

# Prearranged.TorontoPearson.com User Guide Driver

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## 1. DRIVER - SELF-REGISTRATION ONLINE

## 1.1 Introduction

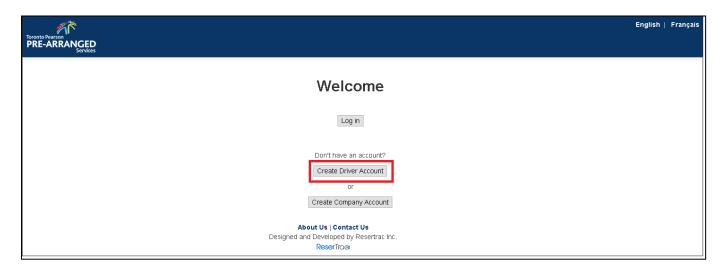
Drivers performing prearranged pickups will be required to access the Pre-Arranged System. The system is available online and drivers must create an account.

#### 1.1.1 WEBSITE

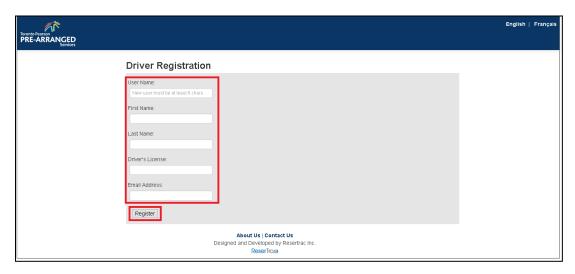
To log into account, proceed to <a href="https://prearranged.torontopearson.com">https://prearranged.torontopearson.com</a> to activate Toronto Pearson Pre-Arranged Online Services. Utilizing the Log in function is available to existing account holders. A Driver may establish an account by selecting <Create Driver Account>. This is only done during the initial setup of the account

#### 1.1.2 REQUIRED INFORMATION

To activate the drivers account click < Create Driver Account>.

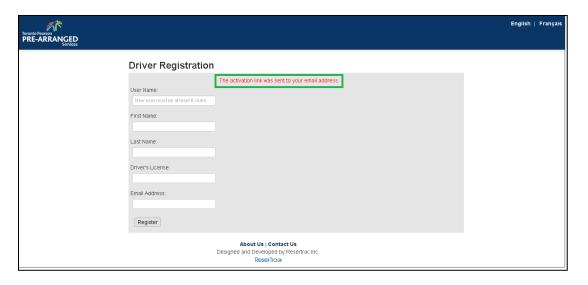


Drivers Registration form must be completed. A unique username and email address must be provided. Press <Register> when complete.



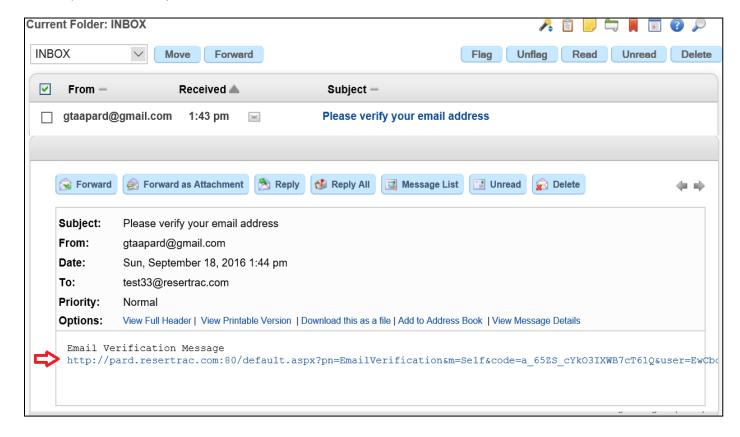


An email will be sent from the system to the email address provided. User must proceed to email address provided to verify User email before proceeding any further.



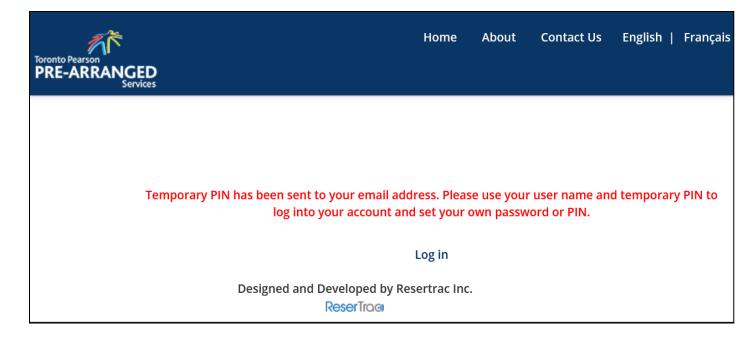
#### 1.1.3 EMAIL VERIFICATION

Email will be sent to User email address provided. Open the email and click on the "Link" provided to verify User account.



