MY AAR User Manual

Version 5.4

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Finding Access-A-Ride (AAR)

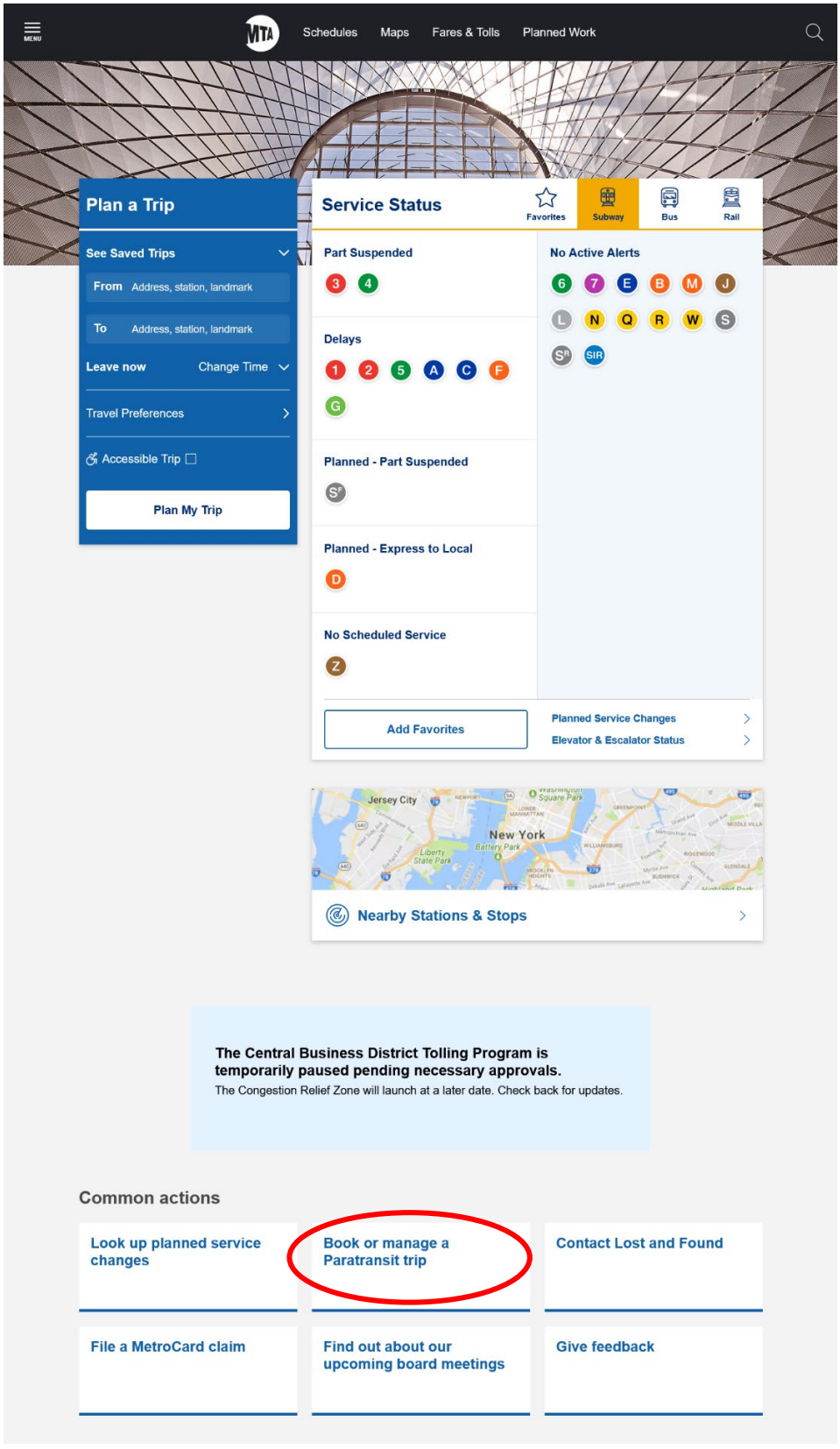
Welcome to the MTA Website

Access-A-Ride (AAR) customers can book online and save time using MY AAR. With MY AAR, customers can access their contact information, make reservations, check the status of their trips, and manage subscriptions via computer, tablet, or smart phone. MY AAR also allows customers to monitor their dedicated blue-and-white AAR or Broker vehicle's real-time location and arrival time prior to their pick-up time. With MY AAR, customers can also track their trip while on the vehicle to determine their estimated time of arrival.

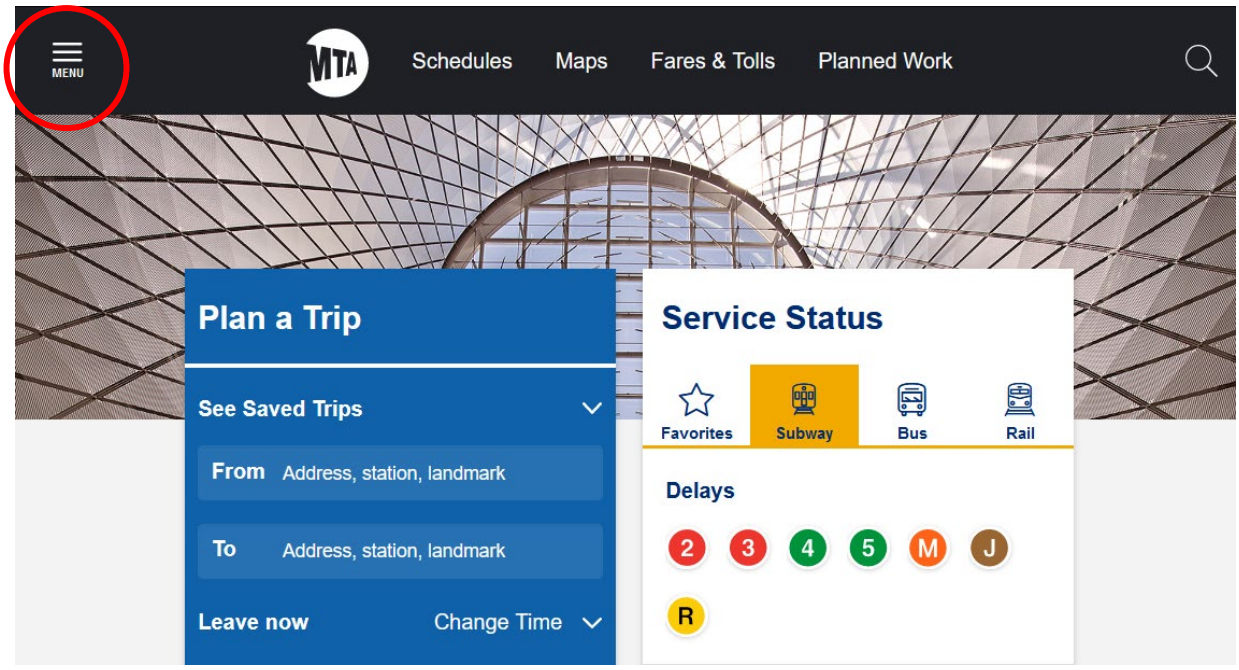
AAR customers may also download the free MYmta app via Google Play Store or the App Store. This app allows you direct access to MY AAR when you log in and all MTA services.

How do I find the AAR section in the new MTA website?

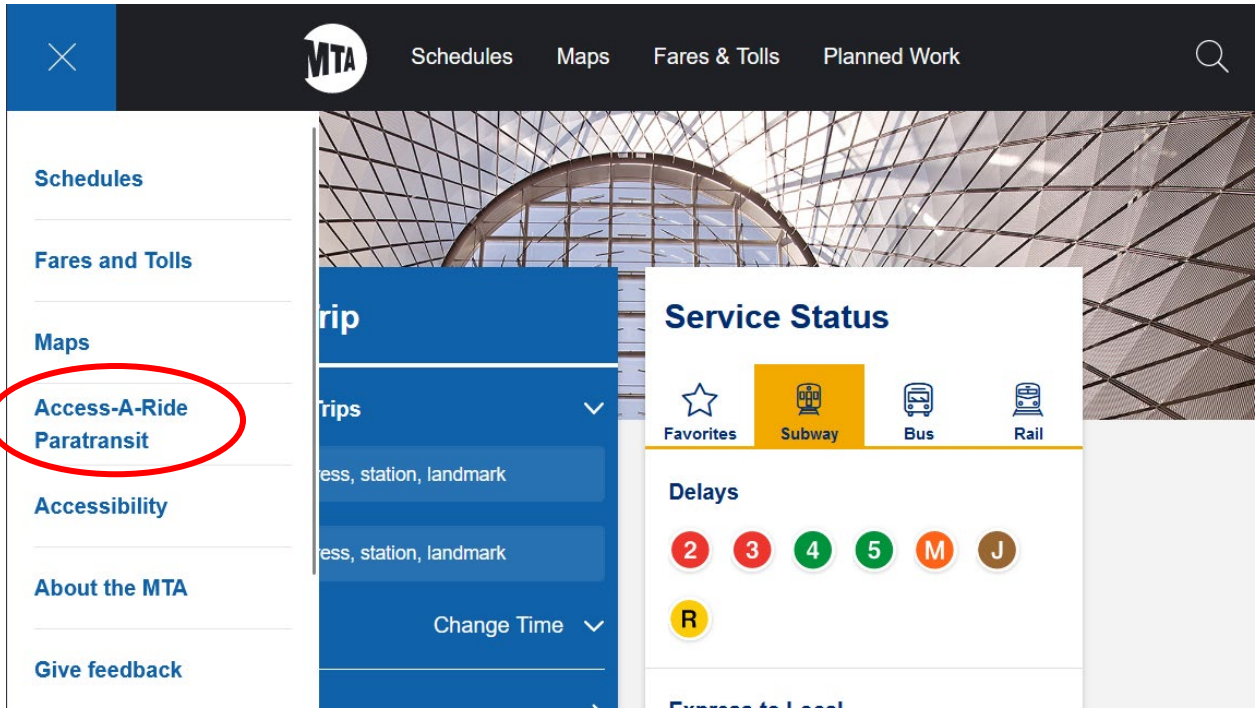
The new MTA website can be accessed at https://new.mta.info. To reach the AAR Paratransit Services section, scroll down to Common actions and click **Book or manage a Paratransit trip**.


MENU
Schedules
Maps
Fares & Tolls
Planned Work
Plan a Trip
See Saved Trips
From Address, station, landmark
To Address, station, landmark
Leave now
Change Time
Travel Preferences
Accessible Trip
Plan My Trip
Service Status
Favorites
Subway
Bus
Rail
Part Suspended
3 4
Delays
1 2 5 A C F G
Planned - Part Suspended
Planned - Express to Local
D
No Scheduled Service
Z
No Active Alerts
6 7 E B M J L N Q R W S SIR
Add Favorites
Planned Service Changes
Elevator & Escalator Status
Jersey City
New York
Nearby Stations & Stops
The Central Business District Tolling Program is temporarily paused pending necessary approvals.
The Congestion Relief Zone will launch at a later date. Check back for updates.
Common actions
Look up planned service changes
Book or manage a Paratransit trip
Contact Lost and Found
File a MetroCard claim
Find out about our upcoming board meetings
Give feedback

You can also reach the Paratransit page by clicking the menu located in the top left corner of the page.



The menu will display a list of page options. Click on **Access-A-Ride Paratransit**.

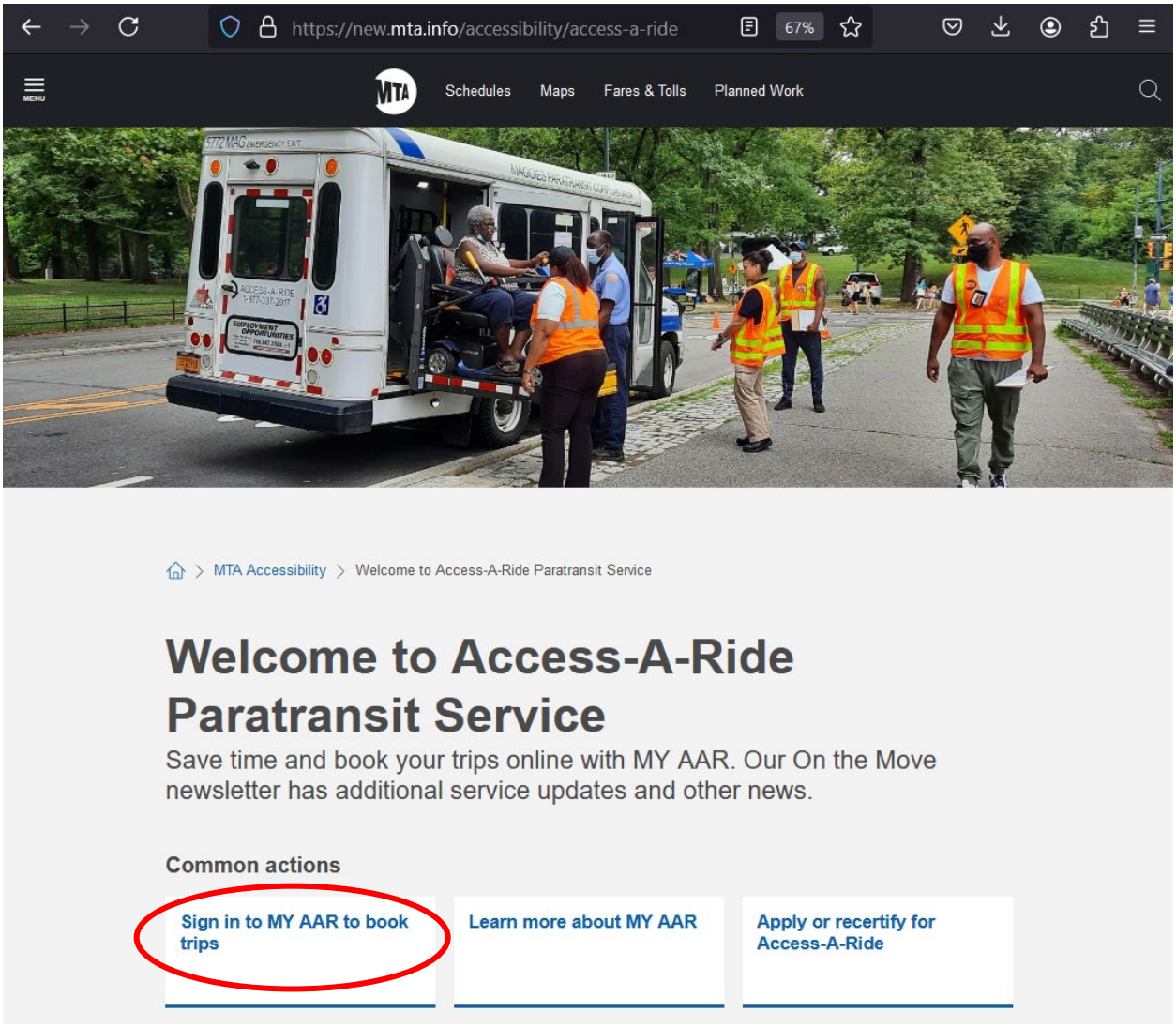


This will bring you to the Access-A-Ride Paratransit Service welcome page, which will connect you to general information about AAR including guides to AAR certification, reservations, travel, and feedback.

Be sure to bookmark or add the link to your favorites on your web browser to quickly access this page again at any time.

How do I get to the MY AAR application from new.mta.info?

From the AAR Paratransit Service welcome page (https://new.mta.info/accessibility/access-a-ride), scroll down to the Common Actions header and click **Sign into MY AAR to book trips.**

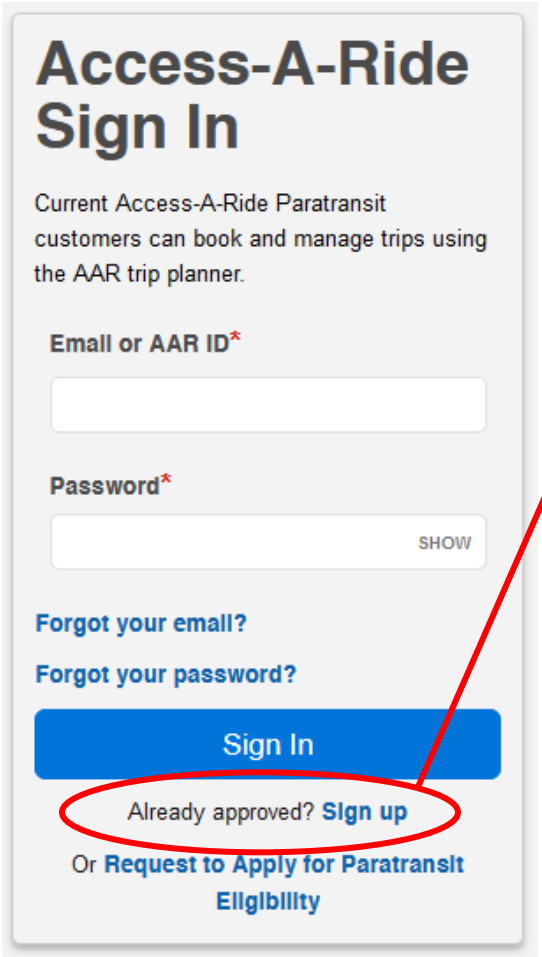


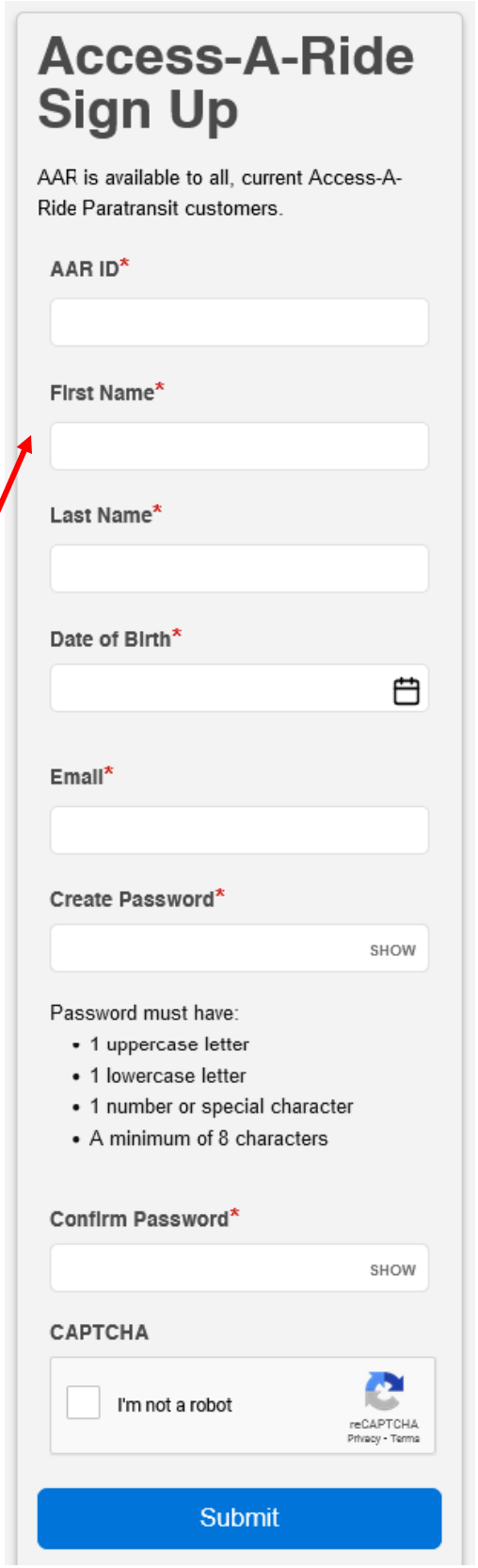
Access to MY AAR

I am a current AAR Paratransit customer. How do I sign up to use MY AAR?

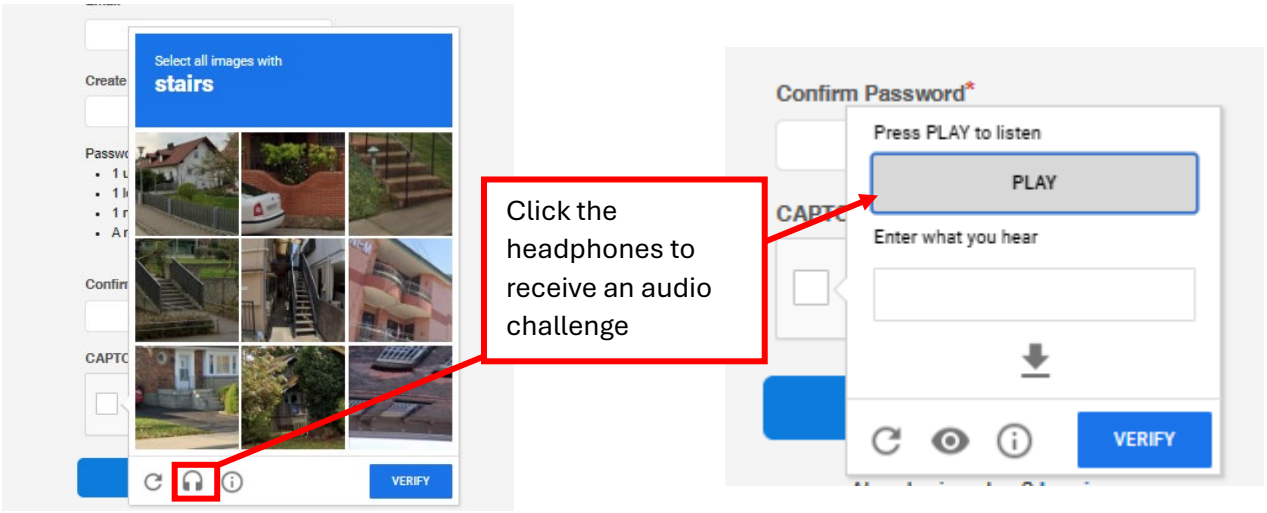
If you have been certified as an AAR customer but have not yet completed your account registration, click **Sign up** to be directed to complete the process.

On the next screen you will be prompted to enter your AAR ID, First Name, Last Name, Date of Birth, and Email. You will also have to create and confirm your password and complete a CAPTCHA requirement.





You must complete the CAPTCHA requirement to submit your registration. You can choose to complete the default visual challenge, or you can select the audio challenge by clicking the headphone icon below. If you select the audio challenge, you will need to click on the **Play** button to hear a saying. Once you have completed the visual or audio CAPTCHA challenge, click **Verify** to move to the next screen.



Once you have filled out the required registration details and completed the CAPTCHA requirement, click the **Submit** button.

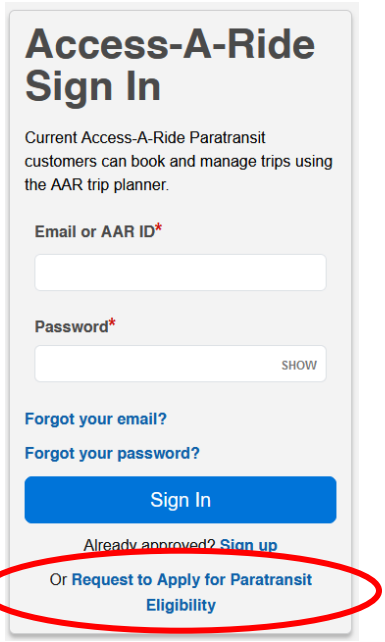
When you are redirected to the MY AAR login page, enter your sign-in credentials and click **Sign in**.

I am not a current AAR Paratransit customer. How do I get certified for MY AAR?

If you have not yet applied for AAR service, click **Request to Apply for Paratransit Eligibility** at the bottom of the sign-in window. This link will direct you to the AAR Inquiry Form, where you can apply to become an AAR customer.

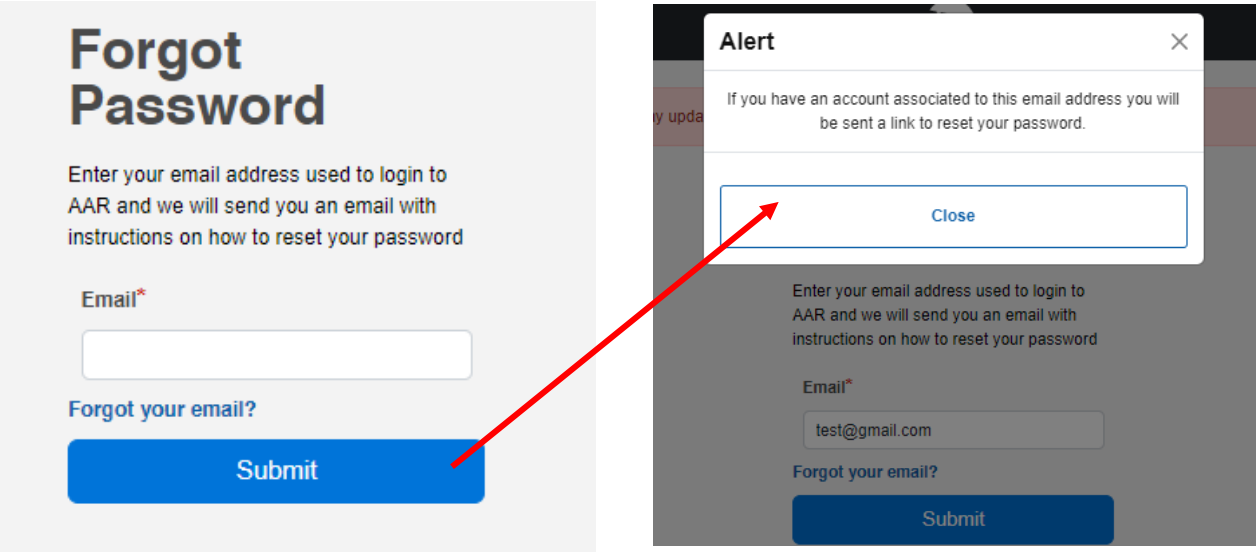
You can find more information about the AAR eligibility and certification process at https://new.mta.info/accessibility/access-a-ride/how-to-apply-or-recertify-for-access-a-ride or by calling 877-337-2017.

