

User's guide for the online paratransit reservation platform

March 2025



User's guide for the online paratransit reservation platform

Exo offers door-to-door **paratransit** service, upon reservation, to disabled persons who reside on Montréal's North and South Shores. This guide will accompany you in using the paratransit reservation tool and managing your reservations online.

Note that only occasional trips may be reserved online. Regular trips must be reserved through our **customer service department at 1-877-433-4004**.

You can find all the steps to determine your eligibility for the service and complete your application form on **our website**.

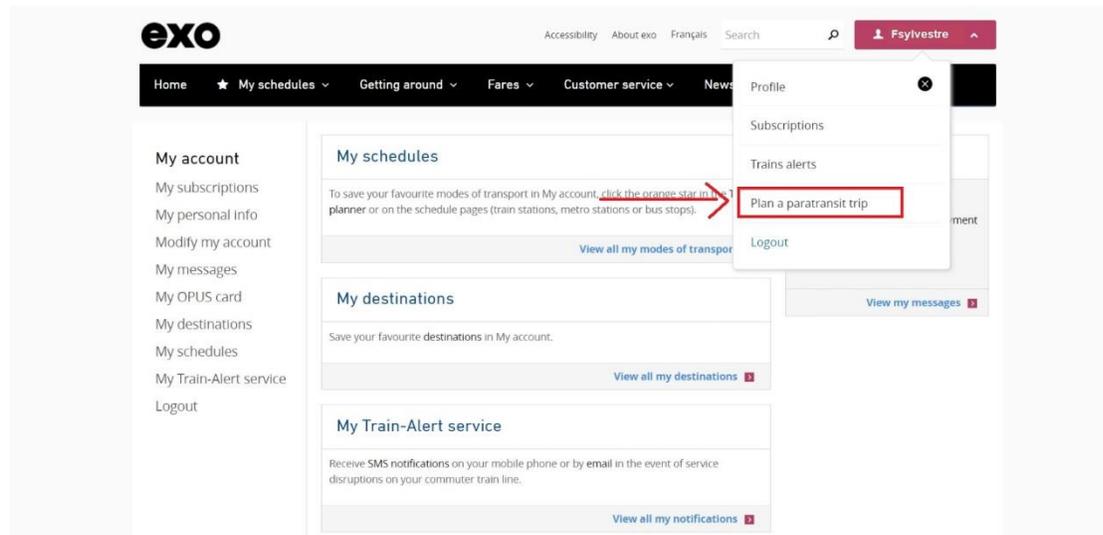
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1. Access the reservation tool

Log in to your account and click on the menu displaying your name, in the upper right corner.

Next, click on the “Plan a paratransit trip” option. You'll be redirected to the reservation tool page.



2. Get to know the main menu

The main menu has three options:

- View my profile
- Plan a trip
- See my trips

Welcome

What would you like to do today?



View my profile



Plan a trip



See my trips



3. View my profile

Select the “**View my profile**” tile in the main menu to display your personal information, including your contact details and specific needs.

My profile

Please contact our team at **1 877 433-4004** to update your profile.

Name

PrenomC15459 NomC15459

ID number

15459

Email

NomC15459PrenomC15459@exo.quebec

Phone number

(000) 001-5459

Address

511 Pierre-Paul RUE #6 Repentigny J5Z 3M9

Language

francais

Mobility needs

Travel companion

No

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4. Plan a round trip

Select the “Plan a trip” tile to schedule a paratransit trip.

Step 1. Locations

Do you wish to book a round trip or a one-way trip? Select your choice by clicking on the corresponding button. Note that the “Round trip” option is selected by default.

Next, enter your route by selecting your point of departure **(A)** and your destination **(B)**.

Tip: If you wish to reverse the order of the fields, simply click on the arrows icon ().

The screenshot shows the 'EXO Paratransit | Online reservation' interface. At the top right, there is a 'Sign out' link. Below the header is a progress bar with three steps: 'Locations', 'Date and time', and 'Confirmation'. The 'Locations' step is currently active and highlighted. To the left of the progress bar is a 'Back to homepage' link. The main content area is titled 'Plan a trip' and contains two radio buttons: 'Round trip' (selected) and 'One-way trip'. Below these are two input fields: 'A Departure' and 'B Destination', each with a search icon and a dropdown arrow. A swap icon (two arrows pointing in opposite directions) is located between the two input fields. Red arrows point to the 'Round trip' button, the 'A Departure' field, and the 'B Destination' field.

Favourite addresses and history

The screenshot shows a user interface for selecting departure and destination addresses. It features two main sections: 'A Departure' and 'B Destination'. Each section has a search input field with a magnifying glass icon and a dropdown arrow. Below the 'B Destination' section, there is a list of five favorite addresses, each with a red arrow pointing to it from the left. The third address in the list is highlighted with a red border. At the bottom of the form is a teal button labeled 'Continue the reservation'.

