

Step 1: Go to www.adaride.com The homepage should look like this

Screen Readers click here to apply G Select Language ▼



- Home
- Apply
- FAQ
- ADA Ride Team
- Login page
- What's new
- Contact us

Login to ADARide

If you have already registered online, enter your username and password below:

Username:

Password:

[Forgot Login?](#)

STARFIELD TECHNOLOGIES
VERIFIED & SECURED
VERIFY SECURITY



Apply Online

The online process takes 10 to 15 minutes to complete and it has 3 steps:

- 1 Create an account in ADA Ride system
- 2 Complete application form
- 3 Print and/or email healthcare form

Before you start the process check if there is a service provider in your area. Enter zip code to check services in your area:

Healthcare Professionals

If you are healthcare professional, please use this page to login and fill out the Healthcare Professional Verification form.

Application ID: Password:

[Home page](#) | [Team](#) | [Terms of use](#) | [Privacy policy](#) | [About us](#)

Step 2: Type in your zip code and click the blue “go” button

Screen Readers click here to apply Select Language ▼

ADARide.com

- Home
- Apply
- FAQ
- ADA Ride Team
- Login page
- What's new
- Contact us

Login to ADARide

If you have already registered online, enter your username and password below:

Username:

Password:

[Forgot Login?](#)

STARFIELD TECHNOLOGIES
VERIFIED & SECURED
VERIFY SECURITY



Apply Online

The online process takes 10 to 15 minutes to complete and it has 3 steps:

- 1 Create an account in ADA Ride system
- 2 Complete application form
- 3 Print and/or email healthcare form

Before you start the process check if there is a service provider in your area. Enter zip code to check services in your area:

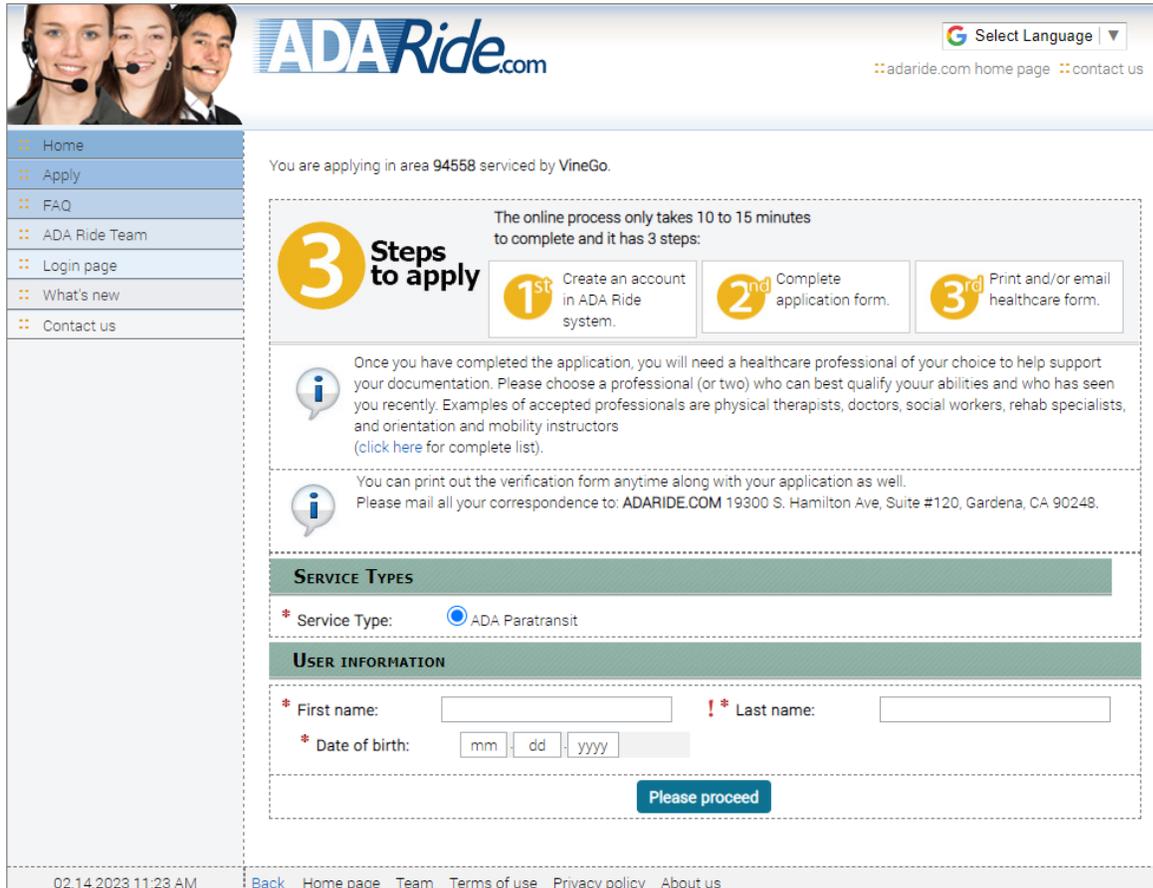
Healthcare Professionals

If you are healthcare professional, please use this page to login and fill out the Healthcare Professional Verification form.

Application ID: Password:

 [Home page](#) | [Team](#) | [Terms of use](#) | [Privacy policy](#) | [About us](#)

Step 3: After typing your zip code, you should see the next webpage where you'll type in your first name, last name, and date of birth. After typing that information in, you will need to click on the blue "please proceed" button on the bottom of the page



The screenshot shows the ADA Ride application interface. At the top left, there is a header with a photo of three customer service representatives and the ADA Ride logo. To the right of the logo is a "Select Language" dropdown menu and links for "adaride.com home page" and "contact us". Below the header is a navigation menu with links for Home, Apply, FAQ, ADA Ride Team, Login page, What's new, and Contact us. The main content area displays the application progress: "You are applying in area 94558 serviced by VineGo." It features a "3 Steps to apply" section with three numbered steps: 1st: Create an account in ADA Ride system; 2nd: Complete application form; 3rd: Print and/or email healthcare form. Below this, there are two informational messages: one about needing a healthcare professional for documentation and another about printing the verification form and mailing correspondence to ADARIDE.COM. The "SERVICE TYPES" section shows "ADA Paratransit" selected. The "USER INFORMATION" section contains fields for "First name", "Last name", and "Date of birth" (with mm, dd, yyyy dropdowns). A blue "Please proceed" button is located at the bottom of the form. The footer includes the date "02.14.2023 11:23 AM" and links for "Back", "Home page", "Team", "Terms of use", "Privacy policy", and "About us".

02.14.2023 11:23 AM

Back Home page Team Terms of use Privacy policy About us

Step 4: You will fill out the information seen in the screenshot below and then click on the blue “create account” button to make your online account. The information denoted with red stars are mandatory to fill out. Note that there is required criteria for the password being created

1st Create account You are applying for VineGo in area 94558.

PERSONAL DATA

* First name: Middle name:

* Last name: RID:

* Date of birth: / / * Sex:

Place of birth: TDD:

* Default language: Do Not Leave Alone: **CONTACT DETAILS**

E-mail address: Confirm e-mail:

Communication choice: Format:

By making this choice you will receive all future notifications in this method.

MAILING ADDRESS

* Street#: * Street: Apt#:

* City: * State:

* Zip code:

* Day phone: () - Evening phone: () -

Mobile phone: () -

USERNAME / PASSWORD

You need to choose a user name and password so that you will be able to log in the system for future use. Please keep your user name and password in a secure location.

