

handyDART App Rider Guide

Table of contents

Getting started

Downloading BC Transit handyDART app 1

Login and account setup 2

Booking a ride

Set pickup and dropoff locations 3

Customize and book your ride 4

Tracking, directions, and notifications 5

Setting up favourite locations

Add favourite locations 6

View/edit favourite locations 6

Managing scheduled trips

View upcoming or past trips 7

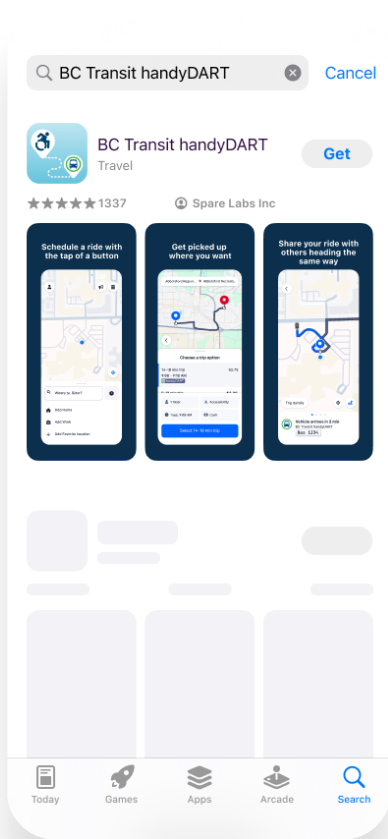
Cancel a scheduled trip 7

Reviewing a ride

Rate your experience 8

GETTING STARTED

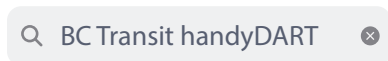
Download the BC Transit handyDART app*.



1

Find and install the free app

Go to Apple App Store or Google Play Store and search:



Tap **Get** or **Install** to download the app for free.

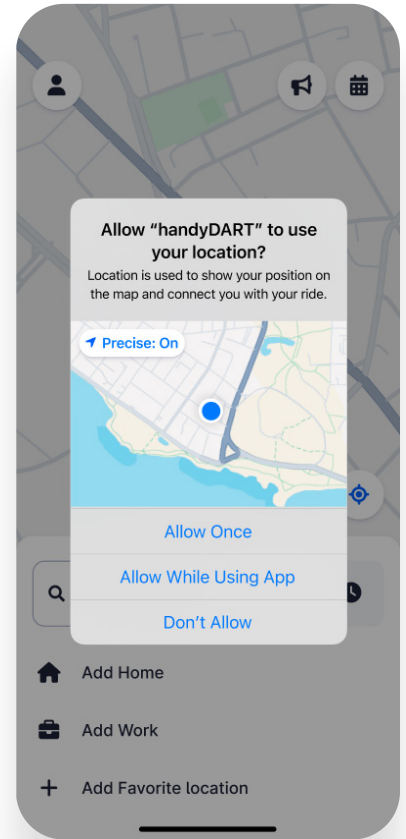
💡 You may need to enter your Apple ID or Android password.



2

Open the app

Once installed, open the app from your phone's home screen.



3

Enable permissions

For the best app experience, allow the app to use:

- **Location:** Set to **Always** to give you accurate pickup and trip details.
- **Notifications:** Allows you to get alerts when your ride is on the way.

* To be able to use the app, you need to be an approved handyDART customer. handyDART registration and approval is managed at a transit system level. Visit bctransit.com/handyDART to register.

GETTING STARTED

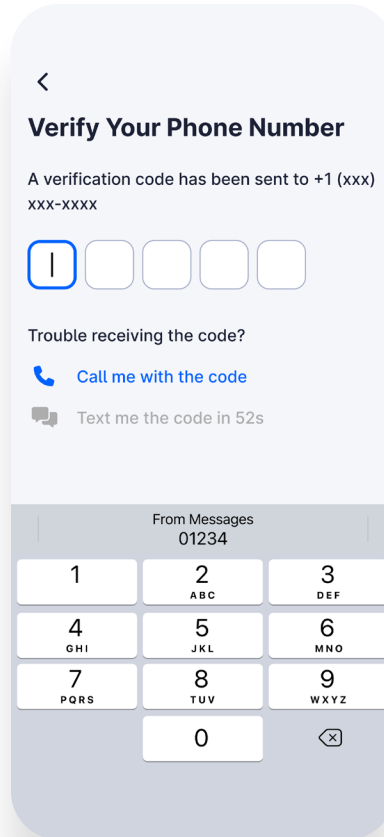
Login and account setup



1

Log into the app

Tap **Log In** to enter your handyDART username (the phone number or email address tied to your existing handyDART account) and tap **confirm**.

