

CHESTERFORD RESEARCH PARK APP - A 'how to' guide for the App or web portal for Richmonds Coach Service - let's start your journey.

SMARTPHONE USERS

1

DOWNLOAD THE CHESTERFORD RESEARCH PARK APP ON YOUR APPLE OR ANDROID DEVICE

Once opened, select the **blue arrow** button and select **REGISTER**

REGISTER YOUR DETAILS - PLEASE USE YOUR WORK* EMAIL

Enter your details (name and email address) and create a strong password of at least 10 characters which includes one number and one special symbol. **A non-work email address can be used but to increase campus security please, use a work email. If your company offers a work Ticket Scheme - a work email address is required.*

2

FINISH CREATING YOUR ACCOUNT

To receive travel alerts; enable push notifications. For security purposes, you are required to add your photograph. To pay for tickets; set up a payment card. Payment card details are not required for work Ticket Schemes.

3

GET YOUR TICKETS

Choose and buy your ticket from **My Tickets**. Staff with company ticket schemes will need to request access to tickets from **Ticket Schemes**.

4



GET READY TO USE THE APP...

DON'T HAVE A SMARTPHONE?

Set up an account at <https://chesterfordresearchpark.bushub.co.uk>

Here you can download tickets or request access to Ticket Schemes, book (or cancel) journeys. To board, let the driver know your name and you will be ticked off the digital passenger list for that vehicle.

DETAILED INSTRUCTIONS BELOW BUT BEFORE YOU START - SOME HOUSEKEEPING

By using the Chesterford Research Park App, you agree that your name and email as well as statistics about how you use the App, will be provided to Chesterford Research Park's administration team, RiseDM Ltd and Richmonds Coaches and linked to your sign-up email address. Companies with Ticket Schemes in place will allow or deny staff access to company tickets and will receive itemised invoices relating to individual ticket sales. At times, Richmonds may contact you in response to a travel or ticket query. It is very unlikely for the APP developer, RiseDM Ltd, to contact you unless you have a technical query that Richmonds can't answer. Please review the T&C's of the App, as well as the terms, policies, and practices of RiseDM Ltd - links, are in the email.

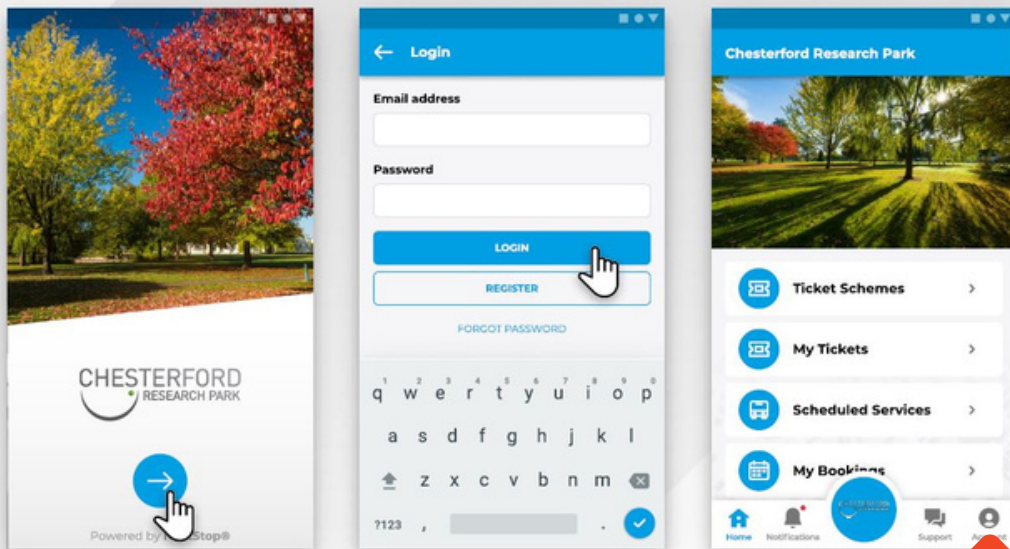
CUSTOMER SUPPORT - Please select the **SUPPORT** icon at the bottom of the App's **HOME** page and use the **Technical Support** form. If you have any problems downloading the App please, email Richmonds Coaches - postbox@richmonds-coaches.co.uk.

