MY AAR User Manual

Version 3.6

Table of Contents

Finding Access-A-Ride (AAR)

Welcome to the MY AAR

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 MTA 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**.
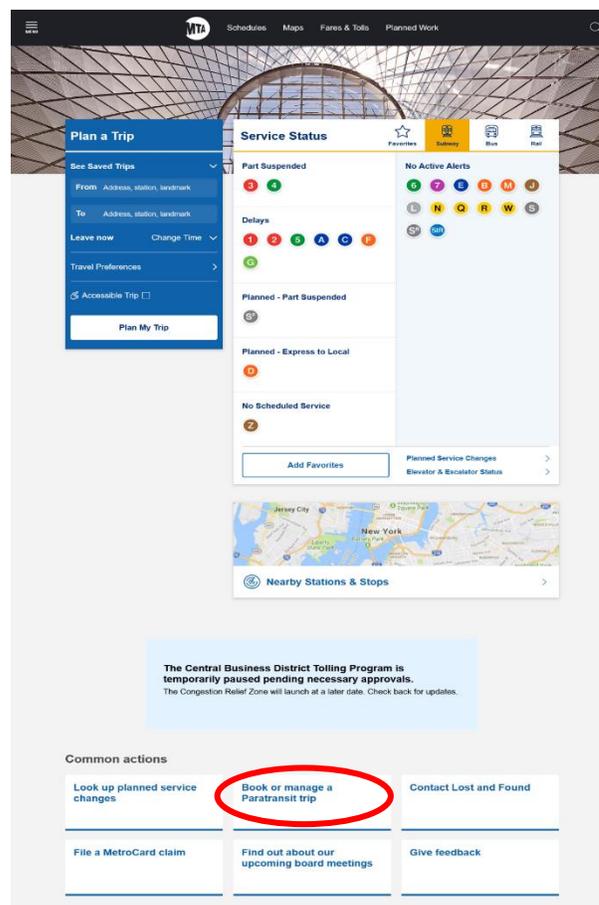
You can also reach Paratransit by clicking the menu located in the top left corner of the page.
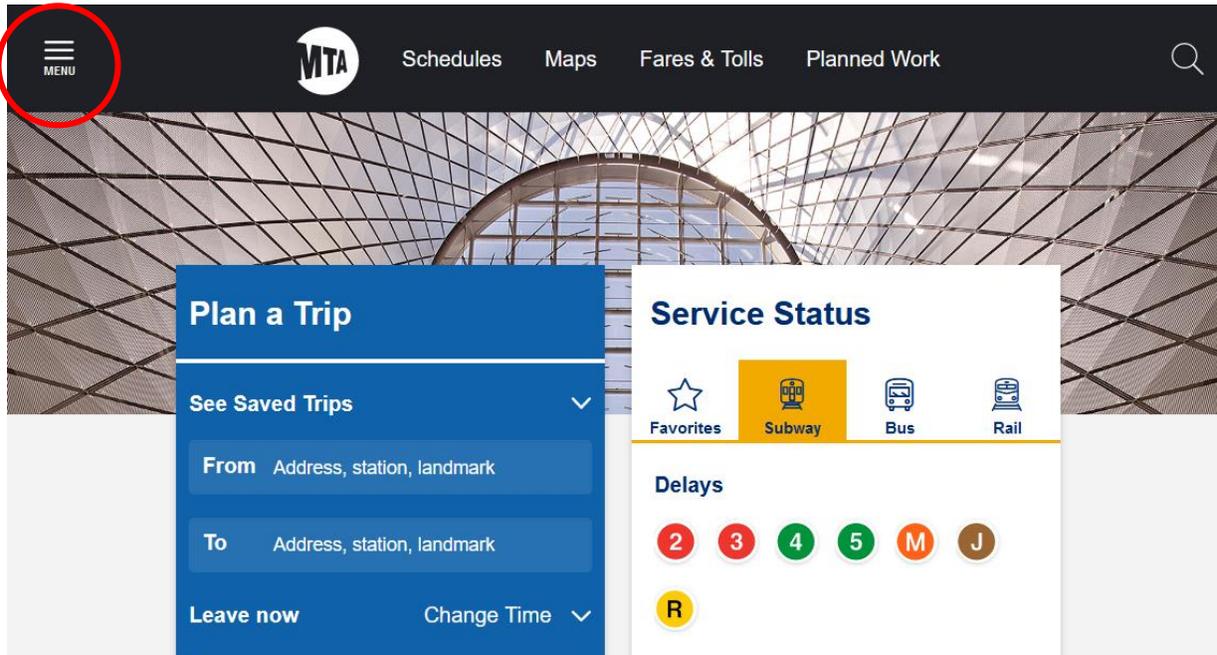
The menu will display a list of page options. Click on **Access-A-Ride Paratransit**.
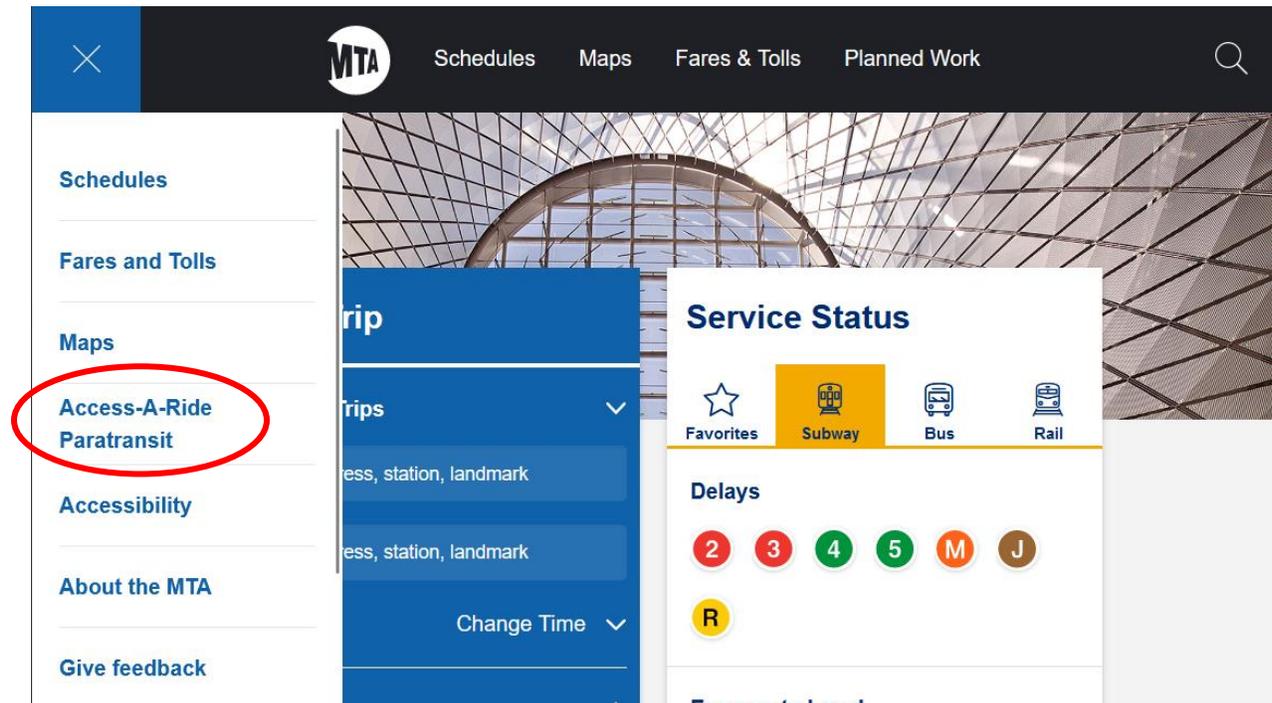
This will bring you to the Access-A-Ride Paratransit Service welcome page, which will connect you to general information about AAR, including guides to AAR certification, reservations, travel, and feedback.

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.**

How do I get to the MY AAR application from the MTA App?

Download the official MTA app from your mobile device/tablet app store. When you open the MTA App, you will see the home screen.

1.   Click/Tap "**More**" on the bottom menu bar.

2.   From the menu, select/tap "**Access-A-Ride**."

If you are not signed in, you will be taken to the sign in screen. If you are already signed in, you will go directly to your MY AAR home page. Note that you will need to click more and select AAR each time you want to use MY AAR in the new MTA app.
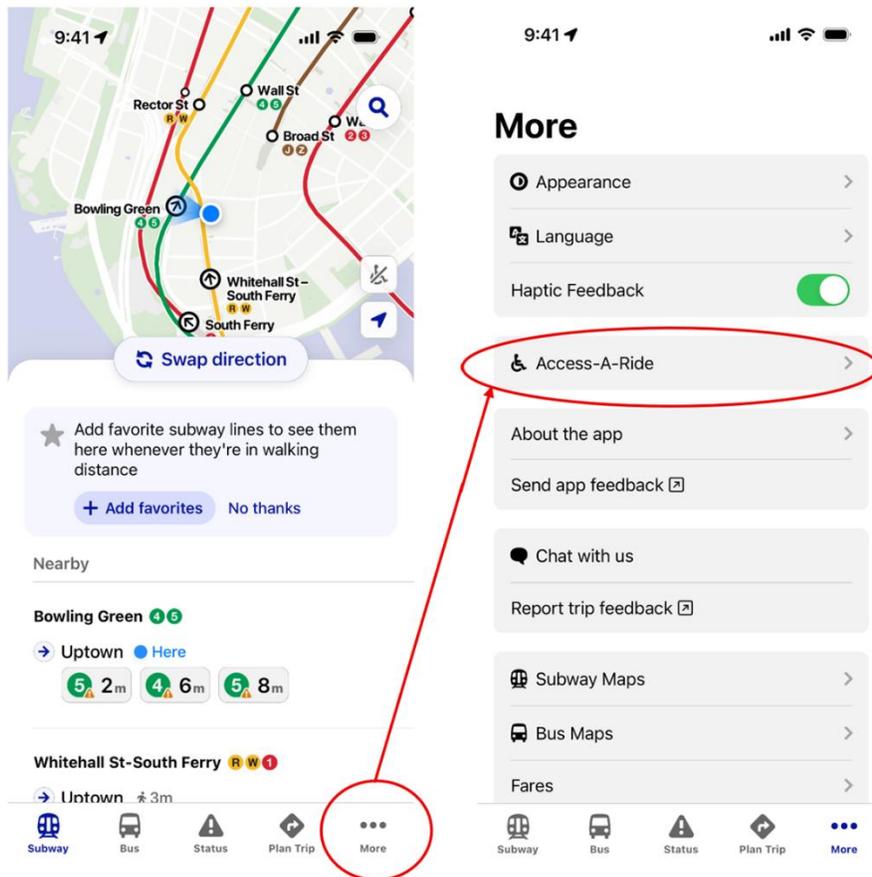
What can I expect the first time I open the MTA App?

