



SARNIA'S SPECIALIZED TRANSIT SERVICE

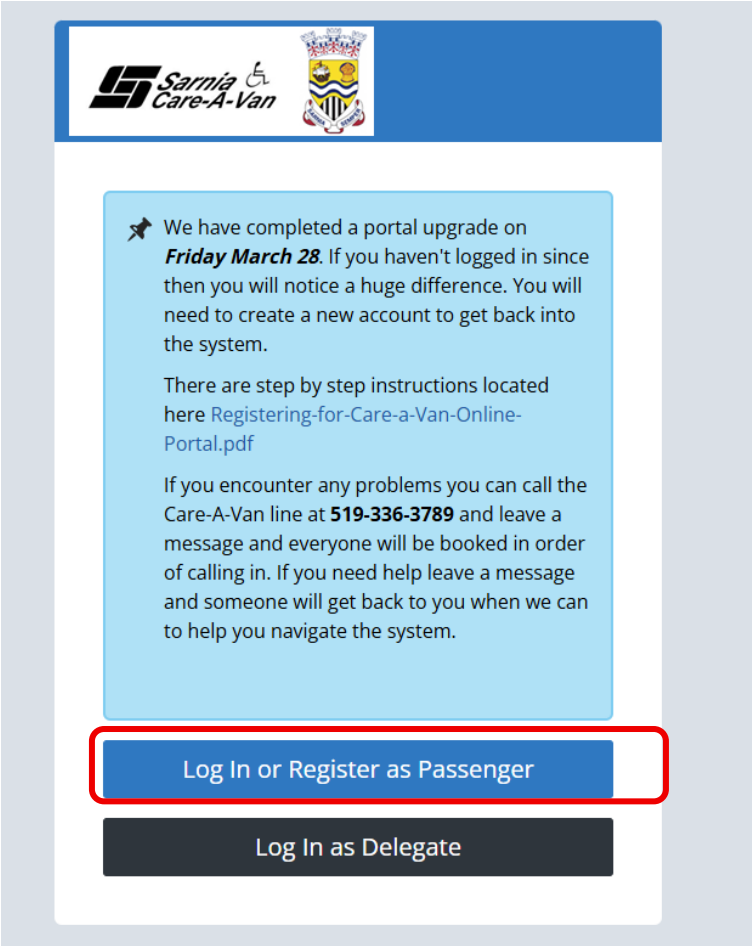
PASSENGER PORTAL GUIDE

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

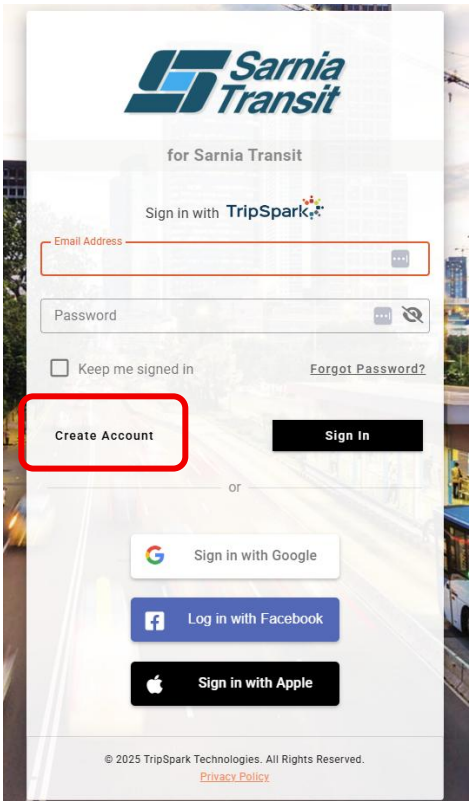
<https://booksarniacareavan.tripsparkhost.com>

