

# MY AAR User Manual

VERSION 2.1

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## Access Access-A-Ride (AAR)

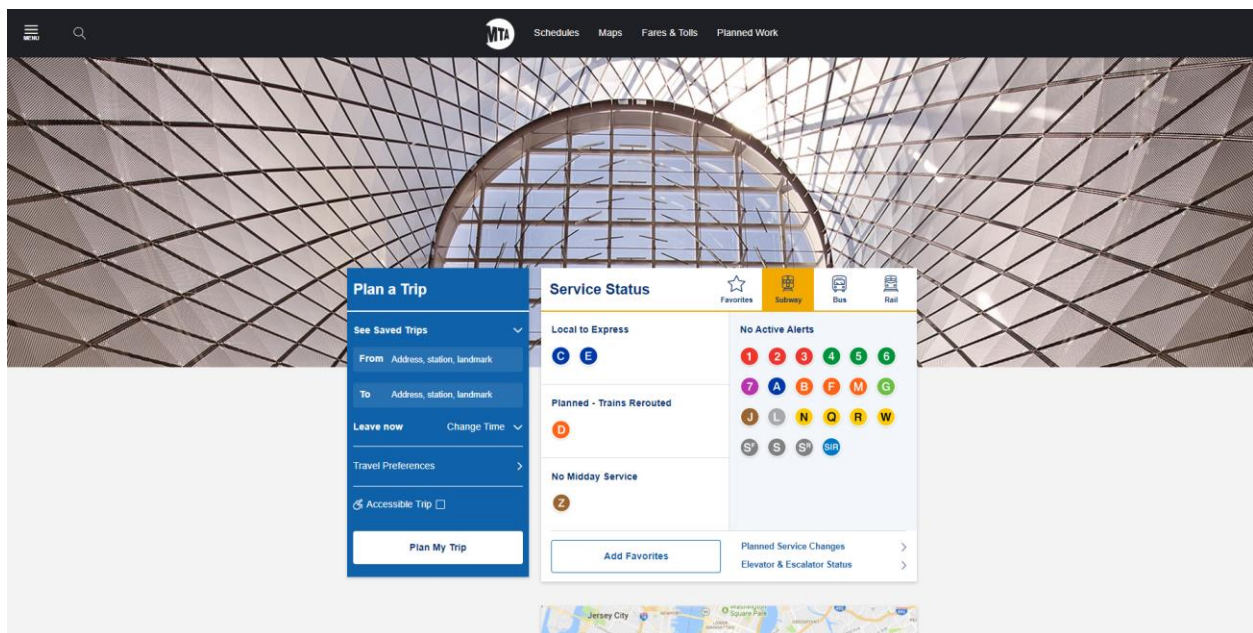
### Welcome to the MTA Website

AAR customers can book online and save time using MY AAR. With MY AAR, customers can access their contact information, make reservations, check the status of their trips, and manage subscriptions via computer, tablet, or smart phone. MY AAR also allows customers to monitor their dedicated (blue and white) AAR or Broker vehicle's real-time location and arrival time prior to their pick-up time. With MY AAR, customers can also track their trip while on the vehicle to determine their estimated time of arrival (ETA).

AAR customers who have a Smartphone, may download the free MYmta app via Google Play Store or the App Store. The app allows direct access to MY AAR, when you log in and all MTA services.

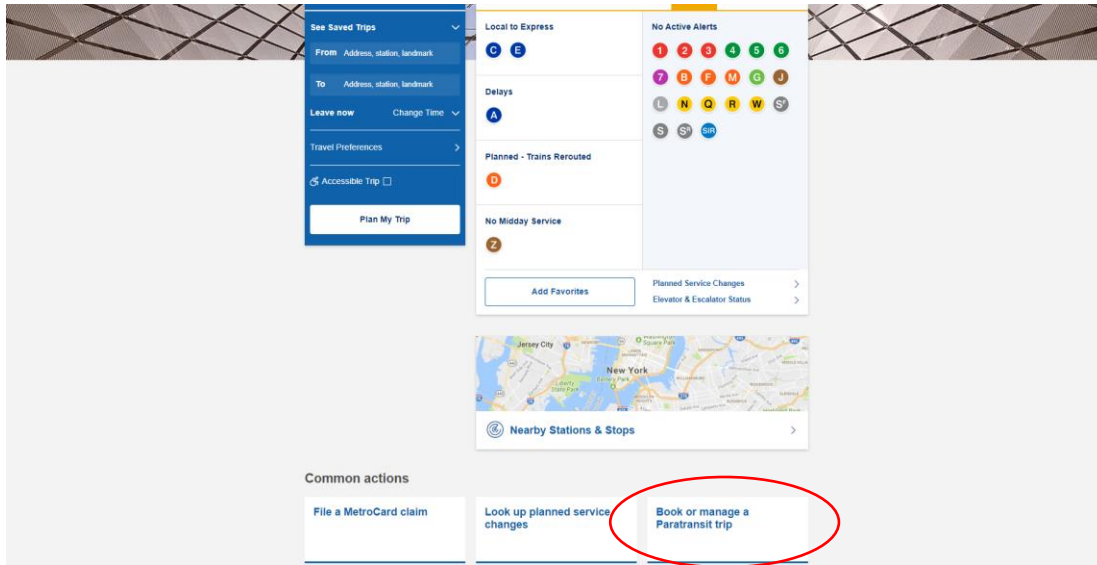
### How do I find the new MTA website?

Go to <https://new.mta.info>

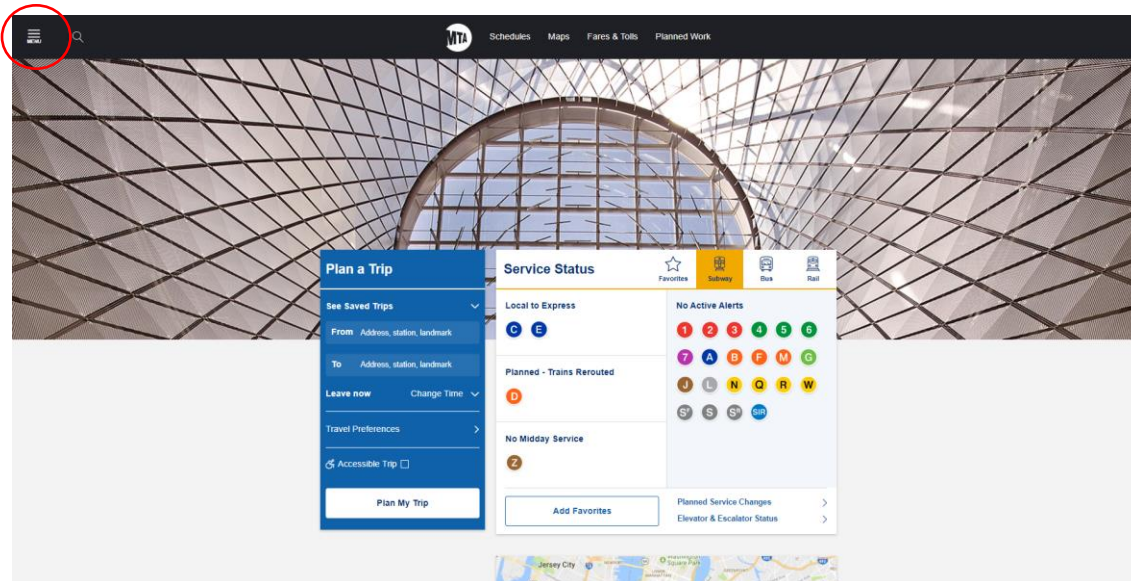


### How do I find the Access-A-Ride (AAR) section in the new MTA website?

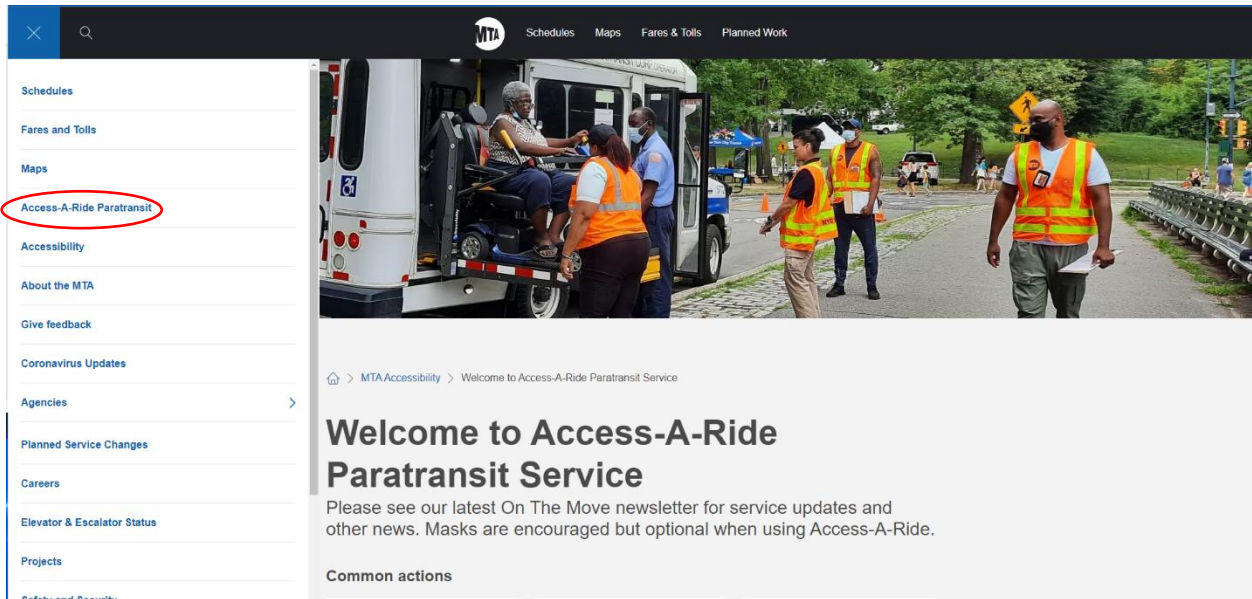
On the MTA website, you can either scroll down to Common actions and click **Book or manage a Paratransit trip**.



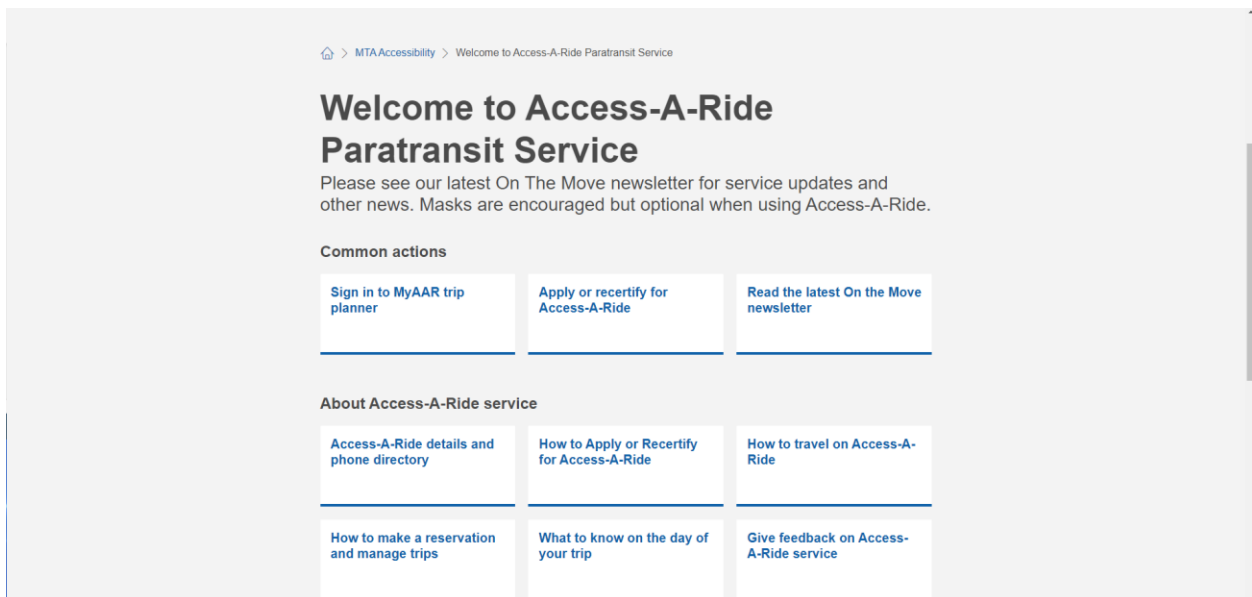
Or you can click the **MENU**, located at the top left corner.



