



SARNIA'S SPECIALIZED TRANSIT SERVICE

Passenger Portal

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

ONLINE BOOKING HOURS: Sunday to Saturday
9:00am 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

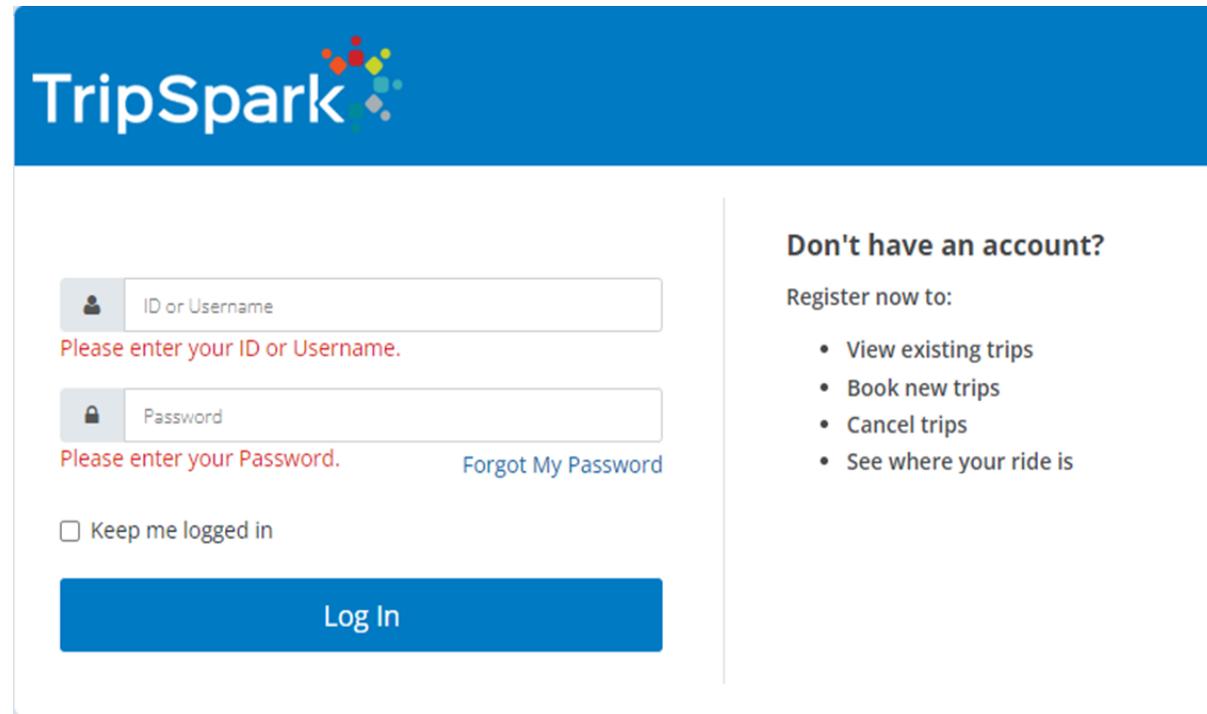
Go to <https://booksarniacareavan.tripsparkhost.com>

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, there are two input fields: 'ID or Username' and 'Password'. The 'ID or Username' field has a red error message: 'Please enter your ID or Username.' The 'Password' field has a red error message: 'Please enter your Password.' and a blue link for 'Forgot My Password'. Below the password field is a checkbox labeled 'Keep me logged in'. At the bottom of the login form is a blue 'Log In' button. To the right of the login form, there is a section titled 'Don't have an account?' with the text '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

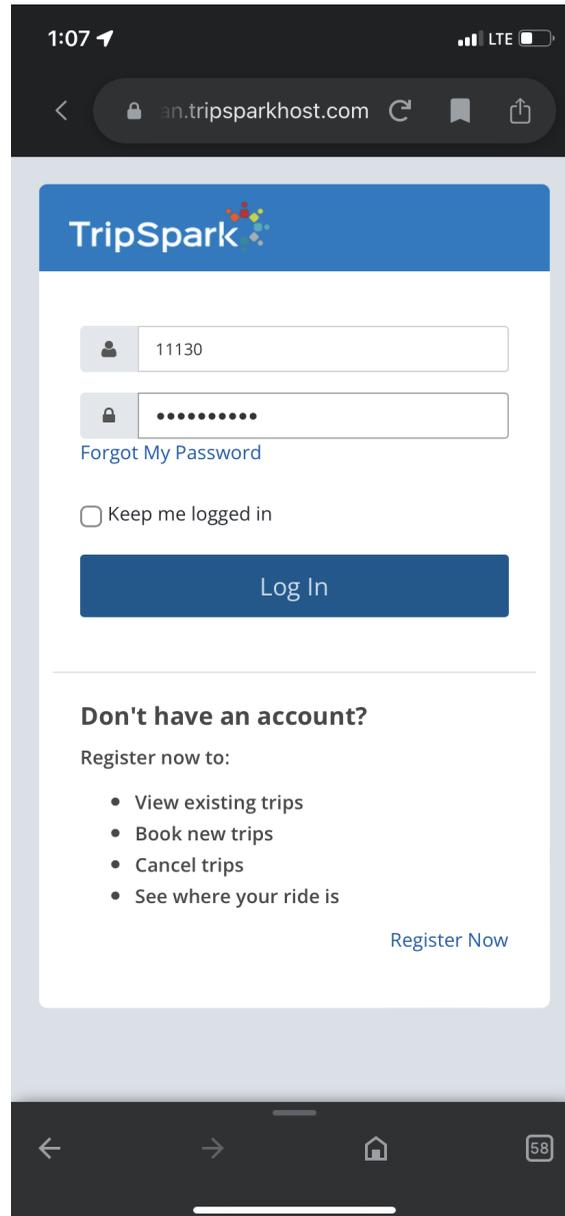
Log In

Don't have an account?
Register now to:

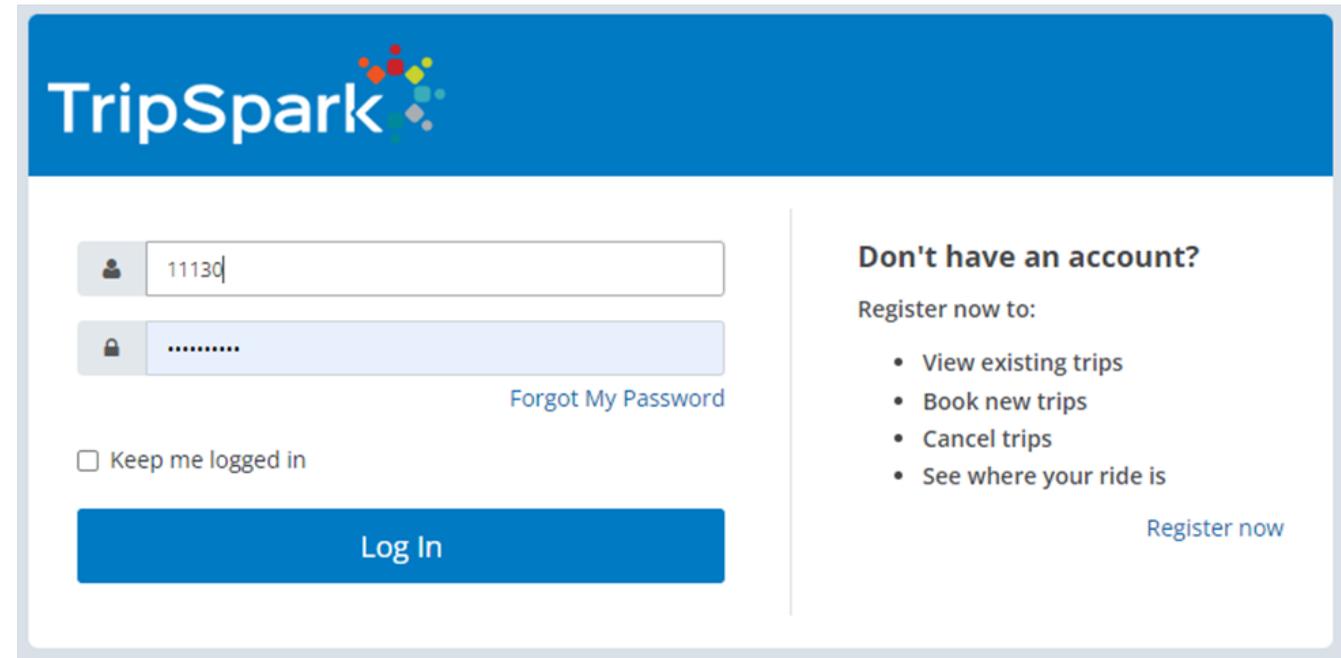
- View existing trips
- Book new trips
- Cancel trips
- See where your ride is

