Maharashtra State Road Transport Corporation
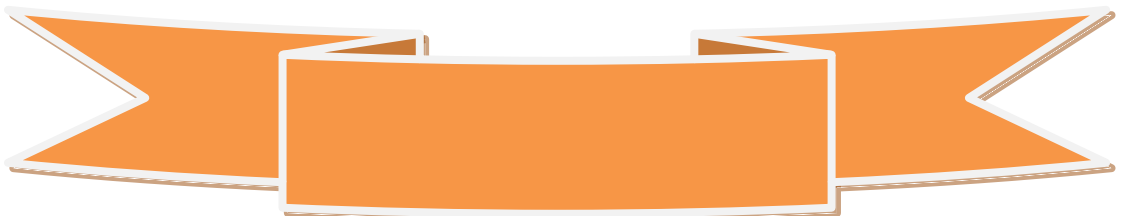## महाराष्ट्र राज्य मार्ग परिवहन महामंडळ
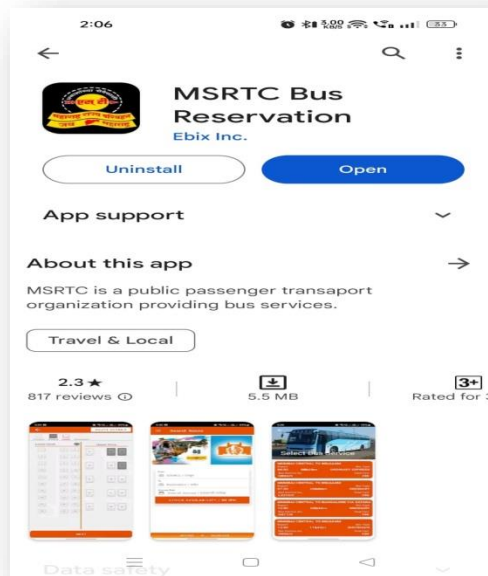

Ticket ReservationMobile APP on ANDROID

USER MANUAL

Users have the ability to download the MSRTC ticket booking (reservation) application, which is compatible with Android devices, directly from the Google Play Store.

Once the mobile app has been successfully downloaded and installed, the following splash screen will appear.
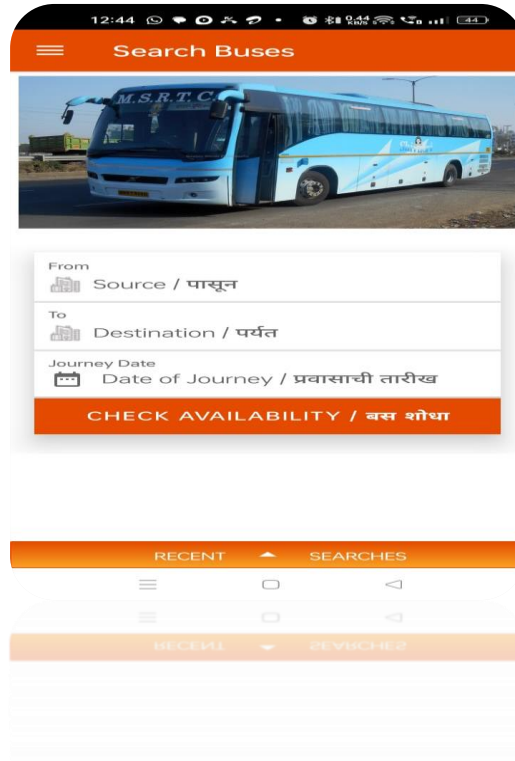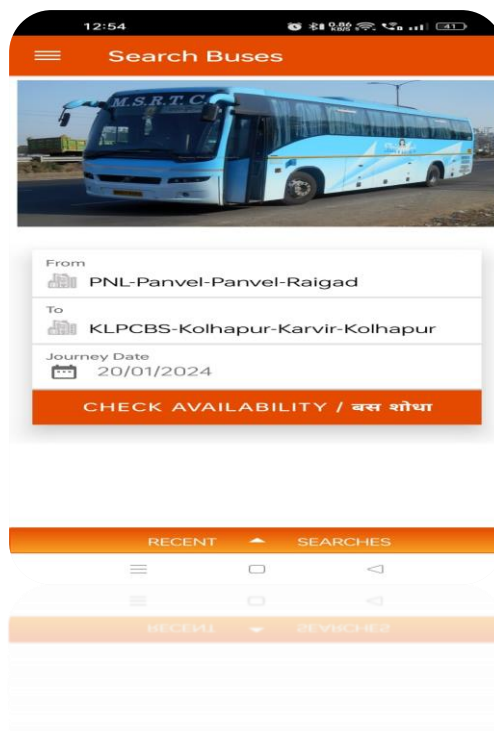
Once the MSRTC logo has been loaded, the home screen will subsequently appear.

