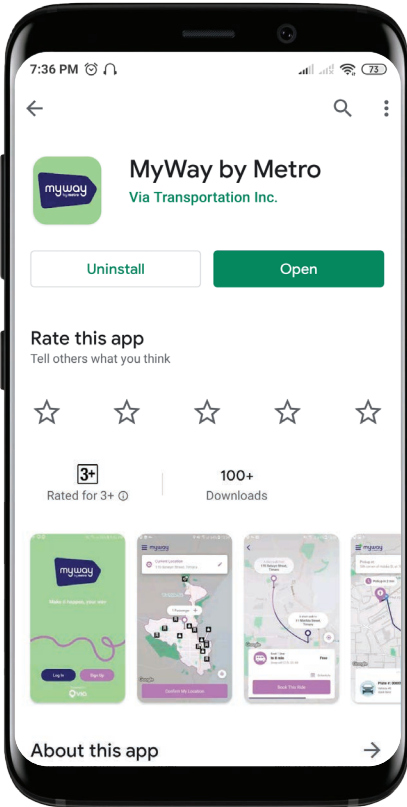


myway  
by metro

# MyWay App User Guide





## Download the 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.
- Allow for updates.
- 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.

# Setting up

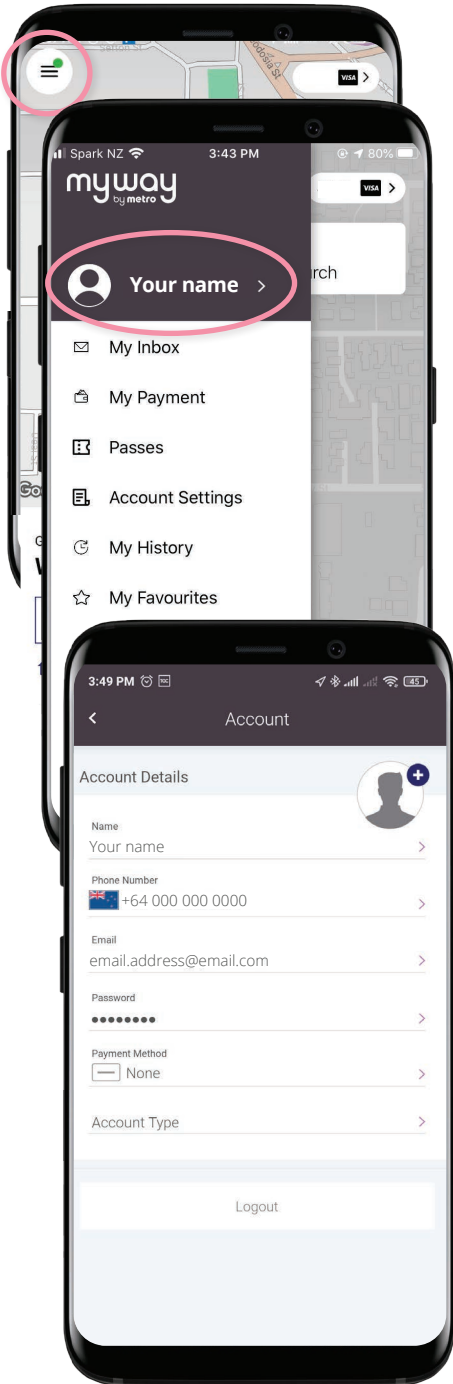
## Your account

The menu button in the top left  is where you will find all the information related to your account:

- Inbox messages (including special offers)
- Payment options
- Account settings
- Your ride history

At the top of the menu you will see your name and phone number. Tap this area to view and edit your account details.

On the account page you can change your name, phone number, password and if you would like to, add a photo to make it easier for the driver to recognise you.

