

Transport

Public Transport and Ride Hailing

Transact Online



Content

Introduction	2	SimplyGo - Delete Transportation Card	19	Grab - Check Transport History	38
Cyber Security Tips	3	SimplyGo - Logout of Your Account	20	Grab - Logout of Your Account	39
About Public Transport Apps	4	About Ride Hailing Apps	21	Sign up for a Zig Account	40
Common Features Across Different Public Transport Apps	5	Common Features Across Ride Hailing Apps	22	Zig - Book a Ride	42
Sign up for a SimplyGo Account	6	Common Steps Across Ride Hailing Apps	24	Zig - Check Transport History	46
Login to SimplyGo Account	8	Sign up for a Grab Account	30	Zig - Logout of Your Account	47
SimplyGo - Set Up Transportation Card	9	Grab - Book a Ride	32		
SimplyGo - Top Up Transportation Card	13	Grab - Other Payment Methods	36		
SimplyGo - Monitor Transaction History	15				
SimplyGo - Block Transportation Card	17				



Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

The essential skills are grouped into 5 competency areas as shown in the diagram.

Learning outcome of Communicate Online competency:

Able to initiate communication with my contacts or organisation using different modes of digital communication.

DSL

To help you acquire the learning outcome, this guidebook uses different transport apps as examples to demonstrate the common features and steps to access the public transport, book taxi rides and make payment for these services and more.

The following guide is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models.

The Digital Skills for Life (DSL) Guide is a series of booklets which comprises of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.



Cyber Security Tips

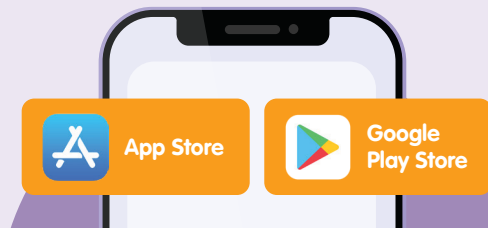
To stay safe while using public transport and ride hailing apps, please keep to the following:



Do not share personal or financial details, passwords or one-time password (OTP) with anyone.



Check for updates and **update your app promptly** to protect your devices from known security vulnerabilities.



Download apps from **official** sources.

About Public Transport Apps

A transport app such as the SimplyGo app allows Singaporeans to have a one-stop access to set up, top up and monitor their public transport transactions. You don't need to go to the bus or train stations anymore just to check or top up your card.

Benefits:

- Easily top up your card from your phone.
- Keep track of your transport transactions.

Pre-requisites to learning the apps

Learners must:

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi.
- Have a credit card or debit card.
- A travel card (EZ-Link card/Concession card) is also required.



Common Features Across Different Public Transport Apps



Home Icon

Sometimes in the icon of a house, allows you to access the app's main homepage.



Inbox Icon

Sometimes in the icon of a bell or letter, to view notifications on deals or latest news.



Profile Icon

To view your account information.

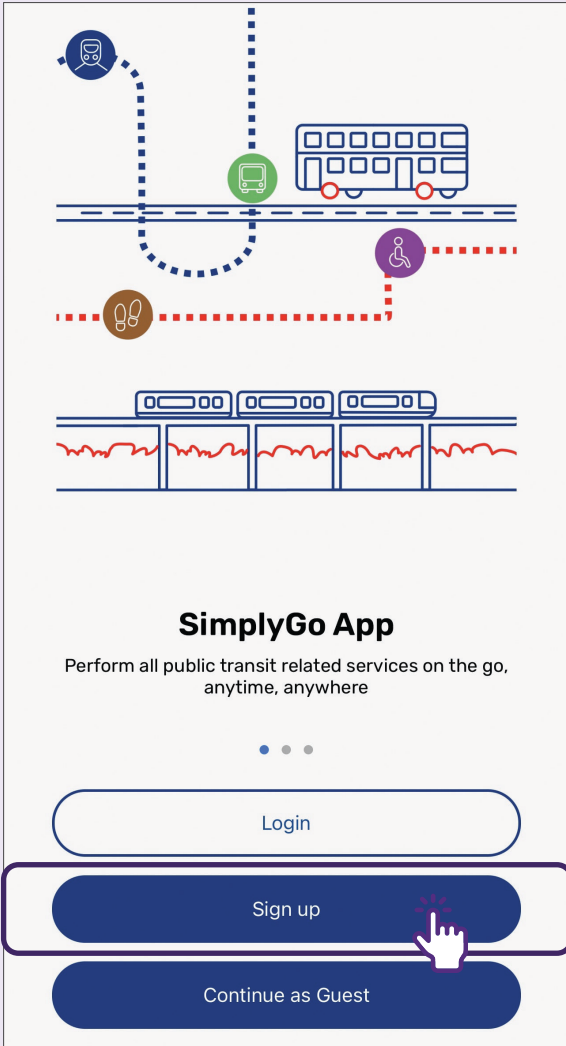


Dollar Icon

To top up your card.

Sign up for a SimplyGo Account

1 Tap on Sign up



2 Fill up on-screen form

Sign Up

Name *

Tom

Email

tomdoe@gmail.com

Phone *

65 92233344

Password *

- At least 8 characters long
- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 numeric character (0-9)

3 Tap on Sign up once you've agreed on the Terms & Conditions

Phone *

65

Password *

- At least 8 characters long
- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 numeric character (0-9)

Invitation Code (optional)

- I have read and agree to the Terms & Conditions.
- I wish to receive marketing information and offers from SimplyGo.

Sign up

4

Enter the One Time Password (OTP)



One Time Password

You'll receive a 6-digit code to verify your phone number. Please enter it below.

OTP

Resend OTP

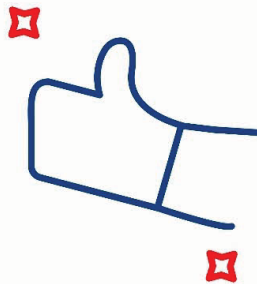
Submit



5

Successful Sign up

Successful

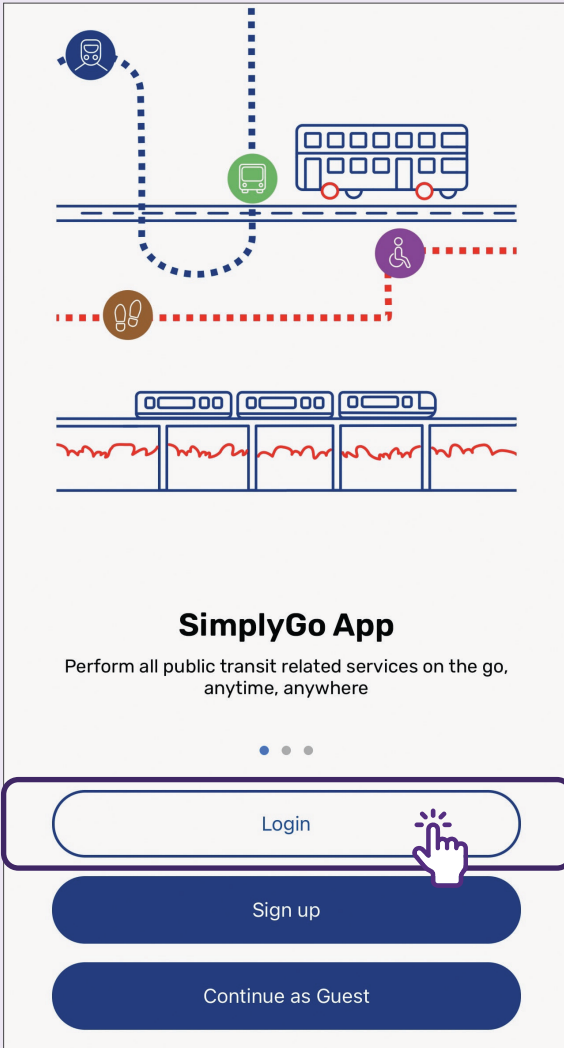


Welcome to the SimplyGo app! Let's get going.
Shall we?

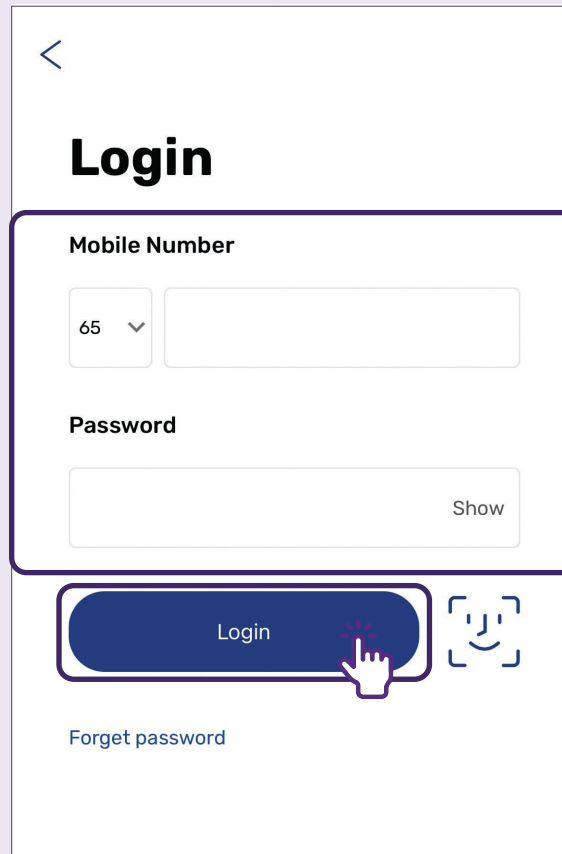
Login now

Login to SimplyGo Account

1 Tap on Login



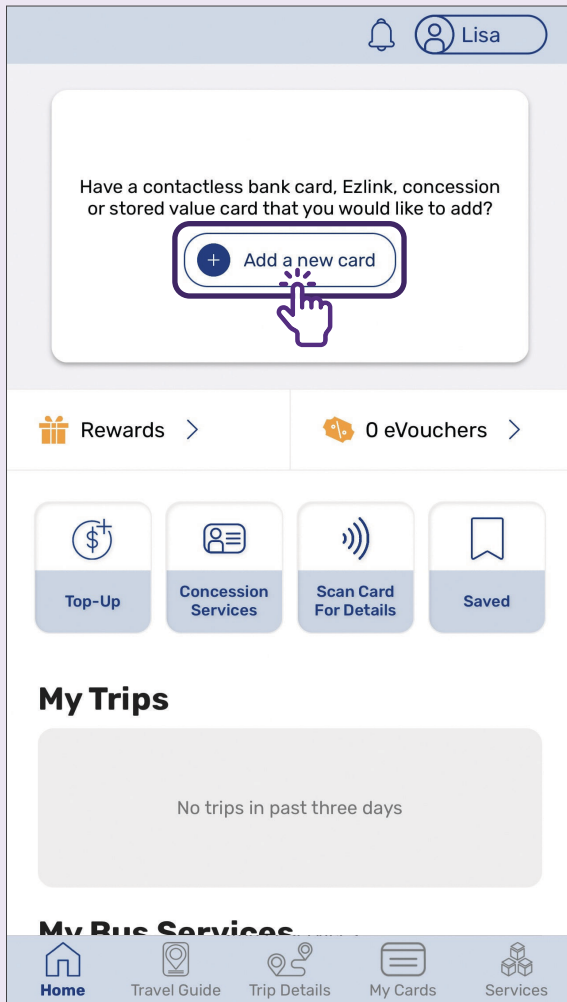
2 Enter your Mobile Number and Password and tap on Login



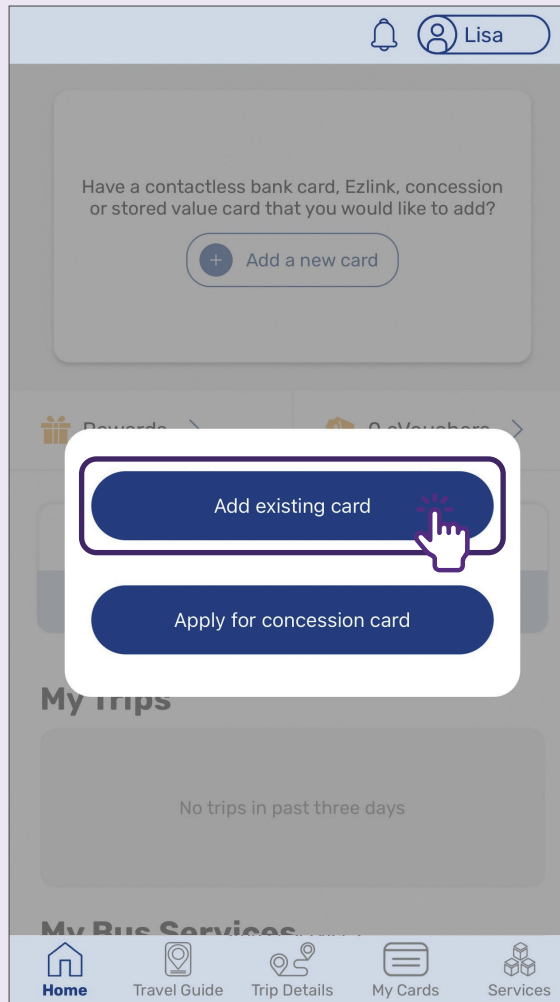
If you have set up biometrics authentication, you can tap on the face icon beside the Login button to login.

Set Up Transportation Card - New User

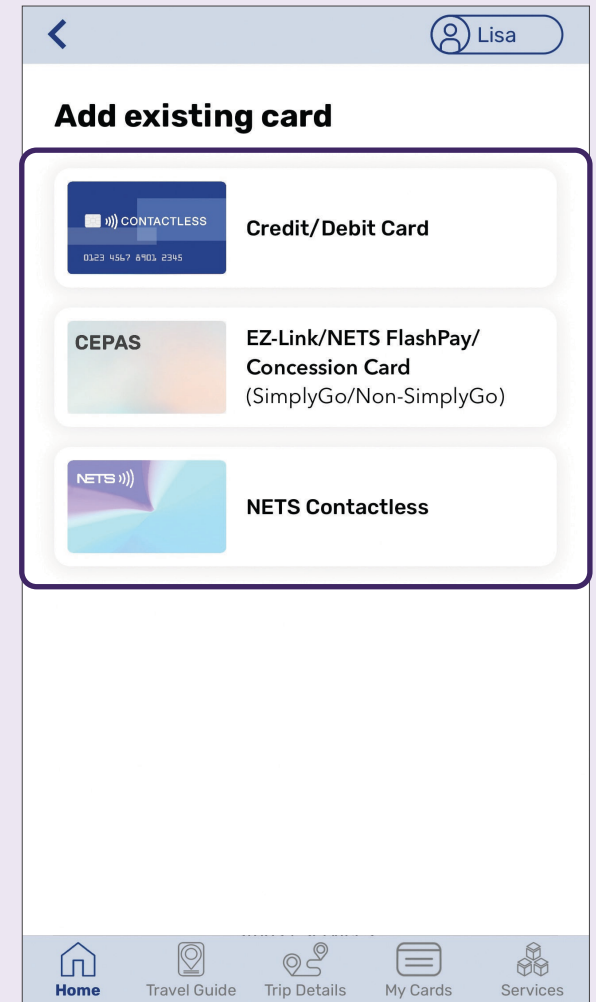
1 Tap on Add a new card



2 Select Add existing card



3 Select your card type



4 Fill up on-screen form and tap on Submit

Card details

Card Description

SimplyGo Concession

CAN ID

123A

ID Number (Last 4 alphanumeric characters)

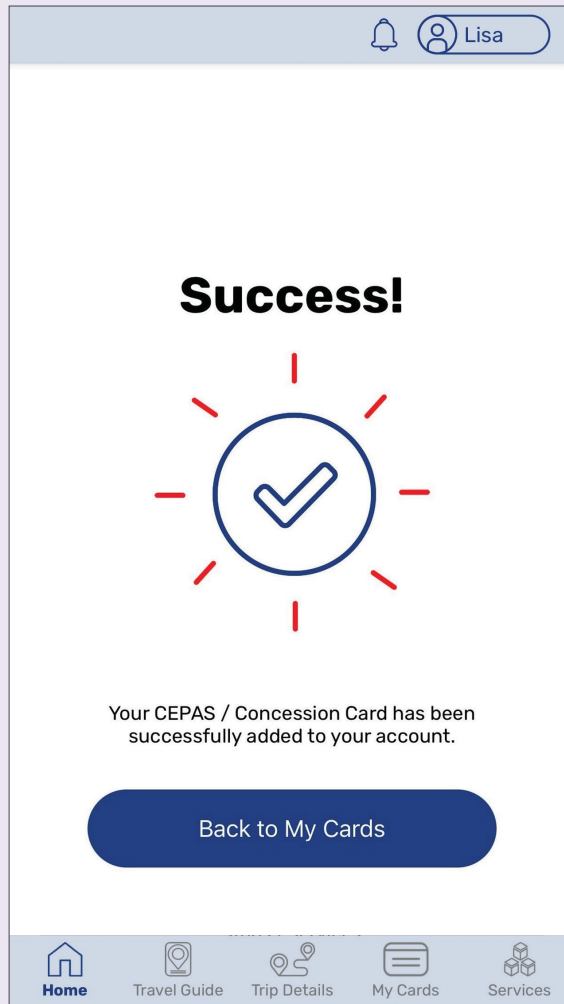
123A

Submit

Add your travel card to keep track of your travel expenditure and history anytime and anywhere!

