

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

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?](#)

[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

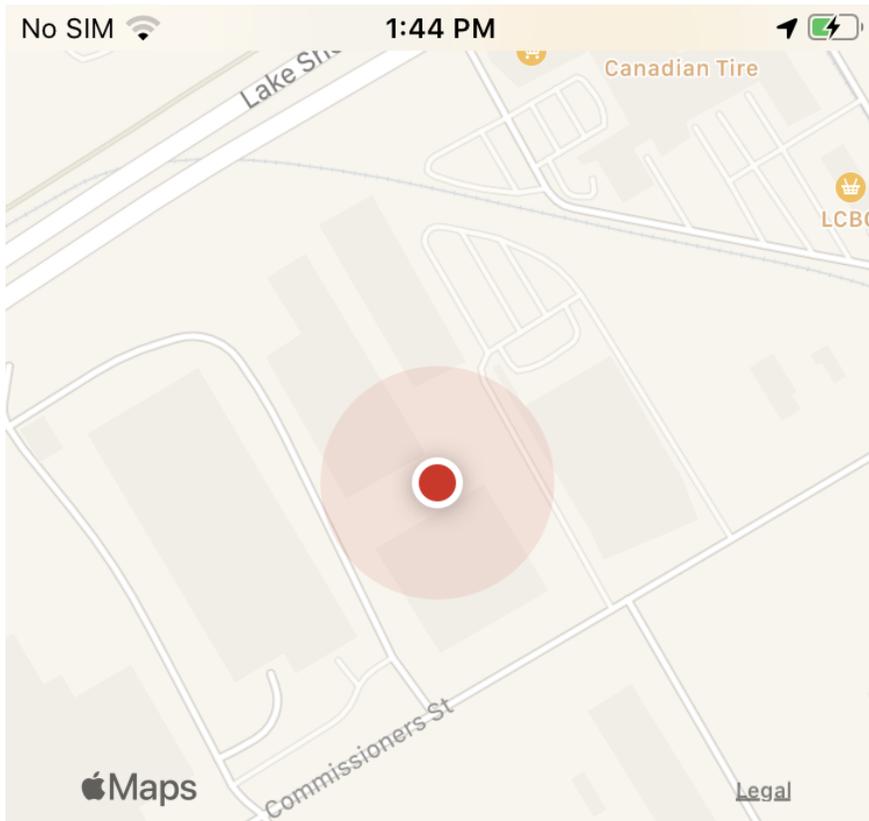
Privacy Policy

How-To

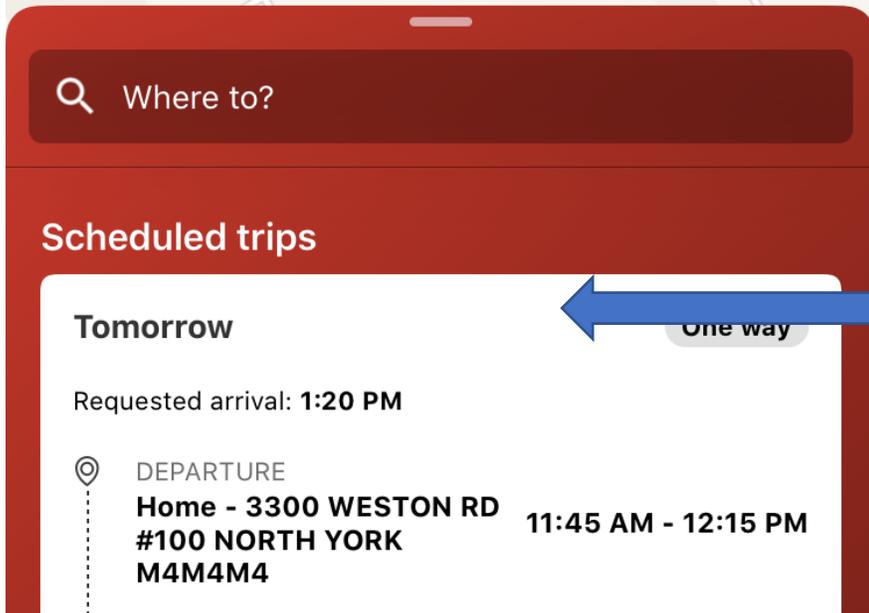
Toronto Transit Commission, Copyright 1997-2018

User Instructions: Wheel-Trans App

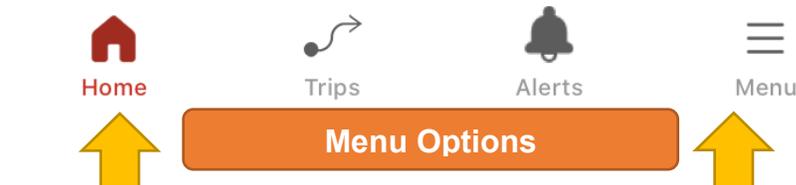
Home screen:



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

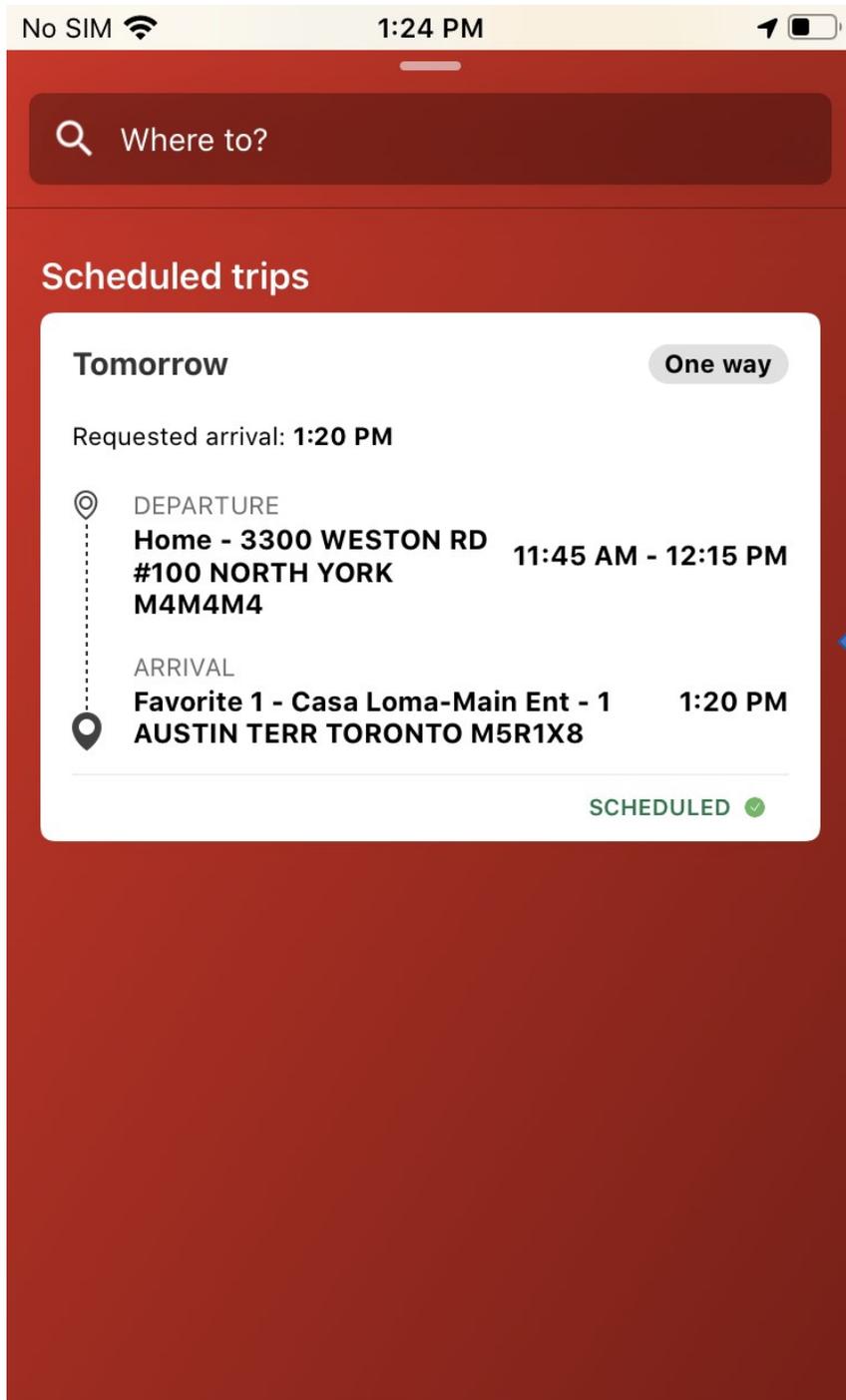


You can view your upcoming trips for today and tomorrow using this collapsible window in the Home page.



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

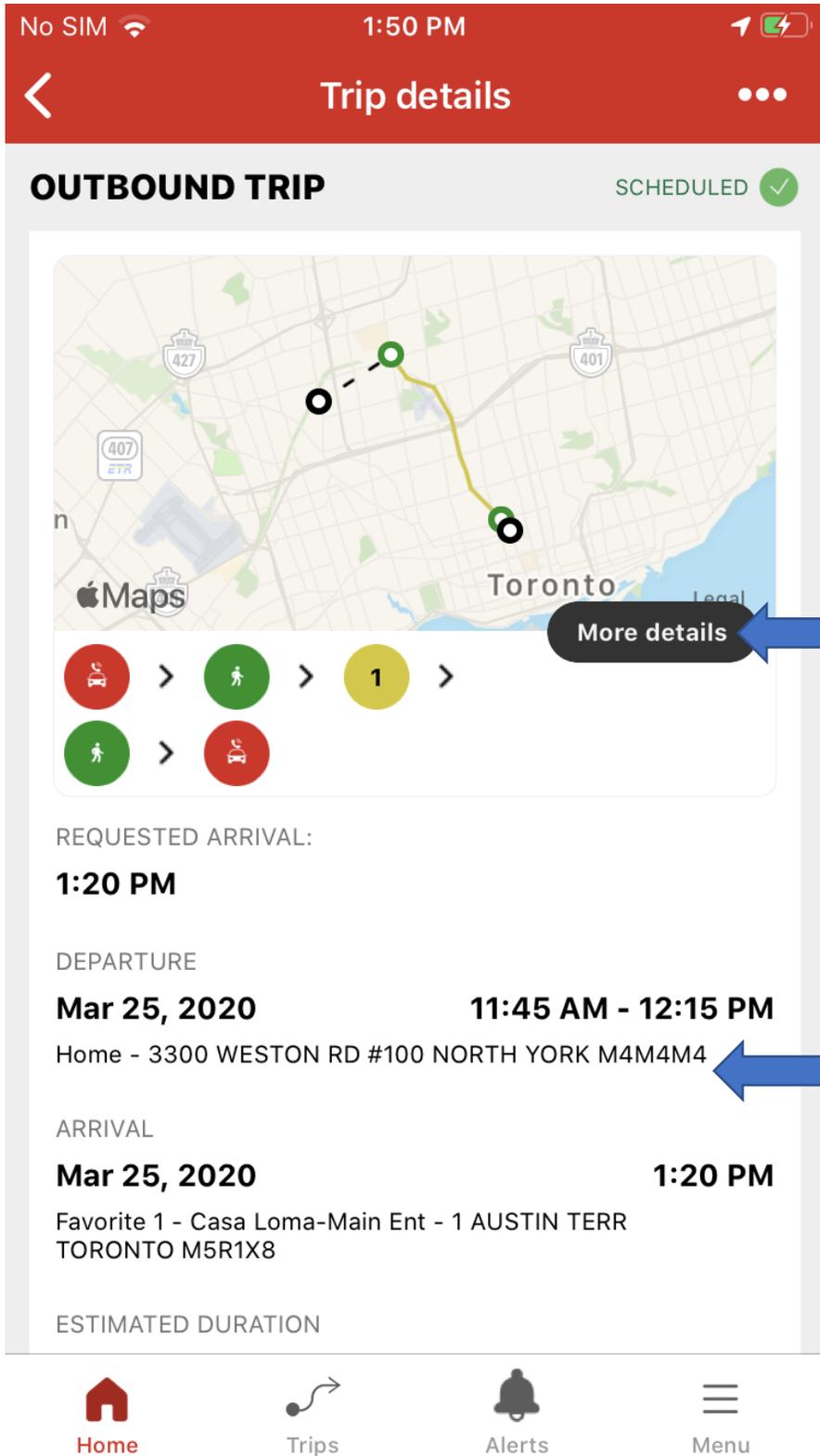
User Instructions: Wheel-Trans App



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

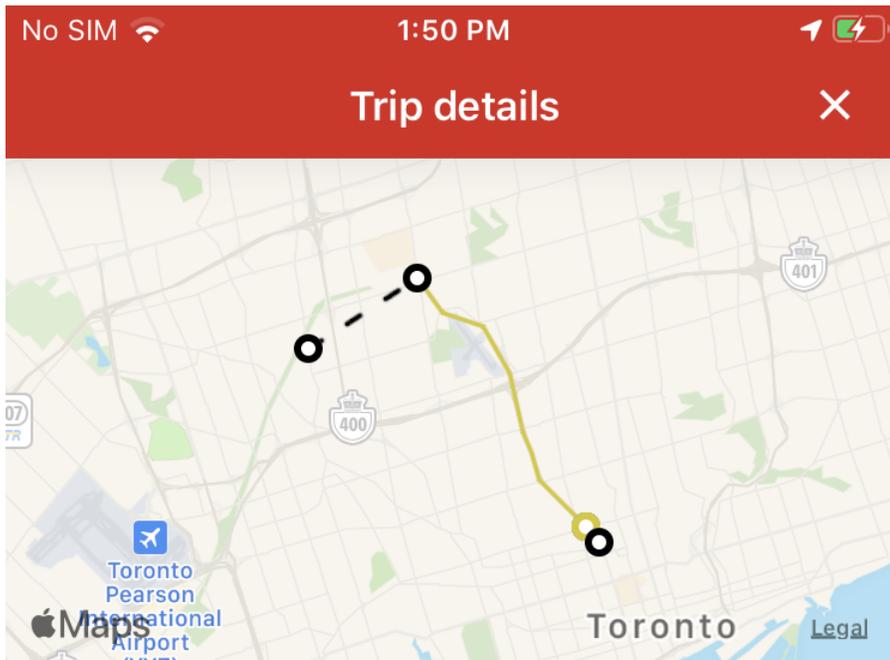


Selecting "more details" will display route information for Family of Services Trips.

