

How-To-Guides



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How to change the date of an Ad-Hoc trip:



- 1. To get started, navigate to: eastbournecollege.vectare.co.uk
- 2. Once logged in, click "MY ACCOUNT".

TRAVELLING FROM
LE11 3QF

TRAVELLING TO
Eastbourne College / St Andrew

CALCULATE

LOGOUT

MY ACCOUNT

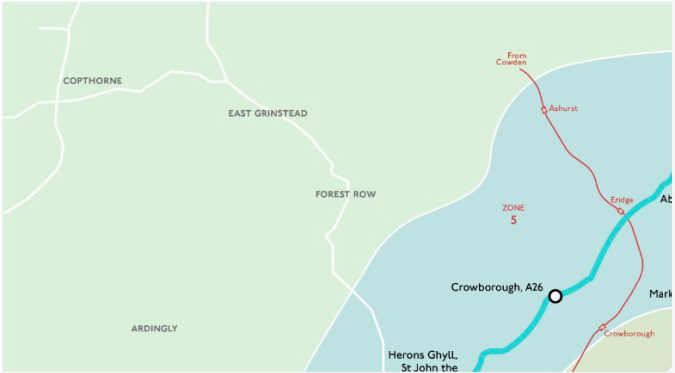
CHECK AVAILABILITY

BOOK NOW

RIDE SHARING

SCHOOL BUS SERVICE MAP

EC Route 1 - Brighton | EC Route 2 - Saltdean | EC Route 3 - Tunbridge Wells/Mayfield | EC Route 4 - Tunbridge Wells/Crowborough | EC Route 5 - Tunbridge Wells/Mayfield | EC Route 6 - Tunbridge Wells/Mayfield | EC Route 7 - Heathfield | EC Route 8 - Hastings | EC Route 9 - Hastings | SA Route A - Peacehaven/Southeast/Southdown | SA Route B - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells



- 3. Click 'Orders'

My account

My account

Manage personal details and orders

- Passengers
- Orders**
- Journey calendar
- Claim orders
- Waiting list
- Live tracking
- Account settings

4. Select the booking you wish to amend.

EC Route 1 - Brighton | EC Route 2 - Saltdean | EC Route 3 - North Chaley | EC Route 4 - Uckfield | EC Route 5 - Tunbridge Wells/Crowborough | EC Route 6 - Tunbridge Wells/Mark Cross | EC Route 7 - Tunbridge Wells/Mayfield | EC Route 8 - Heathfield | EC Route 9 - Burwash | EC Route 10 - Hawkhurst/Battle | EC Route 11 - Hastings | SA Route A - Peacehaven/Southeast/Seaford | SA Route B - Lewes/Firle/Eastbourne | SA Route C - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells - Boarders Bus | Clapham Junction - Boarders Bus

Andrew

[My account](#) / Orders

Orders

View orders for your passengers, let drivers know [View bookings](#) will not be travelling

Test Test: Test Test - £11.00 **Paid later** 33s ago

5. Select the child (there could be multiple children booked under the same order).

EC Route 1 - Brighton | EC Route 2 - Saltdean | EC Route 3 - North Chaley | EC Route 4 - Uckfield | EC Route 5 - Tunbridge Wells/Crowborough | EC Route 6 - Tunbridge Wells/Mark Cross | EC Route 7 - Tunbridge Wells/Mayfield | EC Route 8 - Heathfield | EC Route 9 - Burwash | EC Route 10 - Hawkhurst/Battle | EC Route 11 - Hastings | SA Route A - Peacehaven/Southeast/Seaford | SA Route B - Lewes/Firle/Eastbourne | SA Route C - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells - Boarders Bus | Clapham Junction - Boarders Bus

St Andrew

[My account](#) / [Orders](#) / Test Test: Test Test - £11.00

Test Test: Test Test - £11.00 **Paid later**

Bookings [View Trips](#)

Test Test

6. Click on the 'Change this stop' icon.

SA Route C - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells - Boarders Bus | Clapham Junction - Boarders Bus