The screenshot below illustrates how users can search for buses by providing valid inputs for a specific date.

When the user selects the 'CHECK AVAILABILITY' button, they will be directed to a screen displaying the 'Bus Service List'.
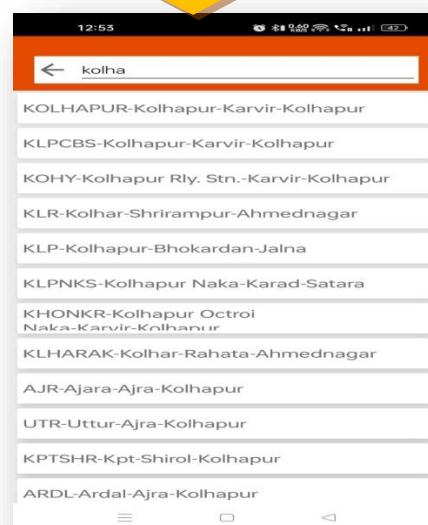

Users have the option to select their preferred "Bus Service" based on a time that suits them, as displayed on the screen. Upon making this selection, they will be directed to a new screen where they can choose their boarding and alighting stops.

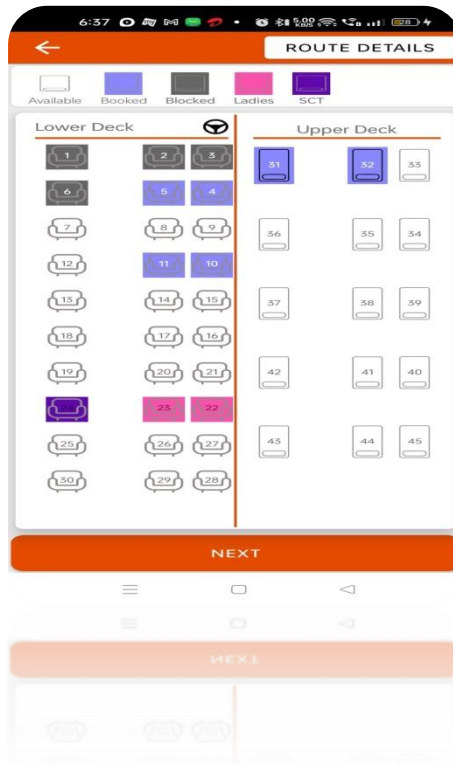*Select Boarding Stop*   *Select Alighting Stop*
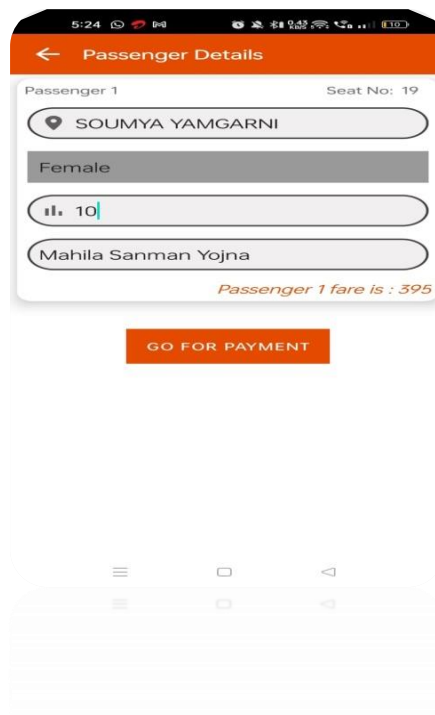
When the user chooses the "boarding and alighting stop" option, they will then proceed to click on "Select Seats". The subsequent screen will then be displayed.