If you have been approved for AAR service but have not yet completed registration, click **Sign up** to be directed to complete the Sign-Up process.



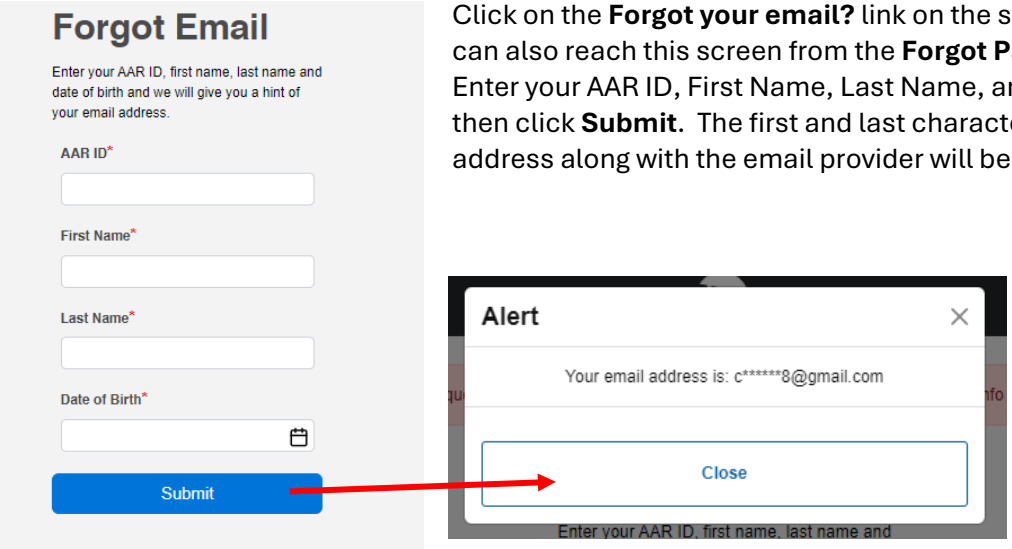
What if I forgot my password?

If you don't know your password, click on the **Forgot your password?** link on the sign-in page. Enter the email address associated with your AAR account, then click **Submit**. A message will populate telling you to check the email associated with your AAR account.



Please check the email associated with your AAR account and add AARNoReply@nyct.com to your email contacts to ensure the email does not go in your spam folder. If you have trouble, please call the AAR team directly at (877) 337-2017.

What if I forgot my email address?



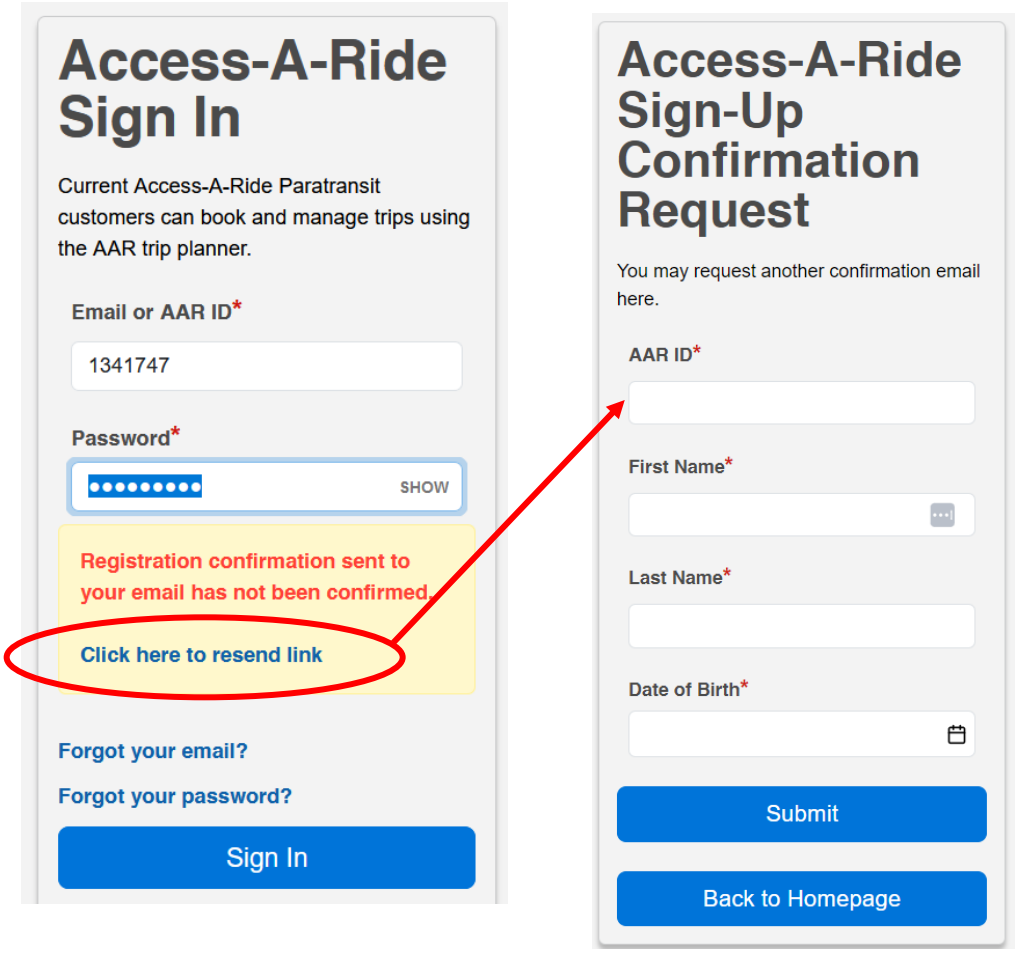
Click on the **Forgot your email?** link on the sign-in page. (You can also reach this screen from the **Forgot Password** page.) Enter your AAR ID, First Name, Last Name, and Date of Birth, then click **Submit**. The first and last characters of the email address along with the email provider will be displayed.

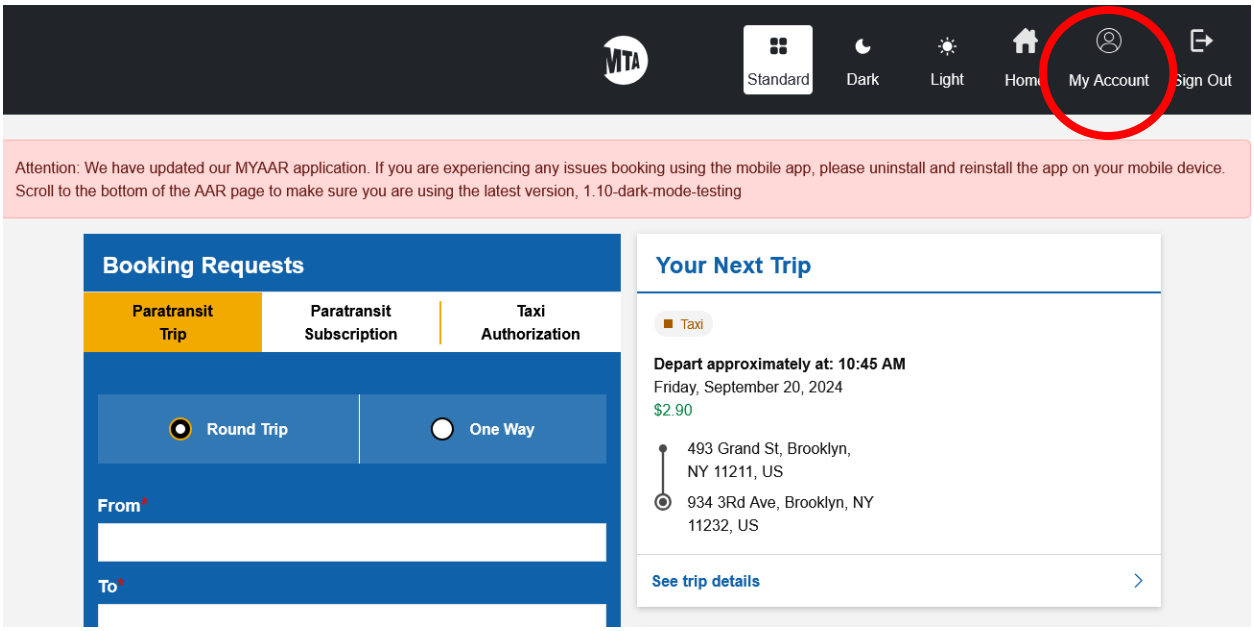
What if I need to confirm my registration?

If you have signed up for MY AAR but have not yet confirmed your email address, enter your email or AAR ID and password and click **Submit** on the MY AAR homepage. You will receive a message that reads "Registration confirmation sent to your email address has not been confirmed. Click here to resend link."

By clicking the text reading "Click here to resend link," you will be redirected to the page **Access-A-Ride Sign-Up Confirmation Request**. Complete all fields then click **Submit**.

A new confirmation link will then be sent to the email address linked to your MY AAR account. Check the email associated with your AAR account and click the confirmation link it contains. If AARNoReply@nyct.com is not in your email contacts, check your spam folder.



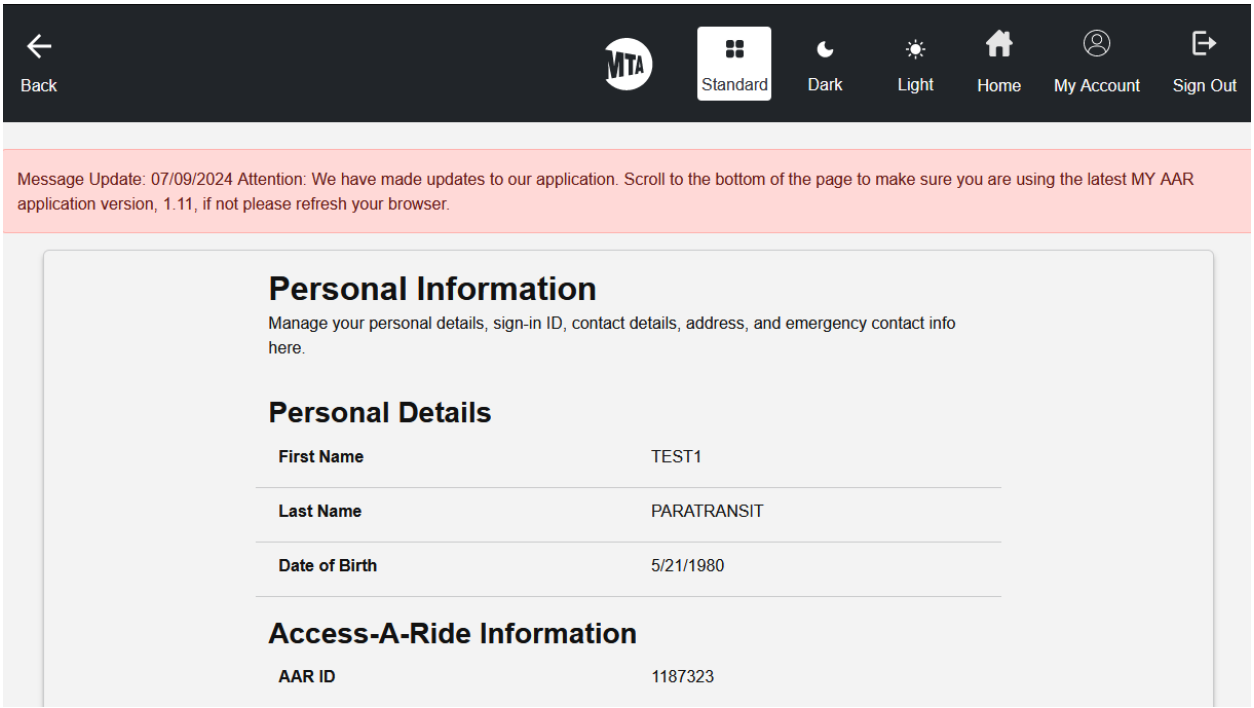


MY AAR Account

How do I view MY AAR account information?

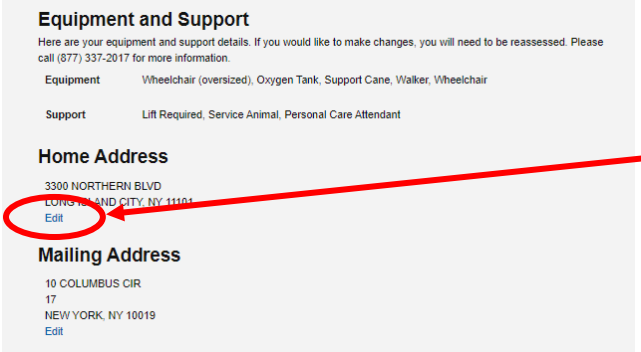
Once you have signed into MY AAR, you can view your account information by clicking on the **My Account** icon in the upper right-hand corner of the screen.

On the My Account page, you will be able to access and edit your personal information, including account information, contact information, equipment and support needs, and emergency contact details.



How do I change MY AAR account information?

Once on the My Account page, scroll down to the information you'd like to update. All information that is editable will display an Edit link underneath the text. Click **Edit** under the text you want to update and you will be directed to a new page to update your information. Click **Save** when you are finished updating and click **Cancel** if you no longer wish to make updates.

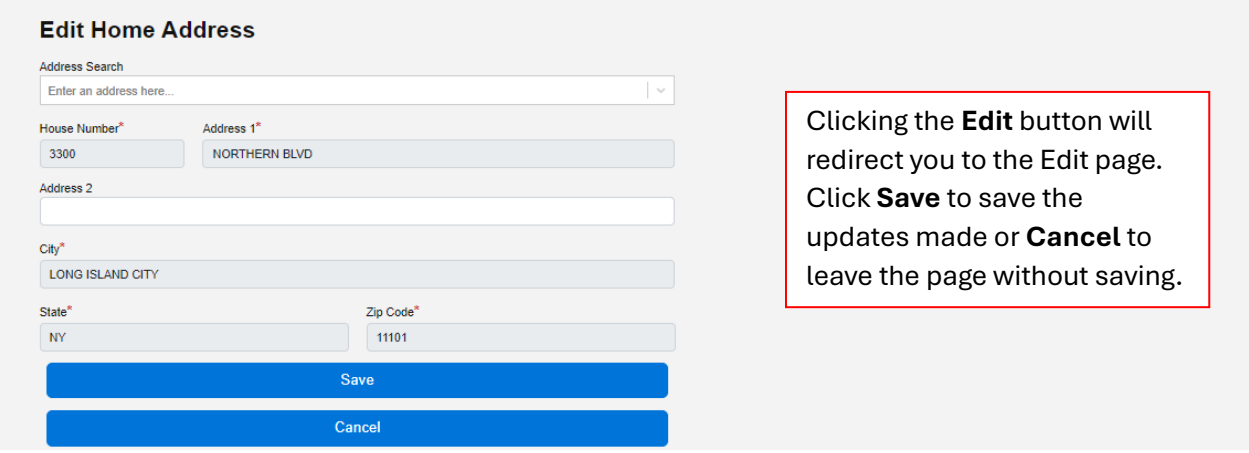


The **Edit** button will be displayed under each editable field on the My Account page. Some fields, including equipment and support information are read only and can only be changed by contacting the AAR team directly. **If you need to make updates read-only fields, please call (877) 337-2017**.

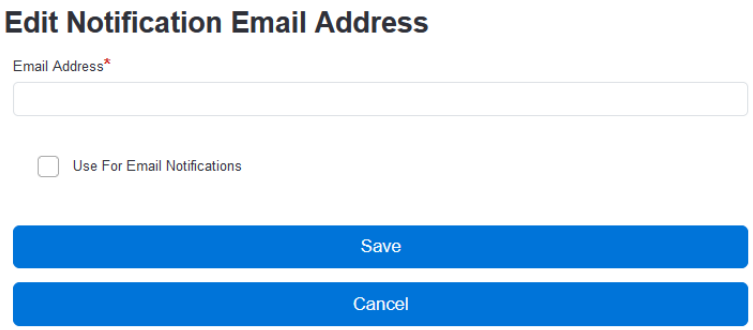
Why are there two sections asking for my email address?

Your Sign-In Email Address is the email address you used to apply for AAR and it is associated with your MY AAR online account. Your Notification Email Address is used to receive notifications on trips or subscriptions.

Your Notification Email is the email address at which you would like to receive email notifications about your AAR account. If you do not designate a Notification Email, you will not receive notifications regarding IVR. Once you designate an email address as your Notification Email, check the checkbox marked **Use For Email Notifications** to receive trip notifications at this email address. Make sure to save your changes.

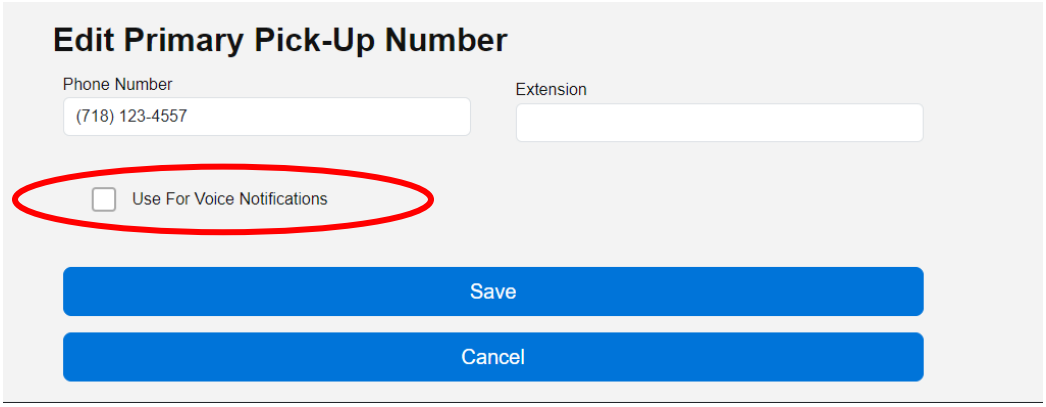


Clicking the **Edit** button will redirect you to the Edit page. Click **Save** to save the updates made or **Cancel** to leave the page without saving.



How do I receive automated phone calls about trips and subscriptions?

You can designate any phone number listed on the My Account page for use with Interactive Voice Response (IVR) by checking the box labeled **Use For Voice Notifications**. To edit a phone number's IVR status, scroll to the Contact Numbers section, then select **Edit** for the number you'd like to update. On the edit screen, make sure your correct phone number is entered. Check the **Use for Voice Notifications** box to enable IVR for this number. Uncheck the **Use for Voice Notifications** box to disable IVR for this number. Make sure to always save any updates.



MY AAR Paratransit Trips

What kinds of trips can I schedule using MY AAR?

MY AAR offers customers three options when scheduling travel.

- **Paratransit Trips:** Customers can use MY AAR to book one-off trips.
- **Paratransit Subscriptions:** Customers can use MY AAR to book trips that repeat weekly on the same days and at the same time.
- **Taxi Authorizations:** Customers can use MY AAR to authorize use of taxi or ride-hailing services for AAR-eligible trips.

How far in advance can I request a Paratransit Trip?

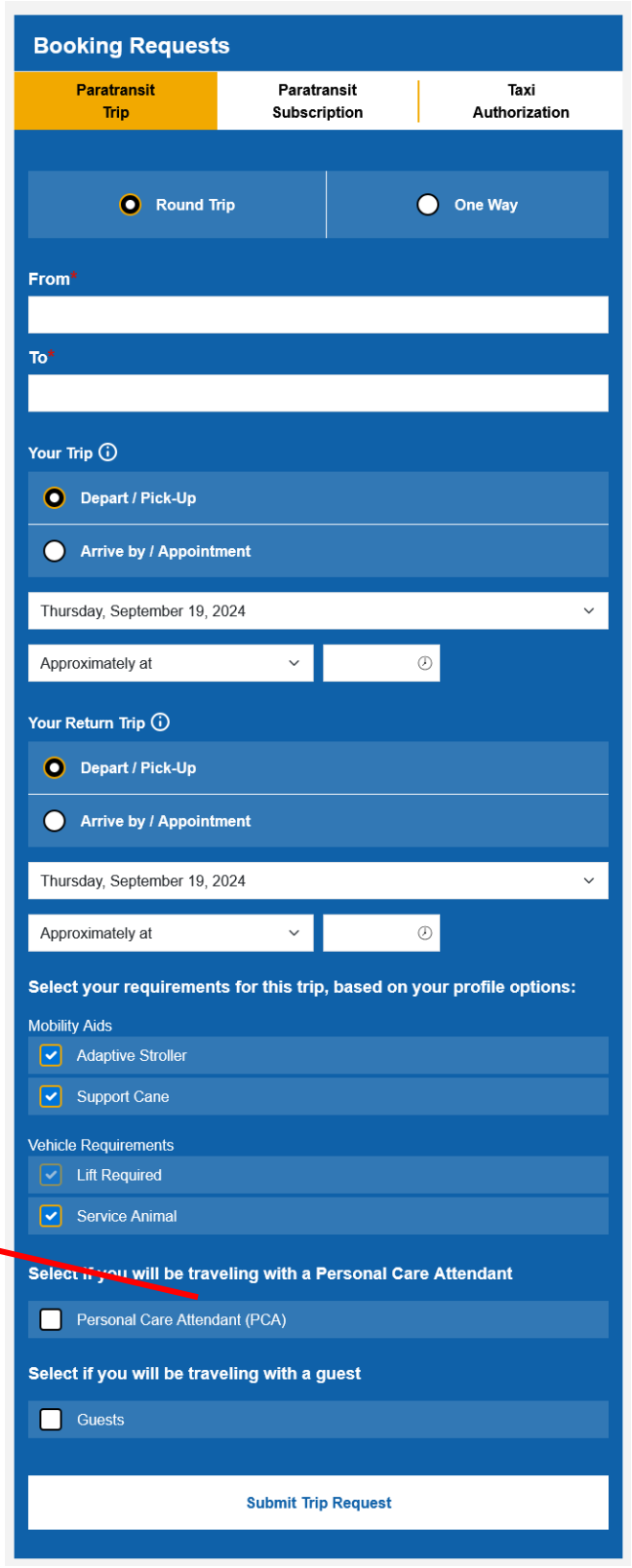
You may request a Paratransit Trip one to two days in advance of the day you would like to travel, based on the time of day. After 5:00 PM, you will no longer be able to book trips for the next day.

How do I request a Paratransit trip?

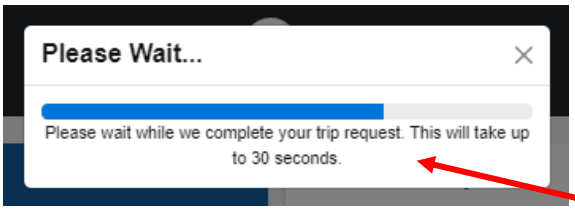
On the Home page in the Booking Requests widget, click on the **Request a Trip** tab.

- Select **Round Trip** or **One Way** radio button
- Enter **From** and **To** addresses. When you begin to enter an address in the From or To field, addresses will be autogenerated in a dropdown menu, from which you can select your desired address.
- Under **Your Trip**,
    - Designate whether the time you enter below is your departure (**Depart/Pick-up**) or arrival (**Arrive by/Appointment**) time. “Depart" or "Pickup" time is the requested time a customer would like to be picked up to travel to their destination.
    - Enter trip date and time using dropdowns and text box.
        - You may complete a trip request for the coming two days until 5:00 PM. Between 5:00 PM and 12:00 AM, you will only be able to book for the day after tomorrow.
        - Select **Approximately at** dropdown to target the 30-minute window in which you’d like to be picked up
        - Select **No earlier than** dropdown to receive a pickup time that is up to an hour later than the requested time
        - Select **No later than** dropdown to receive a pickup time that is up to an hour earlier than the requested time

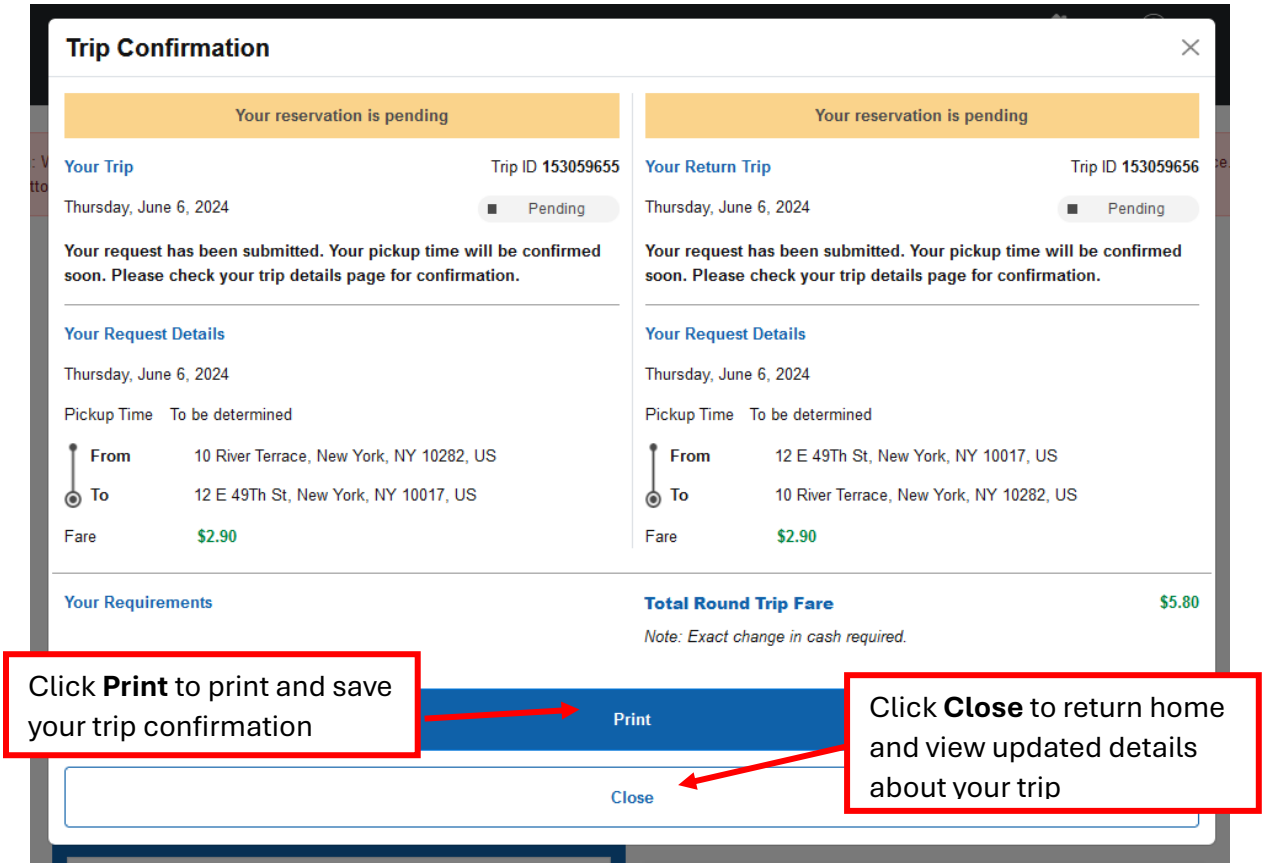
- If you selected **Round Trip**, your request will include a section called **Your Return Trip.** Under **Your Return Trip**,
    - Designate whether the time you enter below is your departure (**Depart/Pick-up**) or arrival (**Arrive by/Appointment**) time. “Depart" or "Pickup" time is the requested time a customer would like to be picked up to travel to their destination. Enter trip date and time using dropdowns and text box following the same parameters as the **Your Trip** section.
- Select any equipment, Personal Care Attendant, or guests you will require for your trip.
- When you have entered all required information for your trip, click **Submit Trip Request**.



