

User Instructions: Wheel-Trans App

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User Instructions: Wheel-Trans App

Login Screen:

Once downloaded, you will be directed to the Login screen (shown below):



Welcome to
Wheel-Trans Mobile App



Important – in order to receive Notifications and Alerts you must be logged into the App at all times.

User Instructions: Wheel-Trans App

Login screen:

3. You can log-in using your Wheel-Trans Customer ID or email address. Your password is the same one that you use for the Wheel-Trans Self-booking website. If you have not changed it, it will be your month and date of birth (i.e. June 21 is 0621).

CUSTOMER ID OR EMAIL

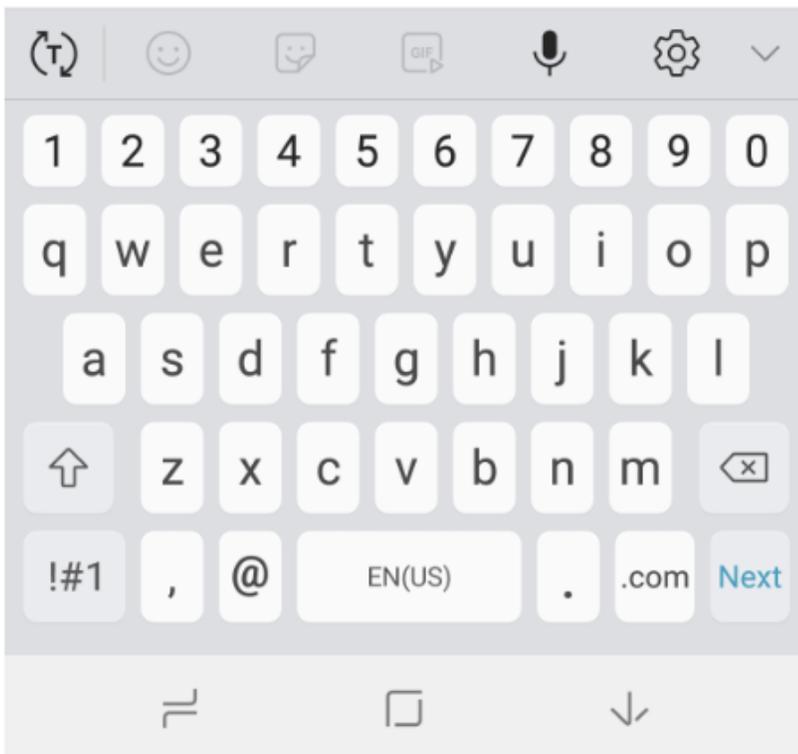
Customer ID or Email

Password

LOGIN

Forgot password?

If you have forgotten your password, click “Forgot password?” and you will be re-directed to a webpage in your Internet browser to reset your password.



User Instructions: Wheel-Trans App



Forgot password?

Customer ID

Account Email Address

We will send you an email with instructions on how to reset your password.

[Email me](#)

[Forgot customer ID / email?](#)

Terms

By-law

Privacy Policy

How-To

Toronto Transit Commission, Copyright 1997-2018

Enter your customer ID and Email Address then select "Email me", an email will be sent with a link to re-set the password. The Email address will be the one you provided to Wheel-Trans.

***If you have an Email that is shared with an other customer ID it will not work.**

You can only have one Email per customer ID. If this is the case contact Wheel-Trans Customer Service to reset the password.

User Instructions: Wheel-Trans App



Reset Password

Check your email and click on the link to reset your password.

Return to login

Clicking on “Return to login” will **NOT** take you back to the Mobile App rather it will open a Login window in your Internet browser. You will have to close the browser window and open the Mobile App to Login. ***This behaviour will change in a future release.***

Terms

By-law

Privacy Policy

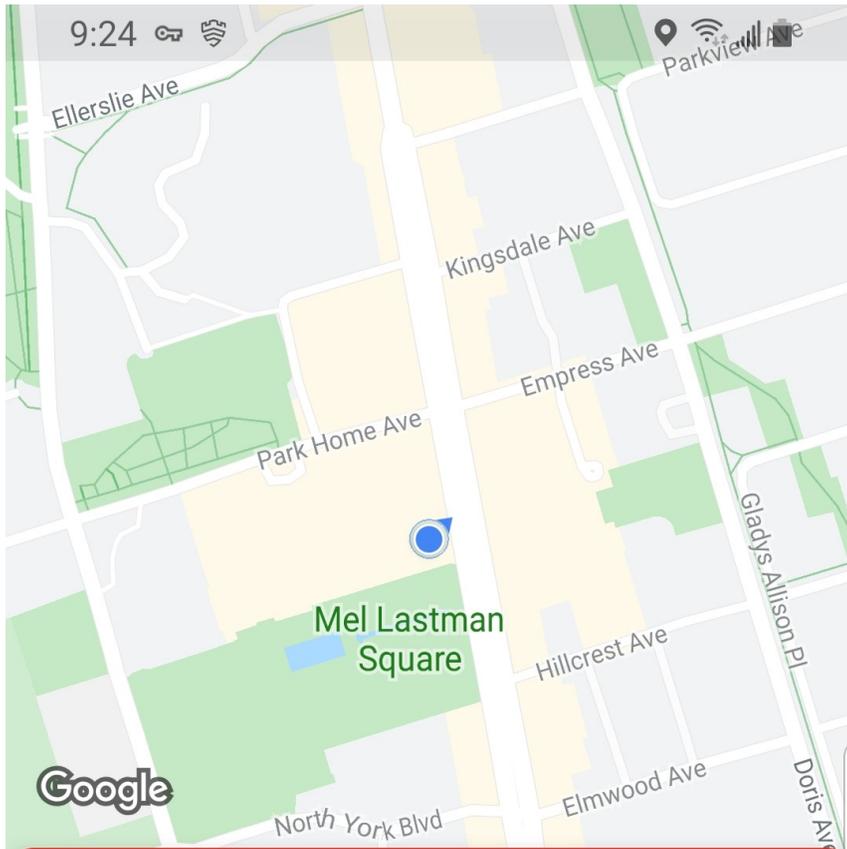
How-To

Toronto Transit Commission, Copyright 1997-2018

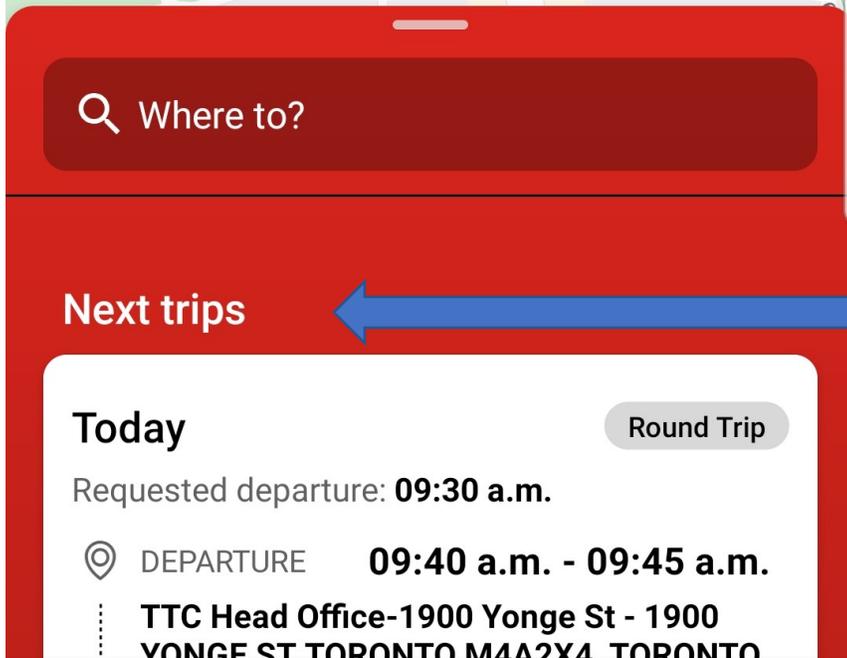


User Instructions: Wheel-Trans App

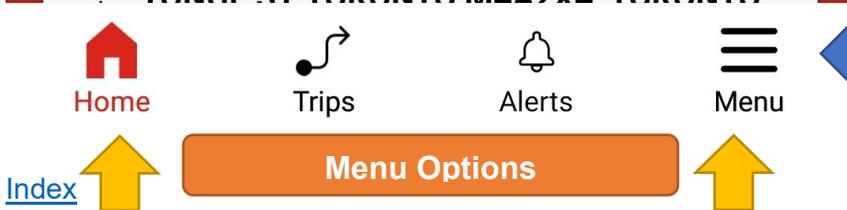
Home screen:



Once you have logged on, you will be taken to the "Home" screen.

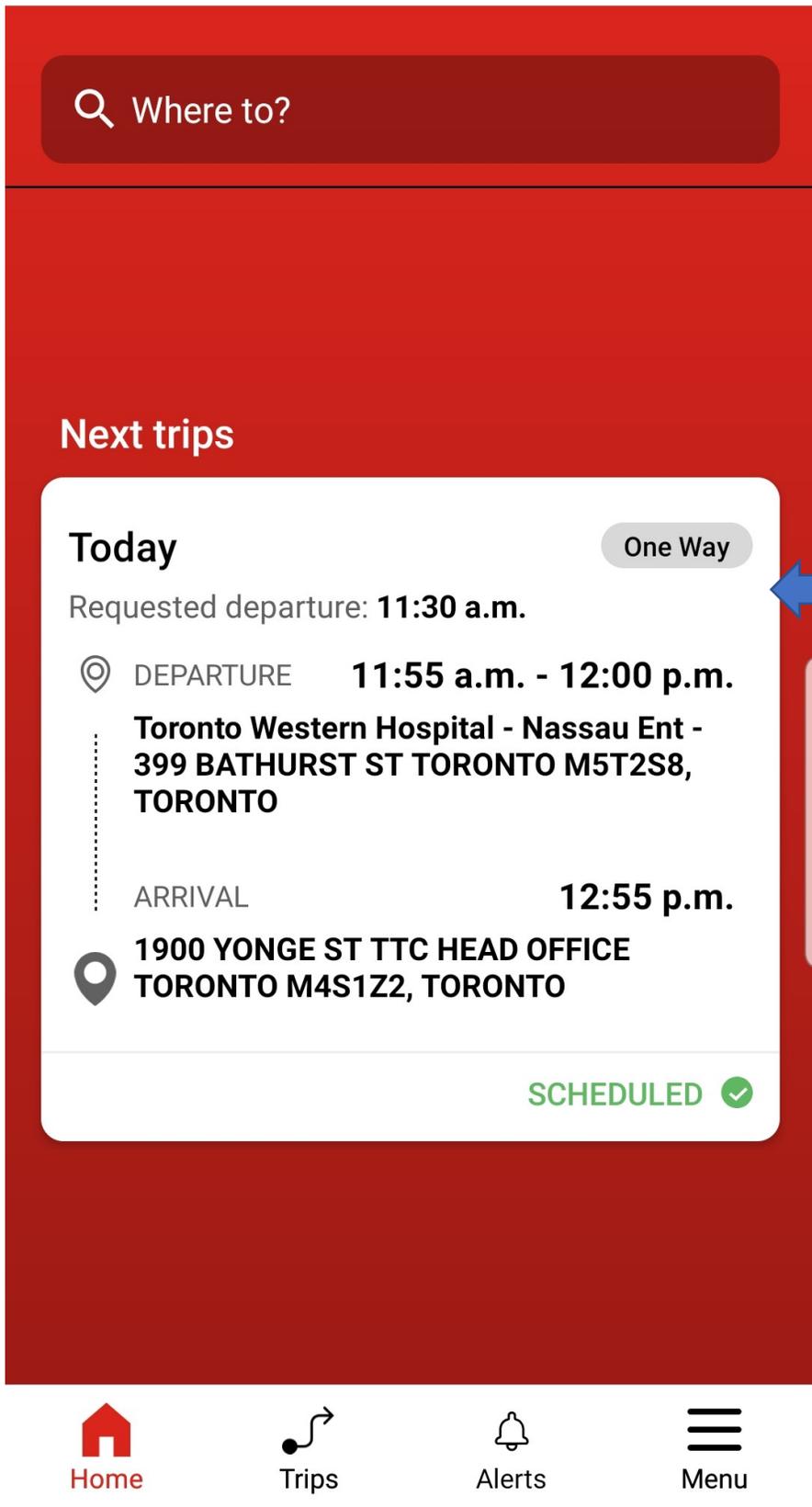


You can view your upcoming trips for today and tomorrow using this collapsible window in the Home page.



You can navigate the app by selecting the options listed in the bottom menu.

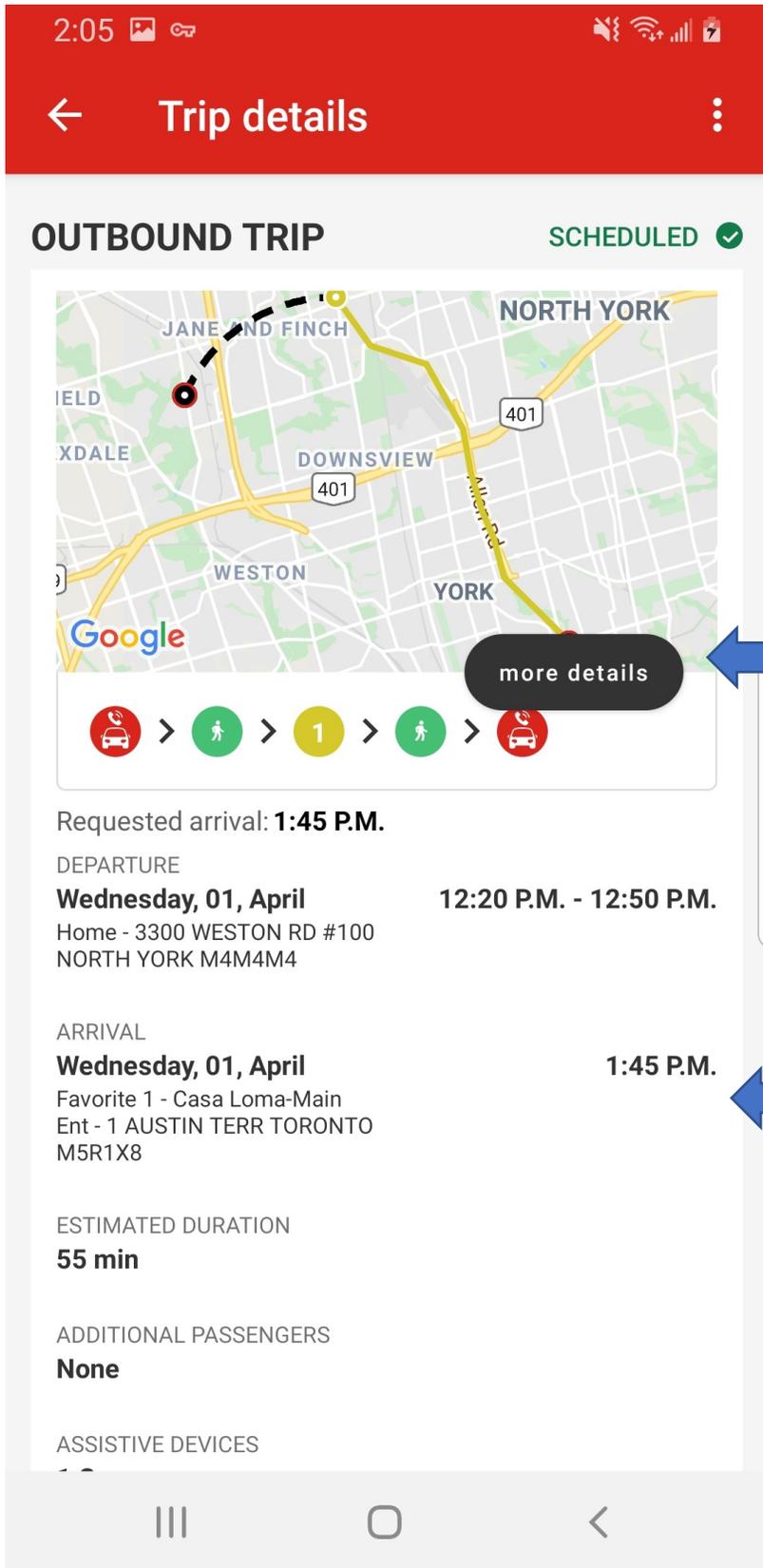
User Instructions: Wheel-Trans App



Select anywhere on the trip window to view the full details of your trip.

You can navigate the app by selecting the options listed in the bottom menu.

