

Transport

Public Transport and Ride Hailing

Transact Online

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



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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

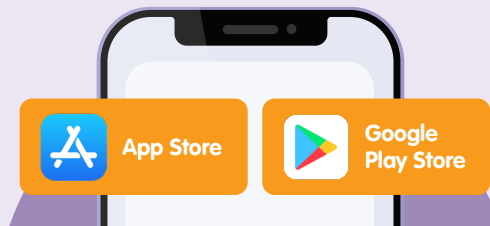
To stay safe while using public transport and ride hailing apps, please keep to the following:



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

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

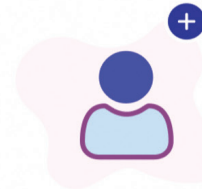


✕ Get started in just a few taps!

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

Why do I need to provide this?

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

Why do I need to provide this?

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

1 1 1 1 1 1

Resend OTP in 180s

Continue

7 8 9 .-

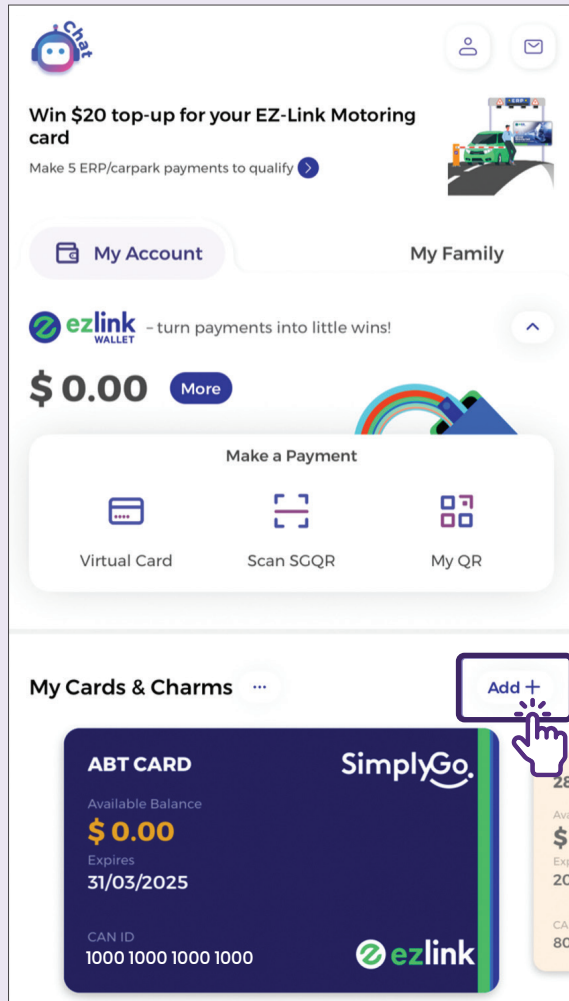
1 2 3 ⊗

4 5 6 Done

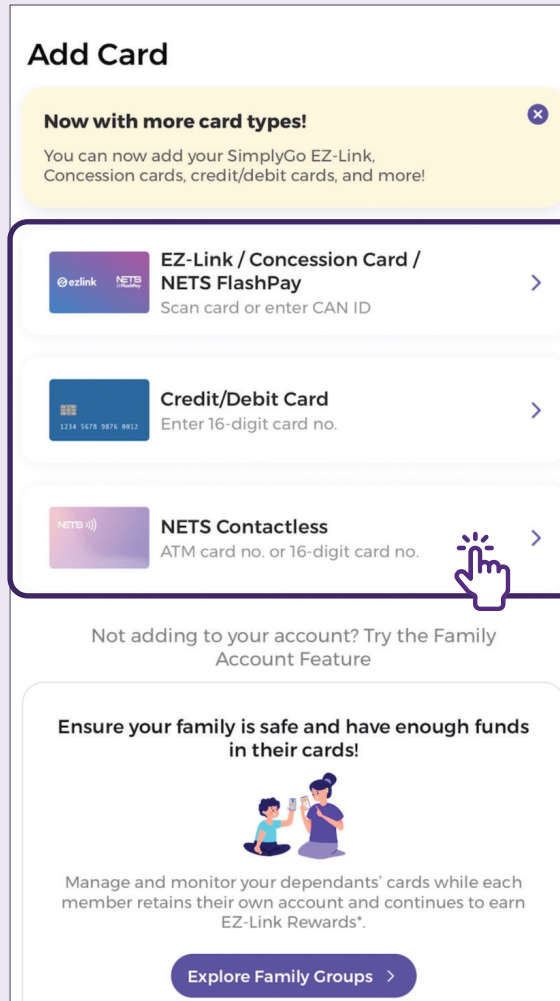
0 ,

Set up Travel Card - Manual Input of CAN ID

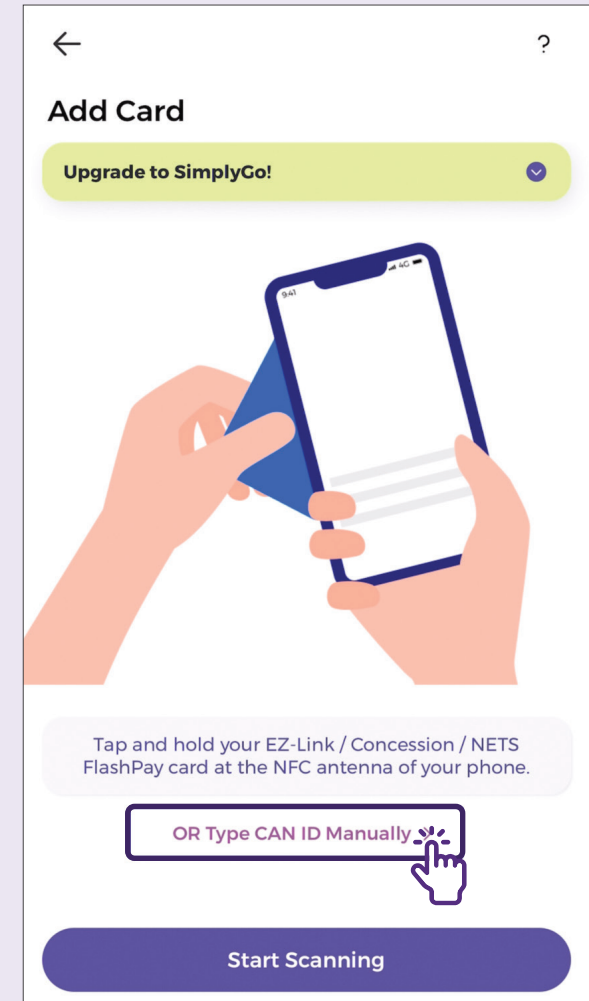
1 Tap on Add



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

Add Card

Upgrade to SimplyGo! ✓

CAN ID

1111 0000 0000 0000

OR Use NFC to Scan Card >

Where is my CAN ID?

CAN
1000 1000 3242 9000

Your 16-digit CAN ID can be found on the back of your card.

Next

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

5 Type a Card Name and tap on Confirm

←

Card Details

One last step! Give your card a name for easy reference.

CAN ID
1111 0000 0000 0000

Card Name

NFP

Confirm

"NFP"

q w e r t y u i o p
a s d f g h j k l
z x c v b n m

6 Your card is successfully added to the app!

← ? ⋮

Playground

SimplyGo EZ-Link Card

Available Balance ⓘ
\$ 50.45

Top-up Auto Top-up

SimplyGo EZ-Link Card

CAN ID 1111 0000 0000 0000 Card Expiry 01/12/2026

SimplyGo

Transactions Search by Date

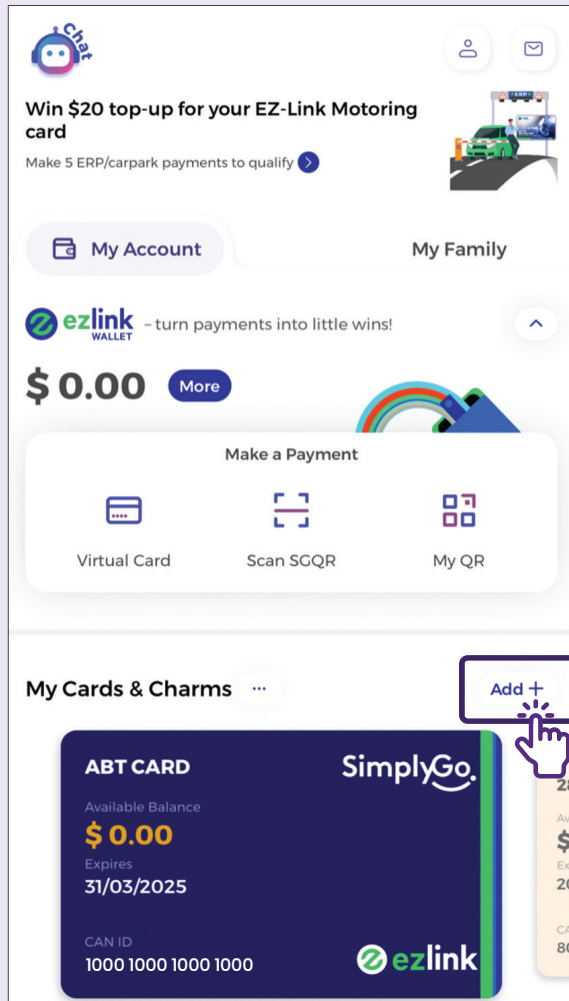
10-Jul-2024

Public Transport
Train Service - \$1.92
05:51 PM - 06:20 PM
Tanjong Pagar – Chinese Garden

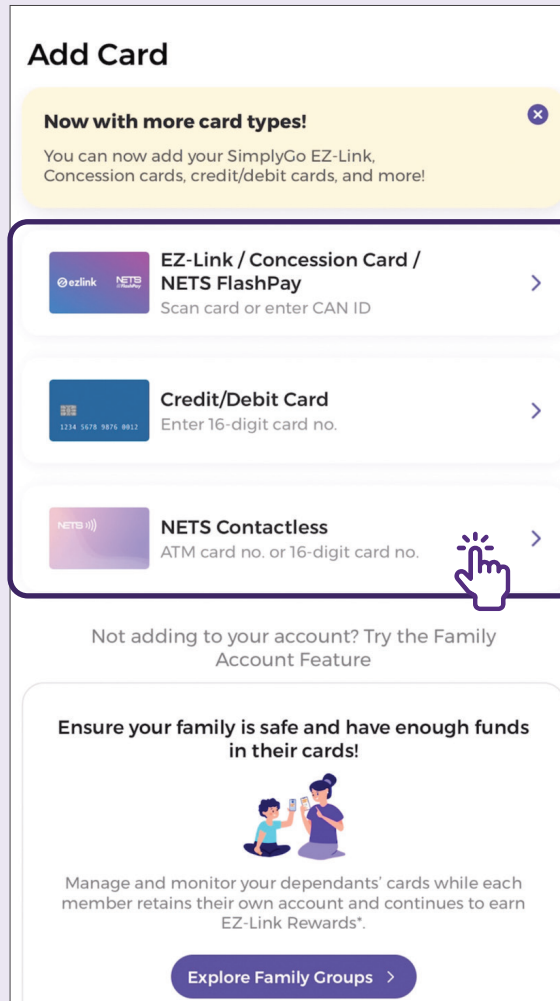
✓ Your card has been added successfully! ✕

Set up Travel Card - Use NFC Function

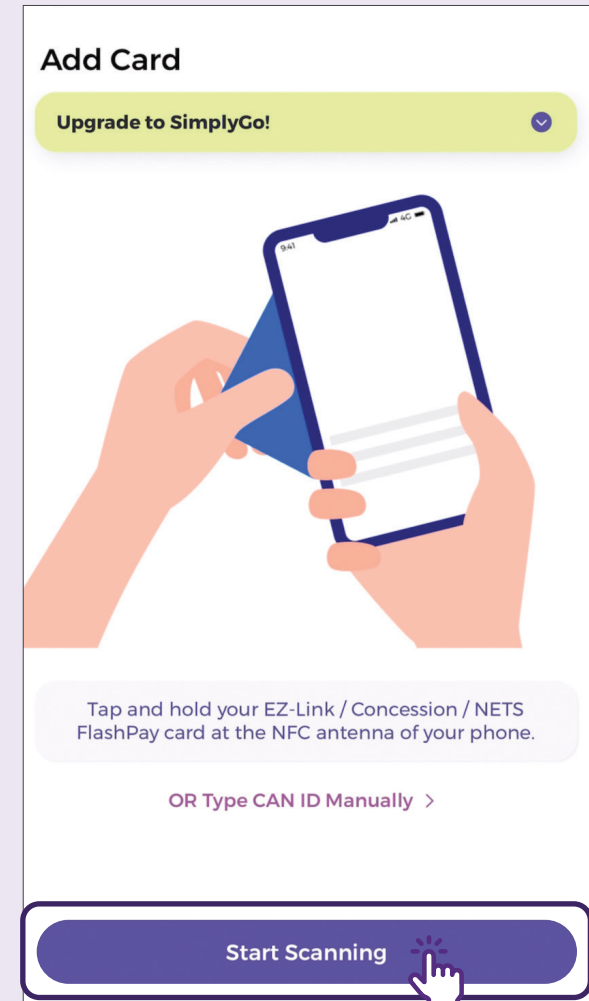
1 Tap on Add



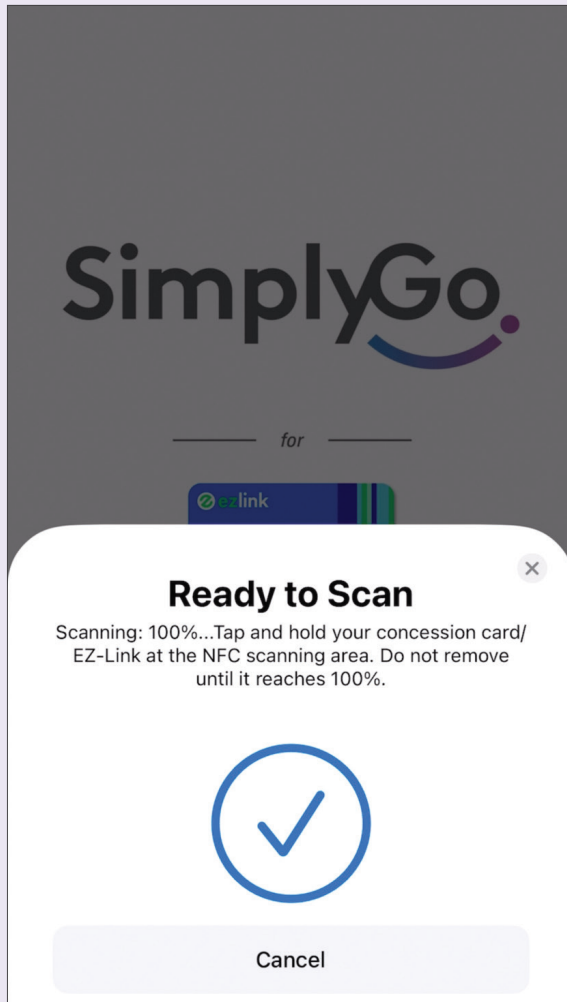
2 Select the card type you would like to add



