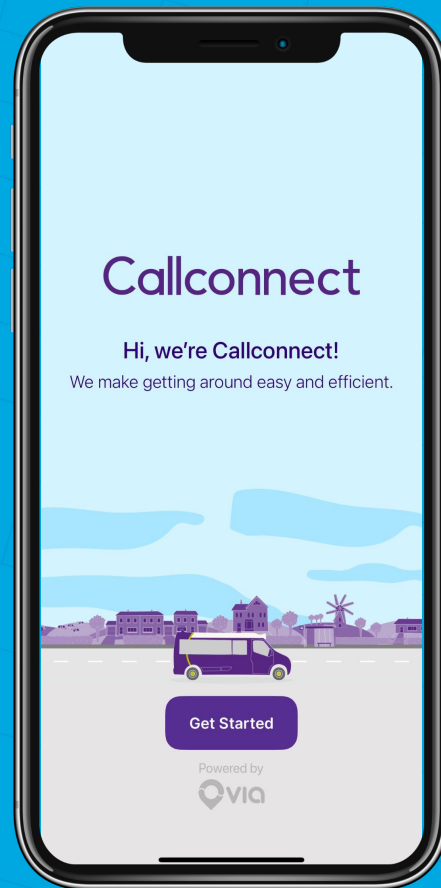




Lincolnshire
COUNTY COUNCIL
Working for a better future

How to use the Callconnect app



Getting Started

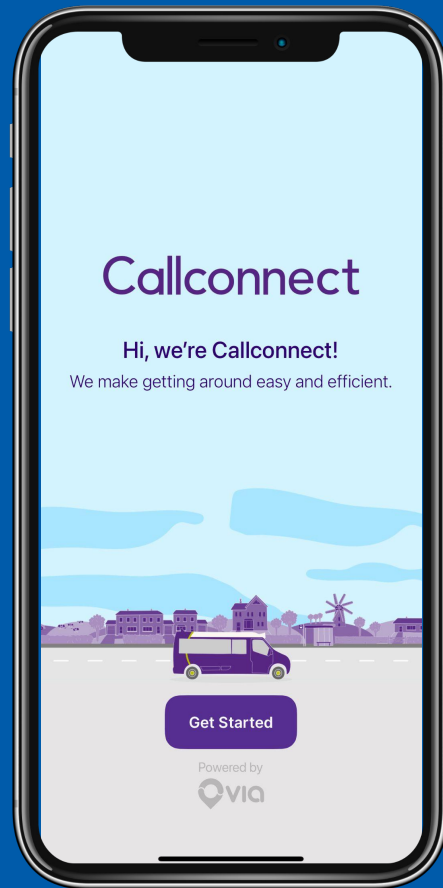
Downloading the app

The Callconnect app is available for both Android and iOS (Apple) phones

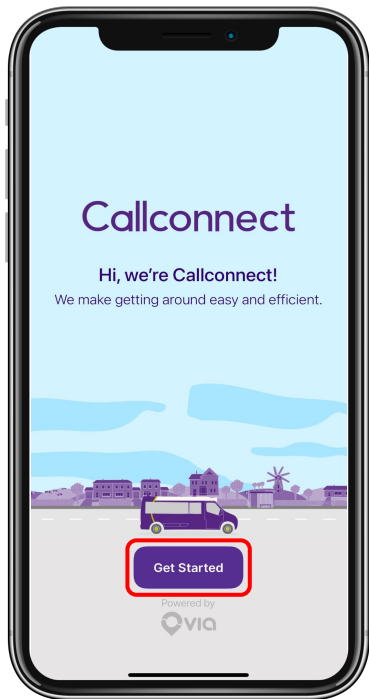
For Android phones just search **Callconnect** or download it from the Google Play Store [here](#)

For iOS (Apple) phones just search **Callconnect** or download it from the App store [here](#)

If your account is set up by the Callconnect team over the phone you will receive a link to download the app