User Instructions: Wheel-Trans App

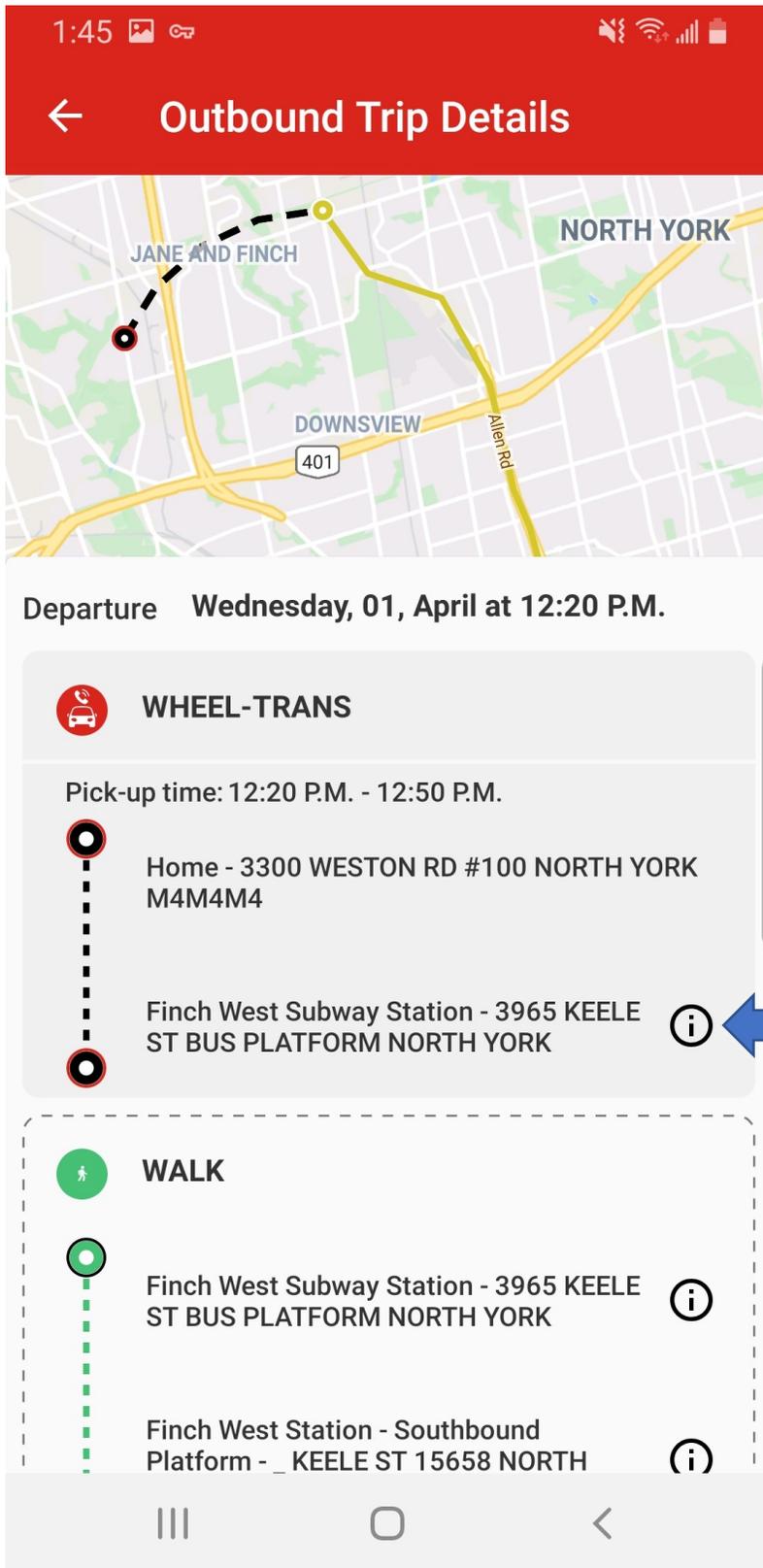


Selecting "more details" will display route information for Family of Services Trips.

Selecting the trip window will display your trip details, as pictured here.

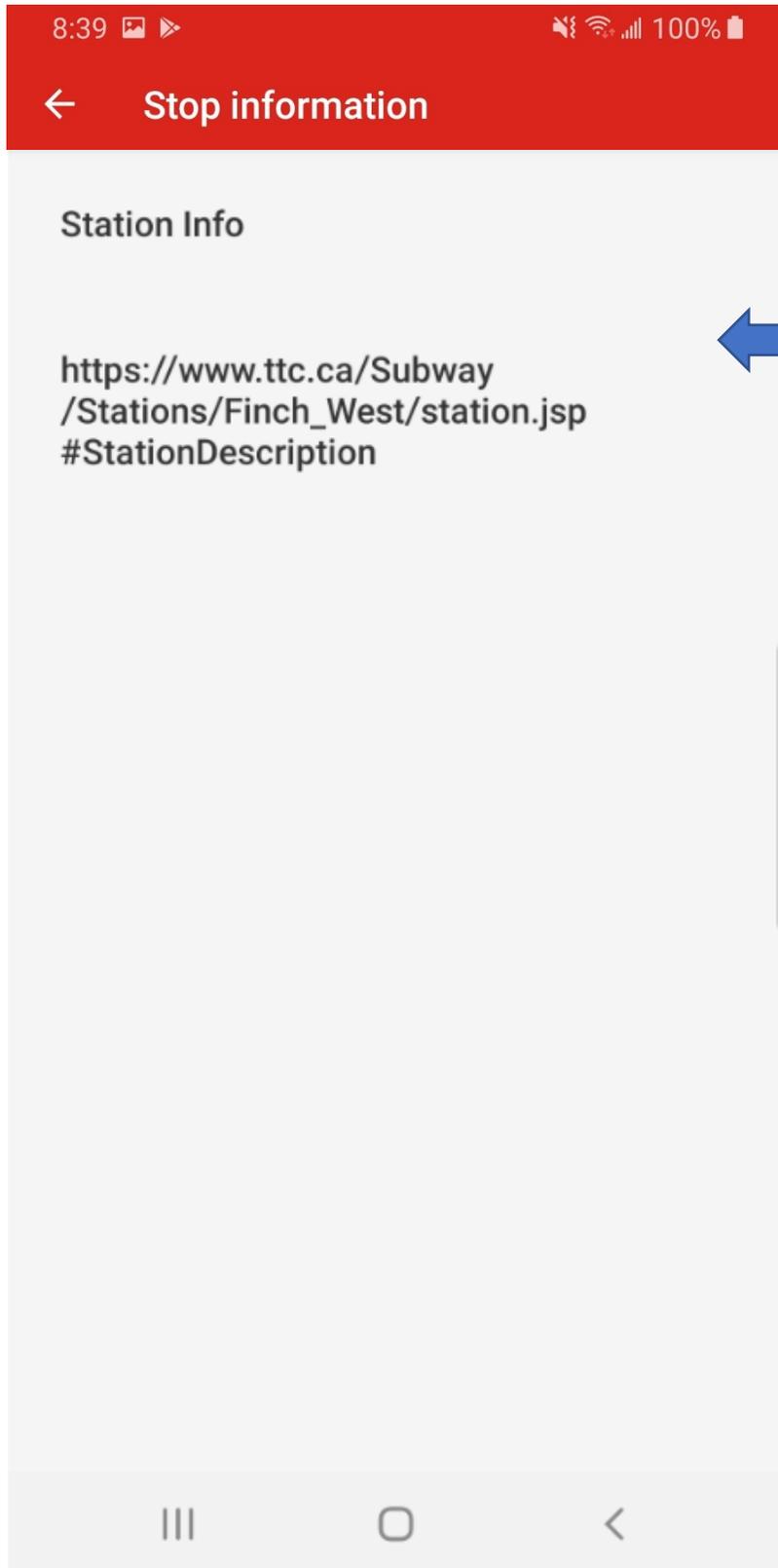
User Instructions: Wheel-Trans App

More details screen:



This icon will be displayed if there is additional stop information. Selecting this icon will open a screen with a web link.

User Instructions: Wheel-Trans App



Selecting this web link will open a web page with the additional stop or station information.

User Instructions: Wheel-Trans App

Trips screen:

The screenshot shows the 'Trips' screen in the Wheel-Trans app. At the top, there is a red header with the word 'Trips' in white. Below the header are two tabs: 'Current' and 'History'. The 'Current' tab is selected, showing a list of 'Next trips'. The first trip is for 'Today' and is a 'One Way' trip. It shows a requested arrival of 12:45 PM. The departure is at 11:40 AM - 11:45 AM from 'TTC Head Office-1900 Yonge St - 1900 YONGE ST TORONTO M4A2X4, TORONTO'. The arrival is at 12:45 PM at '623 WELLINGTON ST W TORONTO, TORONTO'. The trip is marked as 'SCHEDULED' with a green checkmark. The second trip is for 'Fri, Oct, 25' and is also a 'One Way' trip. It shows a requested arrival of 11:55 AM. The departure is at 09:45 AM - 10:15 AM from '623 WELLINGTON ST W TORONTO, TORONTO'. The arrival is at 11:45 AM at '100 HUNTLEY ST apt #200 TORONTO M4M4M4, TORONTO'. This trip is also marked as 'SCHEDULED' with a green checkmark. At the bottom of the screen is a navigation bar with four icons: Home, Trips, Alerts, and Menu. The 'Trips' icon is highlighted in red. A blue arrow points from the 'Trips' icon in the bottom menu to the 'Trips' star icon in the top navigation bar. Another blue arrow points from the 'History' tab to a callout box. A third blue arrow points from the trip details window to another callout box.

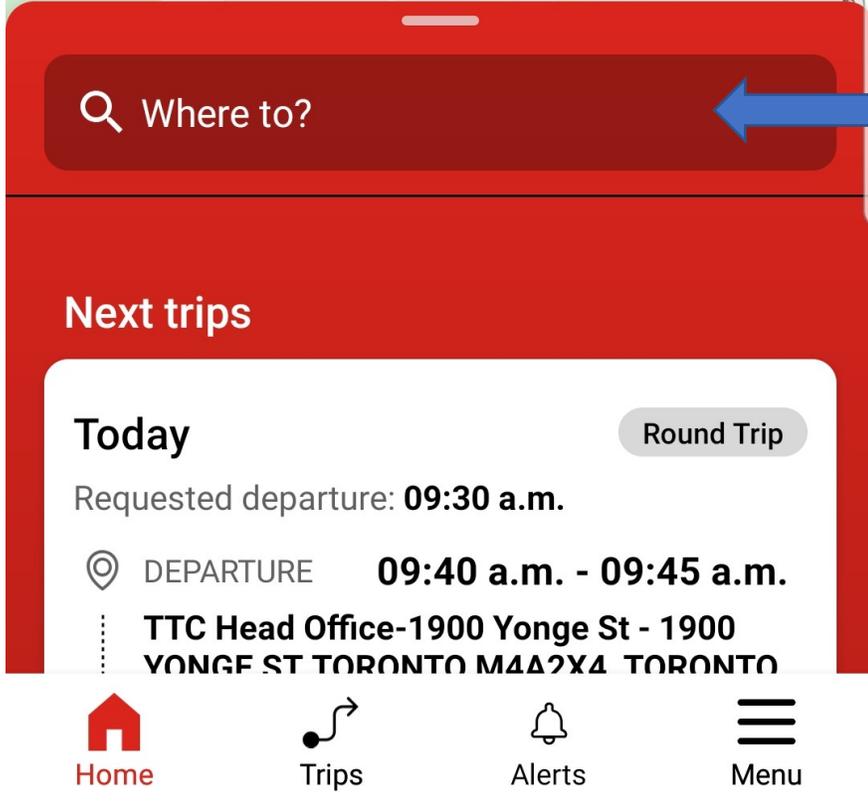
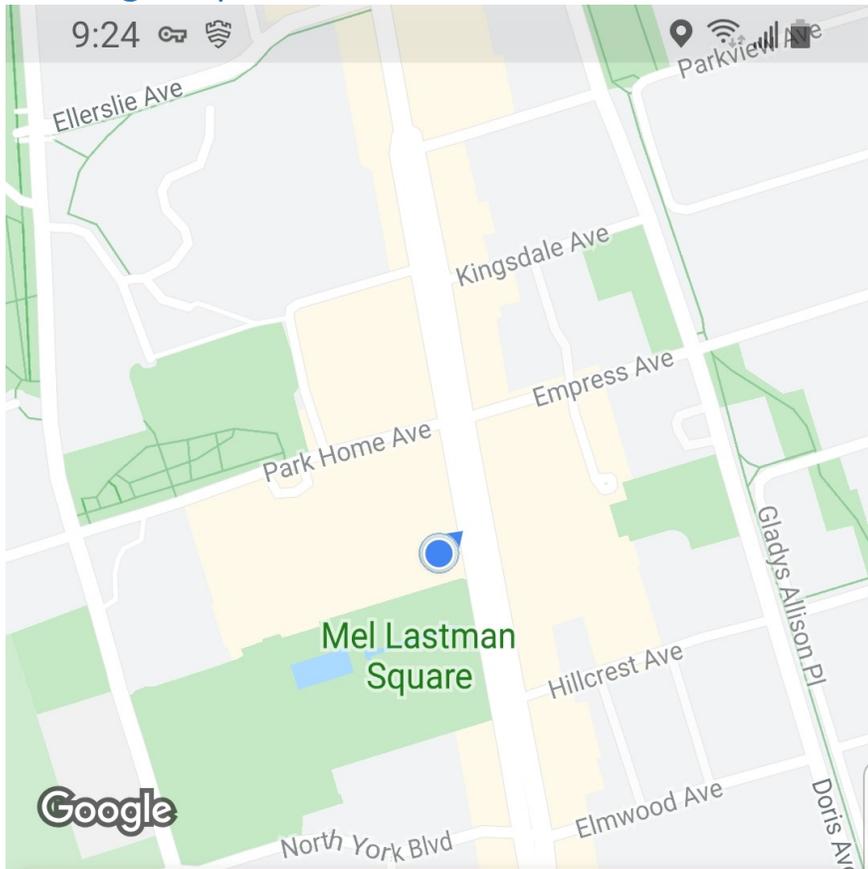
By selecting “Trips” in the bottom menu, you will be taken to the Trips page, where you can view current trips for the next seven days or view your past Trip History.

Select “History” to view your past trips.

Select anywhere in the trip window to view Trip Details.

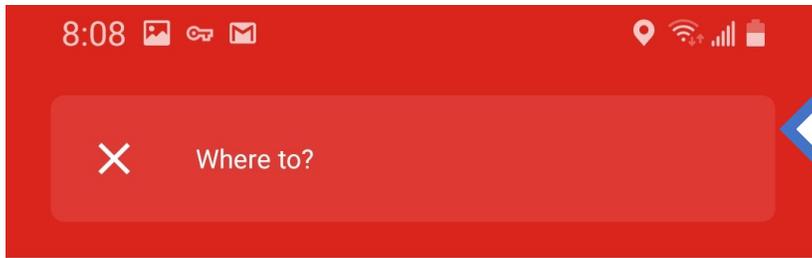
User Instructions: Wheel-Trans App

Booking a trip:



Select "Where to?" from the Home screen for a list of your Favorites and Recent addresses.

User Instructions: Wheel-Trans App



Select "Where to?" and type in the address or name of location you wish to travel to.

Favorites

-  Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO
-  Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO
Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO
-  Home - 3300 WESTON Road #100, NORTH YORK
Home - 3300 WESTON Road #100, NORTH YORK

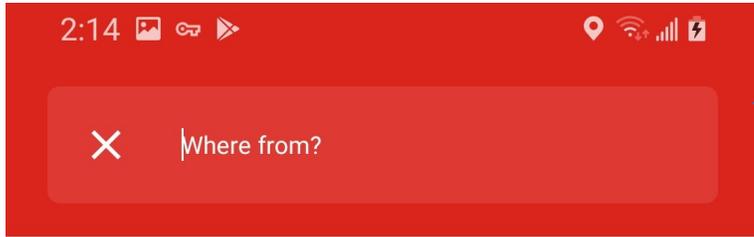
Select your desired destination or type in a new one. Once you have filled in Where to, a new box will be displayed where you enter the "Where from?" information.

Recent

-  Home - 3300 WESTON Road, Unit 100, NORTH YORK, M4M4M4
NORTH YORK (M4M4M4)
-  Sunnybrook Medical Centre-G Wing - 2075 BAYVIEW Avenue, NORTH YORK, M6M3Z8
NORTH YORK (M6M3Z8)
-  Variety Village - Main Ent - 3701 DANFORTH Avenue, SCARBOROUGH
SCARBOROUGH



User Instructions: Wheel-Trans App



Select "Where from?" and type in the address or name of location you wish to travel from.

Select your desired origin or type in a new one to fill in the "Where from?" information. Once you have selected the where from address the "Book a Trip" page is displayed.

Favorites

-  Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO
-  Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO
Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO
-  Home - 3300 WESTON Road #100, NORTH YORK
Home - 3300 WESTON Road #100, NORTH YORK



Select the "Menu" three dots to remove an address from your Favourites list.

Recent

-  Home - 3300 WESTON Road, Unit 100, NORTH YORK, M4M4M4
NORTH YORK (M4M4M4)
-  Sunnybrook Medical Centre-G Wing - 2075 BAYVIEW Avenue, NORTH YORK, M6M3Z8
NORTH YORK (M6M3Z8)
-  Variety Village - Main Ent - 3701 DANFORTH Avenue, SCARBOROUGH
SCARBOROUGH

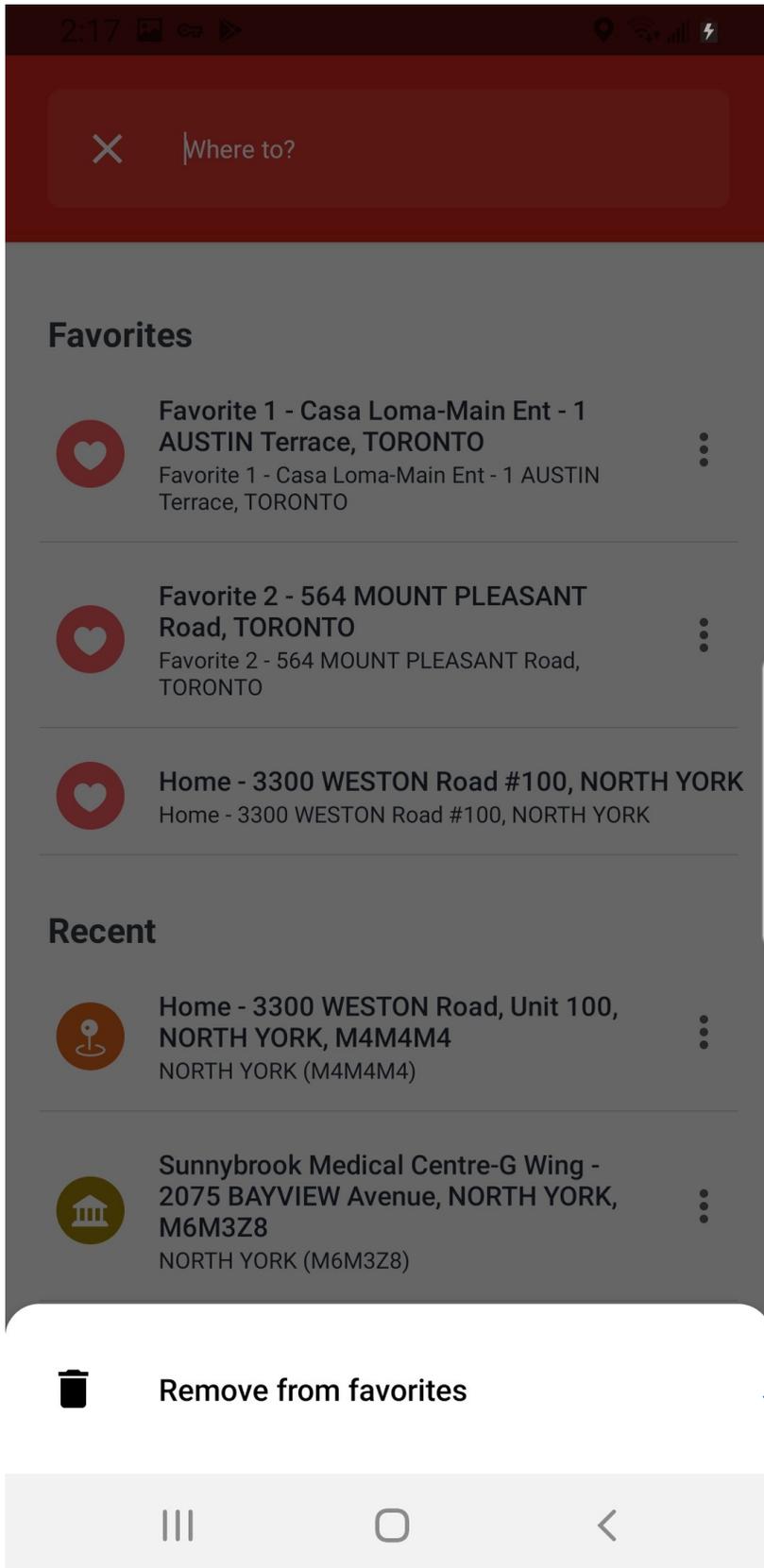


Select the "Menu" three dots from the Recent list to add an address to your Favourites list.



