

SIRTA User Guide



Avoid waiting for the call centre while making it easier on yourself! With **SIRTA**, the online reservation website is always available. Please note, to reserve any transportation for the next day, the reservation must be completed by 9 pm the day before.

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1. Registration

Once you are on the SIRTA home page, you must enter your file number and password. It's the same password you use for Transport adapté's automated telephone services.

When you use the online reservation service for the first time, you will have to enter the month and date of your birth as your initial password (if you were born on September 14th, the password is 0914). Then, you will have to create your internet password before making that first reservation. Your new password must consist of 8 characters, including at least 1 number, ex: welcome9.

If you have forgotten your password, click on [password forgotten](#), or for any other comment, please contact us by [email](#) or telephone at **514-280-8211 option 4 (8:30 a.m. to 4:30 p.m., Monday to Friday)**.

Login to my customer file

File number

Password

☒ Remember my file number

[Password forgotten](#)

2. Forgotten password

If you have forgotten your password and that you have your file number and the email registered to your file, you can reset your password online by clicking on [password forgotten](#). Once you have sent your request, you will receive an email with the instructions to follow.

If you have forgotten your registered email, please contact us by [email](#) or telephone at **514-280-8211 option 4 (8:30 a.m. to 4:30 p.m., Monday to Friday)**.

I forgot my password

File number

E-mail

The email must match the one registered in your profile

Send

3. Overview of your file

Once you are registered, you can view all relevant information in your reservation file.

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Request for regular transportation (10 to 20 days process)

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My regular transportation schedule

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Requests for regular trips in process

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Tuesday, 25 Oct 2016

Saturday, 29 Oct 2016

Monday, 31 Oct 2016

Tuesday, 01 Nov 2016

Monday

Tuesday

Saturday

Monday

Tuesday

Wednesday

4

4. My profile

You will find information regarding your Transport adapté's file:

- File number
- Home address
- Home phone
- Cell phone
- Mobility aid
- Travel companion
- Email address

My profile	
File number	28005
Home address	911, Rue Jean-Talon, E, MONTRÉAL
Home phone	514-999-9999
Cell phone	514-280-8211
Mobility aid	Guide dog, Non-folding manual wheelchair, Non-folding manual wheelchair, Three-wheel scooter
Companion	Optional
Email	jonathanchartier+2@gmail.com
Modify my password	
For any change, please contact us by email or telephone at 514-280-8211 option 4	

Also, you have access to modify your internet password.

Modify my password

Current password	<input type="password"/>
New Internet password	<input type="password"/>
	(Minimum 8 characters and at least 1 number. For instance: abcdefg2)
Internet Password Confirmation	<input type="password"/>
	<input type="button" value="Cancel"/> <input type="button" value="Submit"/>

Your current password is your actual internet password that you wish to modify. Then, you will have to create a new internet password, it must consist of 8 characters, including at least 1 number, ex: welcome9.


5. Request for occasional transportation




After deciding if you want a one-way trip or a round trip, you must enter the required information:

- Date and time
- Departure and destination addresses
- Mobility aid, if applicable
- Travel companion, if applicable

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Request for occasional transportation

Tuesday, 25 Oct 2016

When

Schedule date

Wednesday, 26 Oct 2016

▼


06:00 - 00:30

Type


Round-trip

▼

Requested arrival time (to go)



Requested departure time (to return)



Where

Departure address

Select a type of address

▼

Choose an address

▼

Destination address

Select a type of address

▼

Choose an address

▼

Mobility aid

Requested mobility aid for this trip

☐ Non-folding manual wheelchair

☐ Non-folding manual wheelchair

☒ Three-wheel scooter

Travel companion

Number of companion(s)

0

▼

Number of children

0

▼


Cancel




Submit

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Once your reservation is confirmed, you can then modify or cancel it if necessary.



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Reservation confirmation

The following trips have been added to your scheduled trips.

Date	Confirmed time (beginning of period)	Pickup address	Dropoff address	Requested mobility aid for this trip	Companion	Requested time	Action
26 October 2016	14:50	Rosemont-Petite-Patrie Montréal Accès . Via the main entrance 5650, Rue d'Iberville, MONTRÉAL	STM Paratransit Customer Service Office . 3111, Rue Jarry, E, MONTRÉAL	Three-wheel scooter	0	16:00 (Arrival to destination)	Cancel
26 October 2016	18:00	STM Paratransit Customer Service Office . 3111, Rue Jarry, E, MONTRÉAL	Rosemont-Petite-Patrie Montréal Accès . Via the main entrance 5650, Rue d'Iberville, MONTRÉAL	Three-wheel scooter	0	18:00 (Departure from origin)	Modify

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6. Trips Overview: My schedule for the next 7 days

You can view your trip reservations for the next 7 days, regardless of whether they were made by phone or online.

A useful tool to:

- Have an overall view of your upcoming trips so you can enter them in your daily planner
- Make sure your reservation was correctly registered in the system
- Cancel a trip online
- Report a delay on the day of your trip online

Trips Overview: My schedule for the next 7 days								Trips overview help
Tuesday, 25 Oct 2016								
Confirmed time (beginning of period)	Status	Pickup address	Dropoff address	Requested mobility aid for this trip	Companion	Requested time	Action	
17:40	Confirmed	Main Forté Montréal . Via the main entrance 6602, Avenue Papineau, MONTRÉAL	C L S C Rivière des Prairies . Via by Perras boulevard 8655, Boulevard Perras, RIVIÈRE-DES- PRAIRIES	Three-wheel scooter	0	19:00 (Arrival to destination)	Report delay	
23:00	Confirmed	Dollar-des-Ormeaux day Center . Via at the back entrance 199, Croissant Thornhill, DOLLARD-DES- ORMEAUX	Marcel Giroux Centre . Via the main entrance 4501, Avenue Bannantyne, VERDUN	Three-wheel scooter	0	00:05 (Wednesday) (Arrival to destination)	Cancel Report delay	
Wednesday, 26 Oct 2016								
Saturday, 29 Oct 2016								
Monday, 31 Oct 2016								
Tuesday, 01 Nov 2016								