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

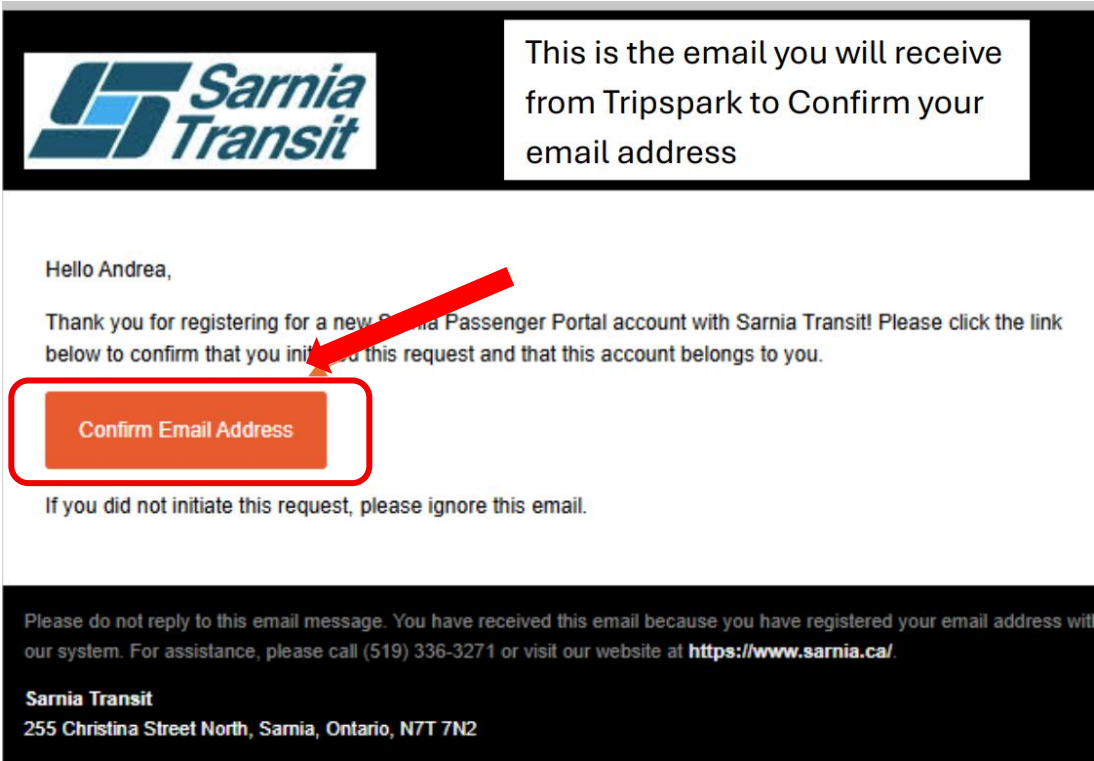
Password Criteria

- 1 Capital Letter
- 1 Special Character

Select **“Create Account”**

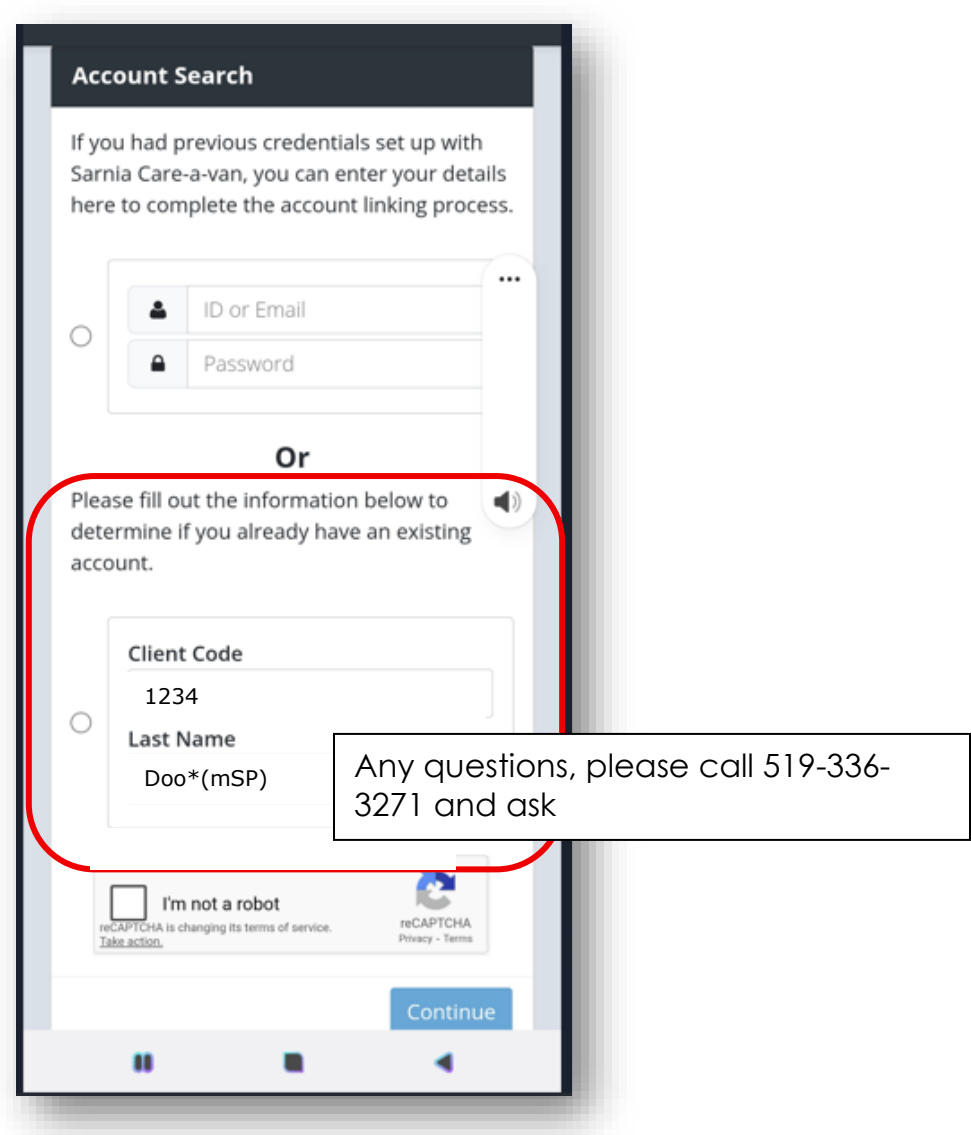
You will receive an email to the address you provided with a link to confirm and finalize the account setup.

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.

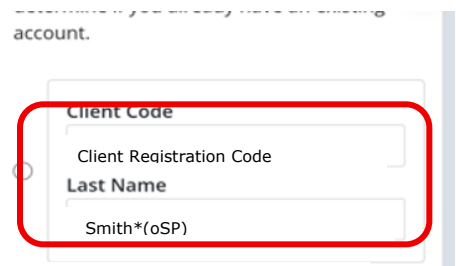
On the account search page, scroll down to the second option where you will add in your client registration code and last name.



