

Transport

Public Transport and Ride Hailing

Transact Online



Content

Introduction	2	SimplyGo - Delete Travel Card	21	Grab - Check Transport History	41
Cyber Security Tips	3	SimplyGo - Logout of Your Account	22	Grab - Logout of Your Account	42
About Public Transport App	4	About Ride Hailing Apps	24	Sign up for a Zig Account	43
Common Features Across Different Public Transport Apps	5	Common Features Across Ride Hailing Apps	25	Zig - Book a Ride	45
Sign up for a SimplyGo Account	6	Common Steps Across Ride Hailing Apps	27	Zig - Check Transport History	49
SimplyGo - Set Up Travel Card	9	Sign up for a Grab Account	33	Zig - Logout of Your Account	50
SimplyGo - Top Up Travel Card	13	Grab - Book a Ride	35		
SimplyGo - Monitor Transaction History	14	Grab - Other Payment Methods	39		
SimplyGo - Block Travel Card	16				



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 Transact Online competency:

Able to make online transactions with government services using e-payment (where applicable).

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

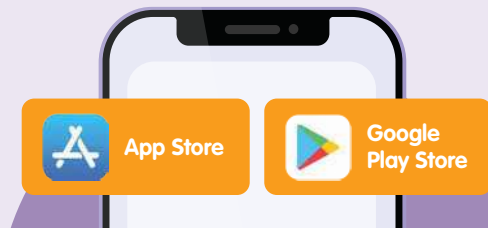
To stay safe while using public transport and ride hailing apps, please keep to the following:



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 App

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.



Top Up Icon

To top up your card.

Sign up for a SimplyGo Account

1 Tap on Get Started

Add and manage your travel cards and charms for more convenience



Top up in-app, receive low balance alerts, view trip history and more for applicable cards.

Get Started



2 Enter your Mobile Number

Add and manage your travel cards and charms for more convenience



✕ Get started in just a few taps!

Mobile Number

+65 XXXX XXXX



3 Tap on Create Account



Hey, looks like you're new here!

The mobile number +65 XXXX XXXX is not associated with any account.

Get started by creating an account with us!

Create Account



4 Fill up on-screen form

← Create Account

Name

Email Address

Set Password

Must contain:

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

Referral Code (optional) ⓘ

I agree to the collection, storage and use of my personal data by EZ-Link Pte Ltd and Transit Link Pte Ltd for the purposes of providing the mobile app services to me.

Confirm & Create Account

5 Agree to data collection terms and tap on Confirm & Create Account

Email Address

Set Password

Must contain:

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

Referral Code (optional) ⓘ

I agree to the collection, storage and use of my personal data by EZ-Link Pte Ltd and Transit Link Pte Ltd for the purposes of providing the mobile app services to me.

Confirm & Create Account

6 Verify the OTP sent to your Mobile Number

Verify with OTP

Enter the 6-digit code sent to +65 XXXX XXXX

Resend OTP in 180s

Continue

7 8 9 .-

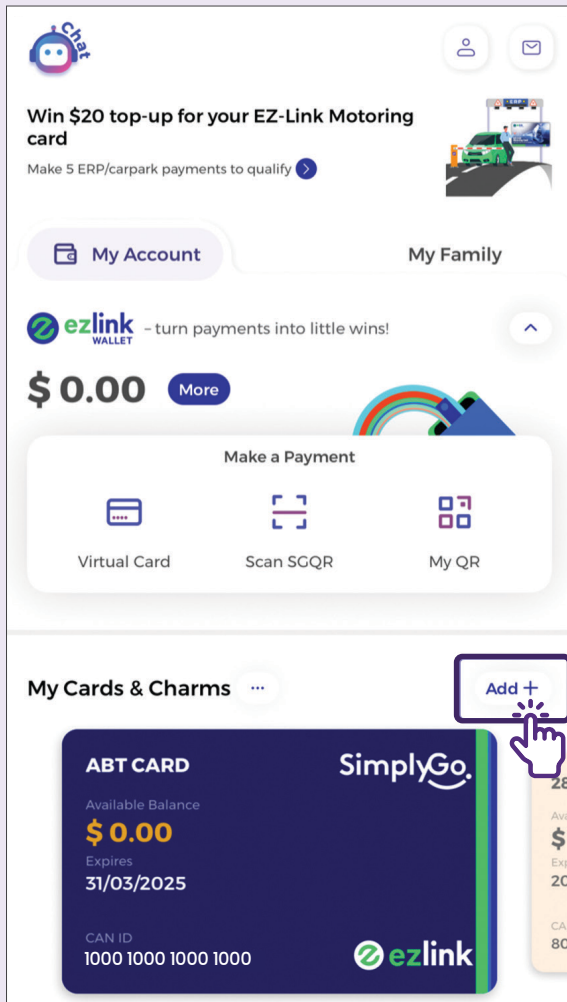
1 2 3 ⊗

4 5 6 Done

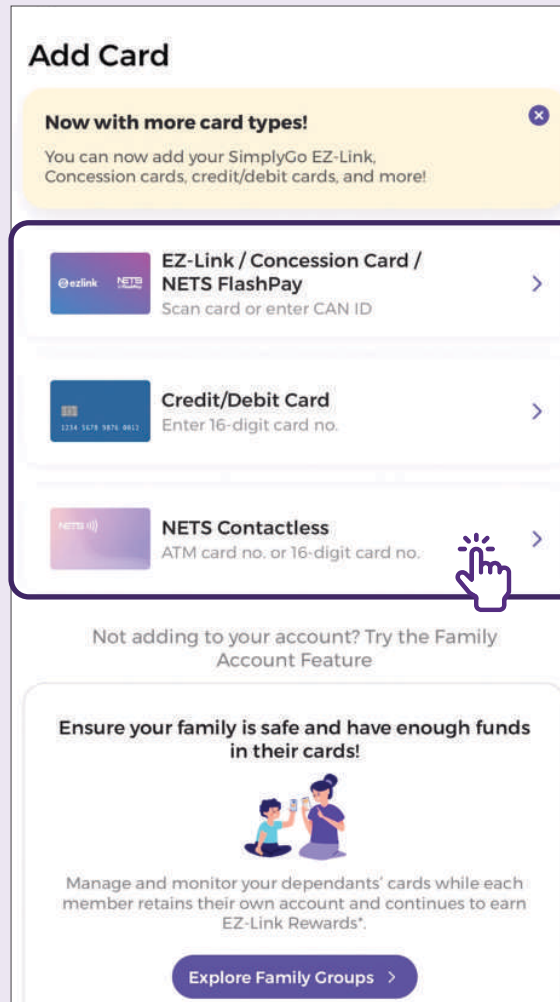
0 ,

Set Up Travel Card - Manual Input of CAN ID

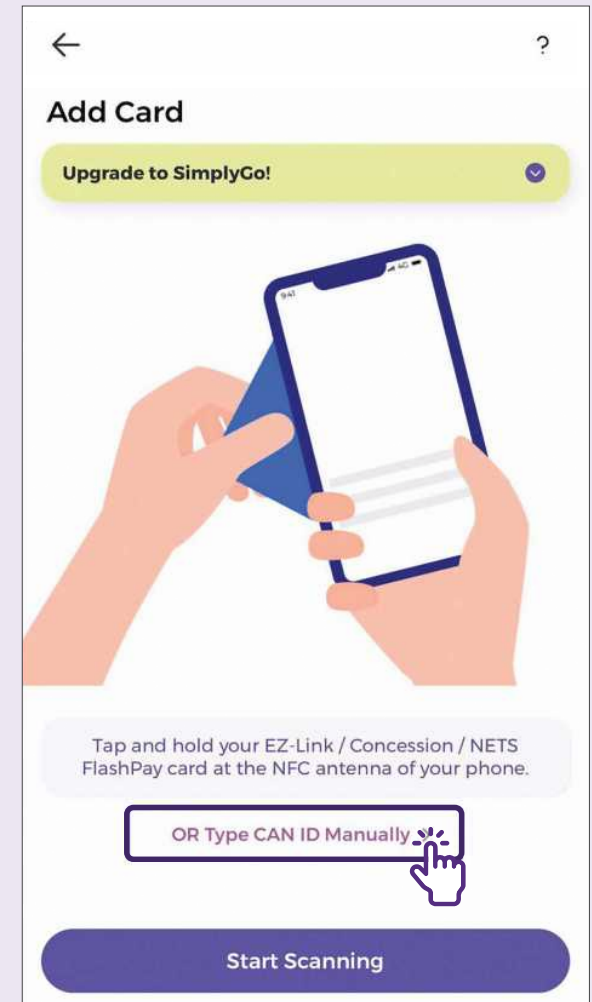
1 Tap on Add



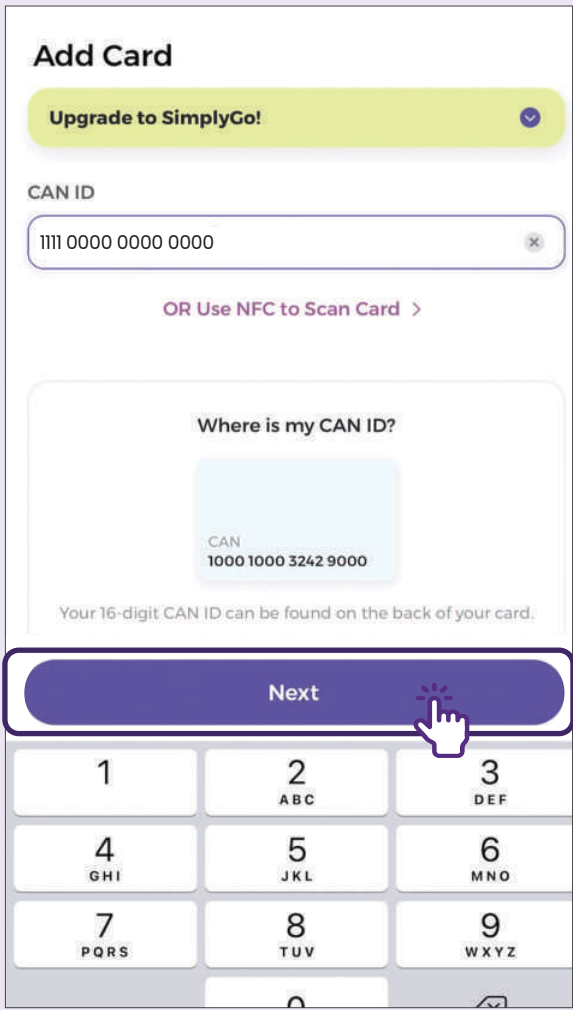
2 Select the card type you would like to add



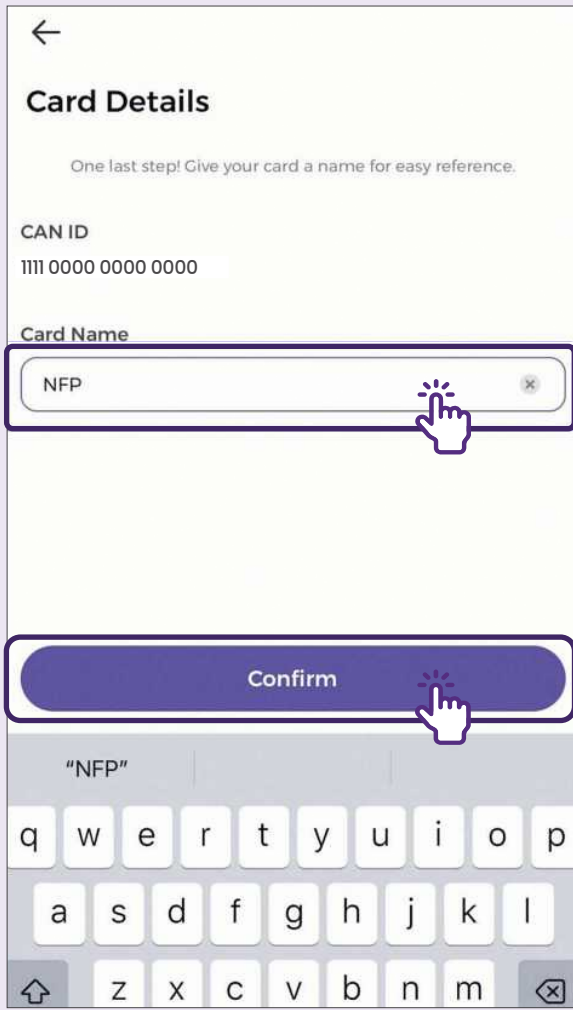
3 Tap on Type CAN ID Manually



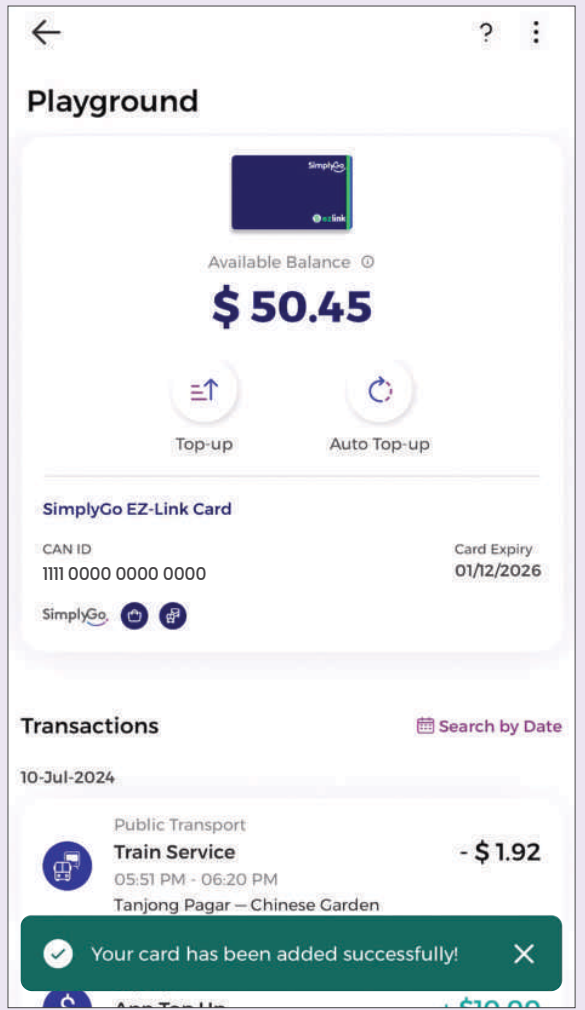
4 Type in the 16-digit CAN ID and tap on Next



5 Type a Card Name and tap on Confirm

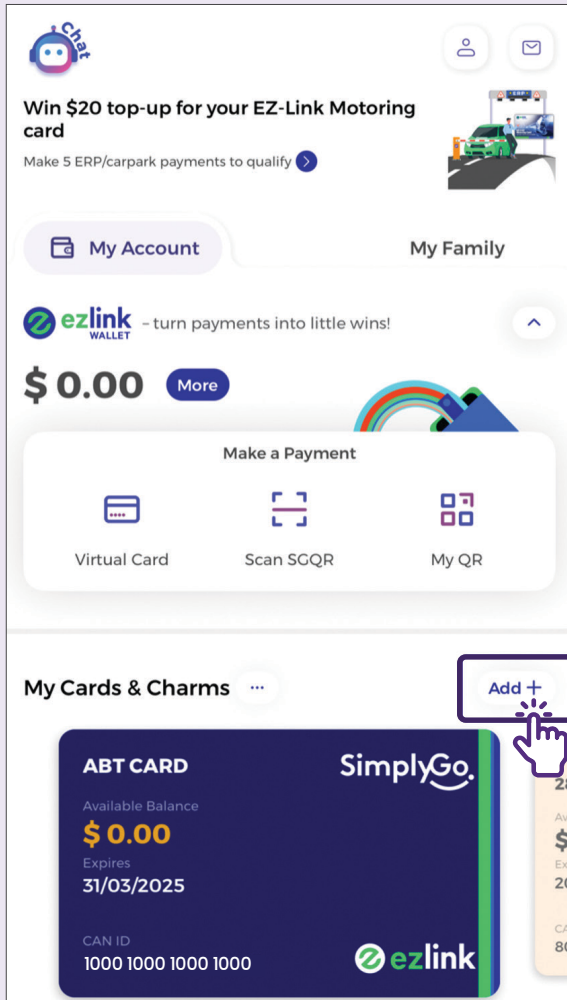


6 Your card is successfully added to the app!

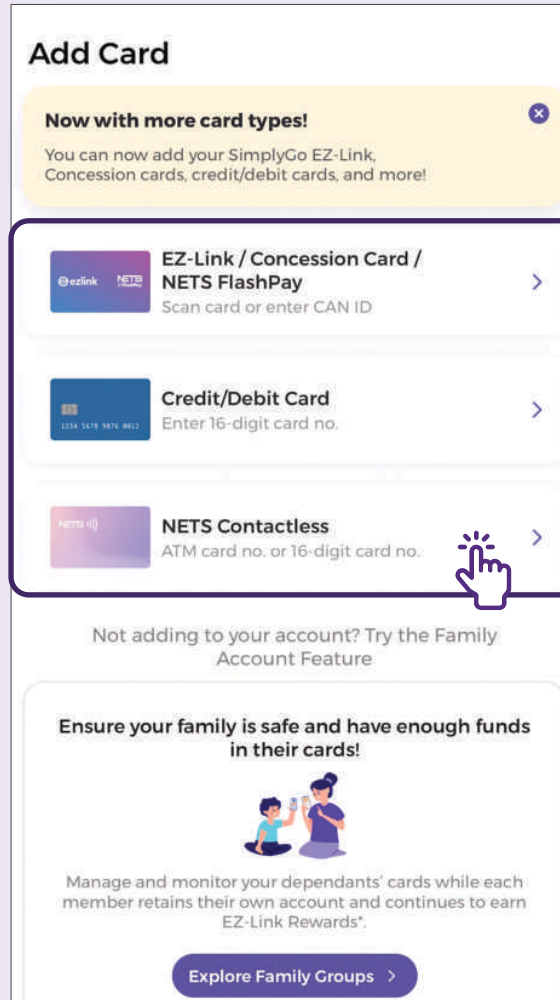


Set Up Travel Card - Use NFC Function

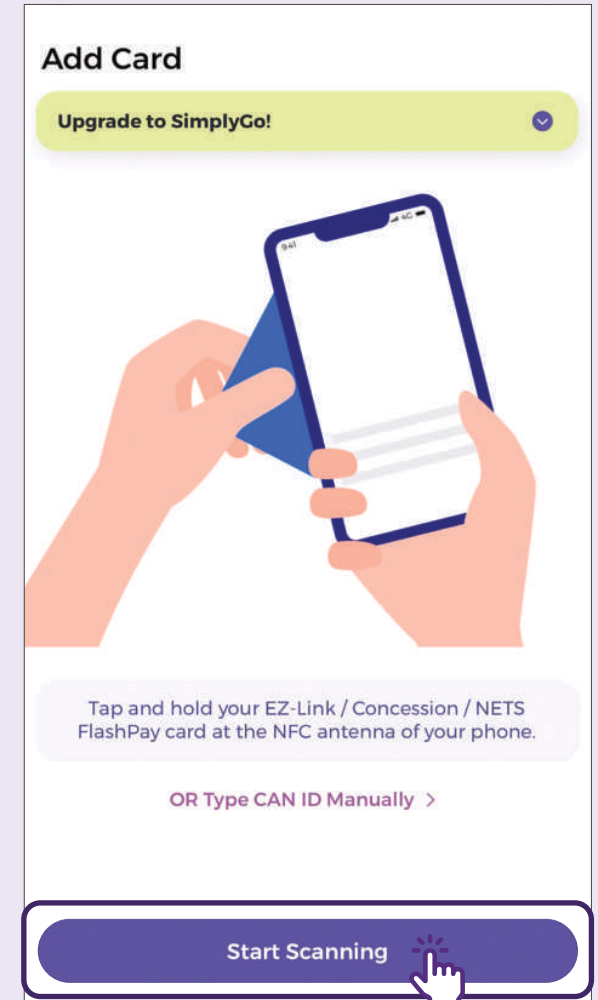
1 Tap on Add



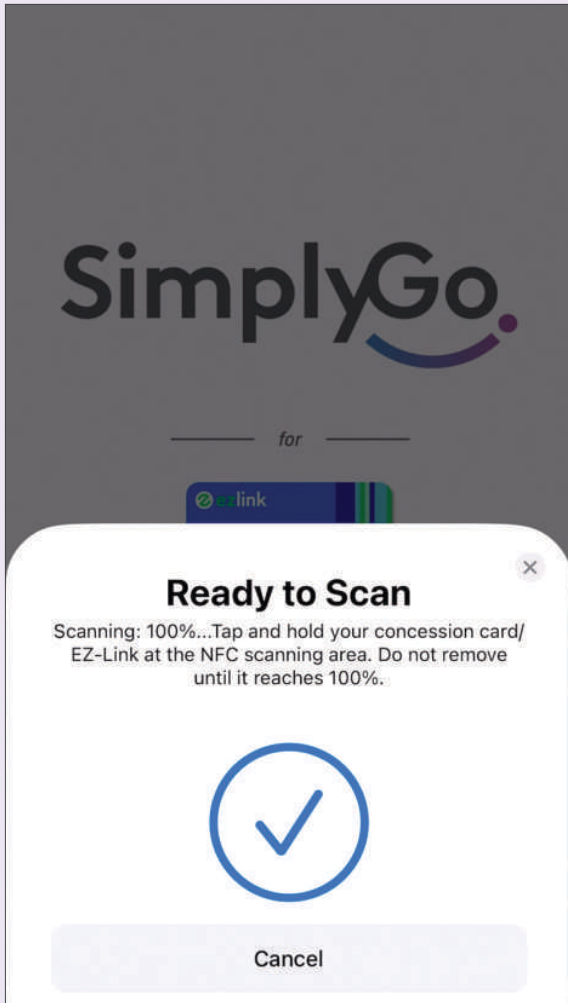
2 Select the card type you would like to add