As depicted in the previous screenshot, the user has the option to choose a seat and then click on the 'Next' button. The subsequent screen will then be displayed.
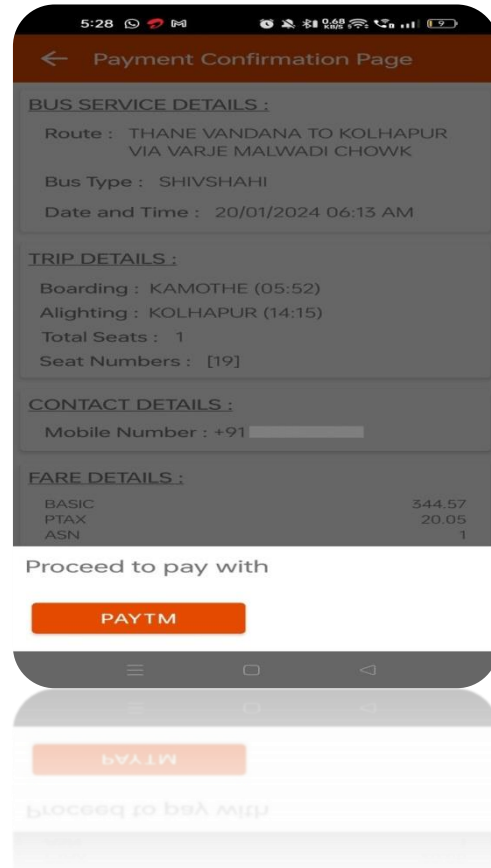
After the user clicks on the 'GO FOR PAYMENT' button as shown in the previous screen, they will be directed to the following screen for Payment confirmation with Bus Service Details, Trip Details and Fare Details
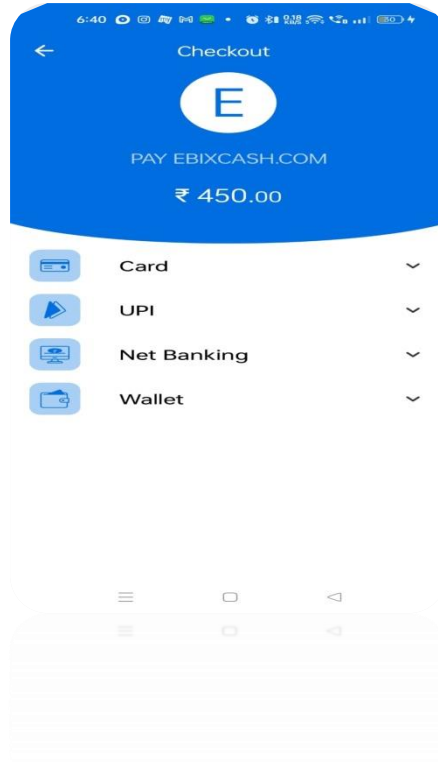
<u>**Payment Confirmation Screen**</u>   <u>**Proceed to Pay Screen**</u>

When the user selects 'PAYTM' under the "Proceed to Pay" options, a screen displaying various payment modes will appear.


➔ *Upon successful payment, the system will automatically generate a ticket which will be sent to the passenger's registered email ID*

➔ *Payment can be made using a Card, Net Banking or UPI*

➔ *The user simply needs to select one of these three options and proceed with the payment process*

