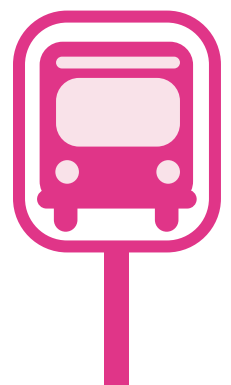# STEP-BY-STEP GUIDE:

# Setting up an online bus pass account and pass renewal

To set up an online bus pass account, visit:

**darlington.concessionarytravelpass.co.uk**

*The concessionary bus pass service is a separate online service from other Darlington Borough Council services (e.g. Council Tax or Green Waste).*

## To register for an online account and renew your bus pass, you will need:

- Your current bus pass
- Your National Insurance number
- An email address

## Need help?

Don't have the internet or an email address?
Do you need help with setting up your account or renewing your bus pass?

**Please contact the Concessionary Travel Team:**

📞 (01325) 406699    ✉ concessionarytravel@darlington.gov.uk

**Follow this step-by-step guide to set up your account online and renew your Older Person's Bus Pass.**

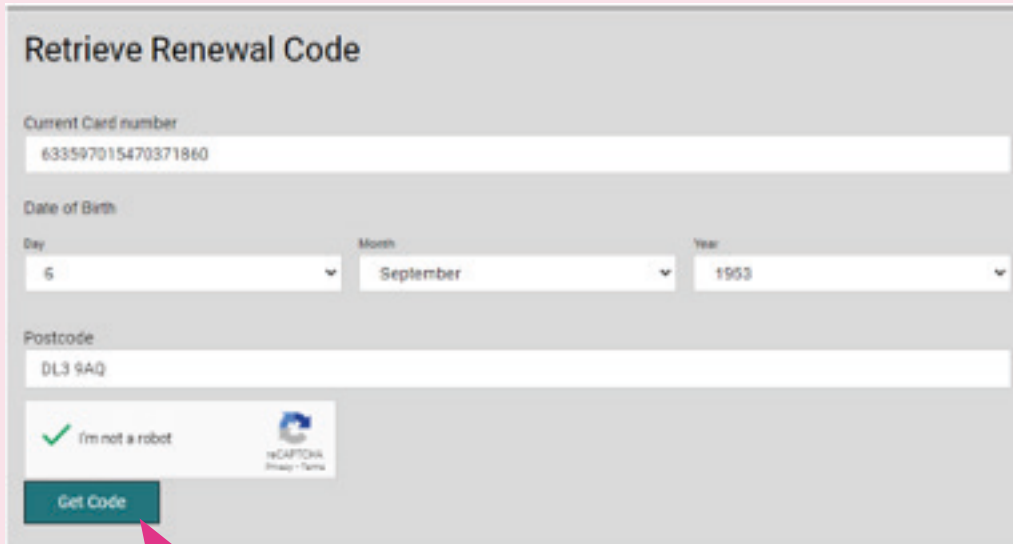The home page of the bus pass service, is shown below:



Firstly, you will need a renewal code to set up your online account.
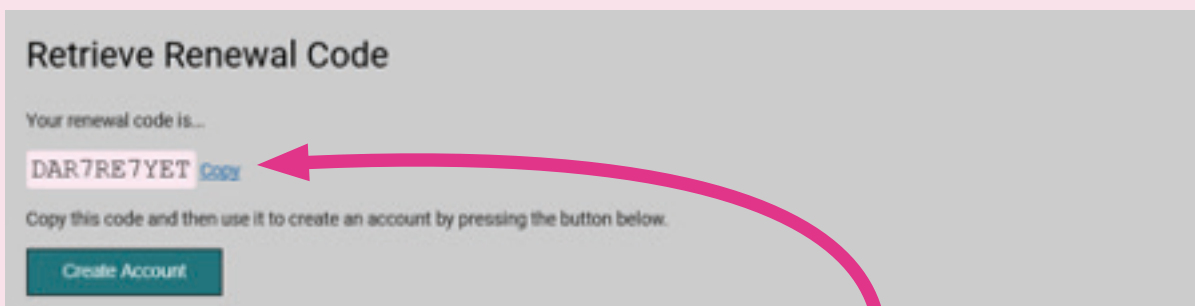
Click '**here**' to find this.

