

PASSENGER APP HANDBOOK



MARCH 2026

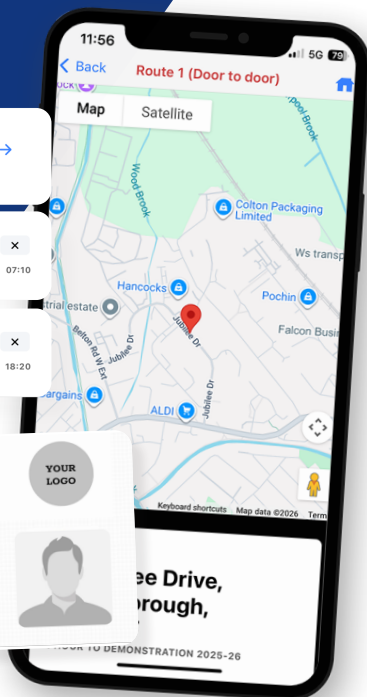
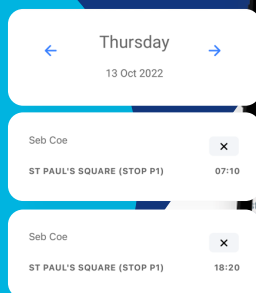


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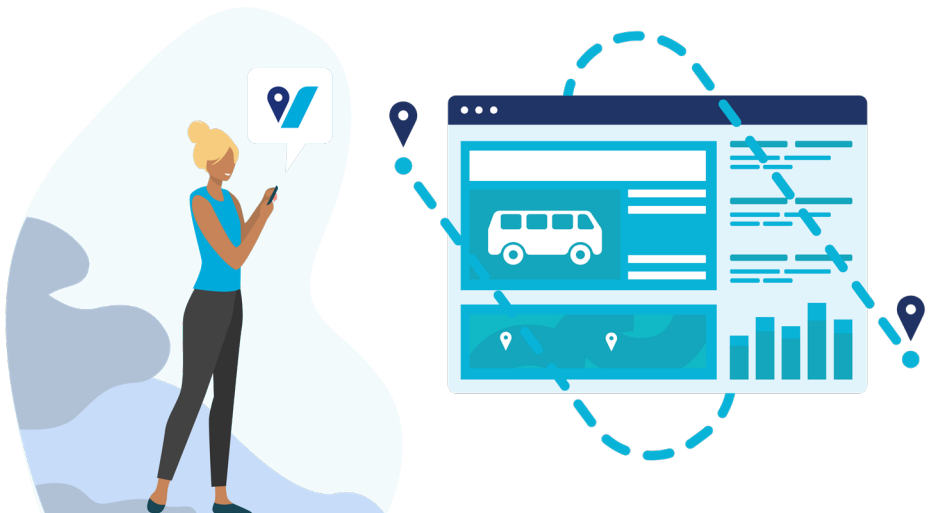
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About Us

Vectare was founded in 2016 by young entrepreneurs Dominic Kalantary and Peter Nathanail with the simple vision of making public transport better. Combining new technology with transport planning expertise, the two friends have successfully grown the business into a leading UK supplier of school and corporate transport solutions, working with 200+ independent schools across the UK and responsible for over twelve million passenger movements per annum.

What is the Passenger App?

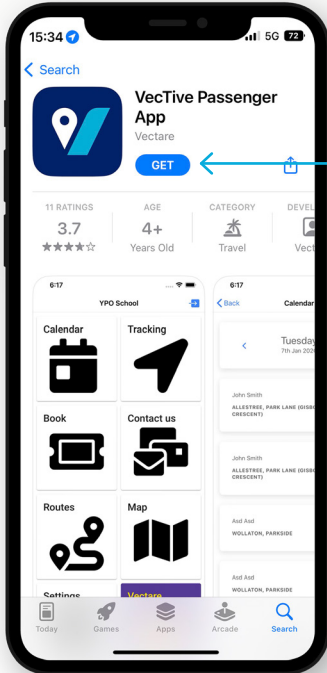
Our iOS and Android Passenger App allows pupils and parents to view their bus network, manage their daily bookings, and see live tracking provided by the driver app in real time. The Passenger App is linked to the school's transport site and provides its users with quick access to the school bus service.



