

Important changes to Carmel College Transport bus passes

- Your bus pass will be on your mobile phone in the new year
- Please download the Mayne Transport App from the Appstore in preparation for registering and choosing your journey to Carmel.
- The next step is to register and choose your bus route on PARENTMAIL

PLATFORM OVERVIEW

Passenger Experience

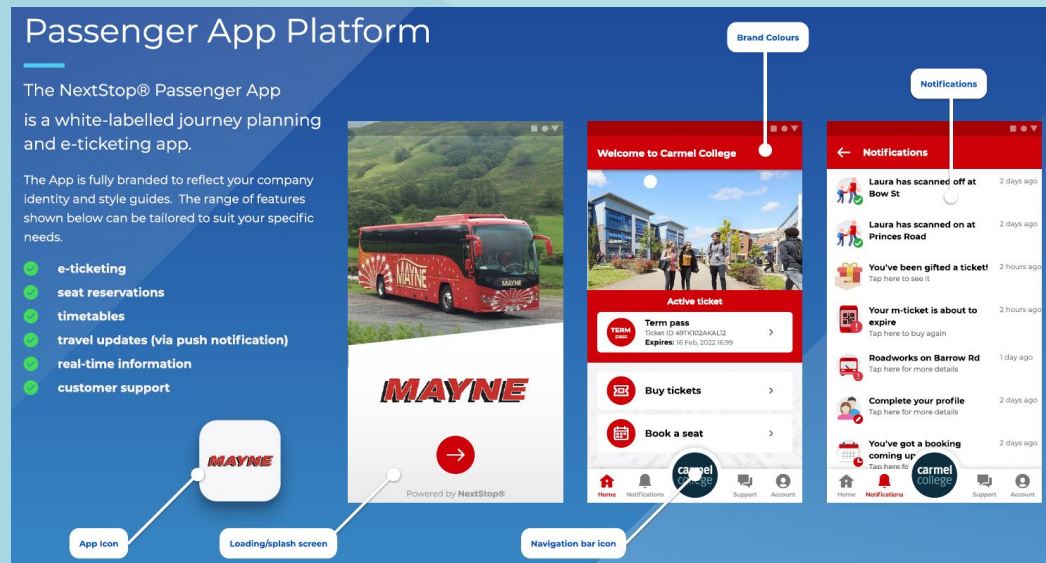
The Passenger App provides easy access to the key features of journey planning and e-ticketing with additional support for passenger feedback and service updates via push notifications built in.

Passenger App Platform

The NextStop® Passenger App is a white-labelled journey planning and e-ticketing app.

The App is fully branded to reflect your company identity and style guides. The range of features shown below can be tailored to suit your specific needs.

- e-ticketing
- seat reservations
- timetables
- travel updates (via push notification)
- real-time information
- customer support



App icon

Loading/splash screen

Navigation bar icon

Brand Colours

Notifications

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A PLACE TO
IMAGINE.

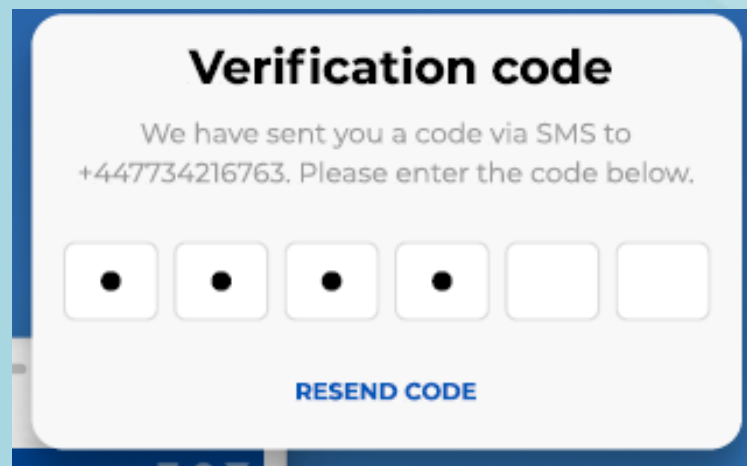
Parentmail

If you have not already done so, once you have received an invitation to register on Parentmail (the College shop), please register and choose your transport option (if a free service) or choose and pay (for a paid service).

