



WOODSTOCK TRANSIT

**A NEW WAY TO BOOK YOUR RIDES
USING THE BLAISE APP**



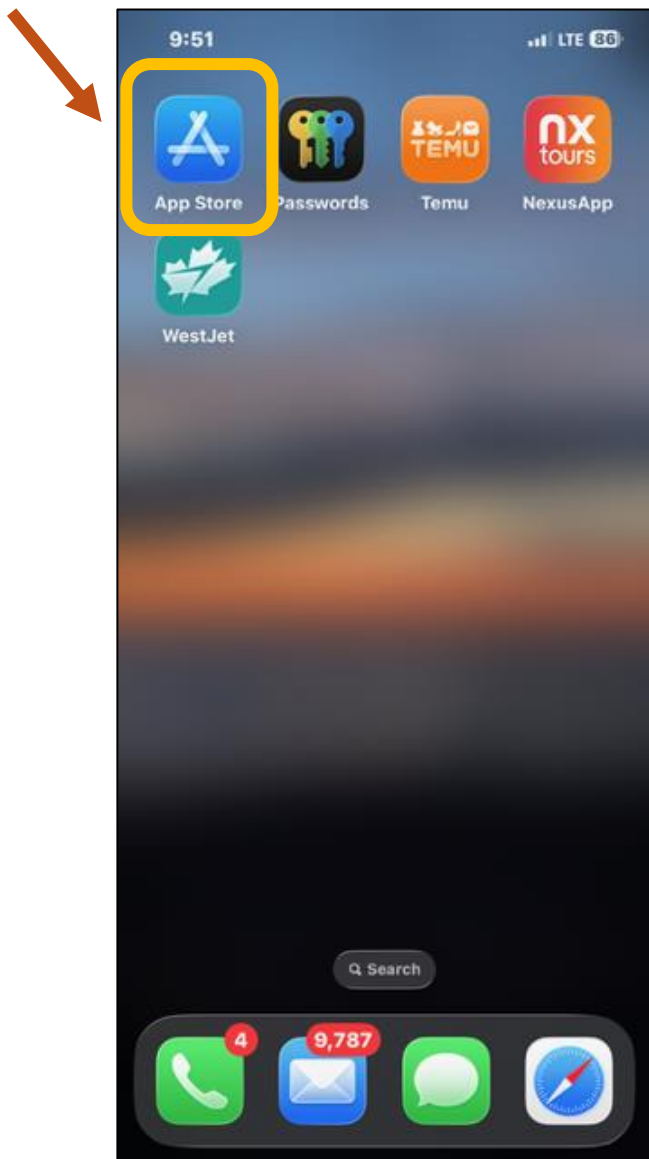
HOW TO BOOK YOUR RIDE ON THE BLAISE TRANSIT APP

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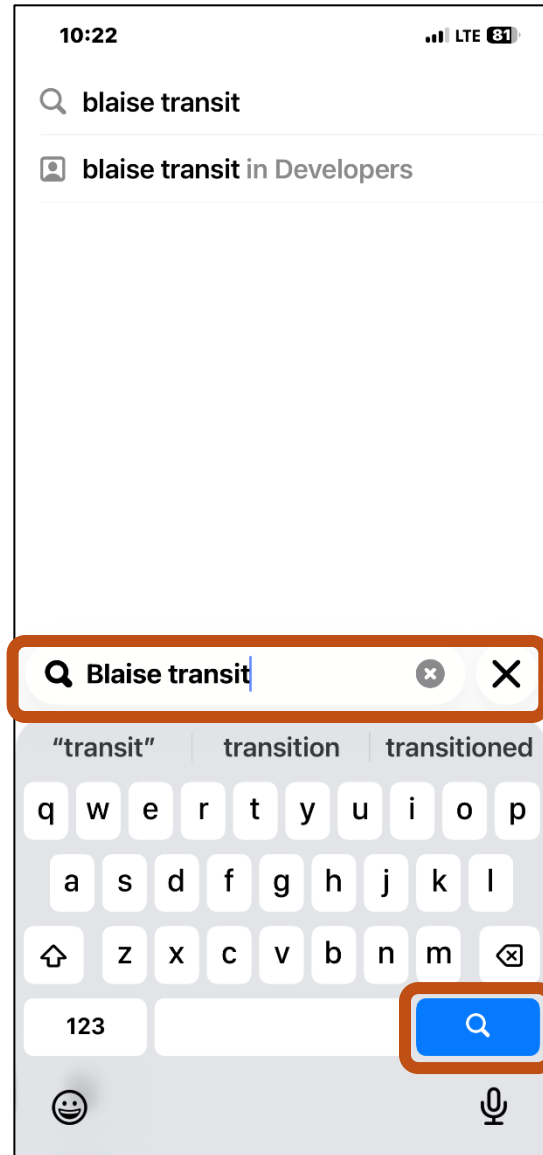
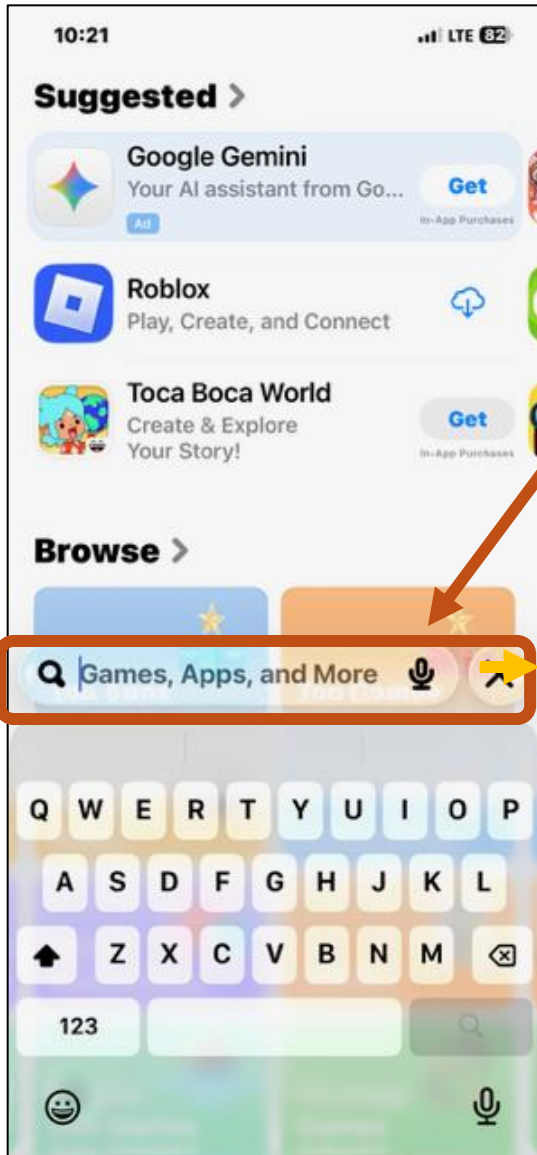
1. Find Your App Store

- i. Turn on your phone and find the App Store.
- ii. Click on the **App Store Icon** to open it.



2. Find the Blaise Transit App

- i. In the Search Bar, type **Blaise Transit**.
- ii. Then click on the **Search Icon** (magnifying glass)

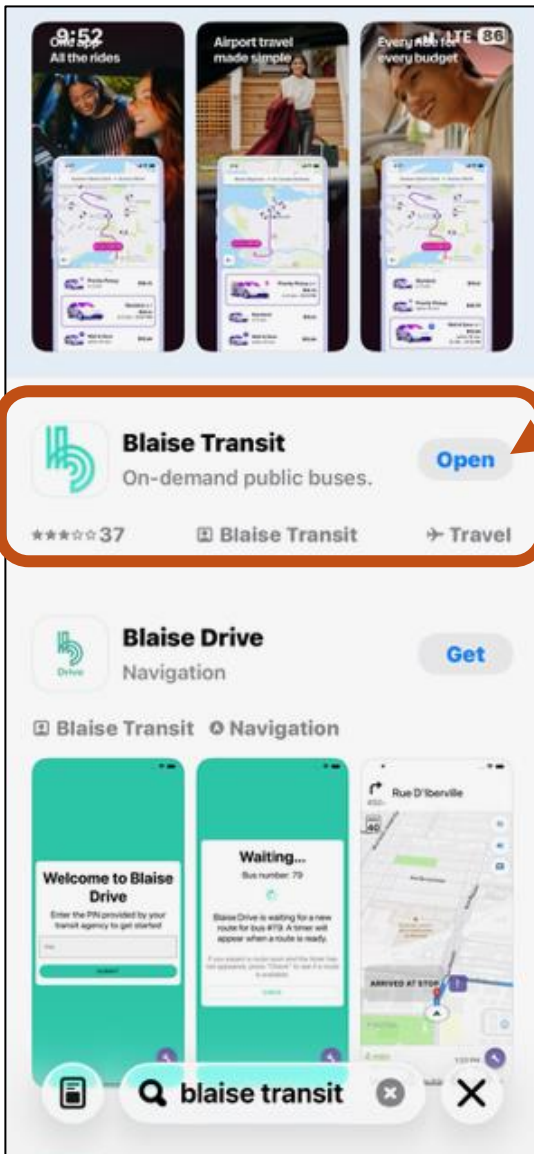


3. Open the Blaise Transit App

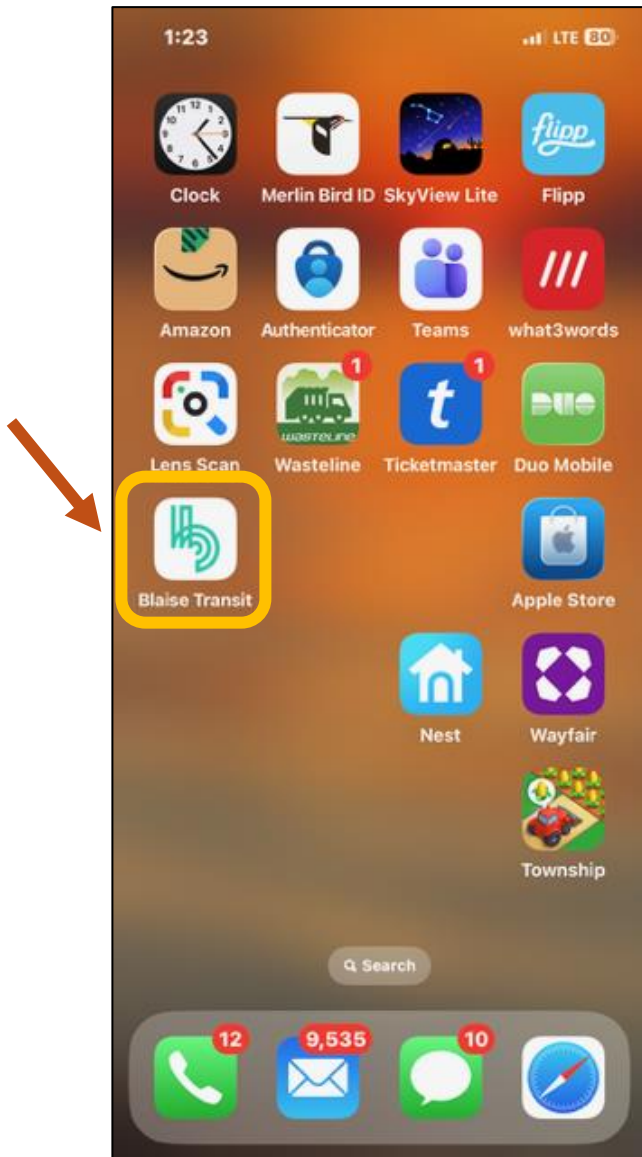
- i. On the Blaise Transit App, click the **Get Button**. This will start downloading the App to your phone.

(Note: In this screenshot – the App has already been downloaded so the button shows ‘Open’)

- ii. Once the App has completed the download, the Open Button appears. Click on the **Open Button**.

