



# Intalink website user manual 2020



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## Finding a timetable

- Select the '**Routes, timetables & maps**' box on the home page. If you are not on the home page you can follow the instructions below:
- Select the '**Plan your journey**' tab from the navigation menu at the top of the page (or from the drop-down '**Menu**' tab if accessing on a mobile).
- Select the '**Routes, timetables & maps**' tab in the menu on the left-hand side of the page (mobile users need to scroll down the page until they find '**Routes, timetables & maps**' and click). This will bring up a list of all the services running through Hertfordshire. Select your desired service.
- Your service page will display a timetable and map. The timetable automatically displayed on the website is for the current day.
- If you wish to travel on a specific date you can choose this by selecting date box on the right-hand side of the screen and then clicking the '**Update**' button. You can switch directions of the timetable by selecting the greyed-out direction button and clicking '**Update**'. You can also switch between major stops and main stops to see the full timetable or just the main timing points.
- The map above the timetable is a live map. You can zoom in by clicking + and - in the left-hand corner of the map to see buses travelling in real time. These are the green numbered circles on the map.
- You can see all the stops served along your selected route. Click on a stop and an additional information box will pop up where you can see all services calling at the stop, departure times, how you can get to the stop as well as tracking buses.

## Planning a journey

- There are several ways to plan a journey. The fastest way is to type your journey details directly into the '**Journey planner**' which appears on all pages on the website either at the top or the side of the page.
- Once you have chosen your start and end points, departure or arrival time and clicked '**Search**', a map of your journey will be shown as well as a list of travel options. These include walk times from your chosen location, services to board, stops to board and depart from as well as any service connections needed. If you do not choose a depart or arrival time the journey will be planned with the default '**Depart now**' option.
- Alternatively, you can select the '**Plan your journey**' tab from the navigation menu at the top of the page (from the drop-down '**Menu**' tab on a mobile). Select the '**Journey planner**' tab on the left hand-side. This will take you to the journey planner and map and then you can follow the steps as above.



## Live departures

- If you want to see live departure information for a service(s) at a particular stop, you can search through the '**Live departure time**' tab on the '**Plan your journey page**'.
- This will take you to the county map. From here you can type in your location, stop name or zoom in or out of the map to find a location with the '+' and '-' buttons.
- Select the stop you want by clicking on it and choose the '**Departures**' button, this will show all services departure times for the chosen stop over a 3 hour period.
- You can also click the '**Track buses**' button which will show where service vehicles from your chosen stop currently located along their route.

## Downloading/printing timetables and maps

- To find timetables and maps select the '**Plan your journey**' tab from the navigation menu at the top of the page (from the drop-down '**Menu**' tab if accessing on a mobile).
- Select the '**Routes, timetables & maps**' tab on the left-hand side of the page. This will bring up a list of all the services running through Hertfordshire and a list of Hertfordshire maps.
- To open a map to download, select the desired PDF and print or save to your set specifications.
- For timetables, select your chosen service from the timetable list. On the service page there is a button on the right-hand side underneath the map called '**PDF timetable**'. If you click this you will be able to view, print it or save the timetable on your device.

## Finding service changes and disruptions

- The latest service disruptions can be found on the main home page above the footer. You can click on the '**Service disruption**' header which will take you to the service disruption page. If you are not on the home page you can follow the instructions below:
- Select the '**Plan your journey**' tab from the navigation menu at the top of the page (from the drop-down '**Menu**' tab if accessing on a mobile).
- Select the '**Service changes**' or '**Service disruptions**' tab on the left-hand side of the page.
- The '**Service changes**' tab will take you to a month by month list of upcoming changes. The '**Service disruption**' tab will take you to a list of all upcoming service disruptions across Hertfordshire.
- Disruptions can also be found in the '**Departures**' section of the Hertfordshire map underneath the service number, click this to bring up disruption information.



## Finding ticket information

- Click the '**Tickets**' tab from the navigation menu at the top of the page, this will take you to the tickets page. All the tickets shown in this section are for Intalink scheme tickets.
- The top box '**Intalink tickets for the Hertfordshire bus network**' when selected shows a table with the cost of all intalink tickets.
- The specific ticket scheme boxes below have general information about that ticket group for example the Colney 7.
- For information on operator specific tickets, you will need to visit the relevant operators' website (operator details can be found in the '**About Intalink**' section under '**Partners**').

## Finding travel advice for passengers

- Select the '**Using public transport**' tab from the navigation menu at the top of the page.
- You will be taken to a page that has a range of information for those using transport including:
  - i information for older and disabled passengers,
  - ii travel schemes including Savercard for those aged 11-19,
  - iii a list of school services,
  - iv community transport information,
  - v details on travelling by bus and train.
- Select the tab relevant to you for further information.

## Finding more frequently asked questions related to the website and wider public transport enquires

- Select the '**About Intalink**' tab from the navigation menu at the top of the page.
- Select the '**FAQs**' box on the bottom left of the page.
- Select the question from the list shown, you will be taken to the answers to this question. If you have multiple questions you can click the back button on your web browser and you will be returned to the list of questions.