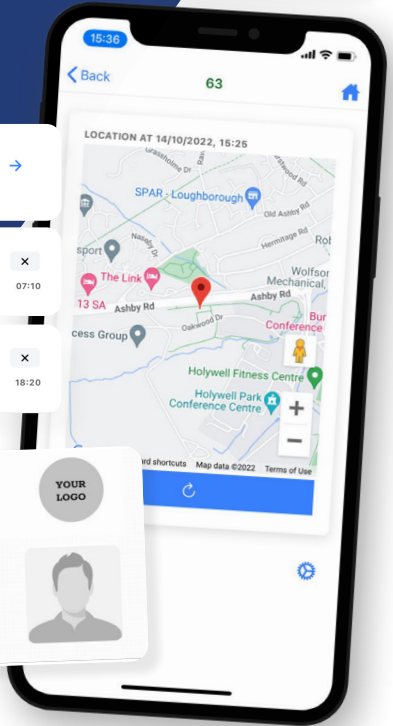


EDUCATION

CORPORATE

Valid from October 2022

# Passenger App Handbook



Thursday  
13 Oct 2022

Seb Coe X  
ST PAUL'S SQUARE (STOP P1) 07:10

Seb Coe X  
ST PAUL'S SQUARE (STOP P1) 18:20

Full Name



YOUR LOGO



*If found, please email [contact@vectare.co.uk](mailto:contact@vectare.co.uk)*



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## About Us

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Vectare was founded in 2016 by young entrepreneurs Dominic Kalantary and Peter Nathanail with the simple vision of making public transport better. Combining new technology with transport planning expertise, the two friends have successfully grown the business into a leading UK supplier of school and corporate transport solutions, working with 50+ independent schools across the UK and responsible for over two million passenger movements per annum.

## What is the Passenger App?

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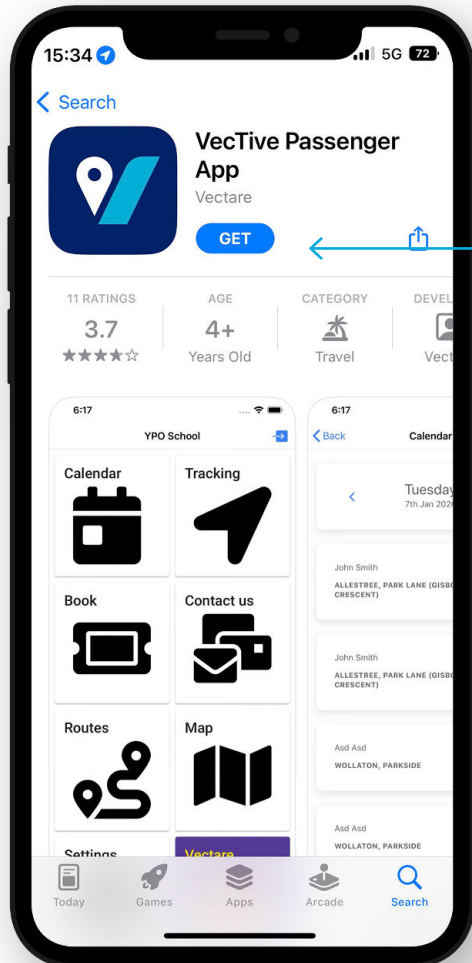
Our iOS and Android Passenger App allows pupils and parents to view their bus network, manage their daily bookings, and see live tracking provided by the driver app in real time. The passenger App is linked to the school's transport site and provides its users with quick access to the school bus service.



## How to install the Passenger App (iOS):

### iOS - To Install

1. Go to the 'App Store'



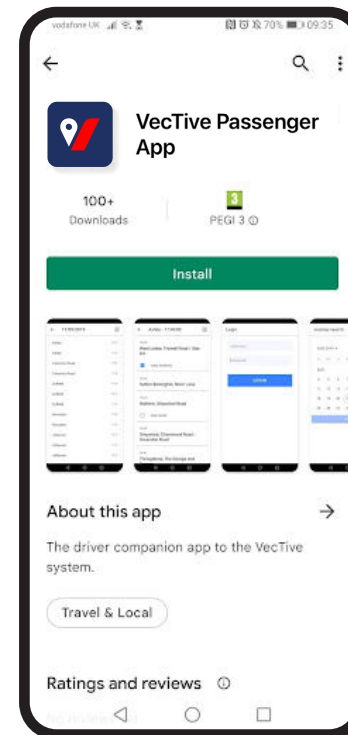
2. Search for 'Vective Passenger App'