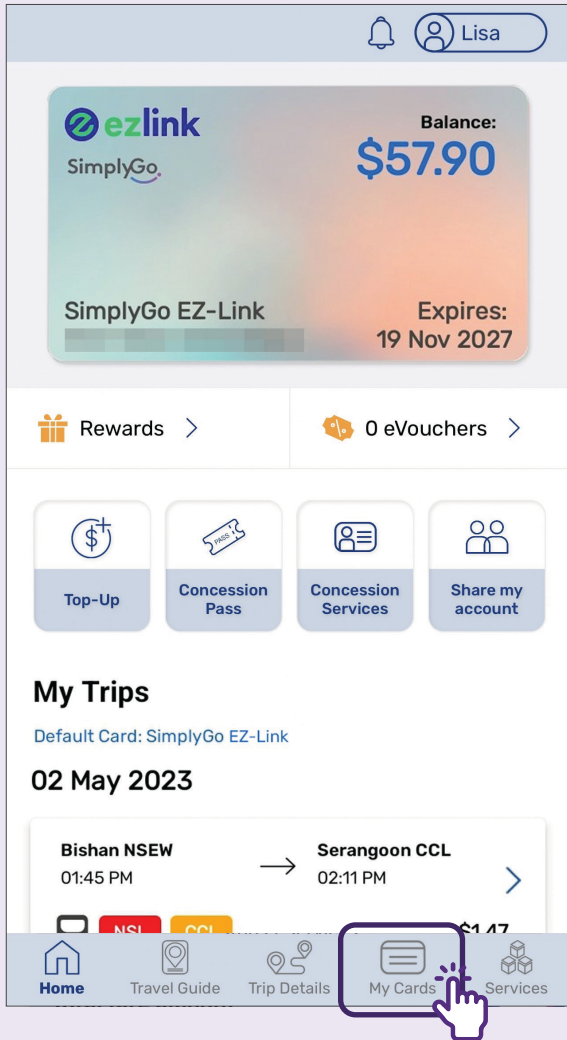
Home Travel Guide Trip Details My Cards Services

5 Successful Set Up of Card

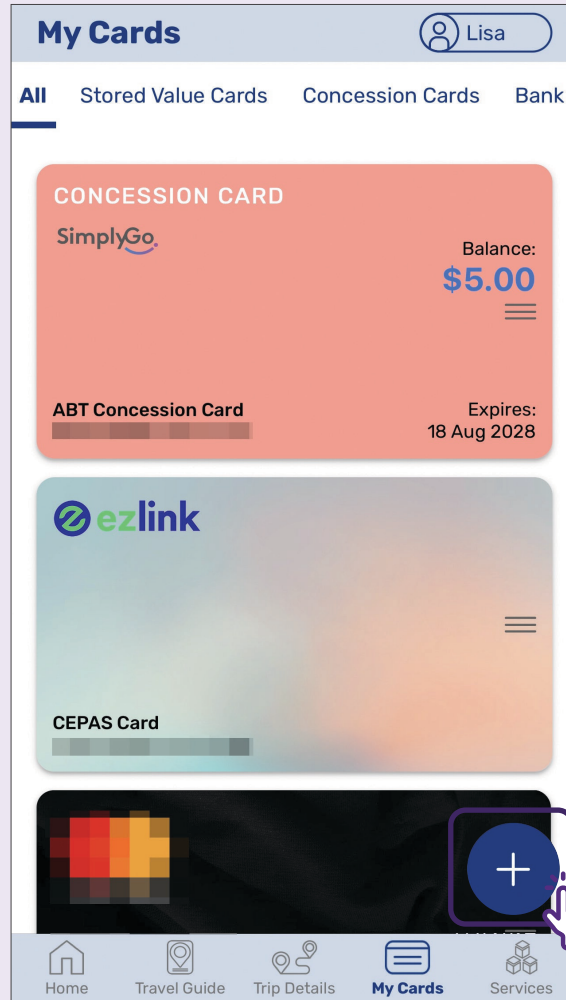


Set Up Transportation Card - Existing User

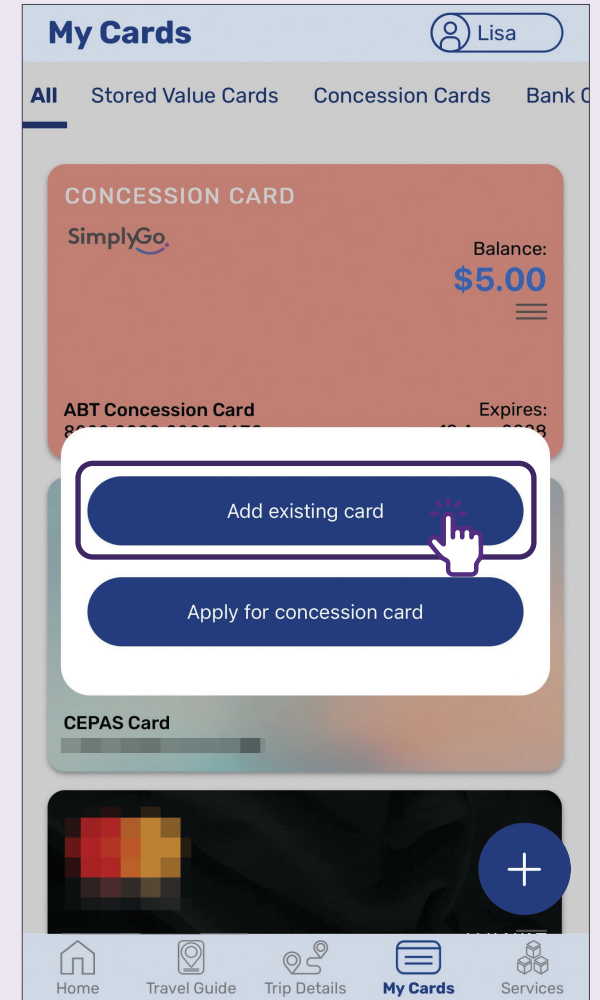
1 Tap on My Cards



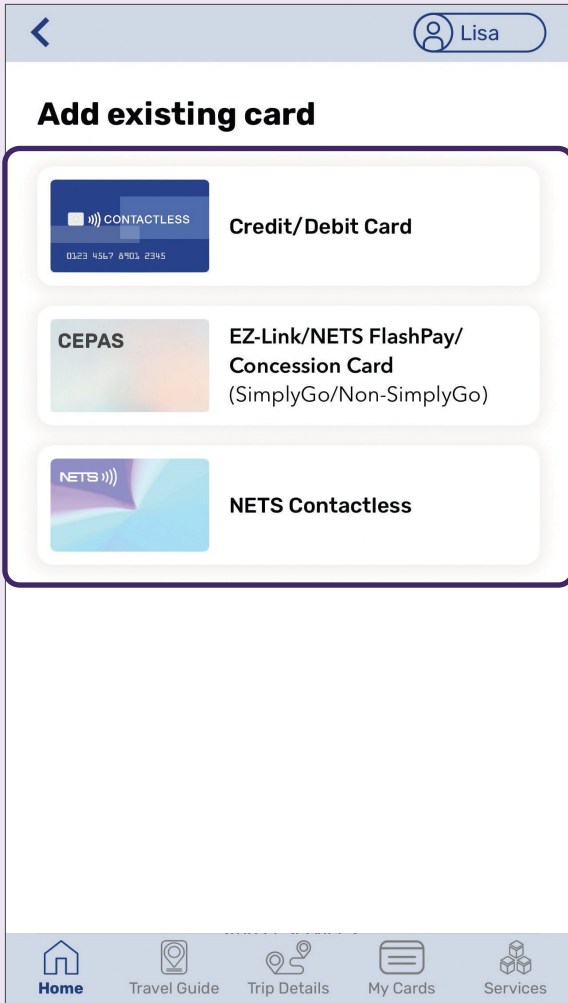
2 Tap on the Plus Icon



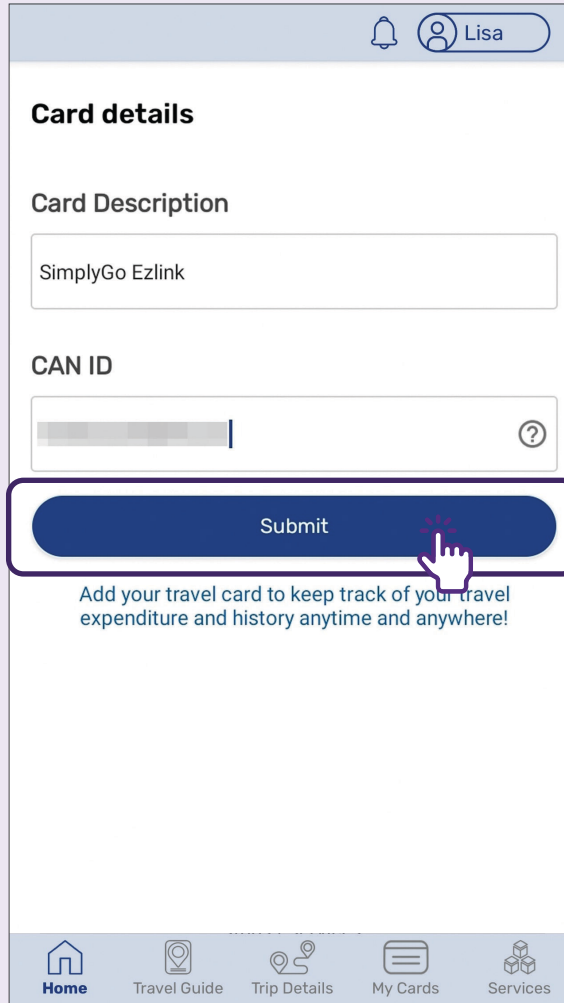
3 Select Add existing card



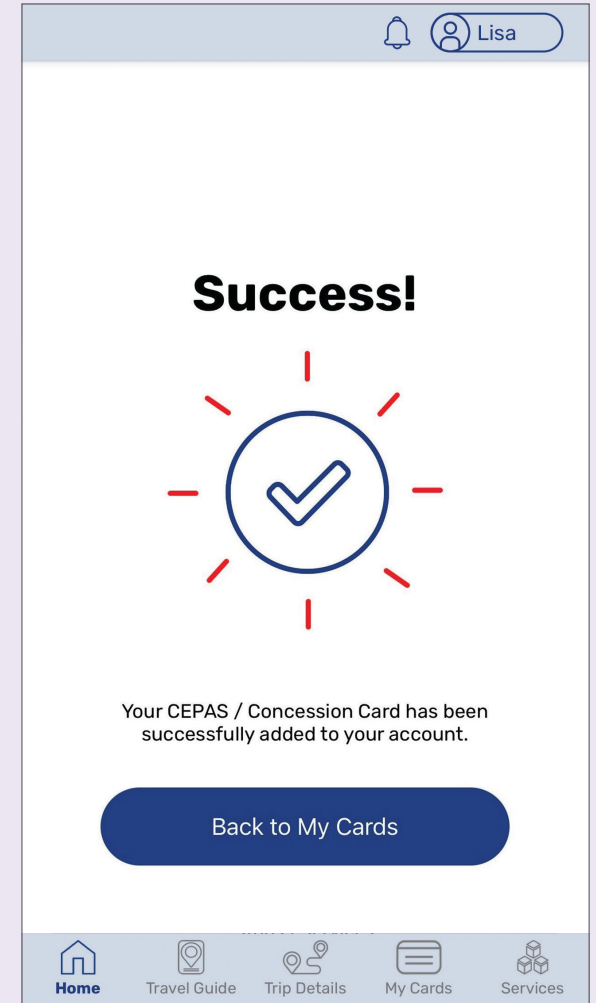
4 Select your card type



5 Fill up on-screen form and tap on Submit

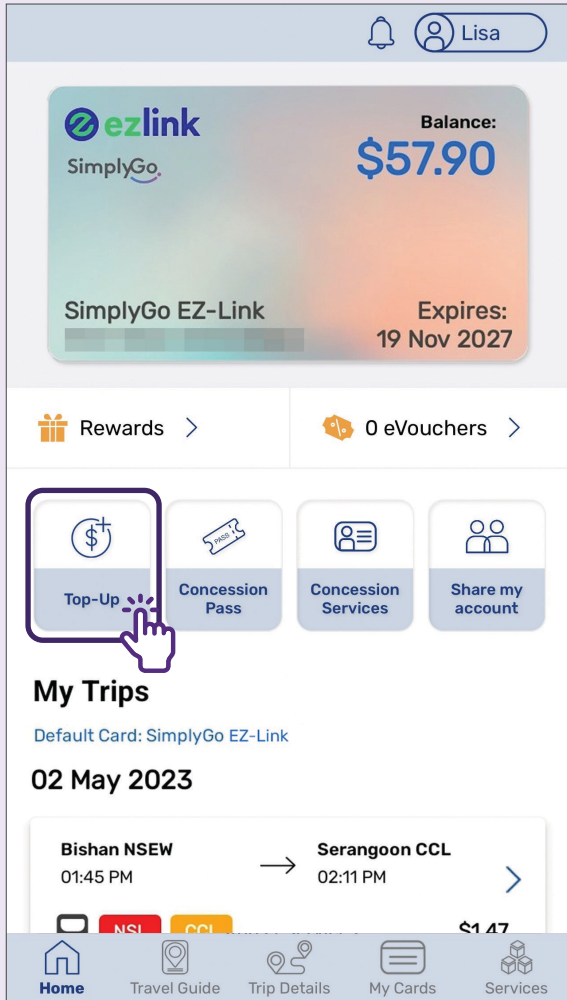


6 Successful Set Up of Card

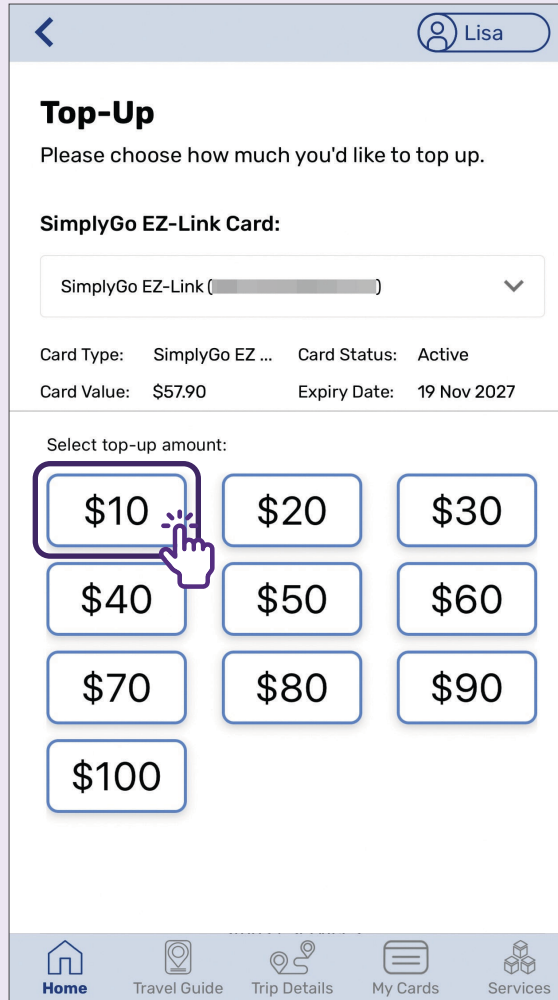


Top up Transportation Card

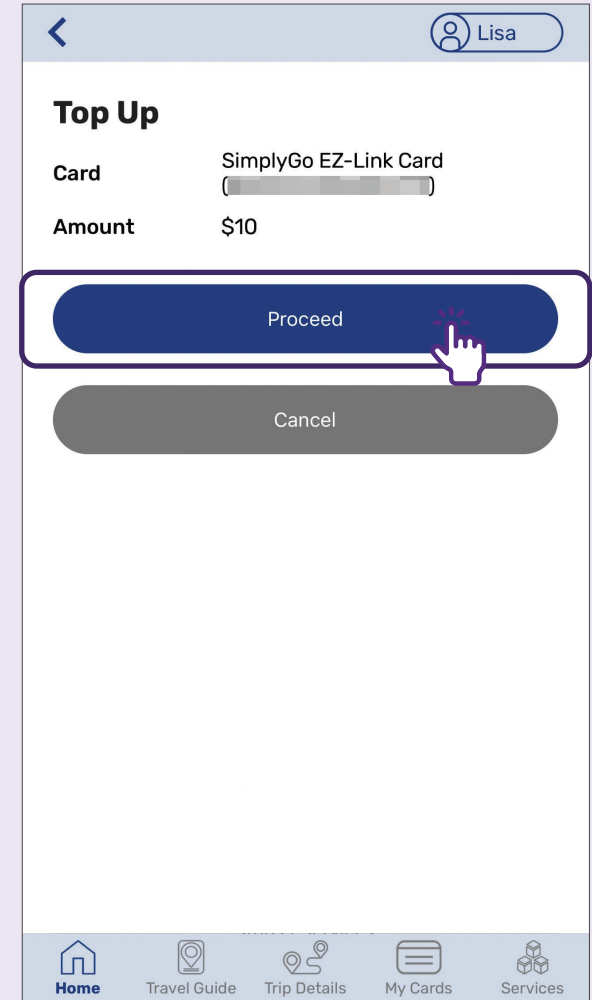
1 Tap on Top-up on Homepage



2 Select top-up amount



3 Tap on Proceed



4 Fill up on-screen form and tap on Submit

Card information

1234 1234 1234 1234

MM / YY CVC

Name on card

Country or region

Singapore

Securely save my information for 1-click checkout
Enter your phone number to create a Link account and pay faster on TL SimplyGo App and everywhere Link is accepted.

8123 4567 Optional

[link](#) · [More info](#)

Pay

Home Travel Guide Trip Details My Cards Services

5 Successful Top Up of Card

Successful

Date/Time: 16 May 2023 18:09:39

Transaction Ref: TU23101018095890

Top up Amount: \$10.00

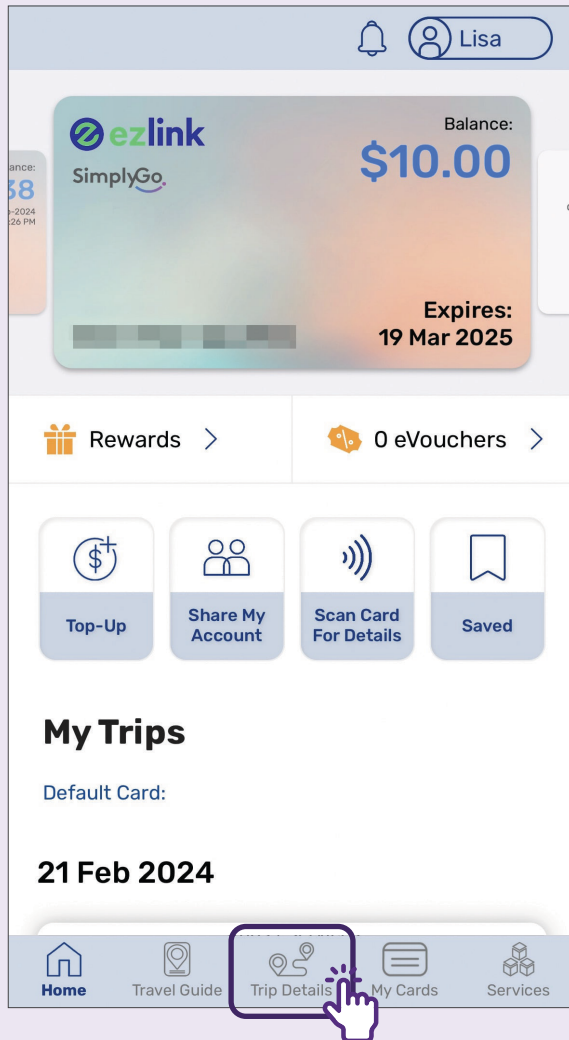
New Card Value: \$67.90

Done

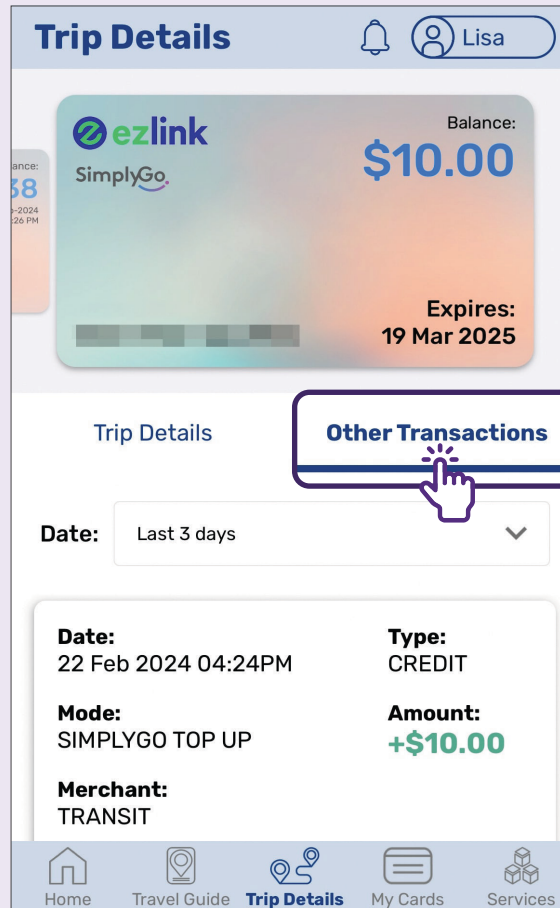
Home Travel Guide Trip Details My Cards Services

