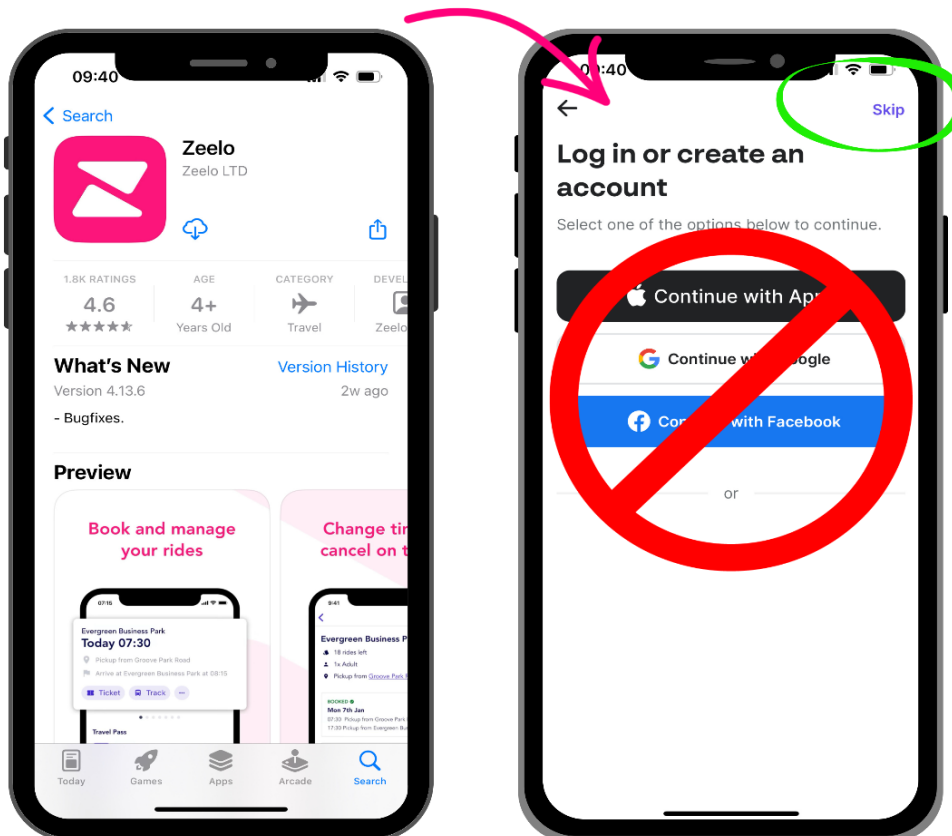


University of Kent: Campus Shuttle Tracking Instructions

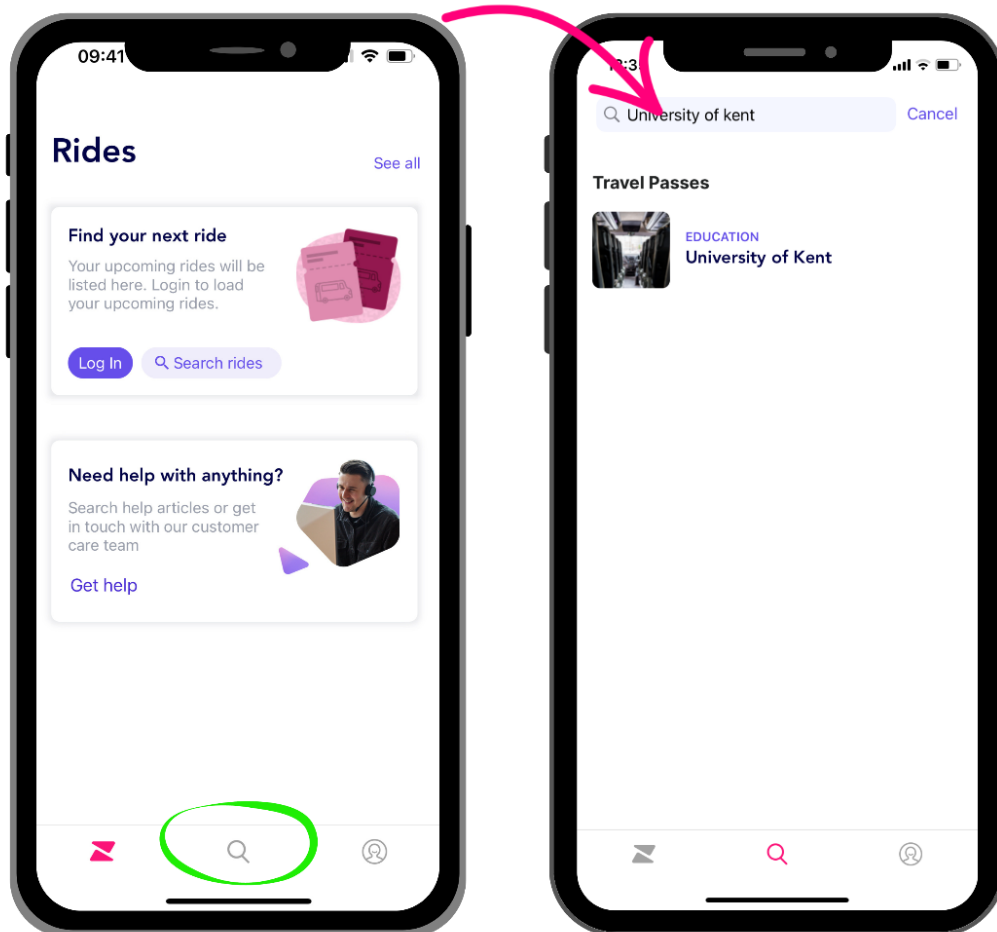
Our focus from listening to your feedback is to provide improved visibility of your Campus Shuttle journeys. We are glad to release tracking ability before the booking system will be available in March 2024.

