

User's guide for the online paratransit reservation platform

October 2026



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. Log in to your customer account

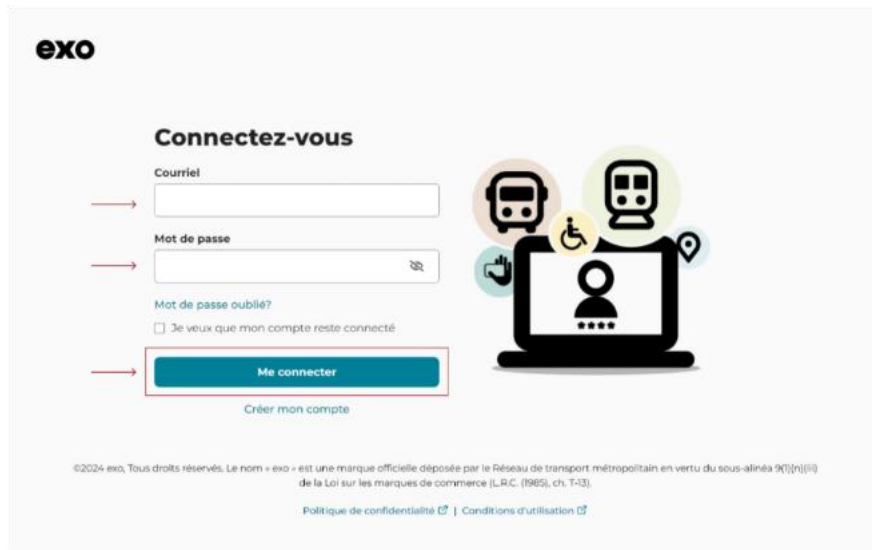
Before you start using the reservation tool, make sure you are eligible for exo's paratransit service.

First login

- a. Log in to your customer account at exo.quebec/lita



- b. Enter the email address you used when you registered for paratransit service and your password.
- c. Fill the "Email" and 'Password' fields and click on the "Log in" button.



The screenshot shows the 'Connectez-vous' (Log in) page of the exo website. The page features the exo logo at the top left. Below it, the title 'Connectez-vous' is centered. There are two input fields: 'Courriel' (Email) and 'Mot de passe' (Password). The 'Mot de passe' field has a toggle icon for visibility. Below the password field is a link 'Mot de passe oublié?' (Forgot password?). A checkbox labeled 'Je veux que mon compte reste connecté' (I want my account to stay connected) is present. A red box highlights the 'Me connecter' (Log in) button. Below the button is a link 'Créer mon compte' (Create my account). To the right of the form is an illustration of a person using a laptop, with icons for a bus, a train, and a person with a wheelchair. At the bottom, there is a copyright notice: '©2024 exo. Tous droits réservés. Le nom « exo » est une marque officielle déposée par le Réseau de transport métropolitain en vertu du sous-alinéa 9(1)(n)(iii) de la Loi sur les marques de commerce (L.R.C. (1985), ch. T-13). Politique de confidentialité | Conditions d'utilisation'.

You don't have a customer account?

You must create your customer account using the email address you used when you registered for paratransit service with exo.

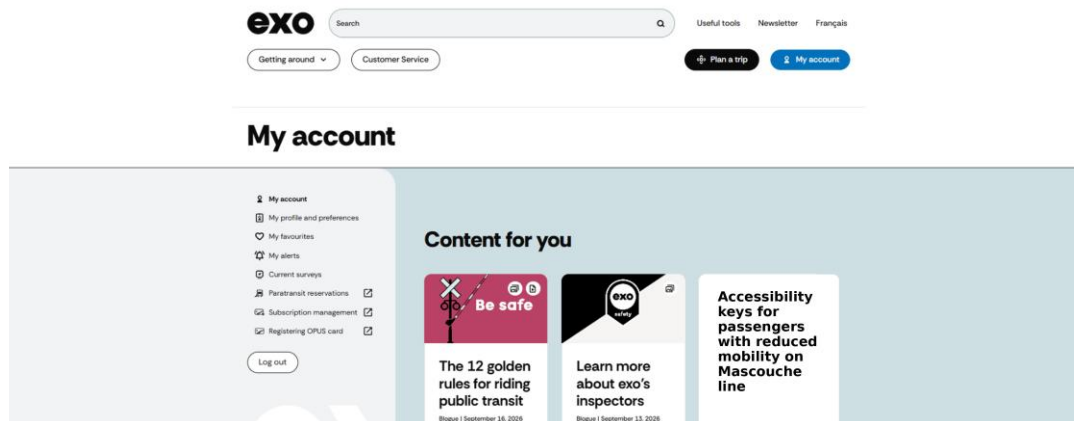
To find out how, watch the video by scanning the QR code or visit exo.quebec/account-tutorial



