Queensland School Ticketing
Travel2School App Quick Reference Guide

Setting up your Smartcard on the Travel2School App.

Download the Travel2School App from the Apple App Store or Google Play.

Create a new user account with your usual email address and a unique password.

Your password must include a lower and uppercase letter, a number and be a minimum of 8 characters.

Select the **New User? Sign Up** button.

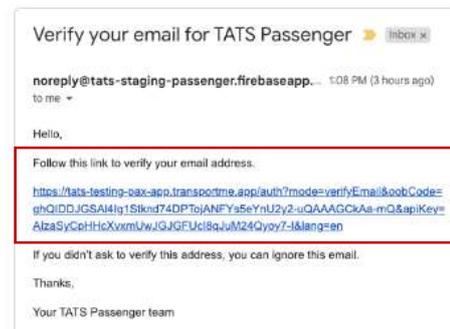Complete the **Sign Up** form by entering the following details:

- Enter your email address. Note: an email will be sent to this address for you to verify your account.

- Enter a password.

- Confirm Password: Re-enter your password to confirm it has been entered correctly.

- Press the **'Sign Up'** button and stay on the current screen of the app until you have verified your email address.

Check your mailbox for the email address you provided for your account. To verify your email address, open the email and select the link.

Check your Junk/Spam folder if you cannot find the email in your inbox. If you cannot find the email, select the **Resend verification** email button to resent the verification email.

Once you have selected the link, the email verified page will display. Go back the app and you will be signed in automatically and the Favourite page will be shown.

You have now created your Travel2School account!

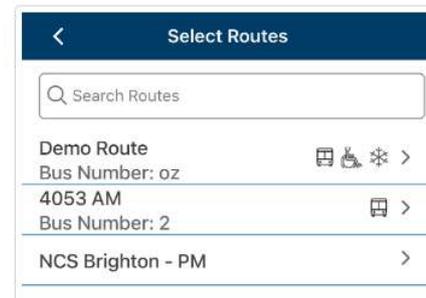## Setting up your favourite bus operator on the Travel2School App.

You will see the **Favourite Operator** page after you have registered for a new Travel2School account.

Locate your bus operator via the **Search** box.

Select the bus operator and then select the route you wish to track.
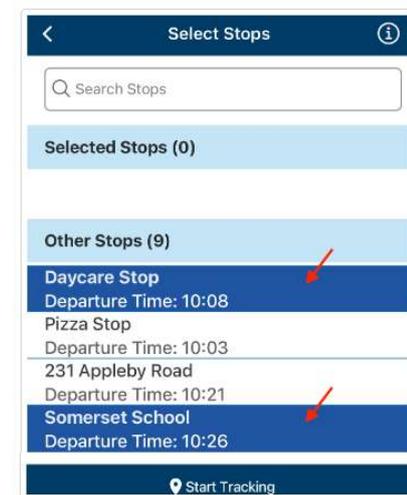
Locate the routes via the **Search** box.

Select the stop(s) you wish to track and receive bus arrival notifications for.

You may want to track and get notified from more than one stop. Selected stops will be highlighted in a darker colour.

Select the **Start Tracking** button to view the route on the Live Tracking page.

Favourite operators show a heart icon and are shown at the top of the Favourite Operator page.

A link to your saved favourite bus operator will appear on your home page.

Linking your child's Smartcards within the Travel2School App.

To manage your Smartcard, it must be linked to your account. A Smartcard can be linked to multiple Travel2School accounts or a Travel2School account can be linked to multiple Smartcards to help you manage all your Smartcards using a single account.

Once you have received your Smartcard, you can link it to your account by selecting **Smartcards** on the **Homepage.**
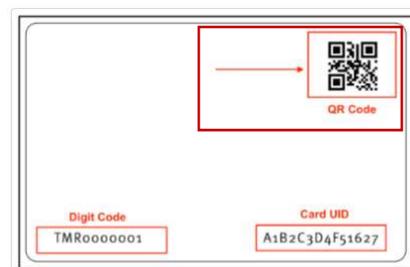
Select the **Add your first Smartcard** button or the **plus sign floating action button** to start the linking process.
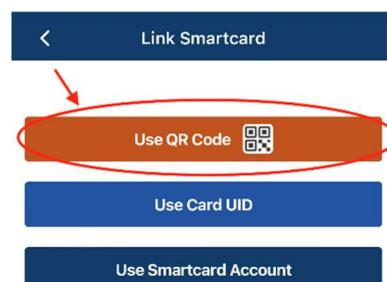
There are several ways to link your Smartcards:

Using the Smartcard QR Code

To link your Smartcard using QR Code, locate the QR Code on the back of the Smartcard.