Please follow the steps below to find the service on the Zeelo app, check the timetable, and track your journey:

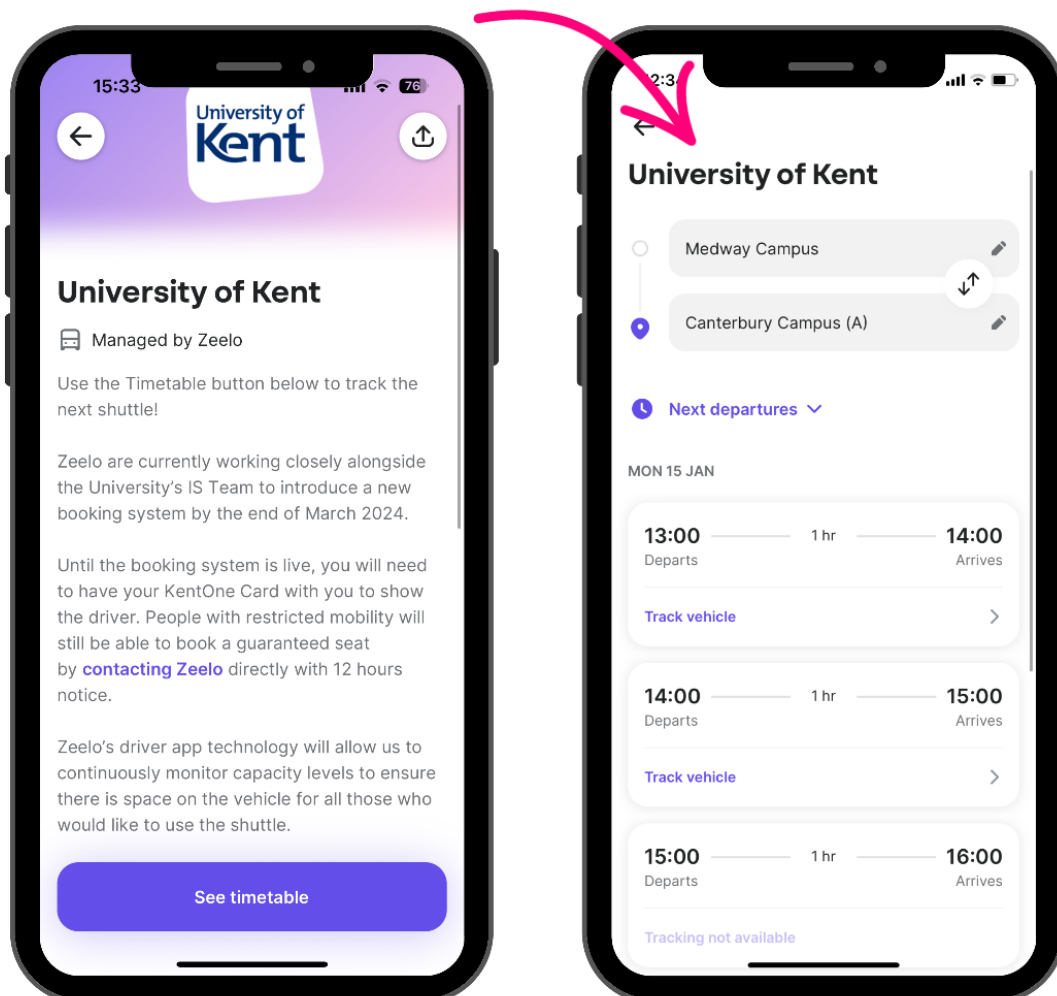
1. Go to your app store and [download the Zeelo app](#).
2. When you open the app **DO NOT LOGIN**. Please select **SKIP**. *(This will be available when the booking platform is released)*



