

How to apply for your Young Person's Travel Pass online

In order to complete the application you will need access to the following before starting:

If completing a new application

- A valid email address
- A Passport Style photograph, saved as a jpeg file of no more than 40kb in size
- A valid Credit/Debit card

If Renewing a current pass

- The current pass number (8 digit number in top left hand corner of current pass)
- Access to the e-mail address provided on previous applications
- If you do not have either of the above please phone 03000 418484
- A valid Credit/Debit card

In addition to the scheme Terms and Conditions, please be aware of the following:

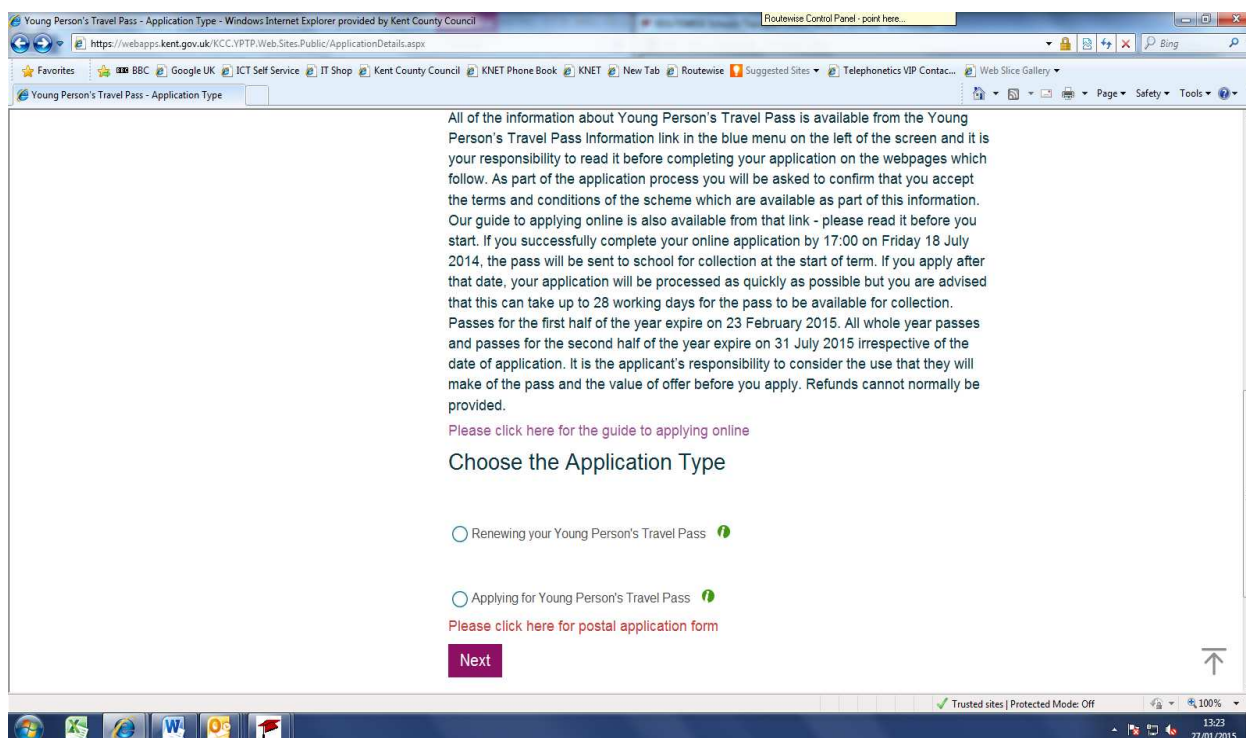
- You must complete all 5 stages of your application in one session – you cannot save your details and return at a later time
- You must have an email address (and have access to it at the same time if you are renewing your pass)
- You cannot apply for a replacement pass online (if you have lost your current one, please phone 03000 41 84 84)
- You cannot change any of your details if you are renewing your pass – please contact the Young Person's Travel Pass office if you have not previously told us of any change
- If your application needs to be endorsed or checked by more than just the Young Person's Travel Pass Team (such as Free School Meals or any of the Care categories, or you have been put forward a year into year 12), you cannot apply online
- This system is for online applications for the Young Person's Travel Pass only – you cannot apply or pay for any other KCC transport using this process.
- We use WorldPay to collect the payment – you will need to have one of the following credit or debit cards as your method of payment:
 - Visa Credit
 - Visa Debit
 - Mastercard Credit
 - Mastercard Debit
 - JCB
 - Visa Electron
 - Maestro