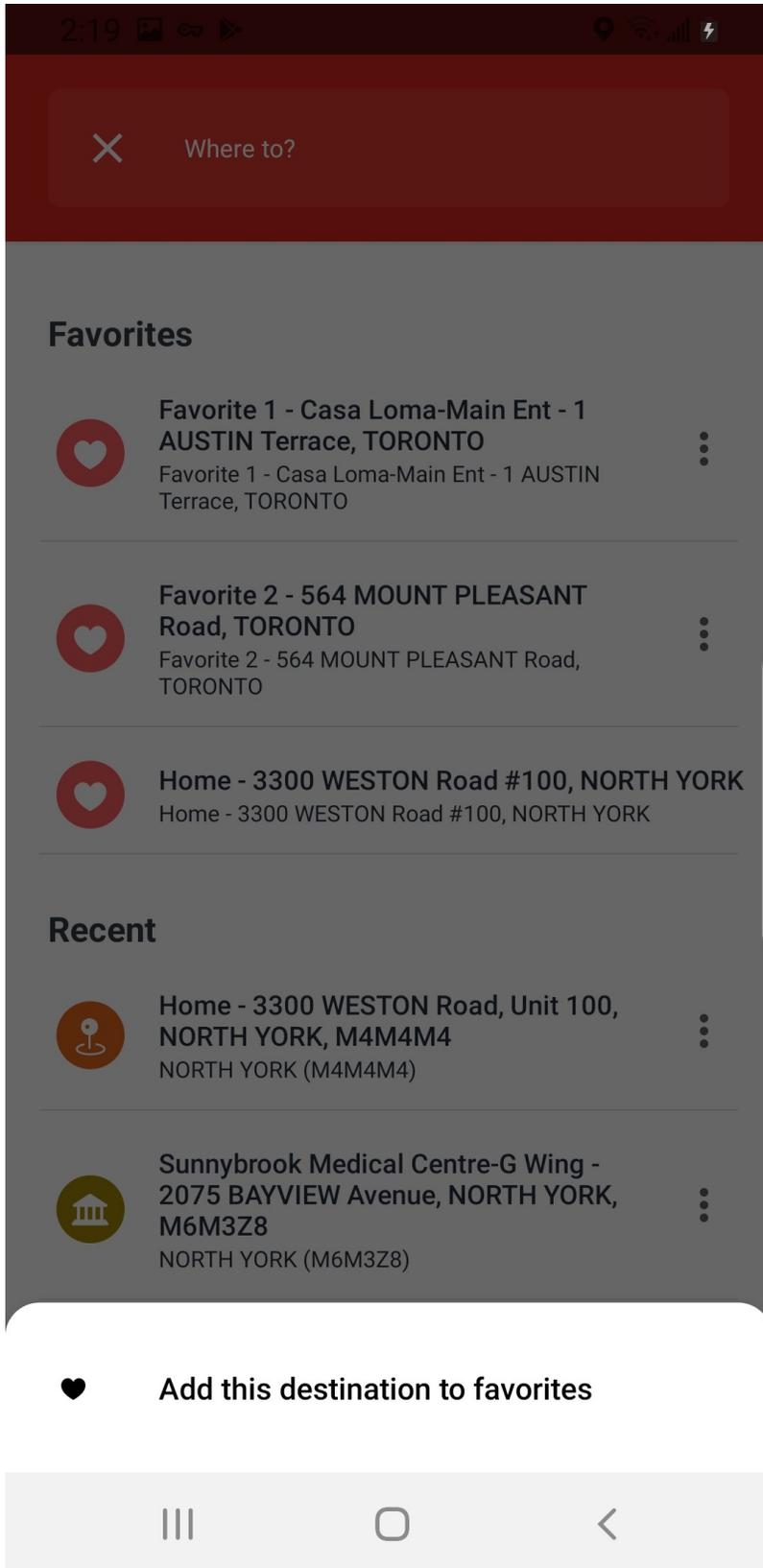
User Instructions: Wheel-Trans App

Favourites:



Select this box to remove the Favourite address from your Favourites list.

User Instructions: Wheel-Trans App



Select this box to add the Recent address to your Favourites list.

User Instructions: Wheel-Trans App

← Book a trip

One Way Round Trip Multi Trip

FROM
Favorite 1 - 623 WELLINGTON Street
West, TORONTO

TO
Home - 100 HUNTLEY Street apt
#200, TORONTO

All fields are required

Next

After entering the “To” and “From” information, this screen will be displayed. You can now select:

- One-Way
- Round-Trip
- Multi-Trip



User Instructions: Wheel-Trans App

← **Outbound Trip** WED 23 OCT

○ Favorite 1 - 623 WELLINGTON Street West, TORONT

○ Home - 100 HUNTLEY Street apt #200, TORONTO

Depart at Arrive by

ARRIVAL
Tomorrow **11:50 AM**

ADDITIONAL PASSENGERS
None

ASSISTIVE DEVICES
1 Cane, 1 Mini scooter

CONTACT PHONE #

All fields are required

Next

This is an example of a one-way trip. You can now enter the details of your trip by selecting various entries on the screen. You can schedule your trip by departure or arrival time. In this example, we are booking the trip by arrival time (box highlighted in red). Select "Depart at" if you require a departure time.

Select this box to set the date & time.

Select this box to insert a contact phone number for this trip.

When ready, select "Next".

User Instructions: Wheel-Trans App

The screenshot shows the 'Set arrival time' screen in the Wheel-Trans app. At the top, it displays 'Outbound Trip' and 'THU 24 OCT'. Below this, two addresses are listed: 'Home - 100 HUNTLEY Street apt #200, TORONTO' and 'Favorite 1 - 623 WELLINGTON Street West, TORONTO'. The main area is titled 'Set arrival time' and features a date and time picker. The date is set to 'Today' and the time is '11:55'. The 'AM' and 'PM' options are circled in red. At the bottom, there are 'CANCEL' and 'OK' buttons. A 'Next' button is visible at the very bottom of the screen. Three blue callout boxes provide instructions: the first points to the date and time selection, the second points to the AM/PM selection, and the third points to the OK button.

← Outbound Trip

THU 24 OCT

Home - 100 HUNTLEY Street apt #200, TORONTO

Favorite 1 - 623 WELLINGTON Street West, TORONTO

Set arrival time

Today

Tomorrow

Fri, Oct 25

10 50

11 : 55 AM

12 PM

CANCEL OK

All fields are required

Next

When you select the box with the date and time, this page will be displayed. Scroll to the appropriate date and time and then select OK.

Please make sure to select AM or PM before continuing.

- 12:00 AM is Midnight
- 12:00 PM is Noon

When ready, select "OK".

User Instructions: Wheel-Trans App

← **Outbound Trip** WED 23 OCT

- Favorite 1 - 623 WELLINGTON Street West, TORONT
- Home - 100 HUNTLEY Street apt #200, TORONTO

Select the “Back arrow to return to the previous screen at any time.

Depart at **Arrive by**

ARRIVAL
Tomorrow **11:50 AM**

ADDITIONAL PASSENGERS
None

ASSISTIVE DEVICES
1 Cane, 1 Mini scooter

CONTACT PHONE #

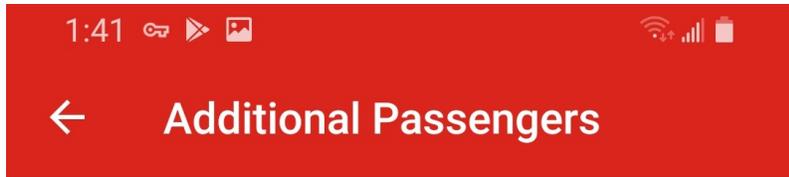
Select this box to add additional passengers.

All fields are required

Next

Select Next if no additions or changes are required.

User Instructions: Wheel-Trans App

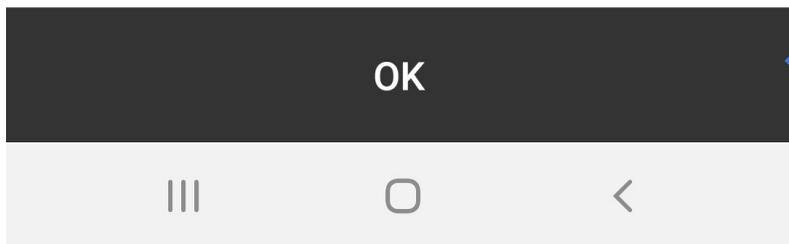


- Companion 0 0 0

If you are travelling with a companion or a support person, select the "Additional Passengers" box and this screen will be displayed.

Select the "+" sign to add your companion or support person.

Child is available if setup on your profile.



Select "OK" to continue the booking

User Instructions: Wheel-Trans App

← **Outbound Trip**

WED 23 OCT

○ Favorite 1 - 623 WELLINGTON Street West, TORONT

○ Home - 100 HUNTLEY Street apt #200, TORONTO

Depart at **Arrive by**

ARRIVAL
Tomorrow 11:50 AM

ADDITIONAL PASSENGERS
None

ASSISTIVE DEVICES
1 Cane, 1 Mini scooter

CONTACT PHONE #

All fields are required

Next

Select this box to set assistive devices.

Select next to continue

User Instructions: Wheel-Trans App

← Assistive Devices

Customer Passengers

Cane ✓

Mini scooter

OK

If your companion or attendant uses an assistive device, select "Passengers" and a screen will open so that you can select the appropriate device.

Your default assistive device, will be listed on the Outbound Trip page. If you need to select another device on your list that you will be using for this trip, select the "Assistive Devices" box and this screen will be displayed.

Select the device that you will be using and select "OK" to return to the "Outbound Trip" page.

If you want to use any other device not on your list, you must contact Wheel-Trans.

Select OK to continue

User Instructions: Wheel-Trans App

| | Customer | Passengers |
|----------------------------|----------|------------|
| Leg Braces | ⊖ 0 ⊕ | ⊕ |
| Cane | ⊖ 0 ⊕ | ⊕ |
| Screen reader, voice recog | ⊖ 0 ⊕ | ⊕ |
| Crutches | ⊖ 0 ⊕ | ⊕ |
| Service Animal | ⊖ 0 ⊕ | ⊕ |
| Folding Walker | ⊖ 0 ⊕ | ⊕ |
| Non folding Walker | ⊖ 0 ⊕ | ⊕ |
| Mini scooter | ⊖ 0 ⊕ | ⊕ |

OK

If you are travelling with "Additional Passengers" that require an assistive device select "Passengers" in the top menu, then select the "+" sign to add the device.

Select OK to continue booking.

User Instructions: Wheel-Trans App

← **Outbound Trip** WED 23 OCT

○ Favorite 1 - 623 WELLINGTON Street West, TORONT

○ Home - 100 HUNTLEY Street apt #200, TORONTO

Depart at Arrive by

ARRIVAL
Tomorrow **11:50 AM**

ADDITIONAL PASSENGERS
None

ASSISTIVE DEVICES
1 Cane, 1 Mini scooter

CONTACT PHONE #

All fields are required

Next

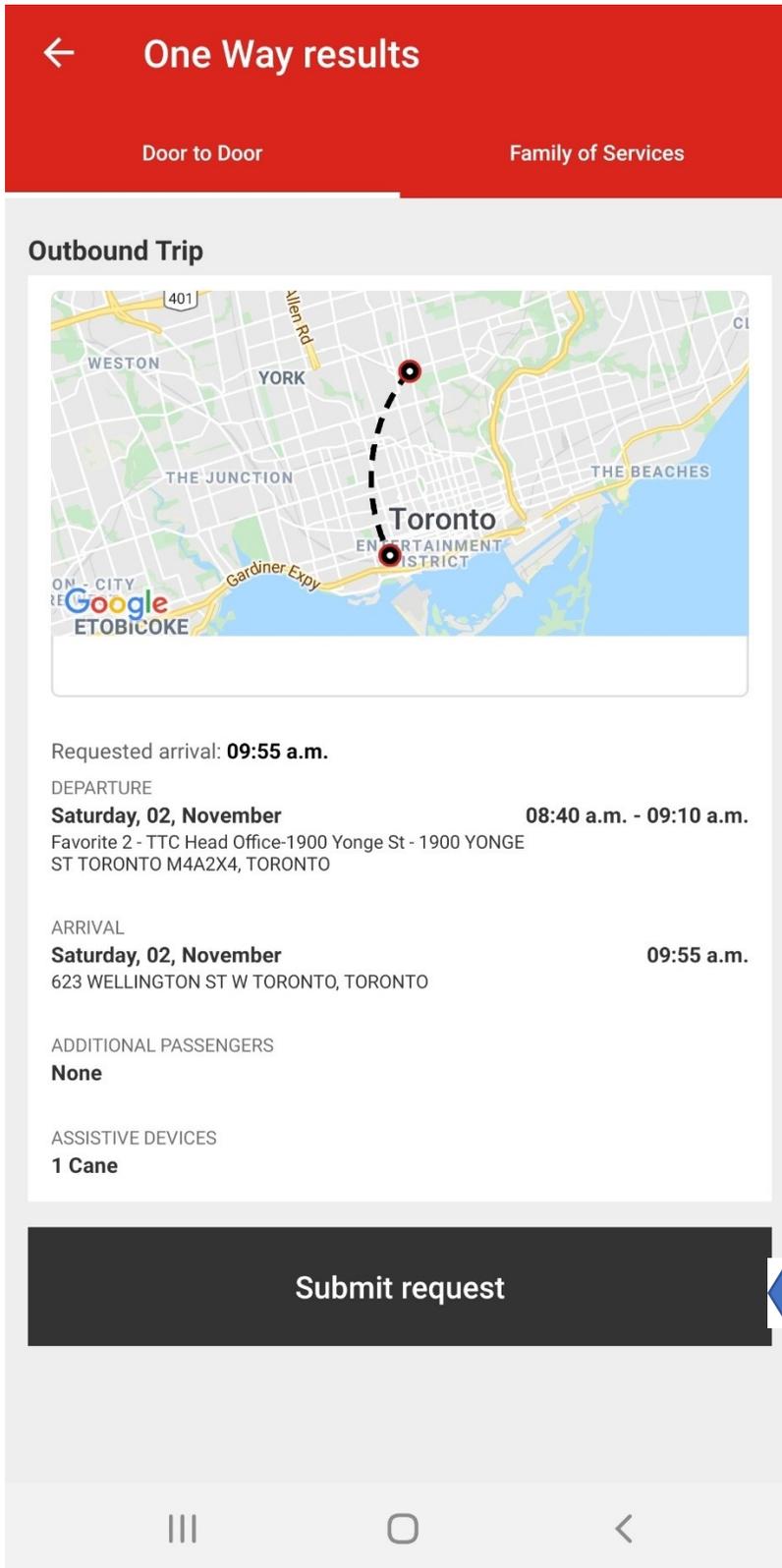
Selecting “OK” in the previous screen will bring you back to this screen. Click “Next” to continue booking.

Select next to continue

If you are booking a return trip or a multi-trip, you will repeat all of the steps above. After selecting “Next”, the Results screen will be displayed.

