Sarnia Care-A-Van

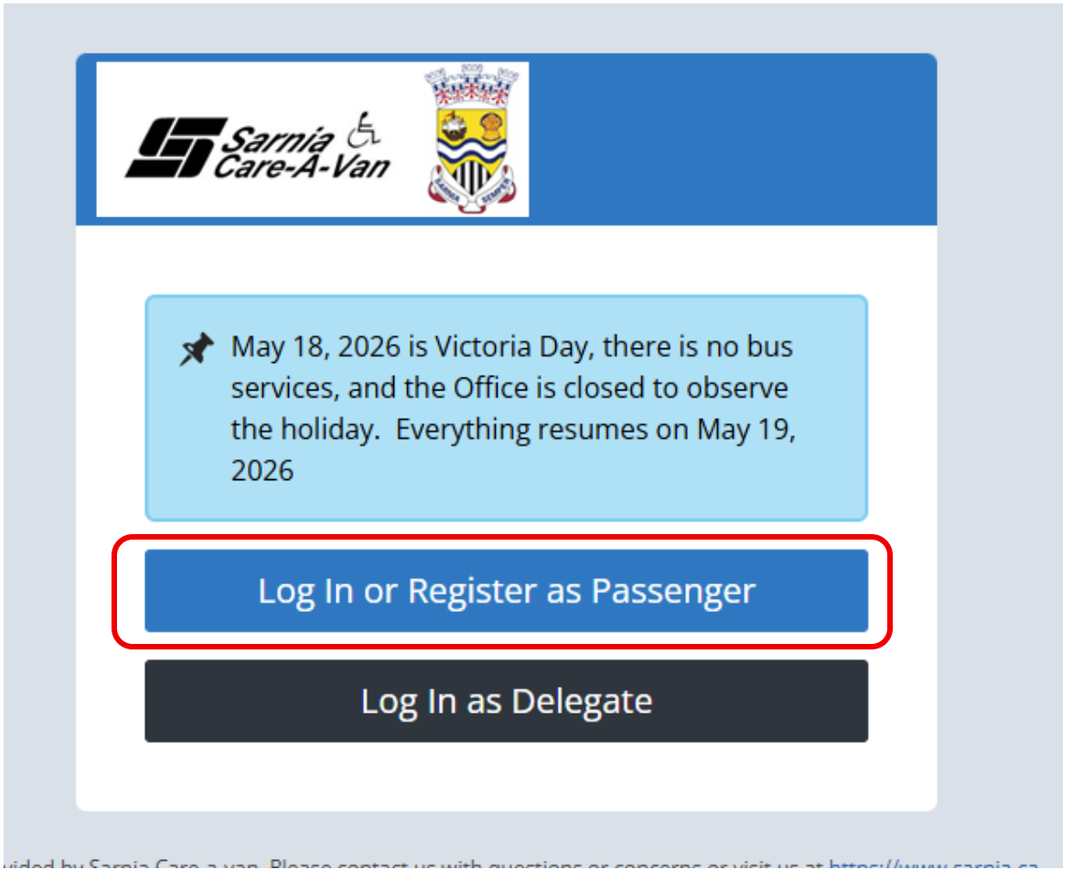
SARNIA'S SPECIALIZED TRANSIT SERVICE

PASSENGER PORTAL GUIDE

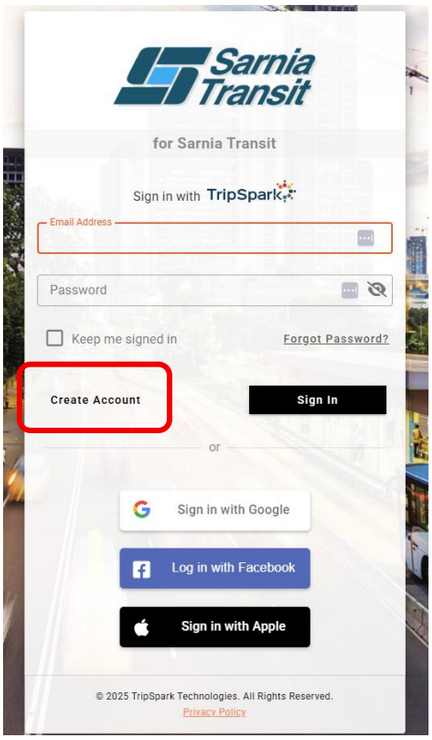
✓Access your rides
✓Book, view or manage scheduled trips
✓Update your personal information
✓Stay informed with updated Bulletins