HOW TO:

Install and update the Passenger App (iOS)

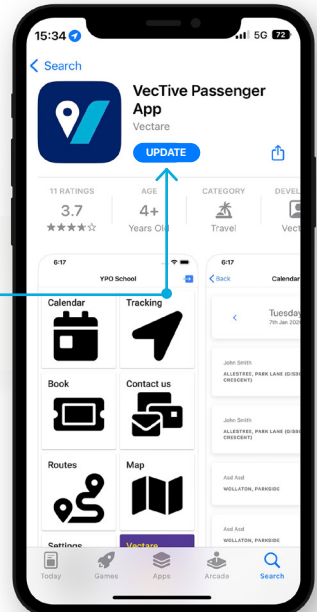
1. Go to the 'App Store'



2. Search for 'VecTive Passenger App'

3. Click 'Get' to download the app

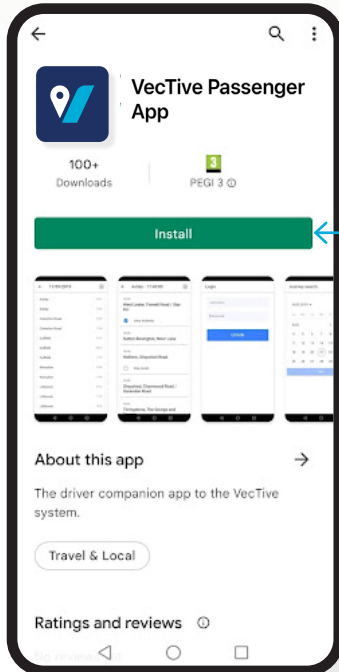
4. Click 'Update'



HOW TO:

Install and update the Passenger App (Android)

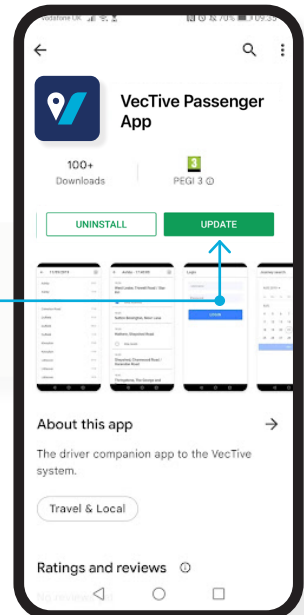
1. Go to the 'Google Play Store' →



2. Search for 'VecTive Passenger App'

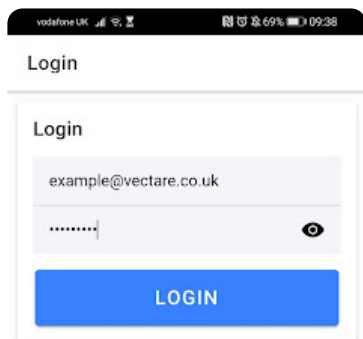
3. Click 'Get' to download the app

4. Click 'Update'



HOW TO:

Use the Passenger App



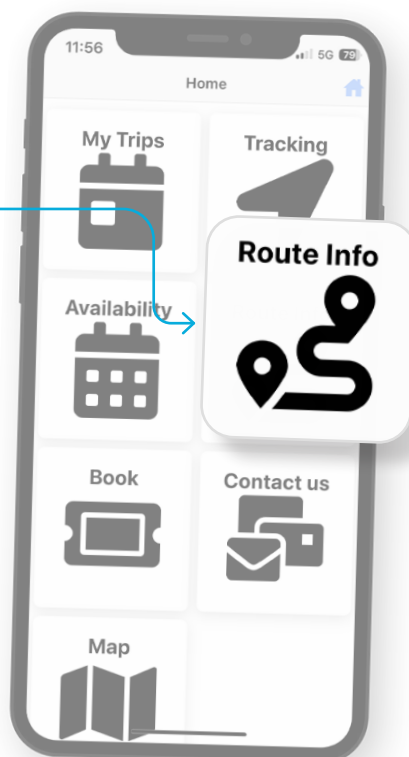
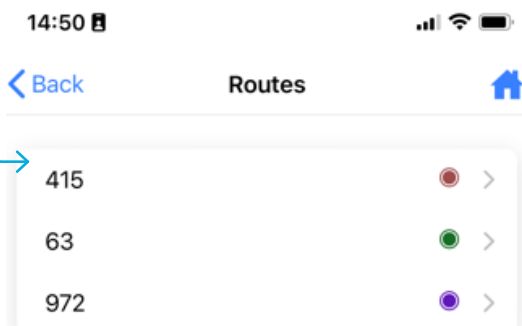
Logging In

