



Registering your group

....to make a quick booking request
online

Contents

Why register?	3
What you will need to register	4
Registering your group.....	5
What happens next.....	10
Frequently asked questions	10

Why register?

We have an old outdated system which we are replacing with a new system. Unfortunately the details we have in the old system are outdated, and not easy to “transfer” to the new system.

We want to make it easy for you to book our community minibuses online – this should make it quicker for you to make and confirm your booking. The first step is to register your account with us. We need to ensure that we have fully up to date details about your Group, contacts and your own drivers, in order to do this we will need you to re-register on our new system.

If you have any problems with the registration process, please contact us at office@bristolcommunitytransport.org.uk or by calling 0117 902 0157. A separate guide on booking a trip online is also available and we will send out information relating to making bookings over the next couple of weeks.

What you will need to register

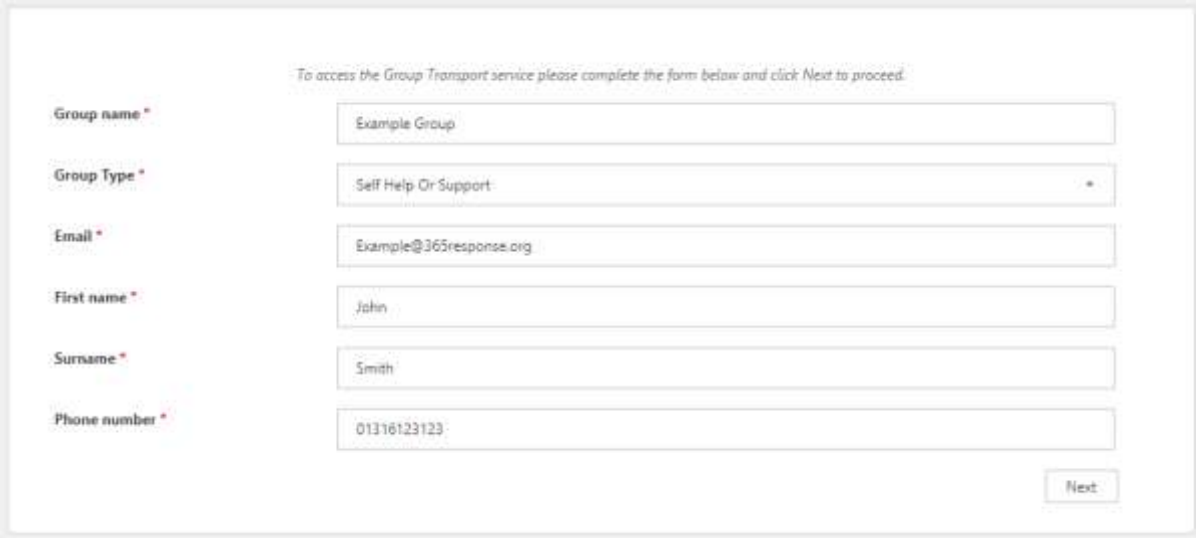
In order to complete your registration, you will need to have the following information to hand:

- **Contact details** for your group's main contact, and other persons authorised to make bookings on behalf of your group, the finance contact and for any volunteer drivers that you use (not supplied by Bristol Community Transport).
 - You will need a different email address each individual you are entering information for, including drivers so you will need to be ready with a unique email address for each person. Free email accounts are available from Google mail, Outlook.com (formerly Hotmail), Yahoo mail amongst many others.
- If you use your own volunteer drivers, you will need each driver to obtain a Licence check code from the DVLA in order for us to check eligibility to drive our vehicles (check codes can be obtained from <https://www.gov.uk/view-driving-licence>). For each driver, you will also need the **driving licence details** (licence number, licence type) and **MiDAS details** (certificate number and expiry date) for each driver.
 - MiDAS is a nationally recognised standard for the assessment and training of minibus drivers. We require all our drivers to complete the training programme prior to using our vehicles. More details can be found [here](#). If you have a driver but s/he doesn't have a MiDAS certificate, you will not be able to add them until they have attained a MiDAS certificate. Details on how to obtain a MiDAS certification can be obtained by emailing office@midastraining.info, or from our website www.bristolcommunitytransport.org.uk.

