

Internet Reservation User Guide

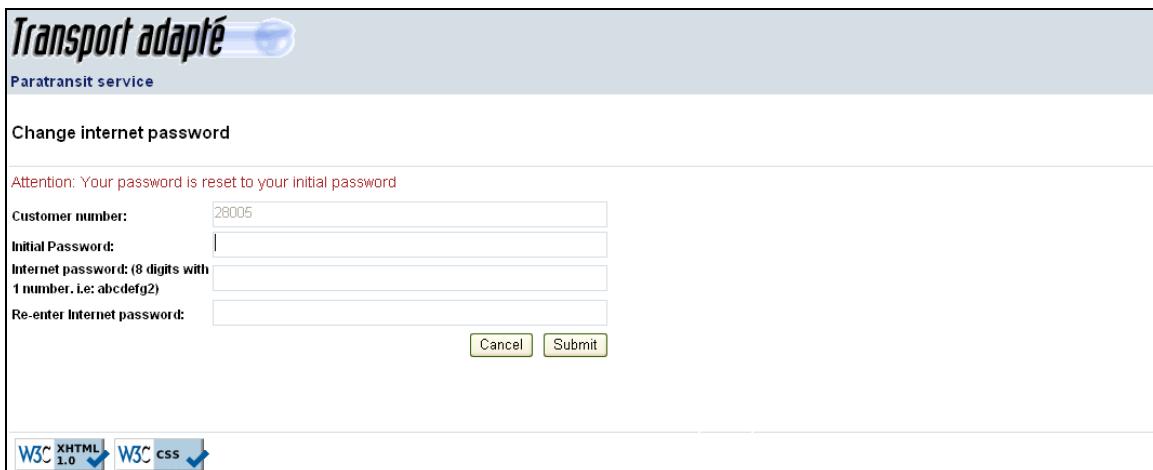
Transport adapté clients can now make their reservations on the Internet. With this handy tool they can, among others, reserve occasional transportations and cancel planned transportations.

The Internet Reservation is available daily from 7 a.m. to 9:30 p.m. for transportation on the territory of the Island of Montréal only.

On your first visit:

Enter your **Customer number** and the **password** you currently use to access the interactive phone system.

Click on **Submit**. You'll then go to another screen where you'll be asked to create your Internet password:

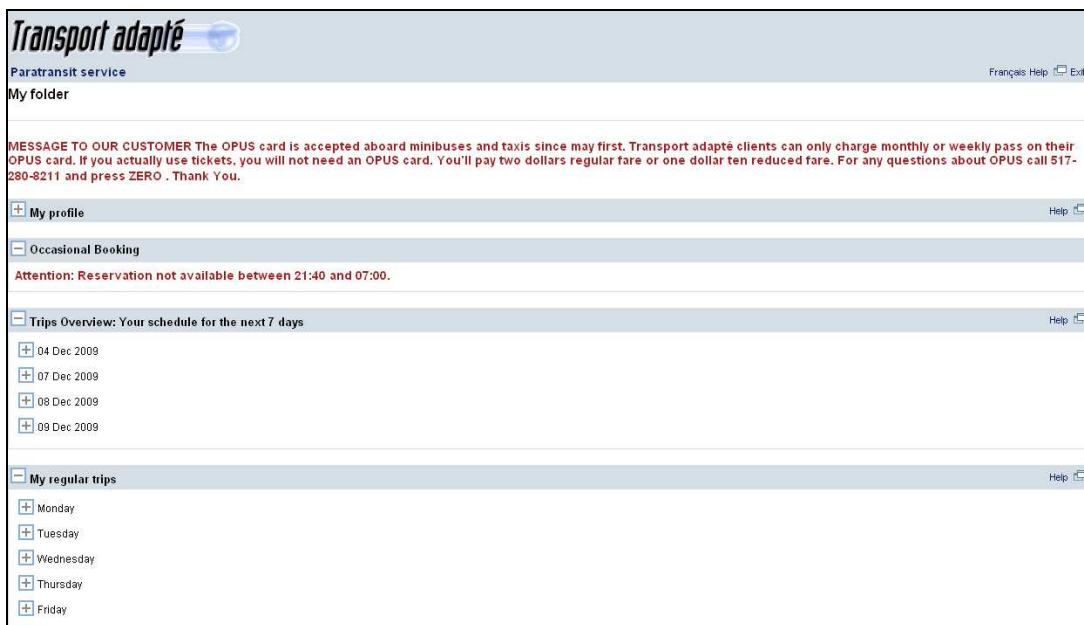


The screenshot shows a web page for 'Transport adapté' with the sub-header 'Paratransit service'. The main heading is 'Change internet password'. A red warning message states: 'Attention: Your password is reset to your initial password'. The form contains four input fields: 'Customer number' (with '28005' entered), 'Initial Password', 'Internet password: (8 digits with 1 number, i.e: abcdefg2)', and 'Re-enter internet password:'. Below the fields are 'Cancel' and 'Submit' buttons. At the bottom left, there are icons for 'W3C XHTML 1.0' and 'W3C CSS'.

To create your Internet password, you must enter:

- Your **Customer number**.
- Your **Initial password**: It is the same password you have entered to access the site.
- Create your **Internet password**: Choose an 8-digit password which includes at least one numeral. For instance: orange29
- **Re-enter the Internet password for validation**.

If you wish to modify this password in the future, click on the **Modify my password** link in the **My Profile** section.



The screenshot shows the 'Transport adapté' website interface. At the top left is the logo 'Transport adapté' with a blue globe icon. Below it, the text 'Paratransit service' is visible. On the top right, there are links for 'Français Help' and 'Exit'. The main content area is titled 'My folder' and contains a message: 'MESSAGE TO OUR CUSTOMER The OPUS card is accepted aboard minibuses and taxis since may first. Transport adapté clients can only charge monthly or weekly pass on their OPUS card. If you actually use tickets, you will not need an OPUS card. You'll pay two dollars regular fare or one dollar ten reduced fare. For any questions about OPUS call 517-280-8211 and press ZERO . Thank You.' Below the message are several expandable sections: 'My profile' (with a 'Help' link), 'Occasional Booking' (with an 'Attention: Reservation not available between 21:40 and 07:00.' notice), 'Trips Overview: Your schedule for the next 7 days' (with a 'Help' link and a list of dates: 04 Dec 2009, 07 Dec 2009, 08 Dec 2009, 09 Dec 2009), and 'My regular trips' (with a 'Help' link and a list of days: Monday, Tuesday, Wednesday, Thursday, Friday).

THE MY PROFILE SECTION

This section contains the user's personal information:

- User's identification number;
- Home phone number;
- Home address;
- Type of mobility aids used according to the user's file;
- Companionship: information concerning escorts: Compulsory, optional or unauthorized.
 - **Compulsory** means user must always be escorted;
 - **Optional** means user can be escorted if desired;
 - **Unauthorized** means user cannot be escorted on transport adapté transportations.

The user's password can be modified by clicking on [Modify my password](#)

The link [email](#) can be used to inform the Customer Service of an address change or to changes to mobility aids.

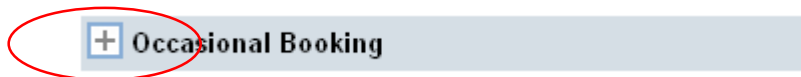
My profile	
Customer number :	28005
Home address :	3111 Rue Jarry, Montréal
Phone :	(514) 111-1111
Mobility Device :	Crutches, White cane
Companionship :	Optional
Modify my password	
For any change, please contact us by email or telephone at (514) 280-8211 option 4 (7h-18h, monday to friday).	

THE OCCASIONAL BOOKING SECTION

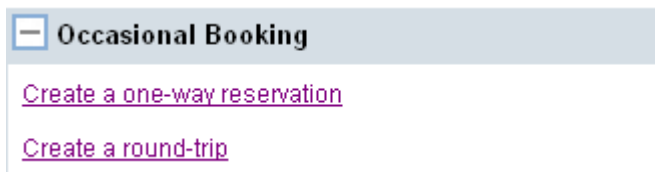
This is where to reserve for an occasional transportation

To access the reservation window:

1. Click in the "plus" icon  beside the section's name:



2. Then click on [Create a one-way reservation](#) or [Create a round-trip](#)



3. If you choose to [Create a one-way transportation](#), a Reservation Request window will open where it will be only possible to reserve a one-way trip.

