

# User Instructions: Wheel-Trans App

## Index

### [Pg.1 Login screen](#)

Pg.2	Password
Pg.3	Forgot password
Pg.4	Reset password

### [Pg.5 Home screen](#)

Pg.6	Next trips
Pg.7	Trip details
Pg.8	More details
Pg.9	Stop information

### [Pg.10 Trips screen](#)

### [Pg.11 Booking a trip](#)

Pg.12	Selecting an address
Pg.13	Selecting – One Way, Round Trip, Multi Trip
Pg.14	– Trip details
Pg.15	– Date and time
Pg.16-17	-- Additional passengers
Pg.18-22	-- Assistive devices
Pg.23	Trip results
Pg.24	Submit request
Pg.25	Trip confirmation
Pg.26	No solution found
Pg.27	Alternate times
Pg.28	Trip in progress
Pg.29	Remove Favourite
Pg.30	Add Favourite

### [Pg.31-39 Request early pickup, Modifying or Cancelling a trip](#)

Pg.34	Ask for an early pickup
Pg.39	Cancelling a trip

### [Pg.40 Logout screen](#)

Pg.41	Logging out
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### [Pg.42 Menu screen](#)

Pg.43	My profile
Pg.44	Settings
Pg.45-46	Notifications
Pg.47-48	Useful links
Pg.49	Contact us

### [Pg.50 Alerts screen](#)

### [Pg.51 - 52 Where's my ride](#)

# 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**

LOG IN



**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:

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).

No SIM 

1:09 PM



Customer ID or Email

Password

**LOG IN**

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?](#)

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.

[Terms](#)

[By-law](#)

[Privacy Policy](#)

[How-To](#)

Toronto Transit Commission, Copyright 1997-2018

# 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

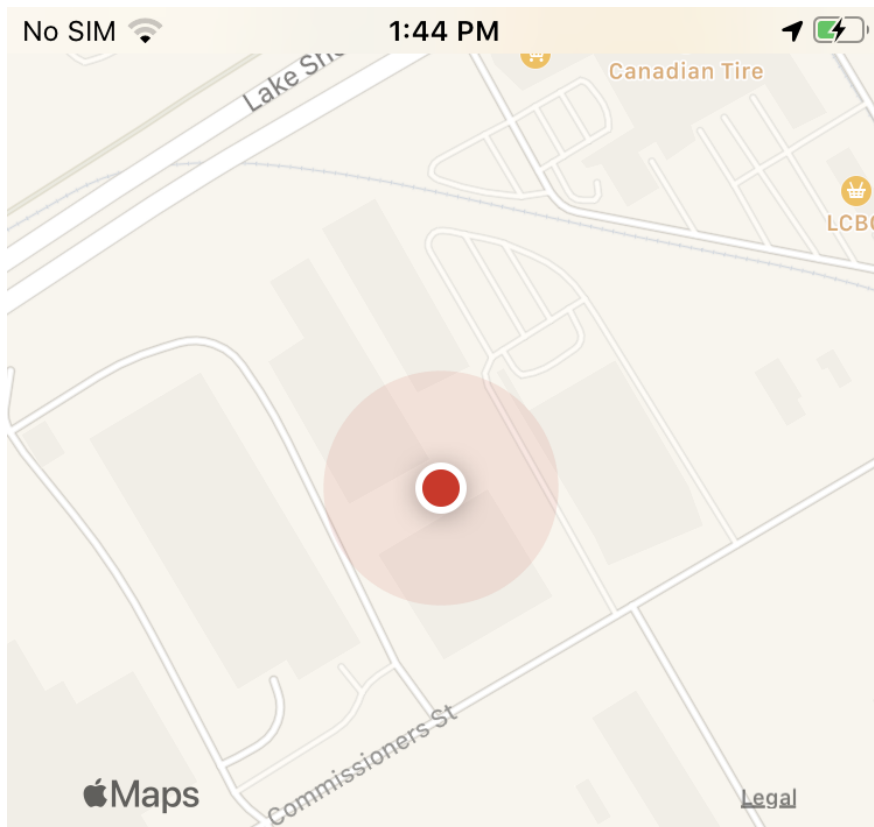
Privacy Policy

How-To

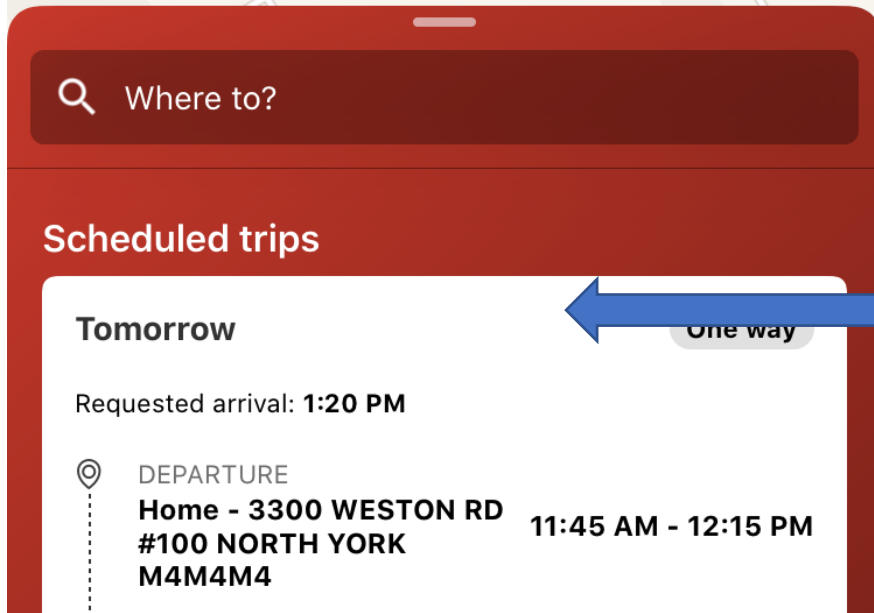
Toronto Transit Commission, Copyright 1997-2018

# User Instructions: Wheel-Trans App

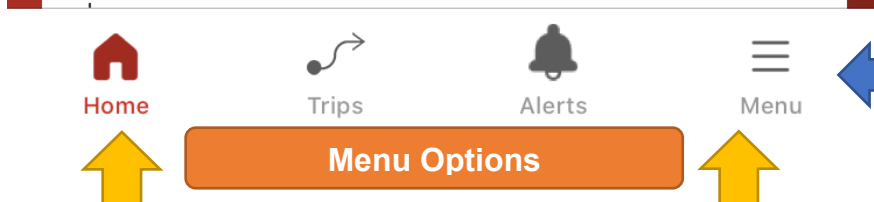
## Home screen:



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

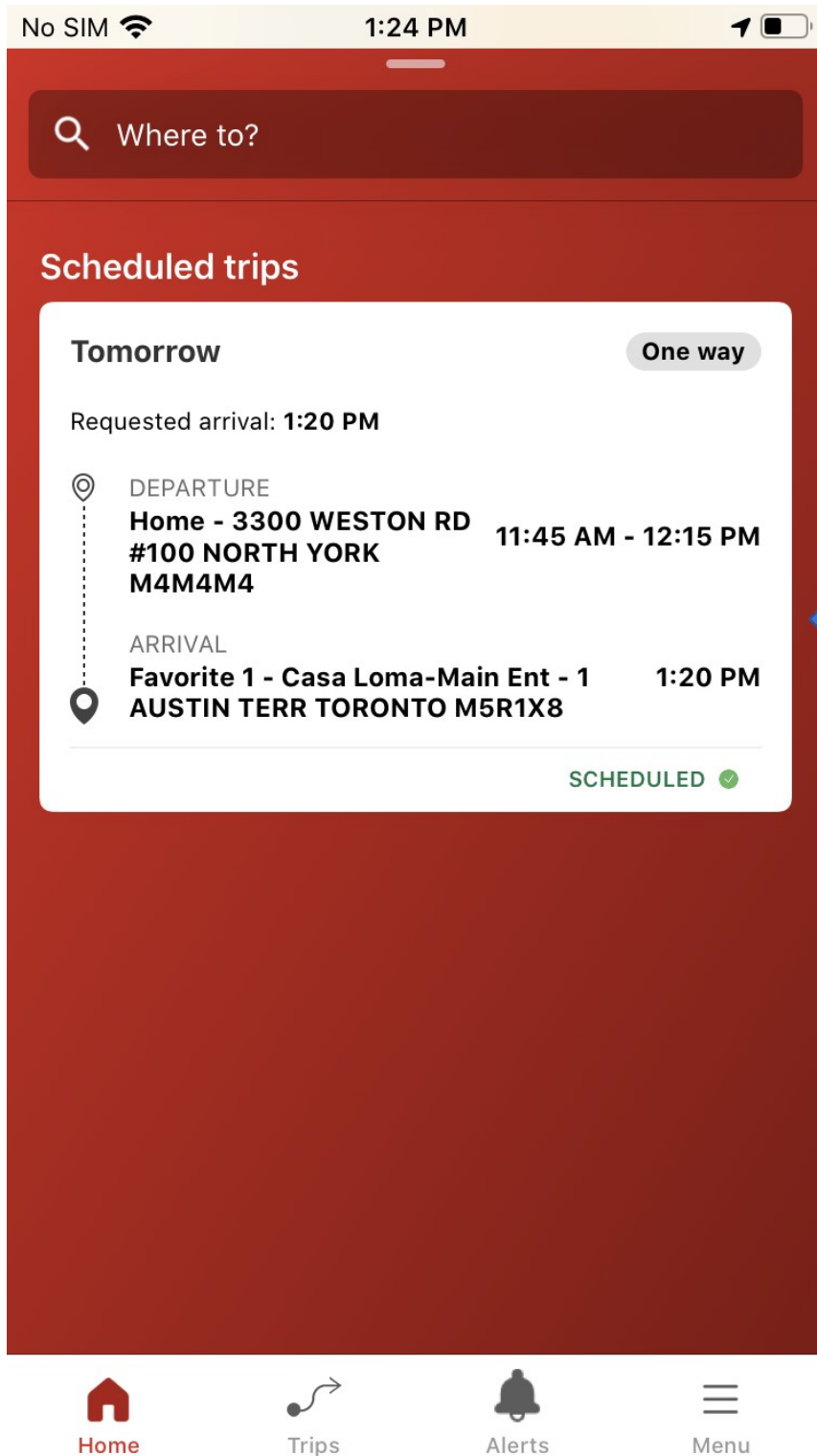


You can view your upcoming trips for today and tomorrow using this collapsible window in the Home page.