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

User Instructions: Wheel-Trans App

More details screen:



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

i

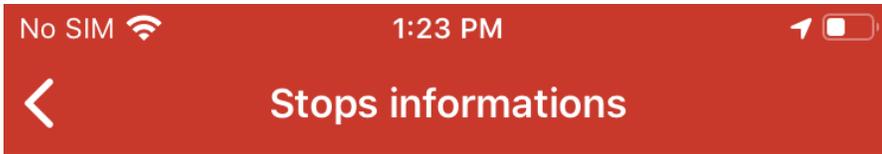
WALK

- Finch West Subway Station - 3965 KEELE ST BUS PLATFORM NORTH YORK **i**
- Finch West Station - Southbound Platform - _KEELE ST 15658 NORTH YORK **i**

1 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 screenshot shows the 'Trips' screen of the Wheel-Trans app. At the top, there is a red header with the 'Trips' title and two tabs: 'Current' and 'History'. Below the header, there are two trip cards. The first card is for 'Tomorrow' (One way) with a requested arrival of 1:20 PM. The departure is at 'Home - 3300 WESTON RD #100 NORTH YORK M4M4M4' at 11:45 AM, and the arrival is at 'Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN TERR TORONTO M5R1X8' at 1:20 PM. The status is 'SCHEDULED'. The second card is for 'Fri, Mar 27, 2020' (Round trip) with a requested arrival of 8:00 AM. The departure is at 'Home - 3300 WESTON RD #100 NORTH YORK M4M4M4' at 6:50 AM, and the arrival is at 'Sunnybrook Medical Centre-G Wing - 2075 BAYVIEW AVE Sunnybrook Medical Centre-"G" Wing NORTH YORK M6M3Z8' at 8:00 AM. At the bottom, there is a navigation bar with icons for Home, Trips, Alerts, and Menu. A yellow star icon labeled 'Trips' is shown above the app's navigation bar. A blue arrow points from the 'Trips' icon to the 'Trips' title in the app header. Another blue arrow points from the 'History' tab to the 'History' text. A third blue arrow points from the 'History' tab to the 'History' text in a callout box. A fourth blue arrow points from the 'History' tab to the 'History' text in another callout box. A fifth blue arrow points from the 'History' tab to the 'History' text in a third callout box. A sixth blue arrow points from the 'History' tab to the 'History' text in a fourth callout box.

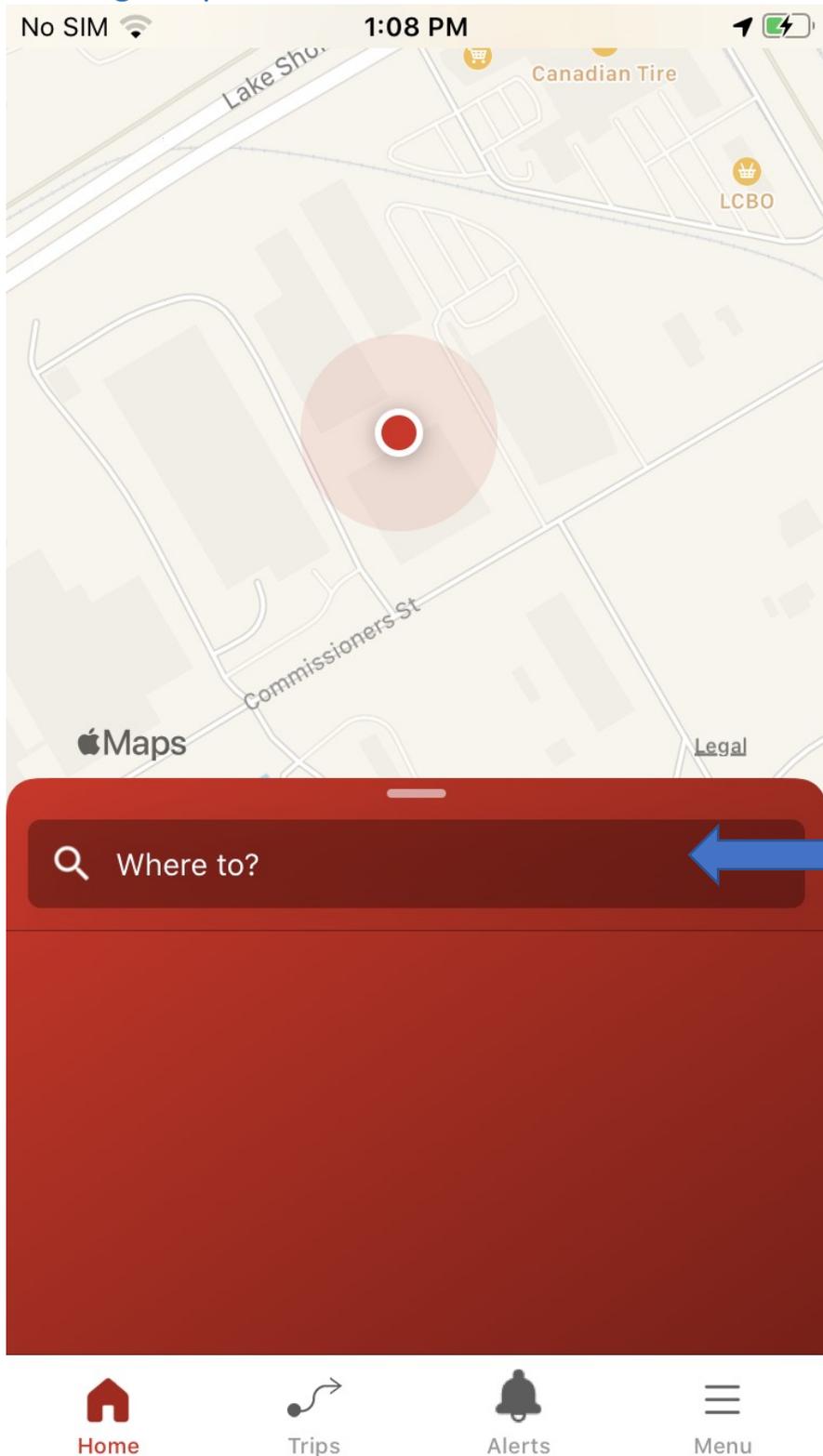
By selecting "Trips" in the bottom menu, you will be taken to the Trips page, where you can view current trips for the next seven days or view your past Trip History.

Select "History" to view your past trips.

Select anywhere in the trip window to view Trip Details.

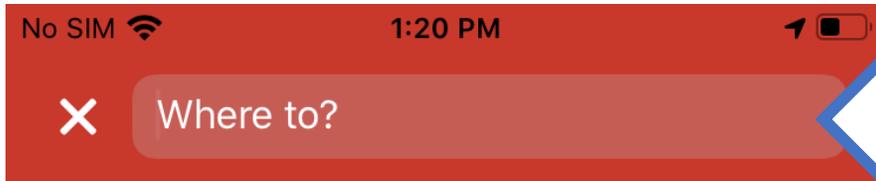
User Instructions: Wheel-Trans App

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

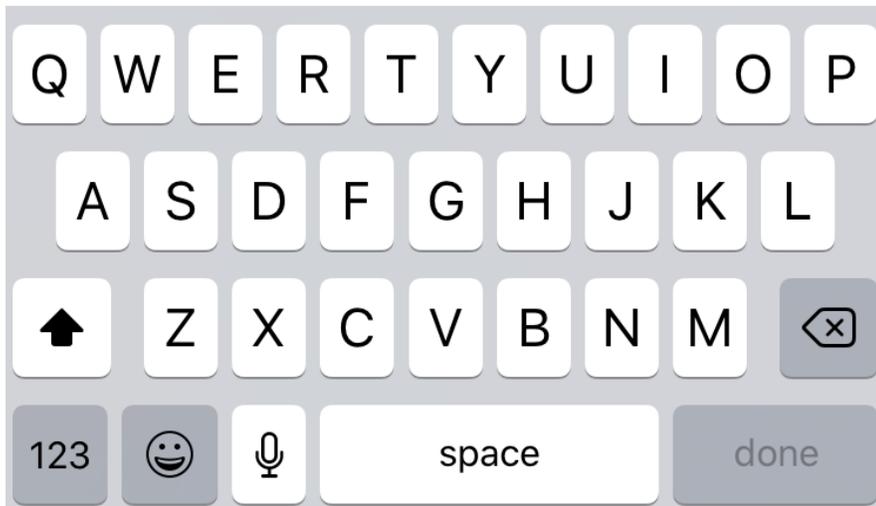
-  **Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO** ...
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO

-  **Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO** ...
Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO

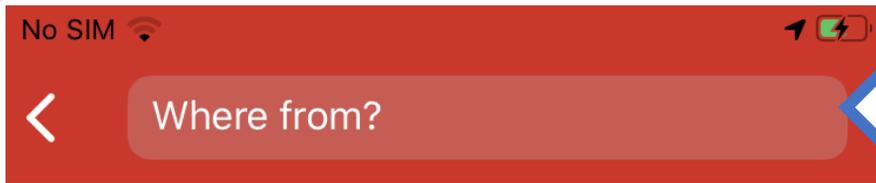
-  **Home - 3300 WESTON Road #100, NORTH YORK**
Home - 3300 WESTON Road #100, NORTH YORK

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.

HISTORY



User Instructions: Wheel-Trans App



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

FAVORITES

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

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.

 **Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO**
Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO ...

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

 **Home - 3300 WESTON Road #100, NORTH YORK**
Home - 3300 WESTON Road #100, NORTH YORK

HISTORY

 **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) ...

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

Variety Village - Main Ent - 3701

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

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

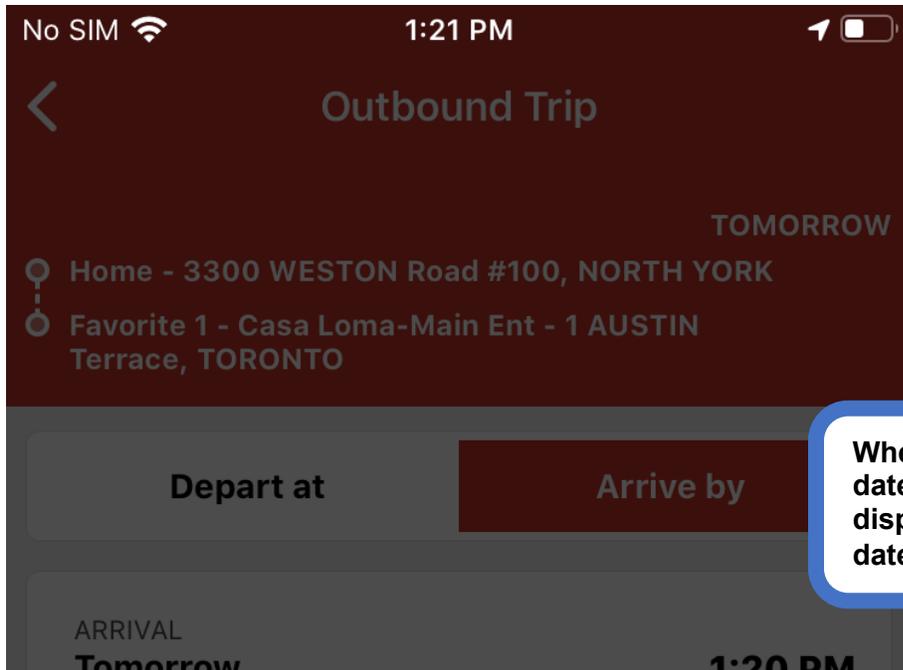
This is an example of a one-way trip. You can now enter the details of your trip by selecting various entries on the screen. You can schedule your trip by departure or arrival time. In this example, we are booking the trip by arrival time (box highlighted in red). Select "Depart at" if you require a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



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	AM
Wed Mar 25	1	20	PM
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



When ready, select "OK".

User Instructions: Wheel-Trans App

The screenshot shows the 'Outbound Trip' screen in the Wheel-Trans app. At the top, the status bar displays 'No SIM', signal strength, Wi-Fi, the time '1:21 PM', and battery level. The app title 'Outbound Trip' is centered at the top. Below it, the destination is 'TOMORROW' with two locations: 'Home - 3300 WESTON Road #100, NORTH YORK' and 'Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO'. There are two tabs: 'Depart at' and 'Arrive by', with 'Arrive by' selected. The arrival information shows 'ARRIVAL Tomorrow 1:20 PM'. Below this are sections for 'ADDITIONAL PASSENGERS' (None), 'ASSISTIVE DEVICES' (1 Cane), and 'CONTACT PHONE #'. A note at the bottom states 'All fields are required'. A large black button labeled 'Next' is at the bottom.

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

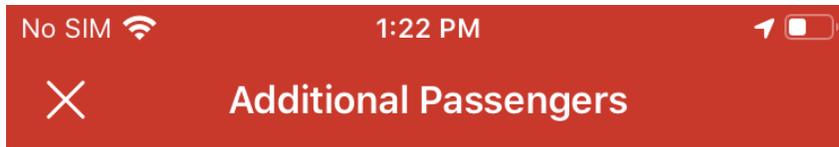
Next

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



Child



Companion



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 #

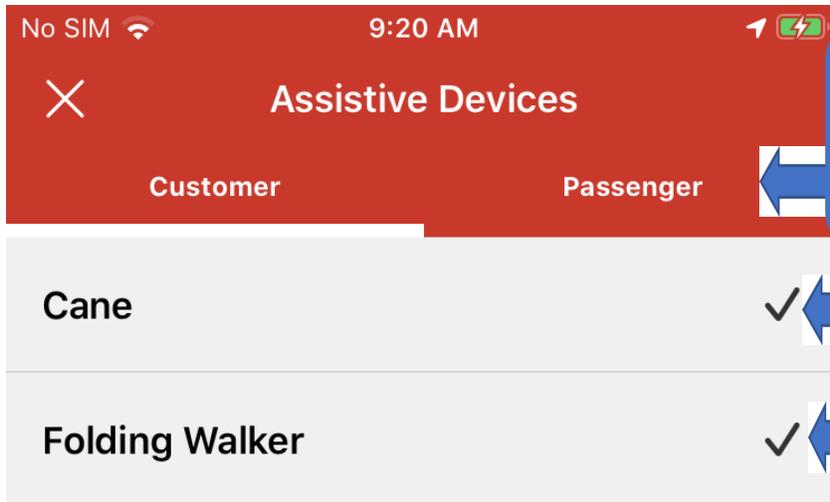
All fields are required

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.