How to Register

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



Then you need to create Account



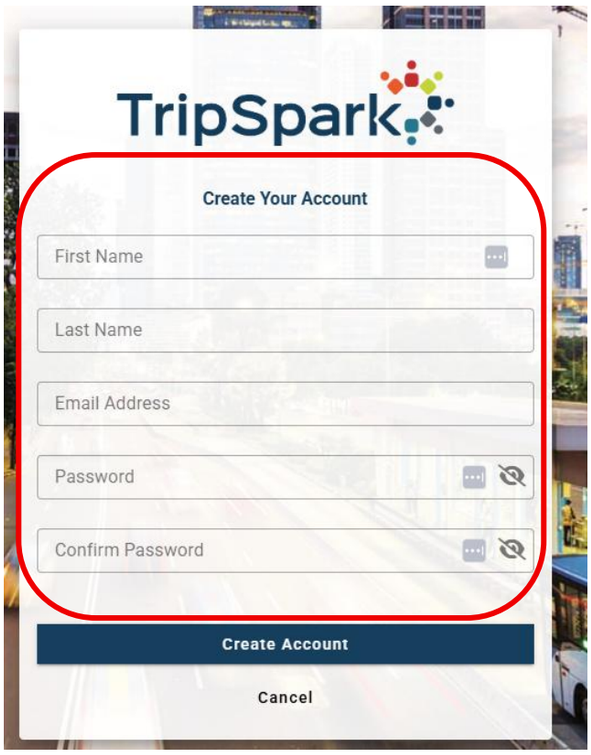
Fill out the required information

- *First Name*
- *Last Name*
- *Email Address*

You will need to create a password and then confirm

Password Criteria

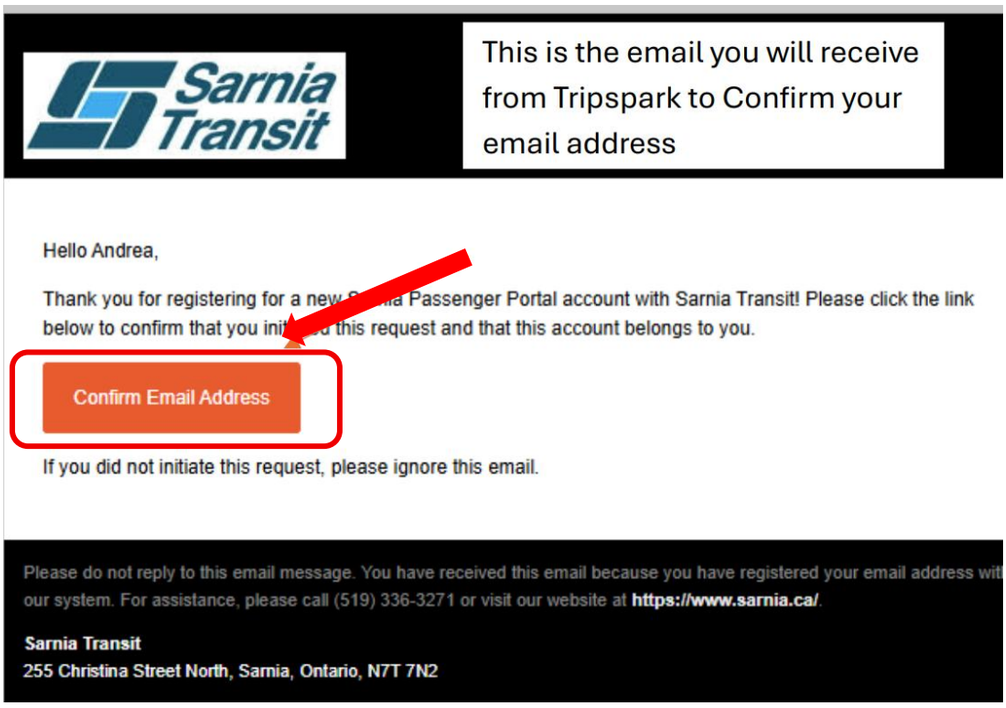
- 1 Capital Letter
- 1 Special Character



Select "**Create Account**"

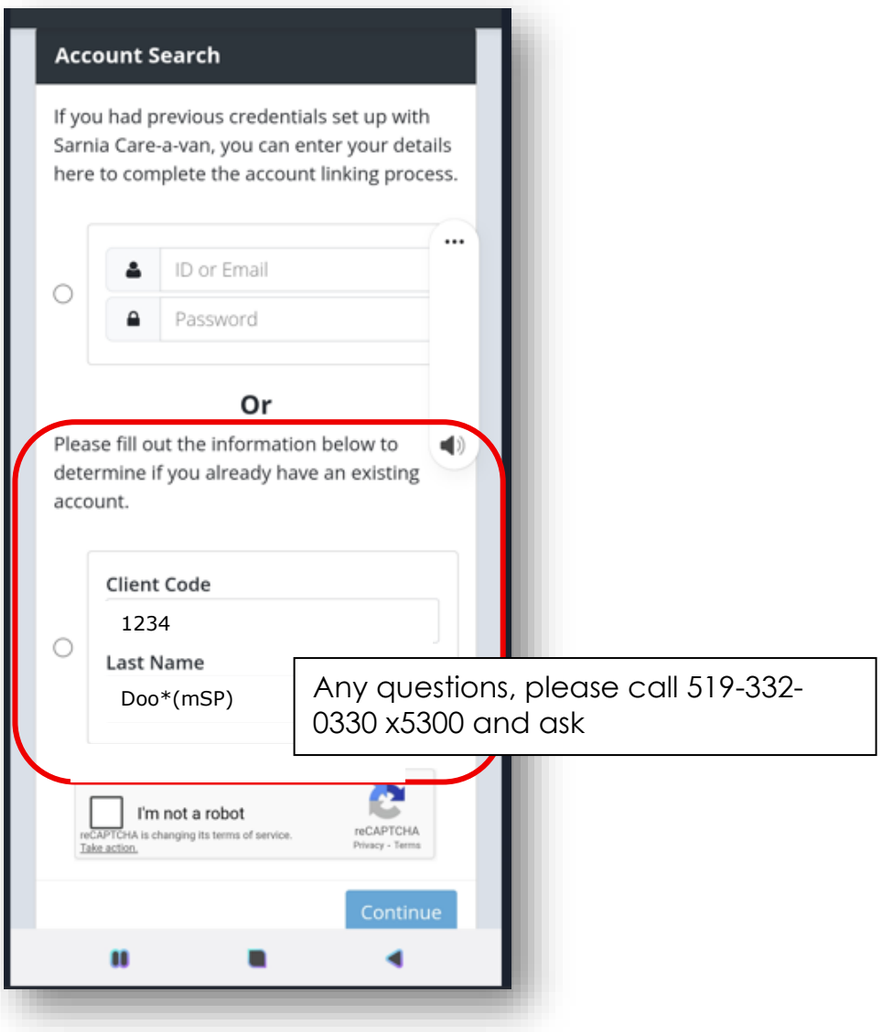
You will receive an email to the address you provided with a link to confirm and finalize the account setup.

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.

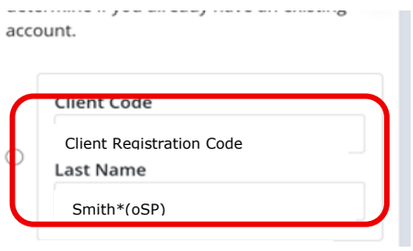
On the account search page, scroll down to the second option where you will add in your client registration code and last name.



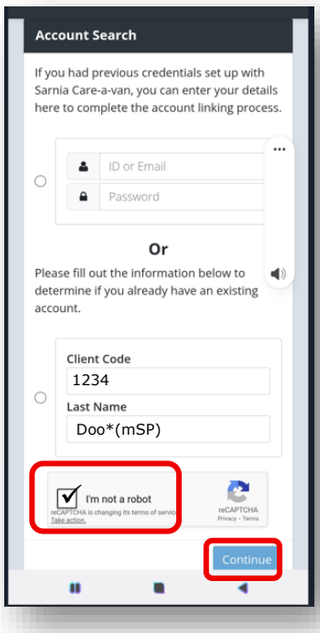
Important!

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 *( )

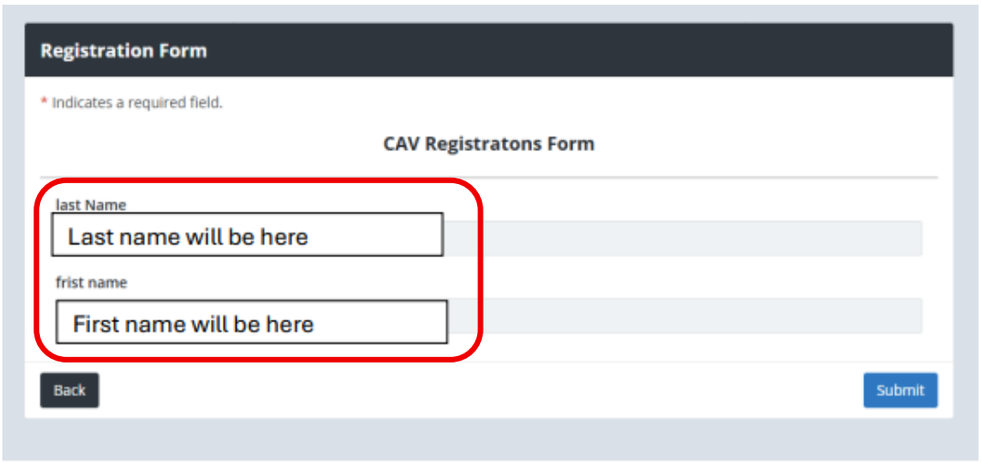
Example: Smith*(oSP) or Smith*(xSP) or Smith*(mSP)