2. 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 “Paratransit reservation” option. You’ll be redirected to the reservation tool page.



If you do not see the “Paratransit reservation” option, contact customer service at 1-877-433-4004.

3. 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



4. 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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5. 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 ().

Plan a trip

→ ☒ Round trip ☐ One-way trip

A Departure

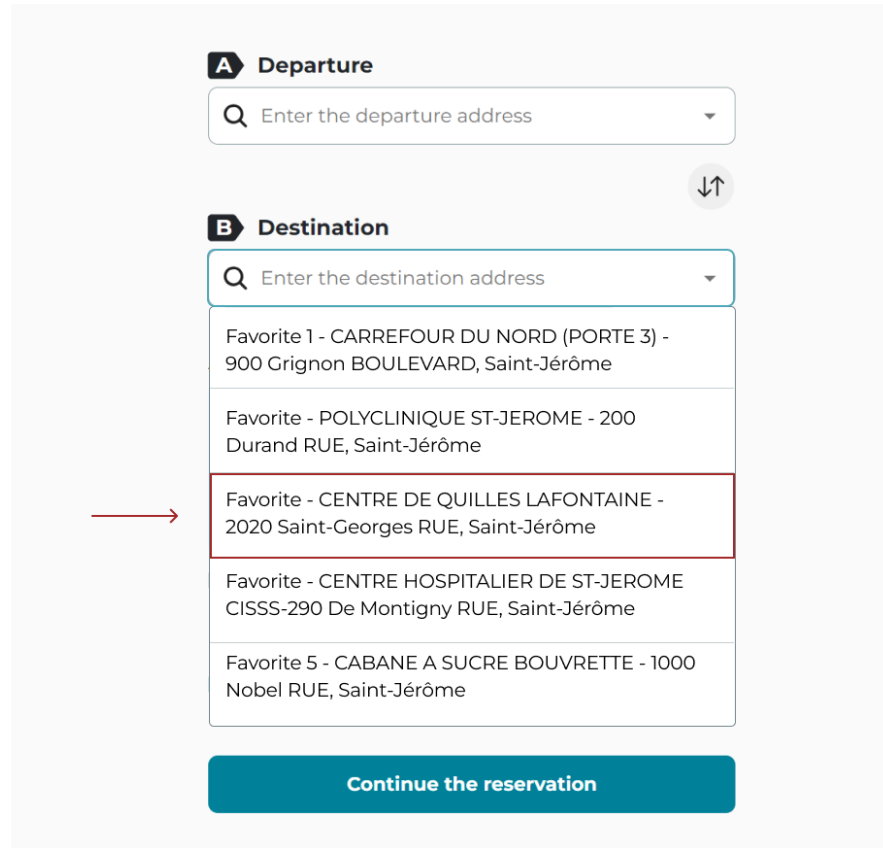
→

B Destination

→

↕

Favourite addresses and history



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 CISS-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

Round trip

Plan the outbound trip

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

MM/DD/YYYY

November 2024

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

11:00 p.m.
from 6:30

Plan the return trip

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)

