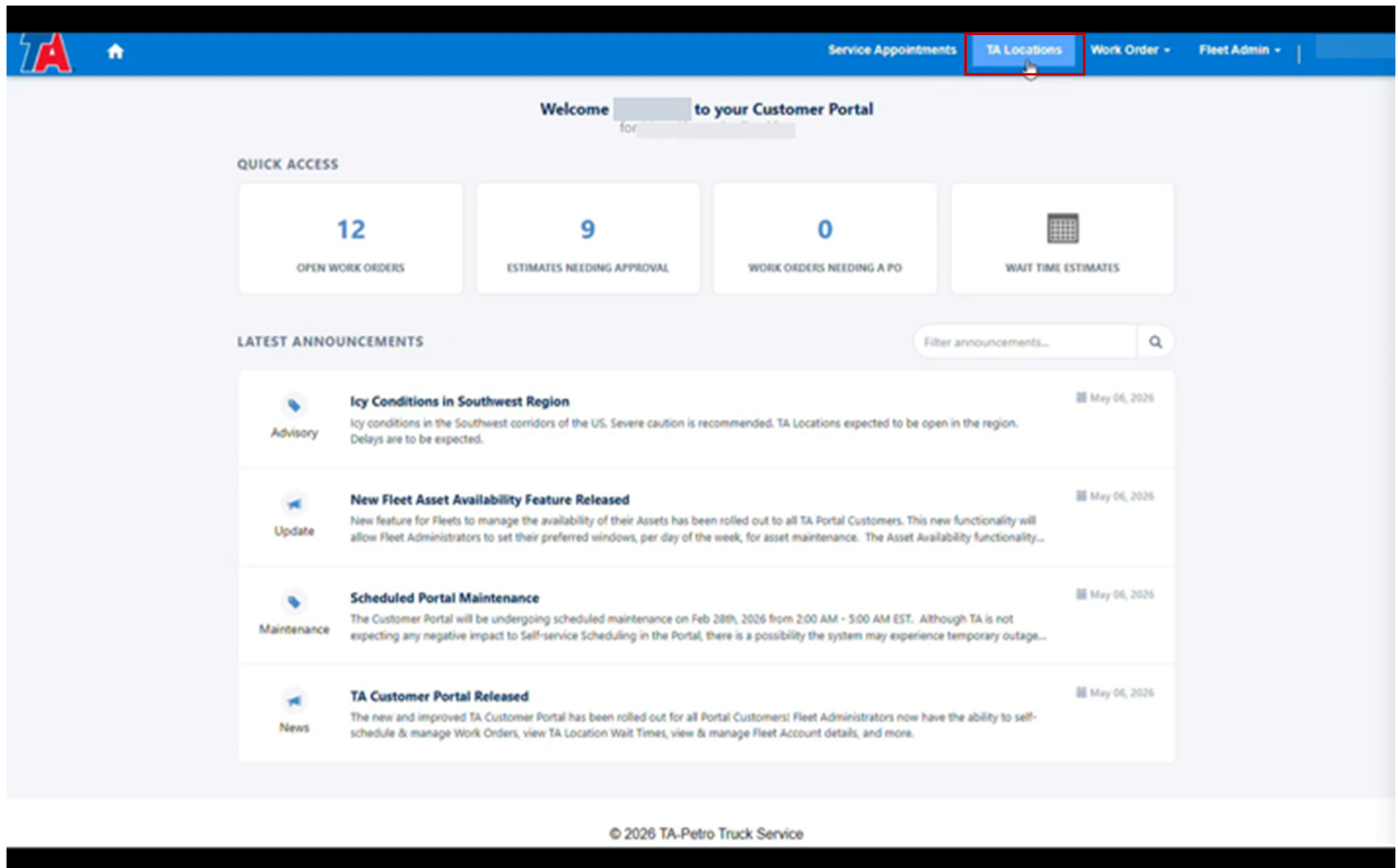


Wait Time Visibility & Location Selection: Use the TA portal to view TA locations on a map, check current service wait times, and either schedule a service or contact the location directly when no availability is shown.