When you first open the updated MTA App, you may see a request asking whether you want to allow **location sharing**. Location sharing is optional for customers that would like to see nearby bus and train information. You will only need to navigate this screen one time.

The next buses and trains near you, in an instant

The MTA App uses your location to show you what's nearby, no matter where you are

Share location

Continue without location

Allow "MTA" to use your location?

The MTA app uses your location to show you what's nearby

Allow Once

Allow While Using App

Don't Allow
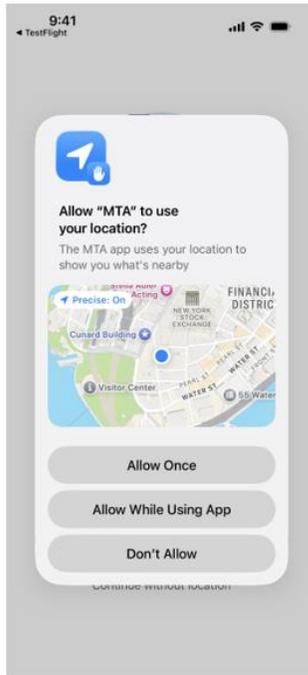
Access to MY AAR

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

If you have been approved for AAR eligibility 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.

Access-A-Ride Sign In

Current Access-A-Ride Paratransit customers can book and manage trips using the AAR trip planner.

Email or AAR ID*

Password*

SHOW

Forgot your email?

Forgot your password?

Sign In

Already approved? **Sign up**

Or **Request to Apply for Paratransit Eligibility**

Access-A-Ride Sign Up

AAR is available to all, current Access-A-Ride Paratransit customers.

AAR ID*

First Name*

Last Name*

Date of Birth*

Email*

Create Password*

SHOW

Password must have:
- 1 uppercase letter
- 1 lowercase letter
- 1 number or special character
- A minimum of 8 characters

Confirm Password*

SHOW

CAPTCHA

I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

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.
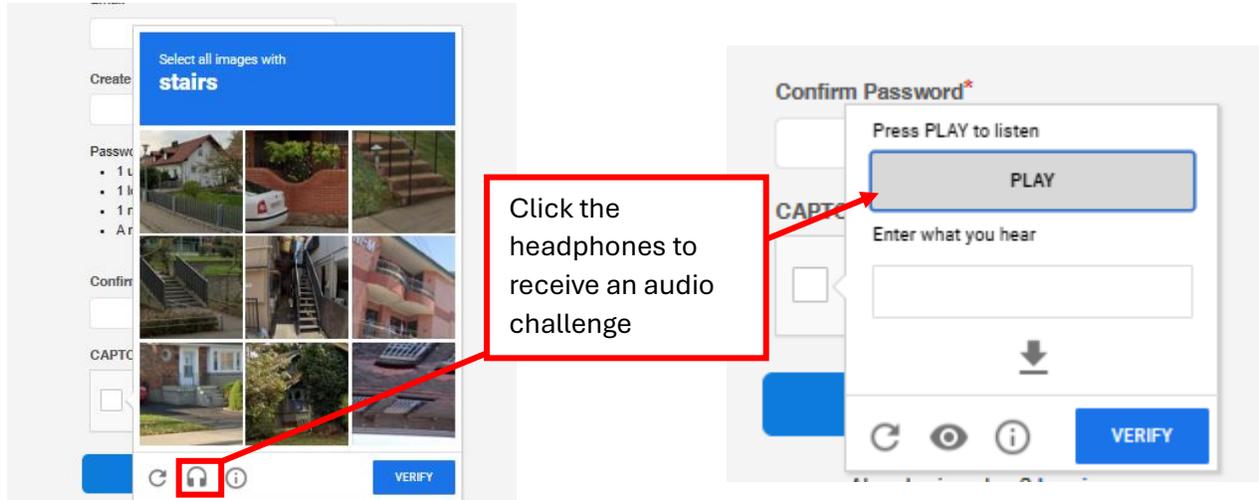

Once you have filled out the required registration details and completed the CAPTCHA requirement, click the **Submit** button.

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.

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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. The next screen will be the Forgot Password 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.

Forgot Password

Enter your email address used to login to AAR and we will send you an email with instructions on how to reset your password

Email*

Forgot your email?

Submit

Alert   ×

If you have an account associated to this email address you will be sent a link to reset your password.

Close

Enter your email address used to login to AAR and we will send you an email with instructions on how to reset your password

Email*

test@gmail.com

Forgot your email?

Submit

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?

Forgot Email

Enter your AAR ID, first name, last name and date of birth and we will give you a hint of your email address.
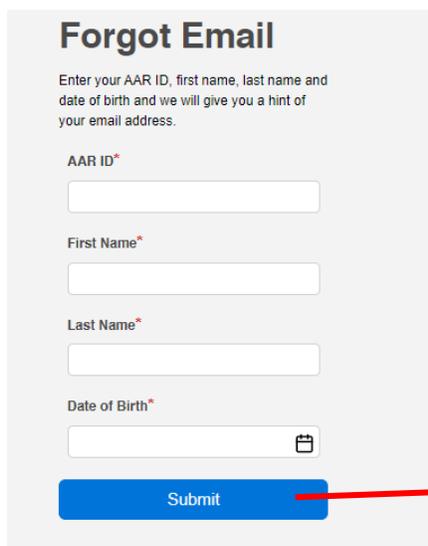
AAR ID*

First Name*

Last Name*

Date of Birth*

Submit

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.

Alert   ×

Your email address is: c******8@gmail.com

Close

Enter your AAR ID, first name, last name and
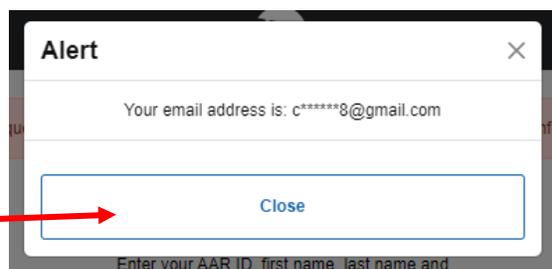
What if I need to confirm my email address?

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

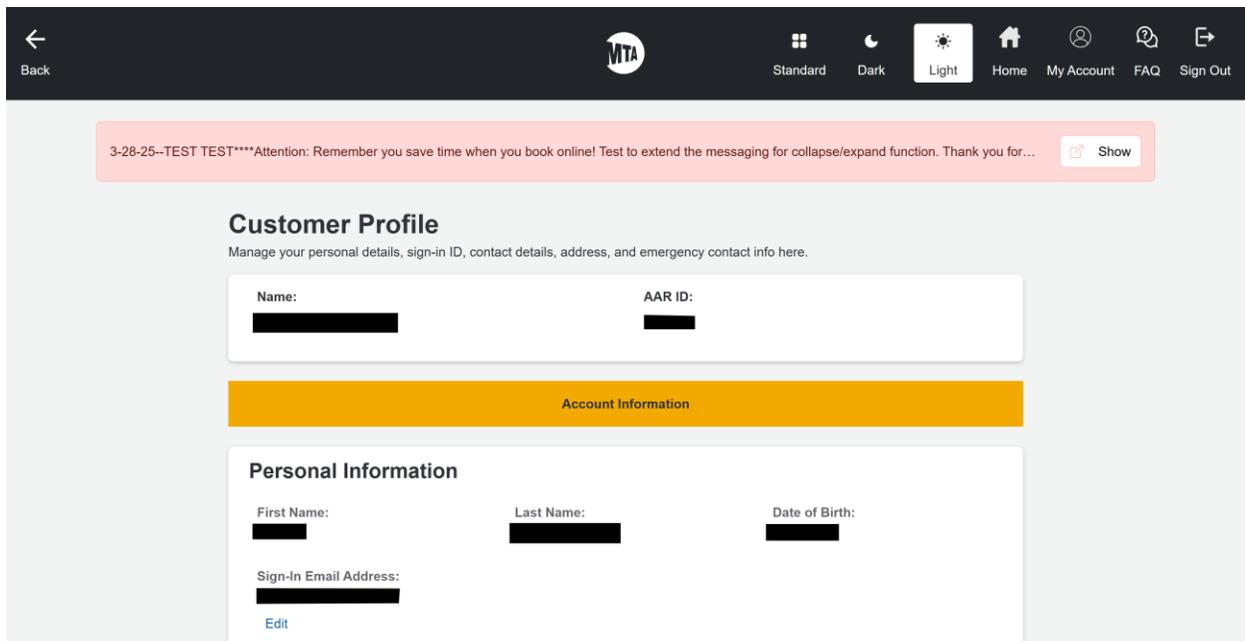## How do I view MY AAR account information?

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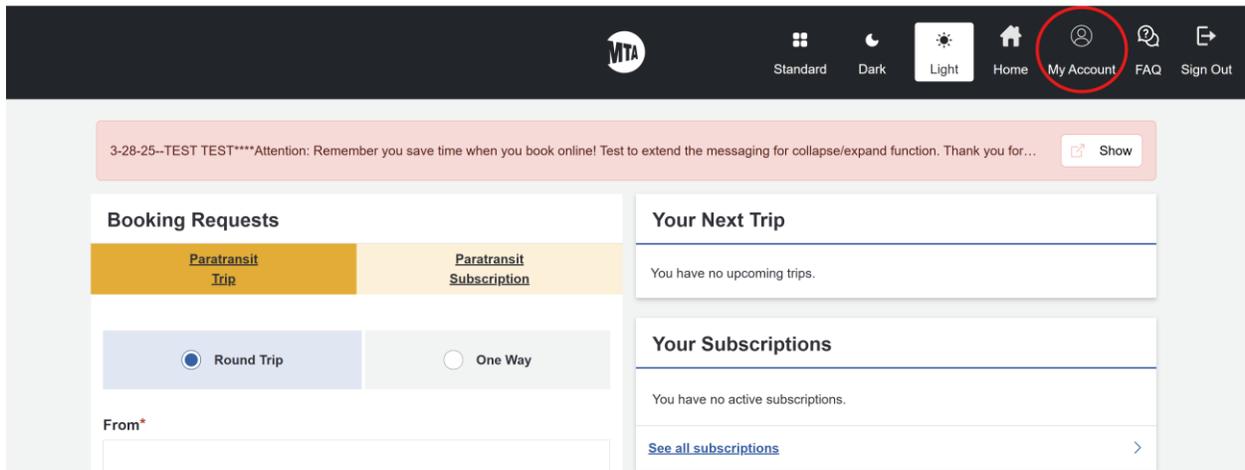
On the My Account page, you will be able to access and edit your personal information, including account information, contact information, , equipment and support needs, and emergency contact details.

