

## ShuttleID Tickets Frequently Asked Questions



Churchdown School Academy  
ACHIEVING SUCCESS FOR ALL

### How do I buy a ticket?

Head to the Pulhams website ([www.pulhams.co.uk](http://www.pulhams.co.uk)) and select "Churchdown School" from the "School Transport" menu at the top of the screen. You will need to create an account to view and purchase tickets.

Once purchased, the ticket will be emailed to you as a QR code that can be used in a few ways:

- **Printed:** You can print a paper copy of the QR code for your child to carry. This needs to be scanned by the driver each time they board the bus.
- **On a smartphone (optional):** The QR code can be saved as an image on a smartphone. As with the printed version, this must be scanned by the driver. In the case of a printed ticket being lost, you can simply reprint it.

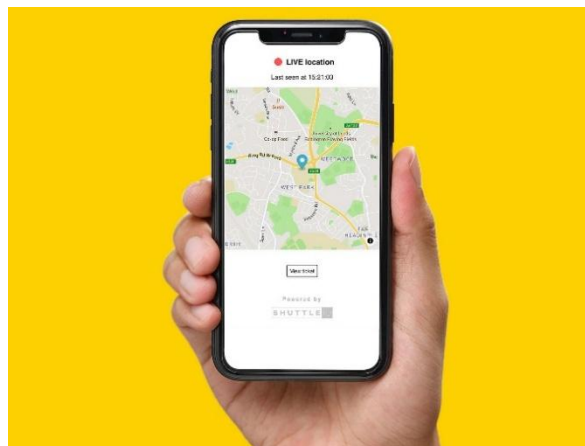


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### How can I track the bus in real time?

When you buy your ticket, there will be a "Track bus" button visible on the screen, underneath the QR code. You can also access this any time in your online account.

Clicking this button on your mobile phone, tablet or PC will open an interactive map that shows the bus location in real-time. You can bookmark this link for later use. The map updates automatically, so there is no need to refresh the page.



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### Boarding notifications

ShuttleID offers a boarding notification feature. You can choose to receive an email notification each time your child's QR code is scanned to board the bus. This feature provides peace of mind that your child has safely boarded the bus and can also help you plan for their arrival time. You can opt-in or out of these notifications at any time.