A Departure

Q Enter the departure address

↕

B Destination

Q Enter the destination address

Favorite 1 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme

Favorite - POLYCLINIQUE ST-JEROME - 200 Durand RUE, Saint-Jérôme

Favorite - CENTRE DE QUILLES LAFONTAINE - 2020 Saint-Georges RUE, Saint-Jérôme

Favorite - CENTRE HOSPITALIER DE ST-JEROME CISSS-290 De Montigny RUE, Saint-Jérôme

Favorite 5 - CABANE A SUCRE BOUVRETTE - 1000 Nobel RUE, Saint-Jérôme

Continue the reservation

You can select a location from your favourites or choose a place from your history using the address panel. You can also use Google Search by entering a specific address. To do an autocomplete search, start by typing the first few letters of the address or place name in the search field. As you enter characters, a list of suggestions will automatically appear below the field. These proposals are matches in the exo database. When the right suggestion appears, click to add it to the search field. If no relevant suggestions appear, this probably means that this address is not served by exo.

Some addresses are not activated in the online booking platform. If an error message appears when you enter an address, please contact customer service.

You may not reserve a ride under the responsibility of another government agency, such as school transportation.

Travel companion

Attendant

 Additional attendant applies for the full round trip. Note that attendants must pay a fare, unless the accompaniment is mandatory.

Add a paid attendant (optional)

I need :

Wheelchair

[Continue the reservation](#)

The options for an attendant related to your profile will be displayed. You can select an additional attendant or children already registered in your profile.

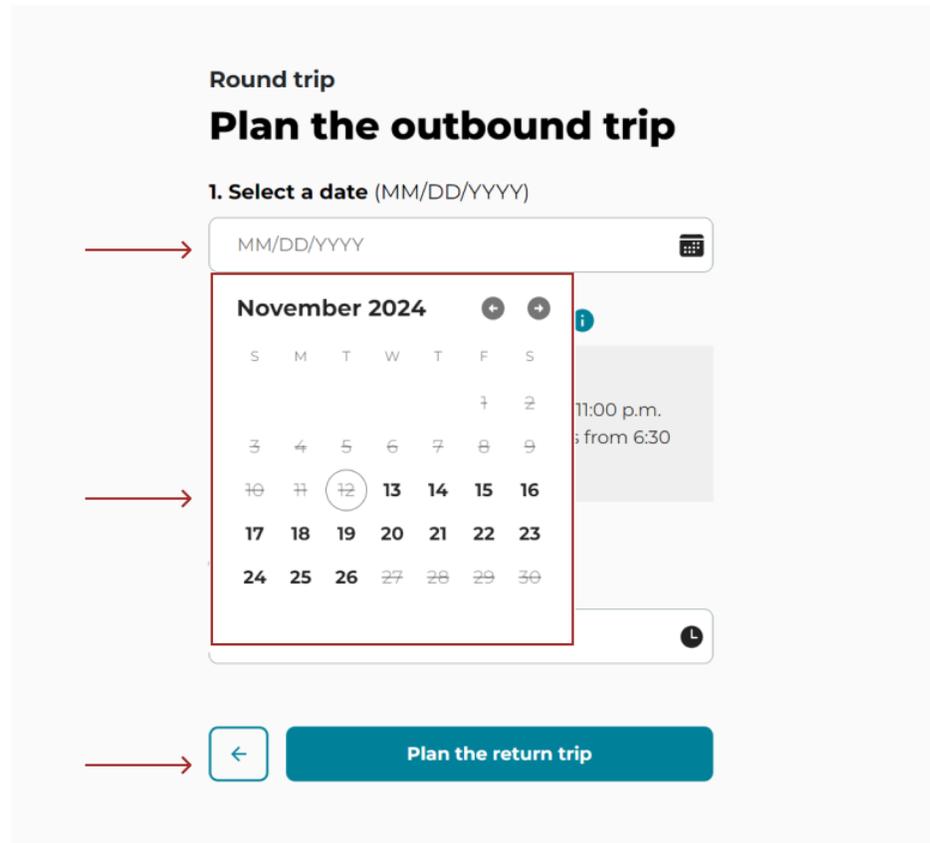
Note that:

- Mandatory accompaniment is free.
- Additional accompaniment is subject to the regular bus rate.
- Children who accompany you travel for free.

Mobility equipment

You can select the equipment available in your profile by checking off the options you desire on your trip. Once the fields are completed, press the **“Continue the reservation”** button.

Step 2. Date and time



Plan the outbound trip

The second step consists of choosing the date of your trip. You can choose among the next 14 days on the calendar or enter a date in the text field in the following format **"dd-mm-yyyy."**

Next, choose one of the two options, i.e. **"Arrive at"** to indicate the time you'd like to arrive at your destination, or **"Board at"** to define the boarding time from your point of departure. Note that the **"Arrive at"** option is selected by default.

