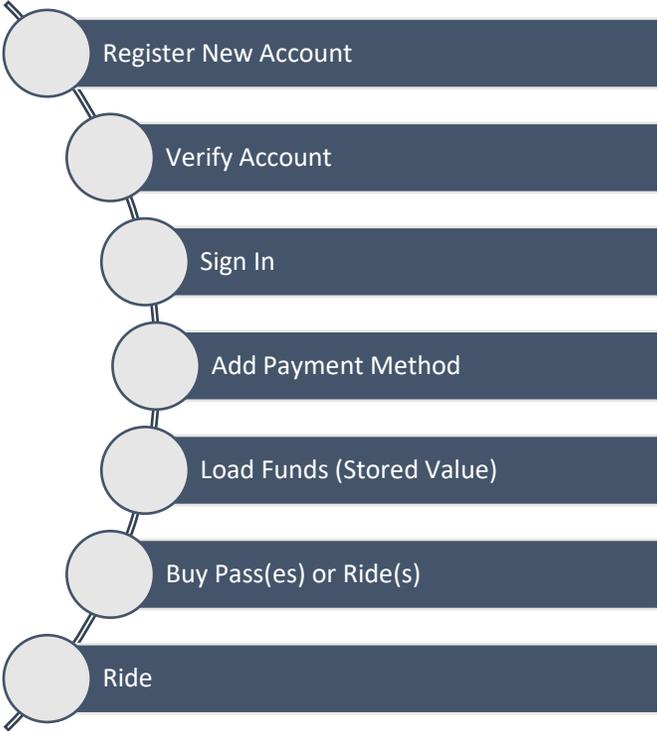




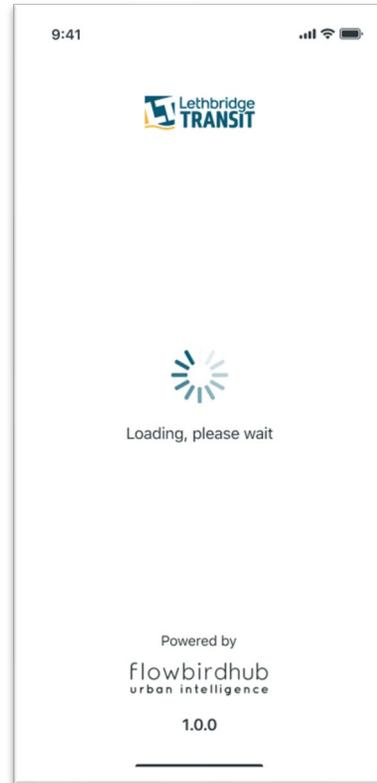
LT Fare Mobile App Manual

DOWNLOAD THE APP

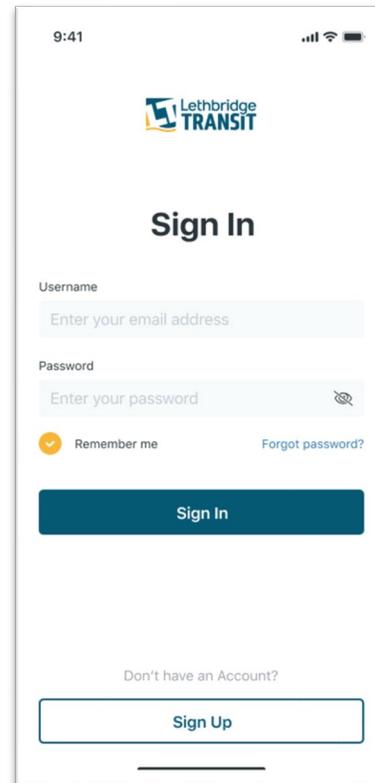


To download the mobile app, visit the Google Play store or Apple App Store and search for the “LT Fare App”. The correct app would have the above icon and will be developed by “Flowbird Inc.”

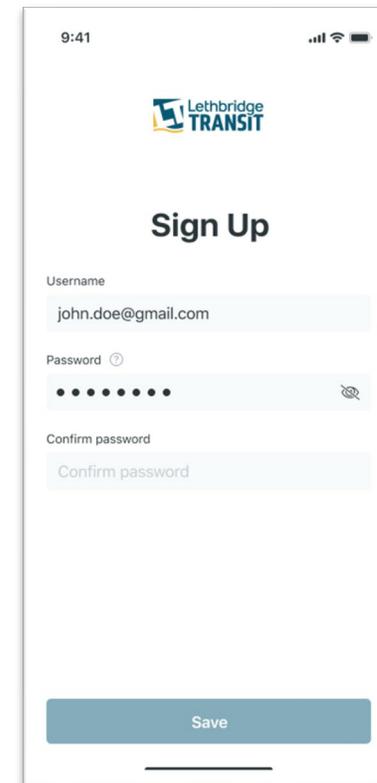
ACCOUNT REGISTRATION



Launch the Mobile App



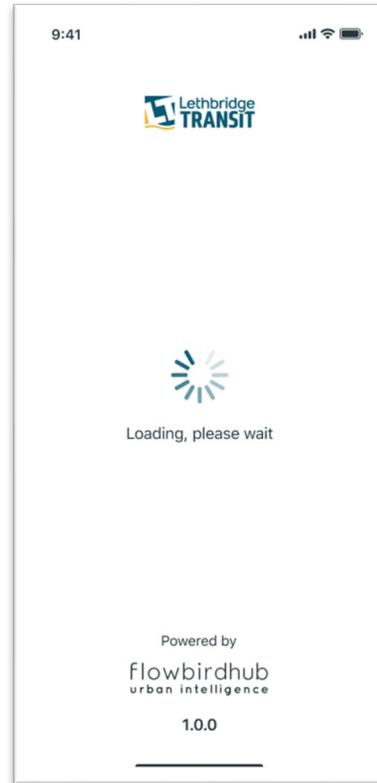
Select "Sign Up"



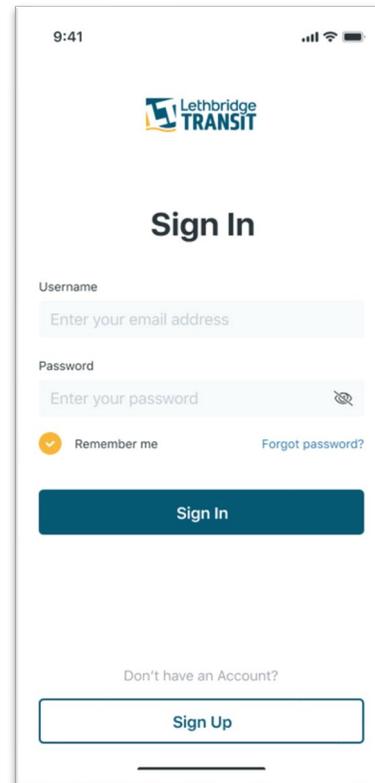
Enter username, password
confirm password and Save

Once Completed, you will receive an email with a link to verify your account. Follow the instructions in the email to activate your account.

