



SARNIA'S SPECIALIZED TRANSIT SERVICE

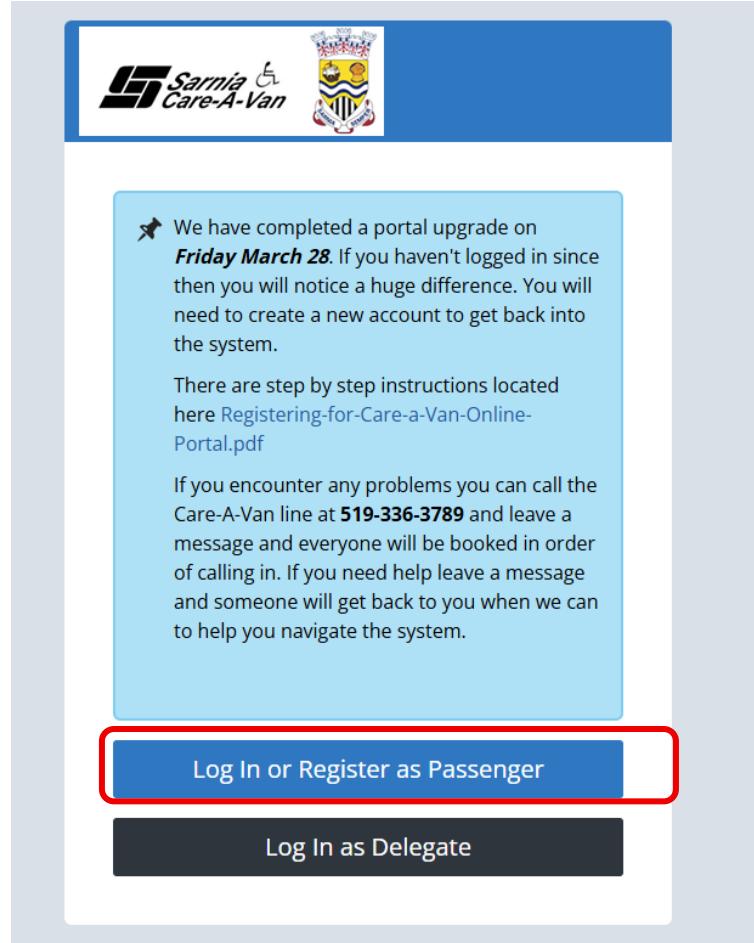
PASSENGER PORTAL GUIDE

- ✓ Access your rides
- ✓ Book, view or manage scheduled trips
- ✓ Update your personal information
- ✓ Stay informed with updated Bulletins

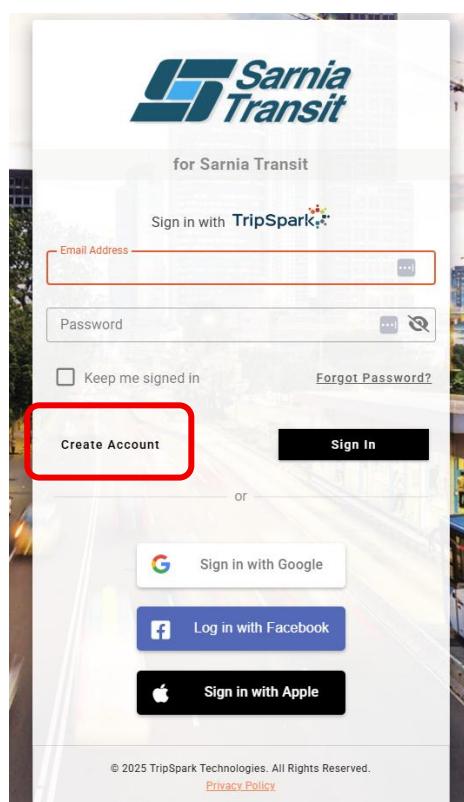
<https://booksarniacareavan.tripsparkhost.com>

How to Register

Once you go to the website you need to log in as a passenger



Then you need to create Account



Fill out the required information

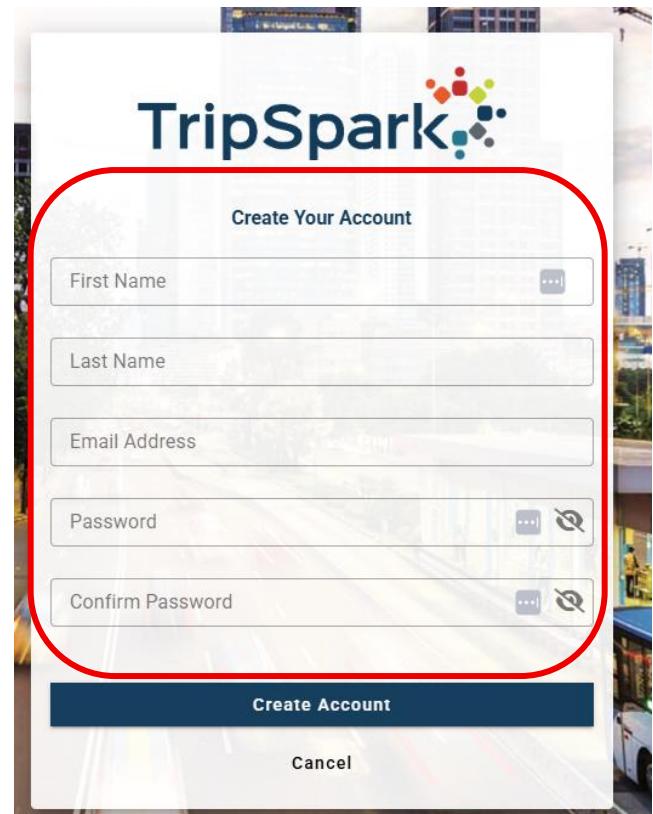
- First Name
- Last Name
- Email Address

You will need to create a password and then confirm

Password Criteria

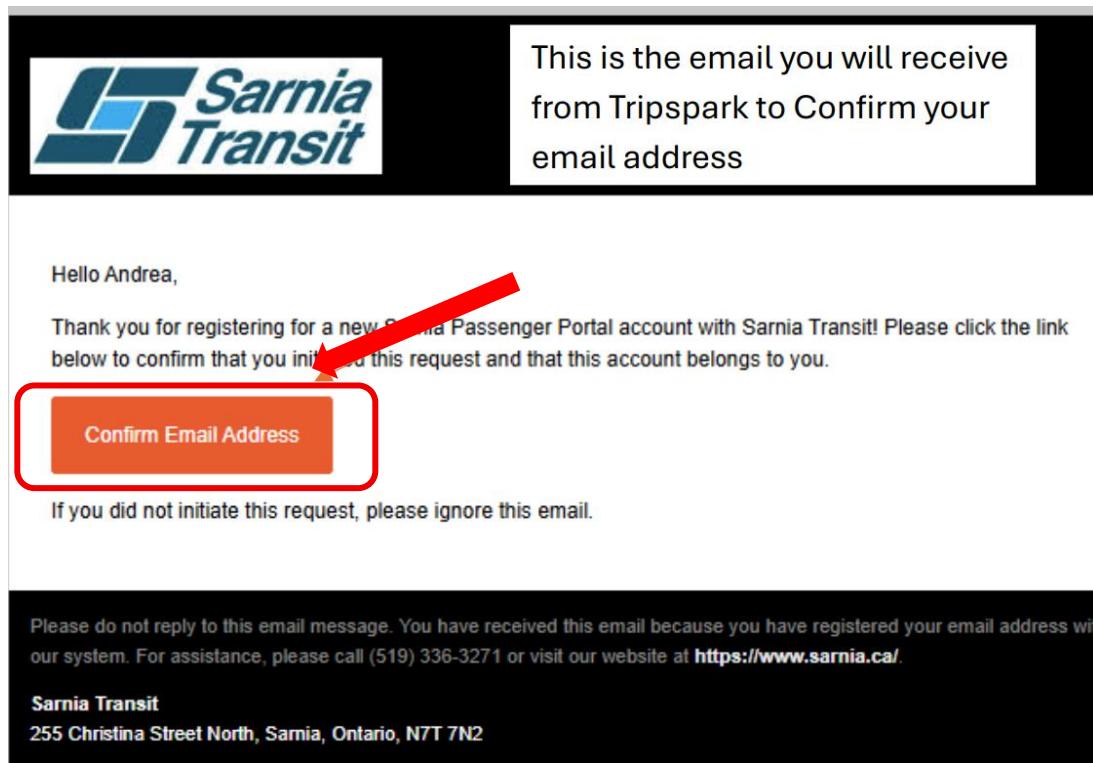
- 1 Capital Letter
- 1 Special Character

