How to use the app →

Screen 1 — Your dashboard

Your dashboard

Active mobile tickets
Ticket Wallet

Buy now
Mobile tickets

Twitter @OxfordBusCo

09:47 on 13 January 2016
Due to an incident exiting Barton towards Green Road roundabout we are suffering delays on the service. Apologies for any inconvenience caused.

10:28 on 13 January 2016
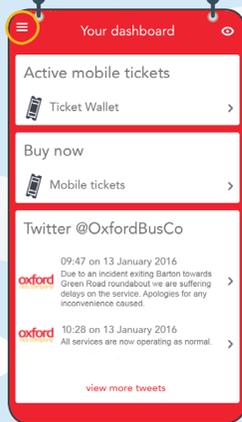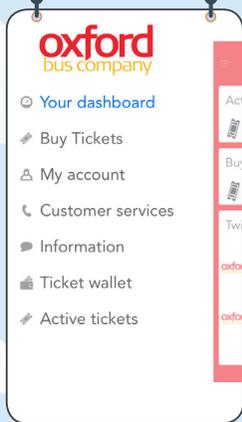All services are now operating as normal.

view more tweets

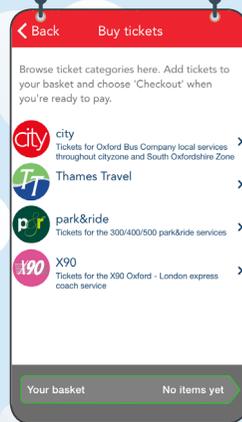**1** This is your dashboard. You will see this when the app is opened. The button in the top left (circled) opens a navigation menu.

Screen 2 — Oxford bus company

oxford bus company

- Your dashboard
- Buy Tickets
- My account
- Customer services
- Information
- Ticket wallet
- Active tickets

2 To purchase a ticket, press on 'Buy Now: Mobile Tickets' or open the navigation menu to select 'Buy Tickets'.

Screen 3 — Buy tickets

Back — Buy tickets

Browse ticket categories here. Add tickets to your basket and choose 'Checkout' when you're ready to pay.

city — Tickets for Oxford Bus Company local services throughout cityzone and South Oxfordshire Zone

Thames Travel

park&ride — Tickets for the 300/400/500 park&ride services

X90 — Tickets for the X90 Oxford - London express coach service
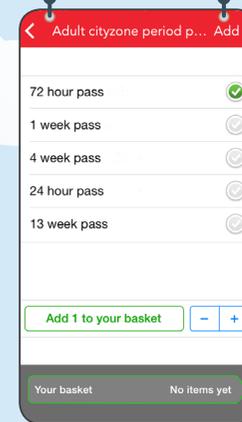
Your basket — No items yet

3 The 'Buy Tickets' page displays the different ticket categories: city, park&ride, X90 and Thames Travel. Select the category to view available ticket types.
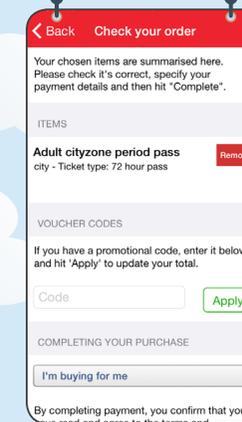
Screen 4 — Buy tickets: city

Buy tickets — city

- Adult Abingdon route period pass — Tap for options and prices
- Adult cityzone period pass — Tap for options and prices
- 18 & under cityzone period pass — Tap for options and prices
- Adult multi-trip cityzone
- 18 and under multi-trip cityzone
- Adult any 5 day cityzone
- Adult South Oxfordshire Zone period pass — Tap for options and prices

Your basket — No items yet

4 This next screen shows the variations of a particular ticket.

Screen 5 — Adult cityzone period pass

Adult cityzone period p... — Add 1

- 72 hour pass ✓
- 1 week pass
- 4 week pass
- 24 hour pass
- 13 week pass

Add 1 to your basket   − +

Your basket — No items yet

5 This page allows you to review your purchase and select multiple tickets to add to your basket.

Screen 6 — Check your order

Back — Check your order

Your chosen items are summarised here. Please check it's correct, specify your payment details and then hit "Complete".

