



Screenshots for Bus Éireann Application – Including Issue Identification

<https://www.buseireann.ie/inner.php?id=257>

Tickets | School Transport | Customer Information | About Us | BÉClub Login | Search

  Manage Your Booking | Email | Phone | Facebook | Twitter

You are here: School Transport | **About School Transport**

About School Transport

The School Transport Scheme supports transport to and from school for children who reside remote from their nearest school. The scheme is operated by Bus Éireann on behalf of the Department of Education and Skills.

New Users register here:	Returning Users login here:
Register	Login

- [Applications](#)
- [Making Payments](#)
- [Ticket Charges](#)
- [Downloadable Forms and Guidelines](#)
- [Data Protection](#)
- [Concessionary Transport](#)
- [Terms & Conditions](#)
- [School Open Nights](#)
- [Weather Warnings - Red Means Stop](#)

Bus Éireann is committed to handling your personal data with the highest standards of information security. [Click here for details.](#)

Applications

- Please note that only new pupils need apply, for example pupils starting Primary school or moving to Post Primary School.
- Applications for pupils with special educational needs (SEN) arising from a diagnosed disability should be made through [The National Council for Special Education](#)

Buy a School Transport ticket >

Apply for School Transport >

Contact your local School Transport Office >

Frequently Asked Questions >

Bus Éireann Safety Statement >

About School Transport >


Primary Scheme >

Post Primary Scheme >

Online Payment System User Guide >

Status Red Weather Warnings >

[Help](#) [Gaeilge](#) [Log in](#)

 **At the heart of the community**

Register

Please register yourself, in order to apply for school transport for your children

First Name: *

Last Name: *

Daytime Contact: *

Mobile No: *

Email: *

Password: *

Confirm Password: *

I have read and I accept the Terms and Conditions ([More information here](#))

[Create Account](#) [Cancel](#)

Password: *

The Password must be at least 8 characters long including at least one uppercase letter, at least one lowercase letter and at least one number.

[Help](#)

[Gaeilge](#)

[Log in](#)



At the heart of the community

- You are already registered in the system. Please sign in or request a new password.

[Register](#)



At the heart of the community

Information

To complete the registration process open the most recent email from Bus Éireann and click on the link provided.

[Continue](#)

Different and inconsistent use of colours

School Transport

Welcome to the online system for School Transport applications.

[Register](#)

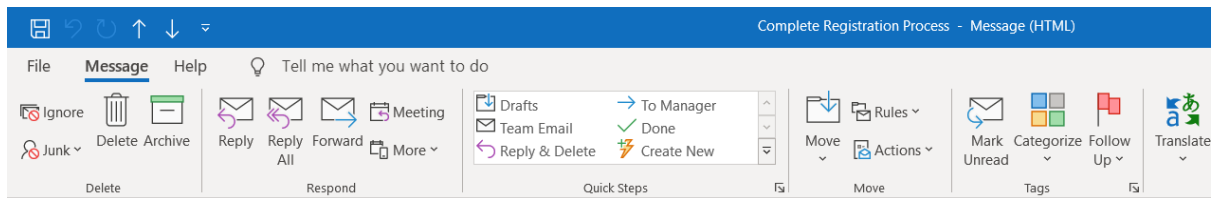
You can read more about the online system here:

[Details about the online system for applications and payments](#)



For the best user experience you should make online payment using a PC or laptop as the system is not optimised for use on mobile devices, e.g. smartphone or tablet.

Email Subject Line not very informative:



Complete Registration Process



support@buseireann.ie
To: appointment@careerguidance.ie

Hello Sean Haughian,

To complete the registration process click on this link

https://schooltransport.buseireann.ie/Account/RegisterConfirmation/W5viiikzW4oiT2f_Q5AEg2

Best regards,

Bus Eireann-Irish Bus, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claraíthe in Éirinn ag Chloch Leathan, Baile Atha Cliath 7. Uimh. 119570 Uimh. CBL. 4812850M
Bus Eireann-Irish Bus, a designated activity company, limited by shares, registered in Ireland at Broadstone, Dublin 7. No 119570 Vat No. 4812850M



Thank you

You have completed the registration process. You can now logon to the system.

[Continue](#)

School Transport

Welcome to the online system for School Transport applications.

[Register](#)

You can read more about the online system here:

[Details about the online system for applications and payments](#)



For the best user experience you should make online payment using a PC, laptop, desktop or tablet.

Email address: *

Password: *

[Sign in](#)

[I have forgotten my password](#)

The button colours should differentiate based on the required action, and not have the same colour.

