



Thames valley

BOOST

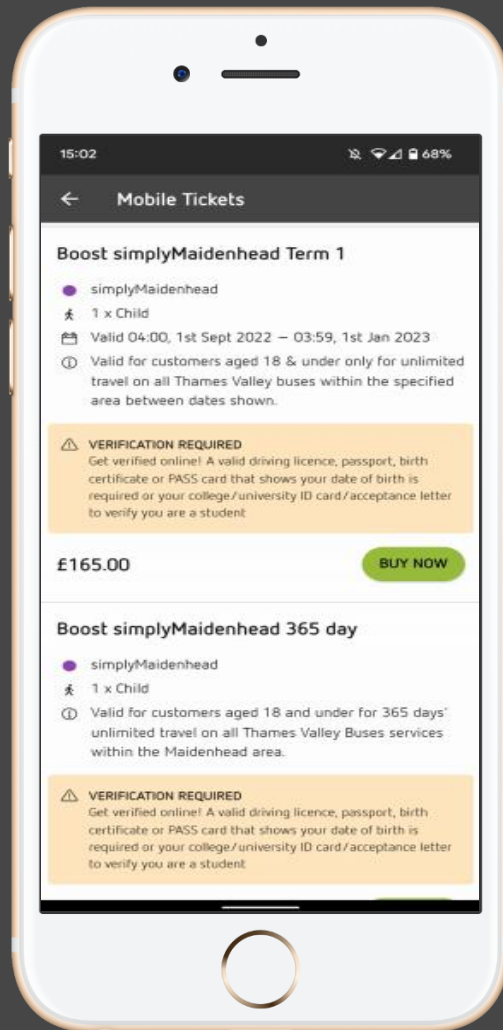
ticket verification
step-by-step guide

www.thamesvalleybuses.com

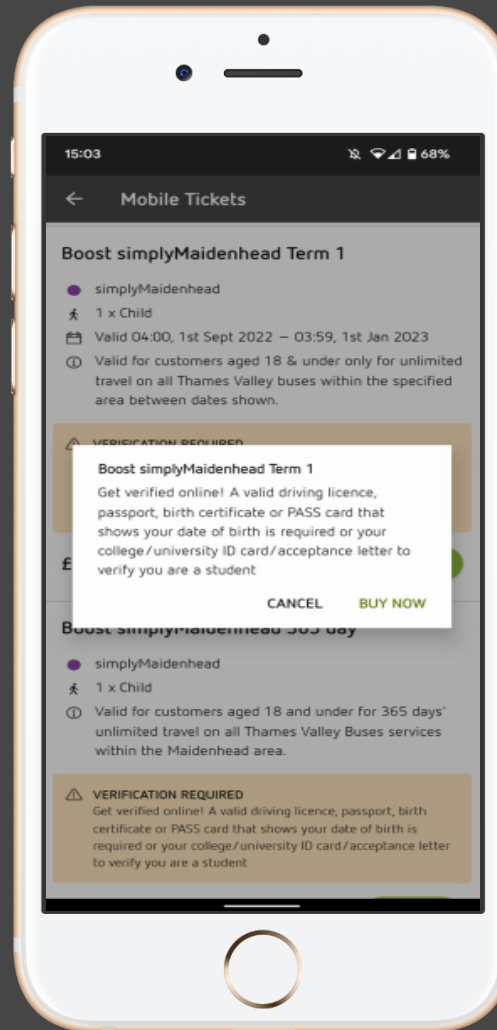


Follow the steps to complete your ticket verification:

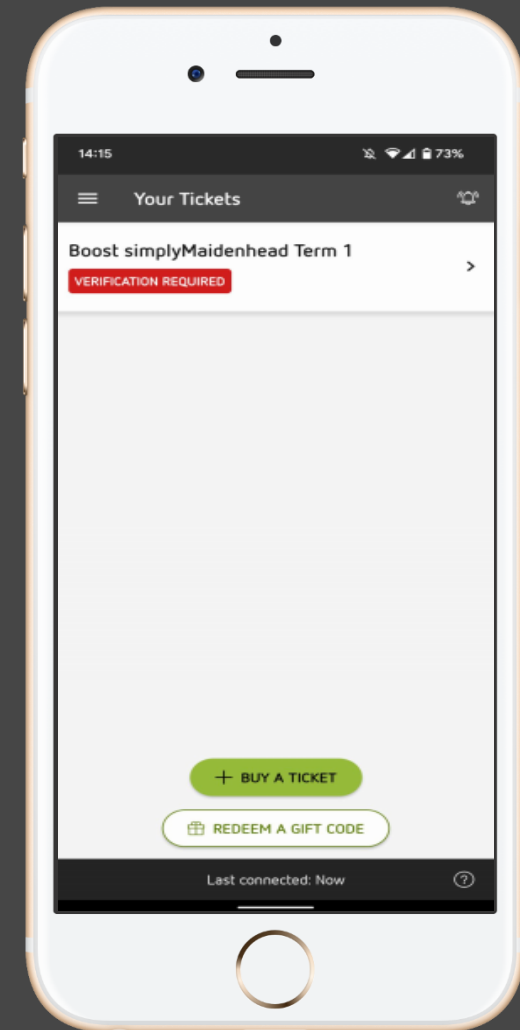
In our Thames Valley Buses app, choose your ticket, we have chosen a Term 1 ticket as an example here

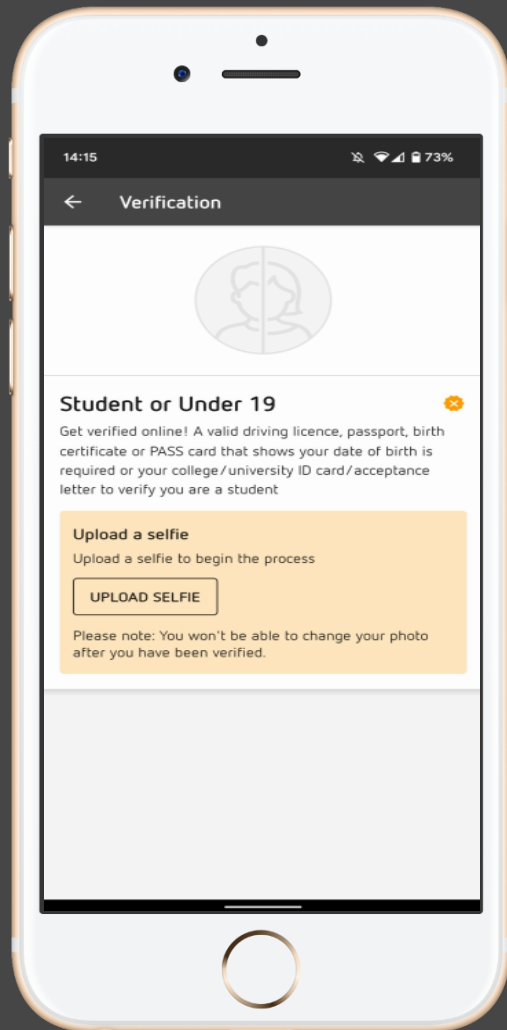


This will explain what you will require to verify your age, or student status, on the Buy Now screen