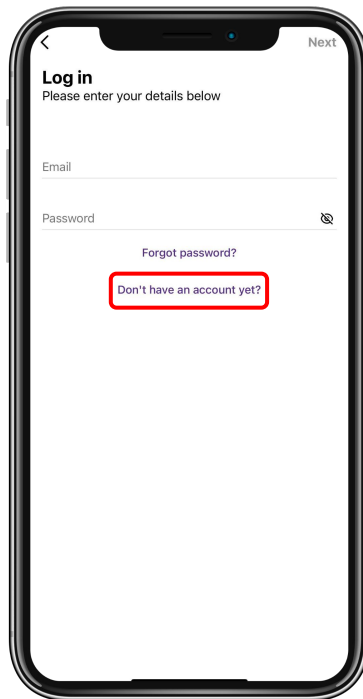


Creating your account



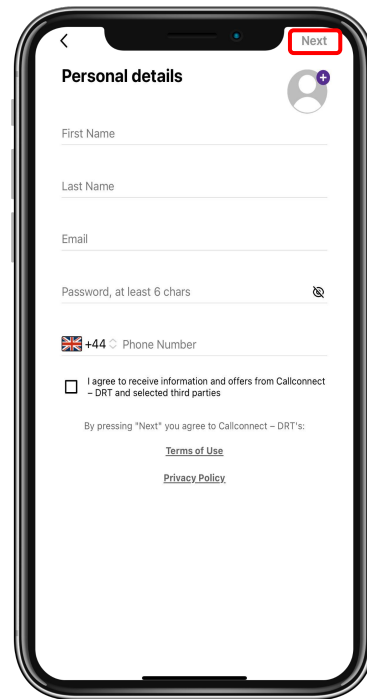
1

Open the app on your phone and tap 'Get Started'



2

Tap 'Don't have an account yet?'



3

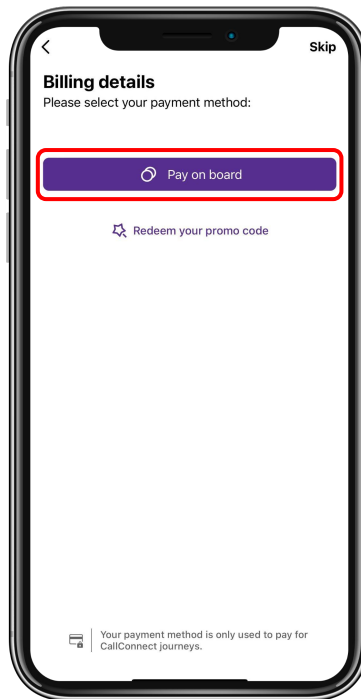
Fill in all the details; tap the box to agree the terms and then tap next

Creating your account



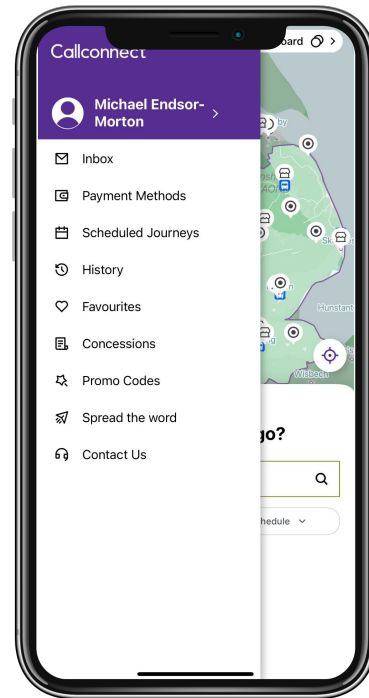
4

You will be sent a code to enter into the app



5

Payments are taken on board, so tap the purple button to continue



6

You're now ready to ride! Tap the three line button on the top left of the app anytime to open the menu

Booking a Trip

Where can you use Callconnect?