Registering your group

Start by clicking [here](#) to register.

You will be taken to a screen that looks like this:



The screenshot shows a registration form with the following fields and values:

- Group name *: Example Group
- Group Type *: Self Help Or Support
- Email *: Example@365response.org
- First name *: John
- Surname *: Smith
- Phone number *: 01316123123

A "Next" button is located at the bottom right of the form.

Fill out all the fields with a red asterisk.

Note:

“Group type” is a drop-down list of options. Please select which option best describes your group’s focus. We want to make sure that we are serving a wide range of community groups across Bristol, and the information you provide here will help us monitor our success.

Click “Next” to progress to the next section of the form. This is a long section, so please keep scrolling to make sure you fill out all the mandatory sections, including the password field.

Note: Please select “Bristol CT” as the Base. HCT Group, our parent organisation, runs Community Transport services across the UK and Bristol CT is our primary Bristol base for Group Transport.

To access the Group Transport service please complete the form below and click Next to pass

Your group's details

Group name	<input type="text" value="Example Group"/>
Group Type	<input type="text" value="Self Help Or Support"/>
Group member Age Group *	<input type="text" value="22-30"/>
Base *	<input type="text" value="Wakefield Base"/>

Group address

Name or number *	<input type="text" value="Unit 1"/>
Street *	<input type="text" value="Benton Avenue"/>
District	<input type="text"/>
Town/City *	<input type="text" value="Wakefield"/>
Postcode *	<input type="text" value="WF4 5RA"/>
County	<input type="text" value="Yorkshire"/>

Keep scrolling – the next section is all about the groups “main administrator” details. The “main administrator” is the person that the Bristol Community Transport team will contact about any bookings or your account.

Nominated person (the main administrator for your group)

First name *	<input type="text" value="John"/>
Surname *	<input type="text" value="Smith"/>
Designation/Position	<input type="text" value="Owner"/>
Phone number	<input type="text" value="01316123123"/>
Email *	<input type="text" value="Example@365response.org"/>
Fax	<input type="text" value="01316123123"/>
Mobile number	<input type="text" value="07123456789"/>
Password	<input type="password" value="*****"/>
Confirm password	<input type="password" value="*****"/>

Keep scrolling - next is the section on the finance manager, who is the person that the Bristol Community Transport team will contact about any billing enquiries. If, in your group, the same person covers both the main administrator and the finance manager roles, you do not need to complete this section.

Account details
We'll need to know who to contact for payment

– Do you wish to define different account details for invoicing? Otherwise the details of the group and of the nominal

First name *	Adam
Surname *	Smith
Designation/Position	Accounts Manager
Phone number	01516132123
Email *	Adam@365response.org
Address	
Name or number *	Unit 3
Street *	Benton Avenue
District	
Town/City *	Wakefield
Postcode *	WF4 5RA
County	Yorkshire

Next, please add the details of anyone in your group who you want to be able to make bookings, or log into your Group’s account.

Persons authorised to make bookings
Please let us know who in your group should be allowed to book vehicles

+	First name	Surname	Email	Phone number
+	Bill	Smith	Bill@365response.org	07123456788

Next, you will be asked whether you will be using Bristol Community Transport’s drivers or if you have your own volunteer driver/drivers.
If you state that you will be using your own drivers, you will be asked to fill in their details, including driving licence and MiDAS certificate details. An explanation of where to find the drivers licence check code is displayed when hovering your mouse over the field.

Please let us know if you will be normally using our drivers or if you will be using your own MiDAS train

Group's drivers

Driver details
 If you would like to use your own drivers, they will need to have a valid MiDAS certificate in addition to their regular driving licence, driver eligibility or would like to arrange MiDAS training for your drivers, please call us to discuss your requirements

+	First name	Surname	Email
▼	<input type="text" value="Dominic"/>	<input type="text" value="Smith"/>	<input type="text" value="Dominic@365res"/>

Address details

Name or number *

Street *

District

Town/City *

Postcode *

County

Note:

As mentioned above, the system does not allow a driver to have the same email address as the main administrator or finance contact. If you are both the main administrator or finance manager AND a driver, you will need to have a second email address ready to use here. If a driver does not yet have a MiDAS certificate, you will not be able to register them until MiDAS is attained. Don't worry, you can add drivers at any time after registering your Group by logging on to your account.

