

Getting started with Kura

Let's get up and running on the Kura parent app.

This guide will take you through:

- How to set-up and log into the app for the first time
- How to make bookings for your children

Once you've completed these steps you'll be all set to begin tracking your child's journeys from home to school and back again.

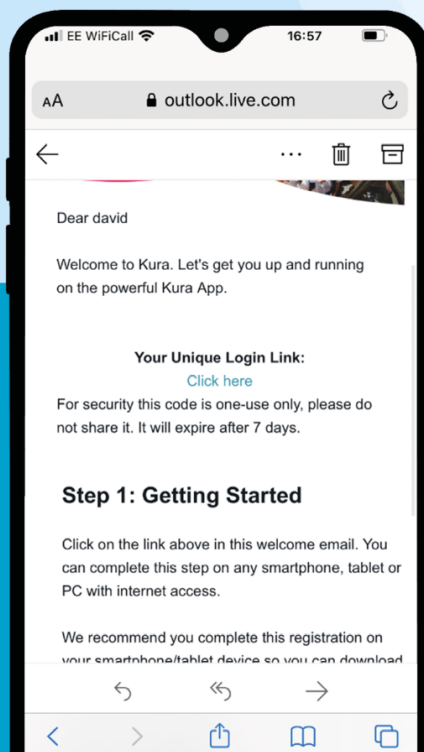


First things first

A **Welcome to Kura** email will be sent to the address you provided to your organisation, it looks just like this ->

You'll be notified before the email is sent so look out for it.

Follow the simple step by step instructions to create your account and then download the Kura App from the App Store or Google Play.



Not received the email?

Please double check your spam/junk folder.

The email will arrive from:
welcome@ridekura.com

Signed in before receiving your invite?

We're glad you're keen to start using our app! But let's log out to make sure everything loads correctly.

Once you receive the email, please ensure you are logged out of any accounts you have created. To do this head to join.ridekura.com, then click "LOGIN". If the device is already signed into an account a logout option will be available under the profile icon in the top right, click "Log out" and close the browser. You are now ready to proceed by clicking the link in your most recent

Welcome to Kura email. Do not choose 'Sign Up' but "LOGIN" entering the details used when you first signed up to the app. This step is important to ensure your app is linked to your child(ren)'s account.

You may need to log out and back in to the app itself to see these updates.

1

Log out

2

Click link in email

3

Sign back in

We are here to help

Need us urgently? Please call: 01428 605805

If your enquiry is not regarding an imminent or live journey please email us at:
transport@royal.surrey.sch.uk

Booking

To secure a seat, view live tracking and receive journey updates, passengers must be booked on the desired service.

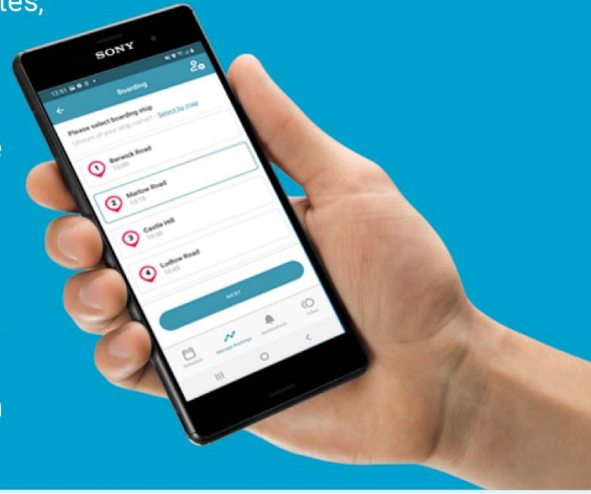
Bookings are made via the app in just a few easy steps.

Bookings are created and amended by selecting the Manage Booking tab at the bottom of the screen.

Prefer a bigger screen?

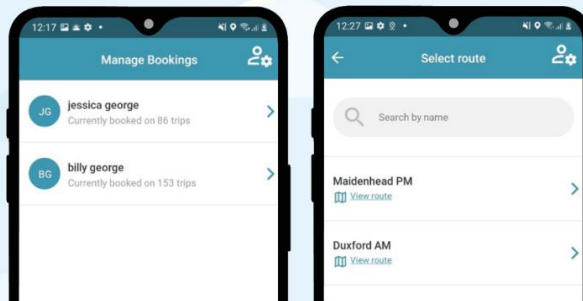
You can track, add tokens, and book (where available) via the web portal on laptop, tablet & PC.