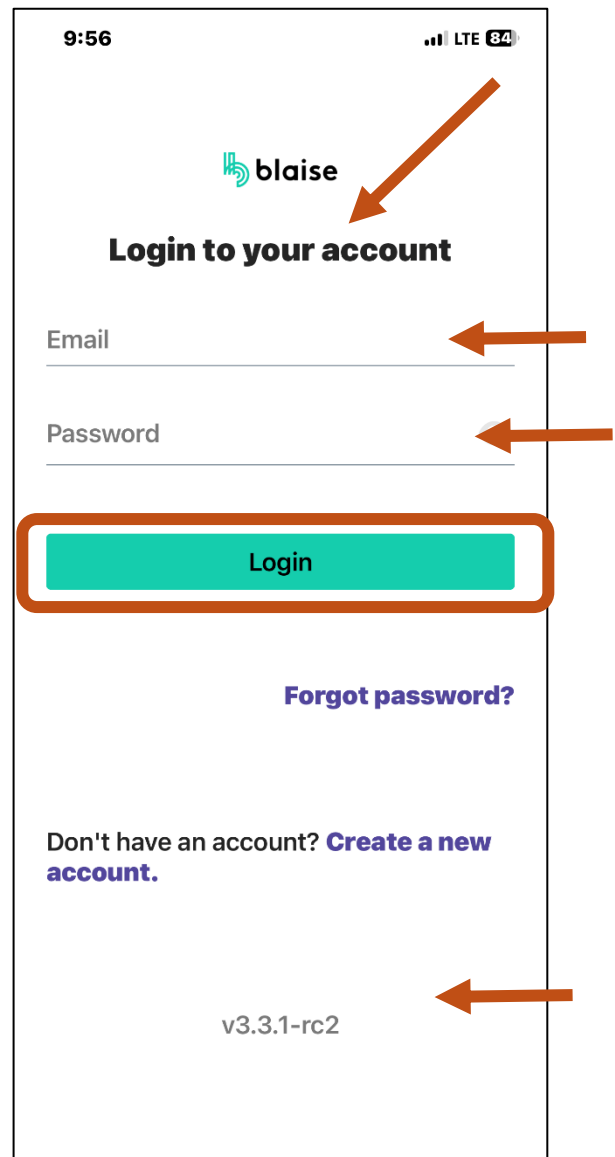
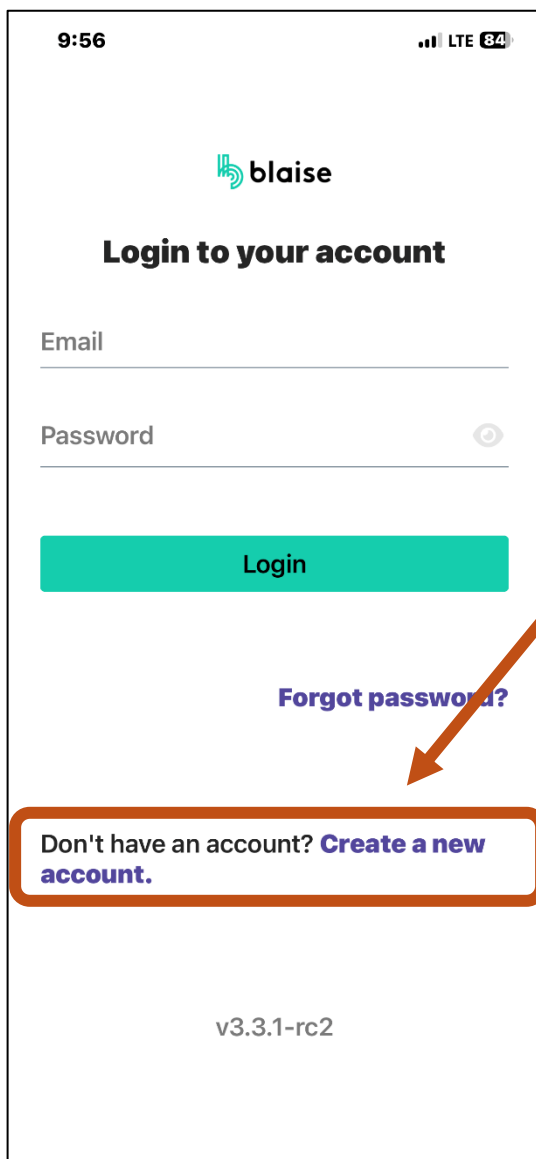


After you download the Blaise Transit App from your App Store, it will now be on your phone screen (shown below). You can click on the Blaise Transit App here to open it from whenever you need to book a ride.



4. Create an Account / Login to Your Account

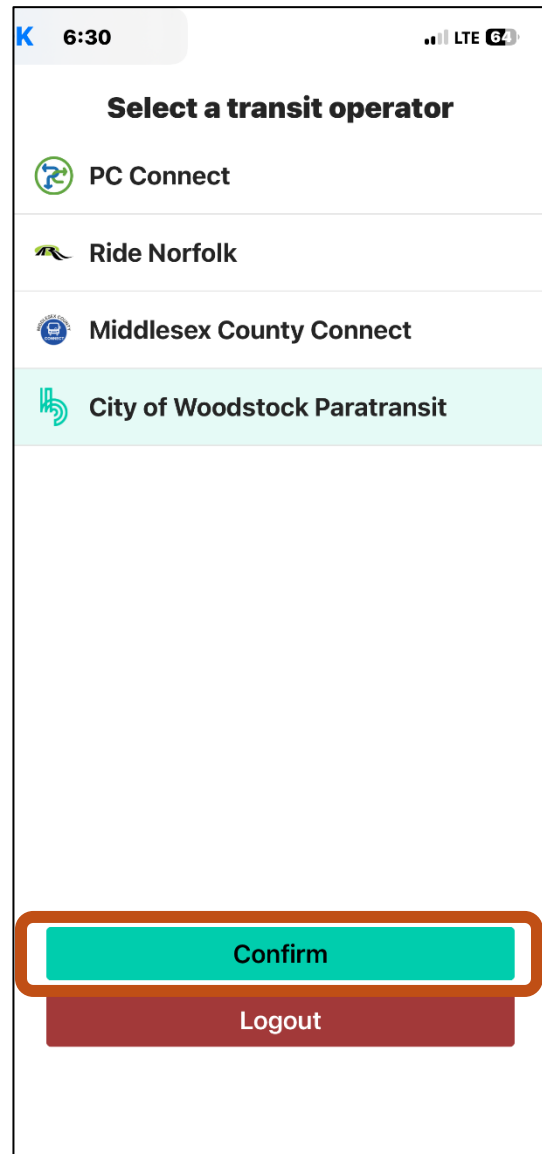
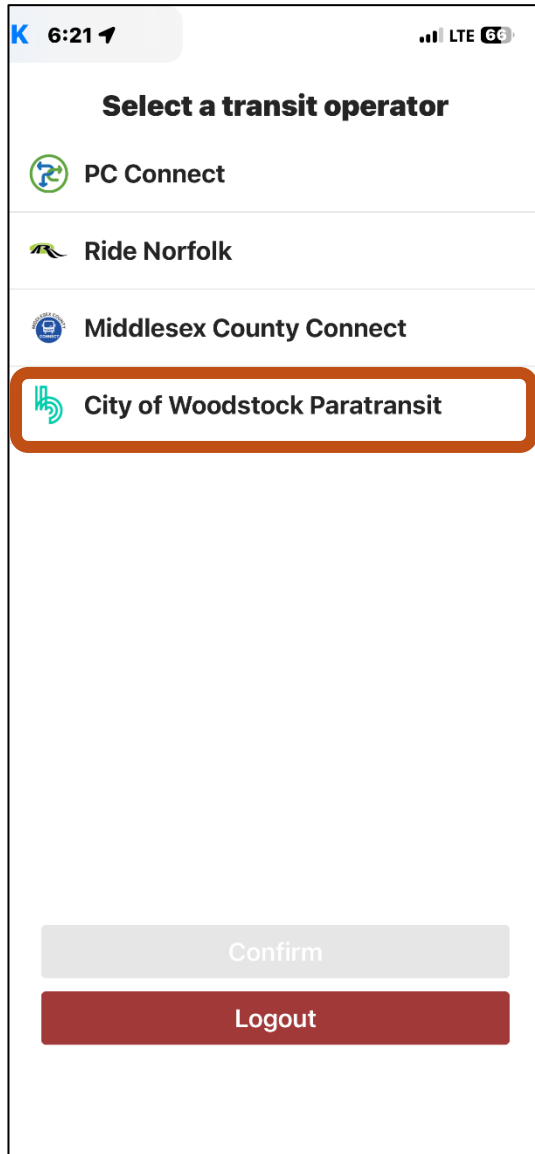
- i. When you first open the Blaise Transit App, you will need to create an account.
- ii. Click on **Create a New Account**. (See first screenshot)
- iii. Once you have created your account, next time you use the Blaise App you will just need to **Login to Your Account** by typing in your email address and your password, then click Login. (See second screenshot)



iv. Select a Transit Operator

You will need to select which transit system you are booking your rides on.

- Select **City of Woodstock Paratransit** (see first screenshot)
- Then click on **Confirm** (see second screenshot)

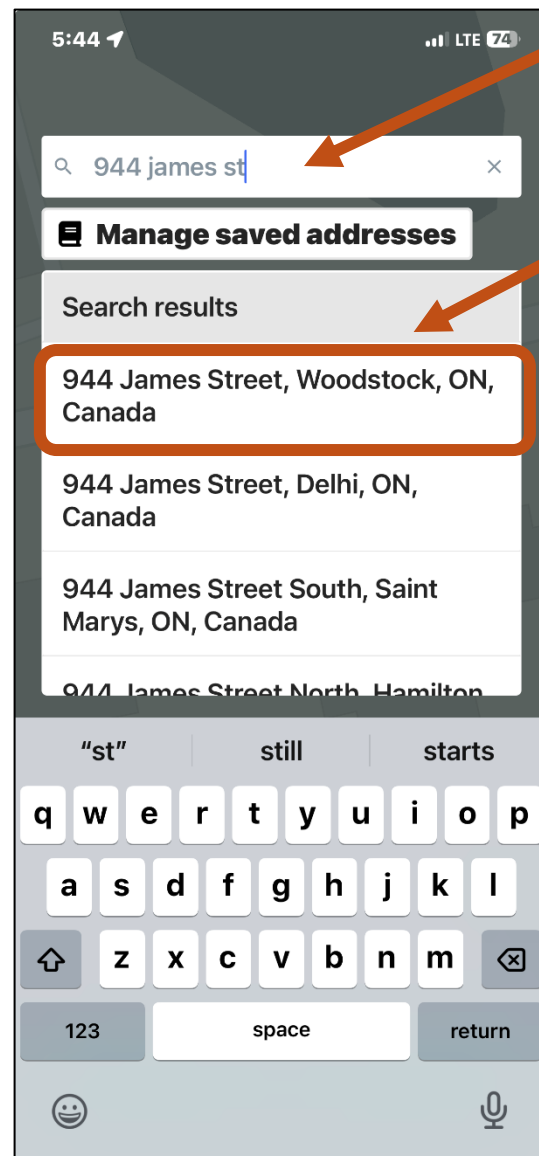
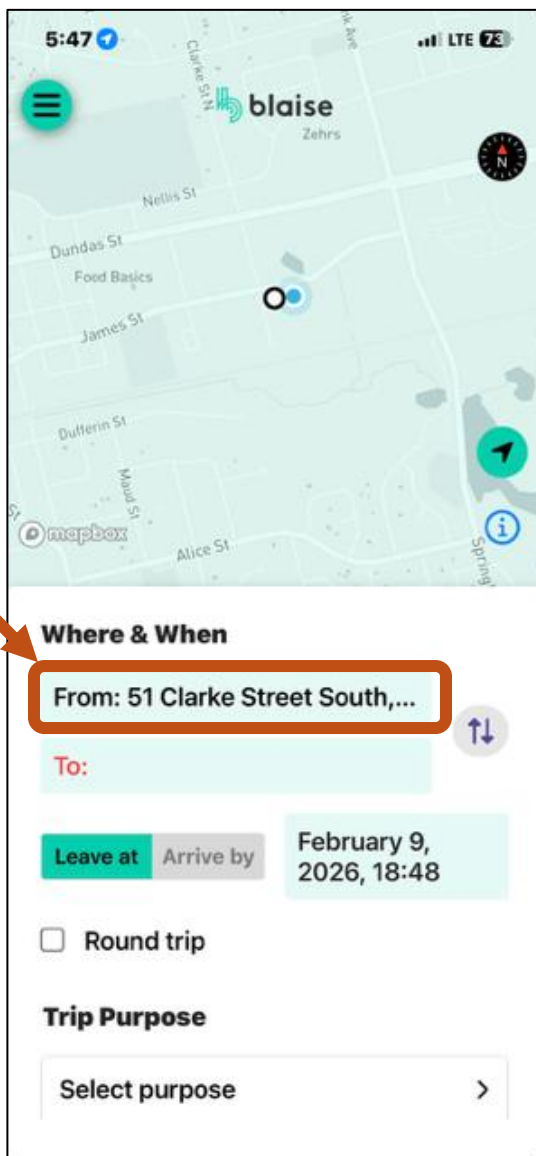


5. Booking Your Trip

a. Select Your Pick-up Location

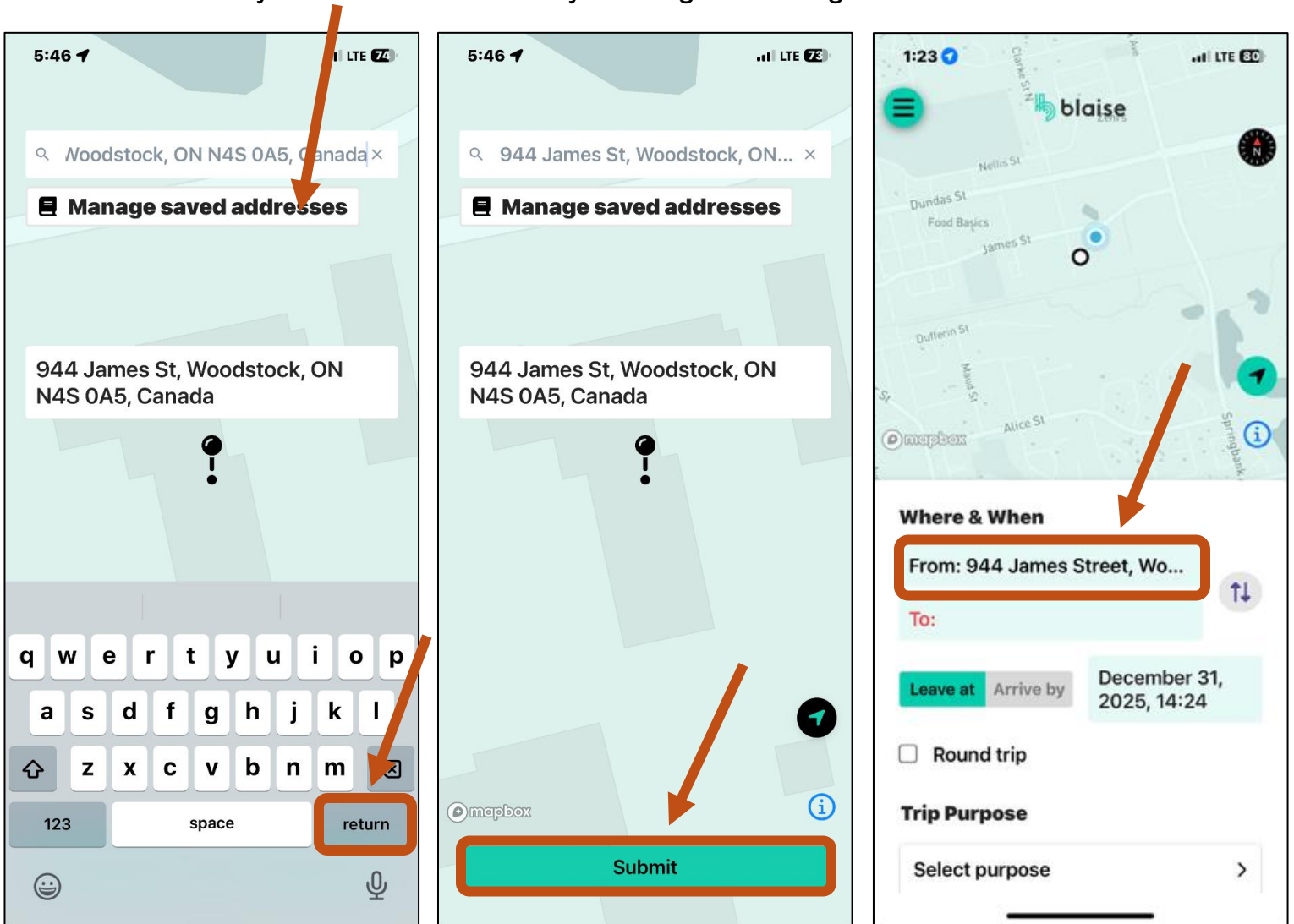
This is the location you would like to be picked up at. The Blaise Transit App automatically enters your current location. However, if this address is incorrect, you will need to type in the correct address location.

