



RouteMatch PAY

CUSTOMER TRAINING GUIDE



Berkshire Regional Transit Authority & Paratransit Management of Berkshire is excited to share with you a convenient way to pre-pay for your paratransit rides.

CREATE AN ACCOUNT

bit.ly/brtapay

When accessing the website, you can use Internet Explorer, Firefox, or Google Chrome

Berkshire Regional Transit Authority

Login

Don't have an account? [Register](#)


 [Show](#)

[Forgot Password?](#)

LOGIN

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Click on **Register** to begin the process.

All customer's information must match what is in the BRTA's RouteMatch System. If you are unsure of what information was provided to BRTA, please call (413)499-2782 Ext. 4.

Complete the following registration fields:

- ▶ Email
- ▶ Telephone number
- ▶ Routematch Internal ID
(Please contact BRTA if you do not know your ID #)
- ▶ Password – 8-20 Characters
1 Uppercase Characters
1 Special Characters (!@#\$%)
- ▶ “If you receive a data base error” please contact the BRTA to confirm your information is correct.

(413)499-2782 Ext. 4

Berkshire Regional Transit Authority

Register

Already have an account? [Log In](#)

Email	
Telephone Number	
Customer ID	
Password	Show

By clicking "Register" I agree to the [Terms & Conditions](#) and [Privacy Policies](#)

REGISTER

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After you click terms & conditions, you will get a prompt for the customer to check your email. Click Register then you will receive “Email Confirmation Sent”.

PAT Riders Rider Register

Enter the rider's email address to complete registration

PERSONAL INFORMATION

First Name:	BRTA
Last Name:	Test
Customer Internal ID:	7189
Phone Number:	(413) 499-2782
Email Address:	7189@yopmail.com

By Registering for an account the rider agrees to the [Terms & Conditions](#)

×



CHECK CUSTOMER EMAIL

Check to ensure the customer email address is correct. A verification email will be sent to **7189@yopmail.com**

×



EMAIL CONFIRMATION SENT

An email confirmation including a copy of our terms & conditions document has been sent to **7189@yopmail.com**

Please go into your email.

You will receive an email by noreply@routematch.com Open the email & click “Confirm Email Address”

Welcome to Berkshire Regional Transit Authority, BRTA!



Thank you for registering with us. We're really happy to have you! Click the link below to start using your account!

[CONFIRM EMAIL ADDRESS](#)

If you have any questions, suggestions or problems, please don't hesitate to get in touch. Thank you for choosing Berkshire Regional Transit Authority.

Best Regards,
Berkshire Regional Transit Authority Customer Support

Once confirmed, exit email account.

Login to the portal account. Enter your email and password.

Berkshire Regional Transit Authority

Login

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[Forgot Password?](#)

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Congratulations. You can now add funds to your account.

Using RouteMatch Pay

This portal allows the customer to view and manage their account. When a customer logs in, RM Pay will show the riders home page. This page displays address, contact information, account balance, customers transactions, and trips.

The screenshot displays the 'ROUTE MATCH PAY' user interface. At the top, there is a navigation bar with a hamburger menu icon on the left, the text 'ROUTE MATCH PAY' in the center, and a user profile icon on the right. Below the navigation bar is a blue header section labeled 'MY PAYMENTS' with a 'Book A Trip' button on the right. The main content area is divided into two columns. The left column features a blue box with the text 'Travel Credit Funds' and 'Available Funds \$233.00'. Below this, it shows 'Pending Trip Payments Due -\$10.00'. The right column contains four white boxes with icons and text: 'ADD FUNDS' (wallet icon), 'ADD A CREDIT CARD' (credit card icon), 'MY PROFILE' (user icon), and 'ADD A SMART CARD' (smart card icon). Below these sections, there are two tabs: 'MY TRANSACTIONS' (selected) and 'REFUND HISTORY'. Under the 'MY TRANSACTIONS' tab, there is a table with the following data:

Transaction Date	Increment	Decrement	Transaction Reference	Status	Fare Media	Credit Card Request
08/01/2019 at 2:32PM	\$2.17		c7-a48a-6036616a4697	VOID	Money Order	
08/01/2019 at 2:32PM	\$1.11		10-946b-895664db81a4	VOID	Money Order	
08/01/2019 at 2:32PM	\$1.22		65-b86b-cef888c8f737	APPROVED	Money Order	

My Wallet is the screen to add funds to the account and check upcoming & previous trips.

ROUTEMATCH PAY

MY WALLET

-  Add Credit Card
-  Add Funds
-  Payment Methods
-  My Profile

YOUR BALANCE

\$0.00

TOP UP



ACTIVITY

UPCOMING TRIPS

PREVIOUS TRIPS

Completed Payments

No Payments



Click add funds

To add funds using debit/credit card select payment type. It will then prompt you to enter your account information.

Add Funds

CANCEL

ADD FUNDS



Add Credit Card

CANCEL

ADD CARD

Once you add funds, it will automatically update your balance.

Payment

Funds added!

This transaction will appear in the Customer's Transaction Statement

ADD MORE+

DONE!

Great Job! You did it!

**Any questions please contact BRTA's
Customer Service Department
(413)499-2782 Ext. 4**