Chrono-Recharge OPUS

User guide

Presented by

ARTM
January 2024

Customer service and technical support

› If you have any questions or experience any difficulties while using the Recharge OPUS app, and you can't find the answers you're looking for in this guide, please contact customer service by filling out the form in the app's Help section or by calling 514-227-4287.

› Please provide as much information as possible to guide the support team in resolving the problem (e.g., OPUS card and/or payment card number, description of the problem, screenshots, etc.).
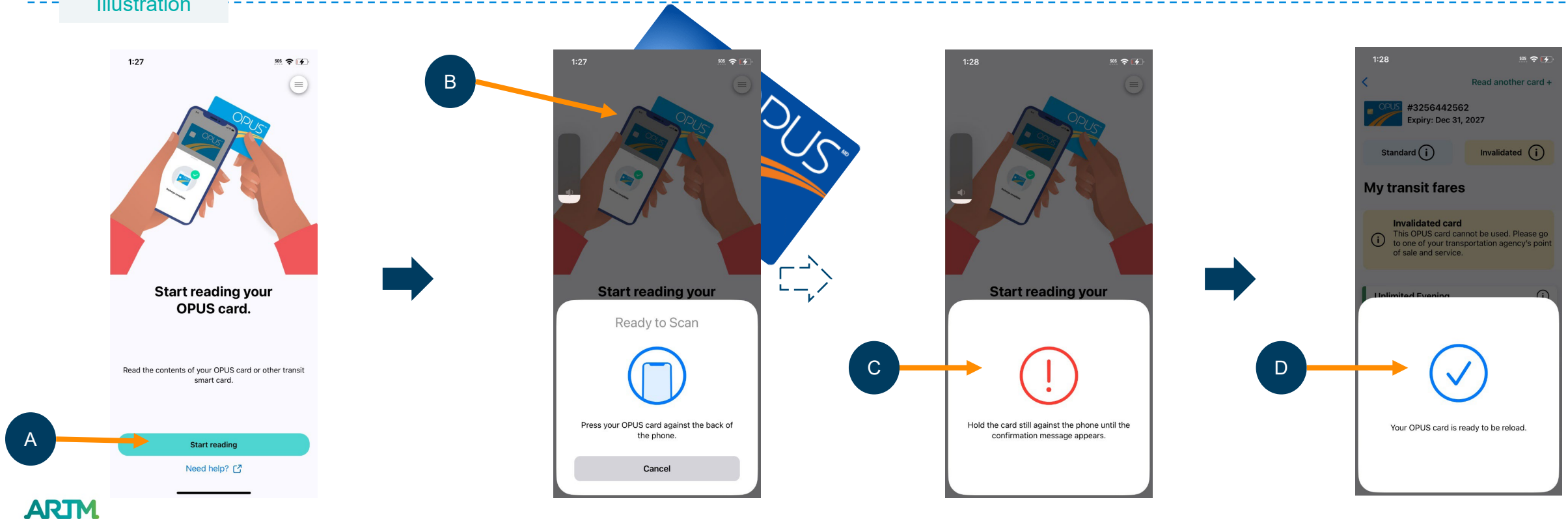
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Reading your OPUS card

Step 1: Reading the OPUS card for iOS phones

To trigger the OPUS card reading process, you must:

A Press "**Start reading**." The message "**Ready to Scan**" will appear on the screen

B Press the OPUS card against the upper part of the phone. Exact location may vary according to model. In most cases, the back of the phone must be used to detect the card. Sometimes, however, the detection area is located on the side or front of the phone

C **(Optional)** If reading is interrupted, restart reading your card by repeating steps A and B