Upon successful completion of the final payment, the passenger will receive a ticket equipped with a QR Code. A screen will be displayed below. You have the option to send this ticket to your email. Simply do this by clicking on the mail icon.
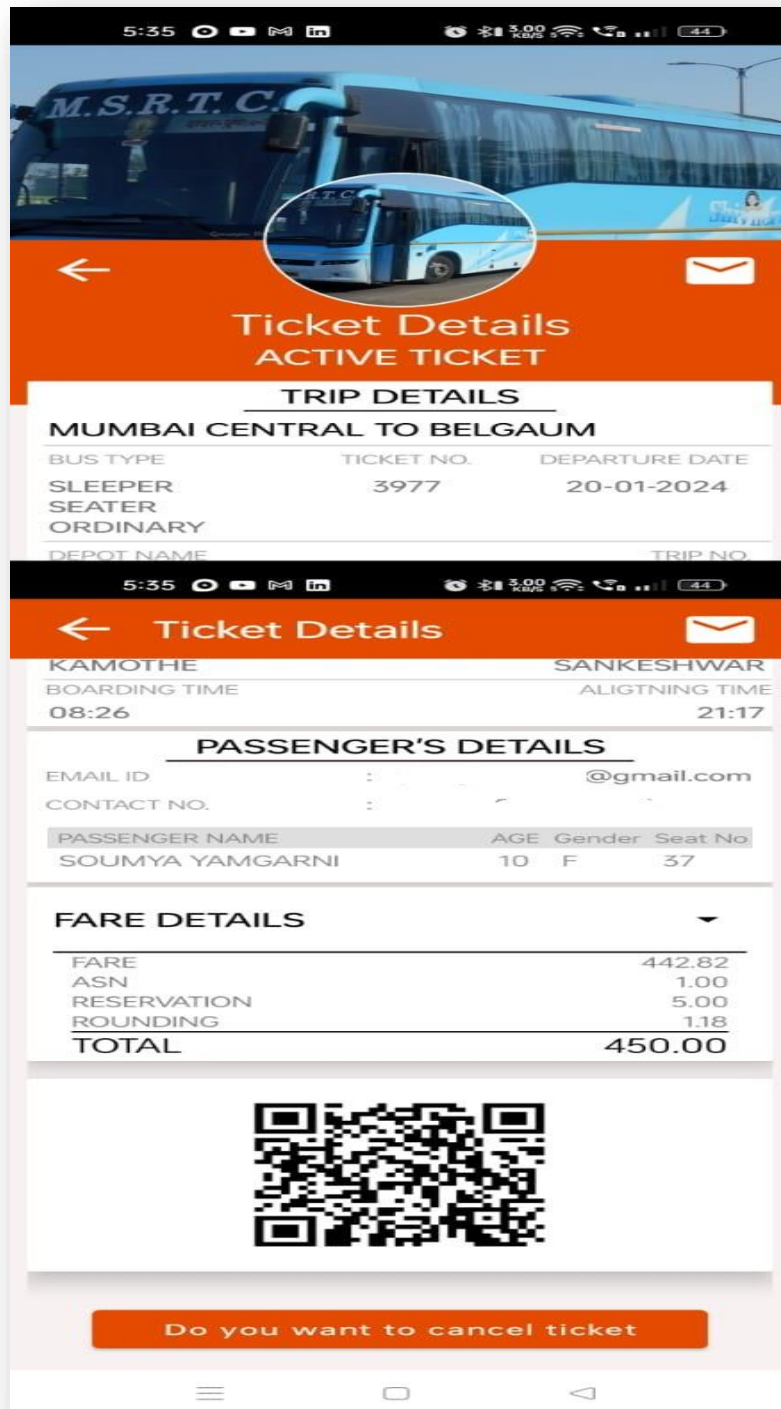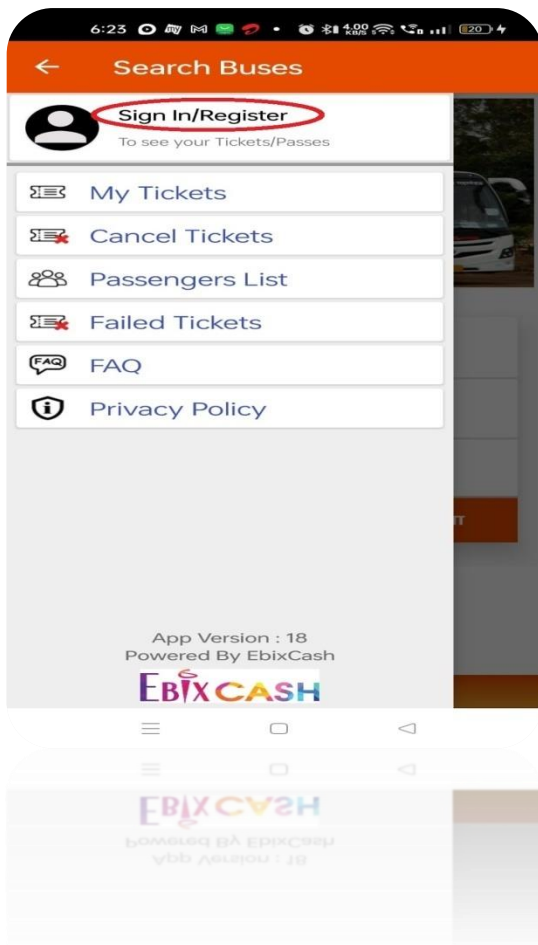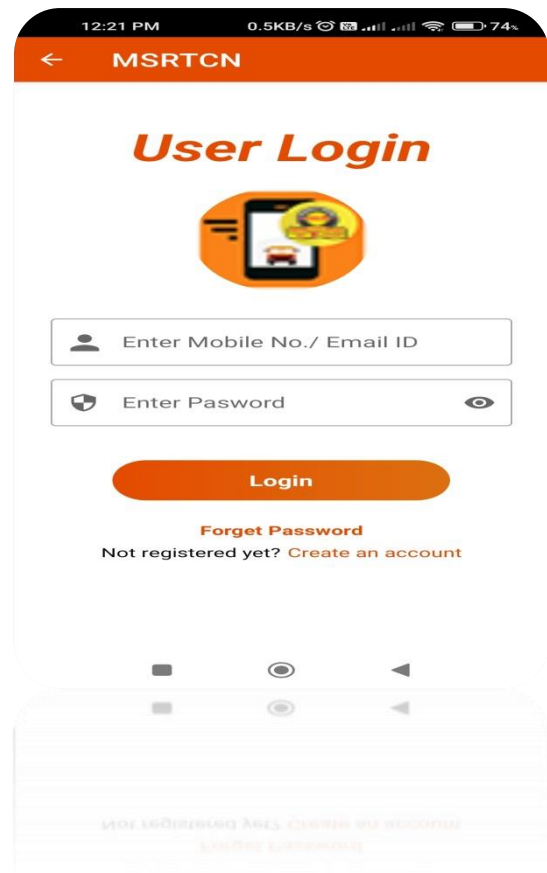
User Registration Process -

