

evolvi^{ng} BlackBerry app user guide



Downloading the App

Stage 1

Call your TMC and request that you are enabled for Mobile Booking

Stage 2

Visit the Evolvi website, www.evolvi.co.uk, and follow the links to the BlackBerry version

Stage 3

Download the App and start booking!

Getting Started

For first time users, you will need to provide your login information before you can use the App.

Username

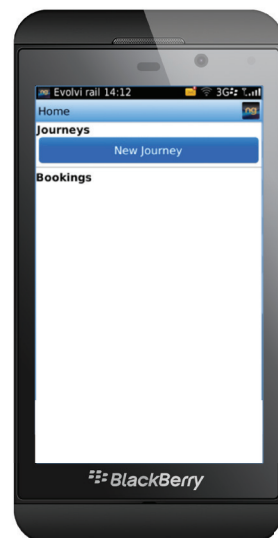
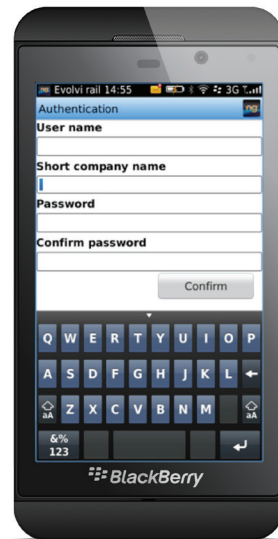
is the same as that used to login to Evolvi.

Short Company Name

is the code for your Travel Management Company – An example:
If the URL you normally use to access Evolvi is – <https://bct.evolvi.co.uk> then your Company Short Code is **bct** – if you are in any doubt, contact your Travel Management Company for details.

Password

is the password you normally use for Evolvi. When you press 'Confirm' the information you have entered is validated and if correct you see the Home Page for the App displayed.



Making a booking

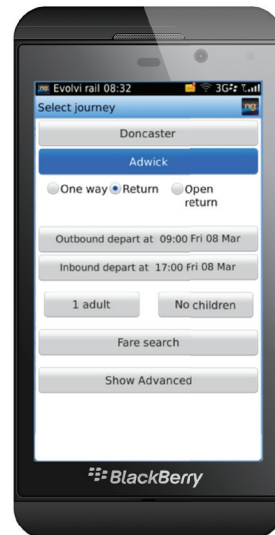
Making your booking through the App is simple but please remember that your booking process will depend on your settings in Evolvi.

From the Home page, start a new booking by selecting a Recent Journey or by selecting New Journey.



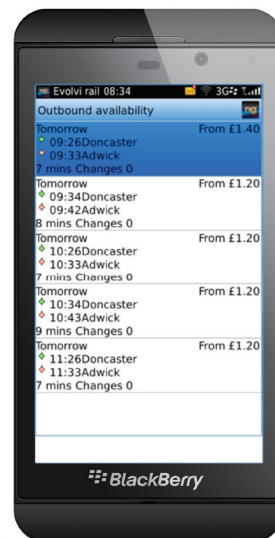
Change the search information as required. Select the Origin and Destination you require using the search facility. You can show a list of all, recently selected or nearby stations (location services must be turned on to use this option). Press Fare Search

Note: Press Show Advanced to see further search options.

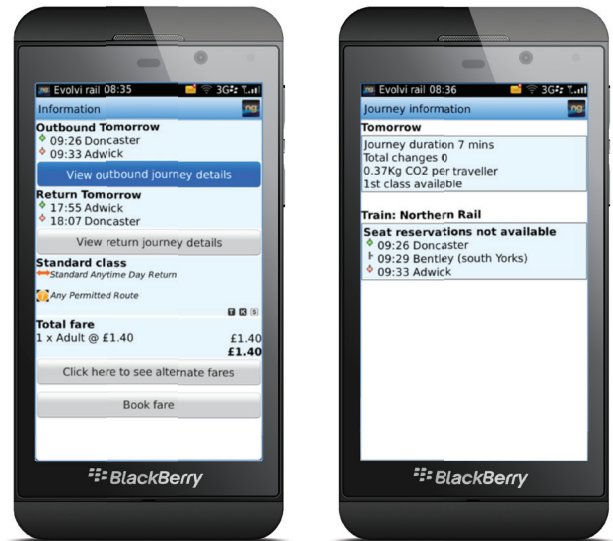


Select the train that you require (both Outbound and Inbound if a return booking is being made).