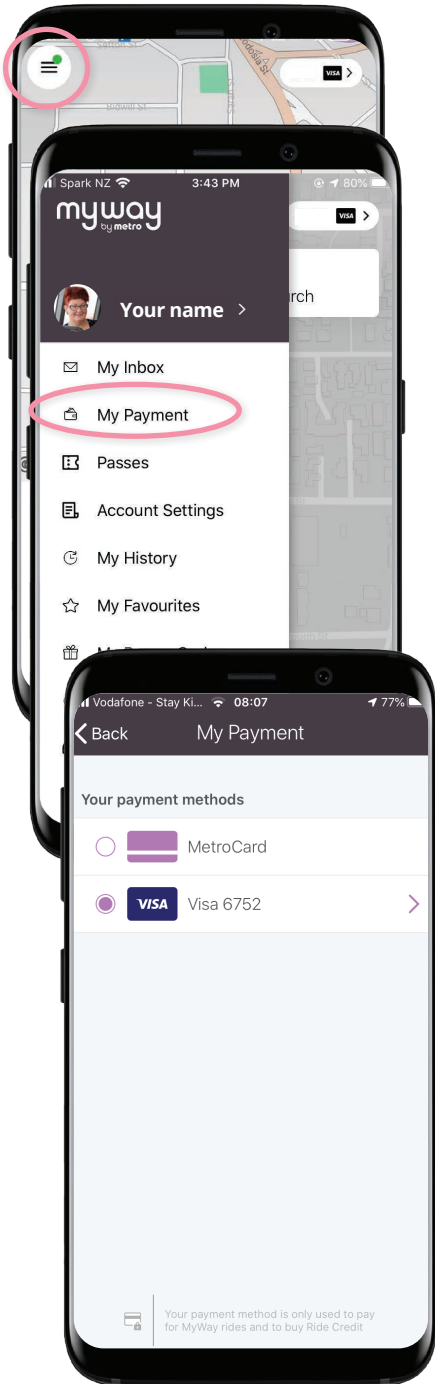


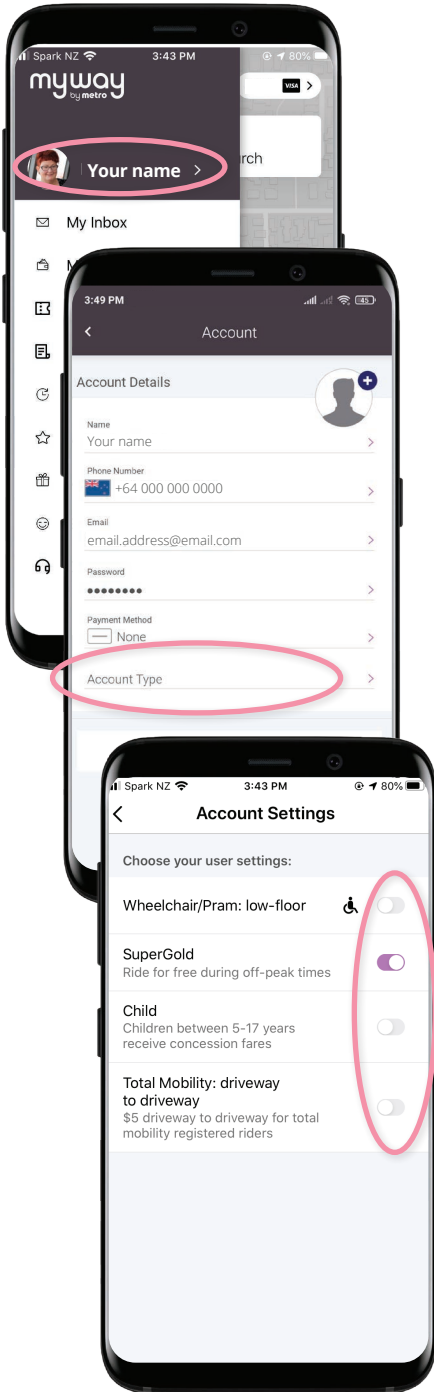
## Payment

Payment can be made through the app, using your Metrocard or visa debit card.