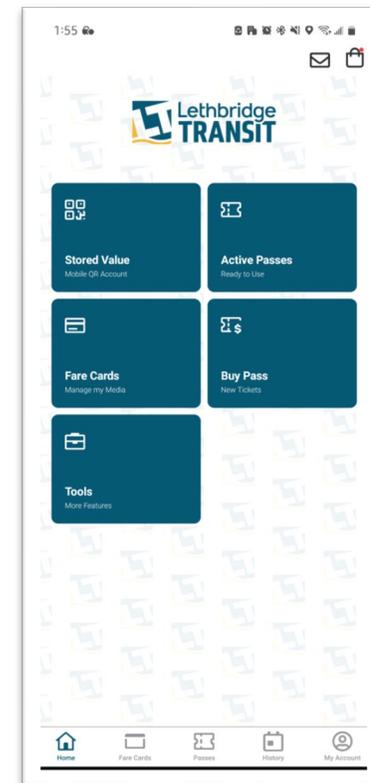
ACCOUNT SIGN-IN



Launch the Mobile App



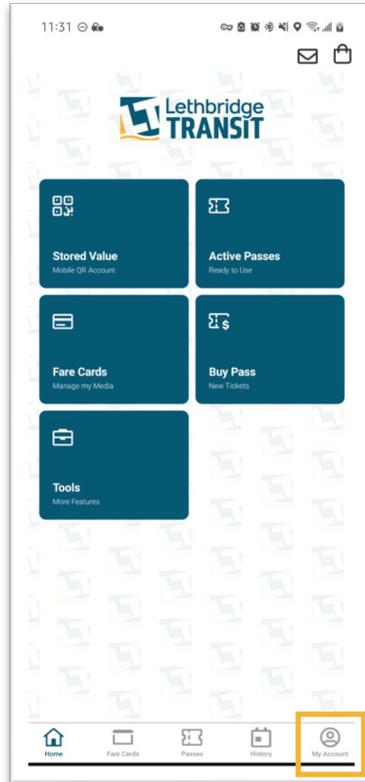
Enter username and password
and select "Sign In"



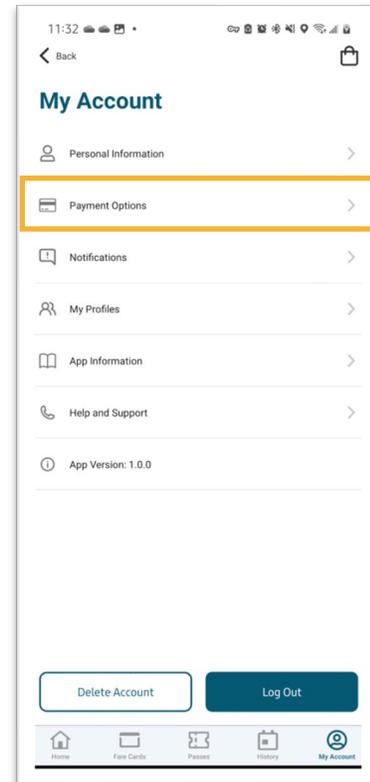
The Dashboard page will be
loaded

If you forgot your password, use the "Forgot Password Link to retrieve your password.

ADD PAYMENT METHOD



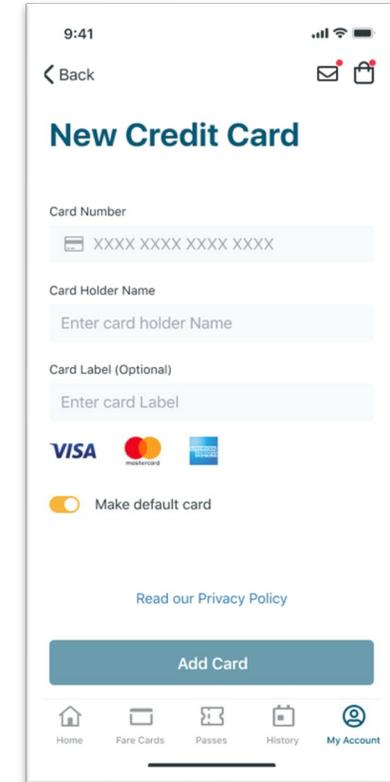
From the Dashboard page,
Select "My Account"



Select "Payment Options"



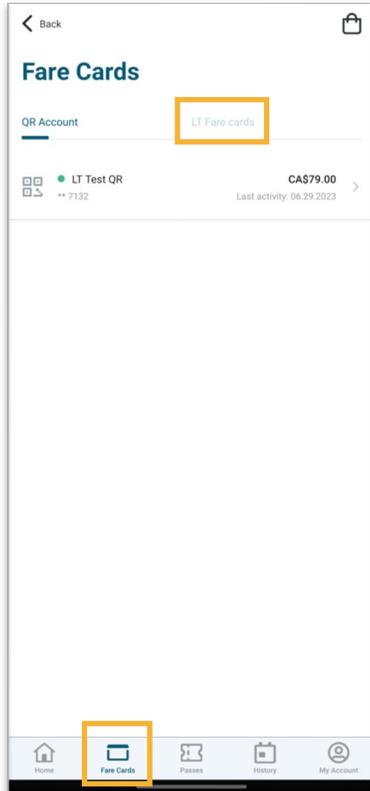
Select "Add New Card"



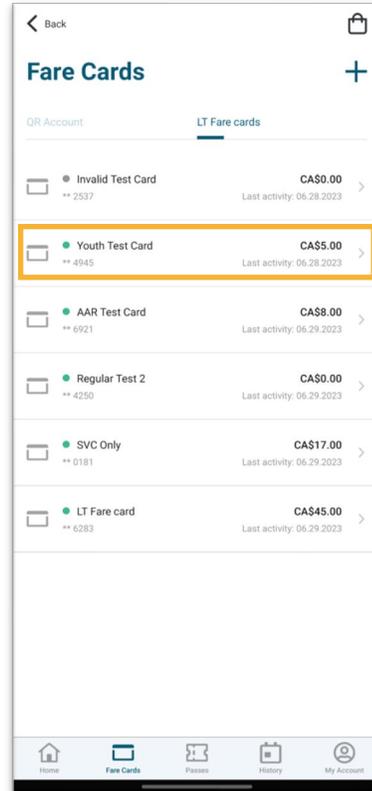
Enter Bank Card information
and select "Add Card"

The successfully added card will show up on the "Payment Options" page
Cards can be removed by selecting the card from the "Payment Options" screen, and then selecting "Remove Card"

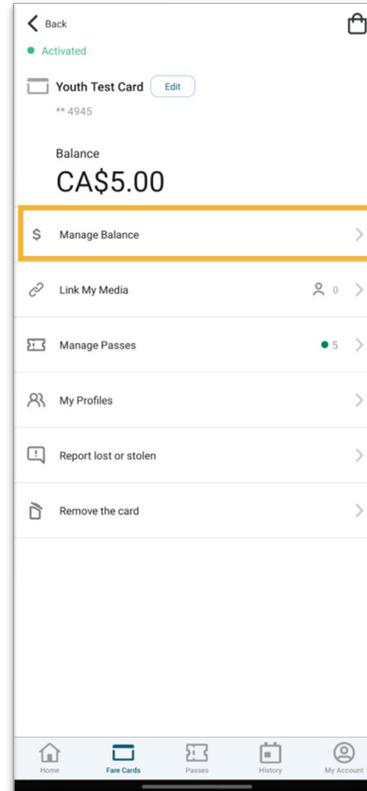
LOAD FUNDS TO A FARE CARD



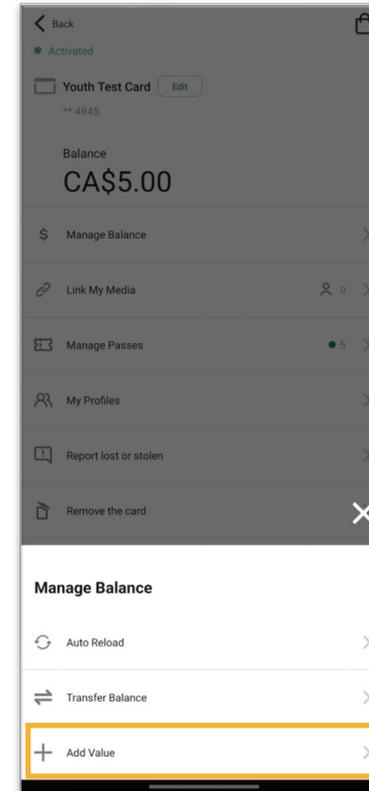
From the Fare Cards Page,
Switch to "LT Fare Cards"



