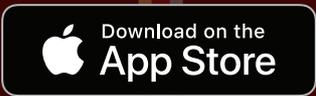
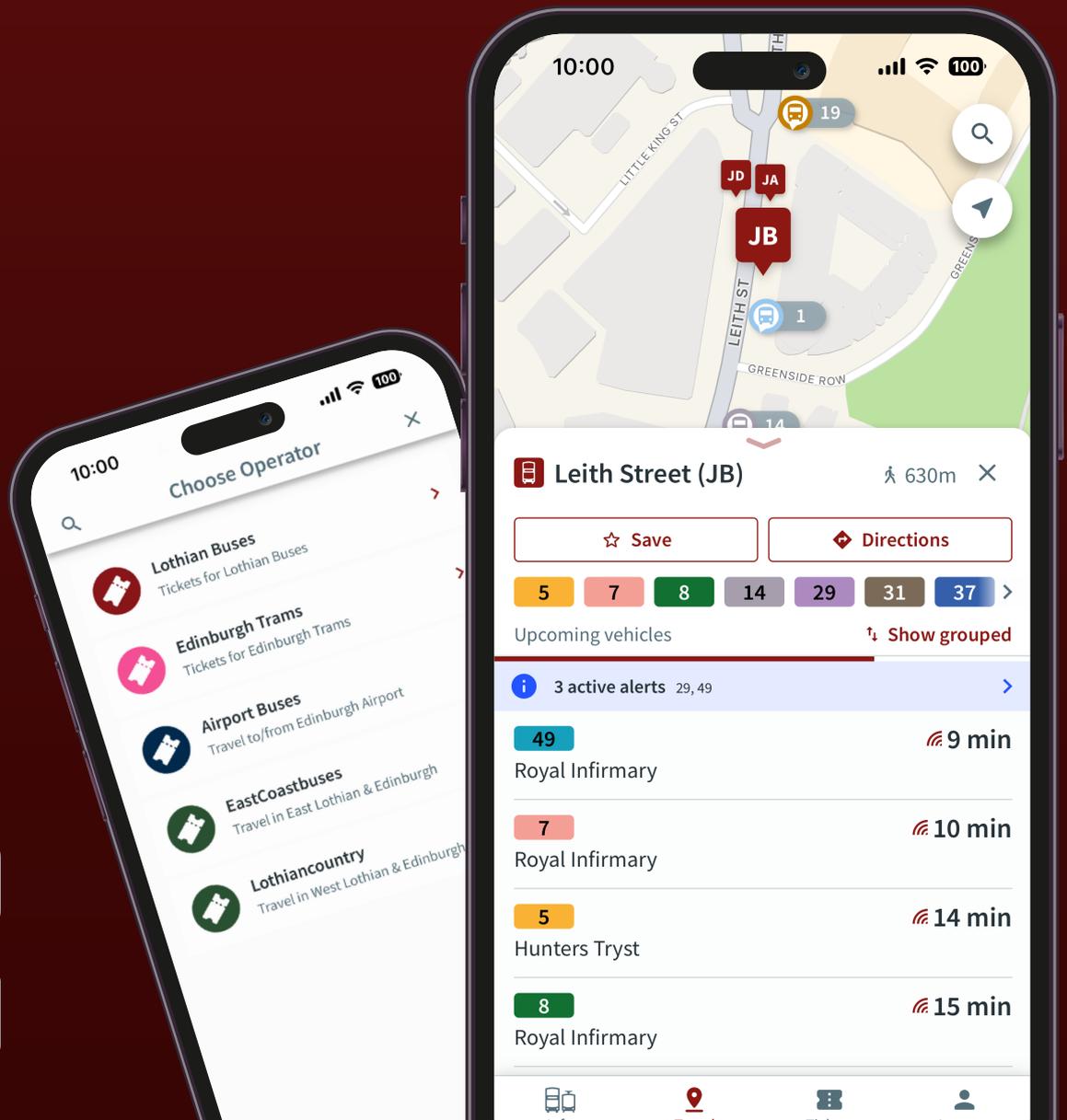




Bus & Tram App

Frequently Asked Questions

lothianbuses.co.uk/app



Bus & Tram App FAQs

General

How do I install the app?

You can install the app from the Apple App Store or Google Play Store.

What can I do with the app?

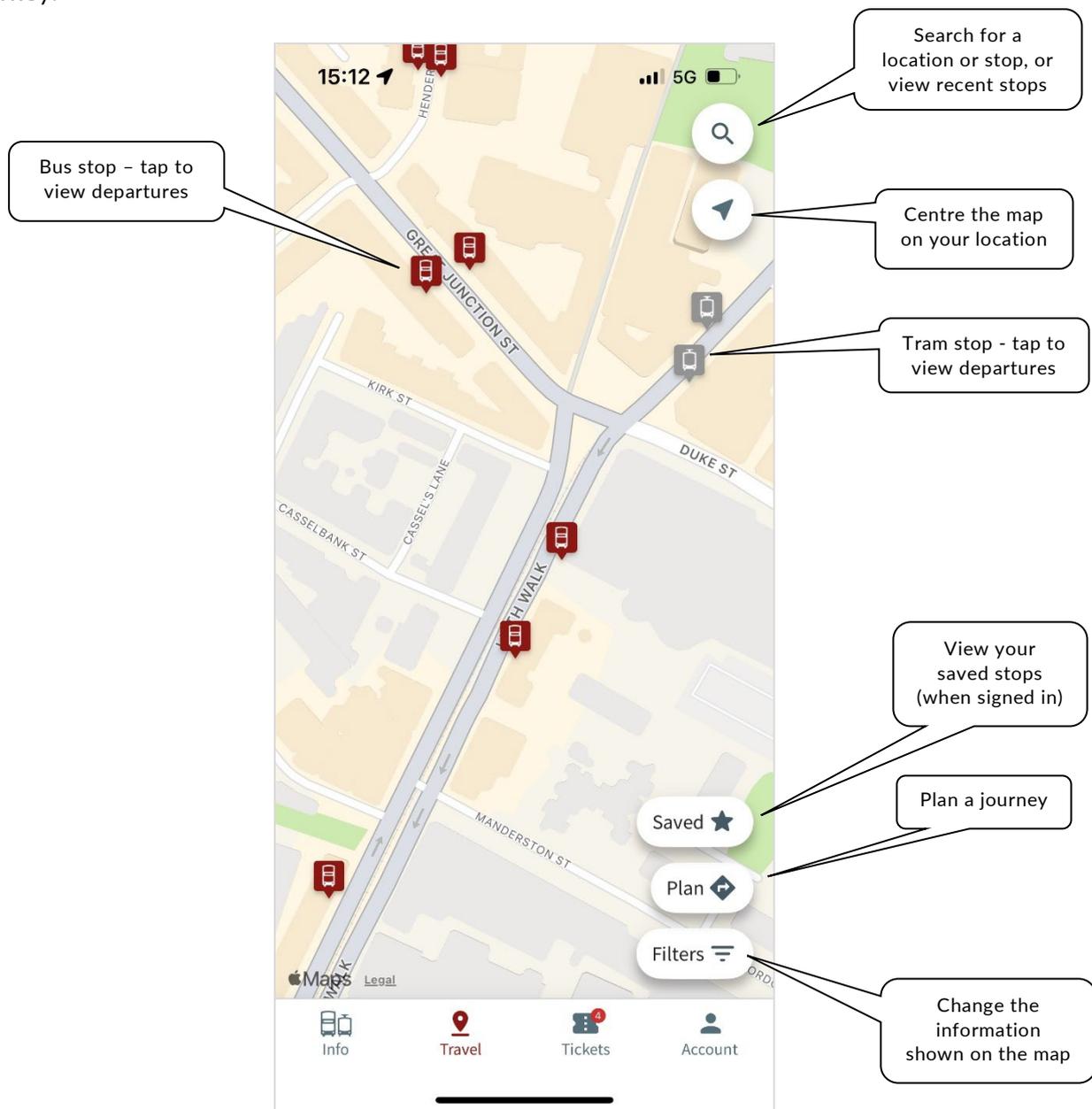
The new **Bus & Tram App** brings together journey planning and m-tickets in one app, as well as a number of improvements with more to come.