Once you finish the form and click on **Submit Trip Request**, a window will display. Allow up to 30 seconds for the system to book the trip.

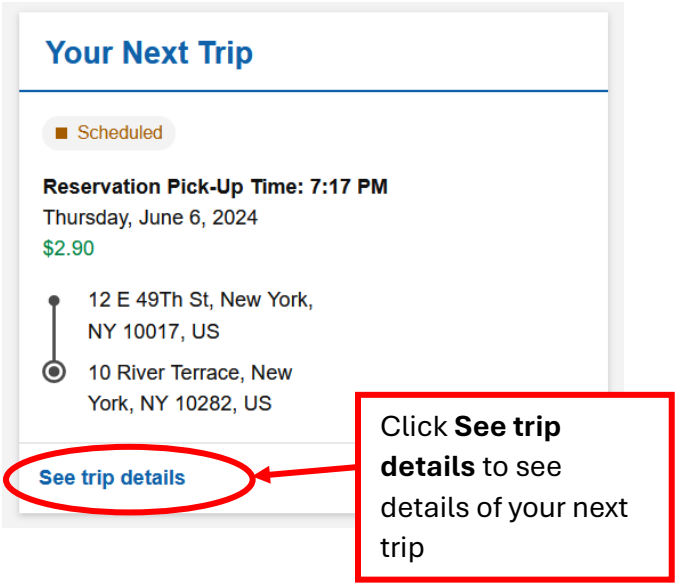


Once the trip is booked, your trip summary will appear in a dialog box, as below. Above your reservation details, you will see a yellow banner that indicates **Your reservation is pending**. Please note: this page does not refresh automatically. Click the **Close** button on your Trip Confirmation to review your updated reservation details.



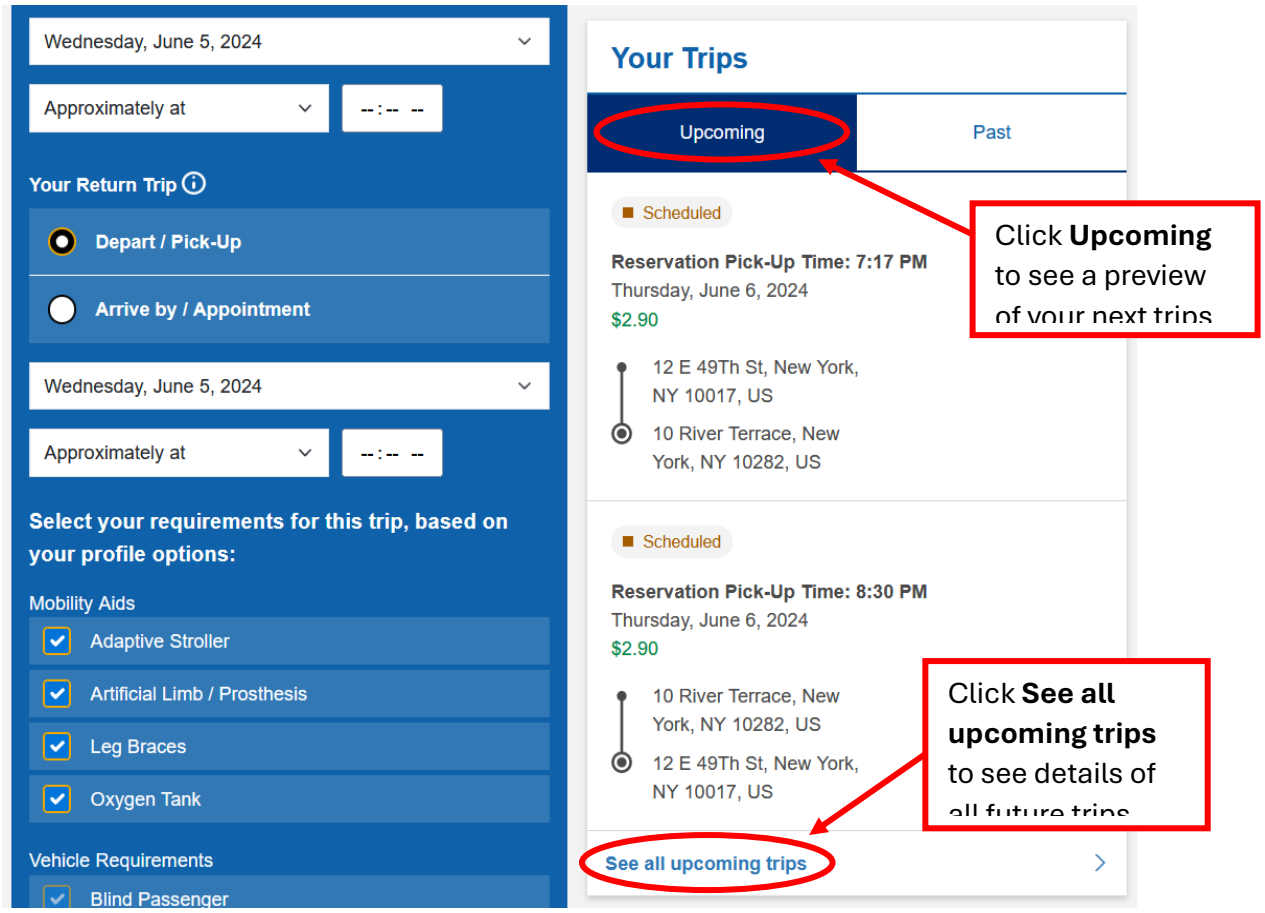
How do I view my next Paratransit Trip?

Your next trip is displayed in the top right corner of the home page under the header **Your Next Trip**. To view trip details, click on **See trip details**.

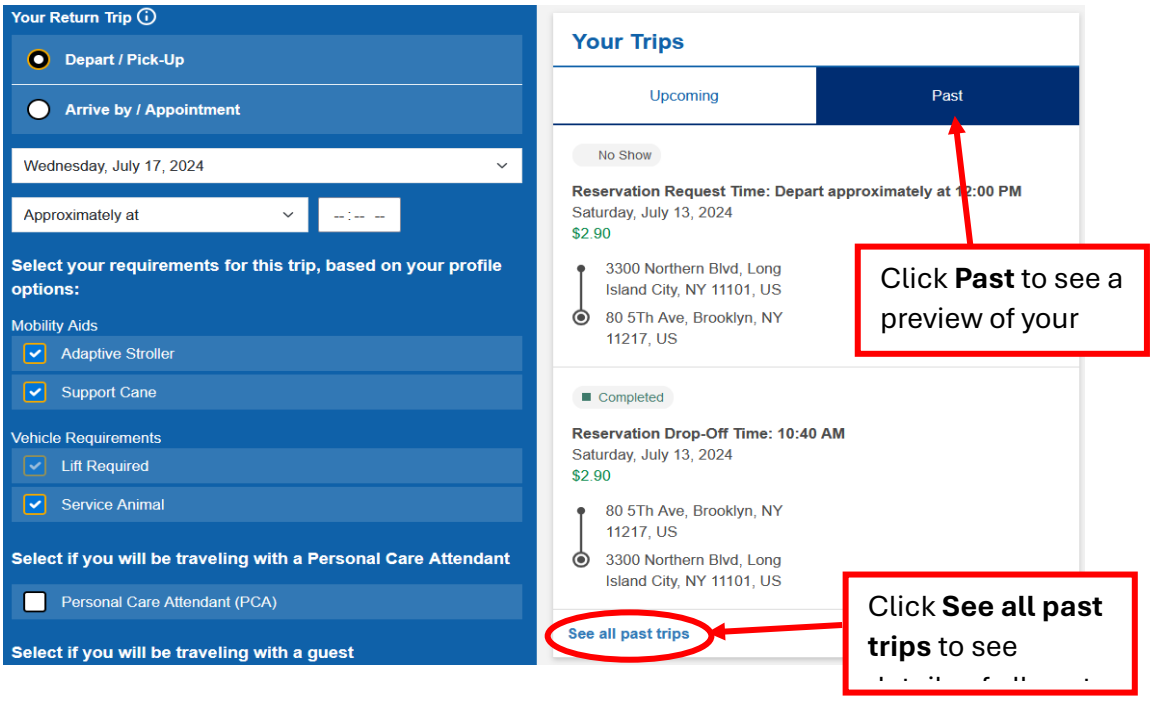


How do I view all of my Paratransit Trips?

On the Home page, scroll down to **Your Trips** widget to view all your trips. Click the **Upcoming** tab to view your next two trips and click **See all upcoming trips** at the bottom to view the complete list of future trips.

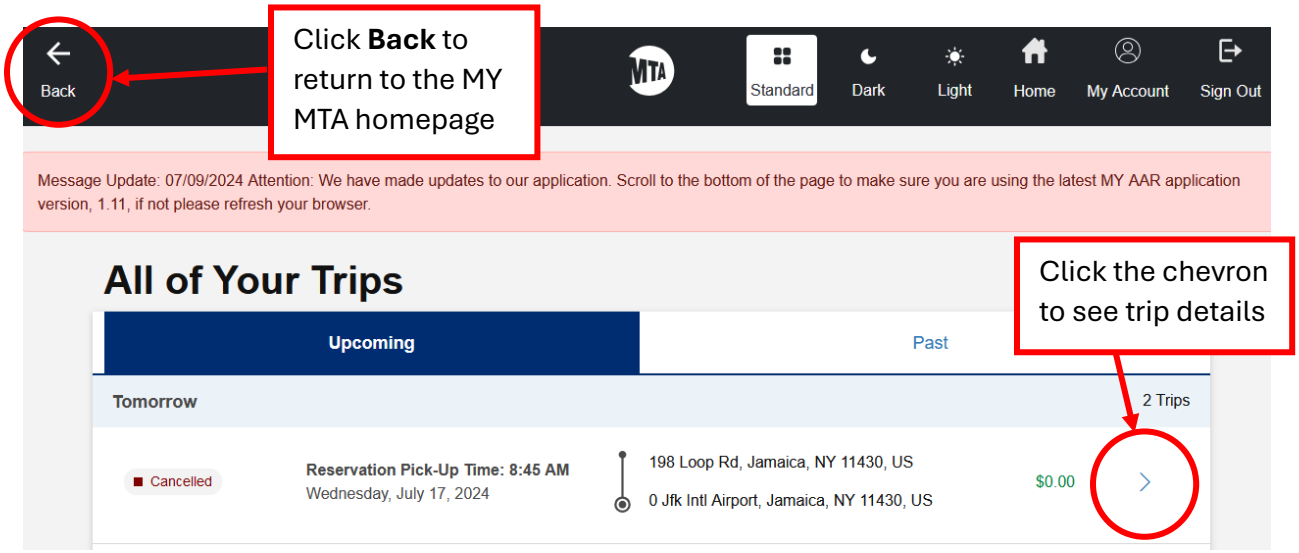


Likewise, click the **Past** tab to view your previous trips, and click **See all past trips** at the bottom to view the complete list of your past trips. This will bring you to the **All of Your Trips** page.



How do I view my Paratransit Trip details?

Once you have clicked into **See all upcoming trips**, you will be directed to the **All of Your Trips** page. From here, you can select a trip by clicking on the chevron icon (›) at the right edge to see trip details for individual trips, as below. To return to the home screen, select the **Back** button at the top left corner of the page, highlighted below in red.

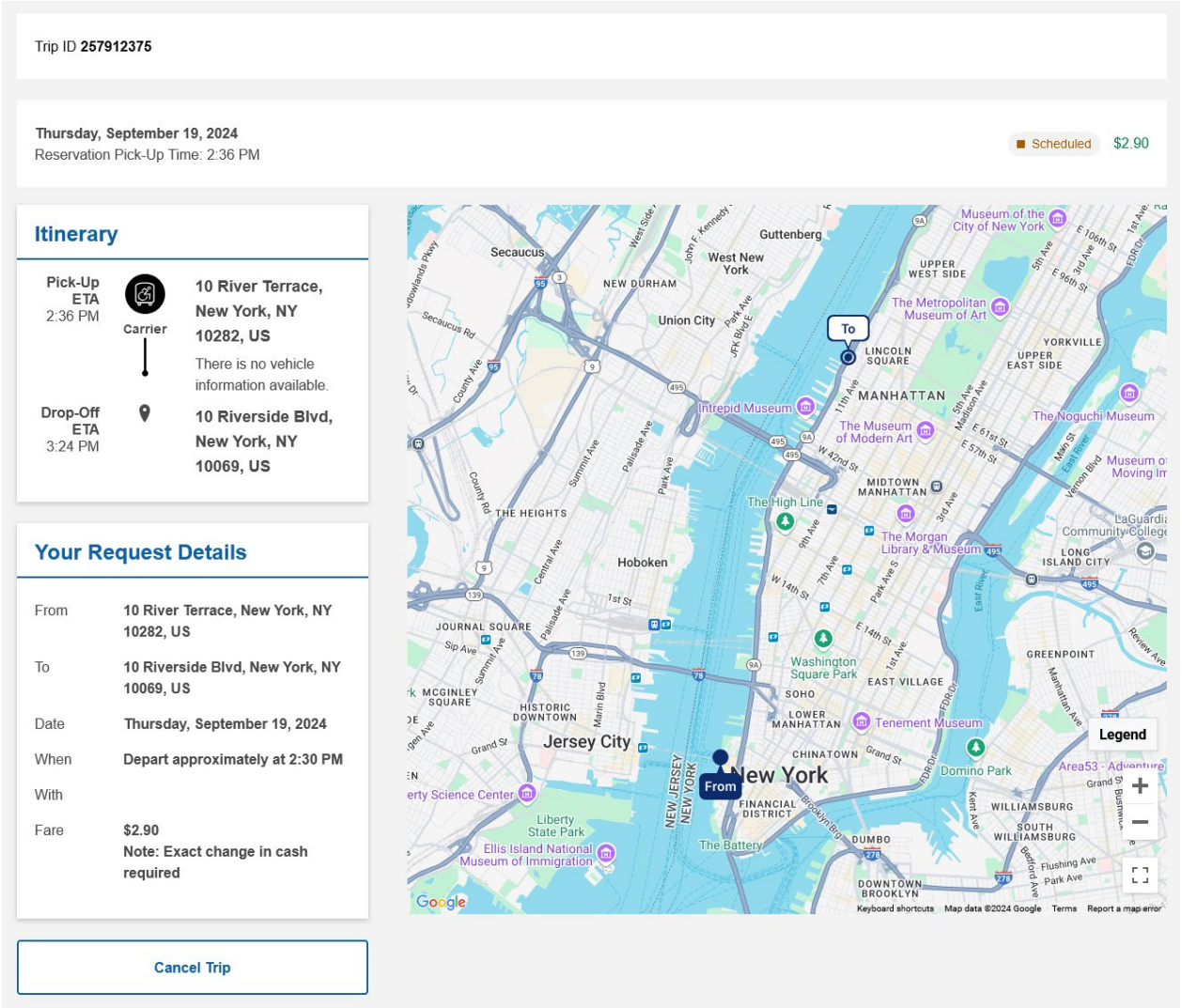


After selecting a trip from the **All of Your Trips** page, you will access the trip details page, where you will be able to view various details about the selected trip.

- The **Header** section shows information about your trip's date, pickup time, current status, and fare
- The **Itinerary** section provides information about the pickup and arrival times, location details, and vehicle information for your trip
- The **Your Request Details** section displays information entered at the time of reservation request

Header

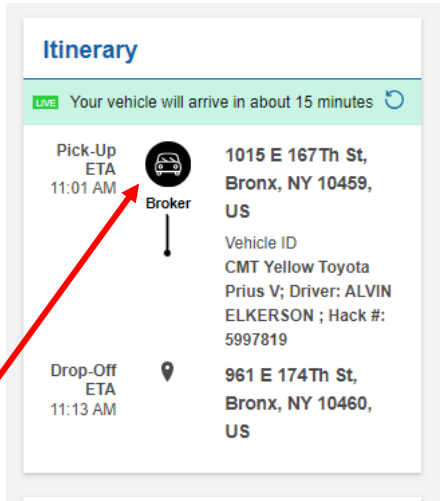
The **Header** section begins with the trip's Trip ID. You'll need this number in the event that you need to call AAR with questions about your trip, as AAR will use the Trip ID to locate the trip. In the box below the Trip ID number, you'll find information about the trip date, pick-up time, status, and fare of the trip.



Itinerary

Below the **Header** is the **Itinerary** section. The Itinerary section provides you with an Estimated Time of Arrival (ETA) for pickup and drop-off, address and location details, as well as vehicle information when available.

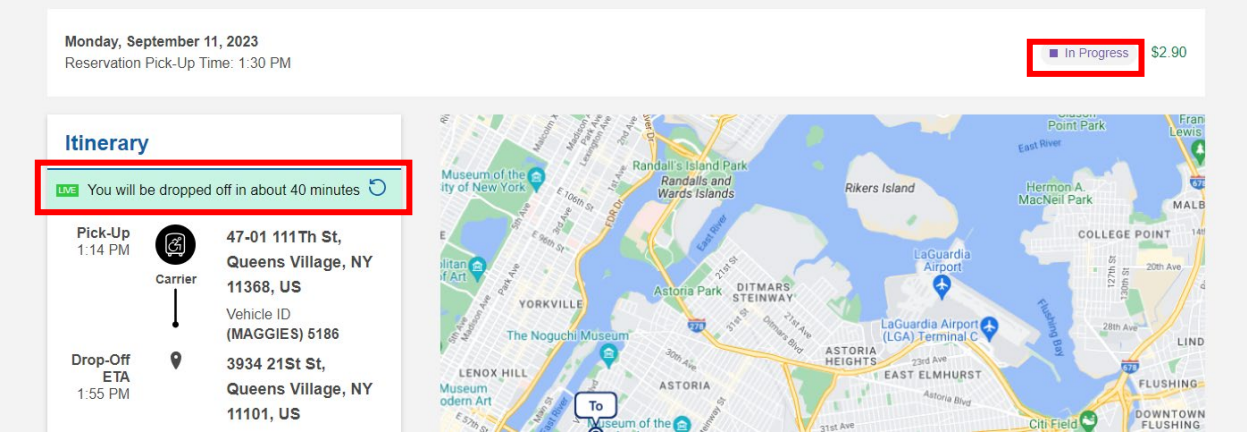
A green banner will appear in the **Itinerary** section of the page when your trip is about to start. This banner provides pickup ETA information.



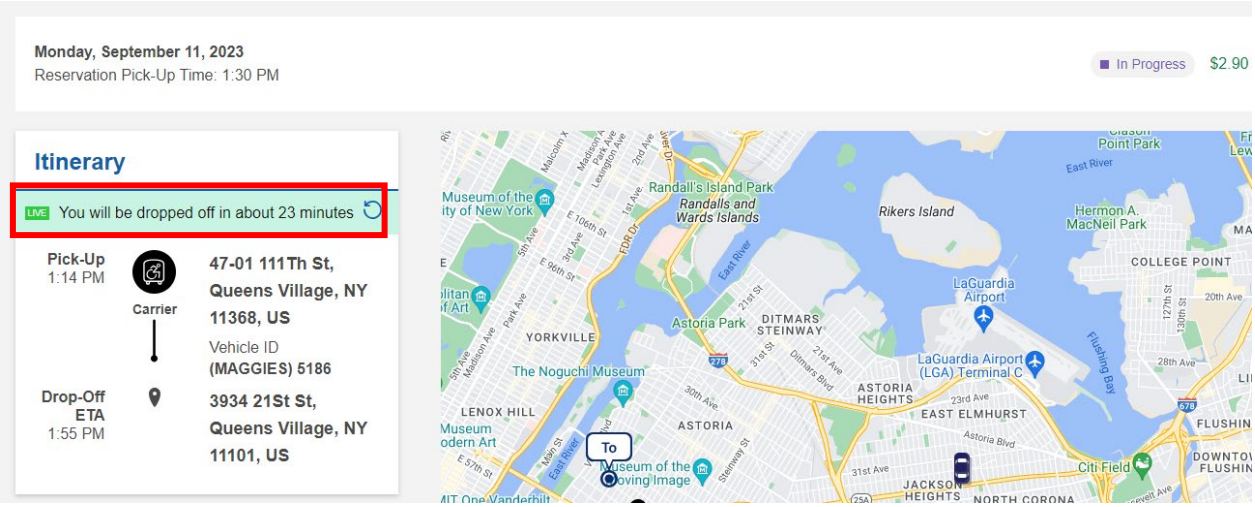
The vehicle icon will change based on provider type: taxi, carrier, and broker.



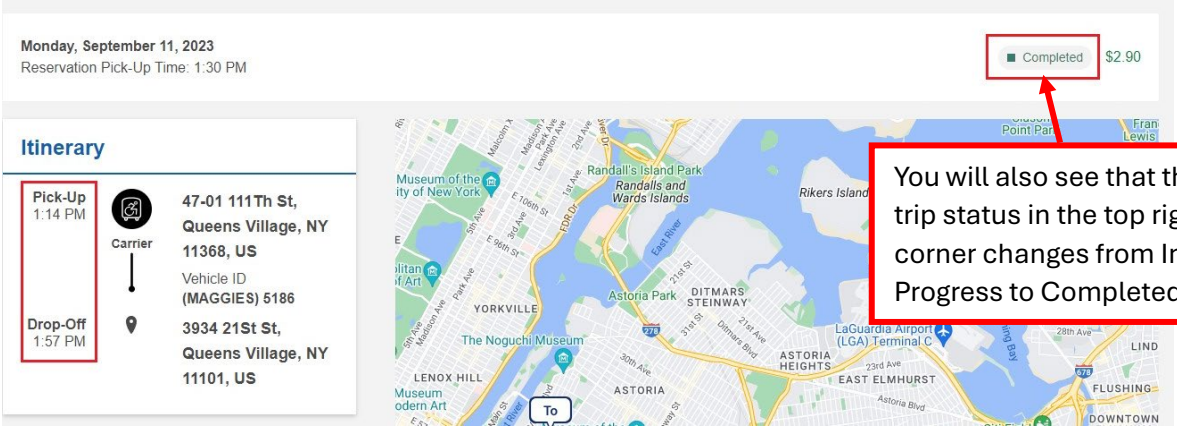
Once you have been picked up, the banner will automatically update to provide you your drop-off ETA. You will also see the status update in the upper right corner of the screen change from **Scheduled** to **In Progress**.



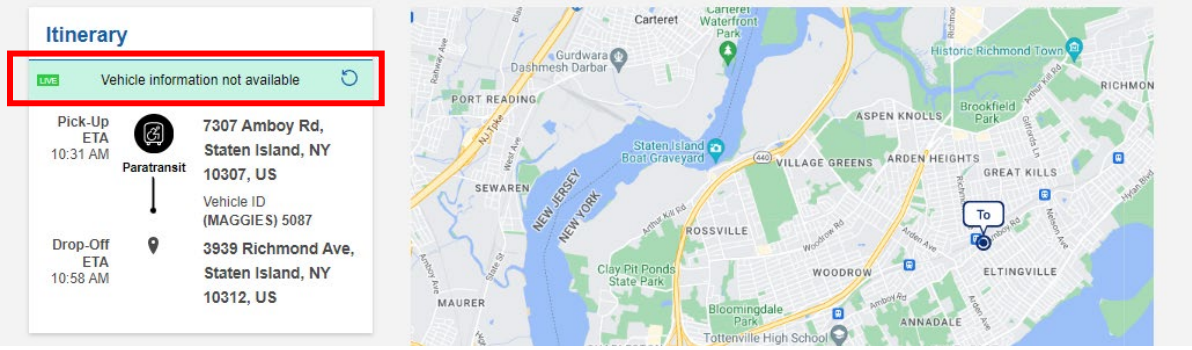
The page automatically refreshes to provide you information about your ETA, current vehicle location, and trip status. Vehicle location and ETA are updated after 20 minutes, as displayed in the image below.



Once the trip is complete, you will see the actual Pick-Up and Drop-Off times in the Itinerary section.



There may be some moments during your trip in which GPS becomes inaccessible to MY AAR. When that happens, the green banner will read “Vehicle information not available.” The green banner will be updated once MY AAR has access to your vehicle’s location again.