→ 11/22/2024
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

→ HH:MM (12-hour clock) ⌚

←

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

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

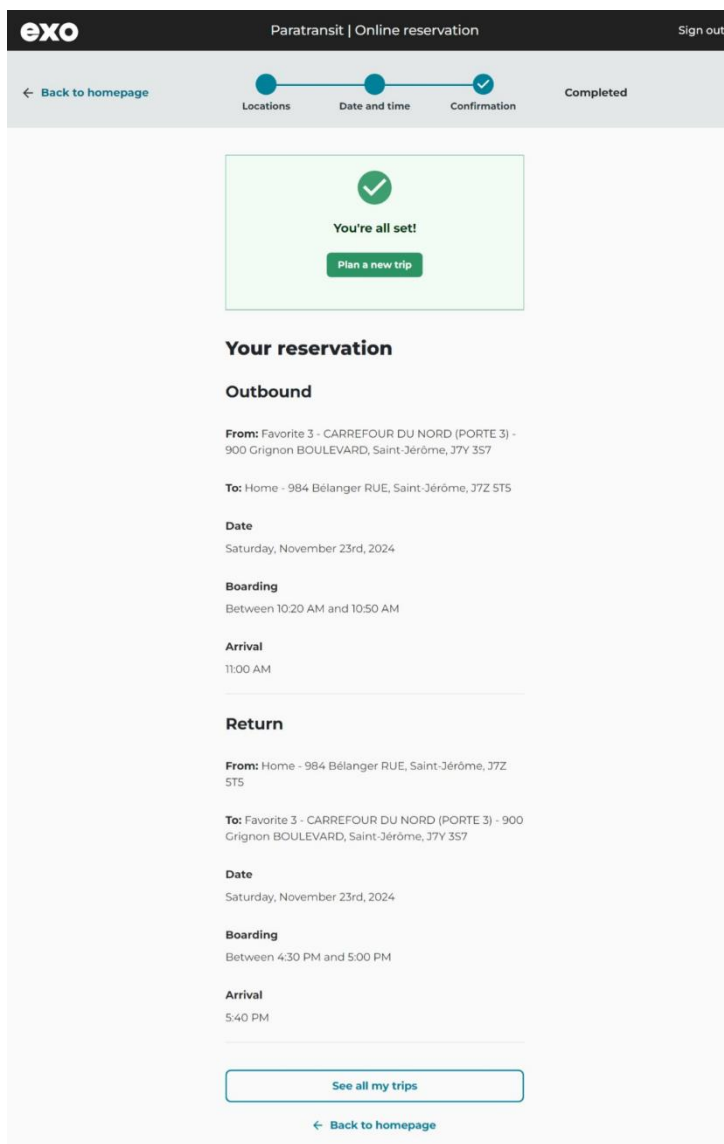
13

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 shows the EXO Paratransit Online reservation confirmation page. At the top, there's a navigation bar with the EXO logo, "Paratransit | Online reservation", and a "Sign out" link. Below this is a progress bar with four steps: "Back to homepage", "Locations", "Date and time", and "Confirmation" (which is the current step, marked with a checkmark). To the right of the progress bar is a "Completed" status.

The main content area features a green box with a checkmark icon and the text "You're all set!" followed by a "Plan a new trip" button. Below this, the section "Your reservation" is displayed, divided into "Outbound" and "Return" trips.

Outbound

- From:** Favorite 3 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme, 37Y 3S7
- To:** Home - 984 Bélanger RUE, Saint-Jérôme, 37Z 5T5
- Date:** Saturday, November 23rd, 2024
- Boarding:** Between 10:20 AM and 10:50 AM
- Arrival:** 11:00 AM

Return

- From:** Home - 984 Bélanger RUE, Saint-Jérôme, 37Z 5T5
- To:** Favorite 3 - CARREFOUR DU NORD (PORTE 3) - 900 Grignon BOULEVARD, Saint-Jérôme, 37Y 3S7
- Date:** Saturday, November 23rd, 2024
- Boarding:** Between 4:30 PM and 5:00 PM
- Arrival:** 5:40 PM

At the bottom, there is a "See all my trips" button and a "Back to homepage" link.

Plan a one-way trip

The screenshot shows the 'Plan a trip' interface. At the top, a progress bar indicates three steps: 'Locations', 'Date and time', and 'Confirmation'. The first step, 'Locations', is currently active and labeled 'step 1 of 3'. Below the progress bar, the title 'Plan a trip' is displayed. Underneath, there are two radio button options: 'Round trip' and 'One-way trip'. The 'One-way trip' option is selected, indicated by a blue dot and a red rectangular highlight. A red arrow points to this option. Below the trip type selection, there are two sections: 'A Departure' and 'B Destination'. Each section has a search input field with a magnifying glass icon and a dropdown arrow. The 'A Departure' section also includes a swap button (two arrows forming a square) to the right of its input field.