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

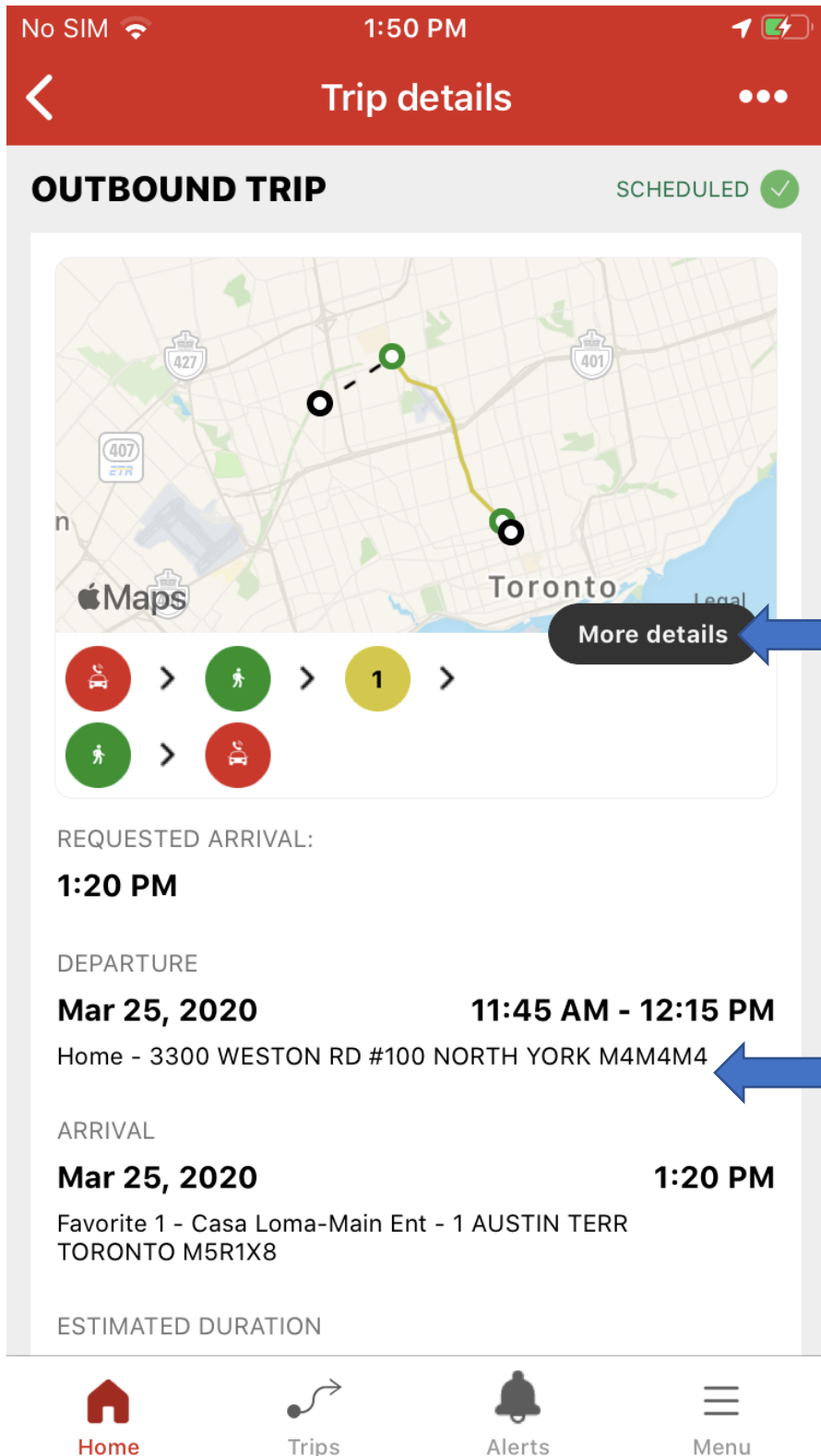
# User Instructions: Wheel-Trans App



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



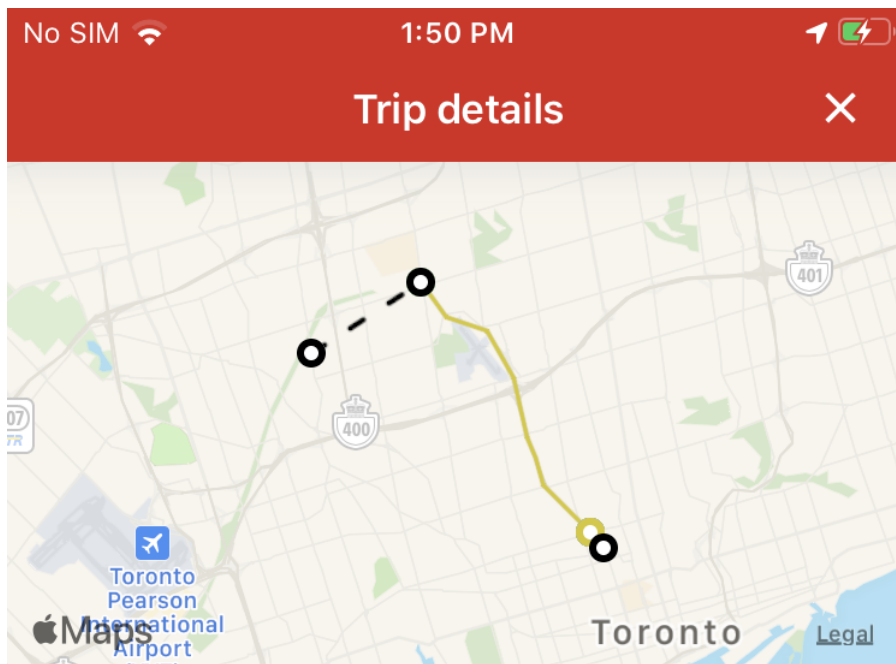
Selecting "more details" will display route information for Family of Services Trips.

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




# User Instructions: Wheel-Trans App


[More details screen:](#)






**Departure Mar 25, 2020 at 11:45 AM**



 **WHEEL-TRANS**



Take over: 11:45 AM - 12:15 PM

 Home - 3300 WESTON RD #100 NORTH YORK M4M4M4

 Finch West Subway Station - 3965 KEELE ST BUS PLATFORM NORTH YORK 

 **WALK**

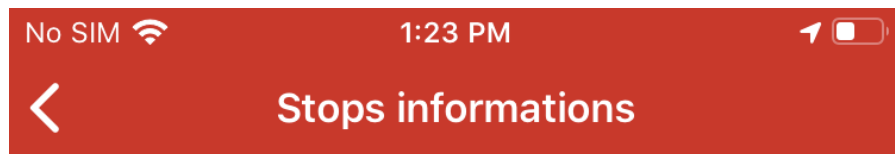
 Finch West Subway Station - 3965 KEELE ST BUS PLATFORM NORTH YORK 

 Finch West Station - Southbound Platform - \_ KEELE ST 15658 NORTH YORK 

 **LINE 1 (YONGE-UNIVERSITY) TOWARDS FINCH STATION**

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



## Station Info

<https://www.ttc.ca/S...p#StationDescription>

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

# User Instructions: Wheel-Trans App

## Trips screen:

The diagram illustrates the navigation flow within the Wheel-Trans app. It starts with the Home screen, which has a bottom menu with four icons: Home (house), Trips (star with a path), Alerts (bell), and Menu (three horizontal lines). A blue arrow points from the Trips icon in the bottom menu to the Trips screen. The Trips screen has a red header with the title 'Trips' and two tabs: 'Current' and 'History'. A blue arrow points from the 'History' tab to a callout box. Below the tabs, the 'Next trips' section is shown, with two trip windows. The first window is for 'Tomorrow' (One way) and the second is for 'Fri, Mar 27, 2020' (Round trip). A blue arrow points from a location pin icon in the first trip window to a callout box. The bottom of the app shows the same four icons as the Home screen, with the 'Trips' icon highlighted in red.

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.

**Home**

**Trips**

**History**

**Next trips**

**Tomorrow** **One way**

Requested arrival: **1:20 PM**

**DEPARTURE**  
**Home - 3300 WESTON RD #100 NORTH YORK M4M4M4** **11:45 AM - 12:15 PM**

**ARRIVAL**  
**Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN TERR TORONTO M5R1X8** **1:20 PM**

**SCHEDULED** ✓

**Fri, Mar 27, 2020** **Round trip**

Requested arrival: **8:00 AM**

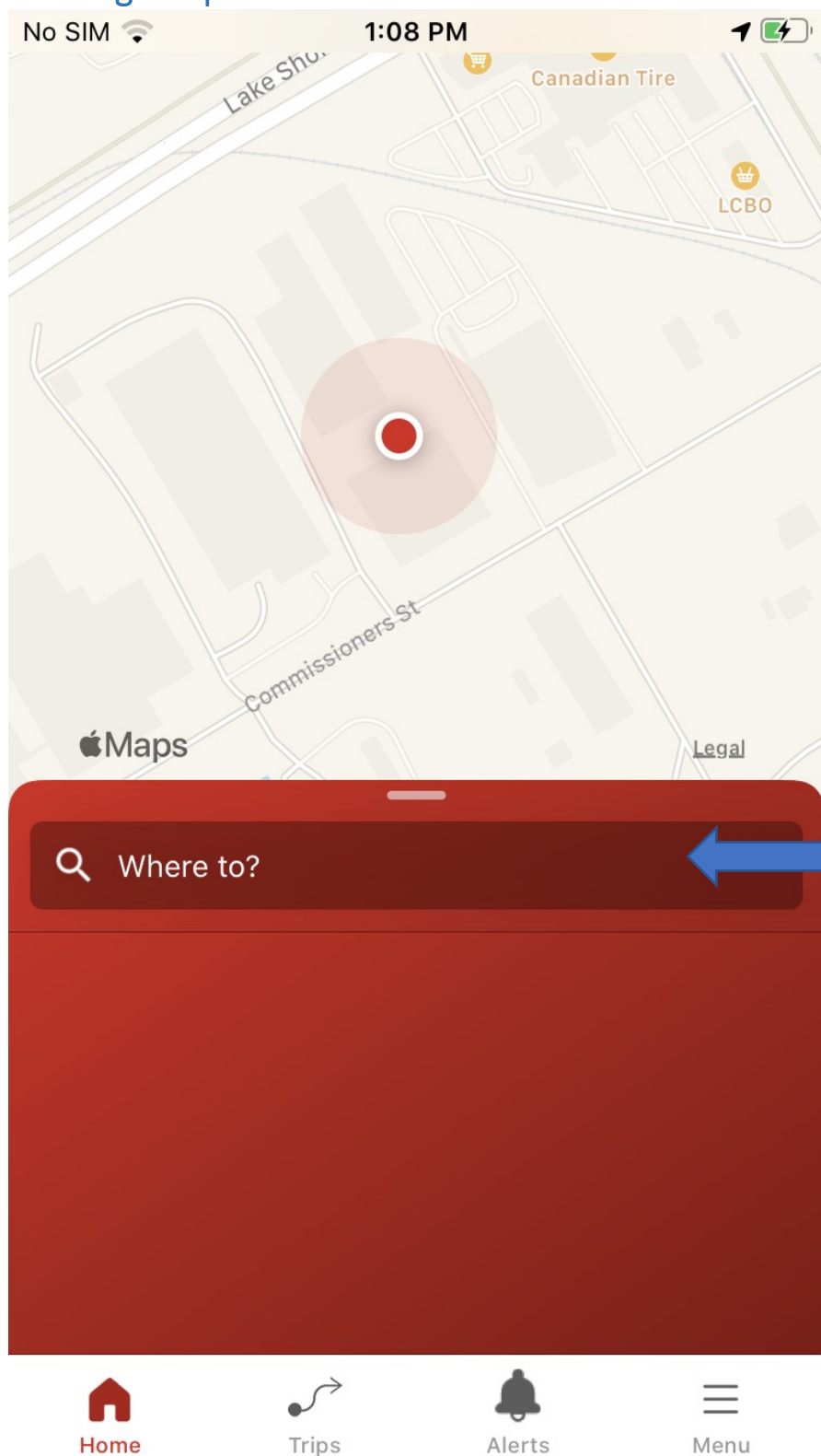
**DEPARTURE**  
**Home - 3300 WESTON RD #100 NORTH YORK M4M4M4** **6:50 AM - 7:20 AM**

**ARRIVAL**  
**Sunnybrook Medical Centre-G Wing - 2075 BAYVIEW AVE Sunnybrook Medical Centre-"G" Wing NORTH YORK M6M3Z8** **8:00 AM**

**Home** **Trips** **Alerts** **Menu**

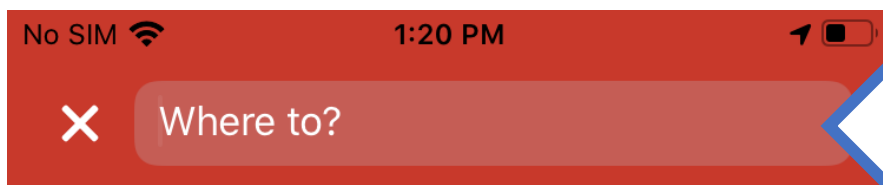
# User Instructions: Wheel-Trans App

## 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

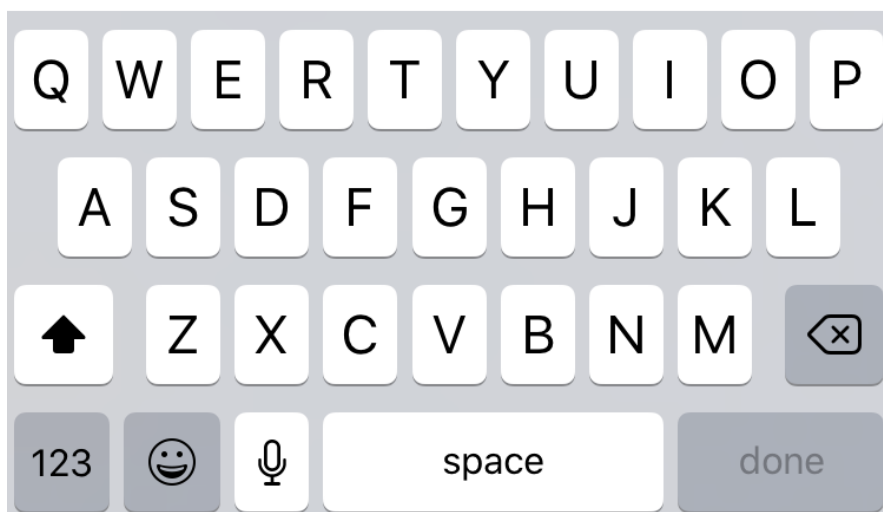
 **Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO** ...  
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

 **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.

## HISTORY



# User Instructions: Wheel-Trans App

The screenshot shows the top of the Wheel-Trans app. At the top is a red header bar with 'No SIM' and a signal icon on the left, and a location pin and battery icon on the right. Below the header is a white input field with a back arrow on the left and the text 'Where from?'. To the right of this field is a blue callout box with the text: 'Select “Where from?” and type in the address or name of location you wish to travel from.'

