



## Manage My Trip (MMT)

Manage My Trip allows Victoria handyDART registrants to schedule, cancel and view their trips via a secure Web interface.

If you experience any issues, please contact the Victoria handyDART office at 250-727-7811 during the hours of 8am to 5pm Monday to Friday.

### FAQ

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### Frequently Ask Questions

#### How do I access Manage My Trip?

To access Victoria handyDART Manage My Trip from your Web Browser, navigate to <https://booking.victoria.handyDART.com>.

You can access the site with Chrome, Edge, and other web browsers.

## How do I sign up for website access?

You must be a registered handyDART client to access the website. To sign up, click on the **Create an account** link.



The image shows a sign-in form on a yellow background. At the top, it says "Please sign in". Below this are two input fields: "Client Id" and "Password". A "Sign in »" button is positioned below the password field. At the bottom left, there is a link that says "I forgot my password". At the bottom right, there is a link that says "Create an account", which is highlighted with a red rectangular border.

You will need to supply the following information:

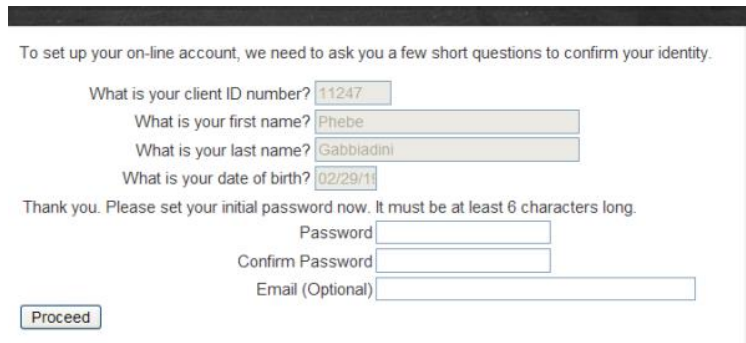
- Client ID (mailed to you after registering for handyDART or available by contacting the handyDART office).
- Registrant First Name, as provided in the registration process
- Registrant Last Name, as provided in the registration process
- Registrant Date of Birth

You will be asked to create a password. Please ensure your password is complex and that it is secret. We recommend the following:

- Minimum 8 characters
- Contains at least 1 capital letter
- Contains at least 1 number
- Contains at least 1 special character.

**IMPORTANT:** Your password cannot end with a special character. This issue will be fixed in future releases.

Once completed, click on **Proceed**.