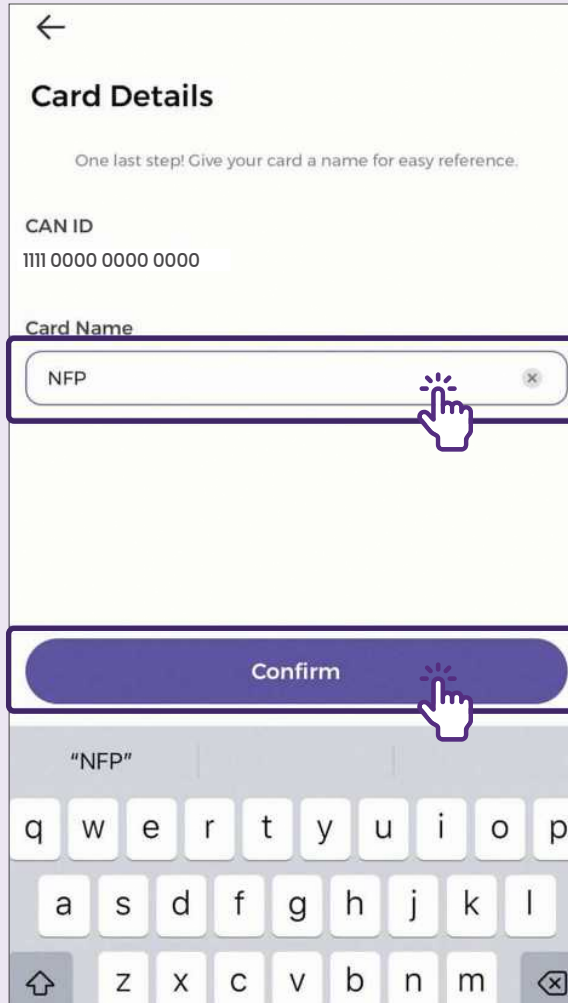
3 Tap on Start Scanning



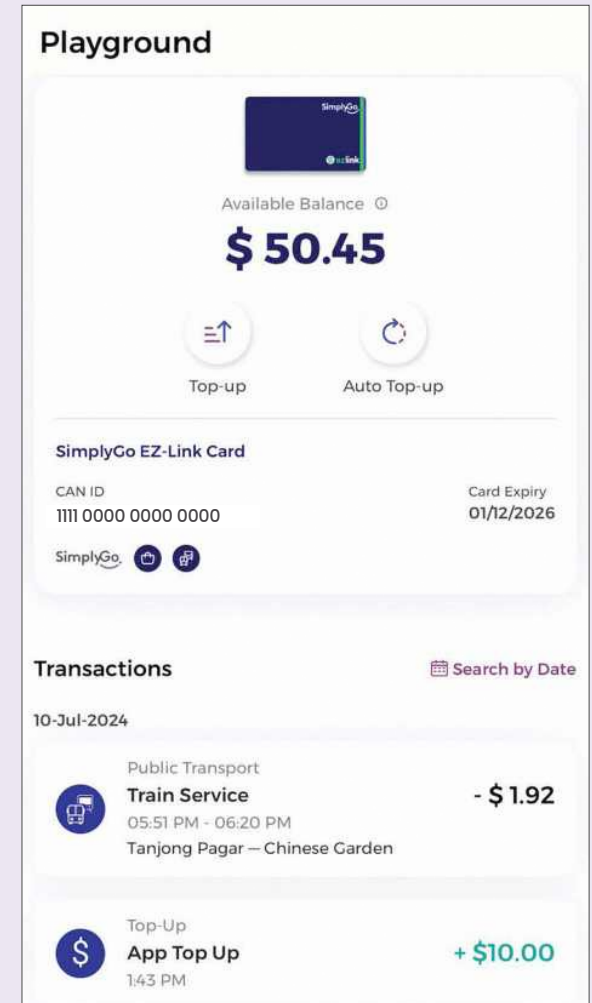
4 Card scanning Complete



5 Type a Card Name and tap on Confirm

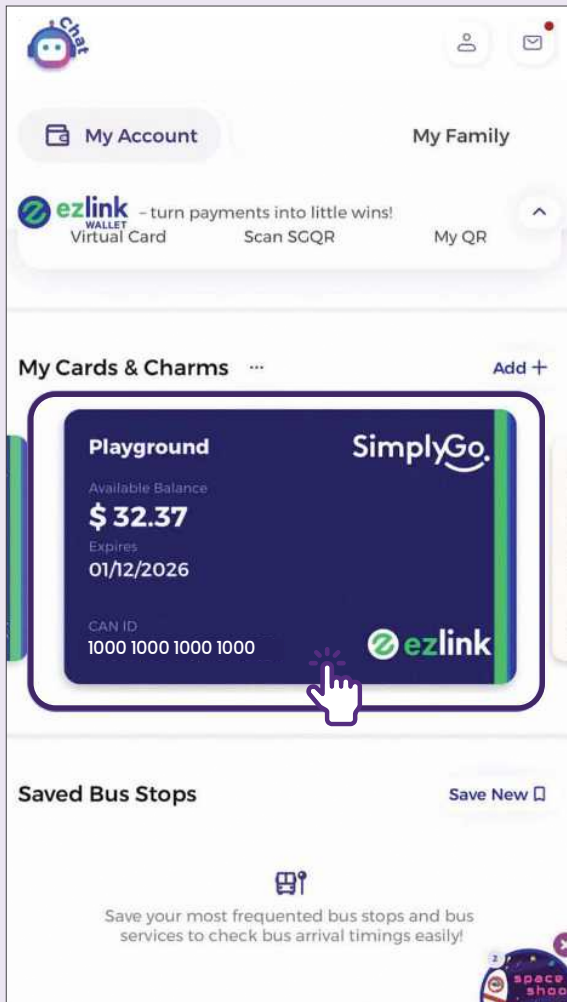


6 Your card is successfully added to the app!

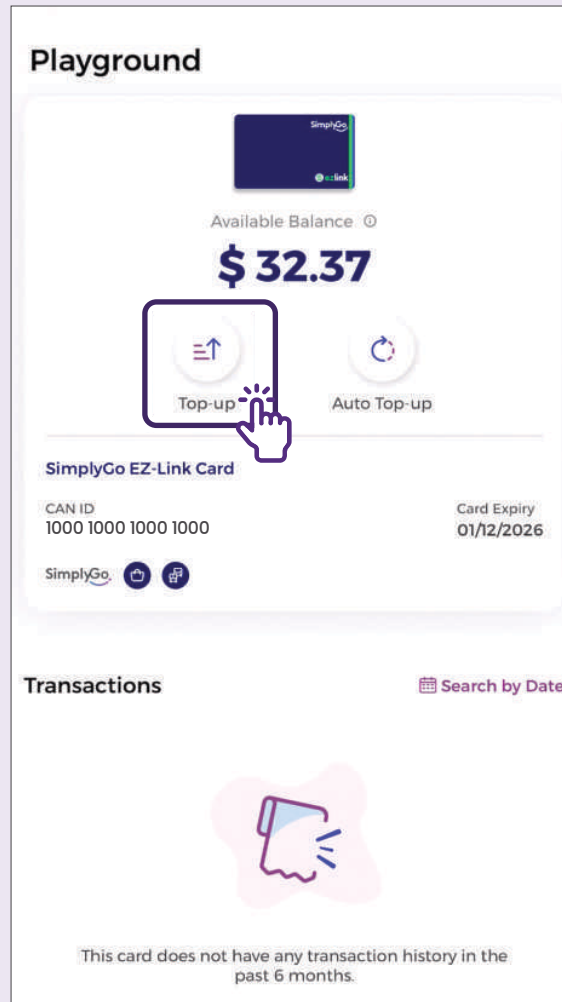


Top up Travel Card with Bank Card

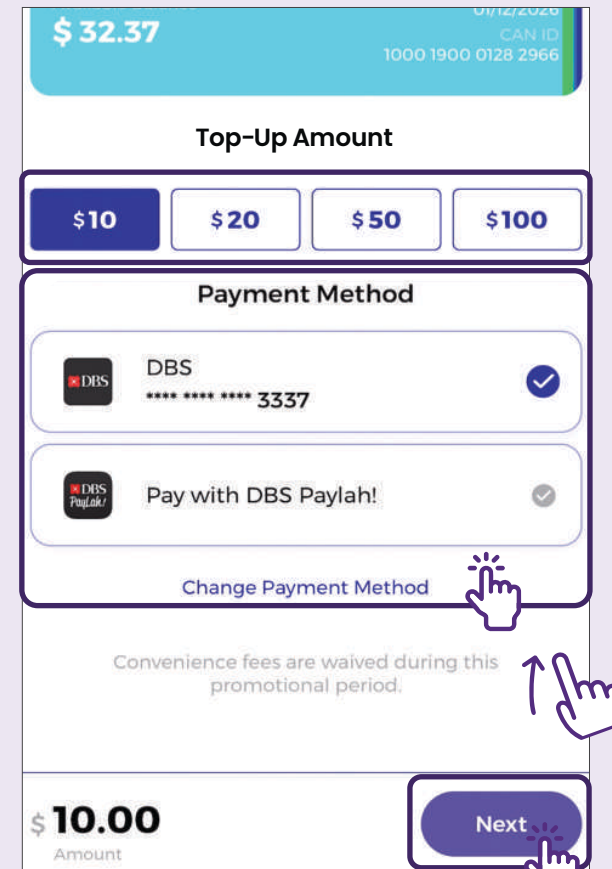
1 Select a card from the Homepage



2 Tap on the Top-up Icon



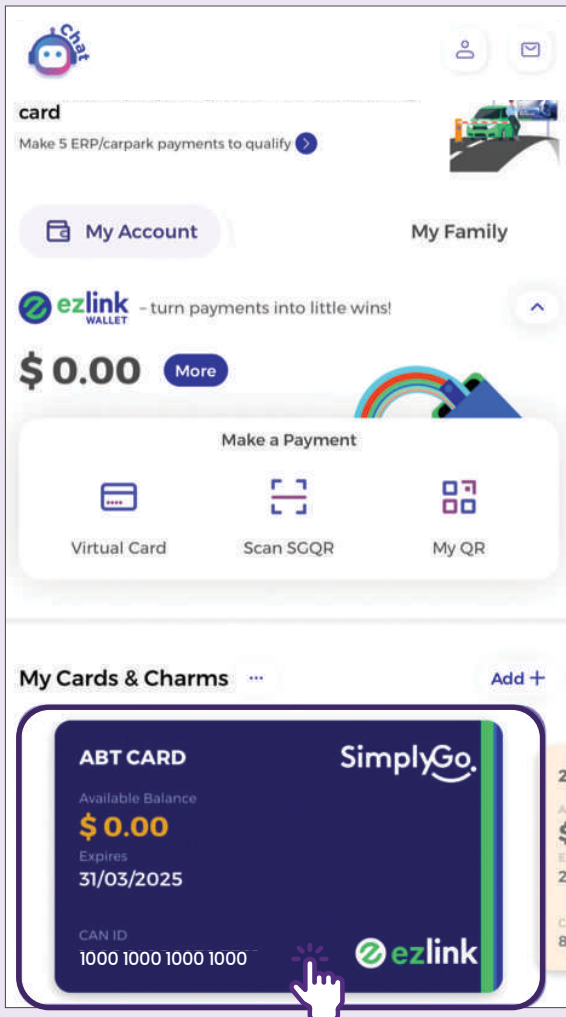
3 Select Payment Method



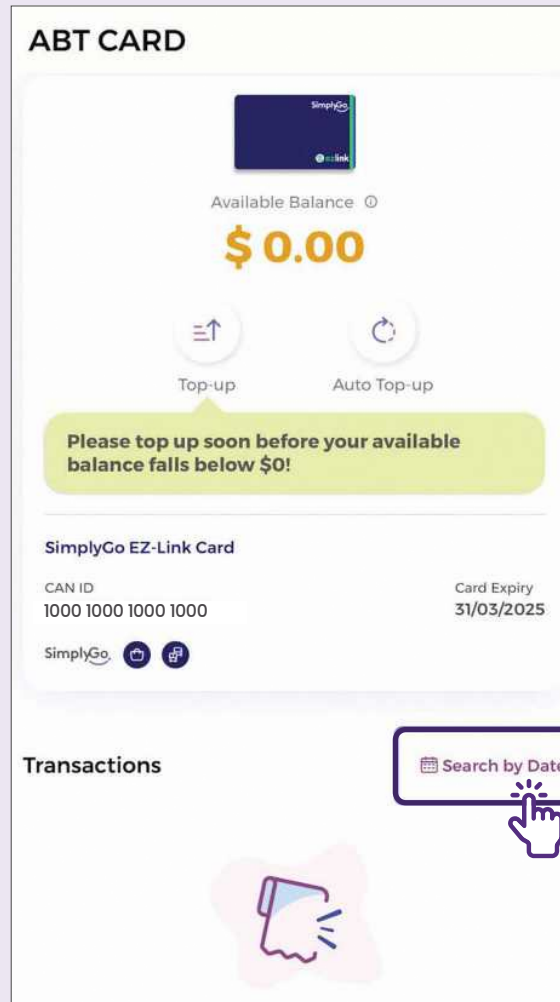
Select the "Top-Up Amount" and "Payment Method". Tap on "Next" to top-up.