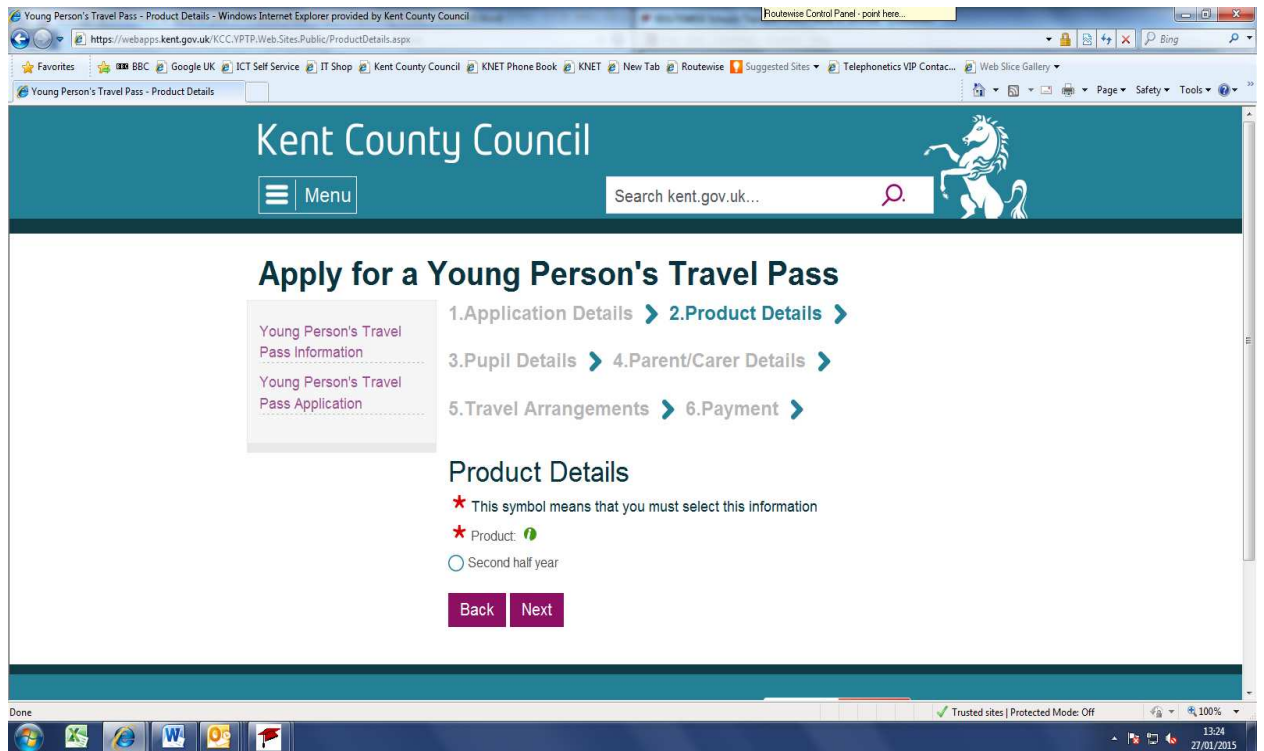
payments powered by
WorldPay™

As all of the data which you enter is transferred directly into our systems, please take care when typing!

On the first page, you will be asked whether you wish to renew (from an existing Kent Freedom Pass or Young Person's Travel Pass), or make a new application. If you already have a Kent Freedom Pass or Young Person's Travel Pass then you are likely to be renewing:



Depending on the time of year, you will be asked to select which product that you want to apply for i.e. a Full Year or a First Half Year Pass. Select the one that you want and then click next.

