GoGo

USING YOUR DASHBOARD:
PART 1

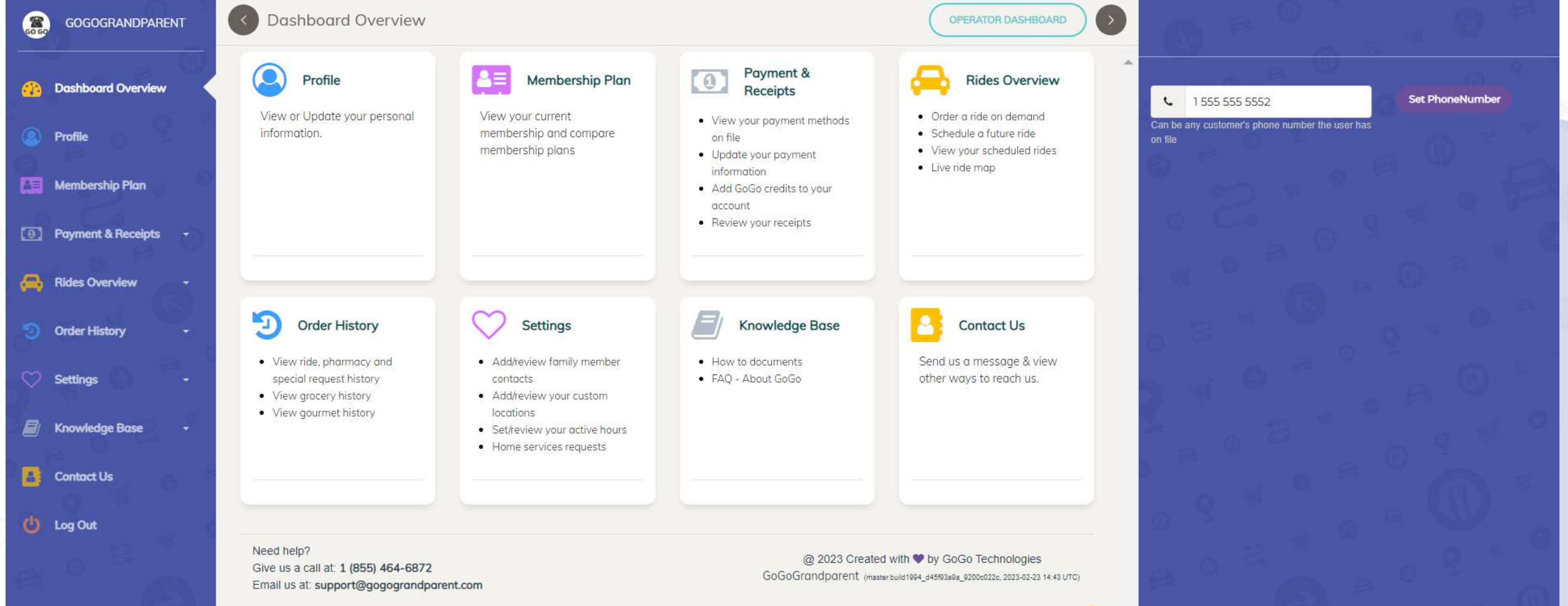www.gogograndparent.com   1 (855) 464-6872

TOPICS COVERED

Setting up your Dashboard

Updating your profile information

Checking your membership plan

USING OUR ONLINE DASHBOARD

Use GoGo's Dashboard, where ride ordering and ride scheduling is just a few clicks away. You can also update account information like payment, contact, and more.

