

RSRTC Mobile Ticket Booking

User Guide for Android Application

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Introduction

This document provides information about the services and functions available within the RSRTC Mobile Android App (referred to simply as "Android App" in the remainder of this document) and how to access them.

Overview

The Android App provides you a user-friendly, quick RSRTC buses ticket booking system, which enables you to book tickets with so much ease on your existing android device. This app adheres to the Android Human Interface Guidelines for a productivity perspective, so you will feel comfortable while using it.

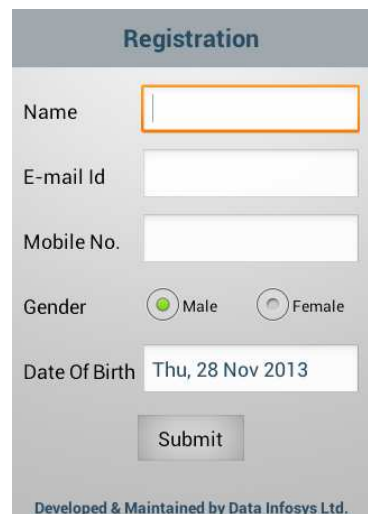
Getting Started

Installation

The latest mobile app is available on Google Play store and searchable through "RSRTC mobile". The installation process is very much straight forward and requires you to just click on the "Install" button after searching on Google Play.

Registration and Login

You must register yourself once to use the app. To register yourself just click on "New User?" link on Login Screen and fill a simple form (all fields in this form are mandatory). After filling the form click on "Submit" button and you will receive an email containing password of your newly created account. The email address provided by you will be used as your username in the application.

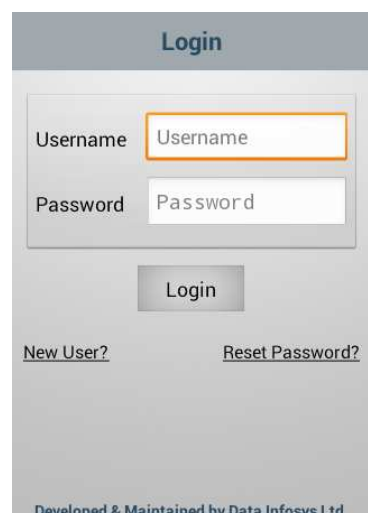


The registration form is titled "Registration" and contains the following fields and options:

- Name: A text input field with a placeholder.
- E-mail Id: A text input field with a placeholder.
- Mobile No.: A text input field with a placeholder.
- Gender: Two radio buttons labeled "Male" (selected) and "Female".
- Date Of Birth: A date picker showing "Thu, 28 Nov 2013".
- Submit: A button to submit the registration form.

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Registered Users can login into Mobile App by entering username and password on login screen and clicking on Login.



The login form is titled "Login" and contains the following fields and options:

- Username: A text input field with a placeholder "Username".
- Password: A text input field with a placeholder "Password".
- Login: A button to submit the login form.
- New User?: A link to the registration page.
- Reset Password?: A link to the password reset page.

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Booking Process









Booking process starts from bus searching. To search the buses, enter From (City Name), To (City Name), Bus Type and Departure Date and click "Search" button.

The App will now show the available bus services on the basis of criteria given by you. The search results will contain details like Departure Time, Bus Type and Fare Details etc.

Select the desired Bus service and proceed to next screen.

TIP: You can change the dates quickly using "Back" and "Forward" arrows on top of search result.

Next screen will present you the actual seat layout of bus to help you take better decision on seat selection. Various quotas, reservations are already made not selectable in the layout, and available seats are highlighted to help you make selection faster. Various markers used in screen are as follows:

-  Quota Seats
-  Booked Seats
-  Available Seats
-  Selected Seats
-  Quota Sleepers
-  Booked Sleepers
-  Available Sleepers
-  Selected Sleepers

Select desired Seats and click "Continue Booking" button.

Enter all passenger details like salutation, name and age in next screen. If a passenger is Senior Citizen then click on check box provided next to them. You have to enter RFID numbers for all the Senior Citizen tickets.

Select Boarding and Alighting point and click "Continue Booking" button.

NOTE: According to new RSRTC guidelines all the Senior Citizens must have RFID Card with them at the time of travel.

Payment Details Screen- next screen will show you passenger details with all the charges to be paid. You can make payment either by Netbanking/Debit Card/Credit Cards or by Prepaid Wallet.

NOTE: Prepaid wallet is the service, which provides you a very short and convenient payment method. To make payment using this service, you must have pre-deposited amount in your wallet and PIN number issues to you.

