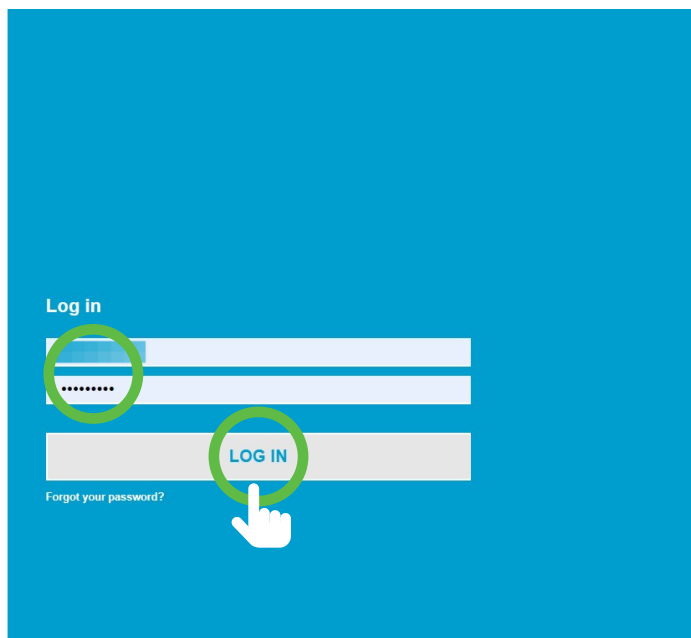


FACILITY PORTAL HOW-TO: LOG IN

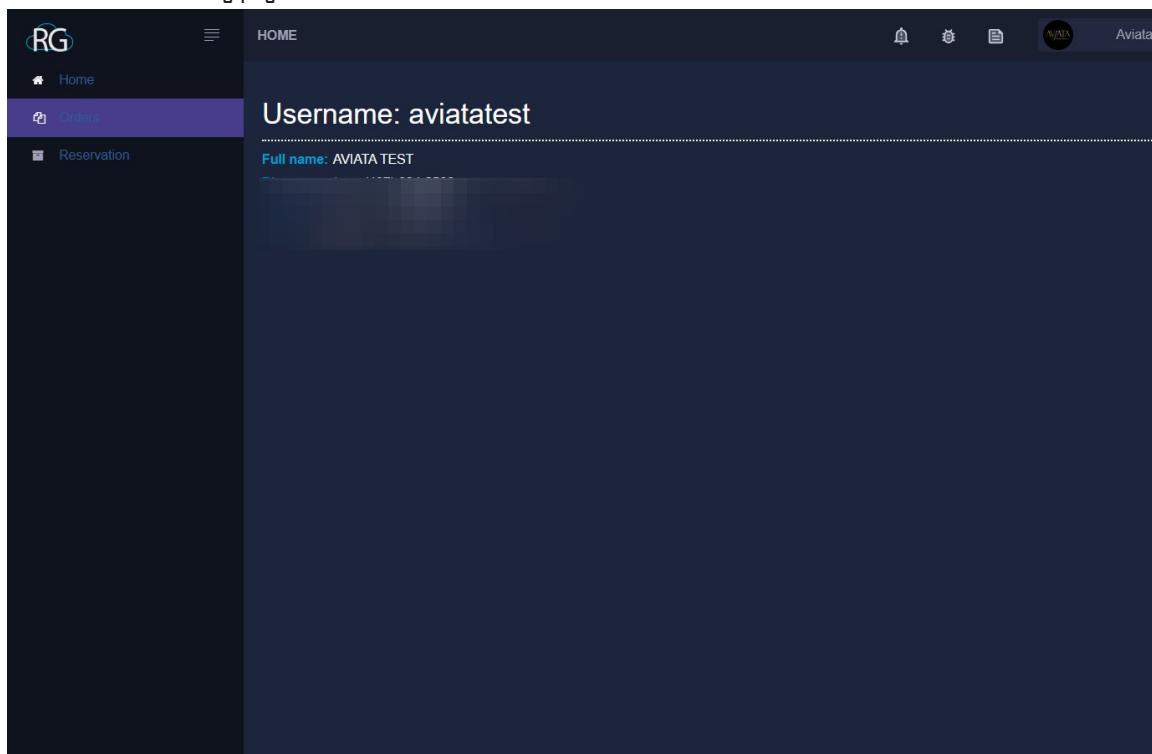
1

Enter username and password.