Address

Family name *

Eircode or Full Address * [Eircode Finder](#)
 Enter Address Manually

House number (Optional)

Address Line 1

Address Line 2

Address Line 3 *

County *

Eircode

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Not Clear why I am here and what I am required to.

Eircode or Full Address * [Eircode Finder](#)
 Enter Address Manually

Sorry, your search failed. Please try again, use the [Eircode Finder](#) or enter your address manually.

Checking the Eircode Finder, discovers the Eircode but system does not sync,
 Autofill is good here:

Sorry, your search failed. Please try again, use the [Eircode Finder](#) or enter your address manually.

House number
(Optional)

Address Line 1

Oldcourt

Address Line 2

Manor Kilbrie

Address Line 3

BI

Blessington

County *

Carlow

Eircode

User had to scroll down the page to see this message, should a pop up not appear:

Search

Pinpoint

We can't identify your house automatically from the address details that you have entered. Please help us by finding your house on the map. Then click 'Pinpoint' and click on your house.

Pinpoint is now on the address, but what does the user do next?

Eircode or Full
Address

Eg. A65 F4E2 or 1 High Street

[Eircode Finder](#)

Enter Address Manually

House number
(Optional)

Address Line 1

Oldcourt

Address Line 2

Manor Kilbrie

Address Line 3

Blessington

County *

Wicklow

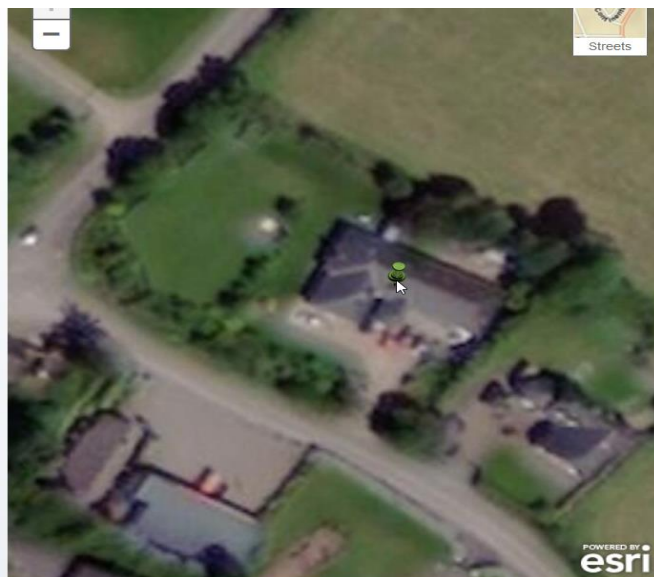
Eircode

W91 T9P2

Search

Pinpoint

We can't identify your house automatically from the address details that you have entered. Please help us by finding your house on the map. Then click 'Pinpoint' and click on your house.



However, user the Satellite view (Satellite is spelt wrong), the user is able to select the House, see:

Family name * Haughian

Eircode or Full Address Eg. A65 F4E2 or 1 High Street

[Eircode Finder](#)
 Enter Address Manually

Sorry, your search failed. Please try again, use the [Eircode Finder](#) or enter your address manually.

House number (Optional)

Address Line 1 Oldcourt

Address Line 2 Manor Kilbrie

Address Line 3 Blessington

County * Wicklow

Eircode W91 T9P2

We can't identify your house automatically from the address details that you have entered. Please help us by finding your house on the map. Then click 'Pinpoint' and click on your house.

However, the user is unsure what to do next? It is unclear. The Search button:

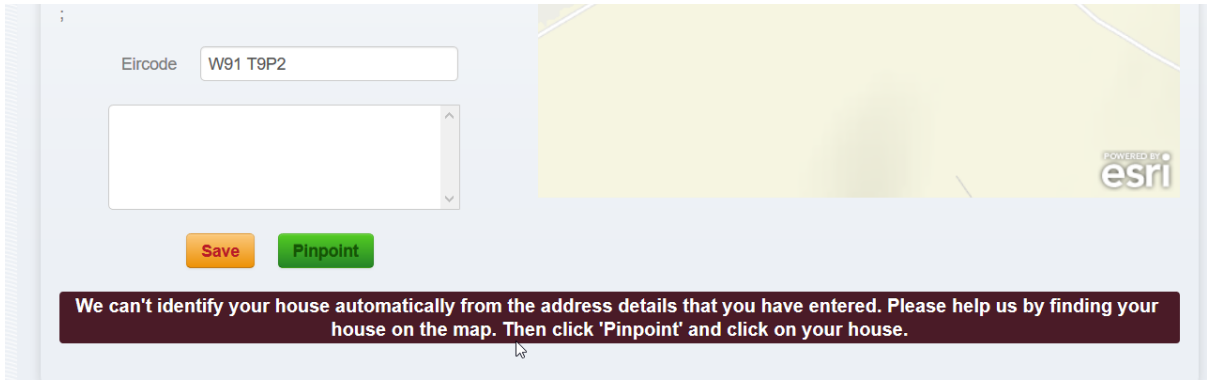


Has changed to:



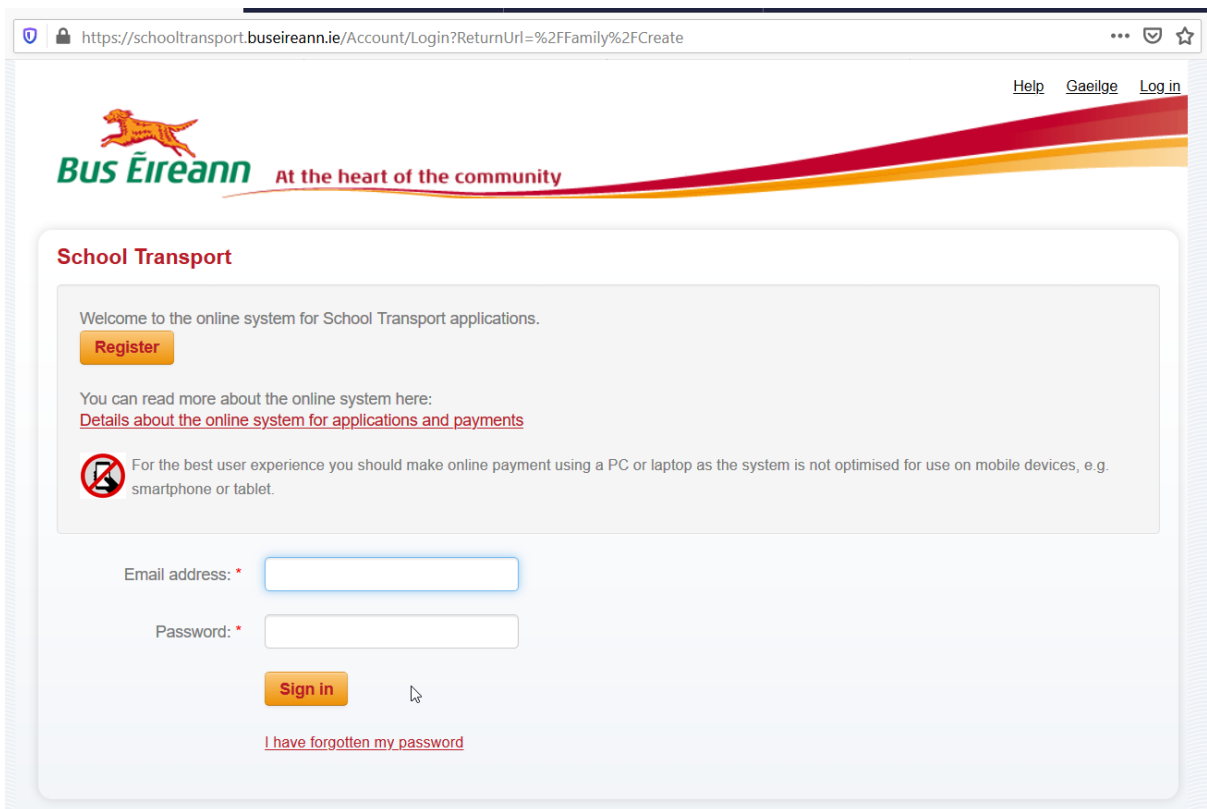
Save – but what does the user do next?

This message still appears:



Even when the location has been found? Adding to the confusion.


Hitting Save, threw the user out (perhaps user idle time elapse):



The user logs back in and lands straight on the Address Page – again, not informing the user what to do and why they have to do it.