To access the menu, please tap on the three parallel lines located at the top left corner of your *Home Screen* → *Tap on Sign/Registration* → *Create an Account.* Once done, a new screen will be displayed.
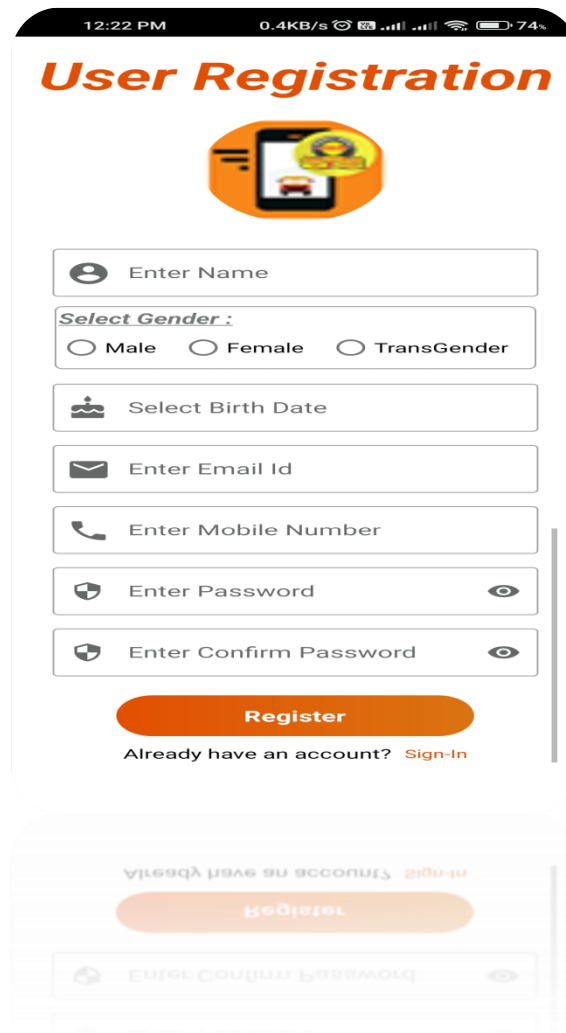
Sign/Register Screen

User Login / Create an Account

The process of registering a user for a mobile application is a crucial step in creating a seamless and personalized digital experience. It involves gathering essential information from the user to create an account,

During this process, meticulous attention is given to ensuring data security and privacy. The user's personal information, such as their name, email address, and password, is encrypted to safeguard it from any unauthorized access.

Once registered successfully, users are usually prompted to customize their profile settings according to their preferences. This allows them to personalize their experience within the app and tailor it specifically to their needs.

Forget Password

If you have forgotten your password and are unable to access your account, don't worry! We have a simple and secure solution to help you retrieve it. By following a few easy steps, you can regain access to your account in no time.