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 an editable field or within a section 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. Once you designate an email address as your
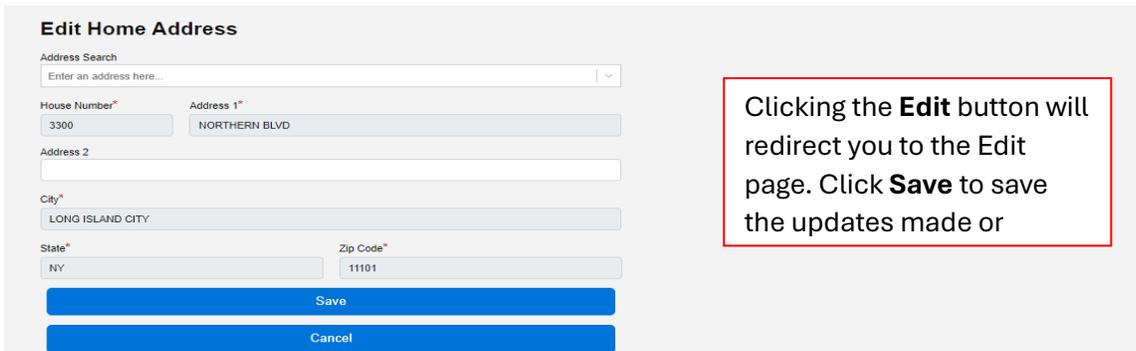
Edit Home Address

Address Search

Enter an address here...

House Number*   Address 1*
3300   NORTHERN BLVD

Address 2

City*
LONG ISLAND CITY

State*   Zip Code*
NY   11101

Save

Cancel

Clicking the **Edit** button will redirect you to the Edit page. Click **Save** to save the updates made or

Notification Email, check the checkbox marked **Use For Email Notifications** to receive trip notifications at this email address. Make sure to save your changes.

Edit Notification Email Address

Email Address*

☐ Use For Email Notifications

Save

Cancel

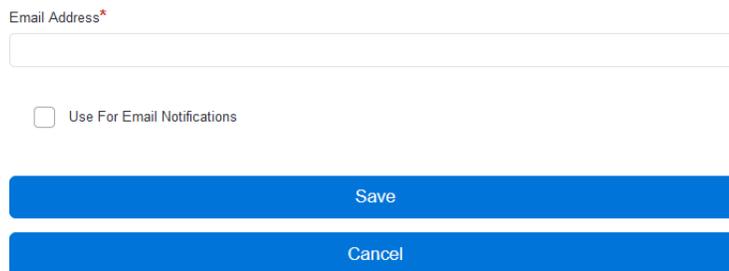## How do I receive automated phone calls about trips and subscriptions?

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.
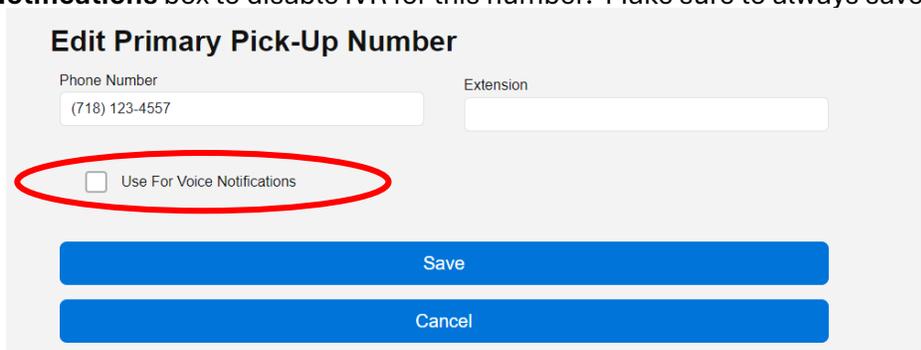
Edit Primary Pick-Up Number

Phone Number
(718) 123-4557

Extension

☐ Use For Voice Notifications

Save

Cancel

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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 way or round trips.

- **Paratransit Subscriptions:** Customers can use MY AAR to book trips that are repeated weekly on the same days and at the same time.

- **Taxi Authorizations:** Customers can use MY AAR to receive authorization 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** to target the 30-minute window in which you'd like to be picked up

    - Select **No earlier than** to receive a pickup time that is up to an hour later than the requested time

    - Select **No later than** to receive a pickup time that is up to an hour earlier than the requested time

- Trip time can either be manually entered or by clicking or tapping the clock and selecting the desired time frame. Trip times can be selected based on minute intervals.

- 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. Enter trip date and time using dropdowns and text box following the same parameters as the **Your Trip** section.

- Select any equipment you will be travelling with under the headers **Select your requirements for this trip, based on your profile options**,

- Select if you will be traveling with a Personal Care Attendant, or another type of guest. If you are travelling with a guest, select how many.

- When you have entered all the 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.
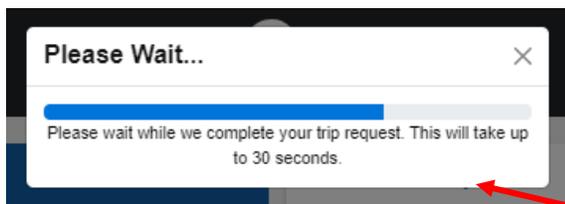
Booking Requests

Paratransit Trip	Paratransit Subscription	Taxi Authorization

○ Round Trip   ○ One Way

From*

To*

Your Trip ⓘ

● Depart / Pick-Up

○ Arrive by / Appointment

Thursday, January 16, 2025 ⌄

Approximately at ⌄   hh:mm aa 🕐

Your Return Trip ⓘ

● Depart / Pick-Up

○ Arrive by / Appointment

Thursday, January 16, 2025 ⌄

Approximately at ⌄   hh:mm aa 🕐

Select if you will be traveling with a Personal Care Attendant

☐ Personal Care Attendant (PCA)

Select if you will be traveling with a guest

☐ Guests

Submit Trip Request

Please Wait...   ✕

Please wait while we complete your trip request. This will take up to 30 seconds.

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 pop-up window will not refresh automatically. Click the **Close** button on your Trip Confirmation to review your updated reservation details.

Trip Confirmation ✕

Your reservation is pending	Your reservation is pending
Your Trip Trip ID **153059655**	**Your Return Trip** Trip ID **153059656**
Thursday, June 6, 2024 ▪ Pending	Thursday, June 6, 2024 ▪ Pending
Your request has been submitted. Your pickup time will be confirmed soon. Please check your trip details page for confirmation.	Your request has been submitted. Your pickup time will be confirmed soon. Please check your trip details page for confirmation.
Your Request Details	**Your Request Details**
Thursday, June 6, 2024	Thursday, June 6, 2024
Pickup Time To be determined	Pickup Time To be determined
From 10 River Terrace, New York, NY 10282, US	**From** 12 E 49Th St, New York, NY 10017, US
To 12 E 49Th St, New York, NY 10017, US	**To** 10 River Terrace, New York, NY 10282, US
Fare $2.90	Fare $2.90

Your Requirements

Total Round Trip Fare $5.80
Note: Exact change in cash required.

Click **Print** to print and save your trip confirmation

Print

Click **Close** to return home and view updated details about your trip

Close

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**.

Your Next Trip

▪ Scheduled

Reservation Pick-Up Time: 7:17 PM
Thursday, June 6, 2024
$2.90

12 E 49Th St, New York, NY 10017, US

10 River Terrace, New York, NY 10282, US

See trip details

Click **See trip details** to see details of your next trip

How do I view all 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.

Click **Upcoming** to see a preview of your next trips

Click **See all upcoming trips** to see details of all 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.

Click **Past** to see a preview of your recent trips

Click **See all past trips** to see details of all past trips

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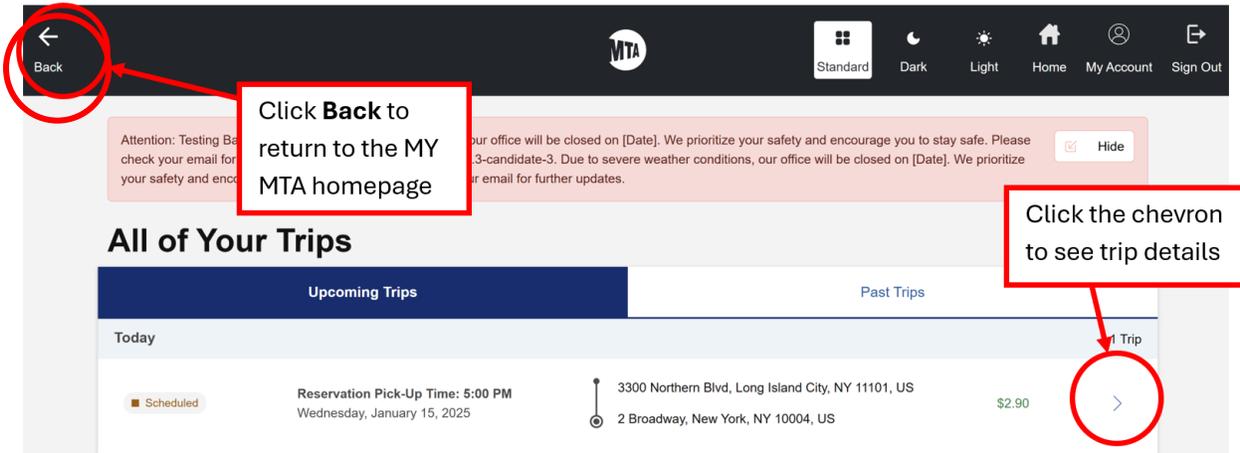
After selecting a trip from the **All of Your Trips** page, you will access the trip details page, where you will be able to view various details about the selected trip.

- 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 if 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.

Taxi   Carrier   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.

