Wheel-Trans online chat tool
customer guide and FAQs

The Wheel-Trans online chat tool is an added channel through which customers can contact Wheel-Trans to request help/assistance on the self-booking website. The chat tool will be available to customers during Wheel-Trans Customer Service operating hours from 8 a.m. to 4 p.m., Monday to Friday, excluding holidays.

How do I access the chat tool?

- Log in to the self-booking website
- When online chat is available, the Let’s Chat button will be displayed
- Click on the Let’s Chat button in the bottom right corner of the screen to display the chat login

Completing the chat login

To complete the chat login:

1. Enter your full name in the mandatory field marked Full Name
2. Enter your registration number in the mandatory field marked Registration Number
3. Click the Submit button
4. Your chat request will be submitted to Wheel-Trans, and based on our agents’ availability, you will be:
   a) Connected to a customer service agent or
   b) Placed in a queue until the next agent becomes available
The chat request has been successfully submitted to Wheel-Trans

You are now connected to an agent

Thanks for contacting us. You have reached us outside of our operating hours. An agent will respond when we open.
Chat features

1. **Type your message**: Type your message to be sent here

2. **Send button**: Click to submit/send your typed message

3. **Turn sound on/off button**: Click to turn the sound button on or off. When the sound button is turned on, you will get a sound notification when you receive a message

4. **Minimize button**: Click to minimize the chat window

5. **Close button**: Click to close the chat window when your conversation with the agent has ended. A pop-up notification to close/cancel the chat is displayed. Click **Close** to close the chat window or **Cancel** to keep the chat window open

**Minimizing the chat window**: When the chat window is minimized, the **Let's Chat** button will display the amount of unread messages inside a red circle. Click on the **Let’s Chat** button to maximize the chat window to continue the conversation.

The **Let’s Chat** button when the chat window is minimized
Frequently asked questions (FAQs)

Q: Why can’t I find the Let’s Chat button after I have logged into the self-booking website?
A: Make sure you are logged into the self-booking website from Google Chrome for optimal performance (old browsers are not supported), and it is between 8 a.m. – 4 p.m., Monday to Friday, excluding holidays.

Q: Can I change the font size from within the chat tool?
A: No, you can’t change the font size from within the chat tool itself but you can change the font size in your device settings. This change will apply to the chat.

Q: Can I access the chat tool from a mobile device/tablet?
A: Yes, the chat tool can be accessed via web browsers from mobile devices and tablets. Accessing the chat tool from the Wheel-Trans Mobile App is not yet available.

Q: Why does the chat login ask for my name and registration number after logging into the self-booking website?
A: Your full name and registration number are required to verify the customer for the online chat interaction.

Q: Does the chat tool work with screen readers?
A: Yes, the chat tool is AODA compliant and works with screen readers.

Q: Will I get disconnected after 4 p.m.?
A: No, once connected with an agent, you will not be automatically disconnected at 4 p.m. The agent will end the chat once your enquiry is addressed.

Q: What do I do if I can’t get through on the chat?
A: Contact Wheel-Trans Customer Service at 416-393-4111 or Reservations at 416-393-4222.