



HOW CAN I BOOK A JOURNEY? USER GUIDE



Book via the HertsLynx app, by visiting
bookings.hertslynx.co.uk or by calling 01992 555513

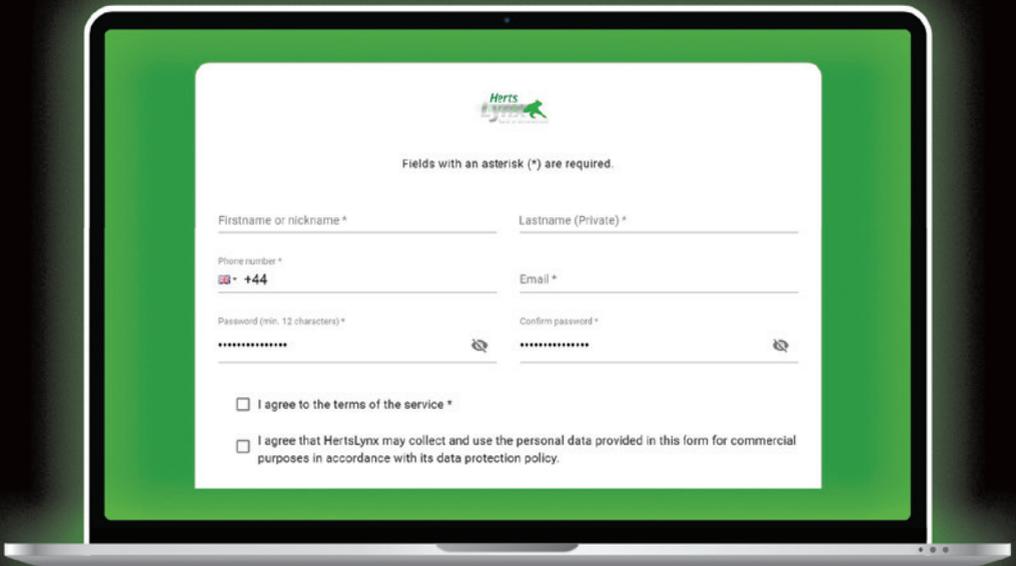


How can I create a HertsLynx account?

Via the HertsLynx app: you will be asked to set up a HertsLynx account.

Via the website:

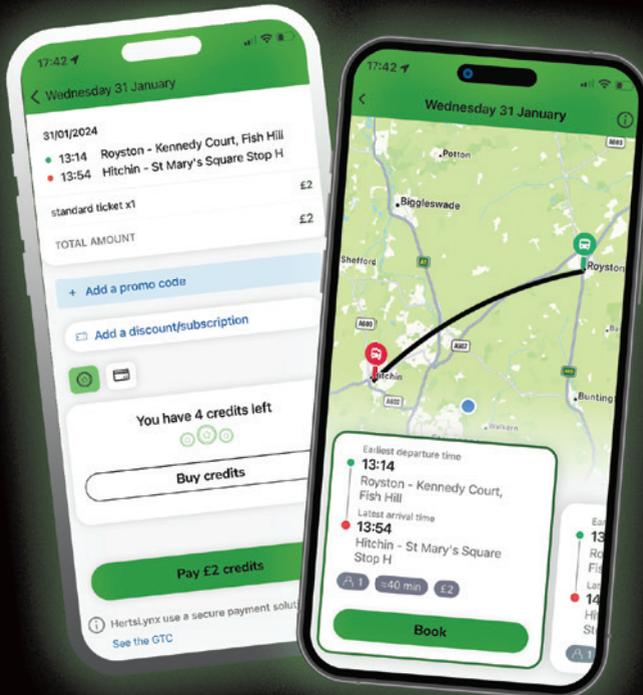
1. Click on the "Sign Up" button
2. Enter your personal details and agree to the Terms & Conditions
3. There will be a one-time security check (via phone or email) for account registrations that will appear on the page



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How can I make a booking via the HertsLynx app?

