FAQ's

How do I download the new app?
Visit the Google Play or Apple App Store, search Konectbus and create a new account. If you have our old app and existing tickets, you'll need to use the **same email address** as before to ensure your existing tickets are transferred across. You will then receive a verification email with a link, **which you'll need to click to verify your email address** (check your junk or spam folder if this link hasn't arrived). Once you've clicked the link, head back to the new app and you should see your tickets waiting for you.

I can't activate my tickets
You must be connected to the internet to activate your tickets. Many of our buses have Wi-Fi fitted but we encourage you to activate your tickets before you start your journey.

I had the old app and now I can't find the tickets I would purchase?
All single tickets have now been replaced with our 5 trips ticket bundles to offer more flexible travel on our Anywhere and Straight 8 bus routes. Monthly tickets are now 30 day tickets and day tickets are available on all routes available in the app.

What will happen to the old app?
From the 23rd June, our old East Anglia Buses app will no longer be available to use when you travel. We therefore encourage you to download the new Konectbus app to keep you moving.

Get in touch
If you have any questions, get in touch with our customer services team on **feedback@konectbus.co.uk** or call **0330 053 9358.**

#MakingBusTravelEasier

www.konectbus.co.uk/app

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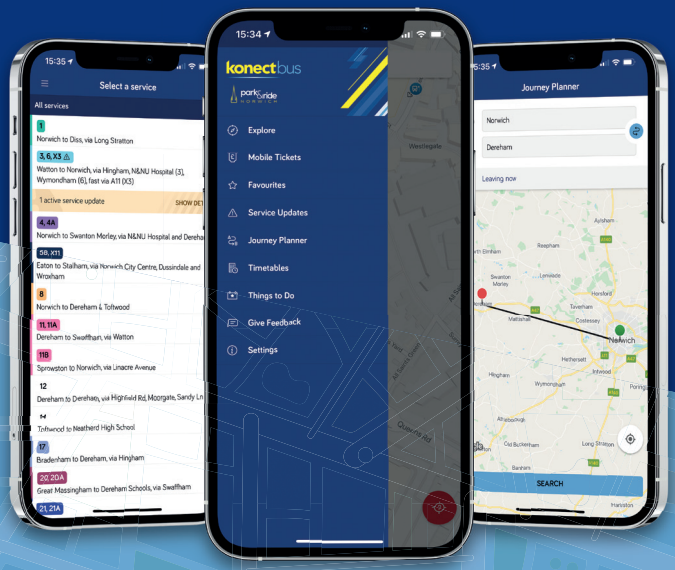
konectbus

park&ride NORWICH

The NEW Konectbus App

A faster, secure and easier way to travel by bus



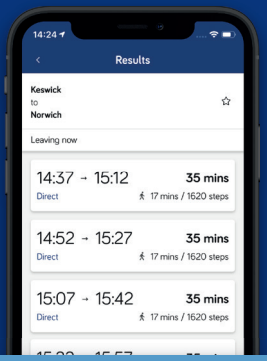
Download on iOS and Android devices

Download on the App Store

GET IT ON Google Play

The NEW Konectbus App...

...designed to make bus travel easier



Plan your Journey

Use your phone to plan your commute or trip to the shops and enjoy savings on your bus travel

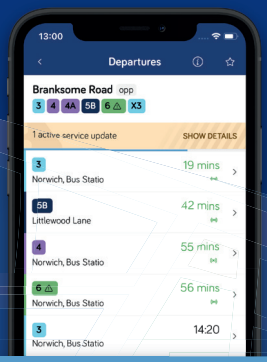
konectbus

park&ride NORWICH

- Track your bus and how busy it is.
- Timetables squeezed into the palm of your hand.
- Exclusive ticket offers.
- Great days out with direct links to local attractions.
- Favourite journey plans and alarms to remind you where to get off.
- Real-time information.
- Service updates and alerts.
- Gift a ticket to family and friends.

Live Departures

Shows you how to get to your destination, where the nearest bus stop is and when the next bus will depart



Mobile Tickets

Buy now, store to your phone, save for later or use straight away

www.konectbus.co.uk/app