



COTA MAINSTREAM

Web Booking — Frequently Asked Questions

Q Why didn't I receive an email when I enrolled?

A The enrollment email will come from trapeze@cota.com; check your spam folder to see if it ended up there. If you still cannot find the email, call Mainstream Reservations at [614-272-3033](tel:614-272-3033) and they will reset your enrollment.

Q How do I change my enrollment email address?

A Log on to Web Booking, click My Profile and edit your email address. Web Booking will send a verification email to the new email address you entered. You must **click the link in the email** to verify your new email address in order to continue using Web Booking.

Q Can I book Mainstream On-Demand trips with Web Booking?

A Not currently. You will need to continue to call the Mainstream On-Demand call center at [614-344-4488](tel:614-344-4488) to book and manage your On-Demand rides.

COTA MAINSTREAM

Web Booking — Frequently Asked Questions continued

Q Am I able to book trips through Web Booking if I have conditional eligibility?

A Conditional eligibility requires an agent to make a determination if a trip request matches the conditions of your eligibility. Call Mainstream Reservations at [614-272-3033](tel:614-272-3033) to book new trips. However, you can use Web Booking to review/cancel trips and track your vehicle before pickup.

Q How do I select my fare payment method when booking a trip?

A By default, Web Booking will select the \$3.50 cash fare. To use a different payment method, call Mainstream Reservations to change your default fare type. *Note: You can pay your fare on the vehicle with any valid pass, ticket or ID, regardless of how the trip was booked.*

Q I filled out my information to book a trip. Why is my trip not listed on the Trips page?

A After you have reviewed the information on the page, click the **NEXT** button. Then click the red **CONFIRM BOOKING BUTTON** to confirm and schedule your booking. Do not close your browser before confirming. If you believe you have completed this step and your trip is not appearing, call Mainstream Reservations at [614-272-3033](tel:614-272-3033) to check the status of your ride.

Q How do I add a PCA or companion when booking my trip?

A Click the **ADD PASSENGER** button after selecting the passenger type and their special equipment. Once completed, the additional passenger will appear below the selection boxes.

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Web Booking — Frequently Asked Questions continued

Q Why isn't the vehicle moving toward my pickup location on the imminent arrival map?

A Mainstream is a shared-ride service, so the vehicle is likely picking up or dropping off another customer. Sometimes the vehicle's GPS tracking may be delayed. If the vehicle has not arrived within your pickup window (30 minutes after your scheduled pick-up time), contact the Dispatch office at [614-272-3007](tel:614-272-3007).

Q How much trip history is displayed in the Trips screen?

A The most recent 50 trips are displayed.

Q Who processes the request when submitting an address change or comment through Web Booking?

A The feedback/address change request is emailed to the Mainstream Reservations department (trips@cota.com). If your request requires follow-up, a Mainstream agent will contact you via email or phone.