transport*me* ™
OneCompleteSolution

PASSENGER APP USER'S GUIDE

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WELCOME TO TRANSPORTME™

The Transportme™ Passenger app is one of the most advanced passenger tracking and Smartcard payment systems on the market.

Our free app allows your schools, passengers, school students, parents, and carers to track your vehicles in real time to within 10 seconds of its location.

Our Passenger App was the first of its kind in rural and regional Australia, allowing for improved safety and visibility for the public on both school and passenger services. No longer did the travelling public have to guess if their bus was on time or delayed - they could log in and watch their bus travelling along the map.

Our 2021 released app version allows for a Premium Version for only $2.49 per month - giving parents/carers/passengers the ability to receive notifications for Smartcard users that do or do not tap on and off.

As well as this, we have upgraded our app to allow for Auto Top Up amounts and levels for Smartcards too! And you can set an Operator as a favourite and receive updates from them on interruptions if they choose to do so.

We also allow the public to set a stop as their favourite and receive a free push notification letting them know if it is on time or has been delayed. How cool is that!

For those passengers who use the Transportme™ smartcard, they can also register their card through the app and add funds via the Stripe Payment Processing Facility.

What a safe, simple, and secure way to top up your smartcard, without the hassle of having to look for cash to pay for your bus trip. Just like they do in the city - except you don't need to go to a kiosk with Transportme™ to top up your card!

When you are tracking your vehicle, you can also see if it is a wheelchair accessible vehicle and if it is air-conditioned (if your bus operator uses this feature).

SIGN IN

To use the app, it is required to sign up for a Passenger account. There are different options to sign in:

Option 1: Sign in/sign up with Google account.

Option 2: Sign in/sign up with Apple account (supported from iOS 13) which is only available on Apple devices.
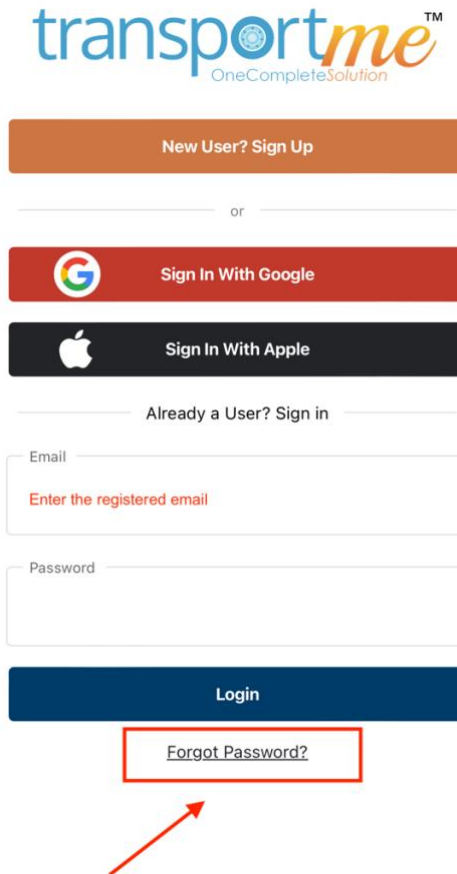
Option 3: Sign in with a registered account.
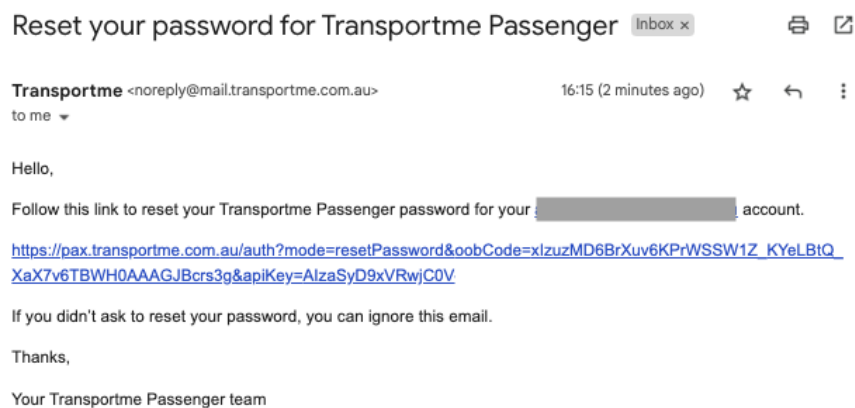
RESET THE APP ACCOUNT'S PASSWORD

To reset your passenger app account password, please follow these steps:

Step 1: Provide your email address, and then tap on **Forgot Password?**

Step 2: Check your email to find the reset password link and click the link. In some cases, the reset link email may be found in the Junk/Spam folder.

Step 3: Provide your new password according to the password rules and select the **Update Password** button.

Password Reset

Email:

New Password*

- at least 8 characters
- 1 Uppercase letter
- 1 lowercase letter
- 1 number

Update Password

Step 4: Go back to the passenger app and sign in with your email and new created password.

SIGN UP

The user is required to register a Passenger account to continue with the app. The following steps are for registering a passenger account with your email and self-created password.

Open the app and then select the **New User? Sign Up** button.
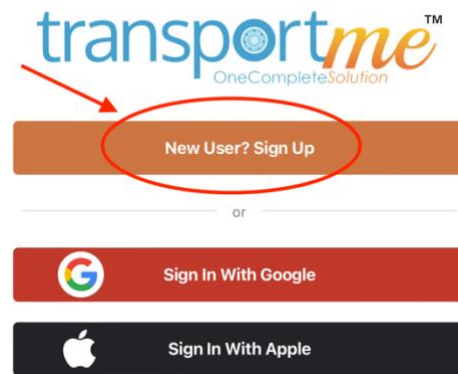
Complete the Sign-Up form by entering the following details:

- **Email**: Enter the email address you would like to associate with your passenger app account. An email will be sent to this email address for you to verify your account.
- **Password**: Enter a valid password. Your password must include a lower and uppercase letter, a number, and be a minimum of 8 characters in length.
- **Confirm Password**: Re-enter your password to confirm it has been entered correctly.

Select the **Sign Up** button after reading the app's terms & conditions following the link By selecting Sign Up, you acknowledge that you have read, understood and agree to Transportme App Terms, and Conditions and Privacy Collection Notice.

Stay on the current screen of the app until you have verified your email address.

Check your mailbox for the email address associated with your account. To verify your email address, open the email and click on the provided link. *Note: If you cannot locate the email in your inbox, please check your Junk/Spam folder. Alternatively, if you cannot find the email, you can click the **Resend verification email** button to have the verification email sent again.*

Once you have clicked the link, you will be directed to the email verification page, which will confirm that your email has been successfully verified.

Go back the app, you will be signed in automatically and the Favourite page will be shown. You have now created your passenger app account.

HOME PAGE

Understanding the Home page of the Passenger app.
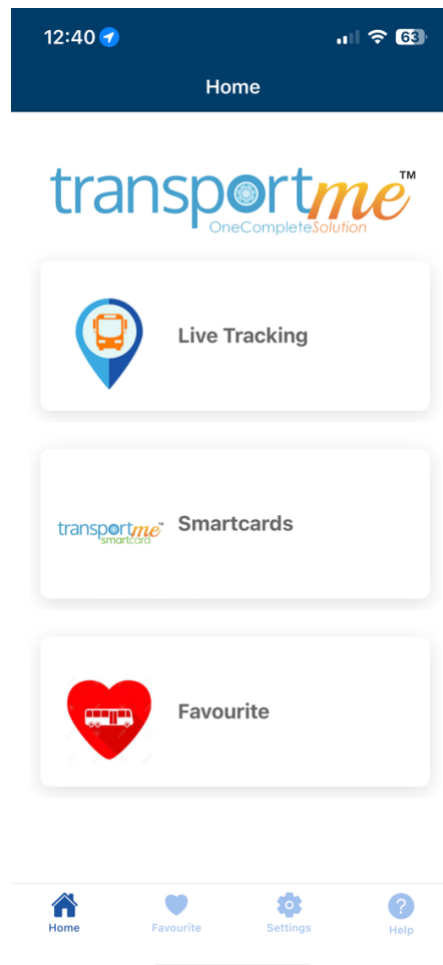
Live Tracking

Track routes: Passengers have the option to track up to 5 routes, whether they belong to the same operator or different operators.

Set up bus arrival notifications: Passengers can configure notifications to receive updates on bus arrivals.

View live route status: Passengers can access real-time information about the number of passengers on a bus and, if available through the operator's setup, view a route overlay. Please note that this feature is available in the premium account.

More information about this section can be found here.

Smartcards

Link smartcards to the passenger app account: Smartcards can be linked to the passenger app account using either the smartcard number or the username and password provided by the issuing operator.

View smartcard transactions: Passengers can view the transaction history of their smartcards and have the option to export the transactions list as a PDF to their device storage.

Add funds to smartcard accounts: Passengers can manually add funds to their smartcard accounts or set up automatic top-up using the Auto Top-up feature.

Track smartcards in real-time: Premium account holders can track their smartcards in real-time when they tap them on a route.

Configure smartcard notifications: Premium account holders can receive notifications when their smartcards are tapped on/off on a route, not used within a defined timeframe, or tapped on unassigned routes.

More information about this section can be found <u>here</u>.

Favourite

Set a favourite operator: Passengers can designate an operator as their favourite. This favourite operator will be automatically selected when linking smartcards or tracking routes. Additionally, passengers can opt to receive push notifications from their favourite operator, such as messages or low balance alerts.

Change favourite operator: Passengers have the option to modify their favourite operator selection. They can update their preference and choose a different operator as their new favourite.

More information about this section can be found <u>here</u>.

Settings (cogwheel icon)

View account information or app information: Users can access their account details and view information about the app.

Link to card payment or update/remove card payment details: Users have the ability to link their account to a card payment method, enabling them to conveniently add funds to their smartcard account. Additionally, users can update or remove their existing card payment details as needed, providing flexibility in managing their payment preferences for topping up the smartcard account.

Turn on/off receiving smartcard low balance or/and tracking buses' delay notifications: Users can enable or disable notifications for low smartcard balance and/or notifications about buses' delays.

Turn on/off receiving push notifications from favourite operator: Users can choose to receive or stop receiving push notifications from their favourite operator.

Upgrade to premium account: Users have the option to upgrade their account to a premium level, unlocking additional features and benefits.

More information about this section can be found here.

Help

Access instant answers: Users can access a feature within the app that provides instant answers to commonly asked questions or inquiries. This feature allows users to quickly find information and resolve their queries without the need for further assistance.

Contact support team: Users have the option to reach out to the support team directly for assistance with any issues, concerns, or specific inquiries they may have. The support team can provide personalised help and guidance to address user needs effectively.
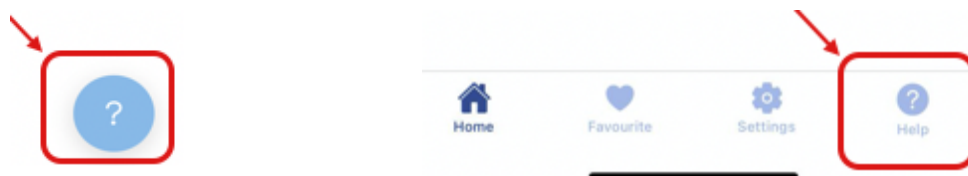
More information about this section can be found here.

