SimplyGo app user guide

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How To

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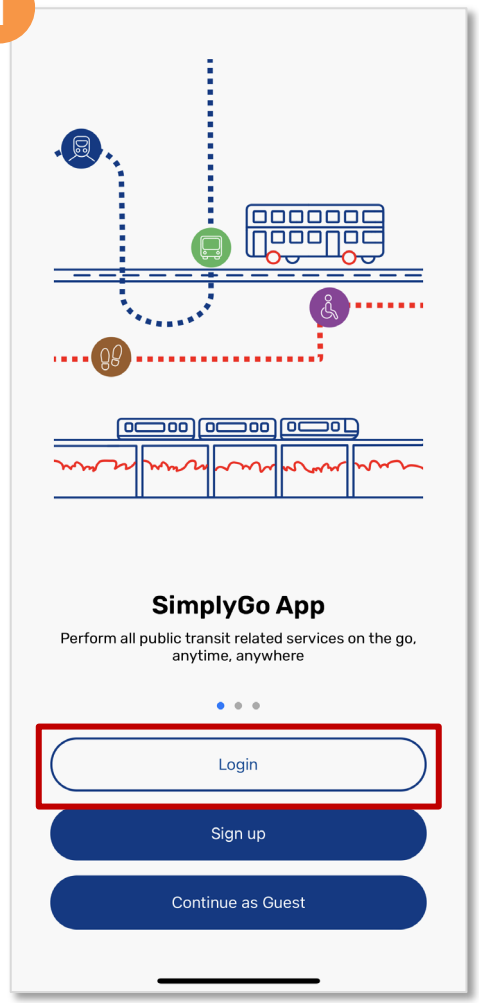
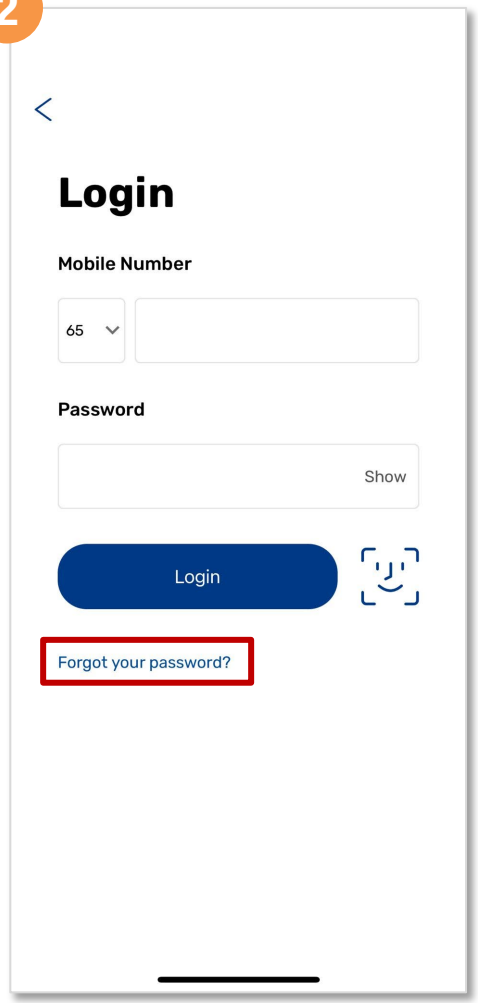
Reset Your Password

1



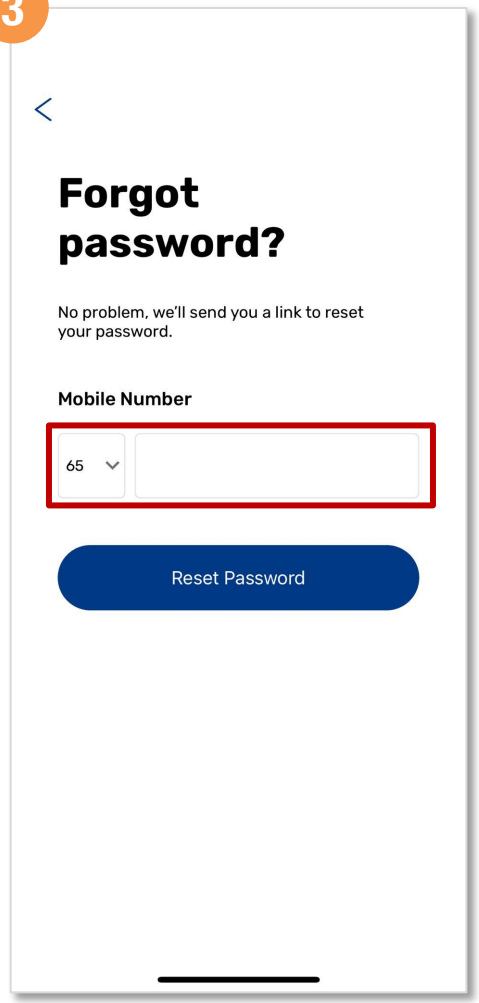
Tap ‘Login’

2



Tap ‘Forgot your password?’

3



Enter your mobile number and tap ‘Reset Password?’

continued on next page >

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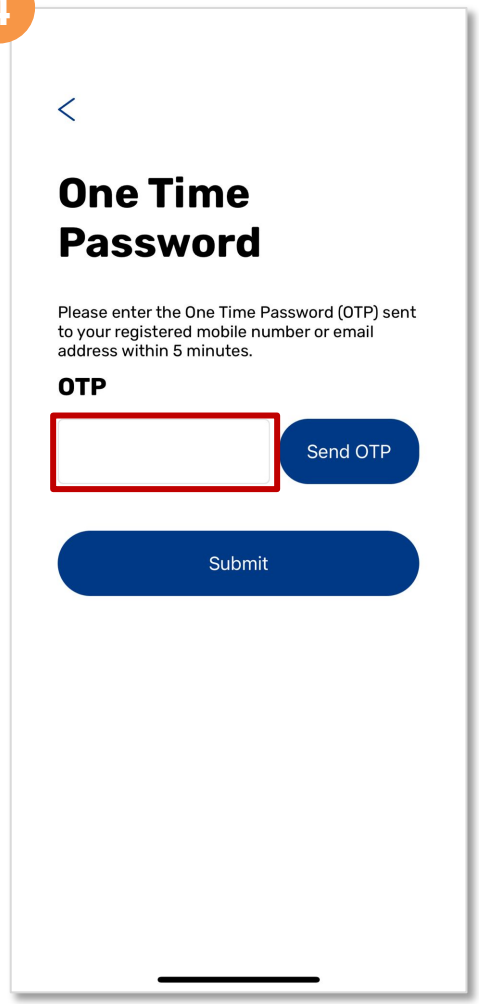
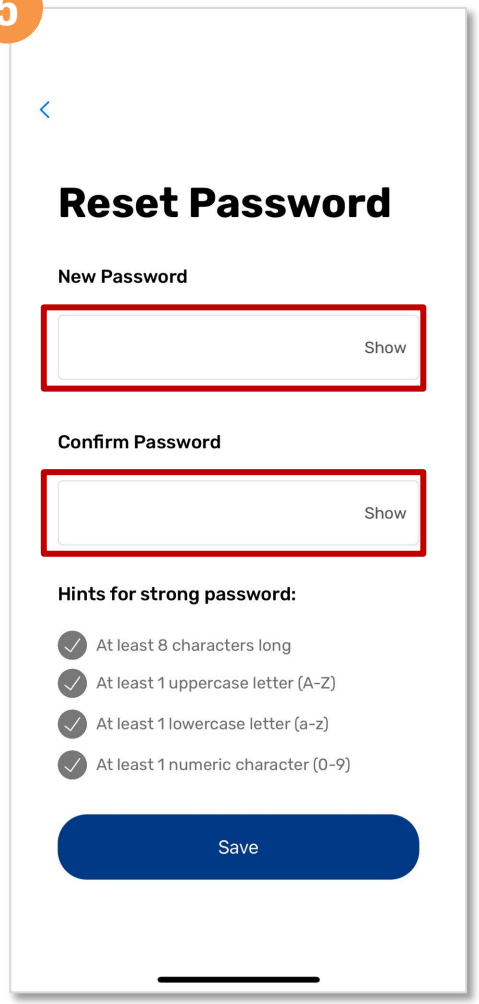
Reset Your Password

4



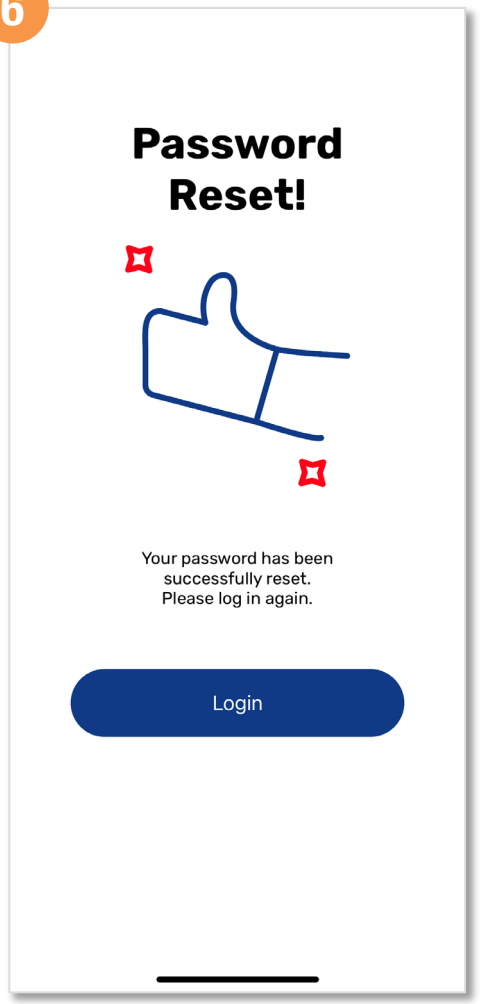
Tap ‘Send OTP’.
Enter the OTP received and tap ‘Submit’

5



Enter your new password and tap ‘Save’

6



Your password has been reset successfully!

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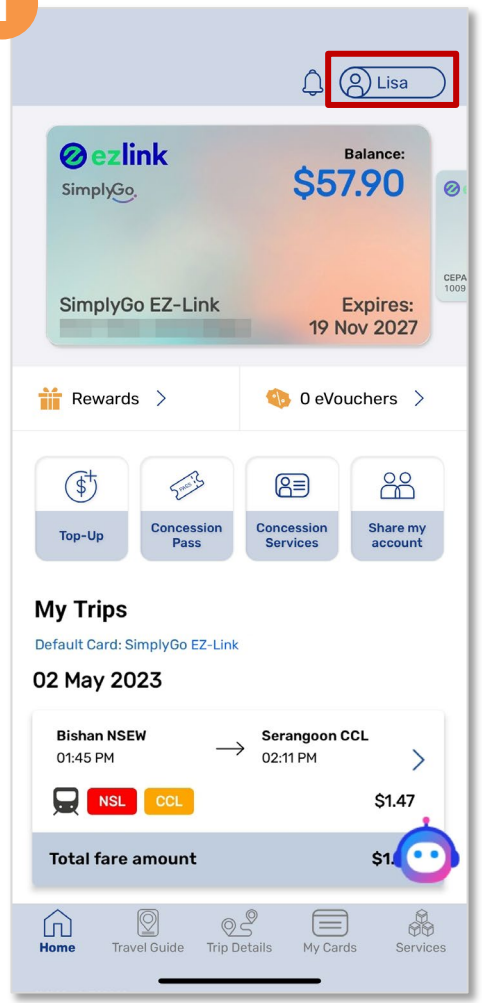
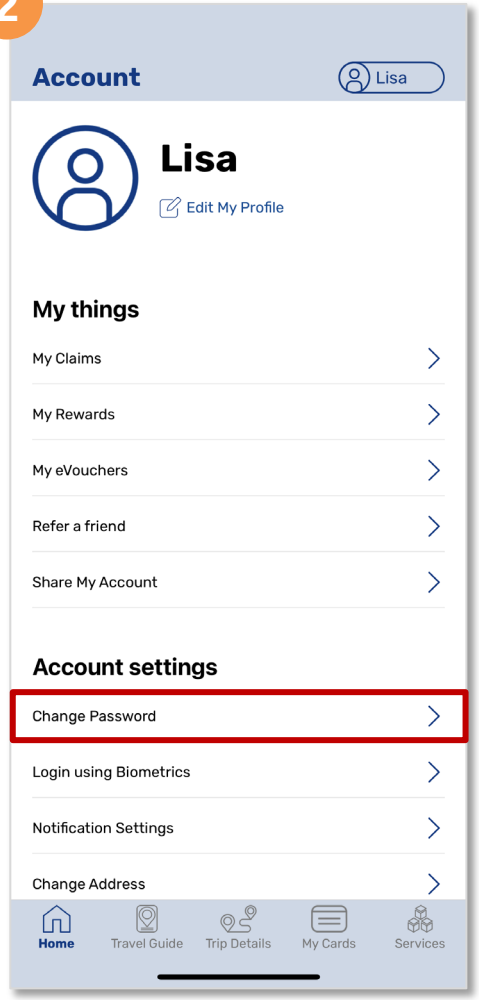
Change Your Password

1



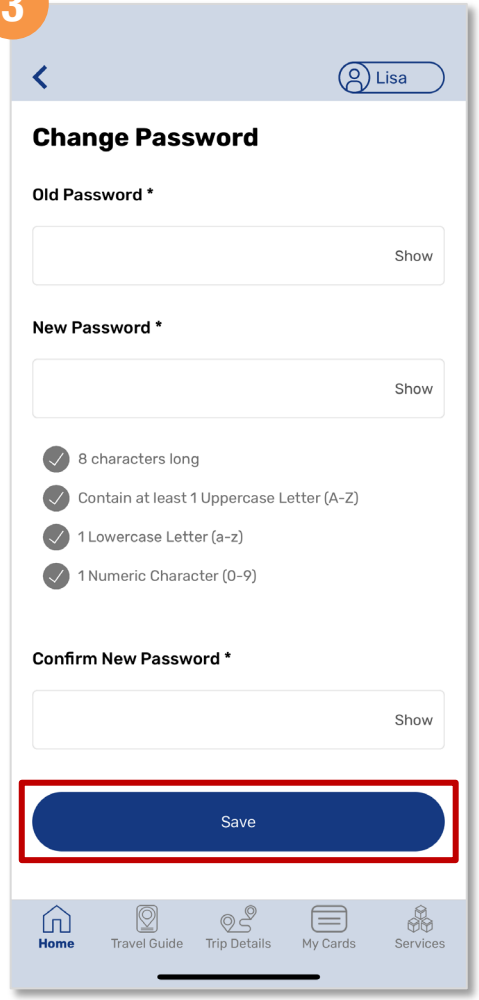
Tap your ‘Profile’

2



Under ‘Account settings’, tap ‘Change Password’

3



Enter your old and new password, then tap ‘Save’

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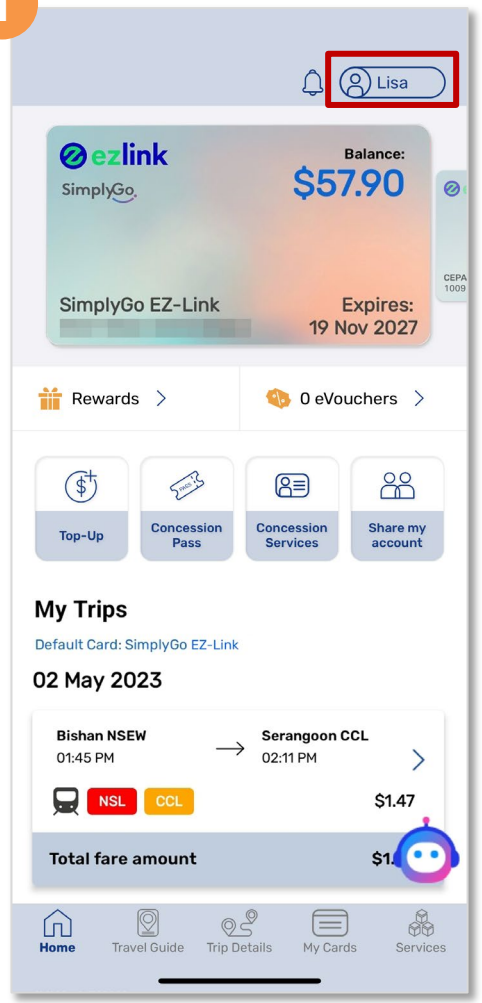
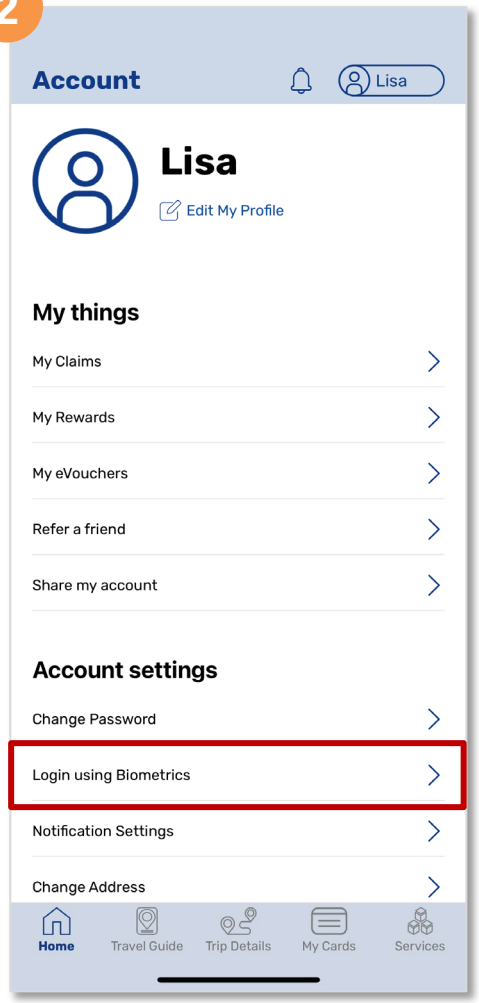
Use Biometrics To Log In

1



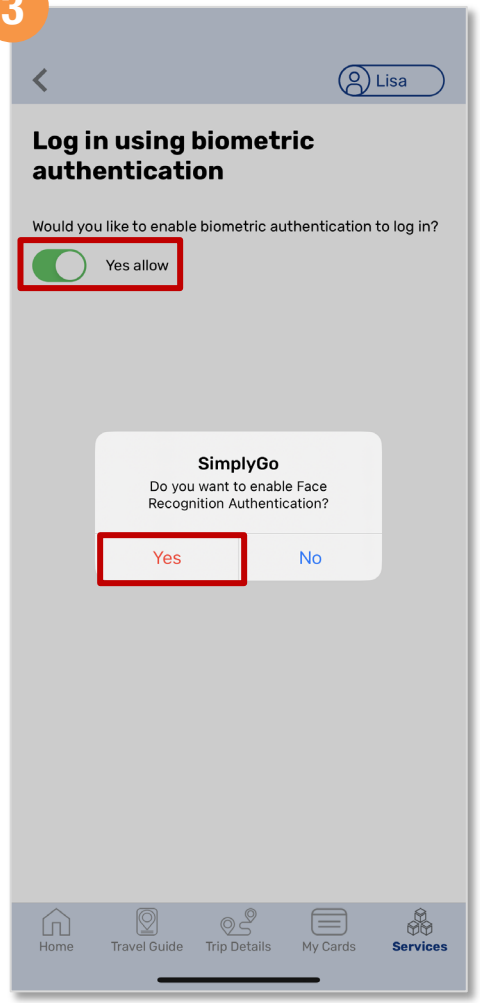
Tap your 'Profile'

2



Under 'Account settings', tap 'Login using Biometrics'

3



Swipe right to allow authentication and tap 'Yes'

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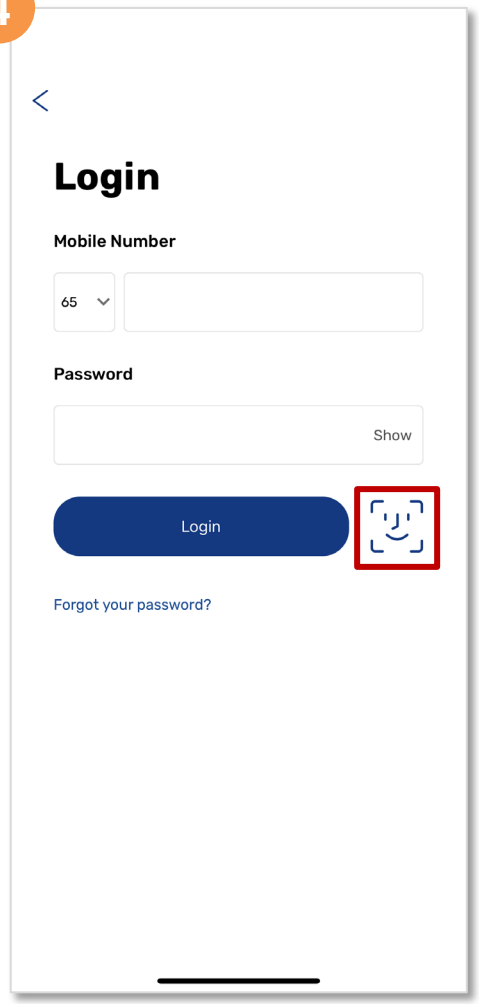
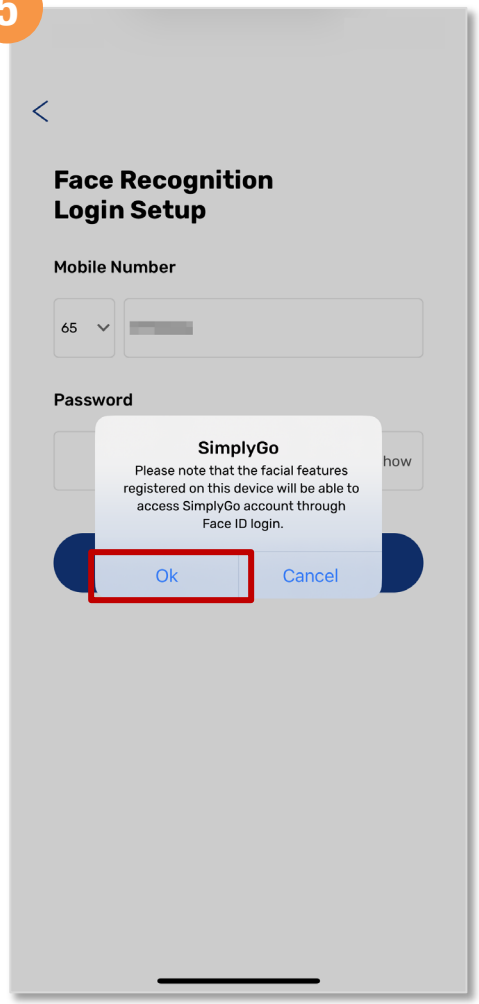
Use Biometrics To Log In

4



Enter your mobile number and password, then tap the Biometric icon

5



Tap ‘Ok’ and you will be able to log in using Biometrics

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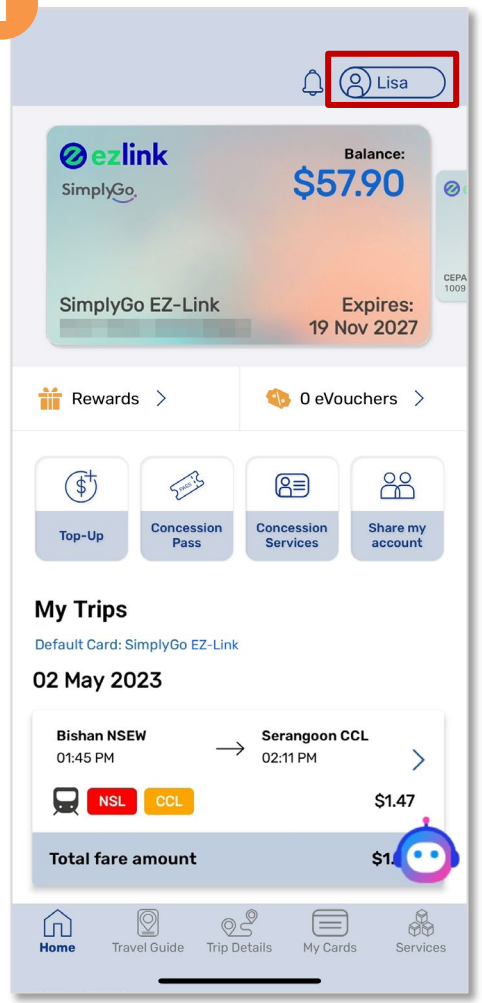
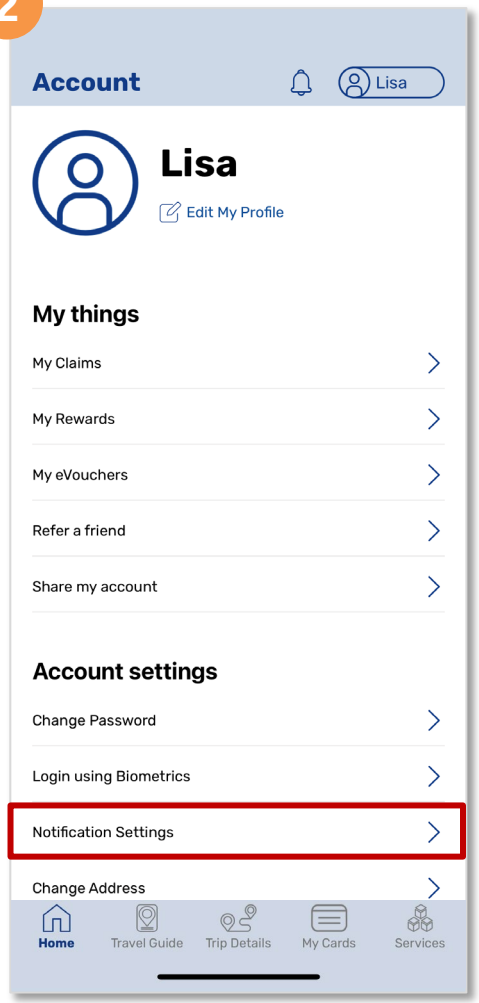
Opt-In To Receive Marketing Promotion-Related Updates

1



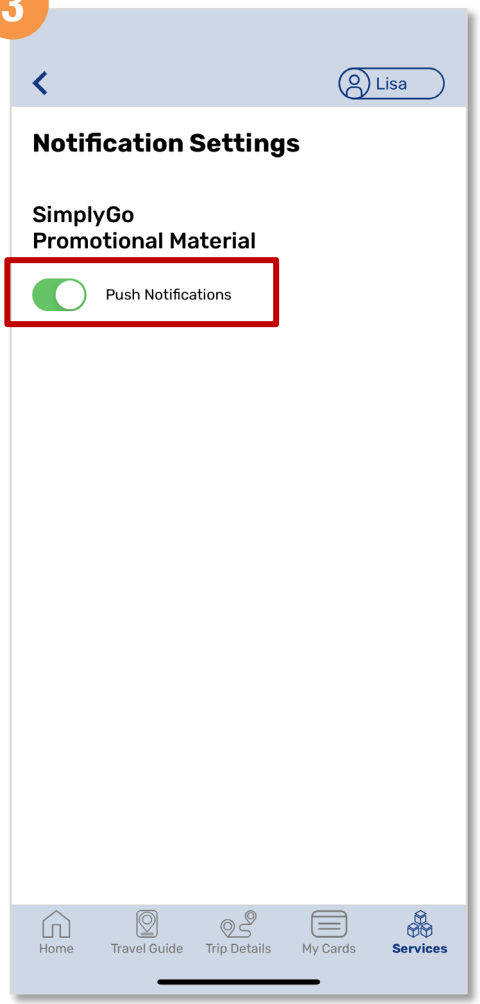
Tap your ‘Profile’

2



Under ‘Account settings’, tap ‘Notification Settings’

3



Swipe right to enable ‘Push Notifications’

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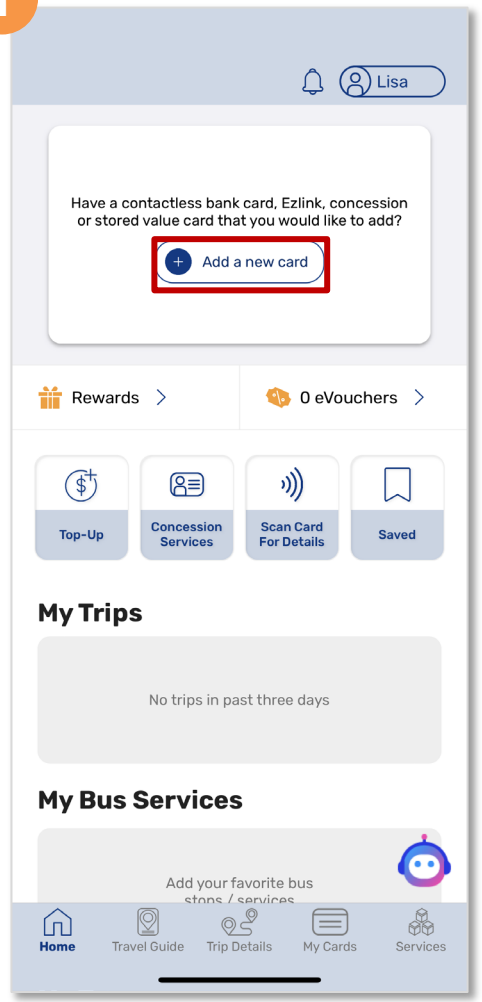
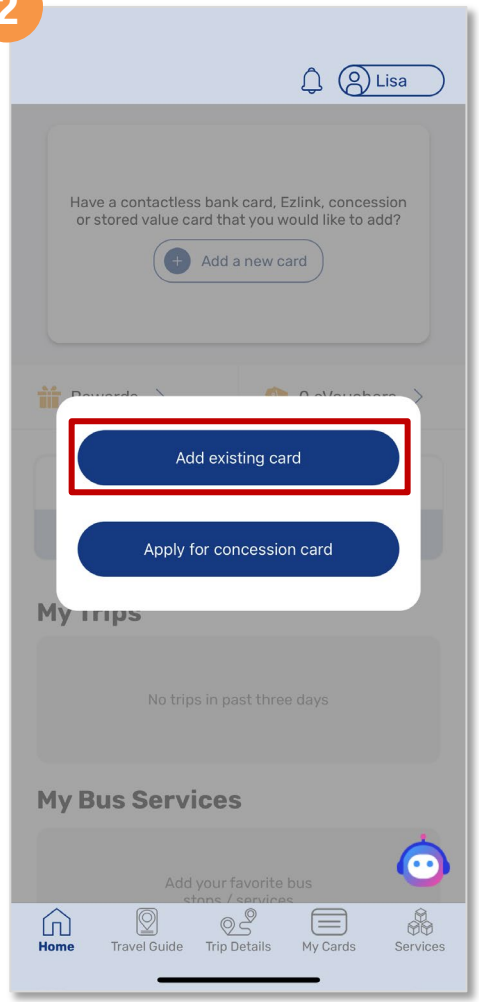
Add A Card To Your Account (for new user)

1



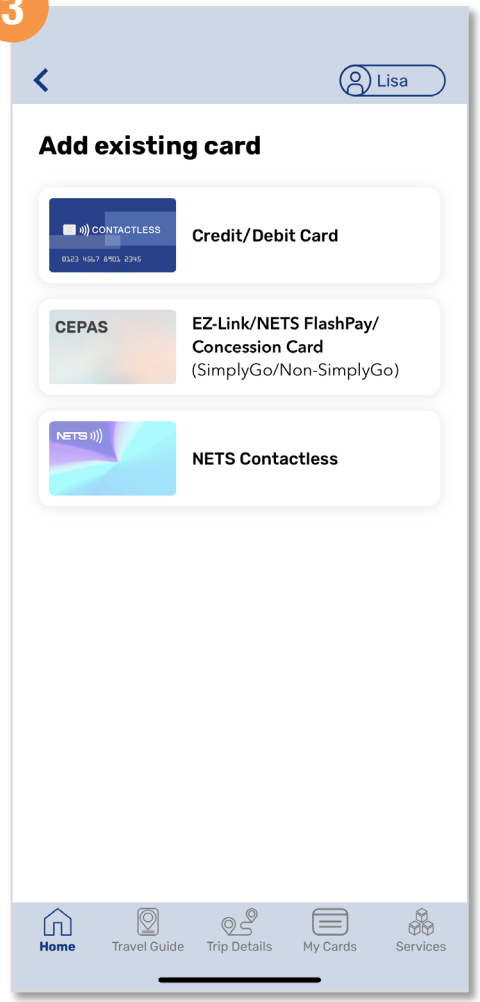
Tap ‘Add new card’

2



Tap ‘Add existing card’

3



Choose the card type and follow the prompts to add your card

continued on next page >

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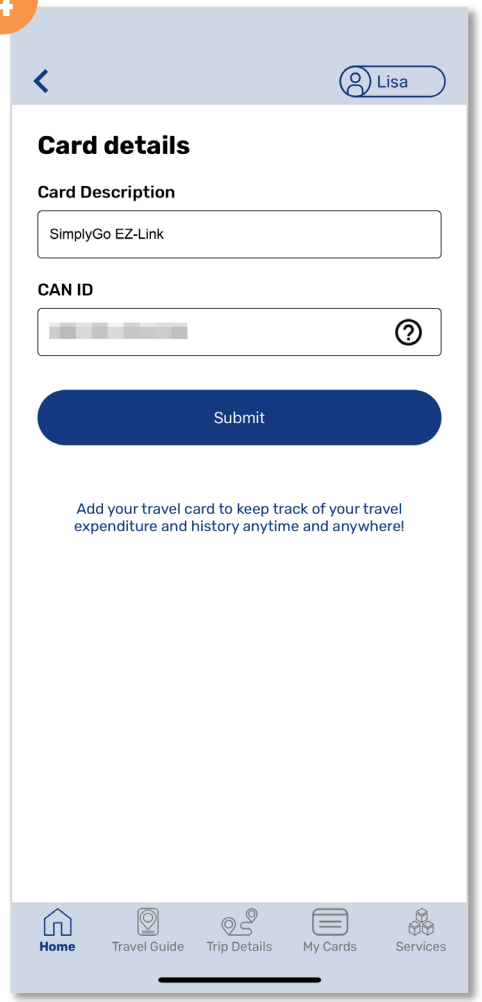
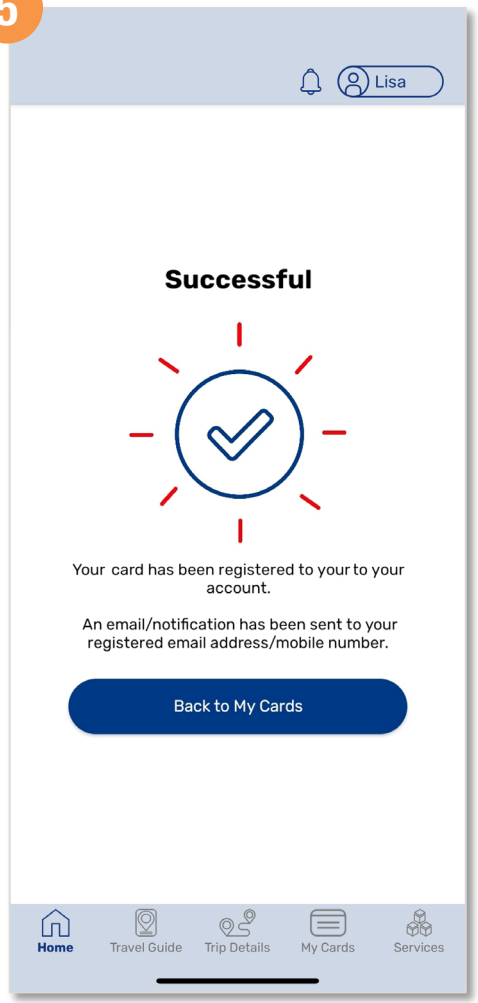
Add A Card To Your Account (for new user)

4



Fill in a card descriptor that best suits your card, and the details required.

5



Your card has been successfully added.