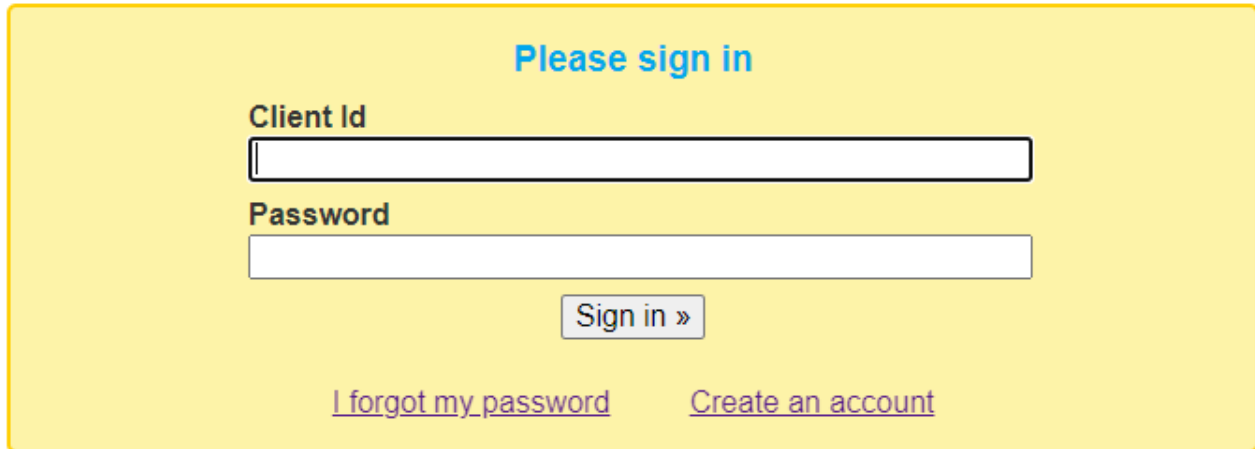


The image shows a registration form with a black header bar. Below the header, it says "To set up your on-line account, we need to ask you a few short questions to confirm your identity." There are four input fields: "What is your client ID number?" with the value "11247", "What is your first name?" with the value "Phebe", "What is your last name?" with the value "Gabbiadini", and "What is your date of birth?" with the value "02/29/11". Below these fields, it says "Thank you. Please set your initial password now. It must be at least 6 characters long." There are three input fields: "Password", "Confirm Password", and "Email (Optional)". A "Proceed" button is located at the bottom left of the form.

## How do I sign-in?

To sign-in enter you Client ID and Password that you created.

If you have any issues with sign-in, please contact the Victoria handyDART office.



The image shows a sign-in form on a yellow background. At the top, it says "Please sign in" in blue. Below that are two input fields: "Client Id" and "Password". A "Sign in »" button is centered below the fields. At the bottom, there are two links: "[I forgot my password](#)" and "[Create an account](#)".

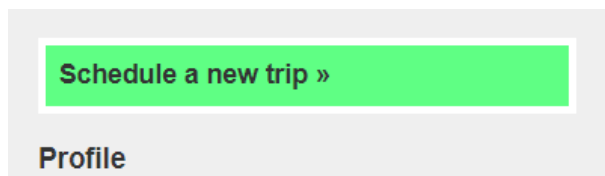
## Who do I call if I forgot my password?

You will need to call the Victoria handyDART office (250-727-7811) if you forget your password.

IMPORTANT: To allow you to reset your password, the handyDART office will reset your online account and you will have to create a new account, following the steps in the "[How do I sign up for website access](#)" section of this document.

## How do I schedule a new trip?

Click the **Schedule a New Trip** button on the Dashboard tab to access the scheduling "wizard" screens, which will guide you through the trip scheduling process.



There are three steps for scheduling a trip:

## Step 1 - Specify trip locations, date, and time

Select one of the predefined locations. If your location is missing, please contact the Victoria handyDART office.

Specify a date and time and if the trip is one-way or round-trip.

Dashboard Account Support

**1. Plan Your Trip**  
Specify the locations, date and time of your trip.

**2. Add Travelers**  
Add additional travelers and equipment.

**3. Confirm**  
Confirm the details of your trip and submit.

### 1. Plan your trip

Specify where you'd like to go and at what time.

Round-trip  One-way

**From** [dropdown] [Map](#)

**To** [dropdown]

Depart  Arrive

[calendar icon] at [hour] : [minute] AM

**From** [dropdown] [Map](#)

**To** [dropdown]

Depart  Arrive

[calendar icon] at [hour] : [minute] AM

[← Back](#) [Next →](#)

To ensure our dispatching staff can accommodate our customers who are not using the Manage My Trip system, the system does not allow the following:

- Same day trip booking
- Next day trip booking
- 14<sup>th</sup> day trip booking

Per example, the following are restricted for if booking on August 16<sup>th</sup>, 2022.

- Aug 16th which would be a same day trip
- Aug 17th which is a next day trip

- Aug 30th which is the 14th day of the booking window

## Step 2 – Provide your equipment information and add travellers

Under the equipment section, select which equipment will be travelling with you. This step must be completed if you need any type of equipment to aid you in your travels as it can influence your trip booking.

Click on the **Add travelers** to add an attendant, companion or service animals to your trip.

The screenshot shows a web interface for a booking process. At the top, there are navigation tabs for 'Dashboard', 'Account', and 'Support'. Below these is a progress bar with three steps: '1. Plan Your Trip' (Specify the locations, date and time of your trip), '2. Add Travelers' (Add additional travelers and equipment), and '3. Confirm' (Confirm the details of your trip and submit). The '2. Add Travelers' step is highlighted in blue.

