



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 interface. At the top, the time is 10:14 and the status bar shows signal, Wi-Fi, and battery. The app logo is centered. Below it is an orange button labeled 'NEW USER? SIGN UP'. A callout box on the right explains: 'Register new Passenger account with email and password'. Below this is a separator line with 'OR' in the center. There are two social login 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 callout box on the left explains: 'Option 1: Sign in/sign up with Google account' and another explains: 'Option 2: Sign in/sign up with Apple account (supported from IOS 13)'. Below these is the text 'Already a User? Sign in'. A green-bordered box contains the email and password input fields. A callout box on the left explains: 'Option 3: Sign in with a registered account'. Below the input fields is a blue 'LOGIN' button. A yellow-bordered box highlights the 'Forgot Password?' link, with a callout box on the right explaining: '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.' At the bottom right, there is a blue circular help button with a question mark. A callout box on the left explains: '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

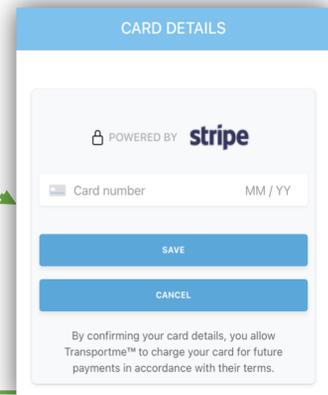
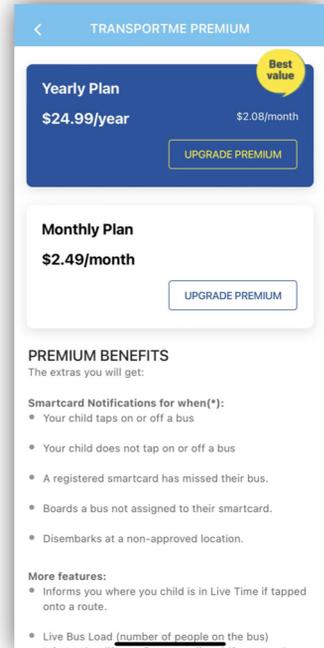
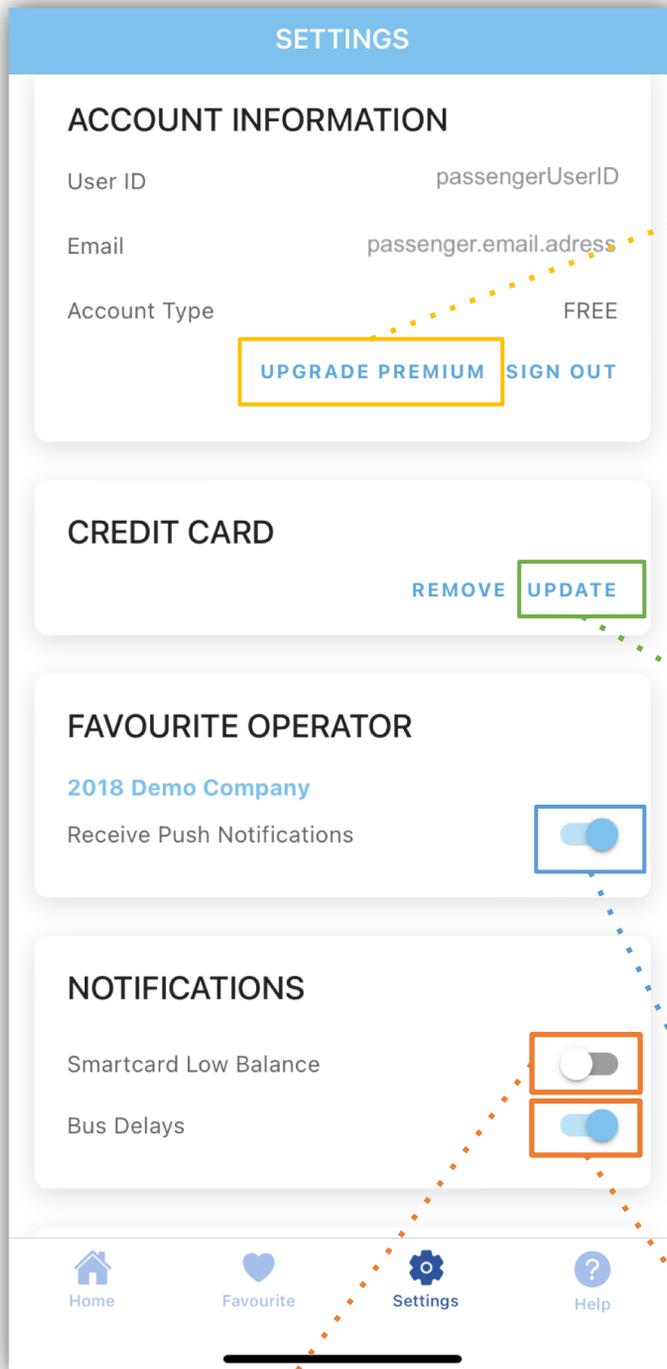
DASHBOARD