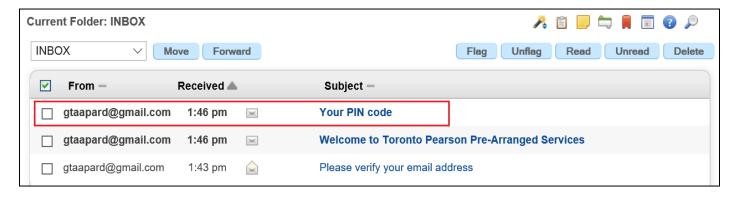


The system will acknowledge User email verification and will send a temporary PIN to gain access to User account.



#### 1.1.4 SYSTEM TEMPORARY PIN

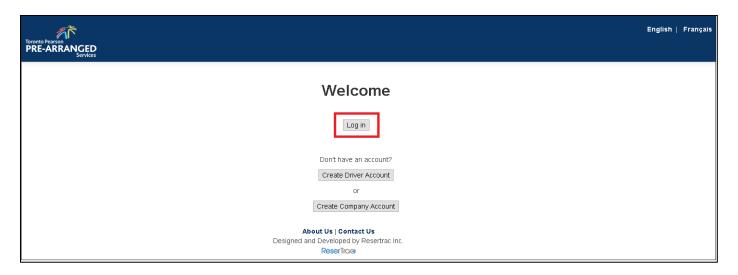
Temporary PIN will be email to the email address provided.



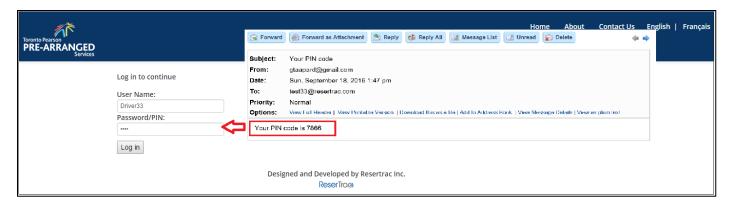
#### 1.1.5 LOGIN TO PREARRANGED SYSTEM

Proceed to the prearranged website by Clicking on <Login> as previously detailed in this manual. Click the <Login> button to display the user login screen.



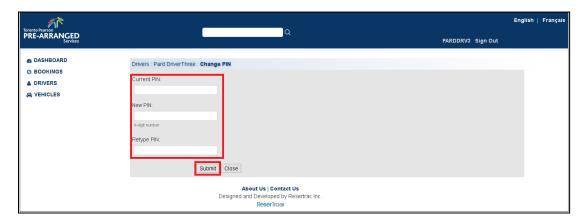


Utilizing the username User created and the temporary password enter the information and click <Log in> to continue.



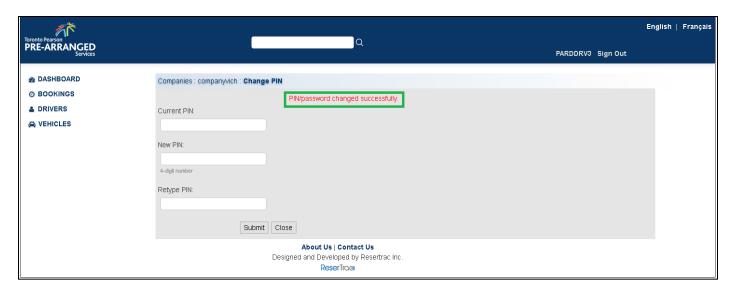
#### 1.1.6 RESET TEMPORARY PIN

Upon successful login, the "Change PIN" will be shown. Enter the temporary PIN into the Current PIN field and choose a new PIN/Password and enter it in the New PIN and Retype PIN again field. Press <Submit> once complete.





The Driver Profile Page will appear and "PIN successfully changed" will appear on the header of the Driver Profile Screen.



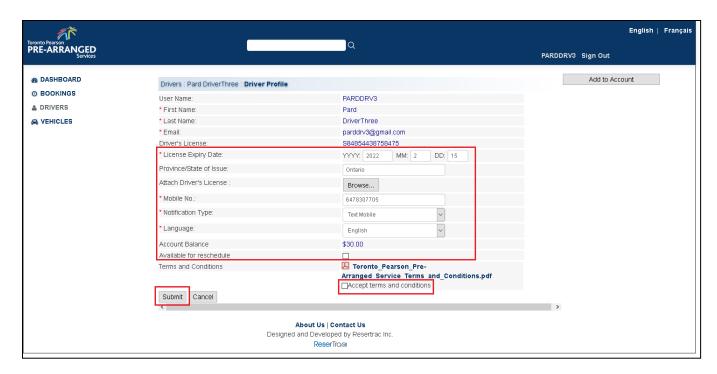
#### 1.1.7 UPLOADING REQUIRED INFORMATION & DOCUMENTATION

The Driver Profile screen will be displayed or accessible under <Drivers> left side of screen. Press the <Edit> button to input information.