3. Click 'Get' to download the app

## How to install the Passenger App (Android):

### Android - To Install

1. Go to the 'Google Play Store'



2. Search for 'Vective Passenger App'

3. Select 'Install' to begin installation

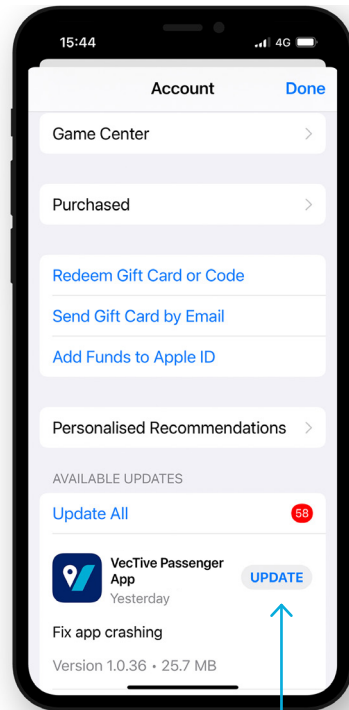
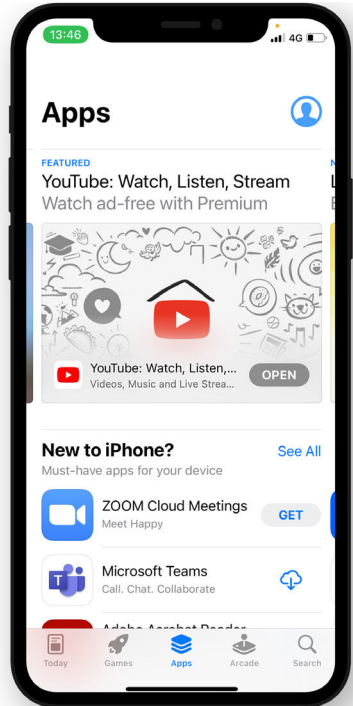
## How to update the Passenger App (iOS):

### iOS - To Update

1. Go to the 'App Store'



2. Click on 'Account' (Top right hand logo)



3. Click 'Update'

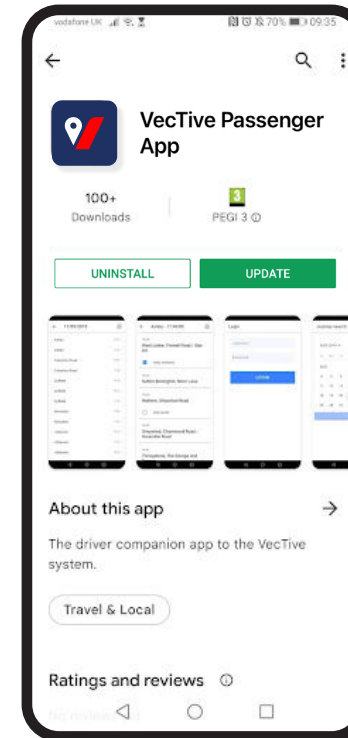
## How to update the Passenger App (Android):

### Android - To Update

1. Go to the 'Google Play Store'

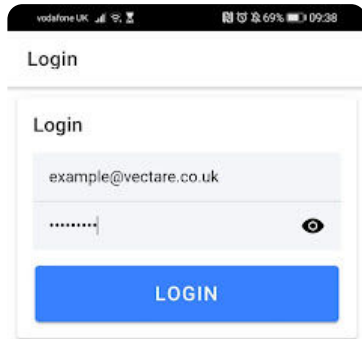


2. Search for 'VecTive Passenger App'



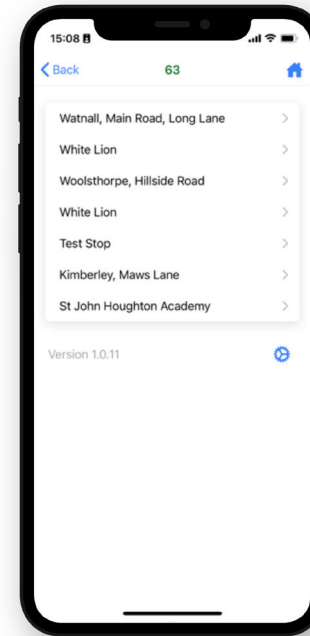
3. Click 'Update'

