# Pace TripCheck Enrollment

This document will provide a step-by-step description of the Pace TripCheck enrollment process. Tripcheck is Pace's online web portal providing Paratransit riders with a view of their scheduled trips and the ability to cancel trips (provided cancellation is done outside of 2 hours before the scheduled trip pick-up time).

This TripCheck Self-Enrollment process will require a computer, access to the internet and an email address.

Step 1: Using your web browser, go to the TripCheck page on the Pacebus.com web page. This can be found at this web address: **https://www.pacebus.com/tripcheck** . The view of this web page is shown below. Click on "Retrieve TripCheck ID" as shown in the view below.
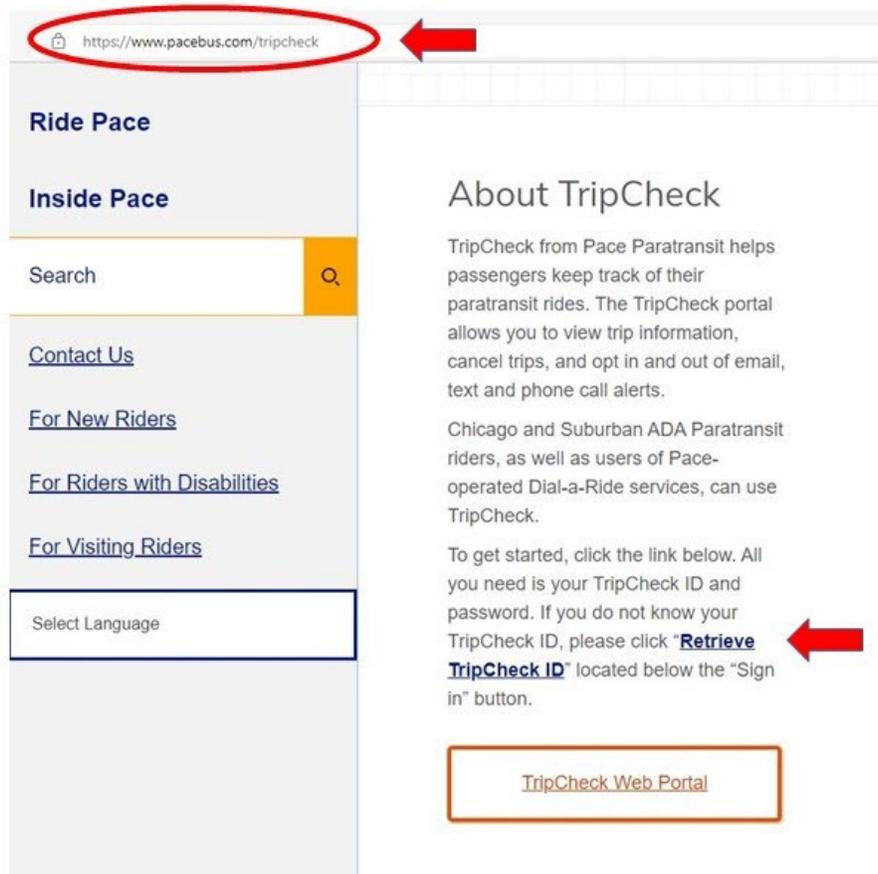

Upon clicking on that link, you will be brought to a login page shown below. You can also access this TripCheck Main Login page directly at **https://tripcheck.pacebus.com/**

Step 2: **On this Login page, click on the link "Retrieve Your TripCheck ID" as shown next to the red arrow in this view.**

Clicking on this link will bring you to a "Retrieve TripCheck ID" page (see this sample view) where you will be required to enter some information about yourself such as Date of Birth, Last Name, Your Address Number (no street names), five (5) digit Zip Code and the Last four (4) digits of the phone number on file.
See the red arrows in the view below for those entries. Not all data entries are necessary for validation.
Then click on "SUBMIT".
By providing correct responses to a few of these entries, you will be verified against our system data.

Step 3: Upon clicking on "SUBMIT", and if your entries match our system data, you will get a screen that indicates a Successful Match. A sample screen is shown below, and you will get a phone call informing you of your TripCheck ID.   Click on the "OKAY"
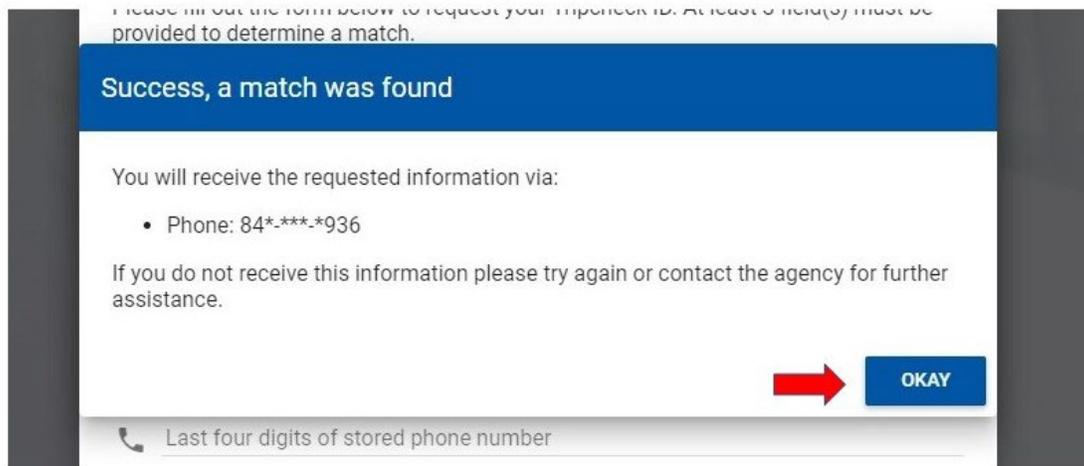