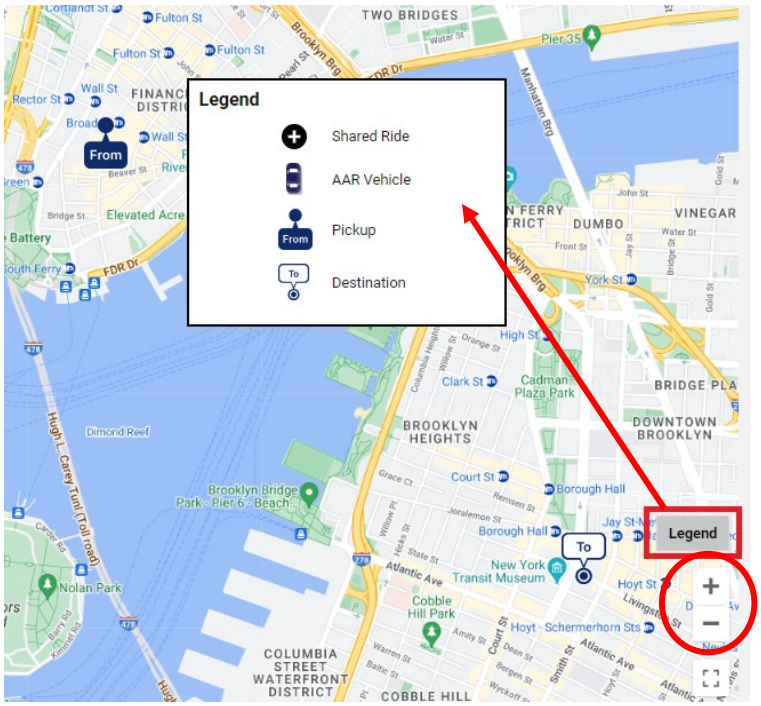
Your Request Details

Below **Itinerary** is the **Your Request Details** section. This section provides details of your booking, including pickup and drop off locations, approximate pickup time, support details, the number of guests, and the fare amount that you'll need to bring in exact change.



Map Details

You will also be able to view more information about your trip using the map. In the bottom right corner of the map, you have options to zoom in by clicking **+**, zoom out by clicking **-**, and to learn more about the icons by clicking **Legend**.



How do I cancel my Paratransit Trip?

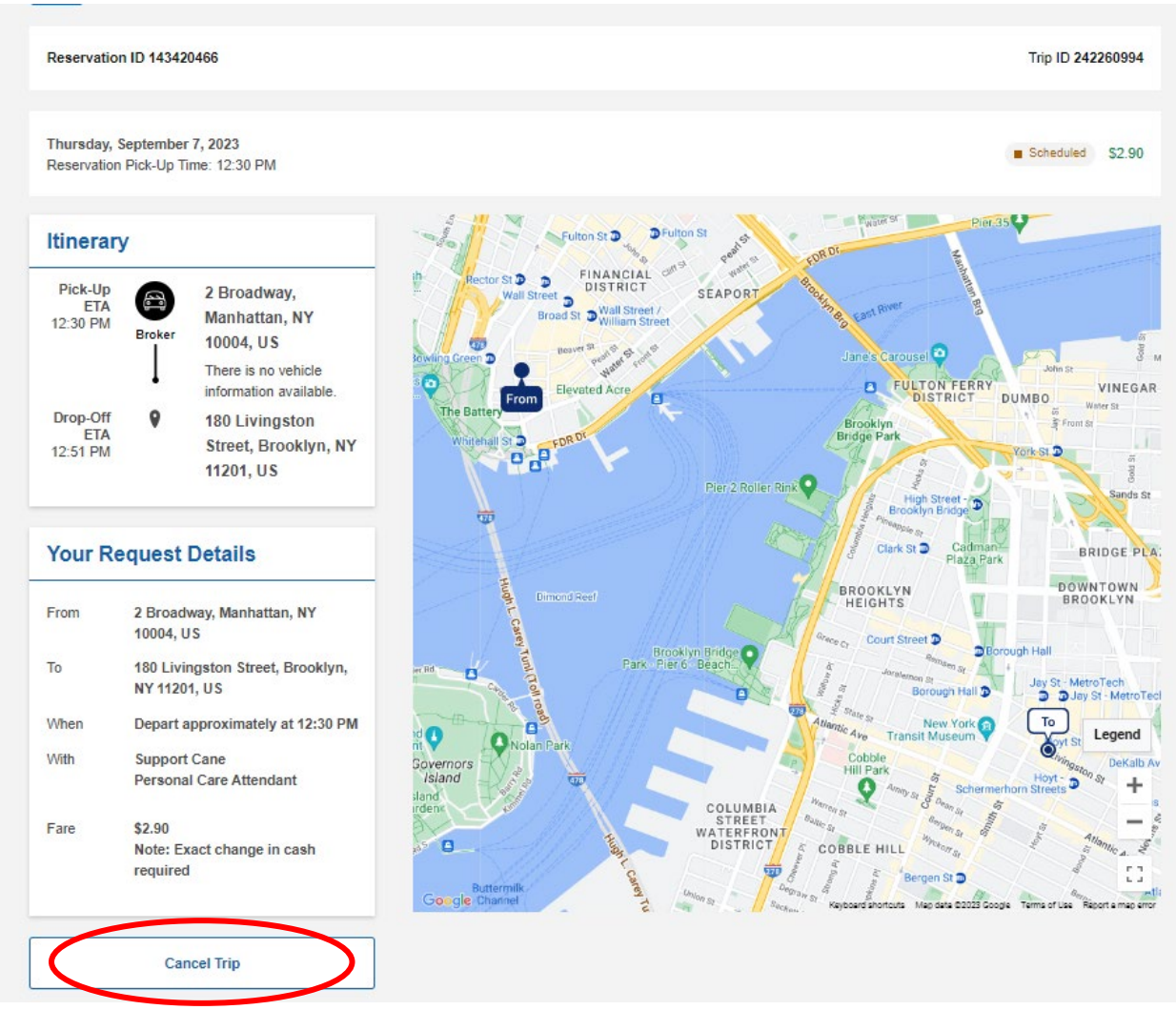
From the **Trip Details** page, scroll down below **Itinerary** and **Your Request Details** widgets to find the **Cancel trip** button.

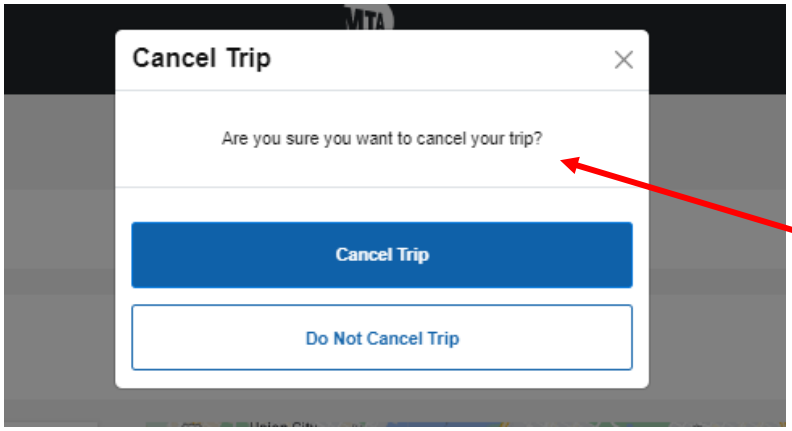
When you click the **Cancel trip** button, a confirmation window will populate. Click **Cancel trip** again to confirm. You will receive a confirmation window reading "Your trip is canceled. Please view your upcoming trips if any other trips for the day need to be canceled." Click **Close** to exit the confirmation window. When you return to the **Trip Details** page, the trip's status will have changed to **Cancelled** in the **Header** bar.

Penalties apply for trips that are canceled later than two hours before scheduled pickup time as well as for no-shows. If you attempt to cancel a trip for which a penalty may apply, you will receive

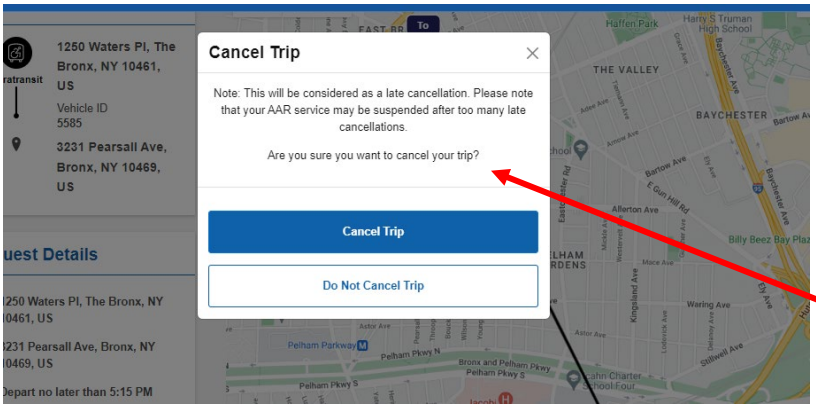
a warning message that reads “This will be considered a late cancellation. Please note that your AAR service may be suspended after too many late cancellations. Are you sure you want to cancel your trip?” You will then have the opportunity to select either **Cancel Trip** or **Do Not Cancel Trip**.

For more information on Paratransit’s no-show and cancellation policies, see No-Show/Late Cancellation Violations.

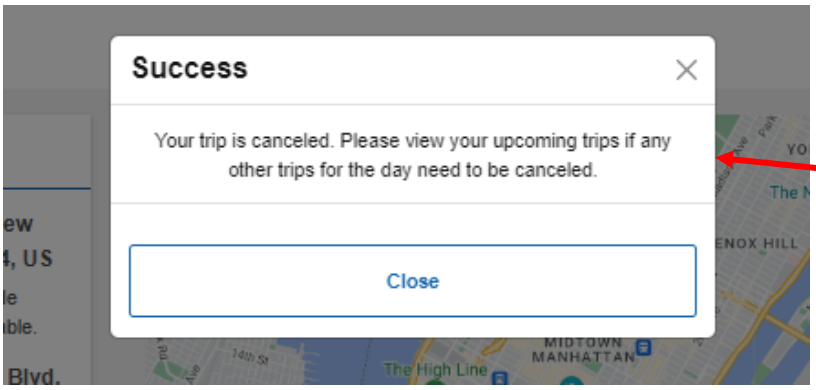




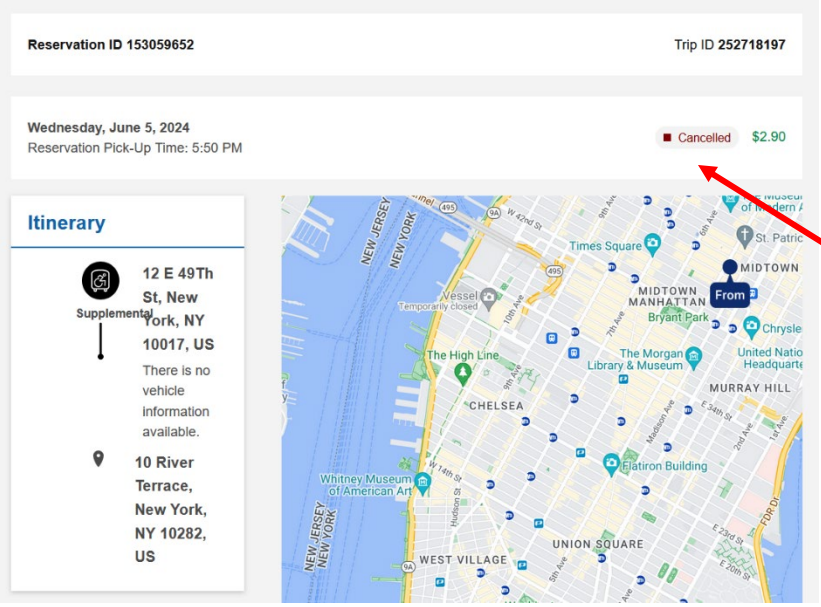
You will receive a message confirming the cancellation of your trip.



If you are attempting to cancel a trip that would be considered a late cancellation, a message will be displayed notifying you that it will be marked as such.



Trip Cancellation Success Message will be displayed after clicking **Cancel Trip**.



When you exit the Trip Cancellation Success Message, the trip's status will now read **Cancelled**.

MY AAR Paratransit Subscriptions

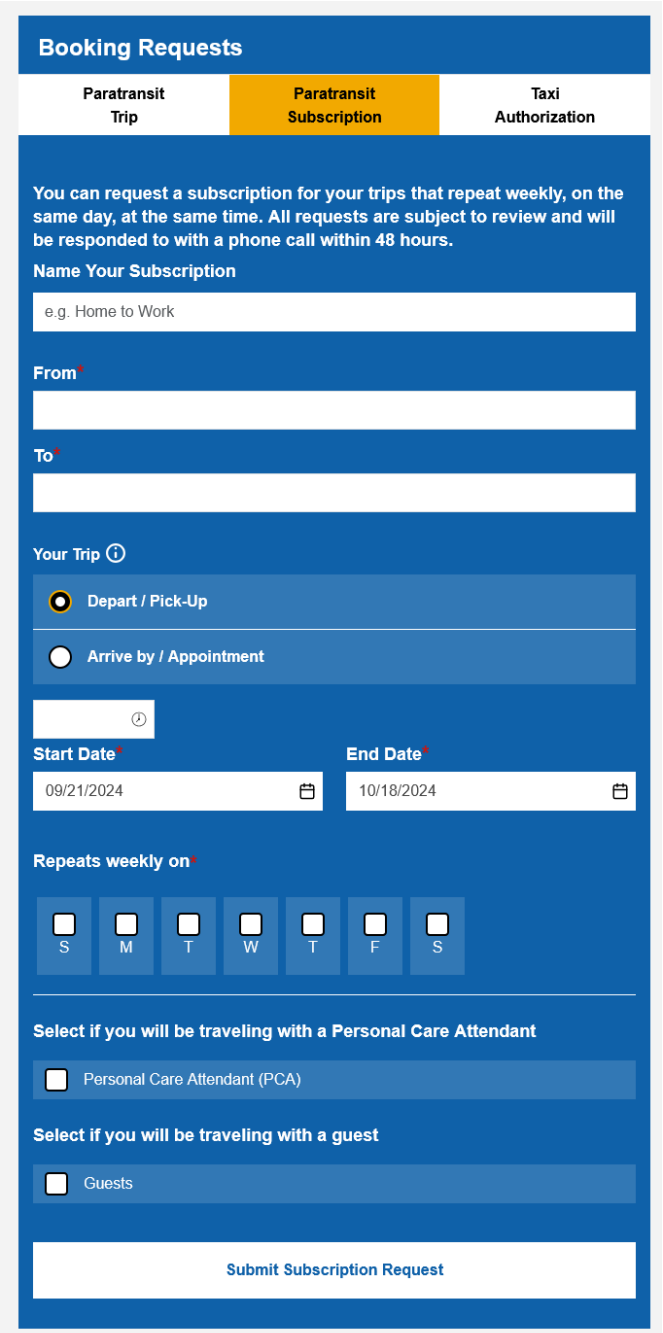
How far in advance can I request a Paratransit Subscription?

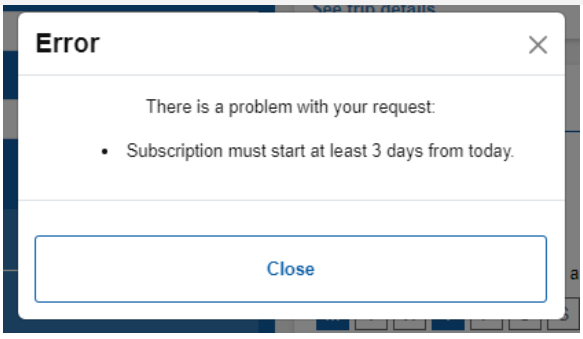
The scheduling process requires you to request a subscription at least three days in advance of your first trip. You will receive a response informing you when your subscription has been scheduled and when it will begin.

How do I request a Paratransit Subscription?

On the Home page in the Booking Requests widget, click on the **Paratransit Subscription** tab.

- Enter a name for your subscription under **Name Your Subscription**
- Enter **From** and **To** addresses. When you begin to enter an address in the From or To field, addresses will be autogenerated in a dropdown menu, from which you can select your desired address.
- Under **Your Trip**,
    - Designate whether the time you enter below is your departure (**Depart/Pick-up**) or arrival (**Arrive by/Appointment**) time. “Depart" or "Pickup" time is the requested time a customer would like to be picked up to travel to their destination.
    - Enter subscription time, **Start Date**, and **End Date** using dropdowns and text box.



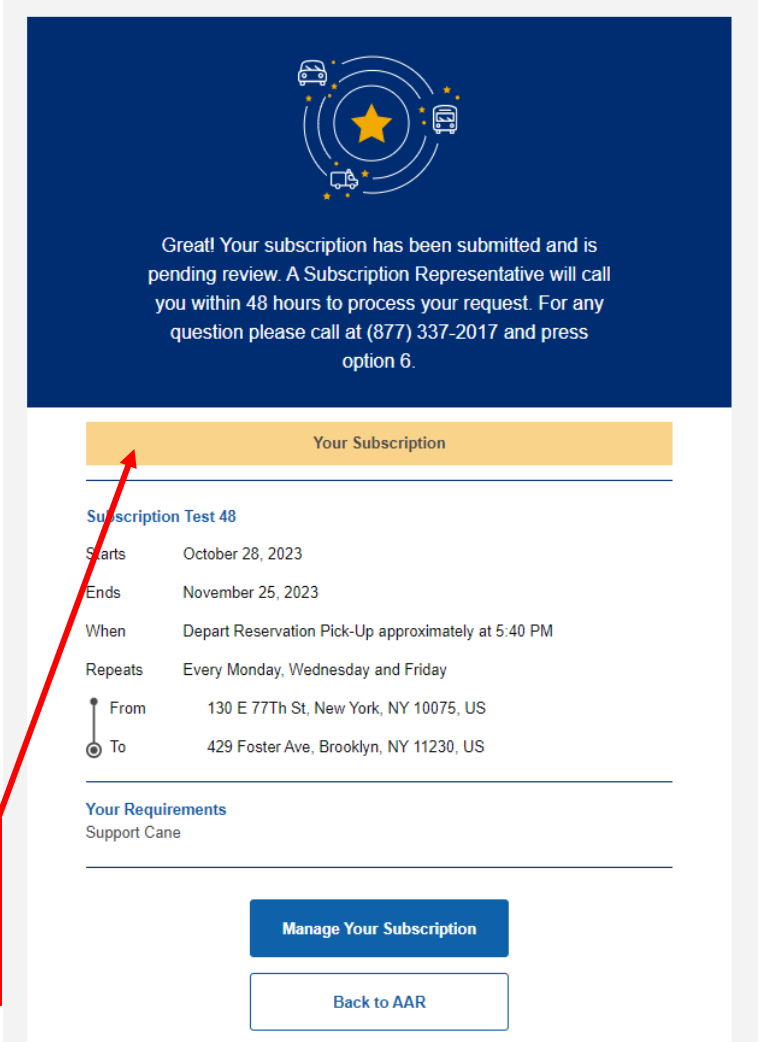


- Your subscription **Start Date** must begin at least three days from the date of booking. If you attempt to input a start date that is one or two days from the date of the request, you will receive an error message.

- Under **Repeats Weekly On**, tick the box above the days of the week on which the subscription should repeat each week. Select any equipment, Personal Care Attendant, or guests you will require for your trip.

- When you have entered all required information for your trip, click **Submit Subscription Request**.

Once you click on **Submit Subscription Request**, a confirmation window will display. Please allow up to 30 seconds for the request to be submitted. The booking system will send your request to an associate who will review your subscription request and contact you about your subscription within 48 hours. Please ensure that your contact information on the My Accounts page is correct.



Subscription requests need to be reviewed and confirmed by AAR staff. You will be contacted about your subscription within 48 hours.

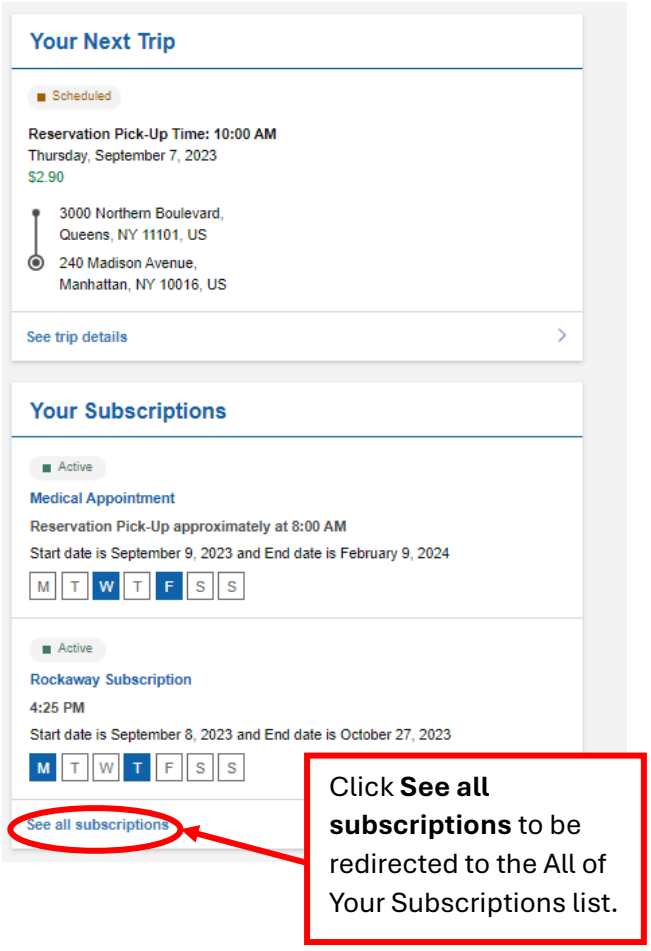
How do I view my Paratransit Subscriptions?

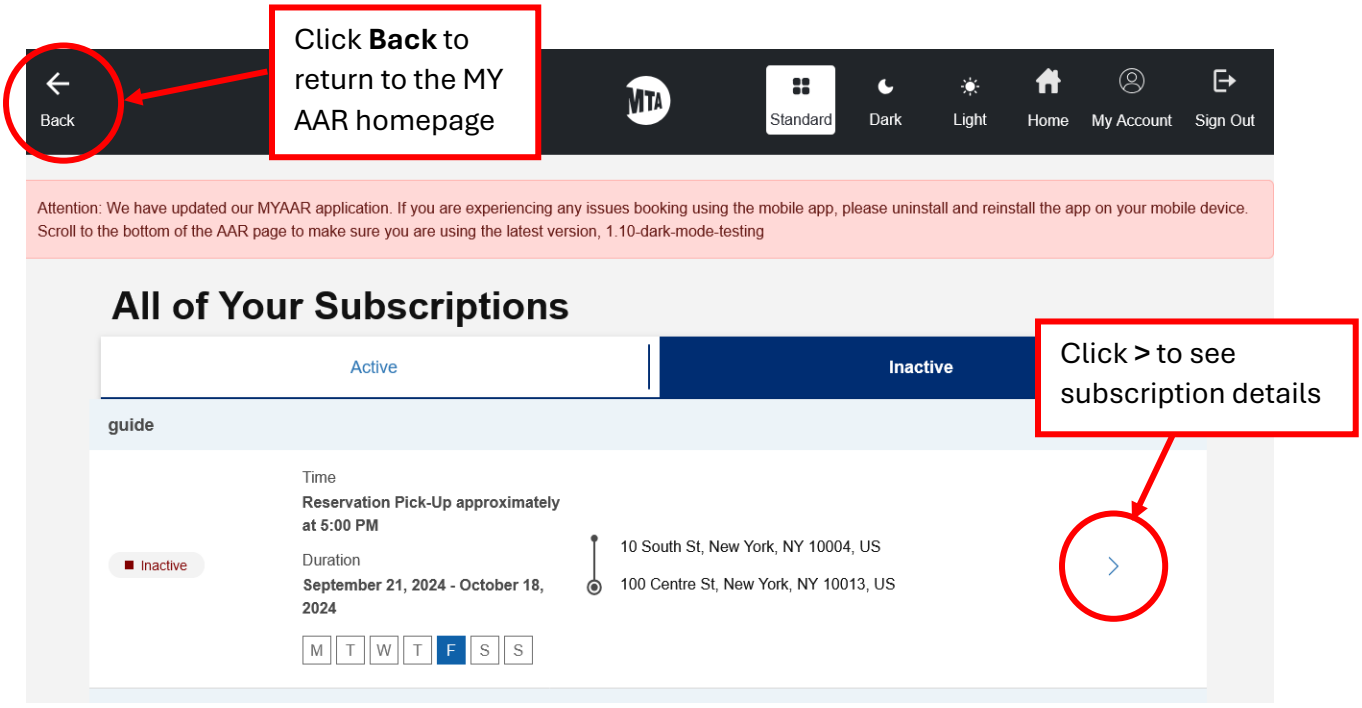
On the Home page, scroll down to **Your Subscriptions** widget to view your two upcoming subscriptions. Scroll past your subscriptions and click on **See all subscriptions** at the bottom to see details. This will bring you to the **All of Your Subscriptions** page.

Once you have clicked into **See all upcoming subscriptions**, you will be directed to the **All of Your Subscriptions** page.