# How to use the Passenger App



## Logging in

Please use the same login detail you used when made a booking on your School Transport site. If you forget these details, you can reset them on the site. Alternatively, please contact [contact@vectare.co.uk](mailto:contact@vectare.co.uk)

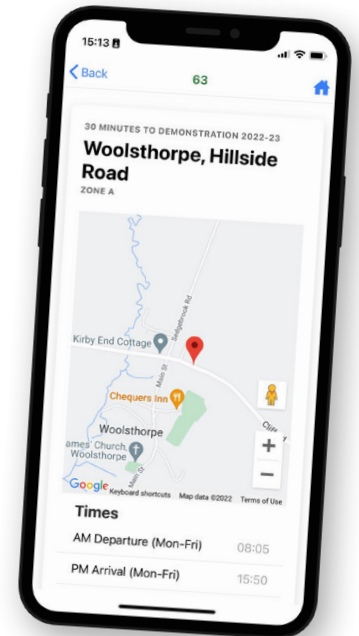
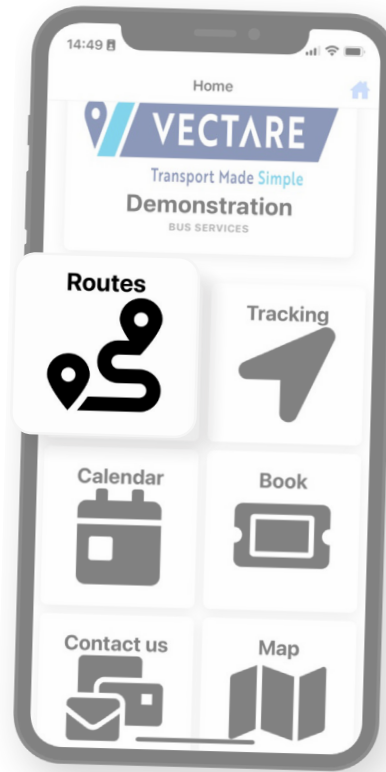
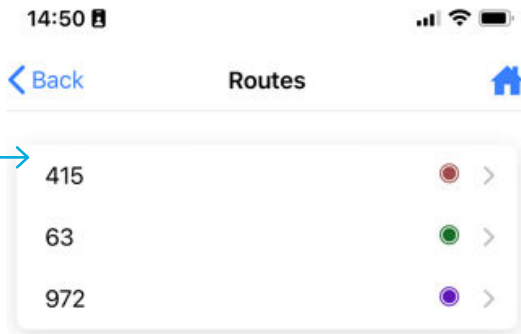


By selecting the route you wish to book, you will be able to view a list of all the stops available on that route.

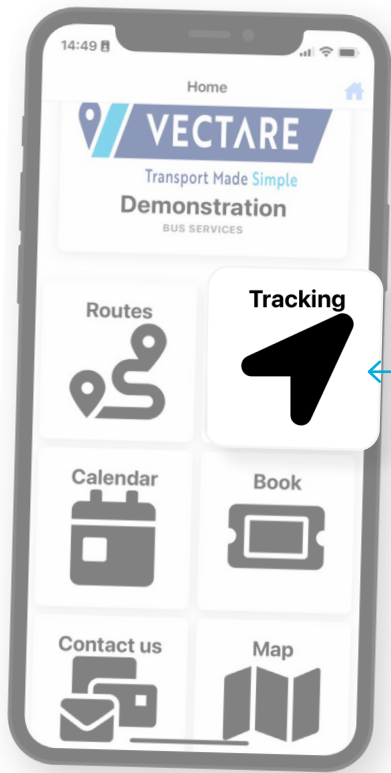
## Viewing the routes

Once logged in, you can view all the information on all the routes and stops. To do so, please navigate yourself to the 'Routes' section of the app.

You will then be able to see a list of all available routes.

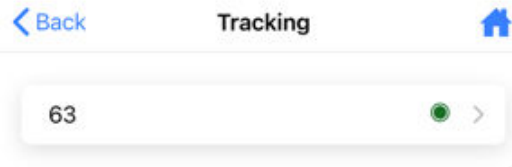


By selecting the stop, you can view the location, timetable, and fare information for that stop. The map is interactive – you can zoom in and zoom out to get more details.