- i. To change the address location, click on **From Field Box** (as shown in the first screenshot). Then type in the correct address (as shown in the second screenshot). (example shows - 944 James St, Woodstock).
- ii. Click on the Correct Address under the Search Results. Be sure it is a Woodstock address.



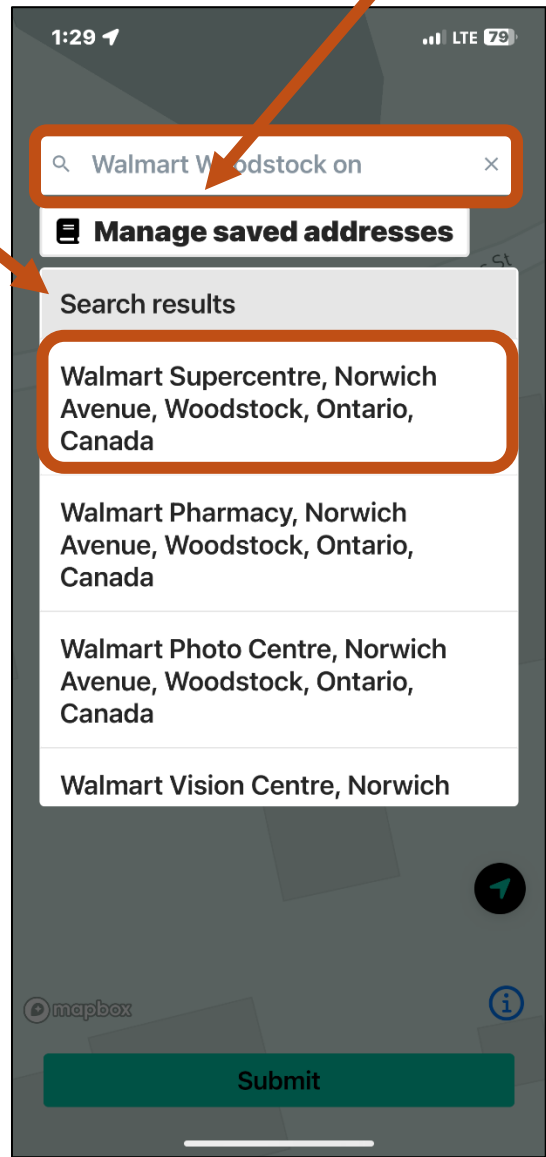
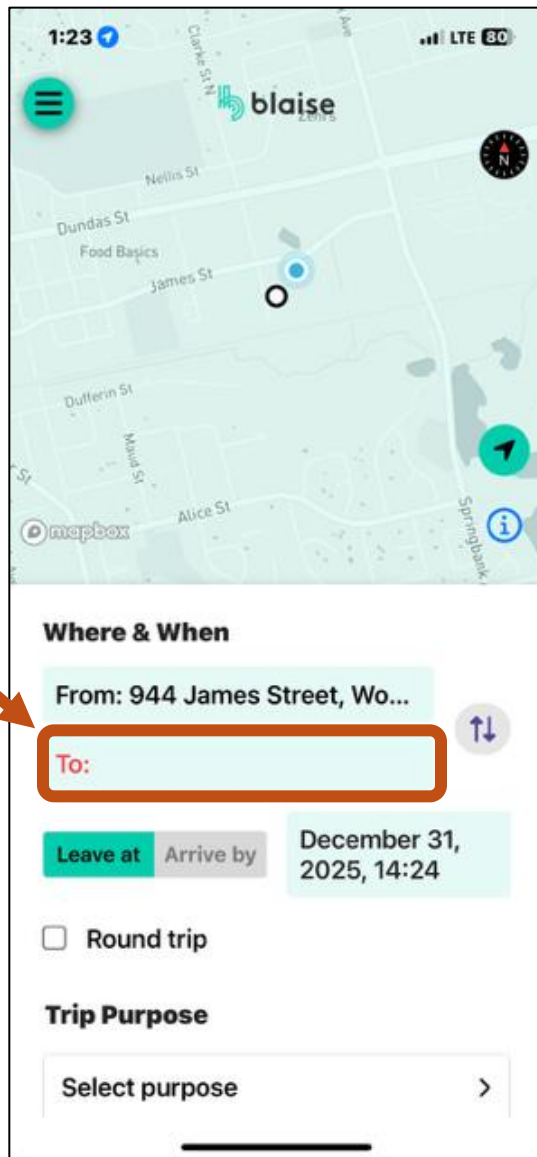
- iii. Click on **Return**, then Click **Submit**, and the From Field Box will now have your correct address location (as shown in the third screenshot - Example).

You can always save this address by clicking on Manage Saved Addresses



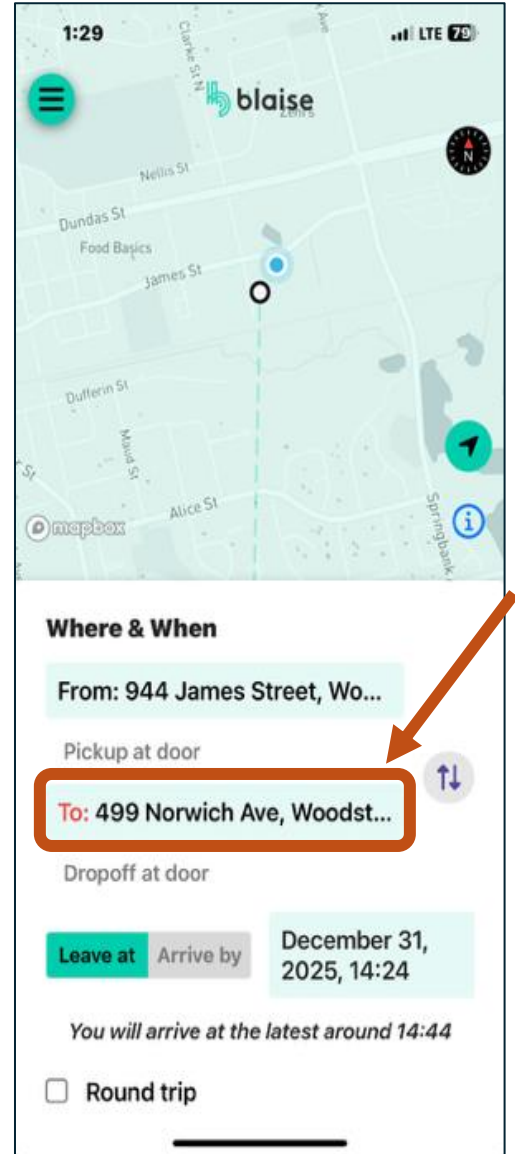
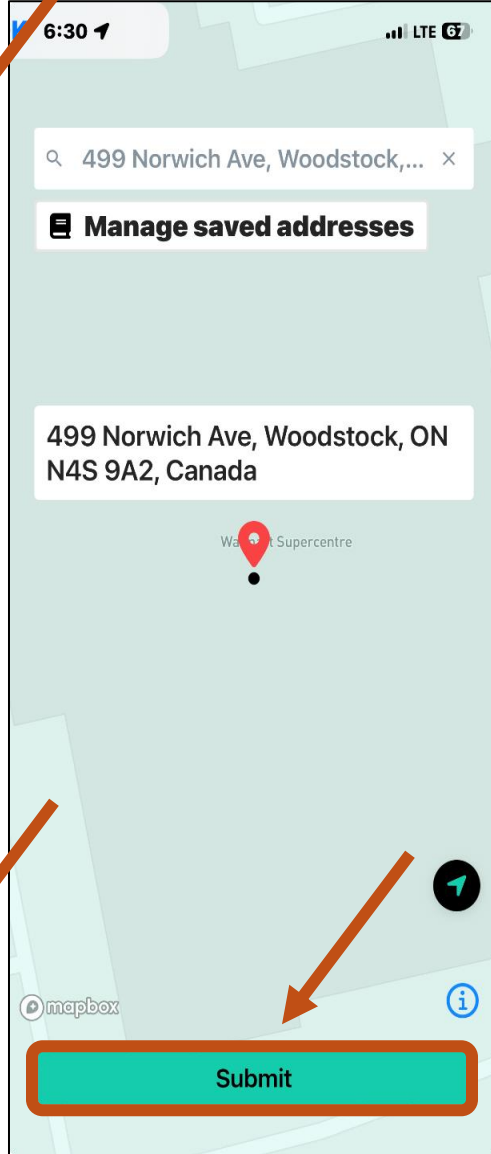
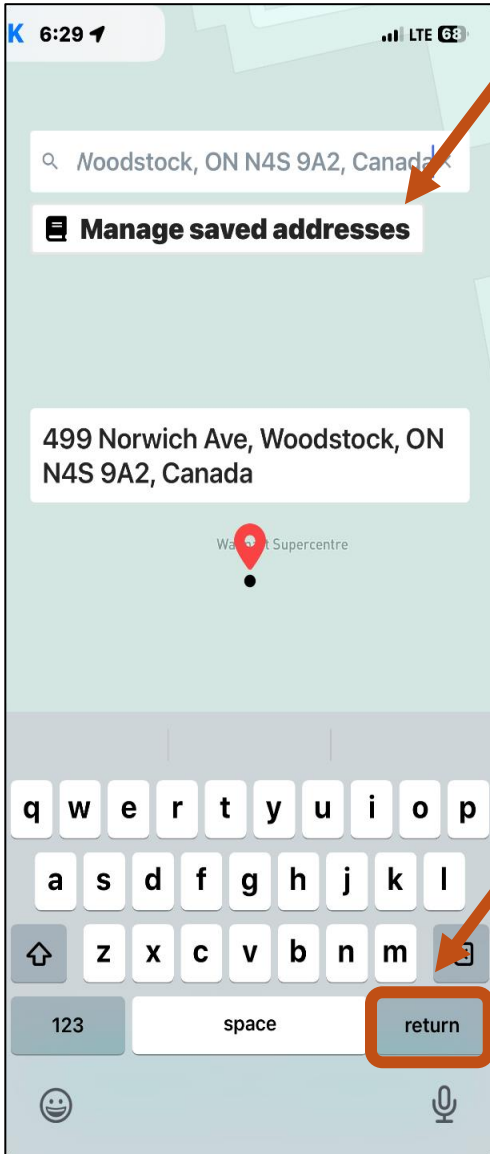
b. Select Your Destination

- i. Click on the **To Field** box to select the destination you would like to be dropped off at. (See first screenshot)
- ii. Type in the address in the Search Bar.(See second screenshot) Example shows Walmart as the destination.
- iii. Be sure to select the correct address under the Search Results. (Example: **Walmart in Woodstock, ON**. If you cannot find the Woodstock address, you may need to scroll to find it or you may need type Woodstock in the Search Bar. (Example: Type - Walmart Woodstock)



iv. Click on **Return**, then Click **Submit**, and the From Field Box will now have your correct address location (as shown in the third screenshot).