You must specify the departure or arrival time by 5-minute increments. When you press on the arrow, the drop-down menu will open, allowing you to select the hour (**hh**) and minutes (**mm**). The field is also editable, which allows you to enter the hour and minutes with your keyboard. You may not select times outside of our service hours.

11/22/2024

07	00	AM
08	05	PM
09	10	
10	15	
11	20	

OK

07:00 AM

Plan the return trip

Once the fields are completed, press the “Plan the return trip” button.

Arrive at Board at

08:15

Plan the return trip

Plan the return trip

Planned outbound trip

Date : Friday, November 22nd, 2024

Arrival at : 7:00 AM

[Edit](#)

Plan the return trip

1. **Select a date** (MM/DD/YYYY)

→

2. **Specify the time** (12-hour clock)

Business hours

Sunday to Thursday from 6:30 a.m. to 11:00 p.m.
Fridays, Saturdays and public holidays from 6:30 a.m. to 12:00 a.m.

Arrive at Board at

→

→ [←](#) [Check availability](#)

You'll see a summary of your outbound trip at the top of the page. The **"Edit"** button allows you to return to the previous step to make a change.

The return date in the field will be the same as the outbound date by default, but you can change it.

Note that the **"Board at"** option is selected by default for the return trip, and that you cannot select times outside our service hours.

Once the fields for your return trip are completed, press the **"Check availability"** button.

Trip confirmation

The screenshot shows the 'Confirmation' step of a round trip reservation on the EXO platform. The header includes the EXO logo, 'Paratransit | Online reservation', and a 'Sign out' link. A progress bar indicates three steps: 'Locations', 'Date and time', and 'Confirmation', with 'Confirmation' being the active step. A 'Back to homepage' link is on the left. The main content is titled 'Round trip' and asks the user to confirm their route. It lists two trips: 'Outbound' and 'Return'. Each trip includes details for 'From', 'To', 'Date', 'Boarding', and 'Arrival'. At the bottom, there are buttons for 'Confirm reservation' and 'Cancel', with a back arrow button to the left.

EXO Paratransit | Online reservation Sign out

← Back to homepage Locations Date and time Confirmation step 3 of 3

Round trip

Please confirm your route to guarantee your spot

→ **Outbound** Edit

From: Favorite 3 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme, J7Y 3S7

To: Home - 984 Bélanger RUE, Saint-Jérôme, J7Z 5T5

Date
Saturday, November 23rd, 2024

Boarding
Between 10:20 AM and 10:50 AM

Arrival
11:00 AM

→ **Return** Edit

From: Home - 984 Bélanger RUE, Saint-Jérôme, J7Z 5T5

To: Favorite 3 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme, J7Y 3S7

Date
Saturday, November 23rd, 2024

Boarding
Between 4:30 PM and 5:00 PM

Arrival
5:40 PM

→ ← Confirm reservation

Cancel

Step 3. Confirmation details

If the route is available, it will be displayed with details on the page. One or more boarding times may be suggested. If these don't suit you, click on **"Edit"** and change either the date or the time. Carefully review the details of your trip to make sure you've entered the right information.

To confirm, press the **"Confirm reservation"** button. To cancel your trip, press **"Cancel."**

A confirmation message and the trip details should appear. You can plan a new trip by pressing the **"Plan a new trip"** button.

The screenshot displays the EXO online reservation platform interface. At the top, the EXO logo is on the left, and 'Paratransit | Online reservation' and 'Sign out' are on the right. Below the header is a progress bar with four steps: 'Locations', 'Date and time', 'Confirmation' (which is active and marked with a checkmark), and 'Completed'. A 'Back to homepage' link is on the left of the progress bar.

The main content area features a green confirmation box with a checkmark icon and the text 'You're all set!' and a 'Plan a new trip' button. Below this is the section 'Your reservation' with a sub-section 'Outbound'. The outbound trip details are: From: Favorite 3 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme, J7Y 3S7; To: Home - 984 Bélanger RUE, Saint-Jérôme, J7Z 5T5; Date: Saturday, November 23rd, 2024; Boarding: Between 10:20 AM and 10:50 AM; Arrival: 11:00 AM.

The 'Return' section details are: From: Home - 984 Bélanger RUE, Saint-Jérôme, J7Z 5T5; To: Favorite 3 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme, J7Y 3S7; Date: Saturday, November 23rd, 2024; Boarding: Between 4:30 PM and 5:00 PM; Arrival: 5:40 PM.

At the bottom of the reservation details, there is a 'See all my trips' button and a 'Back to homepage' link.

