



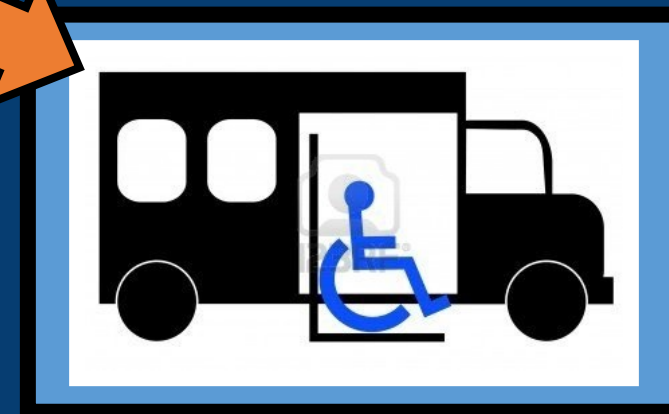
## SARNIA'S SPECIALIZED TRANSIT SERVICE

# Passenger Portal

You can now book all your Care-A-Van trips online

**ONLINE BOOKING HOURS:** Sunday to Saturday  
5:00am to 12:00am (midnight)

- ✓ Trips can be booked same day from 2 hours up to 14 days in advance
- ✓ Review upcoming trips
- ✓ Cancel trips instantly
- ✓ Receive instant confirmations and notifications about your trips



# Accessing Your Account

From your computer, tablet or smart phone, open your web browser

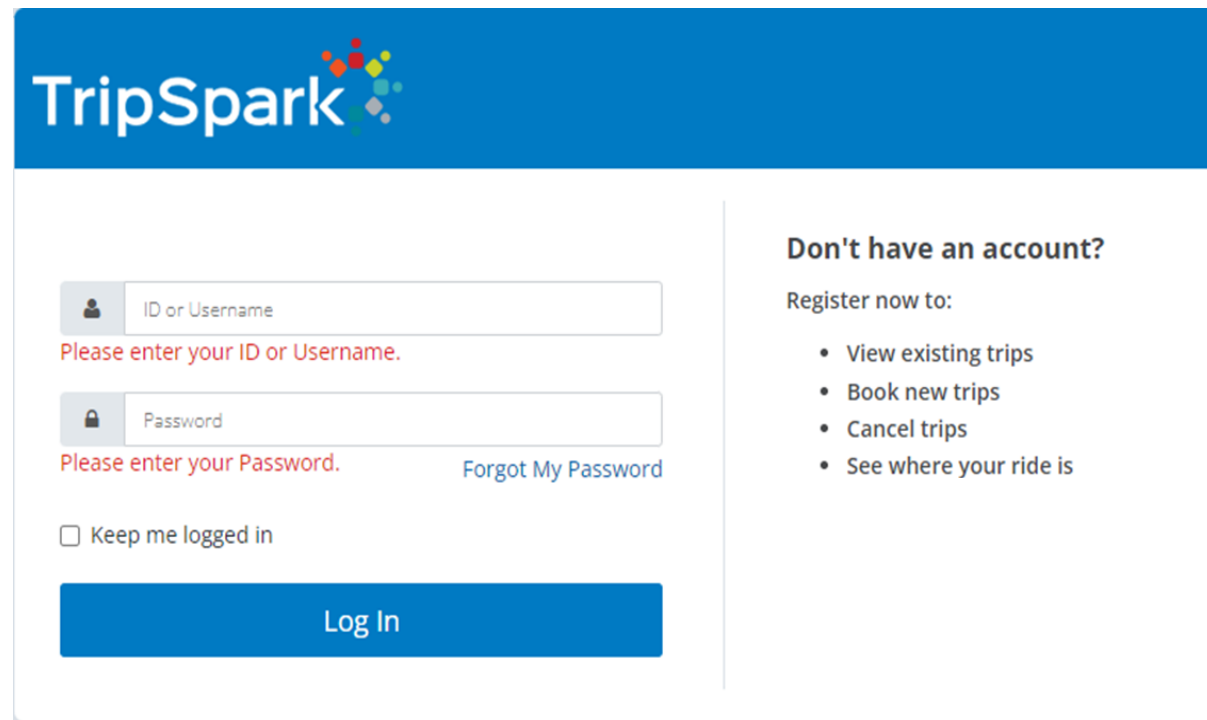
Go to <https://booksarniacareavan.tripsarkhost.com>

As part of our notifications system, online accounts have been setup automatically

Enter your ID: this is your Care-A-Van registration number

Enter your password: this is also you Care-a-Van registration number

**\*Note: we highly recommend that you change this password the first time you access the system**



The screenshot shows the TripSpark login interface. At the top is a blue header with the TripSpark logo. Below the header, on the left, are two input fields: 'ID or Username' and 'Password'. Below the 'ID or Username' field is a red error message: 'Please enter your ID or Username.' Below the 'Password' field is a red error message: 'Please enter your Password.' To the right of the password field is a blue link: 'Forgot My Password'. Below these fields is a checkbox labeled 'Keep me logged in'. At the bottom of the login section is a blue 'Log In' button. On the right side of the page, under the heading 'Don't have an account?', is a section titled 'Register now to:' followed by a list of four options: 'View existing trips', 'Book new trips', 'Cancel trips', and 'See where your ride is'.

**TripSpark**

ID or Username  
Please enter your ID or Username.

Password  
Please enter your Password. [Forgot My Password](#)

