

Operator Web Portal

Transport Scotland

How to register for a ***Saltire***card

A ***Saltire***card can be obtained direct from the operator or via the card portal.

Access to the card portal can be found via a link on the operators website.

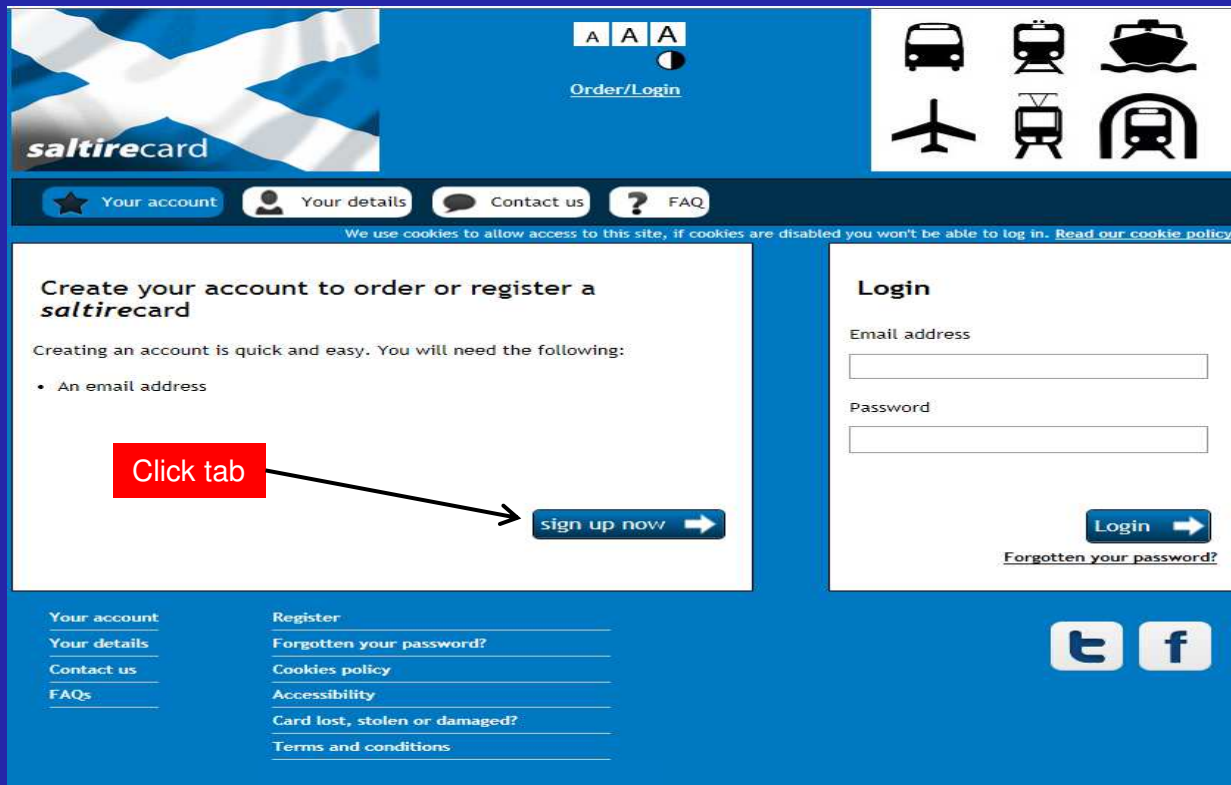
To create an account and register for a ***Saltire***card the following instructions should be followed.

Step 1: Create Account

To create an account and order or register a **saltirecard** click the “sign up now” tab as shown below.

The “register for a **saltirecard** account” screen will be displayed (see fig 2).

Fig 1



The screenshot displays the Transport Scotland website's account creation and login interface. At the top, there is a header with the saltirecard logo, accessibility icons, and a navigation bar with links for 'Your account', 'Your details', 'Contact us', and 'FAQ'. Below the header, a cookie notice is visible. The main content area is split into two columns. The left column, titled 'Create your account to order or register a saltirecard', explains that creating an account is quick and easy and lists the requirements: 'An email address'. A red box with the text 'Click tab' and an arrow points to the 'sign up now' button. The right column, titled 'Login', contains input fields for 'Email address' and 'Password', a 'Login' button, and a link for 'Forgotten your password?'. The footer includes links for 'Your account', 'Your details', 'Contact us', 'FAQs', 'Register', 'Forgotten your password?', 'Cookies policy', 'Accessibility', 'Card lost, stolen or damaged?', and 'Terms and conditions'. Social media icons for Twitter and Facebook are also present.

Create your account to order or register a saltirecard

Creating an account is quick and easy. You will need the following:

- An email address

Click tab → [sign up now](#)

Login

Email address

Password

[Login](#)

[Forgotten your password?](#)

[Your account](#)
[Your details](#)
[Contact us](#)
[FAQs](#)

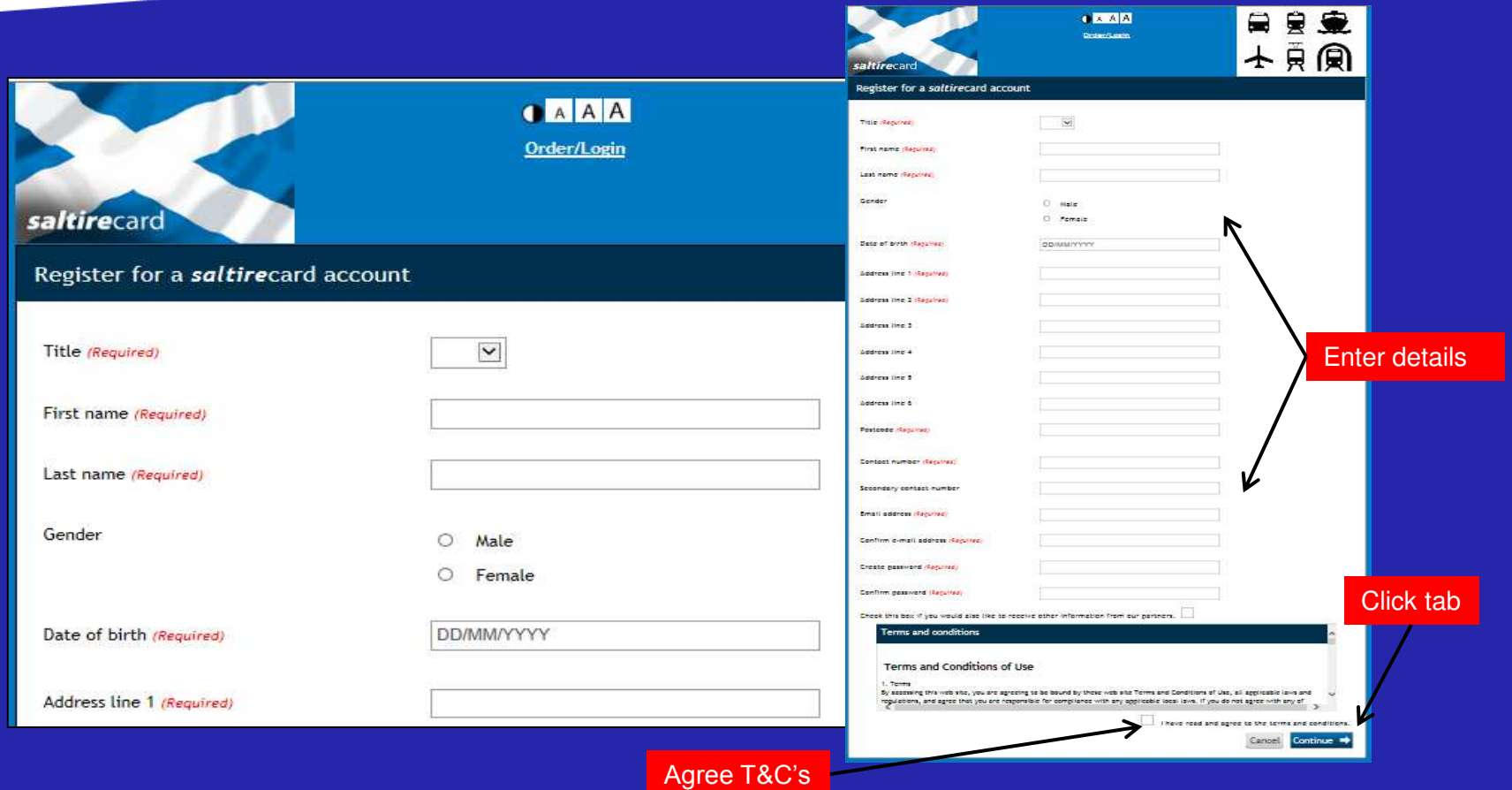
[Register](#)
[Forgotten your password?](#)
[Cookies policy](#)
[Accessibility](#)
[Card lost, stolen or damaged?](#)
[Terms and conditions](#)

Step 2: Create Account - Personal Details Screen

In the relevant boxes enter your personal details, agree to the terms and conditions (T&Cs) and click on the “continue” tab.

The “check your registration details” screen will be displayed (see fig 3)

Fig 2



The screenshot displays the 'Register for a saltirecard account' form. The form is divided into two main sections: a left-hand section for personal details and a right-hand section for contact and security details. The left-hand section includes fields for Title (Required), First name (Required), Last name (Required), Gender (Male/Female), Date of birth (Required) in DD/MM/YYYY format, and Address line 1 (Required). The right-hand section includes fields for Title (Required), First name (Required), Last name (Required), Gender (Male/Female), Date of birth (Required) in DD/MM/YYYY format, Address line 1 (Required), Address line 2 (Required), Address line 3 (Required), Address line 4 (Required), Address line 5 (Required), Postcode (Required), Contact number (Required), Secondary contact number, Email address (Required), Confirm e-mail address (Required), Create password (Required), and Confirm password (Required). At the bottom of the right-hand section, there is a checkbox for 'I have read and agree to the terms and conditions.' and a 'Continue' button. A red box labeled 'Enter details' with two arrows points to the input fields on the right. A red box labeled 'Click tab' with an arrow points to the 'Continue' button. A red box labeled 'Agree T&C's' with an arrow points to the checkbox for agreeing to the terms and conditions.

Register for a saltirecard account

Title (Required) [v]

First name (Required) []

Last name (Required) []

Gender

☐ Male

☐ Female

Date of birth (Required) DD/MM/YYYY []

Address line 1 (Required) []

Address line 2 (Required) []

Address line 3 (Required) []

Address line 4 (Required) []

Address line 5 (Required) []

Postcode (Required) []

Contact number (Required) []

Secondary contact number []

Email address (Required) []

Confirm e-mail address (Required) []

Create password (Required) []

Confirm password (Required) []

Check this box if you would also like to receive other information from our partners. ☐

Terms and conditions

Terms and Conditions of Use

1. Terms

By accessing this web site, you are agreeing to be bound by these web site Terms and Conditions of Use, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of the terms, please do not access the site.

☐ I have read and agree to the terms and conditions.

