

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 <u>password forgotten</u>, or for any other comment, please contact us by <u>email</u> or telephone at **514-280-8211 option 4 (8:30 a.m. to 4:30 p.m., Monday to Friday).**

Login to my custome	er file
File number	
Password	Remember my file number Submit 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 <u>password forgotten</u>. 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 <u>email</u> or telephone at 514-280-8211 option 4 (8:30 a.m. to 4:30 p.m., Monday to Friday).

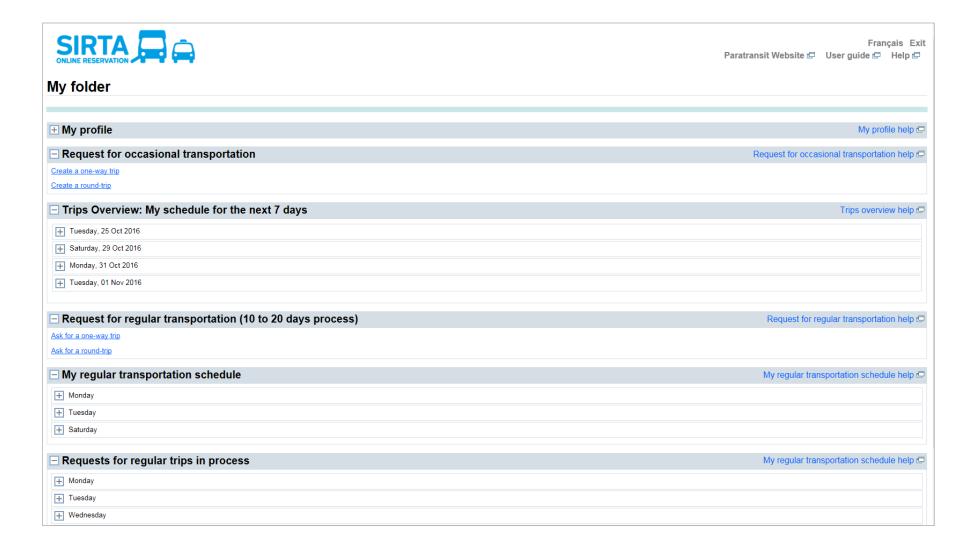
l forgot my password						
File number						
E-mail	The email must match the one registered in your profile					

3. Overview of your file

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













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 New Internet password		
	(Minimum 8 characters and at least 1 number. For instance: al	bcdefg2)
Internet Password Confirmation	Cancel 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.

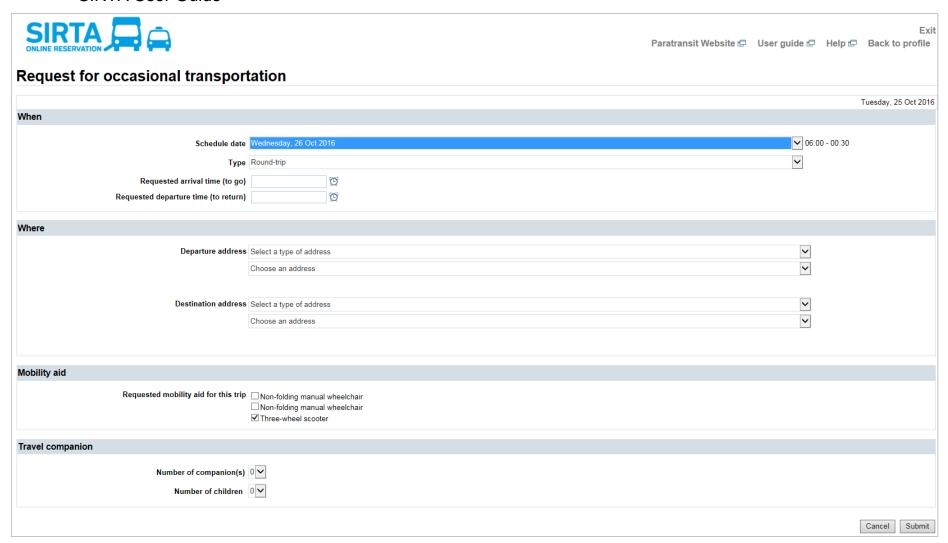
5. Request for occasional transportation

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











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







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 Forte 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 O	ct 2016								
+ Saturday, 29 Oct	2016								
+ Monday, 31 Oct 2016									
Tuesday, 01 Nov	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.



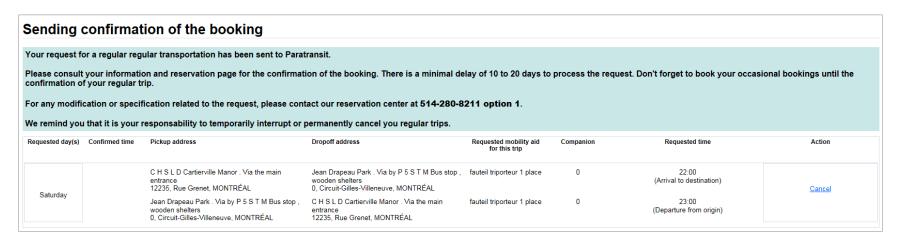


SIRTA A		Paratransit Website 🗗 User guid	Exit le ⊈ Help ⊈ Back to profile		
Request for regular transportation	n (10 to 20 days process)				
Tip : The faster your request is sent, the faster it can be processe	d!				
When					
Requested day(s)	Sunday Tuesday Wednesday Thursday	☐ Friday ☐ Saturday			
Desired start date	Sunday, 06 Nov 2016		~		
5 11 10 11 11	Which day ?Which month ?Which year ?				
End date (Optional)	V				
Period	Every week				
Туре	Round-trip		~		
Requested arrival time (to go)	©				
Requested departure time (to return)	Ø				
Where			Exit er guide Help Back to profile V V V V V Cancel Submit the application		
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				
	☑ Three-wheel scooter				
Travel companion					
Number of companion(s)					
Number of children	0 🗸				
Comment					
Comment (Optional)			^		
For instance : It is your responsability to specify if the reason of your trip is a haemodialysis			~		
			Cancel Submit the application		





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



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 Forte 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								





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	Requests for regular trips in process My regular transportation schedule help 🗗							
+ Monday								
Tuesday	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								