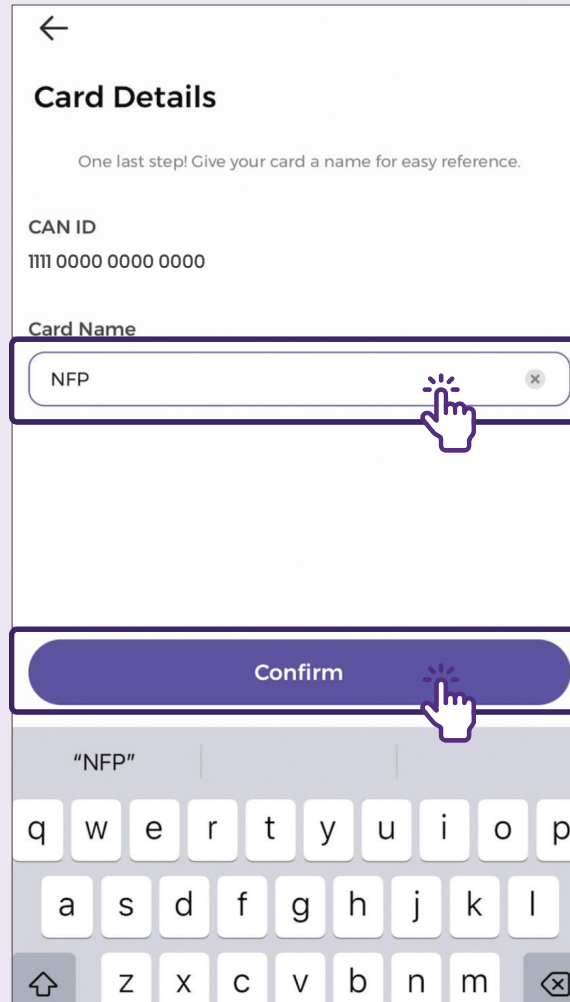
3 Tap on Start Scanning



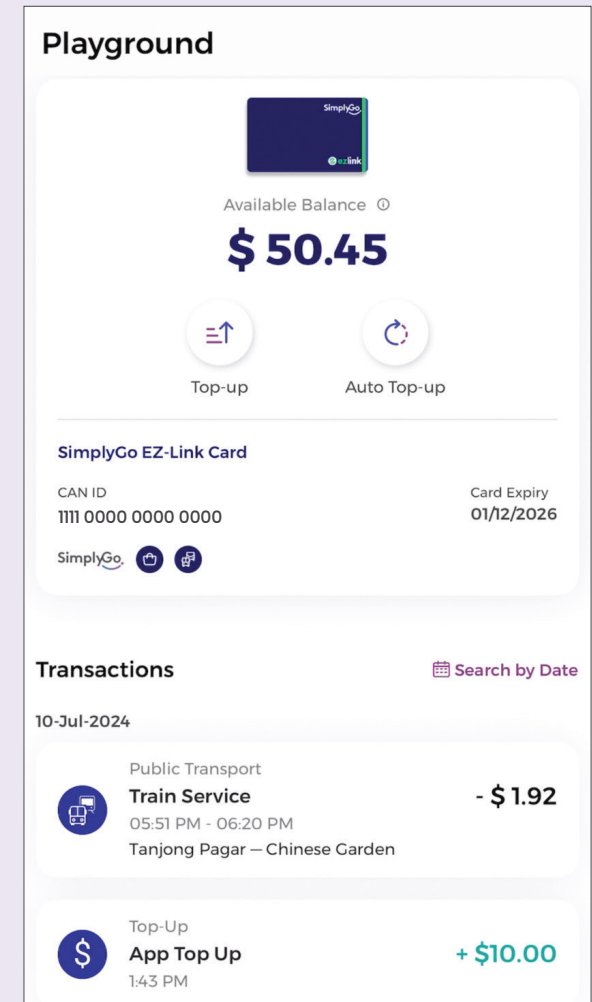
4 Card scanning Complete



5 Type a Card Name and tap on Confirm

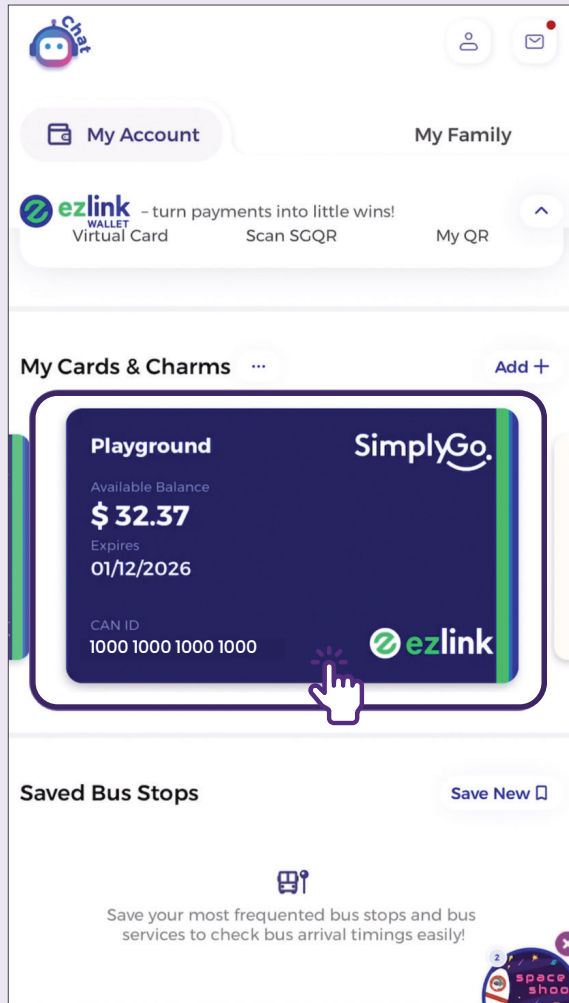


6 Your card is successfully added to the app!

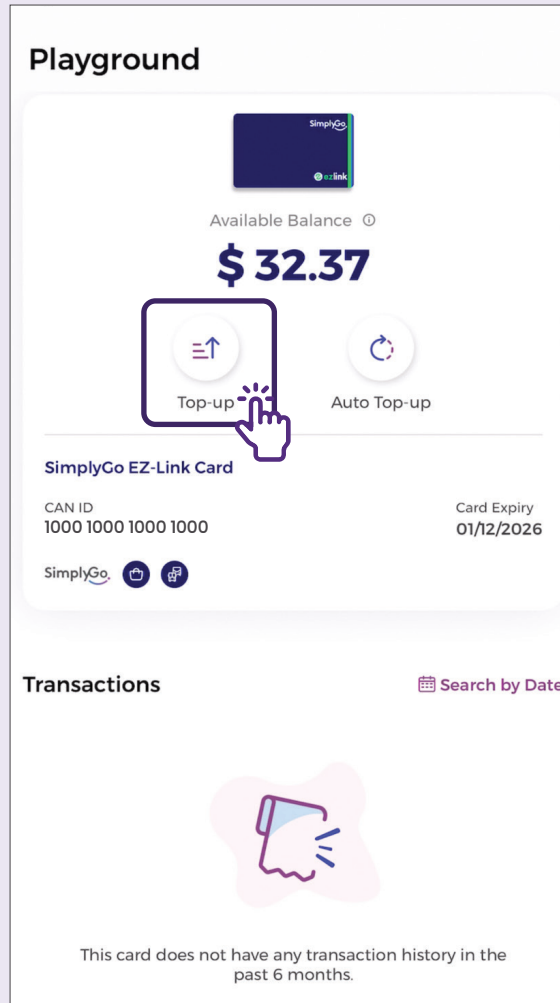


Top up Travel Card with Bank Card

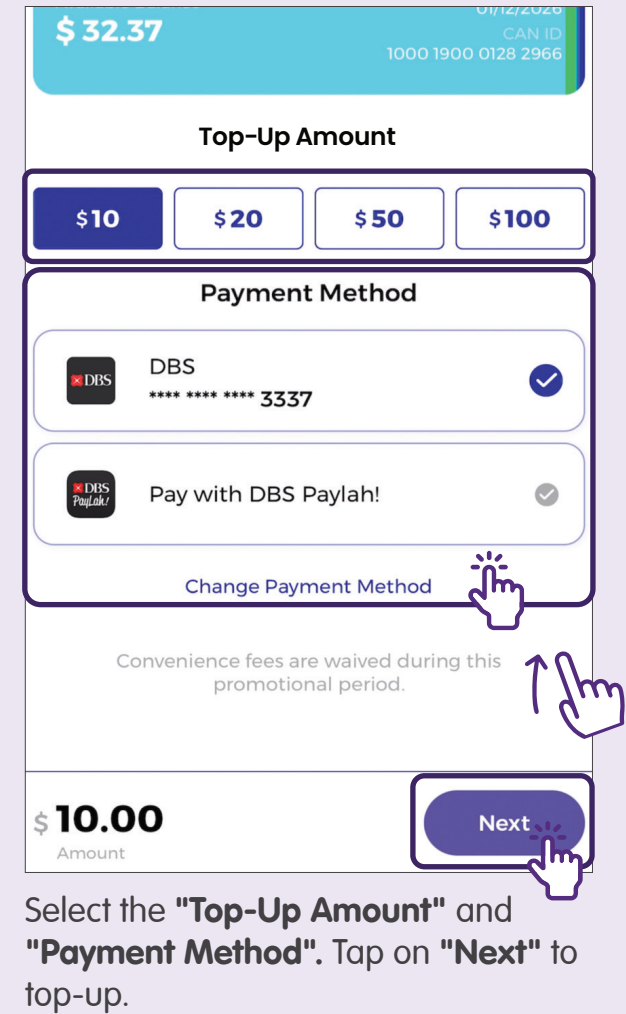
1 Select a card from the Homepage



2 Tap on the Top-up Icon

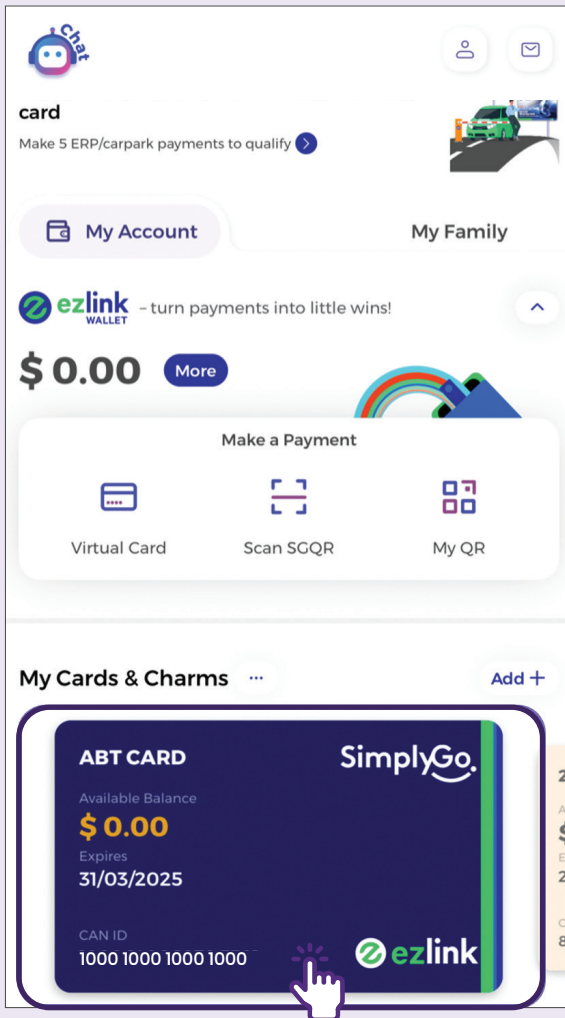


3 Select Payment Method

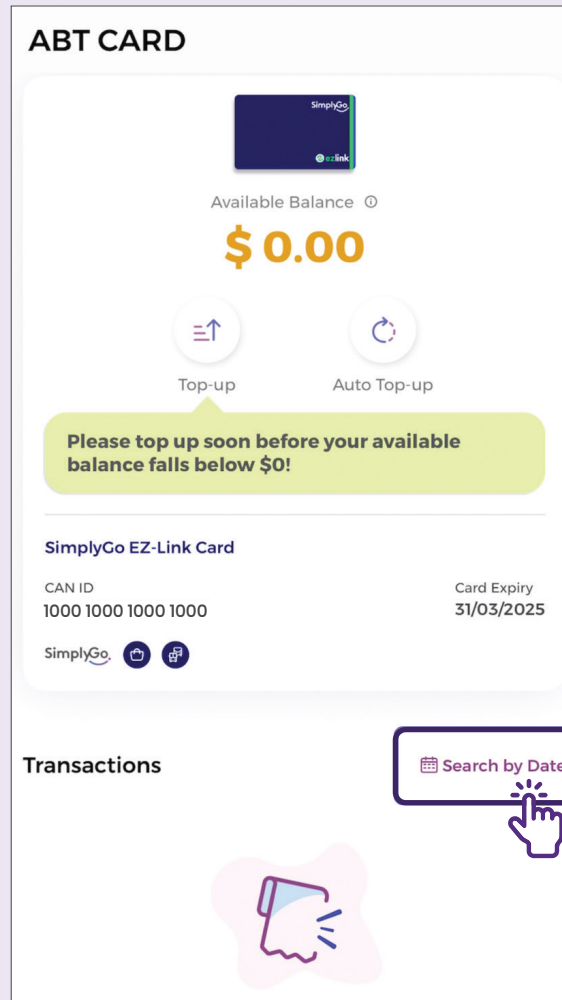


Monitor Transaction History - View Trip Details

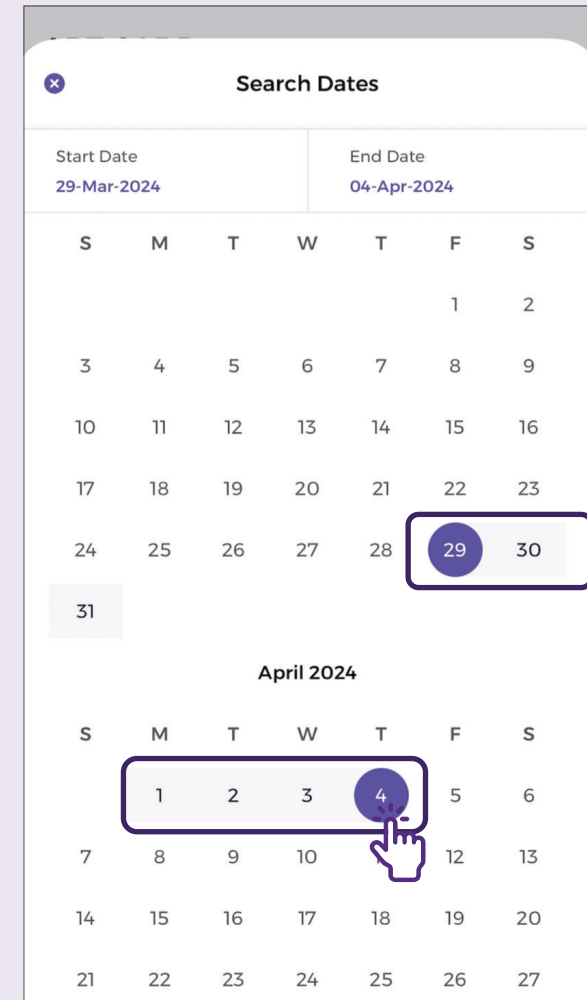
1 Select a card from the Homepage



2 Tap on Search by Date

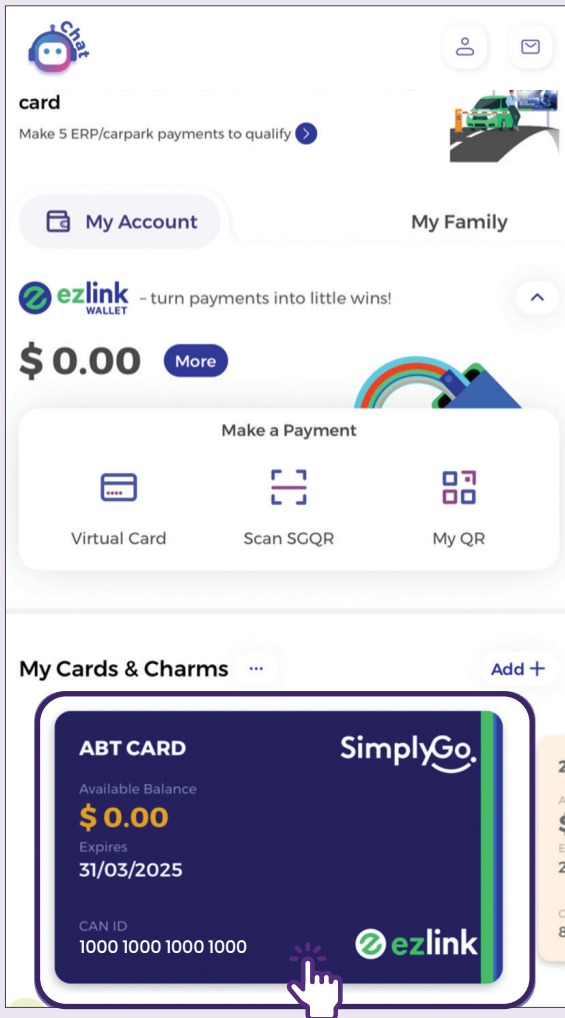


3 Select Date Range

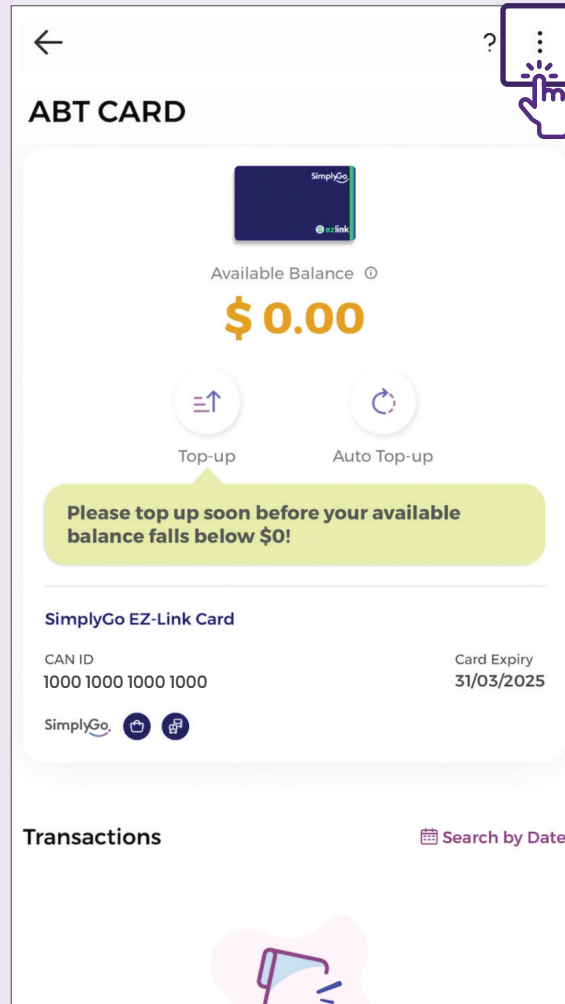


Block Travel Card - Transfer Refund to other SimplyGo Travel Card

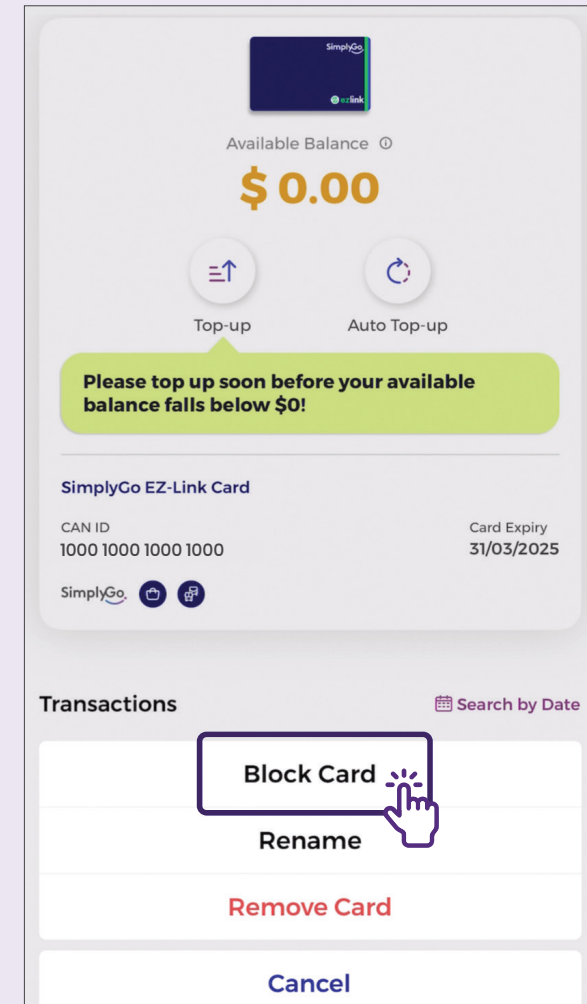
1 Select a card from the Homepage



2 Tap on the Icon at top right Corner

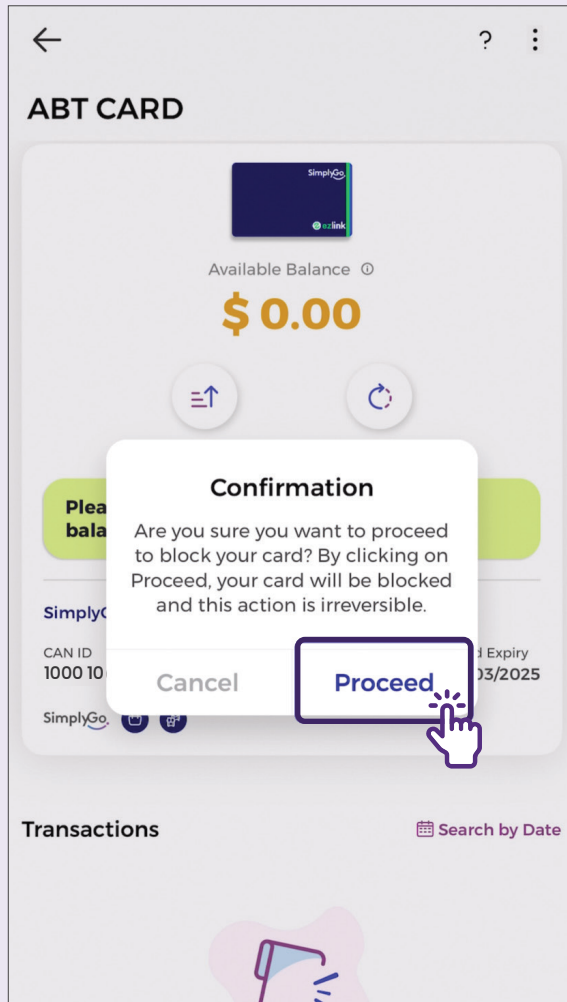


3 Tap on Block Card

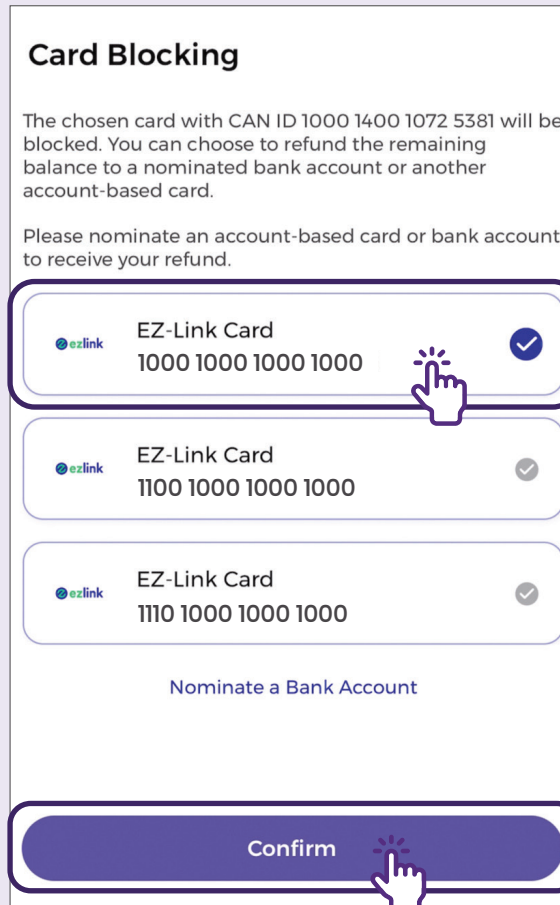