Select “Create Account”



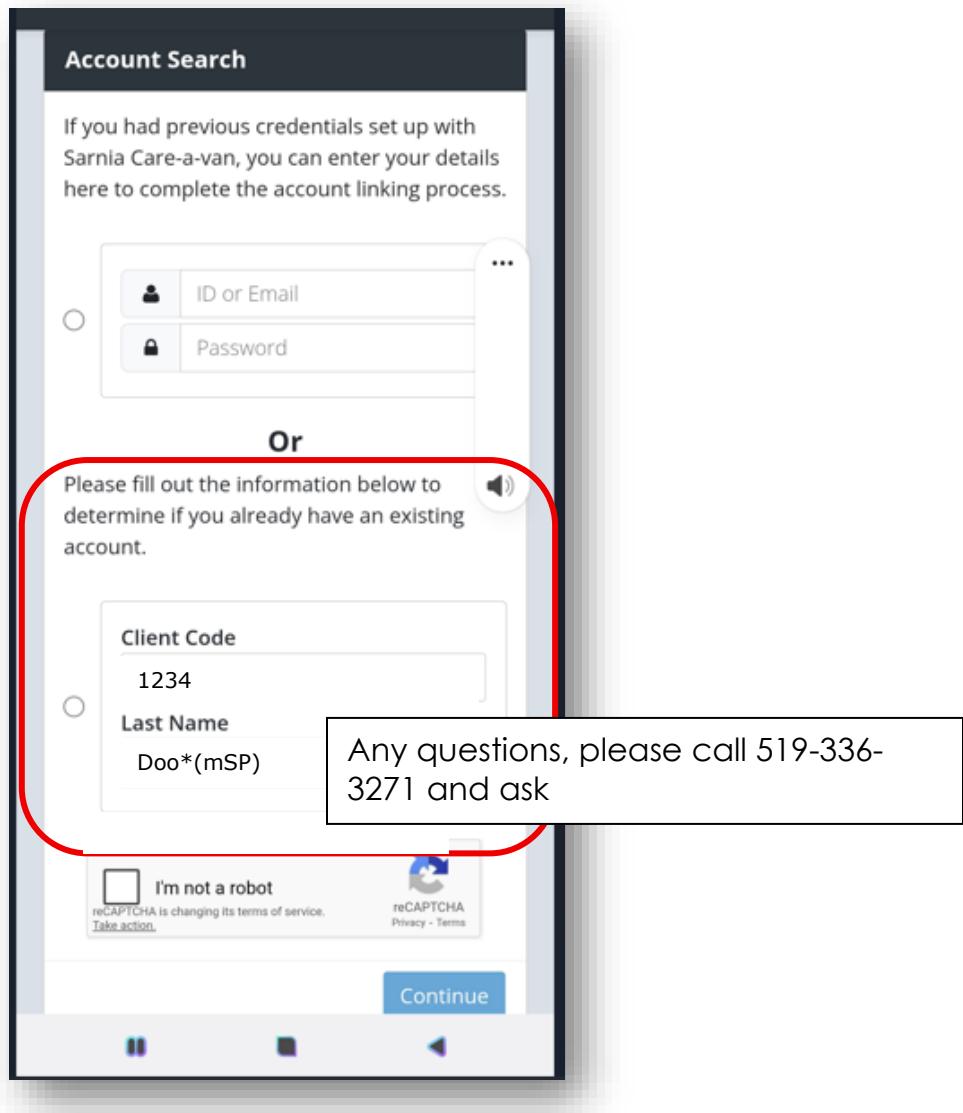
You will receive an email to the address you provided with a link to confirm and finalize the account setup.

Click on the “Confirm Email Address”



Once the account has been verified, you will need to link your account to your registered profile with Care-A-Van.

On the account search page, scroll down to the second option where you will add in your client registration code and last name.

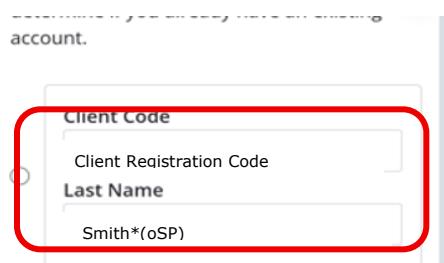


The screenshot shows the 'Account Search' page. At the top, it says: 'If you had previous credentials set up with Sarnia Care-a-van, you can enter your details here to complete the account linking process.' Below this are two login options: 'ID or Email' and 'Password'. A large red box highlights the second option, which is 'Client Code' and 'Last Name'. The 'Client Code' field contains '1234' and the 'Last Name' field contains 'Doo*(mSP)'. To the right of these fields is a box containing the text: 'Any questions, please call 519-336-3271 and ask'. At the bottom of the page is a reCAPTCHA box with the text 'I'm not a robot' and a 'Continue' button.

Important!

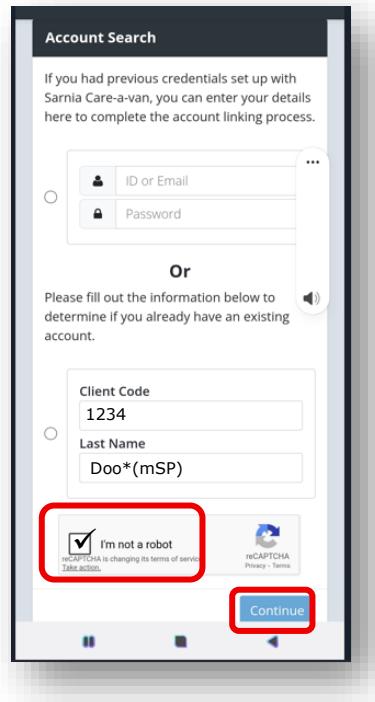
When entering your last name, you must add the assigned support person designation that appears on your registration card. This will include your last name and then will have a *()

Example: Smith*(oSP) or Smith*(xSP) or Smith*(mSP)



The screenshot shows a close-up of the 'Client Code' and 'Last Name' fields. Both fields are highlighted with a red box. The 'Client Code' field contains 'Client Registration Code' and the 'Last Name' field contains 'Smith*(oSP)'.

Verify that you are not a robot, by clicking in the box and then select “**Continue**”



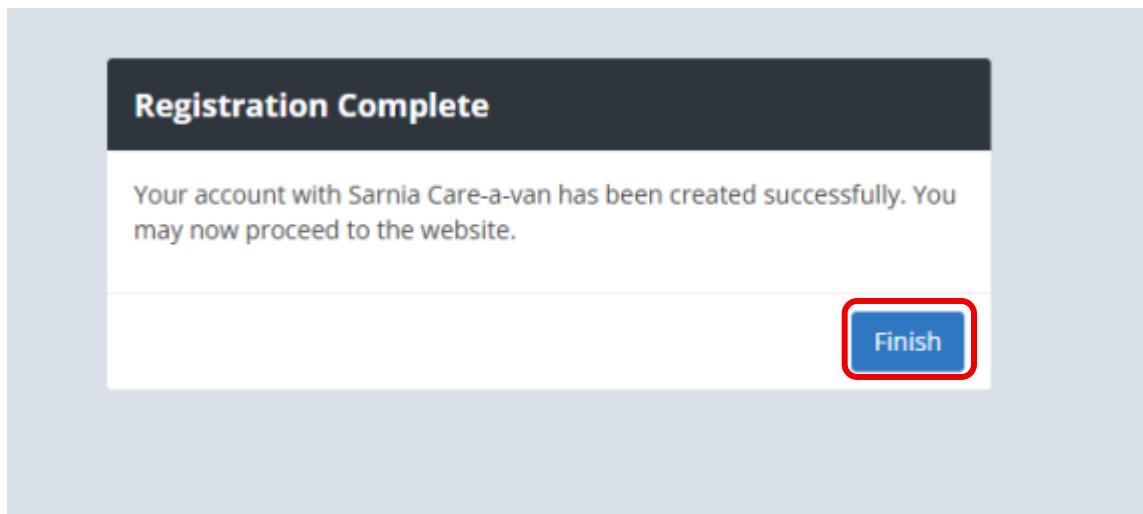
The next screen will take you to the CAV Registration Form where you will enter in your last name and then your first name

A screenshot of a web page titled "Registration Form" with a sub-section titled "CAV Registrations Form". The page contains two input fields: "last Name" with the placeholder "Last name will be here" and "frist name" with the placeholder "First name will be here". Both input fields are highlighted with a red rectangular box. At the bottom of the page are "Back" and "Submit" buttons.

