

TL SimplyGo app user guide



How to

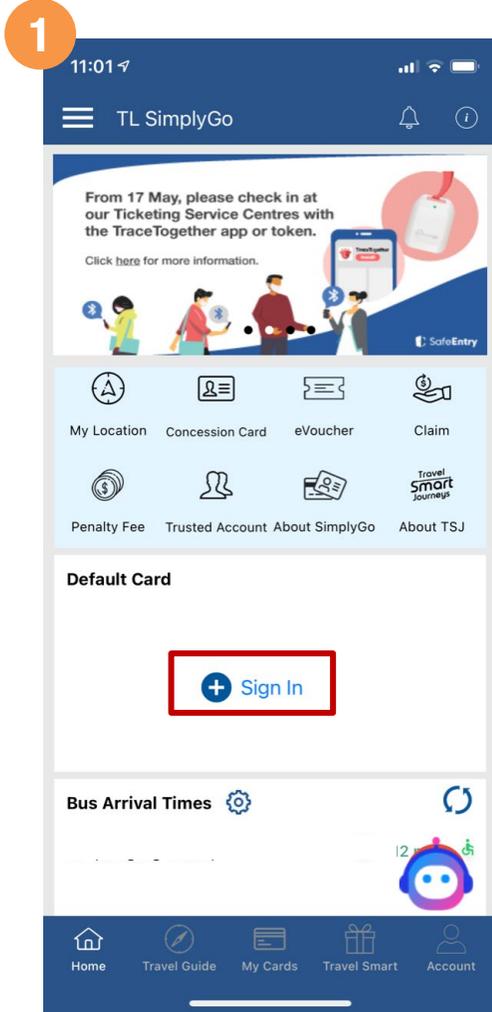
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How To

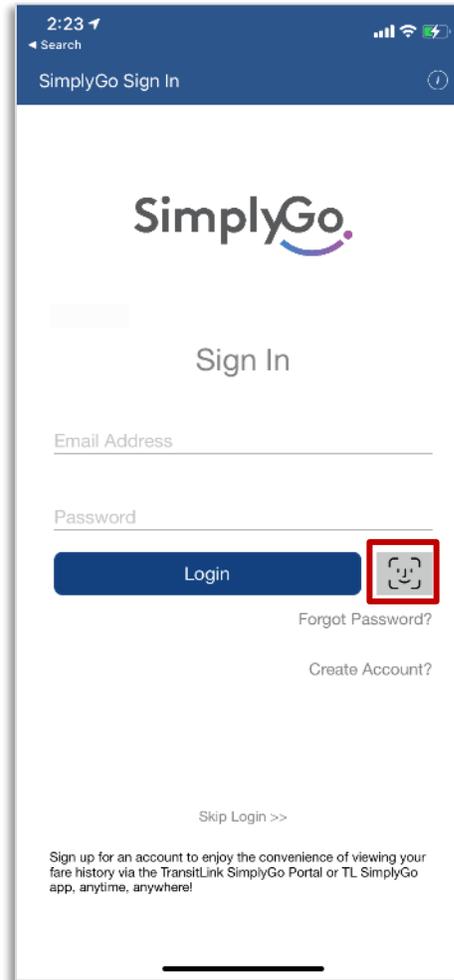


Use Face Recognition To Log In (Method 1)

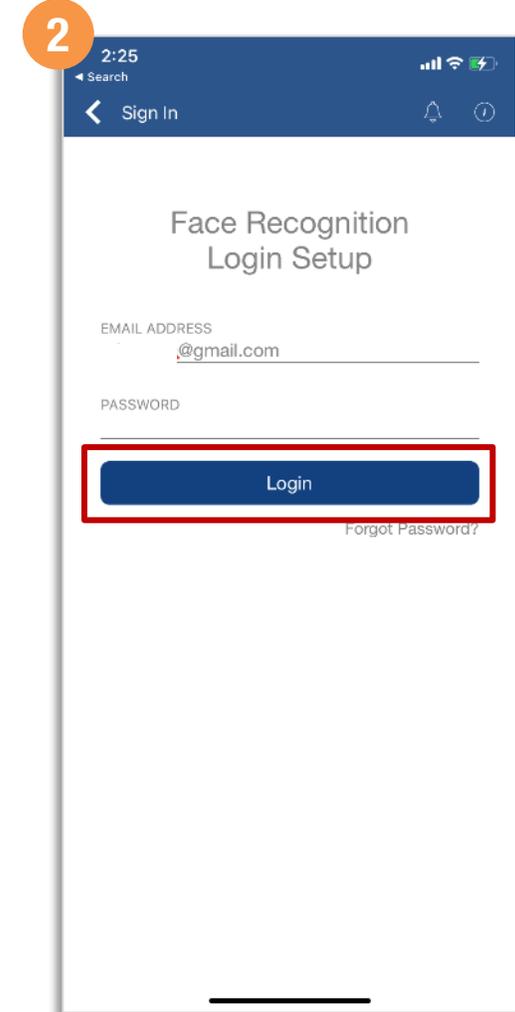
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Tap the 'Sign-in' icon on the homepage



Tap the 'Face ID' icon



Enter Email Address and Password

Next, tap 'Login'

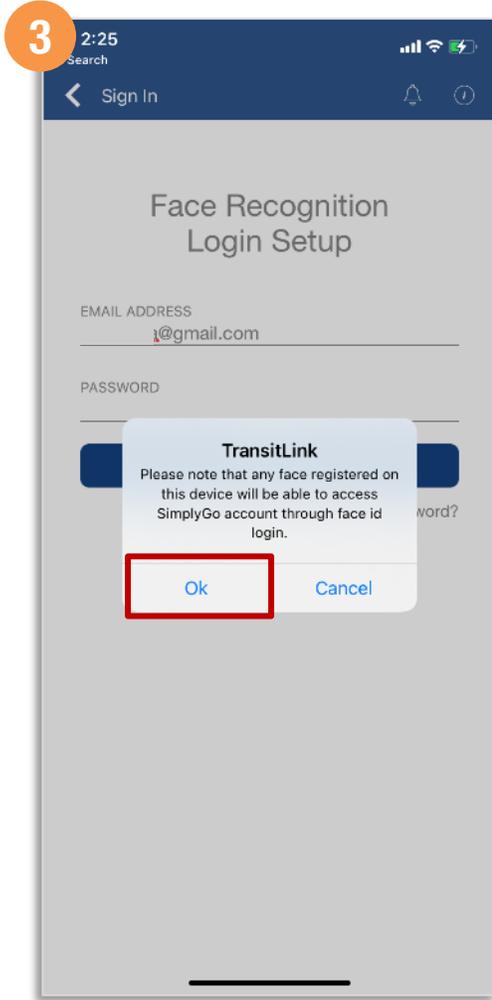
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How To

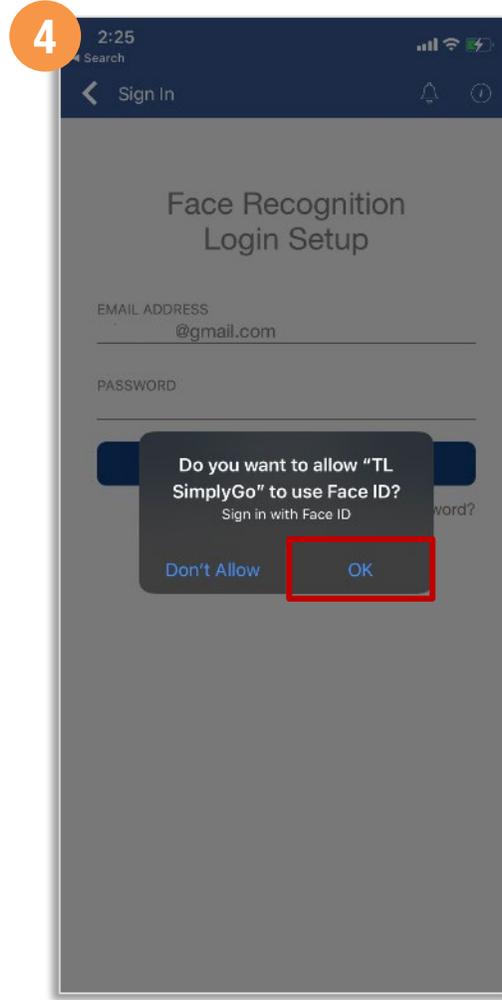


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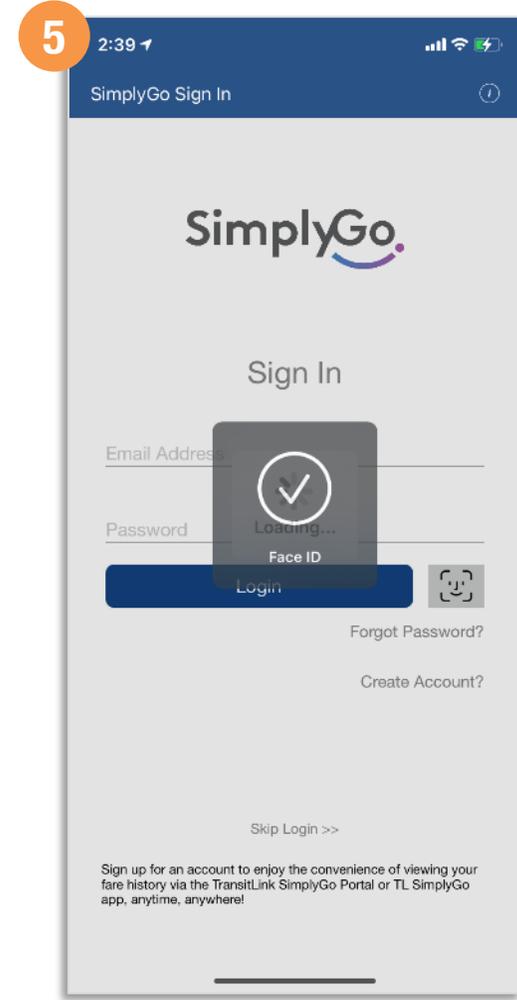
Use Face Recognition To Log In (Method 1)



Tap 'Ok'



Tap 'OK' to enable 'Face ID'



'Face ID' has been enabled

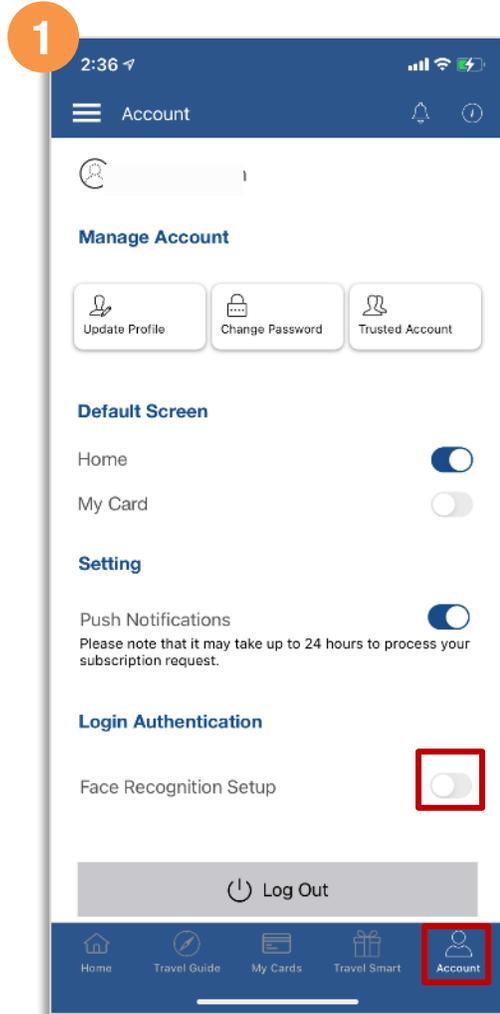
You can now log in with 'Face ID'

How To



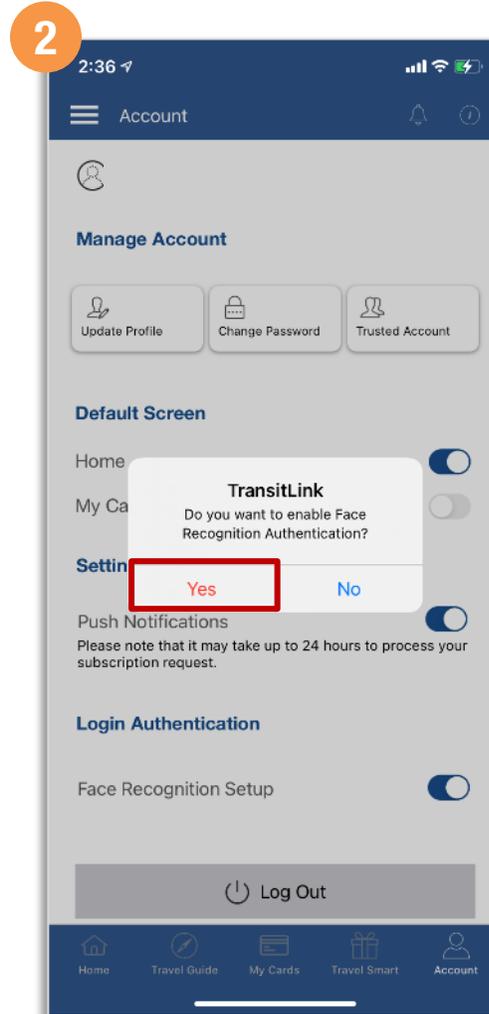
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Use Face Recognition To Log In (Method 2)

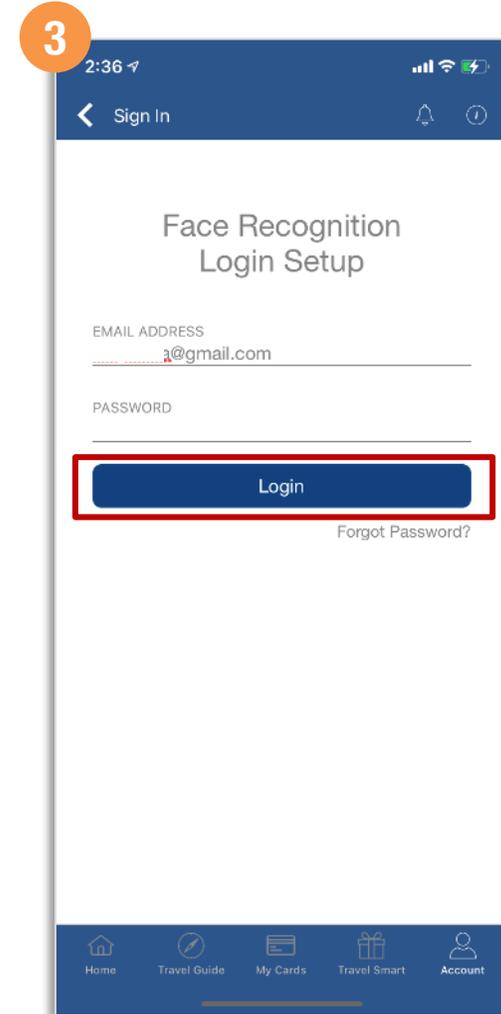


1 Tap 'Account' (bottom menu)

Tap the 'Slide' button to set up 'Face ID'



2 Tap 'Yes'



3 Enter email address and password

Tap 'Login'

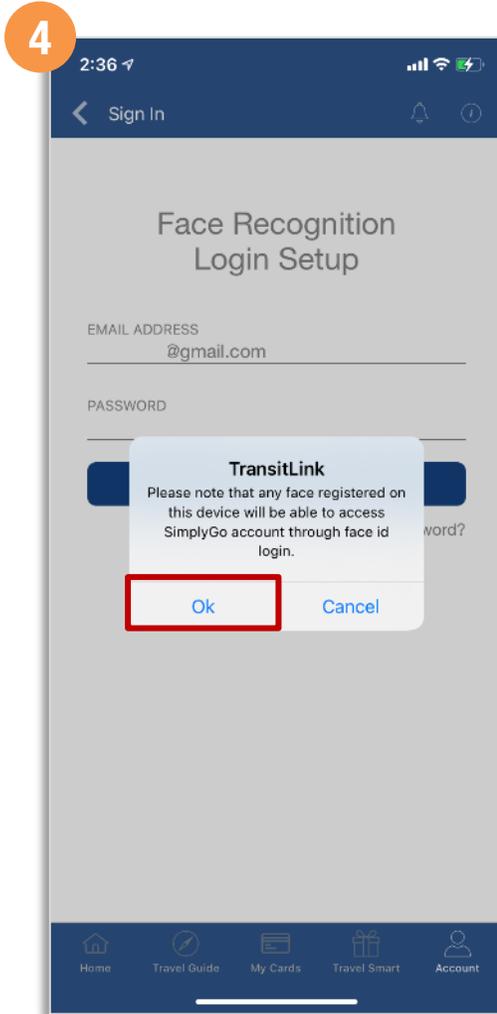
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How To

