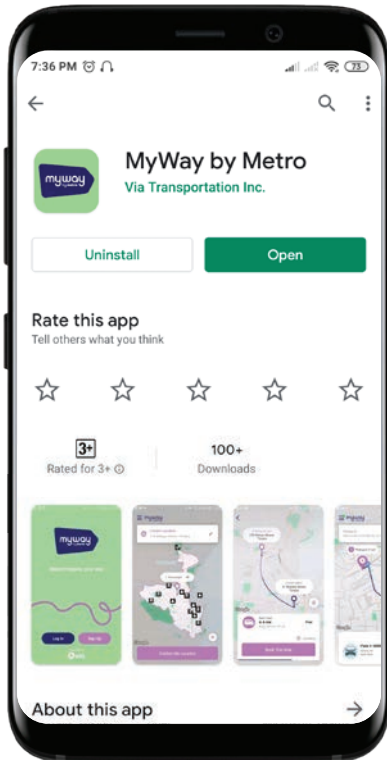


User Guide for the MyWay App

Download the app in Google Play Store or Apple App Store. Search for MyWay by Metro.

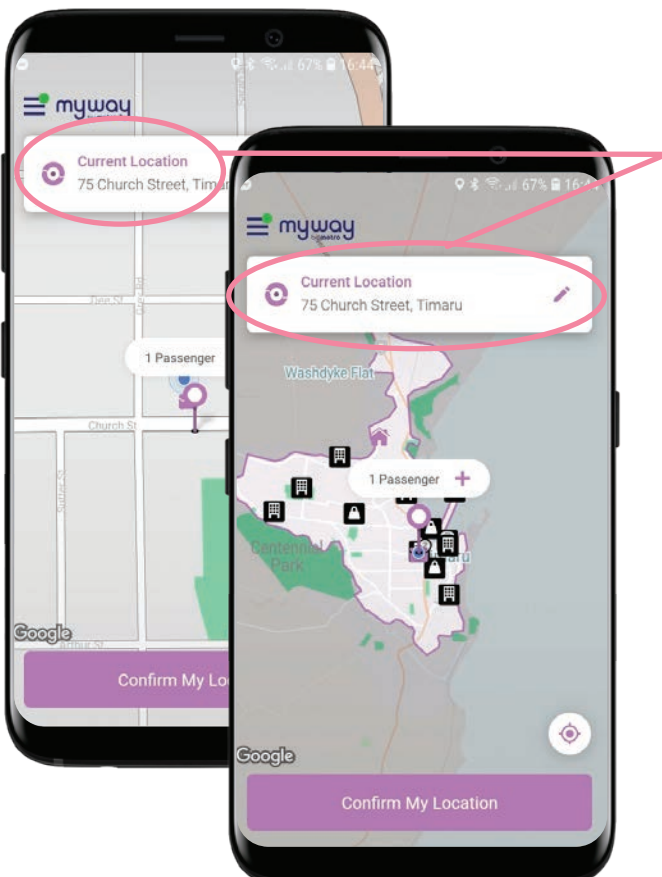


Tips

- Save the app to your home screen so it is easy to find.
- Turning on your phone location setting (GPS) will help with the next steps relating to current location.
- Have a go and get used to the features—you can't break it and you can cancel your actions (including a booked ride) at several stages through the process.

Getting Started

When you open the MyWay app, the map view and the main interactive screen will display. This will either be a view that is close in around your location like the left hand image below, or a wider scale view of the service area like the right hand image below.