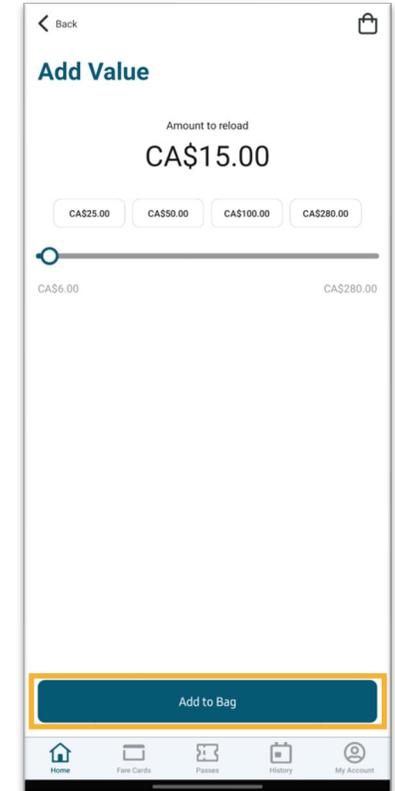
Select the Fare Card you
would like to load



Select "Manage Balance"



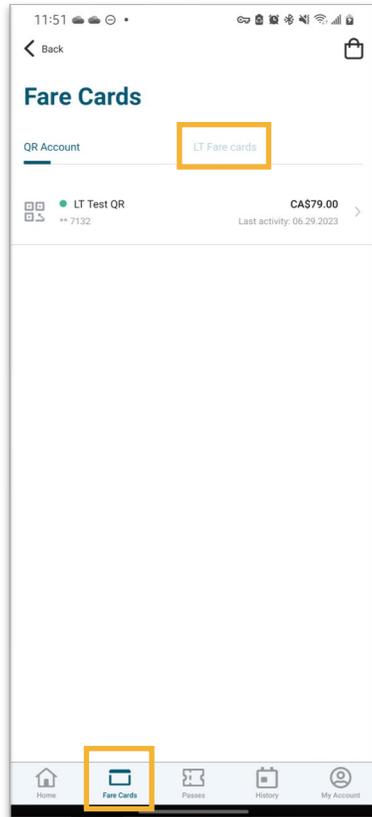
Select "Add Value"



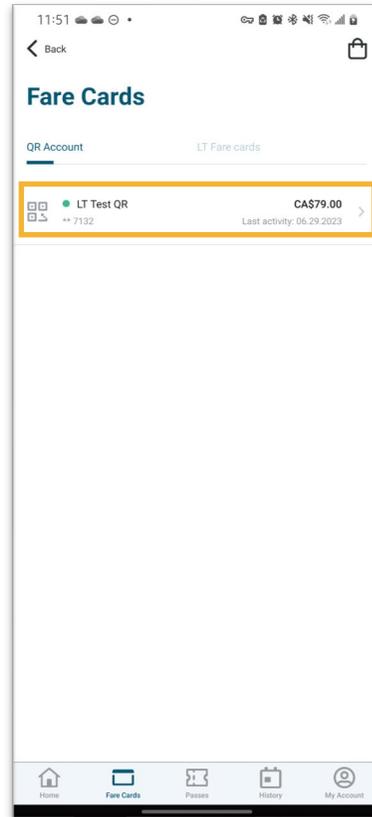
Use the slider or Buttons
Then Select "Add to Bag"

Loaded funds, also referred as stored value, can be used to ride the bus without purchasing a pass or single ride product. It can also be transferred to other accounts, or Cards (see "Transfer Funds"), or used to purchase a Pass/Ticket within the App

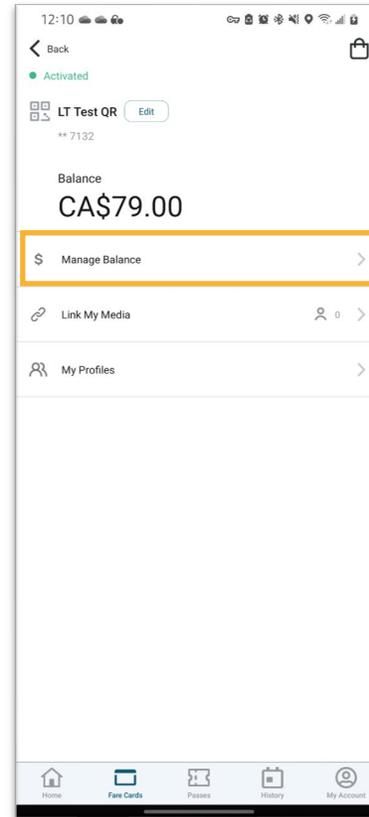
LOAD FUNDS TO THE APP (QR ACCOUNT)



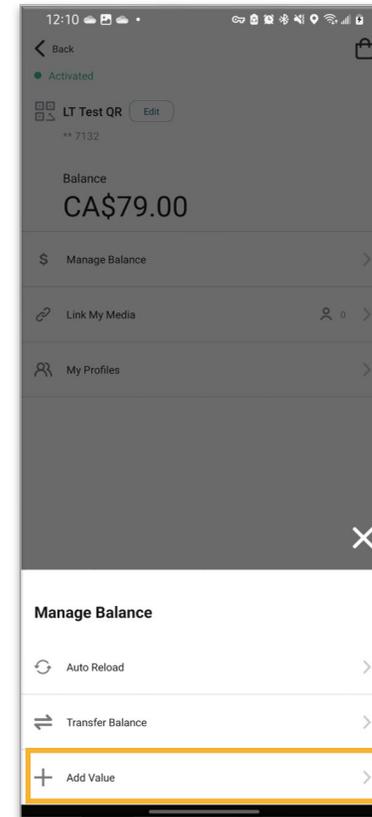
From the Fare Cards Page,
Switch to "QR Accounts"



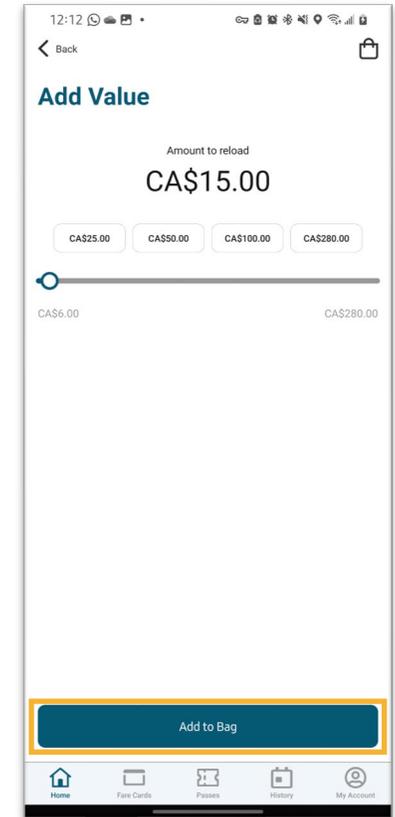
Select the (QR account) you
would like to load



Select "Manage Balance"



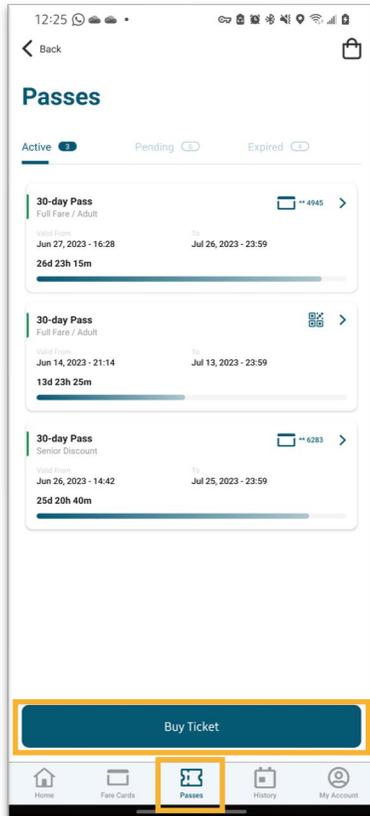
Select "Add Value"



Use the slider or Buttons
Then Select "Add to Bag"

Stored value can be used to ride the bus without purchasing a pass or single ride product. It can also be transferred to other accounts (see "Transfer Funds")