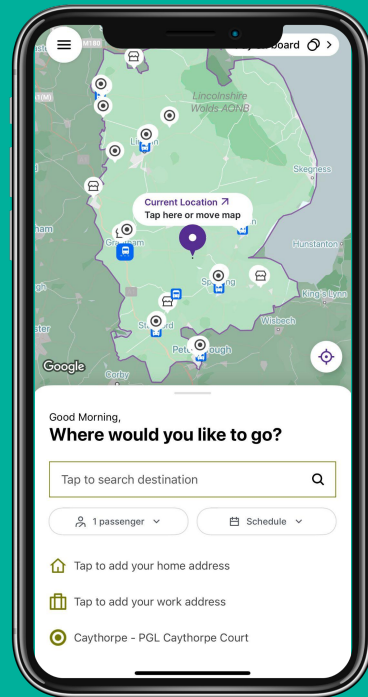
You can use Callconnect all over Lincolnshire!

It is available from 7am to 7pm Monday to Friday and 8am to 6pm on Saturday.

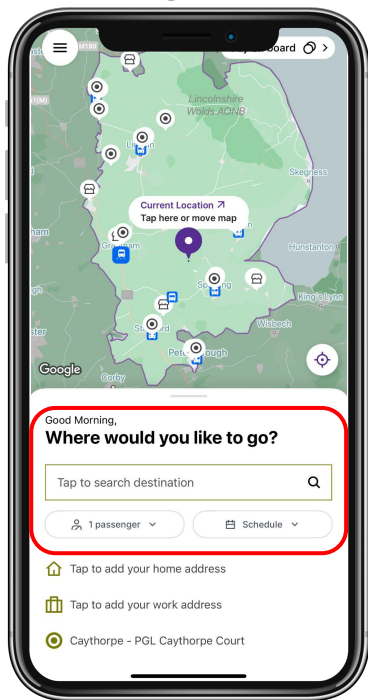
You can tap to add your home address and work address to save those for future trips

Over the next slides we will show you how to book a trip, how to track your bus and how to get help

Remember, you pay the driver when you get on the bus!

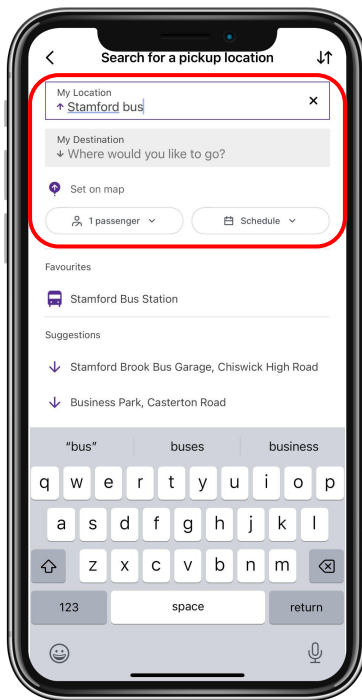


Booking a trip



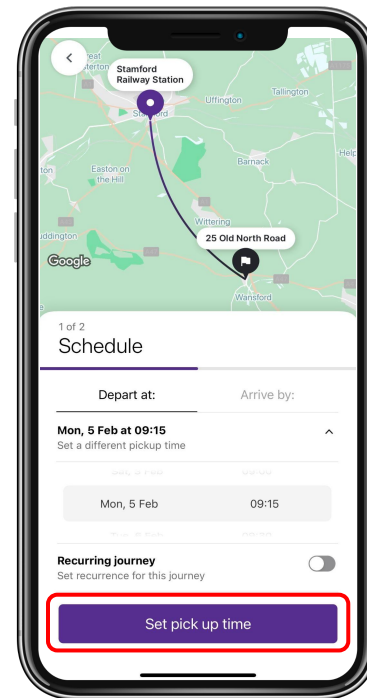
1

Booking a trip is really easy, just tap the search box



2

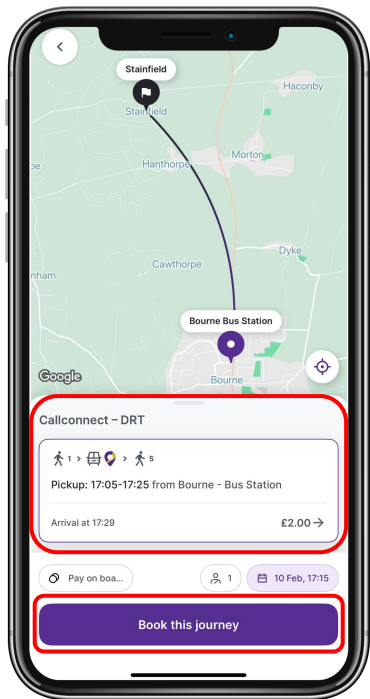
Type where you would like to be picked up from or choose from favourites and select the number of passengers. Then type your destination or set it on the map



