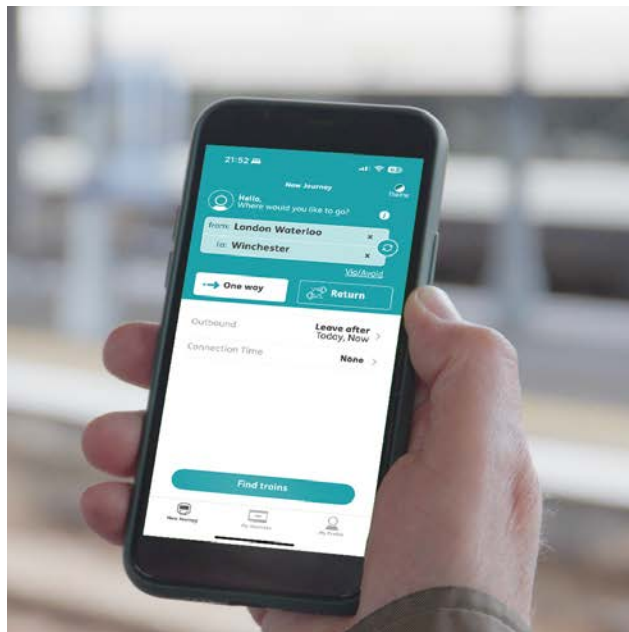




How to use the Passenger Assistance app



To download the app open the iPhone App Store or Android Google Play.

 Passenger assistance



Search for Passenger Assistance.



The app is free to download and use.



Passenger Assistance

Plan Assisted Rail Journeys

Get

737 RATINGS

4.8



AGES

4+

Years

CATEGORY



Travel

DEVELOPER

TRANSPORTATION

Select Get and it will download.



Passenger Assistance

Plan Assisted Rail Journeys

Open

737 RATINGS

4.8



AGES

4+

Years

CATEGORY



Travel

DEVELOPER

TRANSPORTATION

Open the app when it is downloaded.



Skip

Please select a colour theme



Contrast



Ocean



Cream

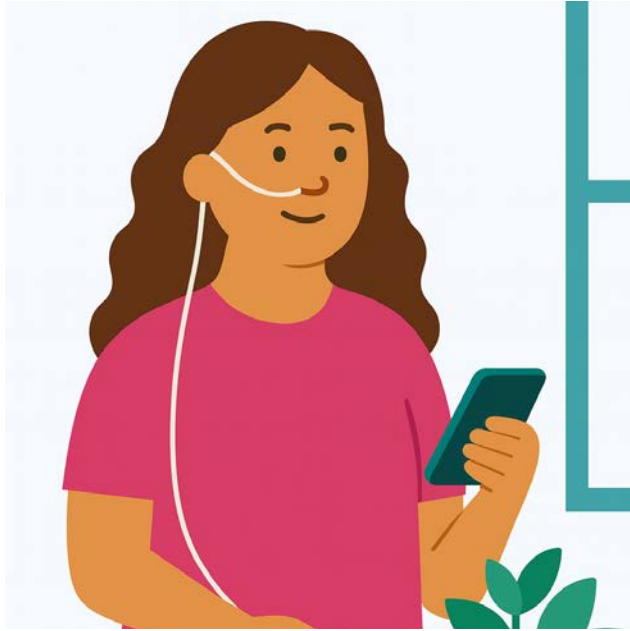
Save theme

Select a colour theme.



Hello, **passenger!**
Do you want to login now?

To use Passenger Assistance, you need an account to ask for help.



An account tells people what help you need
and saves your information.



Passenger Assistance shares your details with the train company when you ask for help.



This helps the train company understand how to help you.

Hello, **passenger!**
Do you want to login now?

Select Sign Up.

Log in

Sign up

 **Create Account**

Your password must include the following:

a
lowercase

A
uppercase

#
special

8+
characters

1+
number

Email

Password

Confirm password

Type your email and choose a password.