Cancel Continue

Enter details

Click tab

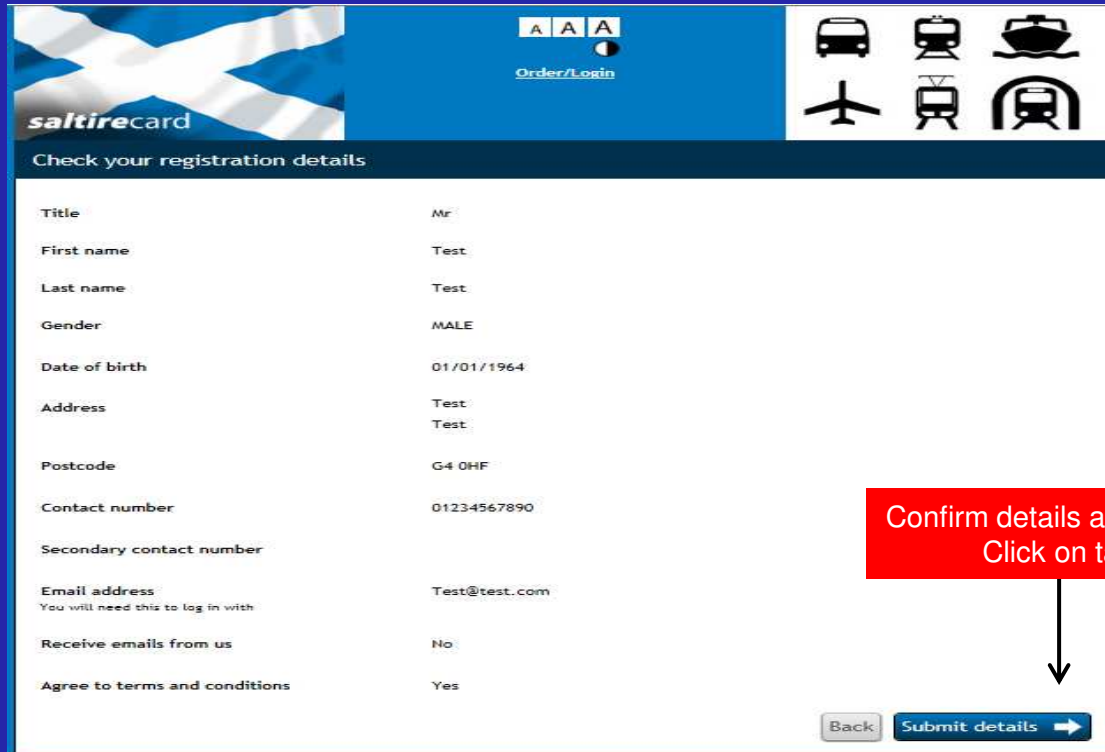
Agree T&C's

Step 3: Create Account - Check Personal Details Screen

Once you are happy that the details entered are correct click on the “submit details” tab.

The “registration submitted” screen will be displayed (see fig 4)

Fig 3



The screenshot shows the 'Check your registration details' screen. The header includes the saltirecard logo, a language selector (A A A), and an 'Order/Login' link. The main content area displays the following details:

Title	Mr
First name	Test
Last name	Test
Gender	MALE
Date of birth	01/01/1964
Address	Test Test
Postcode	G4 0HF
Contact number	01234567890
Secondary contact number	
Email address <small>You will need this to log in with</small>	Test@test.com
Receive emails from us	No
Agree to terms and conditions	Yes

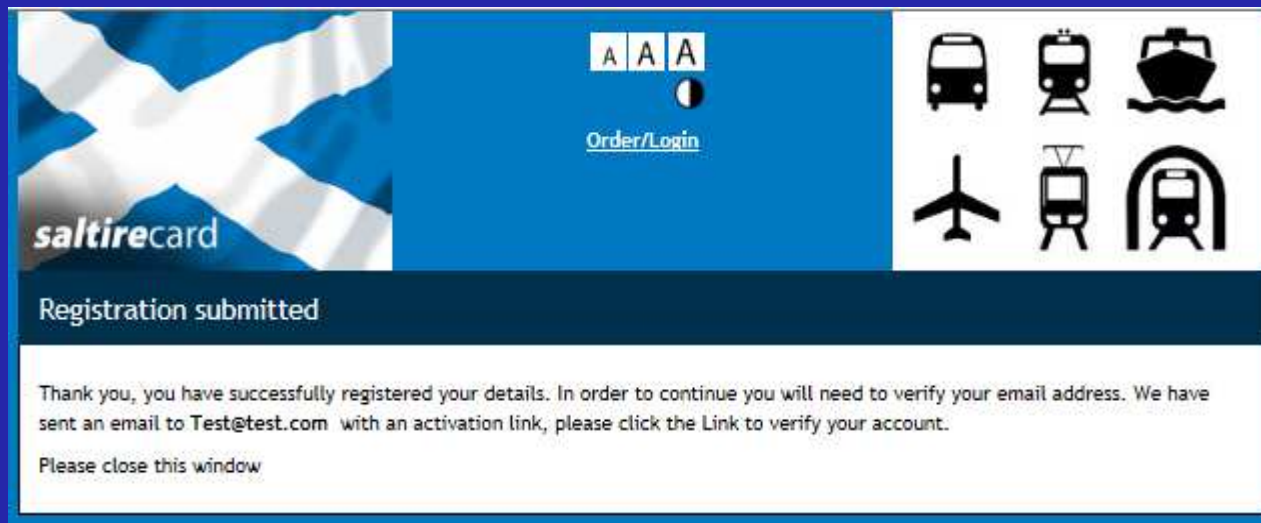
At the bottom right, there is a red callout box with the text 'Confirm details are correct Click on tab' and an arrow pointing to the 'Submit details' button. The button is labeled 'Submit details' with a right-pointing arrow. A 'Back' button is also visible to the left of the 'Submit details' button.

Step 4: Create Account – Registration submitted screen

The screen will display a message advising that the registration has been submitted and that an e-mail has been generated and sent to your e-mail address for verification (see fig 5).

The screen can now be closed.

Fig 4



Step 5: Create Account – Verification Email

To “verify” your account click on the link contained within the email received (as shown below).

The “log-in” screen of the operator portal will be displayed (see fig 6)

Fig 5

Dear Mr Test,

We need to verify your email address in order to complete your registration. Please click the link below to verify your email address.

<https://evecoaches.smartportal.io/login.faces?token=858849687276675633&user=Test@test.com>

saltirecard

Please do not reply to this email. This automated account is not monitored and you will not receive a response from us.

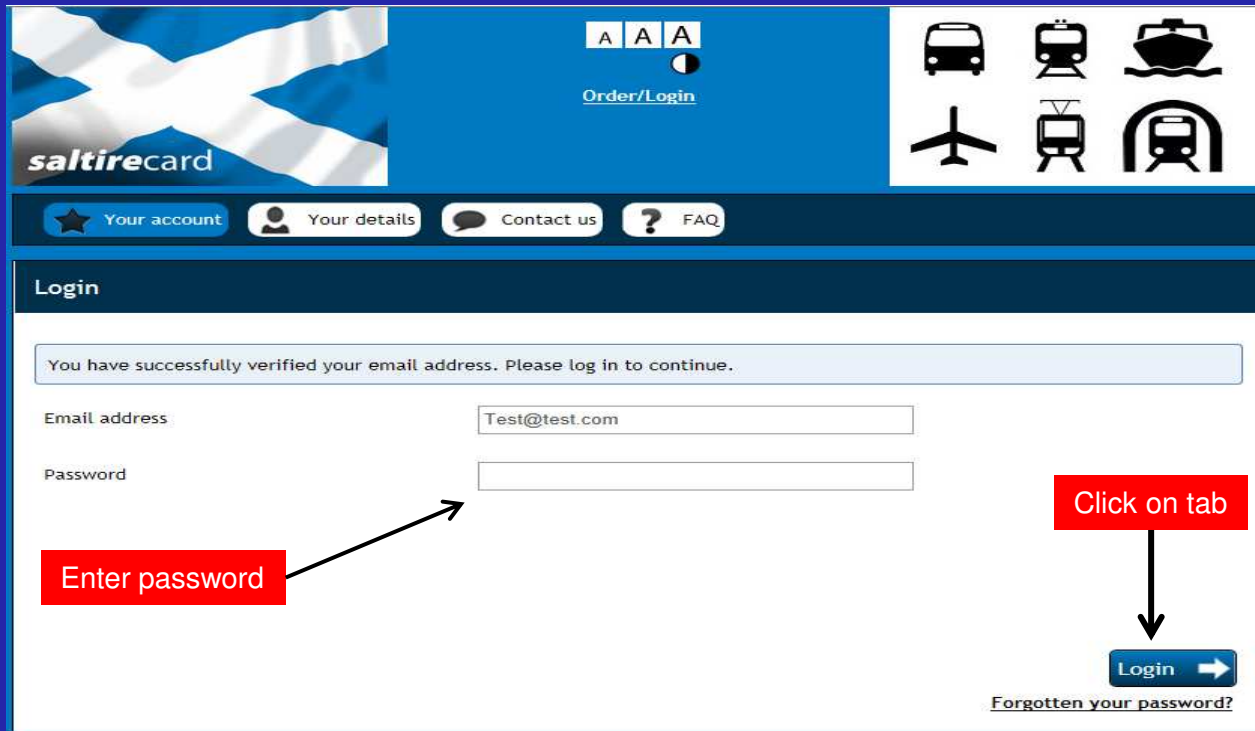
Click on link to verify account

Step 6: Your Account - Login Screen

To access your account enter your password (this is the password used to register your account) as shown below and click on the “login” tab.

The “order or register a **saltirecard**” screen will be displayed (see fig 7).

Fig 6



The screenshot shows the Transport Scotland login interface. At the top, there is a header with the saltirecard logo, a language selector (A A A), and a link to 'Order/Login'. Below this is a navigation bar with links for 'Your account', 'Your details', 'Contact us', and 'FAQ'. The main content area is titled 'Login' and contains a message: 'You have successfully verified your email address. Please log in to continue.' Below this message are two input fields: 'Email address' (containing 'Test@test.com') and 'Password'. A red box with the text 'Enter password' has an arrow pointing to the password input field. To the right of the password field, there is a red box with the text 'Click on tab' and an arrow pointing down to a 'Login' button. Below the 'Login' button is a link that says 'Forgotten your password?'.

Order/Login

★ Your account 👤 Your details 💬 Contact us ? FAQ

Login

You have successfully verified your email address. Please log in to continue.

