

# Bus Ticket System User Guide

You need to register online to use our Medway bus service and follow two steps:

- (1) Buy a ticket
- (2) Book your space (for every journey)

This information is designed to give you everything you need to use the system effectively.

# Contents

1.Registration.....	2
2.Selecting tickets .....	3
3.Booking journeys .....	4
4.Paying for your ticket.....	5
5.Getting your ticket.....	6
6.Manage Booking screen.....	8
7.Getting the bus .....	9
8.Changing bookings.....	10
9.Recharging the cost of tickets.....	11
10.Feedback .....	12

# 1.Registration

First you must register to use the system. The link is on the portal as shown opposite in Figure 1, or use this URL:

<https://bustickets.gre.ac.uk>

The system is supplied to the university by an external company so your university login credentials will not be recognised.

You will need to register your name, email address, and password. If you register your university email address do not use your university password. Doing so on this site, or any other external site, puts university systems at risk.

## My student life

### Estates and Facilities

- [Log a Facilities request](#)
- [Estates & Facilities information](#)
- [Catering and hospitality services](#)
- [Sustainability](#)

### Travel and transport

- [Getting to the campuses](#)
- [University bus service](#)
- [Buy bus tickets](#)
- [Medway Arriva bus offer](#)
- [Parking permits](#)
- [Student Oyster card](#)
- [Car share](#)

Figure 1

There is a link on the registration page to our [Privacy Policy](#) explaining how we use your data.

As part of the registration process, you must respond to the email from the system to verify your e-mail address.

You will not be able to login until you have done this.

**Passenger Registration** \* 'Mandatory Fields'

First Name: \*

Last Name: \*

E-Mail: \*

Confirm E-Mail: \*

Password: \*

Confirm Password: \*

**Password strength:**  
- Use at least 8 characters including 1 Uppercase character, 1 Numeric character, 1 Special character

☐ YES, I accept the University of Greenwich [Terms and Conditions](#).

Please have a look at our [Privacy Policy](#), for information on how we use your data.

**Note: This system is externally hosted. You must not replicate your university password with your university username.**


☐ I'm not a robot  reCAPTCHA  
Privacy - Terms

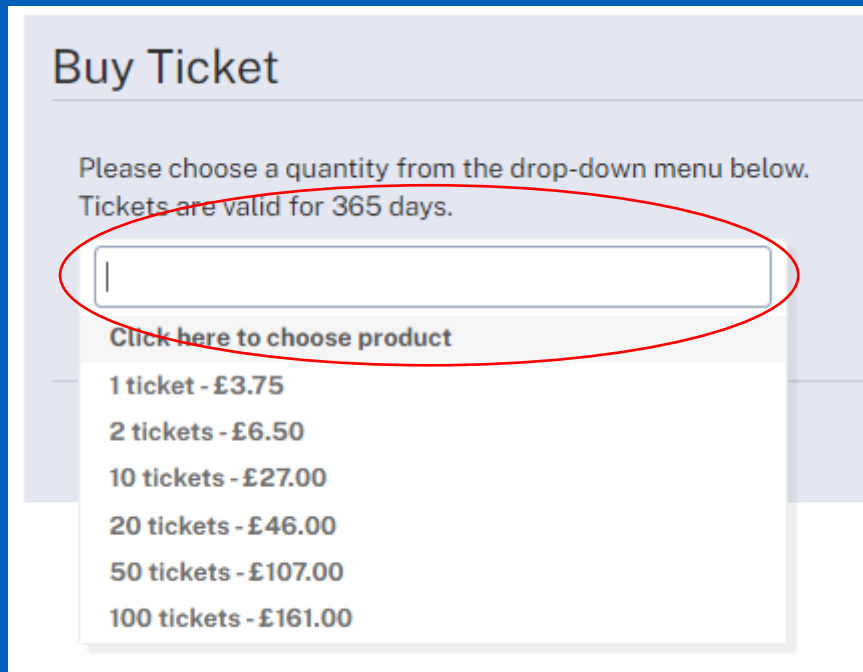
Figure 2

### Tip:

- If registering with your university email address, for data security reasons, you must use a different password from your university password.