Monitor Transaction History - Top-ups

1 Tap on Trip Details



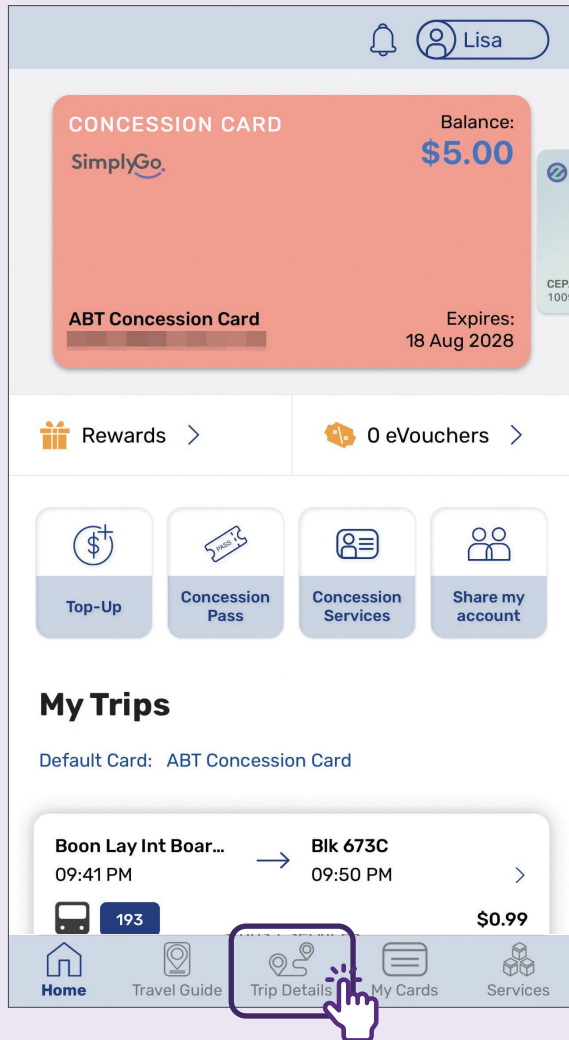
2 Tap on Other Transactions



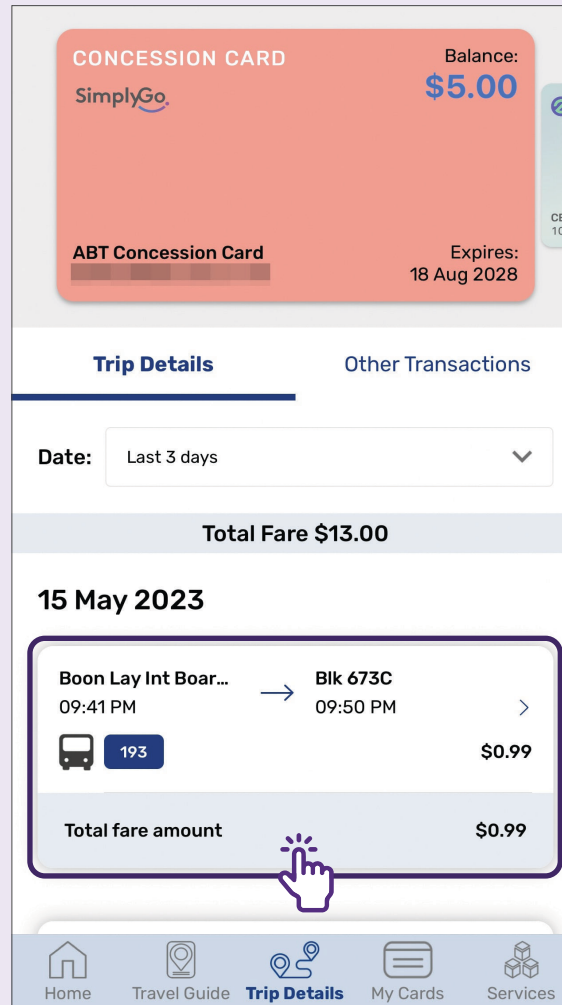
You can tap on the dropdown arrow to select a period of transaction you would like to view.

Monitor Transaction History - View Trip Details

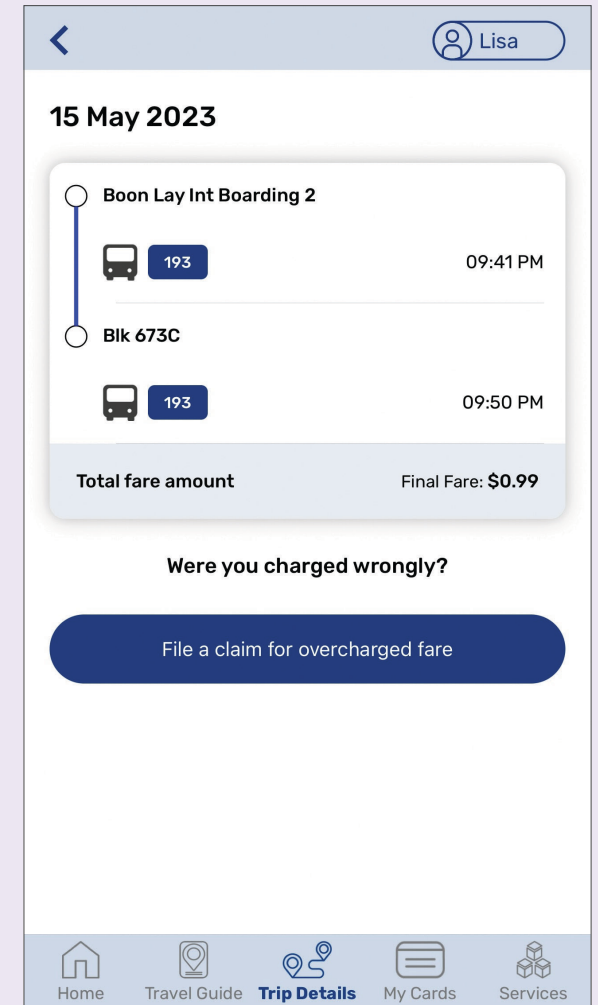
1 Tap on Trip Details



2 Select the Trip You Wish to Know the Details of

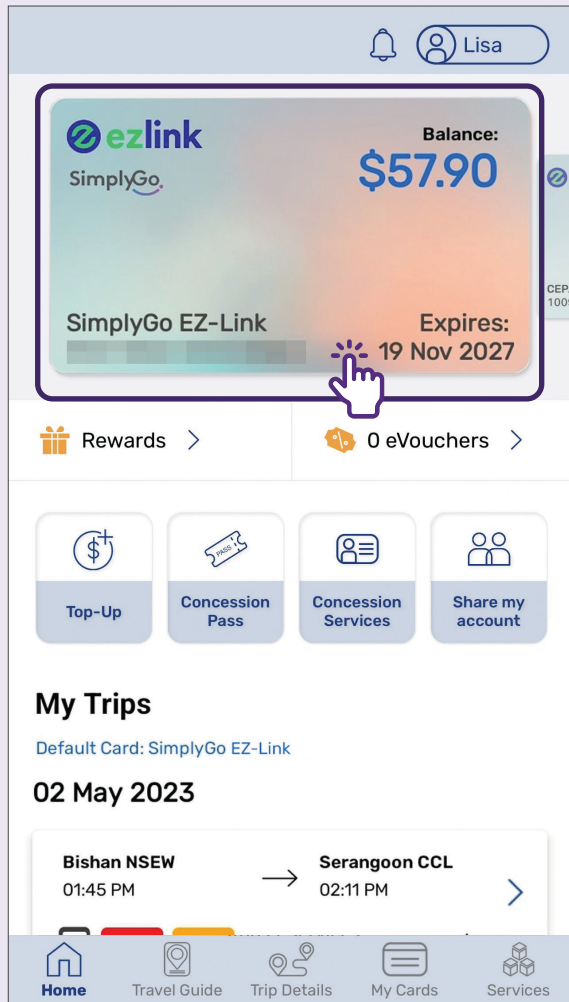


3 View Trip Details

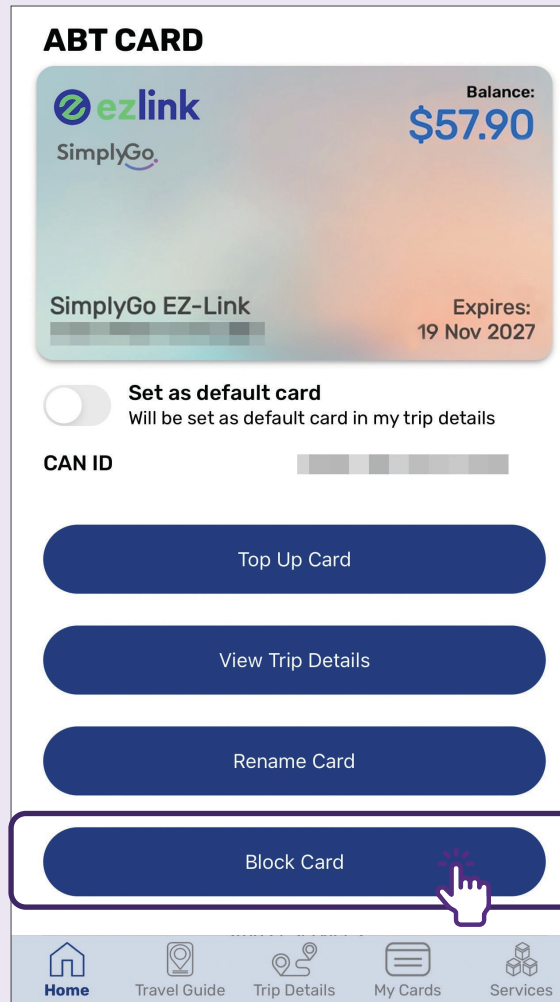


Block Transportation Card

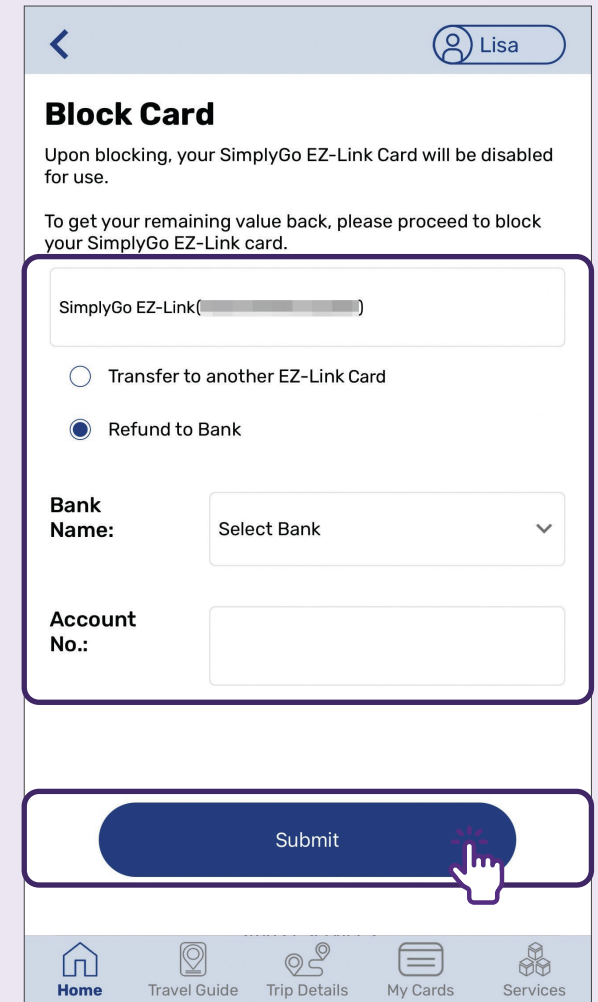
1 Tap on Card



2 Select Block Card



3 Fill up on-screen form and tap on Submit



4 Tap on Proceed

< Lisa

To get your remaining value back, please proceed to block your SimplyGo EZ-Link card.

SimplyGo EZ-Link ()

Transfer to another EZ-Link Card

Refund to Bank

Bank Name: ()

Account No.: ()

Card Block Confirmation

Your SimplyGo travel card can no longer be used once blocked. Please note that this process is irreversible.


Cancel Proceed

Submit

Home Travel Guide Trip Details My Cards Services

5 Successful Blocking of Card

Successfully blocked card and refund is on the way!



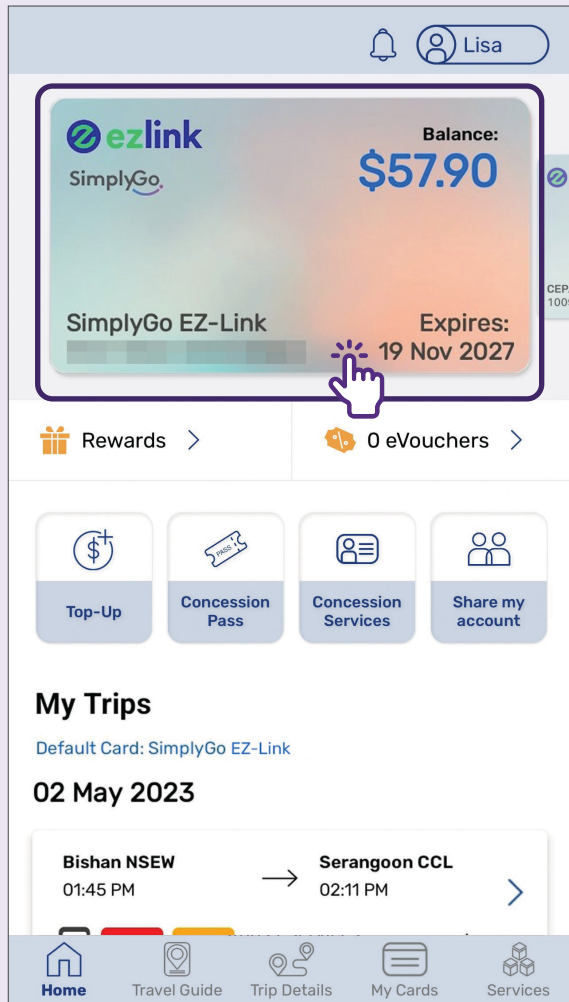
Your SimplyGo travel card (CAN ID ()) has successfully been blocked. The remaining card value will be refunded according to your preferred mode.

Back to Home

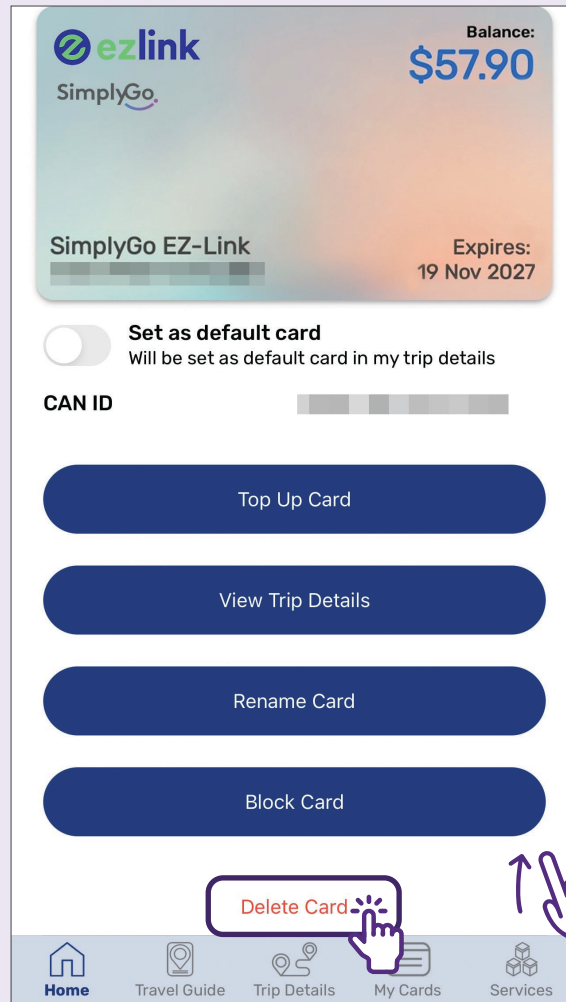
Home Travel Guide Trip Details My Cards Services

