

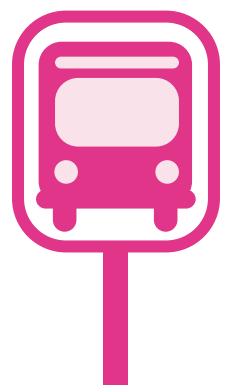
STEP-BY-STEP GUIDE:

Setting up an online bus pass account and pass renewal

To set up an online bus pass account, visit:

darlington.concessionarytravelpass.co.uk

The concessionary bus pass service is a separate online service from other Darlington Borough Council services (e.g. Council Tax or Green Waste).



To register for an online account and renew your bus pass, you will need:

- Your current bus pass
- Your National Insurance number
- An email address

Need help?

Don't have the internet or an email address?

Do you need help with setting up your account or renewing your bus pass?

Please contact the Concessionary Travel Team:



(01325) 406699



concessionarytravel@darlington.gov.uk

Follow this step-by-step guide to set up your account online and renew your Older Person's Bus Pass.

The home page of the bus pass service, is shown below:

DARLINGTON BOROUGH COUNCIL


Login Or Register | FAQs | Terms & Conditions

Already have an Online Account

Login to renew or manage your Bus Pass and to keep your details up to date.

Email

Password

☐ I'm not a robot  reCAPTCHA Privacy - Terms

[Login](#) [Forgotten your Password?](#)

Please note the Bus Pass system is separate to other Council systems and requires its own login information. If you have not used the Bus Pass system before, please sign up for an Account using the 'Don't yet have an Online Account' section

Don't yet have an Online Account

☒ I have never had a Bus Pass and I would like to set up an online account and apply for one.

☐ My Bus Pass has expired or will expire in the next 28 days and I want to renew it

Renewal Code - if you don't know your renewal code you can look it up [here](#)

Email Address

Confirm Email Address

Date of Birth

Day Month Year

Postcode

Password

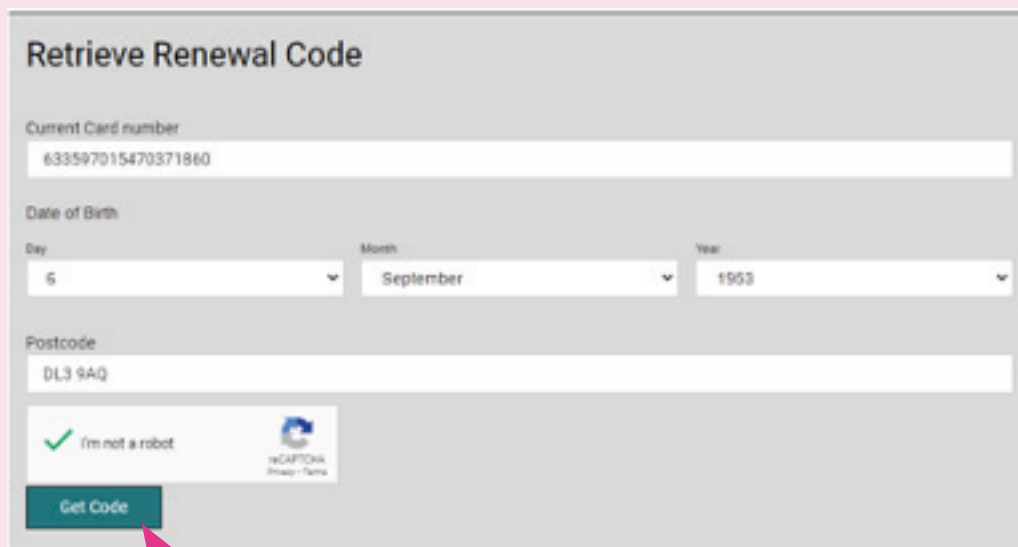
Confirm Password

[Register](#)

Firstly, you will need a renewal code to set up your online account.