## 2. Selecting tickets

Once you have registered and created your user account you can buy your tickets. Click on the product field to show the drop-down list of ticket types. All tickets are valid for 365 days from purchase date.



The screenshot shows a web interface titled "Buy Ticket". Below the title, there is a text prompt: "Please choose a quantity from the drop-down menu below. Tickets are valid for 365 days." A red oval highlights a dropdown menu that is currently open. The menu lists the following options:

- 1 ticket - £3.75
- 2 tickets - £6.50
- 10 tickets - £27.00
- 20 tickets - £46.00
- 50 tickets - £107.00
- 100 tickets - £161.00

Figure 3

### Tip:

- One ticket is required for each single journey.
- If you have permission to recharge tickets to your faculty or department, follow the instructions in Section 9.

### 3.Booking journeys

You can start booking your journey(s) as part of buying a ticket or you can add bookings later, but every time you use the Medway bus service you **must** book your journey.

Tickets can be used for either of the Medway routes. You can book any journey on the system right up to the departure time (subject to space).

In the example below, 10 tickets are being purchased and one return journey is booked; there are now 8 journeys remaining. You must book in both directions and for both times.

#### Book Journey

Direction:  
☐ Avery Hill to Medway  
☐ Greenwich to Medway  
☐ Medway to Avery Hill  
☐ Medway to Greenwich

Departure Date:  
13 Nov 2020

Departure Time:  
Select Time

Journey Left: 8

Add Booking >

#### Booking List

<b>08:00</b> Avery Hill	<div>0h 45m</div> <div>Departure:16 Nov 2020 Route: 2 - Avery Hill - Medway</div>	<b>08:45</b> Medway <div>Cancel</div>
<b>15:15</b> Medway	<div>0h 45m</div> <div>Departure:16 Nov 2020 Route: 2 - Avery Hill - Medway</div>	<b>16:00</b> Avery Hill <div>Cancel</div>

Proceed to Payment >

Figure 4

#### Tips:

- A ticket without a booking is not valid for use on the bus. You must book your journey to travel with correct direction, date, and departure time.
- If you buy 2-tickets you can use them on separate days and for the same direction if required, they do not have to be used for a return trip.
- Take care to select the correct direction in the correct order for the correct date otherwise your ticket will not work as desired.
- We recommend you book at least the day before for busy times.

## 4. Paying for your ticket

The Passenger Details fields will be pre-populated with your details. You must accept our [bus service terms and conditions](#). Selecting 'Pay Now' will transfer you to the Sagepay payment gateway to complete your purchase.

The screenshot shows a payment page with a dark blue header. On the left, a white box contains product details: 'Product: 10 tickets', 'Expiry: 03 Oct 2025', 'Price: £27.00', 'VAT: £0.00', and 'Total: £27.00'. Below this is a 'Booking Details' section with a 'Change' button and a message 'No booking(s) selected'. To the right, the 'Passenger Details' section includes input fields for 'First Name\*', 'Last Name\*', and 'E-Mail:\*'. The email is pre-filled with 's.earp@greenwich.ac.uk'. There is a checkbox for terms and conditions, which is currently unchecked. Below the checkbox, it says 'YES, I accept the University of Greenwich Terms and Conditions.' and '(Please have a look at our [Privacy Policy](#), for information on how we use your data.)'. A link 'Contact us if you need travel assistance.' is also present. Payment logos for 'mastercard', 'VISA', and 'PayPal' are shown. At the bottom, there is a 'Back' button, a security notice 'For security your payment will be processed using Sagepay.', the 'Opayo' logo, and a 'Pay Now' button.