You can always save this address by clicking on the Manage Saved Addresses

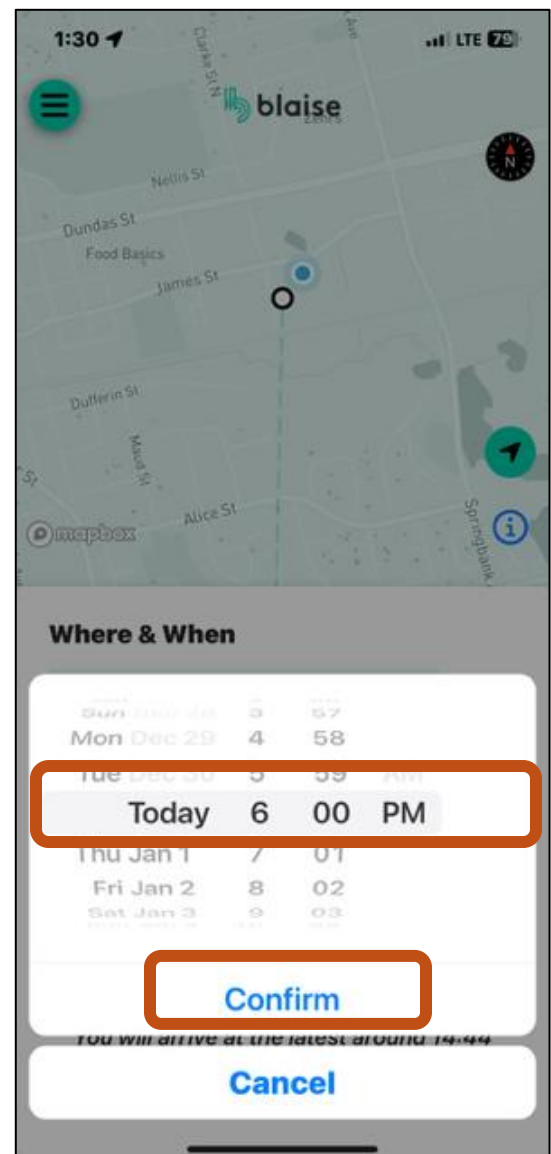
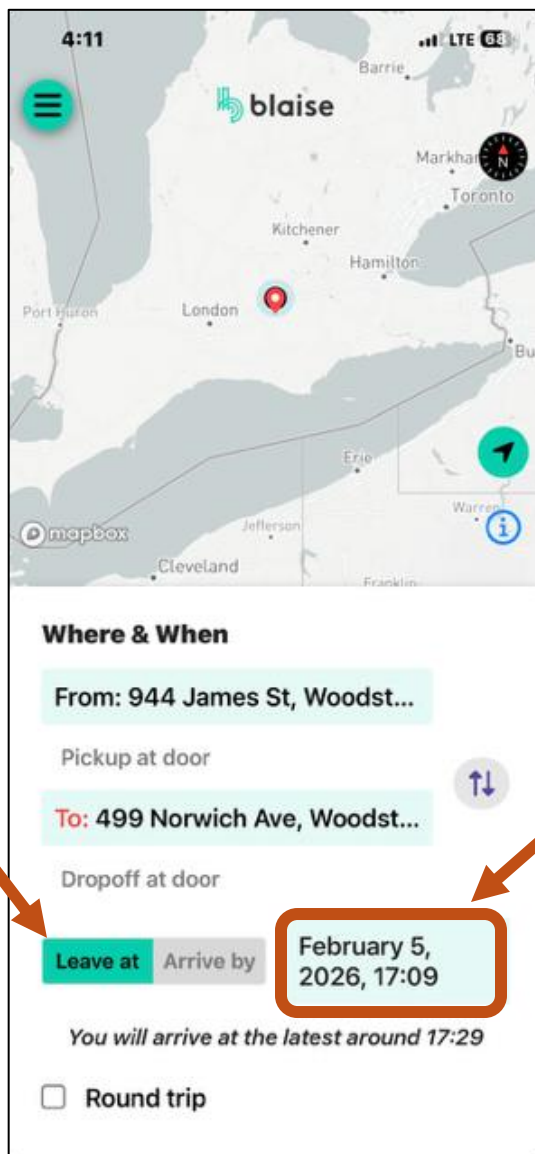


c. Select Your Date and Time

You can either choose the date and time you would like to be picked up by selecting the **Leave at** button (see first screenshot) Example shown on this page, **or** you can choose the date and time you would like to arrive at your location by choosing the **Arrive by** button (see second screenshot) Example shown on the next page.

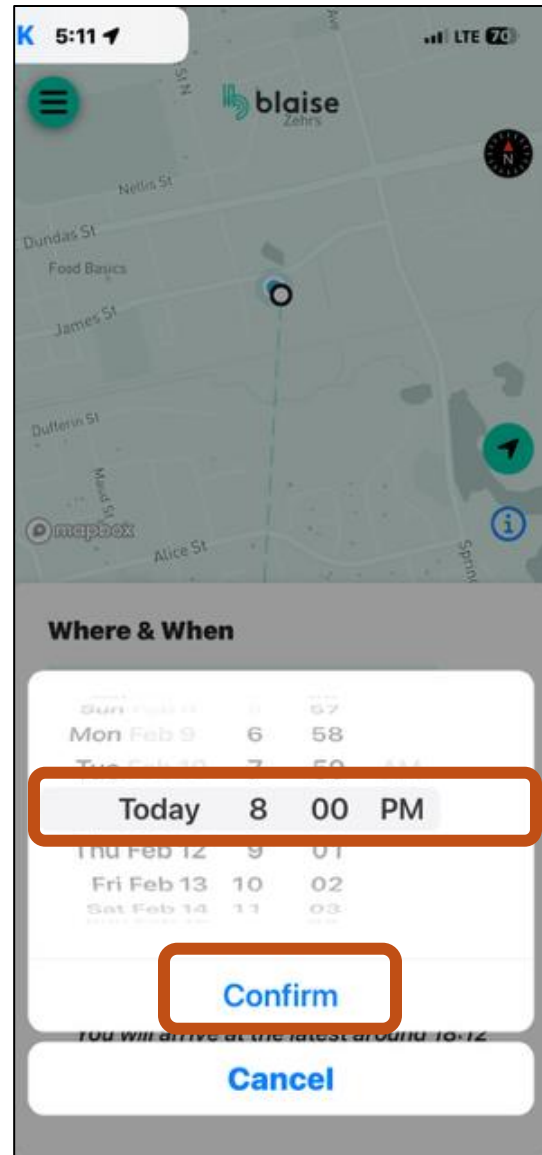
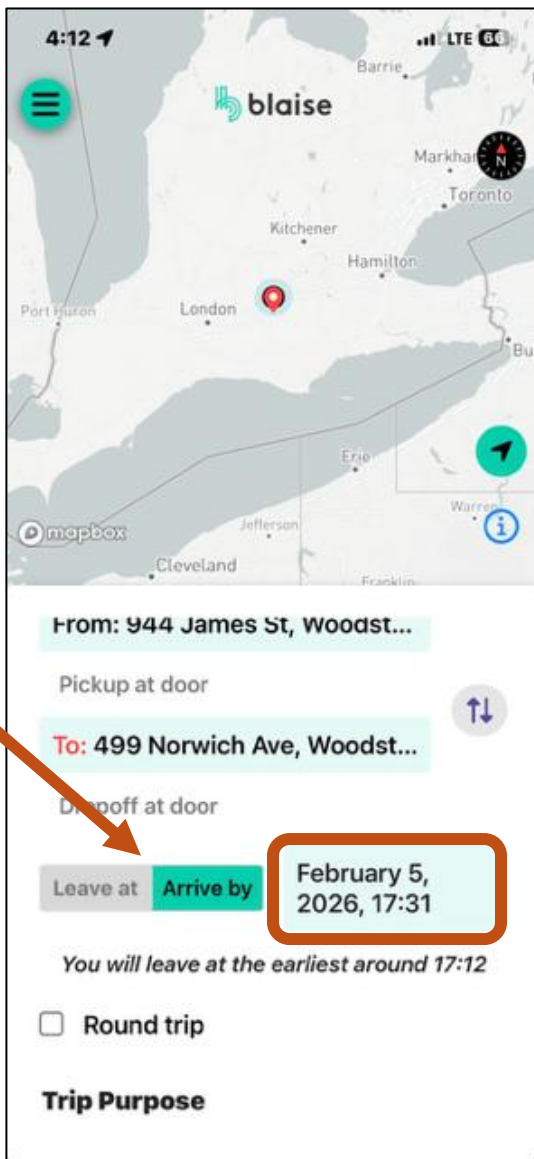
i. Selecting the **Leave At Button** – (this is the date and time you would like to be picked up or leave at).

- The **Leave at** button is the default setting. Then click on the **Date and Time** button. (See first screenshot)
- Then scroll up to select the date and time you would like to leave at. (Example shows Today and 8:00 p.m.)
- Finally click on **Confirm**. (See second screenshot)



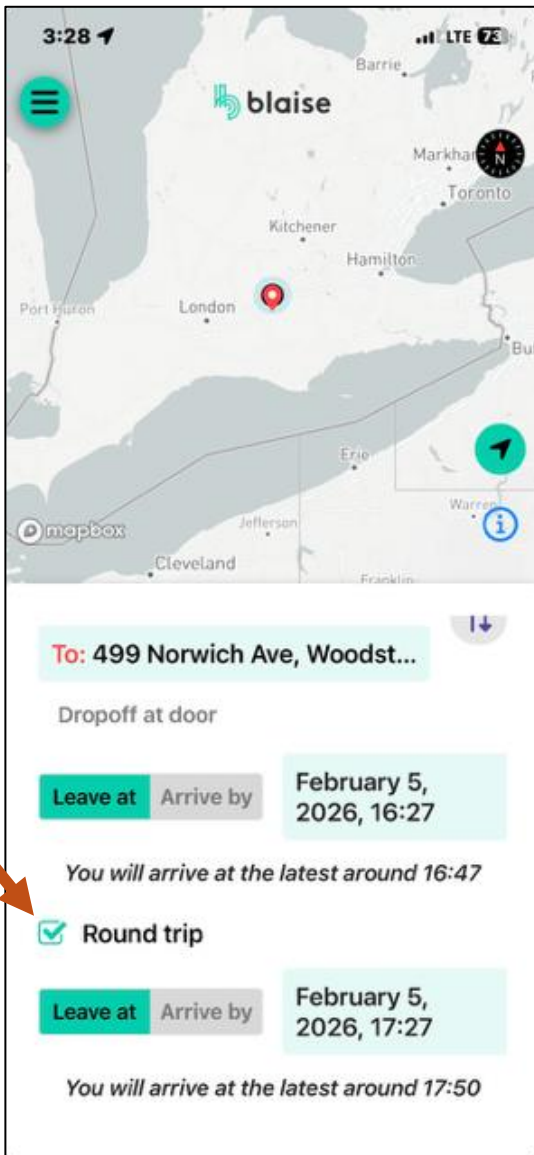
ii. **Selecting the Arrive by Button (this is the date and time you would like to be dropped off or arrive at your destination)**

- Click on the **Arrive by** button then click on the **Date and Time** button (See first screen)
- Then scroll down to select the date and time you would like to arrive by and click on **Confirm**. (See second screenshot)



6. Round Trip

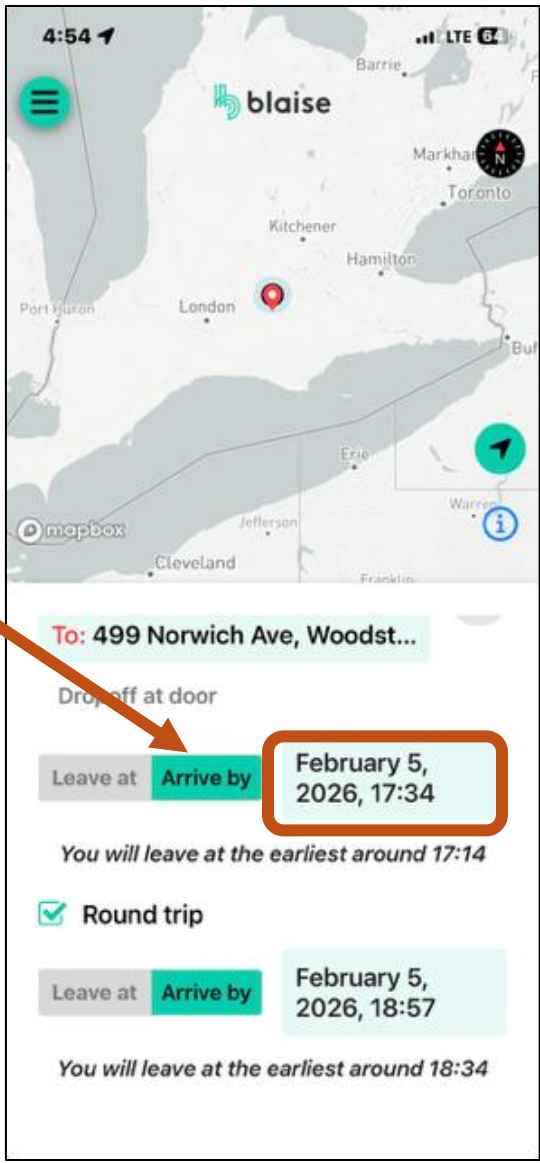
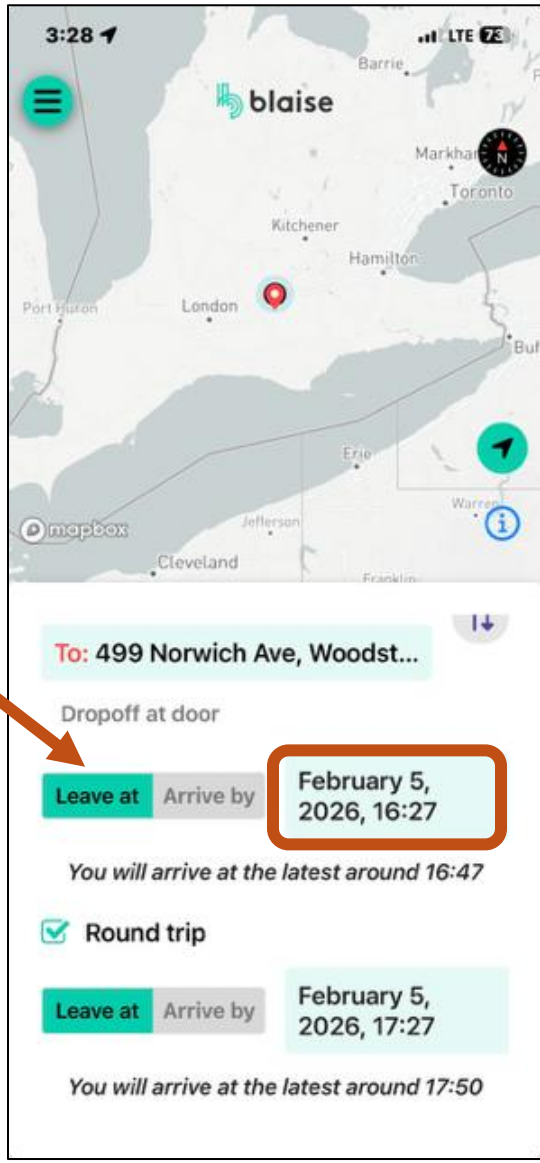
- i. Check **Round Trip** if you would like your trip to be a round-trip booking.