The screenshot shows the transportme app dashboard with the following callout boxes:

- Live tracking of multiple routes:**
 - Track routes
 - View routes live status (premium features)
 - Bus arrival notification
- Smartcard Management:**
 - Add smartcards
 - Smartcards' transactions
 - Add fund
 - Auto top-up
 - Configure notifications (premium features)
 - Live tracking a smartcard (premium features)
- Favourite Operator:**
 - Set a favourite operator and routes for the 1st time using the app. They will be tracked automatically in Live tracking.
 - Change favourite operator
- Settings:**
 - Account Information
 - Credit card
 - App Information
 - Notifications set up
- Help button will show instant answers for your questions**

The dashboard itself features three main tiles: LIVE TRACKING (with a bus icon), SMARTCARD (with the transportme logo), and FAVOURITE (with a heart and bus icon). The bottom navigation bar includes Home, Favourite, Settings, and Help icons.

SETTINGS



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

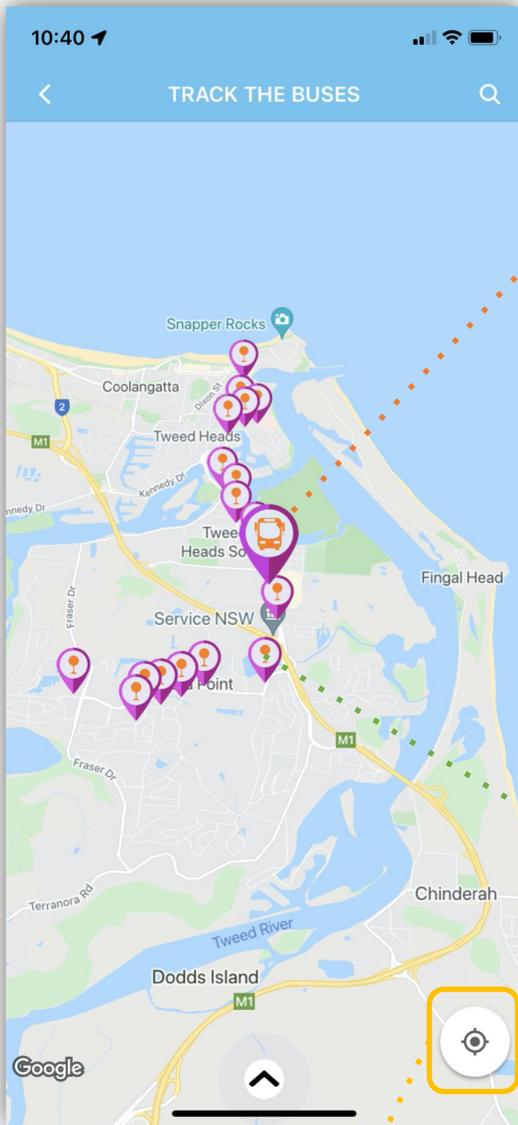


Bus icon - current GPS location of a bus



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

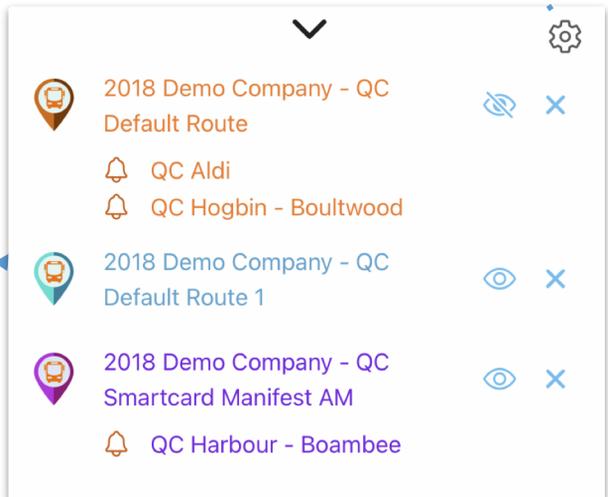
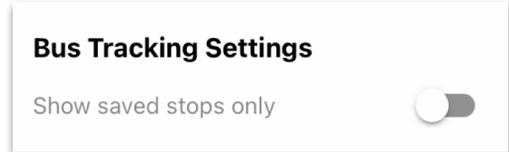
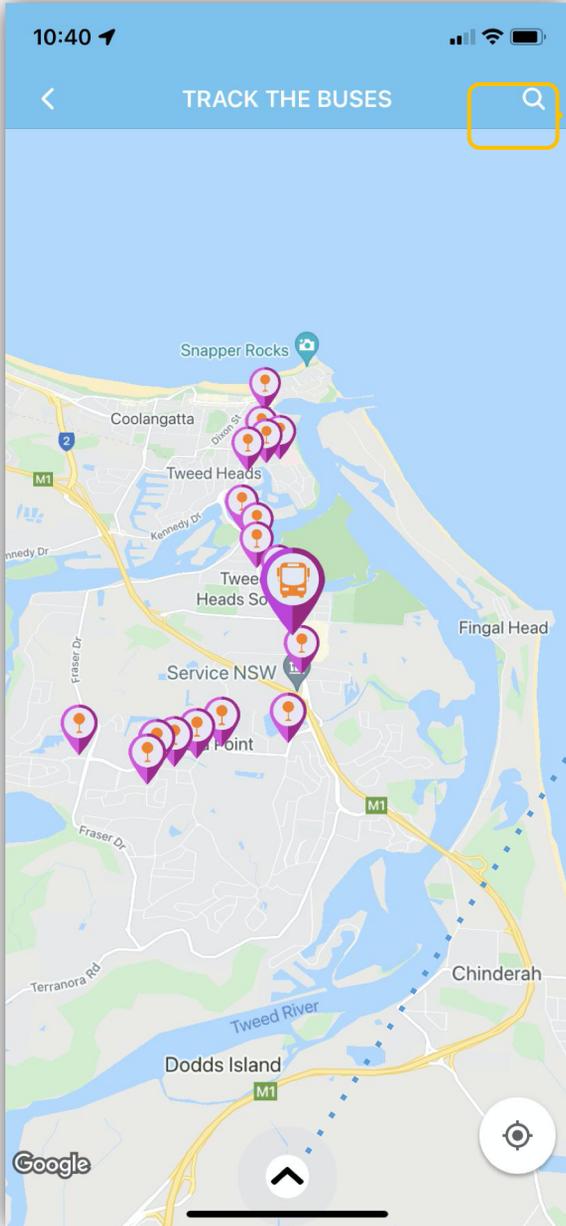


Bus icon - current GPS location of a bus



Stop icon

Search and select operators/routes to track



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

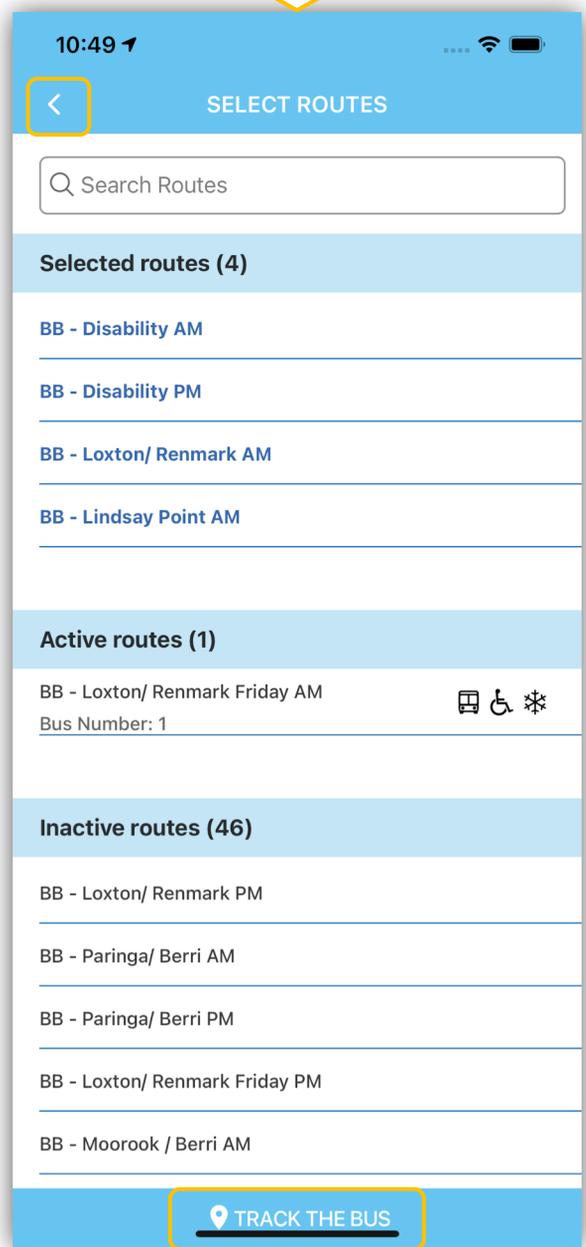
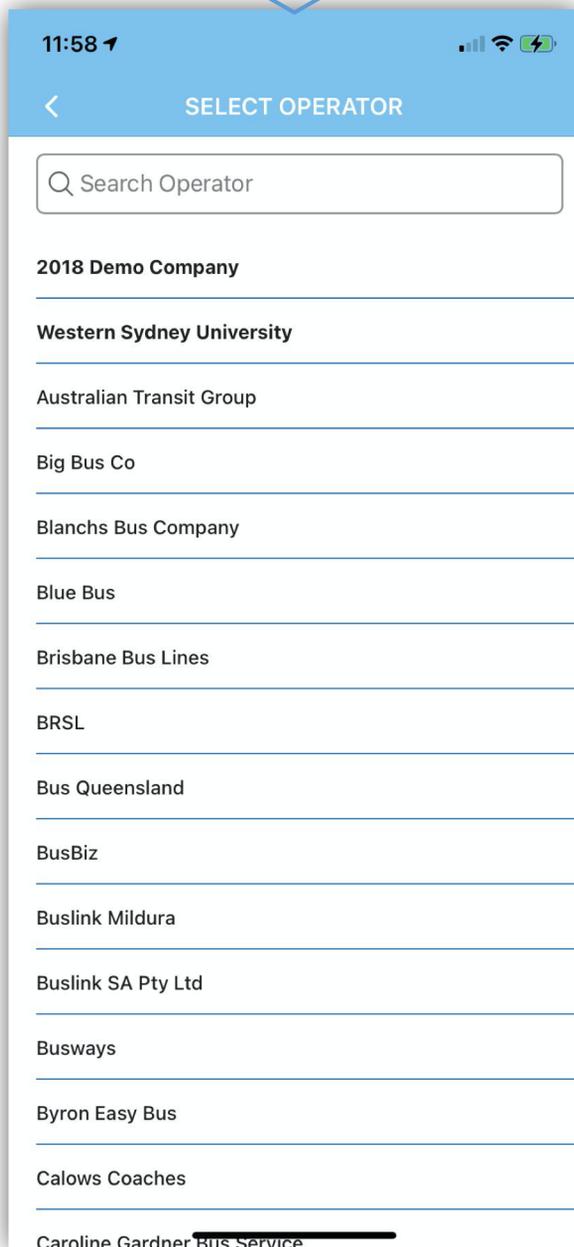
SELECT OPERATORS/ROUTES