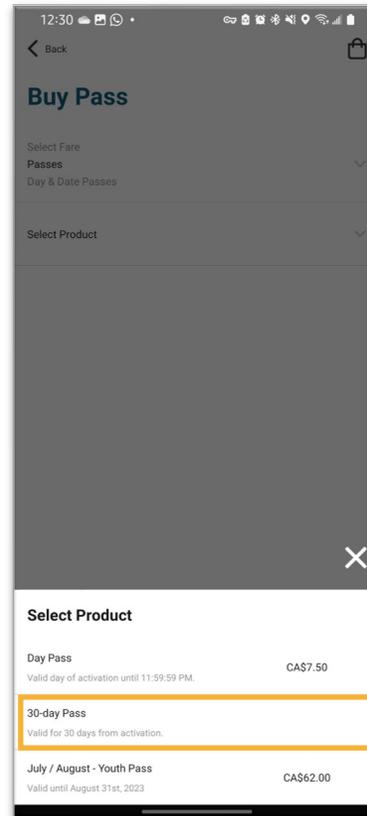
BUY A PASS



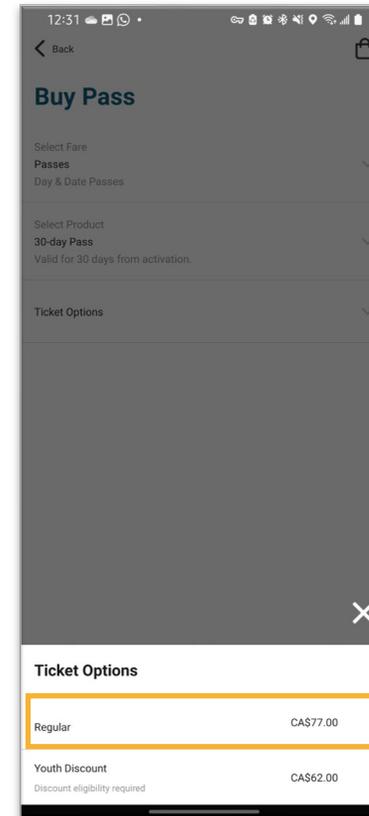
Switch to the "Passes" Tab
Select Buy Ticket



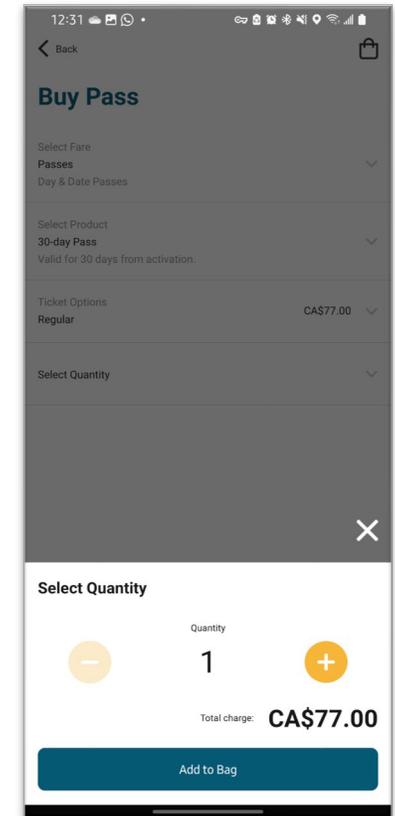
Select the desired Fare



Select the desired Product



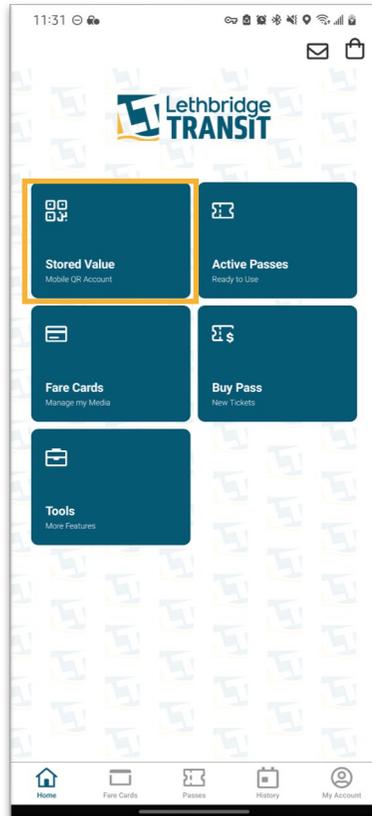
Select the desired Ticket
Option



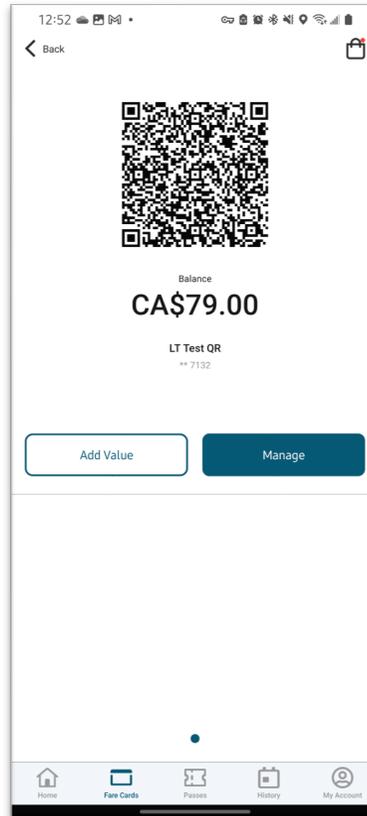
Adjust quantity to desired
number and "Add to Bag"

Be careful to select the correct product and concession to take advantage of available discounts
If you have a Stored Value Balance, it can be used for payment for Passes and Rides

RIDE THE BUS USING STORED VALUE



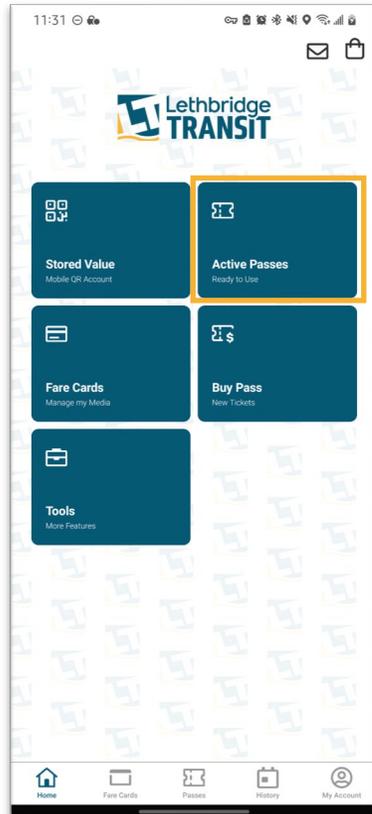
Select "Stored Value" to reveal the QR Code



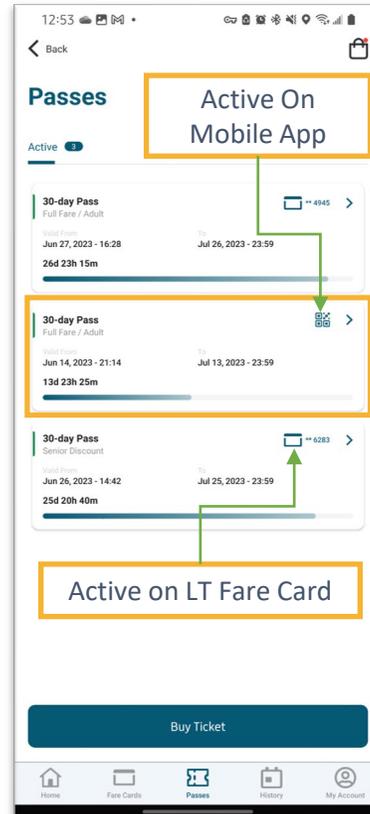
Scan The QR Code at the Validator on the Bus

The successfully added card will show up on the "Payment Options" page
Cards can be removed by selecting the card from the "Payment Options" screen, and then selecting "Remove Card"