ACCOUNT SET UP

Welcome Email

After you have registered with GoGoGrandparent, you will receive a welcome email in your inbox.
You will need to click on "**Click here to set up and access your GoGoGrandparent Account Website**."
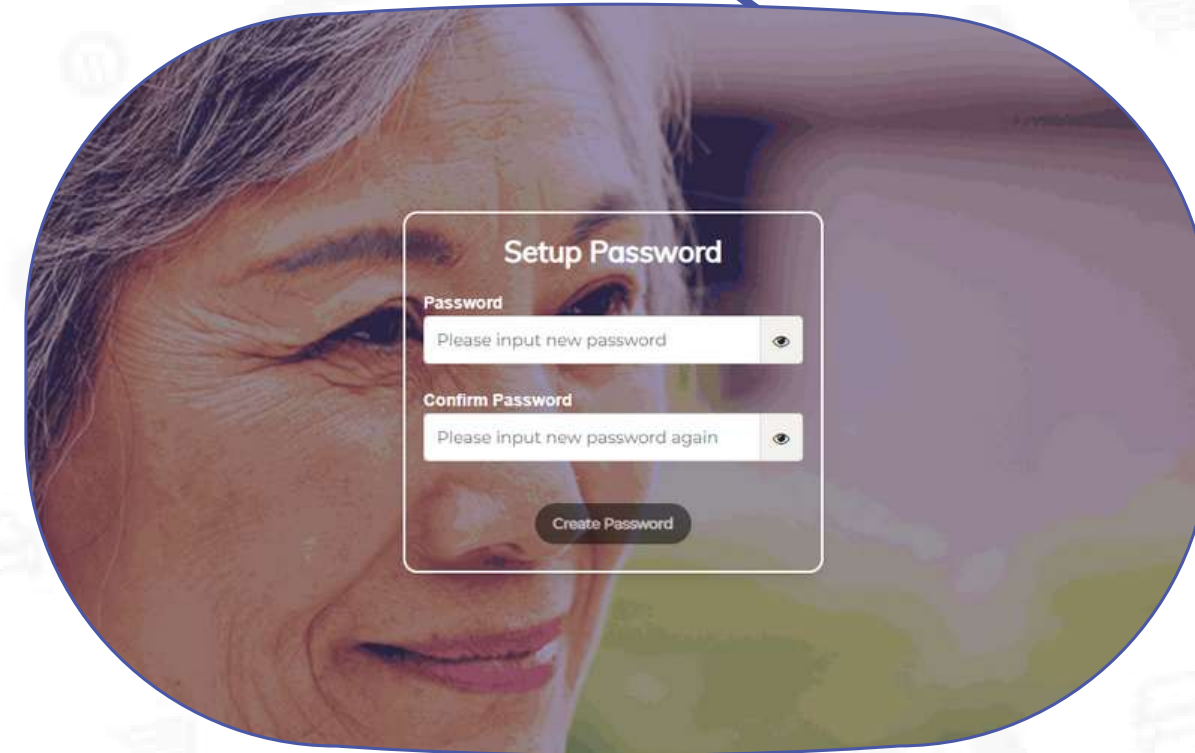
Password Setup

You will then be prompted to create a password for your GoGo dashboard account.
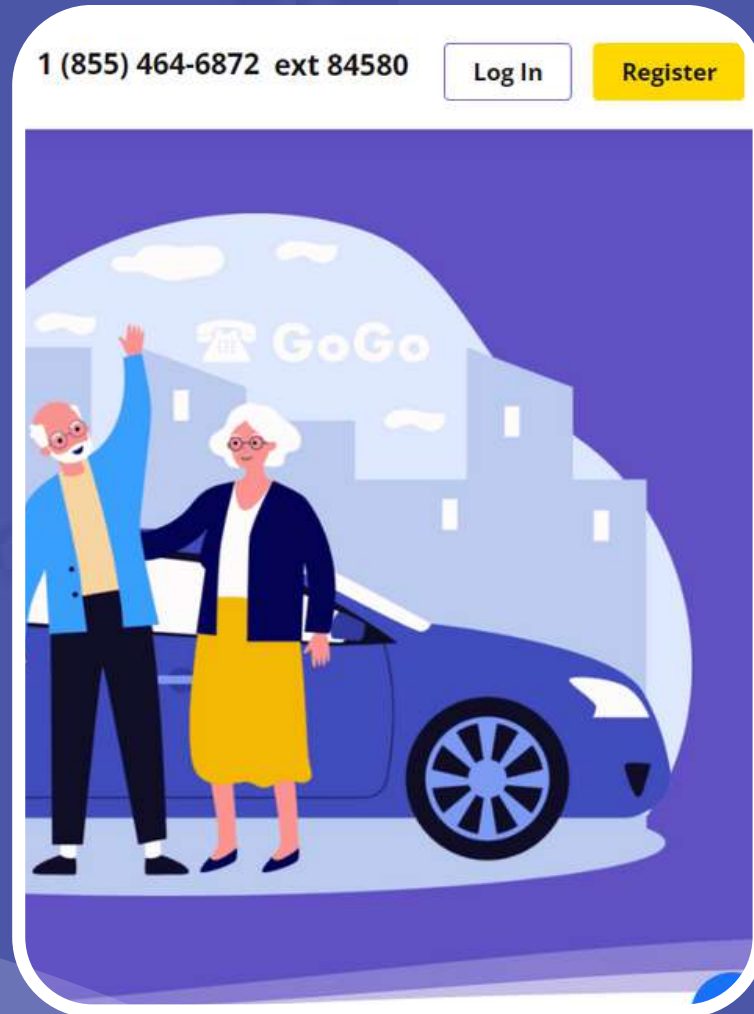To protect yourself and your information, you'll want to create a password that is **long, strong, and difficult** for someone else to guess while still keeping it relatively **easy for you to remember.**