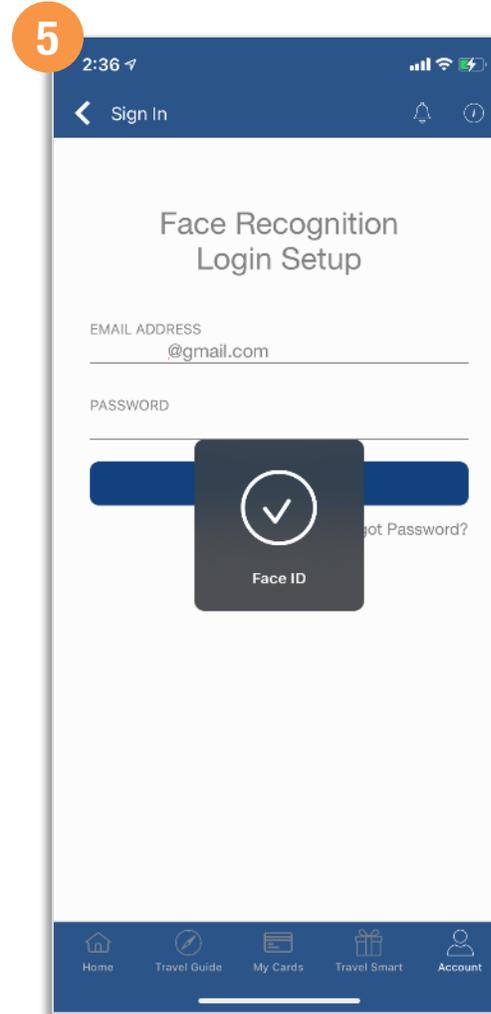


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Use Face Recognition To Log In (*Method 2*)



Tap 'Ok'



'Face ID' has been enabled

You can now log in with 'Face ID'

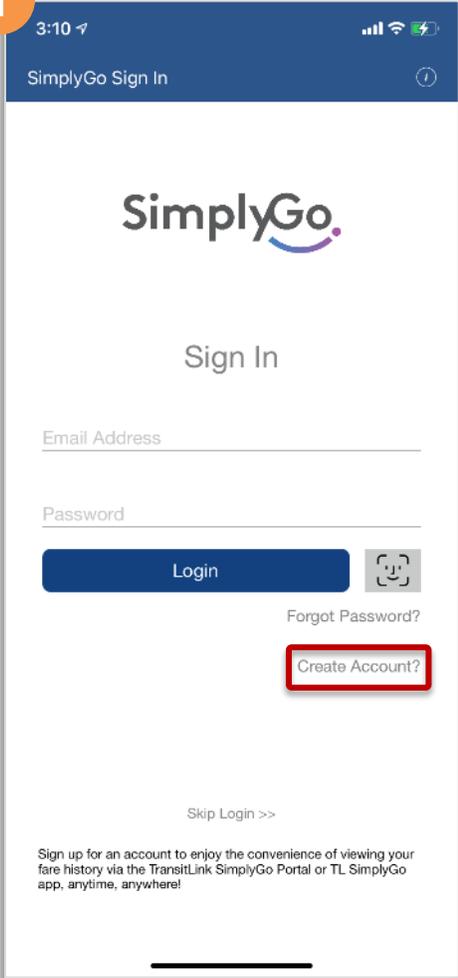
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Opt-in To Receive Promotional Email (when creating a new account)

1



SimplyGo Sign In

SimplyGo

Sign In

Email Address

Password

Login

Forgot Password?

Create Account?

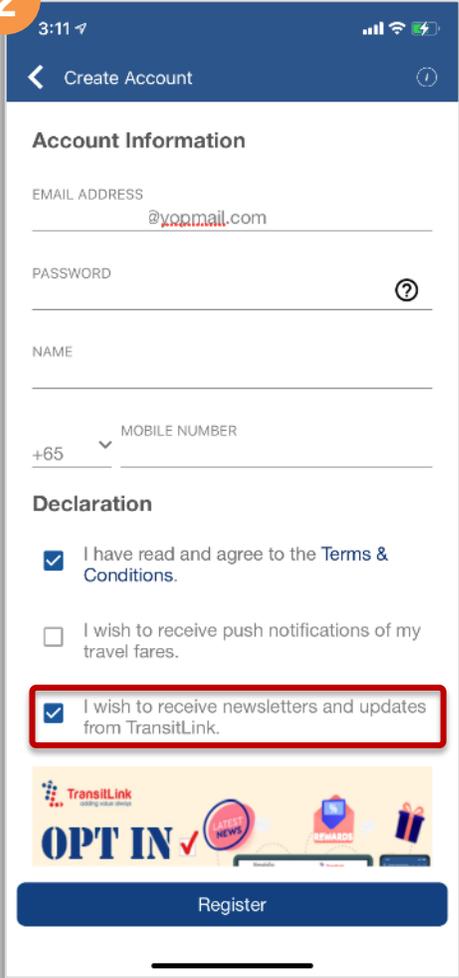
Skip Login >>

Sign up for an account to enjoy the convenience of viewing your fare history via the TransitLink SimplyGo Portal or TL SimplyGo app, anytime, anywhere!

Tap the 'Sign-in' icon on the homepage

Tap 'Create Account'

2



Create Account

Account Information

EMAIL ADDRESS
@yopmail.com

PASSWORD

NAME

MOBILE NUMBER
+65

Declaration

I have read and agree to the Terms & Conditions.

I wish to receive push notifications of my travel fares.

I wish to receive newsletters and updates from TransitLink.

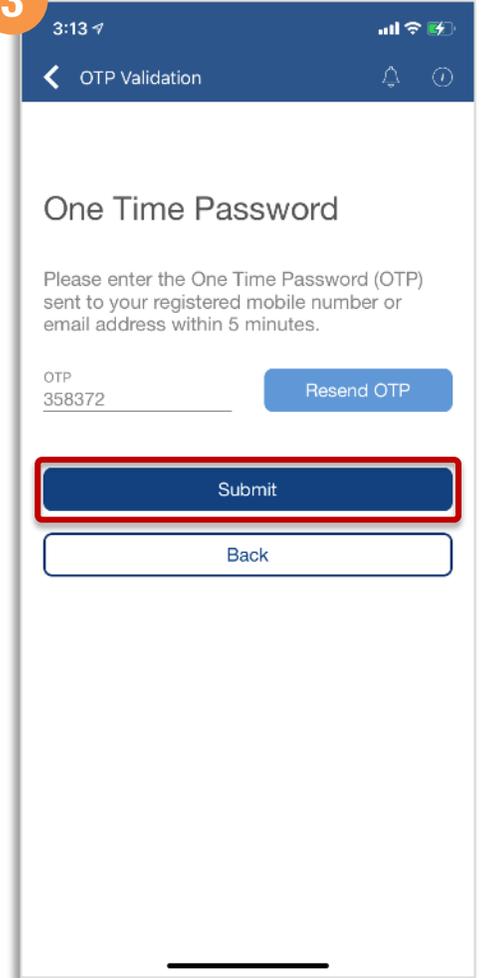
TransitLink

OPT IN

Register

Check box to receive newsletters and updates

3



OTP Validation

One Time Password

Please enter the One Time Password (OTP) sent to your registered mobile number or email address within 5 minutes.

OTP
358372

Resend OTP

Submit

Back

Enter the 'OTP' sent to your email address / mobile number

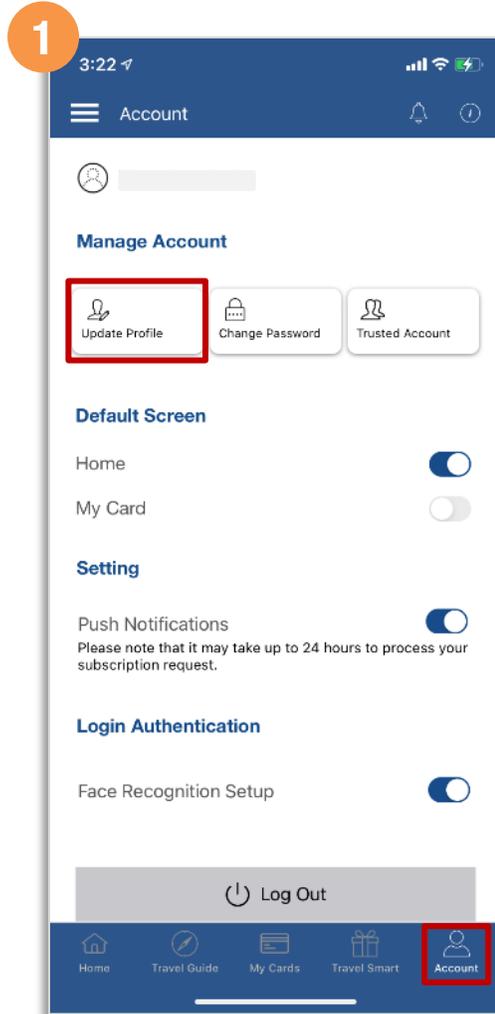
Tap 'Submit'

How To



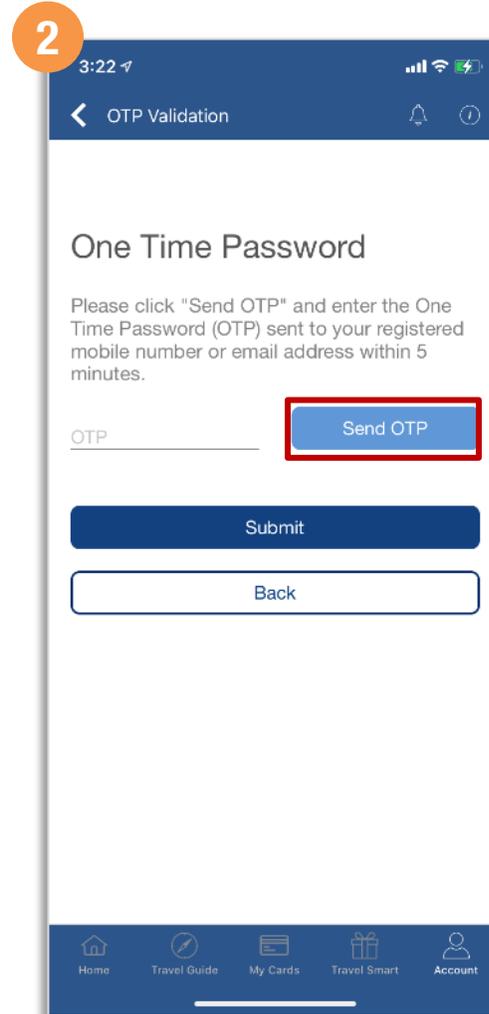
Opt-in To Receive Promotional Email (under Account)

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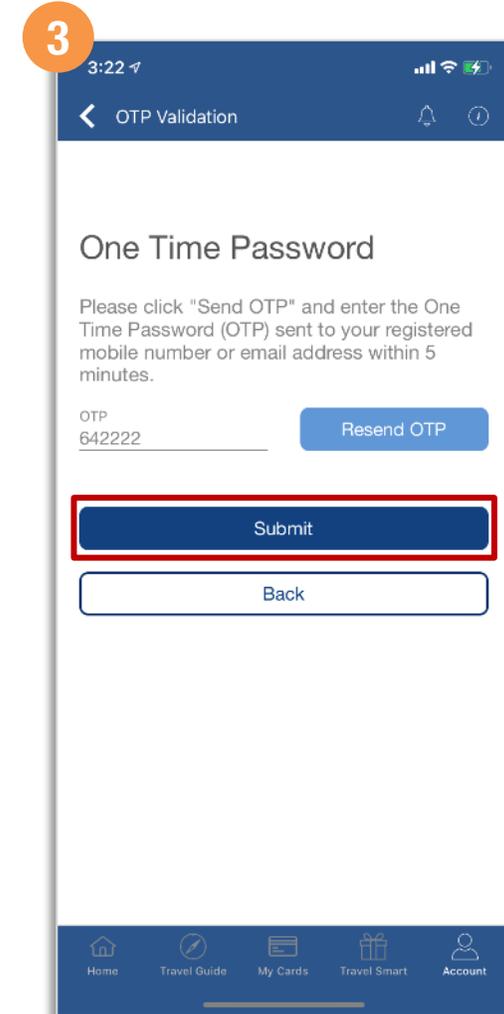


Tap 'Account' (bottom menu)

Tap 'Update Profile'



Tap 'Send OTP'



Enter 'OTP' sent to your email address / mobile number

Tap 'Submit'

continued on next page >

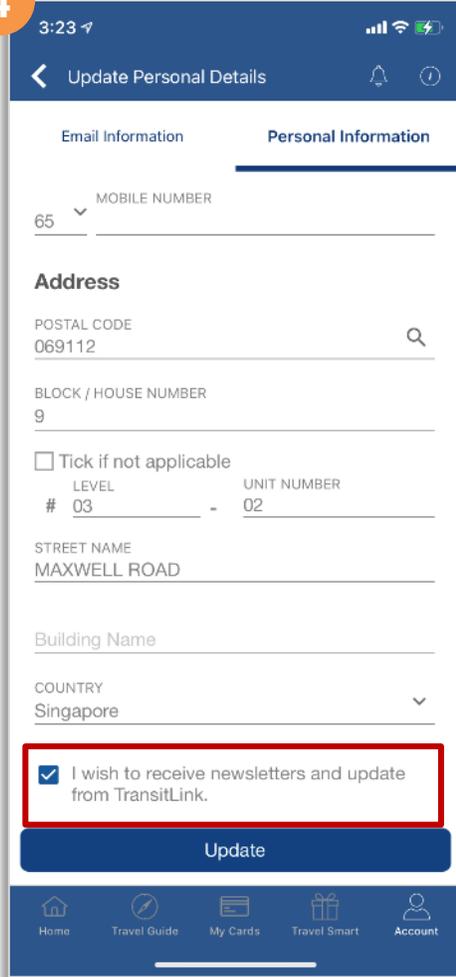
How To



Opt-in To Receive Promotional Email (under Account)

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4



Update Personal Details

Email Information Personal Information

MOBILE NUMBER
65

Address

POSTAL CODE
069112

BLOCK / HOUSE NUMBER
9

Tick if not applicable

LEVEL UNIT NUMBER
03 - 02

STREET NAME
MAXWELL ROAD

Building Name

COUNTRY
Singapore

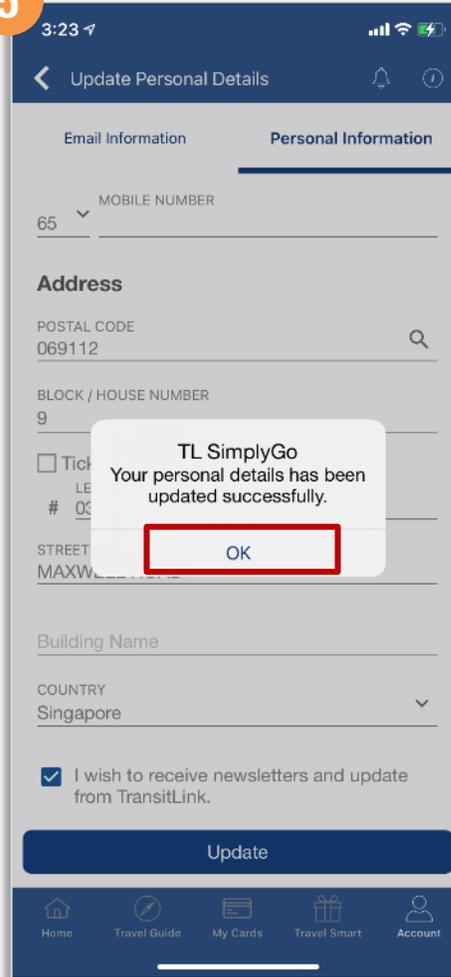
I wish to receive newsletters and update from TransitLink.

Update

Home Travel Guide My Cards Travel Smart Account

Check box to receive newsletters

5



Update Personal Details

Email Information Personal Information

MOBILE NUMBER
65

Address

POSTAL CODE
069112

BLOCK / HOUSE NUMBER
9

Tick if not applicable

LEVEL UNIT NUMBER
03 - 02

STREET NAME
MAXWELL ROAD

Building Name

COUNTRY
Singapore

TL SimplyGo
Your personal details has been updated successfully.

OK

I wish to receive newsletters and update from TransitLink.

