

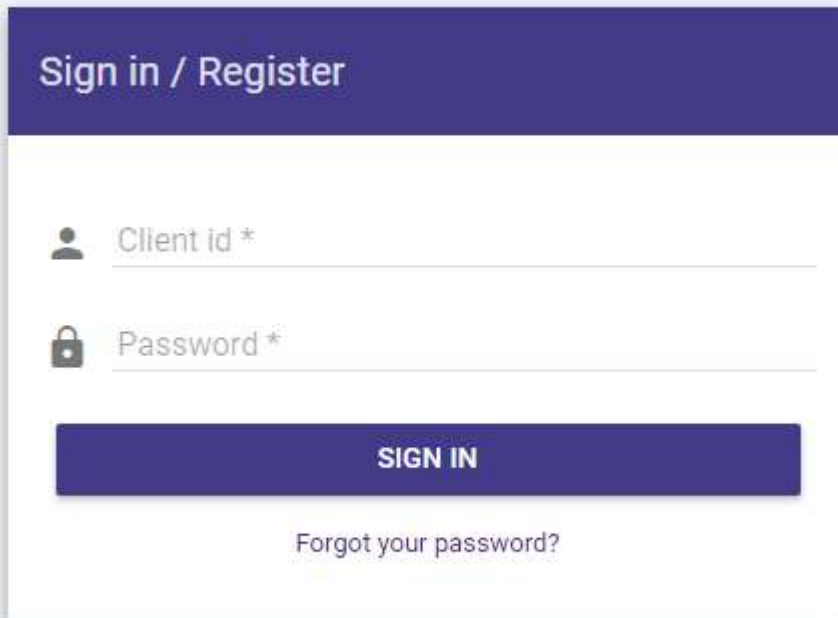
## TO BOOK A RIDE ON THE WEBSITE

NOTE - For this application you will need a password. Please contact ATS at 905-529-1212 for your password. Only DARTS passengers and authorized caregivers will be issued passwords.

Step 1: enter your Client Id number in the **Client Id Box** (this is the number provided by ATS)








Step 2: enter your 5 digit password in the **Password Box** (Obtained from ATS)

Step 3: click on the **Login** button



The image shows a screenshot of a web form titled "Sign in / Register". The form has a dark blue header with the title in white. Below the header, there are two input fields. The first field is labeled "Client id \*" and has a person icon to its left. The second field is labeled "Password \*" and has a lock icon to its left. Below the input fields is a dark blue button with the text "SIGN IN" in white. At the bottom of the form, there is a link that says "Forgot your password?".

After you login, you are at the home page which will allow you to do the following.

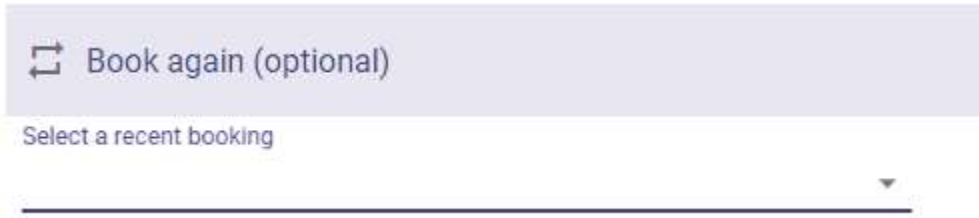
 <b>My profile</b>	<b>My Profile</b> – Allows you to review your profile information
 <b>Sign out</b>	<b>Sign Out</b> – Logs you out of the site
 <b>Trips</b>	<b>Trips</b> – Allows you to view trips that are already booked in a calendar format
 <b>Book trip</b>	<b>Book Trip</b> – This is where you will create a new booking
 <b>General info</b>	<b>General Info</b> – Brings you to the DARTS website where you can get information on the DARTS service
 <b>Feedback</b>	<b>Feedback</b> – This form is to provide feedback to DARTS Transit and is not intended for trip planning purposes or address changes.
 <b>Help</b>	<b>Help</b> – Provides users with definitions for common terms used in this application

## To Book A Trip:

Click on the **Book Trip** tab at left side of the page.

