

Getting started with Kura

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

This guide will take you through:

- How to set-up and log into the app for the first time
- How to make bookings for your children

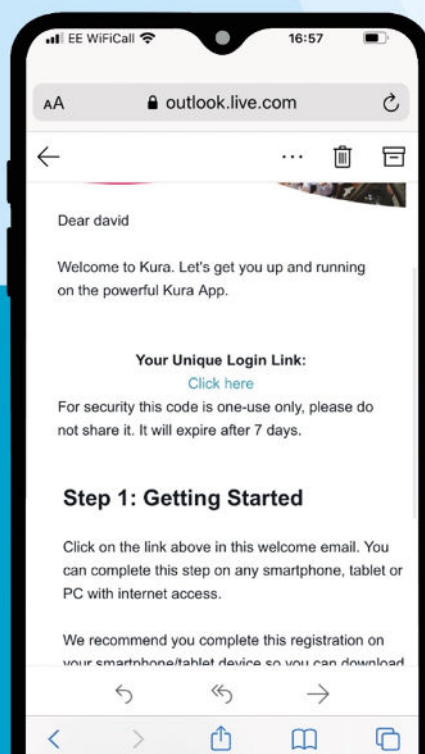
Once you've completed these steps you'll be all set to begin tracking your child's journeys from home to school and back again.

First things first

A **Welcome to Kura** email will be sent to the address you provided to your organisation, 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. This step is important to ensure your app is linked to your child(ren)'s account.

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

We are here to help

Need us urgently? Please call: 0203 005 3748

If your enquiry is not regarding an imminent or live journey please email us at:
Stedmunds@ridekura.com



Booking

To secure a seat, view live tracking and receive journey updates, passengers must be booked on the desired service.

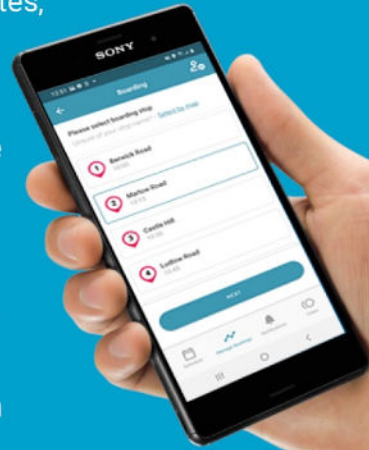
Bookings are made via the app in just a few easy steps.

Bookings are created and amended by selecting the Manage Booking tab at the bottom of the screen.

Prefer a bigger screen?

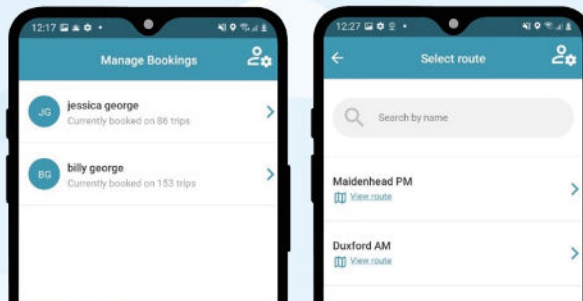
You can track, add tokens, and book (where available) via the web portal on laptop, tablet & PC.

Head to www.app.ridekura.com once you've set up your login details.



Step 1

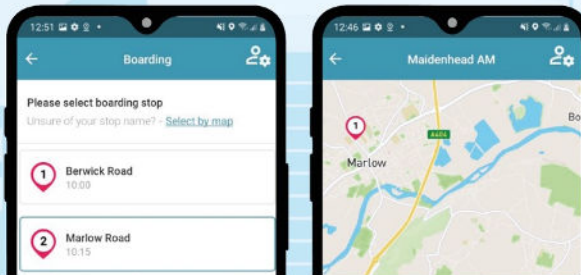
Select the passenger for whom you wish to make bookings.



Select the desired route. Please note: trips are for one direction of travel so returns will need to be booked separately.

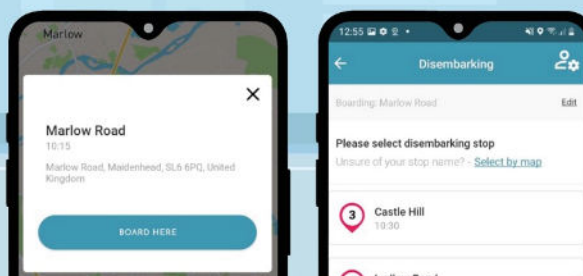
Step 2

Select the stop where you want the passenger to board. This can be done from the list of stop names **OR**...



