1. Getting Started

1.1 Access the Blaise Transit web app

Blaise Transit web app can be accessed at **ride.blaisetransit.com**

1.2 Sign up or log in

If you are using a Blaise-powered service for the first time, click on Sign Up and enter your email address, password, first and last name, phone number and any other information required of you. You will receive an email asking you to verify your email address. Click the link in that email to verify your account and to complete the sign up process.

1.3 Select your transit operator

Select **Middlesex County Connect** as your transit operator.

2. Book a trip

When you have successfully logged into your account, you will be taken to the home page with a map. This is where you will book your trip on the **Request a ride** page!
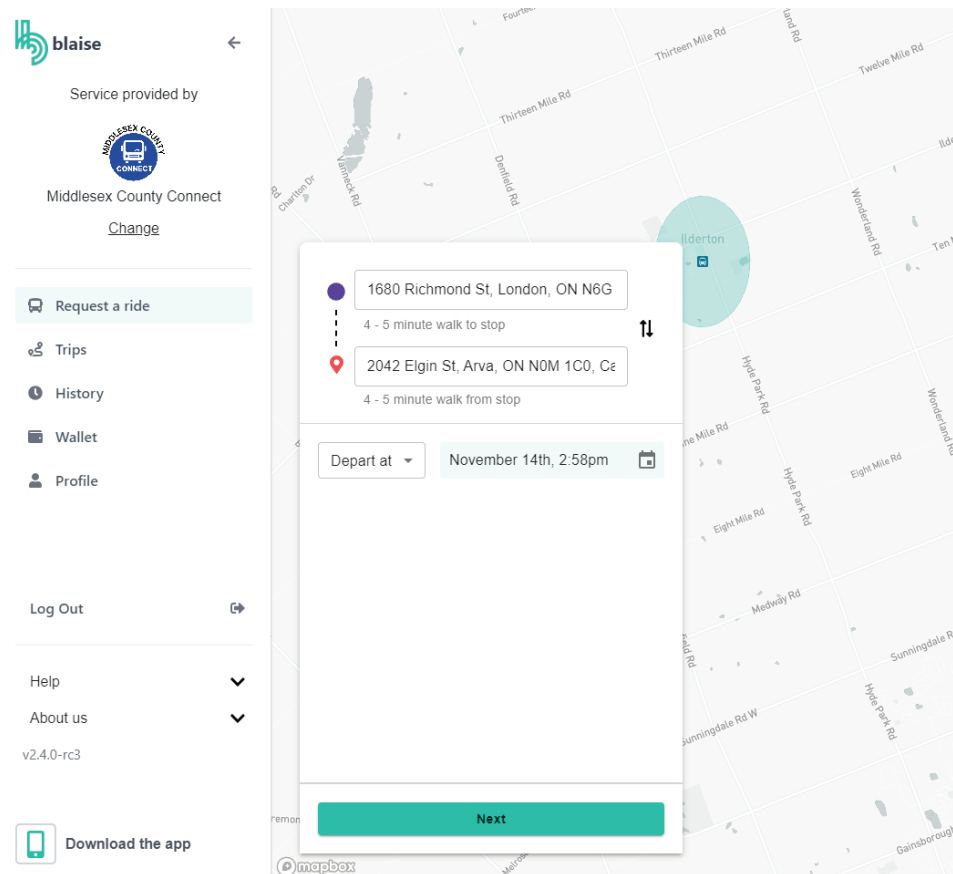
2.1 Enter origin and destination

Manually enter an address by clicking on the origin field and on the destination field and typing in your address. The address field will auto-populate as you type for faster booking.