Below the input field is a section titled 'FAVORITES'. It contains three entries, each with a red star icon on the left and a three-dot menu icon on the right:

- 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

To the right of the 'Favorite 2' entry is a blue callout box with the text: '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.'

To the right of the 'Home' entry is a blue callout box with the text: 'Select the “Menu” three dots to remove an address from your Favourites list.'

Below the 'FAVORITES' section is a section titled 'HISTORY'. It contains two entries, each with an icon on the left and a three-dot menu icon on the right:

- 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)

To the right of the 'Sunnybrook Medical Centre' entry is a blue callout box with the text: 'Select the “Menu” three dots from the Recent History list to add an address to your Favourites list.'

At the bottom of the screenshot, the text 'Variety Village - Main Ent - 3701' is partially visible.

# User Instructions: Wheel-Trans App

No SIM 1:21 PM

< Book a trip

One Way Round Trip Multi Trip

FROM  
Home - 3300 WESTON Road #100,  
NORTH YORK

TO  
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN  
Terrace, 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

When ready, select “Next”.

# User Instructions: Wheel-Trans App

The screenshot shows the 'Outbound Trip' screen in the Wheel-Trans app. At the top, the status bar shows 'No SIM', signal strength, time '1:21 PM', and battery level. The app header is red with a back arrow, the title 'Outbound Trip', and the word 'TOMORROW'. Below the header, two location entries are listed: 'Home - 3300 WESTON Road #100, NORTH YORK' and 'Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO'. The main form has five sections: 'Depart at' and 'Arrive by' (highlighted in red), 'ARRIVAL Tomorrow' with a time of '1:20 PM' (pointed to by a callout), 'ADDITIONAL PASSENGERS None', 'ASSISTIVE DEVICES 1 Cane', and 'CONTACT PHONE #'. A 'Next' button is at the bottom. A callout box at the bottom right points to the 'Next' button with the text 'When ready, select "Next"'. A large callout box on the right explains the one-way trip and arrival time selection. A callout box points to the '1:20 PM' time selection.

No SIM 1:21 PM

< Outbound Trip TOMORROW

○ Home - 3300 WESTON Road #100, NORTH YORK

○ Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

Depart at Arrive by

ARRIVAL  
Tomorrow 1:20 PM

ADDITIONAL PASSENGERS  
None

ASSISTIVE DEVICES  
1 Cane

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

No SIM 1:21 PM

< Outbound Trip

TOMORROW

Home - 3300 WESTON Road #100, NORTH YORK

Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

Depart at Arrive by

ARRIVAL Tomorrow 1:20 PM

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.

## Arrival

Sat Mar 21	9	00
Sun Mar 22	10	05
Mon Mar 23	11	10
Today	12	15
Wed Mar 25	1	20
Thu Mar 26	2	25
Fri Mar 27	3	30
Sat Mar 28	4	35
Sun Mar 29	5	40

Please make sure to select AM or PM before continuing.

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

OK

When ready, select "OK".

# User Instructions: Wheel-Trans App

The screenshot shows the 'Outbound Trip' screen of the Wheel-Trans app. At the top, the status bar shows 'No SIM', signal strength, time '1:21 PM', and battery level. The app header is red with a white back arrow in a dashed circle on the left and the title 'Outbound Trip' in the center. Below the header, the destination is 'TOMORROW' with two location options: 'Home - 3300 WESTON Road #100, NORTH YORK' and 'Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO'. The form has several sections: 'Depart at' and 'Arrive by' (highlighted in red), 'ARRIVAL Tomorrow 1:20 PM', 'ADDITIONAL PASSENGERS None', 'ASSISTIVE DEVICES 1 Cane', and 'CONTACT PHONE #'. A 'Next' button is at the bottom. Three callout boxes provide instructions: one for the back arrow, one for the 'ADDITIONAL PASSENGERS' box, and one for the 'Next' button.

No SIM 1:21 PM

**Outbound Trip**

**TOMORROW**

Home - 3300 WESTON Road #100, NORTH YORK

Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

**Depart at** **Arrive by**

ARRIVAL  
**Tomorrow** **1:20 PM**

ADDITIONAL PASSENGERS  
**None**

ASSISTIVE DEVICES  
**1 Cane**

CONTACT PHONE #

All fields are required

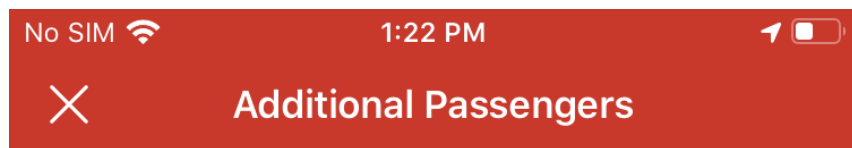
**Next**

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

Select this box to add additional passengers.

Select Next if no additions or changes are required.

# User Instructions: Wheel-Trans App



Support Person



0



Child



0



Companion



1



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

Child is available when added to customer profile.

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

OK

Select “OK” to continue the booking

# User Instructions: Wheel-Trans App

No SIM 1:21 PM

< Outbound Trip

TOMORROW

○ Home - 3300 WESTON Road #100, NORTH YORK

○ Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

Depart at Arrive by

ARRIVAL  
**Tomorrow** **1:20 PM**

ADDITIONAL PASSENGERS  
**None**

ASSISTIVE DEVICES  
**1 Cane**

CONTACT PHONE #

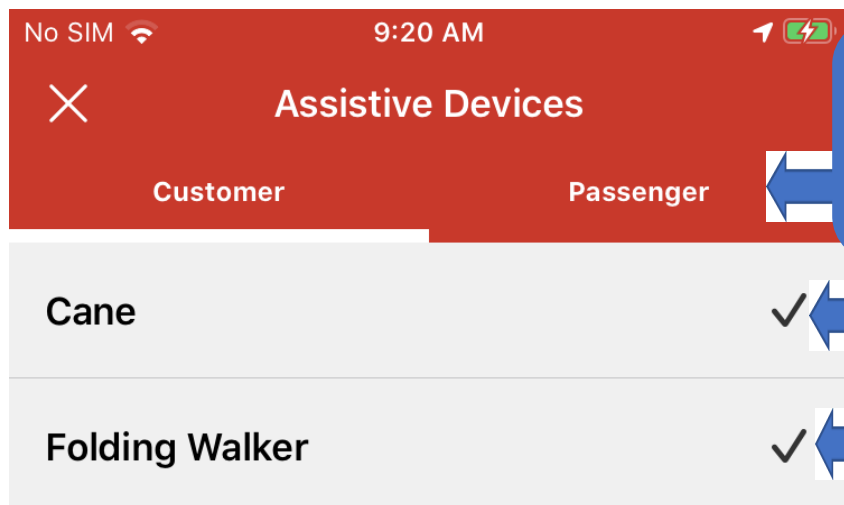
All fields are required

**Next**

Select this box to set assistive devices.

Select next to continue booking.

# User Instructions: Wheel-Trans App

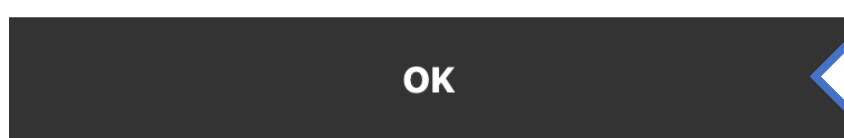


If your companion or attendant uses an assistive device, select "Passengers" and a screen will open so that you can select the appropriate device.

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

No SIM 1:22 PM

Assistive Devices

Customer Passenger

Cane	1	+
Crutches	0	+
Extra large wheelchair	0	+
Folding Walker	0	+
Folding wheelchair	0	+
Leg Braces	0	+
Mini scooter	0	+
Non folding Walker	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

No SIM 1:22 PM

< Outbound Trip

TOMORROW

○ Home - 3300 WESTON Road #100, NORTH YORK

○ Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

Depart at Arrive by

ARRIVAL  
Tomorrow 1:20 PM

ADDITIONAL PASSENGERS  
1 Companion

ASSISTIVE DEVICES  
2 Cane

CON

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:

No SIM 1:23 PM

< One way results

Door to Door Family of Services

**OUTBOUND TRIP**



REQUESTED ARRIVAL:  
**1:20 PM**

DEPARTURE  
**Mar 25, 2020 11:30 AM - 12:00 PM**  
Home - 3300 WESTON RD #100 NORTH YORK M4M4M4

ARRIVAL  
**Mar 25, 2020 1:20 PM**  
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN TERR  
TORONTO M5R1X8

ESTIMATED DURATION  
**1 h 22 min.**

ADDITIONAL PASSENGERS  
**1 Companion**

ASSISTIVE DEVICES  
**2 Cane**

CONTACT PHONE #

**Submit request**

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.



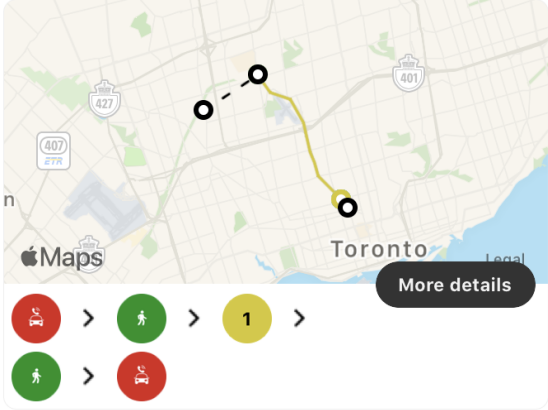
# User Instructions: Wheel-Trans App

No SIM 1:22 PM

< One way results

Door to Door Family of Services

**OUTBOUND TRIP**



REQUESTED ARRIVAL:  
**1:20 PM**

DEPARTURE  
**Mar 25, 2020 11:45 AM - 12:15 PM**  
Home - 3300 WESTON RD #100 NORTH YORK M4M4M4

ARRIVAL  
**Mar 25, 2020 1:20 PM**  
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN TERR  
TORONTO M5R1X8