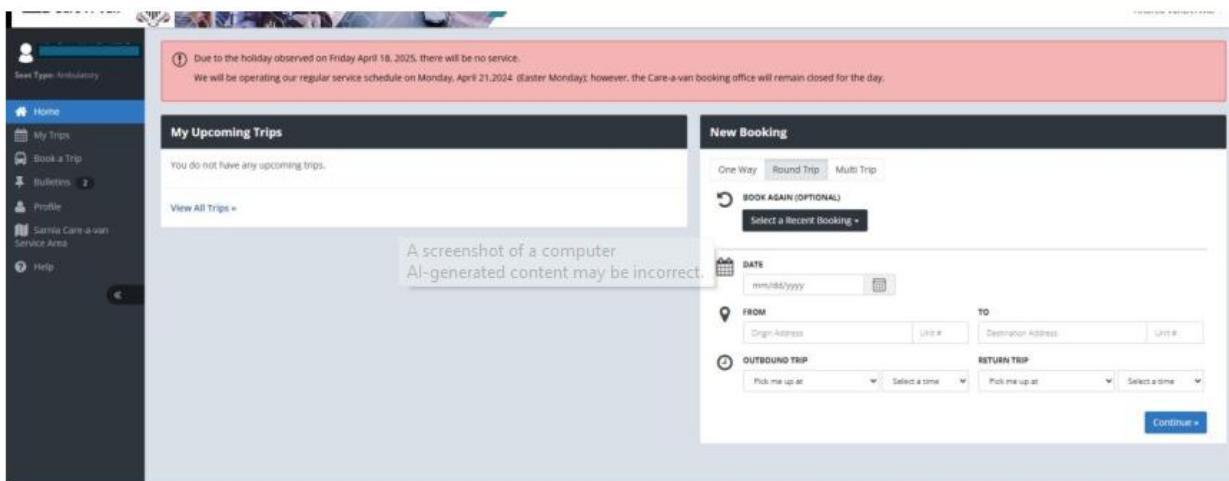
Select “**Submit**”

A screenshot of a web page titled "Registration Form" with a sub-section titled "CAV Registrations Form". The page contains two input fields: "last Name" with the placeholder "Last name will be here" and "frist name" with the placeholder "First name will be here". At the bottom of the page are "Back" and "Submit" buttons. The "Submit" button is highlighted with a red rectangular box.

A complete registration pop up will appear. Select “Finish”

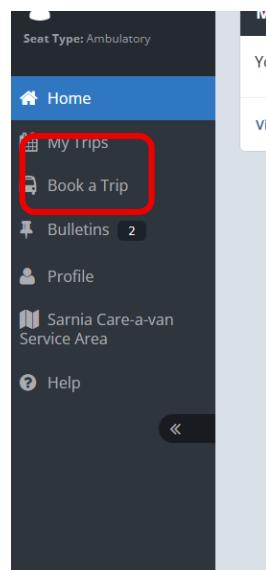


Your account has now been set up and you will be redirected into the portal, where you can start to book trips.



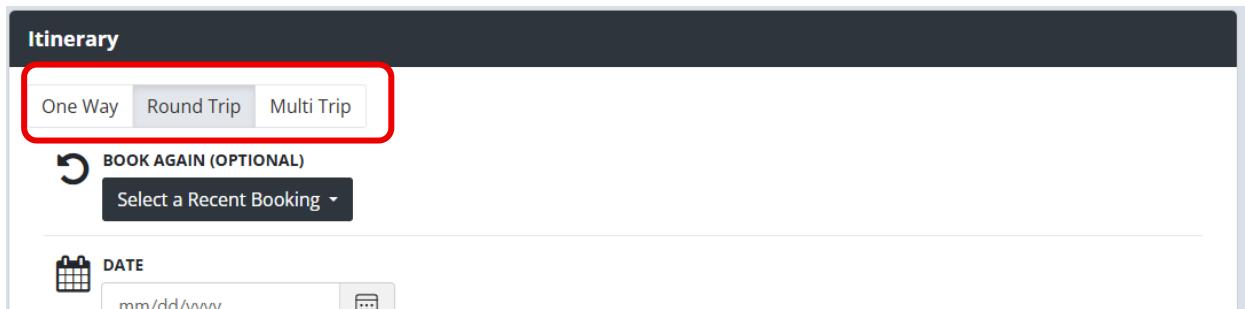
Booking Rides on the Portal

Once you are in the portal, you will find the “Book a Trip” icon on the left menu bar.



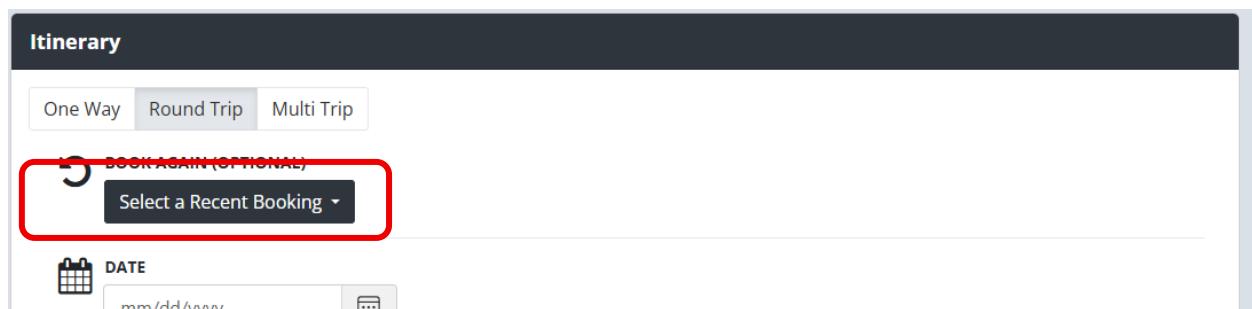
You will first be prompted to choose the following:

- One Way
- Round Trip
- Multi-Trip



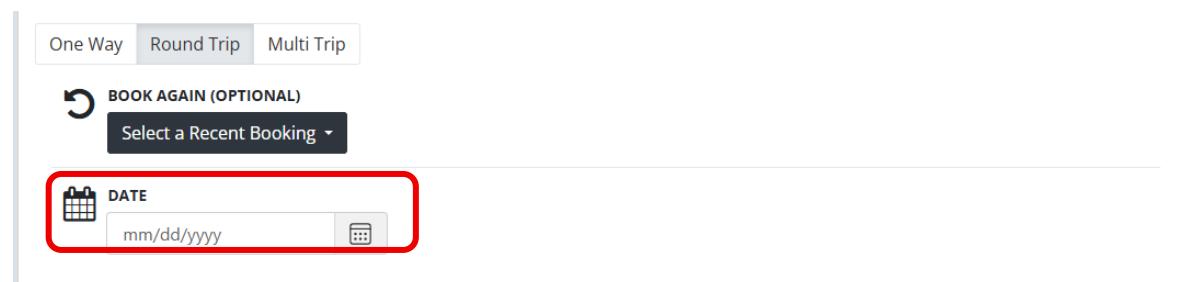
The screenshot shows a top navigation bar with the word 'Itinerary'. Below it is a row of three buttons: 'One Way' (highlighted with a red box), 'Round Trip', and 'Multi Trip'. Underneath these buttons is a section titled 'BOOK AGAIN (OPTIONAL)' with a dropdown menu labeled 'Select a Recent Booking'. At the bottom is a date input field with a calendar icon and a placeholder 'mm/dd/yyyy'.

