



Booking application for customers

You can use the Kulkukeskus application to book rides whenever it suits you.

If you are unable to access the application, please contact your municipality of residence.

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1 Install the application

Start by downloading the application on your mobile device.

- Open the app store on your mobile device.
- Write “**Kulkukeskus**” in the search field.
- Choose Kulkukeskus from the list of applications by clicking on the logo.

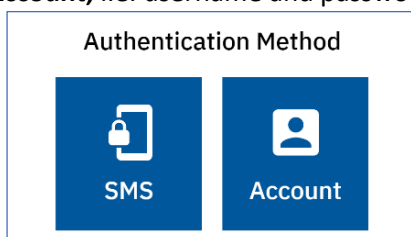


- Click the **Install** button and the application will automatically be installed on your device.
- Give the application permission to make calls and use the location services in order to have full access to the application. The application will not work properly without these permissions. Your call and location information are only used for booking purposes.
- The installation is now complete!

2 Log in to the application

Open the app on your device and choose the authentication method:

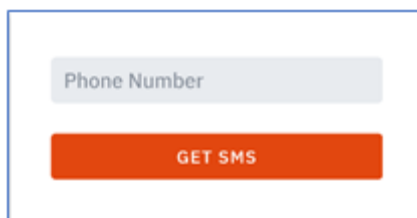
- **SMS**, i.e. text message, or
- **Account**, i.e. username and password.



2.1 Log in via SMS

Choose SMS as your login method.

- Enter your phone number in the text field.
- Click **GET SMS**.



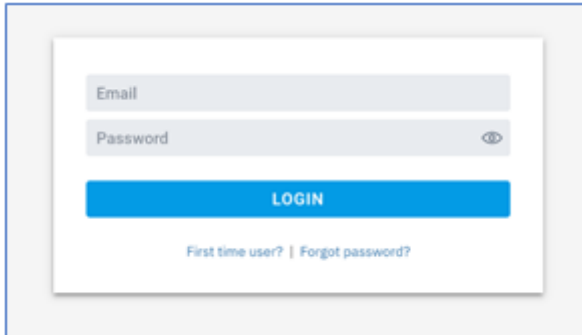
- You will receive a text message with a 4-digit code.
- Enter the code in the field “**Input SMS code**”.
- Click **LOGIN WITH CODE**.

- You are now logged in!

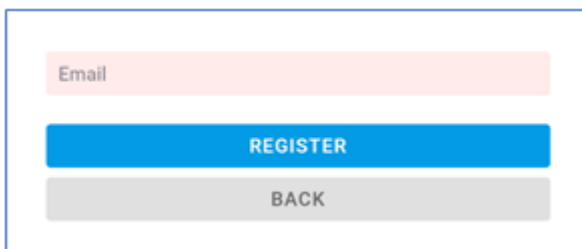
2.2 Log in via Account

Choose Account as your login method.

- To create an account, click **“First time user?”** at the bottom.
- If you have forgotten your password, click **“Forgot password?”** and follow the instructions.
- If you already have created an account, enter your email address and password in the text fields and click **LOGIN**.

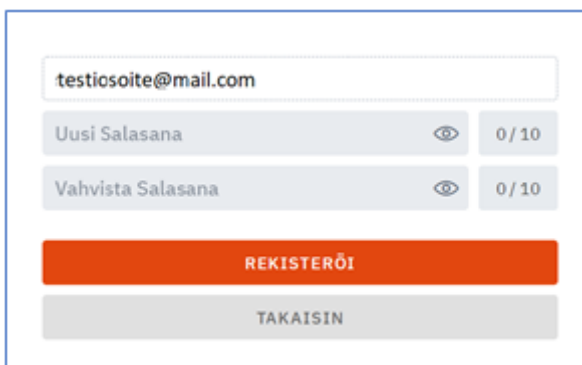


- Enter your email address in the text field and click **REGISTER**.



You will receive an email. Open the message and click on the link.

- Create a suitable password by typing it into the text fields **“New password”** and **“Confirm password”**. Your password must have at least 10 characters.
- Click **REGISTER**.