2

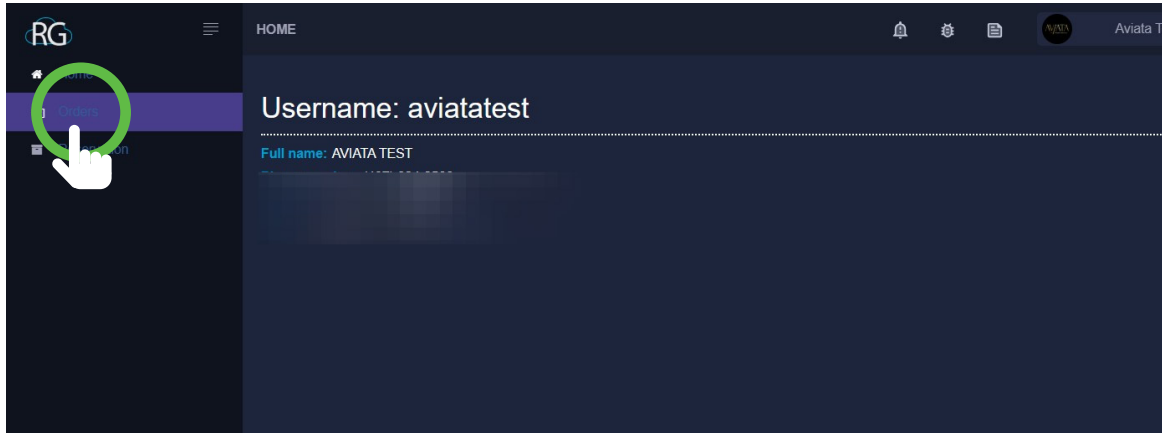
This will be the landing page.



FACILITY PORTAL HOW-TO: VIEW DAILY ORDERS

1

Click "Orders" on the left.



2

List of all orders scheduled for current day will be listed.

Each order will be color coded by status. See table below for definitions of various statuses.

Example:

Order ID	Date	Approx. PU	Approx. DO	Passenger	PU Address	DO Address	Account	Vehicle	Mode	Actions
67814 (CO)	12/02/2025	14:39	14:59					24	Bariatric Stretcher Hospital Discharge	
67829 (LO)	12/02/2025	15:10	15:19					3	Wheelchair Hospital Discharge	
67822 (IR)	12/02/2025	15:37	16:39					25	Stretcher	Cancel

This is a Completed Order (CO). The patient was loaded at approximately 1439 hours, and dropped off at approximately 1459 hours. The mode was Bariatric Stretcher Hospital Discharge and the Van was #24.

This is a Loaded Order (LO). The patient was loaded onto Van #3 at 1510 hours and the drop-off estimate is approximately 1519 hours.

It should be noted, the only absolute times are in Completed Orders and the Loaded Order pick-up time. All other times are Google estimates based on GPS data. It does not account for external delays (hospitals, malfunctions, sudden traffic etc.)

67097 (UA)
67645 (AS)
67655 (PA)
67725 (IR)
67724 (LO)
67646 (WC)
67344 (CO)
66360 (CA) RG
54815 (NS)

Yellow (UA): Order is confirmed but not yet assigned to a driver.

Blue (AS): Order has been assigned to a driver.

Brown (PA): Order has been "Pre-Assigned." Typically the night before when schedules are created.

Green (IR): Driver is "In Route."

Green (LO): Patient is "Loaded" and in transport.

Purple (WC): A return that is in "Will Call" status, when a return time has not been set.

Gray (CO): Order has been completed.

Red (CA): Order has been canceled.

Orange (NS): Patient was a "No Show."

