

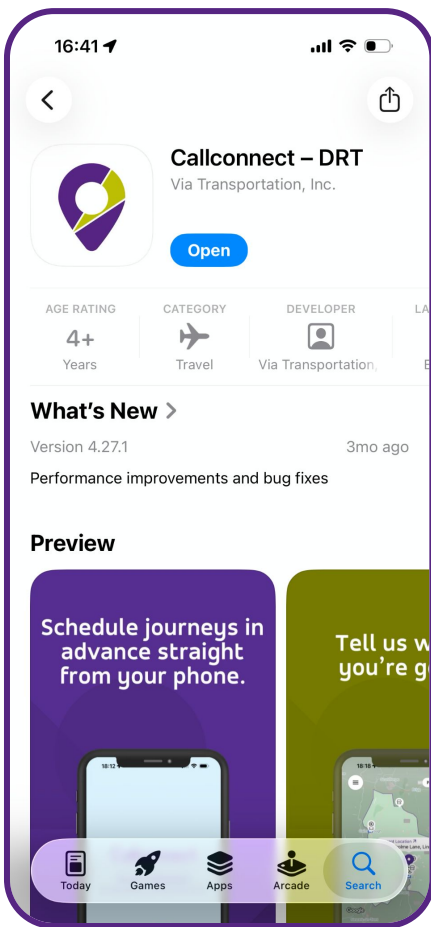


App Walkthrough for Riders

Table of Contents

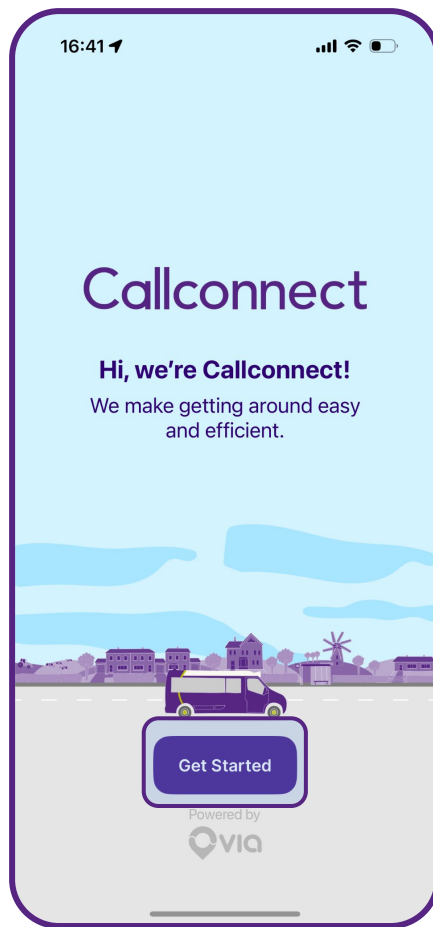
Signing Up	p. 2-4
Signing Up with an Email and Password..	p. 5-7
Requesting a Ride.....	p. 8-11
Adding Favourite Locations	p. 12-13

Signing Up



Step 1:

Download the Callconnect app from the iOS or Google Play store.



Step 2:

Open the app and click “Get Started.”

Signing Up

12:16

< Next

What's your number?
We'll send a code to this number

Phone Number
🇬🇧 01234 56789

Login with password

reCAPTCHA

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	<X>

Step 3:

Enter your mobile phone number.

12:20

<

Enter code
We've sent a code to +441285654179

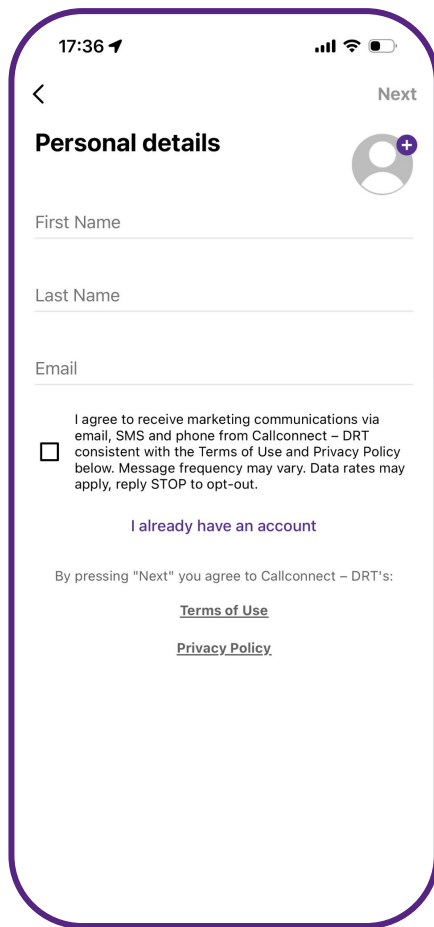
Problems receiving the code?