Open the app and you can select:

- **Info** to view information about our services, including maps, timetables, and fare information.
- **Travel** to view live departure times, view disruption alerts, track your bus and plan your journey.
- **Tickets** to pre-purchase tickets for use on our buses and Edinburgh Trams. Just activate your ticket as you board the bus or tram and show to the driver or TSA.
- **Account** to manage your account or change app settings – including turning on Accessibility Mode, which implements features designed specifically for those who have hearing or visual impairment with full VoiceOver/TalkBack support. Visit our **Accessibility FAQs** for more information.

Travel

The Travel section allows you to view live departure times, view disruption alerts, track your bus and plan your journey.



How do I plan a journey?

Open the Bus & Tram app and tap **Travel**.

To open the journey planner, tap **Plan**. Enter where you are travelling from followed by where you are travelling to - you can choose either your current location, a saved, nearby, or recently viewed location, or enter an address.

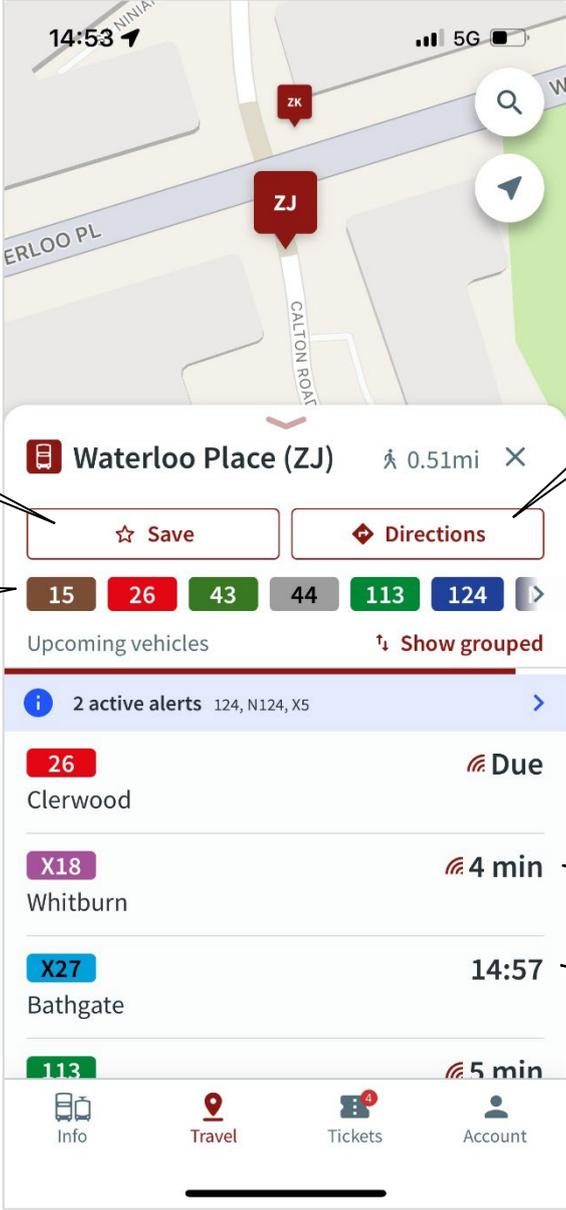
Once you've selected your destination, the journey results will be listed with the most recent at the top - **Leaving now** allows you to change the time or date of the journey, **Preferences** allows you to change your journey preferences.

Tapping on a journey result will show detail of the journey, including walking directions and a link to view the live departure times.

How do I view live departure times?

Open the Bus & Tram App and tap **Travel**. Use the map to find the stop you're looking for, or search for it using the search option in the top right. Tap on the stop to open the departure board.

Our buses and trams are tracked in real-time, which means you get up-to-the-minute predictions of when your bus or tram will arrive. Real-time predictions are indicated by the  symbol and show the estimated number of minutes until the bus or tram arrives (e.g., 4 min). This will countdown as the bus or tram approaches. Should the bus or tram not be tracked, then the timetabled arrival time (e.g., 14:57) will be displayed instead.



The screenshot shows the Waterloo Place (ZJ) stop page in the app. The page displays a map at the top, followed by the stop name and distance (0.51mi). Below this are buttons for 'Save' and 'Directions'. A row of service numbers (15, 26, 43, 44, 113, 124) is shown, with a 'Show grouped' link. A banner for '2 active alerts' is visible. The main section lists upcoming vehicles with their service numbers and arrival times: Clerwood (Due), Whitburn (4 min), Bathgate (14:57), and another entry (5 min). The bottom navigation bar includes 'Info', 'Travel', 'Tickets', and 'Account'.