- `Click the **Active** header to view currently active subscriptions, including those on a temporary hold

  Click the **Inactive** header to view subscriptions that have passed the subscription end date





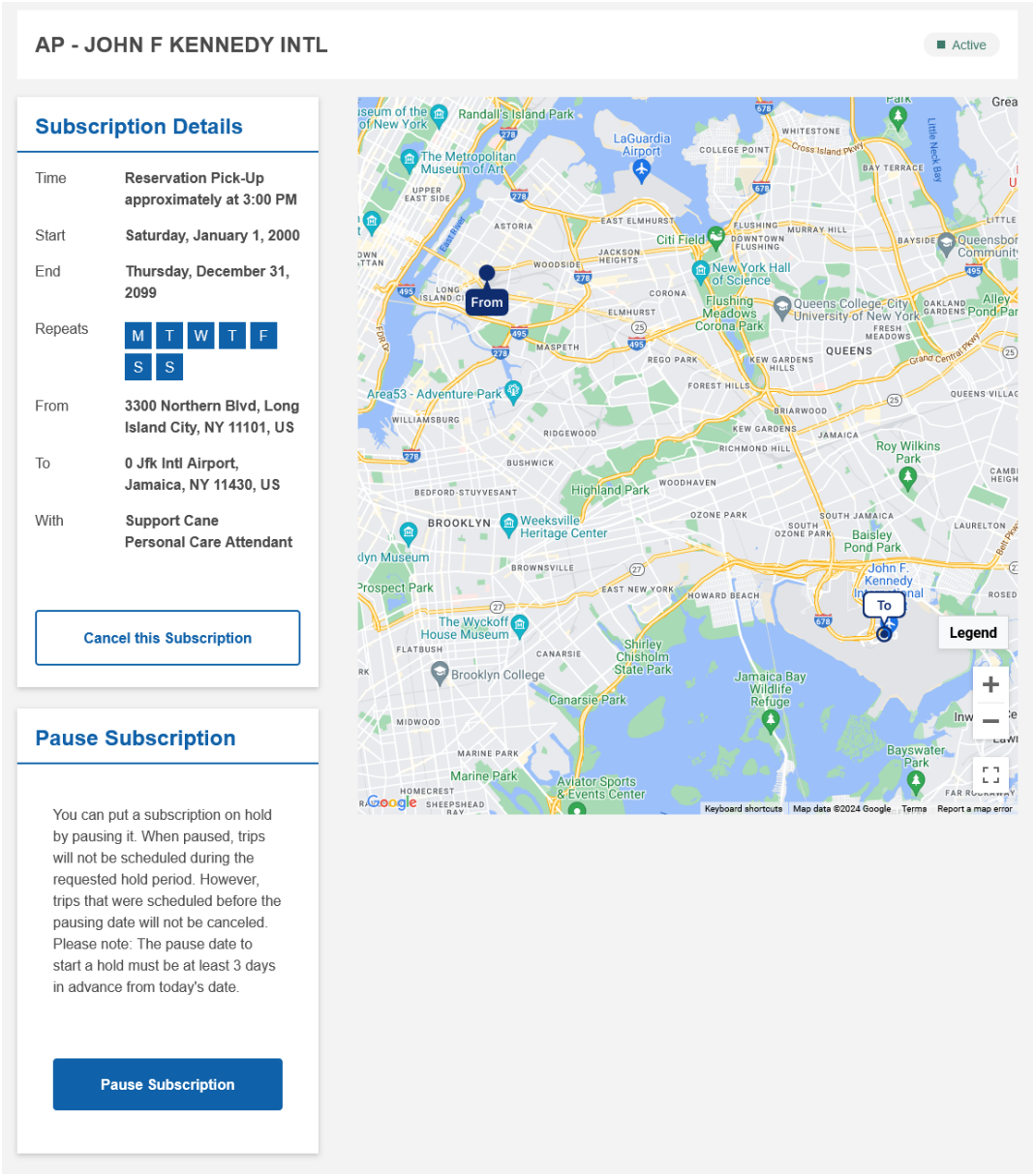
How do I view my subscription details?

From **All of Your Subscriptions,** you can see details on a subscription by choosing **Active** or **Inactive**, then clicking on the chevron icon (›) at the right edge to see trip details for individual trips, as below. To return to the home screen, select the **Back** button at the top left corner of the page, highlighted below in red.

After selecting a trip from the **All of Your Subscriptions** page, you will access the **Subscription Details** page, where you will be able to view various details about the selected subscription.

- The **Header** section shows the name you gave your subscription and its status
- The **Subscription Details** section displays information entered at the time of reservation request and the **Cancel this Subscription** button

- The **Pause Subscription** section has the **Pause Subscription** button



Header

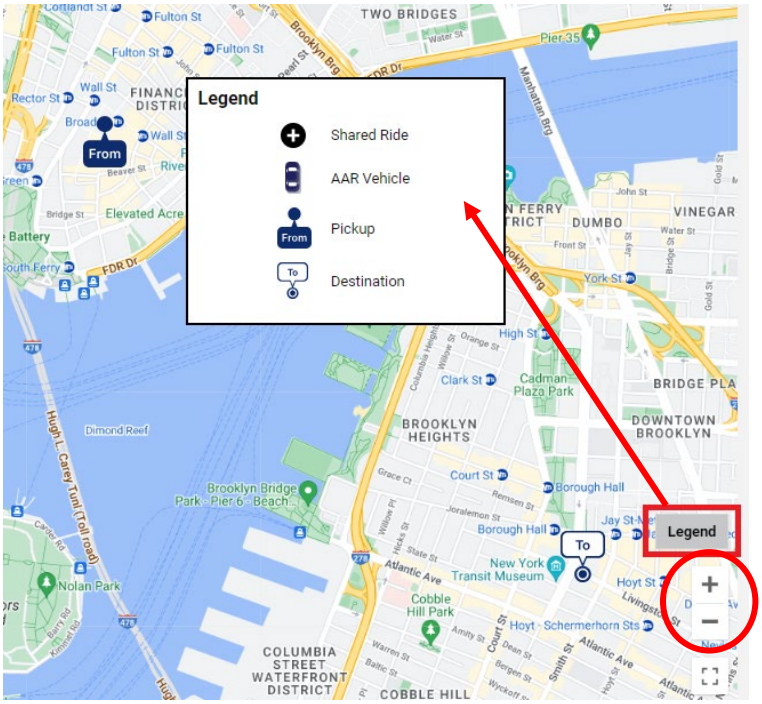
The **Header** section begins with the name you gave your subscription and its status.

Subscription Details

Below the **Header** is the **Subscription Details** section. The Subscription Details section provides an overview of the subscription's booking information, including time, start date, end date, days the trip will repeat, starting location, ending location, and support needs. The **Cancel this Subscription** button can be found at the bottom of the **Subscription Details** section. Skip to "How do I cancel my subscription?" for additional information.

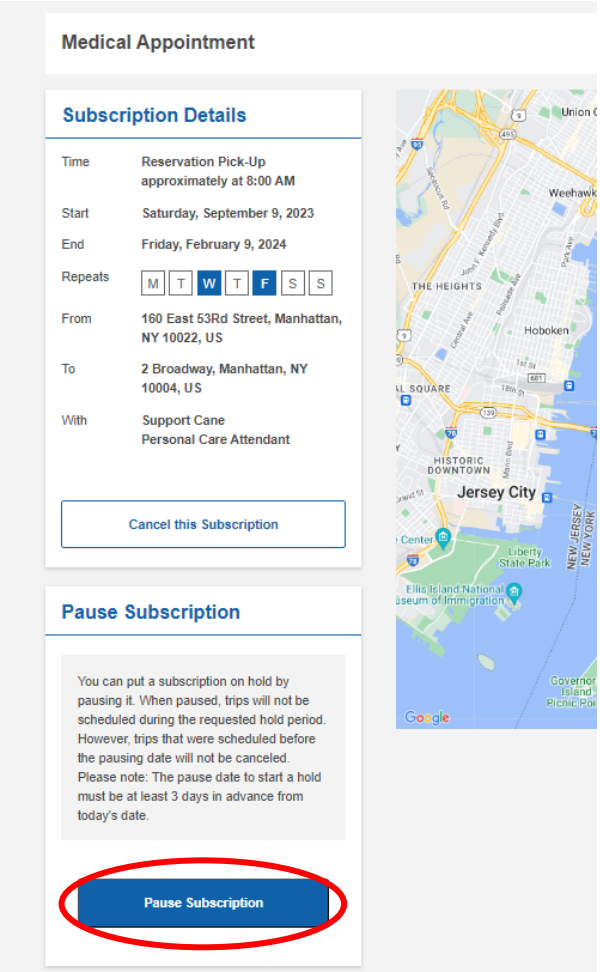
Pause Subscription

Below the **Subscription Details** section is the **Pause Subscription** section. The **Pause Subscription** button can be found at the bottom of the **Pause Subscription** section. Skip to "How do I pause my subscription?" for additional information.



Map Details

You will also be able to view more information about your subscription using the map. In the bottom right corner of the map, you have options to zoom in by clicking **+**, zoom out by clicking **-**, and to learn more about the icons by clicking **Legend**.

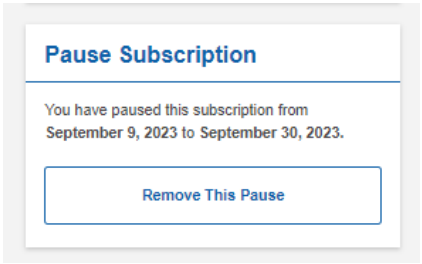


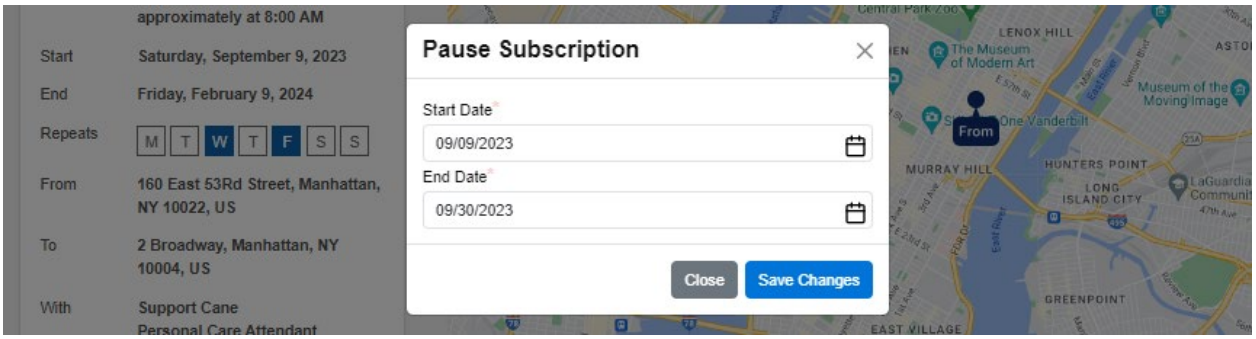
How do I pause my subscription?

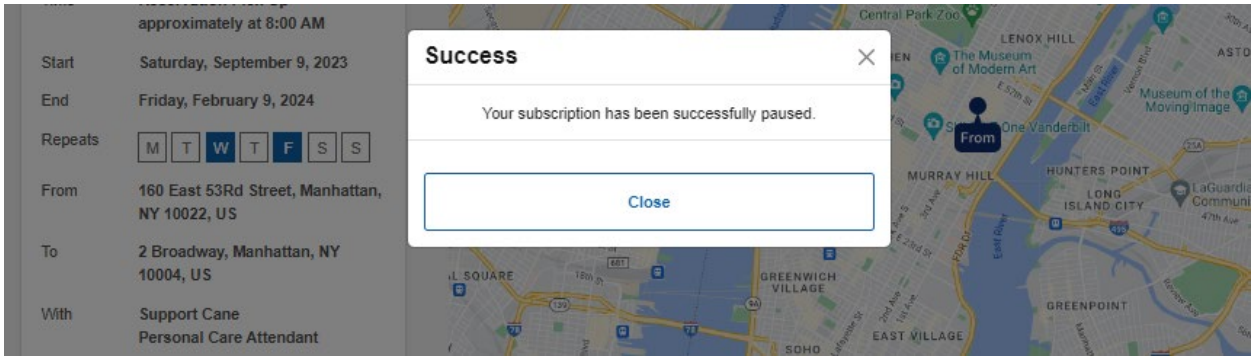
Scroll down to the **Pause Subscription** section of the subscription details page.

Under the header, you will see an overview of how to pause a subscription. To proceed, click **Pause Subscription**. A pop-up window will display requiring entry of the start and end dates the subscription should be paused. After entering the dates click **Save Changes** or **Close** to cancel.

A success message will display confirming the subscription has been paused for the dates requested. Pause start and end dates will now be displayed in the **Pause Subscription** section.





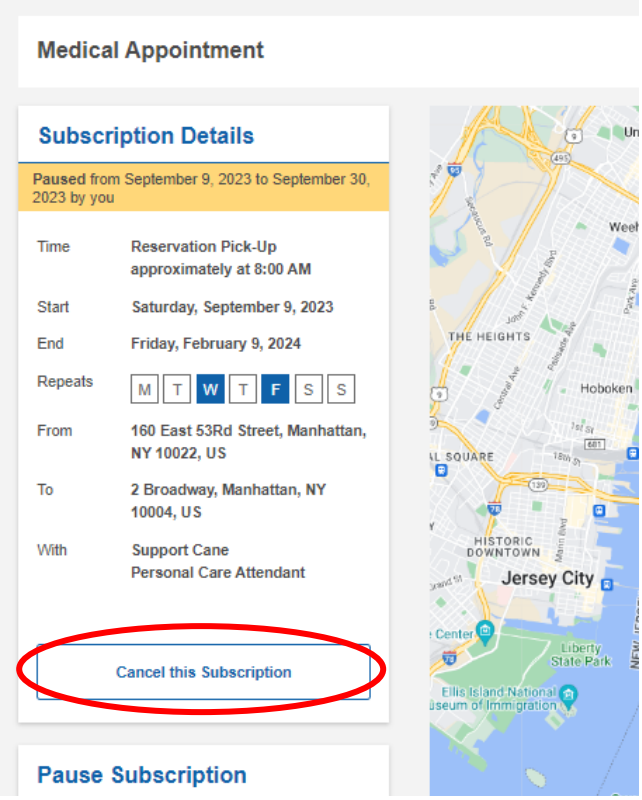


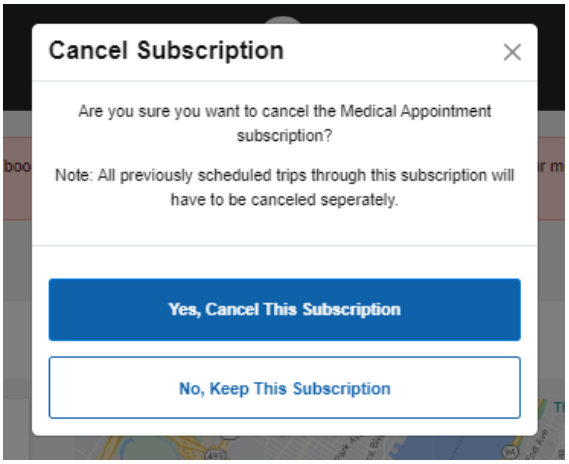
How do I resume my paused subscription?

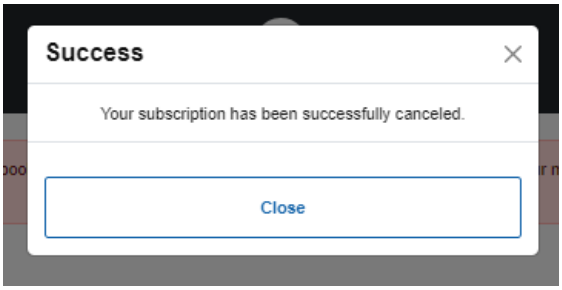
If you wish to resume your paused subscription before it is scheduled to end, scroll down to the **Pause Subscription** section. Click the **Remove This Pause** button.

How do I cancel my subscription?

Scroll down to the bottom of the **Subscription Details** section until you see the **Cancel this Subscription** button. **Click Cancel this Subscription**. A confirmation window will pop out to confirm the trip cancellation. Click the **Yes, Cancel This Subscription** button again to confirm. A success message will display confirming the subscription has been canceled.







MY AAR Taxi Authorizations

How does MY AAR Taxi Authorization work?

MY AAR allows customers to request authorization to use taxi or other for-hire vehicle services for certain trips planned one to two days in advance. Using the new Taxi Authorization option in MY AAR, customers can request a taxi authorization without needing to call. When the authorized trip has been completed, customers can seek reimbursement either by mail or online, just like they do now with a taxi authorization booked by phone.

For detailed information on AAR's Taxi Authorization policies, see https://new.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy.

How far in advance can I schedule a Taxi Authorization?

Taxi Authorizations through MY AAR can only be made for trips scheduled one to two days in advance.

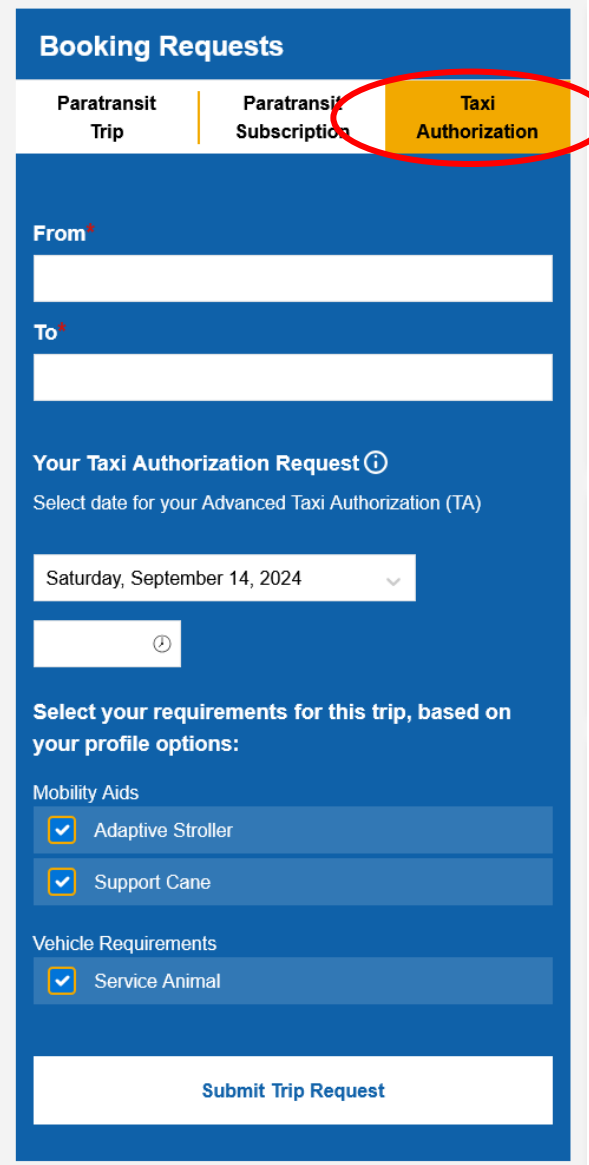
How do I request a Taxi Authorization?

On the Home page in the Booking Requests widget, click on the **Taxi Authorization** tab.

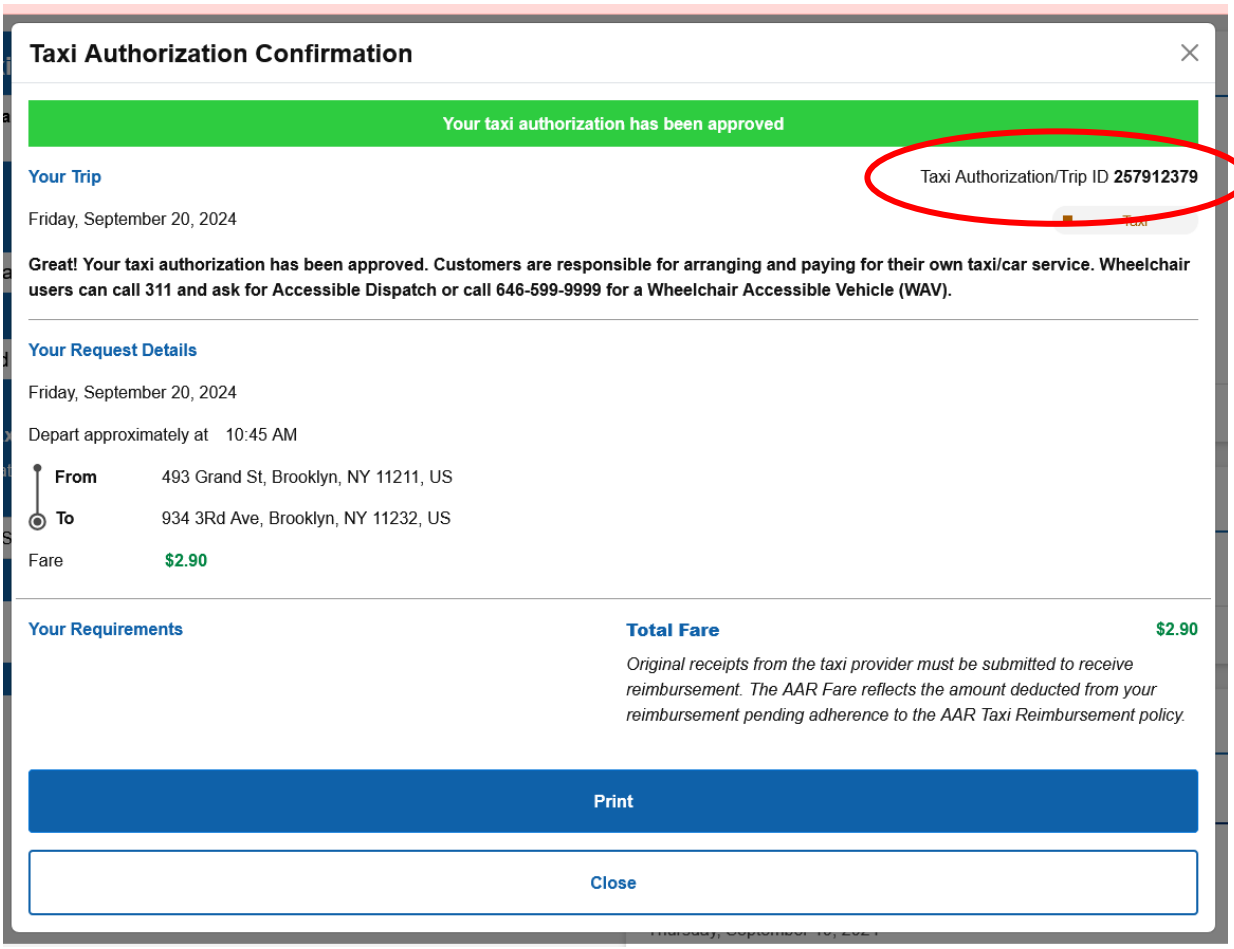
- Enter **From** and **To** addresses. When you begin to enter an address in the From or To field, addresses will be autogenerated in a dropdown menu, from which you can select your desired address.
- Under **Your Taxi Authorization Request**, enter trip date and time using dropdowns and text box. You may complete a trip request for the coming two days until 5:00 PM. Between 5:00 PM and 12:00 AM, you will no longer be able to schedule trips for the next day.
- Select any equipment you will require for your trip.

When you have entered all required information for your trip, click **Submit Trip Request**.

Once the trip is booked, your **Taxi Authorization Confirmation** will appear in a dialog box, as below. Above your reservation details, you will see a green banner that indicates **Your taxi authorization has been approved**. Note your

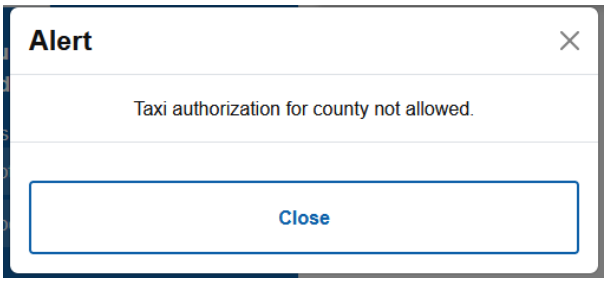


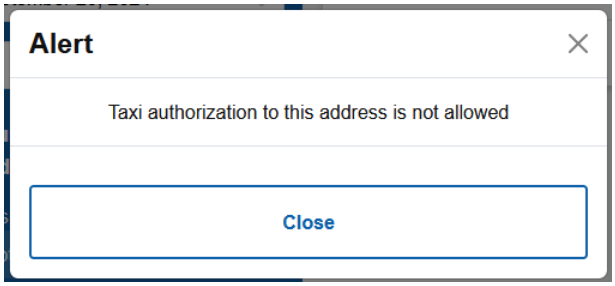
Taxi Authorization/Trip ID number, circled below in red, as you will need this information to receive reimbursement for your Taxi Authorization.



Where can I travel using Taxi Authorization?

Taxi Authorization is currently permitted for those trips with pickup and drop-off locations that are within the same borough, except on Staten Island, Westchester, and Nassau. Taxi Authorizations between boroughs are allowed only when scheduling trips to or from John F. Kennedy Airport, LaGuardia Airport, Penn Station, Grand Central Terminal, Brooklyn Cruise Terminal, and Manhattan Cruise Terminal. When requesting Taxi Authorization to or from one of the transportation hubs listed, customers must enter the specific address, except for the airports which must include the terminal number. Customers looking to travel to or from Port Authority Bus Terminal via taxi must call AAR directly to make travel arrangements. Taxi Authorization may be subject to some additional restrictions on specific locations.

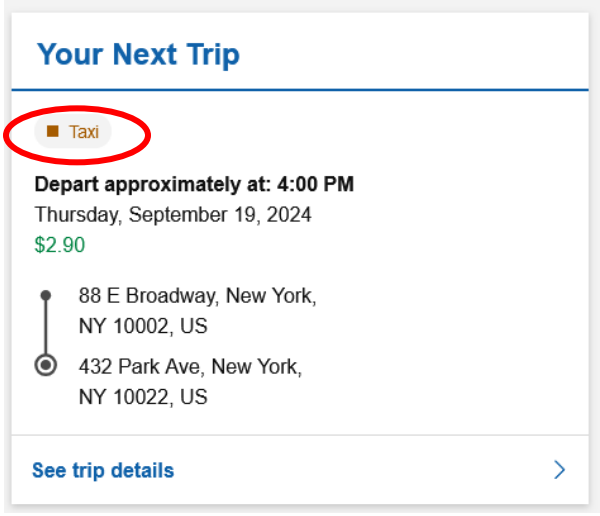




If you request a Taxi Authorization for a trip between two boroughs outside of these permitted locations, or to a restricted address, and click **Submit Trip Request**, you will receive an error message.