☐ Keep me logged in

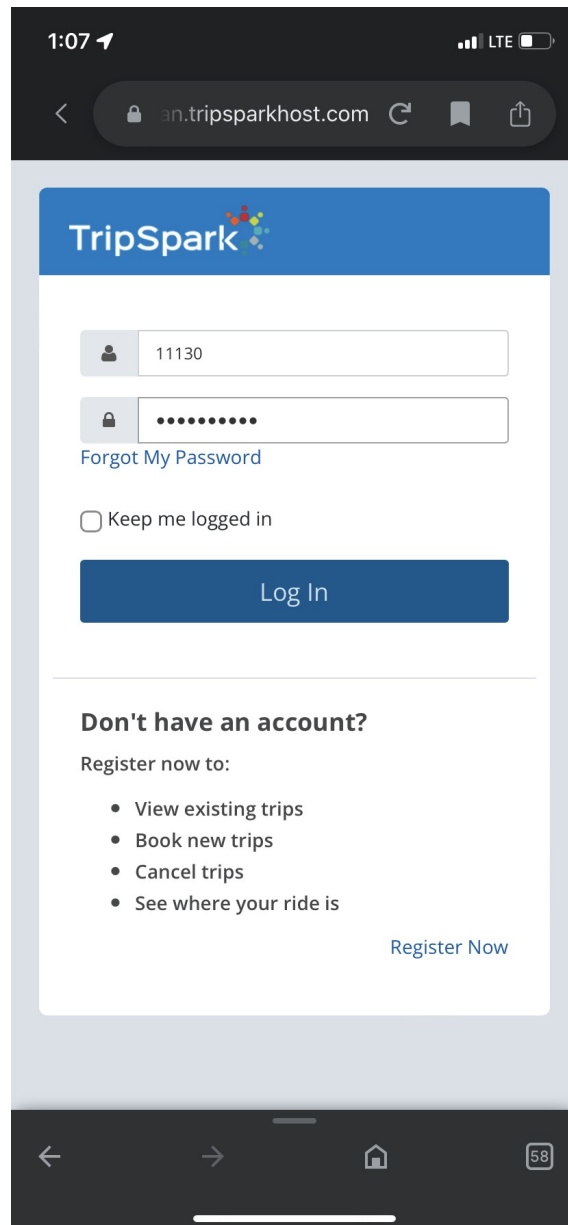
**Log In**

**Don't have an account?**  
Register now to:

- View existing trips
- Book new trips
- Cancel trips
- See where your ride is

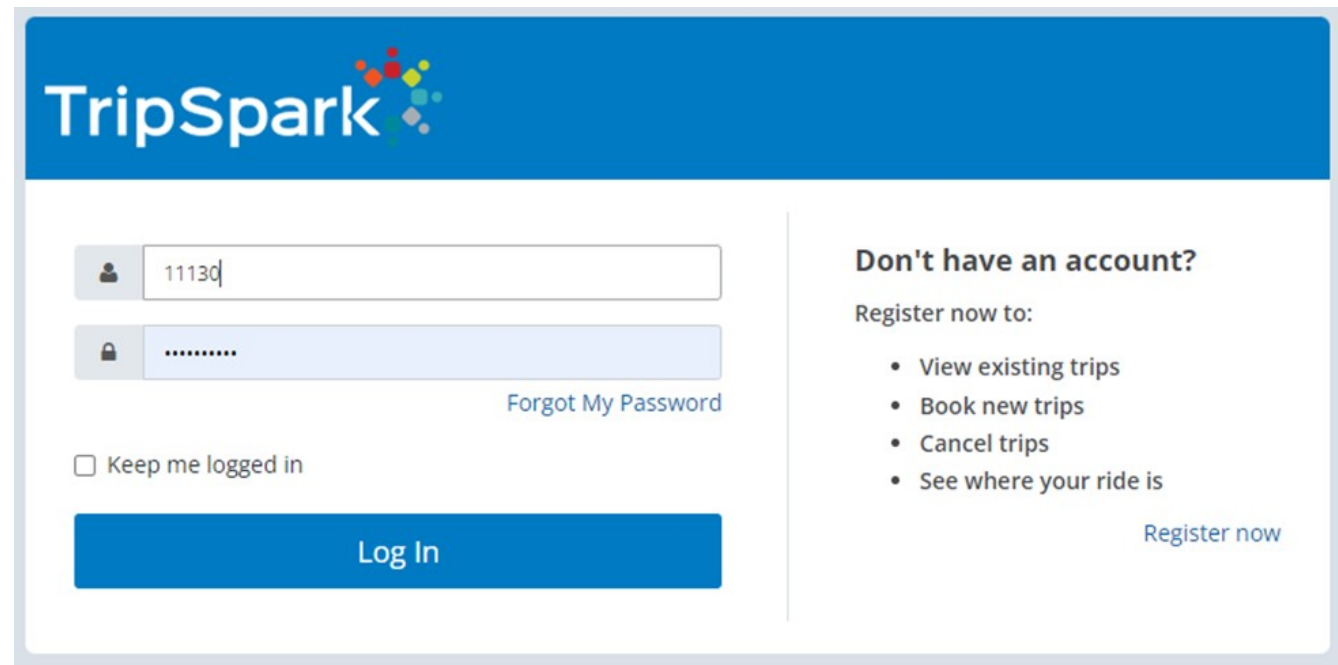
# Login Screen

(mobile version)



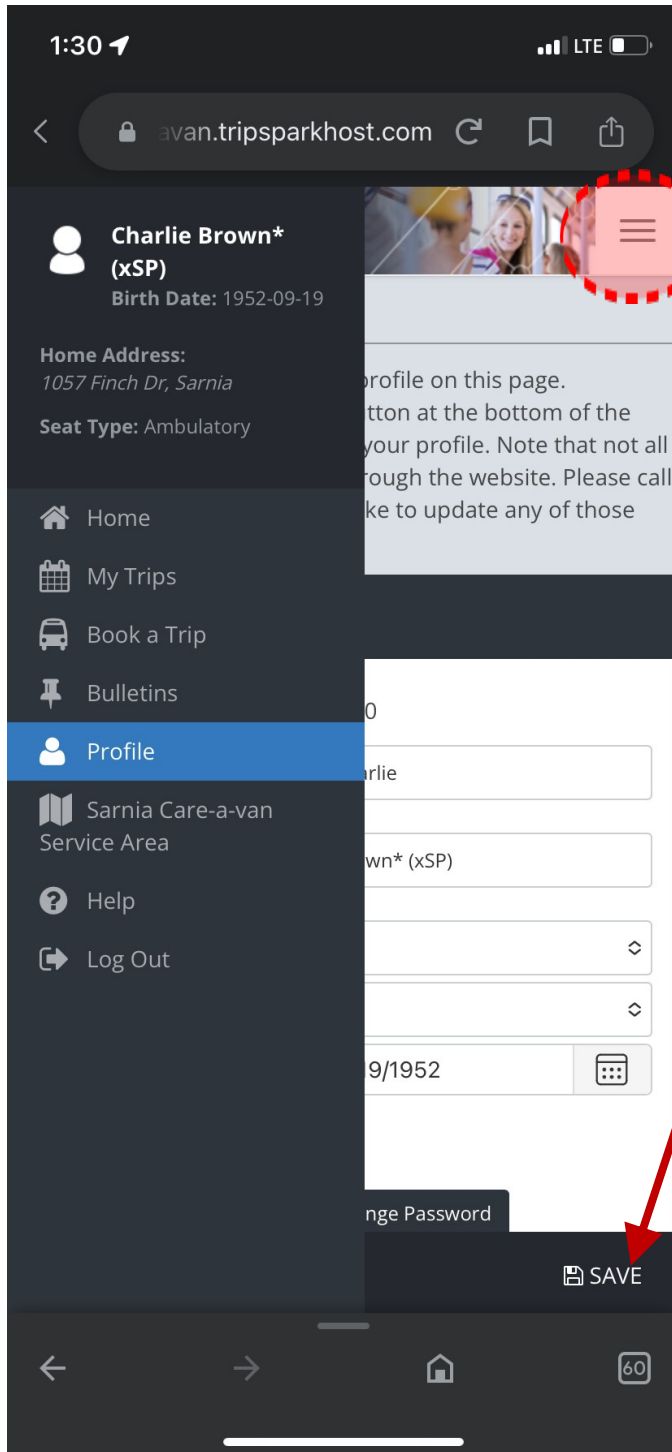
The mobile version of the TripSpark login screen is displayed within a mobile browser interface. At the top, the status bar shows the time as 1:07, LTE signal, and battery level. The browser's address bar shows the URL 'an.tripsparkhost.com'. The TripSpark logo is at the top of the page. Below it, there are two input fields: the first for a username (containing '11130') and the second for a password (masked with dots). A 'Forgot My Password' link is positioned below the password field. Below the input fields is a checkbox labeled 'Keep me logged in'. A large blue 'Log In' button is centered below the checkbox. At the bottom of the page, there is a section titled 'Don't have an account?' with the text 'Register now to:' followed by a bulleted list: 'View existing trips', 'Book new trips', 'Cancel trips', and 'See where your ride is'. A 'Register Now' link is at the bottom right of this section. The mobile browser's navigation bar at the very bottom shows back, forward, home, and tabs icons.

(computer version)



The computer version of the TripSpark login screen features a blue header with the TripSpark logo. The login form is divided into two columns. The left column contains a username input field (with '11130' entered), a password input field (masked with dots), a 'Forgot My Password' link, a 'Keep me logged in' checkbox, and a large blue 'Log In' button. The right column is titled 'Don't have an account?' and includes the text 'Register now to:' followed by a bulleted list: 'View existing trips', 'Book new trips', 'Cancel trips', and 'See where your ride is'. A 'Register now' link is at the bottom right of this section.