Note that this screen informs you that you will receive your TripCheck ID via a phone call to the phone number on file in our scheduling system. If you have an email address on file as well, you will get both a phone call and an email with your TripCheck ID. Be prepared for this phone call and to write down the TripCheck ID that is provided to you on this phone call.

This TripCheck ID is your unique login for the TripCheck account.

Keep this number available – you will need it as part of your login credentials every time you access the TripCheck web portal.

Step 4: Now that you have retrieved your unique TripCheck ID, we can continue with the Enrollment. You will be returned to the Main Login page, https://tripcheck.pacebus.com/ . Click on "Enrollment" as shown in this view.
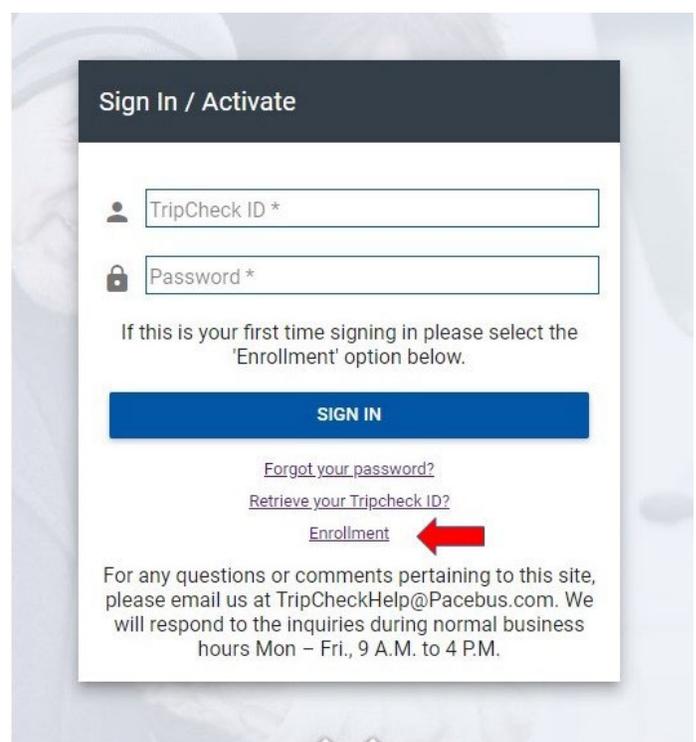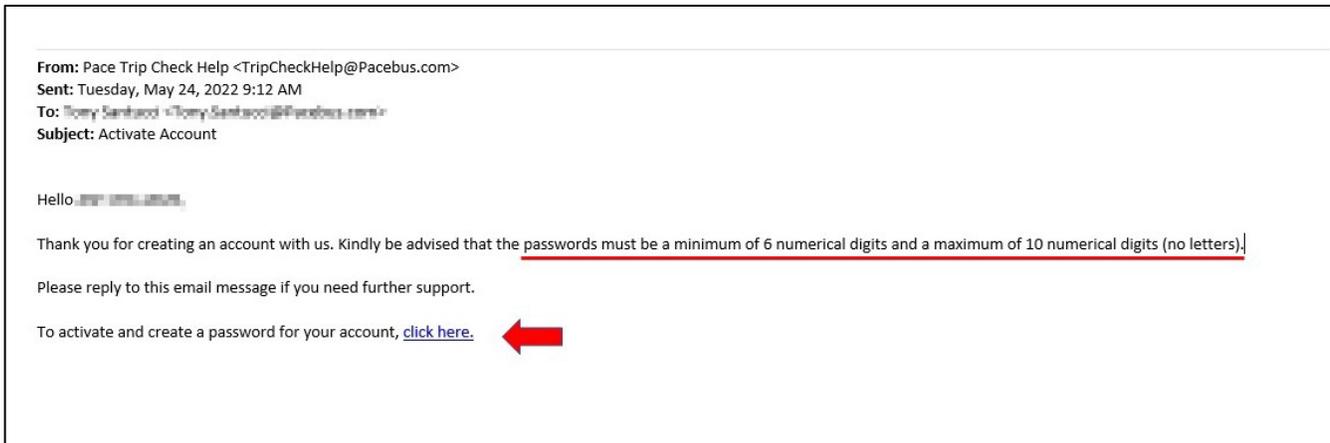
Clicking on "Enrollment" will open an Enrollment screen, as shown in this view, where you will be required to enter your TripCheck ID (just retrieved in earlier steps), a valid email address and your Date-of-Birth. Click "ENROLL"

Step 5: Upon clicking on "ENROLL", you will get verification that the Enrollment was successful as shown in this view (bottom left of the screen).

