

Buff Ride Rider App

A Step-by-Step Guide



A step-by-step guide to using the Buff Rider app, powered by Spare.

Downloading the Buff Ride App

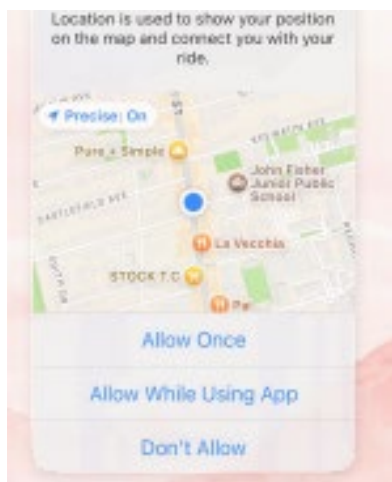
Step 1: Find and install the app by searching “Buff Ride Rider App” in the Apple App Store or Google Play Store.

Step 2: Tap Get or Install to download the app. You may need to enter your Apple ID password.

Step 3: Once installed, open the app from your phone’s home screen.

Step 4: Enable permissions. For the best experience, allow the app to use:

- Location set to “while using the app” to give you accurate pickup and trip details
- Allow Notifications so you get alerts when your ride is on the way.



Login and account setup

Step 1: Log in to an existing account (if you already have an account, tap login and enter your phone number, then tap confirm). If you are a new rider, tap register to create an account, add your name, mobile number and @colorado.edu email address, then tap confirm:



By continuing, you agree to the [Terms of Use](#) and [Privacy Policy](#)

Log In

Register

Step 2: Enter your phone number

Enter your phone number



+1

By continuing, you agree to receive trip and service notifications to this phone number. Data rates may apply.

Continue

Step 3: You'll get a 5-digit code by text. Enter the code to finish logging in:

Verify your phone number

A verification code has been sent to +1303

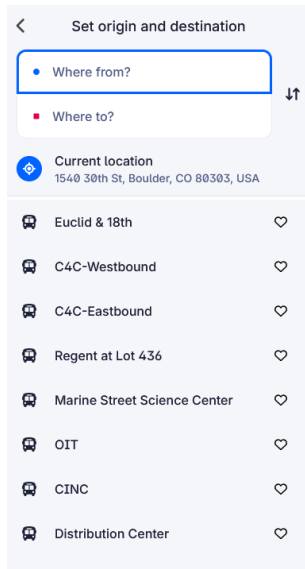
Trouble receiving the code?

Text me the code in 21s

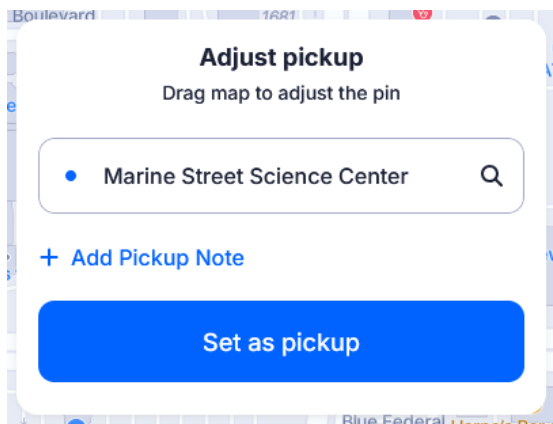
Continue

Booking a ride

Step 1: Start your booking by tapping “where from” and “where to” and select one of the Buff Ride stop locations



Step 2: Confirm pickup point:



Step 3: Customize and book your ride:

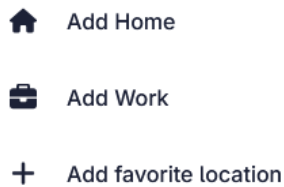
1. Choose NOW to ride ASAP or pick a date/time for later. Buff Ride service is offered Monday through Friday from 9am – 4:30pm.
2. Add the number of riders you have with you.
3. Select any accessibility needs like wheelchair, walker or service animal.
4. Tap Select Buff Ride, confirm the details, then tap “Request Ride”

Tracking, Directions and Notifications

- You'll get walking directions to the nearest Buff Ride stop
- You'll get a notification when your vehicle is almost there, so you know exactly when to head to the stop and what to look for.