1: Download the app

Go to the app store on your apple or android device and download the Chesterford Research Park App. Enter your email address*. Create a strong password of at least 10 characters which includes upper and lower case, one number, and one special symbol.

**To increase Park security please, use a work email however a non-work email address can be used.*

*** Please note - a work email address is required to access specific Ticket Schemes*

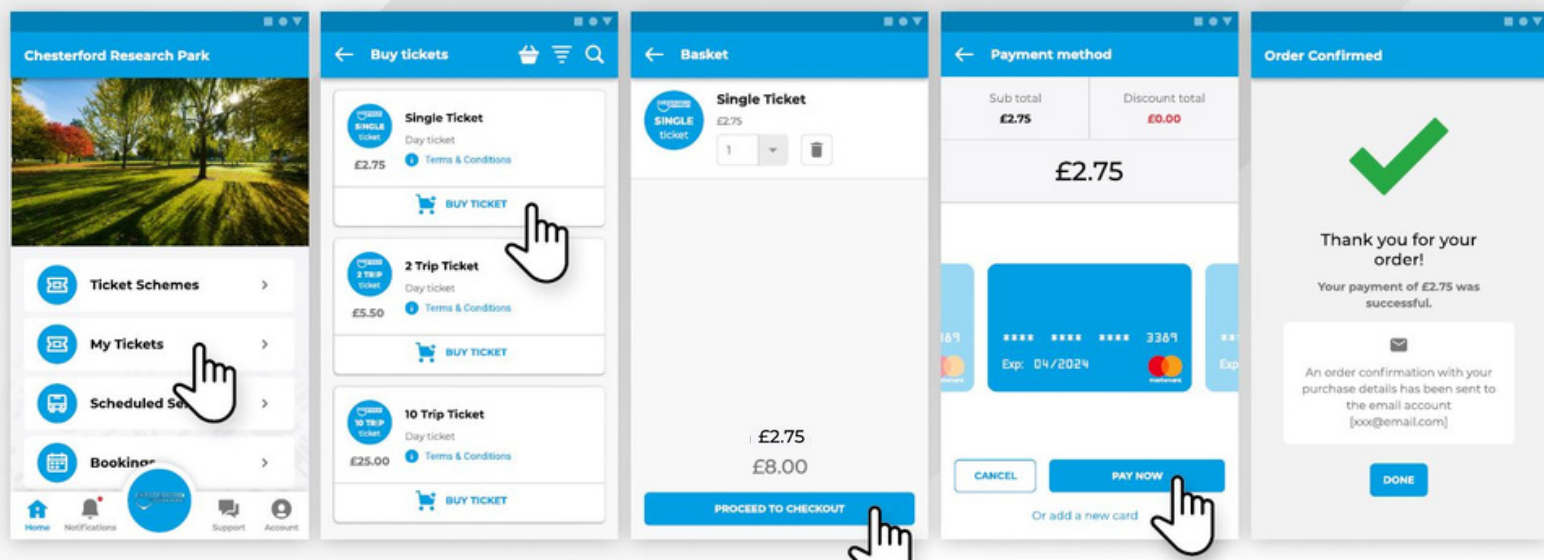


2: Create your account

A photo is required for security purposes. You will be asked permission for the app to access your photos and you can either upload an existing photo or take a new one for the app to use on your tickets. You will need to add your debit or credit card details unless you have access to a company Ticket Scheme.

3: Download tickets

A range of tickets are available to choose from. Go to **My Tickets** and select **BUY**. Staff with access to company tickets should select **Ticket Schemes** and on initial use, request access to your ticket group. Your request will be accepted or denied during office hours only. When accepted, choose a ticket type.