Email address: Test@test.com

Password:

Enter password

Click on tab

Login →

[Forgotten your password?](#)

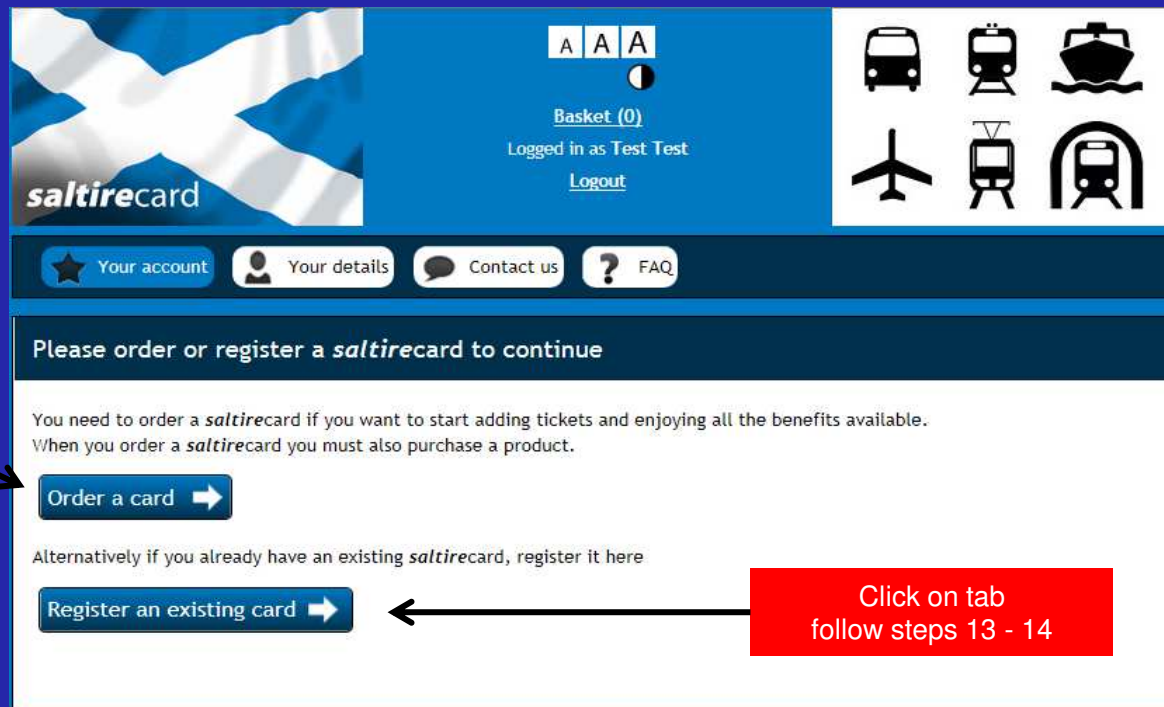
Step 7: Your Account - Order or Register a *saltirecard* Screen

Now that your account has been created the next step is to either order a *saltirecard* or register an existing card.

To order a *saltirecard* click on the relevant link as shown below and follow the instructions from steps 8 - 12

To register an existing *saltirecard* click on the link as shown below and follow the instructions at steps 13 - 14

Fig 7

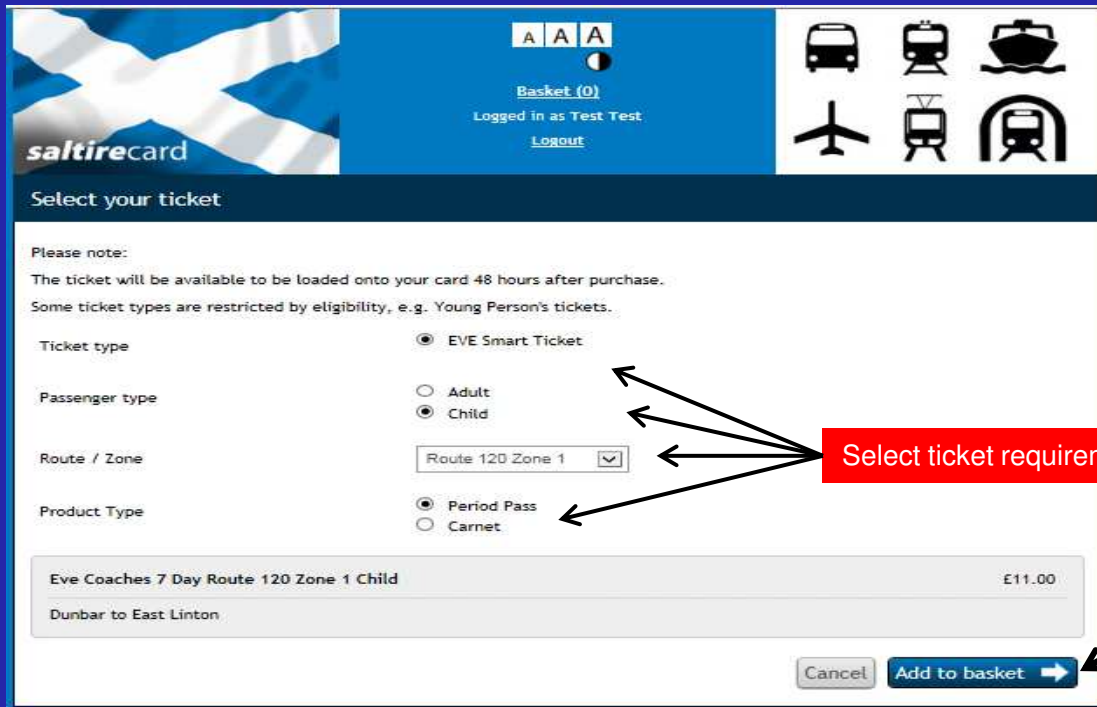


Step 8: Select Ticket Screen

From the screen below select the required tickets. On completion proceed by clicking on “add to basket”.

The “basket” screen will be displayed and you will be able to check the tickets ordered (see fig 9)

Fig 8



saltirecard

A A A

Basket (0)

Logged in as Test Test

[Logout](#)

Select your ticket

Please note:
The ticket will be available to be loaded onto your card 48 hours after purchase.
Some ticket types are restricted by eligibility, e.g. Young Person's tickets.

Ticket type ☒ EVE Smart Ticket

Passenger type ☐ Adult ☒ Child

Route / Zone ☒

Product Type ☒ Period Pass ☐ Carnet

Eve Coaches 7 Day Route 120 Zone 1 Child £11.00

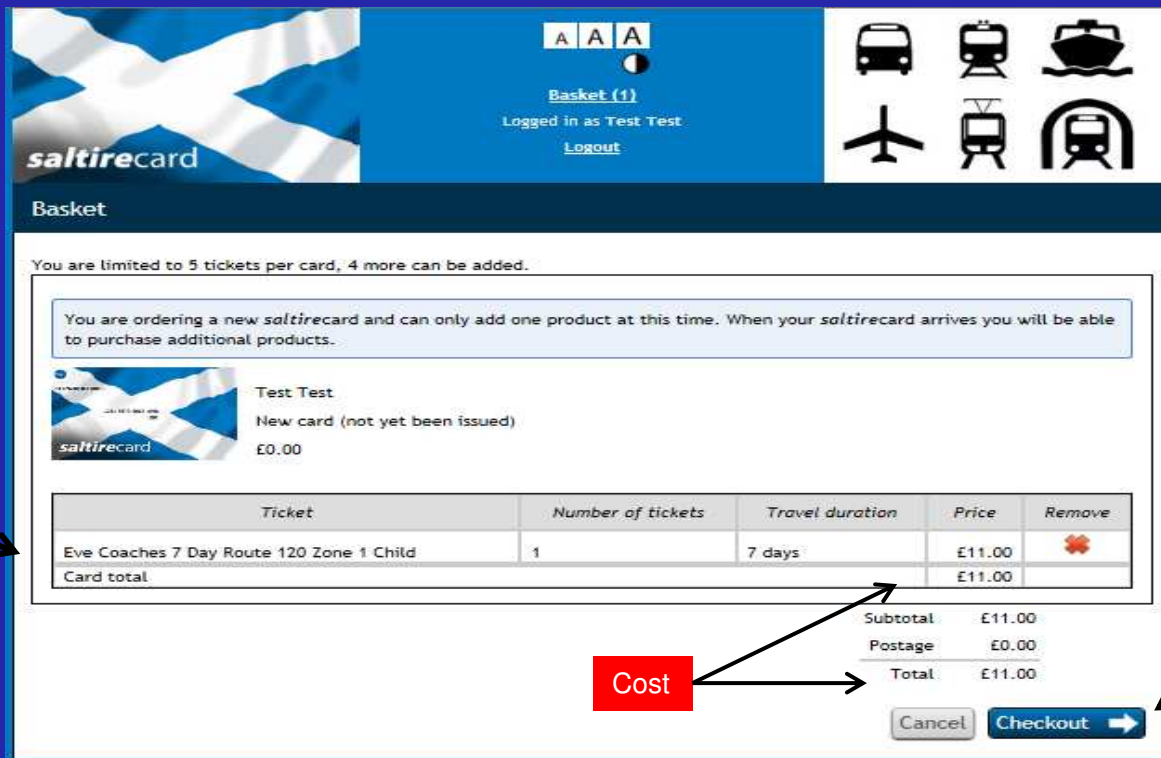
Dunbar to East Linton

Step 9: Basket Screen

The screen below will display the tickets ordered and cost. To confirm your selection click on the “checkout” tab.

The “pay and complete your order” screen will be displayed and payment details will be required (see fig 10).

Fig 9





Basket (1)
Logged in as Test Test
[Logout](#)

Basket

You are limited to 5 tickets per card, 4 more can be added.

You are ordering a new saltirecard and can only add one product at this time. When your saltirecard arrives you will be able to purchase additional products.