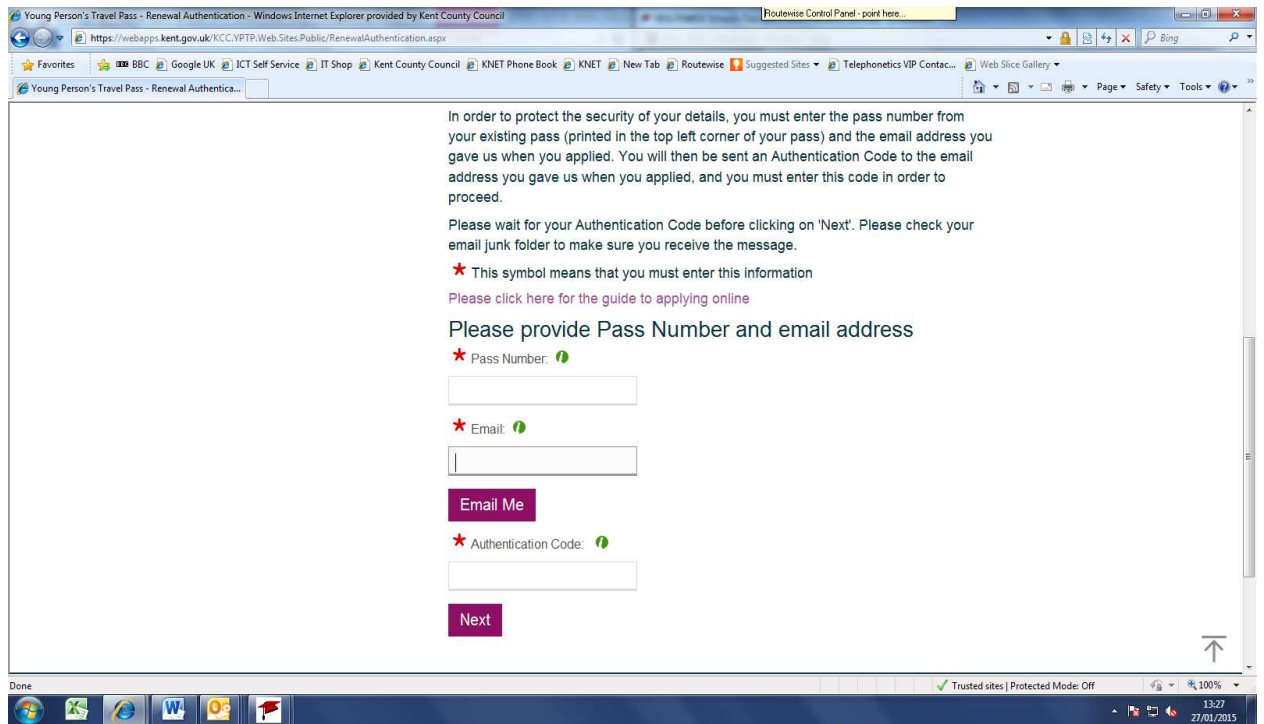


Renewal applications:

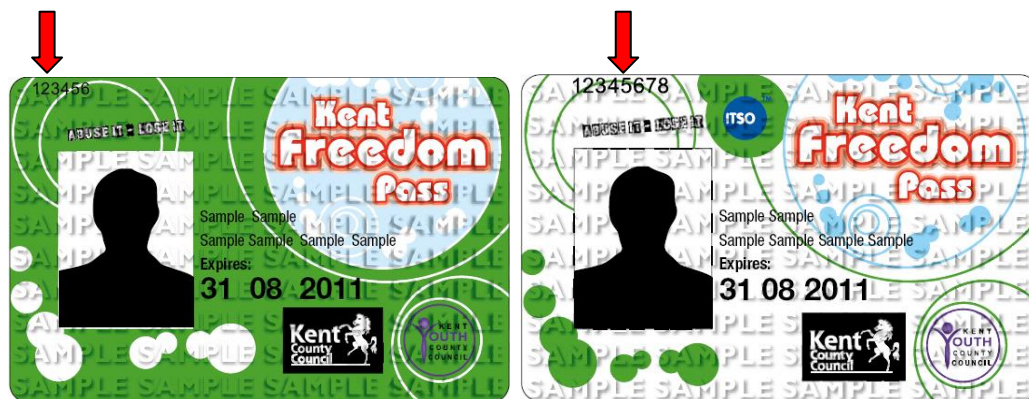
In order to renew your pass you will need to have your most recent Kent Freedom Pass or Young Person's Travel Pass to enter the pass number, together with the email address you gave us when you applied.