Login with password

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	<X>

Step 4:

When prompted, type in the 6 digit code that is sent to your phone. No need to remember a password!



A mobile app interface for signing up. At the top, the status bar shows the time 17:36, signal strength, Wi-Fi, and battery. The app header has a back arrow on the left and the word 'Next' on the right. The main title is 'Personal details' with a plus icon in a circle to its right. Below the title are three input fields: 'First Name', 'Last Name', and 'Email'. Under the 'Email' field is a checkbox with the text: 'I agree to receive marketing communications via email, SMS and phone from Callconnect – DRT consistent with the Terms of Use and Privacy Policy below. Message frequency may vary. Data rates may apply, reply STOP to opt-out.' Below this is a link that says 'I already have an account'. At the bottom, it says 'By pressing "Next" you agree to Callconnect – DRT's:' followed by two underlined links: 'Terms of Use' and 'Privacy Policy'.

17:36

< Next

Personal details

First Name

Last Name

Email

☐ I agree to receive marketing communications via email, SMS and phone from Callconnect – DRT consistent with the Terms of Use and Privacy Policy below. Message frequency may vary. Data rates may apply, reply STOP to opt-out.

[I already have an account](#)

By pressing "Next" you agree to Callconnect – DRT's:

[Terms of Use](#)

[Privacy Policy](#)

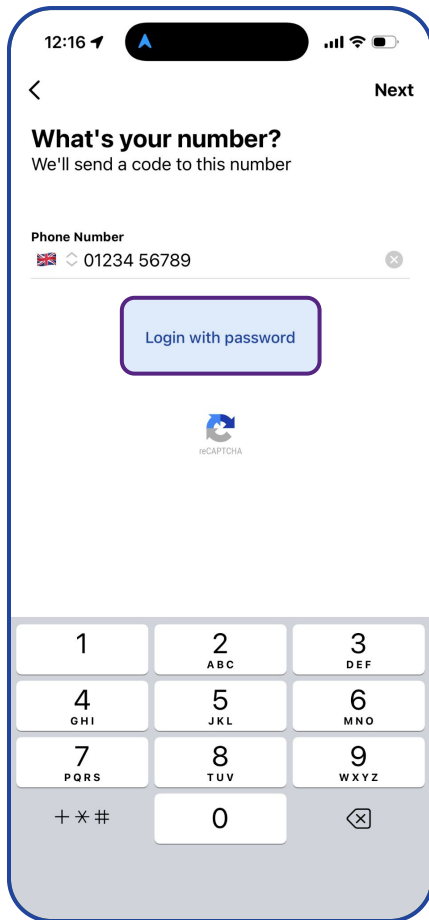
Step 5:

Enter your first and last name and your email address, then “Next.”

Signing Up with an Email and Password

Step 1:

If you do not have a phone number, you can sign up and login using an email and password. To start, call the support line at **+44-345-234-3344** and ask for a temporary password.