Select the Use QR Code button on the **Link Smartcard screen.**

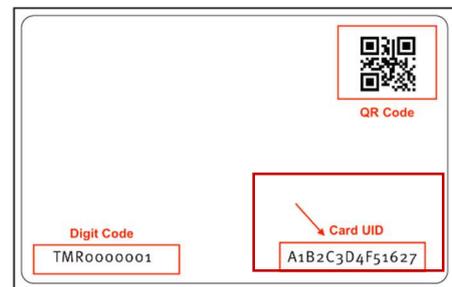The **Scan QR Code** page will open:

- Select the bus operator who issued you with the Smartcard from the dropdown list
- Use your mobile device camera to scan the Smartcard QR code.

Once you have successfully scanned your Smartcard QR code, you will be asked to set a password for your Smartcard.

Using the Smartcard Card UID.

To link Smartcard using Card UID, locate the **Card UID** on the back of the Smartcard.

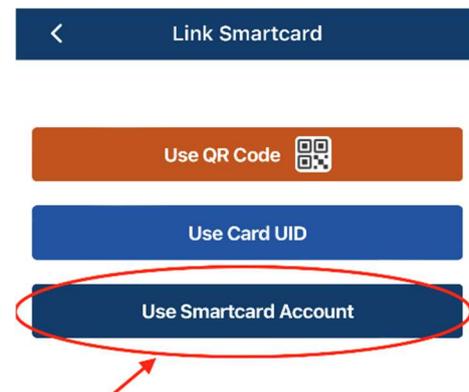Select the **Use Card UID** button on the **Link Smartcard screen.**

Select the bus operator who issued you with the Smartcard from the dropdown list.

Enter the **Card UID** found on the back of the Smartcard.

Once you have successfully scanned your Smartcard QR code, you will be asked to set a password for your Smartcard.

Linking a Smartcard using a Smartcard Account

A Smartcard can only be linked to a **Smartcard Account** if the username is known, and a password has been previously set. The Username is provided by the issuing bus operator and a password can be set when liking a Smartcard via QR Code or Card UID.

Select the **Use Smartcard Account** button from the Link Smartcard page.

Provide the information on **Link Smartcard** page:

- Select the bus operator who issued you with the Smartcard from the dropdown list.
- Enter the provided **Username**.
- Enter the **Password**.
- Select the **Link** button.
- The linked Smartcard is then shown on the **My Smartcards** page.

<	Link Smartcard

Operator
Demo ⌄

Username

Password

Forgot Password?

Link

Setting a Smartcard password for the first time

As this is the first time the Smartcard has been linked to an account, you are required to set a password.

- Set the Password on the **Set Password** page which must include a lower- and upper-case letter, a number, and be a minimum of 8 characters.
- Reconfirm your password.
- Select the **Save** button to link your Smartcard to your Travel2School account.

<	Set Password

Username
qc.passenger01

Password

Confirm Password

Password must contain the following:
- a lowercase letter
- a capital (uppercase) letter
- a number
- minimum 8 characters

Save

Select the **OK** button to complete the linking process.

Link Smartcard
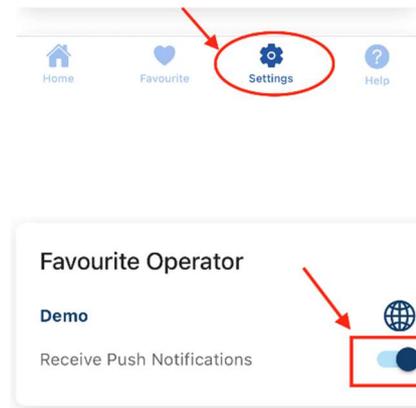Smartcard was linked successfully!

OK

Configuring your notifications within the Travel2School App.

Push Notifications

To receive push notifications from your favourite Operator, select The **Settings** button on the bottom of the app.