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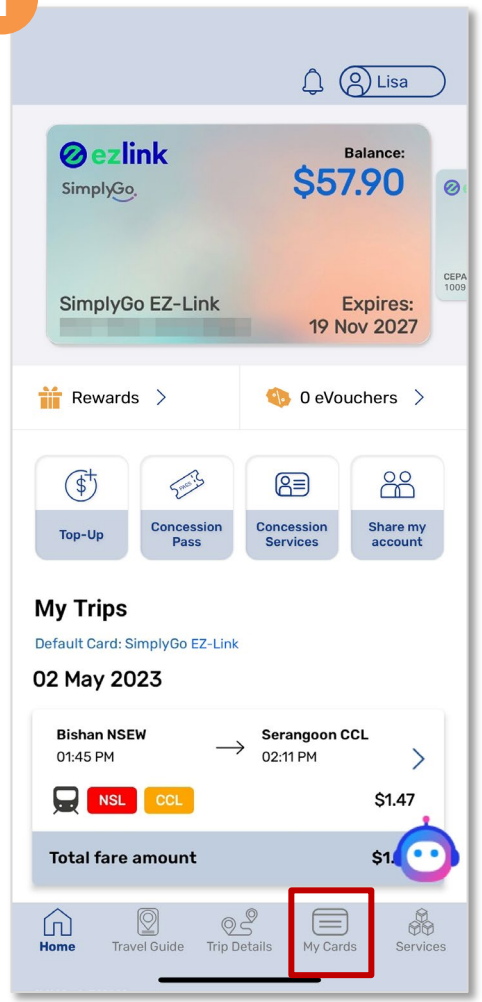
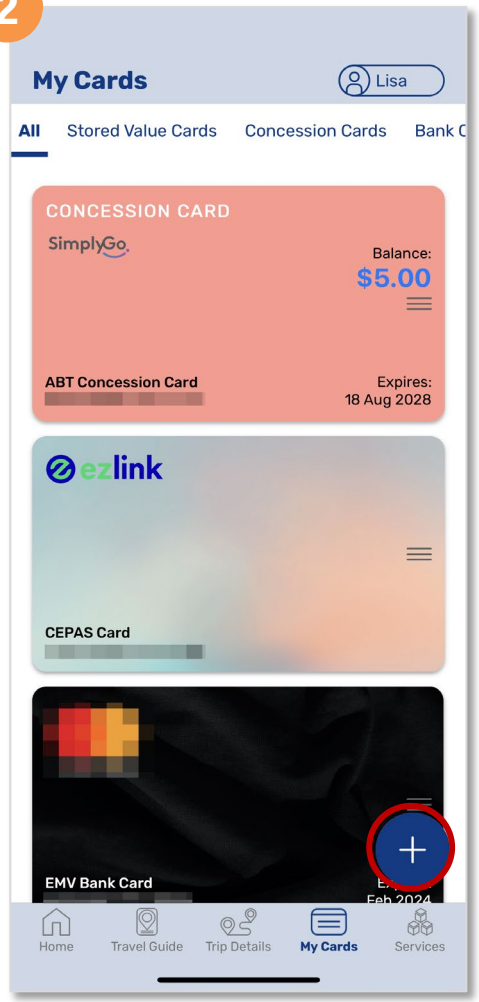
Add A Card To Your Account

1



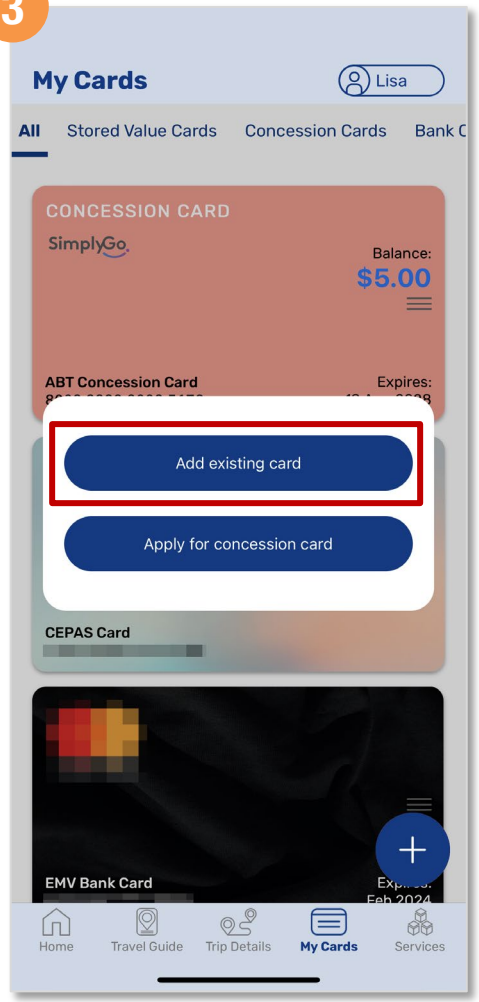
Tap ‘My Cards’

2



Tap the ‘+’ button

3



Select ‘Add existing card’ button

continued on next page >

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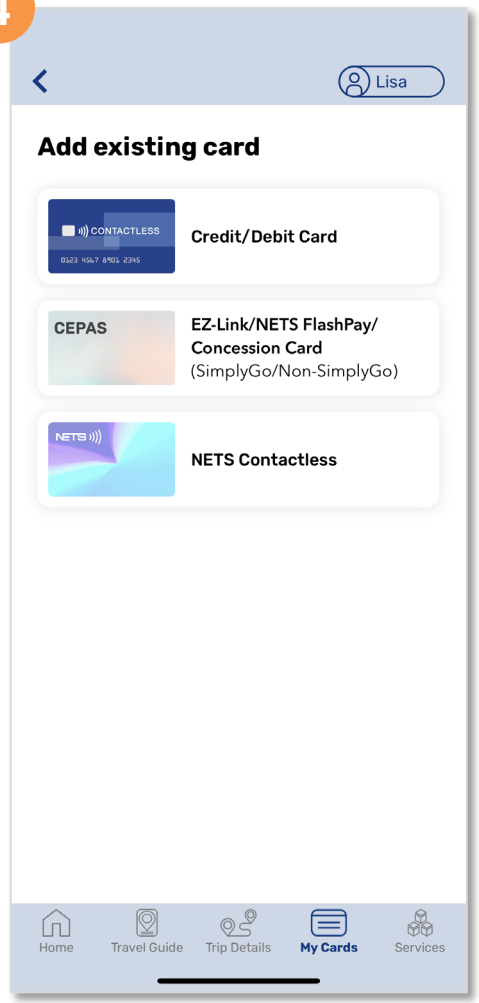
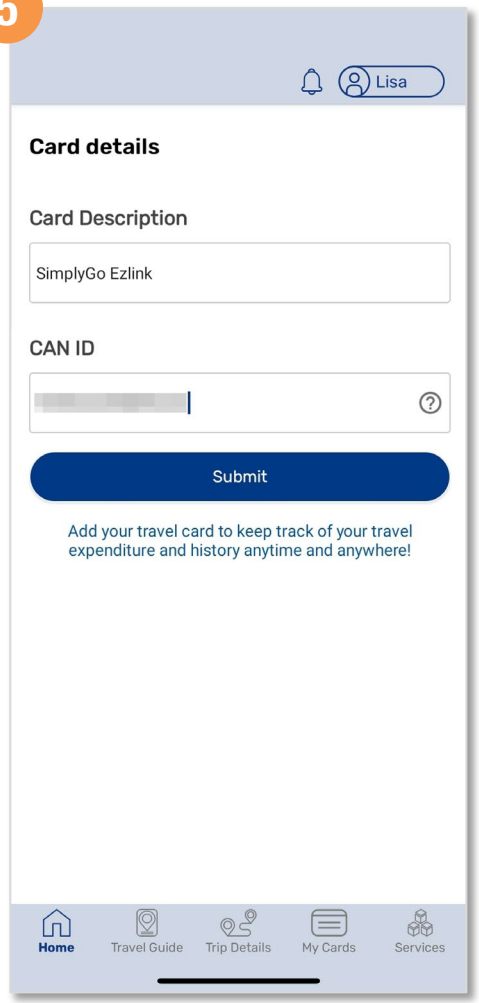
Add A Card To Your Account

4



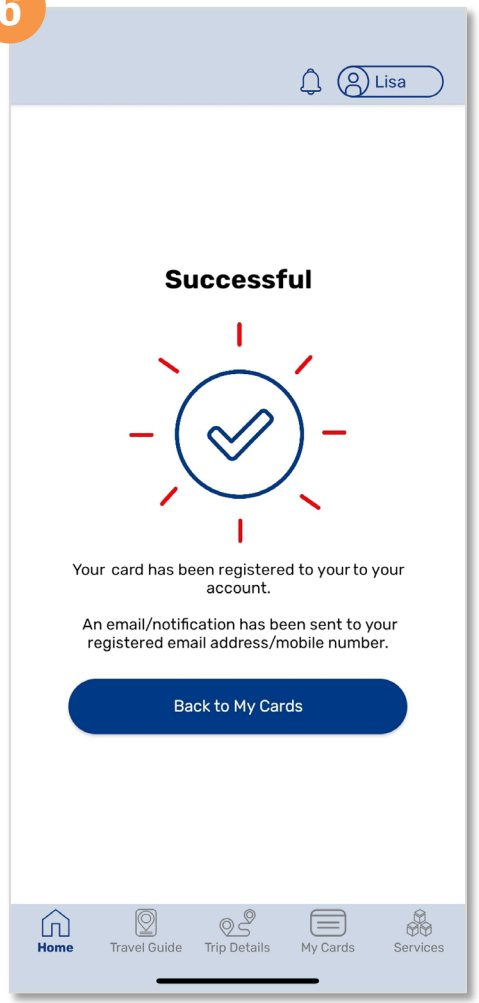
Choose the card type and follow the prompts to add your card

5



Fill in a card descriptor that best suits your card

6



Your card has been successfully added

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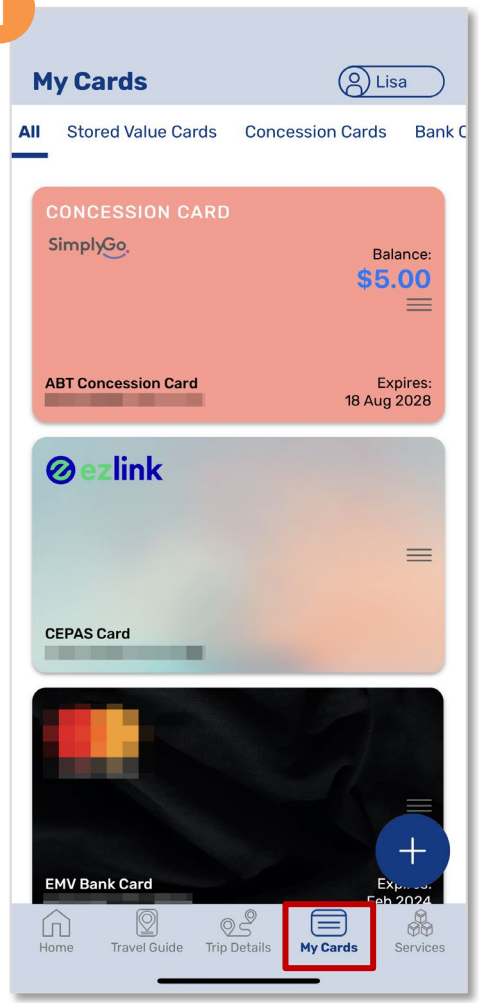
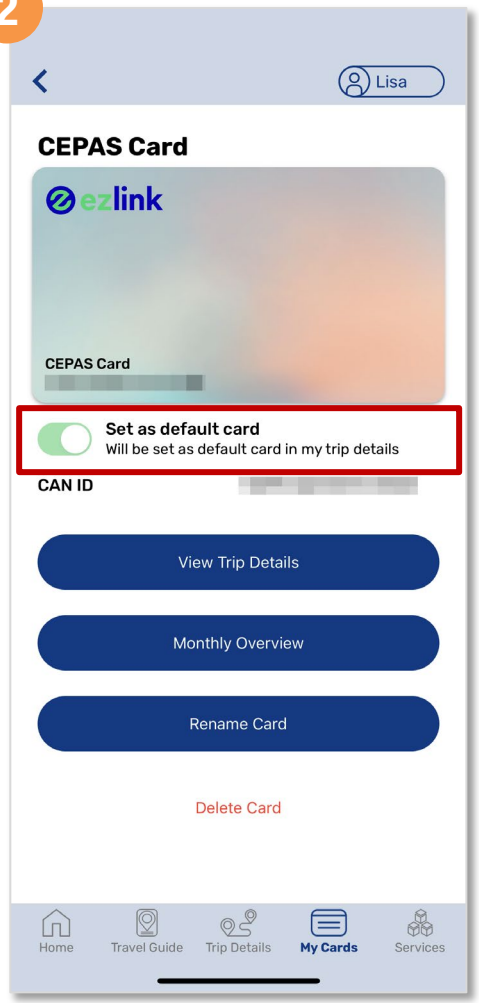
Change Default Card Displayed *(Method 1)*

1



Tap ‘My Cards’, then select the card you wish to set as default

2



Swipe right to set the card as default

How To

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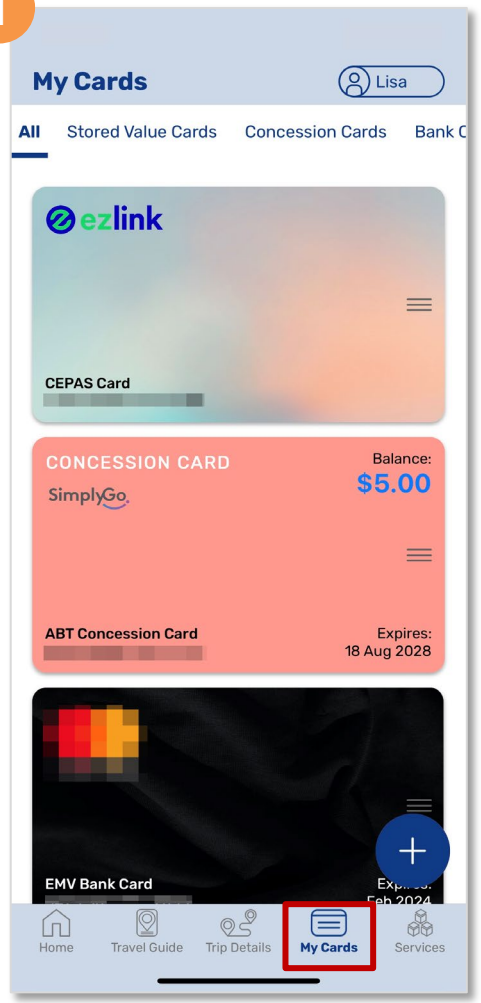
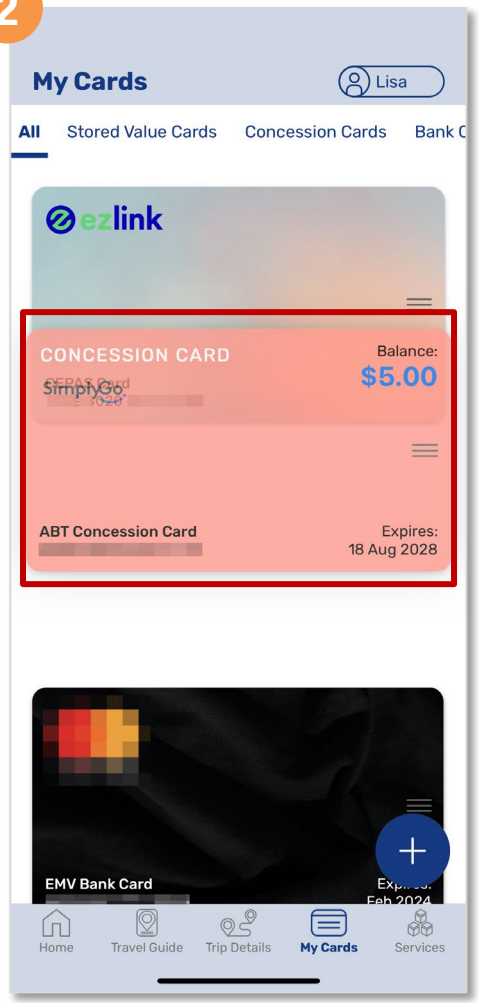
Change Default Card Displayed *(Method 2)*

1



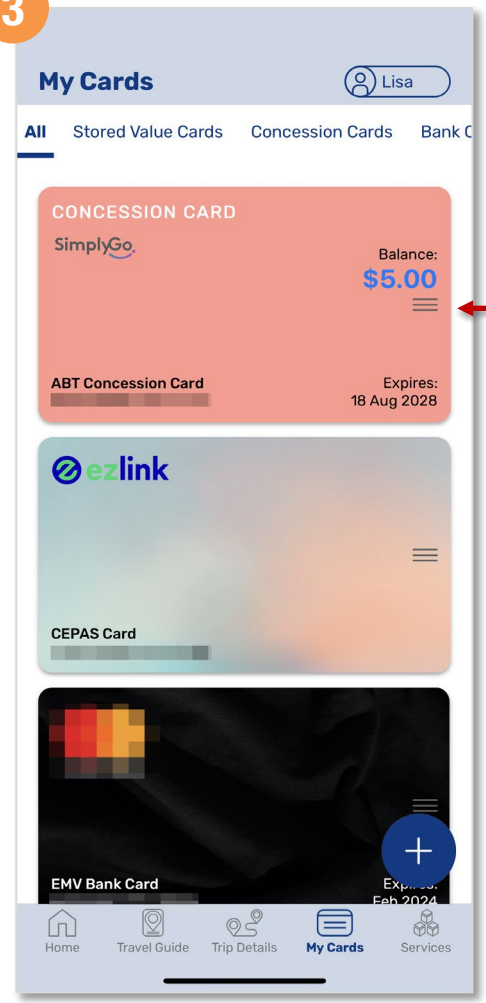
Tap ‘My Cards’, then select the card you wish to set as default

2



Tap and hold the card you wish to set as default, then move it up to the top

3



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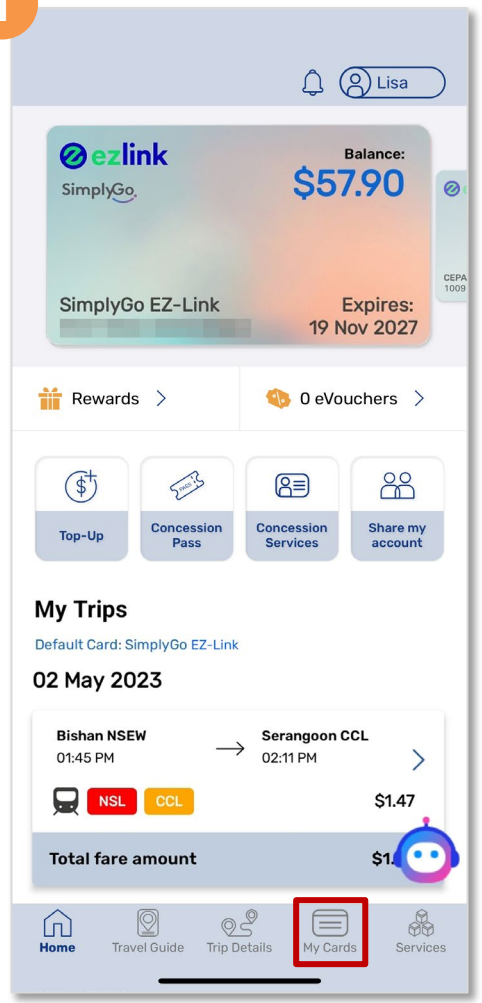
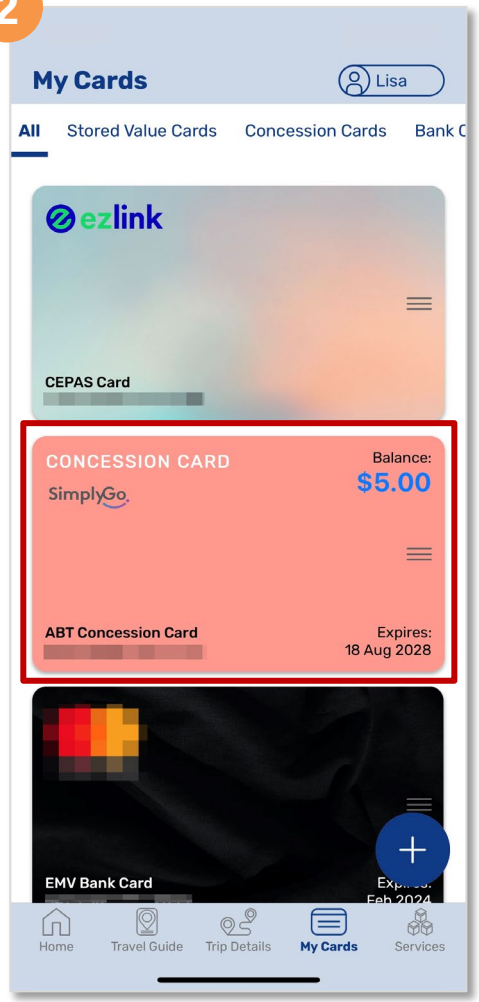
View Card Details

1



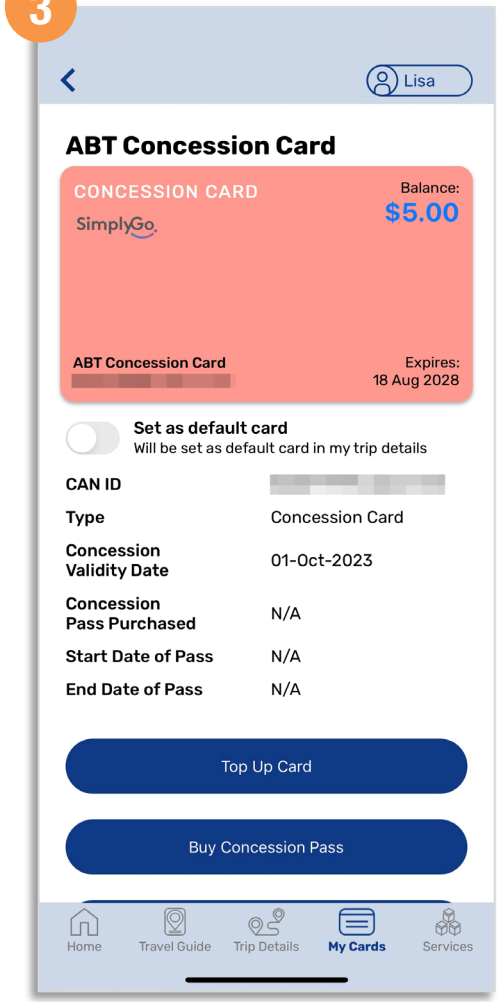
Tap ‘My Cards’

2



Tap the card you wish to view details

3



Card details will be displayed

continued on next page >

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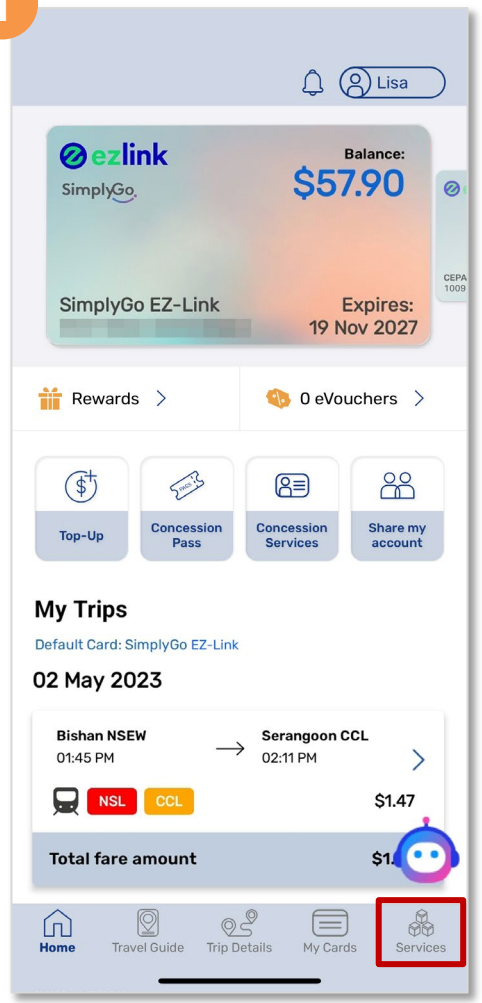
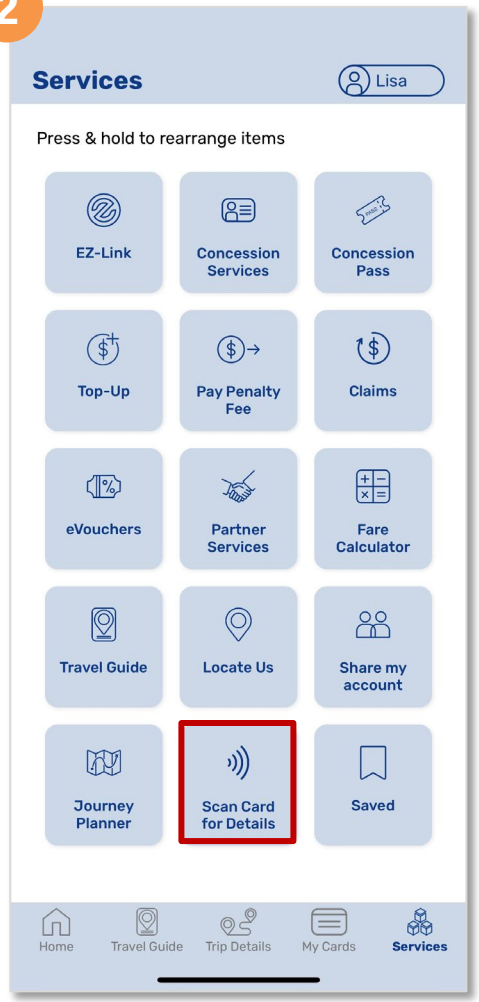
Scan Card For Details

1



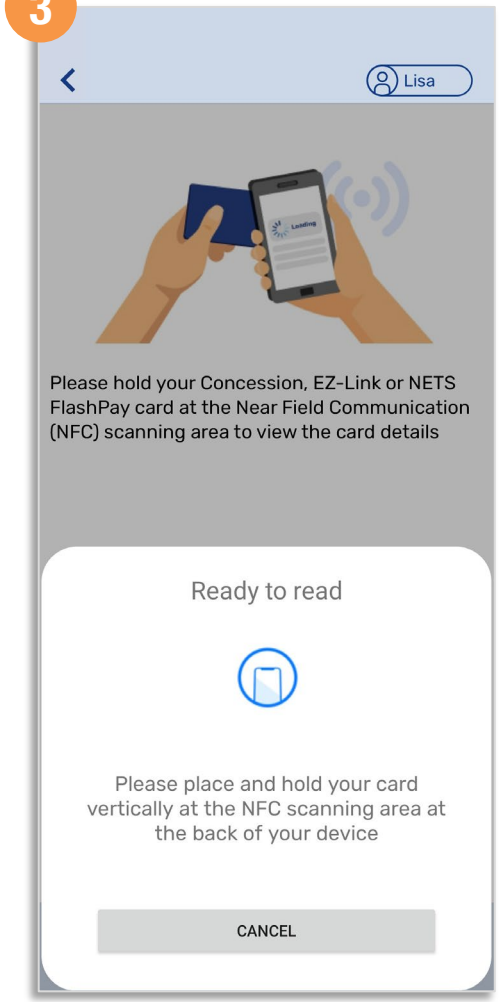
Tap ‘My Cards’

2



Tap ‘Scan Card for Details’

3



Follow the instructions to scan your card

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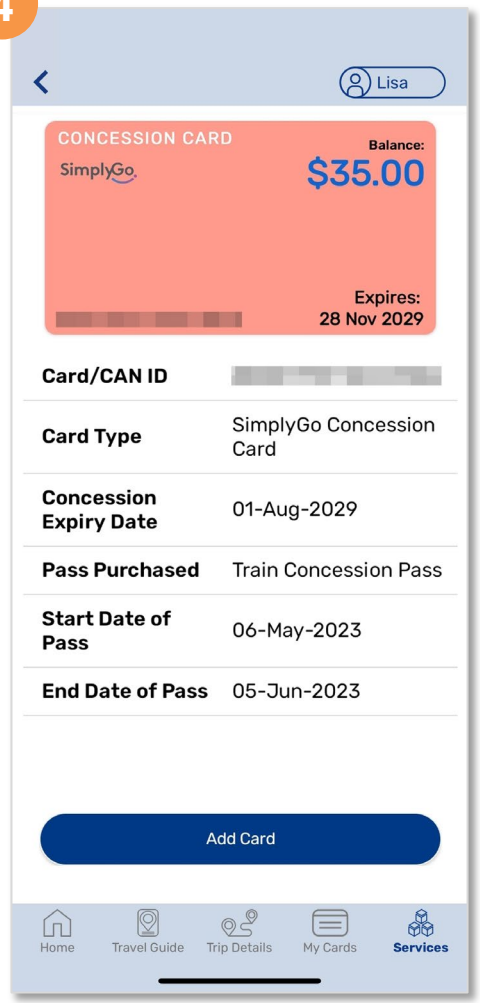
Scan Card For Details

4



Once scanned, card details will be displayed

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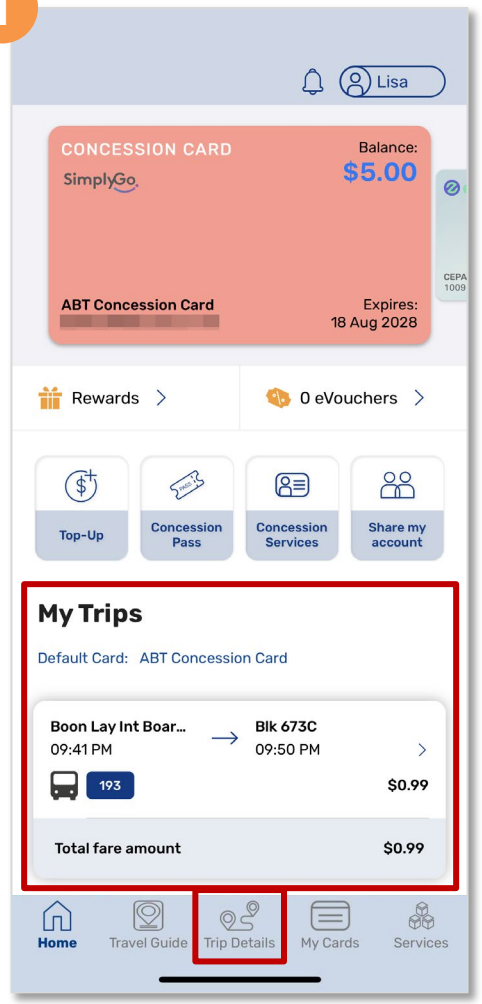
View Balance And Trip Details

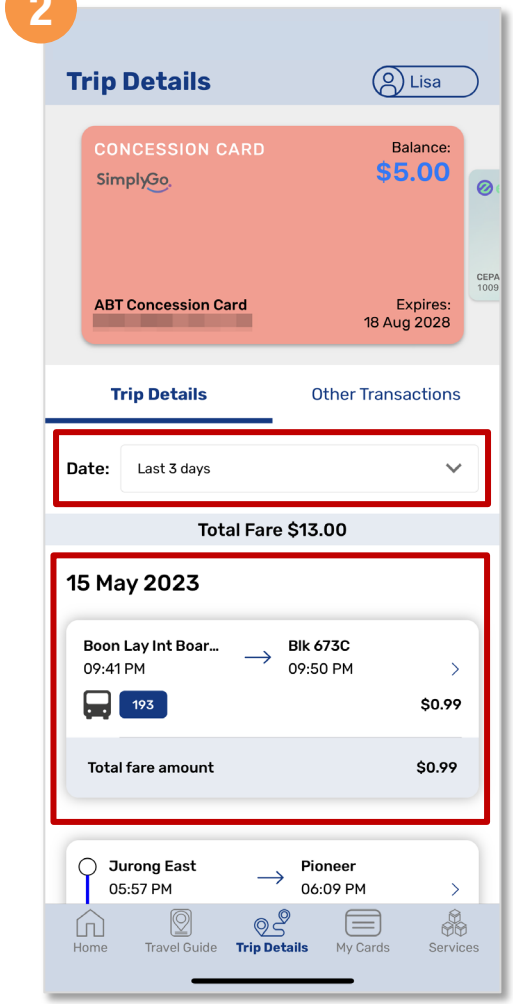
1



Tap ‘Trip Details’

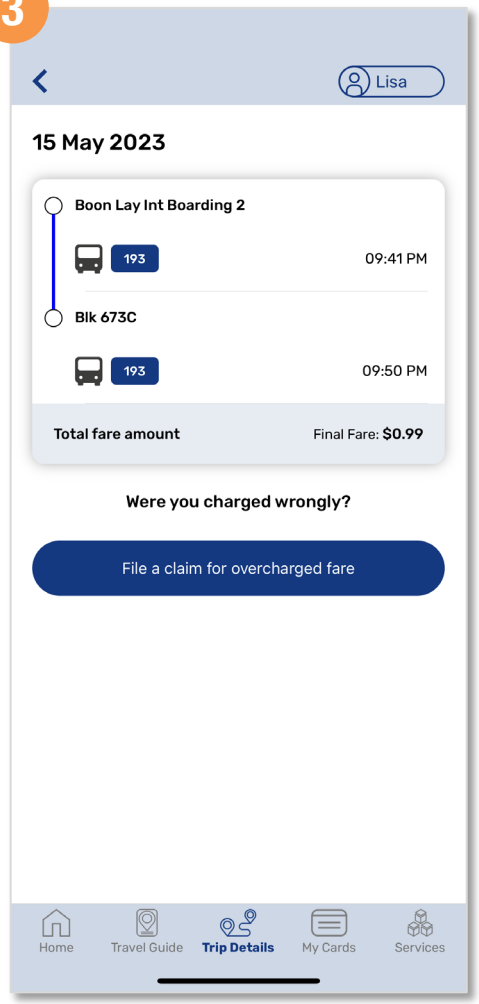
Recent trip for default card will be displayed under ‘My Trips’

2



Tap the dropdown arrow to filter the period of trip details you wish to view

3



Your trip details are reflected

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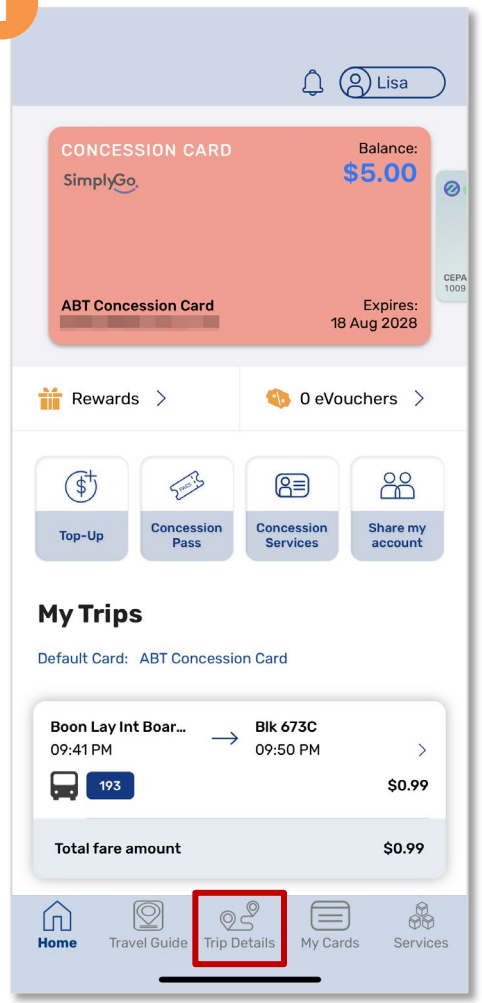
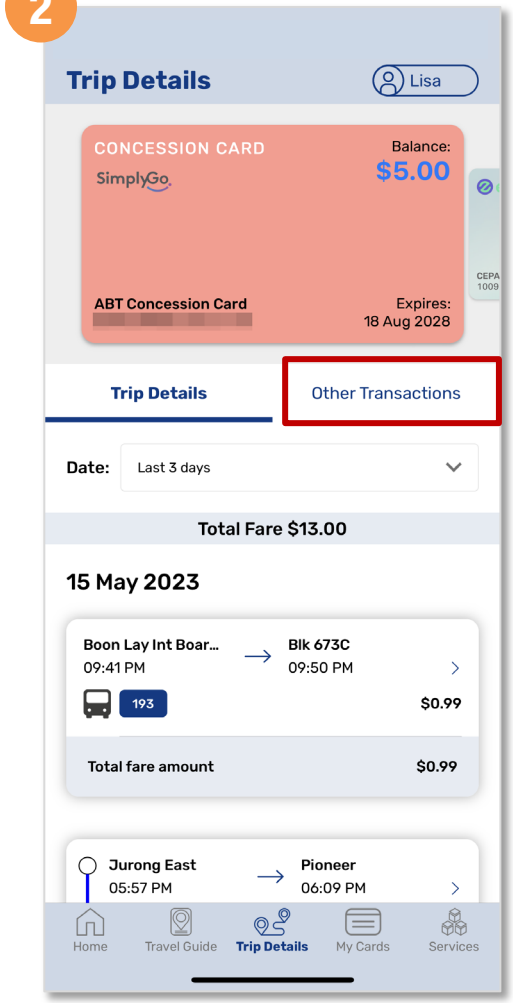
View Non-Transit Area Transaction Details