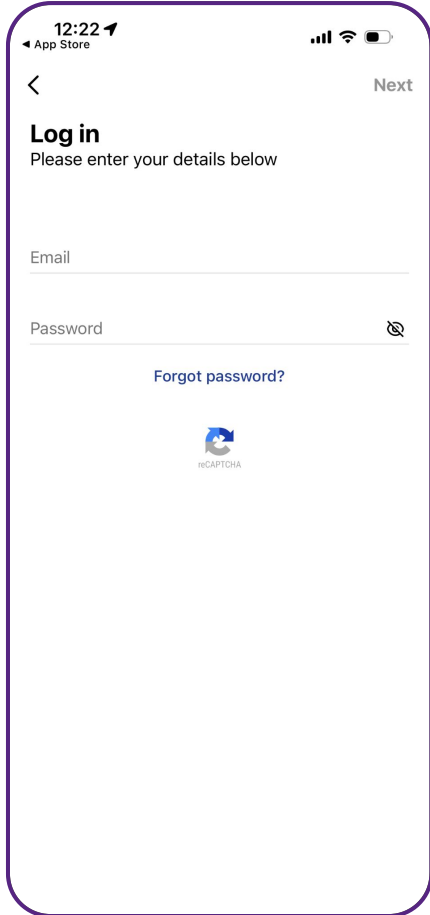


The screenshot shows a mobile app interface for login. At the top, the status bar displays the time 12:16, signal strength, and battery level. The app header has a back arrow on the left and the word "Next" on the right. The main heading is "What's your number?" with a subtext "We'll send a code to this number". Below this is a "Phone Number" field containing a flag icon, a diamond icon, and the text "01234 56789", with a close button (X) on the right. A purple-outlined button labeled "Login with password" is centered below the field. Underneath the button is a reCAPTCHA logo. At the bottom is a numeric keypad with digits 1-9, 0, and symbols for +, *, and #, along with a backspace button (X).

Step 2:

Complete steps 1 and 2 of “Signing Up.” Select “Login with password.”

Signing Up with an Email and Password



12:22
App Store

< Next

Log in
Please enter your details below

Email

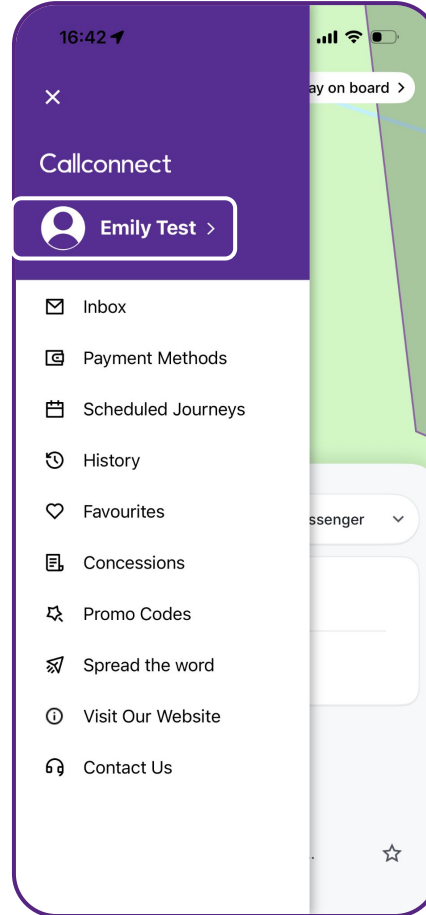
Password

[Forgot password?](#)

reCAPTCHA

Step 3:

Enter your email address and password.



16:42

Callconnect

Emily Test >

- Inbox
- Payment Methods
- Scheduled Journeys
- History
- Favourites
- Concessions
- Promo Codes
- Spread the word
- Visit Our Website
- Contact Us