D When you feel a **vibration**, hold the **card still** against your phone so that it can be read. A **validation icon** and the message "**Your OPUS card is ready to be reloaded**" will appear when the card is detected
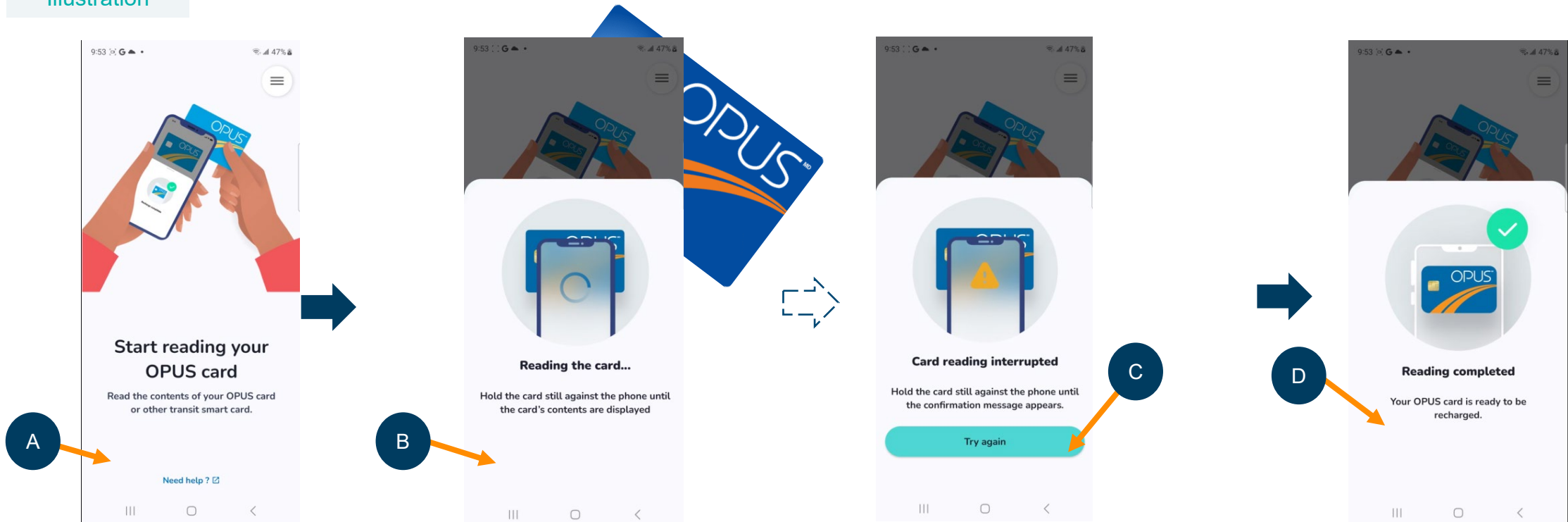
Illustration

Step 1: Reading the OPUS card for Android phones

To trigger the OPUS card reading process, you must:

A Press the OPUS card against the upper part of the phone. Exact location may vary according to model. In most cases, the back of the phone must be used to detect the card. Sometimes, however, the detection area is located on the side or front of the phone

B When you feel a **vibration**, hold the **card still** against your phone so that it can be read

C **(Optional)** If reading is interrupted, press "Try again" and restart reading your card (steps A and B)

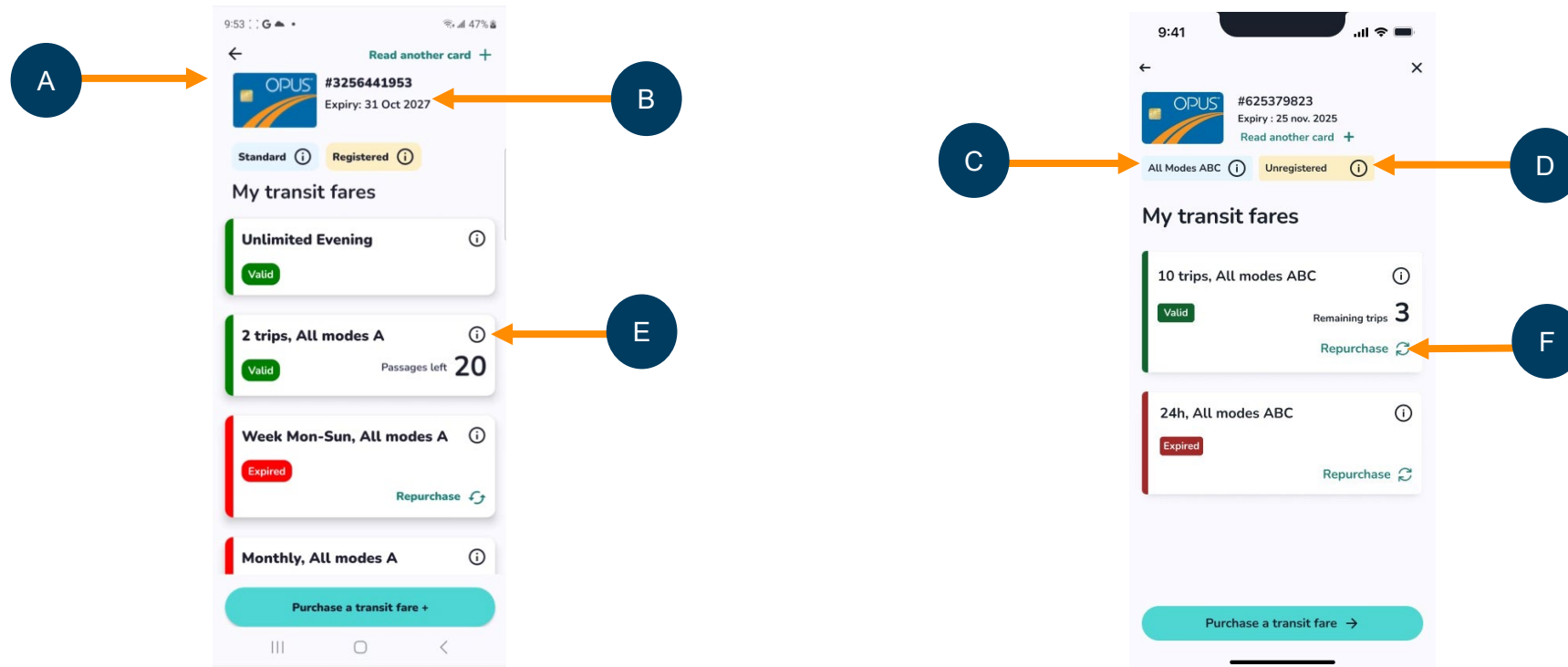**D** When reading is completed successfully, you will see the words "Reading completed"