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

6. 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**.”

Paratransit | Online reservation

Sign out

[← Back to homepage](#)

My trips

Upcoming trips

Regular trips

Your reservations in the next 14 days

Occasional

Sat Nov 16 2024

One-way trip

A

Favorite 2 - LE BOUCLIER - 11 Boyer ...

B

Favorite 3 - CARREFOUR DU NORD (...)

Boarding

Between: 9:20 AM and 9:50 AM

Arrival

10:00 AM

Details

Cancel trip

Occasional

Sun Nov 17 2024

One-way trip

A

Favorite 3 - CARREFOUR DU NORD (...)

B

Favorite 2 - LE BOUCLIER - 11 Boyer ...

Boarding

Between: 1:40 PM and 2:10 PM

Arrival

2:50 PM

Details

Cancel trip

Important | Online cancellation limit

You may cancel a trip up to 1 hour before departure. Please contact us at **1-877-433-4004** for last-minute cancellations

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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.

Occasional

Mon Nov 18 2024

Round trip

Home - 984 Bélanger RUE, Saint-Jér...
 Favorite 1 - CENTRE DU FLORES - 55 ...

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

Details

Cancel trip

Regular round trip

Teal highlighting indicates a regular trip.

Regular

Mon Nov 18 2024

Round trip

Home - 34 des Cèdres verts # 17 RUE, Saint J...
 Favorite 1 - Carrefour du nord - PORTE 5, RUE..

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

Details

Cancel trip

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
 Between: 1:40 PM
 and 2:10 PM

Arrival
 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
 Between: 10:20 AM
 and 10:50 AM

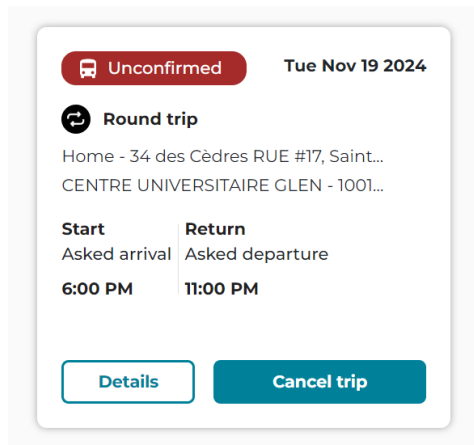
Arrival
 11:30 AM

Details

Cancel trip

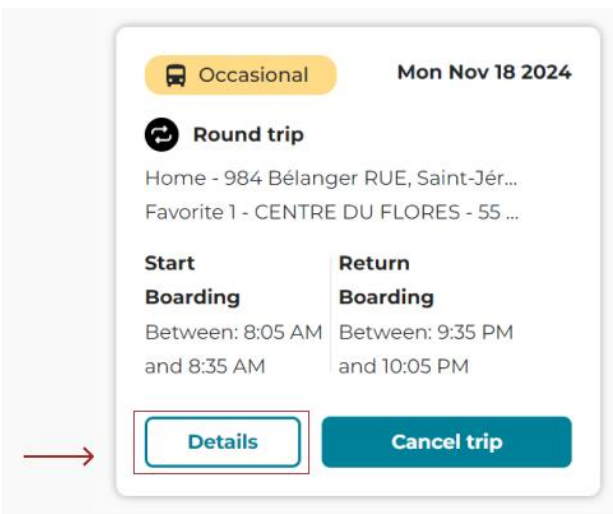
Unconfirmed trip

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.



Upcoming trips
Regular trips

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

Paratransit | Online reservation

Sign out

[← Back to homepage](#)

My trips

Upcoming trips
Regular trips

Your regular reservations of varying duration

Regular

Days

Tue, Wed, Thu.

Addresses

Home - 34 des Cèdres RUE #17, Saint-Jérôme - 700 Monseigneur-Dubois - 700 Monseigneur-Dubois

Duration

22-11-15 to no end date defined

Frequency

Each week

Details

Regular

Days

Mon, Fri.

