INFOCOMM MEDIA DEVELOPMENT AUTHORITY

DIGITAL SKILLS for LIFE

Transact Online

Transport

Public Transport and Ride Hailing

Scan the QR code below to learn more about Transact Online competency:

GO gov.sg

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SMART NATION SINGAPORE

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Introduction

The Digital Skills for Life (DSL) guide is a collection of booklets that is designed to help you learn essential digital skills for daily living. It offers step-by-step instructions and quick tips that empowers you to navigate the digital landscape confidently and safely.

It is designed for anyone who wants to pick up essential digital skills for daily living.

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

Learning Outcomes:

This guidebook focuses on the 'Transact Online' competency, where you will learn:

DSL

- The common public transport and ride hailing apps, their icons and identify them using their logos.
- The common features (UI) and common steps (UX) to set up, top up, monitor transactions history on public transport app.
- The common features (UI) and common steps (UX) to book, make payment and monitor transaction history on ride hailing apps.
- Useful cybersecurity tips to stay safe online.

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

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.

Understanding Common Public Transport App

About Public Transport App Page 5

The Common Features found across Public Transport Apps Page 6

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.

Step-by-step Guide to Use SimplyGo App:

How to Set up a SimplyGo account Page 8

The Different ways to Top up your Transportation Card Page 15

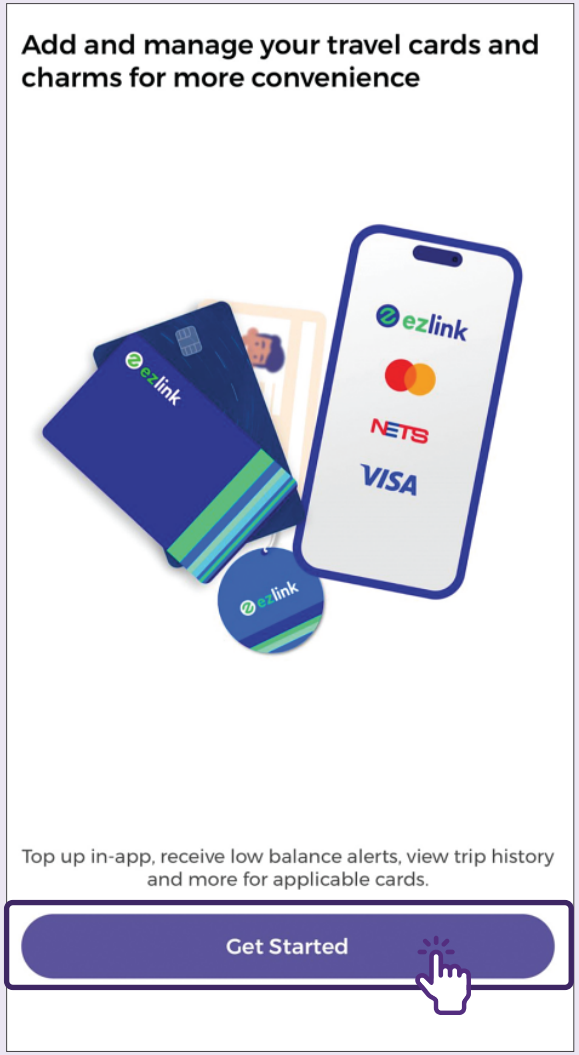
How to Review Transaction History Page 16

The Different ways to Block and Refund Payment from your Card Page 18

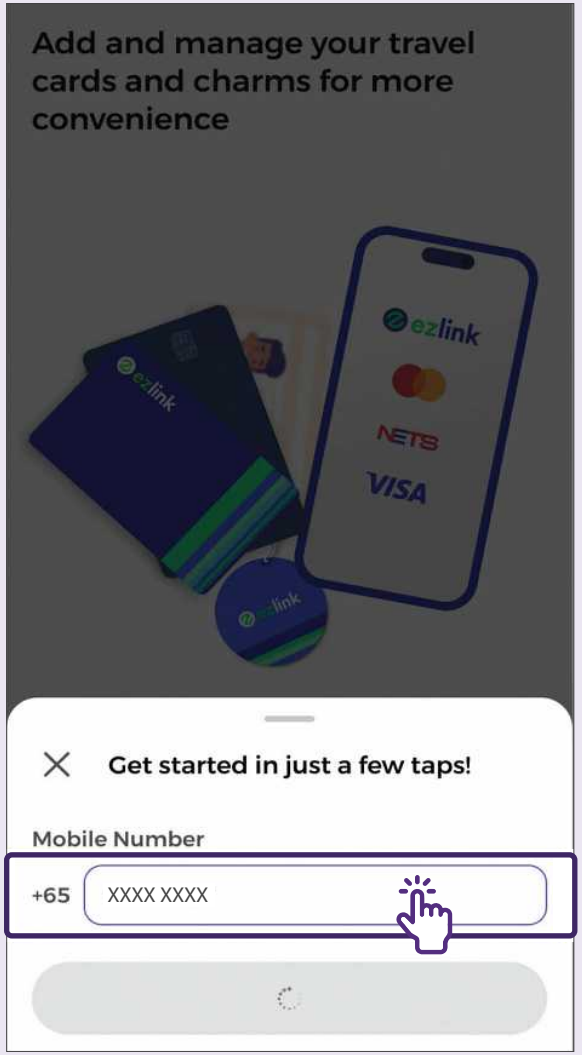
How to Log out of Your Account Page 24

Sign up for a SimplyGo Account

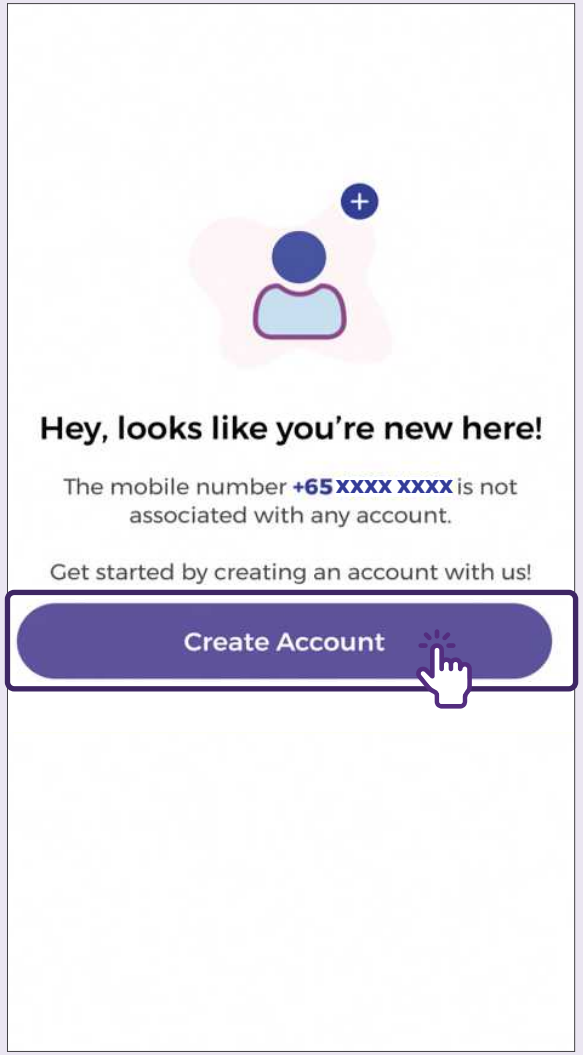
1 Tap on Get Started



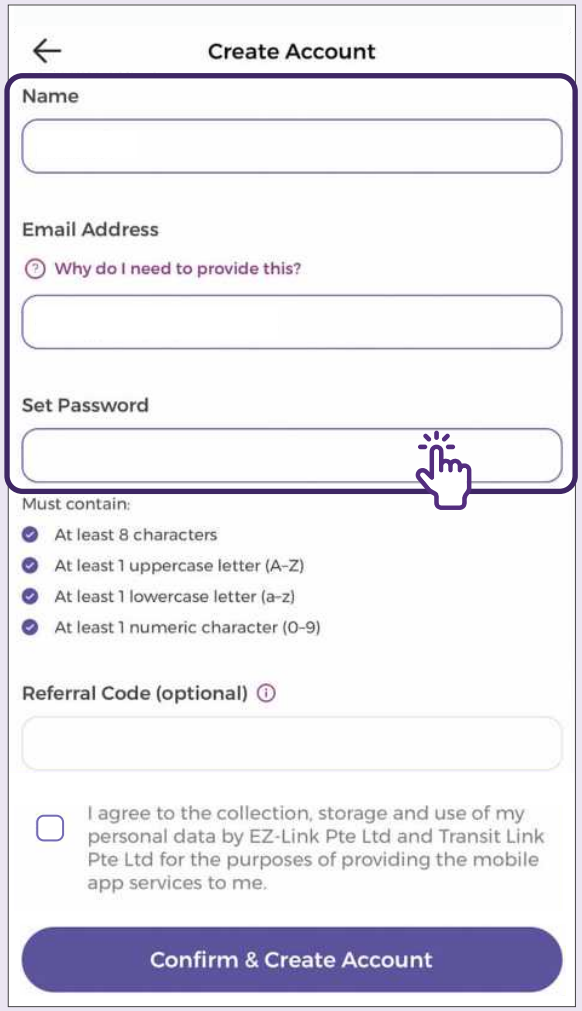
2 Enter your Mobile Number



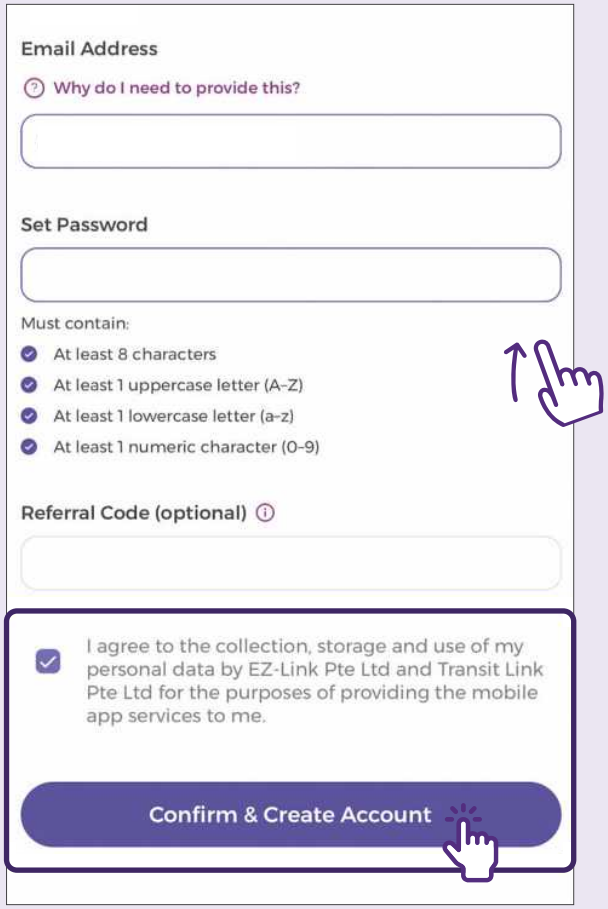
3 Tap on Create Account



4 Fill up on-screen form

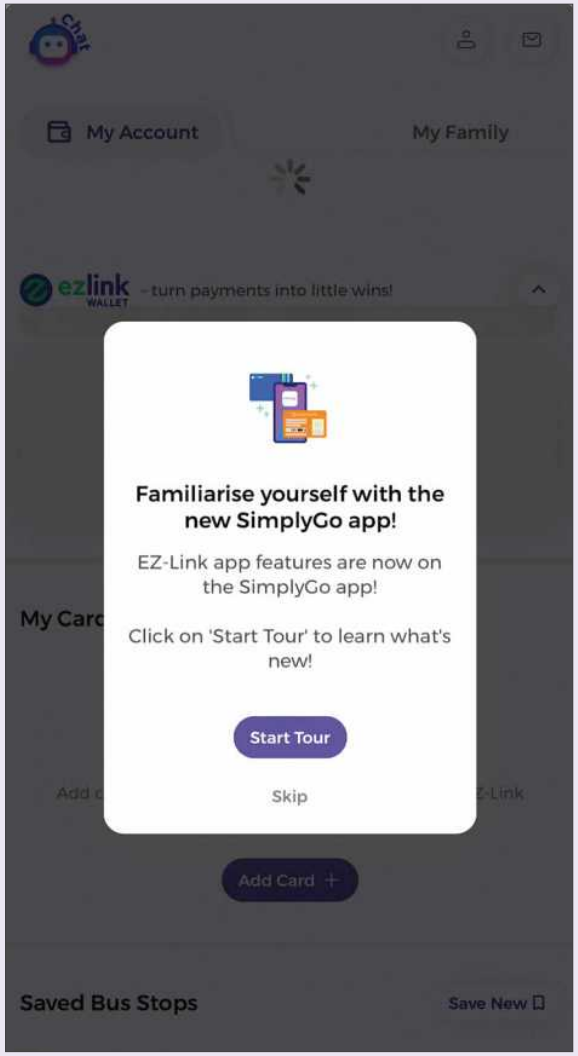


5 Agree to data collection terms and tap on Confirm & Create Account



6 Verify the OTP sent to your Mobile Number

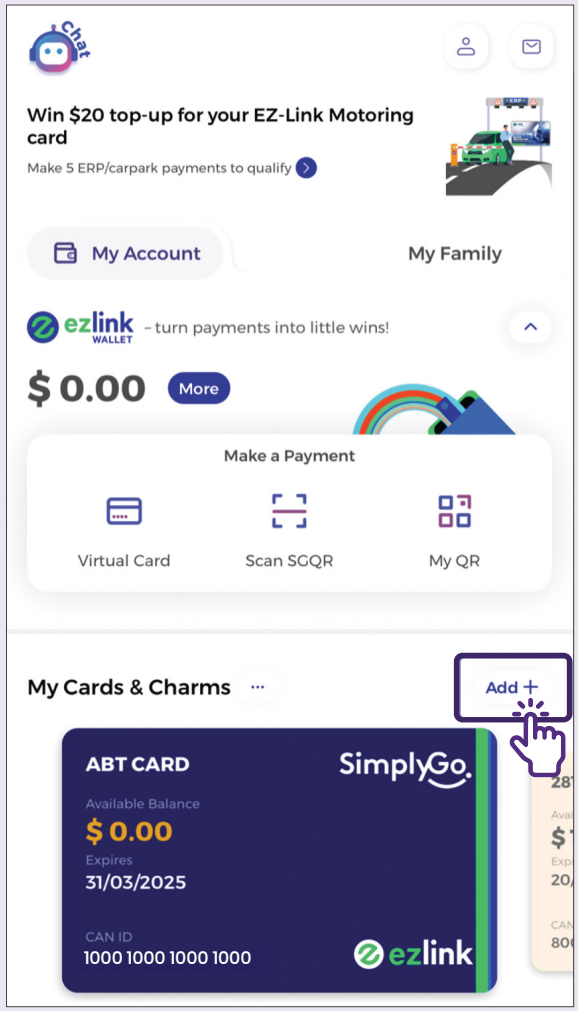
7 Successful Set up!



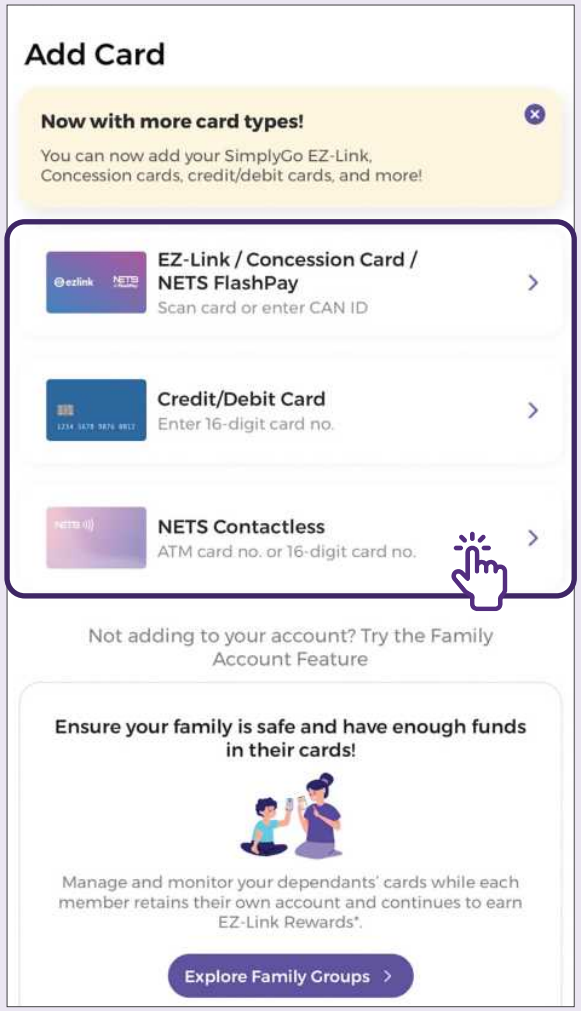
Notes

Set up Travel Card - Manual Input of CAN ID

1 Tap on Add

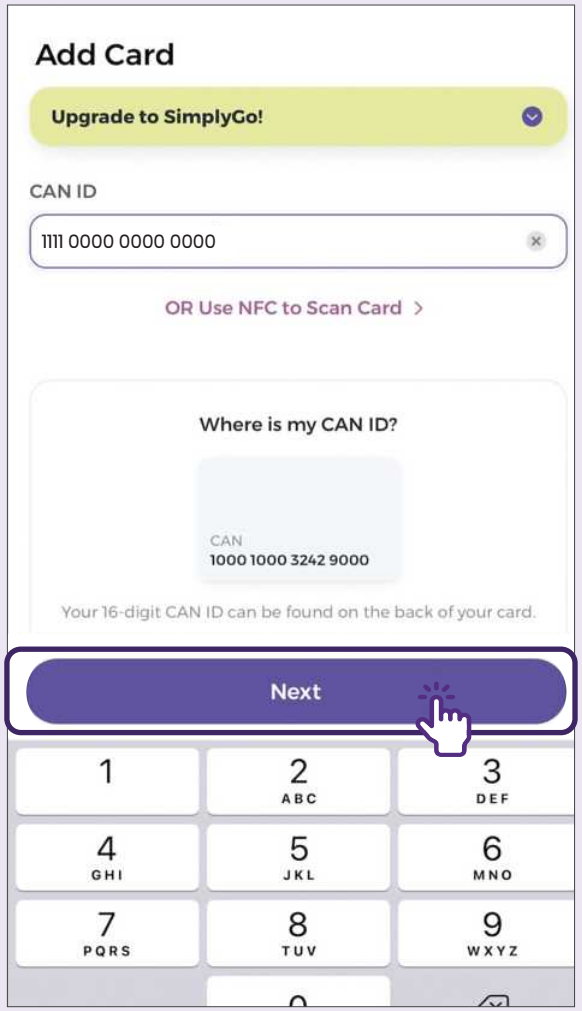


2 Select the card type you would like to add

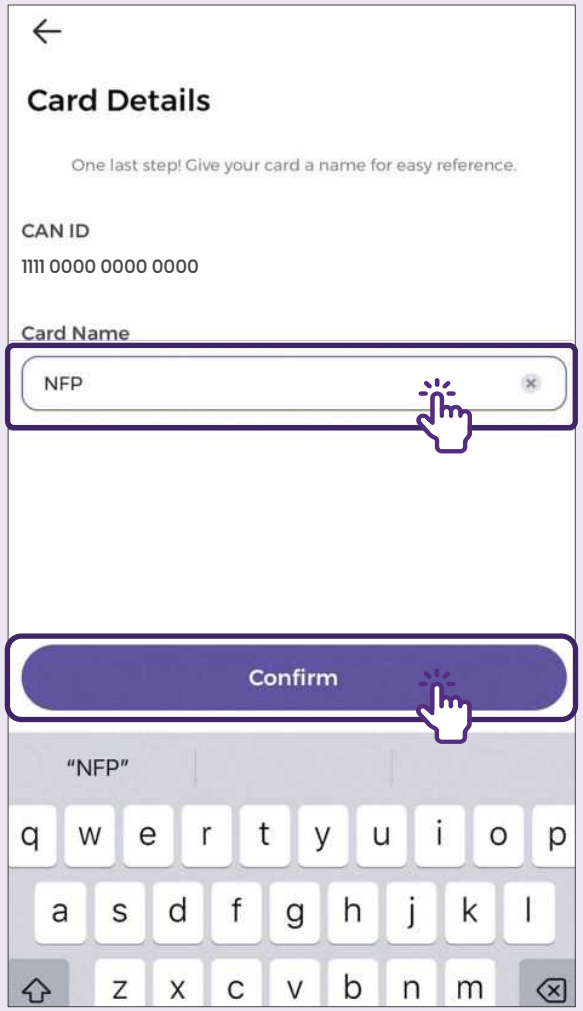


3 Tap on Type CAN ID Manually

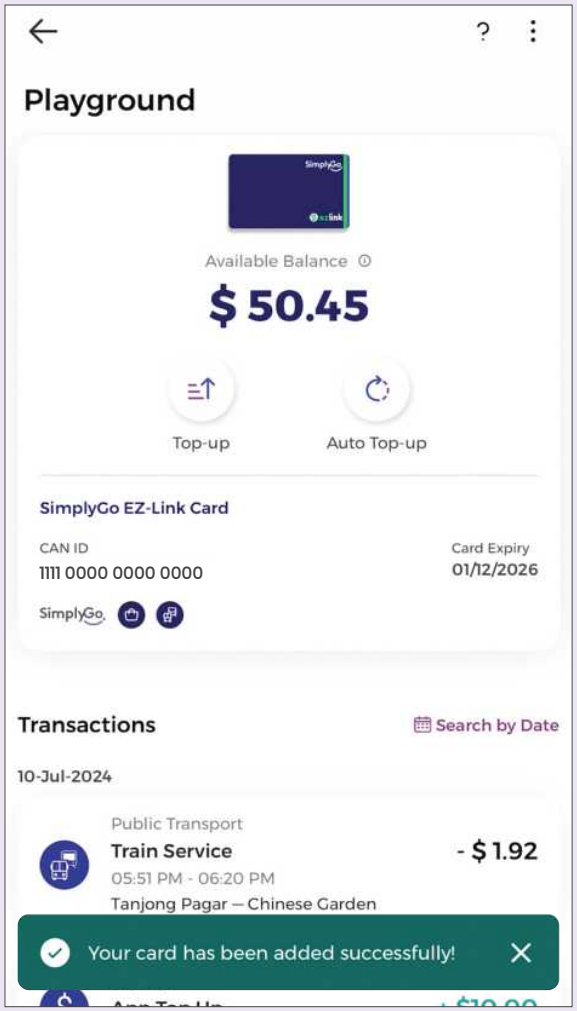
4 Type in the 16-digit CAN ID and tap on Next



