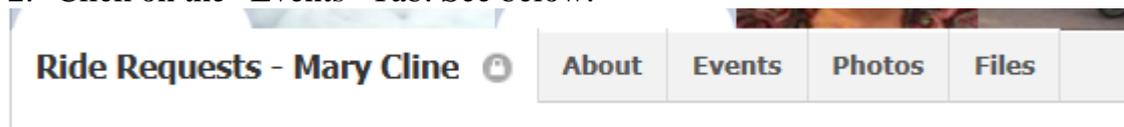
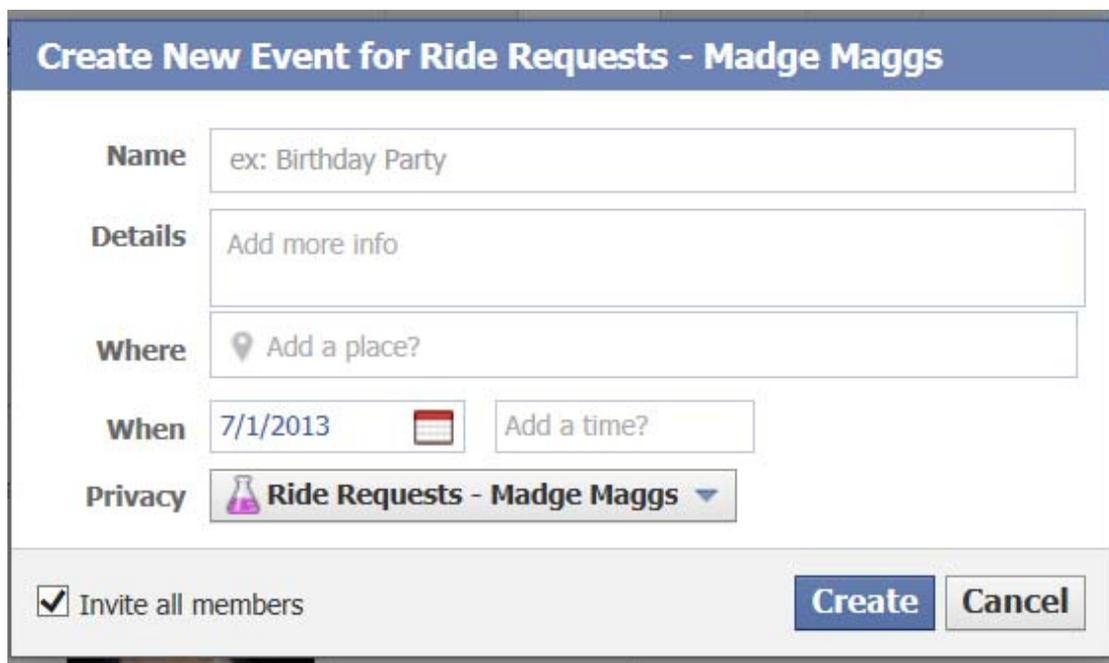


## How to Make Ride Requests

1. After login (to Facebook) go to your Ride Request Group;
2. Click on the “Events” Tab. See below:



3. Click on “Create Event”, which brings up the following dialogue box:

A screenshot of a Facebook "Create New Event" dialog box for the group "Ride Requests - Madge Maggs". The form includes fields for:

- Name:** ex: Birthday Party
- Details:** Add more info
- Where:** Add a place?
- When:** 7/1/2013 (with a calendar icon) and Add a time?
- Privacy:** Ride Requests - Madge Maggs (with a dropdown arrow)

At the bottom, there is a checked checkbox for "Invite all members" and two buttons: "Create" and "Cancel".

4. Give your Ride a Name e.g. Mary’s Day Out;
5. Type in as much detail as you can under “Details”. Make sure to include the destination in here;
6. In ‘Where’, you type the pickup address;
7. Under “When” click on the calendar to select the day you want to travel and then type in a pickup time. Ignore “end time”, if this option appears.
8. Make sure that “invite all members” is ticked;
9. Click “Create” and your outbound ride has been requested;
10. You repeat the process for your homeward journey making sure to nominate a different pickup address under ‘Where’ and a different pickup time.



## Tips for Managing Ride Requests

The following points may be useful for HillsCarPal Clients to note when they are making a Ride Request or are taking a HillsCarPal Ride:

1. Book both Rides (Outbound and Return) in the same sitting;
2. Check at least a day before you are scheduled to Ride to see if both Rides have a driver;
3. If only one Ride has a driver, decide how you will proceed and, if necessary, contact the driver at least 2 hours before the scheduled pickup to cancel your Ride;
4. When a new driver is added to the HillsCarPal driver panel, don't forget to add them to your Ride Request Group and also to your HillsCarPal List;
5. Check that your watch has correct time on Ride Day;
6. **Be ready 5 minutes BEFORE time for your pickup**
7. **Always carry (and switch on) your mobile phone** on Ride Day;
8. Call the driver if he/she doesn't appear by 10 minutes after the scheduled pickup time;
9. If left stranded by a driver who doesn't show to provide a Return Ride, call the HCA Office on 02 9639 8620, John (0418 229 616) or Heather (0403 313 151)