Step 1:

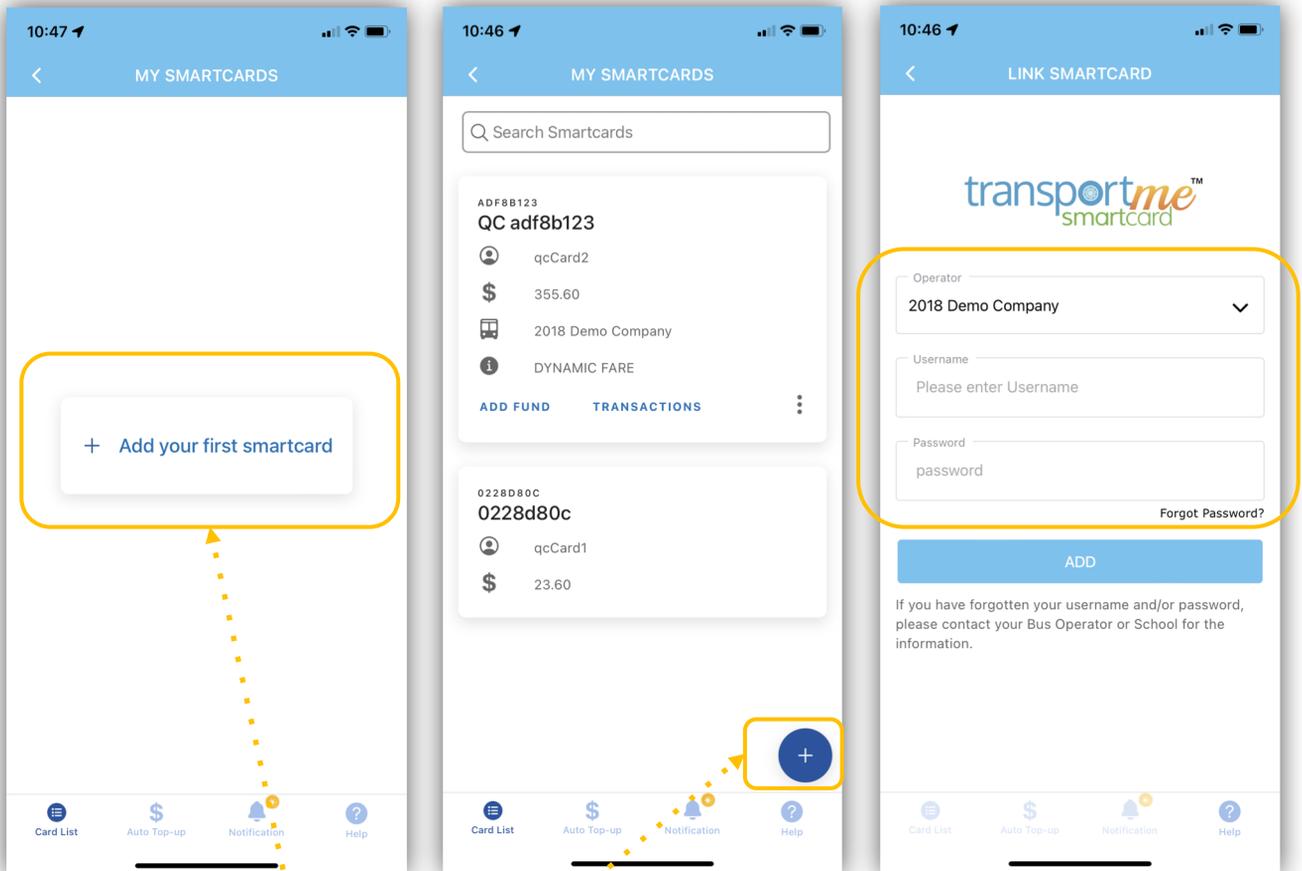
- Search the operator.
- Tap to select the operator and to view routes that you want to track