Monitor Transaction History - View Trip Details

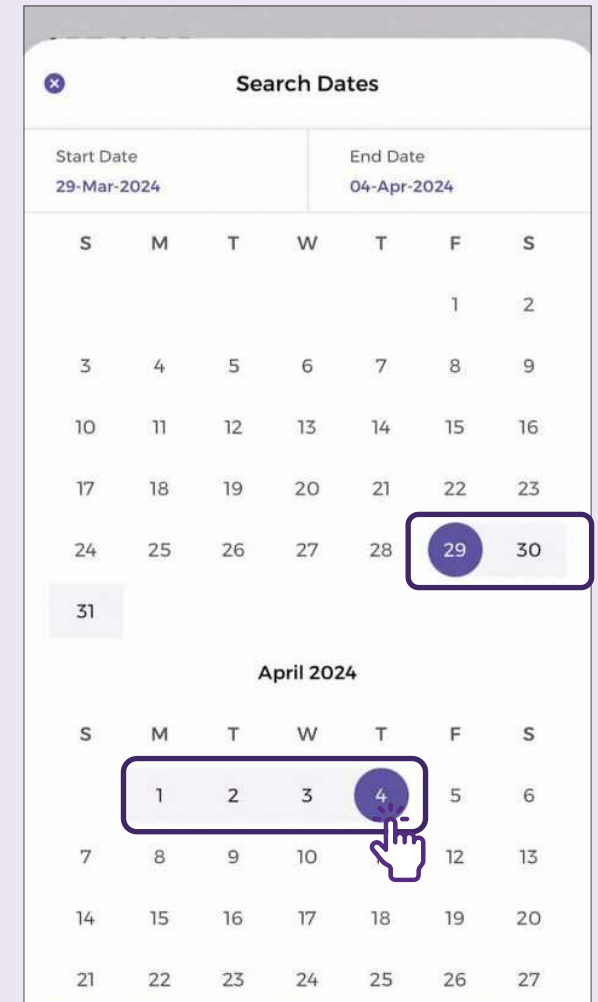
1 Select a card from the Homepage



2 Tap on Search by Date

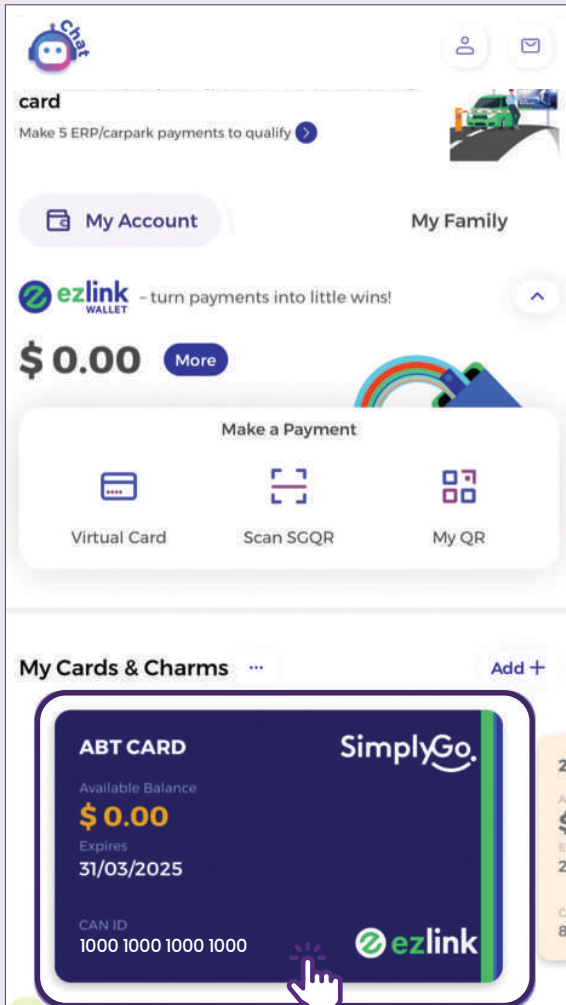


3 Select Date Range

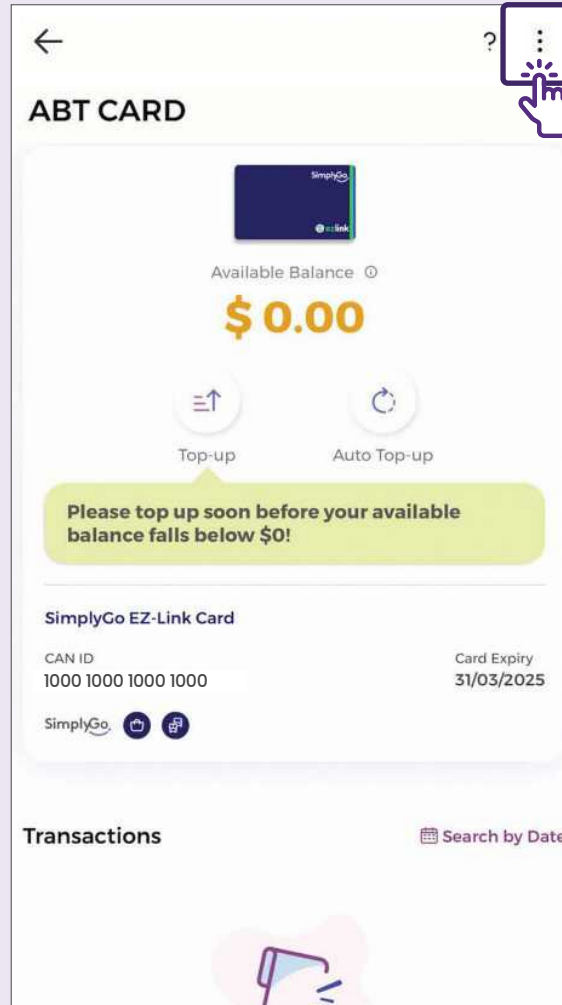


Block Travel Card - Transfer Refund to other SimplyGo Travel Card

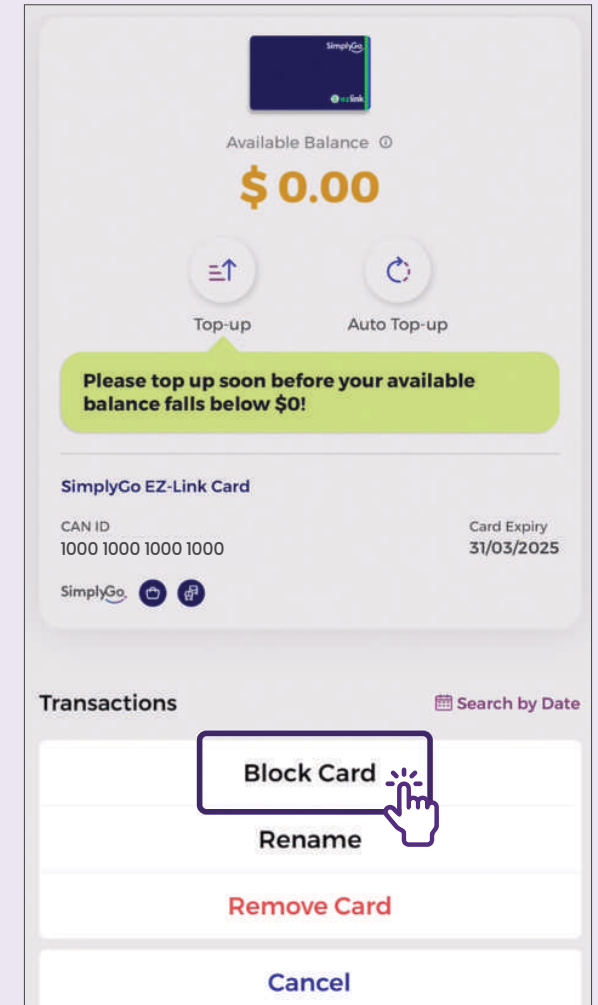
1 Select a card from the Homepage



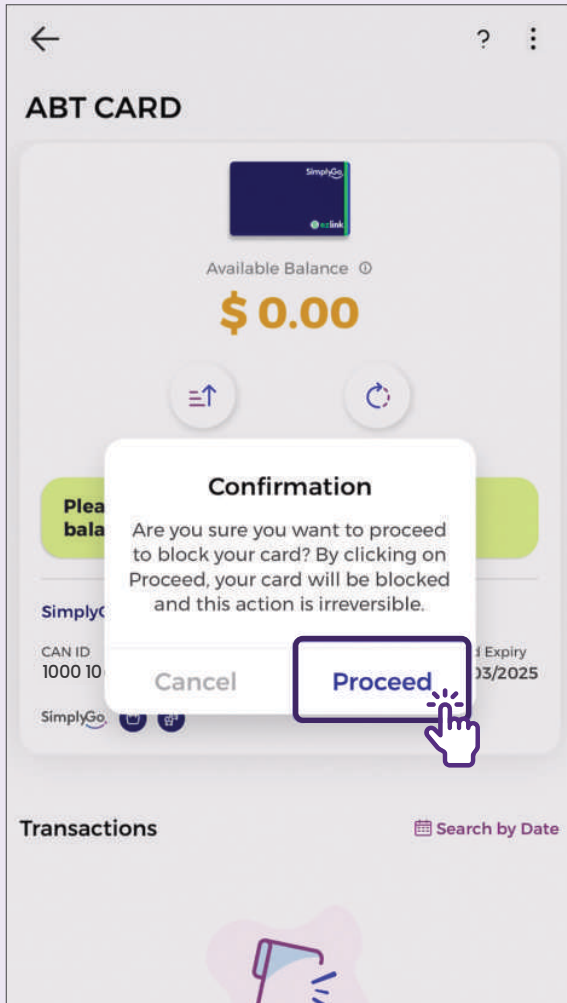
2 Tap on the Icon at top right Corner



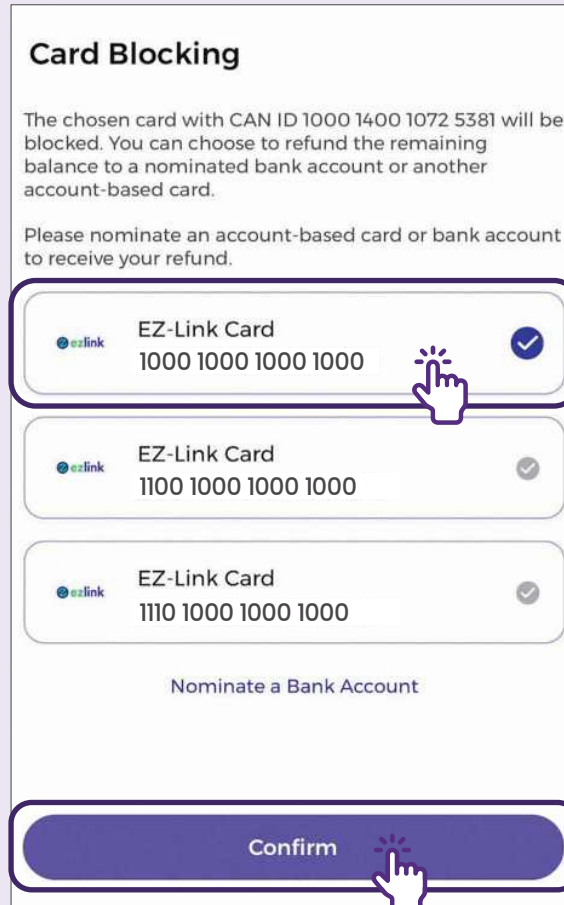
3 Tap on Block Card



4 Tap on Proceed

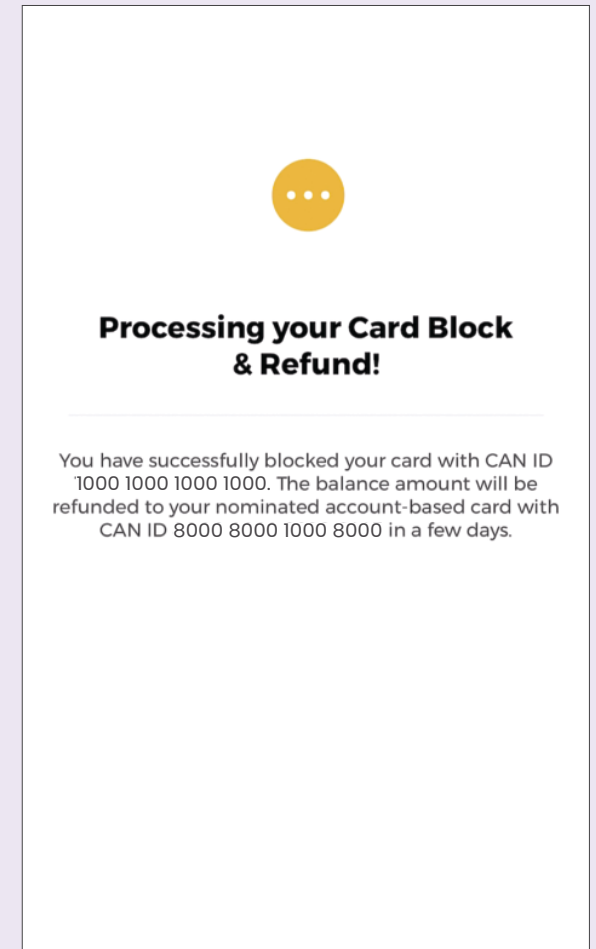


5 Transfer Refund



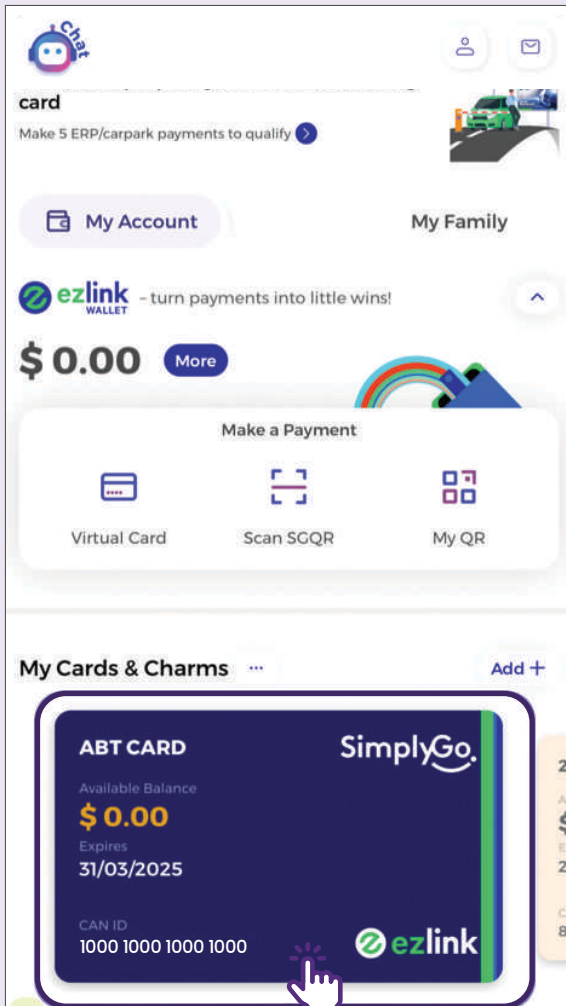
Tap on the other EZ-Link card you would like to transfer the refund to. Tap on "**Confirm**" to proceed.

6 Card successfully blocked and refund is being processed

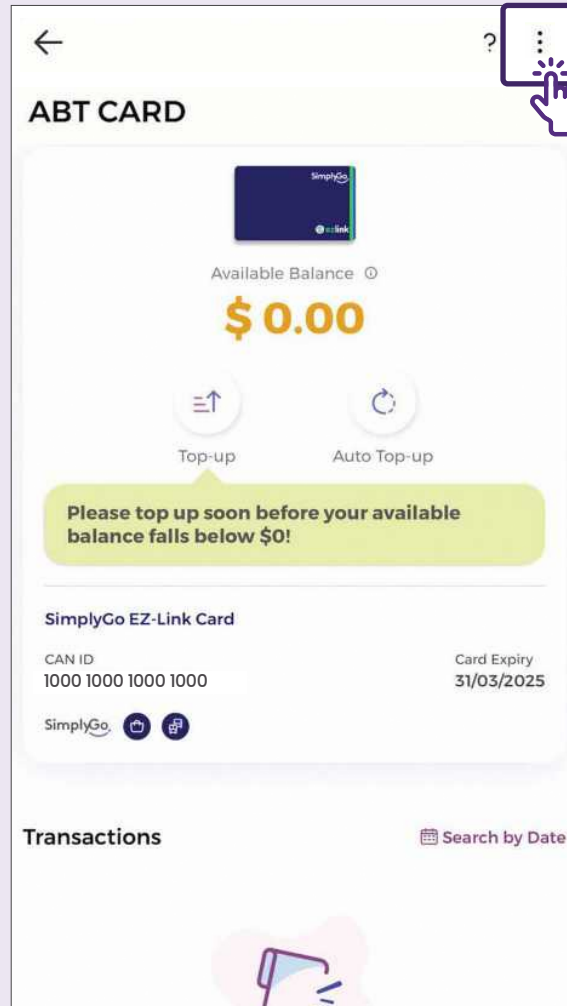


Block Travel Card - Transfer Refund to Bank Account

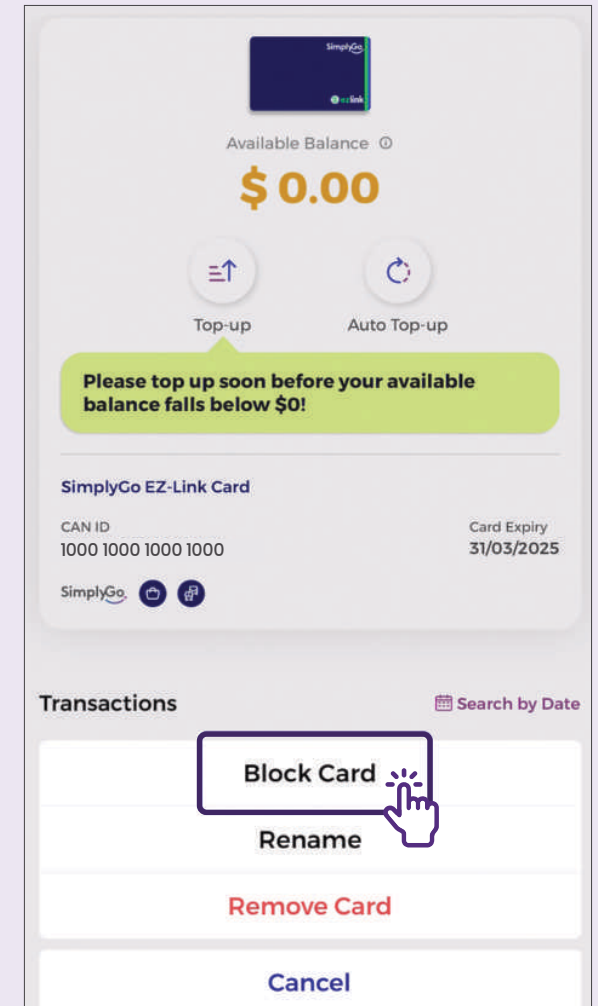
1 Select a card from the Homepage



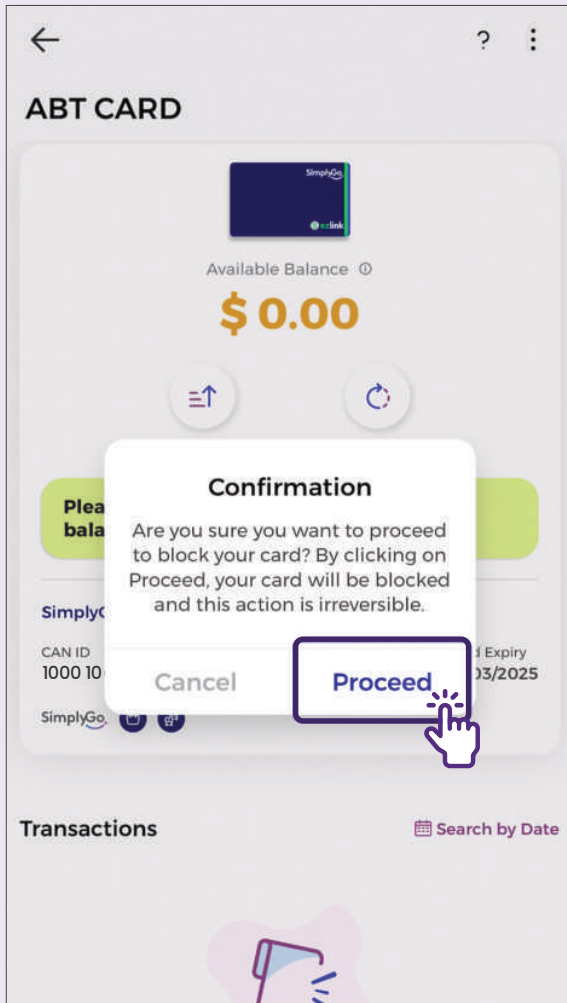
2 Tap on the Icon at top right Corner



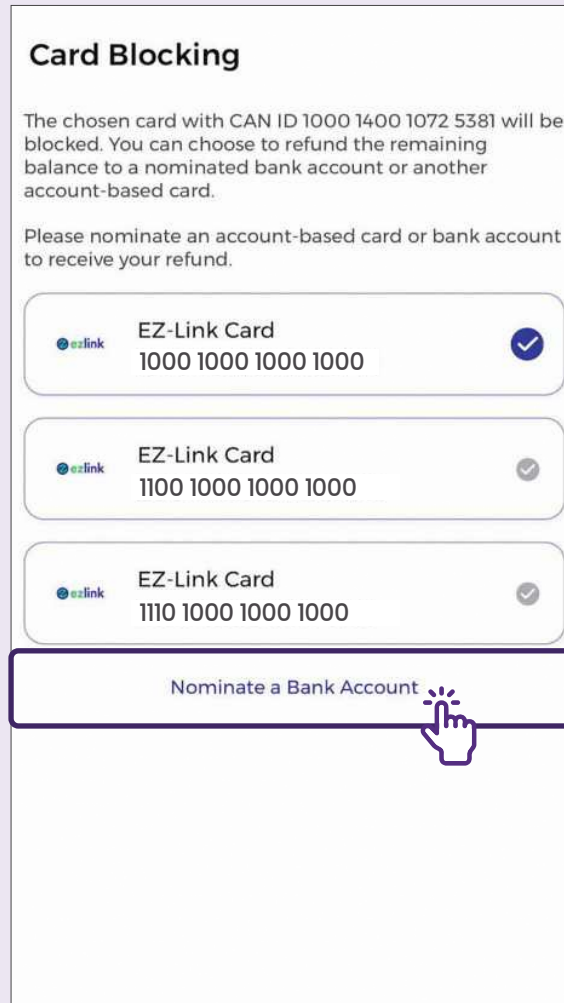
3 Tap on Block Card



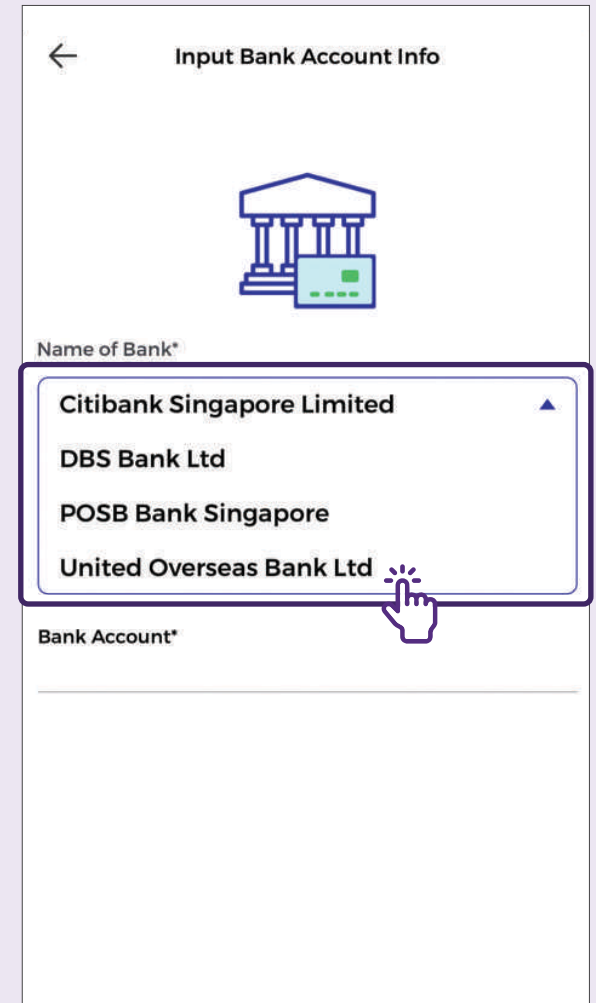
4 Tap on Proceed



5 Tap on Nominate a Bank Account




6 Select the bank you want to refund to



7 Enter Bank Account Number


← Input Bank Account Info




Name of Bank*

POSB Bank Singapore

Bank Account*



8 Card successfully blocked and refund is being processed

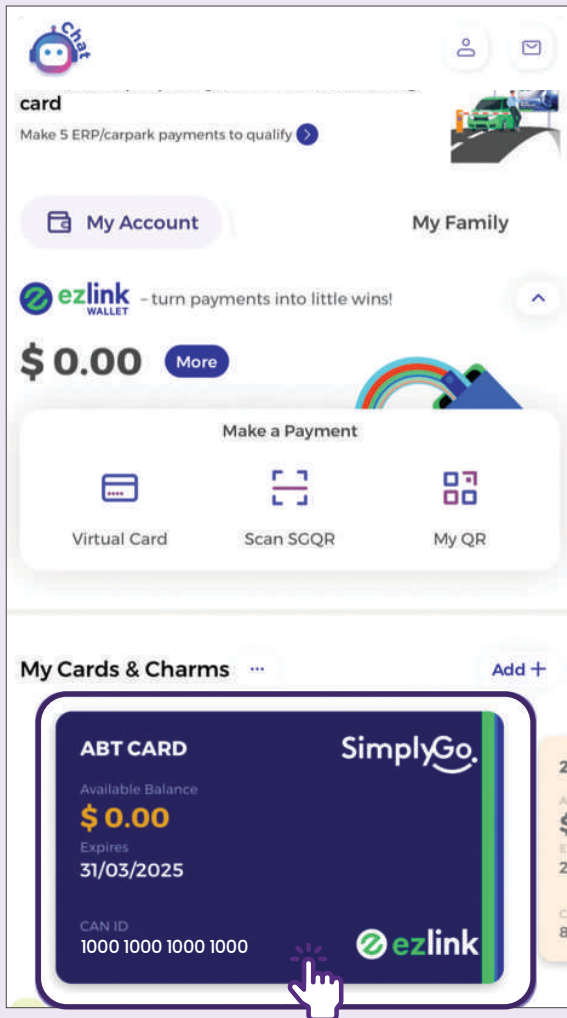


Processing your Card Block & Refund!

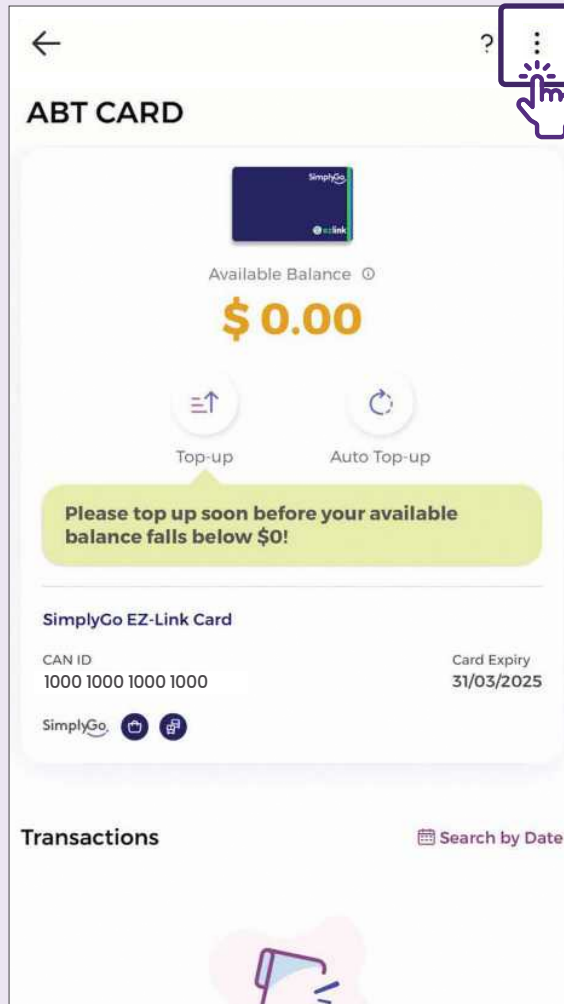
You have successfully blocked your card with CAN ID 1000 1000 1000 1000. The balance amount will be refunded back to your bank card (for auto top-up enabled cards) or to your bank account 1001001000 in a few days.