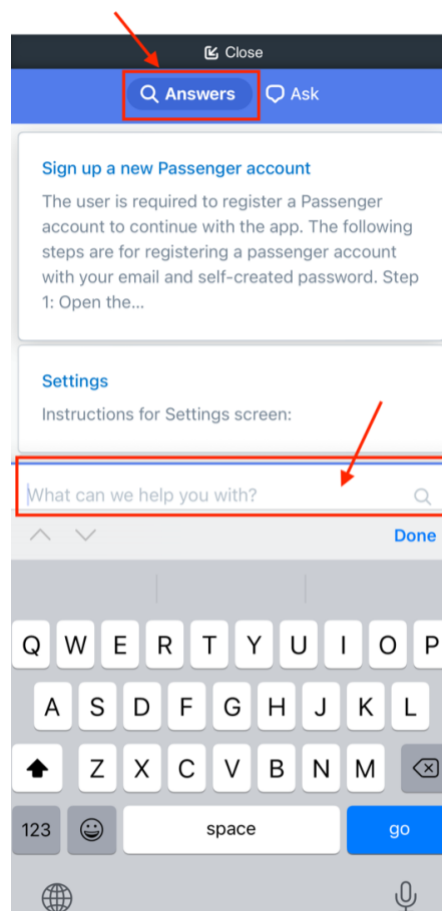# HELP

If you have any questions, you may get supported by:

Instant answers from the app

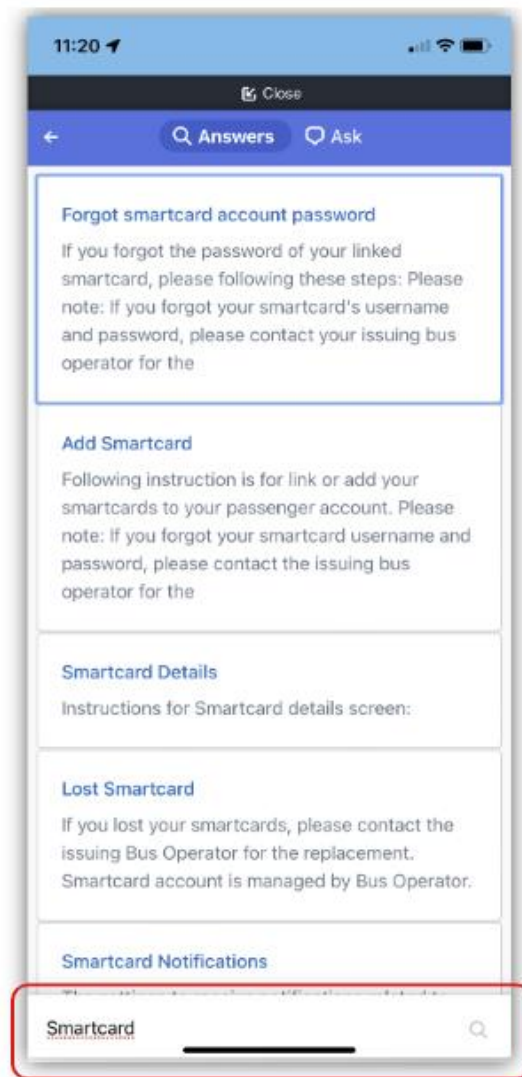Following at least 03 first steps to find instant answers:

Step 1: Select **question mark** icon on login screen or **Help** button located at the bottom bar of the app.
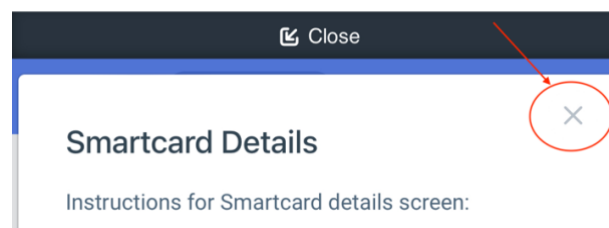
Step 2: Select **Answers** button then enter any keywords to locate the answers using Search box.

Step 3: Select the suitable articles that may answer your concerns.
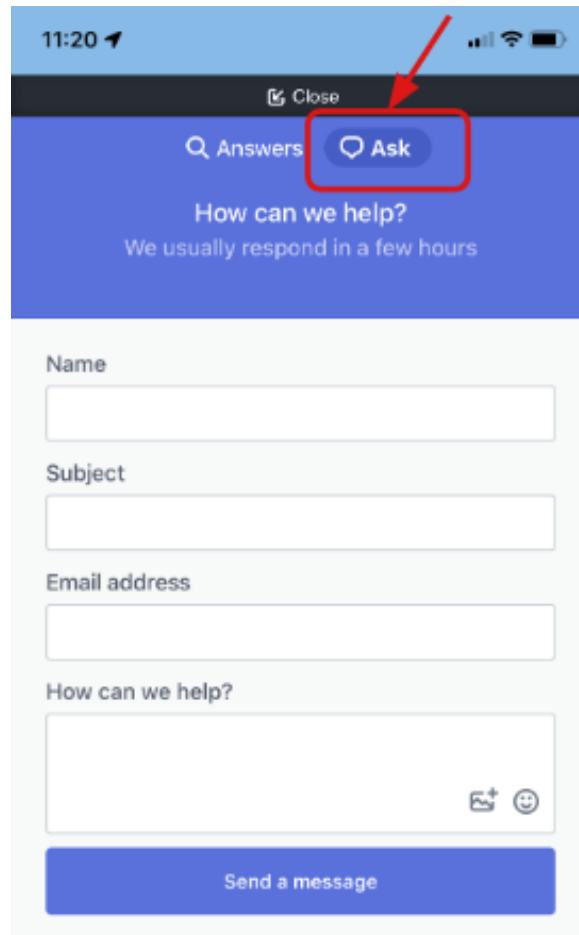

Step 4: Select **X button** to close the selected article and select another article or repeat step 2,3 for a new search.
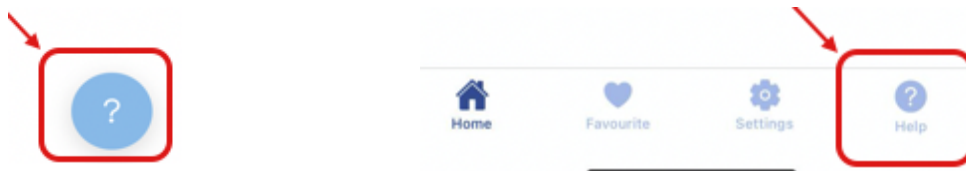

Step 5: Select **Close** button to close Help screen.

Ask our support team

Sometimes the instant answers are not what you are looking for, you may send us email for more information. Steps to ask us questions:

Step 1: Select **question mark icon** on login screen or **Help** button located at the bottom bar of the app.

Step 2: Select **Ask** button

Step 3: Fill in the form so our support team can get enough information and support you.

- **Name**: this helps us know who we are supporting.
- **Subject**: the summary of your issue.
- **Email address**: your accurate email address. *This is important that the email address is provided correctly as our responses will be sent to this address.*
- **How can we help:** the description of your concerns. This will give us information to investigate the issue and support you. The answers to these questions are some references for the description:
  o What is the issue? Eg: the smartcard doesn't work.
  o How had it happened? Eg: my son tapped on the bus and it was not allowed him to get in.
  o Where had it happened? Eg: on the bus 001 AM - ABC coach line.
  o When had it happened? Eg: about 3:30 pm today.
 o The screenshots of the error messages (if any) or the issue.

Step 4: Select **Send a message** button to submit your question to our support team. Our responses are usually sent to your **provided email address** within 24 hours.
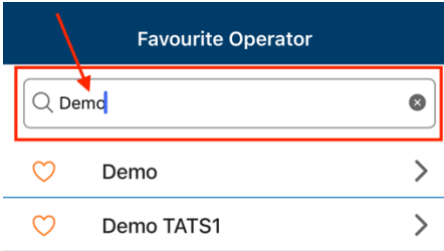
FAVOURITE BUS OPERATOR

Passengers can designate an operator as their favourite. This favourite operator will be automatically selected when linking smartcards or tracking routes. Additionally, passengers can opt to receive push notifications from their favourite operator, such as messages or low balance alerts.

Selecting a favourite bus operator when installing the app

When logging into the passenger app for the first time, you have the option to log in using Google/Apple authentication or your email and self-created password. After successful login, you will be directed to the **Favourite Operator** page. *Note: You may want to skip this step and come back later to update your favourite bus operators, more information can be found <u>here</u>.*
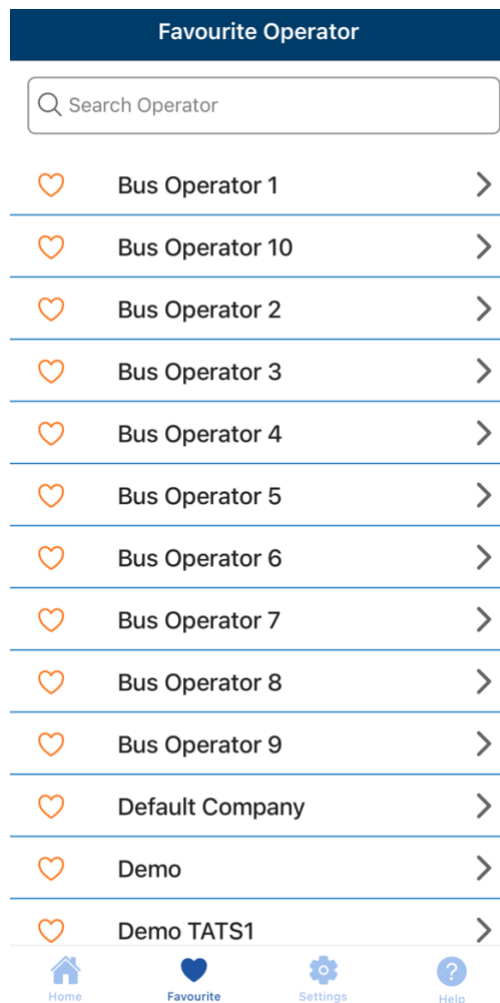
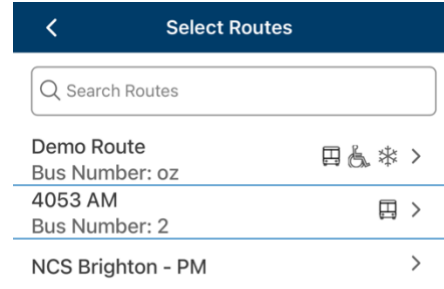**Step 1**: Locate the bus operator you wish to set as your favourite operator using search box and select it.

Step 2: On the next page – **Select Routes** page, select the route you wish to track.
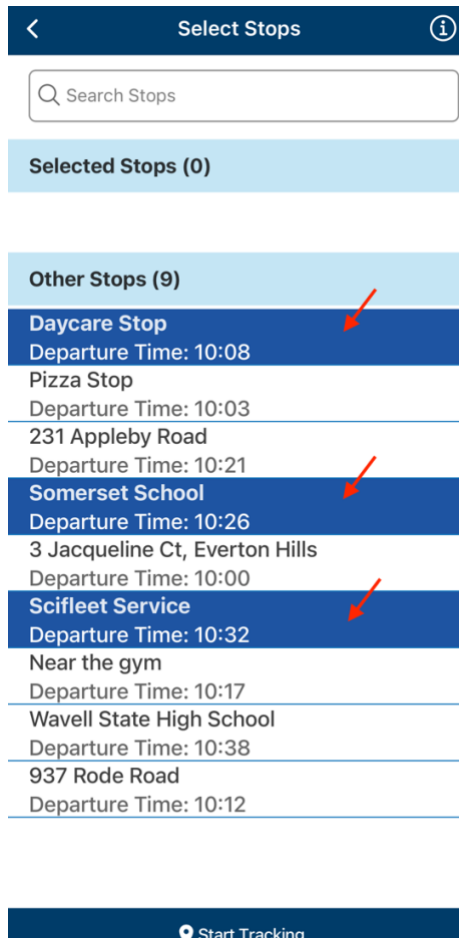
Step 3: Select the stop(s) you wish to track and receive bus arrival notifications for. You may want to track and get notified from more than one stop. Selected stops will be highlighted in a darker colour.
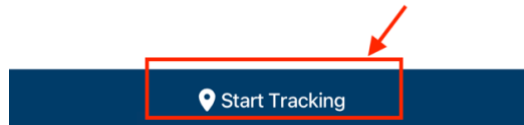
Step 4: Select the **Start Tracking** button to view the route on the **Live Tracking** page.