5 Type a Card Name and tap on Confirm

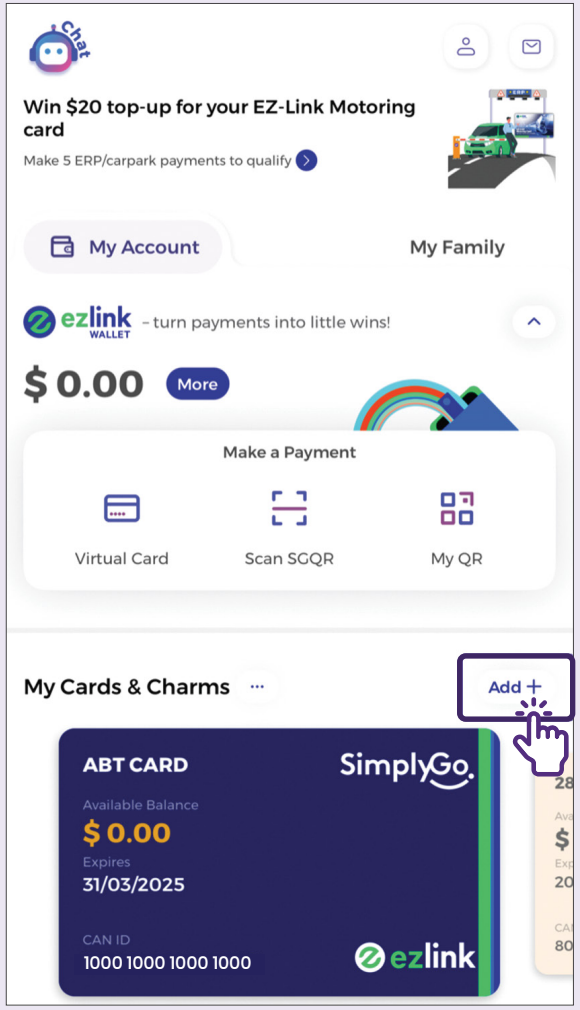


6 Your card is successfully added to the app!

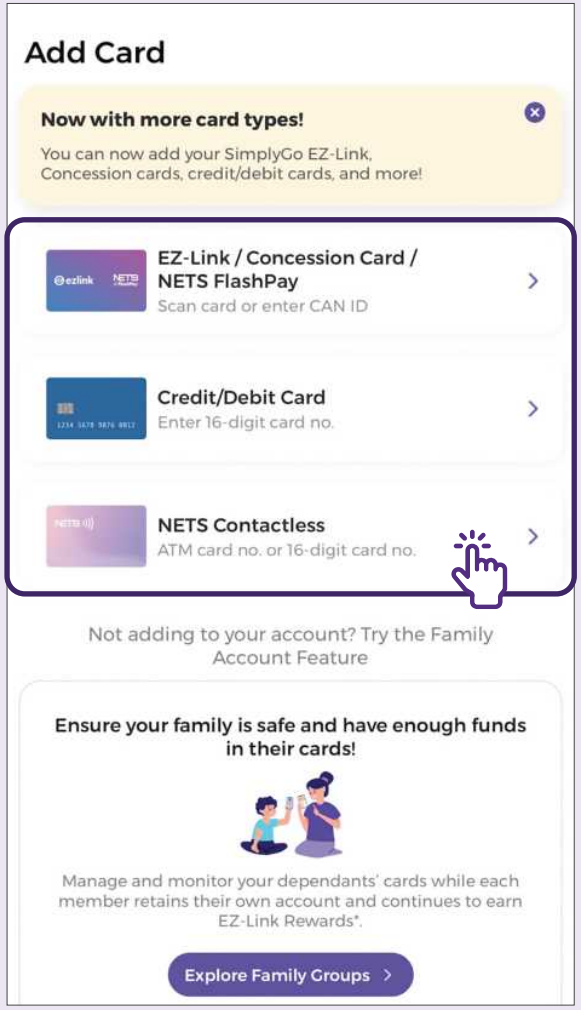


Set up Travel Card - Use NFC Function

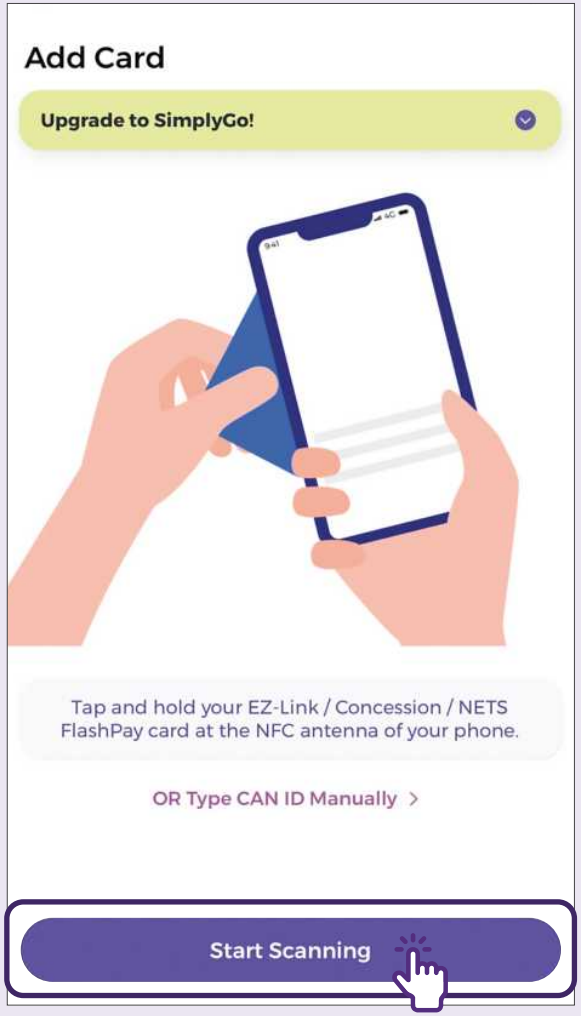
1 Tap on Add



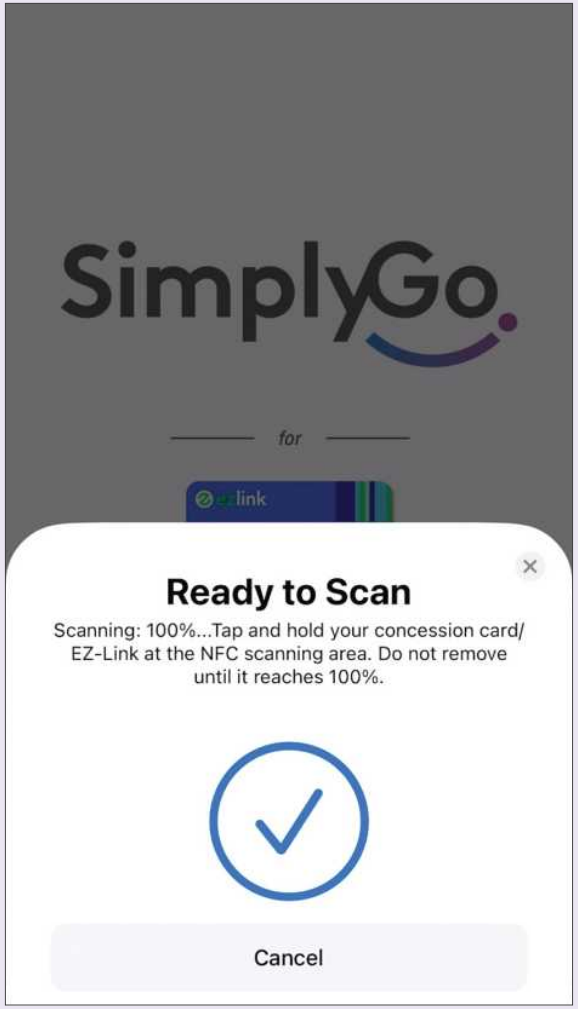
2 Select the card type you would like to add



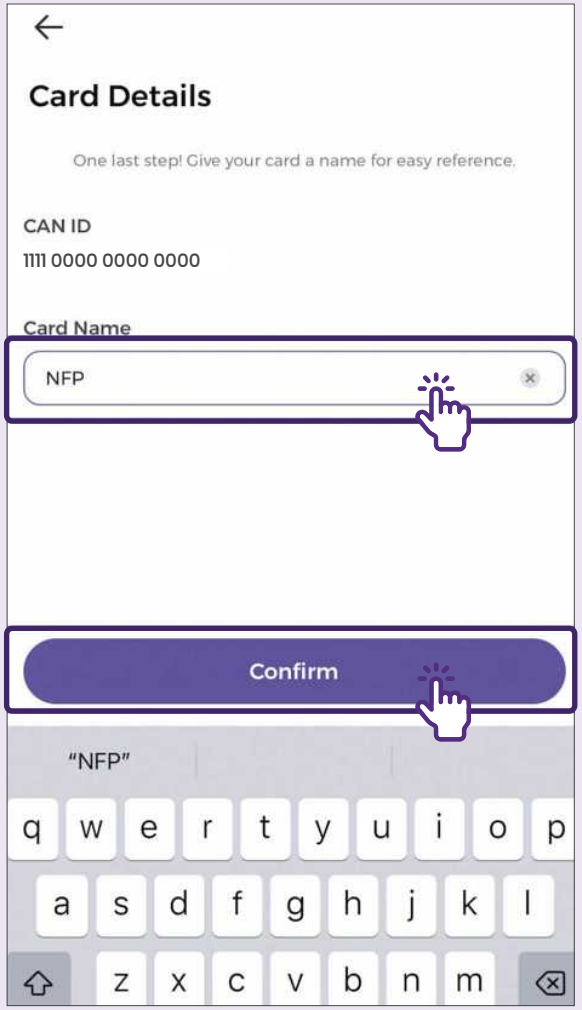
3 Tap on Start Scanning



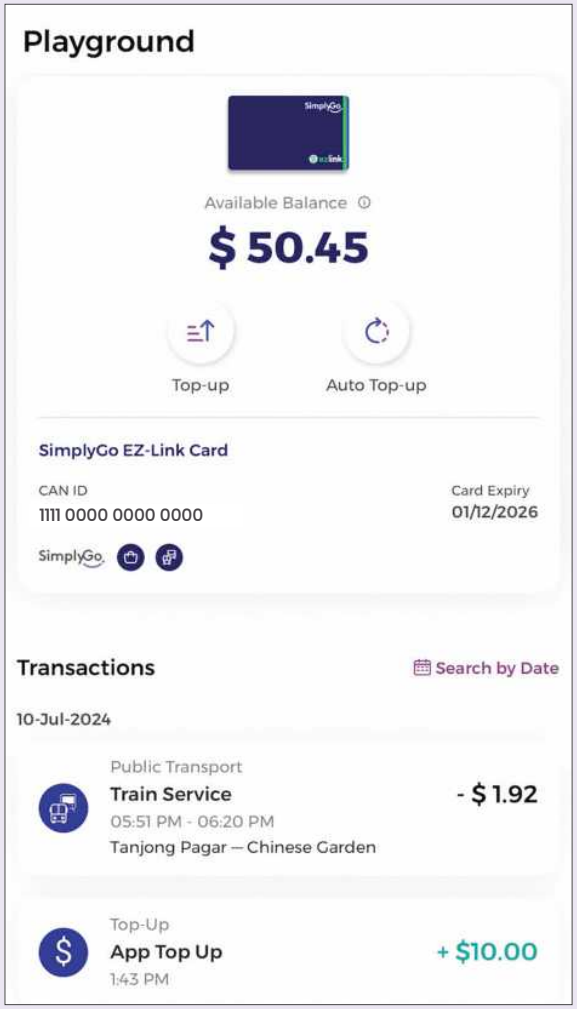
4 Card scanning Complete



5 Type a Card Name and tap on Confirm

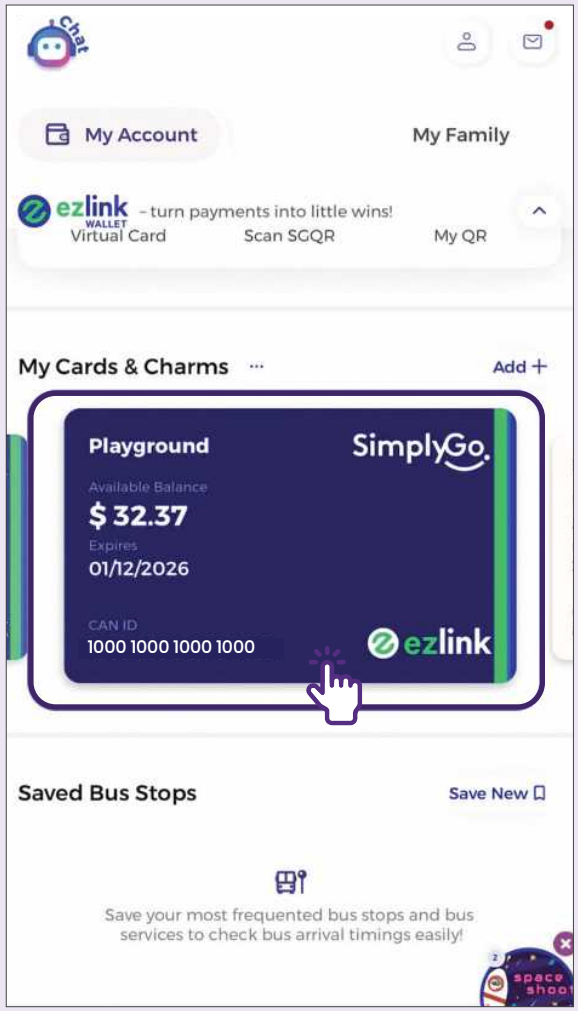


6 Your card is successfully added to the app!

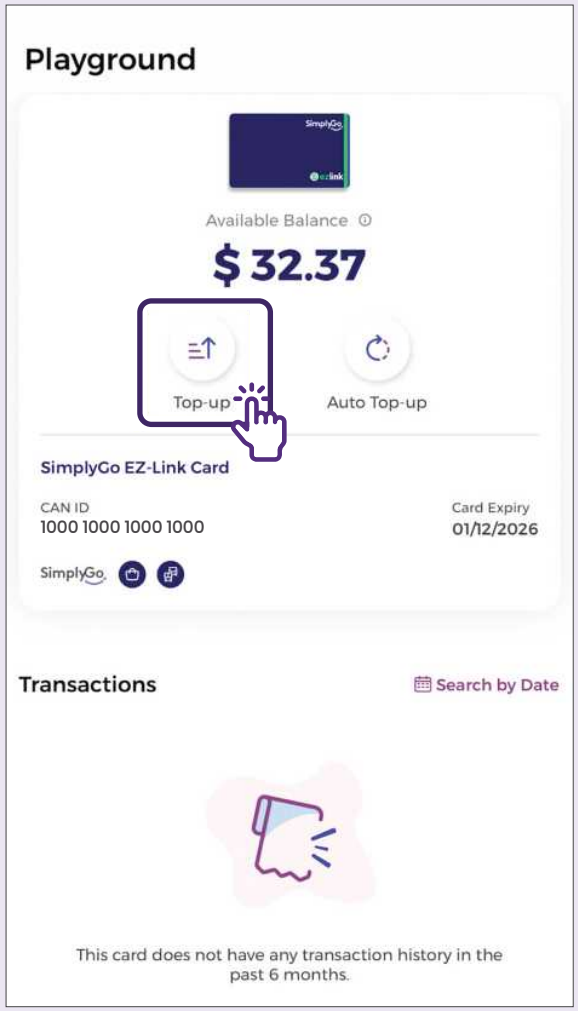


Top up Travel Card with Bank Card

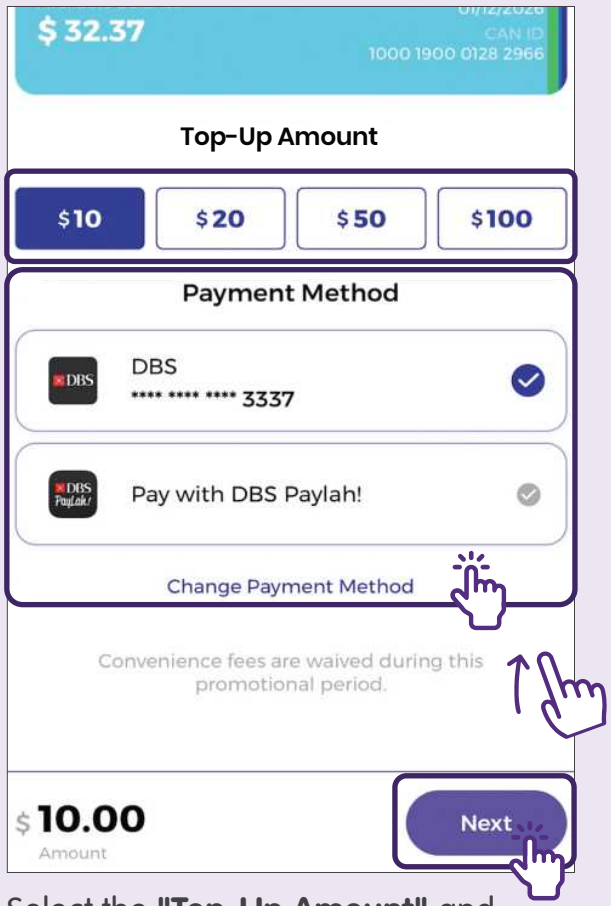
1 Select a card from the Homepage



2 Tap on the Top-up Icon



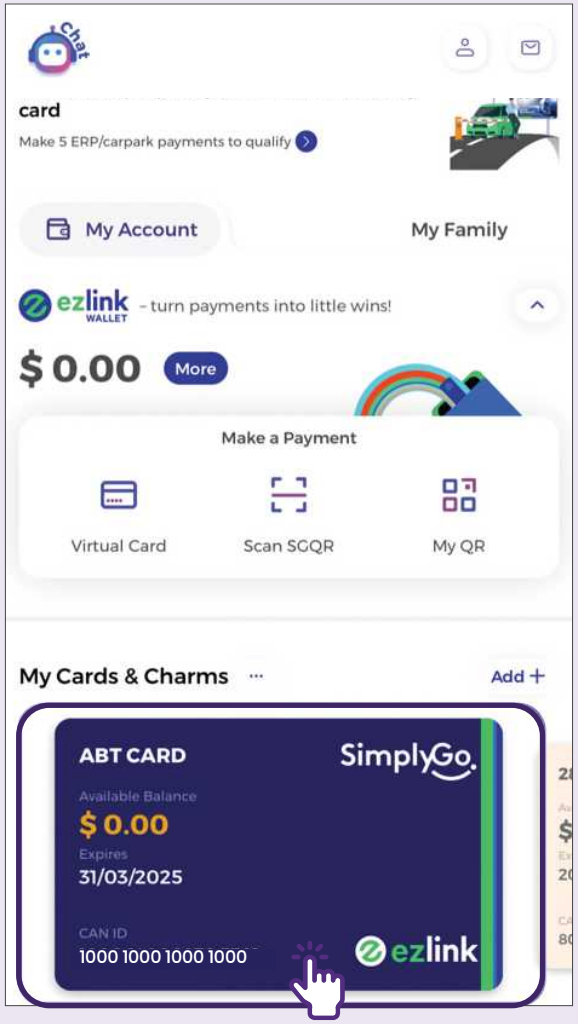
3 Select Payment Method



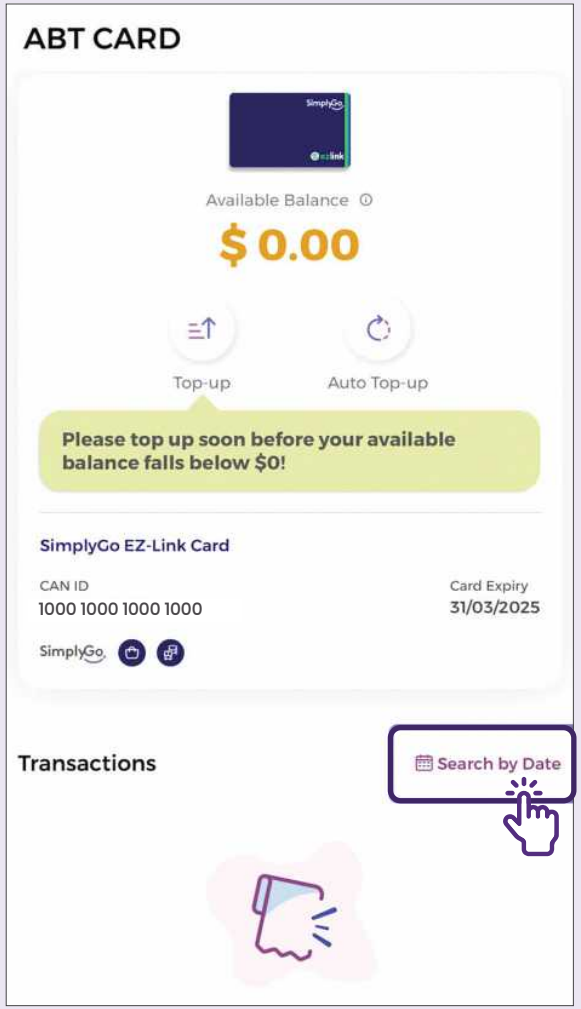
Select the **"Top-Up Amount"** and **"Payment Method".** Tap on **"Next"** to top-up.

