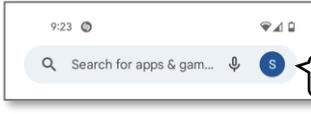


### Download Android App



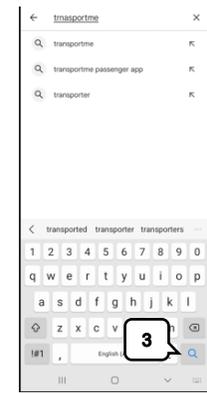
**1**

**Step 1:** Select the **Google Play Store icon** on your device



**2**

**Step 2:** Search for **Transportme Passenger App** in the store search bar



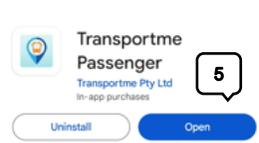
**3**

**Step 3:** Select **Search**



**4**

**Step 4:** Select **Install** to download the app



**5**

**Step 5:** Select **Open** once downloaded

### Download iOS App



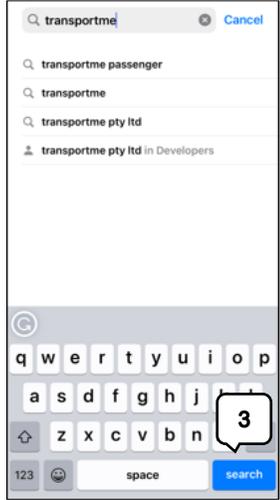
**1**

**Step 1:** Select the **App Store icon** on your device

**Step 2:** Search for **Transportme Passenger** in the store search bar



**2**



**3**

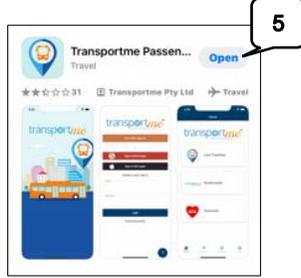
**Step 3:** Select **Search**



**4**

**Step 4:** Select **Get/Install** to download the app

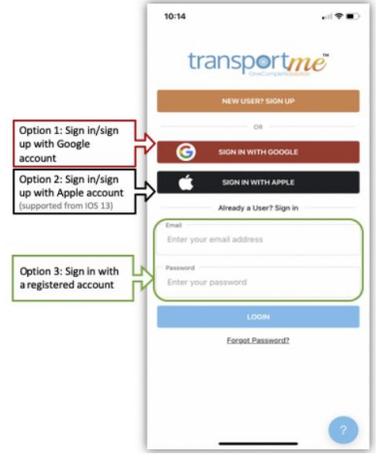
**Step 5:** Select **Open** once downloaded



**5**

### Sign into Transportme App

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

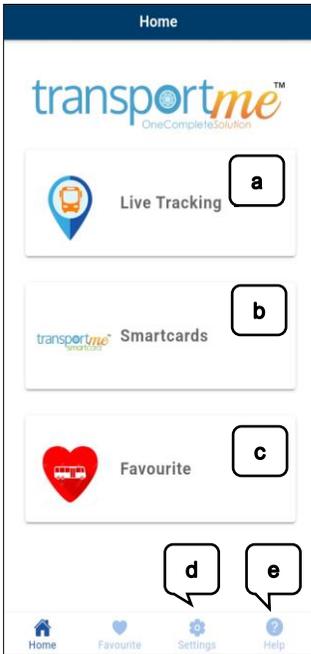


**Option 1:** Sign in/sign up with Google account

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

**Option 3:** Sign in with a registered account

Option	Description
1	Sign in/sign up with Google account
2	Sign in/sign up with Apple account (supported from iOS 13) which is only available on Apple devices
3	Sign in with a registered account



### Step a: Live Tracking

- i. **Track Routes:** Passengers have the option to track up to 5 routes, whether they belong to the same operator or different operators.
- ii. **Set up bus arrival notifications:** Passengers can configure notifications to receive updates on bus arrivals.
- iii. **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.

### Step b: Smartcards

- i. **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.
- ii. **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.
- iii. **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.
- iv. **Track smartcards in real-time:** Premium account holders can track their smartcards in real-time when they tap them on a route.
- v. **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.

### Step c: Favourite

- i. **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.
- ii. **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.

### Step d: Settings

- i. **View account information or app information:** Users can access their account details and view information about the app
- ii. **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
- iii. **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.
- iv. **Turn on/off receiving push notifications from favourite operator:** Users can choose to receive or stop receiving push notifications from their favourite operator
- v. **Upgrade to premium account:** Users have the option to upgrade their account to a premium level, unlocking additional features and benefits.