Favourite operators have a filled in heart icon and are shown at the top of the Favourite Operator page, which can be accessed by selecting the Favourite button from the Home page of the app. *Eg: Demo operator is set as favourite operator in the following screenshot.*
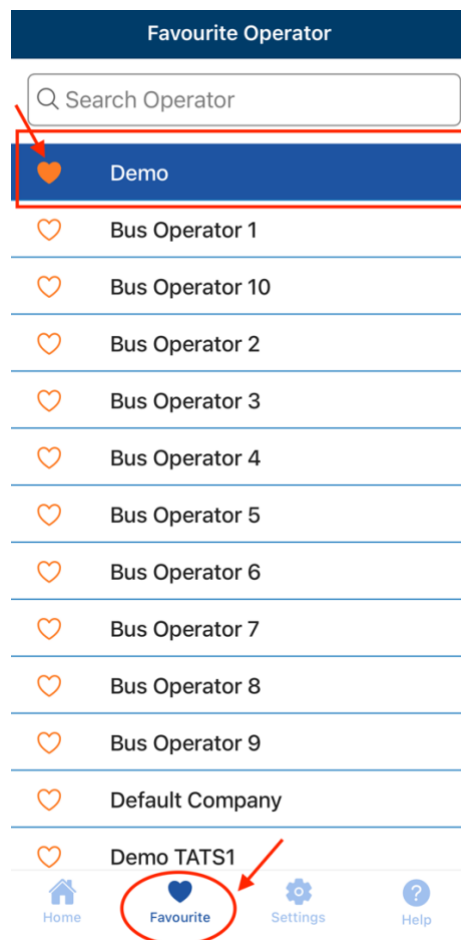
Or you can find this information under the **Favourite Operator** section on the **Settings** page, which can be accessed by selecting the cogwheel icon (**Settings** button) from bottom bar of the app. *Eg: Demo operator is set as favourite operator in the following screenshot.*
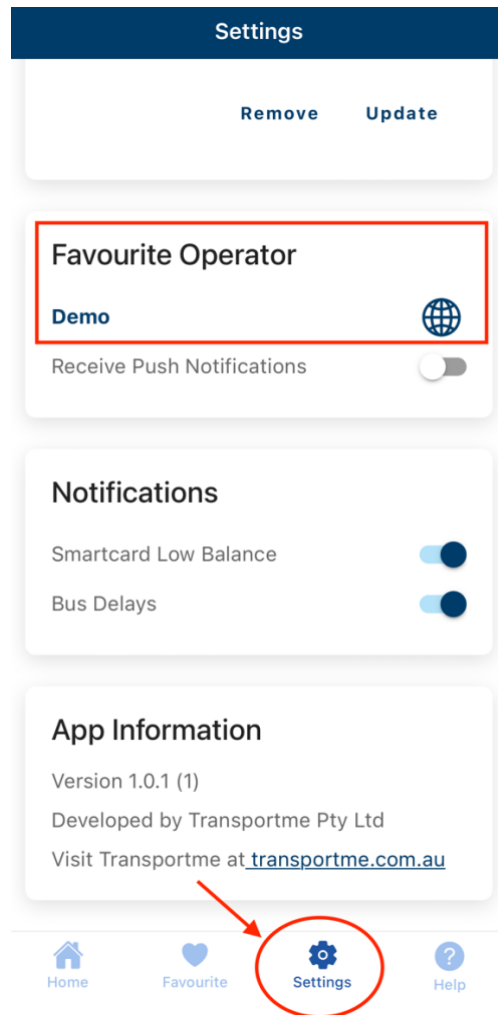
Updating your favourite bus operators

The favourite operator can be updated at any time following the below steps:

Step 1: Login to the passenger app on your mobile device.

Step 2: On the **Home** page, select the **Favourite** button.

Step 3: Locate the bus operator you wish to set as favourite using the search box.

Step 4: Select the new bus operator and select the **OK** button when prompted by the Warning message box to confirm the change. Your new favourite bus operator will now be displayed at the top of your Favourite Operator page.
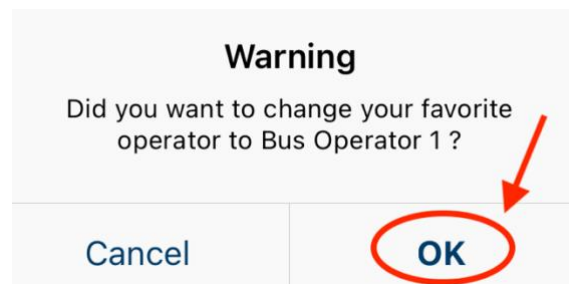
LIVE TRACKING

Transportme™ Passenger app allows users to track a bus in real time to within approximately 10 seconds of its location.

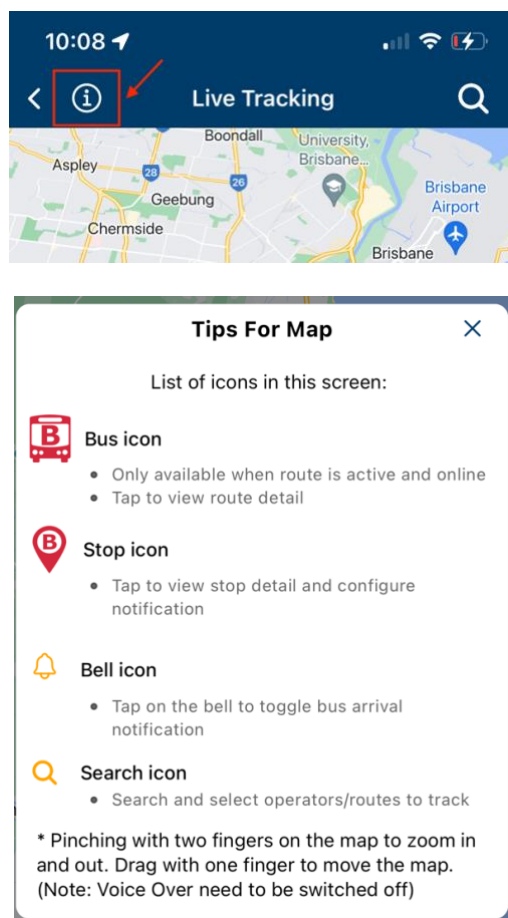To access this feature, login to the app and select the **Live Tracking** button on the **Home** page.

Tips for map

Select **the information i icon** to find details of the different icons displayed on the map screen.

Zoom in and out of the map by pinching with two fingers on the map. *Note: to complete this, your mobile device voiceover feature will need to be switched off.*

Move the map by dragging one finger on the map. *Note: to complete this, your mobile device voiceover feature will need to be switched off.*

Bus icon: The bus icon is only available on the map when a route is active and online. Select the bus icon to view the route details, including route name, bus number and the number of passengers currently on the bus.

Demo

Route: QC Default Route 1

Bus number: 1

Bus load: 4 pax

toggle

Route Map Overlay

Close

Route Map Overlay: switch the toggle on to see the route line on the map. *Note: the route line will only show if this has been set up by the bus operator.*

Stop icon:

Select the stop icon to view the bus stop information, including the routes served by this stop and departure time details. *Note: stop departure time will only show if this has been set up by the bus operator.*

Stop Information

Stop: Stop 2

Route: Demo Route
Departure time: 09:30

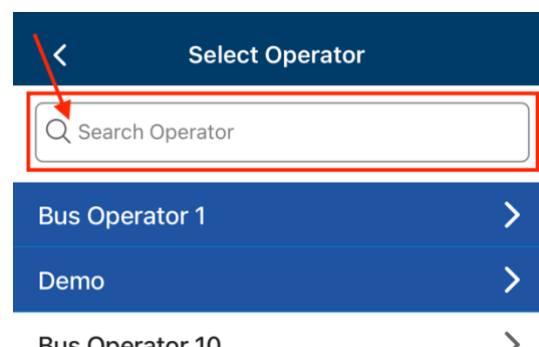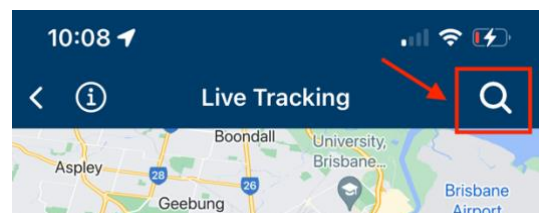To configure bus arrival notification, follow this link for more information.
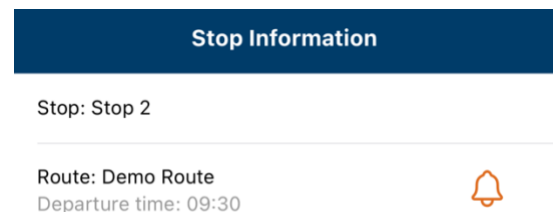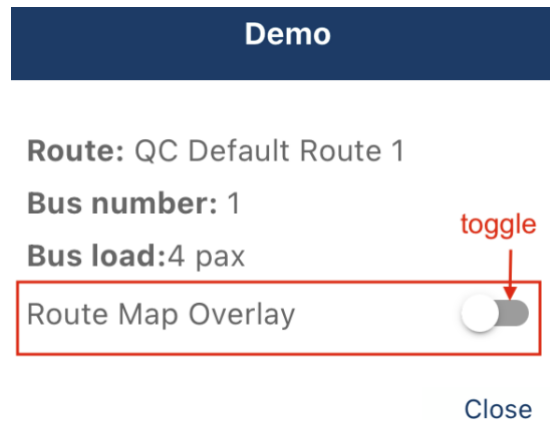
How to track a route

You can track up to five buses/routes.

Step 1: Select the Operator.

Select the search icon on the **Live Tracking** page. Locate and select the Bus Operator using the search box. Your Favourite operator(s) and the other operators which have tracked routes are highlighted in a darker colour and shown at the top of the list.

10:08

Live Tracking

Boondall
University, Brisbane...
Aspley
Geebung
Brisbane Airport

Select Operator

Search Operator

Bus Operator 1

Demo

Bus Operator 10

Step 2: **Select the route**.

Locate and select the route you wish to track using the search box. Please note that the route(s) that are being tracked are highlighted in a darker colour and shown at the top of the list under **Selected routes** group.
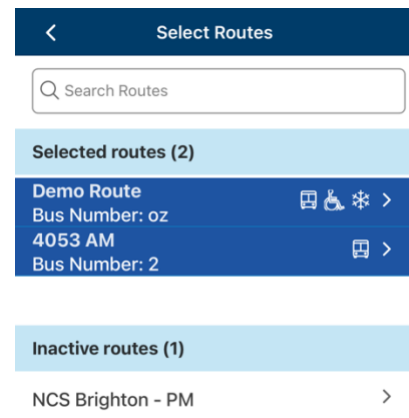
Step 3: Select the stops.

You can choose the stop(s) you wish to receive bus arrival notifications for. However, you can skip this step by selecting the **Start Tracking** button to go back to the **Live Tracking** page. You can come back to choose the stop(s) you wish to receive bus arrival notifications for at a later stage.

How to receive bus arrival notifications

You can select one or more stops to receive notifications for when the bus arrives at that stop. For example, you could set up a notification for the stop before the stop your children will be being picked up from as a reminder for you to be at the pickup stop on time for when the bus arrives.

Option 1: To receive bus arrival notifications, you will need to continue the steps of How to track a route above.

- **Step 3**: Locate the stop(s) that you wish to receive bus arrival notifications using the search box. Select the stop(s). The selected stop(s) will be highlighted in a darker colour.
- **Step 4**: Select **Start Tracking** button to go back to the **Live Tracking** page.

**Option 2**: set up directly on the **Live Tracking** page.

- On the map, locate the stop that you wish to receive bus arrival notifications for.