➔ *Look for the "Forgot Password" option and click on it. User will be prompted to enter the email address that is associated with your account.*

➔ *Make sure that you enter the correct email address as this is where further instructions will be sent.*

➔ *Once you have entered your email address, click on the "Send OTP" button. A notification will be sent immediately to your email inbox with new password. Remember to keep your new password secure and avoid sharing it with anyone.*
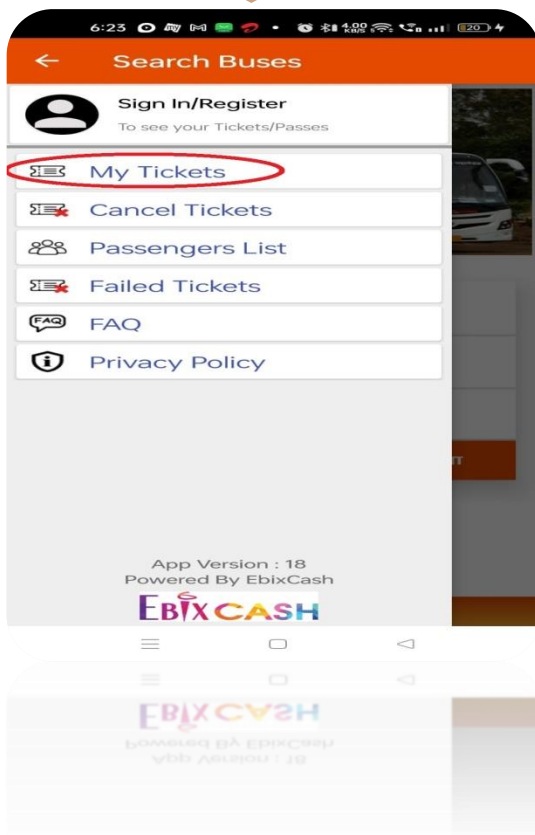
Screen – 1   **Screen – 2**   **Screen - 3**
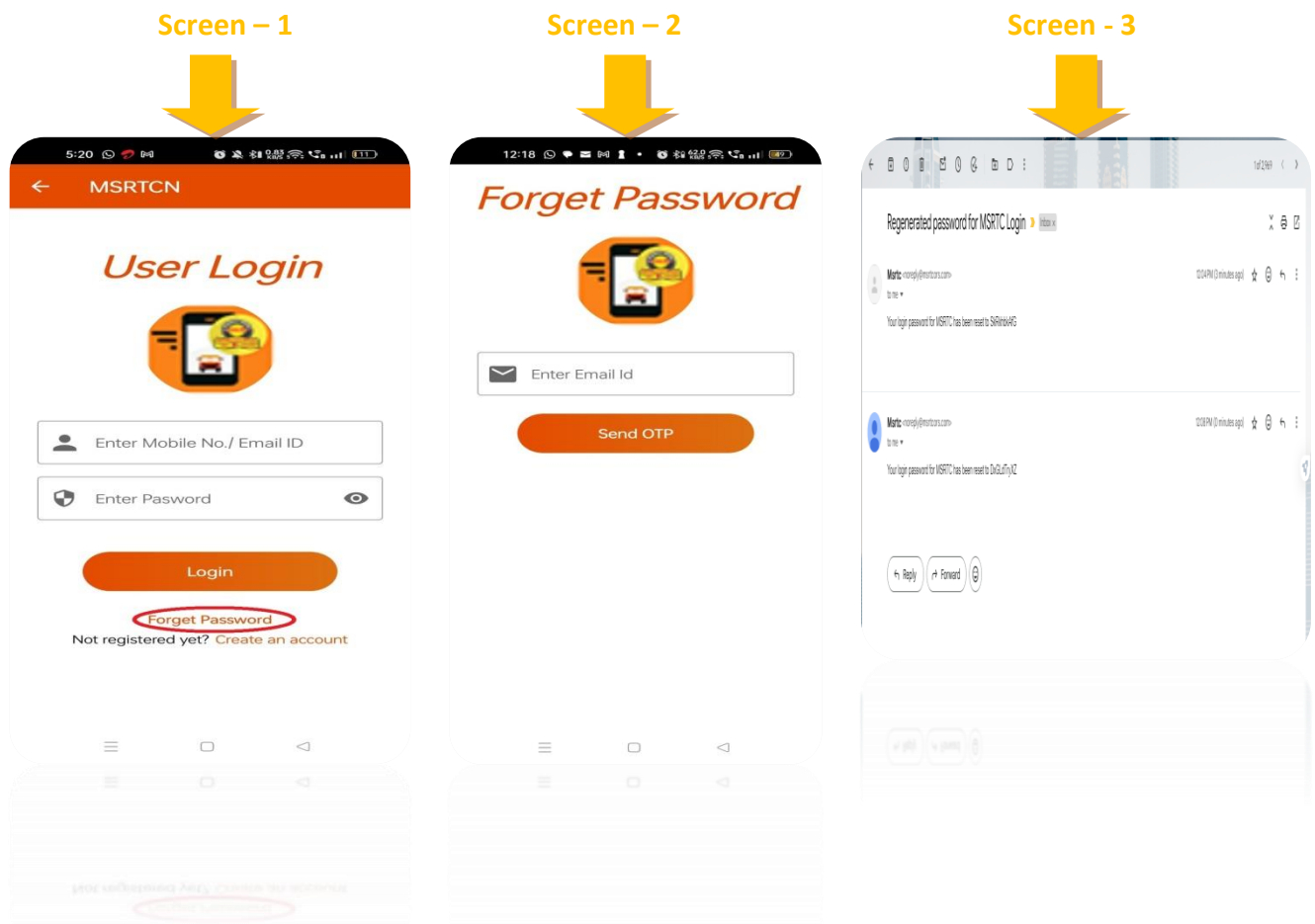
To Check Booking History