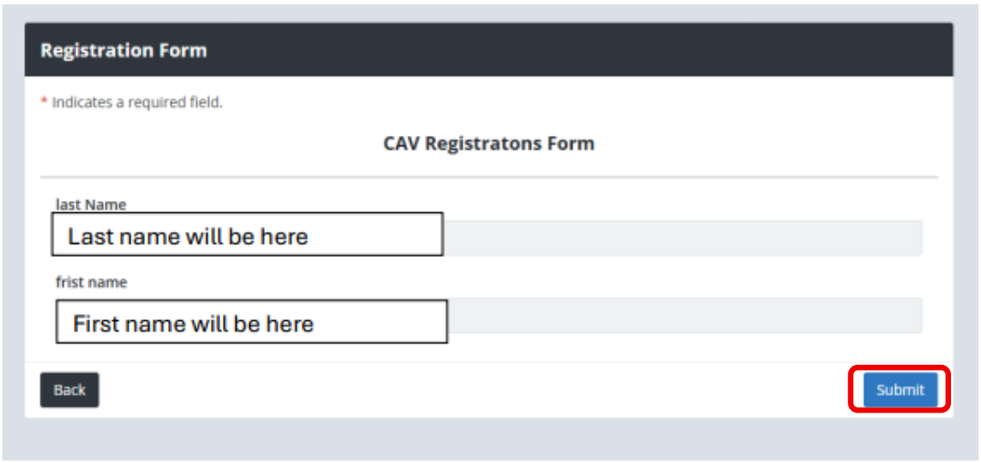
Verify that you are not a robot, by clicking in the box and then select "**Continue**"



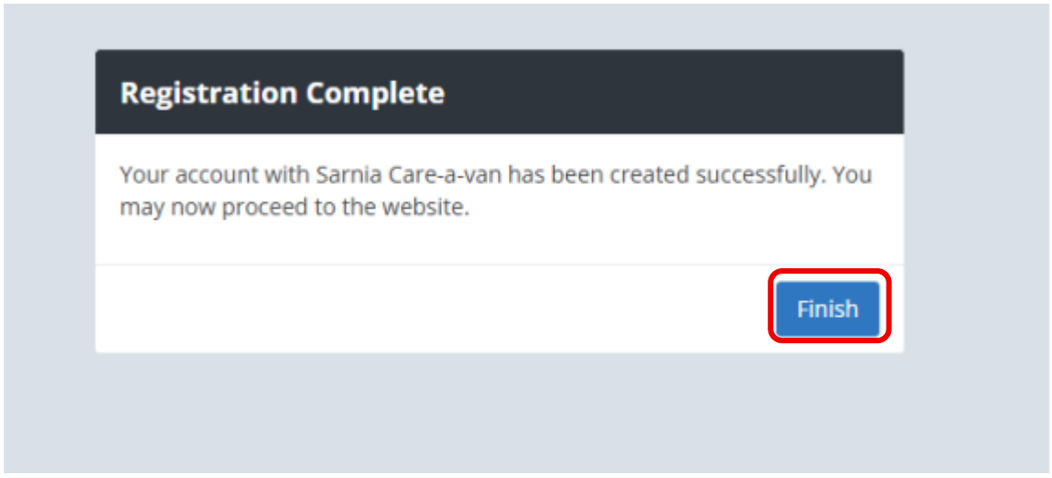
The next screen will take you to the CAV Registration Form where you will enter in your last name and then your first name



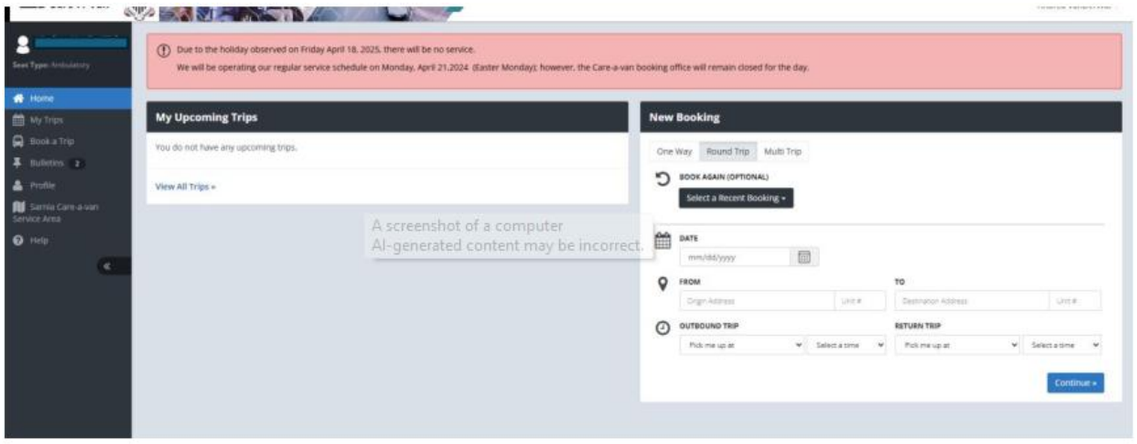
Select "**Submit**"



A complete registration pop up will appear. Select "**Finish**"

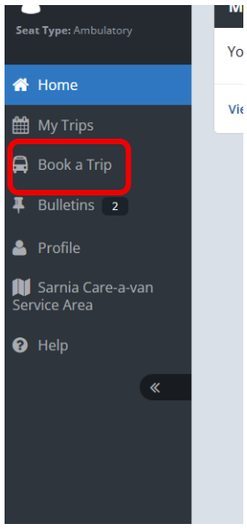


Your account has now been set up and you will be redirected into the portal, where you cam start to book trips.