As you can see, both login screens are very similar. For the purposes of these instructions, all screen shots are from the mobile version of the passenger portal; however, the online computer version is very similar



## Profile - Change your Password

To change your password:

Click on the "3 bar" icon shown on the left, and select Profile

Click on Change Password

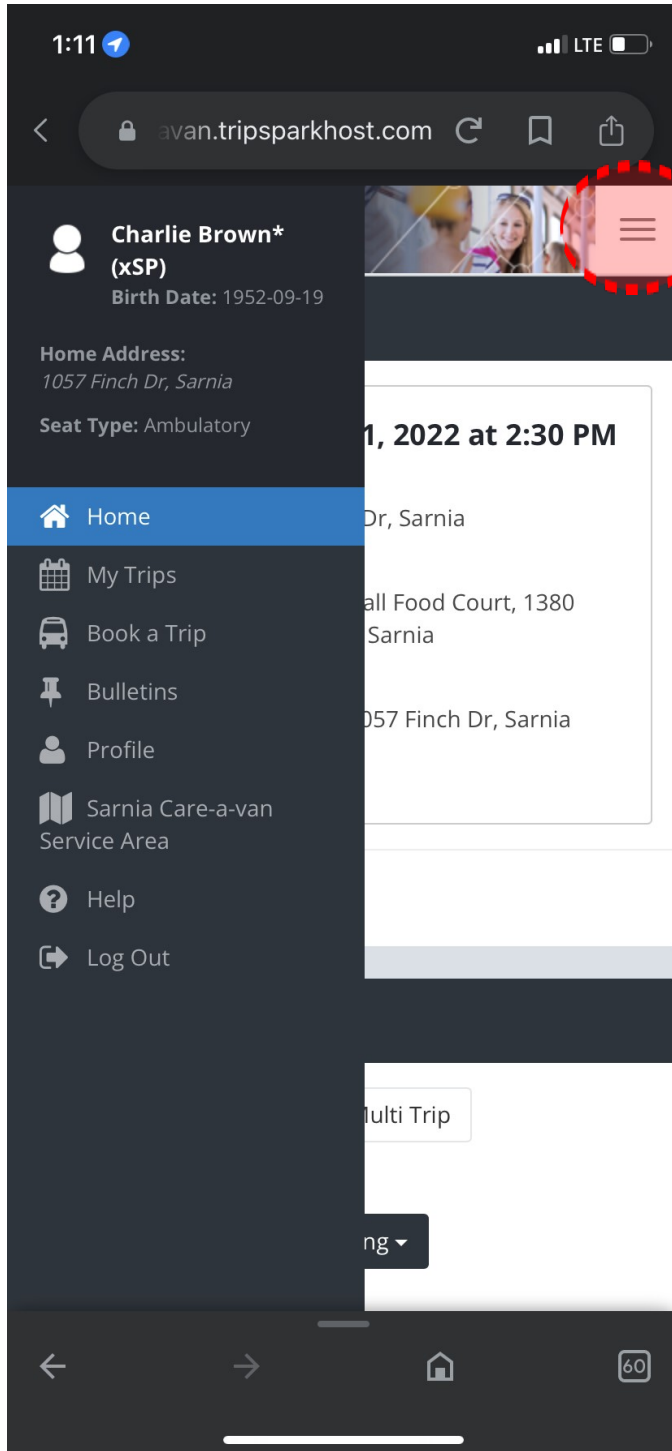
Enter your current password, new password and confirm password

Click Change Password

\*Be sure to click Save when you're done!

Basic Information	
Login ID:	11130
First Name:	Charlie
Last Name:	Brown* (xSP)
Title:	<input type="text"/>
Gender:	<input type="text"/>
Birth Date:	9/19/1952 <input type="text"/>
Alternate ID:	<input type="text"/>
Change Password:	<input type="button" value="Change Password"/>

Change Password
Current Password <input type="password"/>
New Password <input type="password"/>
Confirm New Password <input type="password"/>
<b>New Password Requirements:</b> <ul style="list-style-type: none"><li>Is at least 4 character(s) long.</li><li>Passwords must match.</li></ul>
<input type="button" value="Change Password"/> <input type="button" value="Cancel"/>

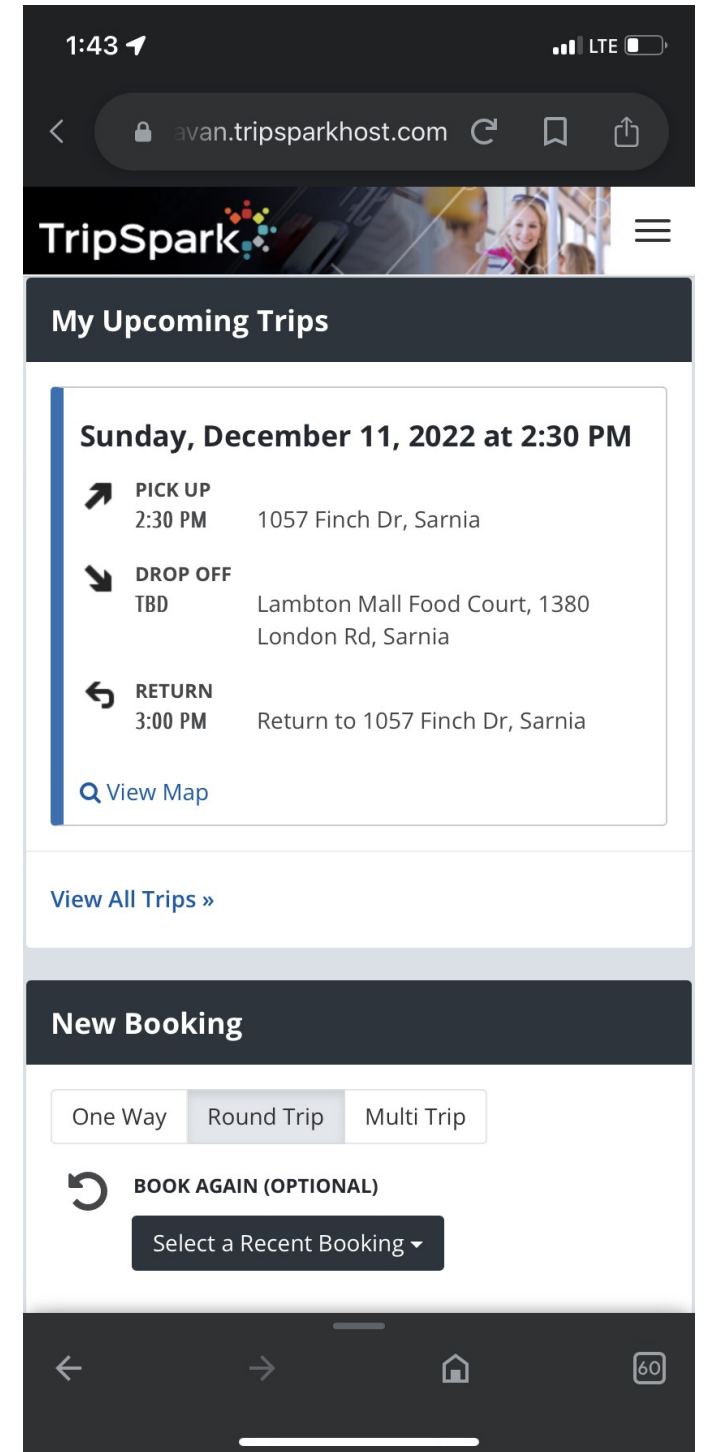


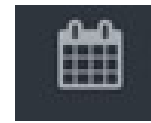
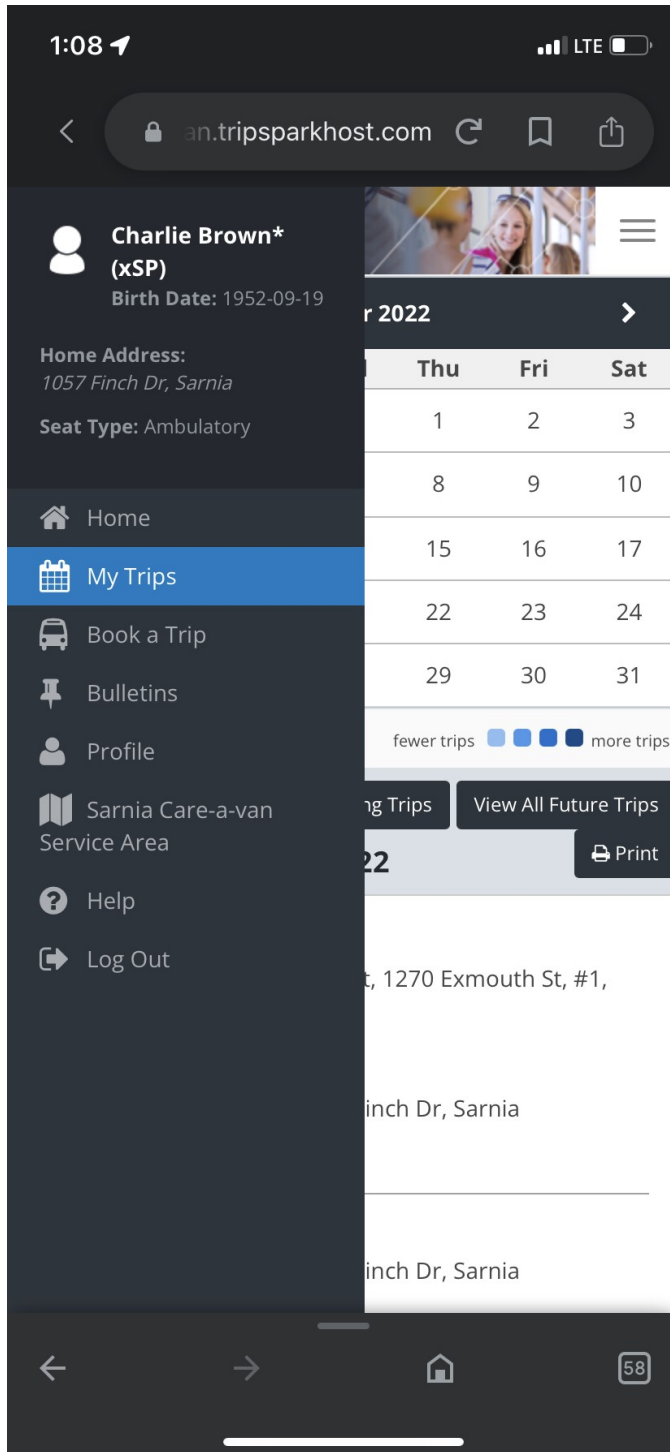
# Home