ITEMS

Adult cityzone period pass — Remove
city - Ticket type: 72 hour pass

VOUCHER CODES

If you have a promotional code, enter it below and hit 'Apply' to update your total.

Code   [Apply]

COMPLETING YOUR PURCHASE

I'm buying for me

By completing payment, you confirm that you...

6 Here you can review your purchase, apply voucher codes and enter payment details. When you are ready to purchase your ticket, tap 'complete'! The app automatically saves your card details to make future purchases quicker.
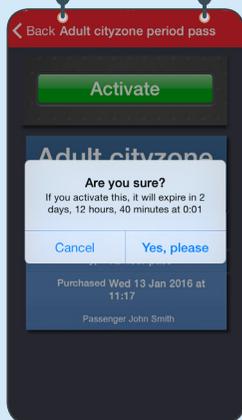
Screen 7 — Payment result

city — Payment result

Thank you for your payment, which has been processed successfully. To manage the tickets on your phone, tap the tickets icon on the toolbar or menu.

DETAILS

Oxford bus
You have new tickets available. Do you want to use them now?

Later | Yes
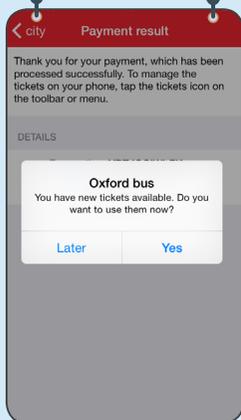
7 Once your payment has been processed, a pop-up will appear asking you if you wish to use your newly purchased ticket(s) now. If you click 'Yes', you will be able to activate the ticket for use. If you press 'Later', then your ticket will be stored in your 'Ticket Wallet'.

Screen 8 — Your Tickets

Back — Your Tickets

Active | Purchased | Expired

Your Ticket
18 and under multi-trip cityzone
Purchased Tuesday, November 24, 2015
Available until Nov 23 2016 at 11:47 AM

Your Ticket
18 and under multi-trip cityzone
Purchased Tuesday, November 24, 2015
Available until Nov 23 2016 at 11:47 AM

Your Ticket
18 and under multi-trip cityzone
Purchased Tuesday, November 24, 2015
Available until Nov 23 2016 at 11:47 AM

Your Ticket
Adult cityzone period pass
Purchased 2 minutes ago
Available until Jan 12 2017 at 11:17 AM

8 The 'Your Tickets' page can be accessed by pressing the navigation button in the top left of your screen and selecting 'Ticket Wallet'. Here you can see your active, ready-to-use and expired tickets.

Screen 9 — Adult cityzone period pass

Back — Adult cityzone period pass

Activate

Adult cityzone

Are you sure?
If you activate this, it will expire in 2 days, 12 hours, 40 minutes at 0:01

Cancel | Yes, please

Purchased Wed 13 Jan 2016 at 11:17

Passenger John Smith

9 Once you have selected the ticket you wish to use, activate it by pressing the 'Activate Now' button. Don't press this until you are ready to use the ticket as the countdown starts as soon as you have pressed 'Yes, please'.

Screen 10 — Adult cityzone period pass (active)

Back — Adult cityzone period pass

YAKS

Days 2 | Hours 12 | Minutes 40 | Seconds 19

Expires on Fri 15 Jan 2016

Adult cityzone period pass

Provider Oxford Bus M-Tickets
Ticket type 72 hour pass
Purchased Wed 13 Jan 2016 at 11:17

Passenger John Smith

10 This is what an active ticket looks like. There is an animation, along with a random four letter word alternating with the time of day. You have the time remaining in the grey countdown boxes to show the driver your m-ticket and board the bus/coach.

Screen 11 — 18 and under multi-trip cityzone (expired)

18 and under multi-trip cityzone

EXPIRED

Expired Wed 13 Jan 2016 at 11:37

18 and under multi-trip cityzone

Provider Oxford Bus M-Tickets
Purchased Tue 24 Nov 2015 at 11:47

Passenger John Smith

11 Once the countdown has finished, the ticket is then expired and can no longer be used. Expired tickets will automatically be deleted from the 'Expired' section of your Ticket Wallet in 14 days.

Please note that SmartZone tickets are not available on the app.

Further details at
oxfordbus.co.uk/app