MiDAS Details

Certificate Number * Expiration Date *

Driving Licence Details

Licence Number * Licence Check Code *

		Start Date *	End Date *
<input type="checkbox"/>	B1 - 4 wheeled light vehicles	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="DD/MM/YYYY"/>
<input type="checkbox"/>	B - Cars	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="DD/MM/YYYY"/>
<input checked="" type="checkbox"/>	B - Minibuses	<input type="text" value="01/07/2019"/>	<input type="text" value="15/07/2021"/>
<input type="checkbox"/>	B (Auto) - Automatic Cars	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="DD/MM/YYYY"/>

Please then fill in some more details about your group and its members. When all details are entered click the "Next" button located at the lower right of the page.

Which of the following best represents your group's constitution?

Is your group set up as a non-profit making organisation

Group Description: Unfunded Voluntary and Community Group

Which category best describes the people your group works with?

Ethnicity*: Prefer not to say

How best describes the individuals your organisation exists to help?

Gender*: Prefer not to say

Age Group*: Prefer not to say

Disabled*: Prefer not to say

Sexual Orientation*: Prefer not to say

People of Faith*: Prefer not to say

Declaration: I am applying to register my group as a Group Transport User Group. The information above is true to the best of my knowledge and I have agreed to abide by the [terms and conditions](#) presented at the top of this page.

Terms And Conditions:

Back Next

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Finally, you will be asked to select your payment method. At the moment (August 2019) we are unable to accept payment by Card. However, if you would prefer to pay by card in future, please select this as an option and we will be in touch with development updates. *Please note that we will continue to invoice your Group for transport in the usual way until we introduce online payments by Card.*

To access the Group Transport service please complete the form below and click Save to proceed.

Payment Method

Invoice

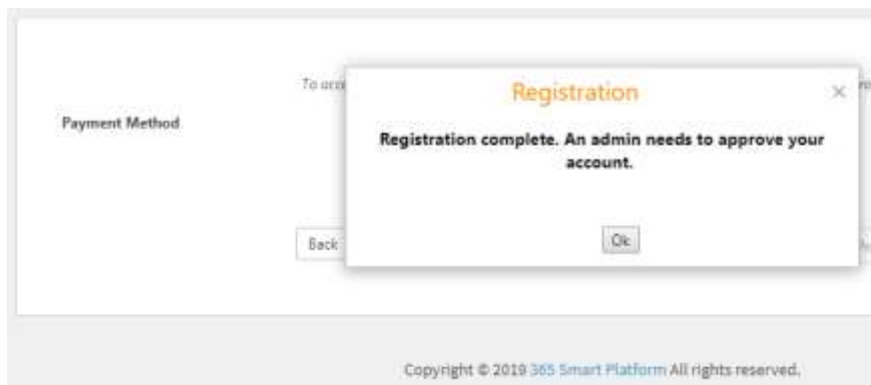
Card payment

Cash / Cheque

Back Save and Exit

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You will be notified by the system that your registration is completed, and an account administrator will need to approve this. Your account administrator will generally be contactable via the depot you have selected during registration (Base).



What happens next

Once you have registered, our team will review your form and get in touch if we have any questions within 5 working days. You will receive an email once it is approved.

- We will be in touch shortly with an online booking guide for ad-hoc bookings.
- Regular weekly bookings will still need to be requested via telephone or email
- If you want to make a booking **after 19th August for a one off trip after 1st September 2019**, please go to our [online booking platform](#), log in and enter your details. Our team will review booking requests on a daily basis and you will receive a confirmation email when your booking is confirmed
- We will be in touch with a guide to the booking process. If you have any questions, please call or email.

Frequently asked questions

Who is 365 Response and who is Healthcab?

You may come across the names 365 Response and Healthcab on various bits of the booking website. All emails generated from the registration and booking process will be sent from “Healthcab” (check your junk email once registered). Healthcab is the name of the software supplied by 365 Response to Bristol Community Transport. If you have any problems with the software, please let us know by emailing office@bristolcommunitytransport.org.uk or by calling 0117 902 0157 and we will work with 365 Response to find a solution.