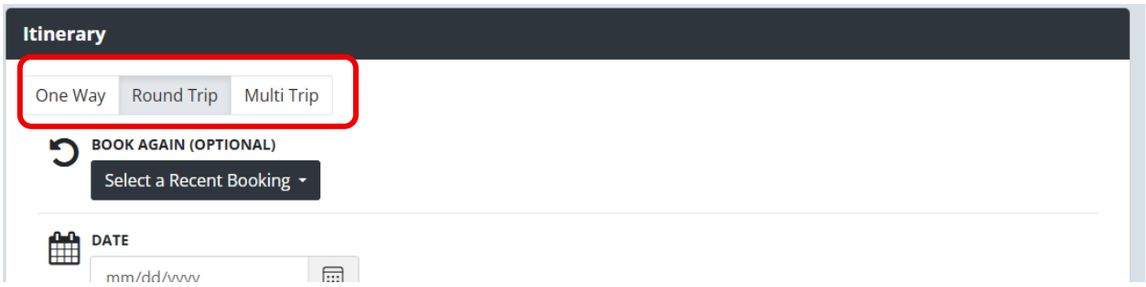
Booking Rides on the Portal

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

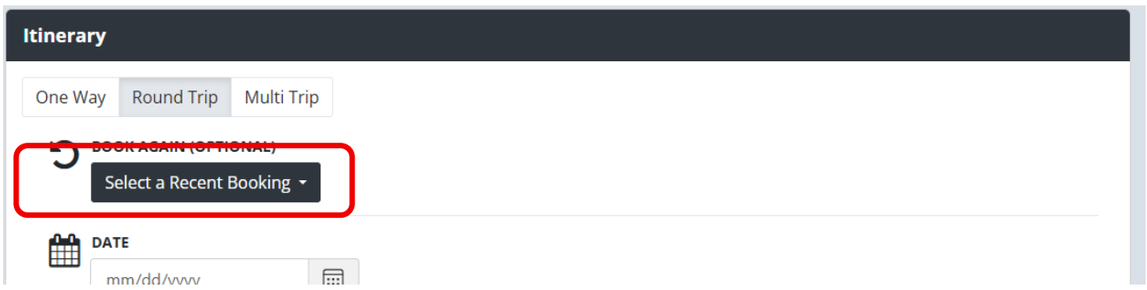


You will first be prompted to choose the following:

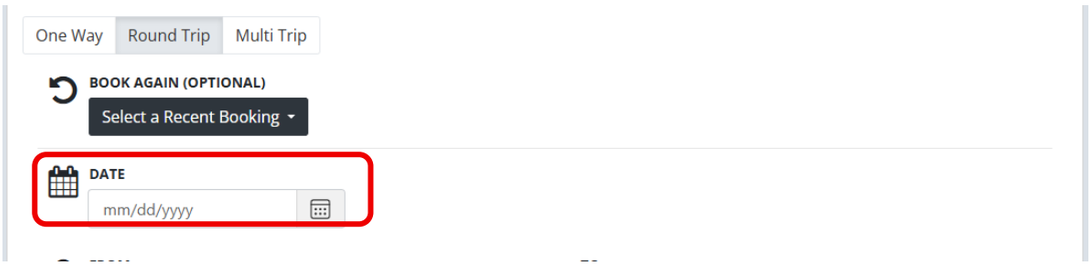
- One Way
- Round Trip
- Multi-Trip



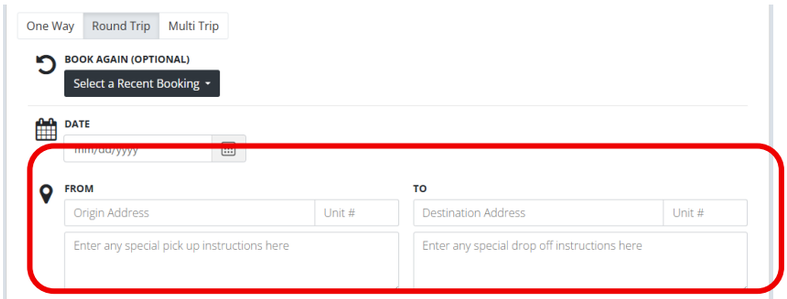
If you frequently travel to the same location, you can use the '**Select a Recent Booking**' option to quickly pull up details from your previous trips



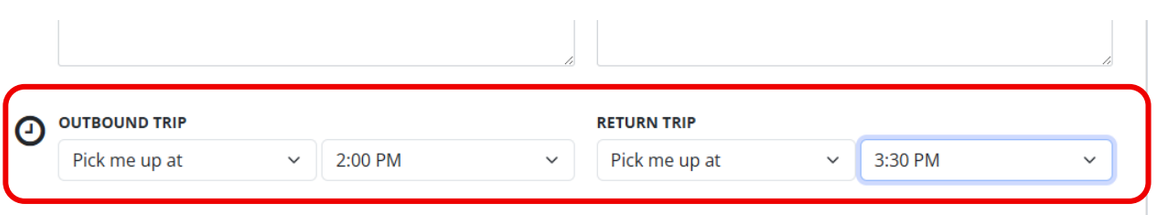
Enter in the date you are requesting a trip for



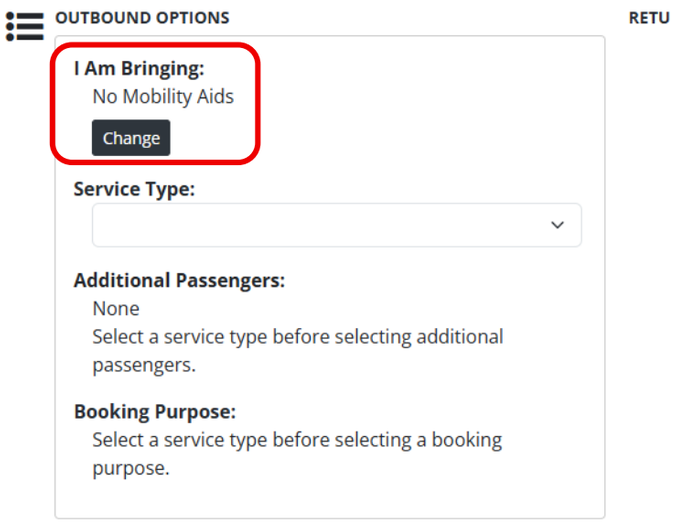
Enter the **"From"** address (your pickup location) and the **"To"** address (your destination).



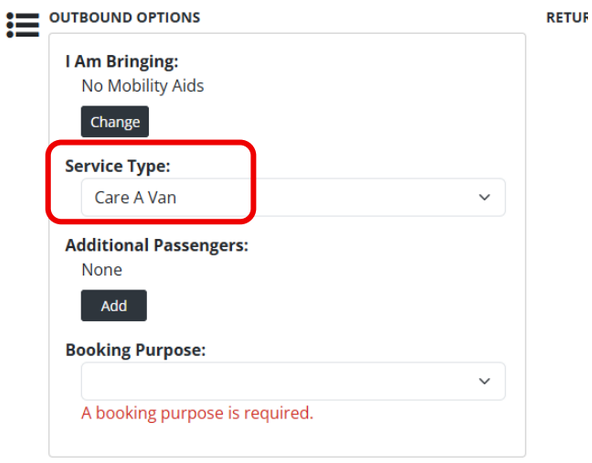
Next, enter the times you need to go and the time you'd like to be picked up for your return trip. Remember—this is your **pick-up time**, not your appointment time. For example, if your appointment is at 2:30 p.m., book your pick-up for 2:00 p.m. to allow enough travel time. **Pick-ups can only be booked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



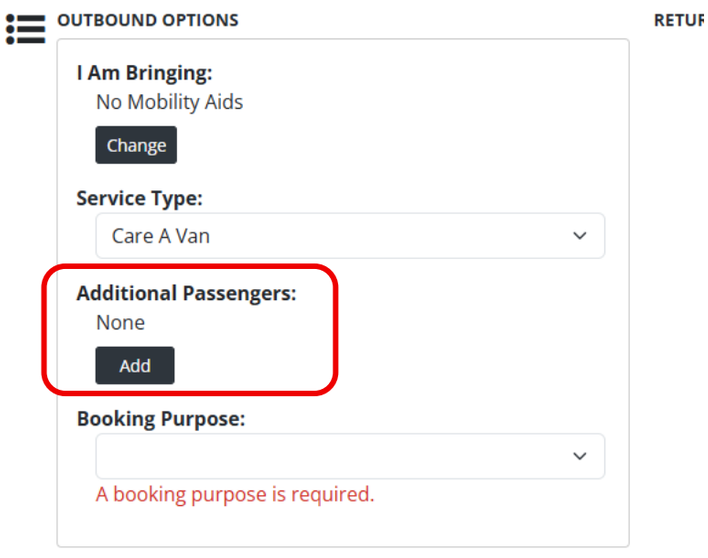
If you are bringing any mobility aids and they do not automatically appear, please add them by clicking the **“Change”** button.