Illustration

Step 1: Reading the OPUS card (continued)

Once your phone has **read** the OPUS card, you can remove it and **view** the following **information** on the screen:

(A) OPUS card **serial number**

(B) The **expiry** date of the OPUS card

(C) **Type** of OPUS card (standard, All Modes AB, All Modes ABC, All Modes ABCD or Out-of-Territory Bus)

(D) **Status** of OPUS card (registered *vs.* unregistered)

(E) Details of the transit fares you have (validity dates, number of remaining trips, etc.)

(F) The possibility of quickly renewing the purchase of the same fare, by pressing "Repurchase"
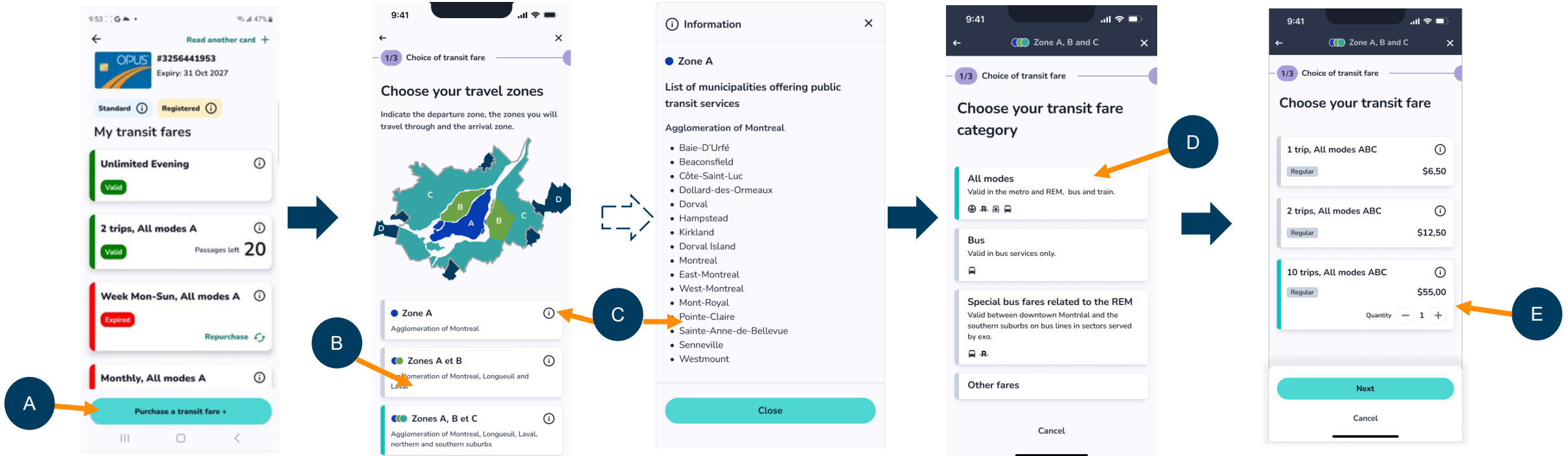
Illustration