- Select the stop icon then select the bell icon to turn notifications on/off.
  - **Black bell icon**: bus arrival notifications will not be received.
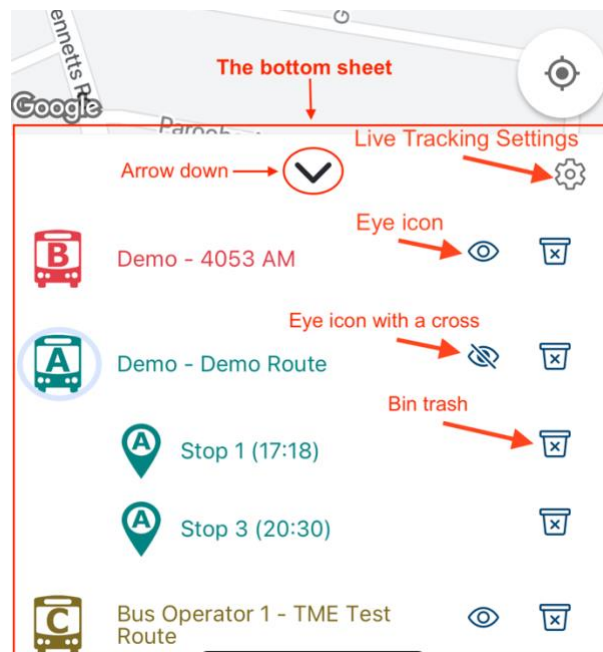 - **Yellow bell icon**: bus arrival notifications will be received.
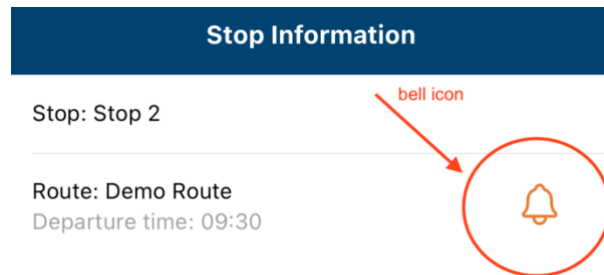
Hamburger menu - tips

The hamburger menu is available on the **Live Tracking** page when you are tracking at least one bus/route. Select the hamburger menu to open the bottom sheet.
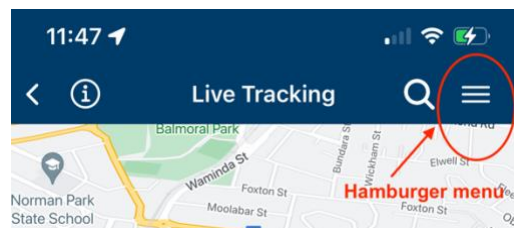
Select the arrow down button to close the bottom sheet.

The bottom sheet displays all the routes you are tracking and the stops you want to receive bus arrival notifications for.

Select the bus icon or route name to focus on that route on the map.

- The **Bus icon** is highlighted if the bus is active and online.
- The **Eye icon**: select this to change its status.
  - eye icon: all stops are <u>shown</u> on the map.
  - eye icon with a cross: all stops are <u>hidden</u> on the map.
- **Bin trash** icon:
  - The bin trash icon next to route name can be selected to stop tracking a route.
  - The bin trash icon next to stop name can be select to stop receiving bus arrival notifications at this stop.
- **Live Tracking Settings** icon:
  - The **Show saved stops only** toggle shows the stops that you want to track and receive bus arrival notifications for only.
 - The **Show stop times** toggle shows the departure times for the stops shown on the map.

LINKING SMARTCARD

To be able to manage your smartcard, it must be linked to your account. A smartcard can be linked to multiple Transportme™ Passenger app accounts or a Transportme™ Passenger app account can be linked to multiple smartcards to help you manage all your smartcards using a single account.

Once you have received your smartcard with its username and password which is issued by your bus operator, you can link it to your account by selecting the Smartcards button on the Home page.
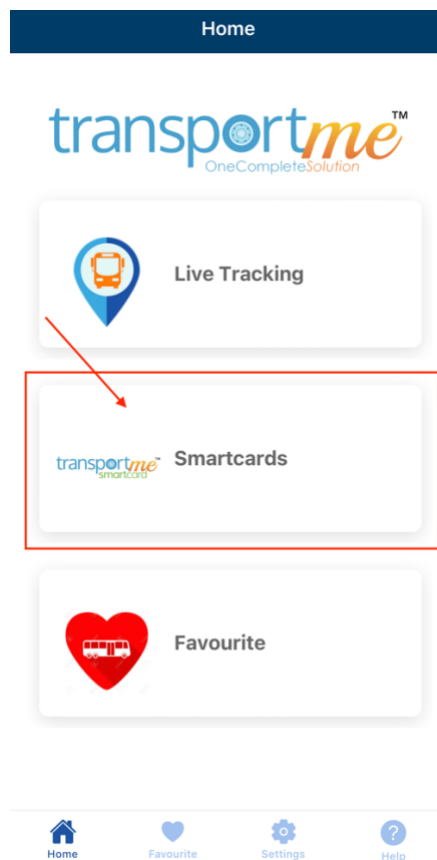
Select the **Add your first smartcard** button or the **plus** sign floating action button to start the linking process.

There are several ways to link your smartcards. These include:

Using the smartcard QR Code.

Using the smartcard Card UID.

Linking a smartcard using a Smartcard Account.

Using the smartcard QR Code

To link your smartcard using QR Code, locate the QR Code on the smartcard and have the smartcard's password provided by the issuing bus operator ready. *Note: the QR Code availability is subject to your issuing bus operator.*
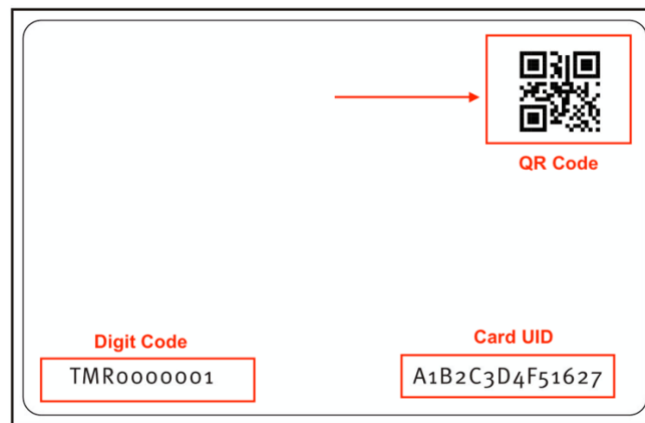
Select the **Use QR Code** button on the Link Smartcard screen to open the **Scan QR Code** page.
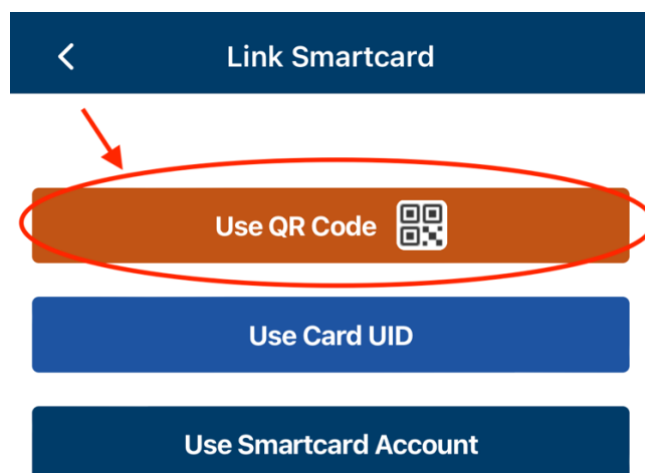
On Scan QR Code page, select the bus operator who issued you with the smartcard. You can choose the operator from the dropdown list. And then scan the smartcard QR code with your mobile device camera.
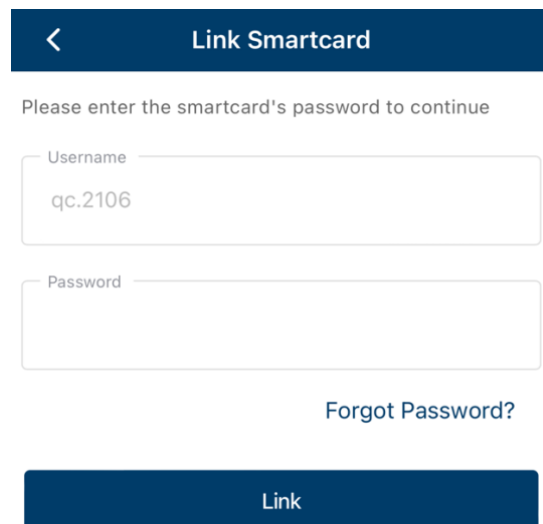

Once you have successfully scanned your smartcard QR code, you will be asked to enter the password for your smartcard.
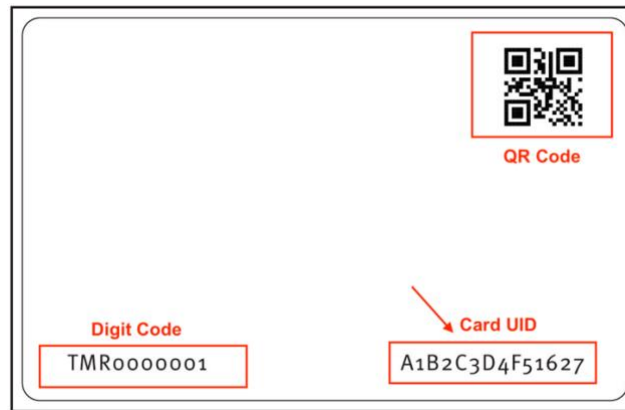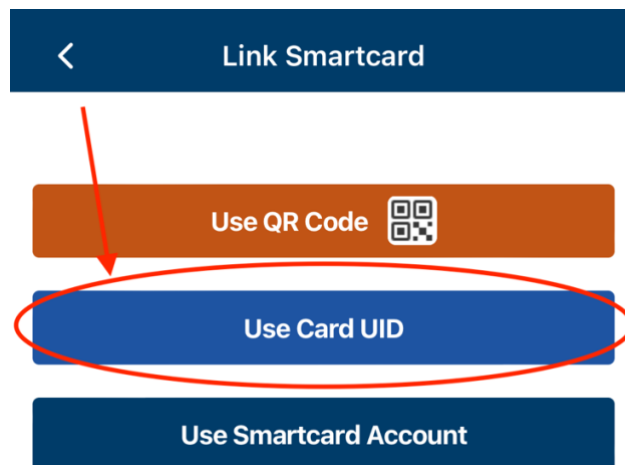

If you have forgotten the password for your smartcard, instructions can be found <u>here</u> on how to reset your password.

Using the Card UID.

To link smartcard using Card UID or card number, you may locate the Card UID on the back of the smartcard or the Card UID may be provided by the issuing bus operator with its password.
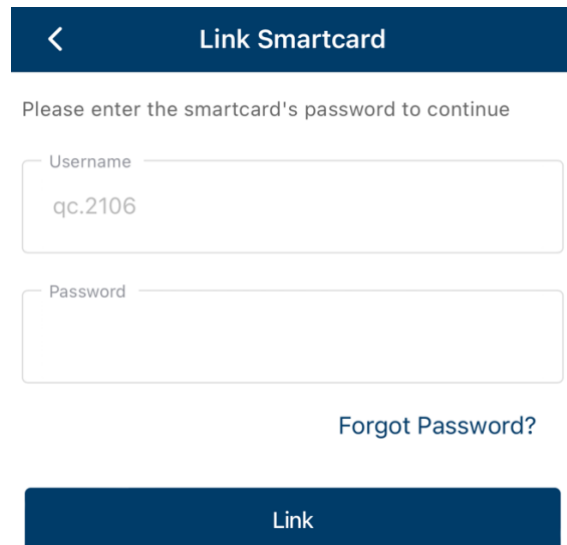

Select the **Use Card UID** button on the **Link Smartcard** screen.