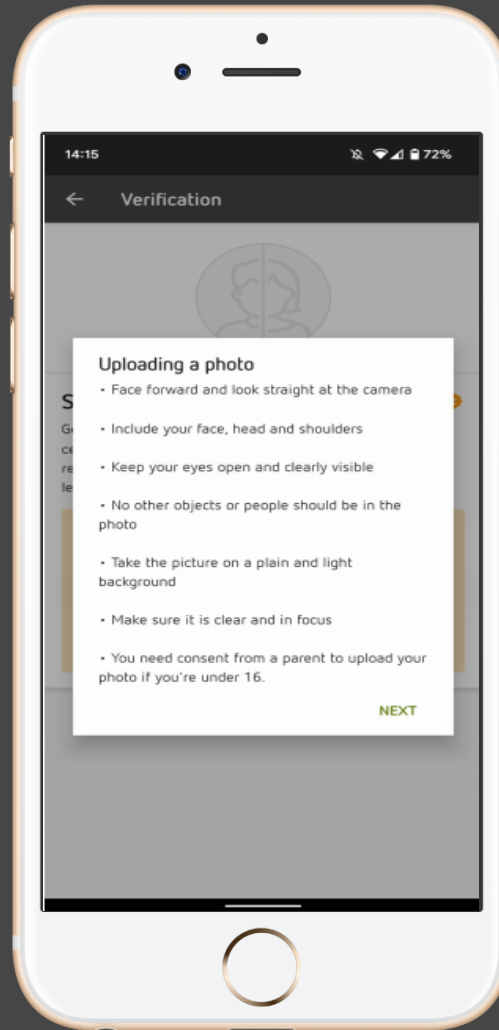


In Your Tickets you will see your purchased ticket which will require verification

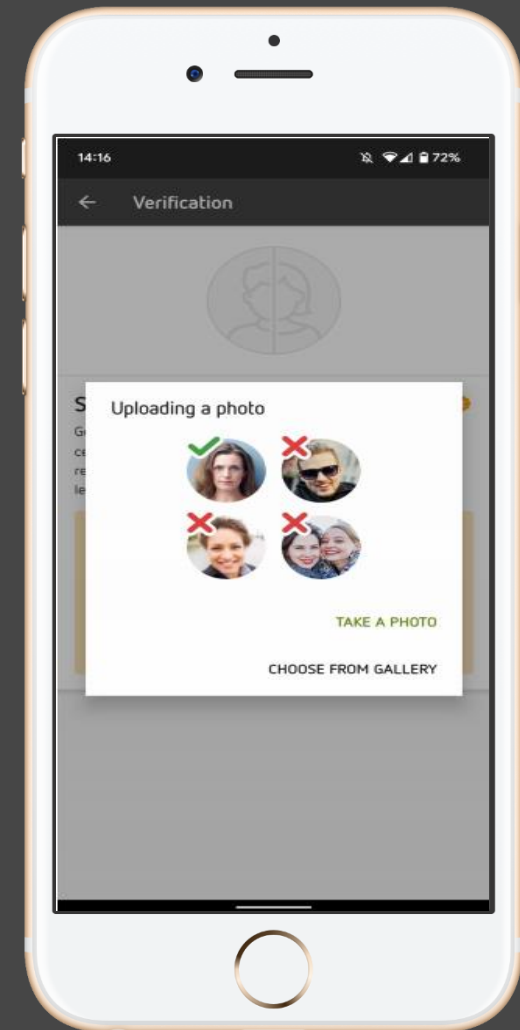




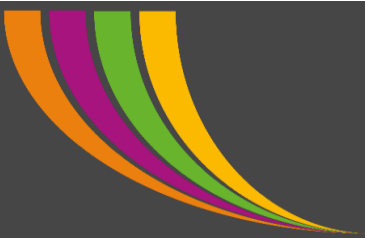
Press on **Upload Now** to take a selfie for your ticket



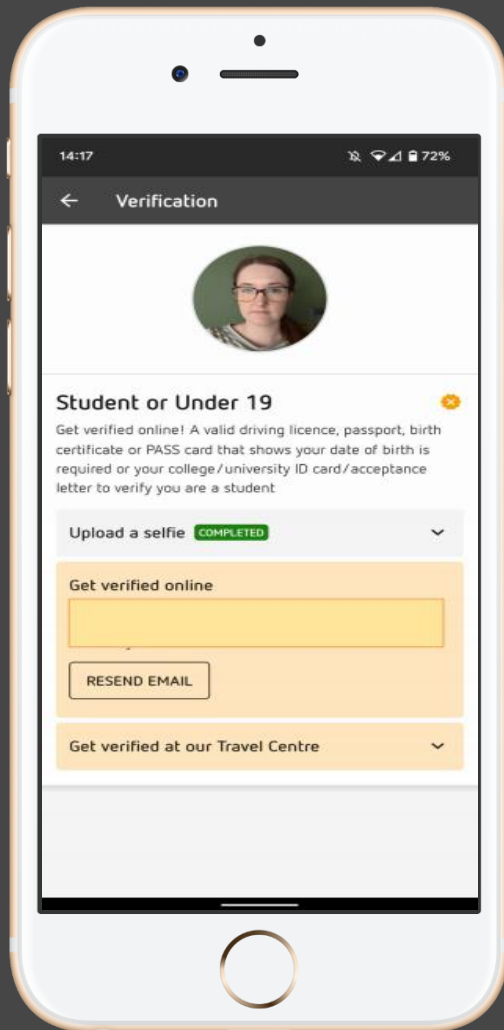
This message gives you the guidelines for taking a selfie