If you frequently travel to the same location, you can use the '**Select a Recent Booking**' option to quickly pull up details from your previous trips



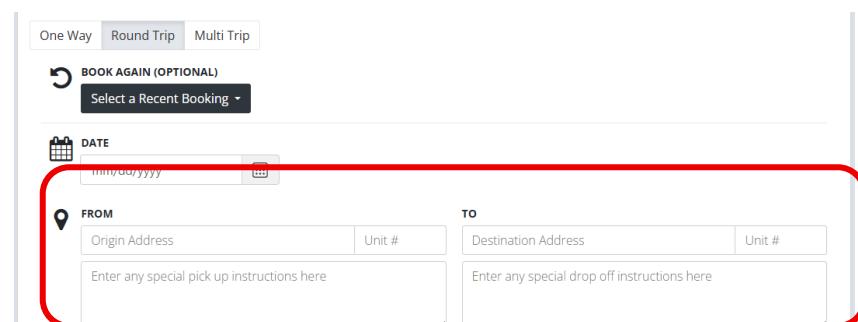
This screenshot is identical to the one above, showing the 'Itinerary' header, the 'One Way' button (highlighted with a red box), the 'BOOK AGAIN (OPTIONAL)' section with the 'Select a Recent Booking' dropdown, and the date input field.

Enter in the date you are requesting a trip for



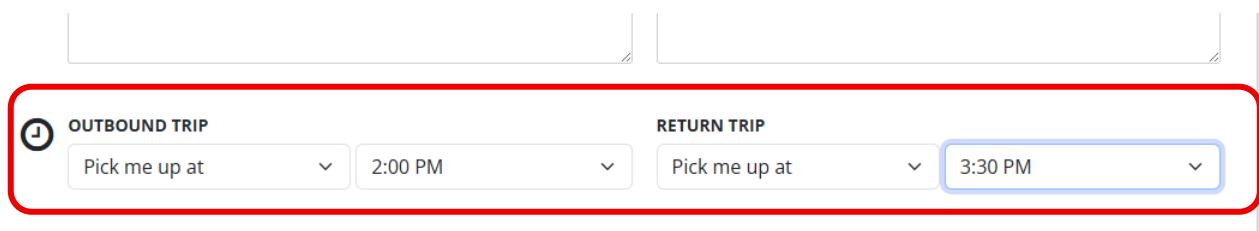
This screenshot shows the same interface as the previous ones, but the date input field (with the placeholder 'mm/dd/yyyy') is highlighted with a red box.

Enter the "**From**" address (your pickup location) and the "**To**" address (your destination).



This screenshot shows the bottom section of the booking form. It includes fields for 'FROM' and 'TO' addresses. The 'FROM' section has a location pin icon, an 'Origin Address' input field, a 'Unit #' input field, and a note field for 'Enter any special pick up instructions here'. The 'TO' section has a 'Destination Address' input field, a 'Unit #' input field, and a note field for 'Enter any special drop off instructions here'. The entire 'FROM' section is highlighted with a large red box.

Next, enter the times you need to go and the time you'd like to be picked up for your return trip. Remember—this is your **pick-up time**, not your appointment time. For example, if your appointment is at 2:30 p.m., book your pick-up for 2:00 p.m. to allow enough travel time. **Pick-ups can only be booked on the half hour**



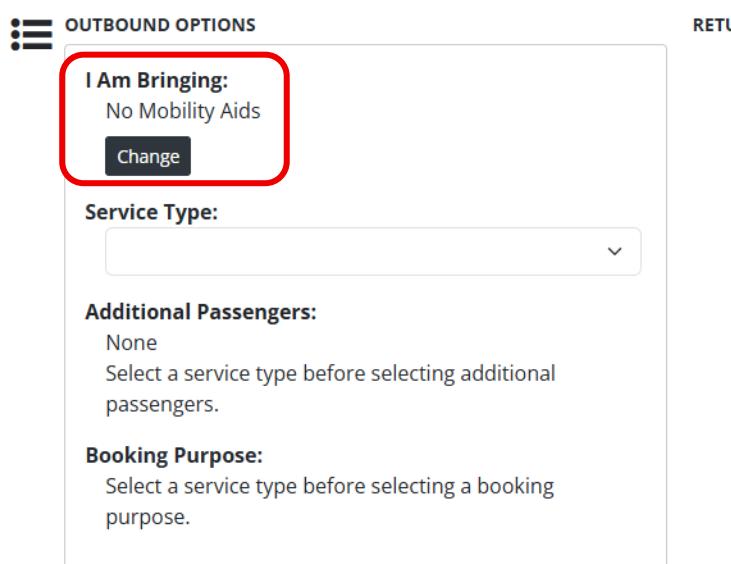
OUTBOUND TRIP

Pick me up at 2:00 PM

RETURN TRIP

Pick me up at 3:30 PM

If you are bringing any mobility aids and they do not automatically appear, please add them by clicking the **“Change”** button.



OUTBOUND OPTIONS

I Am Bringing:
No Mobility Aids

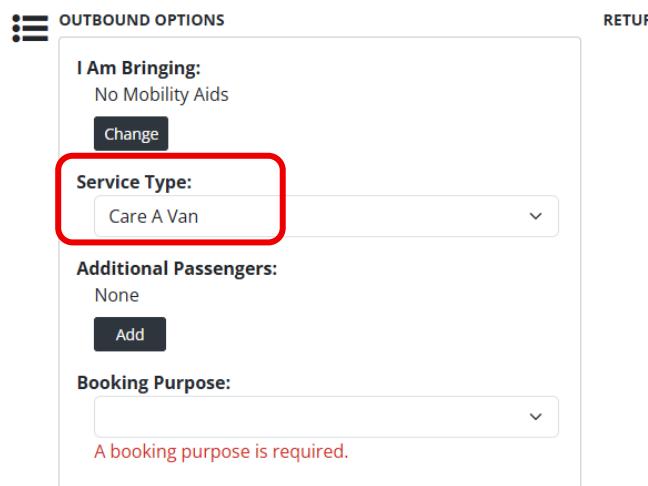
Change

Service Type:

Additional Passengers:
None
Select a service type before selecting additional passengers.

Booking Purpose:
Select a service type before selecting a booking purpose.

From the drop-down menu under **Service Type**, select **“Care-A-Van”**



OUTBOUND OPTIONS

I Am Bringing:
No Mobility Aids

Change

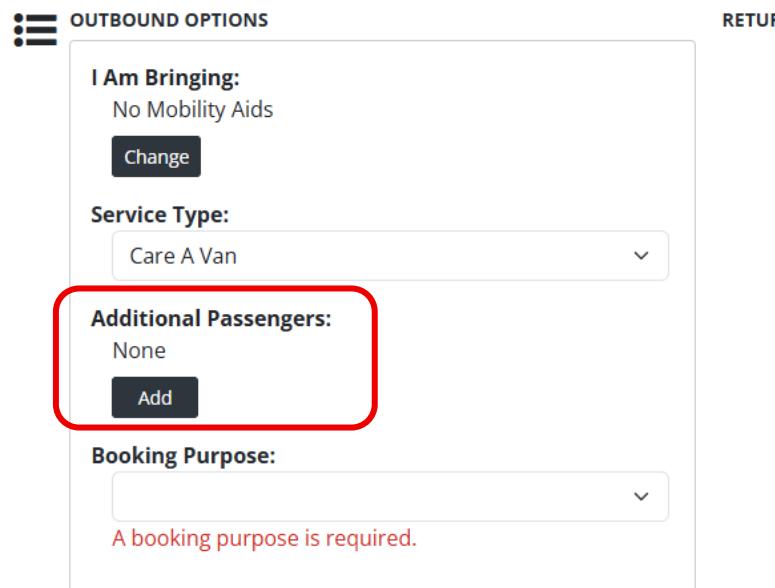
Service Type:
Care A Van

Additional Passengers:
None

Add

Booking Purpose:
A booking purpose is required.