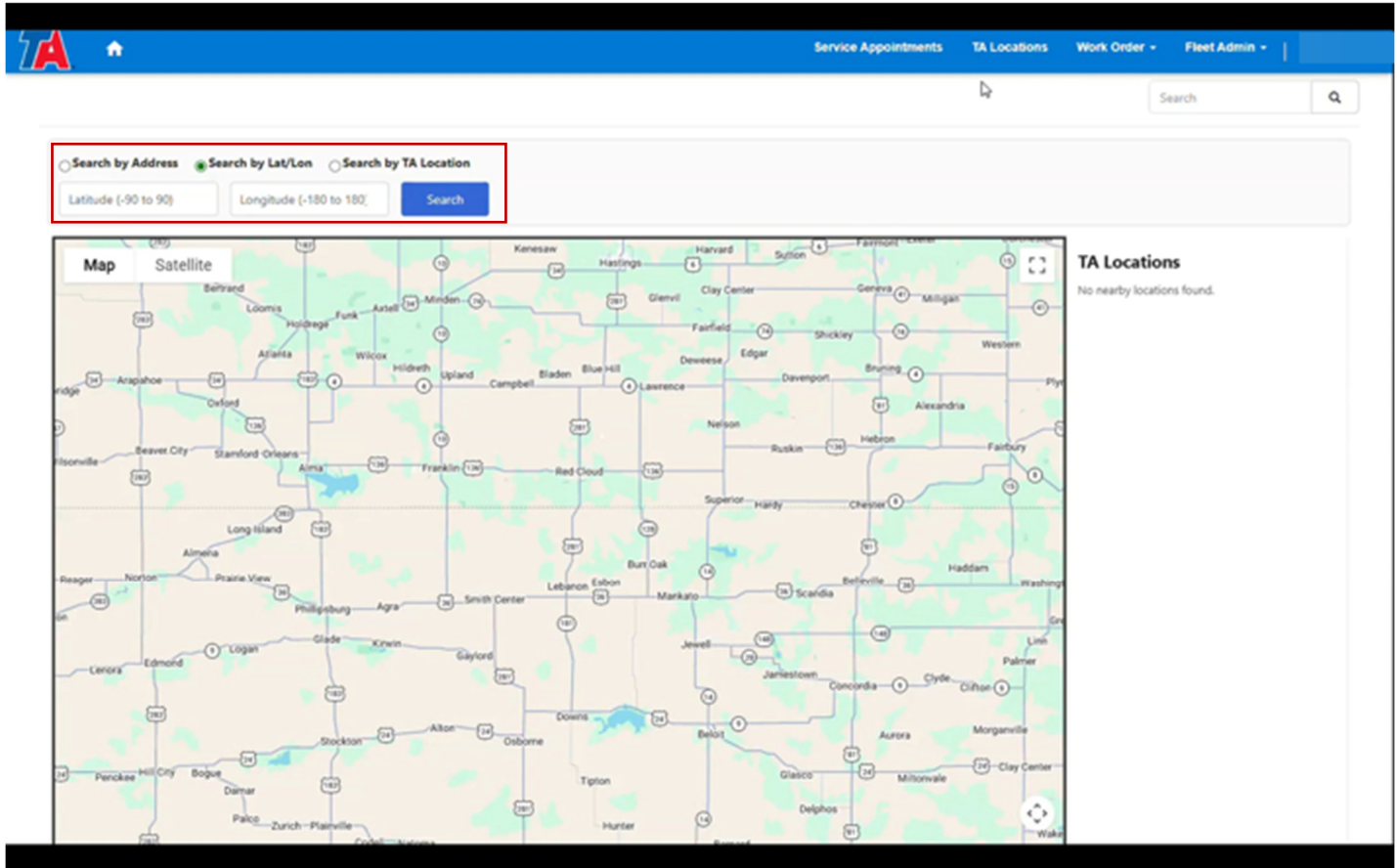
Note: Portions of application pages are grayed/blurred out to conceal and protect identities.