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



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 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

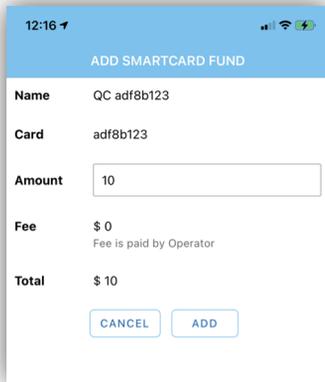
Confirm Password
Confirm Password

CHANGE

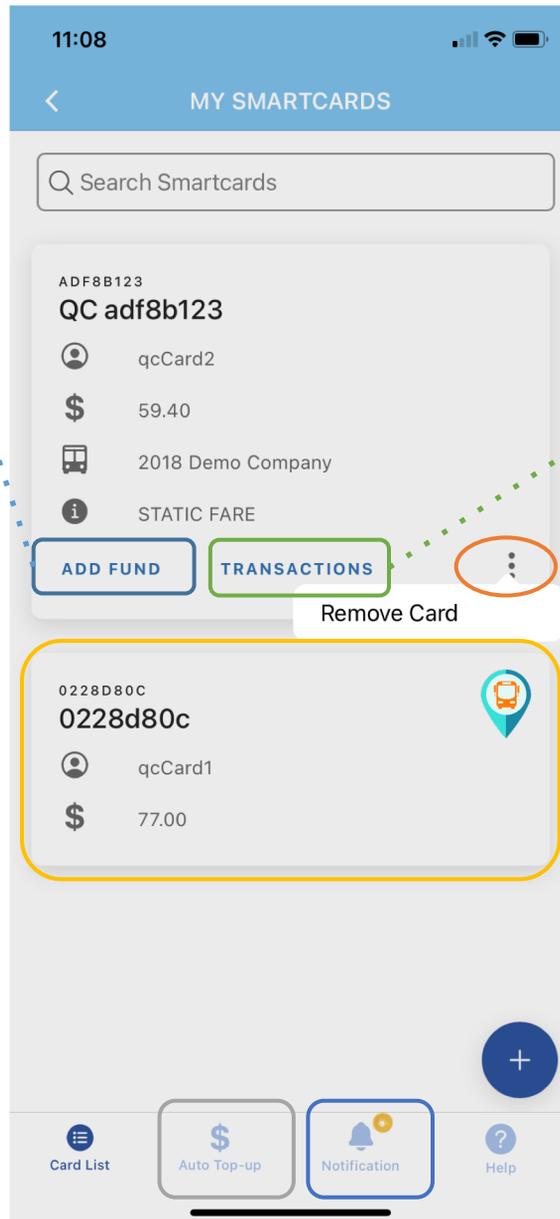
Card List Auto Top-up Notification Help

SMARTCARD DETAILS

Tap on card area to expand or collapse smartcard details

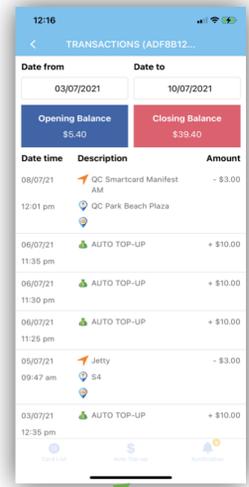


Add fund manually to smartcard – powered by stripe.



