

## How to download and use the app

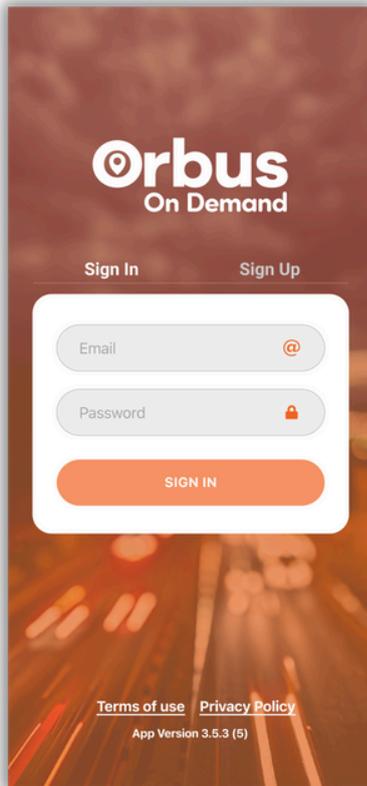
# Orbus On Demand

Welcome to the Orbus On Demand App!

This quick guide will show you how to use the App step-by-step.

Enjoy booking and using Orbus On Demand within Mosgiel, Wingatui, East Taieri and Kinmont.

# CREATE YOUR ACCOUNT



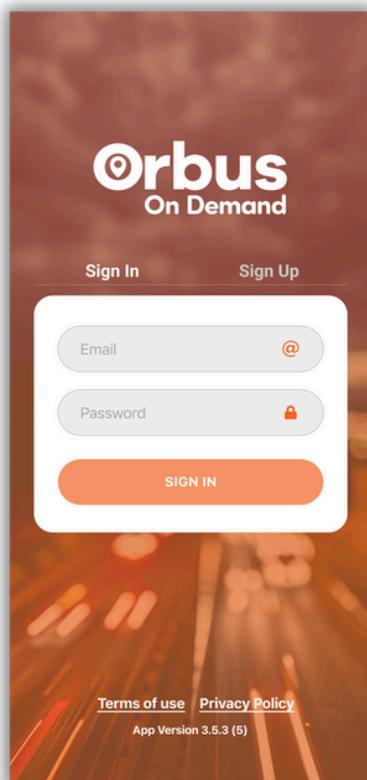
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## Download the App & Sign Up

Search for **Orbus On Demand** in the Apple App Store or Google Play.

Download and open the app.

Click **SIGN UP** and enter your details.



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## Sign In

**SIGN IN** with your email and password.

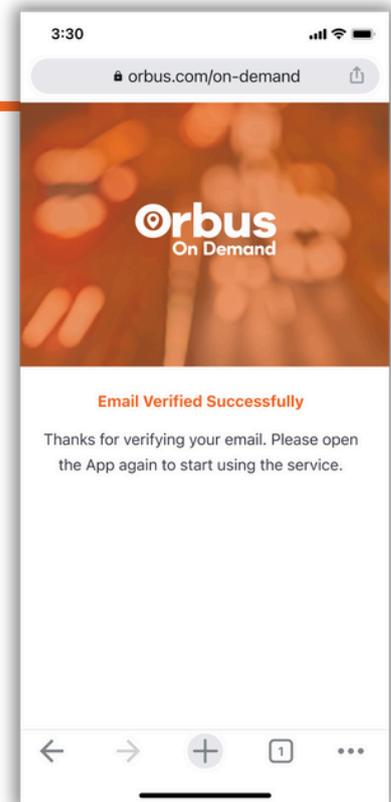
Note: Once the account is verified the app may automatically sign in.