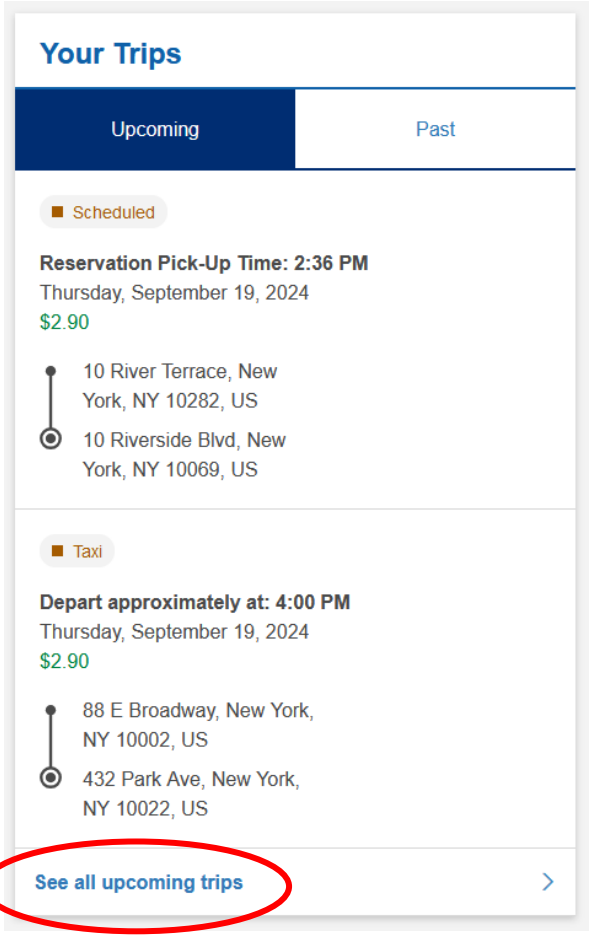
How do I view all of my Taxi Authorizations?

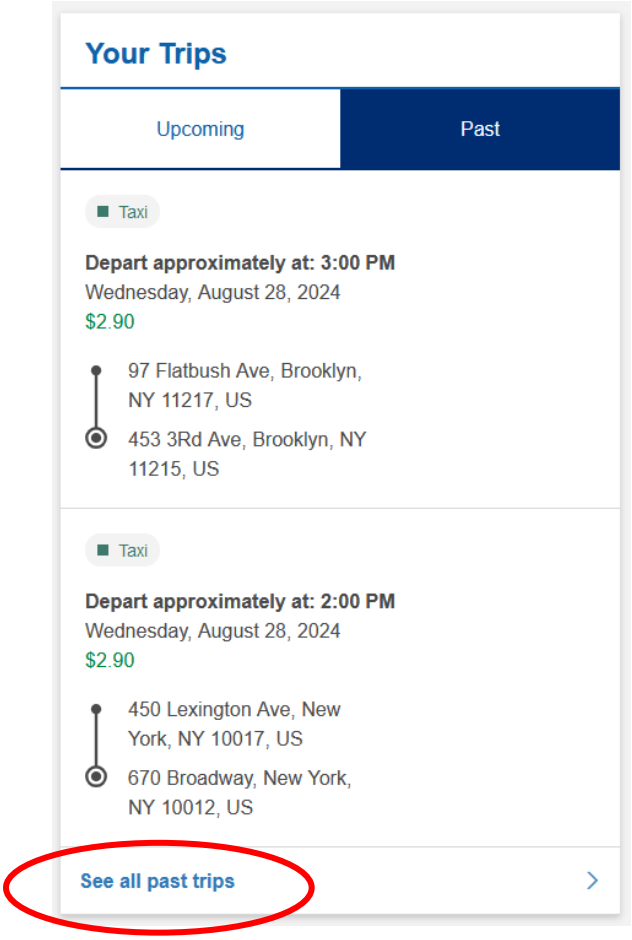
If your Taxi Authorization is the next AAR trip you have scheduled, you can find it under **Your Next Trip** at the top right of the home page. To view trip details, click on **See trip details**. All Taxi Authorizations will be marked with a Taxi badge, circled here in red.



To see all of your Taxi Authorizations, scroll down to **Your Trips** widget on the homepage. Under **Your Trips**, you'll find details on both upcoming Paratransit Trips and Taxi Authorizations.

Click the **Upcoming** tab to view your next Paratransit Trips and Taxi Authorizations. Click **See all upcoming trips** at the bottom to view the complete list of future trips. Likewise, click the **Past** tab to view your past Paratransit Trips and Taxi Authorizations. Click **See all upcoming trips** at the bottom to view the complete list of past trips.

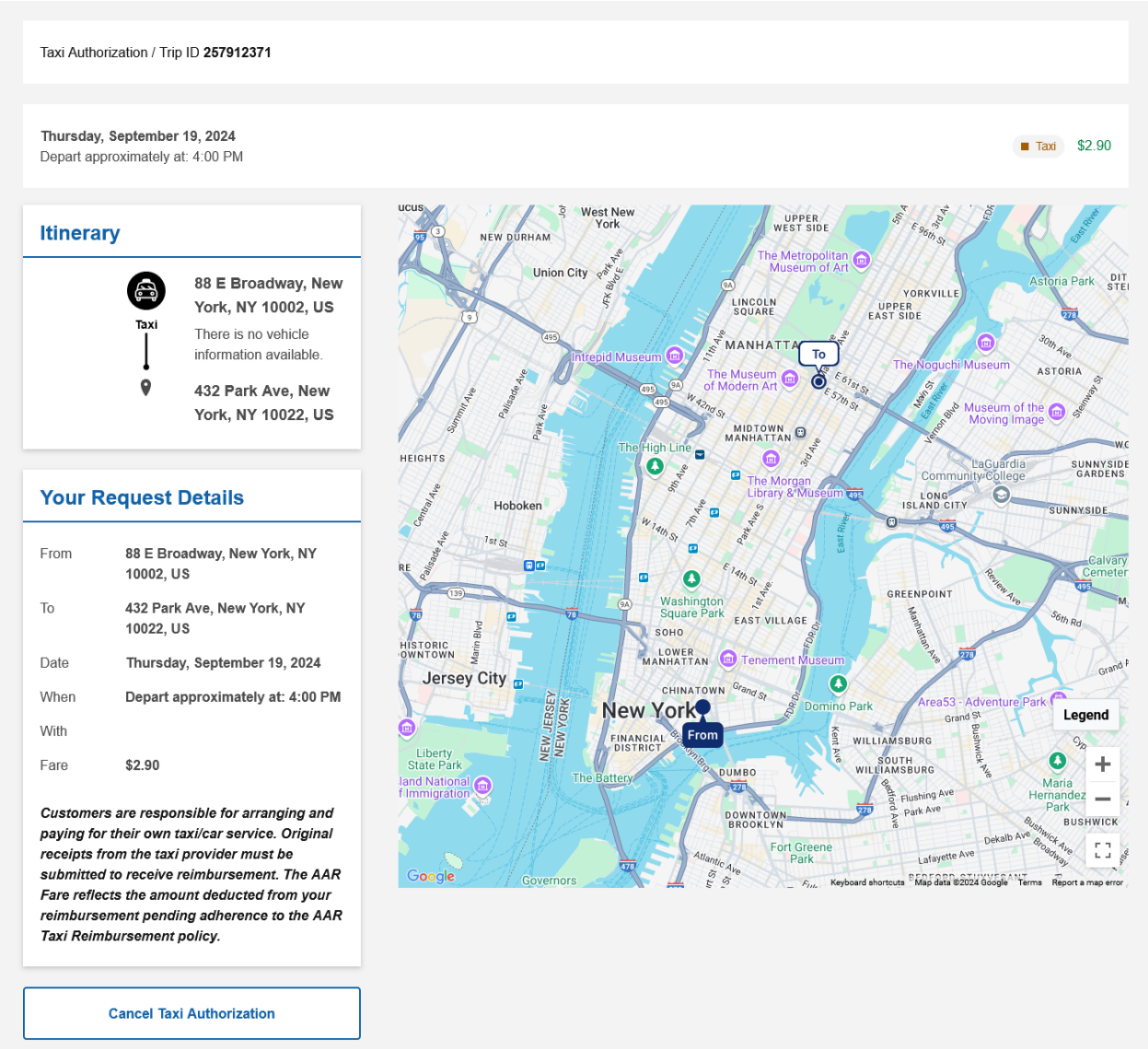




How do I view my Taxi Authorization details?

Once you have selected a Taxi Authorization, you will access the trip details page, where you will be able to view various details about the selected trip.

- The **Header** section shows information about your trip's Taxi Authorization ID, date, departure time, and fare
- The **Itinerary** section provides information about the pickup and arrival times, location details, and vehicle information for your trip
- The **Your Request Details** section displays information entered at the time of reservation request



Header

The **Header** section begins with the trip's Taxi Authorization / Trip ID. You'll need this number to file for reimbursement, as AAR will use the Taxi Authorization / Trip ID to locate the trip. In the box below the Taxi Authorization / Trip ID number, you'll find information about the trip date, pick-up time, status, and fare of the trip.

Itinerary

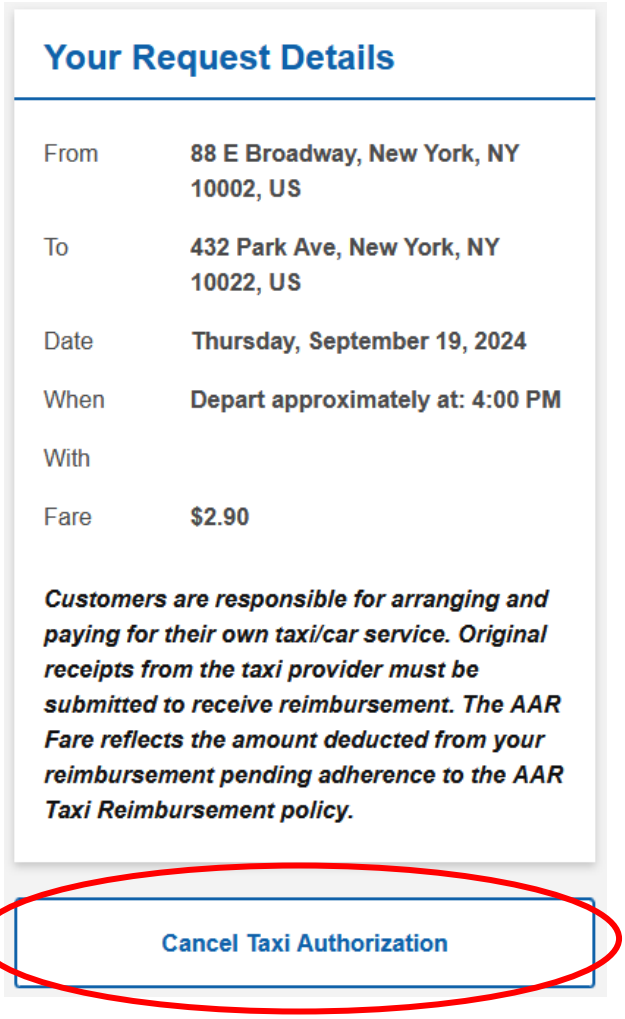
Below the **Header** is the **Itinerary** section. The Itinerary section provides you with basic information about pickup and drop-off. No vehicle information is available because you will manage your own travel.

Your Request Details

Below **Itinerary** is the **Your Request Details** section. This section provides details of your booking, including pickup and drop off locations, approximate pickup time, support details, the number of guests, and a reminder to both arrange and pay for your own taxi and to keep your original receipts.

Map Details

The Map Details section shows both Pick Up and Drop Off locations on a map. In the bottom right corner of the map, you have options to zoom in by clicking **+**, zoom out by clicking **-**, and to learn more about the icons by clicking **Legend**. Because customers book their own travel using Taxi Authorization, the Map will not display any real-time information about your trip.

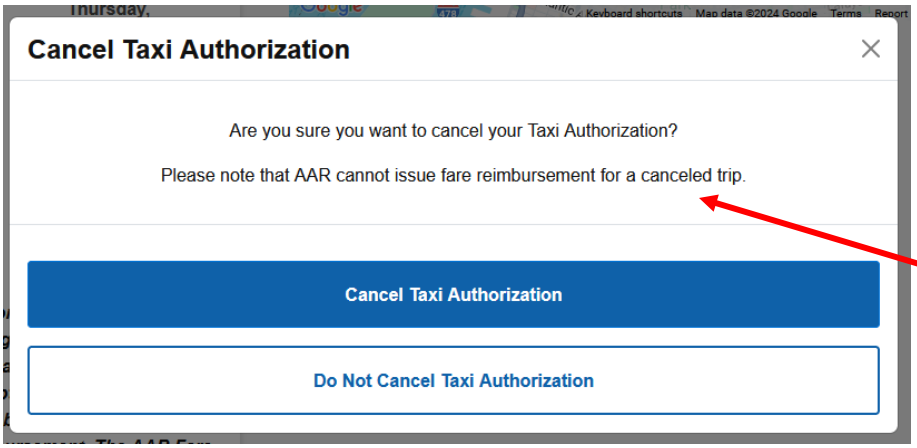


How do I cancel my Taxi Authorization?

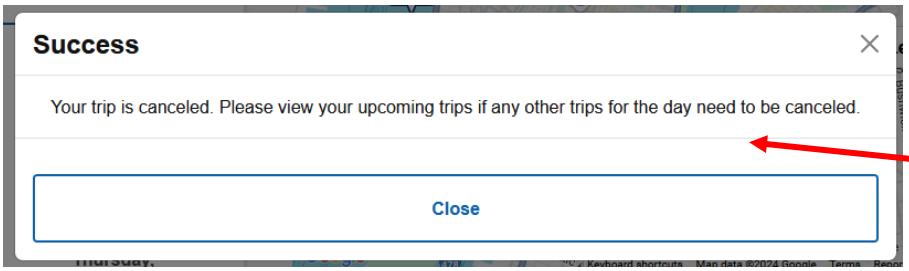
From the **Trip Details** page, scroll down below **Itinerary** and **Your Request Details** widgets to find the **Cancel Taxi Authorization** button, highlighted here in red.

When you click the **Cancel Taxi Authorization** button, a confirmation window will populate. Click **Cancel Taxi Authorization** again to confirm. You will receive a confirmation window. Click **Close** to exit the confirmation window. When you return to the **Trip Details** page, the trip's status will have changed to **Cancelled** in the **Header** bar.

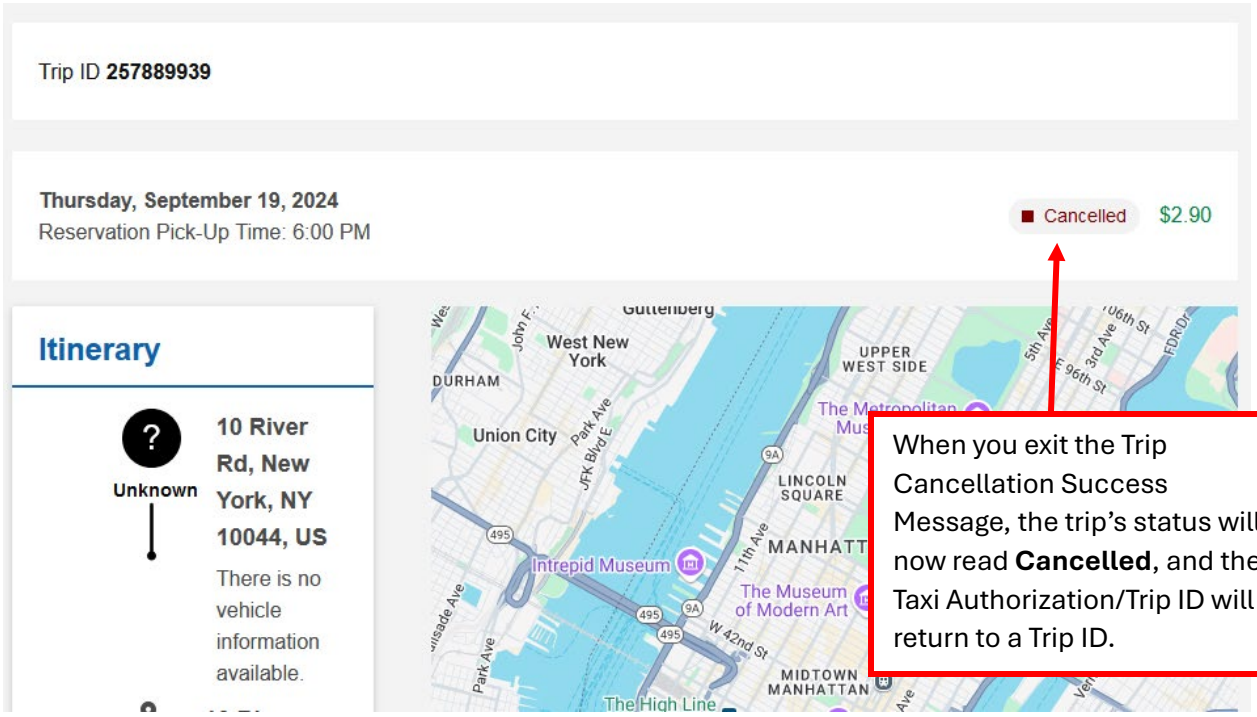
Please note that AAR cannot issue fare reimbursement for a canceled Taxi Authorization.



You will receive a message confirming the cancellation of your Taxi Authorization.



Taxi Authorization cancellation success message will be displayed



When you exit the Trip Cancellation Success Message, the trip's status will now read **Cancelled**, and the Taxi Authorization/Trip ID will return to a Trip ID.

How do I apply for Taxi Authorization reimbursement?

When utilizing Taxi Authorization, customers are responsible for arranging for their own taxi/car service at the time of travel, including paying the fare, tolls, and no more than a 15 percent tip, obtaining a receipt from the driver or app, and submitting a complete reimbursement request to AAR online or by mail. If the trip meets all policy requirements, customers will be reimbursed the cost of their trip minus the AAR Paratransit fare. Reimbursement requests must be submitted within 60 days from the trip date, include required documentation (including meter taxi receipts, or for-hire/car service vehicle receipts with pick-up and drop off addresses and trip date as authorized by AAR, along with fare, tolls, and tip), and include the customer's name, address, AAR ID number, and the Taxi Authorization/Trip ID number. To ensure a speedy reimbursement, be sure to submit accurate information and complete documentation of your trip.

For additional information on AAR's Taxi Authorization policies, see https://new.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy.

To file a reimbursement request online, see https://contact.mta.info/s/forms/access-a-ride-reimbursement.

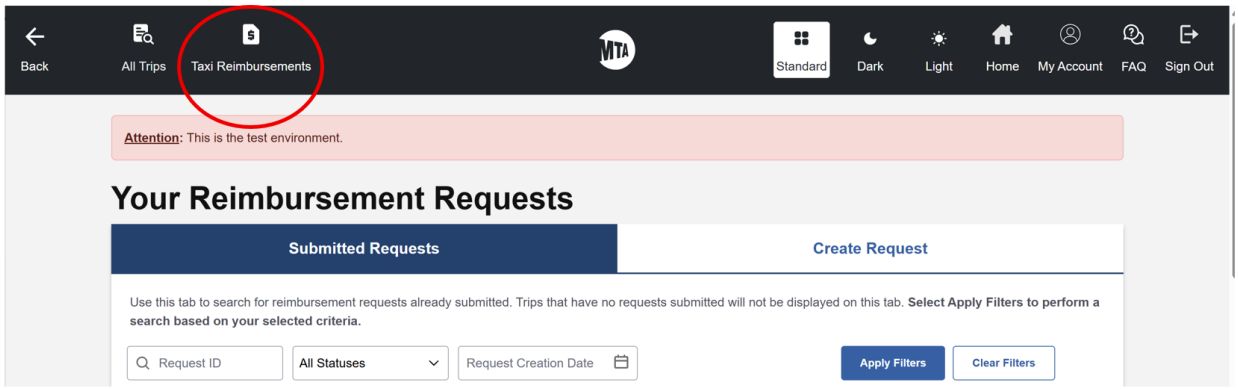
MY AAR Taxi Reimbursements

What is the Taxi Reimbursement section of MYAAR?

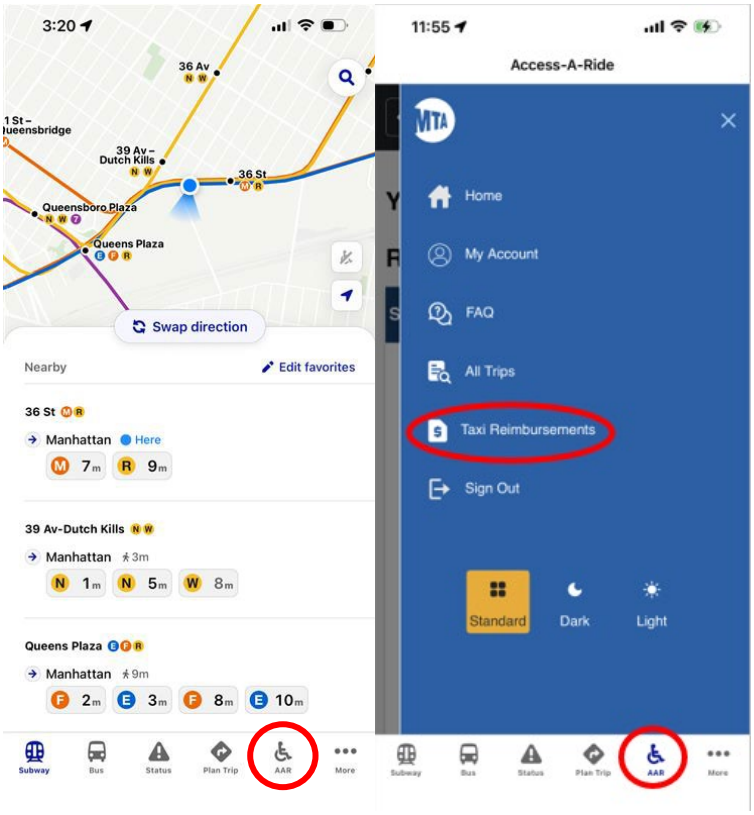
MY AAR allows customers to request reimbursement for trips because they were authorized to use taxis or other for-hire vehicle services. **To be eligible for reimbursement, you must request and receive taxi authorization before taking your trip.** For additional information on taxi reimbursement customers can visit https://www.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy.

How do I find a trip for taxi reimbursement?

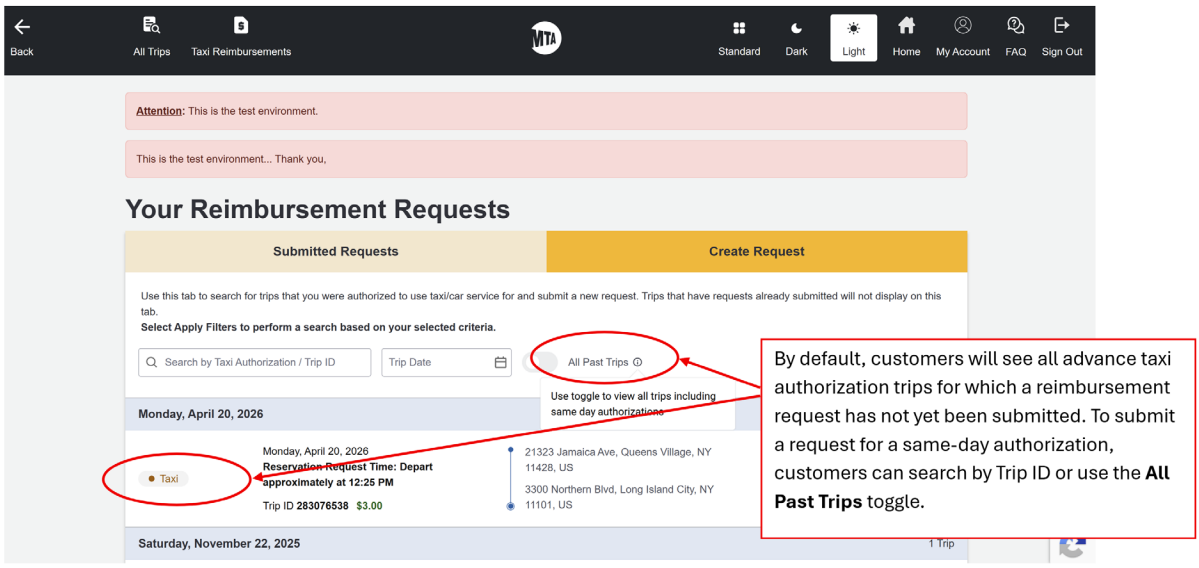
Eligible customers can navigate to the **Taxi Reimbursement** tab to find trips they would like to submit for reimbursement. Trips can be searched by the **Trip ID** or **by the date the trip was authorized**. If you had a trip which resulted in you receiving a taxi authorization the same day, enter the trip ID provided to you and/or the trip date in the search. The page will automatically display ONLY advanced taxi authorization trips. Select the **All Past Trips** toggle to review all trips including taxi authorizations provided during same day travel.