3

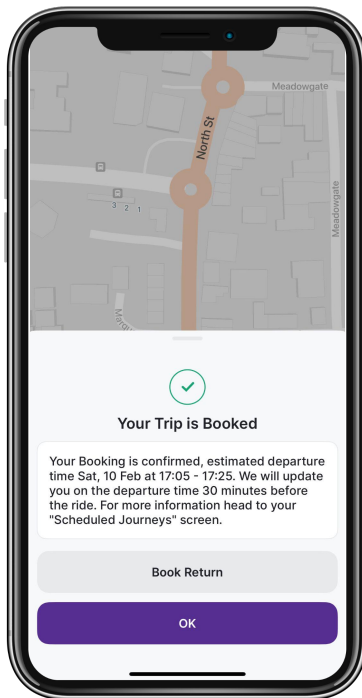
Choose the date and time you would like to book; and tap the purple button to request your trip

Booking a journey



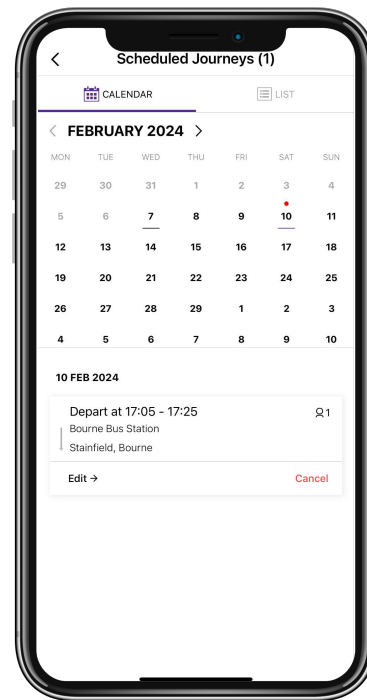
4

Pick the trip you want to take and click the purple button to book



5

Your journey is booked! You get an estimated pickup time and closer to your journey you will get a confirmed time



6

Tap 'Scheduled Journeys' to see your upcoming rides which you can edit or cancel if you no longer want to travel

Tracking Your Vehicle

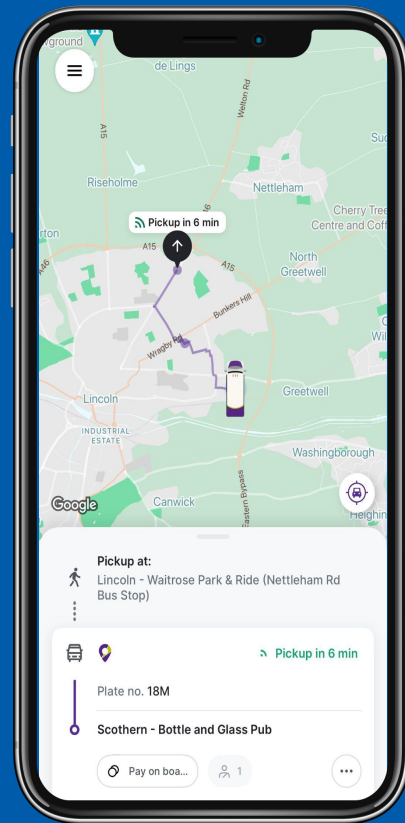
Tracking your Vehicle

When you setup your app you will be asked to allow notifications.