Save time with saved places

Step 1: Tap 'Add Favorite Location' on the home screen

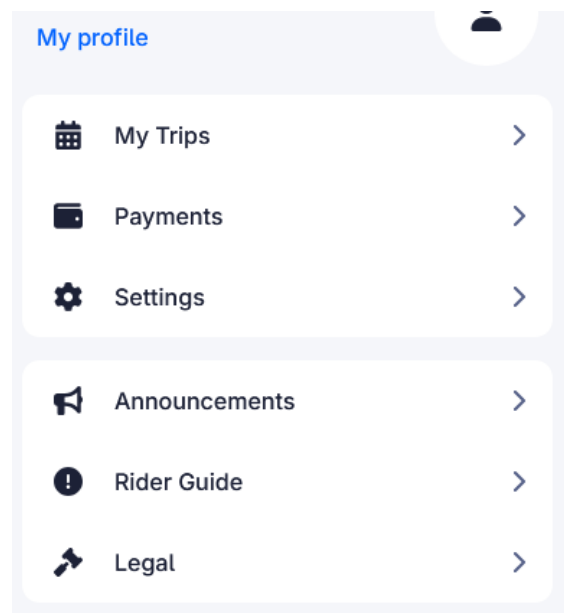


Step 2: Access your favorites anytime by going to your profile: Profile icon > Settings > Favorite locations.

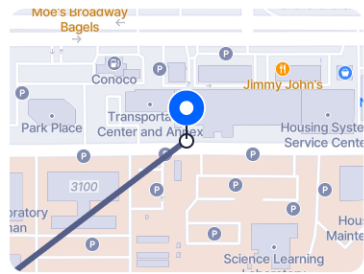
Manage scheduled trips

Step 1: Go to your profile

Step 2: Select "My trips" to view scheduled and past rides



Step 3: Tap on a trip to open the trip details



**Buff Ride**

Marine Street Science Center 10:54 AM

Ride for 6-16 min

C4C-Westbound 11:01 AM

 1 Adult

Book Return

Book Again

Cancelling a ride

Scroll down and tap “Cancel Trip” if plans change.

**Buff Ride**

Marine Street Science Center 3:24 PM

Ride for 4-14 min

CINC 3:29 PM

 1 Adult [Change](#)

Book Return

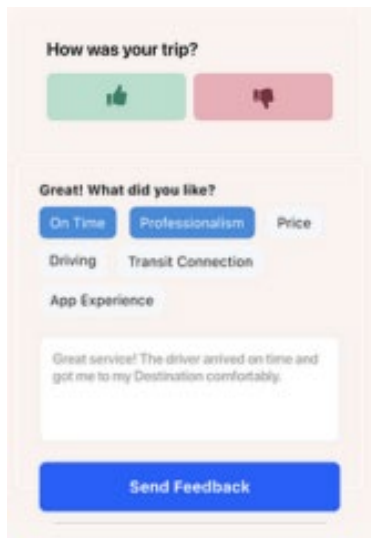
Book Again

Cancel Trip

Rate your experience

After your ride, let us know how we did:

- Give a thumbs up or down.
- Share what went well, or what could be better.
- Your comments will help improve the service for everyone.



The image shows a mobile app feedback screen. At the top, it asks 'How was your trip?' with two buttons: a green 'thumbs up' and a red 'thumbs down'. Below this, it says 'Great! What did you like?' and lists several categories: 'On Time', 'Professionalism', 'Price', 'Driving', 'Transit Connection', and 'App Experience'. Each category has a corresponding button. Under 'App Experience', there is a text input field with the placeholder text 'Great service! The driver arrived on time and got me to my Destination comfortably.' At the bottom, there is a large blue button labeled 'Send Feedback'.