☐

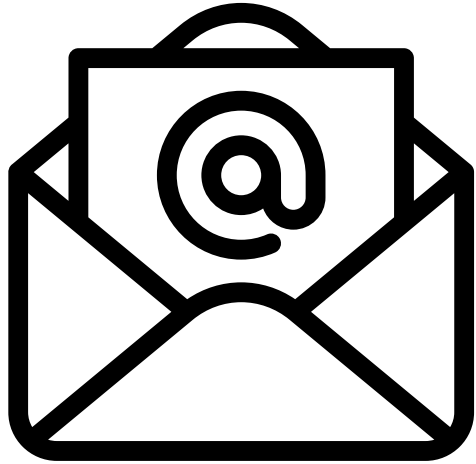
I agree to the **Terms & Conditions**
and the **Privacy Policy** of Passenger
Assistance

You have to accept the conditions to create a
profile.

☐

We would love to keep in touch via email with exciting updates, relevant news and events. If you want to hear from us please tick this box.

You can choose if you get emails from us about updates and news.



Check your email for a message and click the link.



This will confirm your account.



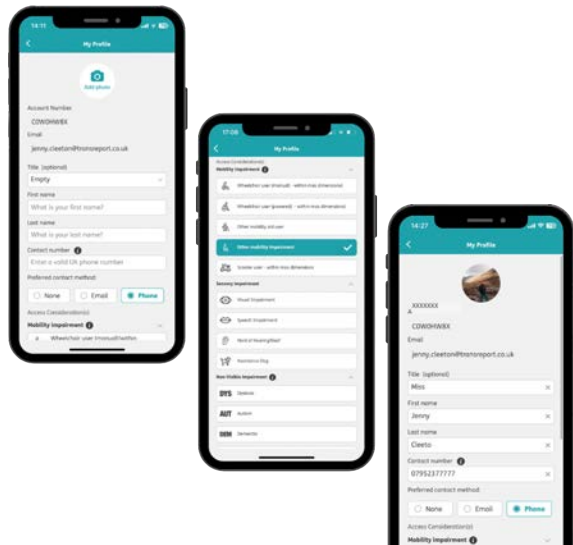
Email

Password

[Forgot your password?](#)

Log in

Now you can log in on the app.



You can add your contact details and access needs.



Passenger Assistance will not ask for medical details.

My Profile



You can also add a photo of yourself if you want to.



Adding a photo helps staff to know who you are.

What is your first name?

Last name

What is your last name?

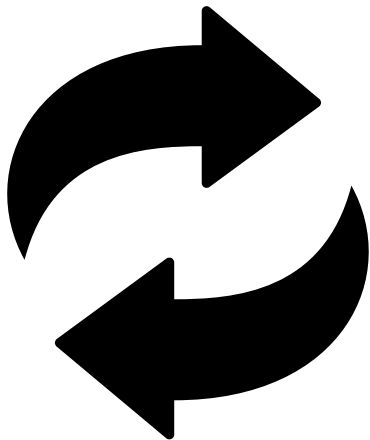
Contact number ⓘ

Take picture

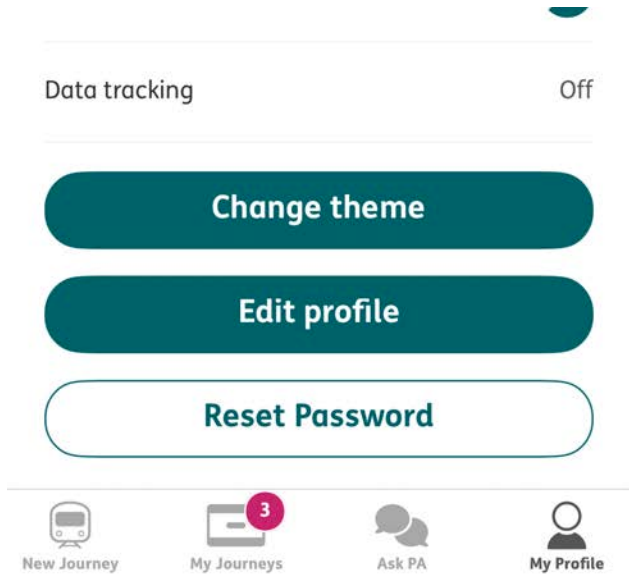
Choose from Camera Roll

Cancel

You can remove or change your photo whenever you want.