Update

Home Travel Guide My Cards Travel Smart Account

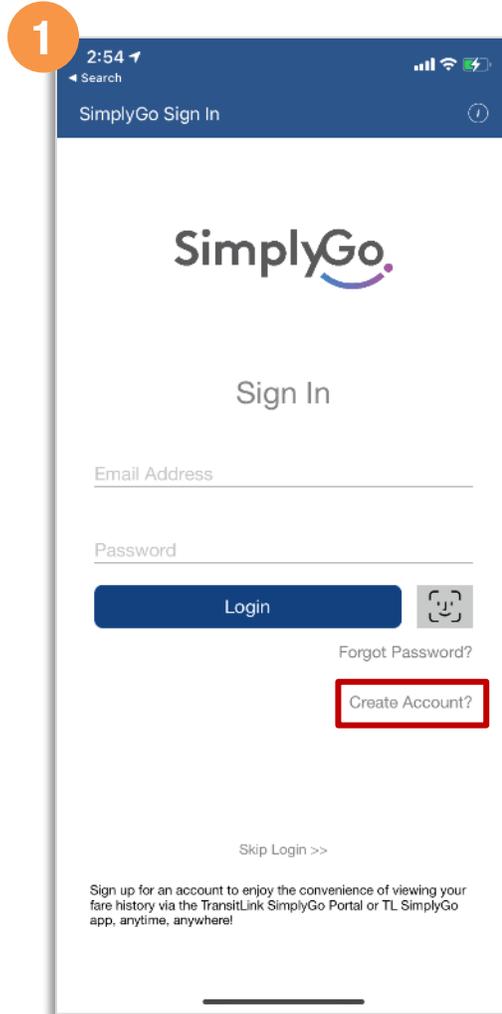
Tap 'Ok'

How To



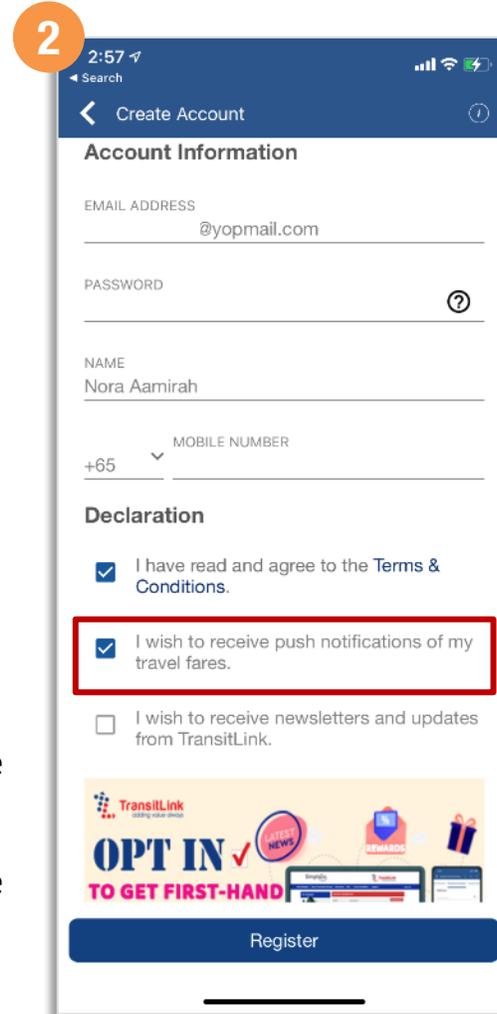
Set Push Notifications For Fare Charges (when creating a new account)

Back to top

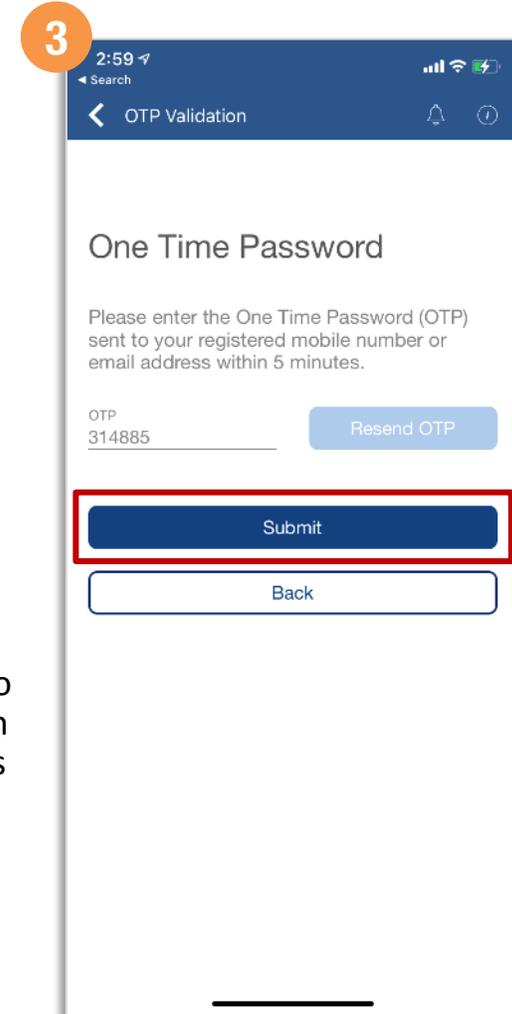


Tap the 'Sign-in' icon on the homepage

Tap 'Create Account'



Check box to receive push notifications



Enter 'OTP' sent to your email address / mobile number

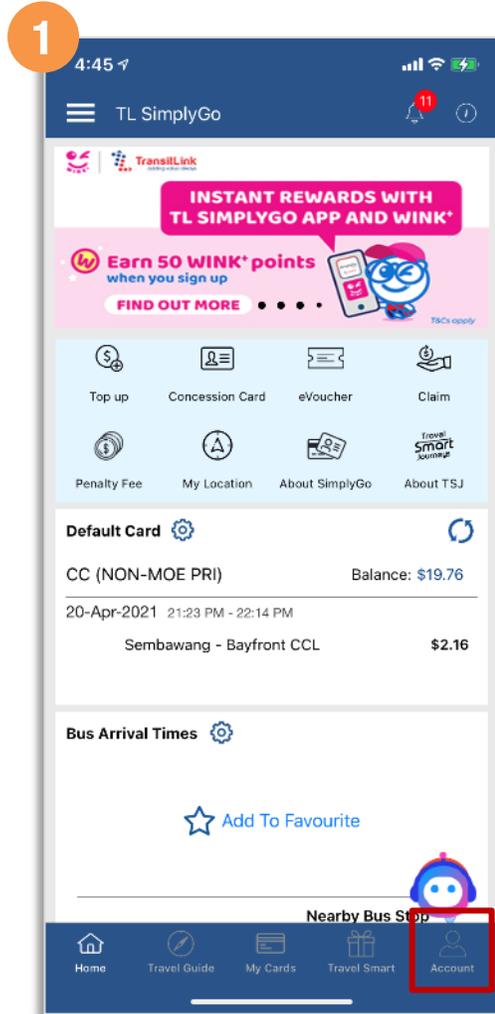
Tap 'Submit'

How To

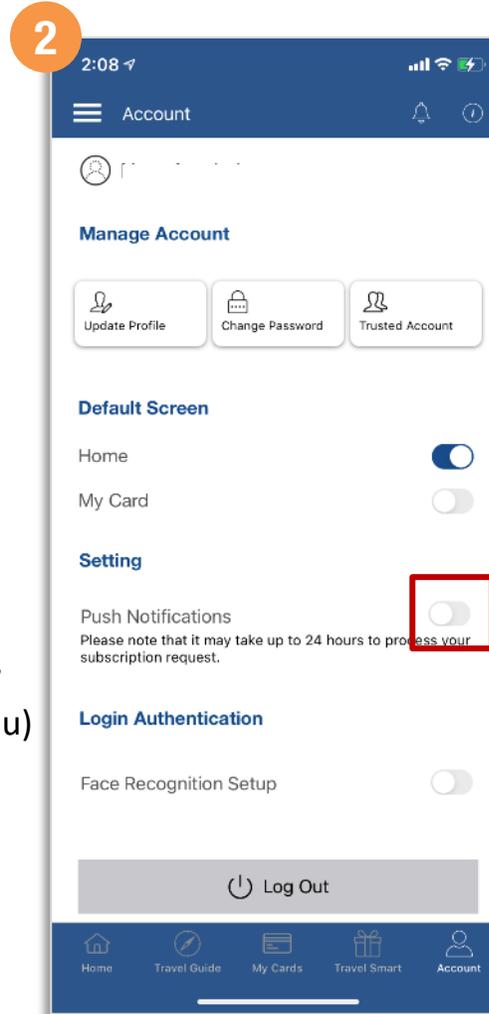


Set Push Notifications For Fare Charges (under Account)

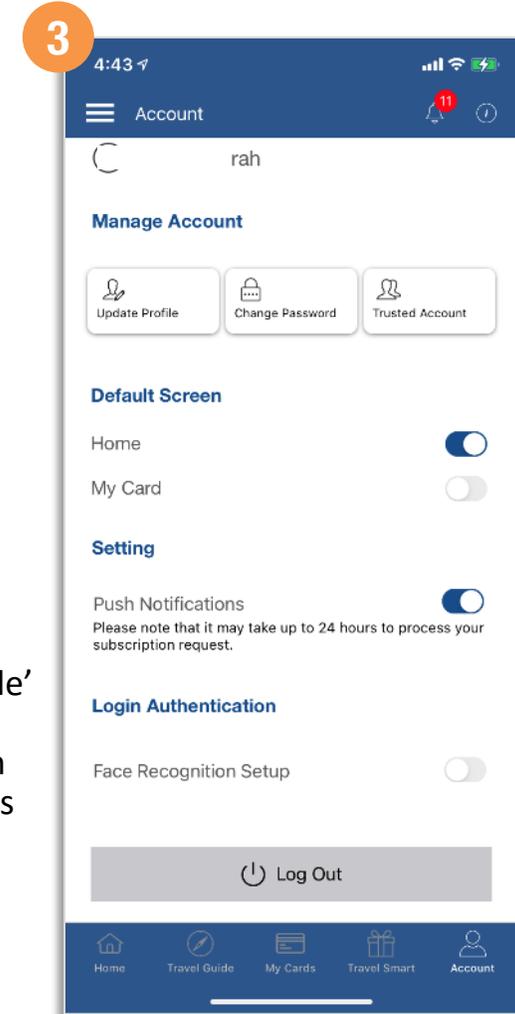
Back to top



Tap 'Account'
(bottom menu)



Tap the 'Slide'
button to
enable Push
Notifications



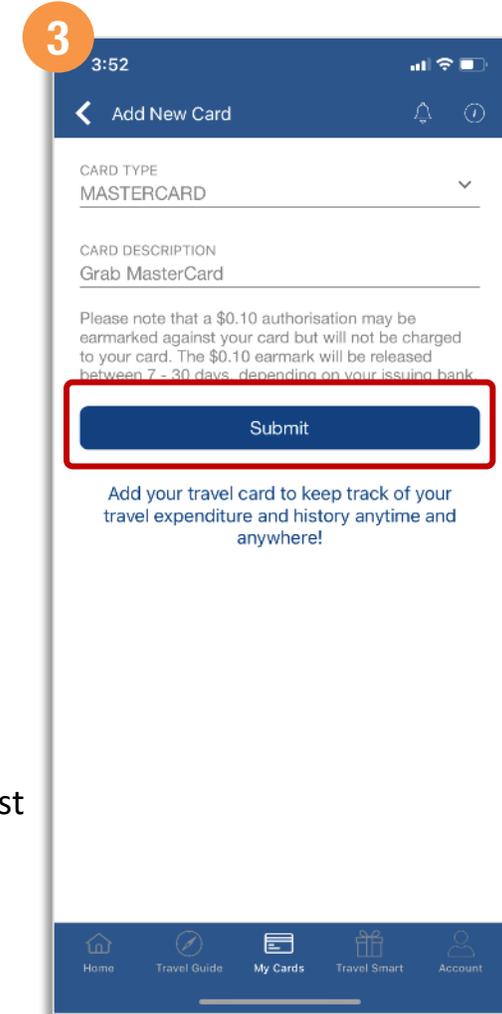
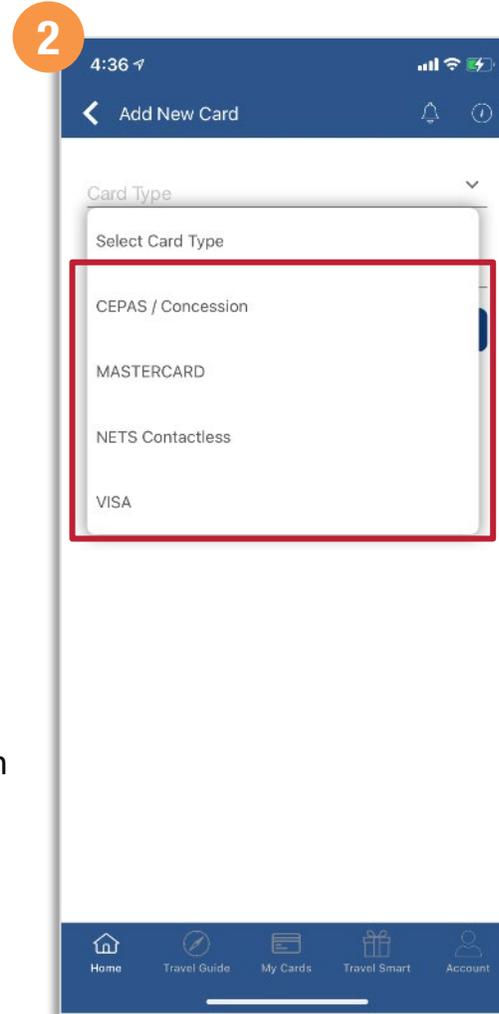
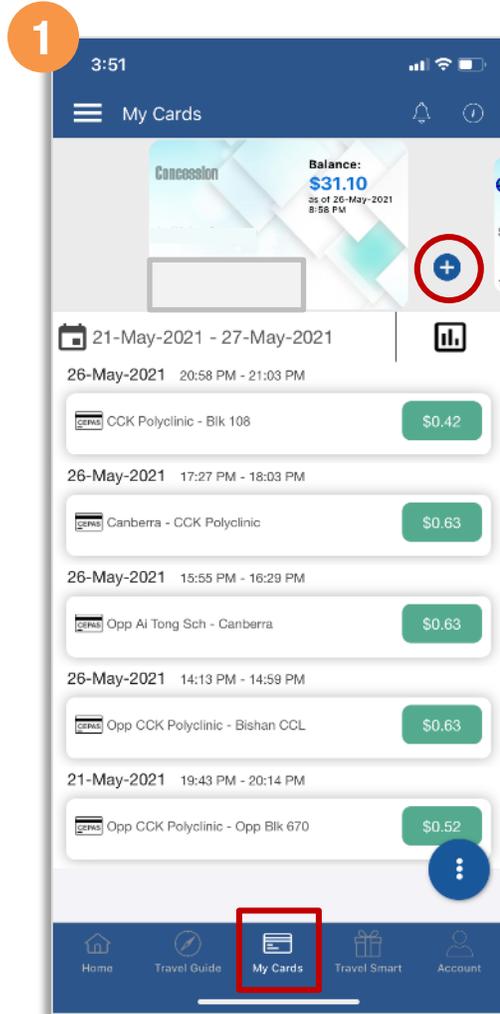
You have
enabled Push
Notifications

How To



Add Contactless Bank Card To TL SimplyGo Account (Method 1)

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How To

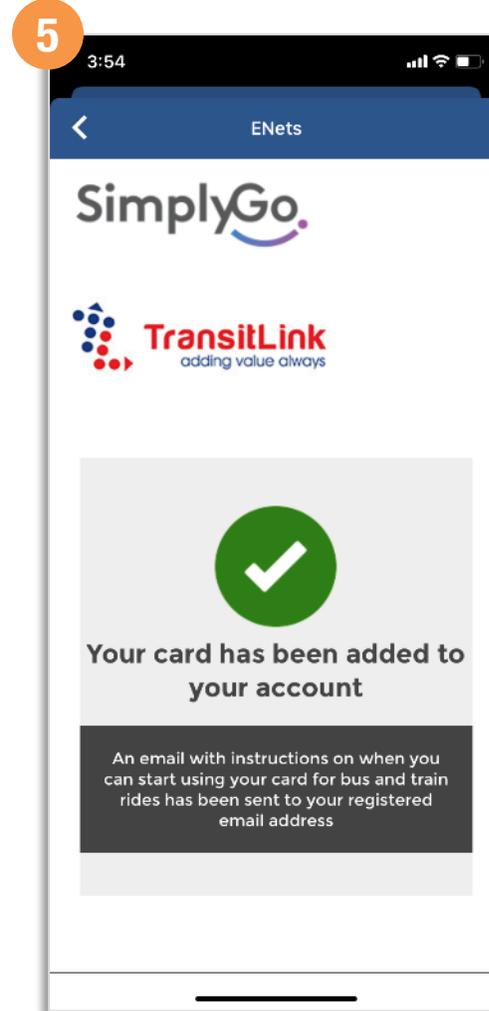


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Add Contactless Bank Card To TL SimplyGo Account (Method 1)



Enter card details
Tap 'Submit'