- Click **CONTINUE LOGIN**. You will return to the login view.
- Enter your email and password in the text fields and click **LOGIN**.
- You are now logged in!

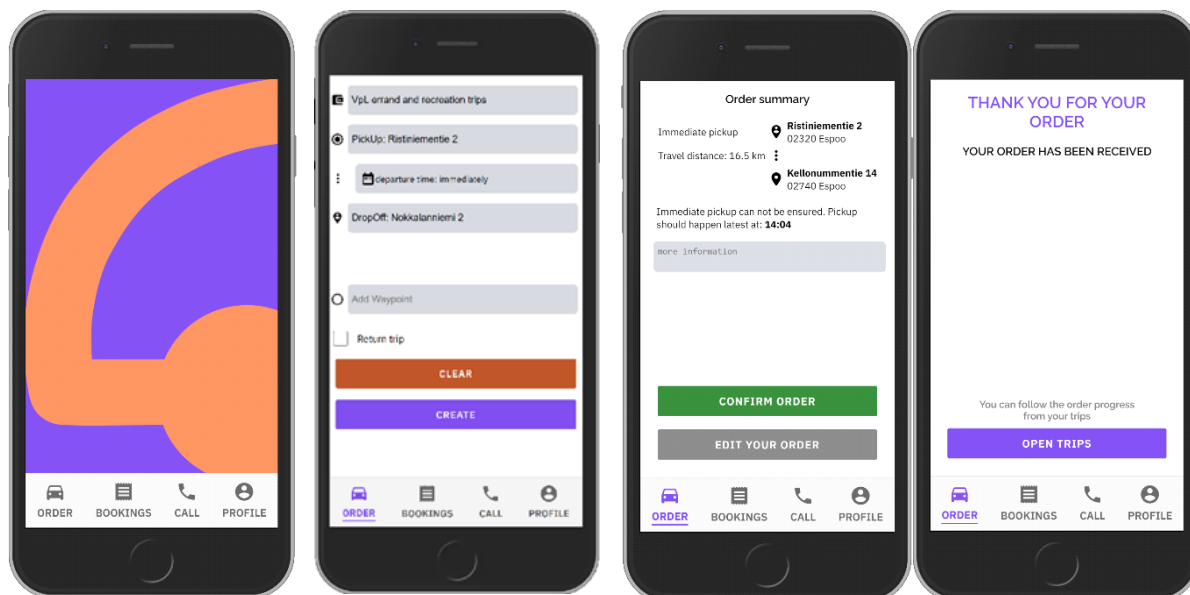
3 Quick guide to booking a trip

Choose **ORDER** from the bottom menu bar.

Order information:

- **Travel rights:** Choose the group of travel rights which you are using for booking this trip. If you are entitled to only one group of travel rights, it will be automatically pre-selected.
- **Departure address – What’s your starting point?** Activate the field by tapping it. The application will suggest your home address and other frequently used addresses. You can either choose from the list or type in another address.
- **Departure time:** The default option is “Departure time: immediately”. It means that you will be picked up as soon as possible, no later than within one hour.
 - If you wish to change the departure time, tap the field. A date and time picker will appear. Choose a pick-up date and time.
- **Destination address – Where are you going?** Choose your destination the same way as the departure address.
- **Add waypoint:** If you need to make a short stop along the way, for example to use a cash machine, you can add a waypoint to your booking. There are limitations on the distance and duration of a waypoint.
- Click **CREATE** and a summary of the trip info will appear. In this view, you can add more information for the driver (e.g. to share the ride with another client) or return to the order view to change the information.
- Click **CONFIRM ORDER** and the order will be finalised.