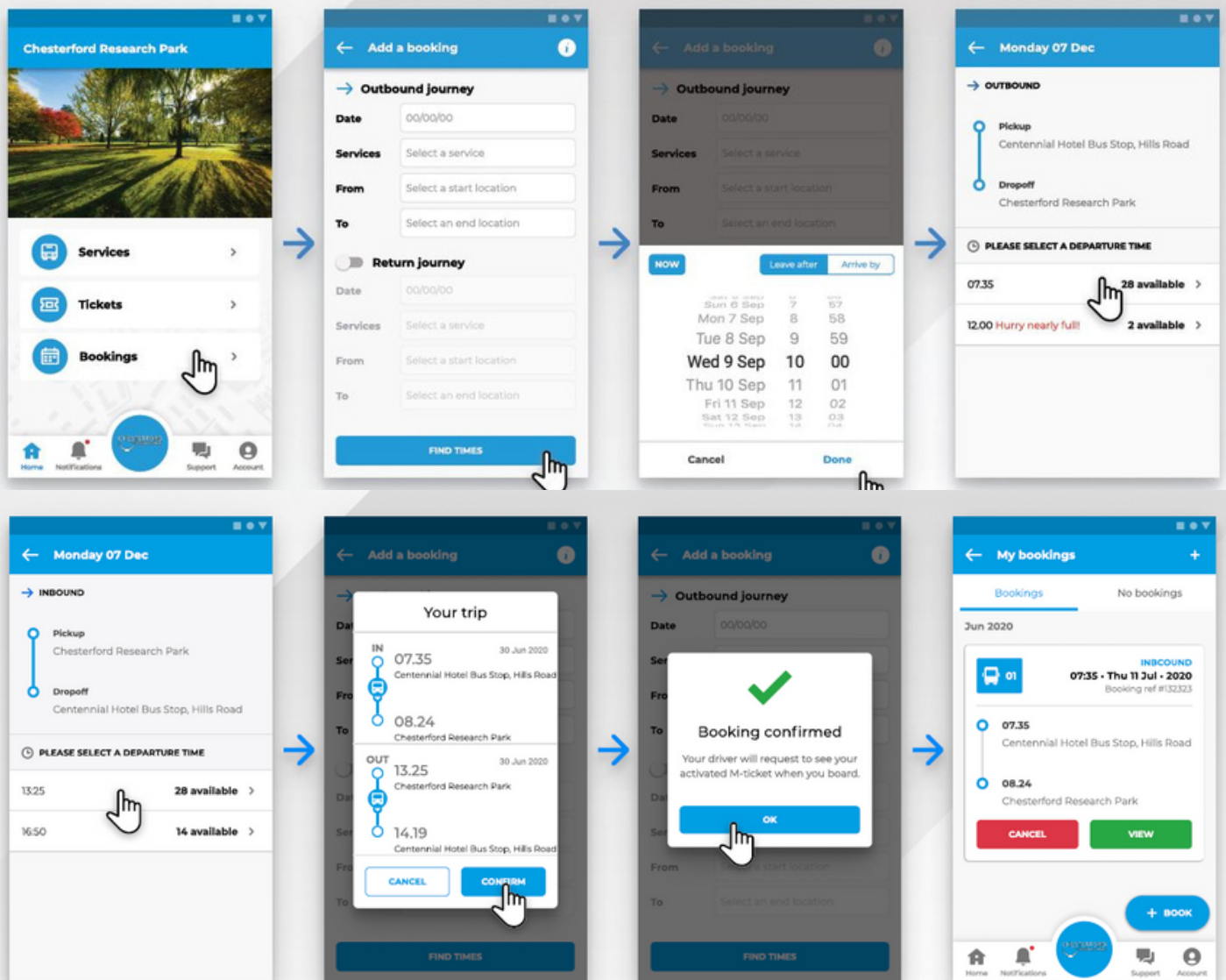
4: Book / Cancel your seat(s)

BOOKINGS: Once you've downloaded your tickets; book your seat for a single or a return journey - you can see how many seats are available for that journey (and we can monitor demand).

You cannot travel unless you've booked. Bookings can be made 14 days in advance and up to 1 hour prior to travel. Select **My Bookings** from the home screen. Only book for your intended journey.

CANCELLATIONS: If your plans change, cancel your booking to enable others to travel.