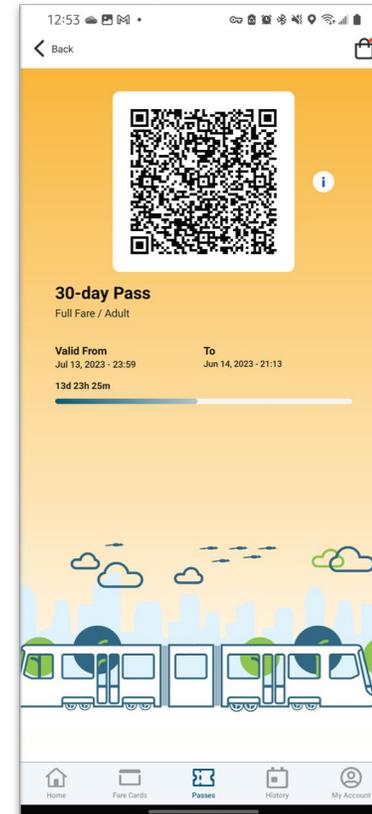
RIDE THE BUS USING PASS/TICKET (MOBILE QR)



From Dashboard
Select "Active Passes"



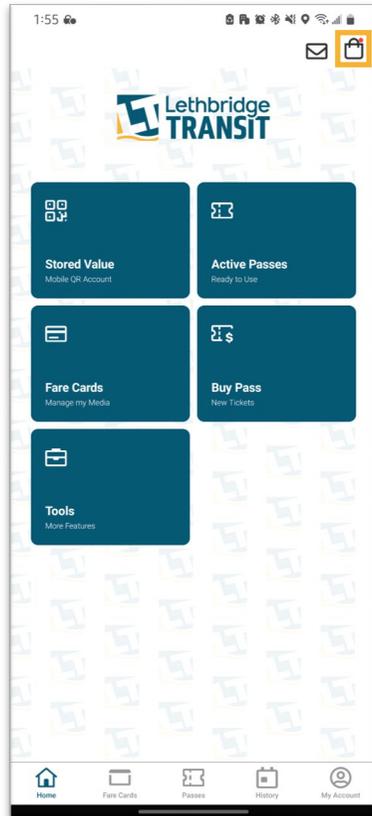
Select The Pass you would like to use to reveal Pass QR Code
Only Passes with a QR Code Icon can be used to Ride



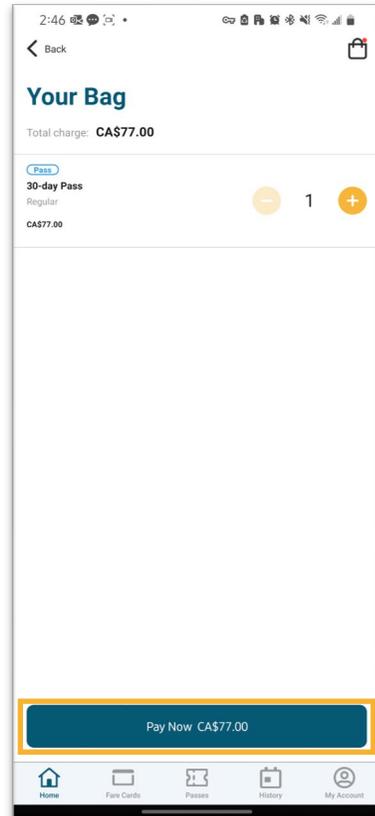
Scan The QR Code at the Validator on the
Bus

You must have an Active Pass on your mobile account in order to use this option to ride (See "Activate a Pass...")
Activated passes can not be transferred to another Media

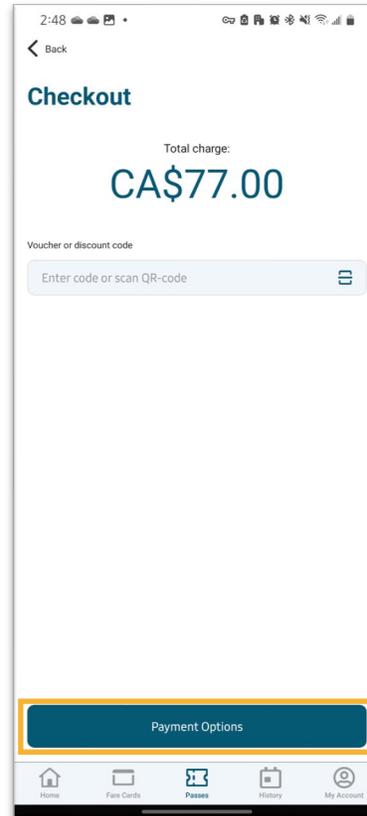
CHECKING OUT (COMPLETE TRANSACTION)



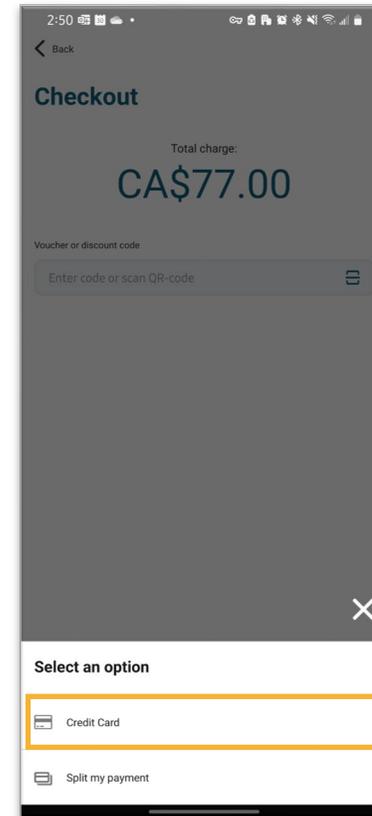
From Any Page
Select the "Bag" Icon



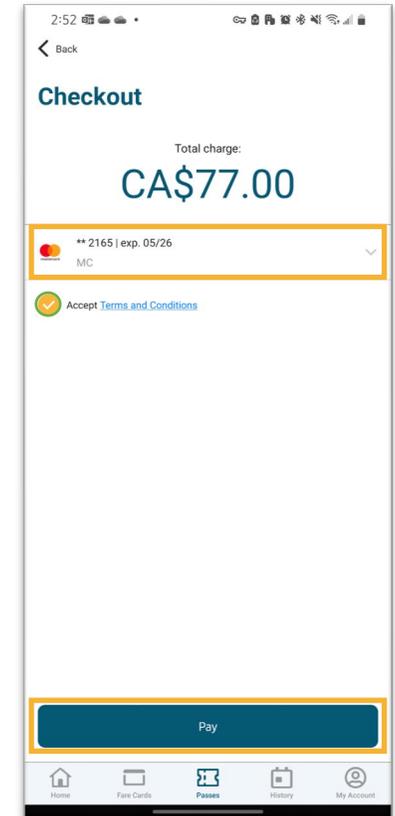
Select "Pay Now"



Select "Payment Options"



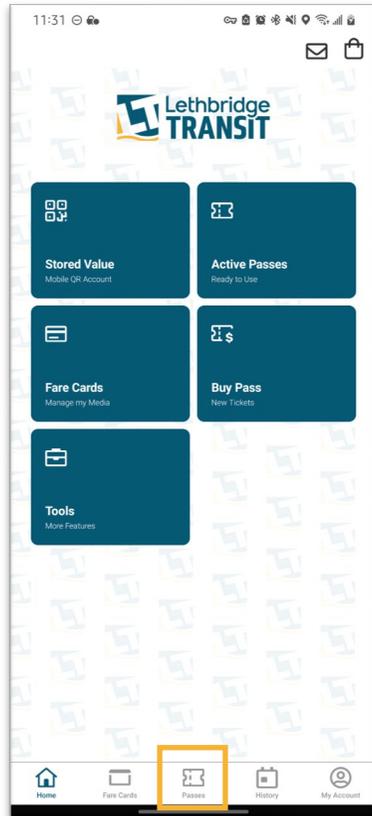
Use a Stored Value Card Or Bank
Card to complete the Payment



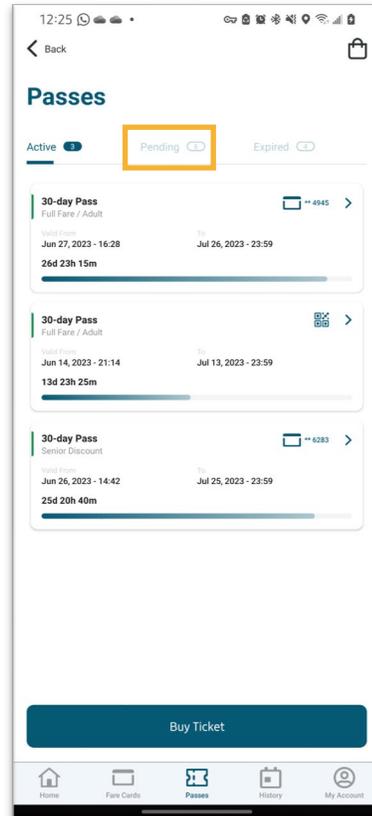
Select the preferred card,
Accept terms, and "Pay"

As this is a non-refundable process, please double check the products and costs before proceeding to checkout.
If using a Stored value card, please ensure that the correct card is selected to be debited.