[My account](#) / [Orders](#) / [Test Test: Test Test - £11.00](#) / Test Test

Test Test

Trips [Change this stop](#)

EC Route 4 - Uckfield - Halland, Blacksmith Arms - 04-12-2023 - 18:32 - Monday

7. Click the "Date*" field.

The screenshot shows a sidebar menu on the left with buttons for SERVICE MAP, MOSTLY ASKED QUESTIONS, CONDITIONS, PREP MINIBUS BOOKLET, NE COLLEGE BOOKLET, CONTACT US, NOTICE, TE HIRE, and ADMIN. The main form contains the following fields:

- EC Route 4 - Uckfield
- Stop*
Holland, Blacksmith Arms
Stops will change depending on the route selected above
- Journey*
EC Route 4 - Uckfield - 30 - Evening journey
To show journeys please select a route and stop
- Date*
04-12-2023

A blue circle highlights the "Date*" field.

8. Select the date you want to move the trip to.

The screenshot shows the "Change Journey" form with the following details:

- EC Route 4 - Uckfield - Holland, Blacksmith Arms - 04-12-2023 - 18:32

A calendar pop-up for December 2023 is displayed, showing dates from 27 to 31. The date 7 is highlighted with a blue circle. Below the calendar, the date field shows "04-12-2023".

9. Once the booking is amended, click "Submit".

The screenshot shows the booking form with the following fields:

- EC Route 4 - Uckfield - 30 - Evening journey
To show journeys please select a route and stop
- Date*
04-12-2023

The "Submit" button is highlighted with a blue circle.

How to mark your child as 'Not Travelling':



1. To get started, navigate to: eastbournecollege.vectare.co.uk

2. Once logged in, click "MY ACCOUNT".

TRAVELLING FROM
LE11 3QF

TRAVELLING TO
Eastbourne College / St Andrew

CALCULATE

LOGOUT

MY ACCOUNT

CHECK AVAILABILITY

BOOK NOW

RIDE SHARING

SCHOOL BUS SERVICE MAP

EC Route 1 - Brighton | EC Route 2 - Saltdean | EC R
5 - Tunbridge Wells/Crowborough | EC Route 6 - Tun
Wells/Mayfield | EC Route 8 - Heathfield | EC Route
11 - Hastings | SA Route A - Peacehaven/Southeast/S
C - Hailsham/Stone Cross/Eastbourne | Tunbridge We

3. Click 'Journey Calendar'

My account

My account

Manage personal details and orders

- Passengers
- Orders**
- Journey calendar
- Claim orders
- Waiting list
- Live tracking
- Account settings

4. Select the date for which you wish to enter the cancellation for.

28 29 30 31 25 26 27 28 29 30 23 24 25 26 27 28 29 30 31

November **December** **January**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 5 1 2 3 1 2 3 4 5 6 7

6 7 8 9 10 11 12 4 5 6 7 8 9 10 8 9 10 11 12 13 14

16 17 18 19 11 12 13 14 15 16 17 15 16 17 18 19 20 21

23 24 25 26 18 19 20 21 22 23 24 22 23 24 25 26 27 28

27 28 29 30 25 26 27 28 29 30 31 29 30 31

February **March** **April**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 1 2 3 1 2 3 4 5 6 7

5 6 7 8 9 10 11 4 5 6 7 8 9 10 8 9 10 11 12 13 14

12 13 14 15 16 17 18 11 12 13 14 15 16 17 15 16 17 18 19 20 21

19 20 21 22 23 24 25 18 19 20 21 22 23 24 22 23 24 25 26 27 28

26 27 28 29 25 26 27 28 29 30 31 29 30

May **June** **July**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 5 1 2 1 2 3 4 5 6 7