Click on the “3 bar” icon shown on the left, and you can toggle through all of the available modules within the passenger portal

The Home screen allows you to:  
**View My Upcoming Trips**—these are any trips whether booked through the Passenger Portal or the Care-a-van booking office

Create **New Booking** —trips can also be booked through the Book A Trip module on the menu





## My Trips

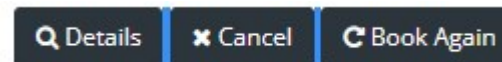
My Trips will show you a monthly calendar indicating the days on which you have trips booked.

To view trip details, simply click on the date.

(In this example, my trip is booked on December 11th, indicated by a blue square surrounding the December 11th on the calendar)

From this screen, you can also  
**View All Future Trips**

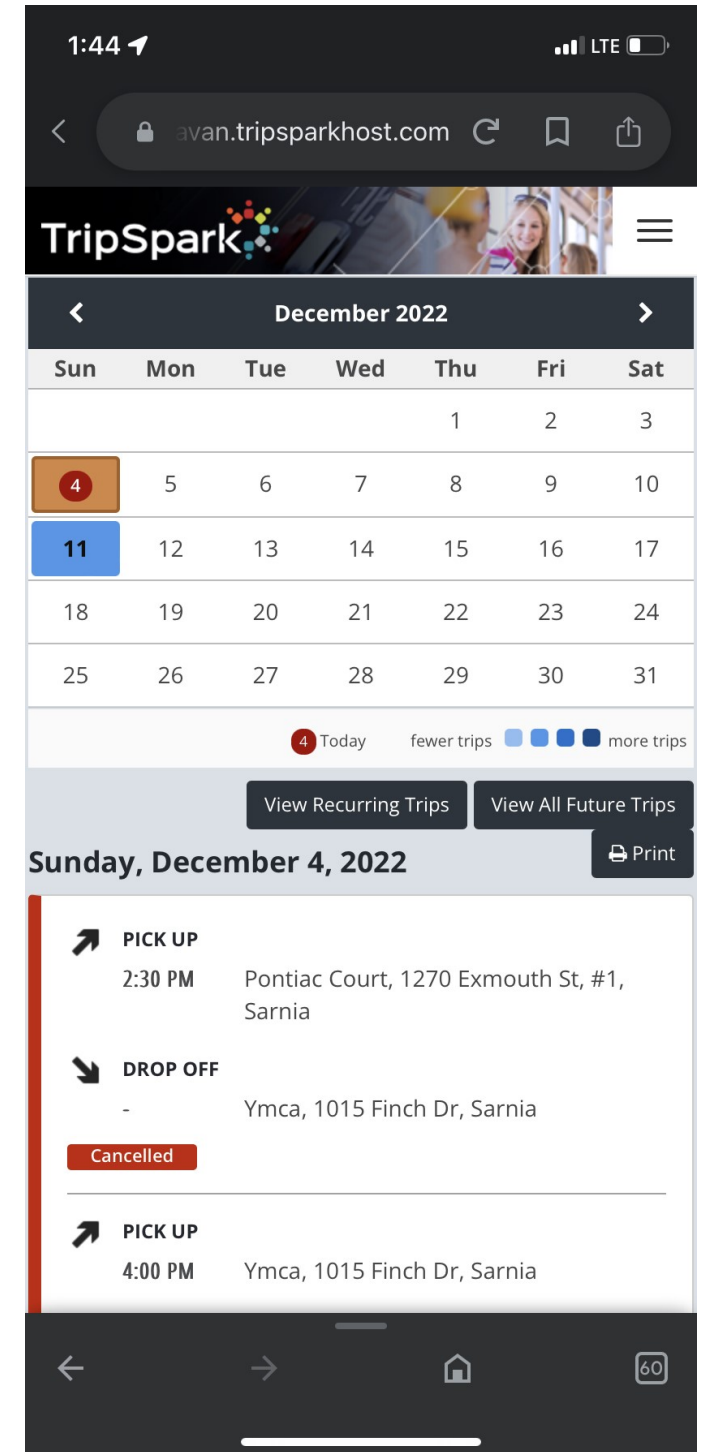
Within each of the Trips, you have options to



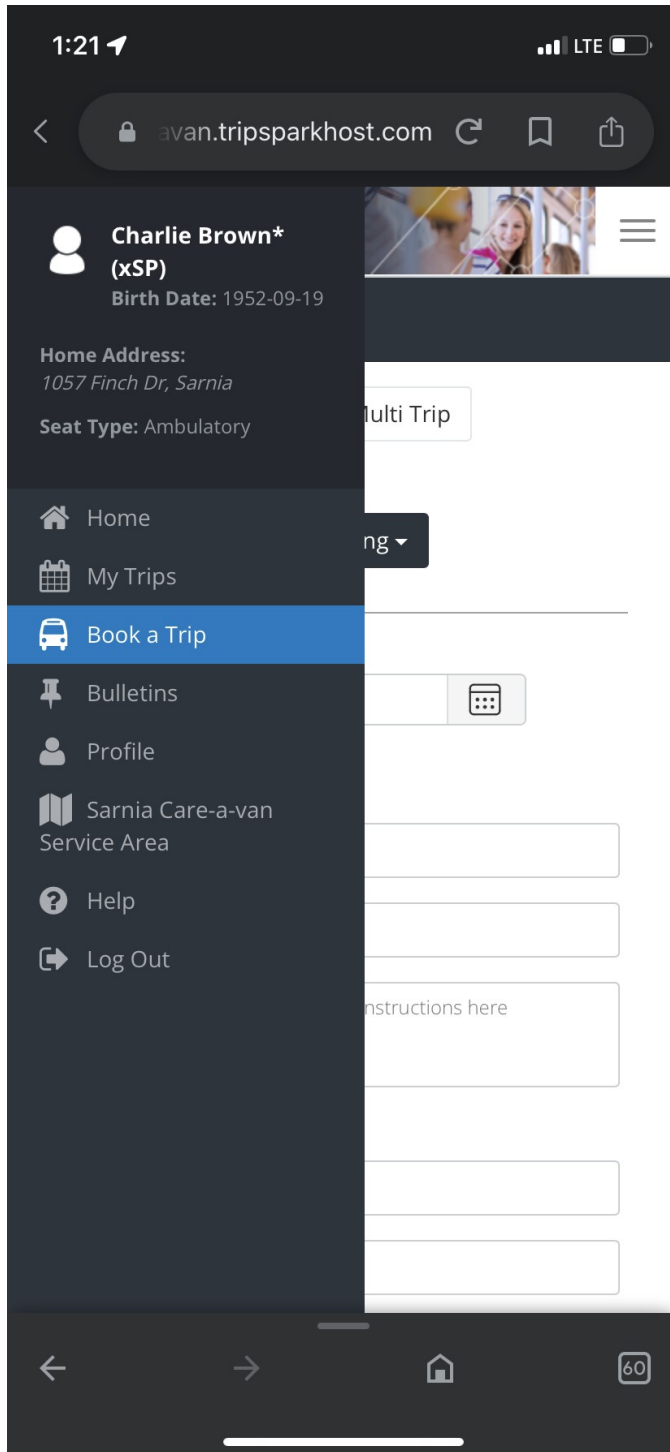
Details: shows you the booking details of the trip

Cancel: cancels the trip up to one hour prior

Book Again: book the same trip on a different day







# Book a Trip

Book a Trip screen allows you to enter all the details to create a trip booking .

