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?

Let's Chat!
We're Online

- 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**

Let's Chat!

Please answer below questions.

* Full name

* Registration Number

Fields marked with * are mandatory
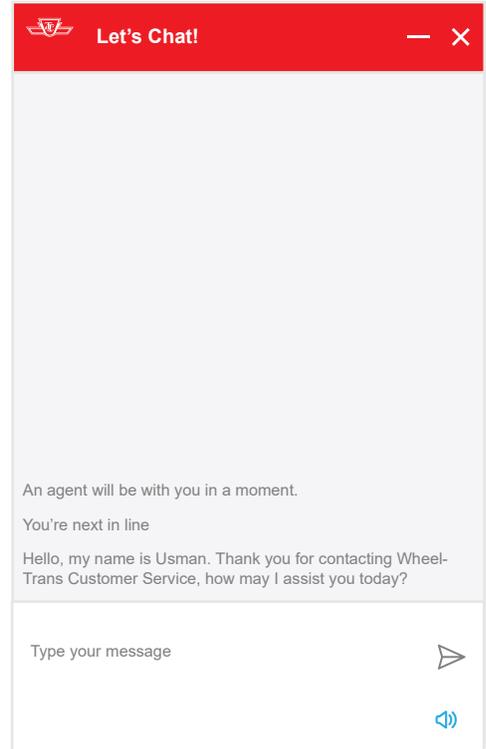
Submit

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

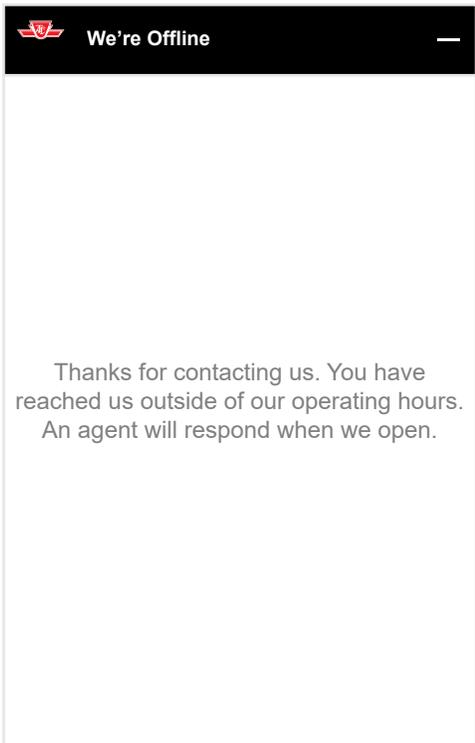   b) Placed in a queue until the next agent becomes available

Let's Chat! — □ ✕

An agent will be with you in a moment.

You're next in line

Type your message ➤

🔊
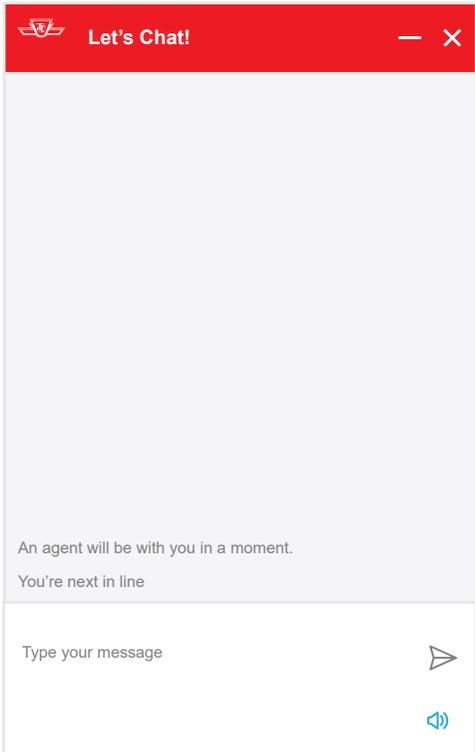
The chat request has been successfully submitted to Wheel-Trans

You are now connected to an agent ➡

Let's Chat! — ✕

An agent will be with you in a moment.

You're next in line

Hello, my name is Usman. Thank you for contacting Wheel-Trans Customer Service, how may I assist you today?