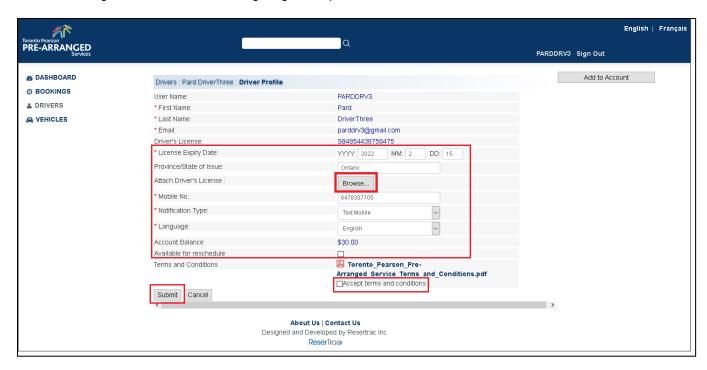


All information must be entered into the system. Ensure information is correct as the account must be verified by the Dispatcher and missing information will result in rejecting User account. Once Complete click the "Accept terms and conditions" checkbox and <Submit> button. Toronto Pearson Pre-Arranged Services Terms and Conditions is available from the link above.



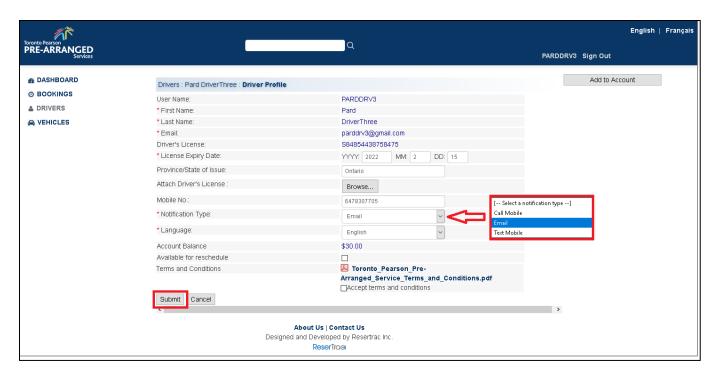


A copy of User Driver's license must be uploaded into the system. A picture can be uploaded by clicking <Choose File> and navigating to the picture that was saved.



Notification type is extremely important. Choose the preferred method on how to be dispatched. Ensure Mobile No. is correct as Call Mobile or Text Mobile will be sent to the Mobile number on account. Once complete click the <Submit> Button.





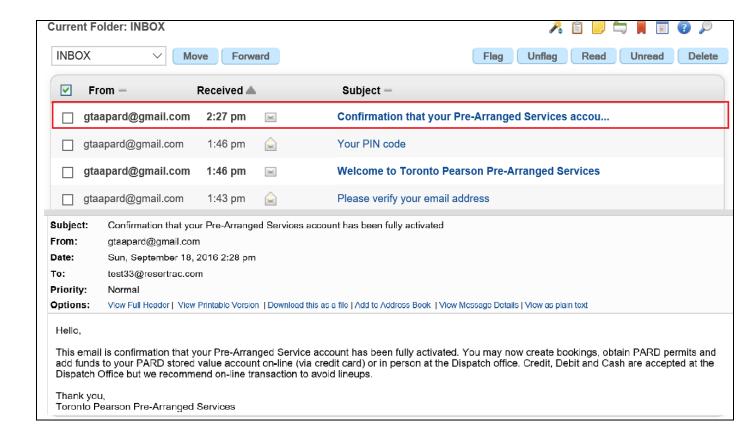
An overview of User Drivers Account is displayed. Note: User account is currently created, however is inactive and must be activated by the Dispatcher at the Dispatch Centre. Once the information has been verified, User will be notified.



#### 1.1.8 ACCOUNT APPROVAL & ACTIVATION

Upon being verified by the Dispatcher, the account will be activated and a confirmation email will be sent to the email address provided.





## 2. DRIVER – ACCOUNT UPDATE

### 2.1 Introduction

Drivers must ensure that their account remains up to date to ensure continued availability to the prearranged system.

#### 2.1.1 UPLOADING REQUIRED DOCUMENTATION

To update driver information, close < Drivers> under master window (left side of screen) and select < Edit>.





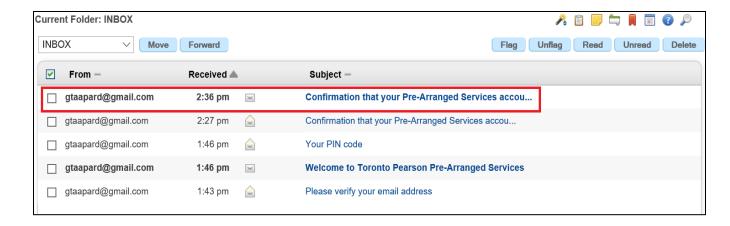
Update applicable fields and click the check box for "Accept terms and conditions" then <Submit>. Note Dispatcher will review update and re-activate User account.



#### 2.1.2 ACCOUNT APPROVAL ON CHANGES

Once the Dispatcher reviews the changes and activate User account, User will receive an email.