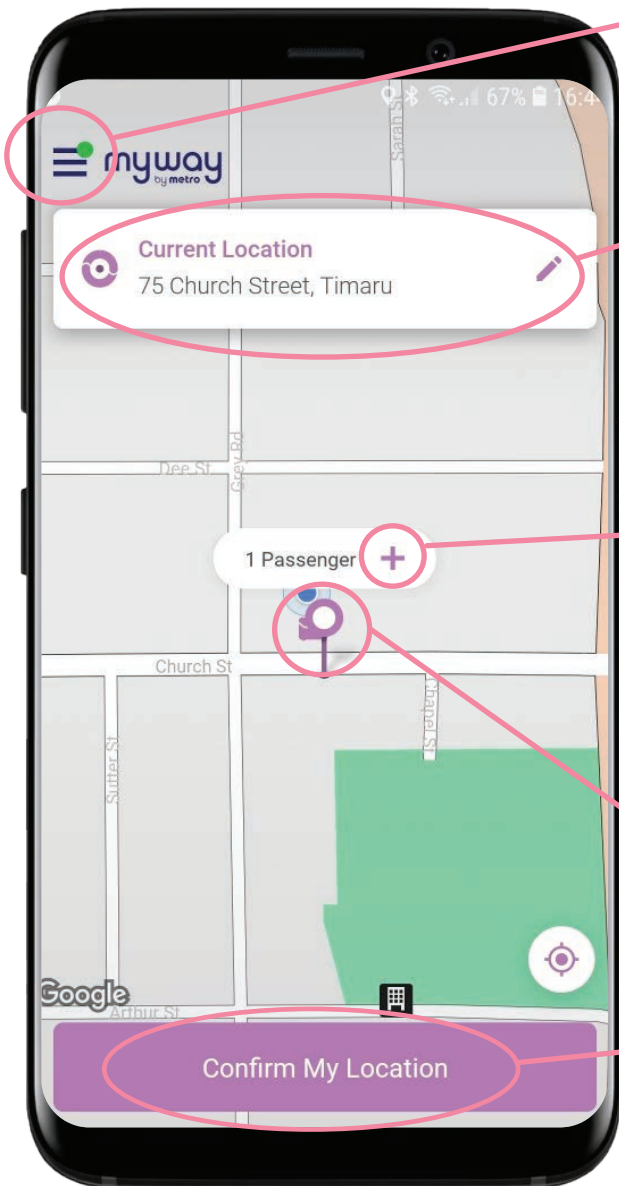
Current Location

In both views the current location stays the same within the text box.

This is where you want to be picked up from. If your pick up point is different to your current location you can change it by moving the 'pin' or typing in your pick up point.

Tip

Zoom in and out by moving two fingers together or apart.



MyWay Menu

Tap to access your profile, payment methods, journey history, and more features.

Current location

Also your pick up point, you can edit this by clicking the pencil/edit button if you want to be picked up from somewhere other than your current location.

Number of Passengers

The app assumes 1 person but you can press on the '+' to change that.

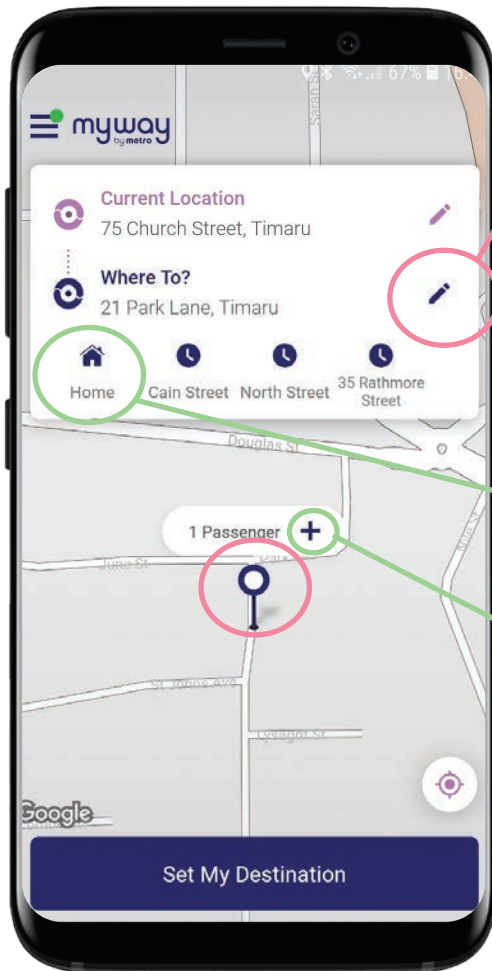
You can select the types of passengers (Adult, Child, SuperGold or Mobility impaired) and also the number of passengers.

Location Pin

This points to either your Current Location or selected 'Pick up Point'

Confirm Your Location

To start your booking you need to press the Confirm Your Location button



Set your Destination:

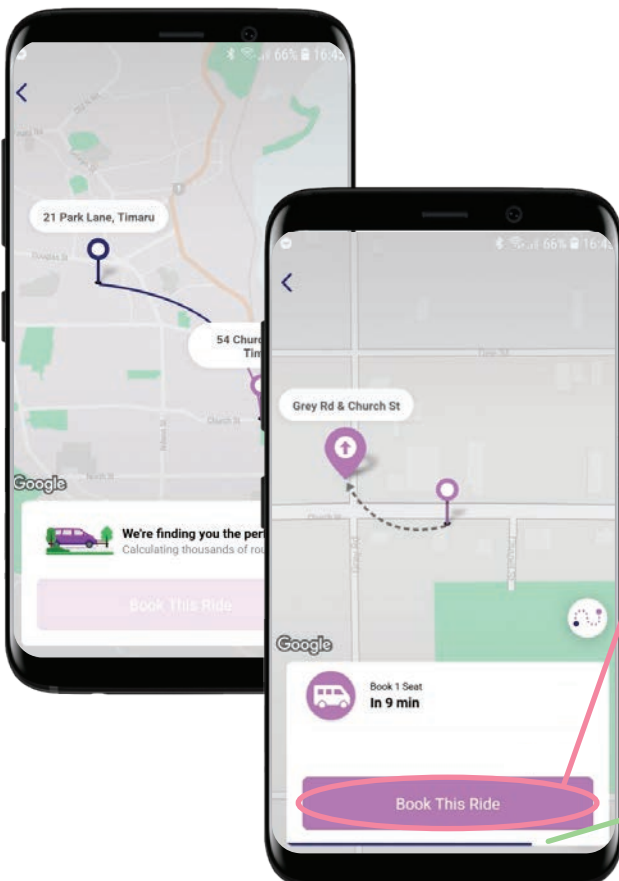
You can either type in an address, type in a key feature or landmark name or just move the 'blue pin' around the map.