Monday, September 11, 2023
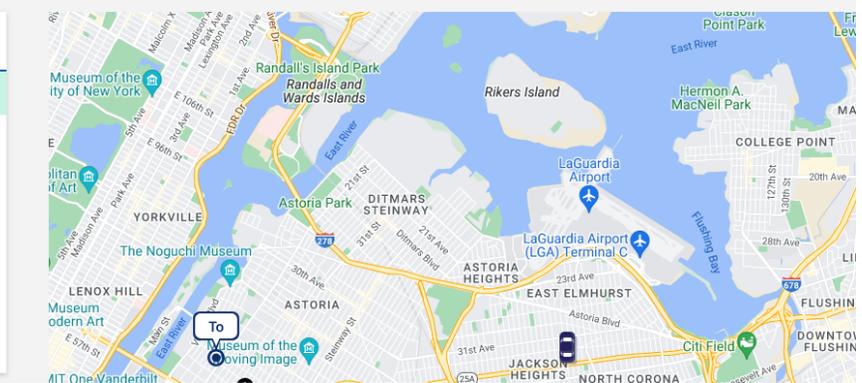Reservation Pick-Up Time: 1:30 PM

■ In Progress $2.90

Itinerary

LIVE You will be dropped off in about 23 minutes ↻

Pick-Up
1:14 PM

Carrier

47-01 111Th St,
Queens Village, NY
11368, US

Vehicle ID
(MAGGIES) 5186

Drop-Off
ETA
1:55 PM

3934 21St St,
Queens Village, NY
11101, US

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.

Itinerary

LIVE   Vehicle information not available   ↻

Pick-Up
ETA
10:31 AM

Paratransit

7307 Amboy Rd,
Staten Island, NY
10307, US

Vehicle ID
(MAGGIES) 5087

Drop-Off
ETA
10:58 AM

3939 Richmond Ave,
Staten Island, NY
10312, US

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

Monday, September 11, 2023
Reservation Pick-Up Time: 1:30 PM

■ Completed $2.90

Itinerary

Pick-Up
1:14 PM

Carrier

47-01 111Th St,
Queens Village, NY
11368, US

Vehicle ID
(MAGGIES) 5186

Drop-Off
1:57 PM

3934 21St St,
Queens Village, NY
11101, US

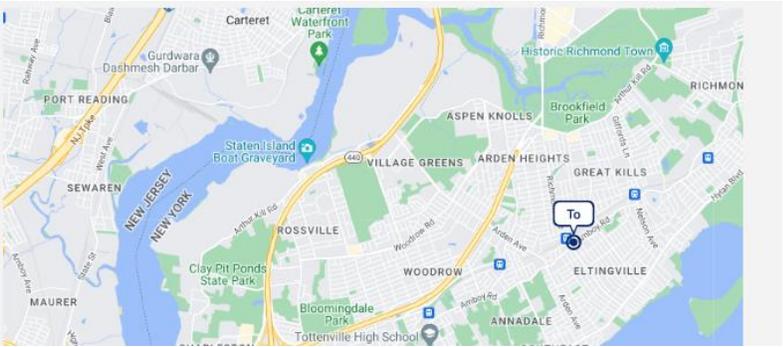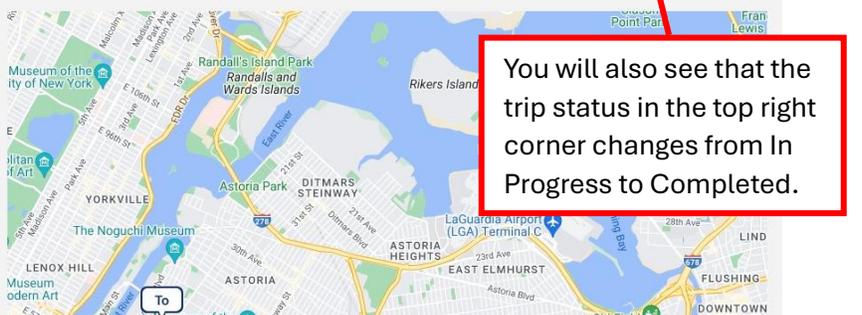You will also see that the trip status in the top right corner changes from In Progress to Completed.

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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**.
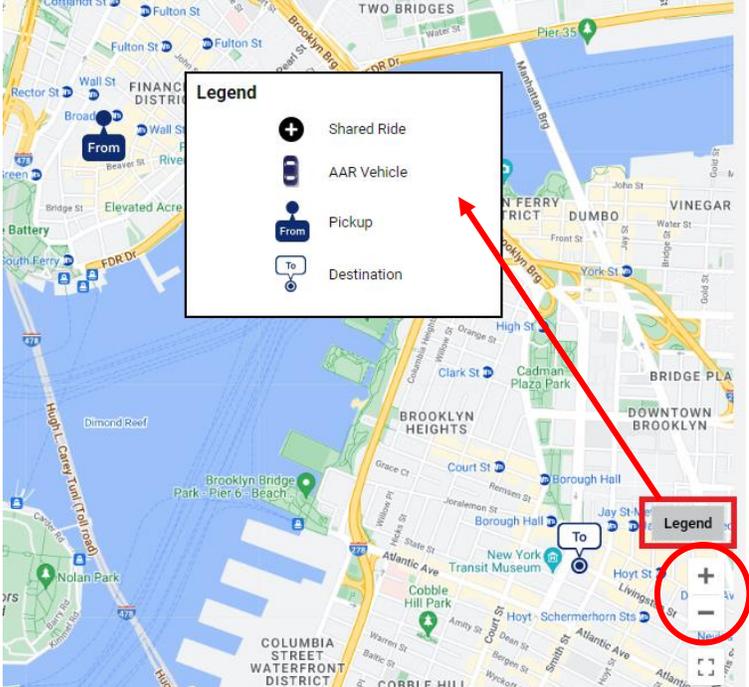
How do I cancel my Paratransit Trip?

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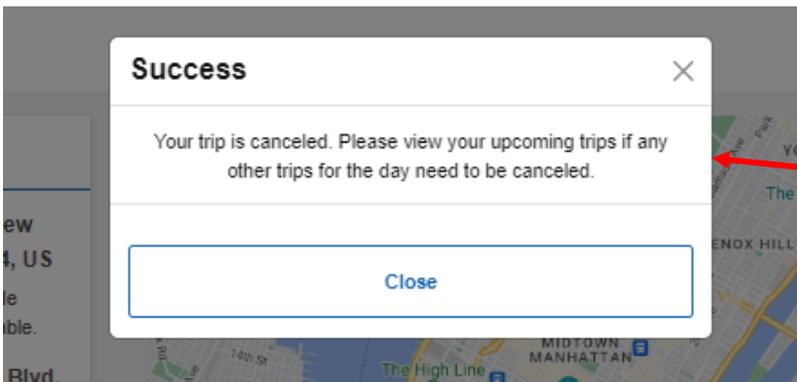
Trip Cancellation Success Message will be displayed after clicking **Cancel Trip**.

Reservation ID 153059652   Trip ID 252718197

Wednesday, June 5, 2024   ■ Cancelled $2.90
Reservation Pick-Up Time: 5:50 PM

Itinerary

12 E 49Th St, New York, NY 10017, US

There is no vehicle information available.

10 River Terrace, New York, NY 10282, US

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

How do I provide feedback on my Paratransit trip?

You can provide feedback on your completed paratransit trips through either ratings or a written feedback form. To submit trip feedback, navigate to the trip details page of a completed trip.

The Rate Trip and Feedback options will only display after a trip has been completed. These options will not be available for taxi trips.

When you click the Rate Trip button a pop-up window will display that allows you to rate your driver, vehicle, and overall trip. Select the number of stars from 1-5 that you would rate your trip then click Rate Trip.
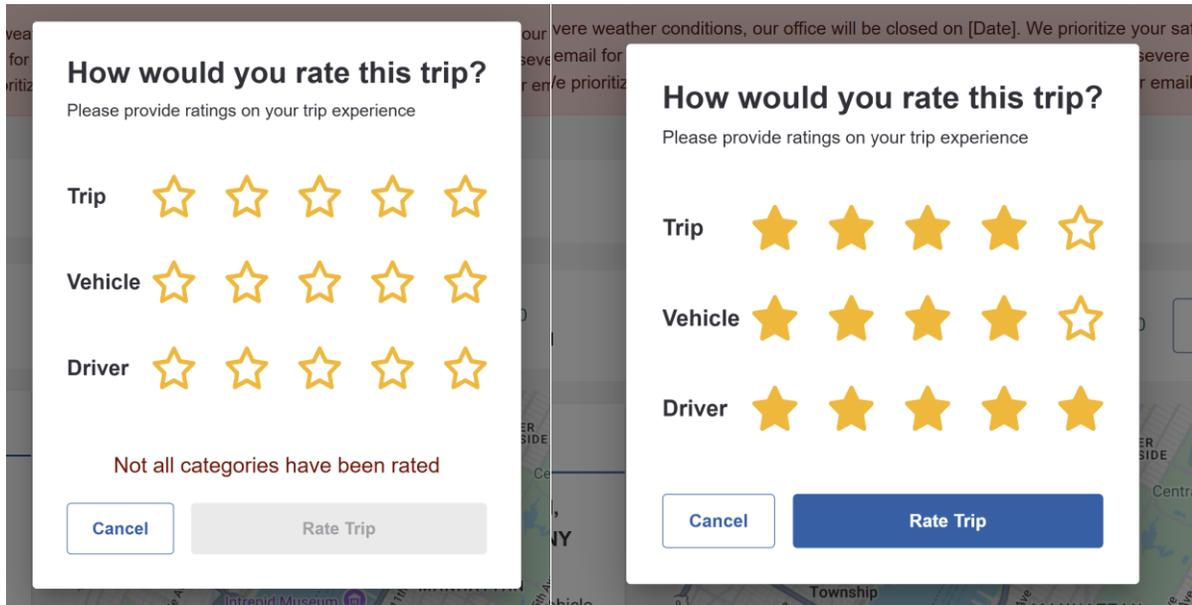
Once a trip has been rated, you can always hover over the Rating (or tap on a tablet or mobile device) to see your submitted rating selections.
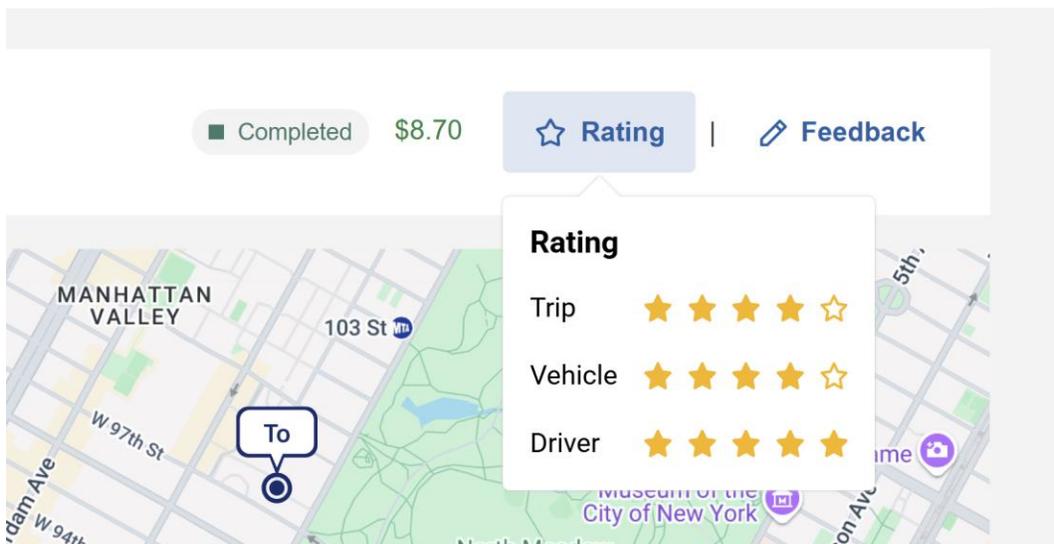
If you would like to submit written feedback for your trip, simply hover over (or tap on a tablet or mobile device) the Feedback button on the page. A message will be displayed to allow customers to click and be redirected to the MTA feedback page where customers are able to provide written feedback/details regarding their trip.