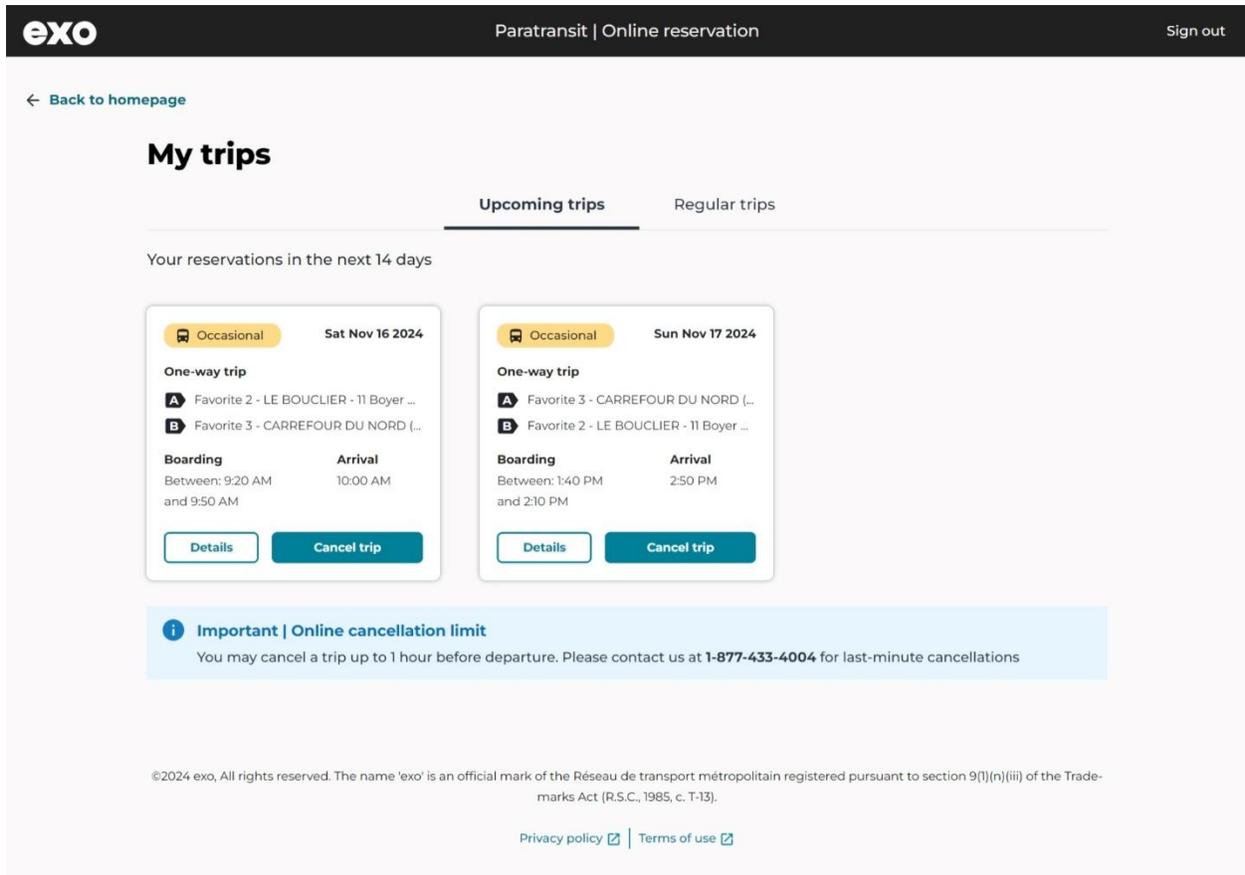
Plan a one-way trip

The screenshot shows a three-step process: 'Locations', 'Date and time', and 'Confirmation'. The first step, 'Locations', is active. Under the heading 'Plan a trip', there are two radio button options: 'Round trip' and 'One-way trip'. The 'One-way trip' option is selected and highlighted with a red box and a red arrow. Below this are two input fields: 'A Departure' with the placeholder 'Enter the departure address' and 'B Destination' with the placeholder 'Enter the destination address'. A swap button with up and down arrows is located between the two input fields.

Press the **“One-way trip”** button. Simply set the parameters for the trip, then follow the same steps as for a round trip.

5. See my trips

Press the “My trips” tile in the main menu or at the bottom of the confirmation page to access the section. Two tabs are available: “Upcoming trips” and “Regular trips.”



Alt: The image shows tiles for the user’s upcoming trips.

Upcoming trips

Under the “Upcoming trips” tab, you’ll find all the trips planned for the next 14 days, whether occasional or regular, round trip or one-way. Each tile displays a summary of the following information:

- Date of trip
- Addresses of your departure and destination
- Type of trip (one-way or round trip)
- Boarding time

Buttons also allow you to view trip details or cancel the one-way or round trip. Various types of travel are available, as described below.

Occasional round trip

Yellow highlighting indicates an occasional trip. An icon shows if it's a round trip.

The screenshot shows a reservation card for an Occasional Round Trip. At the top, there is a yellow pill-shaped button with a bus icon and the word "Occasional", and the date "Mon Nov 18 2024". Below this is a circular icon with a return arrow and the text "Round trip". The origin and destination are listed: "Home - 984 Bélanger RUE, Saint-Jér..." and "Favorite 1 - CENTRE DU FLORES - 55 ...". A table below lists the start and return boarding times. At the bottom, there are two buttons: "Details" and "Cancel trip".