SimplyGo - Block Travel Card

4 Tap on Proceed

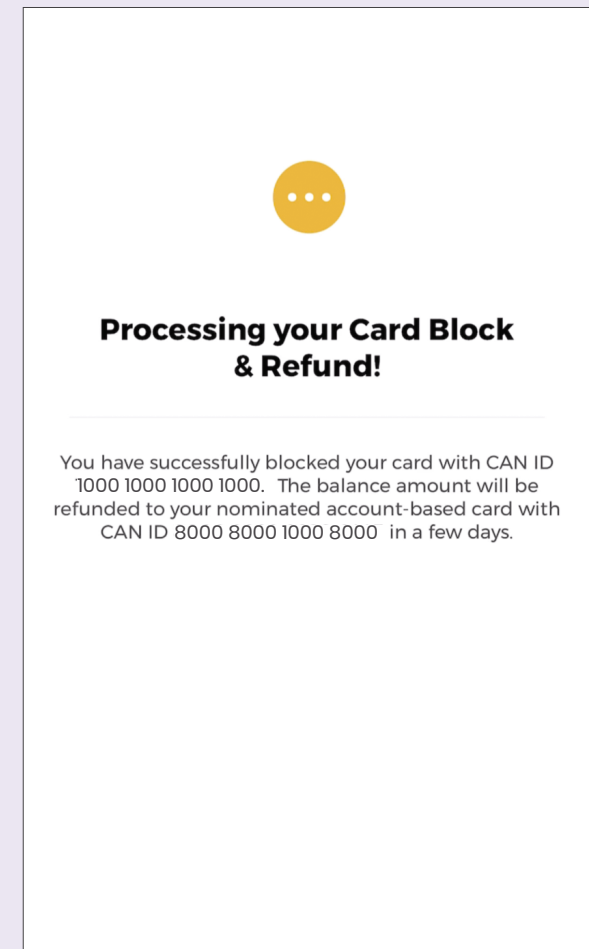


5 Transfer Refund



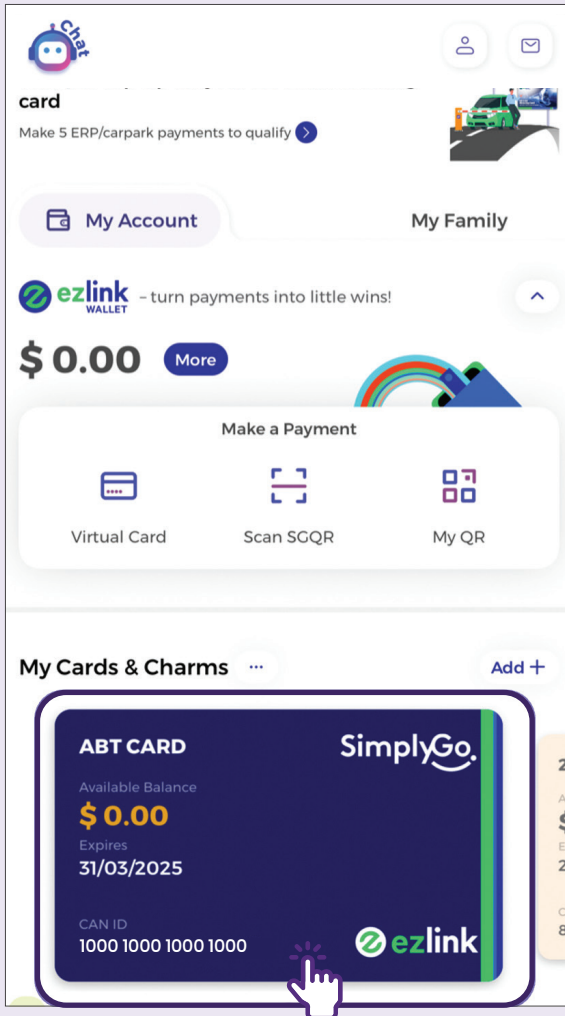
Tap on the other EZ-Link card you would like to transfer the refund to. Tap on **"Confirm"** to proceed.

6 Card successfully blocked and refund is being processed

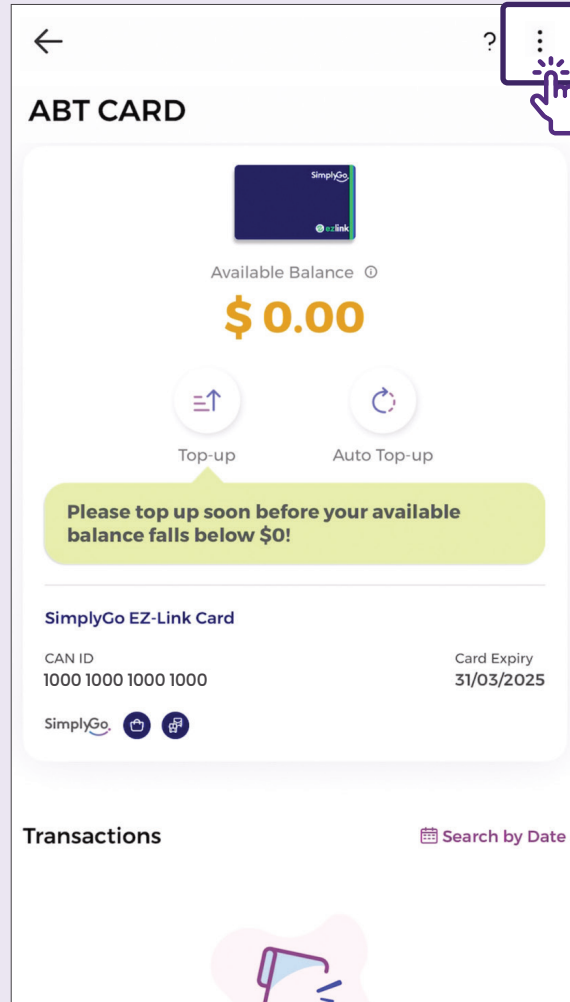


Block Travel Card - Transfer Refund to Bank Account

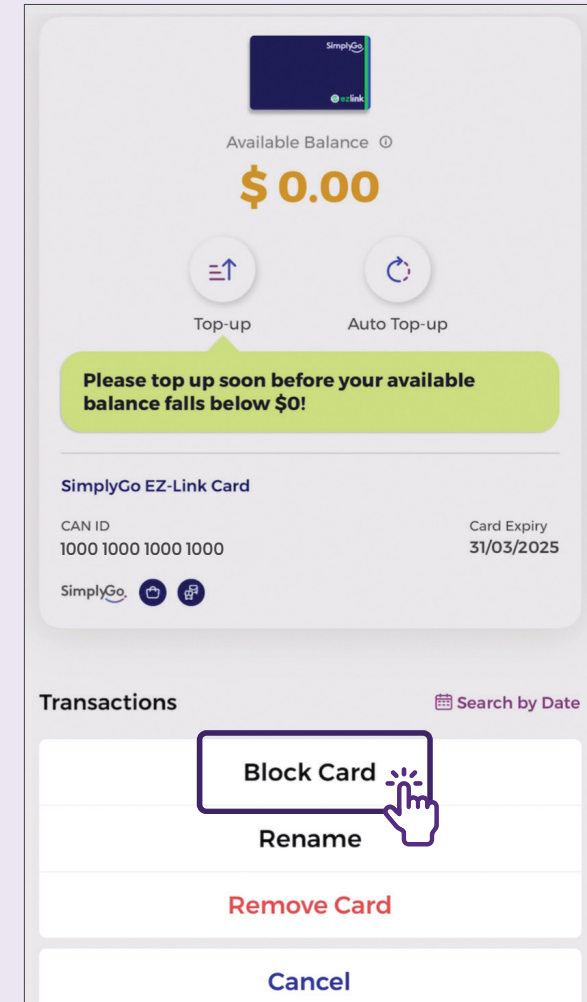
1 Select a card from the Homepage



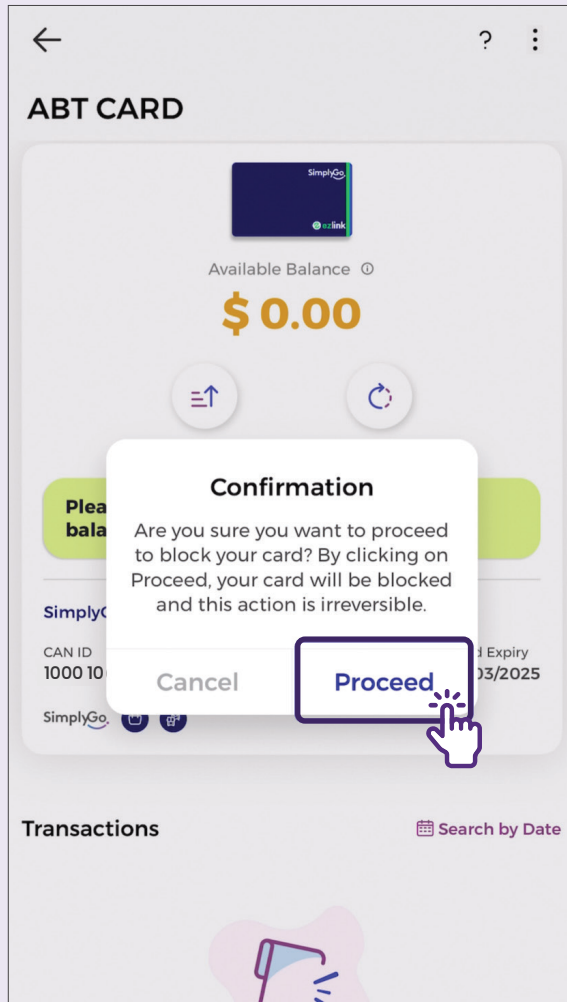
2 Tap on the Icon at top right Corner



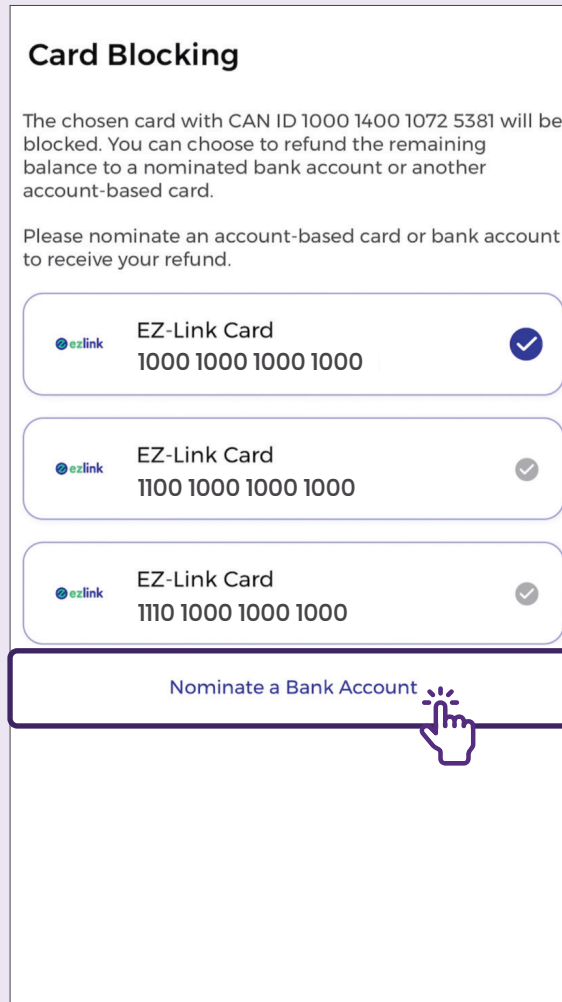
3 Tap on Block Card



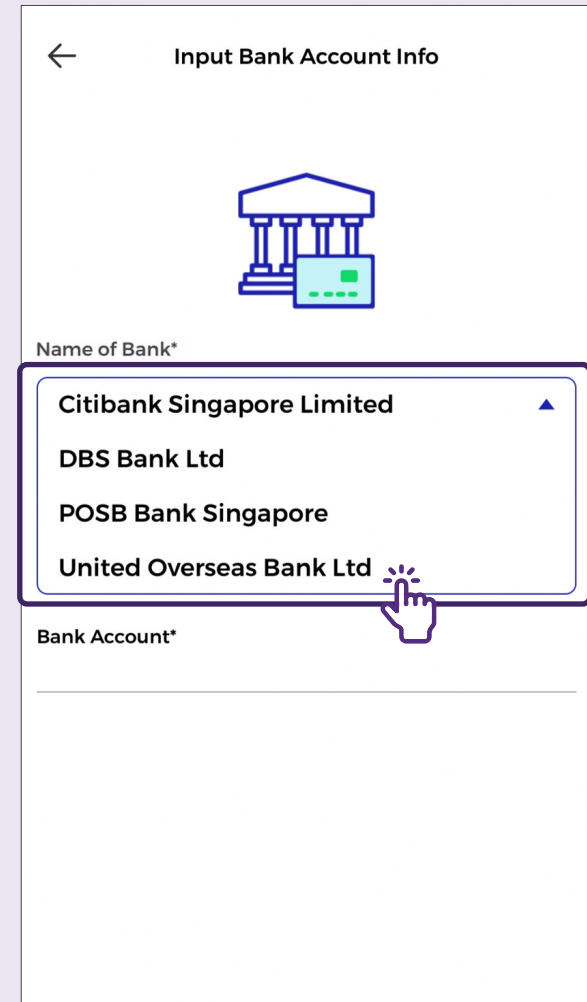
4 Tap on Proceed



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

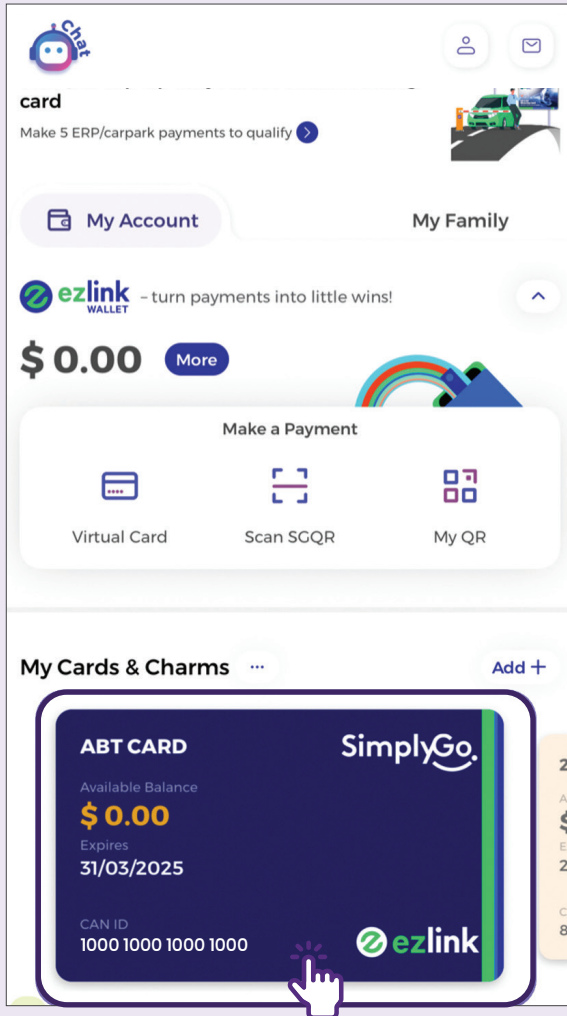


Processing your Card Block & Refund!

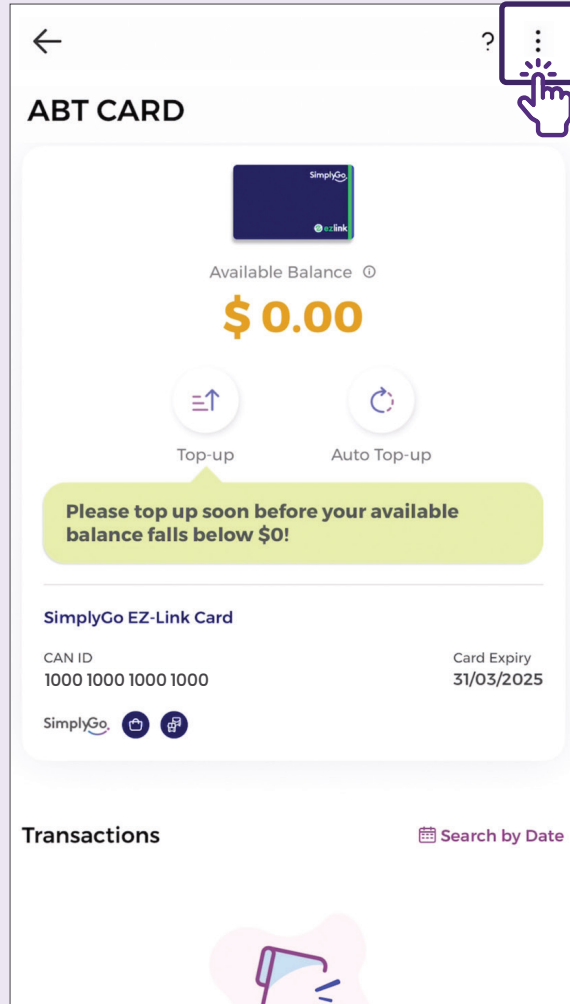
You have successfully blocked your card with CAN ID 1000 1000 1000 1000. The balance amount will be refunded back to your bank card (for auto top-up enabled cards) or to your bank account 1001001000 in a few days.