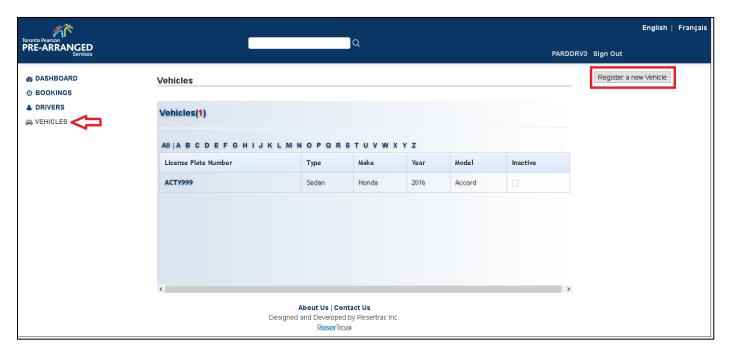
## 3. DRIVER - MANAGING VEHICLES ONLINE

## 3.1 Introduction

Drivers that utilize a company vehicle should contact their company to ensure they have been added to the company. Individual Drivers that operate their own commercial vehicle are required to register their vehicle otherwise will not be available at booking.

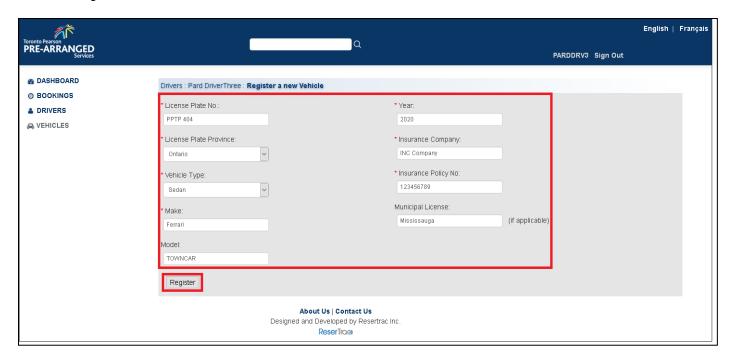
#### 3.1.1 CREATING NEW VEHICLE

Locate <Vehicles> in the main menu and click. Vehicle associated with the Driver will be displayed. To register a new vehicle in the system press the <Register a new Vehicle> button located on the right portion of the screen.





Register a New Vehicle Screen will be presented. Input all required information and press <Register>.



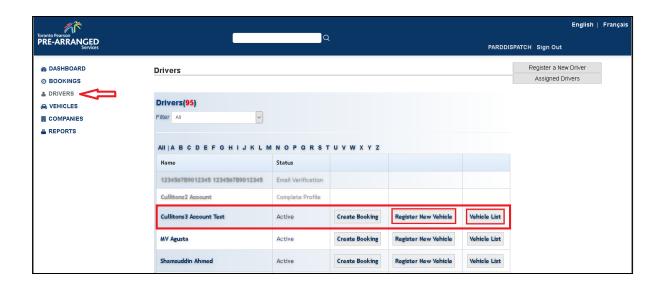
Upon being successfully registered, the vehicle will be displayed in the Drivers Vehicle profile as shown below.



#### 3.1.2 UPDATING VEHICLES

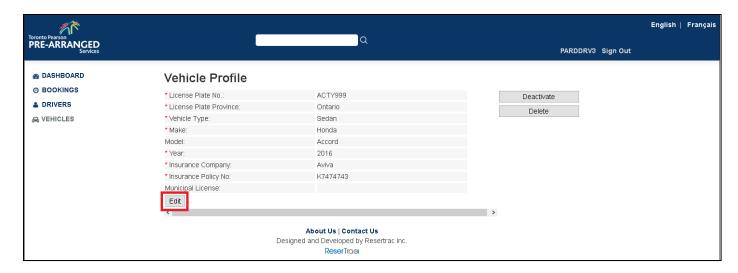
Vehicle information must remain current in order to operate at Pre-Arranged. Locate <Vehicles> from the master window and click on the "License Plate Number" User wish to update.





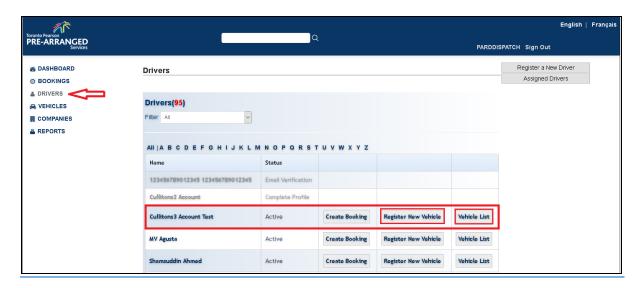


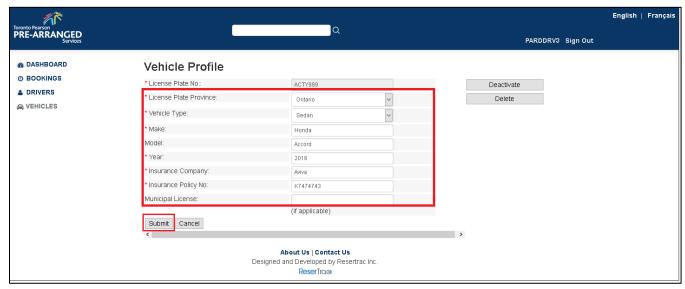
Vehicle details will be shown, press the <Edit> button.