a. Select Date and Time for Your First Trip

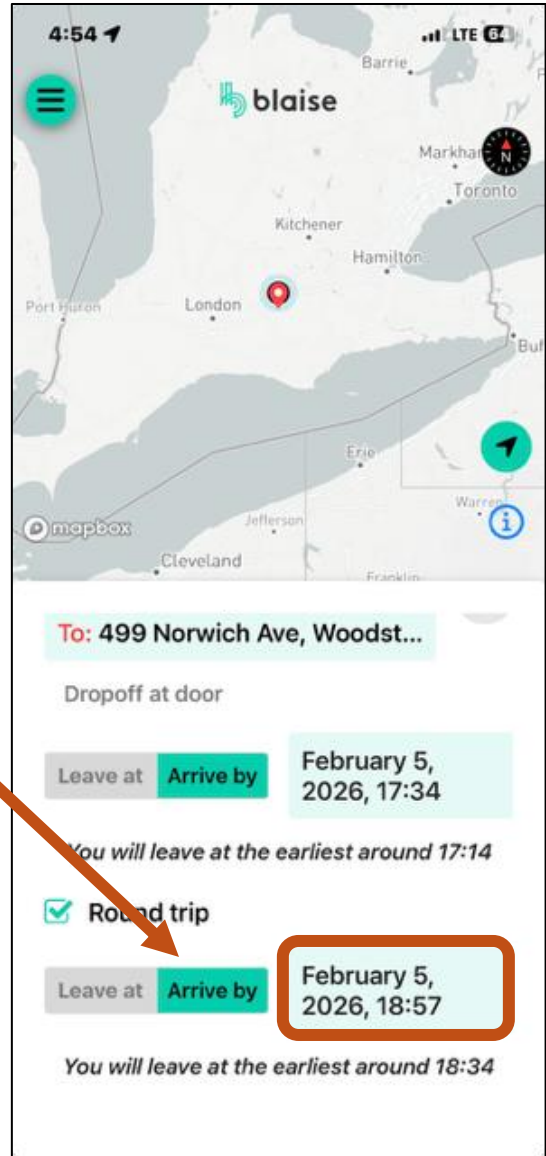
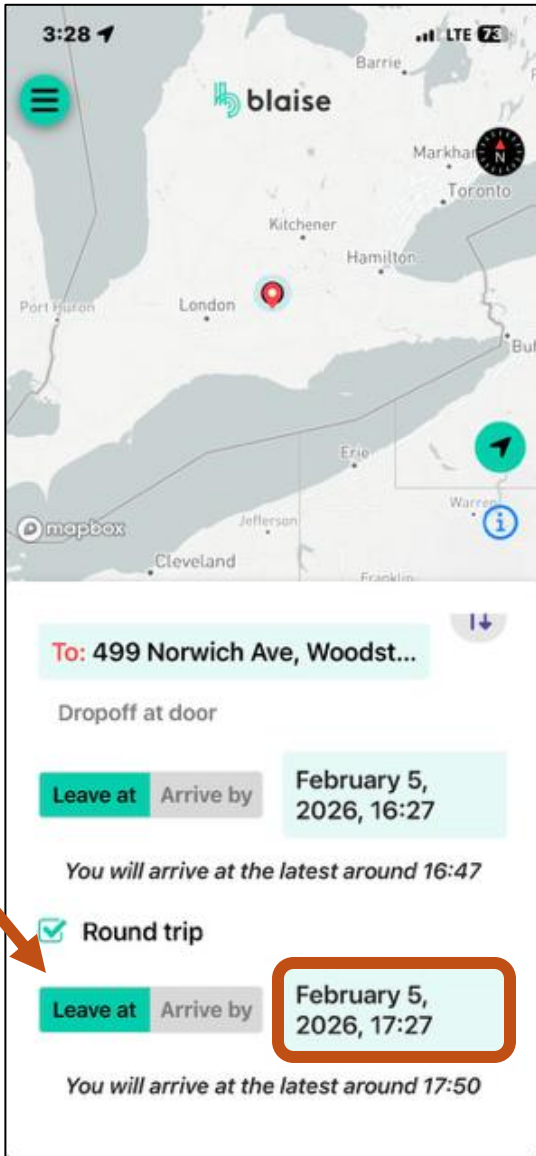
You can either choose the date and time you would like to be picked up by selecting the **Leave at** button (see first screenshot) Example shown on this page, **or** you can choose the date and time you would like to arrive at your location by choosing the **Arrive by** button (see second screenshot) Example shown on the next page.

- i. Select **Leave At** (this is the date and time you would like to be picked up or leave at from your location), **or**
Select **Arrive By** (this is the date and time you would like to be dropped off or arrive at your destination).
- ii. Then select the **Time and Date**. (Time shows as military time or 24-hour clock system)



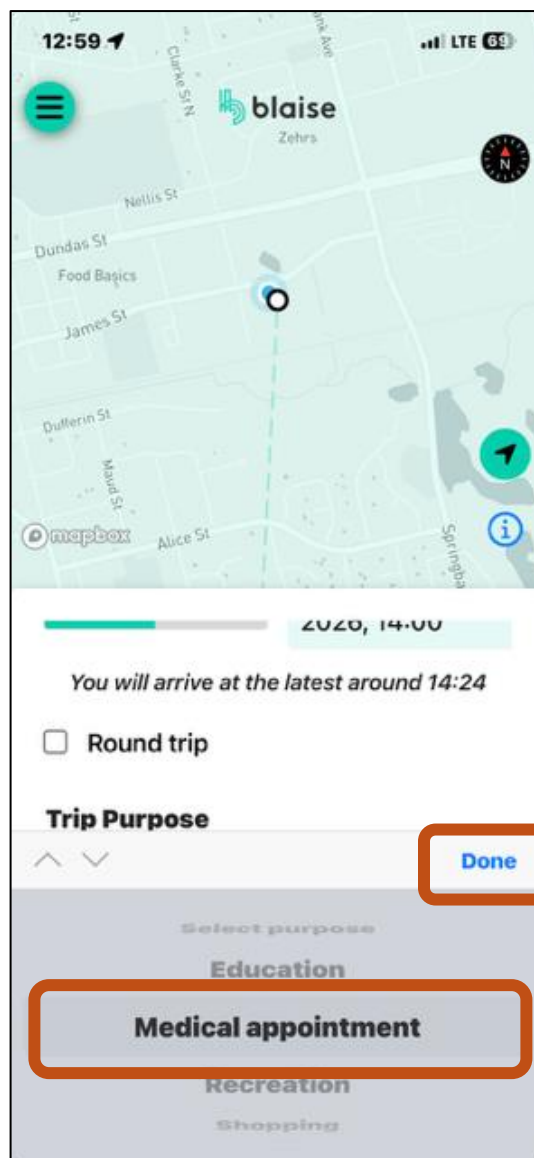
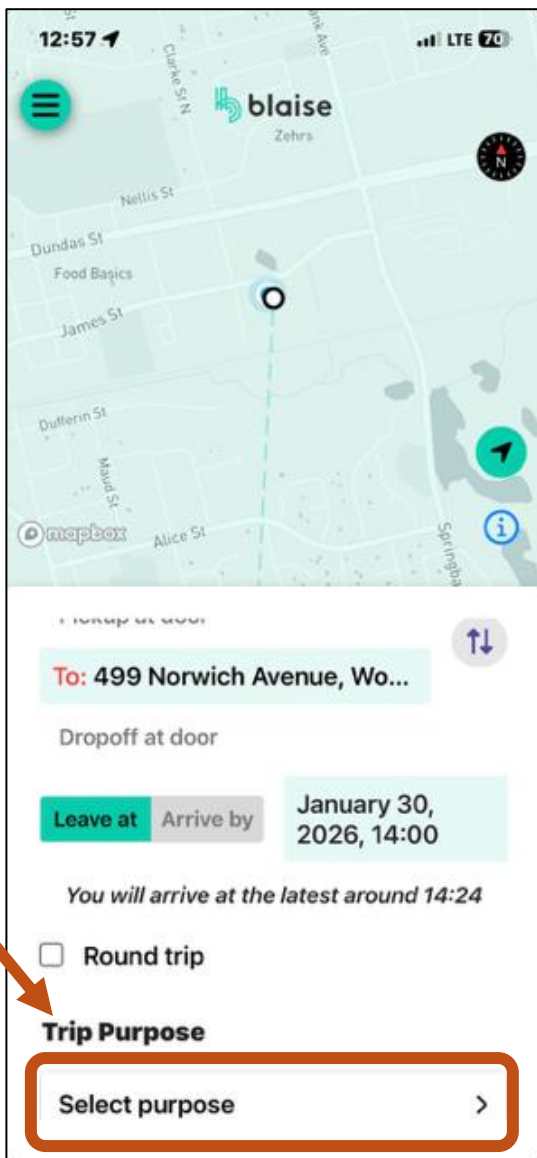
b. Select the Date and Time for Your Round Trip

- i. Select **Leave At** (when you want to be picked up) or
- ii. Select **Arrive By** (when you want to be dropped off at your destination).
- iii. Then select the **Time and Date** and submit your selection.



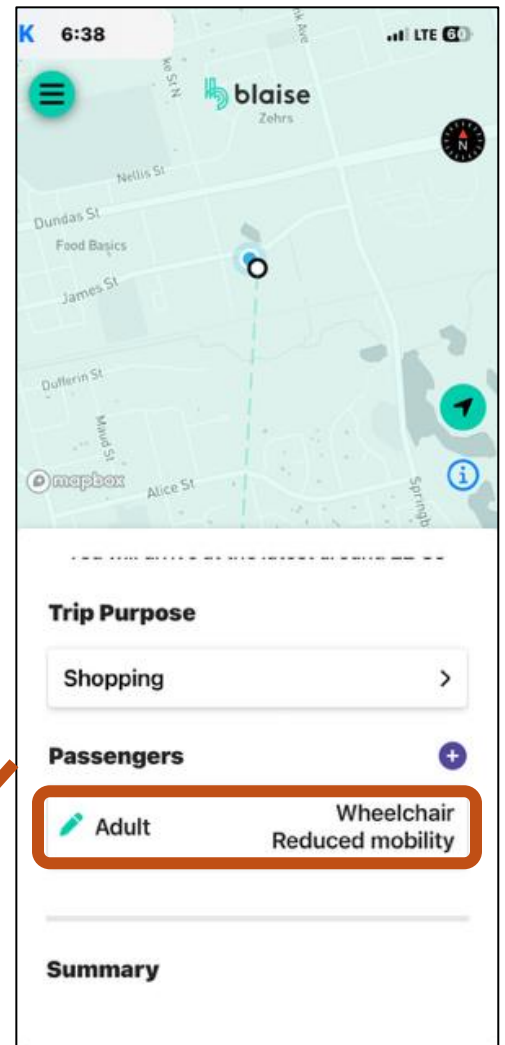
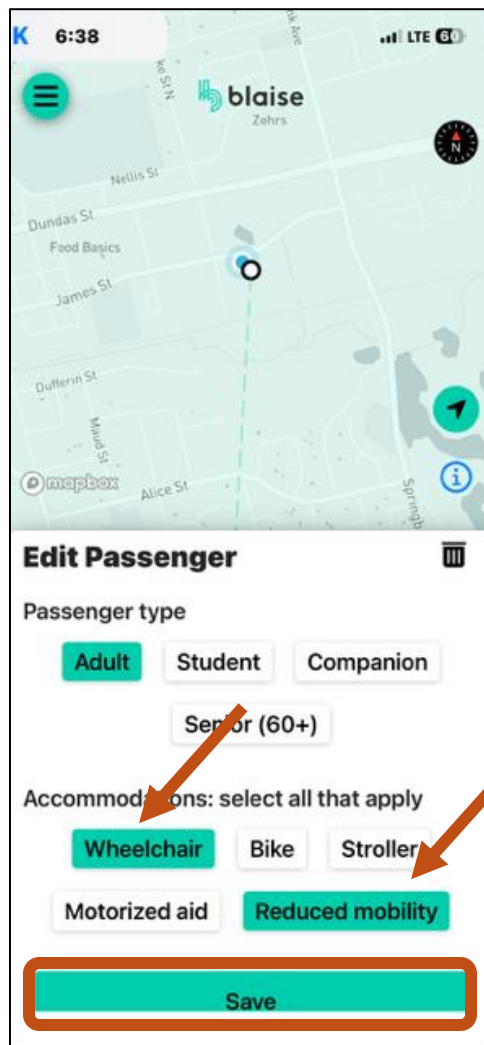
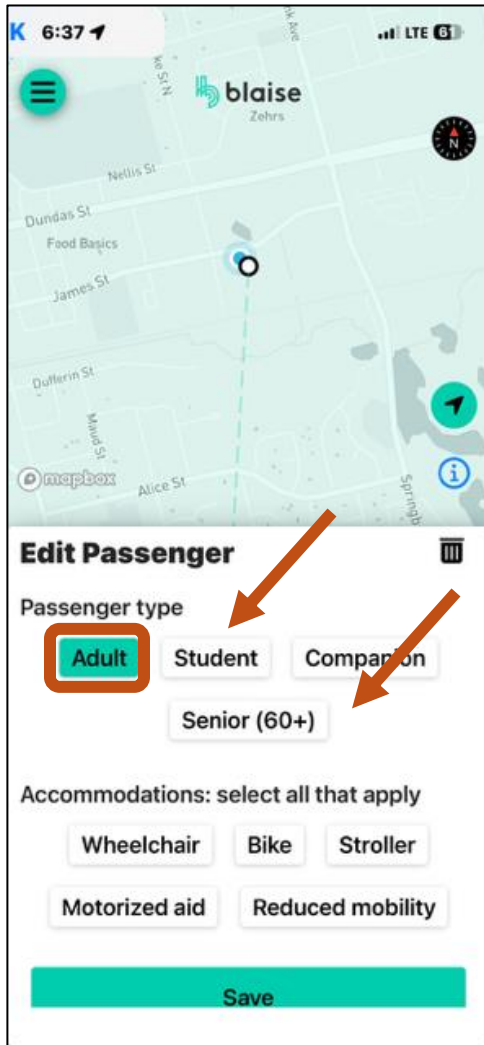
7. Purpose of Your Trip

