



RailMate Driver Guide

Plain steps for bus drivers using RailMate at railmate.net during South East Queensland rail replacement work.

Safety first: Use RailMate while parked or before departure. Do not handle the phone while driving. Always follow the duty sheet, controller instructions, road rules, and marshal directions first.

PDF download: <https://railmate.net/docs/railmate-driver-guide.pdf>

Open RailMate: <https://railmate.net>

Before you start

- Open <https://railmate.net> on your phone or tablet.
- Keep mobile data turned on for live maps and Help Me messages.
- Allow location access when asked. RailMate uses this for the live route marker and Help Me location.
- Check that your phone has enough battery for the shift.
- If the app does not look right, refresh the page while online.

Save RailMate to your home screen

Saving RailMate to the home screen puts it on the phone like an app, so it is easier to find at sign-on.

iPhone or iPad

- 1 Open **Safari**.
- 2 Go to railmate.net.
- 3 Tap the **Share** button.
- 4 Tap **Add to Home Screen**.
- 5 Tap **Add**.

Android phone or tablet

- 1 Open **Chrome**.
- 2 Go to railmate.net.
- 3 Tap the **three dots** menu.
- 4 Tap **Add to Home screen** or **Install app**.
- 5 Tap **Add** or **Install**.

Remember: Saving to the home screen does not replace mobile data or GPS. For live tracking, keep location services turned on.

Quick start

- 1 Open **RailMate**.
- 2 Tap **Routes** or **Upcoming**.
- 3 Select your **route number**.
- 4 Select the correct **variant** or direction.
- 5 Tap **Load map** or open the variant.
- 6 Allow location if the phone asks.
- 7 Check the next stops before you leave.

Home screen

The Home tab gives you the main overview.

- **Open map** takes you to Upcoming Stops.
- **Open routes** takes you to the route list.
- **Current selection** shows the route and variant currently loaded.

Choose a route

- 1 Tap **Routes** at the bottom of the screen.
- 2 Find the line or route number on your duty sheet.
- 3 Tap the matching **variant**.
- 4 Check the direction and route notes before departure.

Check carefully: Some route numbers can have more than one stopping pattern. If unsure, confirm with your duty sheet or control.

Use Upcoming Stops

- 1 Tap **Upcoming**.
- 2 Choose the route and variant if one is not already loaded.
- 3 When asked for location, tap **Allow**.
- 4 Watch the **Next** and **Upcoming** stop list.
- 5 Use the map as a guide only. Confirm stops with your duty sheet and signage.

Map controls

- **Center** brings the map back to your bus location.
- **Max** makes the map larger. Tap it again to return.
- **North** keeps north at the top of the map.
- **Heading** turns the map to face the direction of travel.
- **Route lock** shows whether RailMate thinks you are on the loaded route.

Library

Tap **Library** for reference information.

- Layover notes and stand reminders.
- Busway operating reminders.
- Notices and route communication notes.
- Station library with replacement bus stop guidance.
- This driver guide and the PDF download.

Help Me

Use **Help Me** when you need support from control.

- 1 Tap **Help Me**.
- 2 Enter your **driver name**.
- 3 Enter your **route number**.
- 4 Select the variant if you know it.
- 5 Tap **Use device location**.
- 6 Type a short message. Example: blocked stop, breakdown, unclear diversion, passenger incident.
- 7 Tap **Send to control**.

Connection drop: If the connection drops, RailMate can queue the request and retry when the phone is back online.

Common problems

No location

Check that location services are on, then allow location for RailMate in the browser.

Wrong route shown

Go back to **Upcoming**, choose the correct route and variant, then tap **Load map**.

Map looks old

Refresh the page while online. If the issue remains, contact control.

No internet

Some saved pages may still open, but live maps and Help Me sending need a connection.

Driver checklist

- I have opened **railmate.net** or the saved RailMate home-screen icon.
- I have selected the correct route and variant.
- I have checked the next stops before departure.
- I know where the **Help Me** button is.
- I will follow controller instructions and road rules over anything shown on the phone.