Tap to vertical ... to remove smartcard

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



Auto top-up

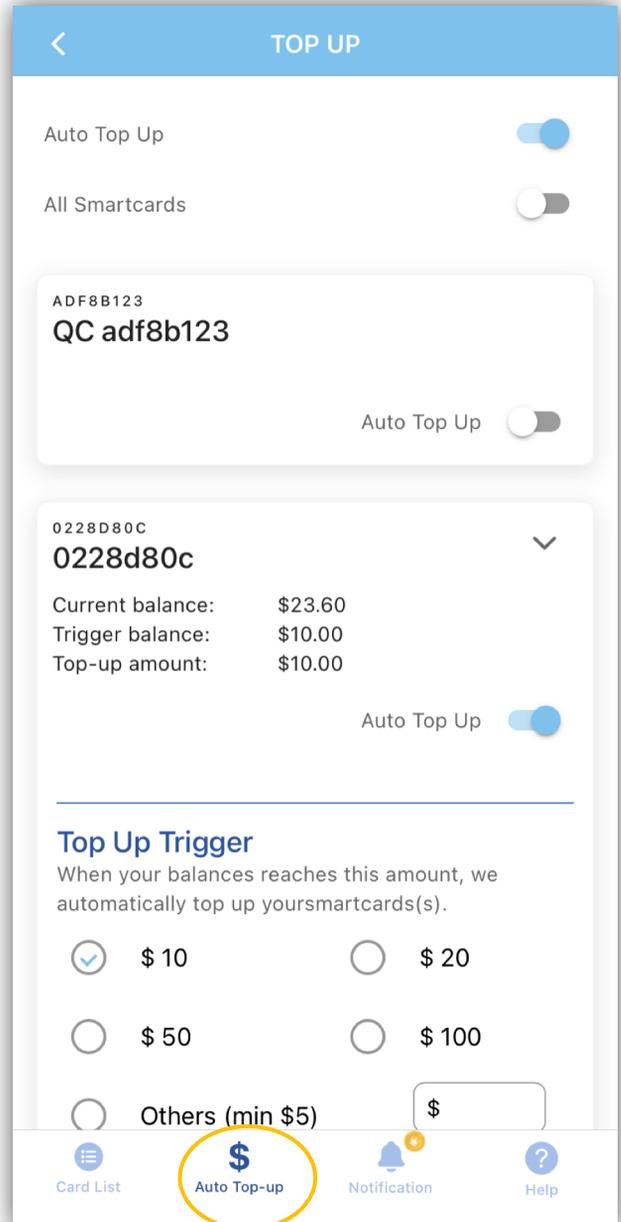
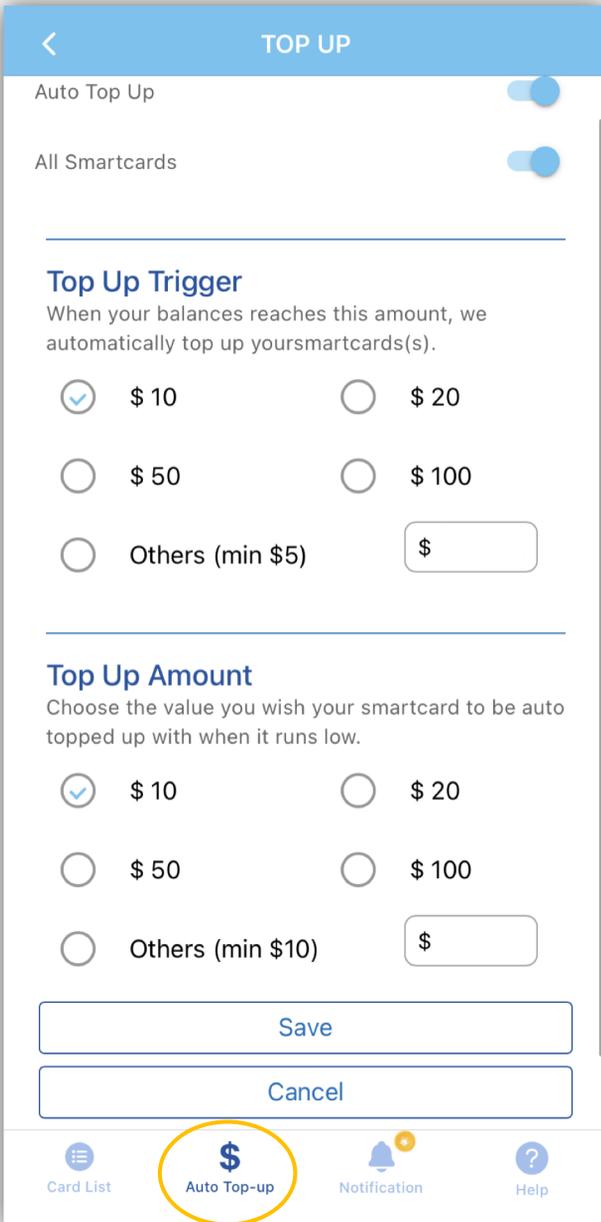
- Configure trigger balance and top-up amount for smartcards.
- The payment is powered by stripe.

