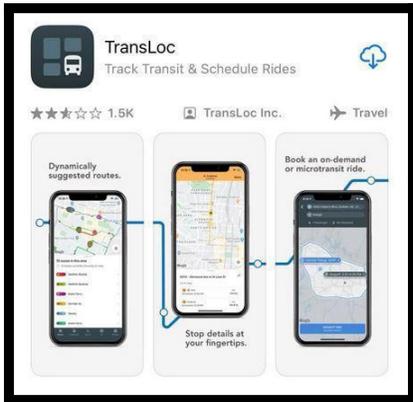


SDSU SAFE RIDE  
Transloc Mobile App  
User Guide

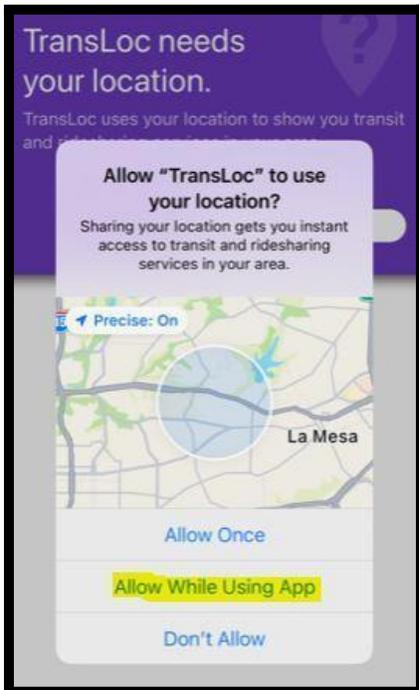
March 21, 2025

1. Download the **TransLoc app** to your mobile phone



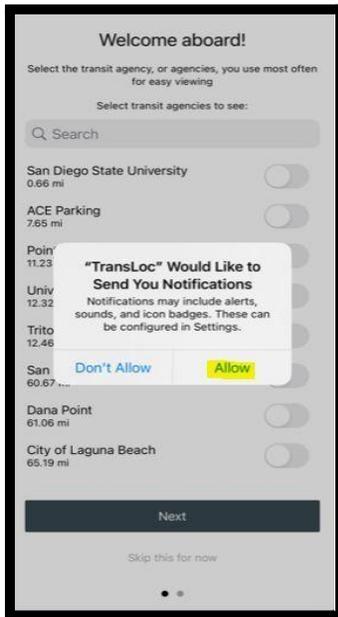
2. Select **“Allow While Using App”**

*Note: sharing your location is required to access and select San Diego State University transit agency in step 3.*



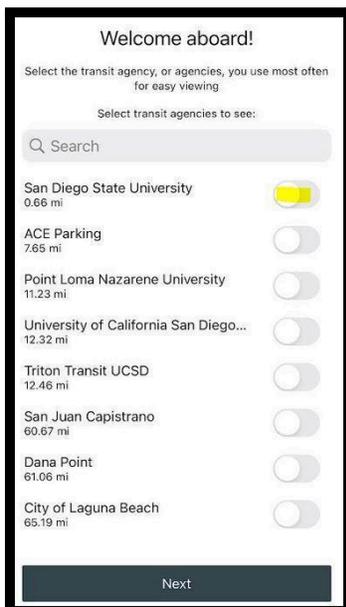
3. Select the **“Allow”** button.