Head to www.app.ridekura.com once you've set up your login details.



Step 1

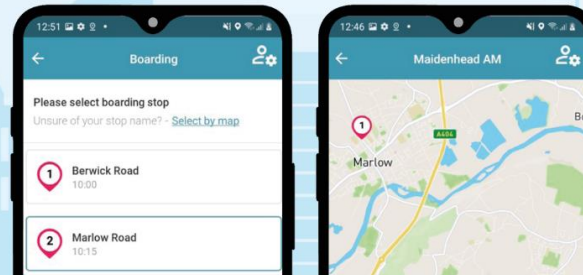
Select the passenger for whom you wish to make bookings.



Select the desired route. Please note: trips are for one direction of travel so returns will need to be booked separately.

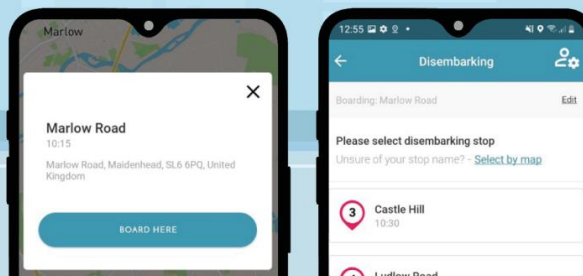
Step 2

Select the stop where you want the passenger to board. This can be done from the list of stop names **OR**...



...by clicking "select by map" and tapping on the stop number.

Confirm your selection in the popup window which appears.



Now select the stop where you want the passenger to disembark and select NEXT (The school for all morning journeys).

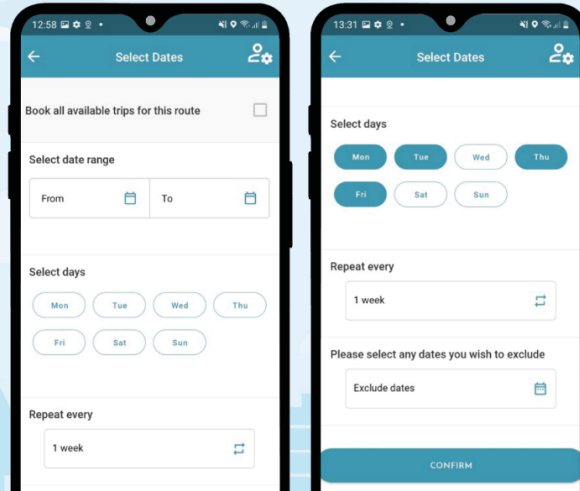
Good to know

Our FAQ page can help answer most questions and can be found by visiting <https://ridekura.zendesk.com>

Video guides for all aspects of the Kura app can be viewed here <https://ridekura.com/observer-app-guides/>

Step 3

Select the dates to book for. You can book for all available dates, (e.g. the whole academic year as school holidays are automatically excluded by Kura), or a specific date range. Once the date range has been selected, choose the required days of the week.

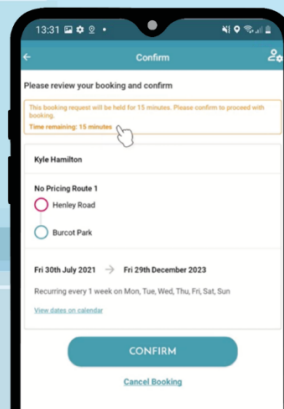


Step 4

Select the repetition of the booking (if required, for example if your child will be returning to a different stop on alternate weeks) and select any dates you wish to exclude from the schedule. Select CONFIRM.

Step 5

Kura will check for availability. If your request can be accepted your booking is held for 15 minutes and you will be asked to review and confirm the details to secure the booking.



You can now book your return trip(s) by repeating the process above, but this time with the school as your pick-up point and your home stop as the drop-off.

The small print in big

Enter your own booking terms or important info in this box