Monitor Transaction History - View Trip Details

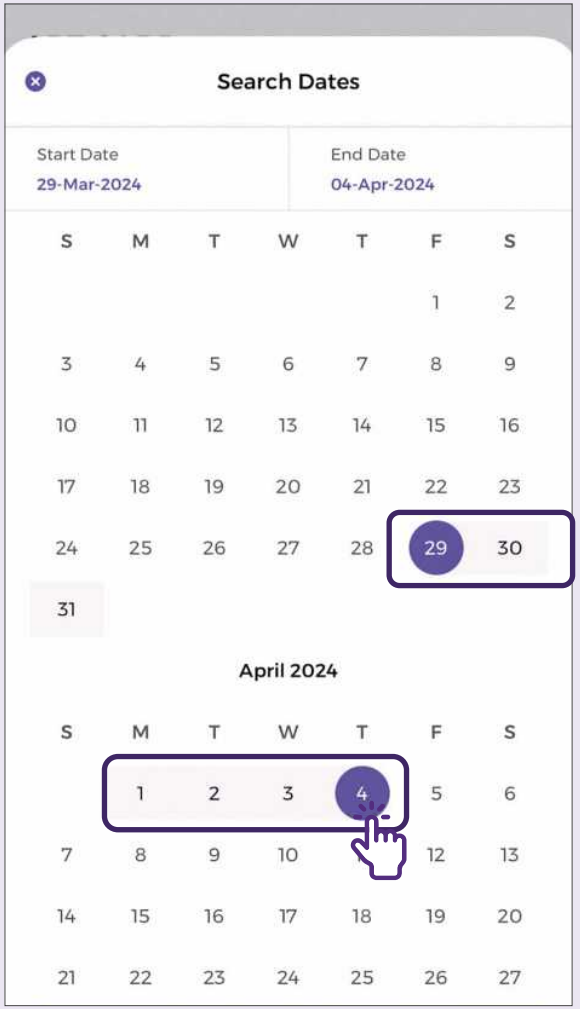
1 Select a card from the Homepage



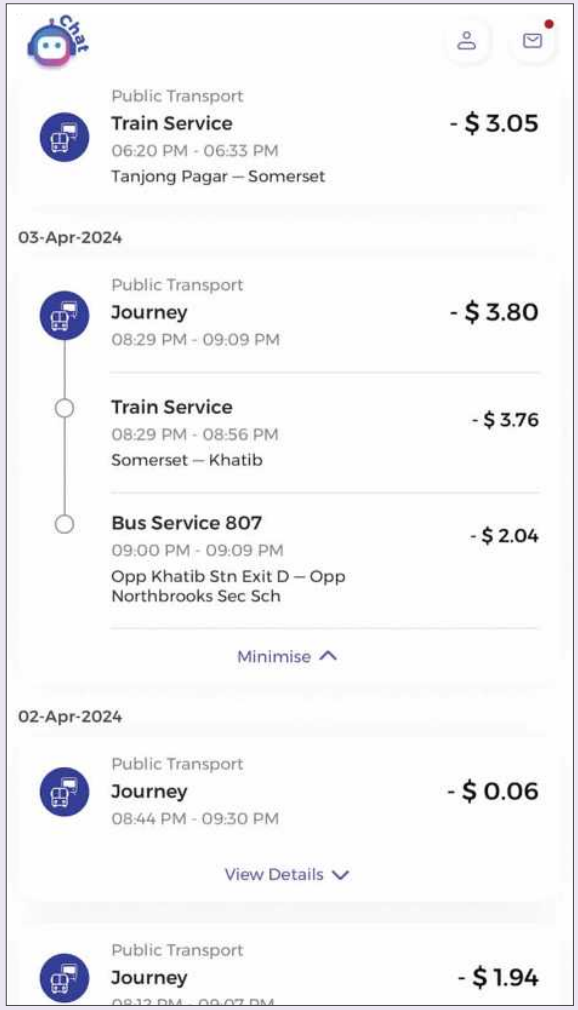
2 Tap on Search by Date



3 Select Date Range



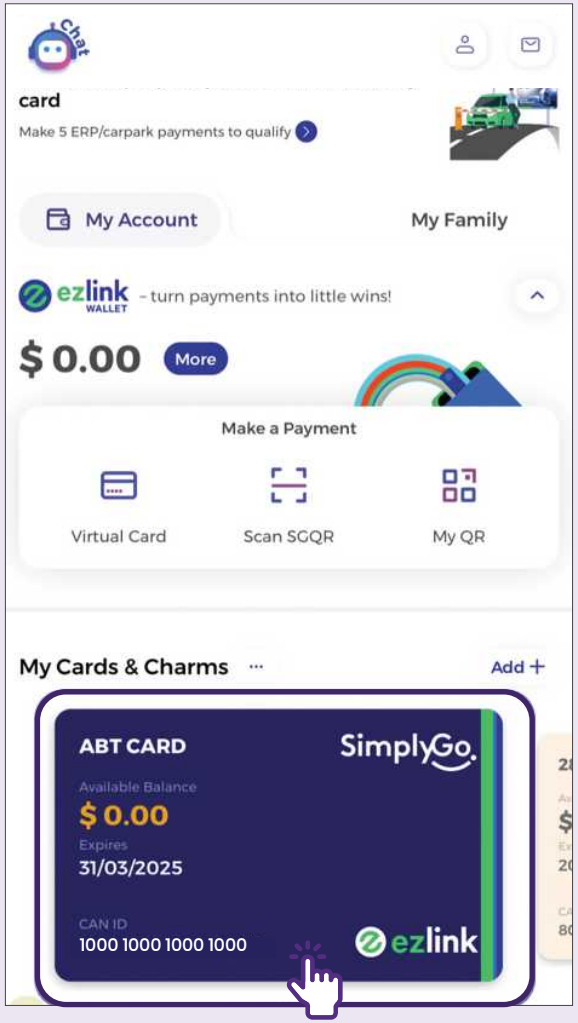
4 Review your past trip details



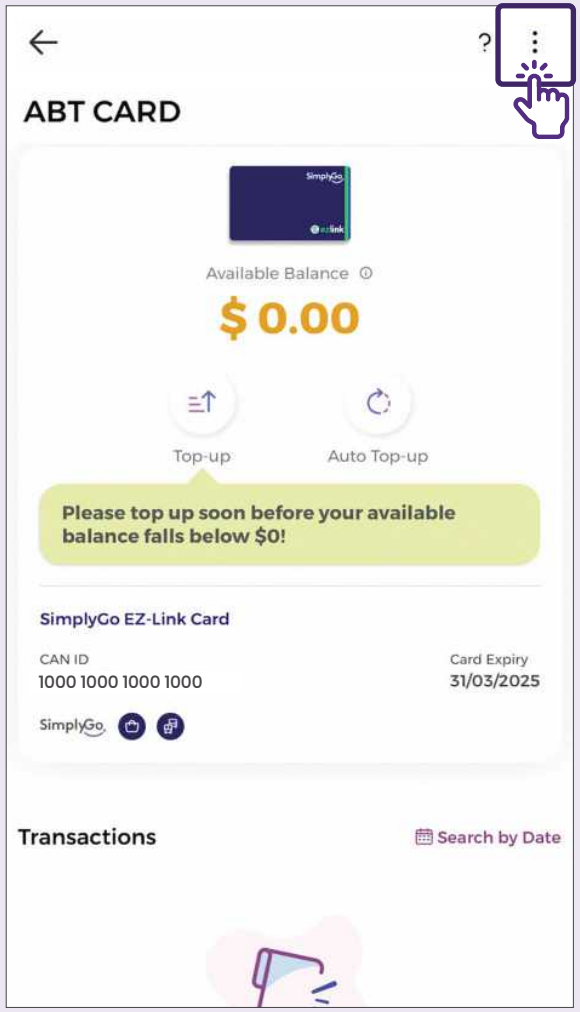
Notes

Block Travel Card - Transfer Refund to other SimplyGo Travel Card

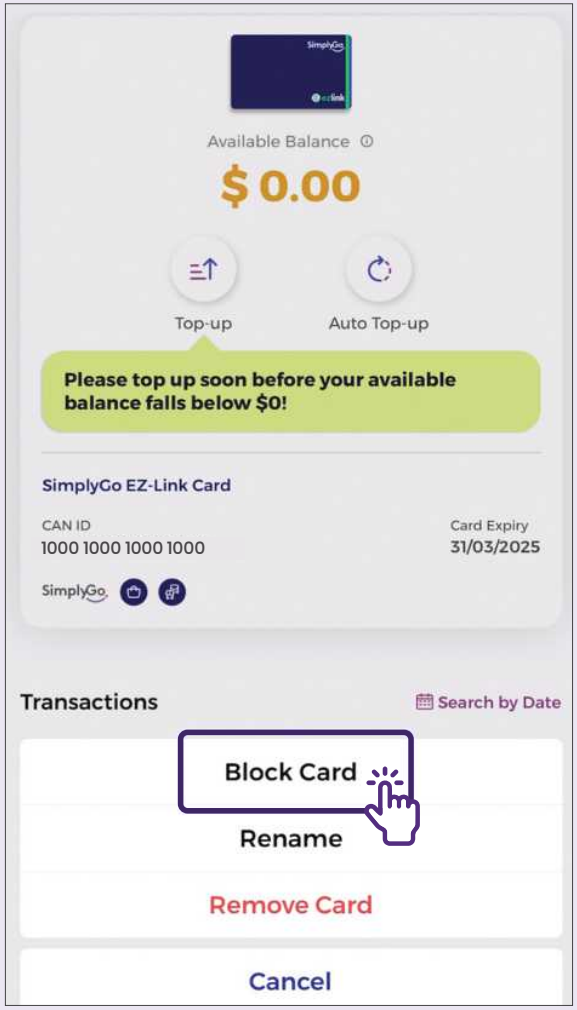
1 Select a card from the Homepage



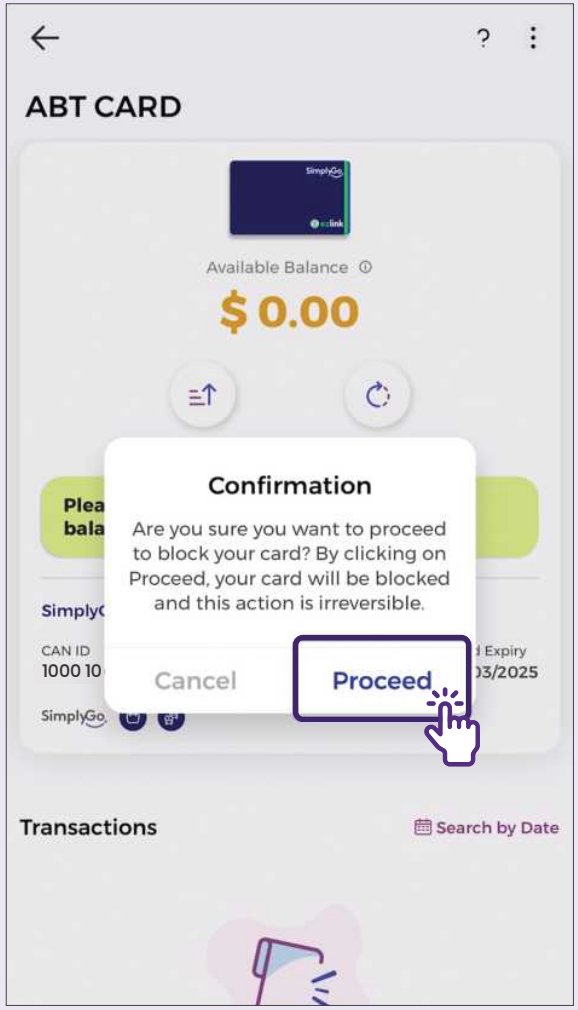
2 Tap on the Icon at top right Corner



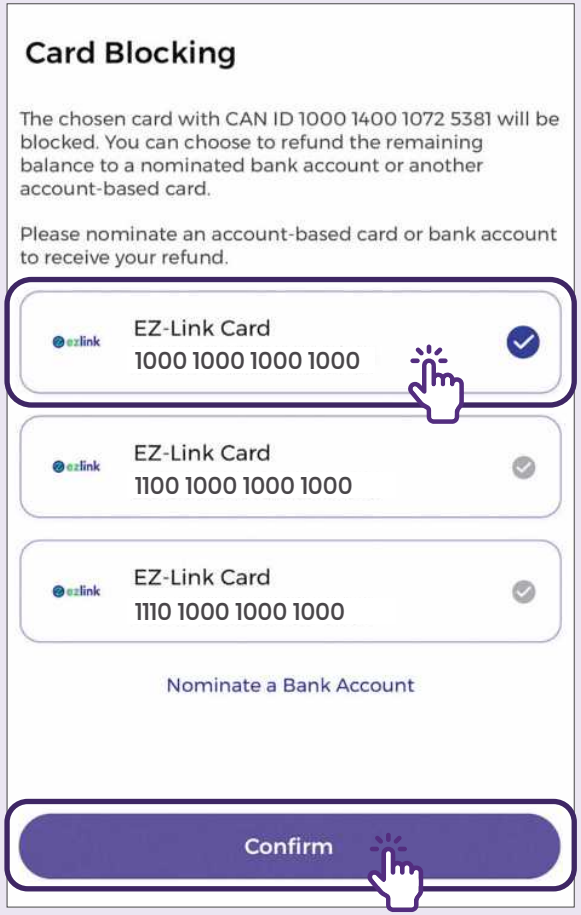
3 Tap on Block Card



4 Tap on Proceed

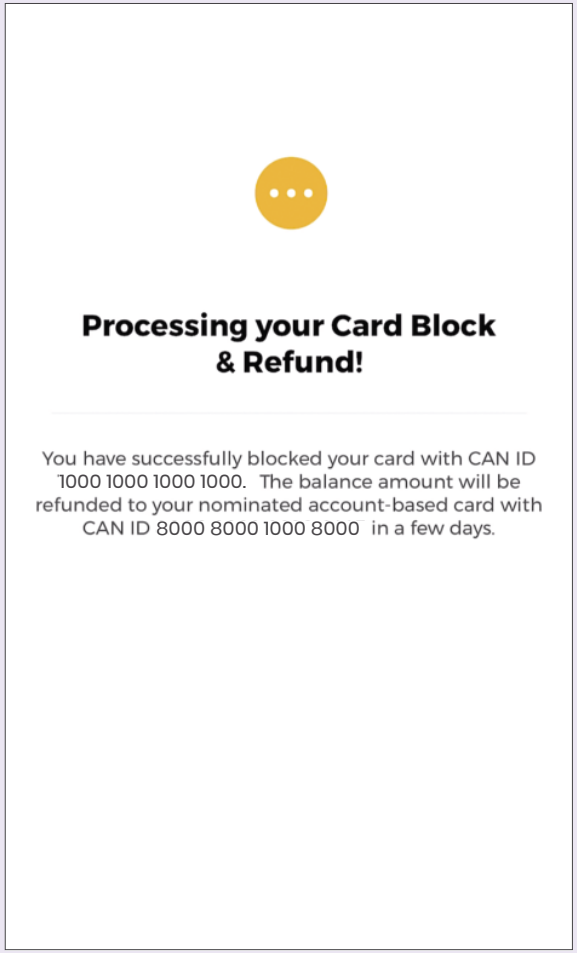


5 Transfer Refund



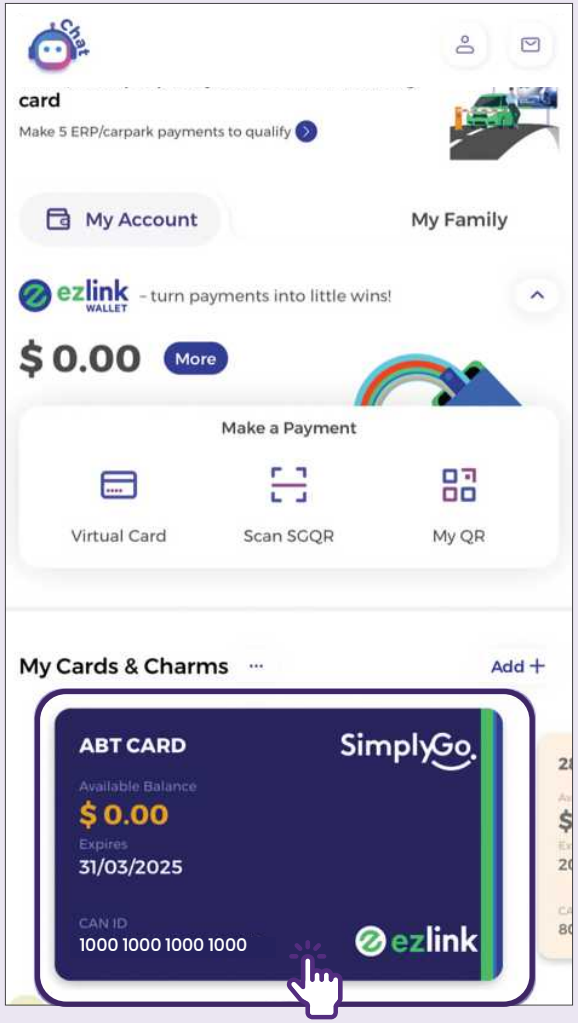
Tap on the other EZ-Link card you would like to transfer the refund to. Tap on **"Confirm"** to proceed.