Start	Return
Boarding Between: 8:05 AM and 8:35 AM	Boarding Between: 9:35 PM and 10:05 PM

Regular round trip

Teal highlighting indicates a regular trip.

The screenshot shows a reservation card for a Regular Round Trip. At the top, there is a teal pill-shaped button with a bus icon and the word "Regular", and the date "Mon Nov 18 2024". Below this is a circular icon with a return arrow and the text "Round trip". The origin and destination are listed: "Home - 34 des Cèdres verts # 17 RUE, Saint J..." and "Favorite 1 - Carrefour du nord - PORTE 5, RUE..". A table below lists the start and return boarding times. At the bottom, there are two buttons: "Details" and "Cancel trip".

Start	Return
Boarding Between: 8:05 AM and 08:35 AM	Boarding Between: 09:35 PM and 10:05 PM

Occasional one-way trip

Note that one-way trips are displayed with the boarding time and arrival time.

 Occasional Sun Nov 17 2024

One-way trip

A Favorite 3 - CARREFOUR DU NORD (...)

B Favorite 2 - LE BOUCLIER - 11 Boyer ...

Boarding	Arrival
Between: 1:40 PM and 2:10 PM	2:50 PM

[Details](#) [Cancel trip](#)

Regular one-way trip

 Regular Sun Nov 18 2024

One-way trip

From : Home - 34 des Cèdres verts # 17 RUE, Sai...

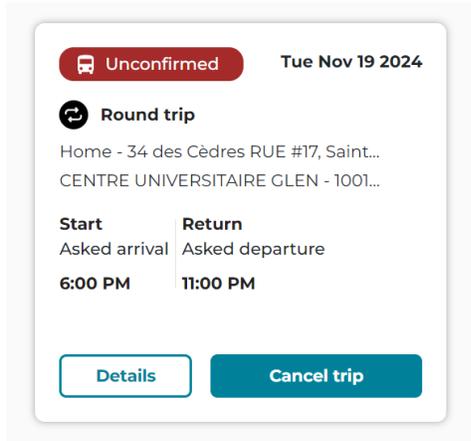
To : Favorite 1 - Carrefour du nord - PORTE 5, RUE..

Boarding	Arrival
Between: 10:20 AM and 10:50 AM	11:30 AM

[Details](#) [Cancel trip](#)

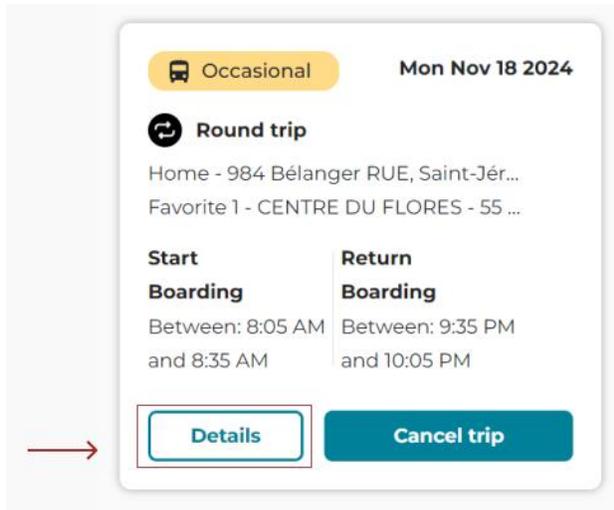
Unconfirmed trip

One or more of your trips may not yet be confirmed. Red highlighting and the word “**Unconfirmed**” identifies this. Our agents will review the request to try and plan the trip. If it cannot be completed, it will be cancelled.



Trip details

When you press the “**Details**” button, all the details of your trip will be displayed in a window.



Occasional round trip ✕

Customer PrenomC38 NomC38	ID number 38
Date Mon Nov 18 2024	Phone number (450) 431-4588

Outbound

From: Home - 984 Bélanger RUE, Saint-Jérôme, J7Z 5T5

To: Favorite 1 - CENTRE DU FLORES - 55 104e Avenue, Saint-Jérôme, J7J 2J9

Boarding Between: 8:05 AM and 8:35 AM	Arrival 9:00 AM
----------------------------------------------------	---------------------------

Return

From: Favorite 1 - CENTRE DU FLORES - 55 104e Avenue, Saint-Jérôme, J7J 2J9

To: Home - 984 Bélanger RUE, Saint-Jérôme, J7Z 5T5

Boarding Between: 9:35 PM and 10:05 PM	Arrival 10:45 PM
-----------------------------------------------------	----------------------------

You have requested No request	Attendant No attendant
-----------------------------------------	----------------------------------

Note: The boarding time for your trip corresponds to the 30-minute waiting period during which you must be ready for your journey.