 Test Test
New card (not yet been issued)
£0.00

Ticket	Number of tickets	Travel duration	Price	Remove
Eve Coaches 7 Day Route 120 Zone 1 Child	1	7 days	£11.00	
Card total			£11.00	

Subtotal: £11.00
Postage: £0.00
Total: £11.00

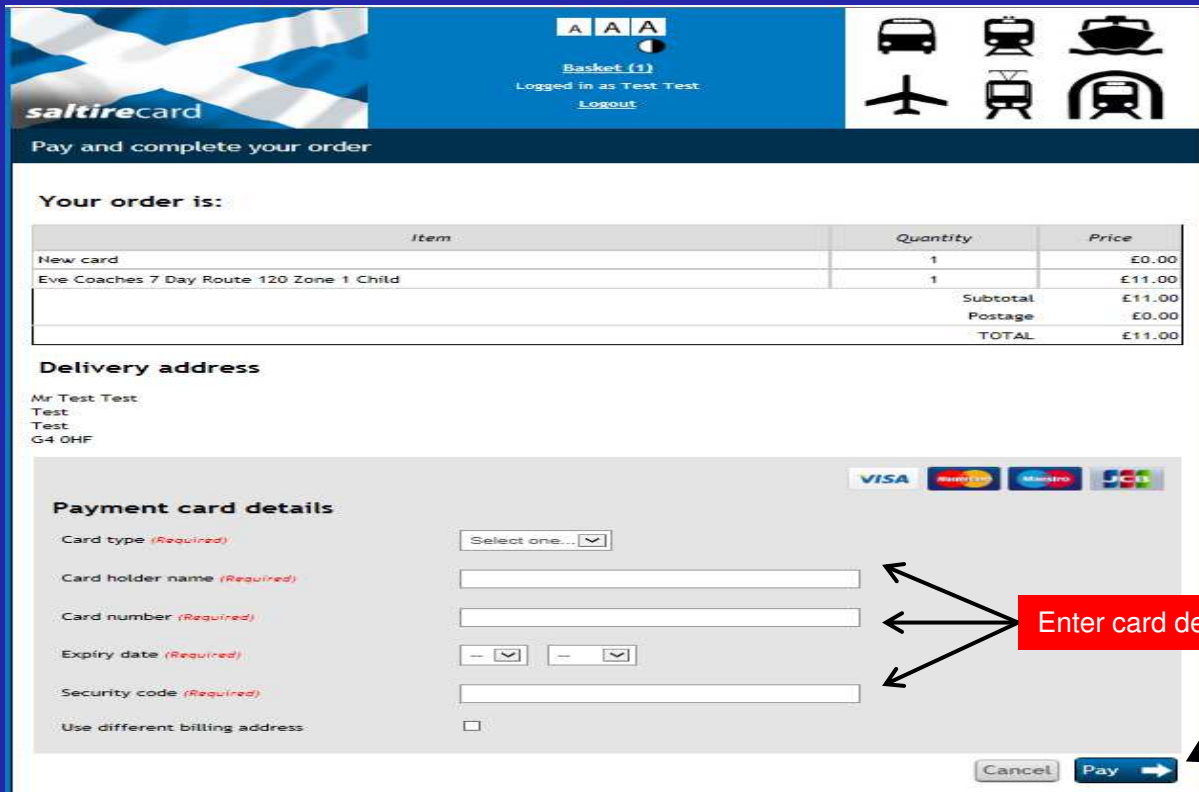
[Cancel](#) [Checkout](#)

Step 10: Pay and complete your order screen

To complete and pay the tickets ordered enter your credit card details and click on the “pay” tab.

The “your order complete” screen will be displayed (see fig 11).

Fig 10



Pay and complete your order

Your order is:

Item	Quantity	Price
New card	1	£0.00
Eve Coaches 7 Day Route 120 Zone 1 Child	1	£11.00
Subtotal		£11.00
Postage		£0.00
TOTAL		£11.00

Delivery address

Mr Test Test
Test
Test
G4 0HF

Payment card details

Card type (Required):

Card holder name (Required):

Card number (Required):

Expiry date (Required):

Security code (Required):

Use different billing address: ☐

Enter card details

Click on tab

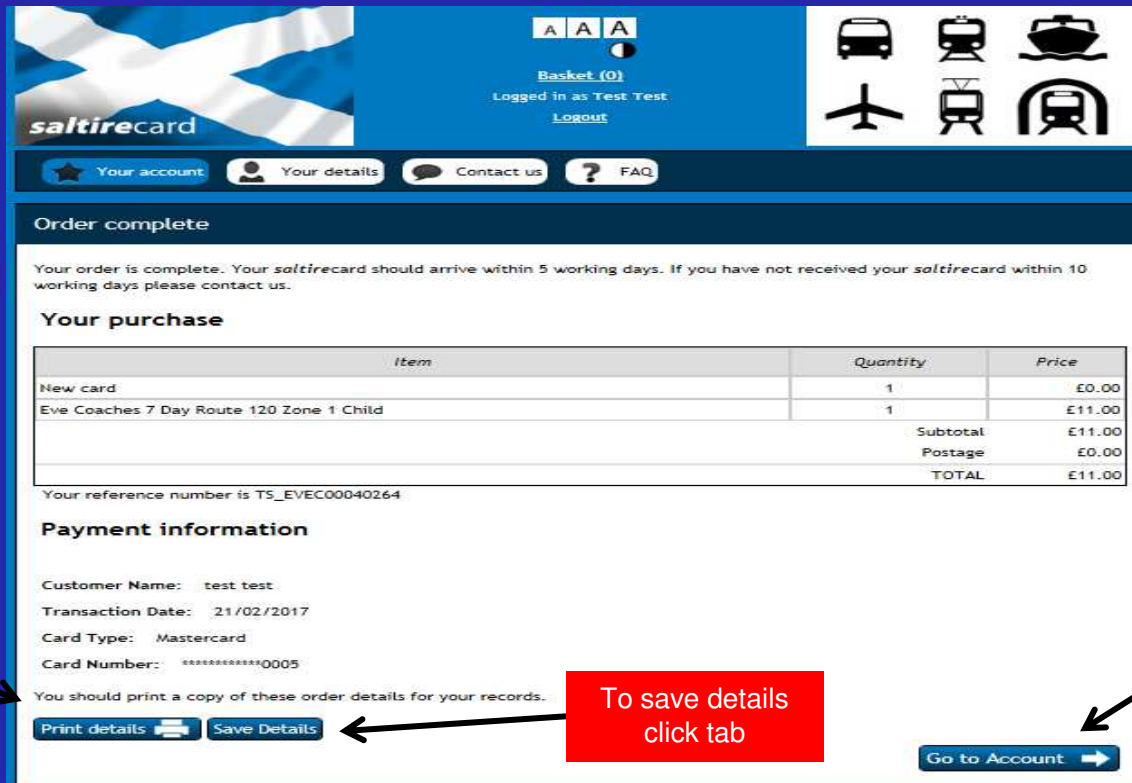
Cancel Pay

Step 11: Your Account - Order complete screen

The screen below details your purchase. This information can be saved or a printout of the details is available by clicking on the relevant tab(s) as shown below. Your **saltirecard** should arrive 5 working days after purchase and will show as “pending” on your account.

To see the status of your order click the “go to account” tab. The “your account” screen will be displayed (see fig 12).

Fig 11



Order complete

Your order is complete. Your **saltirecard** should arrive within 5 working days. If you have not received your **saltirecard** within 10 working days please contact us.

Your purchase

Item	Quantity	Price
New card	1	£0.00
Eve Coaches 7 Day Route 120 Zone 1 Child	1	£11.00
	Subtotal	£11.00
	Postage	£0.00
	TOTAL	£11.00

Your reference number is TS_EVE00040264

Payment information

Customer Name: test test
Transaction Date: 21/02/2017
Card Type: Mastercard
Card Number: ****000000000005

You should print a copy of these order details for your records.

[Print details](#) [Save Details](#) [Go to Account](#)

To print details
click tab

To save details
click tab

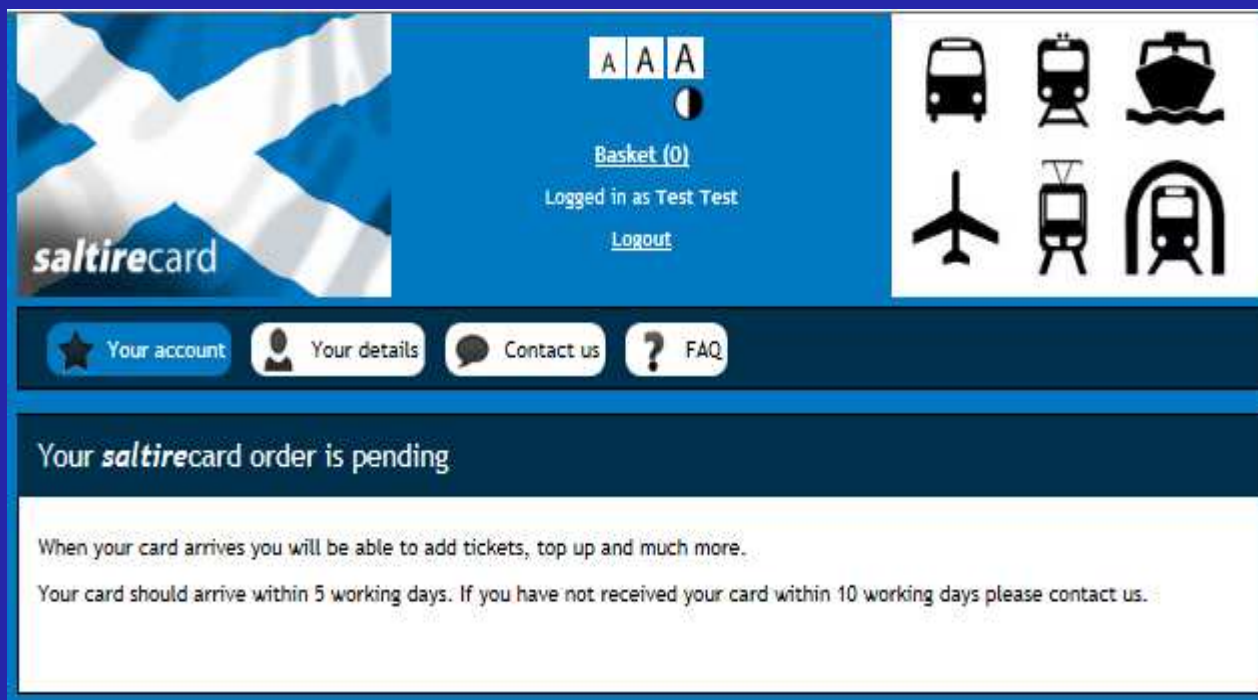
Click tab

Step 12: Your Account - *Saltirecard* Pending screen

The screen below will be displayed confirming that your *saltirecard* has been ordered and should arrive within 5 working days.

Following receipt of your *saltirecard* you can use the card to travel, add and top up tickets.

Fig 12

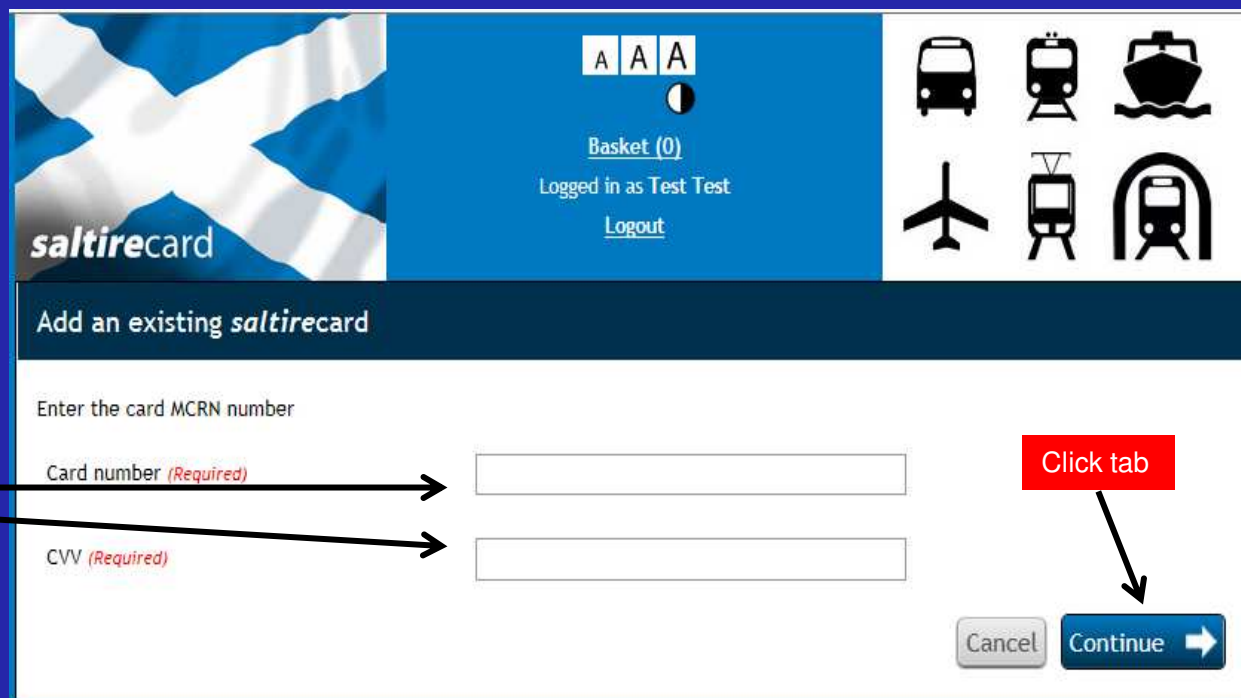


Step 13: Adding an Existing *Saltirecard* screen

To add an existing *saltirecard* to your account enter the MCRN and the CVV number into the relevant boxes as shown below and click the “continue” tab.