Delete Travel Card

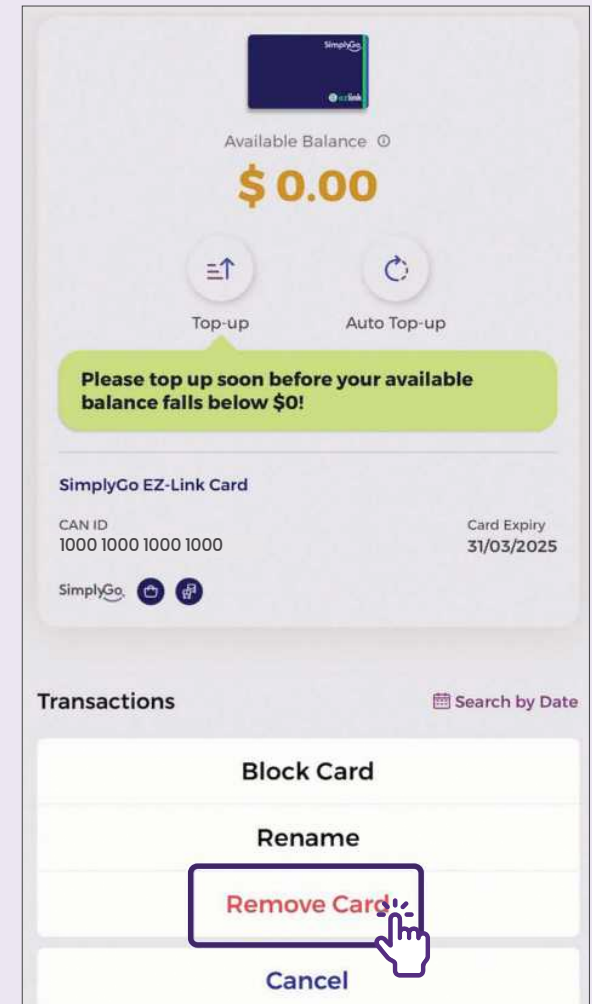
1 Select a card from the Homepage



2 Tap on the Icon at top right Corner

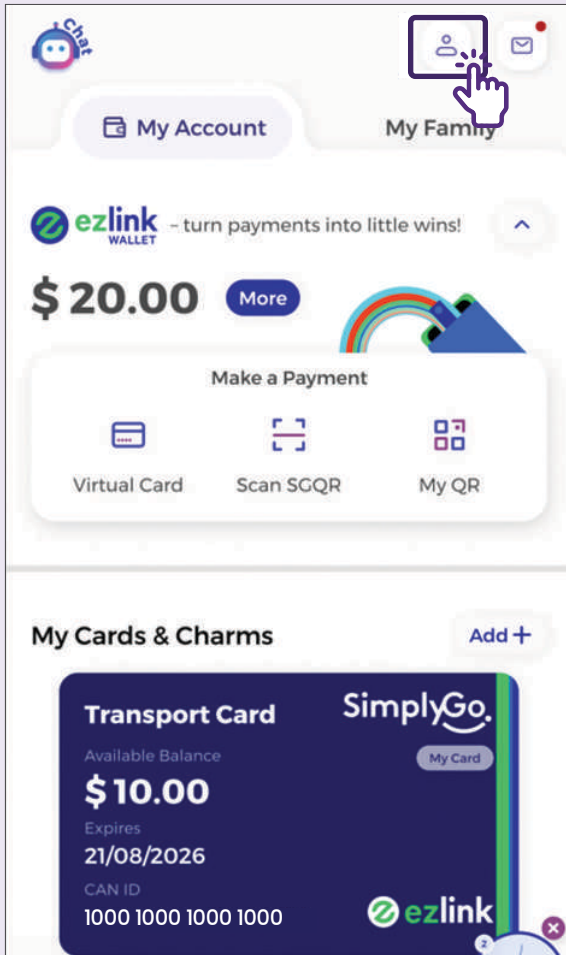


3 Tap on Remove Card to delete card

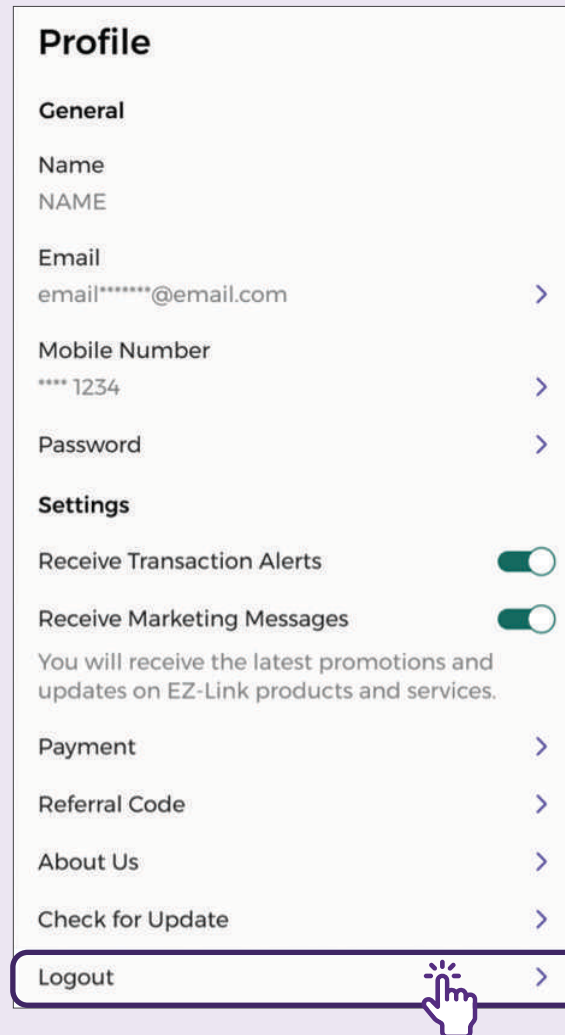


Logout of Your Account - On Android

1 Tap on the Person Icon on the top right of the Homepage

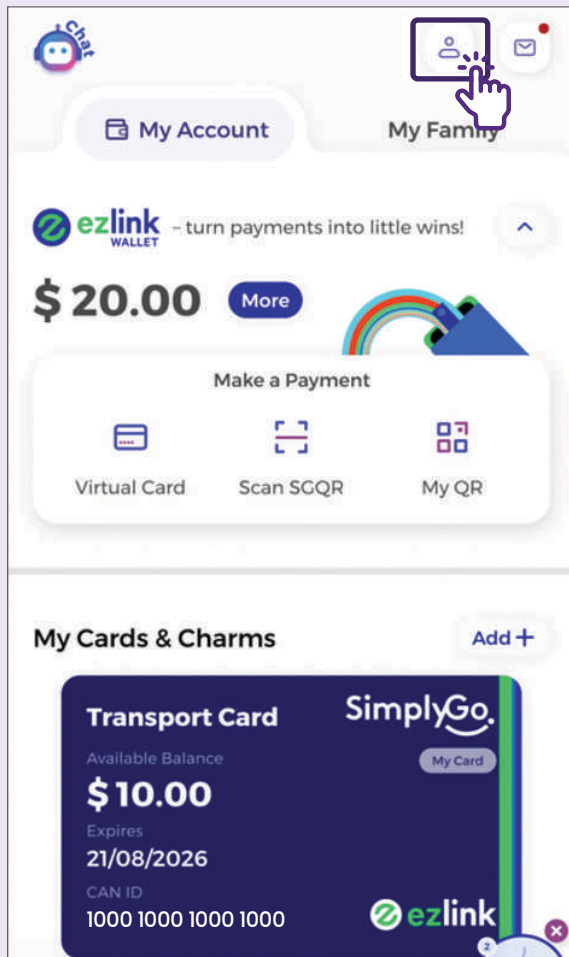


2 Tap on Logout at the bottom of the page

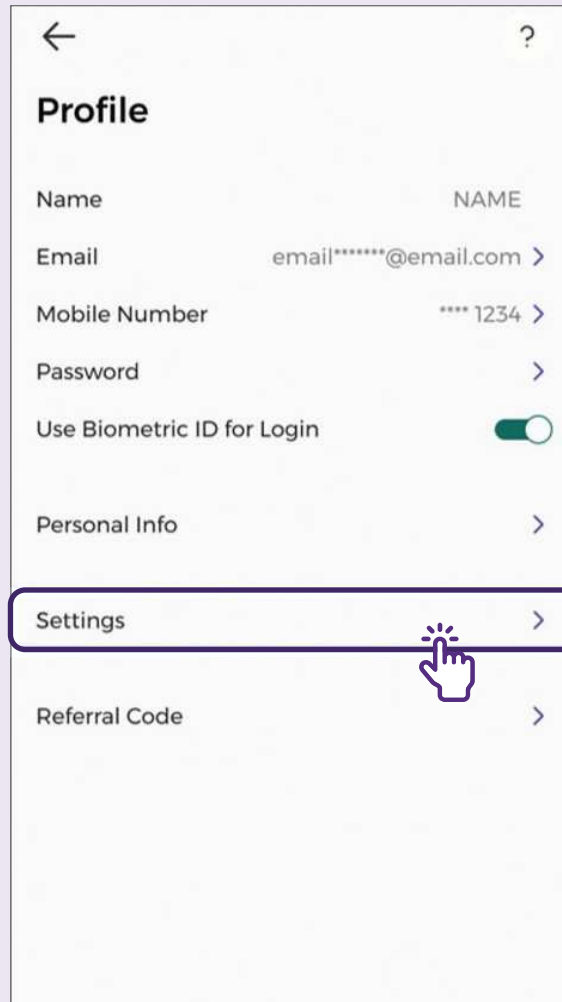


Logout of Your Account - On iOS

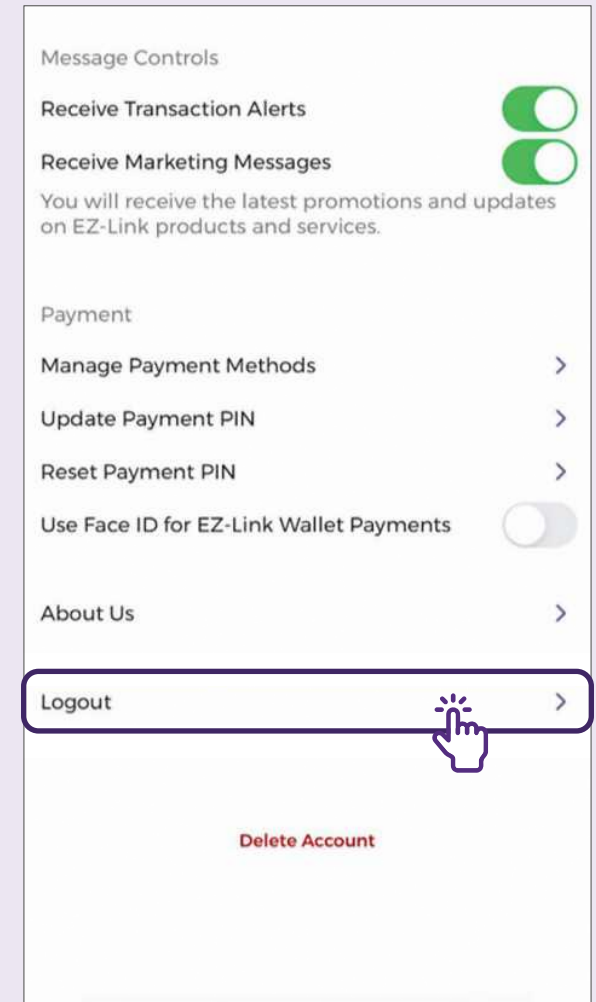
- 1 Tap on the Person Icon on the top right of the Homepage



- 2 Tap on Settings



- 3 Tap on 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



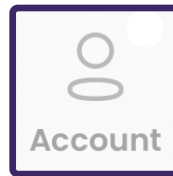
Zig

Common Features Across Ride Hailing Apps

Grab



Zig



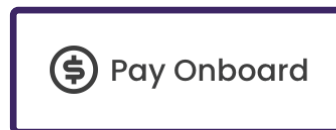
Account Icon

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

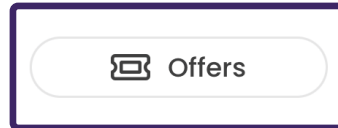
Grab

Zig



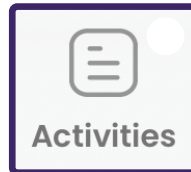
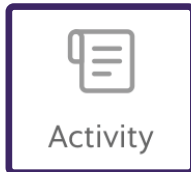
More Options Icon

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.



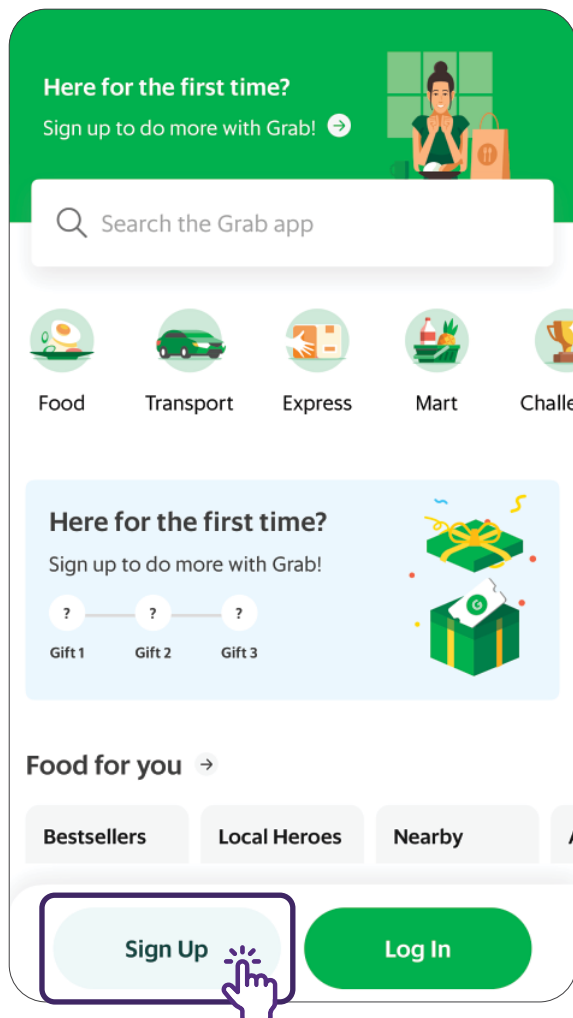
Logout Icon

To logout of account after use.

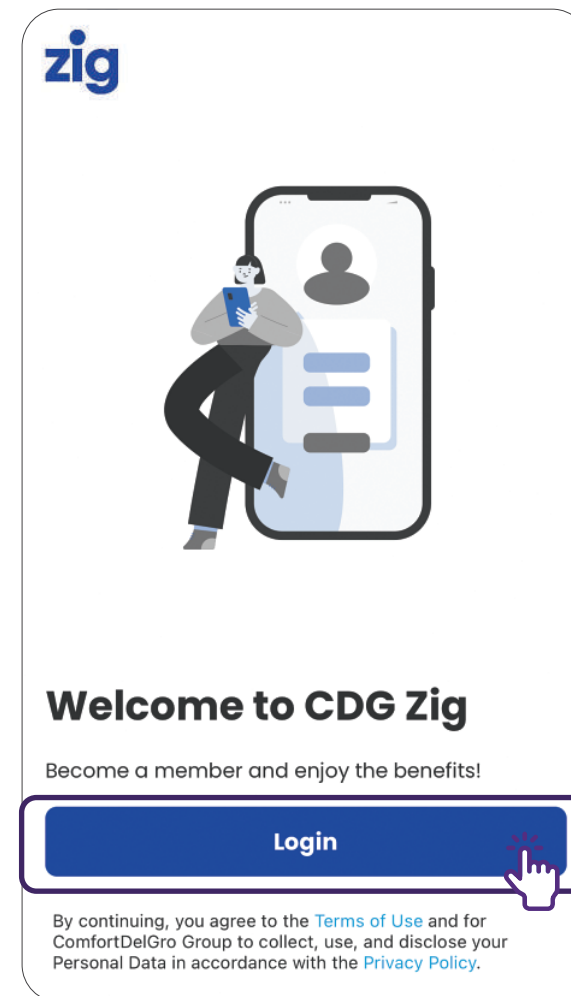
Common Steps Across Ride Hailing Apps - Set up/Login

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



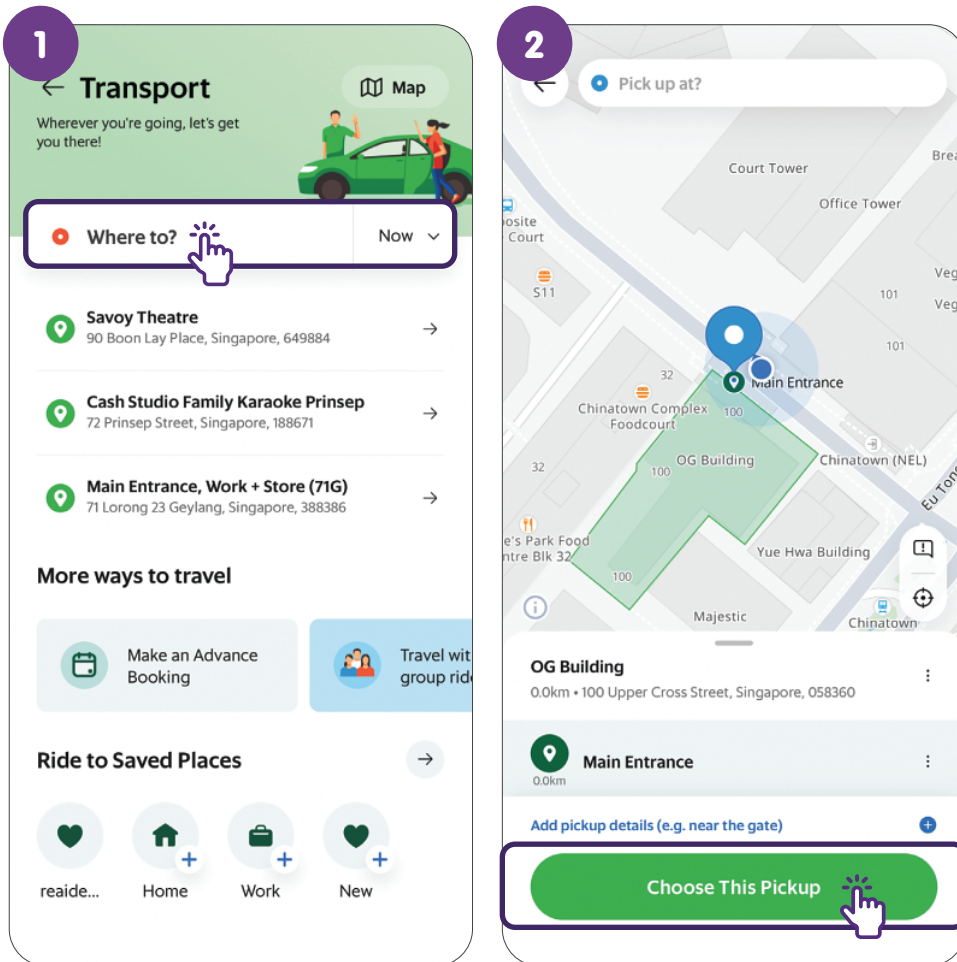
Zig



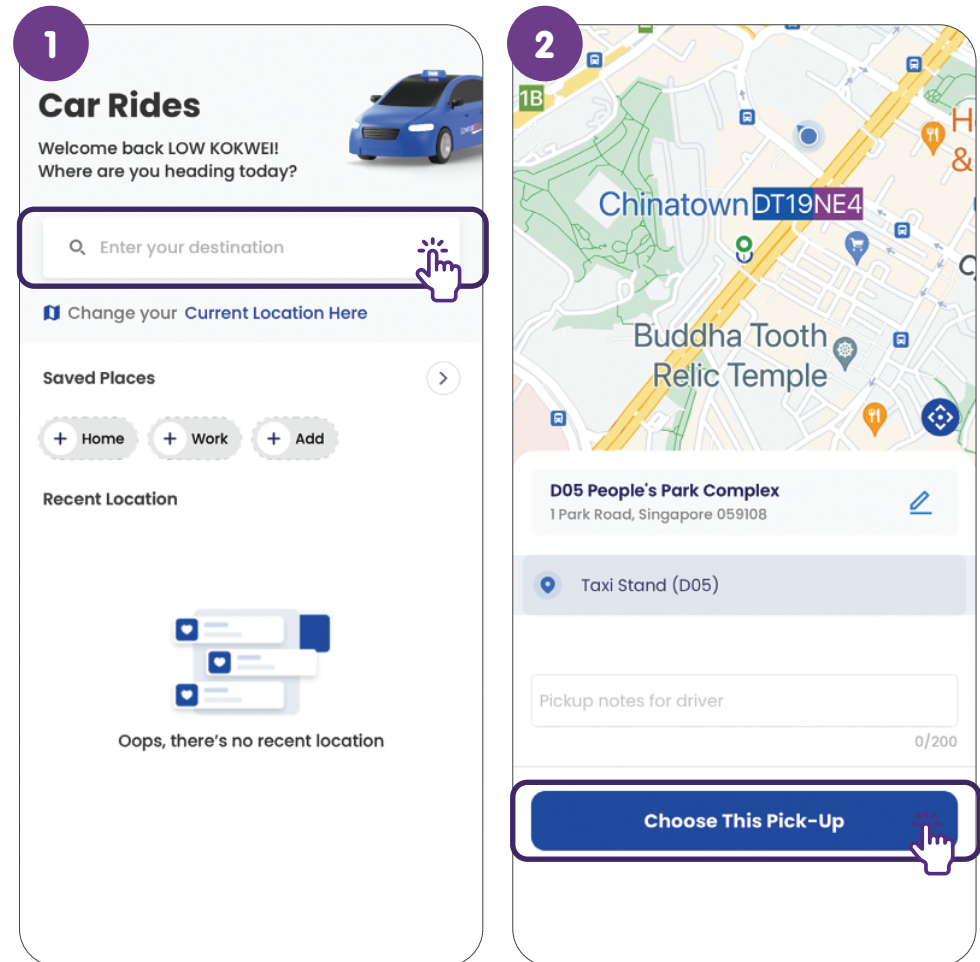
Common Steps Across Ride Hailing Apps - Book a Ride

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



Zig



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 OG Building Main Entrance. The fare for JustGrab is \$20.10. Step 2 (2) shows the 'Payment Methods' screen. Under 'Linked Methods', GrabPay Wallet is the default. Under 'Add Methods', there are options for Top up balance, Cards, PayPal, Alipay, AlipayHK, and Kakao Pay. A hand icon points to the '\$2.75' icon at the bottom left and the 'Book JustGrab' button.