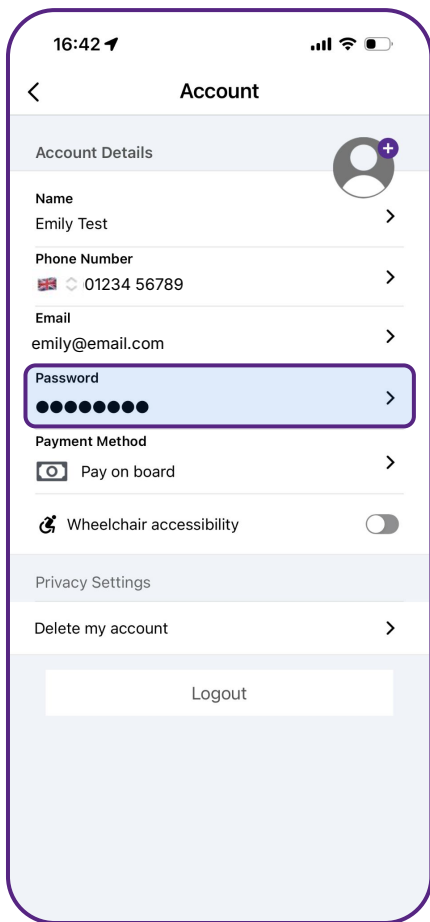
essenger

☆

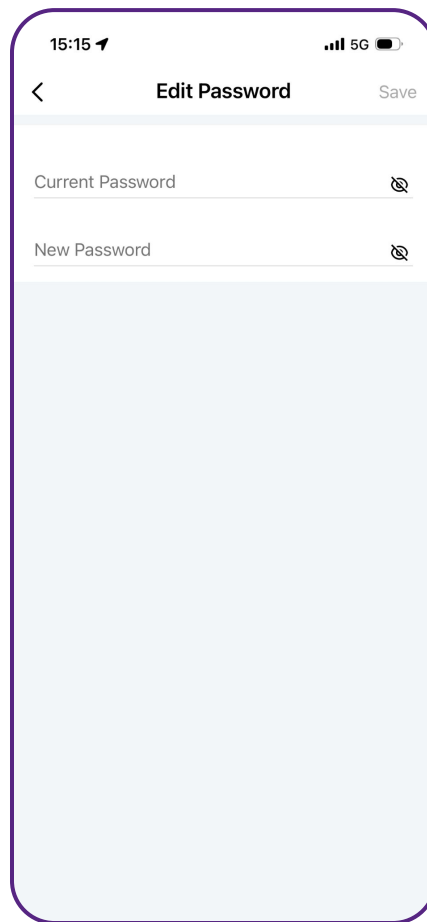
Step 4:

After signing in, select your profile in the side menu.

Signing Up with an Email and Password

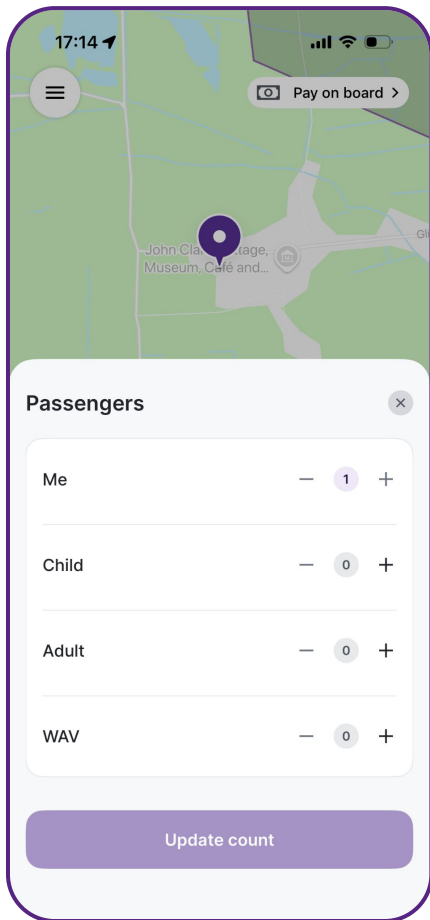


Step 5:
Select “Password.”



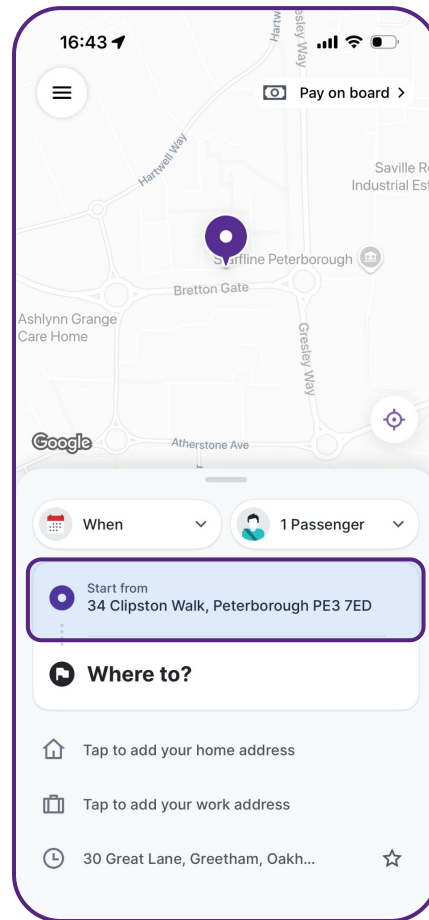
Step 6:
Insert the temporary password you were given by the support agent and a new password of your choosing.