Addresses

Home - 34 des Cèdres RUE #17, Saint-Jérôme - 700 Monseigneur-Dubois - 700 Monseigneur-Dubois

Duration

24-09-07 to 25-03-08

Frequency

Each week

Details

Regular

Days

Sat.

Addresses

Favorite 1 - CEGEP DE ST-JEROME - 455 F... - 700 Monseigneur-Dubois

Duration

24-09-07 to 25-01-01

Frequency

Each week

Details

Regular

Days

Tue.

Addresses

Home - 34 des Cèdres RUE #17, Saint-Jérôme - 700 Monseigneur-Dubois - 1001 Découverte

Duration

24-09-26 to no end date defined

Frequency

Each week

Details

Regular

Days

Sat.

Addresses

Home - 34 des Cèdres RUE #17, Saint-Jérôme - 700 Monseigneur-Dubois - 1385 Jean-Talon ...

Duration

24-09-26 to no end date defined

Frequency

Each week

Details

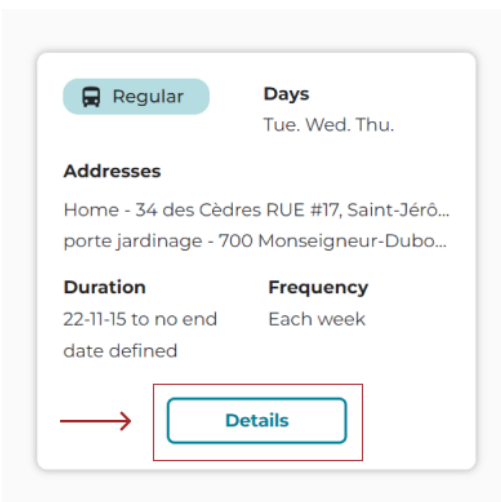
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Cancellation of regular trips

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

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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.



The screenshot shows a paratransit reservation form with the following fields and values:

- Regular** (selected option)
- Days**: Tue. Wed. Thu.
- Addresses**:
 - Home - 34 des Cèdres RUE #17, Saint-Jérôme
 - porte jardinage - 700 Monseigneur-Dubouche
- Duration**: 22-11-15 to no end date defined
- Frequency**: Each week

A red arrow points to a **Details** button, which is highlighted by a red rectangular box.