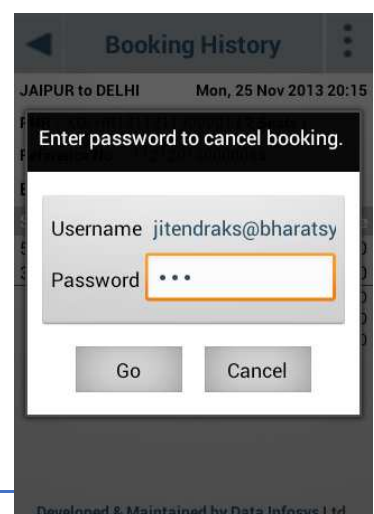
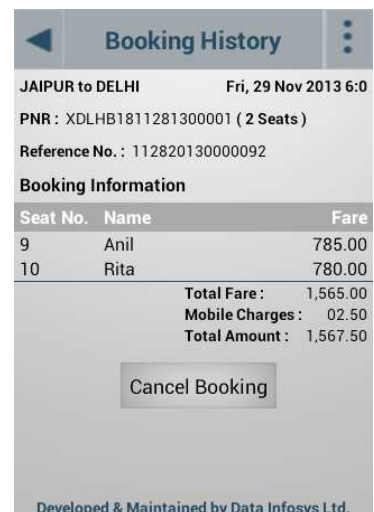
After successful payment you will have a payment summary screen which shows your payment status. You have to close this screen by pressing "Back" button of your phone. The mobile app will confirm the payment to RSRTC and book your requested ticket. After successful booking you will be presented a successful booking message with your PNR number.

Cancellation Process

To cancel a ticket previously booked by you using Mobile App, You need to go to My Bookings and select the booking by PNR number.

Next screen will show booking details which includes which includes journey details, PNR No, passenger details and payment details. To cancel booking click on "Cancel Booking" button.

Clicking on Cancel booking will prompt you to enter password for the cancellation. Enter password and click "Go" button to cancel ticket.




After cancellation, you will see summary of cancelled ticket which includes, booking details, fare details and refund amount with newly generated PNR of cancelled booking.

Booking History		
JAIPUR to DELHI		Fri, 29 Nov 2013 6:0
PNR : XDLHB1811281300002 (2 Seats)		
Reference No. : 112820130000092		
Booking Information		
Seat No.	Name	Fare
9	Anil	785.00
10	Rita	780.00
Total Fare :		1,565.00
Mobile Charges :		02.50
Total Amount :		1,567.50
Cancellation Charges :		313.50
Refunded Amount :		1,254.00

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Logout Process:

Users can logout from the mobile app by clicking Logout from Application menu (Application menu can be opened by clicking on  button on top right of the screen).

Search Bus

From:

Bus Type: ALL

Departure date: Thu, 16 Jan 2014

Search

- Book Tickets
- My Bookings
- Failed Bookings
- About Us
- Call Support
- Logout

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Password Reset Process

If you forgot your password, you just have to enter username and click "Reset Password" link on Login Screen. The system will send an email to your registered email address containing password reset link.

Login

Username:

Password:

Login

[New User?](#) [Reset Password?](#)

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After clicking Reset Password, a reset password page will be opened in the browser. You have to enter your new password, confirm password and click "Submit button" to change your password.

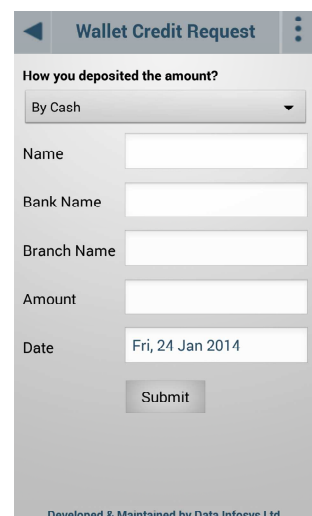


Prepaid Wallet Management

You can do payments through either Online (Credit Card/Debit Card/Net Banking) or through Prepaid Wallet. When you register yourself with us, we create a Prepaid Wallet for you by default (you will receive details in your registration email). You have to fill your Prepaid Wallet by depositing money in one of following accounts.

- Bank Name- State Bank of Bikaner & Jaipur
Branch- Tilak Marg, C-Scheme, Jaipur
IFSC Code- SBBJ0010510
A/c No. - 61045430743
- Bank Name- HDFC
Branch- Ashok Marg, C-Scheme, Jaipur
IFSC Code- HDFC0000054
A/c No. - 00542320004889

After depositing money you have to send us your transaction information to get credit. To send your transaction information open your app and click "Wallet Credits" button in application menu. Select your deposit method, fill transaction informations and click "Submit" button. Now you will get credit your wallet after realization of amount (when amount shown) in our bank accounts.



Troubleshooting

Troubleshooting section lists some common issues and their resolutions.

Getting error “Please insert a valid SIM into phone to register to the RSRTC server!”

You will get this error when either SIM card is not inserted into phone (Insert a working SIM card to resolve this) or your phone is in Airplane/Flight mode (Make phone in online mode to resolve this).

Getting error “Network Error!”

You will get this error when internet is not working on phone. To resolve this make sure you have working internet connectivity on your mobile.

Not getting bus list on searching

You will get empty search result on either no buses matching your search criteria or no internet connectivity on you device.

Getting message “Unable to get status from RSRTC Server, please try later”

You will get this message only when there is some problem connecting to RSRTC server. You just click “Retry Button” and we will try to communicate with RSRTC server again.

My payment was successful but ticket was not booked

After filling passenger details, RSRTC server temporary holds your seats for a few minutes, you have to complete your payment within this limit or otherwise this transaction will be failed. Failed transactions would be refunded in 7-8 working days.

I have deposited money in bank accounts for Prepaid Wallet but I am not getting credits

When you deposit your money in bank accounts, the bank takes some time to verify the transaction. After bank’s verification we will receive credit in our accounts. After receiving credit in our accounts your wallet will be credited instantly. So you should wait at-least till bank working hours, but if even after bank working hours you don’t get credit in your wallet then please contact us on support@rajasthanroadways.in.