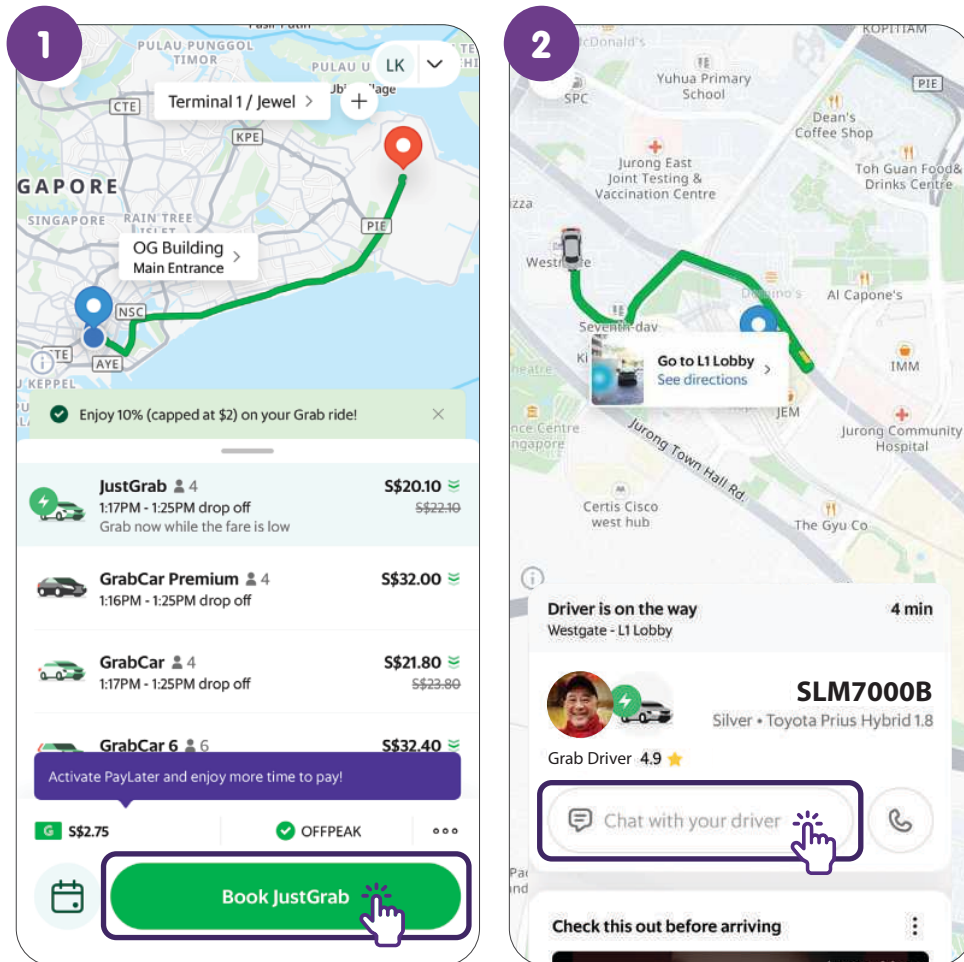
Zig

The screenshot shows the Zig app interface. Step 1 (1) shows a map with a route from an airport to Tekong Island. The fare for ComfortRIDE is \$20.80. Step 2 (2) shows the 'Select Payment Mode' screen. Under 'Personal', 'Pay onboard' is the default. There is an 'Add Payment Mode' button with a hand icon pointing to it. Below, there is a 'More Information' section with text about card transactions.

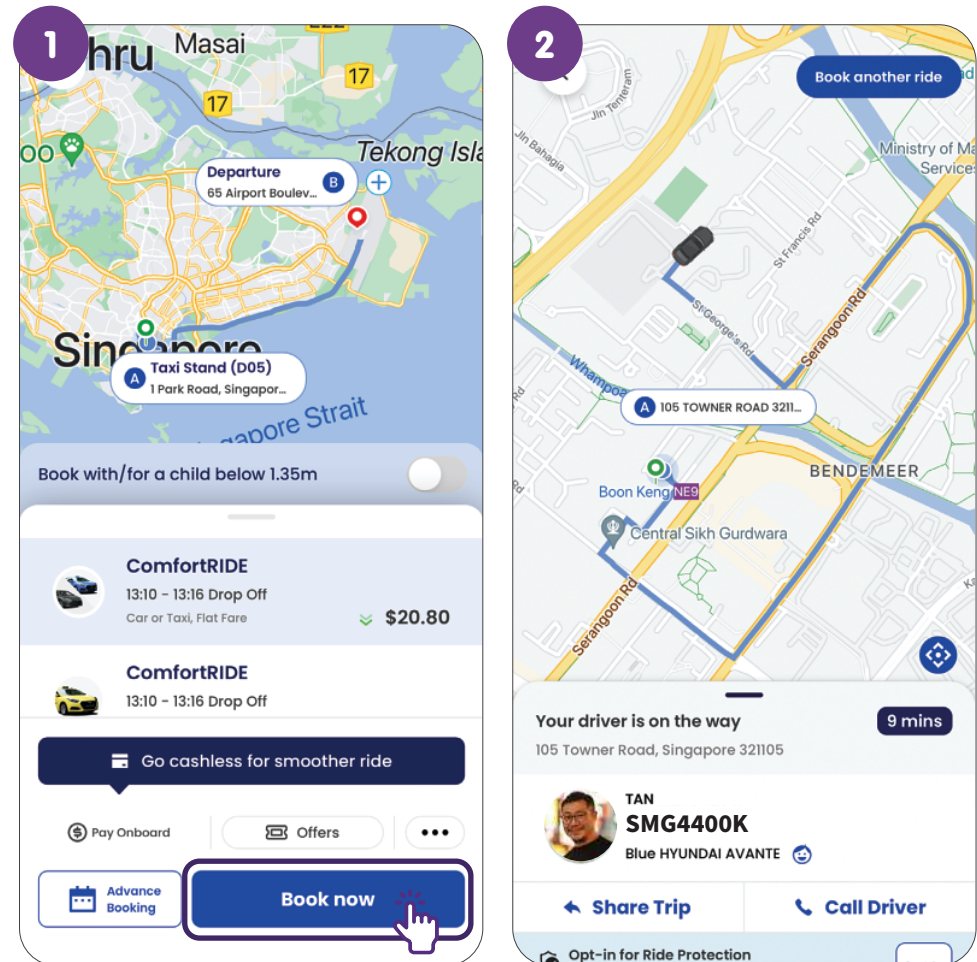
Common Steps Across Ride Hailing Apps - Confirm Booking

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



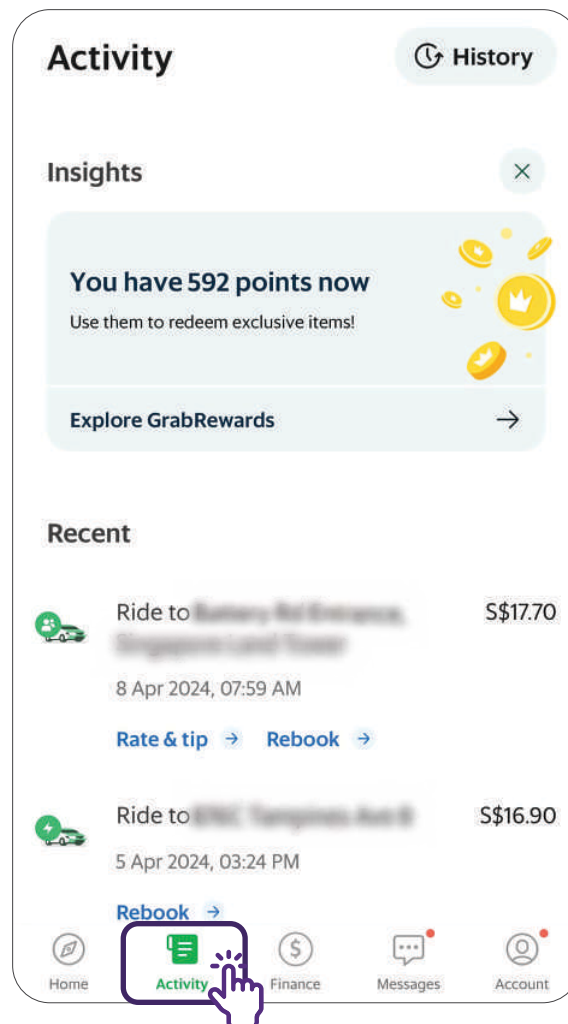
Zig



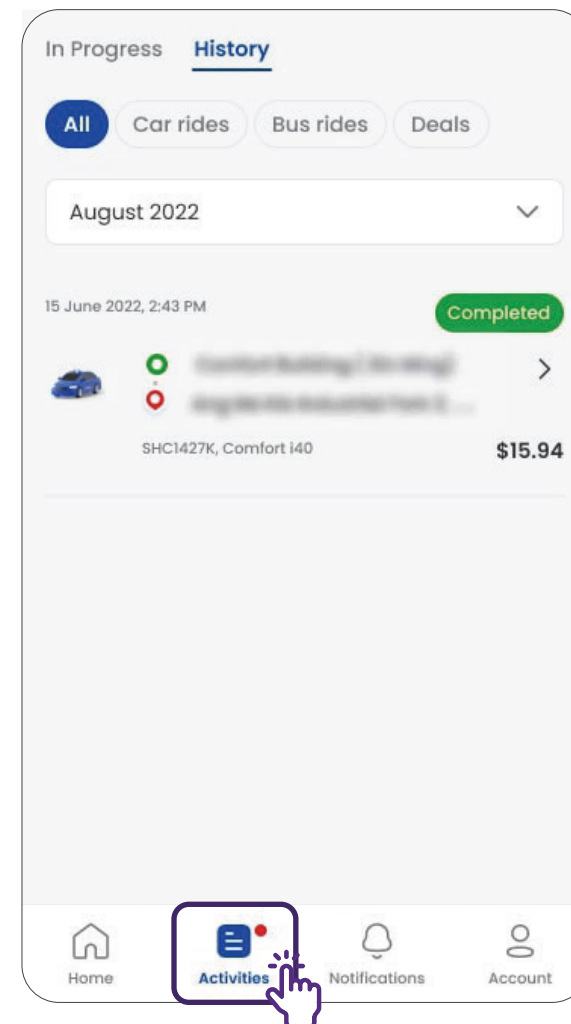
Common Steps Across Ride Hailing Apps - Check Transport History

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)

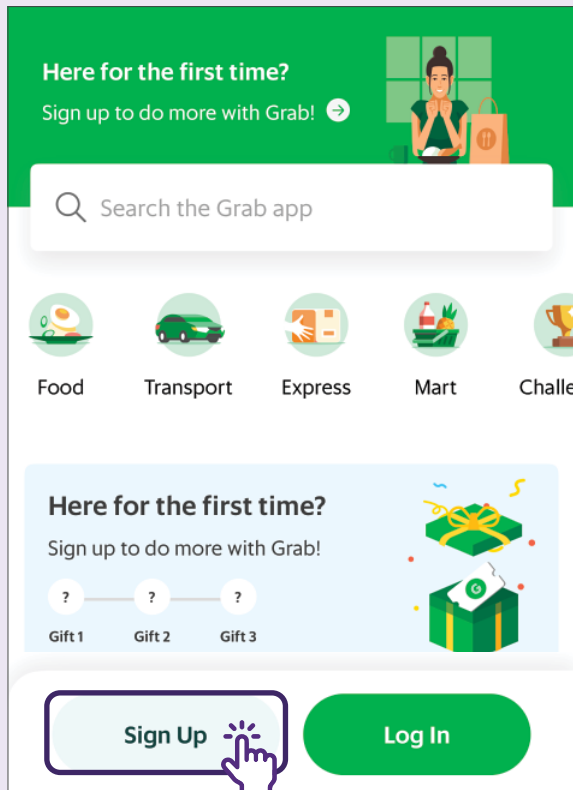
Sign up for a Grab Account

1 Launch Grab App

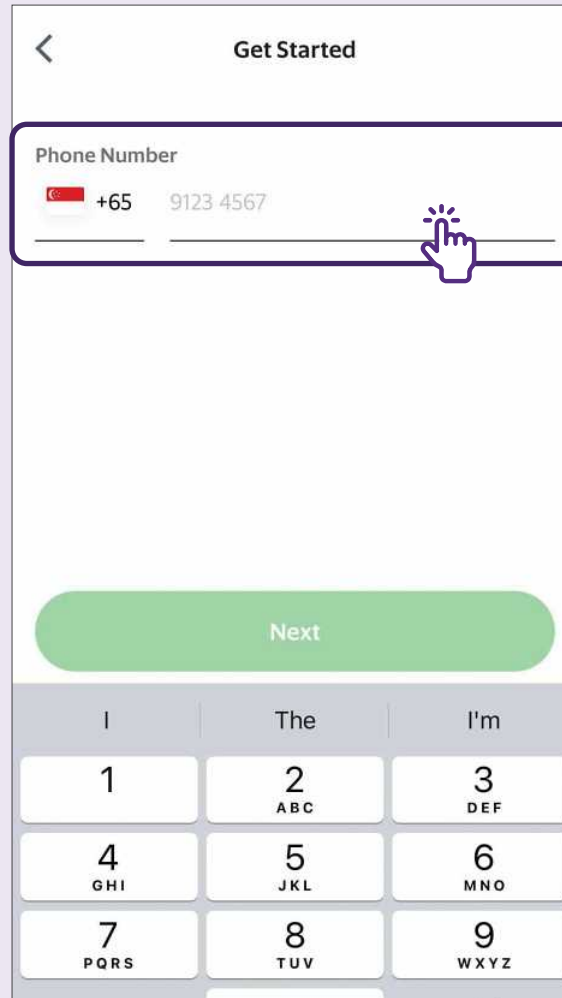


Find and tap the "Grab" icon.