Delete Travel Card

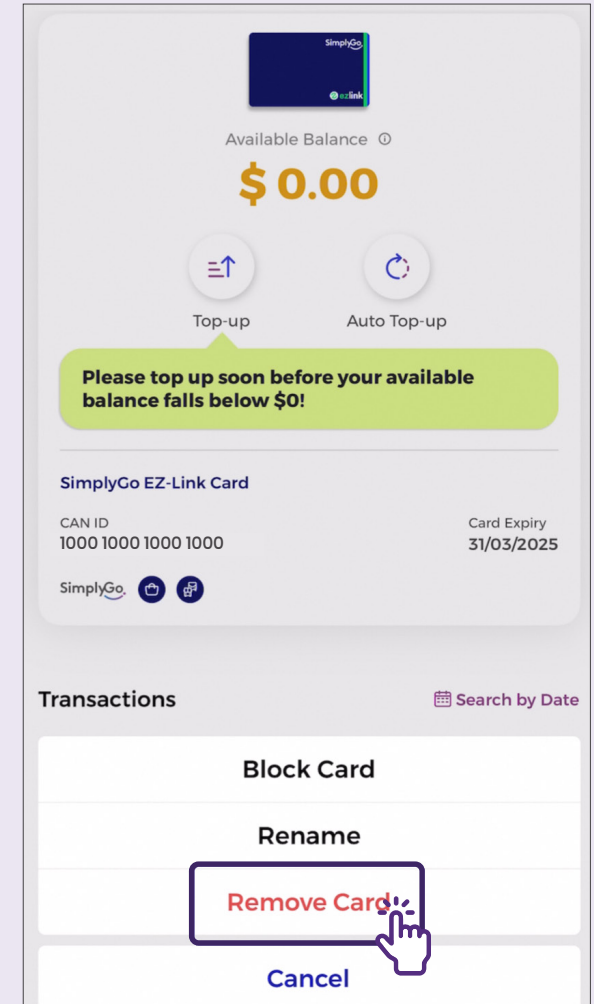
1 Select a card from the Homepage



2 Tap on the Icon at top right Corner

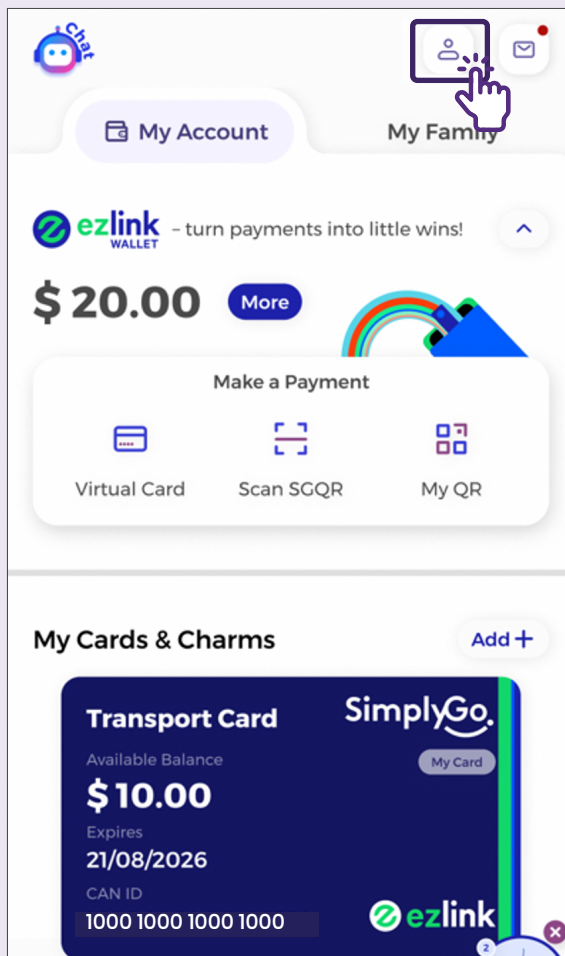


3 Tap on Remove Card to delete card

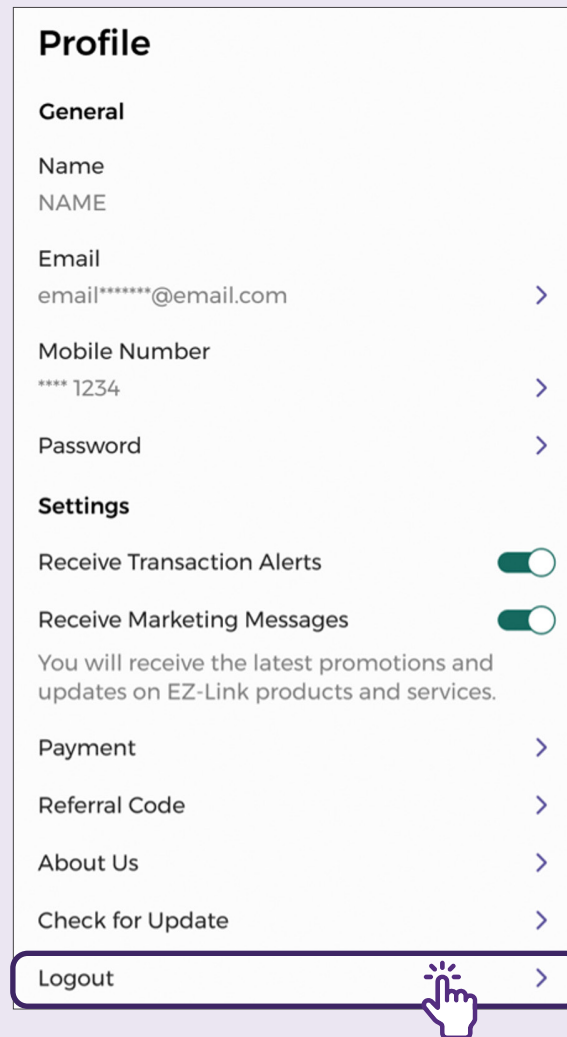


Log out of Your Account - On Android

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

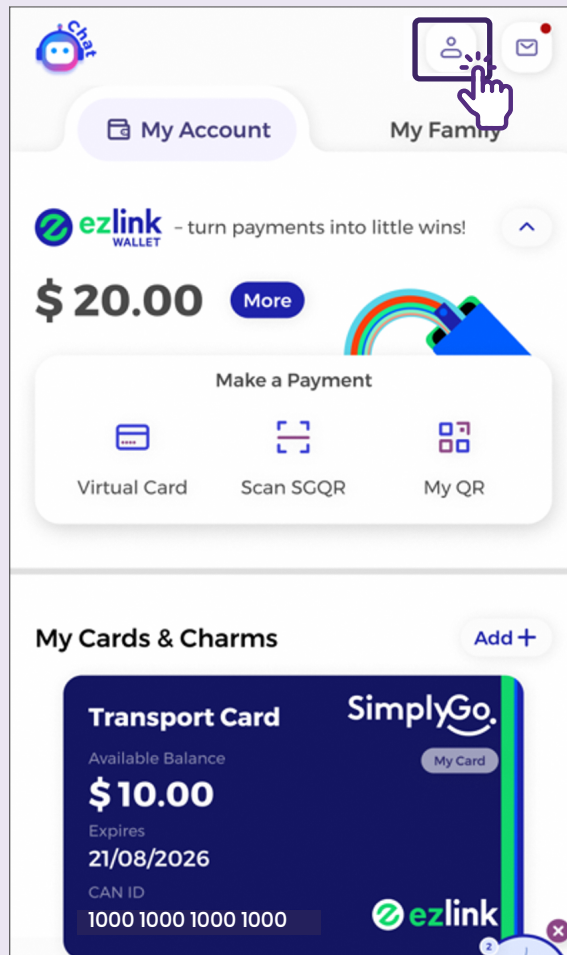


- 2 Tap on Logout at the bottom of the page

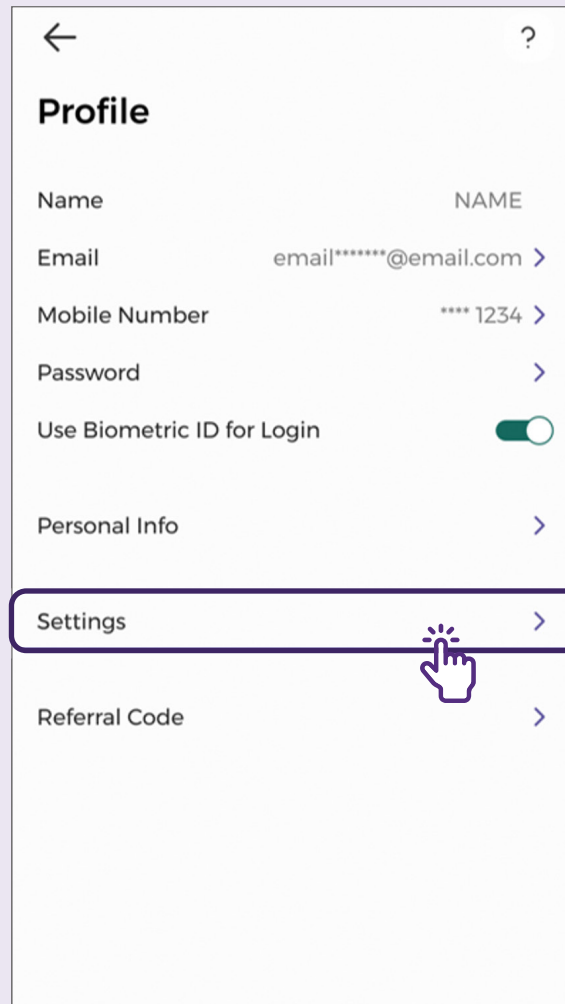


Log out of Your Account - On iOS

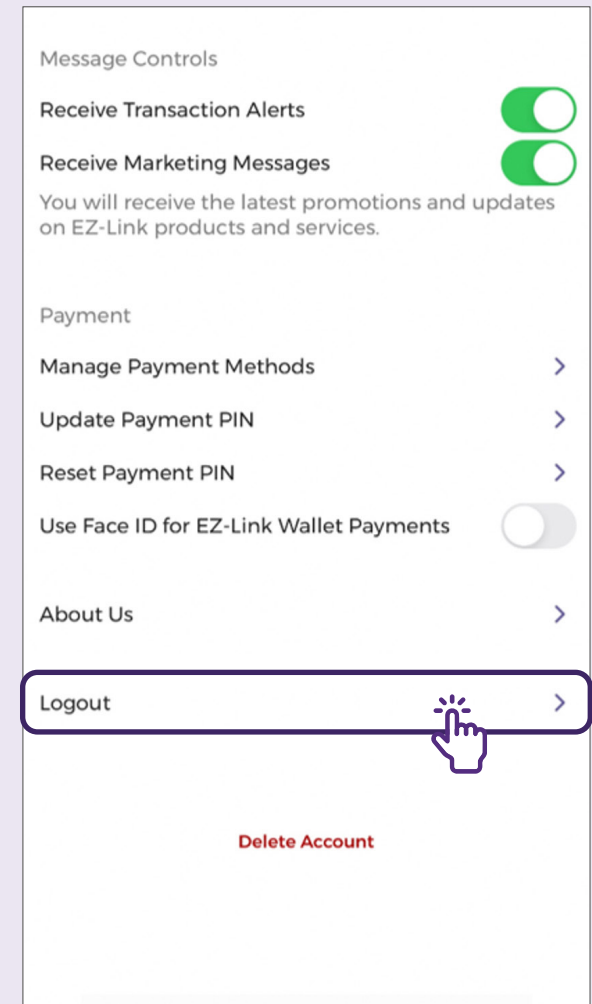
- 1 Tap on the Person Icon on the top right of the Homepage



- 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

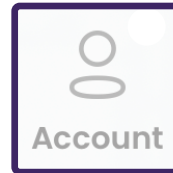


Common Features Across Ride Hailing Apps

Grab



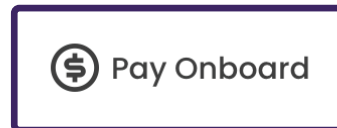
Zig



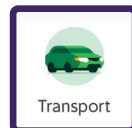
Account Icon
To view your account information.



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.



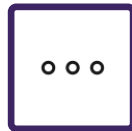
Book Button Icon
To confirm your destination which allow the app to look for a driver for you.



Common Features Across Ride Hailing Apps

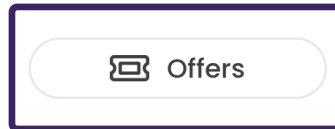
Grab

Zig



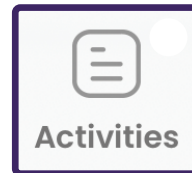
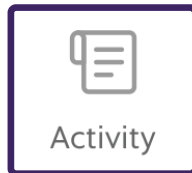
More Options Icon

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.



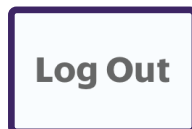
Offers Icon

To enter promotional code, if any.



Activities Icon

To allow you to check your transport history.



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

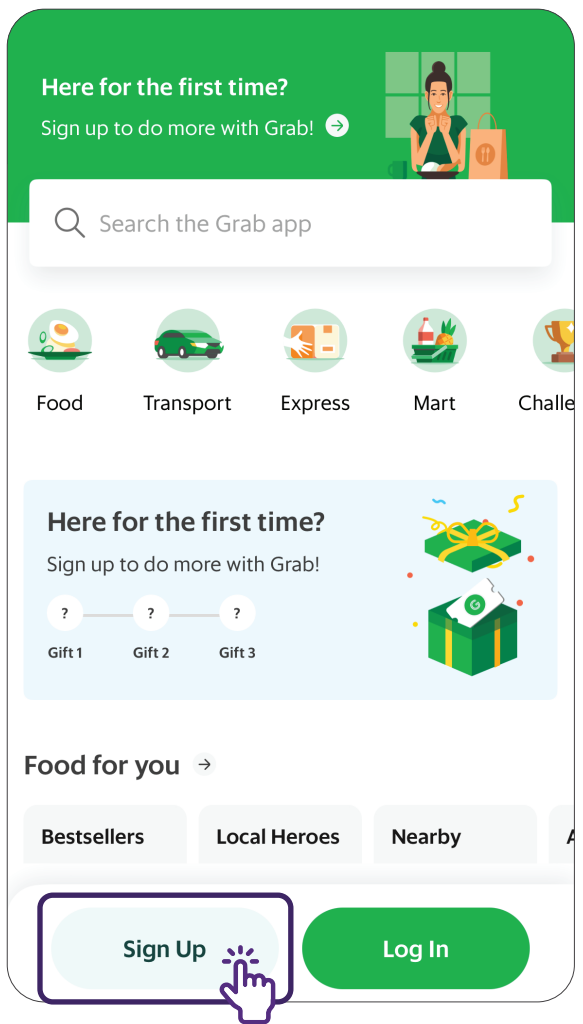
How to Log out of Your Account Page 36



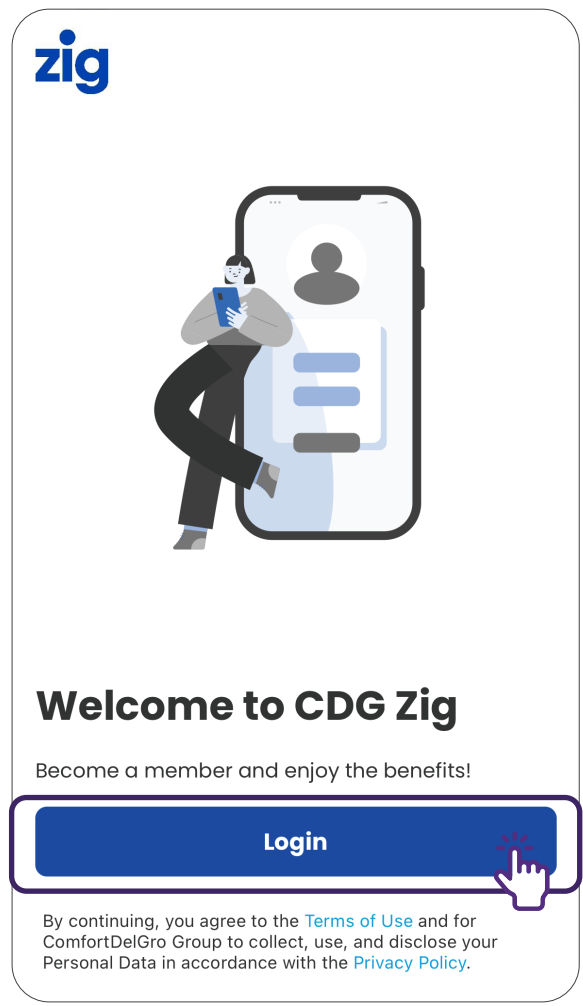
Common Steps Across Ride Hailing Apps - Set up/Log in

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



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 Tap on the "Where to?" search bar.

2 Tap on the "Choose This Pickup" button for the selected location (Main Entrance).

The screenshot shows the Grab app's main screen. At the top, there's a "Transport" header with a "Map" icon. Below it is a "Where to?" search bar with a hand icon pointing to it. Underneath are several suggested destinations: Savoy Theatre, Cash Studio Family Karaoke Prinsep, and Main Entrance, Work + Store (71G). There are also buttons for "More ways to travel" and "Ride to Saved Places". At the bottom, there are icons for "reide...", "Home", "Work", and "New".

Zig

1 Tap on the "Enter your destination" search bar.

2 Tap on the "Choose This Pick-Up" button for the selected location (D05 People's Park Complex).

The screenshot shows the Zig app's main screen. At the top, there's a "Car Rides" header with a blue car icon. Below it is a search bar with the text "Enter your destination" and a hand icon pointing to it. Underneath are sections for "Saved Places" (Home, Work, Add) and "Recent Location" (D05 People's Park Complex, Taxi Stand (D05)). At the bottom, there's a "Choose This Pick-Up" button with a hand icon pointing to it.



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

1 The screenshot shows the Grab app interface with a map of Singapore. A green route is highlighted from Terminal 1/Jewel to a destination. Below the map, there are ride options: JustGrab (\$20.10), GrabCar Premium (\$32.00), GrabCar (\$21.80), and GrabCar 6 (\$32.40). A hand icon points to the '\$2.75' price tag for JustGrab.

2 The screenshot shows the 'Payment Methods' screen. Under 'Linked Methods', GrabPay Wallet is selected as 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 Kakao Pay option.

Zig

1 The screenshot shows the Zig app interface with a map of Singapore. A route is highlighted from a departure point to Tekong Island. Below the map, there are ride options: ComfortRIDE (13:10 - 13:16 Drop Off, \$20.80) and another ComfortRIDE option. A hand icon points to the 'Pay Onboard' option.

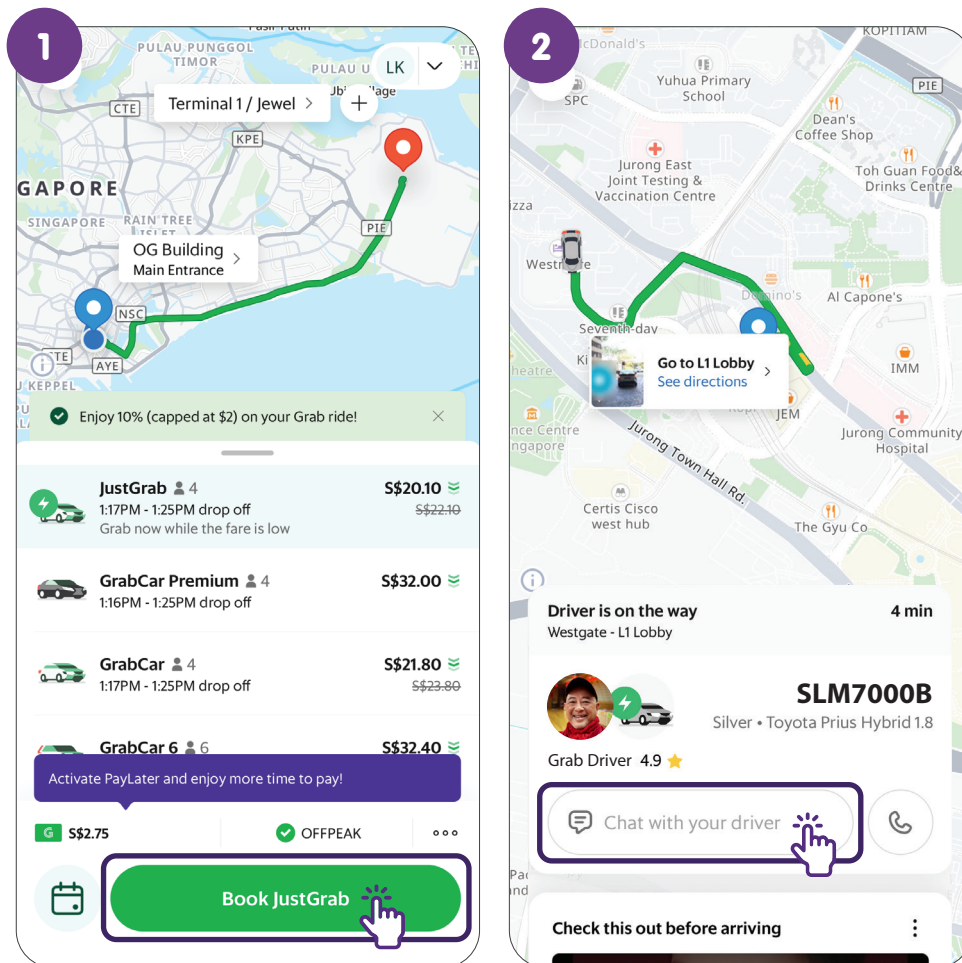
2 The screenshot shows the 'Select Payment Mode' screen. Under 'Personal', 'Pay onboard' is selected as the default. There is an 'Add Payment Mode' button with a hand icon pointing to it. Below, there is a 'More Information' section with text about card transactions.