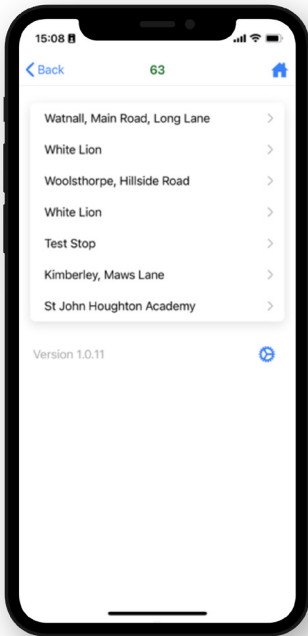
Please use the same login detail you used when made a booking on your School Transport site. If you forget these details, you can reset them on the site. Alternatively, please contact contact@vectare.co.uk

Viewing the Route Info

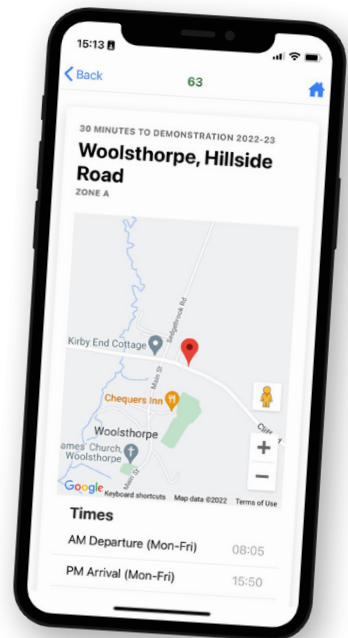
Once logged in, you can view all the information on all the routes and stops. To do so, please navigate yourself to the 'Route Info' section of the app.

You will then be able to see a list of all available routes.

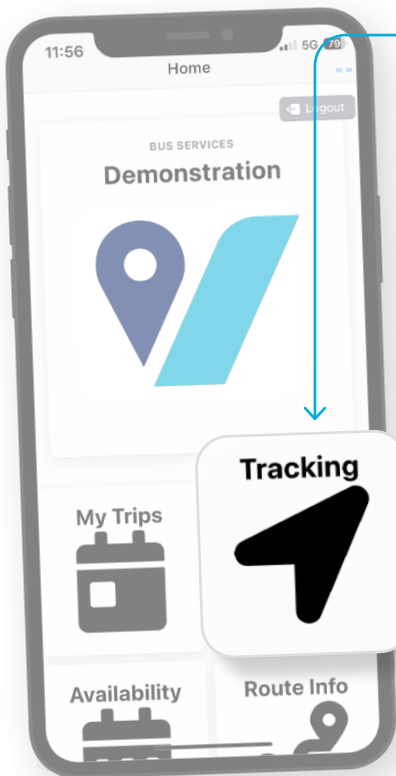




By selecting the route you wish to book, you will be able to view a list of all the stops available on that route.

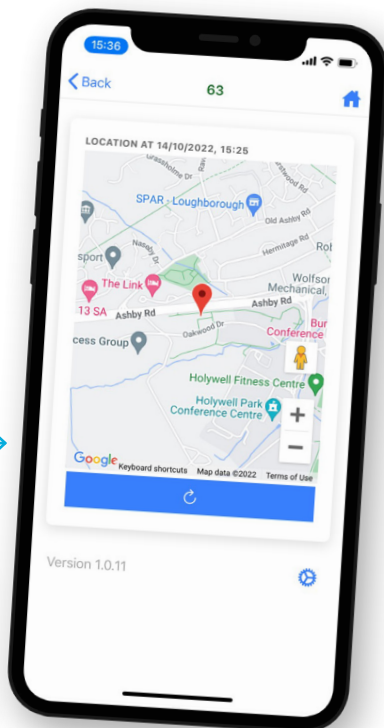
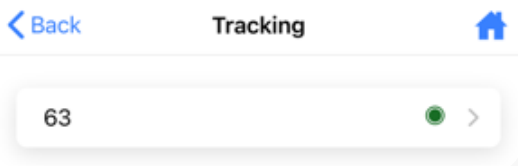


By selecting the stop, you can view the location, timetable, and fare information for that stop. The map is interactive – you can zoom in and zoom out to get more details.



Track Your Child's Bus

To track your child's journey please navigate yourself to the 'Tracking' section of the App. Please note, tracking will ONLY be available when the journey is in live operation.