Notifications

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

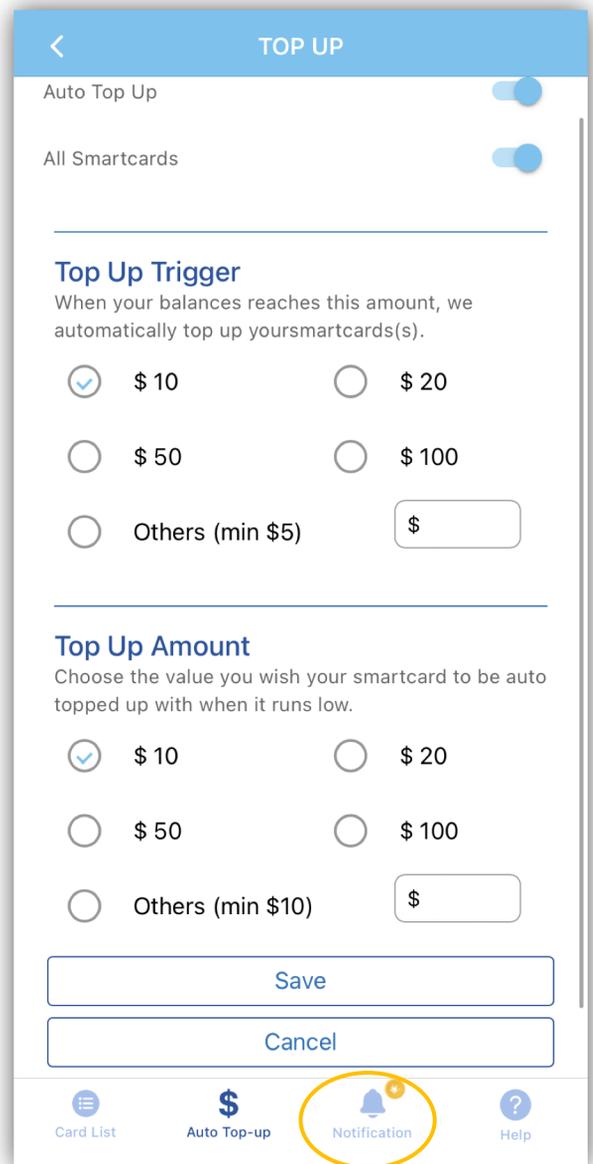
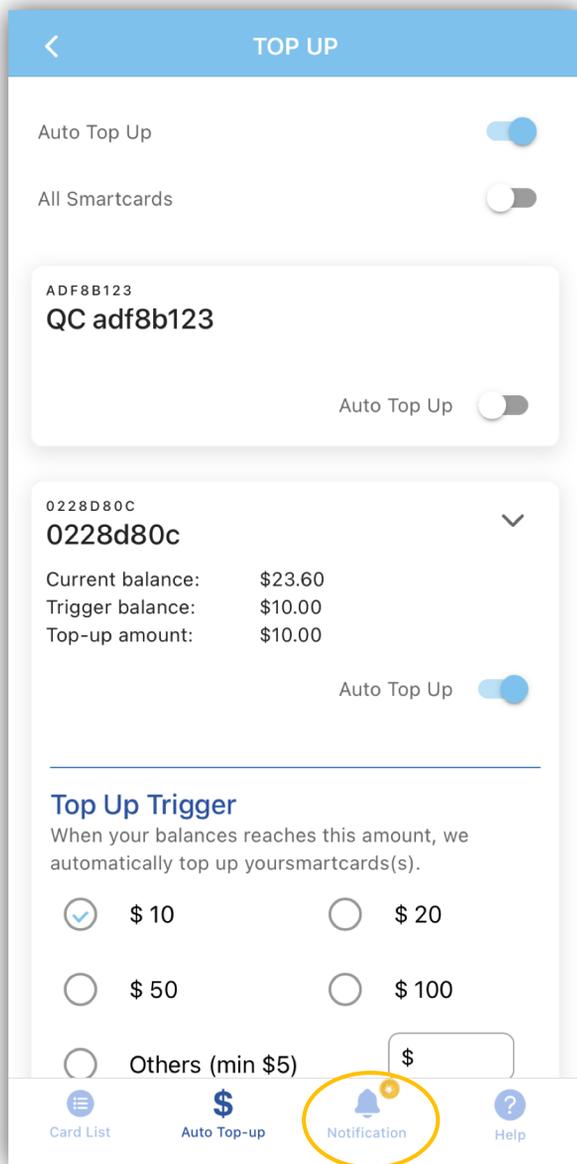
AUTO TOP-UP

- 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.



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.