- i. Click on **Select Purpose Button** to choose the reason for your trip.
- ii. Scroll until you find the purpose that best suits your reason for booking your ride and click **Done**



8. Edit Passenger Details

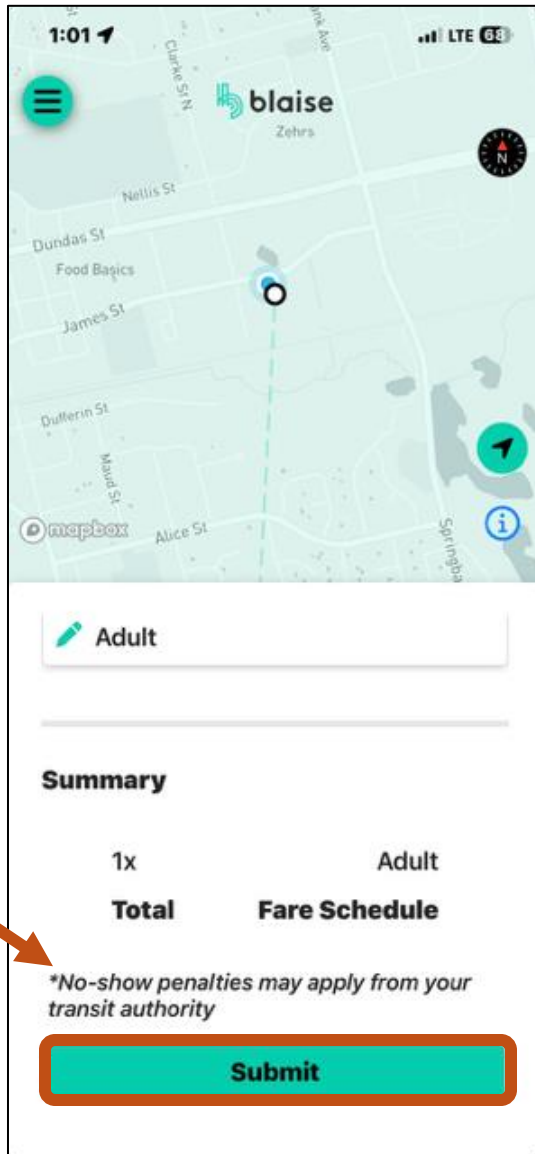
- i. Passenger Type is defaulted to **Adult**. You can edit this by clicking on any of the buttons. (see first screen shot)
- ii. You can modify the Accommodations by clicking all buttons that apply. **Click Save**. (see second screenshot)
- iii. Third screenshot shows the modified changes



9. Submit Your Trip

- i. Once you have selected your dates and times, you will need to submit your booking.

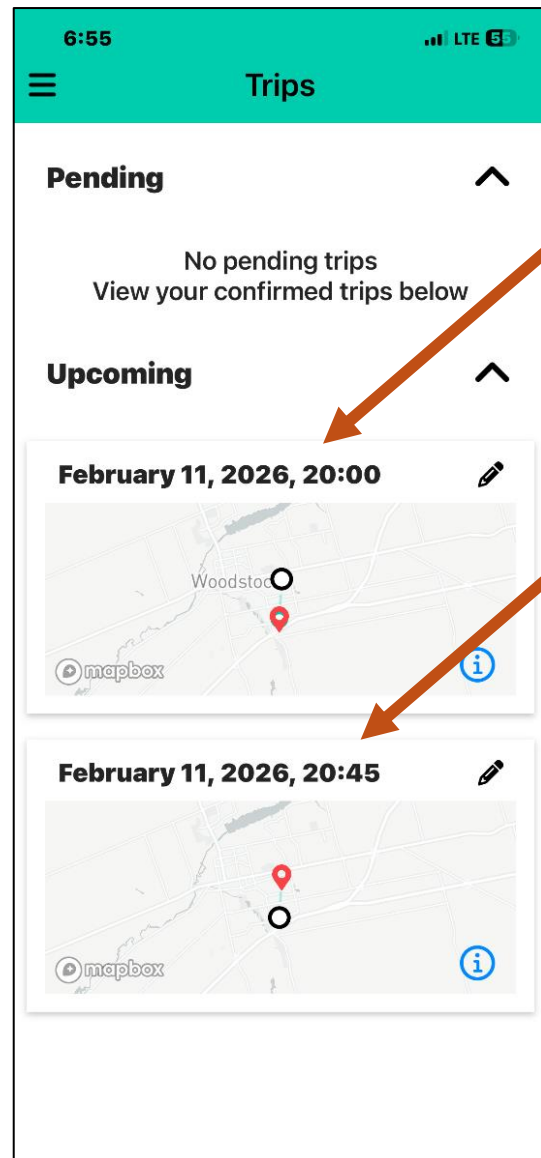
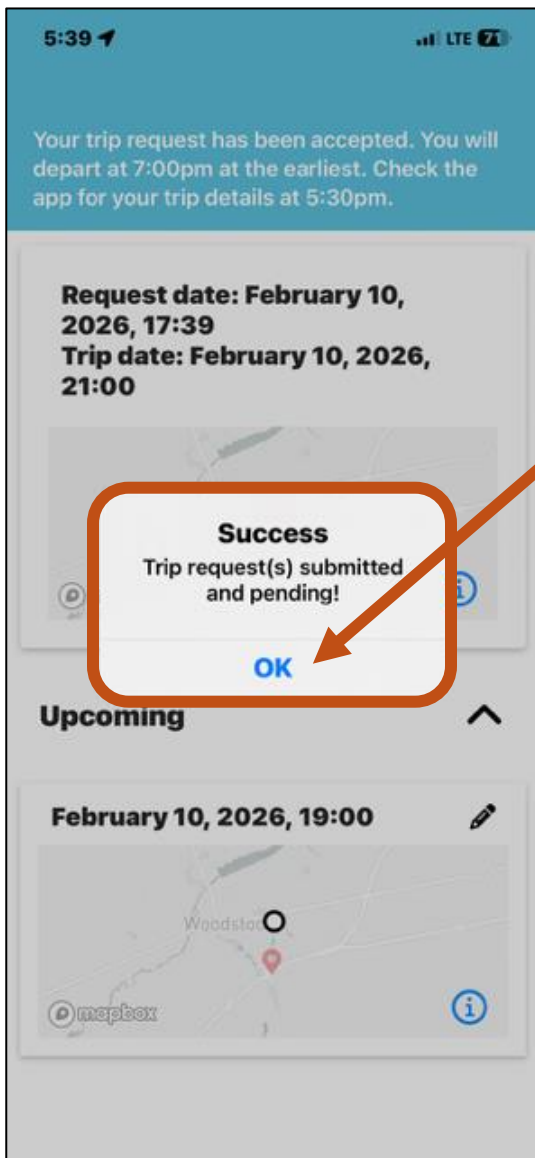
NOTE: No Shows and Late Cancellation penalties will apply if you are not ready at the time of your scheduled pick-up. Excessive penalties may lead to suspension of service.



10. Trip Confirmation

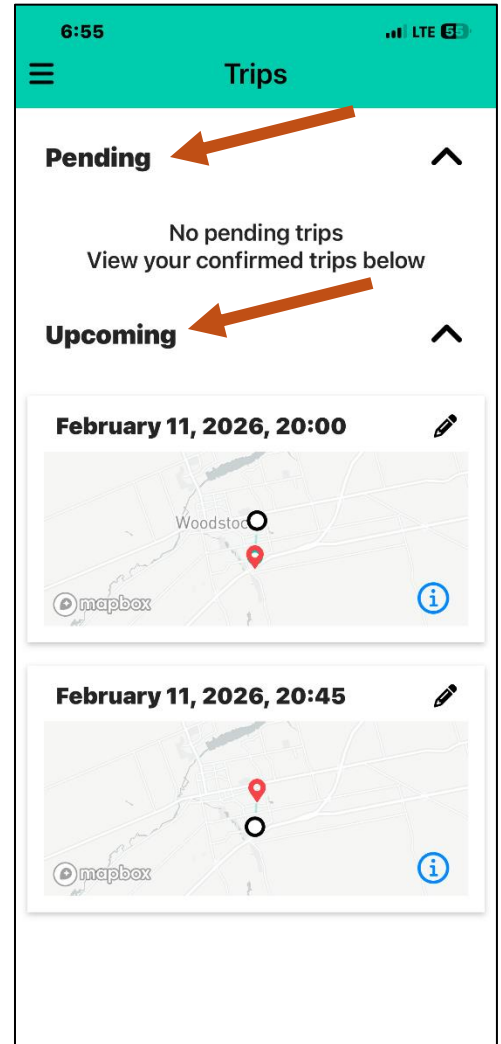
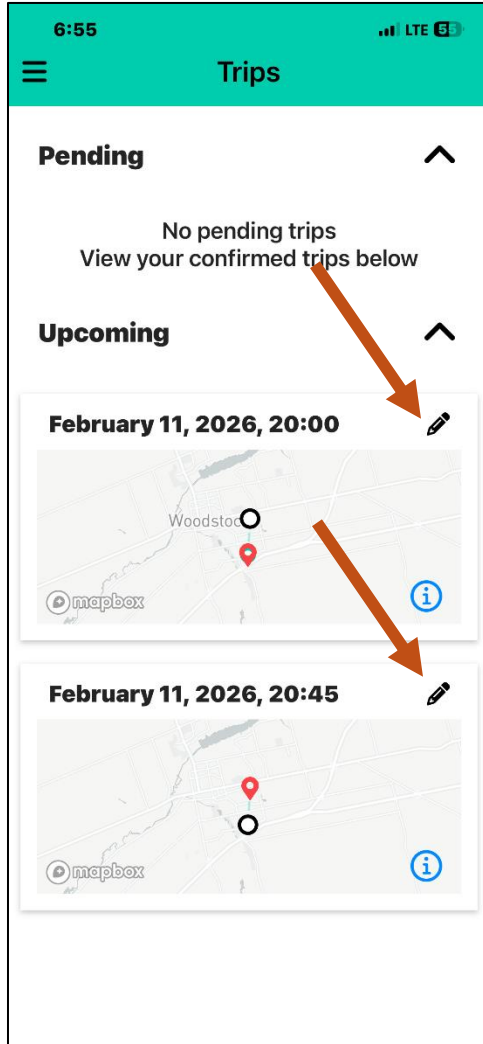
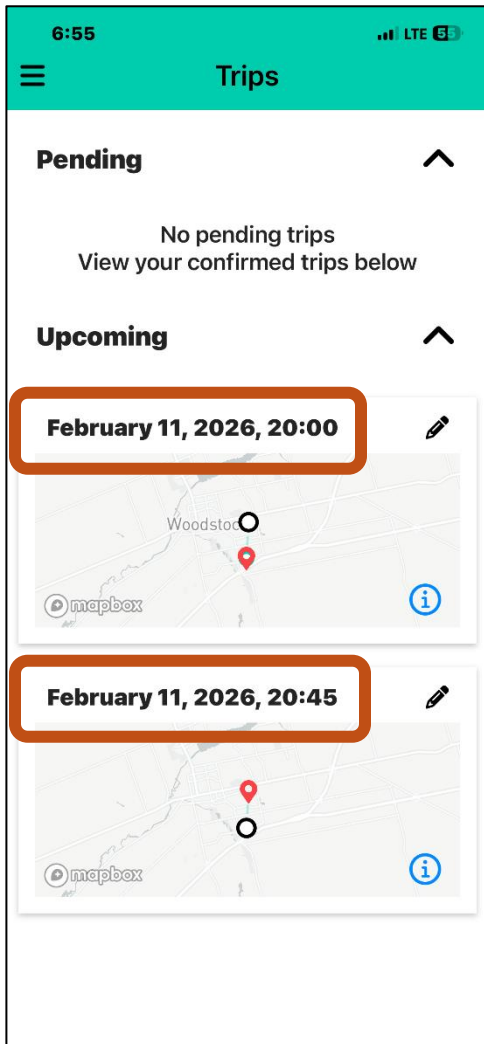
- i. After you Submit your trip details, you will receive a Success notification. **Click OK.** (see first screenshot)
- ii. Trip details show you the scheduled pick-up date and time of **Feb. 11, 8:00pm** with an approximate drop-off time of 8:45pm. (Time shows as military time or 24-hour clock system) You can edit your trip details up to one (1) hour prior to the pickup time by clicking the **Edit Icon.** (see second screenshot)

Note: Time is noted in military style.



