

App guide for Guardians

Please download the RideTandem Rider app from the [App Store](#) or [Google Play Store](#).

If you're a parent/guardian purchasing a pass on behalf of a student, you must register on the app before the student.

If you've been approved for a bursary discount, please ensure you add the correct Student Reference Number, and the discount will be automatically applied.

Create accounts



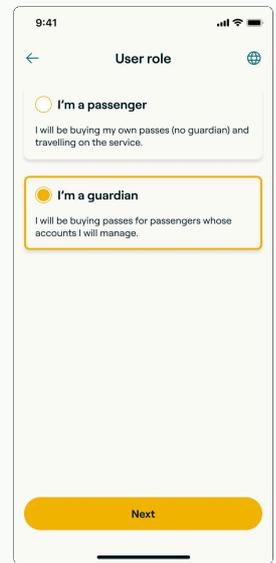
Add your mobile number, you'll receive a verification code



Add your student's route code from [this list](#)



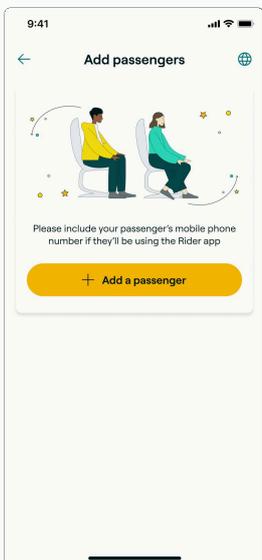
Please review and agree terms and policies



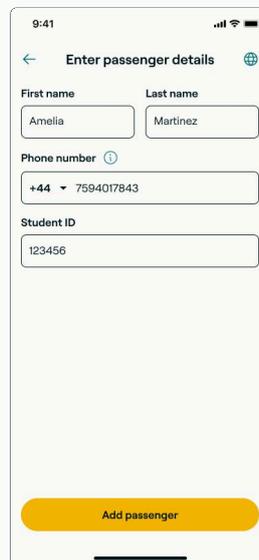
Tap I'm a guardian



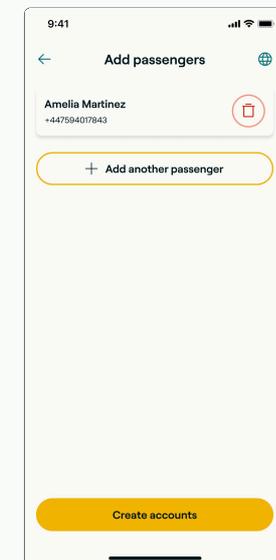
Enter your own (guardian) details



Tap Add a passenger



Enter your student's details

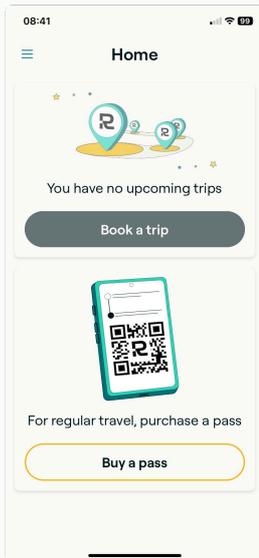


You may add more than one passenger and/or tap Create accounts

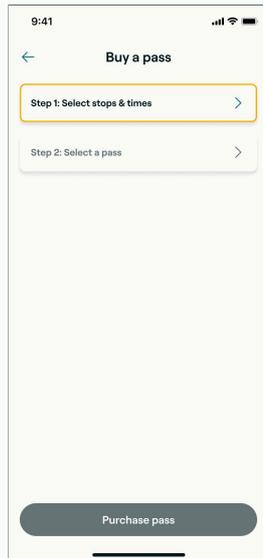
Select regular pickup stop and pass type

Before purchasing, you'll need to select the student's regular pickup stop and a pass type.

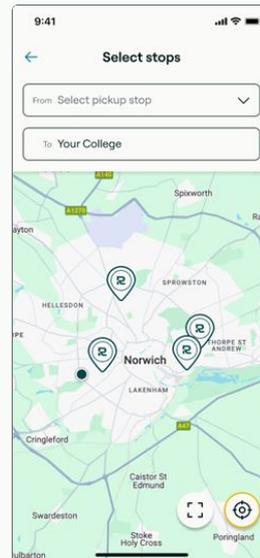
If the pass price in the app doesn't match your expected bursary discount, please do not purchase a pass: please email bursaries@cornwall.ac.uk to confirm your approved bursary band.



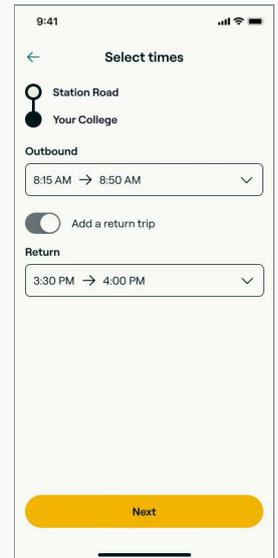
From the Home screen, tap Buy a pass



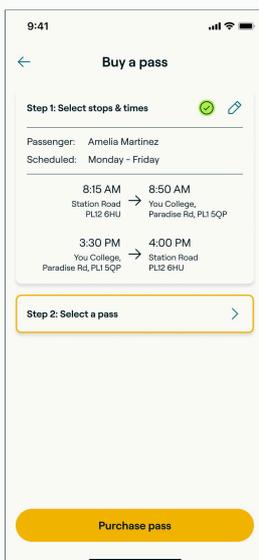
Tap Step 1



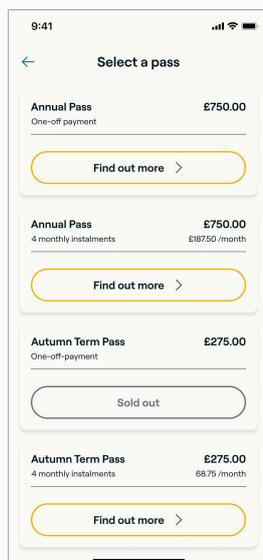
Select a pickup stop from the drop-down menu or map