Product: 10 tickets	
Expiry: 03 Oct 2025	
Price:	£27.00
VAT:	£0.00
Total:	£27.00

**Booking Details** [Change](#)

No booking(s) selected

**Passenger Details**

First Name:\*

Last Name:\*

E-Mail:\*

☐ YES, I accept the University of Greenwich Terms and Conditions.

(Please have a look at our [Privacy Policy](#), for information on how we use your data.)

[Contact us if you need travel assistance.](#)

[Back](#) For security your payment will be processed using Sagepay. [Pay Now](#)

Figure 5

Once you have completed payment you will get confirmation on the screen shown below in Figure 6. Your ticket is e-mailed to you as a PDF attachment.

The screenshot shows a booking confirmation page with a dark blue header. The header has three tabs: '1. Your Ticket Selection', '2. Passenger Information', and '3. Payment Status'. The '1. Your Ticket Selection' tab is active. It shows a table with 'Product: 1 ticket', 'No. of Tickets', 'Ticket Price', '1 X 1 ticket', '£3.50', 'Total: £3.50', and 'Grand Total: £3.50'. Below this is a 'Booking Details' section with a message 'No booking(s) selected'. To the right, a green box says 'Your booking is confirmed.' with a checkmark icon. Below this, it says 'Thank you for your booking, it has been a success.' and 'BOOKING DETAILS:'. The booking details include 'Booking ID: 113900', 'Customer Name:', 'Booking Date: 17-11-2020', and 'Payment Amount: £3.50'. A green message says 'The ticket has been sent to you via email.' Below this are two buttons: 'Print Ticket' and 'E-Mail Ticket'. At the bottom, a note says 'Please note you will be emailed your ticket or you can print it above. Please check your ticket carefully to make sure dates and times are correct and go to manage my booking if you need to make any amendments. Please note you must show the driver a printed ticket or a copy of ticket on your smart device when boarding the bus. Please note the reference number on its own is not sufficient.'

Product: 1 ticket	
No. of Tickets	Ticket Price
1 X 1 ticket	£3.50
Total:	£3.50
Grand Total:	£3.50

**Booking Details**

No booking(s) selected

**Your booking is confirmed.** ✓

Thank you for your booking, it has been a success.

**BOOKING DETAILS:**

Booking ID: 113900

Customer Name:

Booking Date: 17-11-2020

Payment Amount: £3.50

✓ The ticket has been sent to you via email.

[Print Ticket](#) [E-Mail Ticket](#)

Please note you will be emailed your ticket or you can print it above. Please check your ticket carefully to make sure dates and times are correct and go to manage my booking if you need to make any amendments. Please note you must show the driver a printed ticket or a copy of ticket on your smart device when boarding the bus. Please note the reference number on its own is not sufficient.

Figure 6

### Tip:

- When checking your bank statement look for a payment to Centaur Overland Travel.

## 5. Getting your ticket

The ticket is automatically sent to your registered e-mail address as a PDF attachment irrespective of you booking a journey or not, see below. When you travel, the driver will need to see your ticket to scan the QR code as below in Figure 7. It will only be accepted if you have booked space on the bus you are boarding. The same QR code is used for all bookings on the same ticket.