Occasional reservation

When	
Schedule date:	03 Dec 2009
Type:	One-way based on arrival time
Arrival Time:	08 : 00
Where	
Departure:	Select a type of address
	Choose an address
Arrival:	Select a type of address
	Choose an address
Mobility Device	
Requested Support:	<input checked="" type="checkbox"/> Crutches <input type="checkbox"/> White cane
Attendance	
NOTICE	
Reservations made by Internet do not allow for an attendant using mobility aids, such as a walker, a wheelchair or a guide dog.	
If your attendant uses a mobility aid, you must reserve by calling 280-8211, option 1.	
You must abide by this notice, or you run the risk of being refused at boarding time.	

4. If however you choose [Create a round-trip](#), in the Reservation Request window you'll be able to reserve your transportation and your return trip.

Demande de réservation	
Quand	
Date:	17 mai 2008
Type:	Aller-Retour
Heure d'arrivée:	08 : 00
Heure de départ:	08 : 00
Où	
Départ:	Sélectionner le type d'adresse
Arrivée:	Sélectionner le type d'adresse
Aide à la mobilité	
Aide requise:	<input checked="" type="checkbox"/> Triporteur
Accompagnement	
Nombre d'accompagnateur:	0
<input type="button" value="Annuler"/> <input type="button" value="Soumettre"/>	

THE **WHEN** SECTION

This is where you indicate the date (choice of 3 dates), and time you wish to arrive at your destination as well as the leaving time for the return.

When	
Schedule date:	05 Dec 2009
Type:	Round-trip
Arrival Time:	08 : 00
Departure Time:	08 : 00

First select the date of transportation:

When	
Schedule date:	05 Dec 2009
Type:	03 Dec 2009
Arrival Time:	04 Dec 2009
	05 Dec 2009

Then specify the time at which you want to arrive at your destination in the **Arrival Time** section

The 'When' section contains the following fields:

- Schedule date: 05 Dec 2009
- Type: Round-trip
- Arrival Time: 08 : 00
- Departure Time: 08 : 00

A red box labeled 'Arrival Time' is positioned to the right of the arrival time dropdowns, with a red arrow pointing to the hour dropdown.

And specify the time at which you want to leave for the return trip in the **Departure Time** section

The 'When' section contains the following fields:

- Schedule date: 05 Dec 2009
- Type: Round-trip
- Arrival Time: 08 : 00
- Departure Time: 08 : 00


A red box labeled 'Return' is positioned to the right of the departure time dropdowns, with a red arrow pointing to the hour dropdown.

THE WHERE SECTION

In this section, you enter the origin and destination for your transportation. Users leaving from home and who selected one-way transportation in the WHEN section must enter their home address in the Departure box.

The 'Where' section contains the following fields:

- Departure: Select a type of address, Choose an address
- Arrival: Select a type of address, Choose an address

Choose the address type by clicking on the small arrow  at the right hand side of the box. Available address types will appear.


The 'Where' section shows the 'Departure' dropdown menu open, displaying the following options:



- Select a type of address
- Historic addresses
- Predefined addresses
- All Public Places
- Association
- Piscine
- Stade et Arénas
- Ecole
- Lieu de religion
- Lesins

The predefined addresses include the user's home address and preferred addresses.

The historic addresses include the list of addresses used by the user.

Note : Some addresses might not be available in the **Historic addresses** section.

Choose the destination address by clicking on the small arrow  at the right hand side of the box. Available destinations will appear.

Where	
Departure:	Cinéma 
Arrival:	Choose an address  Choose an address AMC Forum Cinéplex. Via the main entrance. Beaubien Cinema. Via the main entrance. Carrefour Angrignon Cinema. Via the entrance door 8, facing signpost 26. Cinema Guzzo des Sources. Via the entrance facing signpost 8. Cinéma Guzzo Méga-Plex Sphere-tech 14. Via the main entrance. Cinéma Guzzo, Marché Central. Via the main entrance. Cinéma Starité. Via the entrance facing Sicard, via the ramp. Ex-Centris Cinema. Via the main entrance. Faubourg Cinema. Via the main entrance. IMAX Cinema of Old Port. Via the entrance of the ticket counter, facing signpost 28. Imperial Cinema. Via the main entrance. Kirkland Coliseum Cinema. Via the main entrance. Lacordaire Cinema. Via the main entrance.
Mobility Device	
Requested Support	
Attendance	

THE MOBILITY DEVICE SECTION

This is where the user selects the type of mobility aid required for the booked transportation. This section is necessary since many users have more than one mobility aid noted in their file.