Login Screen

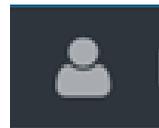
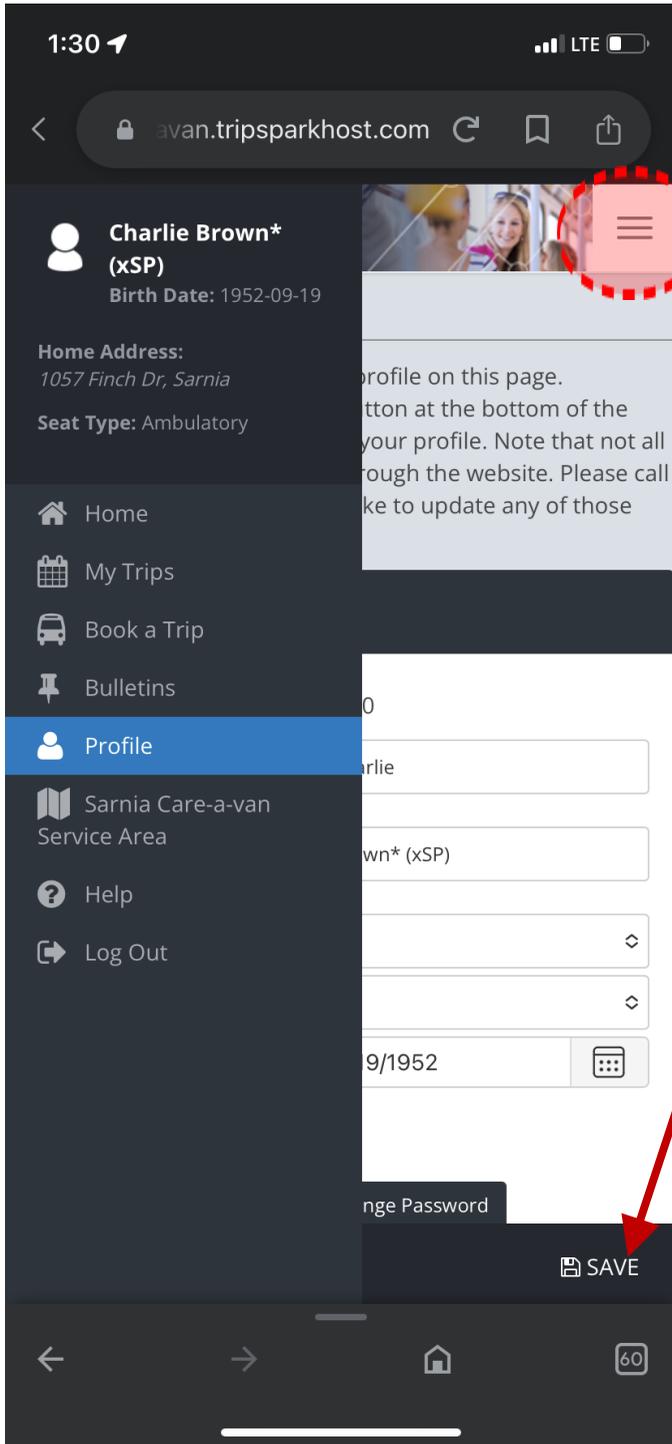
(mobile version)



(computer version)



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

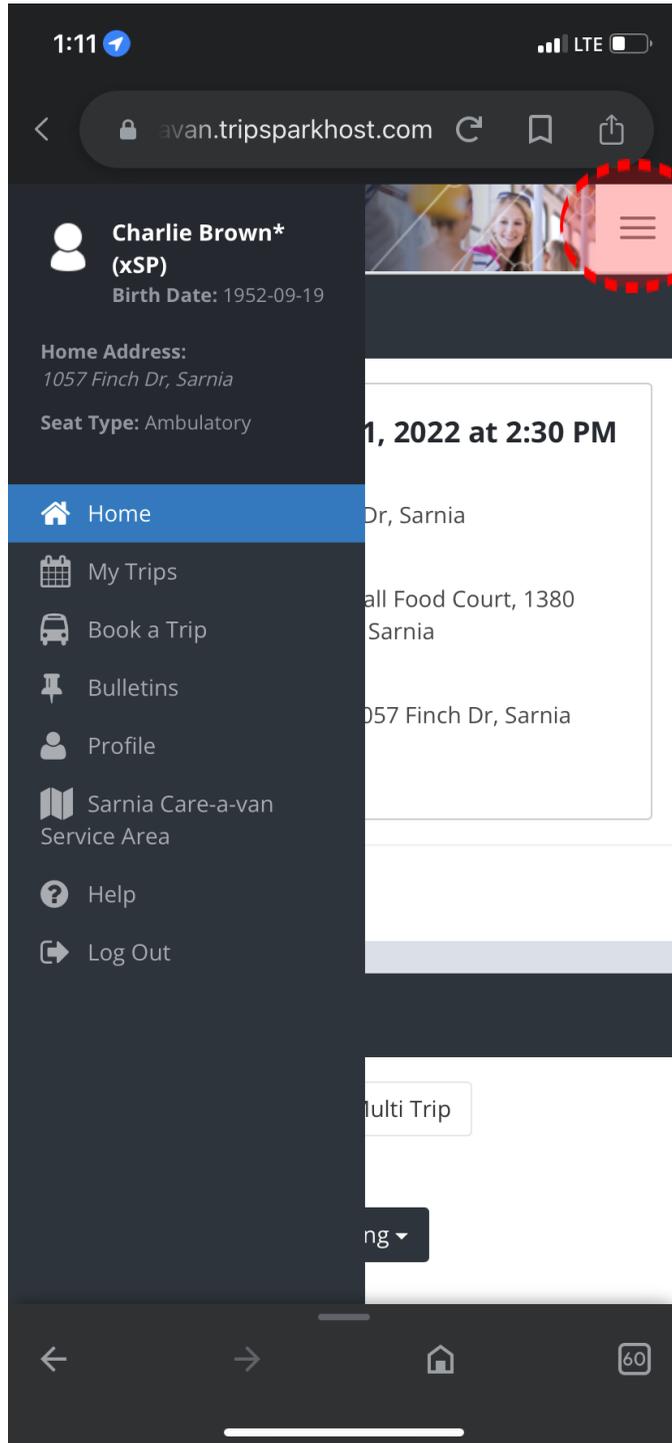
Enter your current password, new password and confirm password