Add any additional passengers if you are bringing anyone, even if you always require a support person, please make sure they are added here so we have room for everyone on the bus



OUTBOUND OPTIONS

I Am Bringing:
No Mobility Aids

Change

Service Type:
Care A Van

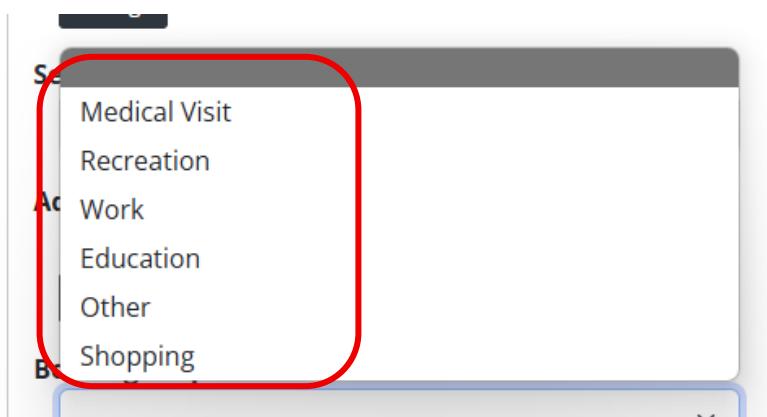
Additional Passengers:
None

Add

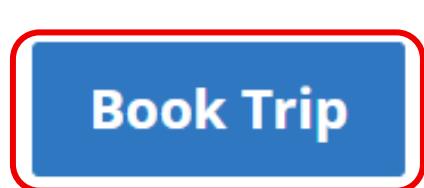
Booking Purpose:
A booking purpose is required.

RETUR

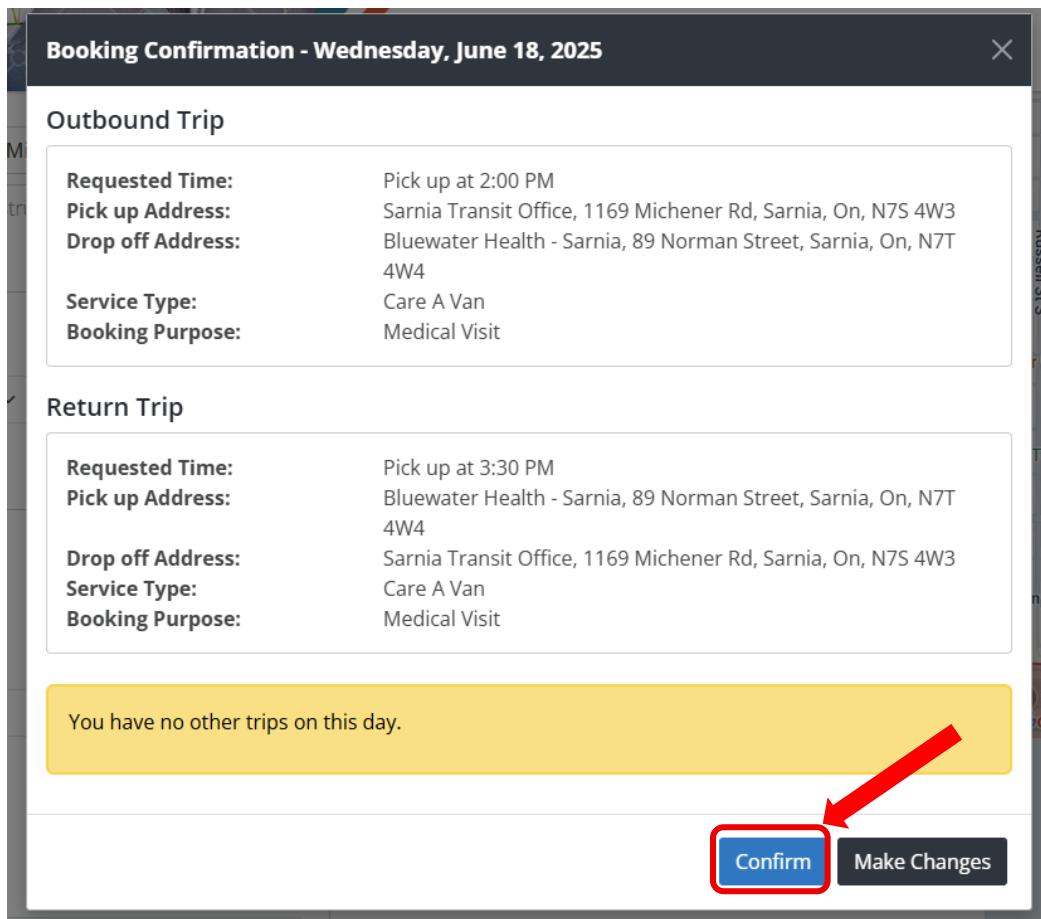
Select from the drop-down menu, under “**Booking Purpose**” the reason of your trip (for example, medical appointment, shopping, or social visit).



You will select “**Book Trip**”



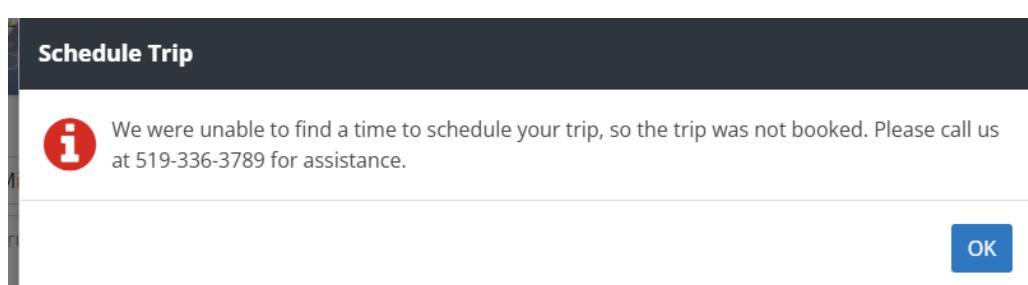
You will receive a confirmation page with all your trip details. Review the information carefully, and if everything looks correct, select “**Confirm**”.



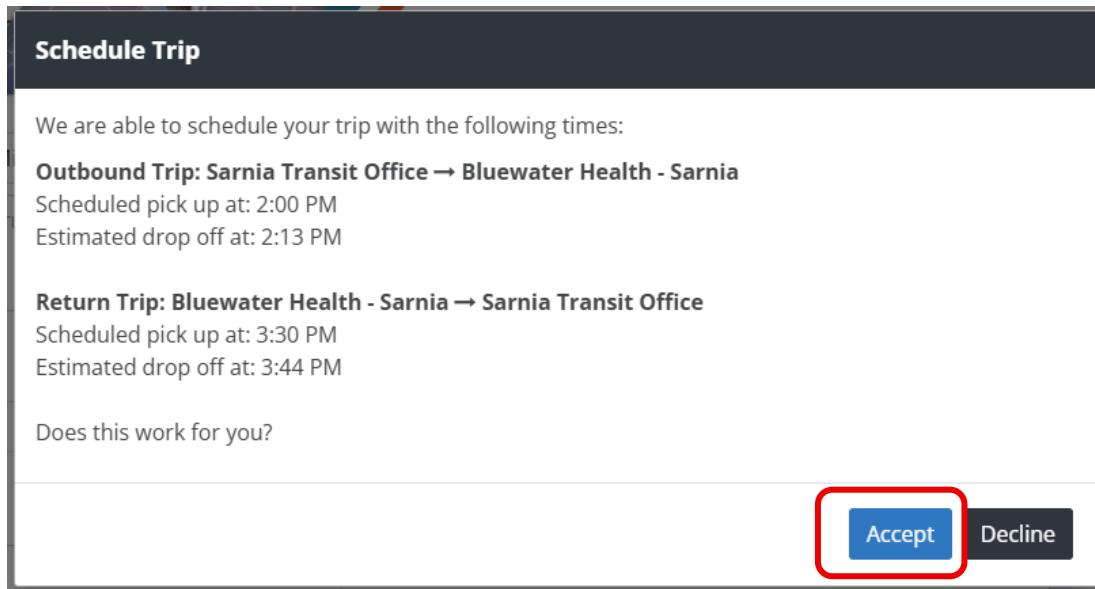
If you need to make any changes, click “**Make Changes**.” This will take you back to the previous screen, where you can adjust your information as needed.