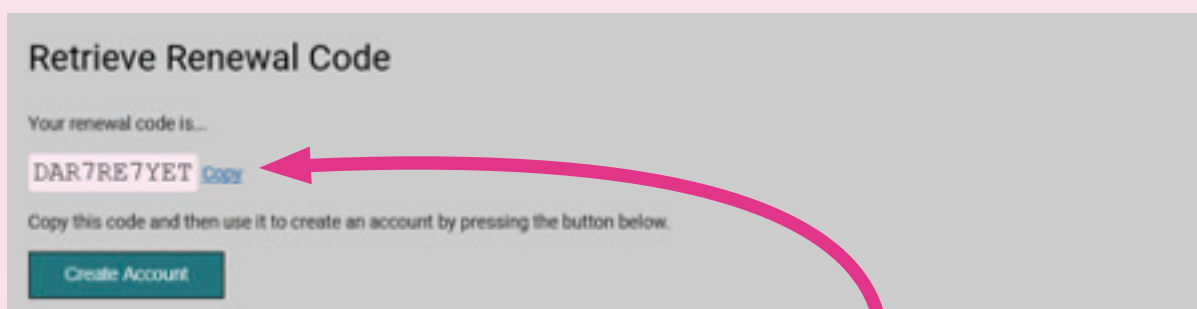
Click '[here](#)' to find this.

Enter your current card number (long number on the front of your bus pass), Date of Birth, and postcode.



The screenshot shows a web form titled "Retrieve Renewal Code". It contains the following fields: "Current Card number" with the value "633597015470371860"; "Date of Birth" with dropdowns for "Day" (6), "Month" (September), and "Year" (1993); and "Postcode" with the value "DL3 9AQ". Below these fields is a reCAPTCHA section with a green checkmark and the text "I'm not a robot". At the bottom of the form is a teal button labeled "Get Code". A pink arrow points from the bottom left towards the "Get Code" button.

Click on '**Get Code**'. This will then generate your renewal code.



The screenshot shows the same "Retrieve Renewal Code" form, but now it displays the generated renewal code. The text "Your renewal code is..." is followed by the code "DAR7RE7YET" in a pink box, with a blue "Copy" button next to it. Below the code, it says "Copy this code and then use it to create an account by pressing the button below." and there is a teal button labeled "Create Account". A pink arrow points from the bottom right towards the "Copy" button.

Make a note of your renewal code or click on '**Copy**', then click on '**Create Account**'.

This will then take you back to the homepage.

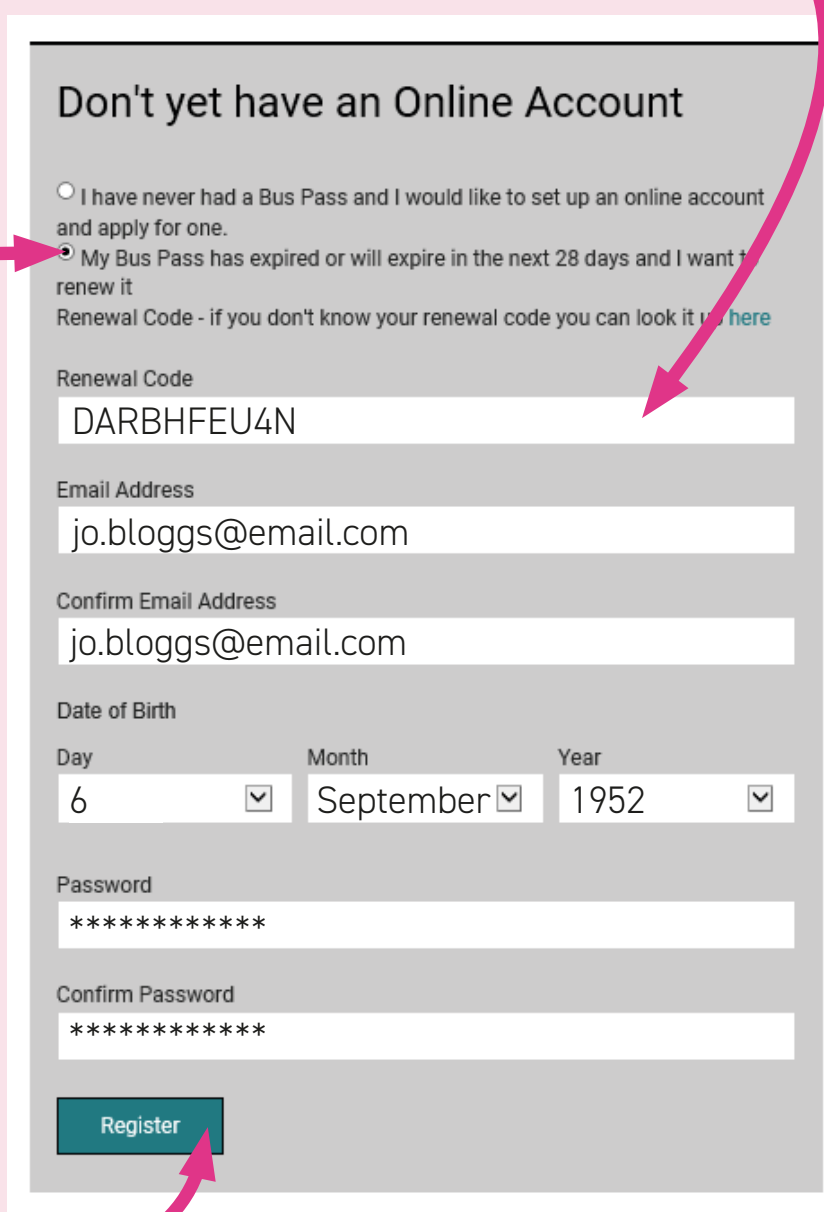
You can register for an online account, on the right hand side of the homepage.

