



1 Ready in five minutes

1. **Confirm your e-mail:** Click the link in the welcome e-mail – otherwise no alerts arrive by e-mail.
2. **Add a route:** Routes → “Add route”, type From and To, save.
3. **Connect Telegram:** Settings → “Connect Telegram”, press “Start” once in the bot.
4. **As an app on your phone:** iPhone: Share → “Add to Home Screen”. Android: menu ⋮ → “Install app”.
5. **Choose your ticket and test:** Settings → choose your ticket (important for getting money back), then “Send test alert on all channels”.

The first time you sign in, a short tour guides you through the app. You can restart it any time under Settings.

2 Setting up a route – what makes sense

SETTING	RECOMMENDATION
From, To, direction	Your commute; keep “Watch both directions” ticked – then outward and return trips are included.
Lines	Tick nothing = all direct trains. Only tick if you take one particular line.
Report from delay	20 minutes (matches the ÜSTRA guarantee). If you want an earlier warning: 10–15.
How often to check	5 minutes is enough for everyday use. 1–2 minutes only if you want it very precise.
Report cancellations	Keep it on – cancellations come right away, with the next trip.
Weekdays only / time window	Up to two time windows from a list, e.g. 06:30–09:00 and 16:00–19:00 – then the app only alerts you when you actually travel.

3 How alerts reach you

- **Telegram** – fastest and most reliable, even when the app is closed. Recommended.
- **Email** – after confirmation; good as a second channel.
- **App notification** – allow once per device (Settings). On iPhone only in the installed app.
- You choose the channels per route; the Telegram bot also knows /status, /pause, /weiter and /test.

4 The areas of the app

- **Routes** – Day view: next departure per direction with scheduled time and delay (0 = on time), day status calm/tense/critical, preview for roughly the next 2.5 hours, “Show the whole day”. Below, per route: statistics, edit and pause.
- **Alerts** – every message you have received, with short statistics for the last 7 days.
- **Compensation** – your claims with text to copy, form help, printable letter and deadline.
- **Settings** – Alert channels, your ticket, appearance and language, tour, invite friends, download data or delete account.

5 Money back – what works, what doesn't

ÜSTRA guarantee (Hannover area)

- More than 20 minutes late at the destination, or a cancellation with that effect.
- €5 flat for ÜSTRA season tickets and the ÜSTRA Deutschlandticket (start and destination in zones ABC); monthly limits apply.
- Claim within 14 days via the ÜSTRA form.

Passenger rights (everywhere)

- From 60 minutes delay at the destination.
- Deutschlandticket: €1.50 per case, paid out once €4 have accumulated. Other tickets: 25 % from 60, 50 % from 120 minutes.
- S-Bahn Hannover via the S-Bahn's form, RE/RB via the passenger rights service centre.

How the app helps: For every alert it creates a claim, picks the right route for your ticket, writes the text, shows the form fields to copy, makes a letter if you like and reminds you three days before the deadline.

What it can't do: send it itself – operators only accept their own form or post. You enter bank details and ticket number yourself; the app doesn't store them.

Important: choose the right ticket under Settings. Outside Hannover only passenger rights apply for now; local guarantees of other regions are added as needed.

6 Help and feedback

- **Help button** bottom right: answers to frequent questions, otherwise ask Ole directly – the answer comes via Telegram or e-mail.
- **Guide** (at the bottom of every page): installing on iPhone, Android and computer step by step.
- **Bug or wish** – Field at the bottom of every page. Invite friends via “Invite friends”.
- **Data** – only what the app needs for alerts, no ads, no tracking. Download or delete everything under Settings.

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