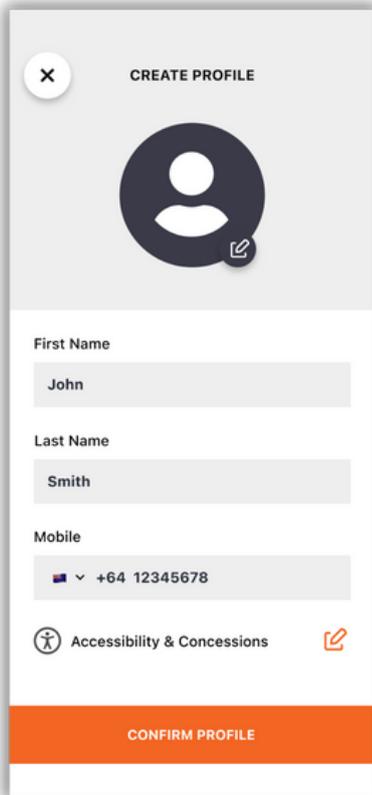
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## Verify Your Account

Click **THE LINK** in your welcome email to verify and activate your account.

Check junk/spam folders if you don't see the email in your inbox.



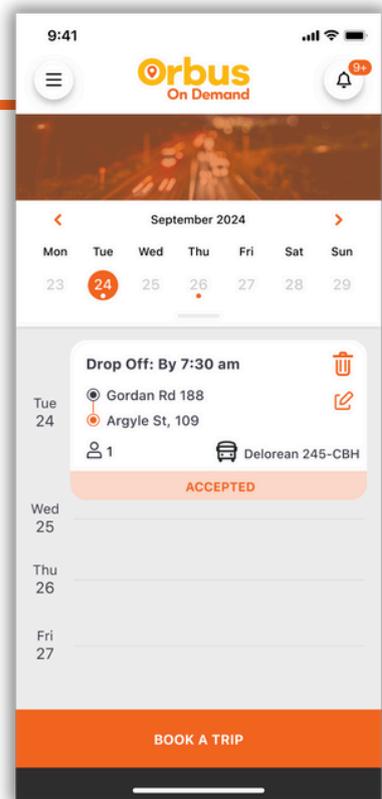


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## Create Your User Profile

With your first set up, enter your personal details as prompted.

Click **CONFIRM PROFILE** to proceed.

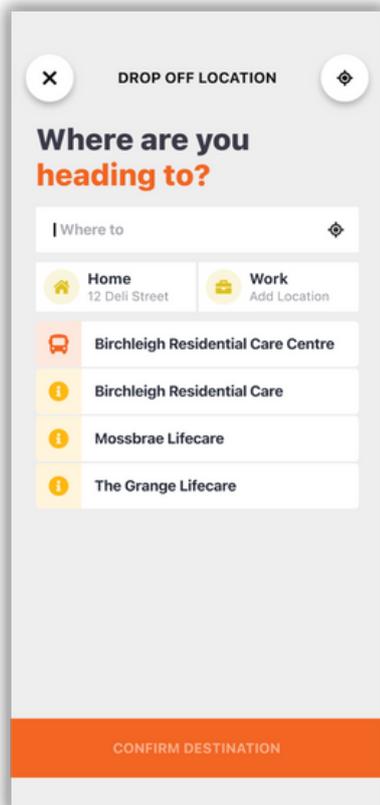


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## Book A Trip

At the bottom of the home screen, click **BOOK A TRIP**.

Full home screen navigation is covered later in this guide.



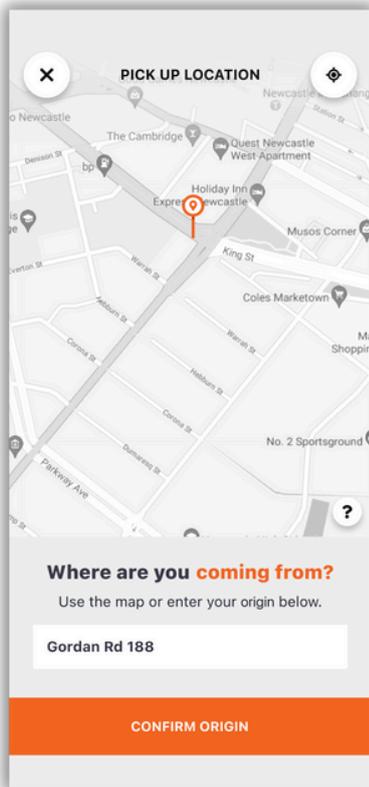
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## Set Drop-Off Location

- enter the address you are going to or
- select a point of interest or
- select a favourite location

Click **CONFIRM DESTINATION**.