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

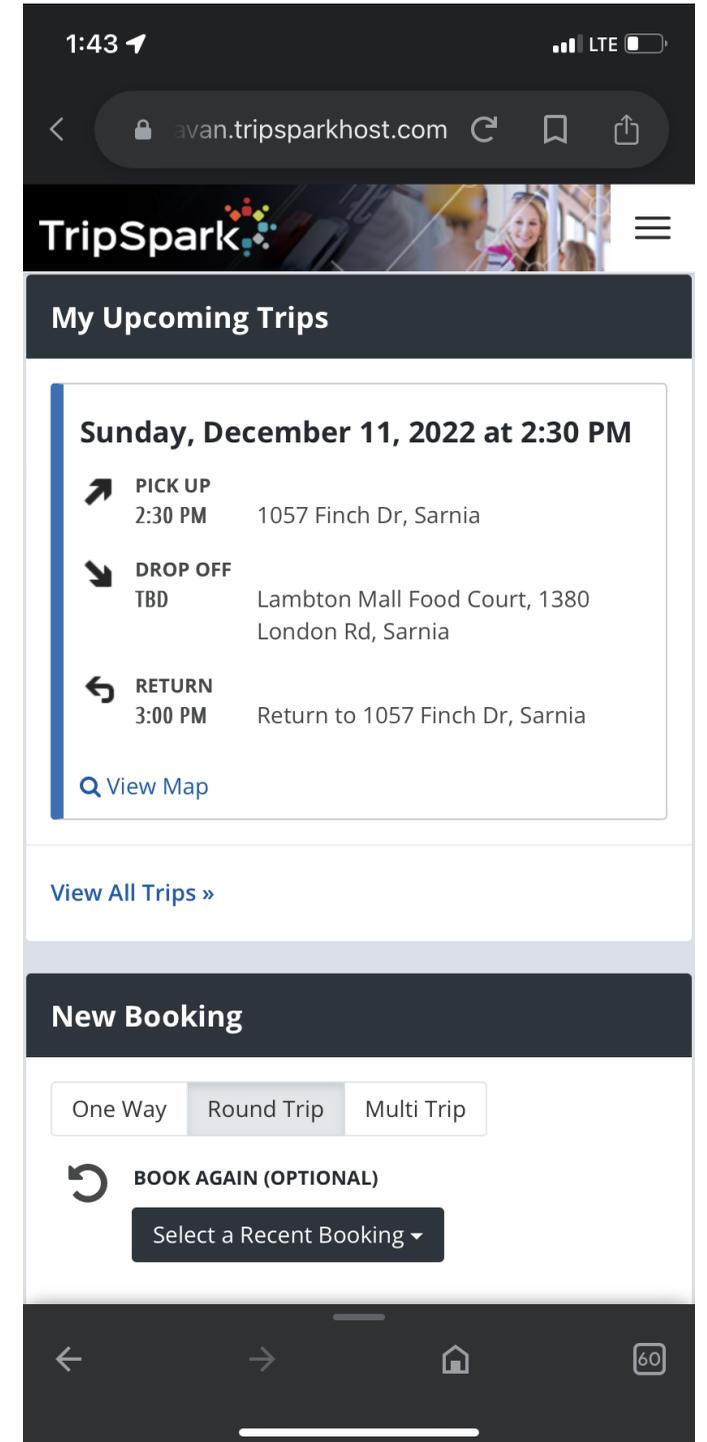


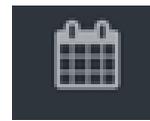
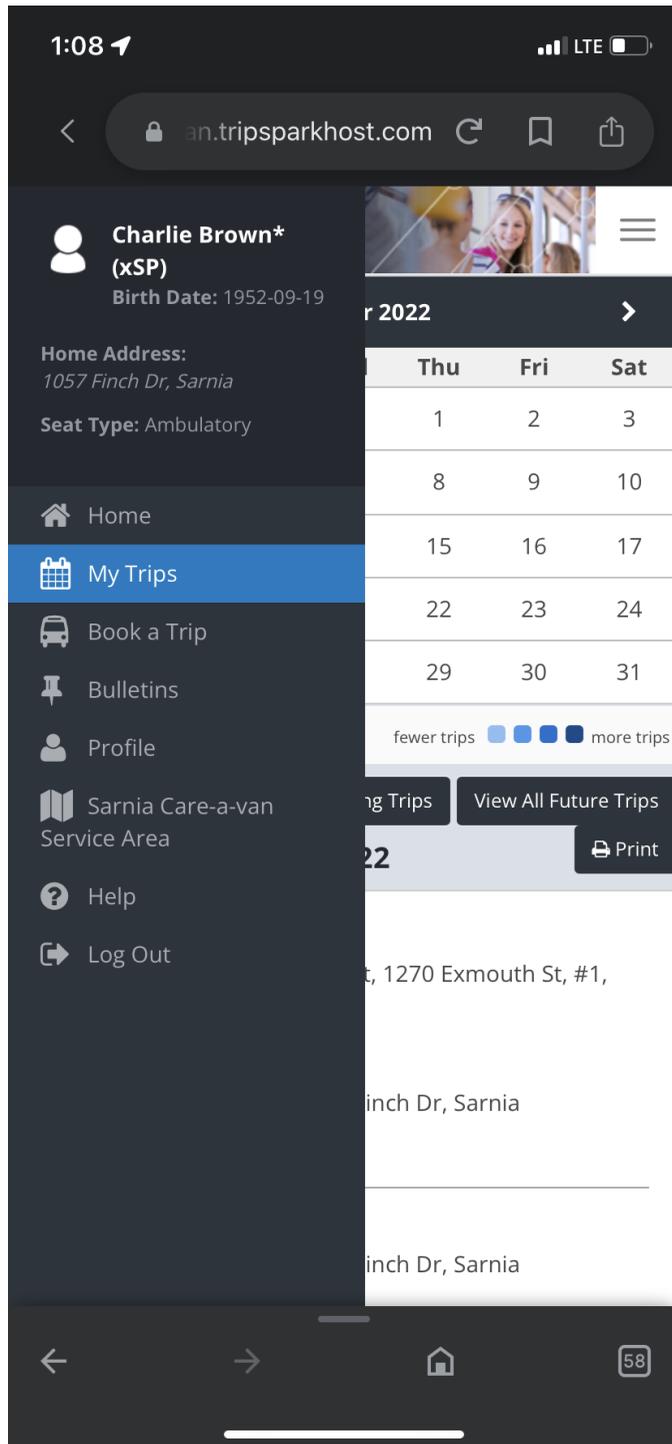
Home

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

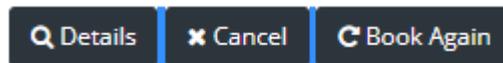
My Trips will show you a monthly calendar indicating the days on which you have trips booked.

To view trip details, simply click on the date.

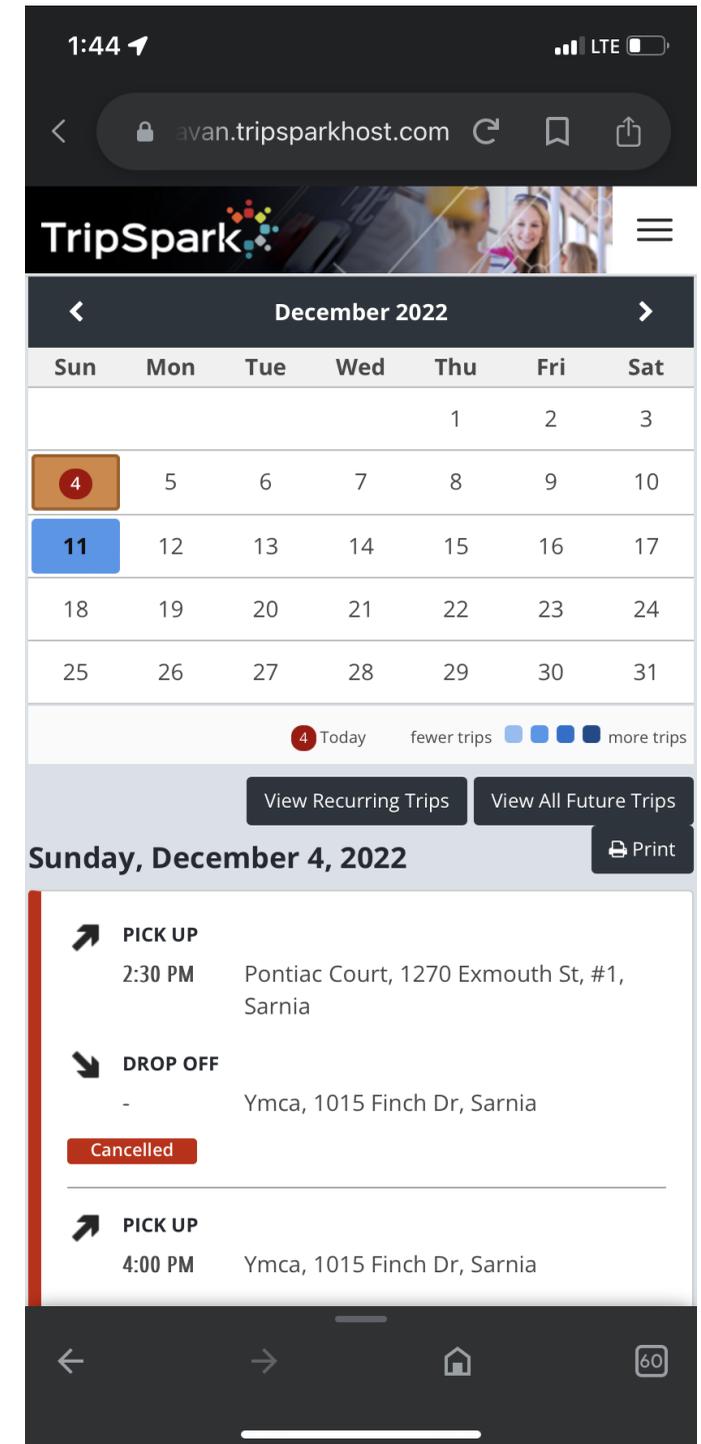
(In this example, my trip is booked on December 11th, indicated by a blue square surrounding the December 11th on the calendar)