Firstly, click on **'My Bus Pass has expired or will expire in the next 28 days and I want to renew it'**.

Then enter the registration information requested.

Either type your renewal code here, or click on paste.

Please note this is not the long number on the front of your bus pass.



Don't yet have an Online Account

☐ I have never had a Bus Pass and I would like to set up an online account and apply for one.

☒ My Bus Pass has expired or will expire in the next 28 days and I want to renew it

Renewal Code - if you don't know your renewal code you can look it up [here](#)

Renewal Code

DARBHFEU4N

Email Address

jo.bloggs@email.com

Confirm Email Address

jo.bloggs@email.com

Date of Birth

Day: 6, Month: September, Year: 1952

Password


Confirm Password

Register

Click on **'Register'**.

You'll receive an email confirming registration.


You will then be presented with your current bus pass (card) details, and below this, details of any previous bus passes.

**DARLINGTON**
BOROUGH COUNCIL

My Bus Pass | Logout | FAQs | Terms & Conditions

Current Card

If any of your personal details have changed, which may affect your renewal or the delivery of your pass, please update them using the 'My Details' button on screen BEFORE you apply for a Card renewal



Card Type: Older Person's
Card Number: 633597015470375630
Application ID: 100811943
Name: TEST PASS
Expiry Date: 28/02/2021
Status: Despatched
Despatch Date: 12/02/2021

My Details
Renew

Please click on '**Renew**'.

If you see the following message:


Before you can renew your card, you will need to provide some more information. Please click the 'My Details' button and complete the form.

This is because we either don't have your National Insurance number or a telephone number. We need both of these to renew your bus pass.

Current Card

Before you can renew your card, you will need to provide some more information. Please click the 'My Details' button and complete the form.

If any of your personal details have changed, which may affect your renewal or the delivery of your pass, please update them using the 'My Details' button on screen BEFORE you apply for a Card renewal



Card Type: Older Person's
Card Number: 633597015470375630
Application ID: 100811943
Name: TEST PASS
Expiry Date: 28/02/2021
Status: Despatched
Despatch Date: 12/02/2021

[My Details](#)
[Renew](#)

Provide us with these details, by clicking on '**My Details**'.

Please check that your name and address are also up to date. You can update these details here, but you will need to provide proof (either a pdf or jpeg file).

Alternatively, please contact the Concessionary Travel Team with any changes to your name and address and we will update these for you.

DARLINGTON BOROUGH COUNCIL

[My Bus Pass](#) | [Logout](#) | [FAQs](#) | [Terms & Conditions](#)

Update Personal Details

1 Update Personal Details 2 Update Photo 3 Upload Evidence 4 Review 5 Confirmation

Notice: You will not receive a new or replacement card directly from updating your personal details or photo.
You do not need to update your Personal or Address Details if you wish to only change your photo.

Personal Details

Title: Ms ☒

First Name: Test

Middle Name(s):

Surname: Pass

Day: 8 Month: July Year: 1954

Gender: ☒ Male ☐ Female ☐ Other

National Insurance Number:

Telephone Home:

Telephone Mobile:

Address Details

Postcode: DL3 9AQ

[Lookup Address](#)

Address Line 1: 57 Staindrop Crescent

Address Line 2:

Address Line 3:

Suburb/Village:

Town / City: Darlington

County: Co Durham

Postcode: DL3 9AQ

Area: Darlington ☒

YOU DON'T NEED TO UPDATE YOUR PHOTO.