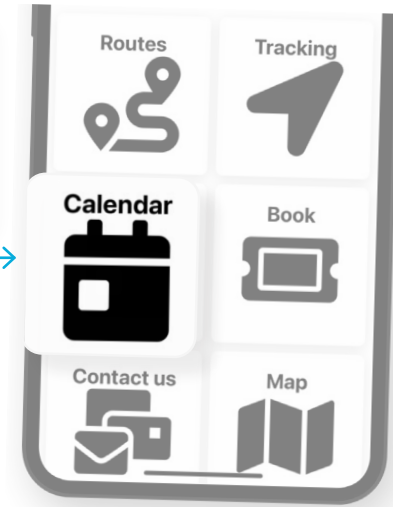
### How to track your child's bus

To track your child's journey please navigate yourself to the 'Tracking' section of the App. Please note, tracking will ONLY be available when the journey is in live operation.



### Journey Calendar

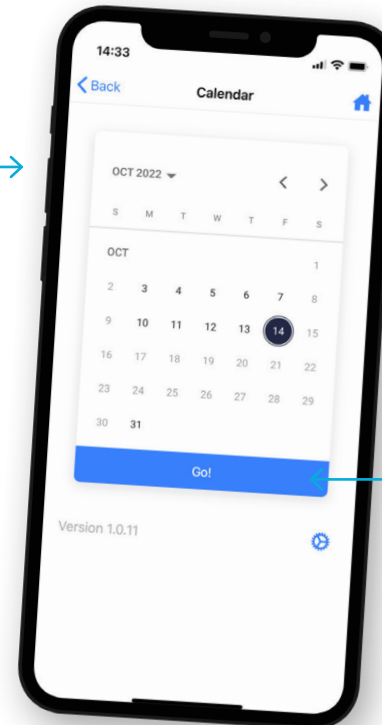
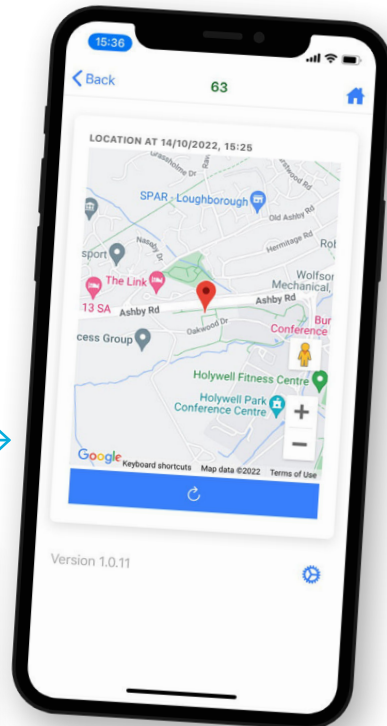
In order to access the Journey Calendar, please select the 'Calendar' icon.



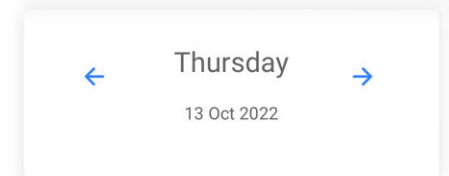
From here it will then show a calendar with days that you have journeys booked for highlighted.

You can then select the journey that you would like to amend, i.e., marking a journey as 'Not Travelling'

Tracking will be shown only for the journeys you have a booking for. Please select your journey and you will then be able to see the live location of the bus.

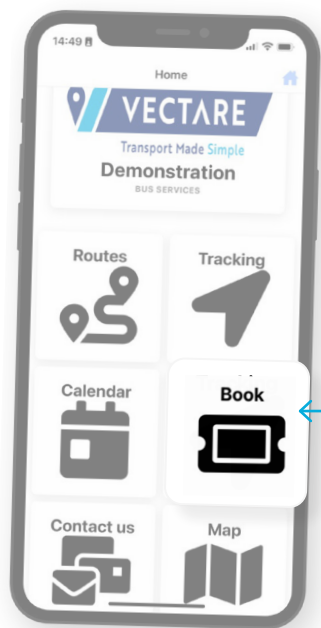


Click on 'Go' and you will then be able to view your journeys.



In order to then mark your child as not travelling please click on the 'X' and then select 'Confirm'.

## How to make a booking



By clicking on the 'Book now' button you will be redirected to the booking page on the site.