Requesting a Ride



Step 1:

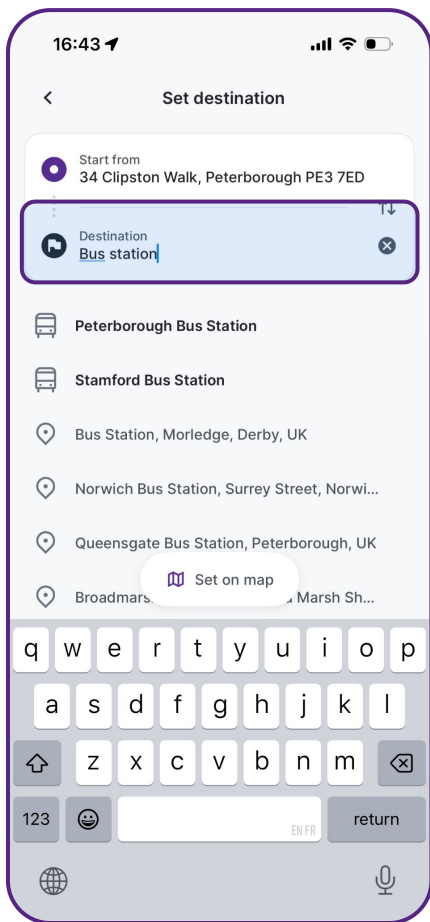
Click the passenger icon to add extra riders.



Step 2:

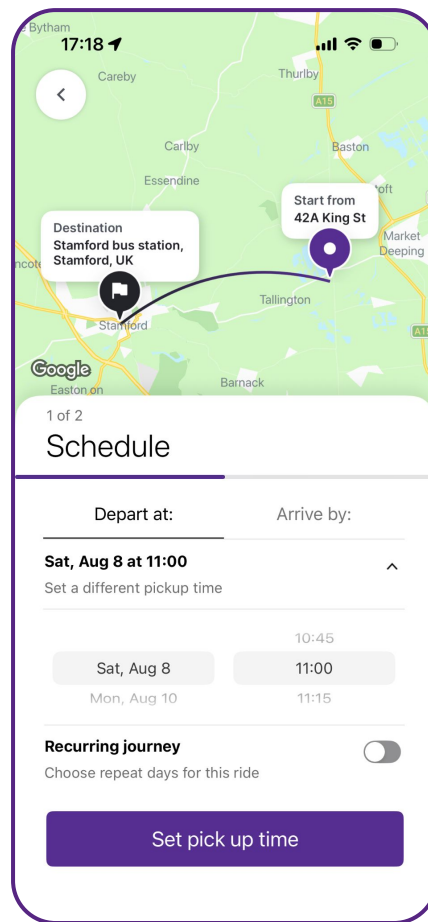
Choose your pickup location by typing an address, choosing a suggested location, or dragging the pin on the map.

Requesting a Ride



Step 3:

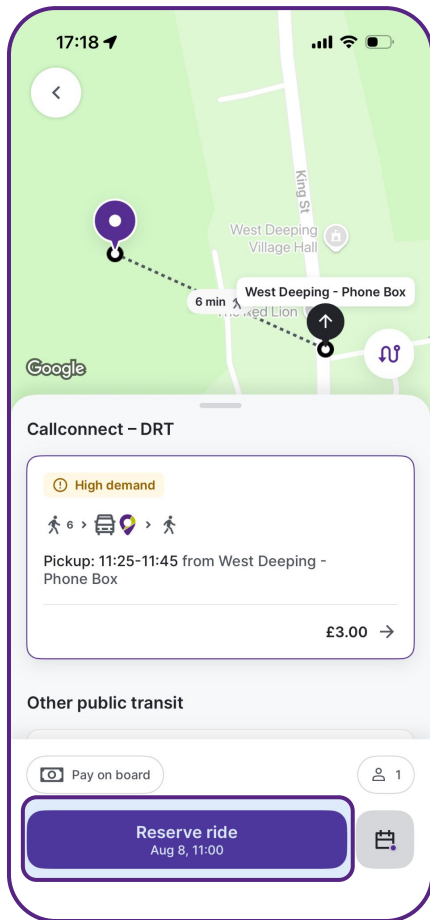
Choose your drop-off location.