7. Request for regular transportation

After deciding if you want a one-way trip or a round trip, you must enter the required information:

- Requested day(s) and date(s)
- Period
- Departure and destination addresses
- Mobility aid, if applicable
- Travel companion, if applicable
- Comment (For instance, please specify if the trip is for hemodialysis)

Expect a 10 to 20 days waiting period before obtaining confirmation for your regular trips schedule, as this will require special programming in the system by a Transport adapté's staff member.

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Request for regular transportation (10 to 20 days process)

Tip : The faster your request is sent, the faster it can be processed !

When

Requested day(s)	<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday
Desired start date	Sunday, 06 Nov 2016 <input type="button" value="v"/>
End date (Optional)	Which day ? <input type="button" value="v"/> Which month ? <input type="button" value="v"/> Which year ? <input type="button" value="v"/>
Period	Every week <input type="button" value="v"/>
Type	Round-trip <input type="button" value="v"/>
Requested arrival time (to go)	<input type="text"/> <input type="button" value="clock"/>
Requested departure time (to return)	<input type="text"/> <input type="button" value="clock"/>

Where

Departure address	Select a type of address <input type="button" value="v"/>
	Choose an address <input type="button" value="v"/>
Destination address	Select a type of address <input type="button" value="v"/>
	Choose an address <input type="button" value="v"/>

Mobility aid

Requested mobility aid for this trip

☐ Non-folding manual wheelchair
☐ Non-folding manual wheelchair
☒ Three-wheel scooter

Travel companion

Number of companion(s)

Number of children

Comment

Comment (Optional)

For instance : It is your responsibility to specify if the reason of your trip is a haemodialysis

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Once you have submit your request, a sending confirmation will appear, you can then cancel it if necessary.

Sending confirmation of the booking

Your request for a regular regular transportation has been sent to Paratransit.

Please consult your information and reservation page for the confirmation of the booking. There is a minimal delay of 10 to 20 days to process the request. Don't forget to book your occasional bookings until the confirmation of your regular trip.

For any modification or specification related to the request, please contact our reservation center at **514-280-8211 option 1**.

We remind you that it is your responsibility to temporarily interrupt or permanently cancel you regular trips.

Requested day(s)	Confirmed time	Pickup address	Dropoff address	Requested mobility aid for this trip	Companion	Requested time	Action
Saturday		C H S L D Cartierville Manor . Via the main entrance 12235, Rue Grenet, MONTRÉAL	Jean Drapeau Park . Via by P 5 S T M Bus stop , wooden shelters 0, Circuit-Gilles-Villeneuve, MONTRÉAL	fauteuil triporteur 1 place	0	22:00 (Arrival to destination)	Cancel
		Jean Drapeau Park . Via by P 5 S T M Bus stop , wooden shelters 0, Circuit-Gilles-Villeneuve, MONTRÉAL	C H S L D Cartierville Manor . Via the main entrance 12235, Rue Grenet, MONTRÉAL	fauteuil triporteur 1 place	0	23:00 (Departure from origin)	

After submitting a request for regular transportation, you can access to your **unconfirmed** request in the section **Requests for regular trips in process**. Once the transport adapté has process and confirm your trip, it will appear in SIRTA in the section **My regular transportation schedule**.

8. My regular transportation schedule

You can view your reservations for the regular trips registered in your file, regardless of whether they were made by phone or online. You can “temporarily interrupt” a regular transportation or “permanently cancel” it as needed.

My regular transportation schedule								
My regular transportation schedule help								
Monday								
Confirmed time (beginning of period)	Status	Pickup address	Dropoff address	Requested mobility aid for this trip	Companion	Requested time	Effective date	Action
17:50	Confirmed	Main Forté Montréal : Via the main entrance 6602, Avenue Papineau, MONTRÉAL	C L S C Rivière des Prairies : Via by Perras boulevard 8655, Boulevard Perras, RIVIÈRE-DES- PRAIRIES	Three-wheel scooter	0	19:00 (Arrival to destination)	19 Sep 2016	Temporarily interrupt Permanently cancel
Tuesday								
Saturday								

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9. Requests for regular trips in process

You can have an overall view of your requests for regular trips that are still in process, regardless of whether they were made by phone or online. These trips are not yet confirmed by the Transport adapté. The status shows **unconfirmed**. Please note that you can cancel your request if needed. Once it has been processed and confirmed, it will appear in SIRTA in the section. **My regular transportation schedule**.

Requests for regular trips in process							
My regular transportation schedule help							
Monday							
Tuesday							
Confirmed time (beginning of period)	Status	Pickup address	Dropoff address	Requested mobility aid for this trip	Companion	Requested time	Action
	Unconfirmed	911, Rue Jean-Talon, E, MONTRÉAL	Opus Card . Via the main entrance 1717, Rue Berri, MONTRÉAL	Three-wheel scooter	0	07:30 (Arrival to destination)	Cancel
	Unconfirmed	Opus Card . Via the main entrance 1717, Rue Berri, MONTRÉAL	911, Rue Jean-Talon, E, MONTRÉAL	Three-wheel scooter	0	14:00 (Departure from origin)	Cancel
Wednesday							
Thursday							
Friday							
Saturday							