Step 6: Email verification. Within a couple minutes, you will also get an email to the email address you entered in the previous Enrollment step. You must click on the link in that email where it says, "click here". A sample view of the email is provided below.

From: Pace Trip Check Help <TripCheckHelp@Pacebus.com>
Sent: Tuesday, May 24, 2022 9:12 AM
To: Tony Santucci <Tony.Santucci@Pacebus.com>
Subject: Activate Account

Hello ███ ██████,

Thank you for creating an account with us. Kindly be advised that the passwords must be a minimum of 6 numerical digits and a maximum of 10 numerical digits (no letters).

Please reply to this email message if you need further support.

To activate and create a password for your account, click here.

Step 7: Upon clicking on the "click here" link in the email, you will get moved to web page entitled "Activate Account". A sample view is shown here.
Here you will create your password for your TripCheck login.

Note: A password can only have numerical digits – no letters or symbols. **The password must have a minimum of six (6) numerical digits and a maximum of (10) numerical digits.**

Enter that new password here and confirm it by entering it again. Click on "CREATE PASSWORD"

Activate Account

To activate your account, enter your new password and retype it in the next field to confirm.

New Password *
••••••

Confirm Your Password *
••••••

CREATE PASSWORD

You will then see a screen that indicated that your password was successfully created as shown next to the red arrow in the sample view shown here (bottom left of the screen).

Please remember your TripCheck ID and your Password.
They are your login credentials to access the TripCheck web portal and the TripCheck phone-in system.
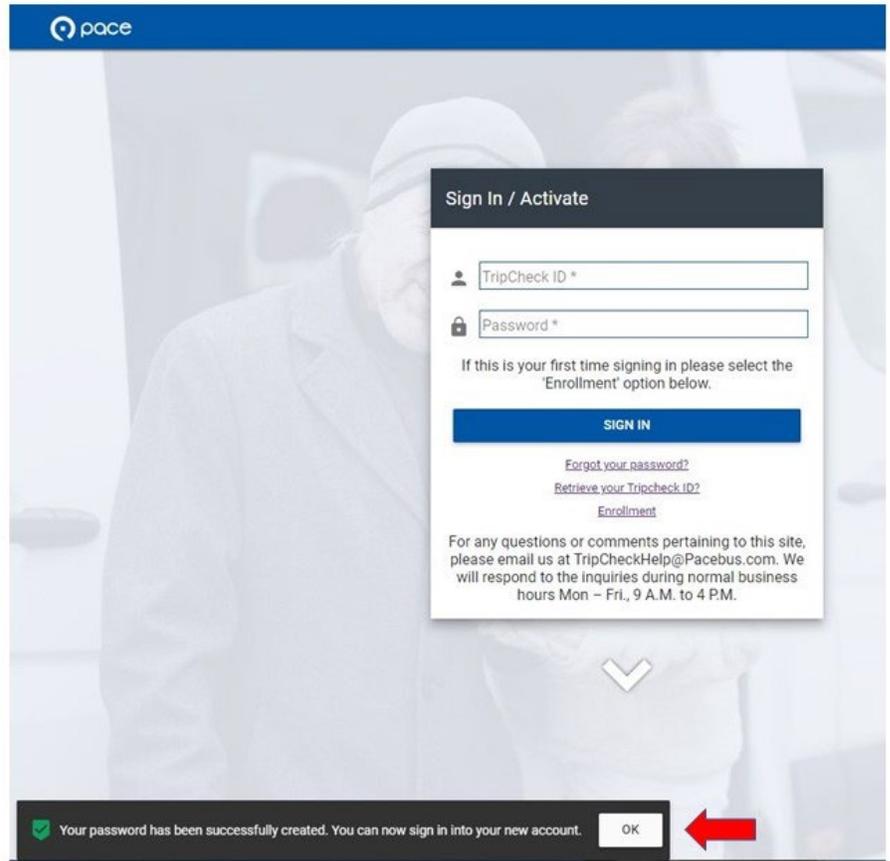
Step 8: Log in using your new credentials. Now that you have retrieved your unique TripCheck ID and have created your password, you can access TripCheck

You will be returned to the Main Login page, https://tripcheck.pacebus.com/ . Enter your TripCheck ID and Password and click on "SIGN IN". See this sample view.
This will provide you access to your Paratransit trip information in the Pace TripCheck web portal.