

How to order your StudentRider pass

Smartcard and App guide for 2023/24



I've got my discount code... how do I order my StudentRider?

Here's our guide on how to order your StudentRider for the 2023/24 academic year.

If you are ordering a mobile ticket....

You can purchase this directly from the **Stagecoach Bus App**. You also have the option to 'gift' to a different Stagecoach App account (perfect if a parent is ordering, and wishes to send to their child).

If you are ordering a Smartcard....

You can purchase your ticket on a Smartcard at **stagecoachbus.com**. This will then be posted to you directly within 3-5 working days.

Ordering on Mobile:

1. Download the Stagecoach Bus App, then login or sign up.
2. Select '**Get your Ticket**', then select the '**Buy Tickets**' tab.
3. You'll then need to select your location, click the '**Tickets in**' tab, Select '**South**' and then your local area
4. Select the '**Student**' tab.
5. You will then see a list of all the Student tickets available in your area. Please make sure you check the name of the ticket carefully, as your discount code will only be valid against the ticket your college/school/council/institution has given you. We offer both Termly and Annual StudentRiders, so make sure you are selecting the correct period ticket you were given as well.
6. Add your ticket to the basket, then go to the basket (if you are ordering multiple tickets on one account order each ticket separately).
7. Select '**Proceed to checkout**', read the T&C's and select '**Ok**'.
8. You can now '**Add a discount code**'. Enter/paste your code, tick the Terms and Conditions box, and order.
9. The ticket will now display in the '**My Tickets**' tab.

If you are gifting to another account:

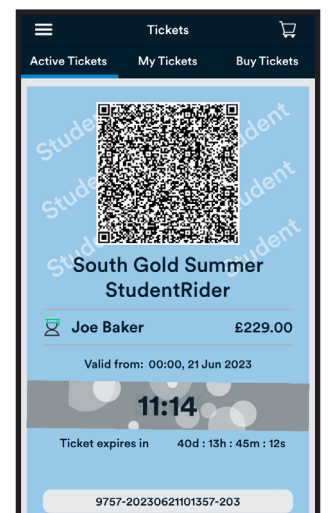
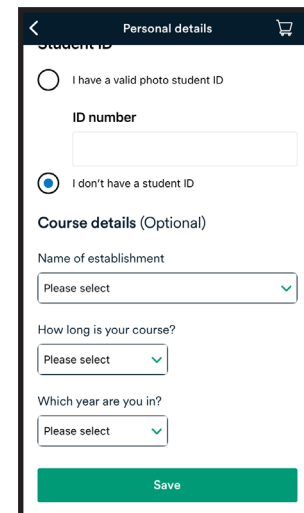
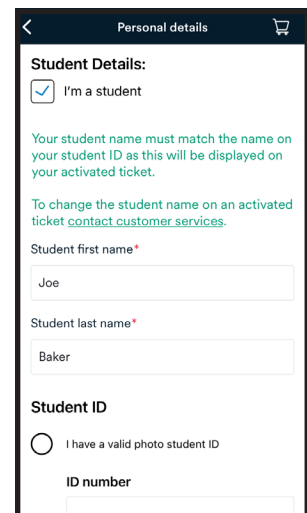
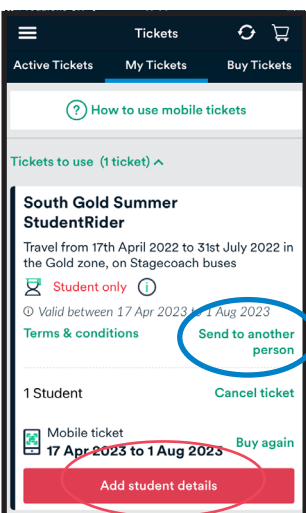
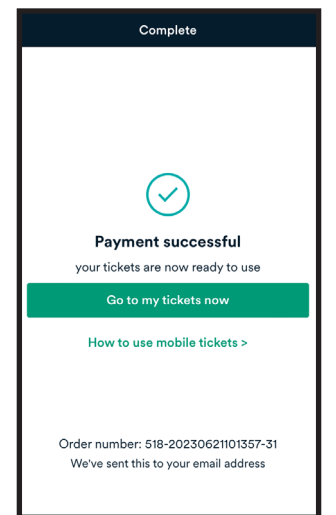
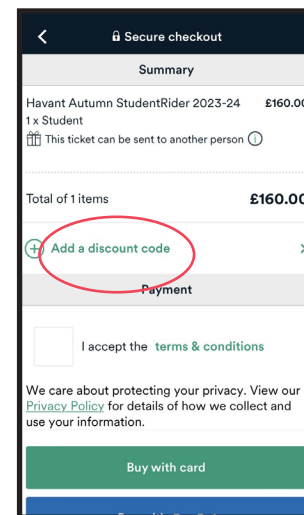
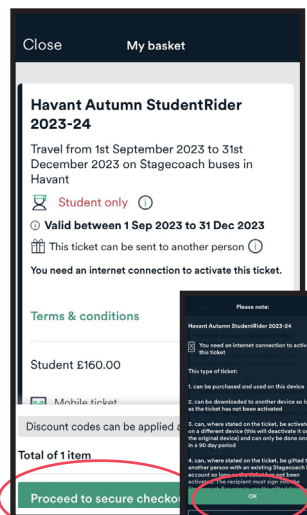
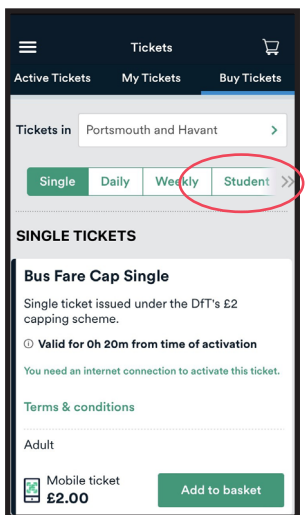
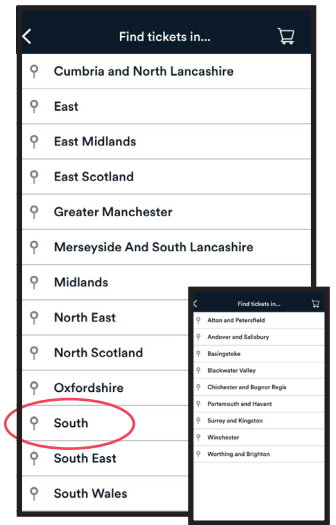
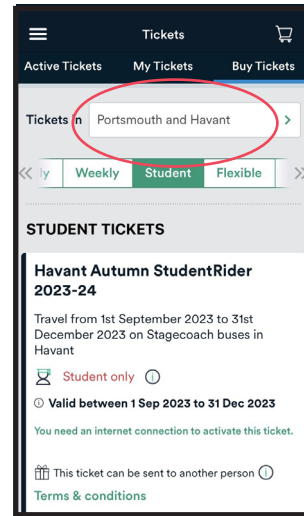
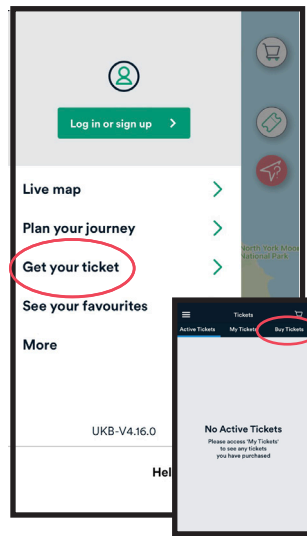
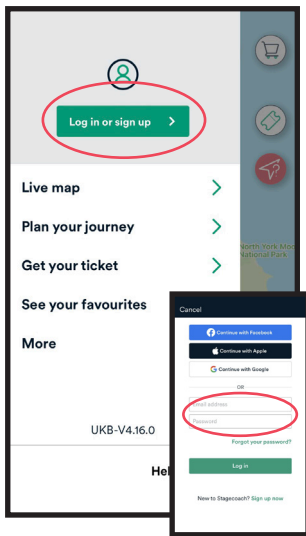
10. Click '**Send to another person**', and enter the relevant account email address.

11. When you go to activate your ticket, you will be prompted to enter your student details, please enter correctly.

Your ticket is ready for use! You'll just need to have the ticket ready on your phone to show the driver, make sure you've got your data turned on, or have your ticket ready whilst you're connected to Wifi at home!

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Please note the tickets used in the examples above are just to show the process of ordering, the ticket you were given from your college/school/council/institution may vary