Note: The App displays the cheapest fare available for the train you choose.

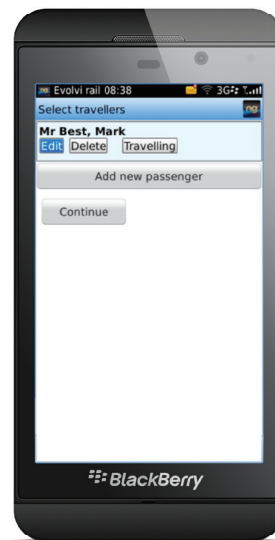


A summary of the fares chosen is shown with the option to display the full route of the journey (press View Outbound / Inbound Journey Details) or to display other available fares for the train times chosen press "Click here to see alternate fares". Once satisfied that you have the correct train / fare continue through the booking process by pressing 'Book Fare'.

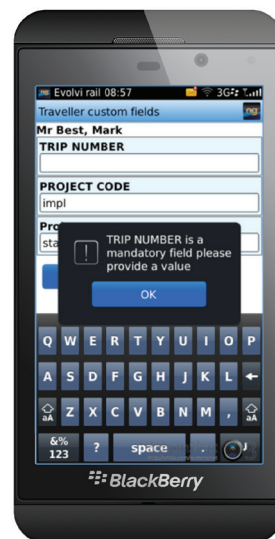


If the Traveller name shown is correct, just press "continue" otherwise amend the traveller details as required.

Note: The last traveller used will display by default. When you use the App for the first time you will need to add in a traveller.

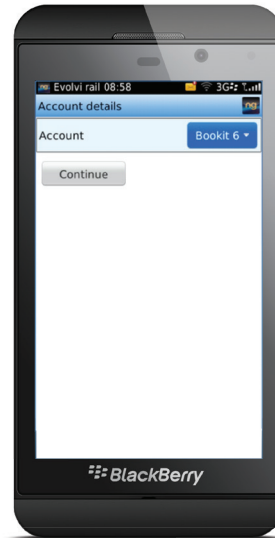


If you are required to enter Traveller Custom Field information, the fields applicable to you will be displayed. You will be forced to enter any information that is mandatory before you can proceed.



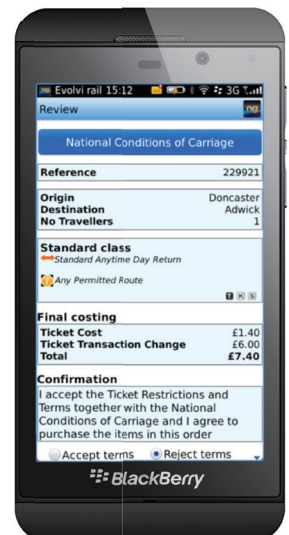
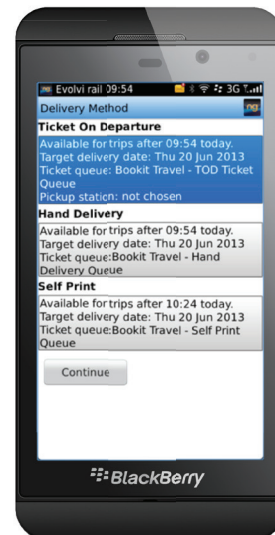
Next, select the account against which payment for this booking is to be made.

Note: The App does not allow you to pay by entering credit card details. Accounts with Lodged Cards or other types of account can be used.



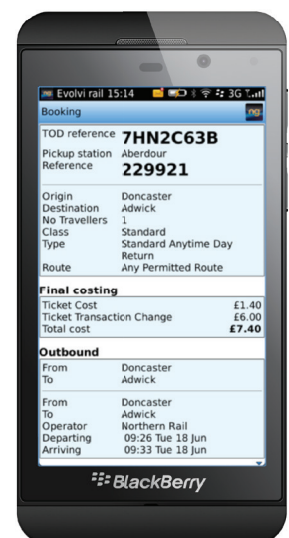
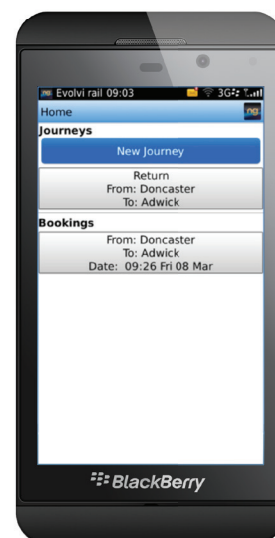
Next, select the delivery method from the options that are made available to you. These options will vary depending on how your organisation is configured in Evolvi.