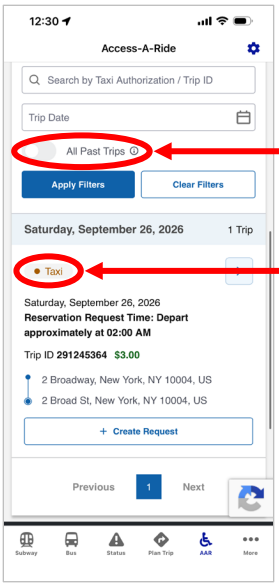
Desktop Version



Mobile Version



Desktop Version

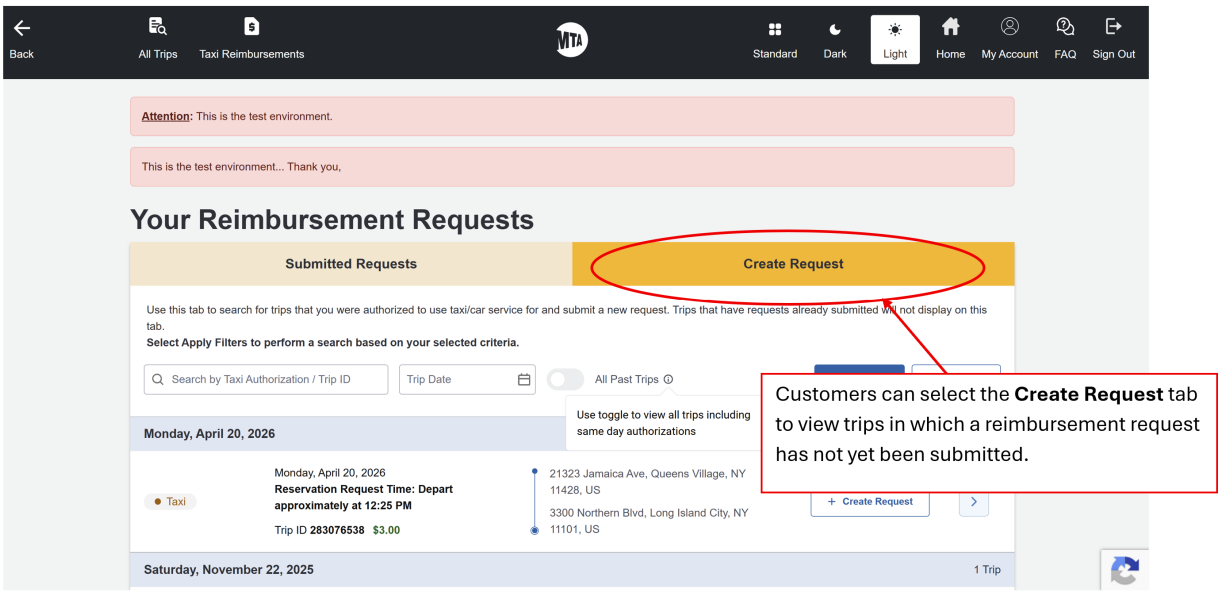


By default, customers will see all advance taxi authorization trips for reimbursement request(s) that have not yet been submitted. To submit a request for a same-day authorization, customers can search by Trip ID or use the **All Past Trips** toggle.

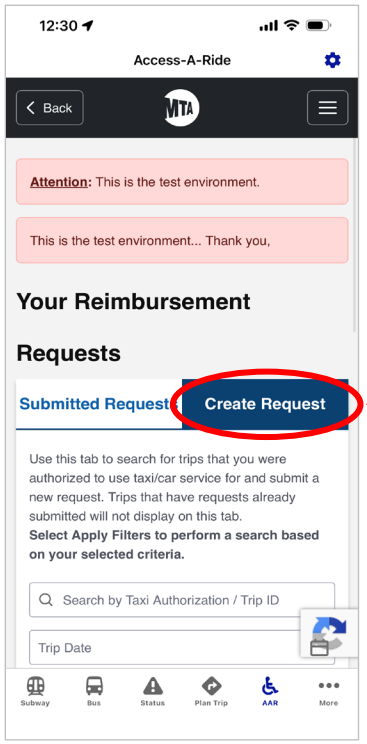
Mobile Version

How do I initiate the taxi reimbursement process?

To submit a taxi reimbursement request, navigate to the **Taxi Reimbursements** section and select the **Create Reimbursement** tab. Locate the trip associated with your request, select **Create Request**. Alternatively, customers can open the **Trip Details** page for an individual trip and select **New Taxi/Car Service Reimbursement Request** to access the same reimbursement form.

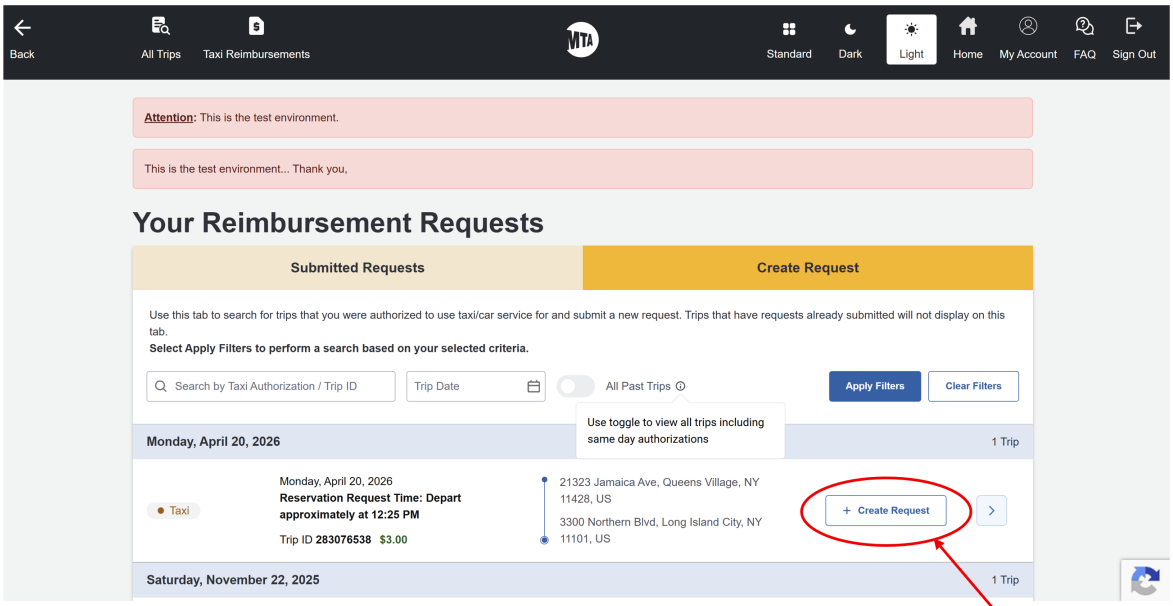


Desktop Version



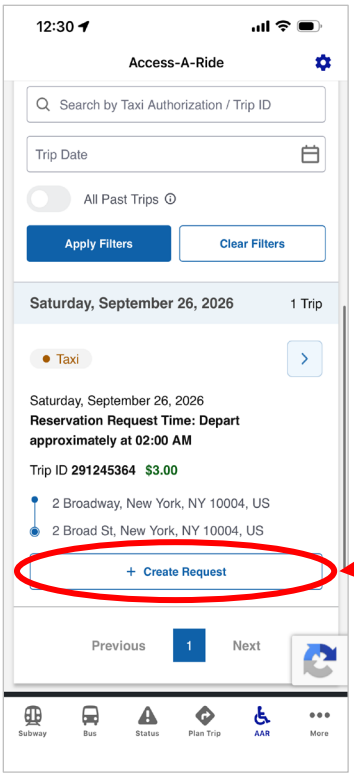
Customers can select the **Create Request** tab to view trips in which a reimbursement request has not yet been submitted.

Mobile Version



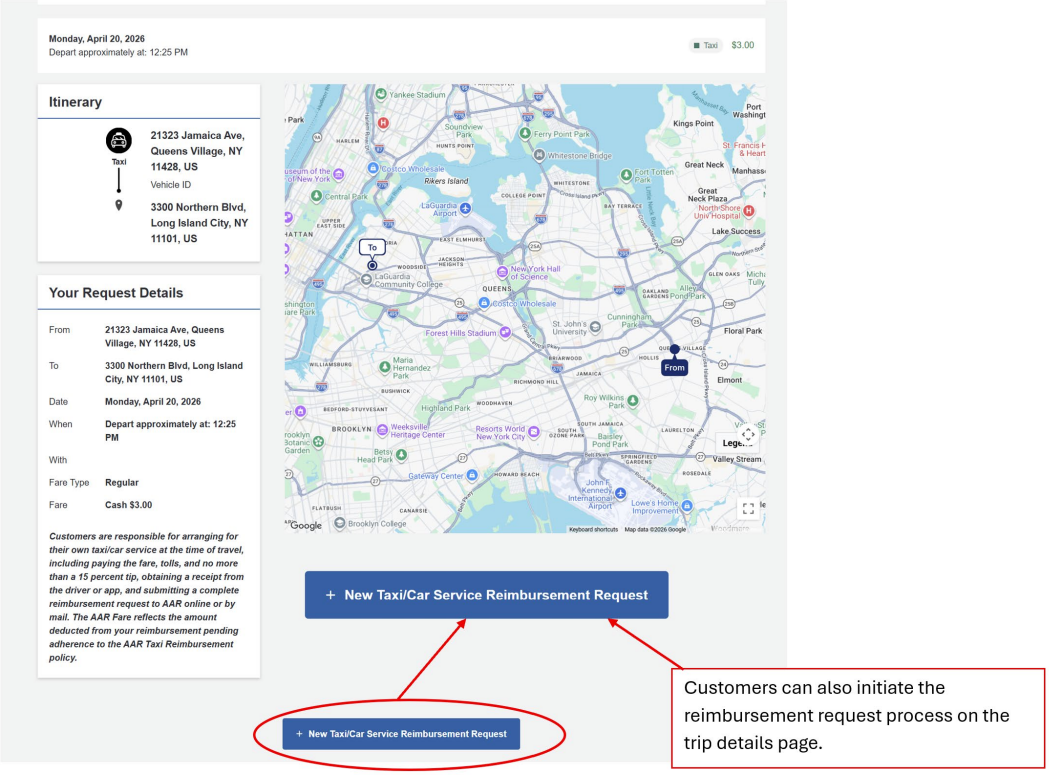
Once the correct trip is found, customers can select +**Create Request** to initiate the reimbursement process.

Desktop Version



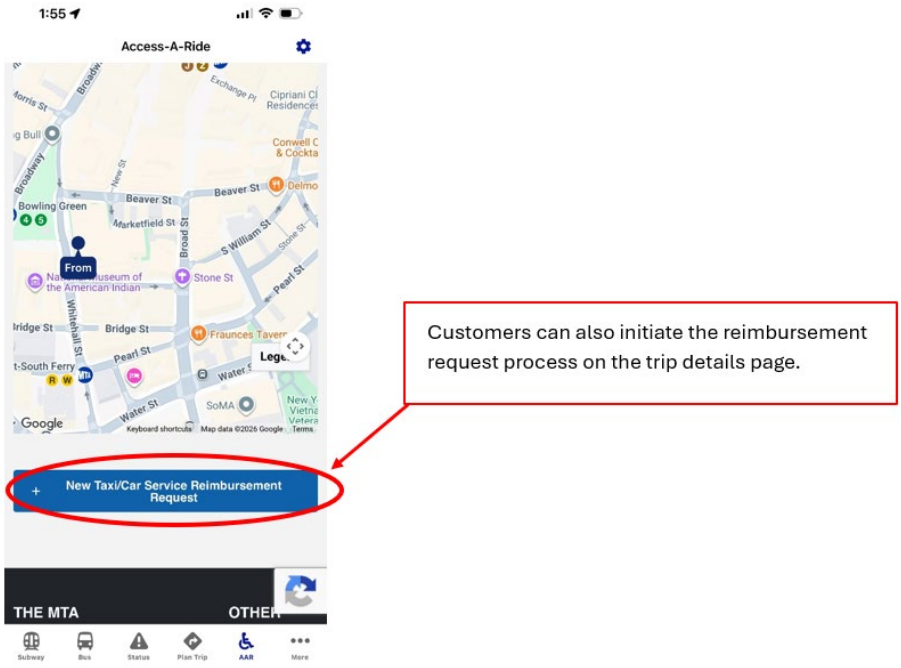
Once the correct trip is found, customers can select +**Create Request** to initiate the reimbursement process.

Mobile Version



Customers can also initiate the reimbursement request process on the trip details page.

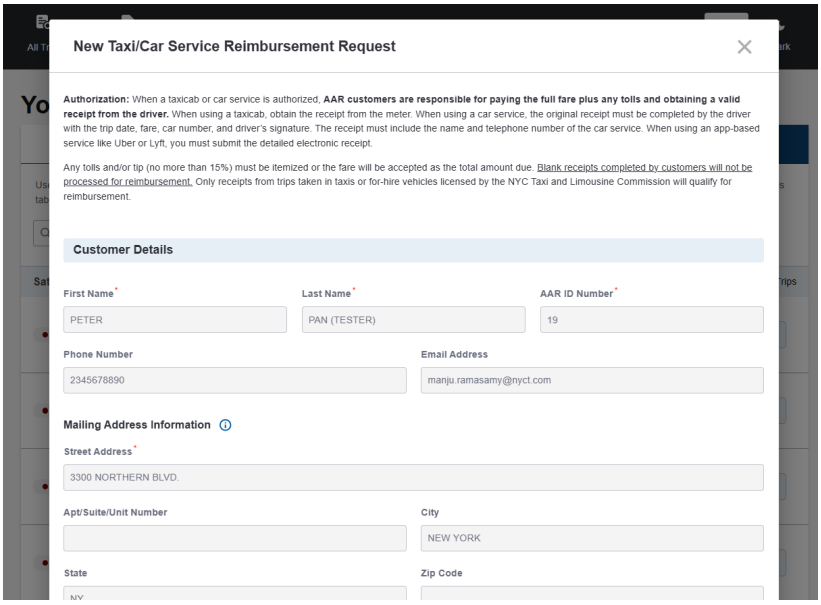
Desktop Version



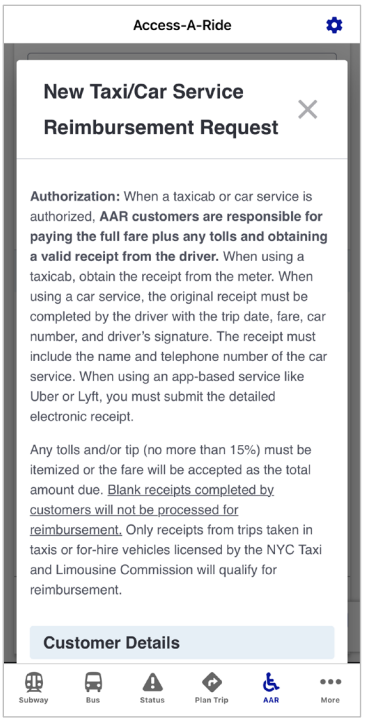
Mobile Version

How do I submit a taxi reimbursement request?

To submit a taxi reimbursement request, customers must complete the **New Taxi/Car Service Reimbursement Request** form. Personal and trip information will be pre-populated. Customers must enter the fare details and upload a copy of the receipt to submit a request. To avoid processing delays, customers should ensure the receipt is legible and matches the trip that a reimbursement is being requested for.



Desktop Version



Mobile Version

What if my contact details are incorrect?

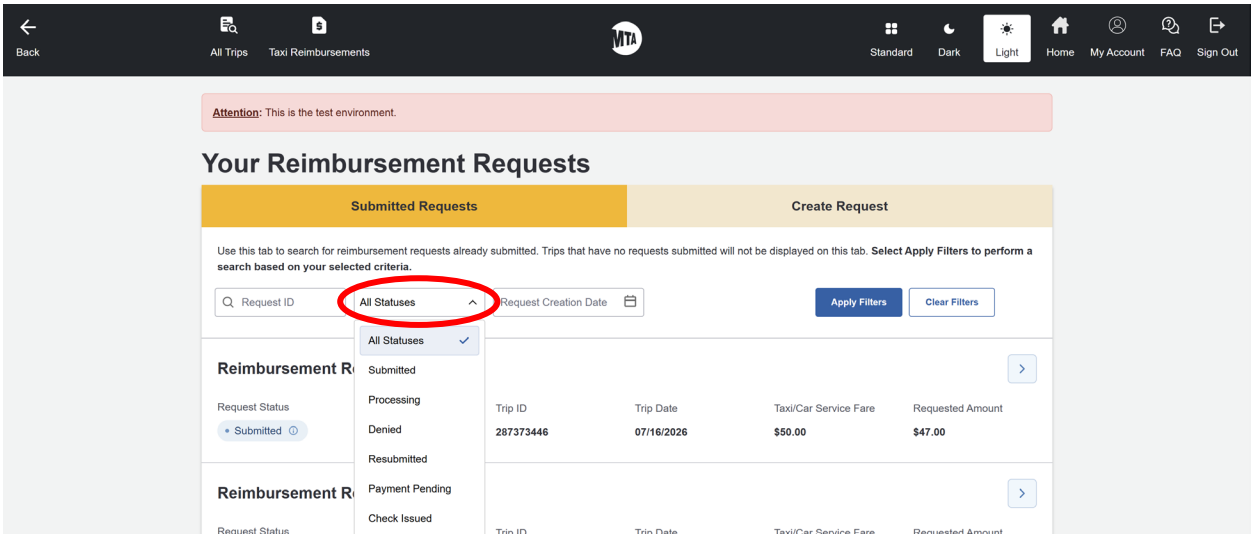
MY AAR will automatically pre-populate the customer information using the details within the customer's profile. If home or mailing address, phone number, and/or email address need to be updated customers should navigate to the **Accounts** page to update prior to submitting the reimbursement request. Approved reimbursement payments will be mailed only to the home or mailing address on file at the time the request is processed.

How do I track my taxi reimbursement request status?

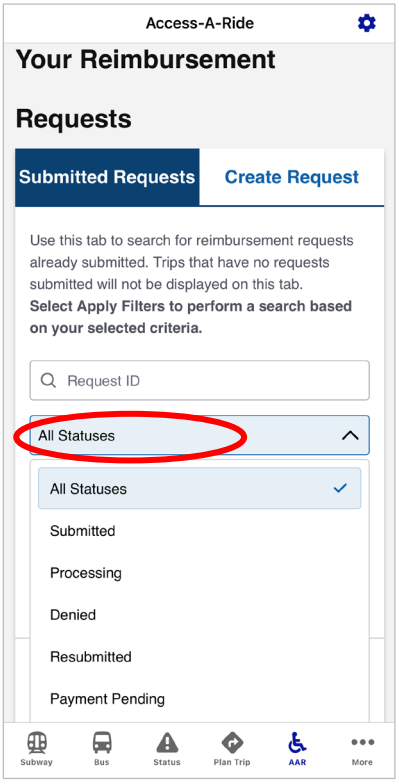
Reimbursement requests submitted through **MY AAR**, the public online form, or by mail will be displayed in **MY AAR**. Please note that requests submitted by postal mail may take longer to appear, while requests submitted through MY AAR provide real-time status updates.

To view a reimbursement request, navigate to **Taxi Reimbursement** section and select the **Your Reimbursement Requests** tab. Customers can search by **Request ID**, **Request Status**, or **Request Creation Date**.

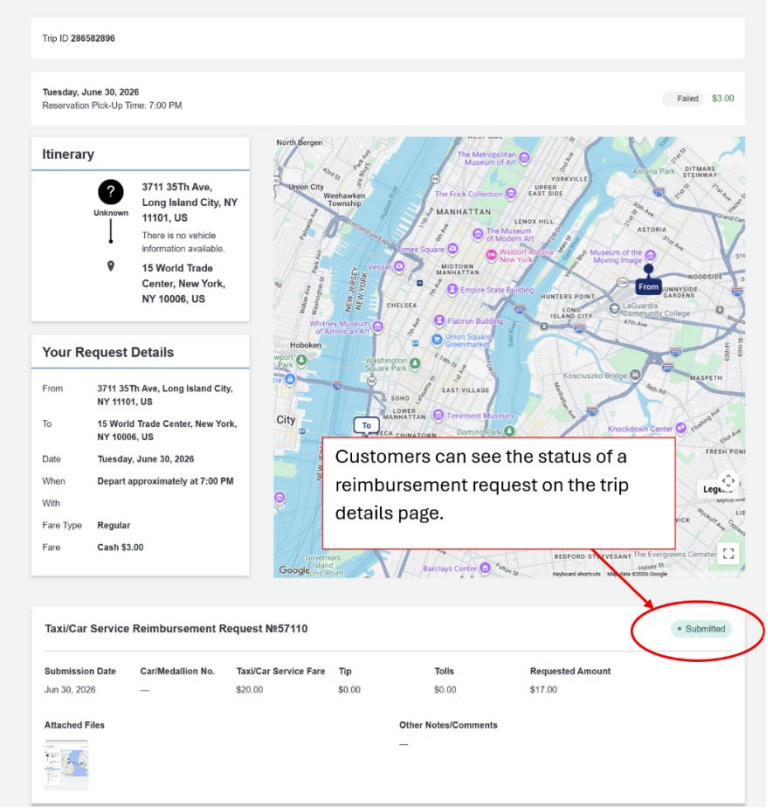
The **Request ID** can be found on MY AAR, the public form confirmation page, in the confirmation email, or the **Trip Details** page of the requested reimbursement trip. Customers can view the status of each request and click the chevron icon (>) to view additional information.



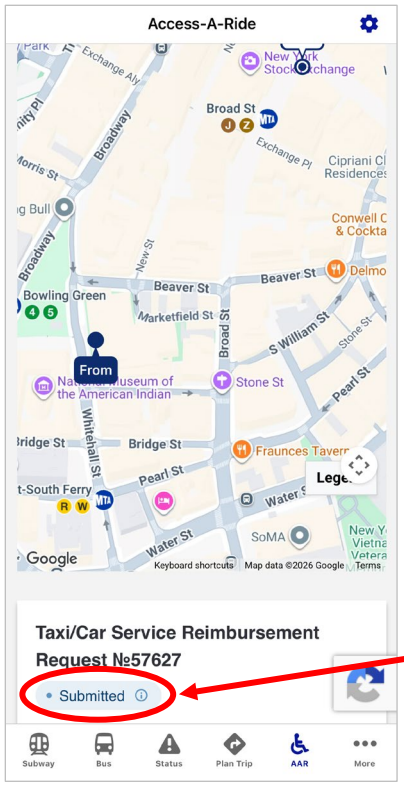
Desktop Version



Mobile Version



Desktop Version



Customers can see the status of a reimbursement request on the trip details page.

Mobile Version

What does my taxi reimbursement status mean?

A taxi reimbursement request will move through several statuses as it moves through the review and reimbursement process. Customers can view the status of each reimbursement request.

For more information about what each status means, customers can refer to the below or hover over the information (i) icon on each status within My AAR.

The following are the reimbursement request statuses and its descriptions:

Submit: The request is in queue.

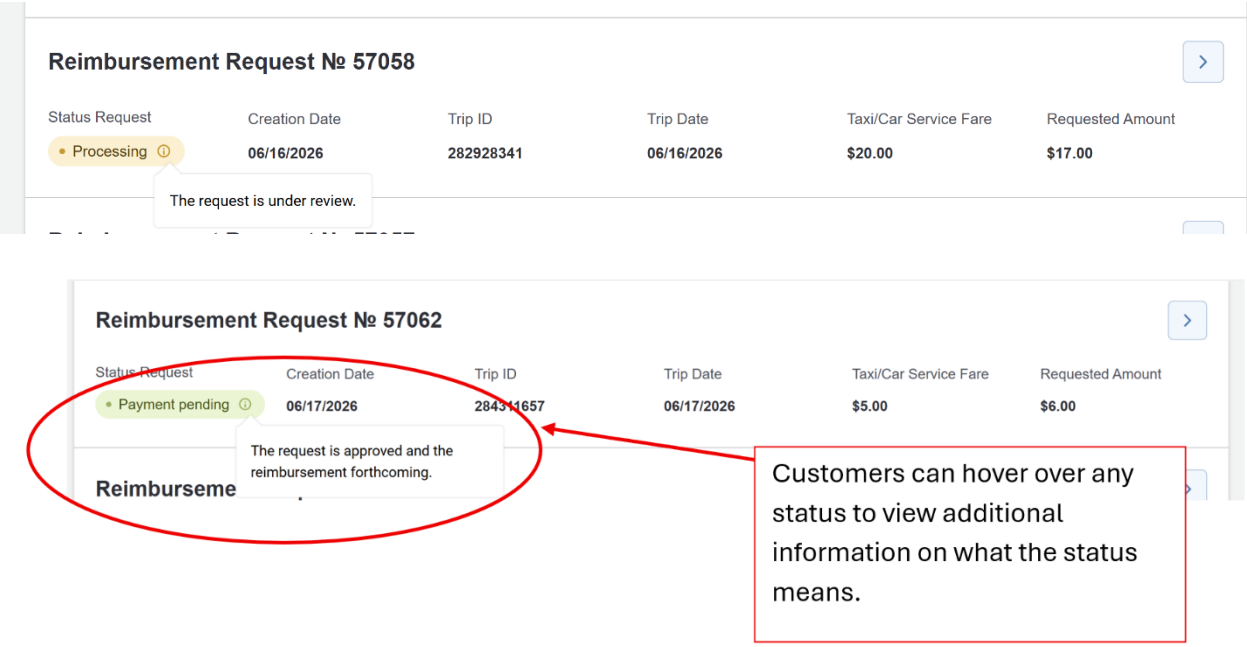
Processing: The request is under review.

Resubmitted: The request has been updated and will be reviewed.