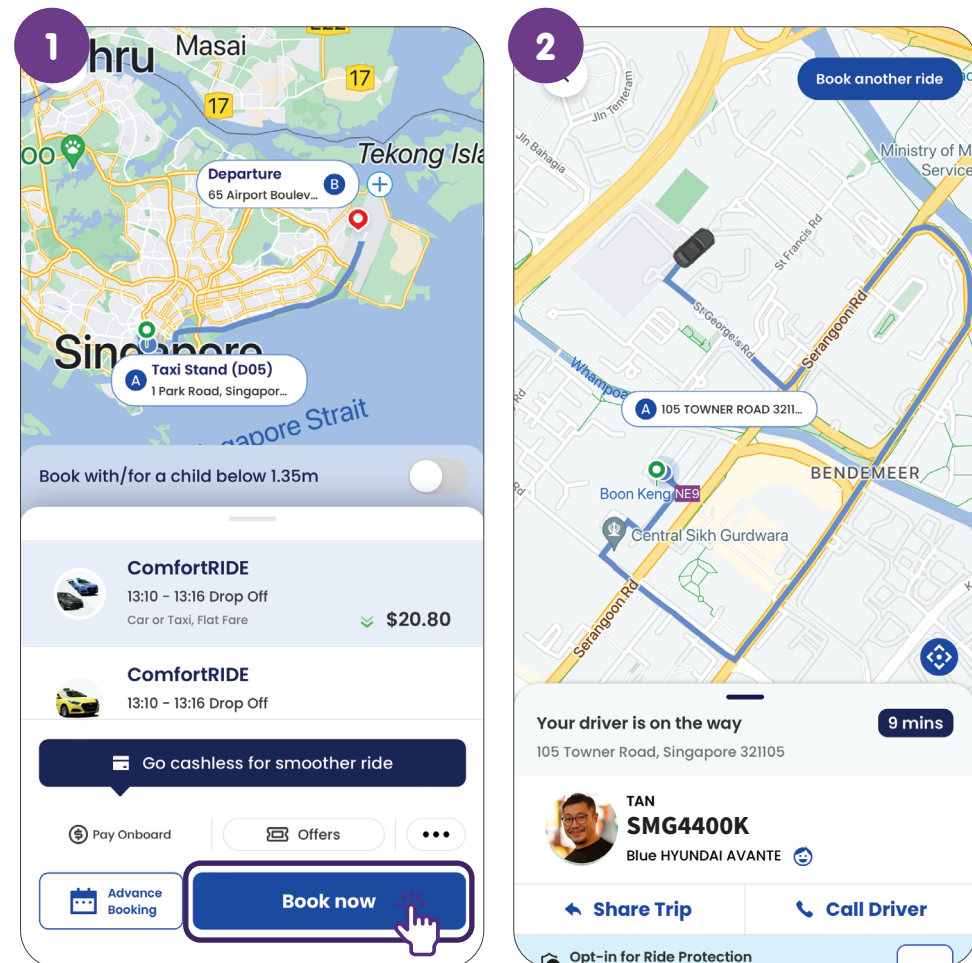
Common Steps Across Ride Hailing Apps - Confirm Booking

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



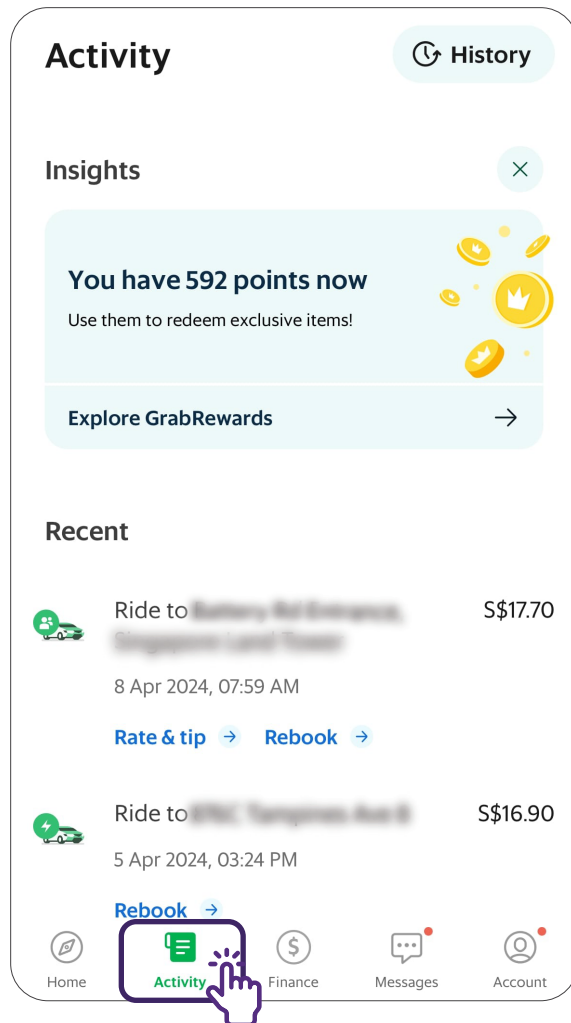
Zig



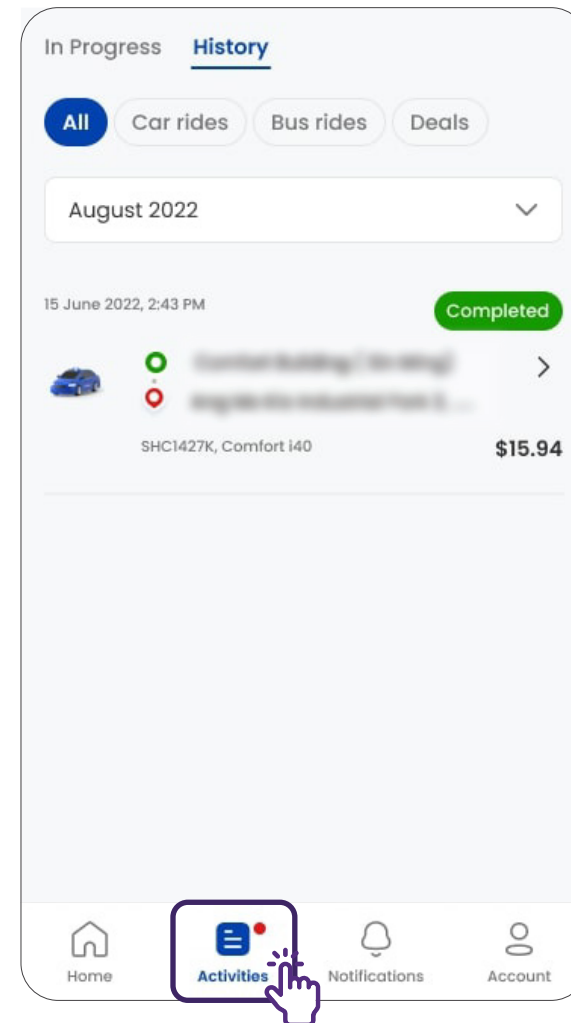
Common Steps Across Ride Hailing Apps - Check Transport History

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 - 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 Low
Create Family Account BETA >
Subscribe to GrabUnlimited >

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)

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Zig

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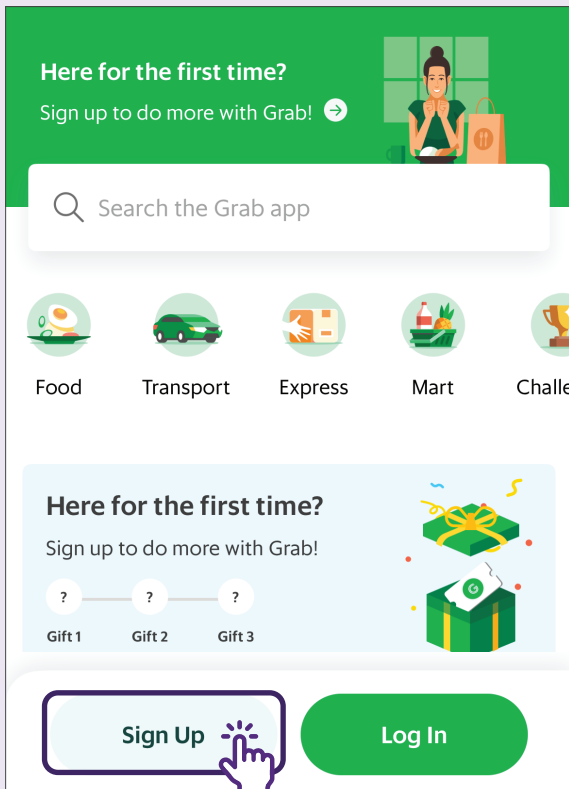
Sign up for a Grab Account

1 Launch Grab App

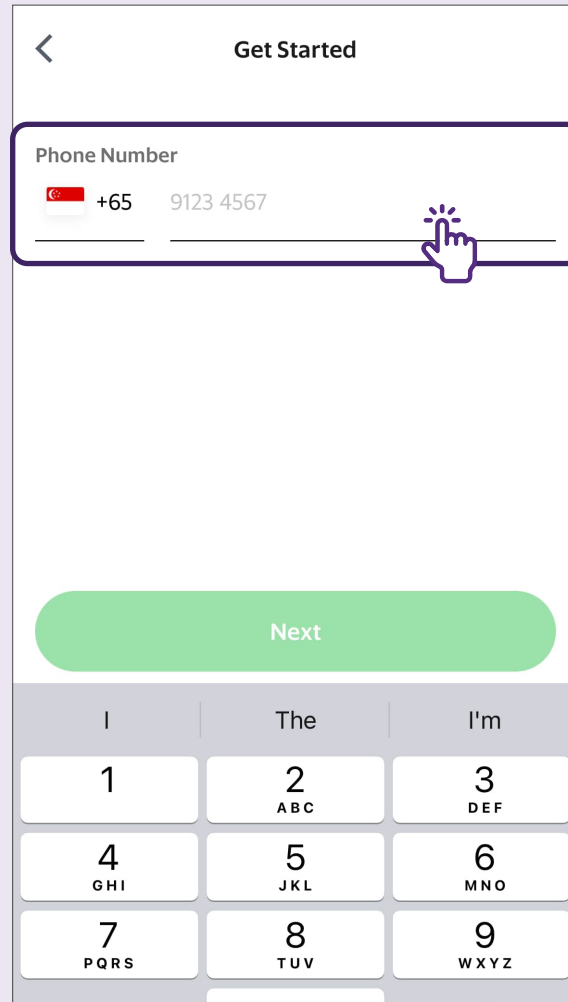


Find and tap the "Grab" icon.

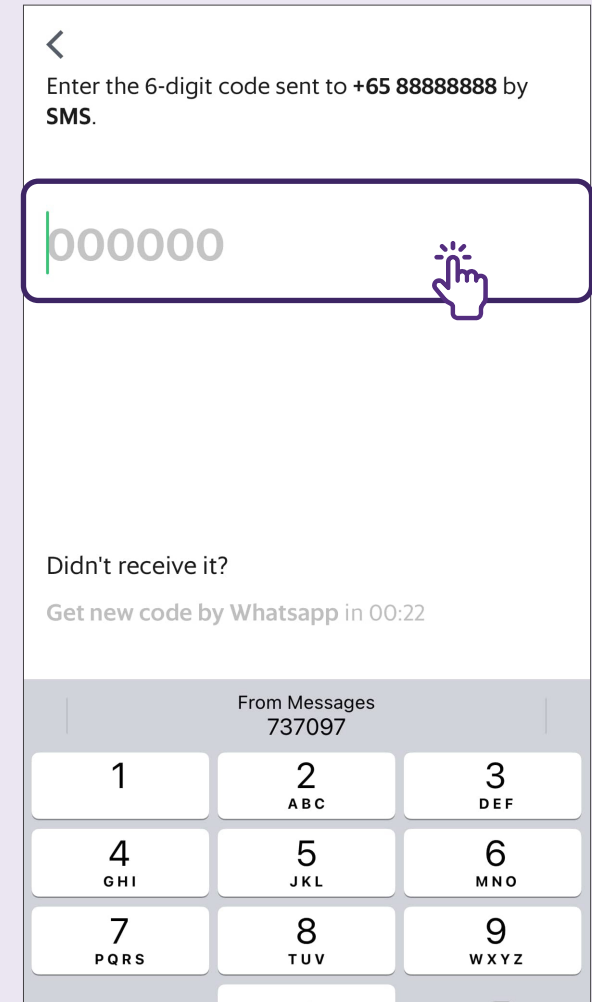
2 Tap on Sign Up



3 Enter Mobile Number

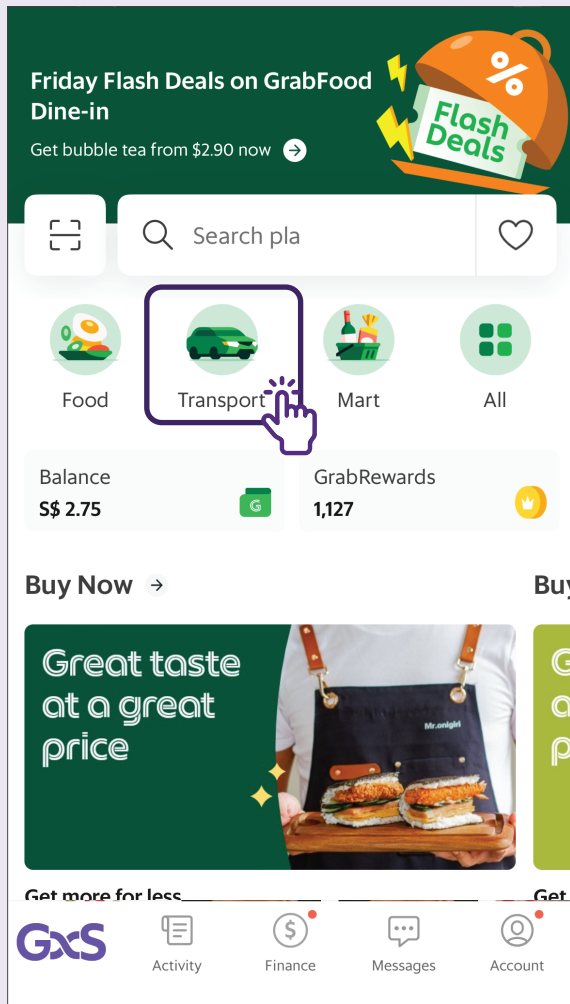


4 Enter SMS OTP Sent to Your Registered Number

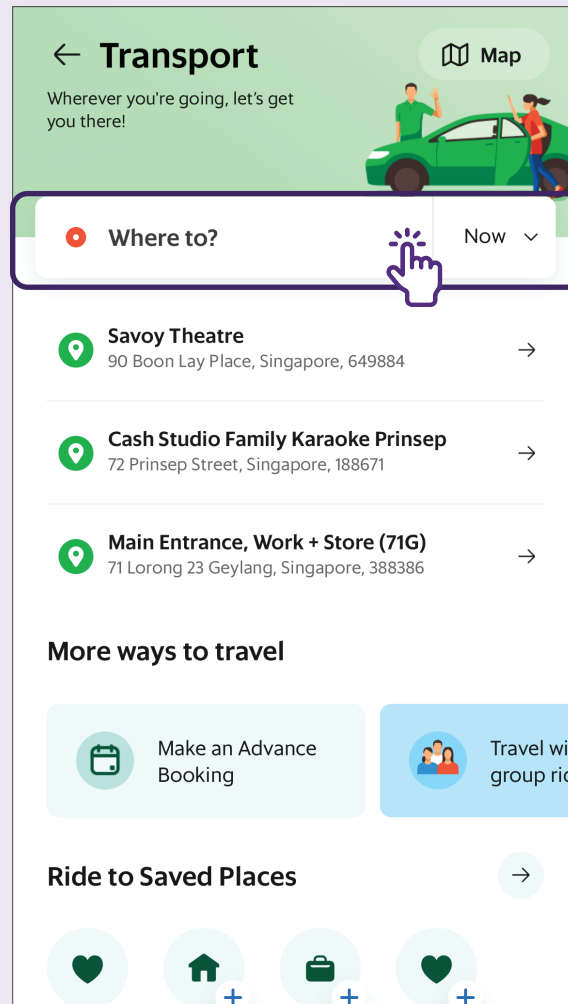


Book a Ride - Enter Pickup and Destination Addresses

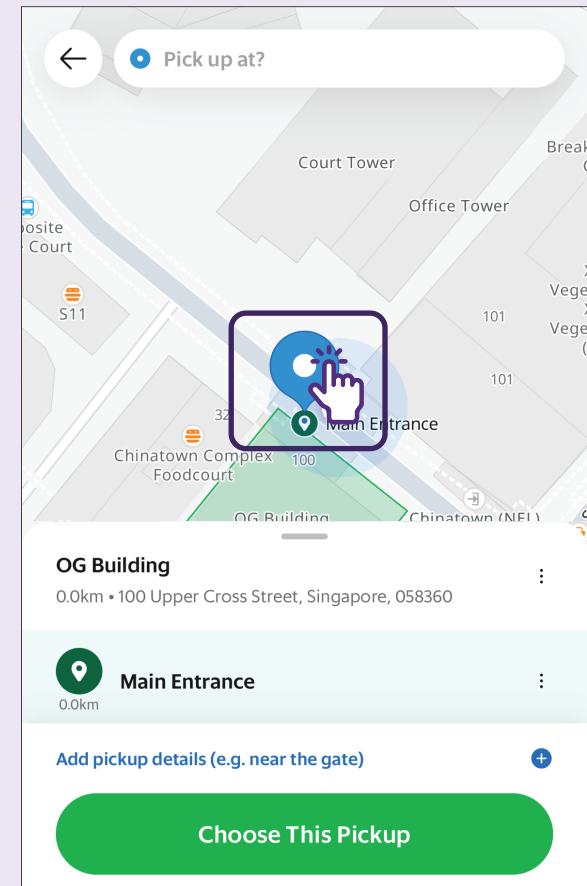
1 Tap on Transport on the Homepage



2 Enter your Destination



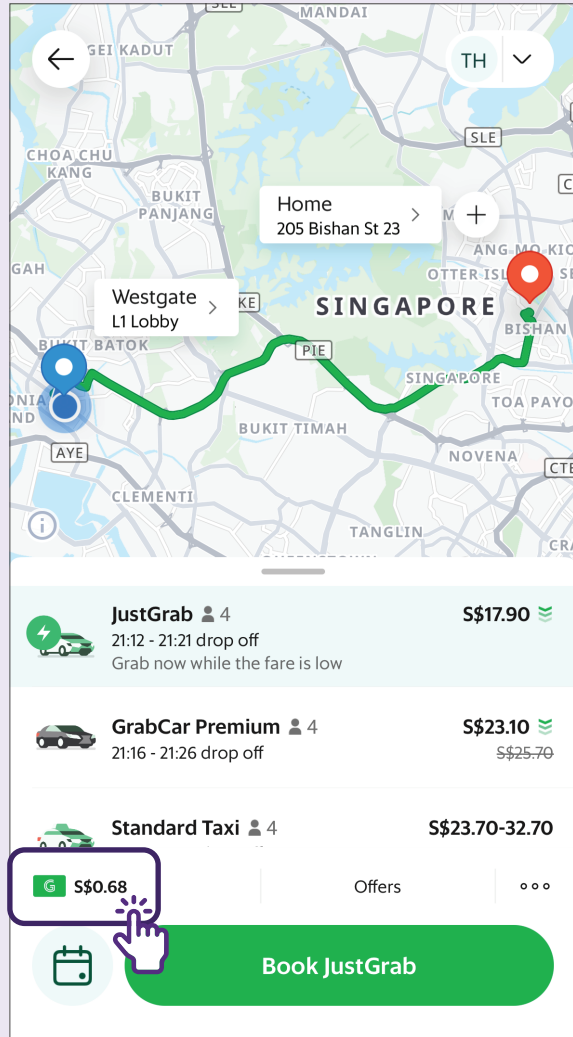
3 Check your Pickup Point



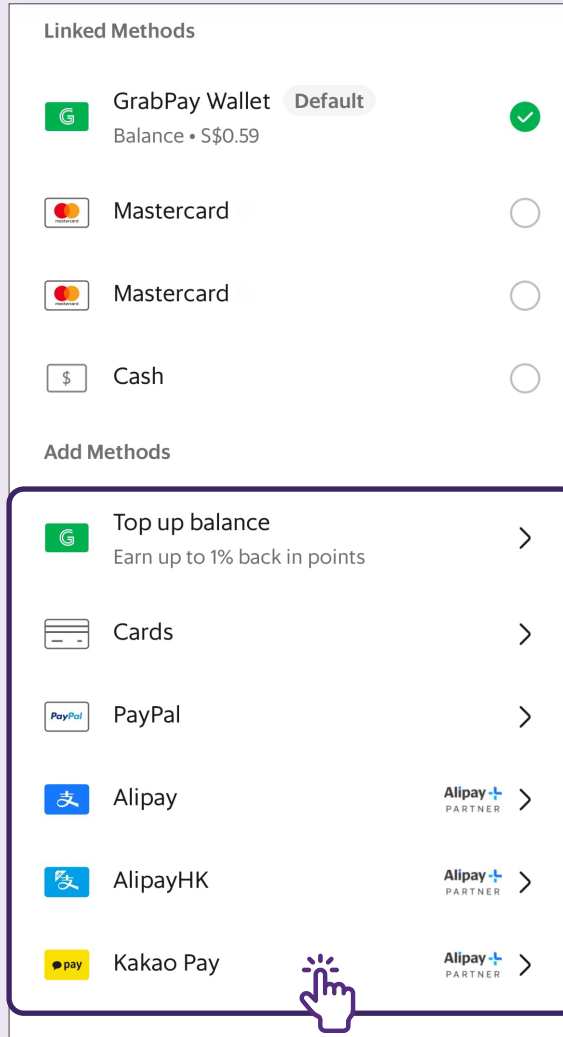
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