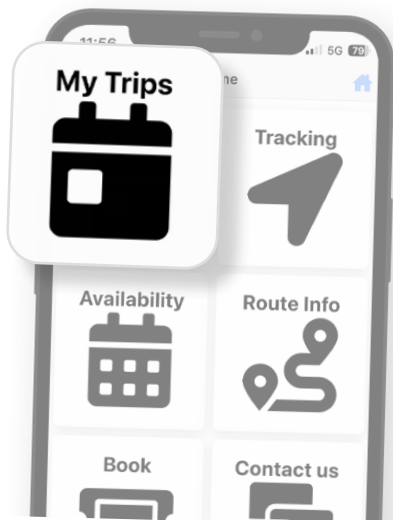
Tracking will be shown only for the journeys you have a booking for. Please select your journey and you will then be able to see the live location of the bus.

My Trips

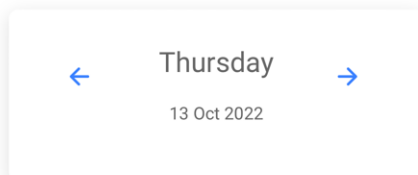
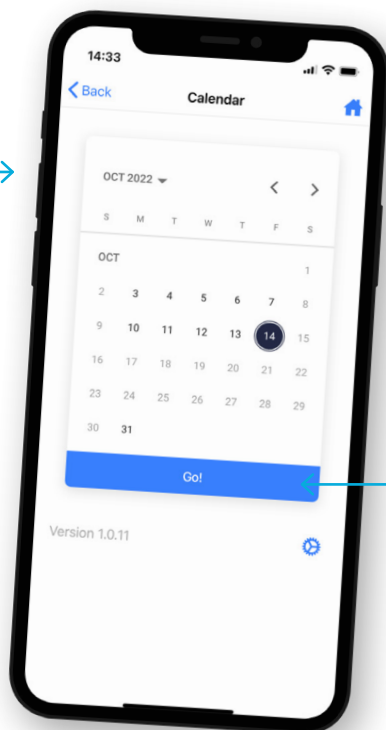
In order to access your bookings, please select the 'My Trips' icon.

From here it will then show a calendar with days that you have journeys booked for highlighted.

You can then select the journey that you would like to amend, i.e., marking a journey as 'Not Travelling'



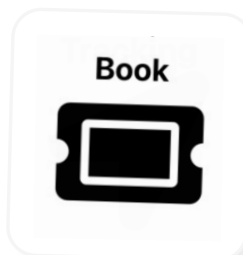
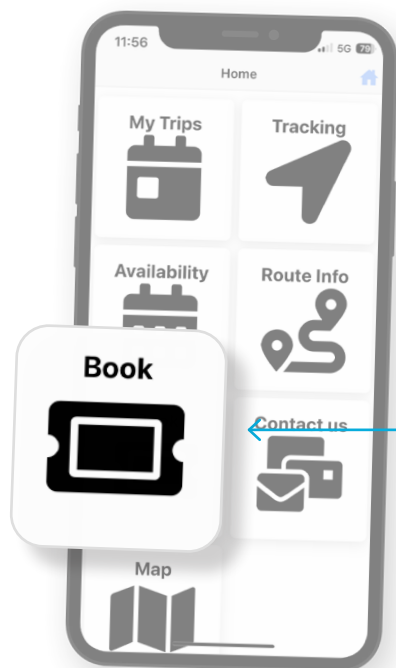
Click on 'Go' and you will then be able to view your journeys.



In order to then mark your child as not travelling please click on the 'X' and then select 'Confirm'.

HOW TO:

Make a Booking



By clicking on the 'Book now' button you will be redirected to the booking page on the site.



Book now

Book your seat on the bus service

Parent information	Pupil information	Journey information	Confirmation
Name, email etc.	Name and year group	Routes and stops	Check details

Please select the type of ticket that you wish to purchase:

☒ Regular Travel ☐ Single Trip

Some stops on this network are only served on request. This means that you can only use one of these stops if you contact us at least 24 hours before you wish to travel. You cannot book travel to/from request stops via the online booking system. Please contact us at contact@vectare.co.uk and we will make your booking for you.

Regular Travel

Select Regular Travel for a longer term journey pattern (Full return / All AM / All PM).

Single Trip

Select Single Trip for a one off Ad-hoc journey.

Parent Information

Fill in parent information form.

 **Book now**

Book your seat on the transport service

Parent information Name, email etc.	Pupil information Name and year group	Journey information Routes and stops	Confirmation Check details
First name Surname Email address Mobile telephone  +44 Postcode			
Previous Next			

Parent information Name, email etc.	Pupil information Name and year group	Journey information Routes and stops	Confirmation Check details
Pupil 1  First name Surname Pupil year Select one At time of travel Does this passenger require a wheelchair accessible vehicle? ☐ Yes ☒ No  Add another pupil Previous Next			

Passenger Information

Please complete your child's information and then this will link them to your account.