Update appropriate fields and press <Submit>.



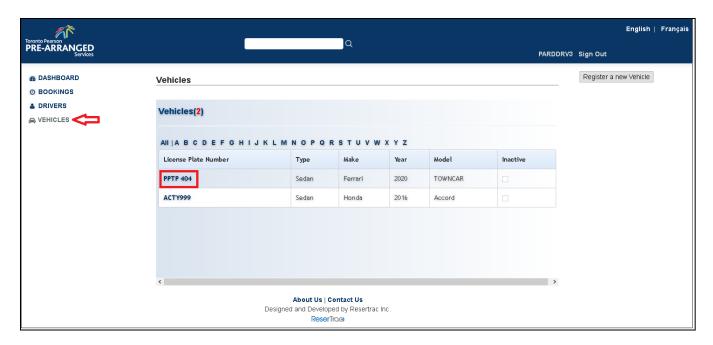




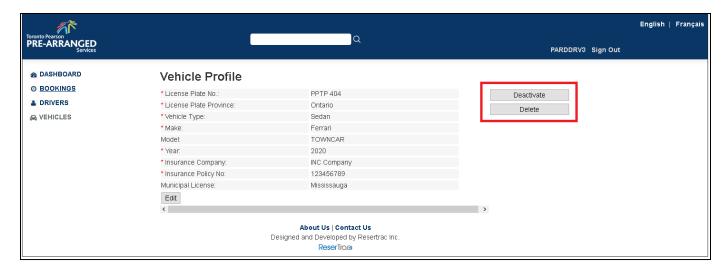
#### 3.1.3 REMOVING LINKED VEHICLES

In the event that a vehicle is to be removed from a Drivers profile, locate <Vehicles> from the master window and click on the "License Plate Number".





Press the <Delete> key to remove vehicle from profile. Deactivate will temporary deactivate the vehicle which cannot be used by the driver or <Delete> which removes the vehicle on a permanent basis.



#### 3.1.4 AUTOMATED SYSTEM PROCESS

A confirmation email will be sent to the email address on file indicating a new vehicle, edit or deleted vehicle has been actioned on the account.





## 4. DRIVER - ADDING VALUE TO PREPAID ACCOUNT ONLINE

## 4.1 Introduction

To add funds to the Driver Account can be done at the Dispatch Centre by methods of Cash, Debit or Credit Cards. Drivers can also add funds online by credit card.

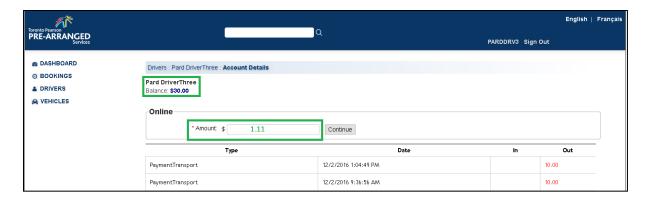
#### 4.1.1 ADDING VALUE TO ACCOUNT

Locate <Drivers> from the master window and click <Add to Account> located on the right side of the screen.

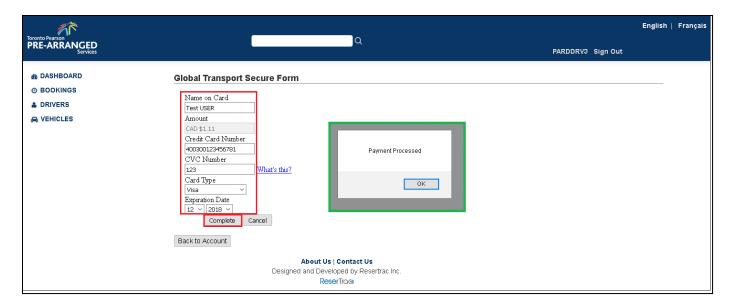


Enter amount User wish to add to User account and press Continue to process payment.

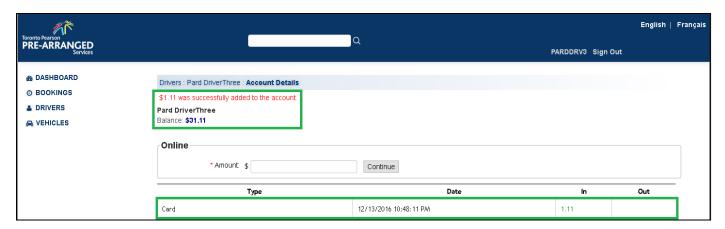




Enter in credit card information and press <Process>. A confirmation screen will appear indicating the status of the payment. If successful, click <OK> and funds will be deposited into User Drivers Account.