Under the **Favourite Operator** section, turn on the toggle to **Receive Push Notifications**.
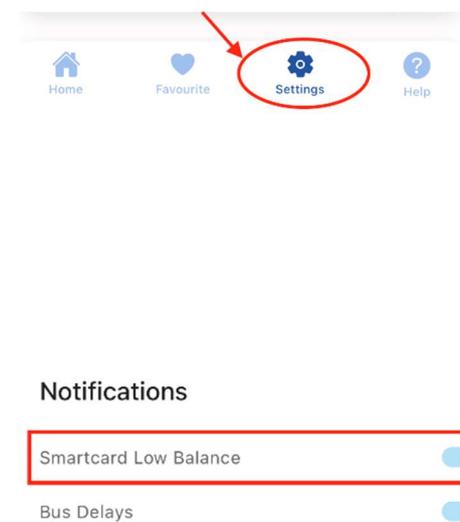
Smartcard Low Balance

You will be notified to add funds or top up when the Smartcard's balance is less than or equal the value configured by the Bus Operator. If the notification is triggered, it will be sent once a day only.

Select the **Settings** button.

Under Notifications, turn on the toggle to receive Low Balance notifications.
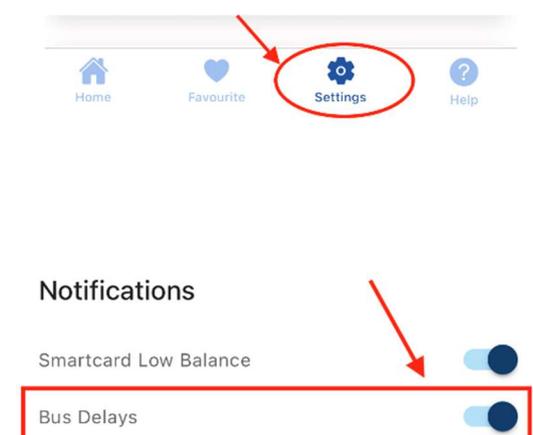
Bus Delays

You will be notified when a bus hasn't arrived at a stop 10 minutes after the scheduled departure time.

Select the **Settings** button at the bottom of the app.

Under the **Notifications** section, turn on the toggle to receive **Bus Delays** push notifications.
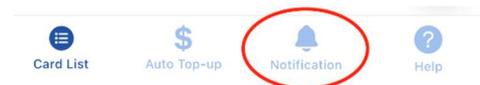
Tapping Smartcard Notifications

Smartcards on your list can be configured to receive a notification when it is tapped or not tapped on a bus. You can configure the timeframe and on which day of the week to track the Smartcard(s) and when you are notified.

On the **Home** page, select the **Smartcards** button.

Select the **Notification** button on the bottom bar of the **My Smartcards** page.

Turn on the **Smartcard Notifications** toggle to be able to configure the push notifications.

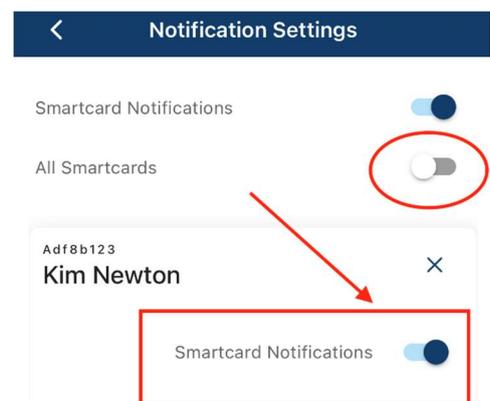Select the **Smartcard** to configure:

You can choose to enable notifications differently for each of your Smartcards. Keep the All Smartcards toggle turned off if you wish to configure different notifications for each of your Smartcards.
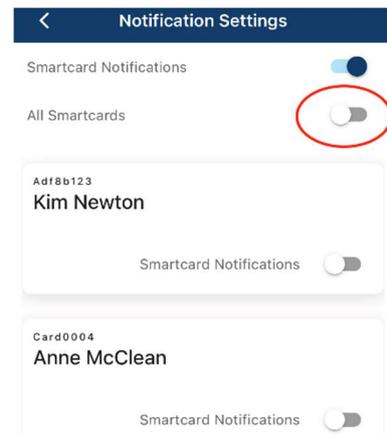
Select the Smartcard you want to configure notifications for and turn on its **Smartcard Notifications** toggle.