If you haven't set up your payment yet 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 payment card and/or select Metrocard as your payment choice.

To use a Metrocard payment, you will need to tap your card on the ticket machine when you board. If you are using a payment card, this is charged automatically after your trip.





## Account Type

If you are a child, GoldCard user or require wheelchair access you will need to add this information to your account by tapping your name, going to your Account Page then tapping on **Account Type**.

You can also access this on the main menu by tapping **Account Settings**

You can then tap whichever user setting applies to you. This will change how much you are charged when you book a ride for yourself. Only one concession type can be selected.

## Accessible travel

Request a low floor vehicle by pressing the “*Wheelchair/Pram: low-floor*” option.

A driveway to driveway service is available for customers with reduced mobility.


To book this service select both “*Wheelchair/Pram: low-floor*” and the “*Total Mobility: driveway to driveway*” toggles. Fares for this service are \$5.

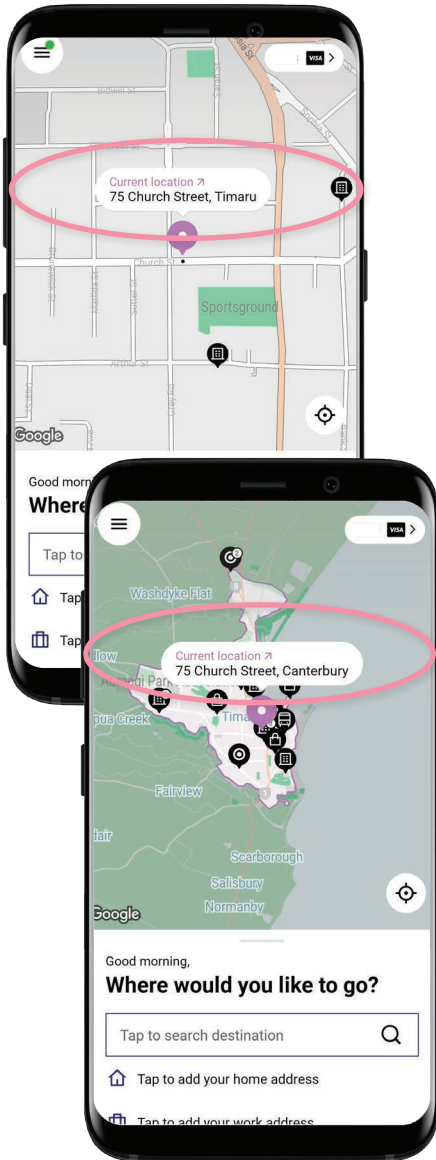
# Getting Started

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 image below.