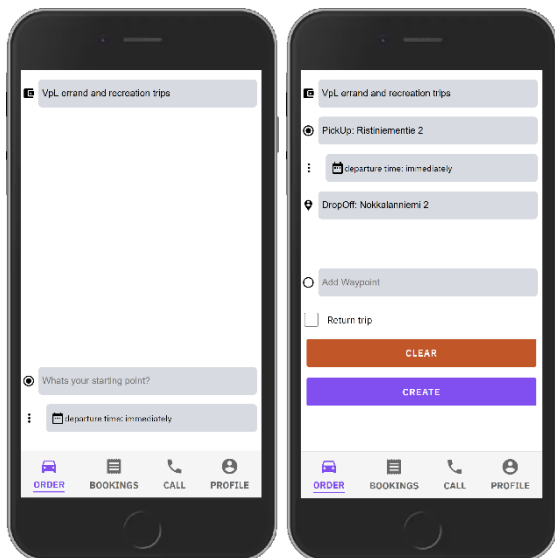
More detailed information about placing an order and other functions of this application can be found below.



4 Trip order

At the bottom menu bar, you will find the actions available in this application. Click the **ORDER** icon.

The order view will appear.



4.1 Travel rights

- Choose the group of travel rights which you are using for booking this trip.
- If you are entitled to one group of travel rights, it will be pre-selected.

4.2 Departure and destination addresses

Enter the departure address in the **“What’s you starting point?”** field. After setting the departure time, you can enter the destination address in the **“Where are you going?”** field.

- Activate the address field.
- The application will suggest your home address and other frequently used addresses. You can either choose from the list or type in another address.
- Enter the street number first as the map programme will then suggest the correct address faster.

4.3 Departure time

The departure time is by default **“Departure: immediately”**.

- You will be picked up as soon as possible, no later than within one hour.

If you wish to change the time:

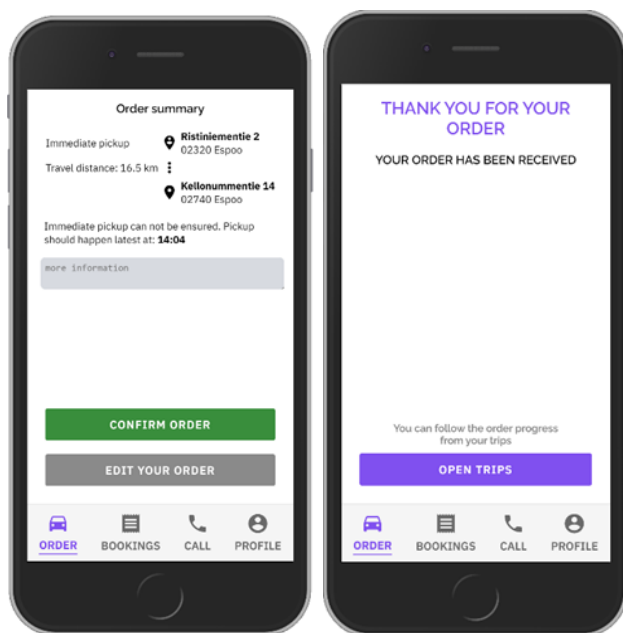
- Tap the Departure time field and you will see a calendar and time view. Change the date, if necessary, and choose a departure time by swiping.
- After choosing the date and time, click **SET**. Click the Cancel button to go back.

4.4 Return trip

- Activate the Return trip check box.
- Fill in the date and time for the return trip. The route of the return trip is reversed from the original booking.

4.5 Order confirmation and additional information

- Click **CONFIRM ORDER** and you will receive a summary of the order.
- To give additional information to the driver, click the “**More information**” field and add the information. This information is always forwarded to the driver.
 - For example: “pick-up from courtyard” or “gate code 4567”.
 - You can also use the information field to inform transport operators of your desire to share a ride with another client. For example: “Share the ride with Mary McDonald”. The transport operator makes the decisions on the sharing of rides.
 - If the booking is for a child, give their age in this field.
- If you notice an error in the order, click the **EDIT YOUR ORDER** button. You will go back to the order view where you can edit the booking information.
- Finally click **CONFIRM ORDER** and you will receive a notification of a confirmed trip.
- In the same view, you will see the **OPEN TRIPS** button. By clicking it, the application will take you to the Bookings view where you can see all your upcoming and past trips.