User Instructions: Wheel-Trans App

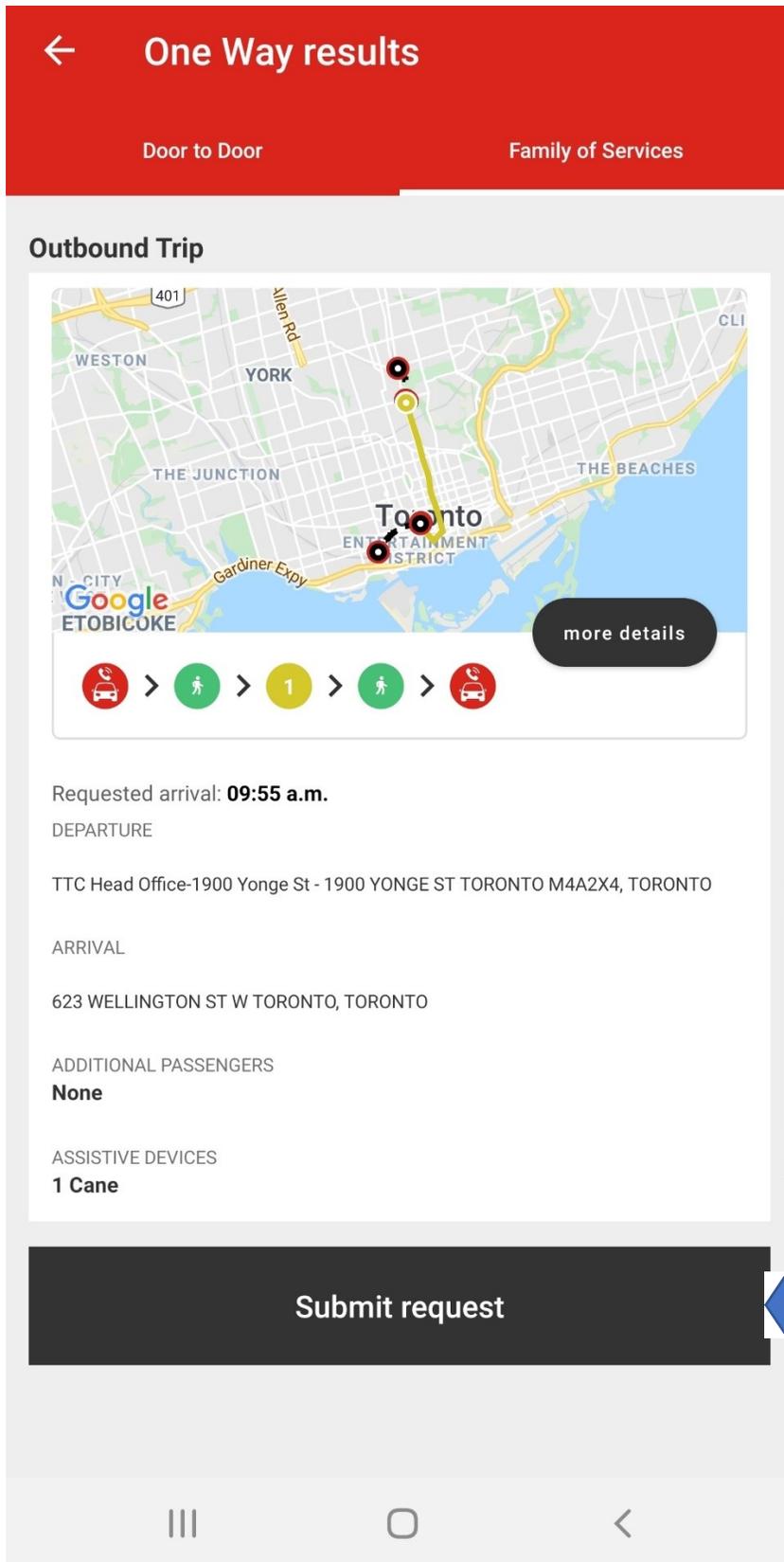
Trip Results:



Select "Family of services" for a family of services trip.

Review the information and, if correct, select "Submit Request" at the bottom of the page.

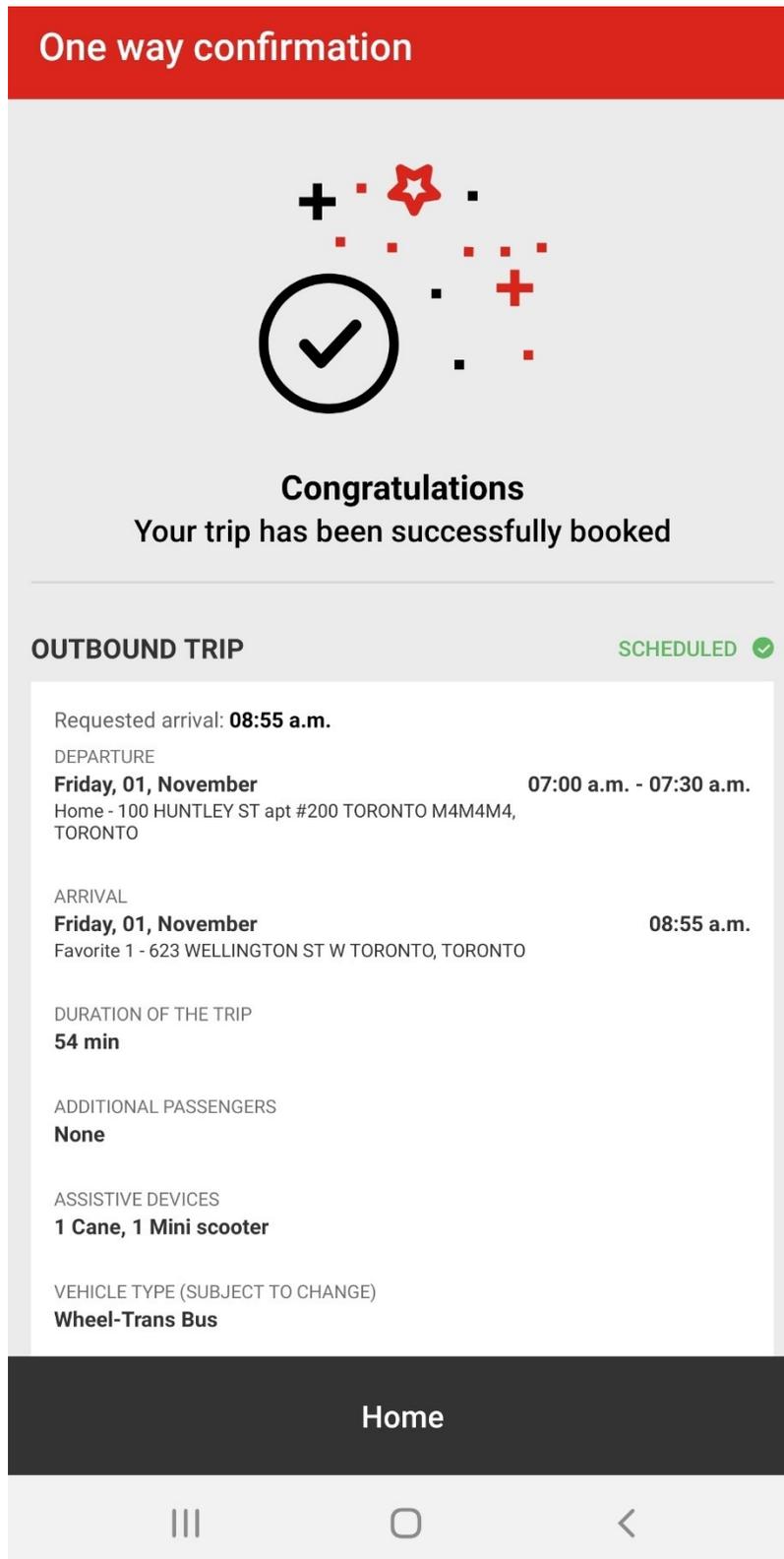
User Instructions: Wheel-Trans App



Review the information and, if correct, select “Submit Request” at the bottom of the page.

User Instructions: Wheel-Trans App

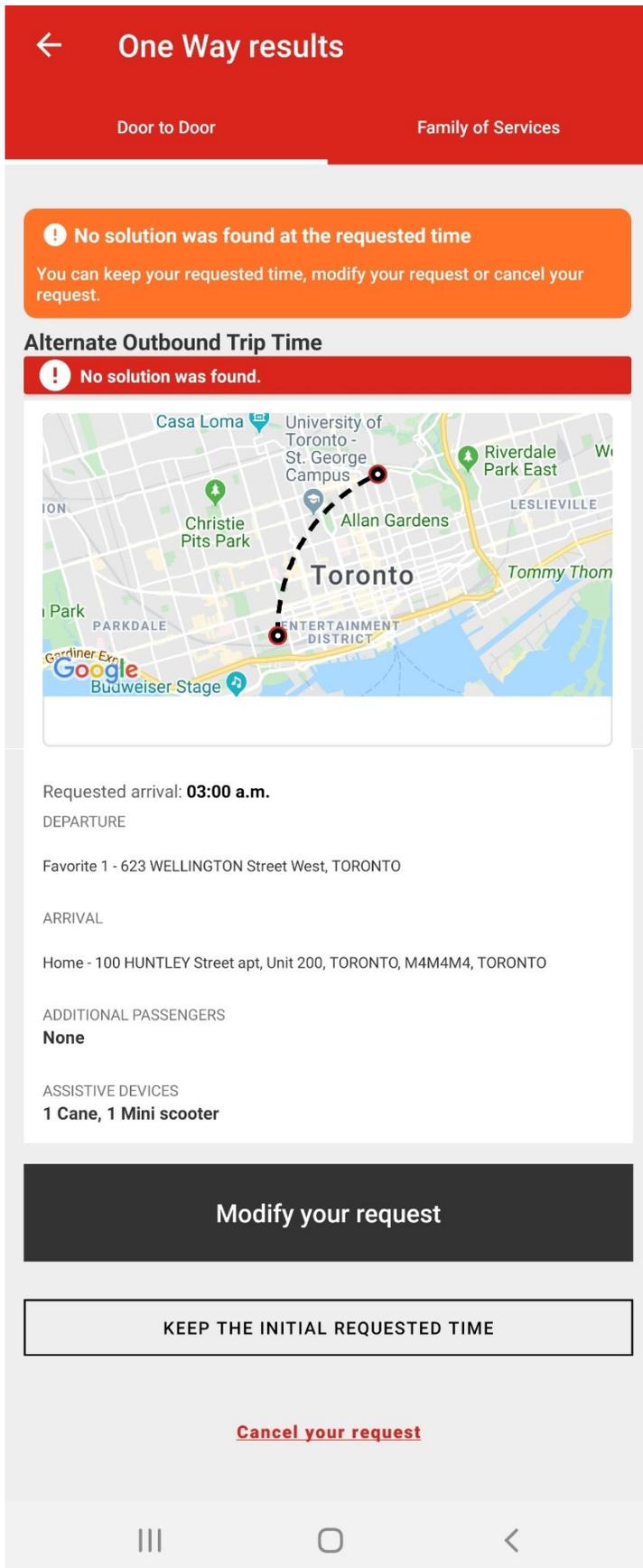
Confirmation screen:



The Confirmation screen will display “Your trip has been successfully booked” when it is Scheduled.

Select Home to go to the home screen.

User Instructions: Wheel-Trans App



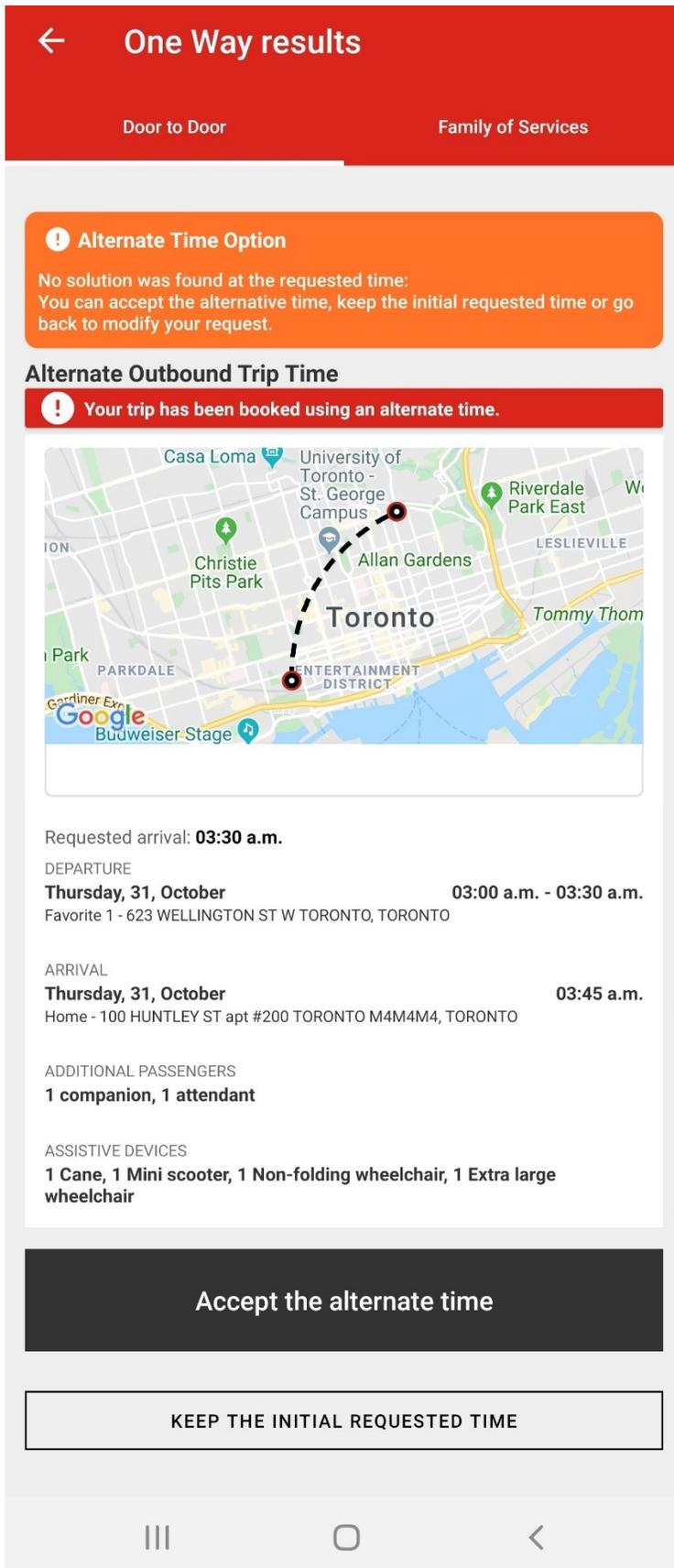
If after selecting “Next” if a “No solution was found” screen is displayed, a solution for the trip you have submitted is not currently available, you can “Modify your request” or “Keep the initial requested time” or “Cancel your request.”

Select this box to Modify your request.

Select this box to keep the initial requested

Select this box to Cancel your request.

User Instructions: Wheel-Trans App

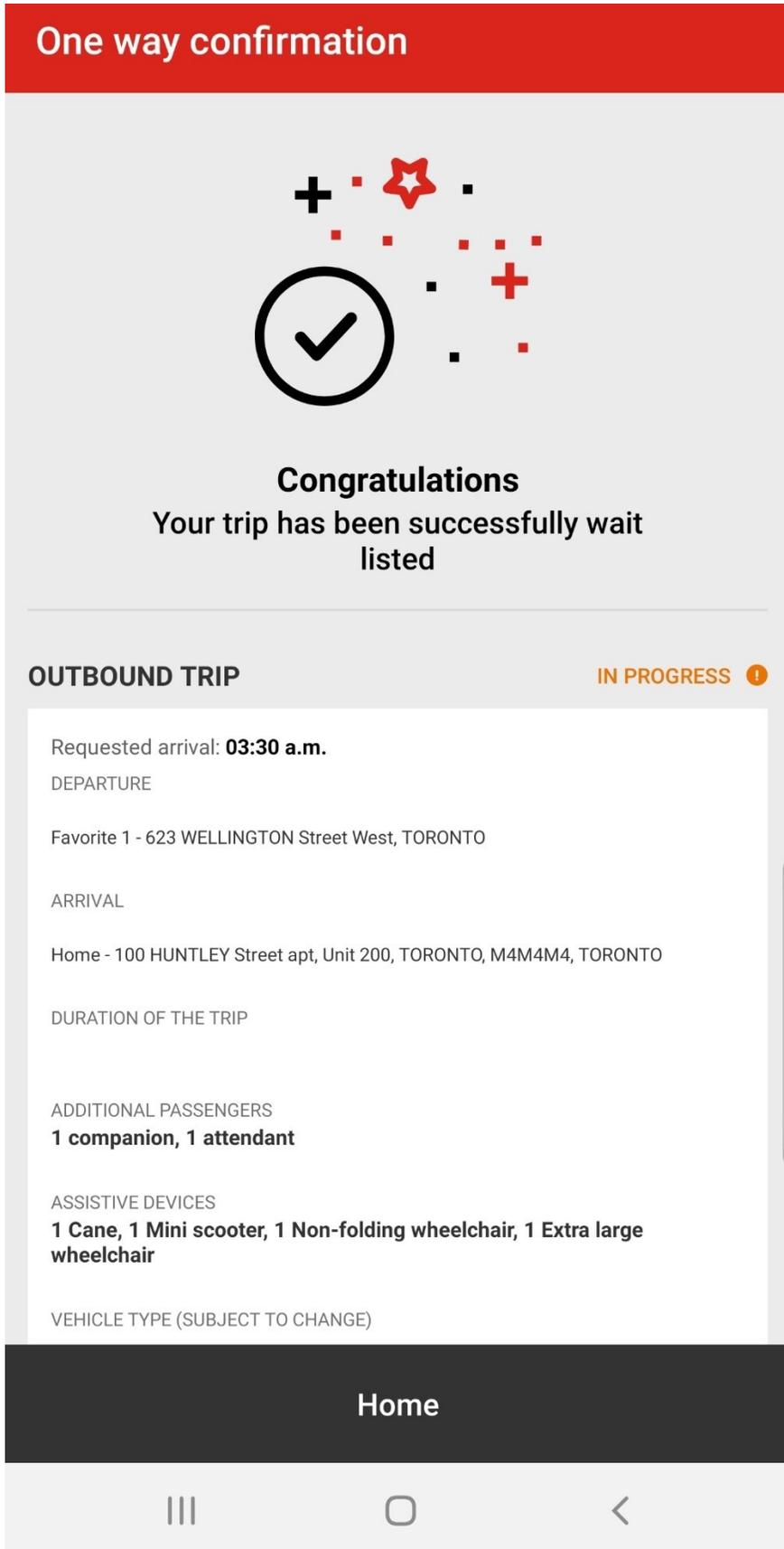


If after selecting “Next” a “Alternate Time Option” screen is displayed, a solution for the trip you have submitted is not currently available for the time you requested, you can “Accept the alternate time” or “Keep the initial requested time”.

Select this box to accept the alternate time.

Select this box to keep the initial requested time.

