



HOW TO GUIDE

# E-TICKETING PLATFORM

PRESBYTERIAN LADIES COLLEGE



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## E-TICKETING PLATFORM

**How do I access it?** Our eTicketing Platform is available on our website or by clicking [here](#)

### **How do I sign up?**

1. Visit the link above
2. Select [Sign Up] in the navy banner at the top of the page
3. Enter your First and Last Name
4. Enter your email address
5. Enter your mobile number
6. Choose a password
7. Reconfirm your password
8. Once you've completed steps 1 – 7, you'll get an email to confirm your email address
9. Access the email and click the link provided to confirm your email address
10. Your account is now active

### **How do I Login?**

1. Visit the link above
2. Select "Login to your Account" in the Navy banner at the top of the page
3. Enter your Username & Password (your username is your email address)
4. Click [Login]

### **How do I add my child?**

1. Once you're logged in select the [+ Add Child] button in the black heading at the top
2. Enter your child's First and Last Name as it appears on their Smartrider
3. Select their School from the drop-down menu
4. Enter their Student Code as shown on their Smartrider card
5. Click [Save]

### **How do I add my credit card details?**

1. Select the [My Cards] button in the black heading at the top
2. The select the [+Add Card] button
3. Enter the Name on your card
4. Enter the Card Number
5. Enter the expiry month and year
6. Enter the security code or CVC
7. Click [Save Card]

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### ***How do I add funds to my child's account?***

1. Click [My Profile] in the left-hand column. This will take you back to the main screen
2. If you've added your child, you'll see them in the list at the bottom. Click the [+] button on the right-hand side under the [Action] tab
3. Select your child
4. Select their school
5. Choose the amount you wish to deposit
6. Select your preferred card for payment
7. Click [Submit Order] to process the payment
8. Within a few seconds you'll receive a pop-up message to say that your "Payment has been processed"
9. You'll then be able to see the credit on the main screen

### ***How do I track usage & transactions?***

1. From the Main Screen click [My Transactions]
2. Filter the report using [Payment Type] drop down box and [Date From] & [Date To] fields
3. This report will provide detailed information on all bus rides and all account deposits

# E-TICKETING

## FREQUENTLY ASKED QUESTIONS

***Who do I contact if I'm having issues with the ticketing system?*** We know everything there is to know about our ticketing system. If you're experiencing issues when using them or need some assistance getting them set up, call Horizons West and we'll get you on the right track.

***How do I make sure the details I'm entering in the ticketing system are correct?*** When adding your child to your account, be sure to use the details as they appear on your child's Smartrider. This will ensure they match what we have on our side and make the sign-up process all that much easier.

***What do you do with the personal information I provide?*** At Horizons West Bus and Coachlines we understand the importance of privacy and as such, we handle the personal information you provide with the utmost diligence and security. For further information on the handling of your personal information please visit our website by clicking [here](#).

***What happens when my child loses their card?*** Your child can still catch the bus without their card. They do however, need to contact Student Services to order a new card.

***How do I request a refund?*** Should you no longer need the service and have funds remaining in your account, please contact your school administration in writing to request a refund. Once they receive your request, they'll get in touch with us and we'll process your refund. Please note that your school may charge an administrative fee for any refunds.

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## KEY CONTACTS

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