*Note: Notifications may include alerts, sounds and icon badges.*

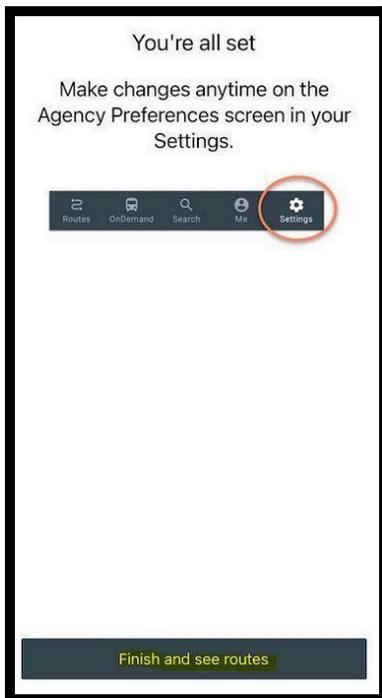


4. Select **“San Diego State University”**

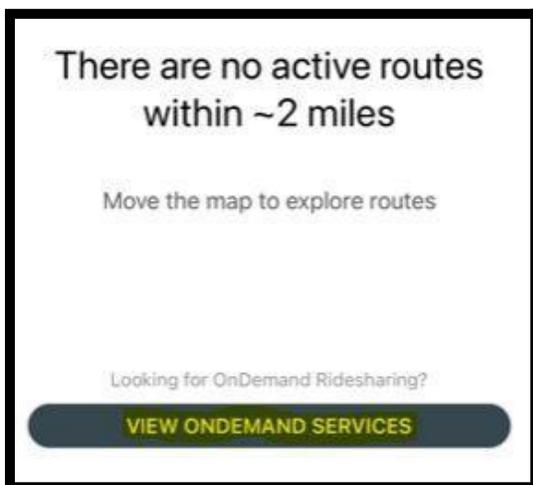
5. Select **“Next”** button



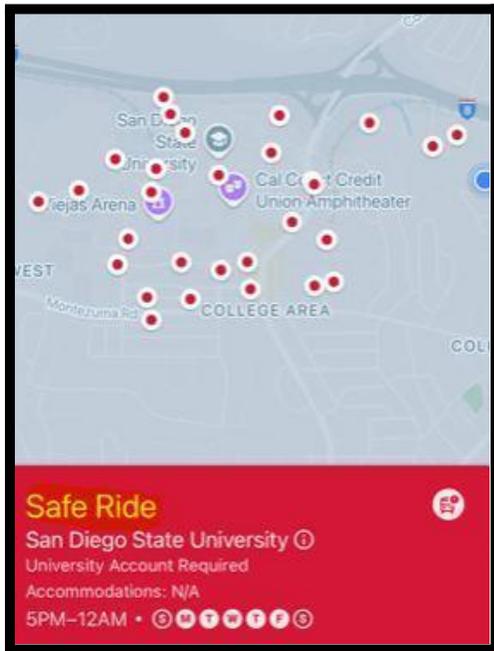
6. Select **“Finish and see routes”** button



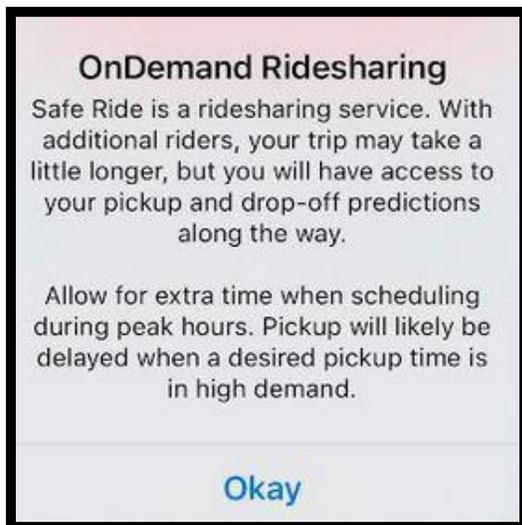
7. Select **“VIEW ON DEMAND SERVICES”** button



8. Select **“Safe Ride”**



9. A pop-up window appears. Select **“Okay”**

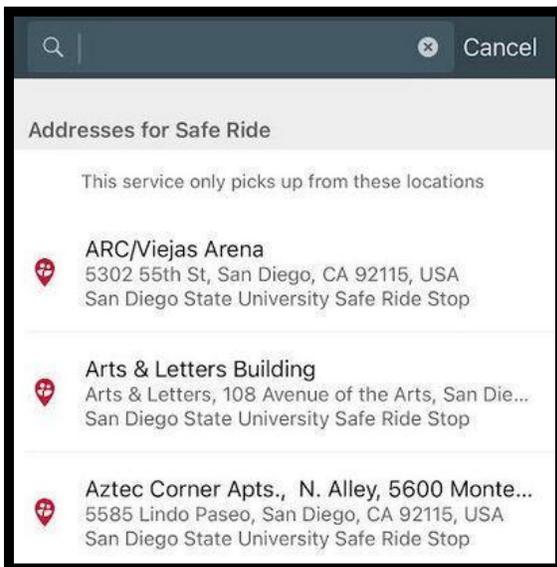


10. Select the **“Set Pickup Address”** box

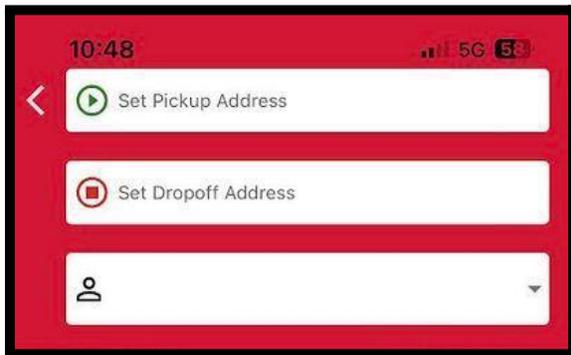


11. Press the **“Spacebar”** on your phone’s keypad.  
*Note: A list of pick-up locations appears. Pressing the space bar works with Android and Apple devices.*