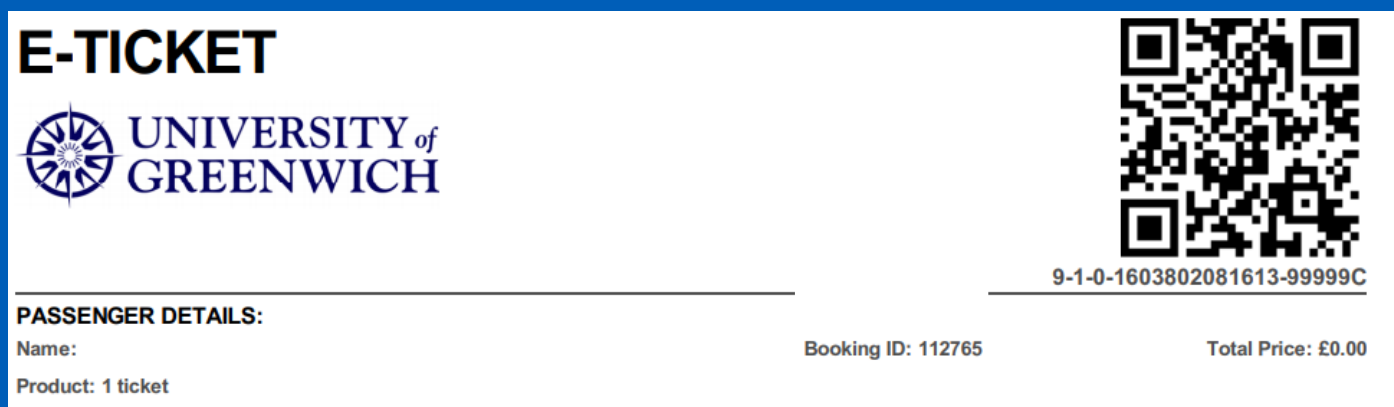


Figure 7

The bottom of the ticket lists the ticket conditions, see Figure 8 below.

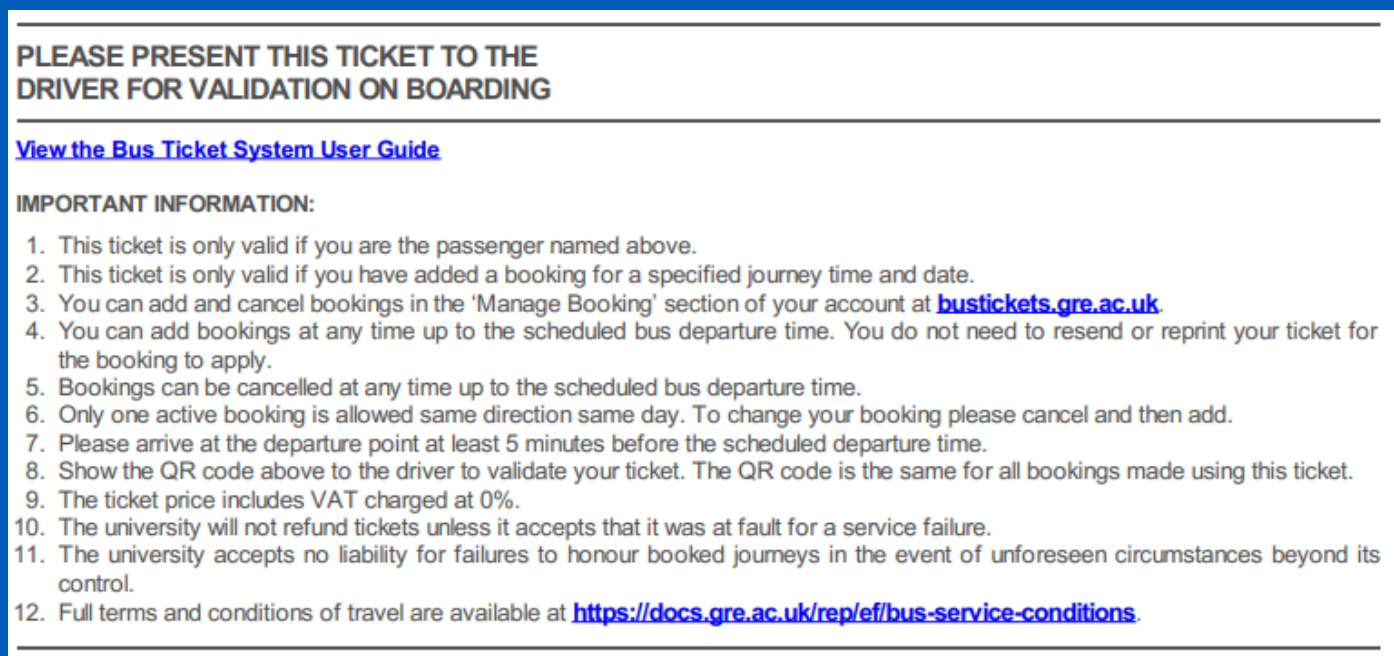


Figure 8

The second page of the ticket show maps for each bus stop.