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

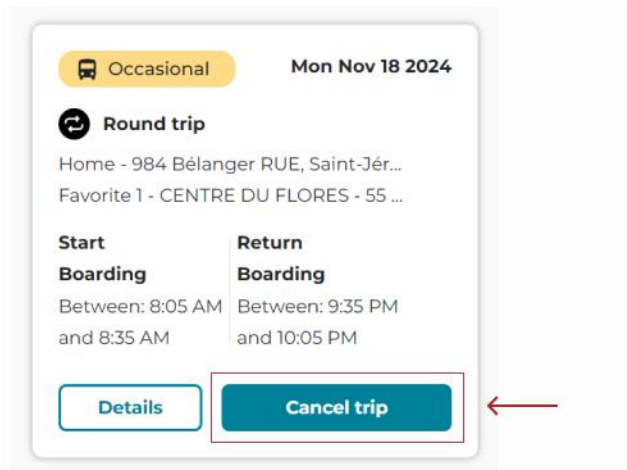
6. Cancel an upcoming trip

How to cancel an occasional round trip

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

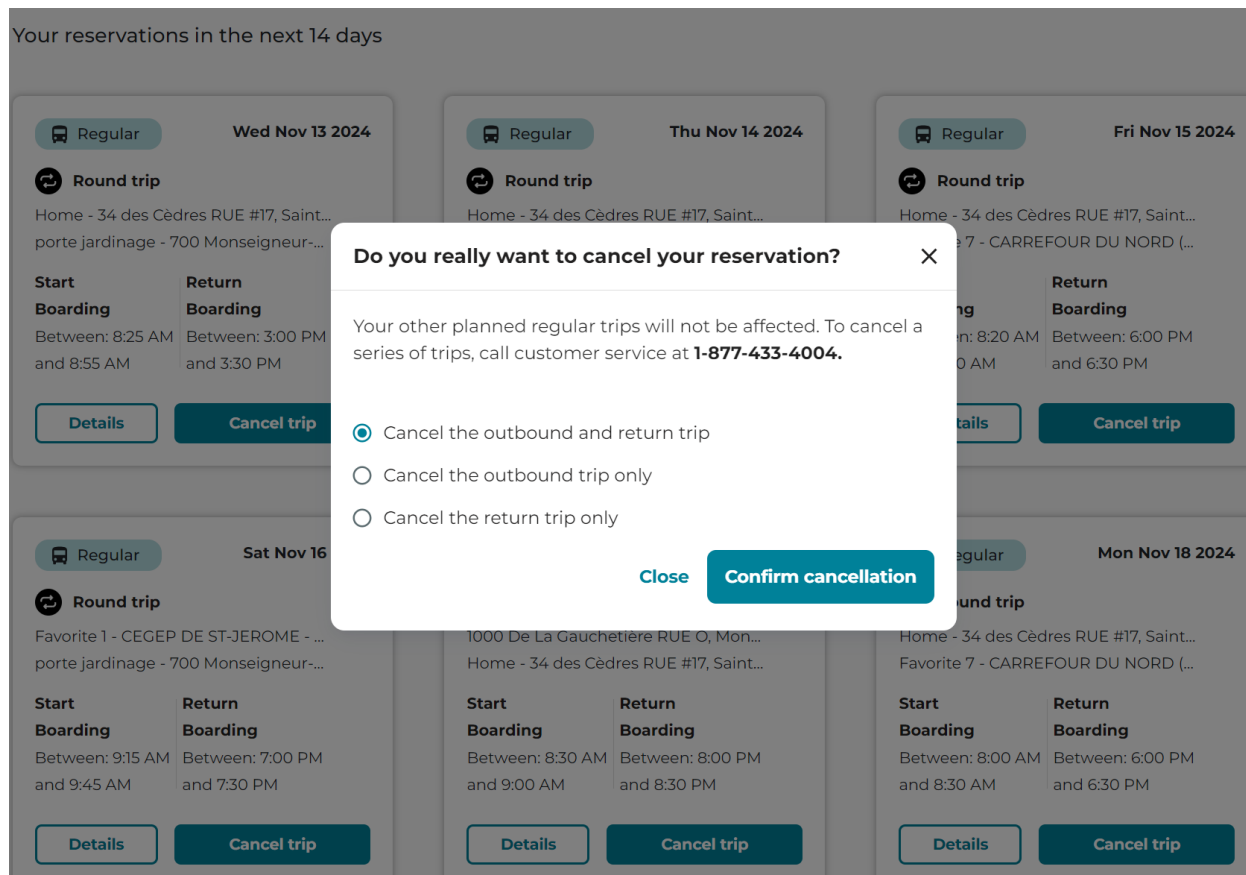
Press the “**Cancel trip**” button on the specific trip tile.

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**.

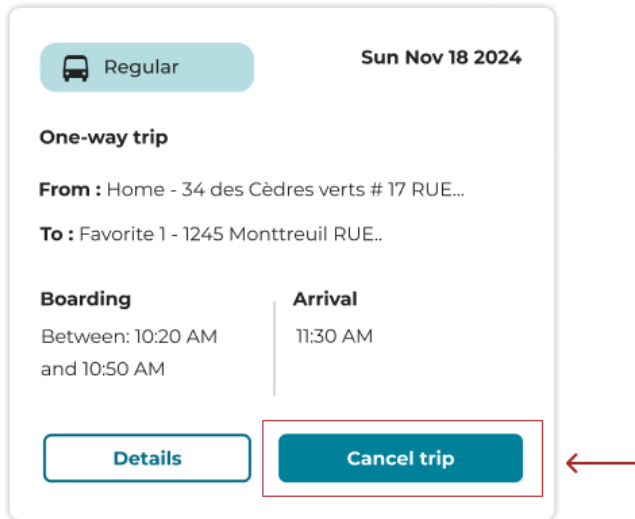


When you click on “**Cancel trip**,” a window displays with a cancellation button. By clicking on it, you are given three cancellation options (radio buttons): you may cancel the outbound and return trip, cancel the outbound trip only, or cancel the return trip only. Next, press the “**Confirm cancellation**” 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.