Mobility Device	
Requested Support:	<input checked="" type="checkbox"/> Crutches <input type="checkbox"/> White cane

THE ATTENDANCE SECTION

In this section the user tells Transport adapté he or she will be accompanied for the booked transportation. If the user is not allowed to have an escort, it will be impossible to make a selection in the **number of attendant** box.

Attendance

NOTICE

Reservations made by Internet do not allow for an attendant using mobility aids, such as a walker, a wheelchair or a guide dog.

If your attendant uses a mobility aid, you must reserve by calling 280-8211, option 1.

You must abide by this notice, or you run the risk of being refused at boarding time.

Number of attendant:


SUBMIT A REQUEST FOR AN OCCASIONAL TRANSPORTATION

To complete the transportation request, the user must click on the submit button in the lower part of the reservation request



THE YOUR SCHEDULE FOR THE NEXT 7 DAYS SECTION

This section contains the list of occasional transportations booked for the next 7 days, in chronologic order.

Complete detail of trips can be seen by clicking on the "plus"  symbol beside transportations dates.


Trips Overview: Your schedule for the next 7 days

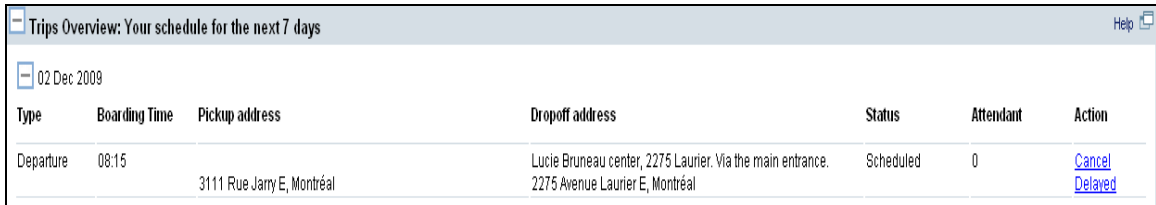
- 04 Dec 2009
- 07 Dec 2009
- 08 Dec 2009
- 09 Dec 2009

Provided details give the type of trip, confirmed time, origin and destination addresses and status of the request.

Status of request can be: Scheduled, refused or confirmed depending of availability of service.


It is possible to cancel a transportation in this window by clicking on the [Cancel](#) link. This option is not available in the 60 minutes before the scheduled time of transportation.

If transportation is late on the scheduled date, the user can make a late vehicle notification by clicking on the [Delayed](#) link. Transportation might have a to be confirmed status if on a waiting list. The detail window of a trip can be closed by clicking on the "minus"  symbol.




Type	Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action
Departure	08:15	3111 Rue Jarry E, Montréal	Lucie Bruneau center, 2275 Laurier. Via the main entrance. 2275 Avenue Laurier E, Montréal	Scheduled	0	Cancel Delayed

THE MY REGULAR TRIPS SECTION

In this section, the user will find the list of his or her booked regular trips by week days. Details for each trip can be seen by clicking on the "plus"  symbol beside the trip date.

Provided details give the type of trip, confirmed time, origin and destination addresses and status of the request.

Status of the request can be Confirmed or Refused, according to availability of service.


The detail window of a trip can be closed by clicking on the "minus"  symbol. It is also possible to cancel a trip in this window by clicking on the [Cancel](#) link.

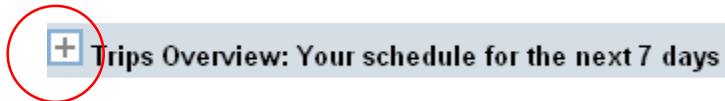
Please note that the fact of cancelling a regular trip cancels the complete series, from this day onwards.


My regular trips							Help
Monday							
Type	Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action	
Arrival	10:45	3111 Rue Jarry E, Montréal	La Visitation Residence 161 Boulevard Henri-Bourassa O, Montréal	Scheduled	0	Cancel	
Departure	14:00	La Visitation Residence 161 Boulevard Henri-Bourassa O, Montréal	3111 Rue Jarry E, Montréal	Scheduled	0	Cancel	
Tuesday							
Wednesday							
Thursday							
Friday							

CANCELLING AN OCCASIONAL OR A REGULAR TRIP

It is possible to cancel an occasional or a regular trip, here's how:

1. From the Internet Reservation homepage, click on the "plus" symbol  beside the required section to obtain the list of planned trips.