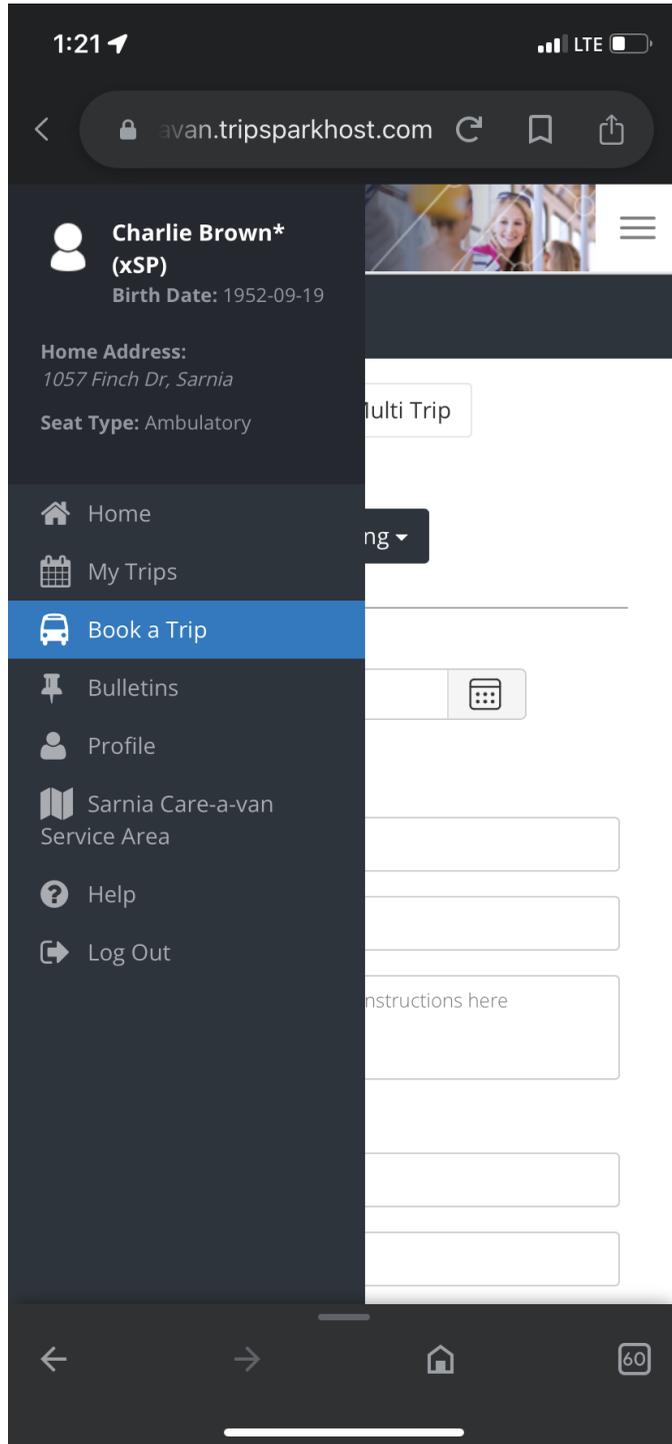
From this screen, you can also **View All Future Trips**

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

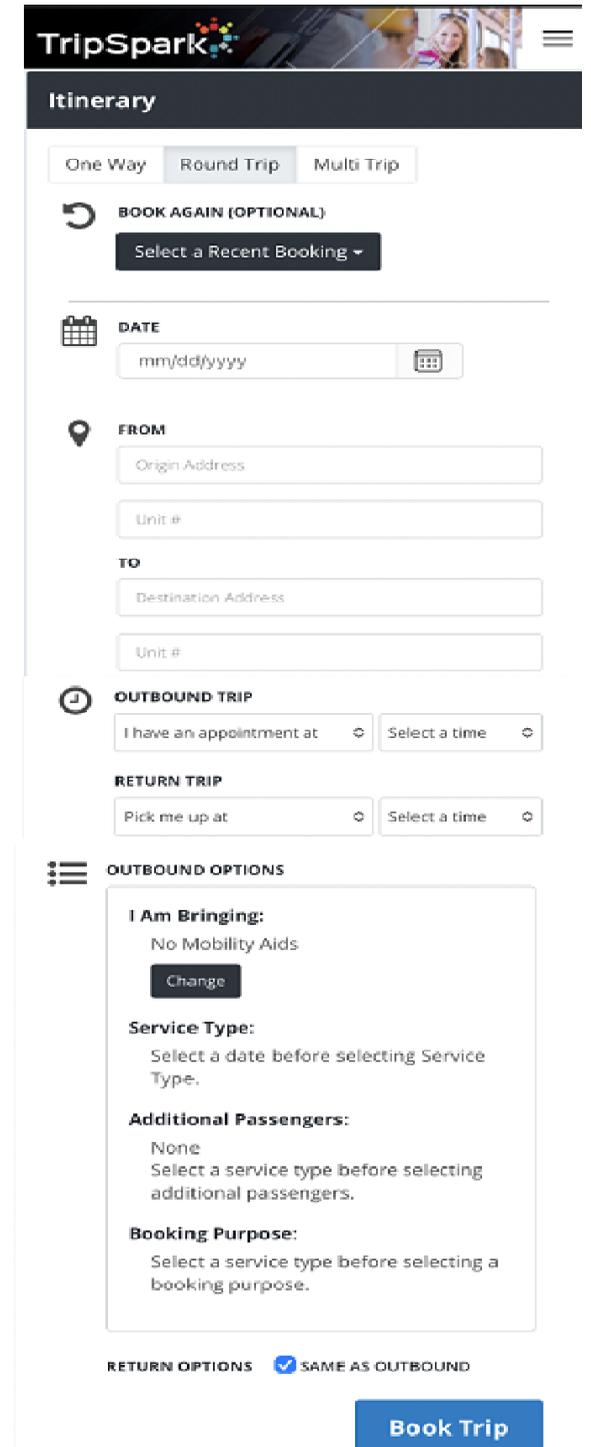
Then select from the Outbound options: Mobility aids (if any), Service Type: **select Care-a-van**, Additional Passengers, Booking Purpose