Callouts explain the following features:

- Save the stop so that you can quickly access it again.** (Points to the 'Save' button)
- Plan a journey to or from this stop** (Points to the 'Directions' button)
- Disruption Alerts affecting services that call at this stop. Tap to view more details.** (Points to the '2 active alerts' banner)
- Services that stop at this stop. Tap to filter the departure times.** (Points to the service number row)
- Live Departure Prediction** (Points to the '4 min' prediction for Whitburn)
- Timetabled Departure** (Points to the '14:57' time for Bathgate)

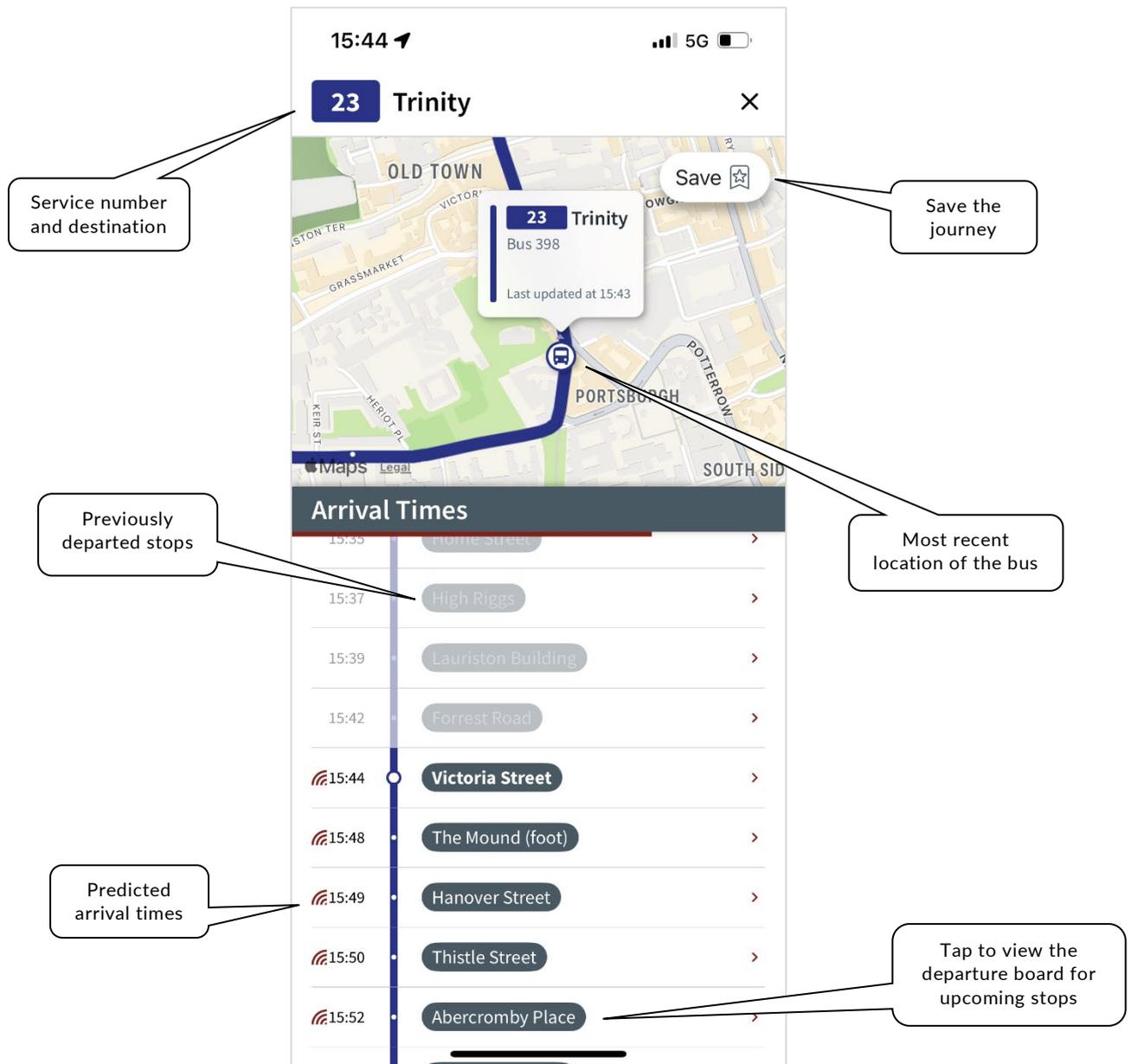
If there are any disruption alerts affecting services that call at the stop, then a banner will appear listing the affected services (in the example above, the alerts are affecting services 124, N124, and X5). Tap on the banner to view details of the disruption. For more information about disruption alerts, visit [Where can I find information about any disruption to my journey?](#)

Tap on a departure to view the journey – visit [How do I view journey progress and/or save a journey?](#) for more information about tracking a journey.

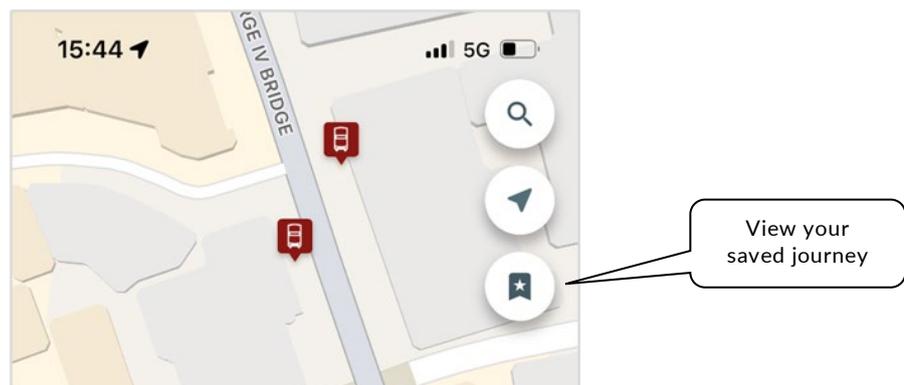
How do I view journey progress and/or save a journey?

Open the Bus & Tram app and tap **Travel**. Use the map to find the stop you're looking for, or search for it using the search option in the top right. Tap on the stop to open the departure board, and then tap on a departure to view the journey.

This shows the most recent location of the bus and shows the journey progress, including predicted arrival times.