The Menu will display a list of page options. Click on **Access-A-Ride Paratransit**

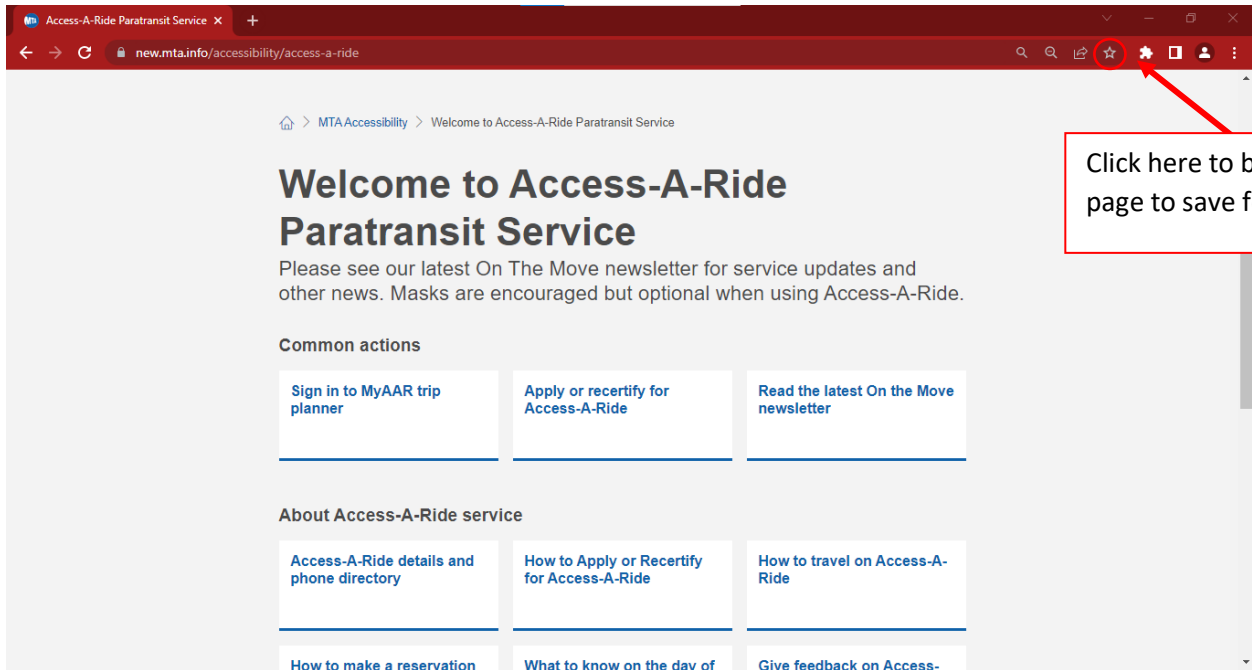


This will send you to our Welcome to Access-A-Ride Service Page.

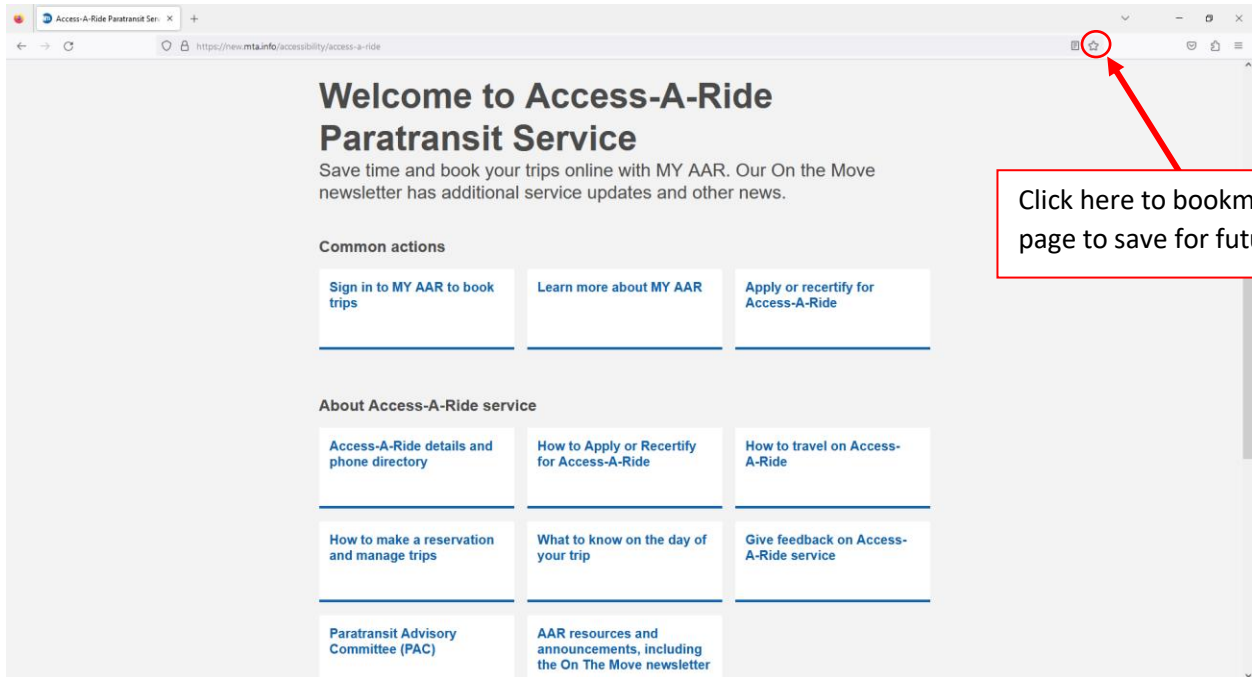


When you are on the Welcome to Access-A-Ride Service page be sure to bookmark or add the link to your favorites on your web browser to quickly access the page again at any time.

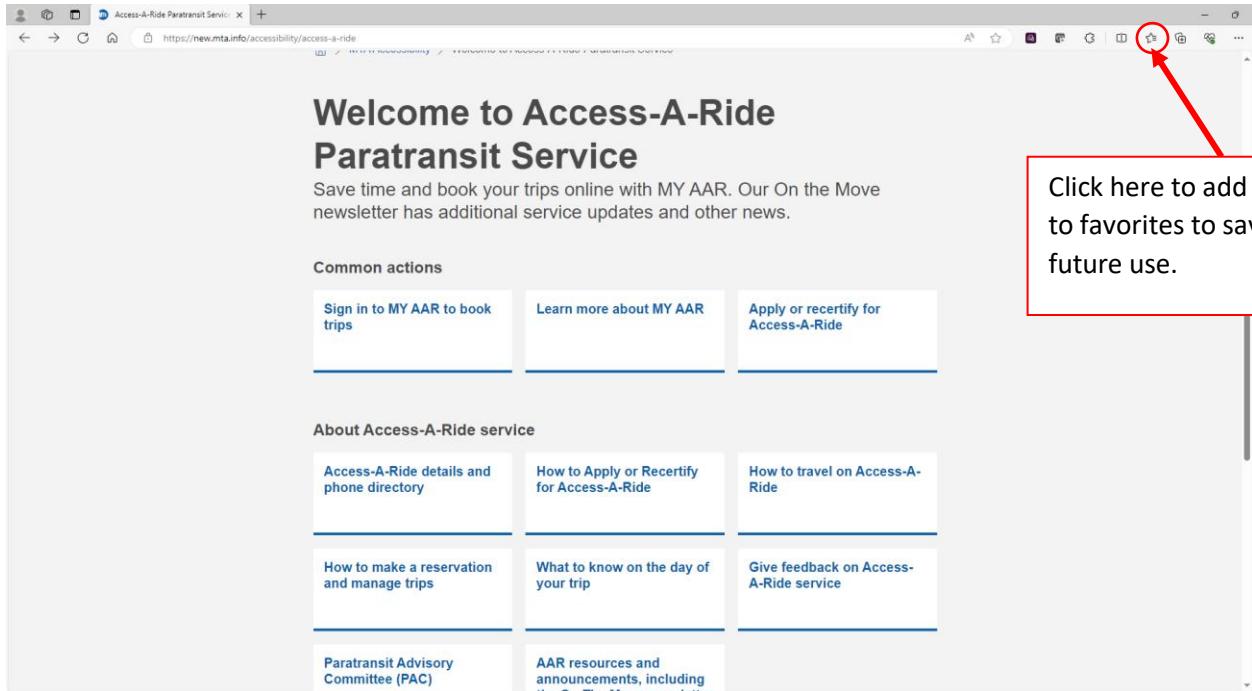
Chrome browser view:



Firefox browser view:



Edge browser view:



## Access to MY AAR

### How do I sign-up?

Click **Sign-up** on the Access-A-Ride Sign In page to complete your registration. On this screen you will be prompted to enter in your AAR ID which should be provided to you once you are approved for service, First Name, Last Name, Date of Birth and Email. You will also have to create and confirm your password.

A screenshot of the 'Access-A-Ride Sign In' page. The page title is 'Access-A-Ride Sign In'. Below the title, there is a sub-header 'Current Access-A-Ride Paratransit customers can book and manage trips using the AAR trip planner.' The main content area contains two input fields: 'Email or AAR ID\*' and 'Password\*'. Below the input fields, there are two links: 'Forgot your email?' and 'Forgot your password?'. At the bottom, there is a blue button labeled 'Sign In' and a link labeled 'Already approved? Sign up' which is circled in red.

## Access-A-Ride Sign Up

AAR is available to all, current Access-A-Ride Paratransit customers.

AAR ID\*

First Name\*

Last Name\*

Date of Birth\*

Email\*

Create Password\*

SHOW

Password must have:

- 1 uppercase letter
- 1 lowercase letter
- 1 number or special character
- A minimum of 8 characters

Confirm Password\*

SHOW

CAPTCHA

 I'm not a robot

Submit

You must complete the CAPTCHA requirement to submit your registration

Select all images with stairs

Create

Confirm

CAPTCHA

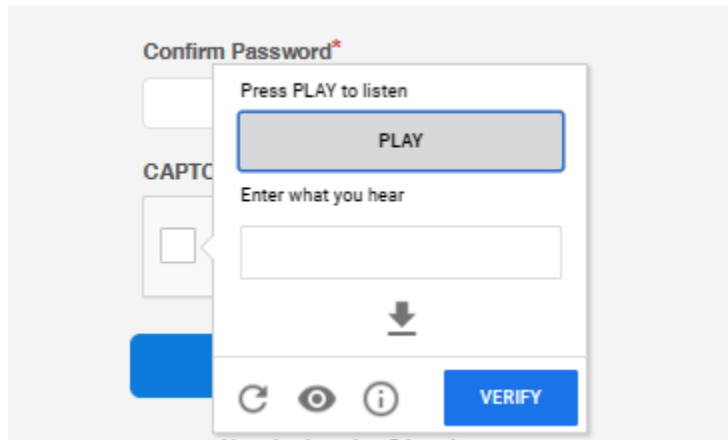
VERIFY

Click hear to receive an audio challenge

You have two options to complete your CAPTCHA requirement. You can choose the defaulted video challenge, or you can select the audio challenge.

If you select the audio challenge, you will need to click on the PLAY button to hear a saying. You can then type in what you heard and hit Verify to move to the next screen.

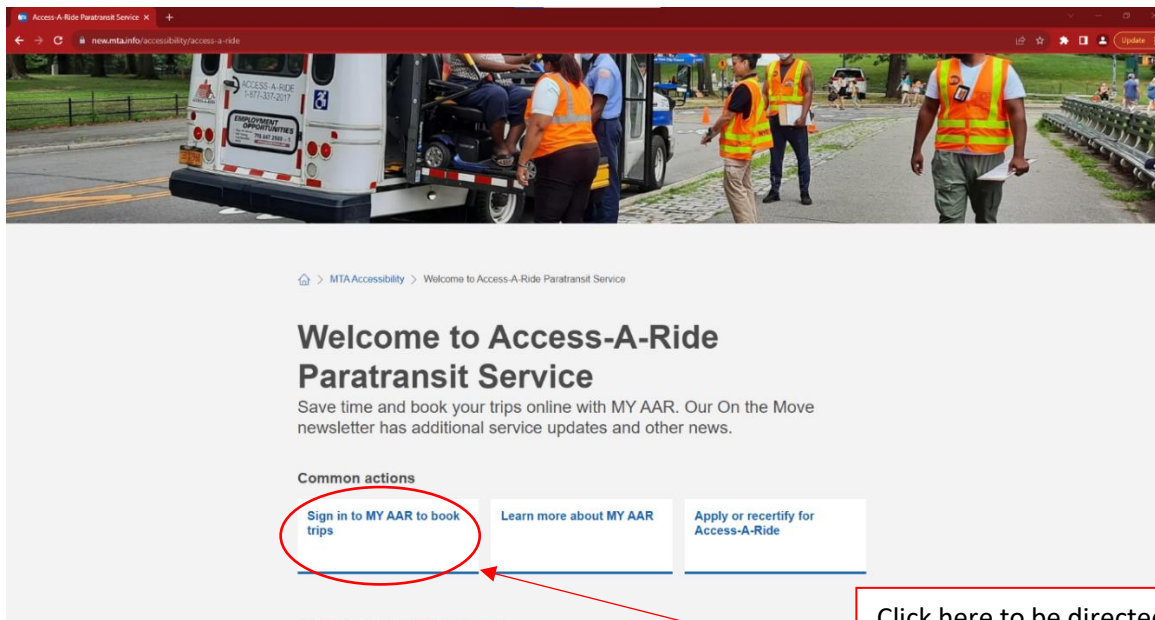




Once you have filled out the required registration details and completed the CAPTCHA requirement, hit the Submit button.

## How do I sign-in?

Click **Sign into MY AAR trip planner**



Click here to be directed to sign-in or sign-up.

Type in your sign-in credentials. When finished, click on the “Sign In” button

## Access-A-Ride Sign In

Current Access-A-Ride Paratransit customers can book and manage trips using the AAR trip planner.

Email or AAR ID\*

Email or AAR ID is required.

Password\*

 SHOW

[Forgot your email?](#)

[Forgot your password?](#)

[Sign In](#)

Already approved? [Sign up](#)

Or [Apply for Paratransit Eligibility](#)

If you have been approved for AAR service but have not yet completed registration, click **Sign up** to be directed to complete the Sign-Up process.

If you have not yet requested AAR services, click here to begin the process.

### What if I forgot my password?

Click on the **Forgot your password?** link to be sent to the Forgot Password page. Enter your email address then click **Submit**.

