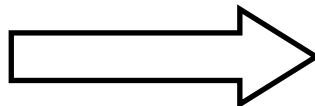
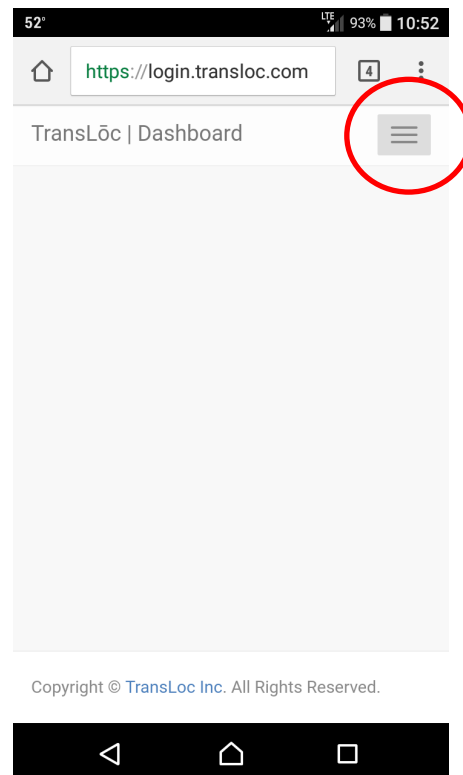


If you ever have trouble with the TransLoc Rider app and it says there are no cabs available (or) “no services available” during Kentucky Wildcab’s normal operating hours, go through the following steps:

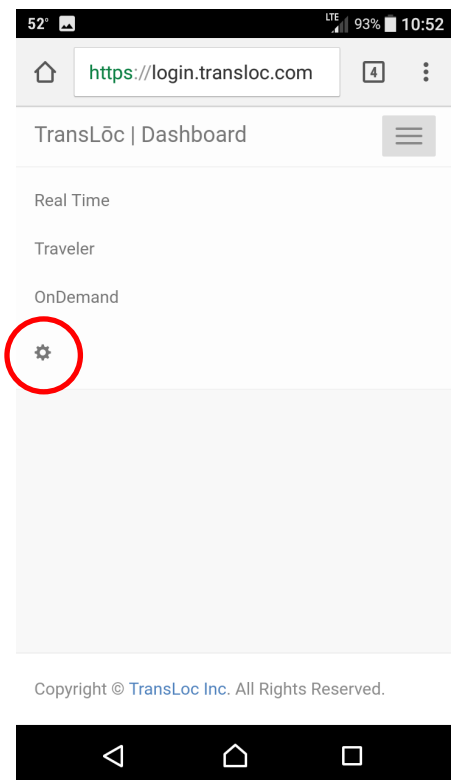
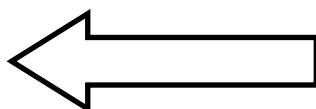
1. Open a browser and go to login.transloc.com. If you are already signed in to your account, it will take you to this screen.



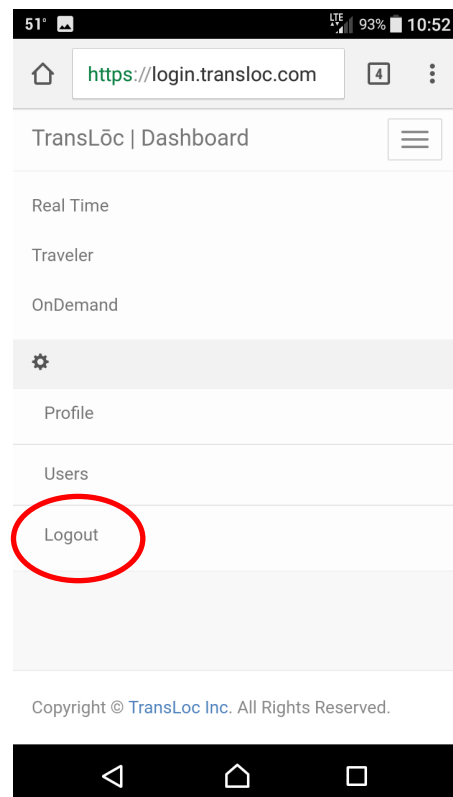
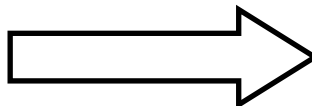
2. From here, click on the three lines in the upper right corner .