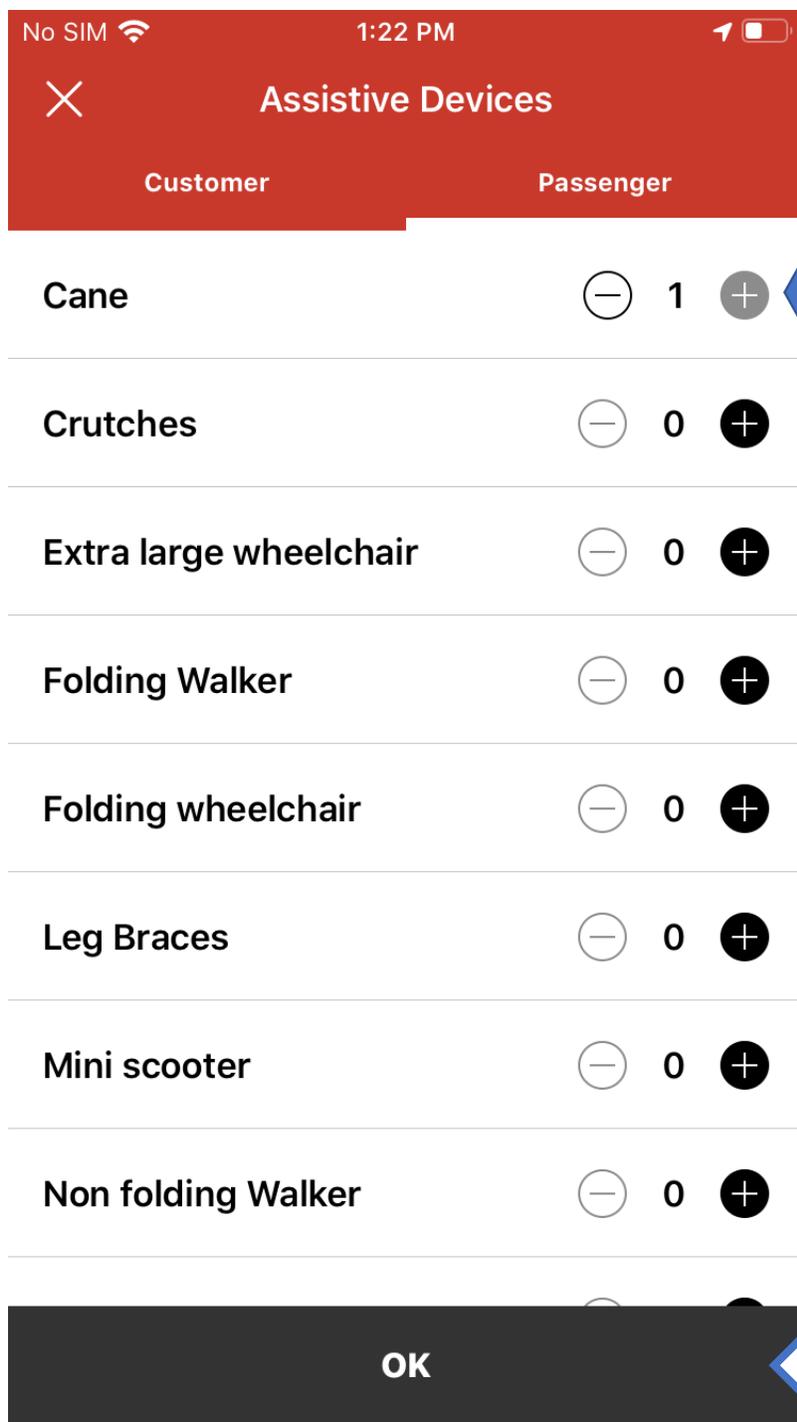
Select the device that you will be using and select "OK" to return to the "Outbound Trip" page.

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



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

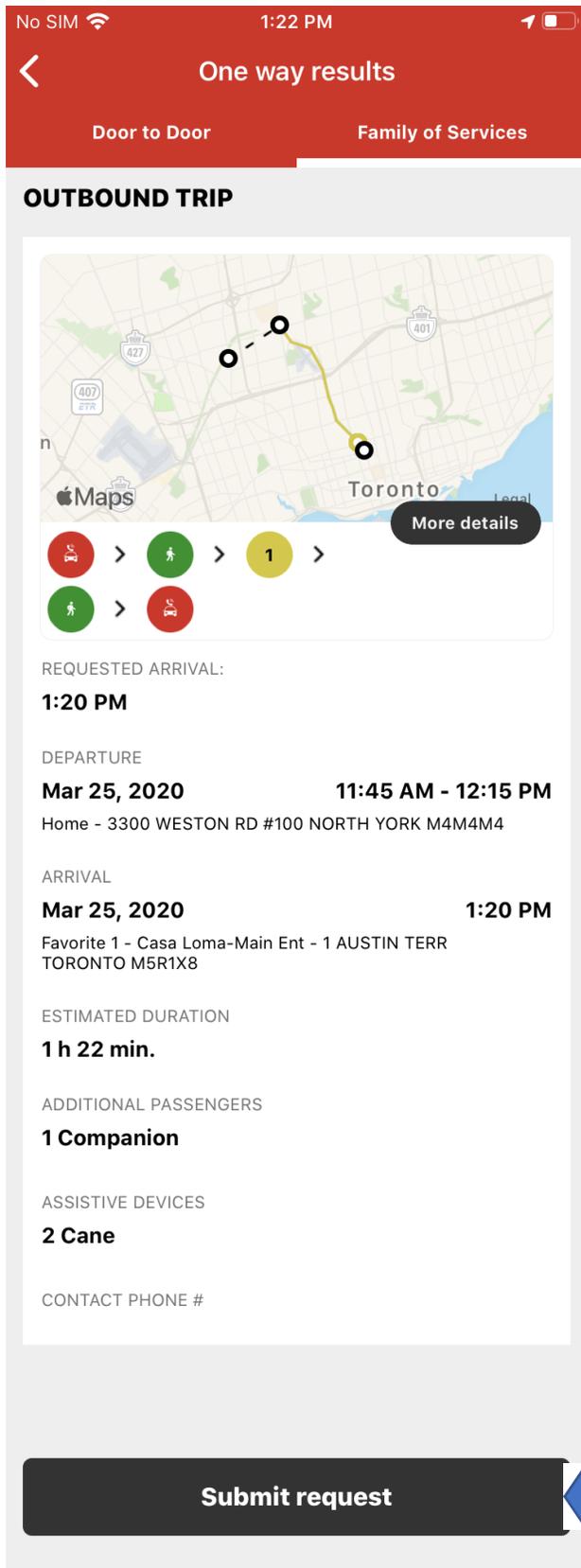
CONTACT PHONE #

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.

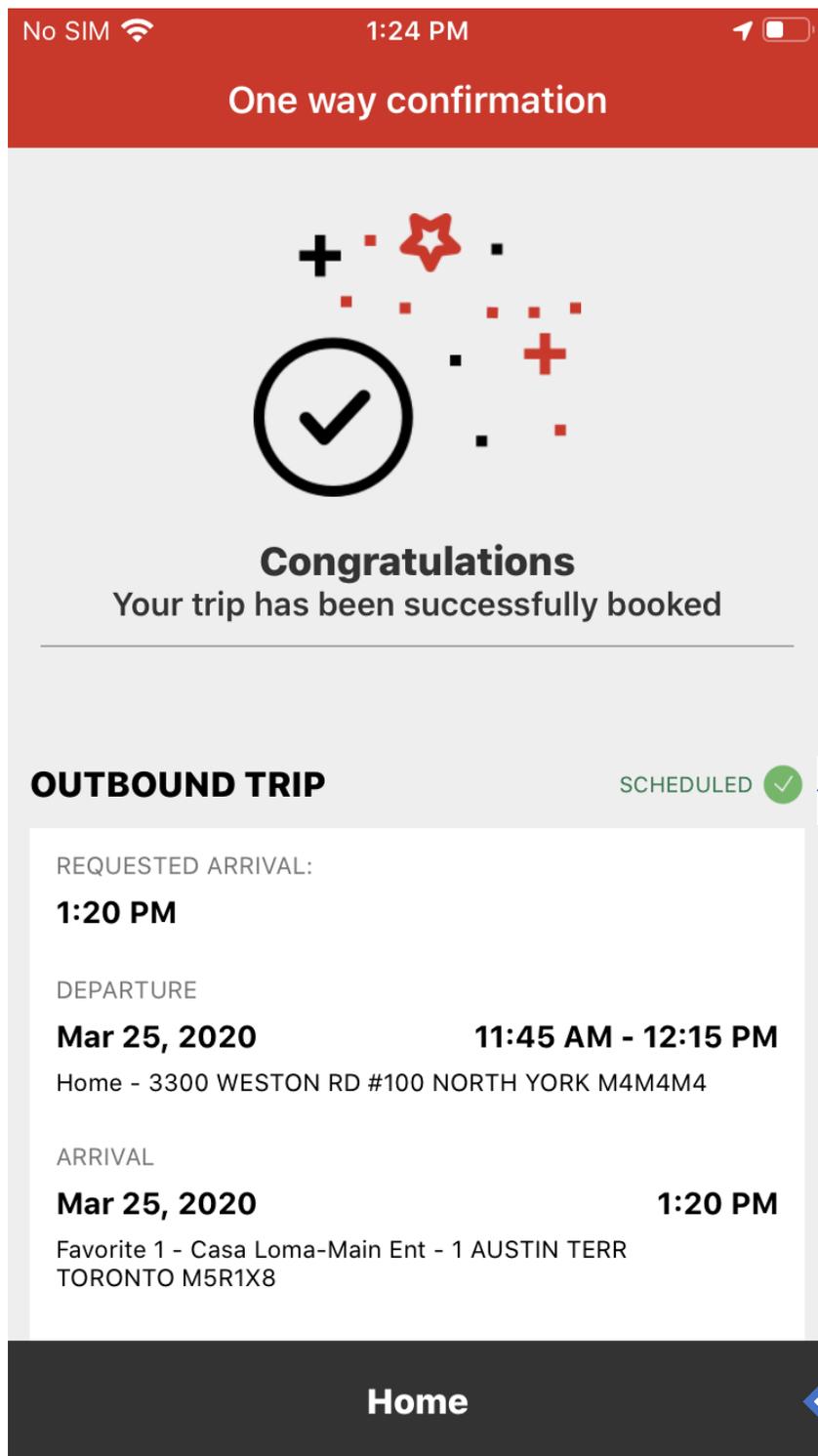
User Instructions: Wheel-Trans App



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

User Instructions: Wheel-Trans App

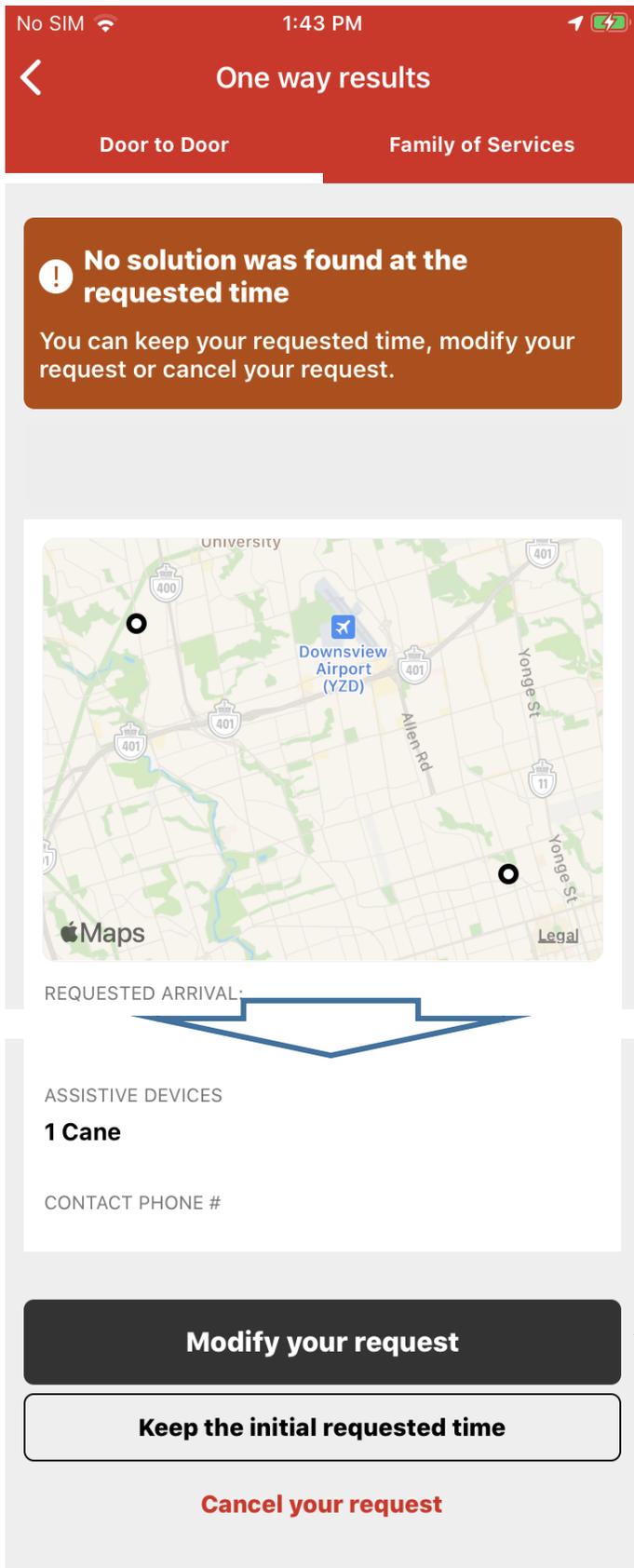
Confirmation screen:



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

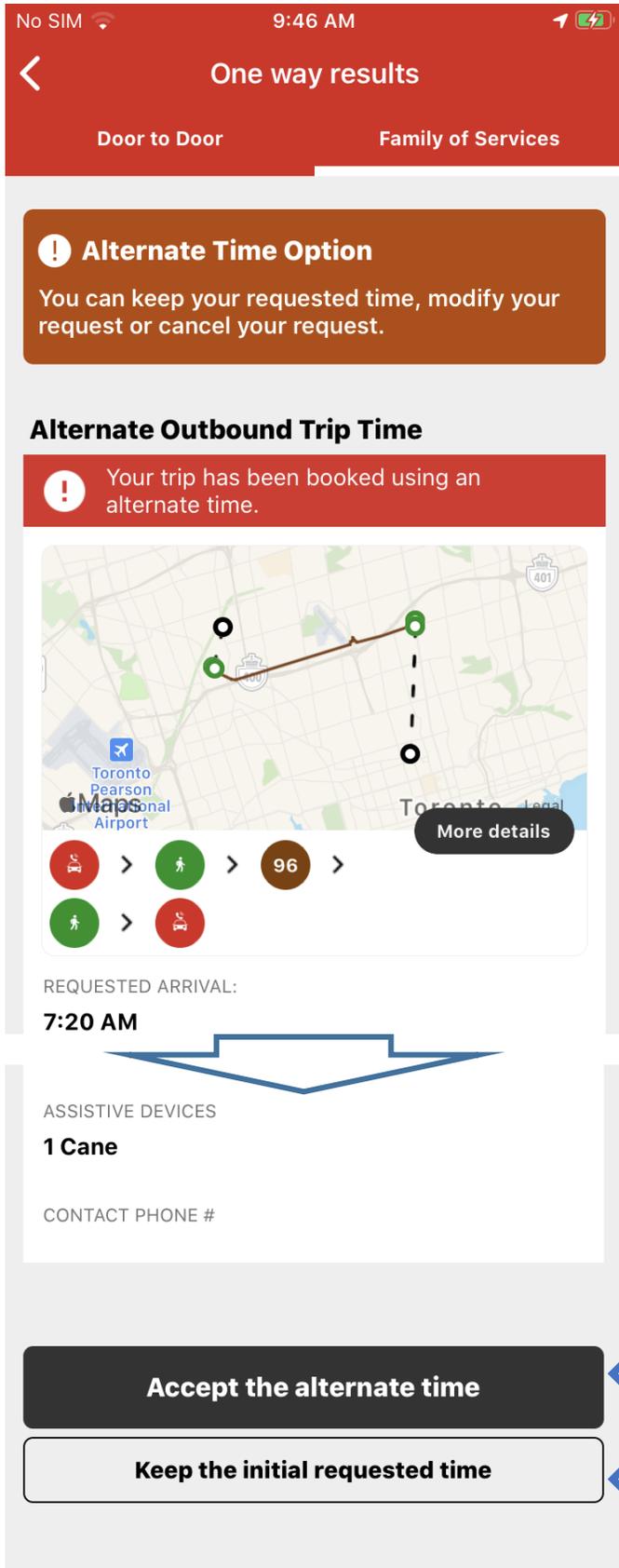


If after selecting “Next” if a “No solution was found” screen is displayed, a solution for the trip you have submitted is not currently available, you can “Modify your request” or “Keep the initial requested time” or “Cancel your request.”



- Select this box to Modify your request.
- Select this box to keep the initial requested time.
- Select this box to Cancel your request.

User Instructions: Wheel-Trans App



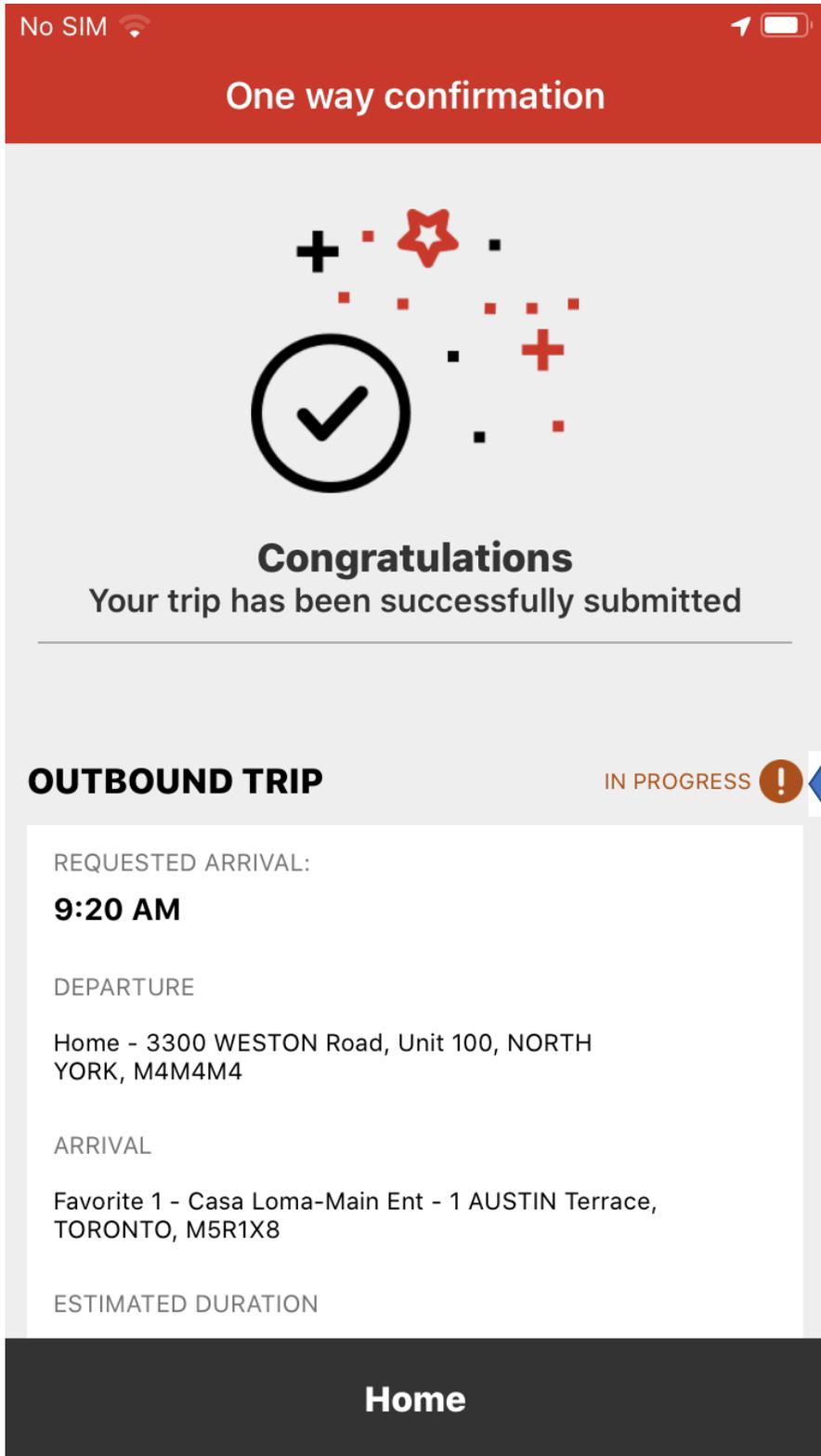
If after selecting "Next" a "Alternate Time Option" screen is displayed, a solution for the trip you have submitted is not currently available for the time you requested, you can "Accept the alternate time" or "Keep the initial requested time".



Select this box to accept the alternate time.

Select this box to keep the initial requested time.

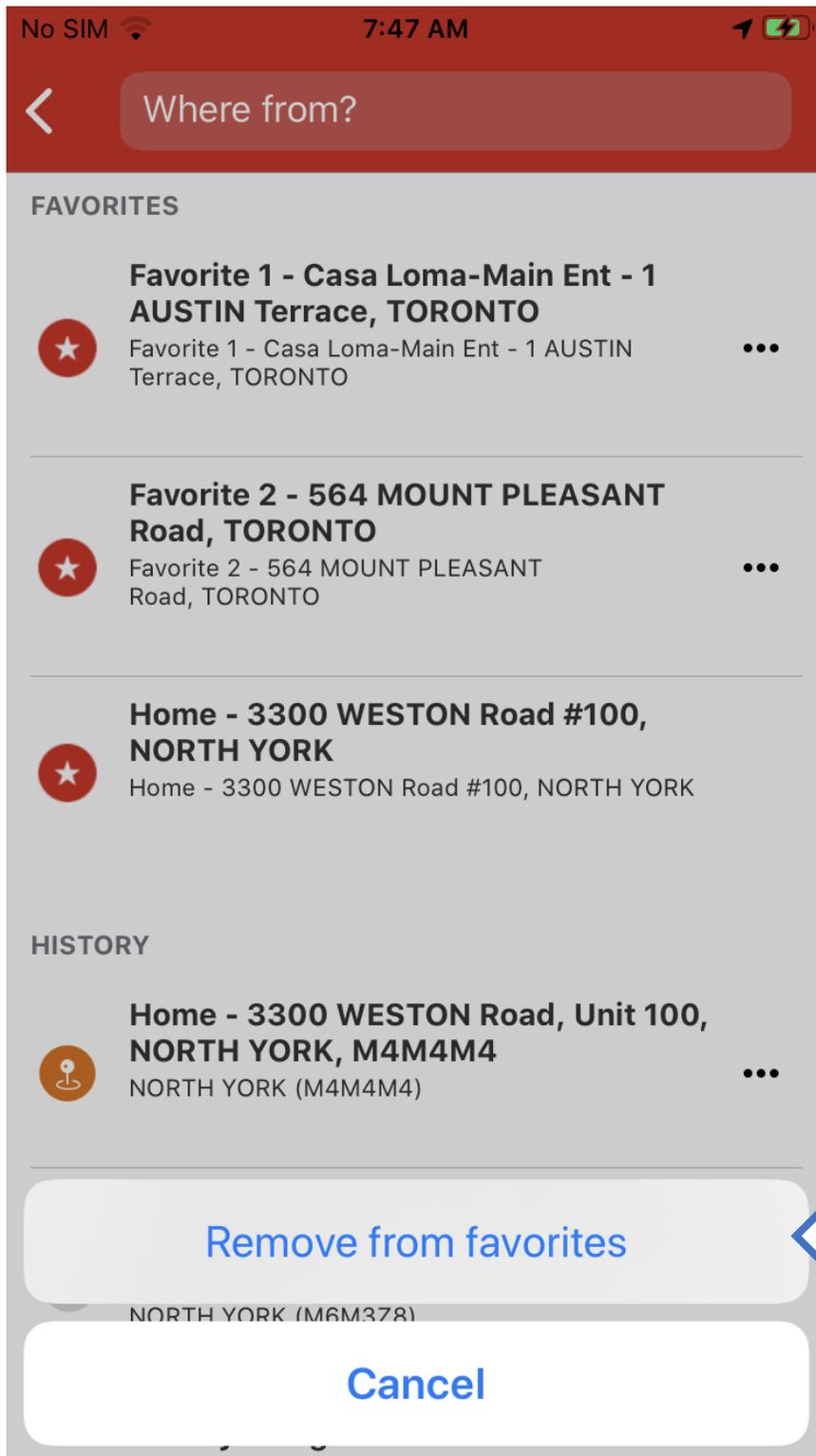
User Instructions: Wheel-Trans App



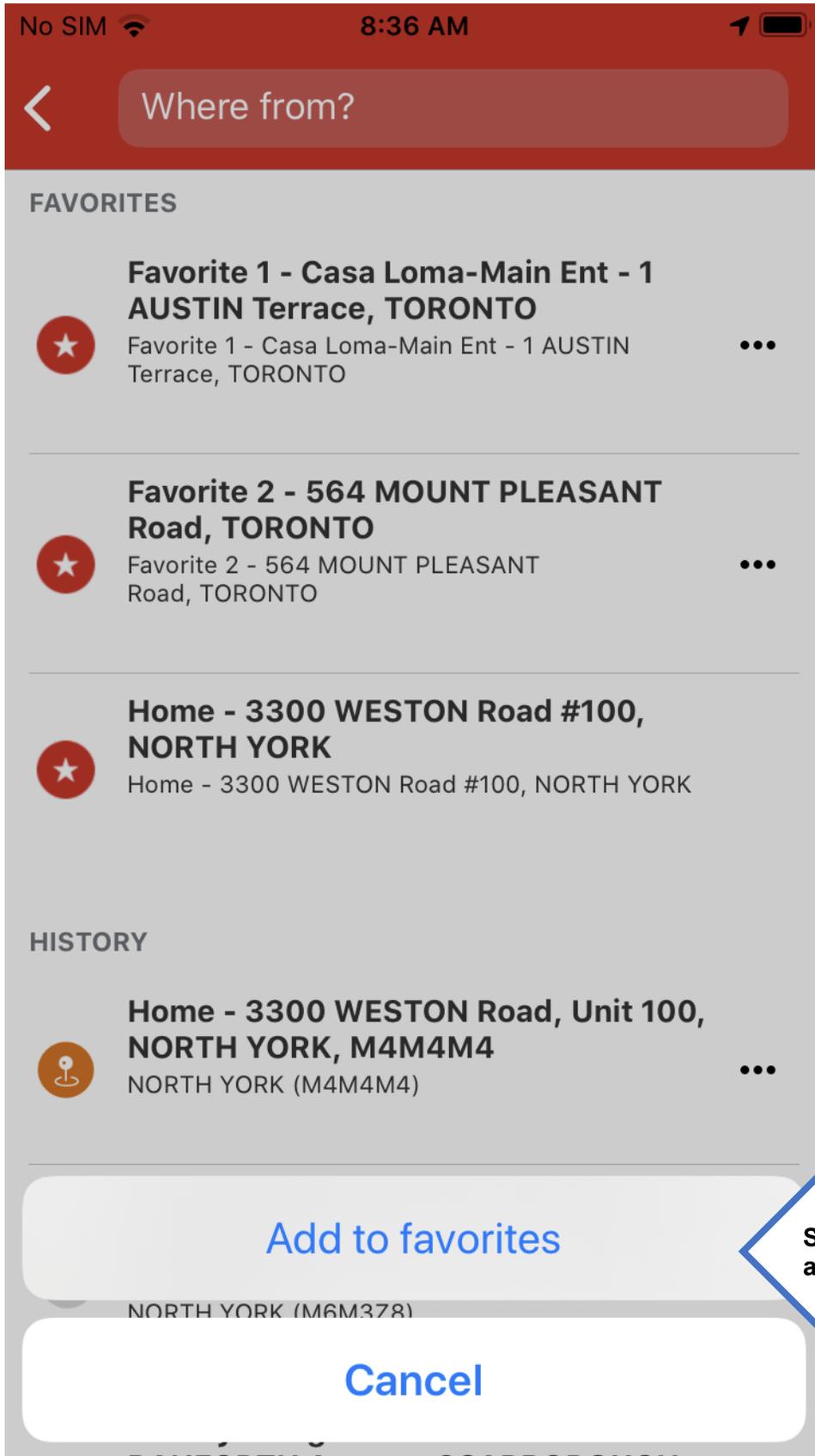
If you select "Keep the initial requested time" the trip will be placed "In Progress" to be scheduled.