ESTIMATED DURATION  
**1 h 22 min.**

ADDITIONAL PASSENGERS  
**1 Companion**

ASSISTIVE DEVICES  
**2 Cane**

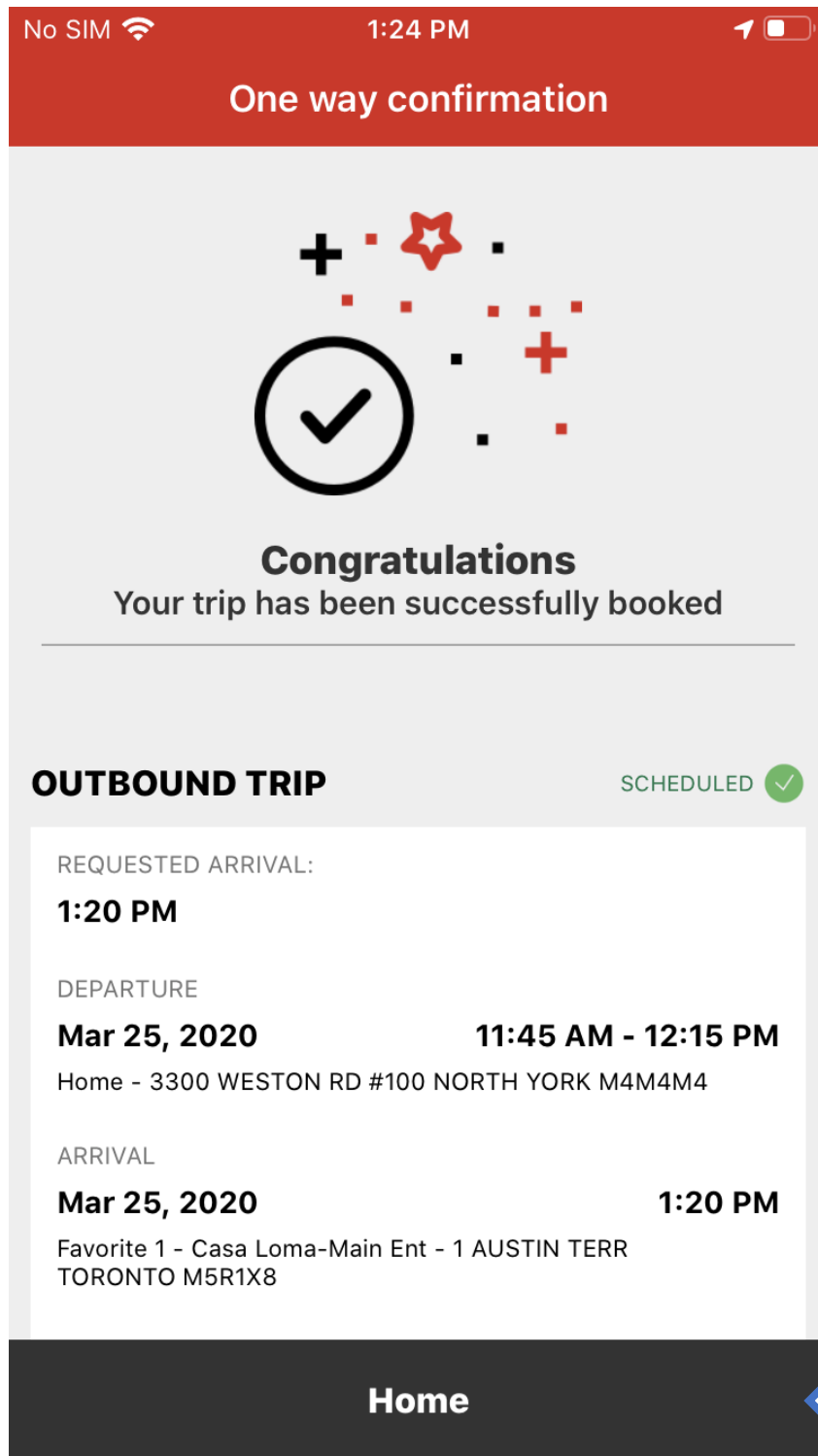
CONTACT PHONE #

**Submit request**

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


No SIM 1:43 PM

< One way results

Door to Door Family of Services

**! No solution was found at the requested time**

You can keep your requested time, modify your request or cancel your request.



REQUESTED ARRIVAL:

ASSISTIVE DEVICES

**1 Cane**

CONTACT PHONE #

**Modify your request**

**Keep the initial requested time**

**Cancel your request**

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 time.

Select this box to Cancel your request.

# User Instructions: Wheel-Trans App

No SIM 9:46 AM

< One way results

Door to Door Family of Services

**! Alternate Time Option**

You can keep your requested time, modify your request or cancel your request.

**Alternate Outbound Trip Time**

**!** Your trip has been booked using an alternate time.

Apple Maps Toronto Pearson International Airport Toronto, Ontario

More details

REQUESTED ARRIVAL:  
**7:20 AM**

ASSISTIVE DEVICES  
**1 Cane**

CONTACT PHONE #

**Accept the alternate time**

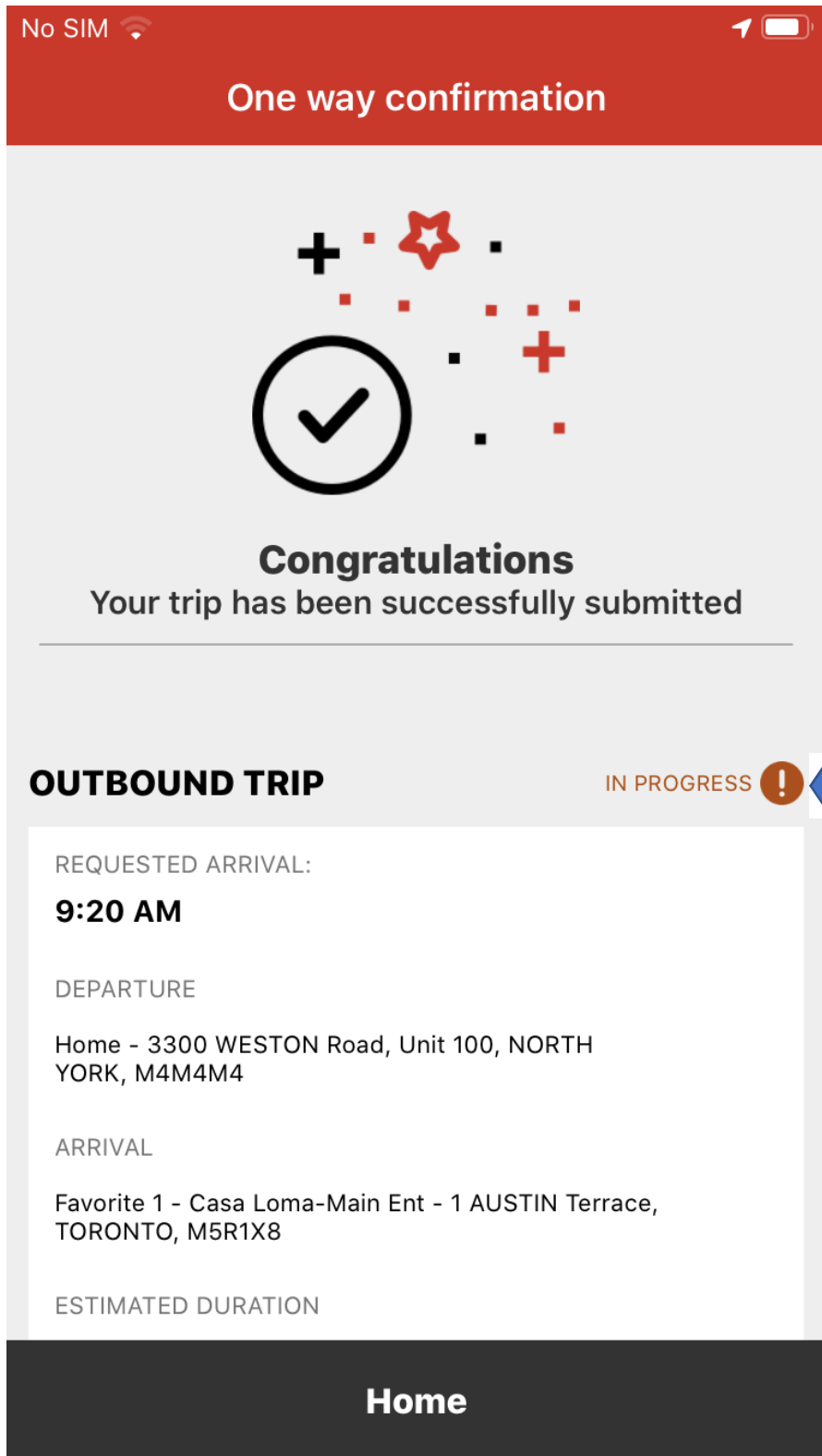
**Keep the initial requested time**

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.

