

Cancel a trip



Go to: **mywheel-trans.ttc.ca**



User ID: Enter your Wheel-Trans customer number. The number can range from two to six digits.



Password: For the first time user, your password is your month and day of birth, i.e. May 31 is 0531. Customers who have used the old online system can use the same password (the information will be transferred to the new system).

Once you have entered your user ID and password, you will be taken to the **At a Glance** screen. This screen will show you the trips that you have booked for the next two days. **To show all trips booked for the next seven days**, scroll to the bottom of the page and click on the button that says “**View all upcoming trips**”.

My Trips ?

The screenshot shows the 'My Trips' interface with a header 'My Trips ?'. Below the header, there are buttons for 'View Trip History' and 'Set trip interruption'. The main content area is divided into sections for different dates. The first section is for 'Monday, November 19, 2018' and shows 'No trips planned'. The second section is for 'Tuesday, November 20, 2018' and shows a trip details card. The card includes a 'One Way' trip, a 'Scheduled' status, and a route from 'Home - 580 COMMISSIONERS ST Wheel Trans Division / Offices-Lakeshore, TOROT' to '1900 YONGE ST TTC Head Office / Davisville station, TOROT'. The trip is scheduled for a requested arrival of 12:00 PM and a pick-up between 10:55 AM and 11:25 AM. The card also has a 'View Details' button, a 'Modify trip' button, and a 'Cancel trip' button. The third section is for 'Wednesday, November 21, 2018' and shows 'No trips planned'.

View Trip History

Set trip interruption

Monday, November 19, 2018

No trips planned

Tuesday, November 20, 2018

One Way

Requested arrival: 12:00 PM

Pick-up between 10:55 AM - 11:25 AM

Home - 580 COMMISSIONERS ST Wheel Trans Division / Offices-Lakeshore, TOROT

1900 YONGE ST TTC Head Office / Davisville station, TOROT

Scheduled

OCCASIONAL

View Details

Modify trip

Cancel trip

Wednesday, November 21, 2018

No trips planned



To cancel a trip, simply click on the 'Cancel Trip' button. If you have a return trip or multi-trip booked, you must cancel each leg of your trip individually.

After clicking **Cancel trip**, a Warning will open that verifies that you want to cancel this trip. **Click Yes or No.** If yes, the trip will be cancelled. If you have trips scheduled on the same day as your cancellation, the system will remind you that you have other trips scheduled for that day and not to forget to cancel if necessary. If you click no, the trip will not be cancelled and you will be taken back to the **My Trips** page.