The user pinpoints the location and hits Save, the next landing page is:

Help Gaeilge appointment@careerguidance.ie [Change password](#) [Log off](#)



Family Details [+ Add Student](#)

Contact info [Change](#)

Sean Haughian
Email: appointment@careerguidance.ie
Landline no: 0863113443
Mobile no: 0863113443

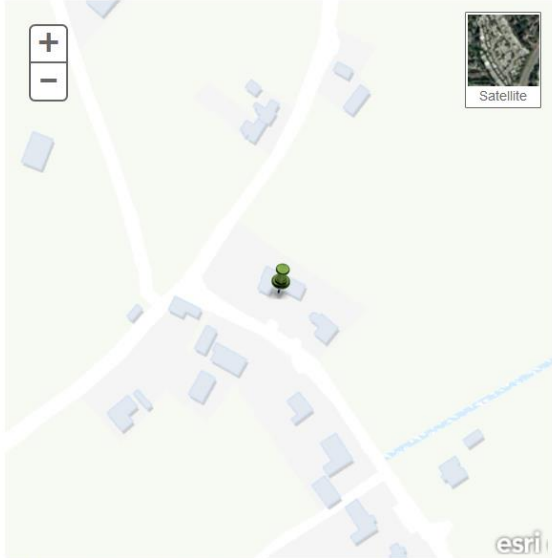
Address [Change](#)

Haughian Family
Oldcourt
Manor Kilbride
Blessington
W91 T9P2
Wicklow

Tickets [Payment/Medical Cards](#)

Please ensure that you have completed the details for all of your children in the tabs above, before clicking the Payment/Medical Card button.

[How do I use the map?](#)



If the map does not display - please zoom out.

Again, the system does not tell the user where they are in the application process and must assume what the next step is. The user decides to Add Student.

Date of Birth Field, letting the user know the format in advance.

[Family Details](#) [+ Add Student](#)

New Student

Please enter the following details.

Date of birth * [Date format should be: dd/mm/yyyy](#)

Student Added:

Family Details Killian Haughian + Add Student

Student [Change](#)

Killian Joe Haughian
Date of birth: 12/12/2010
Gender: Male

Address

Oldcourt
Manor Kilbride
Blessington
W91 T9P2
Wicklow

Travel details (School Year: 19/20)
Please contact your local office via email for further assistance

Information

Please click 'Select School' to provide details of the school that this student will attend and for the Preliminary Eligibility test. When you have finished, please 'Add' another Student or go to 'Family Details' tab to make your Payment or enter Medical Card details. When you have finished, please Log Off.

Applications [Select School](#)

From Date	To Date	School Year	School	Class	Status	Ticket issued	Category	Action
No matching records found								

What next?

This information tab is not prominent enough, too long in words and instructions.

Information

Please click 'Select School' to provide details of the school that this student will attend and for the Preliminary Eligibility test. When you have finished, please 'Add' another Student or go to 'Family Details' tab to make your Payment or enter Medical Card details. When you have finished, please Log Off.

Select School

Should the colour of this button not be different than an Edit Functionality button:

Student [Change](#)

Killian Joe Haughian
Date of birth: 12/12/2010
Gender: Male

The buttons serve different functions and thus should have a different colour scheme. The user must select a school, thus the button should be a Green colour and larger in size.

Select School

For student: Killian Haughian

School Year: 2019/20

From Date: 27/01/2020

To Date: **January 2020**

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

School: < Select here... >

Class/year: < Select here... >

Continue **Cancel**

How do I use the map?

Satellite

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If the map does not display - please zoom out.

The From Date option, how does the user move to the following month or months? The user must guess:

February 2020

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Next

Should Saturday and Sundays be blanked out and un-selectable.

Select School

For student: Killian Haughian

School Year*: 2019/20

From Date*: 03/02/2020

To Date: end of school year

County*: Wicklow

School's Townland*: Blessington


School type*: PRIMARY

School*: BLESSINGTON 1 N S, Blessin

Class/year*: 2nd Class Primary

Continue **Cancel**

How do I use the map?



If the map does not display - please zoom out.

The user is Eligible:

Preliminary Eligibility Result: **Eligible**

Apply **Cancel**

Apply – the button should be more descriptive. Apply and Reserve your Bus Seat?

Family Details **Killian Haughian** [+ Add Student](#)

Student

[Change](#)

Killian Joe Haughian
Date of birth: 12/12/2010
Gender: Male

Travel details (School Year: 19/20)

Please contact your local office via email for further assistance

Address

Oldcourt
Manor Kilbride
Blessington
W91 T9P2
Wicklow

Information

Please click 'Select School' to provide details of the school that this student will attend and for the Preliminary Eligibility test. When you have finished, please 'Add' another Student or go to 'Family Details' tab to make your Payment or enter Medical Card details. When you have finished, please Log Off.

Applications

[Select School](#)

From Date	To Date	School Year	School	Class	Status	Ticket issued	Category	Action
03/02/2020	30/06/2020	2019/20	BLESSINGTON 1 N S, Blessington (06176U)	2nd Class Primary	Application has been Submitted	No	Eligible	Cancel Replace Ticket

What does the user do now? What does the user expect? There is a lack of communication.