



PASSENGER APP – USER’S GUIDE

v5.1.3

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SIGN IN

To use the app it is required to sign up a new Passenger account.

** Note: If you are updating from previous version your data (smartcard accounts, tracking buses) will be migrated automatically so do not uninstall the app. And you still need to register your passenger account (if you haven't had a Passenger account yet).*

The screenshot shows the transportme app's sign-in screen. At the top, the status bar shows the time 10:14 and signal/battery icons. The app logo is centered. Below the logo are three main options: 'NEW USER? SIGN UP' (orange button), 'SIGN IN WITH GOOGLE' (red button with Google logo), and 'SIGN IN WITH APPLE' (black button with Apple logo). Below these is a section for 'Already a User? Sign in' with fields for 'Email' and 'Password', and a 'LOGIN' button. At the bottom, there is a 'Forgot Password?' link and a help button (blue circle with a question mark). Callouts provide instructions for each option:

- Option 1: Sign in/sign up with Google account** (points to the Google sign-in button)
- Option 2: Sign in/sign up with Apple account (supported from IOS 13)** (points to the Apple sign-in button)
- Option 3: Sign in with a registered account** (points to the email/password sign-in section)
- Register new Passenger account with email and password** (points to the 'NEW USER? SIGN UP' button)
- Reset Password:**
 - Provide your email address.
 - Tap on *Forgot Password*
 - Check your email to find reset password link and click the link. In some cases, the confirmation email may be found in Junk folder.
 - Choose your new password and **SAVE**.
 - Sign in with your email and new password.
- Help button will show instant answers for your questions.** (points to the help button)

SIGN UP

Step 1:

- Enter your email
- Choose your password: at least 8 characters including minimum 1 upper case, 1 lower case, and 1 number.
- Tap Sign up.

Step 2:

- Stay at this screen.
- Check your email and click on confirmation link to complete the sign up process
- System will sign in automatically after your successful confirmation.
- Note: in some cases, the confirmation email may be found in your Junk folder.