You will now see a summary of the booking with any transaction fees displayed. Accept the terms and conditions and then press Confirm Booking to complete the booking.



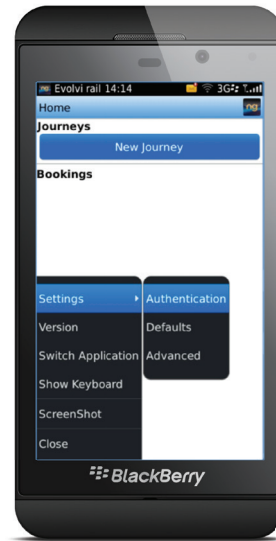
When the booking completes you will be back at the Home Page. You will see that your booking is now displayed.

If you want to review your booking at any time just select it from the home page.



Other Options

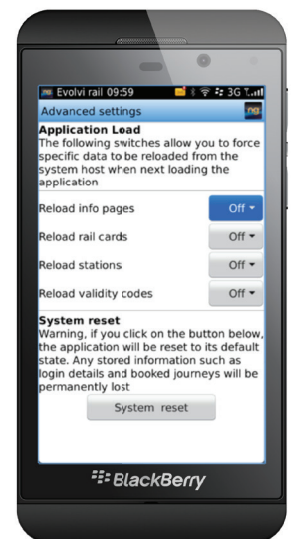
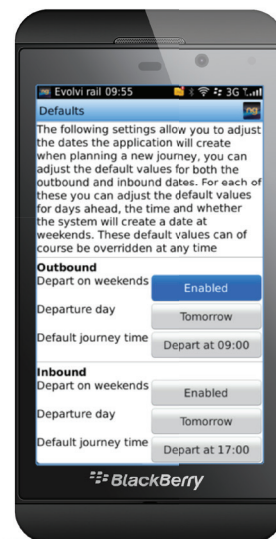
The App allows you to tailor some options to suit how you book rail. These options can be found in the Defaults area (accessed from Home Page\Settings by pressing the BlackBerry Key).



You can change the default settings for Outbound and Inbound travel to specify how far in advance you normally travel, the time you normally travel and whether weekends should be included. These settings are reflected in the fares search. Remember – you can override these settings when you make a booking.

There are also some advanced settings that allow you to control whether reference data is loaded each time you start the App. This data does not change very often however unpredictable results may occur if these are not updated from time to time.

Note: The System Reset option should be treated with caution – it does reset the App and any recent journey information and bookings will be removed.



Getting help

If you have any questions about using the Evolvi Mobile App, please contact your Travel Management Company. Contact details can normally be found on your main Evolvi site.

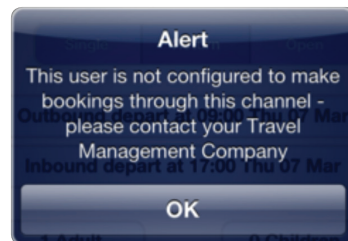
FAQ

Q. Can I use a combination of touch screen and physical keyboard on my Blackberry?

A. Yes – you can use the physical and onboard touchscreen keyboard (and the touch screen itself) to perform actions in the App.

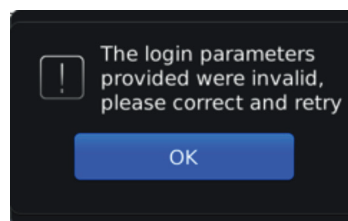
Q. I get message saying that I'm not able to make bookings through this channel.

A. Please contact your travel management company – they will need to ensure that access via the App has been configured for you.



Q. I'm on the Home page but an error appears when I try to search.

A. A message is displayed if you have not set up your credentials to access the Evolvi App (see screenshot below). Click OK and then navigate to Settings\ Authentication and enter the information required.



Q. I get an error when entering my credentials on the Authentication page.

A. This is normally because the information entered is incorrect. Check that the spelling and Short Company Name (in lowercase) are correct.

