



GENERAL PASSENGER GUIDE

BUUS MOBILITY APP

View your journey, reserve a seat where applicable, and check in when boarding.

1

DOWNLOAD

Install and sign in

2

PLAN

View trips and stops

3

BOARD

Show your personal QR code

One app. Clear journey information. Personal check-in.

1 | BUUS MOBILITY

Download and sign in

Download BUUS Mobility from the Apple App Store or Google Play Store. Keep the login details provided by Vipre or your employer at hand.

BEFORE YOU START

You need your company access code and your personal Rider ID. These details are issued separately and are personal to you.

Getting started

1

Install the app

Search for 'BUUS Mobility' in your app store, download it and open the app.

2

Enter the company code

Use the access code supplied by Vipre or your employer and tap Continue.

3

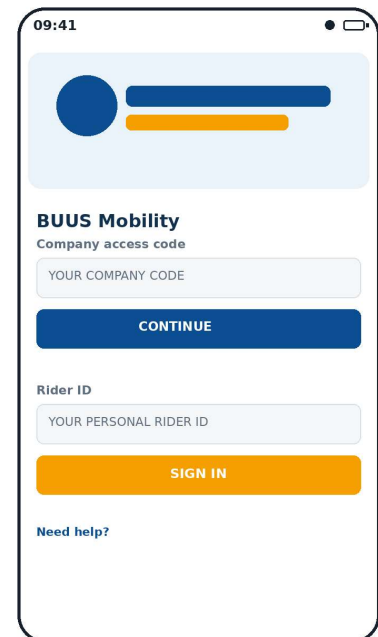
Enter your Rider ID

Fill in your personal Rider ID and tap Sign In.

4

Allow useful permissions

Enable notifications. Location access may be requested for maps and live journey information.



Illustrative screen - labels may differ after app updates.

KEEP PRIVATE

Do not share your Rider ID or personal QR code with other passengers.

2 | BUUS MOBILITY

Find and follow your journey

Use the app to check current and upcoming shuttle journeys, departure times, boarding points and the route to your destination.

Main menu

NOW

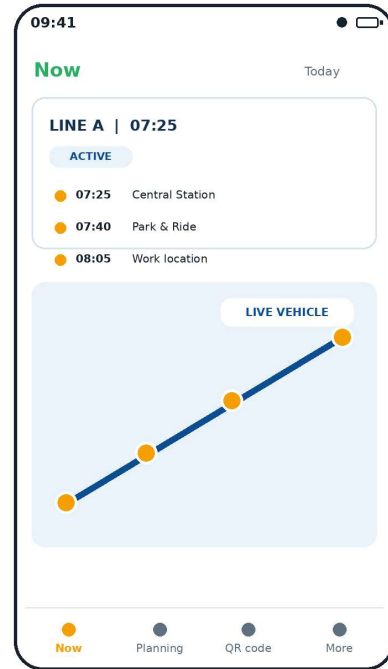
Journeys that are operating now or will depart shortly.

PLANNING

Upcoming lines, stops, departure times and destinations.

TRIP DETAILS

Open a journey to view the full itinerary and select a stop on the map.



Live location is only available when enabled and the journey is active.

Check before leaving

1

Select the correct date

Make sure you are viewing today's journey or the intended travel date.

2

Confirm your stop

Check the boarding location, departure time and destination.

3

Open the journey

View all stops and, when available, the live vehicle location.

GOOD TO KNOW

A vehicle may not yet appear on the map when the journey has not started, GPS information is unavailable, or live tracking is not enabled for your transport scheme.

Reserve a seat - if applicable

Some Vipre transport schemes use seat reservations; others only use the app for journey information and QR check-in.

ONLY WHEN INSTRUCTED

Make a reservation only if Vipre or your employer has confirmed that reservations are required for your transport scheme.

Make a reservation

1

Choose a journey

Open Now or Planning and tap Seat Reservation.

2

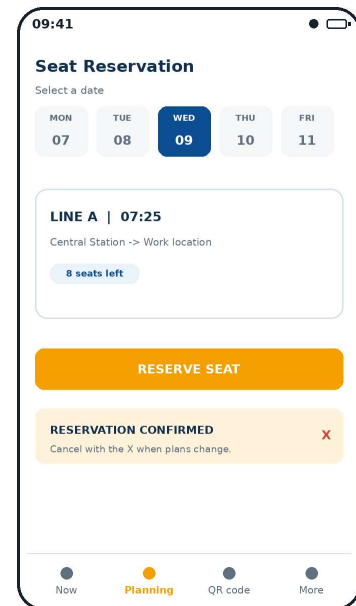
Select date and trip

Choose the correct travel date and the journey you want to take.

3

Confirm

Tap 'Yes, reserve' and check that the reservation is confirmed.



Example of the optional seat-reservation function.

Cancel when plans change

1

Open the reservation

Find the reserved journey and tap the X or cancellation option.

2

Confirm cancellation

Tap 'Yes, cancel'. Cancel early so the seat becomes available again.

NO RESERVATIONS?

If reservations are not used at your location, you do not need to take any action in this section.

Check in when boarding

Your QR code is your personal boarding code. Open it shortly before boarding and have it ready for the driver.

At the vehicle

1**Open your journey or QR code**

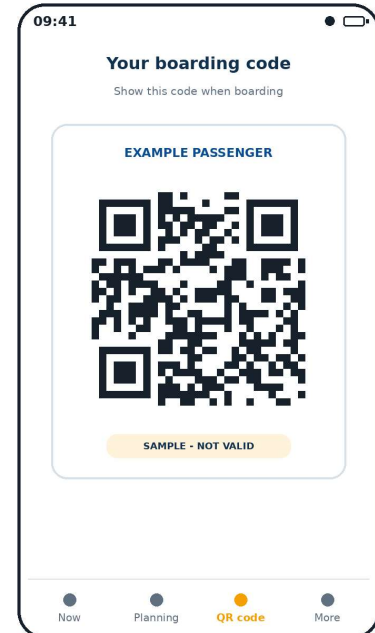
Use the QR Code option in the main menu, or open the journey and select the boarding-code icon.

2**Show your personal code**

Increase your screen brightness and hold your phone still in front of the driver's scanner.

3**Wait for confirmation**

Only take your seat after the scan is accepted or the driver confirms your check-in.



Example QR code - not valid for travel.

If scanning does not work

Clean the screen, increase the brightness and try again. If the code still cannot be read, tell the driver and follow their instructions.

PERSONAL CODE

Never use or share another passenger's QR code. Each QR code is linked to one personal account and is used to register the journey correctly.

Help and quick answers

Most issues can be solved with the checks below. If the problem continues, contact Vipre and include a short description or screenshot of the error.

ISSUE	WHAT TO DO
I cannot sign in	Check the spelling of the company code and Rider ID, confirm your internet connection, then close and reopen the app.
No journey is visible	Check the selected date and the Planning tab. Refresh the screen or restart the app.
The vehicle is not on the map	Live location may only appear after the journey starts and when tracking is enabled.
My QR code will not scan	Increase screen brightness, clean the screen, keep the phone steady and ask the driver for assistance.
My travel plans changed	If reservations are used, cancel as early as possible so another passenger can use the seat.

Contact Vipre

EMAIL info@vipre.nl	PHONE 010 283 95 67	WEBSITE www.vipre.nl
PLEASE INCLUDE Your name, company or transport scheme, Rider ID, the journey date and time, and a short description of the problem. Never send a password or another passenger's QR code.		

App screens and menu labels may change after an update. Always follow the latest location-specific instructions provided by Vipre or your employer.