

# NOVUS-WEB

Handi-Van

Online

Trip Booking Tool



2017

# CONTENTS

<b>New Login</b> .....	<b>1</b>
<b>Login</b> .....	<b>1</b>
<b>Client Information</b> .....	<b>2</b>
<b>How To Book A Trip</b> .....	<b>2</b>
<b>Trip Booking</b> .....	<b>2</b>
<b>Pick-up Location</b> .....	<b>3</b>
<b>Drop-off Location</b> .....	<b>3</b>
<b>Cancelling A Booking</b> .....	<b>5</b>
<b>My Profile</b> .....	<b>5</b>
<b>Forgot Password</b> .....	<b>5</b>
<b>Using The Interactive Voice Response (IVR) System</b> .....	<b>6</b>

# Welcome to Handi-Van's online trip booking tool called NOVUS-WEB

*This quick guide has been created to help you with the new web booking and account management tool. During the pilot phase, your feedback on the contents and helpfulness of this guide is appreciated.*

BURLINGTON TRANSIT  
Handi-Van Standard Version

NOVUS-WEB is a secure Internet application for registered Handi-Van clients. Potential users are required to obtain a User ID and Password to use this service. If you do not know your User ID or Password, please contact Burlington Transit to obtain this information.

Do you have a User ID and Password? If not, you will need to be registered with Burlington Transit Handi-Van and have approved eligibility to use this online service.

[Would you like to become a Handi-Van client?](#)

Client Id (required)

Password (required)

Login

[Forgot password?](#)

## NEW LOGIN (first time)

Visit: <https://hvbooking.burlington.ca>

Click on **Would you like to become a Handi-Van client?** which takes you to the Burlington Transit **Applying to Handi-Van** page. Click on **[Download the Para-Transit Application Form...](#)** and complete this application form which must be signed by a qualified health care professional to certify that the applicant meets the eligibility requirements.

Your acceptance letter will provide you with your Client identification number. If you should misplace your Client ID number, you may call Handi-Van at 905-639-5158

## Create/Forgot Password

To create a password you must click **“Forgot password”** which takes you to Burlington Transit Forgot password page. Once you have had your application approved and received your Client ID number in your acceptance letter, enter the Client Id number and the e-mail address that is in your profile. An e-mail will be sent to you - all you have to do is click on the link in the e-mail and this will prompt you to enter in a new password.

Note: Passwords will not be issued to you. We ask that all of our clients create their own password by following the steps above.

## LOGIN

Visit: <https://hvbooking.burlington.ca>

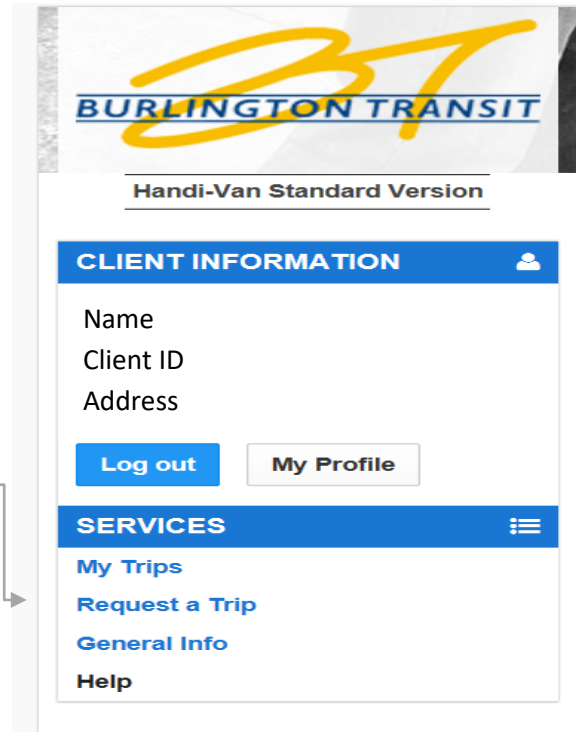
Enter in your **“Client Id”** and **“Password”** and click on the **“Login”** button.

## CLIENT INFORMATION

The Client Information page provides you with the options that are available to you as well as outlines the personal information we have on file. On this page, you can view what trips you have booked and cancelled for the calendar month.


## HOW TO BOOK A TRIP

From the Client Information page, click on “Request a Trip”. This will then take you to your client information and service screen.



You will be redirected to a Trip Booking page...

## Trip Booking Page

**Choose a date:** click on the calendar icon  then double click on the requested date.

**1 Requested Date**

Select a Date (required) 


**Choose a time:** Click on the drop-down menu to select the time requested. Please note: you can either request the pick up time or the drop off time.

Click on the drop down menu icon  to select the time requested.