Once you have selected where you want to go check that it is displaying in the 'Where To?' box.

Move onto the next step by pressing the big blue button "Set My Destination".

Tips

- You can set some favourite locations like 'home' and 'work' to make things easier in the future.
- You can still add passengers at this point
- You can cancel a ride at a number of different stages.

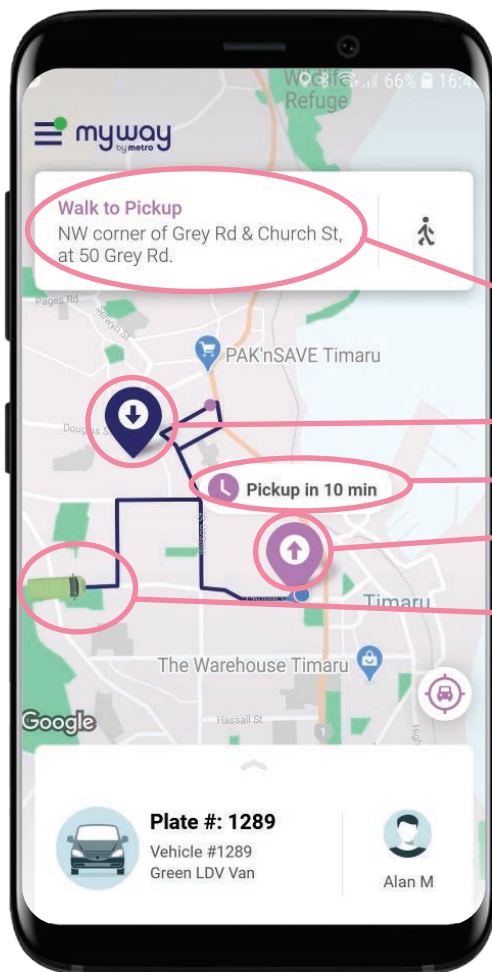


Finding your perfect ride

The app will run through some calculations and you will see similar images as these shown here. Sometimes when a 'ride' is found you may get only one option, or you may get offered a selection, such as one in 5 mins or one in 12 mins, depending on how busy the service is. Select the one you want and press '**Book This Ride**'.

Tip

This dark blue bar moves from left to right indicating the time you have to choose that ride. Once it has 'counted down' it will calculate a new option for you.



Pick Up Instructions

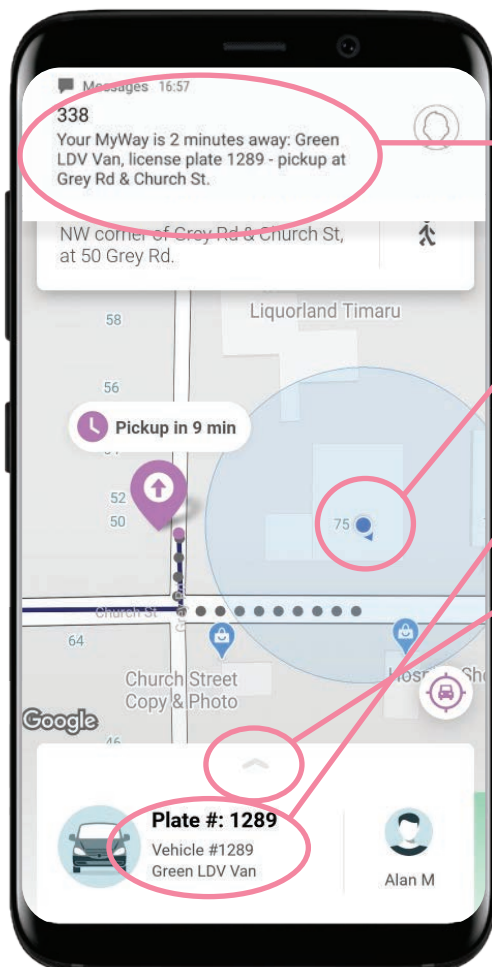
After the app does some calculating it displays information relating to your pick up point.