Once you click “**Confirm**”, the system will check for available trips.

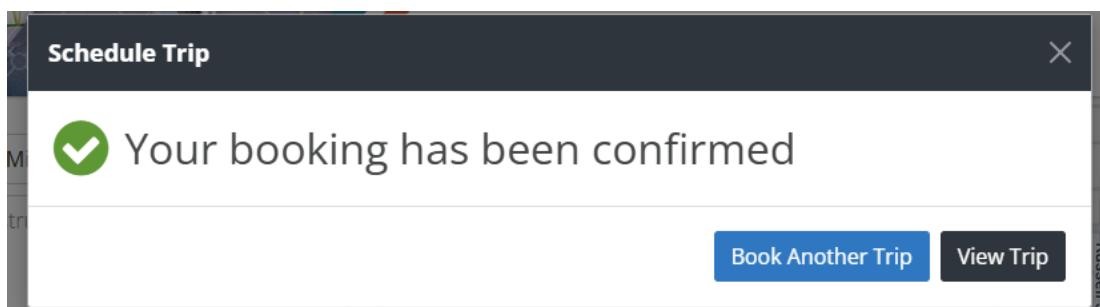
If there are no trips available, a message will appear on your screen advising you that no trips are available at that time. You will then need to try booking again or call the Care-A-Van line for assistance.



If a trip is available, it will be offered to you on the next screen, where you can “**Accept**” it.



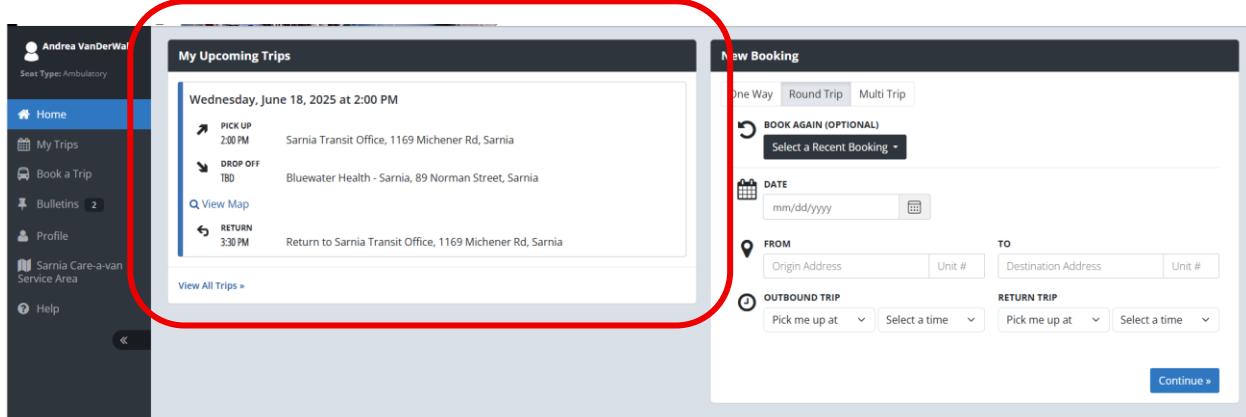
After you click “**Accept**,” the system will process your request for a moment, and then you should see the confirmation screen.



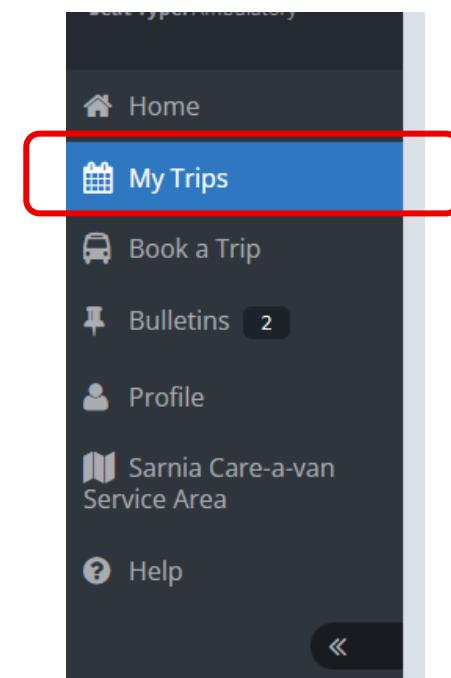
If you click on **View Trip** you will see a screen with your trip details.

Review Your Booked Trips

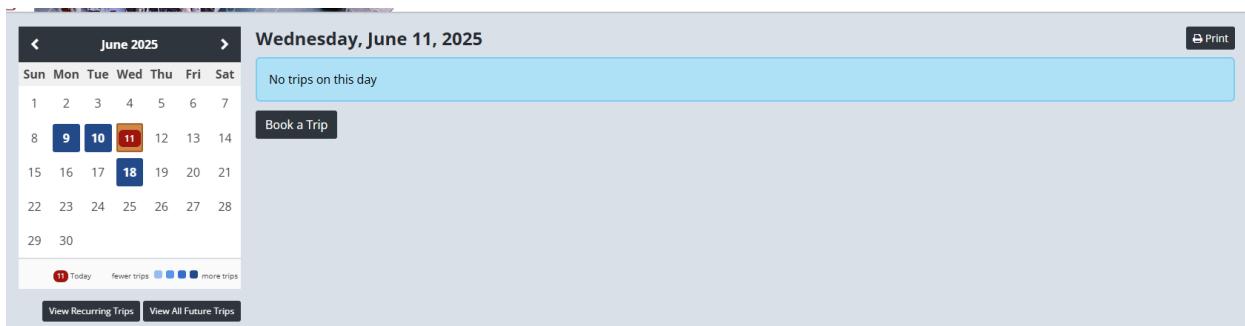
All upcoming trips will be displayed on the home screen



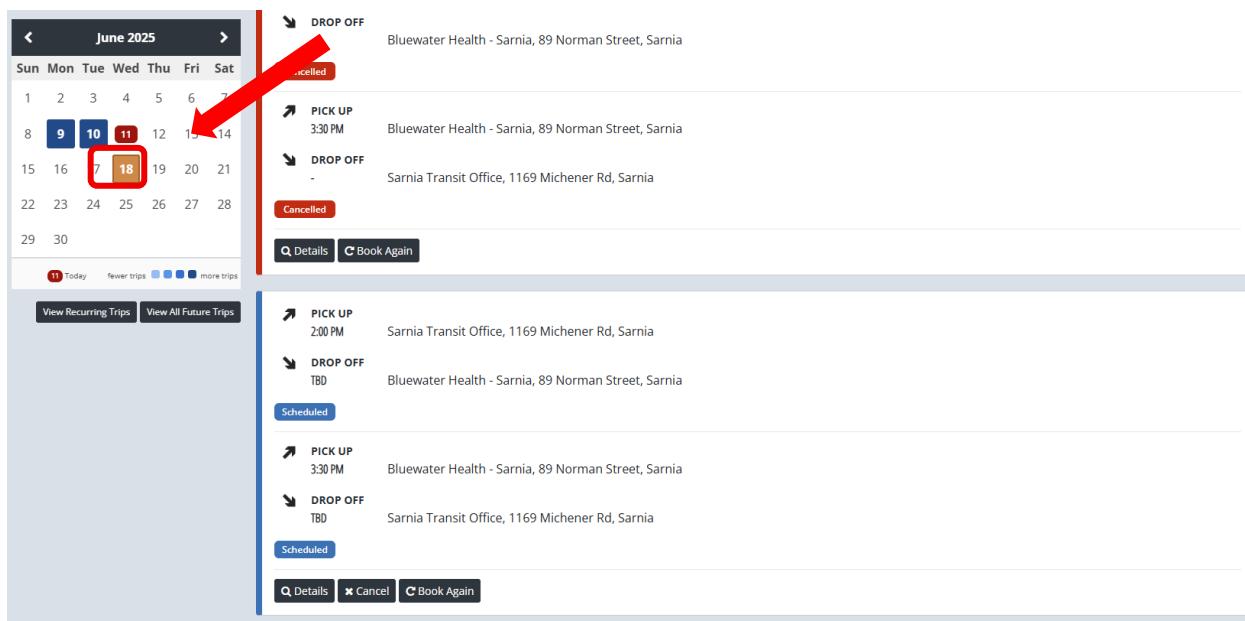
You can also select “My Trips” on the left menu



This section shows your bookings for a specific day. It defaults to today, but you can click on any date to view your scheduled trips.