6 Card successfully blocked and refund is being processed

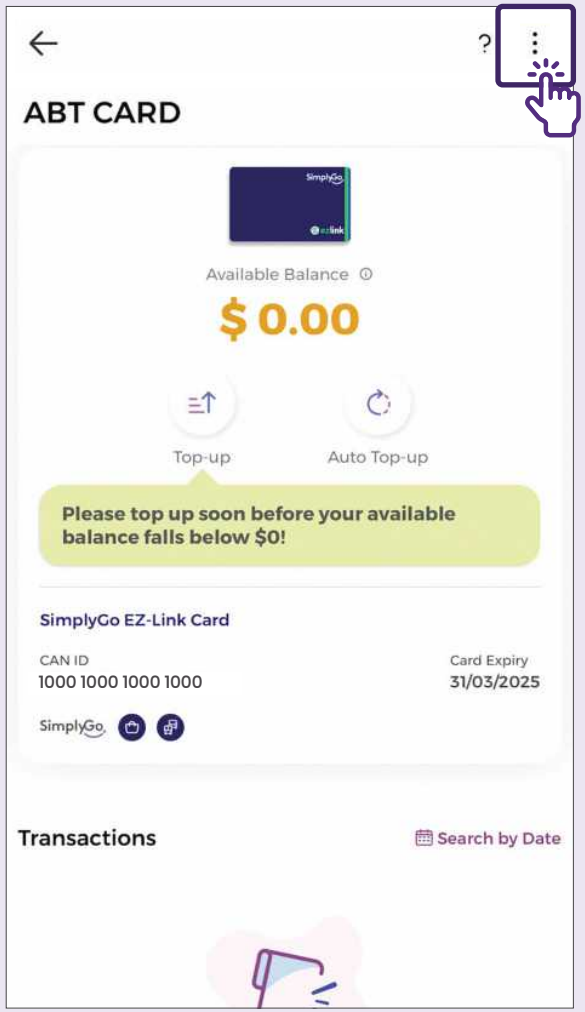


Block Travel Card - Transfer Refund to Bank Account

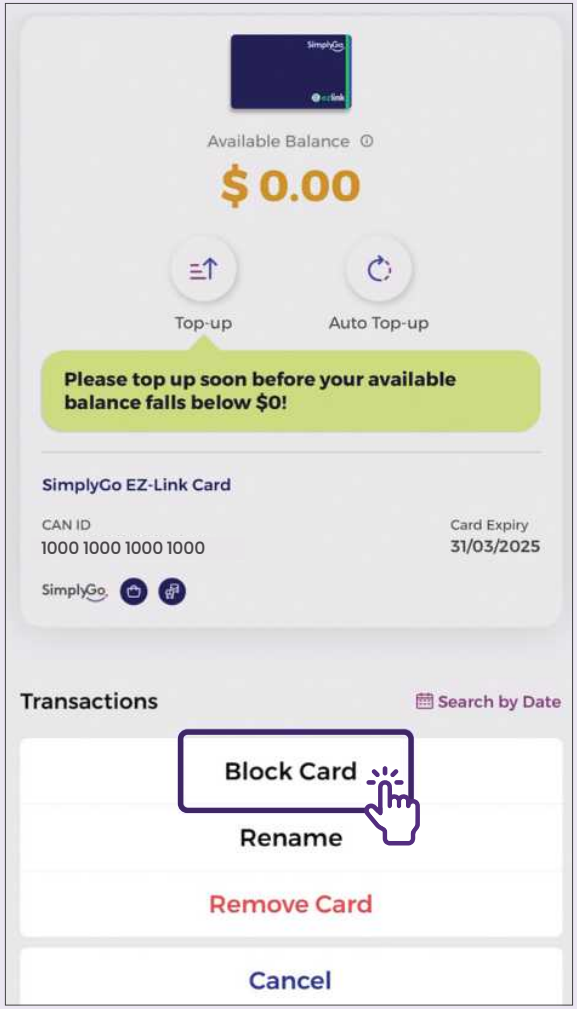
1 Select a card from the Homepage



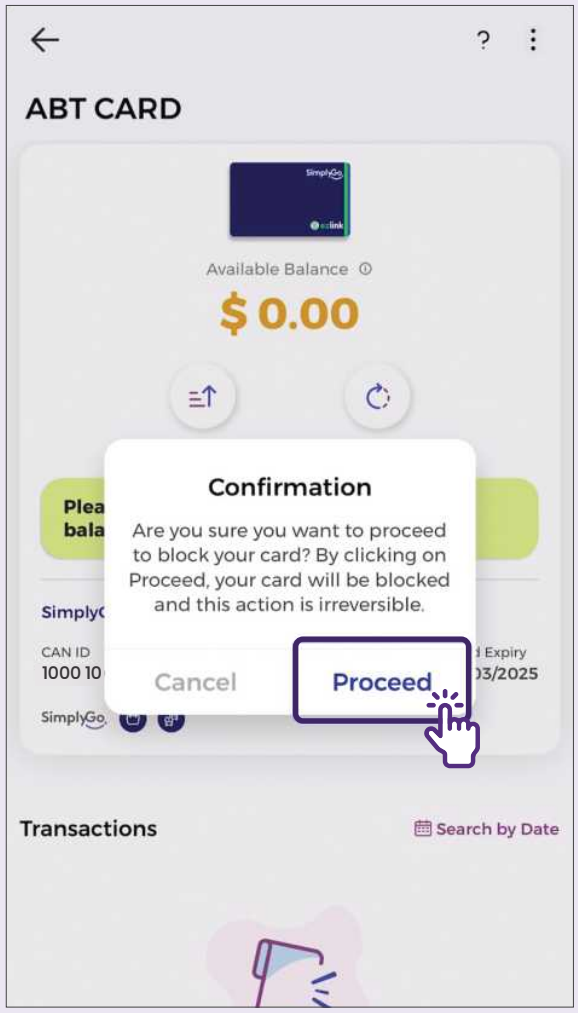
2 Tap on the Icon at top right Corner



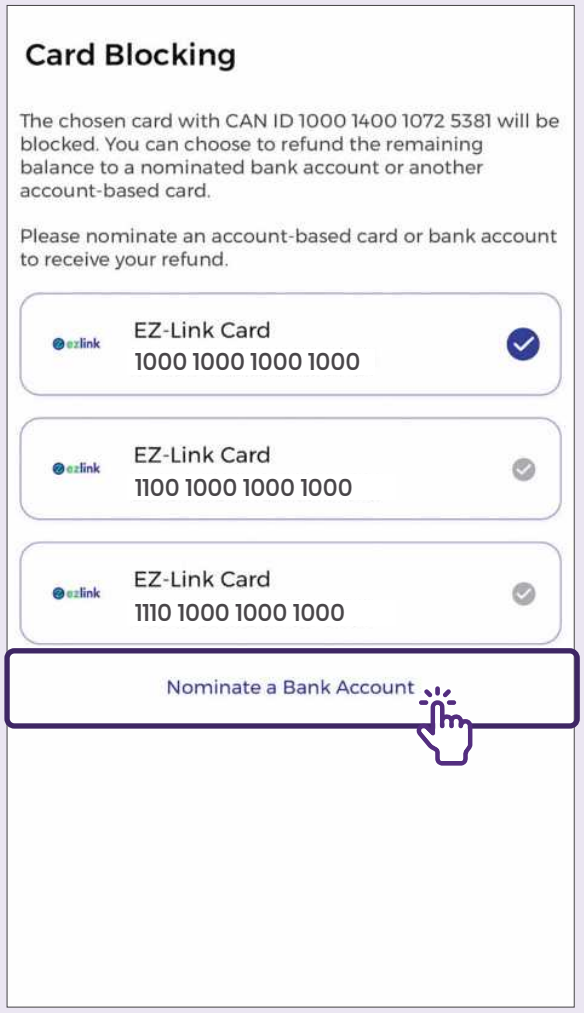
3 Tap on Block Card



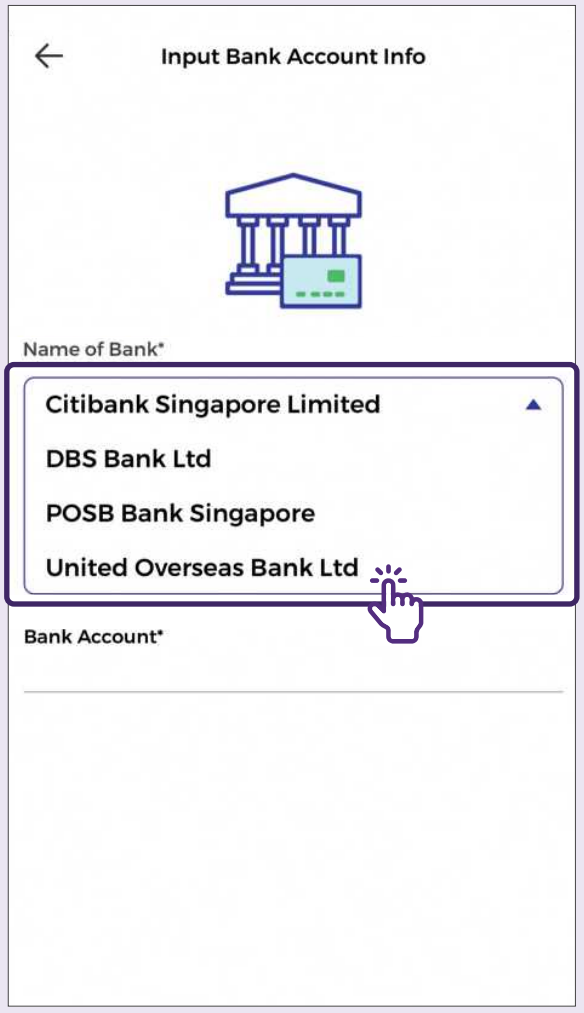
4 Tap on Proceed



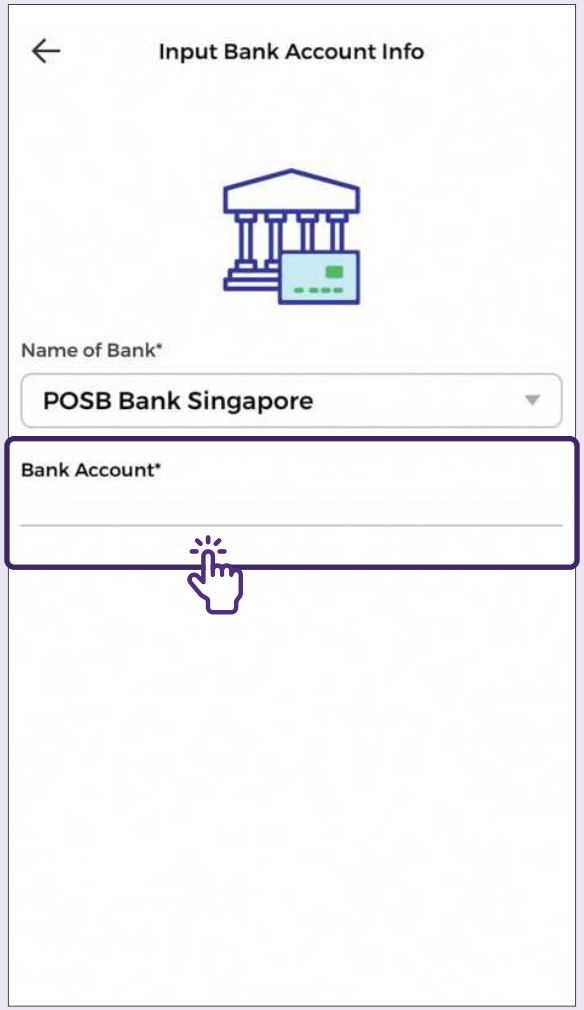
5 Tap on Nominate a Bank Account



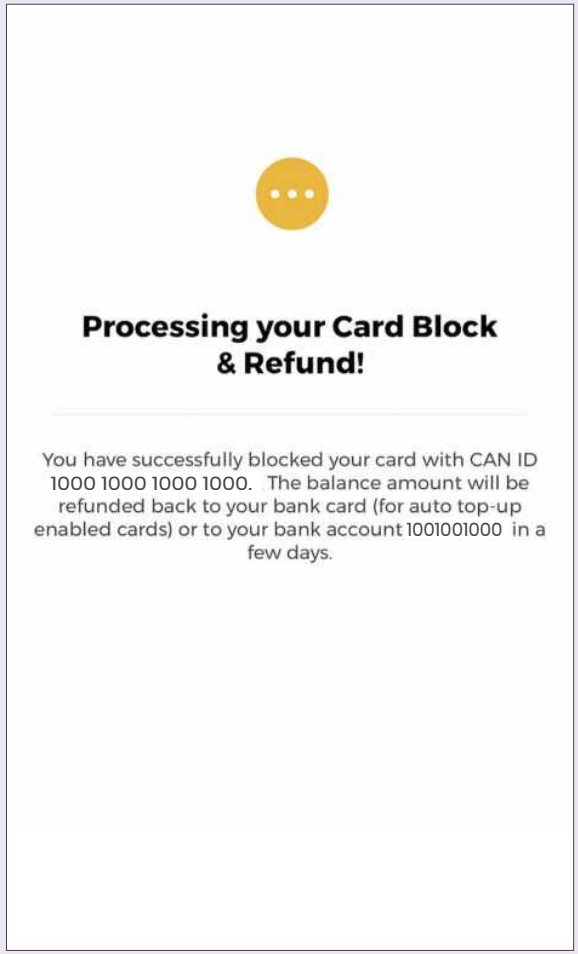
6 Select the bank you want to refund to



7 Enter Bank Account Number

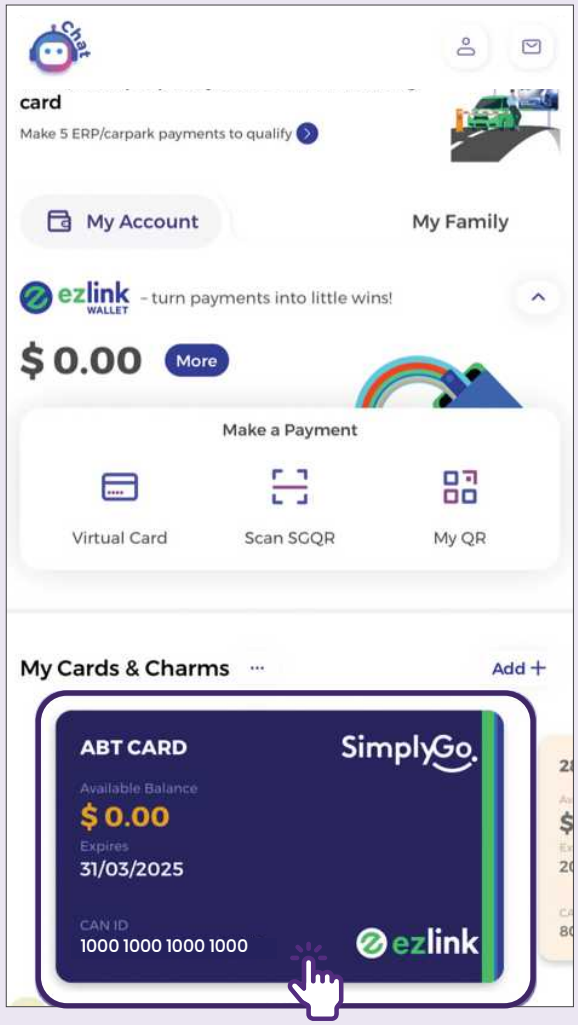


8 Card successfully blocked and refund is being processed

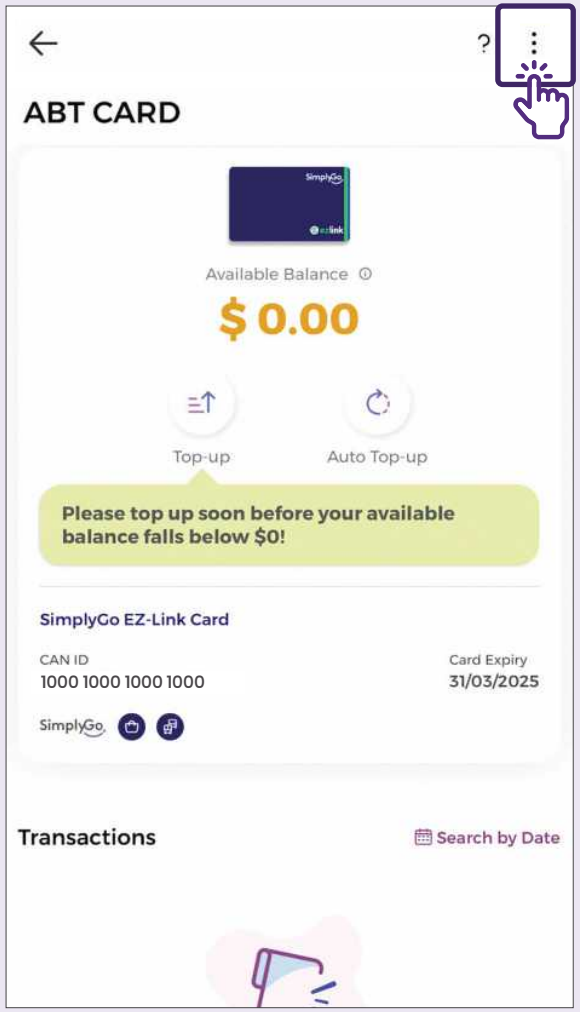


Delete Travel Card

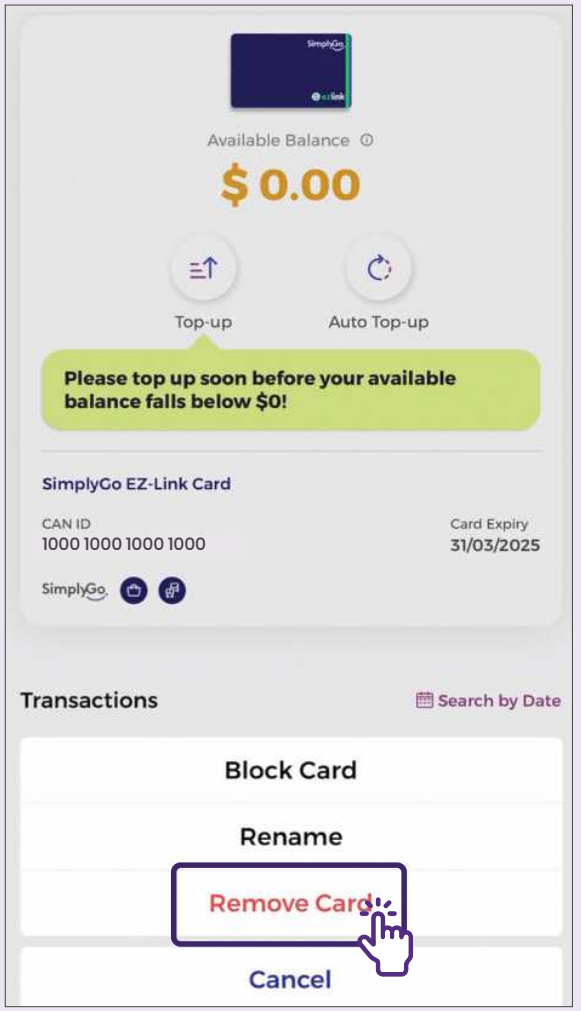
1 Select a card from the Homepage



2 Tap on the Icon at top right Corner

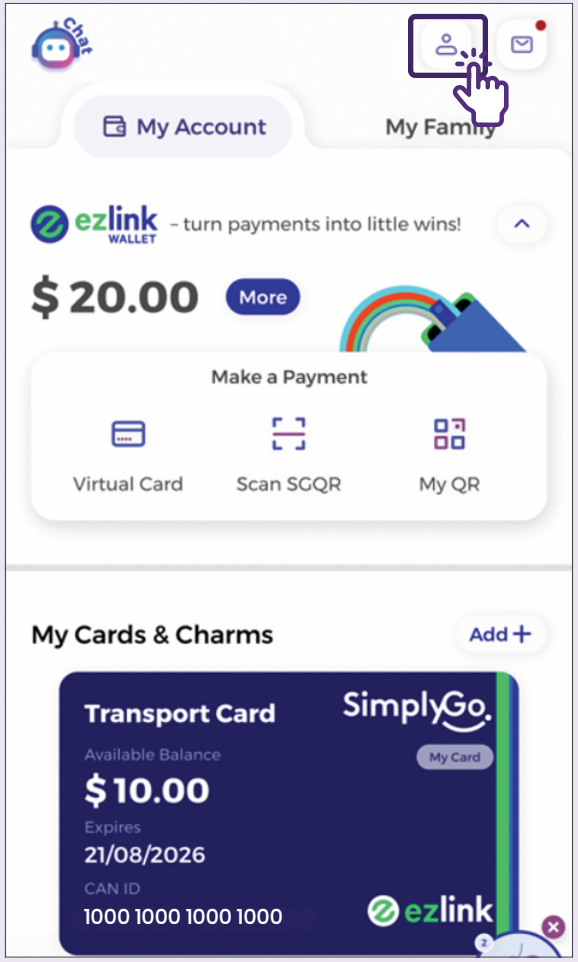


3 Tap on Remove Card to delete card

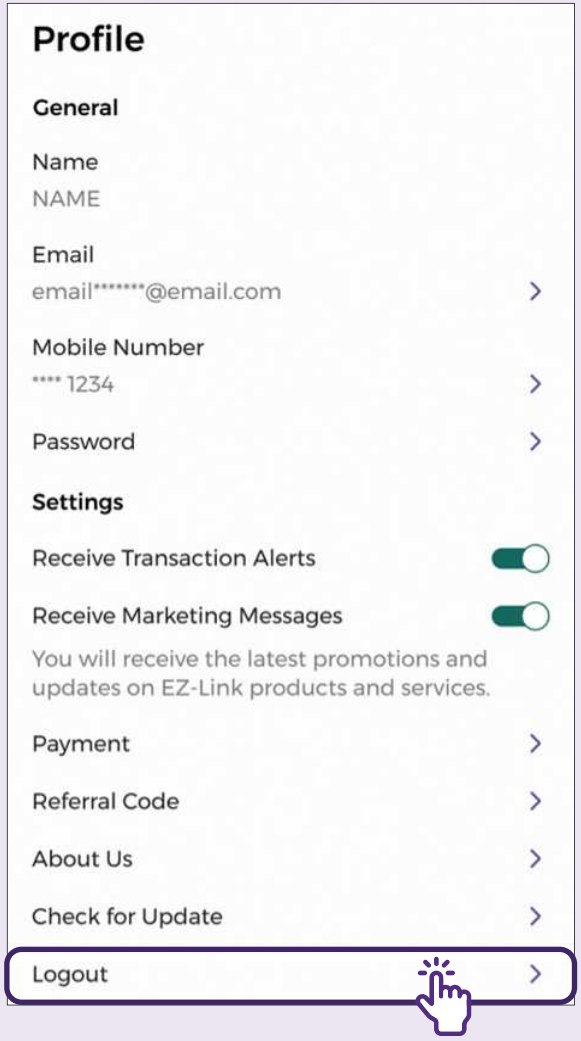


Log out of Your Account - On Android

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

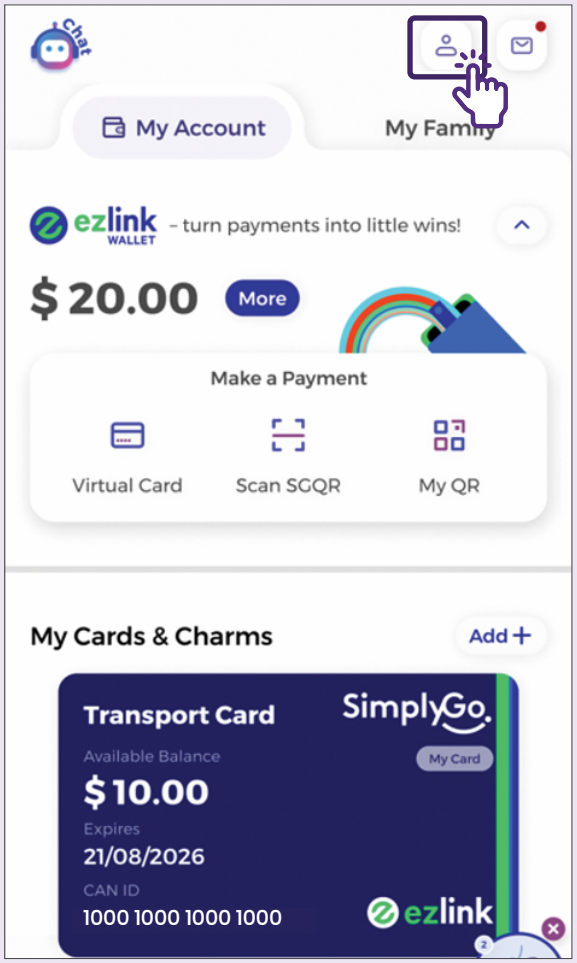


2 Tap on Logout at the bottom of the page

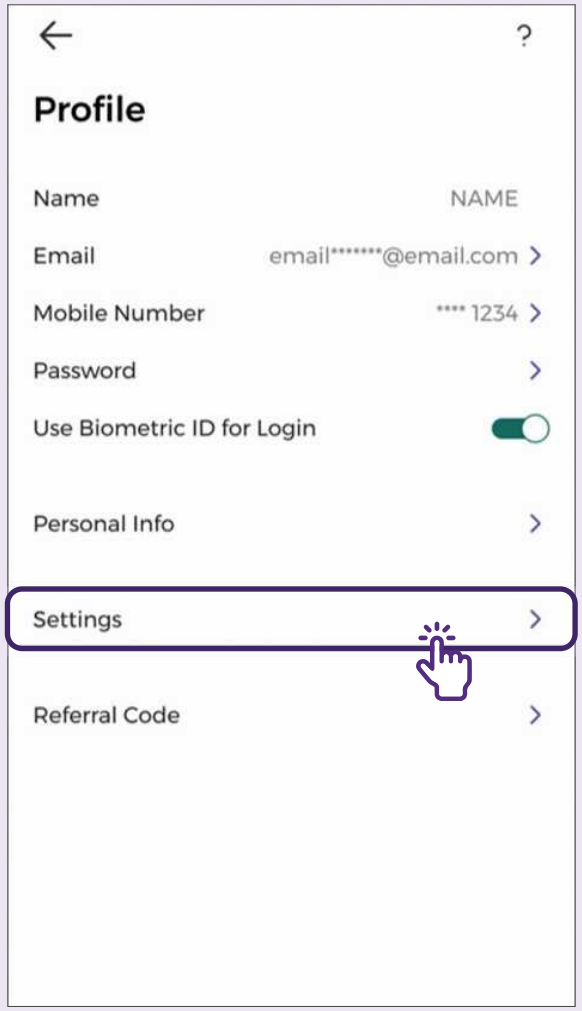


Log out of Your Account - On iOS

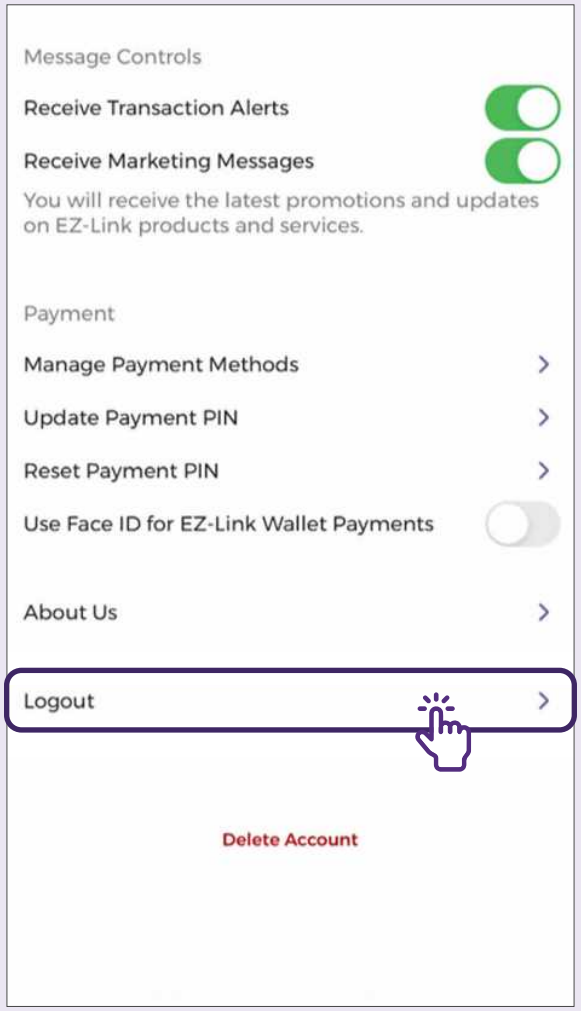
1 Tap on the Person Icon on the top right of the Homepage



2 Tap on Settings



3 Tap on Logout



Understanding Common Ride Hailing Apps

About Ride Hailing Apps Page 27

The Common Features found across Ride Hailing Apps Page 28

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

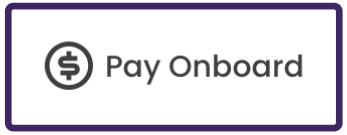
Learners must:

- 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.

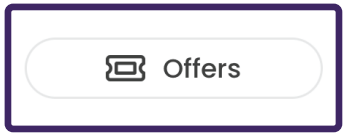
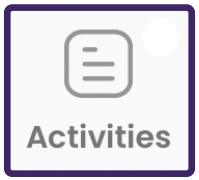
Grab

Zig

Common Features Across Ride Hailing Apps

Grab	Zig	
		Account Icon To view your account information.
		Seach 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 driverís notes or adding a Ride Cover.
		**Offers Icon** To enter promotional code, if any.
		**Activities Icon** To allow you to check your transport history.
		Log out Icon To log out of account after use.

Navigating Common Steps to Use Ride Hailing Apps:

How to Set up an Account Page 31

How to Book a Ride Page 32

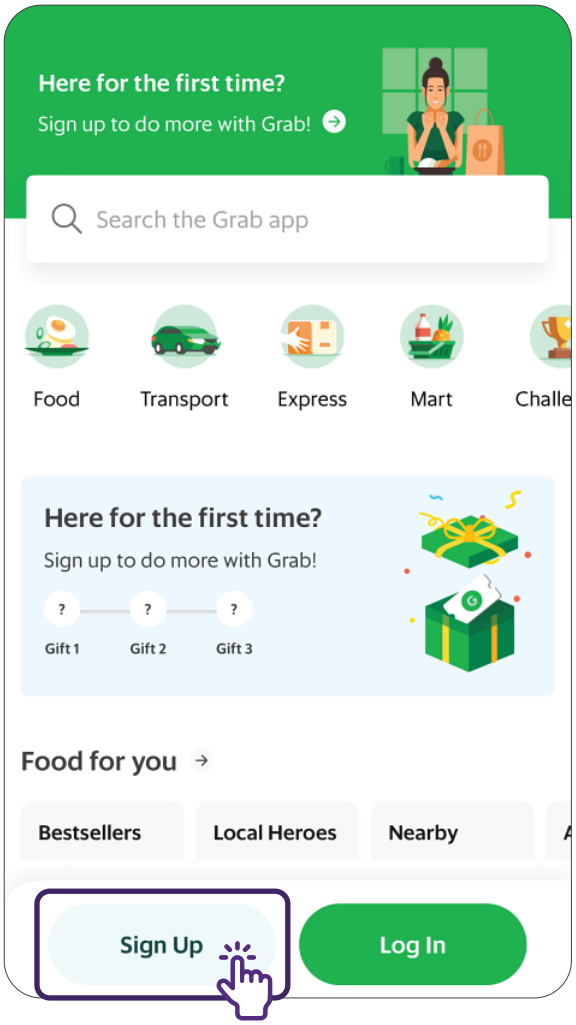
How to Check Transaction History Page 35

How to Log out of Your Account Page 36

Common Steps Across Ride Hailing Apps - Set up/Log in

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



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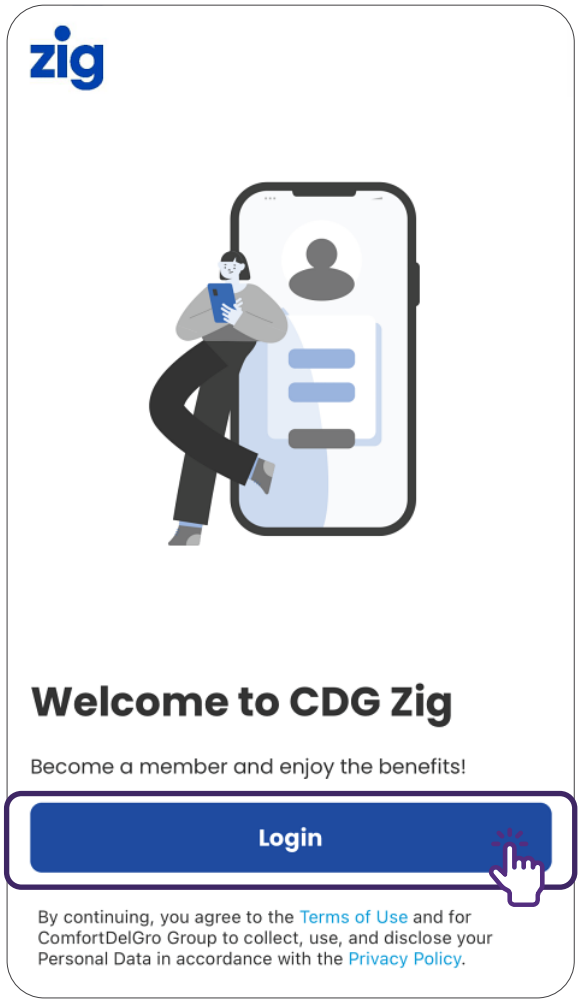
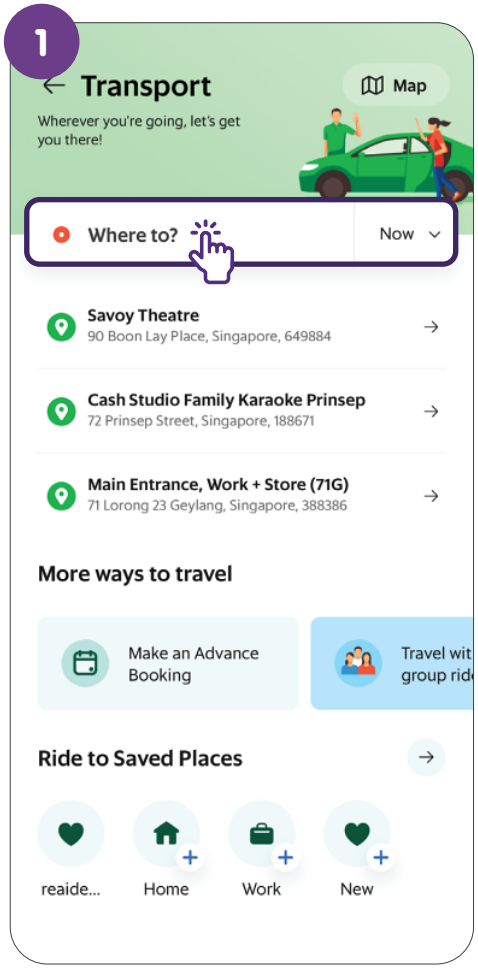
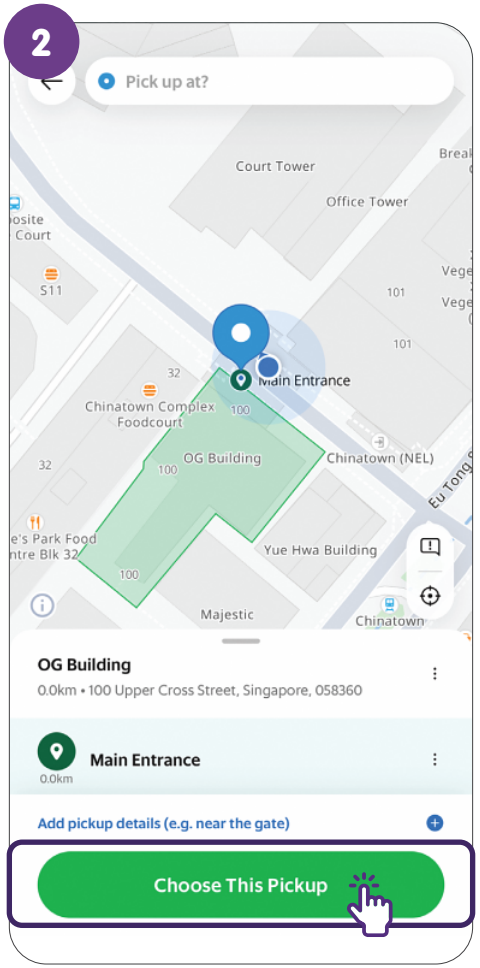


Common Steps Across Ride Hailing Apps - Book a Ride

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





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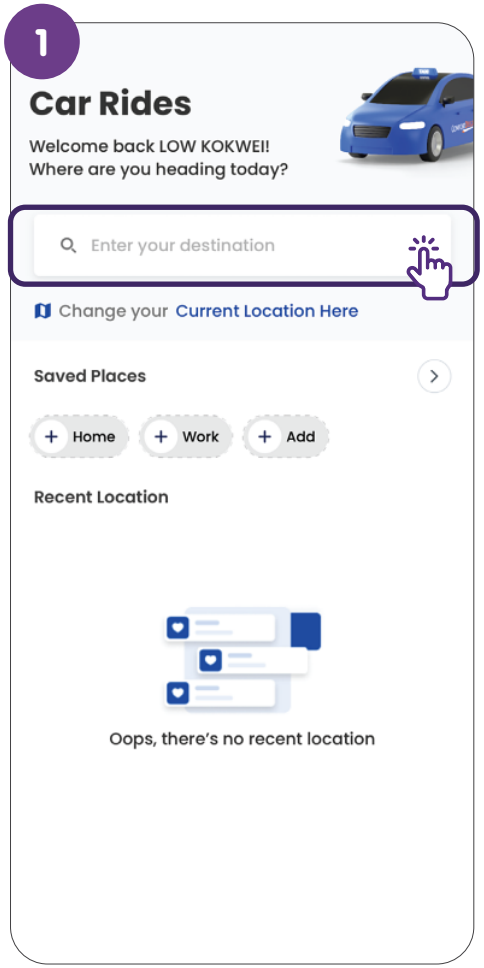
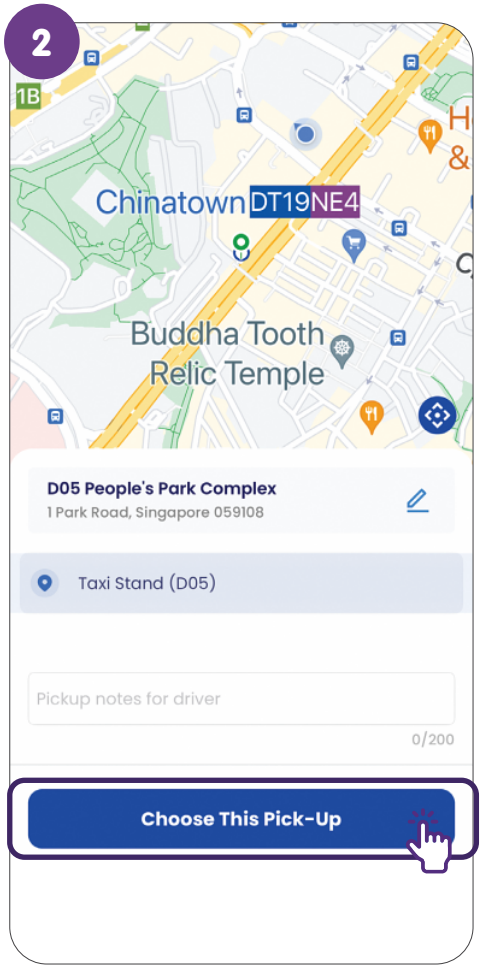
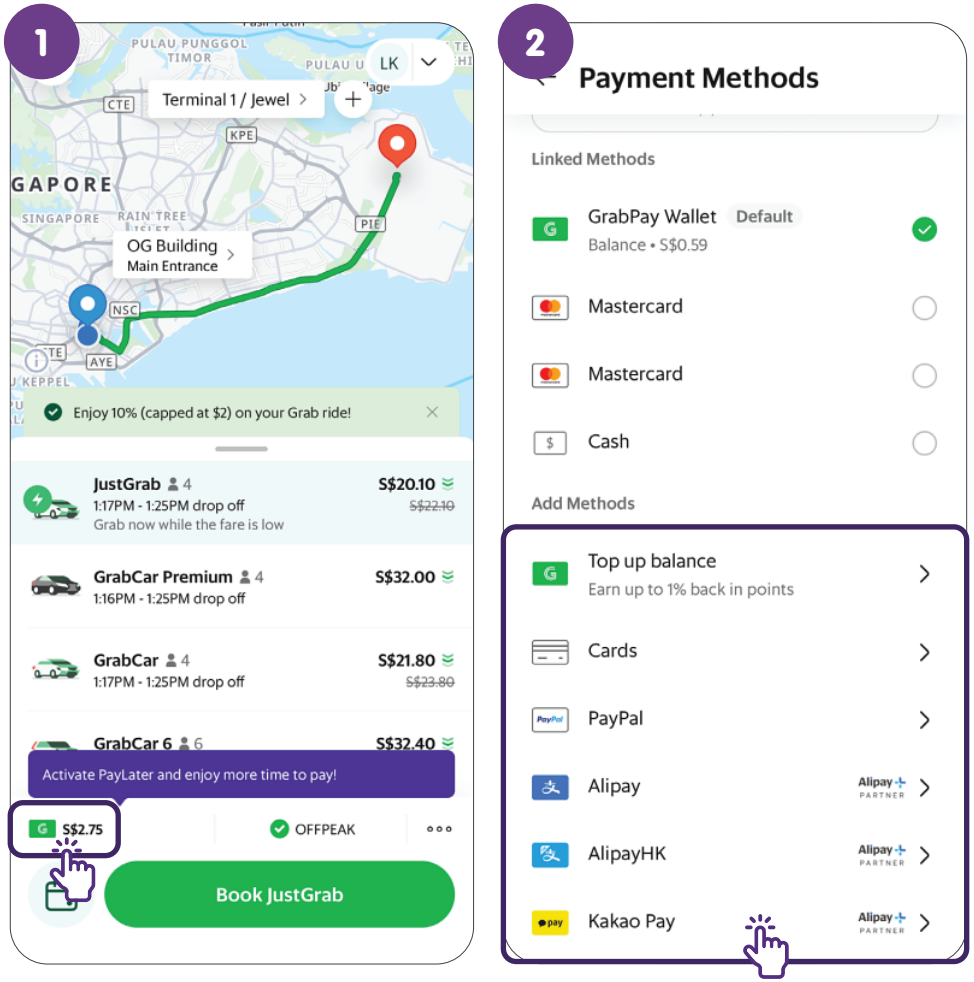