The “check your *saltirecard* number” screen will be displayed (see fig 14).

Fig 13



Transport Scotland logo and user information: Basket (0), Logged in as Test Test, Logout.

Icons for transport modes: Bus, Train, Ferry, Plane, Tram.

Add an existing *saltirecard*

Enter the card MCRN number

Card number *(Required)*

CVV *(Required)*

Buttons: Cancel, Continue

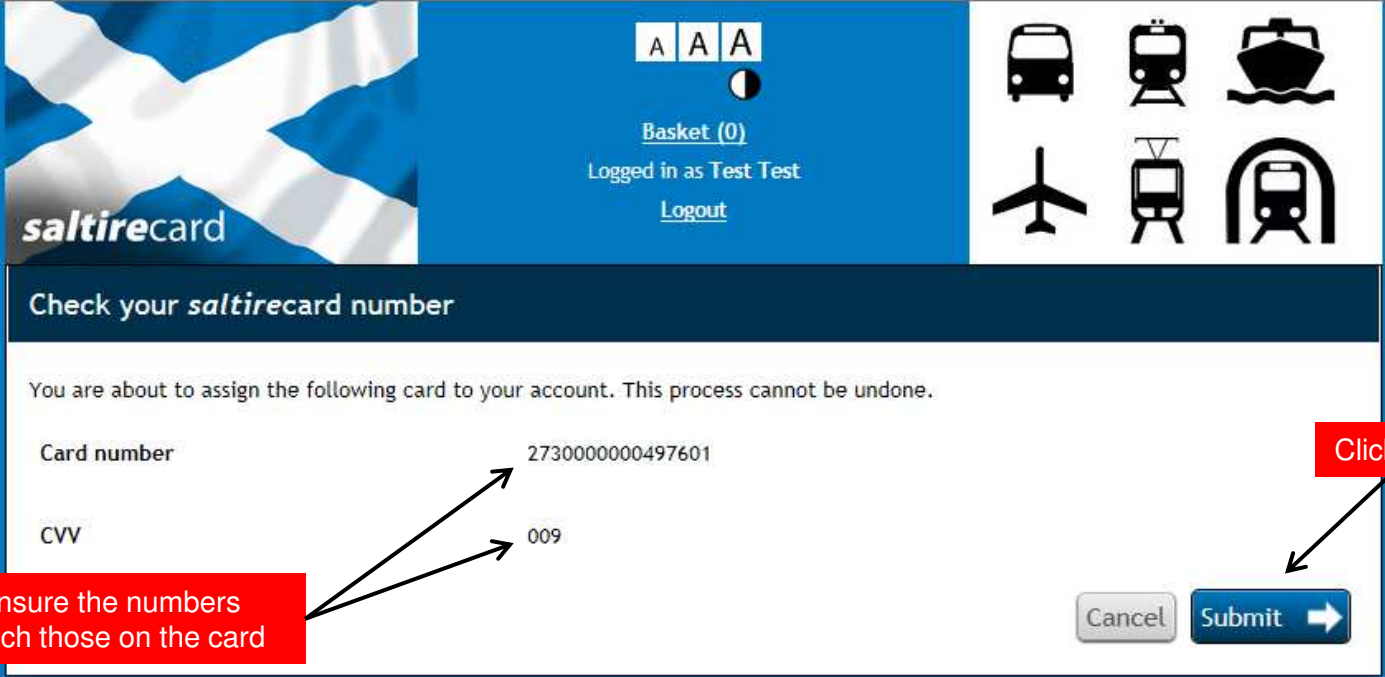
Click tab (arrow pointing to Continue button)

Step 14: Check your *Saltire*card number screen

Prior to assigning the *saltire*card to your account you must ensure that the card and cvv number displayed on screen match those that are printed on the card. On confirmation the numbers are correct, click on the “submit” tab.

The “your *saltire*card has been added” screen will be displayed (see fig 15)

Fig 14



Check your *saltire*card number

You are about to assign the following card to your account. This process cannot be undone.

Card number 2730000000497601

CVV 009

Ensure the numbers match those on the card

Cancel Submit →

Click tab

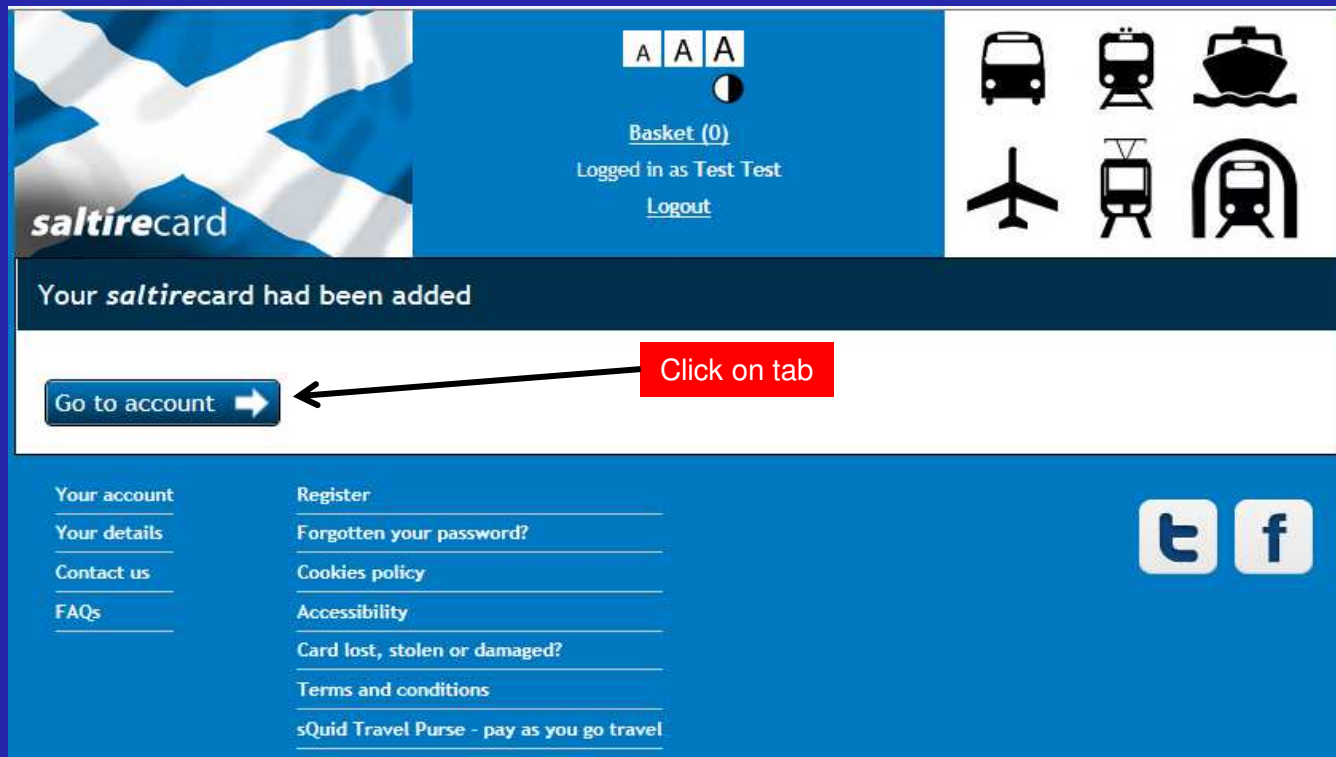
Step 15: *Saltirecard* added screen

The screen below confirms that the *saltirecard* has now been added to your account. Tickets can now be purchased and added to your *saltirecard*.

To purchase tickets clicking on the “go to account” tab as shown below.

The “your account” screen will be displayed (see fig 16)

Fig 15



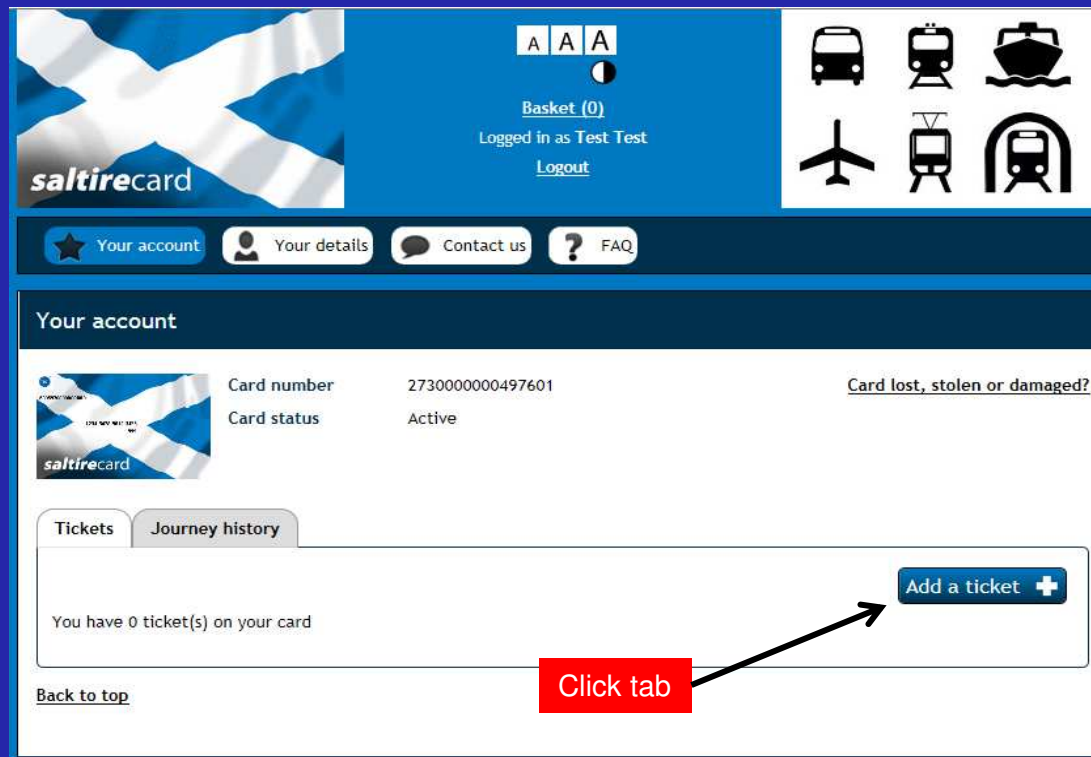
Step 16: Your Account screen

The screen below will display the **saltirecard** number, status and the tickets that are on the **saltirecard**.

