ARTM

Autorité régionale
de transport métropolitain

Purchase and validation of fares using an Android mobile device

User guide for testers

Thank you for participating in this vital step for the project.

By participating in this test, you are contributing to a new virtual fare purchase and validation solution, making public transit more accessible.

Over the course of your testing, send us text messages with your feedback and share any problems you had along the way.

Need immediate help? Write to customer service by filing a support ticket in the Chrono app.
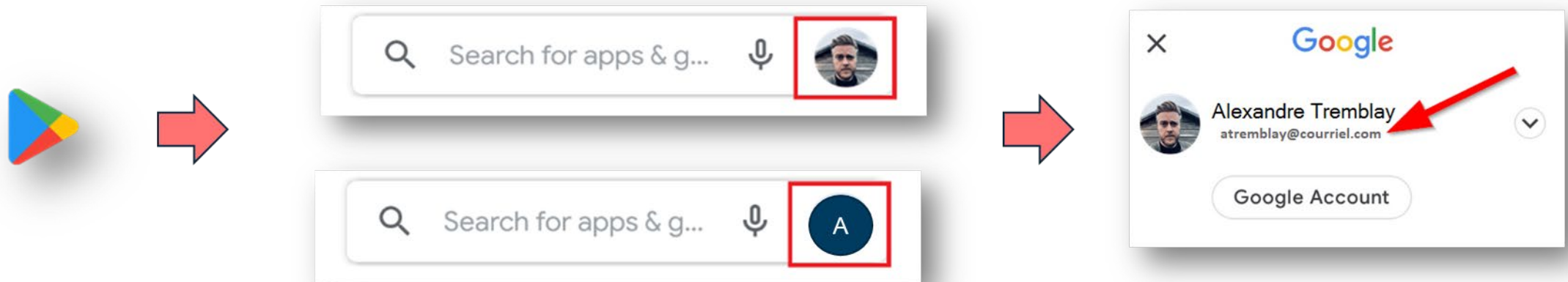
Ready?

Let's go!

1. Installing the beta version of the Chrono app

Checking the Google account address

a) Make sure the email address you provided when you signed up for the market test matches the one connected to your Google account.

b) You can check this information by opening the Play Store app ▶ on your phone and consulting your user profile.

c) You can bring up the email associated with your Google account by clicking your profile picture or your icon in the search bar at the top of the screen.


If you did not provide the right email address when you signed up for the market test, please call **514-280-5895** to receive a new invitation through your Google account's email.

1. Installing the beta version of the Chrono app

## Registering for the beta program

a) Type "Chrono" In the search bar of the **Play Store** on your phone.

b) Select **Chrono** from the suggest apps. Click on the name or logo to open the product page. Don't install the app at this point.

c) At the bottom of the Chrono page, you'll find the "Participate in the beta program." Click "Participate." If you can't see that section, make sure you provided the email address connected to your Google account (see Step 1).


a)
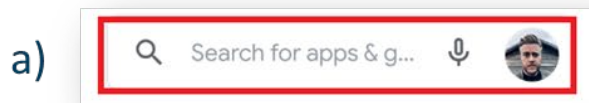
b)

c)
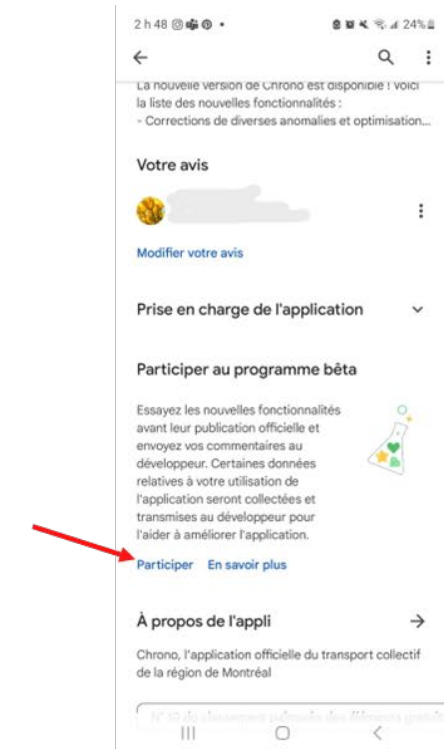
# 1. Installing the beta version of the Chrono app

Installing the beta version

a) You will be added to the beta test program. The process may take a few moments.

b) Once you've been added to the beta program, you can install the beta version of the Chrono app on Google Play.