The **Link Card By UID** page will open:

- Select the bus operator who issued you with the smartcard. You can choose the operator from the dropdown list.
- Enter the Card UID found on the back of the smartcard or provided by the bus operator.
- Once you have successfully entered the card UID, you will be asked to enter the password for your smartcard.
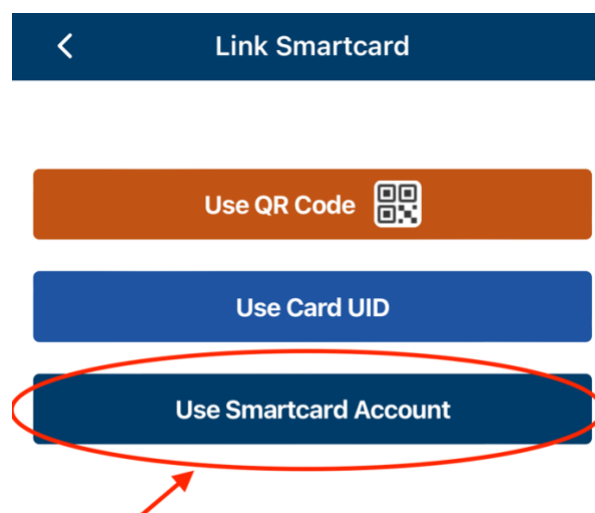
If you have forgotten the password for your smartcard, instructions can be found <u>here</u> on how to reset your password.

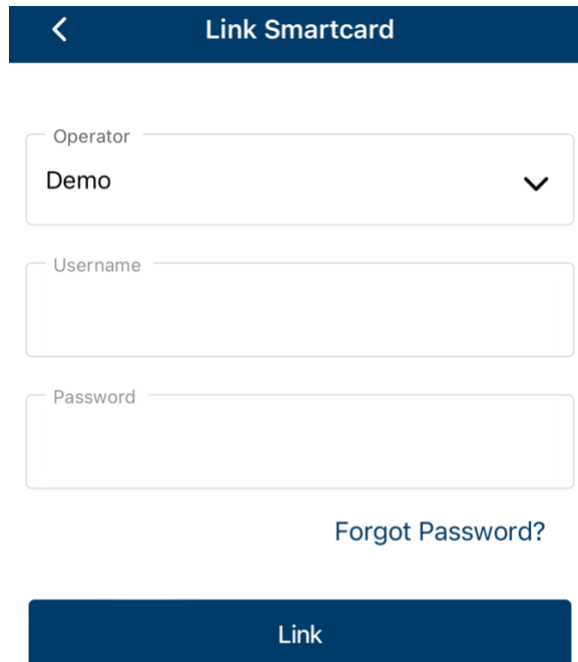## Linking a smartcard using a Smartcard Account

A smartcard can only be linked using Smartcard Account if the smartcard's username and password are known. You may want to contact the issuing bus operator or school for the smartcard's username and password.

Reference steps to link smartcard using Smartcard Account:

- Select the **Use Smartcard Account** button from the **Link Smartcard** page.

- Provide the information on **Link Smartcard** page:

- Select the bus operator who issued you with the smartcard. You can choose the operator from the dropdown list.
- Enter the provided Username.
- Enter the Password. If the password has been forgotten, instructions can be found <u>here</u> on how to reset your password.
- Select the **Link** button.

The linked smartcard is then shown on the **My Smartcards** page.

Forgotten your smartcard password

To reset your smartcard's password, the smartcard will need to have been previously associated with an email address. If the smartcard account has not been associated with an email address, please contact the issuing bus operator to update your email address.

Select **Forgot Password?** on the Link Smartcard page*. Note: The Username has been provided.*

Check your email address mailbox to find the **Password Reset Code** email, which will contain the passcode you need to reset your smartcard password. *Note: Check your Junk or Spam folder for the email if you cannot find it in your inbox.*

Go back to the app and on the **Smartcard Password Reset** page, enter the passcode from the email into Verification Code field and select the Verify button.
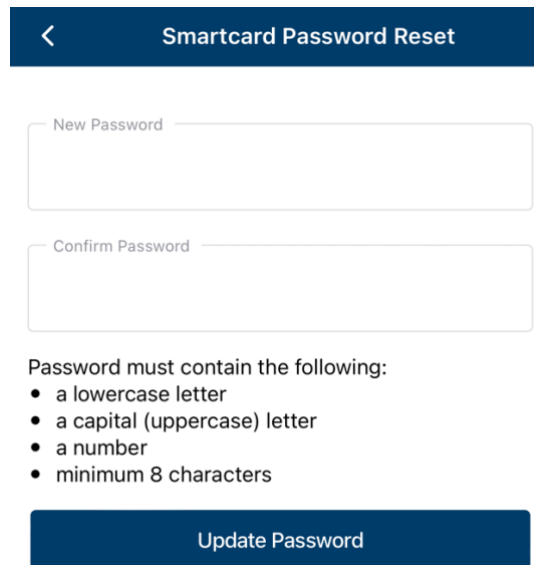
Enter your New Password and then confirm the password again and select the **Update Password** button.

You can now link your smartcard using the new password.

Error message examples

When linking your smartcard, you may from time to time be presented with an error message if something isn't right.

Error message example	Solution
Invalid password Password must include at least 8 characters, 1 capitalize letter, 1 lowercase letter and 1 number	Ensure the password you are entering meets the requirements: must include a lower and uppercase letter, a number, and be a minimum of 8 characters in length.

Error The password and confirmation password do not match	Double check the password and confirm password fields match.
Error Invalid credentials. Please make sure you have entered the smartcard credentials provided by your Bus operator.	Double check the username you are entering is correct or contact the issuing bus operator for more information.
Link Smartcard Contact email for the card is not available. Please contact your issuing Bus Company or School for the information	Unfortunately, the smartcard hasn't been linked with an email address. Please contact the issuing bus operator to update your email address.
Invalid card UID	Double check if the Card UID is correct. Please contact the issuing bus operator for more information about the Card UID.

ADDING FUNDS MANUALLY

A smartcard can be topped up manually using **Add Fund** feature in the app. The following steps are for reference to add funds to the smartcard:

- Login to the passenger app on your mobile device.
- On the **Home** page, select the **Smartcards** button.
- On the **My Smartcards** page, select the smartcard you want to add funds to by selecting the applicable smartcard or selecting the arrow down button.
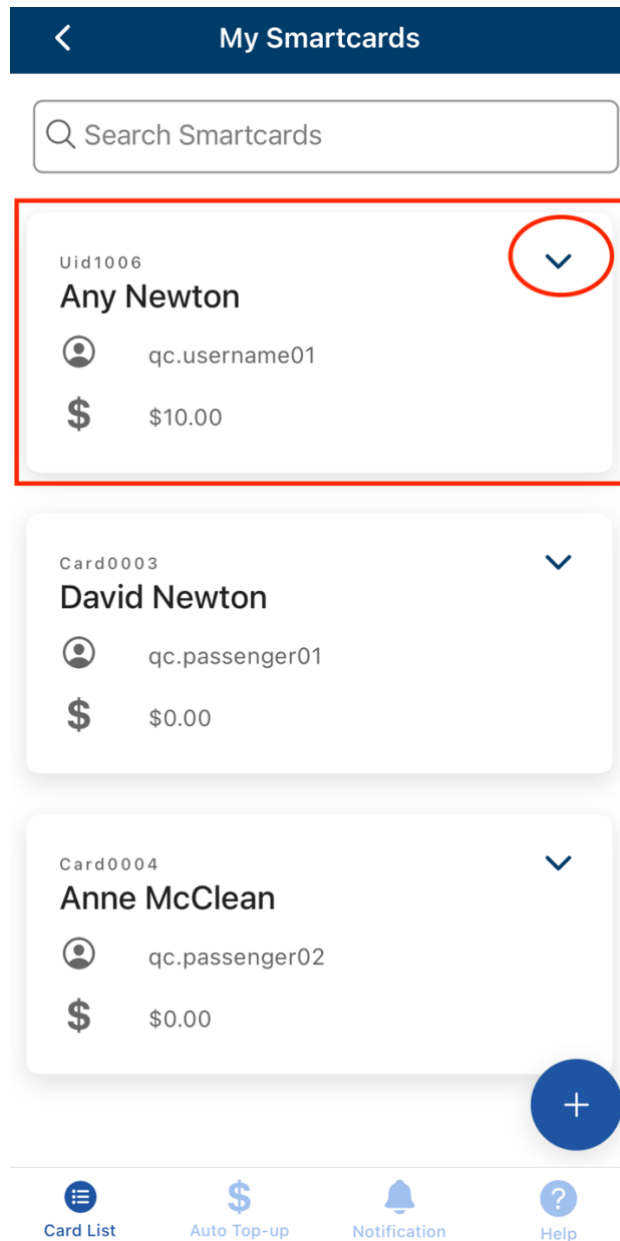
- To add funds to the smartcard, select the **Add Fund** button.

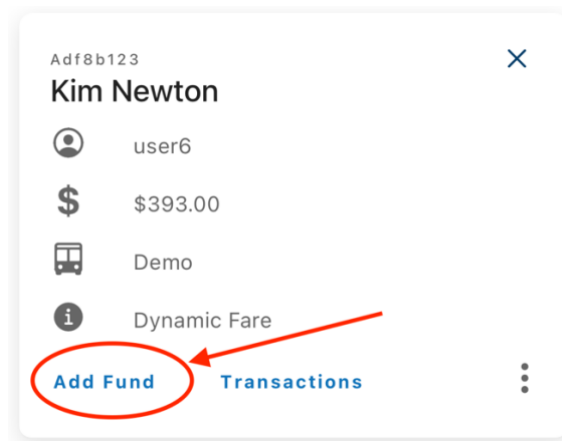- The **Add Smartcard Fund** page is displayed with the name and card UID of the selected smartcard. Then enter the amount you wish to add to the smartcard, and then select the **Add** button. The balance of the selected smartcard will be updated after the process.

- o If you have saved a payment method on the app, you will see the Add Fund prompt. Select Yes button to confirm the payment process.
- o If you haven't saved a payment method on the app, you will need to provide the payment details on the Card Details page. You can choose to save the card details for future use by selecting the checkbox as shown below.
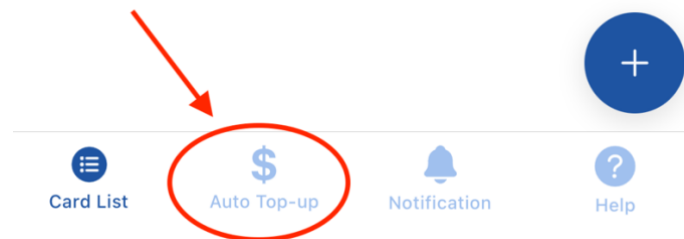
Card Details

Note: please also select Stripe's Privacy Policy and Term link to read and understand the related policies and terms before processing the payment.

AUTO TOPUP

If you want your smartcard account to be topped up automatically when its balance reaches a certain level, the **Auto Top-up** feature can be enabled. The following steps are for setting up the Auto Top-up on your app.

- Login to the passenger app on your mobile device.
- On the **Home** page, select the **Smartcards** button.
- Select the **Auto Top-up** button on the bottom bar of the **My Smartcards** page.

