App guide for Guardians
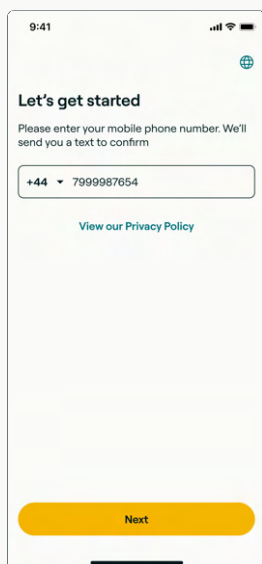
Please download the RideTandem Rider app from the App Store or Google Play Store.
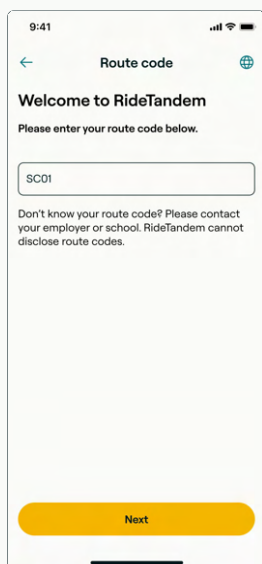
If you're a parent/guardian purchasing a pass on behalf of a student, you <u>must</u> register on the app <u>before</u> the student.

If you've been approved for a bursary discount, please ensure you add the correct Student Reference Number, and the discount will be automatically applied.
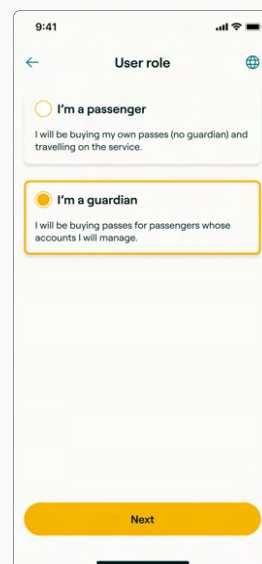
Create accounts

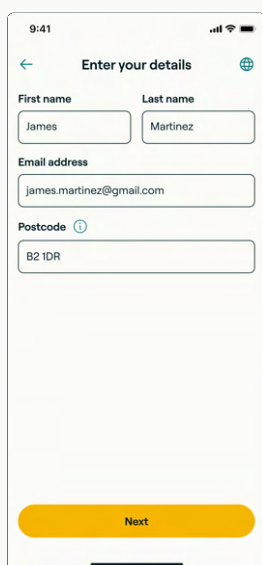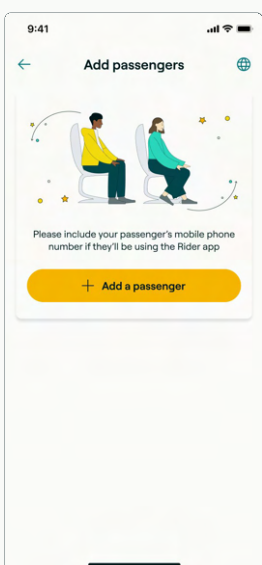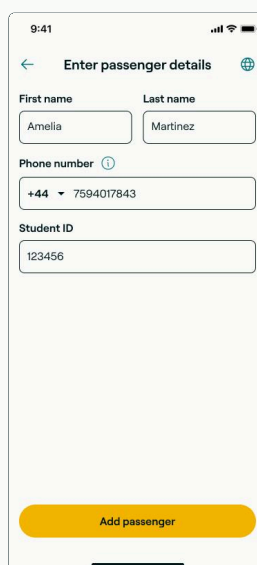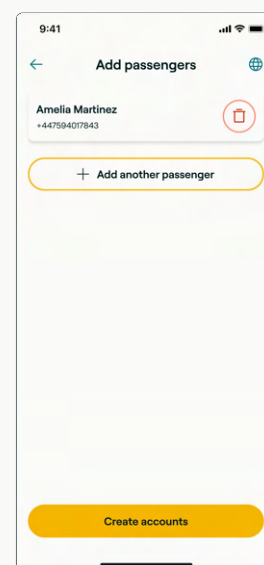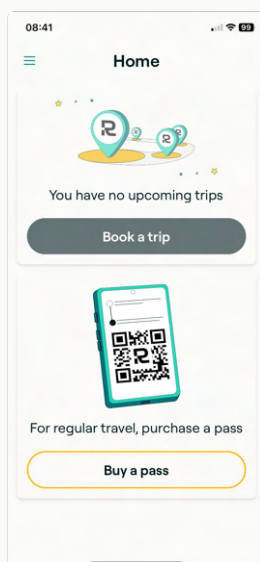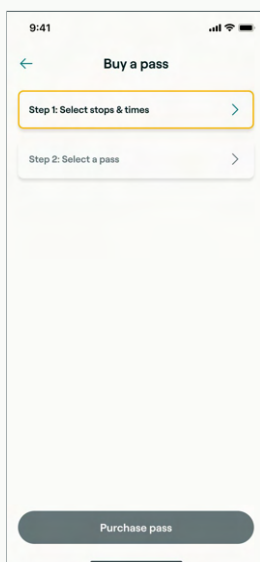|			
Add your mobile number, you'll receive a verification code	Add your student's route code from this list	Please review and agree terms and policies	Tap I'm a guardian
Enter your own (guardian) details	Tap Add a passenger	Enter your student's details	You may add more than one passenger and/or tap Create accounts