Options are available for a One Way, Round Trip or Multi Trip (for multiple stops)

Enter the Date, Pickup address, Dropoff address, Pickup time, Return time

Then select from the Outbound options:  
Mobility aids (if any), Service Type: **select Care-a-van**, Additional Passengers, Booking Purpose

Then click Book Trip

Details: shows you the booking details of the trip  
Cancel: cancels the trip up to one hour prior  
Book Again: book the same trip on a different day

A screenshot of a web browser interface for 'TripSpark'. The header shows the TripSpark logo and a navigation menu. Below the header is a dark bar with the word 'Itinerary'. The main content area has tabs for 'One Way', 'Round Trip', and 'Multi Trip'. There is a 'BOOK AGAIN (OPTIONAL)' section with a 'Select a Recent Booking' dropdown. Below that is a 'DATE' section with a date input field. The 'FROM' section has input fields for 'Origin Address', 'Unit #', and 'Destination Address'. The 'TO' section has input fields for 'Destination Address' and 'Unit #'. There are sections for 'OUTBOUND TRIP' and 'RETURN TRIP', each with a dropdown for 'I have an appointment at' and a 'Select a time' dropdown. At the bottom, there is a 'Book Trip' button.



## Book a Trip

A window will pop-up showing the details of your trip, as requested

Select one of the options: Confirm or Make changes

**Booking Confirmation - December 12, 2022**

**Outbound Trip**  
**Requested Time:**  
I have an appointment at 11:00 AM  
**Pick up Address:**  
1057 Finch Dr, Sarnia, On, N7S 6A8  
**Drop off Address:**  
Lambton Mall Food Court, 1380 London Rd, Sarnia, On, N7S 1P7  
**Service Type:**  
Care A Van  
**Booking Purpose:**  
Recreation

**Return Trip**  
**Requested Time:**  
Pick up at 2:30 PM  
**Pick up Address:**  
Lambton Mall Food Court, 1380 London Rd, Sarnia, On, N7S 1P7  
**Drop off Address:**  
1057 Finch Dr, Sarnia, On, N7S 6A8  
**Service Type:**

[Confirm](#) [Make Changes](#)

Once confirmed, another screen will appear showing details again with estimated times.

**\* be sure to read over the times shown as they may differ slightly from what was requested**

To confirm the booking, click accept click **Accept**, otherwise click **Decline**

**Schedule Trip**

Please confirm the times and press Accept to finish booking your trip.

We are able to schedule your trip with the following times:  
**Outbound Trip: 1057 Finch Dr → Lambton Mall Food Court**  
Scheduled pick up at: 10:54 AM  
Estimated drop off at: 11:00 AM  
**Return Trip: Lambton Mall Food Court → 1057 Finch Dr**  
Scheduled pick up at: 2:30 PM  
Estimated drop off at: 2:35 PM  
Does this work for you?

[Accept](#) [Decline](#)

Once you've accepted the trip as shown, a Schedule Trip window will appear indicating that your booking is confirmed.

**Schedule Trip**


✓ Your booking has been confirmed

[Book Another Trip](#) [View Trip](#)

### **\*\* IMPORTANT TO NOTE \*\***

If there isn't a spot available at the requested time/date. A window will appear letting you know. (See below)

**Schedule Trip**

 We were unable to find a time to schedule your trip, so the trip was not booked. Please call us at 519-336-3271 for assistance.

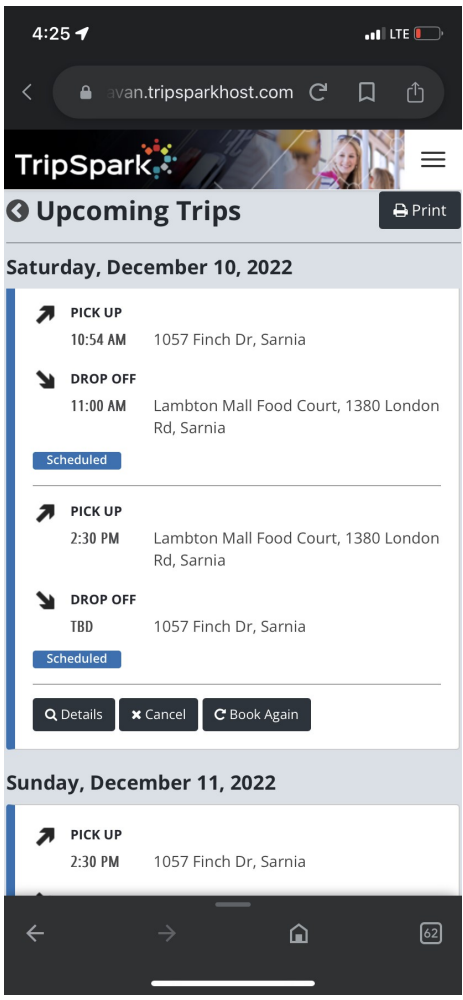
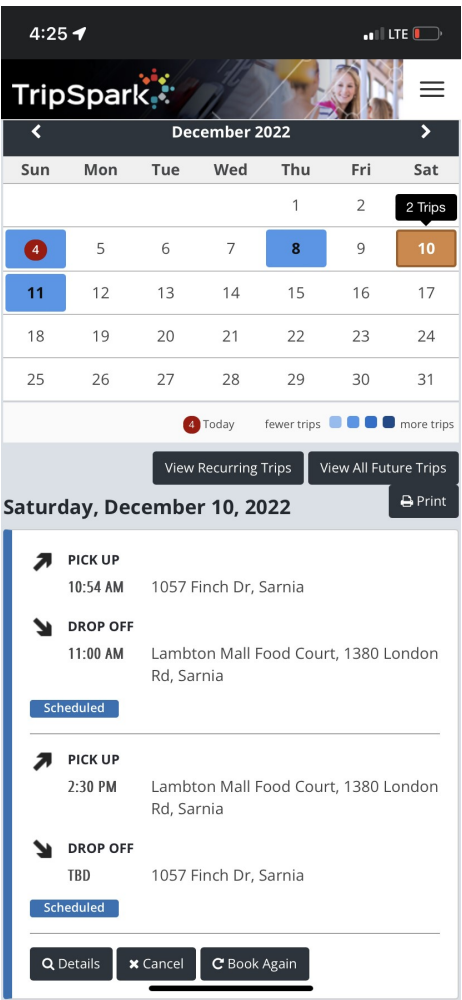
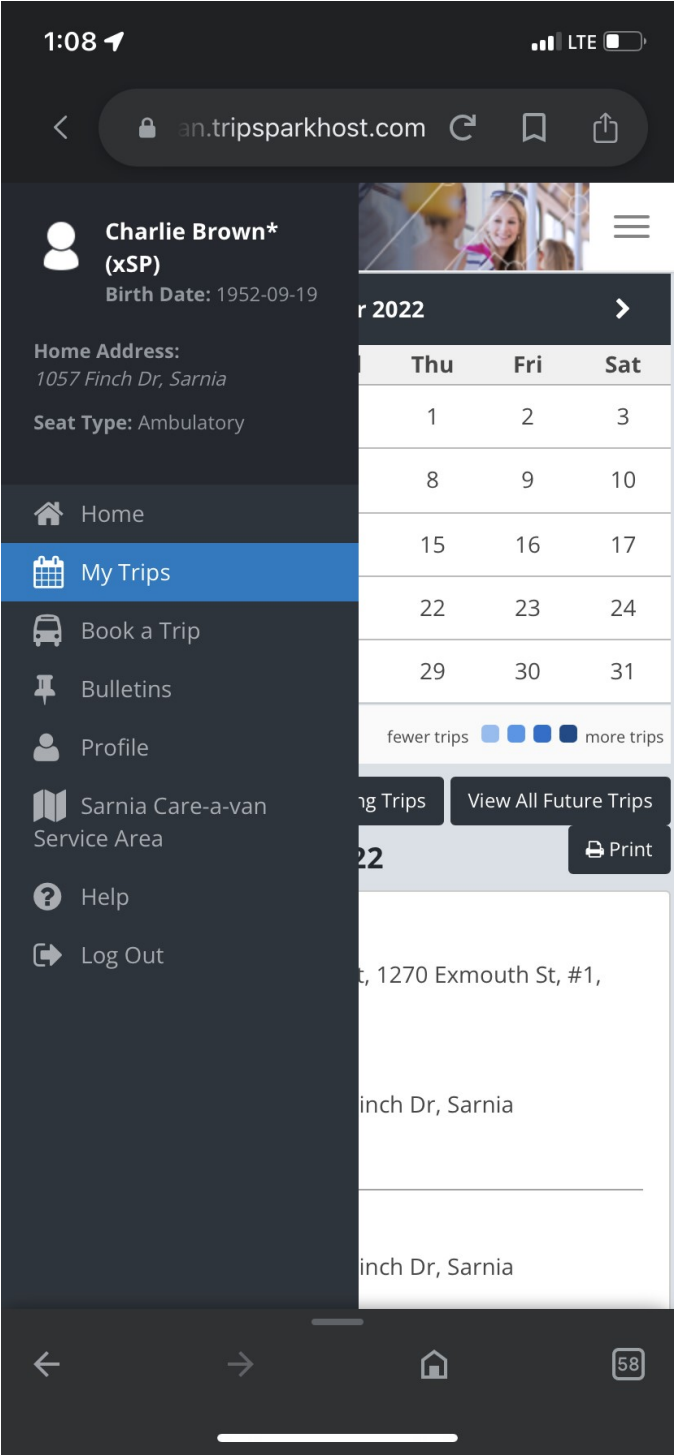
[OK](#)