1



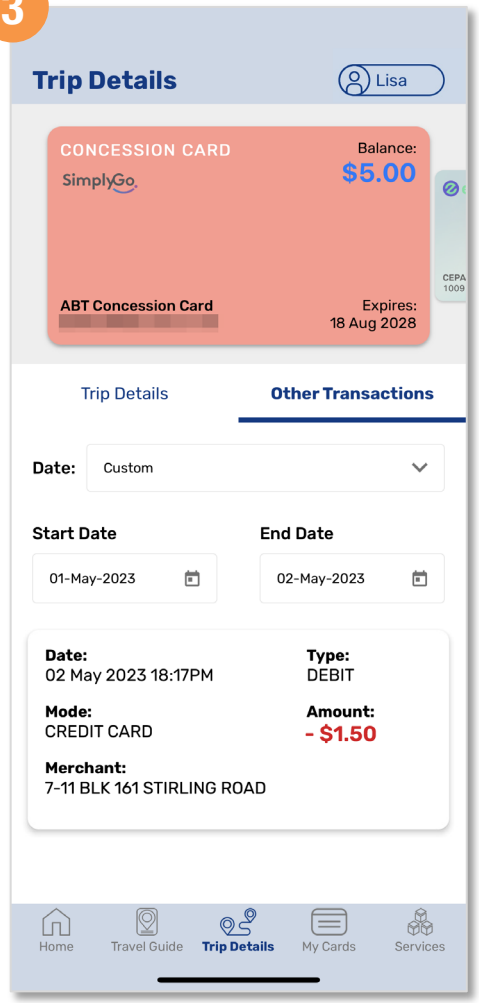
Tap ‘Trip Details’

2



Tap ‘Other Transactions'

3



Your “Non-Transit Area” transactions are reflected

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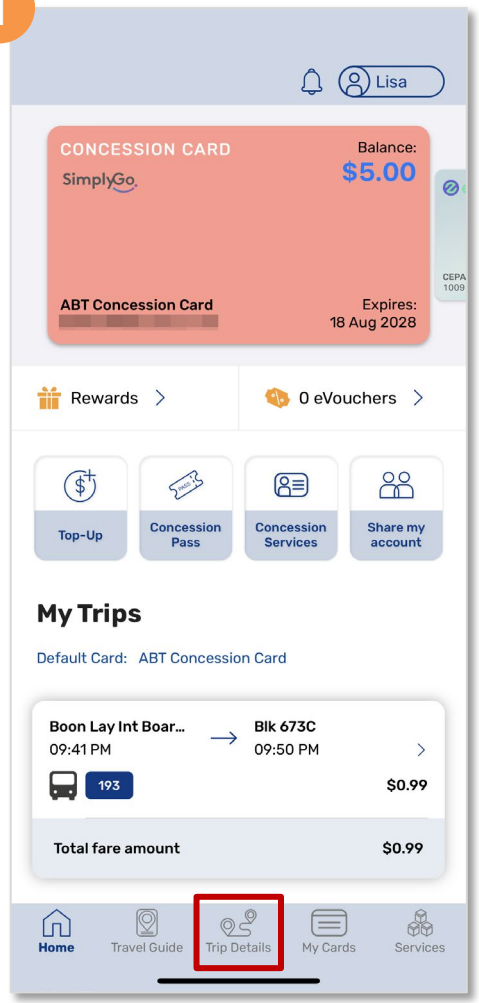
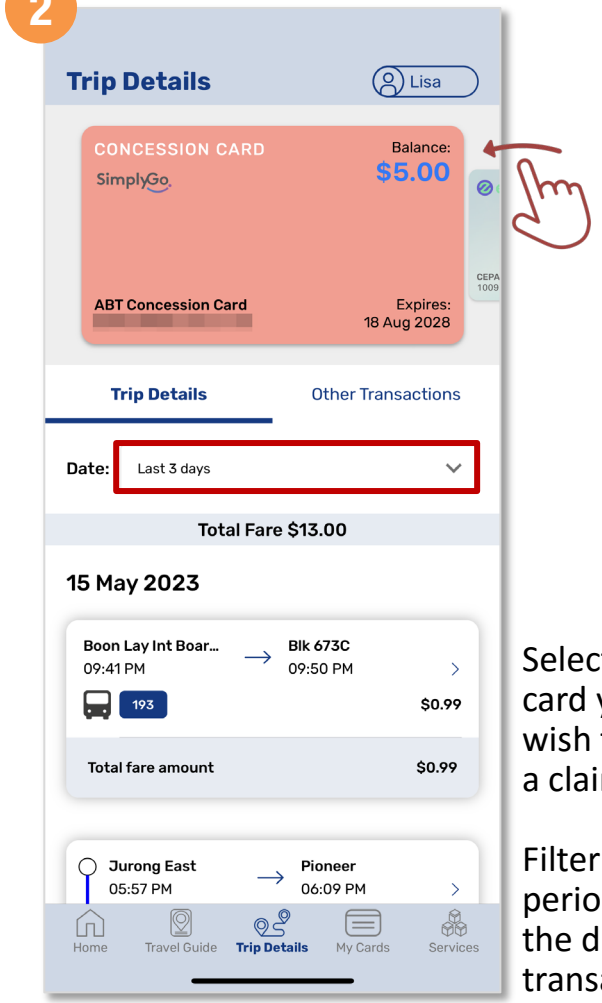
File A Claim *(Method 1)*

1



Tap ‘Trip Details’

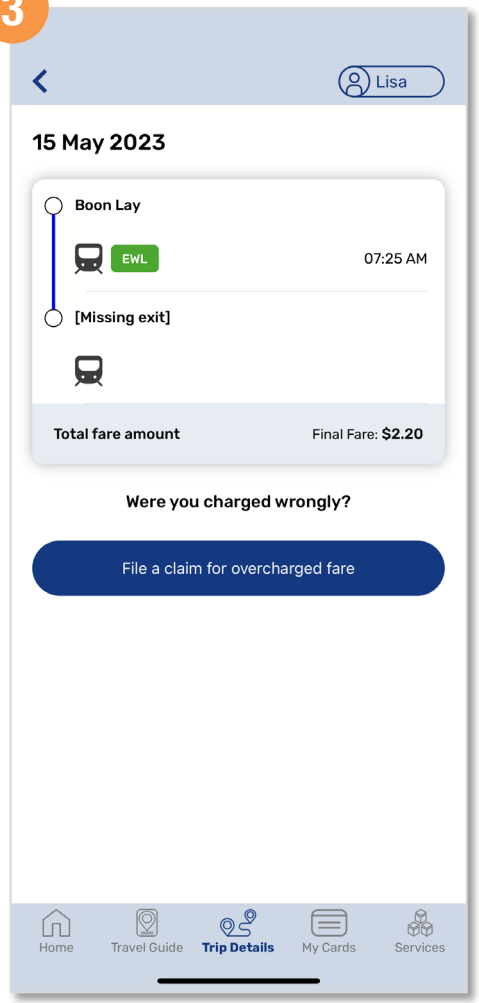
2



Select the card you wish to file a claim for

Filter the period for the disputed transaction

3



Select the transaction and tap ‘File a claim for overcharged fare’

continued on next page >

How To

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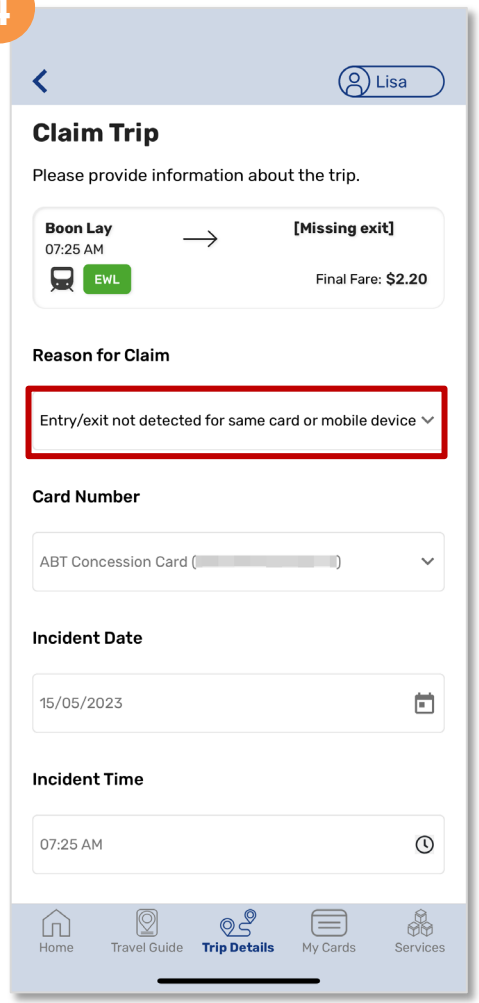
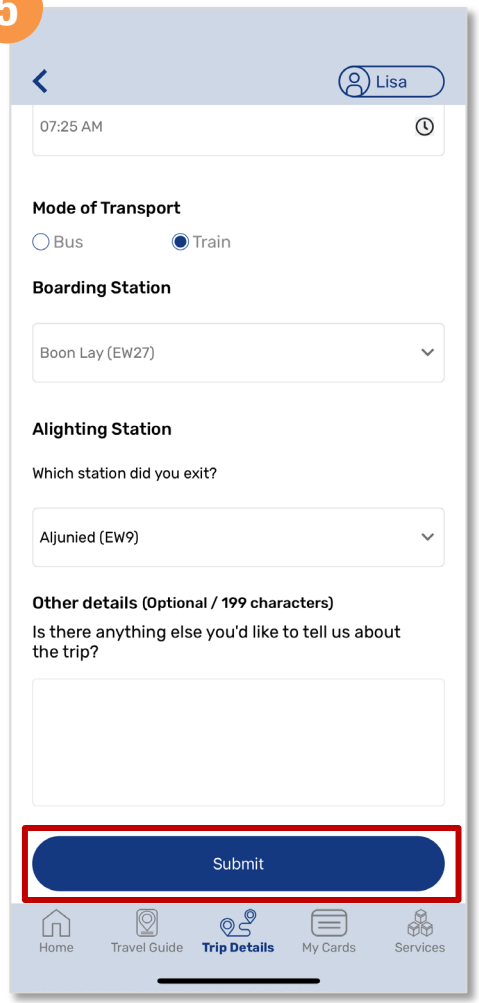
File A Claim *(Method 1)*

4



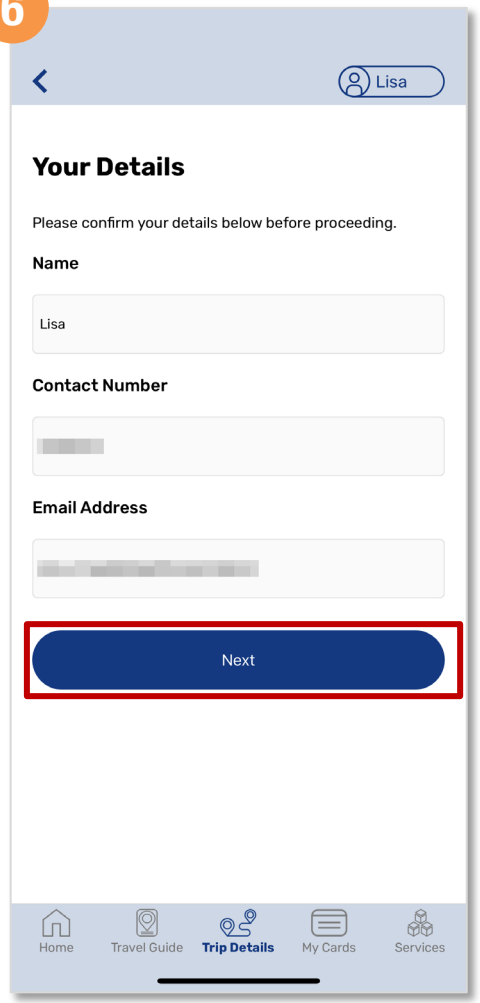
Select the 'Reason for Claim' from the dropdown list

5



Verify your details, scroll down and tap 'Submit'

6



Verify your particulars and tap 'Next'

continued on next page >

How To

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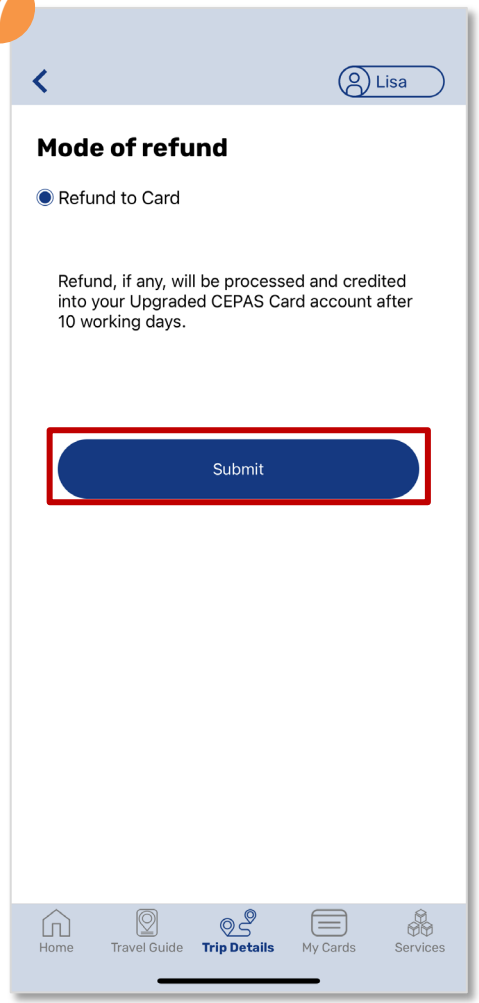
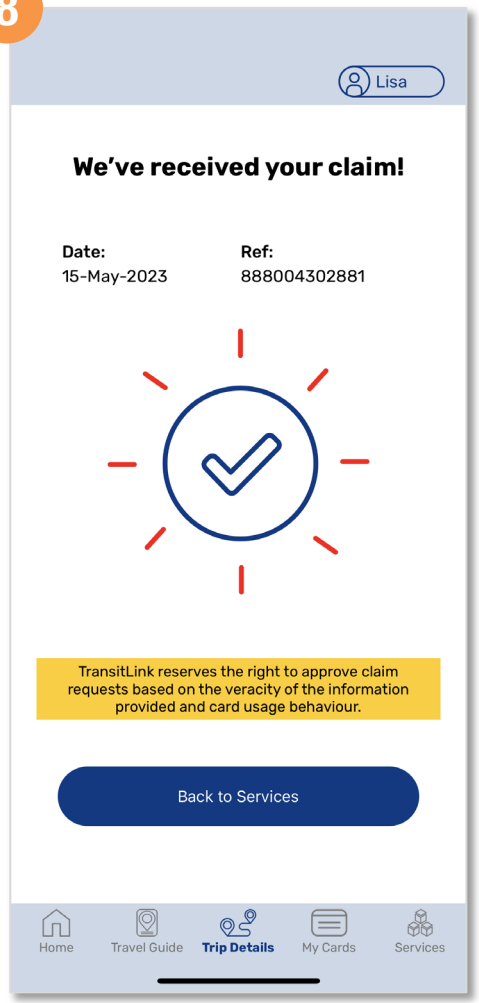
File A Claim *(Method 1)*

7



Tap ‘Submit’

8



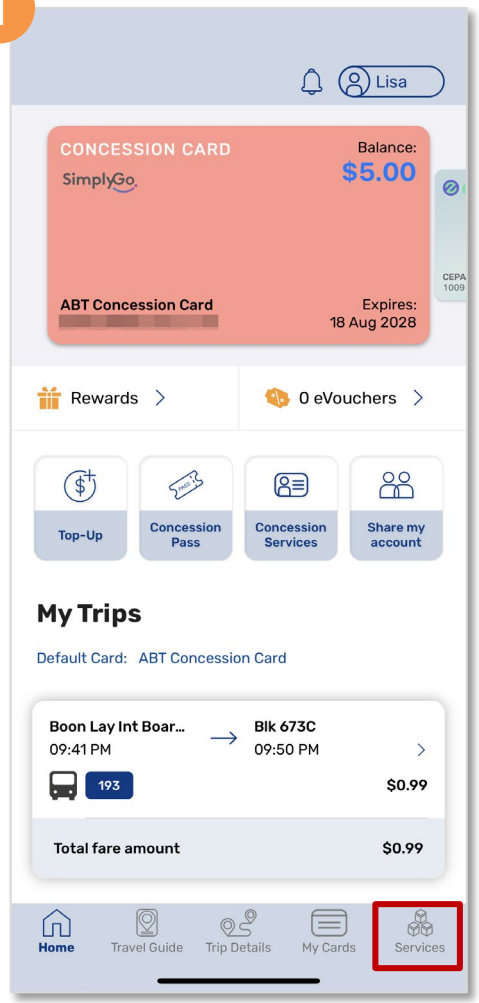
Your claim has been successfully submitted

How To

Back to top

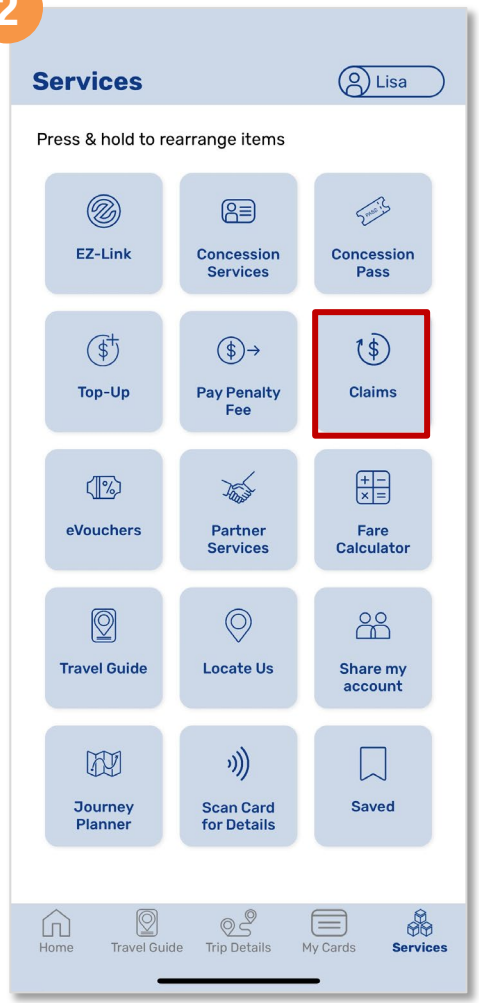
File A Claim *(Method 2)*

1



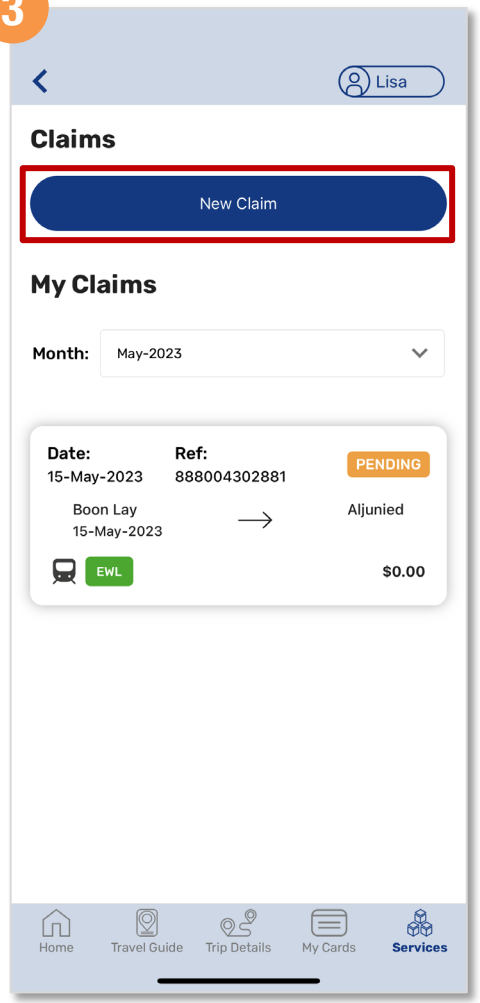
Tap ‘Services’

2



Tap ‘Claims’

3



Tap ‘New Claim’

continued on next page >

How To

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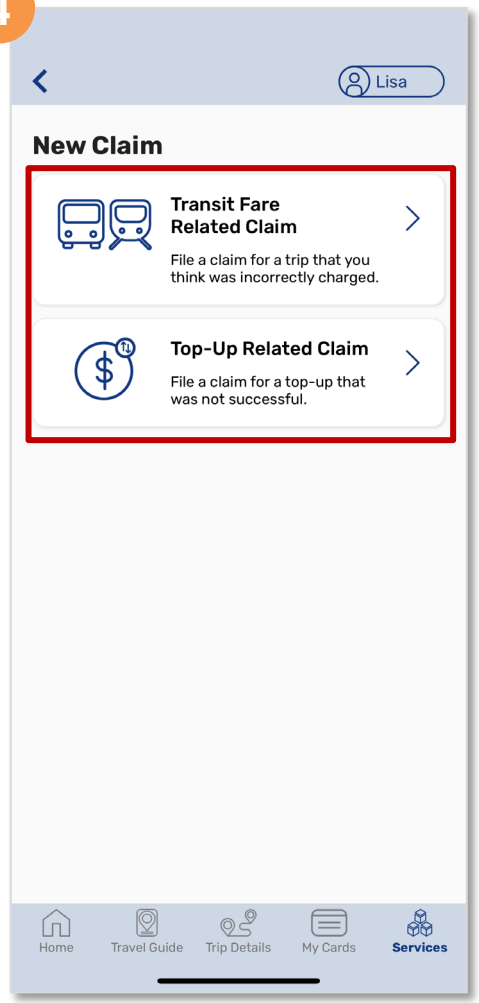
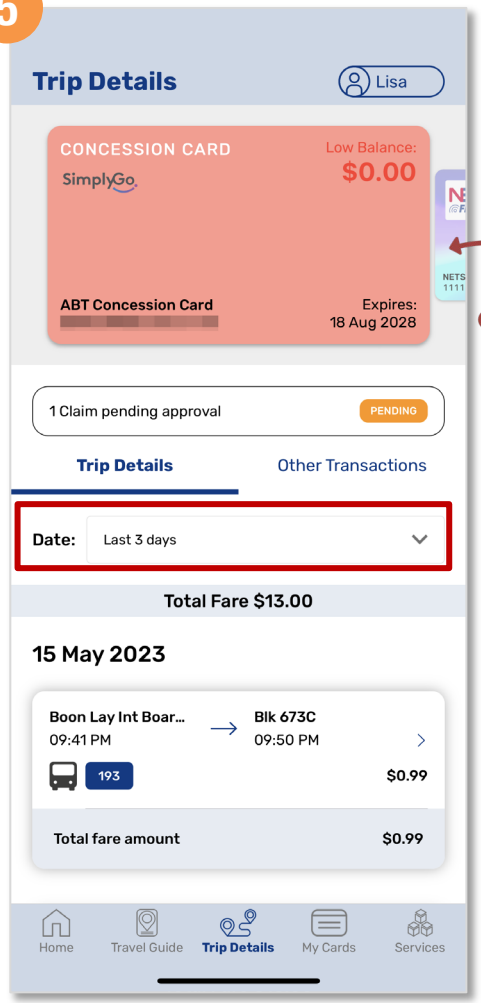
File A Claim *(Method 2)*

4



Select the type of claim you wish to file

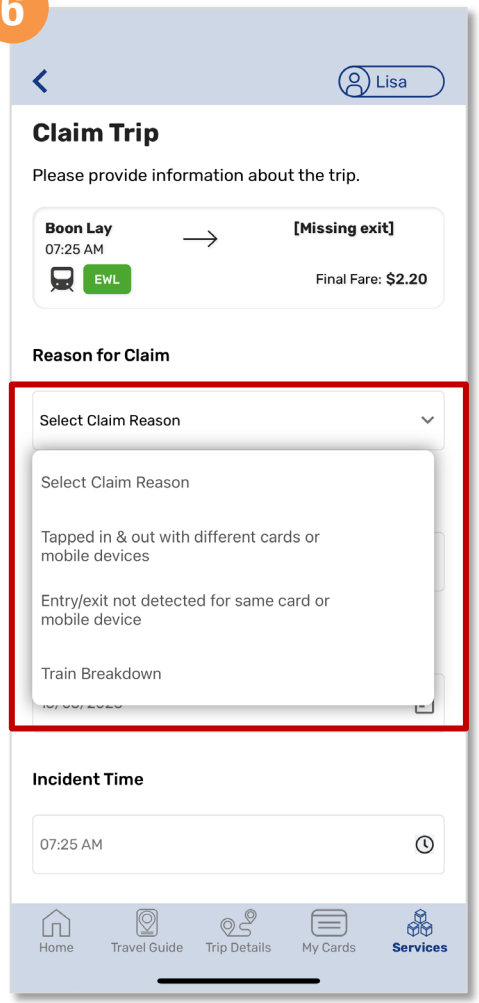
5



Select the card you wish to file a claim for

Filter the period for the disputed transaction

6



Select the 'Reason for Claim' from the dropdown list

continued on next page >

How To

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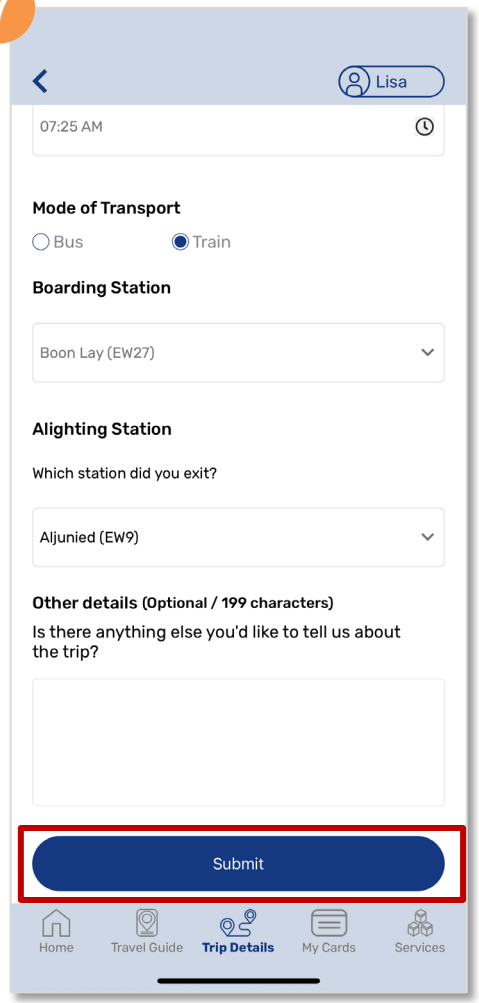
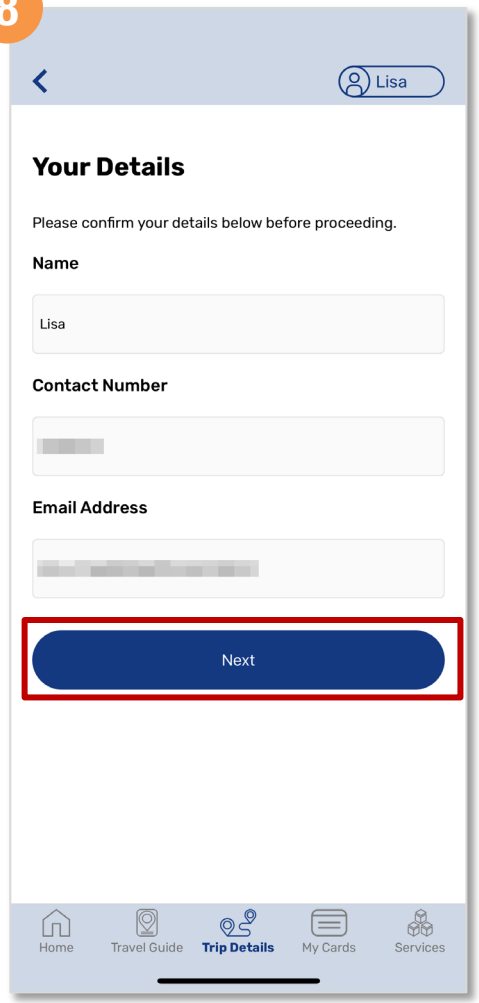
File A Claim *(Method 2)*

7



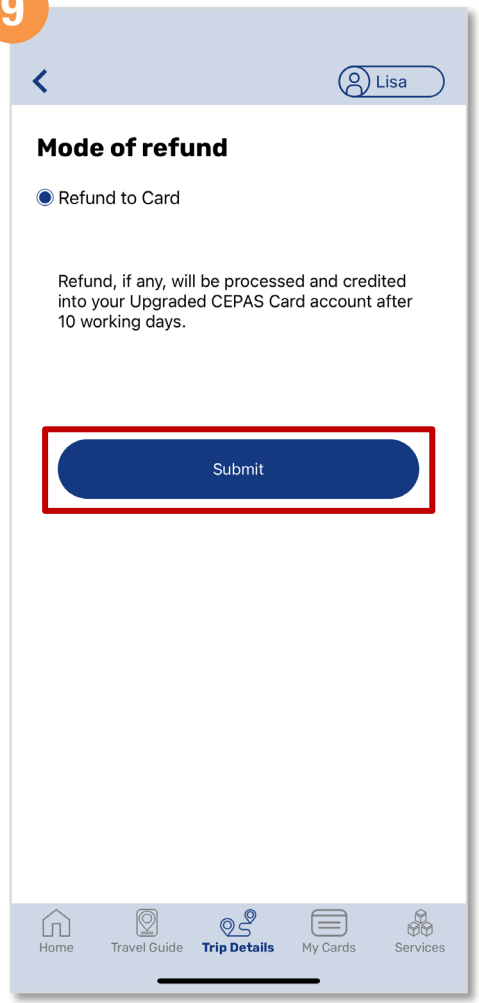
Verify your details, scroll down and tap 'Submit'

8



Verify your particulars and tap 'Next'

9



Tap 'Submit'

continued on next page >

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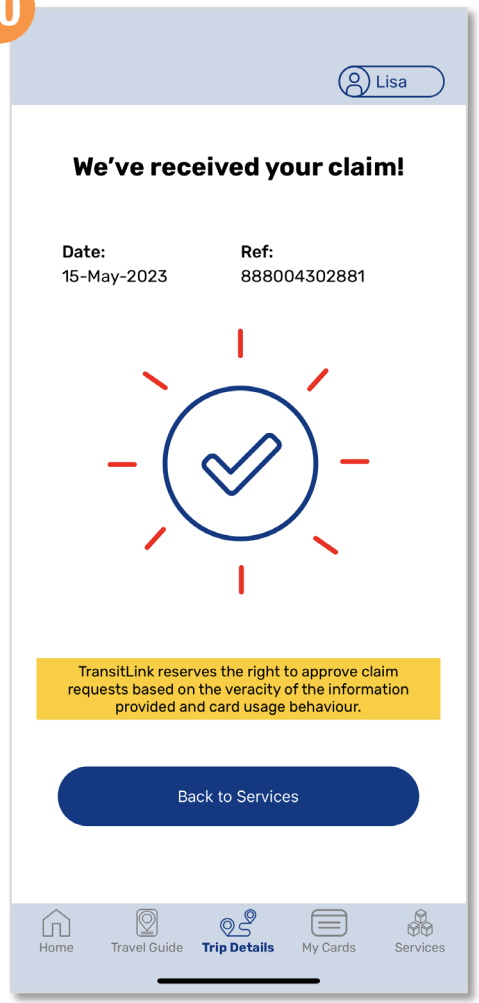
File A Claim *(Method 2)*

10



Your claim has been successfully submitted

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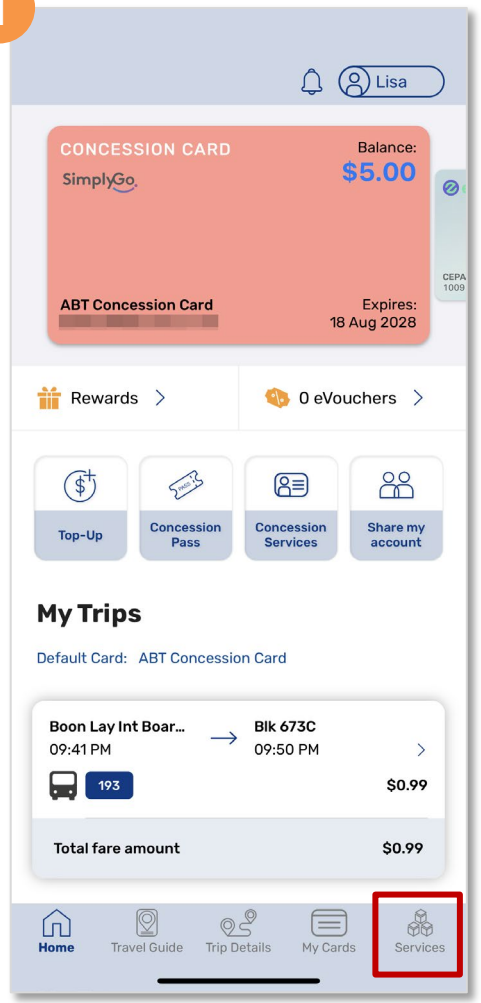
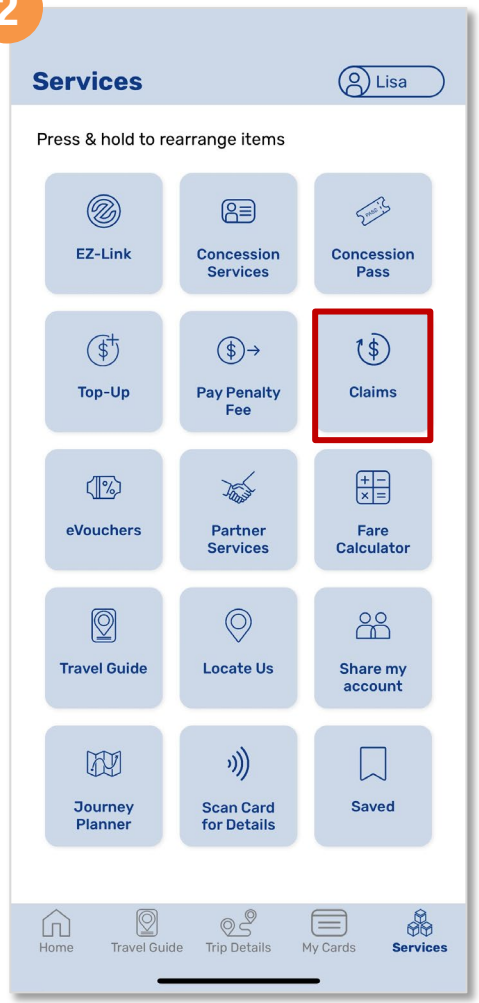
Check Your Claim Status

1



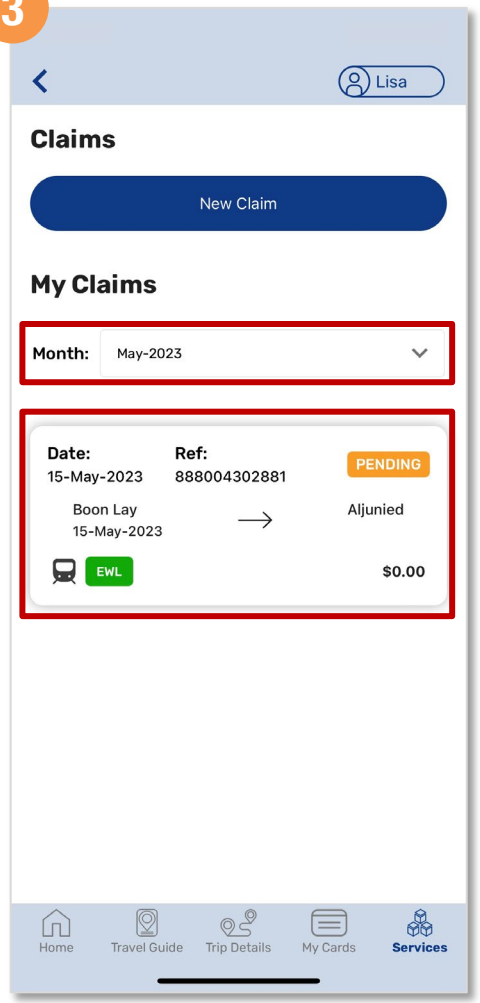
Tap ‘Services’

2



Tap ‘Claims’

3



Claims filed would appear here and you may filter based on the ‘Month’ filed to check your claim status

