

Frequently Asked Questions

Q Do I need an internet connection to use mTickets?

A You do need an internet connection to purchase a ticket. The app also needs to communicate with our system to keep itself up to date when you're out and about. You do not need an internet connection to activate an already purchased ticket – so a poor phone signal when you board a bus should not be a problem. Please note the app is not designed to work with Wi-Fi only devices such as tablets and iPods.

Q Help! I can't see my tickets.

A Missing tickets are caused by your mTicket account becoming logged out or a prolonged loss of internet connection. To restore tickets, please ensure you are logged in and select 'Refresh' from the Options button (iPhone) or Menu button (Android). All the tickets in your account should then reappear in a few seconds.

Q What happens if there's a problem boarding and my mTicket expires just before I get on the bus?

A You need an active and valid ticket to travel on the bus, if the mTicket is not valid, you will need to activate another, or pay to travel by cash and buy a ticket from the bus driver.

Q My phone battery ran out before I could show my mTicket to the bus driver.

A A Your phone will need to have enough battery power to be able to show a valid mTicket to the driver and any inspector throughout your journey. If this is not possible you will need to buy a ticket from the driver using cash.

Q Can I activate multiple tickets on my phone for friends and family?

A No. Active tickets are valid for one person per device only.

First Bus mTicket customer support

0345 602 0121 mticket-support@firstgroup.com



How to use your Mobile Ticket

10
Easy Steps



- 1 Make sure you have access to the internet



- 6 Add 1 ticket to your basket and go to **Buy Now**



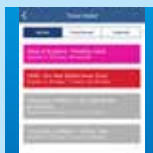
- 2 Download the **First mTicket App** to your smart phone



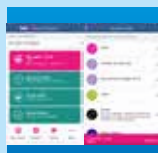
- 7 Enter your unique mTicket code in the **Promo code box** and hit **Apply**



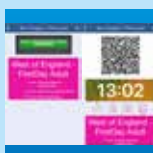
- 3 Choose **West of England** as the area you are travelling in



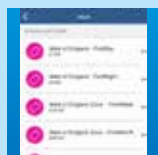
- 8 Ticket now added to your account – go to **Ticket Wallet** to view



- 4 Go to **Buy your ticket** and choose **Adult** category



- 9 When your bus arrives tap your ticket and select **Activate**



- 5 Select your ticket type (day, week or month)



- 10 Scan the ticket QR code on the machine when boarding the bus

mTicket type:

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mTicket code:

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