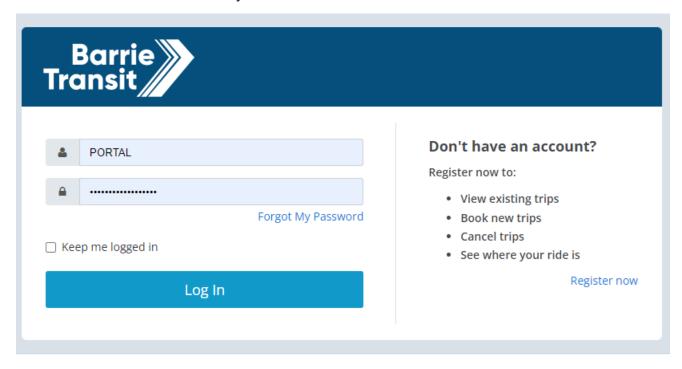
To access the Specialized Transit Client Online Booking you must be a registered, active client. Visit the **Specialized Transit Application** webpage via **barrie.ca/applications** for full information on how to apply.

## Setting up your account.

Go to <a href="https://portal.myridebarrie.ca">https://portal.myridebarrie.ca</a> and select Register now. You'll be prompted to enter your Specialized Transit (Client Identification Number) CID#, your last name and an email address. You must have your own email address.



Once entered you will receive a confirmation email. Click the link in the email to finish setting up your account.





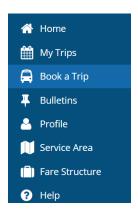
## **Booking a trip**

From the menu on the left click on Book a Trip

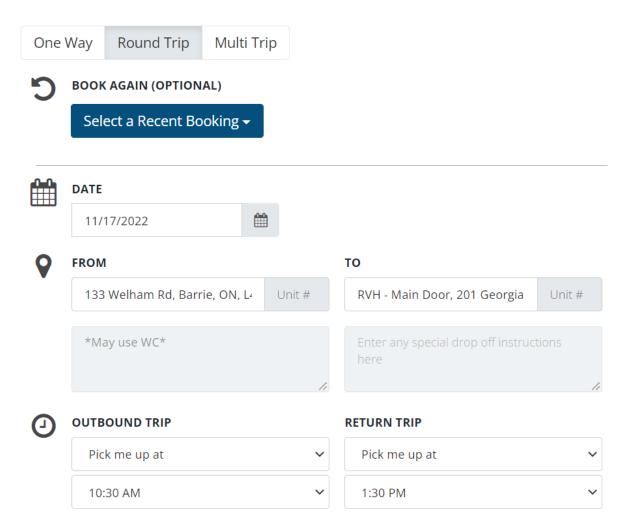
Enter your starting (From) address and the address of your destination (To). You'll see the location displayed on the map to the right.

Select the time you want to be picked up.

If you want a return trip, enter the time you want to be picked up. If you don't need a return trip, check the One Way box.



Tip: If you're having difficulty booking a return trip (round trip), try booking it as two one-way trips by checking the One Way box.







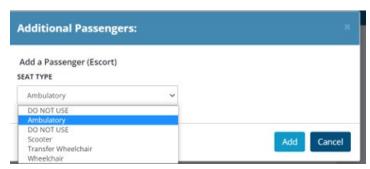
## Additional Passengers:

For additional passenger that is being brought along, add the space type that they require. A companion pays an additional fare.

To add an additional passenger, you must reserve them a space on the bus.

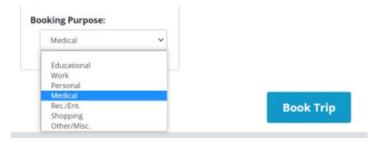
If they are walking, using a walker, cane etc. you reserve them an Ambulatory space.

If they are using a wheelchair, scooter etc., you reserve them a scooter, wheelchair etc. space.



# **Booking Purpose:**

The reason for booking this trip. Please note that this will not change the booking purpose for the return trip.



Finally click Book Trip.

### Trip confirmation:

If a trip is available, you'll see a confirmation window asking you to confirm the details of your trip. Click on confirm or make changes as required.





# **Specialized Transit Client Online Booking**

#### **DETAILED INSTRUCTIONS**

#### **Booking Confirmation - Thursday, November 17, 2022**

#### **Outbound Trip**

Requested Time: Pick up at 10:30 AM

Drop off Address: 133 Welham Rd, Barrie, ON, L4N 8Y3 RVH - Main Door, 201 Georgian Dr, Barrie

Additional Passengers: Escort (Ambulatory)

**Booking Purpose:** Medical

#### Return Trip

Requested Time: Pick up at 1:30 PM

Pick up Address: RVH - Main Door, 201 Georgian Dr, Barrie Drop off Address: 133 Welham Rd, Barrie, ON, L4N 8Y3

Additional Passengers: Escort (Ambulatory)

**Booking Purpose:** Medical

**Make Changes** 

### To accept the trip, click on Accept.

#### **Schedule Trip**

Please confirm the times and press Accept to finish booking your trip.

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

Outbound Trip: 133 Welham Rd → RVH - Main Door

Scheduled pick up at: 10:30 AM Estimated drop off at: 11:00 AM

Return Trip: RVH - Main Door → 133 Welham Rd

Scheduled pick up at: 1:30 PM Estimated drop off at: 2:00 PM

Does this work for you?