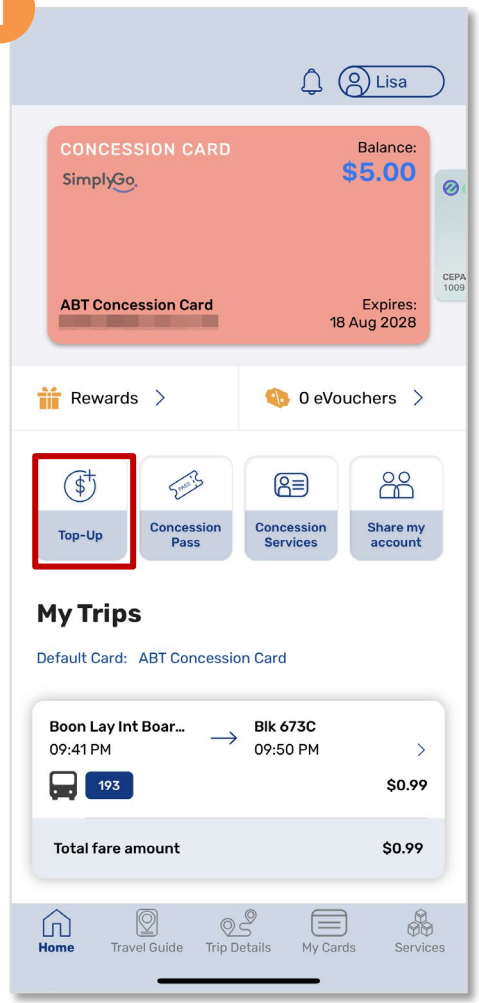
How To

Back to top

Top Up SimplyGo EZ-Link And Concession Cards

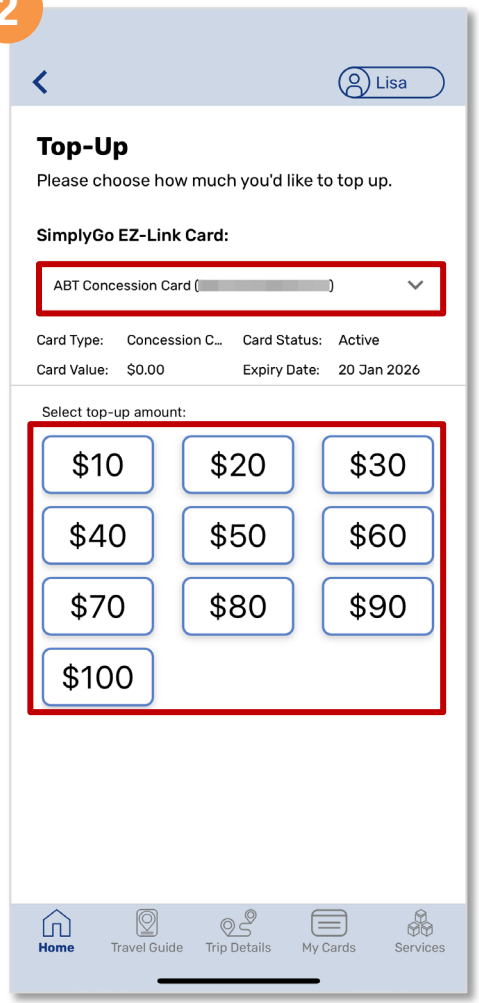
(Method 1)

1



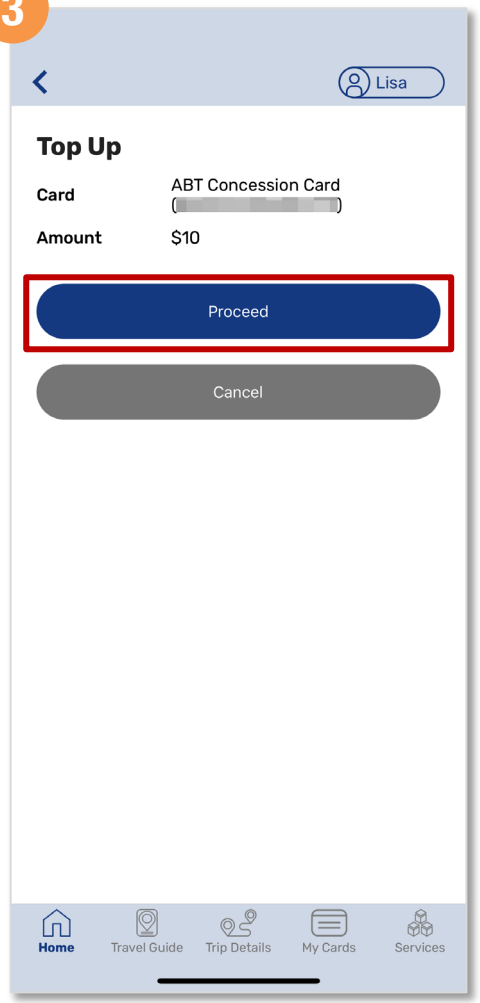
Tap ‘Top-Up’

2



Select the card and amount you wish to top up

3



Once done, tap ‘Proceed’

continued on next page >

How To

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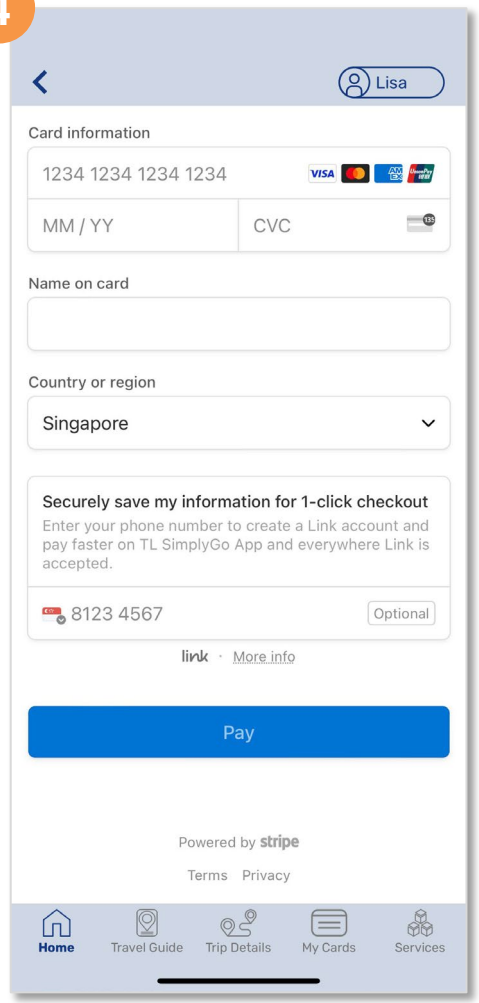
Top Up SimplyGo EZ-Link And Concession Cards

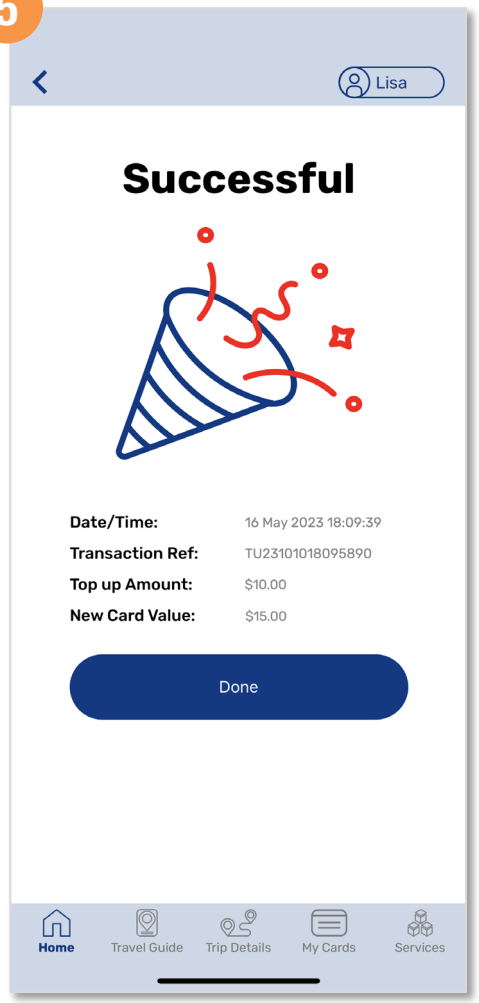
(Method 1)

4



Enter payment details

5



You have successfully topped up your card

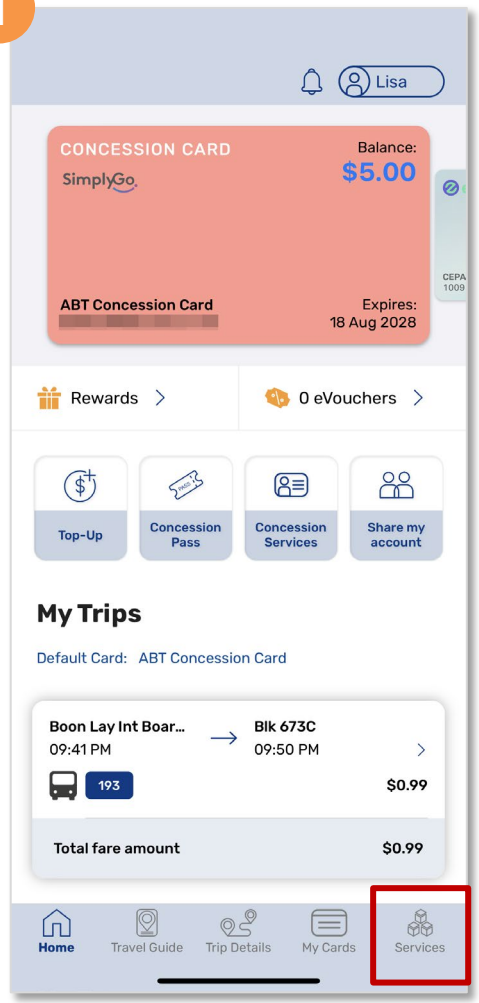
How To

Back to top

Top Up SimplyGo EZ-Link And Concession Cards

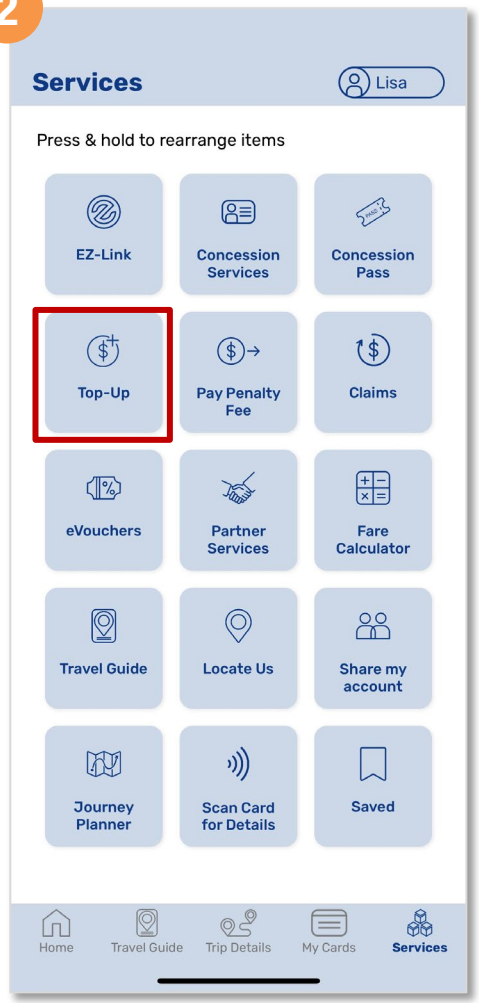
(Method 2)

1



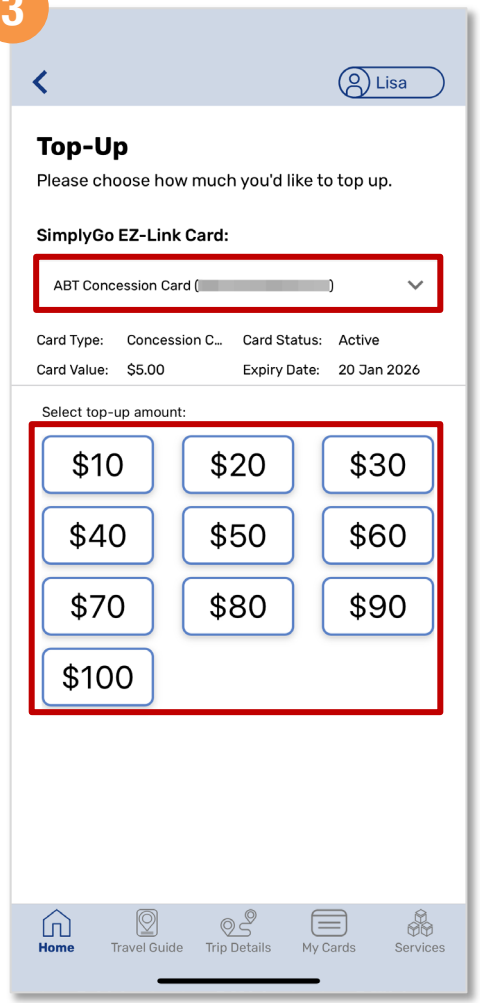
Tap ‘Services’

2



Tap ‘Top-Up’

3



Select the card and amount you wish to top up

continued on next page >

How To

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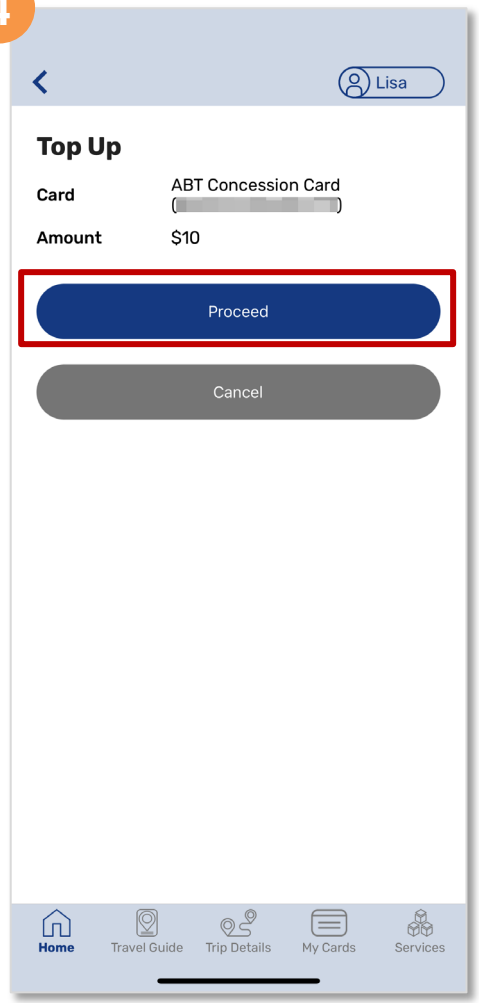
Top Up SimplyGo EZ-Link And Concession Cards

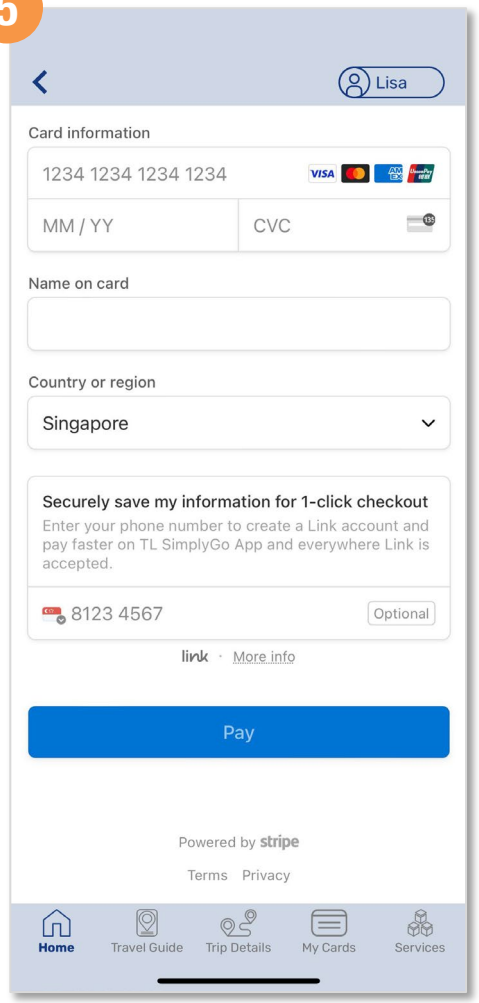
(Method 2)

4



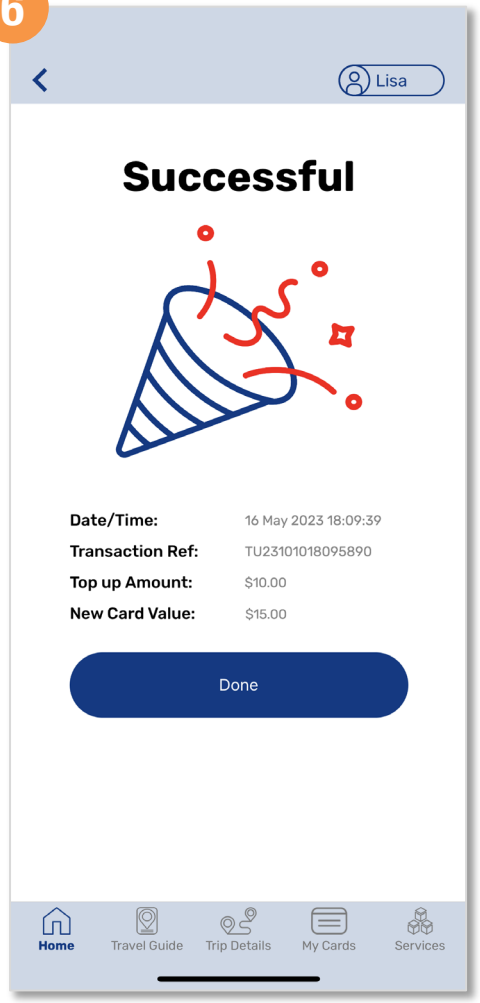
Once done, tap ‘Proceed’

5



Enter payment details

6



You have successfully topped up your card

How To

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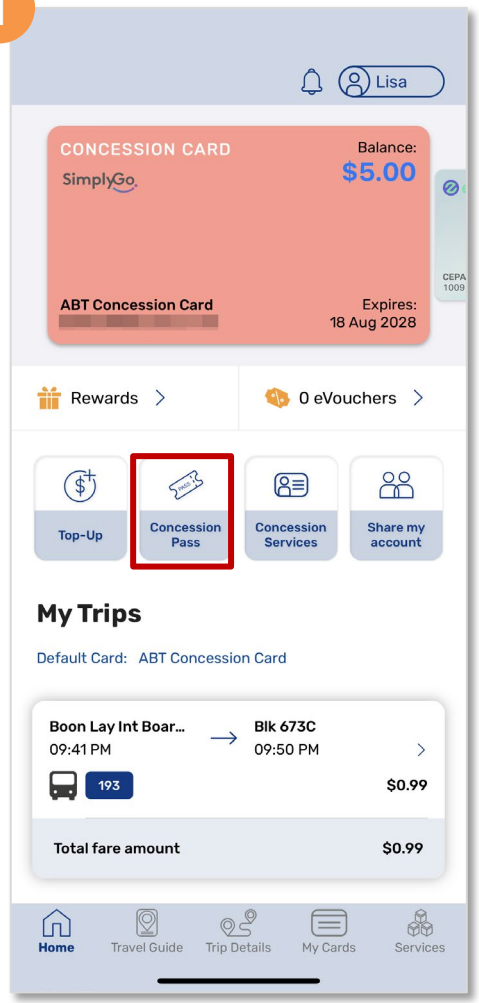
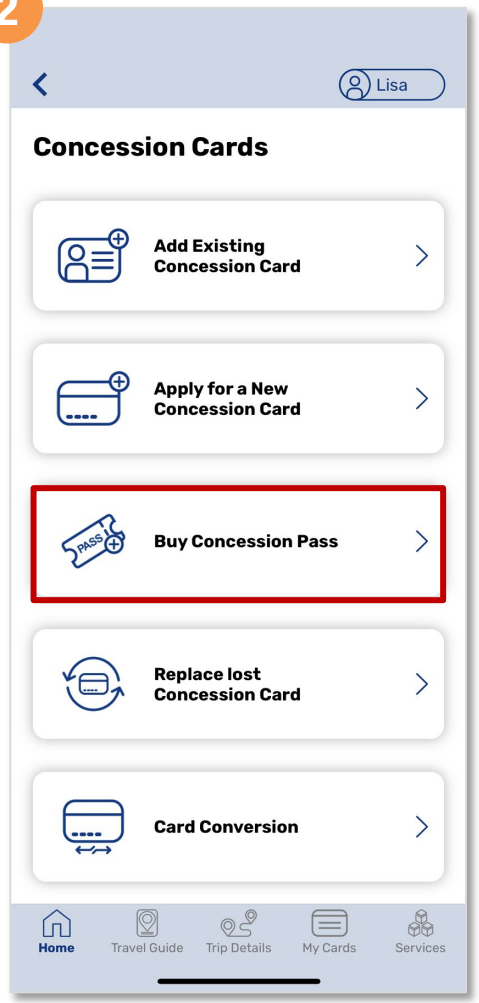
Purchase Monthly Concession Pass *(Method 1)*

1



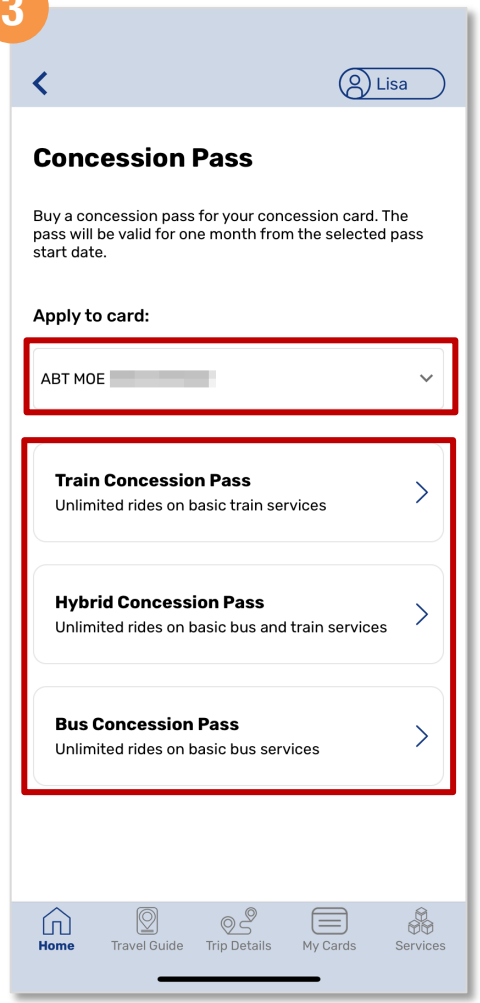
Tap ‘Concession Pass’

2



Tap ‘Buy Concession Pass’

3



Select the card you wish to purchase the concession pass for and the concession pass type

continued on next page >

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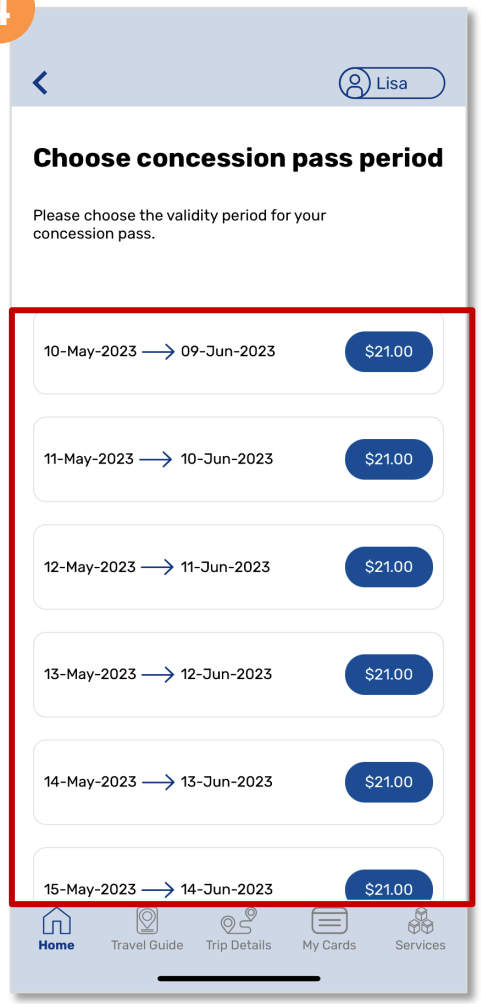
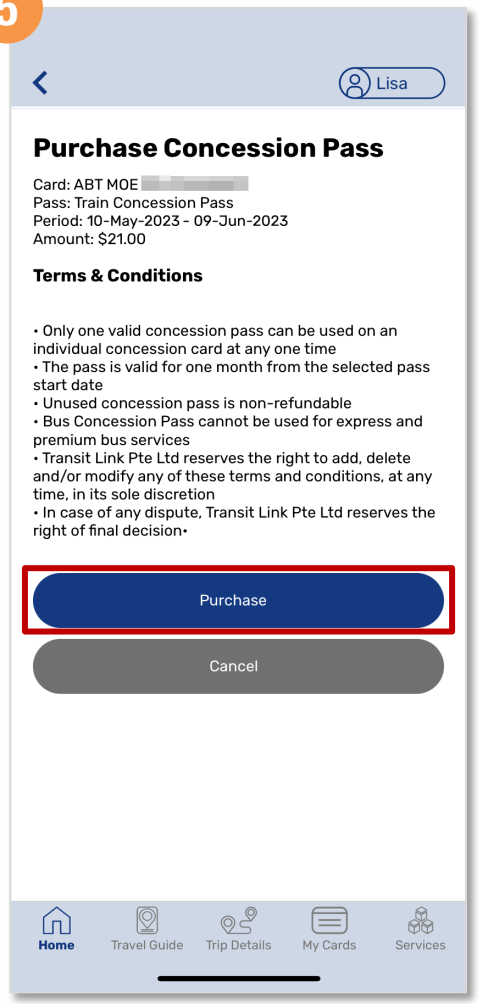
Purchase Monthly Concession Pass *(Method 1)*

4



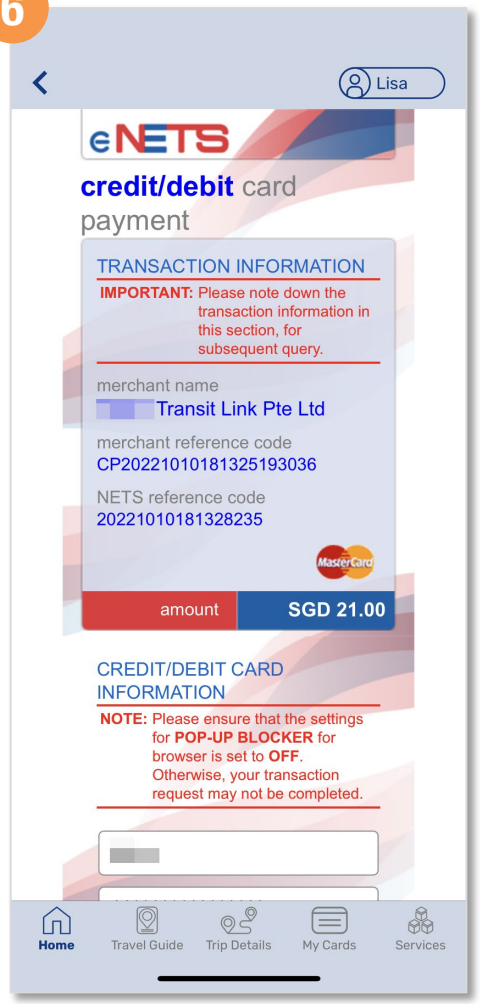
Select the concession pass period

5



Tap 'Purchase' to proceed

6



Scroll down and enter your payment details

continued on next page >

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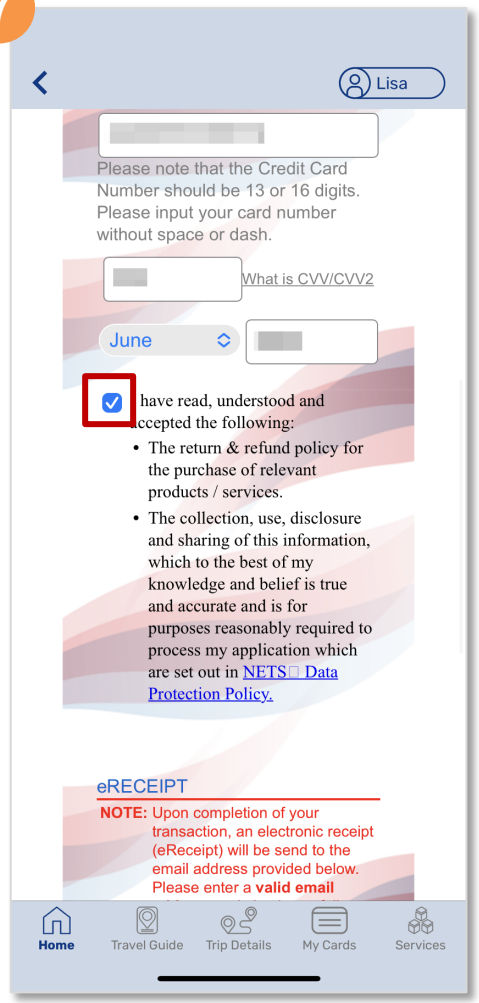
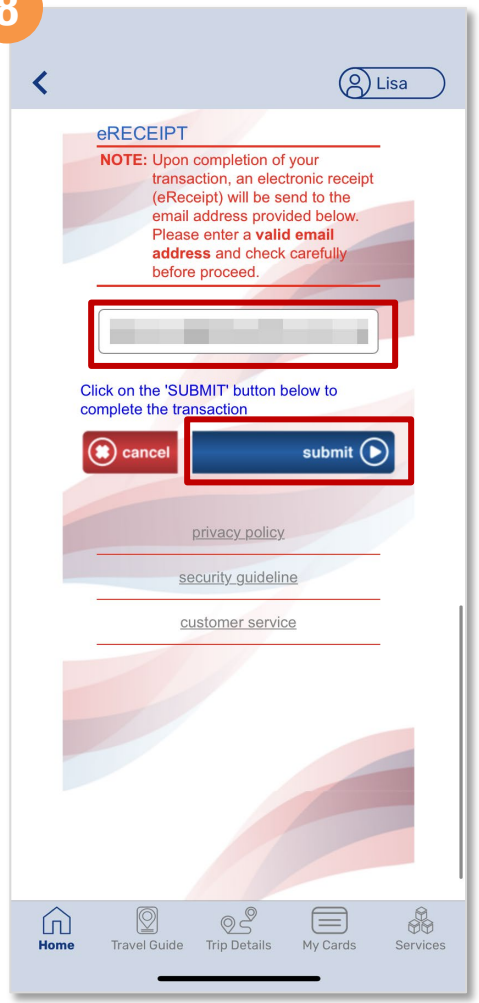
Purchase Monthly Concession Pass *(Method 1)*

7



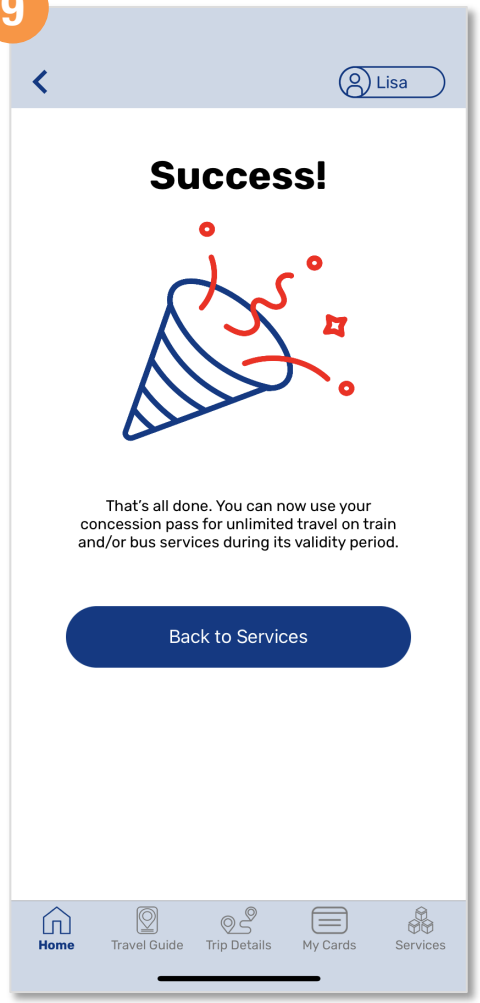
Tap the 'Check box' to give consent

8



Enter a valid email address and tap 'Submit'

9



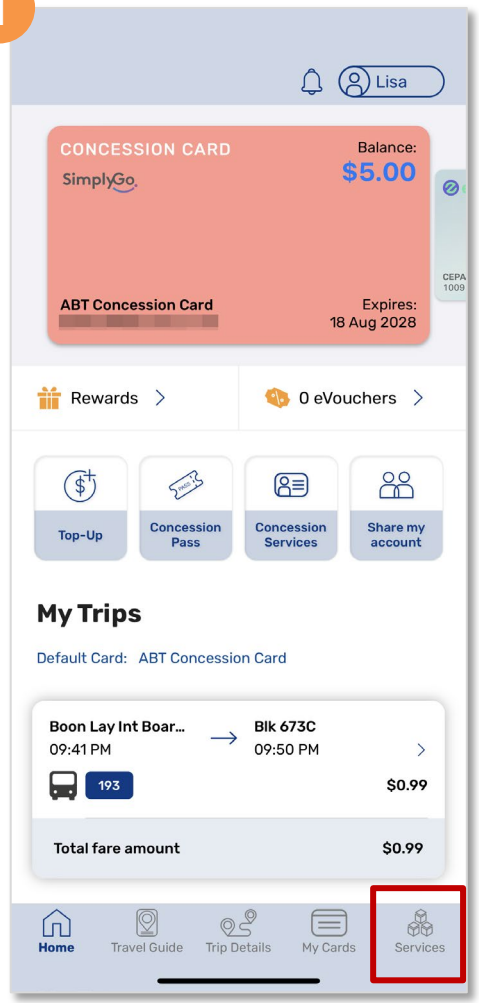
You have successfully purchased your concession pass

How To

Back to top

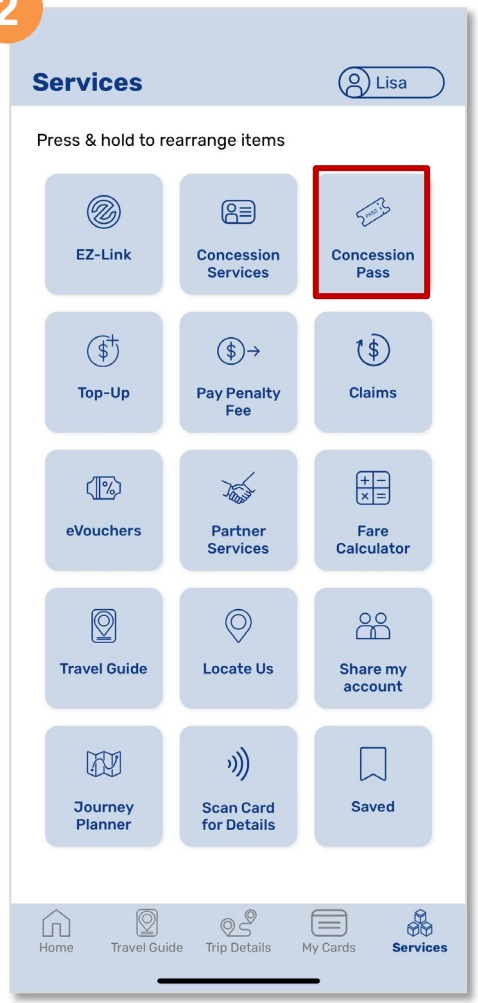
Purchase Monthly Concession Pass *(Method 2)*