# BOOK A TRIP

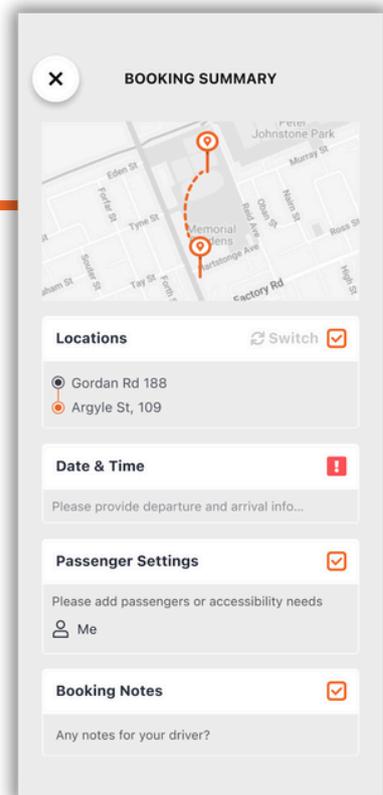


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## Set Pick-Up Location

- enter the address you are coming from or
- select a point of interest or
- select a favourite location

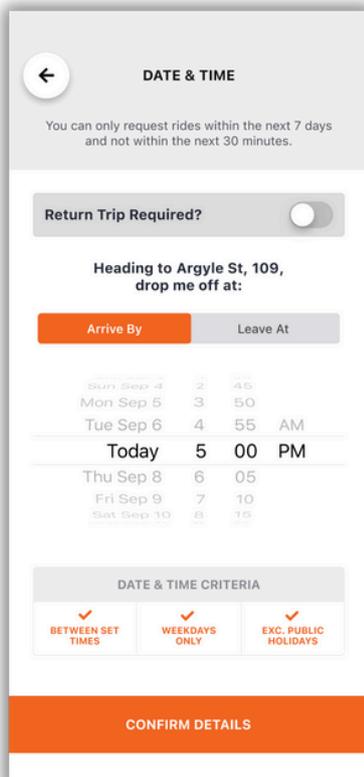
Click **CONFIRM ORIGIN** to go to the Booking Summary screen.



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## Add Details

Click **DATE & TIME** to set the day and time of your trip.



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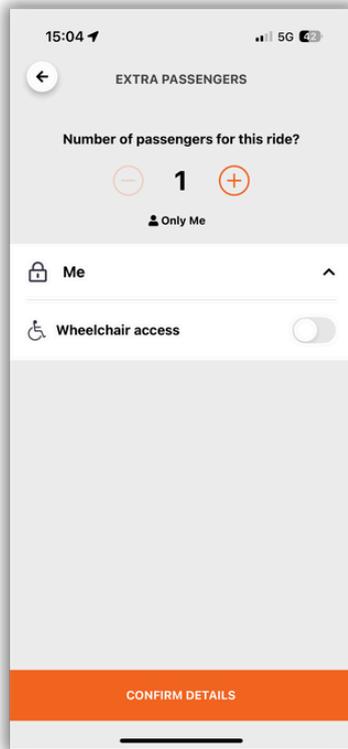
## Set Date & Time

- turn on RETURN TRIP if you know your schedule
- set ARRIVE BY day/time (to a drop-off point) or
- set LEAVE AT day/time (from a pick-up point)

Set your date and time.

Click **CONFIRM DETAILS**.