To access the 'My Tickets', please tap on the three parallel lines located at the top left corner of your *Home Screen* → *Tap on My Tickets.* Upon completion, a new interface will appear showcasing all confirmed ticket bookings.

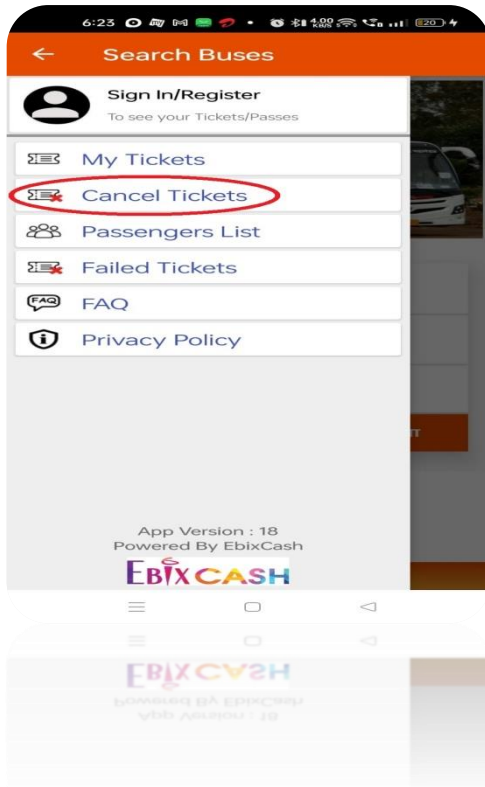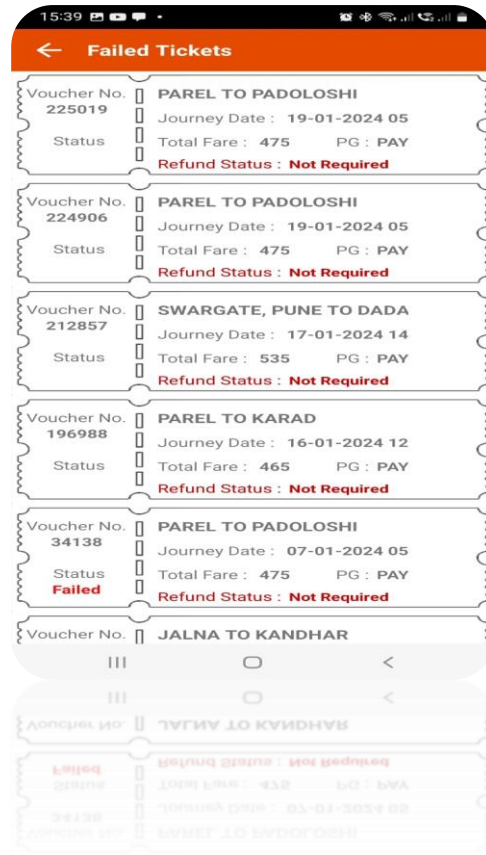**Screen - 1**   **Screen -2**

To Check Cancel Tickets

To view your cancelled tickets, please follow these steps: First, tap on the three parallel lines icon located at the top left corner of your *Home Screen* → *Cancel Ticket*.