Regular trips

[← Back to homepage](#)

My trips

Upcoming trips **Regular trips**

Your regular reservations of varying duration

<p> Regular</p> <p>Days Tue, Wed, Thu.</p> <p>Addresses Home - 34 des Cèdres RUE #17, Saint-Jérò... porte jardinage - 700 Monseigneur-Dubo...</p> <p>Duration Frequency 22-11-15 to no end Each week date defined</p> <p>Details</p>	<p> Regular</p> <p>Days Mon, Fri.</p> <p>Addresses Home - 34 des Cèdres RUE #17, Saint-Jérò... Favorite 7 - CARREFOUR DU NORD (POR...</p> <p>Duration Frequency 24-09-07 to 25-03-08 Each week</p> <p>Details</p>	<p> Regular</p> <p>Days Sat.</p> <p>Addresses Favorite 1 - CEGEP DE ST-JEROME - 455 F... porte jardinage - 700 Monseigneur-Dubo...</p> <p>Duration Frequency 24-09-07 to 25-01-01 Each week</p> <p>Details</p>
<p> Regular</p> <p>Days Tue.</p> <p>Addresses Home - 34 des Cèdres RUE #17, Saint-Jérò... CENTRE UNIVERSITAIRE GLEN - 1001 Déc...</p> <p>Duration Frequency 24-09-26 to no end Each week date defined</p> <p>Details</p>	<p> Regular</p> <p>Days Sat.</p> <p>Addresses Home - 34 des Cèdres RUE #17, Saint-Jérò... HOPITAL JEAN TALON - 1385 Jean-Talon ...</p> <p>Duration Frequency 24-09-26 to no end Each week date defined</p> <p>Details</p>	

Cancellation of regular trips
To cancel a series of trips, call customer service at **1-877-433-4004**.

By selecting the **“Regular trips”** tab and clicking on **“Details,”** you can view your recurring trips, scheduled at fixed times and places. Note that any modifications must be made by contacting customer service.

Regular **Days**
Tue. Wed. Thu.

Addresses
Home - 34 des Cèdres RUE #17, Saint-Jérô...
porte jardinage - 700 Monseigneur-Dubo...

Duration **Frequency**
22-11-15 to no end Each week
date defined

→ [Details](#)

Paratransit | Online reservation

Regular round trip X

Customer PrenomC65 NomC65	ID number 65
Creation date Tue Nov 19 2024	Phone number (450) 436-1246
Duration 22-11-15 to no end date defined	Frequency Each week

Tuesday

Boarding Between: 8:25 AM and 8:55 AM	Arrival 9:00 AM
From: Home - 34 des Cèdres RUE, Unit 17, Saint-Jérôme, J7Y 3R9	
To: porte jardinage - 700 Monseigneur-Dubois BOULEVARD, Saint-Jérôme, J7Y 4A5	
Boarding Between: 3:00 PM and 3:30 PM	Arrival 4:10 PM
From: porte jardinage - 700 Monseigneur-Dubois BOULEVARD, Saint-Jérôme, J7Y 4A5	
To: Home - 34 des Cèdres RUE, Unit 17, Saint-Jérôme, J7Y 3R9	

Wednesday

Boarding Between: 8:25 AM and 8:55 AM	Arrival 9:00 AM
From: Home - 34 des Cèdres RUE, Unit 17, Saint-Jérôme, J7Y 3R9	
To: porte jardinage - 700 Monseigneur-Dubois BOULEVARD, Saint-Jérôme, J7Y 4A5	
Boarding Between: 3:00 PM and 3:30 PM	Arrival 4:10 PM
From: porte jardinage - 700 Monseigneur-Dubois BOULEVARD, Saint-Jérôme, J7Y 4A5	
To: Home - 34 des Cèdres RUE, Unit 17, Saint-Jérôme, J7Y 3R9	

Thursday

Boarding	Arrival
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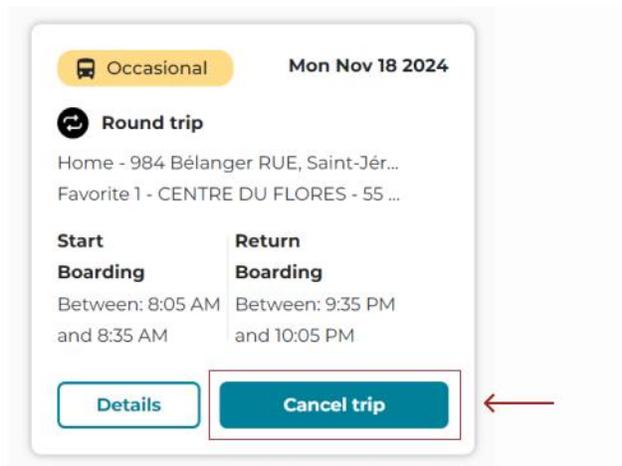
6. Cancel an upcoming trip

How to cancel an occasional round trip

Go to the **“See my trips”** section, which displays a page showing all trips.