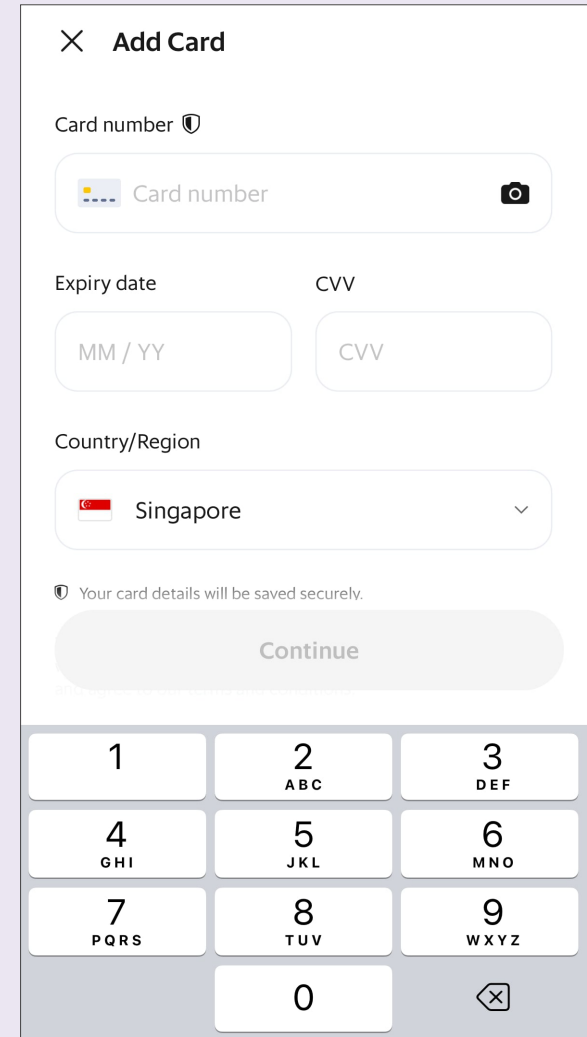
4 Tap on Payment Method



5 Choose Payment Method

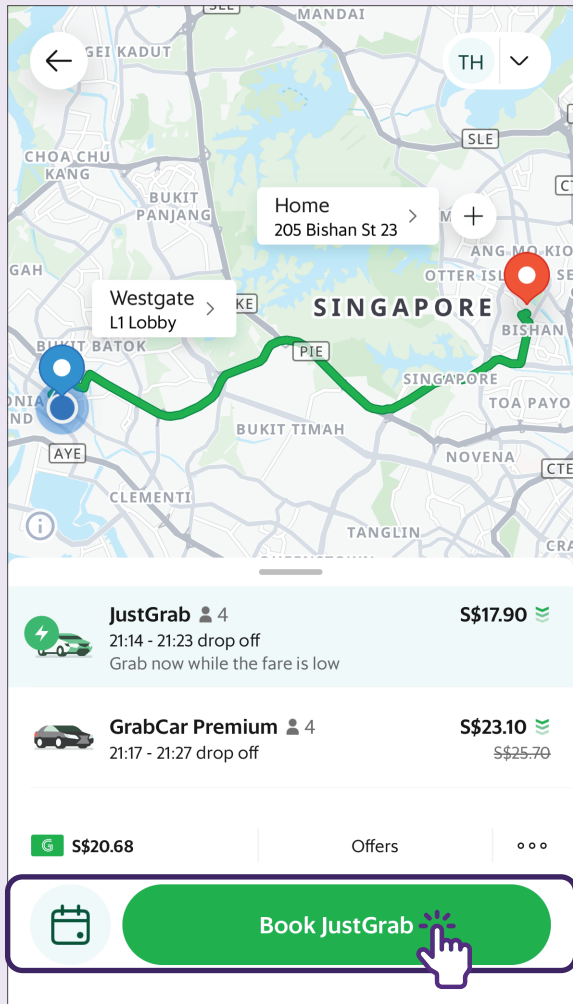


6 Enter Card Details

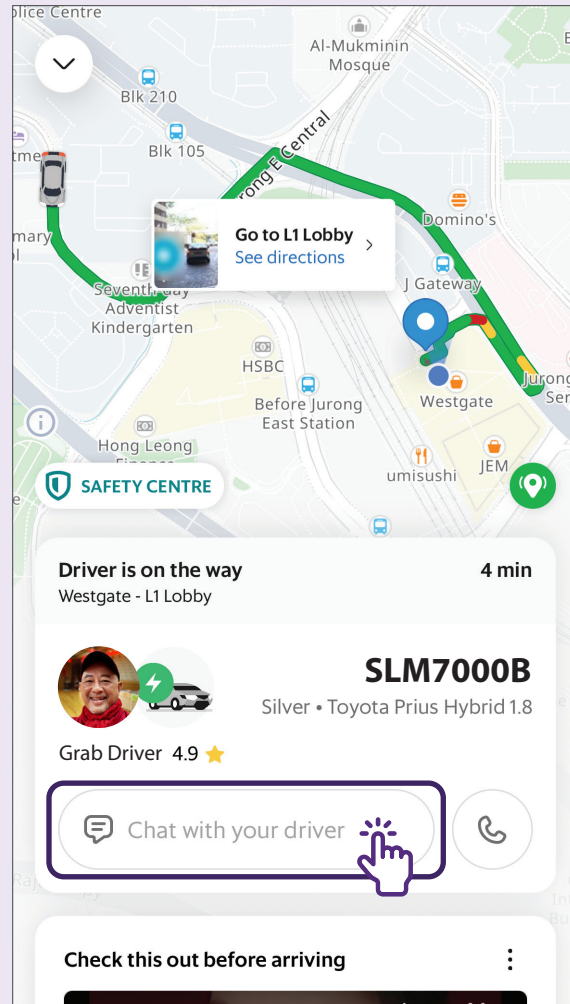


Book a Ride - Confirm the Ride

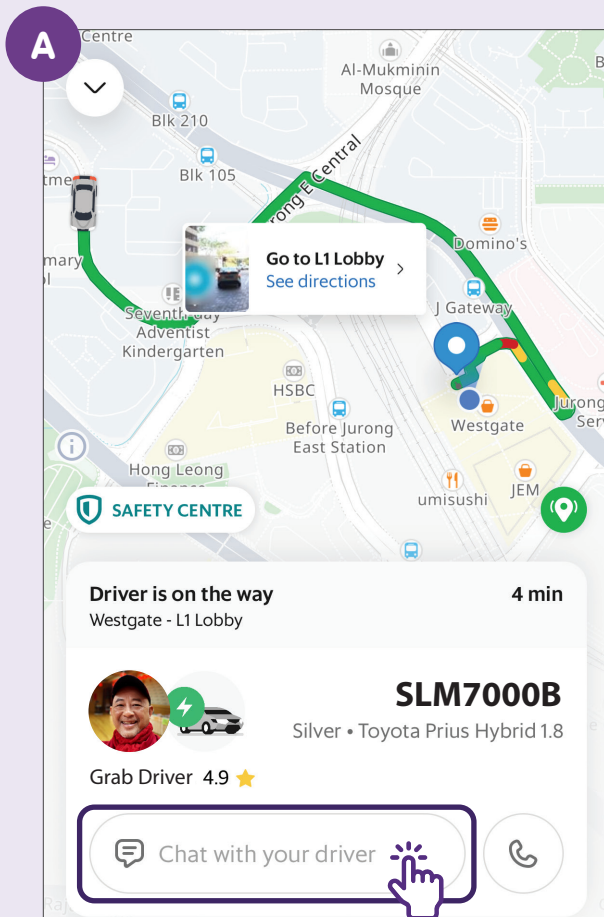
7 Tap on the Book Button



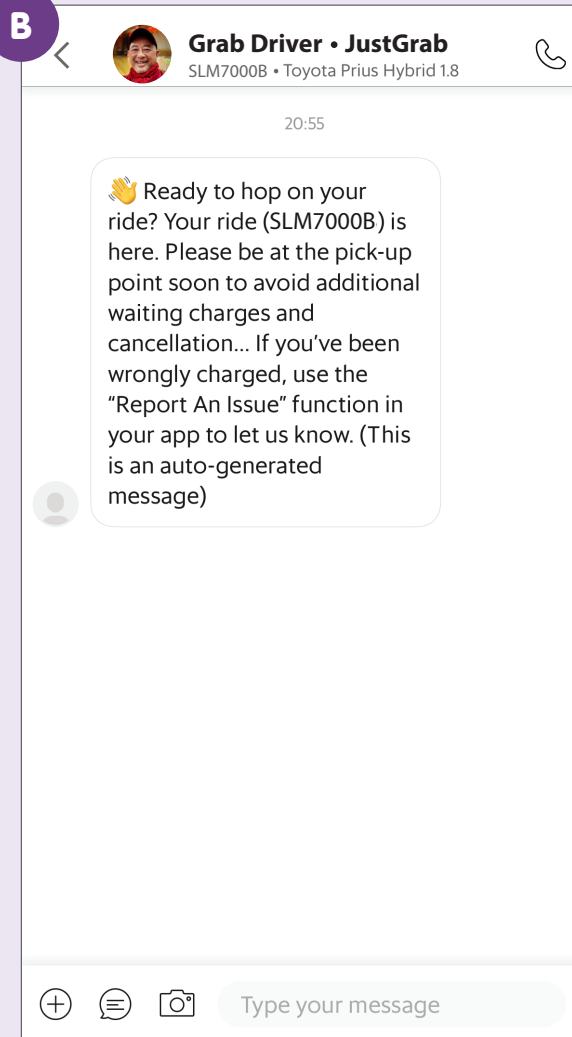
8 Wait for Ride



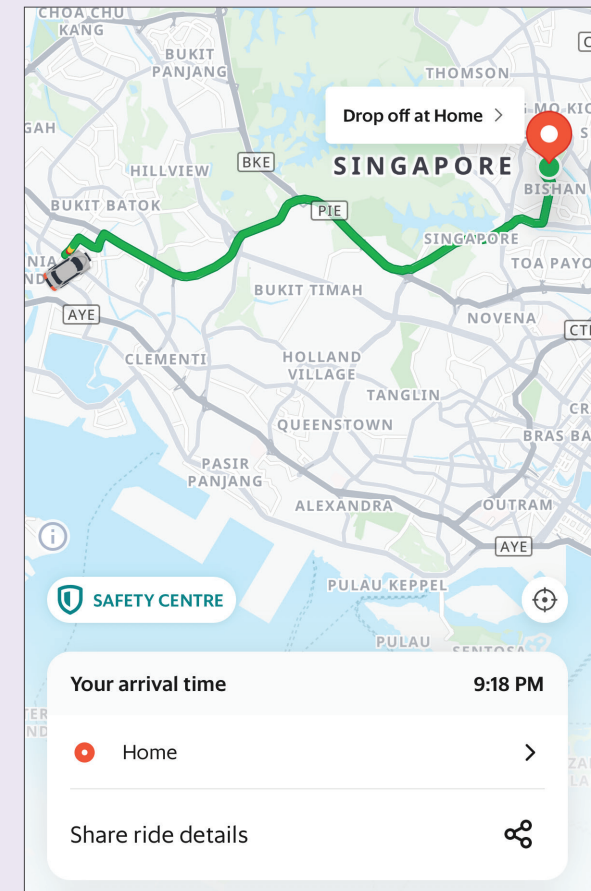
9 Chat with Driver, if needed



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



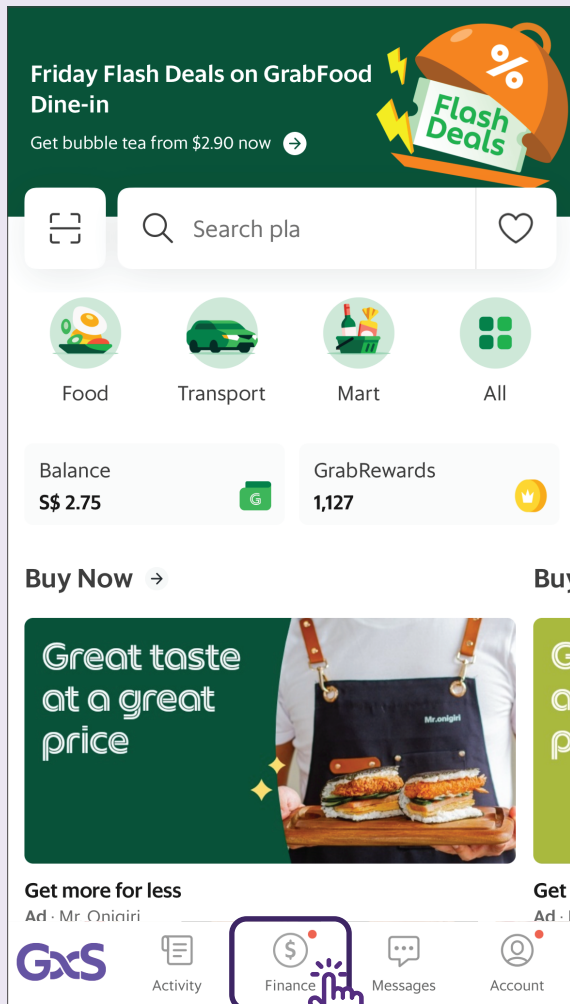
10 Monitor your Journey



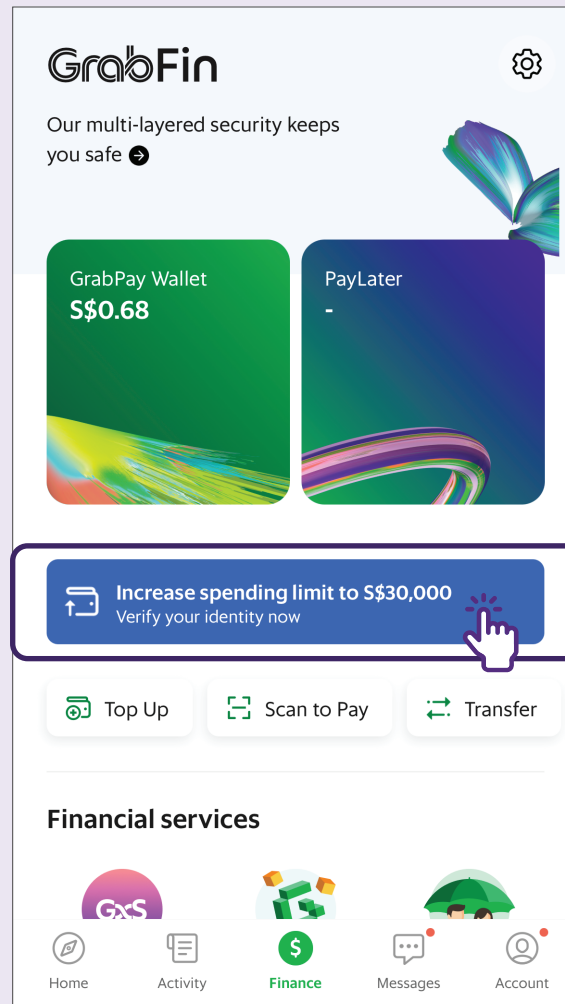
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Other Payment Methods - GrabPay Wallet

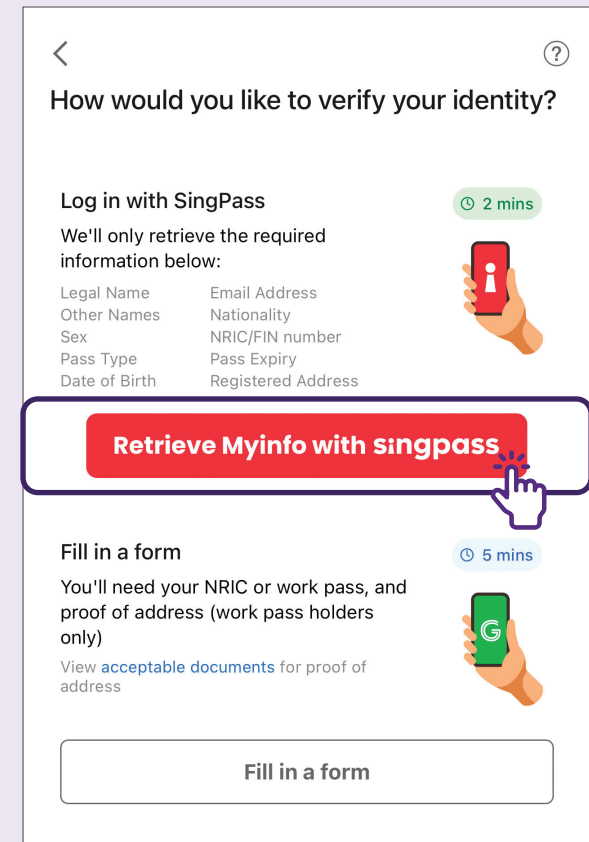
1 Tap on Finance



2 Verify your Identity

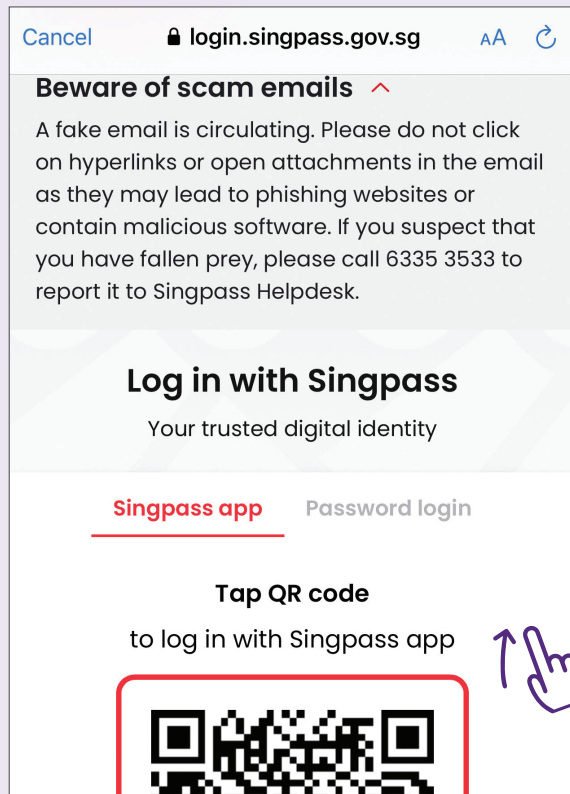


3 Retrieve Myinfo with Singpass



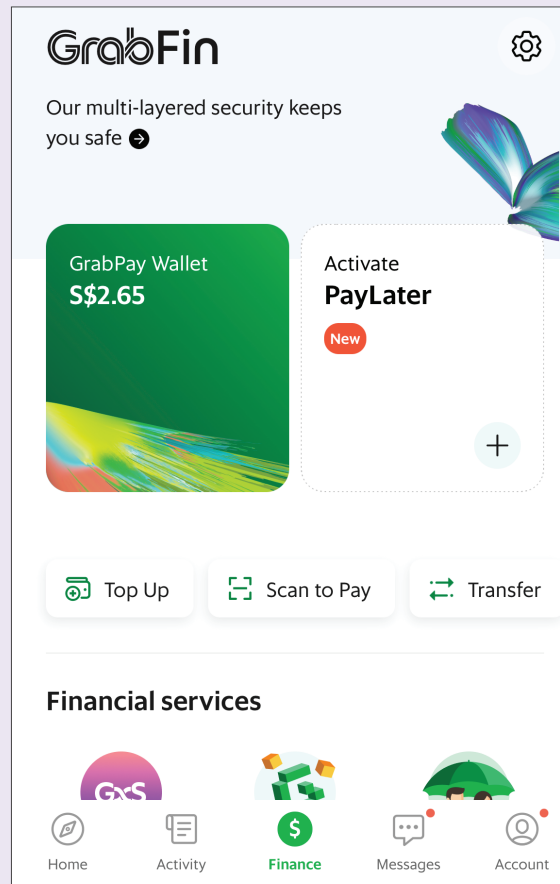
If you do not have Singpass, you can tap on "Fill in a form" to fill up an on-screen form to set up your GrabPay wallet.

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.

