TL SimplyGo app user guide



How to

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Use Face Recognition To Log In (Method 1)

'Face ID' has

been enabled

You can now

log in with

'Face ID'

How To



Back to top

Use Face Recognition To Log In (Method 2)

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Account	()	
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Manage Account		
Update Profile Change Password	D. Trusted Account	
Default Screen		
Home		
My Card		
Setting		
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Login Authentication		menu)
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Opt-in To Receive Promotional Email (when creating a new account)

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	SimplyGo.	
	Sign In	
	Email Address	
	Login	
	Forgot Password? Create Account?	Tap the 'Sign-in' icon on the homepage
	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 'Create Account'







How To

Opt-in To Receive Promotional Email How To (under Account)

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Manage Account		
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My Card		
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Home Travel Guide My Cards	Travel Smart Account	Profile

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Opt-in To Receive Promotional Email How To (under Account)

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

Back to top	1 2:54 ◀II 중 ☞ SimplyGo Sign In ①		2:57 √ II ? Search Create Account Account Information EMAIL ADDRESS		2:59 √ Jul 🗢 🗗	}
	Sign In Email Address Password		PASSWORD NAME Nora Aamirah +65 MOBILE NUMBER +65 Declaration I have read and agree to the Terms & Conditions. I wish to receive push notifications of my		One Time Password Please enter the One Time Password (OTP) sent to your registered mobile number or email address within 5 minutes. OTP 314885 Resend OTP Submit Back	
	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'	 travel fares. I wish to receive newsletters and updates from TransitLink. Trastilik OPTIN To GET FIRST-HAND Register 	Check box to receive push notifications		Enter 'OTP' sent to your email addres mobile numl Tap 'Submit'



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How To

Back to top

Set Push Notifications For Fare Charges (under Account)

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Tap 'Account'	Push Notifications Please note that it may take up to 24 hou subscription request.	urs to protess your	Tap the 'S
(bottom menu)	Login Authentication		button to
	Face Recognition Setup		enable Pu Notificatio
	(¹) Log Out		
	Home Travel Guide My Cards Tra	avel Smart Account	



You have enabled Push Notifications



How To

Back to top

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

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MASTERCARD	1	
NETS Contactless		
VISA		
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		Select the
		'Card Type
		dropdown
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Back to top

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





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



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

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Home Tr	avel Guide My C	ards Travel Sma		

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Swipe left on each card to edit the description or remove it fro your account. Tap and hold the "=" icon to change the order of the cards.	m		Card Type	
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			CEPAS / Concession	
			MASTERCARD	
			NETS Contactless	
			VISA	
		Tap the '+'		
Home Travel Guide My Cards Travel Smart	Account		Home Travel Guide My Cards	Travel Smart A

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Select EMV

dropdown list

Card Type from the



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Back to top

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





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



How To ?

Back to top

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

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Swipe left on each card to edit the description or re your account. Tap and hold the "=" icon to change the order of the	move it from e cards.		Card Type
Token AA II (Default Card)	_		Select Card Type
1000'	_		CEPAS / Concession
			MASTERCARD
			NETS Contactless
			VISA
		Tap the '+'	
Home Travel Guide My Cards Travel S	2 <u> </u>		Home Coulde

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)

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



4:36 1 all 🕆 📝 Add New Card Select Card Type CEPAS / Concession MASTERCARD **NETS Contactless** VISA Select 'CEPAS / Concession' from the 'Card Type' dropdown list 俞 Hame

continued on next page >



How To

Back to top

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

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View and Check Transaction Records (For All Card Types)

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🗖 01-May-2021 - 27-May-2021		
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14-May-2021 12:56 PM - 13:17 PM		
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If you have more than one card, just swipe left to view the transaction history for the respective cards



How To

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How To File A Claim* – Contactless Bank Card

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MasterCard	c	
Eve: May 2024	•	
5264	В	
Tampines DTL - TEST ONLY	\$1.78	
[Posting Ref No : BUS/MRT 4133]		
31-Mar-2021 15:42 PM - 15:58 PM		
Tampines DTL - TEST ONLY	\$1.58	
[Posting Ref No : BUS/MRT 4133]		
15:42 PM - 15:43 PM	\$1.43	
Tampines DTL - Chinatown NEL	Claim	
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File A Claim* – Contactless Bank Card How To



