

New Greater Anglia app provides greater flexibility for rail passengers

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Greater Anglia has updated its app, bringing a host of new features – including Apple pay and the ability to change journeys – to rail passengers in East Anglia.

The new app update, which will start appearing on phones from Thursday 4 August, makes it quicker and easier to buy tickets, and gives customers more flexibility.

Customers can now purchase tickets with Apple pay, add e-tickets to their Apple wallet, apply for a refund and change their journeys on the app.

Other significant changes that Greater Anglia app users should be aware of is that travel updates, including information about disruption, can now be found under Announcements in 'my account' and is marked with a blue circle. Live travel updates are also displayed on the homescreen.

There is an orange button with three lines in it in 'my tickets' for scanning Smartcards. The orange symbol, which is being adopted by all train operators across the country, helps customers upload Season and Flexi Season tickets on Smartcards via the app.

Journey information is also improved, showing all stops the train is due to make and the scheduled times.

Customers can also buy tickets using railcards and benefit from deals such as Groupsave, where groups of three or more can save a third on fares when travelling together.

Martin Moran, Greater Anglia's Greater Anglia's Commercial and Customer Service Director, said: "Our app is very popular with customers and these updates will make train travel quicker and easier. We know how important clear information is while travelling, and the app provides information which is easy to access.

"For the best prices, customers should buy tickets direct from Greater Anglia, and we would like to remind people that we do not charge booking fees. We have many great value fares available, and the earlier people book, the more they can save."

The app is free to download from app stores.

Photo credit: Greater Anglia