

## Ticket Booking

### **Q: How do I book a bus ticket?**

A: Go to the ticket booking module, select your source and destination stops, choose the time, and confirm your booking. You'll receive a booking reference on successful confirmation.

### **Q: Can I select a seat while booking?**

A: No, seat selection is not required for short-distance trips. All tickets are general, and boarding is on a first-come basis.

### **Q: I made a mistake in my booking. Can I change it?**

A: Currently, bookings cannot be edited after confirmation. You may cancel and rebook if needed.

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## Bus Timings & Routes

### **Q: Where can I check bus timings?**

A: Bus timetables are uploaded by KSRTC staff and displayed in the Route & Bus Information module. You can search by stop or route.

### **Q: How do I find buses between two places?**

A: Use the "Search Route" feature on the home page. Enter your starting point and destination to view available routes and buses.

### **Q: Are all routes updated in real time?**

A: Route information is manually updated by KSRTC. Some updates may take time to reflect.

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## Login & Authentication

### **Q: How do I sign up for UBus?**

A: Enter your phone number in the signup page. You'll receive an OTP to verify. Once verified, you can set a password to complete registration.

### **Q: I didn't receive the OTP. What should I do?**

A: Wait a few seconds and click on "Resend OTP." Make sure your number is active and you have network coverage.

### **Q: I forgot my password. How can I reset it?**

A: Use the "Forgot Password" option on the login page. Enter your number and follow the steps to reset via OTP.

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## **Feedback & Support**

### **Q: How can I give feedback or complaints?**

A: Go to the Feedback & Support module. You can rate your trip, write complaints, or share suggestions directly through the form.

### **Q: Will my complaint be addressed?**

A: All complaints are reviewed by KSRTC staff via the admin module. You may be contacted if more details are required.

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## **Admin & Staff**

### **Q: Who manages the timetables and routes?**

A: Authorized KSRTC staff manage timetables and routes using the Admin Module.

### **Q: Can conductors or staff log in?**

A: The current version is for passengers and admin only. Conductor and staff access may be added in future versions.

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## **General Information**

### **Q: What is UBus?**

A: UBus is a web application that helps passengers book tickets for short-distance KSRTC routes, check bus timings, and give feedback — all in one place.

### **Q: Is UBus available as a mobile app?**

A: Not at the moment. UBus is currently a web-based platform, but a mobile app may be released in future updates.

### **Q: Is the booking service free?**

A: Booking through UBus is free. You only pay the regular bus fare when boarding.

### **Q: Can I book a bus for someone else?**

A: Yes, you can book on behalf of someone else as long as you enter the correct travel details.

### **Q: What information do I need to book a ticket?**

A: Just your source and destination stops, preferred travel time, and a valid phone number for verification.

**Q: Do I need to carry a printed ticket?**

A: No, you can just show your booking reference number on your phone.

**Q: Can I cancel a booking?**

A: At this time, cancellation is not available. However, this feature may be added in future updates.

**Q: Will I get a refund if I miss the bus?**

A: No, since these are short-distance general tickets without reserved seats, missed trips are not refunded.

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## **Routes & Bus Information – General and Specific**

**Q: How do I know which bus to take?**

A: Use the search option in the Route & Bus Information module by entering your starting stop and destination.

**Q: Can I search using landmarks or only bus stops?**

A: Currently, search works best with official stop names. You may also try known landmarks if listed.

**Q: How often are the bus timings updated?**

A: Timetables are updated by KSRTC staff as needed. You'll always see the latest available version.

**Q: Do you show real-time bus locations?**

A: Not at the moment. UBus displays fixed schedules. Live GPS tracking may be added in future versions.

**Q: Is night service available on UBus?**

A: Yes, if night routes are active in your area, they will appear when you search routes by time.

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## **Authentication & Login – Specific Issues**

**Q: Can I log in using my email?**

A: Yes, UBus supports email-based login through Firebase Authentication.

**Q: My OTP expired. What should I do?**

A: Request a new OTP by clicking “Resend OTP” and make sure you have a stable network.

**Q: What if someone else registers with my number?**

A: OTP verification ensures only the number's owner can complete registration.

**Q: Can I update my registered phone number?**

A: Currently, number changes are not supported after signup. This feature may be added soon.

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## Feedback, Complaints & Support

**Q: Can I report rude staff or drivers?**

A: Yes, please provide details through the Feedback module so KSRTC can take appropriate action.

**Q: Can I suggest new features or routes?**

A: Absolutely! Use the suggestion box in the Feedback section — all submissions are reviewed.

**Q: How do I know my complaint was received?**

A: You'll get a confirmation after submission. If needed, KSRTC may contact you using the provided details.

**Q: Can I give anonymous feedback?**

A: No, for verification and proper follow-up, basic user info is required.

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## General Website/Usage Help

**Q: Is UBus free to use?**

A: Yes, UBus is completely free to use for all users.

**Q: What devices can I use UBus on?**

A: UBus works on all modern browsers — mobile, tablet, or desktop.

**Q: Why isn't the site loading properly?**

A: Make sure your internet connection is stable. Try refreshing the page or opening it in a different browser.

**Q: Can I use UBus offline?**

A: No, UBus requires an internet connection to function properly.

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## Security & Privacy

**Q: Is my personal information safe?**

A: Yes, UBus uses Firebase Authentication for secure sign-ins and does not store sensitive data without consent.

**Q: Will my data be shared with anyone?**

A: No, user data is only used for providing services and will not be shared with third parties.

**Q: What happens to my data after I stop using UBus?**

A: Your basic profile may remain for record purposes, but no activity data is stored long-term.

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## User Roles & Target Users

**Q: Who can use UBus?**

A: Any commuter using KSRTC short-distance buses can use UBus.

**Q: Is there a different version for conductors or staff?**

A: Not yet, but a future version may include special interfaces for staff.

**Q: Do students get a special pass or fare?**

A: UBus currently does not handle fare calculations or special concessions. Contact KSRTC directly for such queries.

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## Future & Miscellaneous

**Q: Will there be a mobile app for UBus?**

A: Yes, a mobile app version is planned for future development.

**Q: Can I save frequently traveled routes?**

A: Not right now, but we are working on adding this personalization feature.

**Q: Is UBus available in multiple languages?**

A: The current version supports English. Regional language support is under consideration.

**Q: How can I become a beta tester for new features?**

A: Keep an eye on announcements on the site — we may invite users to test early versions soon.