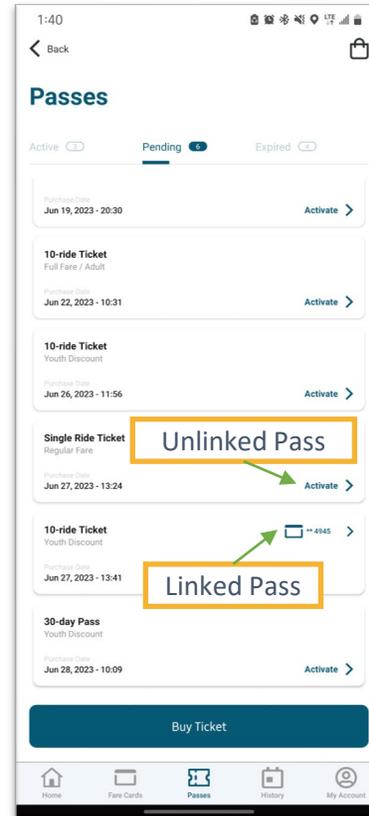
ACTIVATE A PASS ON MOBILE QR ACCOUNT



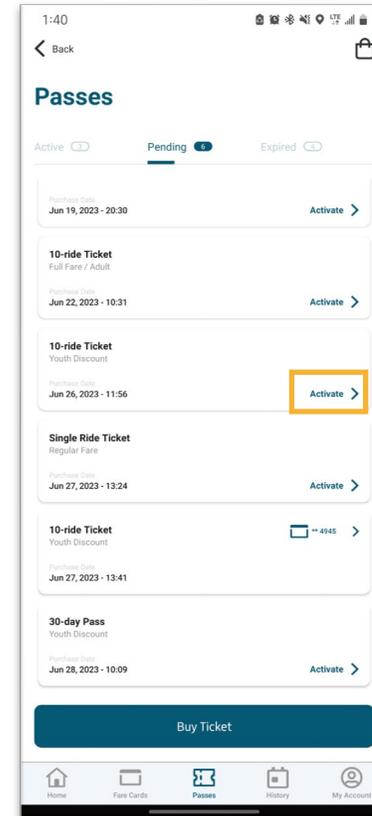
Select "Passes"



Select "Pending"



Find "Unlinked Pass"

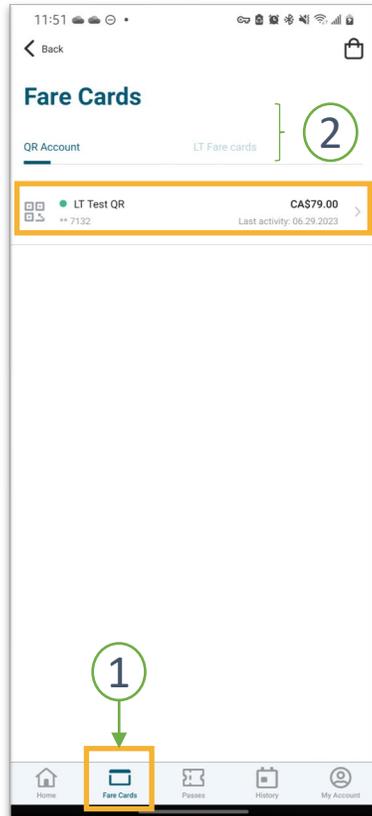


Click "Activate" and Confirm

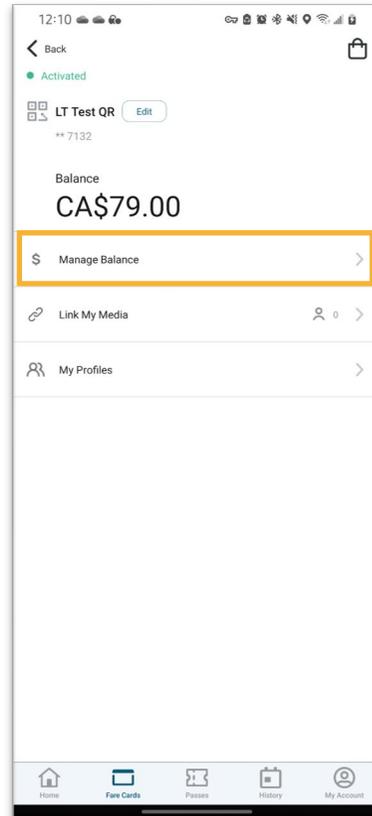


You can have multiple passes activated on the Mobile App. Simply select the pass you would like to use when boarding the bus to display the QR Code. Once Activated, a pass can only be used on the media it is activated.
A linked Pass can be unlinked if it has not yet been activated

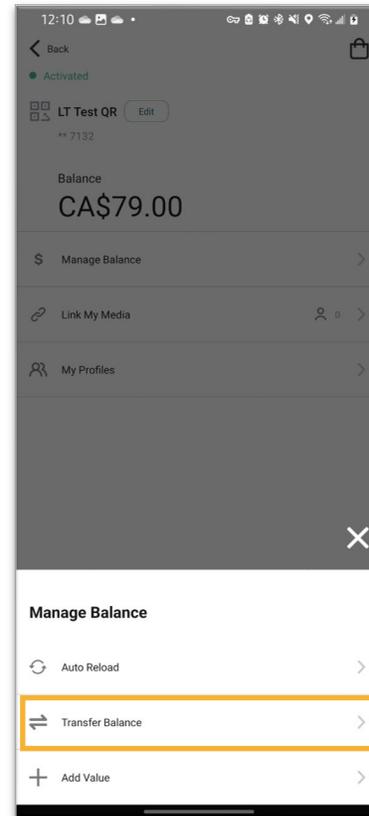
TRANSFER FUNDS (STORED VALUE)



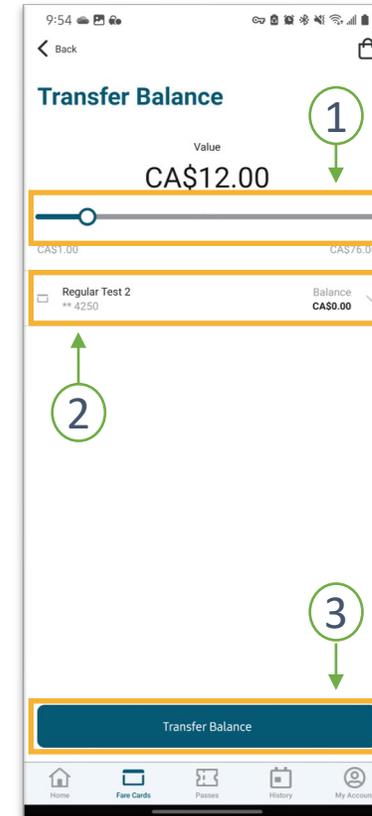
Select "Fare Card" and Select The account with the Source Balance