# BOOK A TRIP



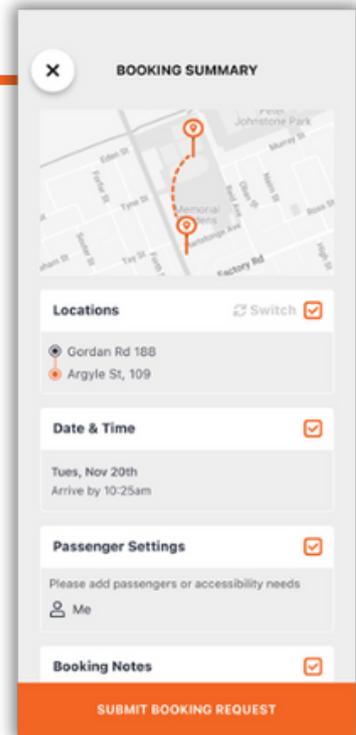
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## Set Passenger Settings including Accessibility Needs

Click **PASSENGER SETTINGS** to:

- Add extra passengers with the + button (max 7 passengers)
- Turn on WHEELCHAIR ACCESS if needed

Click **CONFIRM DETAILS** to return to the Booking Summary screen.

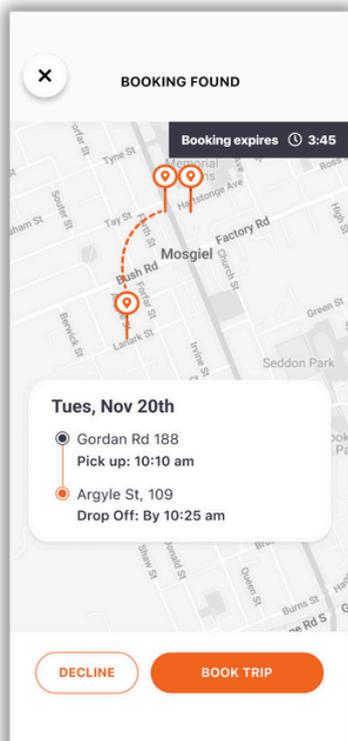


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## Review & Submit Booking

Edit any settings you want to change.

Click **SUBMIT BOOKING REQUEST** to go to the Booking Found screen.



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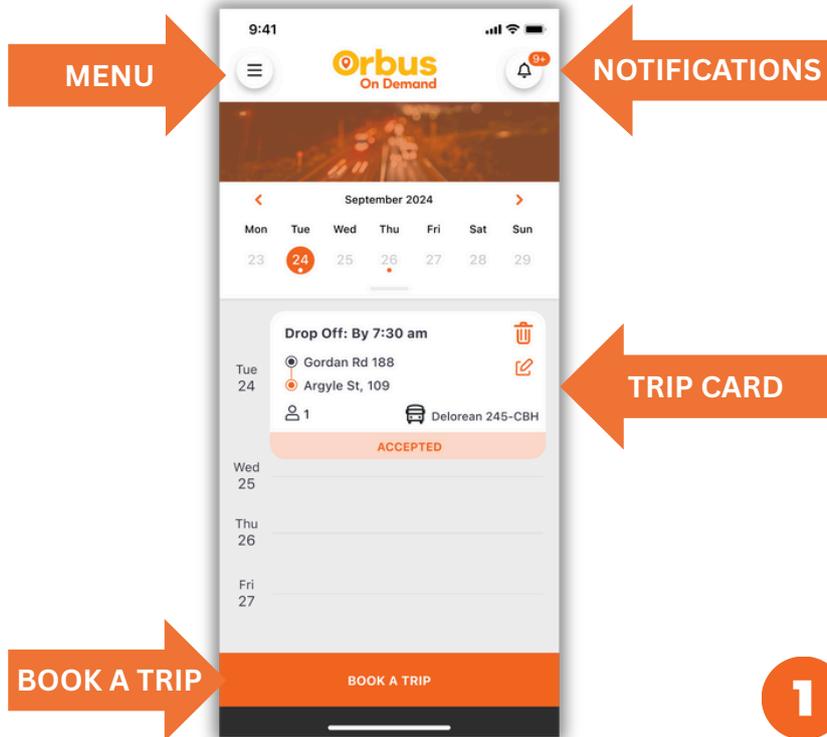
## Accept Your Booking

Click **BOOK TRIP** to accept the booking request before it expires. Once accepted, you will receive a Booking Confirmation email.