You will need to have saved your payment card details to enable this feature. If your payment card details haven't been saved before, select the OK button on the Auto Topup prompt and enter your payment card details into the Card Details page. Select Save to complete this process. More instructions for linking or updating your payment method can be found here.
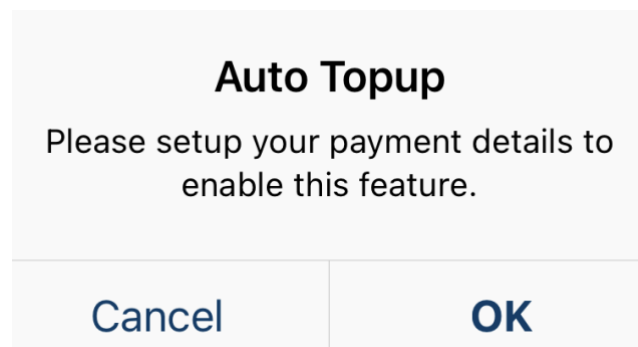
- Turn on the **Auto Top Up** toggle to enable this feature.
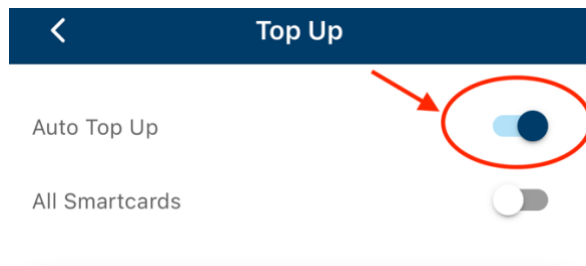
- Select the smartcard(s) to configure. You can choose to enable auto top up for **All smartcards** or **individual smartcards.**
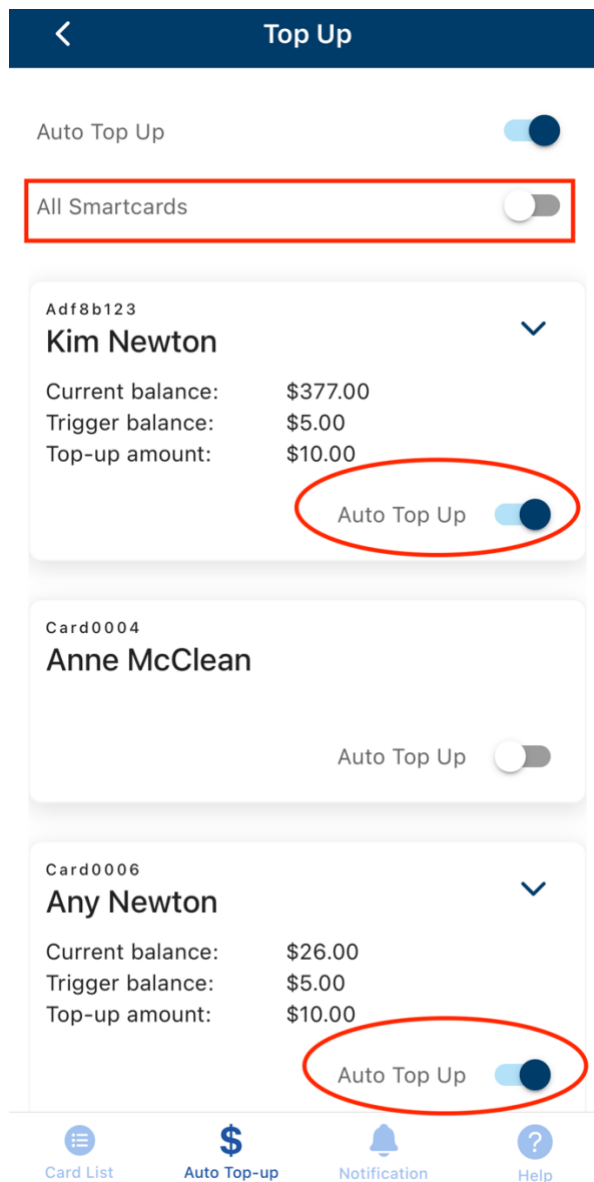
- Set up the **Top Up Trigger** and **Top Up Amount**. And then select the **Save** button.
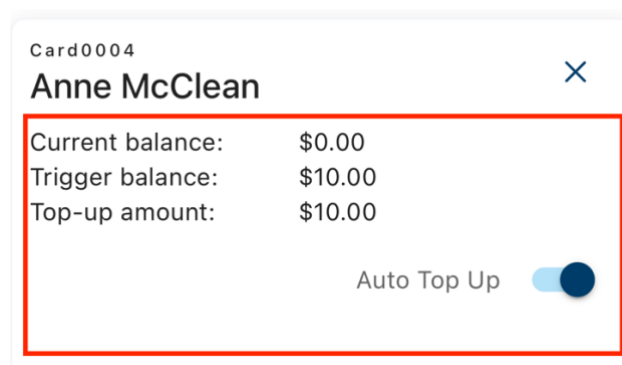
Top Up Trigger: what smartcard balance will cause the auto top up to happen when your balance reaches this amount or lower.

You can choose the trigger amount by selecting one option $10, $20, $50, $100 or entering your amount (greater or equal to $5).

Top Up Amount: how much will be added automatically to your smartcard account when the auto top up is triggered.

You can choose the top up amount by selecting one option $10, $20, $50, $100 or entering your amount (greater or equal to $10).

If auto top up is saved for an individual smartcard, this will show against the smartcard, as shown below.

*Note: a smartcard can also be topped up manually using **Add Fund** feature. More information can be found here.*

NOTIFICATIONS

Transportme™ Passenger app users can receive different types of notifications via the app. To receive notifications, when installing the app ensure you allow the app to send notifications. This setting can be edited by going to your mobile devices' settings, for example:

- iOS devices e.g. iPhone: Go to Settings > Notifications > Transportme app > Allow Notifications toggle must to be turned on.
- Android devices e.g. Nokia: Go to Settings > Apps and notifications > Transportme app > Notifications > All notifications toggle must be turned on.

Different types of the notifications:

- Push Notifications
- Smartcard Low Balance
- Bus Delays
- Tapping Smartcard. This feature is available exclusively with a premium subscription.

Push Notifications

A push notification is a custom message direct from your favourite operator. They may use this in the event of an emergency.

Push Notifications from your Favourite operators.

Turn on the **Receive Push Notifications** toggle to be able to receive push notifications from your **Favourite Operator**. *More information about the Favourite Operator can be found here.*

- Login to the app on your mobile device.
- Select the **Settings** button on the bottom bar of the app.
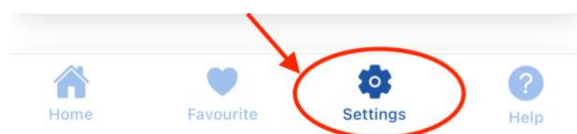
- Under the **Favourite Operator** section, turn on the toggle to **Receive Push Notifications.**

Push Notifications from the operators of your tracking routes

You may also receive push notifications from the operators of your tracking routes. To check which routes you are tracking, from the Home page select the <u>Live Tracking page</u> then select the hamburger button next to the search button located at the top right corner of the page.

Smartcard Low Balance

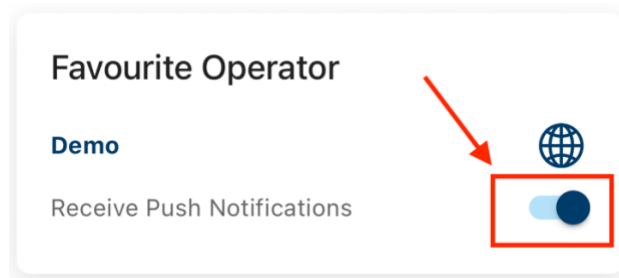You will be notified and reminded to add funds or top up your smartcard when the smartcard's balance is less than or equal the value of the alert which was configured by the Bus Operator. If the notification is triggered, it will be sent once a day only. And when you select the notification, the notified smartcard's transaction list is opened.

- Login to the app on your mobile device.
- Select the **Settings** button on the bottom bar of the app.

- Under the **Notifications** section, turn on the toggle to receive **Smartcard Low Balance** push notifications.

Notifications

Smartcard Low Balance
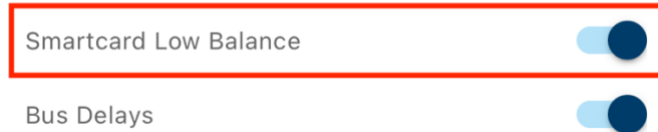
Bus Delays

Examples of smartcard low balance notifications. The **Biggest Debt amount** and the **Add Fund Alert** amount are set by your issuing bus operator so please contact the issuing bus operator for more information about these amounts.

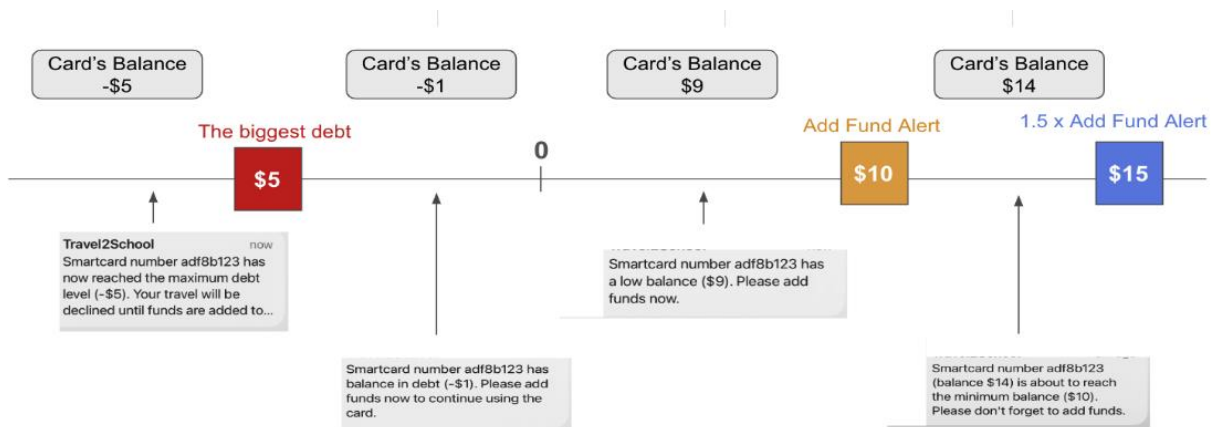| Card's Balance -$5	Card's Balance -$1	Card's Balance $9	Card's Balance $14

The biggest debt

Add Fund Alert

1.5 x Add Fund Alert

$5   0 $10 $15

Travel2School now
Smartcard number adf8b123 has now reached the maximum debt level (-$5). Your travel will be declined until funds are added to...

Smartcard number adf8b123 has balance in debt (-$1). Please add funds now to continue using the card.

Smartcard number adf8b123 has a low balance ($9). Please add funds now.

Smartcard number adf8b123 (balance $14) is about to reach the minimum balance ($10). Please don't forget to add funds.

Bus Delays

You will be notified when a bus has not arrived at a stop 10 minutes after the scheduled departure time of that stop.

- Login to the app on your mobile device.
- Select the Settings button on the bottom bar of the app.

Home   Favourite   Settings   Help

- Under the **Notifications** section, turn on the toggle **Bus Delays** to receive notifications.

Notifications

Smartcard Low Balance

Bus Delays

Tapping Smartcard Notifications

Please note that this feature is available exclusively with a <u>premium subscription</u>.

A smartcard(s) on your list can be configured so you receive a notification when it is tapped or not tapped on a bus. You can configure the timeframe and on which day of the week to track the smartcard(s) and when you are notified.

- Login to the app on your mobile device.
- On the **Home** page, select the **Smartcards** button.
- Select the **Notification** button on the bottom bar of the **My Smartcards** page.