The screenshot displays the DARTS user interface. On the left is a dark blue sidebar with the DARTS logo and a menu. The menu items are: My profile, Sign out, Trips, **Book trip** (highlighted), Recurring trips, General info, Feedback, and Help. The main area shows a calendar for May 2018. The calendar grid has columns for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. A calendar event is shown on May 10th (Thursday) at 4:15 PM, titled "DARTS, 235 BIRCH AV...". The date 17th is highlighted in the calendar grid. A plus sign icon is visible in the bottom right corner of the calendar area.

**Step 1:** If you want to book a trip that you have recently travelled to in the past, you can select the address from the drop down menu under “Book Again”



The screenshot shows a light purple header with a refresh icon and the text "Book again (optional)". Below the header is a white dropdown menu with the text "Select a recent booking" and a downward-pointing arrow on the right side.

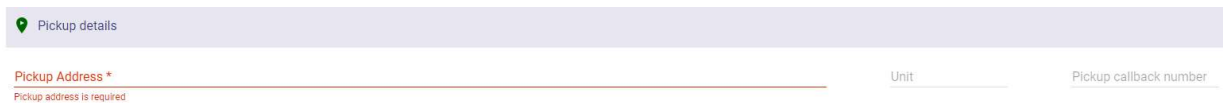
Click on one of the presented options to select it.



The screenshot shows the expanded dropdown menu with a light purple header. The menu contains five options, each with a "To" label and a destination address:

- 999 UPPER WENTWORTH ST , HAMILTON, ON To DARTS, 235 BIRCH AVE , HAMILTON, ON
- Client Home To DARTS, 235 BIRCH AVE , HAMILTON, ON
- DARTS, 235 BIRCH AVE , HAMILTON, ON To Client Home
- 999 UPPER WENTWORTH ST , HAMILTON, ON To Client Home
- BLOSSOM CLUB, 200 - 220 CRANBROOK DR , HAMILTON, ON To Client Home

**Step 2:** If you do not select from the “Book Again” option, you must select your **pick up address** under “Pick Up Details”



The screenshot shows a form titled "Pickup details" with a location pin icon. It contains three input fields: "Pickup Address \*" (with a red asterisk and a note "Pickup address is required" below it), "Unit", and "Pickup callback number".

You can either click the box “Pick Up Address” and select from the drop down menu or type the pick up address manually in the box.



The screenshot shows the "Pickup Address \*" dropdown menu expanded. It contains four options:

- Client Home
- (F1) 999 UPPER WENTWORTH ST, HAMILTON, ON
- ★ (CM) LOWE'S, 1945 BARTON ST E, HAMILTON, ON, L8H 6T4
- ▲ DARTS, 235 BIRCH AVE, HAMILTON, ON

Below the dropdown menu, the "Unit" and "Dropoff callback number" fields are visible.

**Step 3:** Under “Drop Off Details” you must enter your destination address. You can either click the box “Drop Off Address” and select from the drop down menu or type the drop off address manually in the box.

Dropoff details

Dropoff Address \*

Unit Dropoff callback number

Client Home

(F1) 999 UPPER WENTWORTH ST, HAMILTON, ON

★ (CM) LOWE'S, 1945 BARTON ST E, HAMILTON, ON, L8H 6T4

▲ DARTS, 235 BIRCH AVE, HAMILTON, ON

**Step 4:** Enter the date and time of your trip. If it will be a recurring booking, check off the box beside “Recurring Booking”.

Click on the box under “Trip Date” and select the date of travel from the drop down list.

If you do not have an appointment time, ensure that “Pick me up at” is selected under “Trip Type”. Then enter the time of pick up requested under the “Pick a time” drop down menu.

If you do have an appointment, click on the box under “Trip Type” and select “My appointment time is”. Then enter the time of your appointment under the “Pick a time” drop down menu.