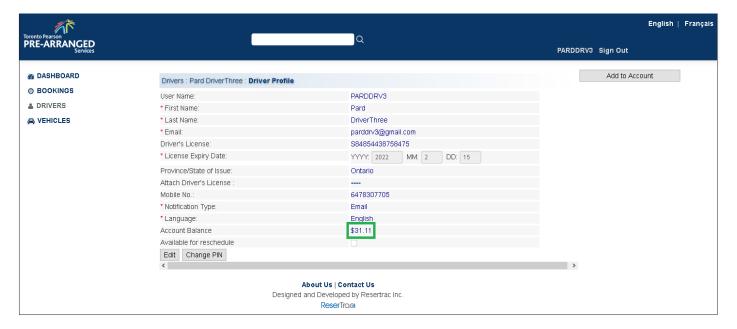
The Drivers Account Detail will display the Balance and Account details under transaction "Type" and a deposit "IN" to account and the amount.





#### 4.1.2 NEW BALANCE

The balance on the account can be viewed by clicking <Drivers> from the master window and viewing the "Account Balance" field.



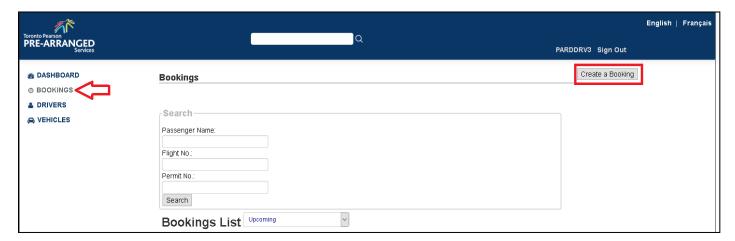
## 5. DRIVER - CREATES NEW SINGLE OR MULTI BOOKING

## 5.1 Introduction

To create a permit for pickup, the user must ensure that the Company has linked the users Driver Account to their company profile in order to do a pickup.

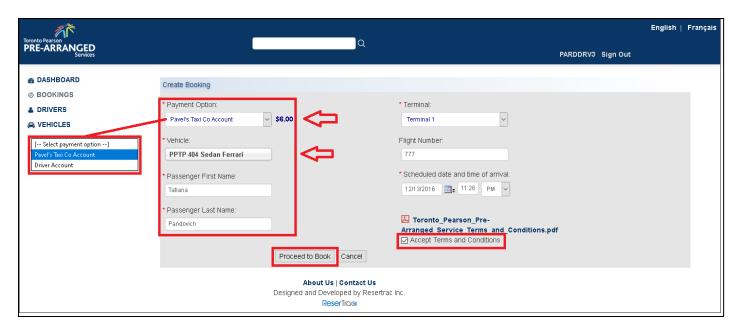
#### 5.1.1 ACTIVATING BOOKING FORM

To create a booking, select <Bookings> from the master window and click on <Create a Booking> from the right portion of User screen.



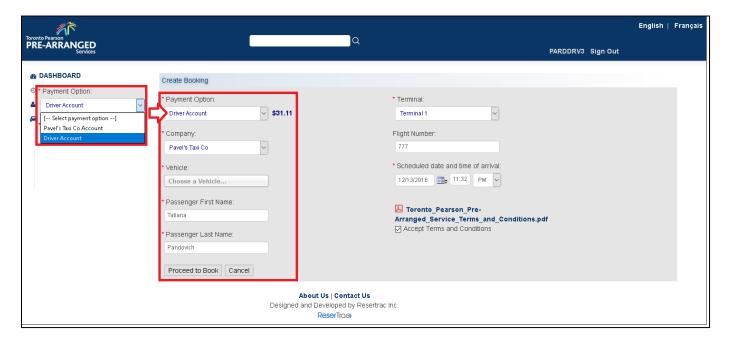


Complete the Booking form and click on the "Accept the terms and conditions" checkbox and <Proceed to Book>.



#### **5.1.2 PAYMENT OPTIONS**

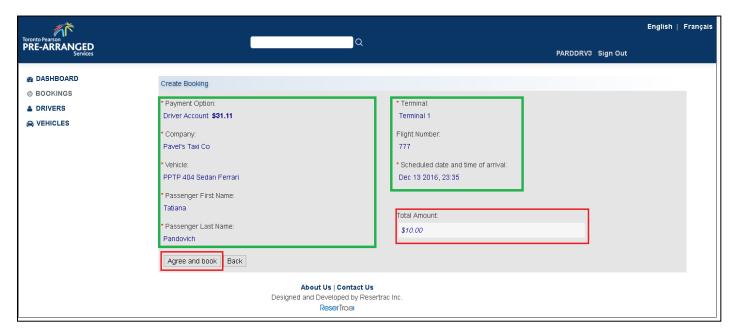
Payment Option can be selected from the Company Account if funds are available or Drivers Account.