**2 Time**

Select a Time (required)

Pick-up  
 Drop-off (Appointment Time)

Please Select a Time 

## Pick-Up Location:

Click on the drop down menu icon to select the location you need to be picked up at:

**3** Pick-up Location

**Pick-up Location Type**  
(required)

Frequently Used Addresses  
 Popular Locations  
 New Address

**Select from (required)** Frequently Used Addresses

**Phone Number**

Your home address will be saved by default however; if you need to be picked up from a different location, then you have to enter in a Burlington address by clicking on “**New Address**” or choose from the “**Popular Locations**” option.

**Note:** The system will save pick up addresses you enter as part of your “**Frequently Used Addresses**”. Then enter your “**Phone Number**” (optional).

## Drop-Off Location:

This section works the same as the “**Pick-Up Location**” above.

**Note:** Use the drop down menu to select an address that was saved in your profile “**Frequently Used Addresses**” such as your home.

**4** Drop-off Location

**Drop-off Location Type**  
(required)

Frequently Used Addresses  
 Popular Locations  
 New Address

**Select from (required)** Frequently Used Addresses

**Phone Number**

*Note: click on the drop down arrow to select client home or frequently used addresses.*

Click on the drop-down menu to “**Select a Booking Purpose**” for your trip: ie. Medical, Shopping, Dialysis, etc.

**5** Other Options

**Booking Purpose** Please Select a Booking Purpose

Click on “**Request This Ride**” in order to verify the information you have entered:

**Request This Ride**

A page displaying the details of your trip booking will show what you have entered. On this page you will also be able to request an email be sent to receive a confirmation of your trip booking. If everything looks good, then:

Click on “**Book Trip**”:

**Book Trip**

**Back**


Next, the system will display the information you entered and will ask you to either accept or refuse the trip booking request.

**Accept Trip**

**Refuse Trip**

*If you selected a date/time that cannot be accommodated, the system will prompt you to call dispatch.*


If the system accepts your Trip Booking Request, it will automatically suggest you book your return ride. Click on “**Book Return Ride**” if you need to make arrangements for one as follows:

Select a time from the drop-down  menu to select a pick up time then click “**Request This Ride**”

2 Time

Select a Time (required)

Pick-up  
 Drop-off (Appointment Time)

Please Select a Time 


*Note: click on the drop down arrow to select client home or frequently used addresses.*

Click on “**Book Trip**” in order to complete the return booking request.

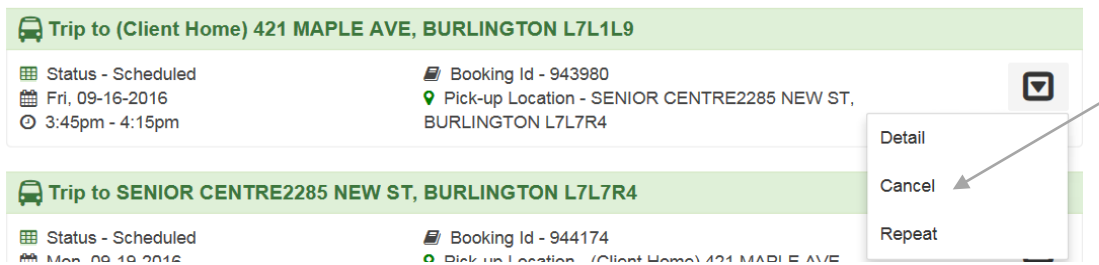
Click on “**Accept Trip**” and finally, select “**I’m Done**” to confirm your return booking arrangements. The system will direct you to a “Your Trip Page” where you can view the trip you recently booked plus all previous trips that you have booked in the calendar month.

*Note: if you do not complete by clicking on “**Accept Trip**” or “**I’m Done**” the system will NOT schedule your trip.*

## CANCELLING A BOOKING

To cancel a booking, click on the drop down  icon next to the trip that you would like to cancel and select “**Cancel**”. A pop up box will appear with the details of the cancellation. You must select a reason for the cancellation from the list of items in the drop down. Once a selection is made, click on “**Cancel Trip**” in order to complete the cancellation.

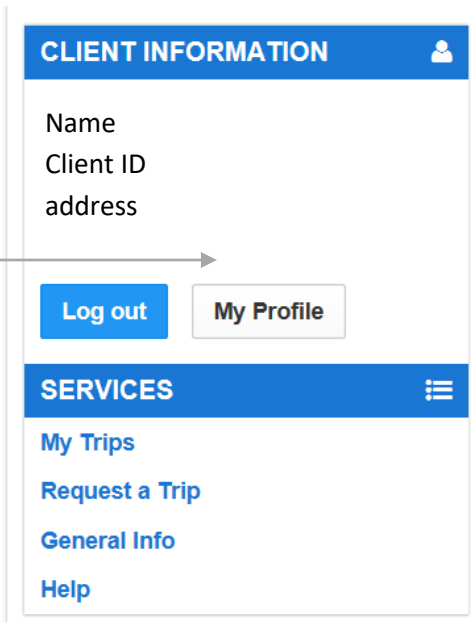
**NOTE: only trips that are highlighted in green can be cancelled by clients. For any changes to trip dates/times or cancellations not highlighted in green, you must call HV dispatch at 905-639-5158 during hours of operation.**