6 7 8 9 10 11 12 3 4 5 6 7 8 9 8 9 10 11 12 13 14

13 14 15 16 17 18 19 10 11 12 13 14 15 16 15 16 17 18 19 20 21

20 21 22 23 24 25 26 17 18 19 20 21 22 23 22 23 24 25 26 27 28

SA Route C - Hailsham/Stone 07:38
Cross/Eastbourne - Langney, Brendon
Close

Test Test

SA Route C - Hailsham/Stone 16:39
Cross/Eastbourne - Langney, Brendon
Close

5. Select the journey you wish to cancel and click 'Mark as not travelling'.

28 29 30 31 25 26 27 28 29 30 23 24 25 26 27 28 29 30 31

November **December** **January**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 5 1 2 3 1 2 3 4 5 6 7

6 7 8 9 10 11 12 4 5 6 7 8 9 10 8 9 10 11 12 13 14

13 14 15 16 17 18 19 11 12 13 14 15 16 17 15 16 17 18 19 20 21

20 21 22 23 24 25 26 18 19 20 21 22 23 24 22 23 24 25 26 27 28

27 28 29 30 25 26 27 28 29 30 31 29 30 31

February **March** **April**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 1 2 3 1 2 3 4 5 6 7

5 6 7 8 9 10 11 4 5 6 7 8 9 10 8 9 10 11 12 13 14

12 13 14 15 16 17 18 11 12 13 14 15 16 17 15 16 17 18 19 20 21

19 20 21 22 23 24 25 18 19 20 21 22 23 24 22 23 24 25 26 27 28

26 27 28 29 25 26 27 28 29 30 31 29 30

May **June** **July**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 5 1 2 1 2 3 4 5 6 7

6 7 8 9 10 11 12 3 4 5 6 7 8 9 8 9 10 11 12 13 14

13 14 15 16 17 18 19 10 11 12 13 14 15 16 15 16 17 18 19 20 21

20 21 22 23 24 25 26 17 18 19 20 21 22 23 22 23 24 25 26 27 28

SA Route C - Hailsham/Stone 07:38
Cross/Eastbourne - Langney, Brendon
Close

Mark as not travelling

Test Test

SA Route C - Hailsham/Stone 16:39
Cross/Eastbourne - Langney, Brendon
Close

6. Confirm the cancellation and click 'yes'.

28 29 30 31 25 26 27 28 29 30 23 24 25 26 27 28 29 30 31

November **December** **January**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 5 1 2 3 1 2 3 4 5 6 7

6 7 8 9 10 11 12 4 5 6 7 8 9 10 8 9 10 11 12 13 14

13 14 15 16 17 18 19 11 12 13 14 15 16 17 15 16 17 18 19 20 21

20 21 22 23 24 25 26 18 19 20 21 22 23 24 22 23 24 25 26 27 28

27 28 29 30 25 26 27 28 29 30 31 29 30 31

February **March** **April**

M T W T F S S M T W T F S S M T W T F S S

1 2 3 4 1 2 3 1 2 3 4 5 6 7

5 6 7 8 9 10 11 4 5 6 7 8 9 10 8 9 10 11 12 13 14

12 13 14 15 16 17 18 11 12 13 14 15 16 17 15 16 17 18 19 20 21

19 20 21 22 23 24 25 18 19 20 21 22 23 24 22 23 24 25 26 27 28

SA Route C - Hailsham/Stone 07:38
Cross/Eastbourne - Langney, Brendon
Close

Are you sure?

Marking this trip as not travelling will free up this seat to be used by another pupil. Are you sure that you would like to continue?

Yes No

Test Test

SA Route C - Hailsham/Stone 16:39
Cross/Eastbourne - Langney, Brendon
Close

7. Should you wish to reinstate your booking, you can do so by clicking 'Mark as travelling' and it will undo the cancellation. However, please be advised that this will be subject to availability.