## Current Location

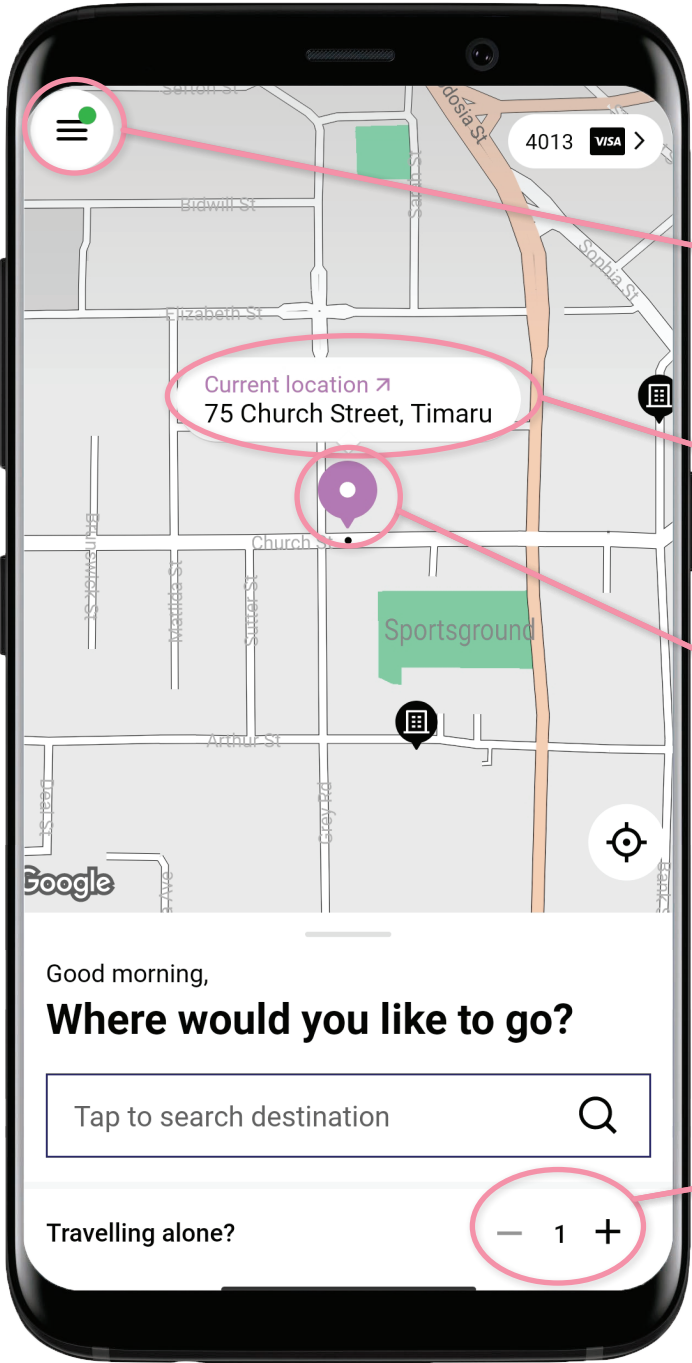
In both views the current location stays the same within the text box.

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 tapping  and typing in your pick up point.



## Tip

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



4013 VISA >


Current location ↗  
75 Church Street, Timaru



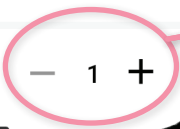
Sportsground

Good morning,

**Where would you like to go?**

Tap to search destination 


Travelling alone?




# Main view

After you have registered, this is the main view that you will see when you open the app.

## MyWay Menu

Tap the menu button  to access your profile, payment methods, journey history, and more features. The green circle means that you have unread messages to view.

## Current location

Also your pick up point, you can edit this by pressing  if you want to be picked up from somewhere other than your current location.

## Location Pin

This points to either your current location or your selected pick up point. You can move the pin to your desired pick up point. If you live on a back section or in an apartment, please select the nearest on-street address to the entrance of your property.


## Number of Passengers

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



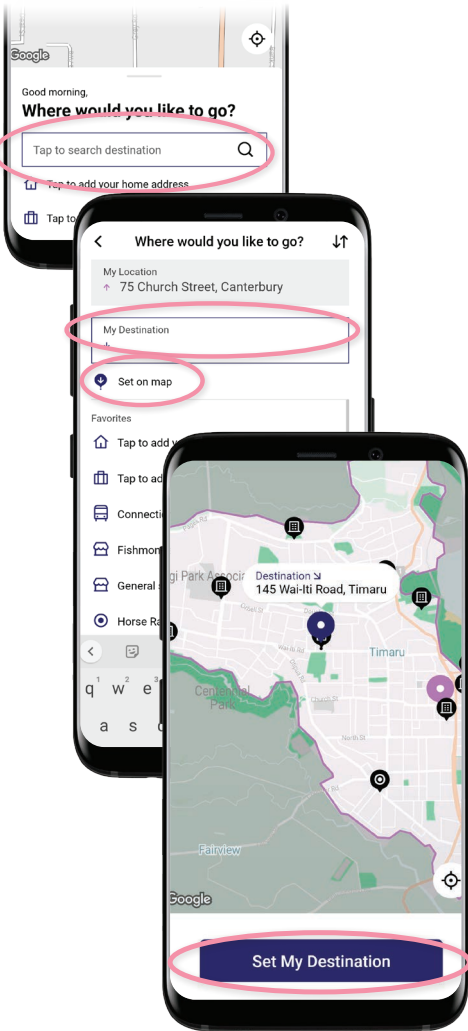
## Set your Destination

Choose your destination by tapping the 'Tap to search destination' box.