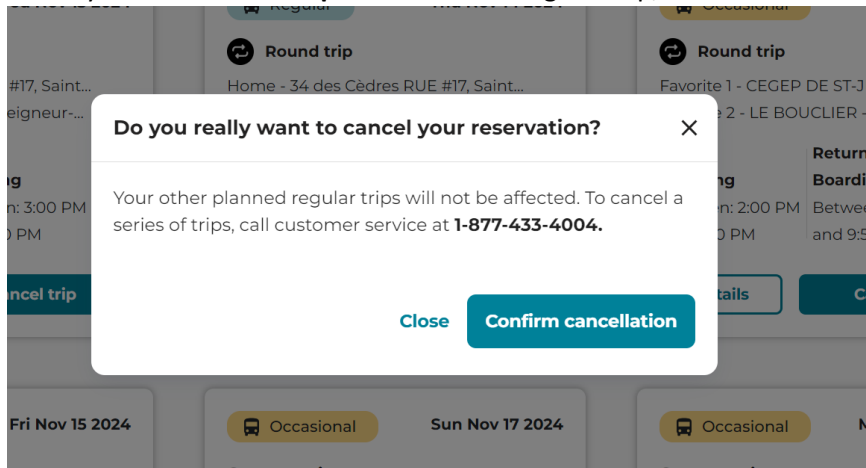
Note that you may cancel a trip up to 1 hour before boarding. If this time limit is exceeded, call customer service to cancel the trip at **1-877-433-4004**.



How to cancel an upcoming regular trip

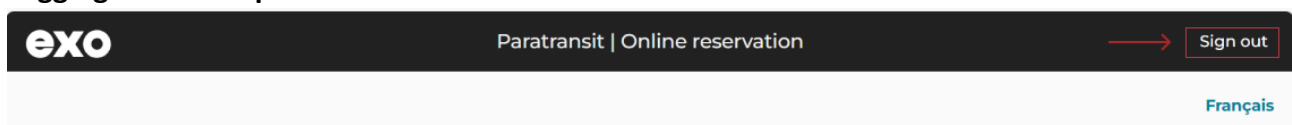


When you click “**Cancel trip**” on a tile for a regular trip, a confirmation window will open.

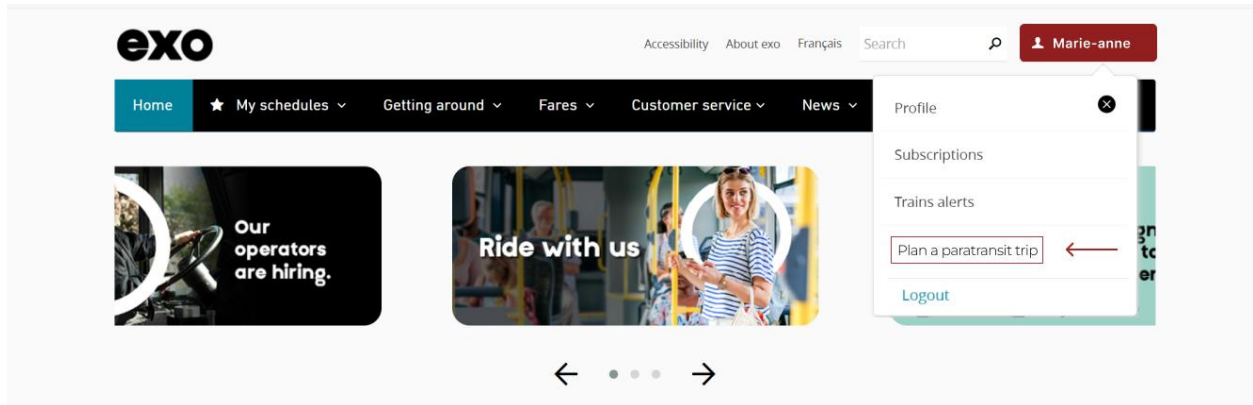


By pressing the “**Confirm cancellation**” button, the trip will be deleted from the list. Note that the other trips in the series will not be affected.

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**.