

Registering for Online Booking

For existing Handi-Van, specialized transit, clients, you can register to manage your trips online. The following steps will take you through the process.

1. On your computer or device, go to hvbooking.burlington.ca. You will see the logon page. On the right hand side, under Don't have an account, click on the Register Now link.

Don't have an account?

Register now to:

- View existing trips
- Book new trips
- Cancel trips
- See where your ride is

[Register Now](#)

2. Enter your existing Client ID, First Name and Last name. Complete the reCAPTCHA and click the Continue button.

Account Search

Please fill out the information below to determine if you already have an existing account.

Client ID

First Name


Last Name

Or

First Name

Last Name

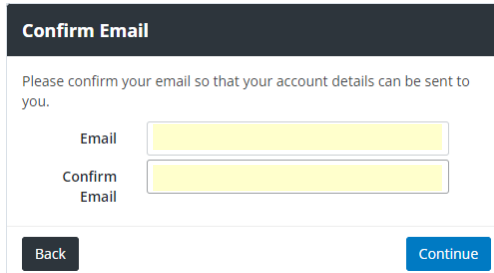
Email

I'm not a robot 

reCAPTCHA
Privacy - Terms

[Cancel](#) [Continue](#)

- The next screen asks for your email. Enter it into both text areas and click Continue. This will confirm your email address and send you an email to confirm your address.



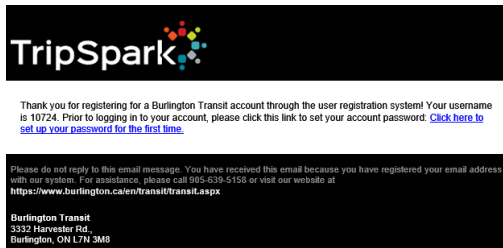
Confirm Email

Please confirm your email so that your account details can be sent to you.

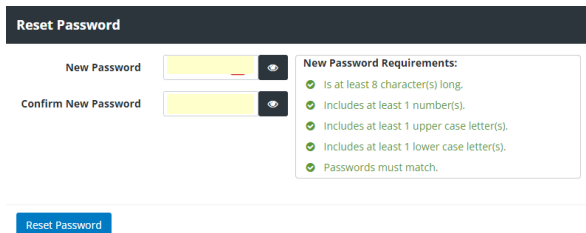
Email

Confirm Email

- Open the email and click on the link. This will open a password screen.



- Enter the password you want to use for Handi-Van and click the Reset Password link to create your password.



Reset Password

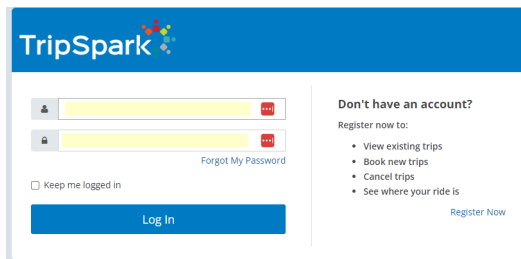
New Password

Confirm New Password

New Password Requirements:

- Is at least 8 character(s) long.
- Includes at least 1 number(s).
- Includes at least 1 upper case letter(s).
- Includes at least 1 lower case letter(s).
- Passwords must match.

- You will now be able to log into the Handi-Van booking tool. Please remember or write down your password.



TripSpark

Keep me logged in

Don't have an account?

Register now to:

- View existing trips
- Book new trips
- Cancel trips
- See where your ride is

- When you login for the first time, you will be sent a verification code. Select how you want the code to be sent and click Send Verification Code. You will be sent the code.

Two Step Verification

To protect your personal information, please verify your identity using one of the following methods.

Email me at ▼

A code will be sent to you using the method specified above. You will need to enter this code on the next page.

Log Out

Send Verification Code

8. Check your email or text for the code.

The logo for TripSpark, featuring the word "TripSpark" in white text on a black background, with a colorful cluster of dots to the right of the "k".

Use verification code **417790** to verify your Burlington Transit account. Remember, you should not share this code with anyone else.

Please do not reply to this email message. You have received this email because you have registered your email address with our system. For assistance, please call 905-639-5158 or visit our website at <https://www.burlington.ca/en/transit/transit.aspx>

Burlington Transit
3332 Harvester Rd.
Burlington, ON L7N 3M8

9. Enter the code into the web page and click Verify. Your screen should show a green verification and then redirect you to the Handi-Van booking page.

Two Step Verification

Your account has been successfully verified! Redirecting to Burlington Transit. Please wait.

If you have any questions, please contact Burlington Transit at 905-639-5158.