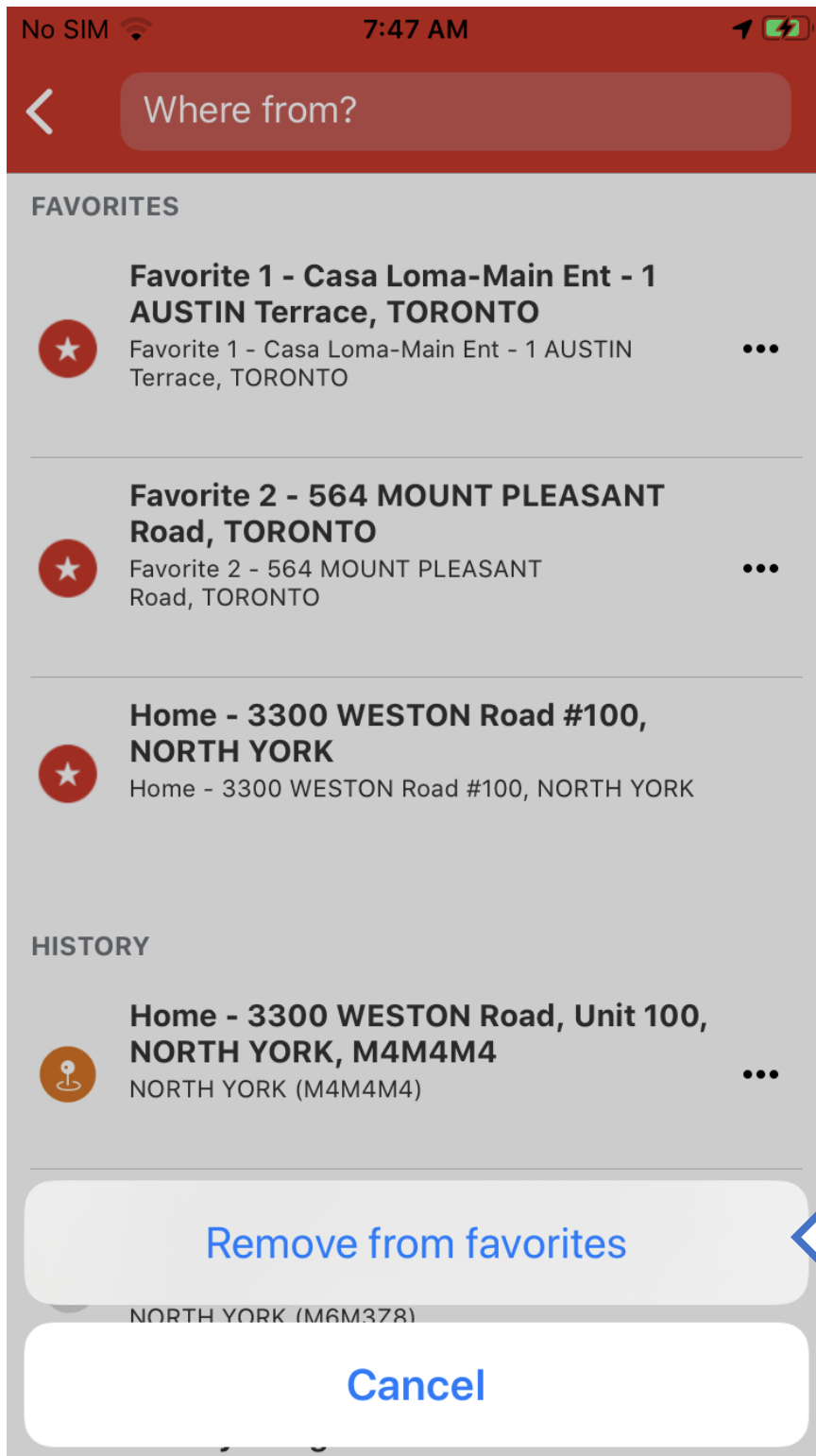
# User Instructions: Wheel-Trans App



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

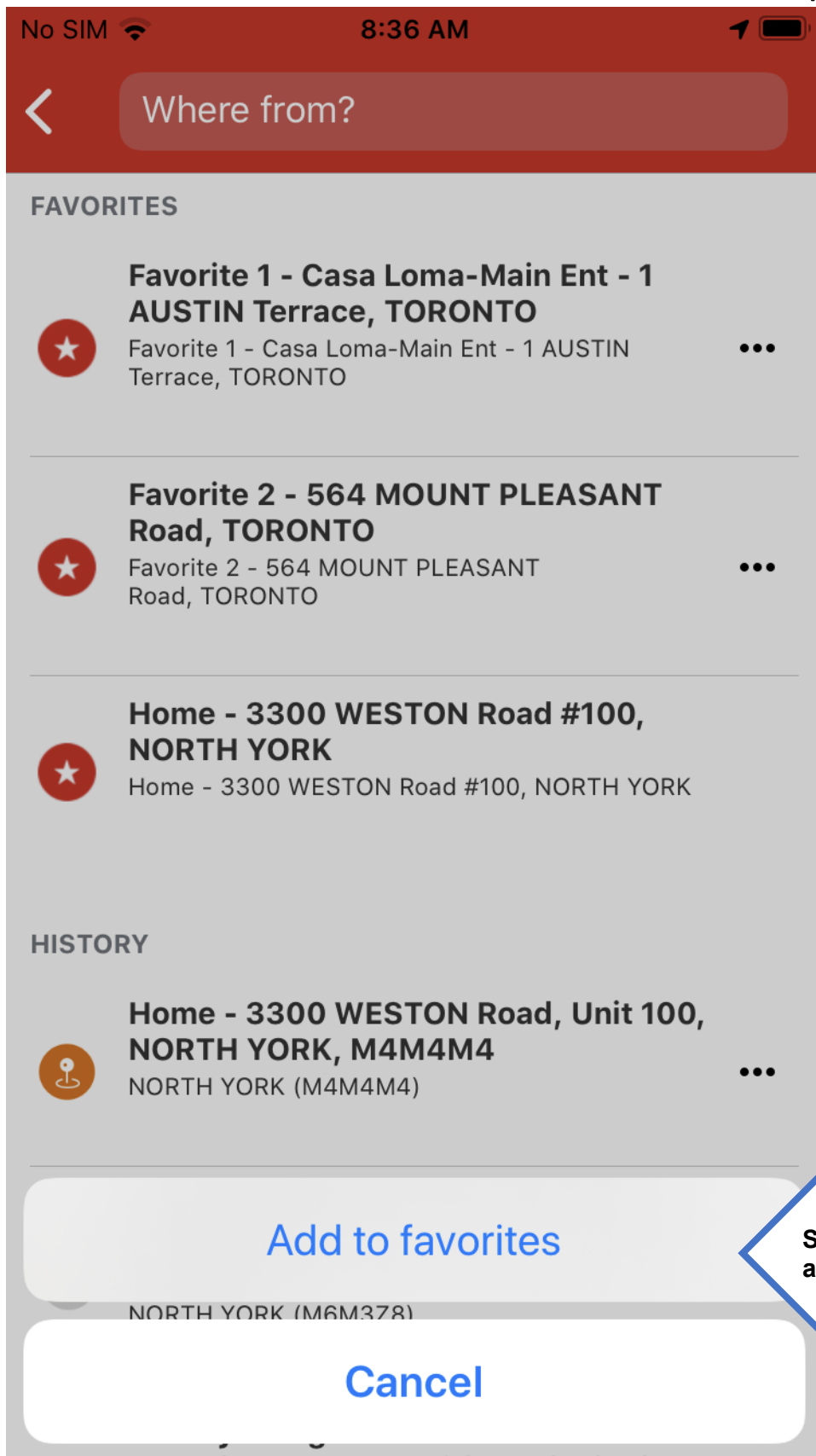
# User Instructions: Wheel-Trans App

## Favourites:



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

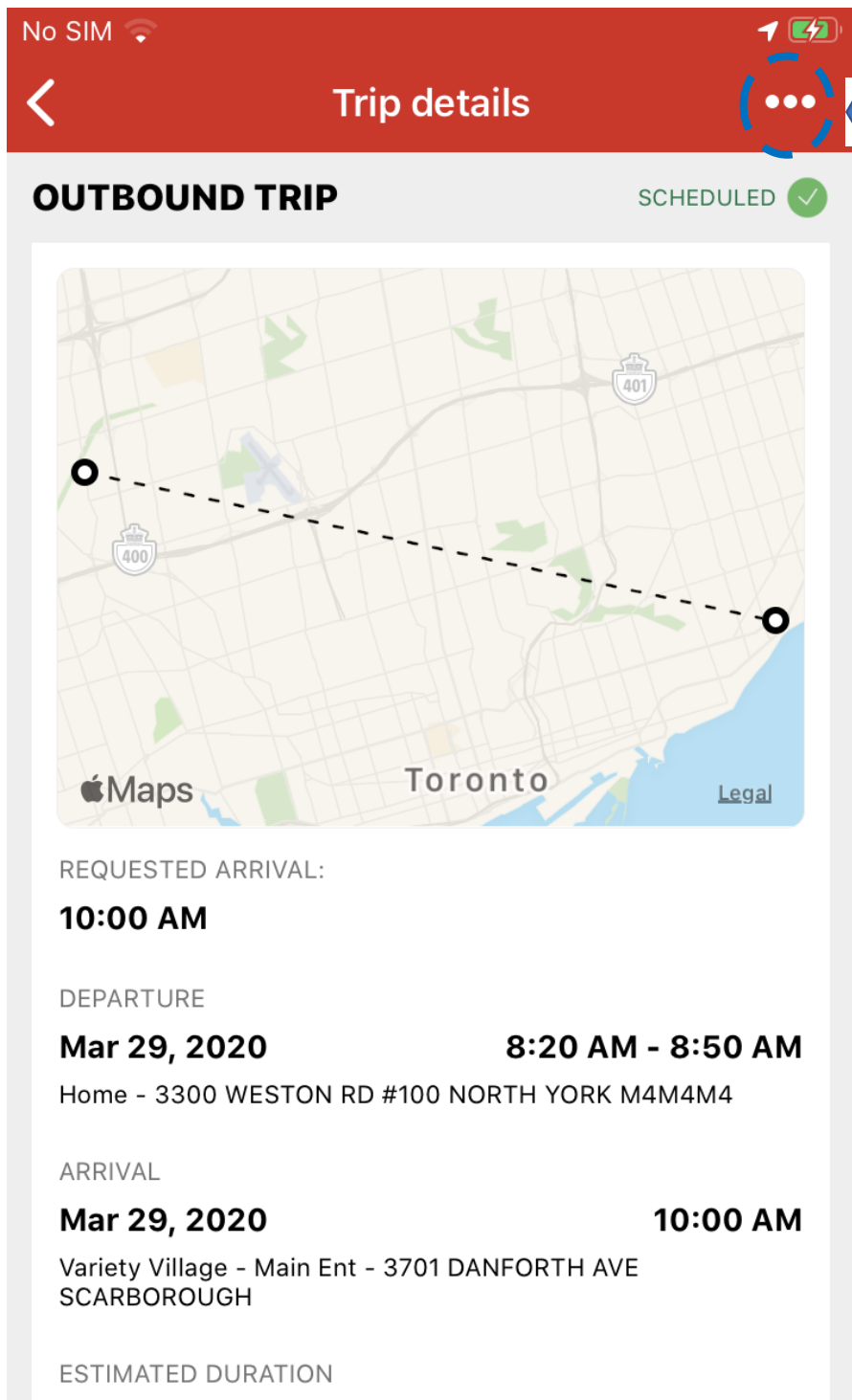
# User Instructions: Wheel-Trans App



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

# User Instructions: Wheel-Trans App

Request an 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.

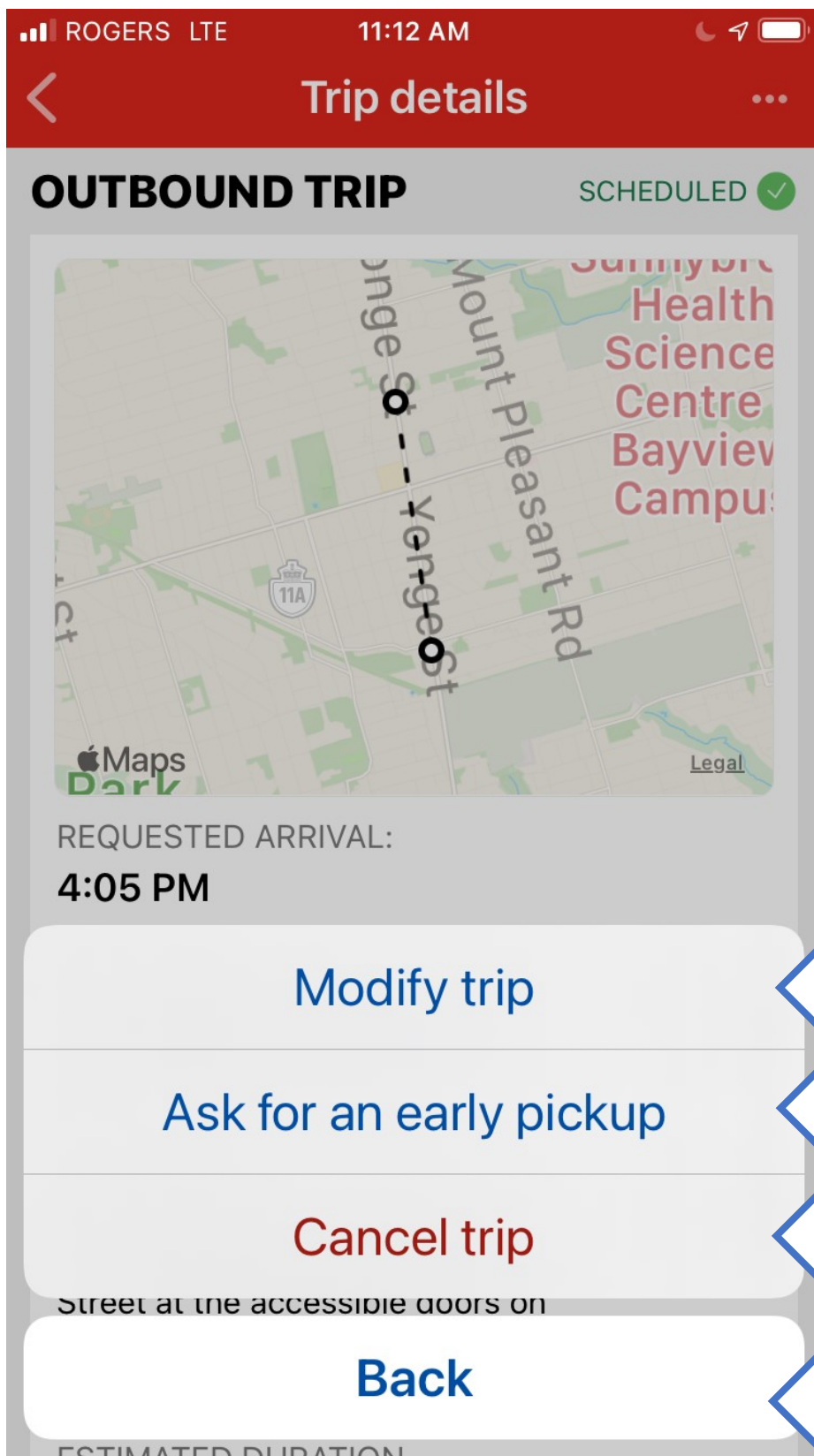
## Modifying a trip:

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



Select this box to Modify the trip.

Select this box to request an early pickup.

Select this box to cancel the trip.

Select this box to go back.

# User Instructions: Wheel-Trans App

Request an early pickup:

**Pick up time**

**When do you want your driver to pick up ?**

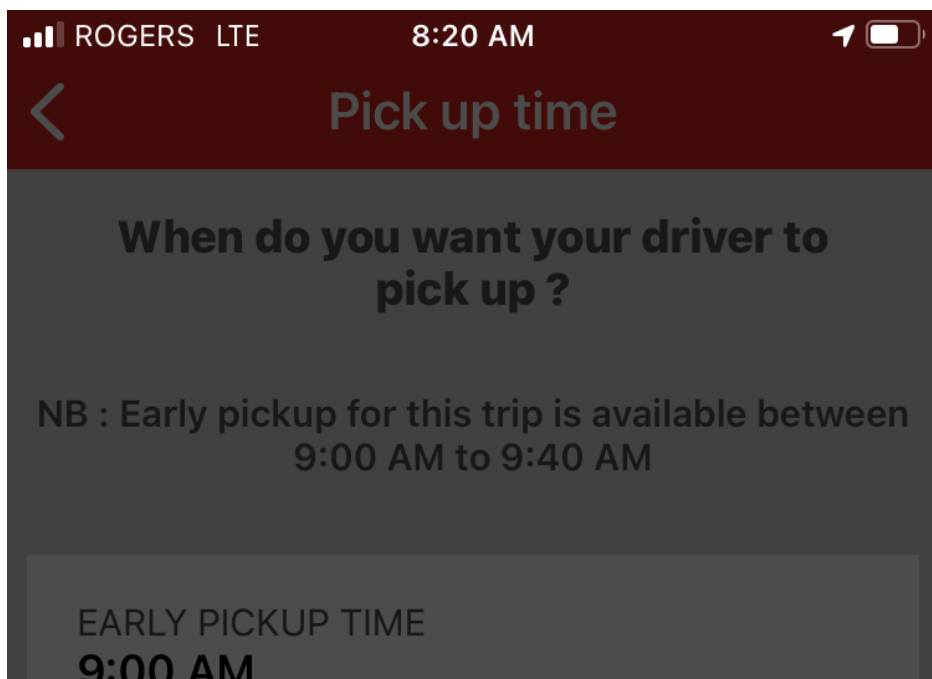
NB : Early pickup for this trip is available between 9:00 AM to 9:40 AM

EARLY PICKUP TIME  
**9:00 AM**

**Check availability**

Select this box to request an early pick-up.

