

Essex Student Travel Club – Registration and Purchase Guide

Step 1 – Visit the First Bus Commuter Travel Club Webpage

<https://www.firstgroup.com/essex/ctc>

The screenshot shows the homepage of the First Bus Commuter Travel Club. At the top, there is a navigation bar with the First Essex logo and menu items: Plan a Journey, Tickets, Routes and maps, Airport services, News and service updates, Help and support, and About us. The main heading reads "Join us and pay less for your bus travel*". Below this, there is a section titled "Commuter Travel Club" with a sub-heading "Join us for the most convenient way to pay less for your bus travel*". A large image of a woman is featured in this section. Below the image, text explains that the Commuter Travel Club is an employee benefits scheme offering discounted bus travel to employees of companies who are First Bus travel partners in Essex. It also states that if an employer has joined the scheme, users can sign up and get unlimited bus travel in their chosen zone, and that payment is convenient with an automatic monthly subscription taken by Direct Debit. On the left side, there is a pink box with the text "Plan your journey and buy mTickets on our First Bus App" and buttons for downloading the app from the App Store and Google Play.

Step 2 - Log in or register to the First Bus website

The screenshot shows the login/register page on the First Bus website. At the top, there is a survey question: "HAVE YOU BEEN HAPPY WITH YOUR WEBSITE EXPERIENCE?" with "YES" and "NO" options. Below this is a navigation bar with the same menu items as the previous page. The main heading is "Log in/register". Below the heading, there is a sub-heading "Step 1 of 3: Please log in or register to the First Bus website:". There are two input fields: "User Name" and "Password". To the right of the "User Name" field is a pink "Register" button. Below the "Password" field is a "Log In" button. There is also a link for "Forgot your password?".

At the bottom of the of the webpage, you need to login or register for a First Bus website account.

First Bus - Registration Page

Register

Privacy of personal information:

We will always store your personal details securely. We'll use them where they are necessary to provide the products and services that you have requested. Your data may also be used for analysis purposes and personalisation, to help us provide the best service possible to you. We may also, on occasion, need to send you important service messages. Our [Privacy Policy](#) sets out the basis on which any personal data you provide to us will be processed.

Account Information

Username * (required)

E-mail address * (required)

Password * (required)

Confirm password * (required)

My favourite FirstBus area

Personal Information

Title * (required)

First name * (required)

Last name * (required)

Country * (required)

Postcode * (required)

Street address * (required)

Town / city * (required)

Contact number * (required)

Delivery Information

Title * (required)

First name * (required)

Last name * (required)

If you need to register an account for the First Bus website – you will need to complete the 'Register' form.

Note: This does not give you access to a Student Travel Club

You need to complete Step 3 and 4 (below) to complete sign up process for your Student Travel Club.

Step 3 - Select your School/College from the drop-down menu

- At the bottom of the webpage, you now need to select your school from the drop-down menu and click 'Next'

Please select your employer...

- Anglo European School STC
- Chelmer Valley High School STC
- Chelmsford College STC
- Manningtree High School STC
- South Essex College STC
- St. Helena School STC
- The Appleton School STC
- The Bromford School and Sixth Form College STC
- The Colne Community School And College STC
- The Deanes Academy STC
- The Stanway School STC
- The Sweyne Park School STC
- William de Ferrers School STC
- Writtle University College STC