Delete Transportation Card

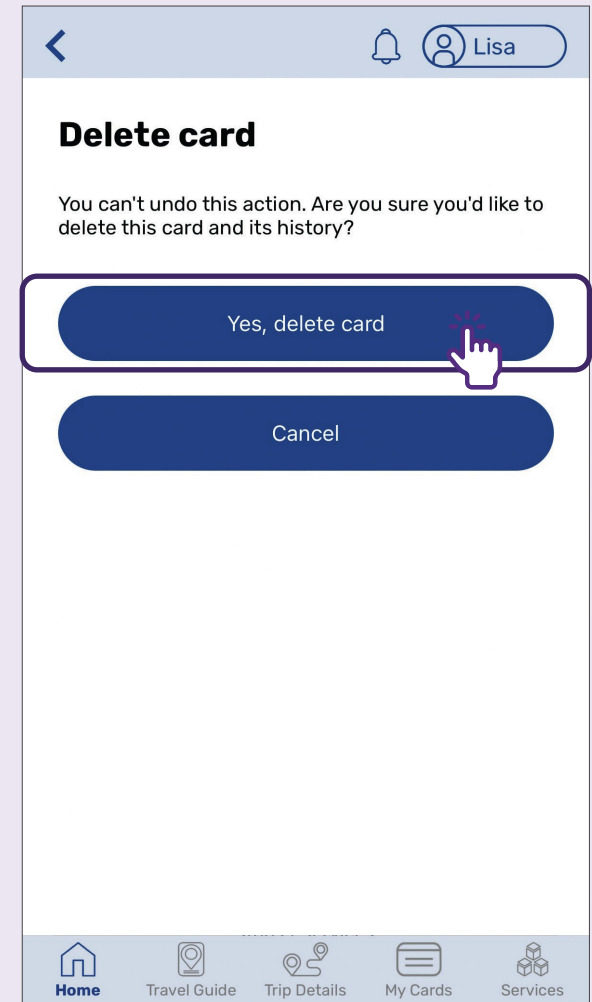
1 Tap on Card



2 Tap on Delete Card

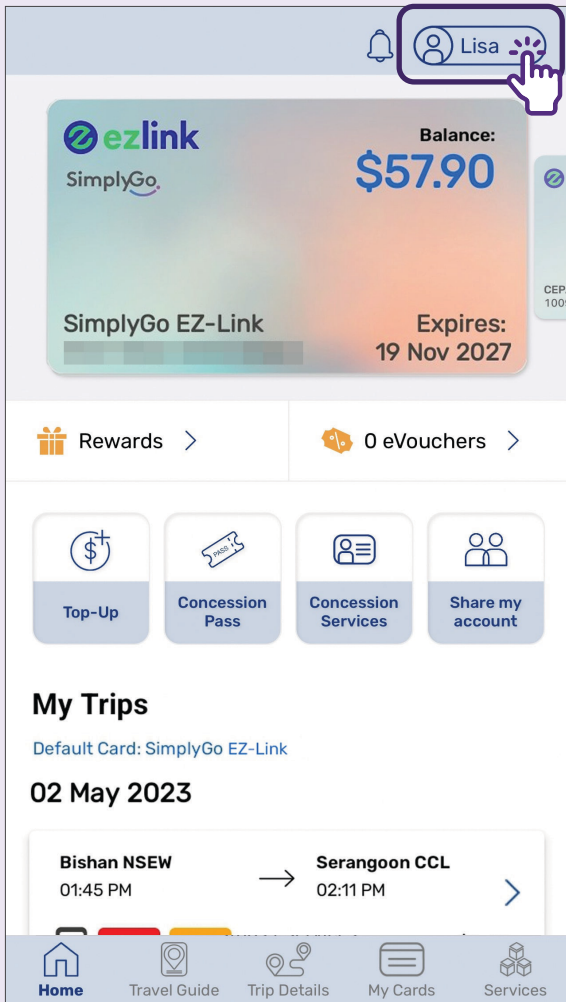


3 Select Yes, delete card

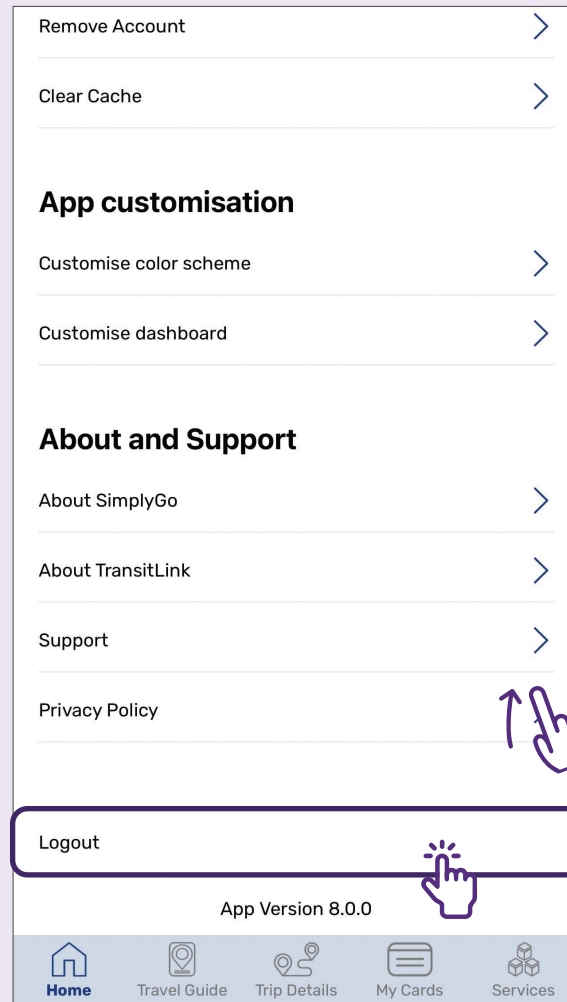


Logout of Your Account

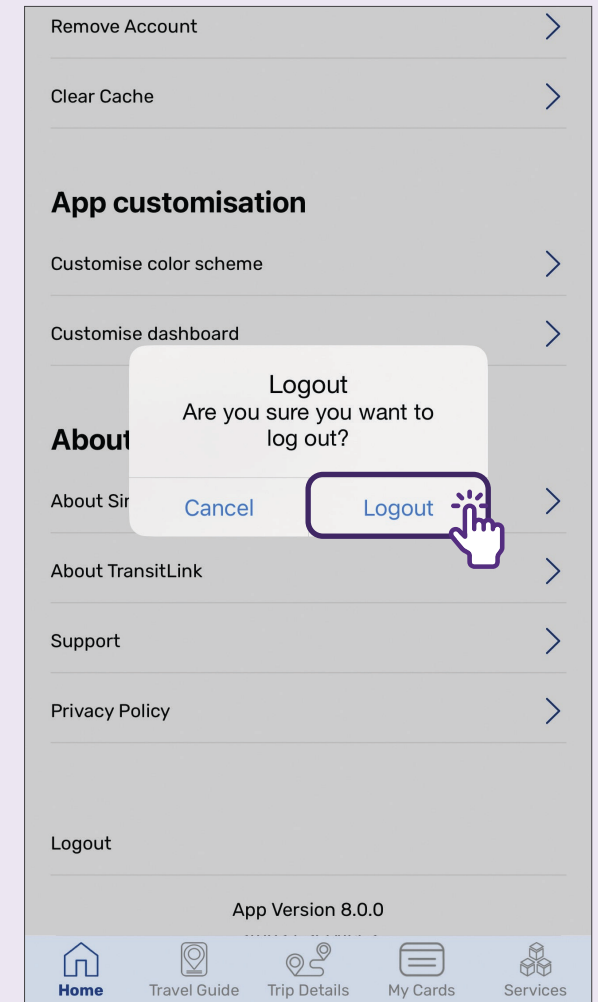
1 Tap on Profile Icon



2 Tap on Logout



3 Tap on Logout to confirm Logout



About Ride Hailing Apps

Gone are the days to flag for a Taxi, now you can easily book a ride through your mobile phones! Ride Hailing apps such as Grab and Zig allows you to book a ride, monitor your route or review your transport history easily.

Benefits:

- Easily book and wait for a ride to bring you directly to your destination.
- Keep track of your transport transactions and history.

Pre-requisites to learning the apps

Learners must:

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi.
- Know how to install an app on the mobile device.
- Know how to use Singpass.
- Have a credit or a debit card.



Grab



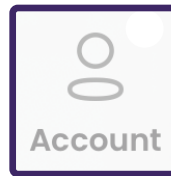
Zig

Common Features Across Ride Hailing Apps

Grab



Zig



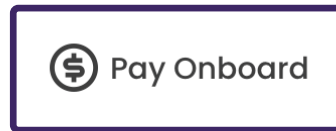
Account Icon

To view your account information.



Search Bar Icon

To search for your destination.



Payment Method Icon

Usually in a dollar sign icon, for you to set up your preferred payment method.



Book Button Icon

To confirm your destination which allow the app to look for a driver for you.

Common Features Across Ride Hailing Apps

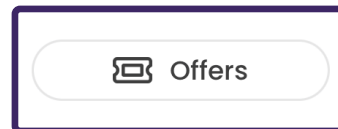
Grab

Zig



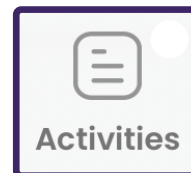
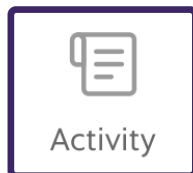
More Options Icon

Come as a "3-dots" button, this allows you to set more parameters you want for the ride, such as adding driver's notes or adding a Ride Cover.



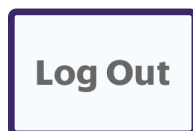
Offers Icon

To enter promotional code, if any.



Activities Icon

To allow you to check your transport history.



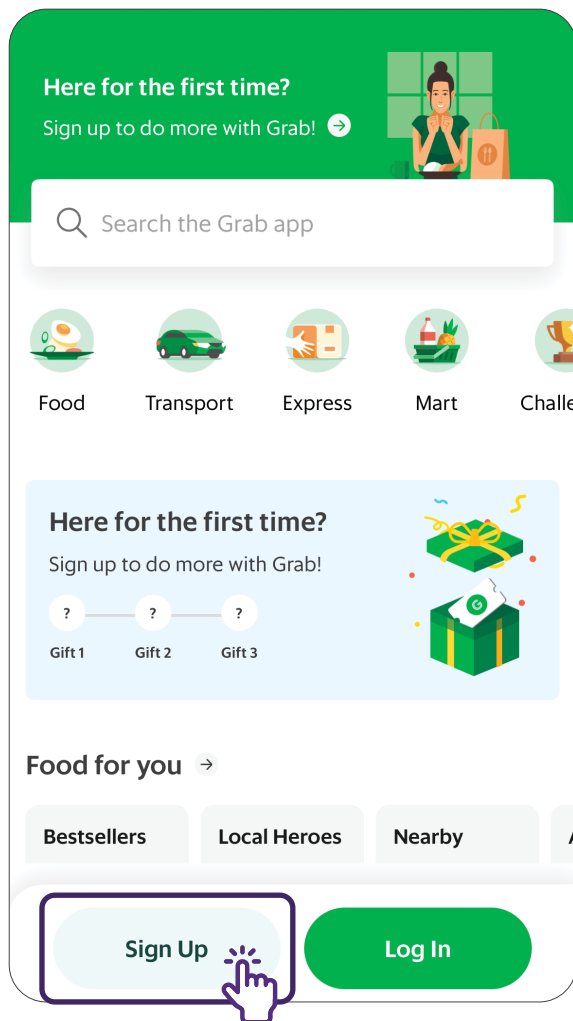
Logout Icon

To logout of account after use.

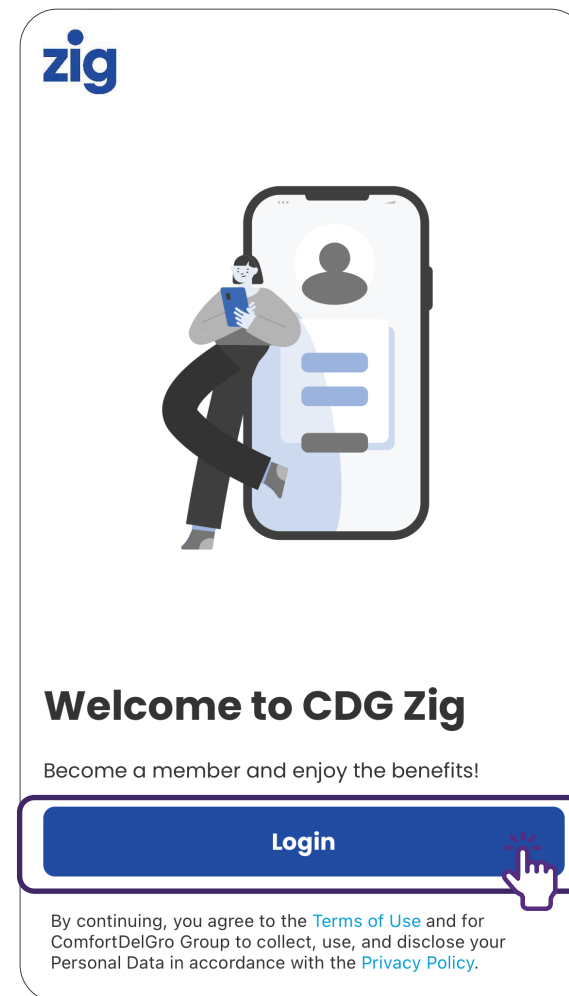
Common Steps Across Ride Hailing Apps - Set up/Login

Most apps require you to sign up an account before you can start using them. Make sure you have a valid email account or phone number, which are the common information you need to provide to create an account. Tap on "Sign Up" to set up an account.

Grab



Zig



Common Steps Across Ride Hailing Apps - Book a Ride

To start booking for a ride, tap on the "Search Bar" which is usually located at the top of the app. After you've tap on the search bar, key in the address you want to travel to.

Grab

1 **Transport**
Wherever you're going, let's get you there!

Where to? Now

- Savoy Theatre
90 Boon Lay Place, Singapore, 649884
- Cash Studio Family Karaoke Prinsep
72 Prinsep Street, Singapore, 188671
- Main Entrance, Work + Store (71G)
71 Lorong 23 Geylang, Singapore, 388386

More ways to travel

- Make an Advance Booking
- Travel with group ride

Ride to Saved Places

- reide...
- Home
- Work
- New

2 **Pick up at?**

OG Building
0.0km • 100 Upper Cross Street, Singapore, 058360

Main Entrance
0.0km

Add pickup details (e.g. near the gate)

Choose This Pickup

Zig

1 **Car Rides**
Welcome back LOW KOKWEI!
Where are you heading today?

Enter your destination

Change your Current Location Here

Saved Places

- Home
- Work
- Add

Recent Location

Oops, there's no recent location

2 **Chinatown DT19NE4**

Buddha Tooth Relic Temple

D05 People's Park Complex
1 Park Road, Singapore 059108

Taxi Stand (D05)

Pickup notes for driver

0/200

Choose This Pick-Up

Common Steps Across Ride Hailing Apps - Set Payment Method

After you've set your pickup location and destination, you would have to set up your payment method. Tap on the "\$" icon and select the payment method you would like to go with.

Grab

The screenshot shows the Grab app interface. Step 1 (1) shows a map with a route from Terminal 1/Jewel to the OG Building Main Entrance. A price tag of \$2.75 is highlighted with a hand icon. Step 2 (2) shows the 'Payment Methods' screen. Under 'Linked Methods', 'GrabPay Wallet' is the default. Under 'Add Methods', 'Top up balance' is highlighted with a hand icon.

1 Terminal 1/ Jewel > +
OG Building Main Entrance >
Enjoy 10% (capped at \$2) on your Grab ride!
JustGrab 4 \$20.10
1:17PM - 1:25PM drop off
Grab now while the fare is low
GrabCar Premium 4 \$32.00
1:16PM - 1:25PM drop off
GrabCar 4 \$21.80
1:17PM - 1:25PM drop off
GrabCar 6 6 \$32.40
Activate PayLater and enjoy more time to pay!
\$2.75 OFFPEAK
Book JustGrab

2 Payment Methods
Linked Methods
GrabPay Wallet Default ✓
Balance • S\$0.59
Mastercard
Mastercard
Cash
Add Methods
Top up balance Earn up to 1% back in points >
Cards >
PayPal >
Alipay Alipay+ PARTNER >
AlipayHK Alipay+ PARTNER >
Kakao Pay Alipay+ PARTNER >

Zig

The screenshot shows the Zig app interface. Step 1 (1) shows a map with a route from the Departure (65 Airport Boulevard) to Tekong Island. A 'Taxi Stand (D05)' is also visible. Step 2 (2) shows the 'Select Payment Mode' screen. 'Pay onboard' is the default mode. The 'Add Payment Mode' option is highlighted with a hand icon.

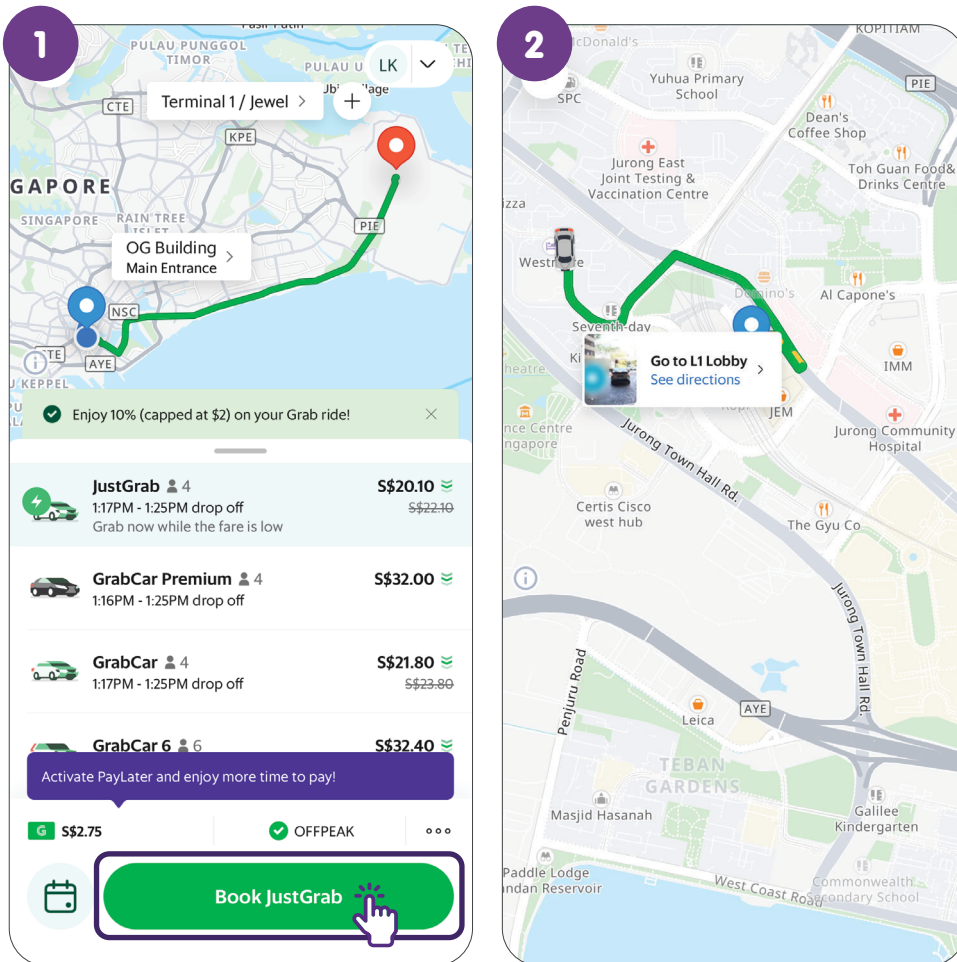
1 Departure 65 Airport Boulev...
Tekong Island
Taxi Stand (D05) 1 Park Road, Singapor...
Book with/for a child below 1.35m
ComfortRIDE 13:10 - 13:16 Drop Off Car or Taxi, Flat Fare \$20.80
ComfortRIDE 13:10 - 13:16 Drop Off
Go cashless for smoother ride
Pay Onboard Offers
Advance Booking Book now

2 Select Payment Mode
Personal Business
Pay onboard Add credit or debit card Default ✓
Add Payment Mode Add credit or debit card >
More Information
For credit and debit card transactions, there will be authorisation hold to validate the card and this amount will be deducted against the final fare. Any unused amount will be returned to you after full payment of the fare has been made

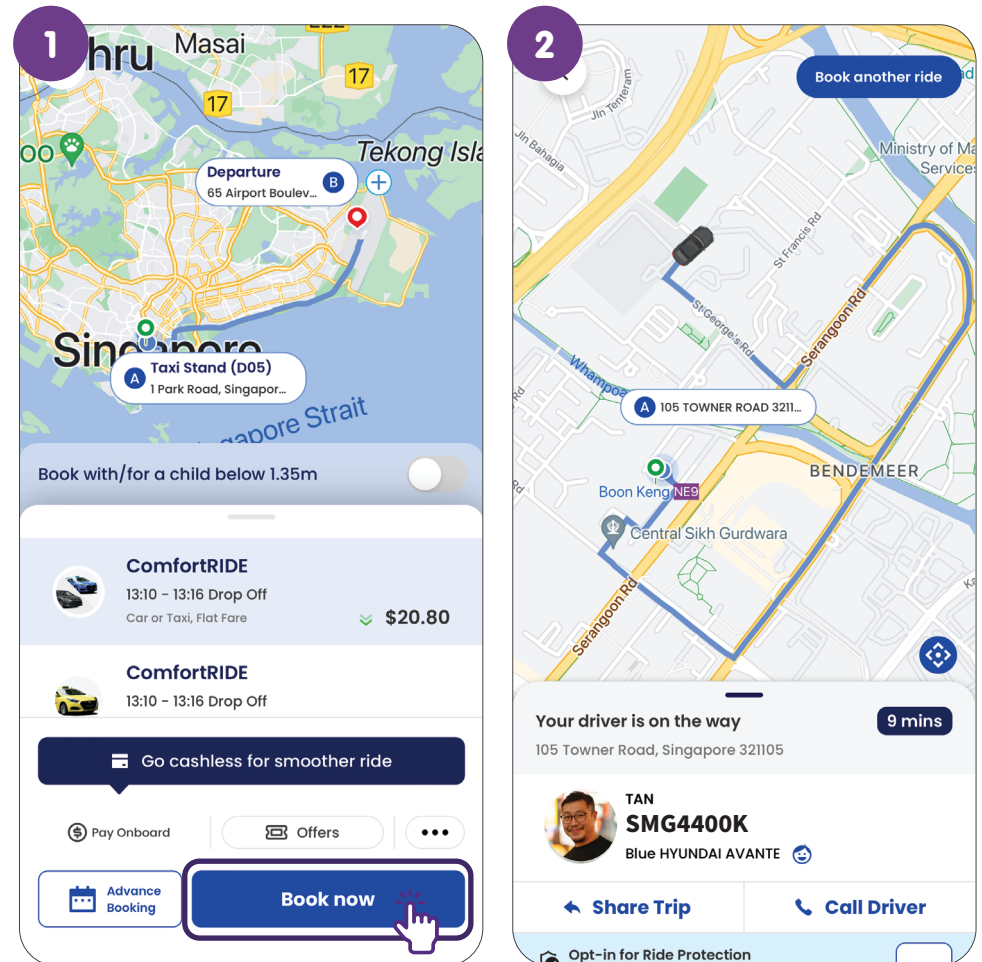
Common Steps Across Ride Hailing Apps - Confirm Booking

Once you have set up your payment method, double check your travel details and tap on the "Book" button. The system will start looking for a ride for you.