Select regular pickup stop and pass type

Before purchasing, you'll need to select the student's regular pickup stop and a pass type.
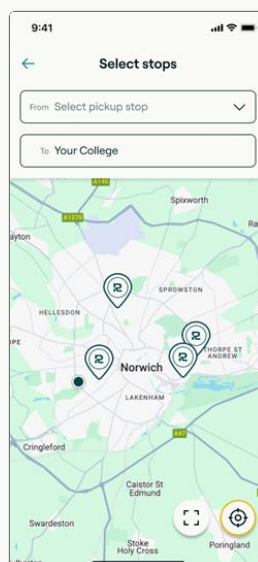
If the pass price in the app doesn't match your expected bursary discount, please do <u>not</u> purchase a pass: please email bursaries@cornwall.ac.uk to confirm your approved bursary band.
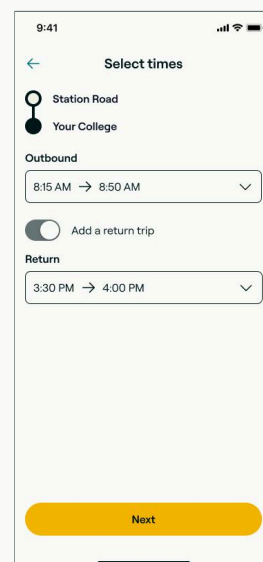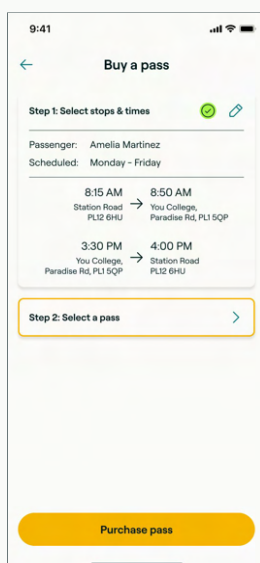

From the Home screen, tap Buy a pass
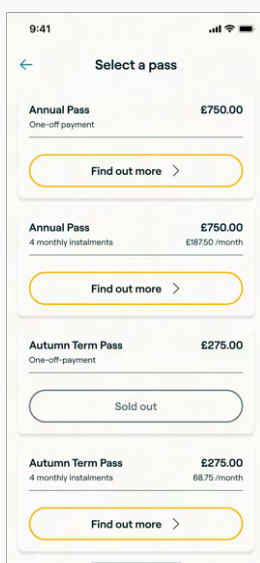

Tap Step 1

Select a pickup stop from the drop-down menu or map
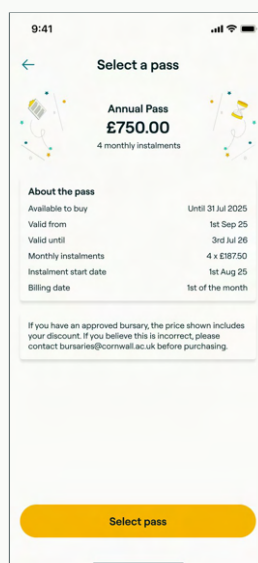

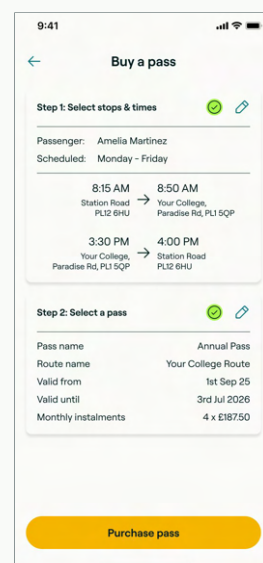Select outbound and return times

Review your selected recurring bookings, then tap Step 2

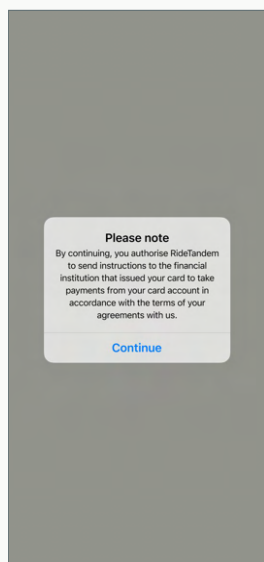Review available passes and tap Find out more on your preferred pass

