

# Heritage Community Transportation Real Time System Frequently Asked Questions

Heritage Community Transportation's Real Time System enables transit riders to easily locate Heritage's routes, stops, and vehicles. The website provides users real time updates on all Heritage stops and allows riders to see if a van is running on schedule and prepare for delays if a van is detoured.

## Frequently Asked Questions:

### How do I access the Real Time System?

The Real Time System is available on Heritage's webpage under "Programs-Transportation-HCT Real Time" or by clicking the link below. The Real Time System can be viewed on your computer or by mobile device. The website can also be accessed on mobile device by QR Code.

Real Time System Website: <https://www.myheritageride.com/>


QR Code:




### What is a QR Code?

QR codes are specifically designed for mobile devices and allows transit riders to access Heritage's Real Time System with a quick scan! The QR code can be scanned on any mobile device including iPhone, Android, and Windows. To access the QR code, please follow the steps below.

1. Download a QR scanning app such as ScanLife Barcode or QR Reader.
2. Open the QR scanning app and fit the QR code located above into the scanner.
3. The QR scanning app will instantly directed you to the Real Time System website.

 **What type of browser must I use to access the Real Time System website?**

The Real Time System can be accessed on any platform including Google Chrome, Internet Explorer, and Microsoft Edge.

 **Does the Real Time System access my location?**

Yes, the Heritage Real Time System website will identify your location relative to Heritage and Port Authority of Allegheny County stops. The website will only access your location if you accept the service when prompted.


**Via Computer:**

When accessing the Real Time System on your computer, a pop-up will appear on the top corner of the website asking if you would like to share your location. If you accept, the website will identify your location and drop a red pinpoint on the map.

**Via Mobile Device:**

You must enable location services in the settings of your mobile device in order for the Real Time System website to identify your location. The website will ask you to allow your location each time you access the site via mobile device. If you accept, the website will identify your location and drop a red pinpoint on the map.

Please note, enabling location services on your mobile device may require data usage from your wireless carrier.

 **Can I bookmark the Real Time System?**

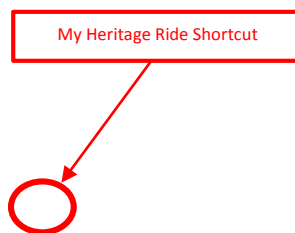
Yes, the Real Time System can be bookmarked on your desktop and mobile device multiple ways, depending on your browser.

**Google Chrome:**

When you first access the Real Time System, a pop-up will appear on the top corner of the website asking if you would like to install “My Heritage Ride”. If you select “Install”, a shortcut will be added to your browser where you can access to the Real Time System by clicking on the “My Heritage Ride” icon. You can also install the shortcut in your web browser by selecting the menu bar and clicking on “Install My Heritage Ride”.