## Forgot Password

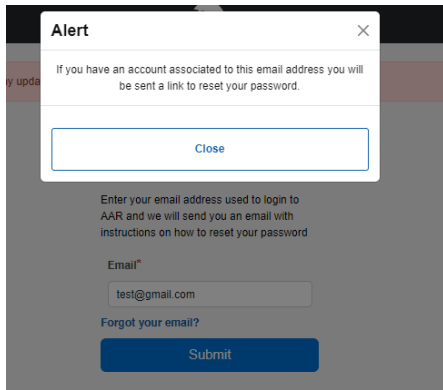
Enter your email address used to login to AAR and we will send you an email with instructions on how to reset your password

Email\*

[Forgot your email?](#)

[Submit](#)

A success message will be displayed letting you know an email will be sent to your account if you have one associated to an AAR account. Please check your email and add [AARNoReply@nyct.com](mailto:AARNoReply@nyct.com) to your email contacts to ensure the email does not go in your SPAM folder.

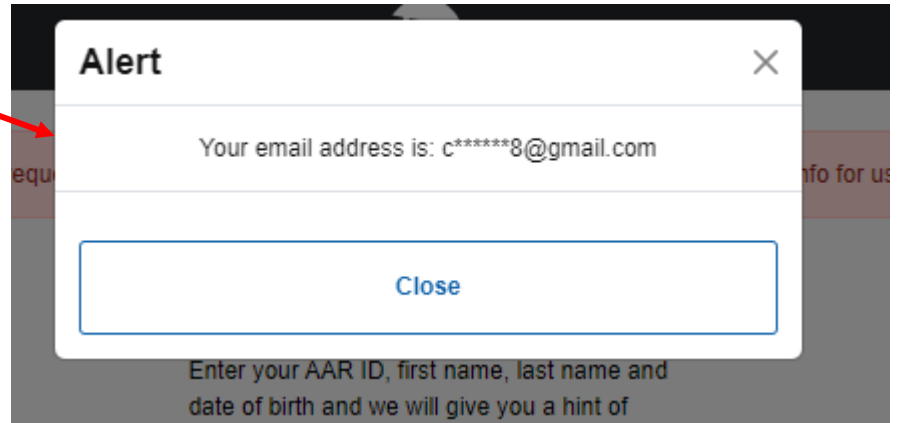
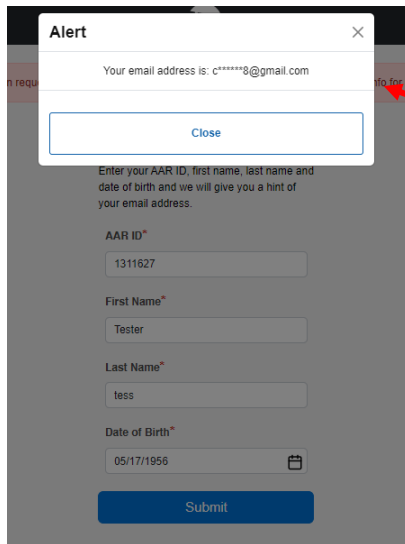


## What if I forgot my email address?

Click on the **Forgot your email?** link on the sign-in page or the Forgot Password page to be sent to the Forgot Email page.

The image shows a screenshot of a web form titled "Forgot Email". The form has a light gray background. At the top, it says "Forgot Email" in bold. Below that, it says "Enter your AAR ID, first name, last name and date of birth and we will give you a hint of your email address." There are four input fields: "AAR ID\*", "First Name\*", "Last Name\*", and "Date of Birth\*" (with a calendar icon). At the bottom of the form is a blue "Submit" button.

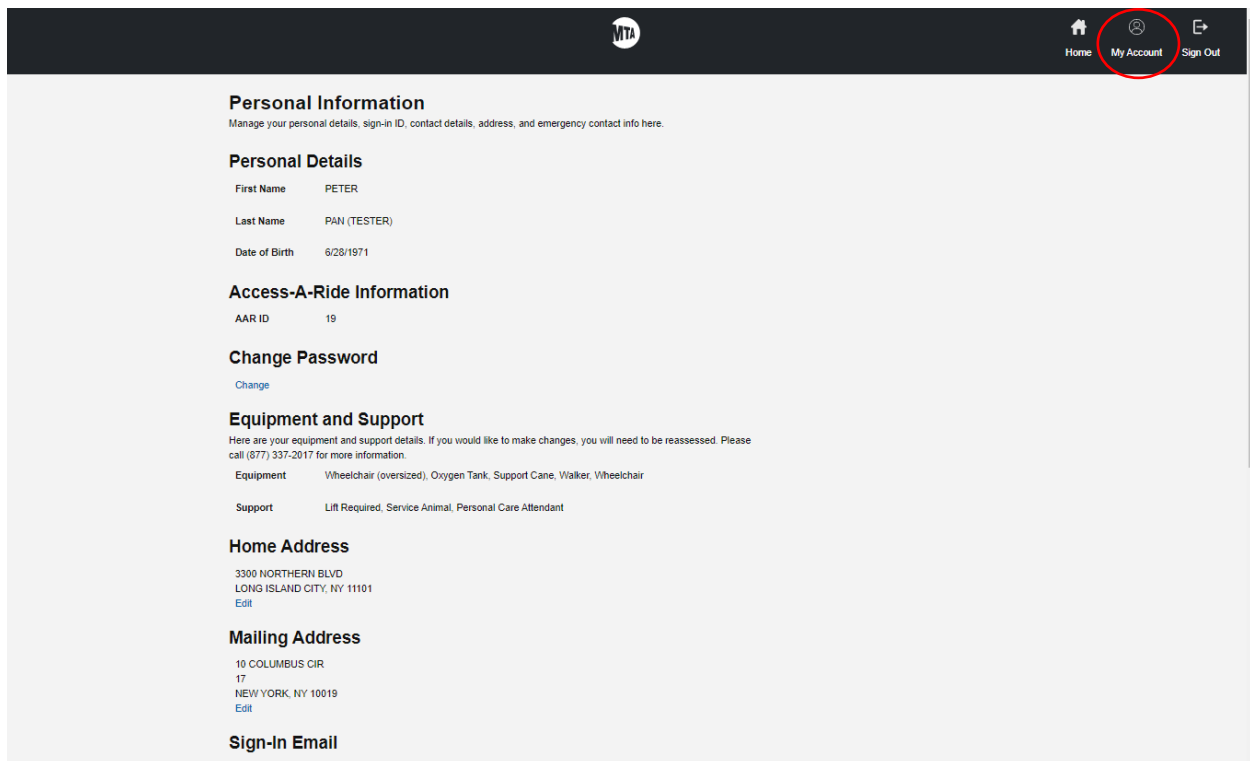
After entering the correct required information and clicking **Submit**, an email hint depicting the first and last letters of the email address along with the email provider (@gmail.com, @yahoo.com, etc.) will be displayed.



## AAR Account

How do I view MY AAR account information?

On the main page click on the **My Account** icon in the upper right of the screen. You will be directed to the My Account page where you can view all your AAR account information.



## How do I change MY AAR account information?

On the My Account page scroll to the information you wish to update. Please note: some information such as Equipment Support items are read-only and not editable. **If you need to make updates on the read-only fields or need more information, please call (877) 337-2017.** All information that is editable will display an Edit link underneath the text. Click **Edit** under the corresponding text you wish to edit, and you will be directed to a new page to update your information. Click **Save** when you are finished updating and click **Cancel** if you no longer wish to make updates.

**Change Password**  
Change

**Equipment and Support**  
Here are your equipment and support details. If you would like to make changes, you will need to be reassessed. Please call (877) 337-2017 for more information.

**Equipment**    Wheelchair (oversized), Oxygen Tank, Support Cane, Walker, Wheelchair

**Support**    Lift Required, Service Animal, Personal Care Attendant

**Home Address**  
3300 NORTHERN BLVD  
LONG ISLAND CITY, NY 11101  
[Edit](#)

**Mailing Address**  
10 COLUMBUS CIR  
17  
NEW YORK, NY 10019  
[Edit](#)

This **Edit** button will be displayed under each field on the My Account page that can be updated.

**Edit Home Address**

Address Search  
Enter an address here...

House Number\*    Address 1\*  
3300    NORTHERN BLVD

Address 2

City\*  
LONG ISLAND CITY

State\*    Zip Code\*  
NY    11101

Clicking the **Edit** button will redirect you to the Edit page. Click **Save** to save the updates made or **Cancel** to leave the page without saving.

## How do I opt-in/out to IVR voice notifications?

On the **My Account** page, scroll to the **Contact Numbers** section. Click **Edit** under the Number field and make sure your correct phone number is entered. **Select** the Use for Voice Notifications check-box and make sure to always save any updates.

### Edit Primary Pick-Up Number

Phone Number  
(718) 123-4557

Extension

Use For Voice Notifications

Save

Cancel

### How do I opt-in/out to IVR text notifications?

On the **My Account** page, scroll to the **Contact Numbers** section. Click **Edit** under the Text Message Number field and make sure your correct phone number is entered. **Select** the Use for SMS Notifications check-box and click the drop-down to select the name of your cell phone provider (e.g., AT&T, Verizon, Sprint, T-Mobile). If you would like to no longer receive the notifications un-select the checkbox and make sure to always save.

### Edit Text Message Number

Phone Number  
1112223333

Extension

Use For SMS Notifications

Mobile Phone Carrier  
AT&T

Save

Cancel

Clicking the **Use For SMS Notifications** check-box and select your Mobile Phone Carrier to ensure you receive IVR text notifications.

### Why are there two sections asking for my email address?

- The email field in the Sign-In Email section is the login email you used to create your account. You can edit your login email address if needed.
- The email field in the Notification Email section is the email address at which you would like to receive email notifications. You need to check the checkbox to receive trip notifications at this email address. Make sure to save your changes.

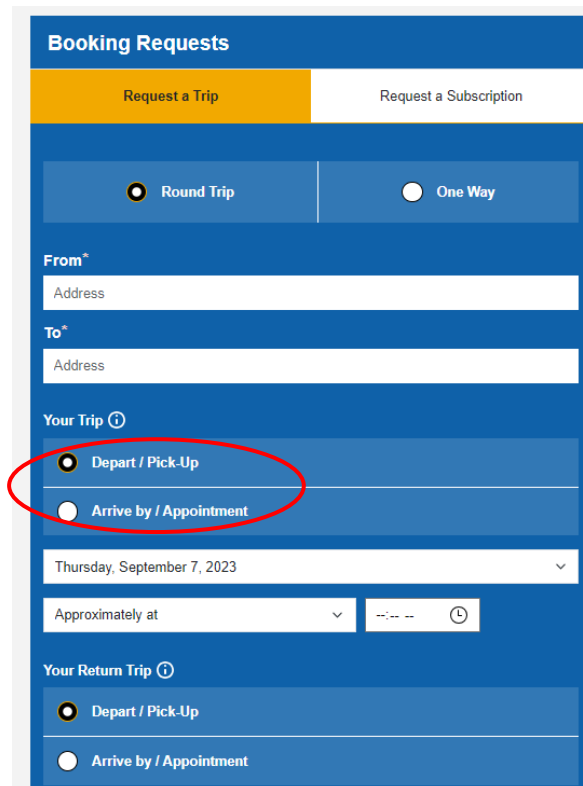
## AAR Trips

### How far in advance can I request a trip?

You may request a trip 1-2 days in advance of the day you would like to travel, based on the time of day. After 5 p.m., you will no longer be able to book trips for the next day.

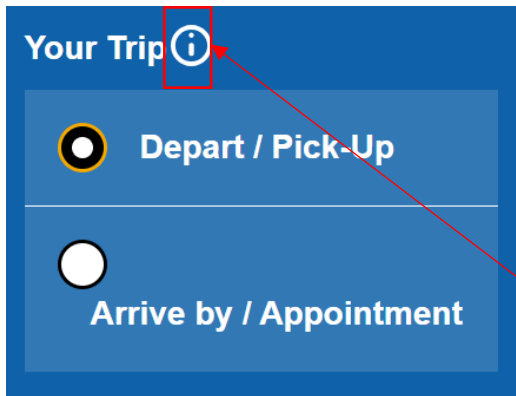
### How do I request a trip?

On the Home page in the Booking Requests widget, click on the **Request a Trip** tab. Select **Round Trip** or **One Way**, then enter your pick-up & drop-off addresses and the date you wish to travel. When you enter the time, please select if this is your Departure time (**Depart/Pick-up**) or Arrival time (**Arrive by/Appointment**). If you require any accommodations, please make sure to select the options you need.