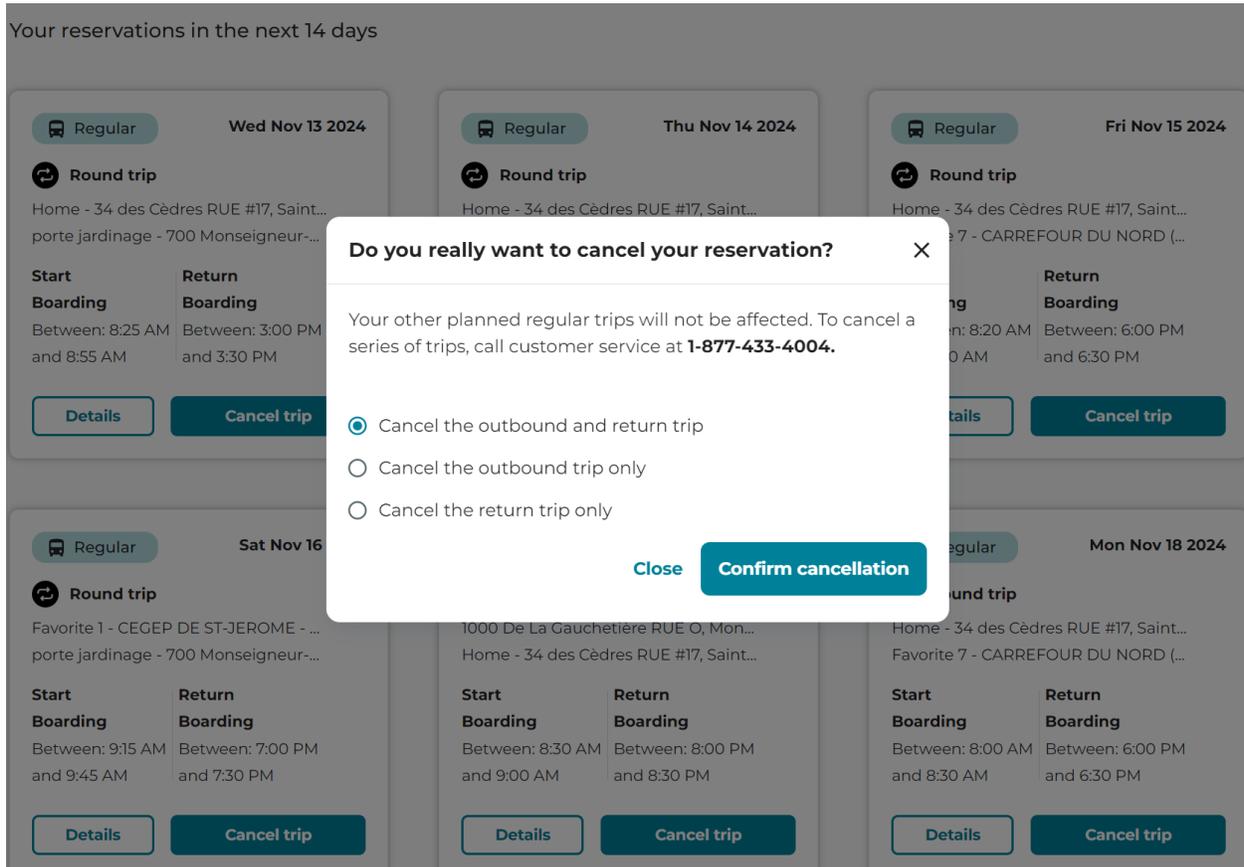
Press the **“Cancel trip”** button on the specific trip tile.

Note that you may cancel an occasional trip up to 1 hour before boarding. If this time limit is exceeded, call customer service to cancel the trip at **1-877-433-4004**.

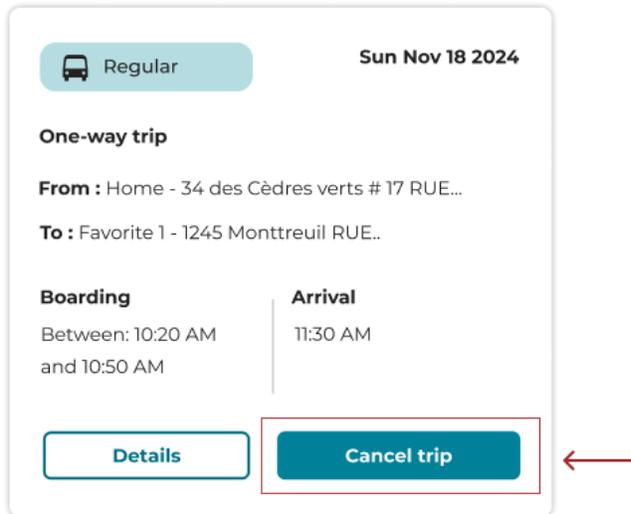


When you click on **“Cancel trip,”** a window displays with a cancellation button. By clicking on it, you are given three cancellation options (radio buttons): you may cancel the outbound and return trip, cancel the outbound trip only, or cancel the return trip only. Next, press the **“Confirm cancellation”** button. The selected trip will be deleted from your list of reservations. If you cancel one trip only, i.e. the outbound or return trip, the tile will be converted to a one-way trip in your upcoming trips.