The College will notify the transport operator that you have registered, chosen your route and if necessary, paid for the service.

Passenger App registration

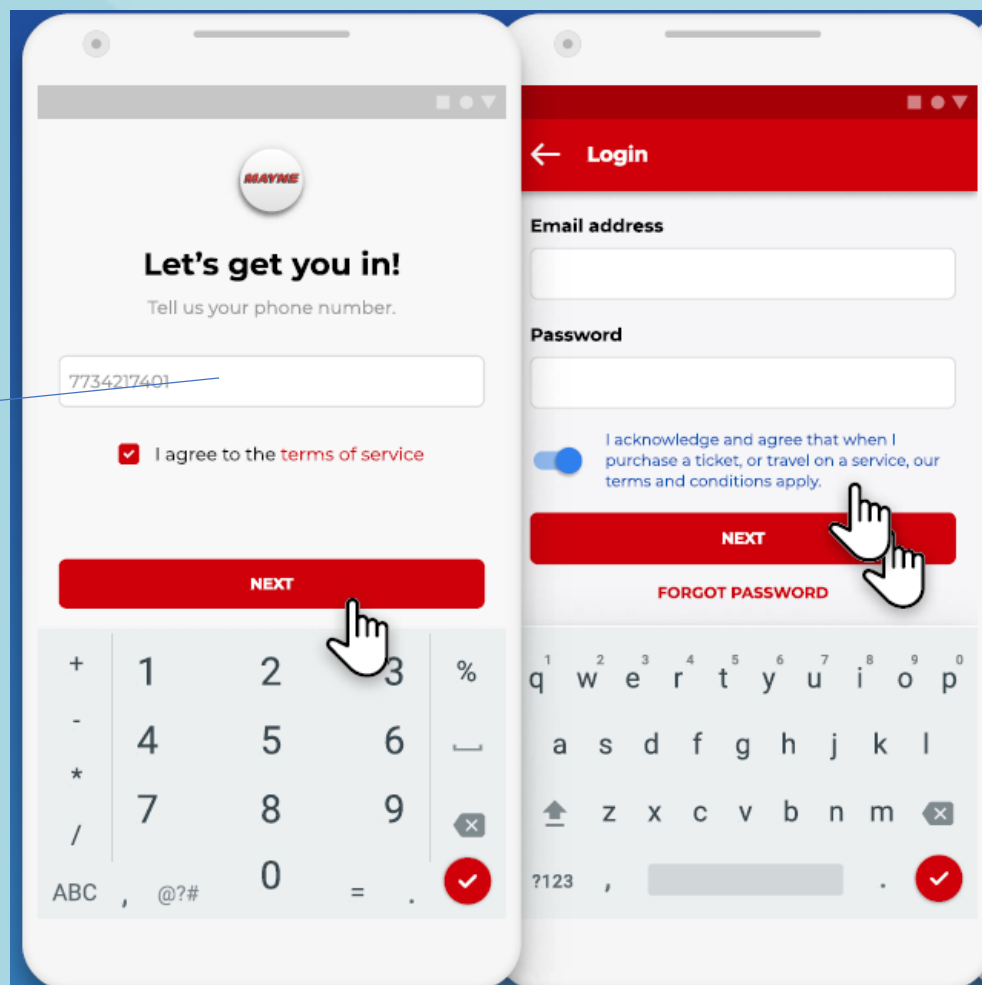
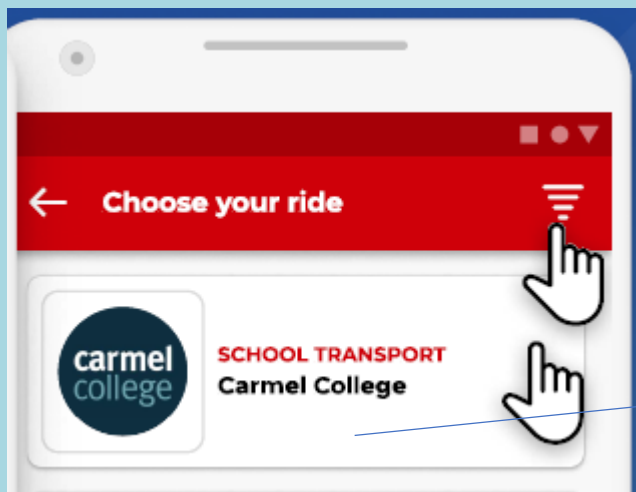
Once the transport contractor is notified that you have chosen your free or paid route on Parentmail, you will receive a verification code to register on the app which is valid for 10 minutes.