💡 **Blaise Tip:** Make sure your origin/destination are in close proximity to an existing Middlesex County Connect stop. An error message will appear if your origin/destination is not within the service operating zones. Middlesex County Connect bus routes and schedules can be viewed at **https://www.middlesex.ca/schedules**
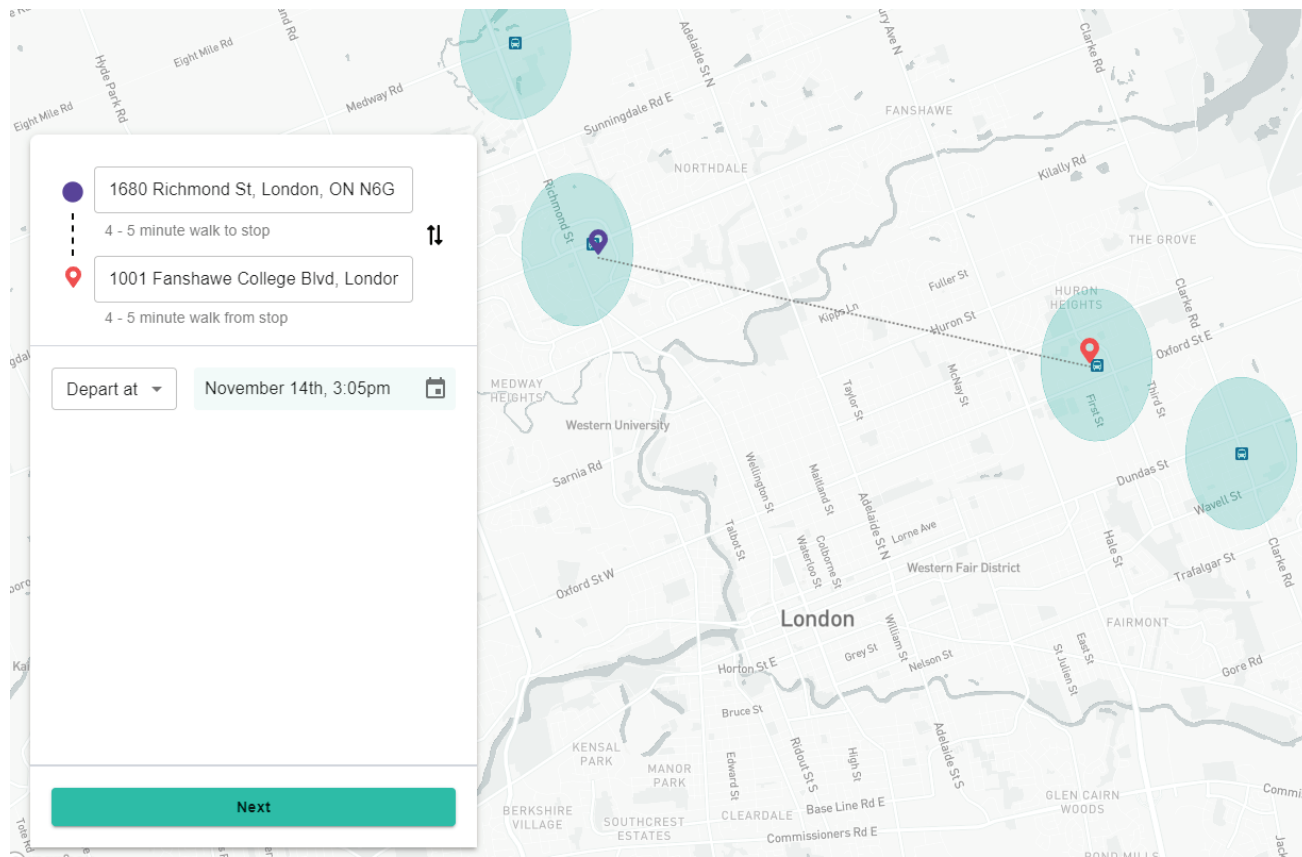
2.2 Enter your departure or arrival time

You can either choose the time you want to depart from your origin or choose the time you want to arrive to your destination. You cannot select both!

💡 **Blaise Tip:** Make sure your selected date and time are within operating hours. If your selected date and time are outside of operating hours, an error message will appear, and your trip will not be scheduled.