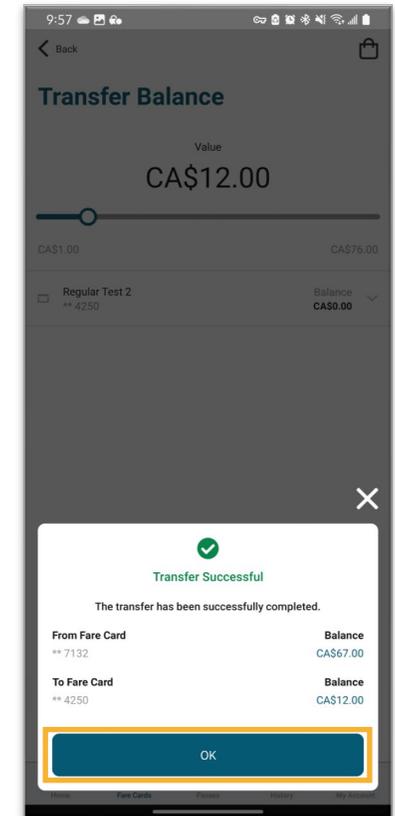
Select "Manage Balance"



Select "Transfer Balance"



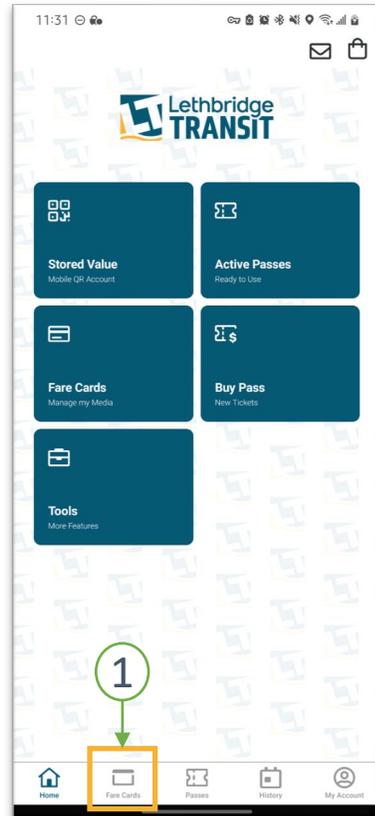
Select the amount to be transferred



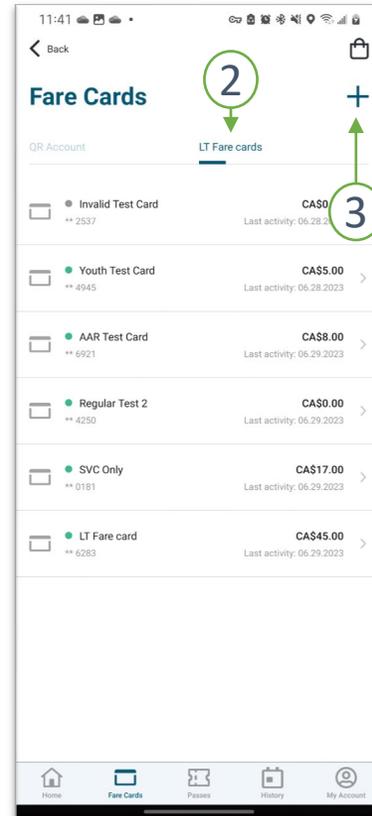
Select the Target Media Click "Transfer Balance"

You can only transfer balance to a media that you manage or that is registered to your account.

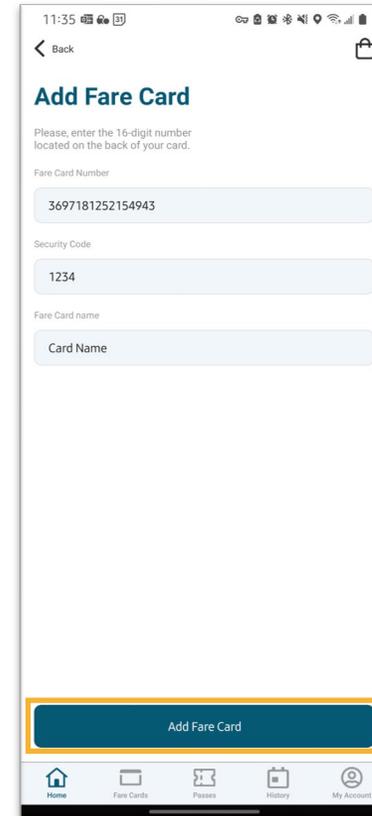
REGISTER LT FARE CARD TO YOUR ACCOUNT



Select "Fare Card"



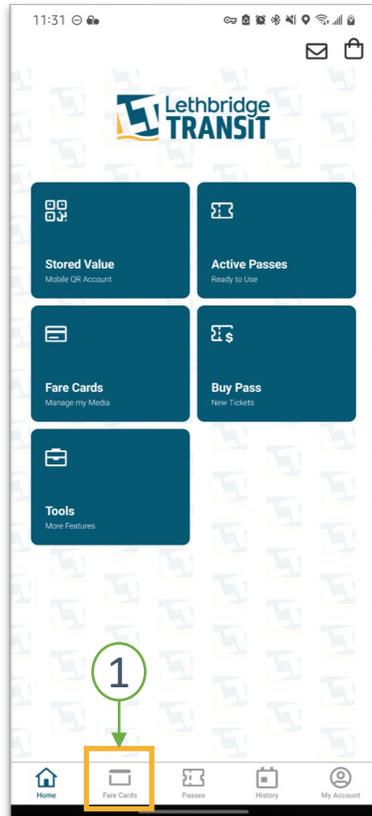
Select "LT Fare Cards"
Select the "+" Button



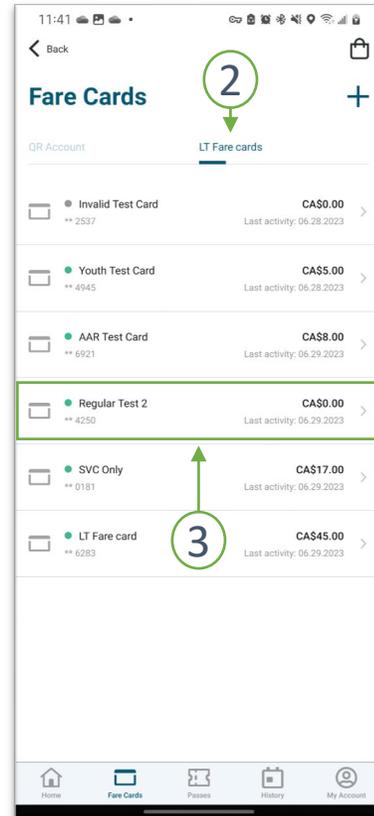
Select "Add Fare Card"

Registering your card this way allows you to take advantage of balance protection and to manage your cards from any device with a web browser and access to internet

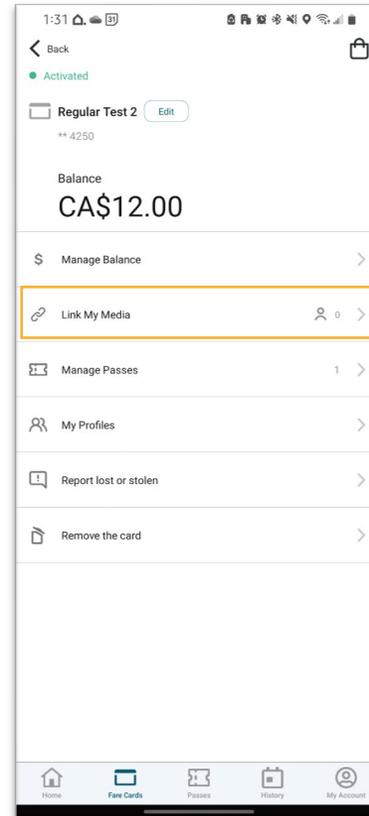
ADDING A CARD MANAGER (LINK ACCOUNT)