Type your message ➤

🔊

We're Offline —

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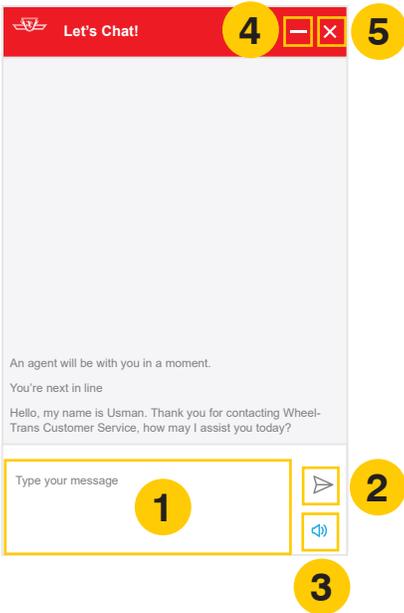
Chat is offline

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

Close Chat

Do you really want to close the chat

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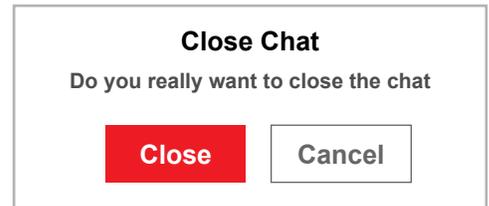
Minimizing the chat window: When the chat window is minimized, the **Let's Chat** button will display the amount of unread messages inside a red circle. Click on the **Let's Chat** button to maximize the chat window to continue the conversation.
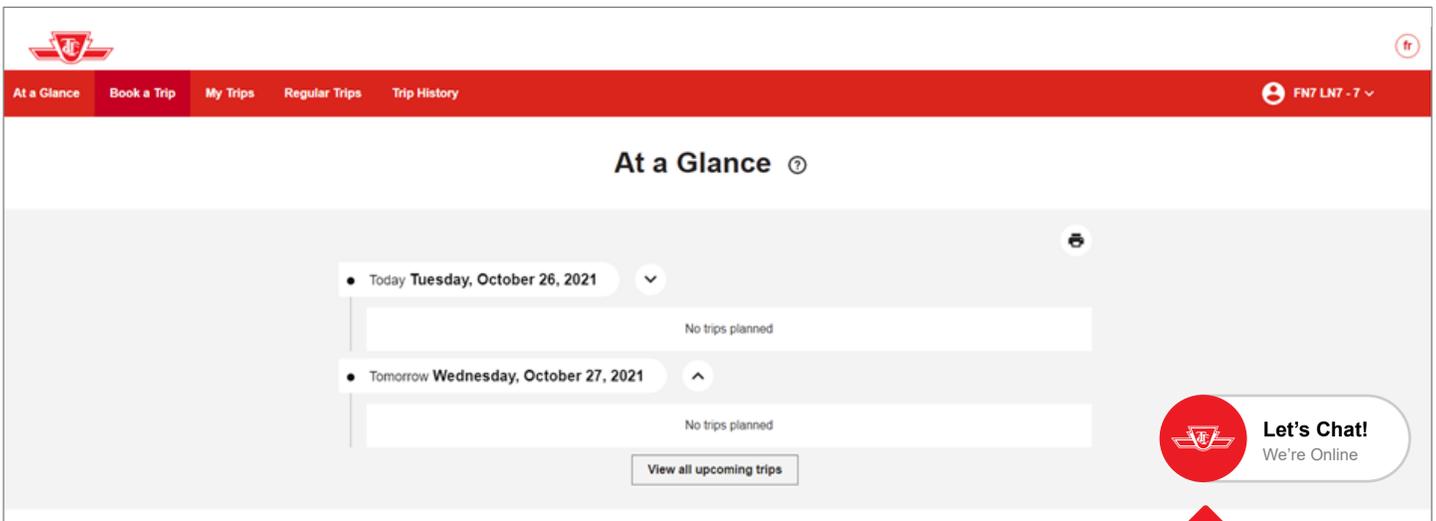
The **Let's Chat** button when the chat window is minimized

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.**