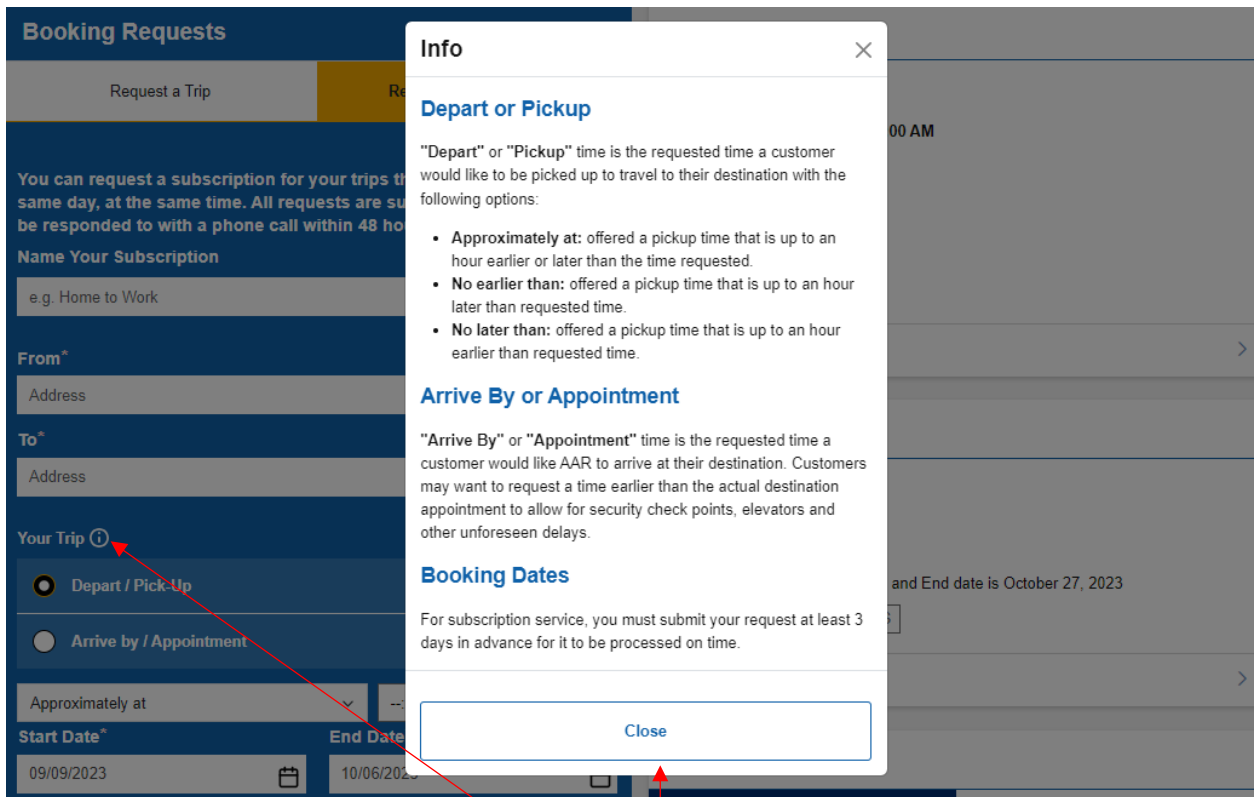


The image shows a screenshot of the 'Booking Requests' form. At the top, there are two tabs: 'Request a Trip' (highlighted in orange) and 'Request a Subscription'. Below the tabs, there are two radio buttons for trip type: 'Round Trip' (selected) and 'One Way'. The form includes fields for 'From\*' and 'To\*' addresses. Under 'Your Trip', there are two radio buttons: 'Depart / Pick-Up' (selected) and 'Arrive by / Appointment'. A date dropdown menu shows 'Thursday, September 7, 2023'. Below the date, there is a field for 'Approximately at' with a time selection icon. At the bottom, there is a section for 'Your Return Trip' with two radio buttons: 'Depart / Pick-Up' (selected) and 'Arrive by / Appointment'. A red circle highlights the 'Arrive by / Appointment' radio button in the 'Your Trip' section.

**Tip:** by clicking on the “information” icon, the system will display help text providing you additional information about the pickup and arrive by selections:



Click on the information icon to learn more about the options available to you.



The popup displays additional information regarding the different drop-down options available to you.



### Booking Requests

Request a Trip

Request a Subscription

Round Trip

One Way

**From\***

**To\***

**Your Trip** ⌵

Depart / Pick-Up

Arrive by / Appointment

Approximately at
10:00 AM
⌵

**Your Return Trip** ⌵

Depart / Pick-Up

Arrive by / Appointment

Approximately at
12:30 PM
⌵

Select your requirements for this trip, based on your profile options:

**Mobility Aids**

Support Cane

Select if you will be traveling with a Personal Care Attendant

Personal Care Attendant (PCA)

Select if you will be traveling with a guest

Guests

Submit Trip Request

### Your Next Trip

Scheduled

**Reservation Pick-Up Time: 12:30 PM**  
Thursday, September 7, 2023  
\$2.90

|

2 Broadway, Manhattan,  
NY 10004, US

●

180 Livingston Street,  
Brooklyn, NY 11201, US

[See trip details](#) >

### Your Subscriptions

You have no active subscriptions.

[See all subscriptions](#) >

### Your Trips

Upcoming

Past

Scheduled

**Reservation Pick-Up Time: 12:30 PM**  
Thursday, September 7, 2023  
\$2.90

|

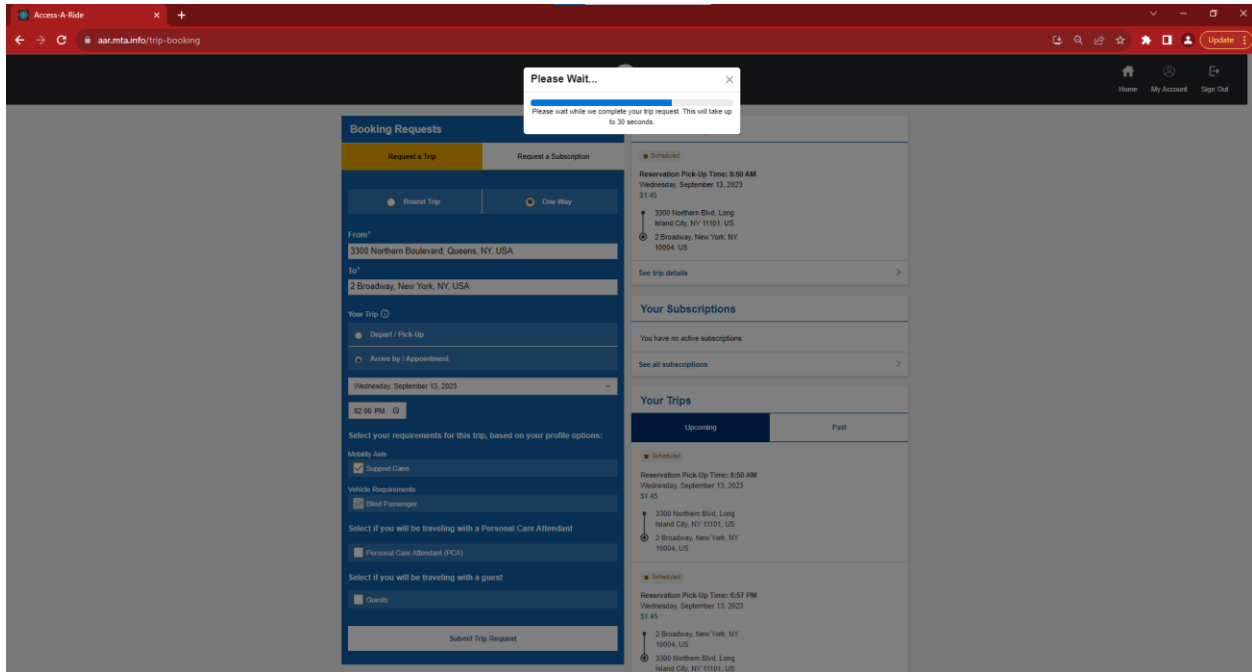
2 Broadway, Manhattan,  
NY 10004, US

●

180 Livingston Street,  
Brooklyn, NY 11201, US

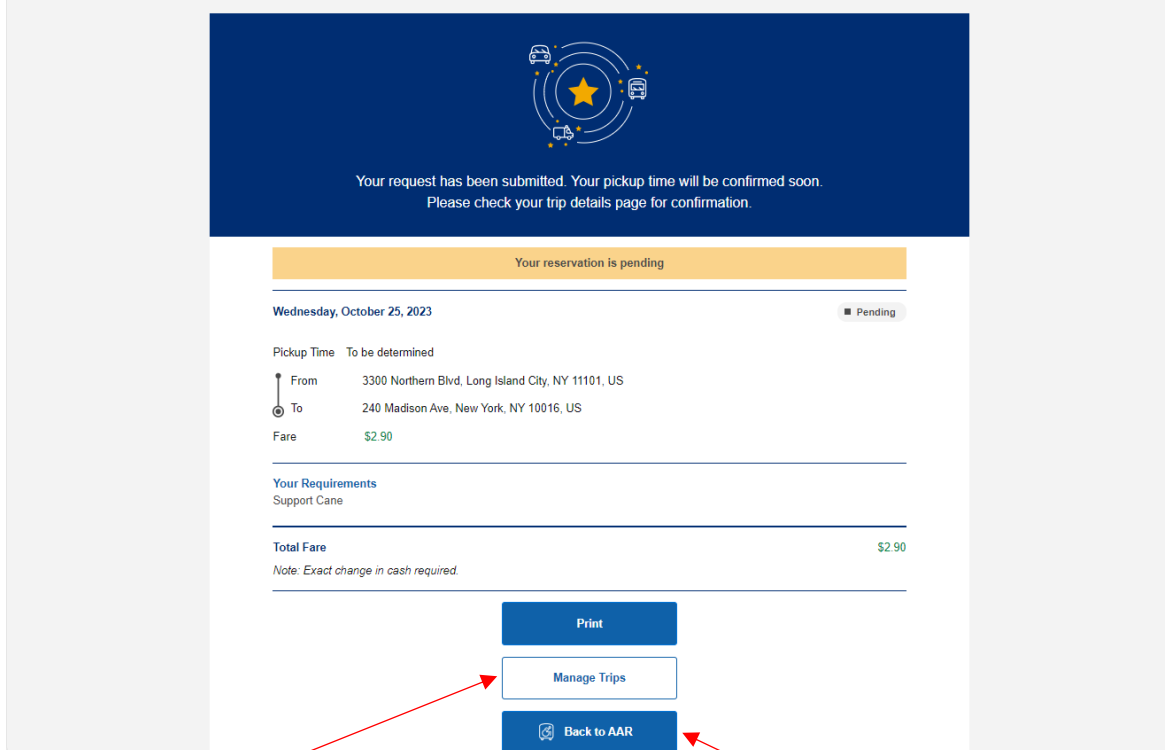
[See all upcoming trips](#) >

Once you finish the form and click on **Submit Trip Request**, a window will display. Allow up to 30 seconds for the system to book the trip. Our immediate booking system will schedule your trip right away, no more waiting for confirmation.



Once the trip is booked, you will see a trip summary as depicted below. Above your reservation details, you will see a yellow banner indicating *Your reservation is pending*. Please note, this page does not refresh automatically. You will have to click on the **Back to AAR** button to leave this page and review your updated reservation details.

Attention: We have updated our MYAAR application. If you are experiencing any issues booking using the mobile app, please uninstall and reinstall the app on your mobile device. Scroll to the bottom of the AAR page to make sure you are using the latest version, 1.3.1.



Click to here to navigate to view all trip details

Click here to return home and view updated details about your trip

## How do I fix my address after I get an error?

If you get a “Google Maps does not recognize the address entered” error or an “Address not found” message when entering your address, try these tips:

- If the address contains a dash in the house number, enter the address without the dash.
  - If you entered: 180-37 Nightinfairy Street
  - Try entering: 18037 Nightinfairy Street
- If the address has a zero after a dash in the house number, enter the address without the dash and the zero.
  - If you entered: 186-07 Nightinfairy Street
  - Try entering: 1867 Nightinfairy Street
- If the address contains a letter following the house number, enter the address without the letter or, enter a space between the numbers and letters.
  - If you entered: 180B Nightinfairy Street
  - Try entering: 180 Nightinfairy Street or 180 B Nightinfairy Street
- If you entered an address with an abbreviation, try entering it without the abbreviation. If you entered it with an abbreviation, try entering it with one. (ex: St, Blvd, Ave, Ct, Dr, E, W)
  - If you entered: 55 Water Street
  - Try entering: 55 Water St
  - If you entered: 180 E Nightinfairy
  - Try entering: 180 East Nightinfairy
- If you entered an address with NY, NY, try entering Manhattan, NY instead.
  - If you entered: 180 Nightinfairy Street NY, NY
  - Try entering: 180 Nightinfairy Street, Manhattan, NY

Addresses that are not accepted by MY AAR:

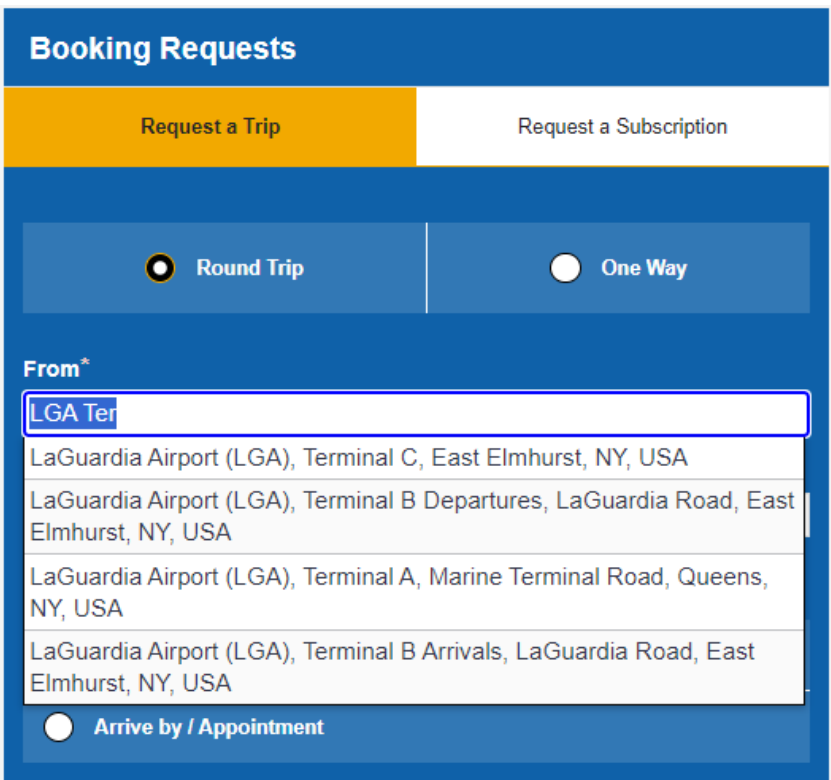
- Landmarks, for example Times Square or Madison Square Garden, will not be accepted.
- Cross Streets, for example, 59<sup>th</sup> Street and 7<sup>th</sup> Ave, will not be accepted.
- Airports will not be accepted unless they include a specific terminal number or letter.
  - For example, you must enter JFK Terminal 1 or LGA Terminal B, not just the airport name or abbreviation.
- Airport cargo locations will not be accepted.