Common Steps Across Ride Hailing Apps - Set Payment Method

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



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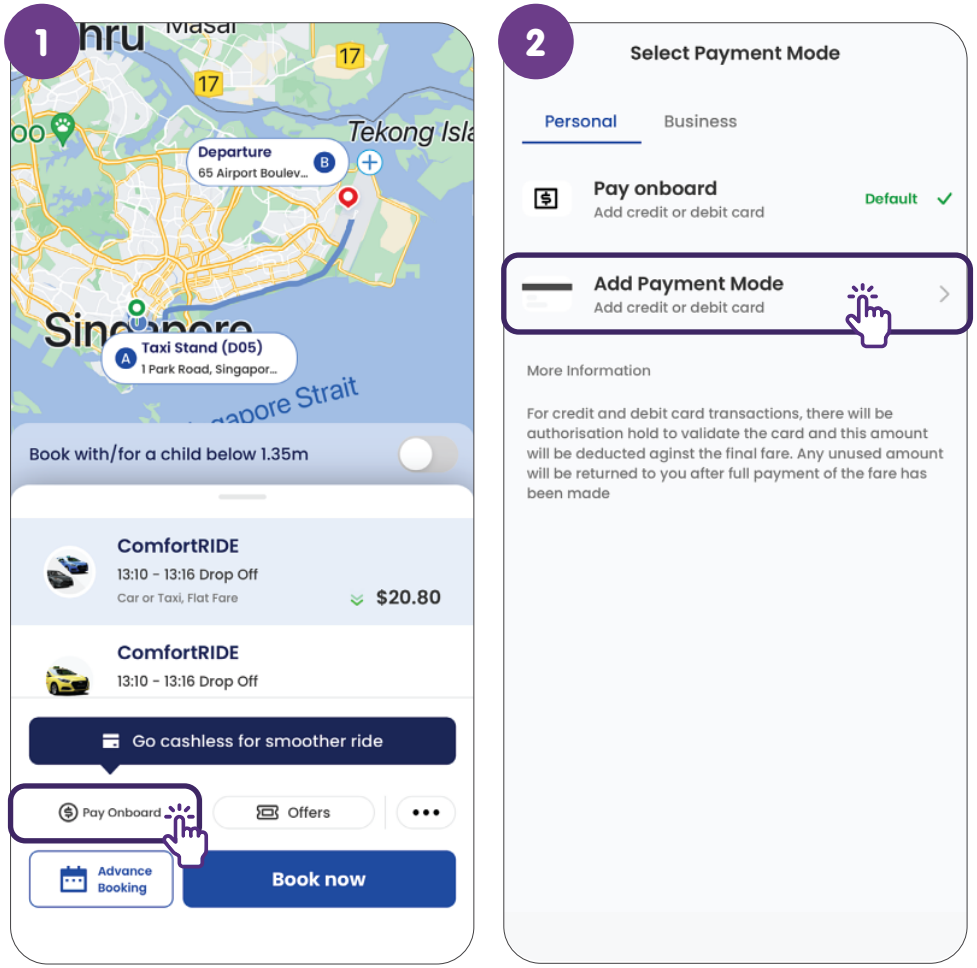
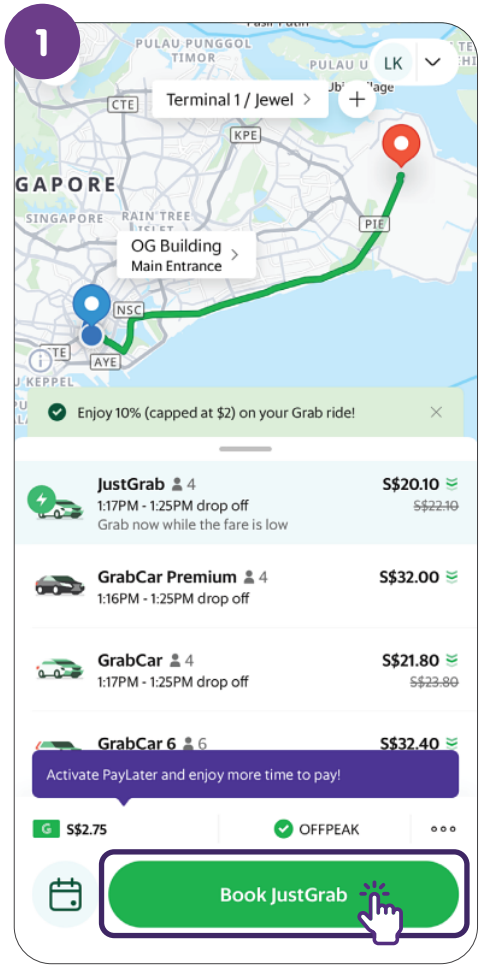
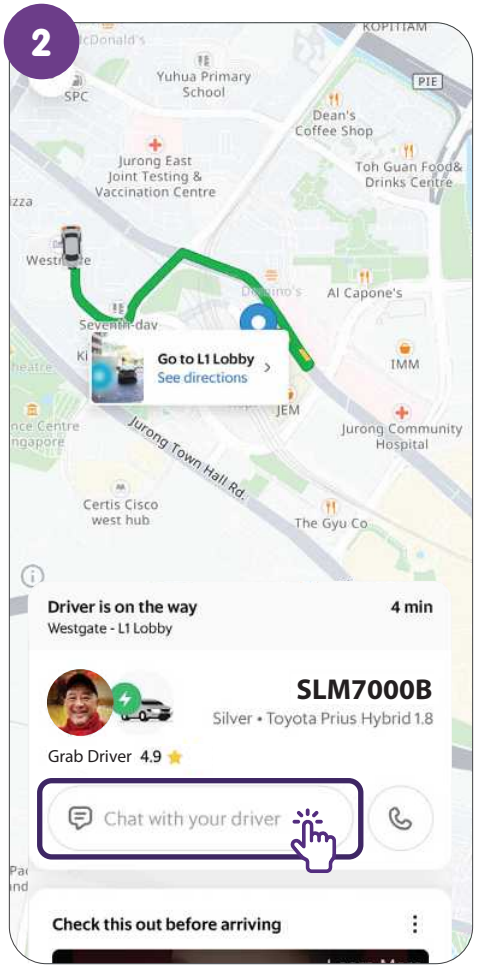


Common Steps Across Ride Hailing Apps - Confirm Booking

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





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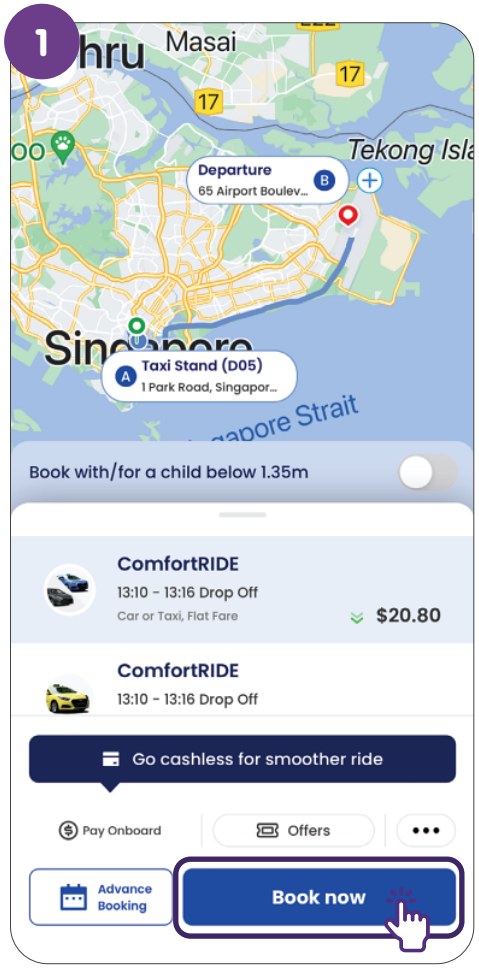
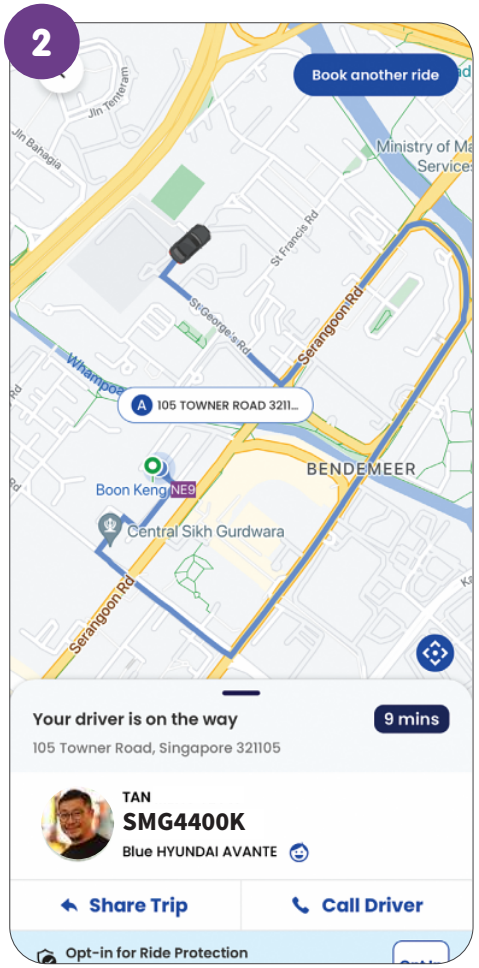
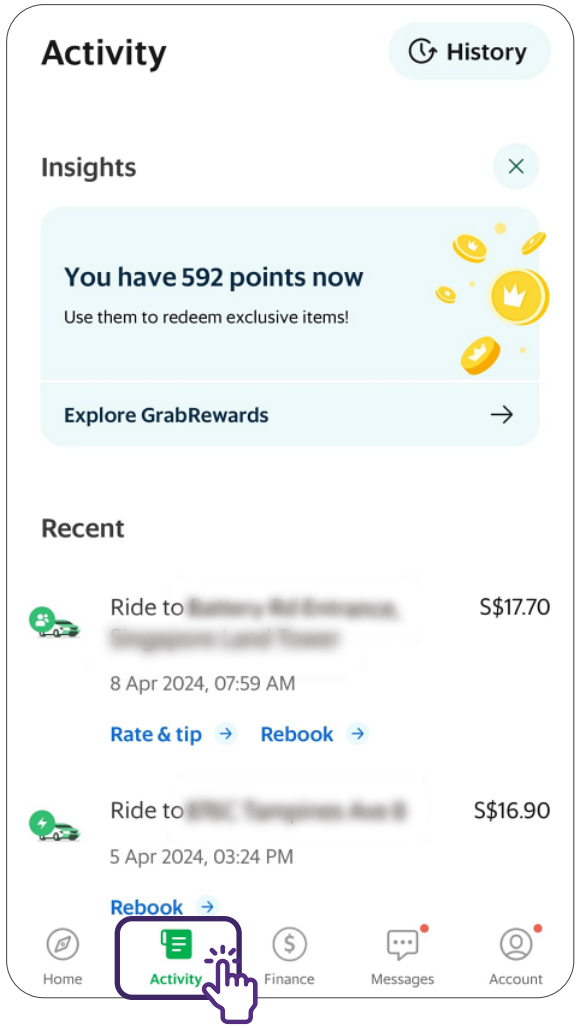




Common Steps Across Ride Hailing Apps - Check Transport History

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

Grab



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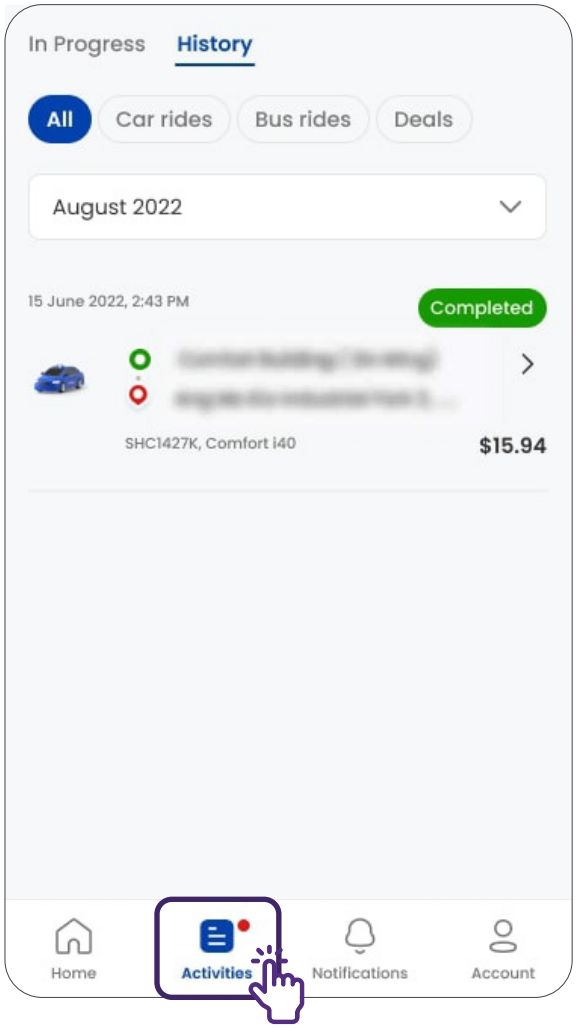
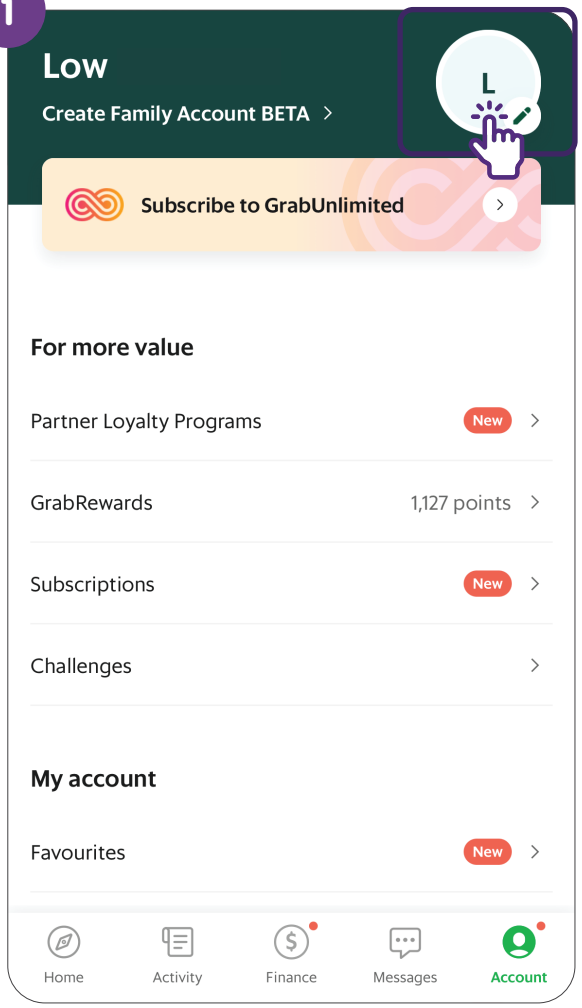


Common Steps Across Ride Hailing Apps - Log out

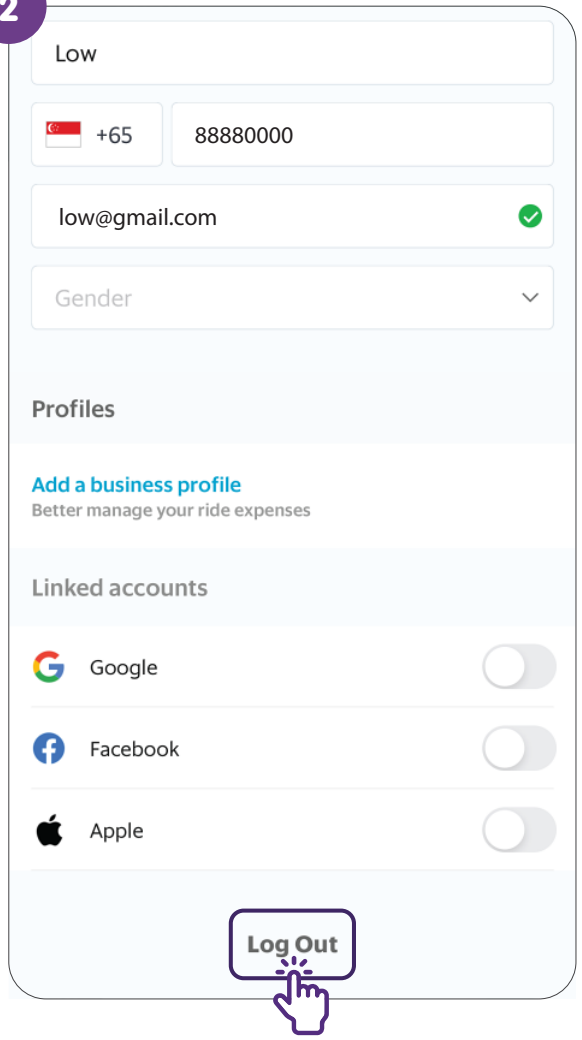
To protect your personal information, you should log out of your account after you have finished your transaction. The "Logout" option can usually be found in the account settings.

Grab

1



2



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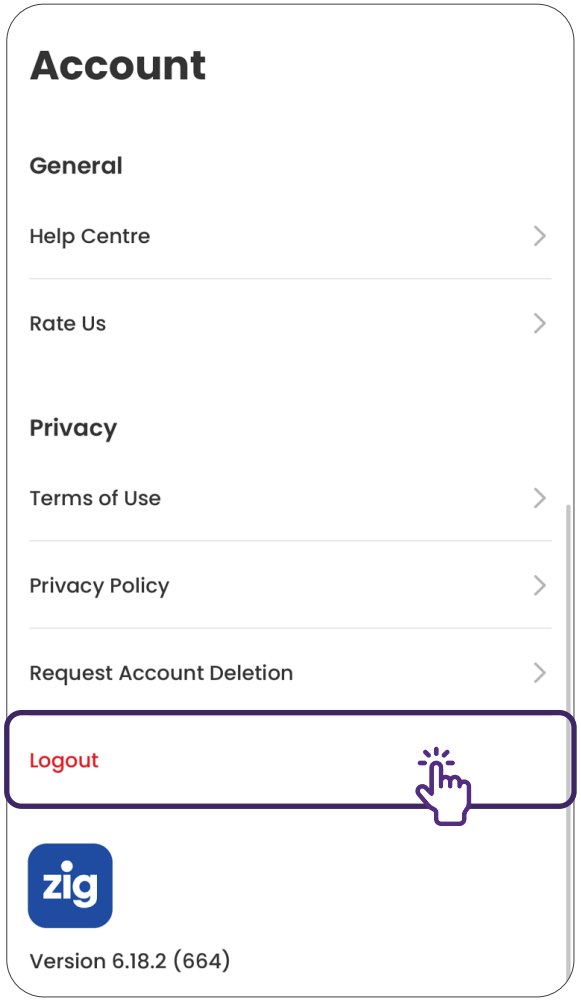


Step-by-step Guides to Use Ride Hailing Apps

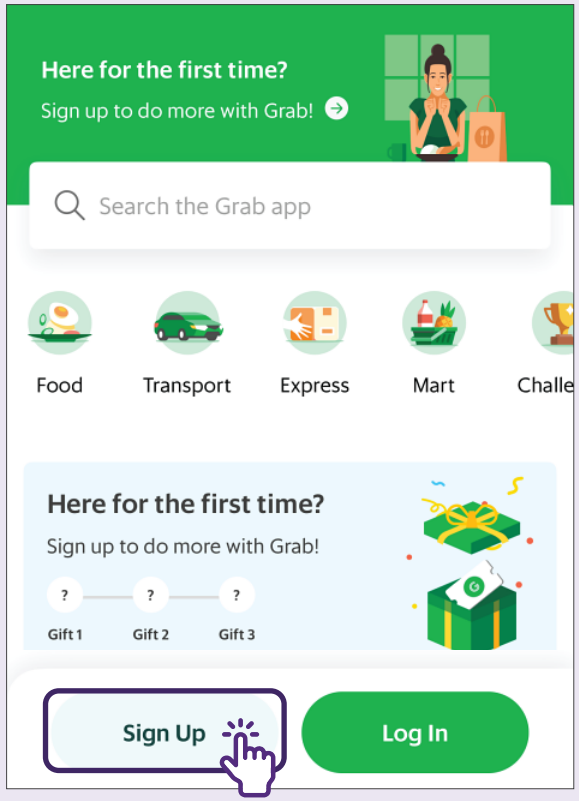
Grab	**Page 38**
Zig	Page 49

Sign up for a Grab Account

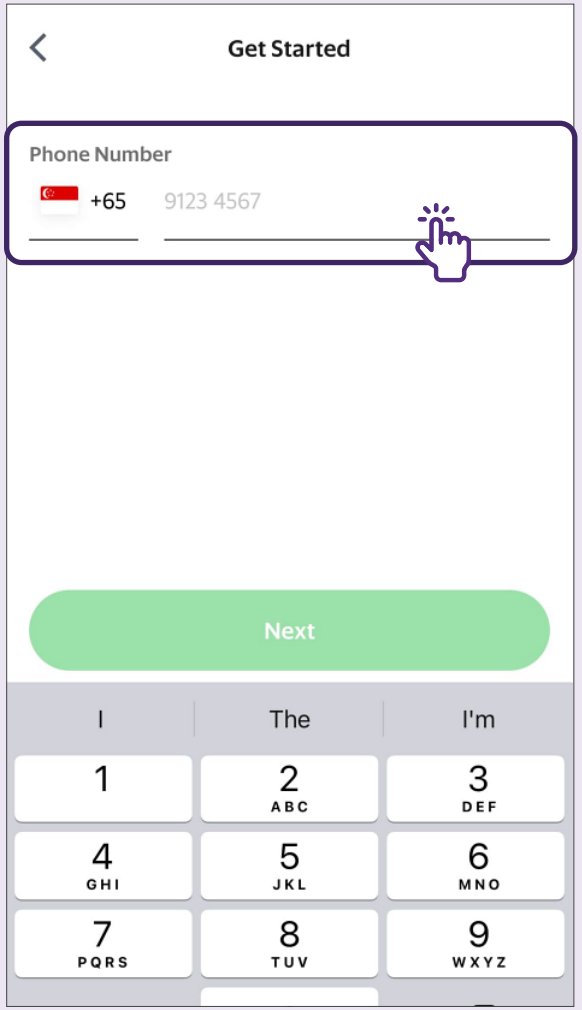
1 Launch Grab App

Find and tap the "**Grab**" icon.

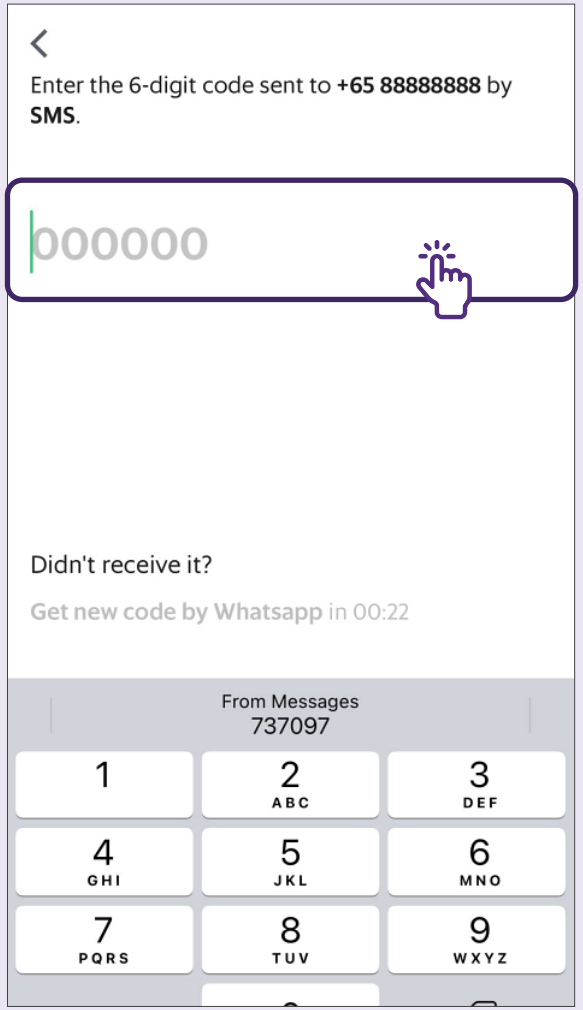
2 Tap on Sign Up



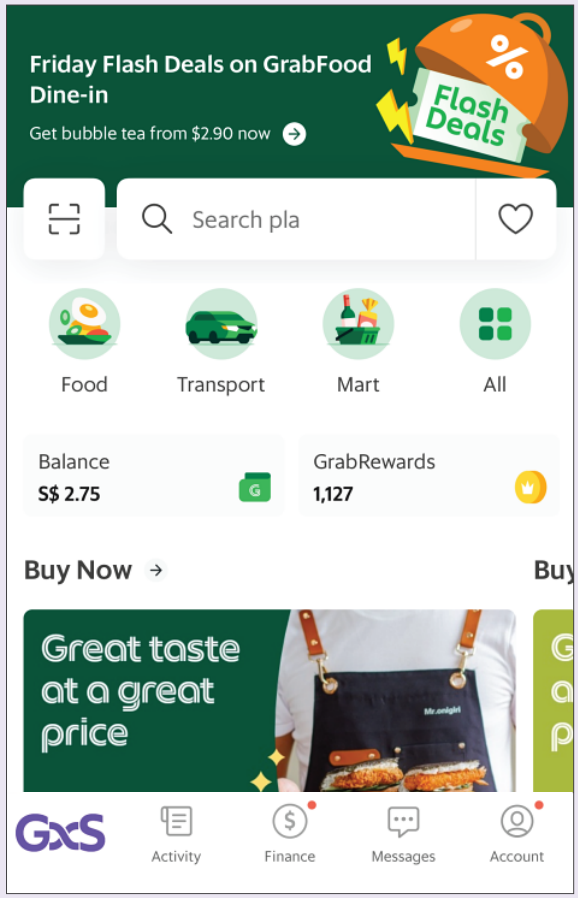
3 Enter Mobile Number



4 Enter SMS OTP Sent to Your Registered Number



5 Sign up Successful

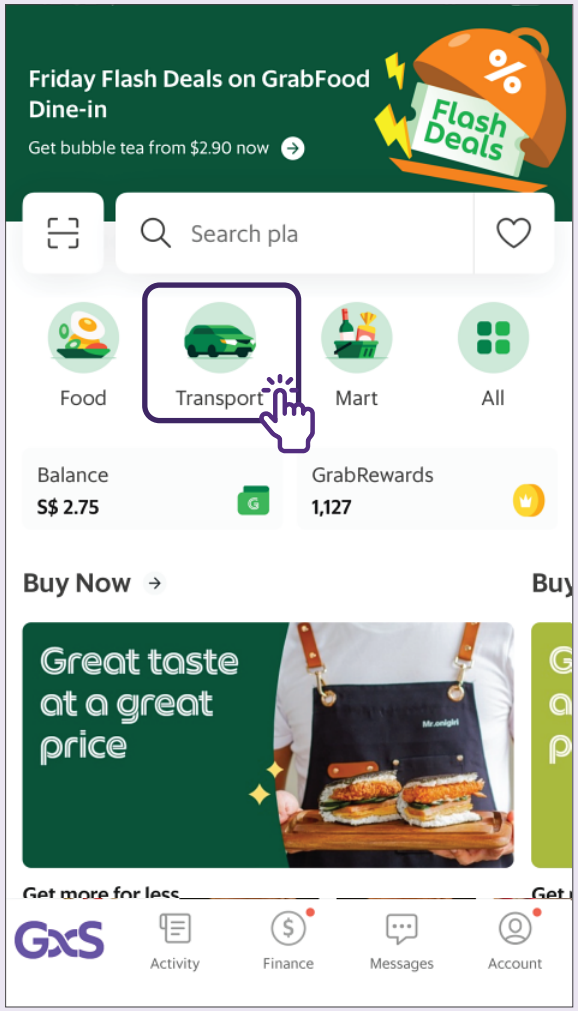


This is the homepage. Once you see this page, you are officially signed up.