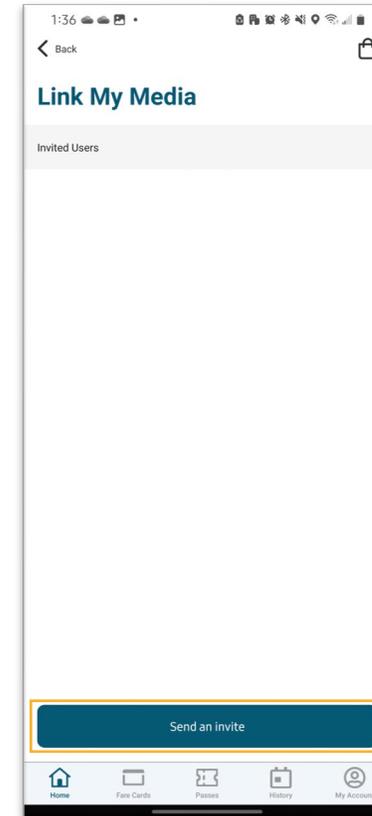
Select "Fare Card"



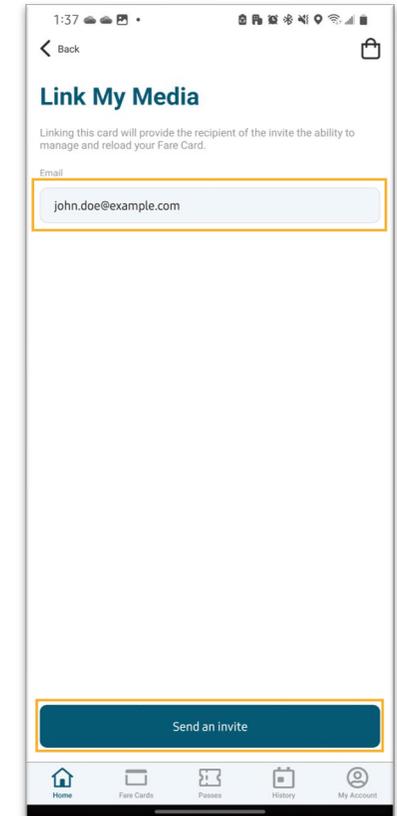
Select "LT Fare Cards"
Select the "Source Card"



Select "Link My Media"



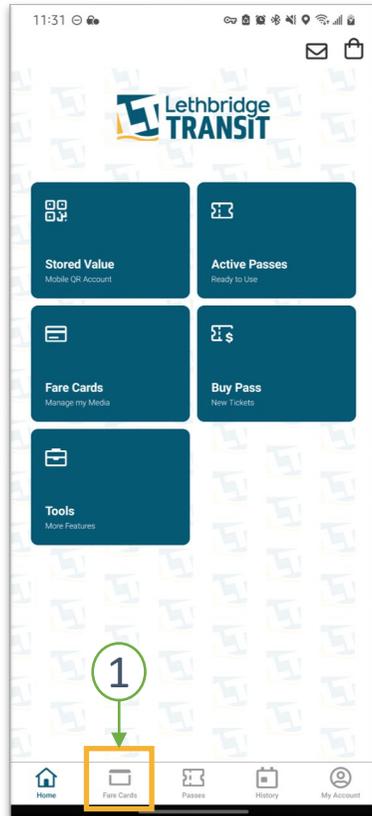
Select "Send an Invite"



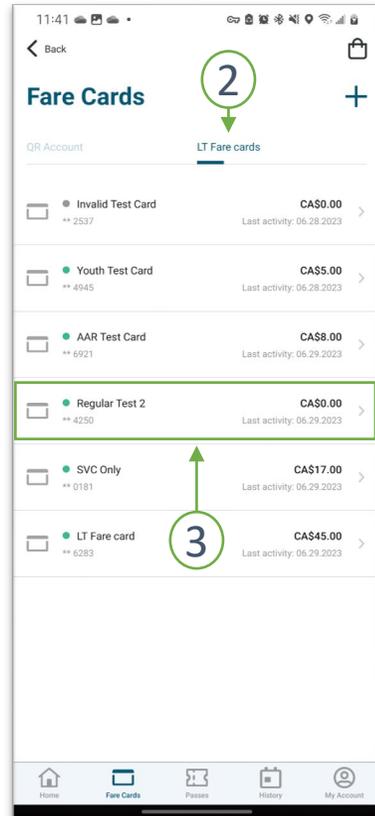
Enter Manager's "Email address"
Select "Send an Invite"

Your Card Manager will receive an email inviting them to manage your card
Once accepted, they will be able to load balance and add passes to your account through their account

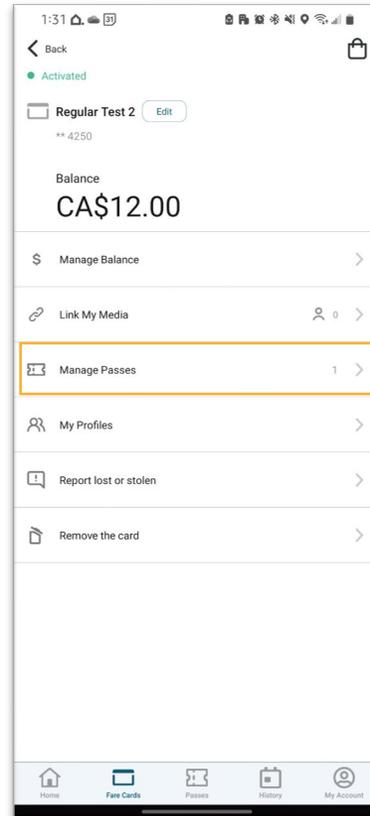
LINK PASS TO LT FARE CARD



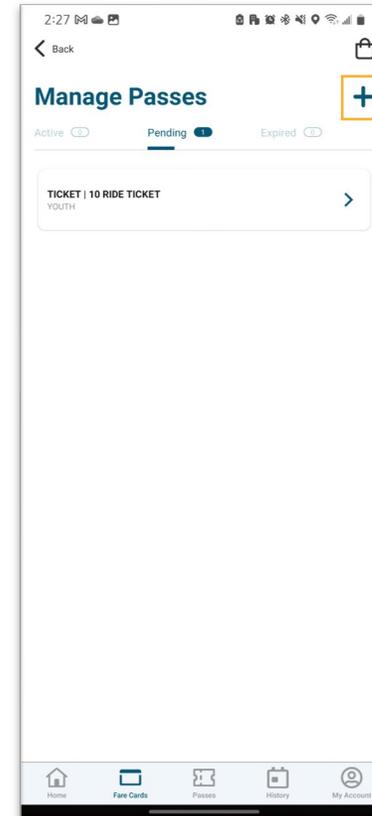
Select "Fare Card"



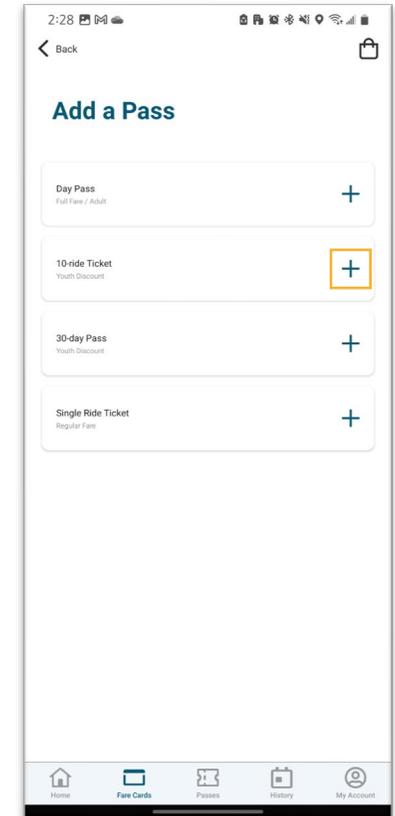
Select "LT Fare Cards"
Select the "Source Card"



Select "Manage Passes"



Select "+"



Find the pass you want to link
Select "+"

You must have Passes banked (pending passes) on your account in order to link it to a LT Fare Card
Linking a pass to a Fare Card Temporarily lock the pass in the fare card queue for use. Passes with the longer expiry date would activate automatically at first Use