



Scan for Self-Service Site

## **ACCESS GSO ONLINE SELF SERVICE ACCOUNTS**

Access GSO online self service allows you to book, view and cancel your reservations through a web based application.

URL: <https://accessgso.ecolane.com/selfservice/login>

### **Steps to creating an account:**

1. Contact Access GSO reservations office and provide an active email address.
2. You will receive a separate email from [noreply@ecolane.com](mailto:noreply@ecolane.com) with your username and instructions to create a password for your self service account.
3. After the password has been setup you are now ready to use self service account to book/view/cancel trips.

Sign into your account to book a trip

**Login**  
Self-Service

**Username**  
mmouse

**Password**  
.....

[Log in](#) [forgot password?](#)

Click "book a new trip" to start a new reservation

View future/past trips

- [Book a new trip](#)
- [Future trips](#)
- [Past trips](#)
- [Account details](#)
- [Log out](#)

Account details to view  
username/email,  
number of trips  
made and  
cancelled trips

Either type in the physical address or the name of the location

Notes can be added to your pickup/dropoff location to assist the driver

Book a new trip

Pick-up	Number	<input type="text" value="4049"/>	Drop-off	Number	<input type="text" value="1903"/>
	Street	<input type="text" value="GREENSBORO ACADEMY"/> (required)		Street	<input type="text" value="CVS -W FLORIDA ST"/> (required)
	City	<input type="text" value="GREENSBORO"/>		City	<input type="text" value="GREENSBORO"/>
	Note	<input type="text" value="PICKUP AT THE VISITOR ENTRANCE"/> Notes to driver for pick-up		Note	<input type="text"/> Notes to driver for drop-off

Time  Pick-up  Drop-off

Date   (required)

Fare

Funding	<input type="text" value="GR"/> (required)
Purpose	<input type="text" value="Dialysis"/> (required)
<input checked="" type="checkbox"/> Personal assistant will also be traveling	
<input type="text" value="None"/>	number of companions
<input type="text" value="None"/>	number of children
<input type="text" value="None"/>	number of other passengers

If the PCA box is prepopulated with a check you are PCA eligible, if PCA is not allowed the box will not be checked and you will need to book with a companion/child

Select the purpose for the type of trip you are booking

Pickup time should be clicked if trip does not a appointment time. Dropoff used for trips when you have to arrive by a certain time

**All required fields are needed to book a new trip. Then click “book a trip”.**

Trip Confirmation  
of scheduled trip

Details for trip 46757 - Wed May 22 2024, 11:25 AM

Trip #	46757
Ordered at	Wed May 22 2024, 9:08 AM
Status	ordered
Pick-up	GREENSBORO ACADEMY, 4049 BATTLEGROUND AVE, GREENSBORO
Pick-up note	PICKUP AT THE VISITOR ENTRANCE
Drop-off	CVS -W FLORIDA ST, 1903 W FLORIDA ST, GREENSBORO, NC 27403
Requested pick-up	Wed May 22 2024, 12:00 PM
Negotiated pick-up	Wed May 22 2024, 11:25 AM (in about 2 hours)
Pick-up time window	11:10 AM - 11:40 AM
Vehicle	895
Funding	GR
Trip purpose	Dialysis
Assistant	yes

Click copy this trip if you wish to keep the same trip details but book for another date.

Click order return trip if you wish to schedule a return trip

Click cancel this trip if you wish to cancel

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[Copy this trip](#)

[Order return trip](#)

[Cancel this trip](#)