Card List   Auto Top-up   Notification   Help
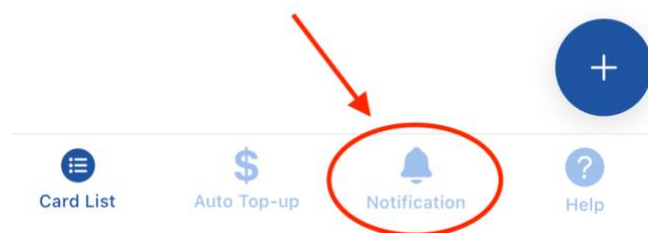
- Turn on the **Smartcard Notifications** toggle to be able to configure the notifications.
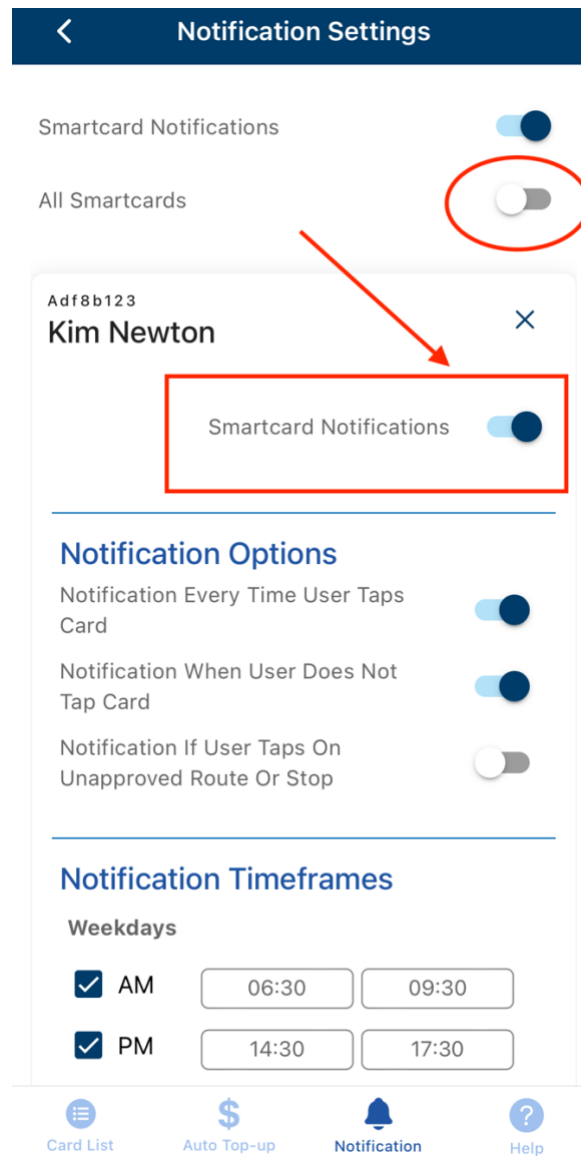
Notification Settings

Smartcard Notifications

turn on the toggle

- Select the smartcard to configure.

o Turn off the **All Smartcards** toggle to set up differently for each of the smartcards. And then turn on the **Smartcard Notifications** toggle of the smartcard you wish to configure.

o To apply the same setup for all smartcards, toggle on the **All Smartcards** option and select **OK** on the notification prompt that asks, "Did you want to turn on notifications for all smartcards?". By doing so, you will no longer have the option to configure individual notifications for each smartcard.
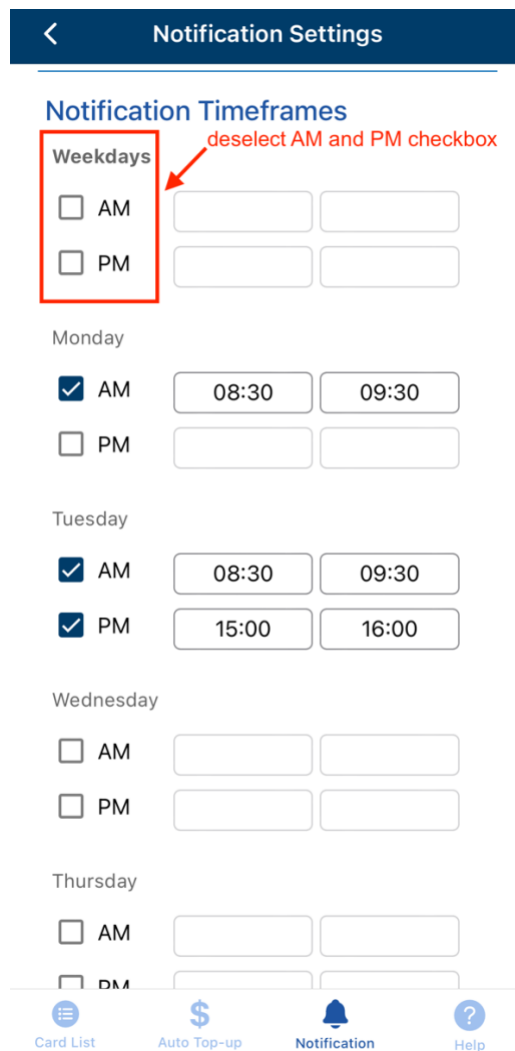
- To configure the notifications, you will need to select Notification Options and Notification Timeframes:
  - **Notification Options**: toggle on the type of notifications you wish to receive.
  - **Notification Timeframes**: select the timeframes for when you wish to receive notifications on your smartcard's activity (tapping on/off a bus). T*he timeframes use the 24h clock format.*
    - **Weekdays**: select the AM and/or PM checkbox and then enter the morning and/or afternoon timeframes you wish to receive notifications on your smartcard's activity (tapping on/off a bus).

Notification Timeframes

Weekdays

☑ AM   06:30   09:30
☑ PM   14:30   17:30

- **Specific days:** deselect the AM and/or PM checkbox of Weekdays to see specific days of the week. Select the AM and/or PM checkbox from Monday to Sunday and then enter the morning and/or afternoon timeframes you wish to receive notifications on your smartcards activity (tapping on/off a bus). Repeat this step to add additional days of the week.

<   **Notification Settings**

Notification Timeframes

deselect AM and PM checkbox

Weekdays

☐ AM
☐ PM

Monday

☑ AM   08:30   09:30
☐ PM

Tuesday

☑ AM   08:30   09:30
☑ PM   15:00   16:00

**Wednesday**

☐ AM
☐ PM

Thursday

☐ AM
☐ PM

Card List   Auto Top-up   Notification   Help

- Select the **Save** button to complete this process.

SMARTCARD TRANSACTIONS

The smartcard transaction details will display the historical data of all transactions for the smartcards to passenger app users who have linked their accounts with the smartcards. The following steps to view smartcard transaction details:
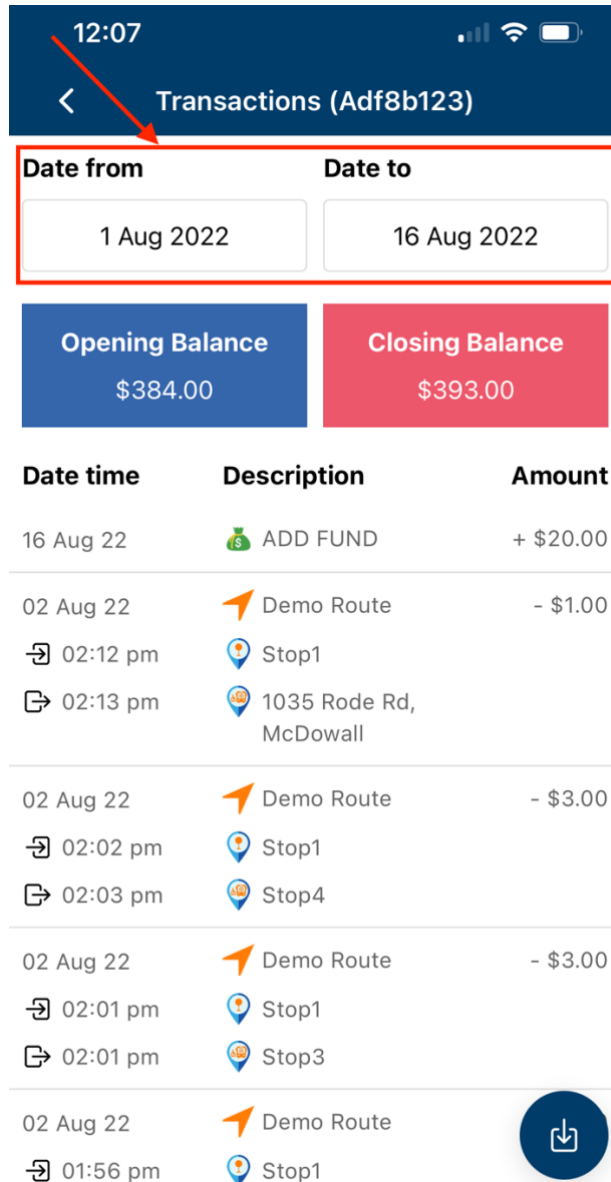
- Login to the app on your mobile device.
- On the **Home** page, select the **Smartcards** button.
- On the **My Smartcards** page, locate the smartcard for which you want to view transactions using search box or selecting the smartcard directly.
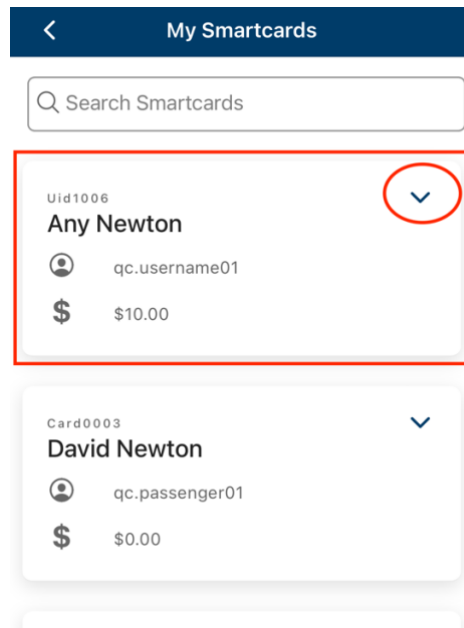
- Select the **Transactions** button on the selected smartcard.
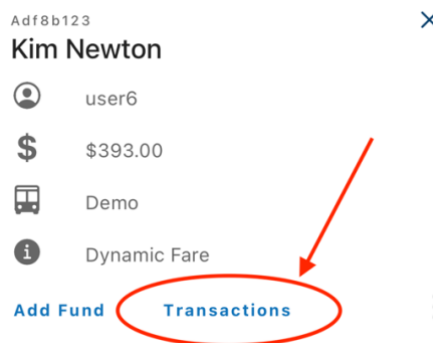
- The transactions page is shown, displaying the smartcard number associated with the selected smartcard.

- o By default, transactions for the last 7 days will be shown. You can adjust the date range by selecting the **Date From** and **Date To** options using the date-time picker.
- o The **Date Time** column indicates when the transactions occurred, showing the time when the smartcard was tapped on and/or tapped off or topped up.

o The **Description** column shows the type of transaction. If the transaction was a travel payment, you may find the route name, boarding stop, and deboarding stop mentioned. You can refer to the meanings of some descriptions as below.

Description

ADD FUND	The transaction occurred when funds were added to your smartcard via the app or by a bus operator. For example: funds were added when you selected the Add Fund button on the selected smartcard.
AUTO TOP UP	Occurs when auto top up is toggled on the top up trigger has been reached
AUTO TOP UP	Occurs when auto top up is toggled on the top up trigger has been reached.
TOP UP	Funds were added to your smartcard by the bus operator using cash.
TOP UP (CC)	Funds were added to your smartcard by the bus operator using a credit card.
REFUND	When the bus operator refunds money back to your smartcard.
MAX FARE DEDUCTION	A max fare deduction occurs when a passenger taps on with their smartcard but fails to tap off when de-boarding. The bus operator configures both the time limit for tapping off and the max fare deduction value. *Please contact your bus operator for more details.*
TRANSFER FROM	Your smartcard account received money from another smartcard account. *You may want to*

contact the issuing bus operator for more information.