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





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

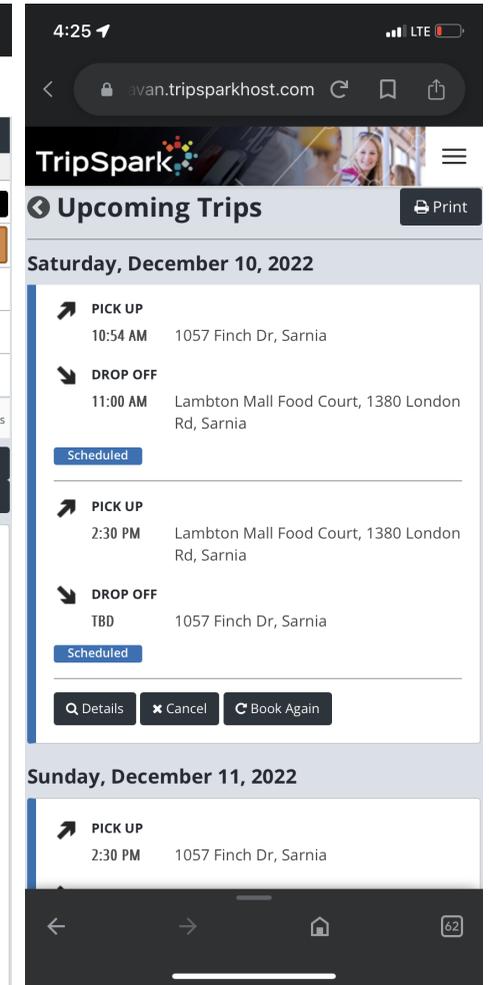
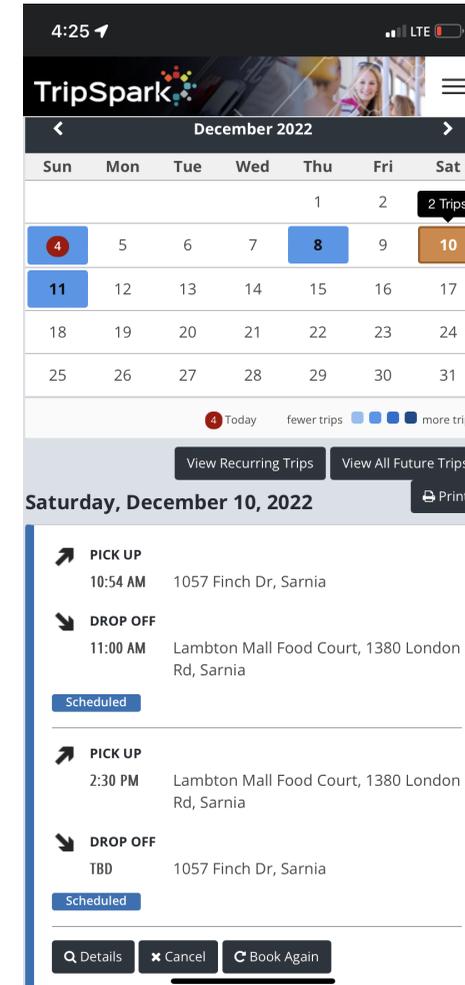
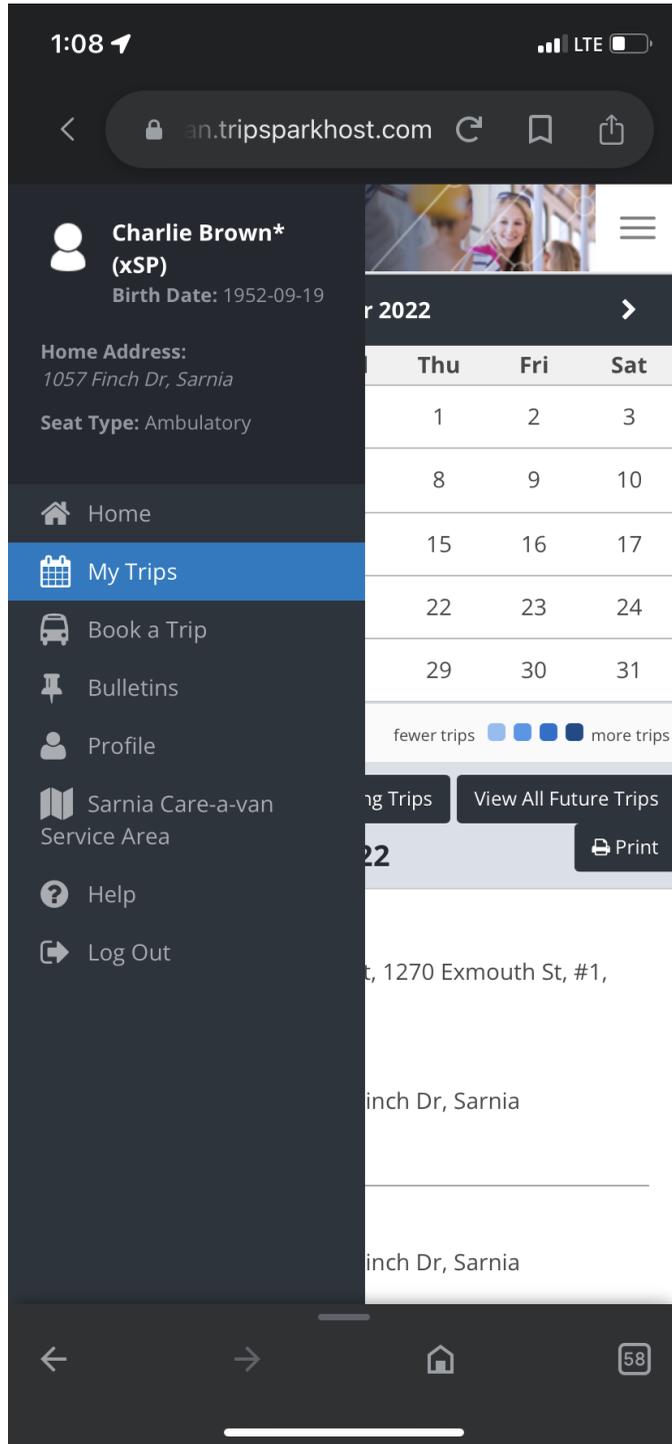
i We were unable to find a time to schedule your trip, so the trip was not booked. Please call us at 519-336-3271 for assistance.

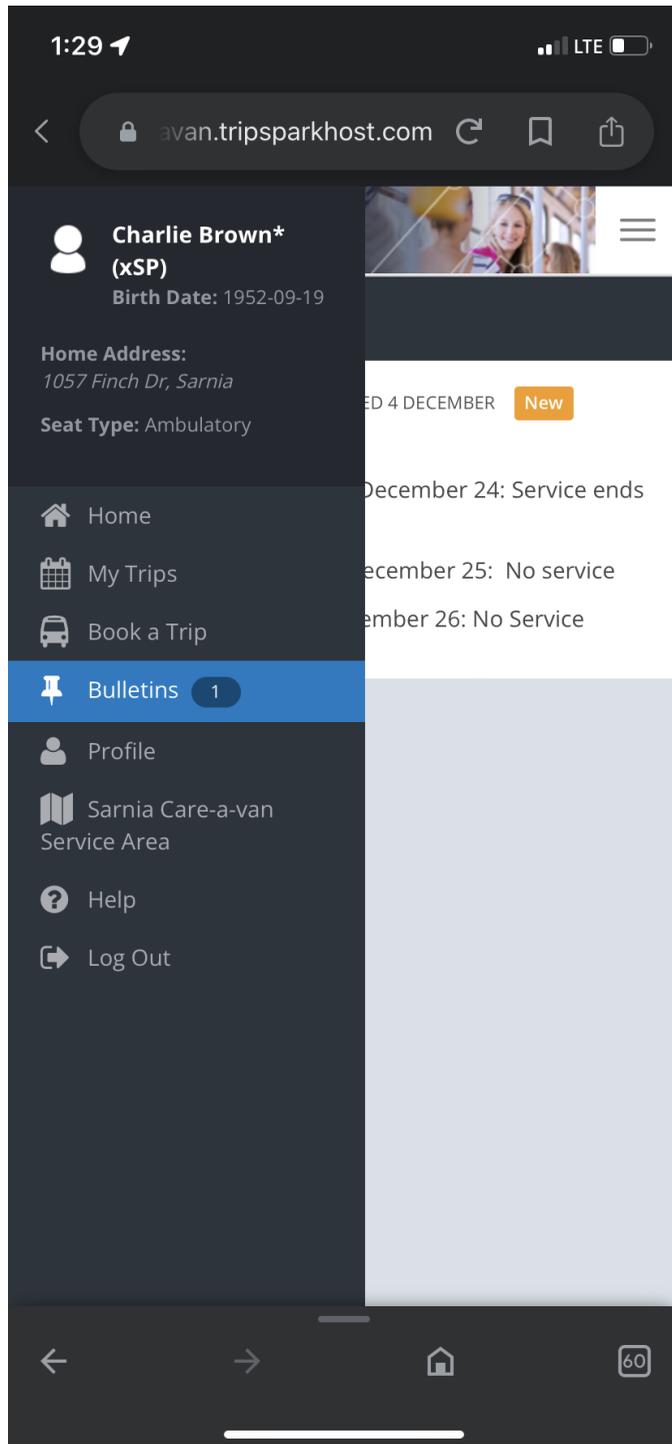
[OK](#)