9 30 31	25 26 27 28 29 30	23 24 25 26 27 28 29 30 31
November	December	January
W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5	1 2 3	1 2 3 4 5 6 7
7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 14
4 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21
1 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28
8 29 30	25 26 27 28 29 30 31	29 30 31
February	March	April
W T F S S	M T W T F S S	M T W T F S S
1 2 3 4	1 2 3	1 2 3 4 5 6 7
7 8 9 10 11	4 5 6 7 8 9 10	8 9 10 11 12 13 14
3 14 15 16 17 18	11 12 13 14 15 16 17	15 16 17 18 19 20 21
0 21 22 23 24 25	18 19 20 21 22 23 24	22 23 24 25 26 27 28
7 28 29	25 26 27 28 29 30 31	29 30
May	June	July
W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5	1 2	1 2 3 4 5 6 7
8 9 10 11 12	3 4 5 6 7 8 9	8 9 10 11 12 13 14

SA Route C - Hailsham/Stone

Cross/Eastbourne - Langney, Brendon

Close

07:38

Mark as travelling

Test Test
Not travelling

SA Route C - Hailsham/Stone

Cross/Eastbourne - Langney, Brendon

Close

16:39

How to change the Booking from Early bus to Late Bus



1. To get started, navigate to: eastbournecollege.vectare.co.uk

2. Once logged in, click "MY ACCOUNT".

The screenshot shows the Vectare website interface. On the left is a vertical navigation menu with the following items: TRAVELLING FROM (input field with LE11 3QF), TRAVELLING TO (input field with Eastbourne College / St Andrew), CALCULATE, LOGOUT, MY ACCOUNT (highlighted with a blue circle), CHECK AVAILABILITY, BOOK NOW, RIDE SHARING, and SCHOOL BUS SERVICE MAP. To the right of the menu is a list of bus routes: EC Route 1 - Brighton | EC Route 2 - Saltdean | EC Route 3 - Hastings | EC Route 4 - Tunbridge Wells/Crowborough | EC Route 5 - Tunbridge Wells/Mayfield | EC Route 6 - Tunbridge Wells/Mayfield | EC Route 7 - Hastings | EC Route 8 - Heathfield | EC Route 9 - Hastings | EC Route 10 - Hastings | EC Route 11 - Hastings | SA Route A - Peacehaven/Southeast/Southern | SA Route B - Lewes/Ingle/Eastbourne | SA Route C - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells - Boarders Bus | Clapham Junction - Boarders Bus. Below the routes is a map showing a route through the area, with labels for Cophorne, East Grinstead, Forest Row, Ardingly, Crowborough, A26, Herons Ghyll, St John the Baptist, Ashurst, and Mark.

3. Click 'Journey Calendar'

The screenshot shows the 'My account' page on the Vectare website. The page has a header with the text 'My account' and a sub-header 'Manage personal details and orders'. Below this is a list of menu items: Passengers, Orders, Journey calendar (highlighted with a blue circle), Claim orders, Waiting list, Live tracking, and Account settings. The left sidebar of the website is partially visible, showing a list of navigation items: HOME, ABOUT US, CONTACT US, TRAVELLING FROM, TRAVELLING TO, CALCULATE, LOGOUT, MY ACCOUNT, CHECK AVAILABILITY, BOOK NOW, RIDE SHARING, SCHOOL BUS SERVICE MAP, JOURNEY CALENDAR, CLAIM ORDERS, WAITING LIST, LIVE TRACKING, ACCOUNT SETTINGS, and HELP.

4. Locate the date for which you wish to amend your booking for.

The screenshot shows a bus booking interface. On the left, there is a vertical menu with buttons for 'ONS', 'IBUS', 'EGE', 'T', 'TRIP', and 'only'. The main area displays a calendar for the months of November, December, January, February, March, April, May, June, and July. A blue circle highlights the date '28' in the November calendar, and another blue circle highlights the text '2 trips' next to it. To the right of the calendar, there is a list of bus routes. The first route is 'SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon' with a departure time of '07:38' and a 'Close' button. Below it is another identical route with a departure time of '16:39' and a 'Close' button.

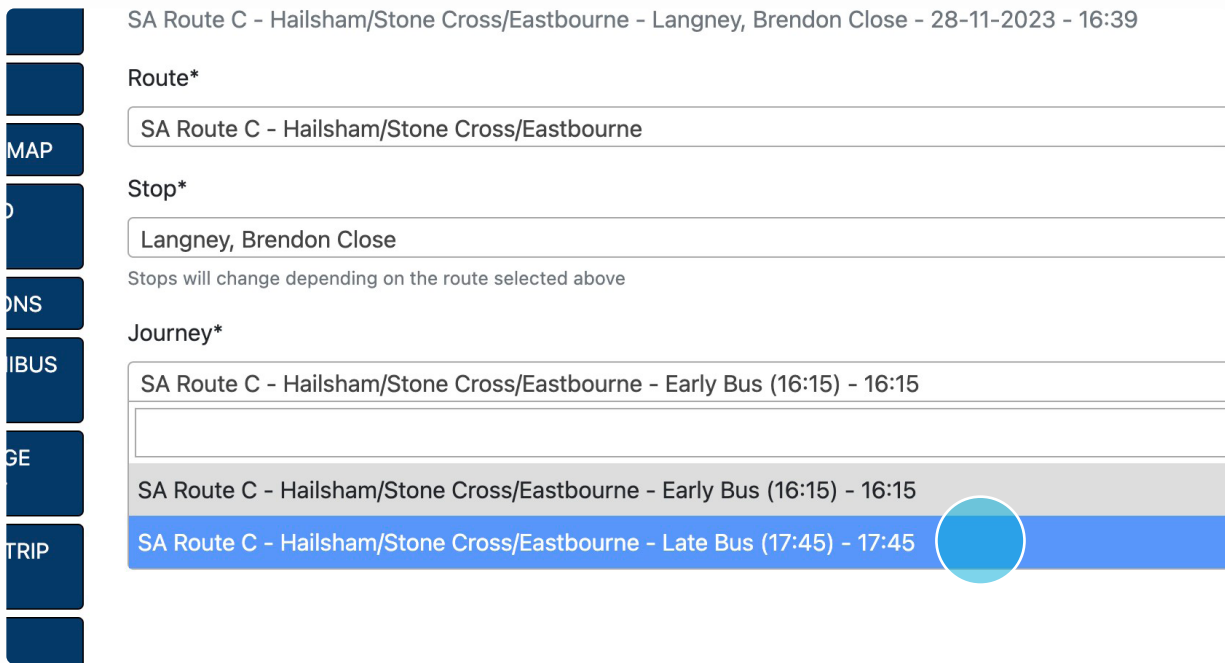
5. Select the journey you wish to change and click on 'Change this stop'.

This screenshot is similar to the previous one, but with a blue circle highlighting the 'Change this stop' button on the first bus route entry in the list. The button is located between the route name and the departure time.

6. Click on the journey dropdown.

The screenshot shows a form for selecting a journey. At the top, there is a dropdown menu with the text 'SA Route C - Hailsham/Stone Cross/Eastbourne'. Below it, there is a 'Stop*' dropdown menu with 'Langney, Brendon Close' selected. A note below the stop dropdown says 'Stops will change depending on the route selected above'. Underneath is a 'Journey*' dropdown menu with 'SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15' selected. A blue circle highlights the dropdown arrow on the right side of the journey dropdown. Below the dropdown is a search bar with the text 'Searching...' and a 'Submit' button.