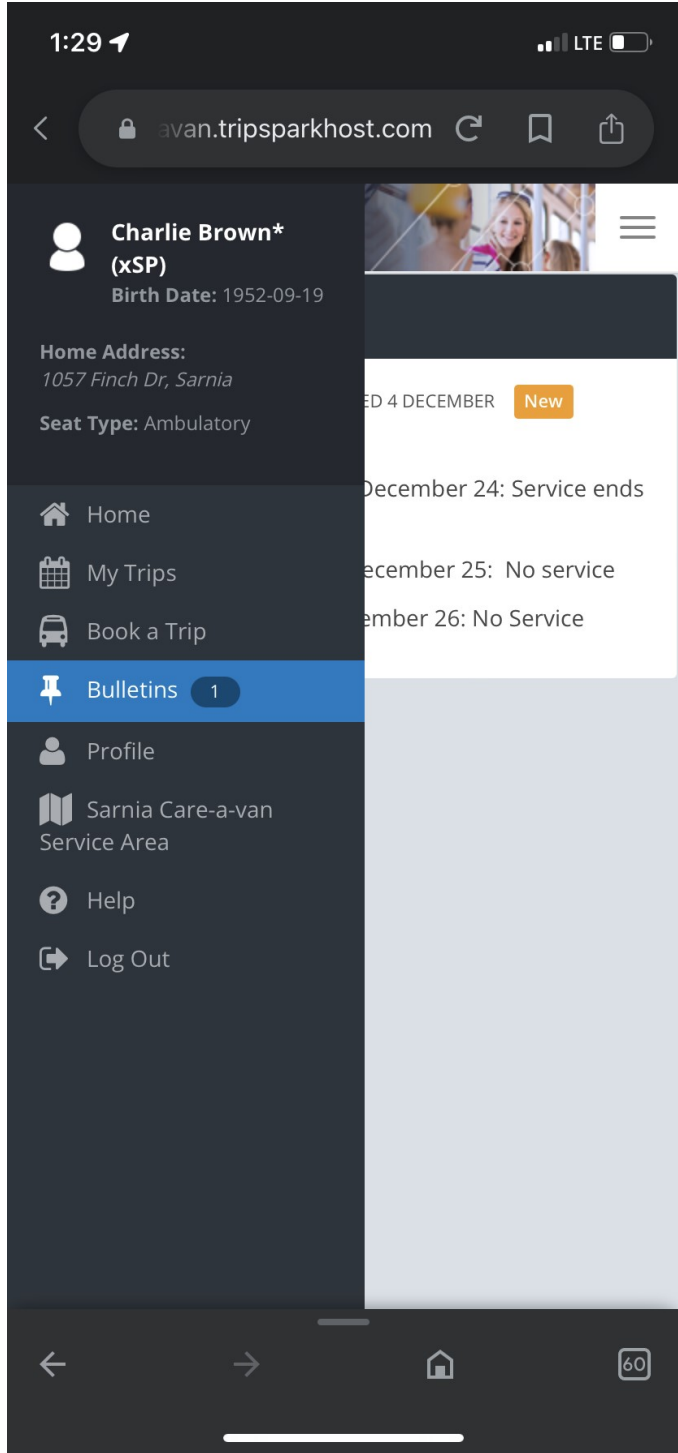


# Canceling A Trip

Canceling a trip can be done up to one hour prior to your scheduled trip.

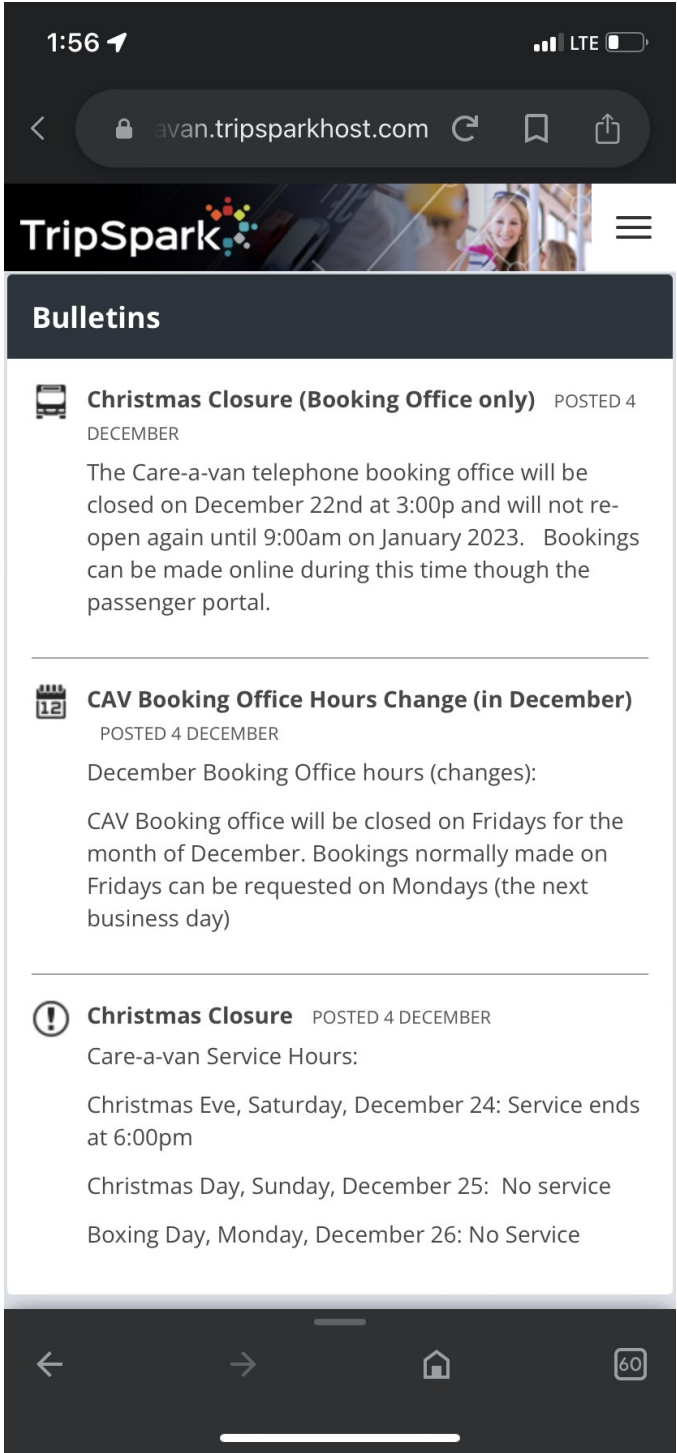
Go to the My Trips Screen, select the trip by click on the day in the calendar or by Viewing All Future Trips and canceling the appropriate one