Purchasing transit fares and recharging your OPUS card using your smartphone

Step 2: Selecting a new transit fare

A Once your OPUS card has been read, press "**Purchase a transit fare**"

B Select **all zones for** your trip. Make sure that **your** OPUS card **type** allows you to purchase transit fares for this trip

C **(Optional)** Press (i) for details regarding a fare zone

D Choose your transit fare category. (**N.B**.: This does not apply if you have selected zone A)

E Select the fare you wish to purchase. (**N.B.**: Fares offered vary according to the type of OPUS card used, the zone selected and the transit fares already included on the card)
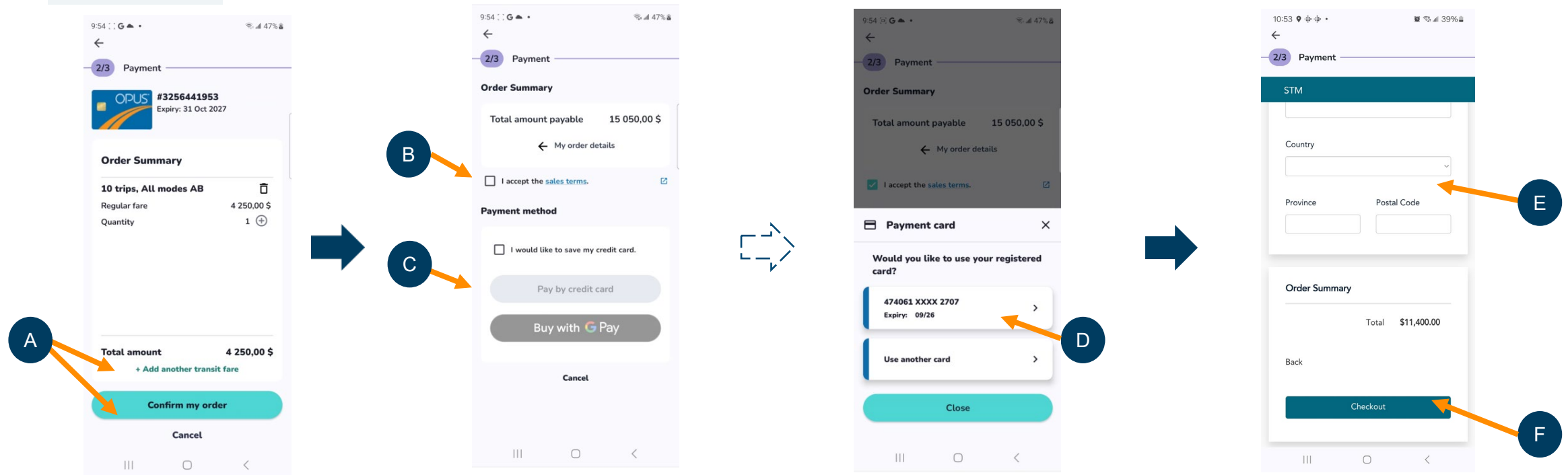
Illustration

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Step 3: Pay for a transit fare

A Once you have selected your fare, a summary of your order is displayed. It is then possible to add other fares or complete the order

B Before proceeding to payment, please accept the sales terms

C Choose your payment method. Different payment methods are offered in the app, depending on your operating system (Android or iOS)

D **(Optional)** It's possible to save a payment card, so you can reuse it and pay quickly later

E If you have chosen a new payment method, please complete the purchase form. You will receive your purchase receipt at the email address entered in the form on the payment page

F To confirm your purchase, press "Checkout". Your fares will then be ready to be added to your OPUS card

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Illustration

Step 4: Adding a fare to your OPUS card

A All you have to do is add the purchased fare to your OPUS card, once payment has been made

B Same procedure as for reading the OPUS card: press the OPUS against the upper part of your phone so that it is detected. Hold the card still during the process of adding the fare to the card. You will feel it **vibrate throughout the operation**

> **IMPORTANT:** You have **30 minutes to add the new fare to** the OPUS card after payment. **After this time, the transaction will be cancelled** and you will have to restart the purchase procedure

C Once the fare has been added to the OPUS card, a confirmation message will appear, meaning that your OPUS card is now ready for use

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Illustration

Thank you!

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