* Login required

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Back to top



Your claim has been

submitted

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

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TL SimplyGo		\$ 0	
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Earn 50 WINK* when you sign up FIND OUT MORE	points	200 0000	
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Claim	<u>_</u>	
Claim	40	
ubmit Claim		
For CEPAS Card	@	
File a claim for your concession/ez-link/N FlashPay cards.	IETS (Pars.	
For SimplyGo		
File a claim for your contactless bank car	rds	
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View Claim Status	=	
Check the details and status of your clair (for CEPAS cards and/or SimplyGo)	ns t=Q	Tap 'For CEPAS
∧ Note:		Card'
For credit/debit card claims under SimplyGo: Please register for a SimplyGo account to file a	claim. Submit	
your claim only after the fare has been finalised please click here.	. For more info,	(EZ-LINK, NEIS
For users who have switched their contactless of card with ez-link/NETS FlashPay functionality to payment mode for travel places file your string.	credit or debit contactless	FlashPay,
SimplyGo'. For those who did not switch, please CEPAS Card'.	e file under 'For	Concession Caras
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File A Claim[^] – EZ-Link/NETS FlashPay/Concession Card How To ?

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CEPAS CARD NUMBER 2		
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Back	Next	
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Refund will be top-up to yo TransitLink Ticket Office or (AVM) after 5 working days	ur CEPAS card at Add Value Machir	^{ne} S p m
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Check Claim Status – Contactless Bank Card

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Nearby Bus Sto		Nearby Bu	s Stop	



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Tap the

icon

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Tap 'View

Claim'





Back to top

Check Claim Status – Contactless Bank Card

10:16 📲 4G 🗲 Claim Card: MasterCard \sim Claim Date: 📩 15-Mar-2021 - 14-Apr-2021 14-Apr-2021 888030601202 Claim Date Reference Number 14-Apr-2021 888030601201 Claim Date Reference Number 888030501200 13-Apr-2021 Claim Date Reference Number 888030501199 13-Apr-2021 Claim Date Reference Number 09-Apr-2021 888030101184 Claim Date Reference Number 09-Apr-2021 888030101178 Claim Date Reference Number 09-Apr-2021 888030101177 Claim Date Reference Number 09-Apr-2021 888030101176 Claim Date Reference Number ഹ

details







Check Claim Status* -How To EZ-Link/NETS FlashPay/ Concession Card ?

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Claim Details	↓ 0	
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09-Apr-2021 777030100938 Claim Date Reference Number	Pending	
		After claim
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		After claim submission, user has to log in to his/her
		After claim submission, user has to log in to his/her account to

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	Earn 50 WINK* points when you sign up FIND OUT MORE	TACS ODDAY	
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How To EZ-Link/NETS FlashPay/ Concession Card

* Login required





Change default card displayed on app homepage

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Change default card displayed on app homepage

Back to top

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CEPAS 10001300	≡	
NETS2.0 540191****	≡	
MasterCard 540012***	≡	
Conc Token (ITE DIP) - S 8009999	≡	Card positior has changed
Conc Token (MOE SEC) - EXP 8009199	≡	Card moved the top is no the Default Card
Home Travel Guide My Cards Travel Sr	nart Account	



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





Back to top

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')



Change length of transaction history displayed as default How To

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21-Apr-2021 20:09 PM - 20:15 PM		
VISHUN TEMP INT B7 - BLK 236	\$0.00	
21-Apr-2021 19:44 PM - 00:00 AM		
ELK 236 - [Missing Exit]	\$0.77	
21-Apr-2021 19:26 PM - 00:00 AM		
[2006] YISHUN STN - [Missing Exit]	\$1.29	
21-Apr-2021 19:26 PM - 19:34 PM		Tan 'My Cards
[Missing Entry] - OPP BLK 101	\$0.52	Tap Iviy Carus
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Once done, tap 'Submit'

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How To (?) Change length of transaction history displayed as default

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Date range has been updated





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