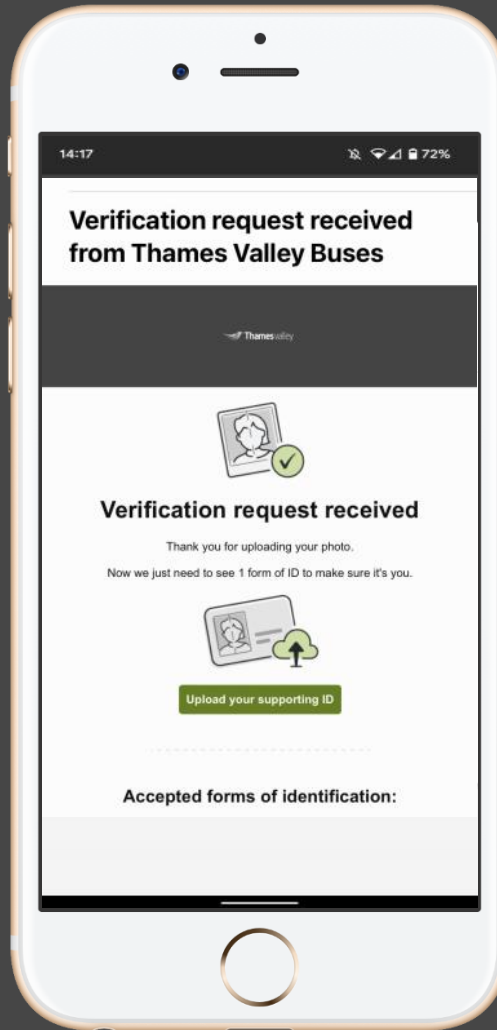
This is what is acceptable and required for your selfie



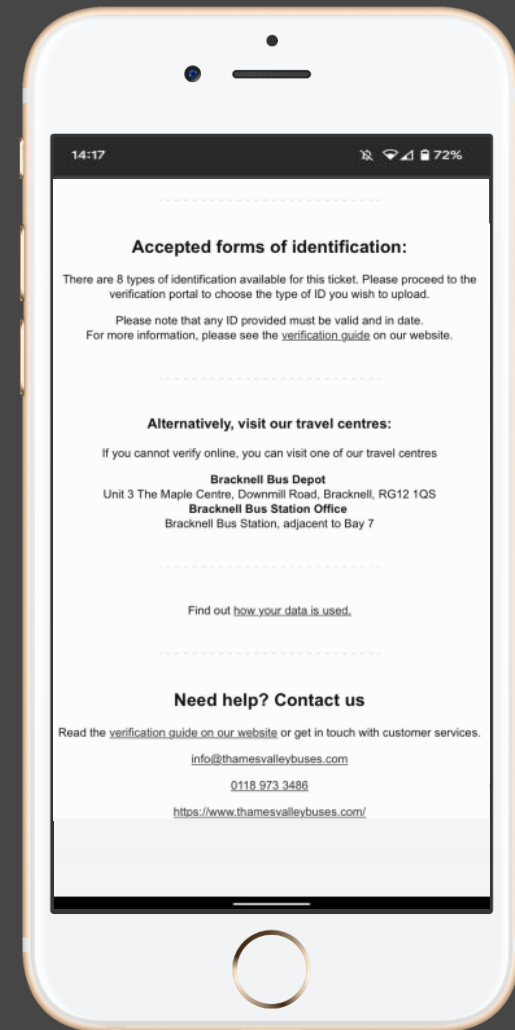
An email will be sent to your account email address