Advanced

Amazon E.U SARL

Aviva

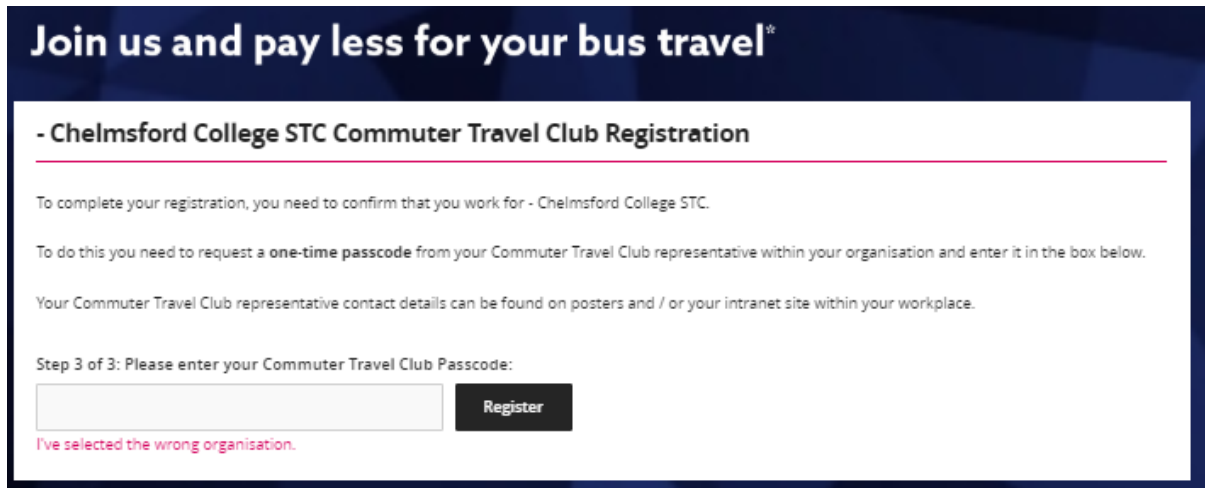
Basildon and Thurrock University Hospitals NHS Foundation Trust

Boots

Please select your employer... Next

Step 4 - The form will prompt the you to enter your unique passcode – which you have been provided by your school

*Currently this says “To complete your registration you need to confirm you work for” however students are also eligible to join if they attend the chosen school.



Step 5 – Purchase your Student Travel Club Ticket

After entering a valid passcode, you now have access to your schools’ Student Travel Club – here you can select and purchase your Student Travel Club tickets.

To see what tickets are available to purchase, filter the ticket selection (via the drop-down menus) so that tickets are displayed for the zone they wish to travel in.

Welcome to the Chelmsford College Student Travel Club

Select and purchase your Student Travel Club ticket below.

Thank you for joining the Student Travel Club (STC) in conjunction with First Bus Essex. As a student of Chelmsford College you now have exclusive access to discounted bus travel across Essex. By purchasing a monthly subscription, termly or annual ticket you will have unlimited travel on First Bus services in your chosen zone. Your Student Travel Club ticket not only allows you to travel in term time, enjoy the use for the full validity of your ticket. [Click here](#) to find out more about the Essex fare zones and network information.



Don't wait for your ticket to arrive by post. We'll send your ticket straight to your mobile phone.

Choose 'To Mobile' as your delivery method to get your ticket straight to your phone. Use it immediately or when you are ready – mobile tickets could even save you money.


Choose tickets

Zone or Area:

Ticket Type:

All All


[Reset](#)

You can then view more details regarding your selected ticket by clicking on the icon: 

Student Travel Club


All Essex

Travel on all First Bus services across Essex, except the X10 / X30 Stansted Airport, some school services and Chelmsford park and ride services.

Student Half Term 1 Part 1	£135.00	
Student Annual	£1,007.00	
Student Term 1	£270.00	




Chelmsford Inner Zone

Travel on First Essex. Zone bounded by Broomfield Hospital, Boreham Services, Chelmer Village, Brookend, Great Baddow, Galleywood, Wantz Road, Writtle and Melbourne.


Student Half Term 1 Part 1	£85.00	
Student Annual	£573.00	
Student Term 1	£170.00	

Chelmsford Outer Zone


Travel on First Essex. Zone bounded by Hatfield Peverel, Danbury, Stock, Ingatestone, Wickford and Blackmore.


Student Half Term 1 Part 1	£110.00	
Student Annual	£707.00	
Student Term 1	£220.00	

Example of ticket details displayed:

Student Annual £573.00 

Valid 1st September 2019 to 31st August 2020; providing unlimited travel within your selected ticket zone. Please see Terms and Conditions for details.