The screenshot shows two booking cards. The first card is highlighted in green and contains the following information: Status - Scheduled, Booking Id - 943980, Fri, 09-16-2016, 3:45pm - 4:15pm, and Pick-up Location - SENIOR CENTRE2285 NEW ST, BURLINGTON L7L7R4. The second card is also highlighted in green and contains: Status - Scheduled, Booking Id - 944174, Mon, 09-19-2016, and Pick-up Location - (Client Home) 421 MAPLE AVE. A dropdown menu is open for the second card, showing options: Detail, Cancel, and Repeat. An arrow points from the text in the previous block to the 'Cancel' option in the dropdown menu.

## MY PROFILE

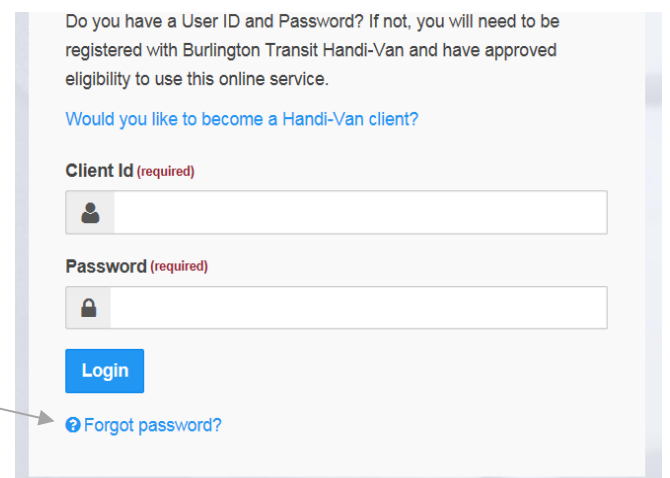
Under the “**My Profile**” section, you can update your home address, main contact phone number or e-mail address. This will automatically be changed and reflected in the system. You can also change your password. To do so, you will have to enter in your old password and then the system will prompt you to enter in a new password.



The screenshot shows the 'CLIENT INFORMATION' section with fields for Name, Client ID, and address. Below these fields are two buttons: 'Log out' and 'My Profile'. The 'My Profile' button is highlighted with an arrow from the text in the previous block. Below the 'CLIENT INFORMATION' section is the 'SERVICES' section, which includes links for 'My Trips', 'Request a Trip', 'General Info', and 'Help'.

## FORGOT PASSWORD?

If you forget your password, you can request a new password from the log-in page <https://hvbooking.burlington.ca> by first entering in your Client ID, then click on forgot password. An email will be sent to you with instructions on how to enter a new password.



The screenshot shows the login page with the following text: 'Do you have a User ID and Password? If not, you will need to be registered with Burlington Transit Handi-Van and have approved eligibility to use this online service.' Below this is a link: 'Would you like to become a Handi-Van client?'. There are two input fields: 'Client Id (required)' and 'Password (required)'. Below the input fields is a 'Login' button and a link for 'Forgot password?'. An arrow from the text in the previous block points to the 'Forgot password?' link.



## Using the Interactive Voice Response (IVR) system:

Please have your client ID number and your password ready.  
Dial: **905-335-7721**

You will be greeted with a message then prompted to press 1 for English or 2 for French. You will be asked to enter in your client ID number and then your password.

**PRESS #1 – CONFIRM A TRIP:** This option allows you to listen to what trips you have booked over the next two week period. The IVR system will give you the date, time and location of each trip booking.

**PRESS #2 – CANCEL A TRIP:** This option will allow you to cancel any trip(s) you have booked within a two week period. You may also cancel same day bookings with this feature. If you wish to cancel a future trip, you must enter the date for the cancellation entered as MM/DD/YYYY.

**PRESS #3 – BOOK A TRIP:** This option allows you to book a trip up to two weeks in advance. The IVR system will only offer your most frequently visited location addresses to select from. If you have another address that is not offered in your selections, please book your trip online or by contacting Handi-van dispatch.

**PRESS #4 – ACCOUNT INFORMATION:** Listen to your personal account information. If you require any updates, please call Handi-van dispatch.

**PRESS #5 – CHANGE PASSWORD:** Passwords must be made up of 6 numbers.

**PRESS #6 – GENERAL:** This option will provide general news, information or updates as required. For example, if there are any weather related delays or cancellations a general message may be posted to advise passengers.

**PRESS #7 – LOST AND FOUND:** If you have left something on one of our vehicles or found an item, this feature will provide information on what to do.

**PRESS #8 – HOURS OF OPERATION:** Provides operating hours for Handi-van dispatch.

**NOTE:** At any time during the call you may press 0 to connect with a Handi-van dispatcher during hours of operation Mon– Fri (excluding statutory holidays) from 8 a.m. to 5 p.m.