* User name:

* New password: * Confirm password:

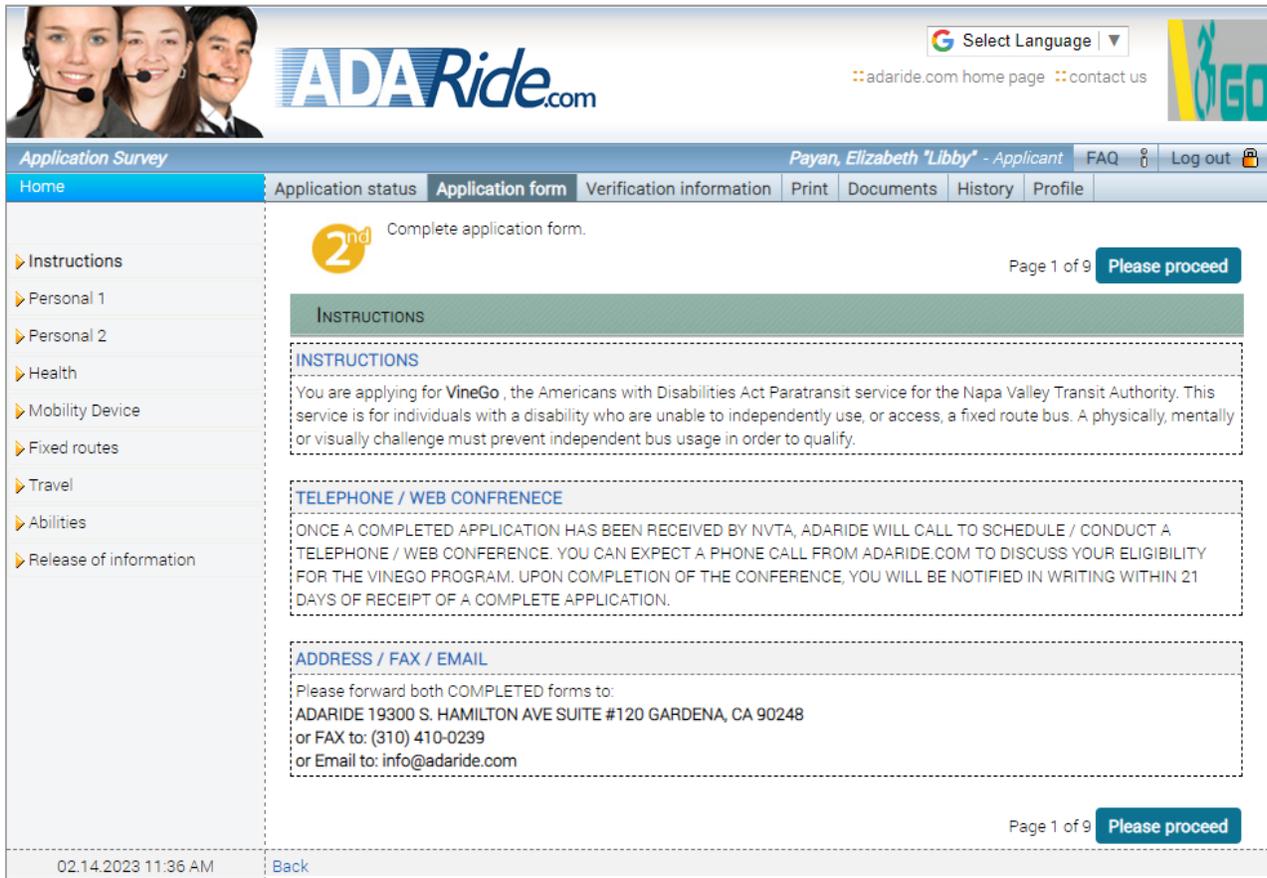
Security question: Security answer:

www.adaride.com says

Please enter valid information:

- The password's first character must be a letter, it must contain at least 4 characters and no more than 20 characters and no characters other than letters, numbers and the underscore may be used.

Step 5: After creating an online account, you will then need to complete the application form by clicking the blue “please proceed” button. Note that the application is a 9-page process



The screenshot shows the ADA Ride application survey interface. At the top, there is a header with the ADA Ride logo, a language selection dropdown, and navigation links for the home page and contact. Below the header, a navigation bar shows the current step: "Application Survey" with sub-tabs for "Home", "Application status", "Application form", "Verification information", "Print", "Documents", "History", and "Profile". The user is identified as "Payan, Elizabeth 'Libby' - Applicant".