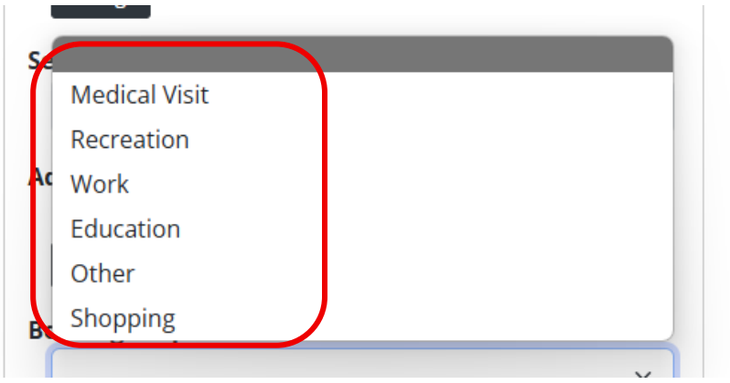
From the drop-down menu under **Service Type**, select “**Care-A-Van**”



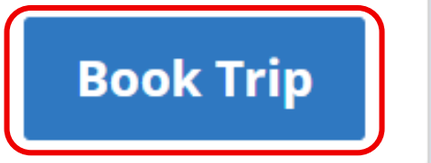
Add any additional passengers if you are bringing anyone, even if you always require a support person, please make sure they are added here so we have room for everyone on the bus



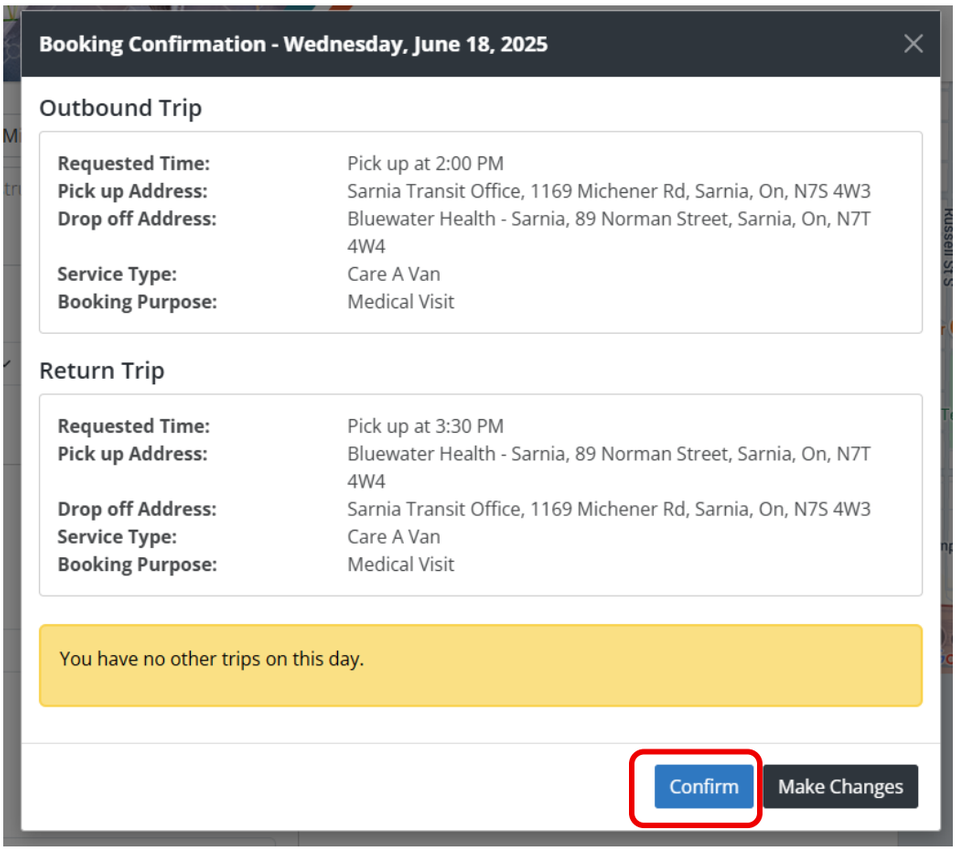
Select from the drop-down menu, under "**Booking Purpose**" the reason of your trip (for example, medical appointment, shopping, or social visit).



You will select "**Book Trip**"



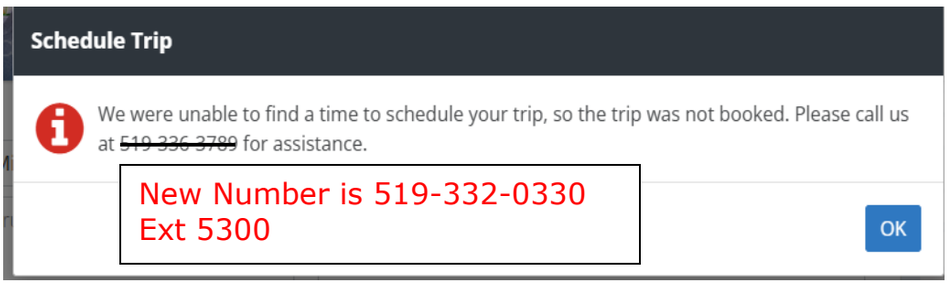
You will receive a confirmation page with all your trip details. Review the information carefully, and if everything looks correct, select **"Confirm".**



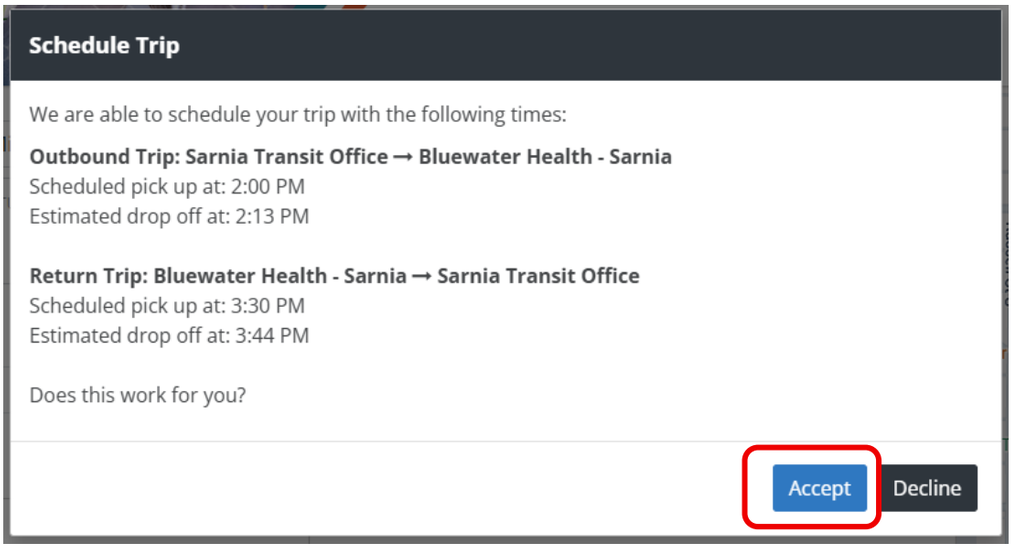
If you need to make any changes, click **"Make Changes."** This will take you back to the previous screen, where you can adjust your information as needed.

