

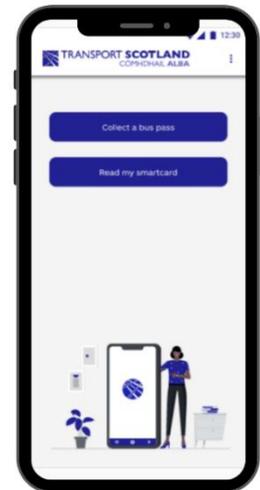
# Transport Scot Pass Collect app factsheet

Watch a guide on [how to use the app](#)

The [Transport Scot Pass Collect app](#) lets people aged 16 – 21, who already have a Young Scot National Entitlement Card (NEC) (or non-Young Scot branded NEC), download free bus travel onto their existing card. This means they may not need to apply for a replacement.

The app guides them through the process of downloading free bus travel onto their card, with simple step-by-step instructions. It will tell them when free bus travel has been successfully downloaded onto the card, and then they are ready to jump on the bus for free straight away.

The app can also be used by anyone to ‘read’ an NEC or Young Scot NEC to see what smart travel concession passes or other travel entitlements are stored on the card.



## Who can use the app?

- Anyone aged 16 and over with an existing active NEC or Young Scot NEC. Active cards are those received since 2016 – they'll have a long number next to the ITSO logo and, if there is a date of birth shown, it will be highlighted with a pink strip, as shown.
- Anyone with a compatible smartphone can use the app to download free bus travel onto an existing card or read an NEC or Young Scot NEC. So if you don't have a compatible phone, a family member or friend can download the app on their phone for you.
- The photo on the card must be kept up to date and should still look like the cardholder.



## What device is needed to download the app?

- Android (version 6 or later) or iOS phone (version 6 or later).
- The phone must be connected to the internet (Wi-Fi or mobile connection 3G+).
- It must have Near Field Communication (NFC) - this is the same service used for mobile contactless payment.



## Downloading the app

- The Transport Scot Pass Collect app can be downloaded on [Apple](#) and [Google](#).
- Or by opening an app store, searching for Transport Scot Pass Collect, clicking 'download', then 'open', and the app will be ready to use.

## Using the app

- The app is easy to use and provides simple instructions for the user or you can watch a [video](#) on how to use the app.
- The app can remotely collect free bus travel and also 'read' what passes or entitlements are currently on the NEC or Young Scot NEC.
- For phones to scan and read a card, it's important to place the card in the correct position on the back of the phone. This is different for iOS and Android phones as shown below.



Correct position for iOS



Correct position for Android

## What if it doesn't work?

- If an error message is displayed, it will provide details about what has gone wrong and tell you what to do next, or who to contact.
- Like any busy service, during peaks in demand people may have to try more than once to download their free bus travel onto their card.

## Is any personal data held on the app?

- There is no data, personal or other, held or stored on the app.
- [App terms and conditions](#) are available on our website.