**If none of the above suggestions work, please call AAR (877-337-2017 or 718-393-4999) to book your trip. Follow the prompts for scheduling trips.**

## How do I book trips to and from the airport?

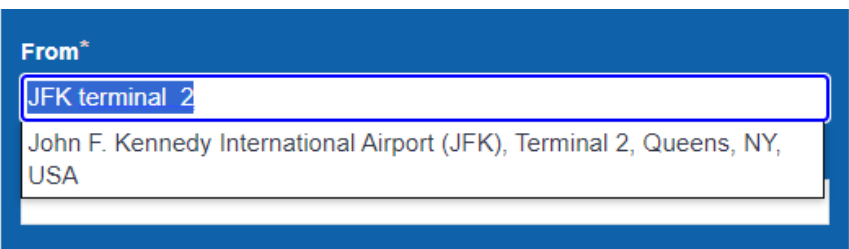
You can use MY AAR to book trips to and from the airport. Here are some tips to help support your airport booking.

**Tip 1** – Search for the **abbreviation** of the airport and be sure to include the word **terminal name (letter/number)** in your search (e.g. JFK Terminal 1 or LGA Terminal B). Please note typing only the airport name or abbreviation will return no results, you must enter the terminal information.



The screenshot shows the 'Booking Requests' interface. At the top, there are two tabs: 'Request a Trip' (selected) and 'Request a Subscription'. Below the tabs, there are two radio button options: 'Round Trip' (selected) and 'One Way'. The 'From\*' field is a dropdown menu with the text 'LGA Ter' entered. The dropdown list shows four search results for LaGuardia Airport (LGA) terminals: Terminal C, Terminal B Departures, Terminal A, and Terminal B Arrivals. At the bottom of the form, there is a radio button option for 'Arrive by / Appointment'.

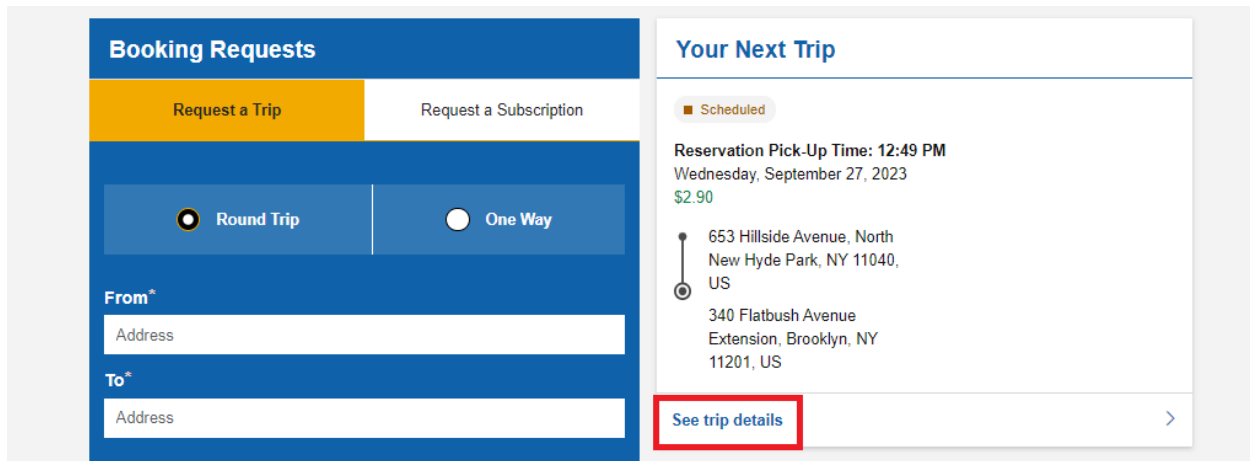
**Tip 2**- If you do not see the terminal you are looking for in the drop down, make to specify the terminal name



The screenshot shows the 'From\*' field with the text 'JFK terminal 2' entered. The dropdown list shows one search result: 'John F. Kennedy International Airport (JFK), Terminal 2, Queens, NY, USA'.

## How do I view my next upcoming trip details?

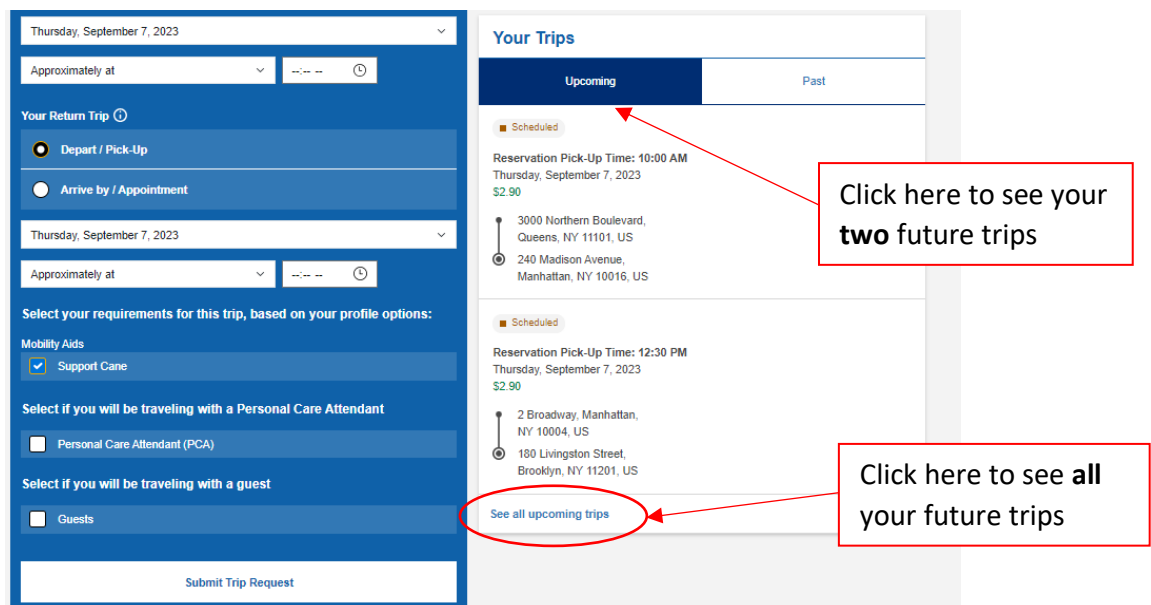
Your next trip is displayed in the top right corner of the home page under **Your Next Trip** widget. To view trip details, click on *See trip details*.



## How do I view all my trips?

On the Home page, scroll down to **Your Trips** widget to view all your trips. Click **Upcoming** tab to view your next two trips and click the **Past** tab to view the recent two trips that have passed the trip request time.

Click on **See all upcoming trips** at the bottom to view the complete list of future trips.



**Your Trips**

Upcoming **Past**

Cancelled

Reservation Pick-Up Time: 8:08 AM  
Tuesday, September 12, 2023  
\$1.45

3300 Northern Blvd, Long Island City, NY 11101, US  
2 Broadway, New York, NY 10004, US

Cancelled

Reservation Pick-Up Time: 7:00 PM  
Monday, September 11, 2023  
\$0.00

225 Division Ave, Brooklyn, NY 11211, US  
243 S 2Nd St, Brooklyn, NY 11211, US

[See all past trips](#)

Click here to see your past **two** trips

Click here to see **all** your past trips

Click on **See all past trips** at the bottom to view the complete list of passed trips.

## How do I view my trip details?

There are two ways to view your trip details.

First is to click on the “>” icon at the right edge to see trip details for individual trips.

**All of Your Trips**

Upcoming **Past**

Today 5 Trips

Scheduled

Reservation Pick-Up Time: 3:15 PM  
Wednesday, September 27, 2023

2 Broad Street, Manhattan, NY 10005, US  
130 Livingston Street, Brooklyn, NY 11201, US

\$2.90 >

Scheduled

Reservation Pick-Up Time: 6:42 PM  
Wednesday, September 27, 2023

5040 Henry Hudson Parkway East, The Bronx, NY 10471, US  
2 Broad Street, Manhattan, NY 10005, US

\$2.90 >

Second is to click on *See trip details* to view more information about your next trip from the homepage.

### Booking Requests

Request a Trip
Request a Subscription

Round Trip
 One Way

**From\***

**To\***

### Your Next Trip

Scheduled

**Reservation Pick-Up Time: 12:49 PM**  
 Wednesday, September 27, 2023  
\$2.90

653 Hillside Avenue, North  
 New Hyde Park, NY 11040,  
 US

340 Flatbush Avenue  
 Extension, Brooklyn, NY  
 11201, US

See trip details
>

## Trip Details Overview

You will then be able to view various details about your trip on this page. In the top header section, you can see information about your reservation date, pickup, status and fare of the trip. The Itinerary section provides information about your pickup and arrival times, location details and vehicle information. Your Request Details section displays information entered at the time of reservation request.

Reservation ID 143511846
Trip ID 242377267

Wednesday, September 27, 2023  
 Reservation Pick-Up Time: 3:15 PM

Scheduled \$2.90

### Itinerary

**Pick-Up**  
ETA 3:15 PM

**2 Broad Street,  
Manhattan, NY  
10005, US**

There is no vehicle  
information available.

**Drop-Off**  
ETA 3:42 PM

**130 Livingston  
Street, Brooklyn, NY  
11201, US**

### Your Request Details

From	2 Broad Street, Manhattan, NY 10005, US
To	130 Livingston Street, Brooklyn, NY 11201, US
When	Depart approximately at 3:15 PM
With	Support Cane
Fare	\$2.90 <small>Note: Exact change in cash required</small>

Cancel Trip

## Top Header Section


This top header section provides you information about the trip date, pick-up time, status, and fare of the trip. Right above it, there is information about the Trip ID. This number is useful to provide to your agent when you have questions about your trip. They are able to use this reservation ID to locate the trip and provide you additional information regarding your inquiry.

Reservation ID 143511846 Trip ID 242377267

Wednesday, September 27, 2023  
Reservation Pick-Up Time: 3:15 PM Scheduled \$2.90


### Itinerary

Pick-Up  
ETA  
3:15 PM

 **2 Broad Street,  
Manhattan, NY  
10005, US**

There is no vehicle information available.

Drop-Off  
ETA  
3:42 PM

 **130 Livingston  
Street, Brooklyn, NY  
11201, US**


*Note: A red box highlights the Trip ID, and a red arrow points from it to the Itinerary section.*

This section provides you information about the trip date, pick-up time, status, and fare of the trip.


## Itinerary Section

Below this information, there is a section for Itinerary. The Itinerary section will provide you with an ETA (estimated time of arrival) for pickup and drop-off, location details, as well as vehicle information when available. This section will also display a green banner with GPS information providing additional visibility into your trip.

### Itinerary

LIVE Your vehicle will arrive in about 15 minutes 


Pick-Up  
ETA  
11:01 AM

 **1015 E 167Th St,  
Bronx, NY 10459,  
US**


Broker


Vehicle ID  
CMT Yellow Toyota  
Prius V; Driver: ALVIN  
ELKERSON ; Hack #:  
5997819


Drop-Off  
ETA  
11:13 AM

 **961 E 174Th St,  
Bronx, NY 10460,  
US**

The vehicle icon will change based on your provider type: taxi, carrier, and broker.

  
**Taxi**

  
**Carrier**

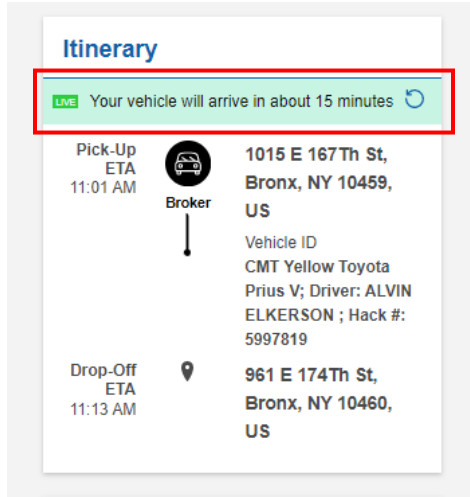
  
**Broker**

*Note: A red arrow points from the Broker icon in the itinerary to this legend.*

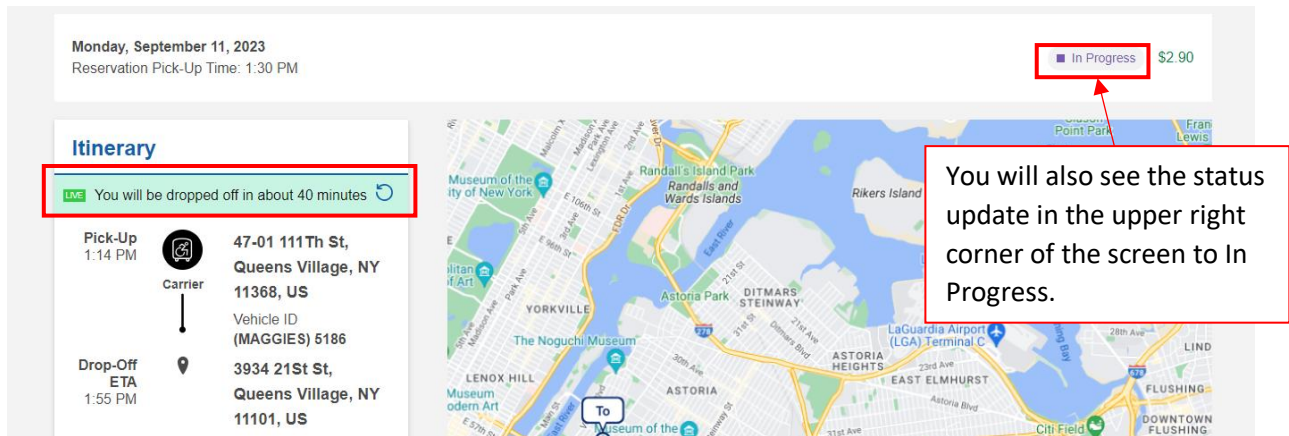


Note: Taxi icon is only displayed for taxi/car service trips you are approved to arrange on your own.