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

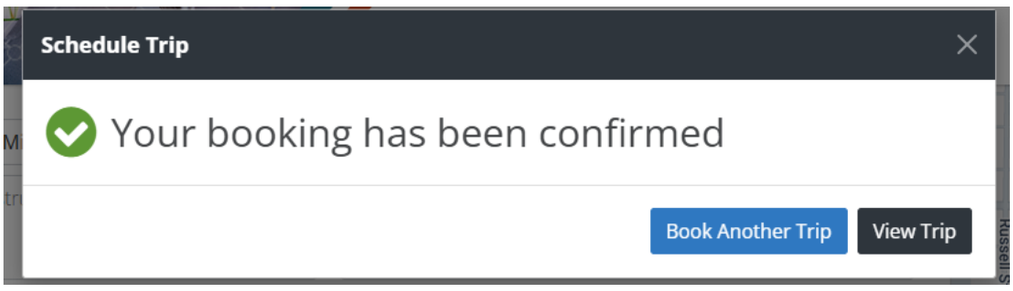
If there are no trips available, a message will appear on your screen advising you that no trips are available at that time. You will then need to try booking again or call the Care-A-Van line for assistance



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



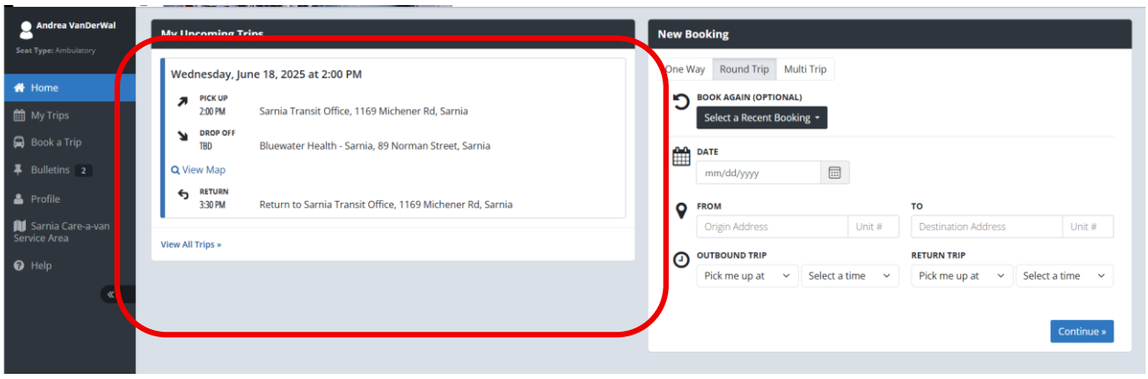
After you click **"Accept,"** the system will process your request for a moment, and then you should see the confirmation screen.



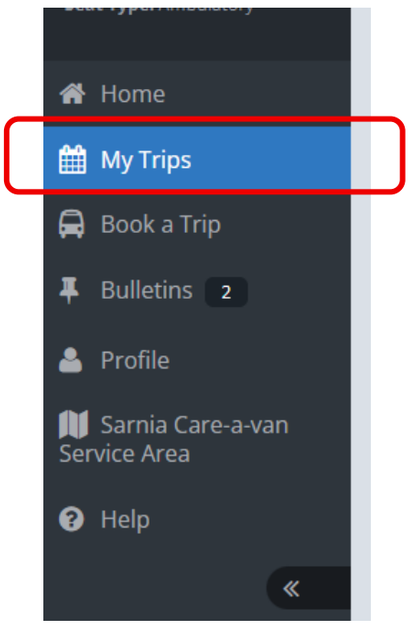
If you click on **View Trip** you will see a screen with your trip details.

Review Your Booked Trips

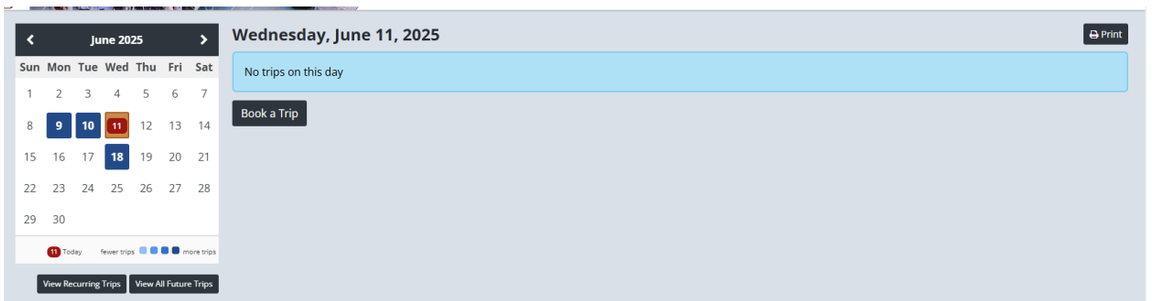
All upcoming trips will be displayed on the home screen



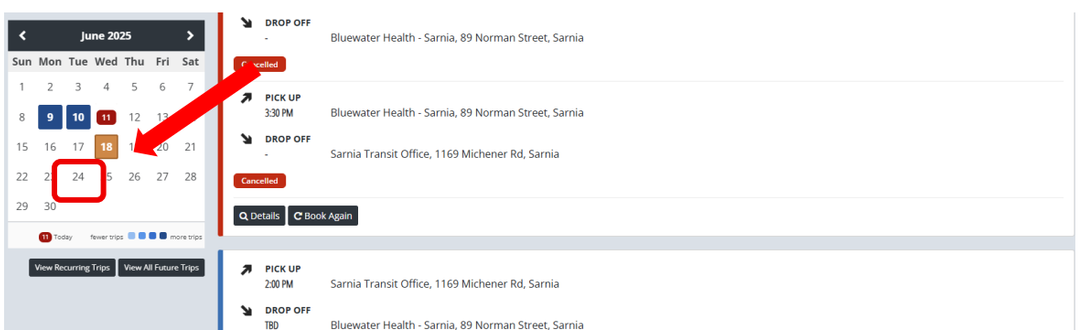
You can also select “My Trips” on the left menu



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.