You can either type in an address, search key destinations, or choose your destination on the map .

If you would like to choose from the map, move the blue pin around the map. When you have chosen your destination tap

**Set My Destination**



## Tips

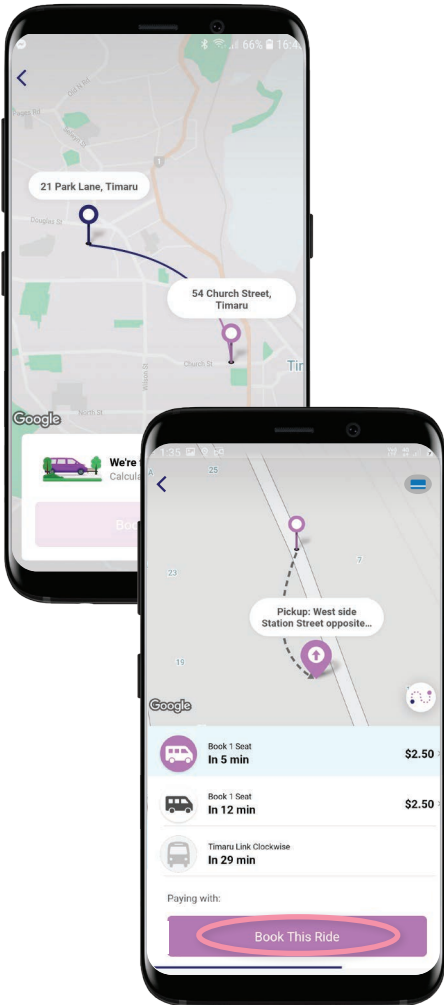
- You can set some favourite locations like 'home' and 'work' to make things easier in the future.
- If you forgot to add an extra passenger, you will need to go back and redo your booking, adding extra passengers at the start.

## Finding your perfect ride

The app will run through some calculations and you will see similar images as these shown here.

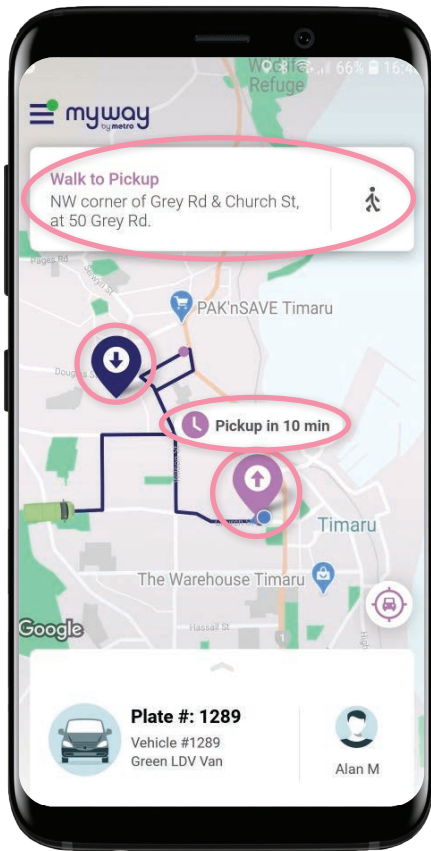
Sometimes when a 'ride' is found you may get only one option, or you may get offered a selection, such as one in 9min or one in 15min, depending on how busy the service is.

Select the one you want and press **Book This Ride**.