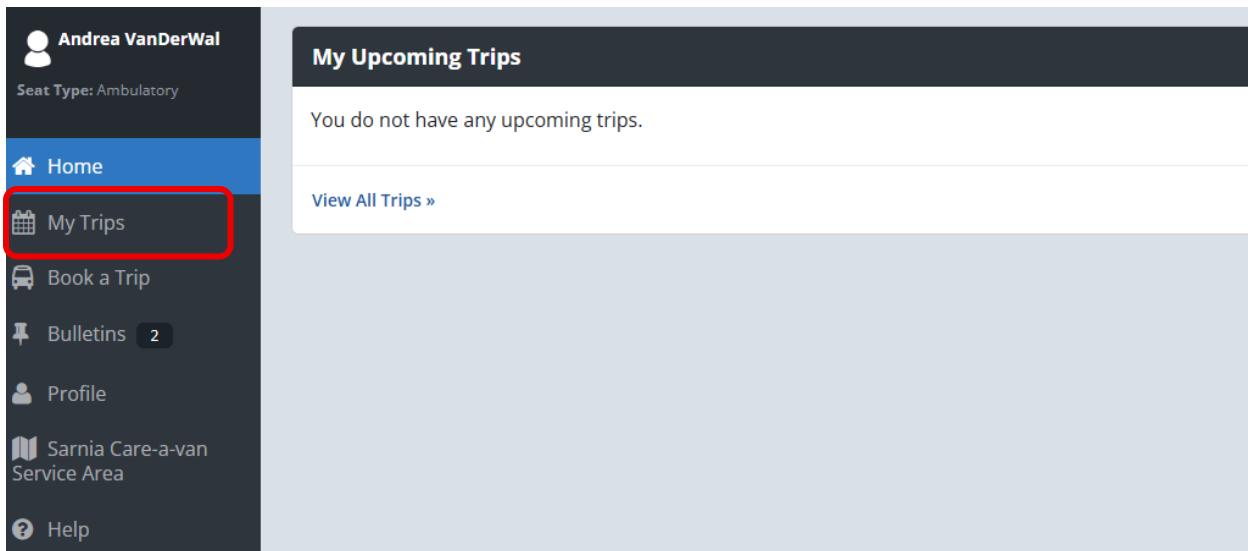


Each day selected that has a scheduled trip will display the following details



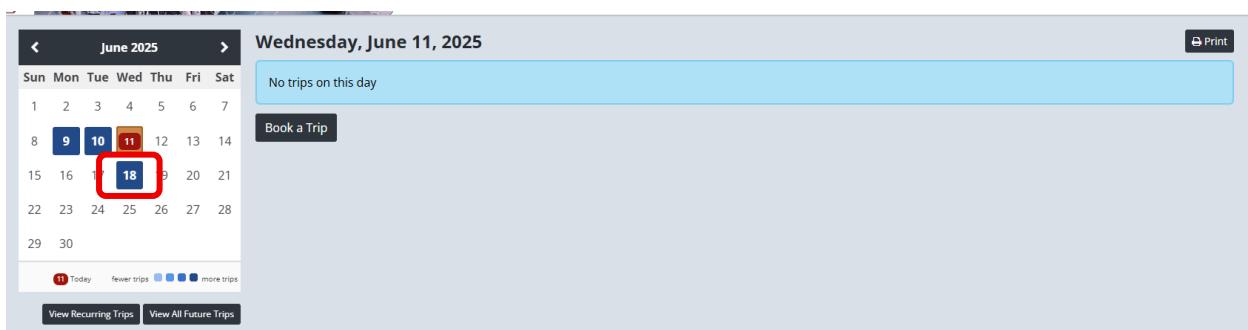
Cancelling A Booked Trip

You can click on “Upcoming Trips” if it appears on your screen, or go to the “Trips” section to view your scheduled rides



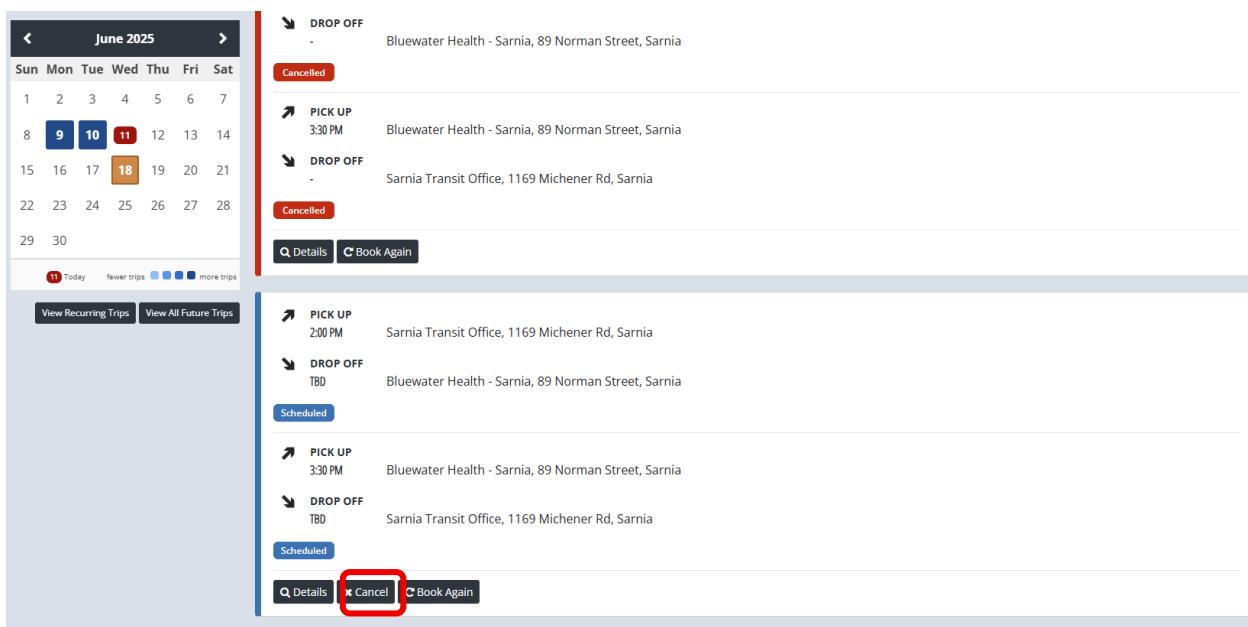
The screenshot shows the mobile application interface for Sarnia Care-a-van. On the left, a sidebar menu includes: Home, My Trips (which is highlighted with a red box), Book a Trip, Bulletins (with a '2' notification), Profile, Sarnia Care-a-van Service Area, and Help. The main content area is titled 'My Upcoming Trips' and displays the message 'You do not have any upcoming trips.' Below this is a 'View All Trips »' button.

Select the date of the trip you wish to cancel



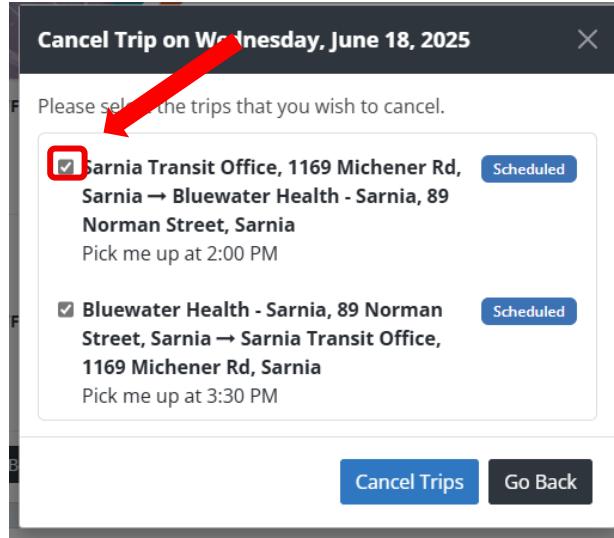
The screenshot shows the trip calendar for June 2025. The date 'Wednesday, June 11, 2025' is highlighted with a red box. The calendar shows the following days: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18 (highlighted with a red box), 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30. Below the calendar, there are buttons for 'View Recurring Trips' and 'View All Future Trips'.