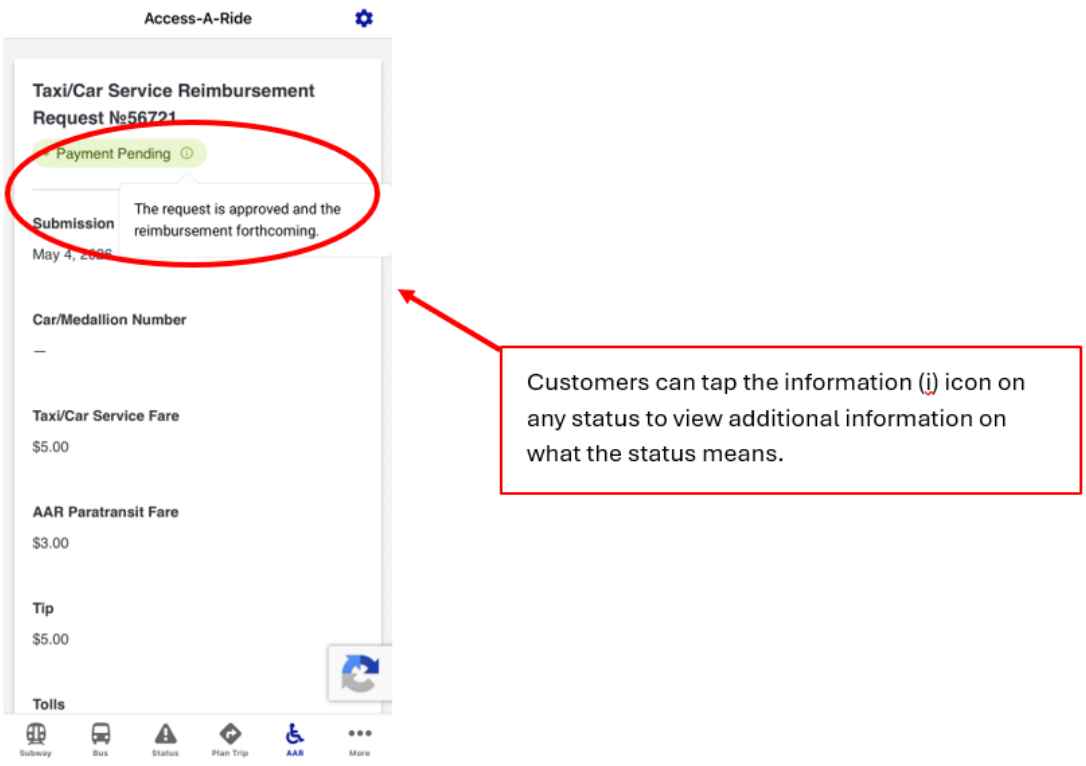
Denied: A letter will be sent to inform why the submission did not meet AAR Taxicab Reimbursement guidelines.

Payment Pending: The request is approved and the reimbursement forthcoming.

Check Issued: The request is approved and the check issued.



Desktop Version



Mobile Version

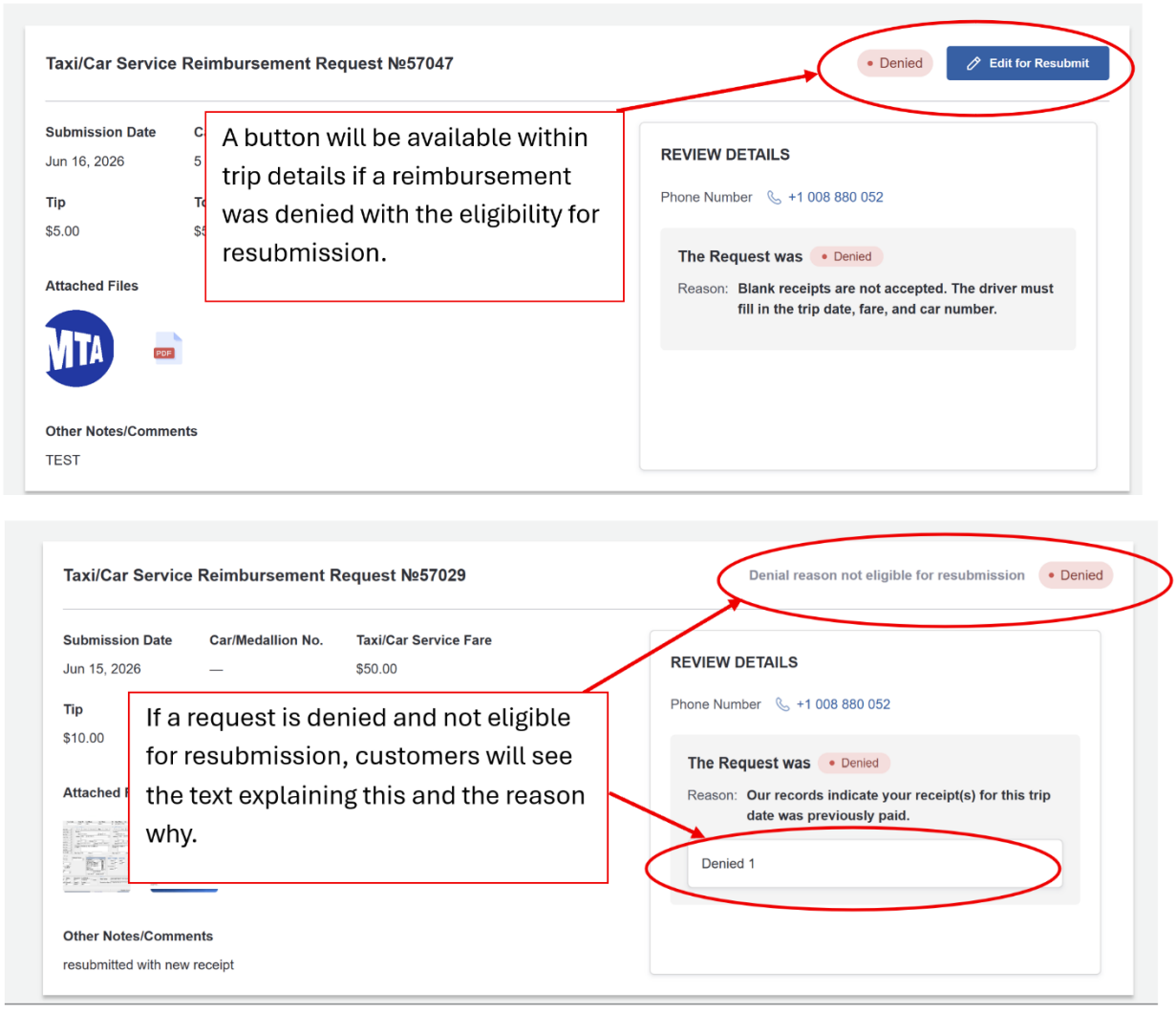
How do I resubmit if my taxi reimbursement was denied?

If a taxi reimbursement request is denied, customers can see the denial reason in the Trip Details section of the request.

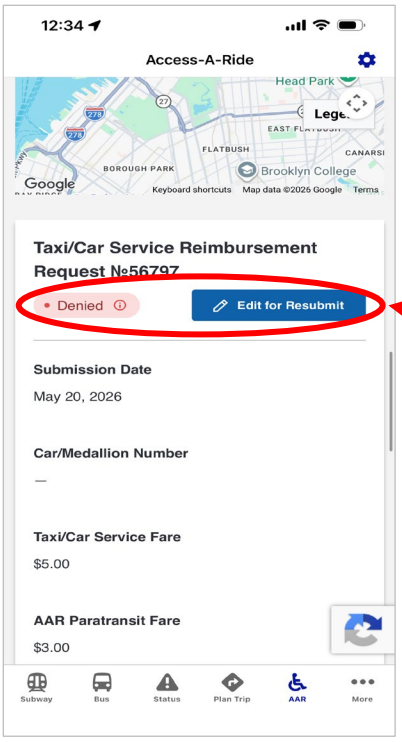
If the request is eligible for resubmission, an **Edit for Resubmit** button will be displayed, allowing customer to submit a revised request.

If the request is **not** eligible for resubmission, the **Edit for Resubmit** button will not appear.

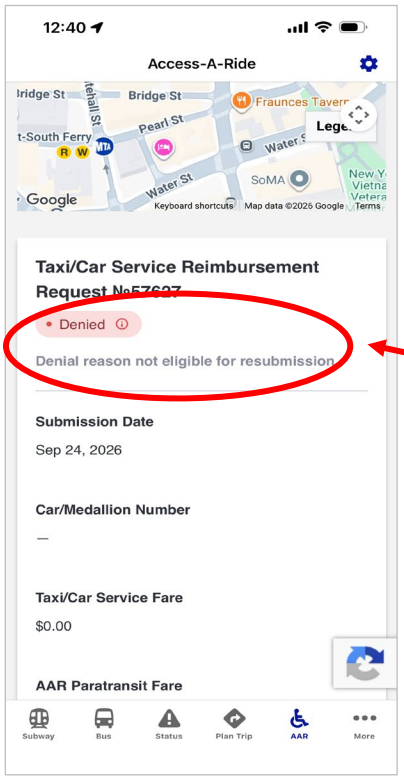
However, the denial reason and any additional notes provided by the Taxi Reimbursement Unit will still be available in the **Trip Details** section. Customers should review the section of the trip to see the reason for the denial as well as any additional notes.



Desktop Version



A button will be available within trip details if a reimbursement was denied with the eligibility for resubmission.



If a request is denied and not eligible for resubmission, customers will see the text explaining this and the reason why.

Mobile Version

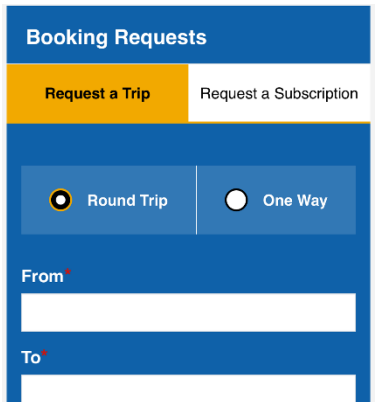
What else do I need to know about the taxi reimbursement process?

Our Taxi Reimbursement unit experiences a high volume of requests, resulting in longer processing times. Minor typos or errors do not require resubmission—your request will still be reviewed. If clarification is needed, you will be contacted.

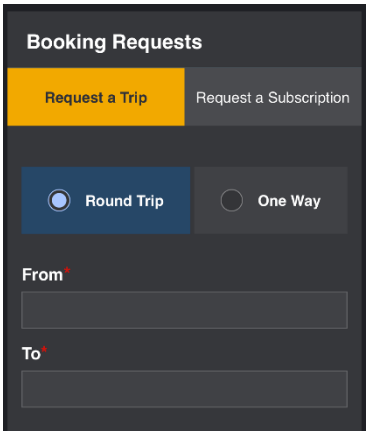
MY AAR Features

Is MY AAR accessible to someone with a visual disability?

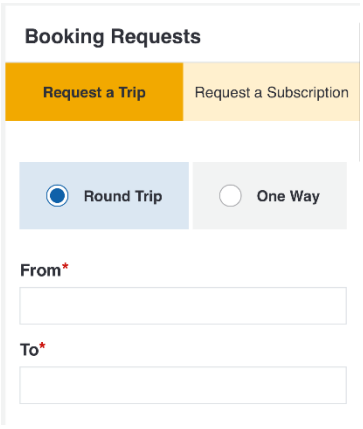
My AAR is fully compatible with screen readers, including NVDA and VoiceOver. MY AAR also offers Standard, Dark, and Light color themes for both desktop and phone, which allow customers to use MY AAR more easily and comfortably based on preference and visual needs.



Standard mode

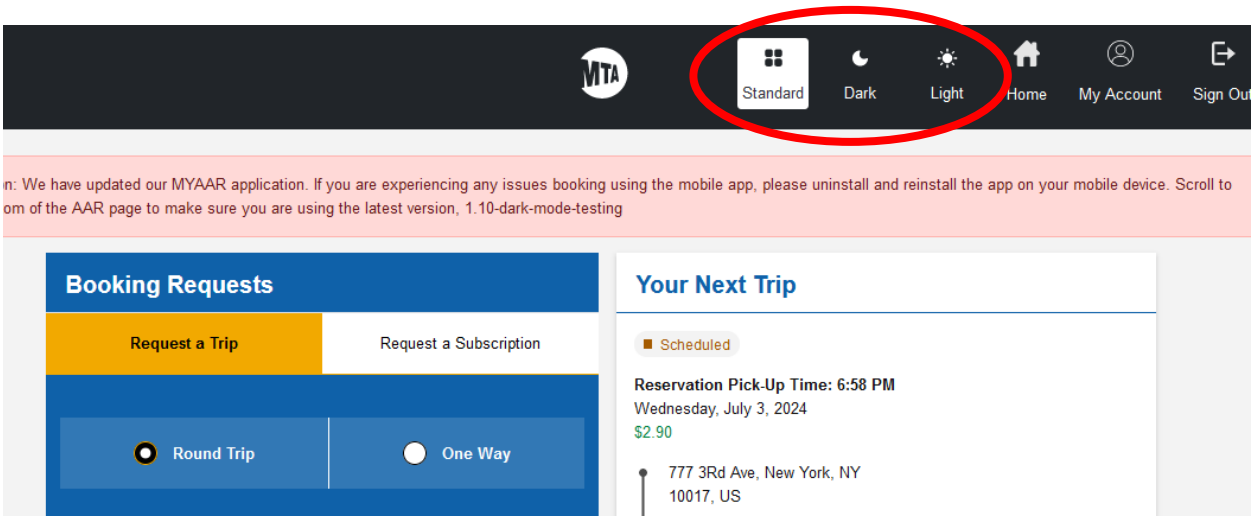


Dark mode

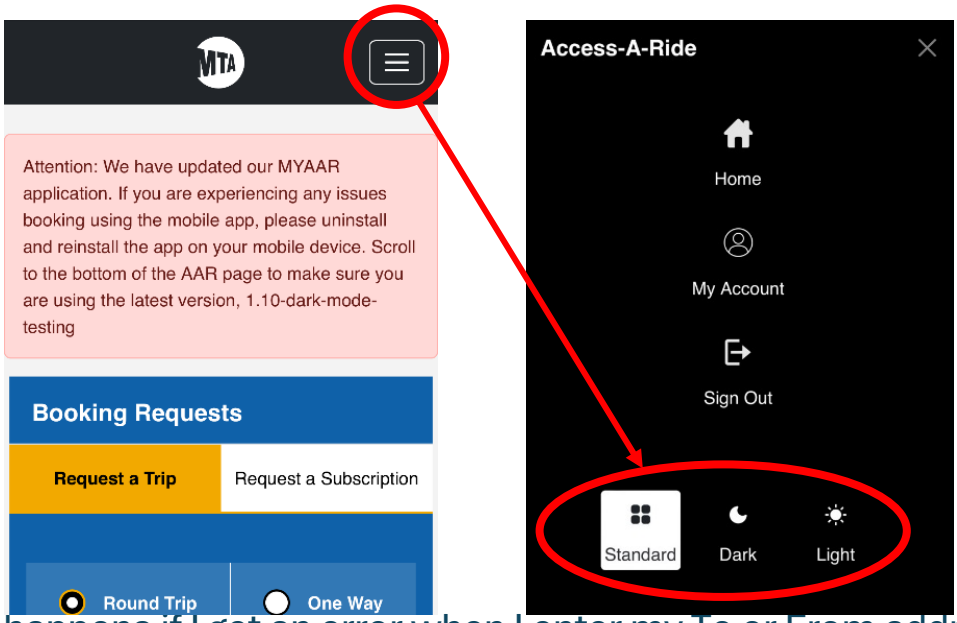


Light mode

On desktop devices, you can choose your preferred color theme by logging in to MY AAR and selecting a color theme at the top right-hand corner of the screen.



On mobile devices, you can choose your preferred color theme by logging in to MY AAR and selecting a color theme by tapping the hamburger icon at the top right corner of the screen. This icon will open a menu.



What happens if I get an error when I enter my To or From address while requesting a trip or subscription?

You may receive a message reading "Google Maps does not recognize the address entered or Address not found" when entering a To or From address. These error messages may indicate that you have entered an address in a format that MY AAR cannot recognize.

If that happens, double check that you have entered a numbered address. The names of landmarks (like "Times Square" or "Madison Square Garden") and cross streets (like "59th Street at 7th") will generate an error message. If your error message persists, try these tips:

- If the address contains a dash in the house number, enter the address without the dash.
    - If you entered: 180-37 Nightinfairy Street
    - Try entering: 18037 Nightinfairy Street
- If the address has a zero after a dash in the house number, enter the address without the dash and the zero.
    - If you entered: 186-07 Nightinfairy Street
    - Try entering: 1867 Nightinfairy Street
- If the address contains a letter following the house number, enter the address without the letter or, enter a space between the numbers and letters.

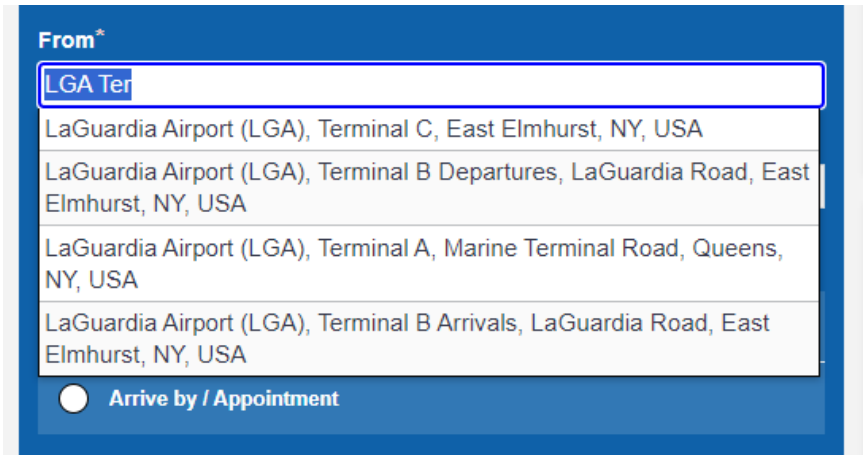
- If you entered: 180B Nightinfairy Street
- Try entering: 180 Nightinfairy Street or 180 B Nightinfairy Street

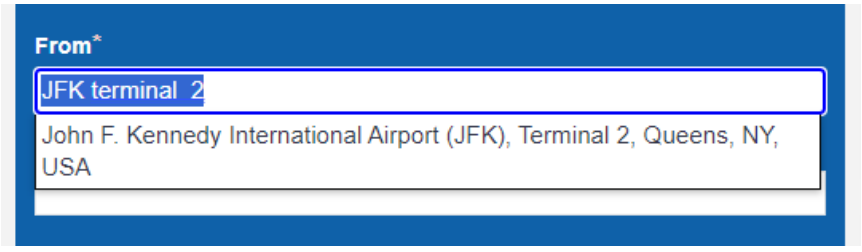
- If you entered an address with an abbreviation (e.g. St, Blvd, Ave, Ct, Dr, E, W), try entering it without the abbreviation. If you entered it with an abbreviation, try entering it with one.
  - If you entered: 55 Water Street
  - Try entering: 55 Water St
  - If you entered: 180 E Nightinfairy
  - Try entering: 180 East Nightinfairy
- If you entered an address with NY, NY, try entering Manhattan, NY instead.
  - If you entered: 180 Nightinfairy Street NY, NY
  - Try entering: 180 Nightinfairy Street, Manhattan, NY

If none of the above suggestions work, call AAR at 877-337-2017 or 718-393-4999 and follow the prompts to book your trip.

Can I book trips to and from the airport using MY AAR?

You can use MY AAR to book trips to and from airport terminals. If you are traveling to either John F. Kennedy Airport or LaGuardia Airport, enter the airport abbreviation *and* the terminal name (letter or number) into the To or From field (e.g. JFK Terminal 1 or LGA Terminal B). Typing only the airport name or abbreviation will return no results; you must enter the terminal information. If you do not see the terminal you are looking for in the drop down once you start typing, make sure to write the entire terminal name.





Please note that MY AAR does not serve airport cargo locations.

What are the privacy policies of this website?

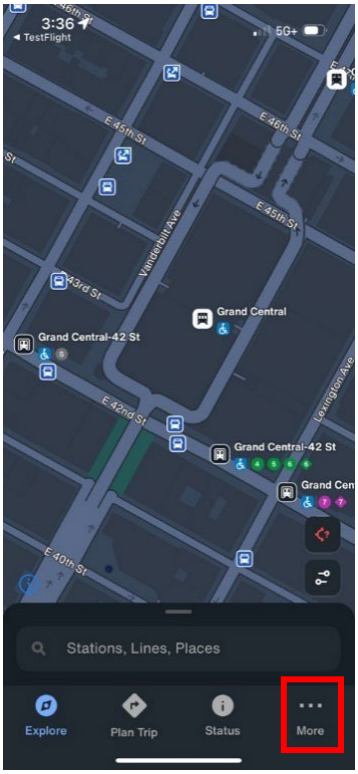
MTA's privacy policies can be found at https://new.mta.info/privacy-policy.

How do I sign into the MY AAR app on my mobile device?

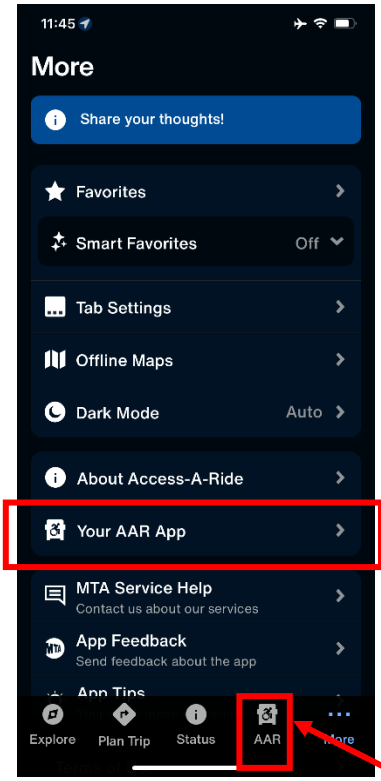
Tap on the MyMTA app on your mobile device to open the app. Tap the **More** icon in the bottom right corner.

- If you are already signed in, tap the option for **Your AAR Account**
- If you are not signed in, tap the option for **Sign In to AAR Account**

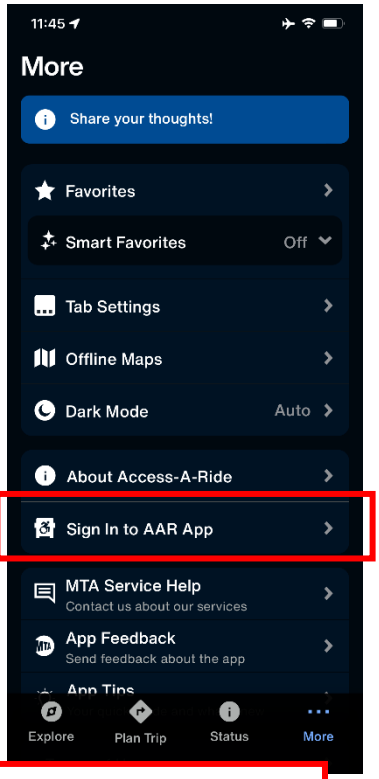
MYmta app



Logged in to MY AAR



Not logged in to AAR



The AAR icon appears at the bottom of the screen if you are logged in

If you select **Sign In to AAR App**, you will be redirected to the **Access-A-Ride Sign In** page.

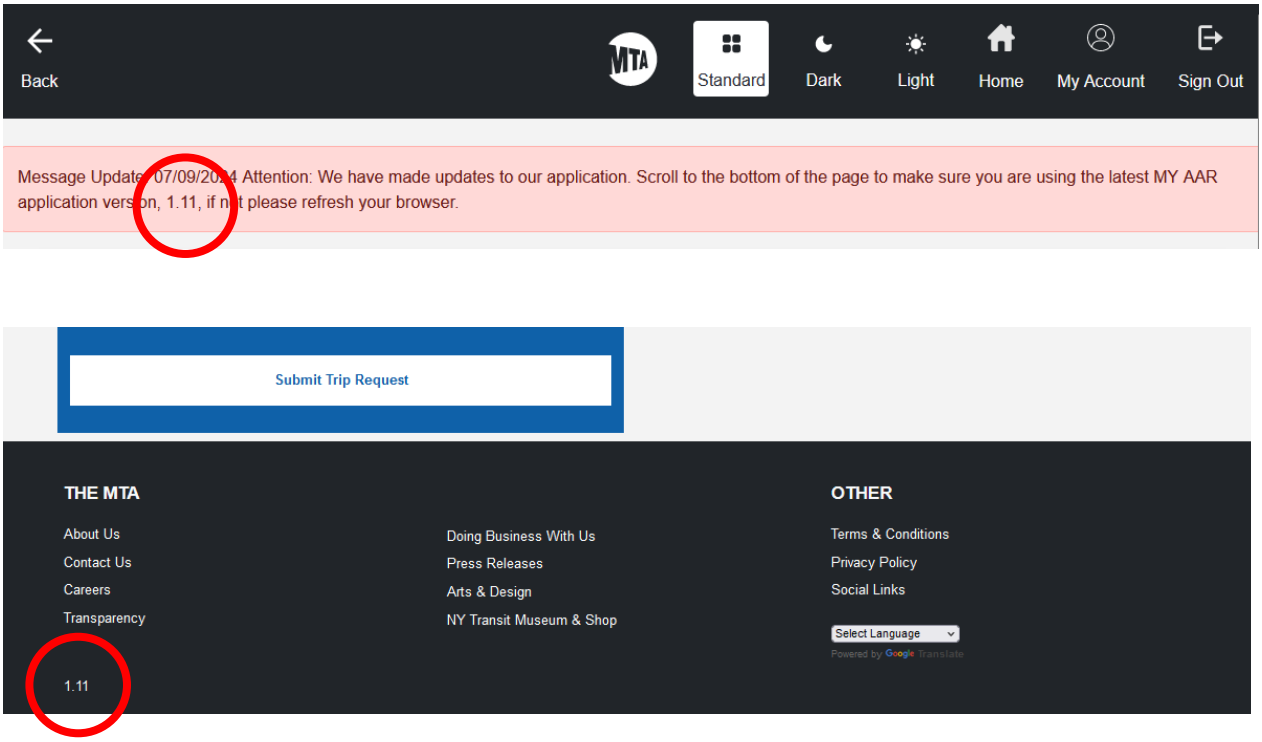
If you select **Your AAR App**, you will be redirected to the **Personal Information** page.

Why do I need an updated application version?

It is important to use the updated application version to ensure you see the latest updates and fixes. Whenever a new version is released, the banner message will be temporarily updated to confirm the version number. The steps below will show you how to refresh your browser and the MTA mobile app to ensure you have the most recent updates.

How do I update my version on a web browser?

Navigate to Access-A-Ride (mta.info) and view the banner message displayed at the top of the webpage to confirm a new application version or other important announcements. Scroll to bottom of the page and note the version. If the version number at the bottom of your screen does not match the version number noted in the banner message, refresh your page and the browser will update to the latest version.



How do I update my version on my mobile device?

Scroll to the bottom of the page to see the updated version in your app. If you do not see the updated version, force close the app and relaunch. When you reopen the app, it will be updated to the latest version.