5 Upcoming and past trips

By clicking the **BOOKINGS** icon, you can see your upcoming and past trips. You can edit and cancel upcoming trips and give feedback on your past trips.

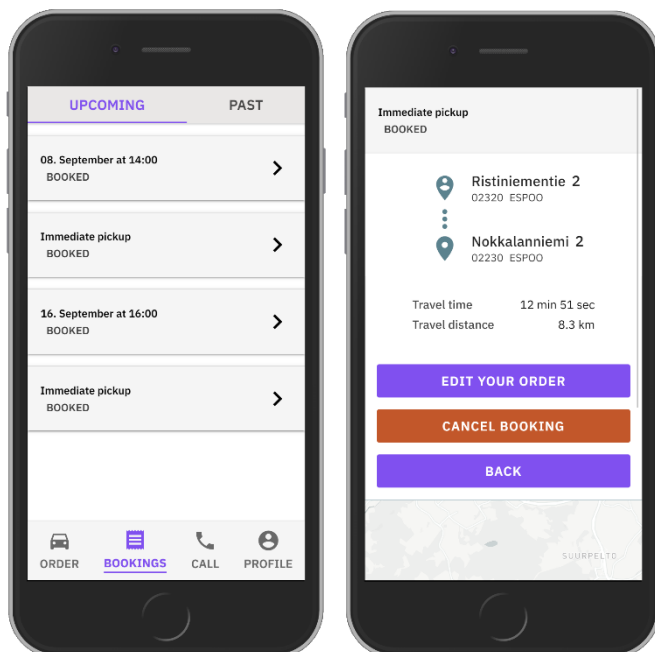
5.1 Edit or cancel a trip

In the Bookings view, you can see the **UPCOMING** tab for upcoming trips.

You can edit or cancel a trip if the departure time is more than 60 minutes away.

Edit a booking:

- Tap the booking and click **EDIT YOUR ORDER**. The order view will appear.
- You can edit all booking information the same way as when placing an order.
- If you need help, see section “4 Trip order” for instructions.



Cancel a booking:

- Tap the booking and click **CANCEL BOOKING**.
- Confirm the cancellation by clicking **CANCEL BOOKING** again.

If you are unable to cancel the trip through the application, you can cancel it by calling Western Uusimaa Transport Services (Kulkukeskus). If you cancel a trip less than 60 minutes before the departure time, one trip will be deducted from your quota.

- Click the **CALL** icon from the bottom menu bar and click **CALL TO ORDER**.
- The keypad with the Transport Services phone number will appear on the screen. Make the call by tapping the green phone button on your device.
- You can also make the call by dialling the Transport Services phone number: 09 231 216 60.

5.2 Give feedback

In the **BOOKINGS** menu, tap the **PAST** tab and a list of completed and cancelled trips will appear.

- Choose a booking from the list and a summary of that trip will appear.
- Click **GIVE FEEDBACK** to give a comment and rating: 1–4 stars for both the driver and trip.

- Feedback can be given up to 3 days after the trip.
- Click **SAVE FEEDBACK**.

6 Order by calling

An order (or cancellation) can be made by calling.

- Choose the **CALL** icon from the bottom menu bar.
- Calling from the application is done by clicking the **CALL TO ORDER** button.
- The keypad with the Transport Services phone number will appear on the screen. Make the call by clicking the green phone button on your device.

You can always call Transport Services by dialling their phone number: 09 231 216 60.

7 Own profile information

From the bottom menu bar, select the **PROFILE** icon to access your own profile information. At the top of the Profile menu, you will see your name and the remaining number of trips for the current month. You will also see the following buttons:

- **User details.** Your own personal information, contact information and transport-related information (e.g. payment details and rights regarding travel information).
- **Saved addresses.** Your home address and frequently used addresses. These addresses are shown in the “suggested addresses” list when making bookings.
- **Application settings.** The colour mode of the application can be changed to black and white or back to colour mode.
- The **privacy policy** contains important information regarding the application itself, the service provider’s responsibilities and your rights as a user of the service.
- The **Sign out** button is at the bottom of the screen.