11. Trip Details

- i. Screen will show your trip details (see first screenshot)
- ii. You can modify your date and time by clicking on the Edit Icon (see second screenshot)
- iii. You can also see your **Pending and Upcoming Trips** by clicking on the **Menu Icon**. (see third screenshot)

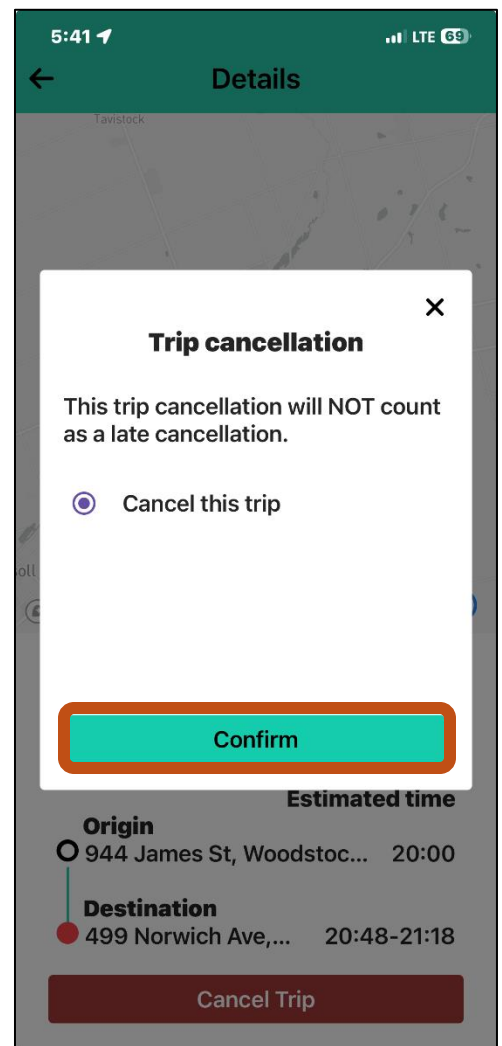
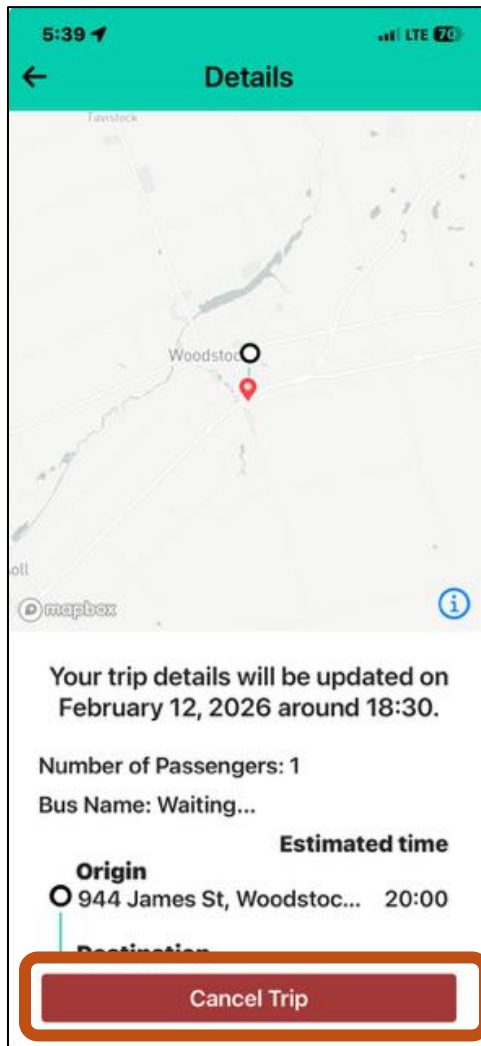
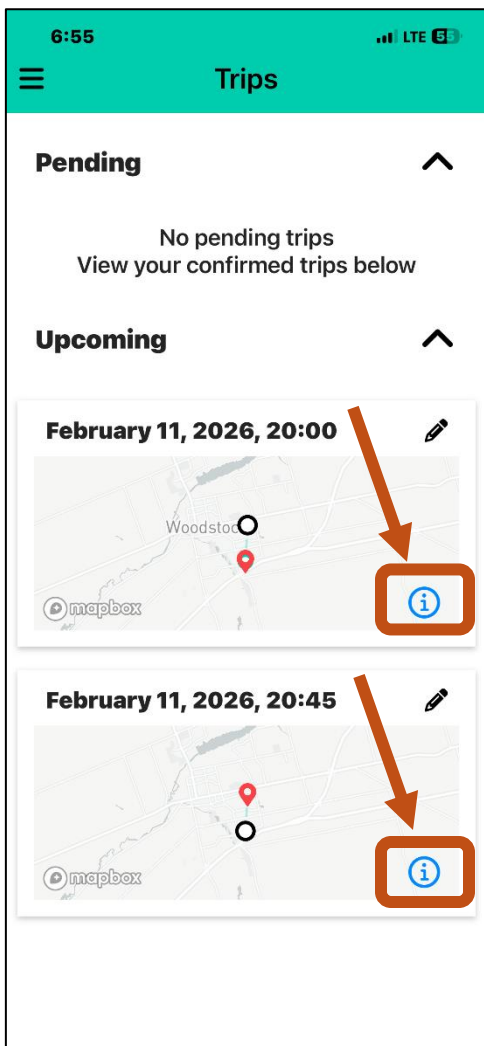


12. Canceling Your Trip

If you no longer need to take your trip, you will need to cancel it, otherwise you will be marked as **No Show**. This could lead to suspension of service.

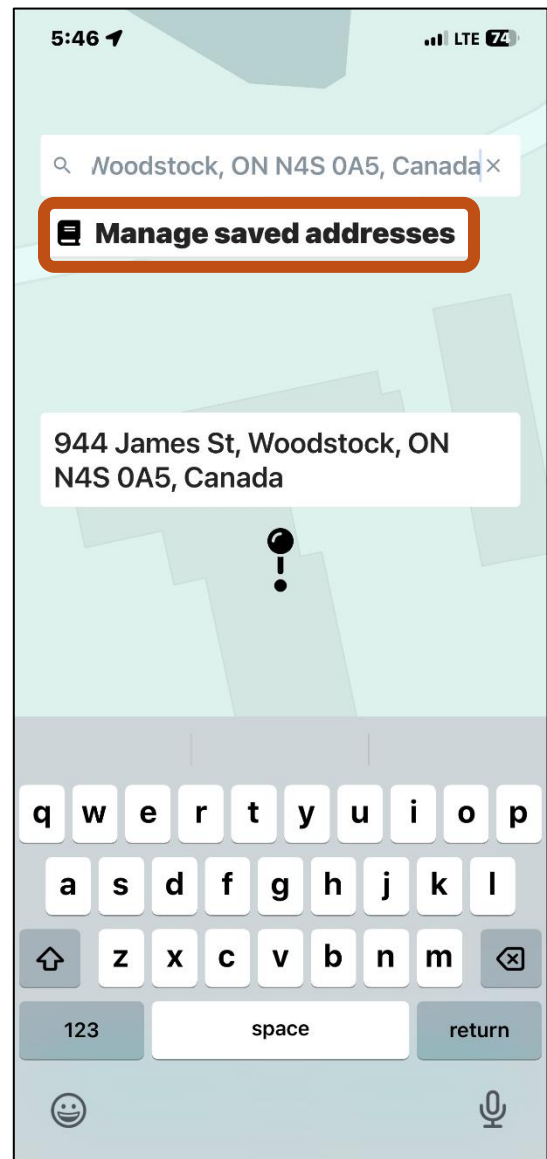
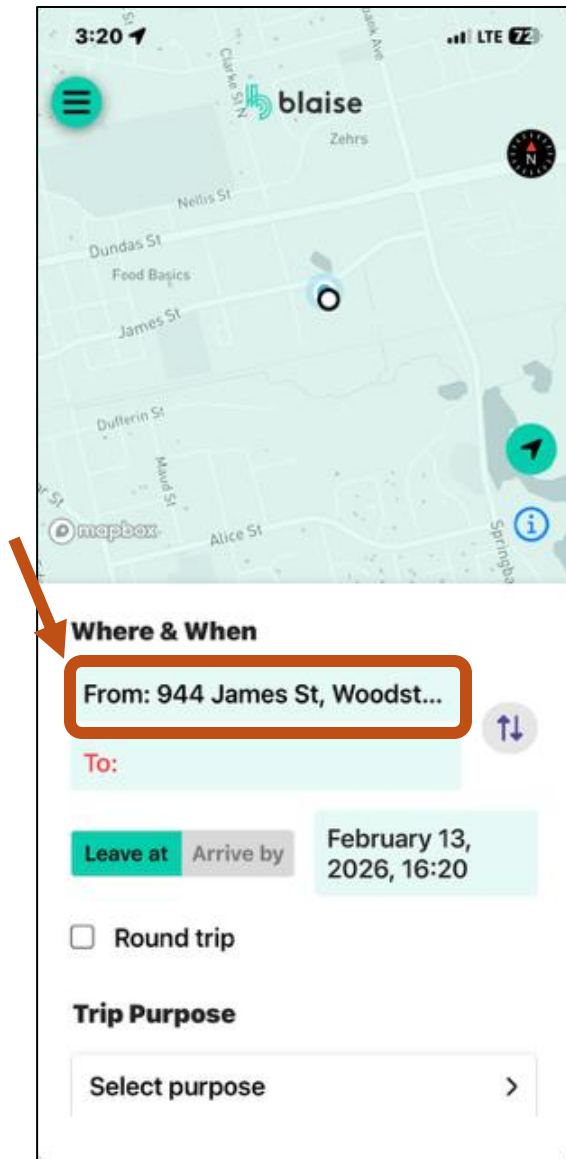
NOTE: You will have to cancel both your pick-up date and time and your return date and time

- i. Click on the **Information Icon** (see first screenshot)
- ii. Click **Cancel Trip** button. (see second screenshot)
- iii. Click **Confirm** button. (see third screenshot)

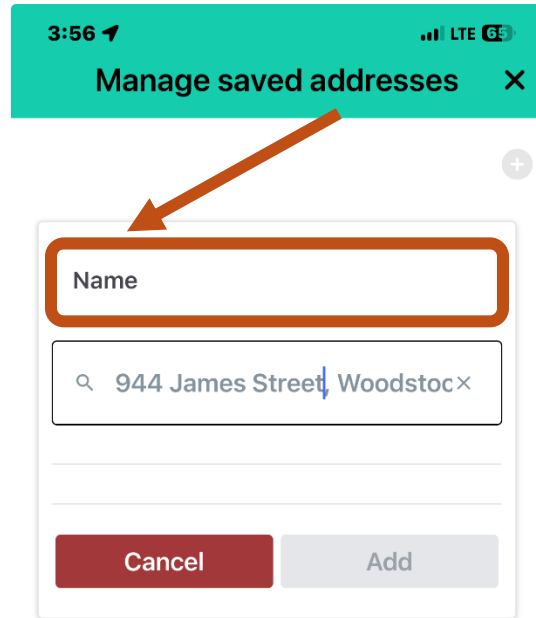
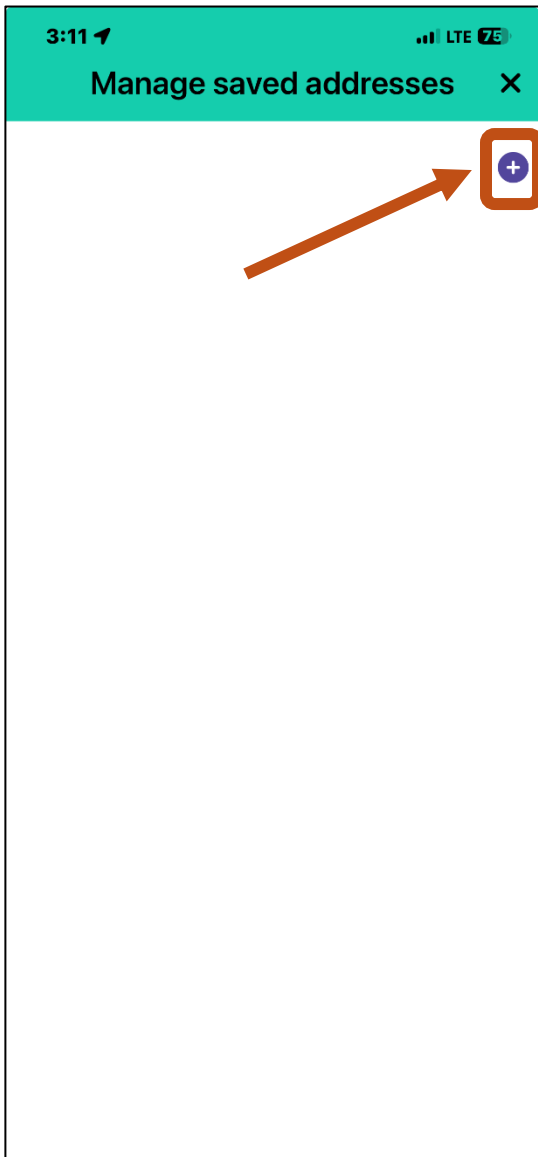