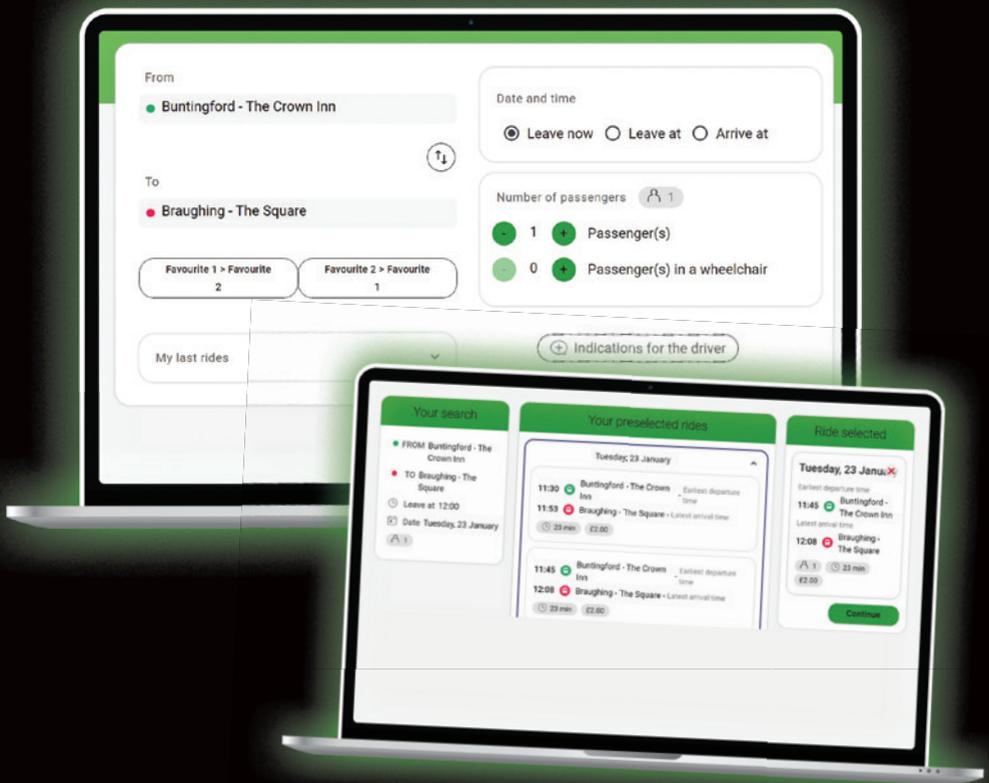
1. Click "Where are you going?" - enter your drop off location
2. Click "Where are you coming from" - enter your pickup location
3. Click the "Leave now" button to select what date and time you'd like to be collected or dropped off
4. Click on "Search", select time and click "Book"
5. You can add a Concessionary Pass or SaverCard (if applicable) by clicking on "Add a discount/subscription"
6. Follow the directions on the payment screen



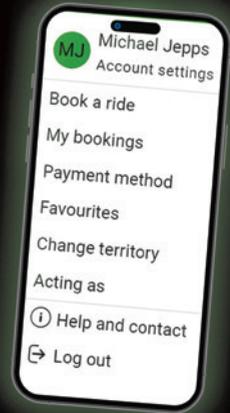
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How can I make a booking via the HertsLynx booking website (bookings.hertsynx.co.uk)?

1. Enter your pickup and drop off location
2. Select your preferred date and time and number of passengers
3. Add a Concessionary Pass or SaverCard (if applicable)
4. Follow the directions on the payment screen