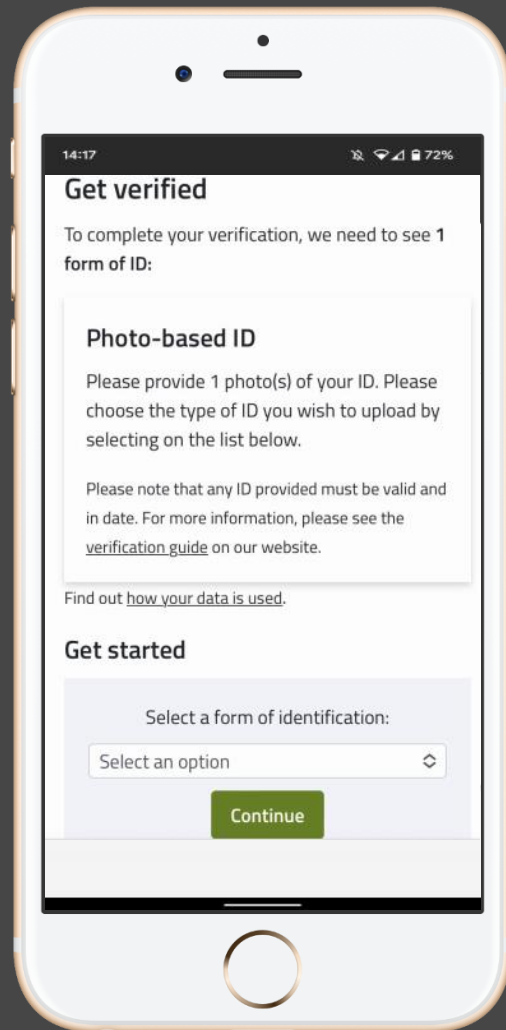


In your email you will then see the option to **Upload your supporting ID** to get verified

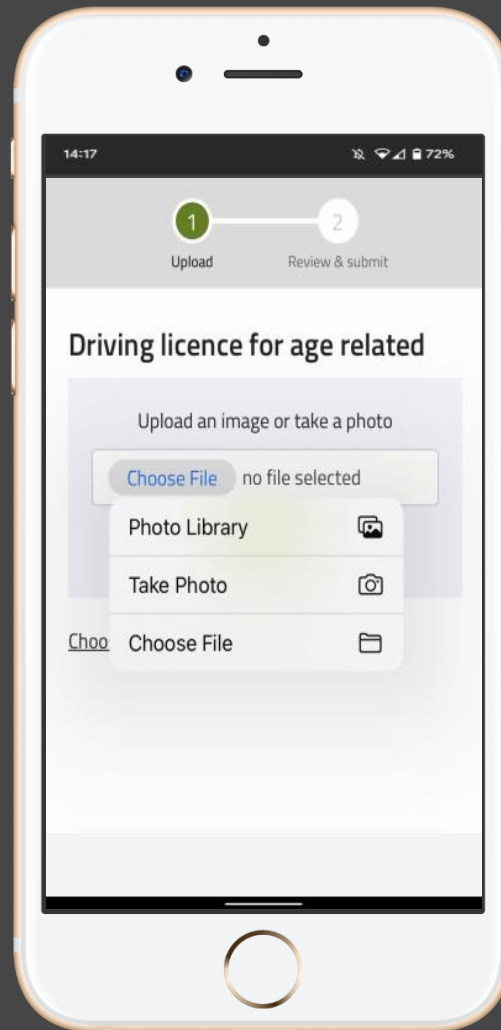


Information on ID verification and manual verification at Bus Depot or Bus Station if you have any issues