Canceling A Trip

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

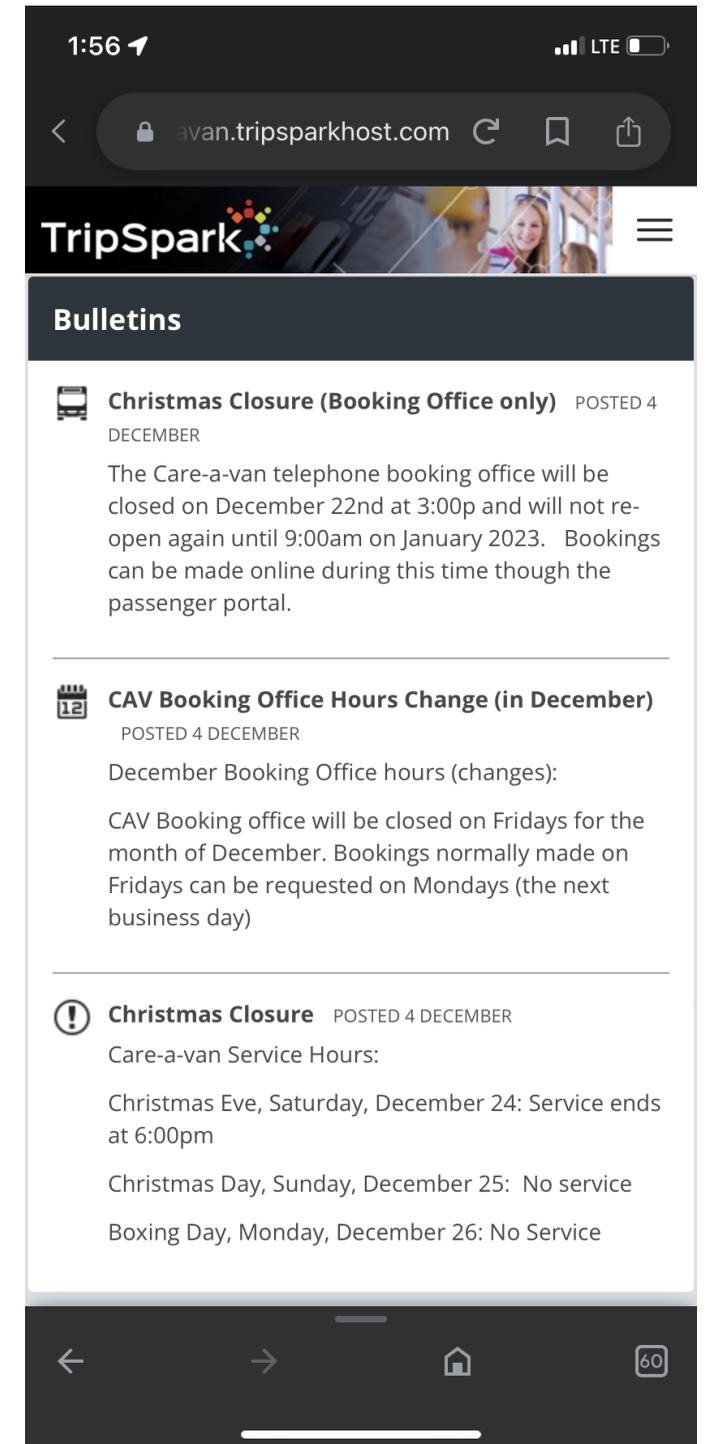
Go to the My Trips Screen, select the trip by click on the day in the calendar or by Viewing All Future Trips and canceling the appropriate one