1. From the portal homepage, locate the top navigation bar and click **TA Locations**.



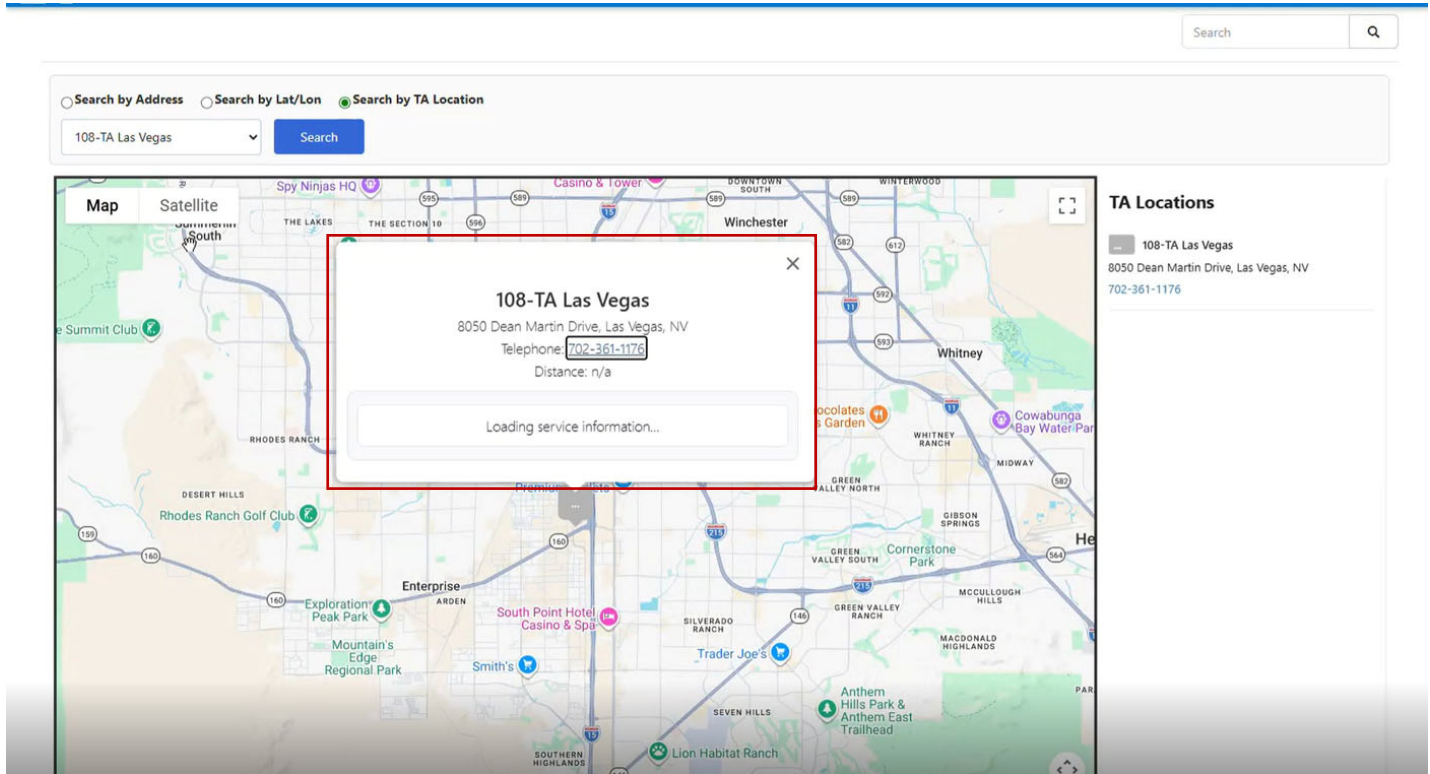
- The **TA Locations** map view opens. You can search for a location in three ways: **Search by Address**, **Search by Lat/Lon**, or **Search by TA Location** (dropdown).

Tip: If you don't have an address or know of a nearby TA location, search by your (lat)itude/(lon)gitude location. Locate that using a mapping app.



- If your browser-based location is turned on, the map will automatically show TA locations within a radius of your current position. To search manually, choose one of the three search methods, enter your criteria, and click **Search**.

