

BOOKING

How do I book a ride?

Rides can be booked by downloading the free MARTA Mobility app, available on [Apple App Store](#) and [Google Play Store](#). Rides can also be booked online on the [new web portal](#) or through the MARTA Mobility Call Center at 404-848-4212.

What are the step-by-step instructions for how to book rides online/in the app?

STEP 1

Download app: [Apple App Store](#) and [Google Play Store](#)

If a passenger already has an account, click on “Sign In” and then “Forget Password”. Follow the prompt to reset password and then sign in accordingly. Note that you must have an email account on file to access your Mobility record. If you are unsure or if you need to update your record, contact Mobility Eligibility at 404-848-5389.

STEP 2

Select “Origin” and “Destination” by typing it in or selecting it on the map. Also select the number of passengers traveling, the seat type needed, time and date of when the service is needed.

STEP 3

View the negotiated trip options and select the one that works best.

STEP 4

Be ready for your trip prior to the start of the trip window.

SIGNING IN

How do I sign in?

If you already have an account or one was created for you, you can sign in by clicking on “sign in”, then “forgot your password?”, and follow the prompt to reset your password.

RIDING

How long will the driver wait?

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to your co-riders, the driver will only wait for up to 5 minutes. In order to stay on schedule, the vehicle will depart if you do not show up within the 5-minute waiting period.

Will the Driver make stops along the way?

The driver may pick up and drop off other passengers along the way. Drivers are not authorized to make unscheduled stops. You would be required to book a separate ride to travel to two different locations.

Can I track my ride history and receipts?

You can view all your trip details under “My Journeys” in the app, where both upcoming and past trips are stored. Additionally, after each completed trip, a receipt is automatically emailed to the address used for booking.

How should I prepare for my pickup?

To ensure the best service for all passengers, please be ready to board at your pick-up location the start of your 30-minute pickup window. You’ll receive a notification when your vehicle arrives if you booked through the app. If you’re not present when the vehicle arrives, the driver can only wait briefly before needing to proceed with their route to maintain service for other passengers. Repeated missed pickups will affect your ability to use the service.

After I book my trip, when will I know my vehicle is on the way?

After your trip is finalized in the app, you will be notified by SMS Text when the driver is on the way and again when the driver arrives. You may also track your rides within the app.

MULTIFACTOR AUTHENTICATION (MFA)

What is MFA?

MFA stands for multifactor authentication and it is a security process that requires users to provide more than one form of verification to access their account.

How does MFA work?

When logging into the booking app, you will be prompted to enable two-factor authentication. Using the drop-down menu, you can select to use an authenticator app, email address, or SMS texting to obtain a verification code.

Option 1: Authenticator App

1. Select Authenticator App for the drop-down menu

2. Using a separate authenticator app on your phone, scan the QR code. The authenticator app will display a one-time code.
3. Enter that code into the Enter the one-time code field and tap Enable.

Option 2: Email

1. Select Email from the drop-down menu
2. Enter your email address and tap Send a one-time code. A one-time code will be sent to your email address.
3. Enter the code in the Enter the one-time code field and tap Enable

Option 3: SMS

1. Select SMS from the drop-down menu
2. Enter your cell phone number and tap Send a one-time code. A one-time code will be sent via text to your phone.
3. Enter the code in the Enter the one-time code field and tap Enable

Once enabled, the app will provide recovery codes. Copy and paste these into a secure place. These codes can be used to log-in or disable two-factor authentication in the event the device is lost or stolen.

After recording the recovery codes, tap Done.

The booking site will then open as normal.