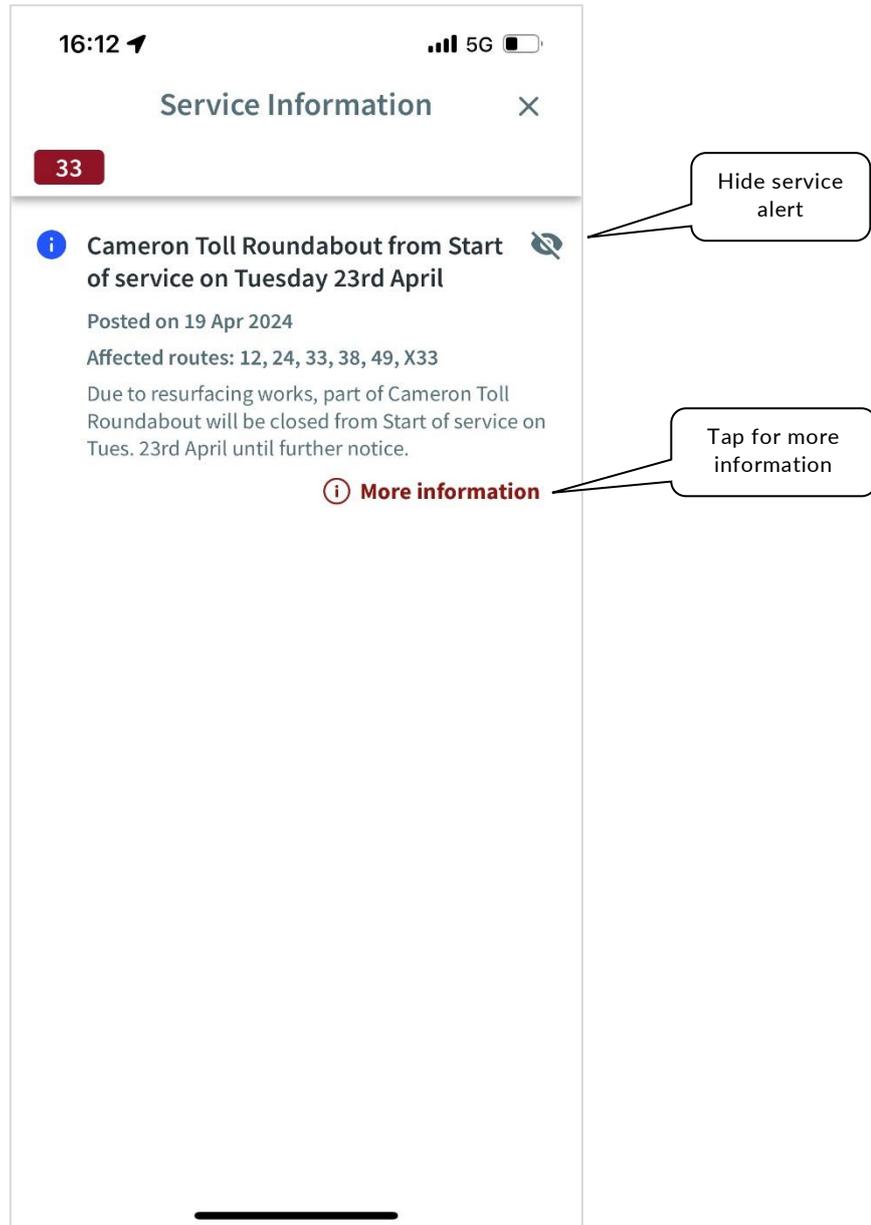


It also allows you to save the journey so that you can access it again from the main map by tapping the bookmark icon.



Where can I find information about any disruption to my journey?

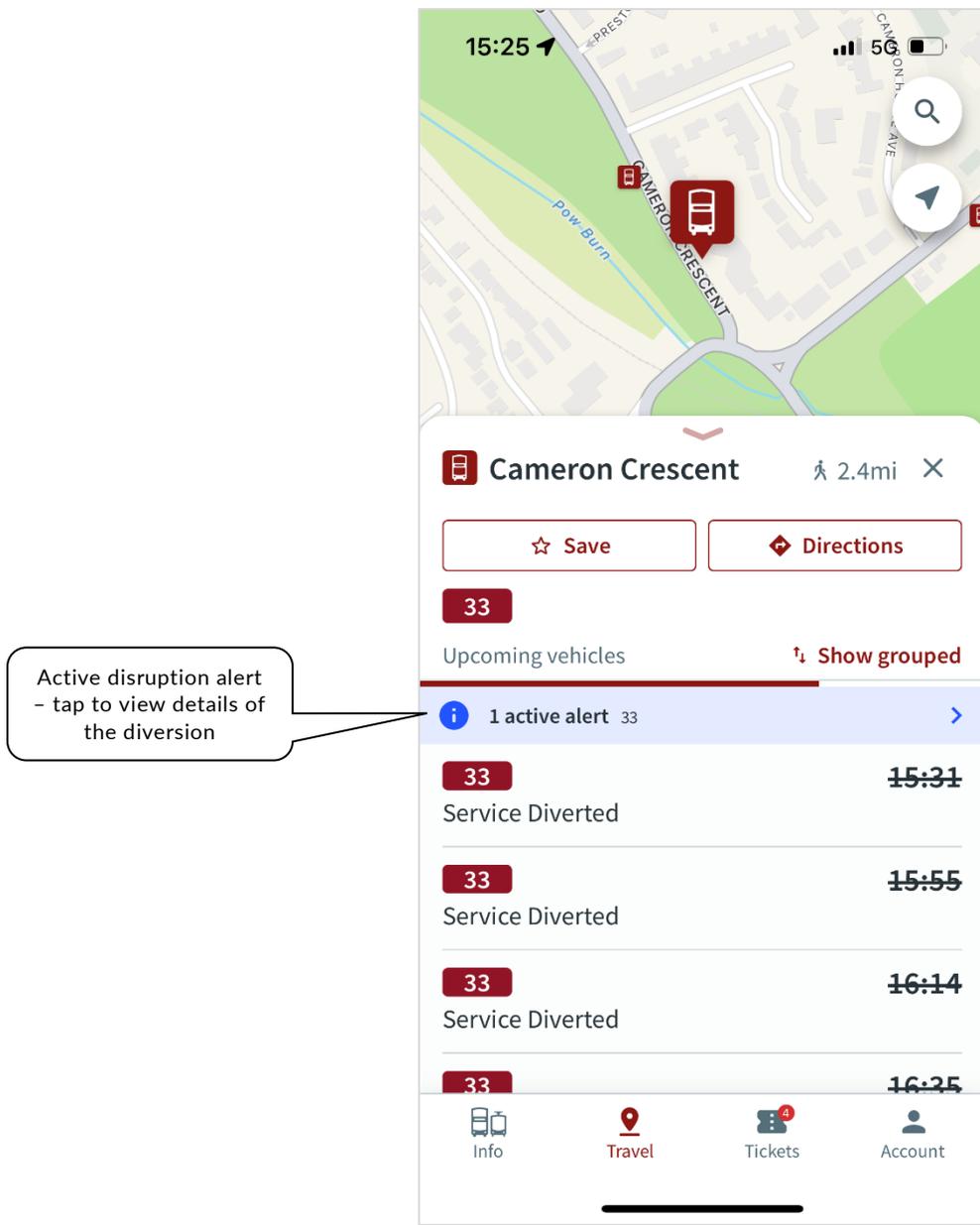
When you open a departure board, a banner will appear notifying you if any disruption alerts affect services that call at the stop. Tapping on the banner allows you to view details of the disruption:



For a full list of disruption alerts affected our network, open the app and go to **Info > Service Updates**.

What happens if the bus is diverted away from my stop?

If you select a bus stop where some or all services cannot serve that stop, the departures will show 'Service Diverted' and the arrival time will be scored out. Tap on the active disruption alert to find out more, including where to catch the bus.



How do I restore hidden disruptions?