Step 4:

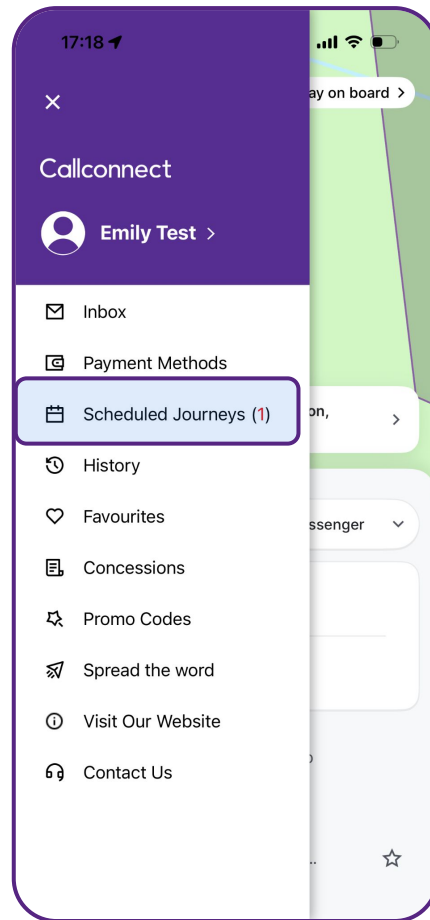
Select the time that you'd like to be picked up (Depart At) or dropped off by (Arrive By). The system will try to find a 20-minute pickup window that will ensure you depart at, or arrive by, on time.

Requesting a Ride



Step 5:

You may be given demand response options or public transit options based on vehicle and bus availability. Select “Reserve Ride” to confirm your booking.



Step 6:

To confirm the details of your confirmed ride, go to the app menu, and then to “Scheduled Journeys.”

Requesting a Ride

17:18   

< Scheduled Journeys (1)

 CALENDAR  LIST

< AUGUST 2026 >

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

AUG 8, 2026

Depart at 11:25 - 11:45  1

42A King St, West Deeping

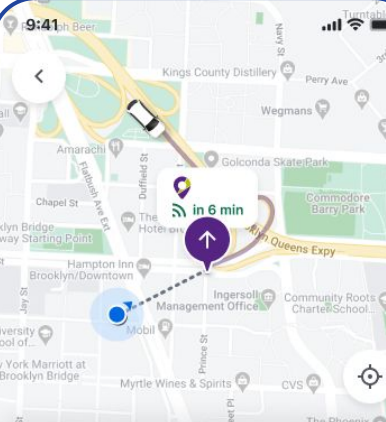
Stamford bus station, Stamford, UK

[Edit →](#) [Cancel](#)

Step 7:

On this page, you can confirm your request time and edit your requested pickup time, or cancel your trip.

9:41   

 in 6 min

 **Walk to pickup**
Bridge Plaza, Brooklyn, NY 11201, USA
4 min (400 meters)

  **8 min**

 **David H** 

Vehicle type Toyota Yaris
Vehicle no.180
Plate no. 54035701

 **Drop off 30 Kent Ave**

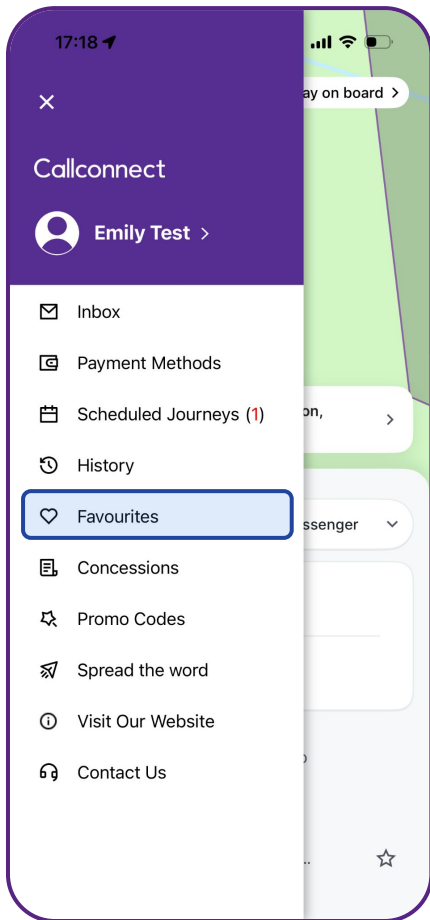
 VISA 4433  1 

Step 8:

You'll be able to track your vehicle about 30 minutes before your estimated pickup.