Click '**Continue**' to use the photo that's on your current bus pass.

If you do wish to update your photo, this will need to be submitted for approval by the Concessionary Travel Team (this will take up to 1 working day).

Update Photo

1 Update Personal Details 2 Update Photo 3 Upload Evidence 4 Review 5 Confirmation

Notice: You will not receive a new or replacement card directly from updating your personal details or photo.
You do not need to update your photo to progress if you only want to update your details.

Photo requirements

- Format: JPG/JPEG
- Max file size: 2Mb

Photo guide

✓ ✓ ✗ ✗ ✗ ✗

Hand over face & dark background Wearing sunglasses Too far away Too bright

Upload your photo

Upload photo.
Choose File No file chosen

Continue Back

Review your personal detail changes, and click on '**Confirm**'.

Please Review Your Update Details Request

1 Update Personal Details 2 Update Photo 3 Upload Evidence 4 Review 5 Confirmation

Notice: You will not receive a new or replacement card directly from updating your personal details or photo.

Personal Details

About you	Address Details
Name: Mr Test Hutchinson Gender: Female NI Number: JS917474d Contact Number: Alt.Contact Number: 07951524898	57 Staindrop Crescent Darlington Durham DL3 9AQ Local Authority: Darlington Council

Update details

☐ I accept the [terms and conditions](#).

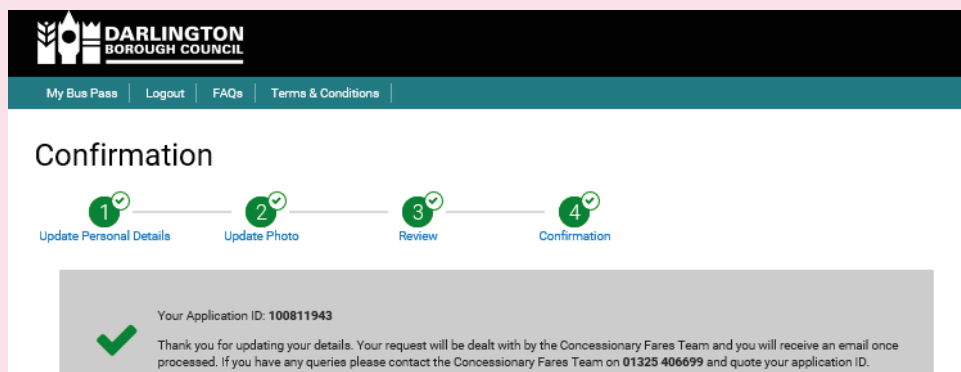
☒ I confirm I am happy for Darlington Council to contact me. Darlington Council may contact me, from time to time, to provide information about related services to the concessionary travel scheme or ask me how I feel about them.

☐ I confirm I am happy to be contacted by trusted third parties for marketing purposes.

Confirm

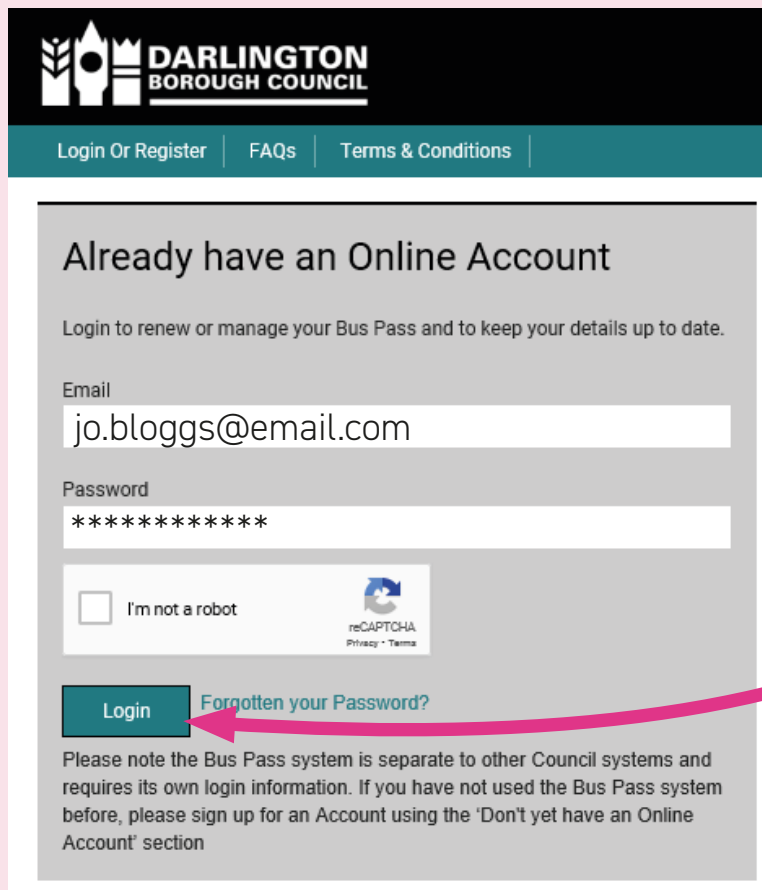
Following the confirmation page below, you'll receive an email confirming the request to update your personal details.