You can change or delete your profile at any time.



To change your details, go to My Profile and select Edit Profile.



New Journey

To ask for help with your journey on the app,
open the app and select New Journeys.

from: **Departure station**

to: **Arrival station**

[Via/Avoid](#)

→ One way **↔ Return**

Add your Departure and Arrival stations.

Outbound **Leave after** >
Today, Now

Connection Time **None** >

Today

Done

Leave after

Arrive by

Sat 18 Oct	11	47
Sun 19 Oct	12	48
Mon 20 Oct	13	49
Tue 21 Oct	14	50
Today	15	51

Choose your date and time of the train journey.

Mobility impairment ⓘ ^

 Wheelchair user (manual)(within max dimensions)

 Wheelchair user (powered)(within max dimensions)

 Other mobility aid user

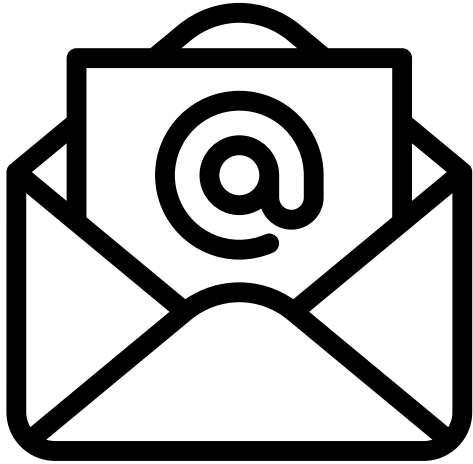
 Other mobility impairment

 Scooter user (within max dimensions)

Sensory impairment ^

 Visual impairment

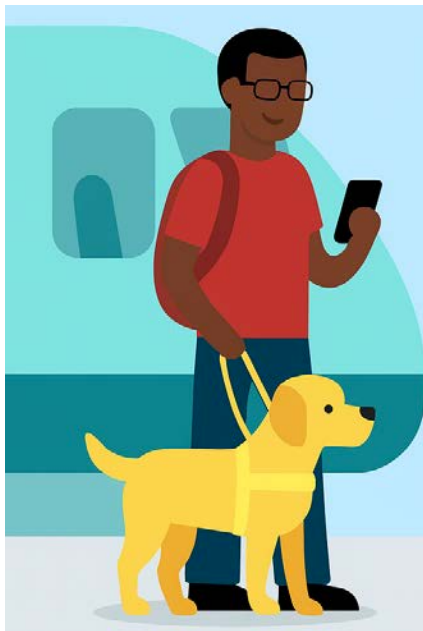
Select the help you need and add notes for staff if you want to.



You will get an email to say the train company knows you need help.



The train company will send you an email and message in the app.



You can use Passenger Assistance to ask for help before or after you have bought your train tickets.



You can see your journeys in My Journeys in the app.



