

This tip sheet is for approved MARTA Mobility passengers who want to use the MARTA Mobility app or web portal to book and manage their MARTA Mobility trips. This tip sheet explains how to get your information updated with MARTA, how to download the app or access the web portal, and how to reset your password to gain access to your account.

1. Contact MARTA to Confirm or Update Your Email Address

If you are not sure which email address is connected to your MARTA Mobility account, or if your email address has changed, contact MARTA before trying to reset your password.

- Contact MARTA at 404-848-4212 to speak to a representative who can help reset your password.
- Tell MARTA that you need to confirm or update the email address on your MARTA Mobility account.
- Be ready to confirm your name, phone number, and email address with the MARTA representative.

2. Download the MARTA Mobility App or Access the Web Portal

To download the app:

1. Open the App Store on an iPhone or the Google Play Store on an Android phone.
2. Search for “MARTA Mobility.”
3. Look for the app named MARTA Mobility by RideCo Inc.
4. Tap Get, Install, or Download.

To access the web portal:

1. Go to book.martamobility.rideco.com



3. Reset Your Password in the App

1. Open the MARTA Mobility app.
2. On the sign-in screen, tap “Forgot Your Password.”
3. Enter the email address connected to your MARTA Mobility account.
4. Check your email inbox for a password reset message.
5. Follow the instructions in the email to create a new password.
6. Return to the MARTA Mobility app and sign in with your email address and new password.

Helpful Tips

- If you do not see the password reset email, check your spam or junk folder.
- Make sure you entered the same email address that MARTA has on file.

Once your email address is confirmed and your password is reset, you will be able to sign in and begin using the MARTA Mobility app to book and manage your mobility trips.

To book your ride, follow the instructions in this tip sheet > <https://support.rideco.com/hc/en-us/articles/360057095792-How-to-Book-a-Ride>

The screenshot displays the MARTA Mobility sign-in interface. At the top, the logo features 'marta' in lowercase with a colorful bar above it, and 'Mobility' in a large font with a wheelchair icon inside the 'o'. Below the logo, it says 'POWERED BY RIDE CO'. The sign-in form includes an 'Email*' field, a 'Password*' field with an eye icon for visibility, a checked 'Keep me signed in' checkbox with an information icon, a black 'Sign In' button, an 'OR' separator, a 'MARTA Employee SSO' button with a small logo, and a blue 'Forgot your password?' link.