2. Click on the "plus" symbol  to obtain the details of a planned trip.

Trips Overview: Your schedule for the next 7 days							Help
+ 02 Dec 2009							
- 04 Dec 2009							
Type	Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action	
Arrival	11:05	3111 Rue Jarry E, Montréal	La Visitation Residence 161 Boulevard Henri-Bourassa O, Montréal	Scheduled	0	Cancel	
Departure	14:00	La Visitation Residence 161 Boulevard Henri-Bourassa O, Montréal	3111 Rue Jarry E, Montréal	Scheduled	0	Cancel	

3. Click on the [Cancel](#) link corresponding to the trip to be cancelled. If the return has to be cancelled, The user must also click on the [Cancel](#) link for the return trip.

Trips Overview: Your schedule for the next 7 days							Help
+ 02 Dec 2009							
- 04 Dec 2009							
Type	Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action	
Arrival	11:05	3111 Rue Jarry E, Montréal	La Visitation Residence 161 Boulevard Henri-Bourassa O, Montréal	Scheduled	0	Cancel	
Departure	14:00	La Visitation Residence 161 Boulevard Henri-Bourassa O, Montréal	3111 Rue Jarry E, Montréal	Scheduled	0	Cancel	

4. Confirmation of a trip cancellation screen will open. User must click on the YES or NO button in order to accept or refuse the cancellation.

INTERRUPTION OF A TRIP


1. To interrupt a trip, click on the "+" symbol to see the trip details


My regular trips						Help
+ Monday						
+ Tuesday						
+ Wednesday						
+ Thursday						
- Friday						
Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action	
09:15	7905 Rue Sherbrooke E, Montréal	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles	Scheduled	0	Interrupt Cancel	
12:00	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles	7905 Rue Sherbrooke E, Montréal	Scheduled	0	Interrupt Cancel	

1- Click on the "[Interrupt](#)" link on the line of the trip you wish to interrupt. The return trip must also be interrupted if you wish so.

My regular trips						Help
+ Monday						
+ Tuesday						
+ Wednesday						
+ Thursday						
- Friday						
Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action	
09:15	7905 Rue Sherbrooke E, Montréal	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles	Scheduled	0	Interrupt Cancel	
12:00	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles	7905 Rue Sherbrooke E, Montréal	Scheduled	0	Interrupt Cancel	

2- Choose date of beginning of interruption

Paratransit Service 

Paratransit service Help  Exit

Interrupt request

Day	Boarding Time	Pickup address	Dropoff address
Friday	09:15	7905 Rue Sherbrooke E, Montréal	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles


Interval interrupt


Start date of interruption

End date of interruption

Société de transport de Montréal

3- Choose date of end (maximum of 8 consecutive weeks) and click on submit.

Paratransit Service 

Paratransit service Help  Exit

Interrupt request

Day	Boarding Time	Pickup address	Dropoff address
Friday	09:15	7905 Rue Sherbrooke E, Montréal	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles


Interval interrupt


Start date of interruption

End date of interruption

Société de transport de Montréal

4- Confirmation window opens, click on "Yes" if the interruption period is in accordance with your request.

Paratransit Service 

Paratransit service Help  Exit


Interrupt request

Please confirm the following trip interruption: Yes No

WARNING: If you confirm this request, you are going to definitively interrupt any regular trip scheduled for the following weekday and time between 01 October 2010 and 29 October 2010.

Day	Boarding Time	Pickup address	Dropoff address
Friday	09:15	7905 Rue Sherbrooke E, Montréal	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles

5- Return to "My regular trips" window if you want to interrupt return trip or a trip on another day.