# User Instructions: Wheel-Trans App



## Departure

6 45  
6 45  
7 50  
8 55  
9 00 AM  
10 05 PM  
11 10  
12 15  
1 20

Select the time for the early pickup.

OK

Select OK when done.

# User Instructions: Wheel-Trans App

**Pick up time**

**When do you want your driver to pick up ?**

NB : Early pickup for this trip is available between 9:00 AM to 9:40 AM

EARLY PICKUP TIME  
**9:40 AM**

**Check availability**

Select "Check availability".

Early requests are based on available service.

# User Instructions: Wheel-Trans App

ROGERS LTE 12:08 PM

< **One way results**

Door to Door Family of Services

ARRIVAL

**Friday, December 10, 2021 12:10 PM**

TTC Head Office at 1900 Yonge Street at the accessible doors on Yonge - 1900 YONGE ST, TORONTO

ESTIMATED DURATION

**17 min.**

ADDITIONAL PASSENGERS

**None**

ASSISTIVE DEVICES

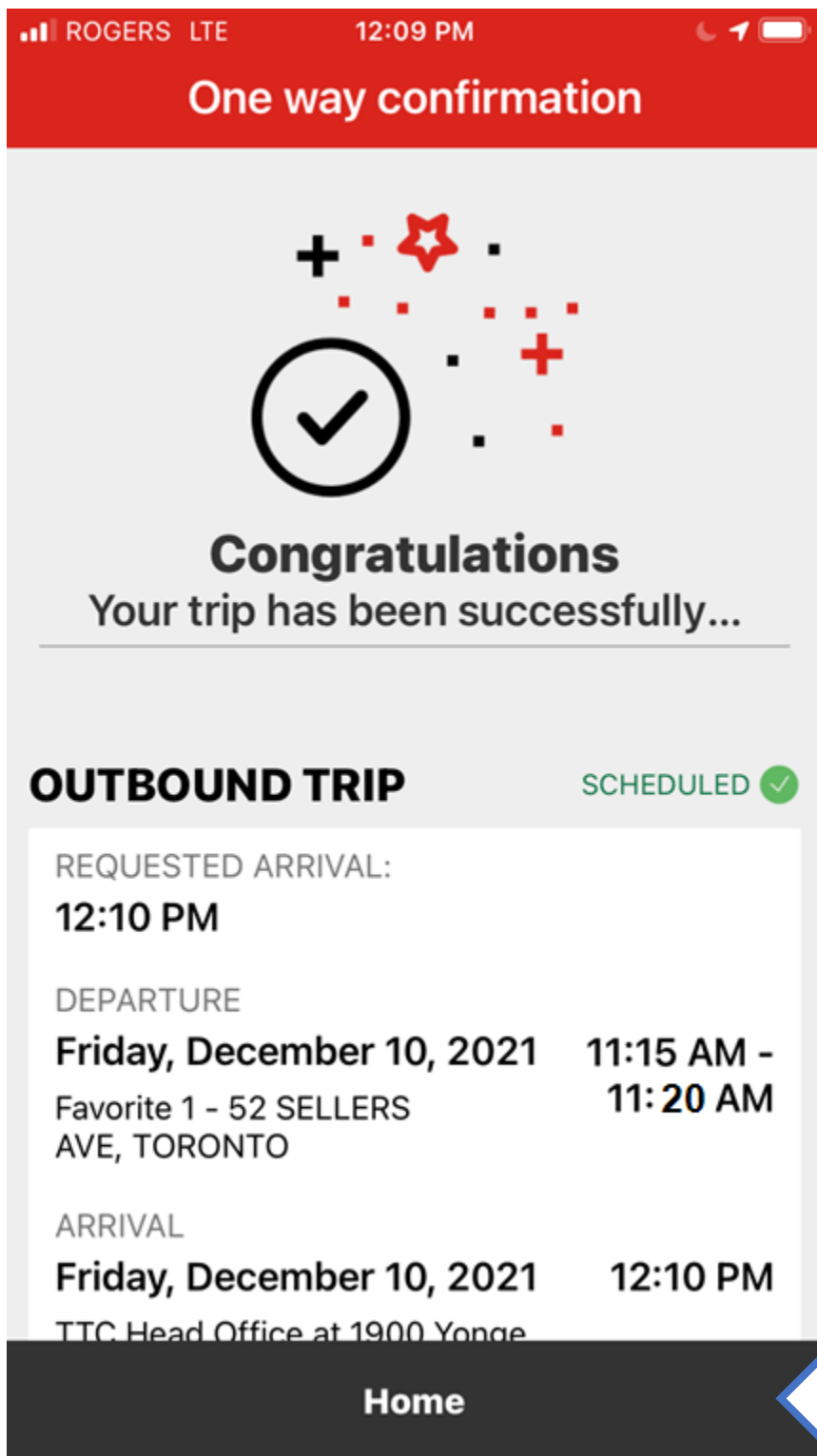
**1 Cane**

CONTACT PHONE #

**Submit request**

Select "Submit request" to accept time.

# User Instructions: Wheel-Trans App

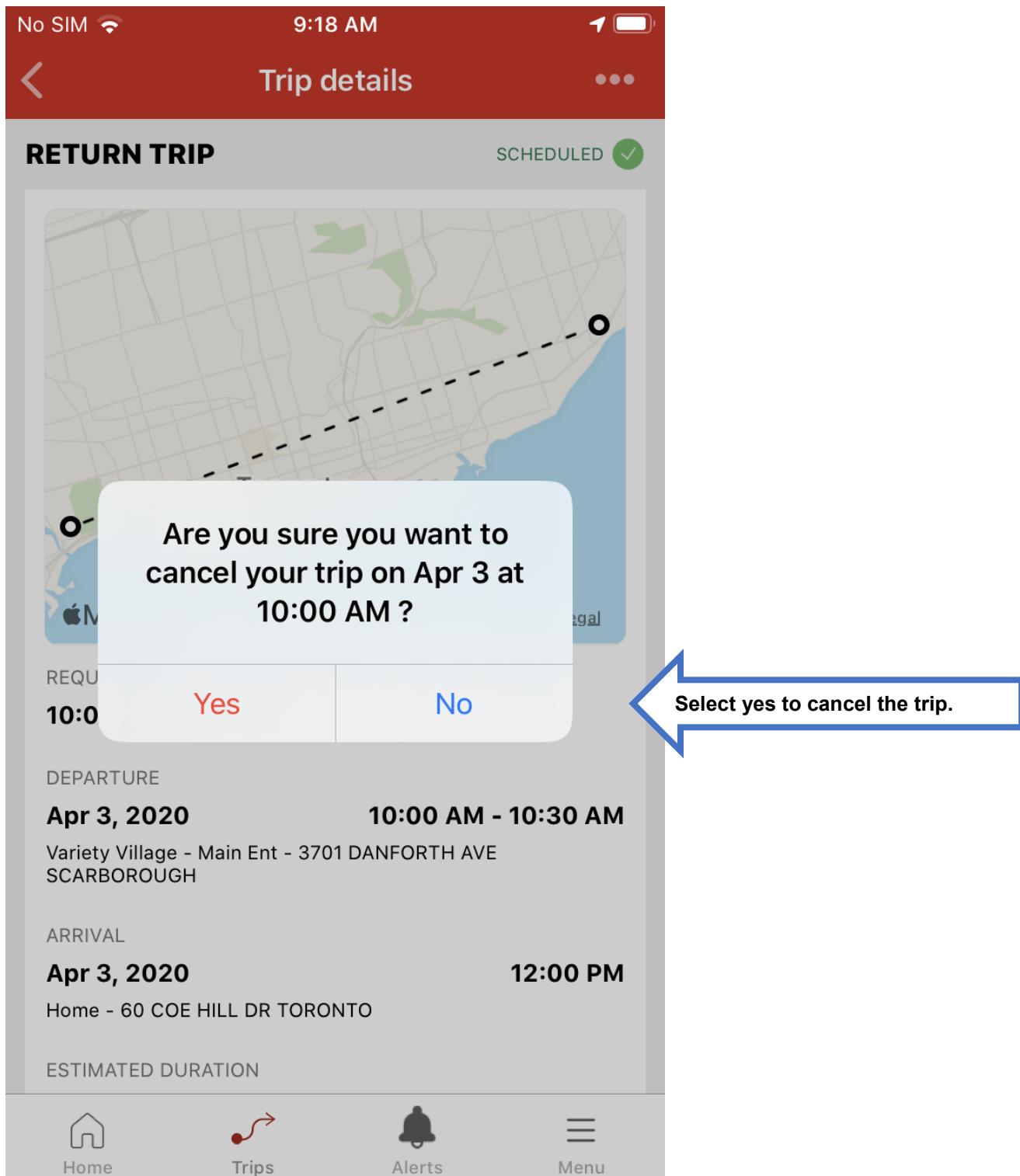


A confirmation screen will be displayed with the new scheduled trip times.

Select "Home" to go to the Home page.

# User Instructions: Wheel-Trans App

## Cancelling a trip:





# User Instructions: Wheel-Trans App

Logout screen:

No SIM 1:25 PM

< My Profile ⋮

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

E-MAIL

PHONE

LAST NAME  
**LN\_249634**

FIRST NAME  
**FN\_249634**

MAILING ADDRESS  
**3300 WESTON RD #100 NORTH  
YORK M4M4M4**

ELIGIBILITY TYPE  
**Conditional**

ELIGIBILITY END DATE  
**N/A**

RECEIVING PERSON  
**Not required**

Home Trips Alerts Menu

# User Instructions: Wheel-Trans App

No SIM 1:25 PM

< My Profile ...

E-MAIL

PHONE

LAST NAME  
LN\_249634

FIRST NAME  
FN\_249634

MAILING ADDRESS  
3300 WESTON RD #100 NORTH  
YORK M4M4M4

ELIGIBILITY TYPE  
Conditional

ELIGIBILITY END DATE  
N/A

Logout

Cancel

Home Trips Alerts Menu

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

Select this box to Logout.

Select this box to cancel the logout.