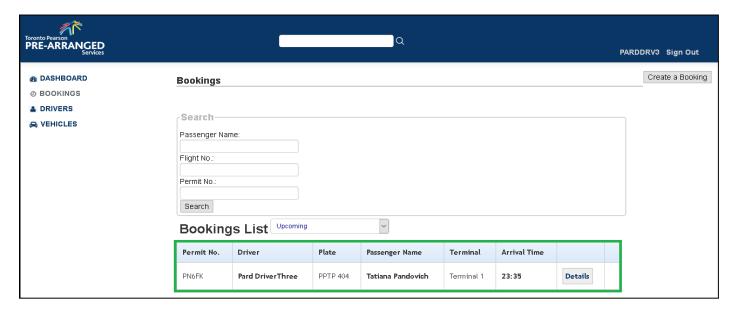


#### 5.1.3 PERMIT GENERATED

The Create Booking Screen will display a summary of the Booking Screen and identify the Permit Amount. If information is correct, click <Agree and Book>.



The permit is generated and the information displayed under the Bookings List.



#### 5.1.4 EMAIL NOTIFICATIONS

Notification of the permit will be sent to the Driver by email and Notification method selected in the Drivers Account.



#### 5.1.5 MULTIPLE BOOKINGS

Repeat steps 34.1.1 through 34.1.3 to create another booking.

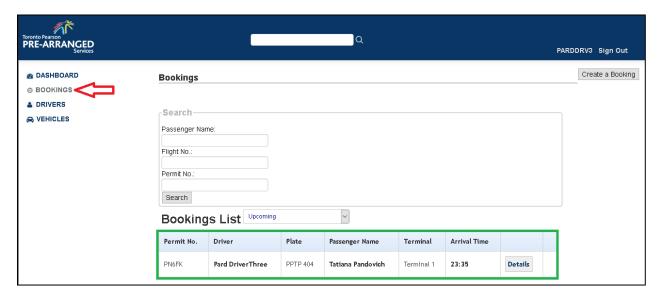
## 6. DRIVER – CANCEL PERMIT

## 6.1 Introduction

In the event that a passenger is delayed or cancels the scheduled pickup, the permit can be cancelled on-line within the specified time as selected by Toronto Pearson Pre-Arranged Services. Currently it is within 15 minutes of the pick-up time. A permit can always be cancelled in person at the Dispatch Centre.

#### 6.1.1 LOCATING PERMIT

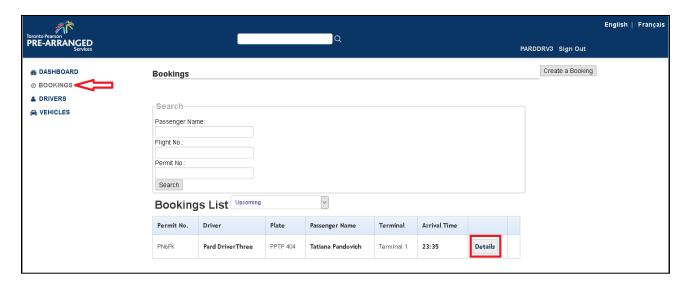
Select <Bookings> under master window and all bookings will appear under the Bookings List.



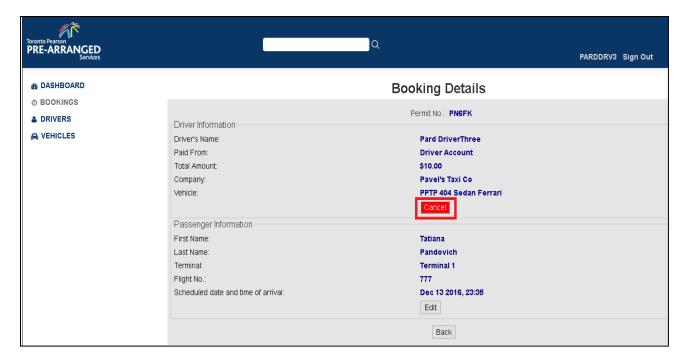
#### 6.1.2 CANCELLING PERMIT

Click on <Details> to view the permit details.





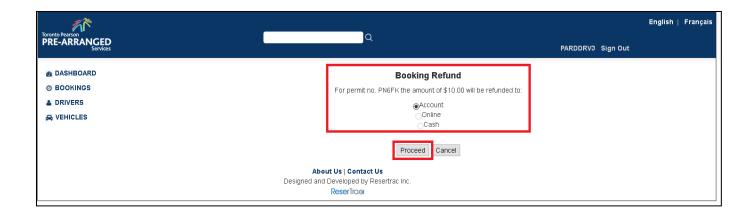
Click on the <Cancel> button.



#### 6.1.3 PAYMENT REFUND OPTIONS

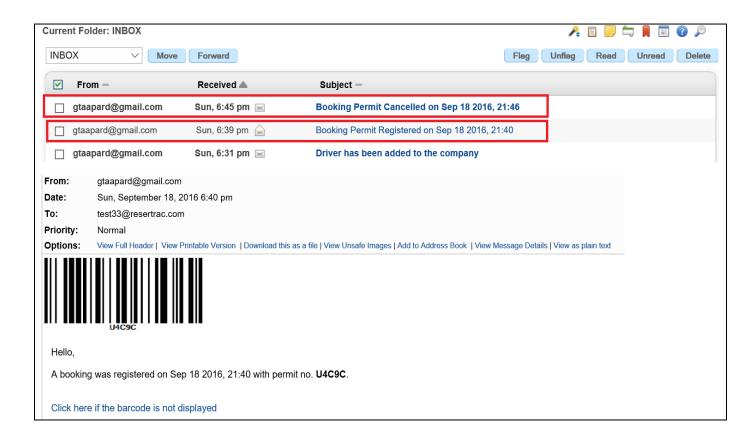
The booking refunds will be presented and the amount of the permit will be refunded back to the account that the amount was debited. If the amount was from a company account, the fee will be returned to the company account. Click <Proceed> to continue.