You cannot change any of the details which we hold about you online. If, for example, you have moved home address, changed school, changed your e-mail address or wish to change your photograph, since you applied last year and have not already told us, you should contact the Young Person's Travel Pass office (email: youngpersonstravelpass@kent.gov.uk) so that we can update our records.

If you are still eligible to renew your pass, the next screen will ask you to provide key information so that we can retrieve your details:



The pass number is found in the top left corner of your Pass:

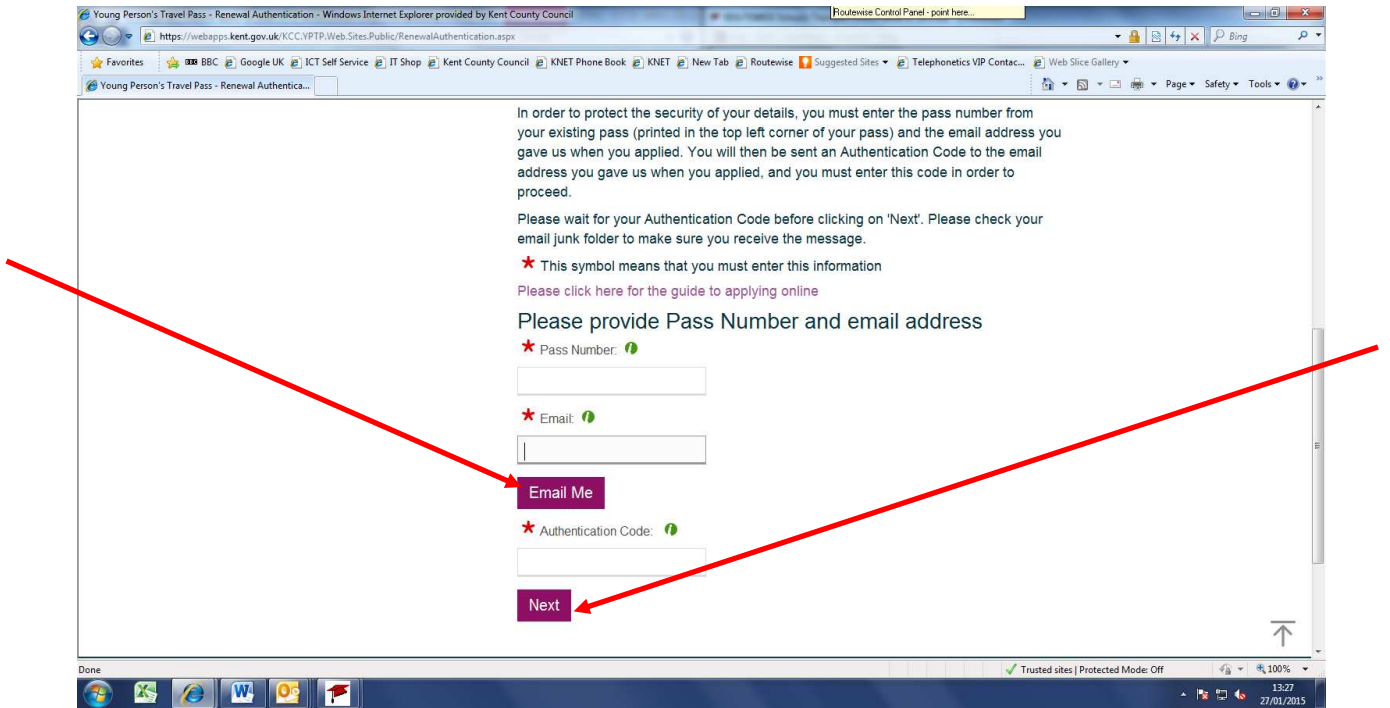


You must enter the email address which you provided on your previous application. If you no longer have access to that email address, you will need to contact us with the new address so that we can update our records before you make your application online. Remember that the email address is case-sensitive (i.e. generally lower case rather than capital letters).