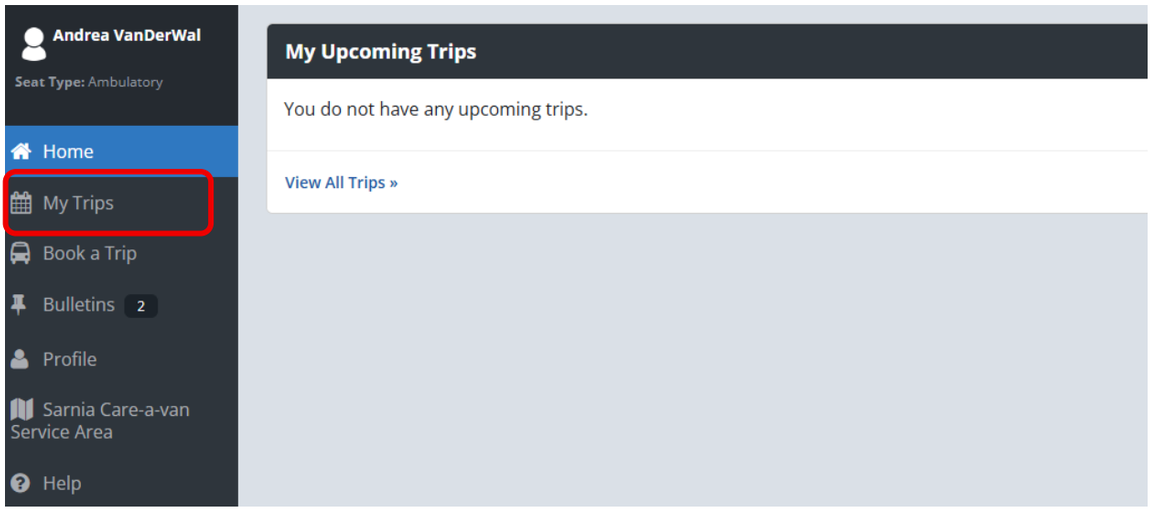


Each day selected that has a scheduled trip will display the following details

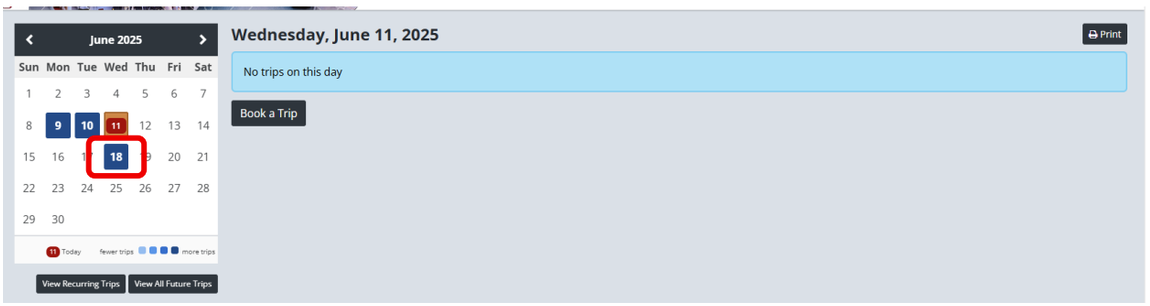


Cancelling A Booked Trip

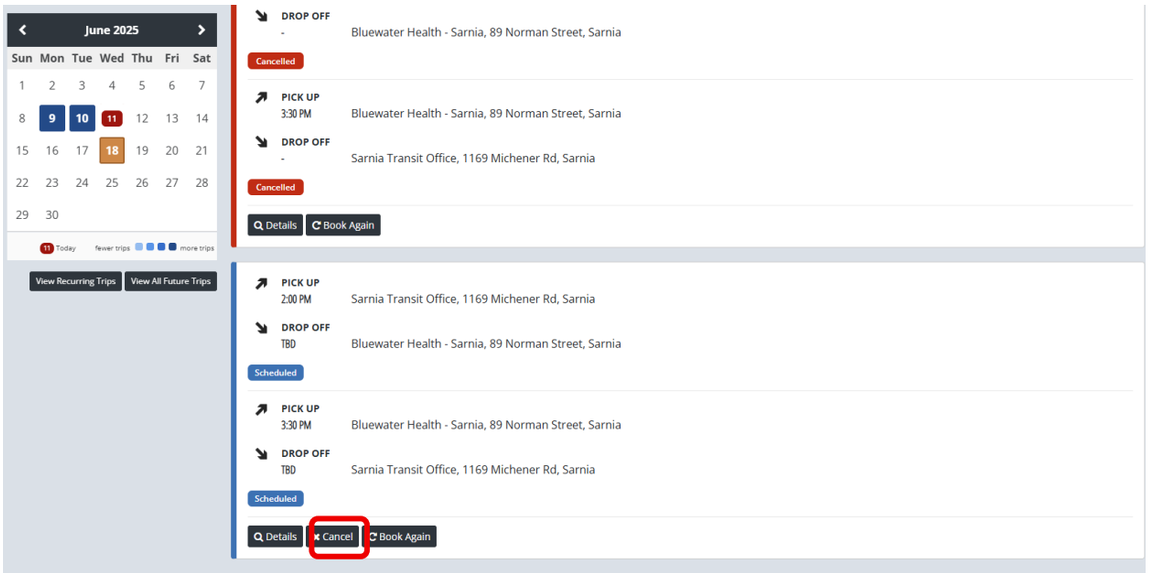
You can click on **“Upcoming Trips”** if it appears on your screen, or go to the **“Trips”** section to view your scheduled rides



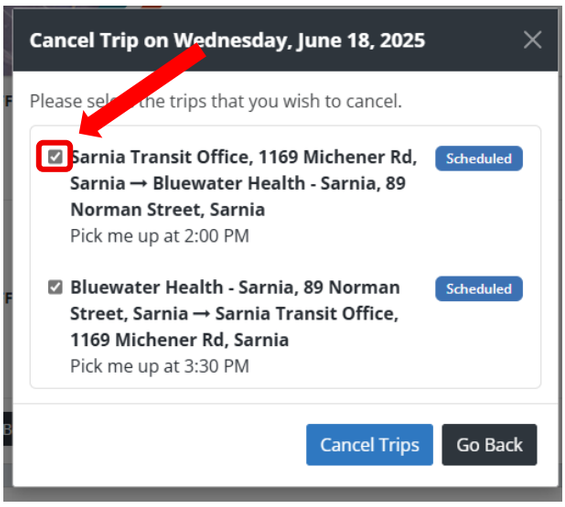
Select the date of the trip you wish to cancel



