

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](http://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](mailto: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 

[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

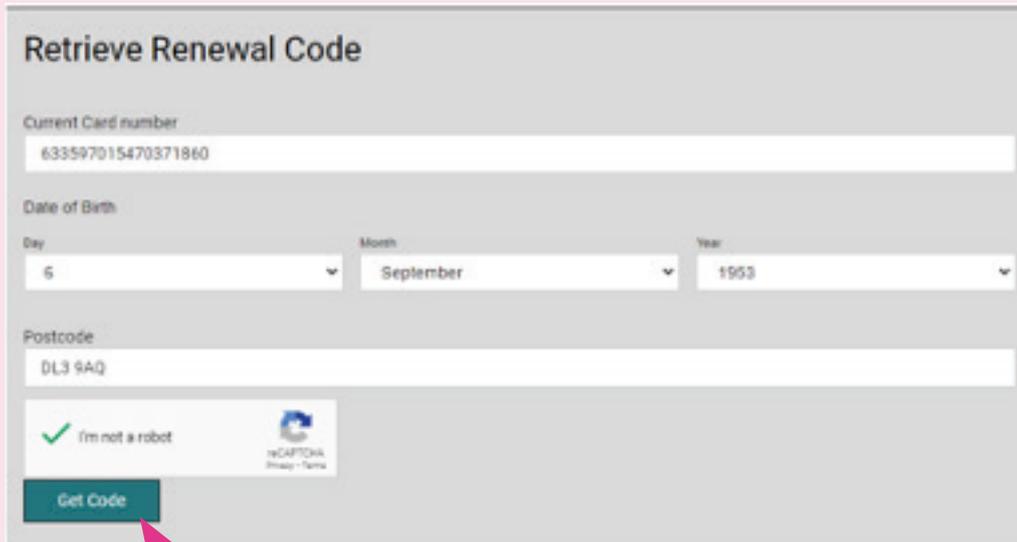
Confirm Password

[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.

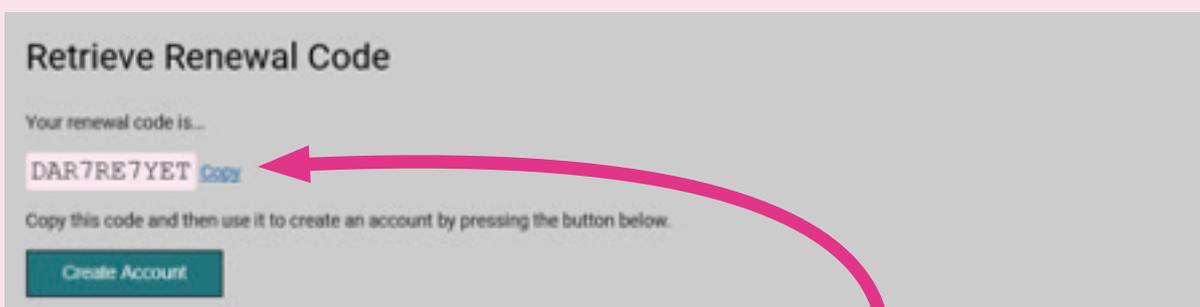


The screenshot shows a web form titled "Retrieve Renewal Code". It contains the following fields and elements:

- Current Card number:** A text input field containing the number "633597015470371860".
- Date of Birth:** Three dropdown menus for "Day", "Month", and "Year". The "Day" dropdown is set to "6", "Month" to "September", and "Year" to "1993".
- Postcode:** A text input field containing "DL3 9AQ".
- Verification:** A green checkmark with the text "I'm not a robot" and a CAPTCHA logo.
- Action:** 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:

- Your renewal code is...:** A text input field containing the code "DAR7RE7YET".
- Action:** A teal button labeled "Copy" is positioned to the right of the code field.
- Instruction:** Text below the code field reads "Copy this code and then use it to create an account by pressing the button below."
- Action:** A teal button labeled "Create Account" is located at the bottom of the form.