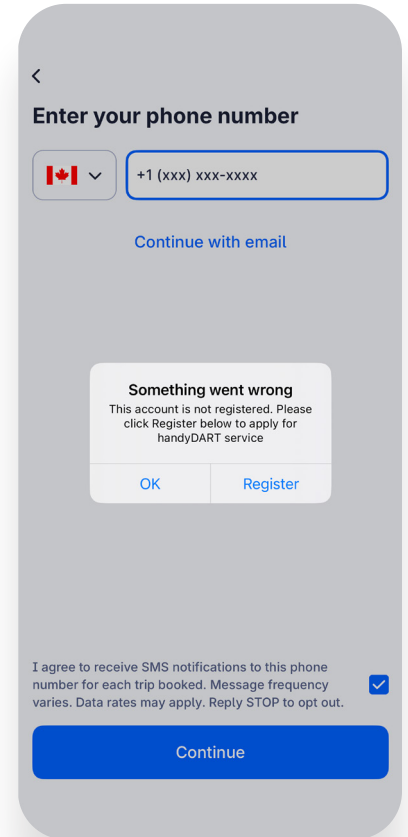


2

Enter your confirmation code

Enter the 5-digit verification code you received by text message or email.

💡 Tap **Call me with the code** to receive confirmation code via voice message to a landline phone.



⚠️

Don't have an existing handyDART account?

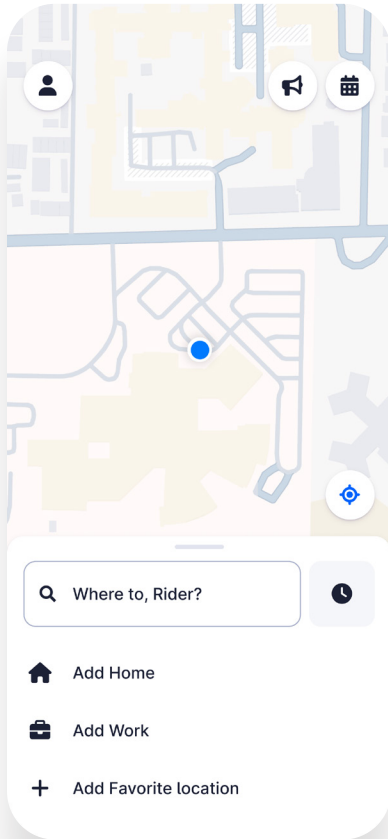
You will need to register for handyDART service to be able to use the app.

Registration and approval are managed by your local transit system.

Tap **Register** to begin.

BOOKING A RIDE

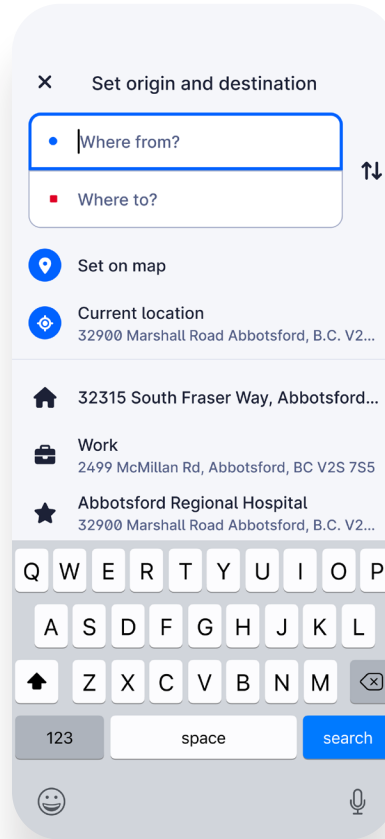
Set pickup and dropoff locations



1

Start your booking

From the home screen, tap **Where to?** to begin.

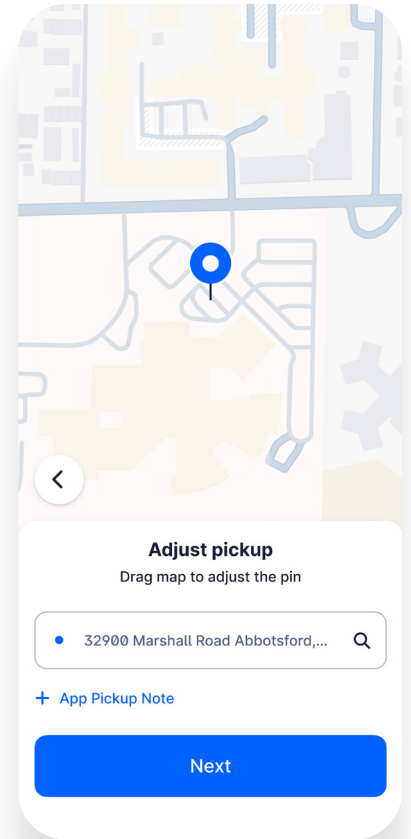


2

Enter both your pickup and dropoff locations

The pickup defaults to your current location.