You will be sent a booking confirmation when you book. And a confirmed pickup time about 45 minutes before your trip

With the Callconnect app you can also track your driver in real time to see where the vehicle is and how long until they will be with you

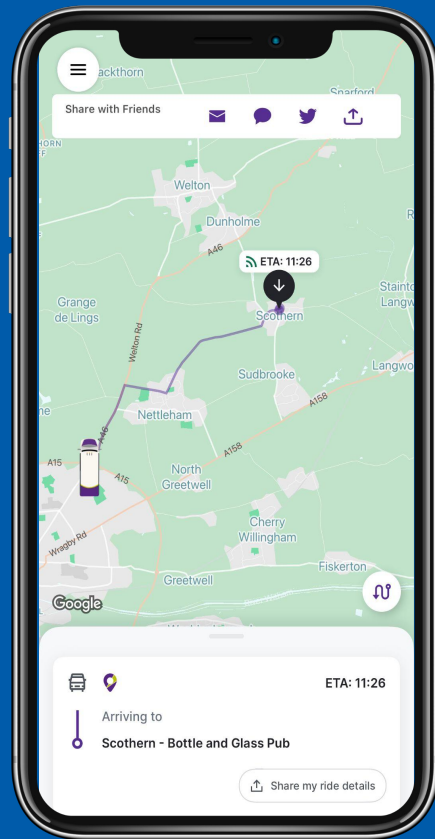
You will be notified when your driver has arrived



Tracking your Vehicle

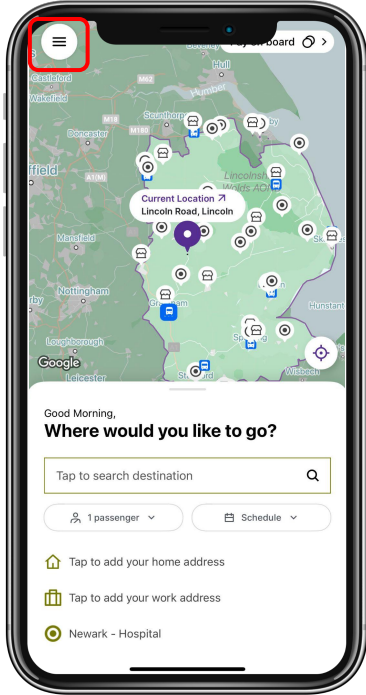
You can also track the progress of the trip while you are on the bus!

The app will show you where you are now and give you an estimated time to arrive at your destination



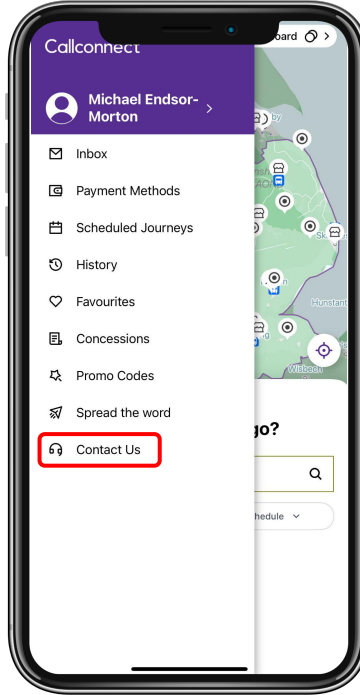
Help & Support

How to get help



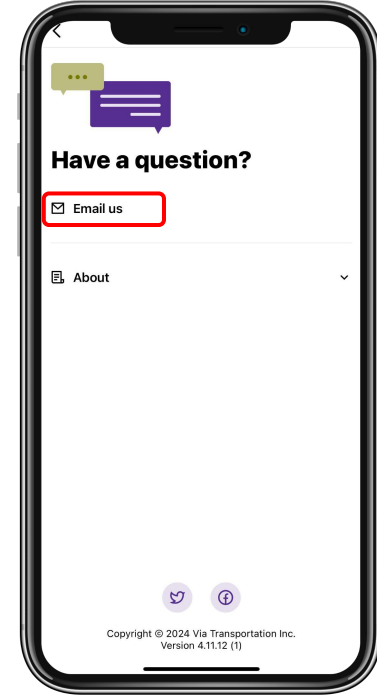
1

Tap the three line menu at the top left of the app



2

Tap 'Contact Us'



3

Tap 'Email Us' to send an email to the Callconnect team or you can call them on 0345 234 3344