A green banner will appear in the **Itinerary** section of the page when your trip is about to start. This banner provides the pick-up ETA information.



Once you are picked up, the banner will automatically update to provide you your drop-off ETA.



The page automatically refreshes to provide you information about your ETA, current vehicle location, and trip status. You can see how the vehicle location and ETA updated in the image below after 20 minutes.

Monday, September 11, 2023  
Reservation Pick-Up Time: 1:30 PM

In Progress \$2.90

**Itinerary**

LIVE You will be dropped off in about 23 minutes

<p>Pick-Up 1:14 PM</p>	<p><b>47-01 111Th St, Queens Village, NY 11368, US</b></p> <p>Vehicle ID <b>(MAGGIES) 5186</b></p>
<p>Carrier</p>	
<p>Drop-Off ETA 1:55 PM</p>	<p><b>3934 21St St, Queens Village, NY 11101, US</b></p>

Once the trip is complete, you will see the actual Pick-Up and Drop-Off times below within the Itinerary section.

Monday, September 11, 2023  
Reservation Pick-Up Time: 1:30 PM

Completed \$2.90

**Itinerary**

<p>Pick-Up 1:14 PM</p>	<p><b>47-01 111Th St, Queens Village, NY 11368, US</b></p> <p>Vehicle ID <b>(MAGGIES) 5186</b></p>
<p>Carrier</p>	
<p>Drop-Off 1:57 PM</p>	<p><b>3934 21St St, Queens Village, NY 11101, US</b></p>

You will also see that the trip status in the top right corner changes from In Progress to Completed.

Please note that there will be some instances the GPS is inaccessible at which point you will see the green banner indicating the vehicle information is not available.

**Itinerary**

LIVE Vehicle information not available

<p>Pick-Up ETA 10:31 AM</p>	<p><b>7307 Amboy Rd, Staten Island, NY 10307, US</b></p> <p>Vehicle ID <b>(MAGGIES) 5087</b></p>
<p>Paratransit</p>	
<p>Drop-Off ETA 10:58 AM</p>	<p><b>3939 Richmond Ave, Staten Island, NY 10312, US</b></p>

**Your Request Details Section**

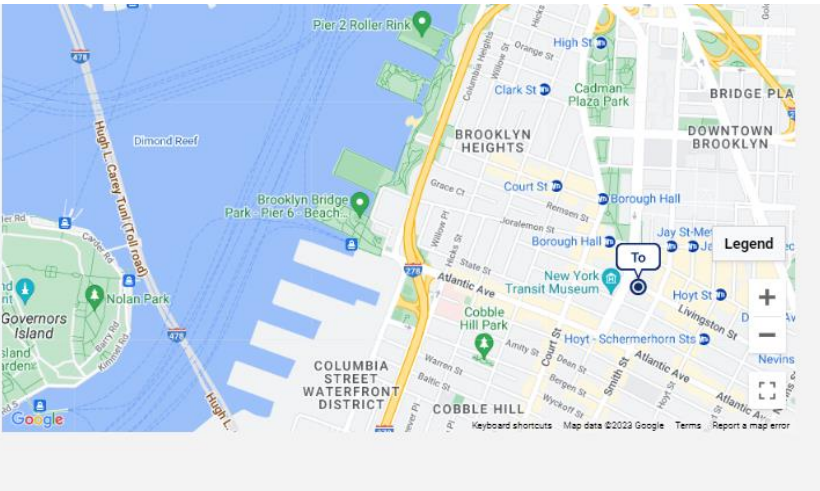
You also have a section on this page with Your Request Details. This section provides details about the pickup and drop off locations, support details, and # of guests that were submitted at the time of booking.

It also provides you with your targeted pick-up time, which you indicated in your reservation request.

### Your Request Details

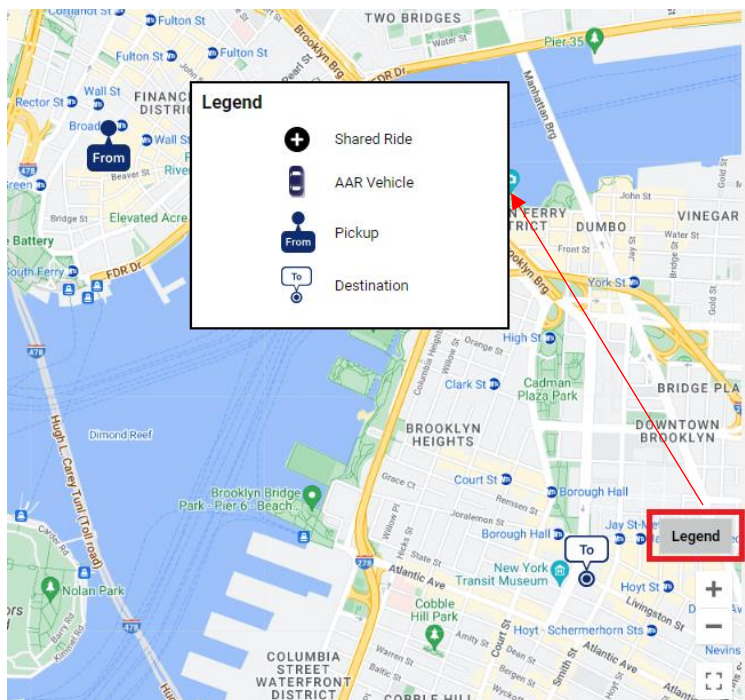
From	2 Broad Street, Manhattan, NY 10005, US
To	130 Livingston Street, Brooklyn, NY 11201, US
When	Depart approximately at 3:15 PM
With	Support Cane
Fare	\$2.90 Note: Exact change in cash required

Cancel Trip



### Map Details Section

You will also be able to view more information about your trip using the map. In the bottom right corner of the map, you have options to + (zoom in), - (zoom out), expand screen and the ability to click on the **Legend** to learn more about the icons.



**Legend**

- Shared Ride
- AAR Vehicle
- Pickup
- Destination

## How do I cancel my trip?

On the Home page, scroll down to **Your Trips** widget, and click on **See all upcoming trips** at the bottom. Find the “Scheduled” trip you would like to cancel, click on the “>” icon at the right edge to see trip details.

MTA Home My Account Sign Out

Attention: We have updated our MYAAR application. If you are experiencing any issues booking using the mobile app, please uninstall and reinstall the app on your mobile device. Scroll to the bottom of the AAR page to make sure you are using the latest version, 1.3.1.

Back

Reservation ID 143420466 Trip ID 242260994

Thursday, September 7, 2023  
Reservation Pick-Up Time: 12:30 PM

Itinerary

Pick-Up ETA 12:30 PM  
2 Broadway, Manhattan, NY 10004, US  
Broker  
There is no vehicle information available.

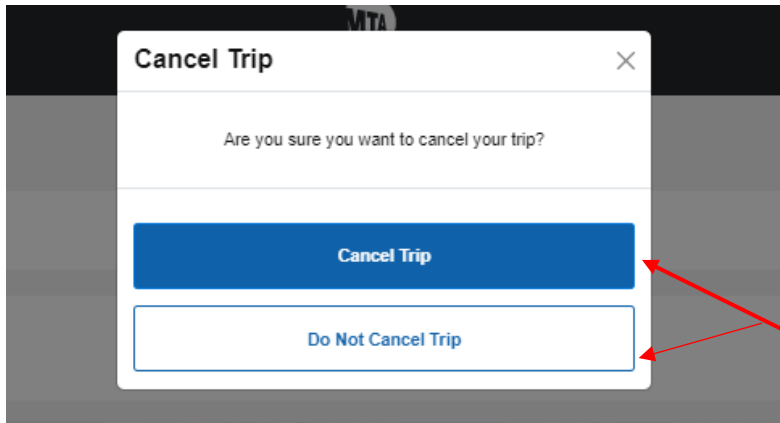
Drop-Off ETA 12:51 PM  
180 Livingston Street, Brooklyn, NY 11201, US

Your Request Details

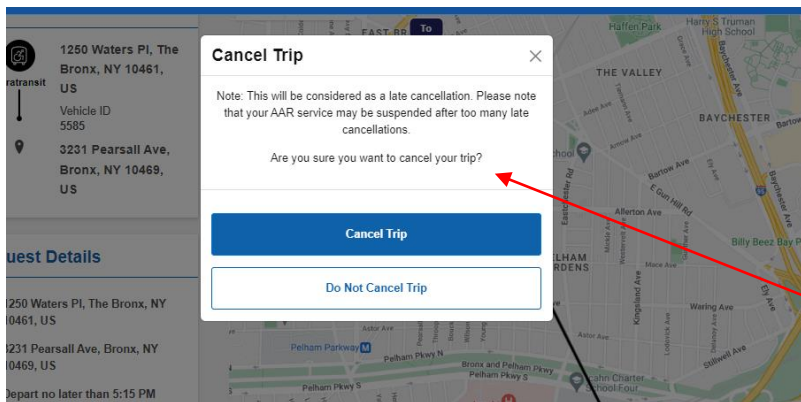
From 2 Broadway, Manhattan, NY 10004, US  
To 180 Livingston Street, Brooklyn, NY 11201, US  
When Depart approximately at 12:30 PM  
With Support Cane Personal Care Attendant  
Fare \$2.90  
Note: Exact change in cash required

Cancel Trip

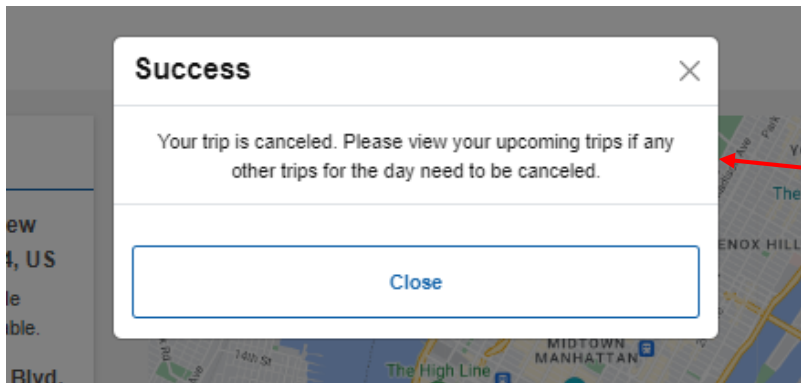
Scroll down to the bottom of the page until you see the **Cancel trip** button, click on the button to cancel your trip. A confirmation window will pop out to confirm the trip cancellation. Click the **Cancel trip** button again to confirm. Penalties will still apply for customers who “no-show” or “late cancel” trips.



You will receive a message to confirm cancellation of your trip.



If you are attempting to complete a cancellation that would be considered a late cancellation, a message will be displayed notifying you that it will be marked as such.



Trip Cancellation Success Message will be displayed after clicking Cancel Trip.

Remember: You must cancel same-day trips no later than two hours before your scheduled pickup time. Penalties will still apply to customers who don't show or cancel trips late. When canceling a two-way trip online, you must cancel both trips individually. The penalties for customers who no-show or late cancel trips are listed under [No-Show/Late Cancellation Violations](#).

# AAR Subscriptions

## How far in advance can I request a subscription?

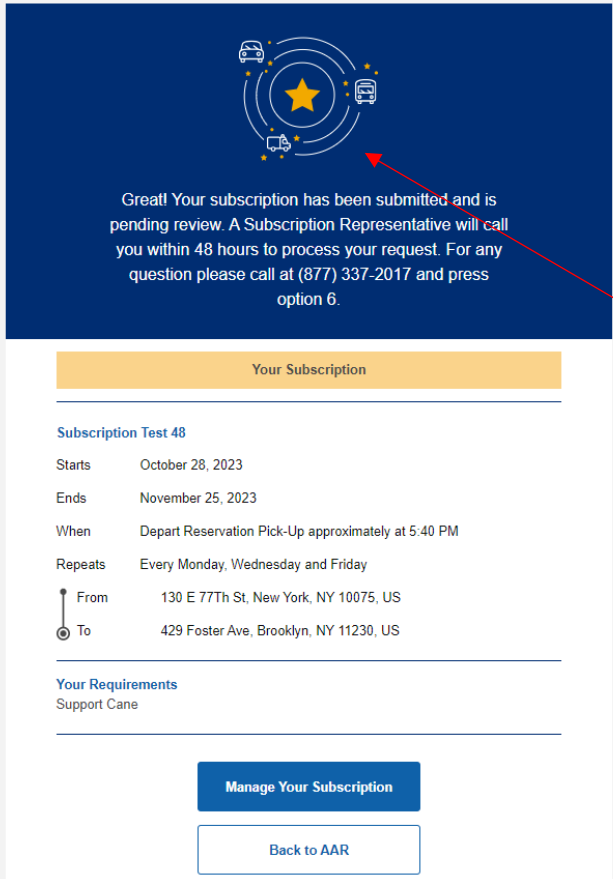
The scheduling process requires you to request a subscription at least 3 days in advance. You will receive a response informing you when your subscription has been scheduled and when it will begin.