To change it, tap the top address bar and enter a different one.



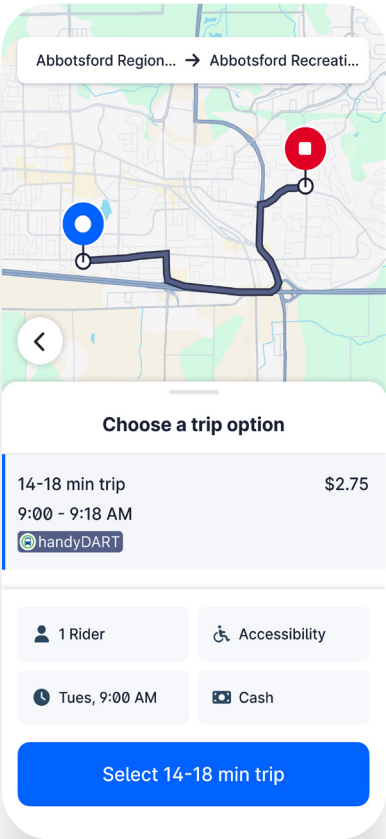
3

Confirm pickup point

You can also adjust your pickup by moving the pin on the map to your exact location, making it easy for drivers to find you.

BOOKING A RIDE

Customize and book your ride



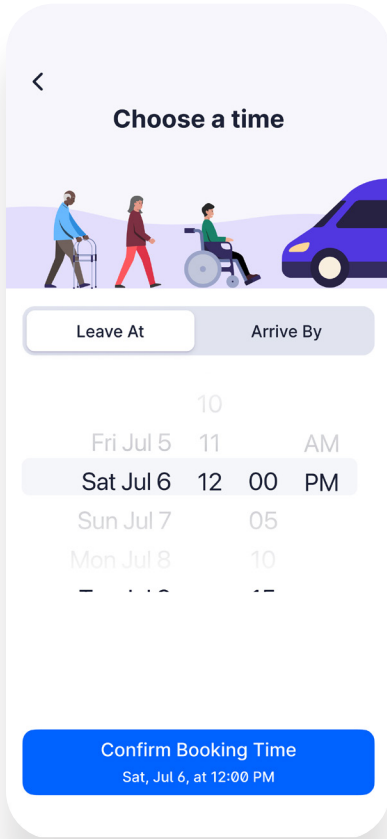
1

Book your ride

Pick the best trip for you. The app will show you available options with:

- Total fare
- Trip duration

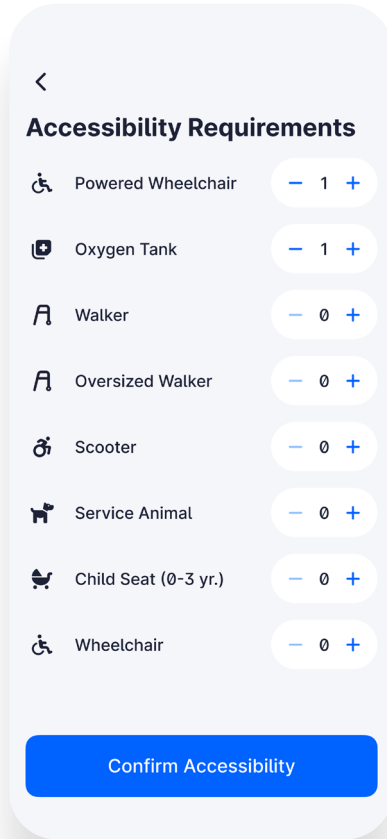
You can choose when to schedule your trip and add accessibility options. Tap **Select trip** to confirm.



2

Schedule your trip

Schedule your trip by selecting a desired date and time and choosing either **Arrive By** or **Leave At**.



