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Introduction

ShuttleID is used by Hampshire County Council School Transport. You will be informed by your employer when a route will start to use ShuttleID.

A mobile/tablet device will be provided to you by your operator (employer) for use on these routes, and you will be required to use this device on your route every morning and afternoon. It is designed to aid ticket inspection and to enhance safeguarding.

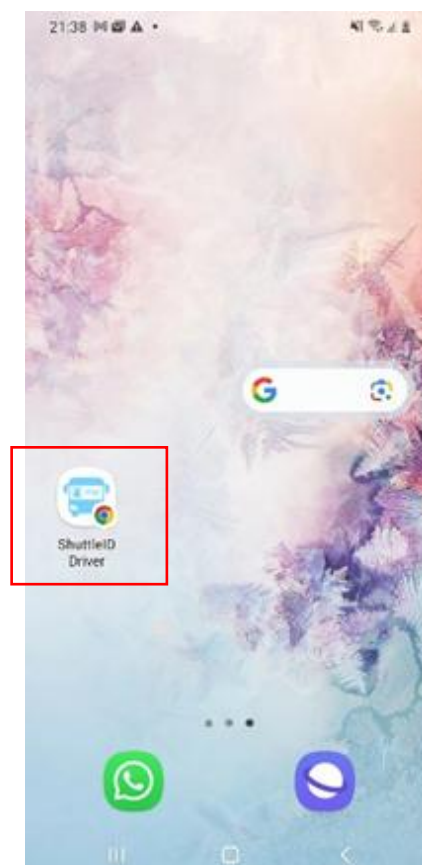
These devices are only intended to be used for ShuttleID, which means that no other features should be accessed.

The ShuttleID app should have already been downloaded to your device by your operator (employer). You will need to ask your operator for your username and password for the ShuttleID app. If you have any questions, please ask your operator (employer). Please see screenshot below for an example of what the app icon will look like on your home screen.

Before using Shuttle ID for the first time, your employer (operator) can provide test tickets that you can use to familiarise yourself with the sounds and notifications.

IMPORTANT You must use this device on every journey (am/pm are not separate journeys) and sync data **at least once a day**.

IMPORTANT: You must make sure that the device is set up before you start the journey. Do not use the device while driving. It is illegal to hold and use a device while driving. [Click for full details of the restrictions.](#)



Setting up before the journey starts

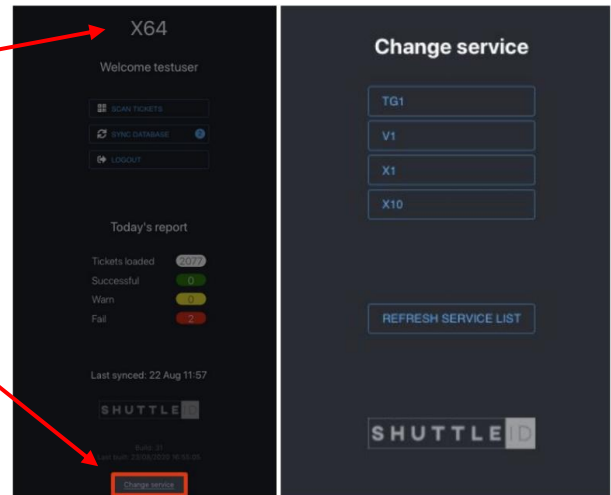
- Turn on device and unlock
- Log in to the ShuttleID app
Username and passwords are case sensitive. If you have trouble logging in, contact your office staff.

- Check the **correct route** you are about to drive is displayed at the top of the screen.

If it's not correct, tap 'CHANGE SERVICE' at the bottom of the screen.

Select the correct route.

You will be returned to the home screen automatically.

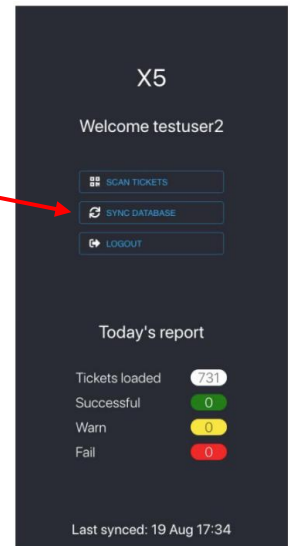


- Tap **SYNC DATABASE**

This will update the device with newly issued tickets and updates.

You can only sync when the device has an internet connection. When offline, this option is greyed out.

For more information on how to sync the database, see the section "How to sync (upload) scan data".