My regular trips Help 

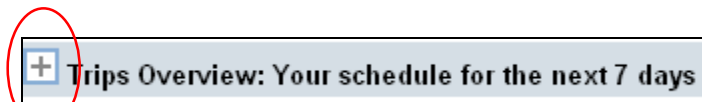
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday


Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action
09:15	7905 Rue Sherbrooke E, Montréal	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles	Scheduled	0	Interrupt Cancel
Interruption scheduled 01/10/2010 to 29/10/2010					
12:00	Carrefour de la Pointe shopping centre. Via the main entrance near Super C. 12675 Rue Sherbrooke E, Pointe-aux-Trembles	7905 Rue Sherbrooke E, Montréal	Scheduled	0	Interrupt Cancel

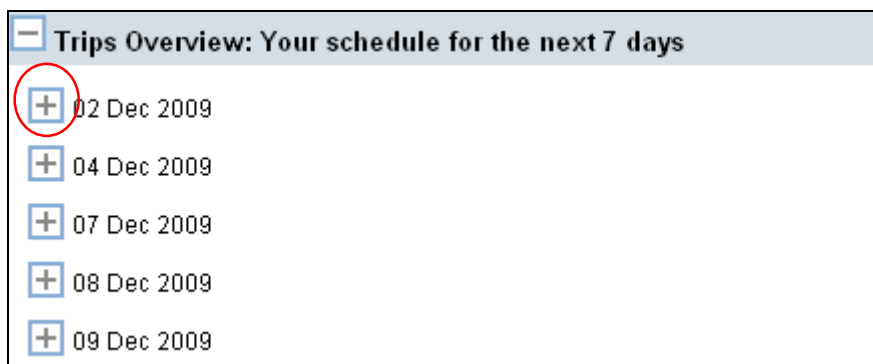
LATE VEHICLE NOTIFICATION FOR A PLANNED TRIP

A paratransit vehicle is considered late if it arrives more than 30 minutes after the confirmed pick-up time. You may use this option once the 30-minute time allowance is up. To make a late vehicle notification:

From the homepage, select Trip overview: Your schedule for the next 7 days and click on the "plus" symbol  to obtain the list of planned trips.



Click on the "plus" symbol  to obtain the details of the planned trip for which the vehicle is late.



Click on the [Delayed](#) link corresponding to the trip to be notified.



Type	Boarding Time	Pickup address	Dropoff address	Status	Attendant	Action
Departure	08:15	3111 Rue Jarry E, Montréal	Lucie Bruneau center, 2275 Laurier. Via the main entrance. 2275 Avenue Laurier E, Montréal	Scheduled	0	Cancel Delayed

Another window will open with the mention that a delay has been notified for this trip.

Transport adapté
Paratransit service

Attention: A delay of 1 min. has been reported for the following trip.

Date	Type	Boarding Time	Pickup address	Dropoff address
02 Dec 2009	Departure	08:40	3111 Rue Jarry E, Montréal	Lucie Bruneau center, 2275 Laurier. Via the main entrance. 2275 Avenue Laurier E, Montréal

[Back to my folder](#)

Help Exit

If one makes a late vehicle notification before the 30-minute time allowance is up, the following message will be displayed:

ATTENTION: IT IS TOO EARLY TO REPORT A DELAY. PLEASE CHECK YOUR BOARDING TIME.

Transport adapté
Paratransit service

Attention: It is too early to report a delay. Please check you boarding time.

Date	Type	Boarding Time	Pickup address	Dropoff address
02 Dec 2009	Departure	08:15	3111 Rue Jarry E, Montréal	Lucie Bruneau center, 2275 Laurier. Via the main entrance. 2275 Avenue Laurier E, Montréal

[Back to my folder](#)

Help Exit

CONSULT HELP

There are two types of help: standard and interactive.

THE STANDARD HELP

This type of Help file is commonplace to Windows users. To open the help file, one just needs to click on the Help word on the right hand side of the screen on top of the page.

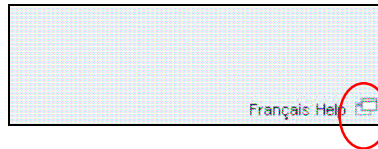
Transport adapté
Paratransit service

Help Exit

THE INTERACTIVE HELP

This type of dynamic help is more accurate.

You'll access to it by clicking on the small symbol of a window on the right hand side of the screen on top of the page, just beside the word Help.



A window displaying all the help topics will open.

ERROR MESSAGES

Some error messages can be displayed when using the Internet Resrvation. These messages can come from various sources, for instance: your browser, your computer's operating system, the Internet network or the reservation system itself. Thus, if the displayed information is not clear enough to guide you, do not hesitate to talk to one of our agents by calling 514 280-8211 Option 1.

If the source of the error message is our system, we will be able to provide you with the propoer information. However, since the STM cannot provide support for your domestic applications or your Internet connection, please consult a computer specialist or your Internet service provider in case of problem.