



**UNIVERSITIES  
AT MEDWAY  
STUDENTS  
AND STAFF**

**How to  
purchase  
your  
Arriva bus  
tickets**



**arriva**  
a DB company

## To obtain your Smart Card and discounted tickets, please follow the instructions below

1. Collect your smartcard from the student union. You will need to activate this at [arrivaconnect.co.uk](http://arrivaconnect.co.uk)
2. Follow the instructions to create a new account, please use your student/ staff email address as this validates you're at one of the 3 universities. (Check your junk folder if you do not receive an activation email)
3. Log in with your new account and click 'Add an existing card'
4. Enter the long card number from the back of your new smartcard then follow instructions to submit
5. To add a ticket, click on the smartcard in your account. Choose the ticket you would like (Student Weekly, Student 4-Weekly, Academic Year, Staff Weekly or 4-Weekly) and add to basket. This will be added at the discounted rate\*\*
6. Follow the instructions to make your payment. Please note, leave 48 hours between purchasing a ticket and using on an Arriva bus
7. The ticket will be valid from the day it is tapped onto a bus for the first time

Re-purchasing tickets is simple, just log in to your account, click on the "top up" button and follow the instructions above from step 6.

If you lose your smartcard you can log in online and order a new one at a cost of £3. Allow 5 working days for it to arrive, any tickets on your old smartcard will transfer over if the expiry date has not passed.

## All tickets purchased on your smartcard will be valid on all Arriva buses in Kent.

*\*\*For staff annual tickets, please email [talktous@arriva.co.uk](mailto:talktous@arriva.co.uk) from your staff university email address, with a contact number and address you wish your card to be sent to. A member of our team will contact you to arrange payment over the phone and, issue your smart card.*