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

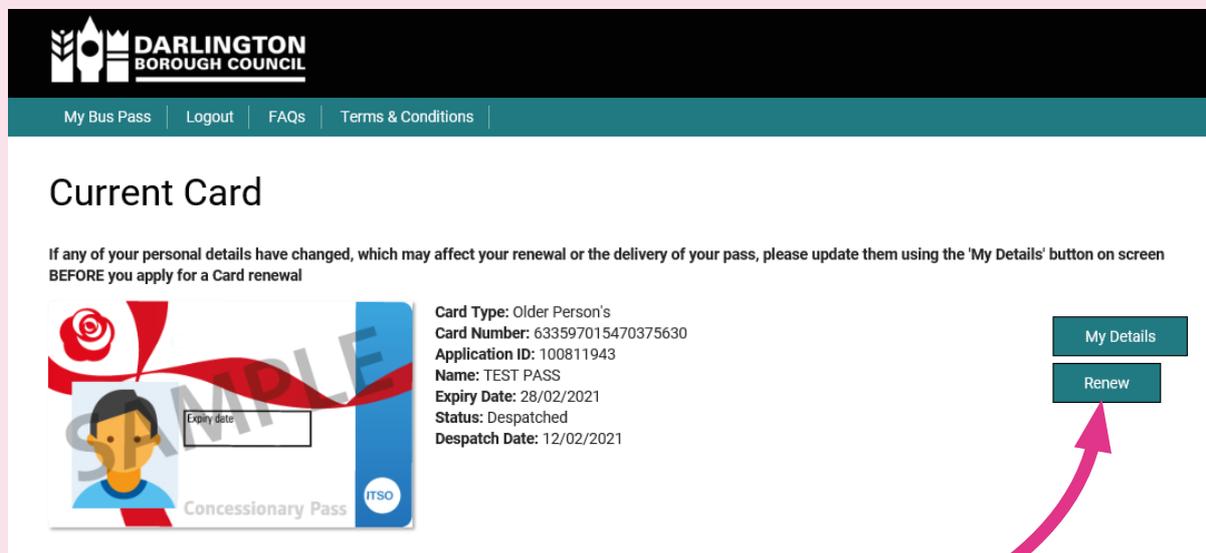
\*\*\*\*\*

**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



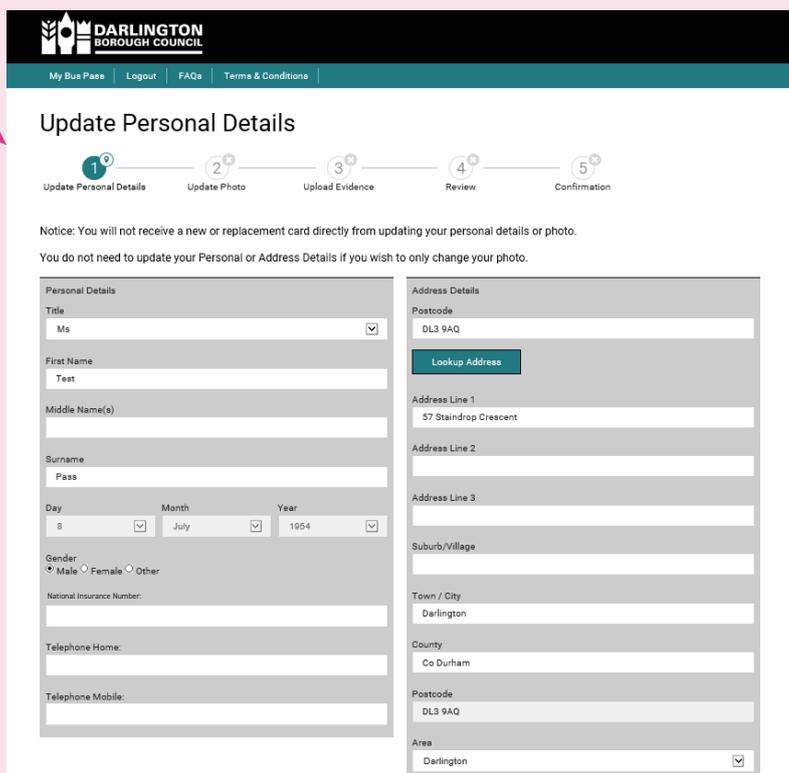
**Card Type:** Older Person's  
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**Application ID:** 100811943  
**Name:** TEST PASS  
**Expiry Date:** 28/02/2021  
**Status:** Despatched  
**Despatch Date:** 12/02/2021