Middlesex County Connect bus schedules can be viewed at **https://www.middlesex.ca/schedules**
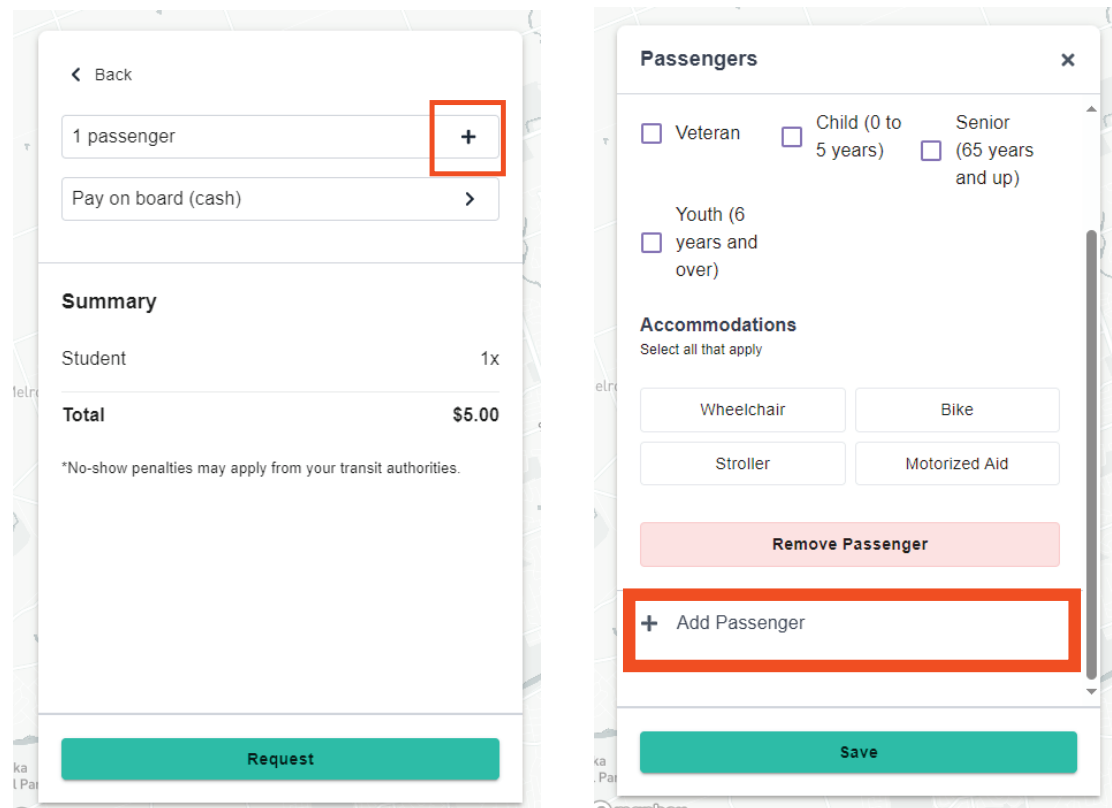
2.3 Add passenger(s) to your trip

You can add additional passengers to your trip by clicking on the plus sign and then clicking on **Add Passenger**. You will need to identify their passenger type (ex. child, senior, student) and any special accommodations that may apply (ex. wheelchair, bike, stroller).

Please note:
- A 'Companion' under the passenger type refers to a support person who can accompany an individual with an identified medical need for assistance for free.
- Children 5 and under, veterans, and support persons ride free of charge on Middlesex County Connect.