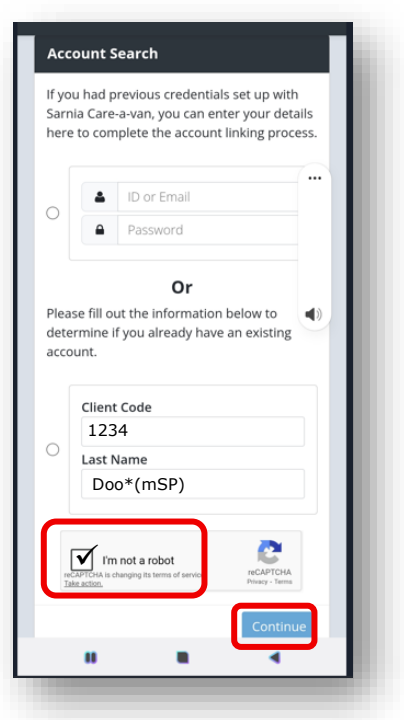
Important!

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 *()

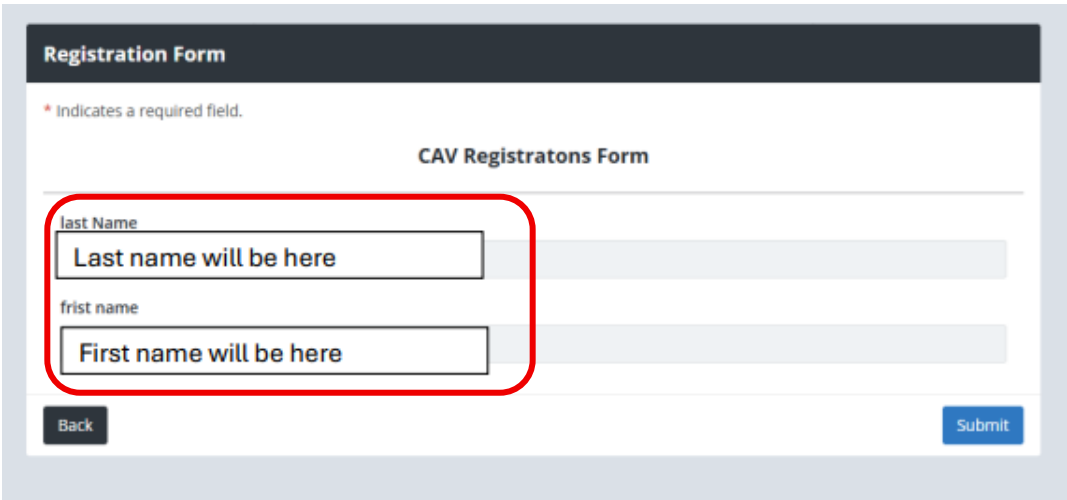
Example: Smith*(oSP) or Smith*(xSP) or Smith*(mSP)



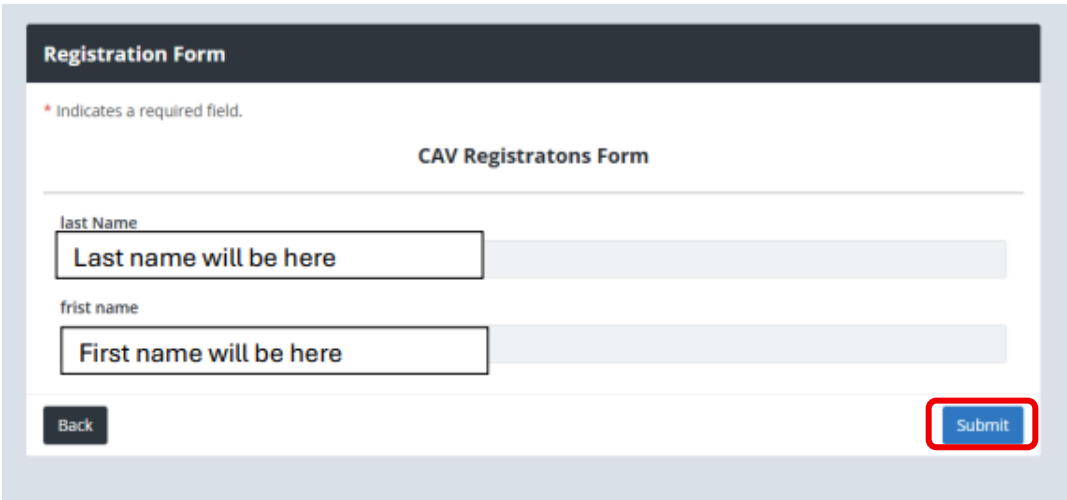
Verify that you are not a robot, by clicking in the box and then select “**Continue**”