The code does not have an expiry date so you don't have to enter it immediately, however once you have entered the code, you will not be able to use it again. You will be sent your unique code from a separate email address (NoReplyYPTP@kent.gov.uk) – please do not send any messages to that email address as you will not get a reply. If you have more than one child, you will need a separate authentication code for each one, as you can only apply for one child at a time.

Once you have entered your pass number and email address, click the "Email me" button once. If the details match those held in the database, the

authentication code will be emailed immediately. You will then need to access your email account (checking your junk email folder if necessary) for your code. When you enter your code, the pass number and email address fields must still be completed before you click the “Next” button. If you do not copy and paste the code, please be aware that the format is:

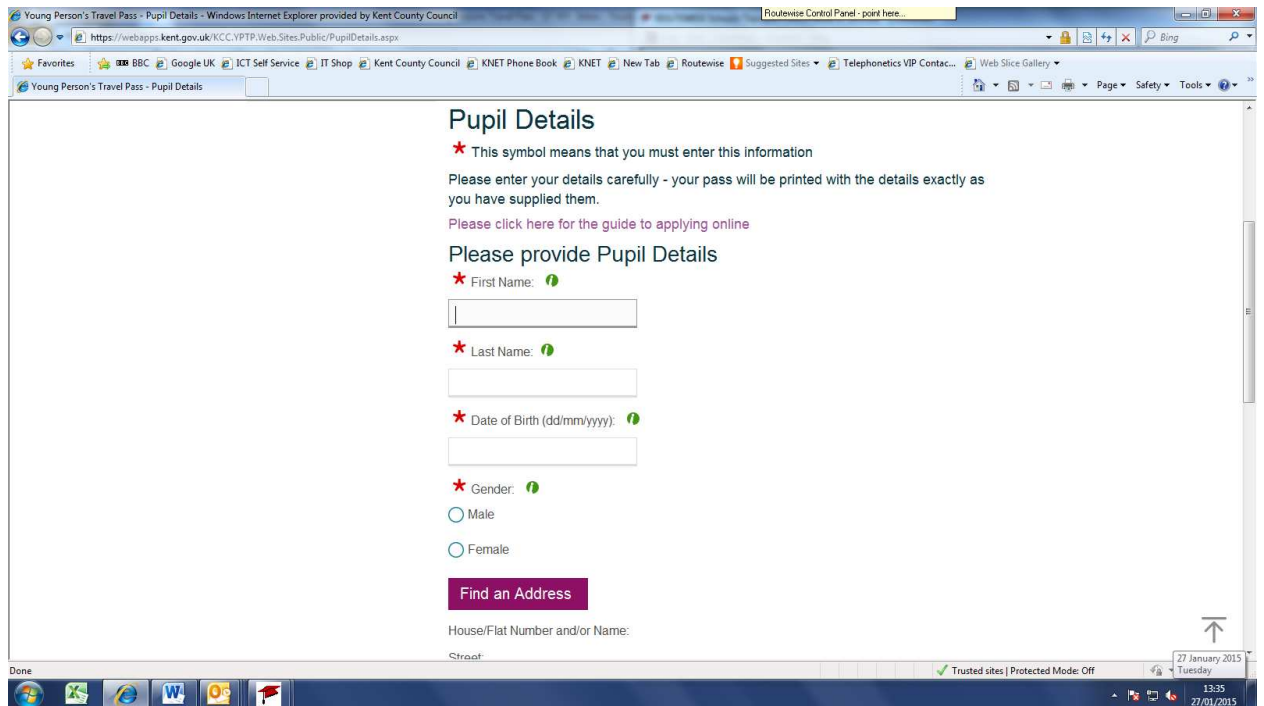


1 or 2 numbers, followed by 3 capital letters, followed by 1 or 2 numbers.