💡 **Blaise Tip:** Any additional passengers added to the trip may affect the final cost of the trip. Double check these details before you book your trip.
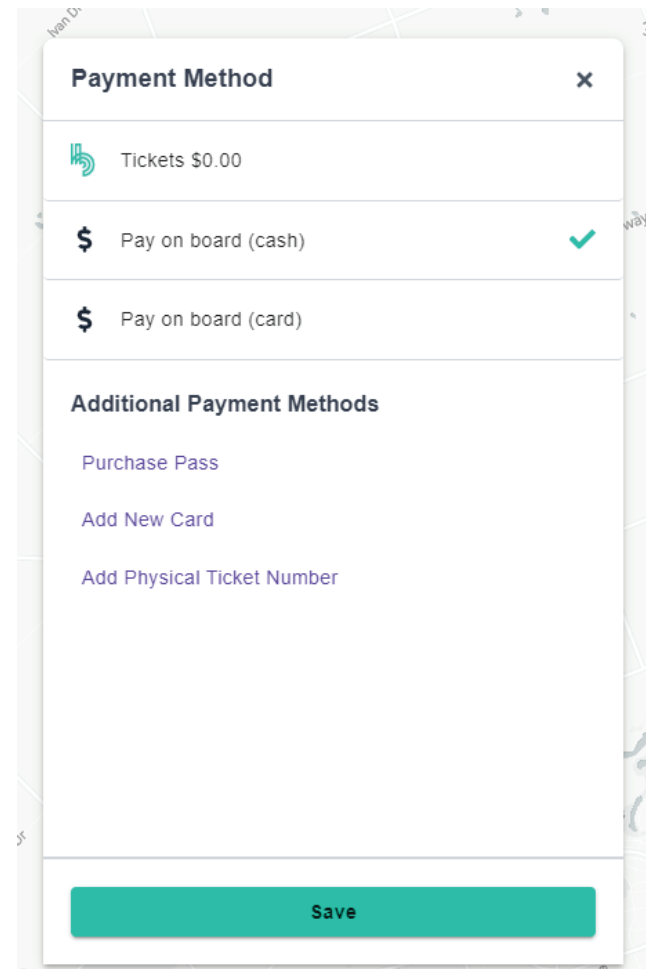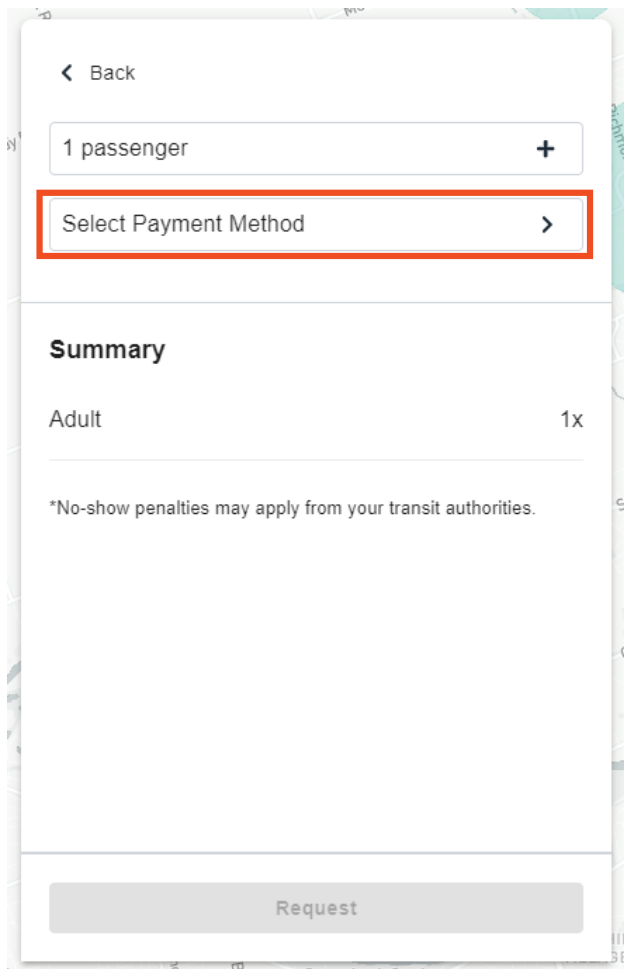

Please note: The trip booking process must be repeated to book a return trip, as a return trip will need to be booked as a separate trip.

2.4 Payment methods

You can choose your preferred payment method for your trip by tapping on **Select Payment Method**

2.5 Request your trip

Once you have reviewed your trip details, you can click on **Request** to book your trip.

3. Before you board

3.1 Check your trip status

When you submit your trip, the system will process your request and assign your trip to the fixed route.
You can check the trip status by going to the **Trips** page.
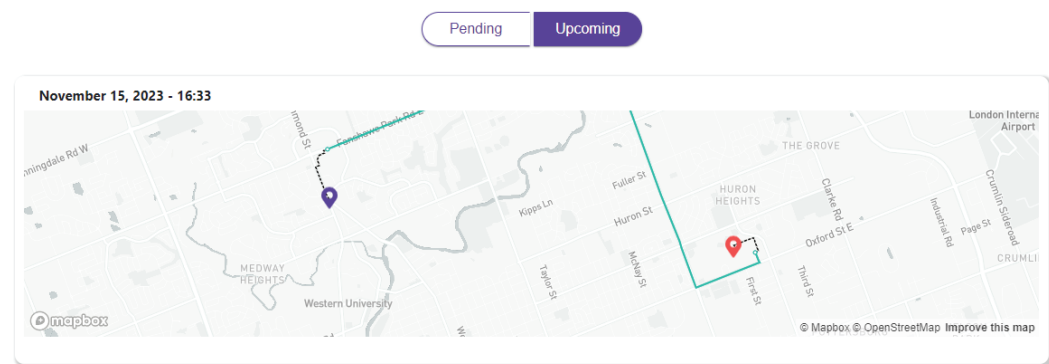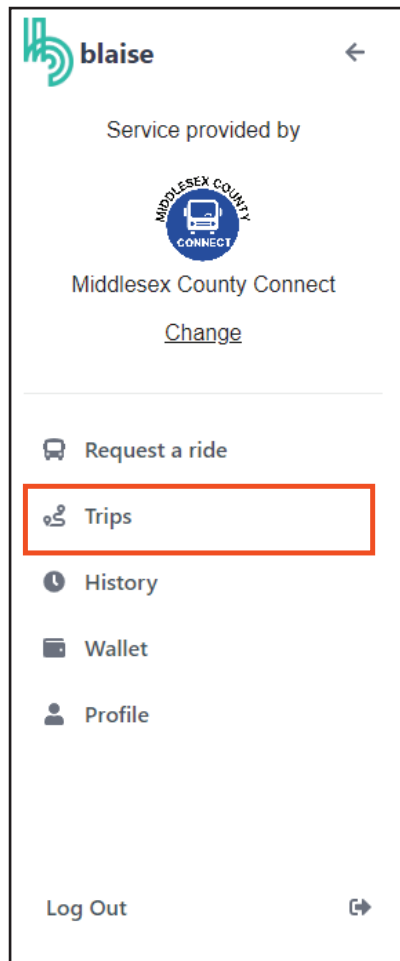
💡 Blaise Tip: Your trip will first be in the **Pending** tab for a few seconds, signifying that the system is processing your trip request. When your trip is accepted, it will move into the **Upcoming** tab.