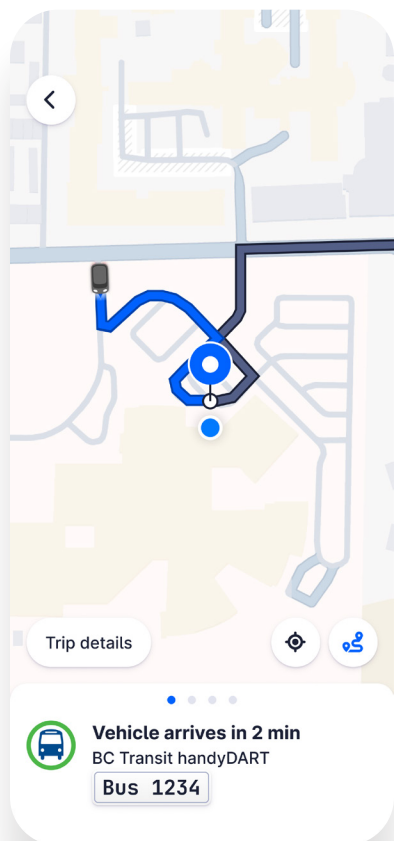
3

Choose accessibility needs

Select any accessibility needs like wheelchair, scooter, or others.

BOOKING A RIDE

Tracking, directions, and notifications



1

Track your ride in real time

Track your ride in real time from the trip details screen.

You'll see the real-time location of your vehicle and its estimated time of arrival.



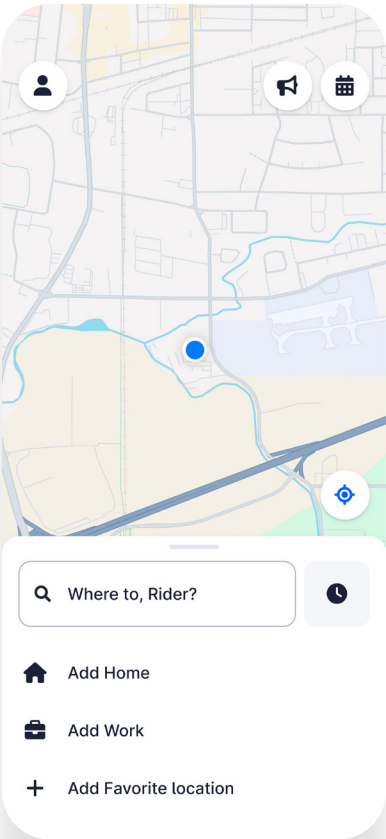
2

Get notified when it's time to go

You'll receive a notification when your vehicle is almost there, so you're ready when your handyDART arrives.

SETTING UP FAVOURITE LOCATIONS

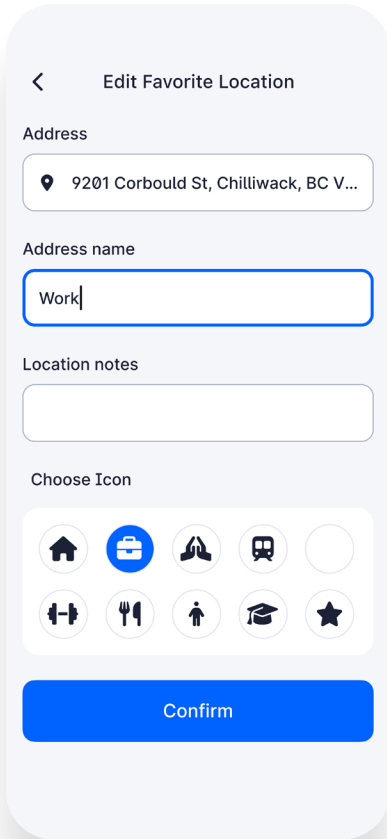
Save time with saved places



1

Add a favourite location

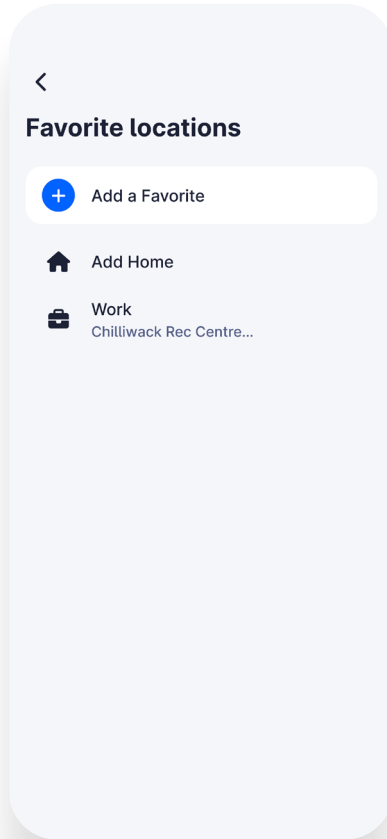
Tap **Add Favourite** location on the home screen.