User Instructions: Wheel-Trans App

Favourites:

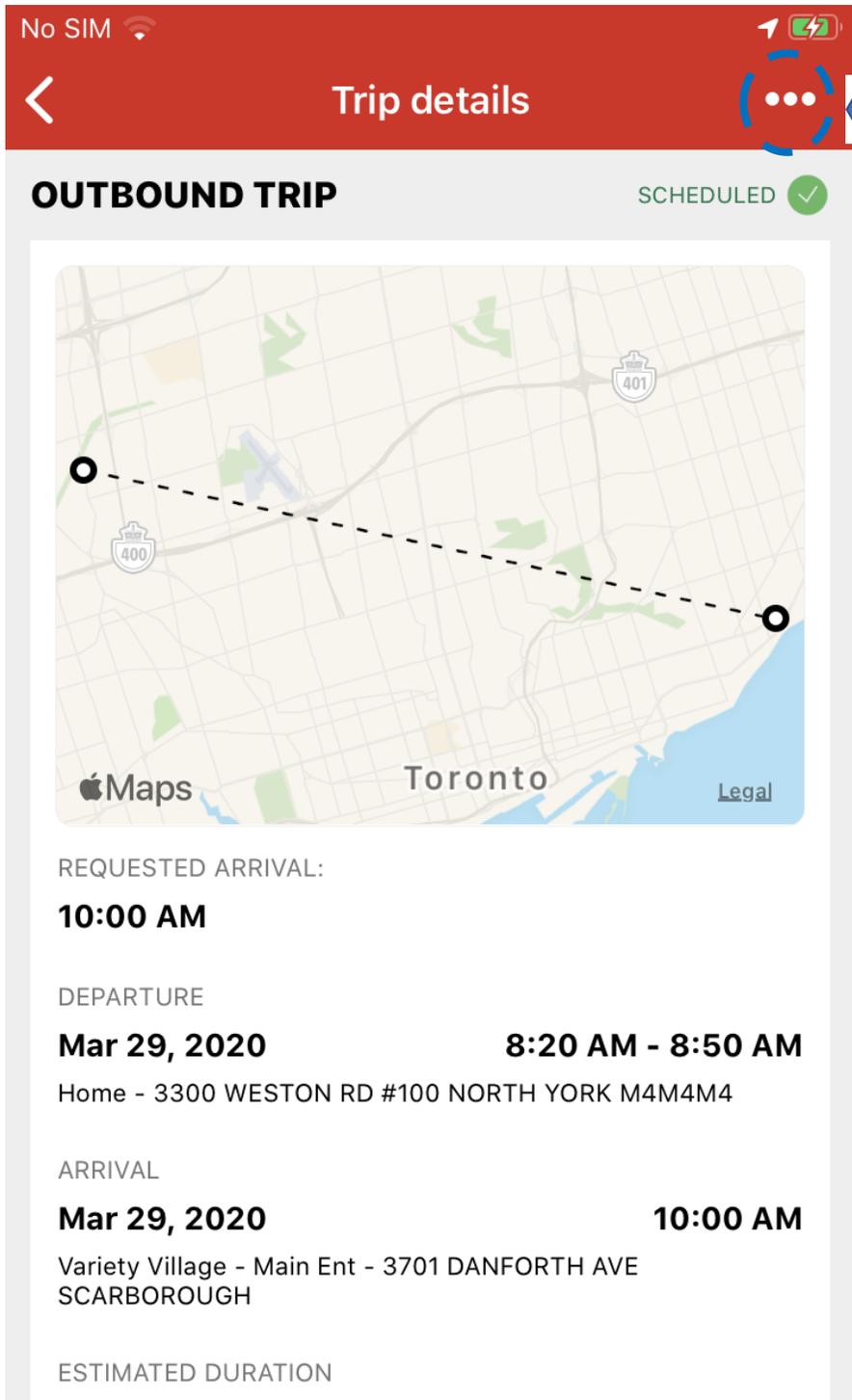


User Instructions: Wheel-Trans App



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.

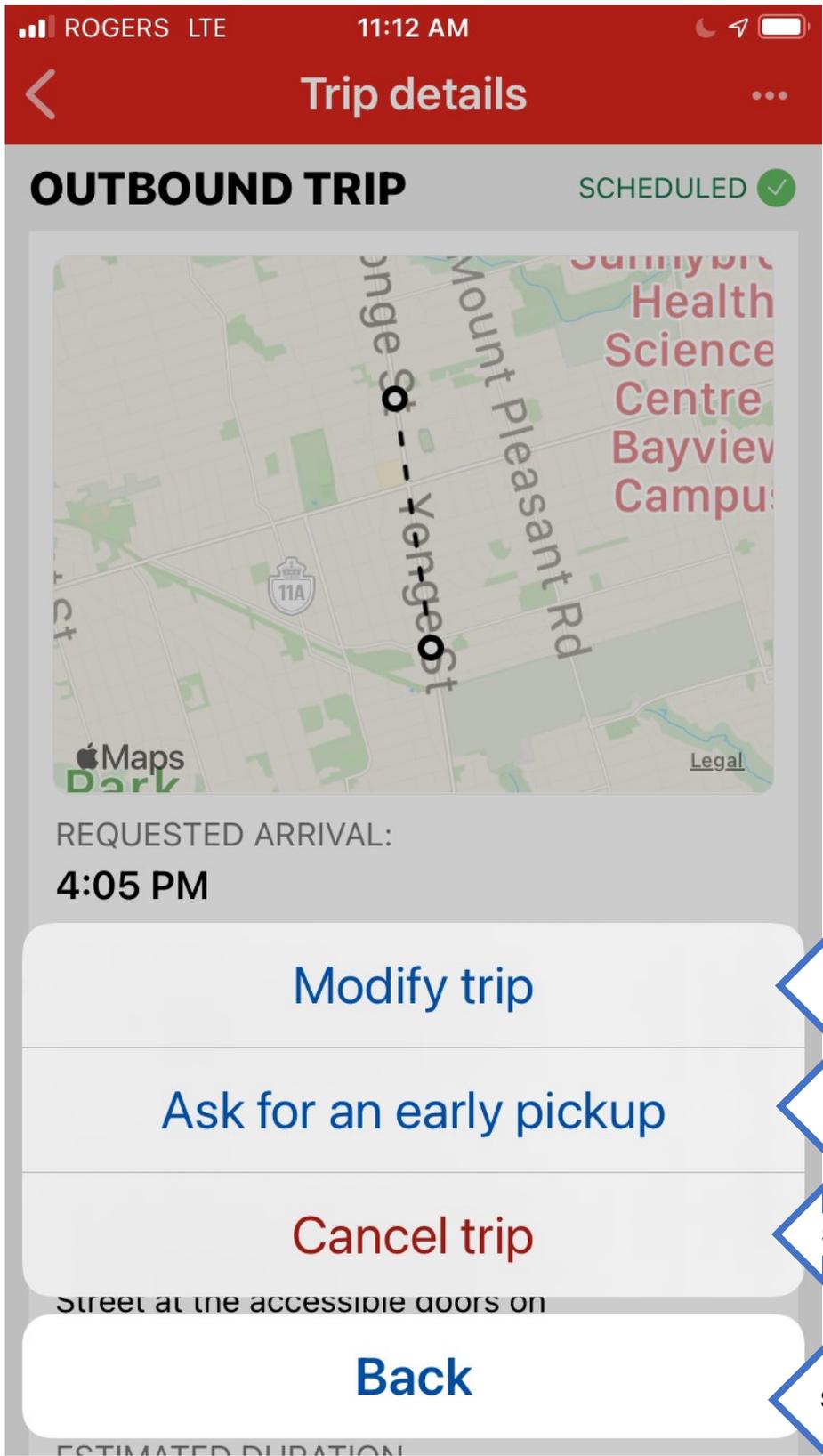
Modifying a trip:

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:

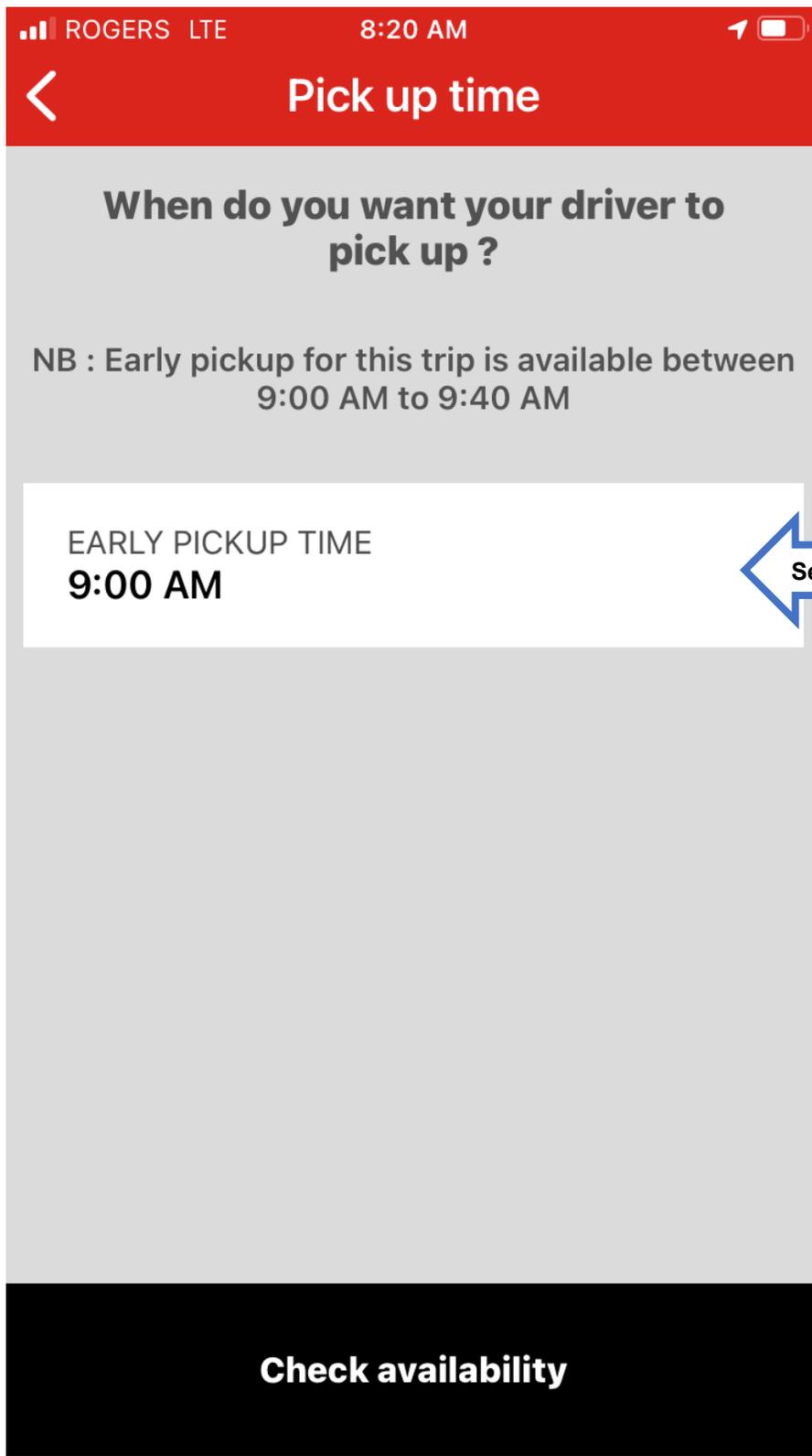
1. Go to the “Trips” page and select “Current”
2. Choose the trip you wish to cancel.
3. The trip details will open in a new screen.
4. Select the three dots in the upper right corner of the page and select “Cancel Your Trip”.
5. A screen will be displayed that asks you to verify that you wish to cancel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

User Instructions: Wheel-Trans App



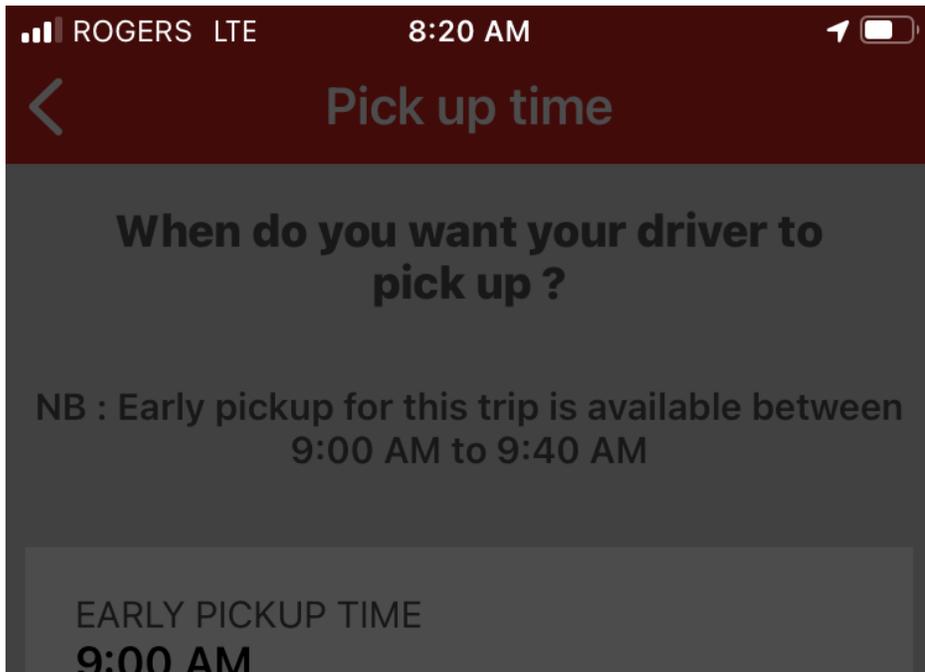
User Instructions: Wheel-Trans App

Request an early pickup:



Select this box to request an early pick-up.