A screenshot of a mobile app verification screen. At the top, it says "Verification code" in bold. Below that, it says "We have sent you a code via SMS to +447734216763. Please enter the code below." There are six input boxes in a row. The first four boxes each contain a black dot, representing the first four digits of the code. The last two boxes are empty. At the bottom of the screen, there is a blue button labeled "RESEND CODE".

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You should then choose your ride on the app. This is important as this is the only route you will be allowed to use when travelling.

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Secure Access

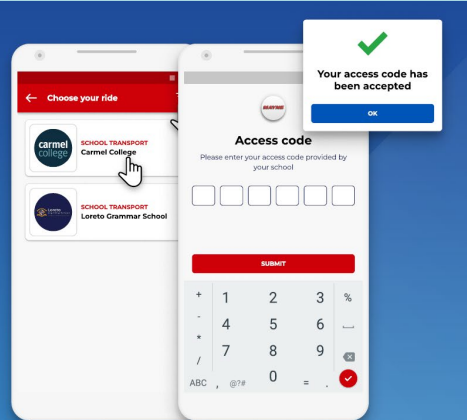
Secure Access

Access codes and whitelisting

To further improve security for closed door services, you can create an Access Code or Whitelist for the Service.

Access codes can be configured via the Mobility Platform and issued to parents, teachers and students when they need access to the app.

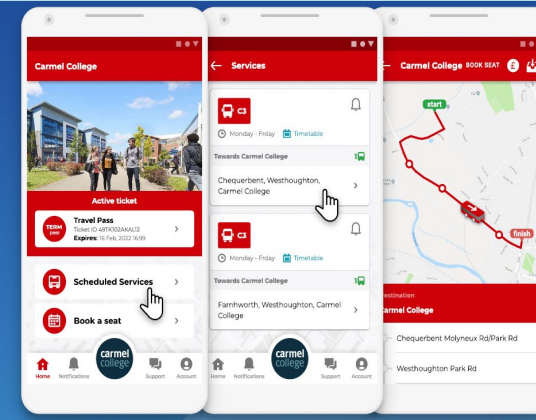
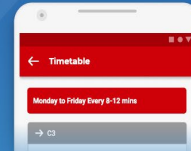
In addition to Access Code security, the platform will also provide a WhiteListing feature to restrict access to the app further based on a users' email address or other identifiable criteria.



Journey Planning

Helping your students get the most out of every journey.

Additional features are included in the app to help students plan their journey and provide feedback. There's also a real-time vehicle tracker for each vehicle in the fleet which displays the precise location of the vehicle and other important information such as occupancy levels and what's onboard, e.g USB charging, WiFi, Contactless.



Real-time information tracker

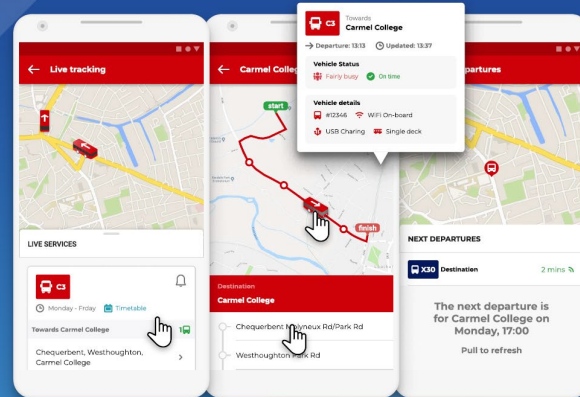
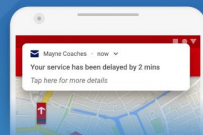
RTPI

Helping your students get the most out of every journey.

Real-time information is provided through the passenger app for each in-service vehicle.

This information includes location data, occupancy details and predicted arrival times.

*Note: When there are service interruptions the passenger app can be configured to receive instant updates via the push notification server.



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