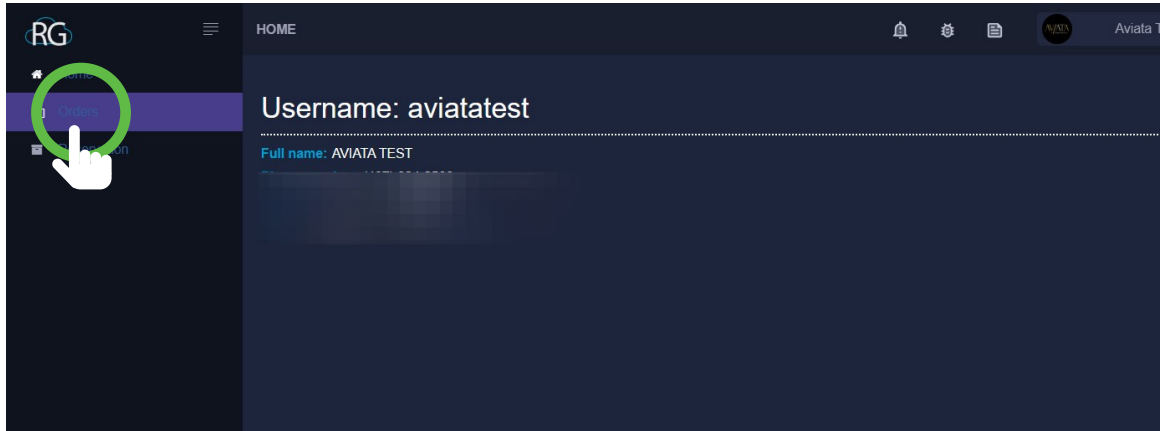
FACILITY PORTAL HOW-TO: ENTER AN ORDER

IMPORTANT REMINDERS:

1. All appointments must be requested with 12 hours notice.
2. At this time, editing and/or canceling orders is disabled.
3. To order transport within 12 hours, or to edit and/or cancel an existing order, please call our dispatch number at 352-888-0407.

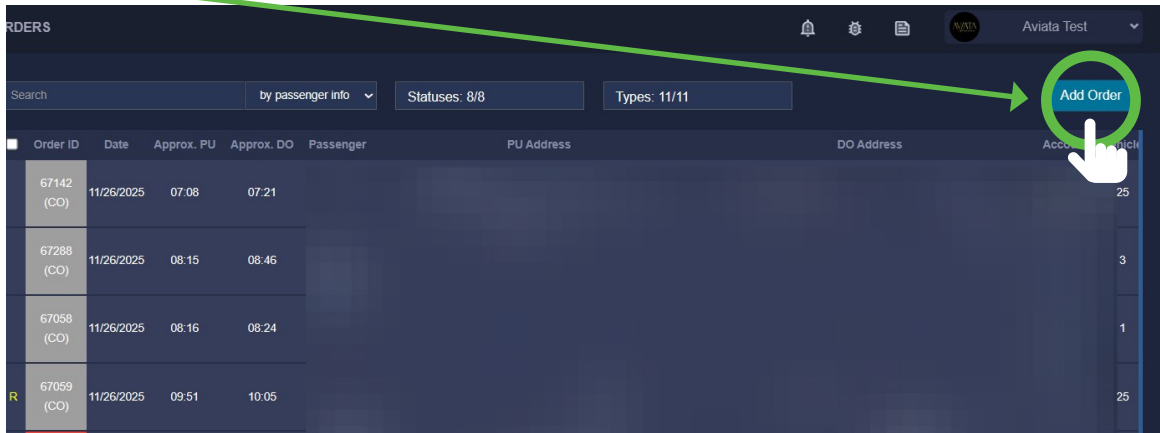
1

Click "Orders" on the left.