[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**

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### 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**

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

**Update details**

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

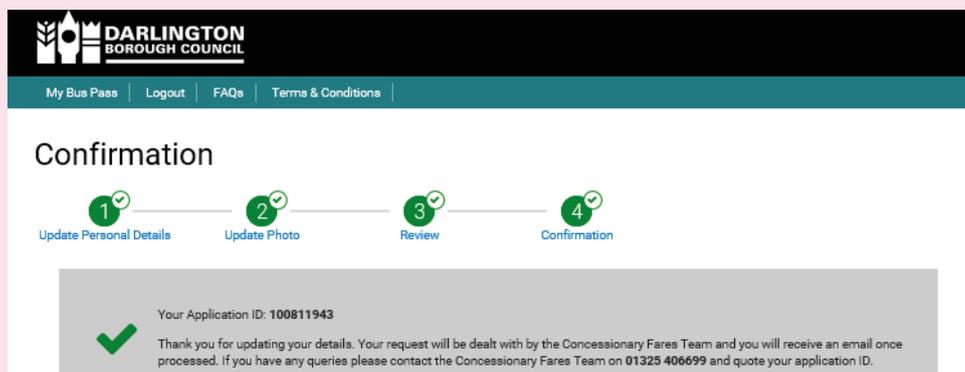
I confirm I am happy for Darlington Council to contact me. Darlington Council may contact me, from time to time, to provide information about related services to the concessionary travel scheme or ask me how I feel about them.

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

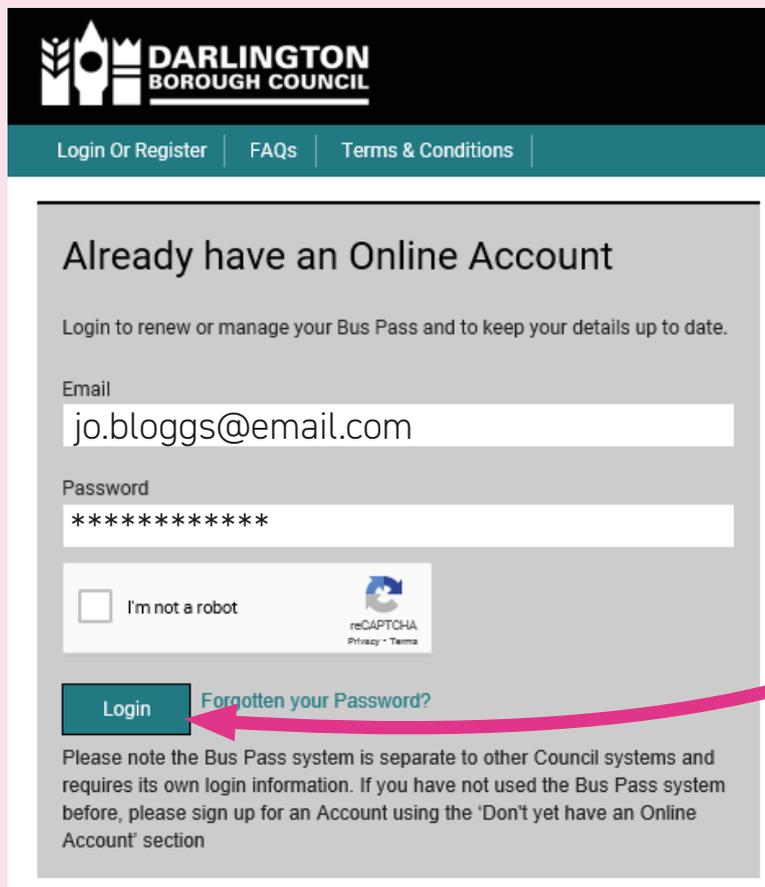
**Confirm**

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.



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.



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              | Staindrop Crescent                  |
| Date of Birth: 06/09/1953   | Darlington                          |
| NIR Number: J0917474C       | Durham                              |
| Contact Number: 07951524377 | DL3 5AQ                             |
| 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.**