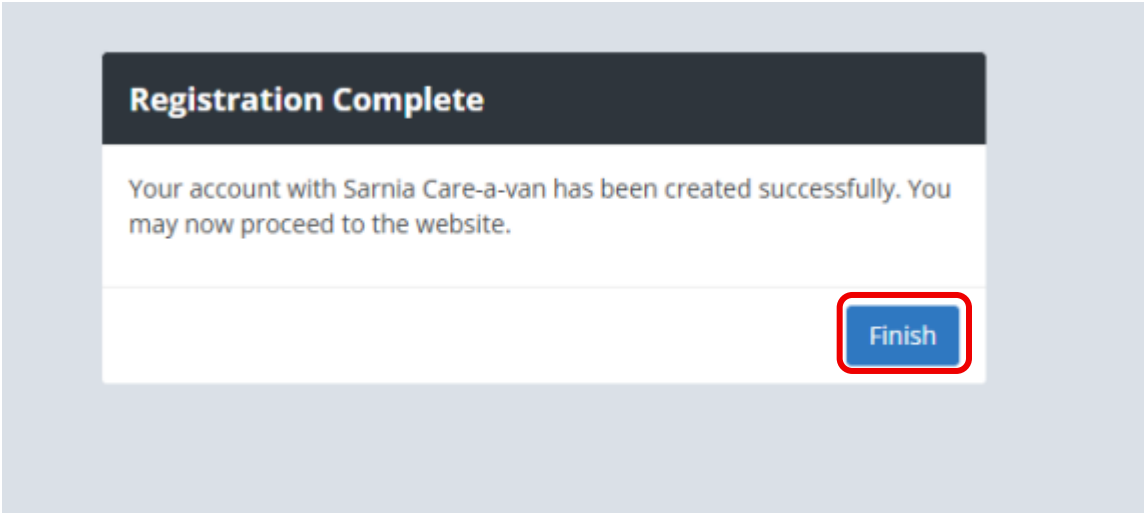
The next screen will take you to the CAV Registration Form where you will enter in your last name and then your first name



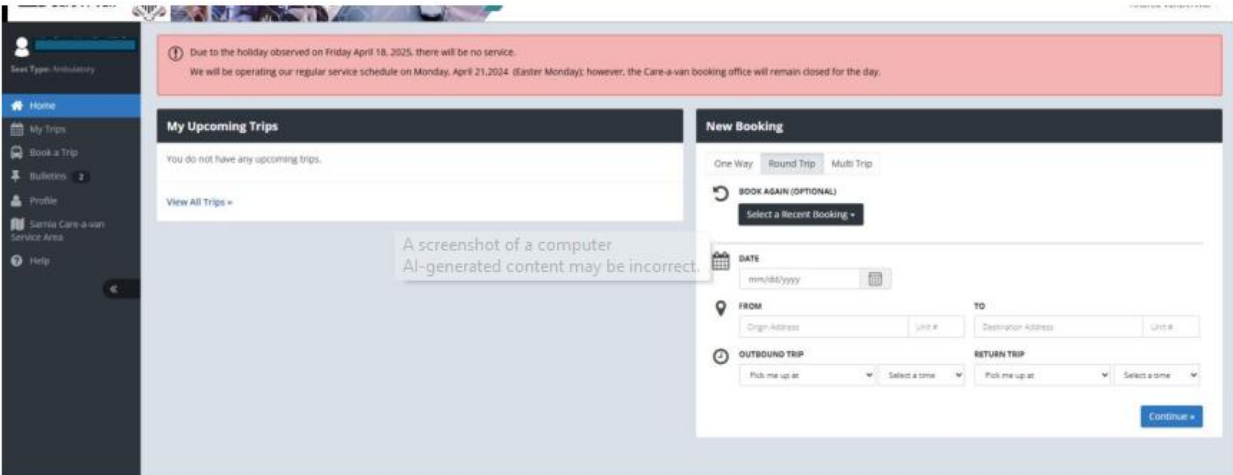
Select “**Submit**”



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

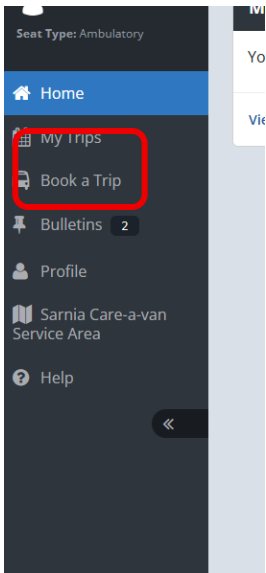


Your account has now been set up and you will be redirected into the portal, where you can start to book trips.



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

Itinerary

One Way

Round Trip

Multi Trip

BOOK AGAIN (OPTIONAL)

Select a Recent Booking

DATE

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

Itinerary

One Way

Round Trip

Multi Trip

BOOK AGAIN (OPTIONAL)

Select a Recent Booking

DATE

mm/dd/yyyy

Enter in the date you are requesting a trip for

One Way

Round Trip

Multi Trip

BOOK AGAIN (OPTIONAL)

Select a Recent Booking

DATE

mm/dd/yyyy

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

One Way

Round Trip

Multi Trip

BOOK AGAIN (OPTIONAL)

Select a Recent Booking

DATE

mm/dd/yyyy

FROM

Origin Address

Unit #

Enter any special pick up instructions here

TO

Destination Address

Unit #

Enter any special drop off instructions here

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

RETU

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

RETUF

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

RETUR

I Am Bringing:
No Mobility Aids
Change

Service Type:
Care A Van

Additional Passengers:
None
Add

Booking Purpose:

A booking purpose is required.