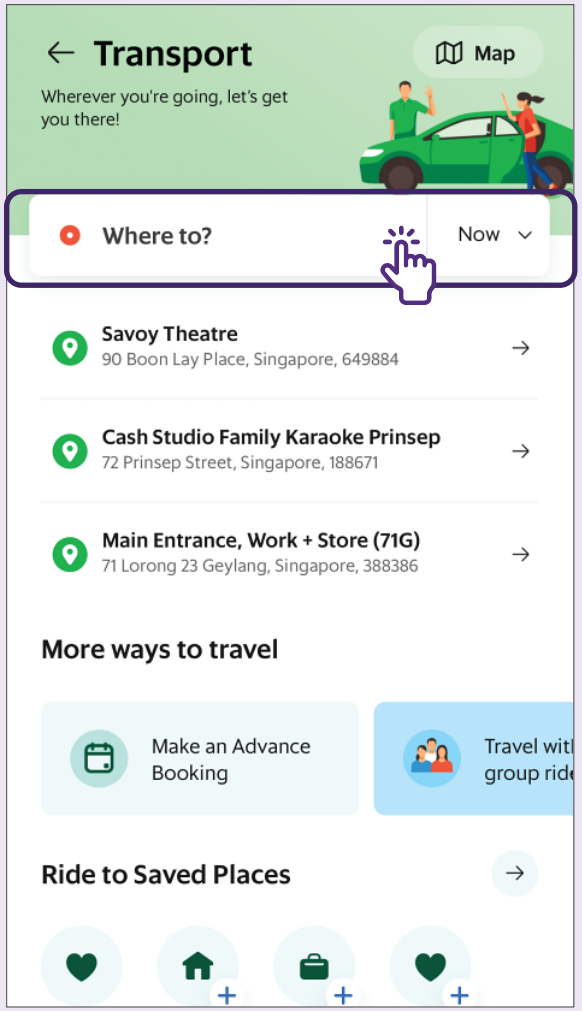
Notes

Book a Ride - Enter Pickup and Destination Addresses

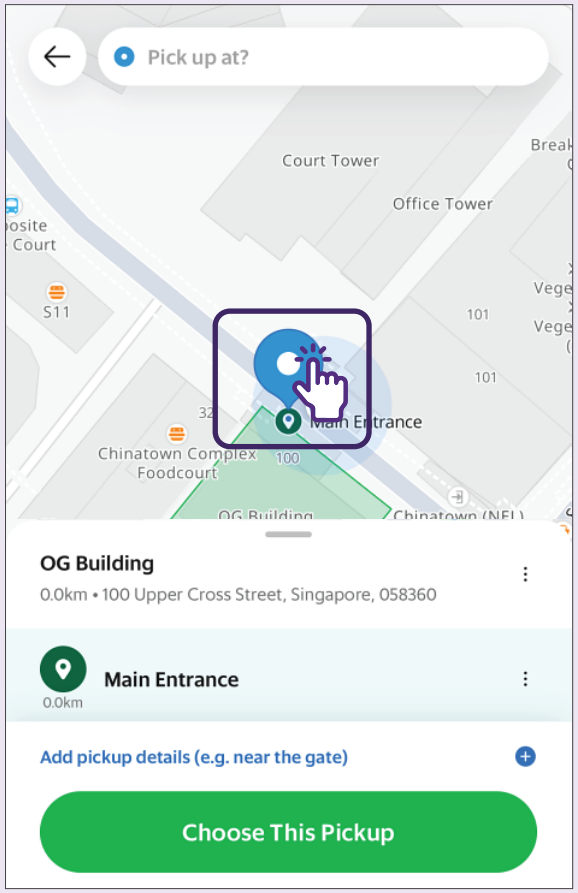
1 Tap on Transport on the Homepage



2 Enter your Destination



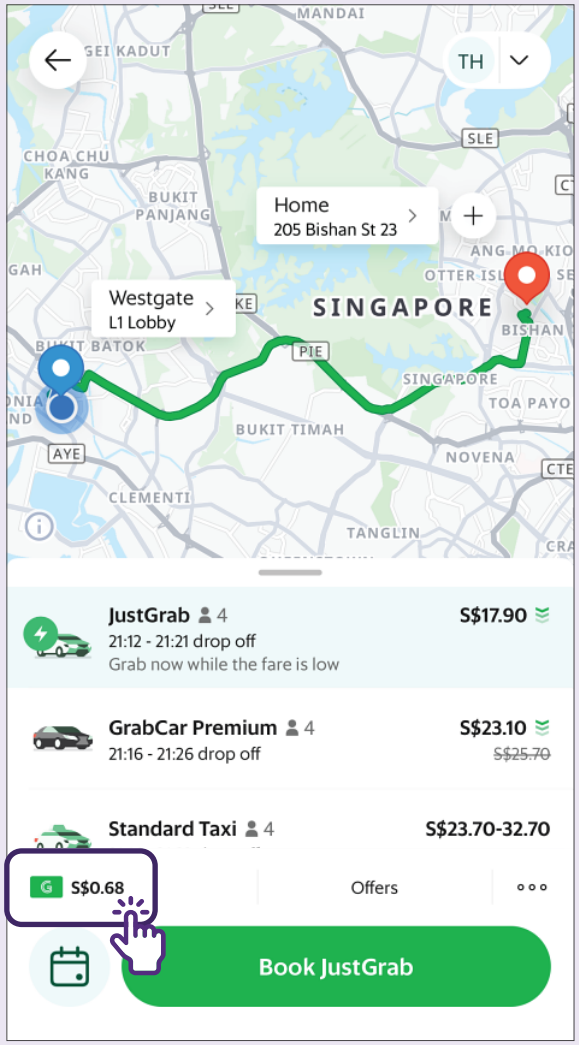
3 Check your Pickup Point



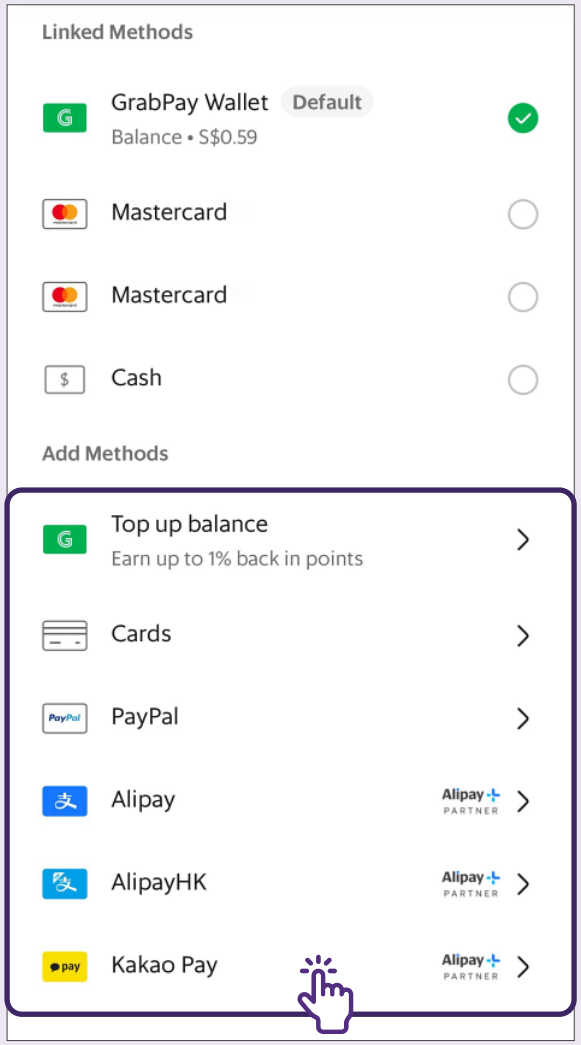
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

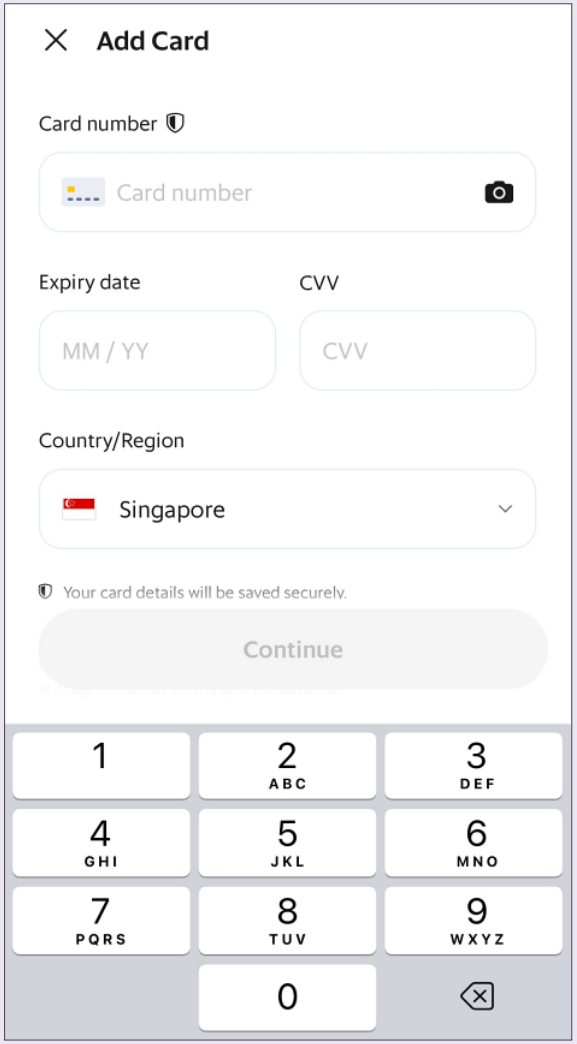
4 Tap on Payment Method



5 Choose Payment Method

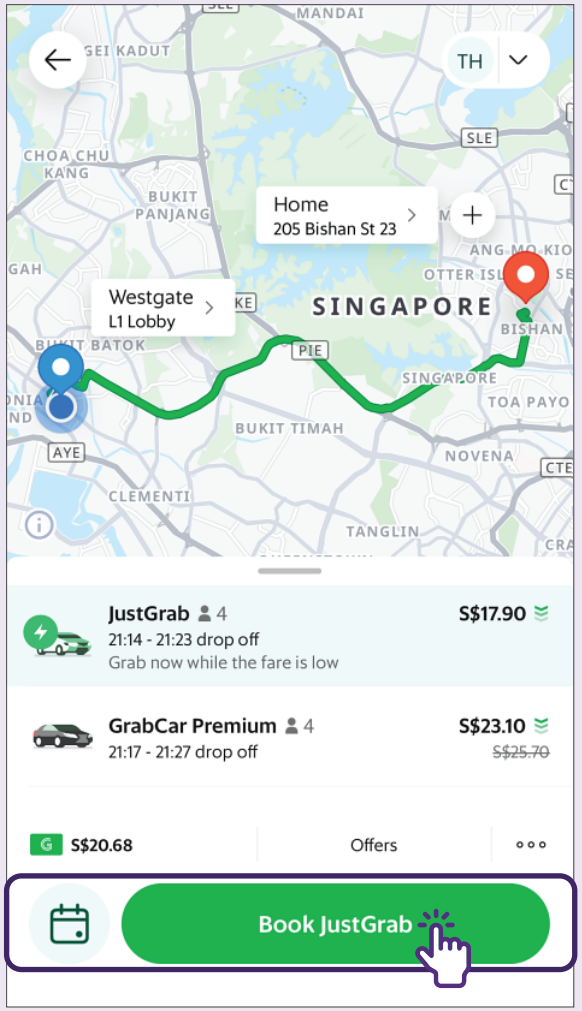


6 Enter Card Details

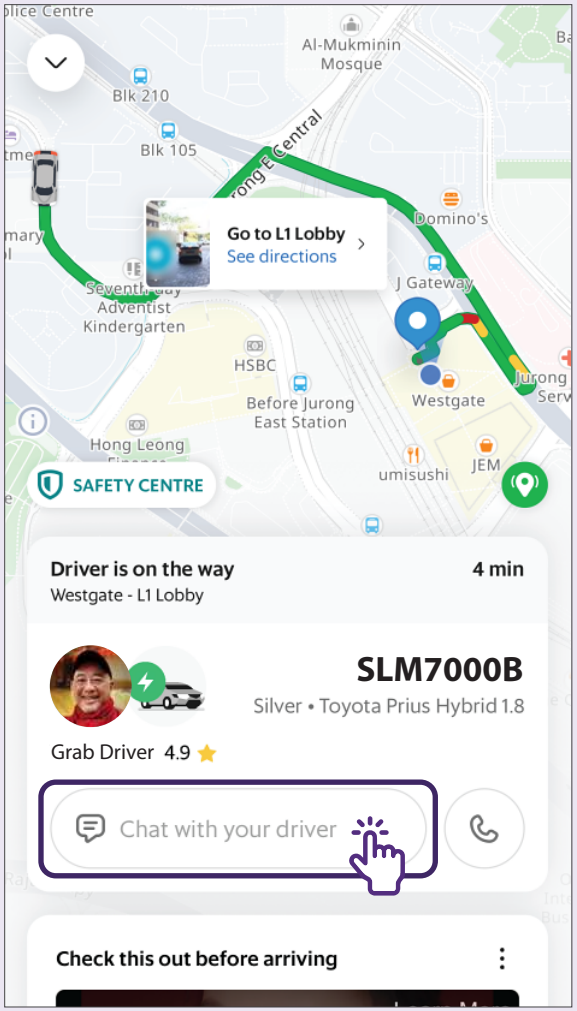


Book a Ride - Confirm the Ride

7 Tap on the Book Button

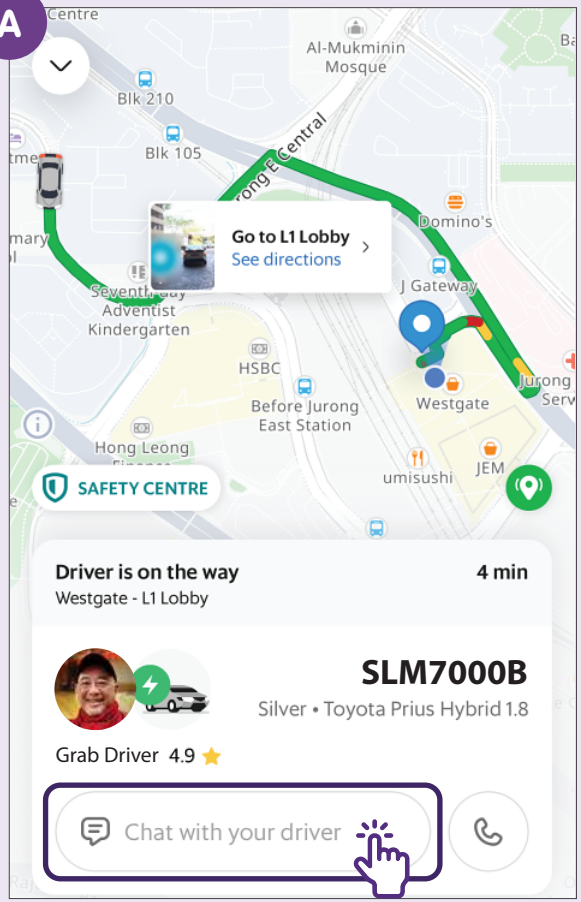


8 Wait for Ride



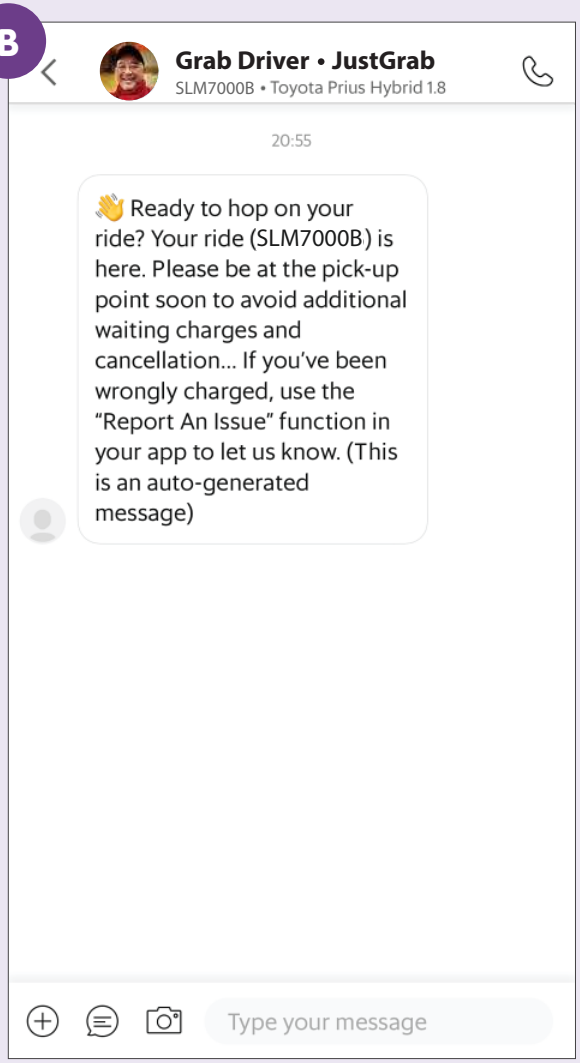
9 Chat with Driver, if needed

A

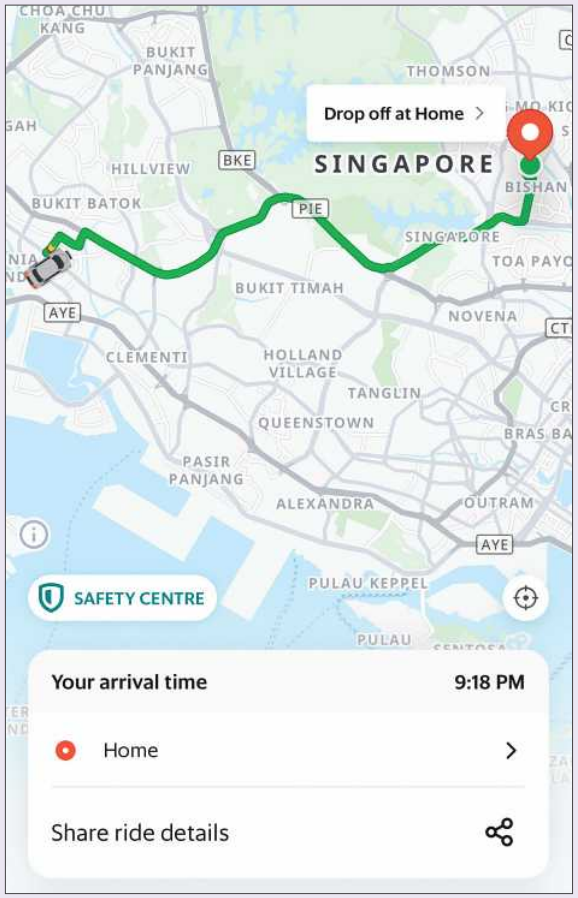


Take note to check the driver's car plate number before you board the car.

B



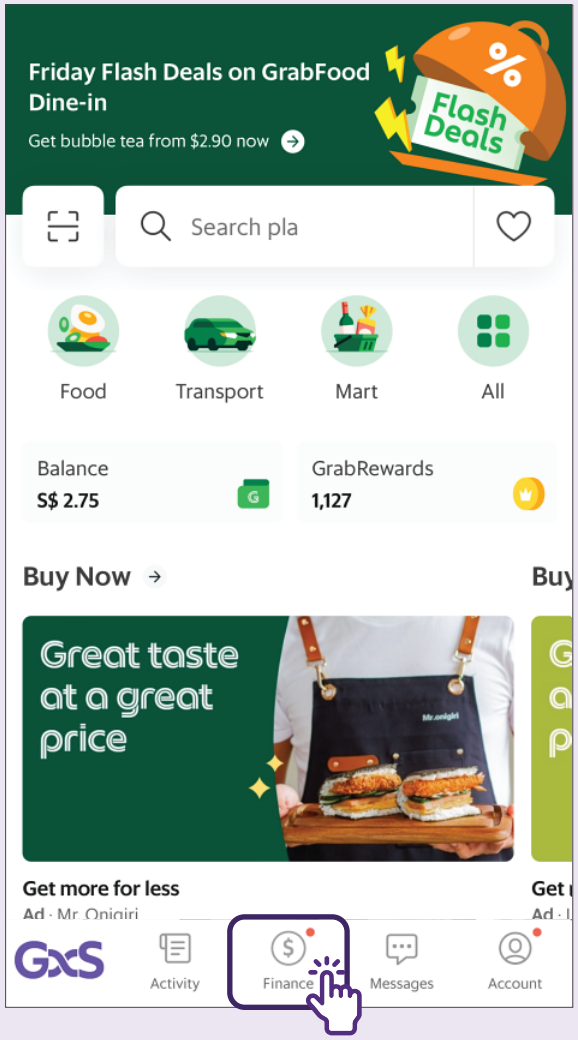
10 Monitor your Journey



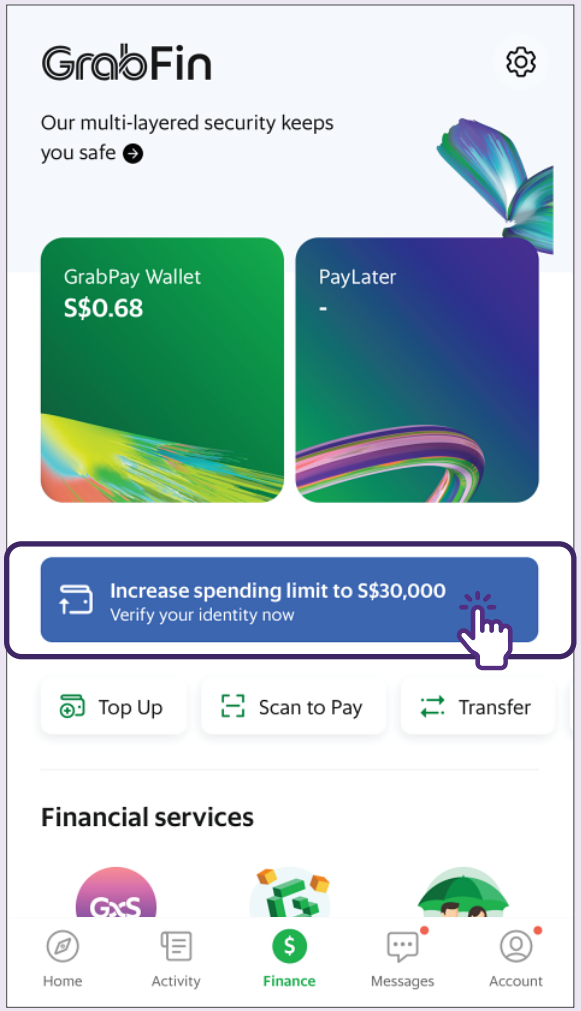
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Other Payment Methods - GrabPay Wallet

