



HOW TO GUIDE

E-TICKETING & BUS APP

JULY 2019



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E-TICKETING PLATFORM

How do I access it? Our eTicketing Platform is available on our website or by clicking [here](#)

How do I sign up?

1. Visit the link above
2. Select [Sign Up] in the navy banner at the top of the page
3. Enter your First and Last Name
4. Enter your email address
5. Enter your mobile number
6. Choose a password
7. Reconfirm your password
8. Once you've completed steps 1 – 7, you'll get an email to confirm your email address
9. Access the email and click the link provided to confirm your email address
10. Your account is now active

How do I Login?

1. Visit the link above
2. Select "Login to your Account" in the Navy banner at the top of the page
3. Enter your Username & Password (your username is your email address)
4. Click [Login]

How do I add my child?

1. Once you're logged in select the [+ Add Child] button in the black heading at the top
2. Enter your child's First and Last Name
3. Select their School from the drop-down menu
4. Enter their Student ID (found on their Smartrider card)
5. Click [Save]

How do I add my credit card details?

1. Select the [My Cards] button in the black heading at the top
2. The select the [+Add Card] button
3. Enter the Name on your card
4. Enter the Card Number
5. Enter the expiry month and year
6. Enter the security code or CVC
7. Click [Save Card]

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How do I add funds to my child's account?

1. Click [My Profile] in the left-hand column. This will take you back to the main screen
2. If you've added your child, you'll see them in the list at the bottom. Click the [+] button on the right-hand side under the [Action] tab
3. Select your child
4. Select their school
5. Choose the amount you wish to deposit
6. Select your preferred card for payment
7. Click [Submit Order] to process the payment
8. Within a few seconds you'll receive a pop-up message to say that your "Payment has been processed"
9. You'll then be able to see the credit on the main screen

How do I track usage & transactions?

1. From the Main Screen click [My Transactions]
2. Filter the report using [Payment Type] drop down box and [Date From] & [Date To] fields
3. This report will provide detailed information on all bus rides and all account deposits

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BUS TRACKING APP

We understand that the start of school term can be a busy time for both kids and parents, so to prevent you from 'winging it' and trying to wrap your head around our Bus Tracking app, we've put together a simple 'How To' on how to get the app, how to sign up and some key functions to take note of.

How do I get it? Simply search "Horizons West" in the Google Play or Apple App Store & look for our icon. We should be one or two down. Once you're in, hit download and you've got it.



How do I sign up? The great thing is you don't need to. We've already done it for you. Simply use the following username and password and you're on your way.

Username: ststephens@horizonswest.com.au

Password: \$tstephens35!

How do I use it? Once you've logged in, the first screen you see will have all of the school bus routes on it. Tap on the one you want to view and Presto! you'll see the mapped route and, providing the bus service is in operation, the live location of the bus. You can also view the routes & timetables via the St Stephen's portal at <https://portal.ststephens.wa.edu.au/parent-and-student/>

Some things to note!

- ❖ Default map settings can be adjusted in the "Settings" Tab
- ❖ The bus icon will only appear on the route map 10 minutes prior to the scheduled service start time and 10 minutes after the scheduled service termination time
- ❖ The map shows the driver's first name and registration of the vehicle allocated to the service
- ❖ Issues experienced with the app can be communicated directly to Horizons West on the details provided in the "About" tab
- ❖ All feedback regarding the bus services shall continue to be directed to school personnel

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FREQUENTLY ASKED QUESTIONS

When should my child be at the bus stop? We ask that all students wishing to catch one of the school bus services be at the desired stop no less than 5 minutes prior to the scheduled stop time. This will help account for changed traffic conditions and ensure your child does not miss the bus.

How do I know if the bus is running late? Our Horizons West smartphone app provides real-time tracking on all of our school buses. It updates every 5 – 10 seconds so you can pin point the current location of your school bus at any time. We also send out Push Notifications to all app users whenever there is a bus running behind schedule. Be sure to allow Push Notifications in the Settings of your device otherwise you might miss out on these.

Do I need to let anyone know that my child is catching the bus? If your child has never used the bus service before it is best to let the school know of your intention to start using the service. Be sure to let them know which service your child will be using and what stop you are looking to use.

Who do I contact if I have a query about the bus service, route or timetable? We ask that all enquiries relating to the bus service, the route, the timetable or any other concerns be directed to the school personnel as outlined in the Key Contact section of this document.

Who do I contact if I'm having issues with the app or ticketing system? We know everything there is to know about our app and ticketing system. If you're experiencing issues when using them or need some assistance getting them set up, call Horizons West and we'll get you on the right track.

How do I make sure the details I'm entering in the ticketing system are correct? When adding your child to your account, be sure to use the details as they appear on your child's Smartrider. This will ensure they match what we have on our side and make the sign-up process all that much easier.

What do you do with the personal information I provide? At Horizons West Bus and Coachlines we understand the importance of privacy and as such, we handle the personal information you provide with the utmost diligence and security. For further information on the handling of your personal information please visit our website by clicking [here](#).

What happens when my child loses their card? Your child can still catch the bus without their card. They do however, need to contact Student Services to order a new card.

How do I request a refund? Should you no longer need the service and have funds remaining in your account, please contact your school administration in writing to request a refund. Once they receive your request, they'll get in touch with us and we'll process your refund. Please note that your school may charge an administrative fee for any refunds.

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KEY CONTACTS

St Stephen's Accounts Receivable

P: (08) 9243 2104

E: accountsreceivable@ststephens.wa.edu.au

Student Services – Duncraig

P: (08) 9243 2409

E: studentservicesdun@ststephens.wa.edu.au

Student Services – Carramar

P: (08) 9306 7387

E: studentservicescar@ststephens.wa.edu.au

Horizons West Customer Service

P: (08) 9351 8980

E: bookings@horizonswest.com.au

Horizons West Accounts

P: (08) 9351 8980

E: accounts@horizonswest.com.au

James Turner – General Manager – Horizons West

P: (08) 9351 8980

E: jamesturner@horizonswest.com.au



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