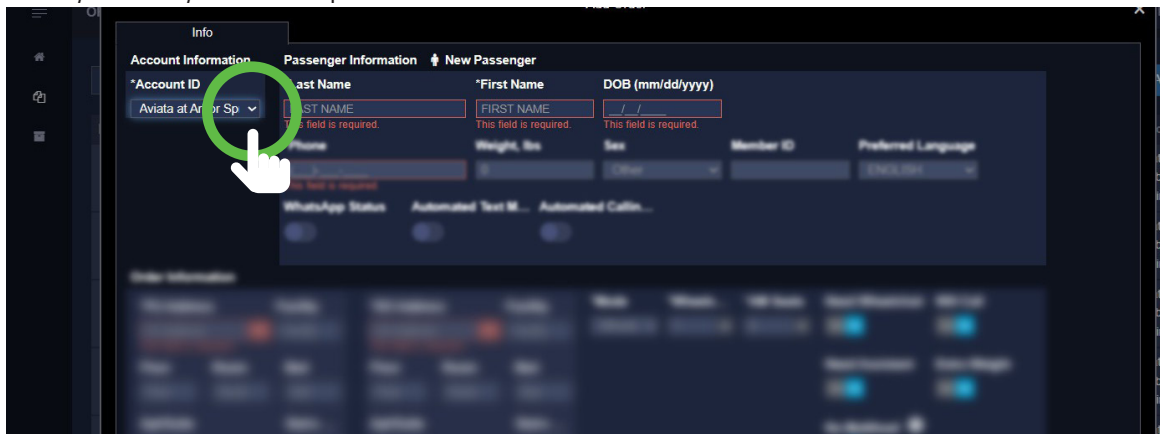
2

Click "Add Order."



3

Select your facility from the drop-down menu.



4

Enter all required information; name, DOB, phone number, and weight.



IF A SIMILAR NAME APPEARS IN A DROP DOWN, DO NOT CHOOSE THAT RECORD UNLESS ALL INFORMATION IS CORRECT; NAME, PHONE, DOB.

5

Click the "PU Address" field. Enter pick-up address. Google validates each address. The validated address must be selected from the drop-down.

6

Click the "Room" field. Enter "room" number and/or "bed" at the pick-up facility.

7

Click the "DO Address" field. Enter the Appointment Address and select the validated address from the drop-down.

8

Select the "Mode." The option for appointments will be "Wheelchair" or "Stretcher" or "Bariatric Wheelchair" or "Bariatric Stretcher." The other options are for new admissions. Bariatric mode is for patients 290+ pounds.

9

Choose the date of appointment.

10

ALL TIME IS 24-HOUR (MILITARY) TIME, i.e. 2pm = 14

- Leave the blue check enabled under "Pick-up Time." It will be blue by default.
 - Enter "Pick-up Time."
 - If appointment is local - set to one hour PRIOR to appointment time.
 - If appointment is out-of-town, determine drive time and add 30 minutes.
 - Enter "Appointment Time."
 - MAKE SURE THE BLUE CHECK STAYS BLUE ON "PICK-UP TIME," AND GRAY ON "APPOINTMENT TIME."
- Use screenshot below for reference.

11

Enter appointment notes, i.e., liters of O2, escort attending, precautions, doctor's name, appointment type etc.

12

Click "Round Trip" for return trip, skip to Step 14 for one-way trip.

13

For round trips, "Will Call" is enabled by default. If a return time is known, slide "Will Call" to "No," and a pick-up time field will show.