3.2 Get ready to depart

To view the trip, go to the **Trips** page and then click on your trip listed in the **Upcoming tab.**

November 15, 2023

Bus Name: Route 2 Bus

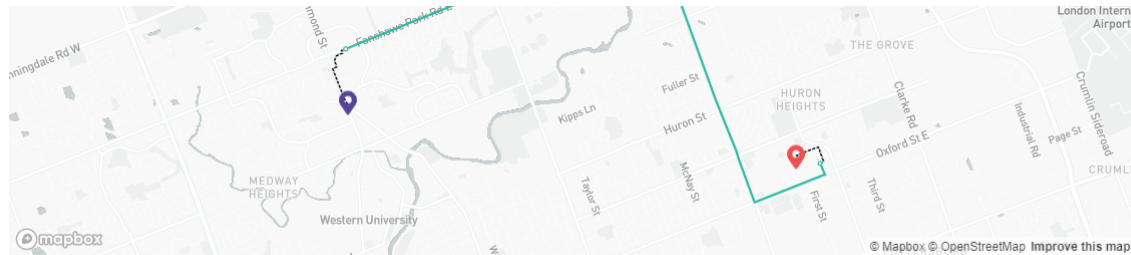|		
● Masonville, London, ON, Canada		16:33
○ Masonville Mall		16:44
○ Fanshawe College Parking Lot #11		17:05
● 1001 Fanshawe College Blvd, London, ON N5V 2A5, Canada		17:12

Payment Method: Pay on Board
Total: $5.00

[Start Trip] [Cancel Trip]

The Trip Details page will appear with your itinerary. This includes departure location, Pick-up bus stop, Drop-off bus stop, and arrival location and the associated times at each.

3.3 Cancel your trip

If you need to cancel your trip, click on the trip you wish to cancel under the **Upcoming tab**, and click on **Cancel Trip.**

Upon canceling a trip, you will receive a credit in your account as **Blaise Balance** equal to the amount of the purchased fare.

💡 **A trip cannot be modified once processed. You can cancel the trip before departure and submit a new request.**

4.1 Start your trip

When you are ready to leave, click on **Start Trip.**

Please arrive at the bus stop a minimum of 5 minutes before the departure time
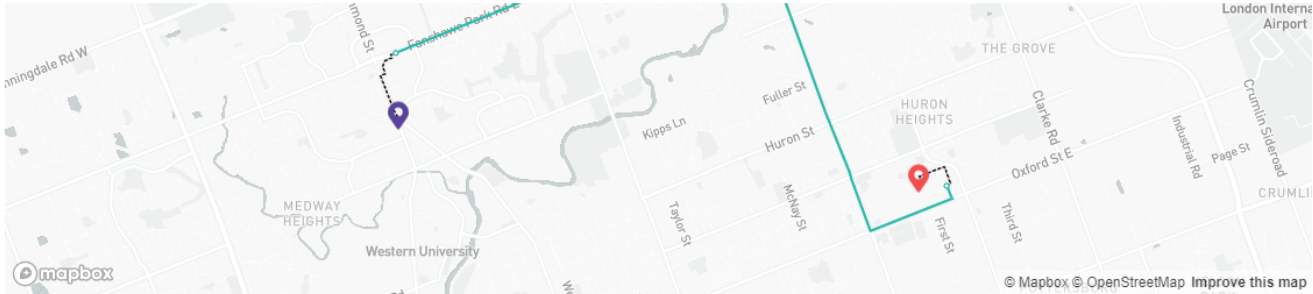
November 15, 2023

