

# Responding to Transport Requests

## Overview

- 🐾 Every transport request created by a Transport Coordinator is unique
- 🐾 Every organization using the Doobert platform is approved by us
- 🐾 If you cannot help with a transport request—simply ignore it!
- 🐾 When a transport matches your profile, we send you an email or a notification on our app
- 🐾 Transport coordinators can either pre-specify legs of the trip or let volunteers draw out the legs



## How to respond to transport requests

1. Click on the transport
  - This will show the locations, time, and date
2. Select the leg you want and your details are put in
3. Click “exit from leg” if you need to leave the leg
  - Let the transport coordinator know if you have to leave a leg at the last minute!

## How to specify legs as a driver

- 🐾 There is a demo video in the upper left corner

1. Move your mouse along the route of the map
  2. Click once to indicate a starting point
  3. Click again to indicate a destination point
  4. Specify the times
  5. Specify a meeting place
  6. The leg is now color coded by your specifications
  7. If you made a mistake, exit from the leg and redraw it
- Check out our other handout on how to specify legs as a pilot!

## Need help? Have questions?

- 🐾 Use the “Help/Support” tab in the bottom right corner
  - 🐾 Email us at [support@doobert.com](mailto:support@doobert.com)
  - 🐾 Leave a voicemail at (262) 456-3344
- Remember: we’re volunteers too, but we’ll get back to you as soon as possible!