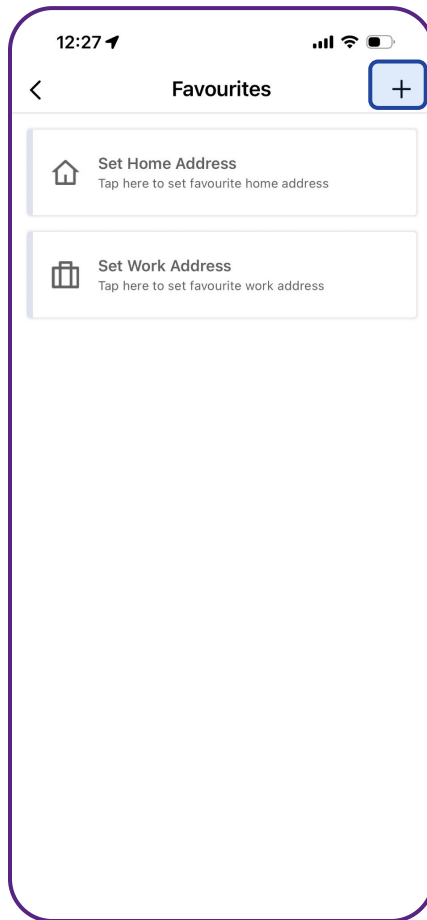
Note: You'll receive a push notification when your ride is approximately 15 minutes away, and when your vehicle has arrived at your pickup location.

Adding Favorite Locations



Step 1:

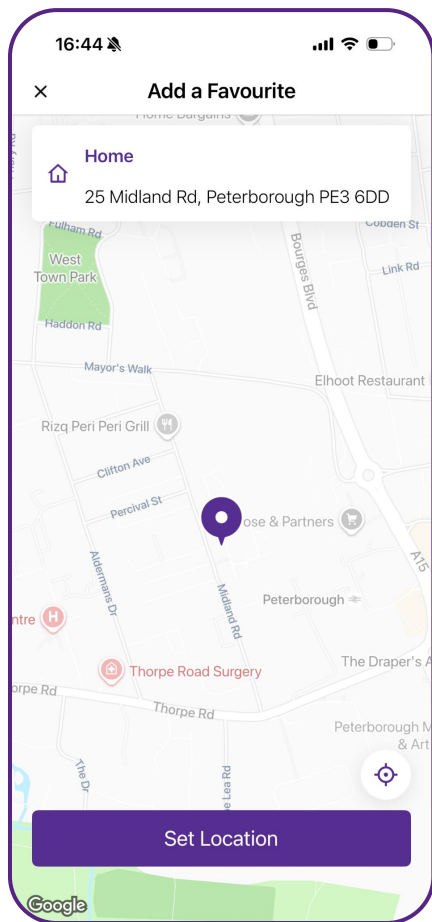
Select “Favorites” in the side menu.



Step 2:

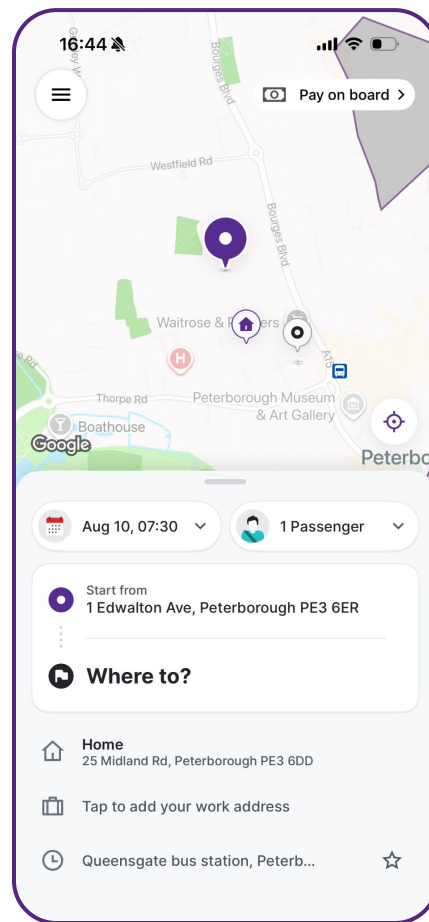
Select “Set Home Address” or “Set Work Address” if you want to designate either as a favorite location. To favorite a location that is not home or work, click the “+” icon in the top right corner of your screen.

Adding Favourite Locations



Step 3:

Insert a location by typing an address or dragging the pin on the map. If the location is not home or work, enter a name in the field that says “Name it.” Finally, click “Set Location.”



Step 4:

Your favourited location will appear when you book a ride. No need to manually type it out now!