#### 6.1.4 AUTOMATED SYSTEM NOTIFICATIONS

An email will be generated to the Company and Driver account notifying of the cancelled permit.





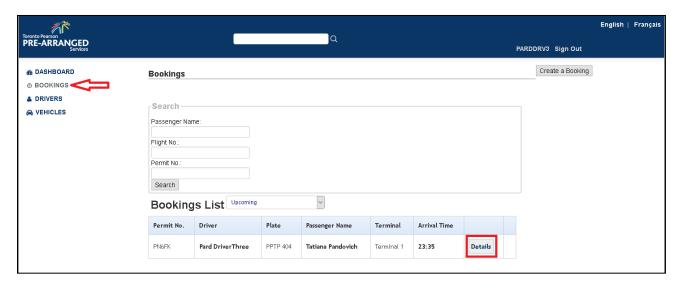
## 7. DRIVER – PERMIT UPDATE

## 7.1 Introduction

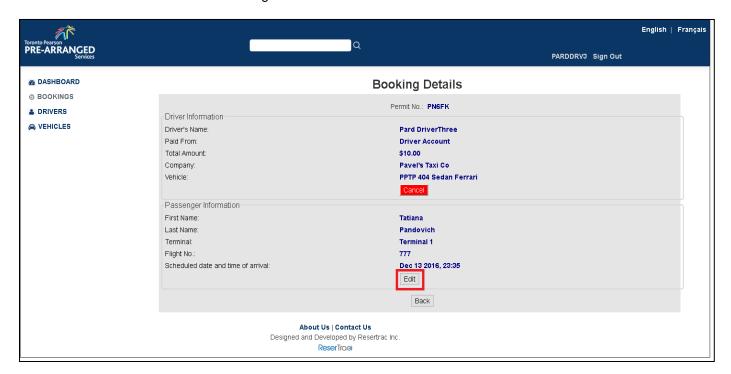
It is imperative that the information contained in the permit is up to date. Any changes to pick up should be updated on the permit.

#### 7.1.1 UPDATING BOOKING INFORMATION

Located <Bookings> under the master window and click <Details> from the appropriate permit.

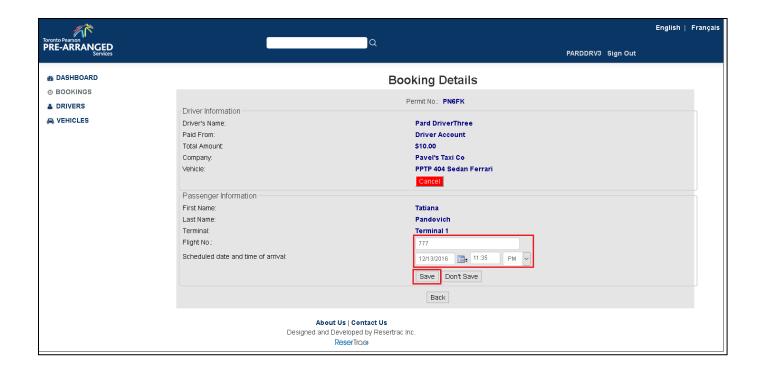


Click <Edit> button to make changes.



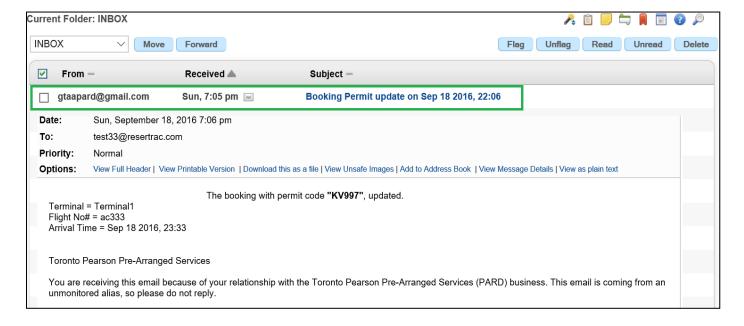


Update the information and press <Save>



#### 7.1.2 AUTOMATED SYSTEM NOTIFICATIONS

An email will be sent to the Driver/Company indicating a permit has been updated.





## 8. DRIVER - DASHBOARD

## 8.1 Introduction

The Dashboard provides an overall view to new bookings, search, account balance, notification and status of permits.

#### 8.1.1 LOCATING BOOKINGS