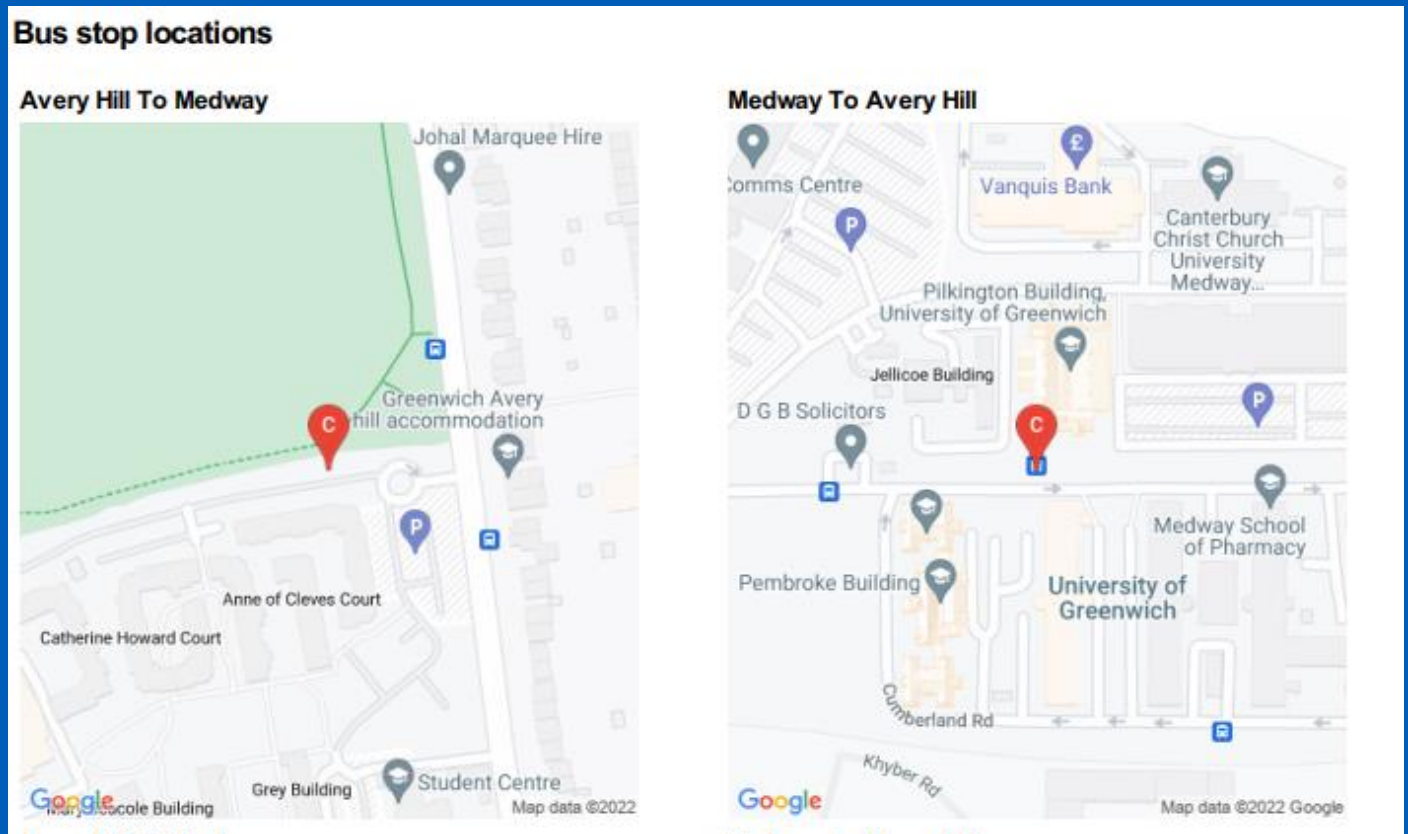


Figure 9

### Tips:

- When you travel you must have made a booking for your intended journey.
- You can e-mail your ticket again at any time should you need but this isn't necessary the same QR code is used for all bookings on each ticket purchased. E.g. for 100-tickets the QR code is the same.
- If you prefer a hard copy, use the Print Ticket function.



## 6.Manage Booking screen

The 'Manage Booking' screen is the main way you will interact with the system once you have purchased a ticket.

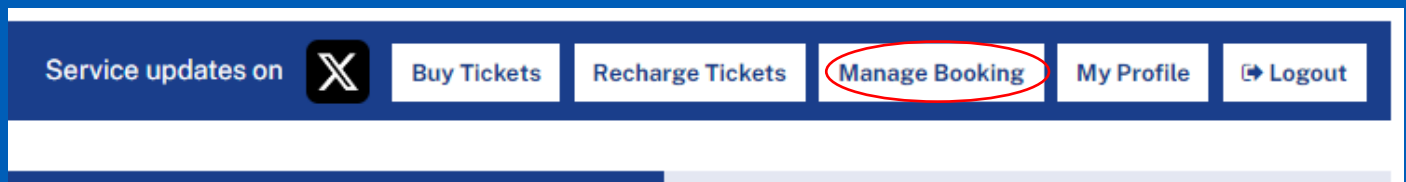


Figure 10

The 'Live Tickets' tab within 'Manage Booking', shown below in *Figure 11*, displays all your tickets that are still active (containing unused journeys within date). Each ticket will be displayed with details of any journeys made (in this example two), any future bookings, the number of journeys left, and ticket expiry date.

Use the 'Add Booking' function to make new bookings. The system will allocate the bookings to your ticket / QR code.

If a coach is already fully booked the system will tell you. You will have to book for another time. We do not recommend late bookings.

A screenshot of the 'Live Tickets' tab in the 'Manage Booking' screen. The interface has a light blue header with three tabs: 'Live Tickets' (selected), 'Expired tickets', and 'My Profile'. Below the header, the booking details are displayed