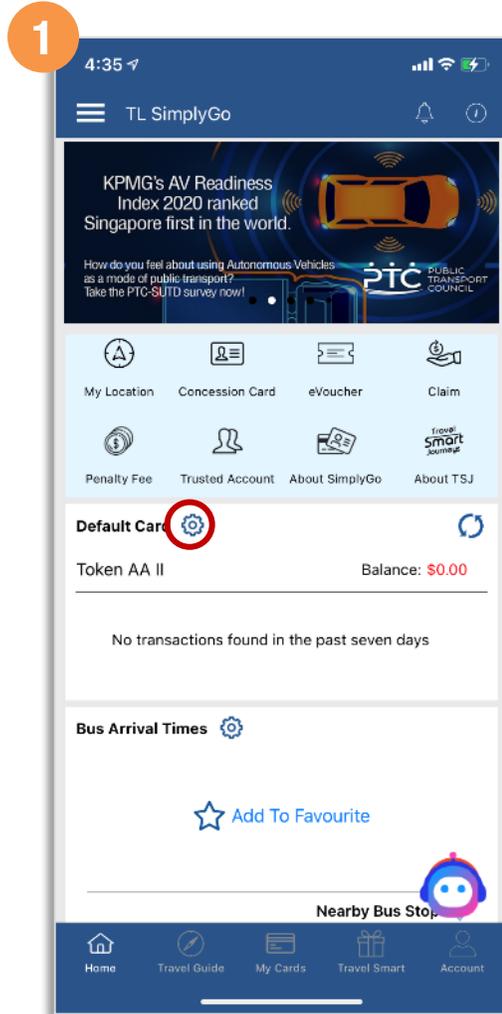
You will see this message once you have successfully added your card

How To

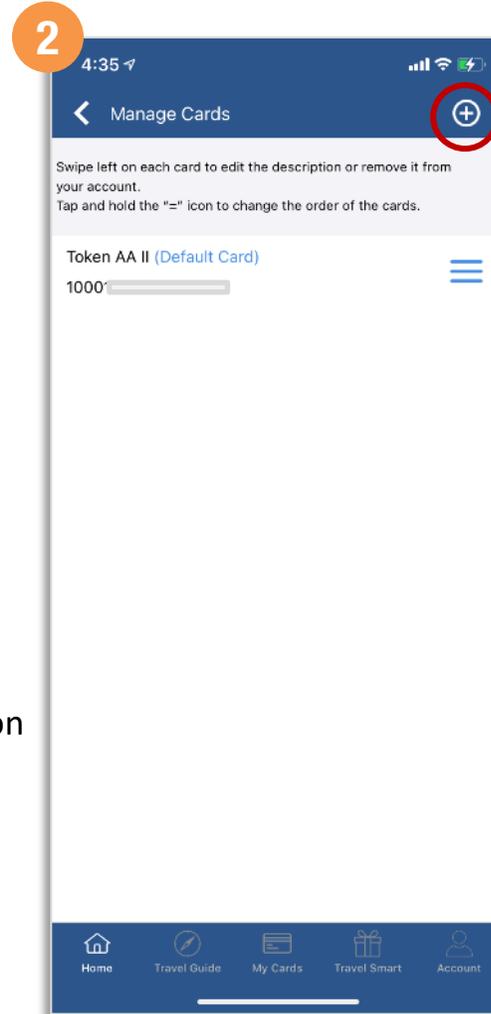


Add Contactless Bank Card To TL SimplyGo Account (Method 2)

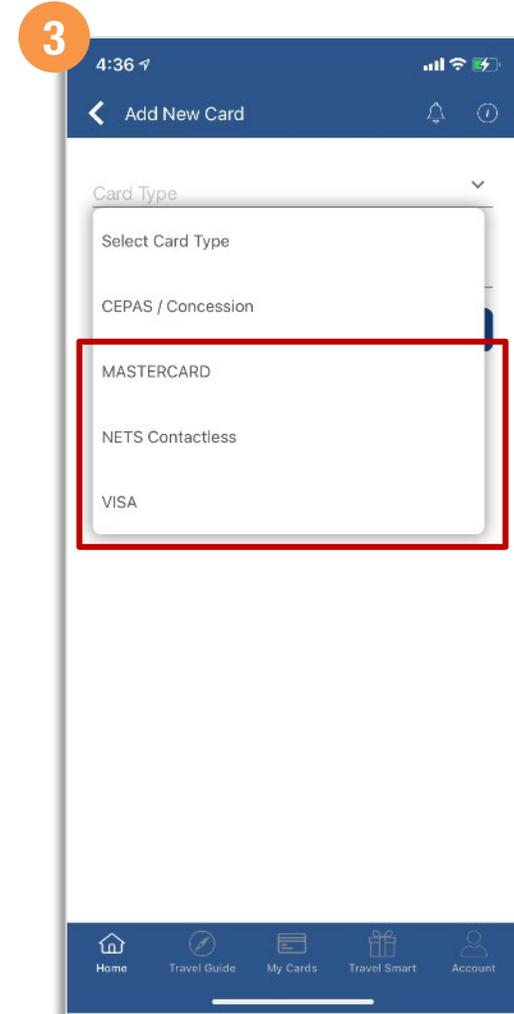
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Tap the 'Settings' icon on the app homepage



Tap the '+' icon



Select EMV Card Type from the dropdown list

continued on next page >

How To

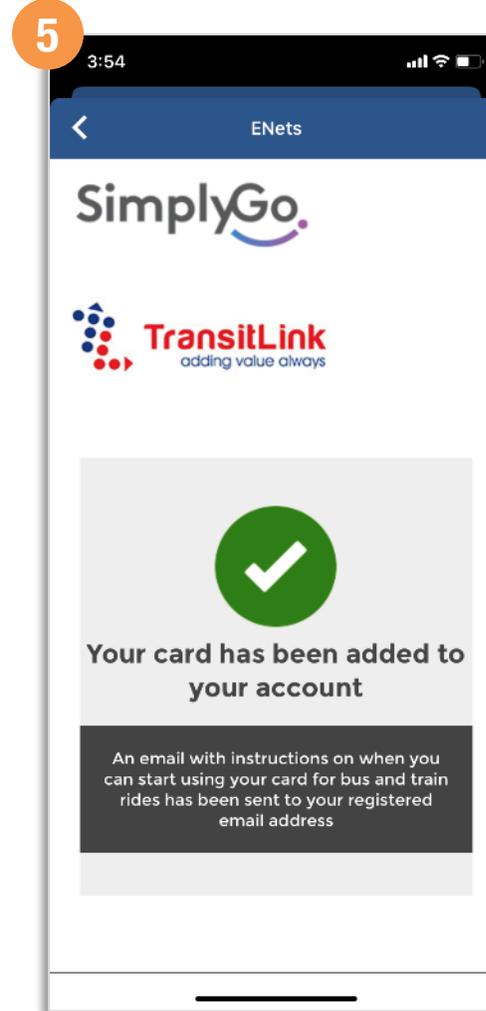


Add Contactless Bank Card To TL SimplyGo Account (Method 2)

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Enter card details
Tap 'Submit'



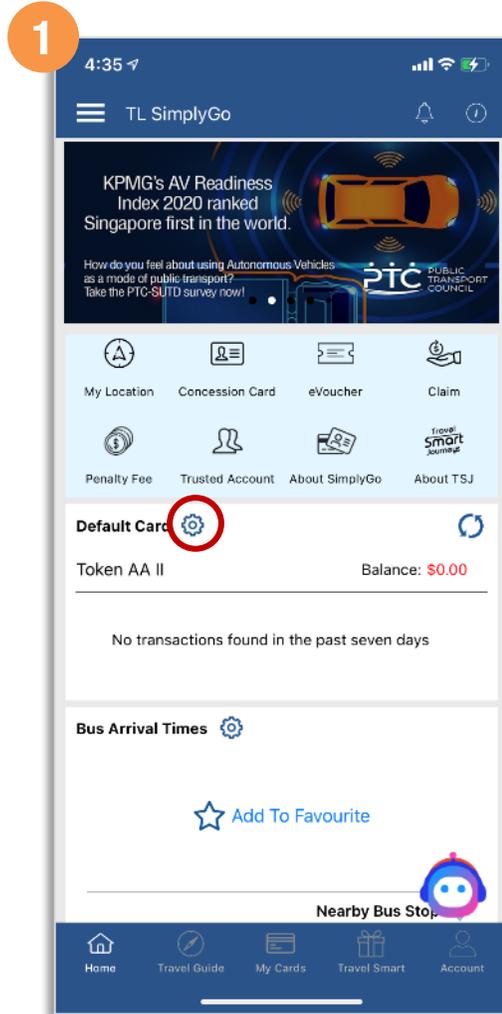
You will see this message once you have successfully added your card

How To

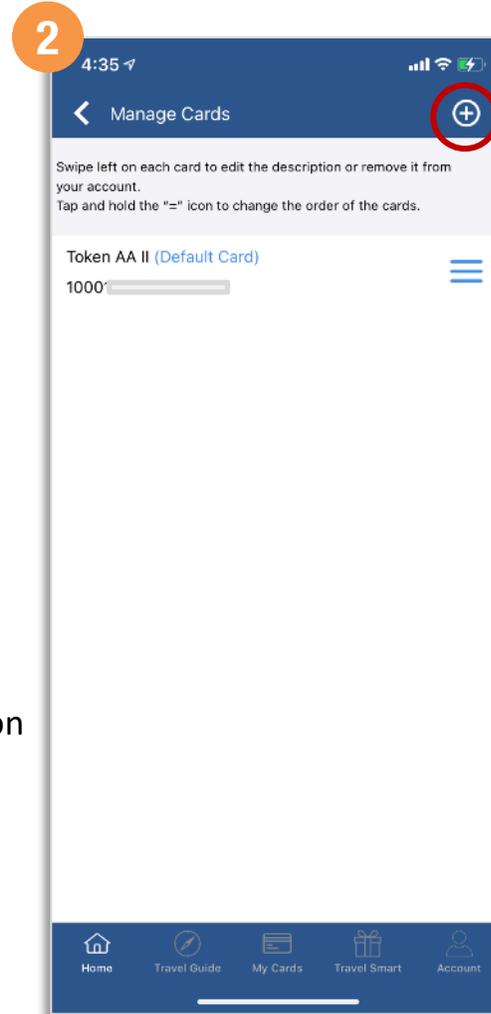


Add EZ-Link/NETS FlashPay/Concession Card (CEPAS) to TL SimplyGo account (Method 1)

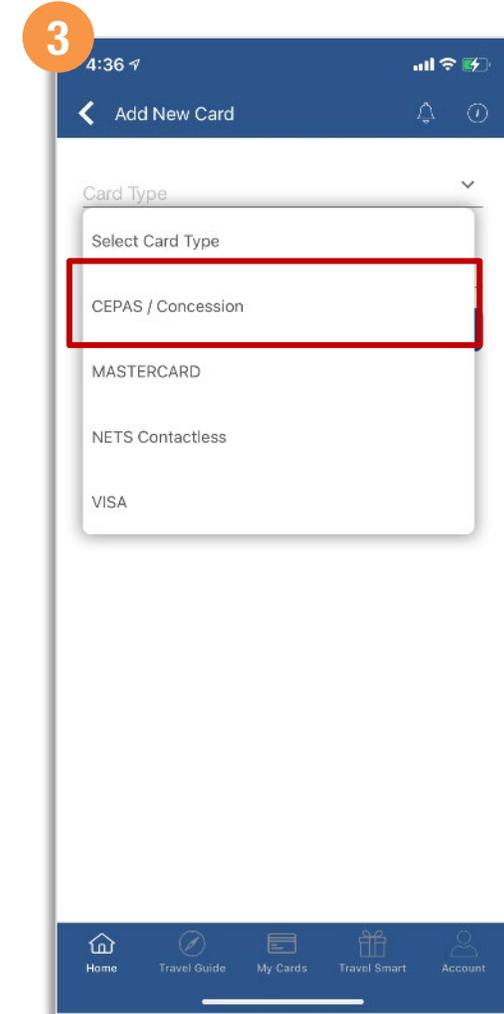
Back to top



Tap the 'Settings' icon on the app homepage



Tap the '+' icon



Select 'CEPAS / Concession' from the 'Card Type' dropdown list

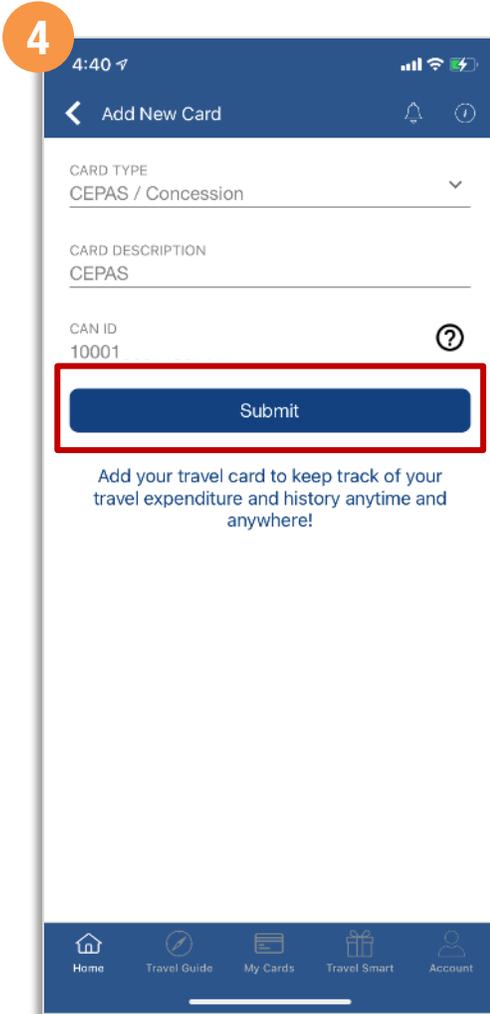
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How To



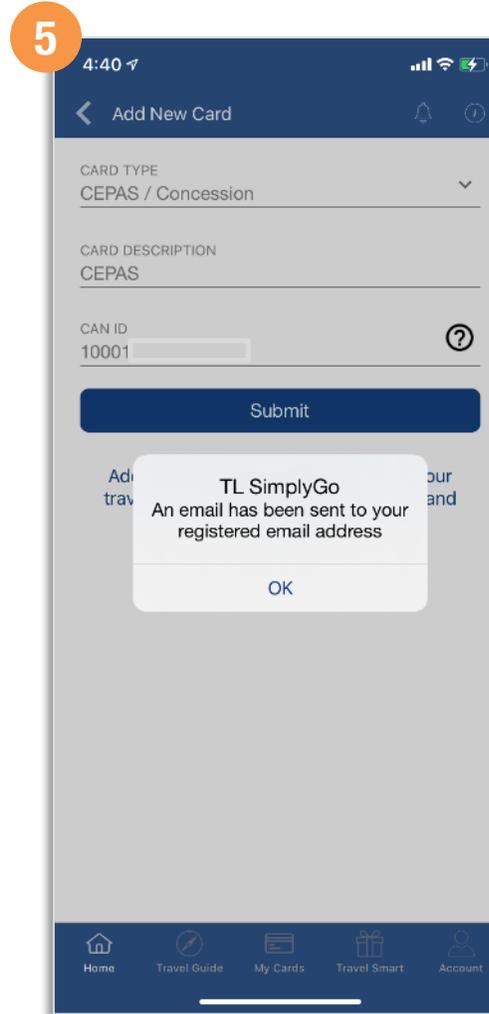
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Add EZ-Link/NETS FlashPay/Concession Card (CEPAS) to TL SimplyGo account (Method 1)



Enter 'Card Description' and CAN ID

Tap 'Submit'



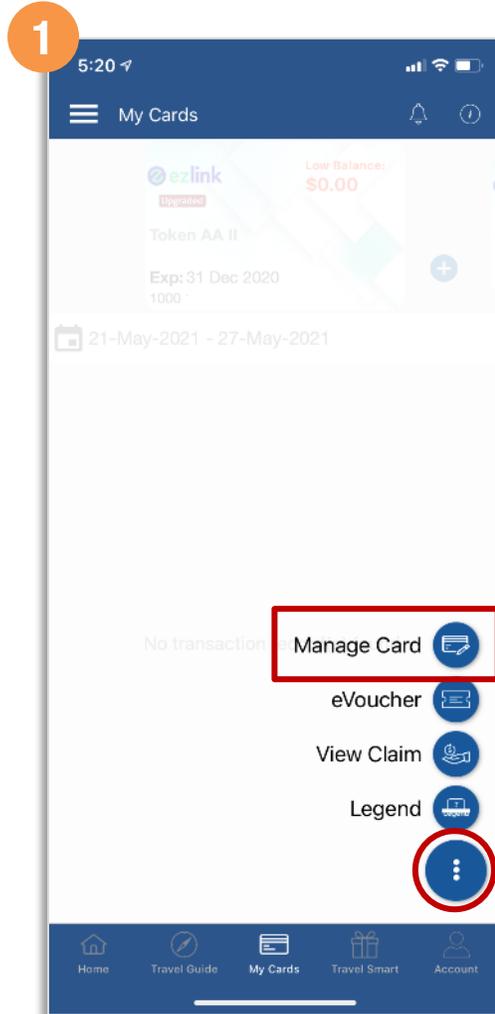
Tap 'OK'