ACCESSING YOUR DASHBOARD

Login in

You have the option of accessing our online Dashboard from our main website. Just click on "log in" at the right hand corner.
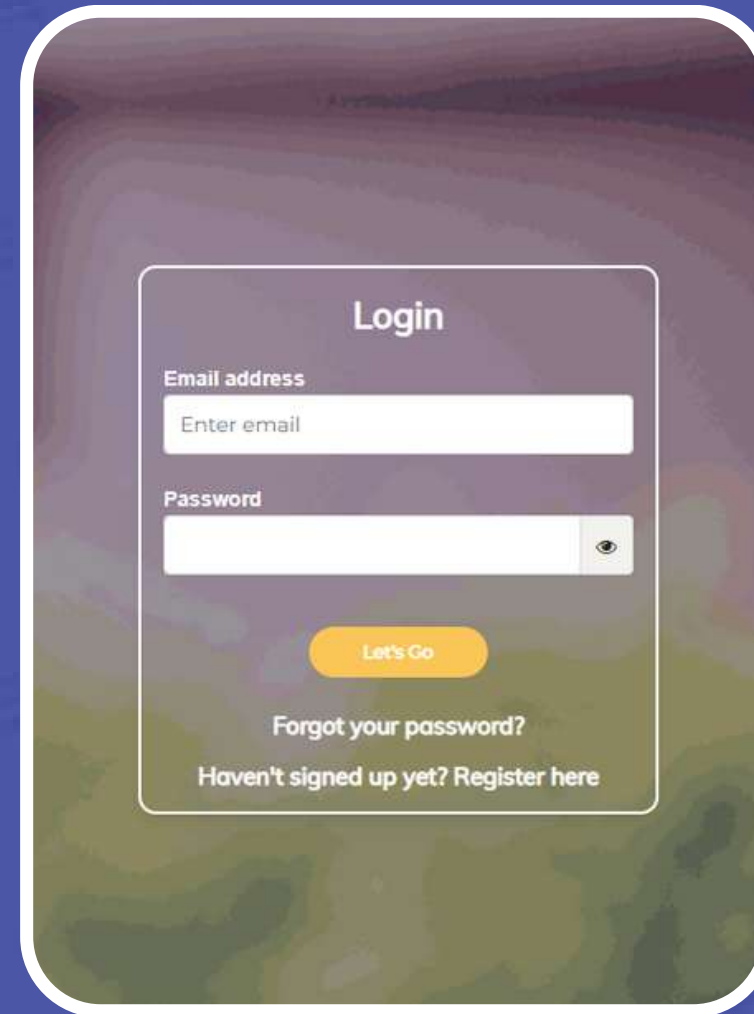
Enter you information