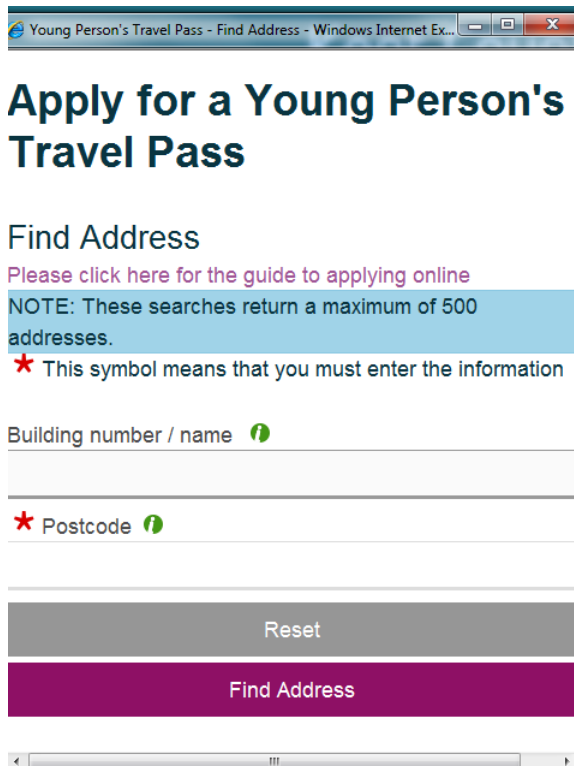
You will then be asked to confirm the details shown – you are not able to amend any details shown, so if any of them have changed, please do not continue with an online application, contact the Young Person’s Travel Pass team at youngpersonstravelpass@kent.gov.uk or submit a postal application instead.

New Applications:

Enter the details of your child in the appropriate fields.



To make sure that the address you give is in the preferred format, please use the address finder by clicking on the “Find address” button. As the Young Person’s Travel Pass is only available to Kent residents, only postcodes within Kent County Council’s boundary will be accepted as valid. Remember to type a space between the first and second half of your postcode i.e. ME19 4QG, not ME194QG.



Next, select your school from the drop-down lists of districts and schools. If your school is not shown, please check that you have selected the correct district. If your school is not listed, please contact the Young Person’s Travel Pass office as you will not be able to complete your online application at this time.

Apply for a Young Person's Travel Pass

Find School

[Please click here for the guide to applying online](#)

Kent District/County: 

Please Select

- Please Select
- Ashford
- Canterbury
- Dartford
- Dover
- East Sussex
- Gravesham
- London
- Maidstone
- Medway
- Other
- Sevenoaks
- Shepway**
- Surrey
- Swale
- Thanet
- Tonbridge & Malling
- Tunbridge Wells

Apply for a Young Person's Travel Pass

Find School

[Please click here for the guide to applying online](#)

Kent District/County: 

Canterbury

School Name: 

Barton Court Grammar CANTERBURY

The academic year will be calculated automatically from your date of birth. If, however, you have been put forward a year you can amend it, except if you have been put forward into year 12, in which case you cannot apply online.

You then need to upload your photograph. Browse for your photograph and then up load it using the appropriate buttons.

Internet Explorer provided by Kent County Council

Routewise Control Panel - point here...

YPTP.Web.Sites.Public/PupilDetails.aspx#

ICT Self Service | IT Shop | Kent County Council | KNET Phone Book | KNET | New Tab | Routewise | Suggested Sites | Telephonetics VIP Contac... | Web Slice Gallery

County:

Postcode:

Find School

School Name:

★ Academic Year from September: ⓘ

Please Select ▾

★ Upload your Photograph here: ⓘ

Browse...