How to scan bus passes

When you are ready to start scanning tickets, tap “**SCAN TICKETS**”, then tap **Continue**. *You don't need an internet connection during scanning.*

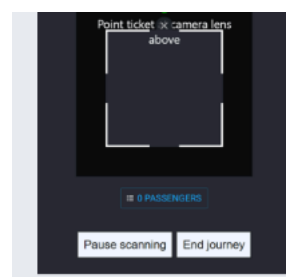
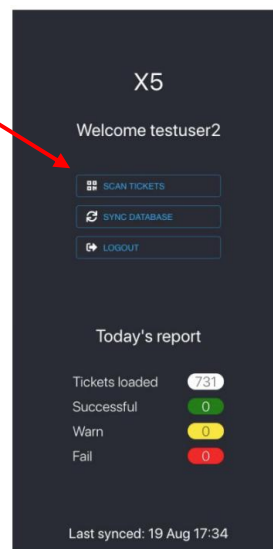
This will put the app into full screen mode.

IMPORTANT: If scanning tickets for the first time, you will be asked to give permission to the camera device. **You must allow permission.**

To get back out of scan mode and return to the main menu, tap the back button twice.

IMPORTANT The device screen should be visible to both you and the passenger as they scan their tickets.

After pressing the “**Confirm**” button, the scanning process begins, and the screen will appear as follows with the forward-facing camera turned on.



Passengers may now scan their QR code bus pass. Bus passes will be presented either as a screen shot on a mobile device or on a printed pass.

Their tickets will look like the below and include assigned route, passenger name, valid from and expiry date.

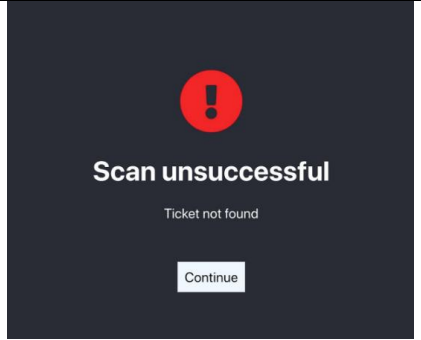


At the end of the journey, tap “**End journey**” to return to the home screen.

Drivers should follow the [Driver Code of Conduct](#) and the guidance on different scanning scenarios.

Possible scan scenarios

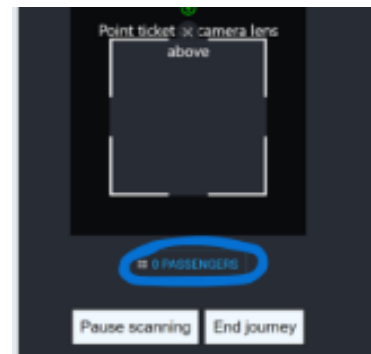
<u>Valid ticket</u> A valid ticket will emit a “success” sound and will briefly display the success screen before flipping back to the scanner. The next passenger can then scan their bus pass.	 Welcome aboard! John Smith
<u>Ticket not for this service</u> A “warning” sound will emit and the display will show which route the pass is valid for. Driver actions: • Check the route on the passenger's bus pass. • If valid for the route, allow them to board. • If this fail occurs on the first scan of the journey, check the selected route and change if needed. To return to the main menu tap the back button twice, tap ‘CHANGE SERVICE’ at the bottom of the screen, select the correct route. Tap Scan Tickets. Ask the passenger to re-scan. • If the pass is not valid, politely refuse transport in line with Driver Code of Conduct. Tap “continue” after handling the situation to resume ticket scanning.	 Ticket for different service Ticket valid for X64 Joe Bloggs Continue
<u>Duplicate ticket</u> A “failure” sound will emit and the display will show number of scans in the previous 30 minutes. Driver actions: • Check the situation before taking action. • If an obvious scanning error (immediate rescan) allow the passenger to board. • If the passenger has attempted another route first, allow the passenger to board. • If you suspect misuse (e.g. shared pass), ask passenger for name and check bus pass matches. • If unsure but pass appears to be valid, allow passenger to board and report to your employer (operator). Tap “continue” after handling the situation to resume ticket scanning.	 Scan unsuccessful Ticket already scanned 2 time(s). John Smith Continue 14 / 19

