



# Web Portal Guide -Booking a Trip

Available to Medicaid trips only\*

\*Must be an established Medicaid client for GoWake Access. Call 919-212-7005 to register

# Get started [here!](#)

← → ↻ 🏠 wcts.routematch.com/customer/



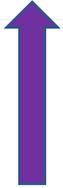
## RouteMatch™ Portal

Welcome to the RouteMatch Customer Web Portal

[Portal Home](#)

[New User Registration](#)





Welcome Hannah!

Upcoming Trips

No trips found between 12/19/19 and 1/2/20.

Only choose recurring trip if you are going to the exact same address for every appointment at the same appointment time

Select whether this is a single trip or a recurring trip

One time or recurring trip?  One Time  Recurring

What date is your trip on?

Trip Date

Cancel Next

Select whether this is a single trip or a recurring trip

One time or recurring trip?  One Time  Recurring

Select the days of the week that your trip happens on

Days of Week

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<input type="checkbox"/>						

Select the first and last dates of your recurring trip between 12/20/19 and 1/19/20

First Date  Last Date

Leave blank if no end date

Cancel Next

You must put an end date, or your trips will not save correctly. GoWake Access allows trips to recurring trips for one month at a time

For the first trip of the day, you must request it based on what time you want to be dropped off.



Select the pickup location and the drop off location for your trip

**Pickup Address** Home  
220 Swinburne St Raleigh, NC 27610

Search for pick up address  
Search Addresses

— or —  
Select from favorites: Home ▾

**Drop off Address**

Search for drop off address  
Search Addresses

— or —  
Select from favorites: --- ▾

Select one of the available timing preference options based on if you need to be dropped off by a certain time, need to be picked after a certain time, or both.

**Time**  Pick Up Time  Drop Off Time  Pick Up Time and Drop Off Time

**Drop Off Time** 5:00 AM ▾

*If you plan on calling when you are ready to be picked up, please select yes below.*

**Will call for pickup**  Yes  No

Back Next

Select the pickup location and the drop off location for your trip

<b>Pickup Address</b>	216 W Cabarrus St Raleigh, NC 27601	Search for pick up address Search Addresses — or — Select from favorites: --- ▾
<b>Drop off Address</b>	<b>Home</b> 220 Swinburne St Raleigh, NC 27610	Search for drop off address Search Addresses — or — Select from favorites: Home ▾

Select one of the available timing preference options based on if you need to be dropped off by a certain time, need to be picked after a certain time, or both.

**Time**     Pick Up Time    Drop Off Time    Pick Up Time and Drop Off Time

**Pick Up Time**    5:15 AM ▾

*If you plan on calling when you are ready to be picked up, please select yes below.*

**Will call for pickup**     Yes    No

Back   Next   Book Trip

For the trip back home, choose the time you are available to be picked up



Note here if you use a wheelchair or require the lift to board a van



Please complete the required (\*) fields below

Mobility Type

Please Select Mobility Requirement Type

Service Needs

- Back of House Dropoff
- Back of House Pickup
- Car Only
- Car Seat
- Door-to-Door
- Guest Aide Assistance

# of Guests

# of Attendants

Comments

Back Next

Attendants are people who are medically required to assist you\*



Guests are any other additional passengers, such as children, family, friends, etc.

\*documentation may be required for attendants

Please review all of the information below and ensure it is correct.

**Trip Date**

12/24/2019

Edit Date

**Pickup Address**

**Home**

220 Swinburne St Raleigh, NC 27610

**Drop off Address**

216 W Cabarrus St Raleigh, NC 27601

**Drop off time**

5:00 AM

Edit Trip

**Mobility Type**

Ambulatory

**Service Needs**

Visually-Impaired

**# of Guests**

0

**# of Attendants**

0

Edit Trip

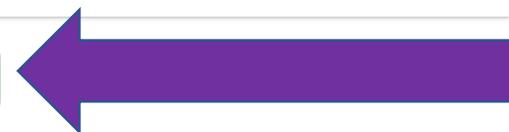
Review trip details here

Back

Save and Add Another Trip

Save and Add Return Trip

Book Trip



Trip Date

One Time : December 24, 2019

Edit Date

Please review the trips below:

Drop off by 5:00 AM

Origin

220 Swinburne St  
Raleigh, NC 27610

Destination

216 W Cabarrus St  
Raleigh, NC 27601

Edit Trip

Remove Trip

Pick up after 5:15 AM

Origin

216 W Cabarrus St  
Raleigh, NC 27601

Destination

220 Swinburne St  
Raleigh, NC 27610

Edit Trip

Remove Trip

For additional e-mail notifications, input e-mail addresses separated by commas below

Add Trip Submit



# Confirmation that your trip has been submitted



The following trips have been submitted for approval:  
One Time : December 24, 2019

Time	Pickup Address	Drop off Address	Reservation Number
5:00 AM	<b>Home</b> 220 Swinburne St Raleigh, NC 27610	216 W Cabarrus St Raleigh, NC 27601	2614793
5:15 AM	216 W Cabarrus St Raleigh, NC 27601	<b>Home</b> 220 Swinburne St Raleigh, NC 27610	2614794



### Trips by date

Start Date

12/19/2019

End Date

1/18/2020



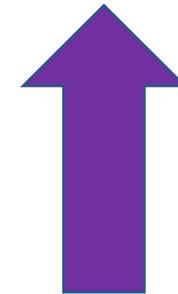
Tuesday, December 24, 2019

220 Swinburne St to 216 W Cabarrus St  
5:00 AM  
Reservation Number: 2614793-19358

 Rejected  
[click for details](#)

216 W Cabarrus St to 220 Swinburne St  
5:15 AM  
Reservation Number: 2614794-19358

 Pending  
[click for details](#)



Trip status will be available here