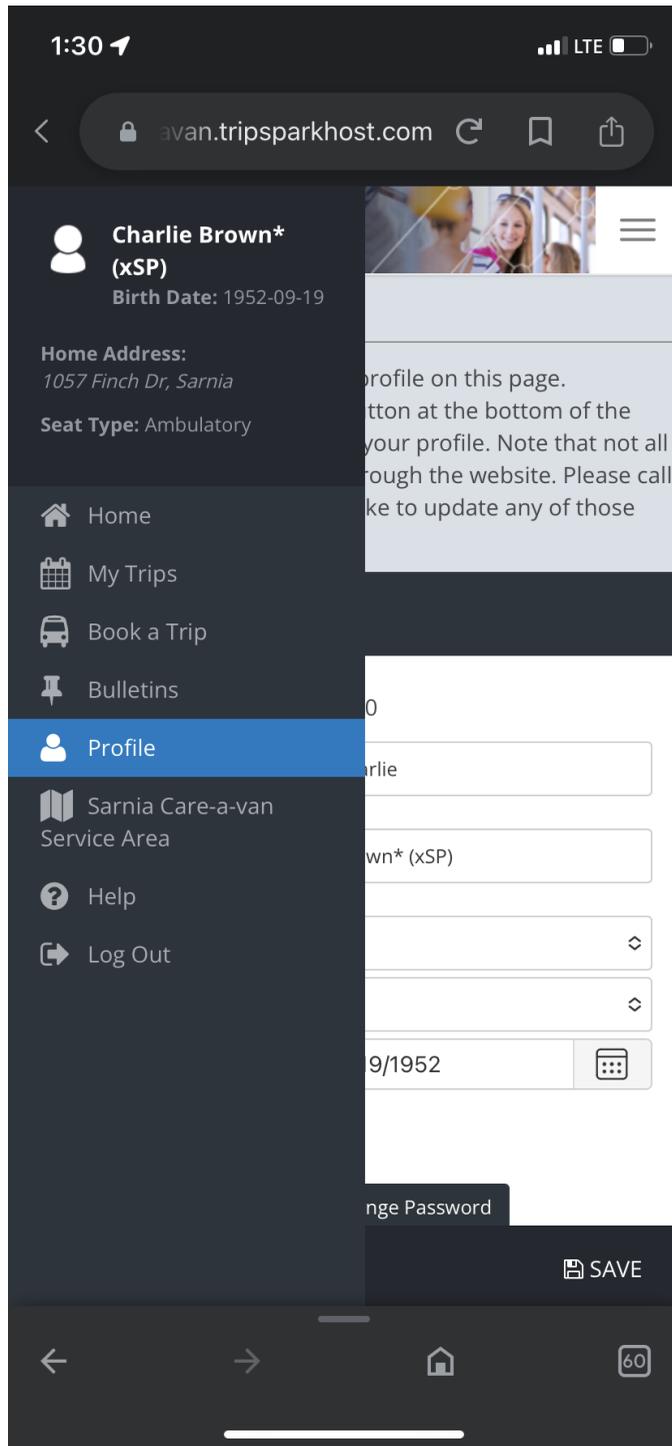




Bulletins

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



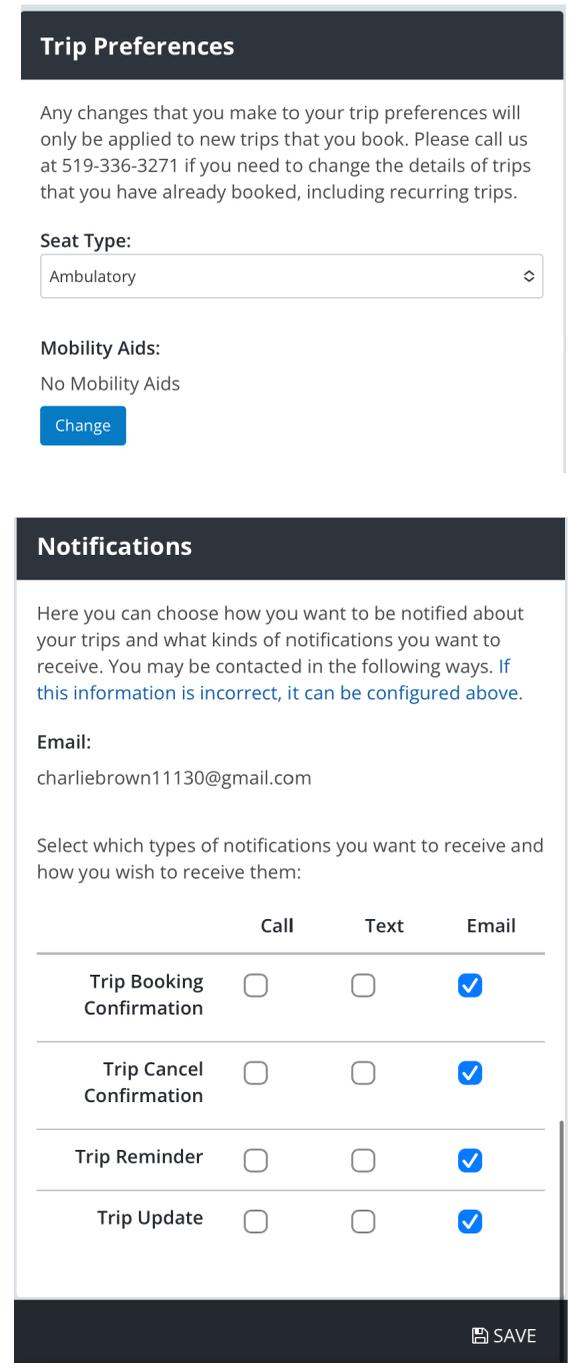
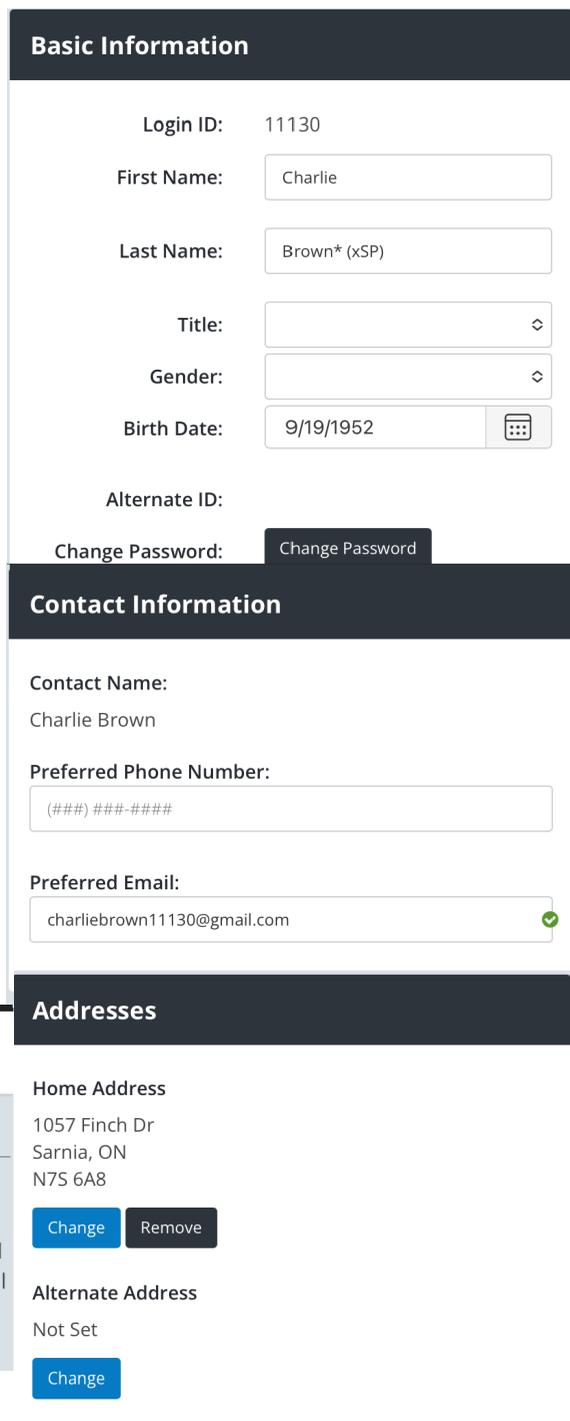
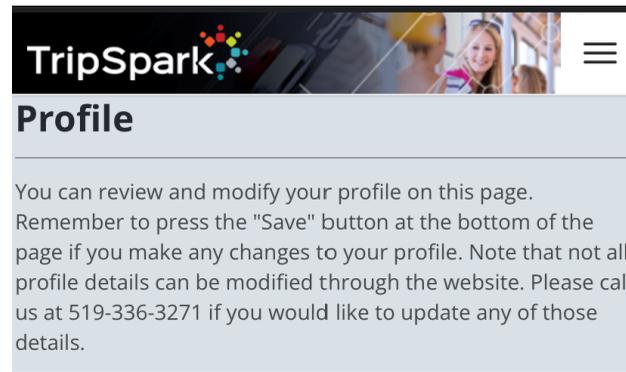