Enter your current card number (long number on the front of your bus pass), Date of Birth, and postcode.



Click on '**Get Code**'. This will then generate your renewal code.



**Make a note of your renewal code** or click on '**Copy**', then click on '**Create Account**'.

This will then take you back to the homepage.

You can register for an account, on the right hand side of the homepage.

Firstly, click on '**My Bus Pass has expired or will expire in the next 28 days and I want to renew it**'.

Then enter the registration information requested.

Either type your renewal code here, or click on paste.
*Please note this is not the long number on the front of your bus pass.*

## Don't yet have an Online Account

○ I have never had a Bus Pass and I would like to set up an online account and apply for one.

◉ My Bus Pass has expired or will expire in the next 28 days and I want to renew it

Renewal Code - if you don't know your renewal code you can look it up here

Renewal Code

DARBHFEU4N

Email Address

jo.bloggs@email.com

Confirm Email Address

jo.bloggs@email.com

Date of Birth

| Day | Month | Year |
|-----|-------|------|
| 6 | September | 1952 |

Password

\*\*\*\*\*\*\*\*\*\*\*

Confirm Password

\*\*\*\*\*\*\*\*\*\*\*
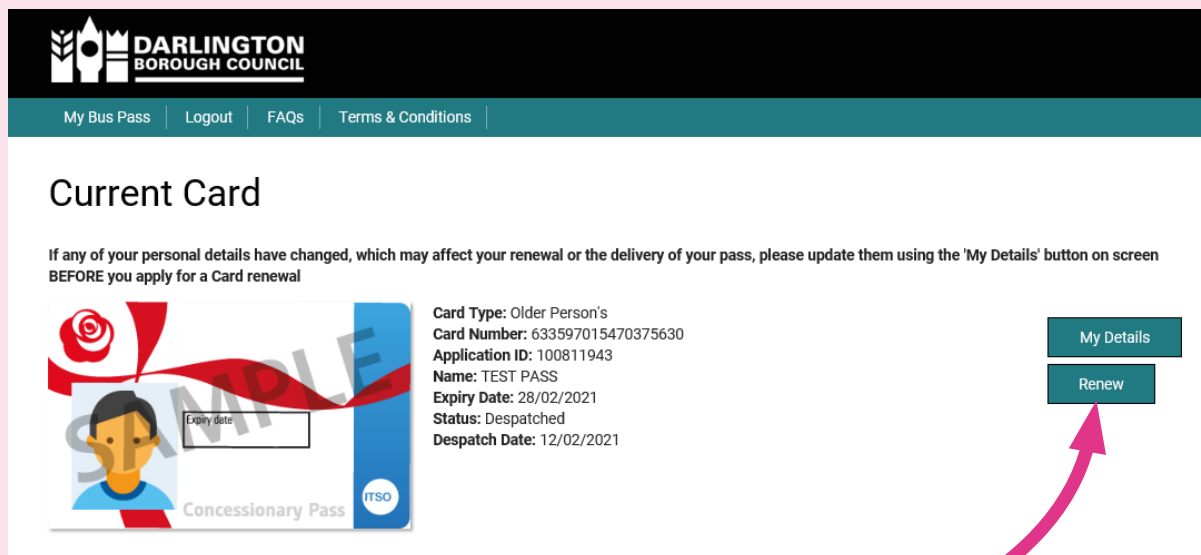
Register

Click on '**Register**'.

You'll receive an email confirming registration.

You will then be presented with your current bus pass (card) details, and below this, details of any previous bus passes.