If you hide a disruption alert, it will no longer show in your app. To restore all hidden disruptions, open the app and go to **Account > Settings > Restore hidden disruptions**.

What is a widget and how do I add one?

A widget allows you to quickly get to your favourite content from your lock or home screen. Adding a widget depends on the type of device you're using.

On Apple devices:

If you have iOS 16 or higher, you can add a **Bus & Tram App** widget to your Lock Screen to give you a shortcut direct to a saved stop or a shortcut to your ticket.

1. Touch and hold the **Lock Screen** until the **Customise** button appears, then tap **Customise**.
2. Select **Lock Screen**.
3. Tap **Add Widgets**.
4. Scroll down and tap **Bus & Tram**.
5. Tap or drag the widgets you want to add to the **Lock Screen**.
6. If you've added the **Favourite** stop shortcut and have more than one saved tap, tap the widget to choose which stop the widget links to.
7. When you're finished, tap the close button , then tap **Done**.

You can add multiple favourite stop shortcuts, just go through the same steps again.

On Android devices:

You can add a **Bus & Tram** widget to your Home Screen showing departures from your saved stops, or a shortcut to your ticket.

1. On a Home screen, touch and hold an empty space.
2. Tap **Widgets** .
3. Tap **Bus & Tram** to see the list of available widgets.
4. Touch and hold the widget you'd like. You'll get images of your **Home** screens.
5. Slide the widget to where you want it. Lift your finger.

How do I change the favourite stop shortcut widget?

On Apple devices:

1. Touch and hold the Lock Screen until the Customise button appears, then tap Customise.
2. Select Lock Screen.
3. Tap the Favourite stop shortcut and choose which of your saved stops the widget links to.
4. When you're finished, tap the close button , then tap Done.

On Android devices, tap the <> to cycle through your saved stops.

Can I add multiple favourite stop widgets?

Yes, just add a second widget in the same way you did for the first one.

How do I view saved stops?

To save a stop to your account, open the app and go to Travel > Saved. Alternatively, a list of recently viewed stops can be accessed by tapping the search icon and selecting the History.

Where can I get help or suggest improvements for the app?

Contact our Product Support team for further assistance.

Tickets

I have tickets on the old app – what do I do?

Tickets won't be transferred to the new app, so please use any existing tickets in the old app - **these will continue to be accepted**. New m-tickets can be purchased in the new Bus & Tram App for travel information and ticketing - [download our new app](#) to get started.

If you encounter any difficulty, please contact our Product Support team.

All data associated with your old m-ticket account will be automatically deleted once we've allowed 180 days for everyone to use their tickets. To do this sooner, open the old m-tickets app and tap **Request to delete account** from the My account section.

How do I transfer my tickets to a new or replacement phone?

Simply login to the Bus & Tram App on your new/replacement phone (using the same account) and any unused tickets will appear in the Tickets section.

If you have an active ticket on your old phone, this will not be automatically transferred so please continue using this ticket on your old phone. If this isn't possible, please contact our Product Support team.

What kind of tickets can I buy?

You can purchase a range of Single and Day tickets (including discounted bundles of Day Tickets) for use on Lothian Buses, EastCoastbuses, Airlink, Skylink, Lothian Country, or Edinburgh Trams. You can also purchase Single and Return Tickets to/from Edinburgh Airport for use on our Airport buses, Airlink and Skylink, or on Edinburgh Trams.

Tickets are available for 1 Adult or 2 Adults (travelling together). Some Family tickets are also available (for up to 2 adults and 3 children).

Choose how many tickets you'd like by adjusting the quantity at checkout.

How many passengers can travel per device?

Tickets are available for 1 Adult or 2 Adults (travelling together). Some Family tickets are also available (for up to 2 adults and 3 children).

How do I use a ticket?

Once purchased and downloaded, your tickets will appear in the **Wallet** tab. When you want to use one, tap **Activate** – you'll be asked to confirm that you want to activate this ticket.

If you're using a Single ticket, activate it just before you board: once activated, you have 5 minutes to use Single tickets purchased for use on a bus, or 30 minutes to use Single tickets purchased for use on a tram.

Once a ticket is activated, tap **Show** to display the ticket on your smartphone screen – you should show this to the bus driver upon boarding or the TSA on board a tram. Part of the ticket shows the current date/time and this will be checked by staff, so make sure your phone has the correct time and date before you activate any tickets (most do this automatically, if set to the UK time-zone).

How long do tickets last?

When you buy an m-ticket, you have up to 180 days from purchase to activate and use it.

Do I still need to scan a QR code to activate Tram tickets?

No, there's no need to scan the QR code with the new app: activate your ticket before boarding by tapping **Activate** and confirm that you want to activate this ticket.

If you're using a Single ticket, activate it just before you board the tram - you have 30 minutes to use tram Single tickets.

Once on board, tap **Show** to display the ticket on your smartphone screen – you should show this to the TSA on board a tram. Part of the ticket shows the current date/time and this will be checked by our staff, so make sure your phone has the correct time and date before you activate any tickets (most do this automatically, if set to the UK time-zone).

Please ensure that you activate your ticket before boarding. If you board a tram without an activated m-ticket, you will have to pay the On Board Fare (currently £10.00).

Do I need an internet connection to activate a ticket?

Yes, you need an internet connection to activate a ticket. Once active, tickets can be used without an internet connection.

Can I activate multiple tickets on the same device?

No. In order to ensure that m-tickets can be easily and quickly verified by our drivers, only one ticket can be activated at a time.

Some tickets are available for 2 adults travelling together, which should be purchased if you are a group of 2 adults and only want to use one device.

Alternatively, you can send a ticket to someone else, tap **Gift** and enter their email address (they will need their own device to receive and use the ticket). Visit **How do I send a ticket to someone else?**

How do I send a ticket to someone else?

To send a ticket to someone else:

1. Open the Bus & Tram App.
2. Tap **Tickets** and then **Wallet** to see a list of your unused tickets.
3. Tap **Gift** for the ticket you wish to send.
4. Enter the email address of the recipient's account, or select the email address of a previous recipient.

To receive and use the ticket, the recipient will need to have installed the Bus & Tram App on their phone and registered an account with the email address the ticket was sent to.

What happens if an inspector or TSA needs to check my ticket?

Single bus tickets will expire 5 minutes after activation – you can show the inspector the expired ticket by opening the Bus & Tram App, tapping **Tickets** then **Expired**. Other ticket types should still be active and should be shown to the inspector in the same way you showed your ticket to the driver upon boarding.

Single tram tickets will expire 30 minutes after activation – if it's within 30 minutes, you can show the TSA the ticket in the same way as when you activated it, otherwise it can be found by tapping **Tickets** then **Expired**. Other ticket types should still be active and should be shown to the TSA in the same way as when you activated them.