How To



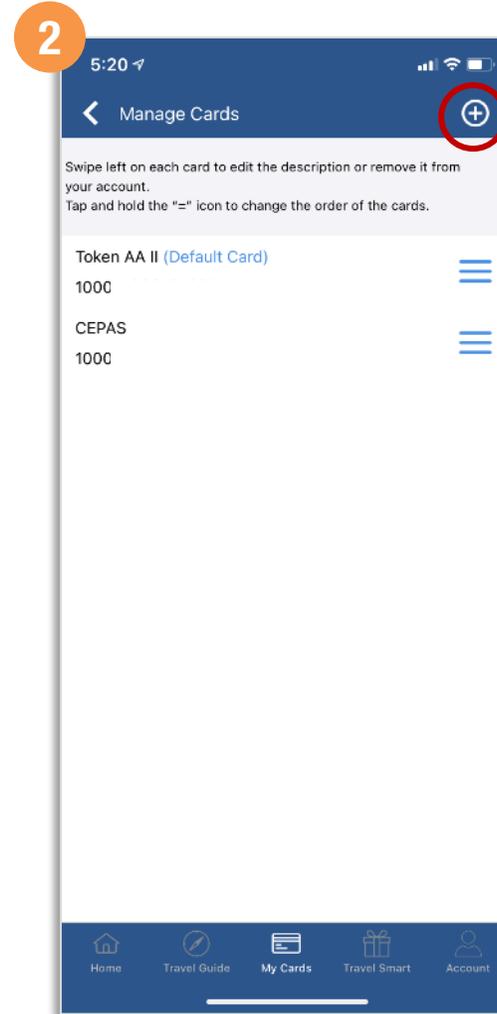
Add EZ-Link/NETS FlashPay/Concession Card (CEPAS) to TL SimplyGo account (Method 2)

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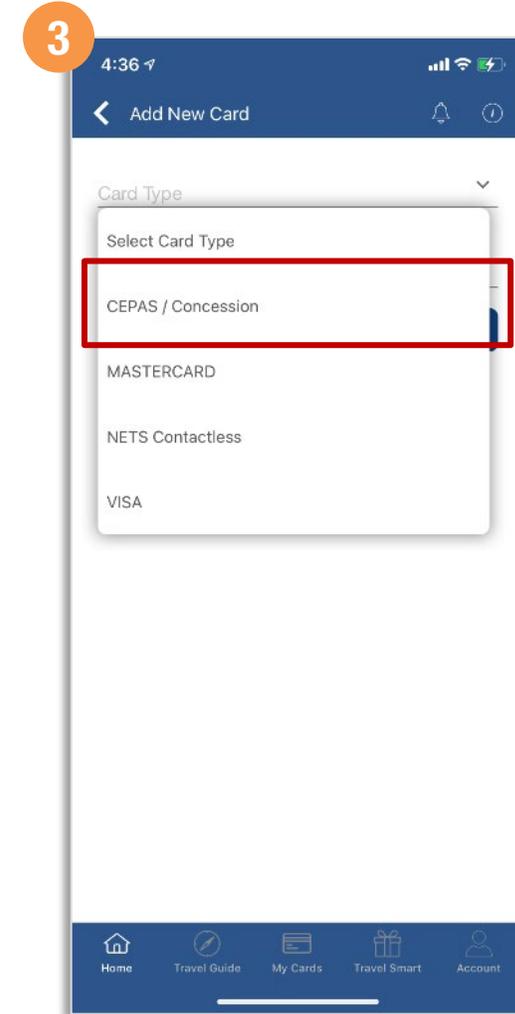


Tap the 'three dots' icon

Select 'Manage Card'



Tap the '+' icon



Select 'CEPAS / Concession' from the 'Card Type' dropdown list

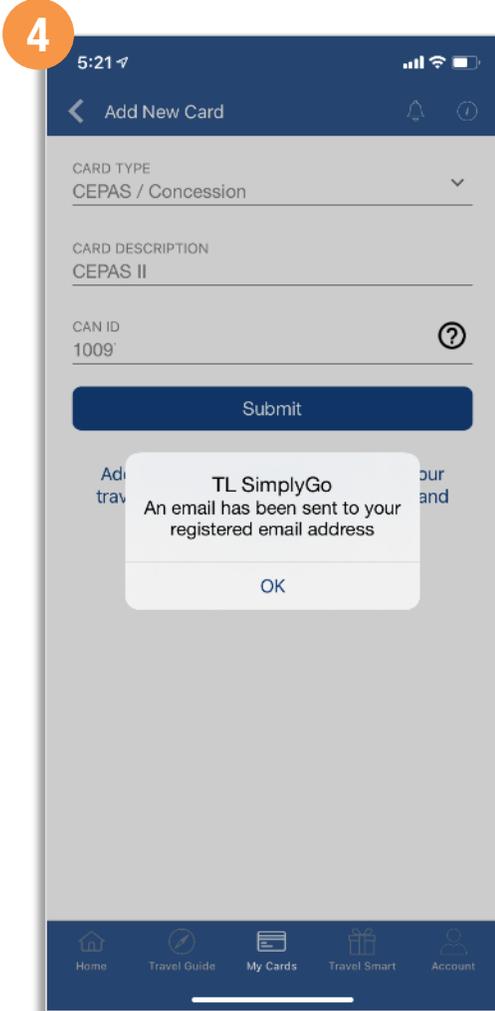
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Add EZ-Link/NETS FlashPay/Concession Card (CEPAS) to TL SimplyGo account (Method 2)



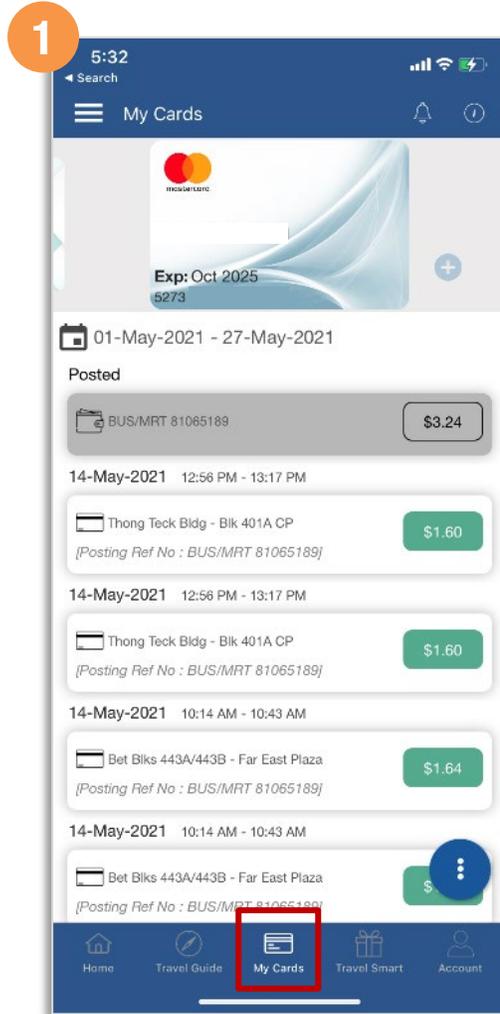
Tap 'OK'

How To

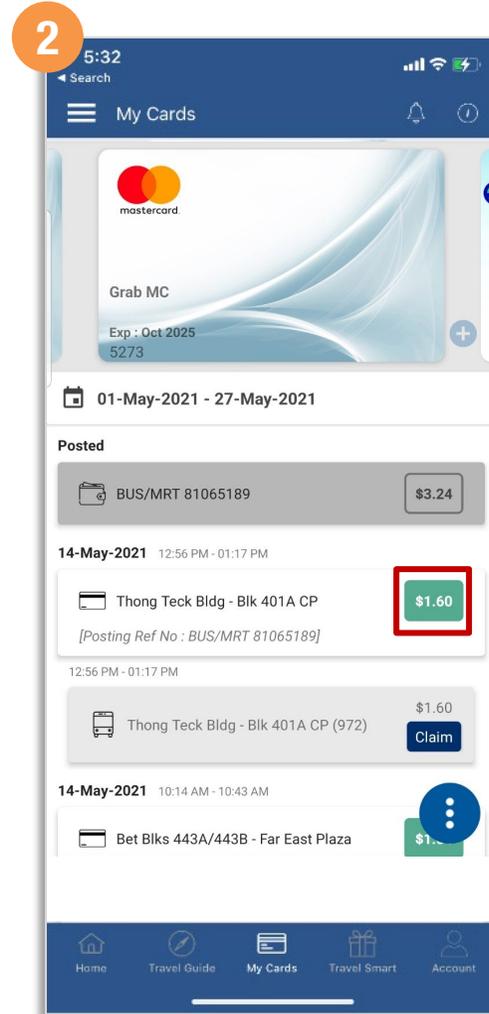


View and Check Transaction Records (For All Card Types)

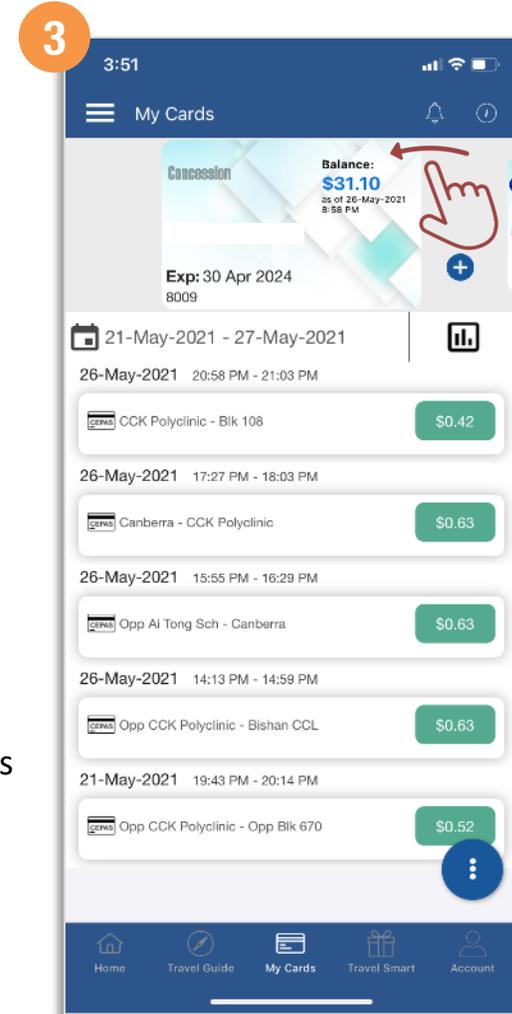
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Tap 'My Cards' to view your transaction history



Tap the respective transactions to view the details of your trip



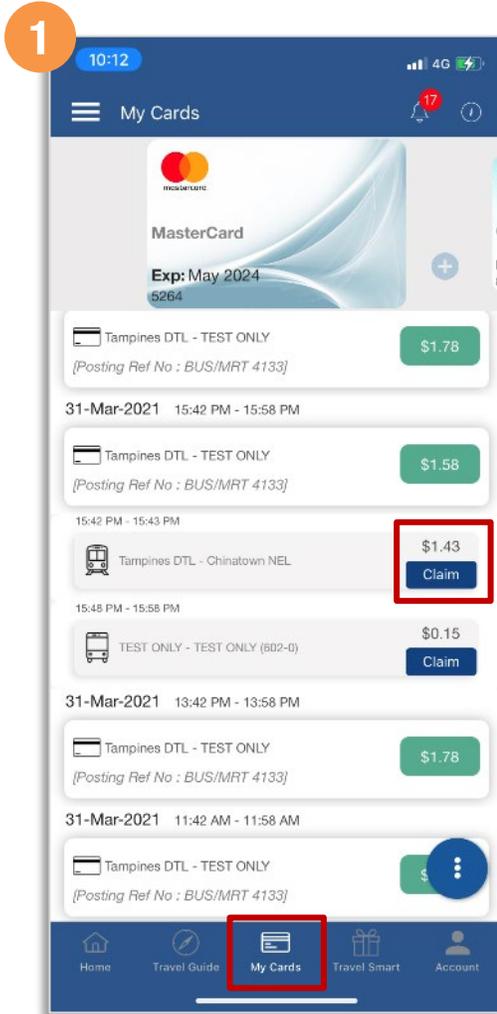
If you have more than one card, just swipe left to view the transaction history for the respective cards

How To



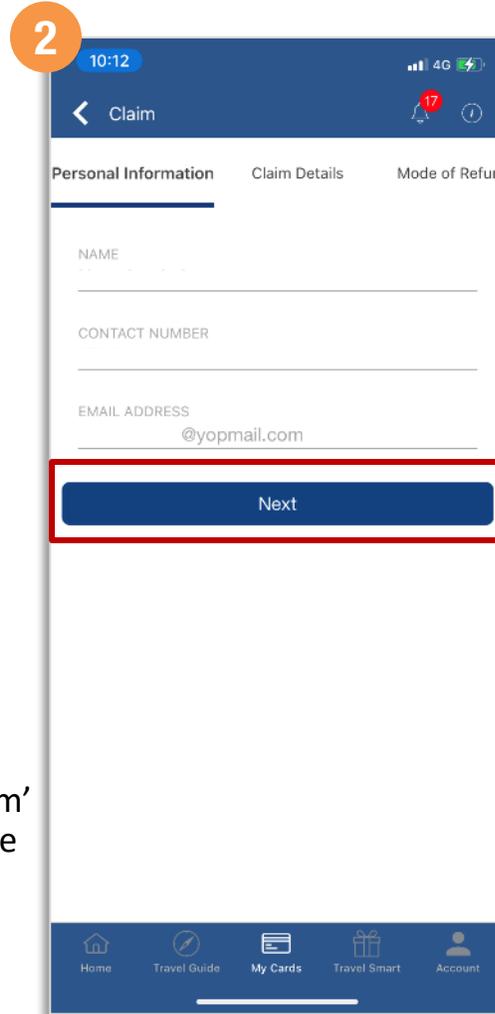
File A Claim* – Contactless Bank Card

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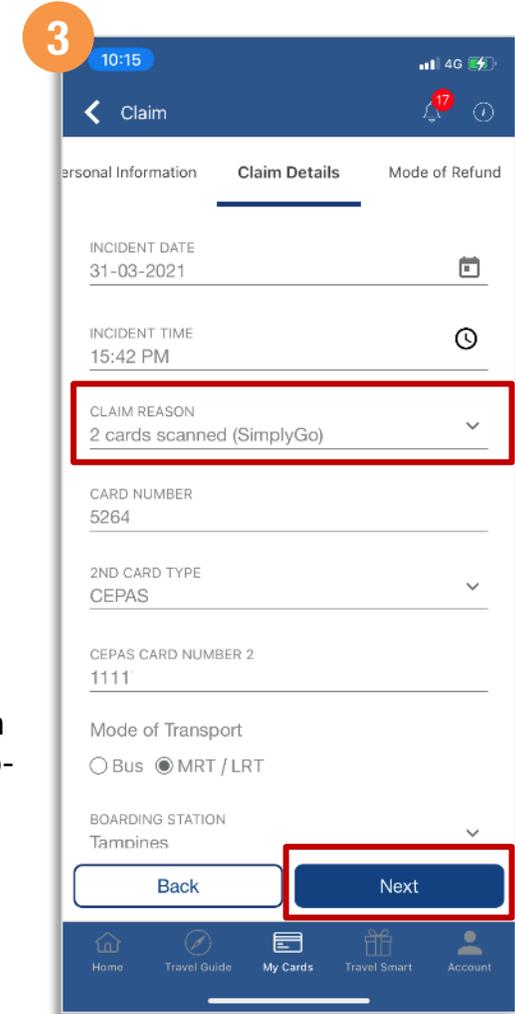
Go to 'My Cards'

Tap the 'Claim' button on the relevant fare



Personal information will be auto-populated.