You can also enable notifications and set up one configuration for all your Smartcards on your list at once.

Turn on the **All Smartcards** toggle and select **OK** on the **Notification prompt** "Did you want to turn on notifications for all Smartcards?". You will no longer

see the option to configure different notifications for each of your Smartcards.

To configure the notifications, you will need to select Notification Options and Notification Timeframes:

- **Notification Options**: select the type of notifications you wish to receive.

- **Notification Timeframes**: select the timeframes for when you wish to receive notifications on your Smartcards activity (tapping on/off a bus).

Select or deselect the **Notification Options** by switching on or off the option toggles**.** You can select from one or more of the options.

Select the **Notification Timeframes**. Note: the timeframes use the 24h clock format.

Weekdays: select the **AM and/or PM checkbox** and then enter the morning and/or afternoon timeframes you wish to receive notifications on your Smartcards activity (tapping on/off a bus).

Specific weekday(s): deselect the AM and/or PM checkbox of **Weekdays** to see specific days of the week. select the **AM** and/or **PM checkbox** from Monday to Sunday and then enter the morning and/or afternoon timeframes you wish to receive notifications on your Smartcards activity (tapping on/off a bus). Repeat this step to add additional days of the week.
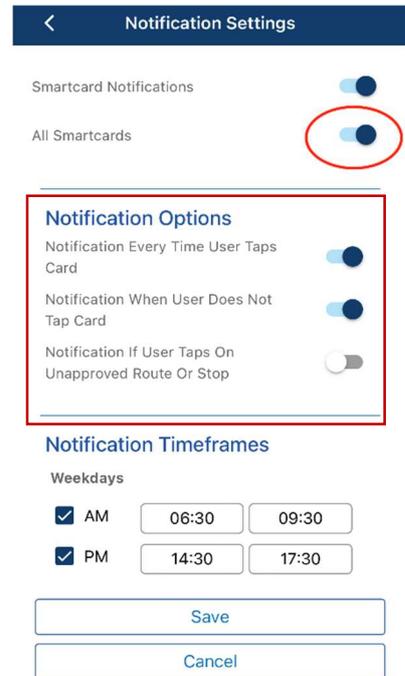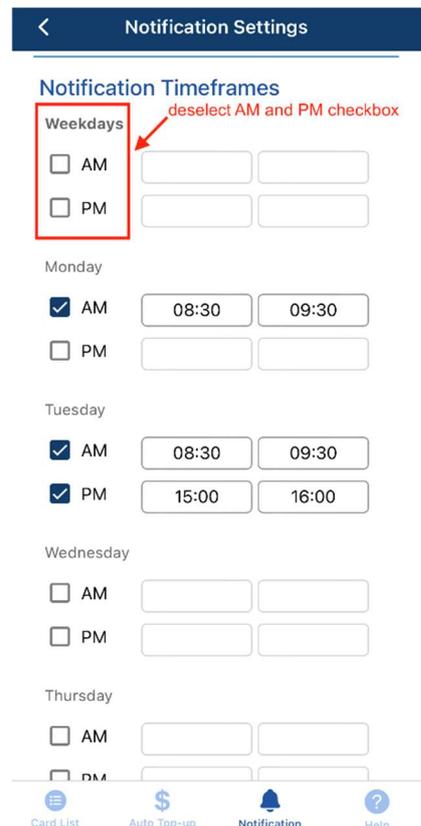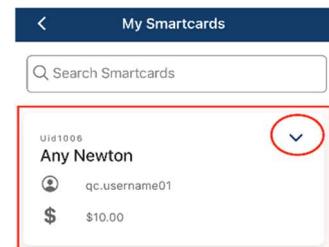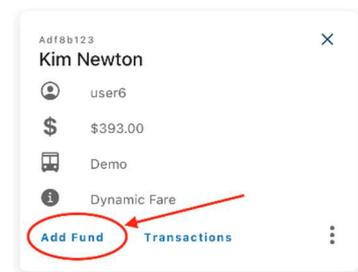
Adding funds to your Smartcard

On the **Home** page, select the **Smartcards** button.

On the **My Smartcards** page, select the Smartcard you want to add funds to by selecting the applicable Smartcard or selecting the **arrow down** button.