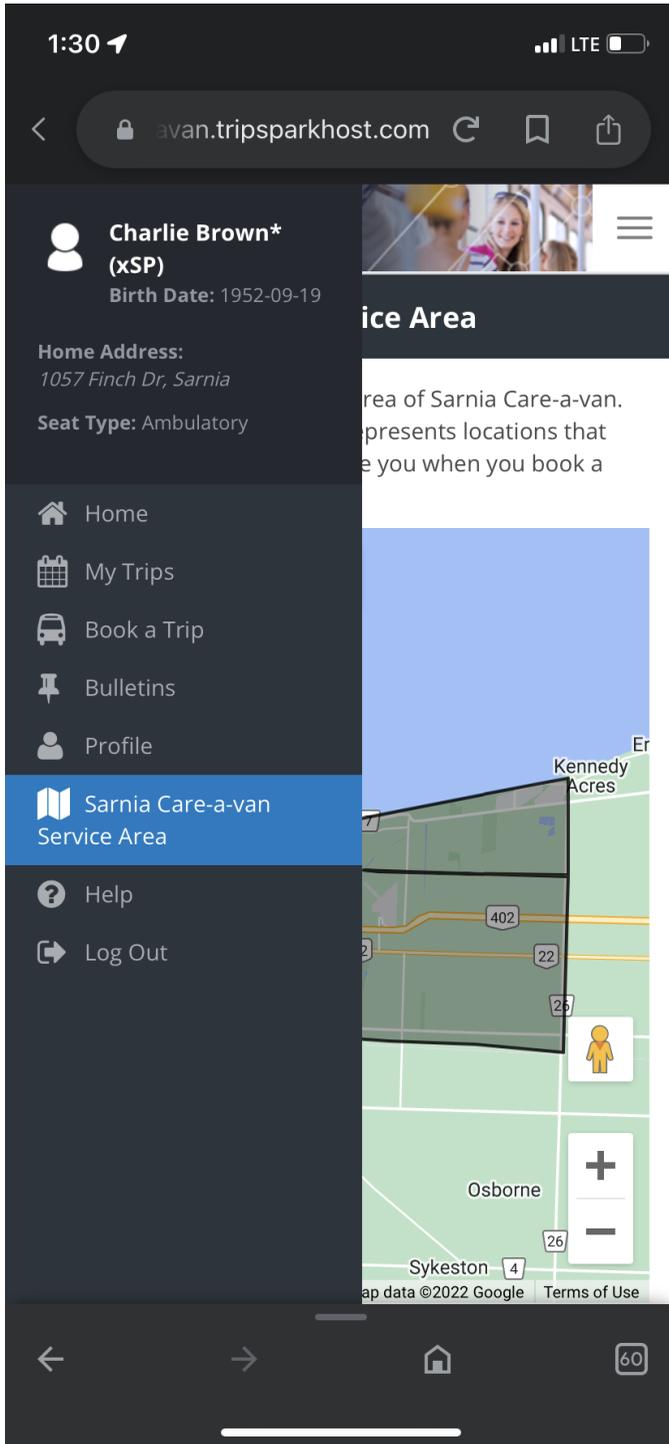
Profile

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

- Basic Information
- Contact Information
- Addresses
- Mobility Aids
- Notifications

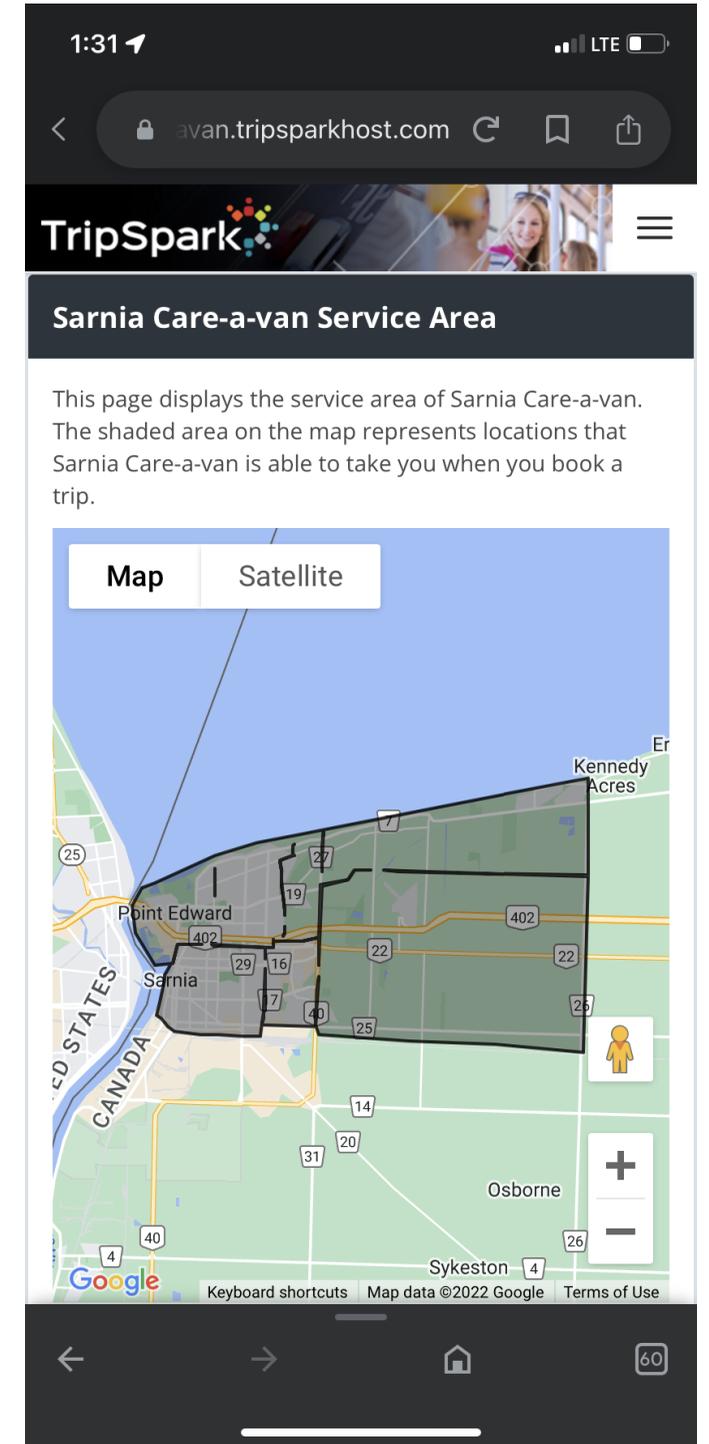
*** Be sure to hit Save at the bottom right when making any changes**

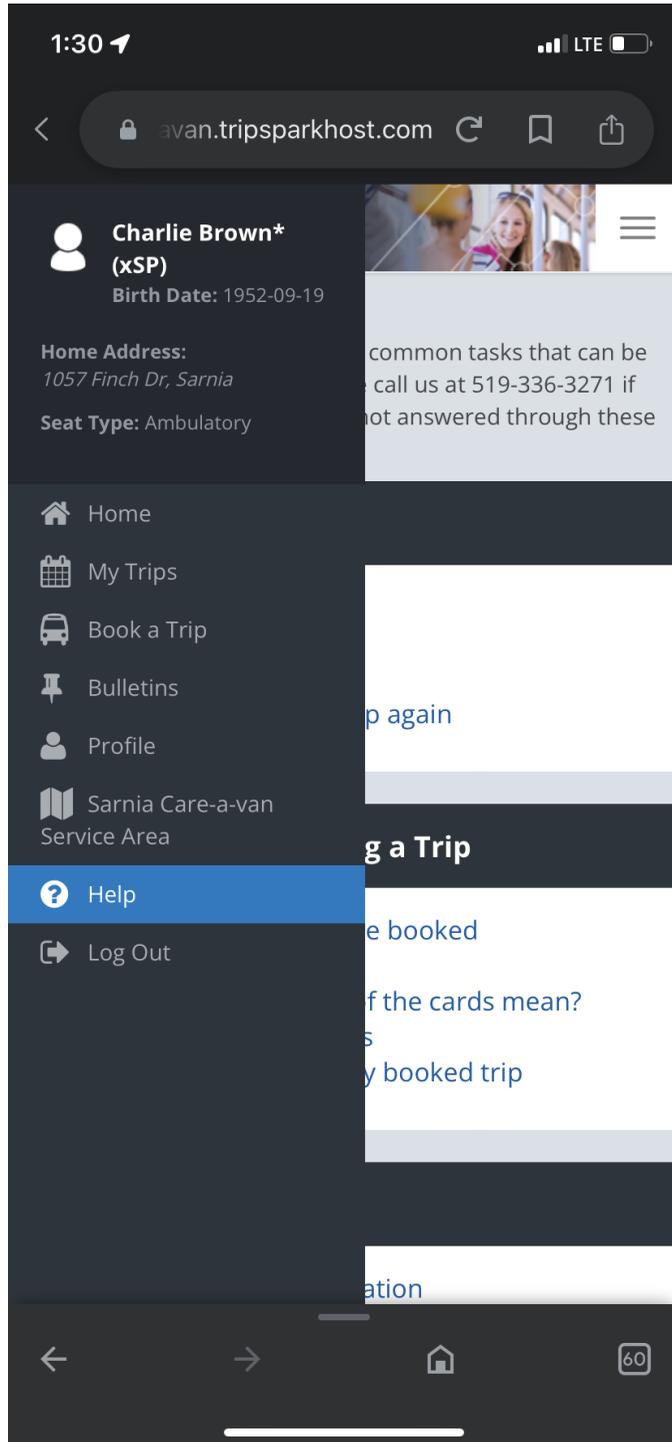




Sarnia Care-a-van Service Area

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





Help

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