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

Medical Visit

Recreation

Work

Education

Other

Shopping

You will select “**Book Trip**”

Book Trip

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

Booking Confirmation - Wednesday, June 18, 2025

Outbound Trip

Requested Time:

Pick up at 2:00 PM

Pick up Address:

Sarnia Transit Office, 1169 Michener Rd, Sarnia, On, N7S 4W3

Drop off Address:

Bluewater Health - Sarnia, 89 Norman Street, Sarnia, On, N7T 4W4

Service Type:

Care A Van

Booking Purpose:

Medical Visit

Return Trip

Requested Time:

Pick up at 3:30 PM

Pick up Address:

Bluewater Health - Sarnia, 89 Norman Street, Sarnia, On, N7T 4W4

Drop off Address:

Sarnia Transit Office, 1169 Michener Rd, Sarnia, On, N7S 4W3

Service Type:

Care A Van

Booking Purpose:

Medical Visit

You have no other trips on this day.

Confirm

Make Changes

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

Schedule Trip

i

We were unable to find a time to schedule your trip, so the trip was not booked. Please call us at 519-336-3789 for assistance.

OK

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

Schedule Trip

We are able to schedule your trip with the following times:

Outbound Trip: Sarnia Transit Office → Bluewater Health - Sarnia
Scheduled pick up at: 2:00 PM
Estimated drop off at: 2:13 PM

Return Trip: Bluewater Health - Sarnia → Sarnia Transit Office
Scheduled pick up at: 3:30 PM
Estimated drop off at: 3:44 PM

Does this work for you?

Accept

Decline

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

Schedule Trip

Your booking has been confirmed

Book Another Trip

View Trip

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

Andrea VanDerWal

Seat Type: Ambulatory

Home

My Trips

Book a Trip

Bulletins 2

Profile

Sarnia Care-a-van Service Area

Help

My Upcoming Trips

Wednesday, June 18, 2025 at 2:00 PM

PICK UP

2:00 PM

Sarnia Transit Office, 1169 Michener Rd, Sarnia

DROP OFF

TBD

Bluewater Health - Sarnia, 89 Norman Street, Sarnia

View Map

RETURN

3:30 PM

Return to Sarnia Transit Office, 1169 Michener Rd, Sarnia

View All Trips »

New Booking

One Way

Round Trip

Multi Trip

BOOK AGAIN (OPTIONAL)

Select a Recent Booking

DATE

m/m/dd/yyyy

FROM

Origin Address

Unit #

TO

Destination Address

Unit #

OUTBOUND TRIP

Pick me up at

Select a time

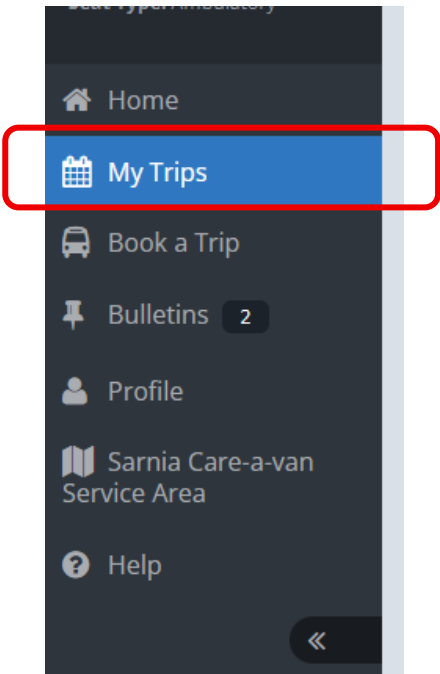
RETURN TRIP

Pick me up at

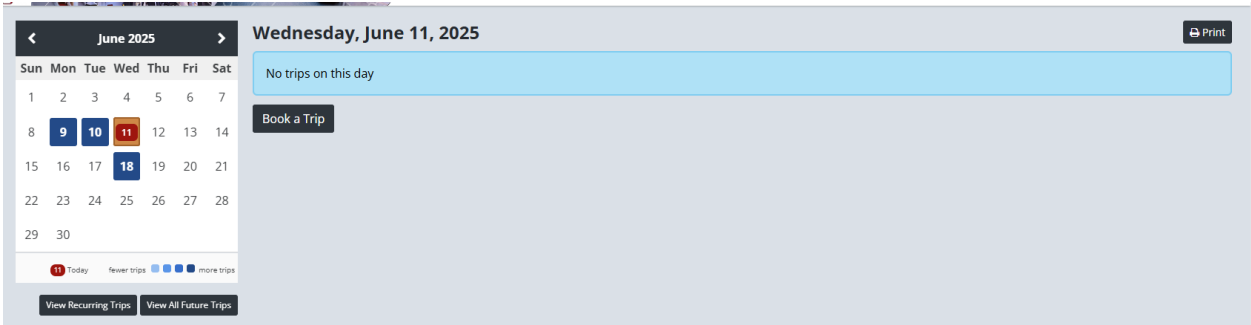
Select a time

Continue »

