

Getting started with Kura

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

This guide will take you through how to set-up and log into the app for the first time

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

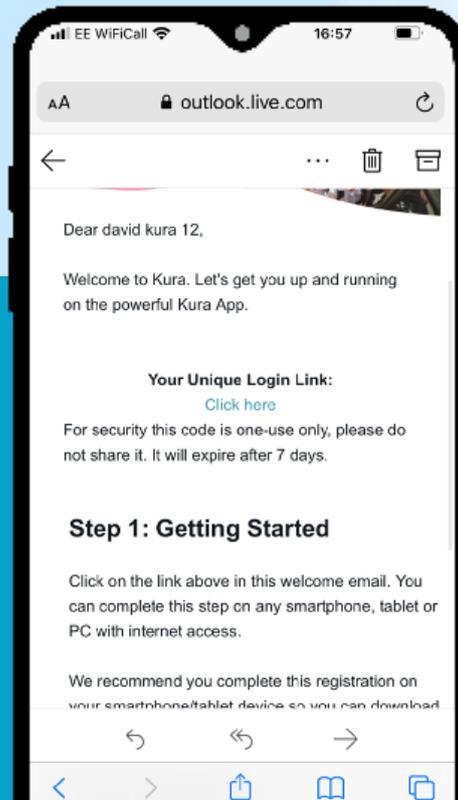


First things first

A **Welcome to Kura** email will be sent to the address you provided, 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.

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

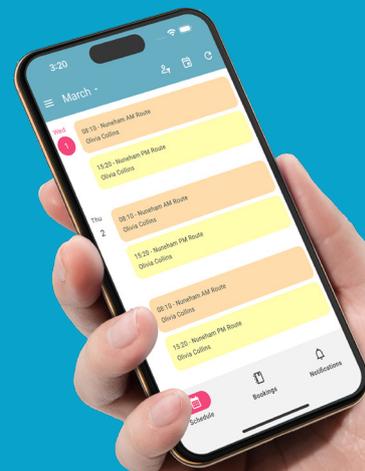


Vehicle Tracking

When you first log in to the app your booked schedule will appear on the screen. Tap on the journey you wish to track.

Notification Settings

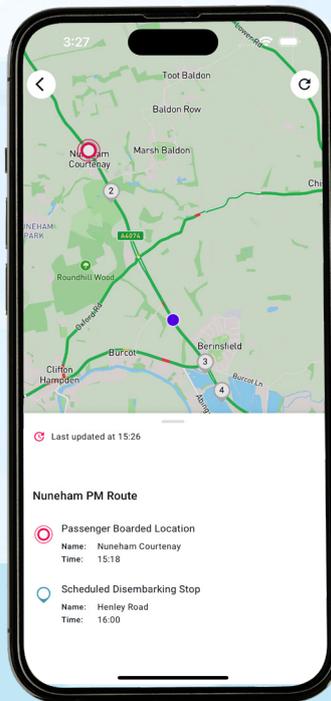
Notifications are only available via the app when you have notifications enabled. If you wish to receive notifications, for example when the vehicle is running late, please double-check they are enabled in your phone settings.



Tracking & Stops

The 'Last updated' time at the bottom of the screen details when a signal was last received from the vehicle. You should expect to see this update every 30 seconds.

All stops are shown as numbers along the route with the booked boarding stop in red and disembarking point as blue.



The vehicle is shown as a purple dot on the screen, by following this you can track the progress of the route. Live traffic conditions are shown to give you a clearer understanding of the journey.

Events

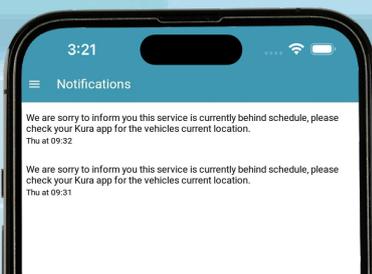
The timeline at the bottom of the screen updates as significant events, such as boarding and disembarking take place.



5m ago

Service Behind Schedule

The vehicle is not running to the expected schedule, please check the map.



Notifications

You'll receive notifications if there is a delay or for other updates to the route. You can view previously received notifications in the Notifications tab in the app.