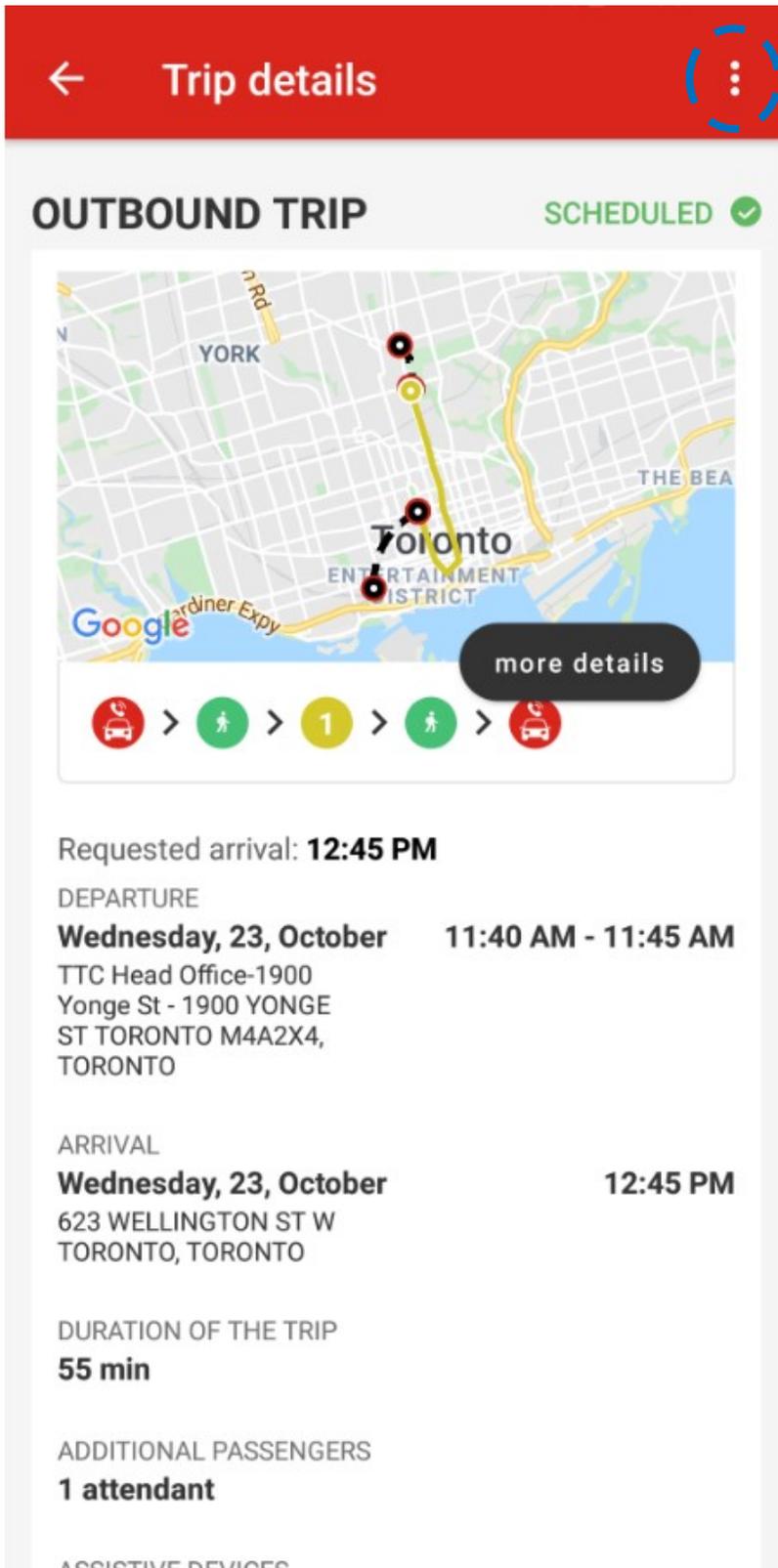
User Instructions: Wheel-Trans App



If you select "Keep the initial requested time" the trip will be placed "In Progress" to be scheduled.

User Instructions: Wheel-Trans App

Request Early Pickup, Modifying or cancelling a trip:



Select the menu three dots from the "Trip details" screen to request an early pickup, modify or cancel the trip.

User Instructions: Wheel-Trans App

Request an early pickup:

1. To request an early pick-up of a booked trip, go to the “Trips” page and select the trip that you wish an early pickup for.
2. The trip details will open in a new screen.
3. Select the three dots in the upper right corner of the page and select “Ask for an early pickup”. An early pickup can be requested for the next same day trip up to 30 minutes before the scheduled pickup time. Not for FOS or Regional trips.
4. Tap on “EARLY PICKUP TIME”
5. Select the time you wish to be picked up, time window that can be selected will be displayed above the clock.
6. Tap on “Check availability”.
7. If an earlier time is available, the “Submit request” will be displayed at the bottom.
8. Tap on “Submit request” to accept the time offered or use the back arrow if you do not want the offered time.
9. A confirmation will be displayed with the new scheduled trip times.
Early requests are based on available service at the time the request is made.

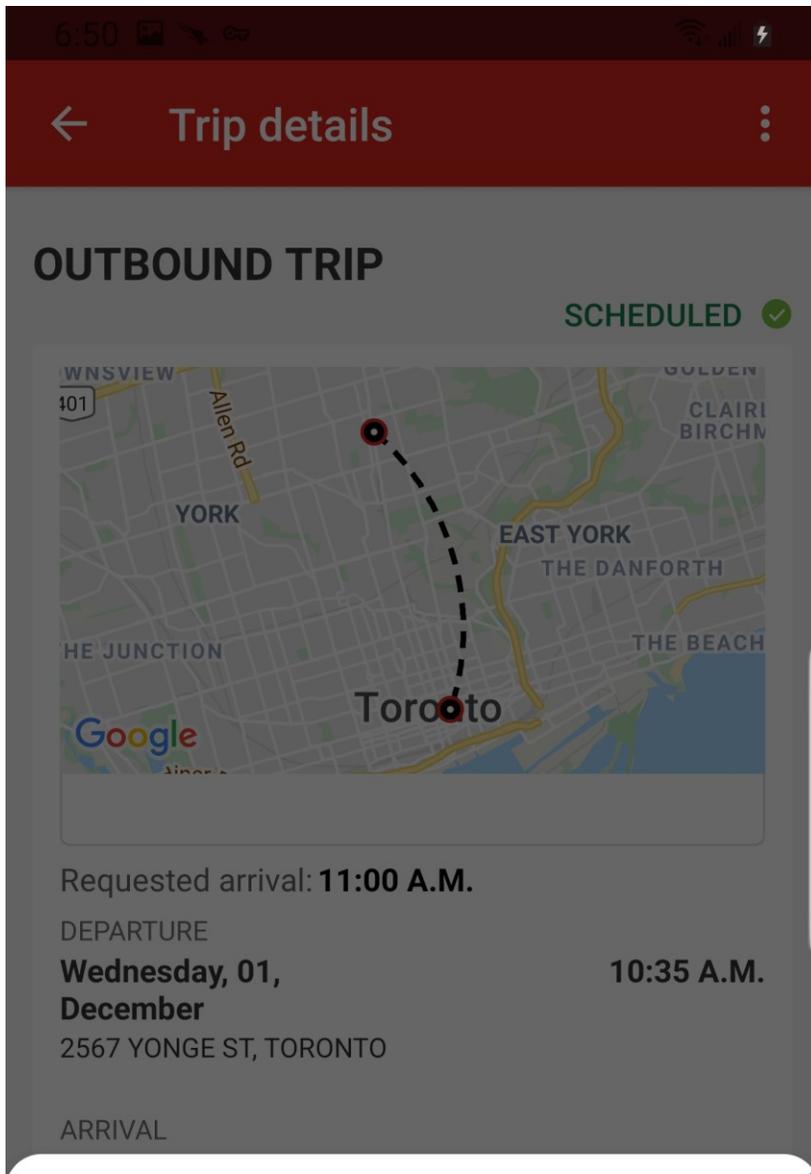
Modifying a trip:

1. To modify a booked trip, go to the “Trips” page and select the trip that you wish to modify.
2. The trip details will open in a new screen.
3. Then select the three dots in the upper right corner of the page and select “Modify”.
4. To modify the details of your trip, follow the same instructions as booking a trip.
5. Once completed, select “Next” and the trip results page will be displayed.
6. Select “Submit request” and you will receive a confirmation that your trip has been successfully modified.

Cancelling a trip:

1. Go to the “Trips” page and select “Current”.
2. Choose the trip you wish to cancel.
3. The trip details will open in a new screen.
4. Select the three dots in the upper right corner of the page and select “Cancel Your Trip”.
5. A screen will be displayed that asks you to verify that you wish to cancel the trip.
6. Select yes and the trip will be cancelled.

User Instructions: Wheel-Trans App



Ask for an early pickup

Select this box to request an early pick-up.

Modify trip

Select this box to Modify the trip.

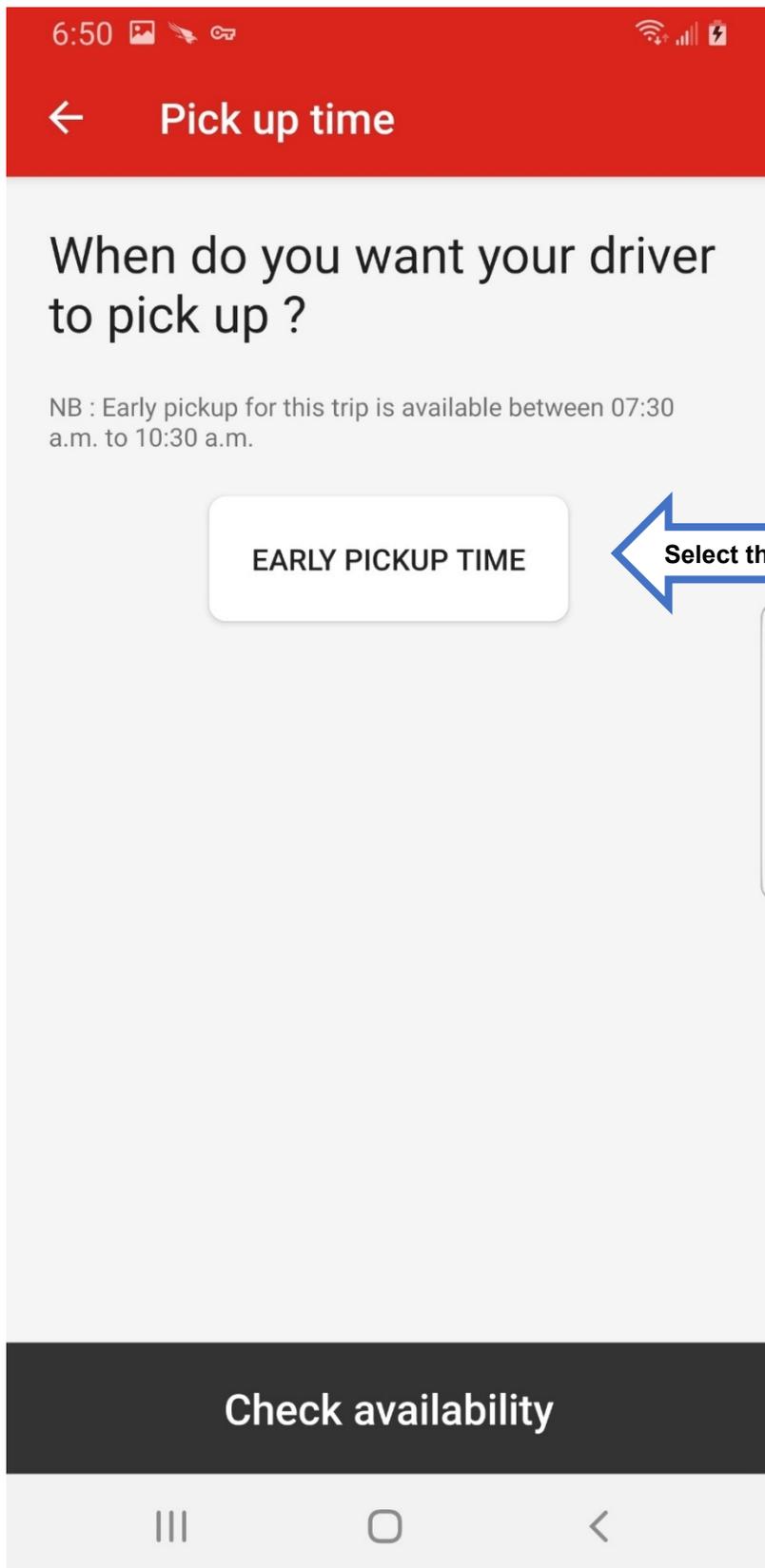
Cancel trip

Select this box to cancel the trip.



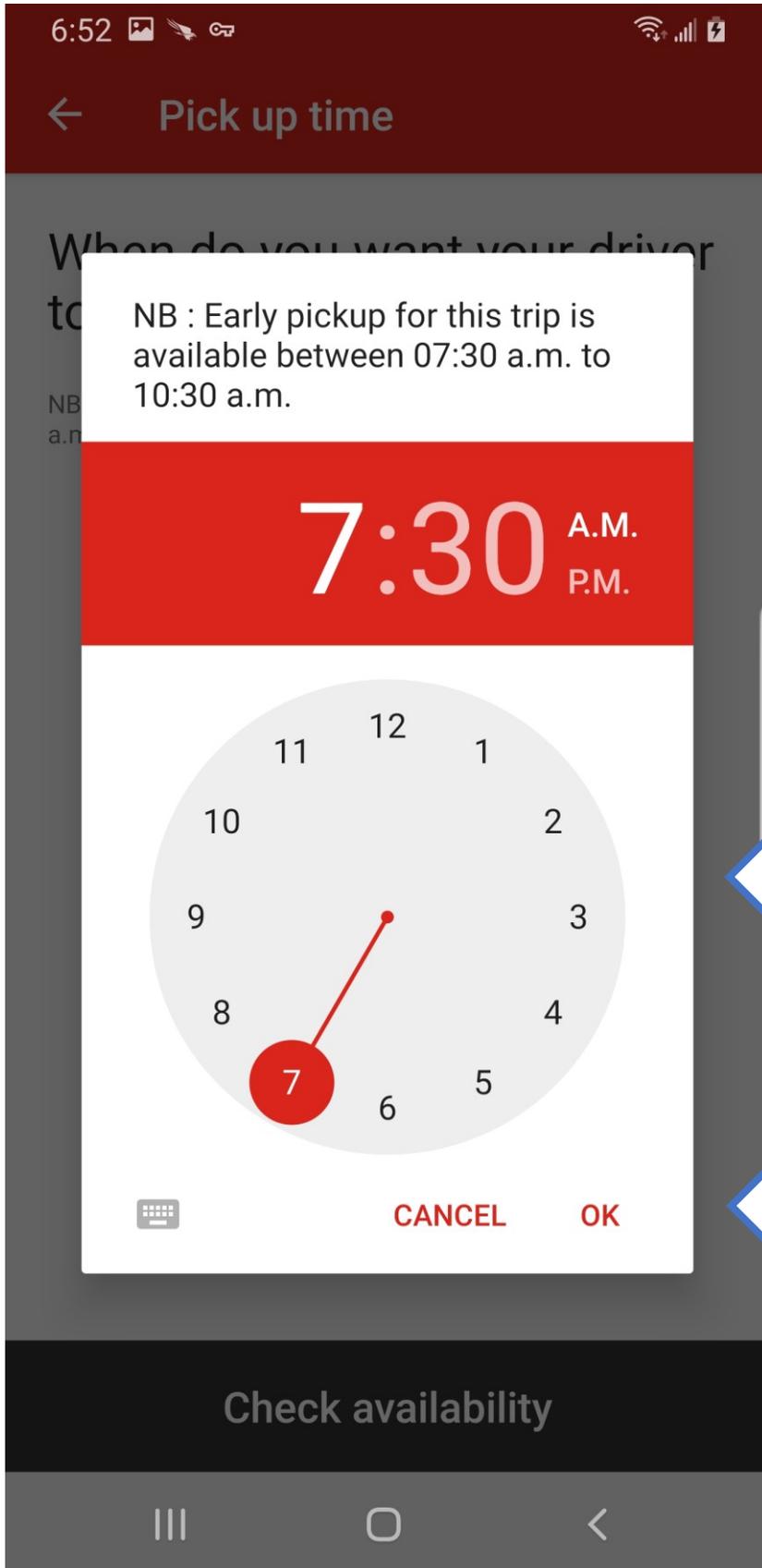
User Instructions: Wheel-Trans App

Request an early pickup:



Select this box to request an early pick-up.

