

What is Shorelink?
Shorelink is the new name for Bermuda's public transportation network, encompassing bus and ferry services. As mobile devices using the Shorelink app.
Where can I download the Shorelink app?
Users can download the app from the app store corresponding to their phone's operating system (Apple Store for
Is the app free to download and use?
Yes, the app is free to download and use.
Can I use the app offline?
<p>An internet connection (Mobile Data or Wi-Fi) is required to purchase tickets and access other app features.</p> <ul style="list-style-type: none"> <li>• Passengers using IOS devices (iPhones and other Apple devices) will be able to activate all fares they've purchased offline however, devices must not be in airplane mode and the cellular data setting must not be turned off.</li> <li>• Passengers using Android devices (Samsung and other phones) will be able to activate Senior, Student and Special tokens, etc.) purchased in the app.</li> </ul>
How can I use Shorelink services if I don't have a mobile phone?
Persons without cell phones can continue to use cash and physical fare for Shorelink services.
Do I have to create an account to use the app?
You do not have to create an account to use the app. However, without an account, you cannot purchase certain f
How does guest mode work?
Guest mode allows you to purchase some fares without creating an account. If you later decide to create an account, your purchased fares will be lost.

How do I create an account on the app?
To create an account, tap the user icon and choose to log in, sign up, or use Facebook Connect. Provide your first verification email with a confirmation link to complete the process.
Can I create sub-profiles for family members or dependents?
Yes, you can create multiple profiles under a single account. However, secondary profiles cannot be used to manage which the fare is intended.
How do I switch between profiles?
To switch profiles within an account, click on the profile icon in the header at the top right corner of any page. From
How do I delete my account?
A primary account holder can request account deletion by clicking the 'Delete my account' button on the 'More' ta
How can I reset my password if I forget it?
To manage your account, go to the 'More' tab.
How do I update my personal information in the app?
To update your personal information, go to the 'More' tab.
What types of fares can I purchase through the app?
You can buy ticket books, day passes, monthly passes, and tokens for various zones and routes offered by Shoreli
How do I buy tickets, passes, or tokens in the app?
Users can purchase fares through the 'Store' tab. The Store displays the fares and has a filter feature above the list fare to add it to your cart.

What payment methods can I use to purchase a fare?
The Shorelink app only accepts payments from Visa and MasterCard. Currently, alternative e-wallets such as PayPal are not supported.
Can I use my Amex card on the app?
No, the app only supports Visa and MasterCard.
What transport services can I use the fare for?
Fares purchased via the Shorelink app can only be used on Shorelink services.
How do I use a purchased fare?
Once purchased, fares are stored in your in-app wallet. To use a fare, you must activate it. You can activate a ticket by scanning the QR code, which should be displayed in the transport vehicle, or manually input the vehicle ID printed on the same flyer as the QR code.
How long is a fare valid after activation?
Fares are valid only for the duration indicated. When browsing in the store, users can select the information icon to view the duration of the fare.
What happens if my fare expires before I use it?
Shorelink is not responsible for reimbursing users for unused or expired tickets or passes. It is the user's responsibility to use the fare before it expires.
How do I transfer from one bus to another using the app?
The validation time of all tickets activated in the app is long enough for transfers. Just before boarding the next bus, users should activate a new fare.
How do I handle group boarding with the app?
The app allows for the purchase of multiple fares, however, only one fare can be activated at a time. The passenger should activate one fare, then deactivate it, navigate back to their 'wallet' in the 'My Tickets' tab, and repeat the process for each passenger they are travelling with.

Are there special fares for seniors and children?
Yes, in Bermuda, senior citizens and children under five can use Shorelink services for free. Individuals entitled to
How do I purchase a special fare pass in the app?
To 'purchase' a special fare pass, go to the 'Store' tab and select the applicable pass. You will be prompted to pro
What documentation is required to validate my identity for a special fare?
Documentation to verify your identity for special fares may include a passport, driver's license, or other forms of id with a customer account.
How do I upload the required documentation in the app?
When adding a special fare to your cart, you will be prompted to upload the required supporting documents.
Can I track the status of my special fare application in the app?
Yes, you can track the status of your special fare application in the 'My Documents' and 'My Submissions' section
What if I already have a physical senior or special fare pass?
If you already have a physical senior or special fare pass, you can link it to the app. Select 'Senior's Pass', 'Special Shorelink customer service will review and either approve or deny your submission.
Can I share a fare?
Yes, you can transfer purchased fares to other Shorelink app users.
How do I transfer fares to other app users?
To transfer a fare, go to the 'More' tab and select 'My Transfers.' From there, you can send transfers and view the h

Can I transfer any type of fare?
You can transfer all types of fares, except for special passes, to other Shorelink users.
Can I get a refund or compensation if there is a service disruption?
No, to avoid losing the value of a ticket, users are encouraged to activate a fare only immediately before they board.
What should I do if I miss my connection due to a service disruption?
If you miss a connection due to a service disruption, please call customer services. They will be able to add additional fares to your account.
Are there notifications for fare expiration or activation?
No, there are no notifications for fare expiration or activation. However, after activating a fare, a status bar below the fare indicates the expiration of a validated ticket.
How do I contact customer support for issues with the app?
You can contact customer service via phone at 441-292-3851. You can also access customer service through the app.
What should I do if the app crashes or does not work properly?
If the app crashes or does not work properly, you can still use physical fares to access Shorelink services. Please contact customer service for more information.
How is my personal data protected?
Your data is protected using industry-standard security measures, including encryption and secure servers. The app does not store any personal information. For more information on how we collect, process, and protect your data, please read our <a href="#">privacy policy</a> .
Can I set up biometric authentication for additional security?
Yes, the app supports biometric authentication, such as face recognition and face ID, for additional security.

What should I do if I suspect fraudulent activity on my account?

If you suspect fraudulent activity on your account, you should contact customer service at 441-292-3851. If you b