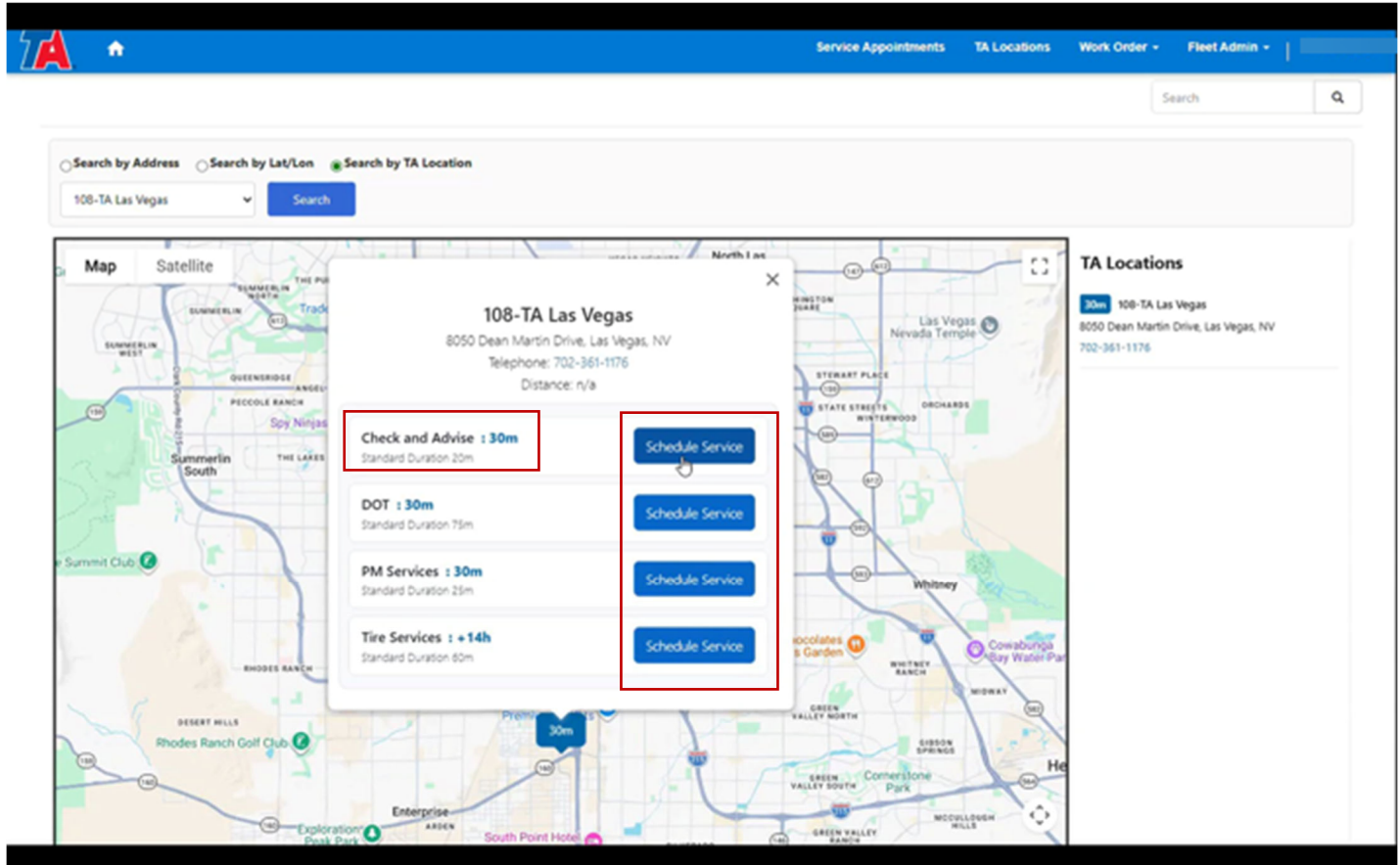
4. Select a TA location. The map zooms to the location and a popup opens showing the address, telephone number, and service information.



