

What Next?

Congratulations! You are now approved by the City of Newton to use GoGo. You will need to wait up to one week and then finish your account set up directly with GoGo.

There are two ways to finish your account set up with GoGo:

1. **Call 1-855-605-8544**

- or -

2. **Register by email.**

- Look for an email from: support@gogograndparent.com with the subject "Welcome to GoGoGrandparent in Partnership with City of Newton." **Check your spam or junk folder.**
- Click on the link in the email to finish setting up your account.
- You will need to create a password to access your Account Website.

You can also add information to your account:

- **Profile:** include phone numbers you might call GoGo from, and any requests to help GoGo match you with a vehicle or driver.
- **Payment:** add a credit/debit card to your account.
- **Family Contacts:** a loved one or trusted person who you authorize to manage your account and to receive notifications about your rides.
- **Custom Locations:** addresses that you might travel to or from with GoGo.

How do I schedule a ride?

Once you have finished setting up your GoGo account, you can schedule a ride! You can schedule a ride by phone or by using GoGo's website.

- Call **1-855-605-8544** and wait to hear: "Thanks for Calling GoGo."

PRESS 1 to immediately request an Uber or Lyft to be sent to your home. No need to speak with an operator.

PRESS 2 to request an Uber or Lyft to be sent to where GoGo dropped you off last.

PRESS 3, 4, or 5 to request an Uber or Lyft to a custom pickup location (once you are registered, please give GoGo a call to set these up).

PRESS 6 to book on-demand rides to new places using voice commands.

PRESS 0 to speak with a Customer Service operator. Note that there is a \$5 fee to speak with an operator; for your subsidized rides, Newton will pay that fee.

- Visit the GoGo website: www.gogograndparent.com. Click on the Log In button and enter your email and password. **Order or schedule a ride under the "Rides Overview" menu.**

More Information can be found at
www.newtonma.gov/GoGo