<u>Expired ticket</u> A “failure” sound will emit and display ticket expired. Driver actions: • Ask student to scan a valid bus pass. (This error most likely occurs if passengers scan a bus pass issued for a previous school year). • Politely refuse transport in line with Driver Code of Conduct if passenger cannot present a valid bus pass. Tap “continue” after handling the situation to resume ticket scanning.	
<u>Not yet active ticket</u> A “failure” sound will emit and it will display when the ticket is due to become active. Driver actions: • Ask student to scan a valid bus pass. • Politely refuse transport in line with Driver Code of Conduct if passenger cannot present a valid bus pass. Tap “continue” after handling the situation to resume ticket scanning.	
<u>Forged ticket</u> If a passenger presents something that doesn’t conform to the expected format, a failure sound will emit and it will display “Forged ticket” . Driver actions: • Ask student to scan a valid bus pass. • Politely refuse transport in line with Driver Code of Conduct if passenger cannot present a valid bus pass. Tap “continue” after handling the situation and resume ticket scanning.	
<u>Unscannable</u> Scan unsuccessful will display if a ticket cannot be scanned. Driver actions: • Check the passenger's ticket: service number, valid from date, date ticket expires to check it is valid. • If the pass is valid, allow the passenger to board and ensure that they enter their full name into the scanning device. (See instructions on the next page.) • If the pass is not valid, politely refuse transport in line with Driver Code of Conduct. Tap “continue” after handling the situation and resume ticket scanning.	

Adding a manual passenger

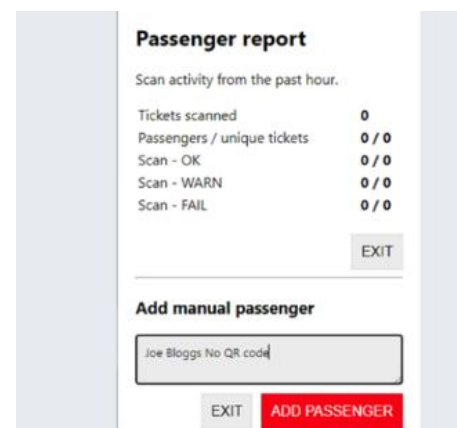
Only allow a passenger to type their name if they have shown a valid bus pass for the route, but for technical reasons it cannot be scanned successfully.

Ask the passenger to select the "**Passengers**" icon located beneath the camera box (refer to the image to the right).



The passenger must type their first and last name in the text box and tap "**Add passenger**" to confirm.

The regular scan screen will display ready for the next passenger.



Possible error scenarios

End journey tapped accidentally

If the "**End journey**" button has been tapped accidentally, the passenger can tap the START JOURNEY button, then tap "**Confirm**" to continue scanning.

Note: no scan data will be lost.

How to sync (upload) scan data

IMPORTANT: It is a contractual requirement for data to be synced at least once per day.

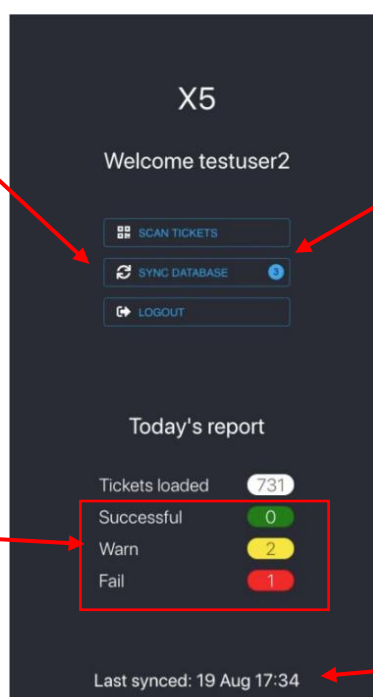
This action updates the app with any newly issued tickets or voided tickets and uploads scan data to Hampshire County Council.

Scan upload compliance and failed scans are monitored daily.

How to sync data

To sync the data tap “**Sync database**”.

The number of successful, warn and fail scans are displayed each day. Hampshire County Council reviews scans that are not successful daily.



You will know that there is scan data to upload when there is a counter on the “Sync database” button. This number is the total scans on the device that have yet to be synced

Information on when the app was most recently synced.

Tapping the “Sync database” button will:

- Refresh the active tickets and tally
- Upload any scan entries due to by synced
- Reset the scan counter.

IMPORTANT: An internet connection is required to sync scan data. If the device is offline (no phone signal), the option to “**Sync database**” is greyed out. When you are online then you will be prompted to login and the data will sync.

Extra Support

In the first instance contact your employer (operator) who will contact Hampshire County Council School Transport if required.

For a demonstration of a logged in driver starting a journey and scanning tickets click here: <https://vimeo.com/1067715595/5b7e0b1474>