To add a ticket to your **saltirecard** click on the “add a ticket” tab as shown below.

The “select your ticket” screen will be displayed (see fig 17)

Fig 16

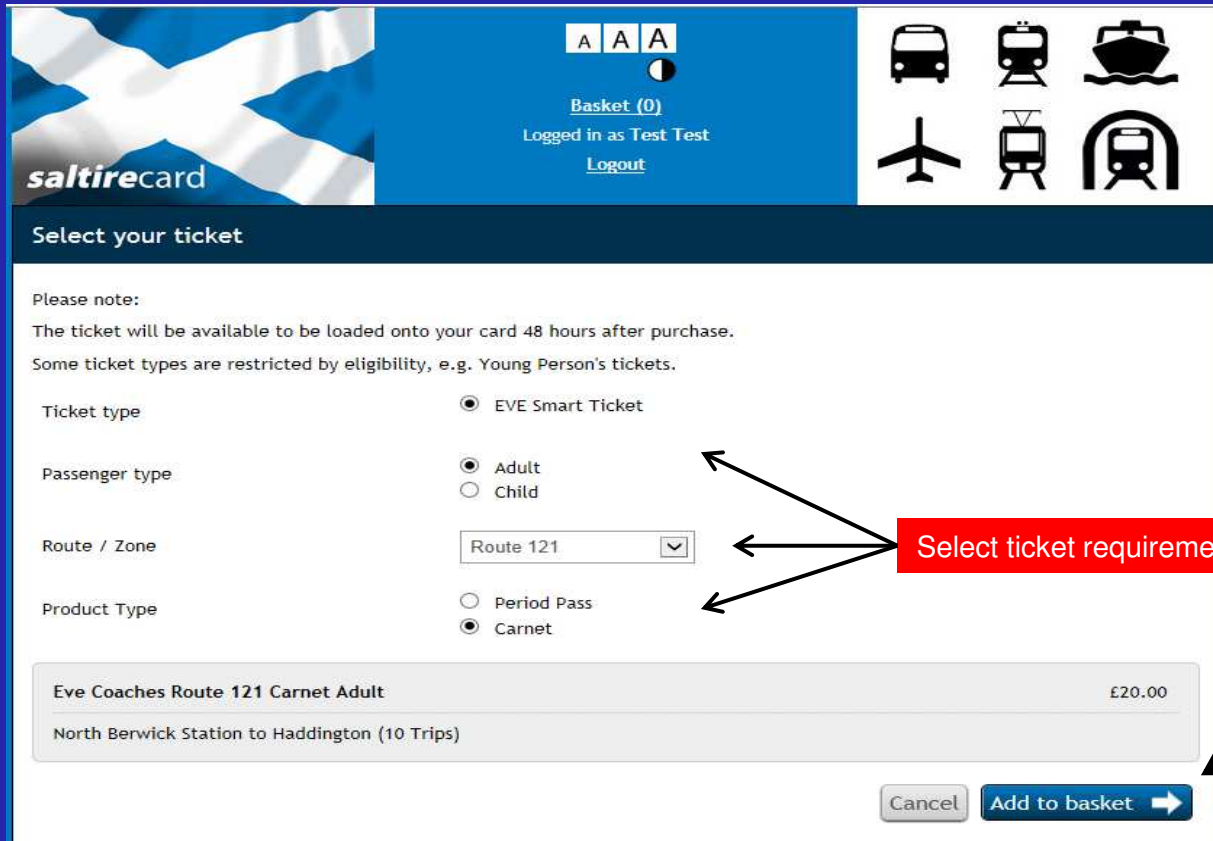


Step 17: Select Ticket screen

From the screen below select the required tickets. On completion proceed by clicking on the “add to basket” tab.

The “basket” screen will be displayed and you will be able to check the tickets ordered (see fig 18)

Fig 17



saltirecard

A A A

Basket (0)
Logged in as Test Test
[Logout](#)

Select your ticket

Please note:
The ticket will be available to be loaded onto your card 48 hours after purchase.
Some ticket types are restricted by eligibility, e.g. Young Person's tickets.

Ticket type
☒ EVE Smart Ticket

Passenger type
☒ Adult
☐ Child

Route / Zone
Route 121

Product Type
☐ Period Pass
☒ Carnet

Eve Coaches Route 121 Carnet Adult £20.00
North Berwick Station to Haddington (10 Trips)

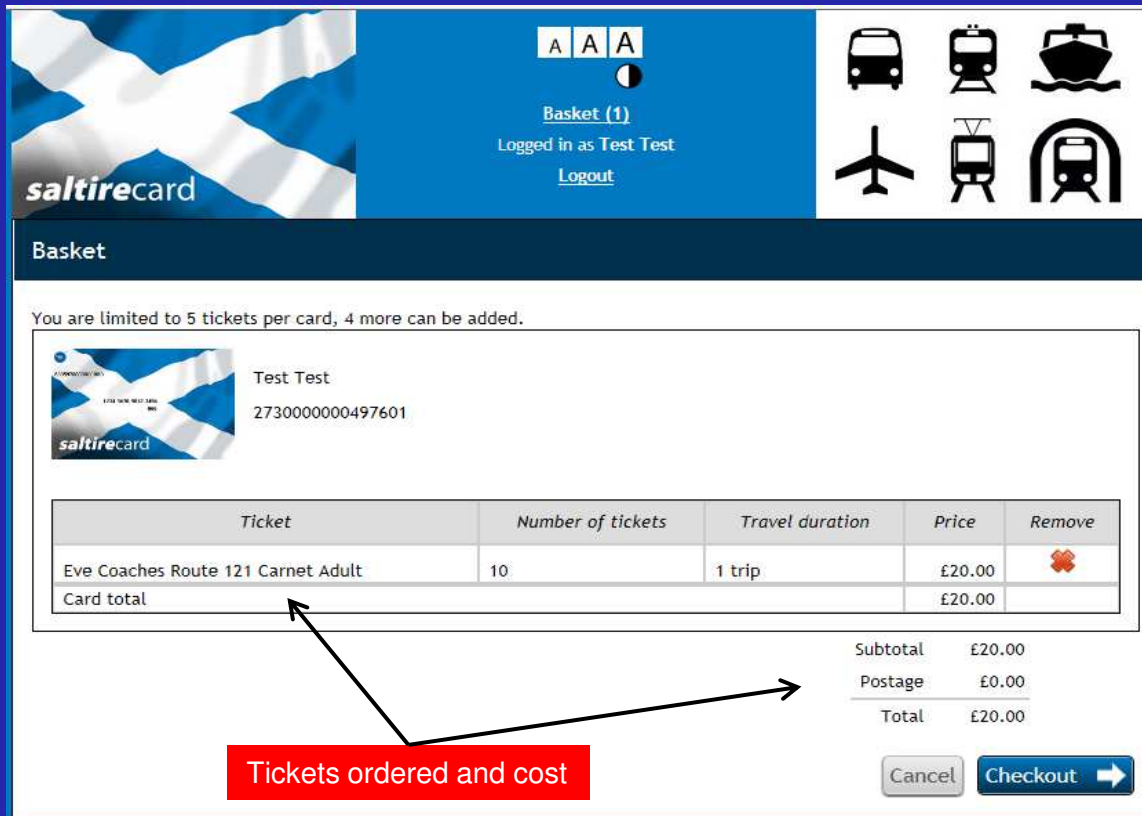
Cancel Add to basket

Step 18: Basket screen

The basket screen will display the tickets ordered and cost (see below). To confirm your selection click on the “checkout” tab.

The “pay and complete your order” screen will be displayed and payment details will be required (see fig 19).

Fig 18




Basket (1)
Logged in as Test Test
[Logout](#)

Basket

You are limited to 5 tickets per card, 4 more can be added.

Test Test
2730000000497601

Ticket	Number of tickets	Travel duration	Price	Remove
Eve Coaches Route 121 Carnet Adult	10	1 trip	£20.00	
Card total			£20.00	

Subtotal £20.00
Postage £0.00
Total £20.00

[Cancel](#) [Checkout](#)

Tickets ordered and cost

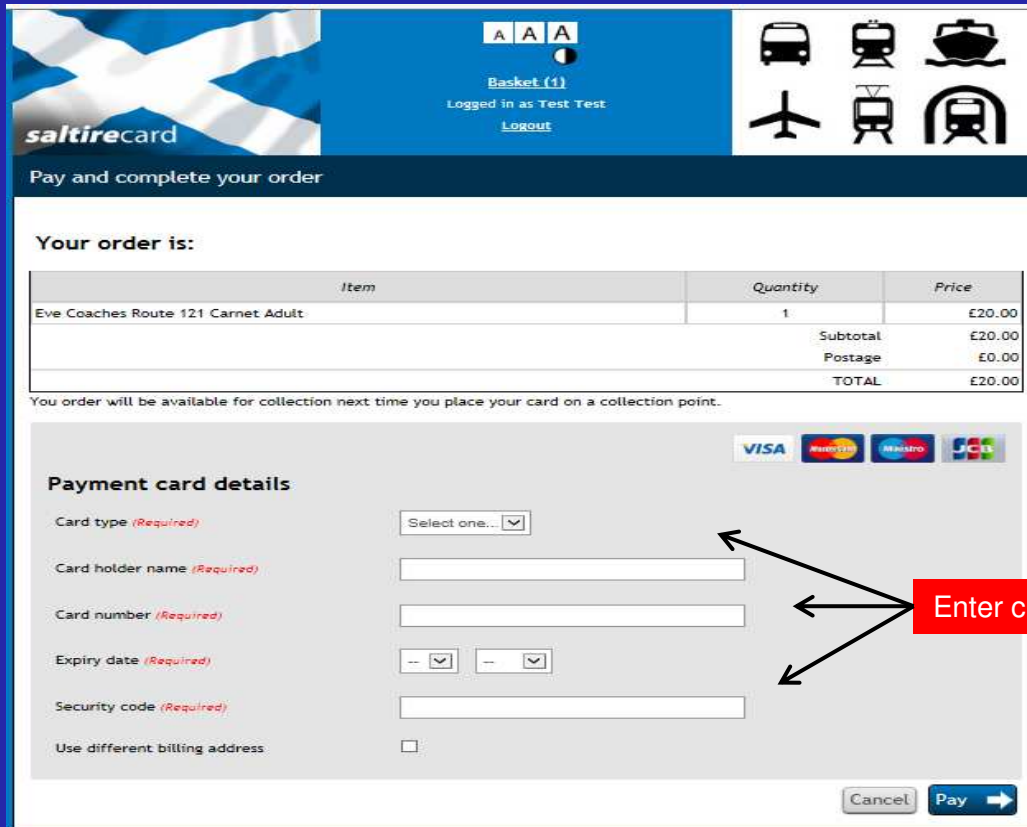
Click tab

Step 19: Pay and complete your order screen

To complete and pay for the tickets ordered enter your credit card details in the relevant box(s) and click on the “pay” tab.