1



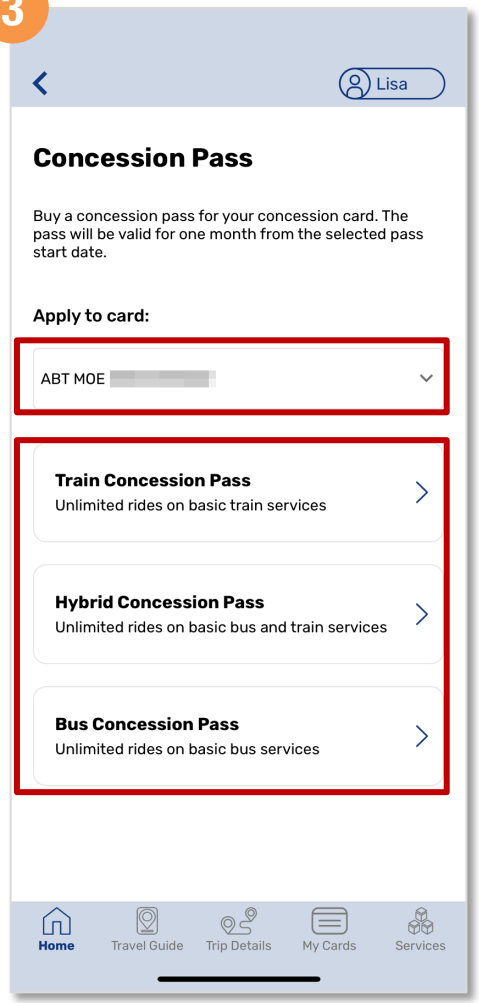
Tap ‘Services’

2



Tap ‘Concession Pass’

3



Select the card you wish to purchase the concession pass for and the concession pass type

continued on next page >

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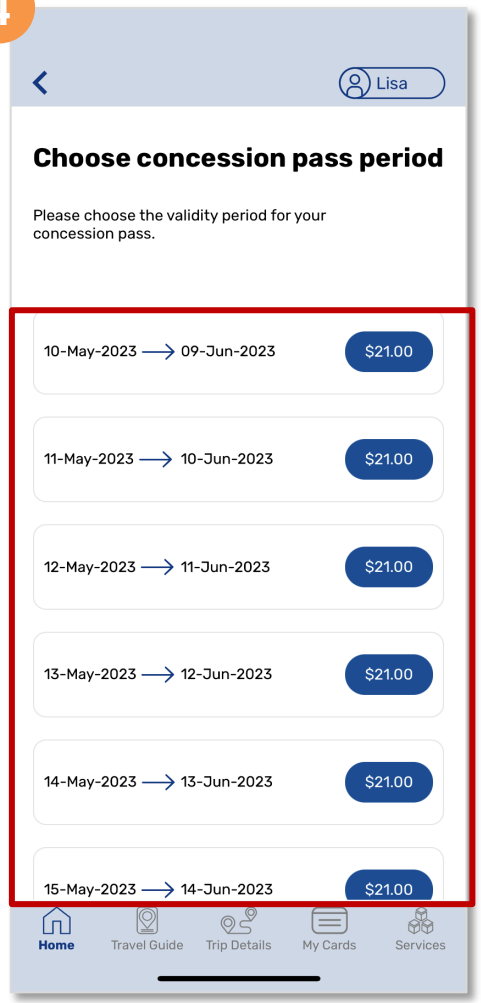
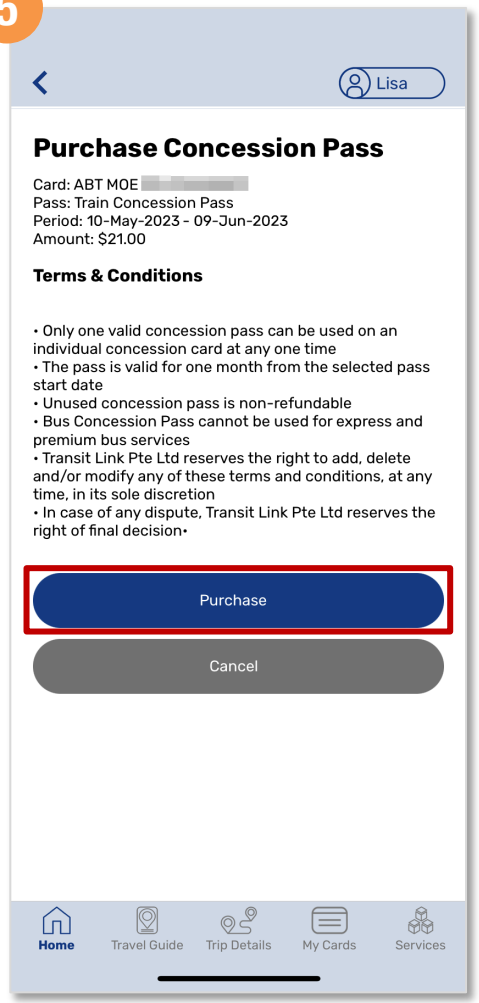
Purchase Monthly Concession Pass *(Method 2)*

4



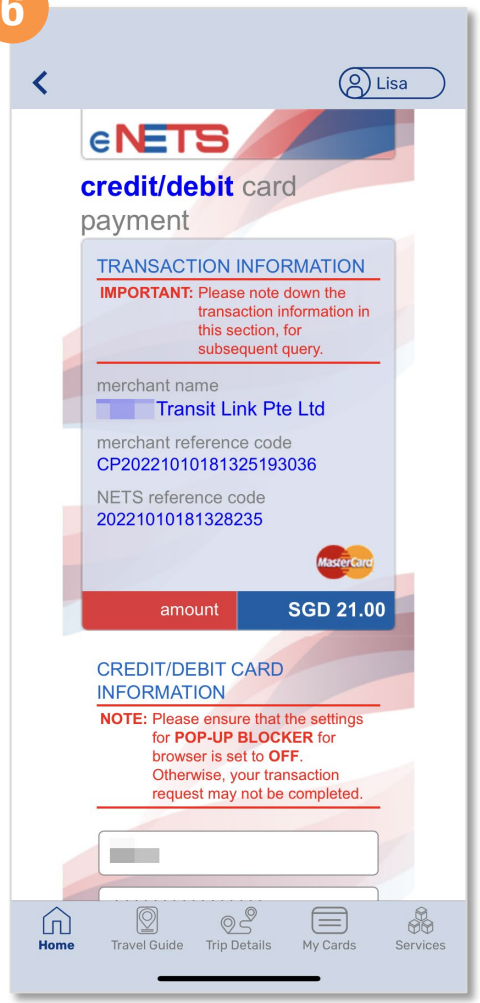
Select the concession pass period

5



Tap 'Purchase' to proceed

6



Scroll down and enter your credit /debit card details

continued on next page >

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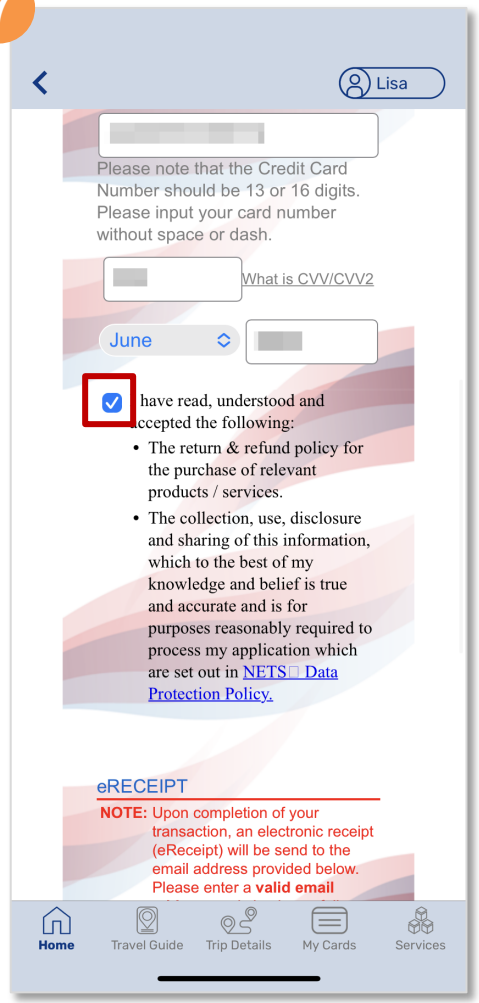
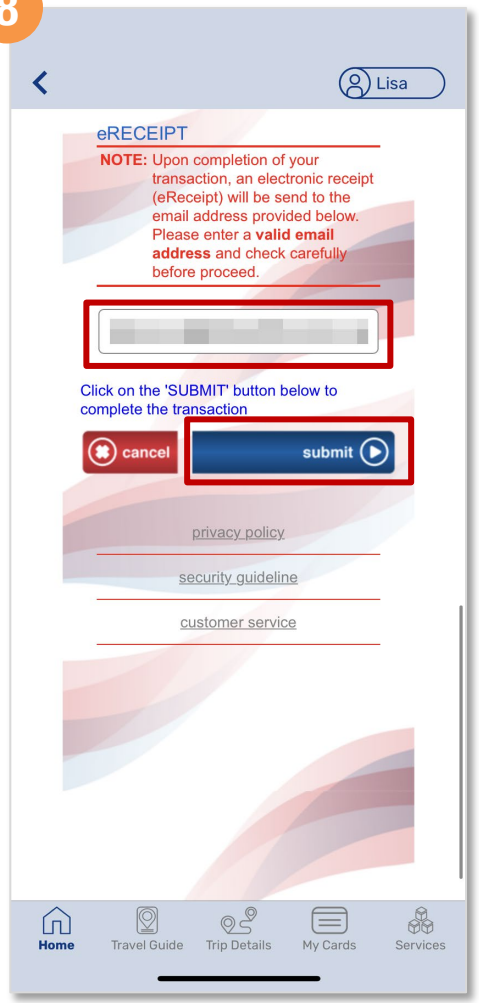
Purchase Monthly Concession Pass *(Method 2)*

7



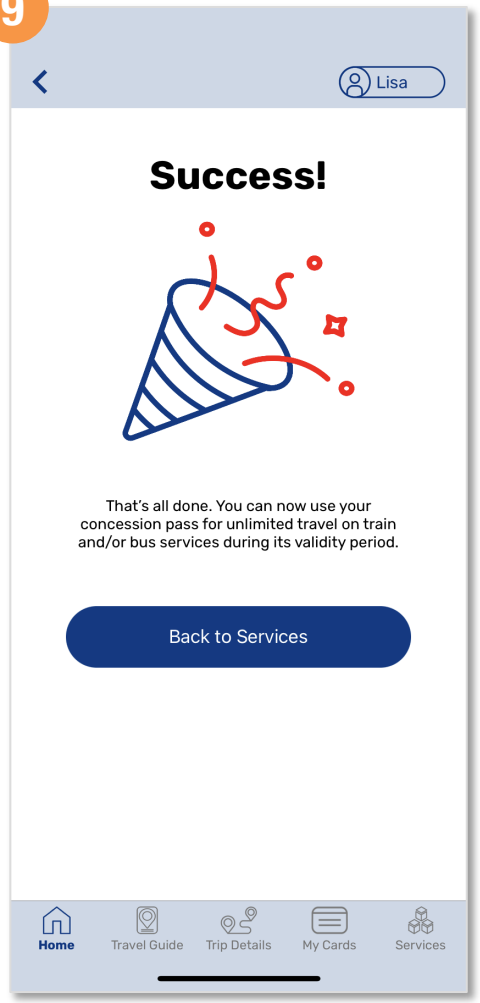
Tap the 'Check box' to give consent

8



Enter a valid email address and tap 'Submit'

9



You have successfully purchased your concession pass

How To

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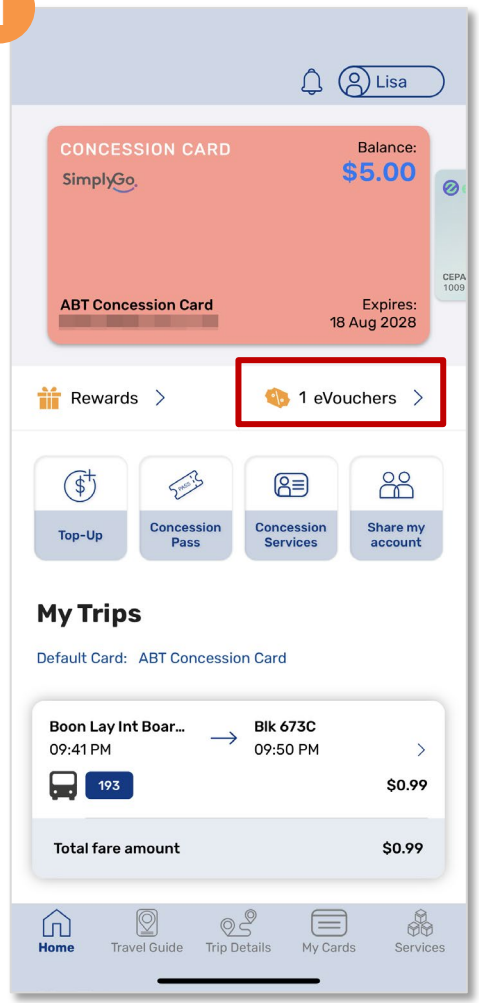
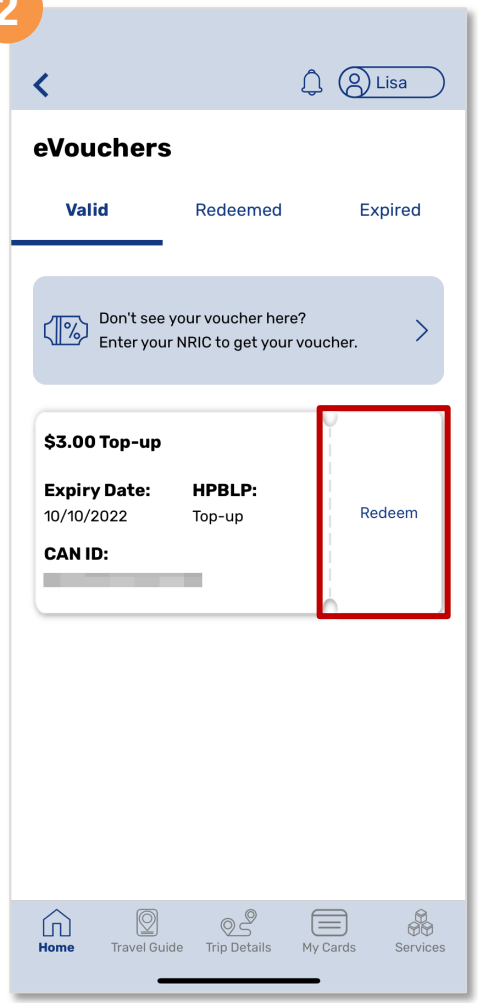
Redeem An eVoucher To Your SimplyGo EZ-Link And Concession Cards

1



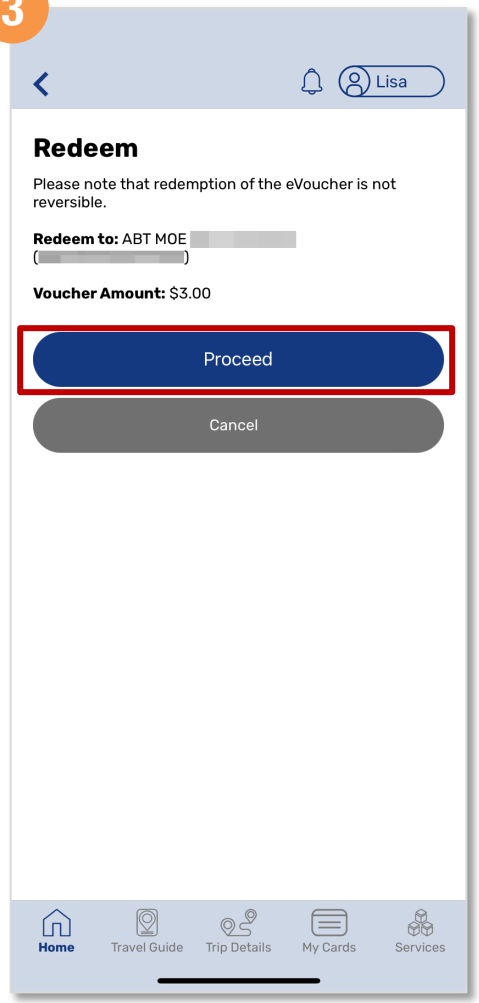
Tap ‘eVouchers’

2



Tap ‘Redeem’

3



Then tap ‘Proceed’

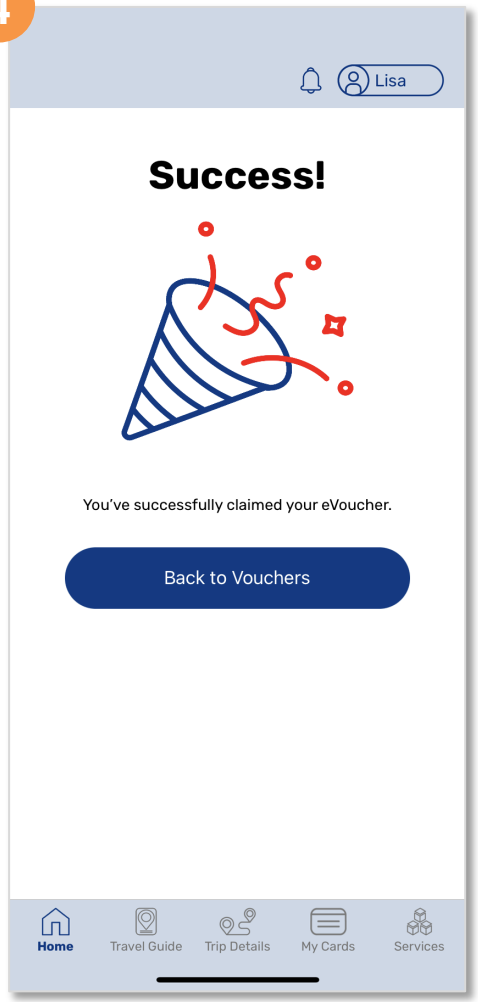
continued on next page >

How To

Back to top

Redeem An eVoucher To Your SimplyGo EZ-Link And Concession Cards

4



You have successfully redeemed your eVoucher

How To

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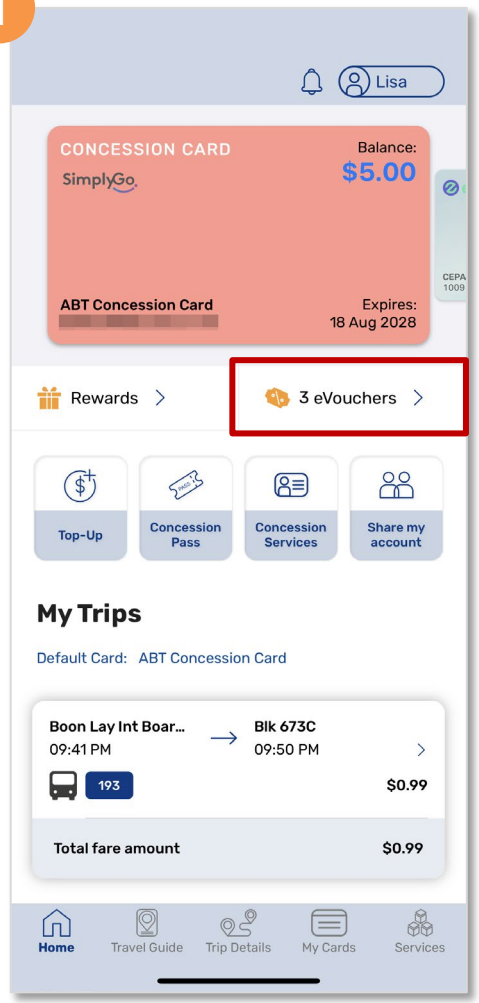
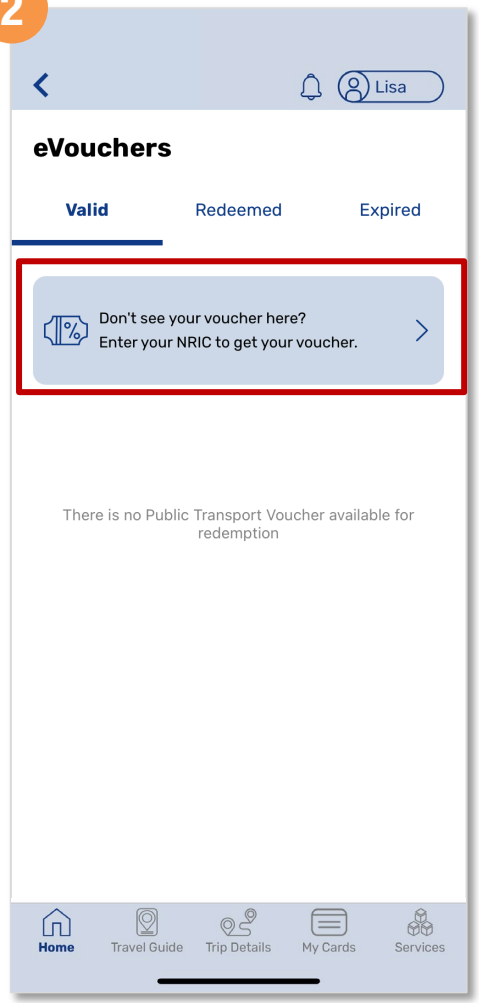
Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards

1



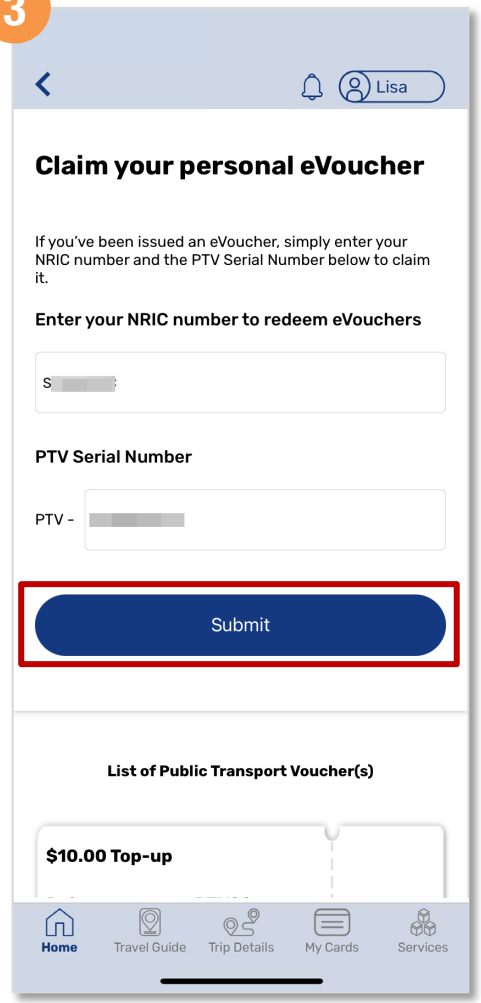
Tap ‘eVouchers’

2



Tap the blue box

3



Enter your NRIC number and Public Transport Voucher Serial Number, then tap ‘Submit’

continued on next page >

How To

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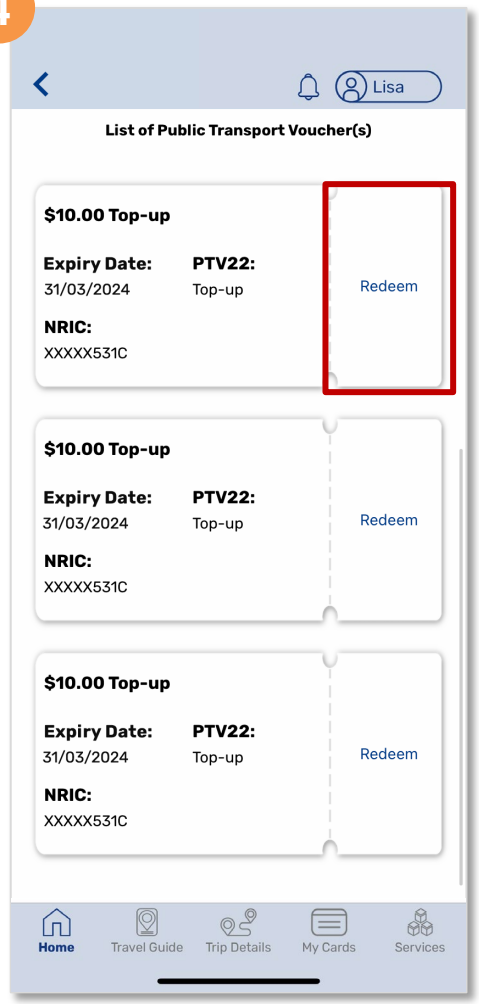
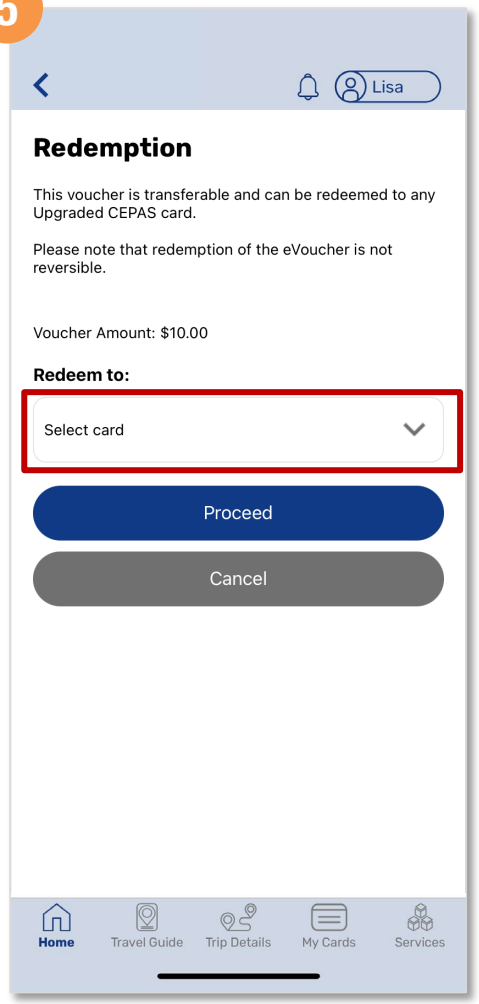
Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards

4



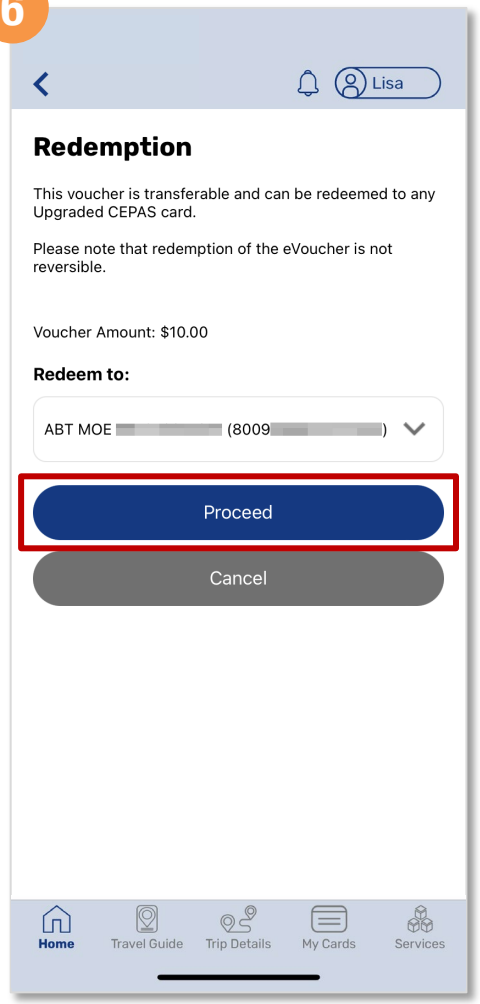
Tap ‘Redeem’ for the eVoucher you wish to redeem

5



Select the card you wish to redeem the eVoucher to

6



Then tap ‘Proceed’

continued on next page >

How To

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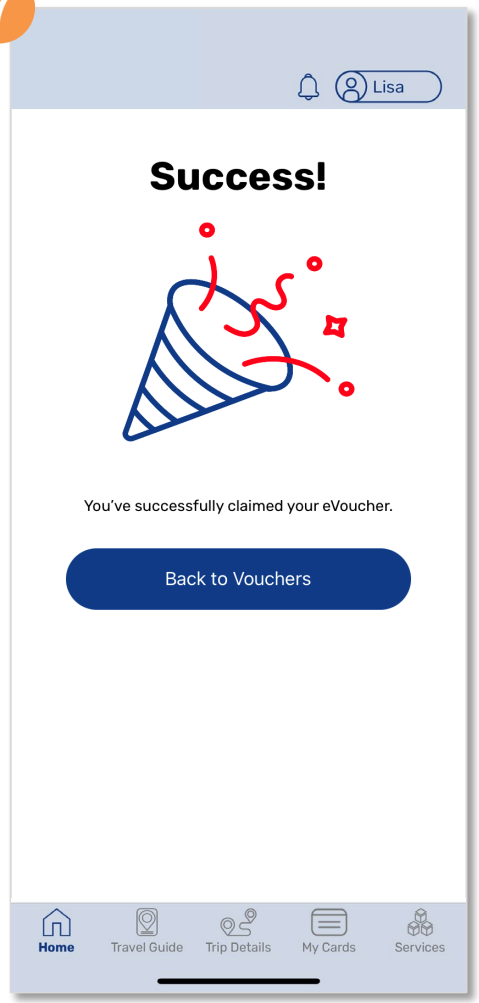
Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards

7



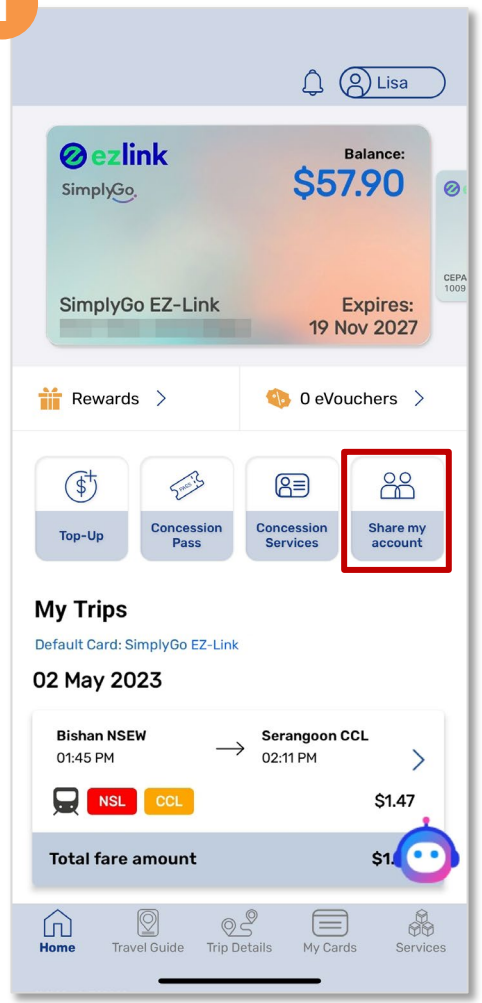
You have successfully redeemed your eVoucher

How To

Back to top

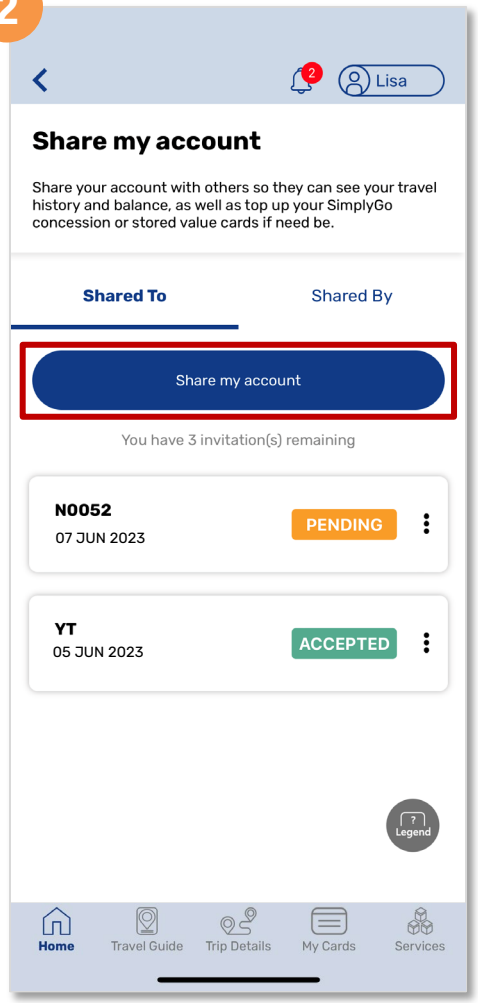
Use The ‘Share My Account’ Feature

1



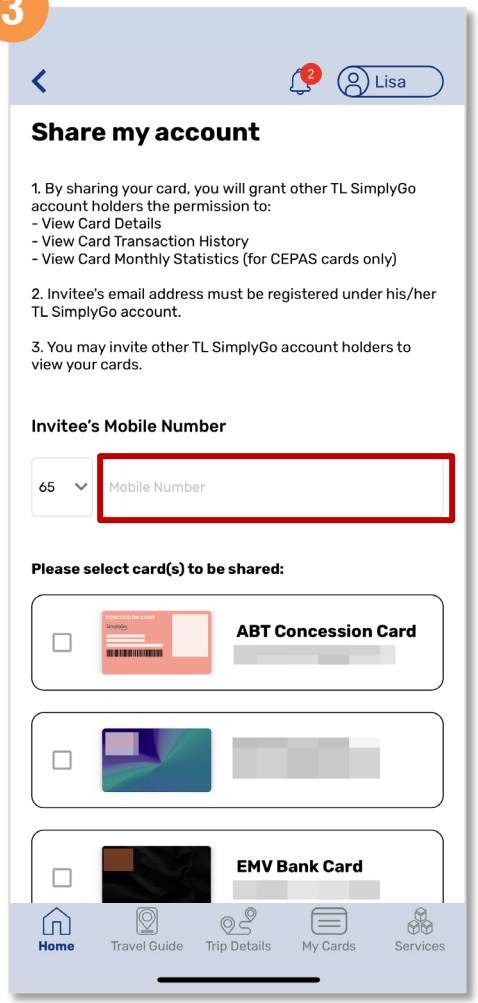
Tap ‘Share my account’

2



Tap ‘Share my account’

3



Enter the mobile number of the account holder you wish to share your account with

continued on next page >

How To

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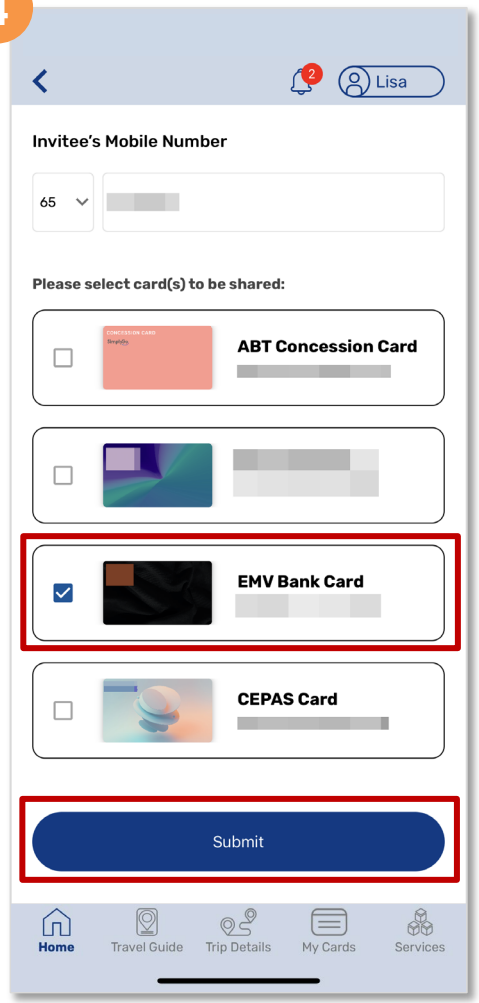
Use The ‘Share My Account’ Feature

4



Select the card you wish to share and tap ‘Submit’