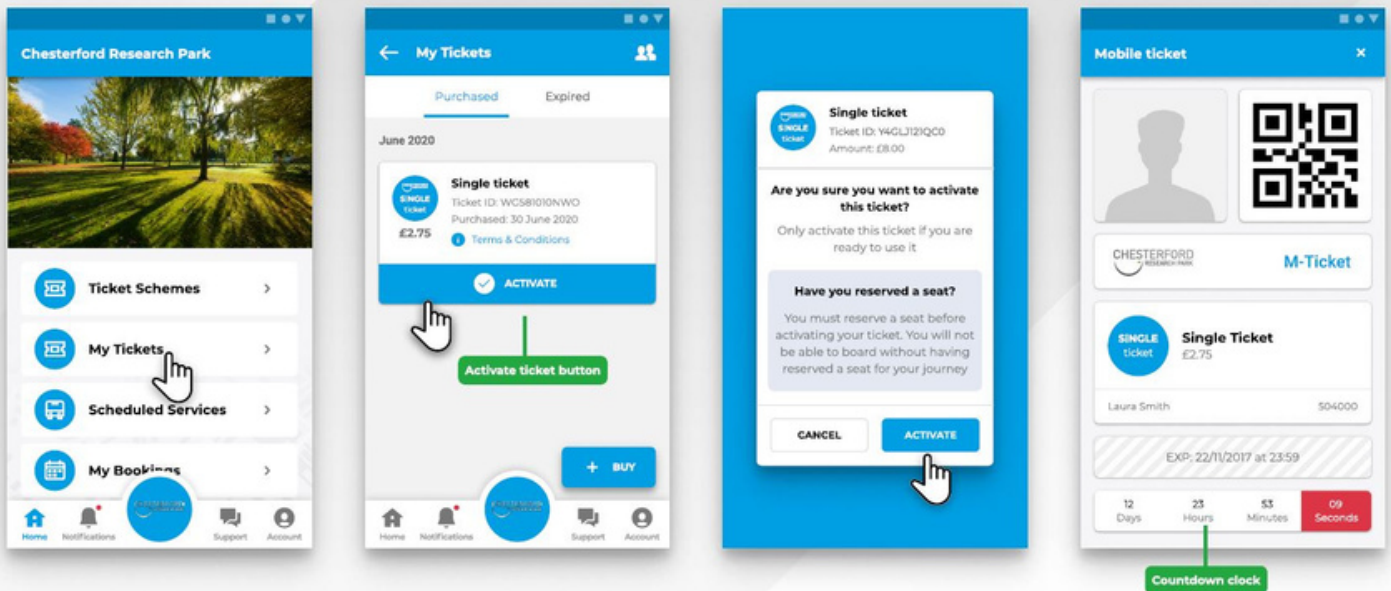
If you book and do not travel or fail to cancel your booking, you will be charged for your journey. Cancellations can be made up until departure.



5: Activate ticket before boarding

When you're ready to travel, select **My Tickets**. Choose the ticket and select **ACTIVATE TRIP** - then select **ACTIVATE** (or cancel). Do not do this until you're ready to use the ticket (and board the coach). Activated tickets expire after one hour - the countdown clock will let you know when the ticket will expire. Tickets are dynamic for added security.

Please note - access to the internet or WiFi is required to activate your ticket.