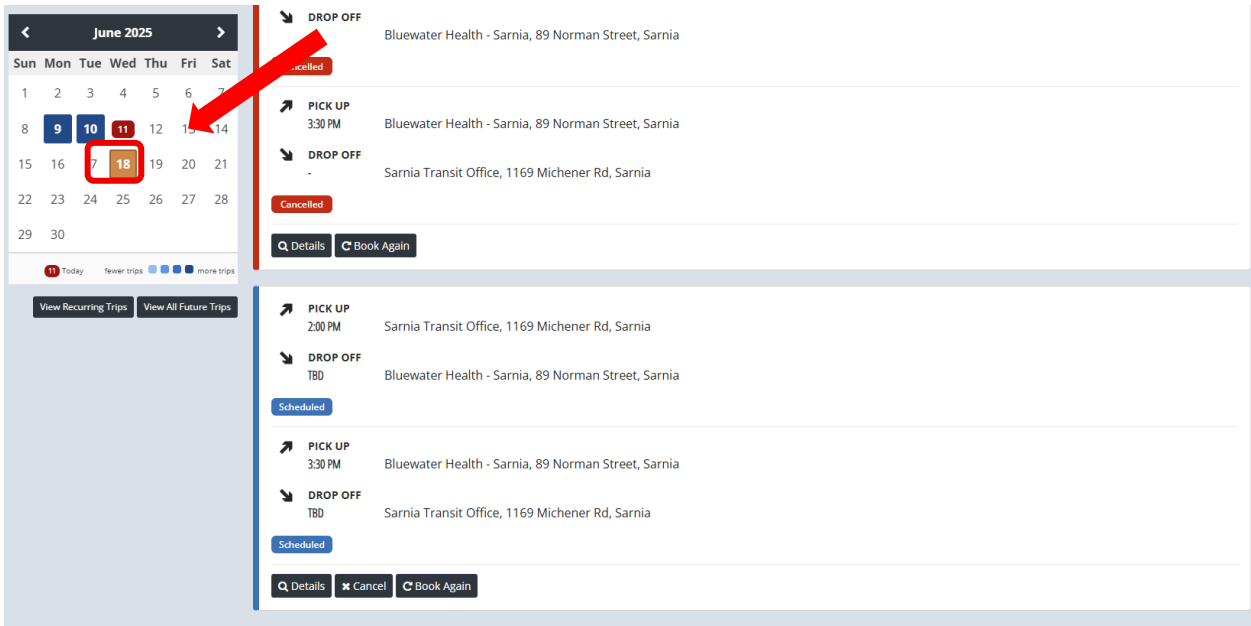
You can also select “My Trips” on the left menu



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.