Once the update to your personal details has been approved by the Concessionary Travel Team, you'll receive a confirmation email.
This may take up to 1 working day.



The screenshot shows the 'Confirmation' page of the Darlington Borough Council website. At the top is the council's logo and navigation links: 'My Bus Pass', 'Logout', 'FAQs', and 'Terms & Conditions'. Below the header, a progress bar indicates four steps: 1. Update Personal Details, 2. Update Photo, 3. Review, and 4. Confirmation. The 'Confirmation' step is highlighted with a green checkmark. Below the progress bar, a green checkmark icon is followed by the text: 'Your Application ID: 100811943'. A paragraph of text states: 'Thank you for updating your details. Your request will be dealt with by the Concessionary Fares Team and you will receive an email once processed. If you have any queries please contact the Concessionary Fares Team on 01325 406699 and quote your application ID.'

Once you have received your confirmation email, please '**Login**' to your new online account on the left hand side of the home page to renew your bus pass.



The screenshot shows the 'Login' page of the Darlington Borough Council website. At the top is the council's logo and navigation links: 'Login Or Register', 'FAQs', and 'Terms & Conditions'. Below the header, the heading 'Already have an Online Account' is displayed. Underneath, it says 'Login to renew or manage your Bus Pass and to keep your details up to date.' There are two input fields: 'Email' with the value 'jo.bloggs@email.com' and 'Password' with the value '*****'. Below the password field is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. A pink arrow points from the 'Login' button to the 'Forgot your Password?' link. At the bottom, a note states: 'Please note the Bus Pass system is separate to other Council systems and requires its own login information. If you have not used the Bus Pass system before, please sign up for an Account using the 'Don't yet have an Online Account' section'.

Once in your account, under your current card details, click on '**Renew**'.

Please review the cardholder details, and once happy click on '**Confirm**'.

Please check your renewal details

If your personal details are displayed incorrectly below, and you wish to change them before you renew your pass, please return to the main cardholder screen, using the 'My Bus Pass' option shown above, before using the 'My Details' button to submit your personal details amendment request. Please note: once you have submitted a change to your details, you will need to wait for your request to be accepted before requesting a renewal of your card. Alternatively, please contact your local authority to update them.

1 ✓ Cardholder Details 2 ✓ Choose Pass 3 ✓ Upload Photo 4 ✓ Upload Evidence 5 **Review** 6 **Confirmation**

Cardholder Details

About you	Address Details
Name: Mr Gill Hutchinson	S7
Gender: Female	Straindrop Crescent
Date of Birth: 06/09/1953	Darlington
Nr Number: J5917474C	Durham
Contact Number: 07951524377	DL3 9AQ
Alt.Contact Number:	Local Authority: Darlington Council

Chosen Pass

Selected pass: Older Person's Card

Upload Photo

Upload Evidence

☐ I accept the terms and conditions.

☐ I confirm I am happy for Darlington Council to contact me. Darlington Council may contact me, from time to time, to provide information about related services to the concessionary travel scheme or ask me how I feel about them.

☐ I confirm I am happy to be contacted by trusted third parties for marketing purposes.

Confirm

Following the page below, you'll receive a confirmation email letting you know that your application has been received.

My Bus Pass Logout FAQs Terms & Conditions

Confirmation

1 ✓ Update Personal Details 2 ✓ Update Photo 3 ✓ Review 4 **Confirmation**

Your Application ID: 100811943

Thank you for updating your details. Your request will be dealt with by the Concessionary Fares Team and you will receive an email once processed. If you have any queries please contact the Concessionary Fares Team on **01325 406699** and quote your application ID.

You'll receive your replacement pass within 7 days.