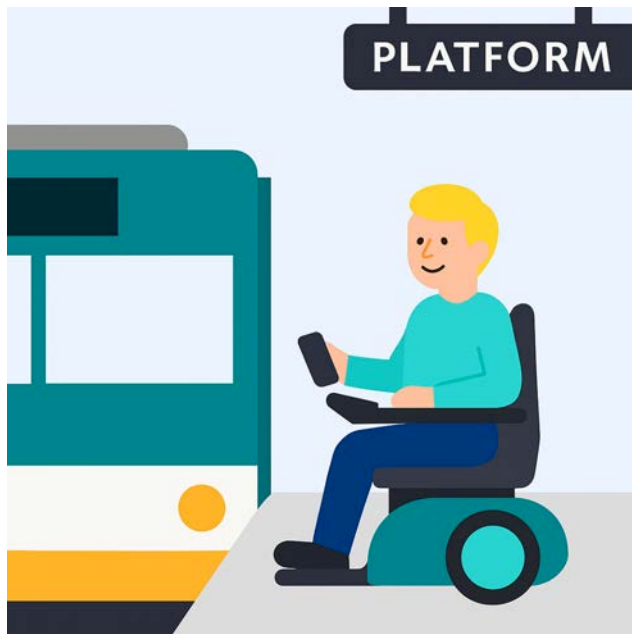
Passenger Assistance does not give the assistance.



The train company gives you the assistance.



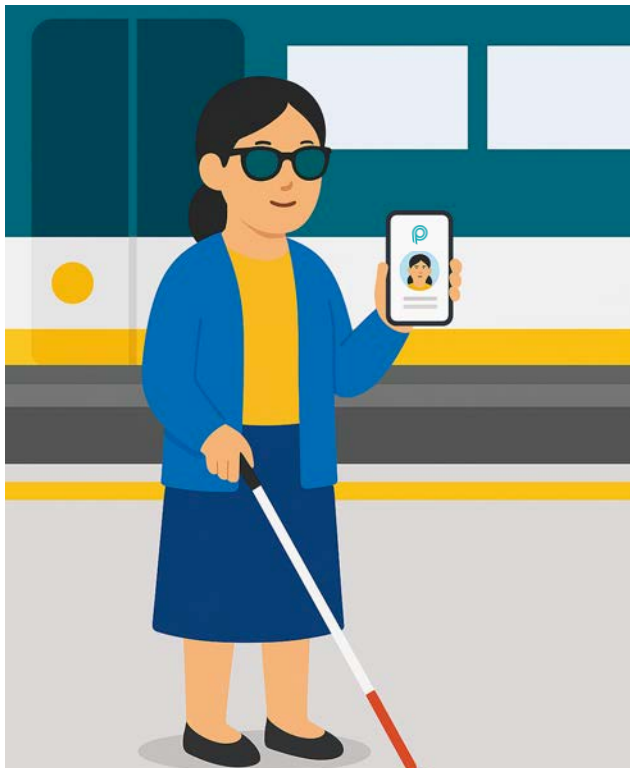
You can get help from the train company without using Passenger Assistance.



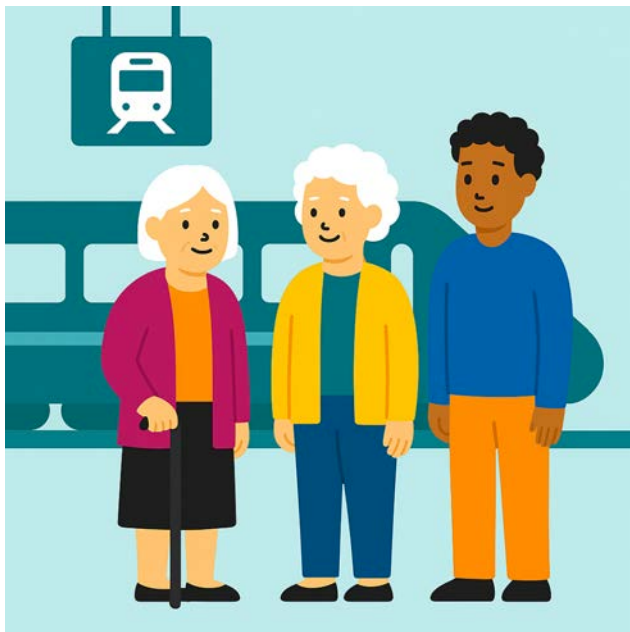
You can turn up at the train station and ask for help.



You can phone or email to ask for help.



You can use Passenger Assistance to ask for help.



It is always your choice how to ask for help.