Below the progress bar, the heading '2. Add Travelers' is displayed, followed by the instruction: 'Specify any additional travelers and equipment that will be coming with you.'

The main form area contains a profile icon on the left. To its right are three input fields: 'Type' (a dropdown menu with 'Client' selected), 'First Name' (a text box with 'SALLY' entered), and 'Last Name' (a text box with 'RIDER' entered).

Below these fields is a section titled 'Equipment' with three numbered dropdown menus: '1. Wheelchair', '2. -- select equipment --', and '3. -- select equipment --'.

At the bottom of the form are two buttons: '+ add traveler' and '- remove traveler'. Below the form are three navigation buttons: '← Back', '+ add traveler', and 'Next →'.

### Step 3 - Confirm and submit trip for scheduling

Click on **Submit MY Trip Request** and wait for the confirmation prior to exiting the application.

Use the **Back** button to correct any issues.

**1. Plan Your Trip**  
Specify the locations, date and time of your trip.

**2. Add Travelers**  
Add additional travelers and equipment.

**3. Confirm**  
Confirm the details of your trip and submit.

**3. Confirm**

Confirm the details of your trip and submit.

**Itinerary**

| Time                             | Start  | End   |
|----------------------------------|--|---|
| Arrive<br>09/06/2010<br>10:25 AM | 1815 New York Ave,<br>Anytown, WA 99999, USA | 1206 S Cooper St,<br>Anytown, WA 99999, USA |

**Travelers**

| Name        | Type   | Equipment  |
|-------------|--------|------------|
| SALLY RIDER | Client | Wheelchair |

[← Back](#) [Submit My Trip Request](#)

### How do I know when my trip is scheduled for?

When your trip has been successfully scheduled, your screen will revert to the main Dashboard, and you will see a message at the top of the screen. You can then look at that trip in your Current Trips window and see your Pick-up Window.

**Dashboard** Account Support

Trip 7861984 has been scheduled successfully.

|   |         |           |  |
|---|---------|-----------|--|
| Wednesday 08/10/2022<br>Requested Pickup Time - 08:30 AM<br>Pickup Window - 08:30 AM - 08:50 AM | 7861984 | Scheduled | Pickup - 323 Cook St, Victoria<br>Drop-off - 813 Darwin Ave, Victoria<br>Fare - \$2.50<br><a href="#">Cancel Trip</a> <a href="#">Map Trip</a> <a href="#">Copy Trip</a> |
|---|---------|-----------|--|

## How do I cancel my trip?

From the dashboard you can see all your scheduled trips. To cancel a trip, click the **Cancel** button next to the trip you wish to cancel.

| Current Trips   |         |           |   |
|---|---------|-----------|---|
| Date/Time   | Trip Id | Status    | Details   |
| Tuesday 08/09/2022<br>Requested Pickup Time - 08:00 AM<br>Pickup Window - 08:15 AM - 08:35 AM | 7861319 | Scheduled | Pickup - 3365 Fulton Rd, Colwood<br>Drop-off - 2166 Mt Newton Cross Rd, Saanichton<br>Fare - \$0.00<br><a href="#">Cancel Trip</a> <a href="#">Map Trip</a> <a href="#">Copy Trip</a> |

A second box will open, confirming that you wish to cancel this trip

Alert

Are you sure you want to cancel trip 137780?

[Don't cancel this trip](#)

[Cancel this trip](#)

[Cancel this trip and any others on the same day](#)

Please wait until you see a confirmation of your cancel trip prior to exit the application. This can take a couple of seconds.

## How do I change my password?

Click on the **Account** tab and enter your current password, then the password you want to change it to. Confirm the password and click **Save**.

You do not need to supply an email address.

Dashboard **Account** Support

### Change Password

Email

Current Password

New Password

Confirm New Password \*

[Save](#)