Feedback

If you want to provide more detailed feedback about your trip please go here

If you want to provide more detailed feedback about your trip please go here

Give Feedback ⬈

To 920 Park Ave, New York, NY
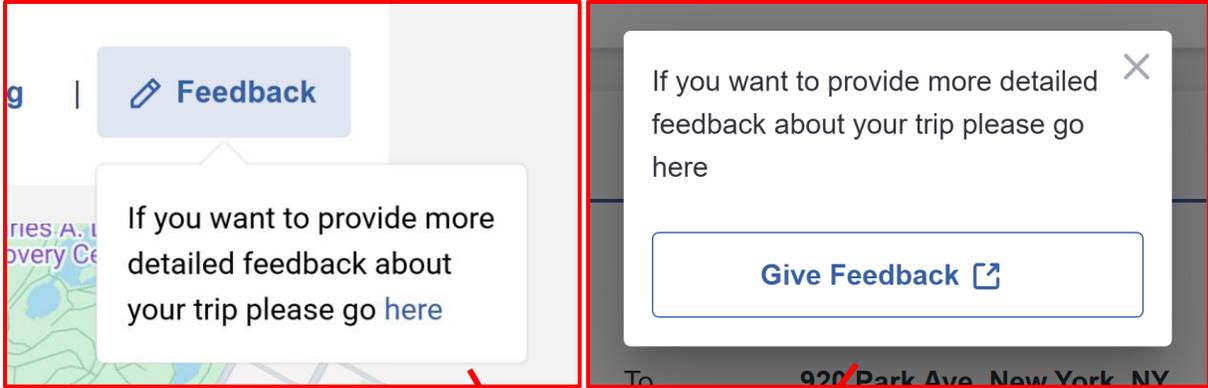
Web Browser

Mobile App

Clicking on 'here' on the web browser or tapping 'Give Feedback' on the app will direct you to the MTA feedback page. Be sure to select Access-A-Ride (Paratransit) so your feedback can be sent to the right team.

Let us know how we're doing

Use this form to share your feedback and questions
If you're reporting an emergency, dial 911.

Email

First Name

Last Name

Select an MTA service *

Access-A-Ride (Paratransit)

Subject

Next

000

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**,

  o 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.

  o 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 you will be travelling with on your trip under the headers **Select your requirements for this trip, based on your profile options**, **Select if you will be traveling with a Personal Care Attendant**, and **Select if you will be traveling with a guest**.

- When you have entered all the required information for your subscription request, 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.

Great! Your subscription has been submitted and is pending review. A Subscription Representative will call you within 48 hours to process your request. For any question please call at (877) 337-2017 and press option 6.

Your Subscription

Subscription Test 48

Starts	October 28, 2023
Ends	November 25, 2023
When	Depart Reservation Pick-Up approximately at 5:40 PM
Repeats	Every Monday, Wednesday and Friday
From	130 E 77Th St, New York, NY 10075, US
To	429 Foster Ave, Brooklyn, NY 11230, US

Your Requirements
Support Cane

Manage Your Subscription

Back to AAR

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

Your Next Trip

■ Scheduled

Reservation Pick-Up Time: 10:00 AM
Thursday, September 7, 2023
$2.90

3000 Northern Boulevard,
Queens, NY 11101, US

240 Madison Avenue,
Manhattan, NY 10016, US

See trip details >

Your Subscriptions

■ Active

Medical Appointment
Reservation Pick-Up approximately at 8:00 AM
Start date is September 9, 2023 and End date is February 9, 2024

M | T | **W** | T | **F** | S | S

■ Active

Rockaway Subscription
4:25 PM
Start date is September 8, 2023 and End date is October 27, 2023

M | T | W | **T** | F | S | S

See all subscriptions

Click **See all subscriptions** to be redirected to the All of Your

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.
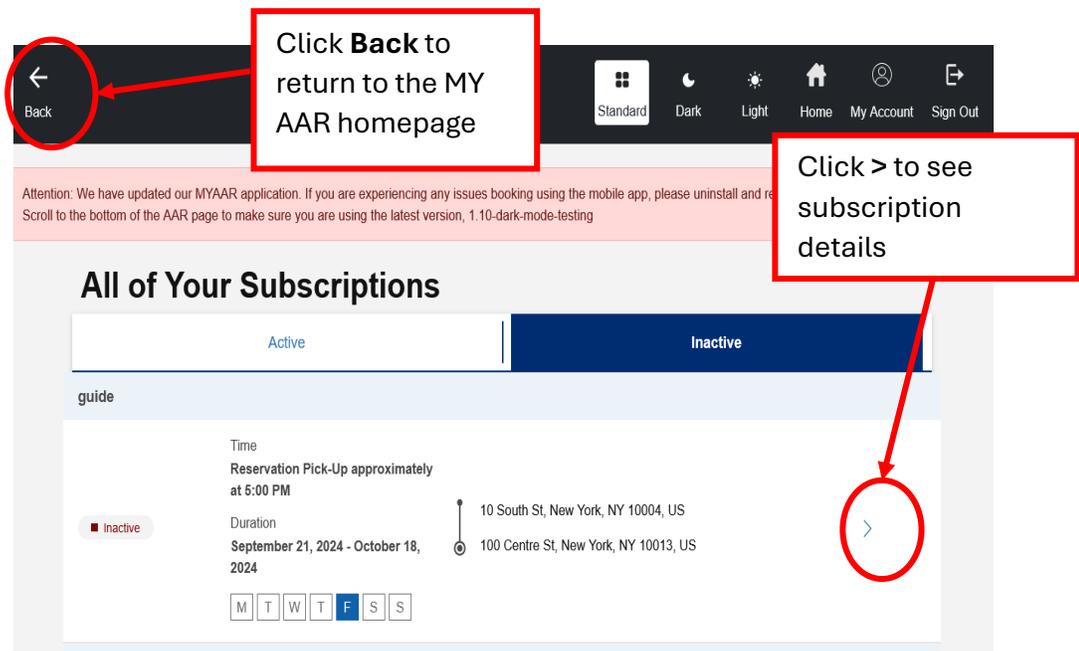
Click **Back** to return to the MY AAR homepage

← Back

Standard | Dark | Light | Home | My Account | Sign Out

Click > to see subscription details

Attention: We have updated our MYAAR application. If you are experiencing any issues booking using the mobile app, please uninstall and re
Scroll to the bottom of the AAR page to make sure you are using the latest version, 1.10-dark-mode-testing

All of Your Subscriptions

| Active | Inactive |

guide

Time
Reservation Pick-Up approximately at 5:00 PM

■ Inactive

Duration
September 21, 2024 - October 18, 2024

M | T | W | T | **F** | S | S

10 South St, New York, NY 10004, US

100 Centre St, New York, NY 10013, US

>

AP - JOHN F KENNEDY INTL

■ Active

Subscription Details

Time	Reservation Pick-Up approximately at 3:00 PM
Start	Saturday, January 1, 2000
End	Thursday, December 31, 2099
Repeats	M T W T F S S
From	3300 Northern Blvd, Long Island City, NY 11101, US
To	0 Jfk Intl Airport, Jamaica, NY 11430, US
With	Support Cane Personal Care Attendant

Cancel this Subscription

Pause Subscription

You can put a subscription on hold by pausing it. When paused, trips will not be scheduled during the requested hold period. However, trips that were scheduled before the pausing date will not be canceled. Please note: The pause date to start a hold must be at least 3 days in advance from today's date.

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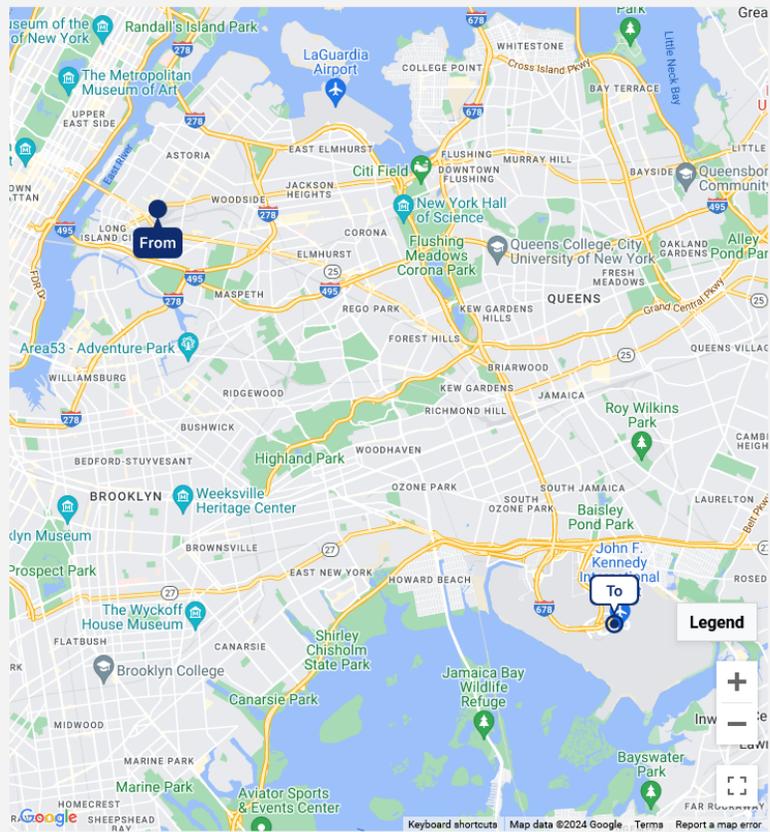
After selecting a subscription from the **All of Your Subscriptions** page, you will access the **Subscription Details** page, where you will be able to view various details about the selected subscription.