Please click on '**Renew**'.
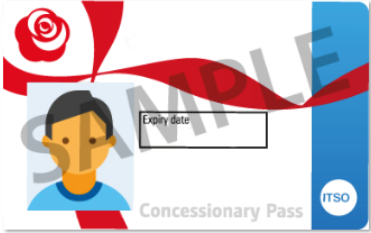
If you see the following message:

> **Before you can renew your card, you will need to provide some more information. Please click the 'My Details' button and complete the form.**

This is because we either don't have your National Insurance number or a telephone number. We need both of these to renew your bus pass.



## Current Card

**Before you can renew your card, you will need to provide some more information. Please click the 'My Details' button and complete the form.**

If any of your personal details have changed, which may affect your renewal or the delivery of your pass, please update them using the 'My Details' button on screen BEFORE you apply for a Card renewal
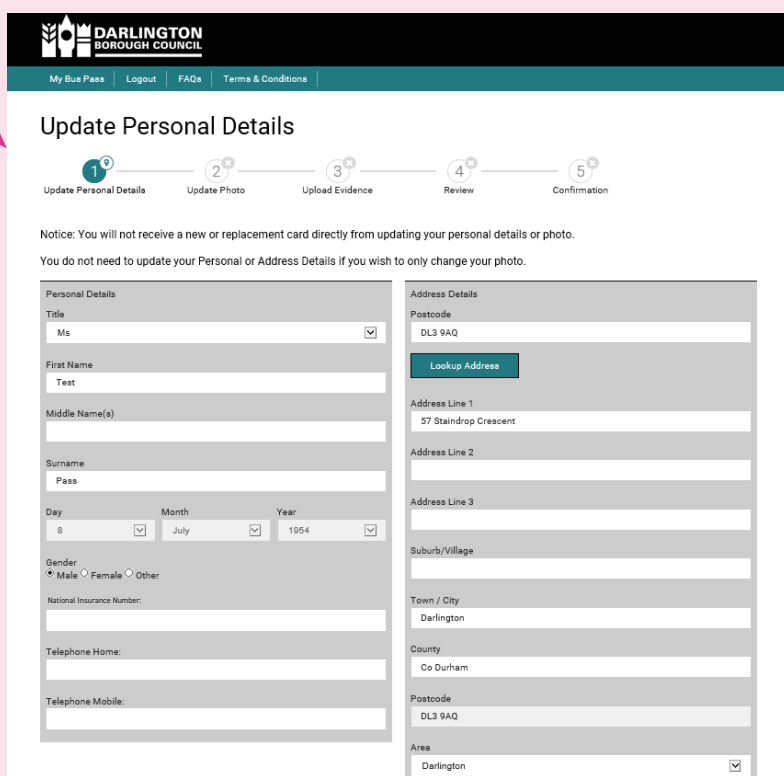
**Card Type:** Older Person's
**Card Number:** 633597015470375630
**Application ID:** 100811943
**Name:** TEST PASS
**Expiry Date:** 28/02/2021
**Status:** Despatched
**Despatch Date:** 12/02/2021

My Details

Renew

Provide us with these details, by clicking on '**My Details**'.

Please check that your name and address are also up to date. You can update these details here, but you will need to provide proof (either a pdf or jpeg file).

Alternatively, please contact the Concessionary Travel Team with any changes to your name and address and we will update these for you.

# YOU DON'T NEED TO UPDATE YOUR PHOTO.

Click '**Continue**' to use the photo that's on your current bus pass.

If you do wish to update your photo, this will need to be submitted for approval by the Concessionary Travel Team (this will take up to 1 working day).



Review your personal detail changes, and click on '**Confirm**'.

Following the confirmation page below, you'll receive an email confirming the request to update your personal details.