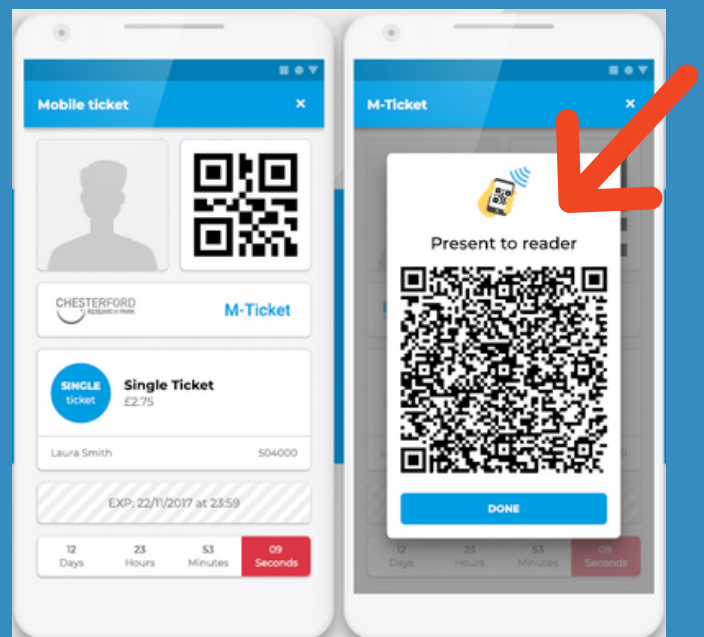
6: Scan your ticket with the driver

When you're ready to use your ticket you must present the QR-code to the driver's device for scanning against the optical reader/scanner.

Press the QR code to enlarge it which will make scanning your ticket faster.

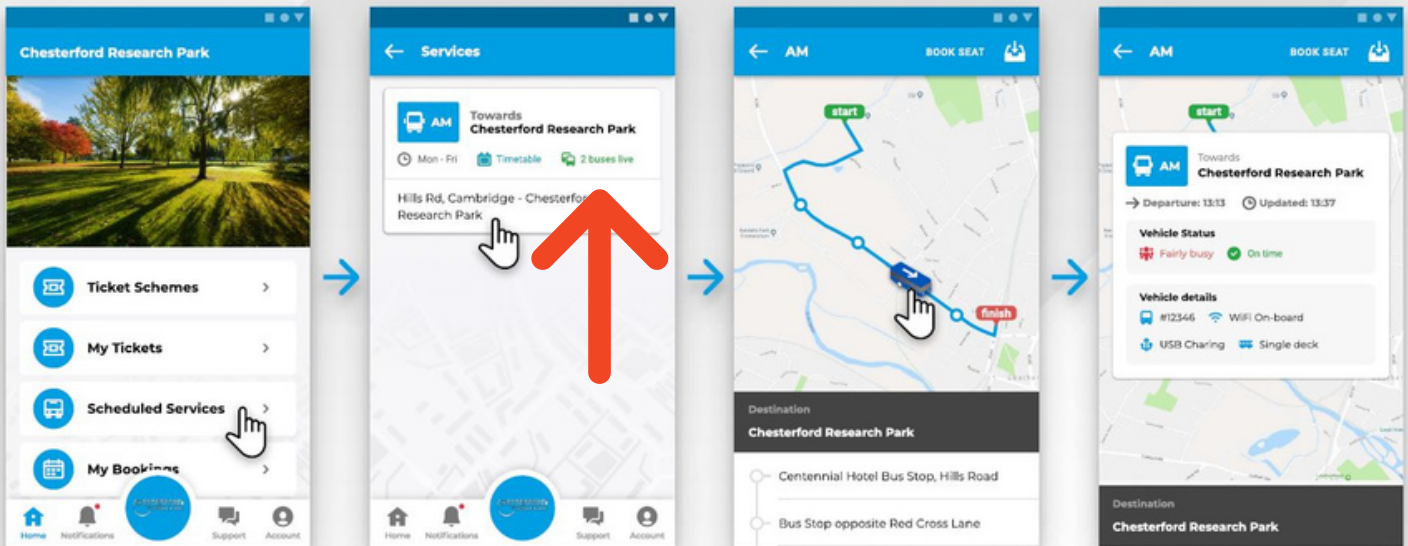
The ticket will be validated both visually and audibly.

Please note: If your ticket isn't activated or scanned - your booking will be classified as NOT BOARDED and will be queried. If a ticket hasn't been activated for the journey - a ticket will be activated on your behalf.



STEP 7: Track your coach

When the driver starts their duty you will receive notification that the coach is on its way. To track the coach - select **Scheduled Services**. An icon of a green coach will be visible when tracking is available. Press this to reveal a map and the whereabouts of your coach. If you want to receive push notifications e.g. travel alerts - go to your **Account - Settings and Information** and **Enable Push Notifications**.



STEP 8: Support & Feedback

Left your scarf on the coach, want to give feedback or got a technical issue? Use the support portal at the bottom of the App.

If you have any questions please, see take a look at the App FAQ document before contacting support.

Please feel free to provide feedback - we'd love to hear from you via the App!

THANK YOU!