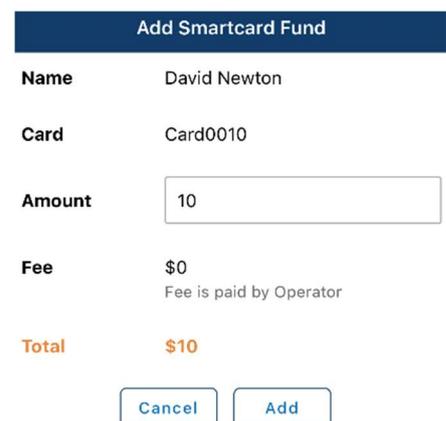Select the **Add Fund** button on the selected Smartcard.

The **Add Smartcard Fund** page will open the selected Smartcard's name and card UID.

Select the **Add** button to process adding funds to the Smartcard.

Select the **OK** button on the **Add Fund** successful prompt to close the box and go back to your **My Smartcards** page.

The balance of the selected Smartcard will now have been updated.
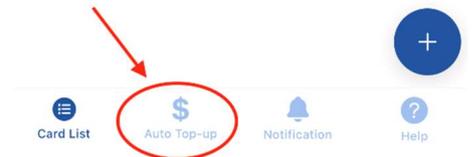
Enabling Smartcard auto top up

If you want your Smartcard account to be topped up automatically when its balance reaches a certain level, the Auto Top-up feature can be enabled.

On the **Home** page, select the **Smartcards** button.

Select the **Auto Top-up** button at the bottom of the **My Smartcards** page.
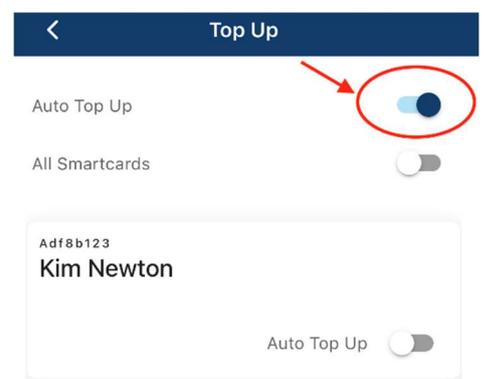
You will need to have saved your payment card details to enable this feature.

If your payment card details haven't been saved before, select the **OK** button on the '**Auto Topup'** prompt and enter your payment card details into the **Card Details** page. Select **Save** to complete this process.
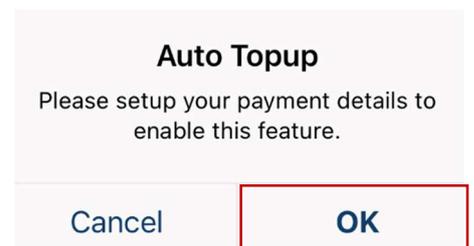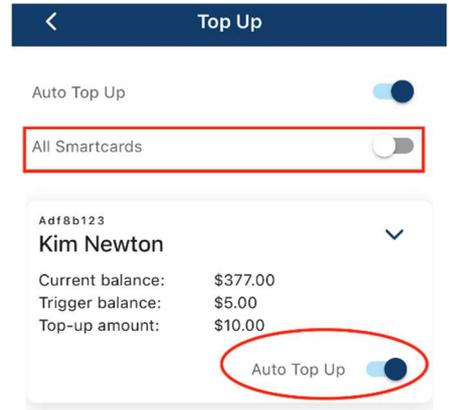
Turn on the **Auto Top Up** toggle to start to enable this feature.

Select the Smartcard(s) to configure:

You can choose to enable auto top up for **All Smartcards** or individual Smartcards.

You can also enable the same **Top Up Trigger** and **Top Up Amount** for your Smartcards.

To set up auto top up, you will need to define:

- **Top Up Trigger**: what Smartcard balance will cause the auto top up to happen when your balance reaches this amount or lower.

- **Top Up Amount:** how much will be added automatically to your Smartcard account when the auto top up is triggered.

Define the **Top Up Trigger** amount. You can choose the trigger amount by selecting one option $10, $20, $50, $100 or entering your amount (greater or equal to $5).

Step 2: define the **Top Up Amount**. You can choose the top up amount by selecting one option $10, $20, $50, $100 or entering your amount (greater or equal to $10).

Select the **Save** button. If auto top up is saved for an individual Smartcard, this will show against the Smartcard.