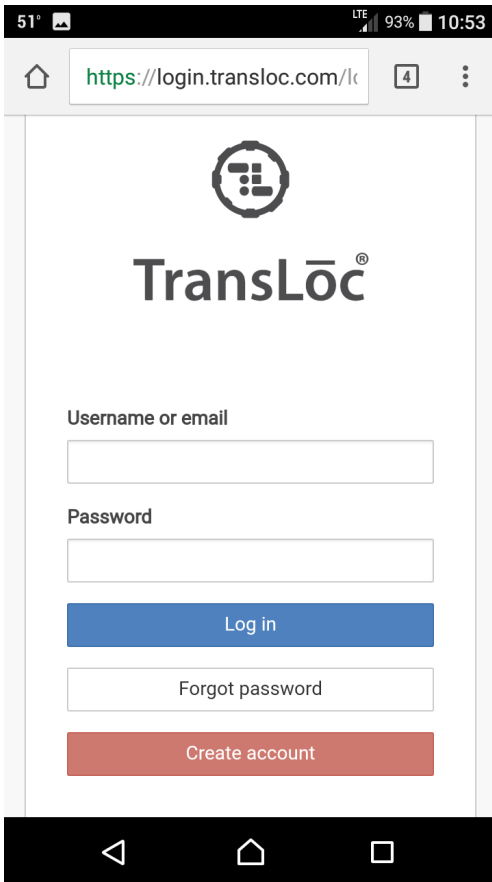


3. Click on the cog icon for settings.

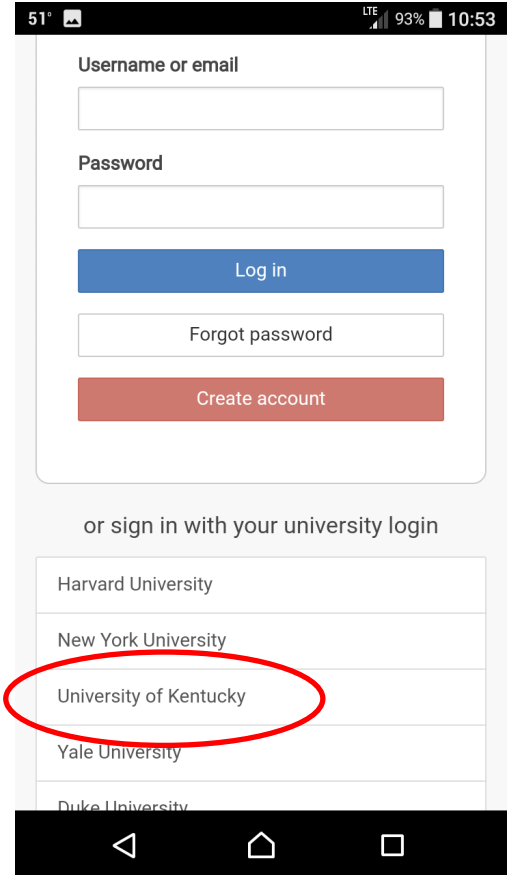
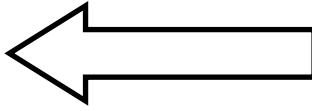


4. Log out.

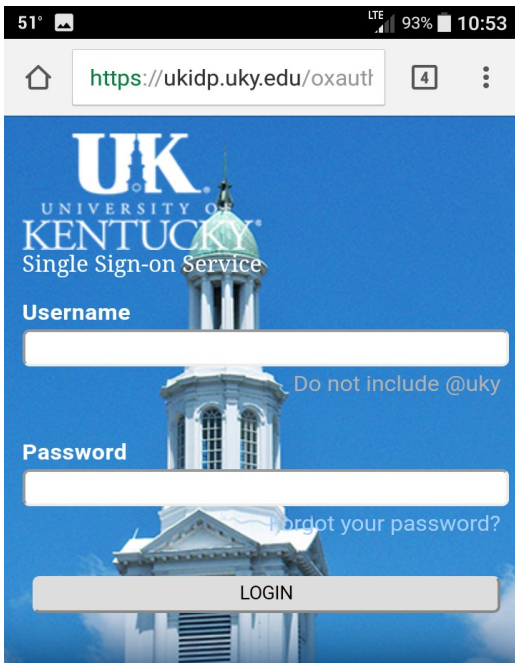
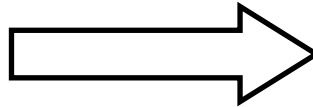




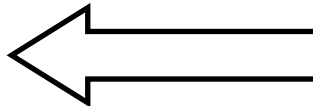
5. Once logged out, you will be taken to this screen. DO NOT log in on this screen.



6. Scroll down until you see "University of Kentucky", and click on that.



7. You'll then be taken to this UK login screen. Use your linkblue info to log in.



8. Once logged in, you should be able to go back to the TransLoc Rider app and request a ride.

