

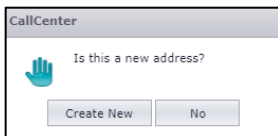
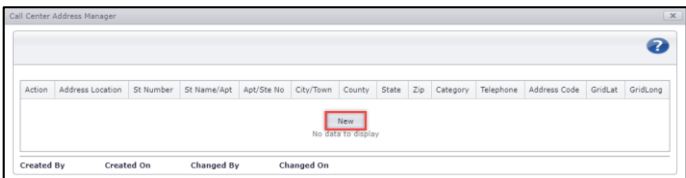
# Managing Addresses in QRyde

## Introduction

There may be situations where a member needs to be picked up or dropped off in a location that is not stored in QRyde. This could be in a situation where a member is being picked from school, work, or a shelter. In order to type in a new address in QRyde, you must add the address to the QRyde address book.

## Process


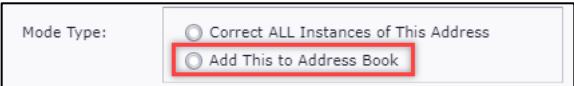
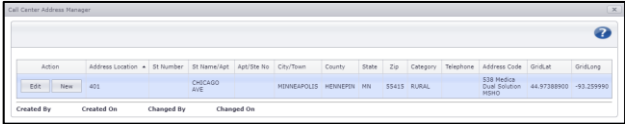
Follow the steps below for adding an address in QRyde.

Step	Action
1	<p>When adding in a different address, type in the address in the <i>Pick Up Address or Drop Off Address</i> field. If this is a new address for QRyde, it will ask you if this is a new address, click <b>Create New</b>.</p> 
2	<p>The Call Center Address Manager will display. Click <b>New</b> to add in a new address.</p> 
3	<p>Type in the member's pick up/drop off address, including:</p> <ul style="list-style-type: none"><li>• Address Location</li><li>• City</li><li>• County</li><li>• State</li><li>• Zip</li></ul>

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## Managing Addresses in QRyde, Continued

Process,  
continued

Step	Action
4	<p>Click <b>GeoCode</b> to confirm the address against Google Maps.</p> 
5	<p>If there are any issues with the address, make any changes necessary.</p> <p>Then, click <i>Add This to Address Book</i> radio button to add the address to the QRyde address book.</p> 
6	<p>Click <b>Save</b>.</p> <p>You will see a confirmation of the address.</p>  <p>Close out of this box and the address will be loaded into the <i>Address</i> field.</p>

### Address Already Exists

There may be situations where you are attempting to add in an address that the address manager states “address already exists.”

**Error: Specified Address Already Exists.**

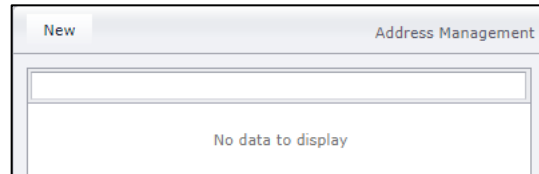
This means that the address is already loaded in QRyde, but it may be loaded under a different name than what you are searching for.

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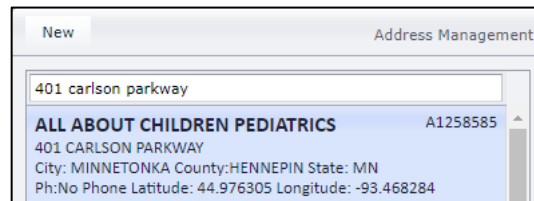
## Managing Addresses in QRYde, Continued

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**Address Already Exists** If you receive the “address already exists,” error, go to the Address Management vertical pad.



Type in the address that you are wanting to add. The Address Management vertical pad will display the name of location that this address is tied too.



Then go back to the ride request and try searching under that provider name.

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