

Quick Guide to the Optiruns Citizen App

This is a quick guide to the Optiruns Citizen App.

Introduction

The Optiruns Citizen App is a web-based application that can be used on both mobile devices and computers. It provides an overview of your approved transportation services and your scheduled trips arranged through the Aarhus Municipality Transport Office.

Getting Started

1. **Open the app:** Scan the QR code below or enter the web address <https://aarhus.optiruns.dk> in your browser.

2. **Save/install the app:**

- On your PC → Add the web address as a bookmark.
- On your iPhone/iPad → Add the web address to your home screen.
- On your Android phone/tablet → Add the web address to your home screen → Install → Install app



3. **Log in:** Enter your phone number and personal login code, then press **Submit**.

4. **Verify:** You'll receive a verification code by SMS. Enter the code and click **Confirm**.

5. **Select a person:** If you have access to another person's trips (e.g., as a relative or caregiver), select the relevant person from the dropdown list.

Trip Overview

The app is divided into two main tabs:

- **Scheduled trips:** Here you can view your scheduled journey times, the driver's name, and the type of vehicle.
 - o Completed: Marked with a black box and a white checkmark.
 - o Planned: Trips that are awaiting pickup.
- **Trip requests:** Here you can view all your recurring trips and one-time trips that have been created based on your transportation authorization.

Cancellations and Changes

- **Cancel a trip:** Find the trip under Scheduled trips (“Planlagte ture”) click **Cancel Trip**, and confirm by clicking **OK**. The trip will then be marked with a red banner displaying the status Cancelled.
- **Rebooking:** You cannot rebook a cancelled trip directly in the app. Instead, please contact the Transport Office to arrange a new booking.
- **Changes to transportation authorizations:** Changes to your trip requests or transportation authorization cannot be made through the app. Please contact the Transport Office directly.