...by clicking "select by map" and tapping on the stop number.

Confirm your selection in the popup window which appears.



Now select the stop where you want the passenger to disembark and select NEXT (The school for all morning journeys).

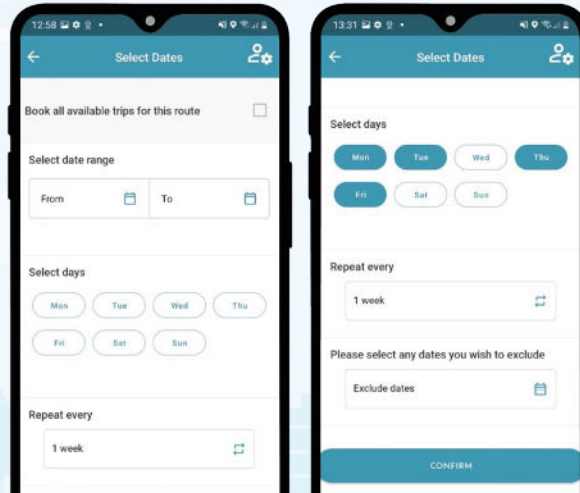
Good to know

Our FAQ page can help answer most questions and can be found by visiting <https://ridekura.zendesk.com>

Video guides for all aspects of the Kura app can be viewed here <https://ridekura.com/observer-app-guides/>

Step 3

Select the dates to book for. You can book for all available dates, (e.g. the whole academic year as school holidays are automatically excluded by Kura), or a specific date range. Once the date range has been selected, choose the required days of the week.

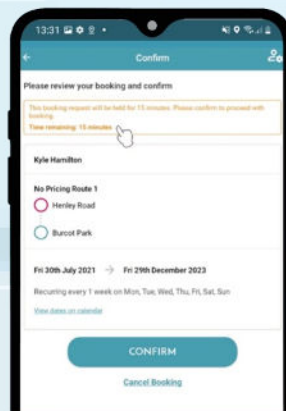


Step 4

Select the repetition of the booking (if required, for example if your child will be returning to a different stop on alternate weeks) and select any dates you wish to exclude from the schedule. Select CONFIRM.

Step 5

Kura will check for availability. If your request can be accepted your booking is held for 15 minutes and you will be asked to review and confirm the details to secure the booking.



You can now book your return trip(s) by repeating the process above, but this time with the school as your pick-up point and your home stop as the drop-off.

The small print in big

By placing a booking with the St Edmunds College Home to School Bus Service the customer acknowledges that they have read, understood, and accept the Terms and Conditions as detailed below.

Bookings:

Children in Year 3 or above only are permitted to travel on the school bus or at age 7 if accompanied by a sibling.

Parents/guardians must register/re-register pupils each year for the bus service, using the Kura App. Booking windows and registration periods will be communicated throughout the year.

Parents/guardians accept that bookings are for the entire school year.

Journeys booked but not taken are non-refundable. Any journey cancelled, ad hoc, via the App, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below.

The School offers bus service bookings on a first come first served basis. Although the School will do its utmost to accommodate all requests for use of the service, the School has no obligation to increase capacity on any route.

Use of the service:

Pupils must ensure they travel on the route for which they are registered only.

Pupils must carry a valid pass when travelling.

Parents/guardians are asked to remind their children that when travelling on the school buses they remain bound by the School's Behaviour Policy.

Parents/guardians are asked to remind their children that they must abide by the School's bus travel Code of Conduct.

Ad Hoc journeys are permitted by pupils not registered for the service, but where availability permits only. When ad hoc bookings can be accommodated at short notice, pupils must provide their name to the driver, in order that the journey is correctly recorded in the Kura system, for safety reasons. The School will endeavour to accommodate all such requests for places, but priority will be given to pupils registered for regular service use.

Changes to use of the service:

Any changes to a pupil's use of the School Bus Service (for example: frequency, route, home pick-up stop) must be made via the Kura App.

The School reserves the right to make route alterations after publication but will provide notice of any such action.

Cancellation policy, withdrawal from the service:

Parents/guardians wishing to withdraw their children from the service entirely must provide a full term's notice, by email to StEdmunds@ridekura.com, and copied to buses@stedmundscollege.org or forfeit the full term's charges in lieu.