HELP

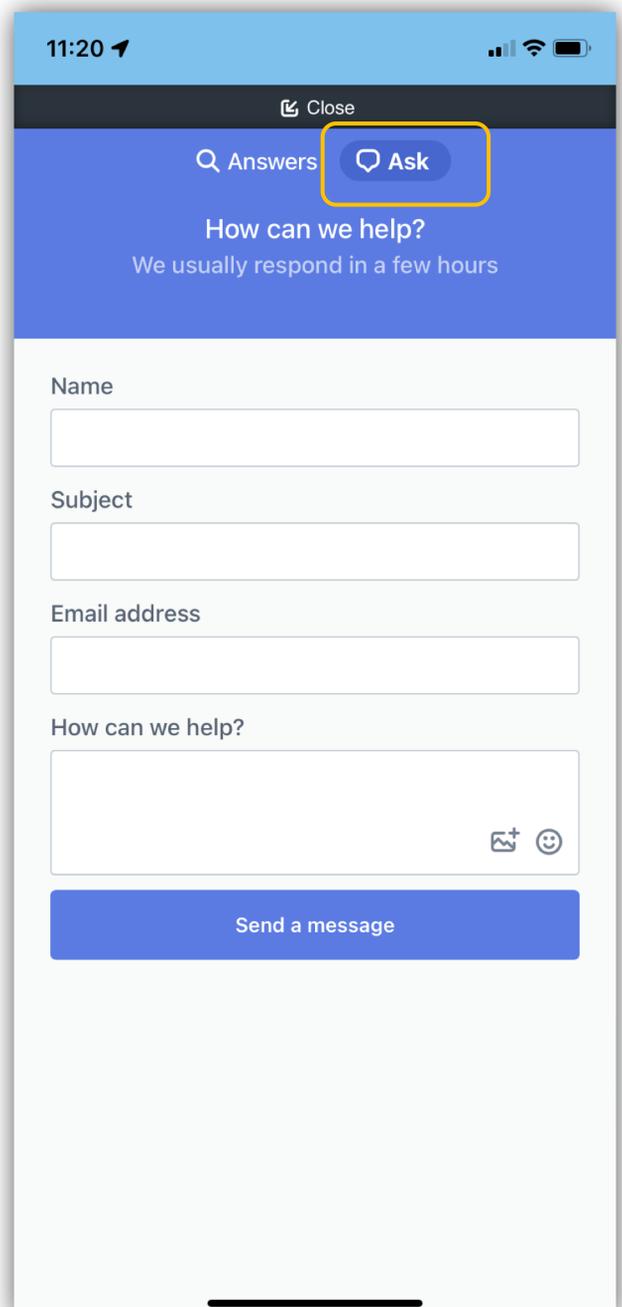
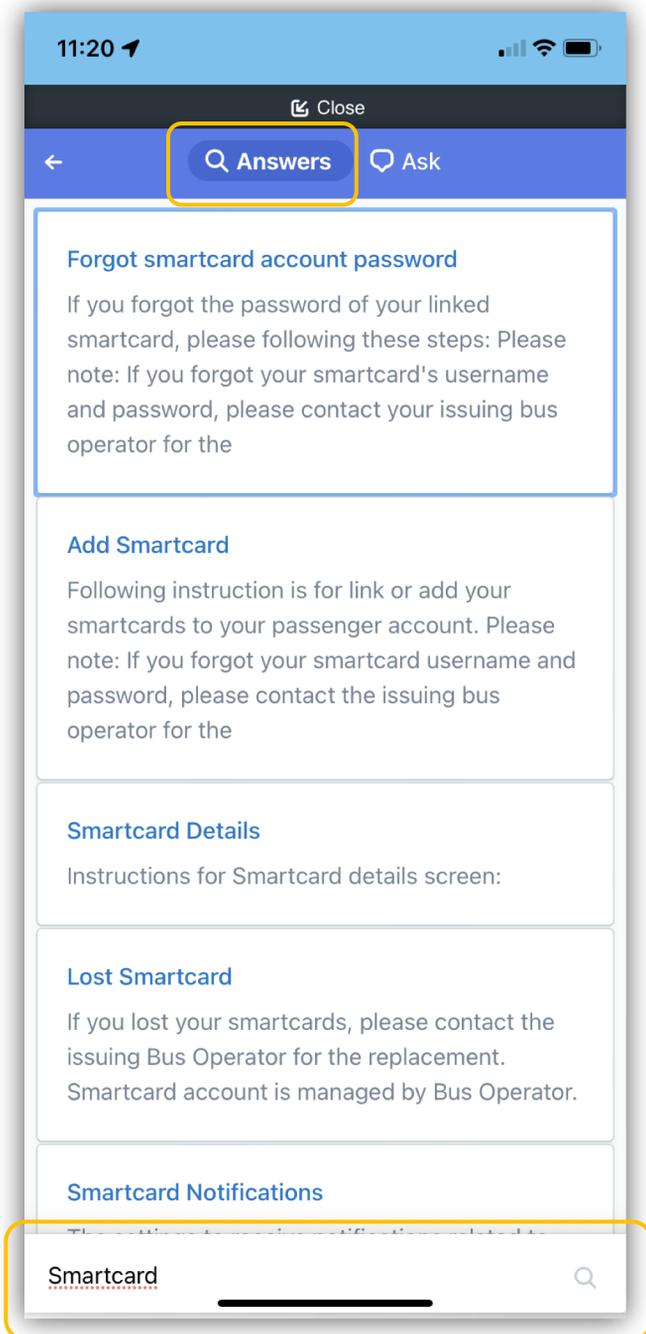


Answers:

- 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