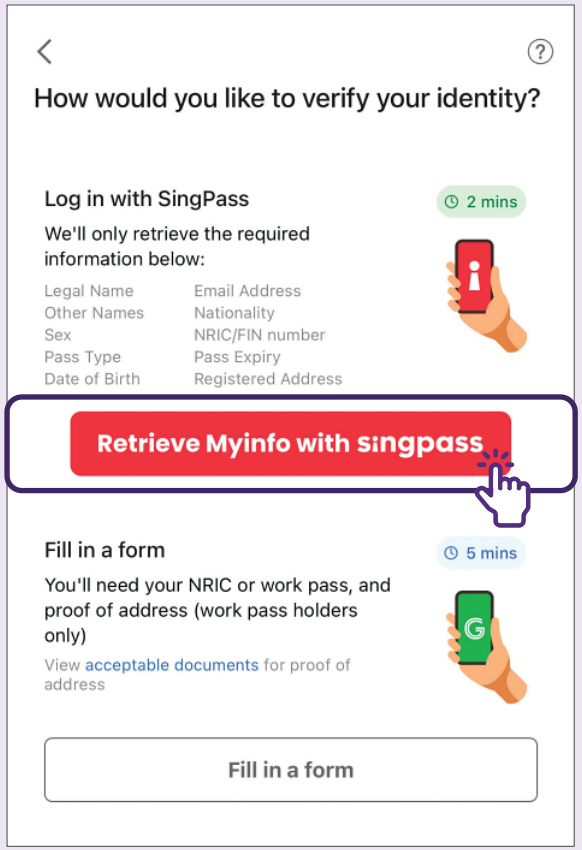
1 Tap on Finance



2 Verify your Identity

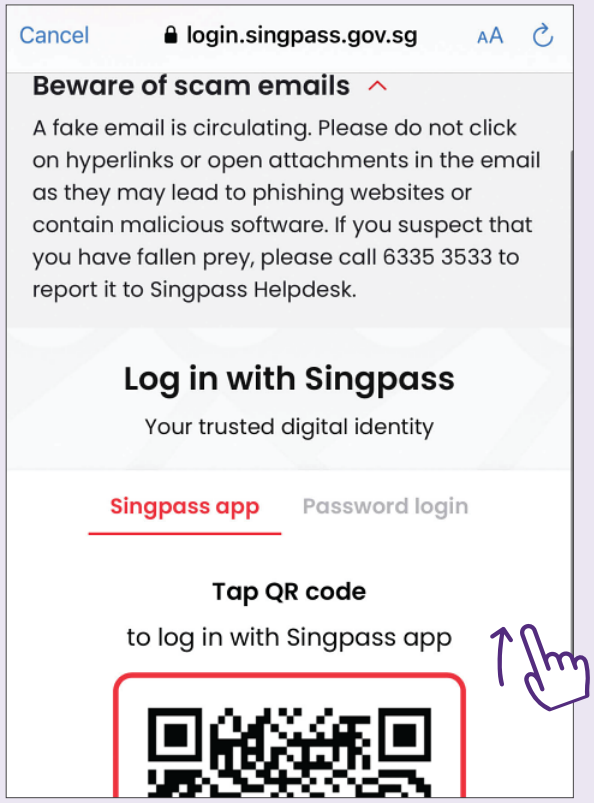


3 Retrieve Myinfo with Singpass



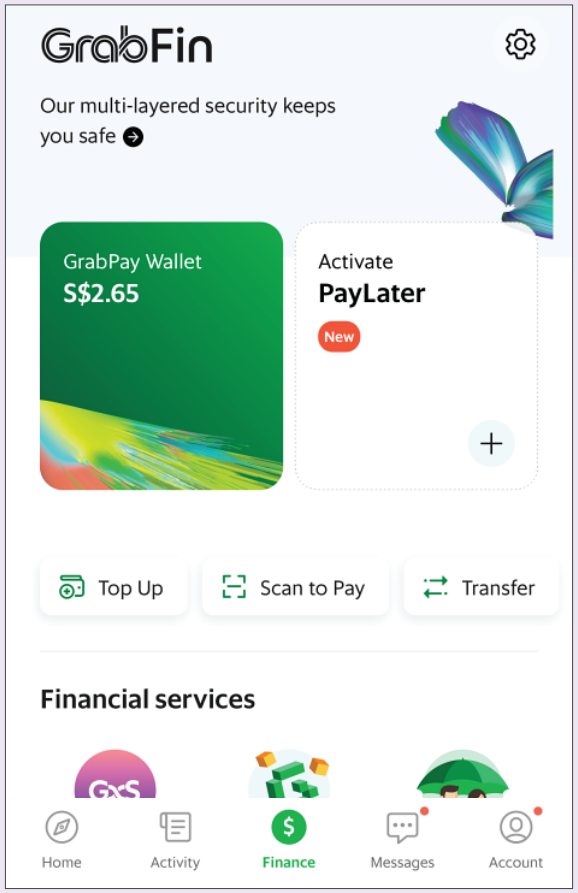
If you do not have Singpass, you can tap on **"Fill in a form"** to fill up an on-screen form to set up your GrabPay wallet.

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.

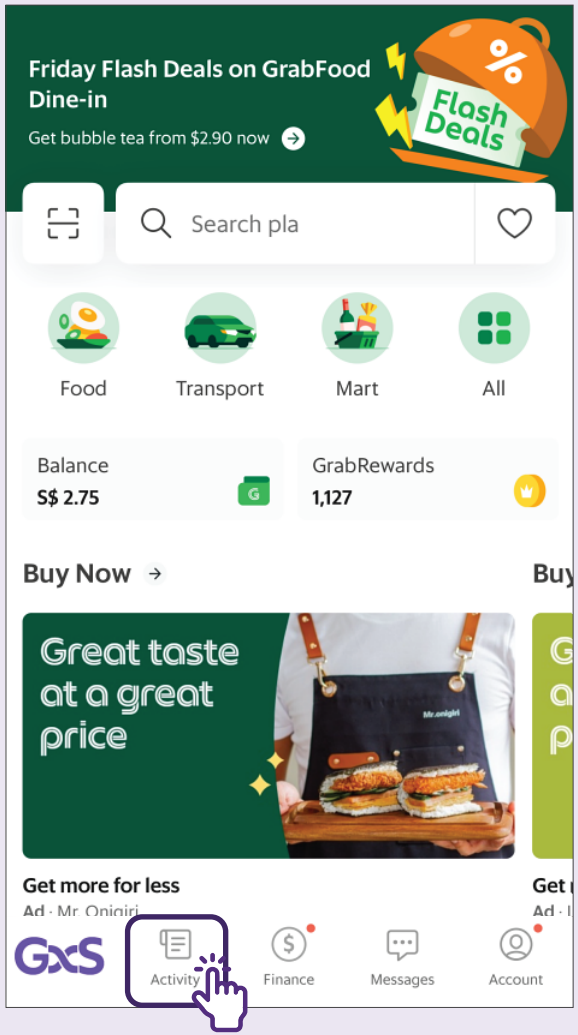
5 Successful Set up GrabPay Wallet



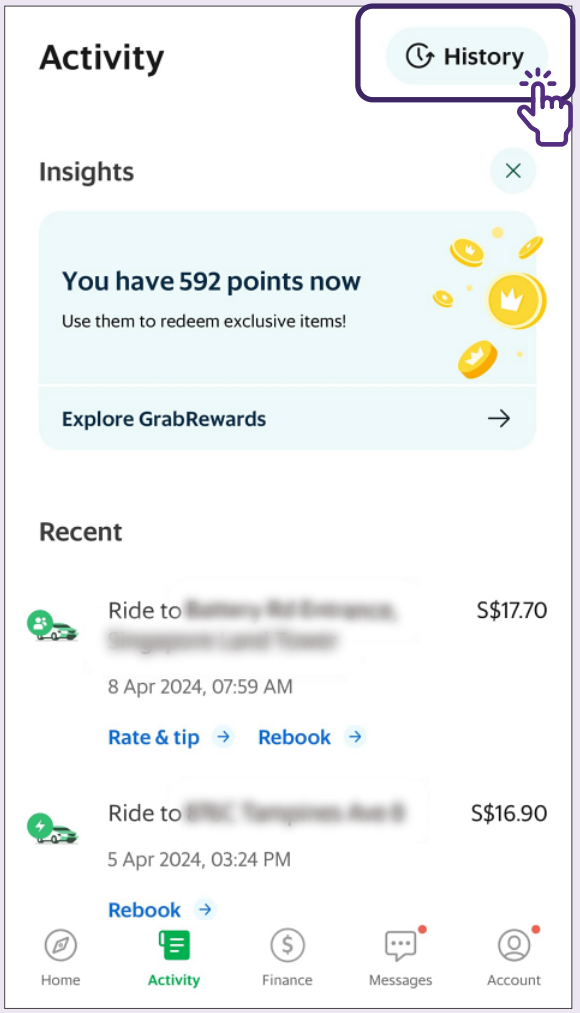
You will see a similar page upon successfully setting up your GrabPay wallet.

Check Transport History

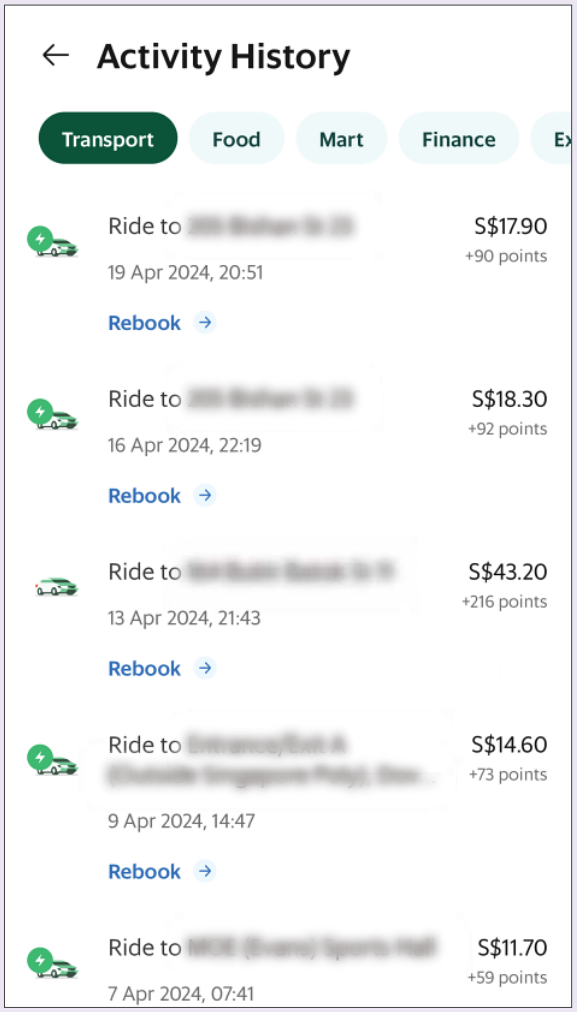
1 Tap on Activity on Homepage



2 Tap on History

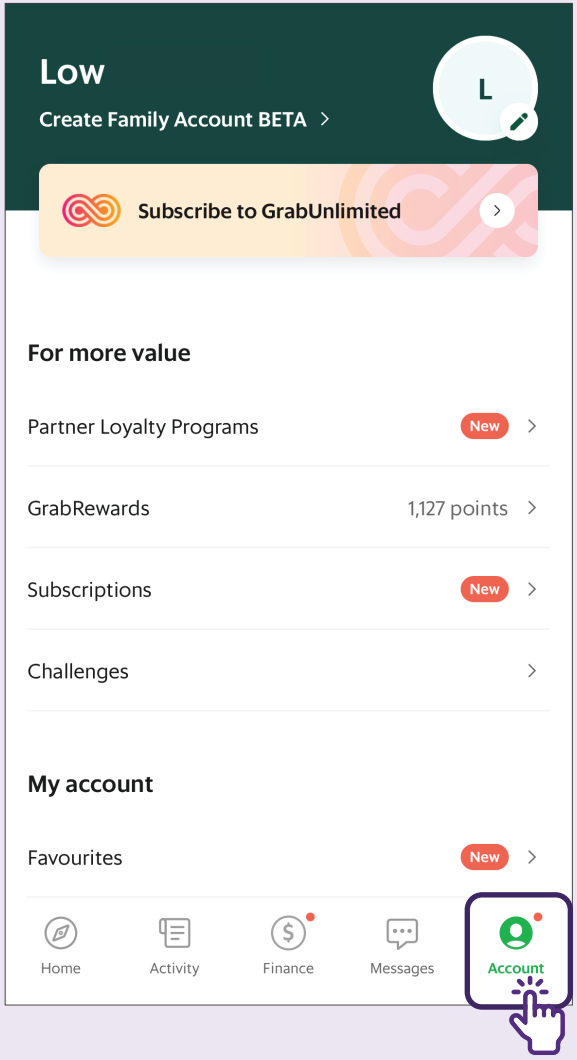


3 View All Past Rides and Tap on Any to View More Details

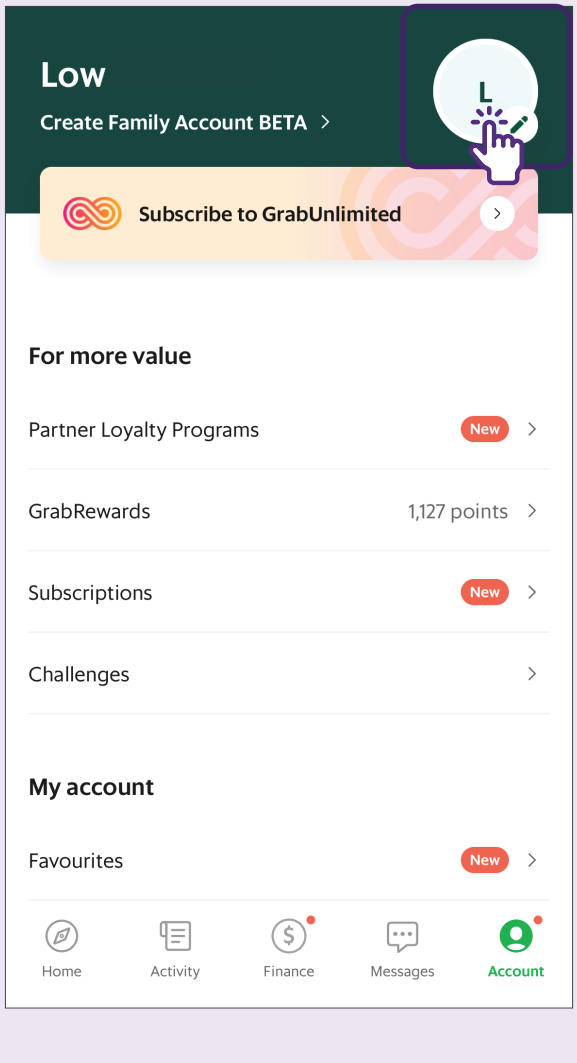


Log out of Your Account

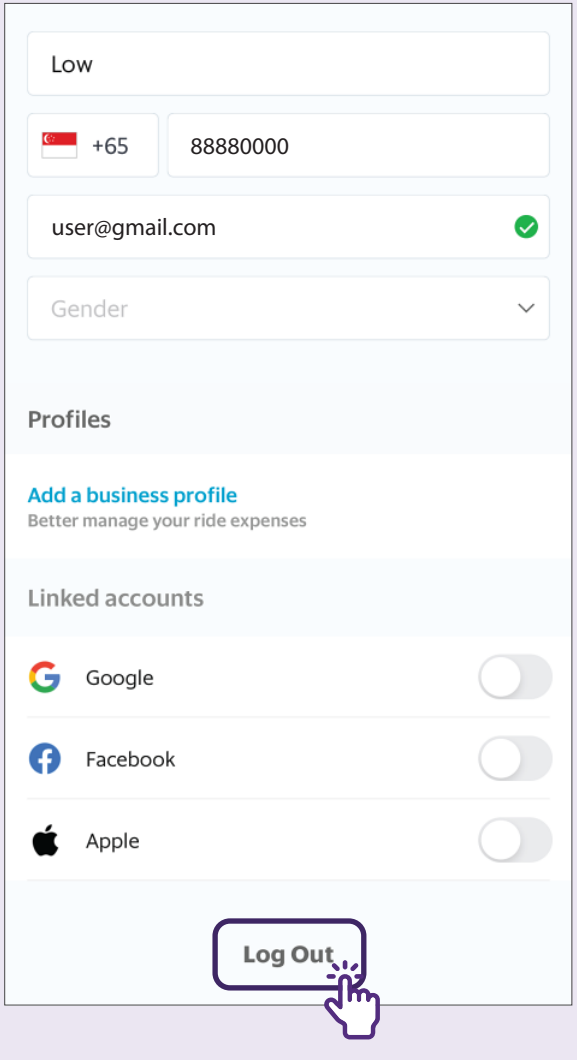
1 Tap on Account on Homepage



2 Tap on Your Profile



3 Tap on Log Out



Step-by-step Guides to Use Ride Hailing Apps

Grab Page 38

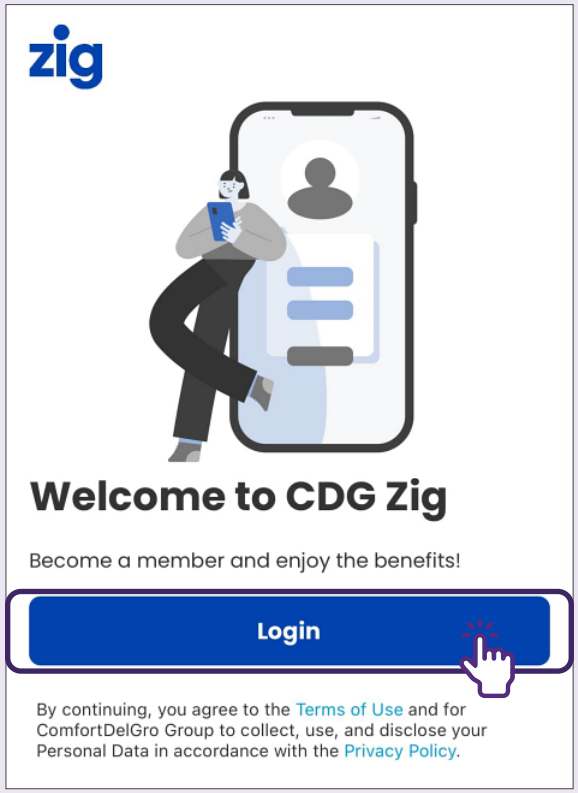
Zig **Page 49**

Sign up for a Zig Account

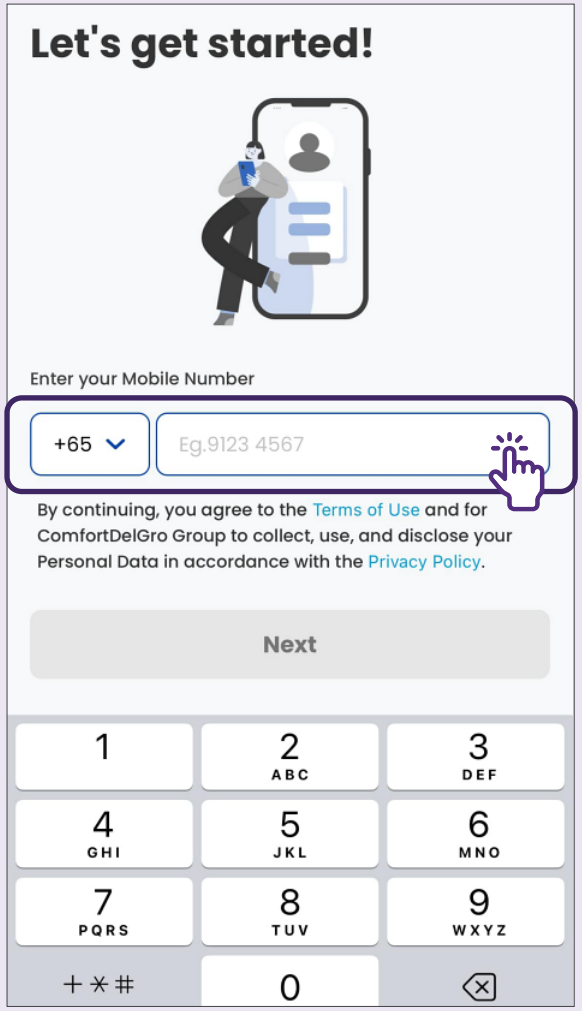
1 Launch Zig App

Find and tap the **"Zig"** icon.

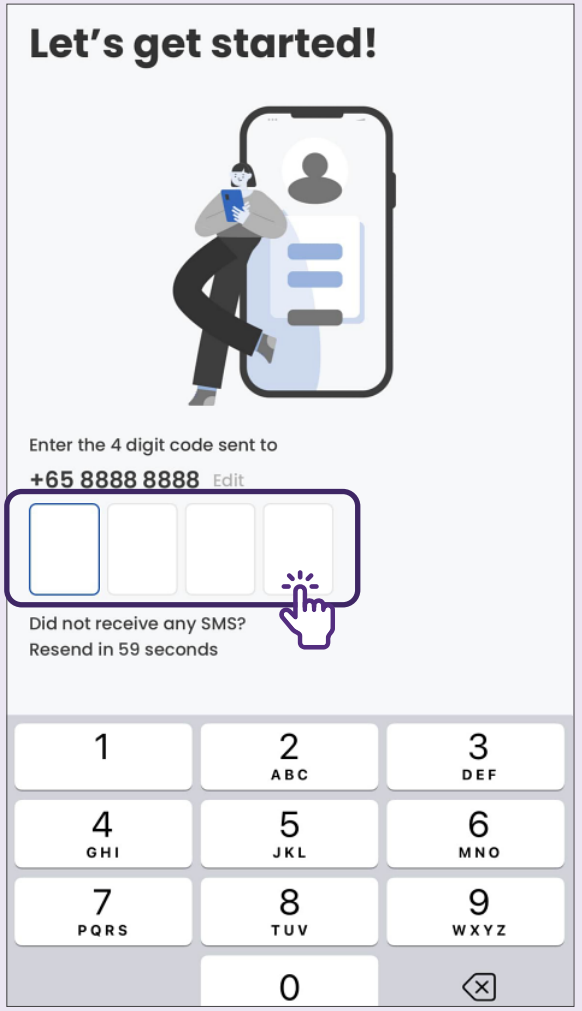
2 Tap on Login



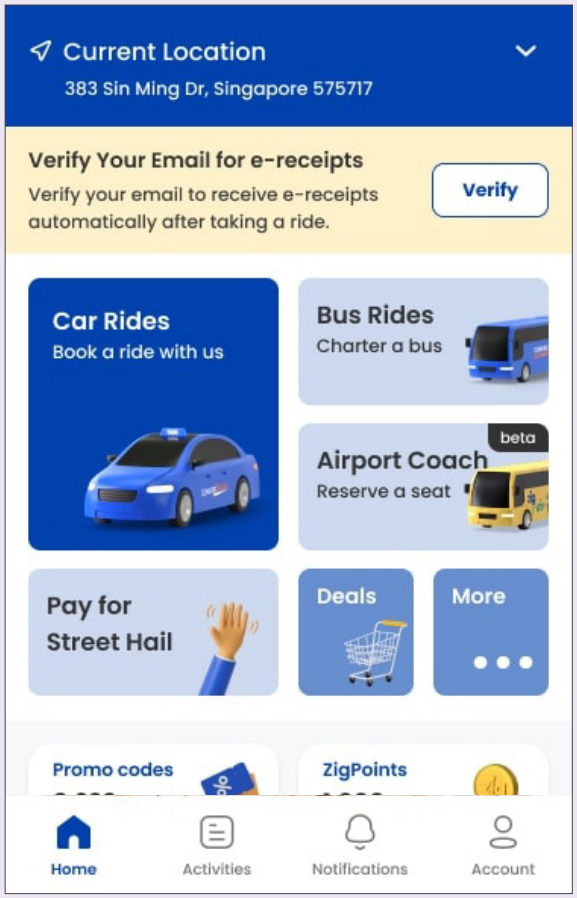
3 Enter Mobile Number



4 Enter SMS OTP Sent to Your Registered Number



5 Sign up Successful

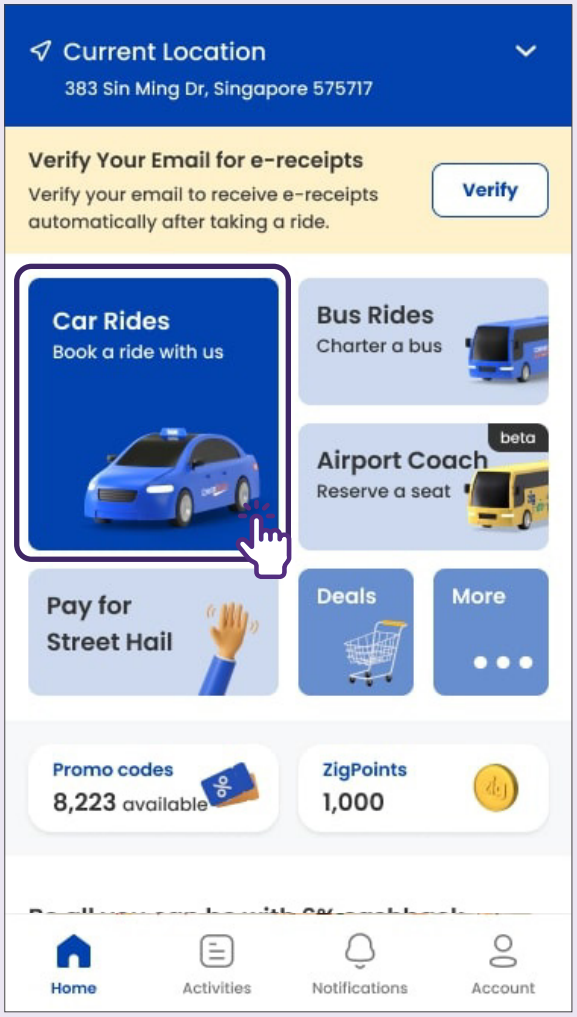


This is the homepage. Once you see this page, you are officially signed up.