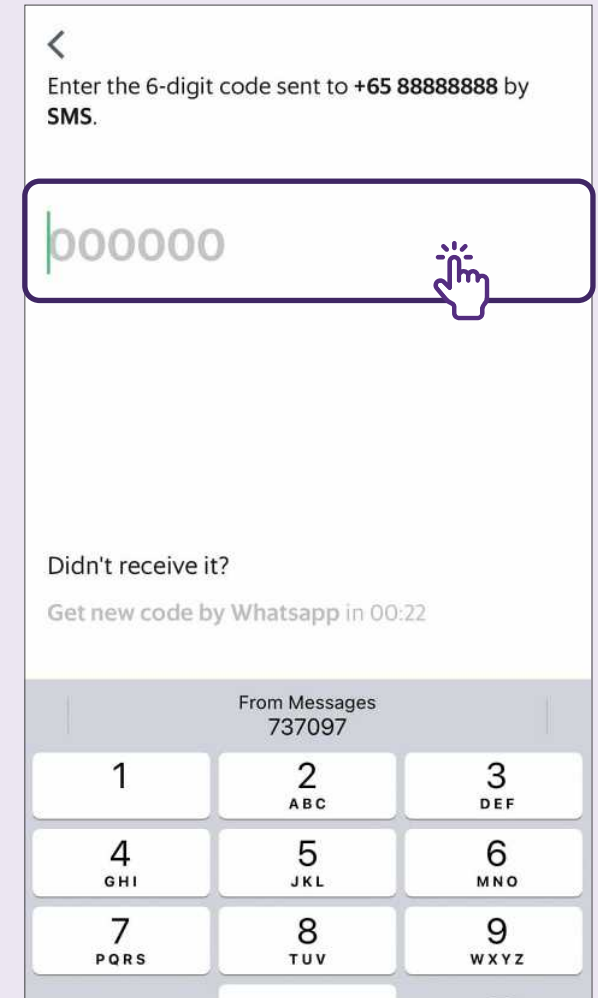
2 Tap on Sign Up



3 Enter Mobile Number

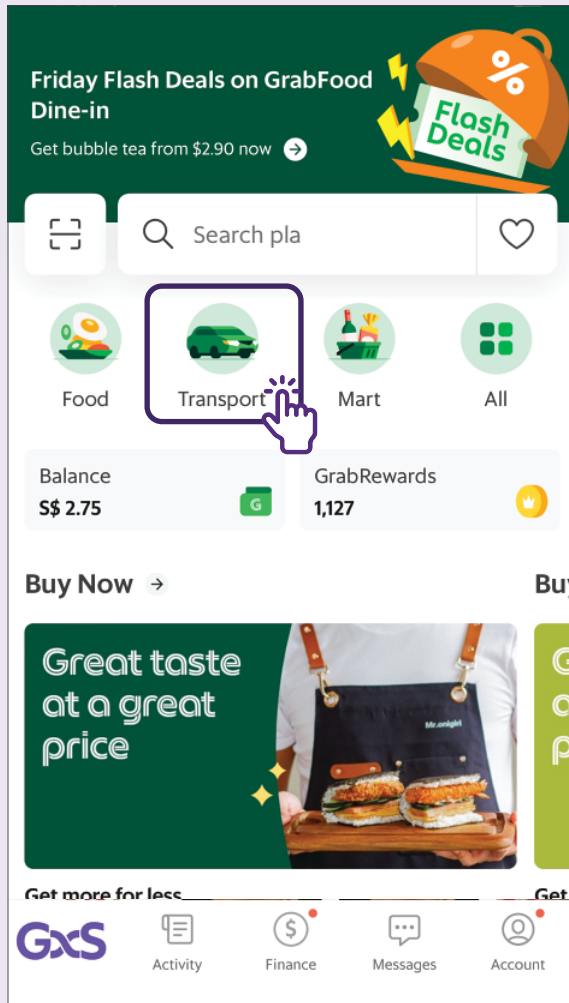


4 Enter SMS OTP Sent to Your Registered Number

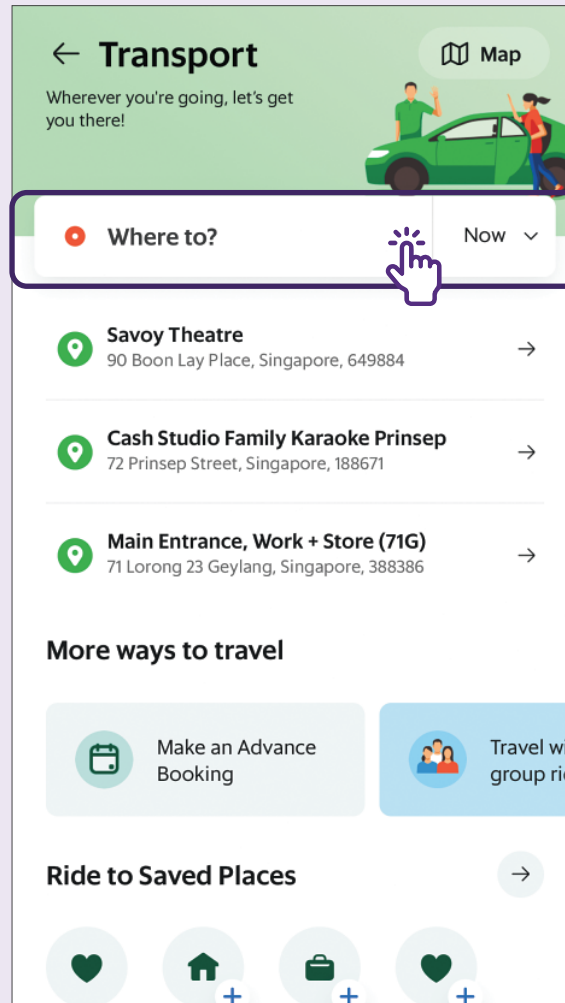


Book a Ride - Enter Pickup and Destination Addresses

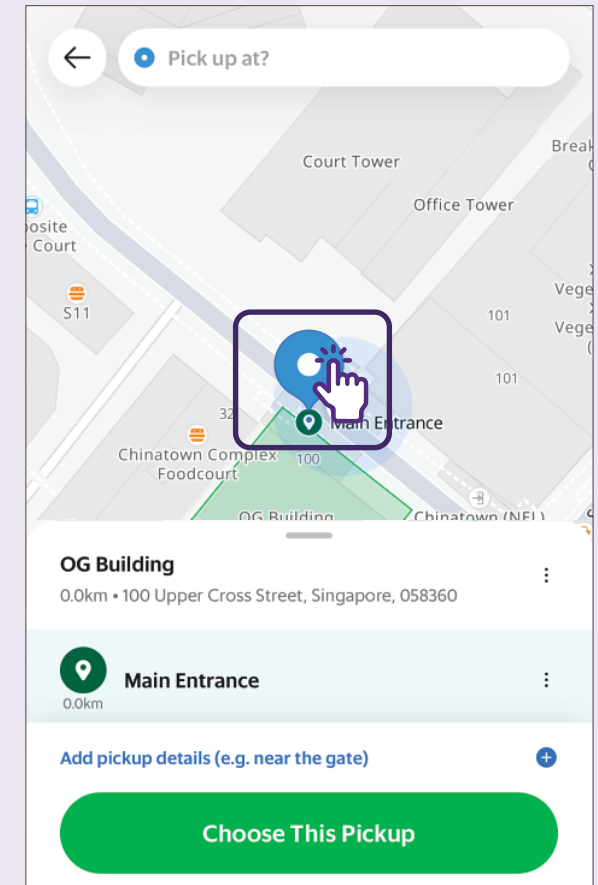
1 Tap on Transport on the Homepage



2 Enter your Destination



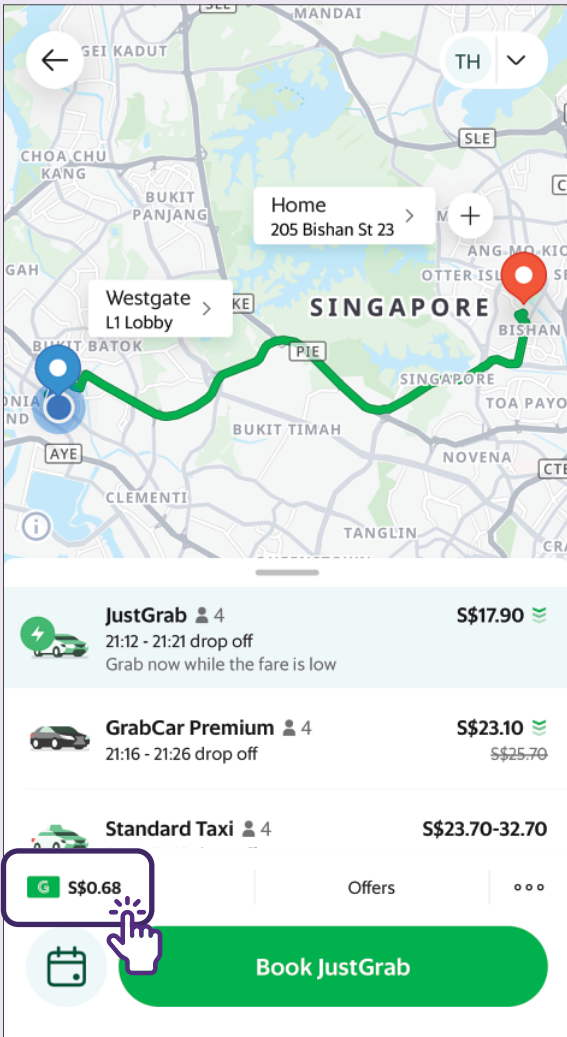
3 Check your Pickup Point



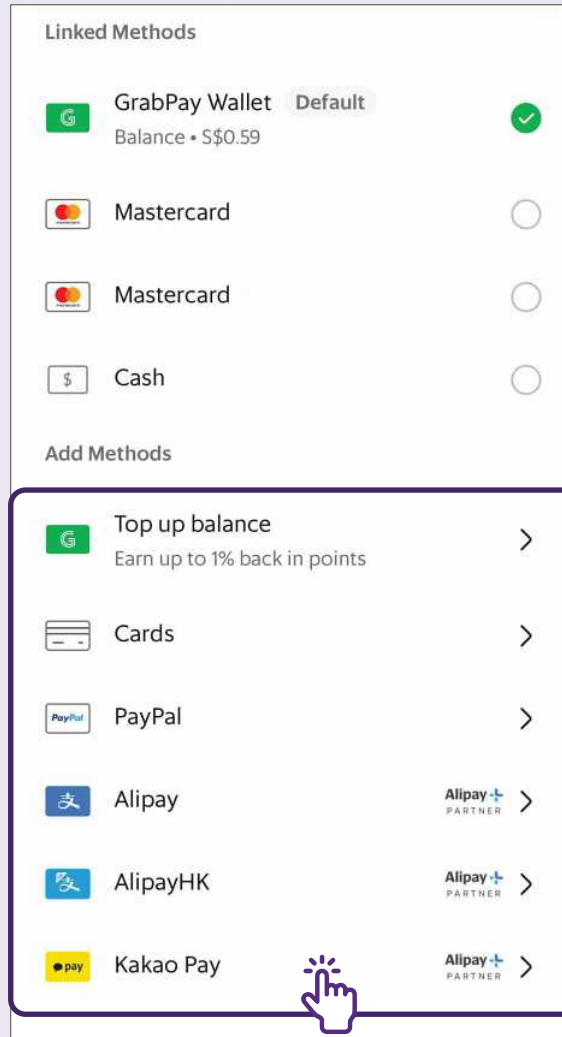
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

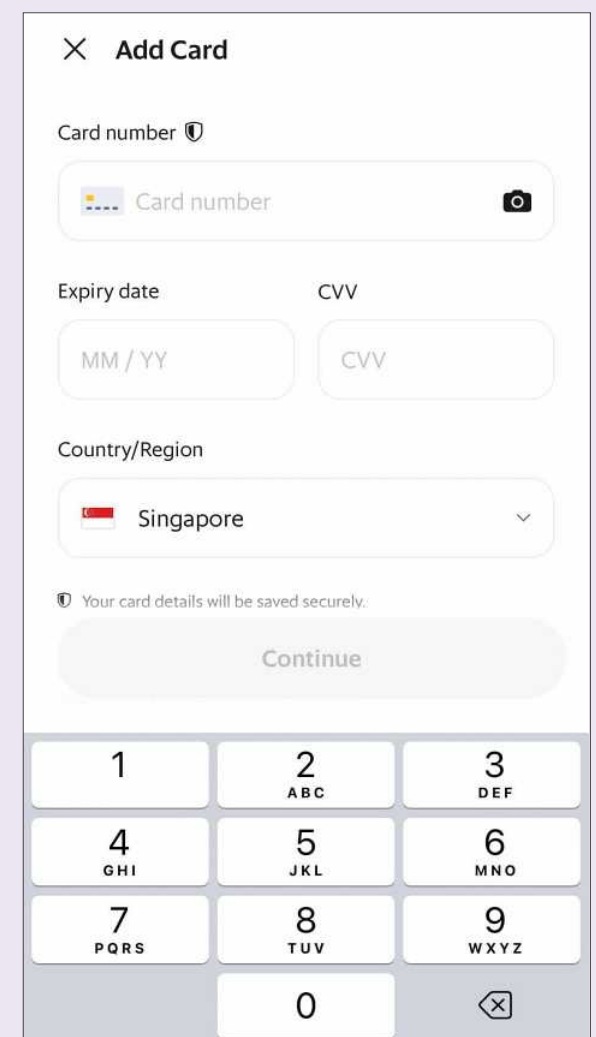
4 Tap on Payment Method



5 Choose Payment Method

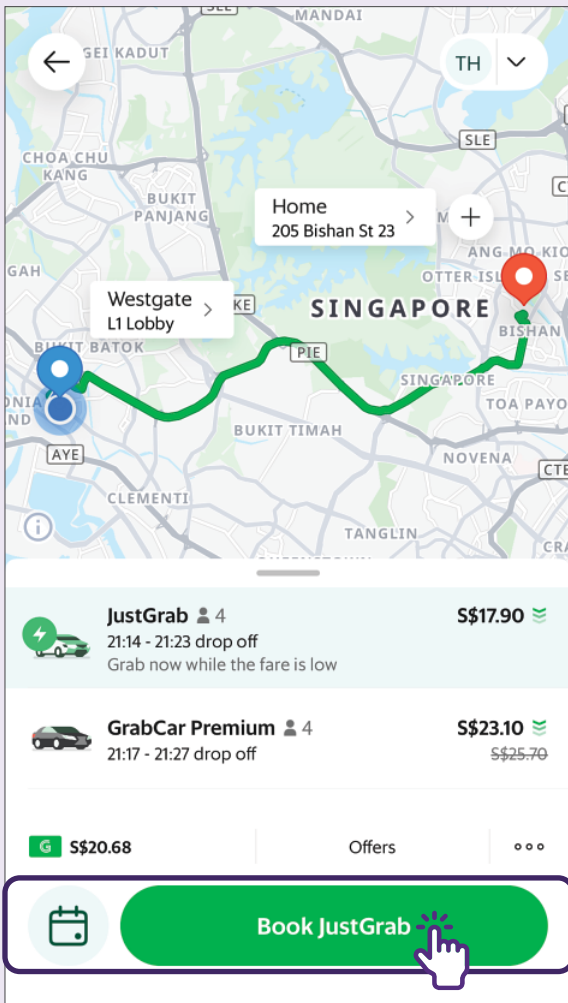


6 Enter Card Details

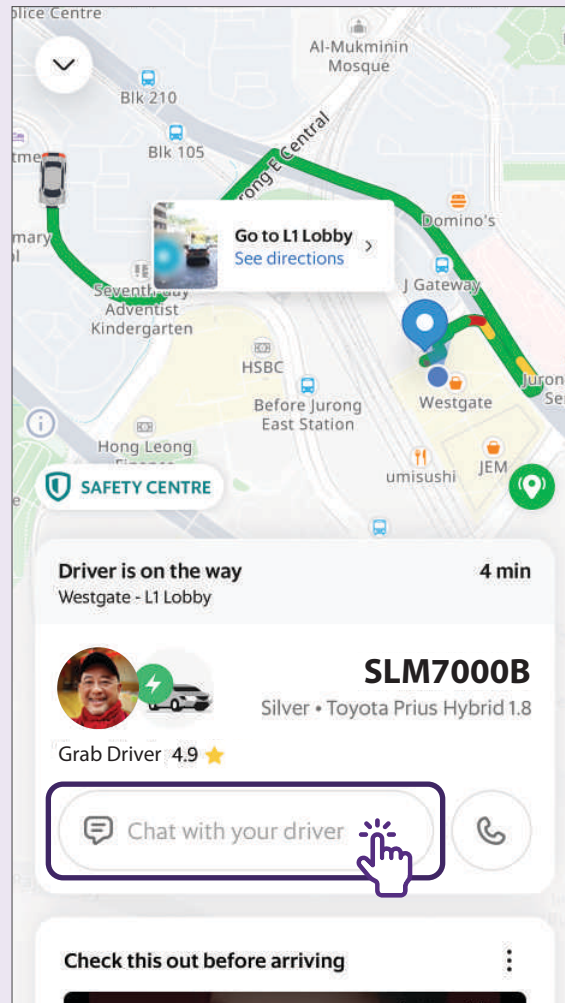


Book a Ride - Confirm the Ride

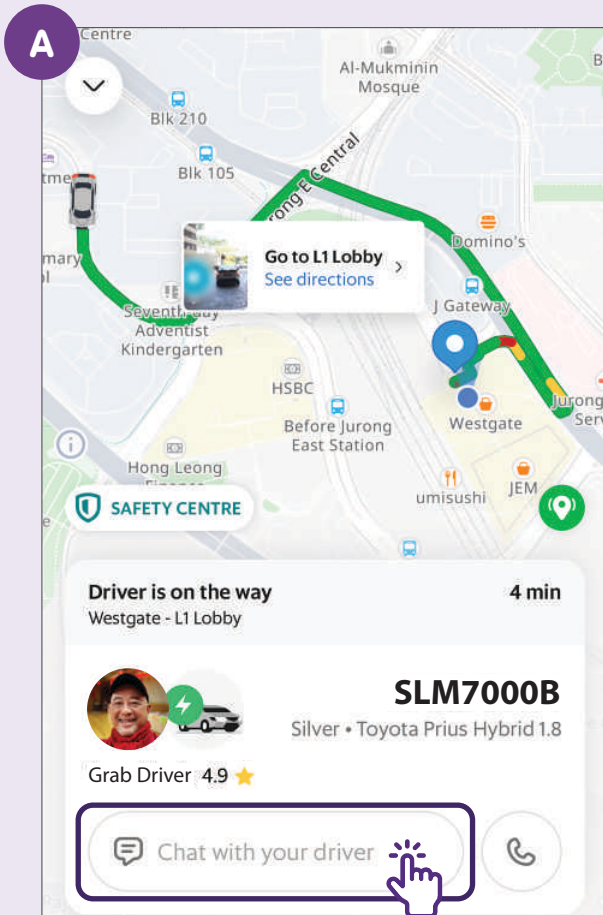
7 Tap on the Book Button



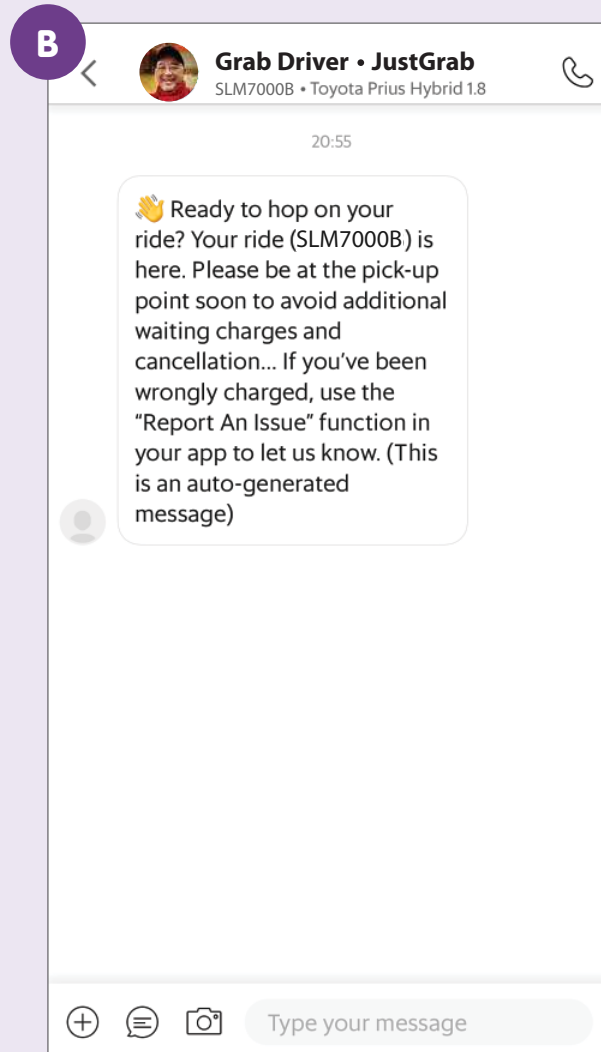
8 Wait for Ride



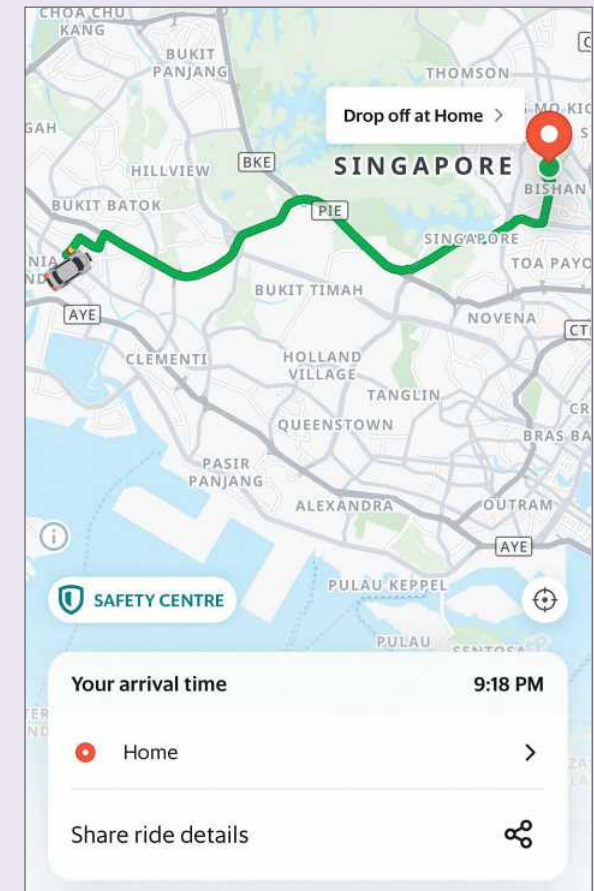
9 Chat with Driver, if needed



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



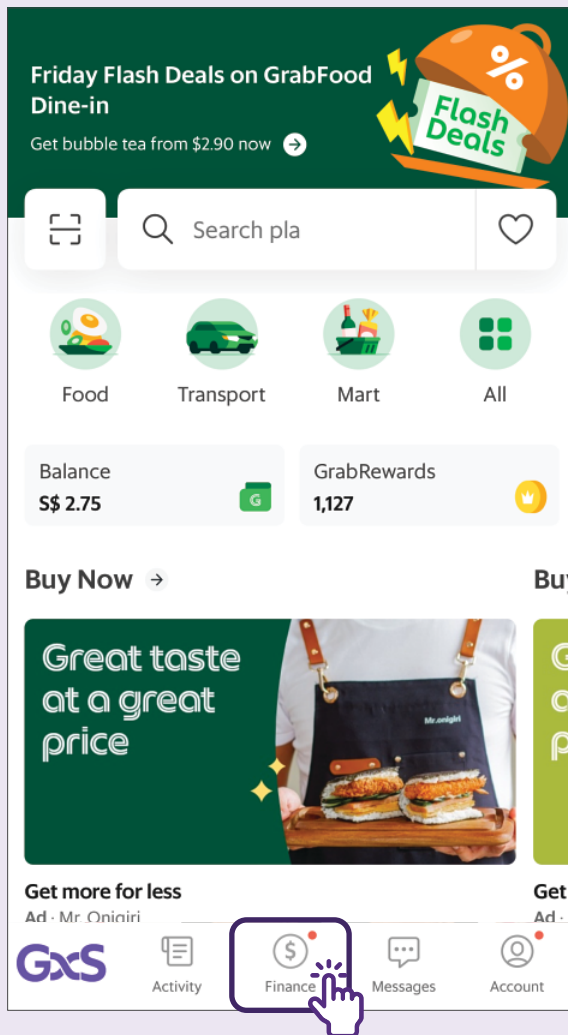
10 Monitor your Journey



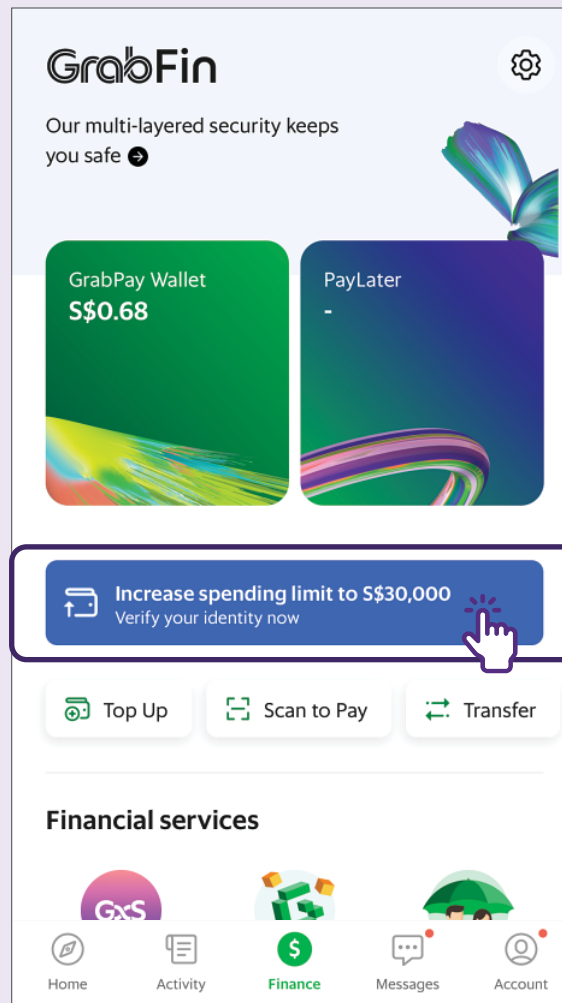
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Other Payment Methods - GrabPay Wallet

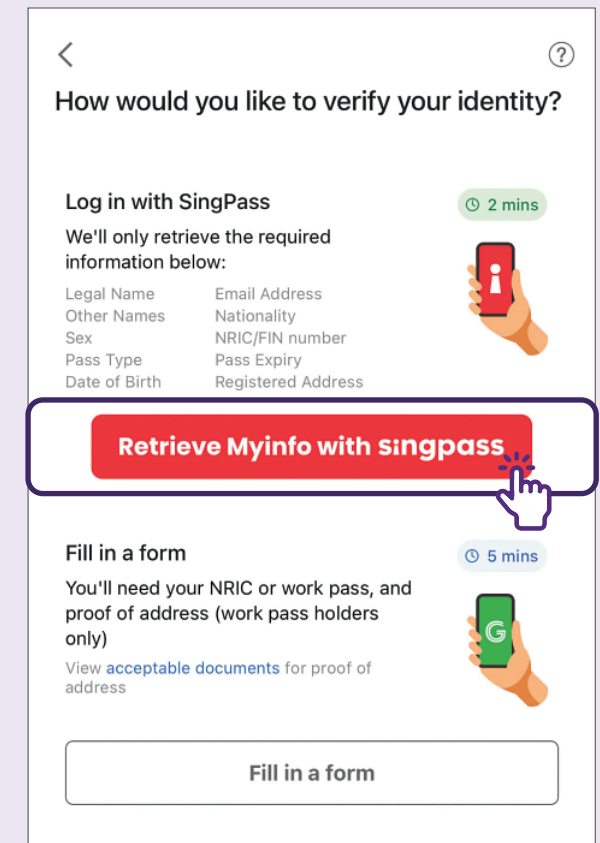
1 Tap on Finance



2 Verify your Identity

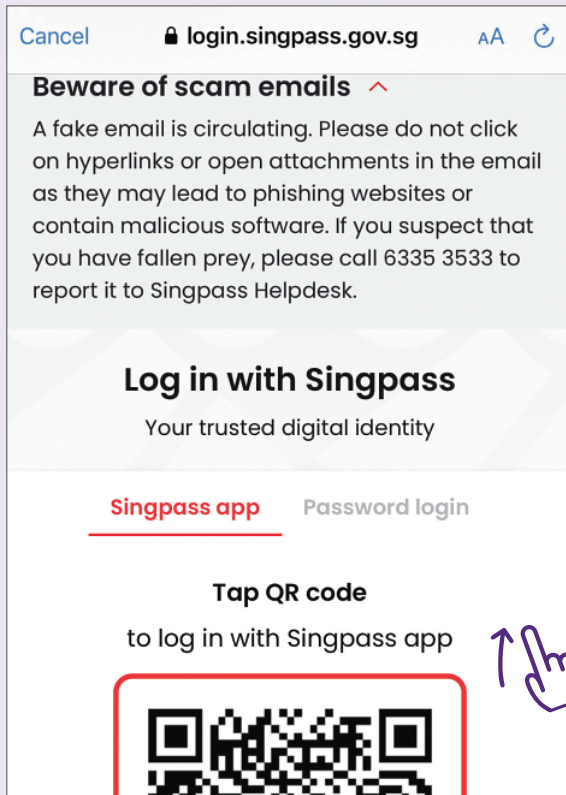


3 Retrieve Myinfo with Singpass



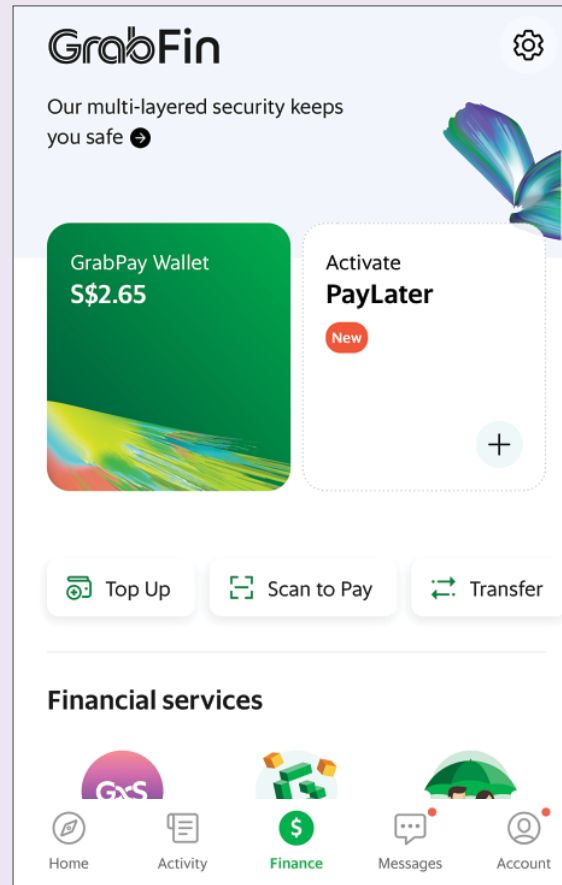
If you do not have Singpass, you can tap on "Fill in a form" to fill up an on-screen form to set up your GrabPay wallet.