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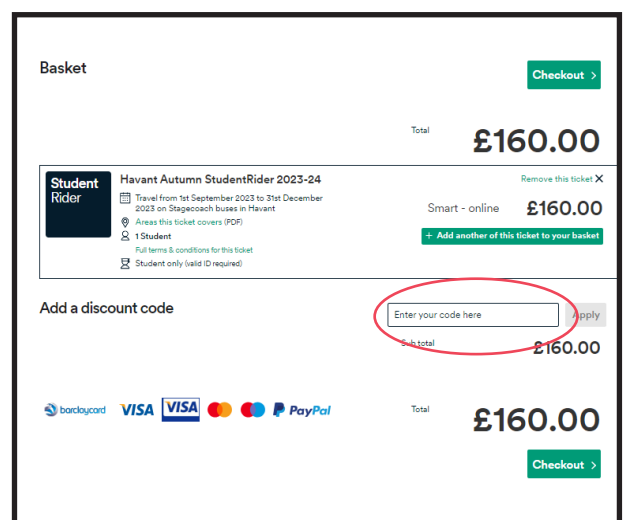
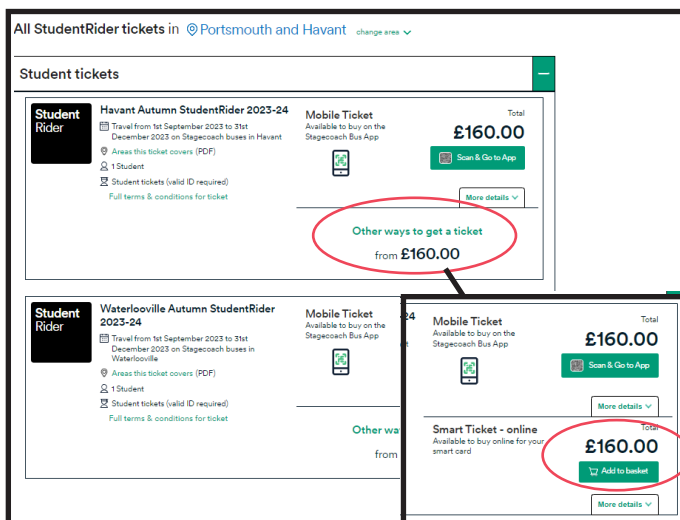
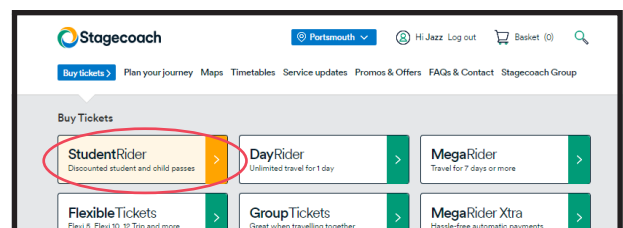
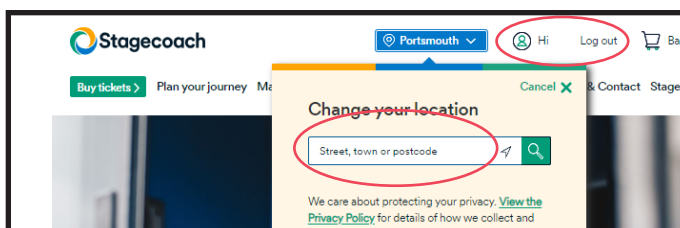
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Ordering on Smart:

1. Go to **www.stagecoachbus.com**, login, or create an account.
2. To change your location, select the tab at the top of the webpage, and enter your town/city.
3. Hover over the **'Buy Tickets'** tab, and select **'StudentRider'**.
4. You will then see a list of all the Student tickets available in your area. Please make sure you check the name of the ticket carefully as your discount code will only be valid against the ticket your college/school/council/institution has given you. We offer both Termly and Annual StudentRiders, so make sure you are selecting the correct period ticket you were given as well.
5. To select your ticket, you will need to click **'Other Ways to get your ticket'**, the Smart Ticket will then appear which you can, **'Add to basket'** (if you are ordering multiple tickets on one account order each ticket separately).
6. Go to the basket, here you will be able to add your discount code. Note, if you copy and paste your code into the discount code tab, you may need to click into the tab after pasting for the code to register- then click **'Apply'**.
7. Select **'Checkout'**, here you will be given some options for Smartcards, and student details. There are three options for Smartcards, please read these carefully and make sure you select the correct option:
 - Select a Smartcard- If you already have a StudentRider Smartcard on your account, you can select an existing card
 - Add/Register a Smartcard- If you had a StudentRider Smartcard on another account, you can add it here
 - Request a New Smartcard- If you need a new Smartcard, this option will send a new card in the post to you
8. Once you have selected a Smartcard option, you will need to **'Enter Student Details'**, then select **'continue'**.
9. Add your Delivery and Billing address, checkout and your Smartcard is ordered! This will be with you in the next 5 days.

Please note codes are single use, therefore when a code is added to the basket, you must complete your order before the page refreshes or your session times out. If either of these happen, the code will temporarily be blocked for up to 48 hours.



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Please note if you are 16+ (in College, Sixth Form or higher education) you will need to carry valid Student ID with you at all times when using your StudentRider ticket.

Useful Information:

Unsure on what route you need?

Find personalised journeys all our journey planner on the Stagecoach Bus website.

If you need to board more than one service, this is the best way to work out what routes to look at, and where to make your connection.

How will I know about timetable or route changes?

You can find out about any upcoming timetable and route changes on your local '**Service Updates**' page on [stagecoachbus.com](https://www.stagecoachbus.com). Simply click on the Service Updates tab, and enter your location at the top of the webpage.

Keep up-to-date

Our local team update on service information via our Twitter page **@StagecoachSouth**.

You can also track live journeys on the **Stagecoach Bus App**.

Timetables available on our website

Visit www.stagecoachbus.com for full route timetables.