The “order complete” screen will be displayed and will confirm your purchase (see fig 20).

Fig 19



Pay and complete your order

Your order is:

Item	Quantity	Price
Eve Coaches Route 121 Carnet Adult	1	£20.00
	Subtotal	£20.00
	Postage	£0.00
	TOTAL	£20.00

You order will be available for collection next time you place your card on a collection point.

Payment card details

Card type (Required)

Card holder name (Required)

Card number (Required)

Expiry date (Required)

Security code (Required)

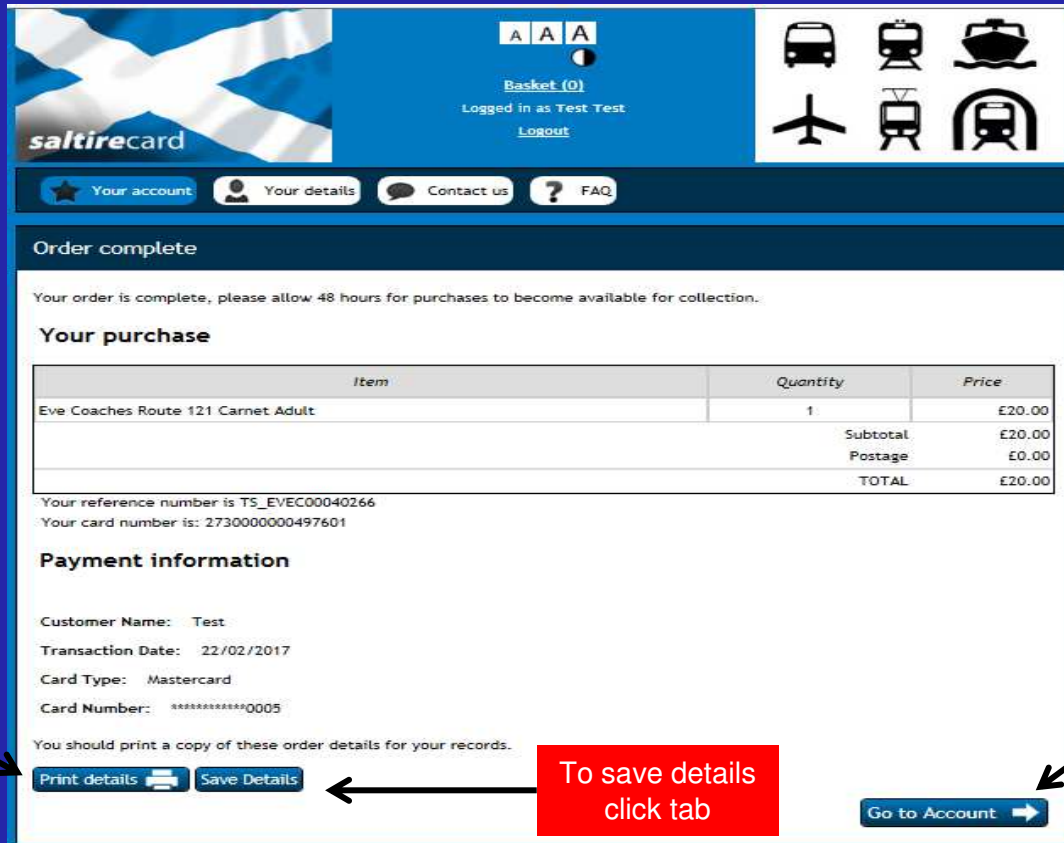
Use different billing address ☐

Step 20: Order Complete screen

The screen below details your purchase. This information can be saved or a printout of the details is available by clicking on the relevant tab(s) as shown below. The ticket(s) will be available for collection 48 hrs after purchase and will show as “pending” on your account.

To see the status of your order click the “go to account” tab. The “your account” screen will be displayed (see fig 21).

Fig 20



Order complete

Your order is complete, please allow 48 hours for purchases to become available for collection.

Your purchase

Item	Quantity	Price
Eve Coaches Route 121 Carnet Adult	1	£20.00
	Subtotal	£20.00
	Postage	£0.00
	TOTAL	£20.00

Your reference number is T5_EVEC00040266
Your card number is: 2730000000497601

Payment information

Customer Name: Test
Transaction Date: 22/02/2017
Card Type: Mastercard
Card Number: *****0005

You should print a copy of these order details for your records.

[Print details](#) [Save Details](#) [Go to Account](#)

To print details
click tab

To save details
click tab

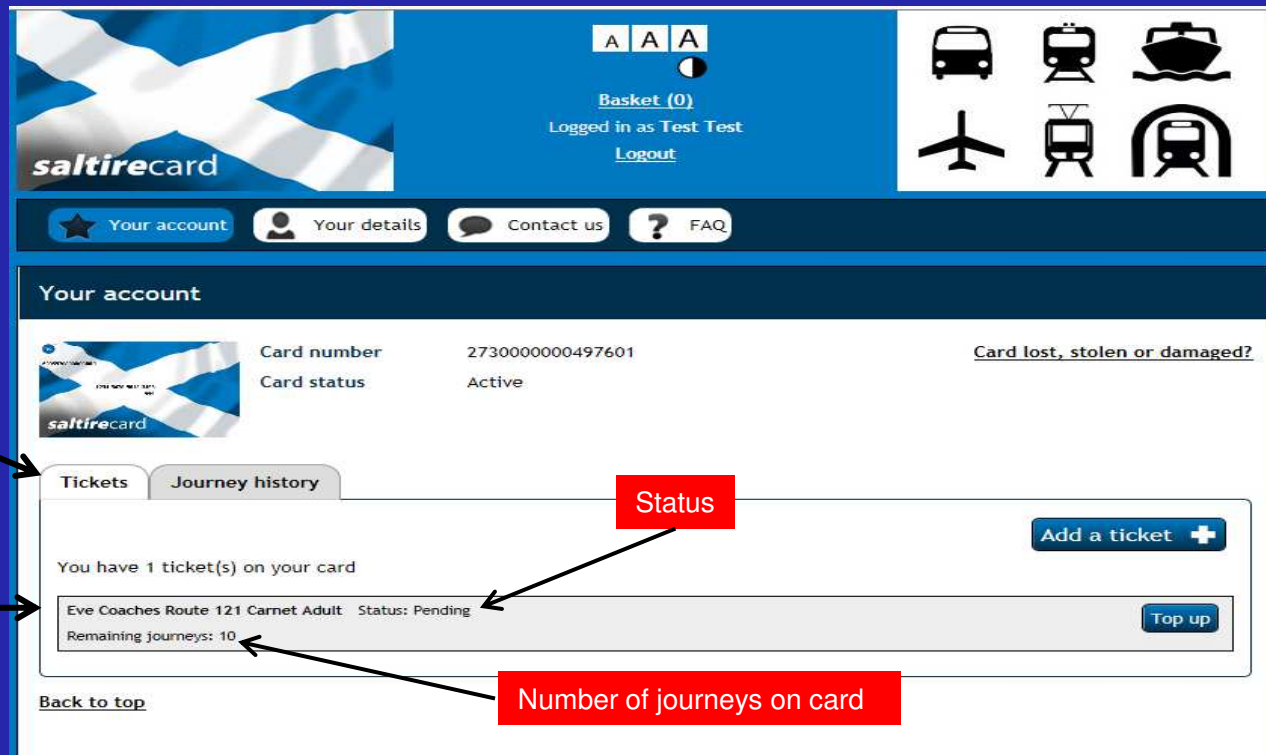
Click tab

Step 21: Your Account Screen

By selecting the “tickets” tab the information displayed will show the tickets on your **smartcard**, the status and number of journeys remaining.

The screen below shows that the status is “pending”. When the tickets become available the status will change to “available for collection” (see fig 22)

Fig 21

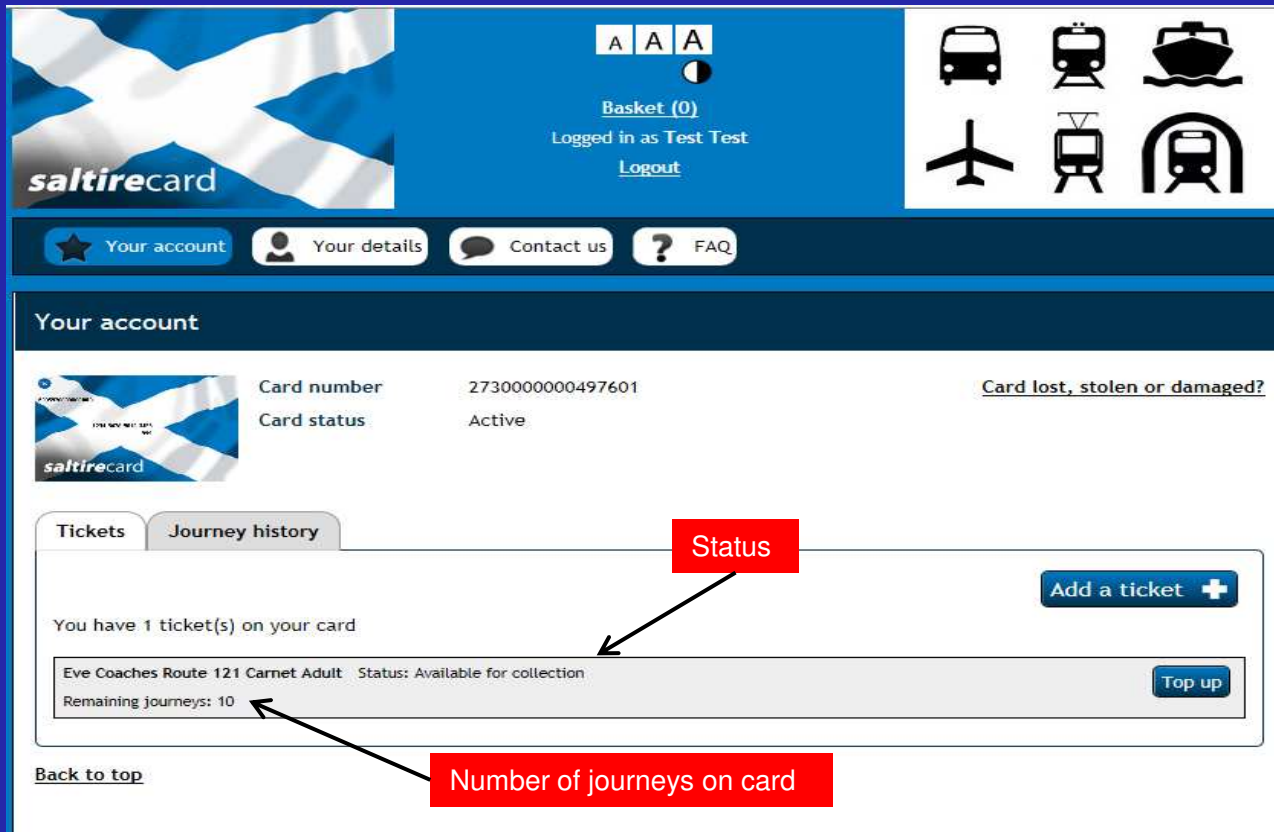


Step 22: Your Account Screen

The screen below shows that the status has changed to “available for collection”. To collect your ticket(s) you should present your **saltirecard** to the ticket machine.