How To

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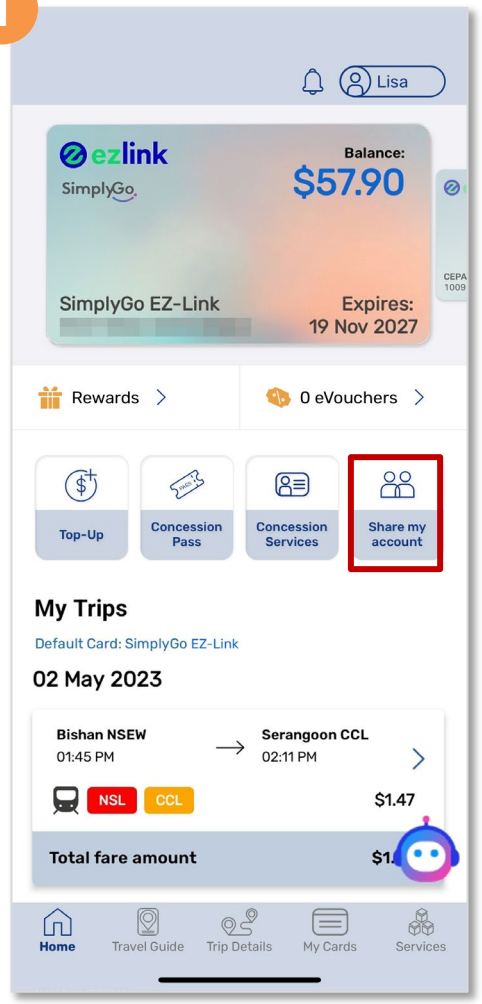
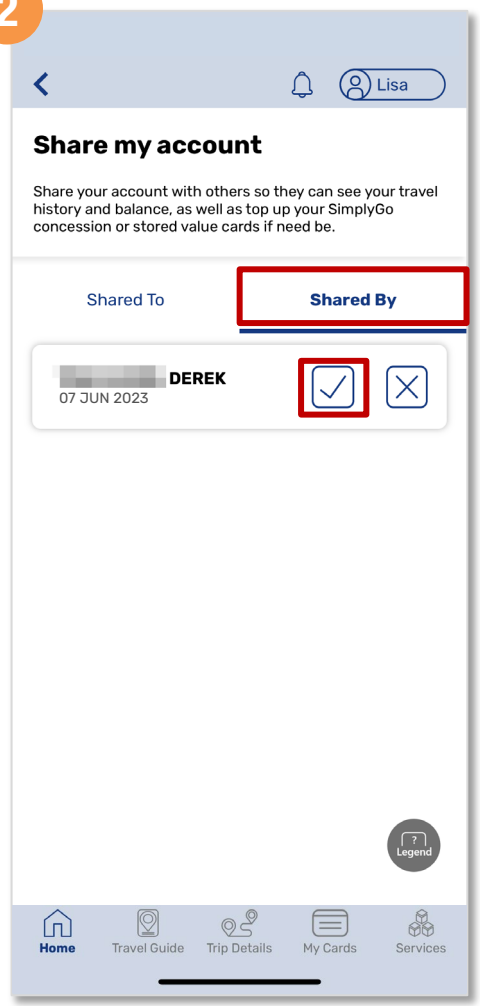
Accept Account(s) Shared By Others

1



Tap ‘Share my account’

2



Tap ‘Shared By’ and tap the ‘tick’ to accept

3

After you accept, you will see the ‘Bin’ icon

continued on next page >

How To

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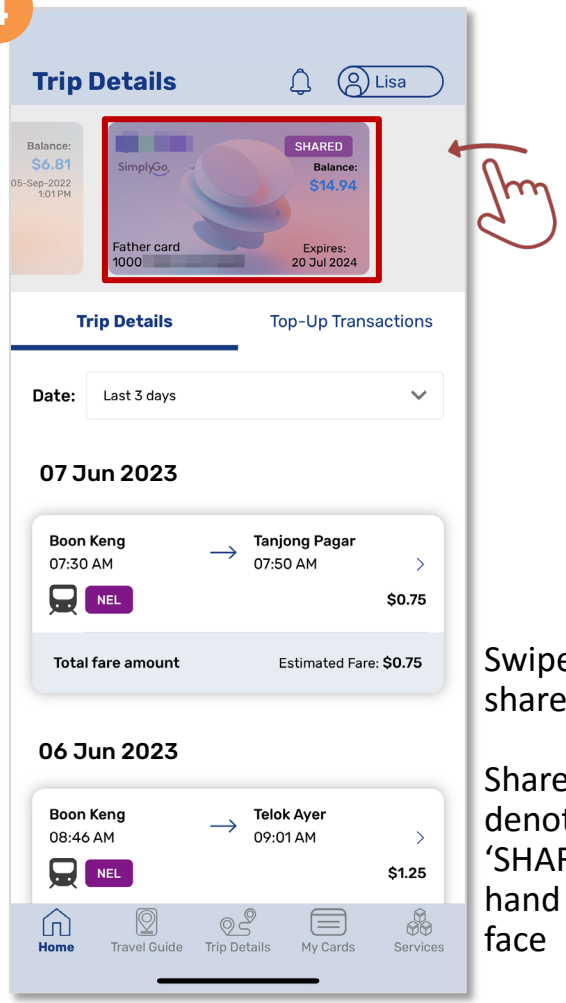
Accept Account(s) Shared By Others

4



Swipe left to locate the shared card/s

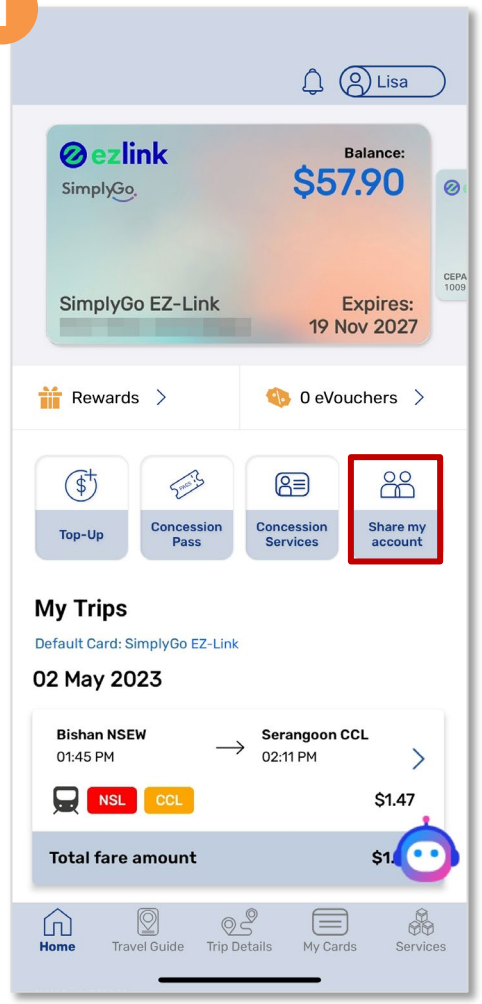
Shared card/s is/are denoted by the word ‘SHARED’ at the top right hand corner of the card face

How To

Back to top

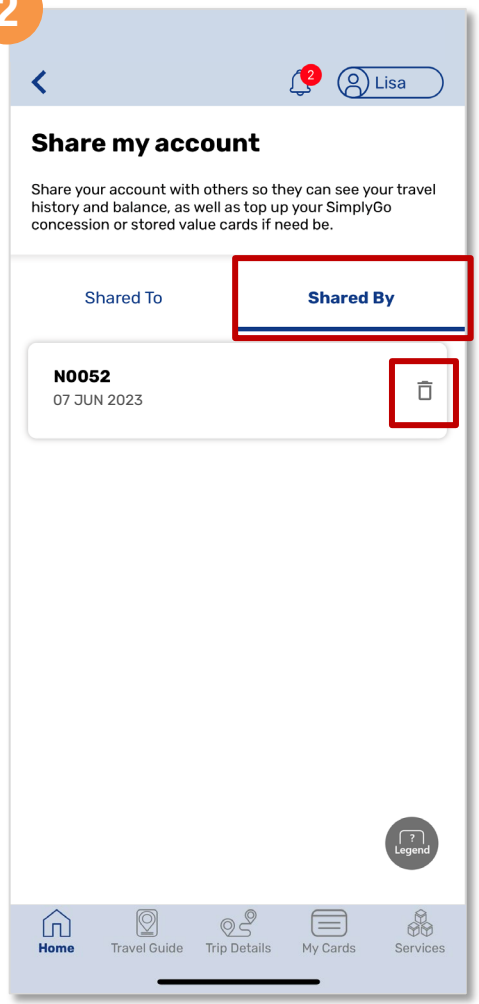
Remove Account Shared By Others

1



Tap ‘Share my account’

2



Tap the ‘Shared By’ tab to view, and the ‘Bin’ icon to remove account shared by others

How To

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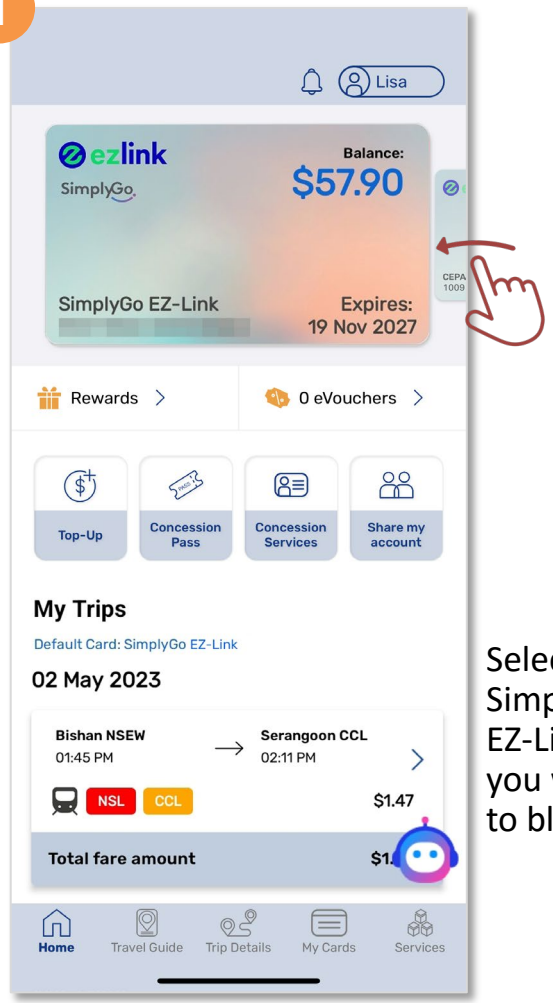
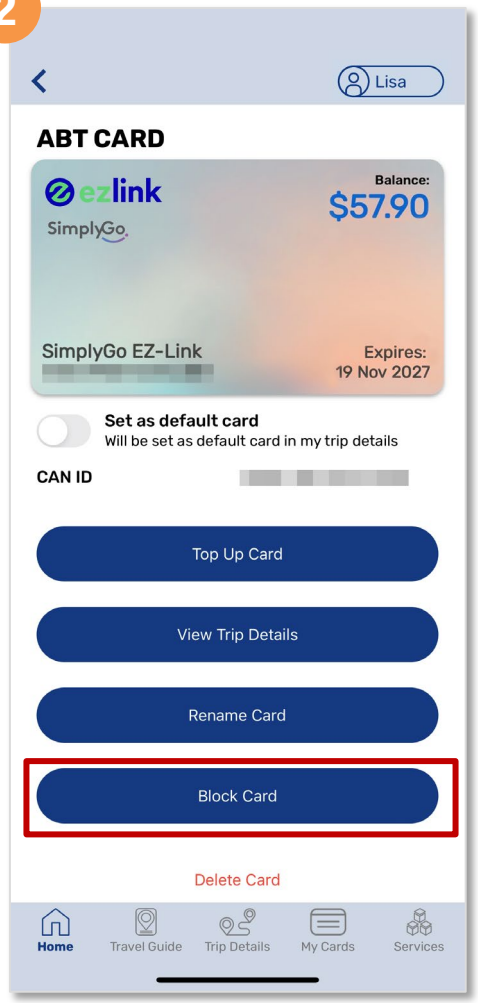
Block SimplyGo EZ-Link cards

1



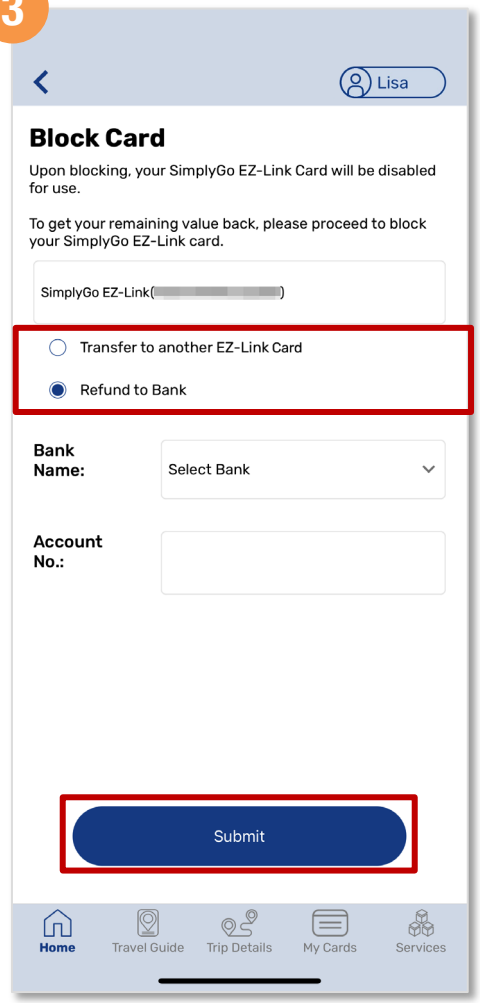
Select the SimplyGo EZ-Link card you wish to block

2



Tap “Block Card”

3



Select the option for card balance to be refunded, then tap “Submit”

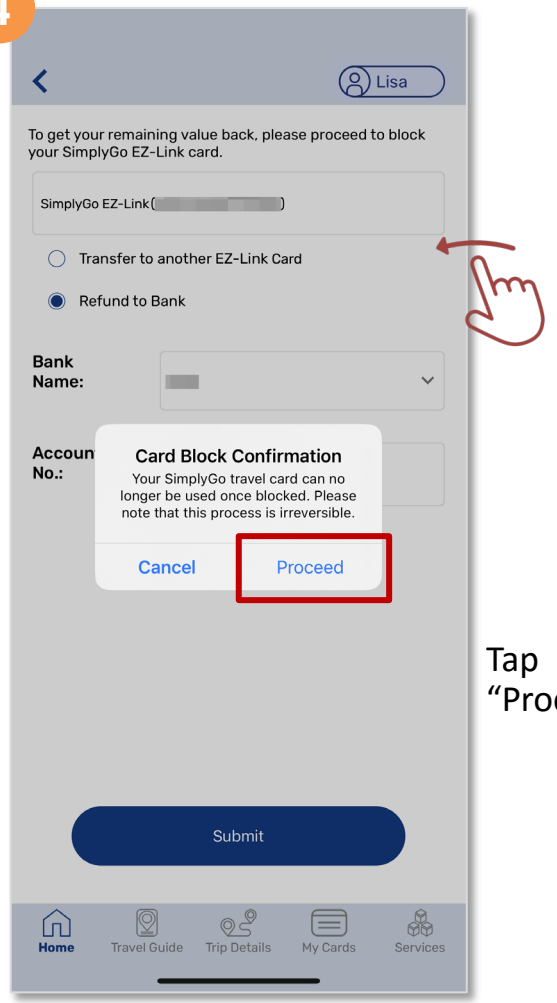
continued on next page >

How To

Back to top

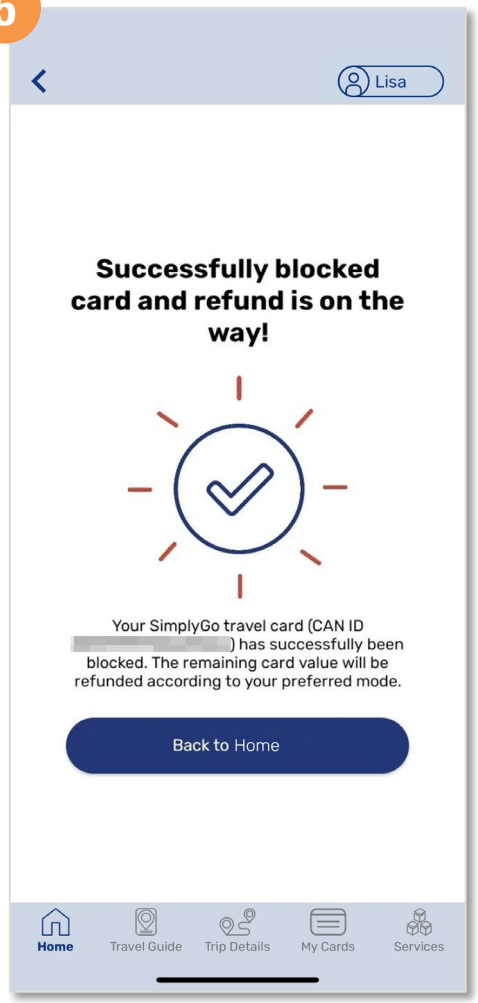
Block SimplyGo EZ-Link cards

4



Tap “Proceed”

5



You have successfully blocked your card

How To

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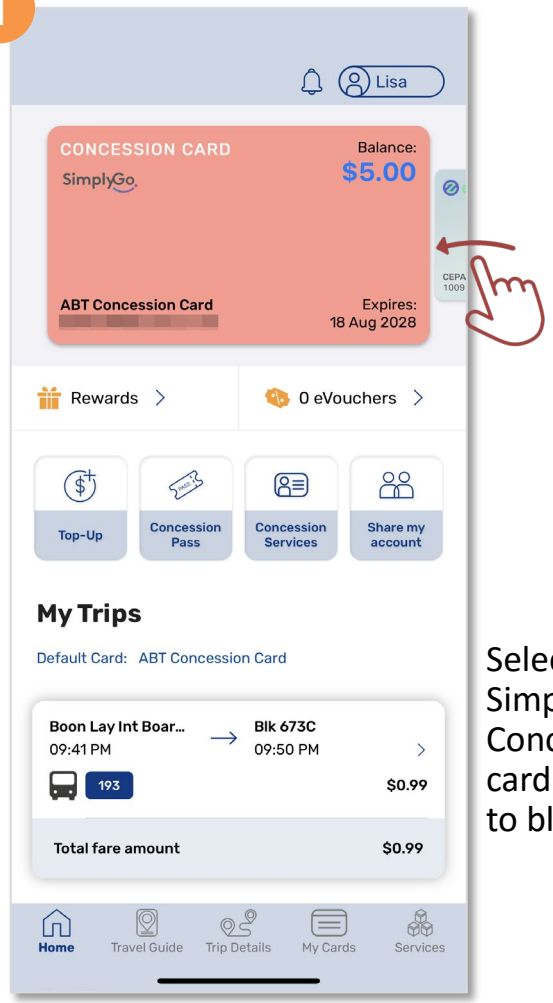
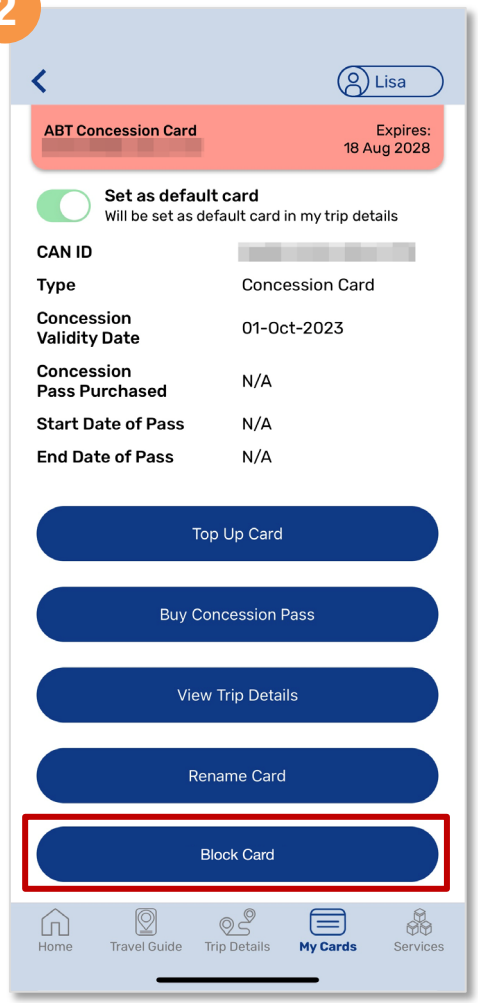
Block SimplyGo Concession cards

1



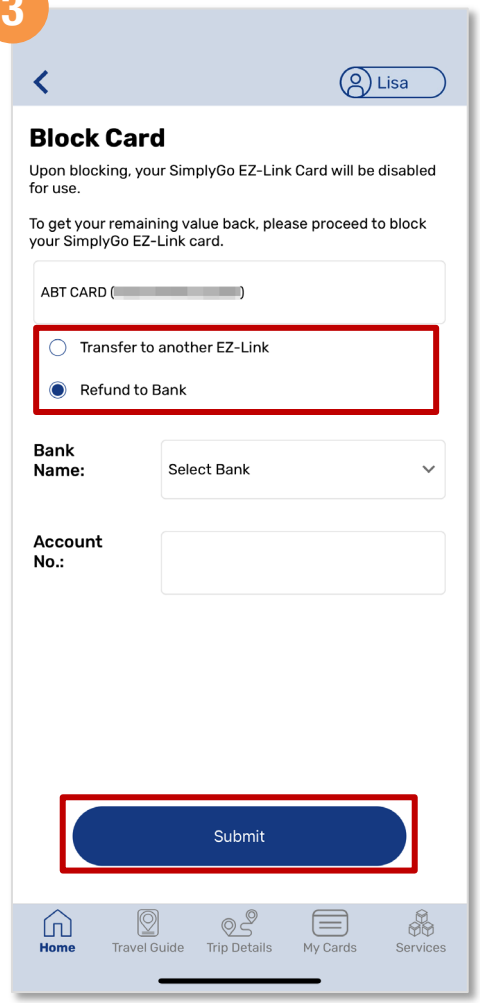
Select the SimplyGo Concession card you wish to block

2



Scroll down and tap “Block Card”

3



Select the option for card balance to be refunded, then tap “Submit”

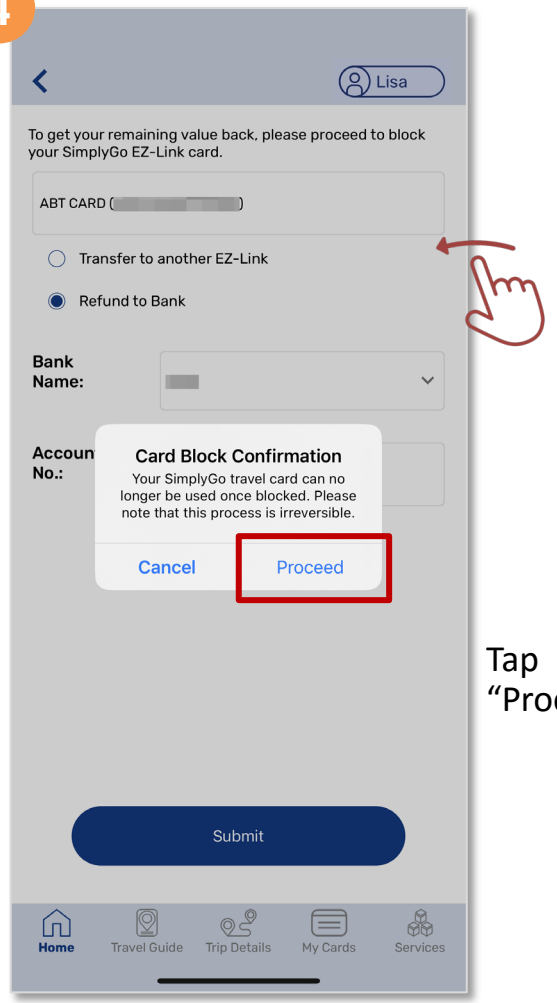
continued on next page >

How To

Back to top

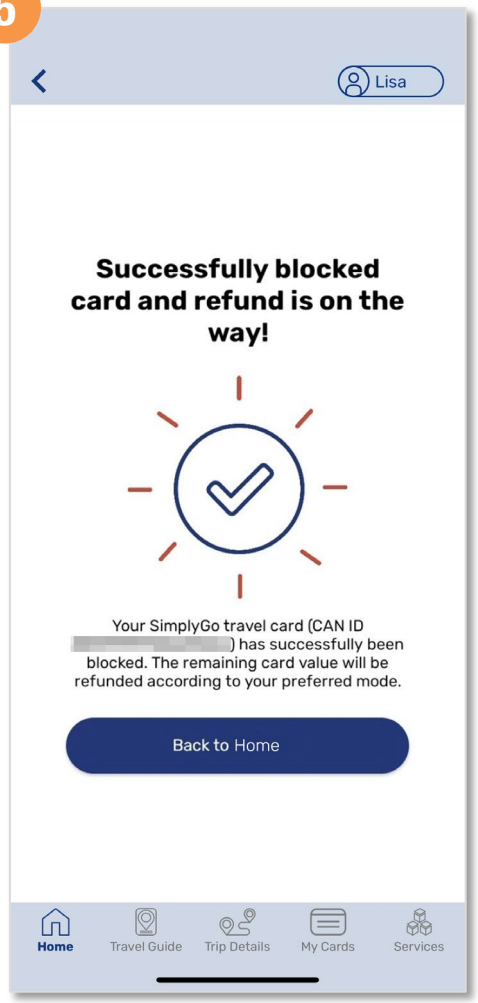
Block SimplyGo Concession cards

4



Tap “Proceed”

5



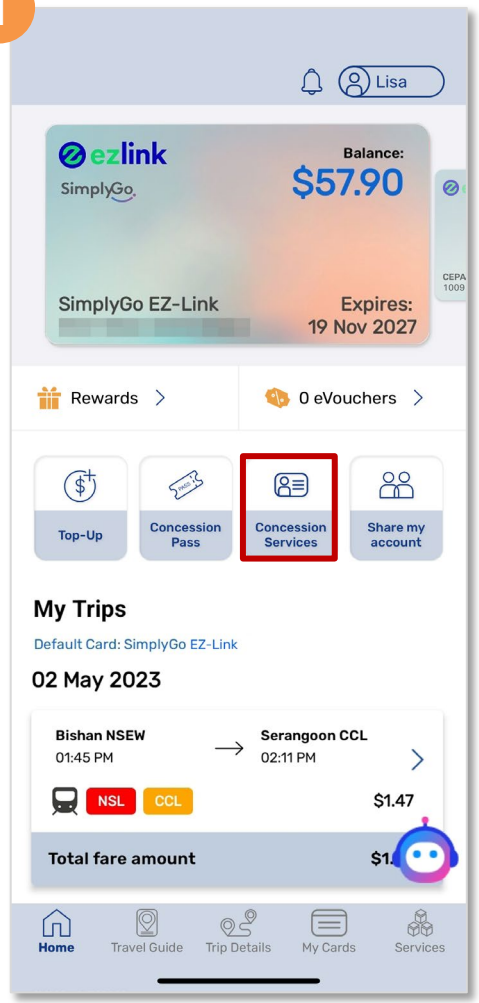
You have successfully blocked your card

How To

Back to top

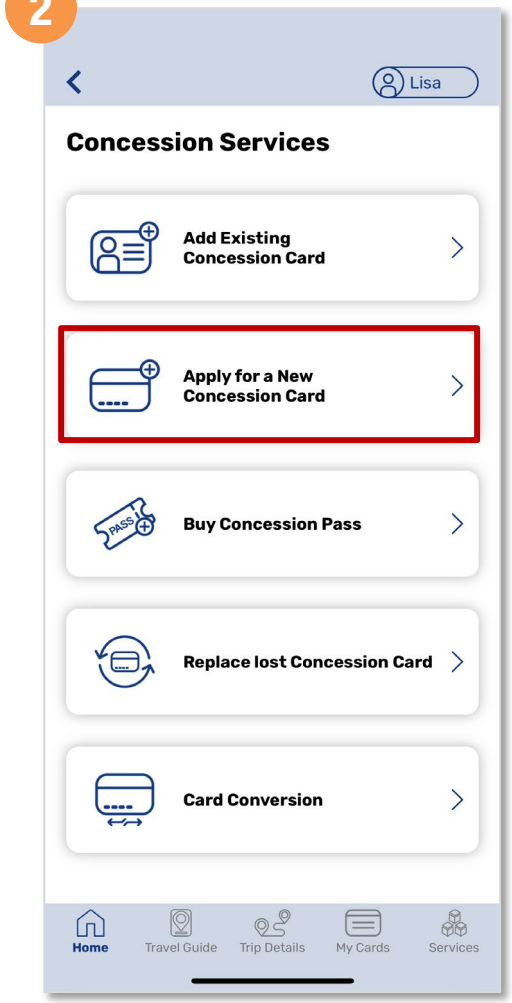
Apply For A New Concession Card *(Method 1)*

1



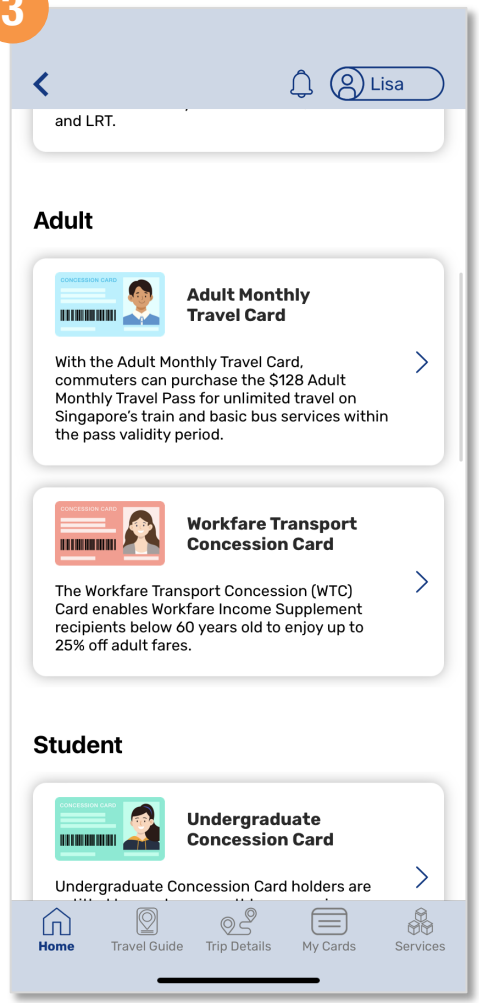
Tap ‘Concession Services’

2



Tap ‘Apply for a New Concession Card’

3



Select the type of concession card you wish to apply

continued on next page >

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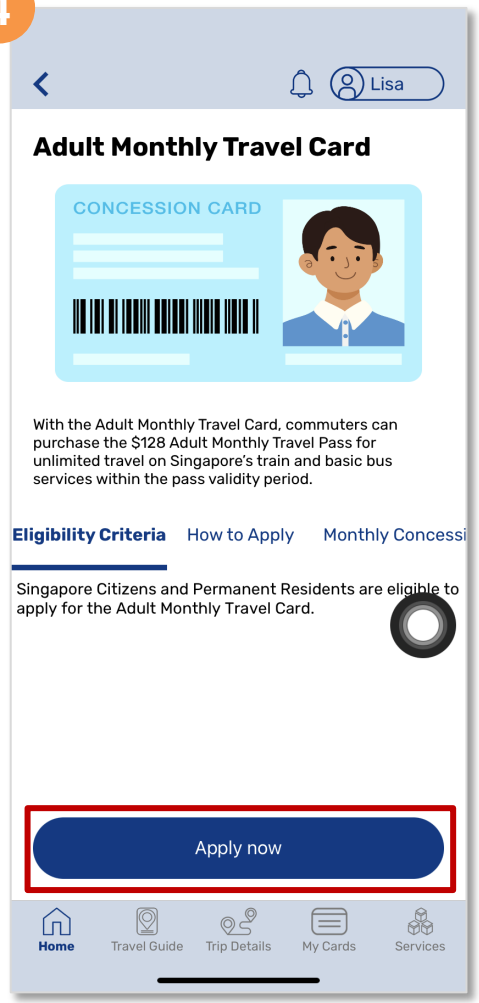
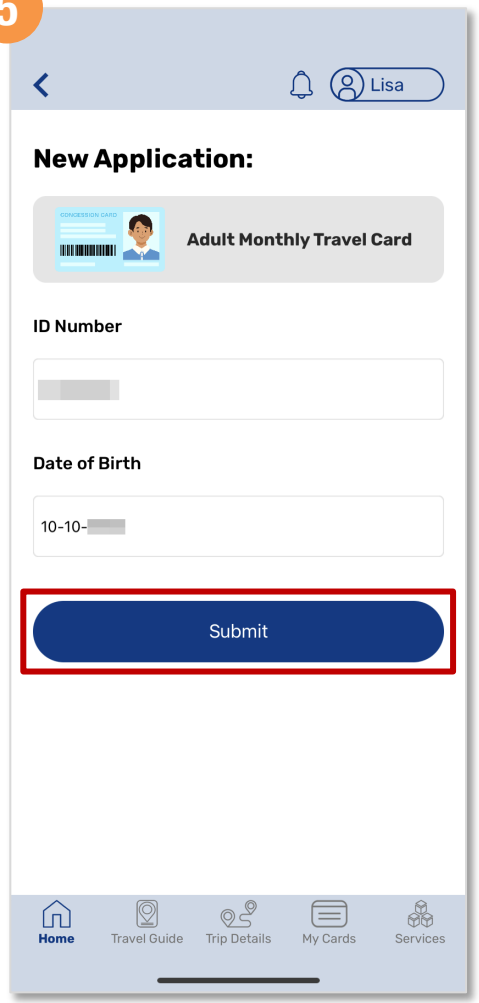
Apply For A New Concession Card *(Method 1)*

4



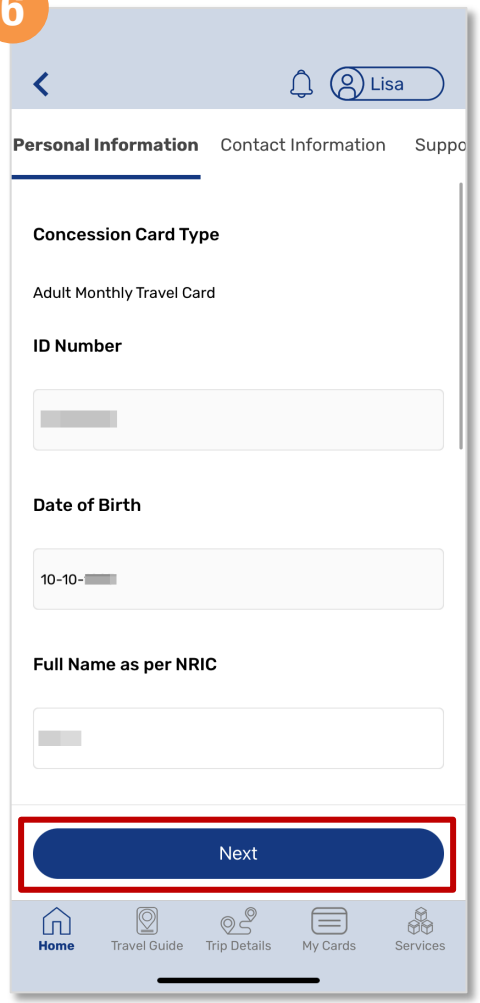
Tap 'Apply now'

5



Enter your details and tap 'Submit'

6



Fill in the requested information and tap 'Next'

continued on next page >

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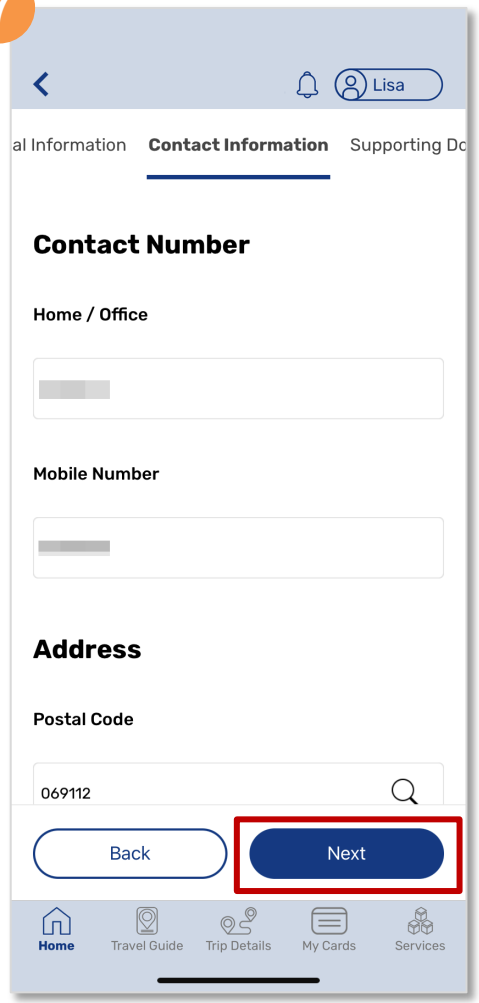
Back to top