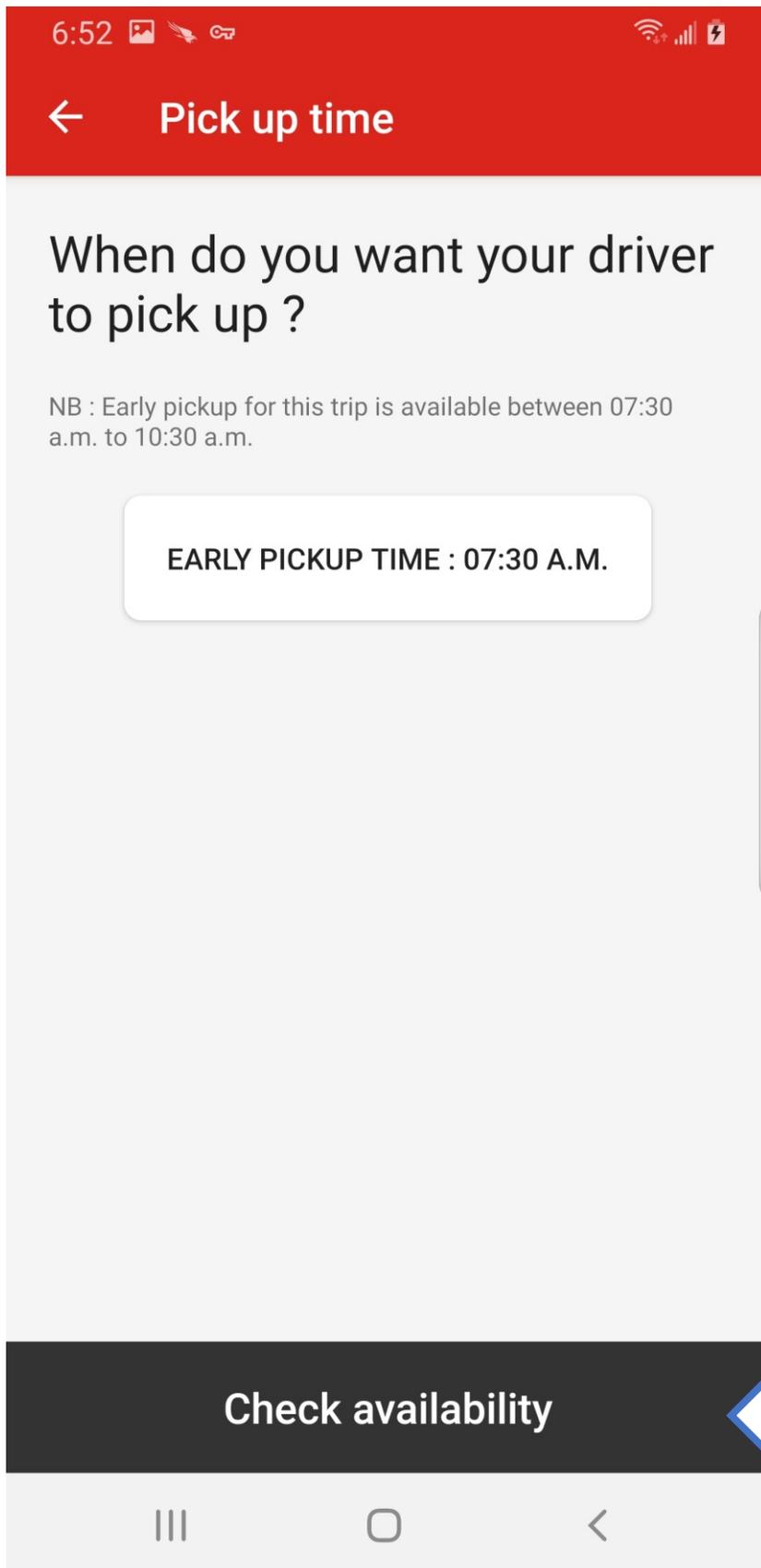
User Instructions: Wheel-Trans App



Select the time for the early pickup.

Select OK when done.

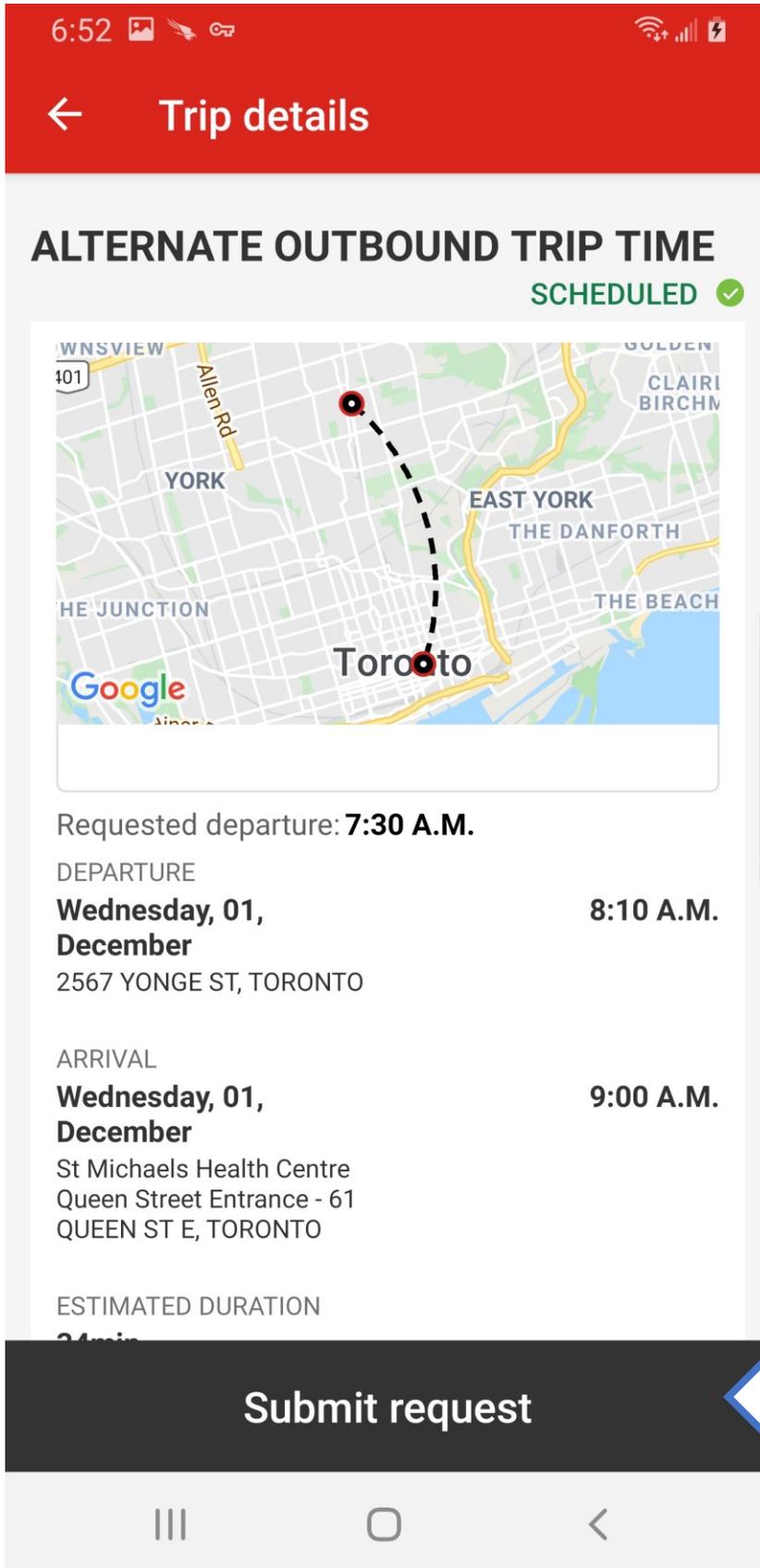
User Instructions: Wheel-Trans App



Select "Check availability".

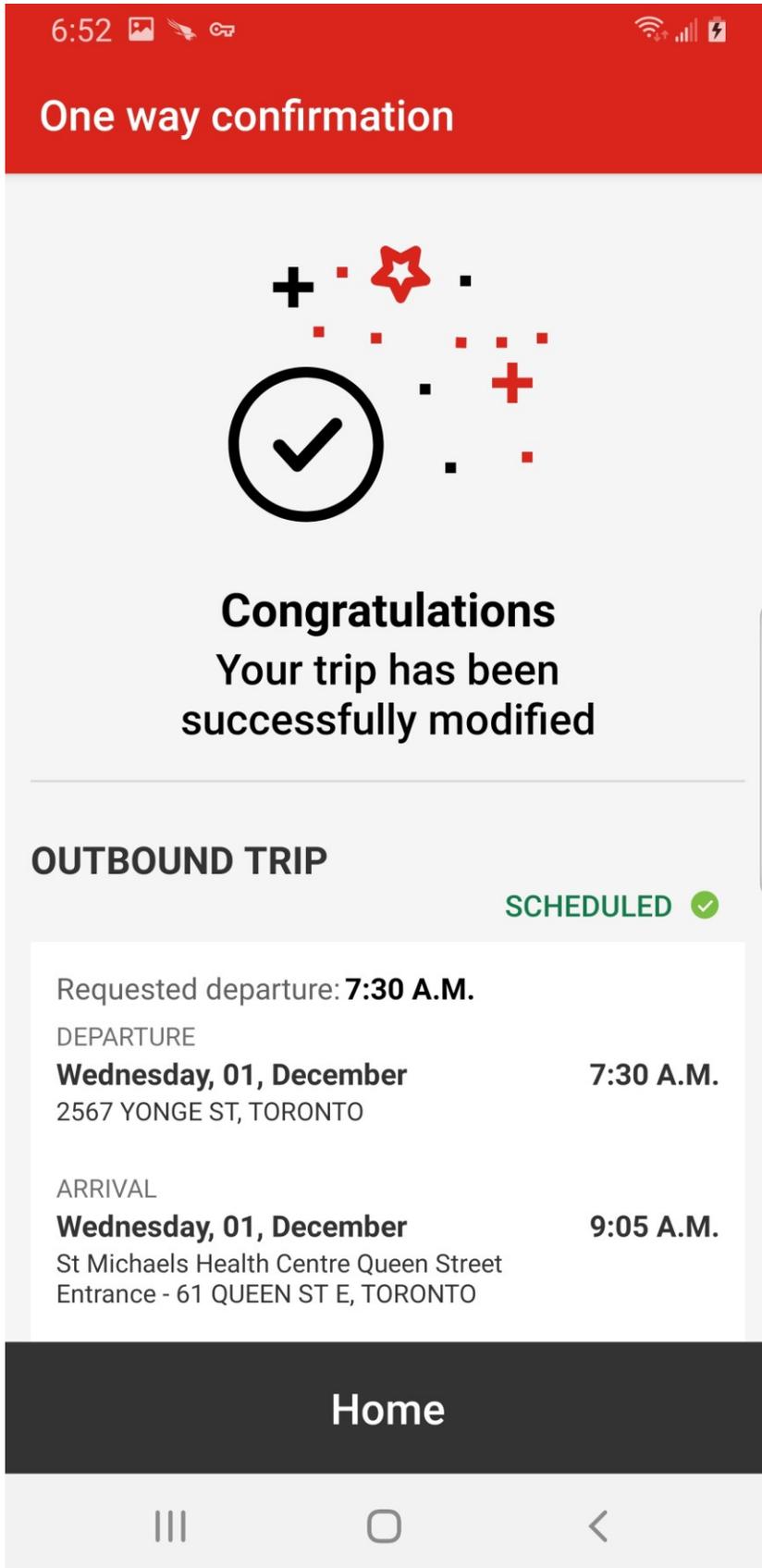
Early requests are based on available service.

User Instructions: Wheel-Trans App



Select "Submit request" to accept time.

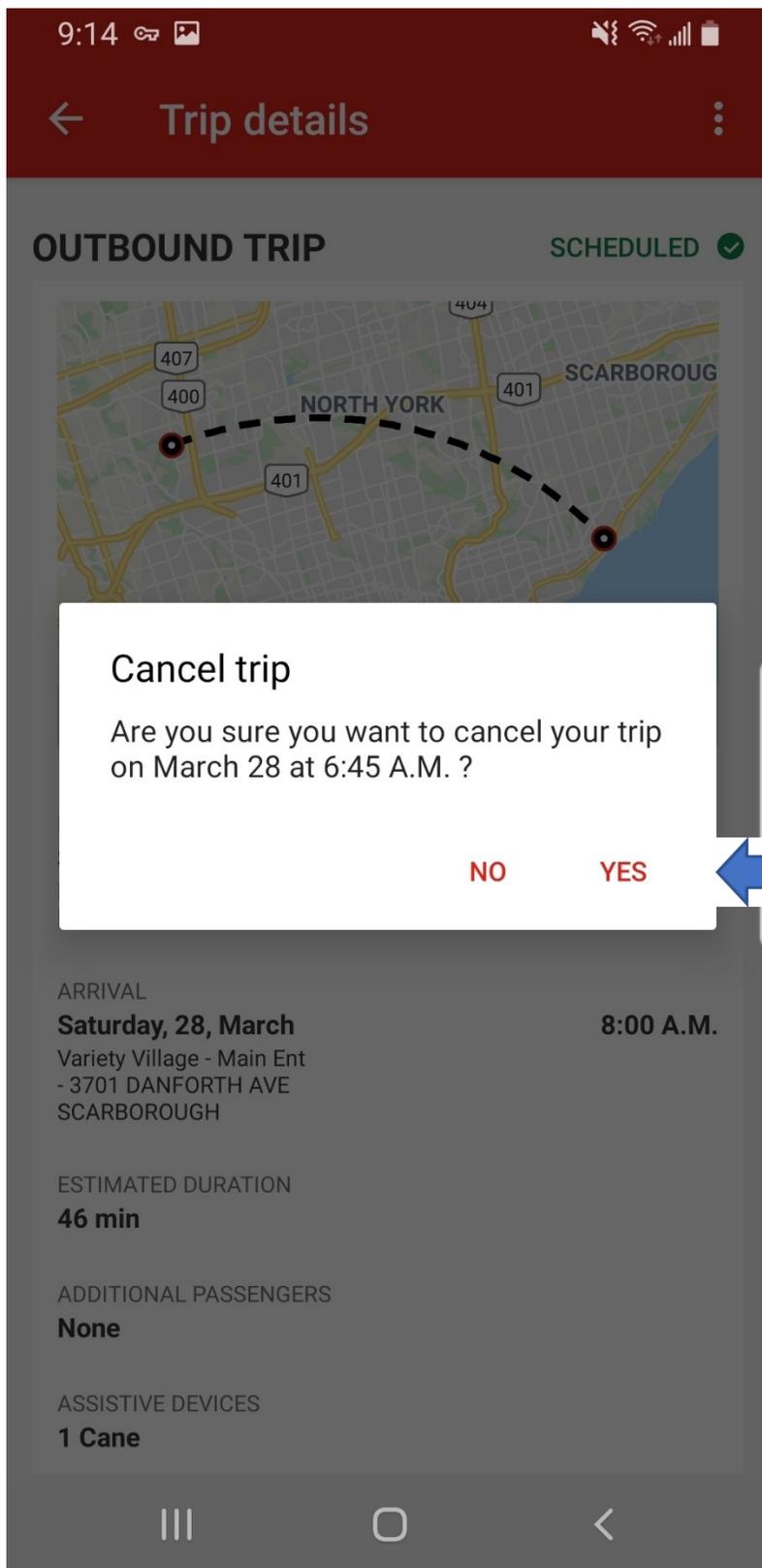
User Instructions: Wheel-Trans App



A confirmation screen will be displayed with the new scheduled trip times.

User Instructions: Wheel-Trans App

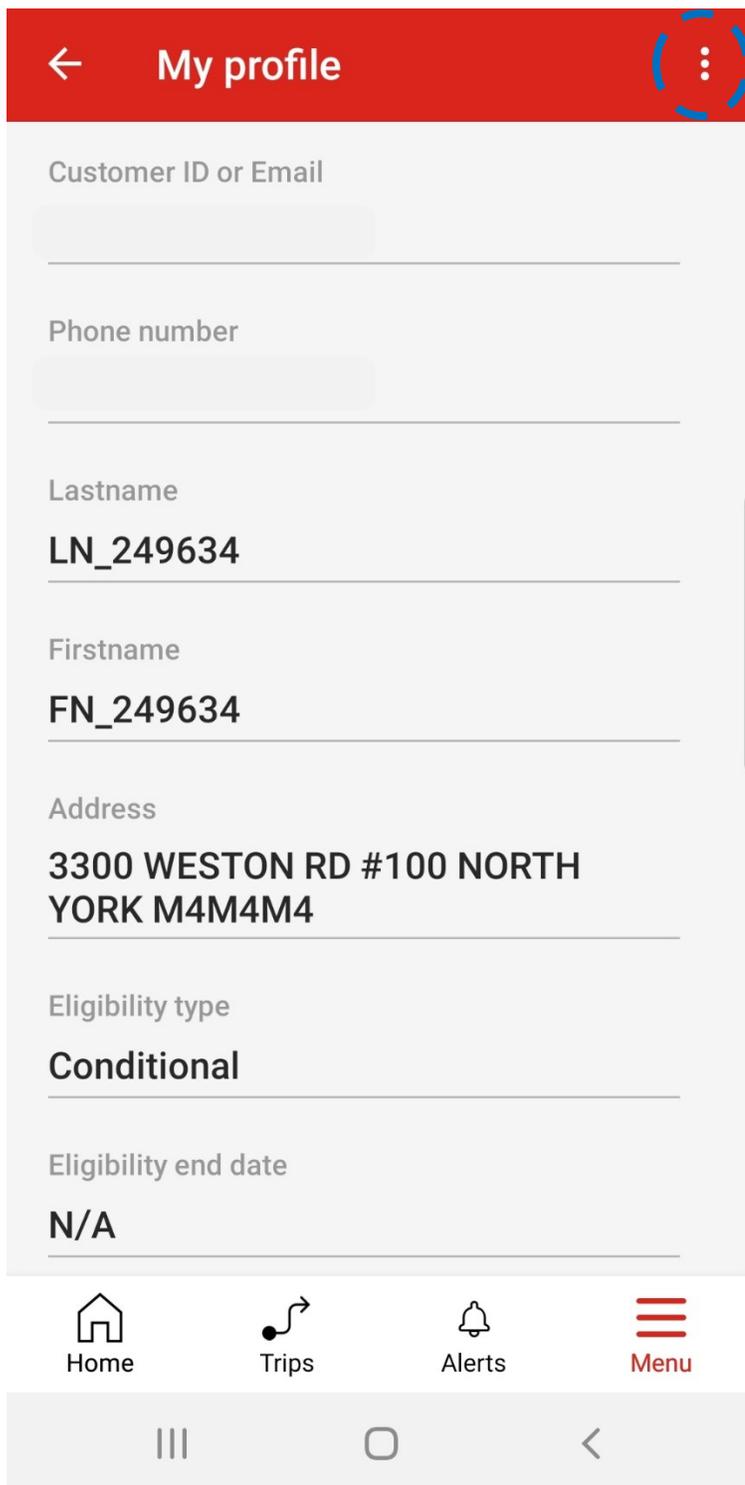
Cancelling a trip:



Select "YES" to cancel the trip or "NO" if you do not want to cancel the trip.