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

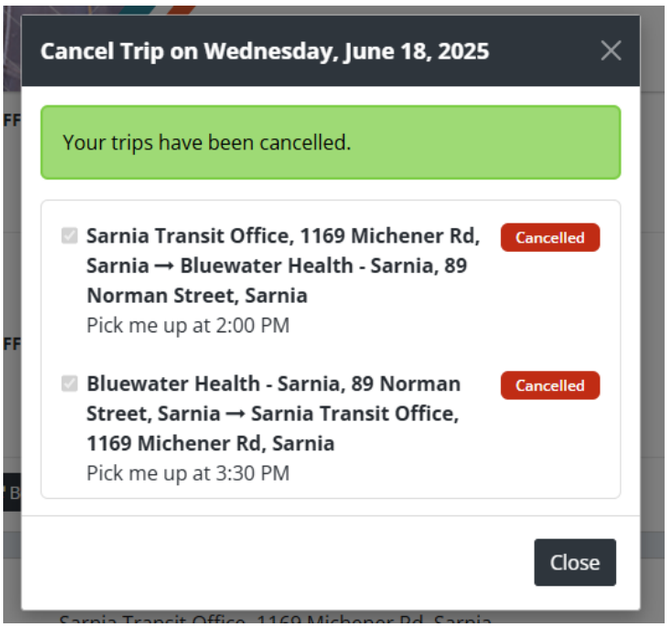


The scheduled trips will display, allowing you to select a portion of the scheduled trips to cancel or all of them. Select the trip but clicking on the box to the left.



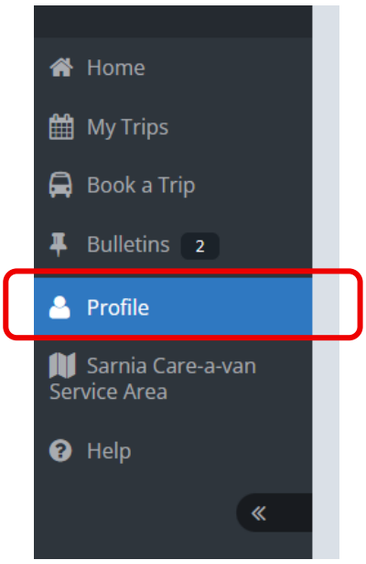
Select "**Cancel Trips**"

A confirmation of the trip cancellation will be displayed.

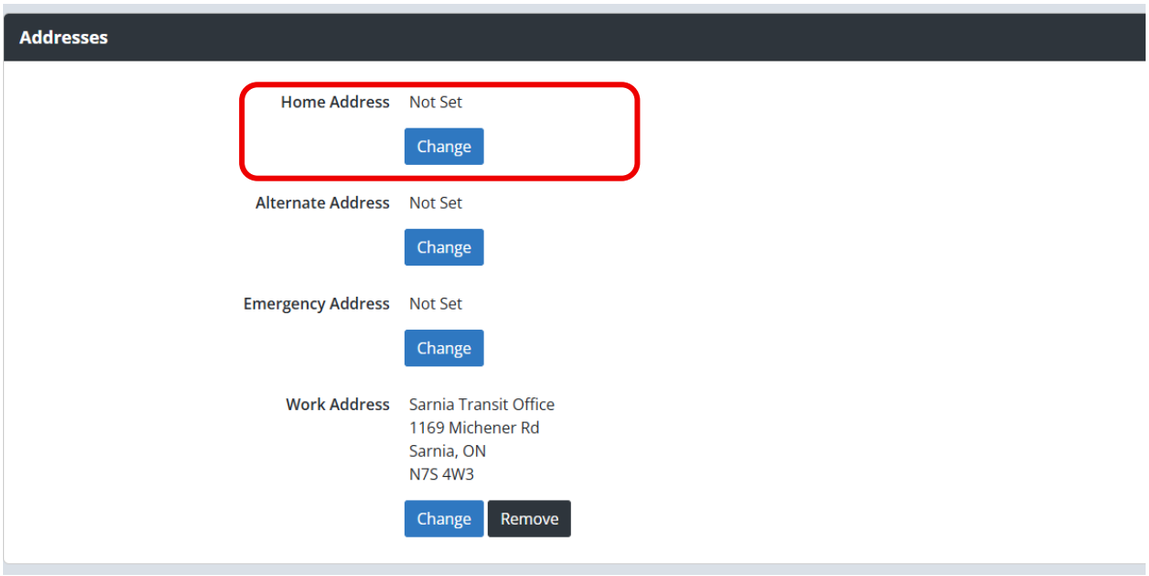


Updating Profile

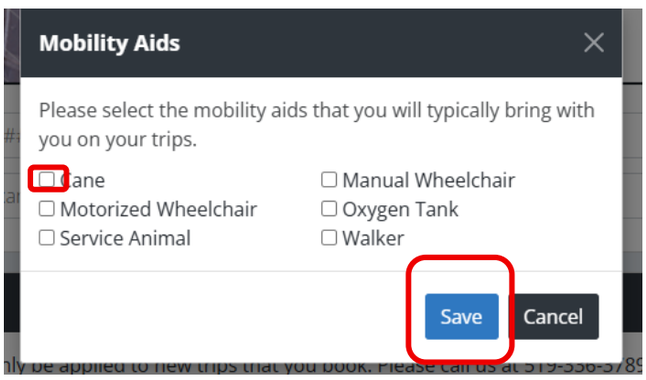
From the portal home screen, select "**Profile**" from the far-left menu



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**"



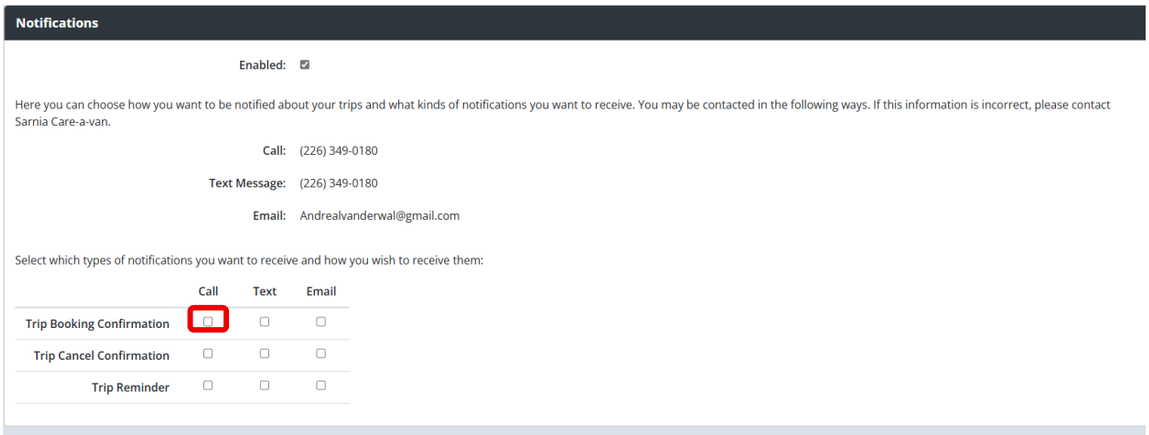
Add any mobility aids that you typically travel with by



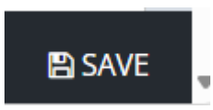
You can choose how you receive notifications from the system. **Please note:** If you book online, you will not receive a notification for that booking since you made it yourself, but you can always

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



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**

