

The **HandyDART Automated Trip Review & Cancellation Service** is an easy way to review or cancel upcoming HandyDART trips.

BENEFITS

- Convenient and easy to use
- Available 24 hours/7 days a week



HOW DO I SIGN UP?

Contact the Customer Service department at **604.575.6600** **OPTION 5**

You will be provided with an identification number and password.



GENERAL OPTIONS

These commands can be used at any time during your call:

Table 4

GENERAL OPTIONS	
RETURN TO MAIN MENU	OPTION # 1
END YOUR CALL	OPTION # 3
REPEAT LAST MENU PROMPT	OPTION *
SPEAK TO CUSTOMER SERVICE	OPTION 0

TO ACCESS THIS SERVICE:

CALL 604.575.6600
OPTION 8

LOG IN

1. Enter identification number
2. Enter password

MAIN MENU

Table 1

MENU OPTIONS	
CONFIRM TRIPS	OPTION 1
CANCEL TRIPS	OPTION 2
ACCOUNT INFORMATION	OPTION 4
CHANGE PASSWORD	OPTION 5

HOW TO USE EACH MENU OPTION:

REVIEW TRIPS OPTION 1

1. To hear a list of all your trips on a specific date **OPTION 1**
OR
To hear a list of all of your trips **OPTION 2**

2. Enter the trip date:

Table 2

ENTER BY DAY OF THE WEEK	
MONDAY	OPTION 1
TUESDAY	OPTION 2
WEDNESDAY	OPTION 3
THURSDAY	OPTION 4
FRIDAY	OPTION 5
SATURDAY	OPTION 6
SUNDAY	OPTION 7

OR, ENTER BY FULL DATE*

STEP 1: Enter the 4-digit year (YYYY)
OPTION 2 0 1 5

STEP 2: Enter the 2-digit month (MM)
OPTION 0 5

STEP 3: Enter the 2-digit day (DD)
OPTION 2 7

*the example uses the date May 27, 2015

3. The service will then read back your booked trips on the date entered
4. There are a number of **command options** (see *Table 3*) to help you navigate through your trips:

Table 3

COMMAND OPTIONS	
NEXT ITEM	OPTION 1
CANCEL	OPTION 2
DETAILED TRIP INFORMATION	OPTION 3
TO TOP OF LIST	OPTION 4
REPEAT	OPTION *

5. Once you have confirmed your trip(s), follow the **general options** (see *Table 4 below*), or simply hang up.



CANCEL TRIPS ... PRESS 2

To cancel trips **seven or fewer days from today**, use any of the following sets of instructions:

TO CANCEL A SINGLE TRIP

... PRESS 1

1. To hear a list of your trips on a specific date ... OPTION 1
OR
2. To hear a list of all your trips ... OPTION 2
... Enter date (see *Table 3*)
3. Use the **command options** (see *Table 4*) to help you navigate through your trips
4. To Cancel ... OPTION 2
To confirm cancel ... OPTION 1
OR
To abort ... OPTION 2

TO CANCEL ALL YOUR BOOKINGS FOR A SPECIFIC DAY

... PRESS 2

1. Enter date (see *Table 3*)
2. To cancel ... OPTION 1
OR
To abort ... OPTION 2

TO CANCEL ALL YOUR BOOKINGS FOR A DATE RANGE* ... OPTION 3

1. Enter date (see *Table 3*)
2. You can use the **command options** (see *Table 4*) to help you navigate through your trips

To cancel ... OPTION 1
OR

To abort ... OPTION 2

**Up to a maximum of seven days*

Once you have cancelled your trip(s), follow the **general options** (see *Table 1*), or simply hang up.

ACCOUNT INFORMATION

... OPTION 4

The following information is on file:

- Customer ID
- Name
- Date of birth
- Address
- Phone
- Mobility aid
- Space type (ambulatory/wheelchair)
- HandyDART eligibility start date

If your account information needs to be updated, call 604.575.6600

... OPTION 4

CHANGE PASSWORD

... OPTION 5

1. Enter current password
2. Enter new password
3. Re-enter new password
4. OPTION 3 to end your call

Frequently Asked Questions

What happens if I cancel a ride accidentally?

... OPTION 0 to speak to a customer service agent

I didn't understand something the automated service said?

If you need assistance

... OPTION 0 to speak to a customer service agent

What if I forget my password?

Your password will be given to you by the HandyDART office, please call the Customer Service department to assist you at **604.575.6600**.

For more information, consult the HandyDART Rider's Guide, or visit translink.ca/handydart.



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