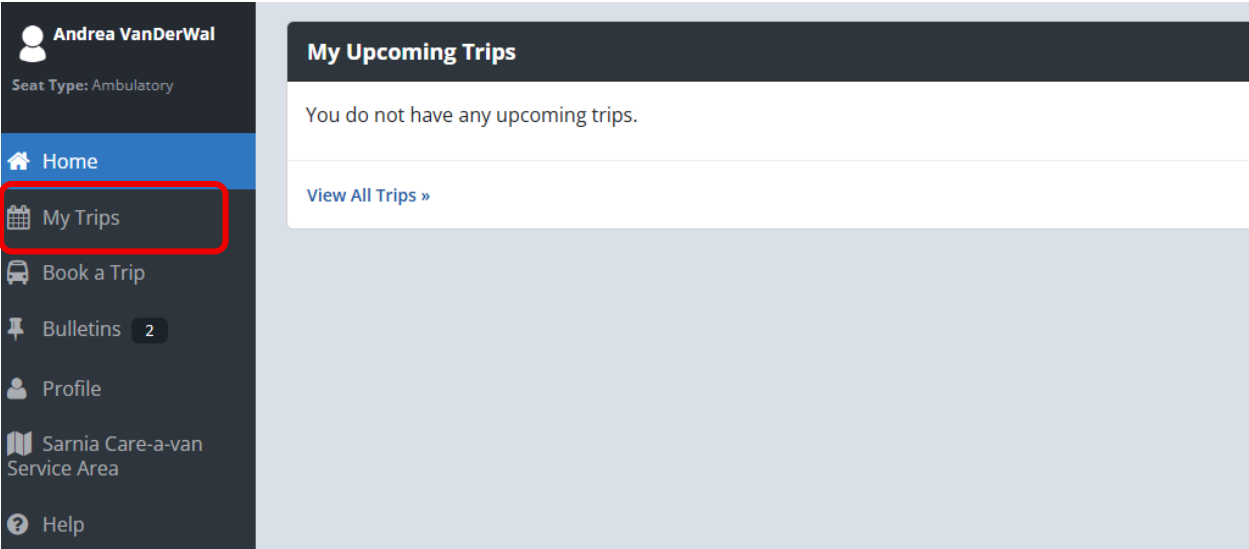


Each day selected that has a scheduled trip will display the following details

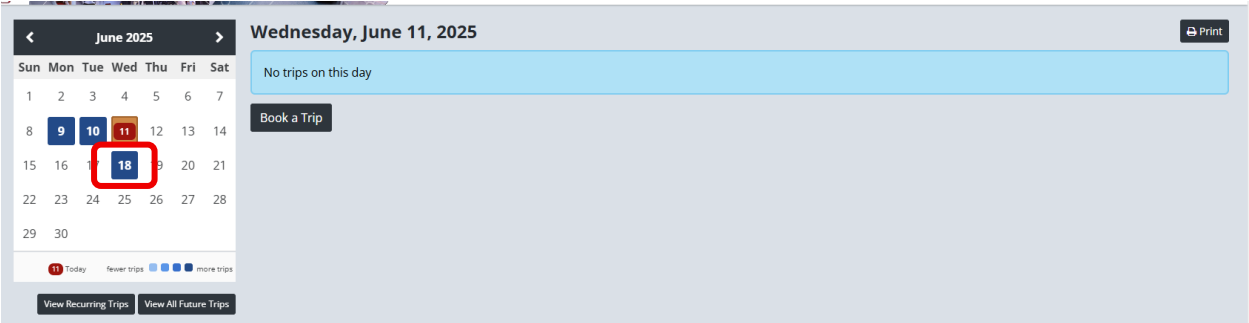


Cancelling A Booked Trip

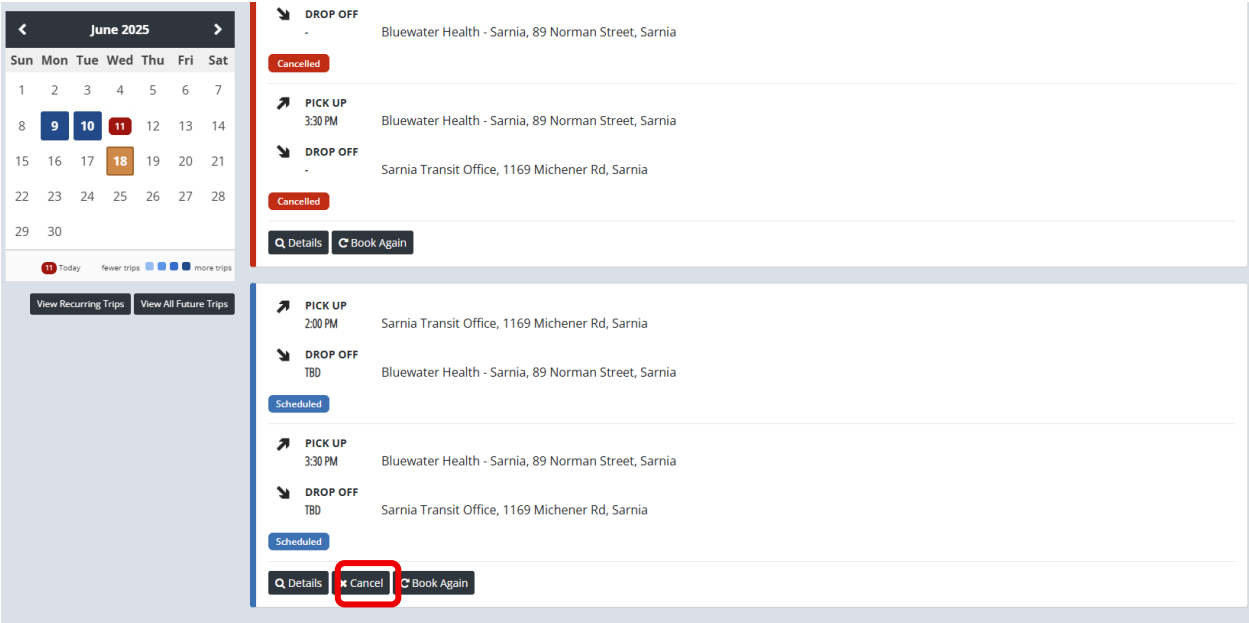
You can click on “**Upcoming Trips**” if it appears on your screen, or go to the “**Trips**” section to view your scheduled rides



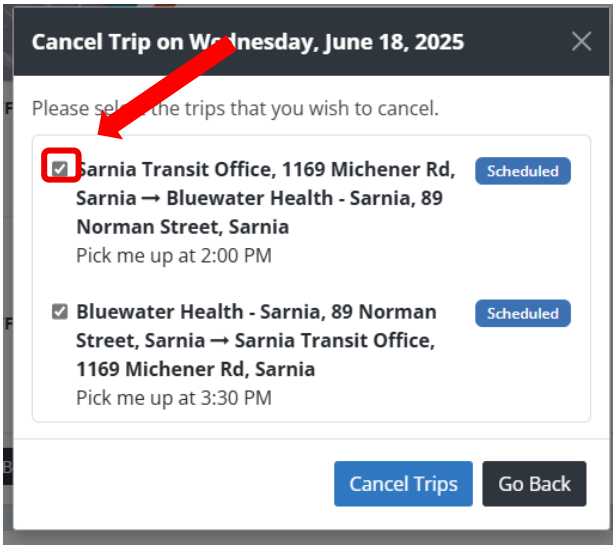
Select the date of the trip you wish to cancel



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

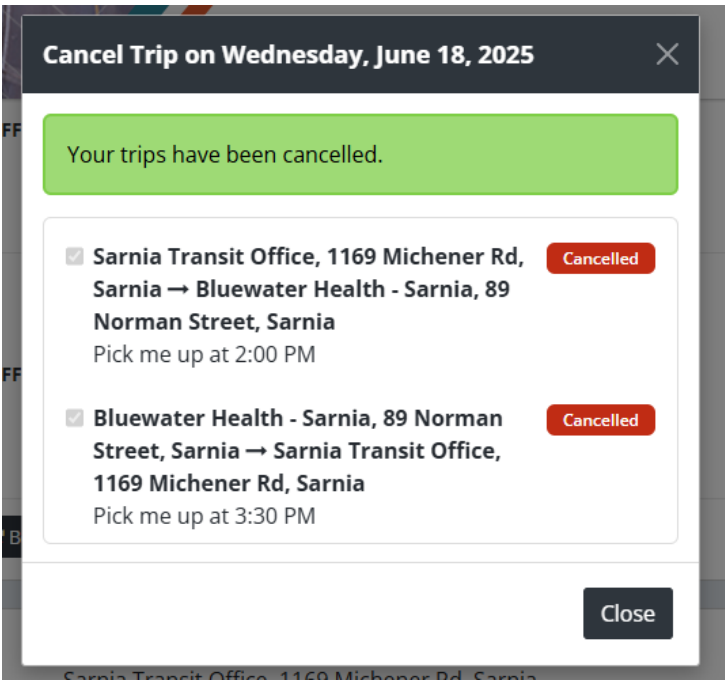


The scheduled trips will display, allowing you to select a portion of the scheduled trips to cancel or all of them. Select the trip but clicking on the box to the left.



