



RTD Mobile Ticketing

Trainer Guide

Page 1:

- Remind participants to have their Apple ID and passwords handy for iPhone users and Google sign in info for Android users
- They won't be able to download the app without that information
- Explain that RTD has developed an app that allows riders to purchase tickets through the app and store them in the app on their phones.
- Participants need only type RTD in the search field.
 - Make clear that they should tap on and download **RTD Mobile Ticketing**

Page 2 :

- Remind participants to use an email address that they have access to and check frequently
- They should also use a strong password, but one that they can remember easily
- Recommend that they write it down on this page
 - participants will need this information again at the end of the workshop when they sign up for free day passes
- Remind participants that if they already have an account, they need to log in with the same information they used to sign up.

Page 3:

- Return to the main screen
- Follow the instructions to purchase tickets
- You can buy tickets ahead of time and activate them only when you're ready to board the bus.

Page 4: **Selecting Type & Amount of Tickets**

- At the time this workshop was developed there was no senior discount ticket available in the app
 - If this option becomes available, please have participants select the discounted ticket for senior citizens
 - Let them know that the bus operator reserves the right to ask for age verification (ID, etc.) when using a discounted ticket.



Page 5:

- Note where the total cost of the purchase (tickets) appears near the top of the screen
- If participants are uncomfortable adding their credit card information during the workshop — it's ok!
 - Remind them that they can follow the steps and add that info once they're home
 - Mention that they'll want to save the card info in the app so that they don't have to re-enter credit card information every time they want to purchase a bus ticket.
 - Let participants know that their payment information will be encrypted within the app. This means that even if someone were to hack the app, they would not get a hold of credit card numbers.

Page 6: **Tickets**

- Tickets are stored in the **Ticket Wallet** section of the app
- Emphasize that the tickets have to be activated before they can be used

Page 7:

- Remind participants that they should not activate their ticket until right before they board the bus
- The barcode must be visible to the driver for the ticket to be valid

Page 8:

- Demonstrate where activated tickets will appear

Page 9: **Free Rides**

- Note that this pilot is available through November 2019
- They must use the same email address that they used to sign up for RTD Mobile Ticketing
- The day passes expire at close of business for RTD which is 2AM. This is noted on the virtual ticket, but please call attention to it.
- Remind participants to click on the link in the verification email that they receive.
 - Note the subject of the verification email: **Your RTD Account Verification**
 - Once they receive the confirmation message, they should be all set
- Participants must leave the app on their phone, and be signed in to receive the free tickets