- 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

32

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.
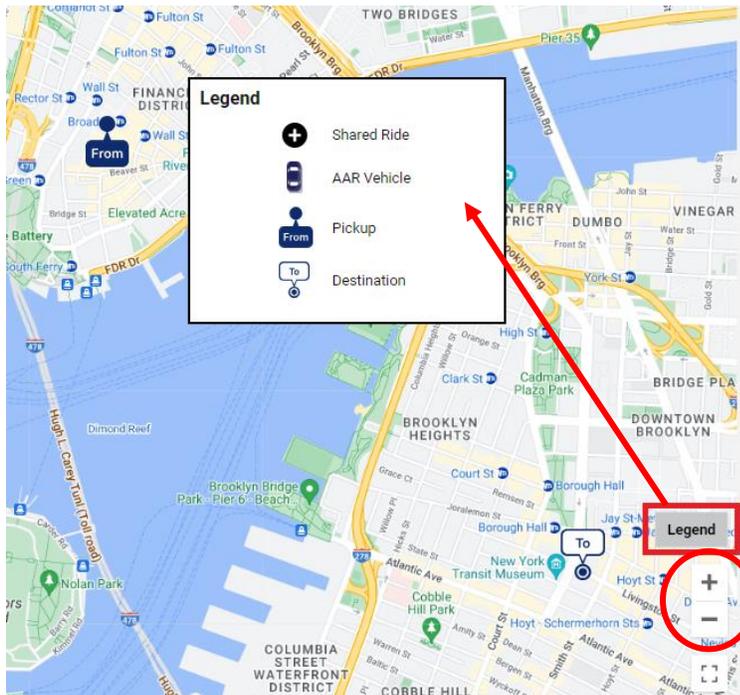
Map Details

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.

Once a subscription is paused, dates will be displayed. Customers can resume subscriptions before the end date.

Medical Appointment

Subscription Details

Time	Reservation Pick-Up approximately at 8:00 AM
Start	Saturday, September 9, 2023
End	Friday, February 9, 2024
Repeats	M T W T F S S
From	160 East 53Rd Street, Manhattan, NY 10022, US
To	2 Broadway, Manhattan, NY 10004, US
With	Support Cane Personal Care Attendant

Cancel this Subscription

Pause Subscription

You can put a subscription on hold by pausing it. When paused, trips will not be scheduled during the requested hold period. However, trips that were scheduled before the pausing date will not be canceled. Please note: The pause date to start a hold must be at least 3 days in advance from today's date.

Pause Subscription

Pause Subscription

You have paused this subscription from **September 9, 2023** to **September 30, 2023**.

Remove This Pause

Pause Subscription

Start	Saturday, September 9, 2023
End	Friday, February 9, 2024
Repeats	M T W T F S S
From	160 East 53Rd Street, Manhattan, NY 10022, US
To	2 Broadway, Manhattan, NY 10004, US
With	Support Cane Personal Care Attendant

Pause Subscription ✕

Start Date*
09/09/2023

End Date*
09/30/2023

Close Save Changes

Success ✕

Your subscription has been successfully paused.

Close

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.

Booking through MY AAR

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.

From*

LGA Ter

LaGuardia Airport (LGA), Terminal C, East Elmhurst, NY, USA

LaGuardia Airport (LGA), Terminal B Departures, LaGuardia Road, East Elmhurst, NY, USA

LaGuardia Airport (LGA), Terminal A, Marine Terminal Road, Queens, NY, USA

LaGuardia Airport (LGA), Terminal B Arrivals, LaGuardia Road, East Elmhurst, NY, USA

⚪ **Arrive by / Appointment**
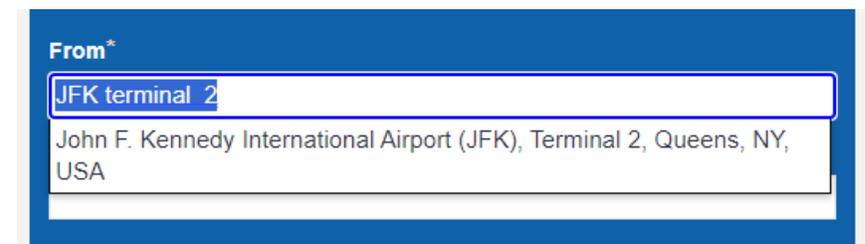
From*

JFK terminal 2

John F. Kennedy International Airport (JFK), Terminal 2, Queens, NY, USA

Can I book trips to and from landmarks using MY AAR?

You can use MY AAR to book trips to and from landmarks, however you must use the exact address of the landmark and not the name, for example, to travel to/from Penn Station you would enter '4 Pennsylvania Plaza, New York, NY' or if you are travelling to/from Grand Central Station, you would enter '89 E 42nd street, New York, NY'. For more information on designated spots for travelling please visit https://www.mta.info/accessibility/access-a-ride/newsletter-and-announcements/designated-aar-pickup-locations.

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.

- o If you entered: 180-37 Nightinfairy Street

- o 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.

- o If you entered: 186-07 Nightinfairy Street

- o 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.

- o If you entered: 180B Nightinfairy Street

- o 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.

- o If you entered: 55 Water Street

- o Try entering: 55 Water St

- o If you entered: 180 E Nightinfairy

- o Try entering: 180 East Nightinfairy

- If you entered an address with NY, NY, try entering Manhattan, NY instead.

- o If you entered: 180 Nightinfairy Street NY, NY

- o 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.

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; for taxi authorizations on the day of service, call 877-337-2017 and follow the prompts for 24/7 assistance.

How do I request a Taxi Authorization?

On the Home page in the Booking Requests widget, select 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.

Booking Requests

Paratransit Trip	Paratransit Subscription	Taxi Authorization

From*

To*

Your Taxi Authorization Request ⓘ

Select date for your Advanced Taxi Authorization (TA)

Thursday, January 16, 2025 ⌄	hh:mm aa 🕐

Submit Trip Request

- 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 no longer be able to schedule trips for the next day.

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

Once the trip is booked, your **Taxi Authorization Confirmation** will appear in a pop-up window, 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, highlighted below in red, as you will need this information to receive reimbursement for your Taxi Authorization.

Taxi Authorization Confirmation ✕

Your taxi authorization has been approved

Your Trip   Taxi Authorization/Trip ID **257912379**

Friday, September 20, 2024

Great! Your taxi authorization has been approved. Customers are responsible for arranging and paying for their own taxi/car service. Wheelchair users can call 311 and ask for Accessible Dispatch or call 646-599-9999 for a Wheelchair Accessible Vehicle (WAV).

Your Request Details

Friday, September 20, 2024

Depart approximately at   10:45 AM

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. 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, Atlantic Terminal, George Washington Bus Terminal, Manhattan Cruise Terminal, and Jamaica Station (LIRR). 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 (review the *Booking through MY AAR* section for additional landmark/airport booking support). Customers looking to travel to or from Port Authority/ George Washington Bus Terminals or Atlantic Terminal via taxi must call AAR directly to make travel arrangements. Taxi Authorization may be subject to some additional restrictions on specific locations.

Alert ✕

Taxi authorization for county not allowed.

Close

Alert ✕

Taxi authorization to this address is not allowed

Close
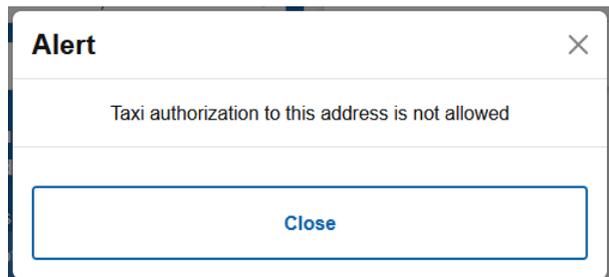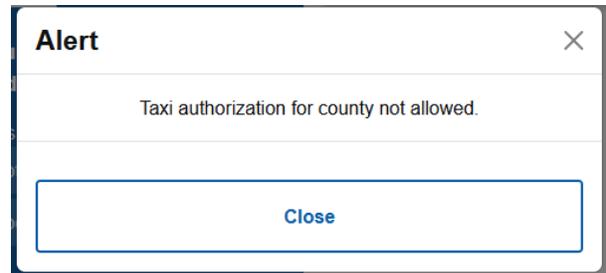
If you request a Taxi Authorization for a trip between two boroughs outside of these permitted locations and click **Submit Trip Request**, you will receive an error message reading "Taxi authorization for county not allowed." If you request a Taxi Authorization to a restricted address and click **Submit Trip Request**, you will receive an error message reading "Taxi authorization to this address is not allowed."

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**.
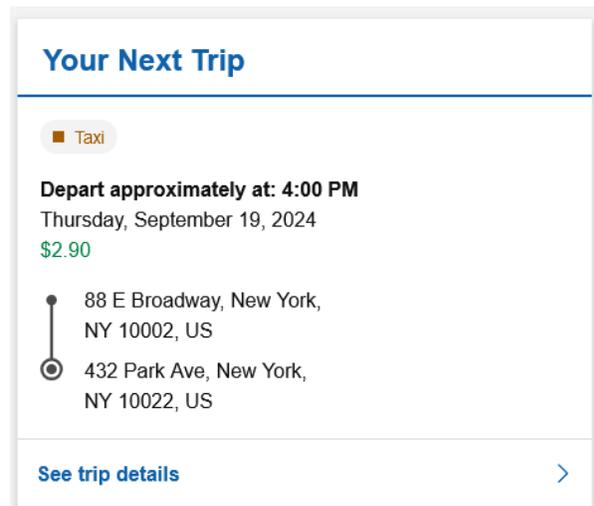
How do I view my past and upcoming Taxi Authorizations?