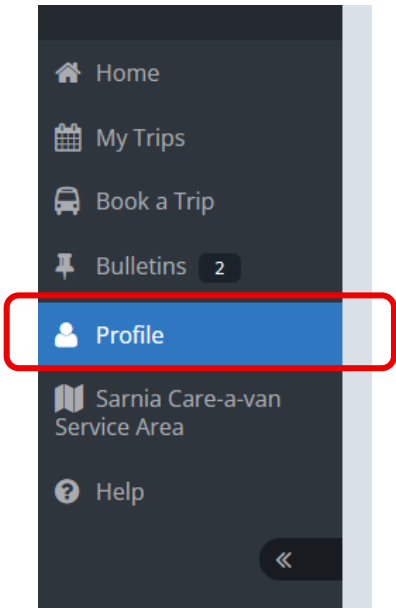
Select “**Cancel Trips**”

A confirmation of the trip cancellation will be displayed.

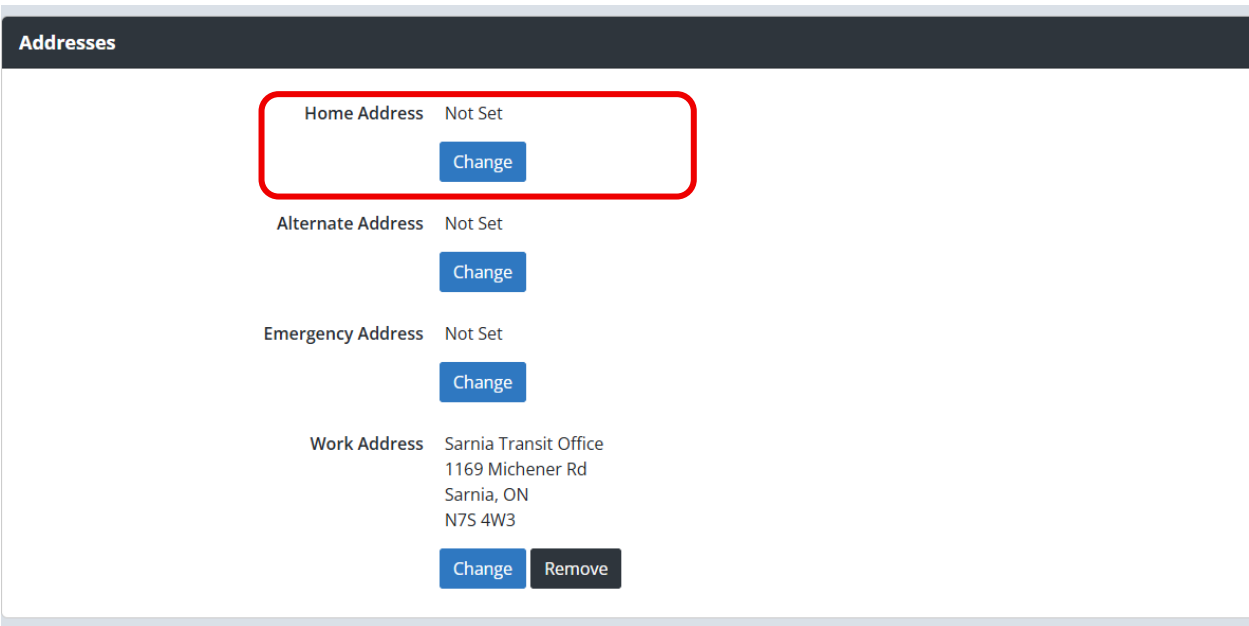


Updating Profile

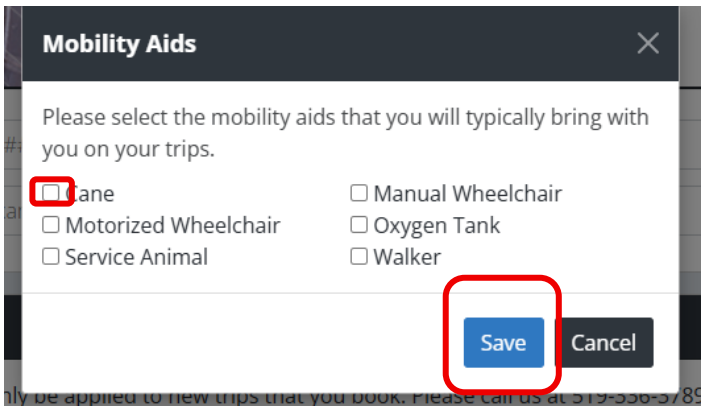
From the portal home screen, select “**Profile**” from the far-left menu



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

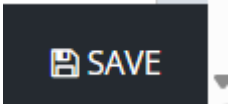
Text Message: (226) 349-0180

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



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**”