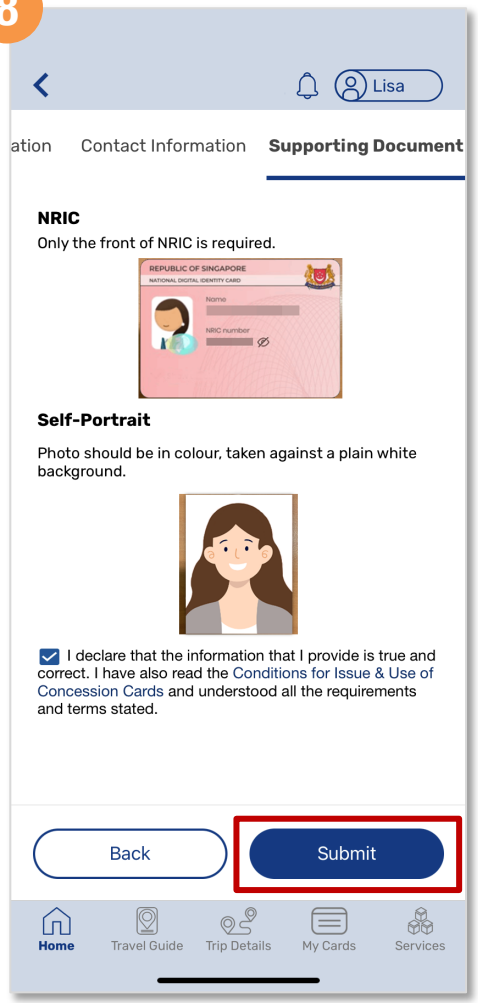
Apply For A New Concession Card *(Method 1)*

7



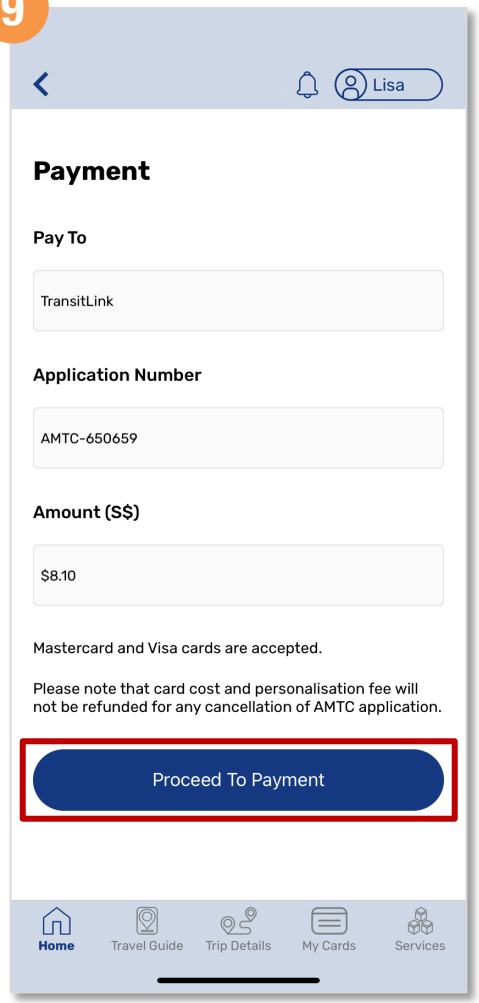
Enter your contact details and tap 'Next'

8



Upload the front image of your NRIC and a passport size photo, then tap 'Submit'

9



Tap 'Proceed To Payment'

continued on next page >

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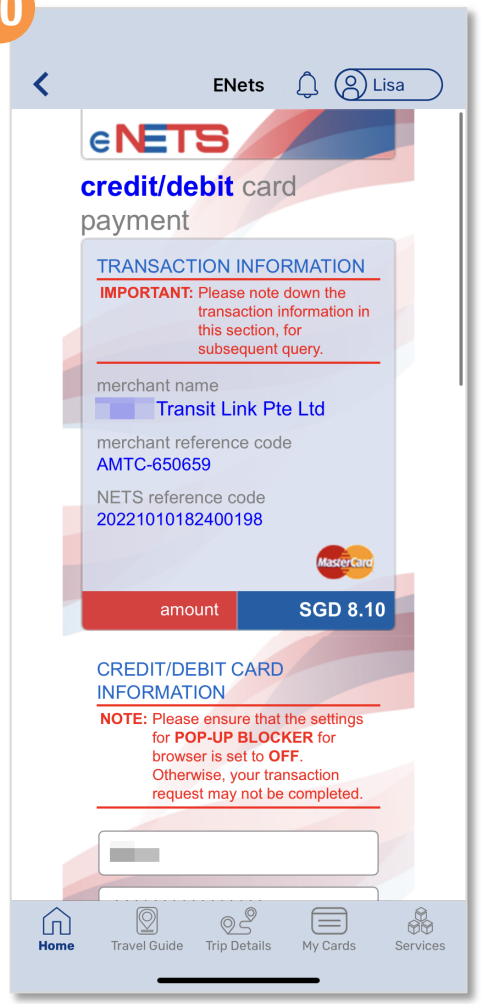
Back to top

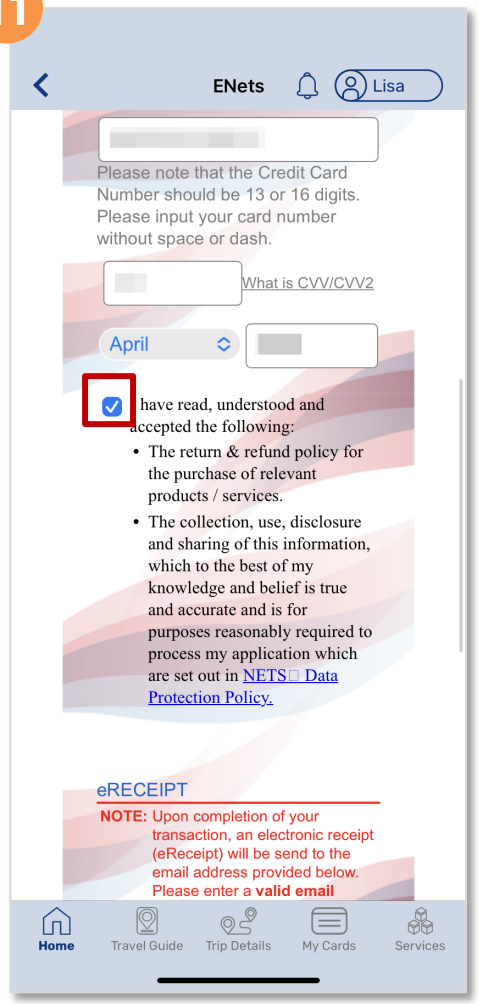
Apply For A New Concession Card *(Method 1)*

10



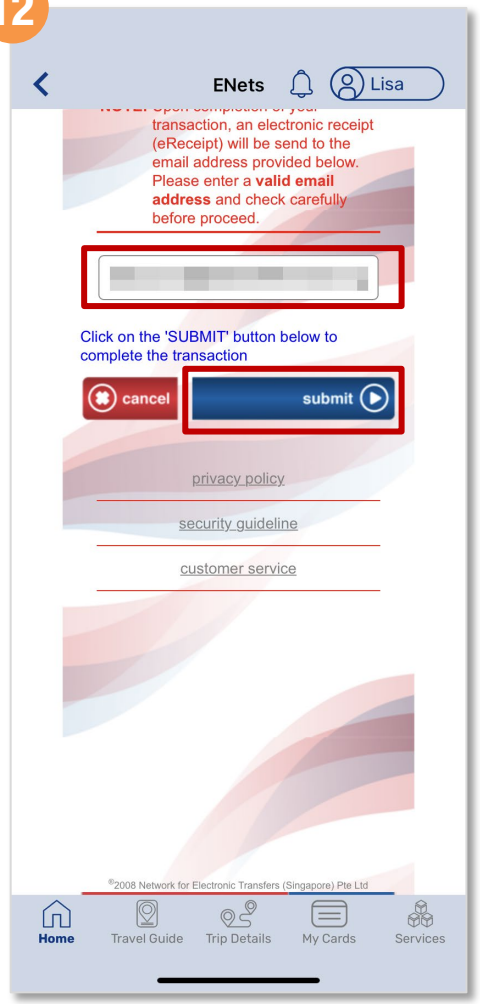
Scroll down and enter your payment details

11



Tap the ‘Check box’ to give consent

12



Enter a valid email address and tap ‘Submit’

continued on next page >

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Apply For A New Concession Card *(Method 1)*

13

You have successfully submitted your application

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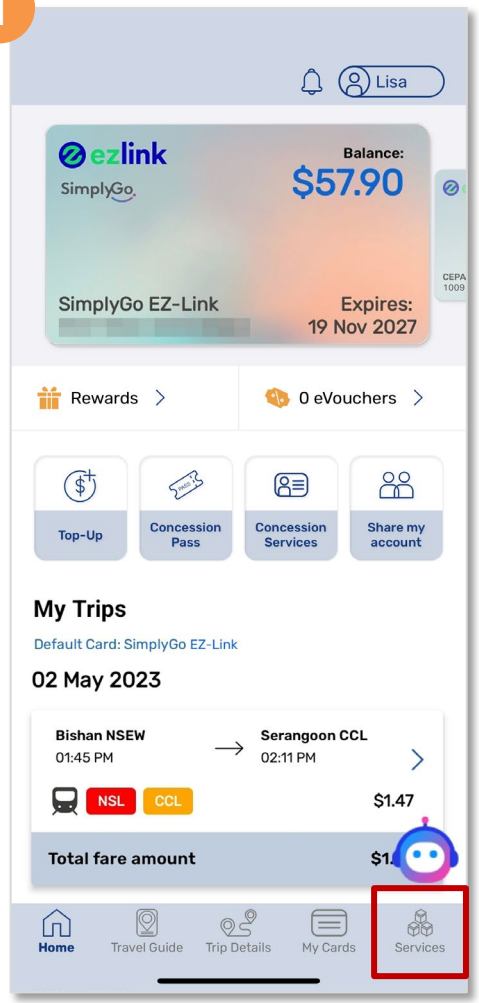
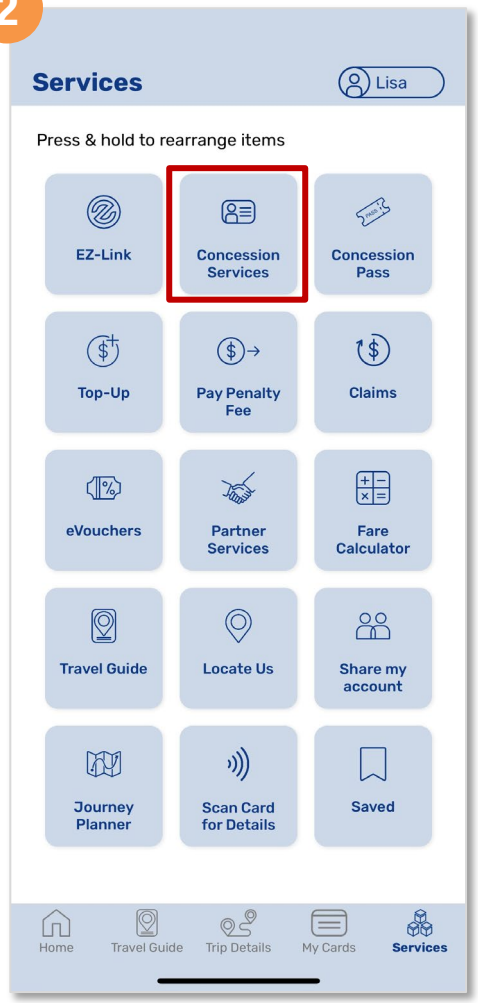
Apply For A New Concession Card *(Method 2)*

1



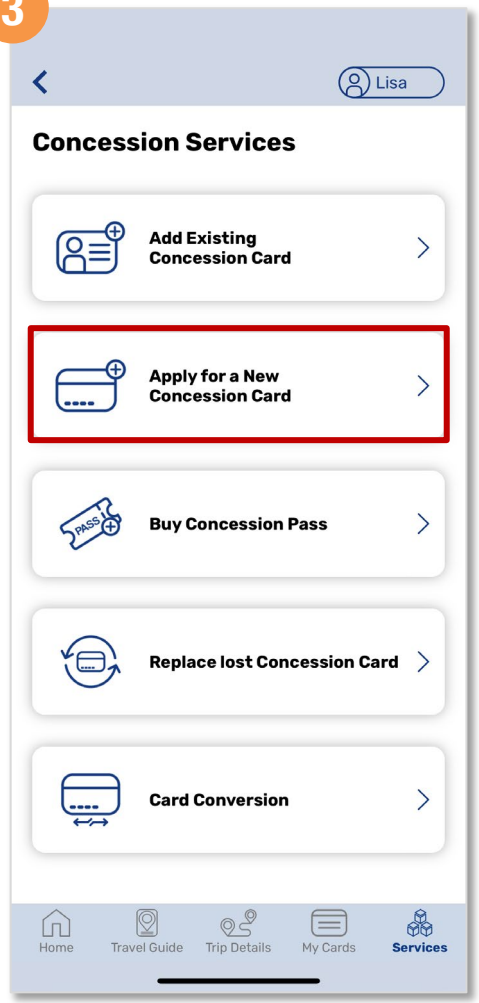
Tap ‘Services’

2



Tap ‘Concession Services’

3



Select ‘Apply for a New Concession Card’

continued on next page >

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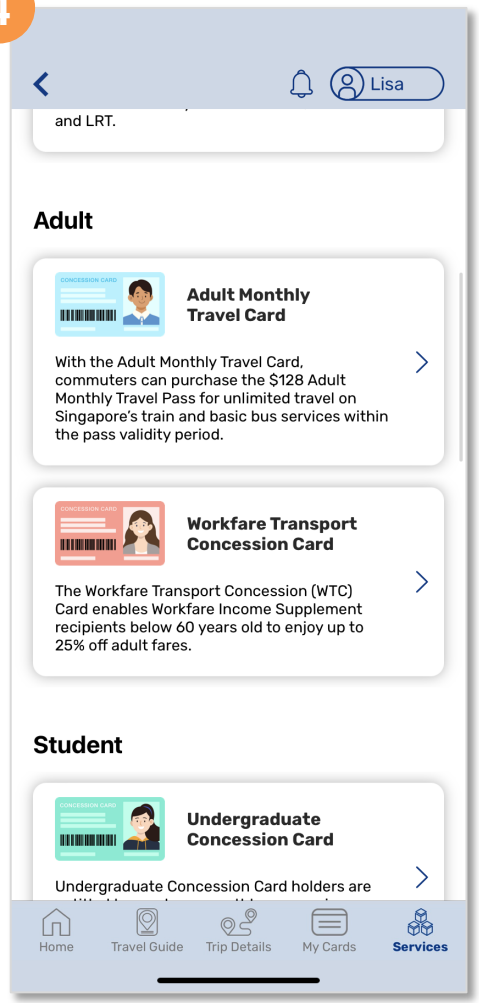
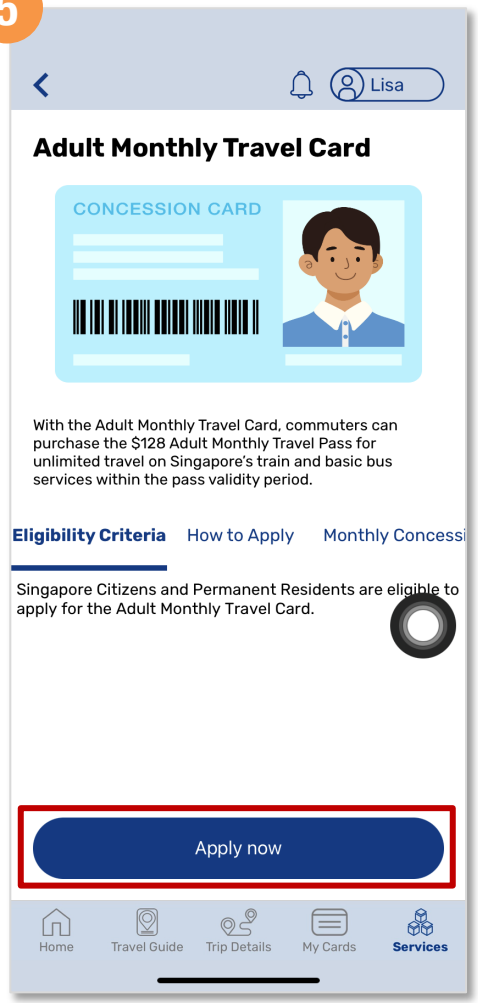
Apply For A New Concession Card *(Method 2)*

4



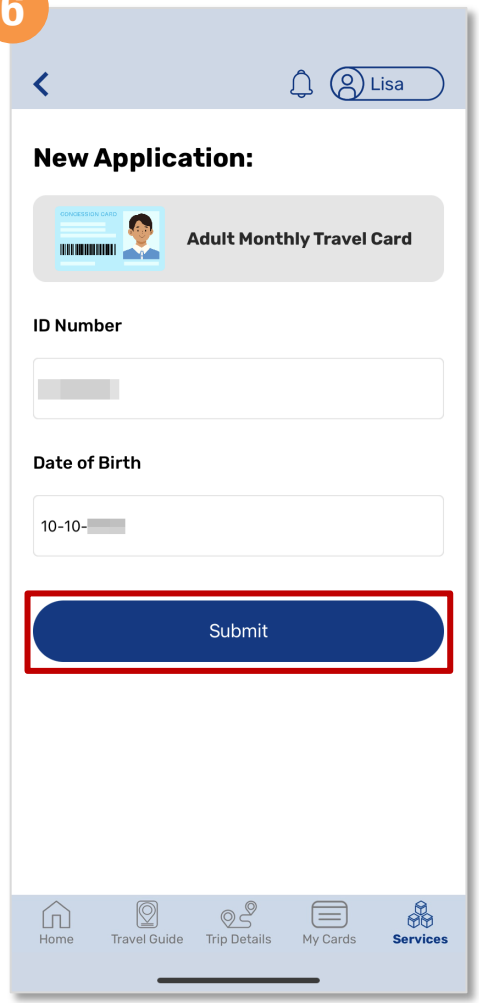
Select the type of concession card you wish to apply

5



Tap 'Apply now'

6



Enter your details and tap 'Submit'

continued on next page >

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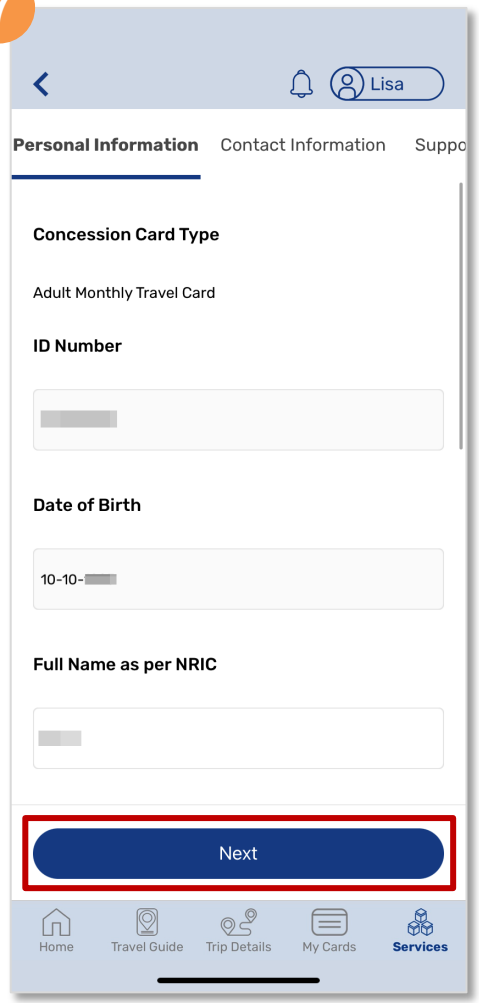
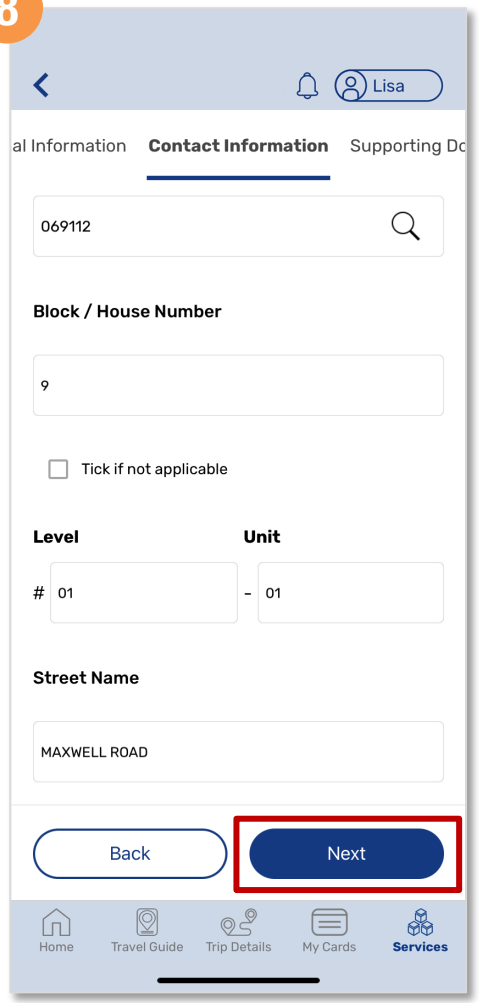
Apply For A New Concession Card *(Method 2)*

7



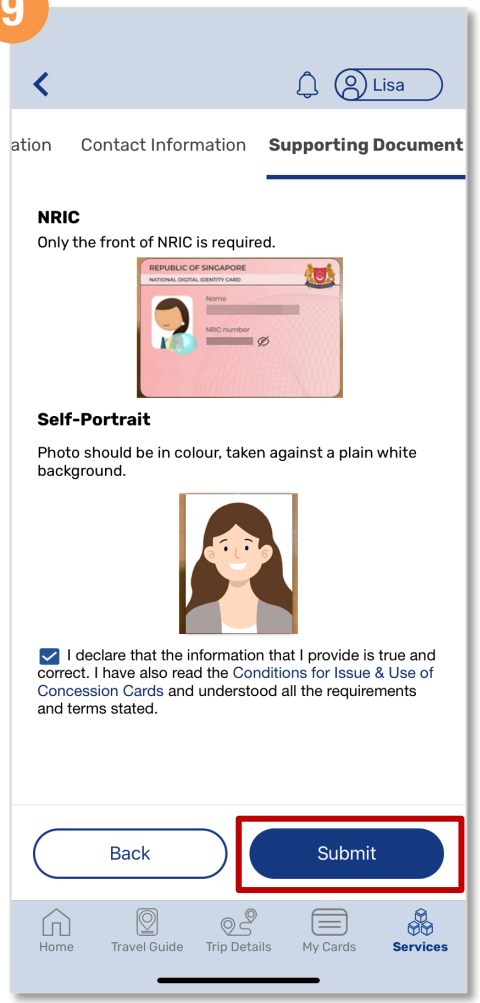
Fill in the requested information and tap 'Next'

8



Enter your contact details and tap 'Next'

9



Upload the front image of your NRIC and a passport size photo, then tap 'Submit'

continued on next page >

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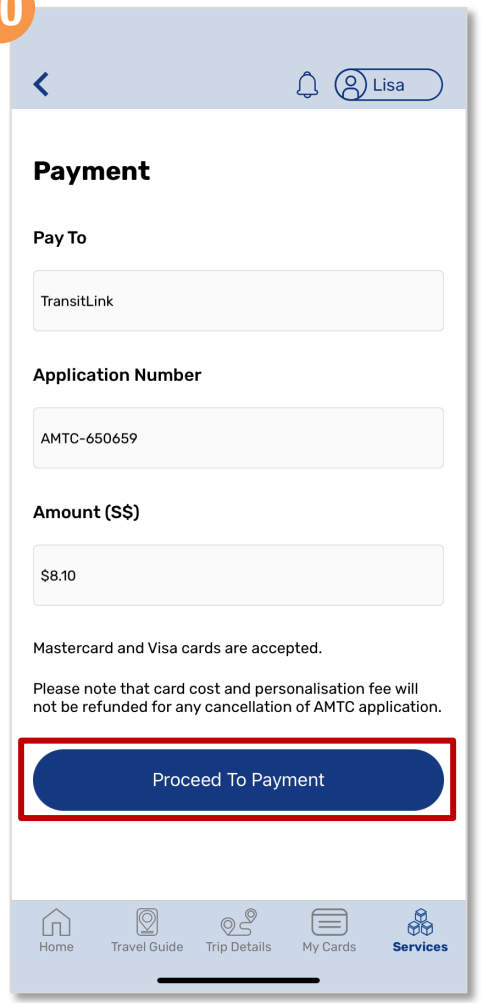
Apply For A New Concession Card *(Method 2)*

10

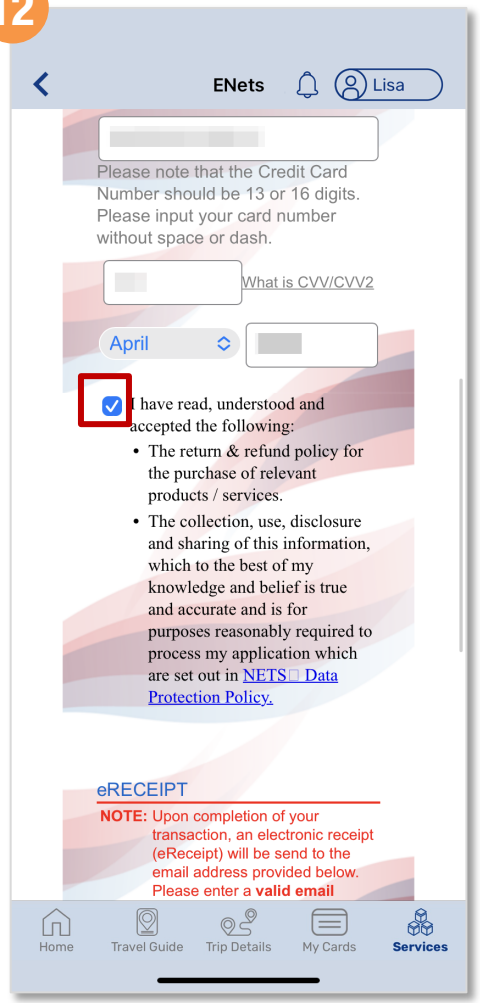


Tap 'Proceed To Payment'

11

Scroll down and enter your payment details

12



Tap the 'Check box' to give consent

continued on next page >

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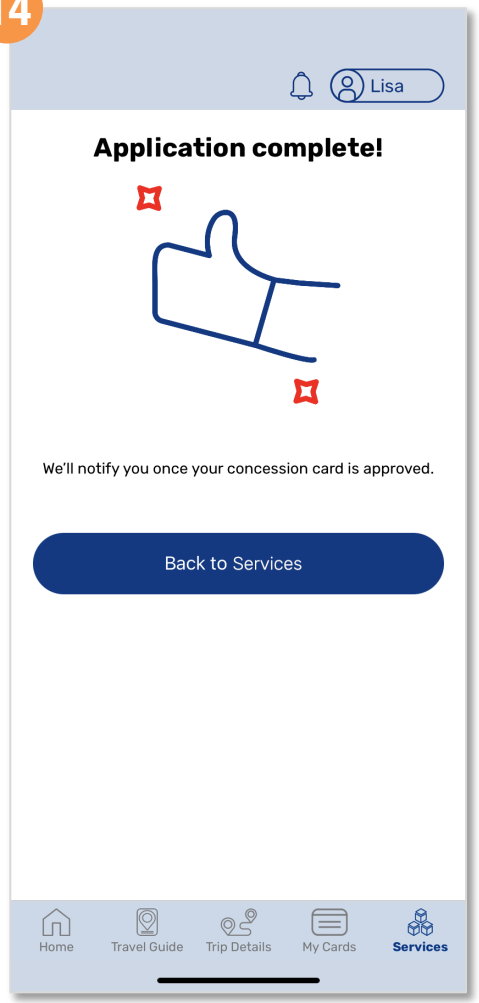
Apply For A New Concession Card *(Method 2)*

13

Enter a valid email address and tap 'Submit'

14



You have successfully submitted your application

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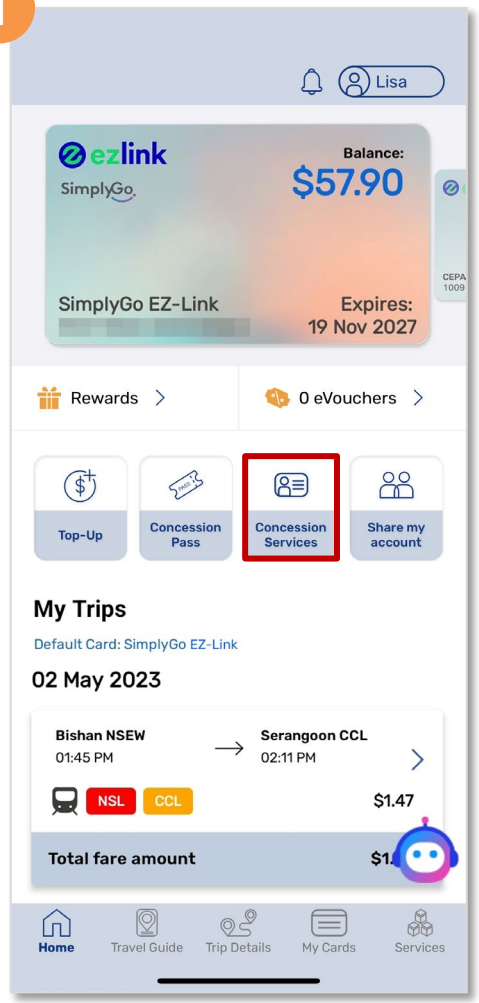
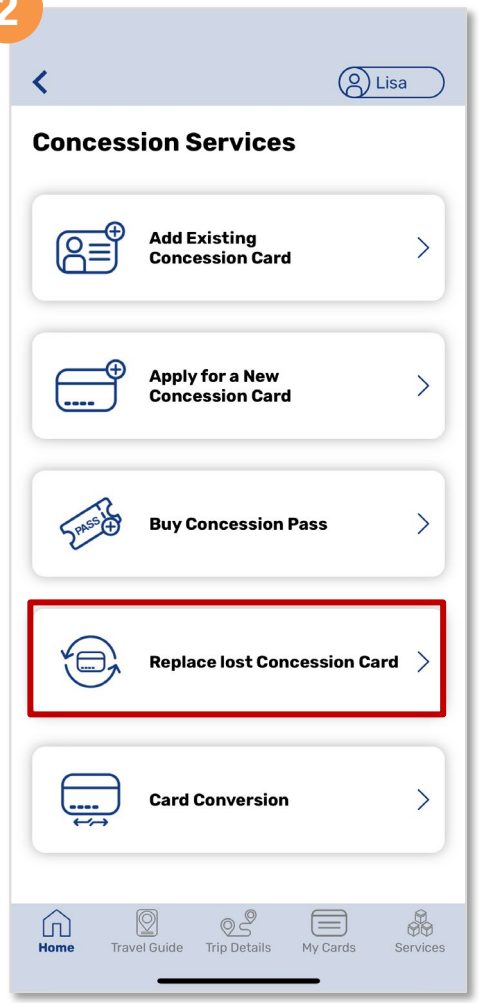
Apply For A Replacement Concession Card *(Method 1)*

1



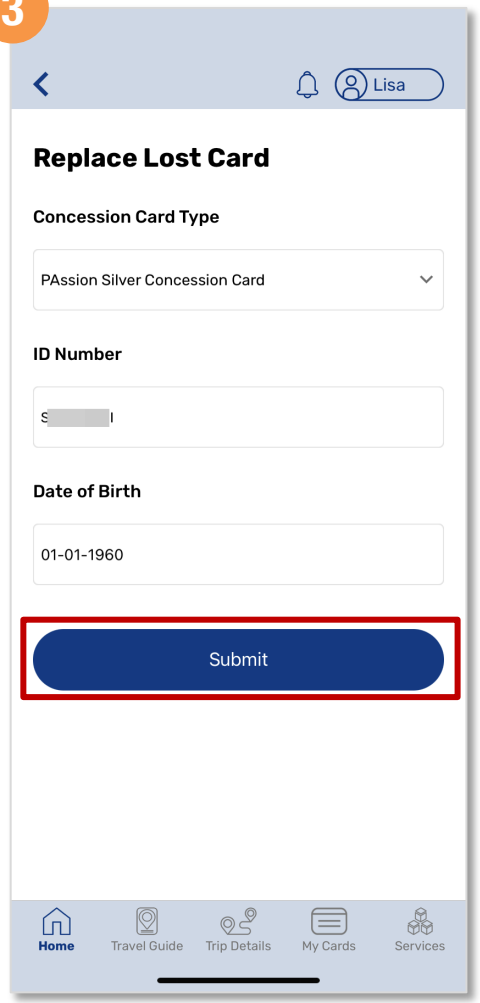
Tap ‘Concession Services’

2



Tap ‘Replace lost Concession Card’

3



Select the type of concession card you wish to replace, enter your details and tap ‘Submit’

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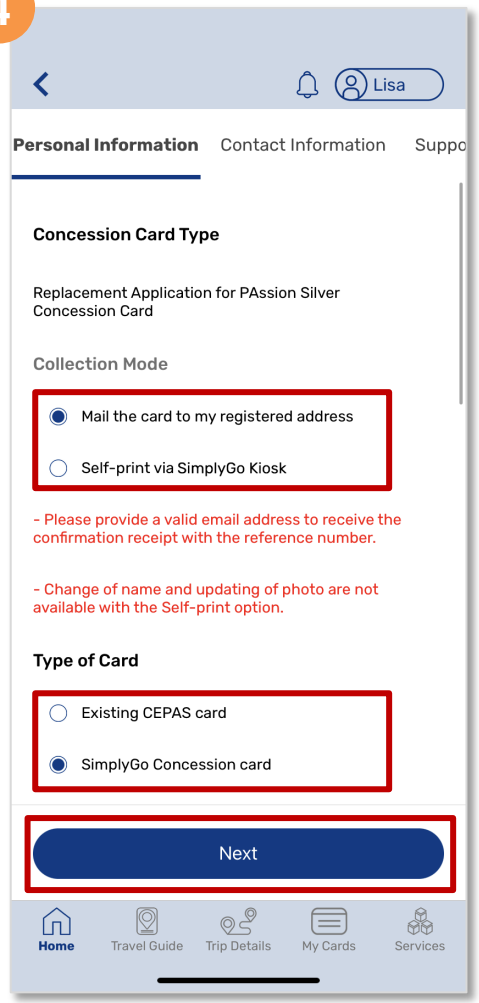
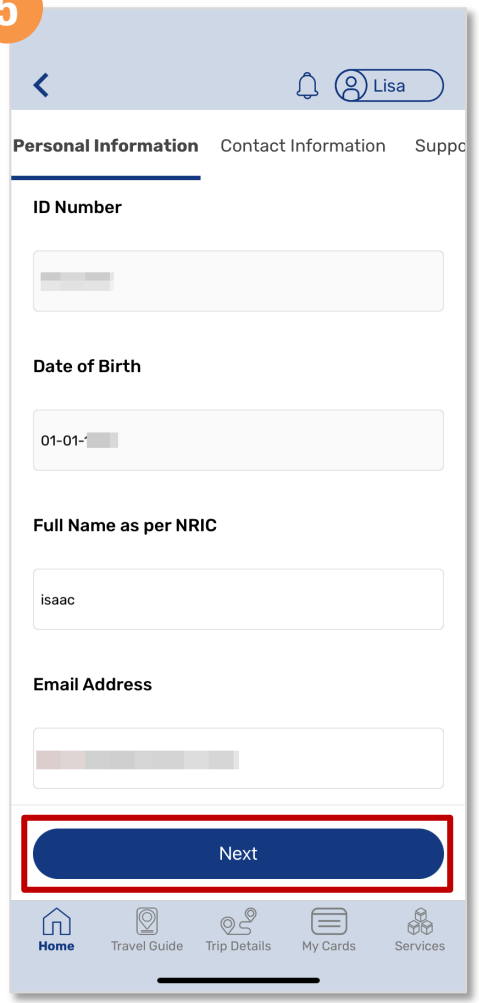
Apply For A Replacement Concession Card *(Method 1)*

4



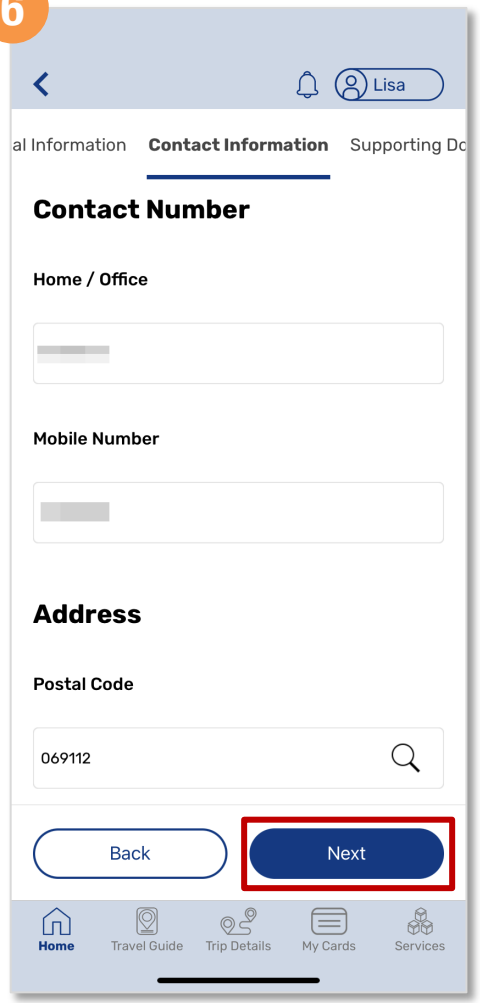
Select the Collection Mode and Type of Card then tap 'Next'