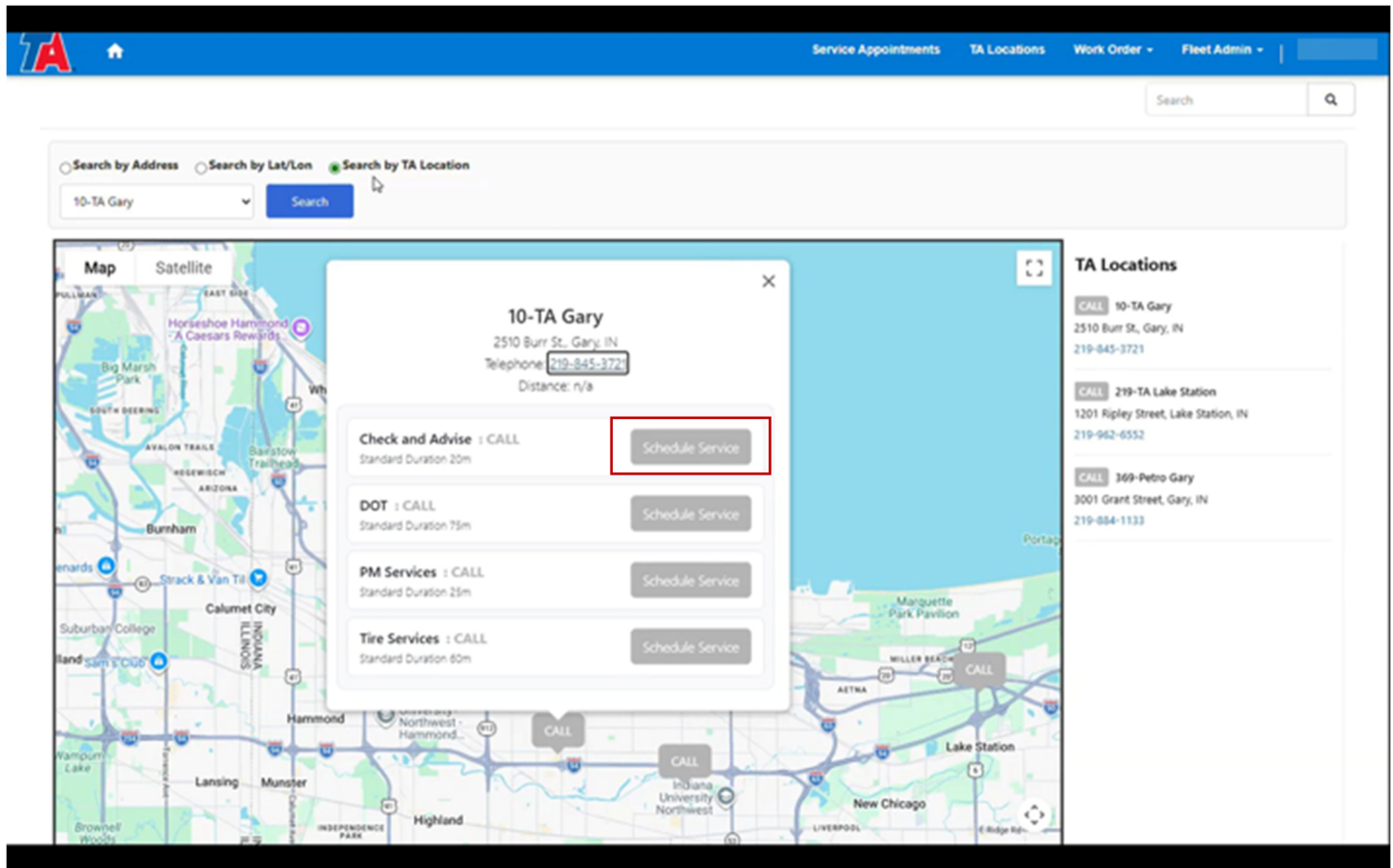
5. Once the service information loads, review the wait times listed next to each available service. Wait times appear as a duration, for example, **30m** (minutes) or **+14h** (hours), next to the service name.

6. Review the availability for the service you need:

If availability exists: The wait time displays and a blue **Schedule Service** button is shown next to the service. Click **Schedule Service** to proceed to booking an appointment.



If no availability exists or the service is not offered: The label **CALL** replaces the wait time and the **Schedule Service** button is disabled (grey). You must call the TA location directly using the telephone number shown.



7. At any point, you can return to the search panel and choose a different TA location to view its wait times.

* Wait times are estimates based on current bookings at the TA location and may change. If a location shows **CALL** for all services, contact the location directly to confirm whether they can accommodate your service request.