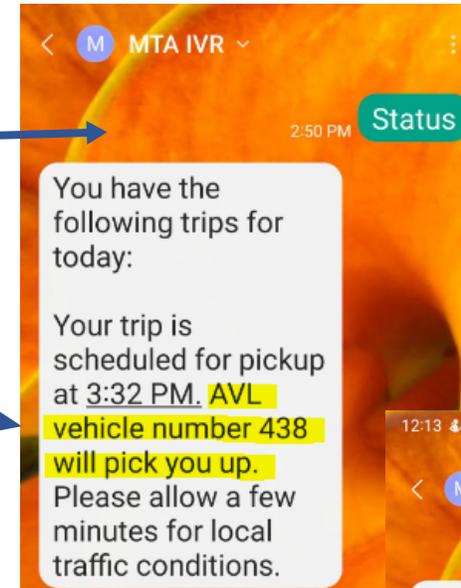
- If there are no remaining trips scheduled for the day (up to one hour past reservation pick-up time), you will receive the following message.
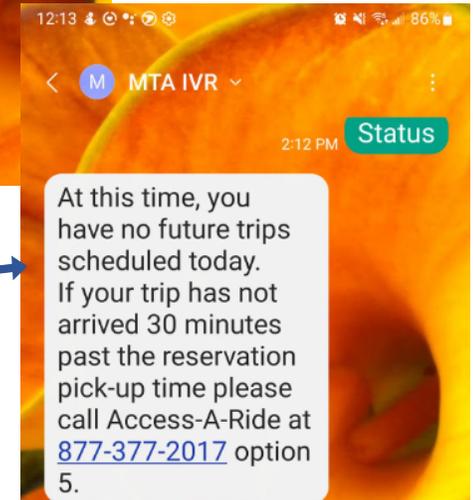
How do I logout?

- If someone else's trip information needs to be reviewed using the same device, you can do so by texting **Logout** and completing the sign-in process again.

- You are not required to logout, however after 20 minutes of inactivity you will be logged out automatically.