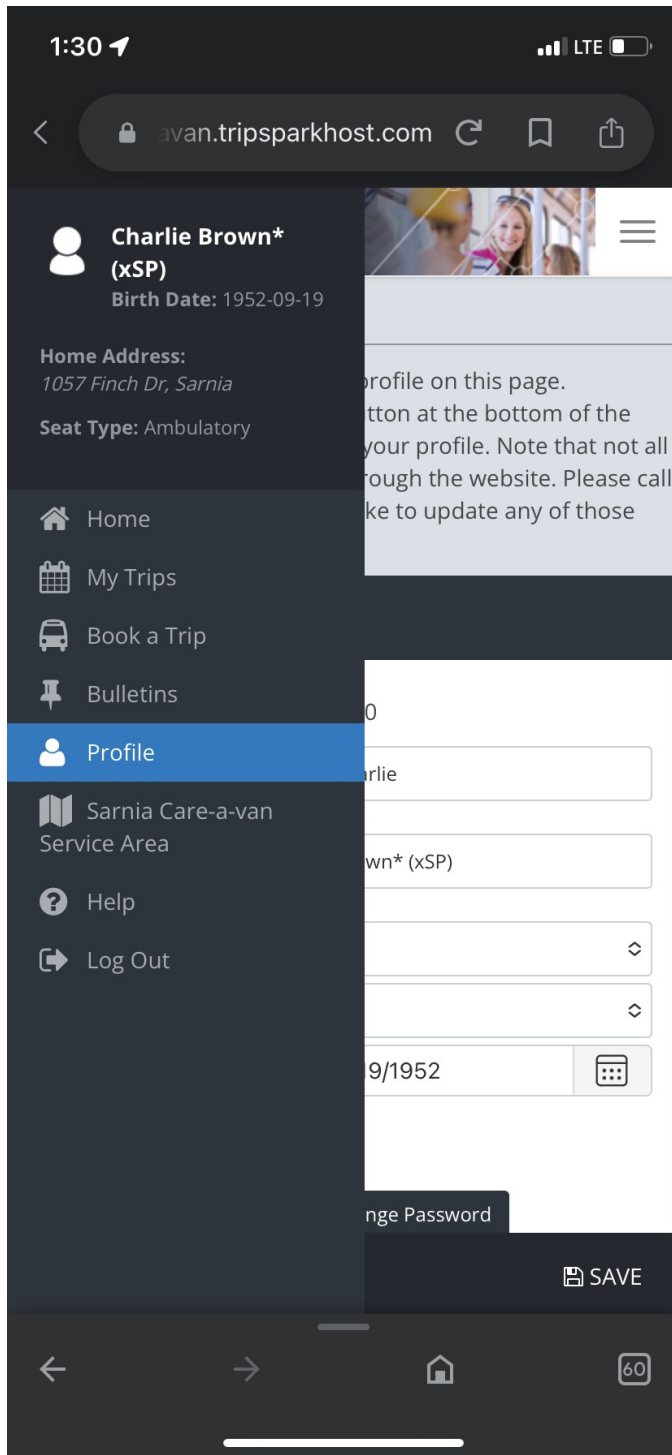




# Bulletins

Bulletins screen is our way of notifying our clients of any important Care-a-van related information.





# Profile

The Profile Screen allows you to view your client profile and make any changes (as needed):

Basic Information

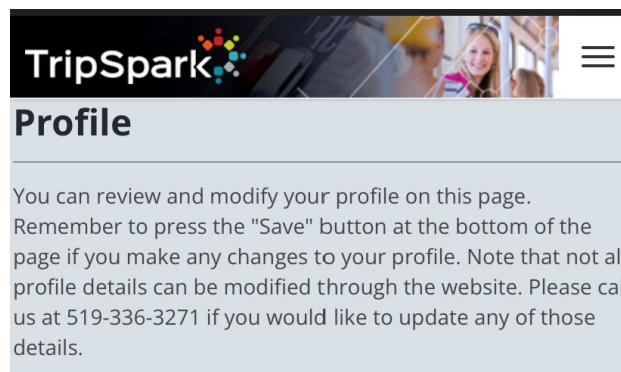
Contact Information

Addresses

Mobility Aids

Notifications

\* Be sure to hit Save at the bottom right when making any changes



### Basic Information

Login ID:

11130

First Name:

Charlie

Last Name:

Brown\* (xSP)

Title:

Gender:

Birth Date:

9/19/1952

Alternate ID:

Change Password:

Change Password

### Contact Information

Contact Name:

Charlie Brown

Preferred Phone Number:

(###) ###-####

Preferred Email:

charliebrown11130@gmail.com

### Addresses

Home Address

1057 Finch Dr  
Sarnia, ON  
N7S 6A8

Change

Remove

Alternate Address

Not Set

Change

### Trip Preferences

Any changes that you make to your trip preferences will only be applied to new trips that you book. Please call us at 519-336-3271 if you need to change the details of trips that you have already booked, including recurring trips.

Seat Type:

Ambulatory

Mobility Aids:

No Mobility Aids

Change

### Notifications

Here you can choose how you want to be notified about your trips and what kinds of notifications you want to receive. You may be contacted in the following ways. [If this information is incorrect, it can be configured above.](#)

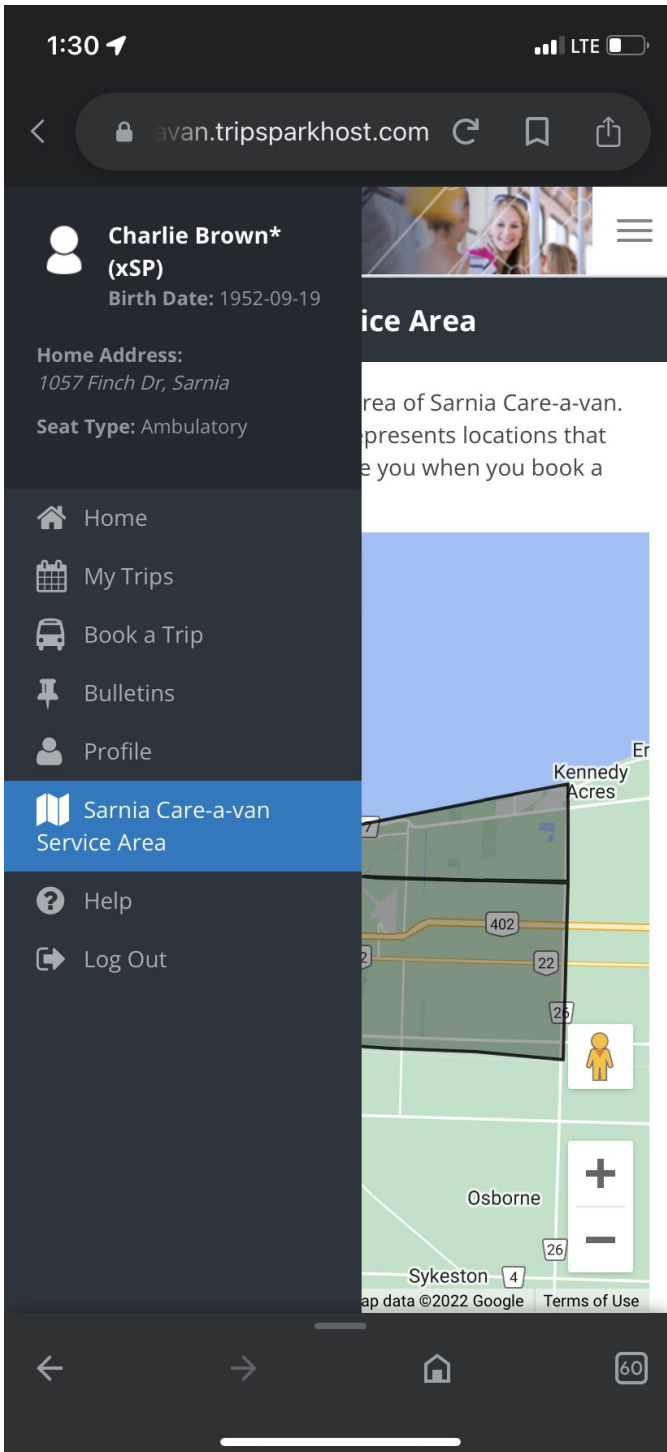
Email:

charliebrown11130@gmail.com

Select which types of notifications you want to receive and how you wish to receive them:

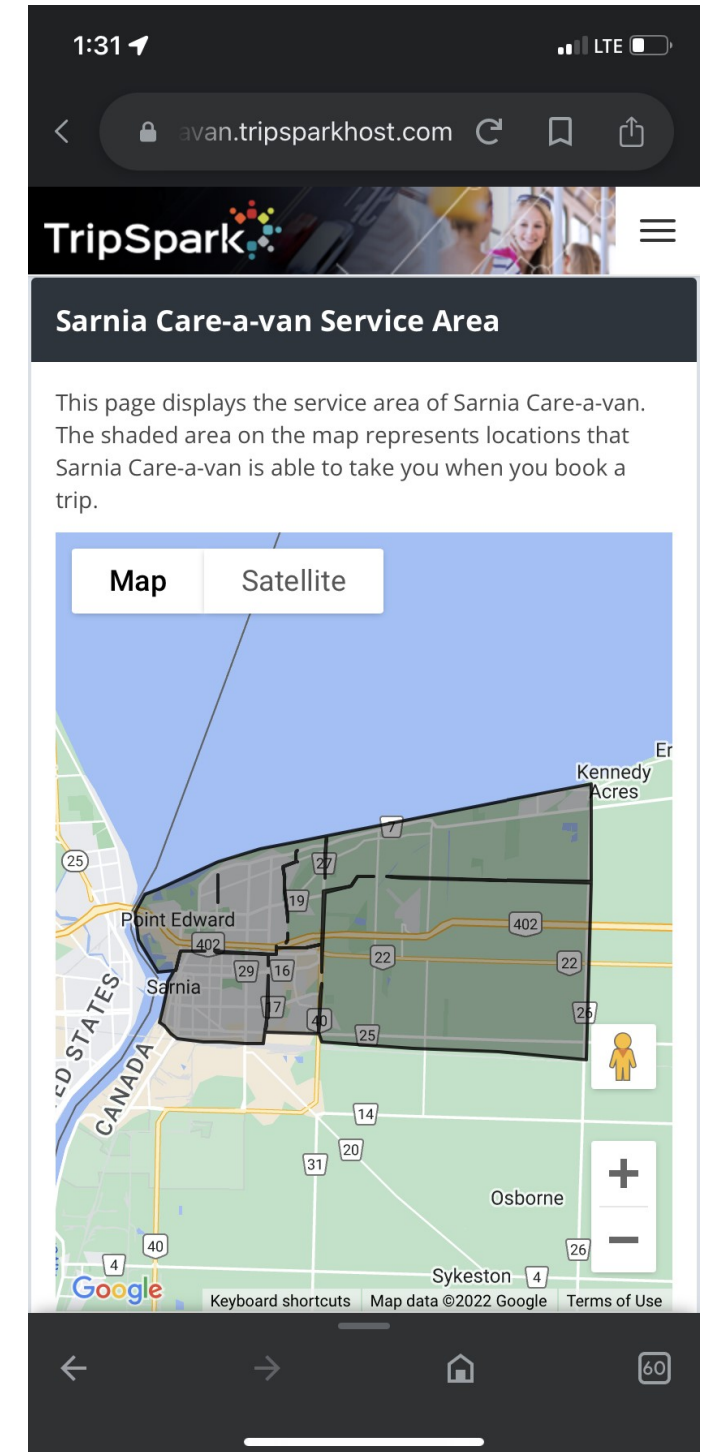
	Call	Text	Email
Trip Booking Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Trip Cancel Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Trip Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Trip Update	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

SAVE

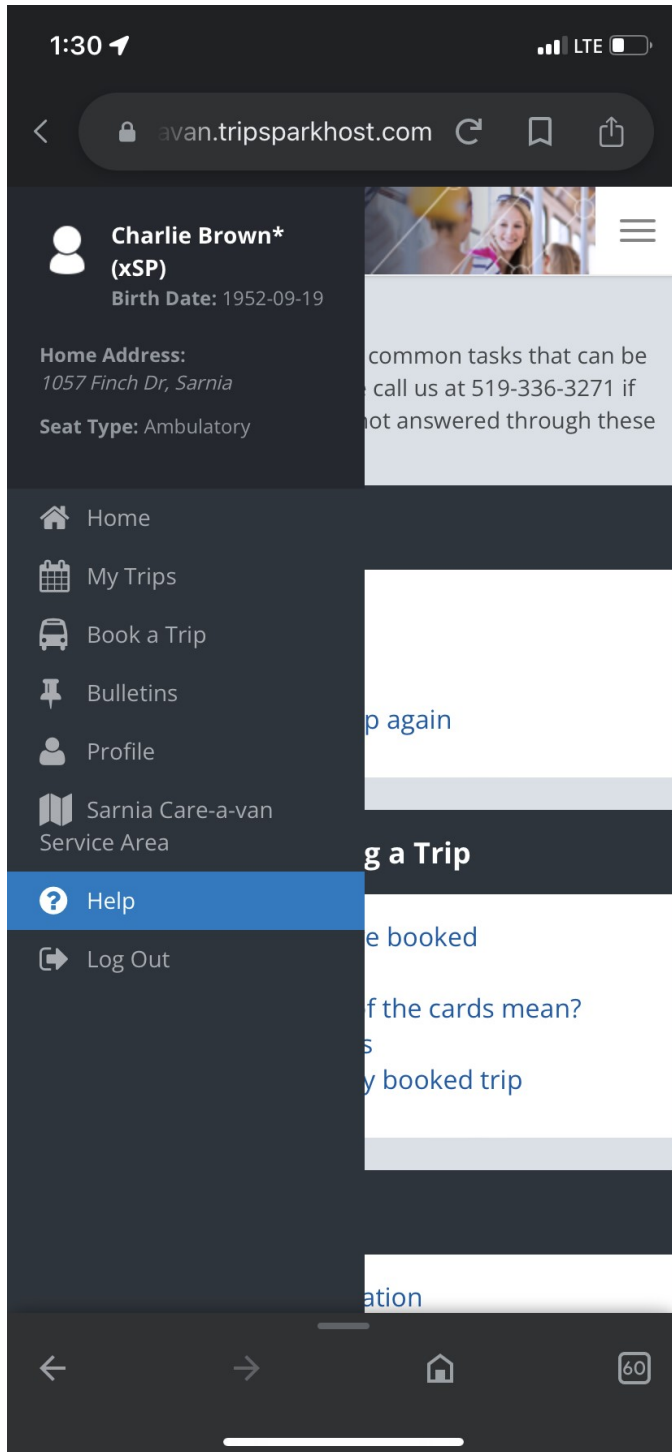


# Sarnia Care-a-van Service Area

The Service area screen show you exactly where our service operates, within the City limits of Sarnia, Point Edward and Bright's Grove







The Help screen is a tool you can use to easily access help on any of the modules within Passenger Portal.

Simply click on any of the links in blue for instructions on how to:

Book a Trip

Review a Trip

Cancel a Trip

View where your bus is prior to pickup

View/update your passenger profile