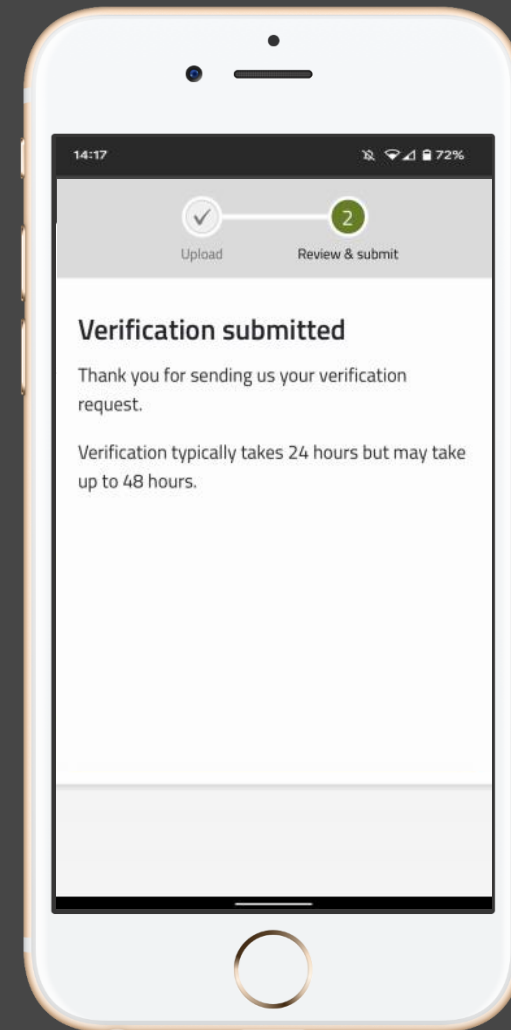





Please provide 1 photo of your ID here, choose from the type of ID in the drop-down menu and press **Continue**



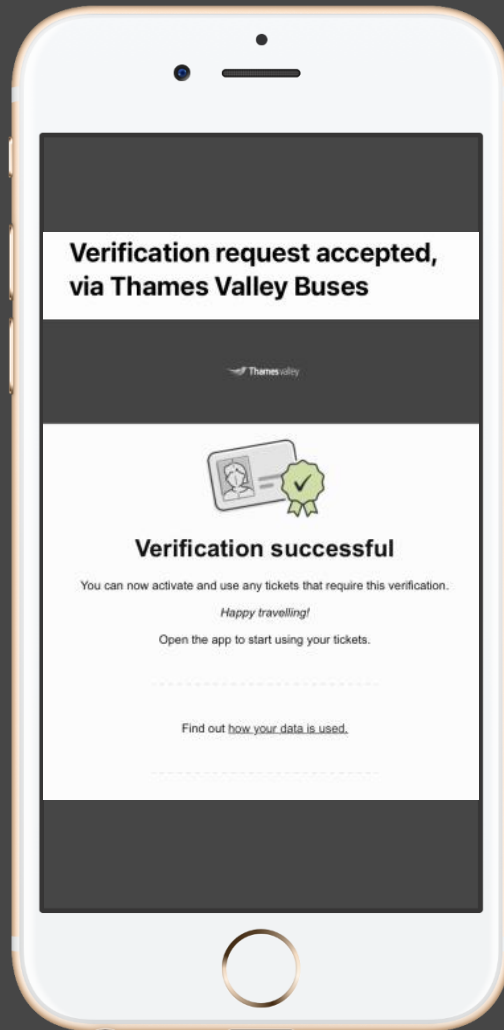
Choose File from your device or **Take Photo** at the time



Your photo and ID will then be submitted to be verified, which can take up to 1-2 days, but we will be as quick as we can!



You have completed the verification process. And if successful you will be able to activate your ticket



You are now ready to travel, and you will see that the ticket will display your earlier selfie to validate your ticket verification with our drivers



Thank you for your cooperation and helping us make your travel experience better, please contact us if you have any issues

01189733486 customerservices@thamesvalleybuses.com