The main content area is titled "2nd Complete application form." and includes a "Please proceed" button. The content is organized into sections:

- INSTRUCTIONS**: You are applying for VineGo, the Americans with Disabilities Act Paratransit service for the Napa Valley Transit Authority. This service is for individuals with a disability who are unable to independently use, or access, a fixed route bus. A physically, mentally or visually challenge must prevent independent bus usage in order to qualify.
- TELEPHONE / WEB CONFERENCE**: ONCE A COMPLETED APPLICATION HAS BEEN RECEIVED BY NVTA, ADARIDE WILL CALL TO SCHEDULE / CONDUCT A TELEPHONE / WEB CONFERENCE. YOU CAN EXPECT A PHONE CALL FROM ADARIDE.COM TO DISCUSS YOUR ELIGIBILITY FOR THE VINEGO PROGRAM. UPON COMPLETION OF THE CONFERENCE, YOU WILL BE NOTIFIED IN WRITING WITHIN 21 DAYS OF RECEIPT OF A COMPLETE APPLICATION.
- ADDRESS / FAX / EMAIL**: Please forward both COMPLETED forms to:
ADARIDE 19300 S. HAMILTON AVE SUITE #120 GARDENA, CA 90248
or FAX to: (310) 410-0239
or Email to: info@adaride.com

At the bottom of the page, there is a timestamp "02.14.2023 11:36 AM" and a "Back" link. A second "Please proceed" button is located at the bottom right of the main content area.

Step 6: After answering the questions, you will need to click on the “I agree” box and then click on the blue “submit application form” to submit it to ADA Ride

The screenshot shows the ADA Ride application form interface. At the top, there is a header with the ADA Ride logo, a language selection dropdown, and navigation links for 'adaride.com home page' and 'contact us'. Below the header, a navigation bar indicates the user is 'Payan, Elizabeth "Libby" - Applicant' and provides links for 'FAQ', 'Log out', and 'Home'. The main content area is titled 'Application Survey' and shows the user is on 'Page 9 of 9'. The current step is '2nd Complete application form.' The 'Release of Information' section contains the following text: 'By signing this term I understand: I am giving consent for ADARIDE.COM and VineGo to use and disclose my protected health information for the following purposes and activities: 1) To transfer information to transportation providers and mobility services. 2) Permission to contact your healthcare provider to verify your disability and functional abilities for purposes of paratransit eligibility. 3) The information provided is true and correct to the best of my knowledge. 4) If I choose to participate in VineGo Travel Training Program, I give consent to be contacted. I understand that this does not effect my eligibility status forVineGo Paratransit in any way. ADARIDE and VineGo appreciate your cooperation in this process and assure you that your protected health information will be managed through strict HIPAA (Health insurance Portability and Accountability Act) compliant policies and procedures. I hereby certify that the information provided during the eligibility process is true and correct to the best of my knowledge. I understand that misrepresentation in this process or presented during my assessment may result in denial of privileges to use paratransit services.' Below this text is a checkbox labeled 'I Agree.' which is circled in red. Underneath the checkbox is a text area for 'Do you have any notes or restrictions on your release?'. At the bottom of the form, there is a blue button labeled 'Submit Application form' which is also circled in red, and another blue button labeled 'View unanswered questions'. The footer of the page shows the date and time '02.14.2023 11:36 AM' and a 'Back' link.

Step 7: After submitting the application form, you will reach the 3rd step in the online ADA Ride application process, which is having their healthcare professional submit a verification form. Note that NVTa currently does not require this so you are not obligated to do so. If you choose to do so, you can either print the form and mail it to your healthcare professional or have them fill it in online with the specific login ID and password that is displayed (Note that the login and password showing on the screenshot below is auto-generated so yours will look different).