To see all 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.

Your Next Trip

■ Taxi

Depart approximately at: 4:00 PM
Thursday, September 19, 2024
$2.90

88 E Broadway, New York, NY 10002, US

432 Park Ave, New York, NY 10022, US

See trip details ⟩

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

Click **Back** to return to the MY MTA homepage

Click the chevron to see

After selecting a Taxi Authorization 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 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.

Your Request Details

From	88 E Broadway, New York, NY 10002, US
To	432 Park Ave, New York, NY 10022, US
Date	Thursday, September 19, 2024
When	Depart approximately at: 4:00 PM
With	
Fare	$2.90

Customers are responsible for arranging and paying for their own taxi/car service. Original receipts from the taxi provider must be submitted to receive reimbursement. The AAR Fare reflects the amount deducted from your reimbursement pending adherence to the AAR Taxi Reimbursement policy.

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.

Cancel Taxi Authorization

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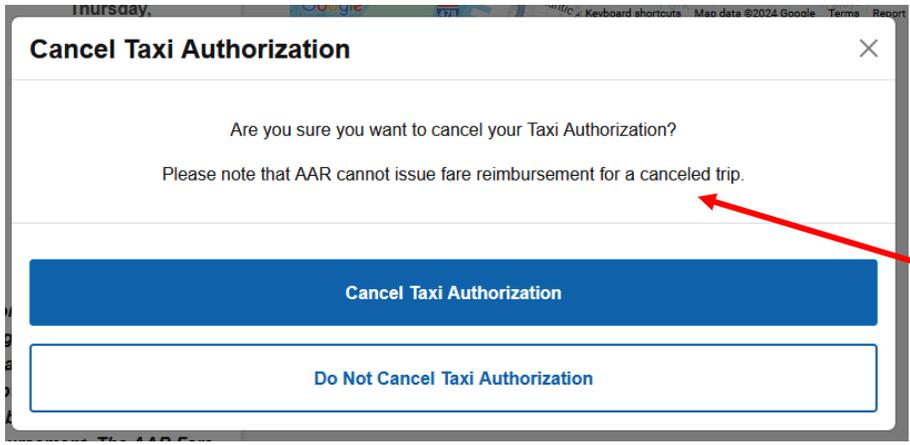
Please note that AAR cannot issue fare reimbursement for a canceled Taxi Authorization.

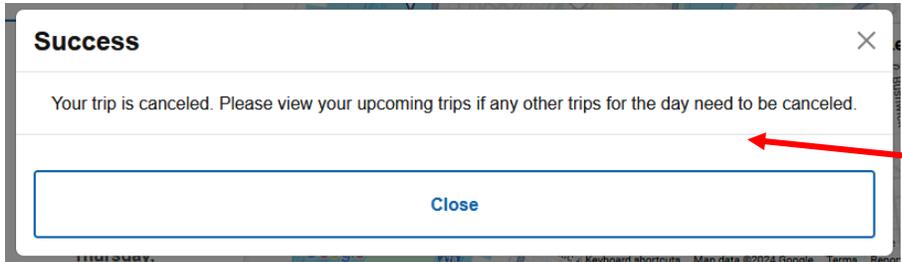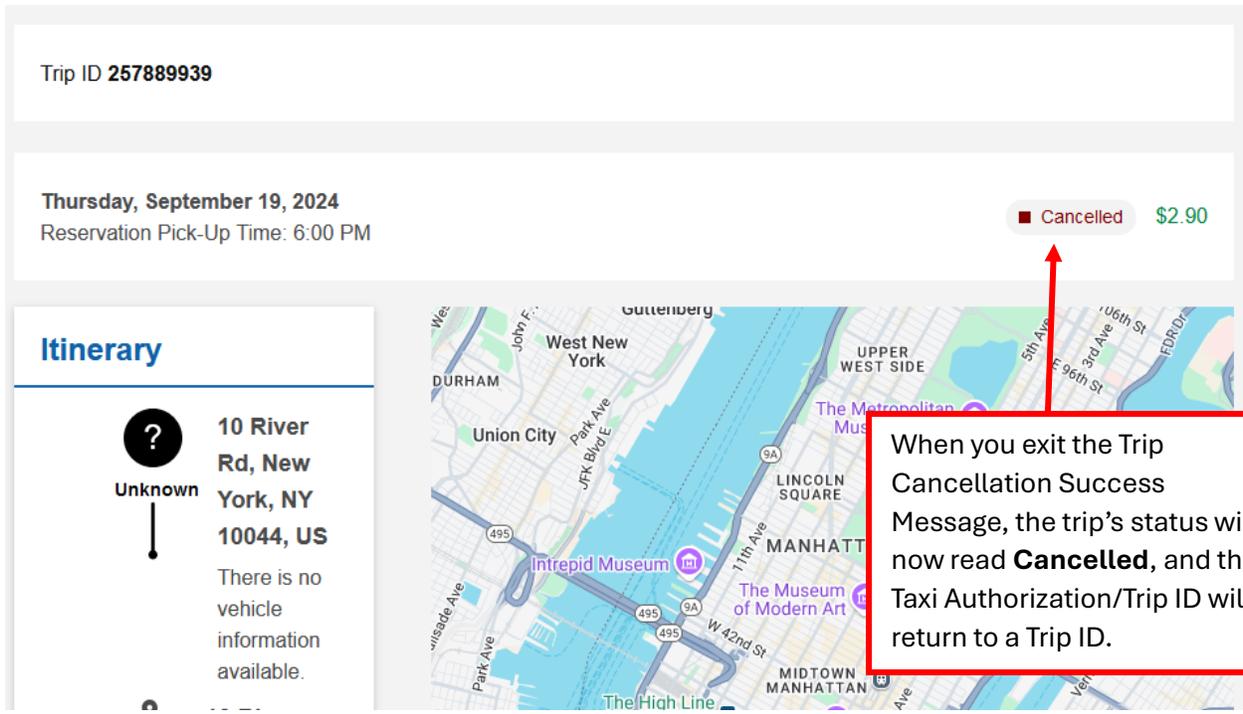## Cancel Taxi Authorization   ✕

Are you sure you want to cancel your Taxi Authorization?

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

Cancel Taxi Authorization

Do Not Cancel Taxi Authorization

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

Success   ✕

Your trip is canceled. Please view your upcoming trips if any other trips for the day need to be canceled.

Close

Taxi Authorization cancellation success message will be displayed

Trip ID **257889939**

Thursday, September 19, 2024
Reservation Pick-Up Time: 6:00 PM

■ Cancelled $2.90

Itinerary

?

Unknown

10 River Rd, New York, NY 10044, US

There is no vehicle information available.

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 reimbursement for Taxi Authorization?

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. The best way to ensure that the reimbursement package is complete is to submit online or use our form and be sure to complete all required fields.

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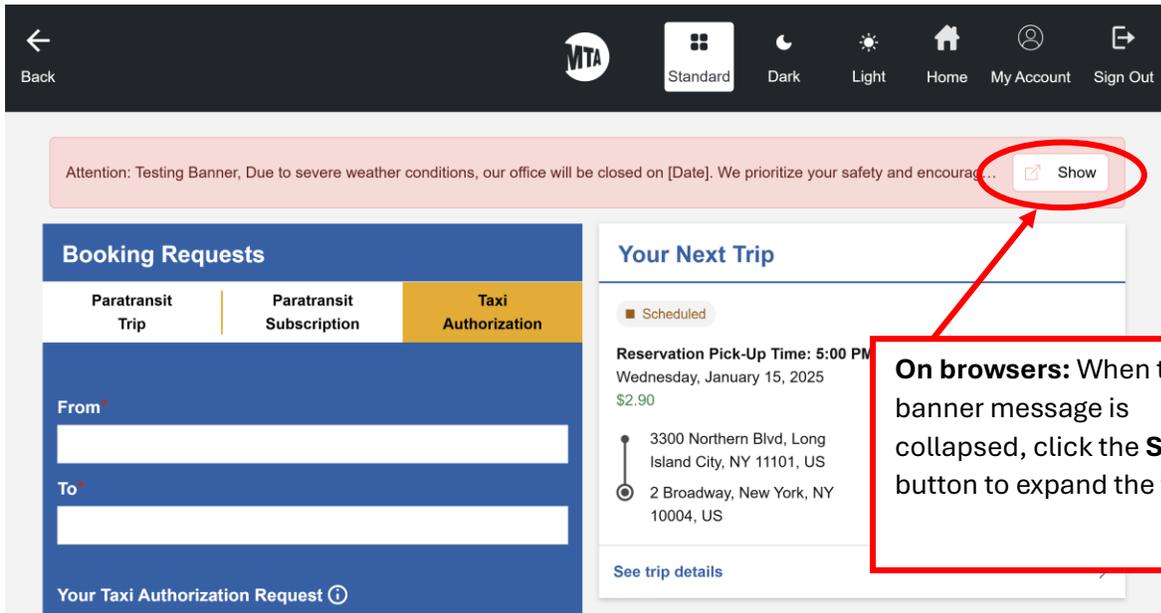
To file a reimbursement request online, see https://contact.mta.info/s/forms/access-a-ride-reimbursement.

MY AAR Features

What are the messages on the banner on the top of the screen?

Paratransit will display pertinent information to customers using the banner on the top of the screen. Customers should read through the messages which will include the last updated date to remain aware of important notifications such as travel conditions, policy updates, and information on new releases. After the message has been read, feel free to click or tap the Hide button to minimize the message.

On browsers: When the banner message is collapsed, click the **Show** button to expand the text.

On the app: When the banner message is expanded, click the **Hide** button to minimize the text.