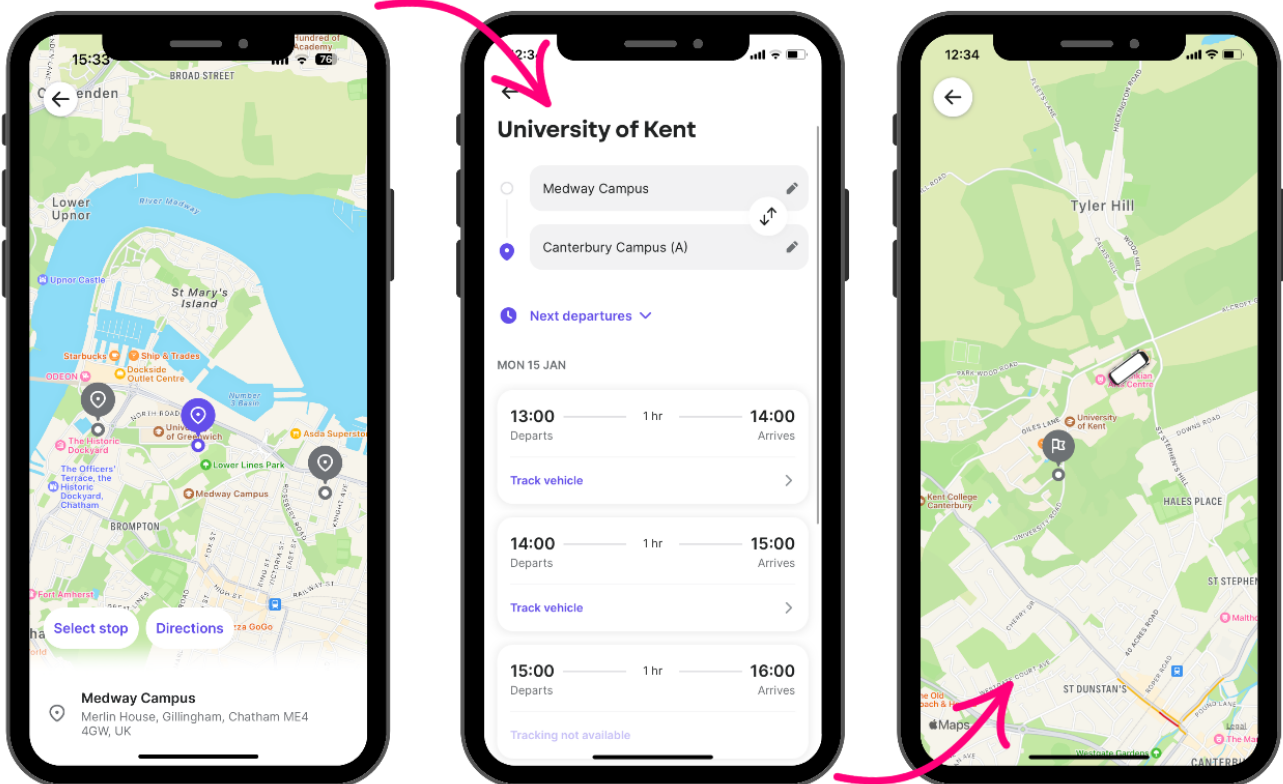
3. Use the **search button** at the bottom of the screen and search for 'University of Kent'
4. Select University of Kent



5. You will arrive on a landing page with information regarding the service, click 'See Timetable'
6. Enter your required pick-up and drop-off stops and click 'Select Stop'
*Please note, there are two 'Canterbury Campus' stops:
Use 'Canterbury Campus A' for pick-up and 'Canterbury Campus' for drop-off.*



7. Your selected stop will appear **purple**, if you want to use a different stop, click the grey pinpoint on the map. Once happy, click **'Select Stop'**.
Alternatively, click 'Directions' for directions to the chosen stop from your current location.
8. Use the list of journey times to see the upcoming trips and select **'Track Vehicle'** to track the location of the **next shuttle**.
9. See the live vehicle location on the map!



Tracking not available? Please see these helpful tips:

- You will be able to track the **next scheduled service time**
 - If the tracking for your journey is not yet available, please take a look at the first available journey with tracking enabled
- If you are waiting to be picked-up and your bus hasn't yet arrived and you cannot track it, please check the **first available tracking in the other direction**. i.e. If you're waiting at Medway to go to Canterbury, please check the Canterbury shuttle.
- Tracking is available when enabled on the driver's Zeelo app. Zeelo's Live Operations team are alerted of any live instance where the tracking is not enabled by the driver. Zeelo will then contact the driver/operator to ensure tracking is re-enabled and available for riders.
- Due to the volume of services, Crosskeys have a number of drivers who deliver the service. The drivers work **shifts**, so there will be changeovers throughout the day. These changeovers may result in no tracking until the driver has arrived at the campus. Drivers change at the following times, so **please try and track as soon to departure time** as possible:
 - 16:00pm Canterbury - Medway
 - 17:15pm Canterbury - Medway

Got a question?

Our team are available to help on our website
live chat or on the details below

contact@zeelo.co

0330 808 3306