FOR THE GROUP LEADER TRAVELLING WITH THE GROUP

Travelling with your group

What to do before travel day, what turns up, and who to call when something changes en route.

ALL FOUR PORTALS LIVE AT IPRONTO.COM

District /smccd
College of San Mateo /smccd-campus/college-of-san-mateo
Cañada College /smccd-campus/canada-college
Skyline College /smccd-campus/skyline-college

THE WEEK BEFORE

- Confirm the final headcount in the portal — it sizes the vehicle
- Check the pickup point, departure time and return time
- Flag wheelchair positions, a PA system or an on-board restroom if you have not already
- Share the itinerary with whoever else is travelling
- Note the driver and vehicle details once they appear in your reservation

ON THE DAY

- Track the vehicle live from your reservation — no app store, no IT ticket
- Driver name and vehicle details are on the same screen
- Be ready at the pickup point at the scheduled time — the clock runs from there
- Do a headcount before every departure, including the return

PUT IT ON YOUR HOME SCREEN

iPronto installs from the browser, not from an app store. On Android, open the portal and accept the install prompt. On an iPhone, open it in Safari, tap Share, then Add to Home Screen — iOS shows no prompt of its own. Either way it opens full screen and you are already signed in.

WHO IS DRIVING

Every driver holds a CDL with a passenger endorsement and participates in FMCSA drug and alcohol testing. Equipment stays current on CHP inspection. Every vehicle is ADA compliant to the DOT specification — lift or ramp, securement and restraint systems, designated wheelchair spaces, accessible controls and signage.

IF SOMETHING CHANGES EN ROUTE

Call 24/7 Customer Care on 877-494-9377. An added stop, a delayed return or a route change may affect the price; we will tell you before it is applied, and anything chargeable needs approval from whoever holds the PO. Do not arrange it with the driver directly — the driver cannot authorise a change to the booking.

AFTERWARDS

The invoice goes out referencing your PO. If the trip did not go the way it should have, tell us — write to CS@iPronto.com, or to me directly. We would rather hear it than not.

START HERE

iPronto.com/smccd

Your reservation, the driver details and live tracking are all in one place.

Pronto Corporation serves SMCCD under Charter Transportation Services Agreement No. 1385852, awarded by the Board of Trustees on 20 May 2026 and running 1 July 2026 through 30 June 2027. Contracting entity: Accelar, Inc. dba Pronto Corporation, 84 W. Santa Clara St., Suite 700, San Jose, CA 95113. ProntoJourneys.com is now iPronto.com.