7. You will then be able to select either the Early or the Late bus.



SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 28-11-2023 - 16:39

Route*

SA Route C - Hailsham/Stone Cross/Eastbourne

Stop*

Langney, Brendon Close

Stops will change depending on the route selected above

Journey*

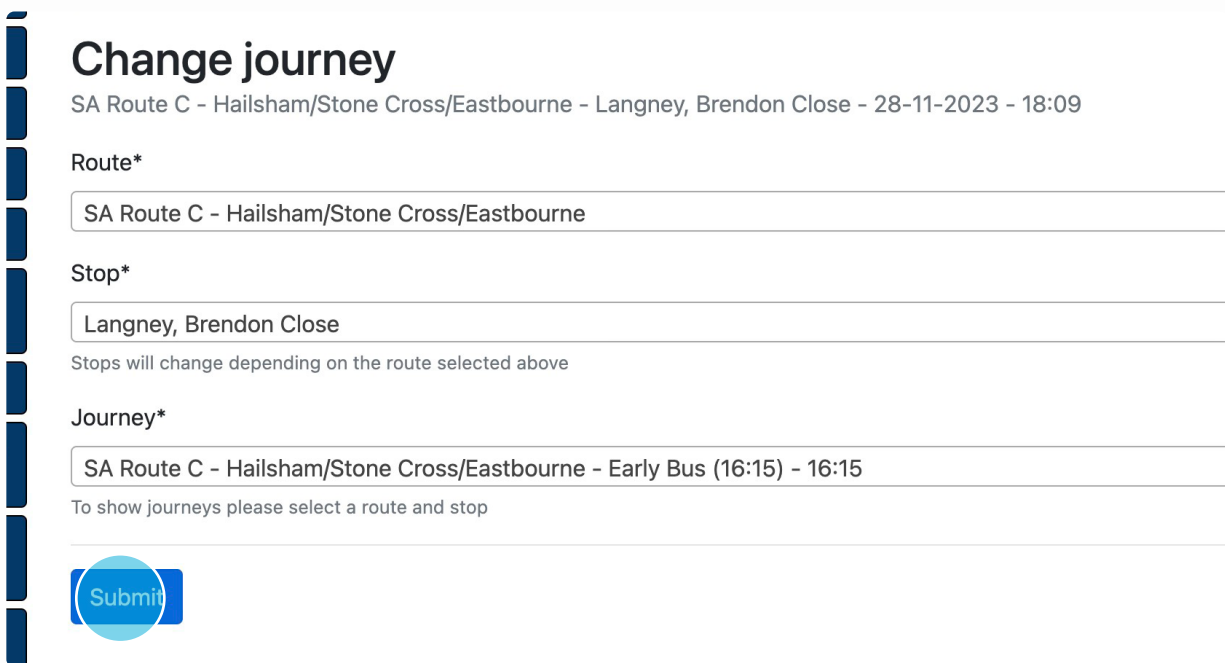
SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15

SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15

SA Route C - Hailsham/Stone Cross/Eastbourne - Late Bus (17:45) - 17:45

The interface shows a sidebar on the left with buttons for MAP, D, DNS, IBUS, GE, and TRIP. The main content area displays the selected route and stop, and a list of journey options. The 'Late Bus (17:45) - 17:45' option is highlighted with a blue bar and a blue circle.

8. Click "Submit"



Change journey

SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 28-11-2023 - 18:09

Route*

SA Route C - Hailsham/Stone Cross/Eastbourne

Stop*

Langney, Brendon Close

Stops will change depending on the route selected above

Journey*

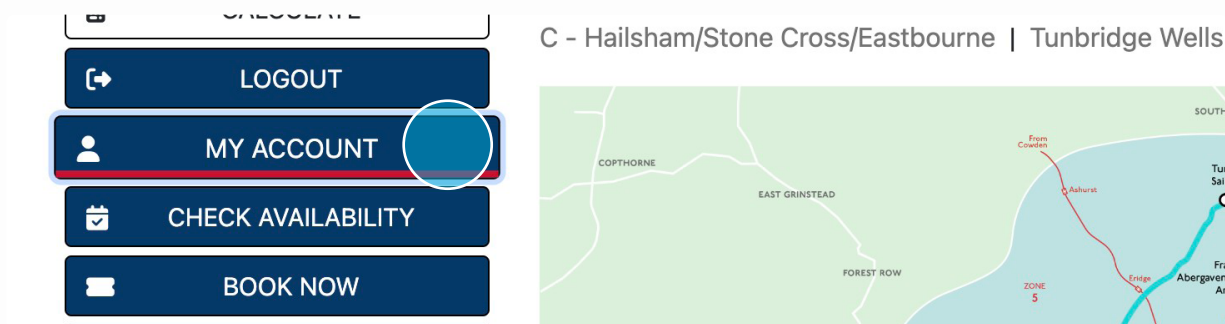
SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15

To show journeys please select a route and stop

Submit

The 'Change journey' page shows the same route and stop information as the previous screenshot. The 'Submit' button is highlighted with a blue circle.