What happens if my phone battery runs out before I can present my m-ticket to the bus driver or TSA?

It is your responsibility to ensure that your smartphone has enough battery power to be able to display a valid ticket to the driver or TSA and, subsequently, any Lothian Buses or Edinburgh Trams official throughout your journey. If you cannot do this, you will need to pay for a ticket from the driver or, on Edinburgh Trams, pay the On Board Fare.

I'm having some problems - where can I get help?

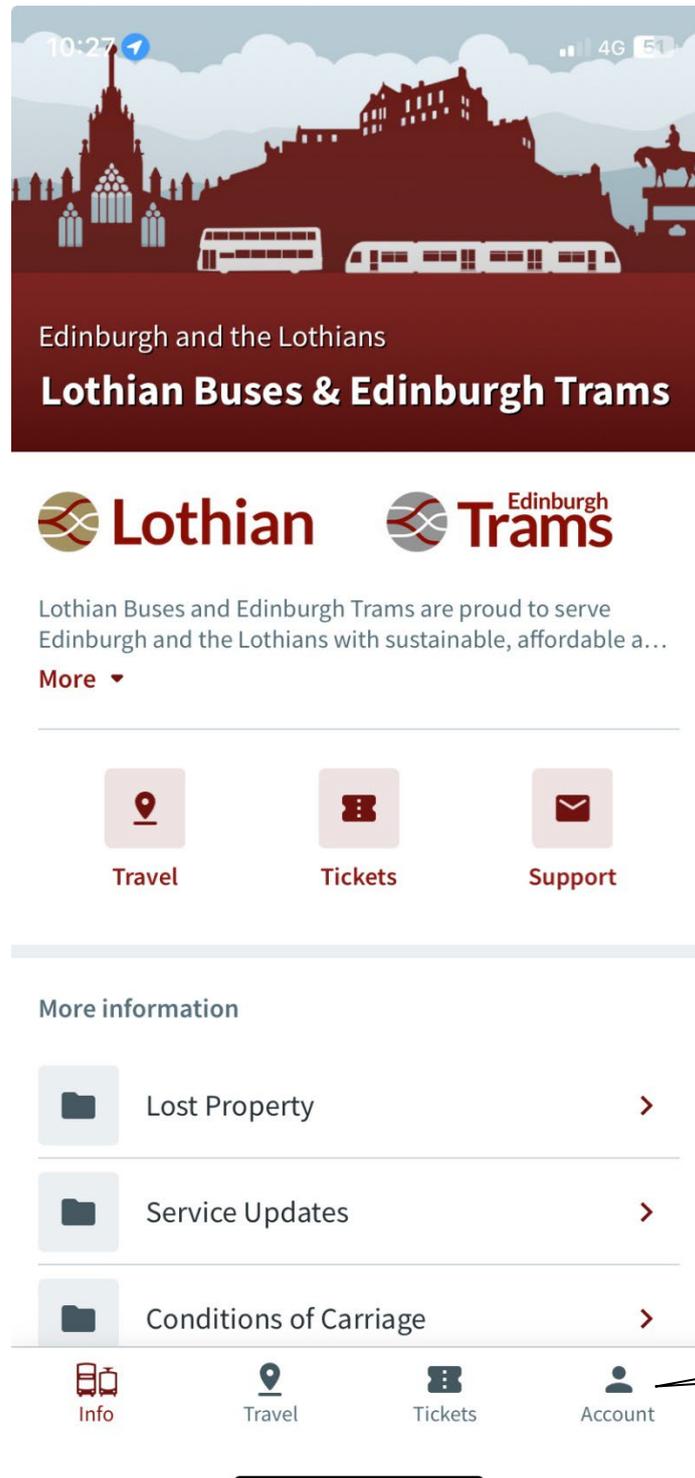
Please contact our Product Support team.

Accessibility

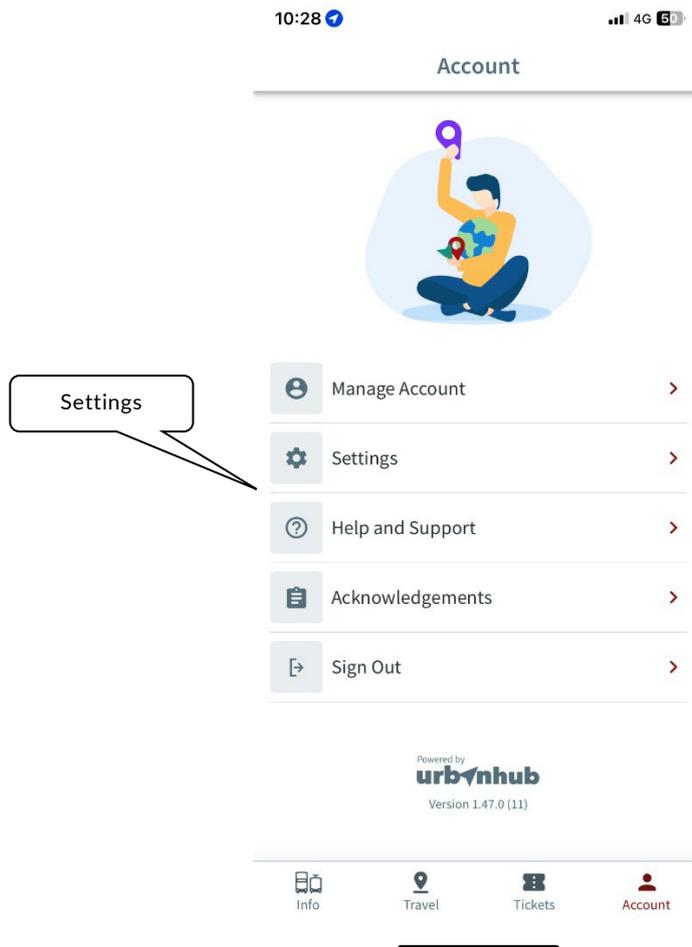
How do I enable accessibility features in the app that hide the map and display only a list of stops and bus routes?

The accessibility features in the app are designed to better accommodate the needs of visually-impaired customers.