User Instructions: Wheel-Trans App



Departure

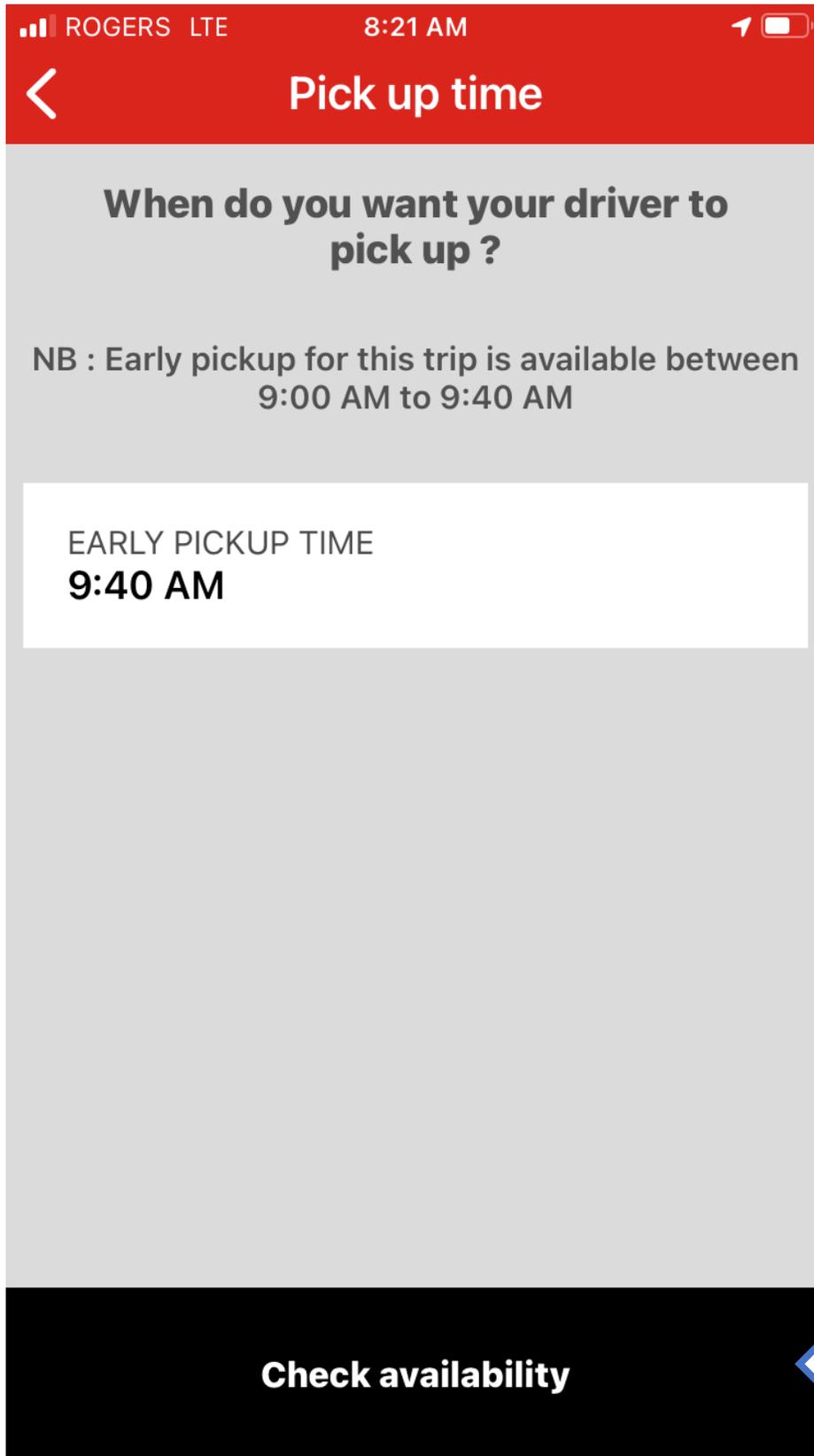
6	45
6	45
7	50
8	55
9	00 AM
10	05 PM
11	10
12	15
1	20

Select the time for the early pickup.

OK

Select OK when done.

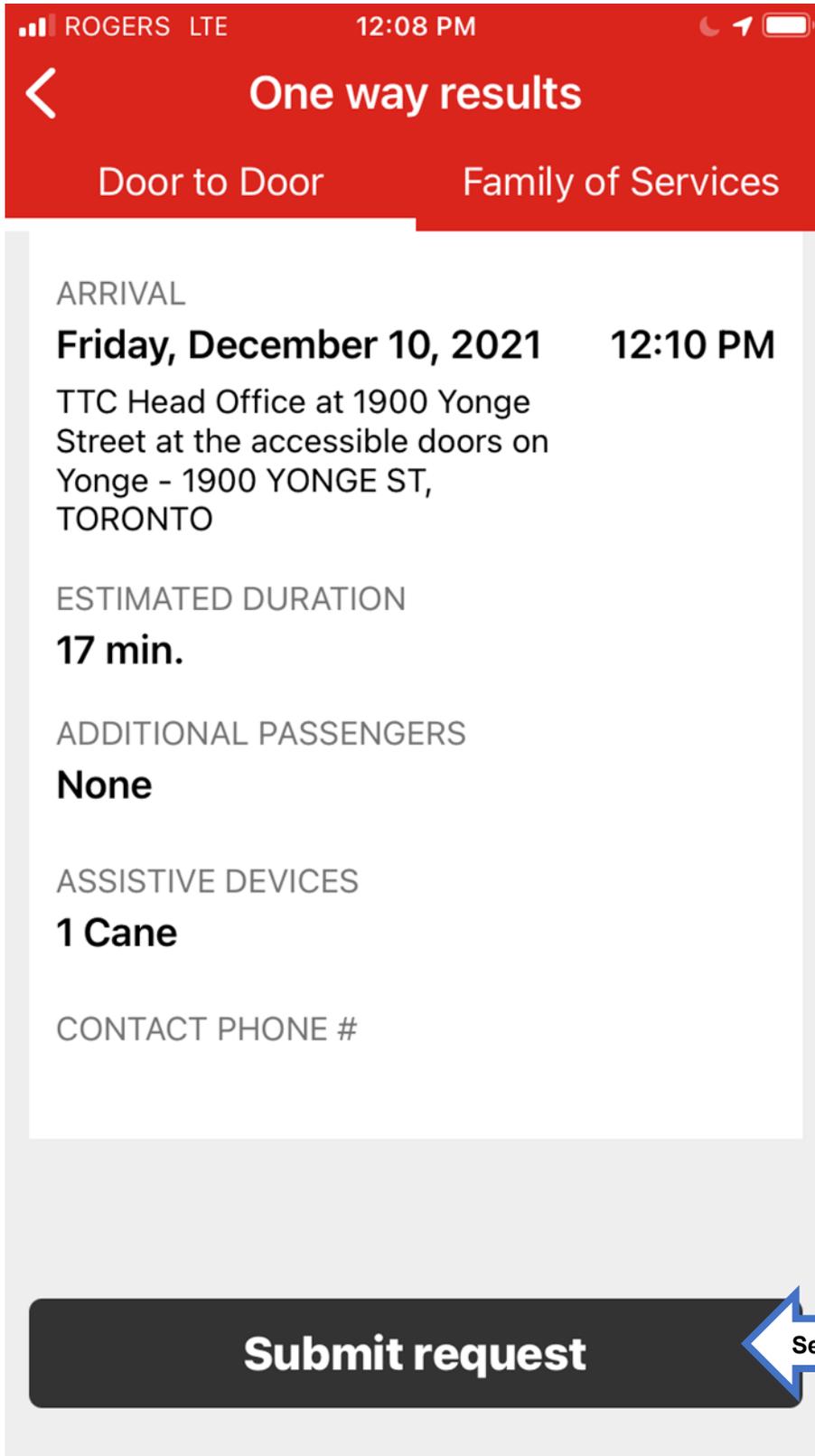
User Instructions: Wheel-Trans App



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

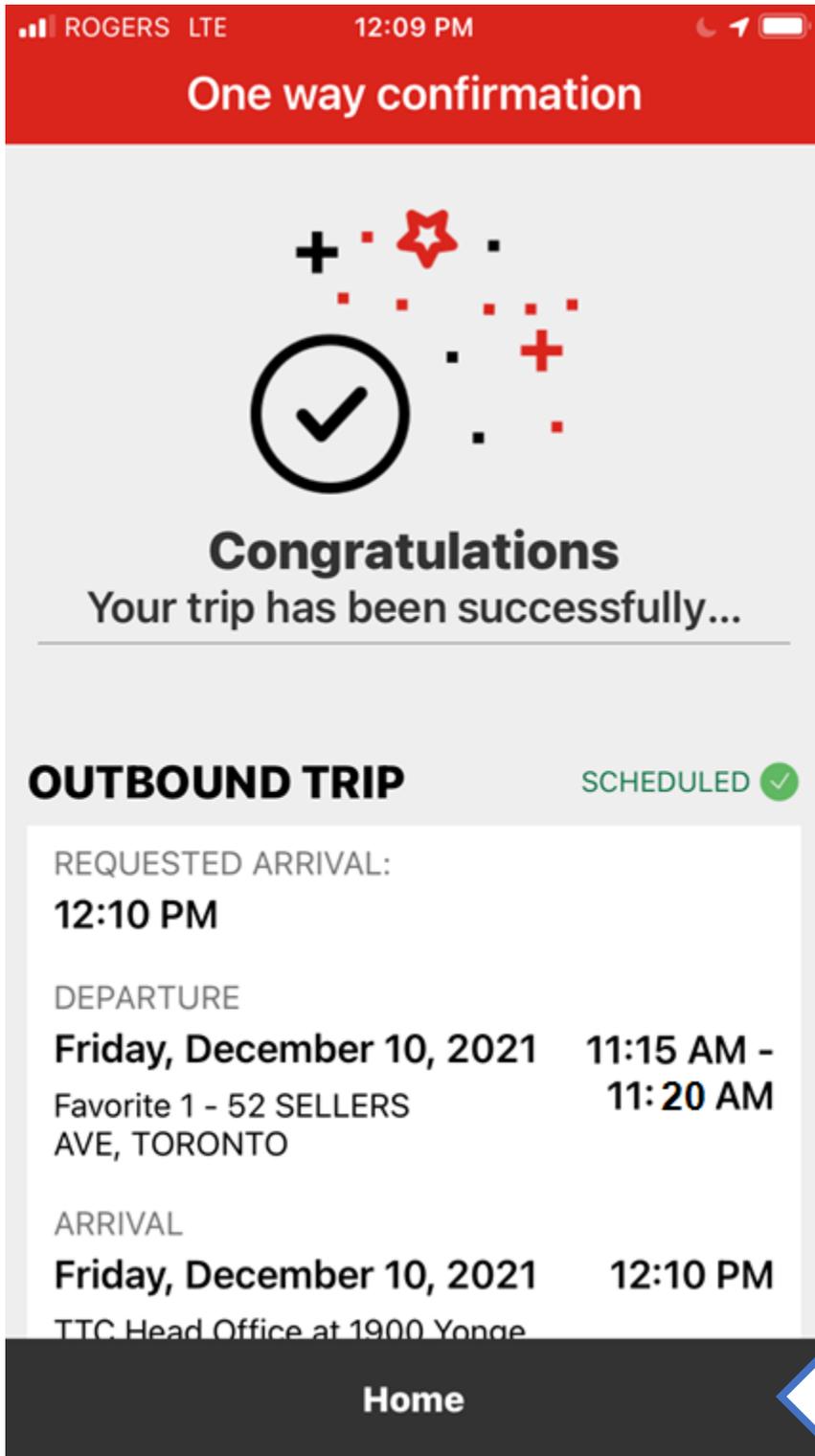
1 Cane

CONTACT PHONE #

Submit request

Select "Submit request" to accept time.