2

Enter location details

Enter the address and give it a name like “Home” or “Work”. You can also choose an icon for quick reference.



3

Access your favourites anytime

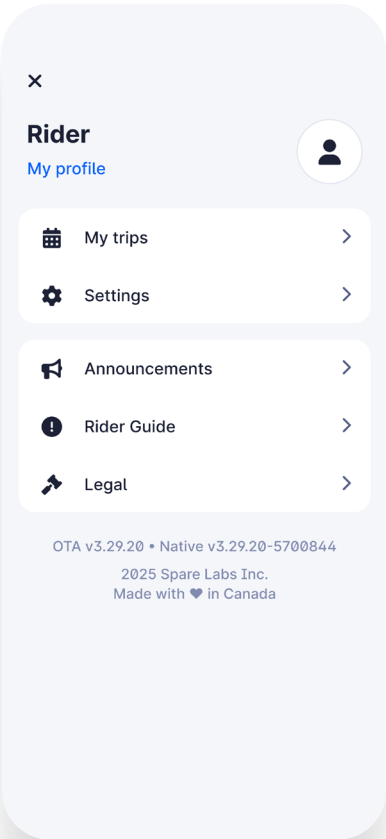
Your favourite locations are just a tap away as they'll appear on your home screen for quick access.

You can also find them anytime by going to your profile:

Profile icon > Settings > Favourite locations.

MANAGING SCHEDULED TRIPS

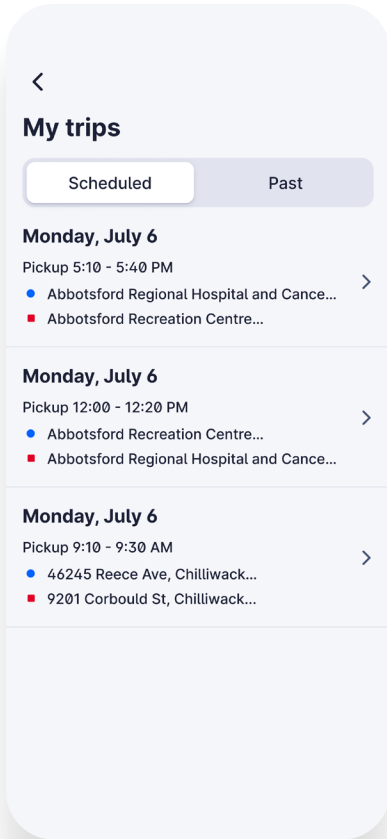
View upcoming or past trips



1

Go to your profile and select My trips

Select **My trips** to view scheduled and past rides.

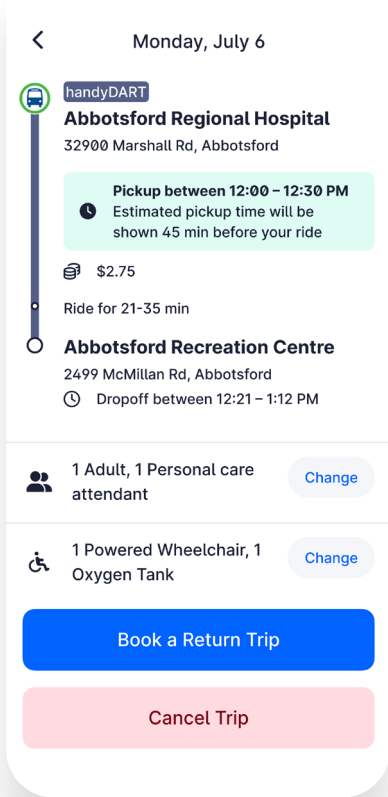


2

Manage a scheduled trip

Select from your **Scheduled** trips or **Past trips**.

Tap a trip to see the trip details.



3

Cancel a trip

Tap a trip to see the full details
Scroll down and tap **Cancel Trip** if plans change.

REVIEWING A RIDE

Rate your experience

X

How was your trip?

32900 Marshall Road Abbotsford,
B.C. V2S 0C2

👍

👎

Great! What did you like?

Above & Beyond

On Time

App Experience

Comfort

Driving

Professionalism

Stop Location

Price

Transit Connection

Other reason

Type your reason here...

Send Feedback

1

After your ride, let us know
how we did

After your trip ends, the app will ask
for quick feedback.

You can give a thumbs up or down
or include a description of what
went well or could be improved.

Your comments help improve service
for everyone.

8