Once the ticket(s) have been collected the status on your account will change to “active” and any journeys undertaken will be deducted from the remaining journeys (see fig 23).

Fig 22



Header:

- Three 'A' icons and a moon icon.
- Basket (0)
- Logged in as Test Test
- Logout
- Navigation icons: Bus, Train, Ship, Airplane, Tram, Subway.

Account Navigation:

- Your account (selected)
- Your details
- Contact us
- FAQ

Your account

Card Information:

- Card number: 2730000000497601
- Card status: Active
- Card lost, stolen or damaged?

Tickets / Journey history

You have 1 ticket(s) on your card

Ticket Details:

- Eve Coaches Route 121 Carnet Adult
- Status: Available for collection
- Remaining journeys: 10

Buttons:

- Add a ticket +
- Top up
- Back to top

Callouts:

- Status (points to 'Available for collection')
- Number of journeys on card (points to 'Remaining journeys: 10')

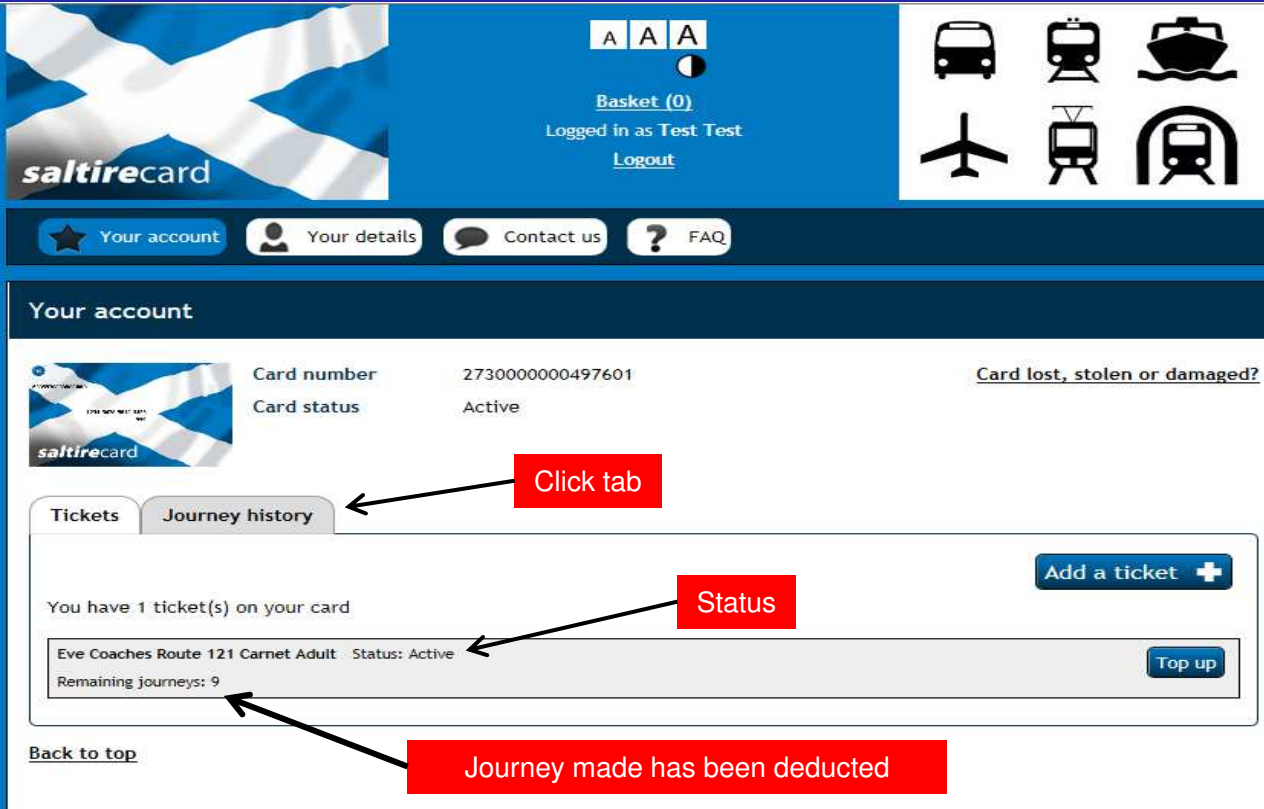
Step 23: Your Account Screen

The screen below displays the tickets loaded onto your **saltirecard** and the journey(s) undertaken has been deducted.

Each time you use your **saltirecard** to travel the remaining journeys will change to reflect the usage of the card.

To check the number of journeys made click on the “journey history” tab (see fig 24).

Fig 23



The screenshot shows the 'Your account' page of the saltirecard system. At the top, there's a header with the saltirecard logo, a basket icon showing 'Basket (0)', and a login status 'Logged in as Test Test' with a 'Logout' link. Below the header is a navigation bar with links: 'Your account' (selected), 'Your details', 'Contact us', and 'FAQ'. The main content area is titled 'Your account' and displays card information: 'Card number: 2730000000497601' and 'Card status: Active'. A link 'Card lost, stolen or damaged?' is also present. Below this is a tabbed interface with 'Tickets' and 'Journey history' tabs. The 'Journey history' tab is selected, indicated by a red arrow and the text 'Click tab'. The 'Journey history' section shows 'You have 1 ticket(s) on your card' and a list of tickets. The first ticket is 'Eve Coaches Route 121 Carnet Adult' with 'Status: Active' and 'Remaining journeys: 9'. A red arrow points to the 'Status' field with the text 'Status'. Another red arrow points to the 'Remaining journeys: 9' field with the text 'Journey made has been deducted'. There are buttons for 'Add a ticket +', 'Top up', and 'Back to top'.

Click tab

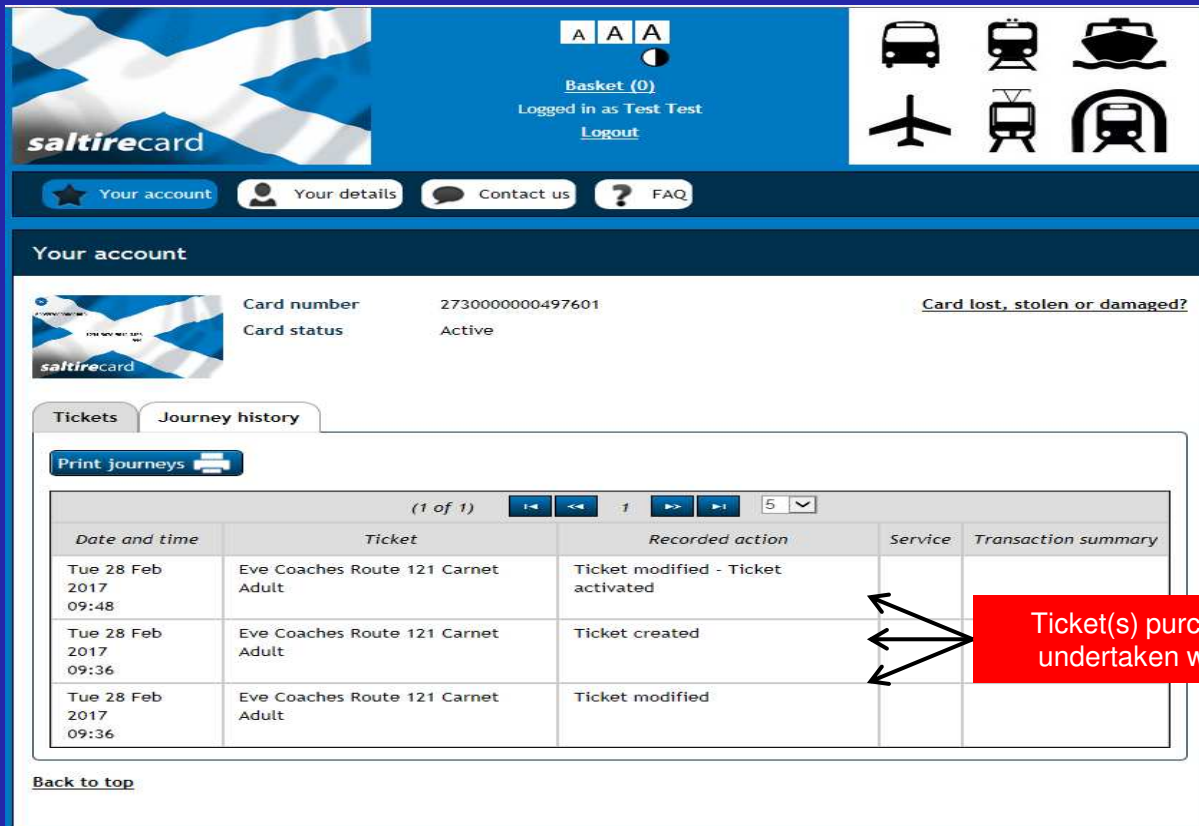
Status

Journey made has been deducted

Step 24: Your Account: Journey History Screen

The journey history screen as shown below, will display information pertaining to the tickets(s) purchased, journeys undertaken, added tickets and top-ups etc.

Fig 24




Transport Scotland

saltirecard

Basket (0)
Logged in as Test Test
[Logout](#)

[Your account](#) [Your details](#) [Contact us](#) [FAQ](#)

Your account

 Card number: 2730000000497601 [Card lost, stolen or damaged?](#)
Card status: Active

Tickets **Journey history**

[Print journeys](#)

(1 of 1)

Date and time	Ticket	Recorded action	Service	Transaction summary
Tue 28 Feb 2017 09:48	Eve Coaches Route 121 Carnet Adult	Ticket modified - Ticket activated		
Tue 28 Feb 2017 09:36	Eve Coaches Route 121 Carnet Adult	Ticket created		
Tue 28 Feb 2017 09:36	Eve Coaches Route 121 Carnet Adult	Ticket modified		

[Back to top](#)

Ticket(s) purchased, journeys undertaken will be displayed