Tap 'Next'



Select 'Claim Reason' from dropdown list

Tap 'Next'

continued on next page >

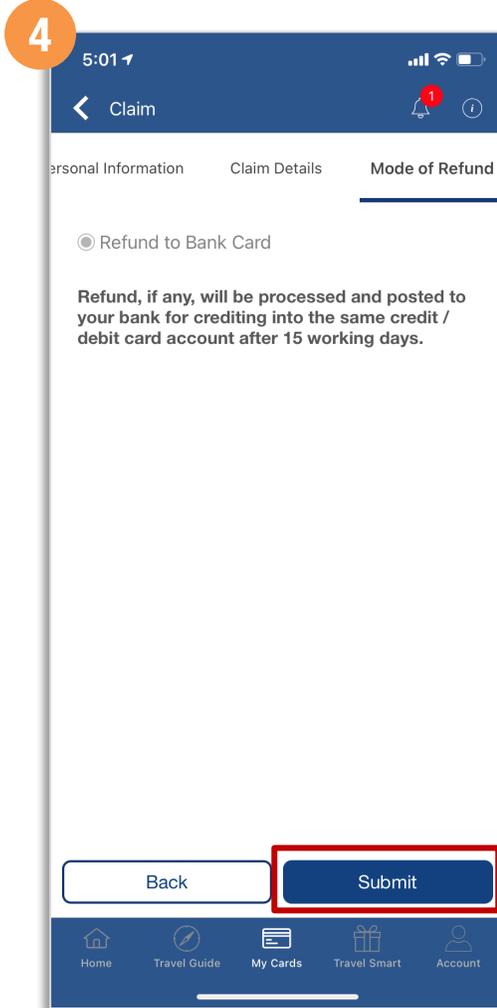
* Login required

How To



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File A Claim* – Contactless Bank Card



Tap 'Submit'
(By default, the refund will be credited to your bank card)



Your claim has been submitted

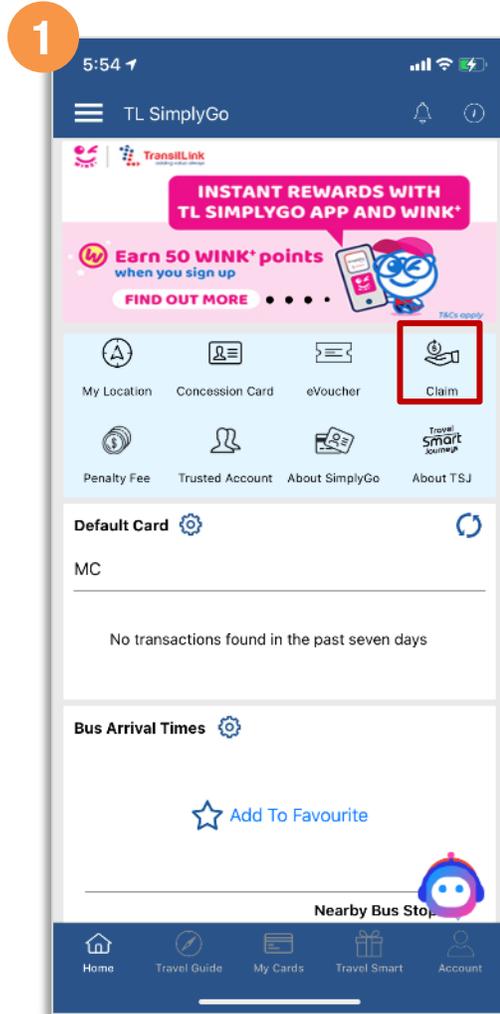
* Login required

How To

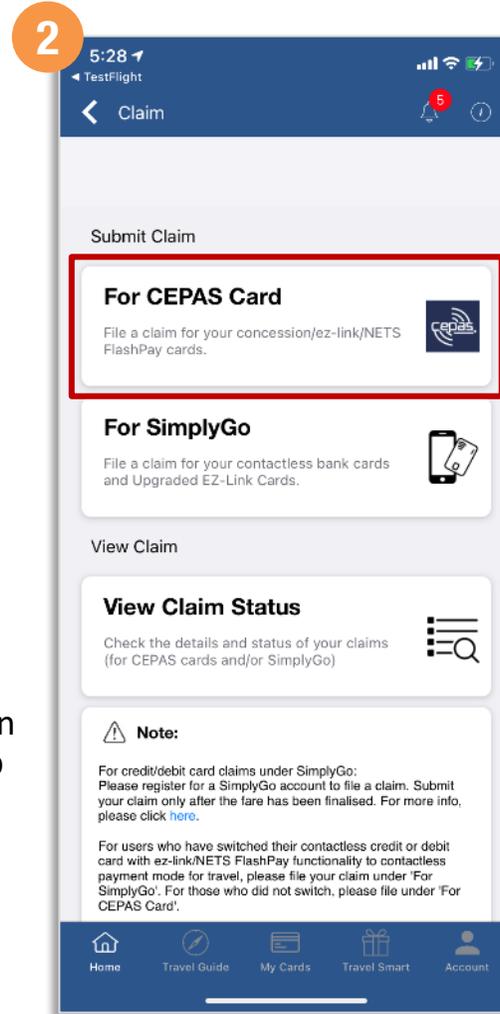


File A Claim[^] – EZ-Link/NETS FlashPay/Concession Card

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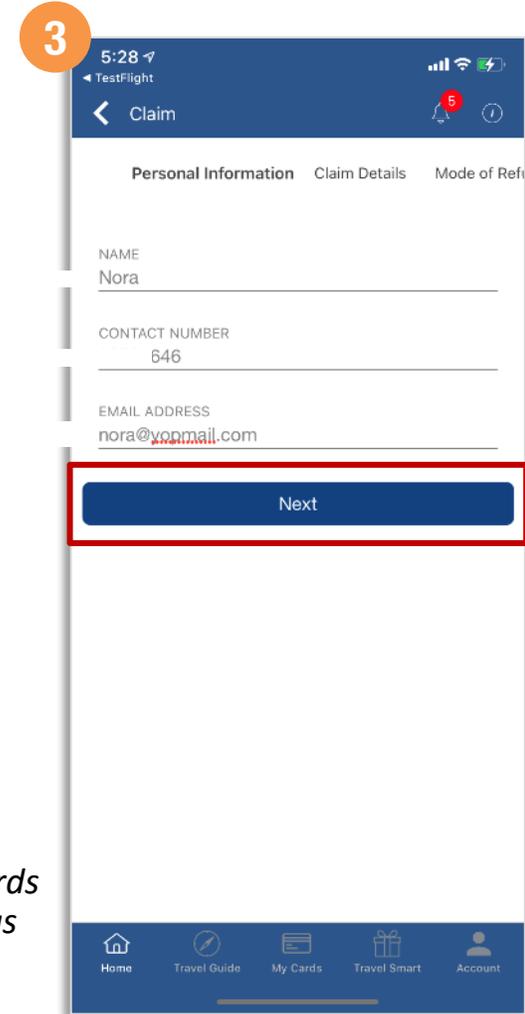


Tap the 'Claim' icon on the app homepage



Tap 'For CEPAS Card'

(EZ-Link, NETS FlashPay, Concession Cards are classified as CEPAS Cards)



- Enter personal information
- Tap 'Next'

[^] Login not required

continued on next page >

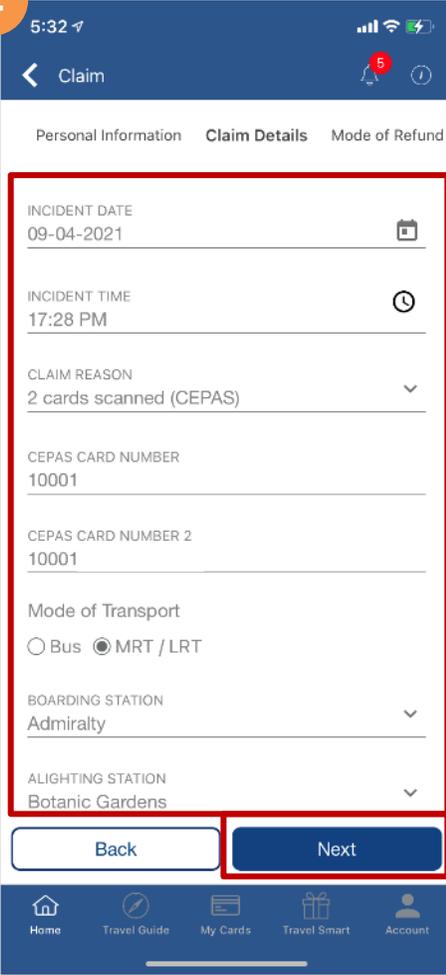
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File A Claim[^] – EZ-Link/NETS FlashPay/Concession Card

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5:32

Claim

Personal Information Claim Details Mode of Refund

INCIDENT DATE
09-04-2021

INCIDENT TIME
17:28 PM

CLAIM REASON
2 cards scanned (CEPAS)

CEPAS CARD NUMBER
10001

CEPAS CARD NUMBER 2
10001

Mode of Transport
 Bus MRT / LRT

BOARDING STATION
Admiralty

ALIGHTING STATION
Botanic Gardens

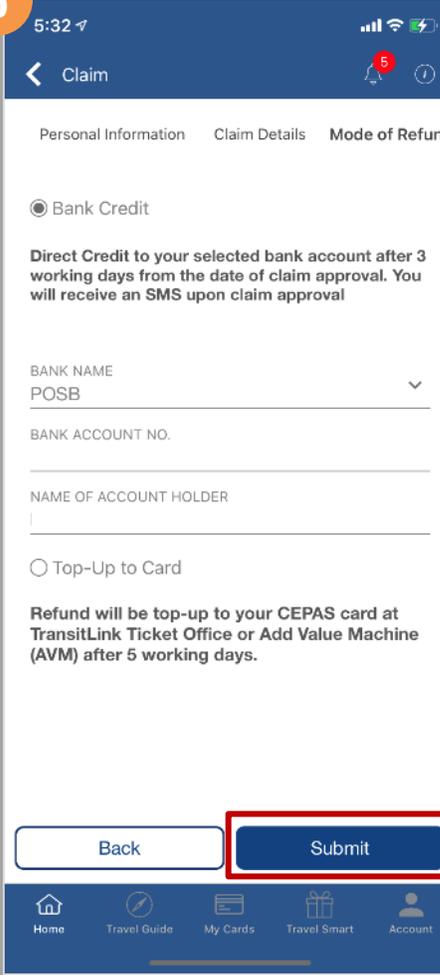
Back Next

Home Travel Guide My Cards Travel Smart Account

Enter the claim details accordingly

Tap 'Next'

5



5:32

Claim

Personal Information Claim Details Mode of Refund

Bank Credit

Direct Credit to your selected bank account after 3 working days from the date of claim approval. You will receive an SMS upon claim approval

BANK NAME
POSB

BANK ACCOUNT NO.

NAME OF ACCOUNT HOLDER

Top-Up to Card

Refund will be top-up to your CEPAS card at TransitLink Ticket Office or Add Value Machine (AVM) after 5 working days.

Back Submit

Home Travel Guide My Cards Travel Smart Account

Select your preferred mode of refund

Tap 'Submit'

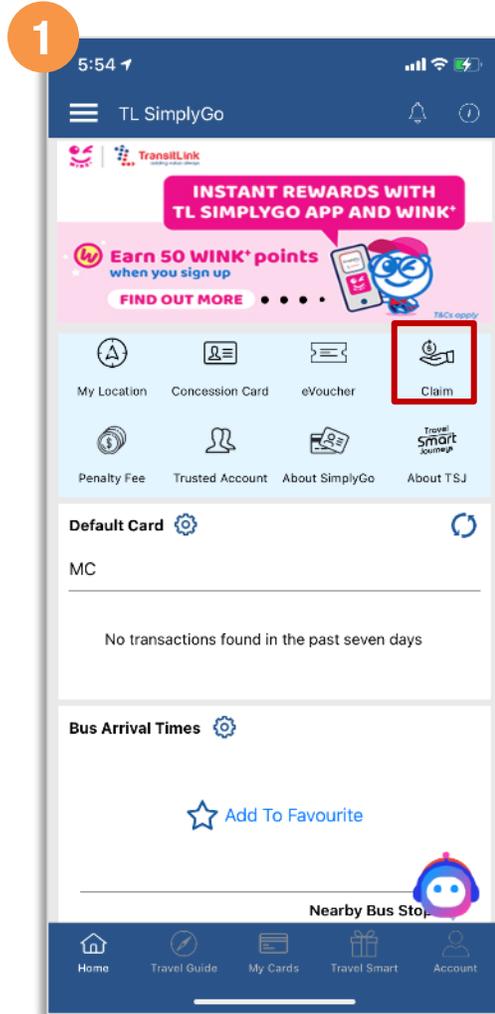
[^] Login not required

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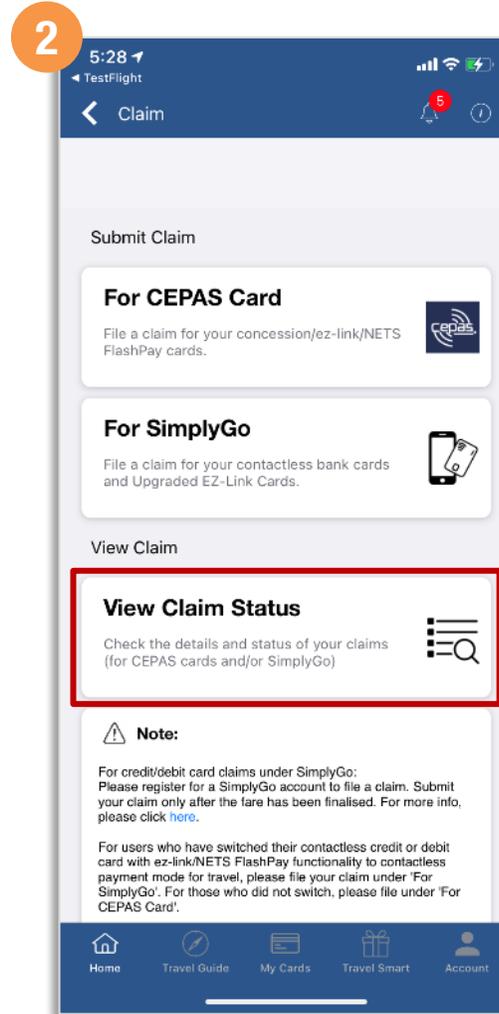


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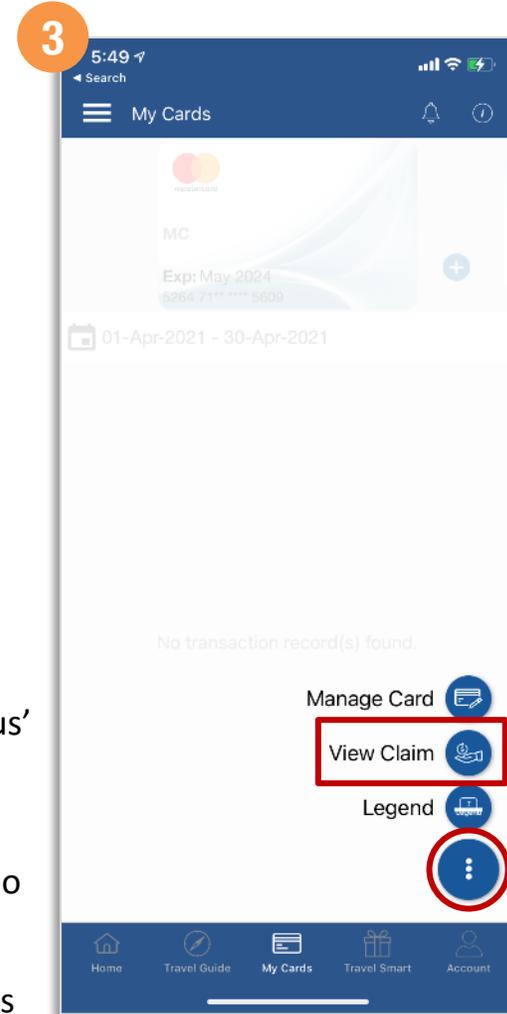
Check Claim Status – Contactless Bank Card



Tap the 'Claim' icon on the app homepage



Tap 'View Claim Status'
Login to / Sign up for TL SimplyGo account to view your claim status



Tap the 'three dots' icon
Tap 'View Claim'

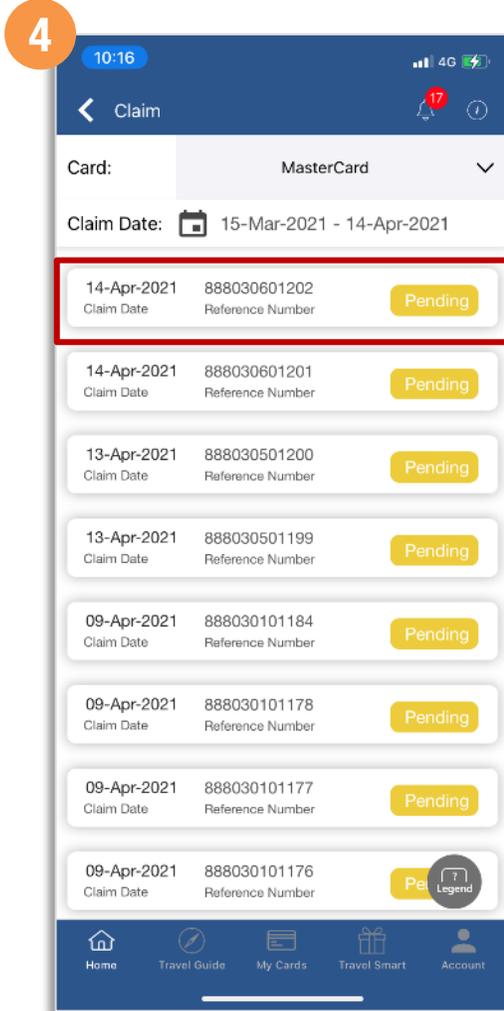
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How To