Bus Name: Route 2 Bus

|		
●	Masonville, London, ON, Canada	16:33
○	Masonville Mall	16:44
○	Fanshawe College Parking Lot #11	17:05
●	1001 Fanshawe College Blvd, London, ON N5V 2A5, Canada	17:12

Payment Method: Pay on Board
Total: $5.00

Start Trip   Cancel Trip

4.2 Board the vehicle

A **secret code** will appear at the top of your screen to show to the driver when boarding. You may take a picture of the code to show to the driver.
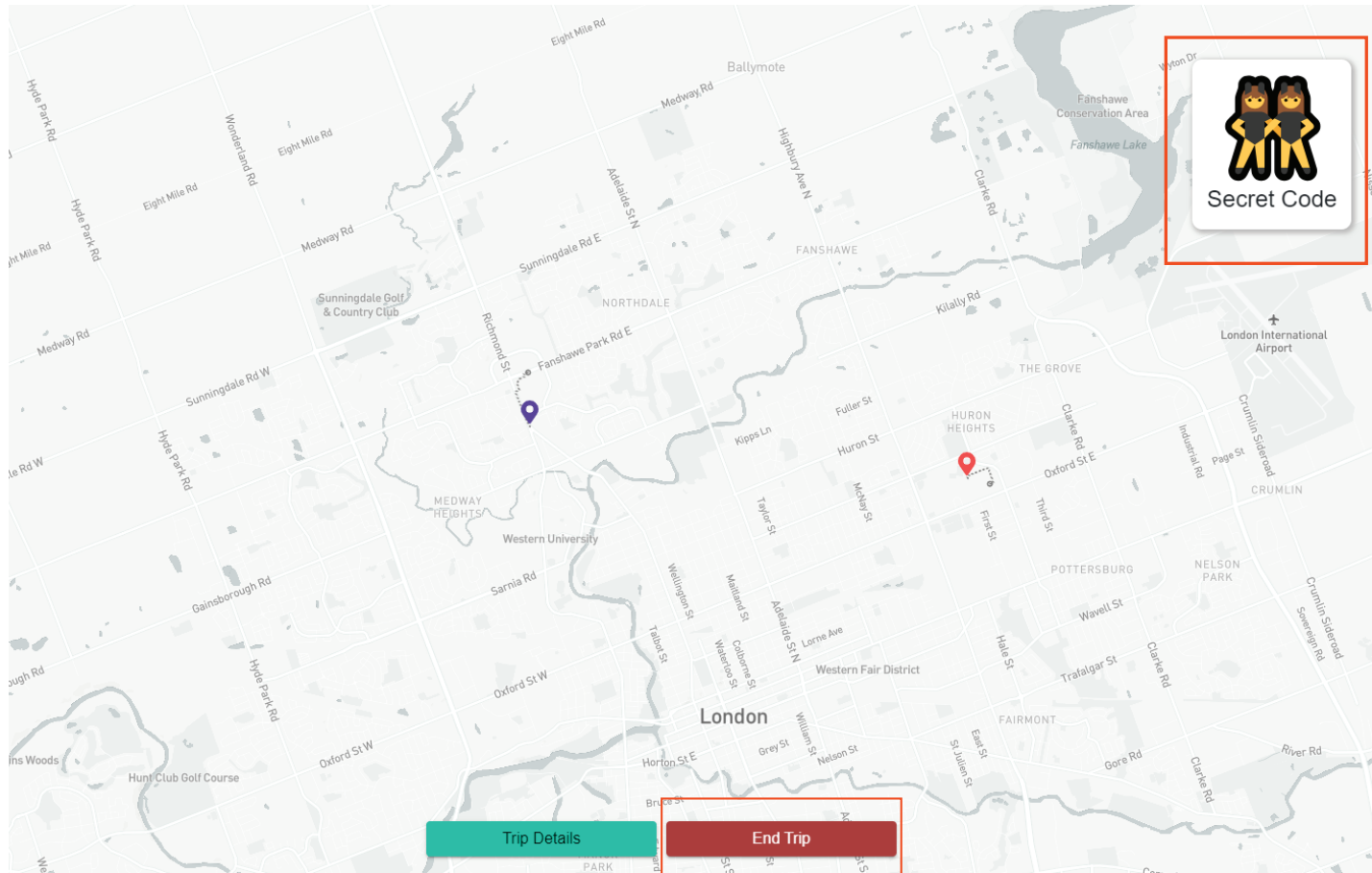
You can end the trip by clicking on **End Trip**.