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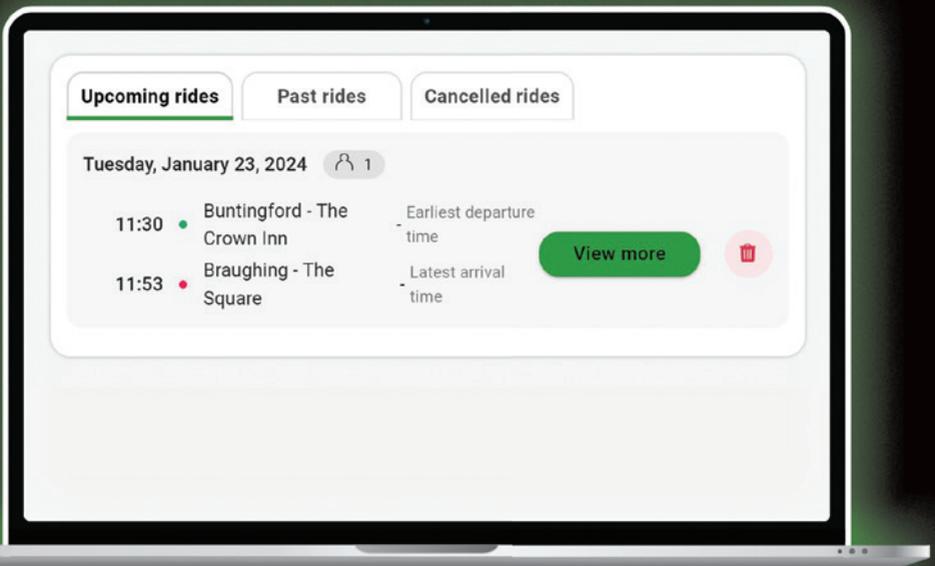


How can I see my upcoming or previous bookings?

Simply click on the menu in the top left corner of the app, or the “Menu” button on the website and select “My Bookings”

How can I cancel an upcoming booking on the HertsLynx app?

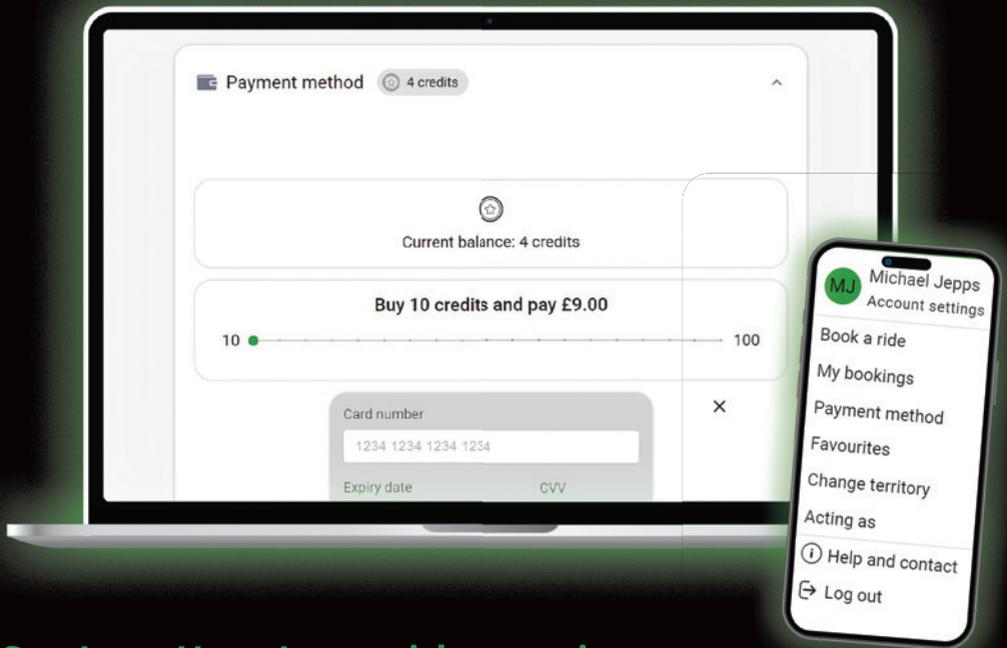
1. Simply click on the menu in the top left corner of the app, or the “Menu” button on the website and select “My Bookings”
2. Select “Upcoming bookings”, select the relevant journey and click the trash icon



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How can I add credits to my account?

1. Simply click on the menu in the top left corner of the app, or the "Menu" button on the website and select "Payment method"
2. Select how many credits you would like to purchase, enter your card details and click "Pay"



Can I use HertsLynx without using the app or booking website?

Yes, of course! You can create an account, make, or cancel bookings, check the status of bookings and make any general enquiries by calling our support line on **01992 555513**.



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