At the bottom of the trip details, you can select “Cancel”



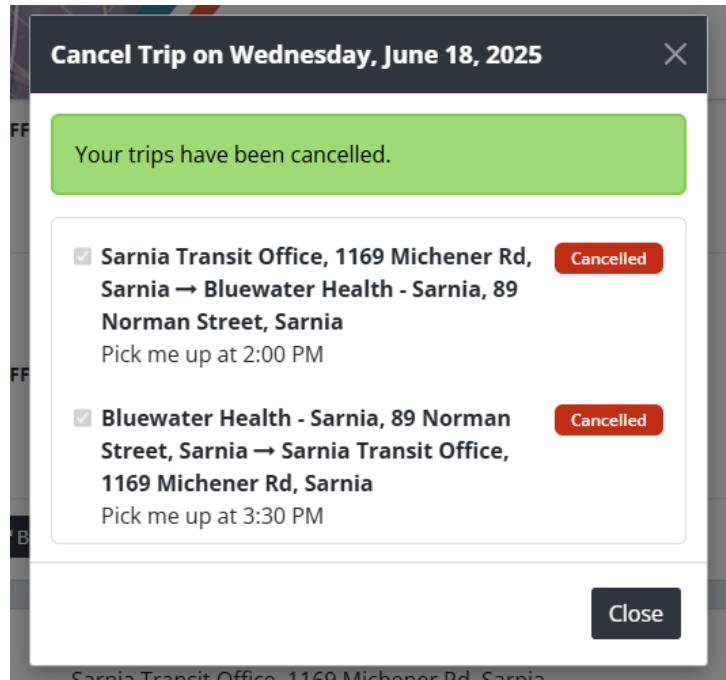
The screenshot shows the trip details for June 18, 2025. The trip is scheduled with the following details: PICK UP at 3:30 PM from Bluewater Health - Sarnia, 89 Norman Street, Sarnia; and DROP OFF at TBD to Sarnia Transit Office, 1169 Michener Rd, Sarnia. The status for this trip is 'Cancelled'. At the bottom of the trip details, there are buttons for 'Details', 'Cancel' (which is highlighted with a red box), and 'Book Again'.

The scheduled trips will display, allowing you to select a portion of the scheduled trips to cancel or all of them. Select the trip but clicking on the box to the left.



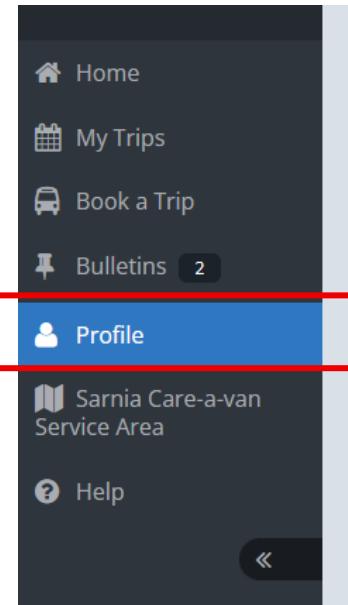
Select “Cancel Trips”

A confirmation of the trip cancellation will be displayed.

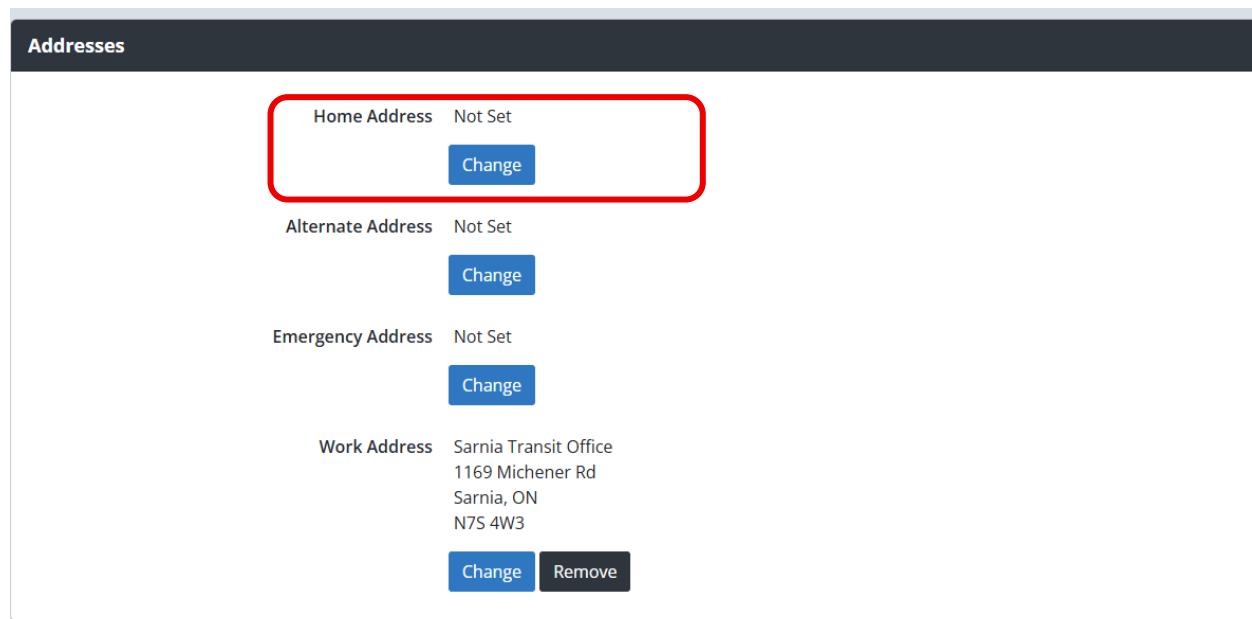


Updating Profile

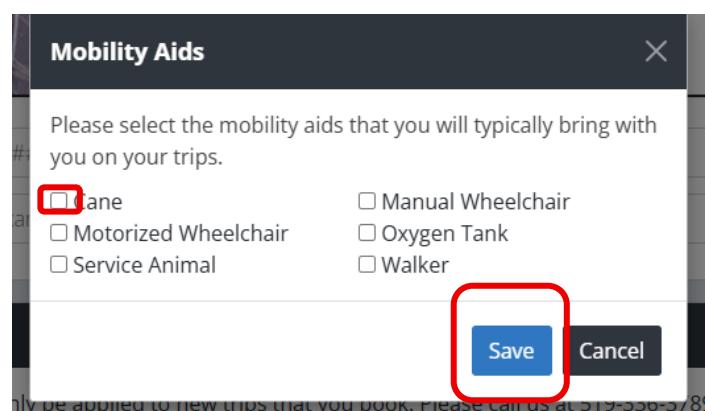
From the portal home screen, select “**Profile**” from the far-left menu



If you need to update an address, chose the type of address you need to update (Home, Alternate, Emergency, Work) by selecting “**Change**” under the appropriate section and select “**Save**”



Add any mobility aids that you typically travel with by



You can choose how you receive notifications from the system. **Please note:** If you book online, you will not receive a notification for that booking since you made it yourself, but you can always view your trips online. If you call the office to book, you **will** receive a notification, even if you regularly book online

Select the notifications you would like by selecting the appropriate box under the category

Notifications

Enabled:

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, please contact Sarnia Care-a-van.

Call: (226) 349-0180
Text Message: (226) 349-0180
Email: Andrealvanderwal@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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip Cancel Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ensure you select “Save” after your selection

 **SAVE**

Bulletins

Check the bulletins periodically to stay informed about any changes or important updates. To do this, go to the home screen and click “**Bulletins**