On the app: When the banner message is collapsed, tap the **Show** button to expand the text.
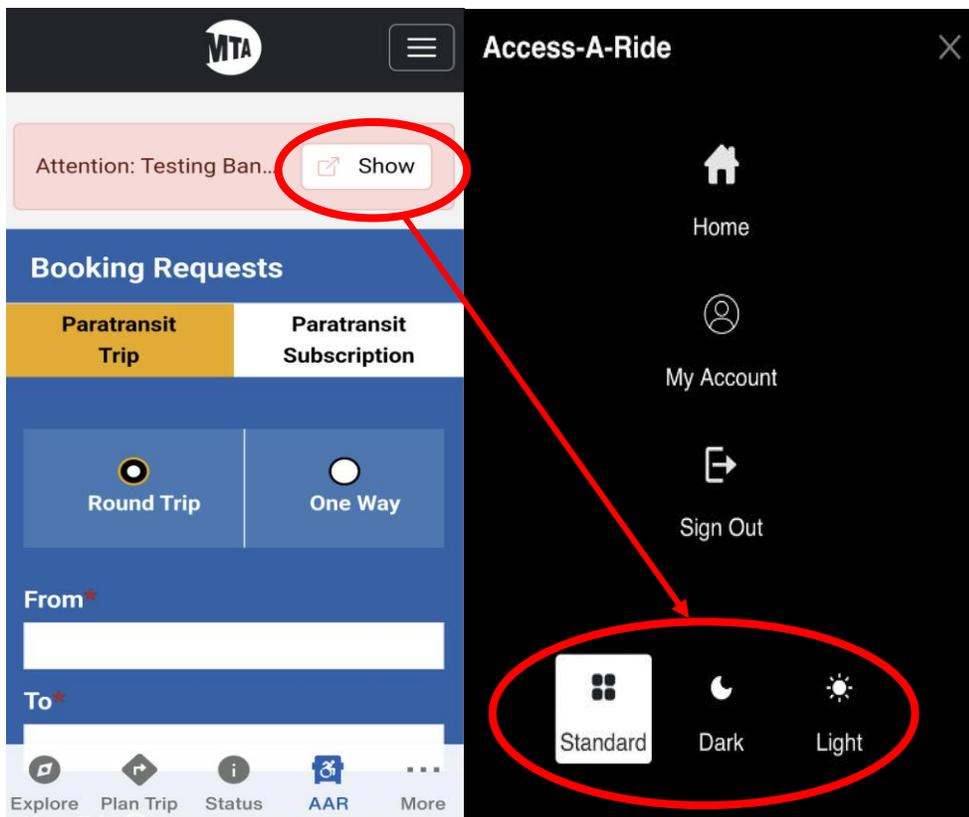
Is MY AAR accessible to someone with a visual disability?

My AAR is compatible with screen readers tools: NVDA, TalkBack, 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.

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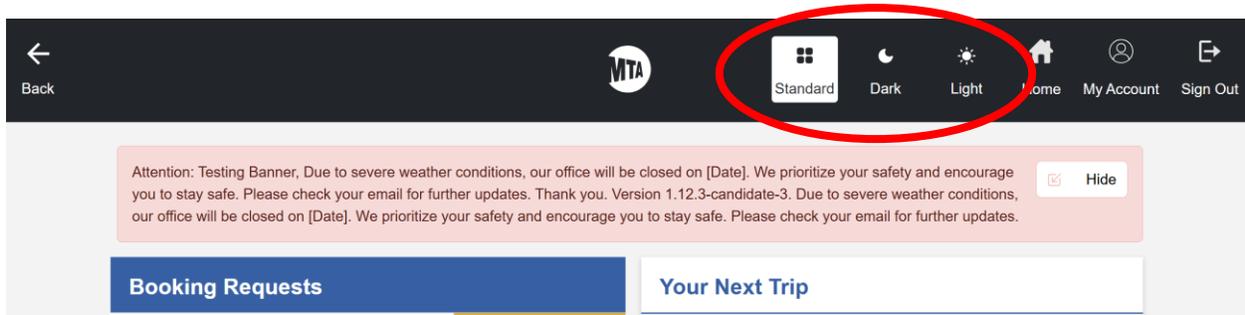
On mobile devices, you can choose your preferred color theme by logging in to MY AAR and selecting a color theme by tapping the hamburger icon at the top right corner of the screen. This icon will open a menu where you can select your color theme.

Standard mode

Dark mode

Light mode

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 MTA 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**

The AAR icon appears at the bottom of the screen if you are logged in
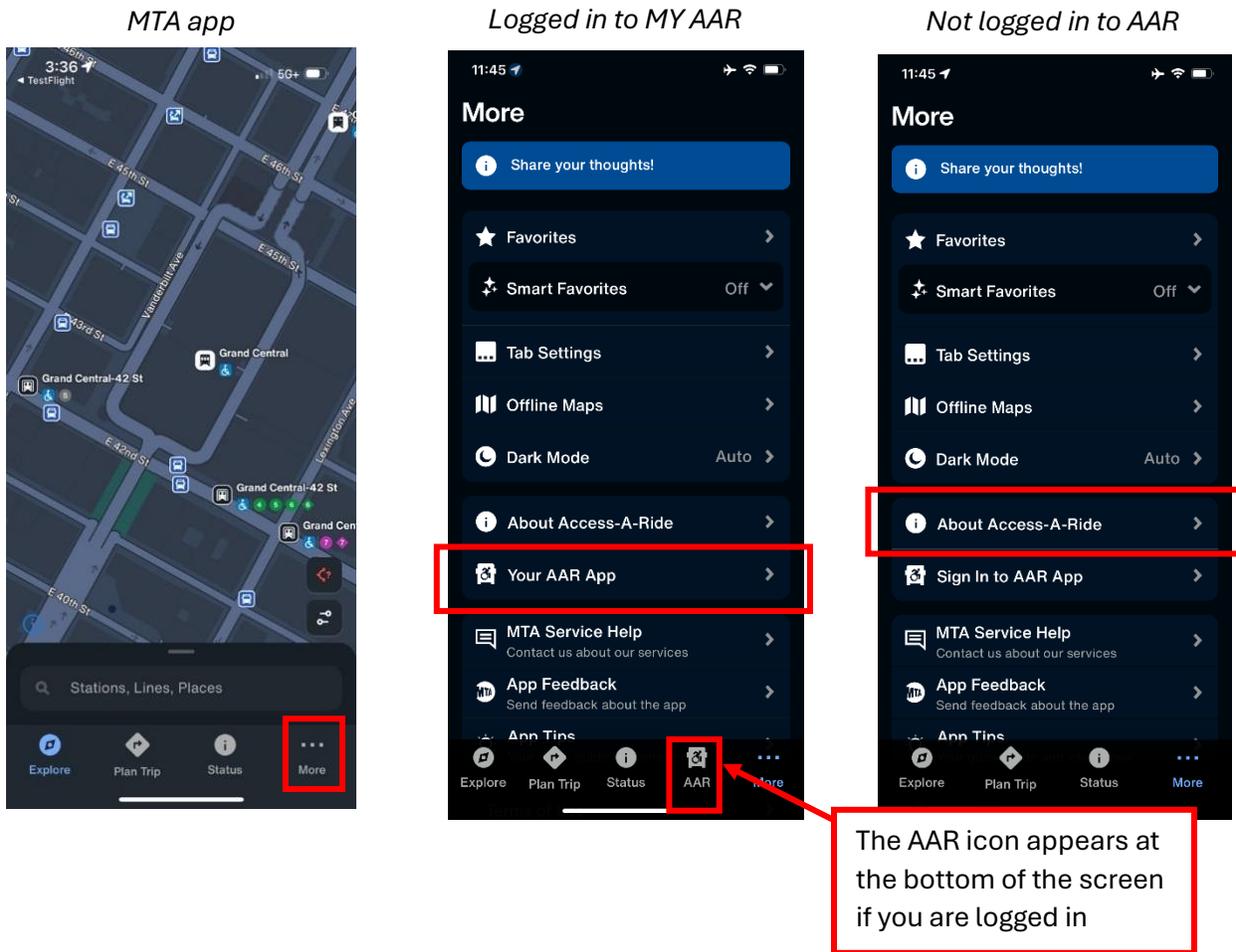
If you select **Sign In to AAR App**, you will be redirected to the **Access-A-Ride Sign In** page.

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)](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.
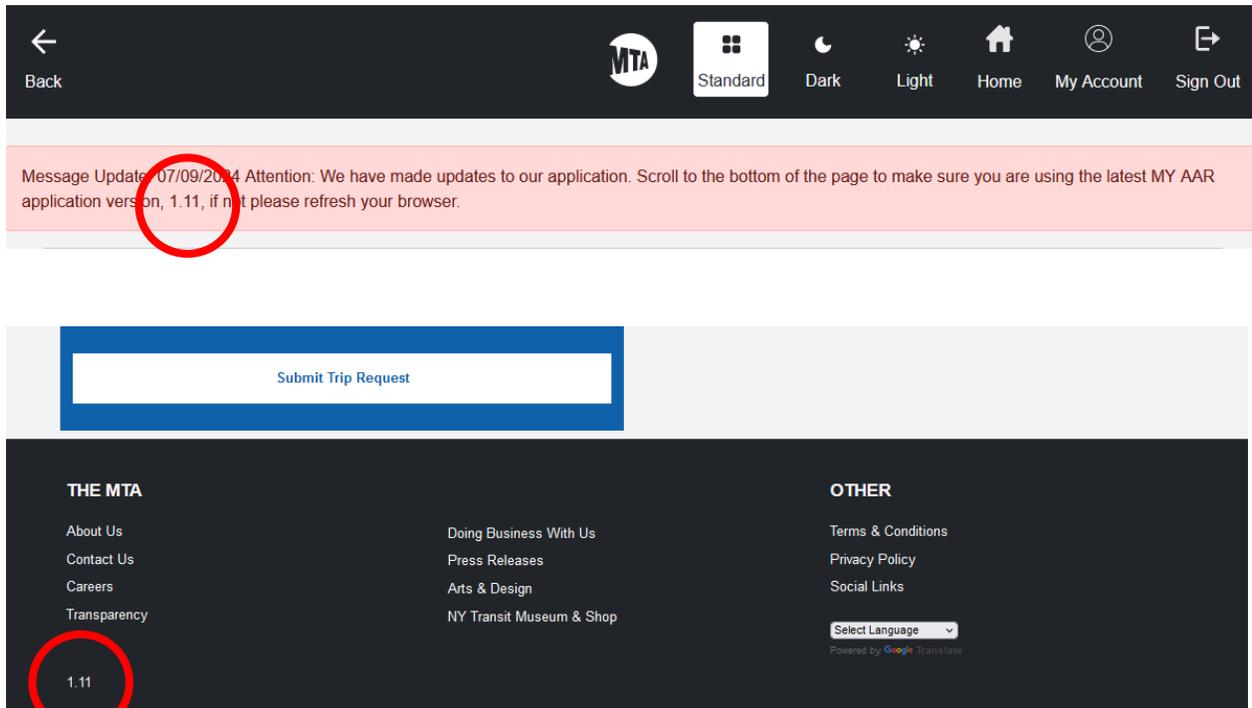
How do I update my version on my mobile device?

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.