TRANSFER TO	Your smartcard account transferred money to another smartcard account. *You may want to contact the issuing bus operator for more information.*
OPERATOR CREDIT	Funds have been added to your smartcard account by the bus operator. *Notes*: *For more information, select i icon (if available) or you may want to contact the issuing bus operator directly.*
OPERATOR DEBIT	Your smartcard account balance has been deducted an amount by the bus operator. *Notes*: *For more information, select i icon (if available) or you may want to contact the issuing bus operator directly.*

o You can export the transaction list to a PDF file by selecting the option to save the current transaction list for your own records.
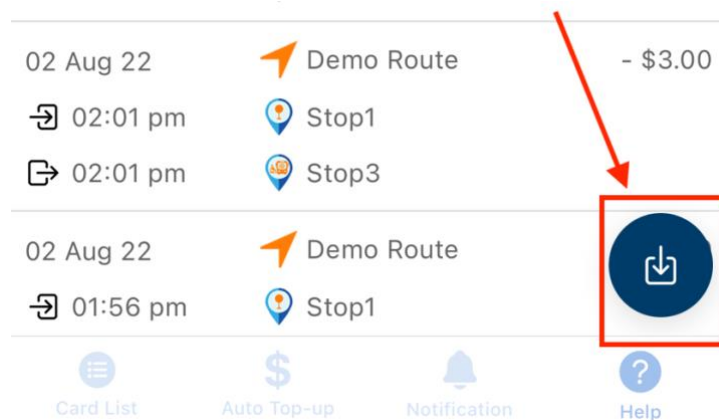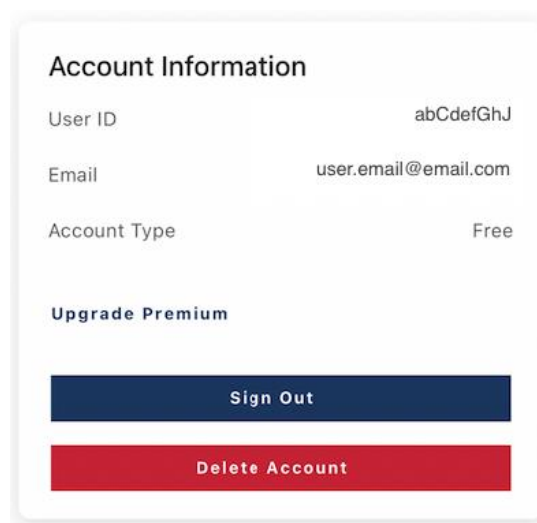
SETTINGS

To access the **Settings** page, go to the **Home** page and select the **cogwheel icon (Settings)** located at the bottom bar of the app. This page displays various information about the app as well as different settings, including:

- [The passenger app account details](#)
- [Credit card payment configuration](#)
- [Push notifications configuration](#)
- [The app information](#)

Account Information

The section displays the details of the account and its type which can be Free or Premium.

User ID: automatically generated ID for your passenger app account.

Email: the email address you used to register for this passenger app account.

Account Type: which is Free or Premium.

Upgrade Premium button: The button is only available if the Account Type is free. By selecting the button, users can proceed with the subscription process and unlock

the enhanced features and functionalities available with the premium account. More information can be found <u>here</u>.

Sign Out button: select the button to log out of the app. After signing out, you will need to log in again to use the app.

Delete Account button: select the button after confirming to permanently remove your account from the system. Please note that deleting your account will require you to <u>register a new account</u> if you wish to use the app again.

Credit Card

Passenger app users have the ability to link their account to a card payment method, enabling them to conveniently add funds to their smartcard account. Additionally, users can update or remove their current card payment details as needed, providing flexibility in managing their payment preferences for topping up the smartcard account. More information can be found <u>here</u>.

Favourite Operator
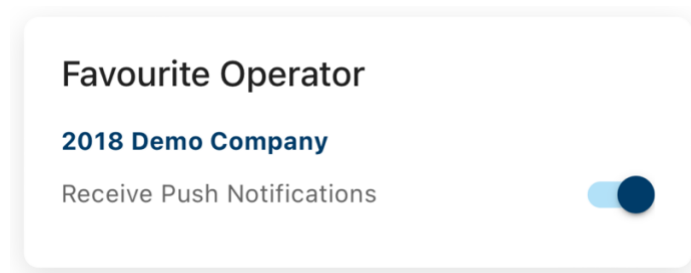
The section displays the user's favourite operator, which was selected in the **Favourite** menu (Home > Favourite). The app will automatically choose this operator as the default operator wherever the user needs to select an operator, such as when adding a smartcard. More information on how to set up a favourite operator can be found <u>here</u>.

Receive Push Notifications: turn this on to receive important messages from your favourite operator or the operators of your tracked routes.

Notifications

Smartcard Low Balance: turn this toggle ON to receive smartcard low balance alert from the issuing bus operator once a day. The low balance amount is defined by the issuing bus operator.

Bus Delays: turn this toggle ON to get notified when bus has not arrived a tracking stop 10 minutes after the departure time of that stop.

More information about the app notifications can be found underline.

App Information

The section displays information related to the app, such as the current version of the app.

App Information

App Version 5.2.0 (9)

Api Version 1.0.0

Developed by Transportme Pty Ltd

Visit Transportme at transportme.com.au
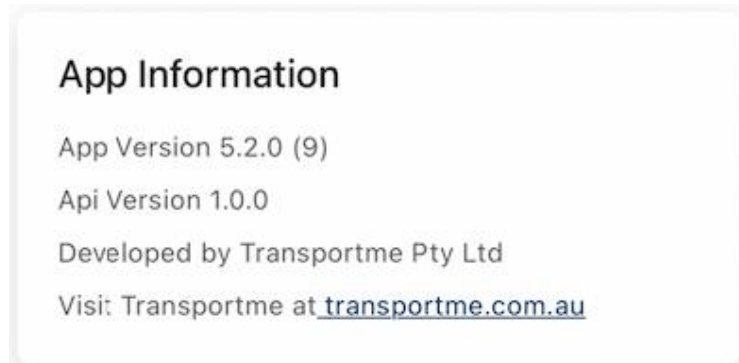
LINKING OR UPDATING PAYMENT METHOD

Login to the Transportme™ Passenger app on your mobile.

Then, select the **cogwheel icon** (**Settings)** button on the bottom bar of the app.

Linking or Updating payment method

Select the **Link Card** button to link a payment card for the first time.
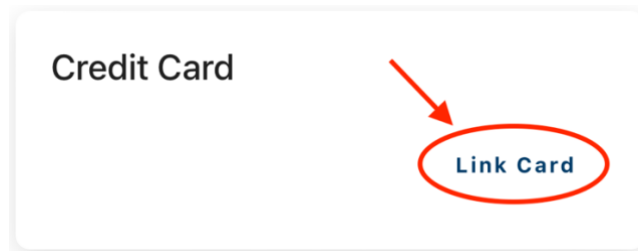
OR Select the **Update** button to update the current saved payment with a new payment card.
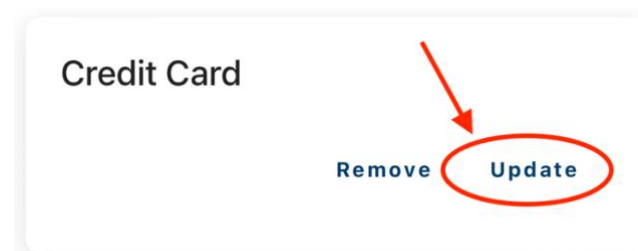
On the **Card Details** page, enter the new payment method details. Then, select **Save** button.

Note: please also select Stripe's Privacy Policy and Term link to read and understand the related policies and terms before processing the payment.

By confirming your card details, you allow Transportme™ to charge your card for future payments in accordance with Stripe's Privacy Policy and Term
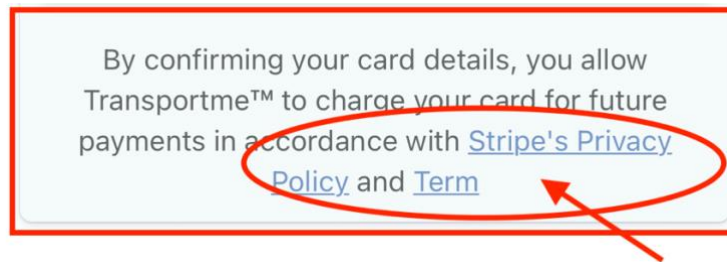
Removing a linked payment method

Select the **Remove** button under the **Credit Card** section and confirm to remove the linked payment method from the passenger app account. Please note that if there are no saved payment cards linked to your account, the underline auto top up feature will also be turned off.

Credit Card

Remove   Update
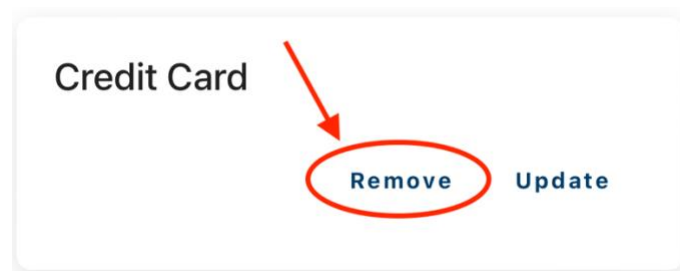
After removing linked payment method, only one button is now display in the section - **Link Card** button.

PREMIUM SUBSCRIPTION

Premium Features

The premium subscription for the Transportme™ Passenger app offers exclusive benefits to its users, including:

- Smartcard Notifications for when:
  - Your child taps on or off a bus.
  - Your child does not tap on or off a 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 on a route.
  - Live Bus Load information such as number of people on the bus (if your Operator allows).
  - Route Map Overlay (if your Operator uses this feature)
  - Link to Bus Operators Media Page (if Operator has this setup)

Premium Plans

There are two premium plans available for app users to choose from:

- Monthly Plan: Priced at $2.49 per month.
- Yearly Plan: Priced at $24.99 per year.

Users can select the plan that suits users' preferences and payment frequency.

Premium Subscription

To subscribe to the premium account, please follow these steps:

- Login to the app.
- Select the **Settings** button, which is represented by a cogwheel icon, located at the bottom bar of the app.

- On the **Settings** page, navigate to the **Account Information** section.

- Select the **Upgrade Premium** button.
- Choose the desired premium plan.
- Proceed with the payment process to complete the subscription.

By following these steps, you will be able to successfully subscribe to the premium account and access its exclusive features.

Subscription Cancellation

To cancel the premium account, please follow the instructions provided by Apple for iPhone or iPad, or Google Play for Android devices. These instructions may vary depending on the operating system and store used. Here are the general steps:

For iPhone or iPad:

- Open the Settings app on your device.
- Tap on your Apple ID at the top of the screen.
- Select "Subscriptions" or "iTunes & App Store" > "Apple ID" > "Subscriptions."
- Find the premium account subscription and select it.
- Choose the option to cancel the subscription.

For Android devices (Google Play Store):

- Open the Google Play Store app on your device.
- Tap the menu icon (three horizontal lines) in the top-left corner.
- Select "Subscriptions" from the menu.
- Find the premium account subscription and tap on it.
- Choose the option to cancel the subscription.

Please refer to the specific instructions provided by Apple or Google Play to ensure accurate cancellation of the premium account on your respective device.

How to cancel a subscription on your iPhone or iPad

How to cancel a subscription on Google Play

Refund Request

Since the subscription was processed through the App Store or Google Play, any refund requests need to be made following their respective policies and instructions. Please refer to the refund policies provided by the App Store or Google Play to initiate a refund request. They will guide you through the necessary steps to request a refund based on their specific guidelines.

Request a refund for apps or content that you bought from Apple

Request your Google Play refund

QUESTIONS & ANSWERS

Max Fare Deduction

A max fare deduction occurs when a passenger taps on with their smartcard but fails to tap off when de-boarding. The Bus Operator configures both the time limit for tapping off and the Max Fare Deduction $ value. Please contact your Bus Operator for more details.

New Smartcard

If you have lost your smartcard or need to replace it with a new one, please contact the issuing Bus Operator to request a replacement. Smartcard accounts are managed by the respective Bus Operator that issued them.

Email Update

Smartcard-associated email

To update the email associated with the smartcard account, please contact the issuing Bus Operator for further assistance. Smartcard accounts are managed by the respective Bus Operator that issued them.

Passenger app email

Unfortunately, the email used to register for the passenger app account cannot be changed. You may want to register a new passenger account with the new email. Afterward, you can link your smartcard to the new passenger account, and the smartcard data will remain intact.

Unresponsive Screen - Android Devices only

If you encounter an unresponsive or freezing screen during app startup, and you have already attempted to force quit the app or uninstall and reinstall it without success, please try clearing the cache of the passenger app.

Here are the general steps to clear the cache, but please note that the instructions may vary slightly among different Android devices:

- Open the **Settings** app on your Android device.
- Navigate to the **Apps** or **Applications** section.
- Find and select the **Transportme** app from the list of installed apps.
- Tap on **Storage** or **Storage & cache** (the exact wording may differ).
- Look for the option to clear the cache and tap on it.
- Confirm the action when prompted.
- Uninstall and install the passenger app and check if the issue has been resolved.