## How do I request a subscription?

On the Home page in the Booking Requests widget, click on the **Request a Subscription** tab. You may create a name for your subscription, then enter your pick-up & drop-off addresses and the date you wish to travel. When you enter the time, please select if this is your Departure time (**Depart/Pick-Up**) or Arrival time (**Arrive by/Appointment**). Select the days of the week the subscription should repeat on weekly. If you require any accommodations, please make sure to select the options you need.

The screenshot displays the 'Booking Requests' interface. The 'Request a Subscription' tab is active. The form includes a text input for the subscription name (e.g., 'Medical Appointment'), 'From' and 'To' address fields, and radio buttons for 'Depart / Pick-Up' (selected) and 'Arrive by / Appointment'. It also features date pickers for 'Start Date' (09/09/2023) and 'End Date' (10/06/2023), a weekly repeat selector (W, F), and checkboxes for requirements like 'Support Cane', 'Personal Care Attendant (PCA)', and 'Guests'. On the right, the 'Your Next Trip' section shows a scheduled trip for Thursday, September 7, 2023, at 10:00 AM for \$2.90, with pick-up at 3000 Northern Boulevard, Queens, NY and drop-off at 240 Madison Avenue, Manhattan, NY. Below it, the 'Your Subscriptions' section states 'You have no active subscriptions'. The 'Your Trips' section has tabs for 'Upcoming' and 'Past', with the 'Upcoming' tab selected, showing another scheduled trip for Thursday, September 7, 2023, at 12:30 PM for \$2.90, with pick-up at 2 Broadway, Manhattan, NY and drop-off at 180 Livingston Street, Brooklyn, NY.

Once you finish the form and click on **Submit Subscription Request**, a window will display. Allow up to 30 seconds for the request to be submitted. Our immediate booking system will send your request to an associate who will review your subscription request and contact you within 48 hours. Please make sure your contact information on the My Accounts page is correct.



The image shows a confirmation window with a dark blue header containing a yellow star icon and a red arrow pointing to the text below. The text reads: "Great! Your subscription has been submitted and is pending review. A Subscription Representative will call you within 48 hours to process your request. For any question please call at (877) 337-2017 and press option 6." Below this is a yellow bar with the text "Your Subscription". Underneath, the details for "Subscription Test 48" are listed: Starts (October 28, 2023), Ends (November 25, 2023), When (Depart Reservation Pick-Up approximately at 5:40 PM), Repeats (Every Monday, Wednesday and Friday), From (130 E 77Th St, New York, NY 10075, US), and To (429 Foster Ave, Brooklyn, NY 11230, US). A section for "Your Requirements" lists "Support Cane". At the bottom are two buttons: "Manage Your Subscription" (blue) and "Back to AAR" (white with blue border).

Great! Your subscription has been submitted and is pending review. A Subscription Representative will call you within 48 hours to process your request. For any question please call at (877) 337-2017 and press option 6.

**Your Subscription**

**Subscription Test 48**

Starts October 28, 2023

Ends November 25, 2023

When Depart Reservation Pick-Up approximately at 5:40 PM

Repeats Every Monday, Wednesday and Friday

From 130 E 77Th St, New York, NY 10075, US

To 429 Foster Ave, Brooklyn, NY 11230, US

**Your Requirements**

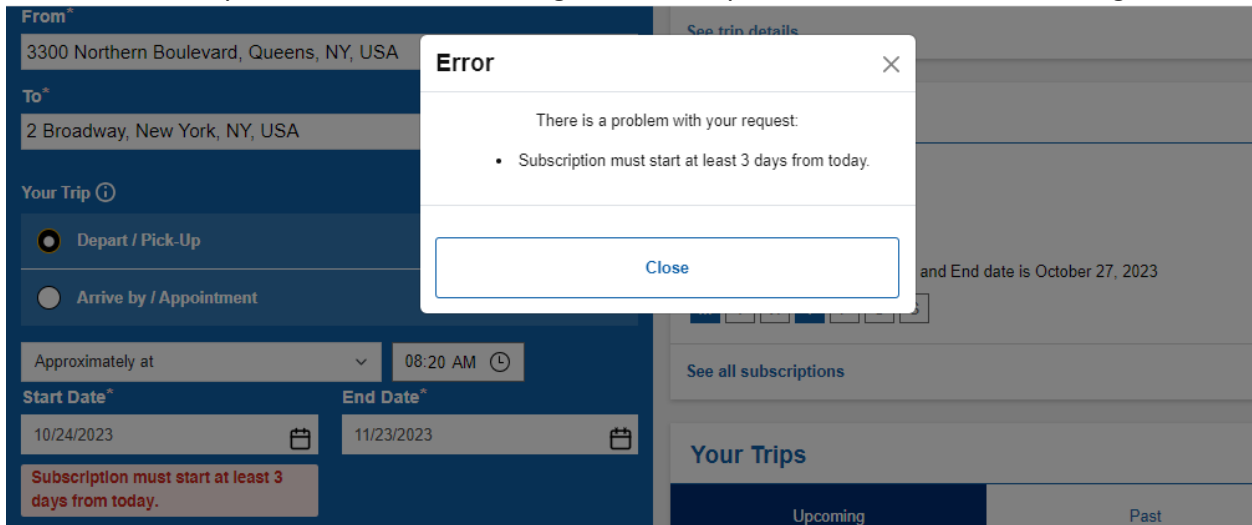
Support Cane

[Manage Your Subscription](#)

[Back to AAR](#)

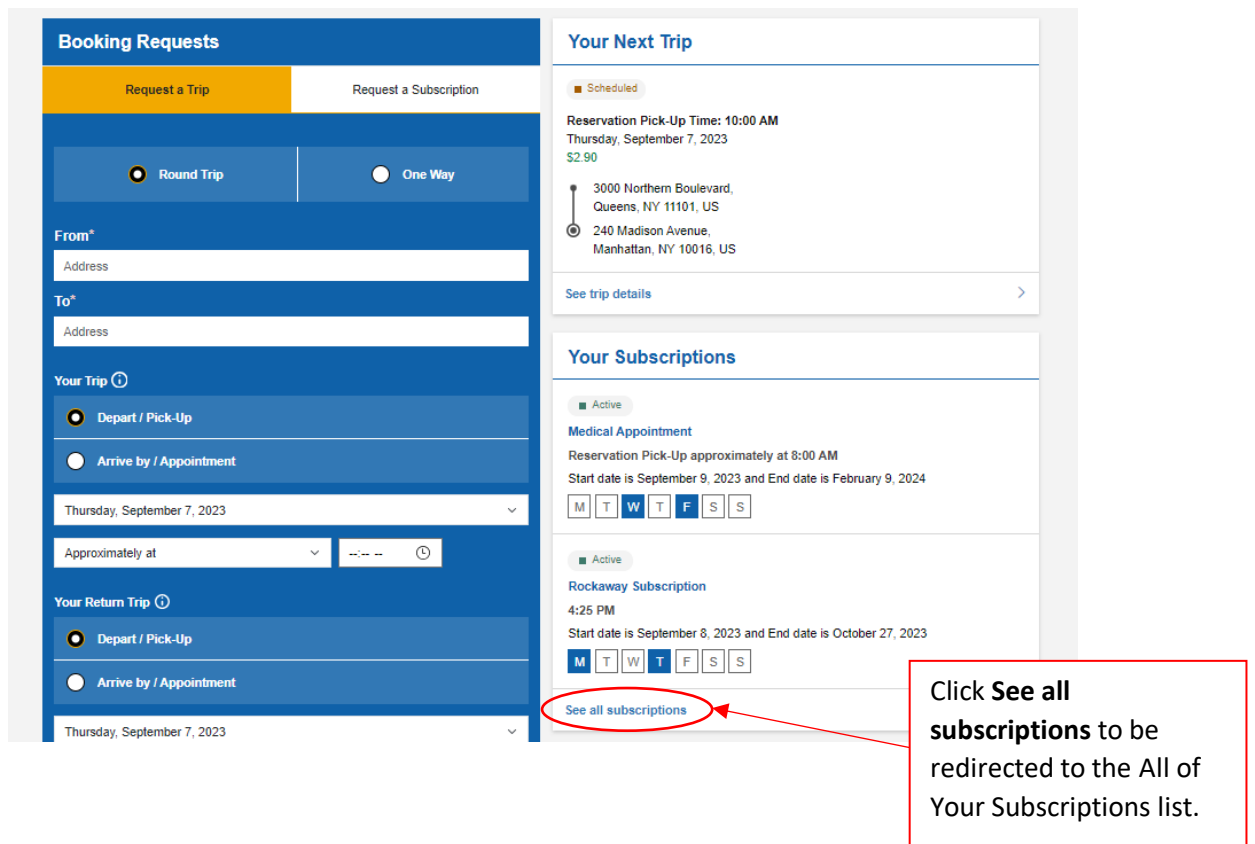
Please note requests need to be reviewed and confirmed. You will be contacted about your subscription within 48 hours.

Please note, in order to submit a successful subscription request, your subscription Start Date must start at least 3 days from the date of booking. Otherwise, you will receive an error message.



## How do I view all my subscriptions?

On the Home page, scroll down to **Your Subscriptions** widget, and click on **See all subscriptions** at the bottom.





## All of Your Subscriptions

**Active** Inactive

**Medical Appointment**

Time  
Reservation Pick-Up approximately at  
8:00 AM

Duration  
September 9, 2023 - February 9, 2024

M T W T F S S

160 East 53Rd Street, Manhattan, NY 10022, US

2 Broadway, Manhattan, NY 10004, US

>

**Rockaway Subscription**

Time  
4:25 PM

Duration  
September 8, 2023 - October 27, 2023

M T W T F S S

175-15 Rockaway Boulevard, Queens Village, NY 11434, US

2 Broadway, Manhattan, NY 10004, US

>

Click **Active** to view currently active subscriptions (including those on a temporary hold) and click **Inactive** to view past subscriptions that have passed the subscription end date.

How do I view my subscription details?

Click on the “>” icon at the right edge to see trip details for individual subscriptions.

## All of Your Subscriptions

**Active** Inactive

**Medical Appointment**

Time  
Reservation Pick-Up approximately at  
8:00 AM

Duration  
September 9, 2023 - February 9, 2024

M T W T F S S

160 East 53Rd Street, Manhattan, NY 10022, US

2 Broadway, Manhattan, NY 10004, US

>

**Rockaway Subscription**

Time  
4:25 PM

Duration  
September 8, 2023 - October 27, 2023

M T W T F S S

175-15 Rockaway Boulevard, Queens Village, NY 11434, US

2 Broadway, Manhattan, NY 10004, US

>

[Back](#)

### Medical Appointment

Active

#### Subscription Details

Time: Reservation Pick-Up approximately at 8:00 AM

Start: Saturday, September 9, 2023

End: Friday, February 9, 2024

Repeats:  M  T  W  T  F  S  S

From: 160 East 53Rd Street, Manhattan, NY 10022, US

To: 2 Broadway, Manhattan, NY 10004, US

With: Support Cane  
Personal Care Attendant

[Cancel this Subscription](#)

#### Pause Subscription

You can put a subscription on hold by pausing it. When paused, trips will not be scheduled during the requested hold period. However, trips that were scheduled before the pausing date will not be canceled. Please note: The pause date to start a hold must be at least 3 days in advance from today's date.

[Pause Subscription](#)

## How do I pause my subscription?

On the subscription details page scroll down to the Pause Subscription section. Be sure to read the text for important subscription hold information. To proceed, click on the **Pause Subscription** button. A pop-up window will display requiring entry of the start and end dates the subscription should be paused. Please note: subscriptions must be paused 3 days in advance. After entering the dates click **Save Changes** or **Close** to cancel.