1:44

< SIGN UP

transportme™
OneCompleteSolution

Email
example@transportme.com.au

Password
password

SIGN UP

By clicking SIGN UP, you agree to our **Terms, Data Policy and Cookie Policy**

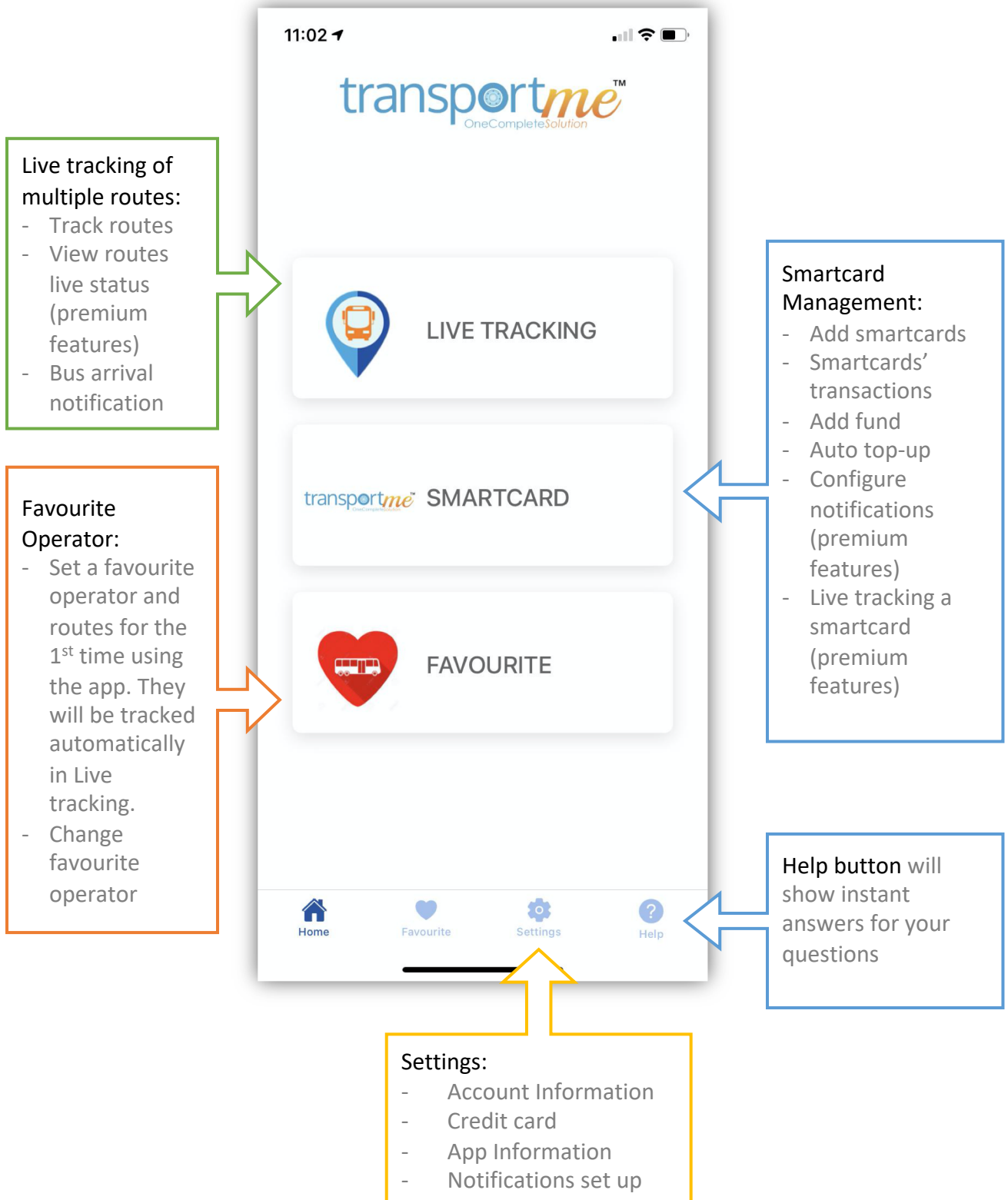
4:48

EMAIL VERIFICATION

Please check your email and click the confirmation link.

Resend verification email

DASHBOARD



SETTINGS

SETTINGS

ACCOUNT INFORMATION

User ID passengerUserID

Email passenger.email.address

Account Type FREE

UPGRADE PREMIUM
SIGN OUT

CREDIT CARD

REMOVE
UPDATE

FAVOURITE OPERATOR

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Receive Push Notifications

☐

NOTIFICATIONS

Smartcard Low Balance

Bus Delays

☐
☐

Home
Favourite
Settings
Help

TRANSPORTME PREMIUM

Yearly Plan
\$24.99/year
\$2.08/month
UPGRADE PREMIUM

Monthly Plan
\$2.49/month
UPGRADE PREMIUM

PREMIUM BENEFITS

The extras you will get:

Smartcard Notifications for when(*):

- Your child taps on or off a bus
- Your child does not tap on or off a bus
- A registered smartcard has missed their bus.
- Boards a bus not assigned to their smartcard.
- Disembarks at a non-approved location.

More features:

- Informs you where you child is in Live Time if tapped onto a route.
- Live Bus Load (number of people on the bus)

CARD DETAILS

POWERED BY
stripe

Card number
MM / YY

SAVE
CANCEL

By confirming your card details, you allow Transportme™ to charge your card for future payments in accordance with their terms.

Credit card:

- This information is for adding funds or auto top-up for smartcards.
- Transportme™ doesn't save your card details but safely managed by STRIPE.

Push Notifications:

- Turn on to receive important messages from your operators (if any)

Smartcard Low Balance:

- Turn on to receive smartcard low balance alert from Bus Operator once a day

Bus Delays:

- Turn on to receive notifications when bus has not arrived a tracking stop 10 minutes after the departure time of that stop.

LIVE TRACKING

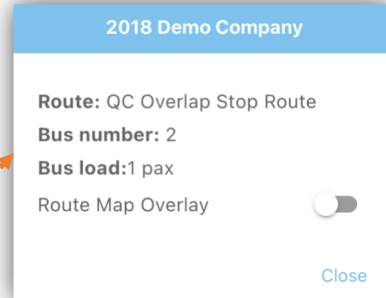
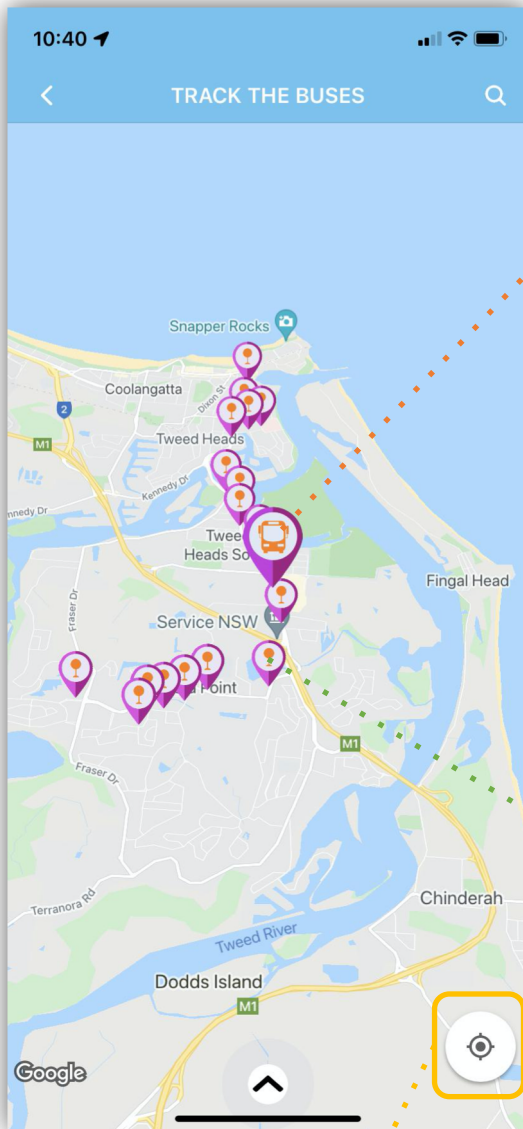


Bus icon - current GPS location of a bus



Stop icon

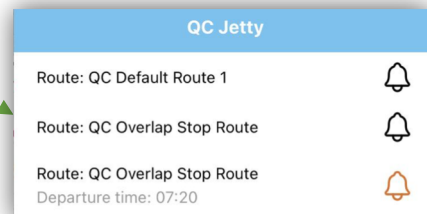
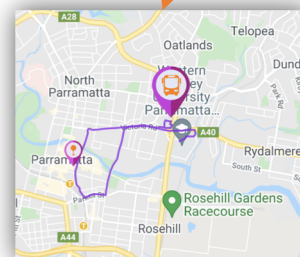
- Up to 5 routes from the same or different operators can be tracked at the same time.
- Each color set represents a different route
- Use 2 fingers to zoom or rotate the map



Bus icon:



- Only available when route is active and online
- Tap on the icon to view route details.
- Bus load and **route map overlay** only available on premium version



Stop icon:



- Tap on the icon to view stop details.
- Tap on the black bell icon to get notified when bus arrived that stop.
- Tap on orange bell icon to stop receiving bus arrival notification

Move the map to your current GPS location

LIVE TRACKING

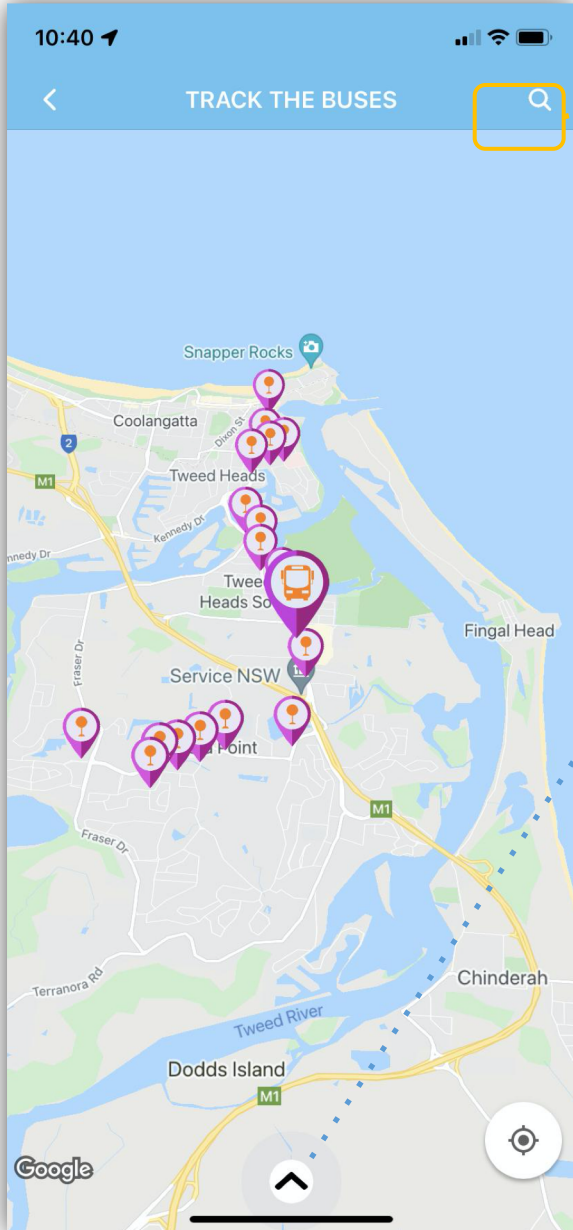


Bus icon - current GPS location of a bus



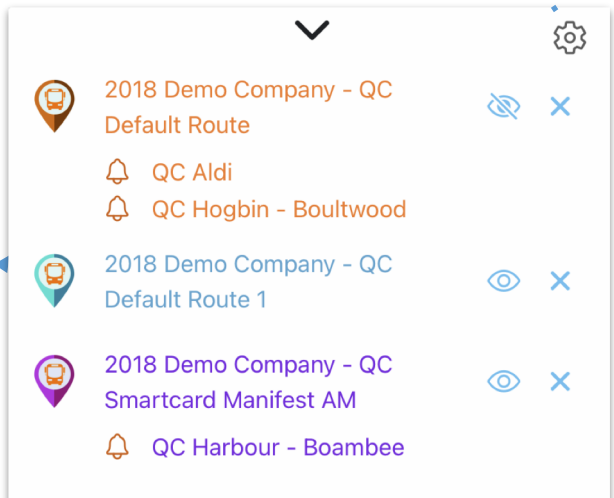
Stop icon

Search and select operators/routes to track



Bus Tracking Settings

Show saved stops only



Bottom sheet:

- Show all tracking routes
- Show the route bus/stop icons on map
- Hide the route bus/stop icons on map
- Tap on bus icon or route name to locate route on map – inactive bus
- Active bus
- Stop tracking the route
- Tap on orange bell to stop receiving bus arrival notification

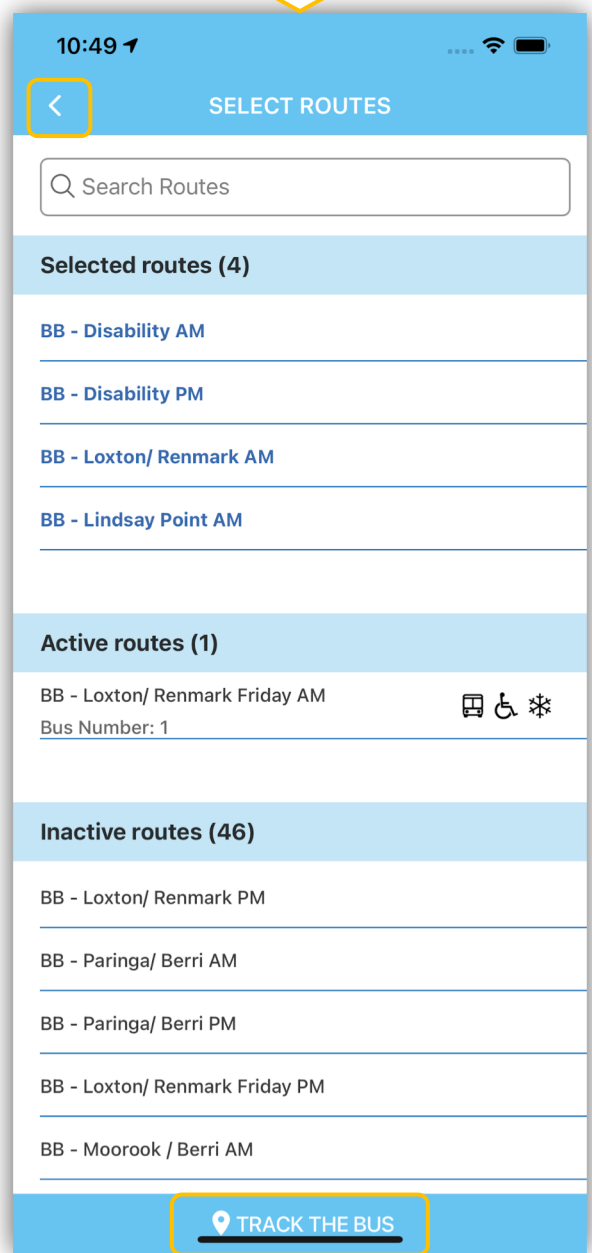
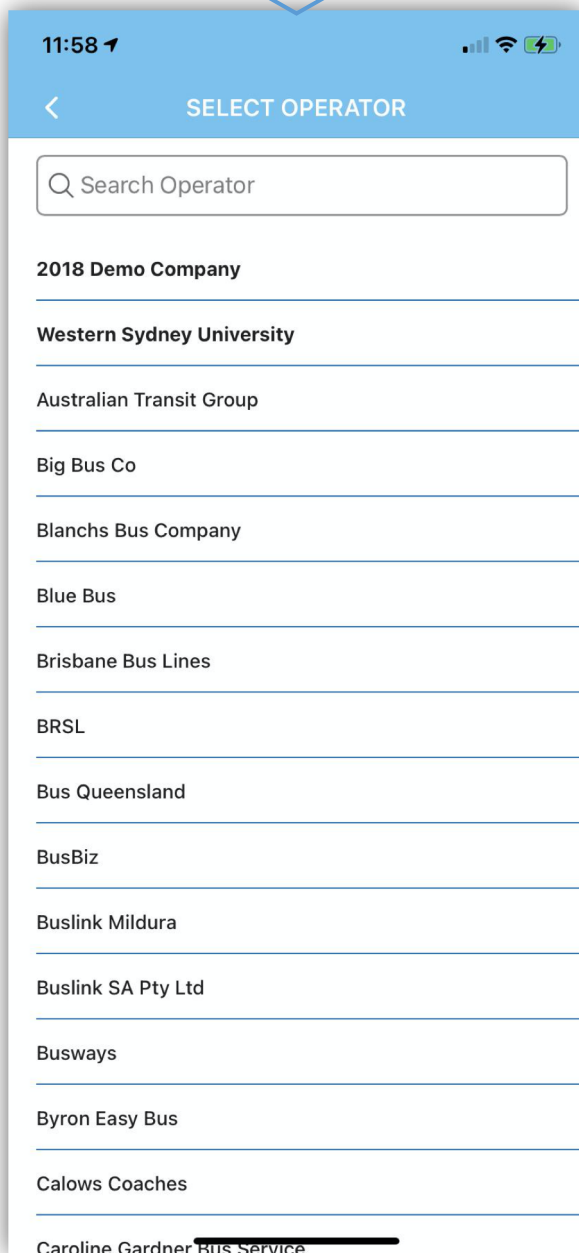
SELECT OPERATORS/ROUTES

Step 1:

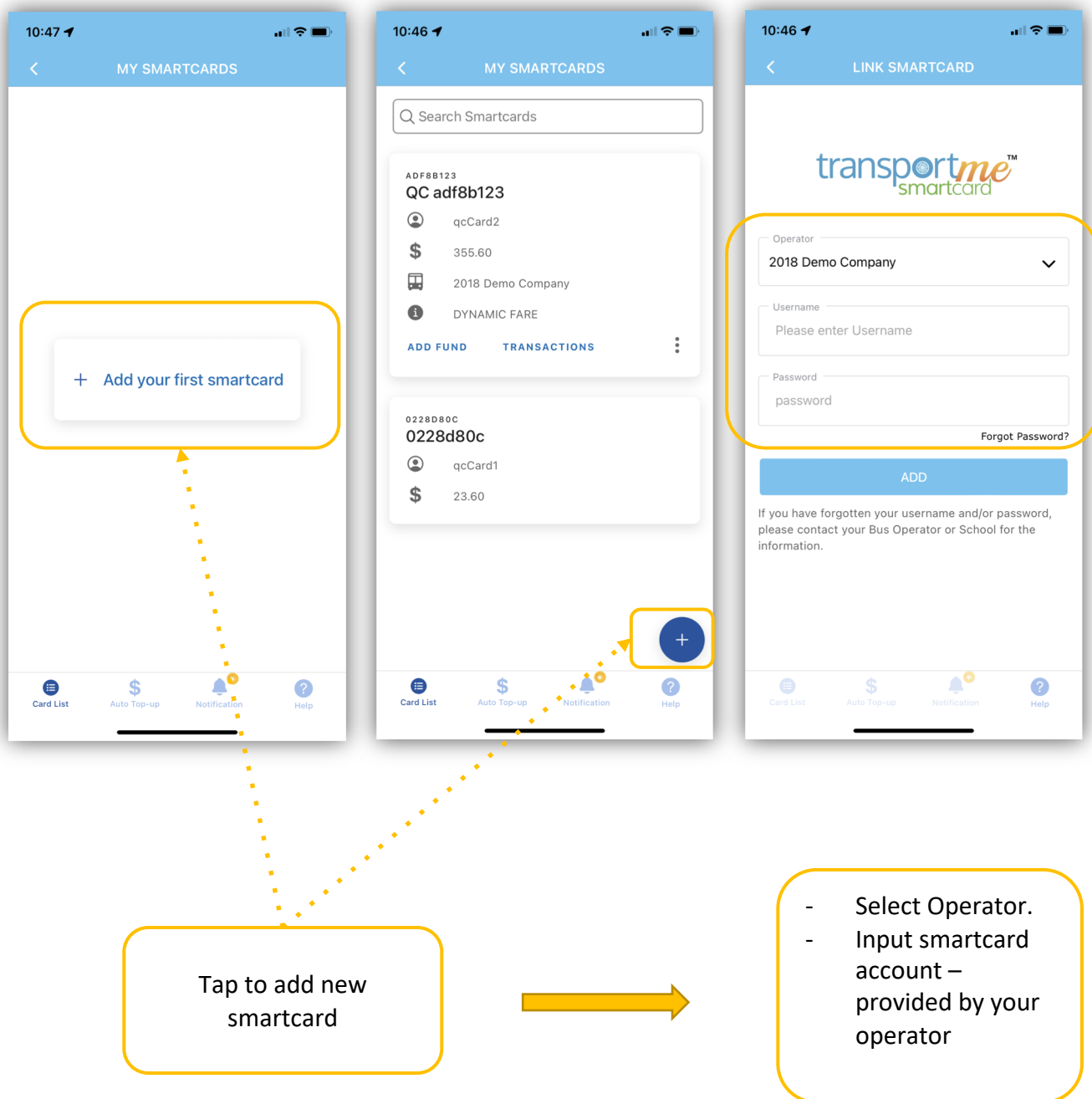
- Search the operator.
- Tap to select the operator and to view routes that you want to track

Step 2:

- Search route.
- Tap on route that you want to track. You can select up to 5 routes.
- Tap on route at Selected routes section to stop tracking it on map
- Tap back icon < to select another operator if you want to track routes of another operator.
- Tap on TRACK THE BUS to start tracking the routes.



SMARTCARD – Add Smartcard



SMARTCARD – Forgot Password

Step 1:

- Input your username.
- Tap Forgot Password
- ** Note: password of smartcard account can be reset if a contact email was provided with smartcard account. If not, please contact your operator or school.*

Step 2:

- Check contact email of smartcard account to get the verification code

Step 2:

- Choose your new password.
- ** Note: password is required at least 8 characters including minimum 1 upper case, 1 lower case, and 1 number.*

< LINK SMARTCARD

transportme™
smartcard

Operator
2018 Demo Company ▼

Username
Please enter Username

Password
password

Forgot Password?

ADD

If you have forgotten your username and/or password, please contact your Bus Operator or School for the information.

Card List Auto Top-up Notification Help

< SMARTCARD PASWORD RESET

transportme™
smartcard

Verification Code
Code

VERIFY

Reset password email was sent to contact email associated with this card. If you haven't received the email please contact your issuing Bus Company or School for the information

Card List Auto Top-up Notification Help

< SMARTCARD PASWORD RESET

transportme™
smartcard

New Password
Please enter new Password

Confirm Password
Confirm Password

CHANGE

Card List Auto Top-up Notification Help

SMARTCARD DETAILS

Tap on card area to expand or collapse smartcard details

12:16

ADD SMARTCARD FUND

Name QC adf8b123

Card adf8b123

Amount

Fee \$ 0
Fee is paid by Operator

Total \$ 10

CANCEL ADD

Add fund manually to smartcard – powered by **stripe**.

11:08

MY SMARTCARDS

Search Smartcards


ADF8B123
QC adf8b123

qcCard2

\$ 59.40

2018 Demo Company

STATIC FARE


ADD FUND TRANSACTIONS 





Remove Card

0228D80C
0228d80c

qcCard1

\$ 77.00







12:16

TRANSACTIONS (ADF8B123...)

Date from 03/07/2021 Date to 10/07/2021

Opening Balance \$5.40 Closing Balance \$39.40

Date time	Description	Amount
08/07/21	QC Smartcard Manifest AM	- \$3.00
12:01 pm	QC Park Beach Plaza	
06/07/21	AUTO TOP-UP	+ \$10.00
11:35 pm		
06/07/21	AUTO TOP-UP	+ \$10.00
11:30 pm		
06/07/21	AUTO TOP-UP	+ \$10.00
11:25 pm		
05/07/21	Jetty	- \$3.00
09:47 am	S4	
03/07/21	AUTO TOP-UP	+ \$10.00
12:35 pm		

Tap to vertical ... to remove smartcard

Tap on bus icon to track the bus that the smartcard tapped on (premium feature)

Auto top-up

- Configure trigger balance and top-up amount for smartcards.
- The payment is powered by **stripe**.

Notifications

- Premium feature.
- Configure how and when to receive notifications.

- Turn on **Auto Top up**: top up configuration will be shown.
- Turn on **All Smartcards**: top up configuration will be applied to all smartcards in list.
- Turn off All Smartcards: auto top-up can be configured for each card separately with different configuration.

TOP UP

Auto Top Up

All Smartcards

ADF8B123

QC adf8b123

Auto Top Up

0228D80C

0228d80c

Current balance: \$23.60

Trigger balance: \$10.00

Top-up amount: \$10.00

Auto Top Up

Top Up Trigger

When your balances reaches this amount, we automatically top up yours smartcard(s).

\$10

\$20

\$50

\$100

Others (min \$5)

\$

Card List

Auto Top-up

Notification

Help

NOTIFICATIONS

- Turn on **Smartcard Notifications**: to enable notification features
- Turn on **All Smartcards**: notification configuration will be applied to all smartcards in the list.
- Turn off All Smartcards: configure notification for each smartcard.

The screenshot shows the 'TOP UP' screen with a blue header. Below the header, there are two toggle switches: 'Auto Top Up' (turned on) and 'All Smartcards' (turned off). Below these, there are two smartcard entries. The first entry is for card 'ADF8B123' with ID 'QC adf8b123' and has an 'Auto Top Up' toggle turned off. The second entry is for card '0228D80C' with ID '0228d80c' and has an 'Auto Top Up' toggle turned on. Below the second card, there is a 'Top Up Trigger' section with a description: 'When your balances reaches this amount, we automatically top up yoursmartcards(s)'. It has five radio button options: '\$ 10' (selected), '\$ 20', '\$ 50', '\$ 100', and 'Others (min \$5)' with a text input field set to '\$'. At the bottom of the screen, there is a navigation bar with four icons: 'Card List', 'Auto Top-up', 'Notification' (circled in yellow with a red notification badge), and 'Help'.

The screenshot shows the 'TOP UP' screen with a blue header. Below the header, there are two toggle switches: 'Auto Top Up' (turned on) and 'All Smartcards' (turned on). Below these, there is a 'Top Up Trigger' section with a description: 'When your balances reaches this amount, we automatically top up yoursmartcards(s)'. It has five radio button options: '\$ 10' (selected), '\$ 20', '\$ 50', '\$ 100', and 'Others (min \$5)' with a text input field set to '\$'. Below this, there is a 'Top Up Amount' section with a description: 'Choose the value you wish your smartcard to be auto topped up with when it runs low.' It has five radio button options: '\$ 10' (selected), '\$ 20', '\$ 50', '\$ 100', and 'Others (min \$10)' with a text input field set to '\$'. At the bottom of the screen, there are two buttons: 'Save' and 'Cancel'. At the very bottom, there is a navigation bar with four icons: 'Card List', 'Auto Top-up', 'Notification' (circled in yellow with a red notification badge), and 'Help'.

HELP

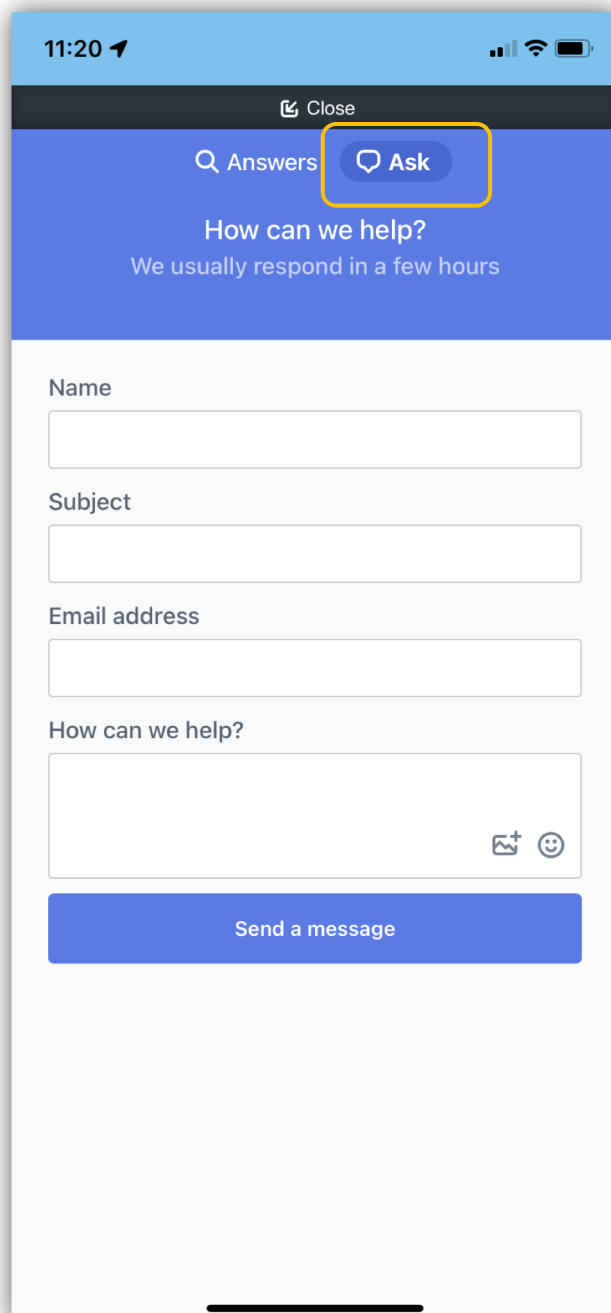
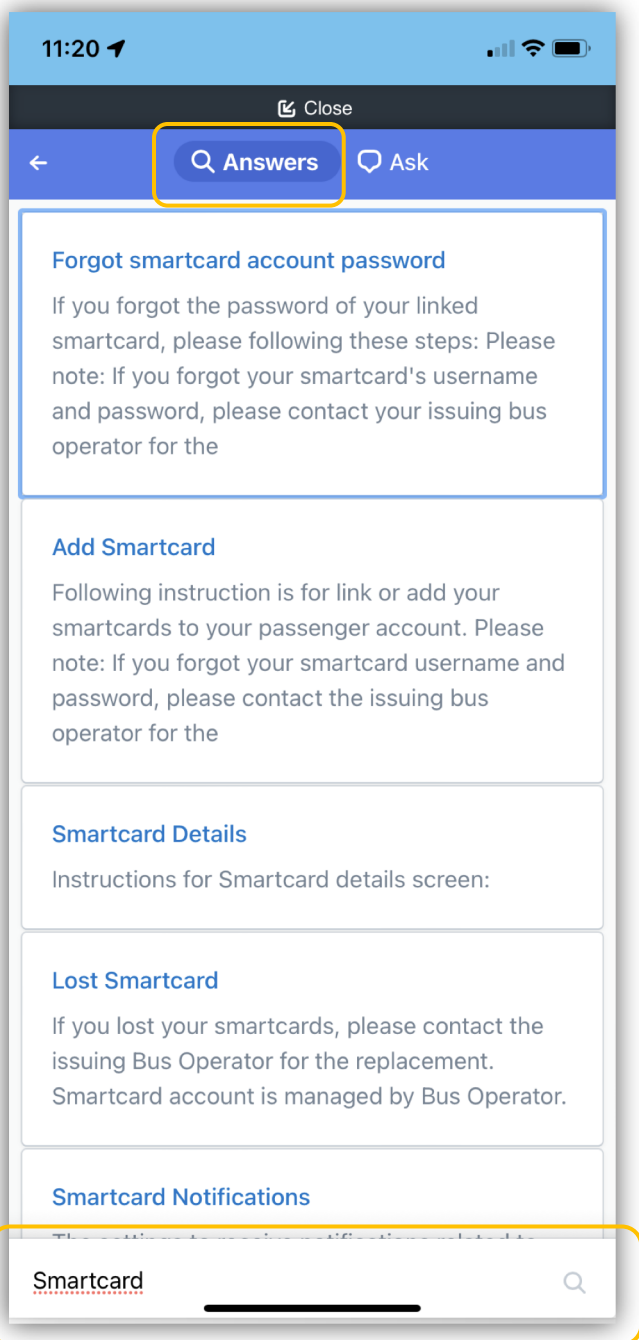


Answers:

- Search your questions.
- Choose the corresponding answers.

Ask:

- Your questions will be sent to us.
- The answer will be sent to your provided email address.



Typing your questions here and tap on search icon