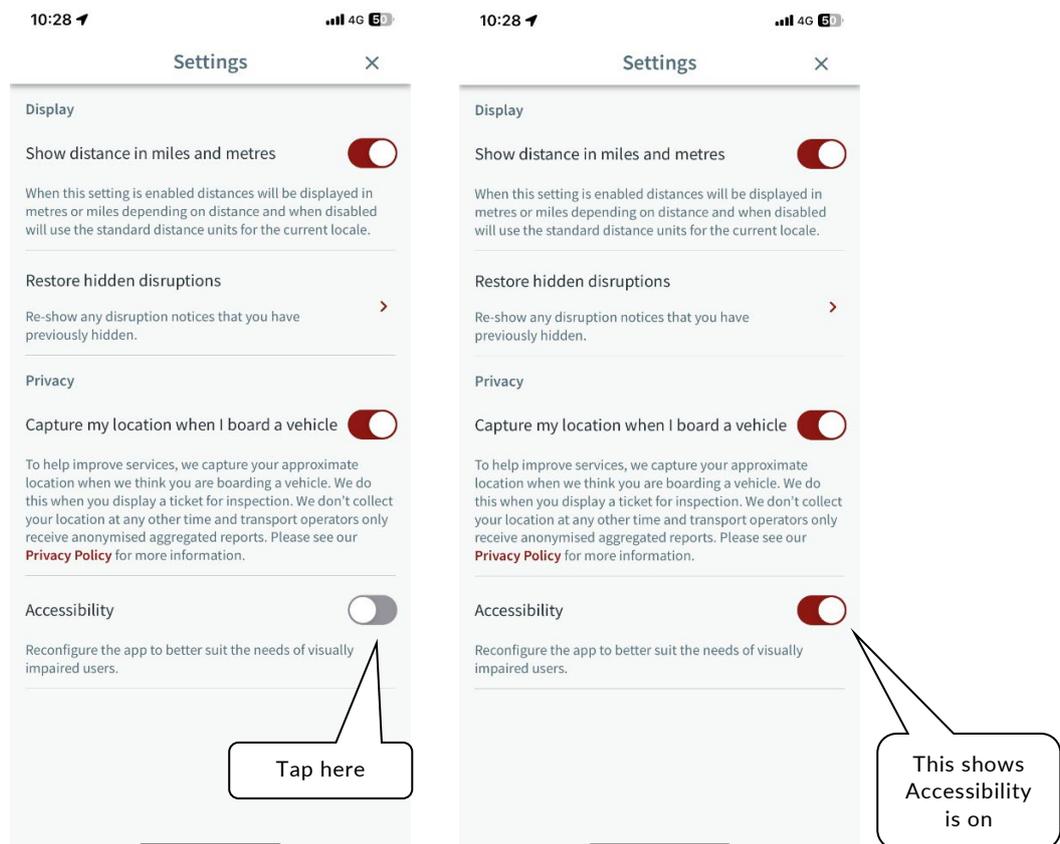
On the homepage, navigate to the **Account** tab.



Choose Settings.



Toggle the circle next to **Accessibility** to activate the accessibility features.



Can I adjust the font size or contrast for better visibility?

Yes, you can. This can be done through third-party accessibility on your mobile device (both android and iOS systems).

Is there support for screen readers?

Yes, it's compatible with third-party screen readers such as TalkBack on Android and VoiceOver iOS system.

Can I navigate the app using voice commands?

Not at the moment, however we are constantly making improvements to our services and customer experience. Users can use the **text-to-speech function**.

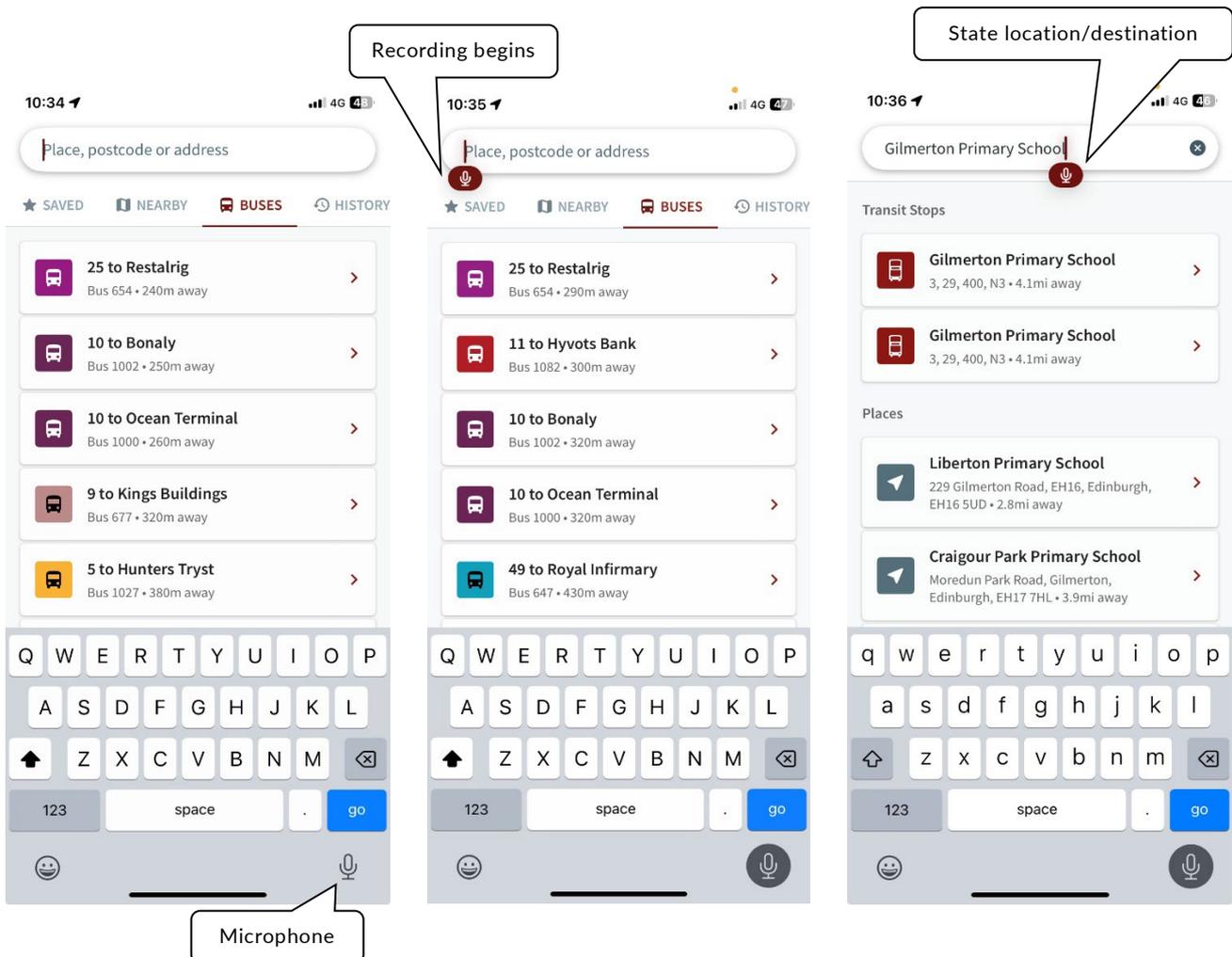
Can I customize the app interface to suit my accessibility needs?