 **TO MOBILE -**
£573.00
Send your ticket to your mTicket wallet in the First Bus App.

 To use mTickets you will need to have the **First Bus App** installed on your mobile and have a registered mTickets account. The First Bus App is available on **iOS** and **Android**. Buy online and send the tickets to your First Bus App.

Valid from 01/09/2019 until 31/08/2020

Add to Cart

You must then select 'To Mobile' as your delivery method for your ticket and then click the 'Add to Cart' button.



If you have selected to purchase a monthly subscription ticket i.e. Student Unlimited (Direct Debit) – you must select monthly start date (between 1st and 28th of the month) for your ticket (which will be the monthly renewal date of your subscription ticket).

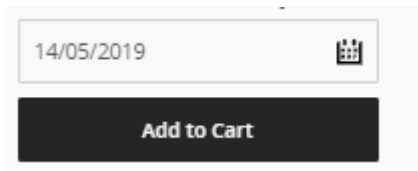


Please note: The selected start / monthly renewal date is not the same date Direct Debit payments will be charged for the ticket.

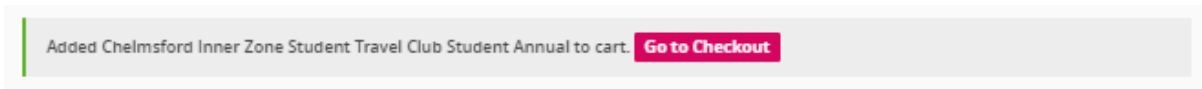
Each month payment is charged by Direct Debit **2 working days** before your chosen renewal date.

This means that each month the date on which the Direct Debit payment is charged may change – to account for weekends and bank holidays (which are not counted as working days).

- After selecting the renewal date, click the 'Add to Cart' icon.



- To proceed click on 'Go to Checkout'




Or at the bottom right hand corner of the webpage click the 'Checkout' icon:



You are then presented with a 'Confirm Your Options' webpage:

Confirm Your Options

Ticket		Price
1	Chelmsford Inner Zone Student Travel Club Student Annual (Delivered to Mobile. Valid on activation in the mTickets App)	£ 573.00
SUB-TOTAL:		£ 573.00

 For tickets delivered to the **First Bus App** on your phone: on the next page you will need to enter the email address linked to the mTicket account for each mTicket purchased. You must scan the ticket on your phone every time you travel. Tickets cannot be amended after purchase.

TOTAL:	£ 573.00
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[Continue Shopping](#) [Your Ticket Details](#)

If you are happy with your ticket selection, proceed by clicking on the 'Your Ticket Details' icon.

You will then be presented with the 'Your Ticket Details' webpage:

Here you provide Personal Information:

Your Ticket Details

Please enter your personal information, delivery address and the details of each passenger. All fields are mandatory.

Personal Information

Mr

Country (select)


Email Address

Contact No.

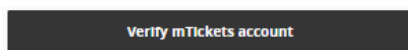
At this point you will now need to provide the email address for your registered First Bus App account (which will be where the mTicket will be issued to each month).

At this point you should already have downloaded the First Bus App to your smartphone and registered an account.

If you require support with downloading and registering an account on the First Bus App, further information can be found at on mTickets FAQs - <https://www.firstgroup.com/buy-ticket/mtickets-faqs>

Ticket		Price
	1 Leeds Adult First Unlimited (Direct Debit) (Delivered to Mobile. Valid for unlimited journeys from 14/05/2019, renewed on the 14th of each month)	£ 55.00 per month
<input type="button" value="^ Same as above"/>		
Mr <input type="button" value="v"/>	<input type="text" value="First Name"/>	
<input type="text" value="Surname"/>		
<input type="text" value="mTickets account email"/>		

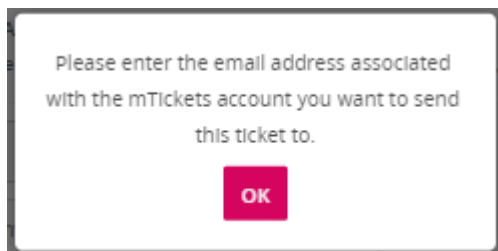
You must then click on the 'Verify mTickets account' icon.