### Book now

Book your seat on the bus service

| Parent information  | Pupil information   | Journey information | Confirmation  |
|---|---------------------|---------------------|---------------|
| Name, email etc.  | Name and year group | Routes and stops    | Check details |
| Please select the type of ticket that you wish to purchase:   |                     |                     |               |
| <input type="button" value="Regular Travel"/> <input type="button" value="Single Trip"/>  |                     |                     |               |
| <p>Some stops on this network are only served on request. This means that you can only use one of these stops if you contact us at least 24 hours before you wish to travel. You cannot book travel to/from request stops via the online booking system. Please contact us at <a href="mailto:contact@vectare.co.uk">contact@vectare.co.uk</a> and we will make your booking for you.</p> |                     |                     |               |

Regular Travel

Select Regular Travel for a longer term journey pattern (Full return / All AM / All PM).

Single Trip

Select Single Trip for a one off Ad-hoc journey.

### Parent Information

Fill in parent information form.

### Book now

Book your seat on the bus service

| Parent information  | Pupil information   | Journey information | Confirmation  |
|---|---------------------|---------------------|---------------|
| Name, email etc.  | Name and year group | Routes and stops    | Check details |
| First name <input type="text"/><br>Surname <input type="text"/><br>Email address <input type="text"/><br>Mobile telephone <input type="text"/><br>Postcode <input type="text"/> |                     |                     |               |
| <input type="button" value="Previous"/> <input type="button" value="Next"/>   |                     |                     |               |

| Parent information  | Pupil information   | Journey information | Confirmation  |
|---|---|---------------------|---------------|
| Name, email etc.  | Name and year group   | Routes and stops    | Check details |
|   | <b>Pupil 1</b> <input type="button" value="Delete"/>  |                     |               |
|   | First name <input type="text"/><br>Surname <input type="text"/><br>Pupil year <input type="text" value="Select one"/><br><small>At time of travel</small> |                     |               |
|   | Does this passenger require a wheelchair accessible vehicle? <input type="radio"/> Yes <input checked="" type="radio"/> No                                |                     |               |
|   | <input type="button" value="Add another pupil"/>  |                     |               |
| <input type="button" value="Previous"/> <input type="button" value="Next"/> |   |                     |               |

### Passenger Information

Please complete your child's information and then this will link them to your account.

## Journey Information Form

This is to select your required route, stop and journey pattern.

|  |  |  |                               |
|--|--|--|-------------------------------|
| Parent information<br>Name, email etc. | Pupil information<br>Name and year group | <b>Journey information</b><br>Routes and stops | Confirmation<br>Check details |
|--|--|--|-------------------------------|

### Journey 1

Route:

Stop:

Journeys:  All AM  All PM  Return

Pupils:  test test

Book from:

Book until:

[Add another journey](#)

[Previous](#) [Next](#)

## Book now

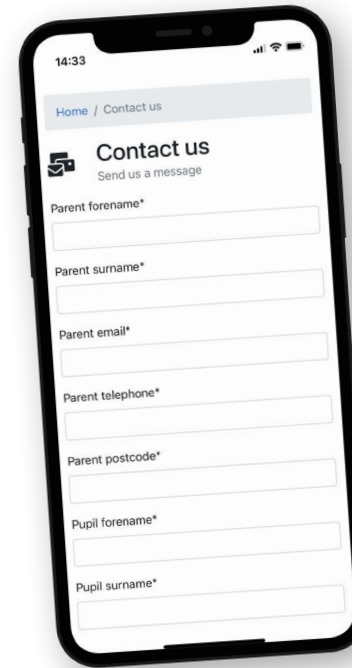
Book your seat on the bus service

|  |  |   |                                      |
|--|--|---|--------------------------------------|
| Parent information<br>Name, email etc. | Pupil information<br>Name and year group | Journey information<br>Routes and stops | <b>Confirmation</b><br>Check details |
|--|--|---|--------------------------------------|

## Confirmation

A summary of your journey before finalising the booking.

## How to contact us



Pupil year group

Reason for your enquiry\*

Enquiry\*

I have read the [Vectare Privacy Notice](#), and I agree to the processing of my personal data in accordance with this Privacy Notice.\*









[/VectareTransport](#)



[@VectareLtd](#)



[driverapp@vectare.co.uk](mailto:driverapp@vectare.co.uk)



0115 777 3035

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