



On Wednesday 16 April 2025 we're launching a brand-new app offering more features. If you are already an app user, switching is easy and your existing ticket will be transferred - you'll need to sign-up to the new app with the same email address you are using in the old app - there's more details below.

If you don't use the app for tickets, just download the new app - there's no need to sign in.

Already bought tickets?

1. Before downloading our new app, **check to see the email address you used to sign in on our old app**. You can do this by tapping *Account* (on the bottom right-hand side of the screen) then *Manage Account* to see your email.
2. **Download the new app called Newport Bus 2025**
3. In the new app go to *Settings, Log In* then **sign-up with the email you used in the old app**.
4. **You'll get an email to verify**.
5. **Log in to the app** and continue to use the new app.

If you need help, just get in touch:

t: 01633 670573 or visit www.newportbus.co.uk/app

Frequently Asked Questions

When is the new app going to be available to download?

You can download the new app from Wednesday 16 April 2025.

When will the old app switch off?

The old app will no longer function at the end of Tuesday 22 April 2025.

Will my tickets still be valid?

Yes. Any existing tickets, both active and inactive will be transferred - you must sign-up to the new app with the same email address as you used in the old app.

How do I transfer my details?

1. Switching is quick and easy. Follow our step-by-step guide or watch our **video** at www.newportbus.co.uk/app
2. Before downloading our new app, **check to see the email address you used to sign in on our old app**. You can do this by tapping *Account* (on the bottom right hand side of the screen) then *Manage Account* to see your email.
3. **Download the new app called Newport Bus 2025**.
4. In the new app go to *Settings, Log In* then **sign-up with the email you used in the old app**.
5. **You'll get an email to verify**.
6. **Log in to the app** and continue to use the new app.

I buy tickets and then gift them to someone else. Is this still possible?

Yes. Our new app offers this function. When switching to the new app please make sure that both the person gifting and the person receiving the gift sign up with the emails they used in the old app.

I don't have any tickets, do I need to sign up with my old account?

No. If you don't have any valid tickets (or any bought and waiting to be used) you can sign-up with a new email.

I just use the app for tracking buses, do I need to download the new app?

Yes. All functions of the app including timetables, alerts and live tracking will not be available in the old app from Tuesday 22 April 2025.

What new features will be available?

You'll be able to manage your account through the website as well as our app. Finding tickets will be easier as you'll be able to see a map for the area the ticket can be used. We'll also be able to better inform you of news and disruptions too. There'll be the opportunity to add new features too.

I can't find some tickets in the app?

We don't sell singles through our app but you can buy all our daily, weekly and 4 weekly products in the app.

Tickets specifically for route T7 can be bought through the TrawsCymru app, although our AllZones ticket can be bought on our app and used on route T7.

As part of our agreement to sell and accept Network Rider tickets, these are only available to be bought on the bus.

I've never used the old app, can I just start using the new app as a new user?

Absolutely. Just sign-up and start using it.

I didn't switch in the week that both apps were running. Is it too late to switch?

No but you'll need to make the switch by Friday 9 May 2025.

Can I still buy tickets on the bus with card or cash?

Yes. There are no changes to buying tickets on board our buses.