9. Alternatively, this can be done through the 'Orders' page. To access it, please click "MY ACCOUNT".



LOGOUT

MY ACCOUNT

CHECK AVAILABILITY

BOOK NOW

C - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells

The screenshot shows a user account menu on the left with buttons for LOGOUT, MY ACCOUNT (highlighted with a blue circle), CHECK AVAILABILITY, and BOOK NOW. To the right is a map of the Tunbridge Wells area, showing the bus route C. The map includes labels for COPTHORNE, EAST GRINSTEAD, FOREST ROW, ZONE S, Ashurst, and Tun Sair.

10. Click 'Orders'

My account

My account

Manage personal details and orders

- Passengers
- Orders**
- Journey calendar
- Claim orders
- Waiting list
- Live tracking

11. Select the booking you wish to amend.

EC Route 1 - Brighton | EC Route 2 - Saltdean | EC Route 3 - North Chailey | EC Route 4 - Uckfield | EC Route 5 - Tunbridge Wells/Crowborough | EC Route 6 - Tunbridge Wells/Mark Cross | EC Route 7 - Tunbridge Wells/Mayfield | EC Route 8 - Heathfield | EC Route 9 - Burwash | EC Route 10 - Hawkhurst/Battle | EC Route 11 - Hastings | SA Route A - Peacehaven/Southeast/Seaford | SA Route B - Lewes/Firle/Eastbourne | SA Route C - Hailsham/Stone Cross/Eastbourne | Tunbridge Wells - Boarders Bus | Clapham Junction - Boarders Bus

[My account](#) / [Orders](#)

Orders

View orders for your passengers, let drivers know [View bookings](#) will not be travelling

Test Parent: Test Test - £72.71 **Paid later** 2m 41s ago

12. Select the child whose booking you wish to change.

Test Parent: Test Test - £72.71 **Paid later**

Bookings

Test Test

13. Select the journey you wish to change and click on 'Change this stop'.

SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 28-11-2023 - 07:38 -	
SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 28-11-2023 - 18:09 -	
SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 29-11-2023 - 07:38 -	
SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 29-11-2023 - 16:39 -	
SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 30-11-2023 - 07:38 -	
SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 30-11-2023 - 16:39 -	
SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 01-12-2023 - 07:38 -	

14. Click on the journey dropdown.

SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 28-11-2023 - 16:39

Route*

SA Route C - Hailsham/Stone Cross/Eastbourne

Stop*

Langney, Brendon Close

Stops will change depending on the route selected above

Journey*

SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15

Searching...

15. You will then be able to select either the Early or the Late bus.

Langney, Brendon Close

Stops will change depending on the route selected above

Journey*

SA Route C - Hailsham/Stone Cross/Eastbourne - Late Bus (17:45) - 17:45

SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15

SA Route C - Hailsham/Stone Cross/Eastbourne - Late Bus (17:45) - 17:45

16. Click "Submit"

- Y
-
-
- MAP
- D
- ONS
- IBUS
- GE
- TRIP

Change journey

SA Route C - Hailsham/Stone Cross/Eastbourne - Langney, Brendon Close - 28-11-2023 - 18:09

Route*

SA Route C - Hailsham/Stone Cross/Eastbourne

Stop*

Langney, Brendon Close

Stops will change depending on the route selected above

Journey*

SA Route C - Hailsham/Stone Cross/Eastbourne - Early Bus (16:15) - 16:15

To show journeys please select a route and stop