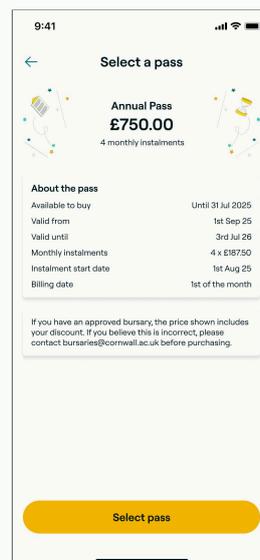
Select outbound and return times



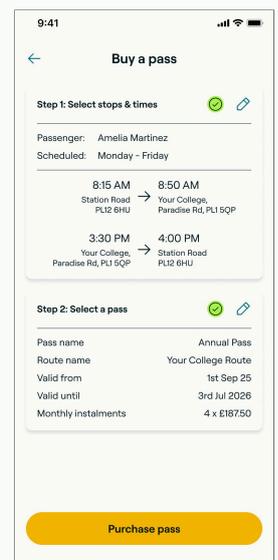
Review your selected recurring bookings, then tap Step 2



Review available passes and tap Find out more on your preferred pass



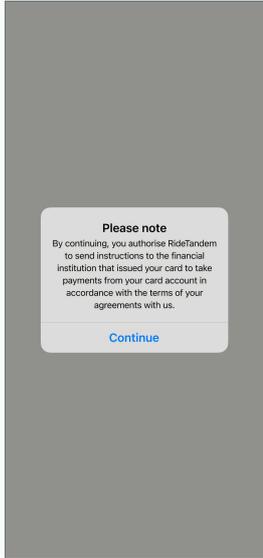
Please review the pass purchase details in full before tapping Select pass



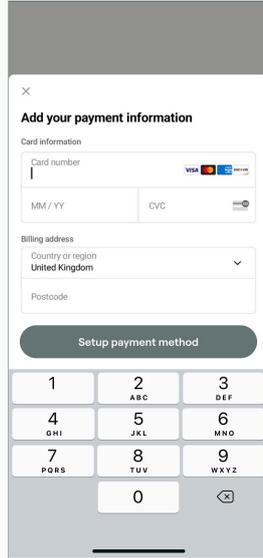
Review your recurring bookings and pass, then tap Purchase pass

Purchase pass

If the pass price in the app doesn't match your expected bursary discount, please do not purchase a pass: please email bursaries@cornwall.ac.uk to confirm your approved bursary band.



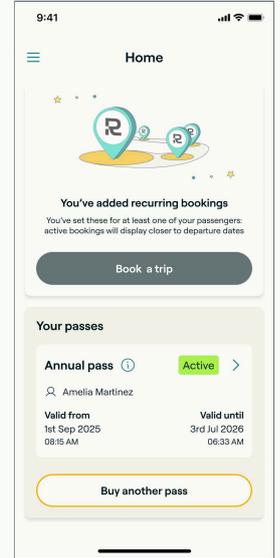
Please review prior to continuing



Securely add your payment details: all major debit and credit cards are accepted



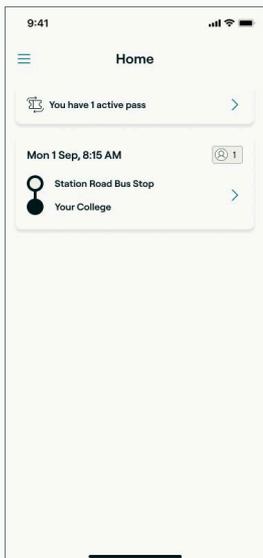
You'll receive confirmation that your payment method has been charged



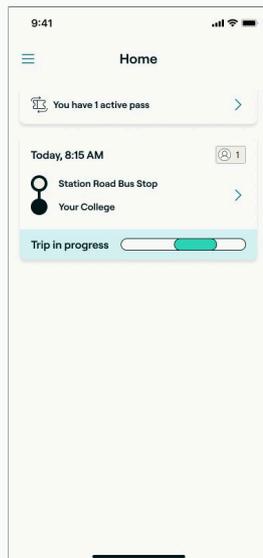
You'll soon see your pass and confirmation of recurring bookings on your Home screen

View live trips

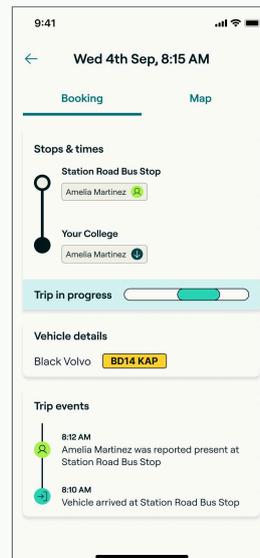
When your student passenger has active bookings, you can track their progress in real-time



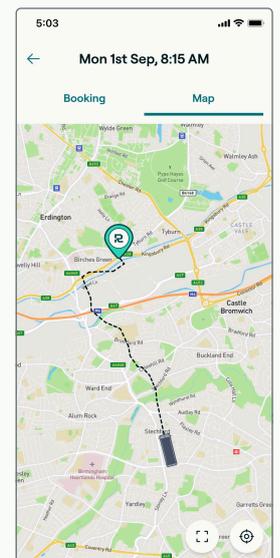
You'll see active bookings on your Home screen



You can view in progress trips



You can see trip events in real-time



You can also track your passenger's vehicle progress