approximately at 8:00 AM

Start: Saturday, September 9, 2023

End: Friday, February 9, 2024

Repeats:  M  T  W  T  F  S  S

From: 160 East 53Rd Street, Manhattan, NY 10022, US

To: 2 Broadway, Manhattan, NY 10004, US

With: Support Cane  
Personal Care Attendant

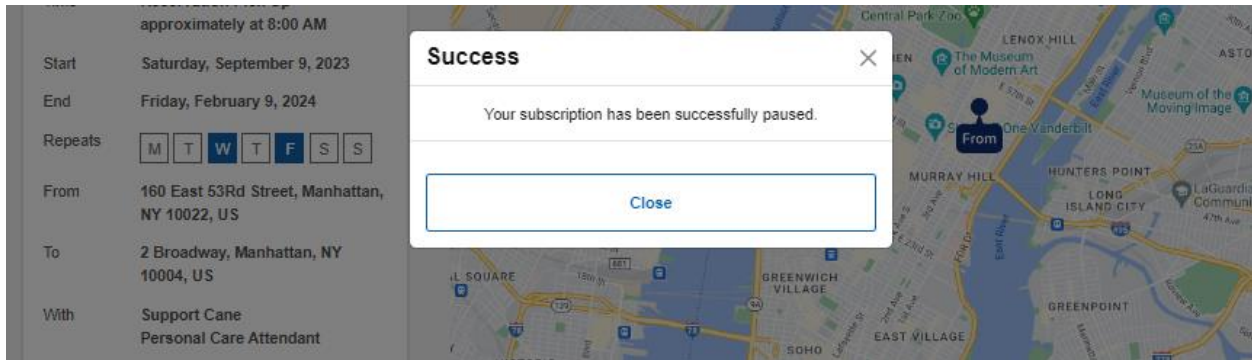
#### Pause Subscription

Start Date: 09/09/2023

End Date: 09/30/2023

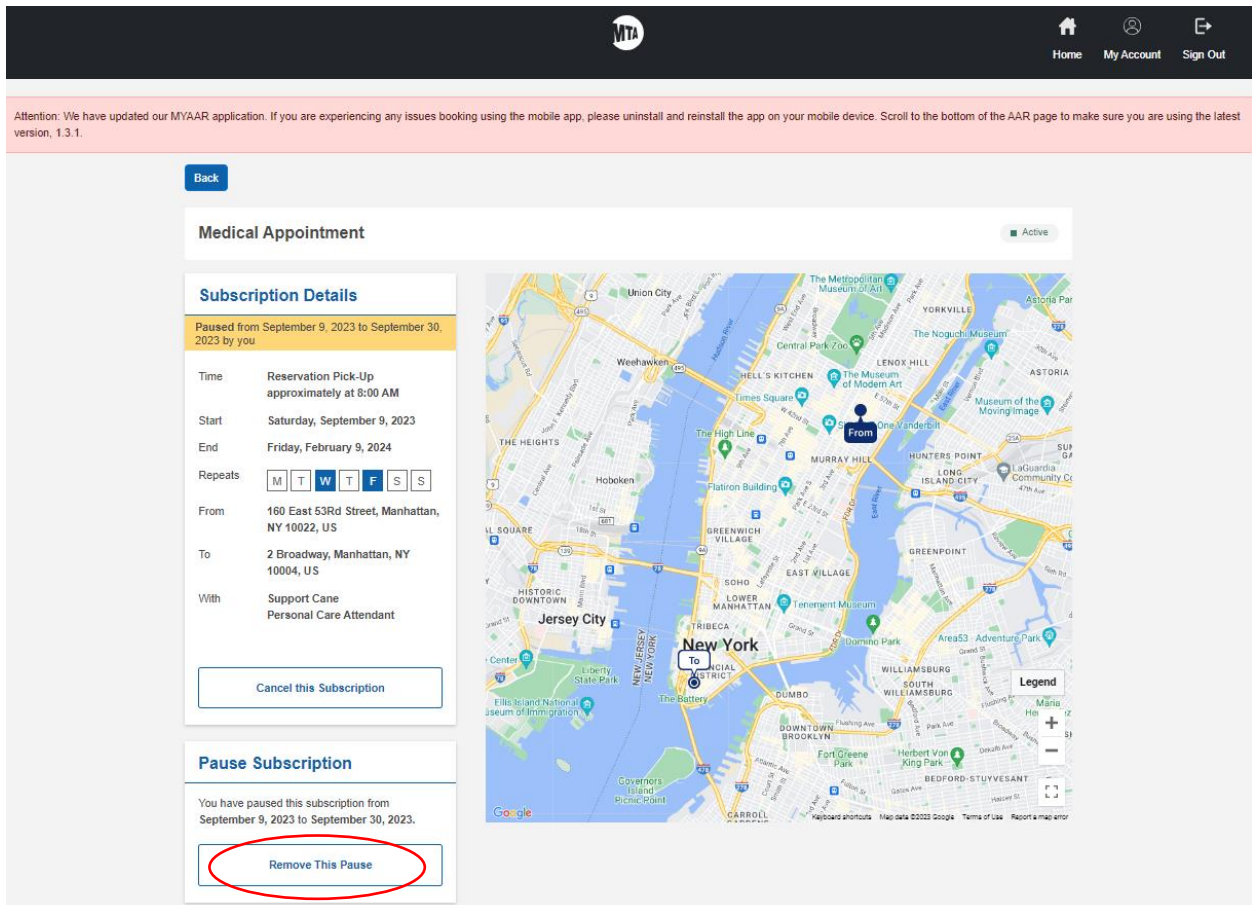
[Close](#) [Save Changes](#)

A success message will display confirming the subscription has been paused for the dates requested.



## How do I resume my subscription?

On the subscription details page scroll down to the Pause Subscription section. Pause start and end dates will be displayed however if a subscription needs to resume before the original pause end date, click on the **Remove This Pause** button.



## How do I cancel my subscription?

Scroll down to the bottom of the page until you see the **Cancel this Subscription** button, click on the button to cancel your subscription. A confirmation window will pop out to confirm the trip cancellation. Click the **Yes, Cancel This Subscription** button again to confirm.

Attention: We have updated our MYAAR application. If you are experiencing any issues booking using the mobile app, please uninstall and reinstall the app on your mobile device. Scroll to the bottom of the AAR page to make sure you are using the latest version, 1.3.1.

**Medical Appointment** Active

**Subscription Details**

Paused from September 9, 2023 to September 30, 2023 by you

Time	Reservation Pick-Up approximately at 8:00 AM
Start	Saturday, September 9, 2023
End	Friday, February 9, 2024
Repeats	<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input checked="" type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S
From	160 East 53Rd Street, Manhattan, NY 10022, US
To	2 Broadway, Manhattan, NY 10004, US
With	Support Cane Personal Care Attendant

**Cancel this Subscription**

**Pause Subscription**

You have paused this subscription from September 9, 2023 to September 30, 2023.

**Remove This Pause**

**Cancel Subscription** ×

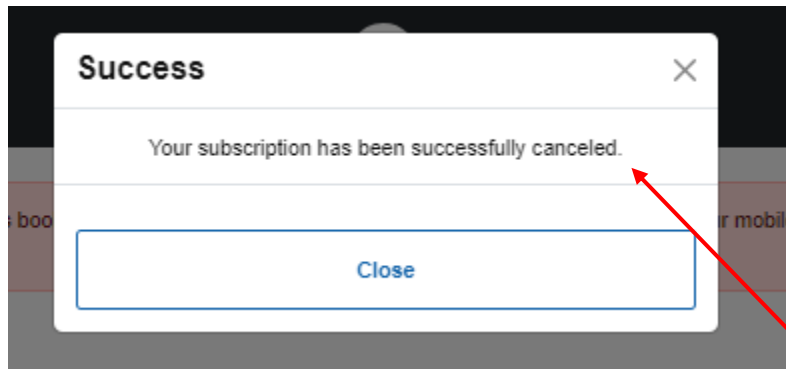
Are you sure you want to cancel the Medical Appointment subscription?

Note: All previously scheduled trips through this subscription will have to be canceled separately.

**Yes, Cancel This Subscription**

**No, Keep This Subscription**

You will receive a message to confirm cancellation of your subscription.



Trip Cancellation Success Message will be displayed after clicking **Cancel this Subscription**.

## MY AAR Additional Information

Is MY AAR accessible to someone with a visual disability?

Screen Reader functionality using NVDA and VoiceOver are compatible with Chrome.

What are the privacy policies of this website?

MTA's privacy policies [are explained here](#).

Why do I need an updated application version?

It is important to use the updated application version to ensure you see the latest updates and fixes. Whenever a new version is released, the banner message will be temporarily updated to confirm the version number. The steps below will show you how to refresh your browser and the MTA mobile app to ensure you have the most recent updates.

How do I update my version on a web browser?

Navigate to [Access-A-Ride \(mta.info\)](http://mta.info) and view the banner message displayed at the top of the webpage to confirm a new application version or other important announcements. Scroll to bottom of the page and note the version. If the version at the bottom of your screen does not match the banner message version, scroll back up to the top of the page and **click** the refresh icon and the browser will update to the latest version.



Attention: We have updated our MYAAR application. If you are experiencing any issues booking using the mobile app, please uninstall and reinstall the app on your mobile device. Scroll to the bottom of the AAR page to make sure you are using the latest version, 1.8.11.

The screenshot shows the MTA AAR booking interface. At the top, there is a dark navigation bar with the MTA logo and links for Home, My Account, and Sign Out. Below this is a red-bordered message banner that reads: "Message updated: 01/02/2024 Attention: We have made updates to our application. Scroll to the bottom of the page to make sure you are using the latest MYAAR application version, 1.8.6, if not please refresh your browser." The main content area is divided into two columns. The left column is titled "Booking Requests" and contains a form for requesting a trip, with options for Round Trip and One Way, and fields for From, To, and departure date. The right column is titled "Your Next Trip" and "Your Subscriptions", showing that the user has no upcoming trips or active subscriptions. Below this, there is a section for "Your Trips" with a "Pending" status, showing a reservation request for Thursday, January 4, 2024, at 2:14 AM, with a cost of \$0.00 and pickup/drop-off locations in New Hyde Park, NY.

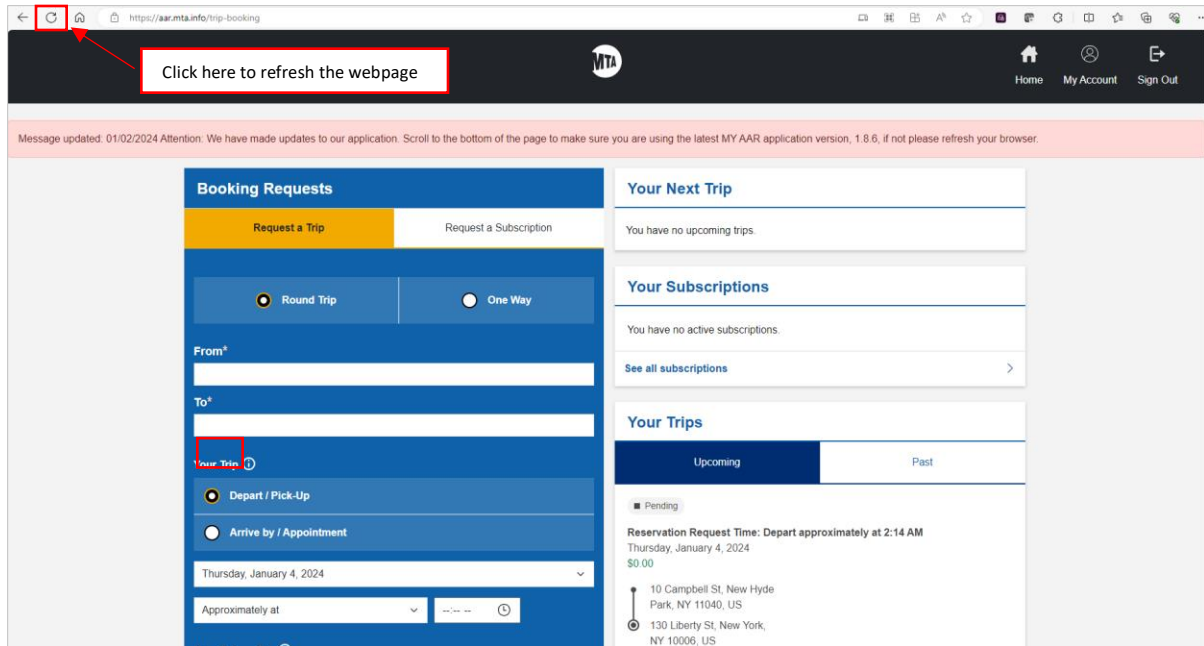


Following an update, the last version number will be displayed on the top banner.

## THE MTA

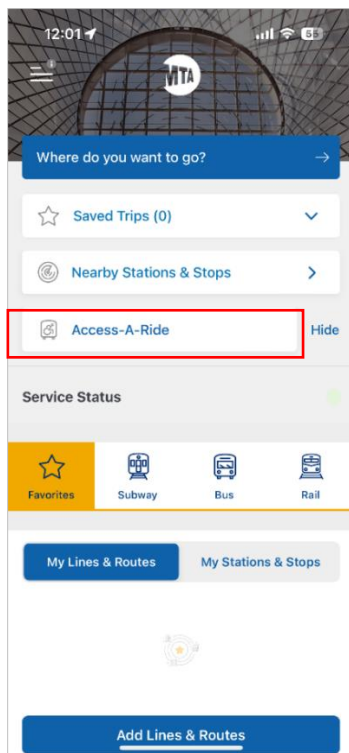
- About Us
- Contact Us
- Careers
- Transparency

1.6.13

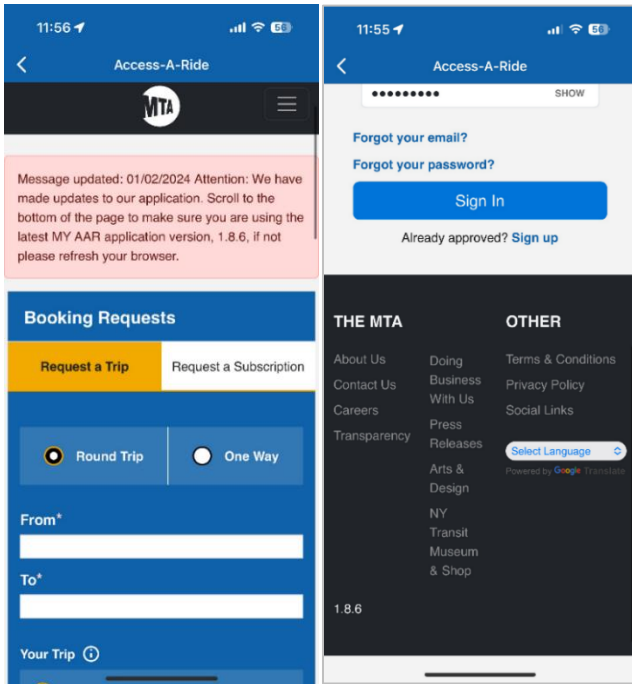


How do I update my version on my mobile device?

**Tap** on the MYmta app on your mobile device to open the app. **Tap** Access-A-Ride.



If you are already logged into the app, you will see the **Booking Requests** page, if you are not signed in you will see the **Access-A-Ride Sign In** page.



**Scroll** to the bottom of the page to see the updated version in your app. If you do not see the updated version, **force the app closed and reopen**. When you reopen the app, it will be updated to the latest version.