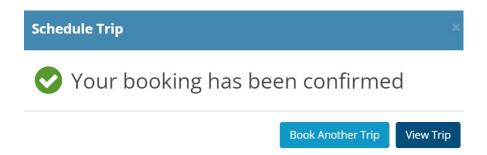
Accept

Decline

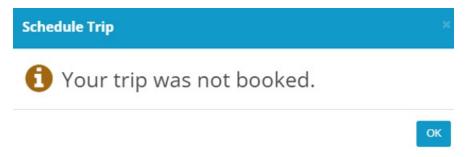




You will receive a notification that your trip is scheduled and confirmed.



If there is no trip available at the time you requested to book, you'll see a message notifying you that your trip could not be scheduled



And it will appear as unavailable on that date in the calendar.



Same day trips can only be booked by calling the reservation line 705-792-5033. Next day trips can only be booked by 5:30pm the day before you wish to travel. If you need to modify a trip, please call 705-792-5033 press 1.



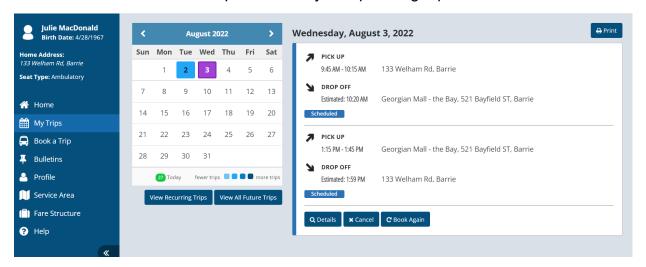


### Viewing your upcoming trips

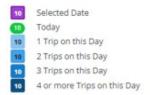
Click on My Trips.

Days that you have a trip booked will be highlighted in blue on the calendar. Click on the blue square to see the trips booked for that day.

Or click on View All Future Trips to see all your upcoming trips.



What to the colours mean in the calendar?



### To view your trip on a map and see estimated time of arrival:

From the home page and on the day of your trip, you may view your vehicle's location on the map and see estimated times of arrival 20 minutes before your estimated pick-up times. Click on the vehicle's marker to see when the location was last reported. The vehicle's location may have changed since its last update. Please keep in mind that you should still always be ready 15 minutes before your scheduled pick up times and the operator will still only wait 5 minutes once they arrive.







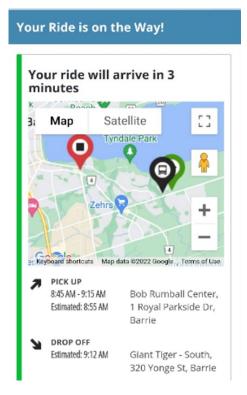
The location that we will pick you up from.



The location that you are being dropped off to.



The Vehicle's last reported location.



NOTE: If the vehicle cannot be seen on the map, it is possible that the vehicle's GPS information is not available at this time. Please be ready for your trip 15 minutes before the scheduled pick-up time.

#### Cancelling a trip

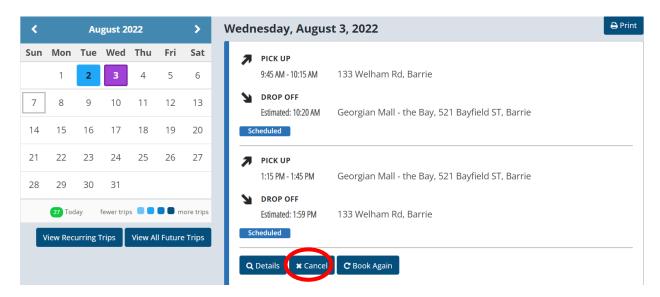
Go to My Trips. Find the trip and click the Cancel button. You'll see a window prompting you to confirm you want to cancel that trip.





# Specialized Transit Client Online Booking

#### **DETAILED INSTRUCTIONS**

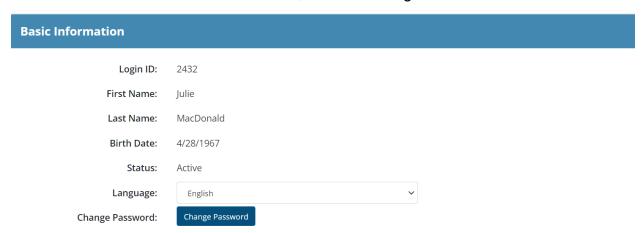


You cannot cancel online if it is less than two hours before your scheduled pickup time. Please call 705-792-5033 press 1 to cancel.

When you cancel less than 30 minutes before your scheduled pickup time, it is considered a late cancellation and is subject to a \$3.00 late cancellation fare the next time the service is used. No show fare and policies apply.

# **Changing your password**

Click on Profile. Under Basic Information, click on Change Password.



# When can I reserve my trip bookings when using the Client Online Booking?

You can reserve your trip bookings up to one week (7 days) in advance. Same day trip bookings are not available using the online booking, next day trips must be reserved before 5:30pm the day before the day of travel.





Monday to Friday you can request trip bookings between 6:30am and 11:00pm

Saturday you can request trip bookings between 8:00am and 11:30pm

Sunday you can request trip bookings between 8:30am to 7:30pm

If you need to travel outside these reservation times, please call 705-792-5033 press 1.

For additional information on using the Client Online Booking:

You may click on the Help icon from the menu on the left:

