



PASSENGER APP – USER’S GUIDE

Version 1.2

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WELCOME TO TRANSPORTME™

Transportme™ is a vehicle tracking, ticketing and fare software system designed specifically for Australian bus operations.

By downloading and using the transportme Passenger App, passengers can check the location of their bus in real time, add funds to their ticketing account and a range of other functions.

This User Guide is designed for Passengers and explains how the Passenger App works.

SIGN IN

To use the App, you will need to sign up a new Passenger account.

* Note: If you already have a Passenger account and are simply updating from a previous version of the App, all of your data (smartcard accounts, tracking buses, etc.) will be automatically migrated so please do not uninstall the app.

You can find the Transportme Passenger App on either the Apple App Store or Google Play. Once downloaded, follow the instructions below.

The screenshot shows the Transportme app's sign-in interface. At the top, the time is 10:14. The Transportme logo is centered. Below it is an orange button labeled 'NEW USER? SIGN UP'. A red callout box points to this button with the text 'Option 1: Sign in/sign up with Google account'. Below this is a separator line with 'OR' in the center. Underneath are two buttons: a red one with the Google logo labeled 'SIGN IN WITH GOOGLE' and a black one with the Apple logo labeled 'SIGN IN WITH APPLE'. A black callout box points to the Google button with the text 'Option 2: Sign in/sign up with Apple account (supported from IOS 13)'. Below these is a separator line with 'Already a User? Sign in' in the center. Underneath are two input fields: 'Email' with the placeholder 'Enter your email address' and 'Password' with the placeholder 'Enter your password'. A green callout box points to these fields with the text 'Option 3: Sign in with a registered account'. Below the input fields is a blue button labeled 'LOGIN'. Below the 'LOGIN' button is a yellow callout box pointing to a link labeled 'Forgot Password?' with the text 'Reset Password:'. At the bottom right, there is a blue circular help button with a white question mark. A blue callout box points to this button with the text 'Help button will show instant answers for your questions.'

Register new Passenger account with email and password

Option 1: Sign in/sign up with Google account

Option 2: Sign in/sign up with Apple account (supported from IOS 13)

Option 3: Sign in with a registered account

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.

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](#)

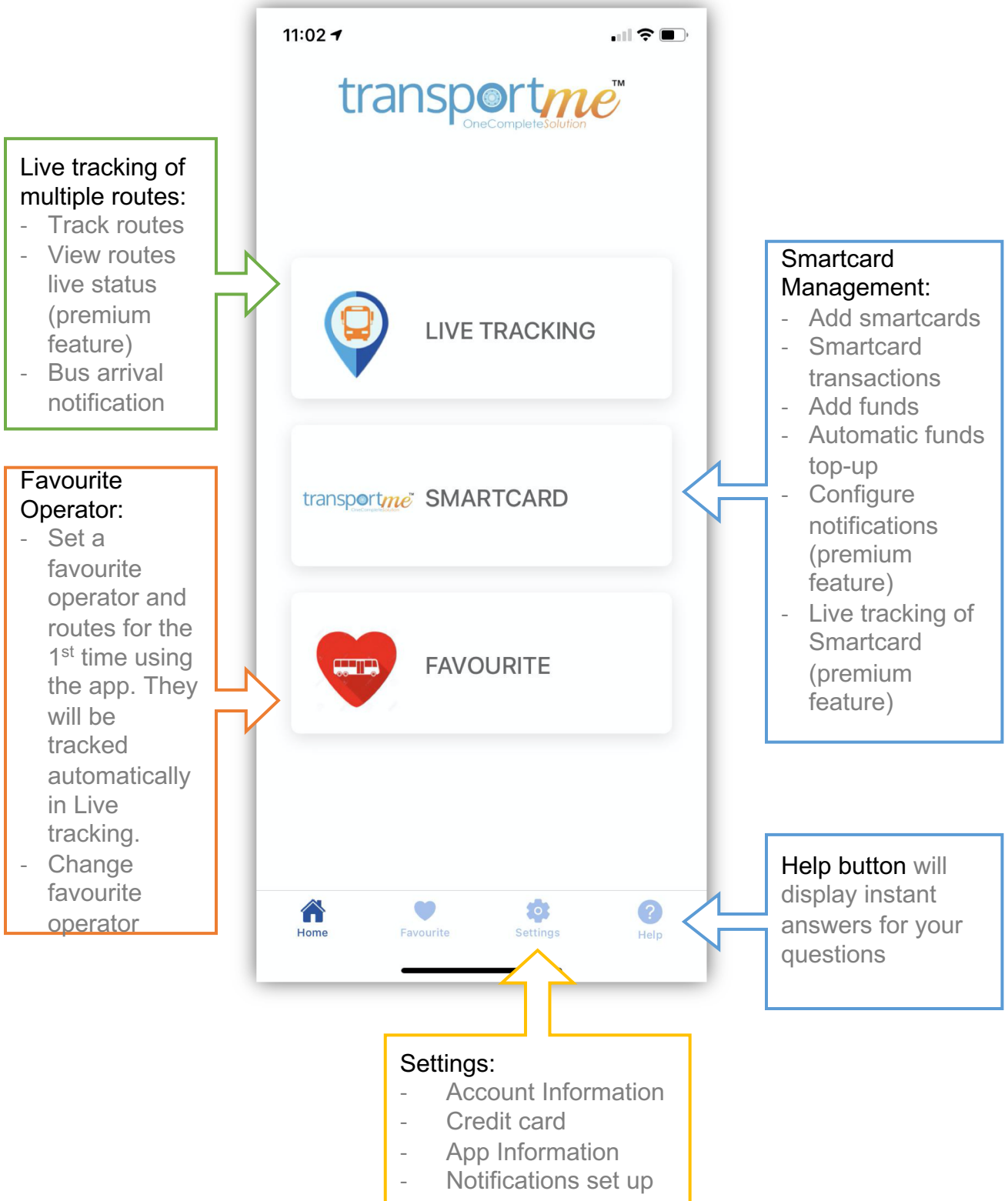
4:48

EMAIL VERIFICATION

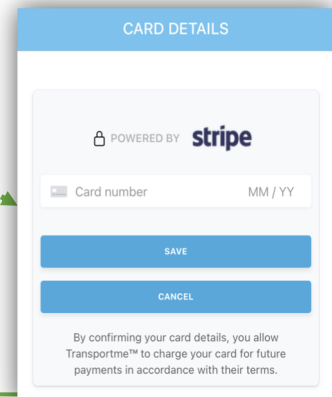
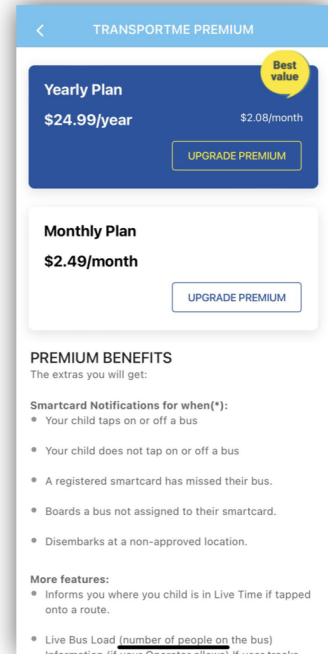
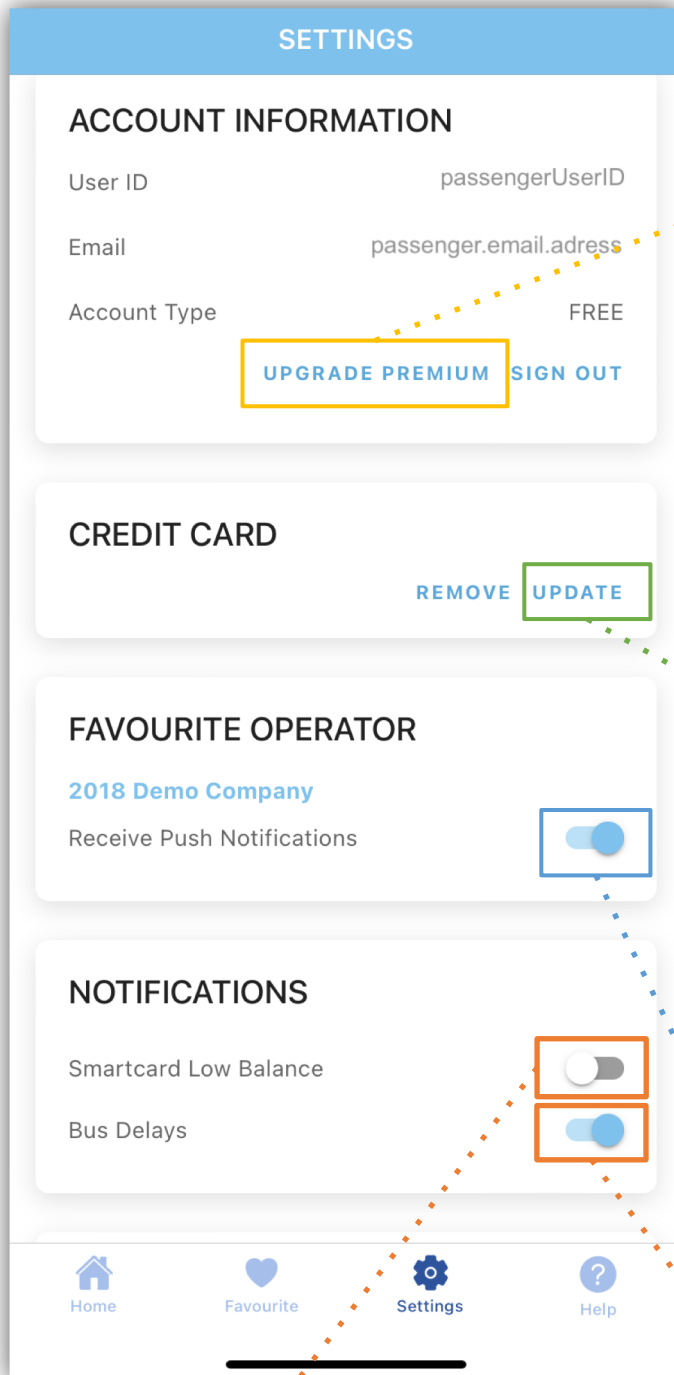
Please check your email and click the confirmation link.

Resend verification email

DASHBOARD



SETTINGS



Credit card:

- This information is for adding funds or automatically topping up Smartcards.
- Transportme™ doesn't save your card details - these are safely managed by STRIPE.

Push Notifications:

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

Smartcard Low Balance:

- Turn on to receive a Smartcard low balance alert from the Bus Operator (once a day).

Bus Delays:

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

LIVE TRACKING

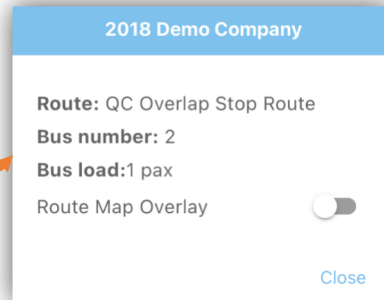
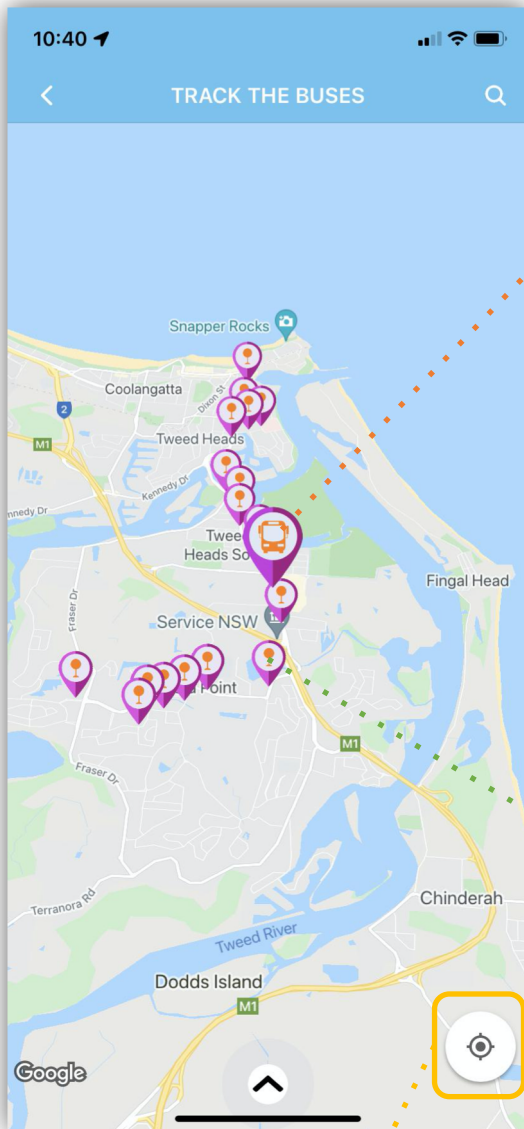


Bus icon - current GPS location of a bus



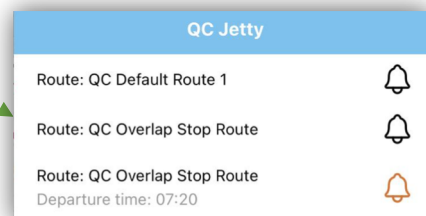
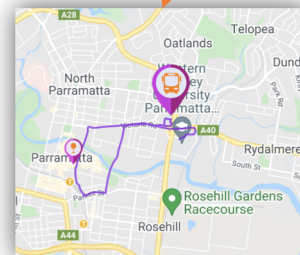
Stop icon

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



Bus icon:

- Only available when the 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 details of the stop.
- Tap on the black bell icon to be notified when the bus arrived at that stop.
- Tap on the orange bell icon to stop receiving bus arrival notification

Move the map to your current GPS location

LIVE TRACKING

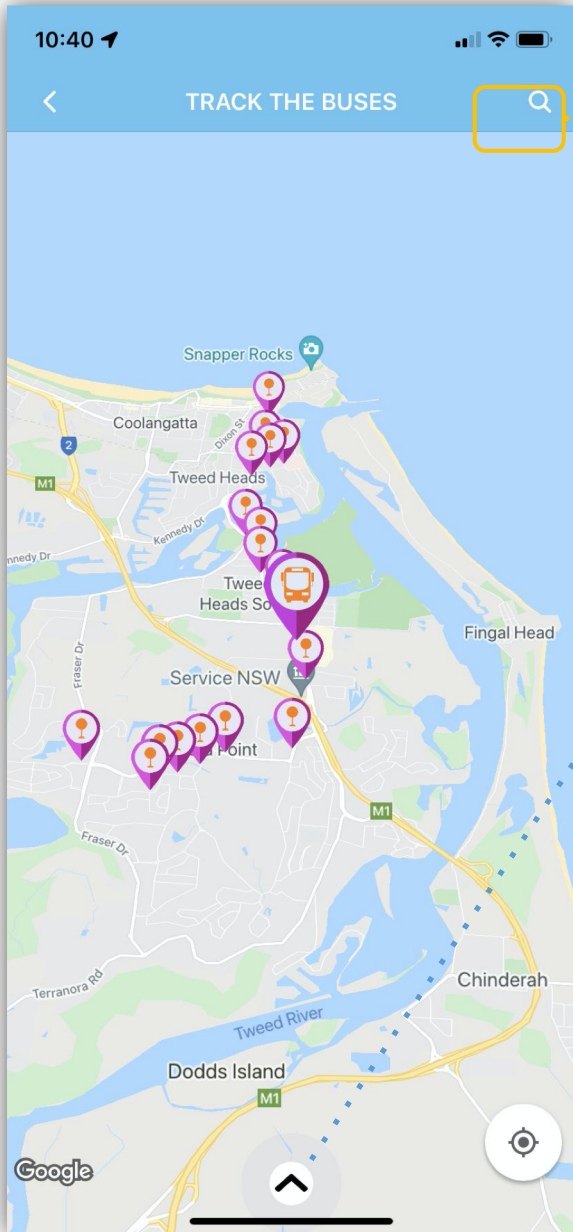


Bus icon - current GPS location of a bus



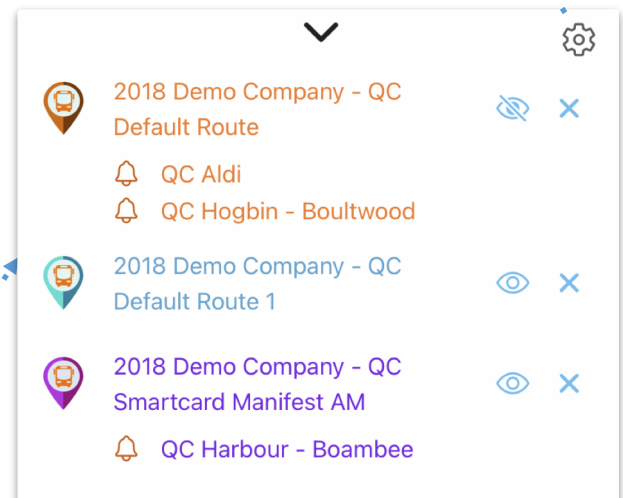
Stop icon

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

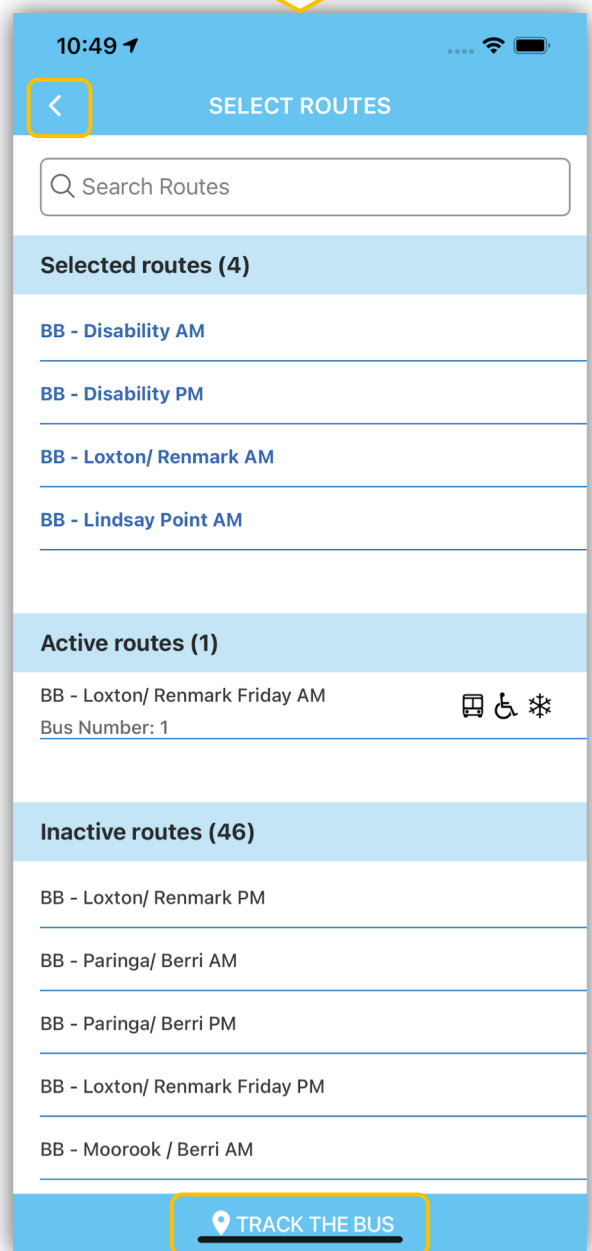
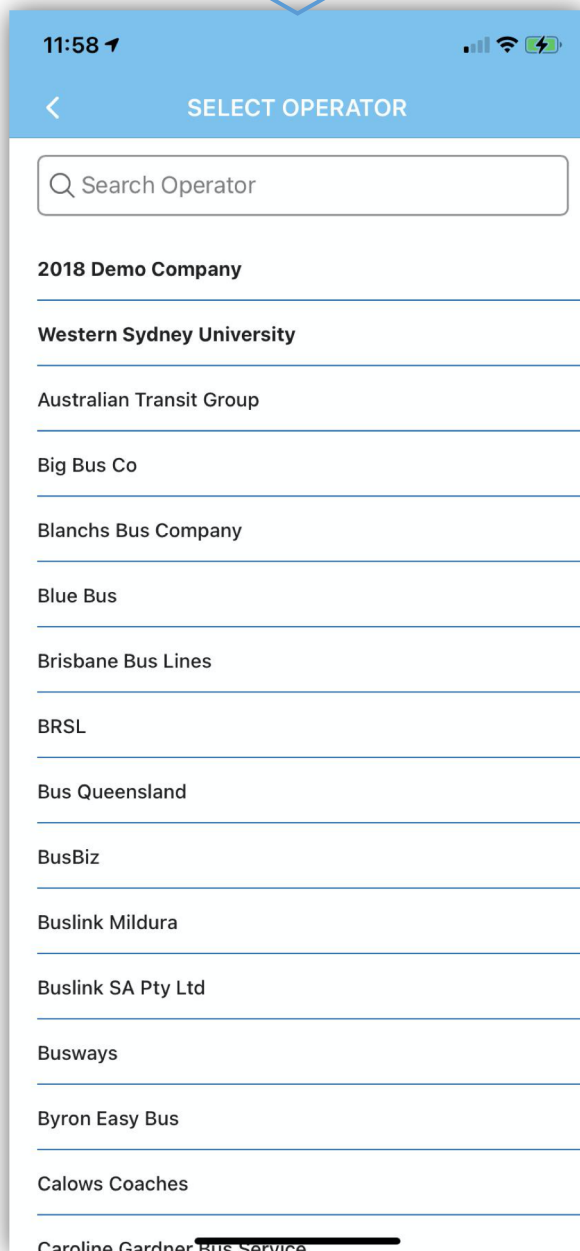
SELECT OPERATORS/ROUTES

Step 1:

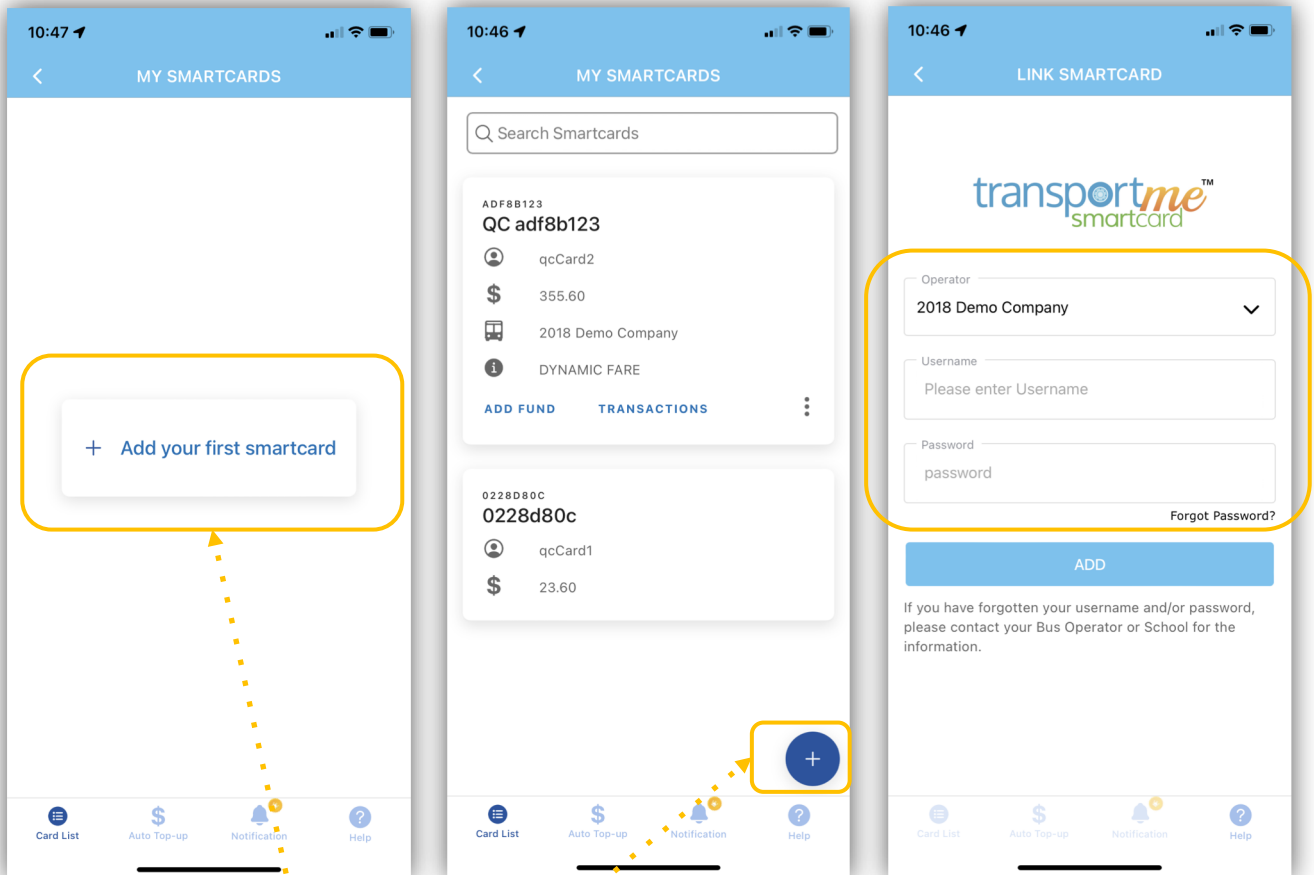
- Search operator.
- Tap to select the operator and to view the routes that you want to track

Step 2:

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



SMARTCARD – Add Smartcard



Tap to add new smartcard



- Select Operator.
- Input smartcard account (provided by your operator)

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 the smartcard account. If not, please contact your operator or school.*



Step 2:

- Check the contact email of the smartcard account to receive a verification code



Step 2:

- Choose your new password.
- ** Note: password must be at least 8 characters including a 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

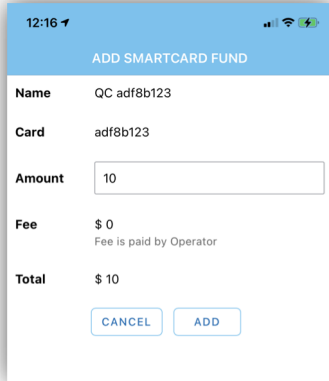
Confirm Password
Confirm Password

CHANGE

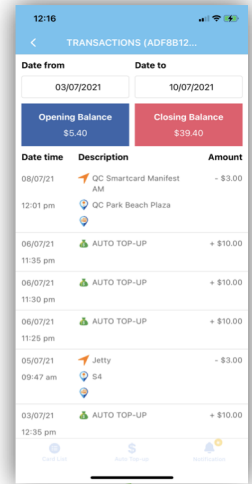
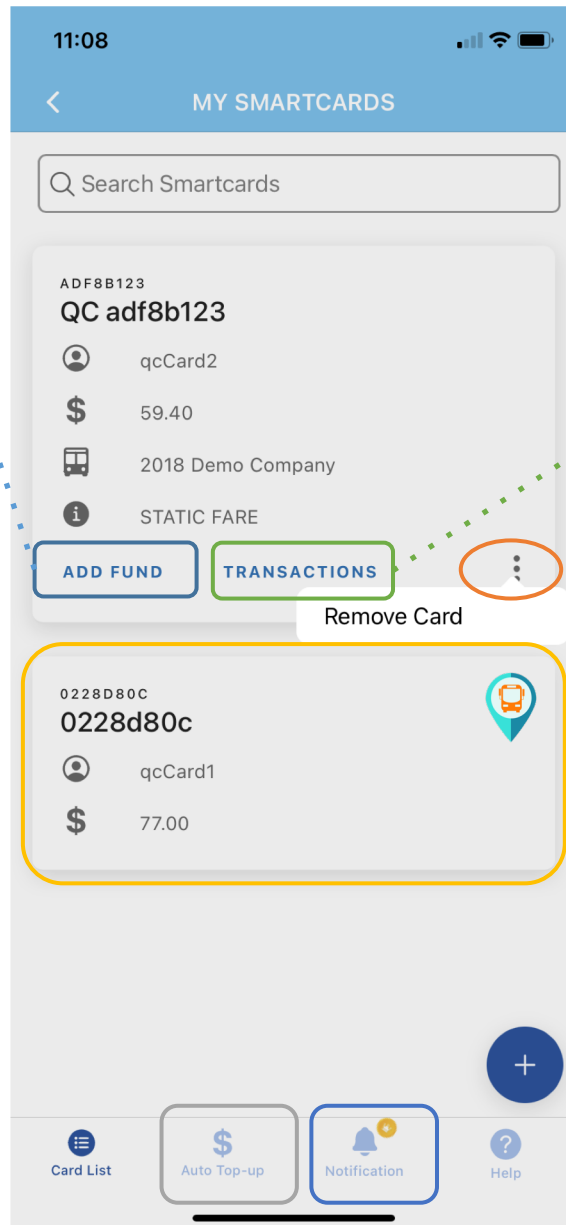
Card List Auto Top-up Notification Help

SMARTCARD DETAILS

Tap on card area to expand or collapse Smartcard details



Add funds manually to Smartcard (powered by **stripe**).



Tap to vertical ... to remove Smartcard

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

Auto top-up

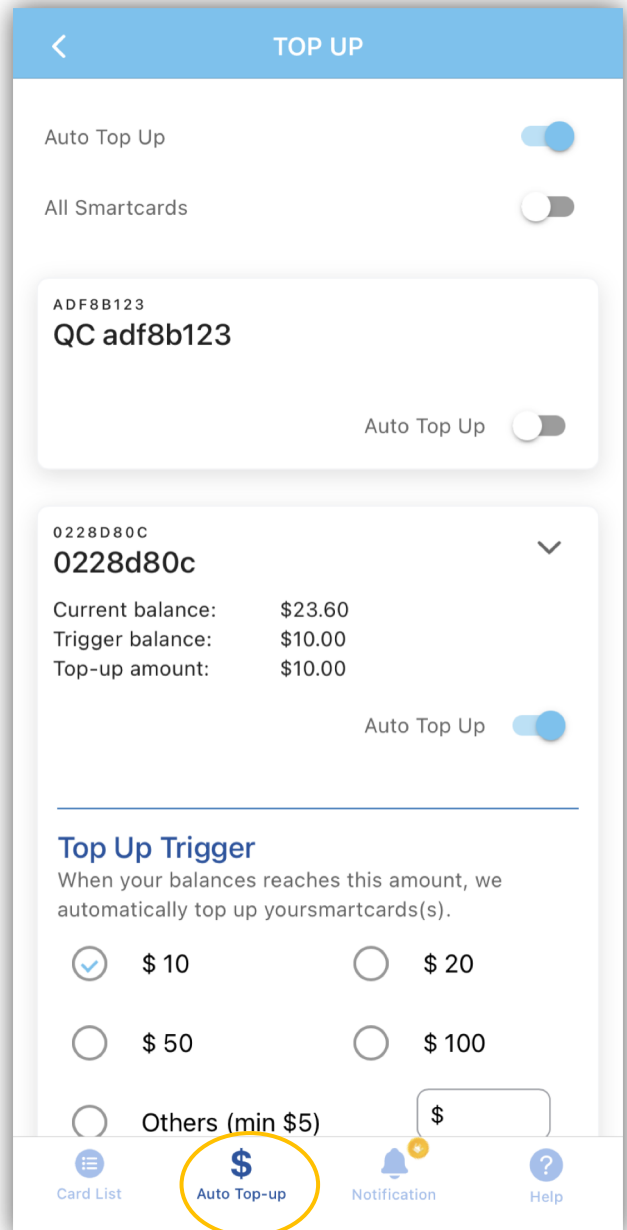
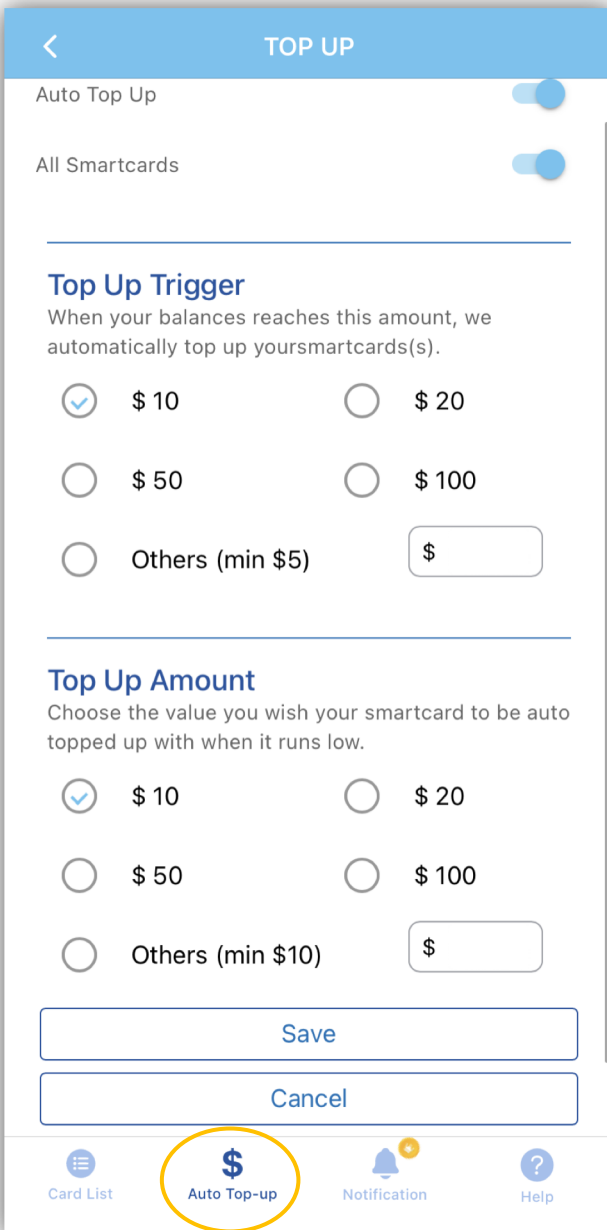
- Configure trigger balance and top-up amount for Smartcards (the payment is powered by **stripe**).

Notifications

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

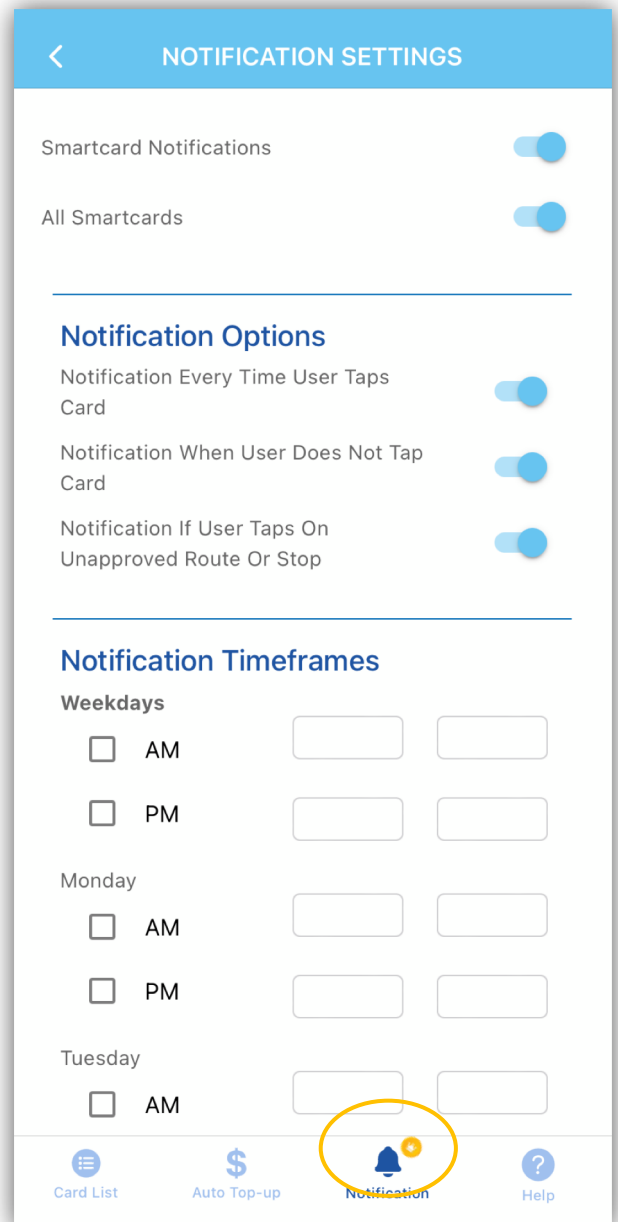
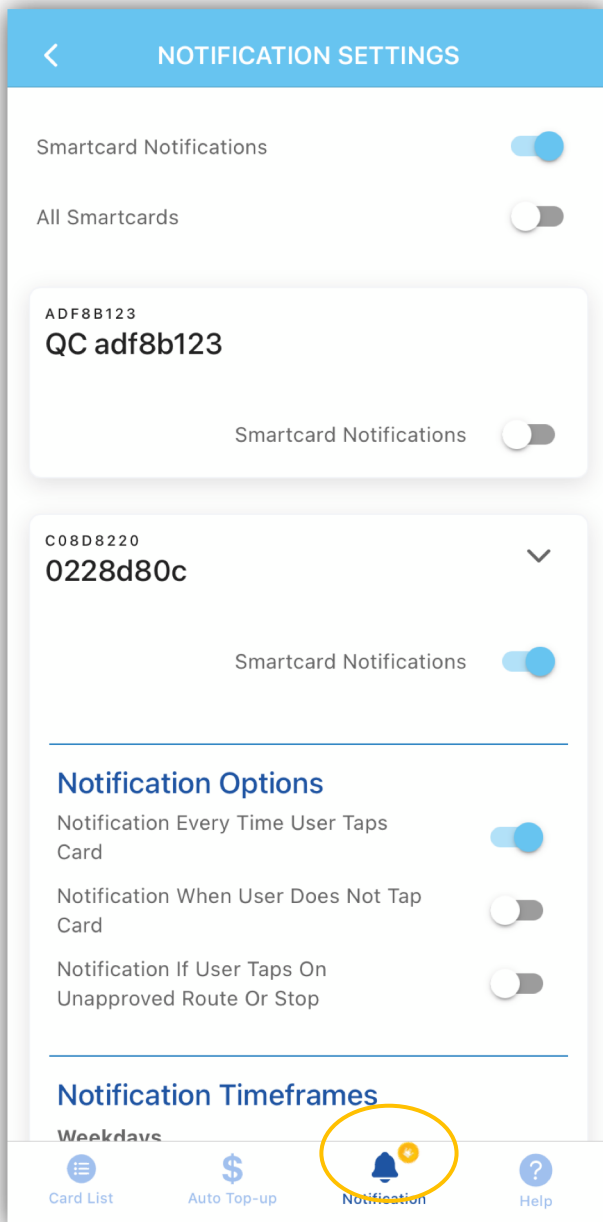
AUTO TOP-UP

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



NOTIFICATIONS

- Turn on **Smartcard Notifications**: to enable notifications abilities (e.g. smartcard is tapped on and off, etc.).
- Turn on **All Smartcards** toggle: notifications will be applied to all Smartcards on the list.
- Turn off All Smartcards toggle: configure notifications for each smartcard.



HELP

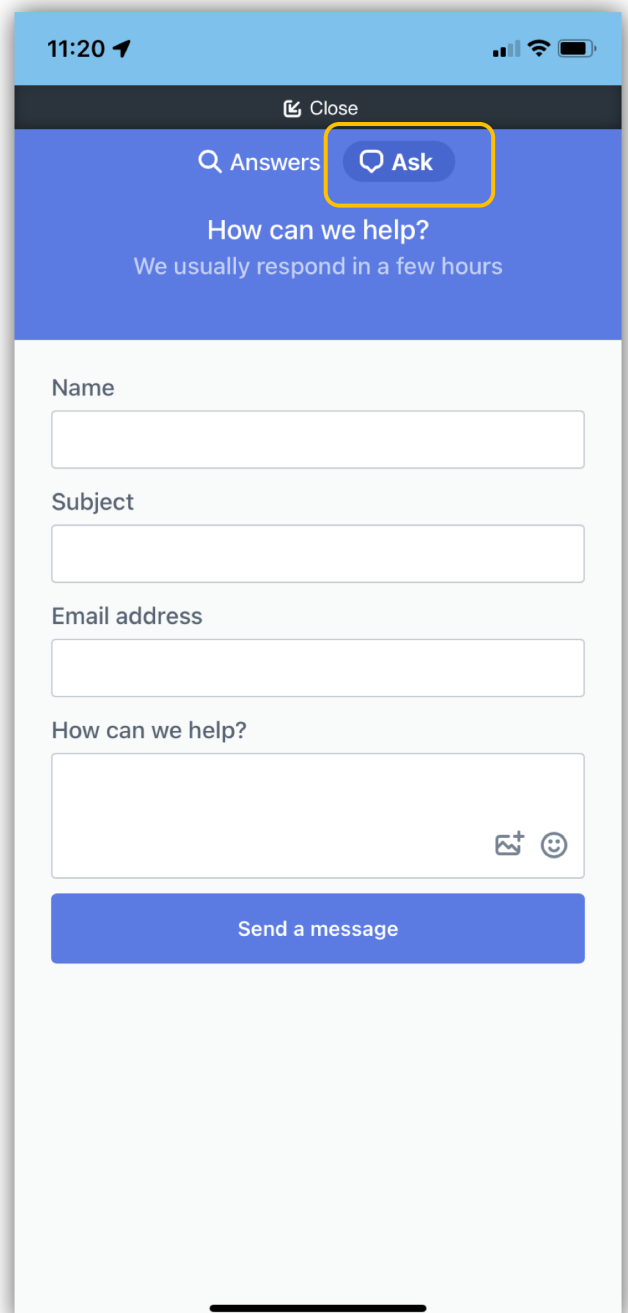
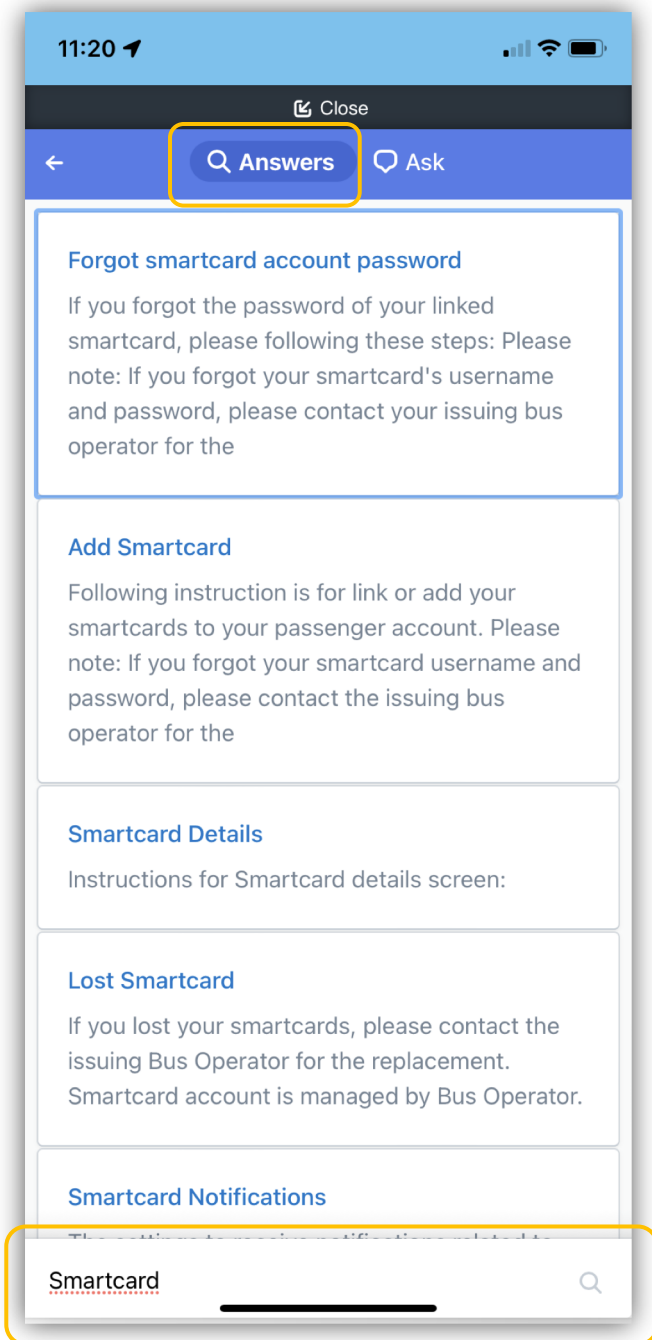


Answers:

- Type a question
- Choose the corresponding answer.

Ask:

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



Type your questions here and tap on search icon