After completing these steps, a new screen will appear displaying a list of all your cancelled tickets.

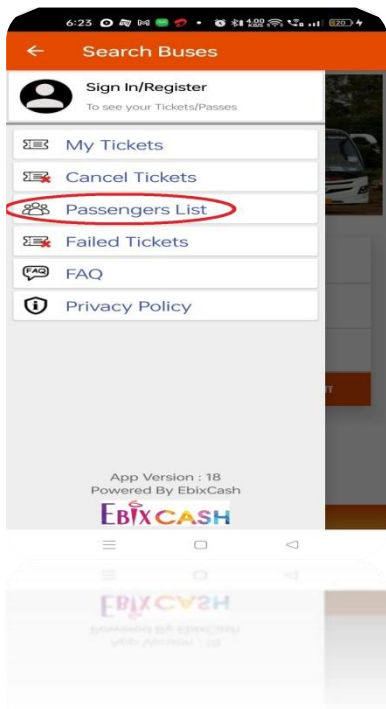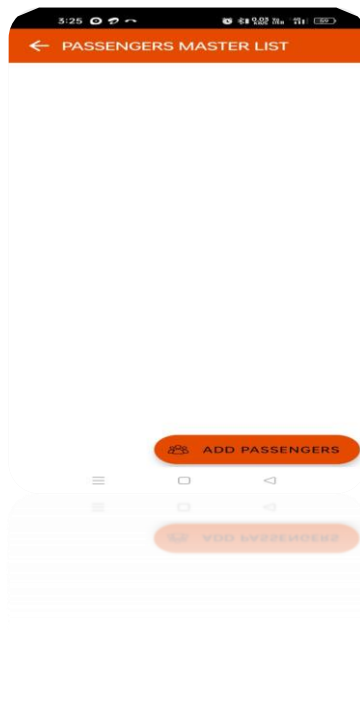**Screen - 1**   **Screen -2**

To Check Passenger List and Add/Edit Passenger Details

To Review the Passenger List and Modify or Update Passenger Information, please tap on the three parallel lines located at the top left corner of your *Home Screen* → *Tap on Passenger List*

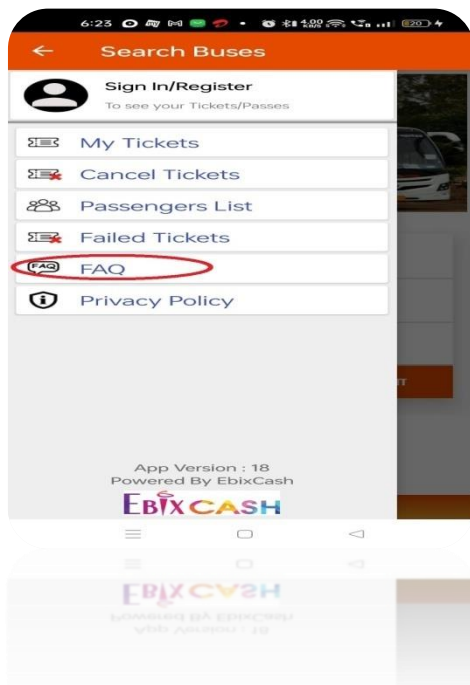**Screen - 1**   **Screen -2**   **Screen -3**

To Review Frequently Asked Questions - FAQ

To access the Frequently Asked Questions (FAQ), please follow these steps: First, locate the three parallel lines icon at the top left corner of your *Home Screen* → *Tap on 'FAQ'*

➔ *Frequently Asked Questions (FAQs) are a valuable resource that can provide answers to commonly raised queries.*

➔ *They are designed to address the most common concerns or uncertainties that users or customers may have.*

➔ *By reviewing these questions, individuals can gain a better understanding of various topics, products, or services. Whether it's about a product's features and functionalities, payment options, or troubleshooting common issues*

➔ *FAQs serve as an informative guide that aims to streamline the user experience and provide prompt resolutions to commonly encountered problems.*

Screen - 1

Screen -2

***   END OF USER MANUAL DOCUMENT   ***