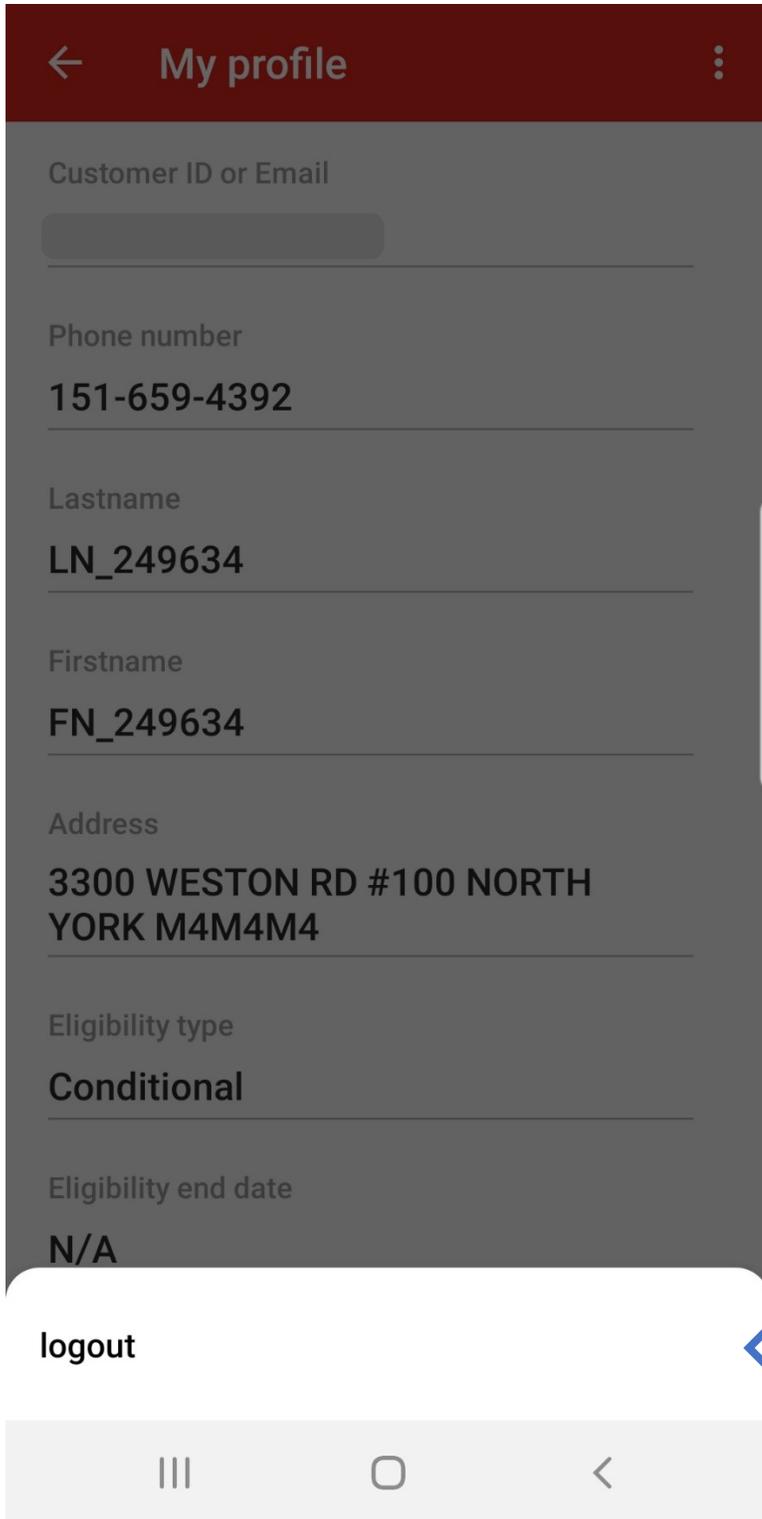
User Instructions: Wheel-Trans App

Logout screen:



Select the menu three dots from the "My profile" screen to Logout.

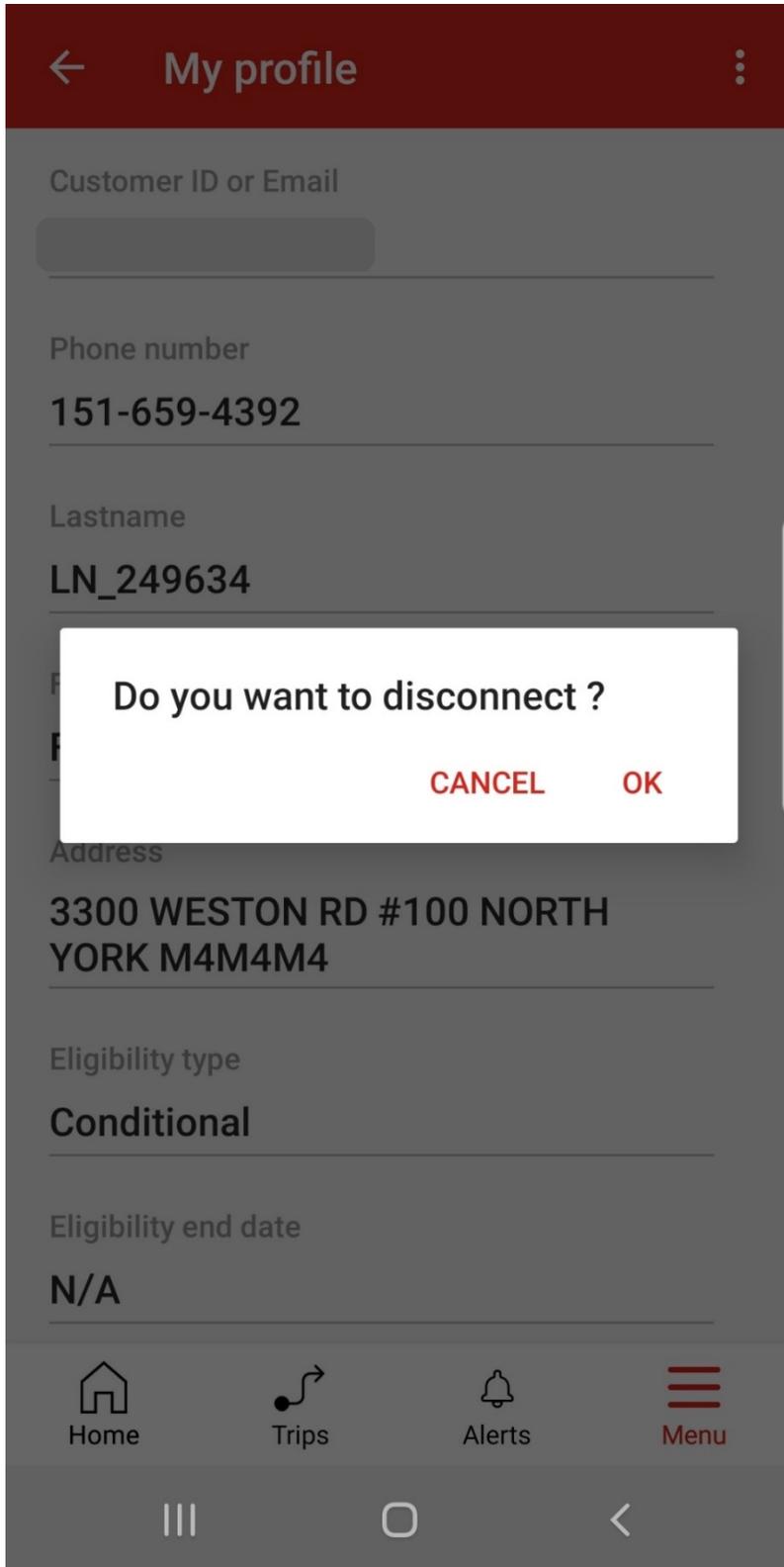
User Instructions: Wheel-Trans App



This screen will be displayed after selecting the menu three dots from the "My profile" screen to Logout.

Select this box to Logout.

User Instructions: Wheel-Trans App



This screen will be displayed after selecting the menu three dots from the "My profile" screen to Logout.

Select OK to Logout.

User Instructions: Wheel-Trans App

App Menu screen:

A screenshot of the app's menu screen with a red background. The menu items are: 'First, Last', 'Settings', 'Useful links', 'Contact us', 'Rate app', and 'Legal'. At the bottom is a navigation bar with icons for 'Home', 'Trips', 'Alerts', and 'Menu'. A blue callout box points to each menu item with an explanatory text. A yellow callout box at the bottom points to the 'Menu' icon and is labeled 'Menu Options'.

First, Last Select your name to view your personal profile.

Settings Select your settings to customize your app.

Useful links Useful links provides links to frequently used websites.

Contact us Contact us to view links to email or call Wheel-Trans.

Rate app Rate app to leave comments.

Legal Legal to view terms and conditions

Menu Options

User Instructions: Wheel-Trans App

My profile:

← My profile

Customer ID or Email

Phone number

Lastname
LN_249634

Firstname
FN_249634

Address
3300 WESTON RD #100 NORTH
YORK M4M4M4

Eligibility type
Conditional

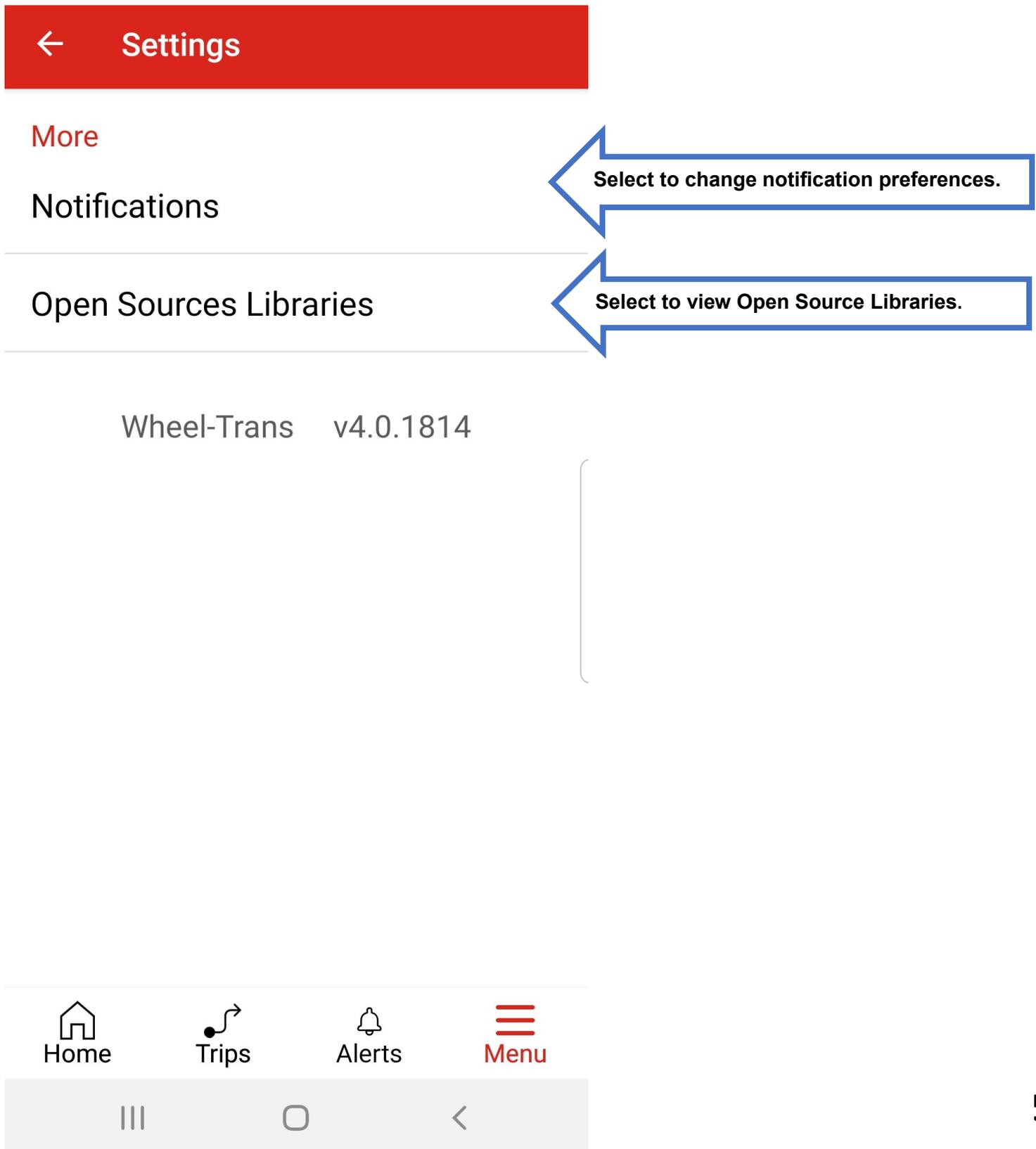
Eligibility end date
N/A

Home Trips Alerts Menu

“My profile” screen displays customer contact information.

User Instructions: Wheel-Trans App

Settings screen:



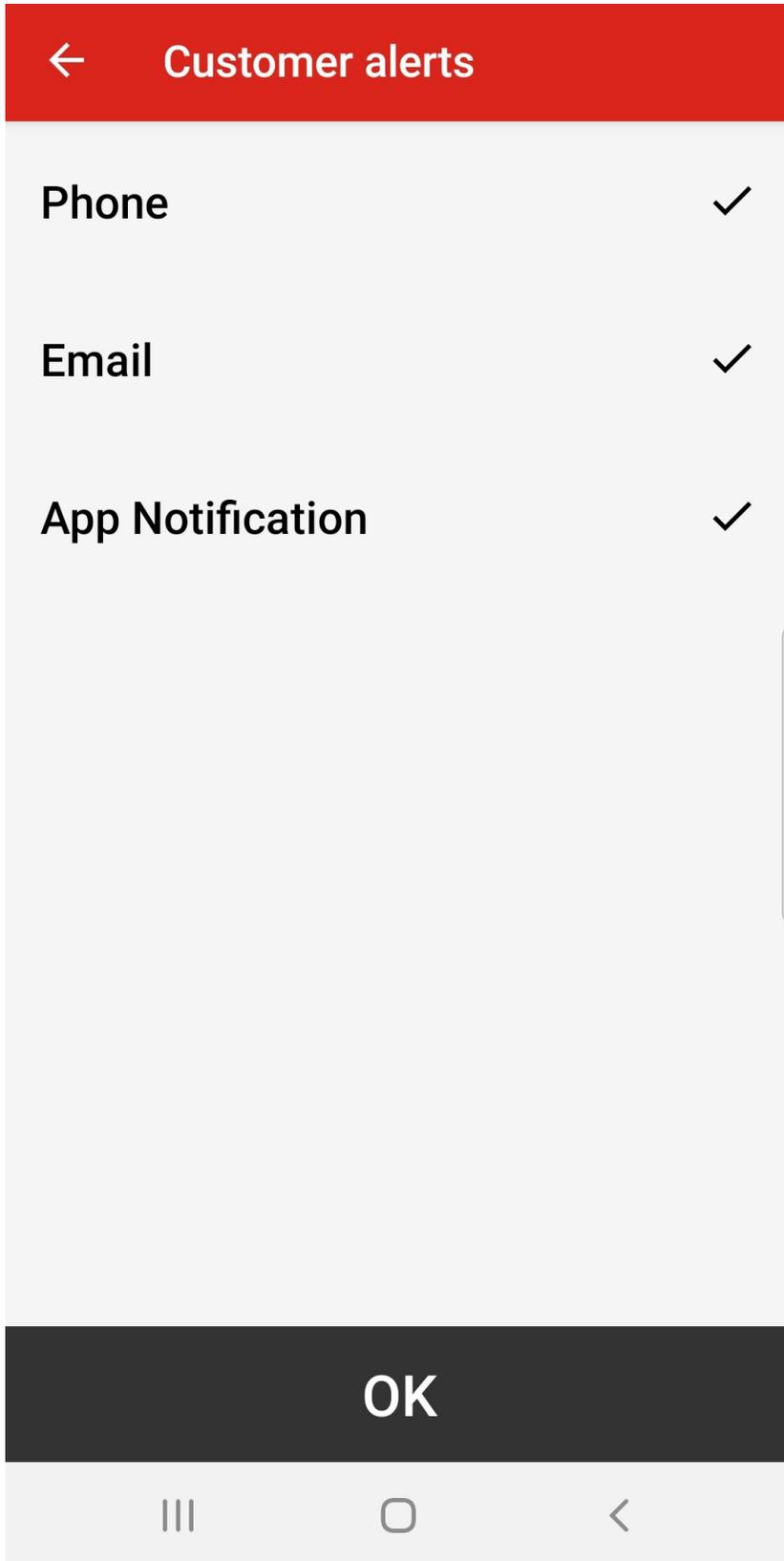
User Instructions: Wheel-Trans App

Notifications screen:

The screenshot shows the 'Notifications' screen of the Wheel-Trans App. The screen has a red header with a back arrow and the title 'Notifications'. Below the header, there are four notification categories, each with a right-pointing chevron icon. Blue callout boxes with arrows point to these chevrons, providing instructions on how to select notification preferences for each category.

| Notification Category | Notification Preference Instructions |
|--|---|
| Customer alerts App Notification | Select for notification preferences. (No Show, Trip Re-confirmation, Disruption, Diversion, Re-scheduled Trips) |
| Call ahead App Notification | Select for notification preferences. (Vehicle arriving within 10 minutes) |
| Trip reminder App Notification | Select for notification preferences. (When schedule is frozen daily at 7PM) |
| Agency messages App Notification | Select for notification preferences. (Messages directly from Wheel-Trans Staff) |

User Instructions: Wheel-Trans App



Select the preferred method of communication.

- Phone
- Email
- App Notification (includes WEB)

! Important – in order to receive Notifications and Alerts you must be logged into the App at all times.

A similar page is displayed for each type of Notification from previous screen.

User Instructions: Wheel-Trans App

Useful Links screen:



The Useful links screen has links to TTC websites.

Service Advisories

 FIND OUT MORE

TTC Service Alerts

 FIND OUT MORE

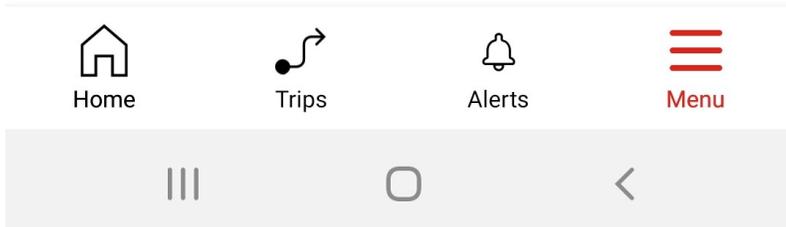
Select to view the web page of the link.