### Step e: Help

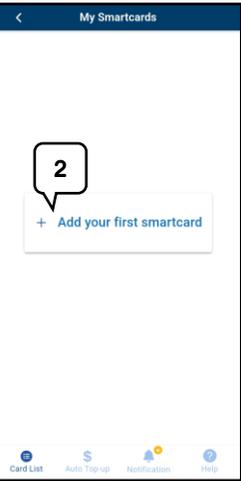
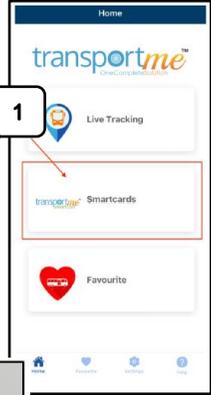
- i. **Access instant answers:** Users can access a feature within the app that provides instant answers to commonly asked questions or inquiries. This feature allows user to quickly find information and resolve their queries without the need for further assistance
- ii. **Contact support team:** Users 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.

### Linking Smartcard

#### 1. Linking a 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.

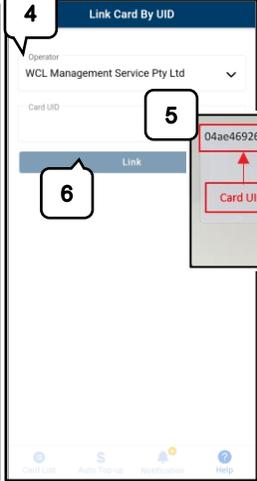
Once you have received your smart card with its username and password which is issued by your school, you can link it to your account by selecting the Smartcards button on the home page



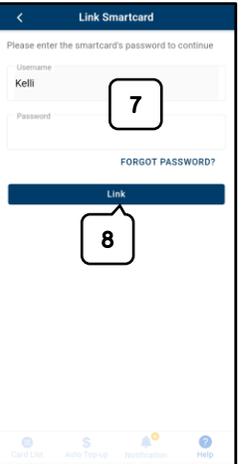
**Step 2.** Select **Add your first smartcard**.



**Step 3.** Select **Use Card UID**.



**Step 4.** From the dropdown select Operator **WCL Management Service Pty Ltd**.  
**Step 5.** Enter **Use Card UID**, found on the smartcard provided.  
**Step 6.** Select **Link**

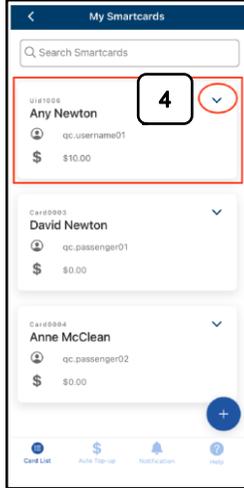


**Step 7.** Enter in your **Username and Password**  
**Step 8.** Select **Link**

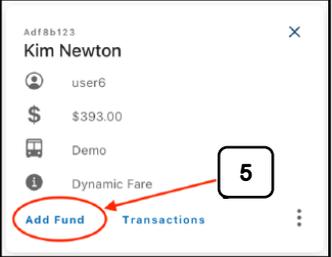
### Adding Funds Manually

#### 1. Adding Funds Manually

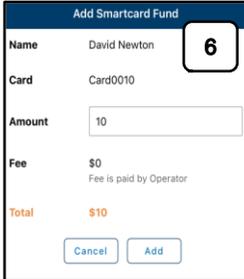
A smartcard can be topped up manually using **Add Fund** feature in the app. The following steps are for reference to add funds to the smartcard:



**Step 2.** Login to the passenger app on your mobile device  
**Step 3.** On the **Home** page, select the **Smartcards** button.  
**Step 4.** On the **My Smartcard** page, select the smartcard you want to add funds to by selecting the applicable smartcard or selecting the arrow down button.



**Step 5.** To add funds to the smartcard, select the **Add Fund** button.



**Step 6.** 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 smart card, and then select the **Add** button. The balance of the selected smartcard will be updated after the process

#### NOTE:

- If you've already stored a payment method in the app, you'll encounter the "Add Fund" prompt. Simply press the "Yes" button to confirm the payment process.
- If you haven't stored a payment method in the app yet, you'll have to enter your payment information on the card details page. You have the option to save these card details for later use by checking the box, as explained in the Passenger app user guide.