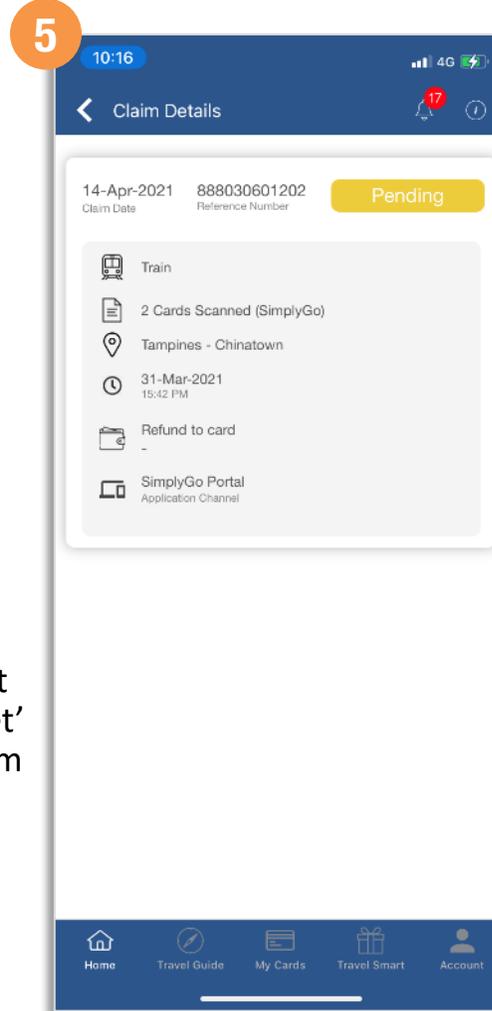


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Check Claim Status – Contactless Bank Card



Tap relevant 'Claim Ticket' to view claim details



Claim details will be displayed

How To

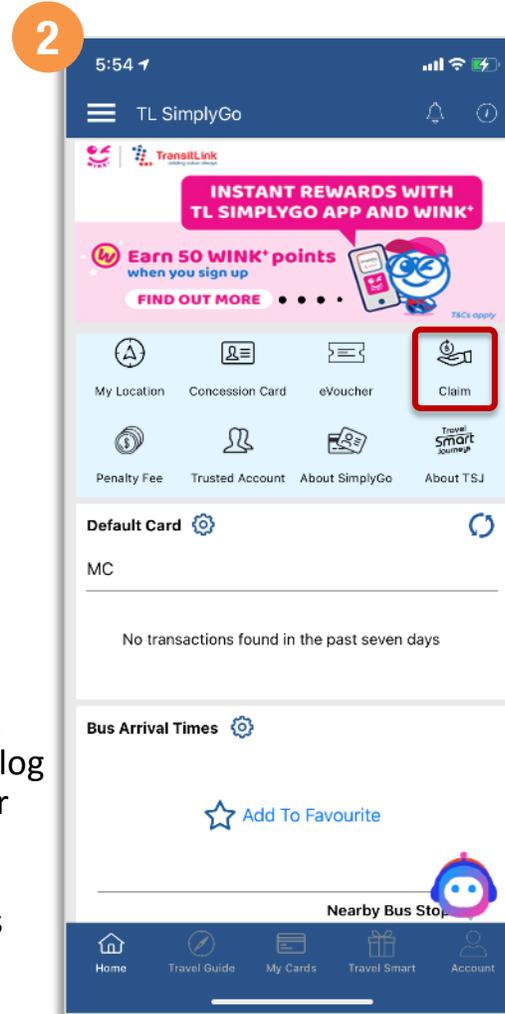


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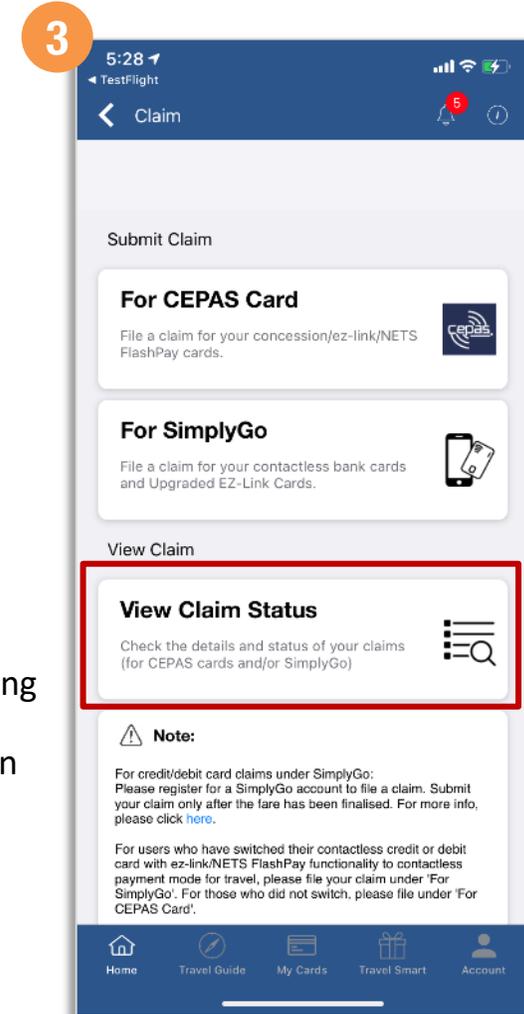
Check Claim Status* – EZ-Link/NETS FlashPay/ Concession Card



After claim submission, user has to log in to his/her account to check the claim status



After logging in, tap the 'Claim' icon



Tap 'View Claim Status'

continued on next page >

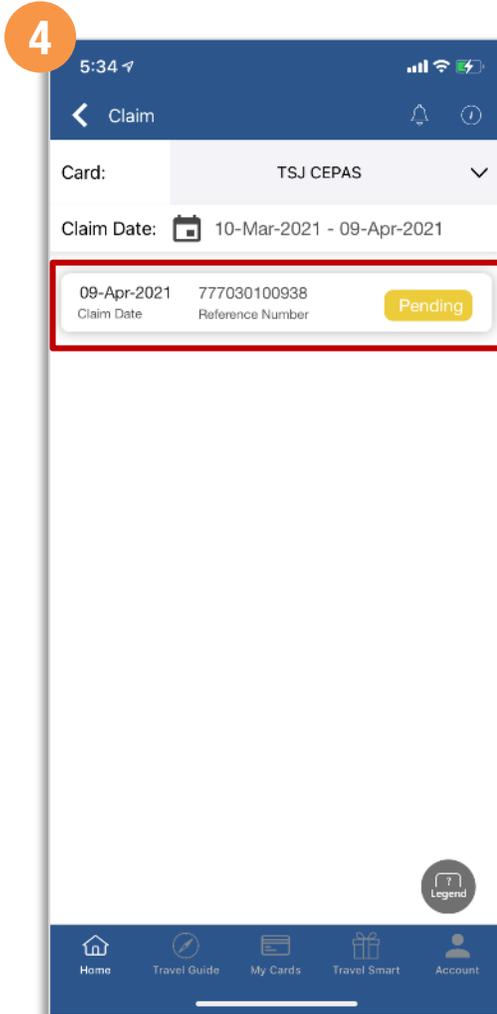
* Login required

How To

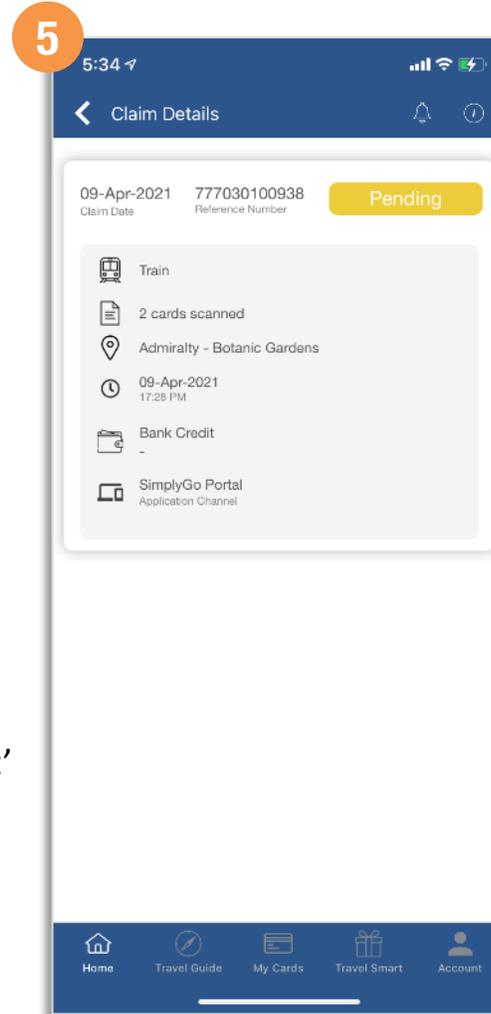


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Check Claim Status* – EZ-Link/NETS FlashPay/ Concession Card



Select relevant 'Claim Ticket' to view claim details



Claim details will be displayed

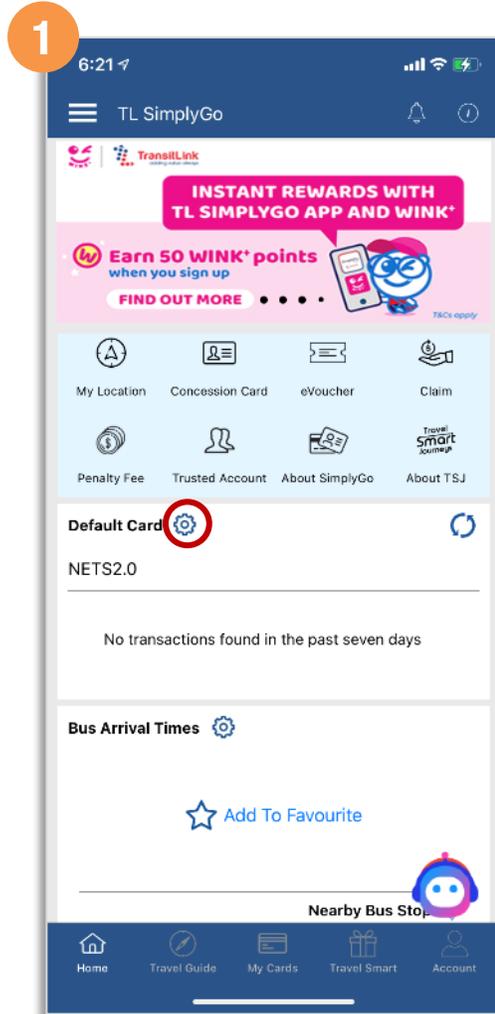
* Login required

How To

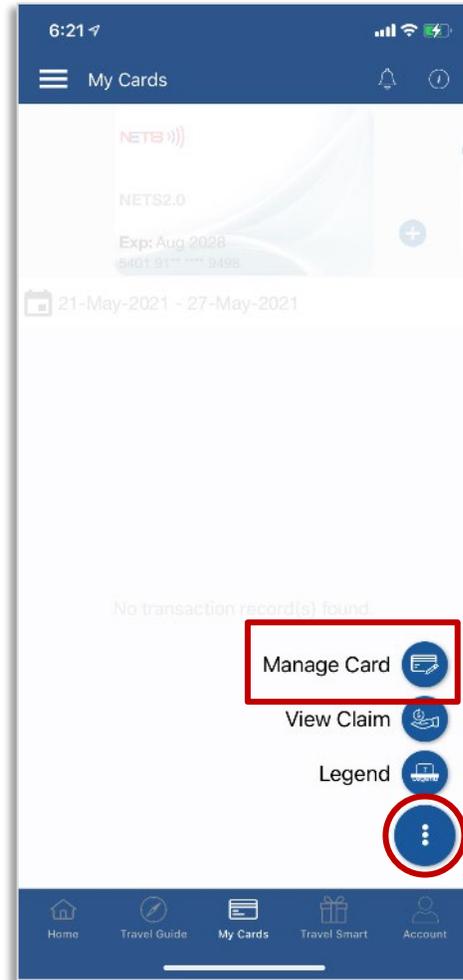


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Change default card displayed on app homepage

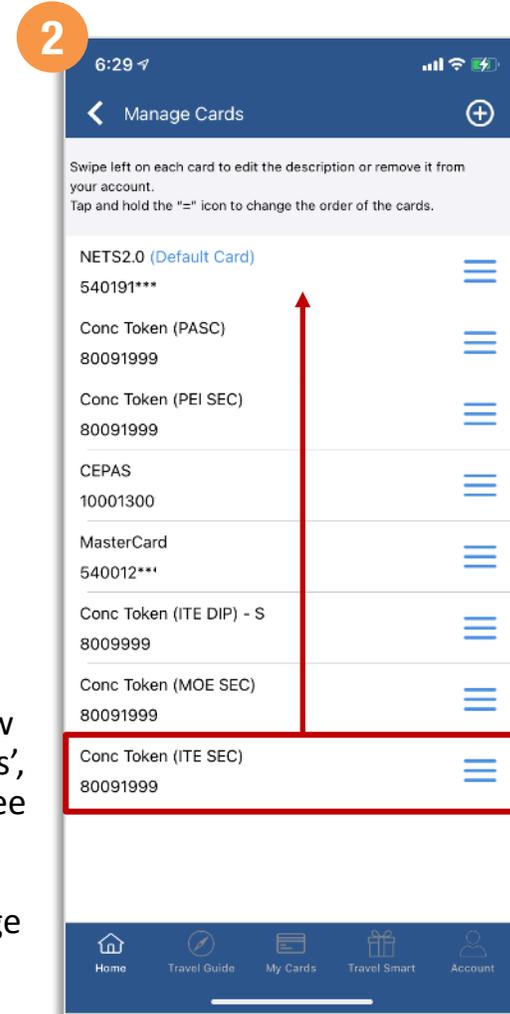


If your default view is 'Home', tap the 'Settings' icon



If your default view is 'My Cards', tap the three dot icon

Tap 'Manage Card'



Hold the card you wish to set as Default Card and drag it up to the top

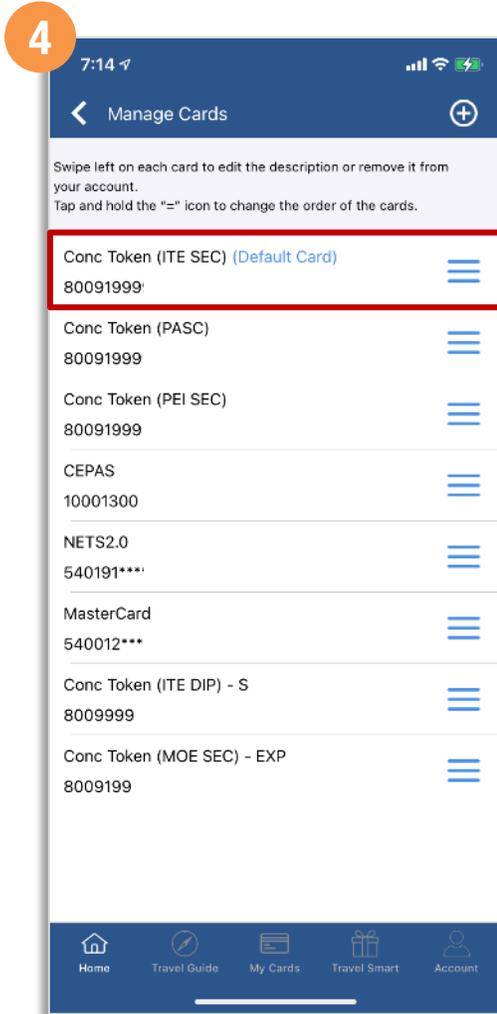
continued on next page >

How To



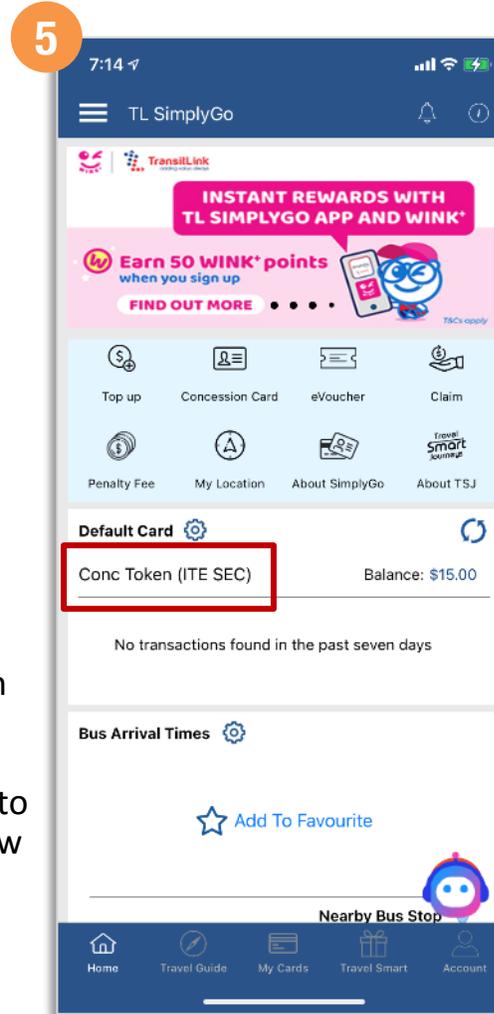
Back to top

Change default card displayed on app homepage



Card position has changed

Card moved to the top is now the Default Card



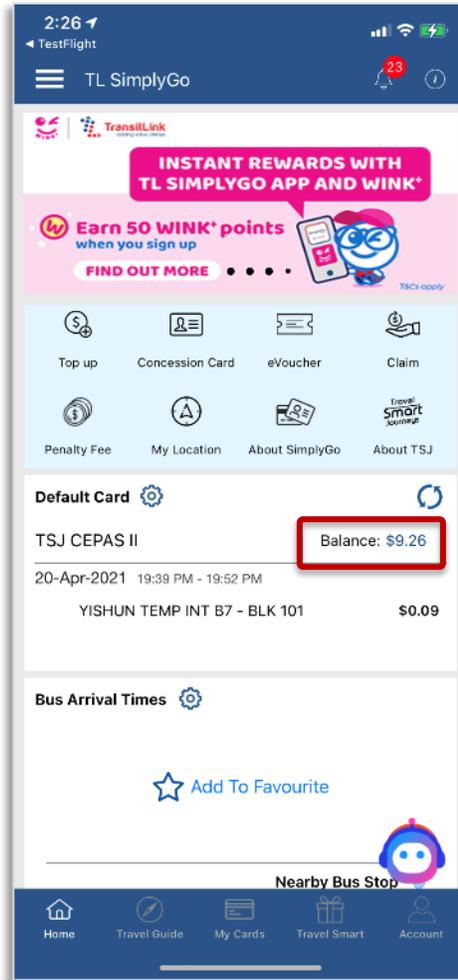
Tap 'Home' to verify the 'new' Default Card is correctly displayed on the app homepage