Format: jpeg, Size <=40 KB, Dimensions:min 2.5cm x 3.5cm, max 3.5cm x 4.5cm

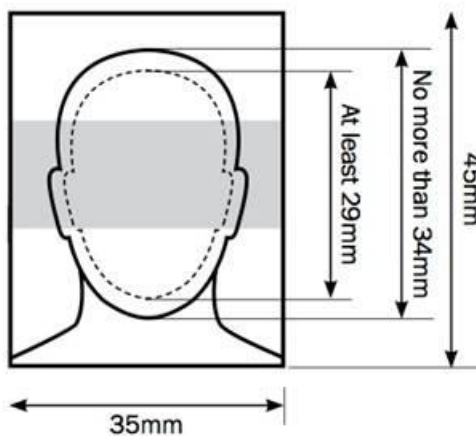
Upload

Reset **Back** **Next**

You will be given the opportunity to crop your photograph to set it to the right size and dimensions. Whilst you do so, the photograph file name field (which is the grey box at the bottom of the page) will go blank – this is an expected feature, so you do not need to upload the photograph again.

Your photograph should be to a passport standard. Your photos must :

- Be provided as a JPEG (the system will not accept any other file type)
- Be no greater than 40KB in file size
- Be taken within the last month
- Be clear and in focus
- Be without any tears or creases
- Be unaltered by computer software
- Show a close-up of your full head and shoulders. It must be only of you with no other objects or people.
- Be to the sort of dimensions shown below.



Before you progress, you will be given a preview of the photograph you are proposing to apply with. Please take time to study this and satisfy yourself that it is to the standard required. Please remember, if you upload a photograph that is not clear enough to be printed on the pass, your application may be delayed.

Once you are satisfied with the photograph, and all other fields are complete in relation to your child, you will then need to complete the parent/carer details screen, on the next page.

For both Renewal and New Applications:

You will then be asked to give details of your travel arrangements – this information is for analysis only, as it does not affect the use of the pass. You do however have to provide this information, as you will be unable to complete your application without doing so.

You will then be asked for payment, and will be redirected to the RBS WorldPay website. After you have completed your payment successfully, you will be sent a confirmation of transaction e-mail from orders@worldpay.com and titled 'WorldPay CARD transaction confirmation: 12345678'. Please remember to check any spam folders and security settings.

Once complete, you be returned to the KCC website where your online application reference number will be shown. Please quote this if you contact us with any queries.

Please note, you will not be sent a further confirmation e-mail from the system (only that from WorldPay). If you have received an e-mail from WorldPay, have application reference number or both then your application is complete.

The pass will be processed according to the timescales advertised on the www.kent.gov.uk/youngpersonstravelpass webpage.

Some FAQ about online applications:

Q: Why isn't my school on the list?

A: First of all, please check that the school isn't under a different district. This may be particularly relevant if you go to school out of county (i.e. it may be listed under London rather than Surrey). If your school isn't on the list of participating schools but you believe that you qualify for a Young Person's Travel Pass, please e-mail the team at; youngpersonstravelpass@kent.gov.uk If you are Home Educated, please note that this is listed under Maidstone district.

If you qualify for the Young Person's Travel Pass, but do so under Free School Meals or any of the "Care" categories it is not currently possible to apply online due to the application needing to be endorsed by the relevant office.

Q: What file format can my photograph be in?

A: You can only submit a photograph as a .jpg file. If you are using a webcam or mobile phone to take the photograph, please make sure that the picture is clear enough (both lighting and pixels) to be printed on the pass.

Q: I don't have one of the credit/debit cards listed. Can I still apply online?

A: No – you can only submit an application online if you also make a valid payment at the same time.

Q: Can I send my payment by post and still apply online?

A: No – any information which you enter online will not be passed to the Young Person's Travel Pass office unless you also make a valid payment online at the same time. If you wish to pay by post, please complete a paper application form (which can be downloaded from www.kent.gov.uk/youngpersonstravelpass). Similarly, you cannot pay online but send your application by post.