Enter the same email address you provided us; this is where you received our welcome email. And then enter the password you created.
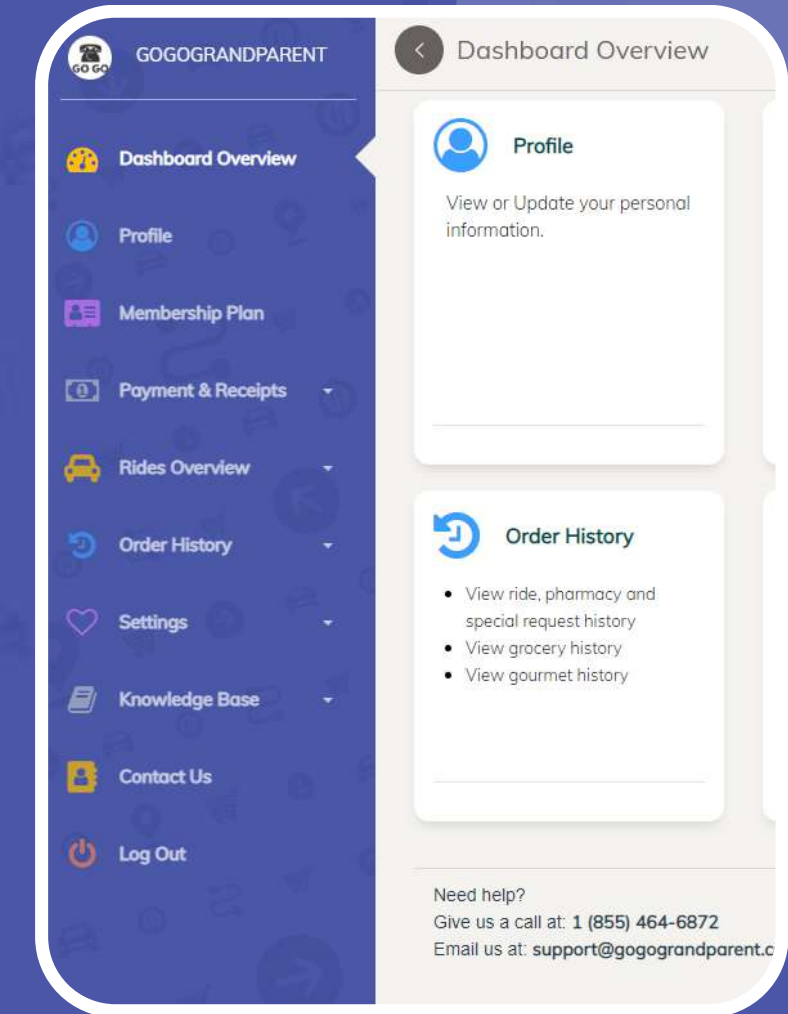
Access your account

You have successfully accessed your account. If you're having a problem logging in please contact us so we can provide further assistance.

PROFILE

Under the profile tab, you will find five sections:
- General Information
- Contact Information
- Home Address
- Care Notes
- Ride Preference
- Updated Customer Password

Profile

General Information

Name	Kiona Rodriguez	Date of Birth	
Referral Code	GOGO7TDRR		
	If you have friends that would also enjoy using GoGo, give them your referral code and b will receive $10 in GoGo credits after they take their first ride!		
GoGo Credits Left	$0.00	ADD GOGO CREDITS	
Has Expiring Credits?	No		
Primary Language	None	Secondary Language	None
Music Genre	Oldies		

Contact Information

Mobile Phone	📞 1 555 555 5552	Home Phone	📞
Receipt Phone	📞	Other Phone	📞
Email	vee@gogograndparent.com		
Scheduled Ride Reminder Calls	☑	Is Receipt Calls	☐

Mailing Address

Street Address*	Enter an address or location name
City*	Independence
State*	KS
Zip*	67301
Google Place ID	

Home Address

Location Map

Street Address*	5109 Ranstead Ct
City*	Columbus
State*	OH
Lat*	40.0614953
Google Place ID	
Ride Home Note	

Care Notes

☑ May need some extra help	☐ Cannot get into big cars	☐ Cannot
☐ Uses a Cane / Leg braces	☐ Uses a Walker / Crutches	☐ Manual
☐ Hard of Hearing	☐ Service Dog	☐ Portable Respira
☐ Voice Commands	☐ Always Forward Call to Operator	☐ Verbally

Note

Ride Preferences

Preferred Ride Type	None Selected
Information For Your Driver	

Update Customer Password

Password	Please input new password
Confirm Password	Please input new password again

Update Password   Reset

Need help?
Give us a call at: 1 (855) 464-6872
Email us at: support@gogograndparent.com