in a light blue box. The details include: Booking ID: 138353, Booking Date: 08 September 2021, Total Price: £0.00, Passenger Name: [redacted], E-Mail: [redacted], Product: 20 tickets, Valid Between: 08 Sep 2021 and 31 Dec 2050, and Journey Left: 18. There are two buttons: 'Print Ticket' and 'E-Mail Ticket'. Below the details, there are two journey cards. The first card shows a journey from Avery Hill to Medway, departing on 09 Sep 2021 at 12:15, with a duration of 0h 45m, and a return journey at 13:00. The second card shows a journey from Medway to Avery Hill, departing on 09 Sep 2021 at 17:15, with a duration of 0h 45m, and a return journey at 18:00. Both journeys are marked as 'Travelled On: 09 Sep 2021'. At the bottom, there are two buttons: 'View Cancelled Bookings' and 'Add Booking'.

Figure 11


### Tips:


- When you add bookings, you do not have to resend your ticket nor re-print it. The system will know what bookings are registered against your QR code irrespective of what journeys are printed underneath it (those stated correspond with the last time you emailed it / printed it).

## 7. Getting the bus

If you have booked your ticket for the correct date, time, and direction, then the driver will have a record of your booking on the system and will be able to scan it with their ticket reader. Show the ticket (PDF attachment) to the driver so they can verify it by scanning the QR code.