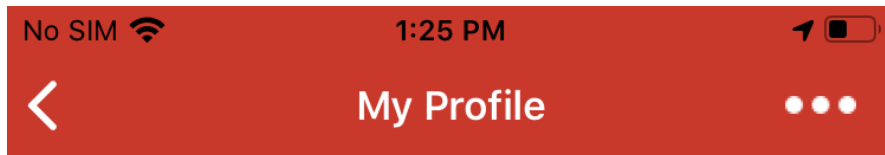
# User Instructions: Wheel-Trans App

## App Menu screen:



# User Instructions: Wheel-Trans App

## My profile:



**“My profile” screen displays customer contact information.**

E-MAIL

PHONE

LAST NAME  
**LN\_249634**

FIRST NAME  
**FN\_249634**

MAILING ADDRESS  
**3300 WESTON RD #100 NORTH  
YORK M4M4M4**

ELIGIBILITY TYPE  
**Conditional**

ELIGIBILITY END DATE  
**N/A**

RECEIVING PERSON  
**Not required**



Home



Trips



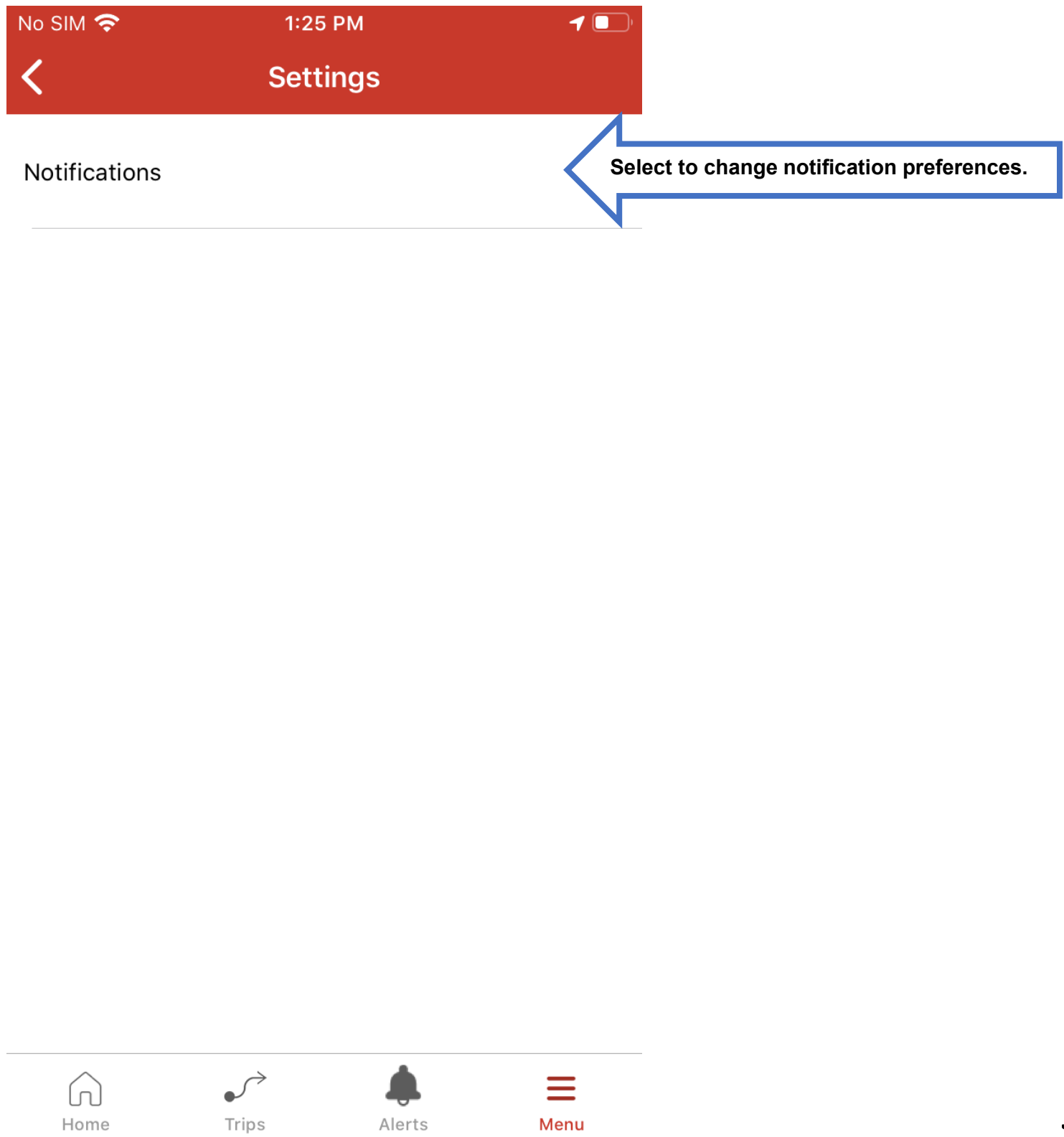
Alerts



Menu

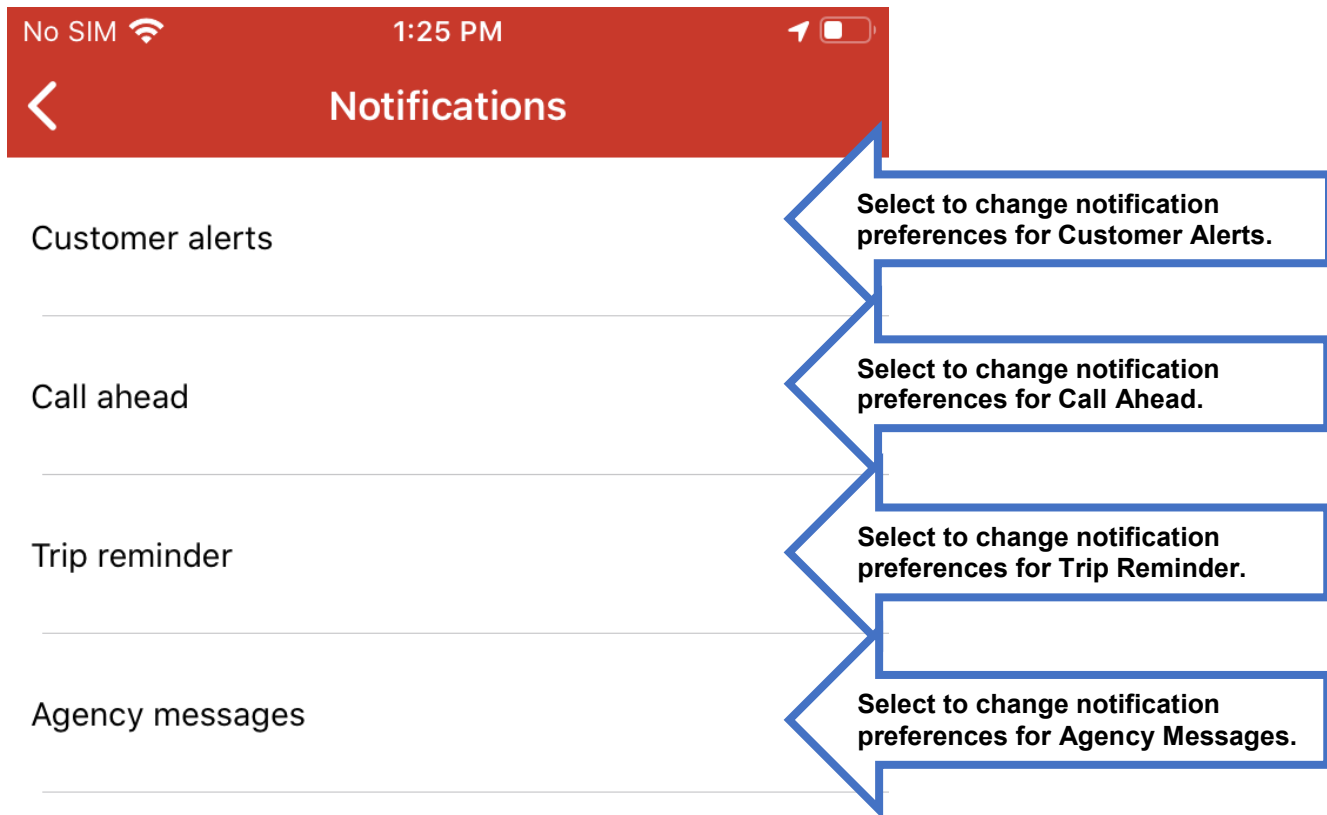
# User Instructions: Wheel-Trans App

Settings screen:



# User Instructions: Wheel-Trans App

## Notifications screen:



# User Instructions: Wheel-Trans App

No SIM

1:26 PM

Customer alerts

Phone


Email

App Notification

OK

Select the preferred method of communication.

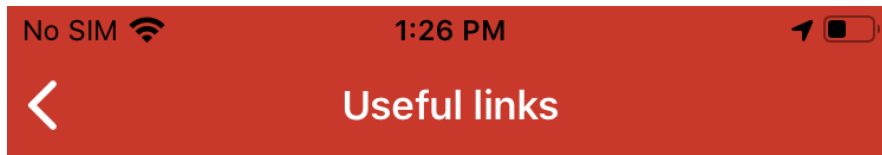
- Phone
- Email
- App Notification (includes WEB)

 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

[LEARN MORE](#)

### TTC Service Alerts

[LEARN MORE](#)

### Elevator Advisories

[LEARN MORE](#)

### Announcements

[LEARN MORE](#)

Select to view the web page of the link.