4 Log in with your Singpass app



You will be redirected to the Singpass app. You will need to follow the on-screen steps to approve Grab in retrieving your Myinfo details.

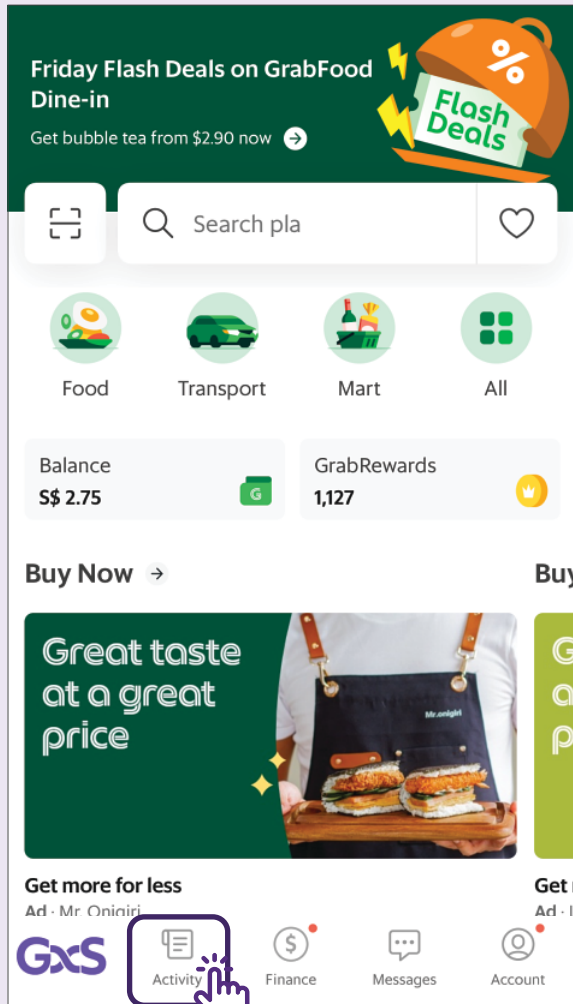
5 Successful Set Up GrabPay Wallet



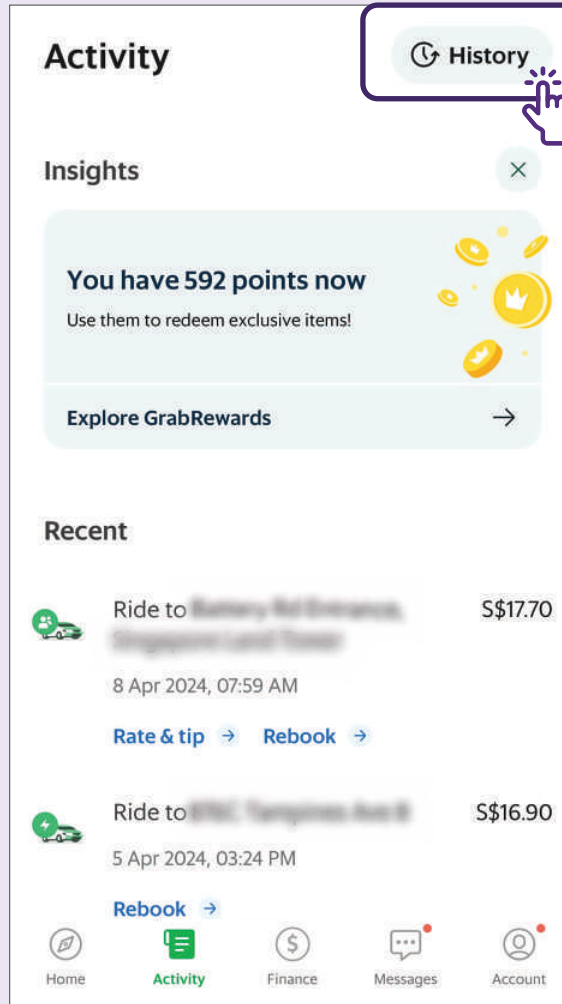
You will see a similar page upon successfully setting up your GrabPay wallet.

Check Transport History

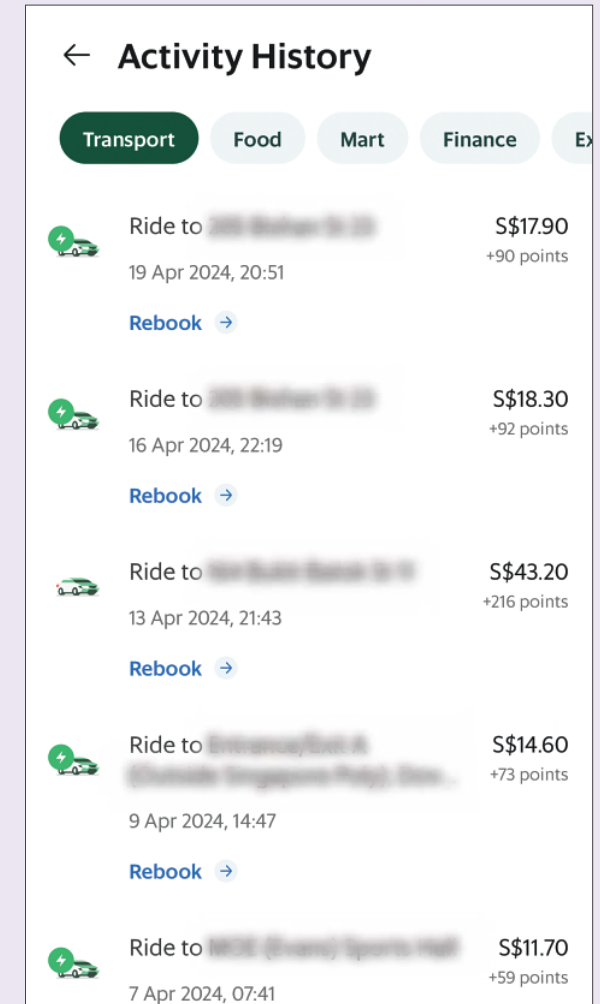
1 Tap on Activity on Homepage



2 Tap on History

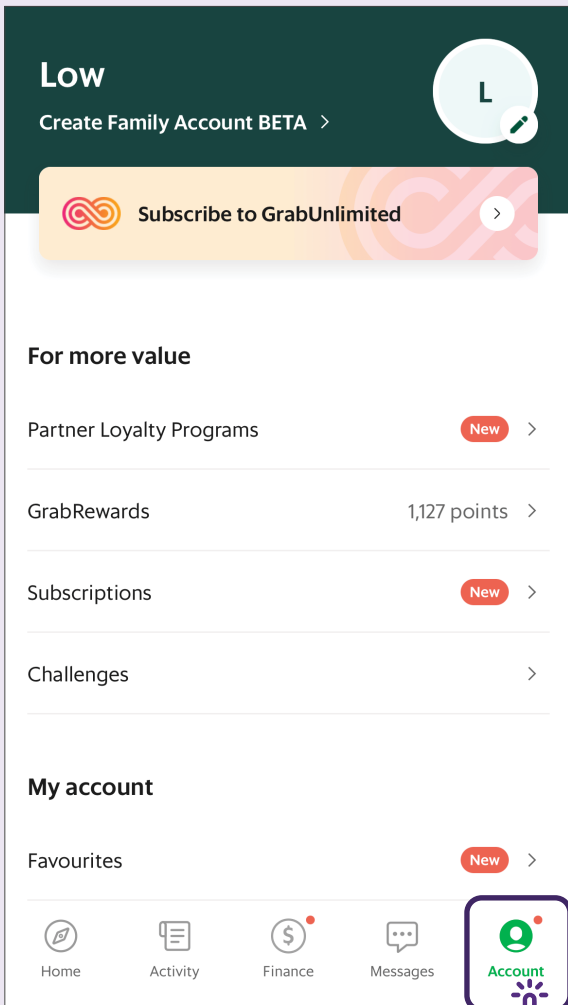


3 View All Past Rides and Tap on Any to View More Details

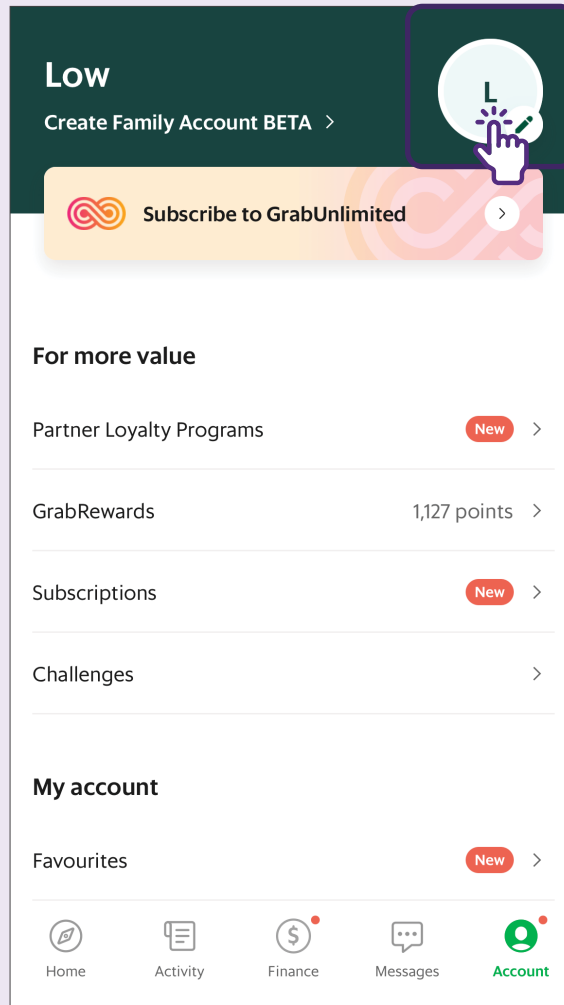


Logout of Your Account

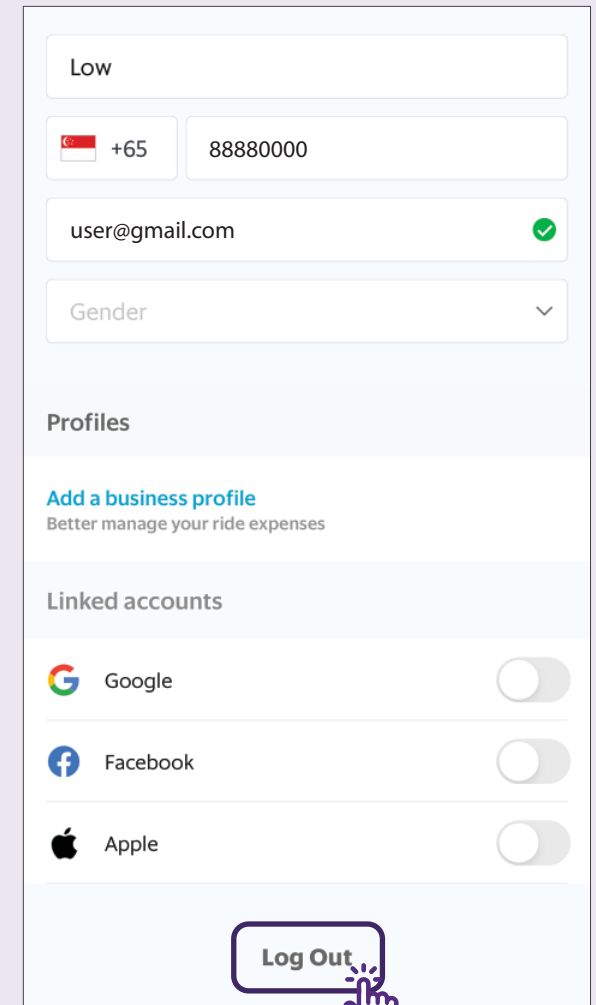
1 Tap on Account on Homepage



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

Welcome to CDG Zig

Become a member and enjoy the benefits!

Login

By continuing, you agree to the [Terms of Use](#) and for ComfortDelGro Group to collect, use, and disclose your Personal Data in accordance with the [Privacy Policy](#).

3 Enter Mobile Number

Let's get started!

Enter your Mobile Number

+65

By continuing, you agree to the [Terms of Use](#) and for ComfortDelGro Group to collect, use, and disclose your Personal Data in accordance with the [Privacy Policy](#).

Next

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

4 Enter SMS OTP Sent to Your Registered Number

Let's get started!

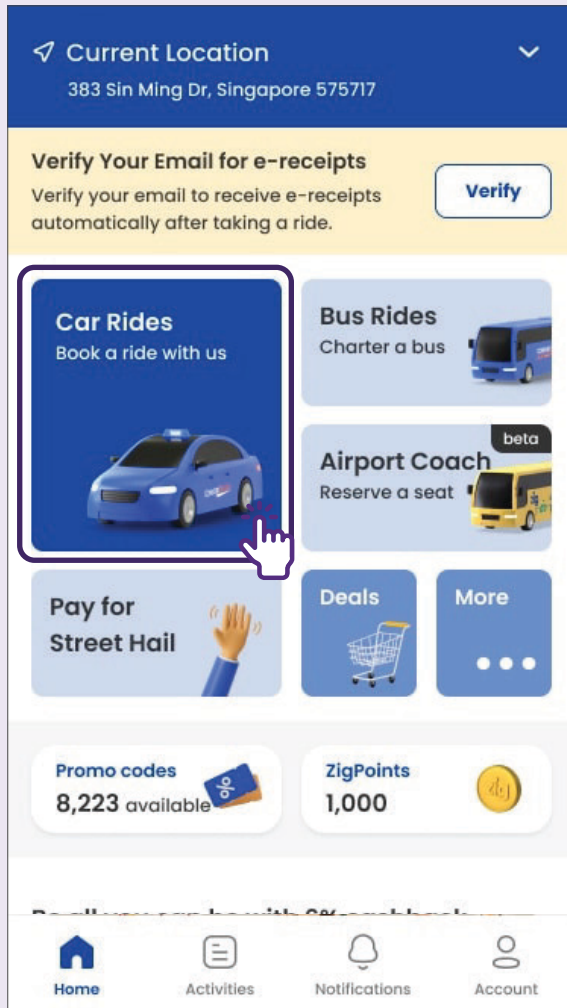
Enter the 4 digit code sent to +65 8888 8888 [Edit](#)

Did not receive any SMS?
Resend in 59 seconds

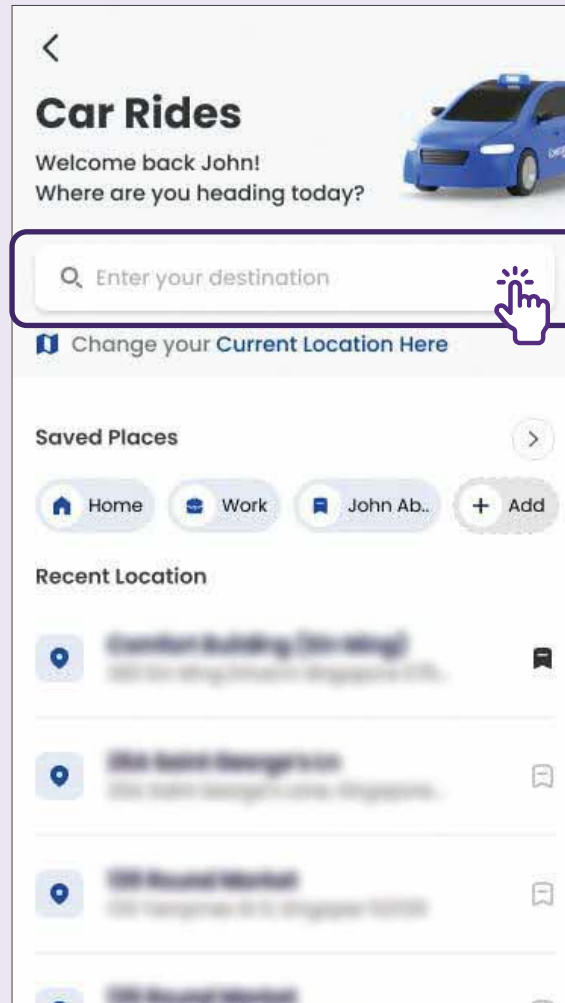
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

Book a Ride - Enter Pickup and Destination Addresses

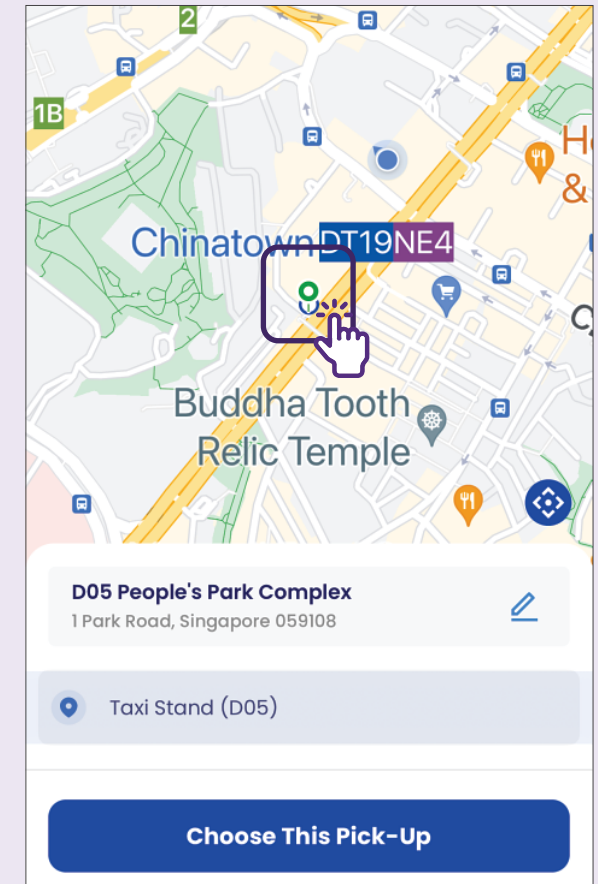
1 Tap on Car Rides on the Homepage



2 Enter Your Destination



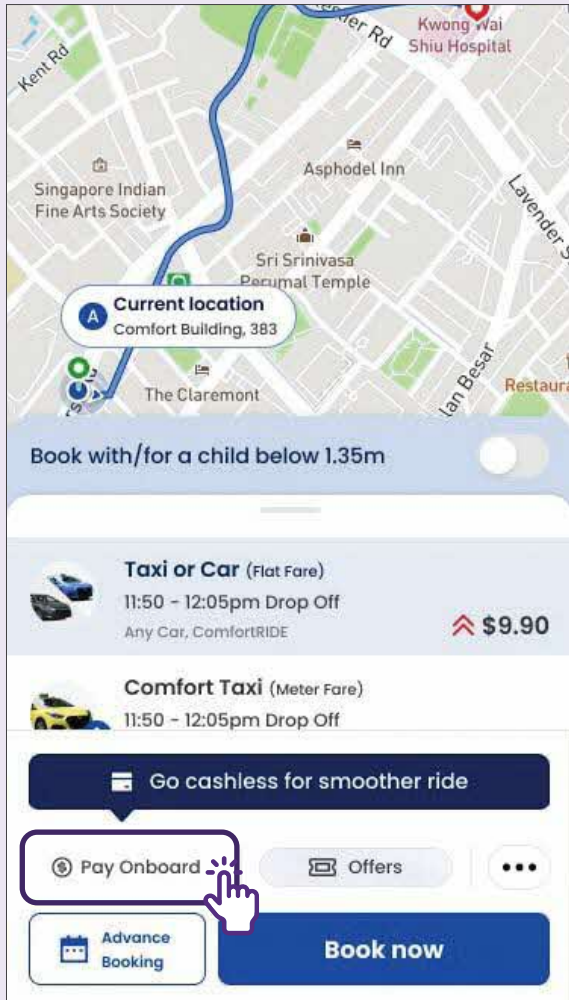
3 Check Your Pickup Point



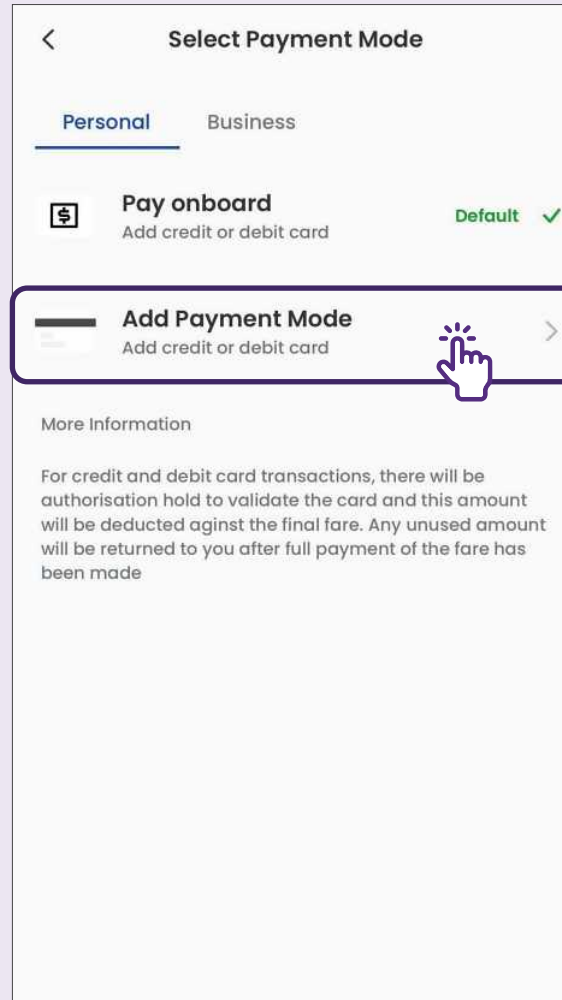
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