GENERAL INFORMATION

In the General Information box, if you click on **edit** in the right-hand corner of the box you will be able to:
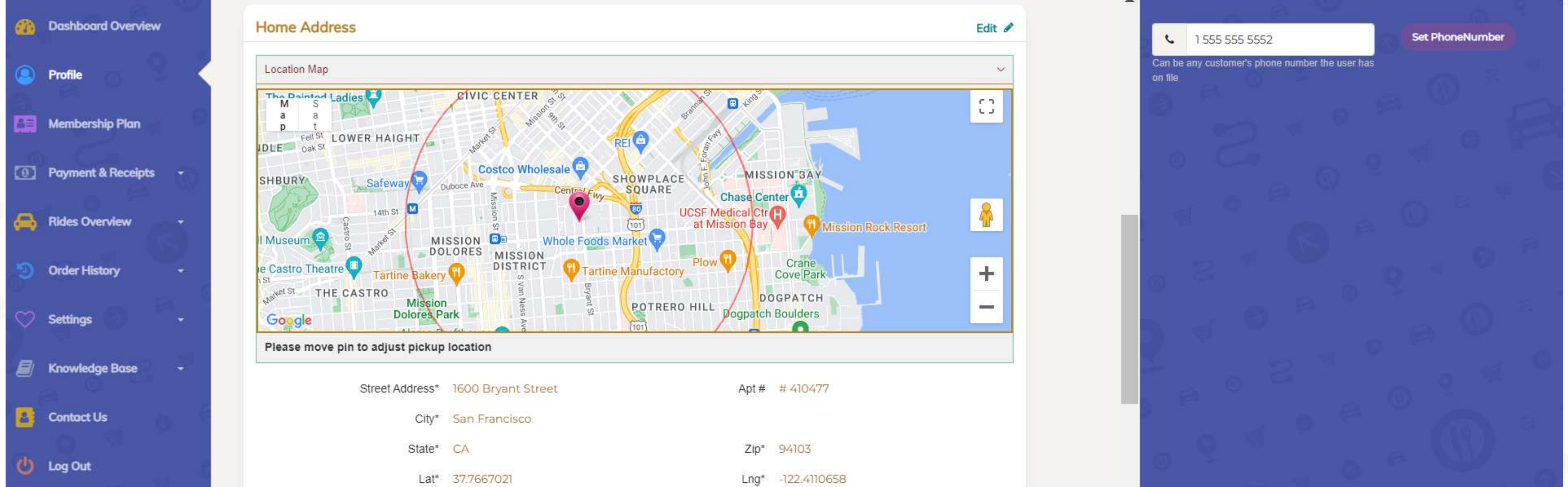
- Update your name
- Update your DOB
- Know your referral code
- Know your credit balance
- Change your primary language
- Change the hold music
  - This is the music played during hold times when you call GoGo

CONTACT INFORMATION

In the contact box, if you click on edit in the right-hand corner of the box you will be able to:

- Add or update the mobile phone number
- Add or update the home phone number
- Add or update the receipt phone number
- Add or update any additional phone number
- Add or remove Scheduled Ride Reminder Call and Is Receipt Calls
  - **Scheduled Ride Reminder Call** - to receive a call to remind you of any scheduled ride you have with us
  - **Is Receipt Calls** - to receive a call once a ride has been completed to inform you of the cost
  - A checkmark means the feature is turned on
- Add or update the mailing address

Dashboard Overview	
Profile	
Membership Plan	
Payment & Receipts	
Rides Overview	
Order History	
Settings	
Knowledge Base	
Contact Us	
Log Out	