Pick-up time is confirmed 30 minutes before the trip takes place (In-App notification and Text Message.)

Click **DECLINE** if you don't want to accept the trip.

# NAVIGATING THE HOME SCREEN



BOOK A TRIP

MENU

NOTIFICATIONS

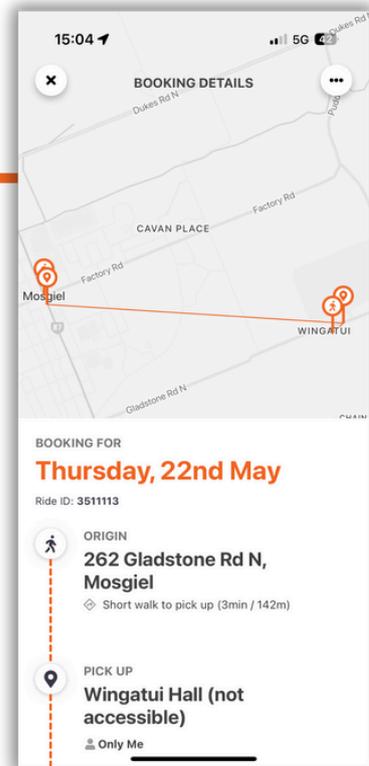
TRIP CARD

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## View a Booked Trip

Click the **TRIP CARD** to see:

- **ORIGIN**, your entered start location
- Walking time and distance to your **PICK-UP** location
- **ACCESSIBILITY** requirements
- The **VEHICLE DETAILS** (make, model, registration)
- **TRACK THE DRIVER** around the time of the trip

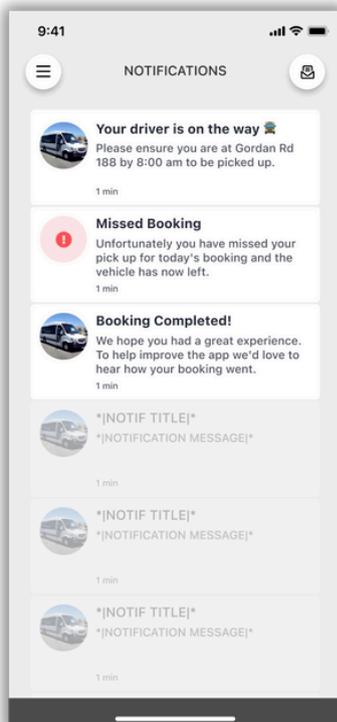


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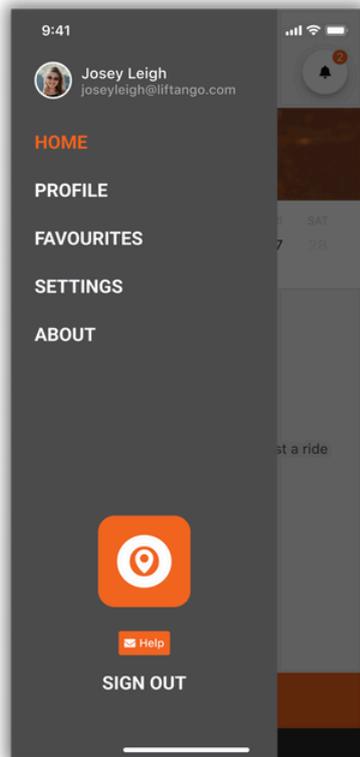
## View Notifications

Click the **NOTIFICATIONS** button. In-App notifications and/or SMS will be sent for:

- Booking Reminder
- Trip Reminder (30 minutes from booking start)
- Driver on the way (when driver has received your details)
- Driver has arrived (at pick-up location)
- Missed Booking if you miss your bus or
- Booking Complete if you are picked up by the bus