Please review the pass purchase details in full before tapping Select pass
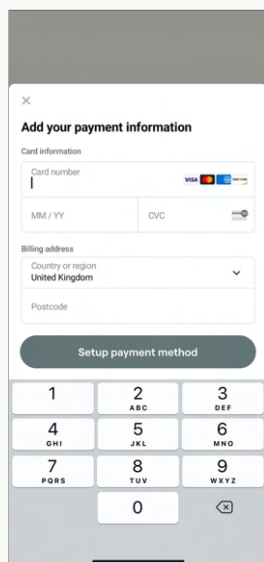

Review your recurring bookings and pass, then tap Purchase pass
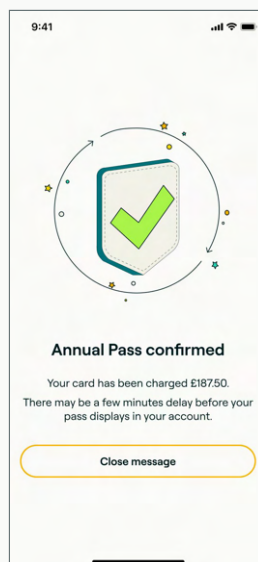
Purchase pass

If the pass price in the app doesn't match your expected bursary discount, please do <u>not</u> purchase a pass: please email bursaries@cornwall.ac.uk to confirm your approved bursary band.
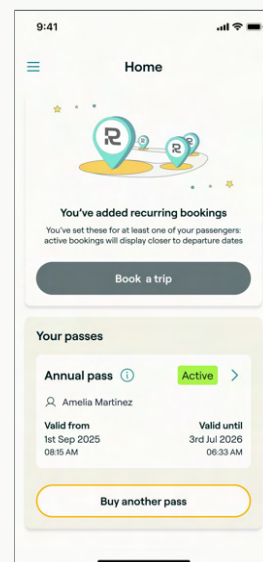

Please review prior to continuing

Securely add your payment details: all major debit and credit cards are accepted
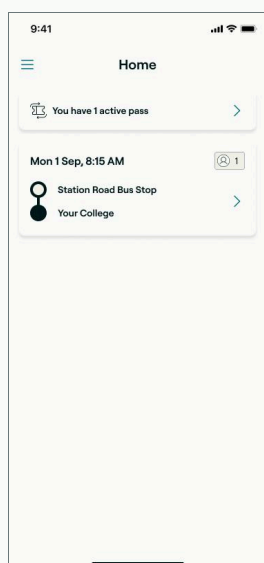

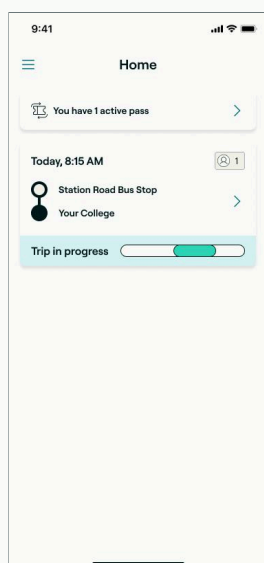You'll receive confirmation that your payment method has been charged

You'll soon see your pass and confirmation of recurring bookings on your Home screen
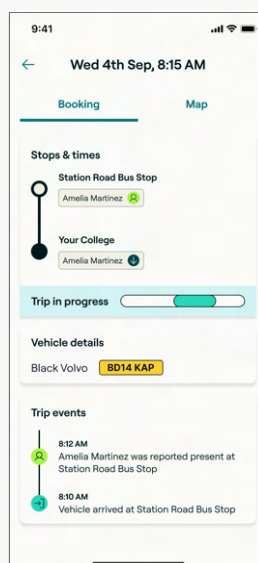
View live trips

When your student passenger has active bookings, you can track their progress in real-time
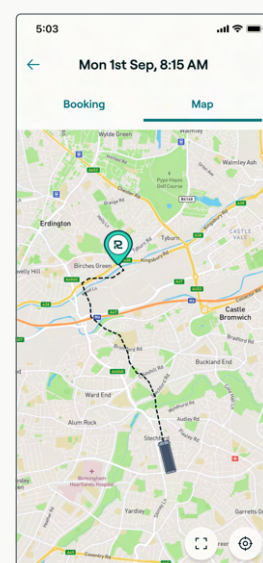

You'll see active bookings on your Home screen

You can view in progress trips

You can see trip events in real-time

You can also track your passenger's vehicle progress