How To

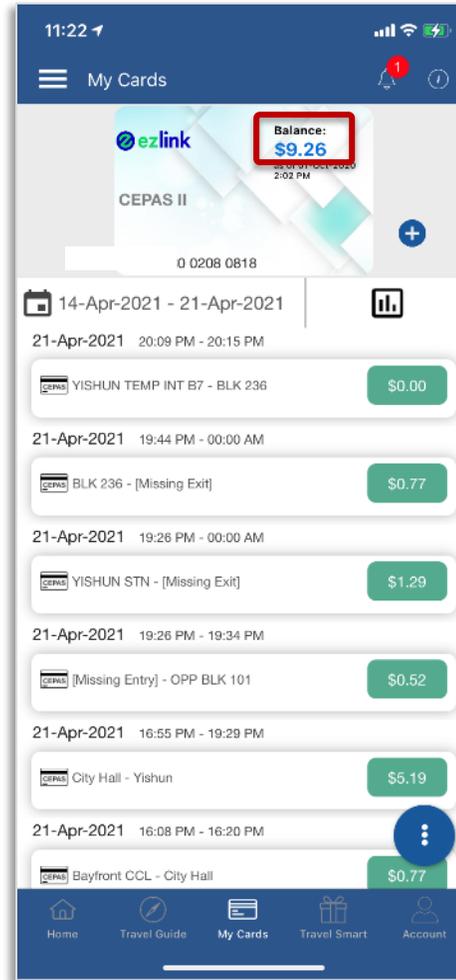


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Check Card Balance



The balance of your Default Card is displayed on the app homepage (tap 'Home' on the bottom menu if your default view is set to 'My Cards')



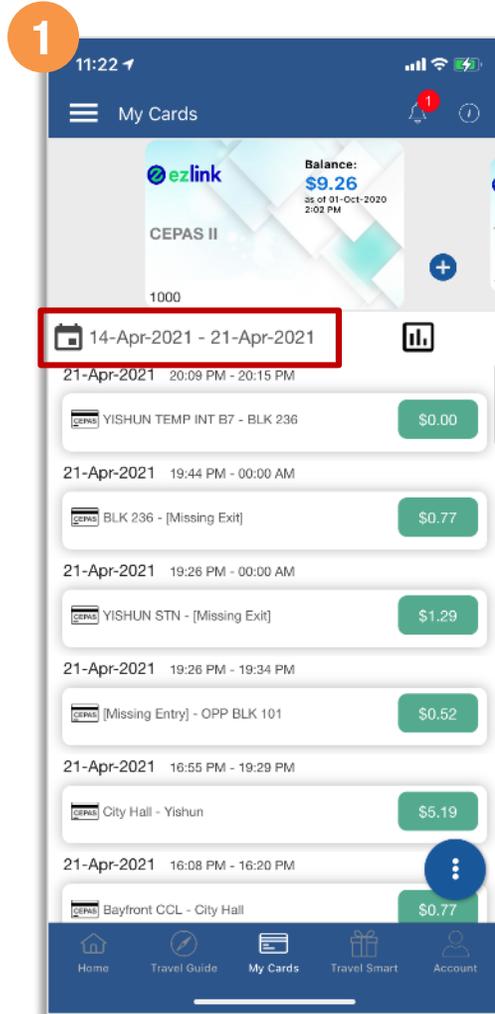
The card balance of all cards added to your account is displayed under 'My Cards' (tap 'My Cards' on the bottom menu if your default view is set to 'Home')

How To

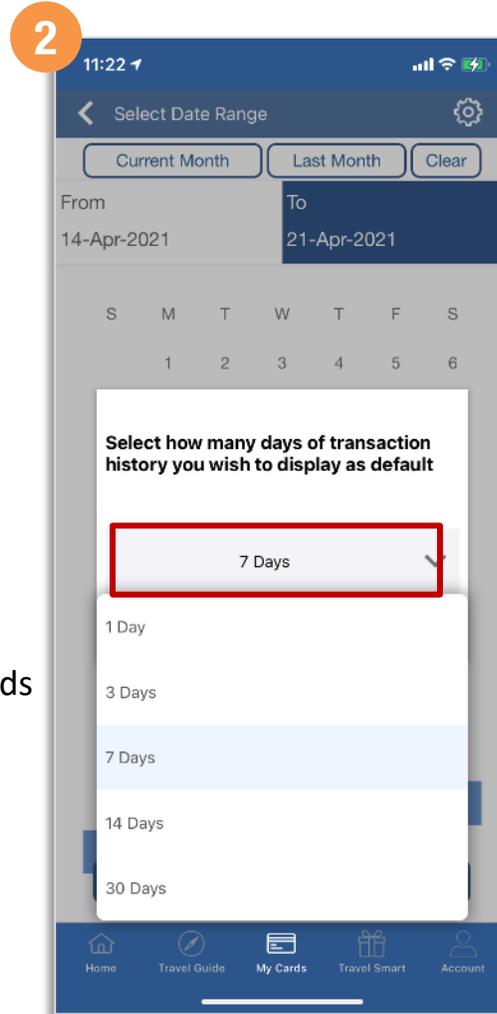


Change length of transaction history displayed as default

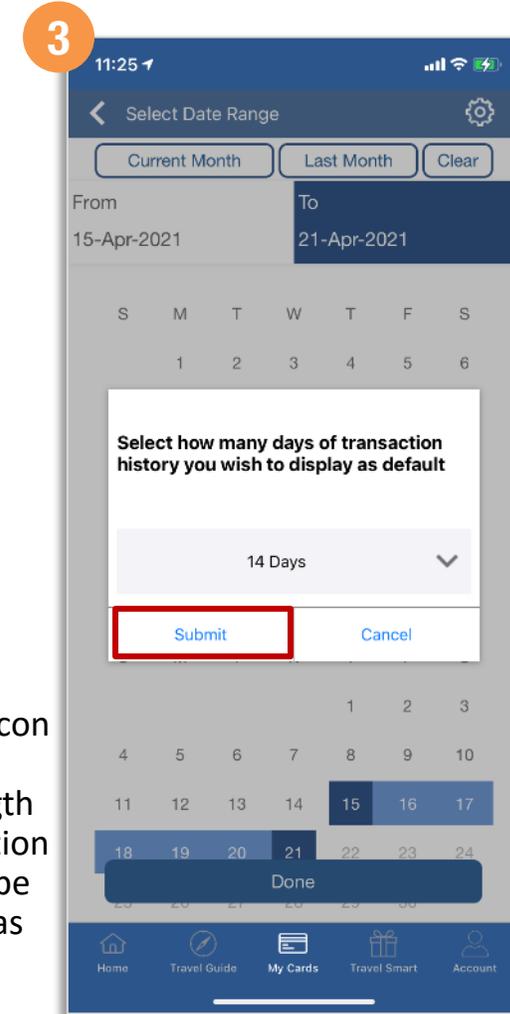
Back to top



Tap 'My Cards'
Select 'Date Range'



Tap the 'Settings' icon
Select length of transaction history to be displayed as default



Once done, tap 'Submit'

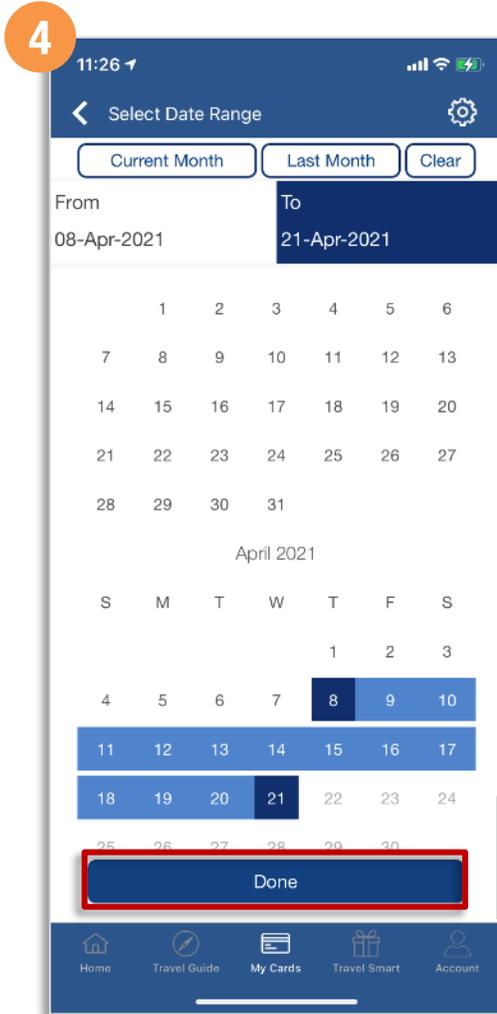
continued on next page >

How To

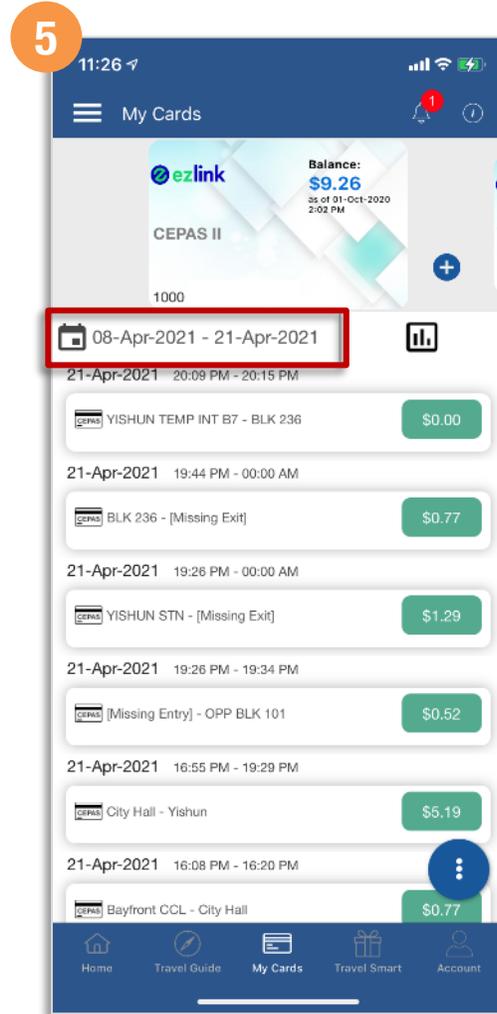


Change length of transaction history displayed as default

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Tap 'Done'



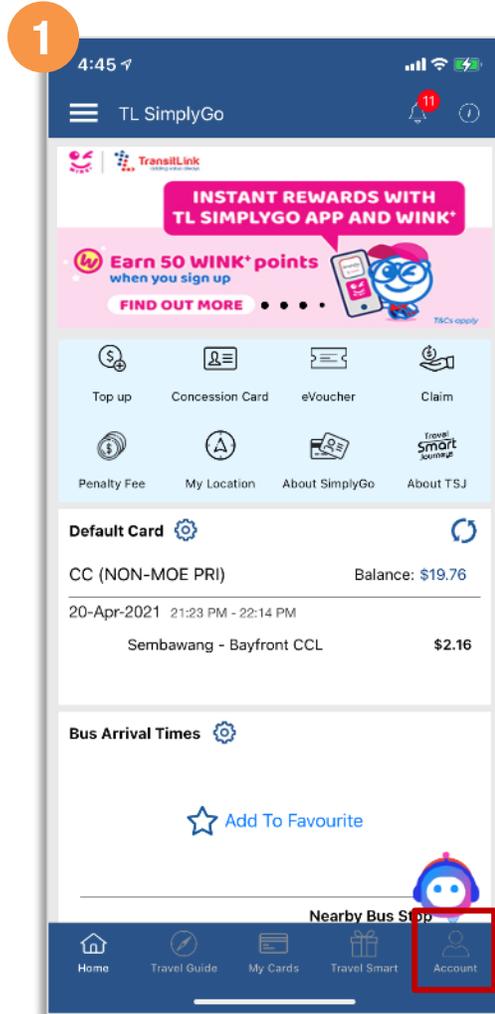
Date range has been updated

How To

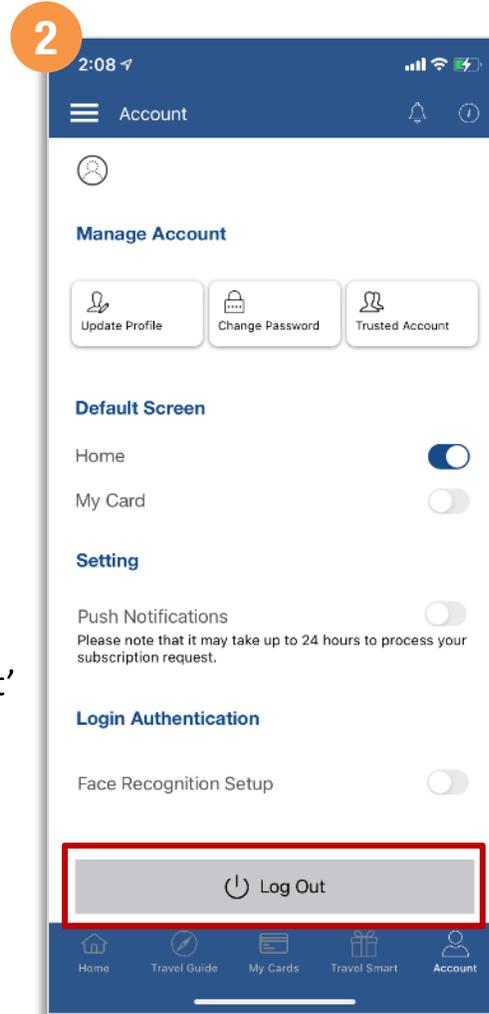


Log out of TL SimplyGo App

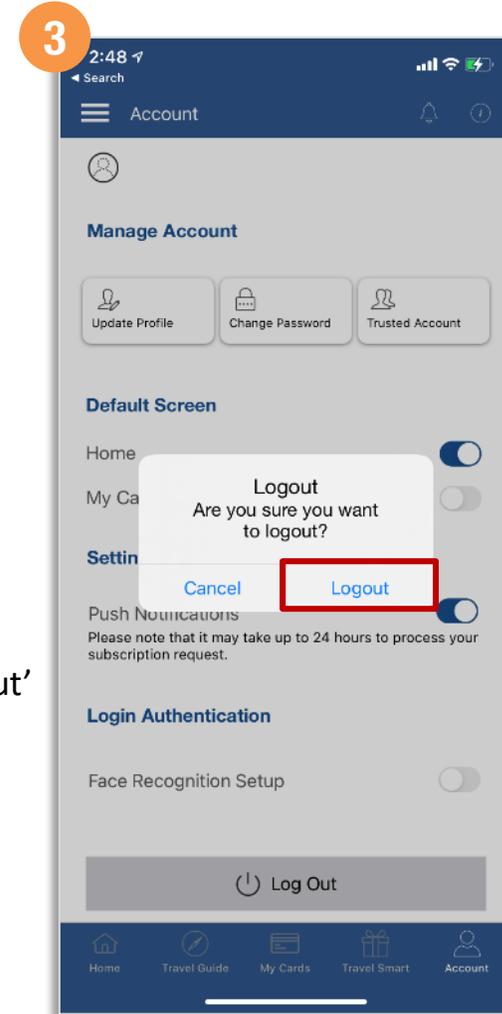
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Tap 'Account' (bottom menu)



Tap 'Log Out'



Tap 'Logout' to confirm