### Tip

- The dark blue bar at the bottom 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.
- You can cancel a ride at a number of different stages.






## 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.

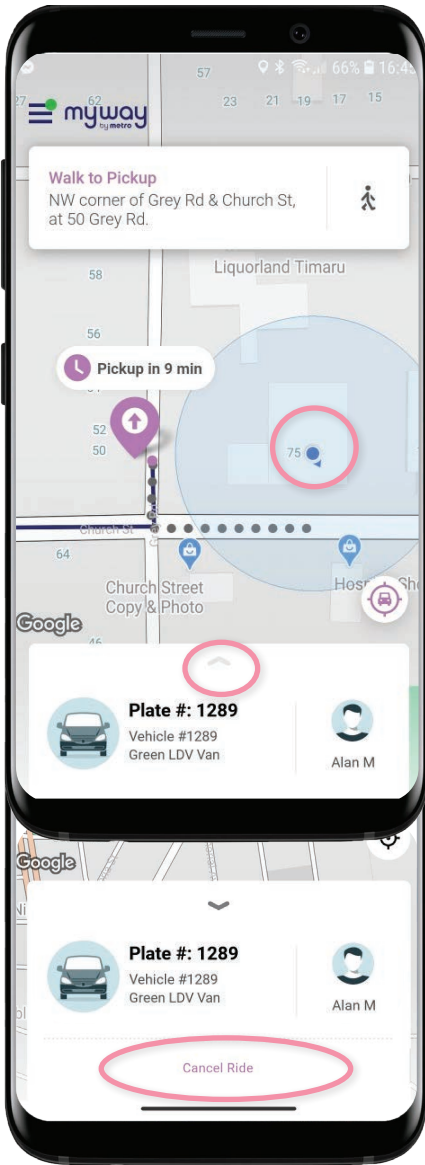
The pick up instructions show:

- Your pick up point 
- Your drop off point 
- Your pickup time 
- Directions on where to walk to and where to wait
- The solid blue line is the route the My Way vehicle will take on its way to pick you up.


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


## Tips

Our drivers can't wait for you, so make sure you arrive at your pick up point at least **2 minutes before** your ride is due. If you miss your ride your account will still be charged.



## Walk to Pickup



You will then get a zoomed in view that will show you where to walk to get to the designated pick up point . Follow the black dotted line.

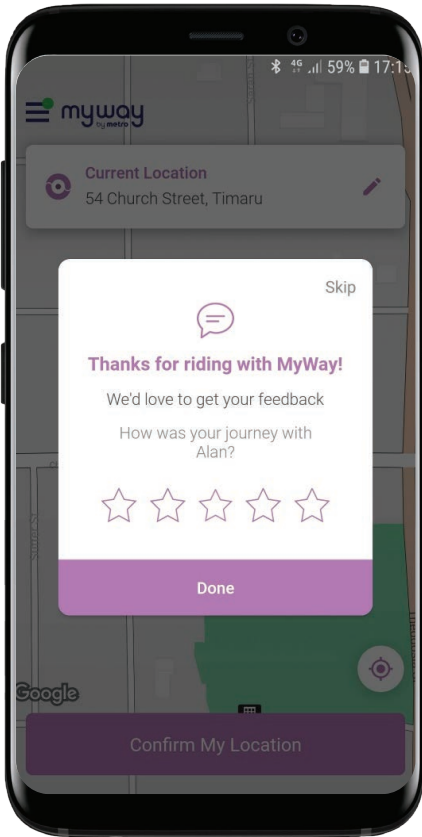
Your location is shown as a blue circle with an arrow . This is linked to your phone GPS location settings. If your phone's GPS is turned off this won't be visible.

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

Pay attention to your pick up point. It may change each time you ride, depending on where the vehicle is coming from.

## 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.



## 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 have selected a star rating, 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.

For more information, visit  
[mywaybymetro.co.nz](http://mywaybymetro.co.nz) or call 688 5544

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