Home Address   Edit ✎

Location Map   ⌄

Please move pin to adjust pickup location

Street Address*   1600 Bryant Street   Apt #   # 410477

City*   San Francisco

State*   CA   Zip*   94103

Lat*   37.7667021   Lng*   -122.4110658

📞 1 555 555 5552   Set PhoneNumber

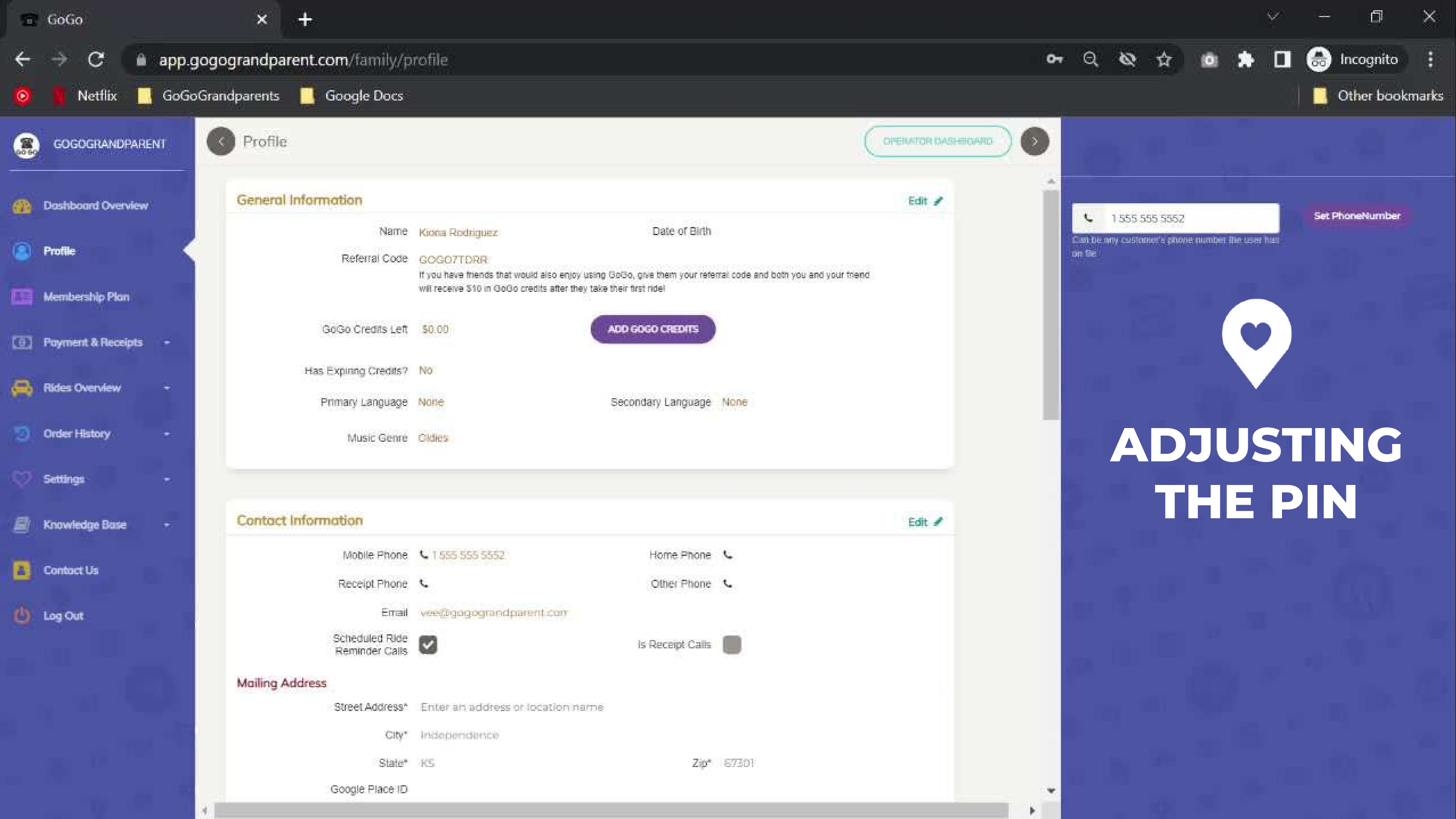Can be any customer's phone number the user has on file

HOME ADDRESS

In the Home Address box, if you click on **edit** in the right-hand corner of the box you will be able to:

- Add or update the home address
- Add or update the unit number
- Readjust the pin on the map
- Add or update home notes for the driver

CARE NOTES

Care Notes are information regarding the customer we forward to the drivers. This information helps driver better assist our customers.

In the care notes box, if you click on **edit** in the right-hand corner of the box you will be able to:
- Add or remove any disability you may have
- Type or edit additional written notes for the driver or the GoGo team

RIDE PREFERENCE

In the Ride Preference box, if you click on edit in the right-hand corner of the box you will be able to:

- Preferred Ride Type
  - Vehicle type: SUV, Sedan, Uber, Lyft, etc.
- Information for the driver
  - This note will be sent to the driver on all pick-ups.

UPDATE PASSWORD

In the Update Customer Password box, if you click on edit in the right-hand corner of the box you will be able to:

- Update your account password

MEMBERSHIP PLANS

In the membership plan tab, you will be able to see which membership plan your account is under.

Here you can also:

- Change to a yearly membership
- Change to different membership plan
- See the details of your plan and what it includes

MEET OUR CUSTOMERS

Marilu, a customer

I always have a great experience with GoGo. I especially like being able to talk to someone live to schedule a ride.

Grady, a customer

I am truly grateful for the service. I am happy to count with the support GoGo offers, it makes me feel secure and happy!

Teresa, a customer

GoGo is terrific! Every time I need you, you are there to help. I appreciate the service a lot!

CONTACT US

Call: +1 (855) 464-6872

Email: support@gogograndparent.com

Visit: www.gogograndparent.com

Connect with **@gogograndparent**
on Social Media!

START YOUR LIFE ON THE GO TODAY!

☎ GOGO TECHNOLOGIES, INC

Thank you for being with us!