Grab



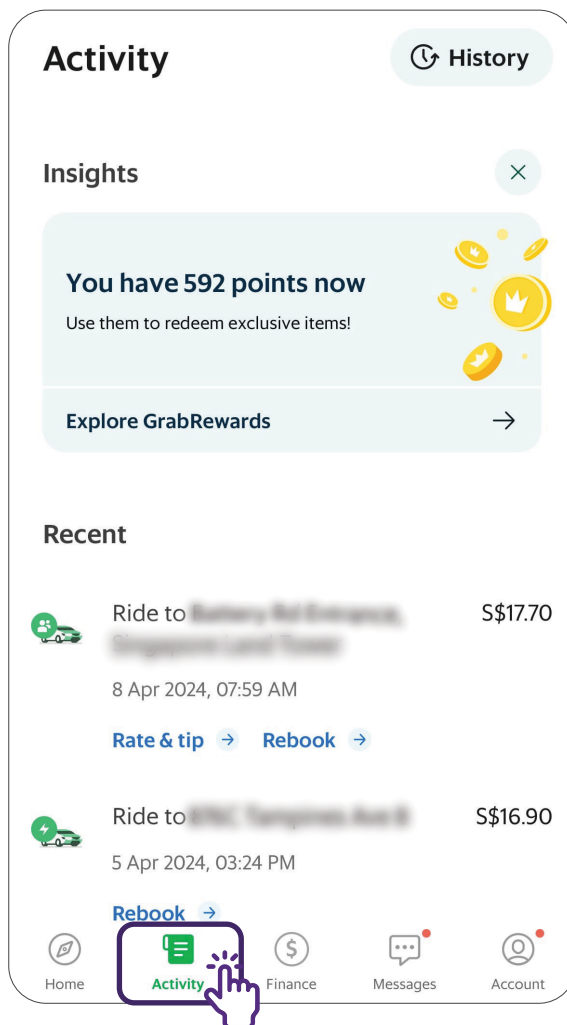
Zig



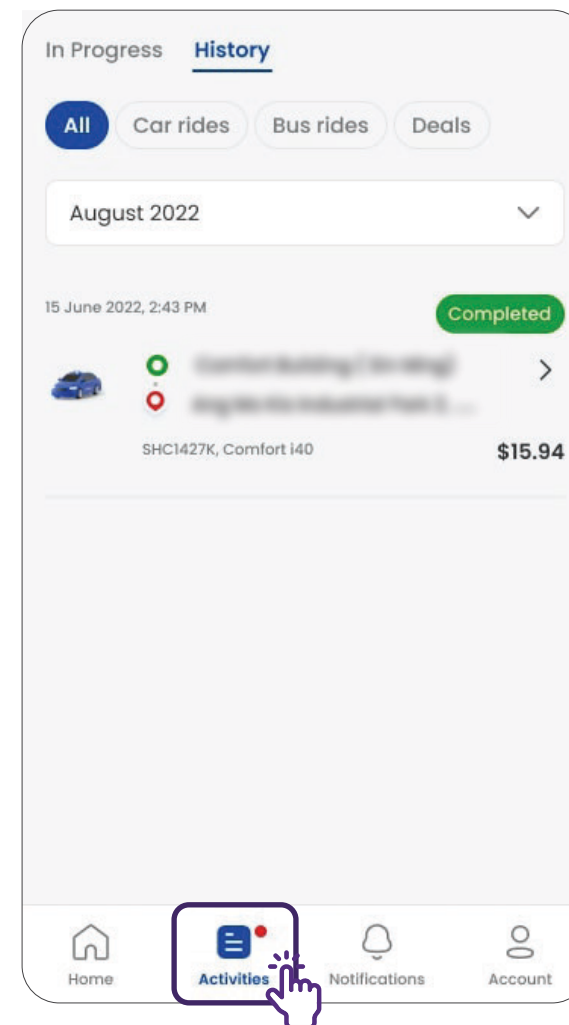
Common Steps Across Ride Hailing Apps - Check Transport History

To check on your past transport transaction history, you can tap on “Activity” icon usually located at the bottom of the screen.

Grab



Zig



Common Steps Across Ride Hailing Apps - Logout

To protect your personal information, you should logout of your account after you have finished your transaction. The "Logout" option can usually be found in the account settings.

Grab

1 Low
Create Family Account BETA >
Subscribe to GrabUnlimited >
For more value
Partner Loyalty Programs **New** >
GrabRewards 1,127 points >
Subscriptions **New** >
Challenges >
My account
Favourites **New** >
Home Activity Finance Messages Account

2 Low
+65 88880000
low@gmail.com ✓
Gender ▾
Profiles
Add a business profile
Better manage your ride expenses
Linked accounts
Google
Facebook
Apple
Log Out

Zig

Account
General
Help Centre >
Rate Us >
Privacy
Terms of Use >
Privacy Policy >
Request Account Deletion >
Logout
zig
Version 6.18.2 (664)

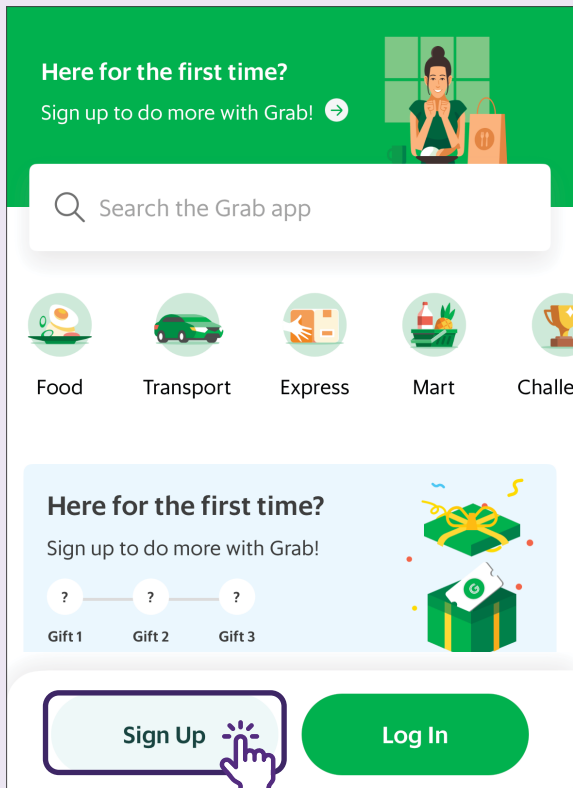
Sign up for a Grab Account

1 Launch Grab App

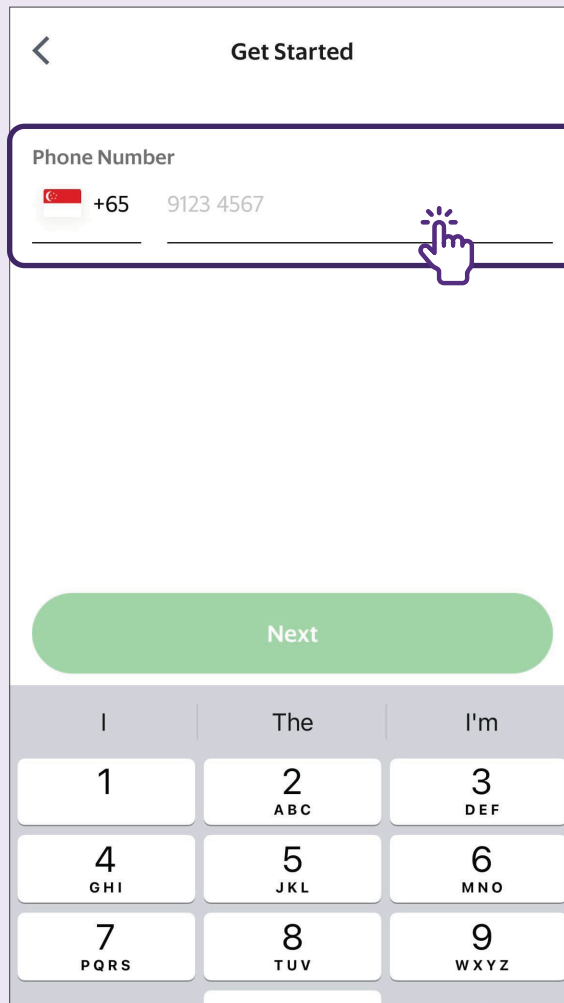


Find and tap the "Grab" icon.