5



Enter your details and tap 'Next'

6



Enter your contact details and tap 'Next'

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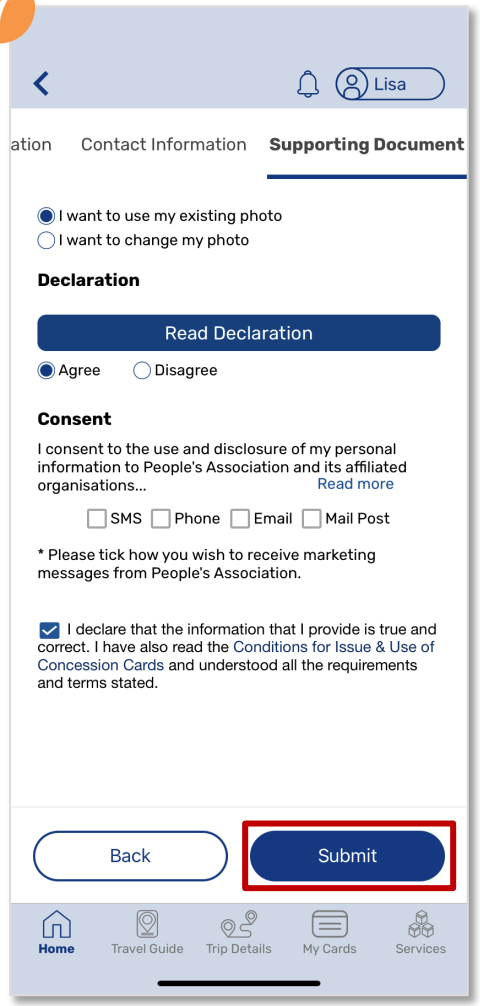
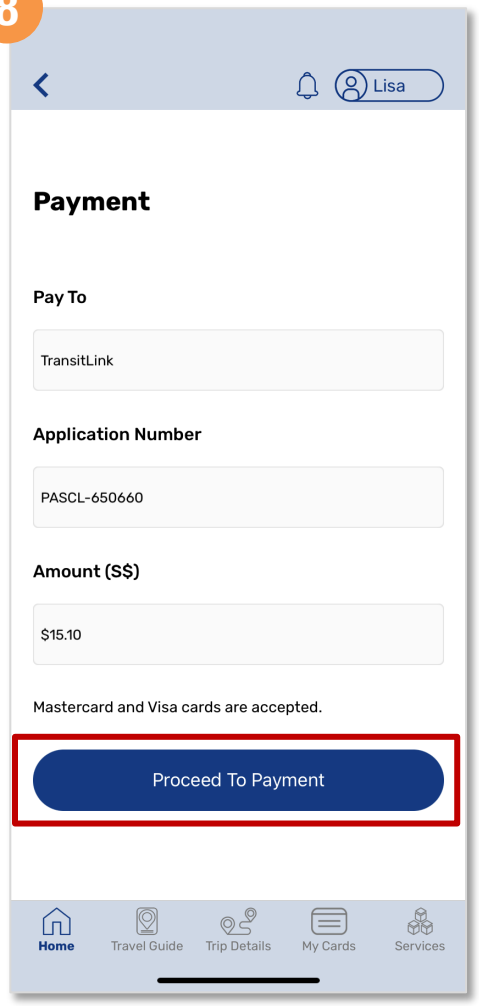
Apply For A Replacement Concession Card *(Method 1)*

7



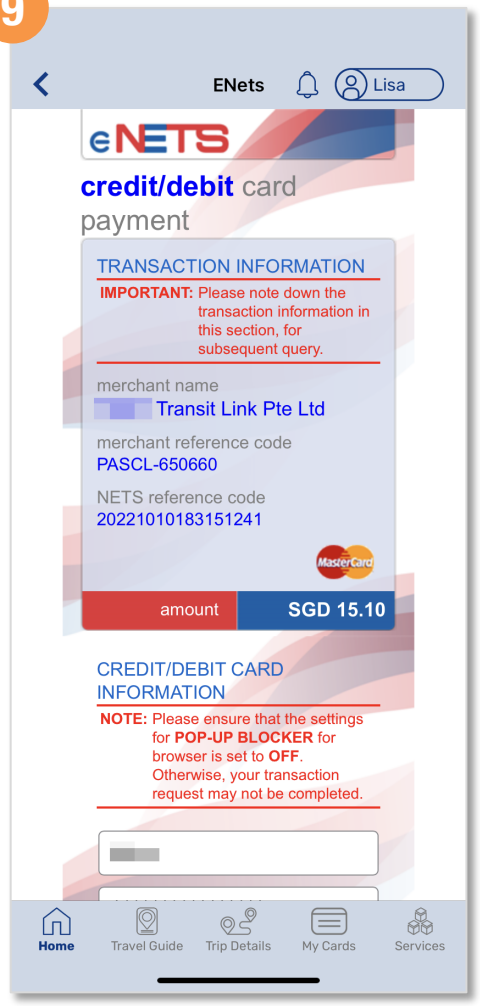
Indicate the necessary and tap 'Submit'

8



Then tap 'Proceed To Payment'

9



Scroll down and enter your payment details

continued on next page >

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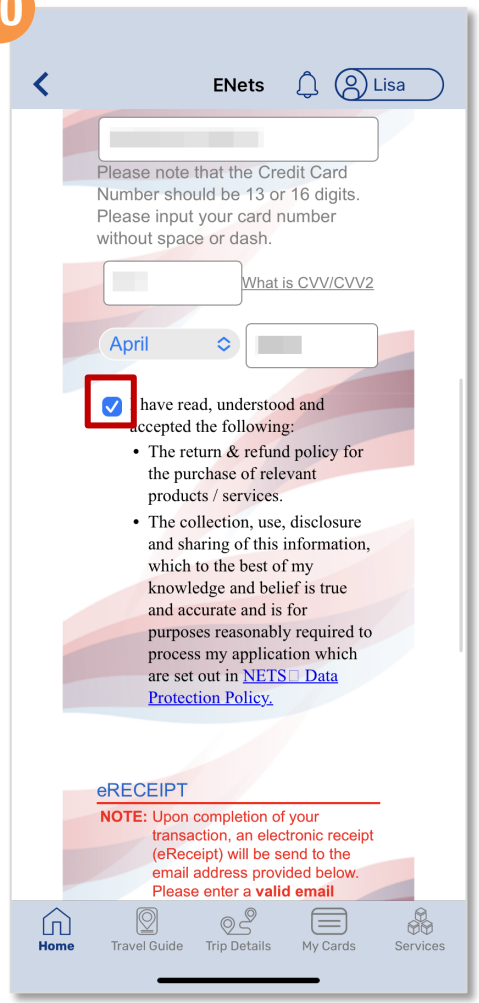
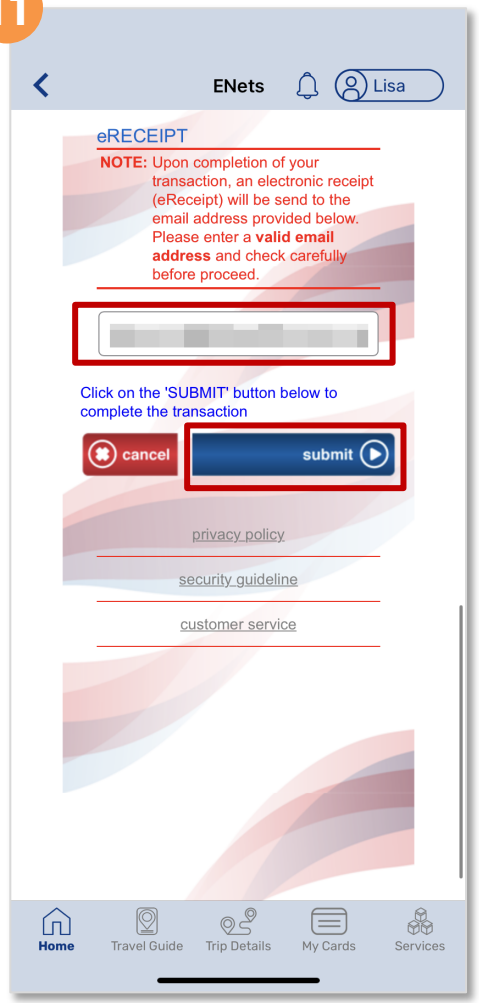
Apply For A Replacement Concession Card *(Method 1)*

10



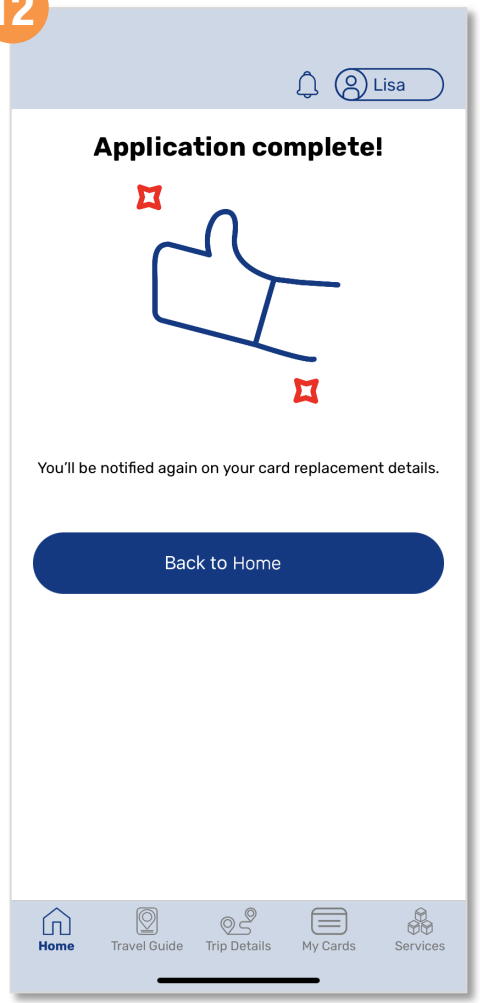
Tap the 'Check box' to give consent

11



Enter a valid email address and tap 'Submit'

12



You have successfully submitted your replacement application

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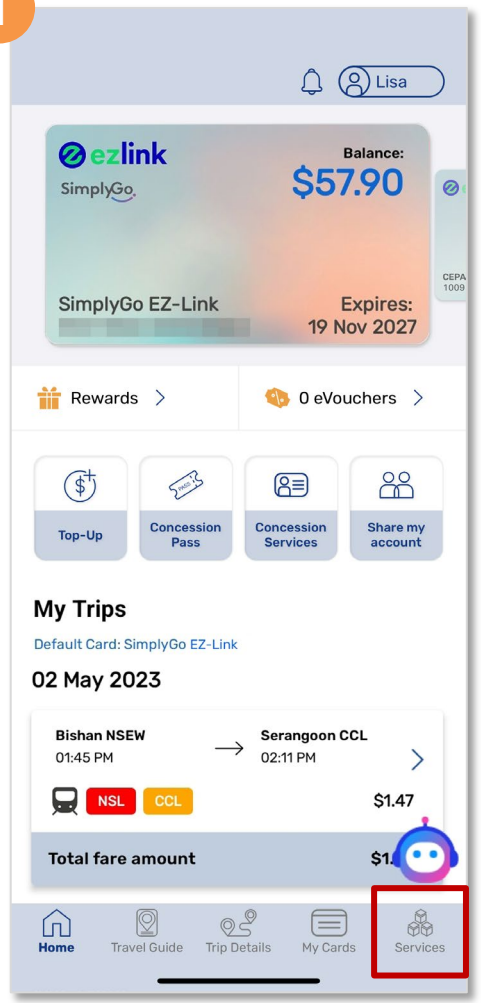
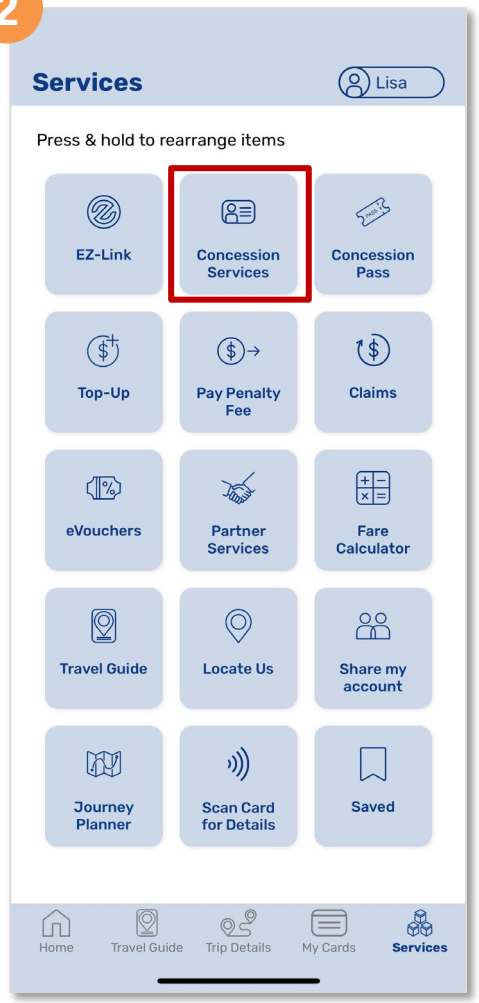
Apply For A Replacement Concession Card *(Method 2)*

1



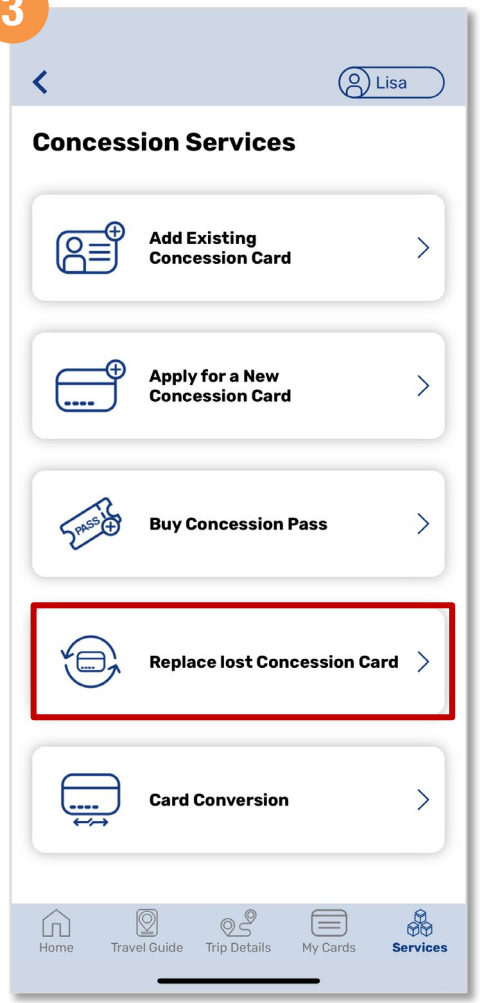
Tap ‘Services’

2



Tap ‘Concession Services’

3



Tap ‘Replace lost Concession Card’

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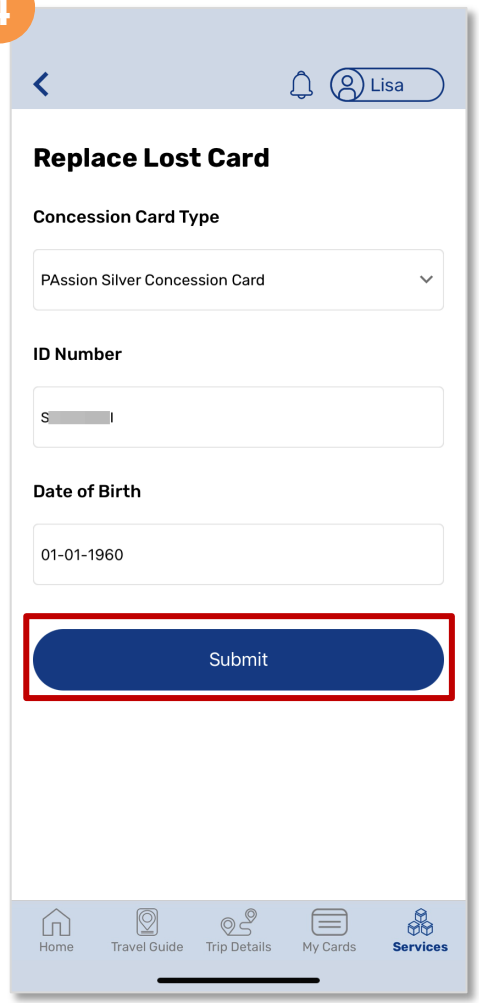
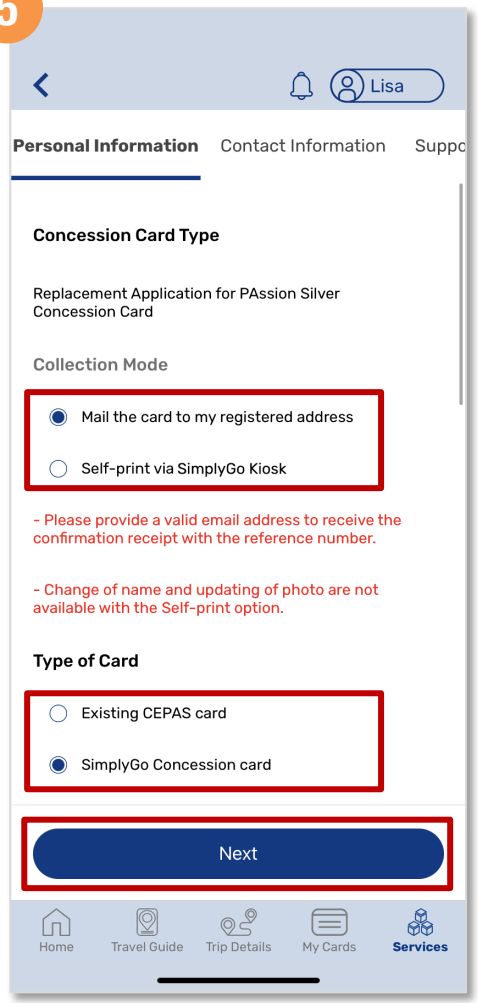
Apply For A Replacement Concession Card *(Method 2)*

4



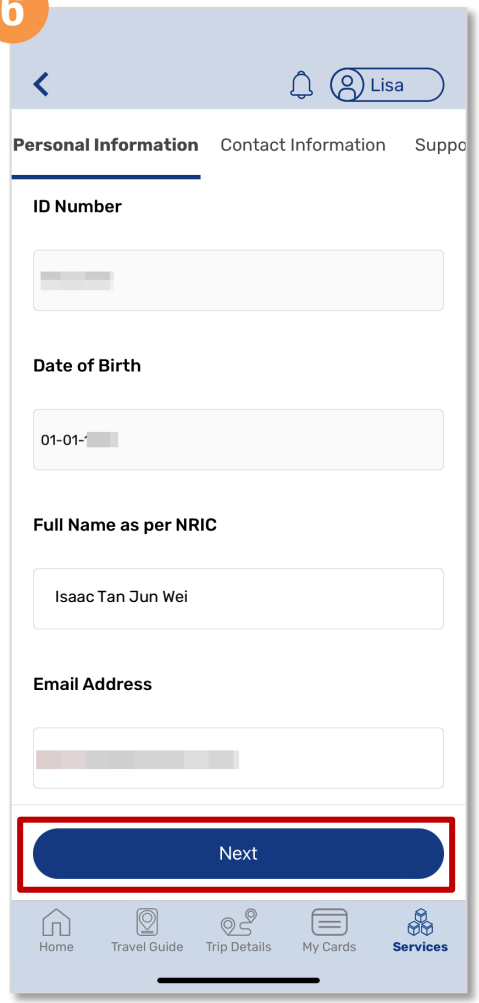
Select the type of concession card you wish to replace, enter your details and tap 'Submit'

5



Select the Collection Mode and Type of Card then tap 'Next'

6



Enter your details and tap 'Next'

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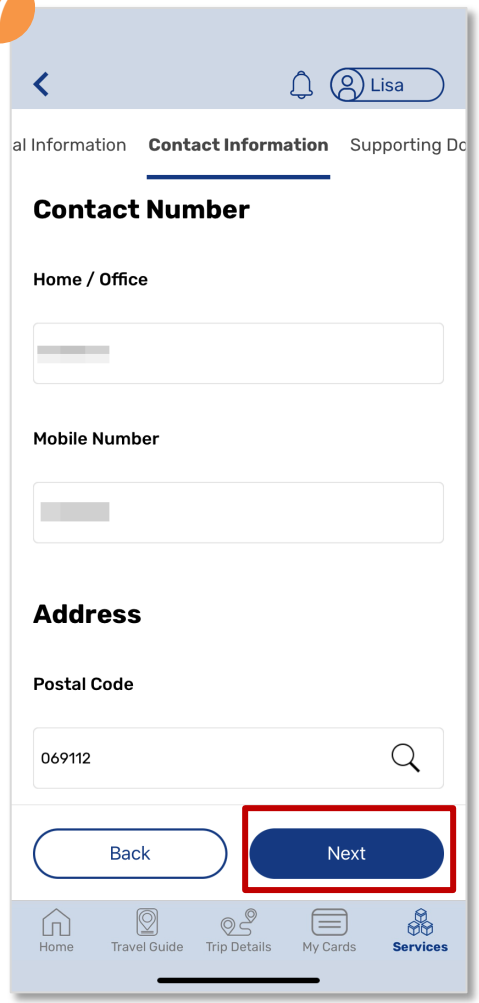
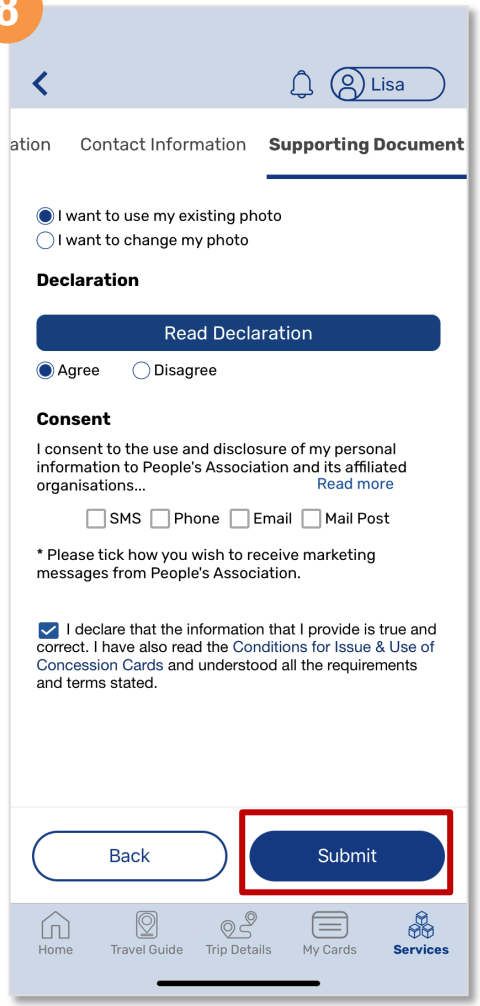
Apply For A Replacement Concession Card *(Method 2)*

7



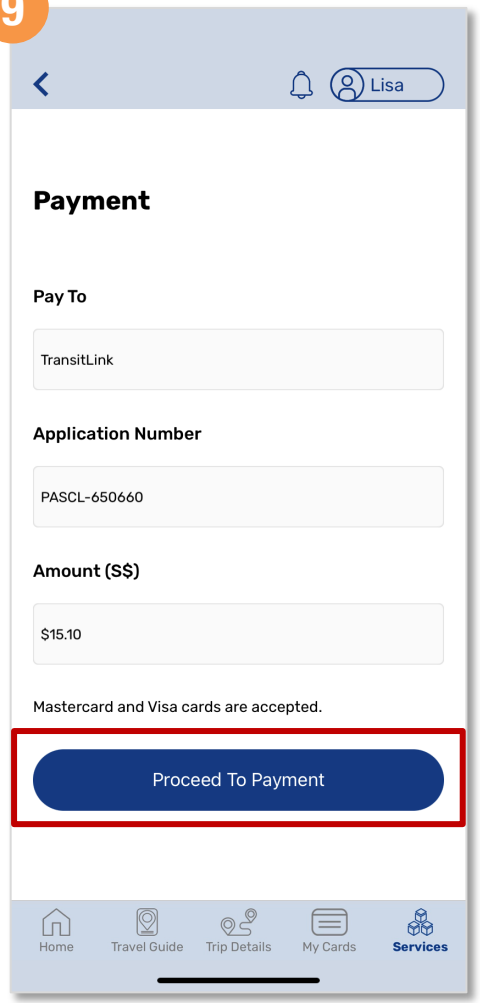
Enter your contact details and tap ‘Next’

8



Indicate the necessary and tap ‘Submit’

9



Then tap ‘Proceed To Payment’

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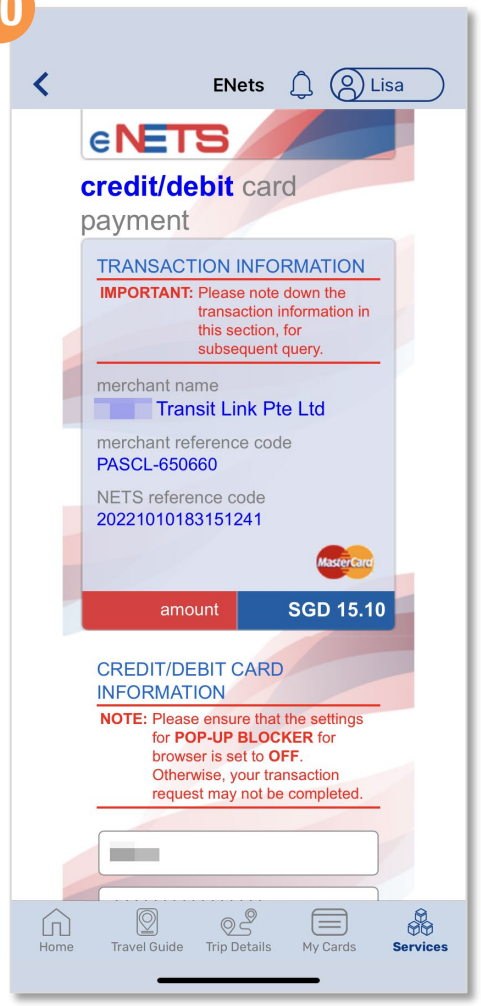
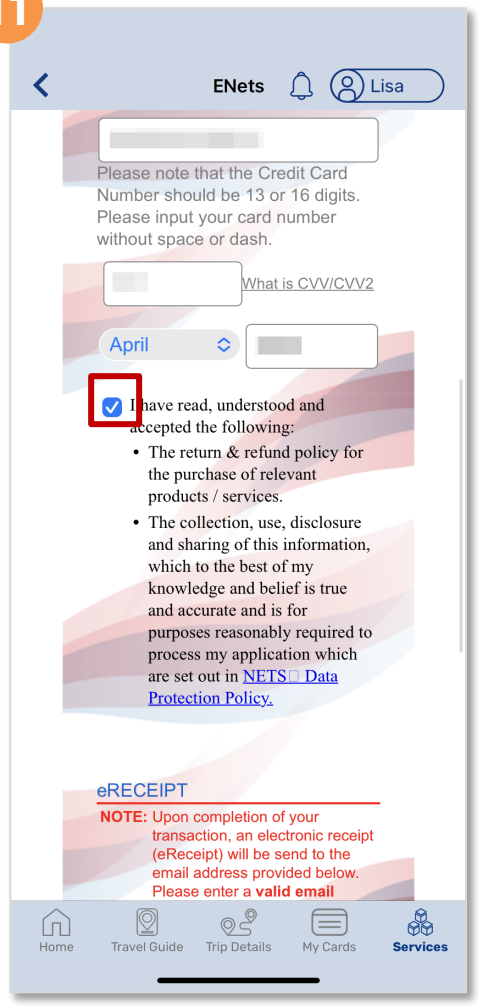
Apply For A Replacement Concession Card *(Method 2)*

10



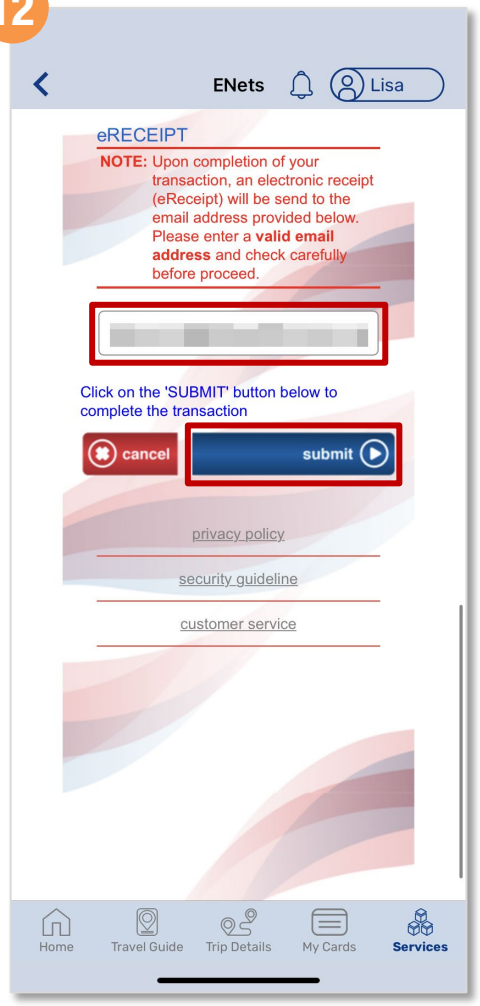
Scroll down and enter your payment details

11



Tap the 'Check box' to give consent

12



Enter a valid email address and tap 'Submit'

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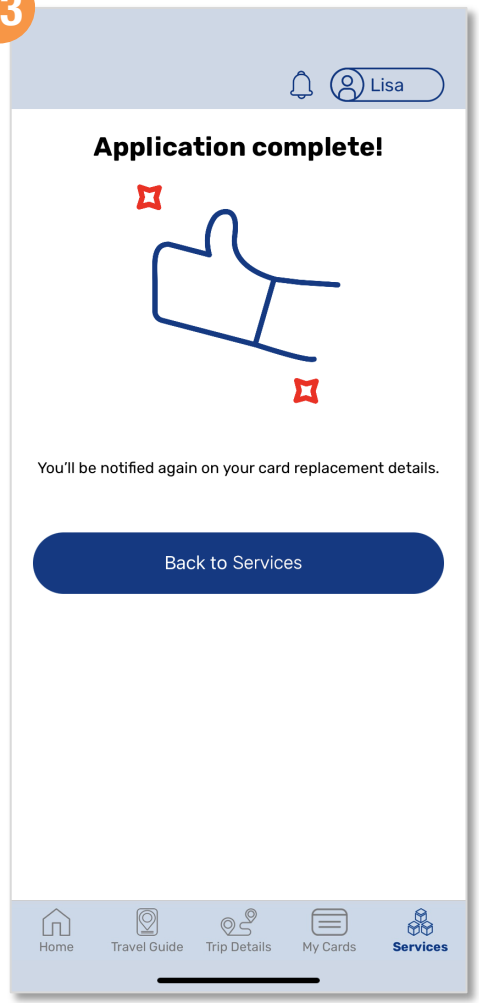
Apply For A Replacement Concession Card *(Method 2)*

13



You have successfully submitted your replacement application

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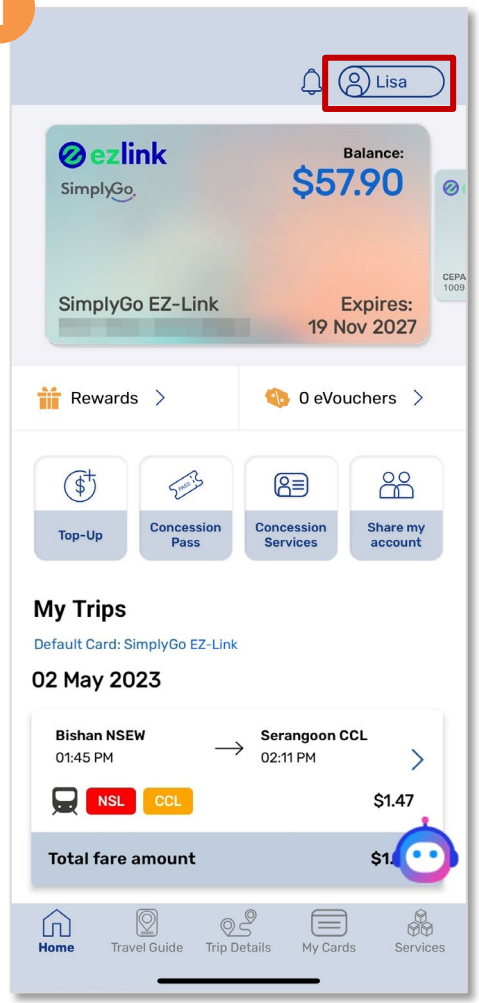
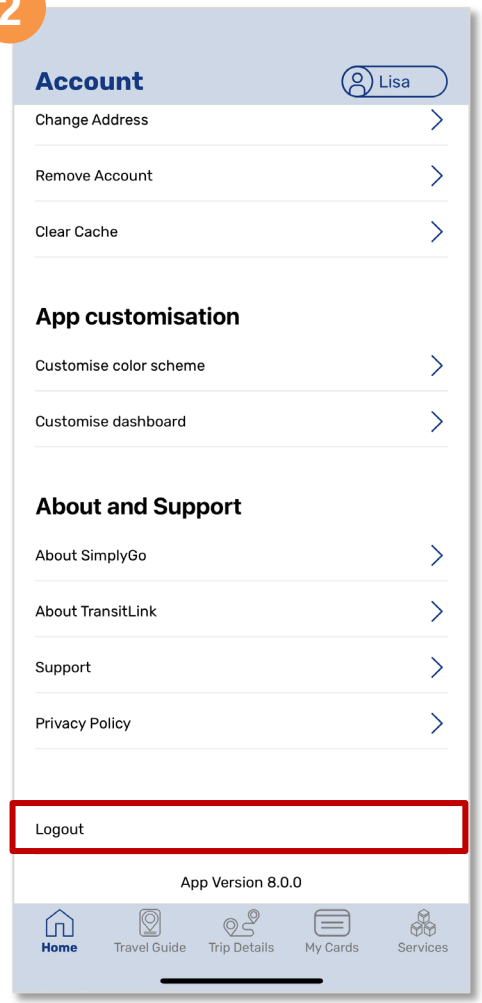
Log Out Of The App

1



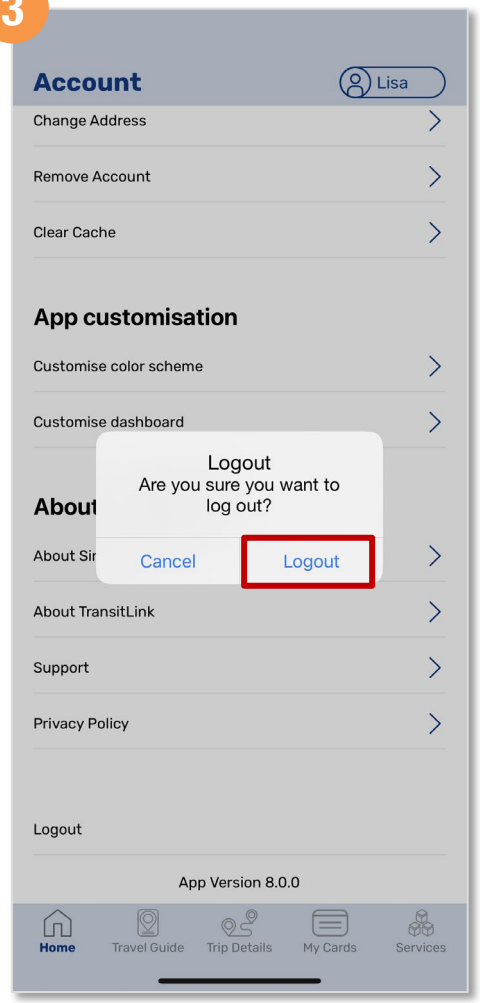
Tap your ‘Profile’

2



Scroll down and tap ‘Logout’

3



Tap ‘Logout’ to confirm