

## Getting started with Kura

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

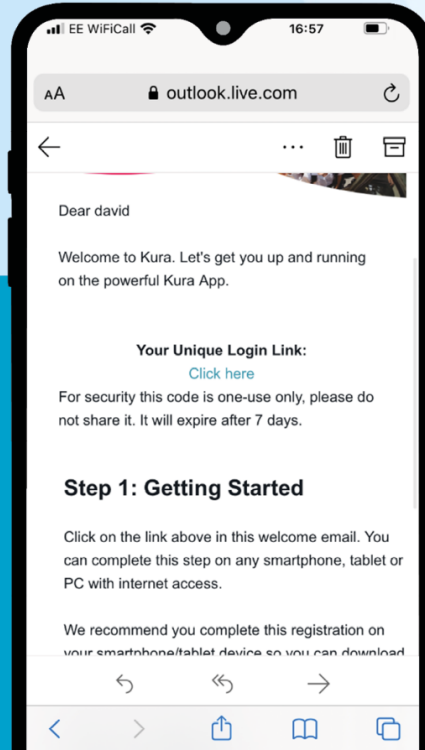
This guide will take you through:

- 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.



# KURA



## 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](https://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: 020 3743 9209

If your enquiry is not regarding an imminent or live journey please email us at:  
[Sffaiths@ridekura.com](mailto:Sffaiths@ridekura.com)

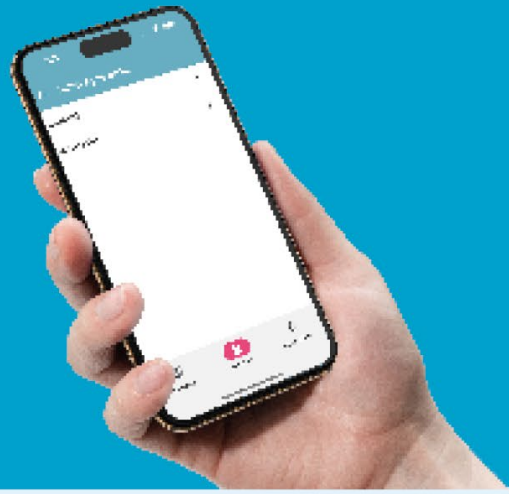


# Booking

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

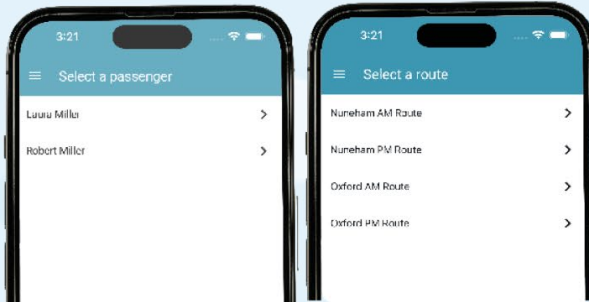
Bookings are made via the app in just a few easy steps.

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



## Step 1

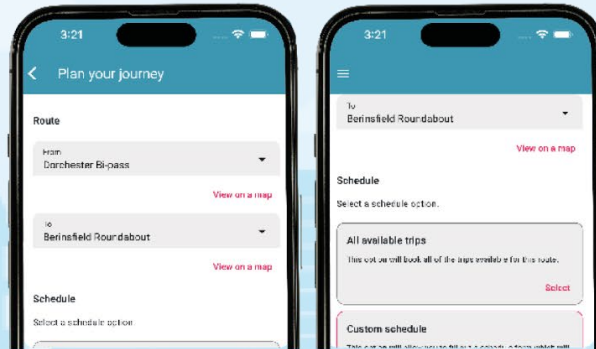
Select the passenger for whom you wish to make bookings.



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

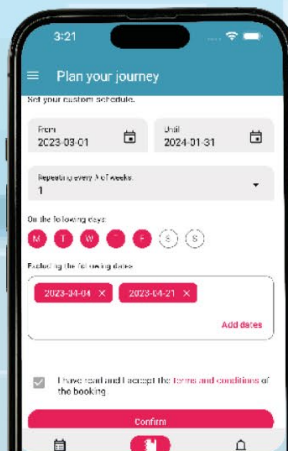
## Step 2

Select the stop where you want the passenger to board. Then the disembarking stop (the school for AM journeys).



You can book for all available dates, (days when the service does not run such as holidays will automatically be excluded by Kura), or a custom schedule.

For Custom Schedule now select the repetition of the booking, (generally 1 but you can schedule for alternate weeks if required) and the days of the week to book for.



Record any days you need to exclude from the schedule and select Confirm.

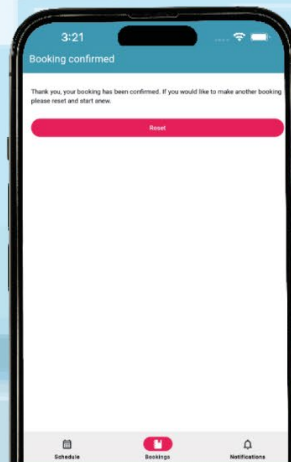
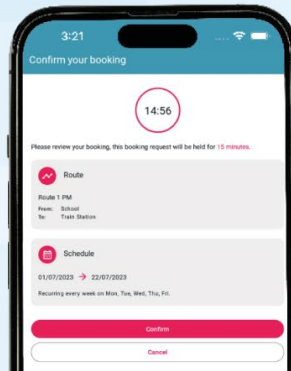
## Good to know

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

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.



Once your booking has been confirmed select the Reset button to repeat the process and secure bookings on the return journey, but this time selecting the school as the "From" point and your home stop as the "To".

### The small print in big

All bookings are made via the app and must comply with your organisation's terms and conditions. All bookings have been rolled over until the end of the academic year. Ad hoc bookings are available and are to be booked via the Kura app or portal. If you wish to remove your child from the service entirely 1 term's notice must be provided and please cancel on the Kura app or portal. Please also submit in writing to [stfaiths@ridekura.com](mailto:stfaiths@ridekura.com) copying in [office@stfaiths.co.uk](mailto:office@stfaiths.co.uk) or charges will be forfeited in lieu. If your child is at school but will not be returning home on the bus it is essential that you cancel via the Kura app or portal by 14:00.