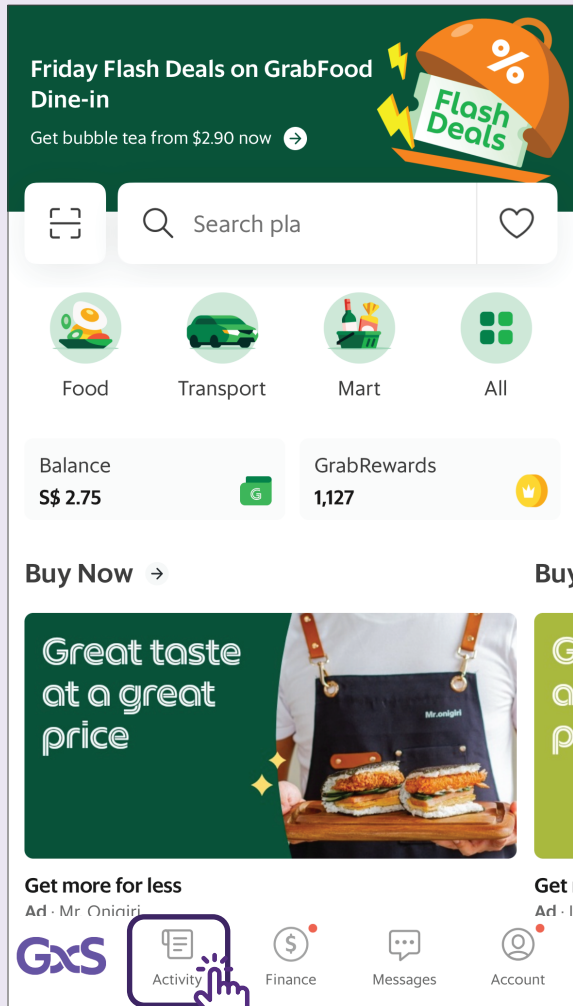
5 Successful Set up GrabPay Wallet



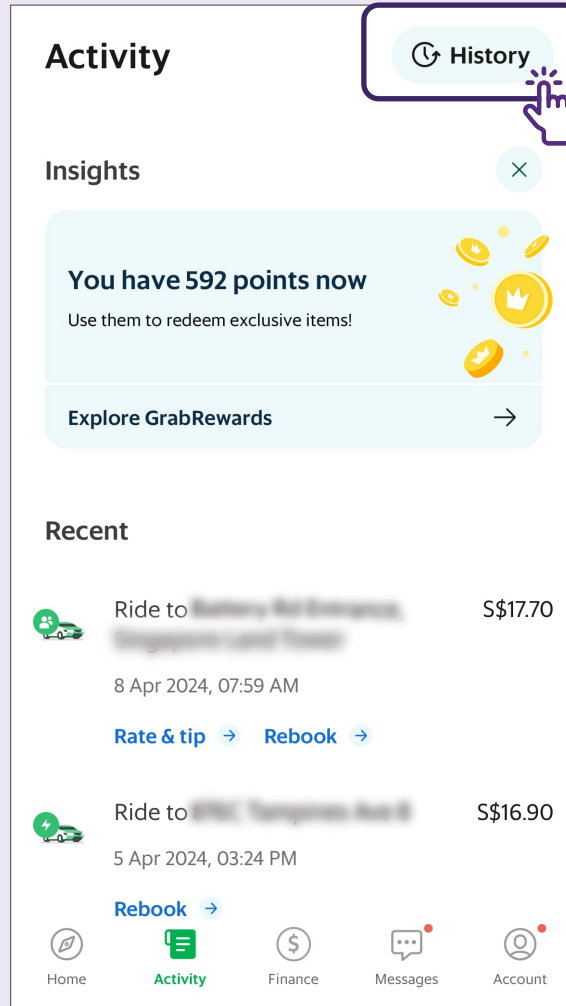
You will see a similar page upon successfully setting up your GrabPay wallet.

Check Transport History

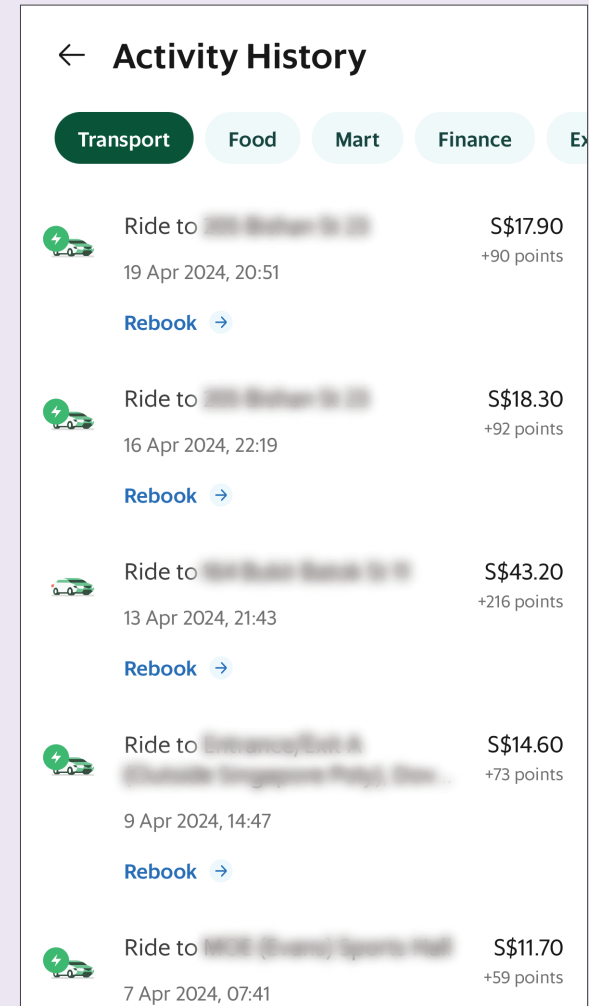
1 Tap on Activity on Homepage



2 Tap on History

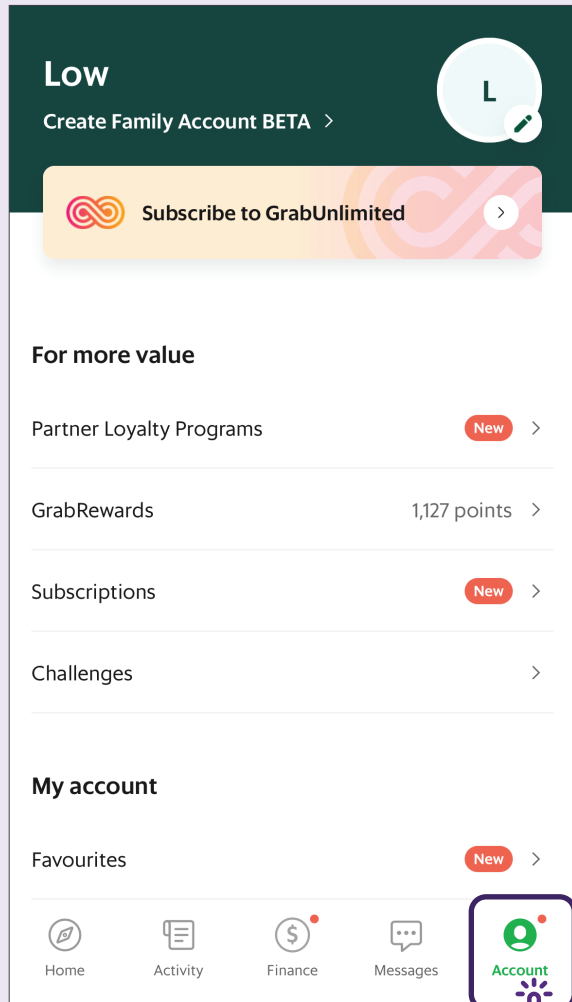


3 View All Past Rides and Tap on Any to View More Details

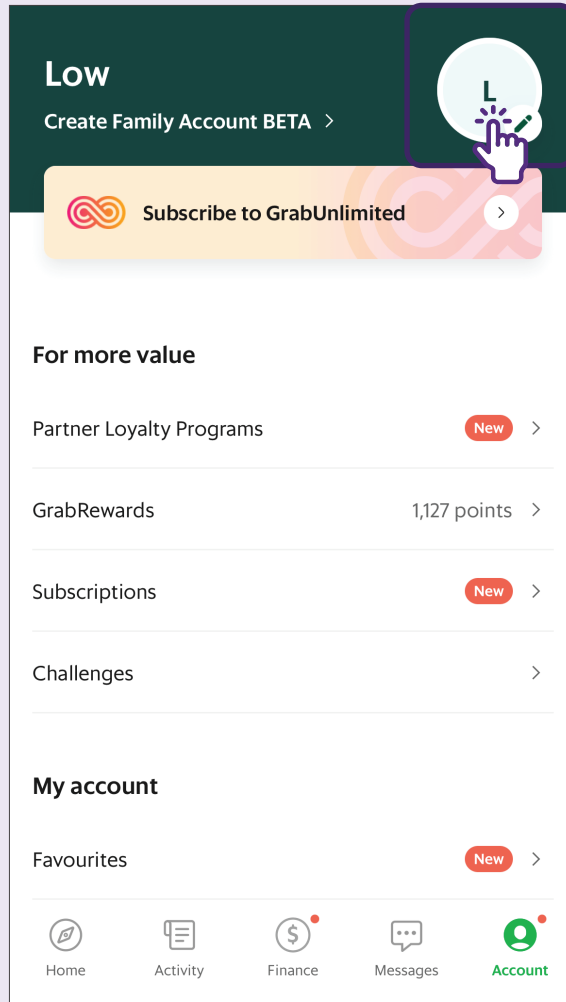


Log out of Your Account

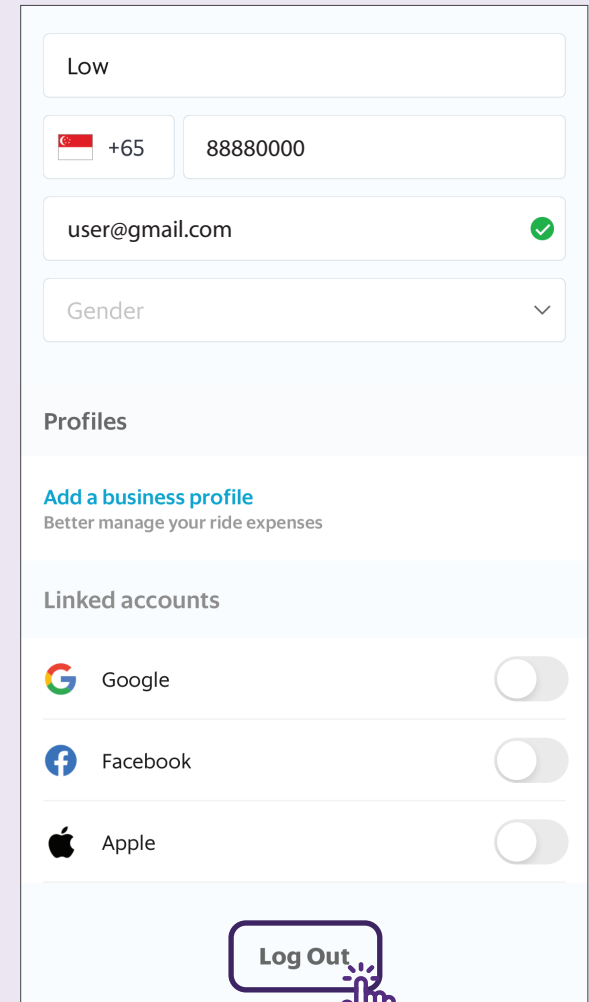
1 Tap on Account on Homepage



2 Tap on Your Profile



3 Tap on Log Out



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Sign up for a Zig Account

1 Launch Zig App



Find and tap the "Zig" icon.

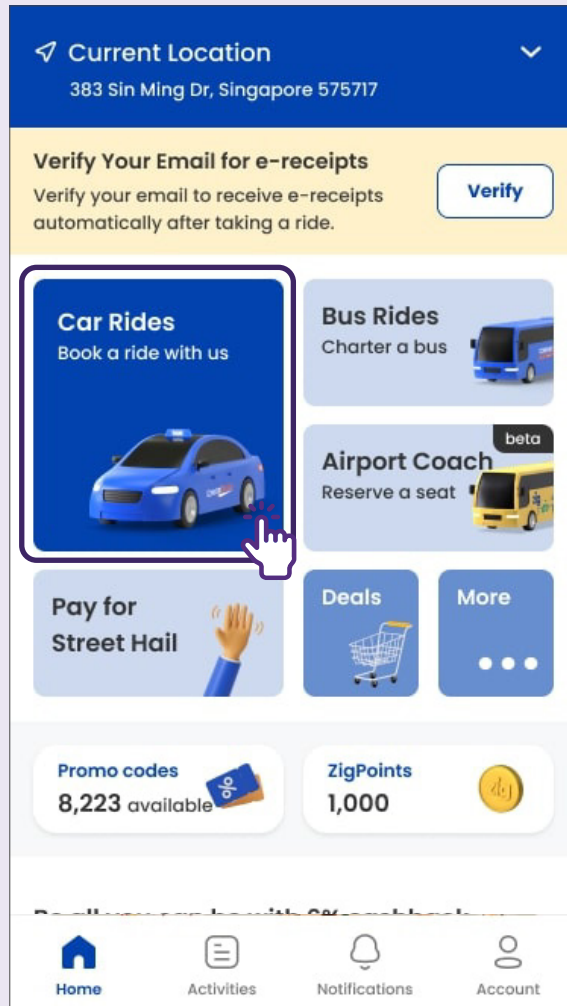
2 Tap on Login

3 Enter Mobile Number

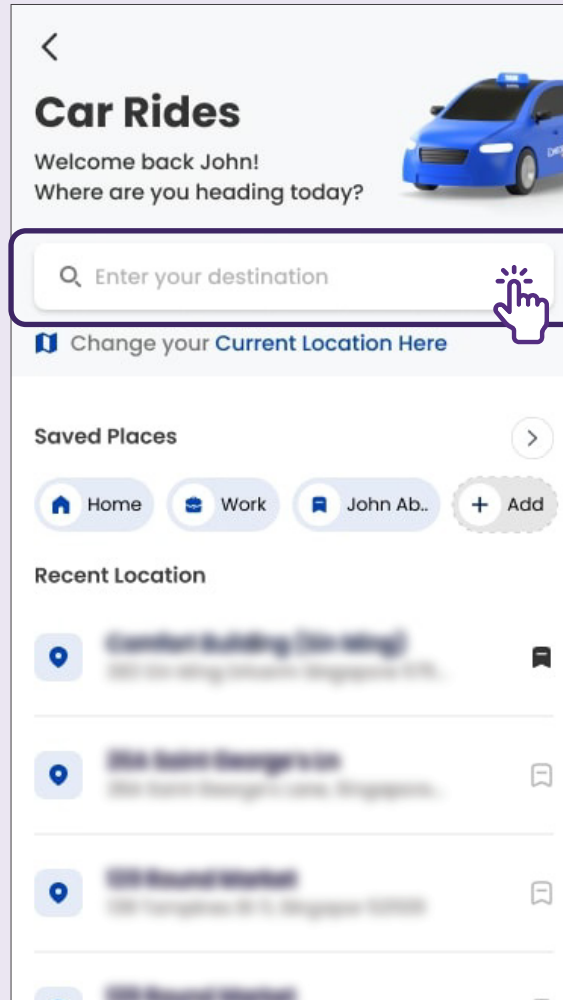
4 Enter SMS OTP Sent to Your Registered Number

Book a Ride - Enter Pickup and Destination Addresses

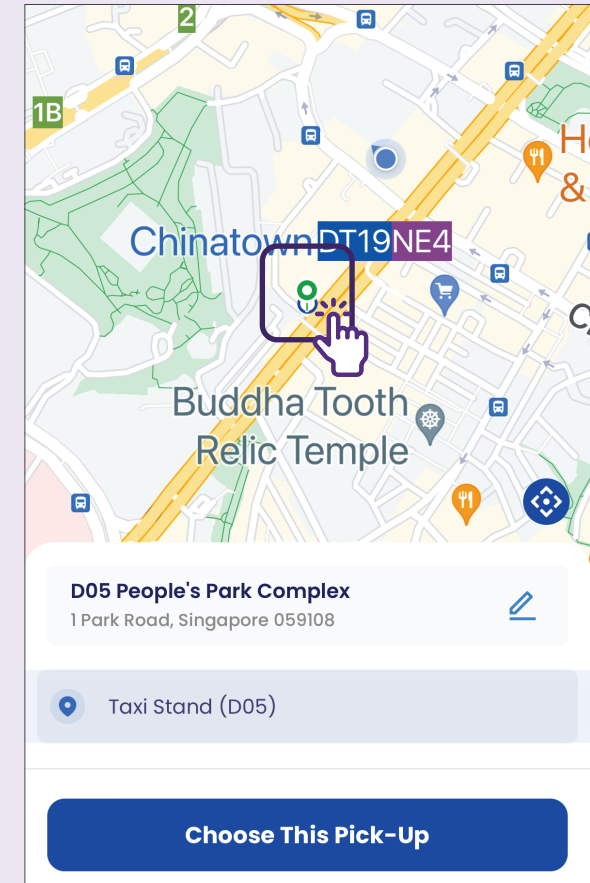
1 Tap on Car Rides on the Homepage



2 Enter Your Destination



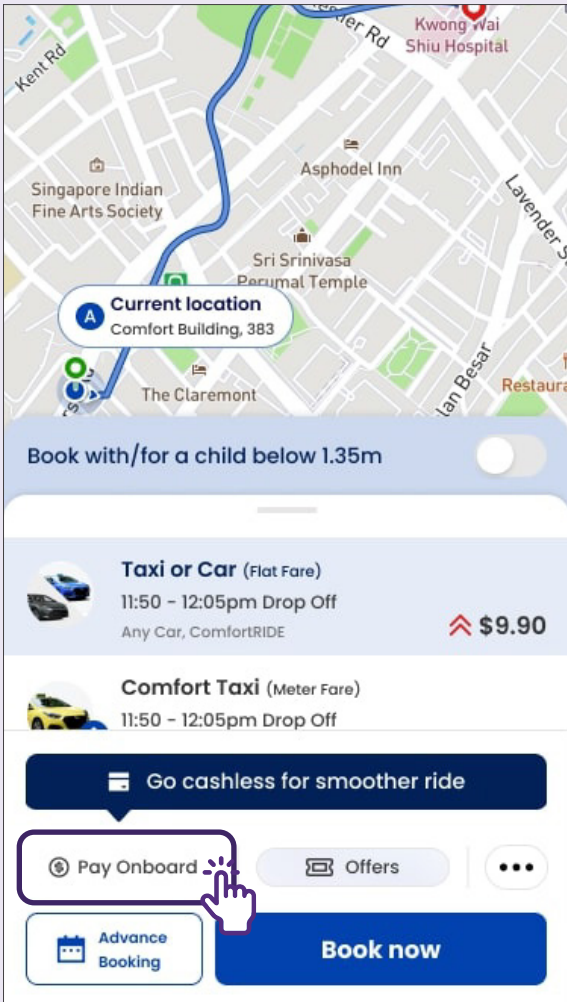
3 Check Your Pickup Point



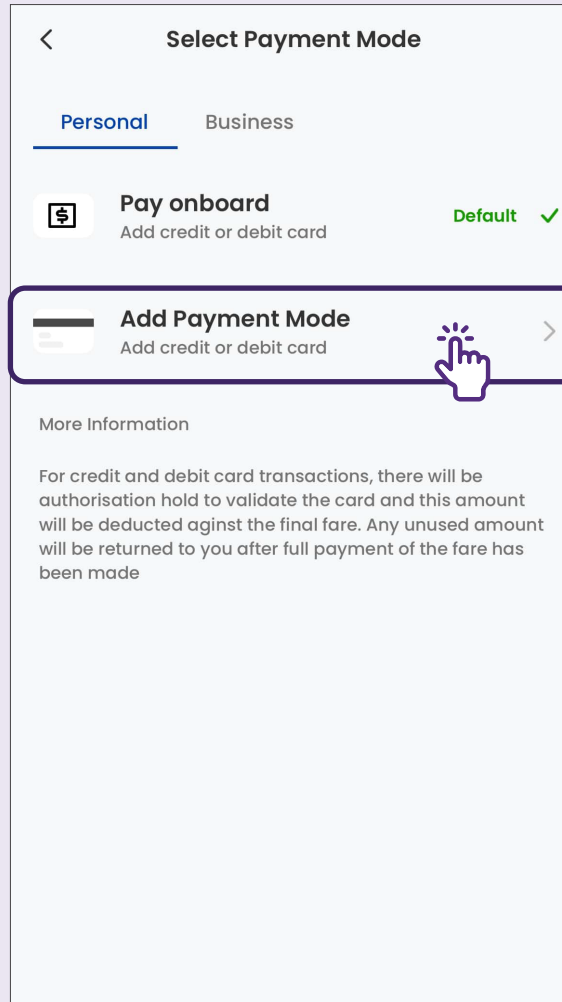
You can also move the pin on the map to pinpoint your exact pickup point.