Journey Information Form

This is to select your required route, stop and journey.

Parent information
Name, email etc.

Pupil information
Name and year group

Journey information
Routes and stops

Confirmation
Check details

Journey 1

Route

Select one

Stop

Select one

Journeys

☐ All AM

☐ All PM

☐ Return

Pupils

☒ test test

Book from

Book until

➕ Add another journey

Previous

Next



Book now

Book your seat on the bus service

Parent information
Name, email etc.

Pupil information
Name and year group

Journey information
Routes and stops

Confirmation
Check details

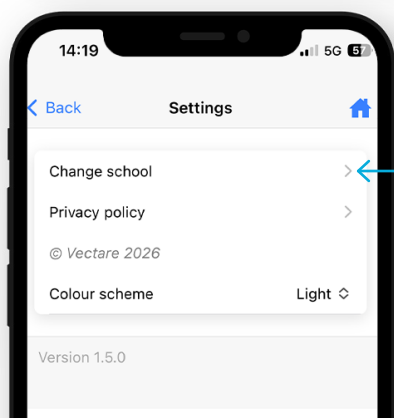
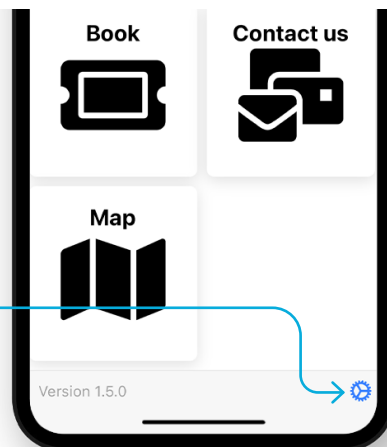
Confirmation

A summary of your journey before finalising the booking.

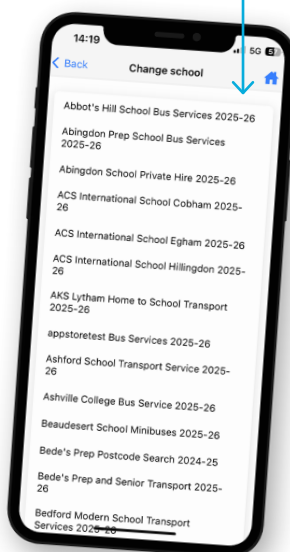
HOW TO:

Switch Between Schools

If you have children enrolled at different schools, you can switch between schools within the app. To do this, open the App Settings by tapping the cog icon located at the bottom right of the home screen. Select Change School.



If your accounts are linked, you will be able to choose and switch to the other school from the list provided.

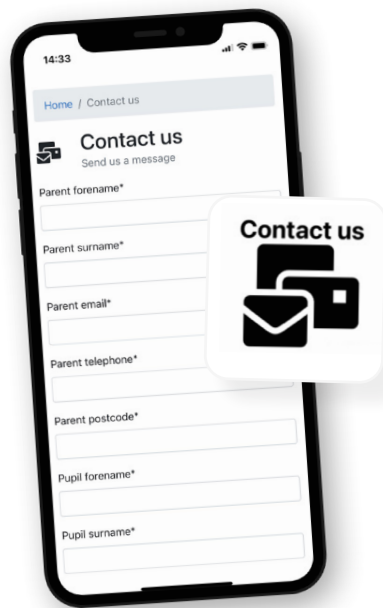


If the option to select the other school is not visible, please contact our support team at contact@vectare.co.uk for assistance.

HOW TO:

Contact Us

Passenger App



Clicking the Contact Us tab on the app will take you to the Contact Us form. Your details, such as parent name, email address, and phone number, should automatically pre-fill with your information.

Please complete the form as required, ensuring you select the correct reason for your enquiry at the bottom of the form. Once submitted, your enquiry will be sent to a member of our contact team, and we aim to get back to your query within 24 hours.

Website

Contact us

Send us a message

Please click here for immediate assistance on a wide range of topics

Parent forename*

Parent surname*

Parent email*

Parent telephone*

GB +44

Parent postcode*

Pupil forename

Pupil surname

Pupil year group

Not yet a pupil

Do any of your children currently use the school transport service?

Yes

No

Reason for your enquiry*

NOTES:



[/VectareTransport](#)



[@VectareLtd](#)



contact@vectare.co.uk



0115 777 3035

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VECTARE

Transport Made **Simple**