User Instructions: Wheel-Trans App

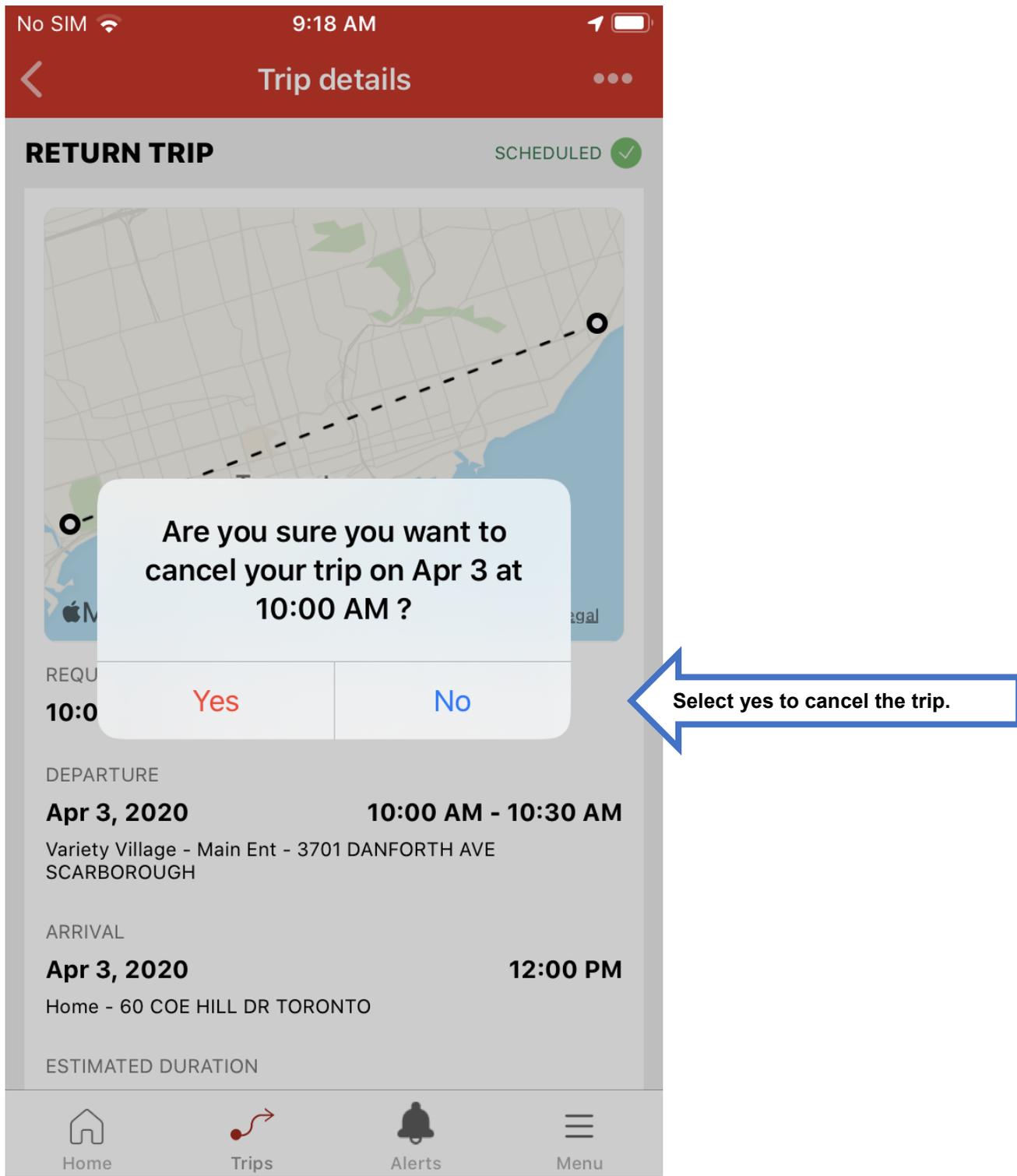


A confirmation screen will be displayed with the new scheduled trip times.

Select "Home" to go to the Home page.

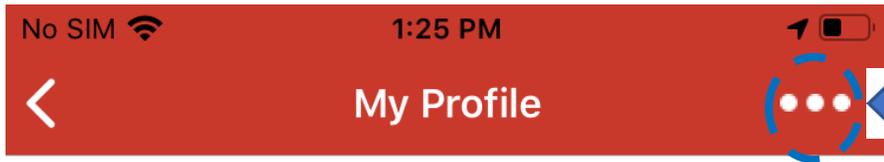
User Instructions: Wheel-Trans App

Cancelling a trip:



User Instructions: Wheel-Trans App

Logout screen:



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

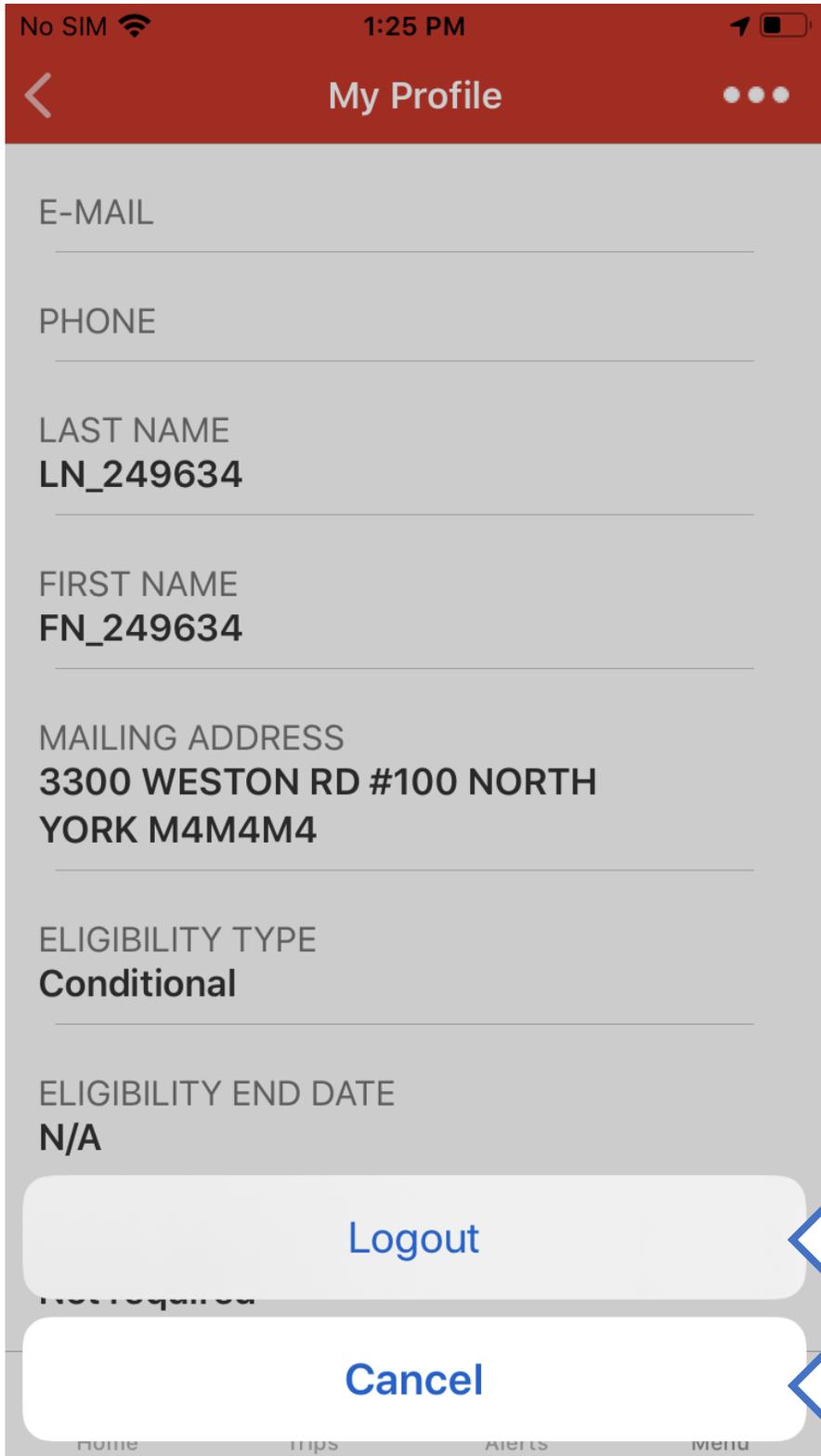


Alerts



Menu

User Instructions: Wheel-Trans App



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:

No SIM 

1:25 PM



FN_249634 LN_249634

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.

Legal

Legal to view terms and conditions.



Home



Trips



Alerts



Menu

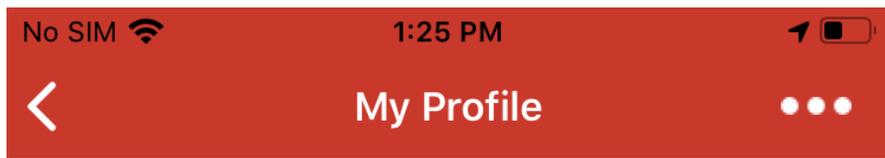


Menu Options



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



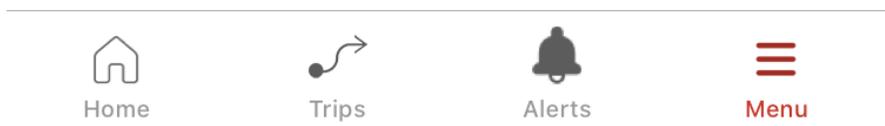
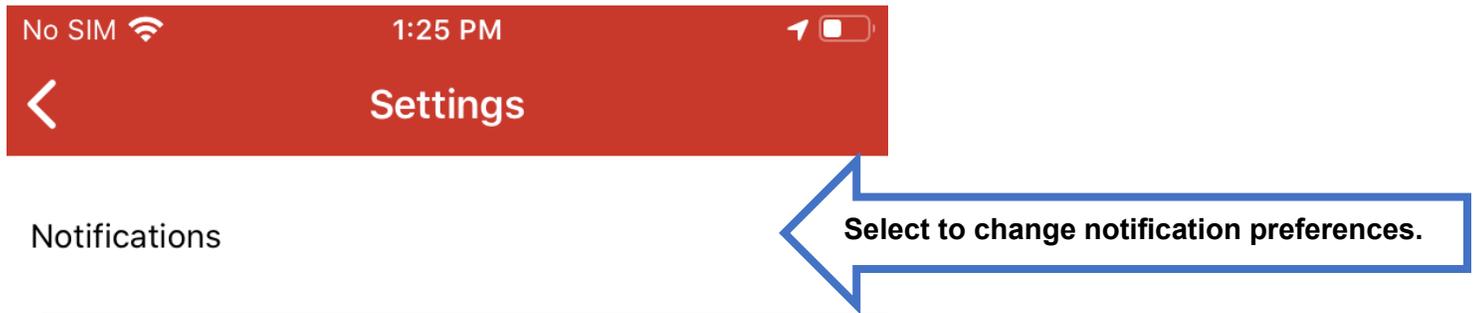
Alerts



Menu

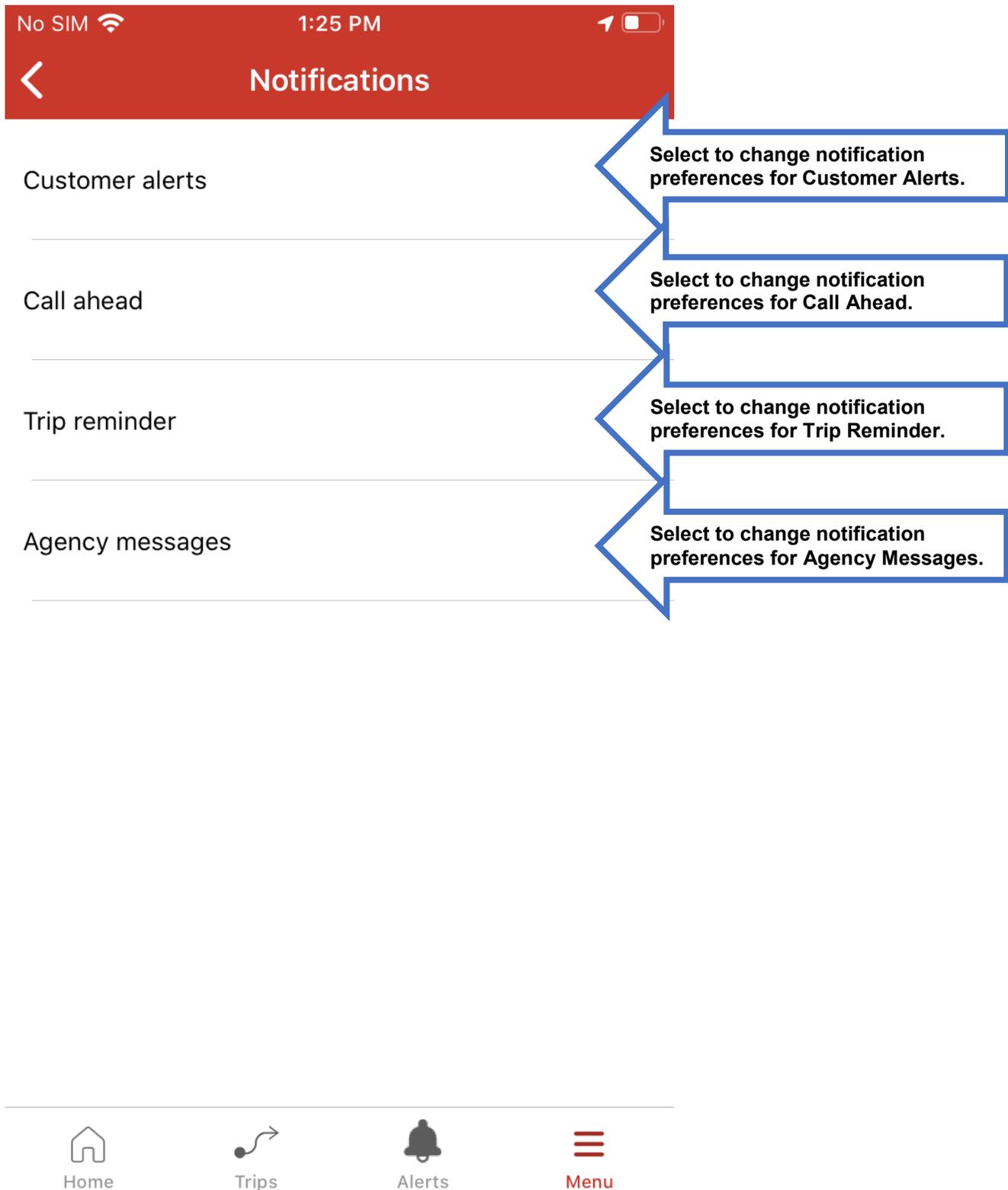
User Instructions: Wheel-Trans App

Settings screen:



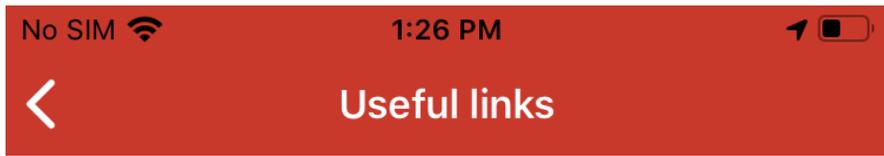
User Instructions: Wheel-Trans App

Notifications screen:



User Instructions: Wheel-Trans App

Useful Links screen:



The Useful links screen has links to TTC websites.