While calculating, you can cancel the trip on that screen.

The Pick Up Instructions show:

- Directions on where to walk to and where to wait
- Your drop off point
- Your pickup time
- The Purple (arrow up) icon is your pick up point.
- The solid blue line is the route the vehicle will take when approaching your pick up point.

In the example on the left the vehicle is travelling to drop someone off near Ashbury (purple point) to then come and collect you.



Walk to Pickup

You will then get zoomed in view that will show you where to walk to get to the designated pick up point.

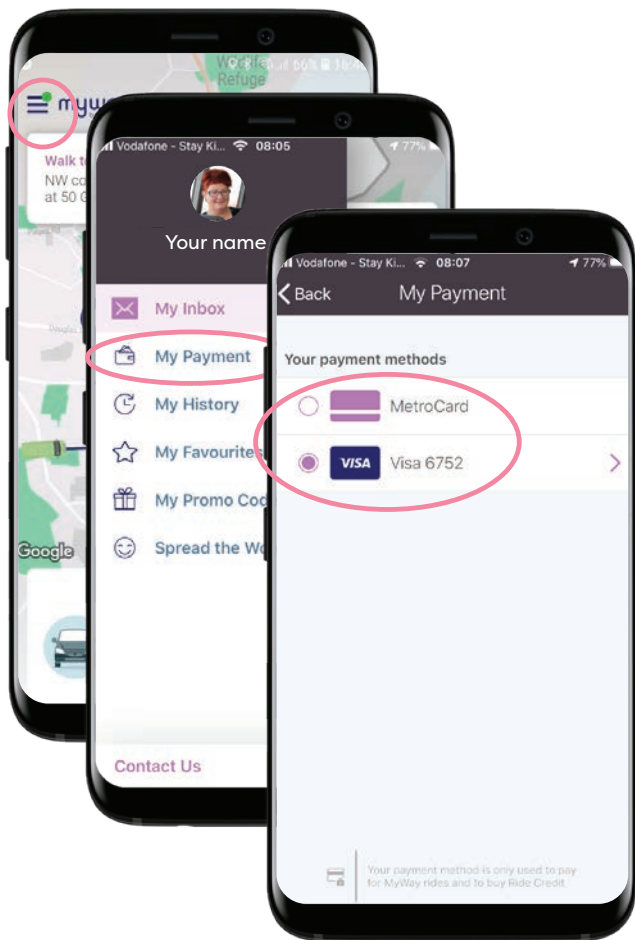
You'll be notified by text message and through the app when your ride is nearby.

The blue icon and field is linked to a persons phone GPS location settings. You may not see that on our phone.

You get information about the vehicle— licence plate, type of vehicle and driver name.

Cancel a Ride

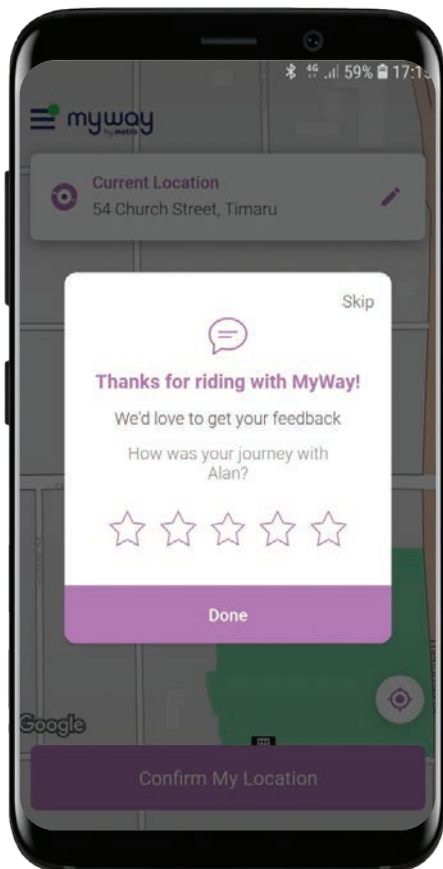
Cancel your trip by clicking 'Cancel ride' at the bottom of the screen. If you can't see it you may need to expand the Vehicle Info Panel by clicking the grey arrow. This will then give you the option to cancel your trip.



Payment

Payment can be made through the app, or with your metrocard of Gold Card.

To set up payment click on the menu in the top left corner, then click **'My Payment'**. You'll then get the option to set your preferred payment method and input your eftpos card information.



Feedback is important

We need to know what is going well and what isn't.

Once you have got to your destination the app will ask you to Rate the Ride.

When you selected the number of stars more aspects show and you can either choose from a range of prescribed fields or type in a specific comment.

If you have any questions feel free to call our friendly staff on 688 55 44.