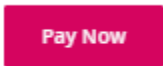
When you provide the details for a valid mTicket account you will see a tick icon appear next to their email address:

<input type="text" value="david.c.jones@firstgroup.com"/>	<input checked="" type="checkbox"/>
<input type="button" value="OK"/>	

If you do not provide a valid 'mTickets account email' you will be presented with the following pop-up message:



Finally, you must now proceed to payment by clicking on the 'Pay Now' button.



You are then presented with the 'Payment' webpage:

First you must provide the information for your billing address:

Billing address

Same as Personal Information Same as Delivery Address

Mr

United Kingdom

You must now enter your payment details to pay for your ticket(s) by - Debit / Credit Card or Paypal

Payment

First payment

Initial payment for your subscription ticket is taken immediately – this allows us enough time to issue your ticket and process your Direct Debit application.

One payment of £55.00

Choose a payment method:

PayPal Credit or Debit Card (Visa or Mastercard)

Please note – the first payment for subscription ticket is taken immediately – this allows us enough time to issue your ticket and process their Direct Debit application for subsequent payments.

Subsequent Payments (Direct Debit Setup) – SUBSCRIPTION TICKET ONLY

All future subscription ticket payments will be collected by Direct Debit. The customer needs to provide bank account details so that a Direct Debit mandate can be setup:

This provides further details of when the Direct Debit payments will be charged (2 working days before the renewal date) and information on how you can cancel the agreement.

Subsequent payments

All future subscription ticket payments will be collected by Direct Debit. We need to set up a Direct Debit mandate as follows:

Ticket	Renewal Date	Amount
Leeds Adult First Unlimited (Direct Debit)	14th	£55.00

Your payment will be collected two working days before the ticket renewal date.

Please note: weekends and bank holidays are not counted as working days, therefore please take this into account when calculating each monthly payment date.

Please enter your account details in the fields below to authorise this payment:

<input type="text" value="Account Name"/>	
<input type="text" value="Account Number"/>	<input type="text" value="Sort Code"/>
<input type="checkbox"/> I confirm that I am the account holder and am authorised to set up Direct Debit payments on this account.	

FIRSTGROUP HOLDINGS LIMITED

Company Number: 02029363

Registered address:

8th Floor The Point, 37 North Wharf Road,
London, United Kingdom W2 1AF

You can cancel this agreement at any time in accordance with our [subscription tickets terms and conditions](#) by calling our customer service team on 0345 646 0707.



Your payments are protected by the [Direct Debit Guarantee](#). Payments by GoCardless. Read the [GoCardless privacy notice](#).

Note: that the request to setup a Direct Debit mandate is not guaranteed.

If we are unable to setup the Direct Debit mandate with the details provided (e.g. incorrect details or bank declines the setup of the Direct Debit) then your subscription agreement will be cancelled (i.e. no further monthly tickets will be issued).

You will be notified by email of the failure to setup a direct debit mandate.

Once you have provided all relevant payment information, you must then accept the terms and conditions (by clicking on the tick boxes):

Agreement	
We are committed to General Data Protection Regulation. We use age verification for data protection regulation compliance and to tailor our communications to you.	
<input type="checkbox"/>	I confirm that I am over the age of 16
<input type="checkbox"/>	I accept the terms and conditions .
<input type="button" value="Continue Shopping"/>	<input type="button" value="Pay Now"/>

Once confirmed, you must click on the 'Pay Now' button.

For subscription tickets, you will be then asked to confirm your Direct Debit details. Once you click on 'OK' the order will be processed.

We will set up a Direct Debit mandate
against the following account:
Account Name: **John Smith**
Account Number: 01234567
Sort Code: 01 23 45
Do you want to proceed?

Once your order has been processed successfully you will be presented with the webpage: 'Order Completed'.

Order Completed

Your Order ID: 5cab3f020677c

Thank you for your order.

You will also be sent a summary of the your order information by email (Subject Title - '*Your order from FirstBus*').