13. How to Manager Your Saved Addresses

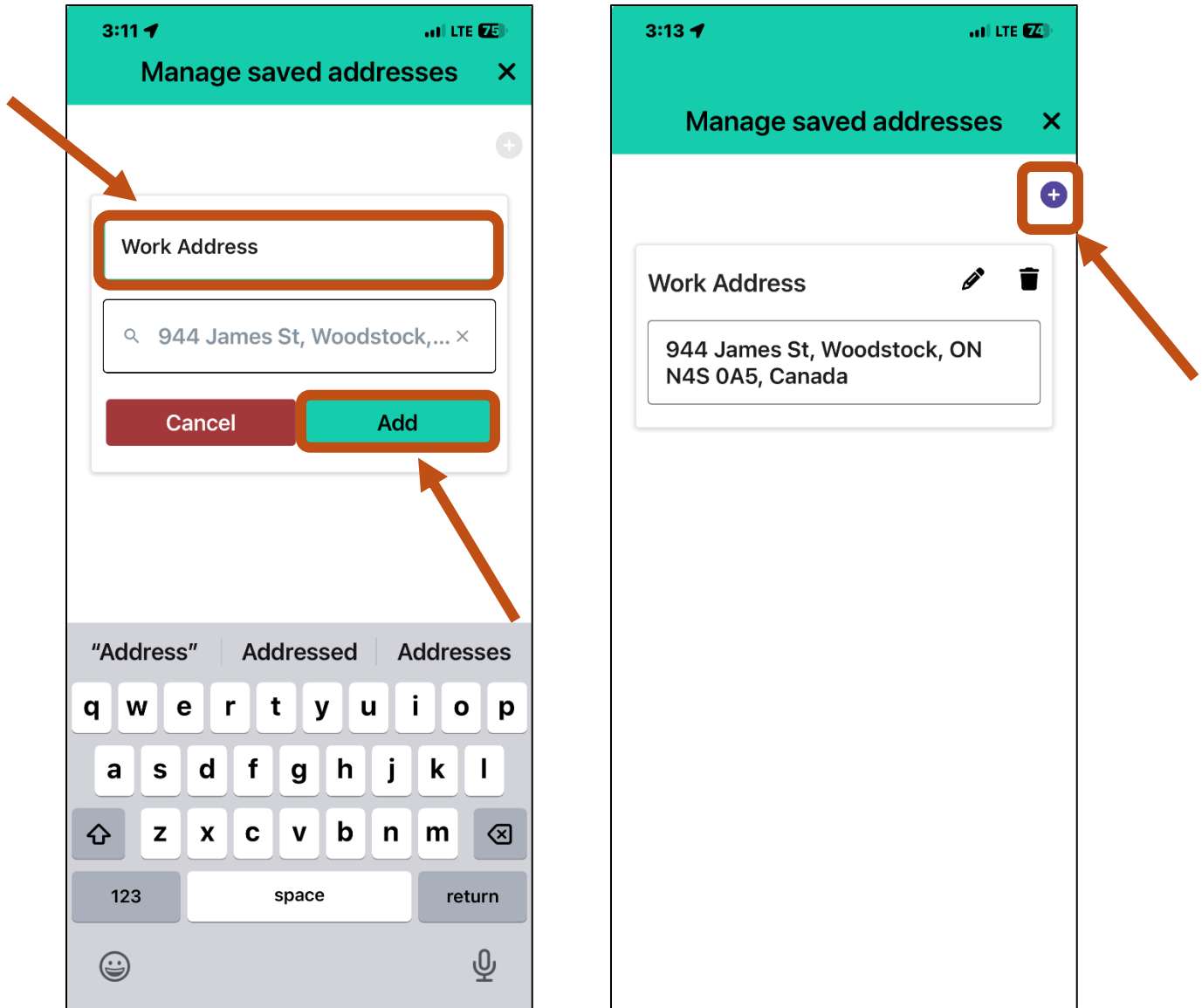
- i. Click on the **From** button, which should be defaulted to your current location. (see first screenshot)
- ii. Click on **Manage Saved Addresses** (see second screenshot)



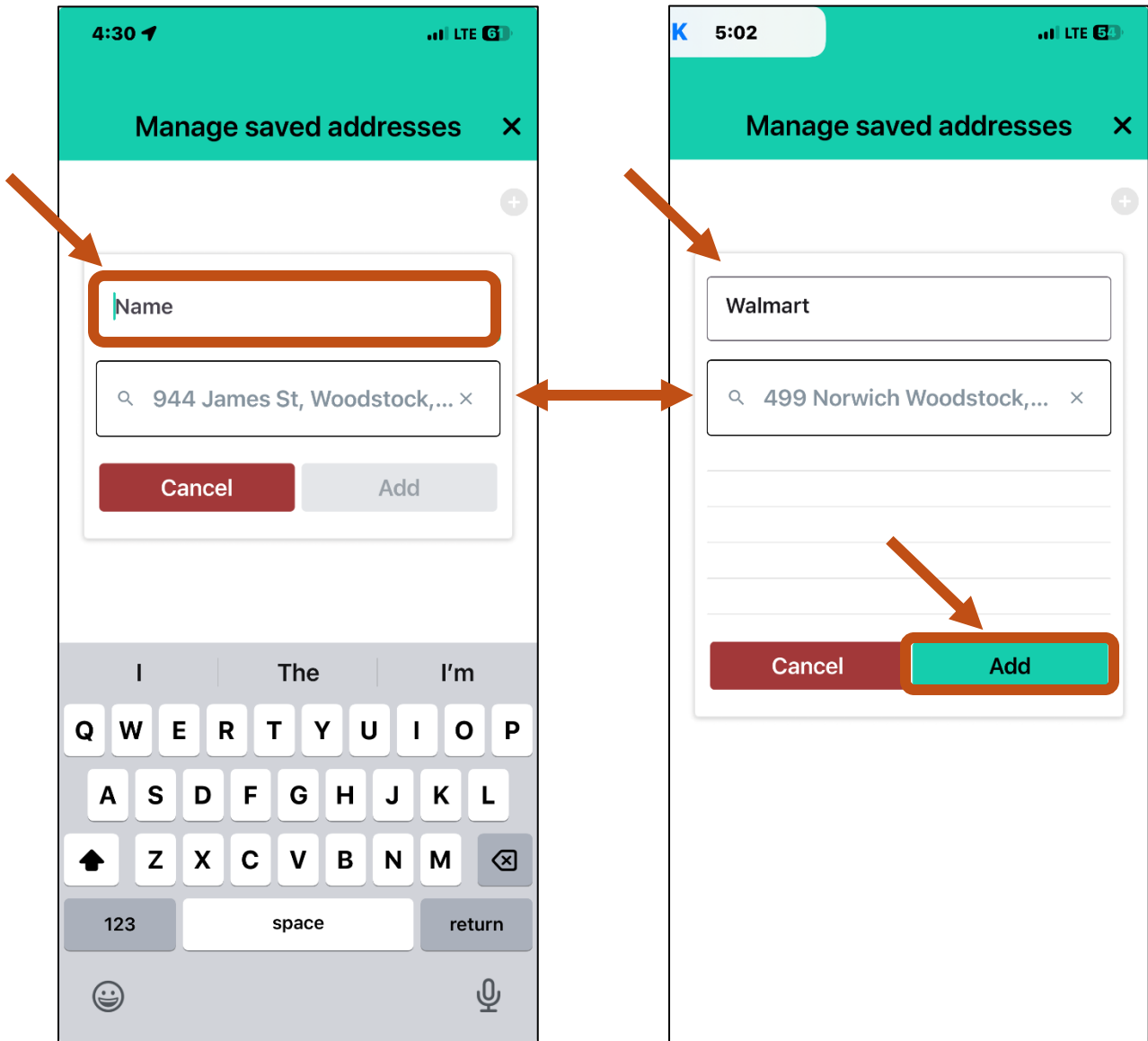
- iii. Click on the Add button to add your address to the saved address list. (see first screenshot)
- iv. Enter a name for that address by clicking on the **Name** box.(see second screenshot)



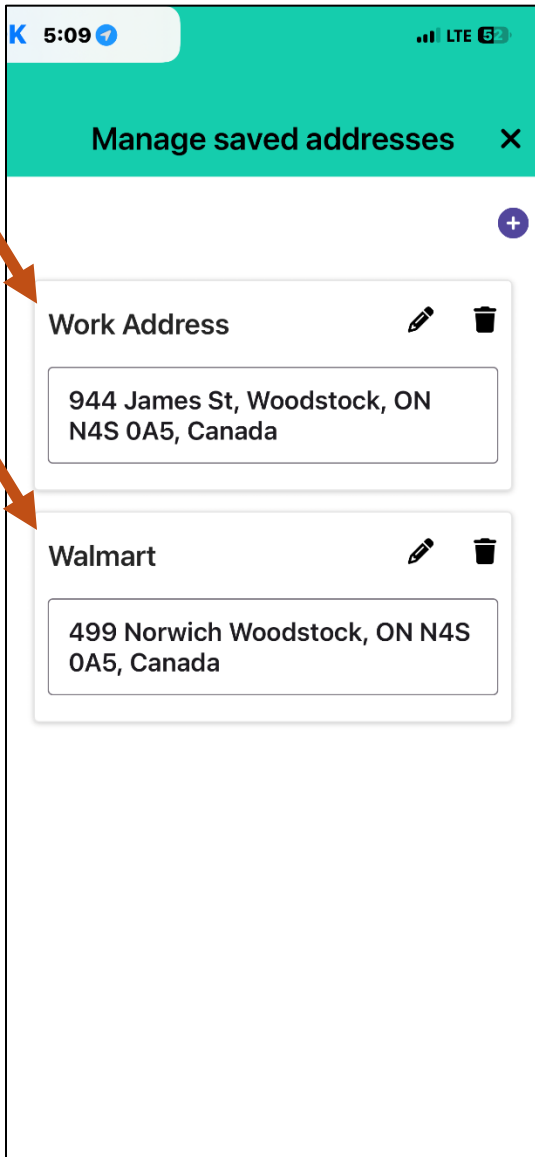
- v. Example shows Name of Address as **Work Address**. Then click **Add**. (see first screenshot)
- vi. Second screen shot shows the address saved. You can add another address to save by clicking on the **Add or Plus** button.



- vii. Then type in Name another address you would like to save in the **Name** box. (see first screenshot)
- viii. The address below will be the default address, you will need to change this. (Example shown is Walmart and Walmart's address).
- ix. Then click **Add** button. (see second screenshot)



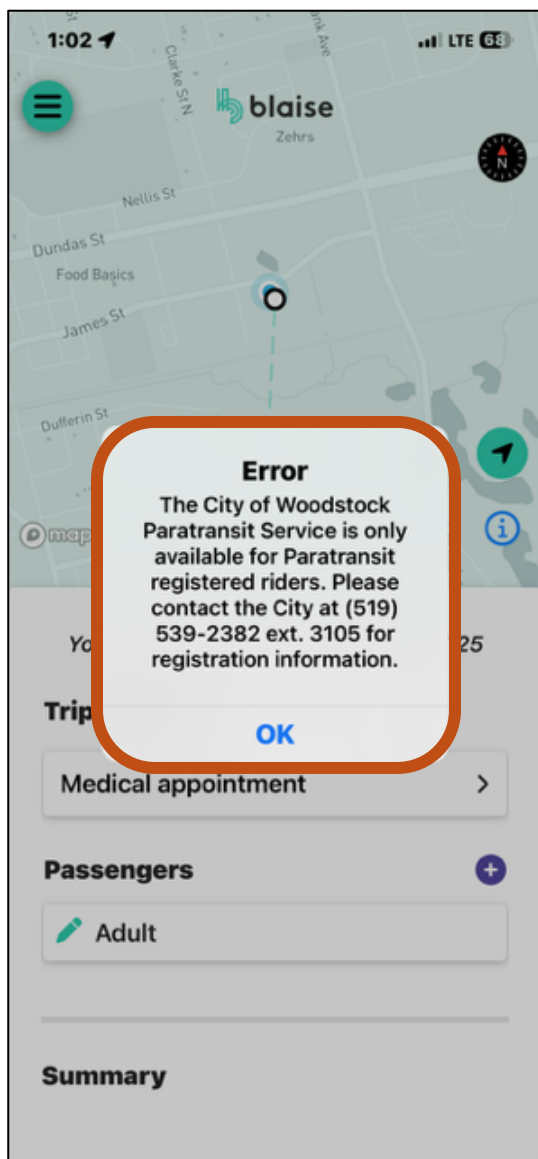
- i. You can see both saved address and can continue to add more addresses to this list.



14. Error Messages

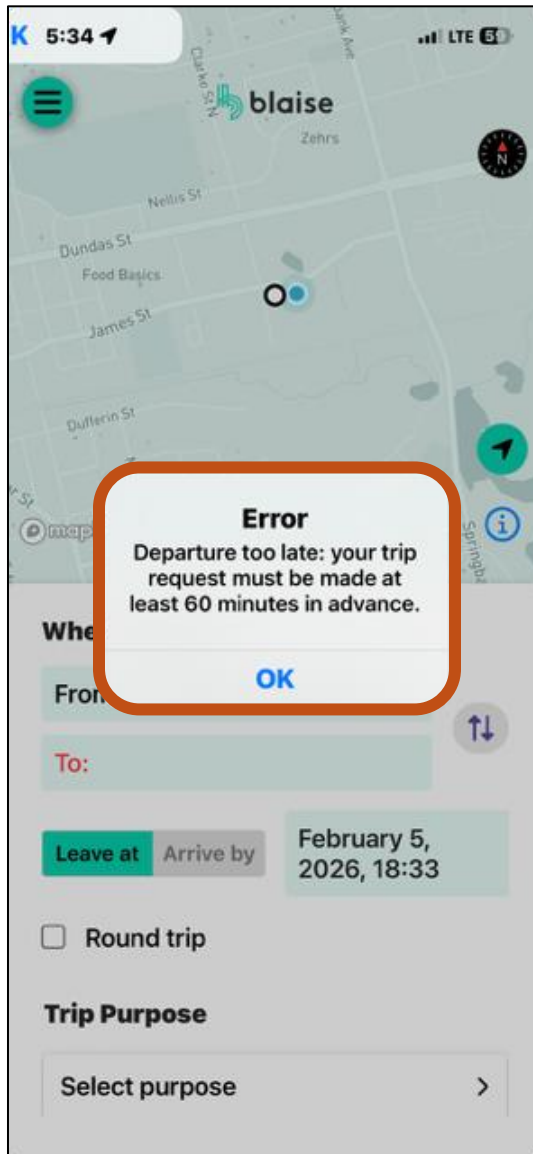
a. Not a Paratransit Rider

- i. If you have not been approved to ride specialized paratransit, you will not be able to book a ride and will receive the error message below.
- ii. If you wish to apply for paratransit services, please visit the City of Woodstock Paratransit website and fill out or download an application form at <https://www.cityofwoodstock.ca/en/residential-services/paratransit.aspx>, or call 519-539-2382 ext. 3105 for information on how to apply.



b. Your Trip was Booked too Late

- i. You must book your trip at least 60 minutes (1hour) in advance or you will receive the error message below.
- ii. Check the current time and your pick-up time and revise your booking.



c. Entered Time Outside Paratransit Operational Hours

- i. If you enter a time outside the operating hours for specialized paratransit, you will receive this error message and will need to reenter your trip.

Operational Hours:

- Mondays to Saturday 6:00 a.m. to 10:00 p.m.
- No service on Sundays or Holidays.