📅 Date and time  Recurring booking

Trip date \*

Thu, May 17

Pick a time \*

11:45 AM

Pick me up at

My appointment time is


**Step 5:** To book a return ride, click off the box beside “Return trip” and pick the time for your return using the drop down menu under “Pick a time”

 Return pickup time  Return trip

Pick a time \*

**Step 6:** Trip Options

If you will be travelling with a bundle buggy, crutches, oxygen tank, stroller or tilted/geri/extended chair, click on the slider beside these options under “Trips Options”

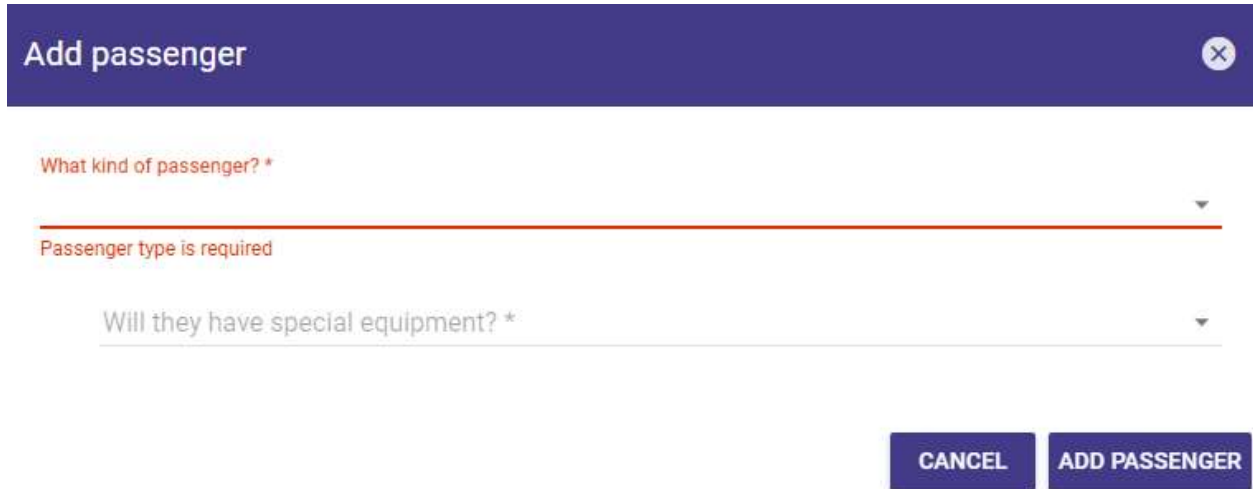
 Trip options

I will be bringing

- Bundle Buggy
- Crutches
- Oxygen Tank
- Stroller
- Tilted / Geri / Extended Chair

### Step 7: Additional Passengers

If you are travelling with additional passengers, click on the “Add Passenger” tab.



The screenshot shows a dark blue header with the text "Add passenger" and a close button (X). Below the header is a dropdown menu labeled "What kind of passenger? \*". The dropdown is currently empty, and a red error message "Passenger type is required" is displayed below it. Below the dropdown is another dropdown menu labeled "Will they have special equipment? \*". At the bottom right of the form are two buttons: "CANCEL" and "ADD PASSENGER".

Under “What kind of passenger” drop down menu, select the type of passenger that will be travelling with you.



The screenshot shows the same "Add passenger" form as above, but the "What kind of passenger? \*" dropdown menu is now open, displaying three options: "Companion", "Guide dog", and "Personal care attendant". The "Companion" option is highlighted. The "Will they have special equipment? \*" dropdown menu is still empty. The "CANCEL" and "ADD PASSENGER" buttons remain at the bottom right.

Under “Will they have special equipment” drop down menu, select the type of mobility device that your companion will be travelling with.

When completed, click “Add passenger”.

**Step 8:** You are now ready to book your trip! Click on “Book Trip”.