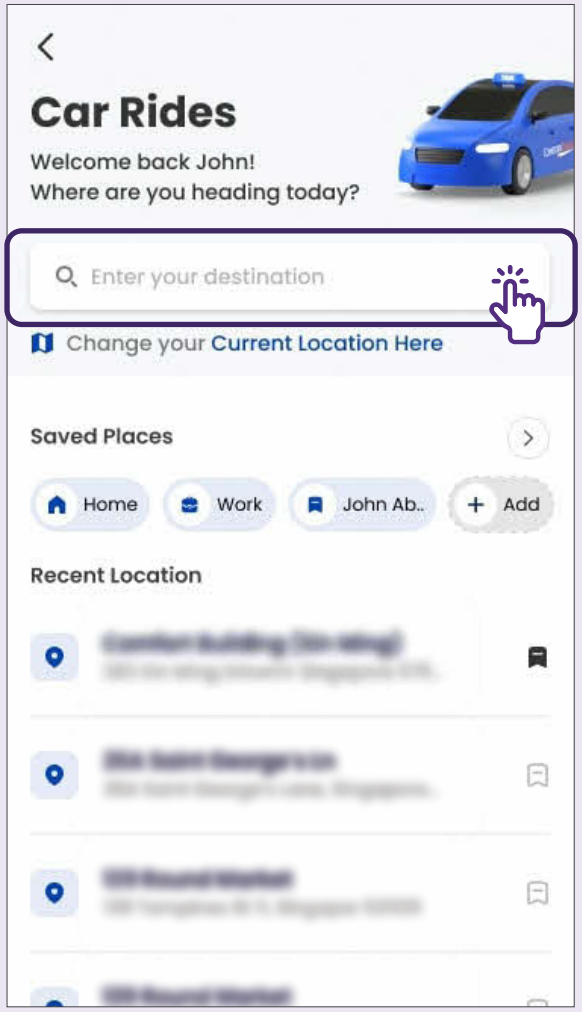
Notes

Book a Ride - Enter Pickup and Destination Addresses

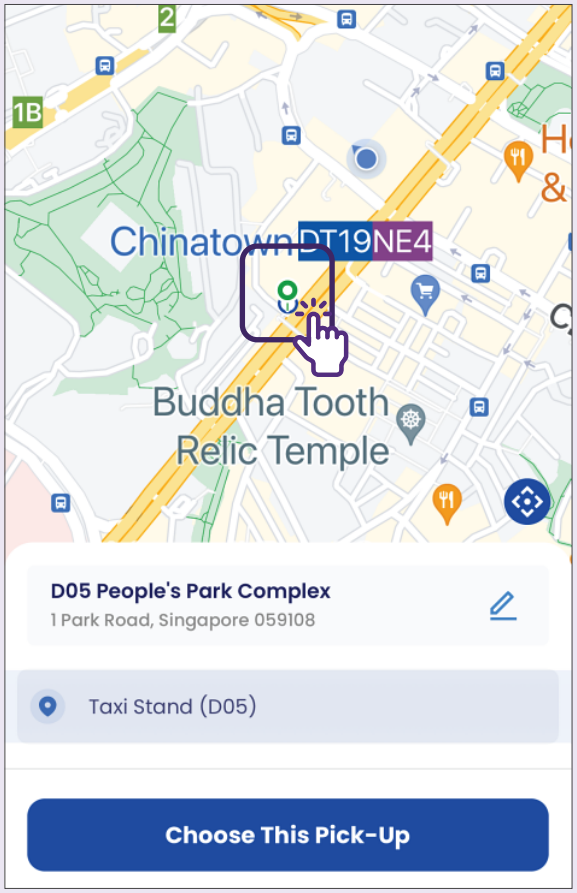
1 Tap on Car Rides on the Homepage



2 Enter Your Destination



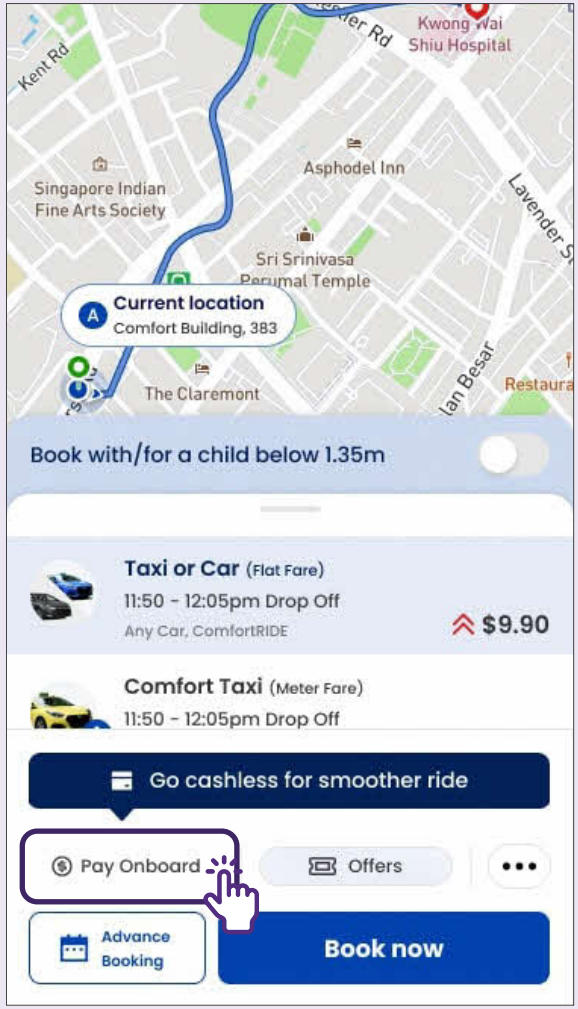
3 Check Your Pickup Point



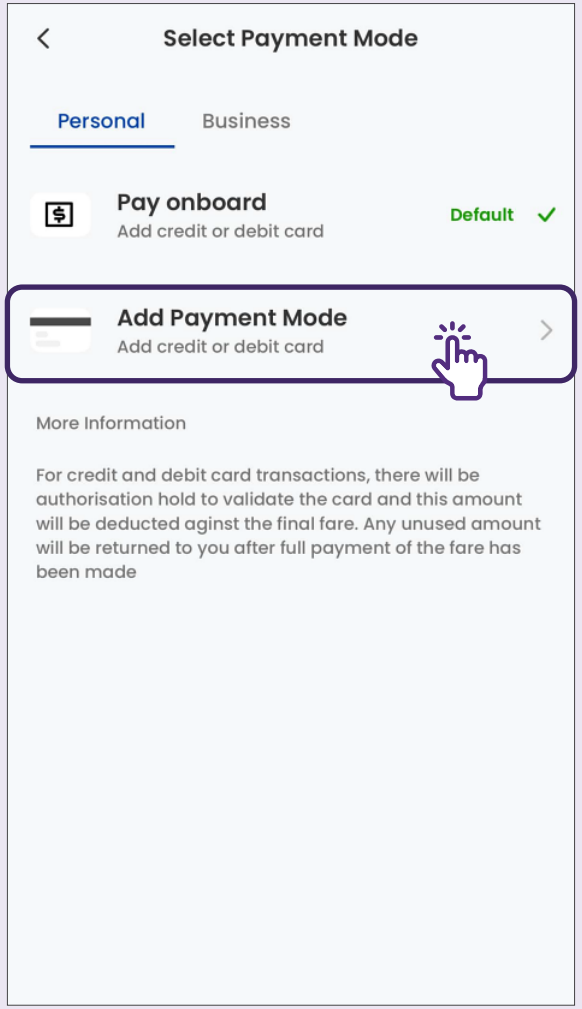
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

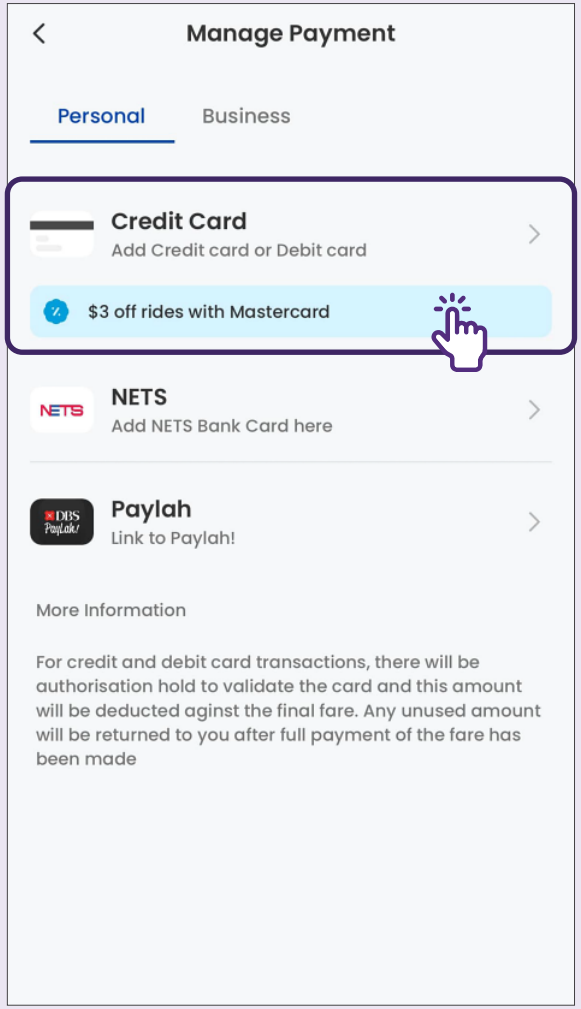
4 Tap on Payment Method



5 Choose Add Payment Mode

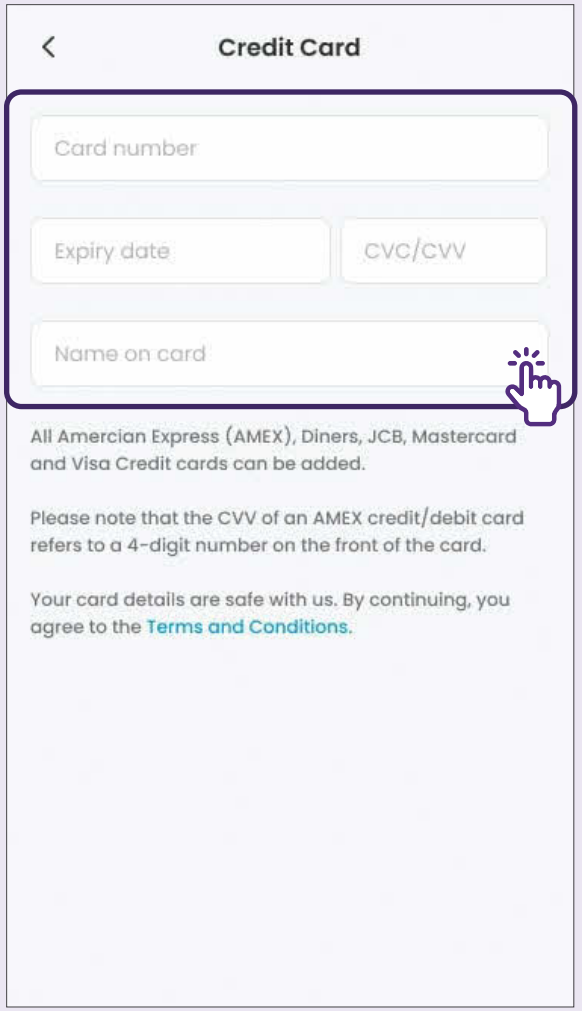


6 Tap on Credit Card

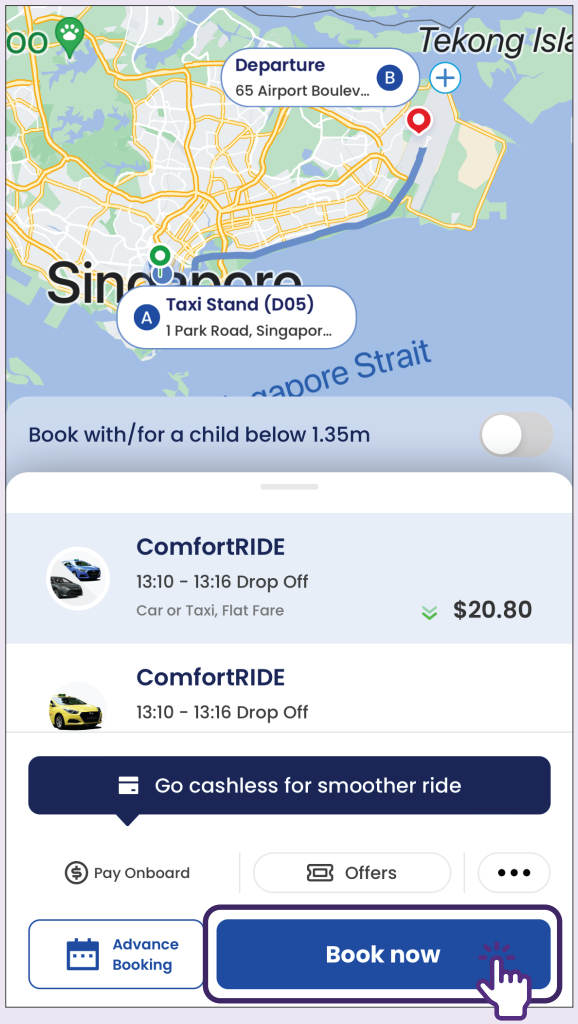


Book a Ride - Confirm the Ride

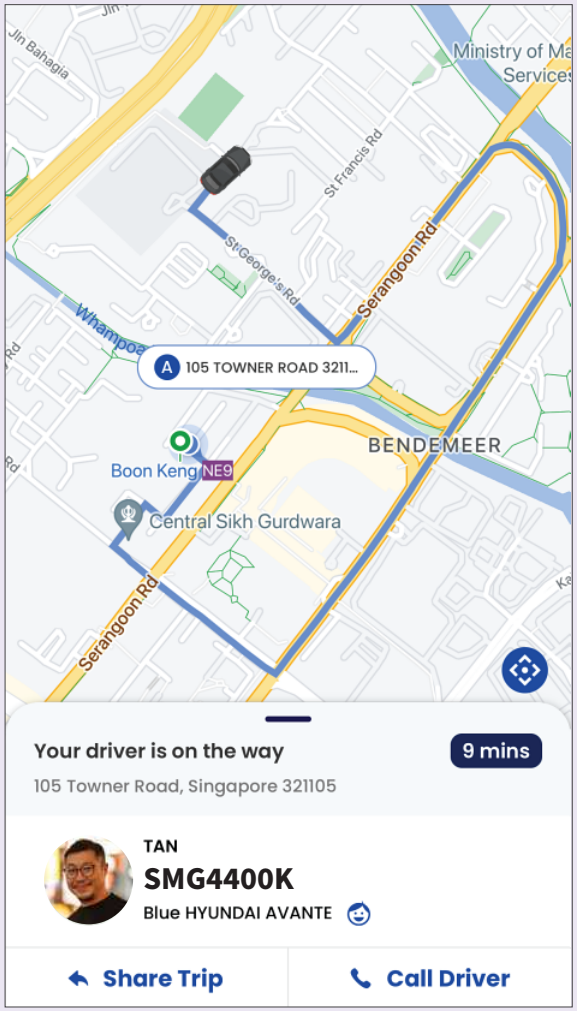
7 Enter Card Details



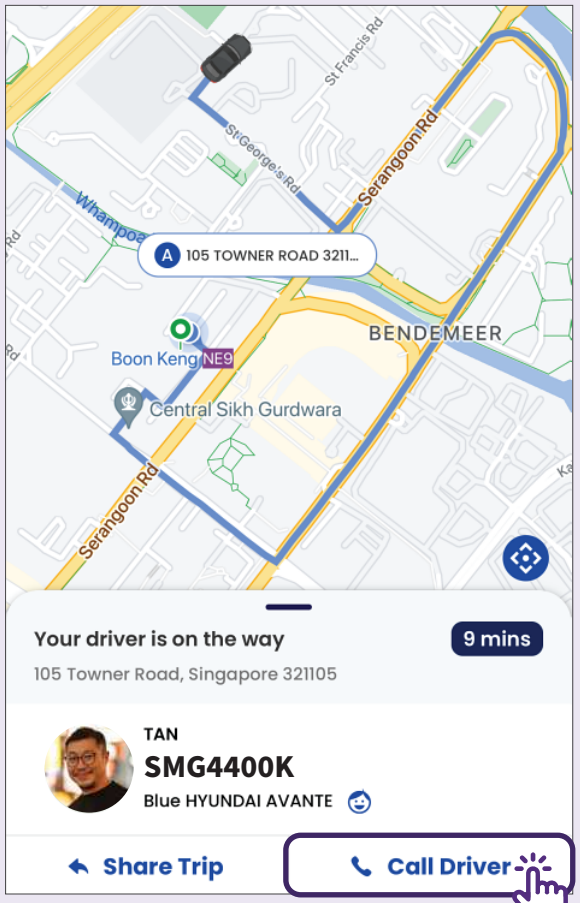
8 Tap on the Book now Button



9 Wait for Ride

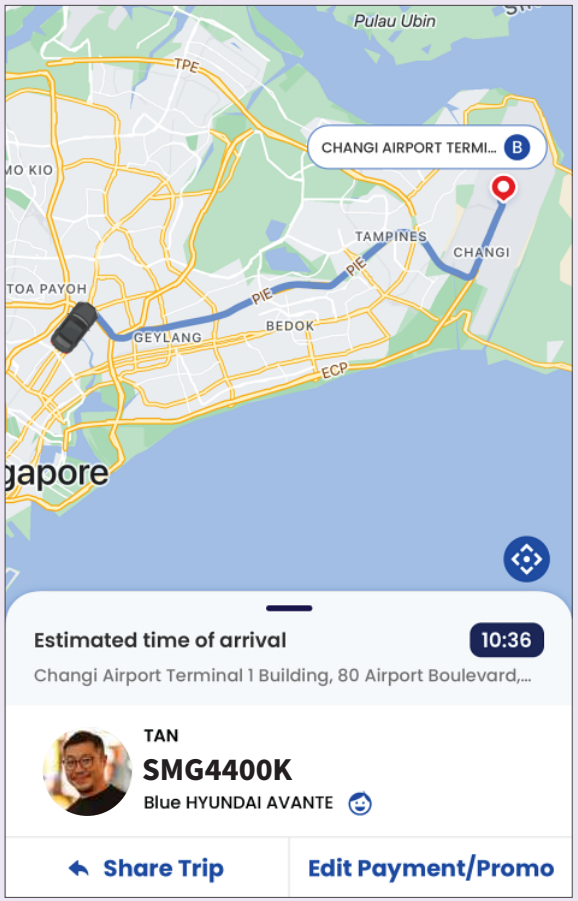


10 Call the Driver, if Needed



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

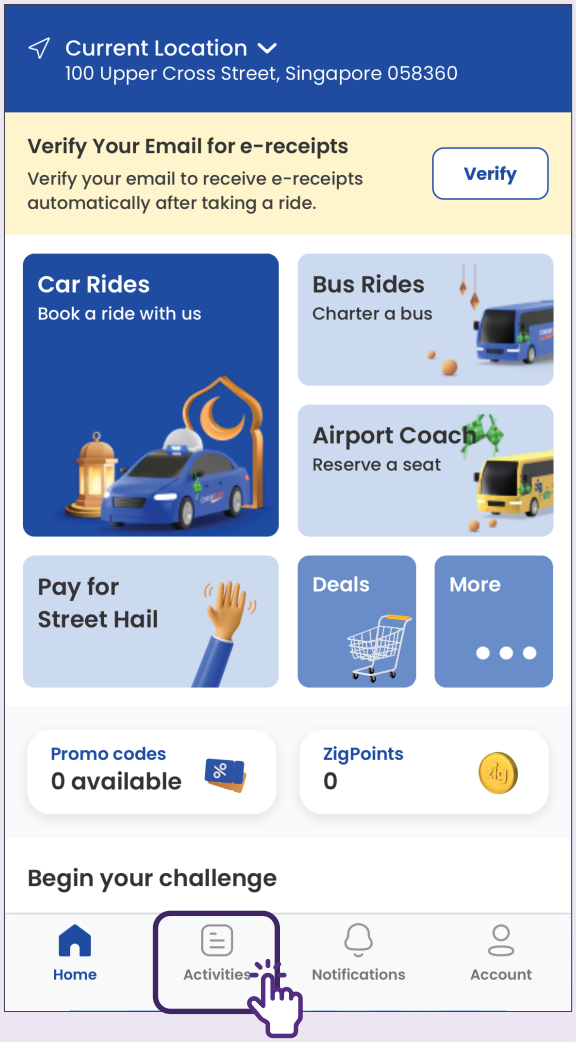
11 Monitor your Journey



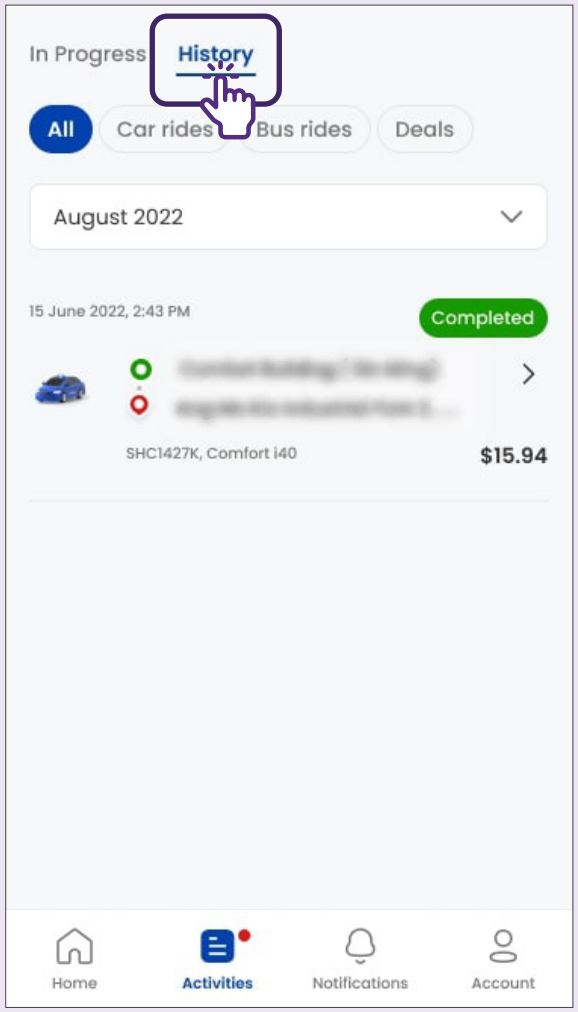
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Check Transport History

1 Tap on Activities on Homepage

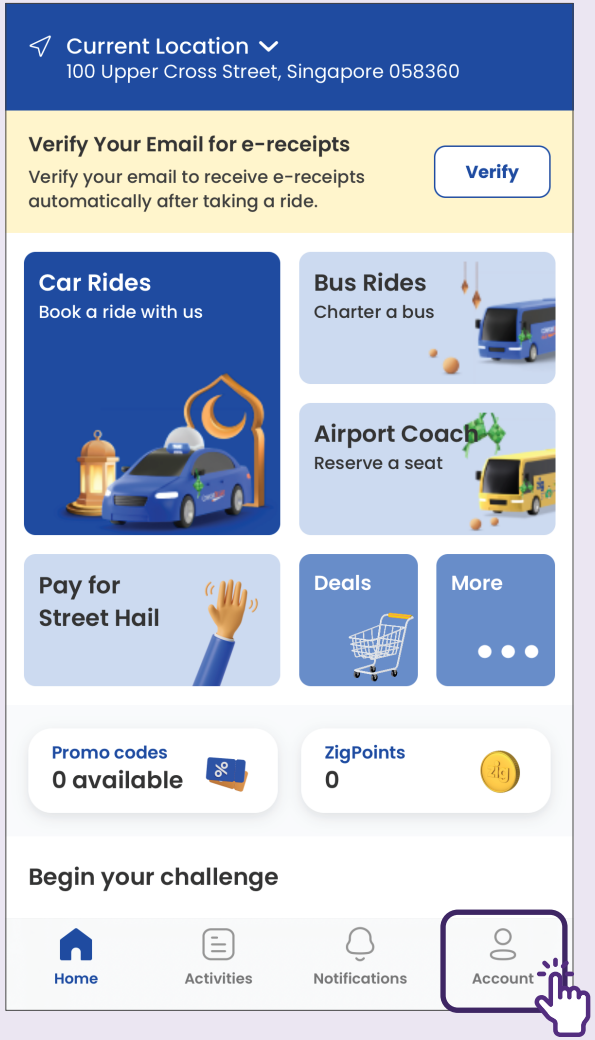


2 Tap on History to View All Past Rides

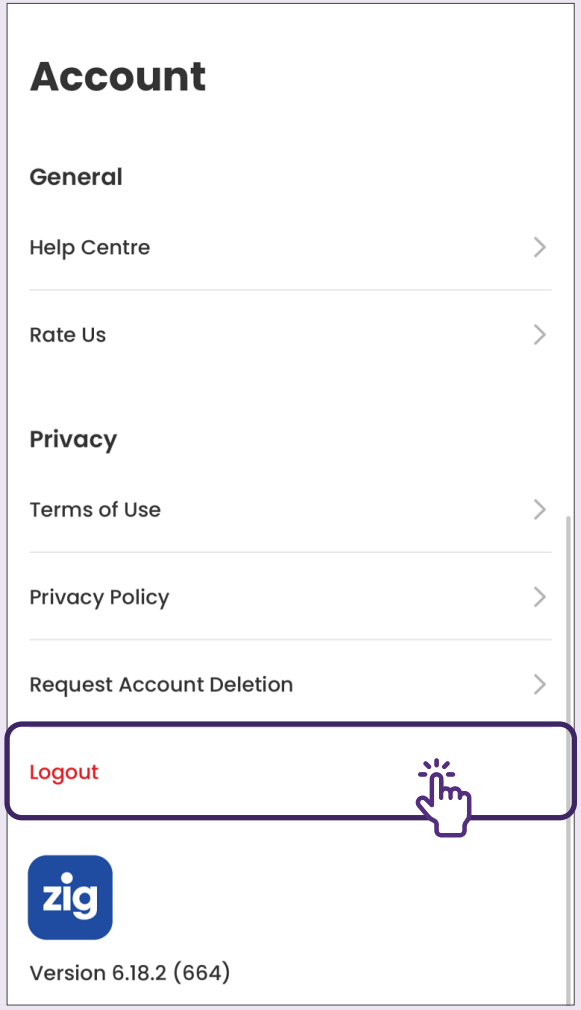


Log out of Your Account

1 Tap on Account on Homepage



2 Scroll Down and Tap on Logout



Notes

Notes

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

Scan QR code to visit the Digital for Life Portal.

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