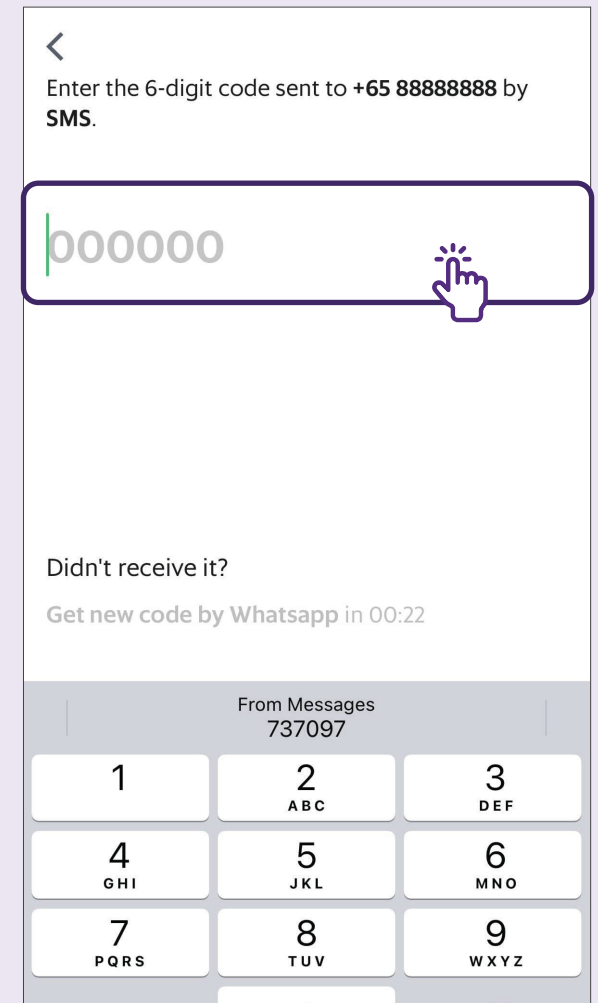
2 Tap on Sign Up



3 Enter Mobile Number

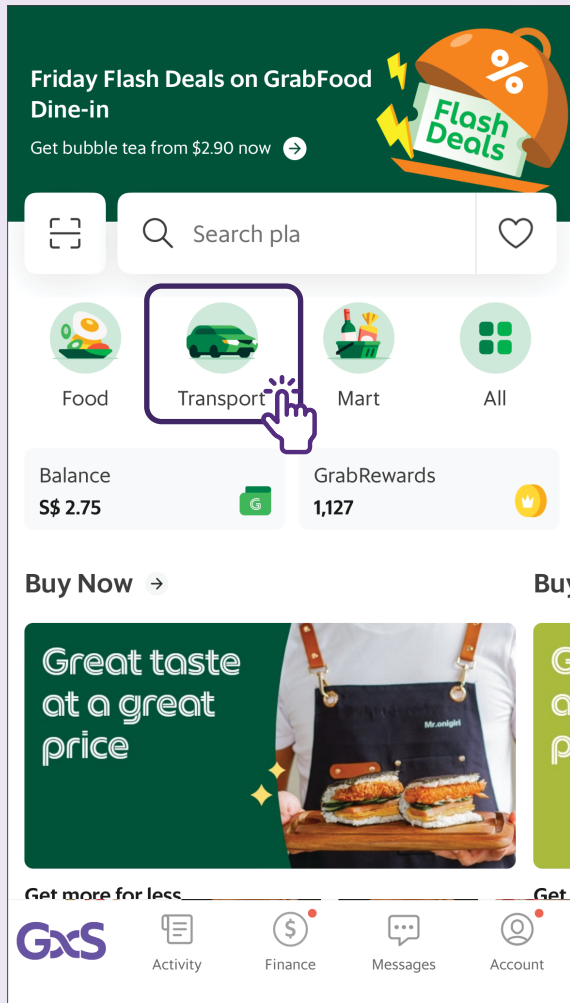


4 Enter SMS OTP Sent to Your Registered Number

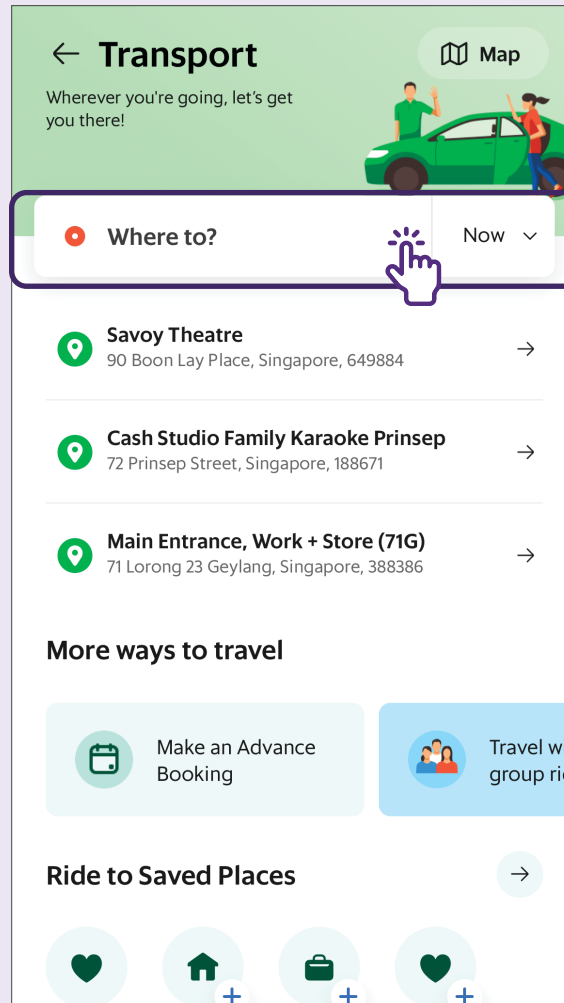


Book a Ride - Enter Pickup and Destination Addresses

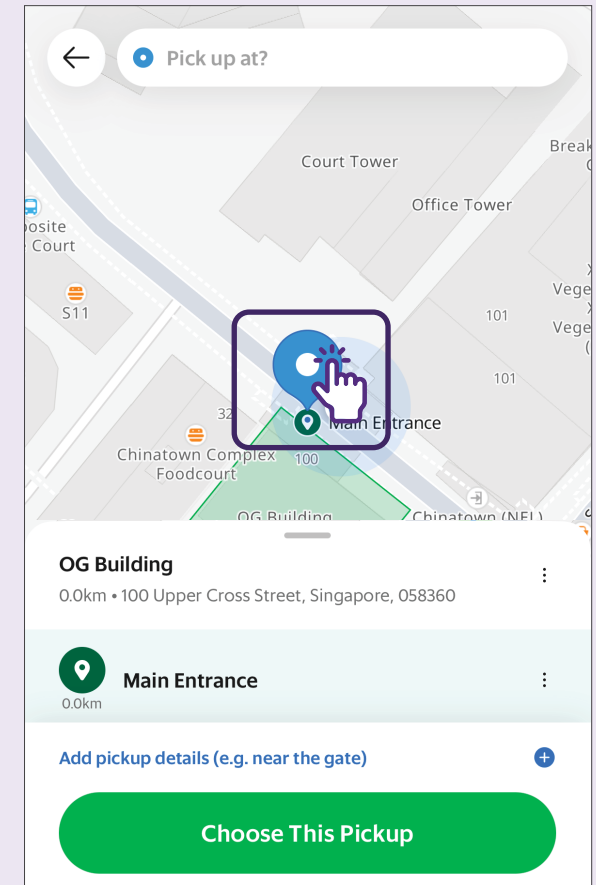
1 Tap on Transport on the Homepage



2 Enter Your Destination



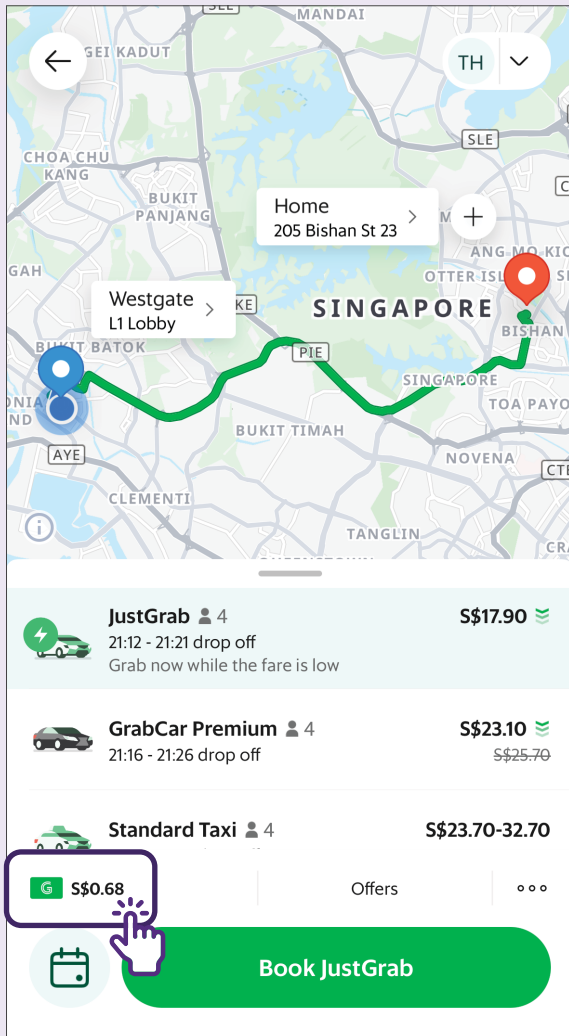
3 Check Your Pickup Point



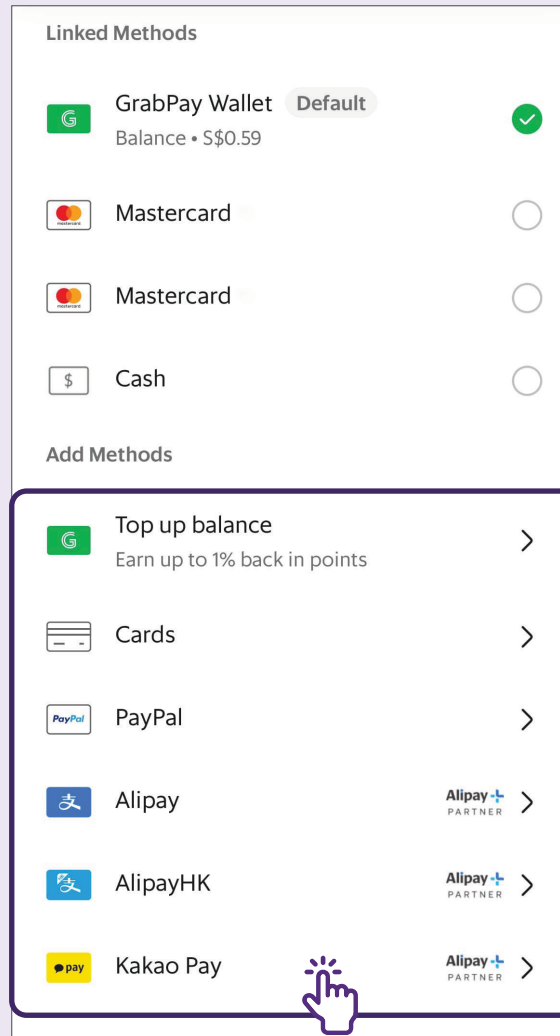
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

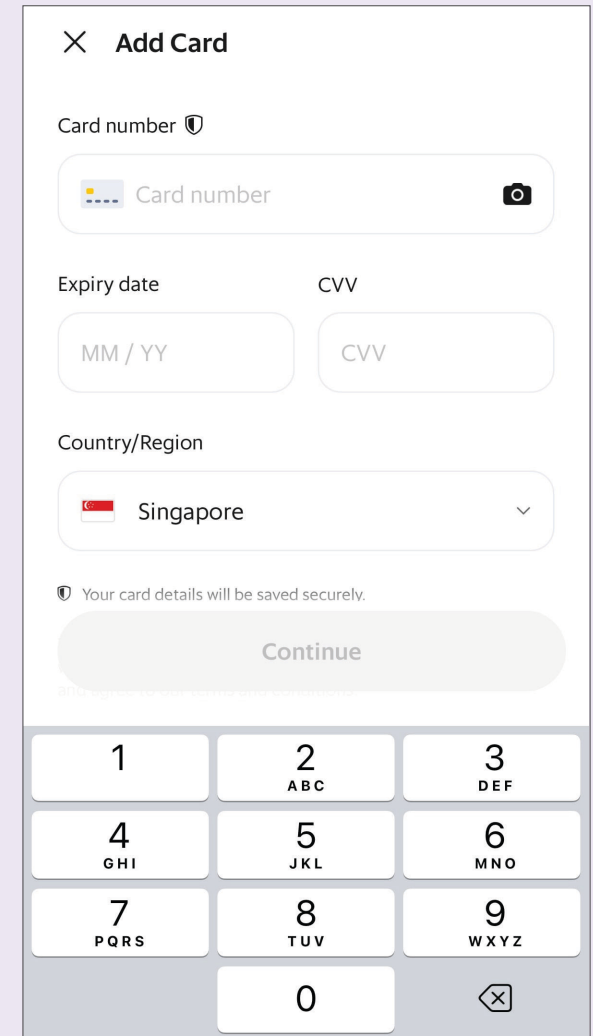
4 Tap on Payment Method



5 Choose Payment Method

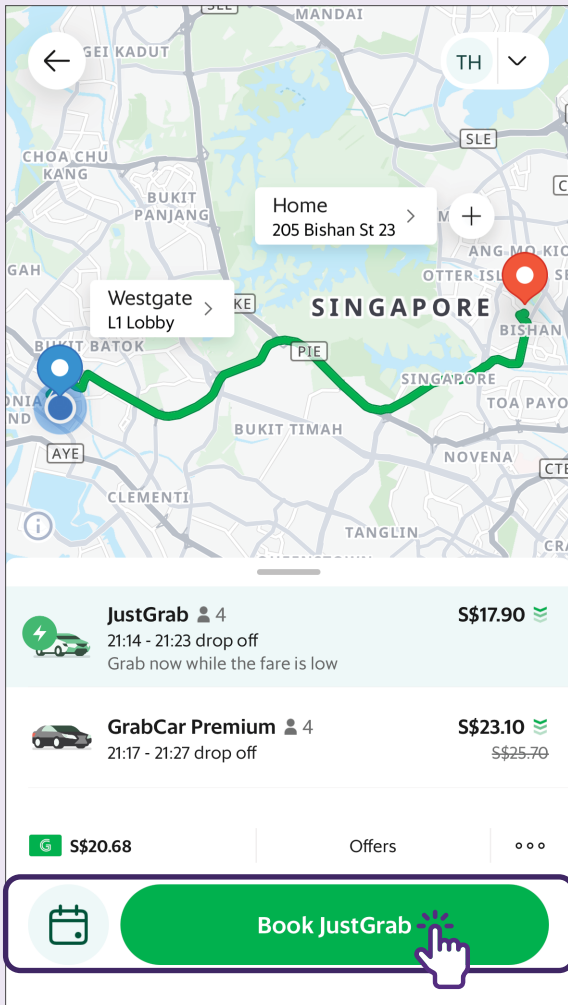


6 Enter Card Details

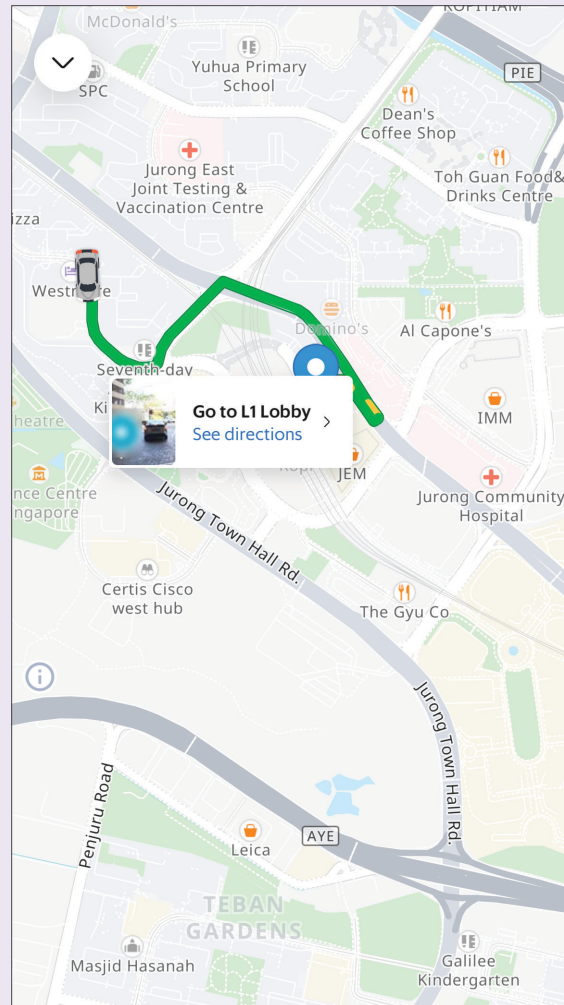


Book a Ride - Confirm the Ride

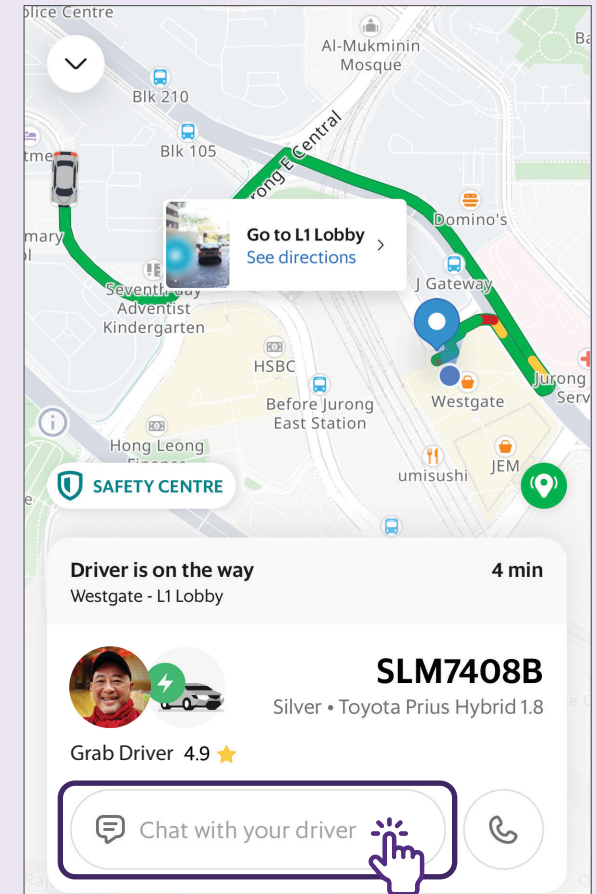
7 Tap on the Book Button



8 Wait for Ride



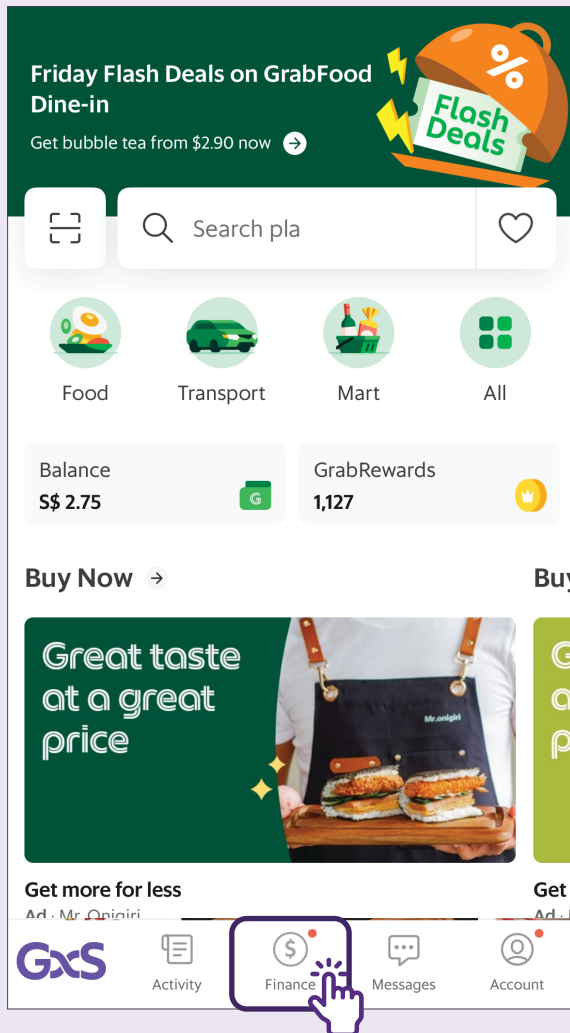
9 Chat with Driver, if Needed



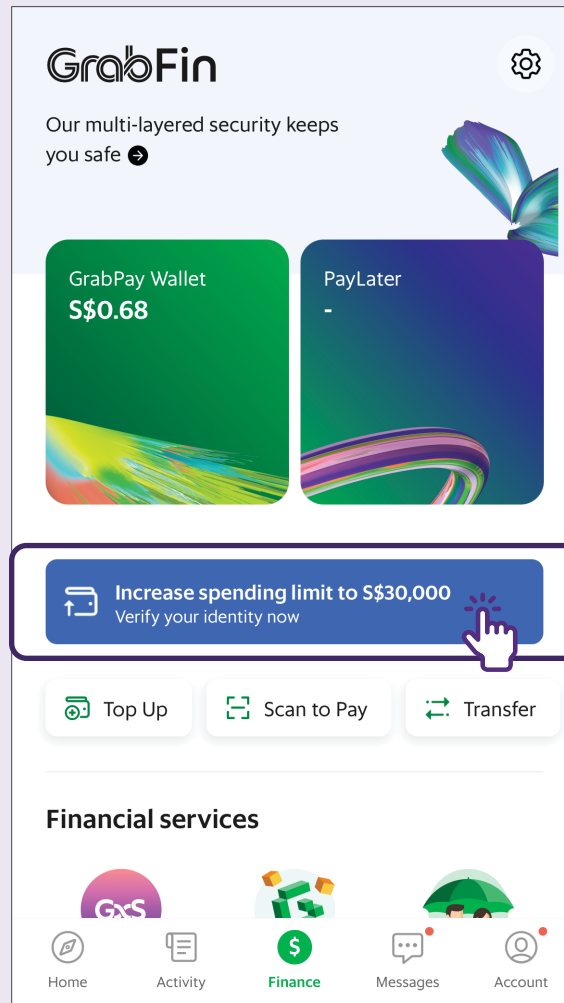
Take note to check the driver's car plate number before you board the car.