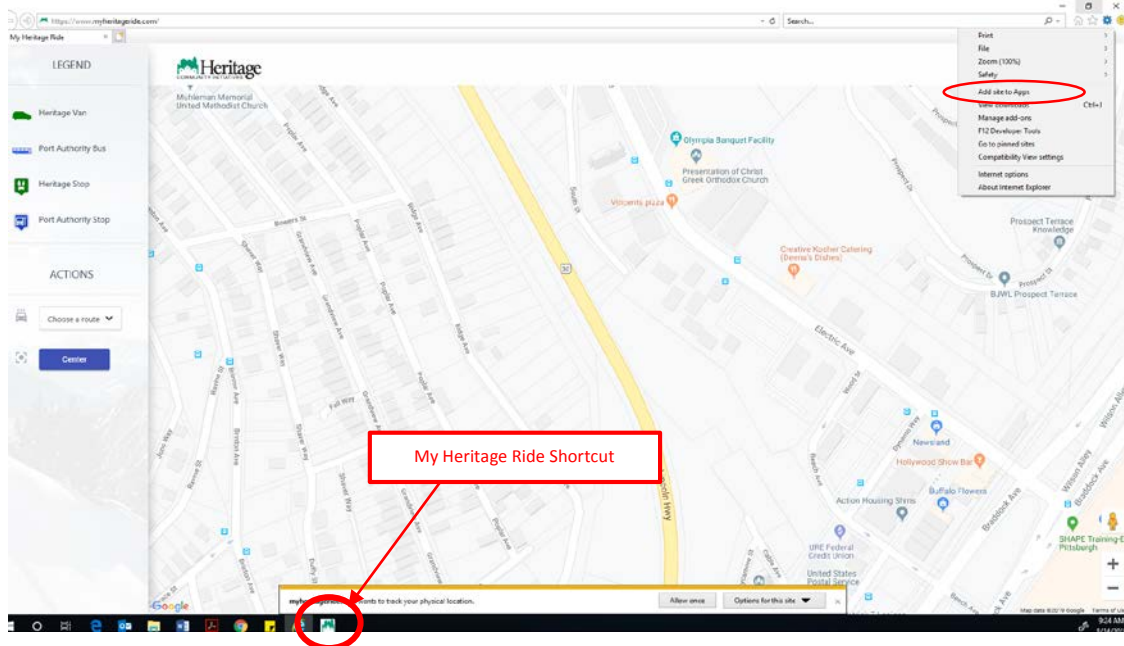
**Microsoft Edge:**

When you access the Real Time System website, click on the menu bar on the top right corner of the browser and select “Pin this page to the taskbar”. An icon will be pinned to your task bar at the bottom of your computer screen, allowing access to the real time site with just one click.



**Internet Explorer:**

When you access the Real Time System, click on the menu bar on the top right corner of the browser and select “Add Site to Apps”. An icon will be pinned to your task bar at the bottom of your computer screen, allowing access to the real time site with just one click.



### Mobile Device:

When you access the Real Time System website via mobile device, select “Add Bookmark” in the settings panel of your browser to create a shortcut on your homepage.



### Can I access Heritage’s route schedule and map from the Real Time System?

Yes, a copy of Heritage Community Transportation’s route schedule is just a few clicks away! A step-by-step guide is detailed below.

1. Visit the Real Time System at <https://www.myheritageride.com/>
2. Select one of the available routes under “Actions”. A pink icon labeled “Schedule” will appear at the bottom of the legend.
3. Select “Schedule” to be directed to Heritage Community Transportation’s latest route map and schedule.

Heritage Community Transportation’s latest route map and schedule can also be accessed directly on Heritage’s webpage at [https://www.heritageserves.org/uploads/1/3/7/2/13721801/hct\\_schedule\\_map\\_website.pdf](https://www.heritageserves.org/uploads/1/3/7/2/13721801/hct_schedule_map_website.pdf)



### How do I view bus stops on the Real Time System?

Under “Actions”, select a route from the available dropdown box (East Pittsburgh, Monroeville, or McKeesport). Only one route can be selected at a time.

 **What does “Center” mean on the Real Time System?**

The Real Time System enables users to move around the map to view all of the stops along a route. By selecting “Center”, the map will move to the current location of the Heritage van. The Real Time System does not offer a “Center” option for PAAC buses.

 **I can’t find the Real Time System legend on my mobile device?**

To access the legend on your mobile device, click on the three horizontal lines located on the top right corner of the webpage. This will expand the legend and allow for the selection of a route, access to the route map and schedule, and provide the option to “Center” the map to the current location of the Heritage van.

 **I would like to connect to a Port Authority of Allegheny County (PAAC) stop. Are PAAC stops available on the Real Time System?**

The Real Time System integrates with PAAC’s TrueTime <sup>SM</sup> System for connections to the Greater Pittsburgh Region. The real time site includes the location of PAAC stops along Heritage Community Transportation’s service area as well as real time updates on the location of PAAC buses.

 **How do I locate where on the street the Heritage van will stop?**

Please refer to the link below to view the specific location of all Heritage Community Transportation stops, including information on weekday and weekend stop times.

<https://www.google.com/maps/d/edit?mid=1gE4BKVHtszu09zZ87Qm8nQSRAGcQvn-&ll=40.37980782203769%2C-79.814325&z=12>

The map can also be viewed on Heritage’s webpage under “Programs -Transportation”.