Book a Ride - Enter Payment Methods (Credit Card)

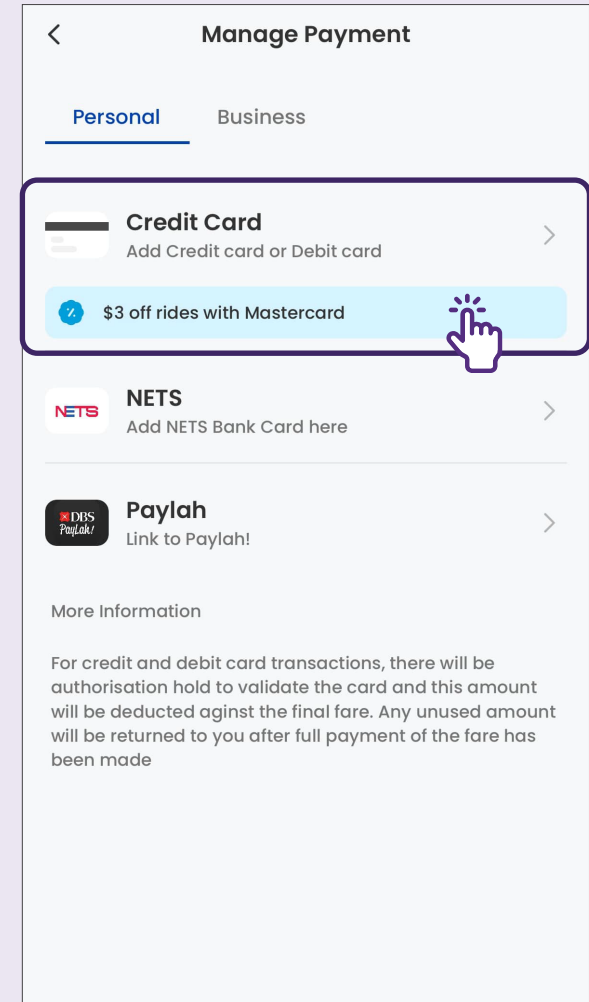
4 Tap on Payment Method



5 Choose Add Payment Mode

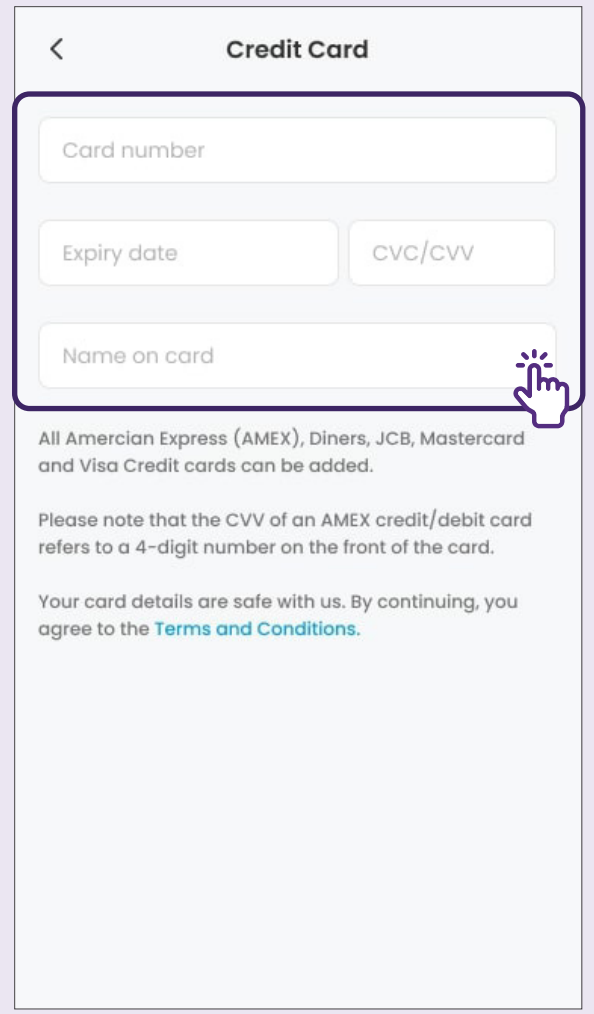


6 Tap on Credit Card



Book a Ride - Confirm the Ride

7 Enter Card Details



Card number

Expiry date cvc/cvv

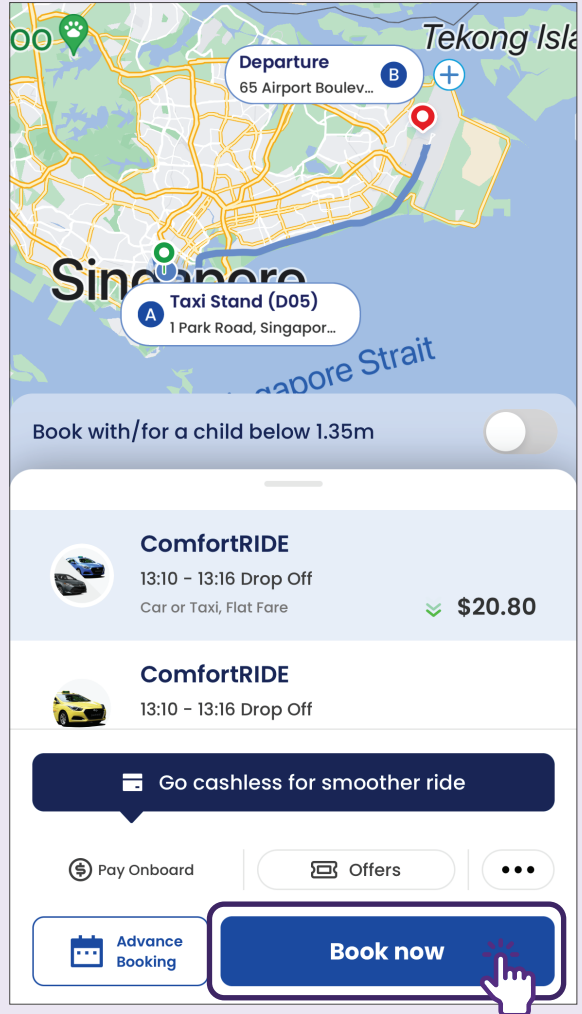
Name on card

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](#).

8 Tap on the Book now Button



Departure
65 Airport Boulev...

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

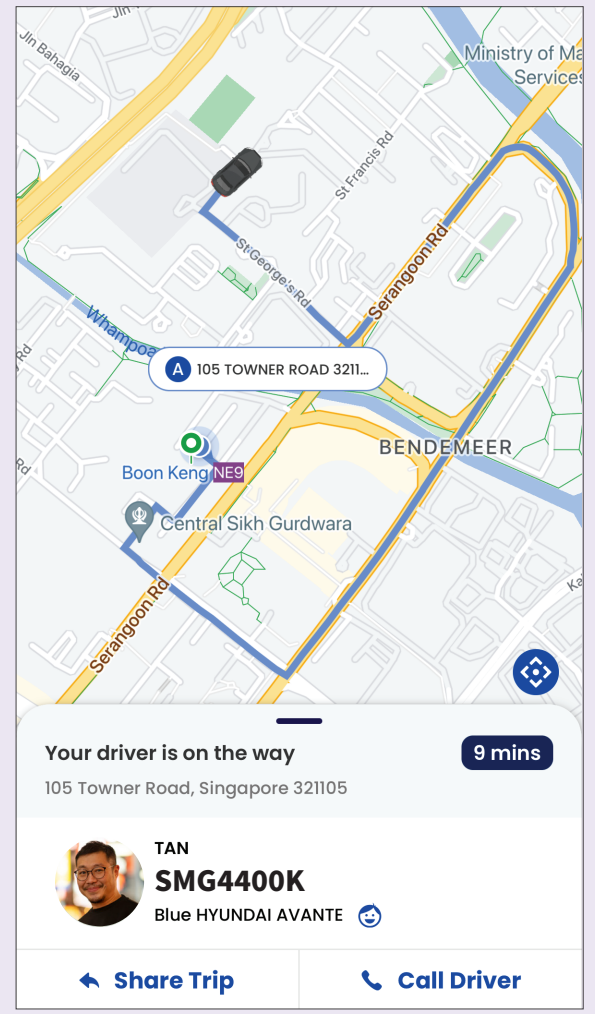
ComfortRIDE
13:10 - 13:16 Drop Off

Go cashless for smoother ride

Pay Onboard Offers

Advance Booking **Book now**

9 Wait for Ride



105 TOWNER ROAD 3211...

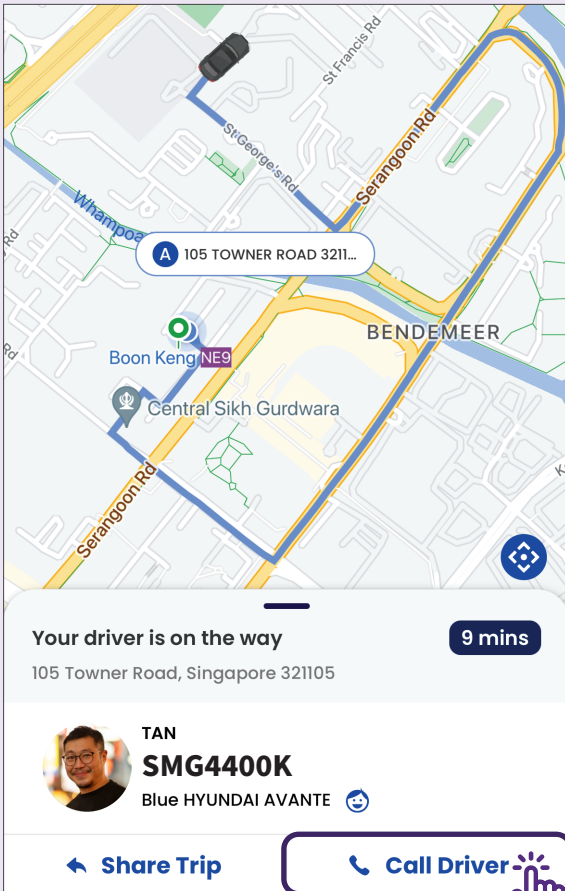
Your driver is on the way 9 mins

105 Towner Road, Singapore 321105

TAN
SMG4400K
Blue HYUNDAI AVANTE

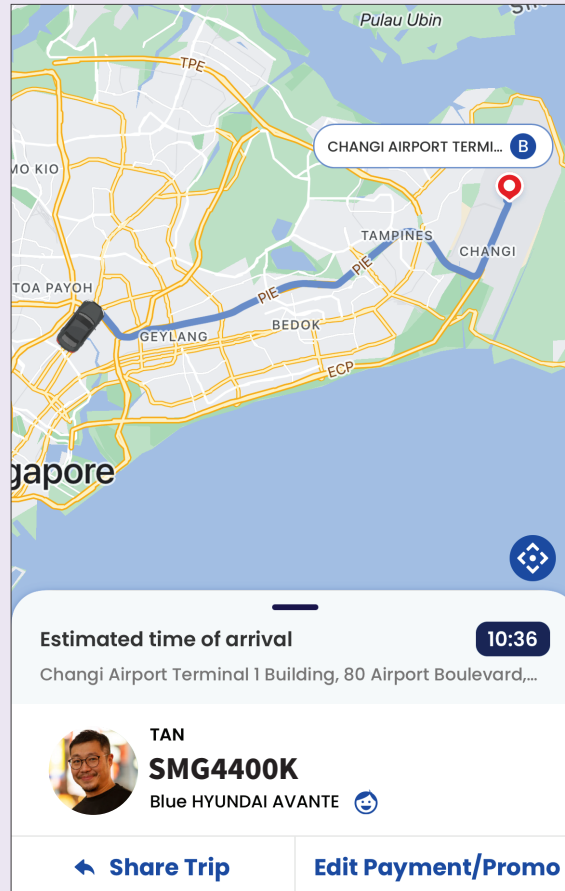
Share Trip Call Driver

10 Call the Driver, if Needed



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

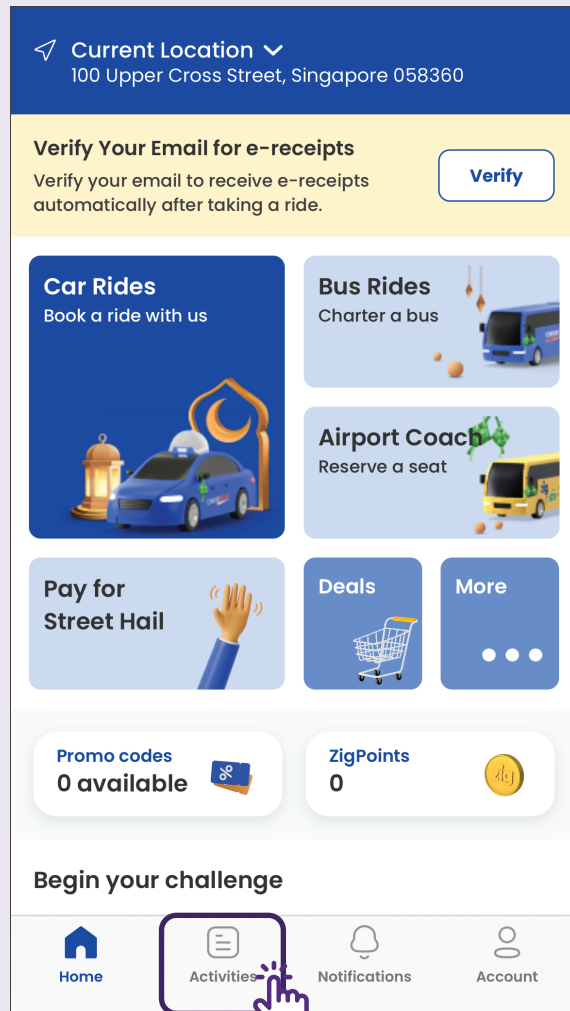
11 Monitor your Journey



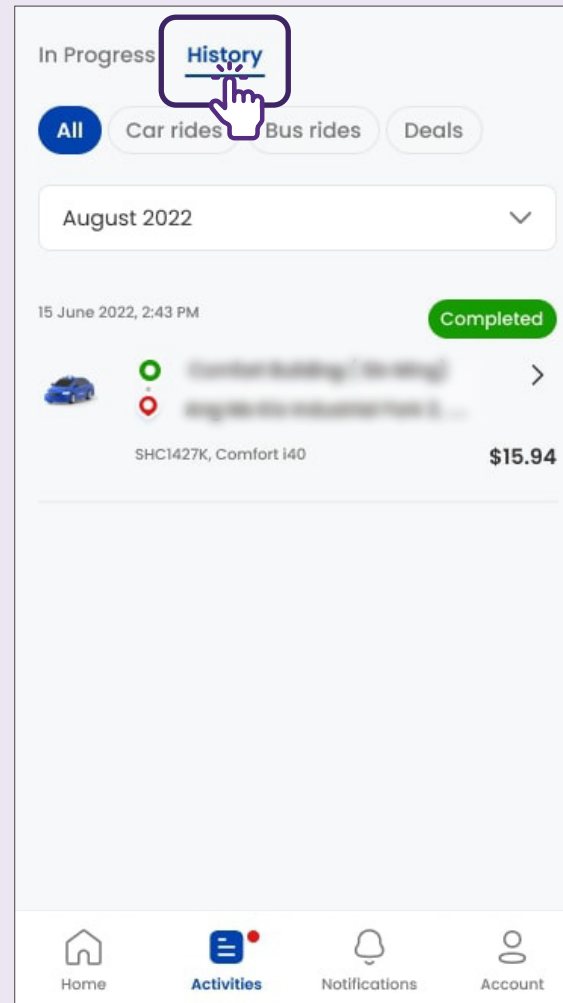
Once you have board your car, you can monitor your journey such as your estimated arrival time.

Check Transport History

1 Tap on Activities on Homepage

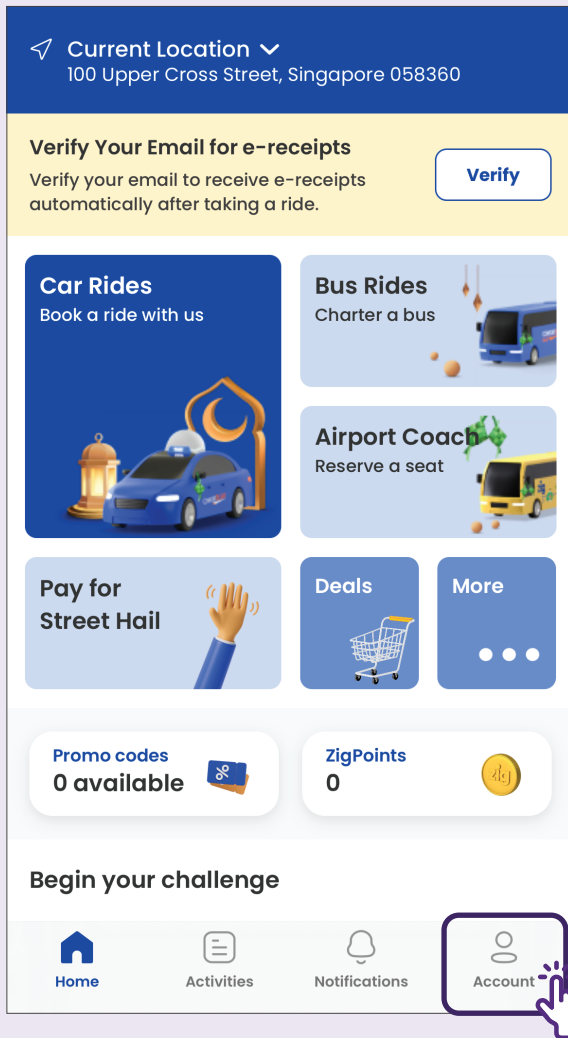


2 Tap on History to View All Past Rides

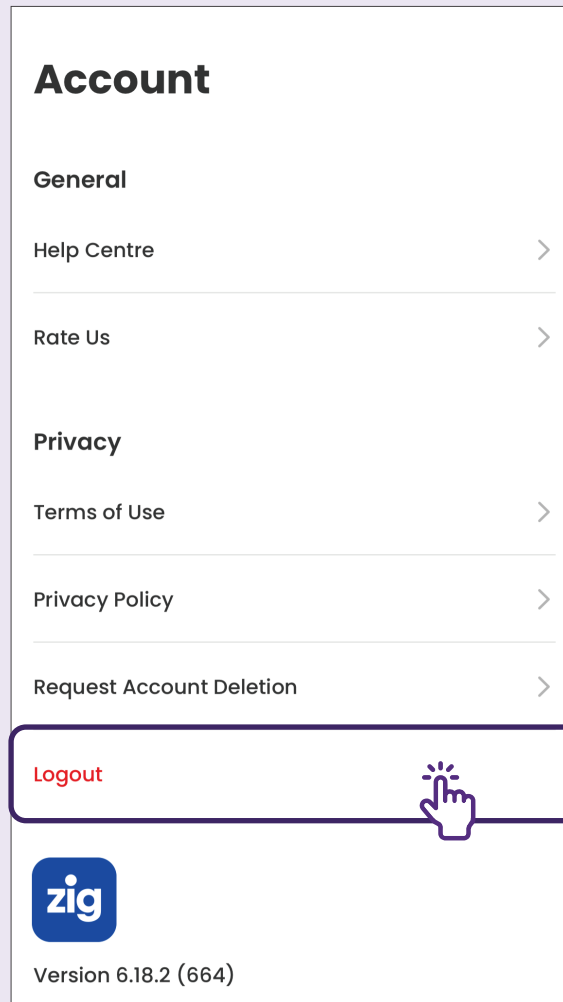


Log out of Your Account

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

Feedback: go.gov.sg/imda-feedback

Website: digitalforlife.gov.sg



**Scan QR code to
visit the Digital for
Life Portal.**

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content of Grab and ComfortDelGroTaxi.*