Other Payment Methods - GrabPay Wallet

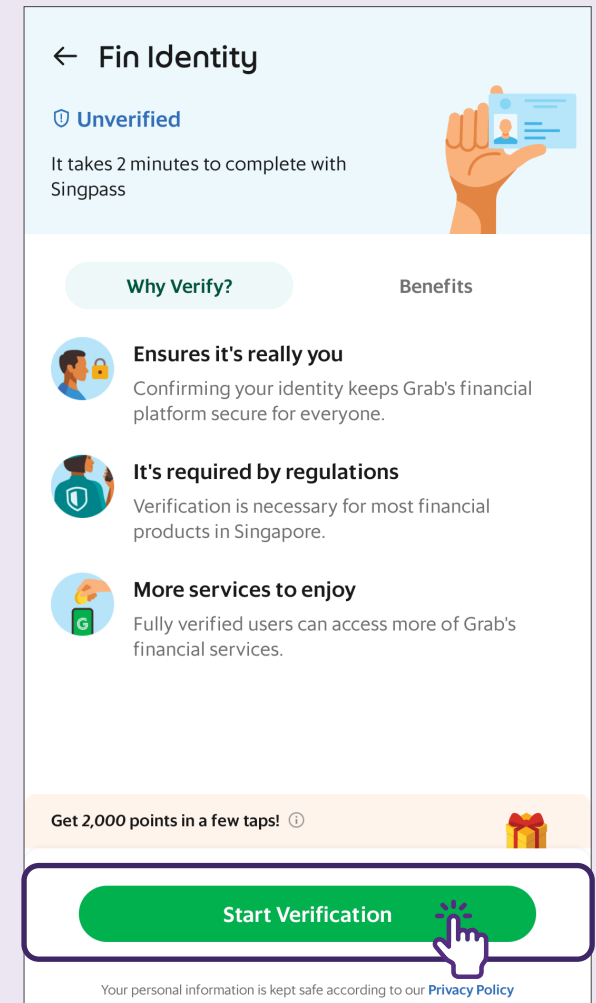
1 Tap on Finance



2 Tap on the Blue Verification Card

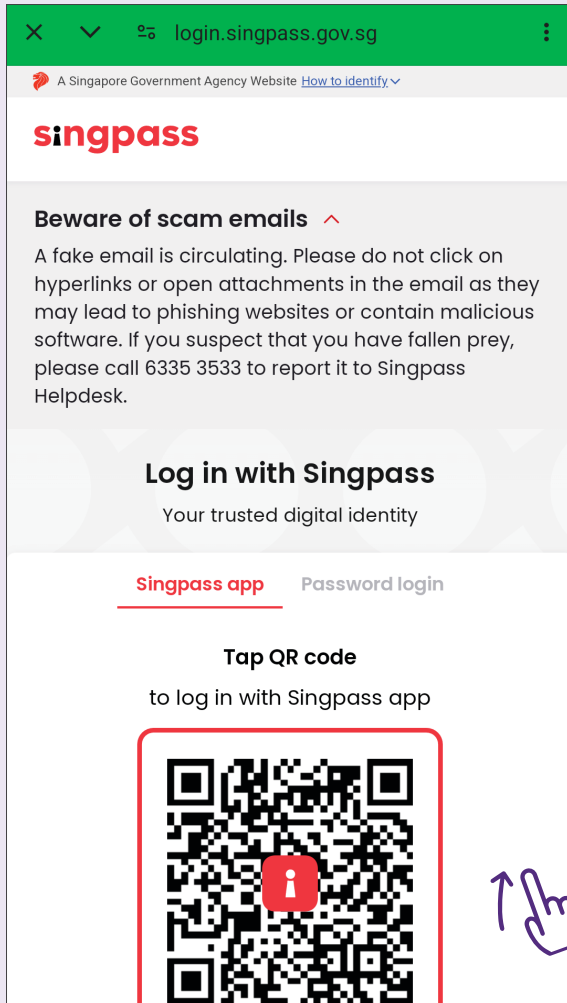


3 Tap on Start Verification



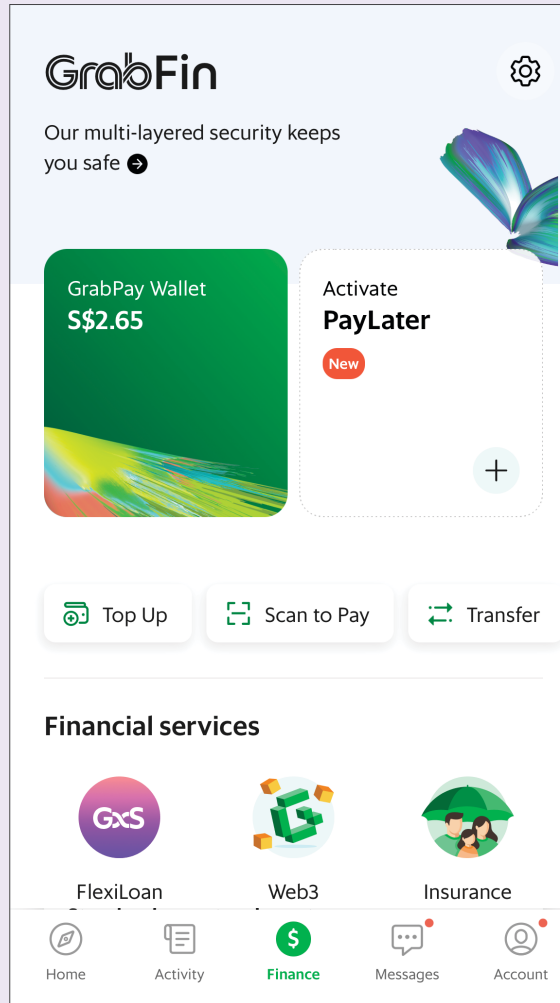
4

Log in with Singpass



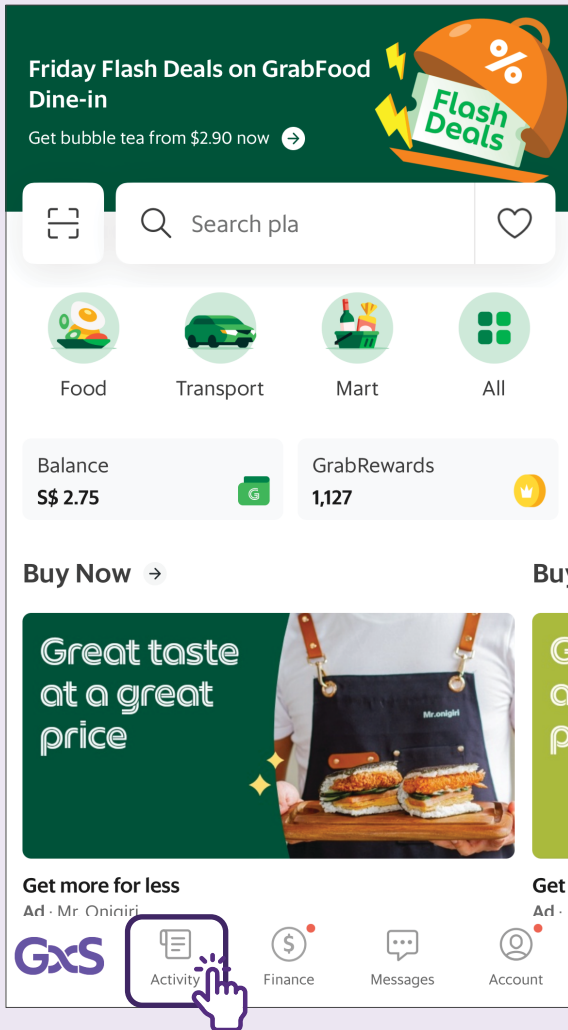
5

Successful Sign Up

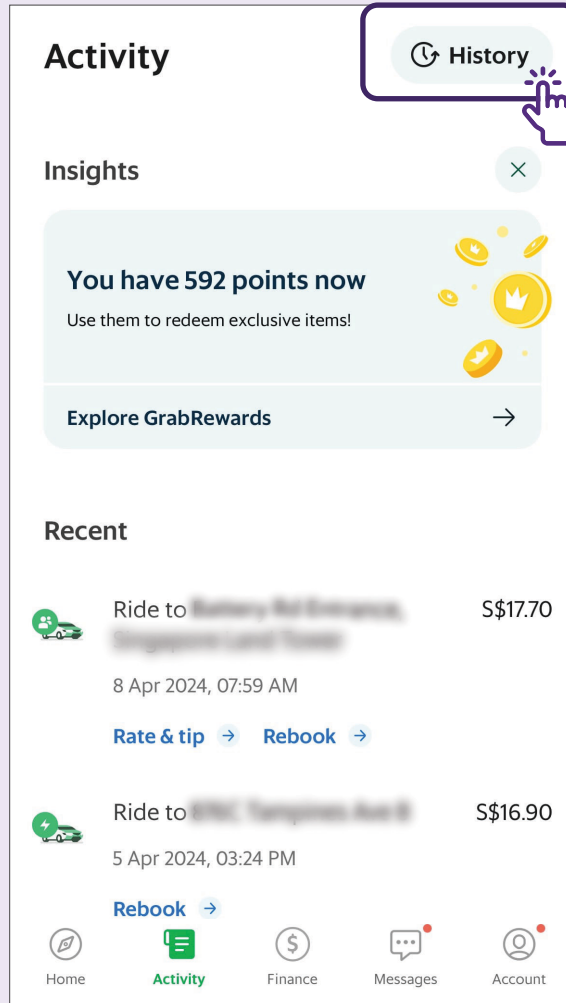


Check Transport History

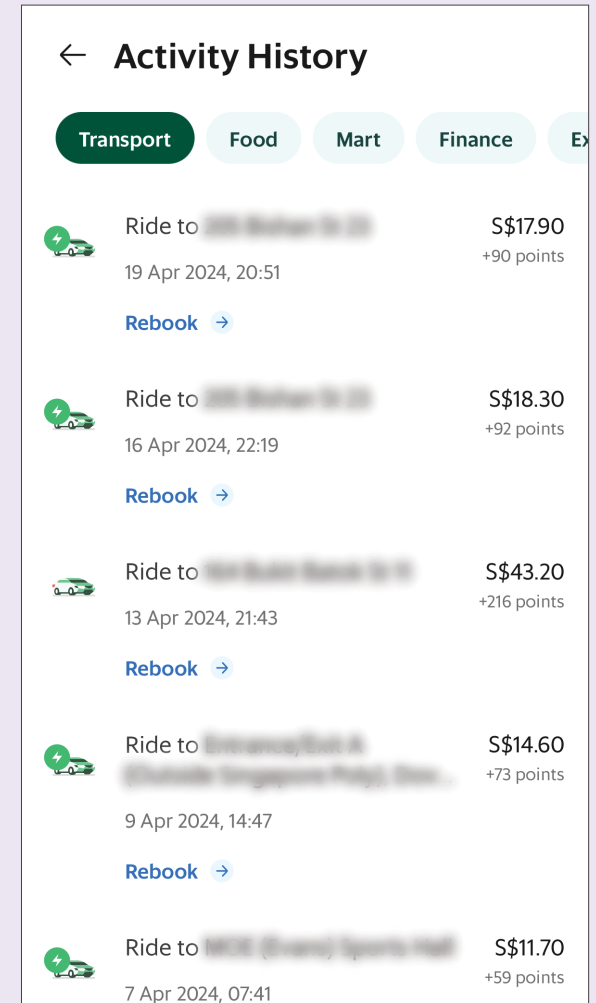
1 Tap on Activity on Homepage



2 Tap on History

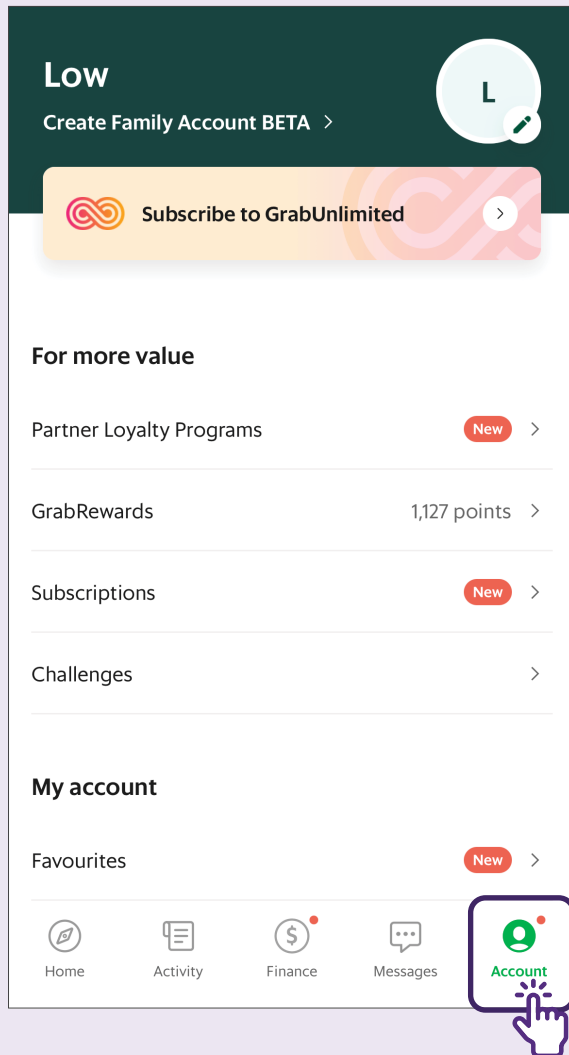


3 View All Past Rides and Tap on Any to View More Details

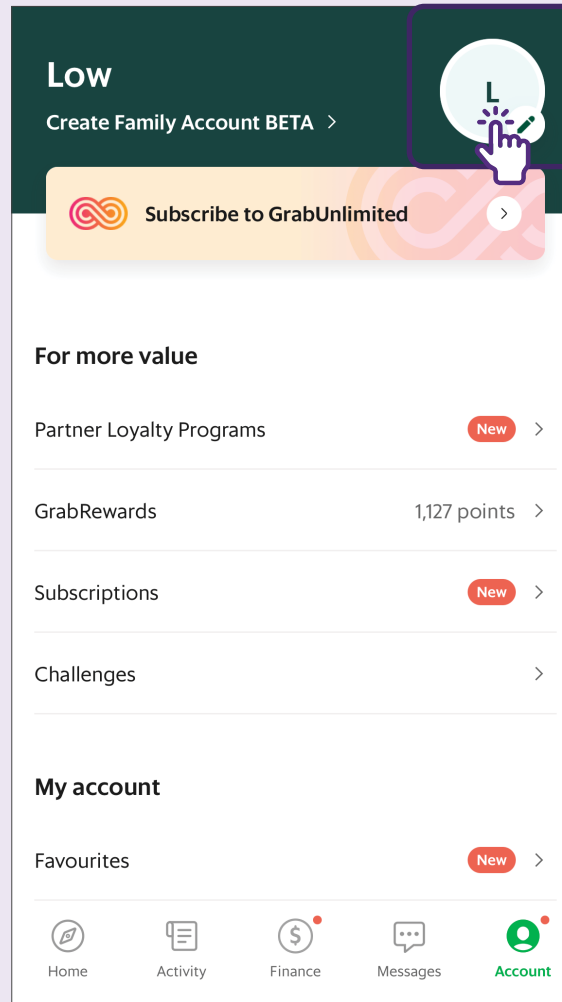


Logout of Your Account

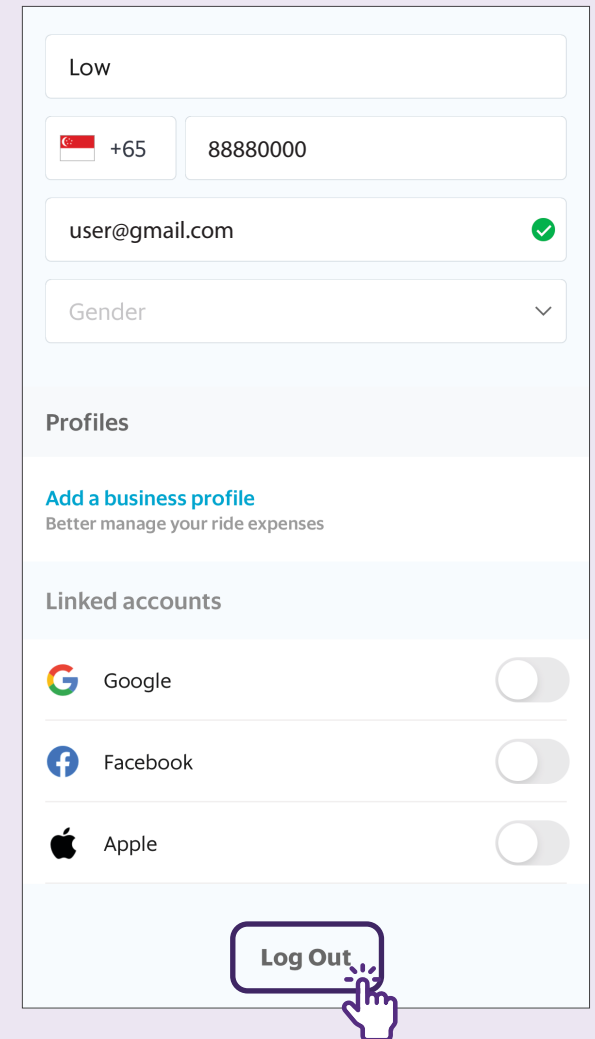
1 Tap on Account on Homepage



2 Tap on Your Profile



3 Tap on Logout



Sign up for a Zig Account

1 Launch Zig App



Find and tap the "Zig" icon.

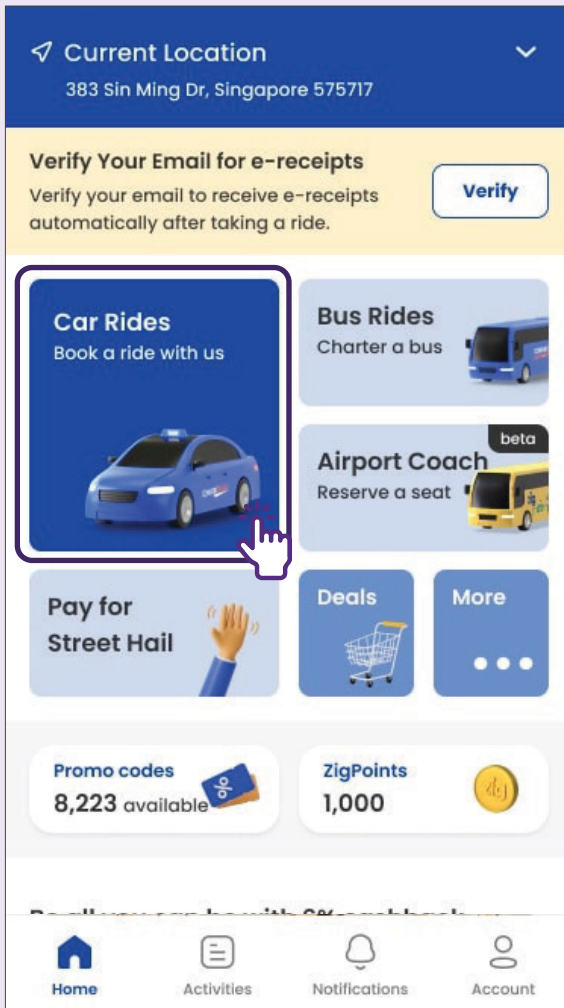
2 Tap on Login

3 Enter Mobile Number

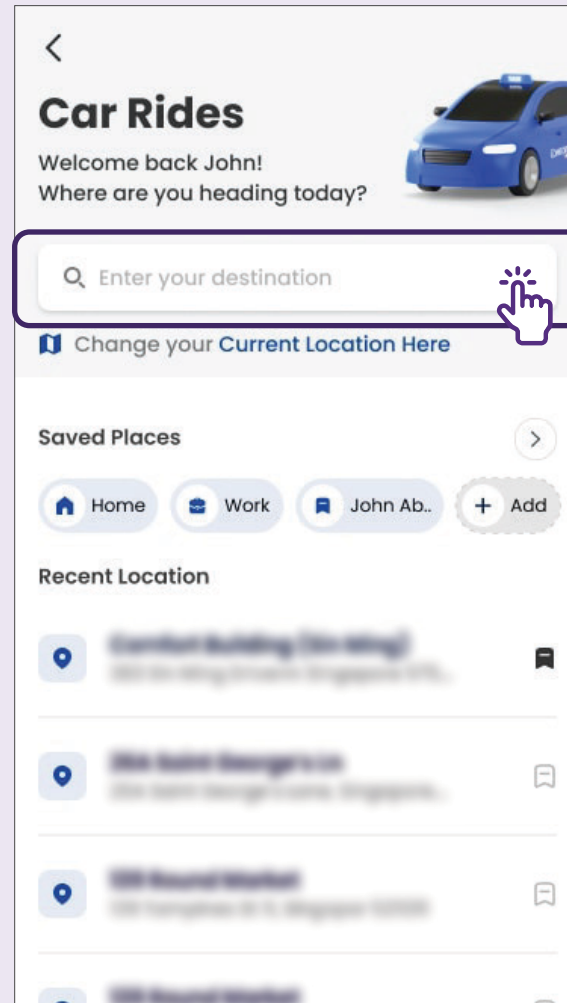
4 Enter SMS OTP Sent to Your Registered Number