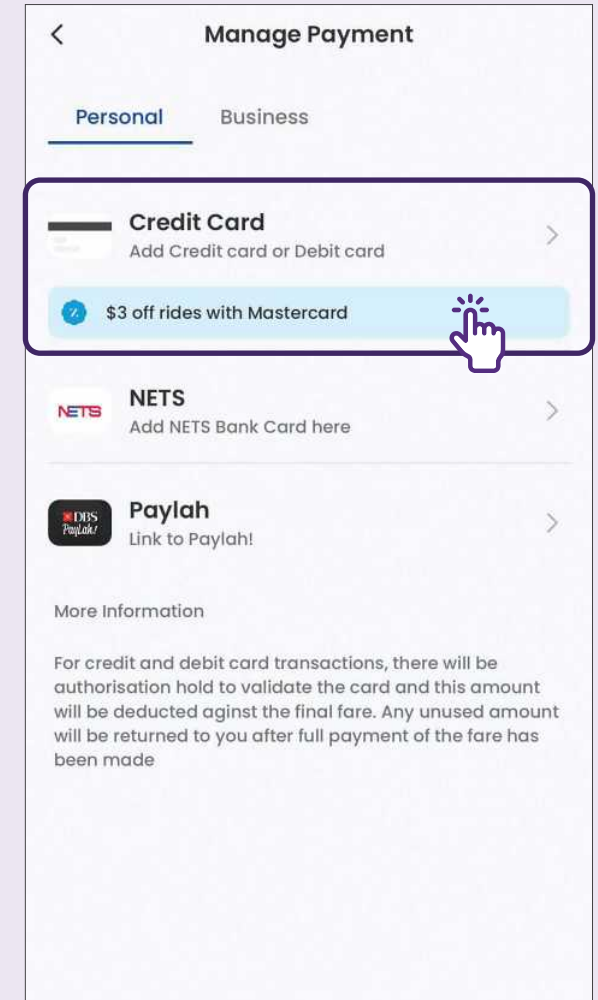
4 Tap on Payment Method



5 Choose Add Payment Mode

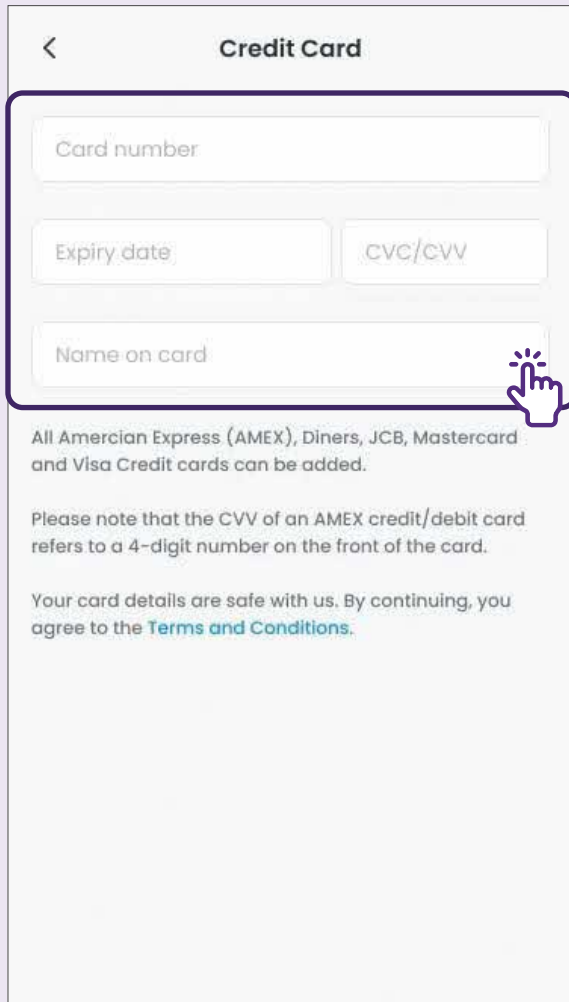


6 Tap on Credit Card



Book a Ride - Confirm the Ride

7 Enter Card Details



Card number

Expiry date

cvc/cvv

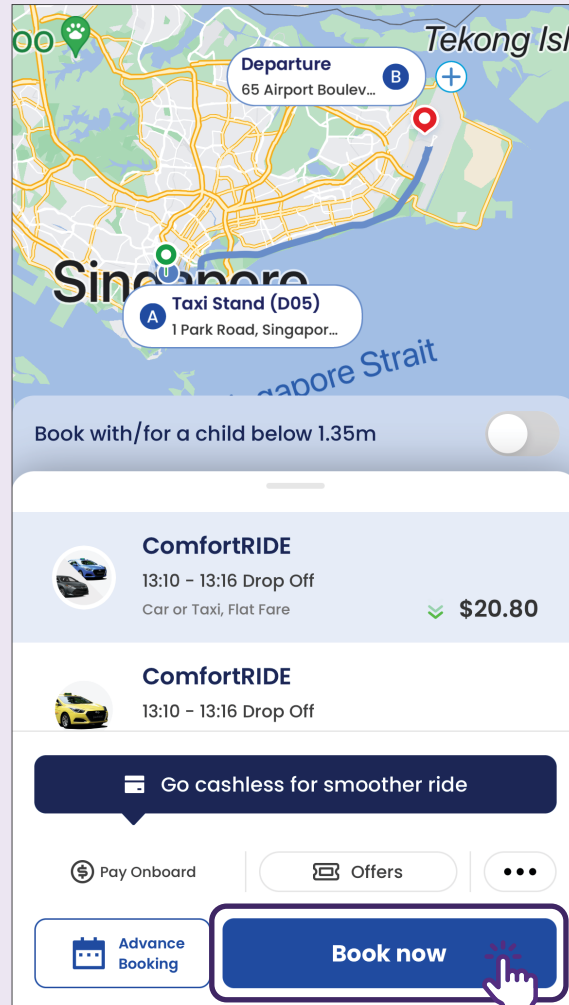
Name on card

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](#).

8 Tap on the Book now Button



Departure
65 Airport Boulev...

Tekong Island

Singapore

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

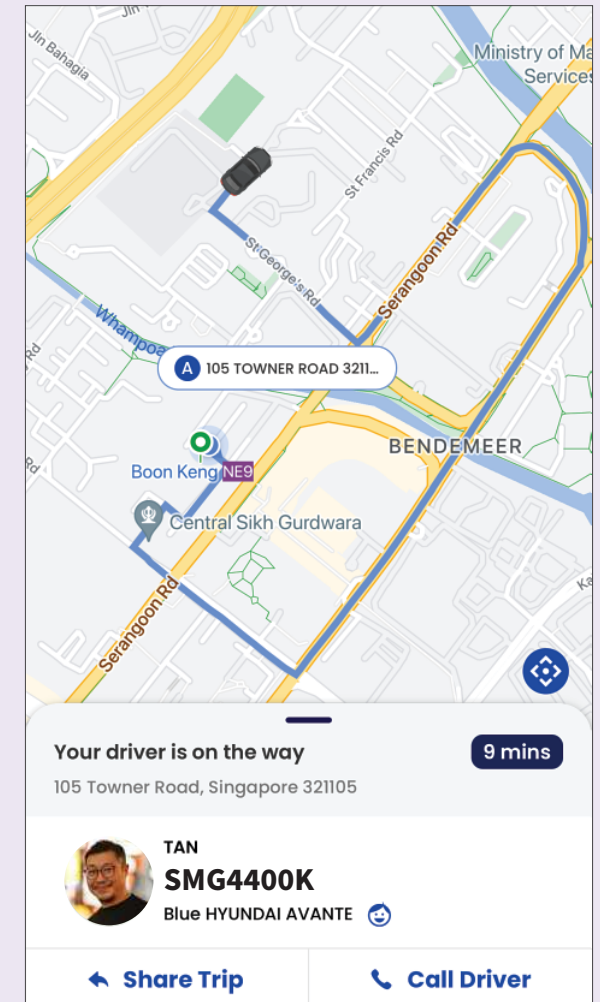
Go cashless for smoother ride

Pay Onboard

Offers

Book now

9 Wait for Ride



105 TOWNER ROAD 3211...

BENDEMEER

Your driver is on the way 9 mins

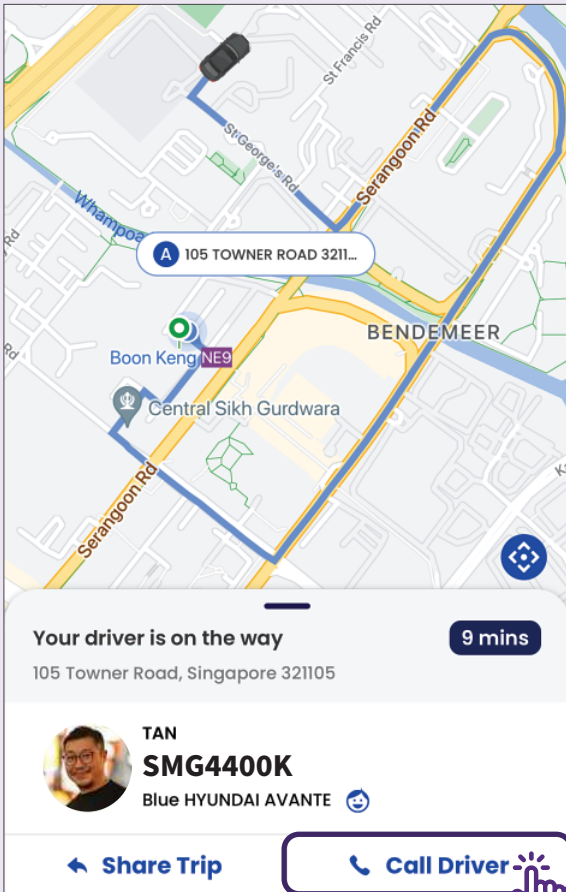
105 Towner Road, Singapore 321105

TAN
SMG4400K
Blue HYUNDAI AVANTE

Share Trip

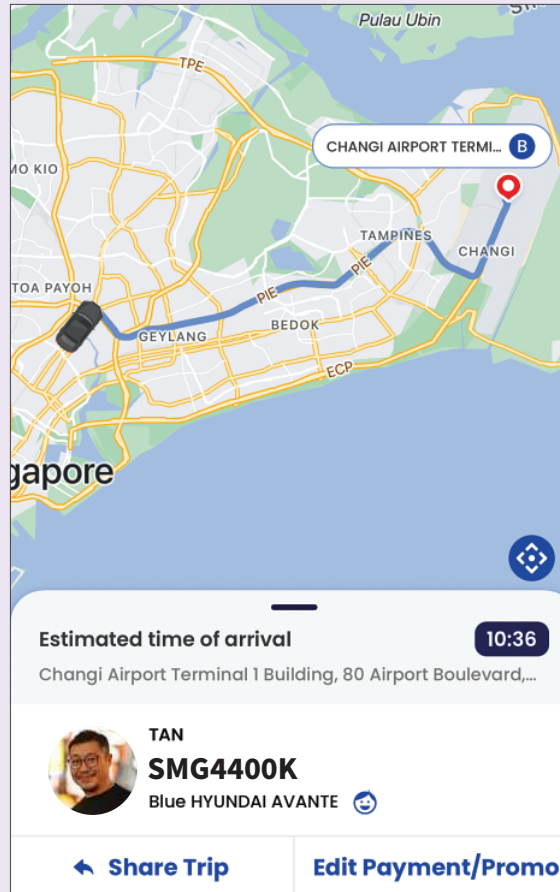
Call Driver

10 Call the Driver, if Needed



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

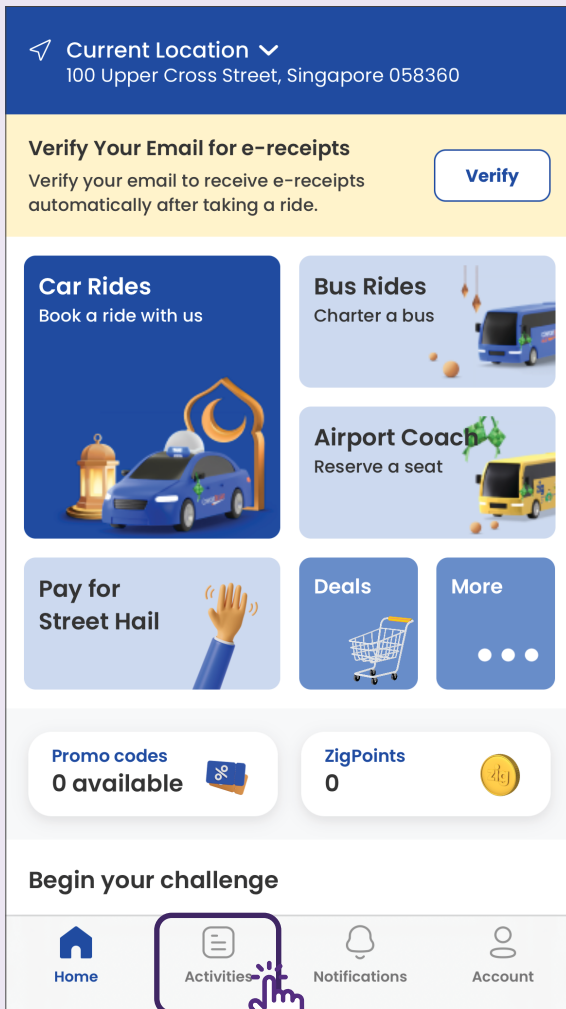
11 Monitor your Journey



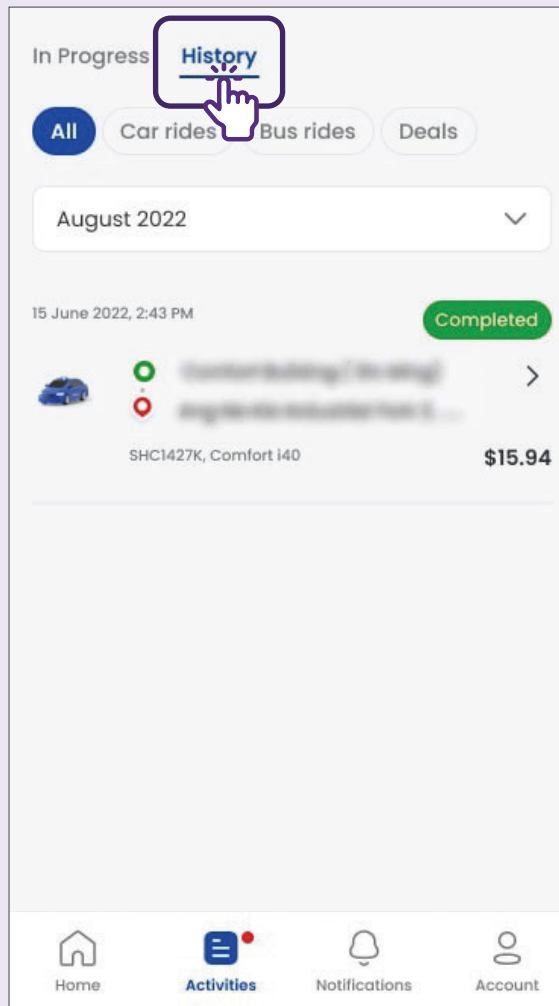
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Check Transport History

1 Tap on Activities on Homepage

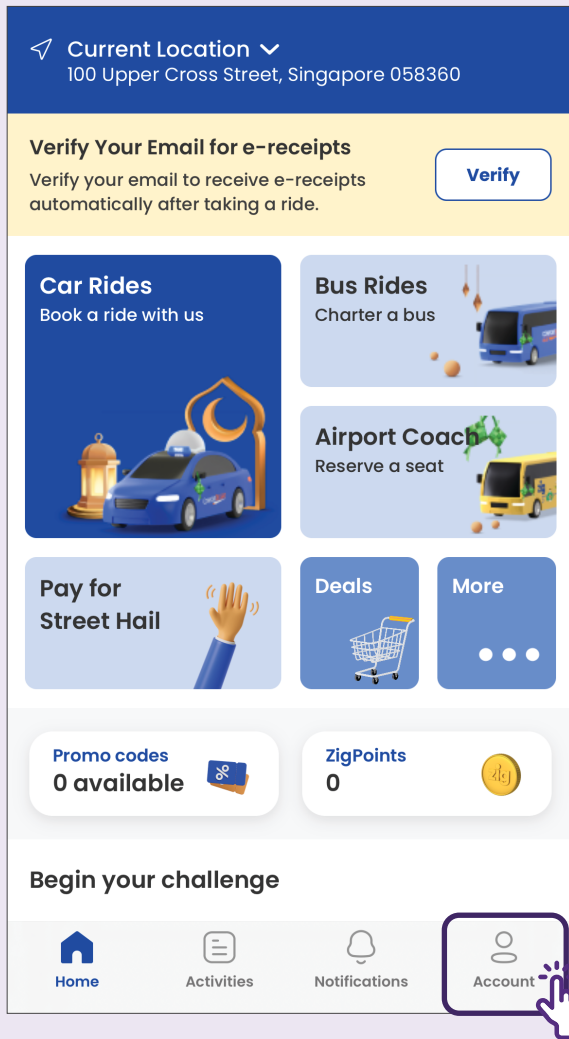


2 Tap on History to View All Past Rides

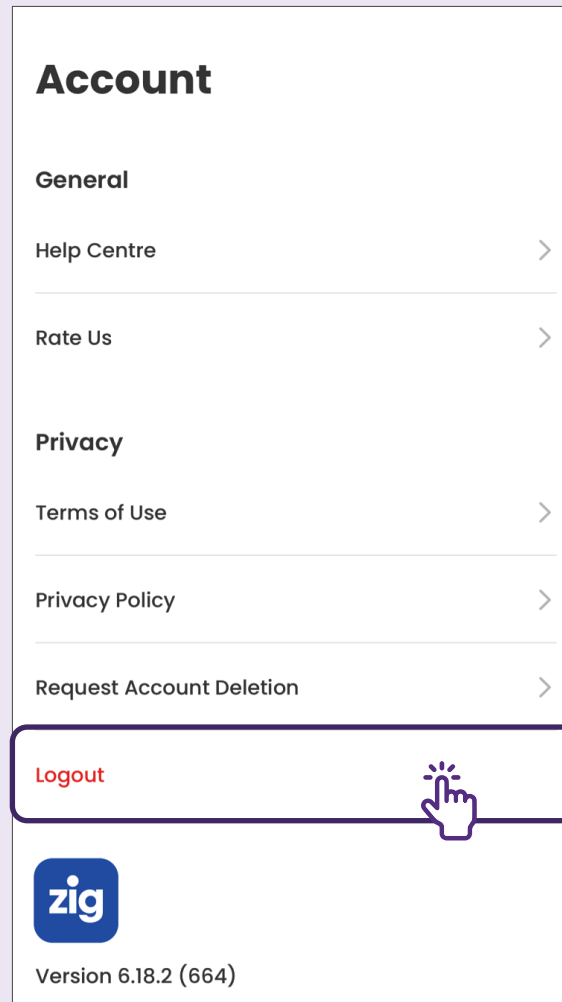


Logout of Your Account

1 Tap on Account on Homepage



2 Scroll Down and Tap on Logout



**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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