

How to buy and use First mTickets

1. Download First Bus app on your smartphone
2. Sign in with your existing First Bus App account or select 'Create account' to register if you are new to First Bus App. Account must be registered in the student's name, **not** a parent/carer. If you forgot your existing login password please contact the mTicket support team on mticket-support@firstgroup.com or 03300 947 577.
3. Choose the area 'Portsmouth/Gosport/Fareham' (even for Hampshire mTicket)
4. Select 'Buy your Ticket'
5. Choose the appropriate **Highbury Student** ticket option
6. Go to checkout, choose payment method
7. Continue (the passes are already heavily discounted)
8. Complete the purchase
9. Any purchased tickets will be in your First Bus wallet.
10. Activate your ticket before you board. Place your device under the ticket machine scanner to scan the QR code.

Verifying your student status

Students who purchase their own tickets will need to verify that they are a student at Highbury College. To confirm your status, you will need your student email address (your student ID number @students.highbury.ac.uk. for example: 123456@students.highbury.ac.uk) within 30 days (from the date of ticket is downloaded). No separate code is required. Your college account will not be active until you are enrolled and complete your induction in September 2020.

mTickets Refund

First can only provide refunds for inactivated tickets; any activated tickets are non-refundable. However, refund requests for annual and long-term student tickets may be reviewed on a case-by-case basis by a member of the mTicket Support Team.

First mTickets Technical Support

For more details on how to use the First Bus app and mTickets please visit <https://www.firstgroup.com/buy-ticket/mtickets-faqs> .

If you are experiencing difficulties with mTickets app (including forgetting your existing account sign in details) please contact the mTicket support team on mticket-support@firstgroup.com or 03300 947 577. So, they can fully answer your enquiry please give them as much information as possible about the ticket type, device, and operating system you are using. Normal opening hours: 7am – 10pm, seven days a week.

Alternative First Ticket/Smartcard (not mTickets)

It is recognised that whilst most students now have a "smart" phone, there may be some circumstances where mTickets are not a suitable option. First Bus have an alternative in place (physical smartcard) which First Bus will charge a small **administration fee of £10 over and above the cost of the mTicket price**. If you would like to purchase an alternative pass please contact Student Finance on 023 9232 8954 or email Student.Finance@highbury.ac.uk , we will assist you with the order of the alternative ticket. Please note First Smartcard may take up to 3 weeks to arrive from the day of ordering.

Highbury Student Engagement Team Contact:

Tel: +44 (0) 23 9232 8954

Email: Student.Finance@highbury.ac.uk or Nam.Kanram@highbury.ac.uk

The Advice Centre | Ground Floor | Highbury College | Cosham Campus
Office Hours: Monday-Thursday 8:30am – 5pm, Friday 8:30am – 4:30pm