Service Advisories

[LEARN MORE](#)

TTC Service Alerts

[LEARN MORE](#)

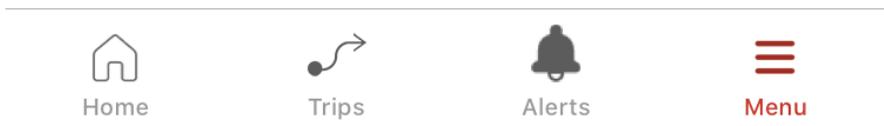
Select to view the web page of the link.

Elevator Advisories

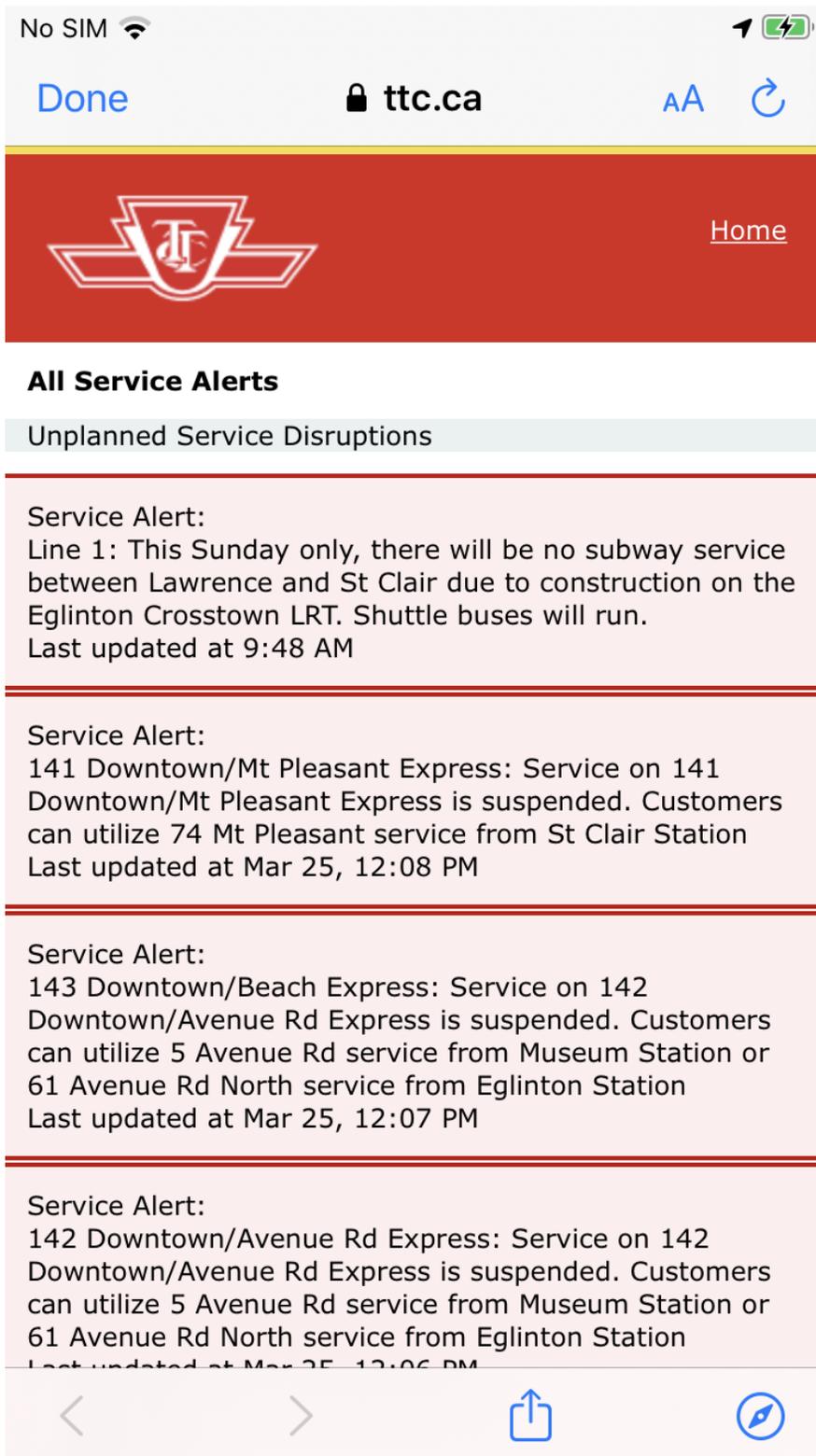
[LEARN MORE](#)

Announcements

[LEARN MORE](#)



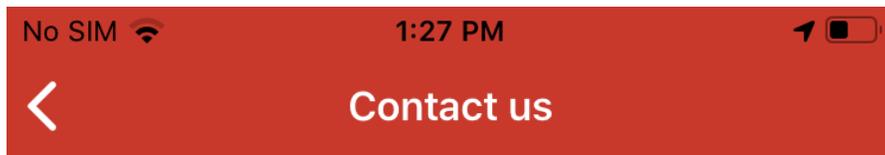
User Instructions: Wheel-Trans App



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

User Instructions: Wheel-Trans App

Contact us screen:



 wtdcs@ttc.ca

 **416-393-4111**
Monday to Friday, 8:00 a.m. to 4:00 p.m.

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.



Home



Trips



Alerts



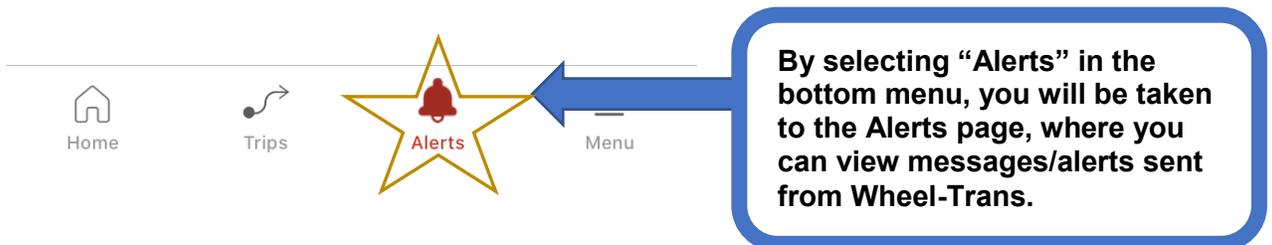
Menu

User Instructions: Wheel-Trans App

Alerts screen:

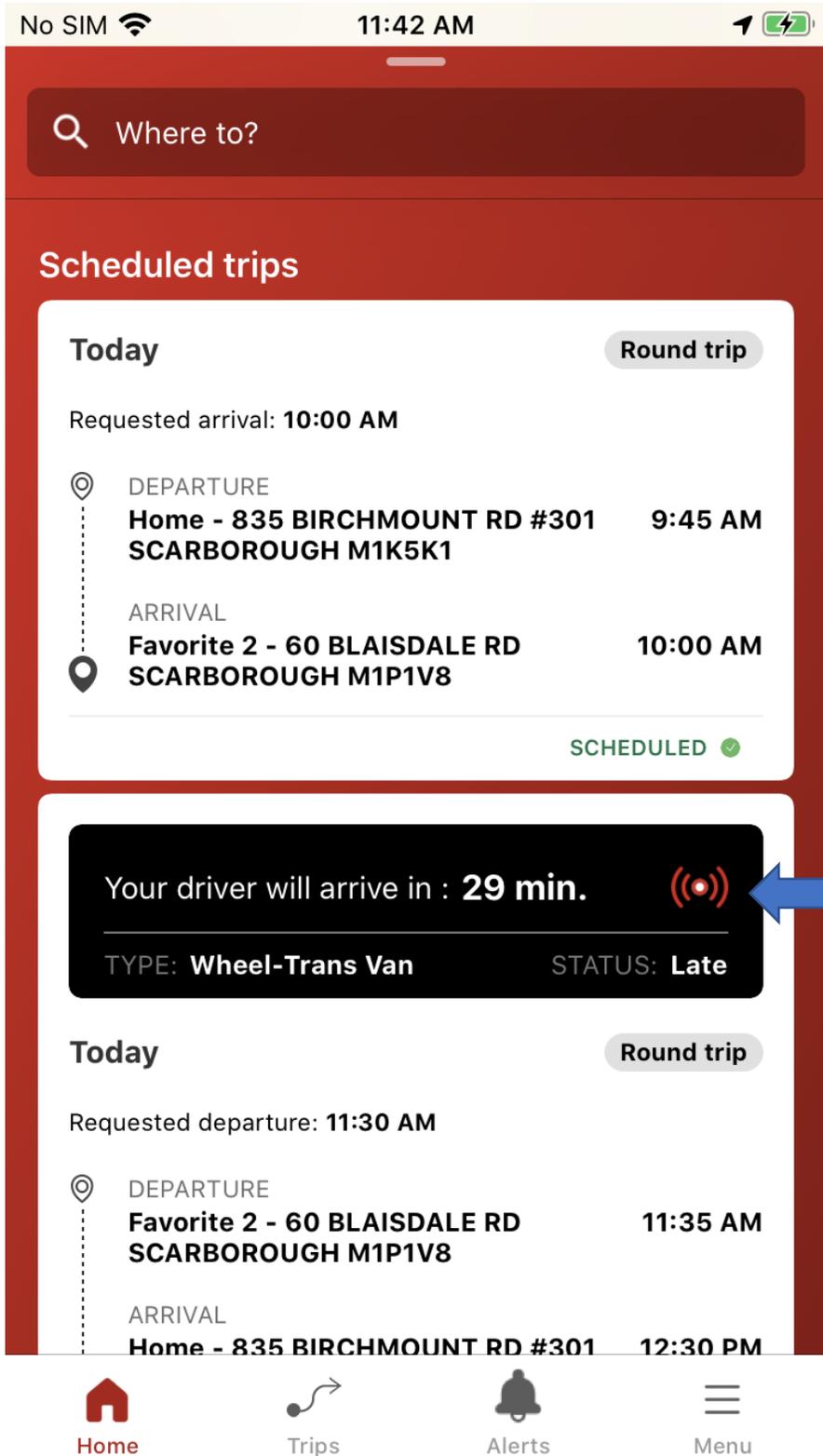


No pending alerts



User Instructions: Wheel-Trans App

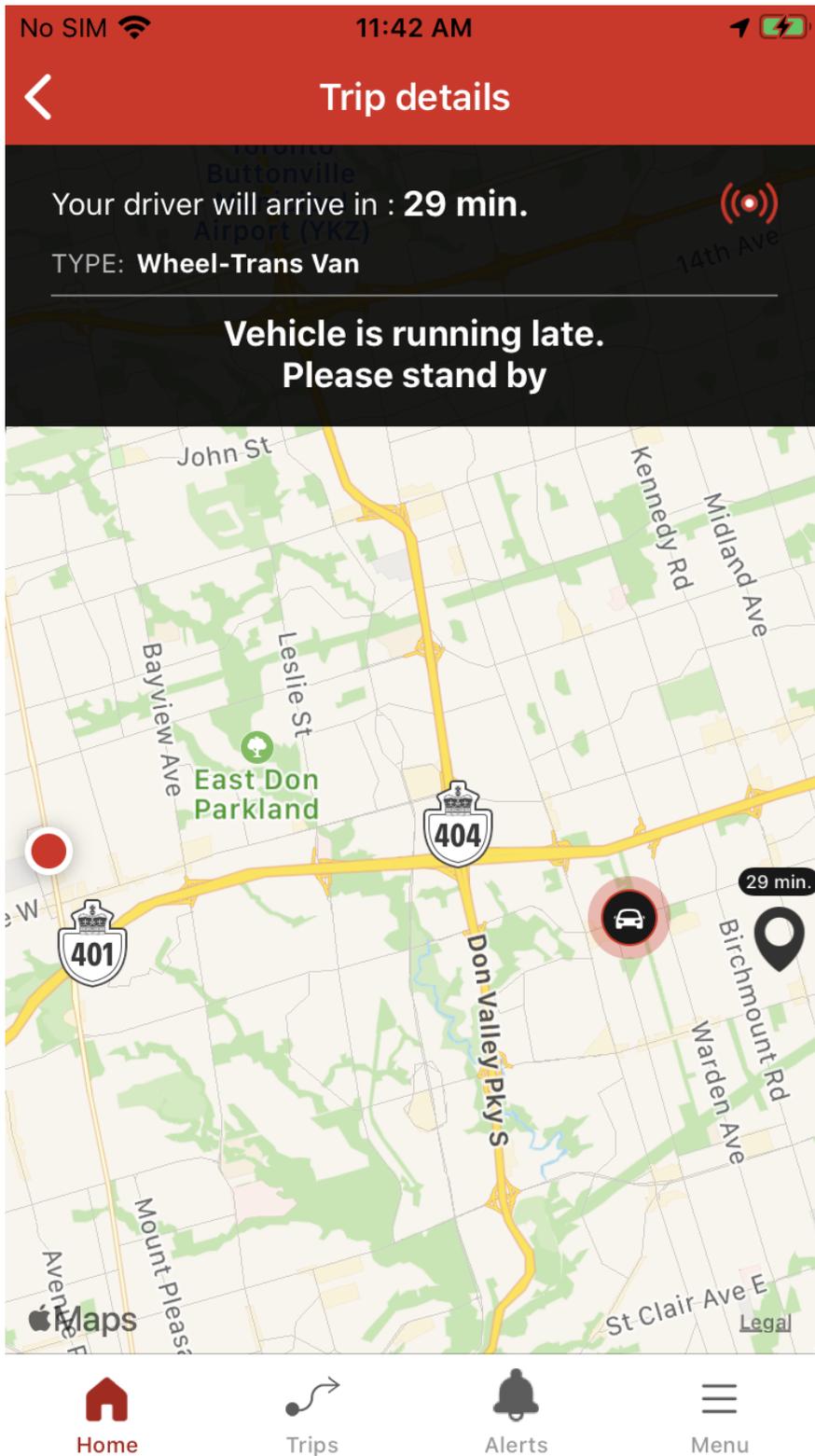
Where's my ride:



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.