Once the update to your personal details has been approved by the Concessionary Travel Team, you'll receive a confirmation email.
This may take up to 1 working day.
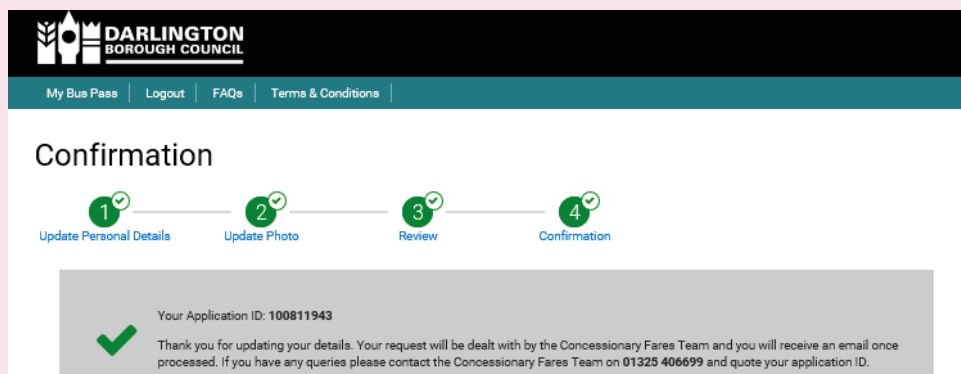


Once you have received your confirmation email, please '**Login**' to your new online account on the left hand side of the home page to renew your bus pass.
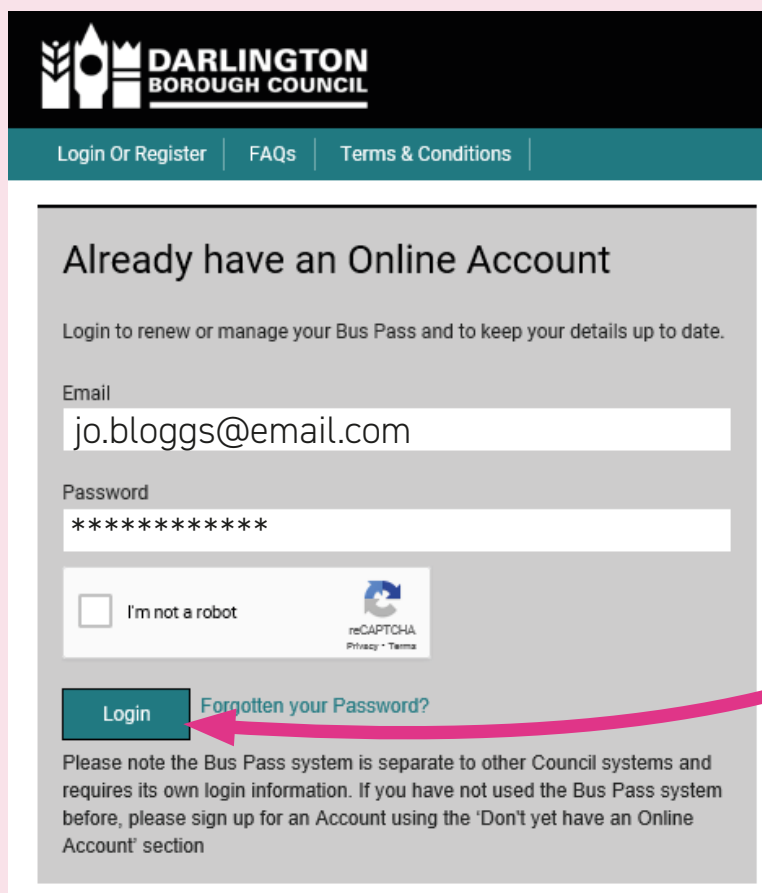
Once in your account, under your current card details, click on '**Renew**'.

Please review the cardholder details, and once happy click on '**Confirm**'.



Following the page below, you'll receive a confirmation email letting you know that your application has been received.



**You'll receive your replacement pass within 7 days.**