Book a Ride - Enter Pickup and Destination Addresses

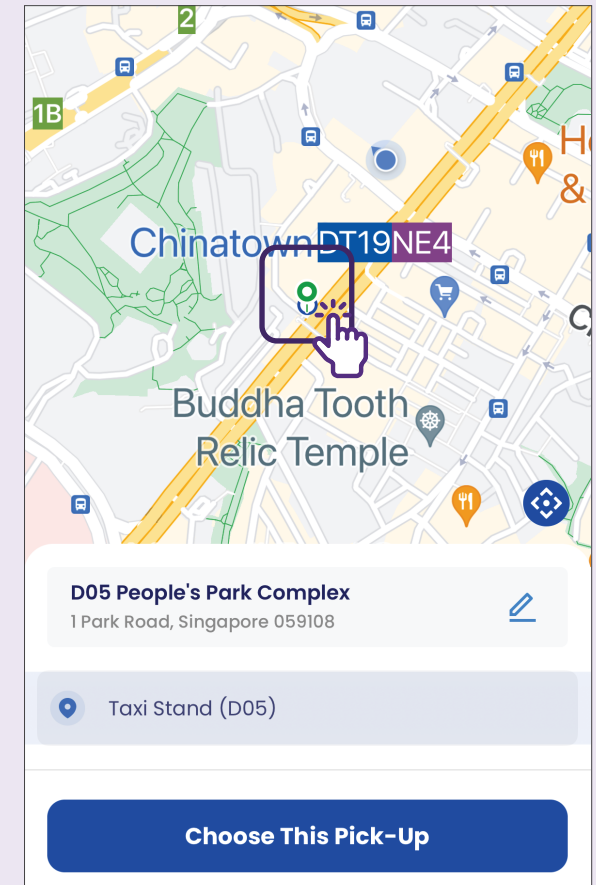
1 Tap on Car Rides on the Homepage



2 Enter Your Destination



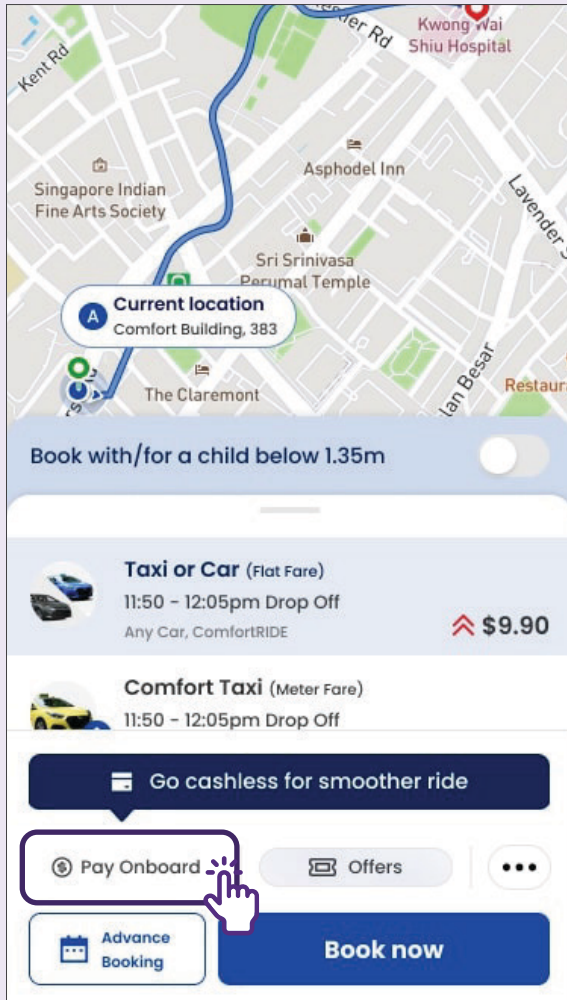
3 Check Your Pickup Point



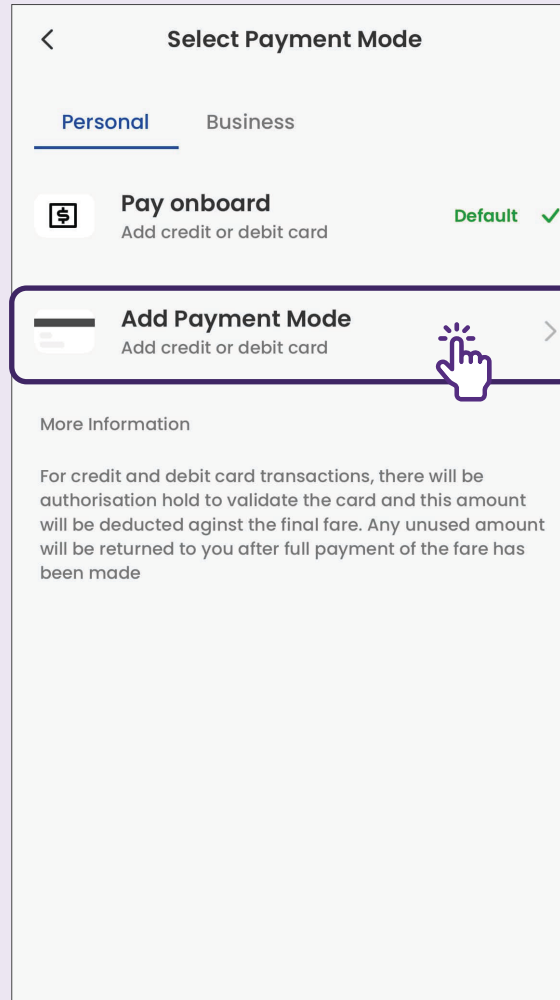
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

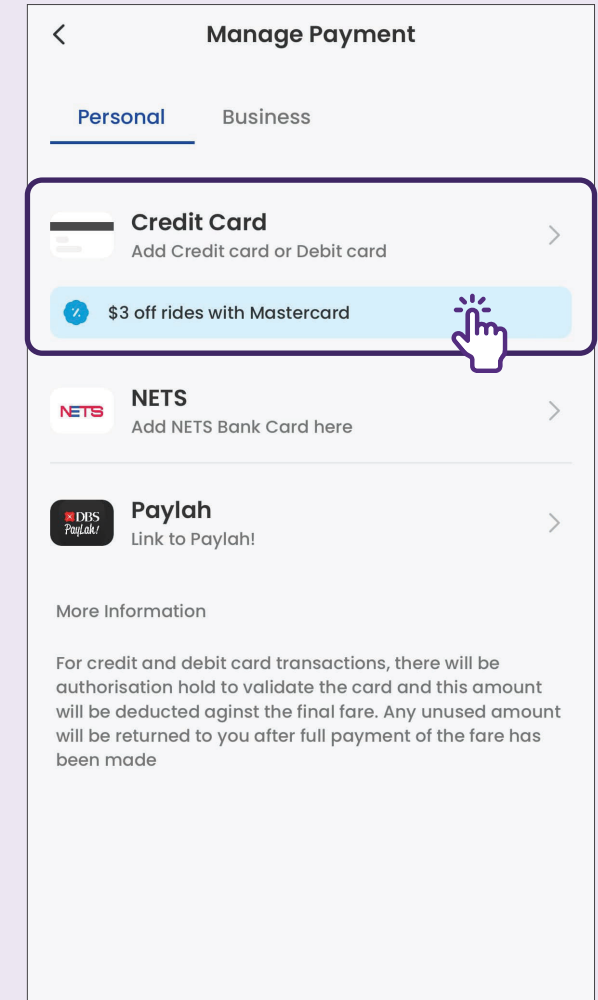
4 Tap on Payment Method



5 Choose Add Payment Mode



6 Tap on Credit Card



Book a Ride - Confirm the Ride

7 Enter Card Details

Card number

Expiry date cvc/cvv

Name on card

All American Express (AMEX), Diners, JCB, Mastercard and Visa Credit cards can be added.

Please note that the CVV of an AMEX credit/debit card refers to a 4-digit number on the front of the card.

Your card details are safe with us. By continuing, you agree to the [Terms and Conditions](#).

Advance Booking

Book now

8 Tap on the Book now Button

Departure 65 Airport Boulev...

Taxi Stand (D05) 1 Park Road, Singapore...

Book with/for a child below 1.35m

ComfortRIDE
13:10 - 13:16 Drop Off
Car or Taxi, Flat Fare \$20.80

ComfortRIDE
13:10 - 13:16 Drop Off

Go cashless for smoother ride

Pay Onboard Offers

Advance Booking

Book now

9 Wait for Ride

105 TOWNER ROAD 3211...

BENDEMEER

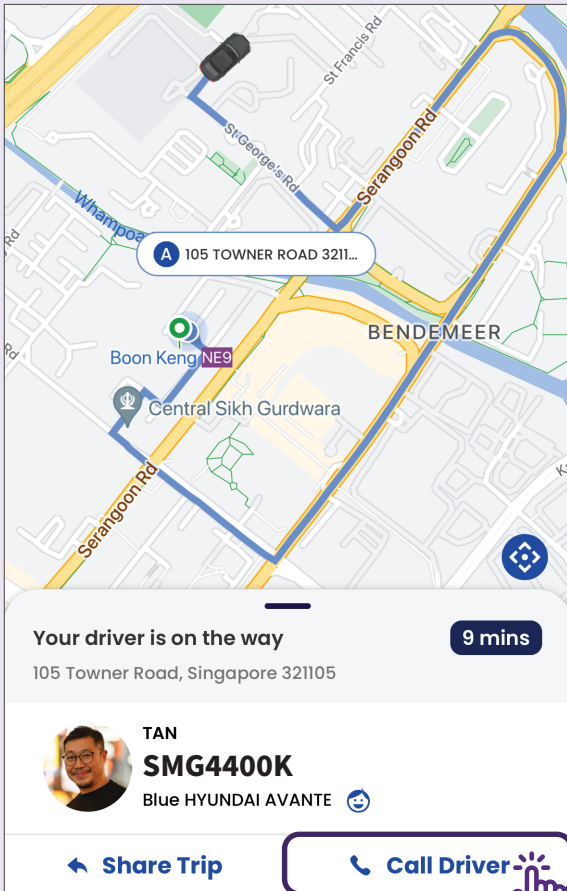
Your driver is on the way 9 mins

105 Towner Road, Singapore 321105

TAN
SMG4400K
Blue HYUNDAI AVANTE

Share Trip Call Driver

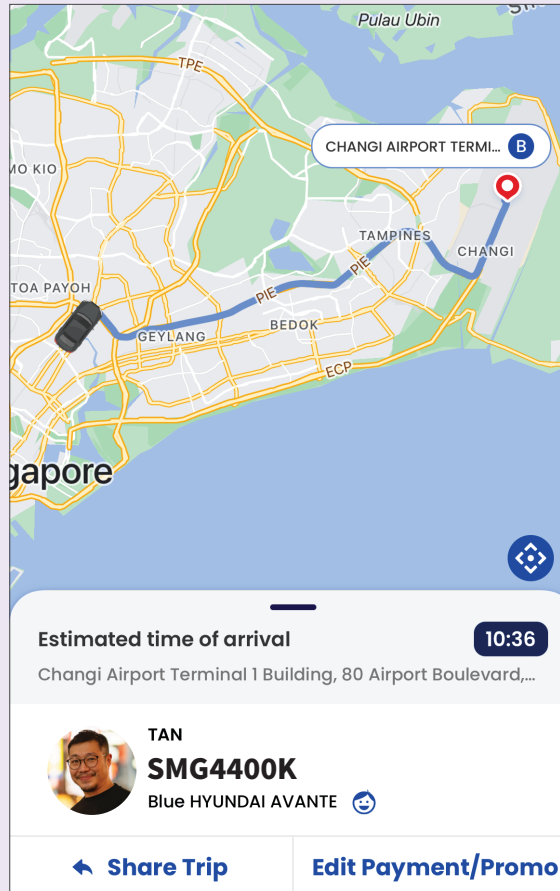
10 Call the Driver, if Needed



The screenshot shows a map with a blue route from point A (105 Towner Road, Singapore 321105) to point B (Changi Airport Terminal 1 Building, 80 Airport Boulevard, Singapore 819643). The driver's car is shown on the map near point A. Below the map, the text reads "Your driver is on the way" with a "9 mins" timer and the address "105 Towner Road, Singapore 321105". The driver's profile is shown as "TAN SMG4400K" with a "Blue HYUNDAI AVANTE" and a smiley face icon. At the bottom, there are two buttons: "Share Trip" and "Call Driver" (with a hand icon pointing to it).

Take note to check the driver's car plate number before you board the car.

11 Monitor your Journey

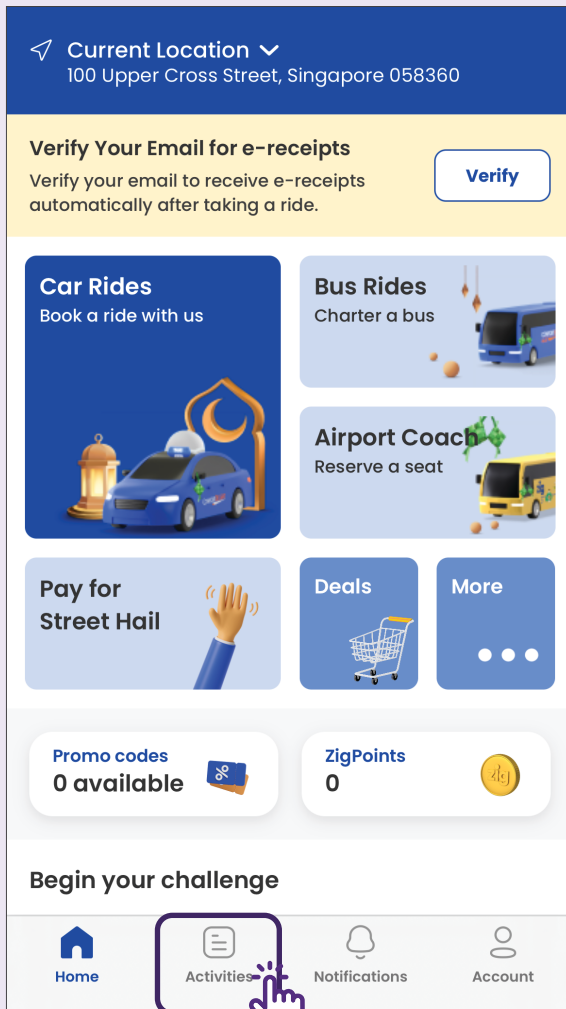


The screenshot shows a map with a blue route from point A (105 Towner Road, Singapore 321105) to point B (Changi Airport Terminal 1 Building, 80 Airport Boulevard, Singapore 819643). The driver's car is shown on the map near point A. Below the map, the text reads "Estimated time of arrival" with a "10:36" timer and the address "Changi Airport Terminal 1 Building, 80 Airport Boulevard, Singapore 819643". The driver's profile is shown as "TAN SMG4400K" with a "Blue HYUNDAI AVANTE" and a smiley face icon. At the bottom, there are two buttons: "Share Trip" and "Edit Payment/Promo".

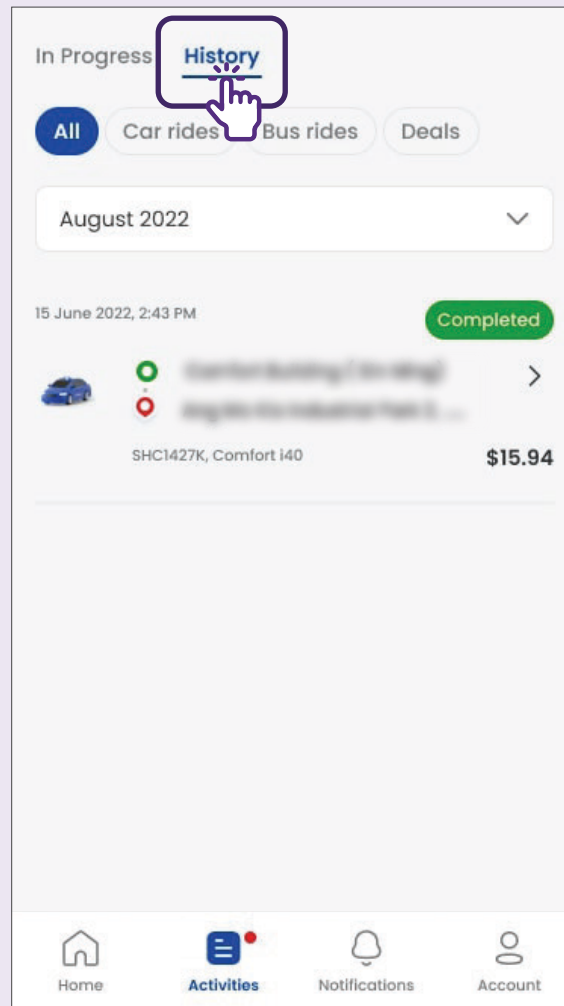
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Check Transport History

1 Tap on Activities on Homepage

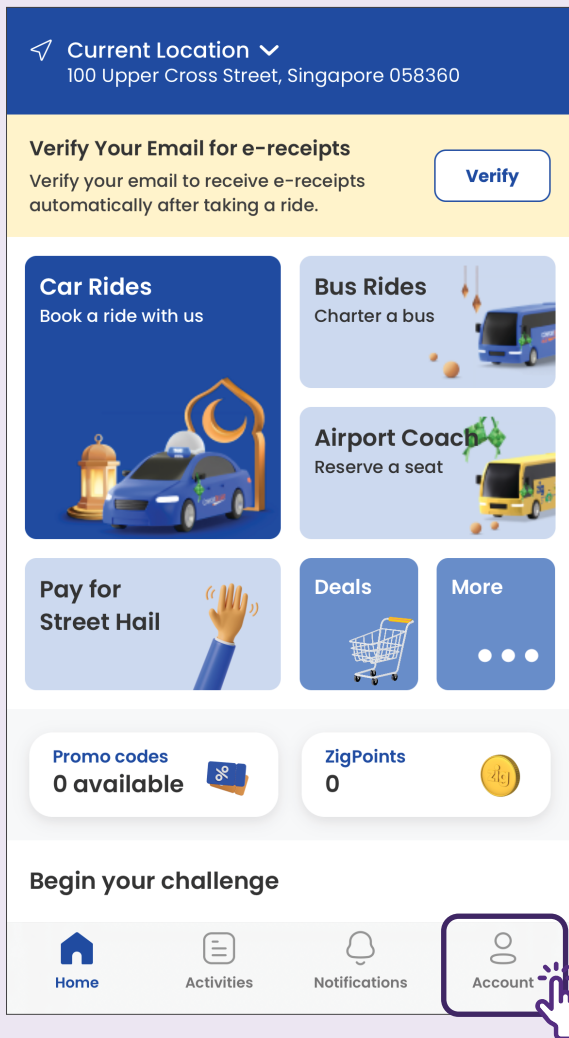


2 Tap on History to View All Past Rides

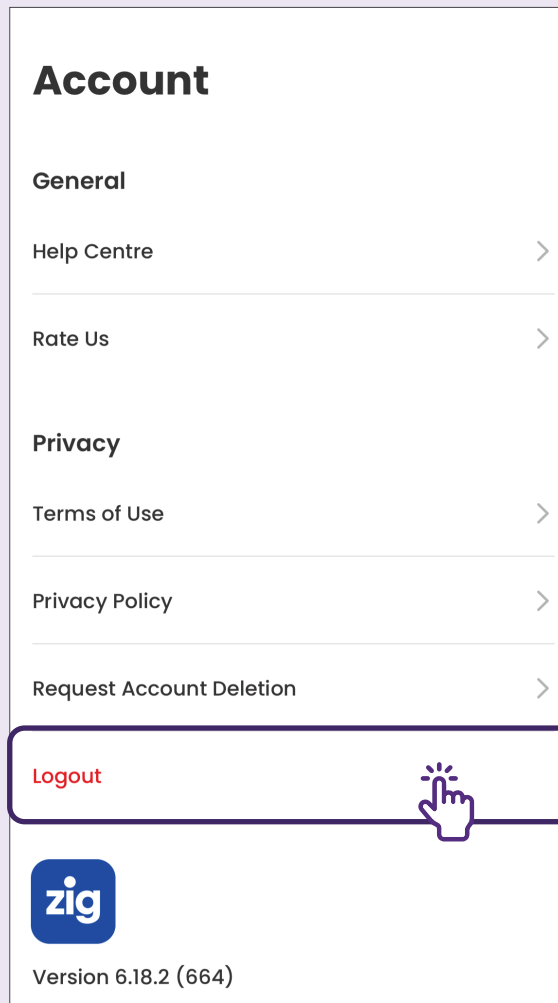


Logout of Your Account

1 Tap on Account on Homepage



2 Scroll Down and Tap on Logout



Notes

A large, light purple rounded rectangle occupies the central portion of the page. It contains 18 horizontal lines, evenly spaced, intended for writing notes. The lines are thin and grey, extending across the width of the purple area.

**For more information and
to find your nearest SG
Digital community hubs:**

IMDA Contact Centre

Hotline: +65 6377 3800

Email: info@imda.gov.sg

Website: digitalforlife.gov.sg

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content of Grab and ComfortDelGroTaxi.*