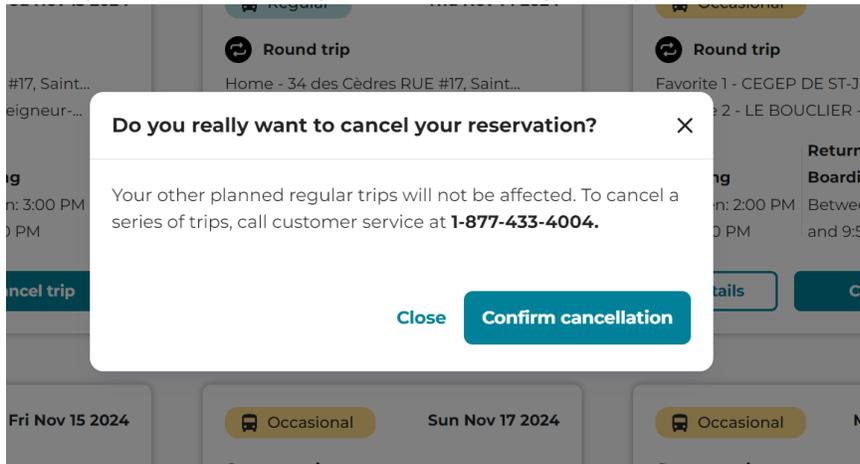
Note that you may cancel a trip up to 1 hour before boarding. If this time limit is exceeded, call customer service to cancel the trip at **1-877-433-4004**.



How to cancel an upcoming regular trip

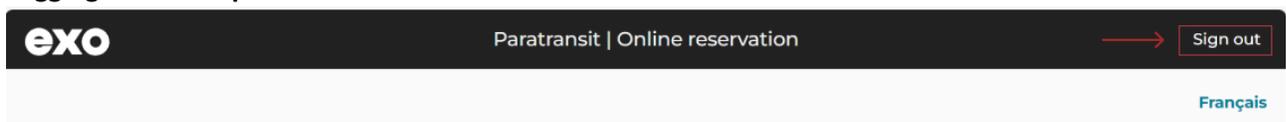


When you click “**Cancel trip**” on a tile for a regular trip, a confirmation window will open.

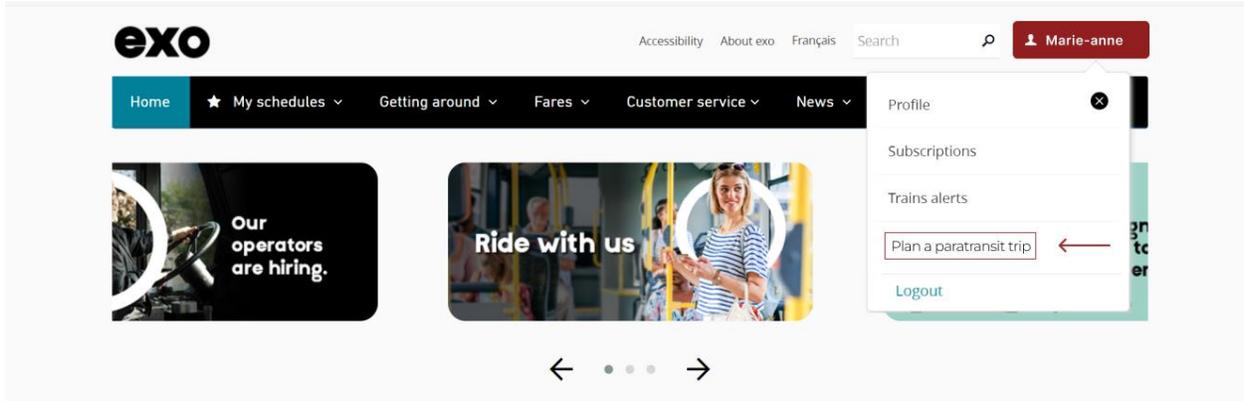


By pressing the “**Confirm cancellation**” button, the trip will be deleted from the list. Note that the other trips in the series will not be affected.

Logging out of the platform



Logging back into the platform



After logging out, you may easily log back in by clicking on the “**Log in**” button in the exo menu. Enter your email address and password in the appropriate fields. Once logged in, your name will appear on the button. Click on it to access the drop-down menu and select “**Plan a paratransit trip.**”

Need help or other information?

The details provided in this guide will help you to use the online exo paratransit reservation platform. If you have any questions or require additional assistance, our customer service team is here to lend a hand. Get in touch at **1-877-433-4004**.