

Self-Service Portal

To access the self-service portal you will first need to contact the CATS office to provide an email address. Once that is provided you will receive an email to set up your password.

Continue on to this link to log in.

<https://clovis.ecolane.com/selfservice/login>

Login using the username provided by CATS and the password you created.

Ecolane Fri Mar 22

Please log in

Username: (required) your Self-Service system user name

Password: (required) your password

[forgot password?](#)

First time here? Watch the video tutorial about how to use our Self Service Web Booking feature.

Ecolane | HOW-TO SERIES

SELF SERVICE WEB BOOKING

03:34

After logging in you see all the trips scheduled for today. Clicking on the trip number will allow you to view the details of that trip.

Ecolane Fri Mar 22 2019, 11:46 AM | Logged in as pbarone (Pepsi R Barone) | Logout

Welcome to Self-Service

You have 5 trips scheduled for today.

Trip #	Status	Pickup	When	Dropoff	Actual pickup	Vehicle	From	To
3383	ordered	12:33 PM	in about 1 hour	1:00 PM	12:24 PM (estimate)	42	CATS, 401 E 7th St, Clovis	PRMC MOB, 2200 W 21st St, Clovis
3389	canceled	12:33 PM	-	1:00 PM	-	-	CATS, 401 E 7th St, Clovis	PRMC MOB, 2200 W 21st St, Clovis
3403	ordered	1:33 PM	in about 2 hours	2:00 PM	1:22 PM (estimate)	38	CATS, 401 E 7th St, Clovis	PRMC MOB, 2200 W 21st St, Clovis
3384	ordered	2:23 PM	in about 3 hours	3:00 PM	2:04 PM (estimate)	29	CATS, 401 E 7th St, Clovis	PRMC MOB, 2200 W 21st St, Clovis
3404	canceled	3:40 PM	-	-	-	-	PRMC MOB, 2200 W 21st St, Clovis	CATS, 401 E 7th St, Clovis

- Book a new trip
- Future trips
- Past trips
- Account details
- Exit

Details for trip 3389 (Fri Mar 22 2019, 12:33 PM)

Trip #: 3389
Ordered at: Thu Mar 21 2019, 6:31 PM
Status: canceled
Canceled by: Self-Service from website
Canceled at: Thu Mar 21 2019, 6:33 PM

From: CATS, 401 E 7th St, Clovis, NM 88101
To: PRMC | MOB, 2200 W 21st St, Clovis, Curry NM 88101

Requested dropoff: Fri Mar 22 2019, 1:00 PM
Negotiated pickup: Fri Mar 22 2019, 12:33 PM (-)

Vehicle: none allocated yet

Funding: Gen Pub
Sponsor: Punch Card
Trip purpose: Medical
Assistant: yes
Companions: 0
Children: 0
Other passengers: 0

Fare: \$0.00
Payment type: Cash
Add. passenger fare: \$0.00
Add. passenger payment type: -

If you want to use a different payment type, inform the driver when boarding the vehicle.

Your current balance: \$5.00

Scrolling down to the bottom of the page and selecting "To main page" will take you back to the trips scheduled for today.

Book a new trip

To book a new trip, from the Welcome page select the “Book a new trip” link.

If you know the name of the location, type it in the location bar. The webpage will autofill to common, known locations.

From

Street number:

Street or location: (required) street or location name

City:

Note: Notes to driver for pickup

To

If you don't know if the location is known, but you know the street address, you can type that into the webpage and it will locate it for the driver. There is also a space for you to provide a note for the driver if you wish to leave one.

To

Street number:

Street or location: (required) street or location name

City:

Note: Notes to driver for dropoff

The next step is to provide sponsor, purpose, and if any additional passengers will be riding.

If you will be paying with cash, you will leave the sponsor space as “none selected”. If you will be paying with punch card you will highlight “Punch Card”.

Funding: Gen Pub (required)
Sponsor: Punch Card
Trip purpose: (none selected) (required)
 Assistant: also be traveling
Companions: 0 number of companions
Children: 0 number of children
Other passengers: 0 number of other passengers

Next provide a trip purpose from the drop-down menu.

To

(none selected)

Street number: Dialysis
Street or location: Medical (required) street or location name
City: Personal
Note: School Notes to driver for dropoff
Funding: Shopping (required)
Sponsor: Work
Trip purpose: (none selected) (required)
 Assistant: personal assistant will also be traveling
Companions: 0 number of companions
Children: 0 number of children
Other passengers: 0 number of other passengers

Pickup or dropoff date (required)

If you will be traveling with a personal care assistant, please select the checkbox to denote they will be accompanying you for this trip. If you will be traveling with anyone besides a personal care assistant, please select the number of riders from the drop-down menu so that seats can be reserved.

Funding: (required)
Sponsor:
Trip purpose: (required)
 personal assistant will also be traveling
Assistant:
Companions: number of companions
Children: number of children
Other passengers: number of other passengers

Next, select a date for this trip using the drop-down calendar provided and choose a time. Note that this example is a dropoff time. This means that I have to be there by 12:30pm for my appointment.

Pickup or dropoff date

(required)

◀ **May 2019** ▶

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time

: (required)

Pickup time
 Dropoff time

After all is complete, select

At the top of the next page you will see a confirmation in green if the trip was accepted along with the details for this trip.

Details for trip 27271 (Tue May 28 2019, 4:00 PM)

Trip #:	27271
Ordered at:	Tue May 28 2019, 12:49 PM
Status:	• ordered
From:	CATS, 401 E 7th St, Clovis, NM 88101
To:	PRMC MOB, 2200 W 21st St, Clovis, Curry NM 88101
Requested dropoff:	Tue May 28 2019, 4:30 PM
Negotiated pickup:	Tue May 28 2019, 4:00 PM (in about 3 hours)
Current pickup estimate:	3:45 PM (in about 3 hours)
Vehicle:	39
Funding:	Gen Pub
Sponsor:	Punch Card
Trip purpose:	Medical
Assistant:	yes
Companions:	0
Children:	0
Other passengers:	0
Fare:	\$0.00
Payment type:	Cash
Add. passenger fare:	\$0.00
Add. passenger payment type:	-

At the bottom of this page you will see four options.



“To main page” will take you back to see the trips for today.

“Copy this trip” will allow you to book a similar trip for a different day or time.

“Order return trip” is to set up a return. Destination could be changed if needed.

“Cancel this trip” will cancel the trip that was just generated.

On the main page there are also options to view future trips, past trips, your account details, or exit the webpage when completed.

- **Future trips**
- **Past trips**
- **Account details**
- **Exit**