Home



Trips



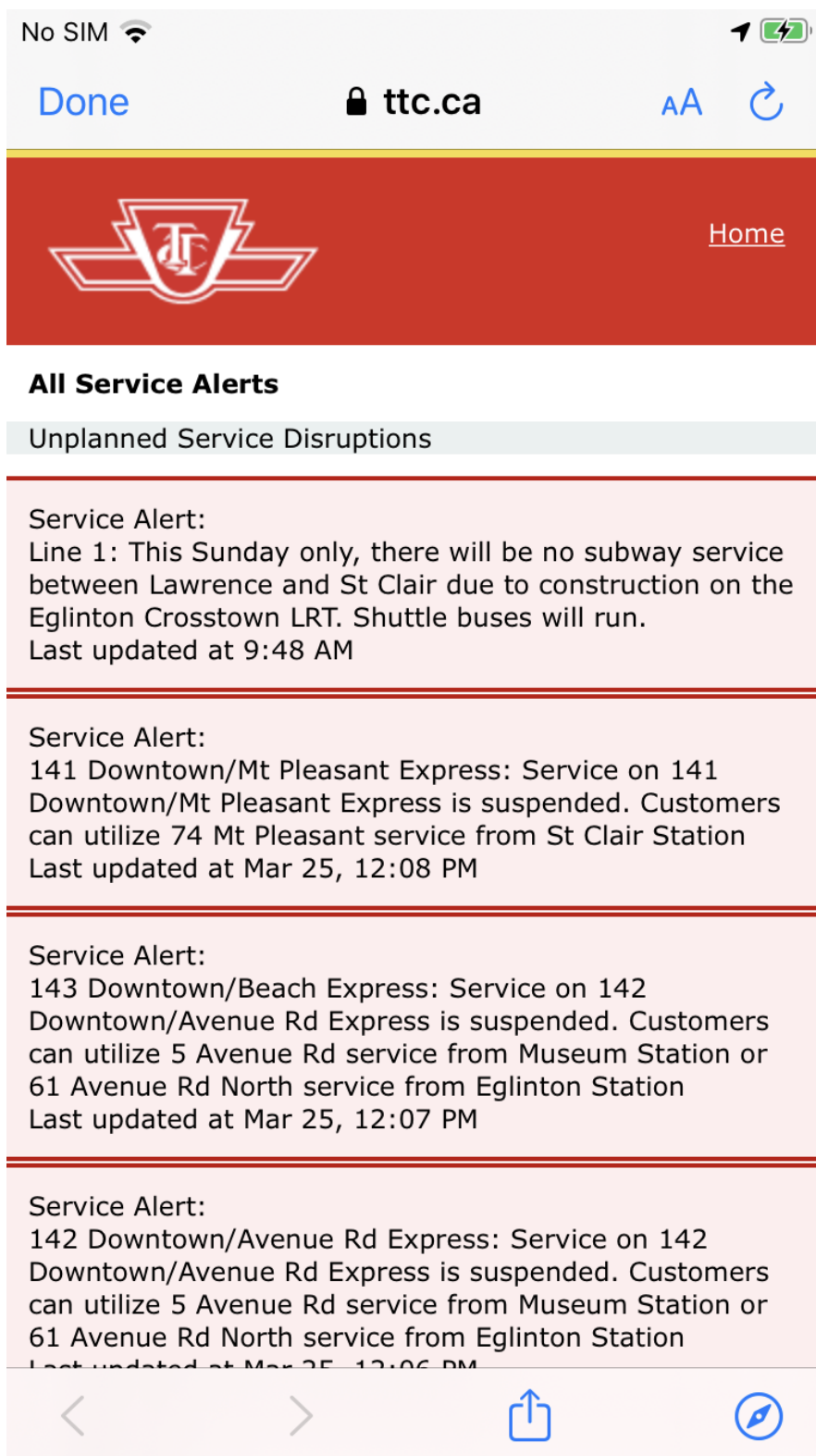
Alerts



Menu



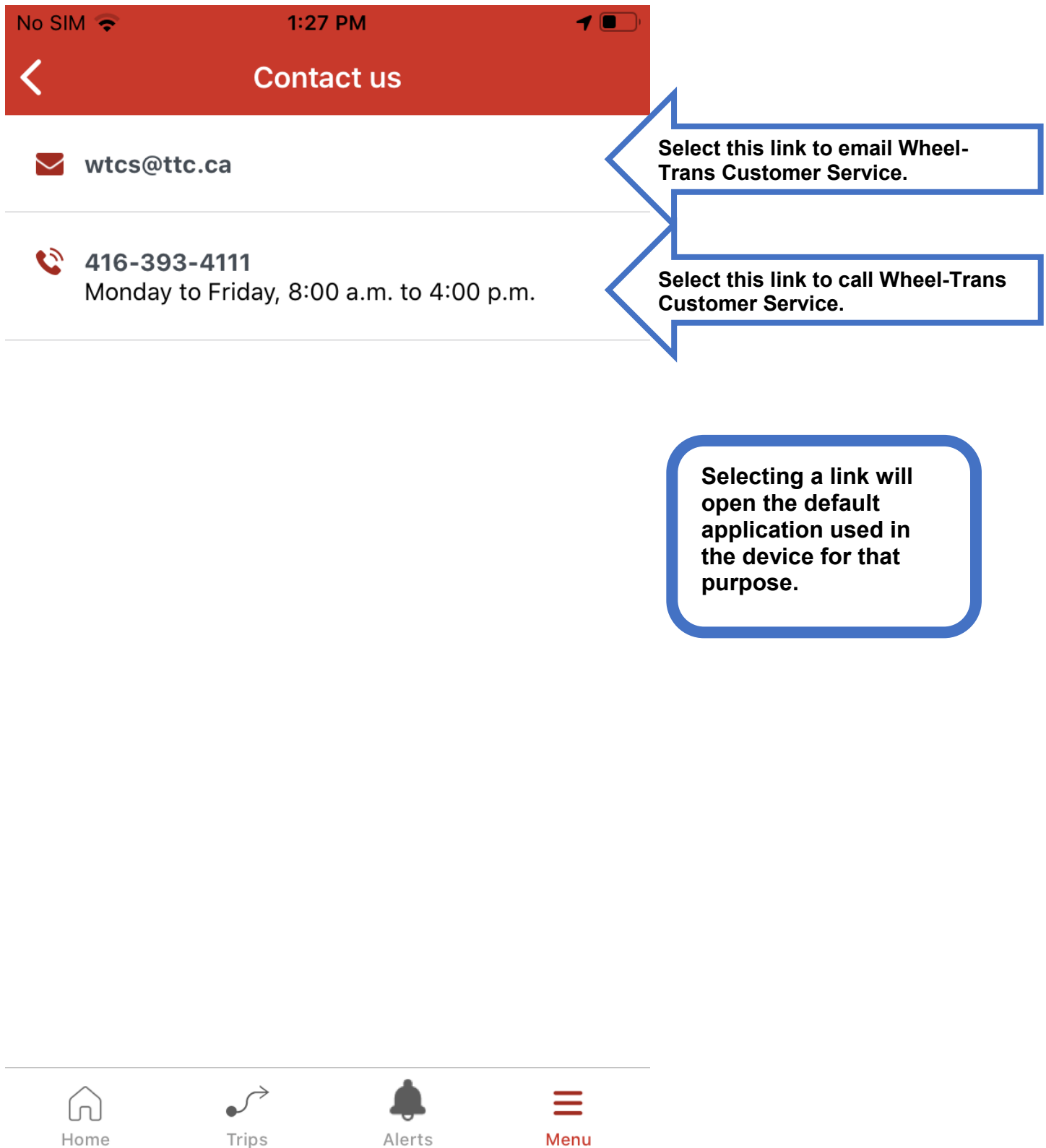
# User Instructions: Wheel-Trans App



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

# User Instructions: Wheel-Trans App

## Contact us screen:

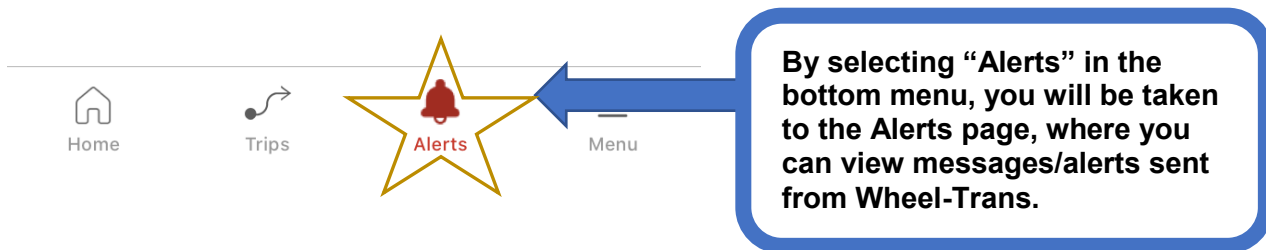


# User Instructions: Wheel-Trans App

## Alerts screen:

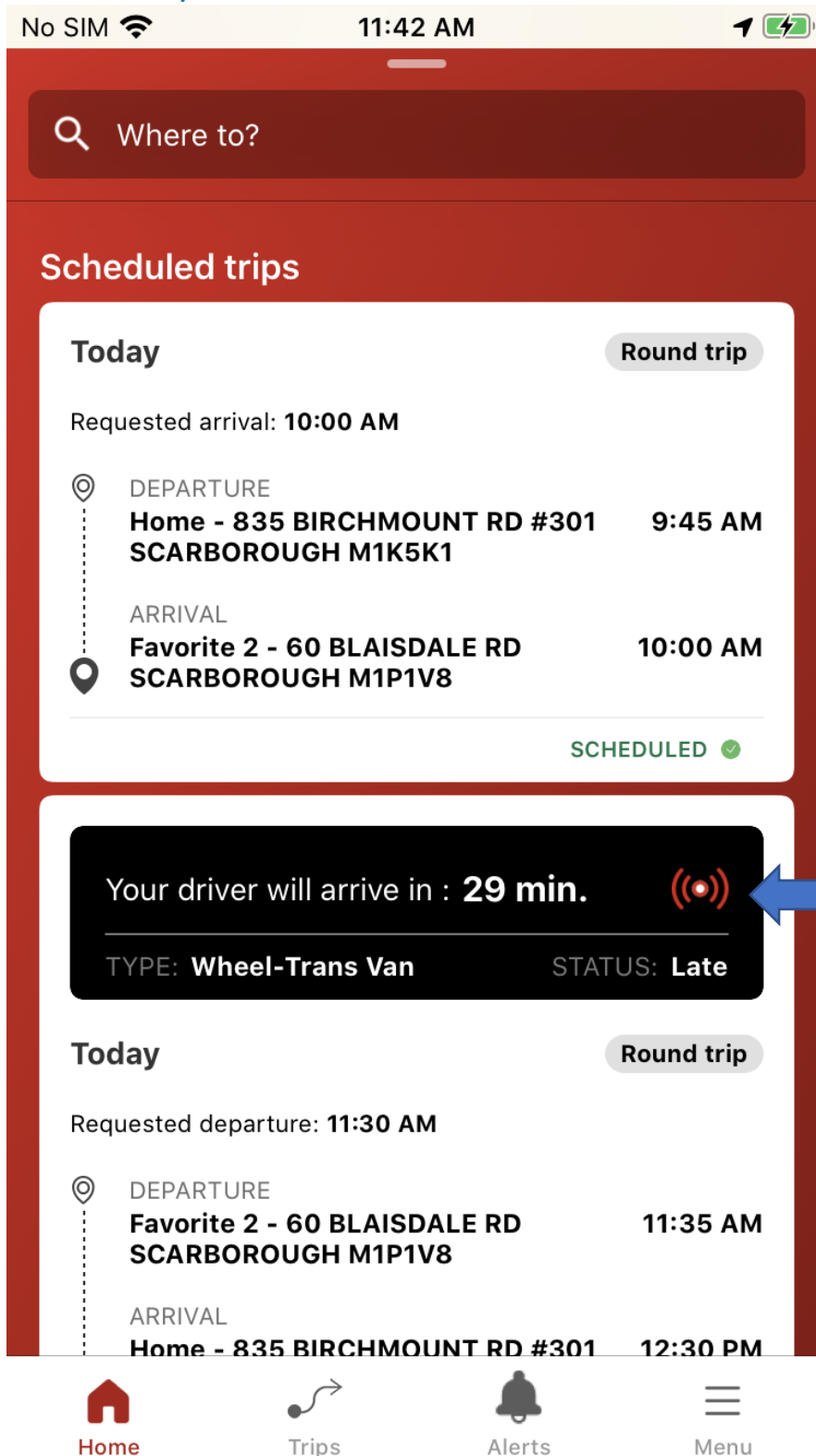


No pending alerts



# User Instructions: Wheel-Trans App

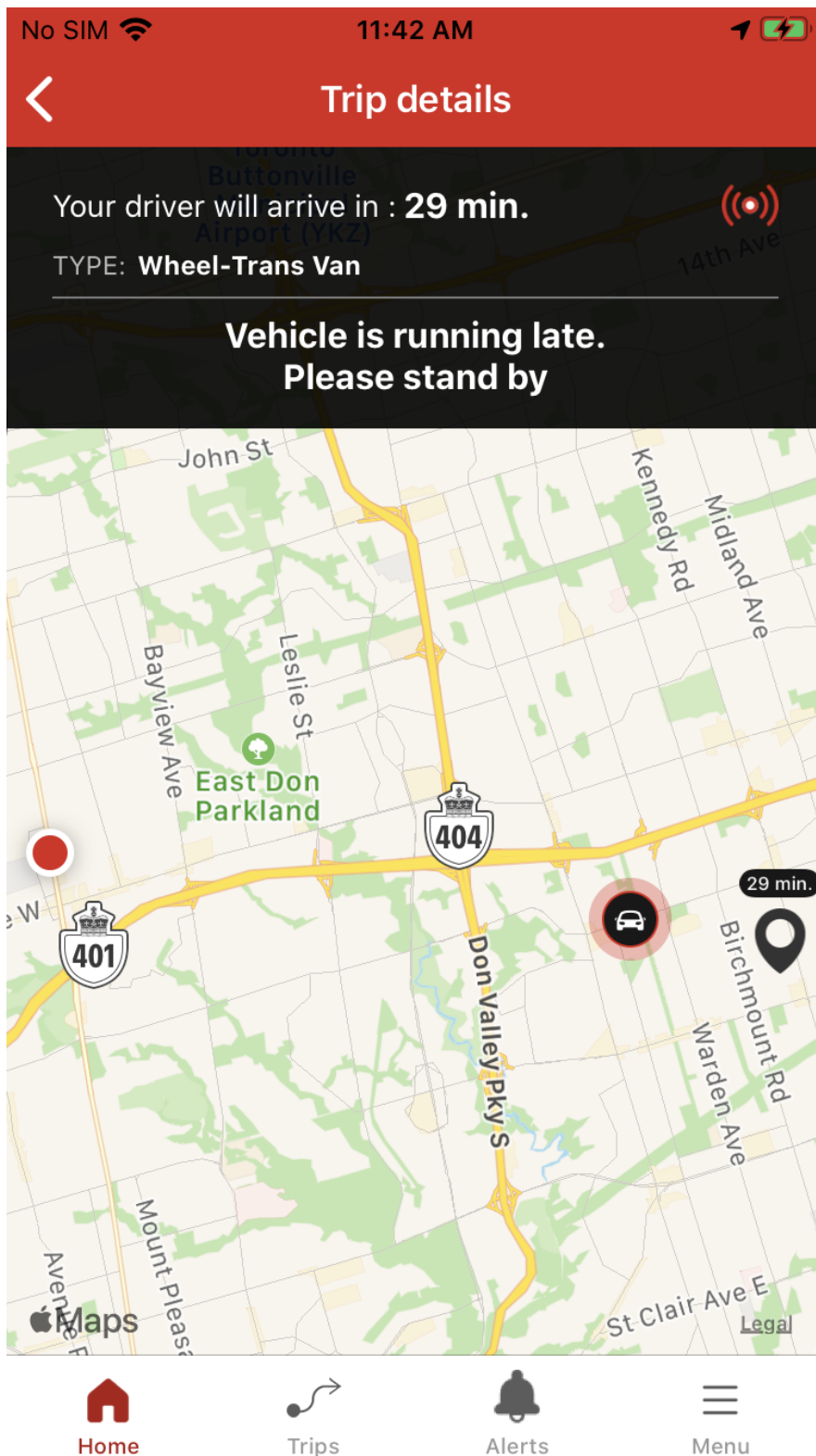
## Where's my ride:



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.