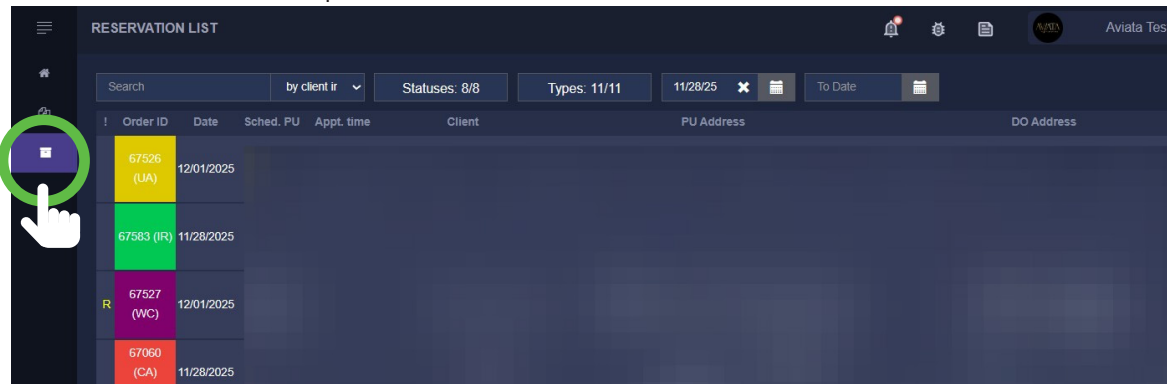
14

Save the order. Shuttleliner dispatchers will be notified of the order. Once saved, it will move into "unassigned" status on the date of the appointment.

FACILITY PORTAL HOW-TO: SEARCH ORDERS

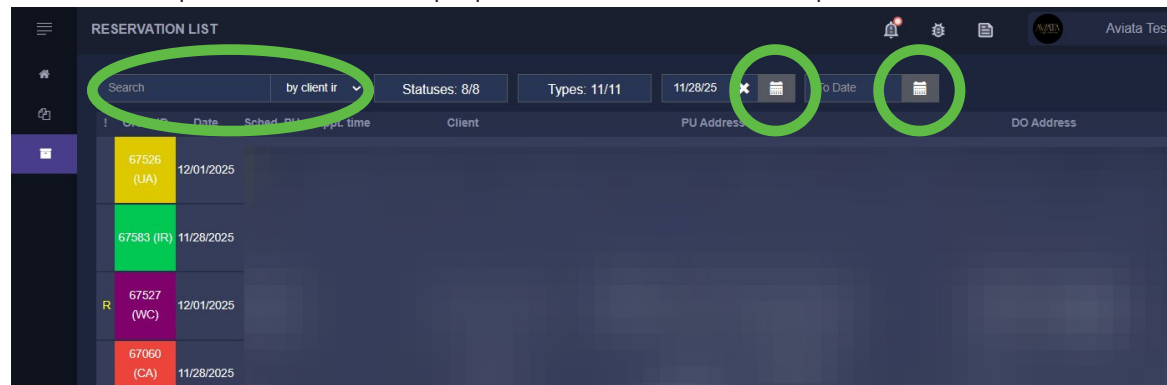
1

Click "Reservations" in the left panel.



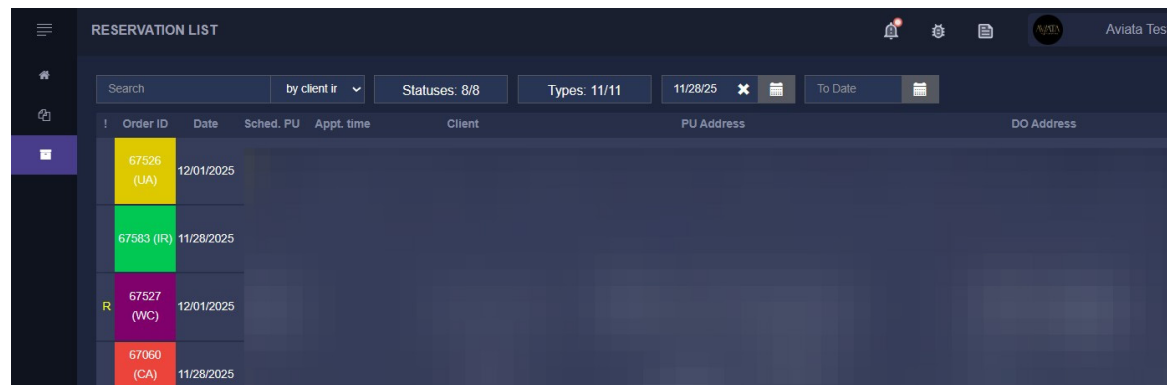
2

Choose search option and enter, for example, patient's name. Then choose date parameters.



3

Click "Statuses" and a choose filter or leave blank and see all.



4

The below example are orders for the month of October that are filtered by "Completed."