Note the example ticket in Figure 12 below has no allocated bookings and so the ticket will not work, unless bookings have been added to it since it was emailed / printed.

**E-TICKET** UNIVERSITY of GREENWICH

  
9-1-0-1603802081613-99999C

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**PASSENGER DETAILS:**

Name:Booking ID: 112765Total Price: £0.00

Product: 1 ticket

Sr. No.	From	To	Depart On	Arrive On
No bookings				

Figure 12

### Tips:

- If your ticket does not scan, the driver can manually check your booking, normally by looking up your name on their ticket reader. This covers you for potential phone failure.
- If you need to show the driver your booking (due to a problem scanning the QR code) but do not have the current booking printed on your ticket, then it's best to login to the ticket system and show the driver your 'Live Ticket' tab in the 'Manage Booking' screen.

## 8.Changing bookings

If you decide you will not use your booking, please cancel it as soon as possible so that others may use your space. You can cancel your booking free of charge at any time up to the journey departure time. The ticket is then available again for you to rebook.

If you fail to cancel your booking and you do not travel, you will still be debited the ticket (your booking may have stopped others from travelling on that coach).

### Tip

- If you are running late, login and cancel the booking before the departure time as soon as possible (to free up space for others) and then add a booking for the next available service.

## 9.Recharging the cost of tickets

This is intended for staff travelling on university business and students required to use the bus due to being taught across two campuses.

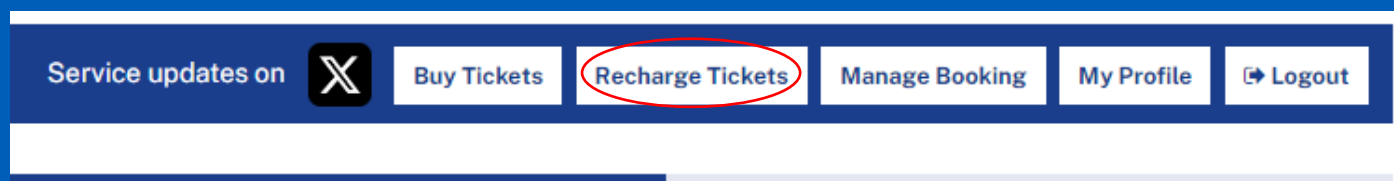


Figure 13

If you have permission to recharge the cost of tickets to your department or faculty then you can request this function by selecting the 'Recharge Tickets' tab and completing the fields below in Figure 14. Once your request is approved then the tickets will appear in your 'Live Tickets' screen and can then be used.

### Recharge Tickets

Do not make a request without permission from your stated department. Unauthorised requests will be declined and if repeated may result in restrictions to, or the closure of, your bus ticket account. If approved your department will be charged the value of the tickets.

First Name: *	Simon
Last Name: *	Earp
Email: *	s.earp@greenwich.ac.uk
Status: *	<div>Click to choose status</div>
Department: *	<div>Click to choose Department</div>
No. of Single Tickets: *	<div>Click to choose Quantity</div>
<input type="checkbox"/>	<p>YES, I accept the <a href="#">University of Greenwich Terms and Conditions</a>.</p> <p>(Please have a look at our <a href="#">Privacy Policy</a>, for information on how we use your data.)</p> <p><a href="#">Contact us</a> if you need <a href="#">travel assistance</a>.</p>

Proceed

Figure 14

### Tip:

- The number of tickets you request should align with what your department has agreed you need. Larger multiples will be declined.
- Once you have the tickets don't forget to book your journey see Section 3 page 4.

## 10.Feedback

If you have any questions not answered by this information email [travel@gre.ac.uk](mailto:travel@gre.ac.uk) or call 020 8331 9480 / 8528.

You can feedback your experience of the bus service at any time and enter our prize draw @ <https://app.onlinesurveys.jisc.ac.uk/s/greenwich/bus-survey>.

Last updated 25-November-2024

Ends