Visually-impaired users can activate the accessibility function within the app. Visit [How do I enable accessibility features in the app that hide the map and display only a list of stops and bus routes?](#)

Additionally, you can utilise your device's accessibility settings to further enhance your experience using the Bus & Tram App.

Are there alternative ways to input information for users with dexterity issues?

Yes; through your device's text-to-speech function. Tap on the microphone symbol  and record your preferred location/destination.



How do I report accessibility issues or suggest accessibility improvements for the app?

You can email us via our dedicated channel appsupport@lothianbuses.co.uk.

Does the app provide real-time information on accessible routes and services?

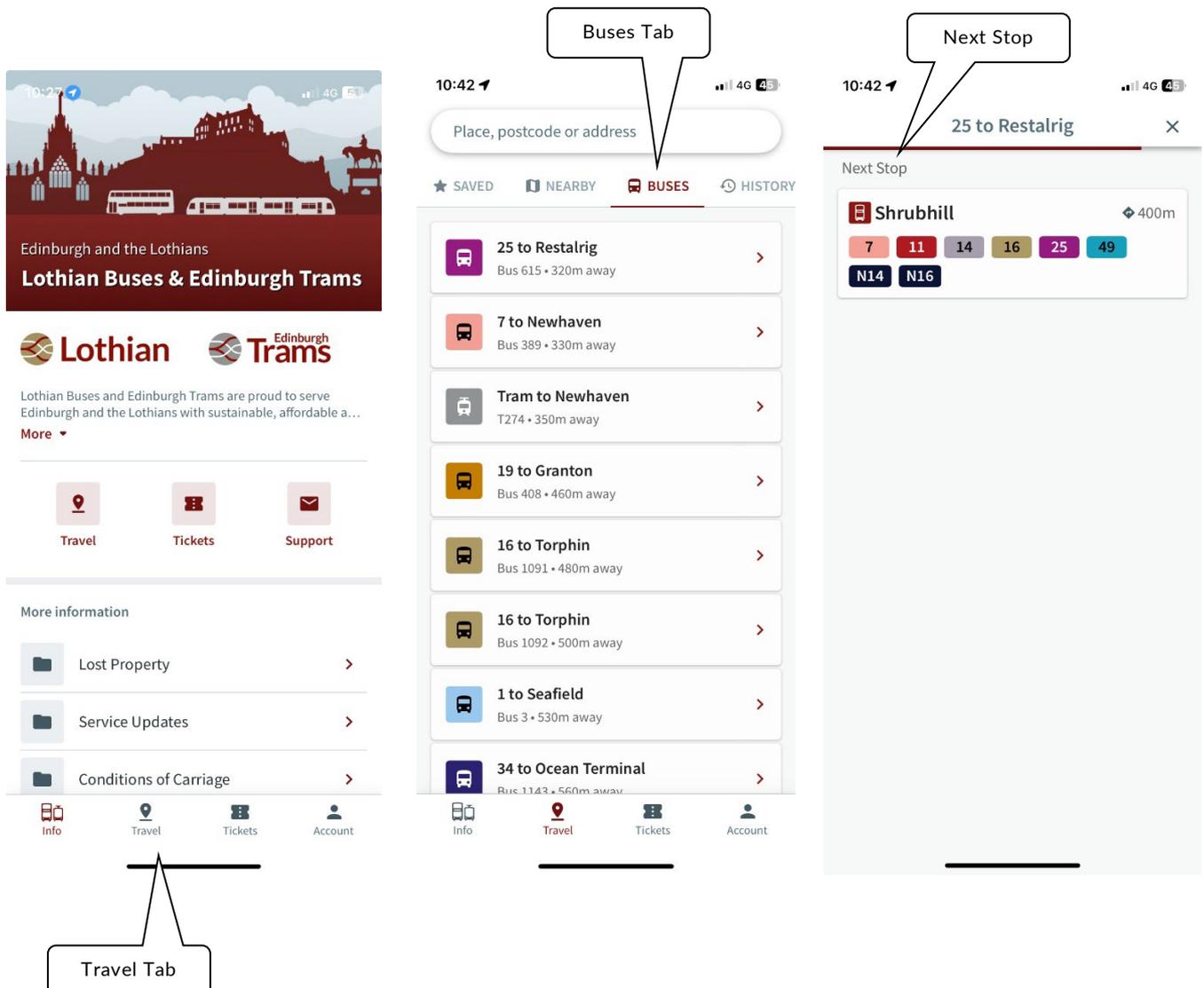
The App provides real-time information and all our services are accessible. However, currently, the Bus & Tram App does not offer real-time information specifically on accessible routes.

Are there features for users with hearing impairments, such as visual notifications or captions?

Yes, there are visual notifications. For chosen bus service, the app displays a map of the entire route, stop-by-stop, with arrival times shown for each stop.

When onboard my chosen bus, can I view upcoming stops and routes?

Yes. Within the app under the Travel tab, you would need to select Buses. Select your preferred Service e.g., 25 to Restalrig. Once you have selected this, you will be taken to a screen displaying the Next Stop and other services you will be able to board at the next stop.



How can I find the nearest stop to my current location?

Within **Accessibility** mode tap on the **Travel** tab and then select the **Nearby** option. This will highlight the closest stop to you, and also list other nearby stops, in order of distance. This automatically updates as you move using your devices GPS location. In this view, it details what services stop at this stop, as well as the distance between your device and the stop.

How do I find a departure board for a stop?

There are multiple ways to find a departure board:

1. Select the **Travel** tab and then select the **Nearby** option. Select a stop from the list of nearby stops to view its departure board.
2. Select the **Travel** tab and then search for a stop or location. This will return search results, with stops being the first section of the list. Select a stop from the list of stops to view its departure board.

How do I journey plan?

When in **accessibility** mode, to begin journey planning you first have to search for a place. Select an option from the search results. On the slider that appears, tap the **directions** button.

You will then be asked to enter a location of where you want to journey plan from. This can be your current location or an alternative location that can be found by searching.

After entering your starting location, journey plan results will be displayed. There will also be filter options such as changing the date and time, setting journey preferences and changing the start and destination locations.

Tapping on a result will display a breakdown of the journey, as well as a link to view the departure board(s) for stop(s) that you need to take a service from.

How do I view the map in a journey plan in accessibility mode?

In order to not to confuse screen readers, the map is hidden for journey plan results. If you wish to see a map for your journey plan result, please turn off **accessibility** mode and complete the journey plan again.

Why can't I see Service Updates while in accessibility mode?

You can view Service Updates on the departure boards.

Is there support for users who require assistance while using the app?

Yes, there is support available. You can contact us through our dedicated accessibility email address accessibility@lothianbuses.co.uk or phone 0131 475 0656. Alternatively, you can visit our Shandwick Place TravelHub located at 49 Shandwick Place, Edinburgh for face-to-face assistance.