

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



### Login Screen

### (computer version)

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<ul> <li>View existing trips</li> </ul>			
Book new trips			
<ul> <li>Cancel trips</li> <li>See where your ride is</li> </ul>	5		
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(mobile version)

TripSpark	
<ul> <li>11130</li> <li>Forgot My Password</li> <li>Keep me logged in</li> </ul>	Don't have an account? Register now to: • View existing trips • Book new trips • Cancel trips • See where your ride is
Log In	Register now

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	1	Change Password ×
Login ID:	11130 Charlia	Current Password
Last Name:	Brown* (xSP)	New Password
Title:		\$ Confirm New Password
Gender:		\$ New Password Requirements:
Birth Date:	9/19/1952	 <ul><li>Is at least 4 character(s) long.</li><li>Passwords must match.</li></ul>
Alternate ID:		
Change Password:	Change Password	Change Password Cancel







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 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

Q Details X Cancel C Book Again

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

Option 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 window will pop-up showing he 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 AMPick up Address:1057 Finch Dr, Sarnia, On, N7S 6A8Drop off Address:Lambton Mall Food Court, 1380 London Rd,Sarnia, On, N7S 1P7Service Type:Care A VanBooking Purpose:Recreation

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

Decline

**Dr** Scheduled pick up at: 2:30 PM Estimated drop off at: 2:35 PM

Does this work for you?

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

### \*\* 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

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11	12	13	14	15	16	17	2	PICK UP		
18	19	20	21	22	23	24		10:54 AM	1057 Finch Dr, Sarnia	
25	26	27	28	29	30	31	5	DROP OFF		
		4	Today	fewer trips		more trips		11:00 AM	Lambton Mall Food Court, Rd, Sarnia	1380 London
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## Bulletins

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



The Care-a-van telephone booking office will be closed on December 22nd at 3:00p and will not reopen again until 9:00am on January 2023. Bookings can be made online during this time though the passenger portal.

CAV Booking Office Hours Change (in December) POSTED 4 DECEMBER

December Booking Office hours (changes):

CAV Booking office will be closed on Fridays for the month of December. Bookings normally made on Fridays can be requested on Mondays (the next business day)

Christmas Closure POSTED 4 DECEMBER
Care-a-van Service Hours:

Christmas Eve, Saturday, December 24: Service ends at 6:00pm

Christmas Day, Sunday, December 25: No service

Boxing Day, Monday, December 26: No Service







**گ** 

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



You can review and modify your profile on this page. Remember to press the "Save" button at the bottom of the page if you make any changes to your profile. Note that not all profile details can be modified through the website. Please call us at 519-336-3271 if you would like to update any of those details.

### Login ID: 11130 First Name: Charlie Brown\* (xSP) Last Name: Title: Gender: 9/19/1952 **Birth Date:** 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

**Basic Information** 

#### **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: $\diamond$ Ambulatory Mobility Aids:

No Mobility Aids



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### 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	$\bigcirc$	$\bigcirc$	
Trip Cancel Confirmation	$\bigcirc$	$\bigcirc$	
Trip Reminder	$\bigcirc$	$\bigcirc$	<b>V</b>
Trip Update	$\bigcirc$	$\bigcirc$	
			🖺 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



This page displays the service area of Sarnia Care-a-van. The shaded area on the map represents locations that Sarnia Care-a-van is able to take you when you book a trip.







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

Simply click on ay 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



### **Help Topics**

The following is a list of topics for common tasks that can be performed on the website. Please call us at 519-336-3271 if you have any questions that are not answered through these help pages.

### Booking a Trip

- Booking a trip
- Booking a round trip
- Booking a multi trip
- Booking a previous trip again

### **Reviewing or Cancelling a Trip**

- Viewing the trips I have booked
- Viewing trip details
- What do the colours of the cards mean?
- Viewing recurring trips
- Cancelling a previously booked trip

### The Day of My Trip

- Seeing my trip information
- Where is my bus?

### **My Profile Information**

- Viewing my profile information
- Updating my address
- Updating my email
- Changing my password