The screenshot shows the ADA Ride website interface. At the top, there is a header with the ADA Ride logo, a language selection dropdown, and navigation links for 'adaride.com home page' and 'contact us'. Below the header is a navigation bar with 'Application details' and the user's name 'Payan, Elizabeth "Libby" - Applicant'. A sidebar on the left contains a menu with options: Home, My applications, Apply, Documents, and My profile. The main content area is titled '3rd Print verification form or send information to your healthcare professional.' It contains a message: 'Thank you for applying with ADARIDE, you have successfully submitted your application. The next step is to get a professional verification form completed and submitted to ADARIDE. This form should not require an appointment and can be completed in approximately 10 minutes. You can either:'. Below this are two numbered instructions. Instruction 1: '1. Print verification form and have your professional fax or mail it to:' followed by the address: 'ADARIDE.COM, 19300 S. HAMILTON AVE, SUITE #120, GARDENA, CA 90248, FAX # (310) 410-0239'. Instruction 2: '2. Have the professional of your choice complete the form online and use the login ID# and password at:' followed by a table of login credentials. At the bottom of the main content area, there is a button with a printer icon and the text 'Print verification form'. The footer of the page shows the date '02.21.2023 09:26 AM' and a 'Back' link.

ADA Ride.com

Select Language

adaride.com home page contact us

GO

Application details Payan, Elizabeth "Libby" - Applicant FAQ Log out

Home Application status Application form Verification information Print Documents History Profile

My applications

Apply

Documents

My profile

3rd Print verification form or send information to your healthcare professional.

Thank you for applying with ADARIDE, you have successfully submitted your application. The next step is to get a professional verification form completed and submitted to ADARIDE. This form should not require an appointment and can be completed in approximately 10 minutes. You can either:

1. Print verification form and have your professional fax or mail it to:

ADARIDE.COM
19300 S. HAMILTON AVE, SUITE #120
GARDENA, CA 90248
FAX # (310) 410-0239

-OR-

2. Have the professional of your choice complete the form online and use the login ID# and password at:

Login (application id):	1022-7230-0022
Password:	289ZNSWVJ9

Once your application and verification are completed, ADARIDE will notify you of your results, in writing, within 21 days. If you do not complete both the application and verification forms, your file will be made "incomplete" and you will not be allowed to use the paratransit service.

You can also check your application status online by logging into our secure website ADARIDE.COM with your username and password. Thanks again for applying with ADARIDE.COM

Print verification form

02.21.2023 09:26 AM Back

Step 8: ADA Ride will call you to schedule a telephone interview



Finally, please note that the website is fully ADA compliant. When you click on



this symbol you can access the website in multiple languages and other accommodations as listed below:

A screenshot of a mobile application's 'Accessibility Adjustments' menu. The menu is displayed on a blue background with white text and icons. At the top right, there is a language selector set to 'ENGLISH'. Below the title, there are three buttons: 'Reset Settings', 'Statement', and 'Hide Interface'. A search bar contains the text 'Unclear content? Search in dictionary...'. The main section is titled 'Choose the right accessibility profile for you' and lists seven profiles, each with a toggle switch and a descriptive icon. The profiles are: Seizure Safe Profile (lightning bolt icon), Vision Impaired Profile (eye icon), ADHD Friendly Profile (document icon), Cognitive Disability Profile (target icon), Keyboard Navigation (Motor) (arrow icon), and Blind Users (Screen Reader) (speaker icon). The 'Blind Users (Screen Reader)' profile is currently selected, indicated by a checkmark icon above its name.

Accessibility Adjustments

Reset Settings Statement Hide Interface

Unclear content? Search in dictionary...

Choose the right accessibility profile for you

- OFF ON Seizure Safe Profile
Clear flashes & reduces color
- OFF ON Vision Impaired Profile
Enhances website's visuals
- OFF ON ADHD Friendly Profile
More focus & fewer distractions
- OFF ON Cognitive Disability Profile
Assists with reading & focusing
- OFF ON Keyboard Navigation (Motor)
Use website with the keyboard
- ON Blind Users (Screen Reader)
Optimize website for screen-readers