



HOW TO GUIDE

# E-TICKETING PLATFORM

ALL SAINTS' COLLEGE



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## E-TICKETING PLATFORM

### ***Where do I access the system?***

Our eTicketing Platform is available through [MyASC](#). Once logged in using the credentials for your existing College Account, you'll need to;

1. Select [Parent Info] on the right-hand side
2. Under Resources and Information select [Bus Information & App]
3. Select [eTicketing]
4. Alternatively, click on the icon to the right and it will take you directly to eTicketing



### ***How do I sign up and login?***

In our ever-evolving world of online and cloud-based solutions, we get the hassle of constantly creating new accounts, usernames and passwords. To make your life easier, we've teamed up with All Saints' College and provisioned your accounts via your existing College Account with MyASC. Upon login to MyASC you'll get direct access to our system. You'll be asked to accept our T&C's on your first login.

### ***How do I add my credit card details?***

1. Select the [My Cards] button in the black heading at the top
2. Then select the [+Add Card] button
3. Enter your card details
4. Click [Save Card]

### ***How do I add funds to my child's account?***

1. From the Home Screen click the [+] button on the right-hand side under the [Action] tab for the child you wish to add funds to
2. Ensure the [Linked School] is correct
3. Choose the amount you wish to deposit
4. Click [Add Student] if you wish to add funds to multiple children
5. Select your preferred card for payment
6. Click [Add Card] and enter card details if you have no Saved Cards
7. Click [Submit Order] to process the payment

### ***How do I check my child's account balance?***

This is available from the Home Screen under the [Credit] column for each child.

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### ***How do I view my transactions?***

1. From the Home Screen click [My Transactions]
2. Select the [Transaction History] report
3. Use the Date, Payment Type, Student and Route filters provided (if required)
4. This report will provide detailed information on all bus rides and account deposits

### ***How do I track when and where my child gets on/off the bus?***

1. From the Home Screen click [My Transactions]
2. Select the [Tag Events] report
3. Use the Date, Tag Status, Student and Route filters provided (if required)
4. The time & date your child or children board or disembark the bus is noted in the left-hand column [Time]
5. GPS locations are accessible via the URL link under the [Location] column

# E-TICKETING

## FREQUENTLY ASKED QUESTIONS

### **Q) Who do I contact if I'm having issues with the ticketing system?**

A) If you're experiencing issues when using the system please contact the College's representative for assistance. Contact information is outlined on the Key Contacts section of this document [page 6].

### **Q) What happens if I forget my password?**

A) As access to our system is via MyASC, you can reset your password using the [Forgot Parent Password](#) link on the MyASC login page. A reminder that you'll need your Username or Parent ID to reset your password.

### **Q) Do I have to store my credit card details?**

A) No, you don't. If you'd prefer not to store your credit card details in our system, you can opt to enter in your card details each time your deposit funds.

### **Q) What do you do with the personal information I provide?**

A) At Horizons West Bus and Coachlines we understand the importance of privacy and as such, we handle the personal information you provide with the utmost diligence and security. For further information on the handling of your personal information please visit our website by clicking [here](#).

### **Q) What happens when my child loses their card?**

A) Your child can still catch the bus without their card. They do however, need to contact the following school departments;

For Junior School Students – Junior School Reception

For Senior School Students – Senior School Library

### **Q) How do I request a refund?**

A) Should you no longer need the service and have funds remaining in your account, please contact the College's Finance Department in writing to request a refund. Please note that your school may charge an administrative fee for any refunds. Contact information is outlined on the Key Contacts section of this document [page 6].

### **Q) I paid my bus charges annually in advance. What happens to those funds already paid?**

A) After your first login a credit will be applied to your account to cover all bus trips your child/ren make during 2020.

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## ADDITIONAL INFORMATION

### ***Travelling with insufficient funds***

An admin surcharge of 0.60c per trip will be incurred after every 5 consecutive trips are made without sufficient funds being available on the account. This surcharge will be added to your All Saints' debtor account.

NB – this surcharge will not be enforced until the beginning of Week 3 – 3 August 2020.

### ***International Credit Cards***

International Credit Cards are not accepted as a means of adding funds to your account.

# E-TICKETING

## KEY CONTACTS

### **Bus Service Enquiries**

**Vanessa Browne – Facilities Assistant – All Saints' College**

P: (08) 9313 9333

E: [vanessa.browne@allsaints.wa.edu.au](mailto:vanessa.browne@allsaints.wa.edu.au)

### **Finance & Accounts Enquiries**

**Kerry Phillips – Accounts Receivable Officer – All Saints' College**

P: (08) 9313 9333

E: [kerry.phillips@allsaints.wa.edu.au](mailto:kerry.phillips@allsaints.wa.edu.au)

### **General Enquiries**

**Horizons West Customer Service**

P: (08) 9351 8980

E: [bookings@horizonswest.com.au](mailto:bookings@horizonswest.com.au)



[horizonswest.com.au](http://horizonswest.com.au)