12. Select your **pickup location**.

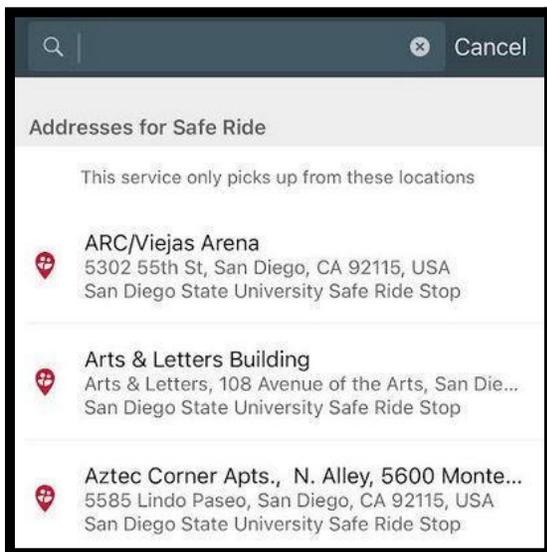


13. Select the **“Set Dropoff Address”** box

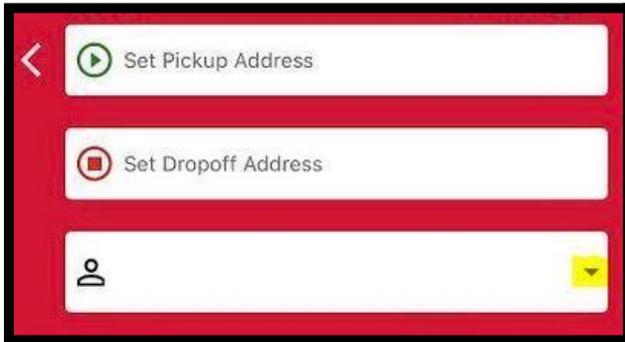


14. Press the **“Spacebar”** on your phone’s keypad.  
*Note: a list of dropoff locations appears.*

15. Select your **dropoff location**

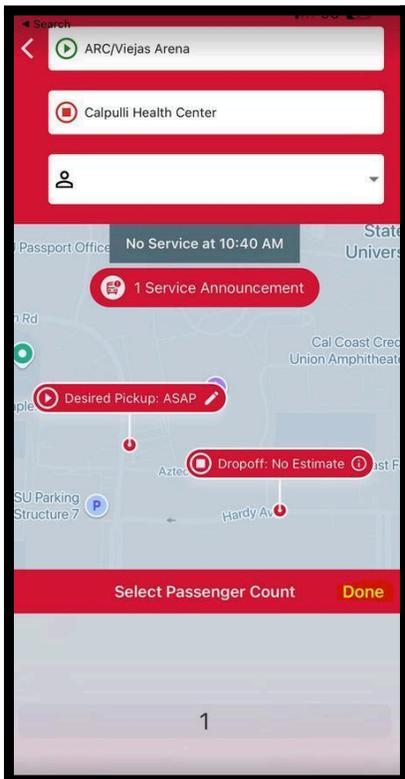


16. In the **“Passenger Count”** box select the arrow button.  
*Note: A pop-up window appears.*



17. Note: The default is 1 rider per request.

18. Select **“Done”**



19. Select the **“NEXT STEP: CONFIRM DETAILS”** button.

*Note: An SDSU account is required to book a ride.*

**NEXT STEP: CONFIRM DETAILS**  
Safe Ride – University Account Required

20. Confirm your pickup and drop-off locations are correct. Note, if they are not correct select the **“I NEED TO MAKE A CHANGE, GO BACK”** button

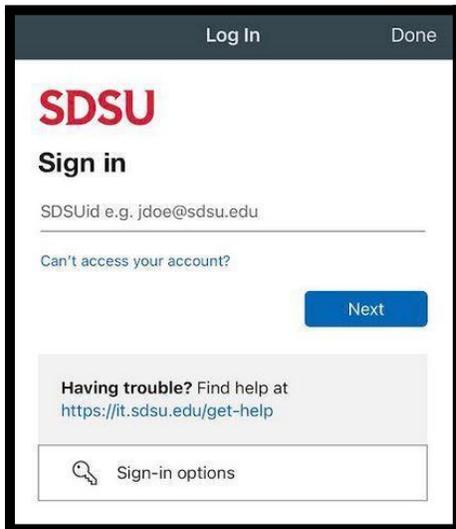
21. Select the **“CONFIRM DETAILS AND REQUEST RIDE”** button



22. Enter your **SDSU Student or Faculty/Staff email address.**

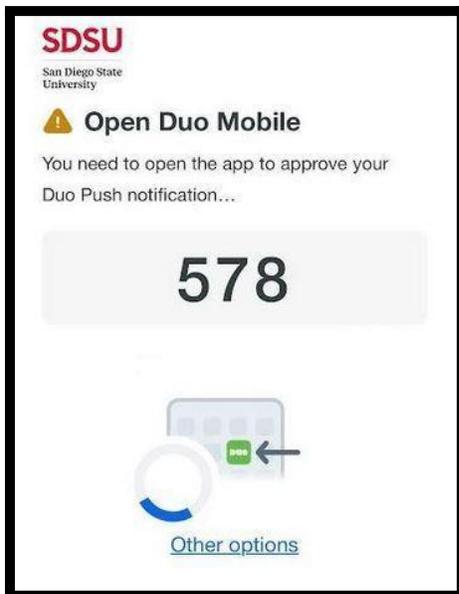
23. Select the **“Next”** button.

*Note: Duo Mobile app is required for authentication*



- 24. Open **DUO Mobile** on your phone
- 25. Enter the **Duo Push** notification on your screen.

*Note: Example 578*



26. Select “**Yes, this is my device**” button



27. You are now **logging into Transloc SDSU Safe Ride.**



28. Select the “**Yes**” button to stay signed in.



29. Your **scheduled ride is now booked**. Your estimated pickup time and vehicle location tracking will show when the driver accepts the request.