# NAVIGATING THE MAIN MENU



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## Menu

Click the **MENU** button. Here you can:

- Update your user **PROFILE**
- Add, edit and delete **FAVOURITE** locations
- Update **SETTINGS** to change language
- Access **ABOUT** to see more information
- Access **HELP** online

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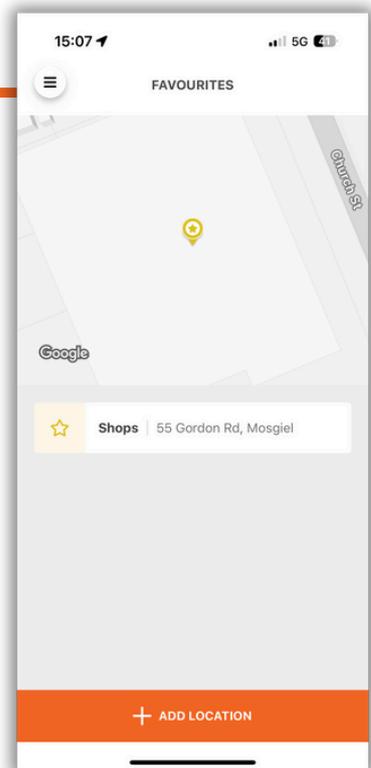
## Create Favourites

Click **FAVOURITES**.

Search an address.

Click **ADD LOCATION**.

You can also edit and delete locations here.



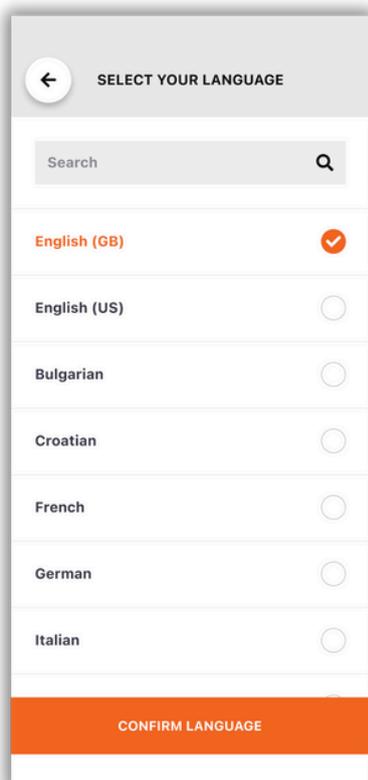
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## Change Language

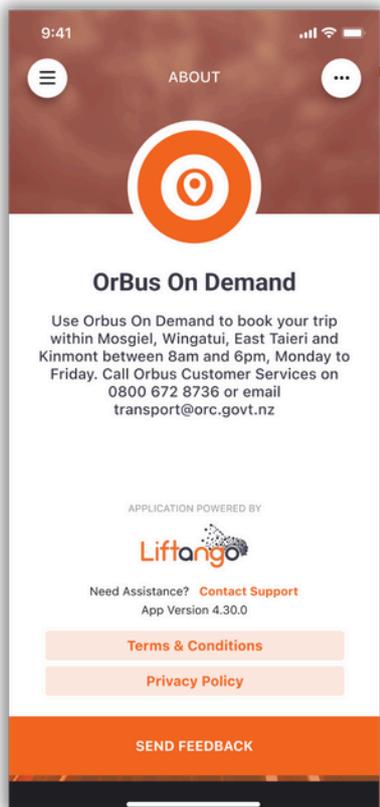
Click **SETTINGS**.

Select your language choice.

Click **CONFIRM LANGUAGE**.



# NAVIGATING THE MAIN MENU



## About/Rate the App

Click **ABOUT**:

Here you can:

- View CUSTOMER SERVICE phone details
- Contact support by email using SEND FEEDBACK
- View TERMS AND CONDITIONS
- View PRIVACY POLICY
- Press the three dots top right to RATE THE APP and access more support

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Connected.  
Sustainable.**

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sustainable, shared transport

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