HORIZONS WEST

HOW TO GUIDE

SWYPE BUS TICKETING

ST NORBERT COLLEGE

HOW TO GUIDE

SWYPE – BUS TICKETING

Before you start you need your email address, mobile number and your child's Student Code

How do I access it? The Ticketing Platform is accessible on our website www.swype.cloud or through the St Norbert College Parent Portal.

How do I sign up?

1. Click the following link to sign up - https://swype.cloud/ticketing/parent/signup
2. Enter your First and Last Name
3. Enter your email address
4. Enter your mobile number
5. Choose a password
6. Confirm your password
7. Read and accept our Terms and Conditions
8. Once you've completed steps 1 – 7, you'll get an email to verify your email address
9. Access the email and click the link provided to verify your email address
10. Your account is now active

How do I Login?

1. Access the system via www.swype.cloud or through the Parent Portal
2. Enter your Username & Password
3. Click [Login]

How do I add my child?

1. Once you're logged in select the [+ Add Child] button in the black heading at the top
2. Enter your child's First and Last Name as it appears on their Smartrider
3. Enter your child's Student Code
4. Select St Norbert College from the drop-down menu
5. Click [Save]

How do I add my credit card details?

1. From the dashboard, click [My Cards] in the black heading at the top
2. Click [+Add Card]
3. Enter the Name on your card
4. Enter the Card Number
5. Enter the expiry month and year
6. Enter the security code or CVC
7. Click [Save Card]

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How do I add funds to my child's account?

1. In the far right-hand column marked [Action], click the Add Credit button marked by a +
2. Enter the amount you wish to deposit in [Credit Amount]
3. If you wish to split the deposit between multiple children, select an additional child using the [Split Credit] drop down menu
4. Click [Add Student] if the above applies
5. Select your credit card from the [Select Cards] drop down menu or enter your credit card details using [Add Card]
6. Check & confirm the details of the transaction and click [Submit Order]

How do I view my transactions?

1. From the Dashboard click [My Transactions]
2. Select the [Transaction History] report
3. Use the Date, Payment Type, Student and Route filters provided (if required)
4. This report will provide detailed information on all bus rides and account deposits

How do I track when and where my child gets on/off the bus?

1. From the Dashboard click [My Transactions]
2. Click [Tag Events]
3. Use the Date, Tag Status, Student and Route filters provided (if required)
4. The time & date your child or children board or disembark the bus is noted in the left-hand column [Time]
5. GPS locations are accessible via the URL link under the [Location] column

E-TICKETING

FREQUENTLY ASKED QUESTIONS

Who do I contact if I'm having issues with the ticketing system?

If you're experiencing issues when using the system, please contact our dedicated Support Team. Contact information is outlined in the Key Contacts section [page 5].

What happens if I forget my password?

You can reset your password using the Forgot Password? link on the long screen. You must have your email address handy.

Do I have to store my credit card details?

No, you don't. If you'd prefer not to store your credit card details in our system, you can opt to enter in your card details each time you deposit funds.

How much money do I have to deposit?

The minimum deposit amount is $45.00 however, you can deposit more than this if you don't want to top up the account frequently.

What do you do with the personal information I provide?

Swype understands the importance of privacy and as such, we handle the personal information you provide with the utmost diligence and security. For further information on the handling of your personal information please visit our website by clicking here.

What happens when my child loses their card?

Your child can still catch the bus without their card. They do however, need to contact the Library to arrangement a replacement card which involves a $5.00 processing fee.

How do I request a refund?

Should you no longer need the service and have funds remaining in your account, please contact the College. Contact information is outlined in the Key Contacts section [page 5].

E-TICKETING

KEY CONTACTS

General Enquiries

Reception / Student Services
P: (08) 9350 5433
E: snc@norbert.wa.edu.au

Technical Support

Swype Support
P: 1300 974 937
E: support@swype.cloud

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