Elevator Advisories

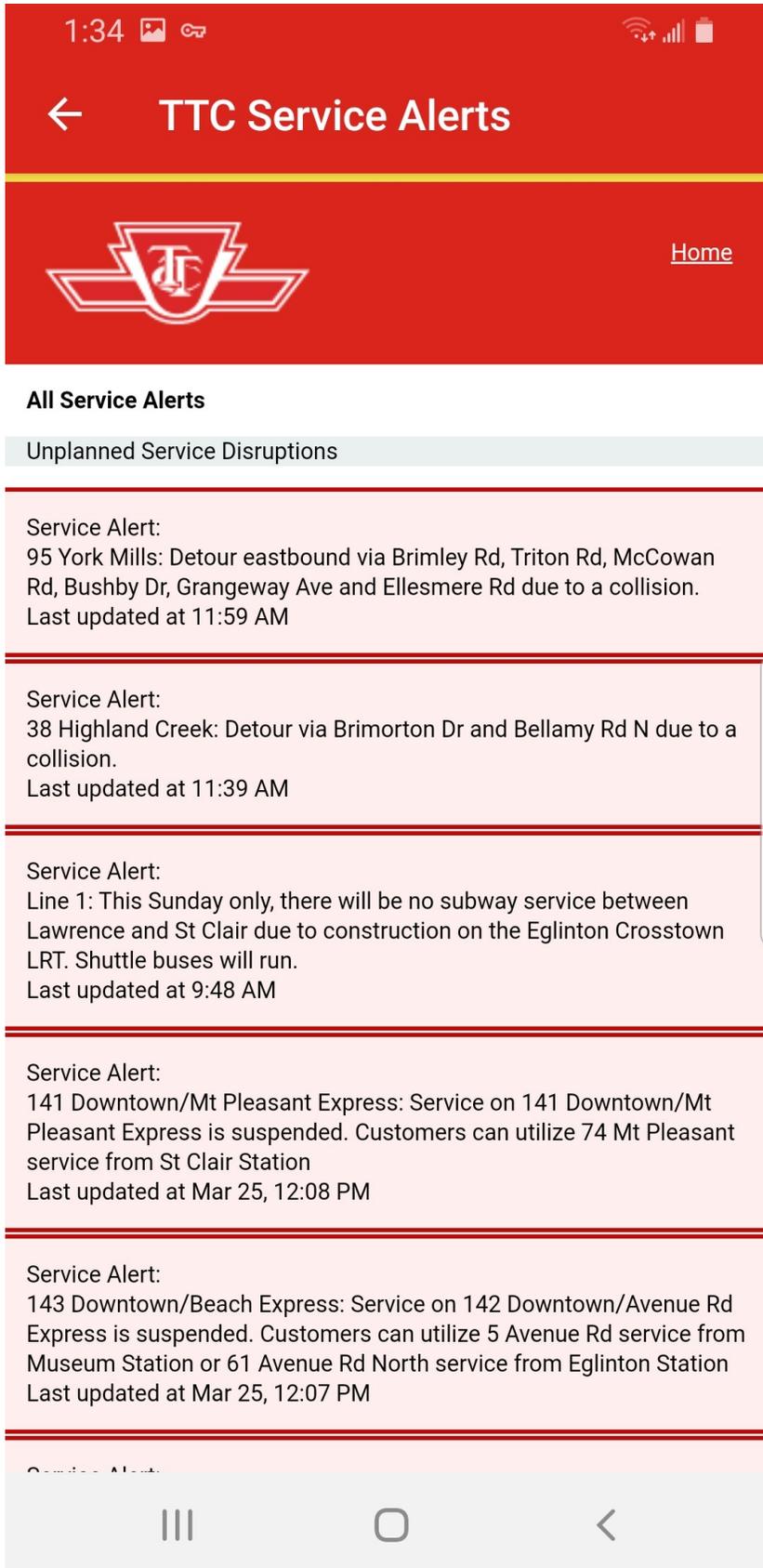
 FIND OUT MORE

Announcements

 FIND OUT MORE



User Instructions: Wheel-Trans App



This is the TTC Home page as displayed from the Link of the previous screen.

All Service Alerts

Unplanned Service Disruptions

Service Alert:
95 York Mills: Detour eastbound via Brimley Rd, Triton Rd, McCowan Rd, Bushby Dr, Grangeway Ave and Ellesmere Rd due to a collision.
Last updated at 11:59 AM

Service Alert:
38 Highland Creek: Detour via Brimorton Dr and Bellamy Rd N due to a collision.
Last updated at 11:39 AM

Service Alert:
Line 1: This Sunday only, there will be no subway service between Lawrence and St Clair due to construction on the Eglinton Crosstown LRT. Shuttle buses will run.
Last updated at 9:48 AM

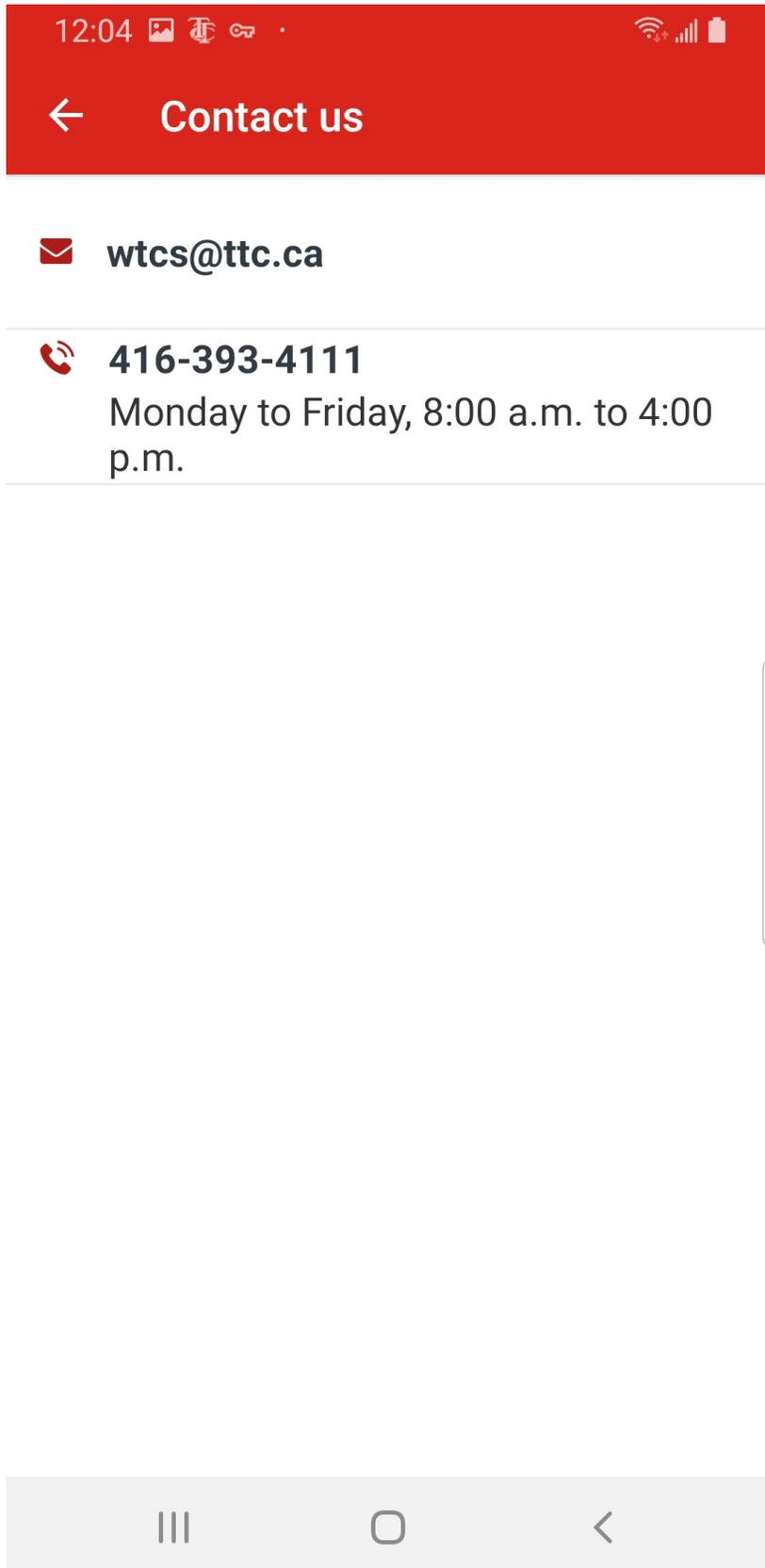
Service Alert:
141 Downtown/Mt Pleasant Express: Service on 141 Downtown/Mt Pleasant Express is suspended. Customers can utilize 74 Mt Pleasant service from St Clair Station
Last updated at Mar 25, 12:08 PM

Service Alert:
143 Downtown/Beach Express: Service on 142 Downtown/Avenue Rd Express is suspended. Customers can utilize 5 Avenue Rd service from Museum Station or 61 Avenue Rd North service from Eglinton Station
Last updated at Mar 25, 12:07 PM

Service Alert:

User Instructions: Wheel-Trans App

Contact us screen:



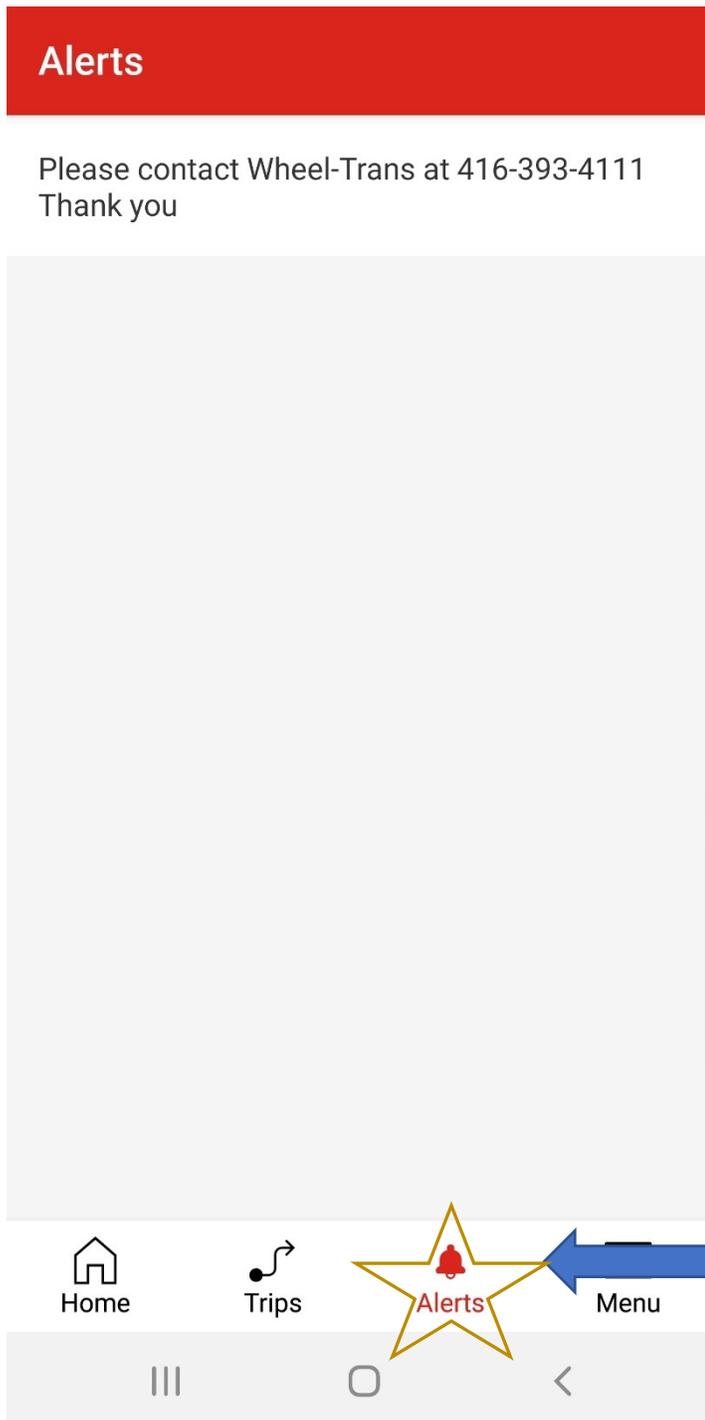
Select this link to email Wheel-Trans Customer Service.

Select this link to call Wheel-Trans Customer Service.

Selecting a link will open the default application used in the device for that purpose.

User Instructions: Wheel-Trans App

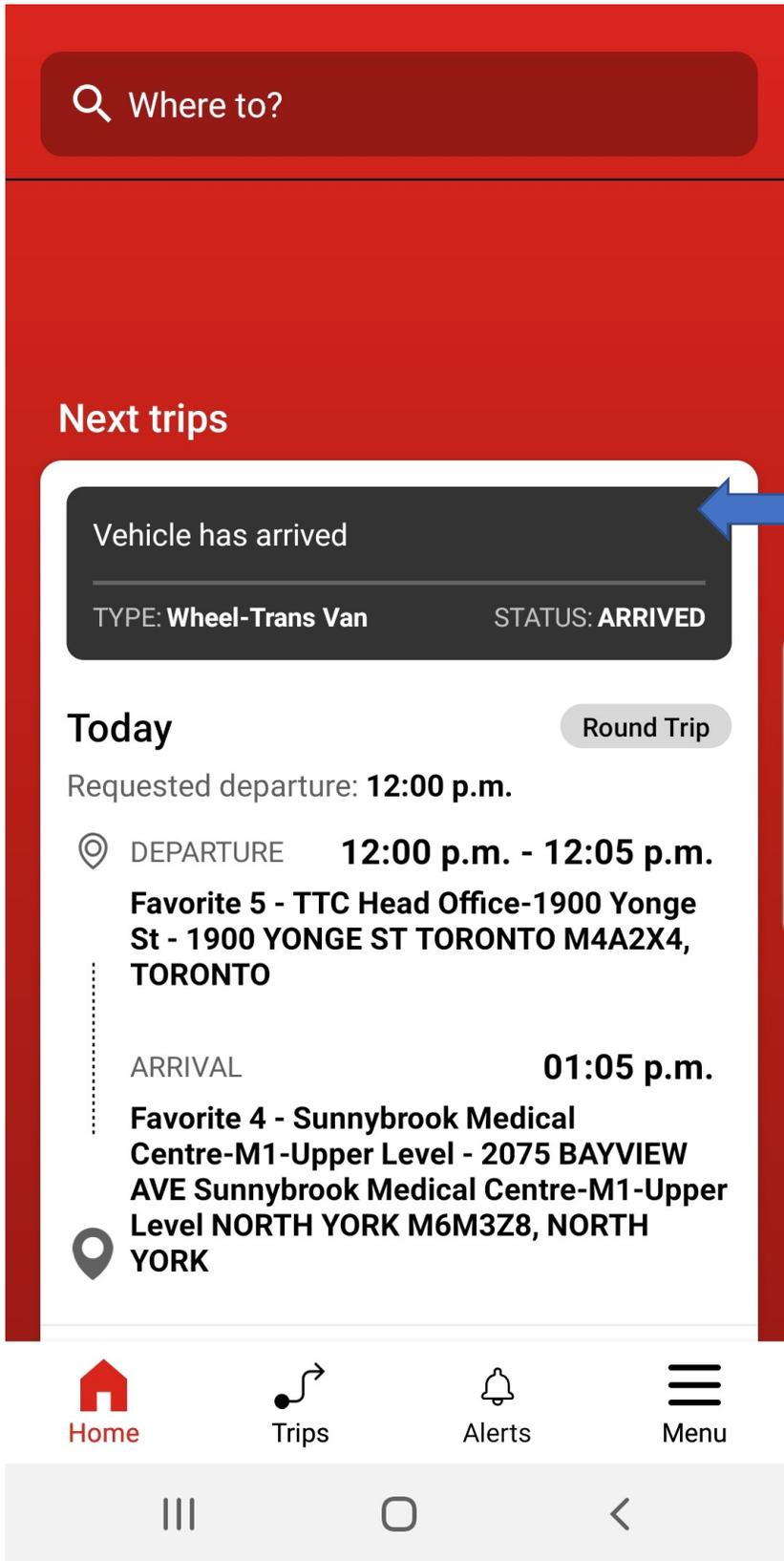
Alerts screen:



By selecting “Alerts” in the bottom menu, you will be taken to the Alerts page, where you can view messages/alerts sent from Wheel-Trans.

User Instructions: Wheel-Trans App

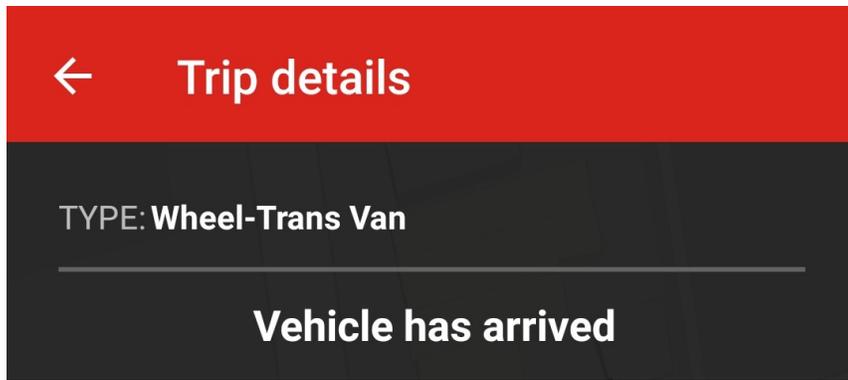
Where's my ride:



Vehicle Type and Status is displayed approximately 10 minutes before pick-up time.

Selecting this box will open a map view of your location and the vehicle.

User Instructions: Wheel-Trans App



Map view of your location and the vehicle.