c) If Chrono is already installed on your phone, Google Play will provide an option to update your version.

a)

b)

c)
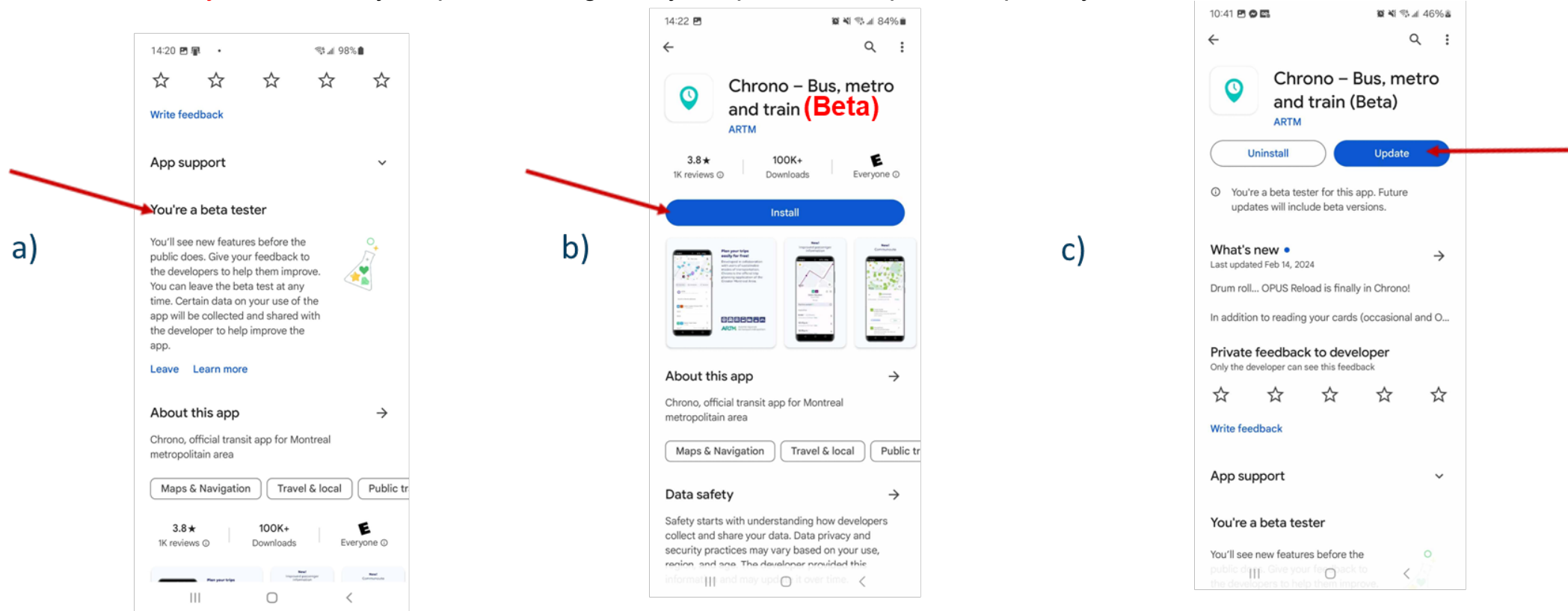
2. Purchasing virtual fares

Launching the virtual fare purchasing feature

a) You can access the Purchase virtual fares feature by opening the menu. Click on "Fare purchase". You can also click at the top right icon of the home screen

b) Select "Virtual fares" on the left side. You must log into your account or create one to continue.

c) Once you are connected, the Purchase virtual fares feature will be available. Click on "Purchase a virtual fare."
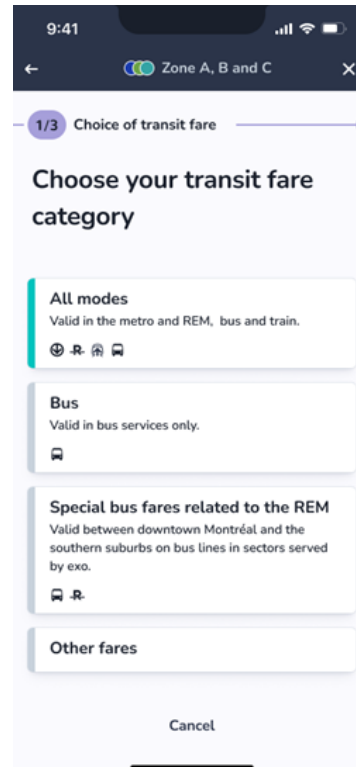
a)

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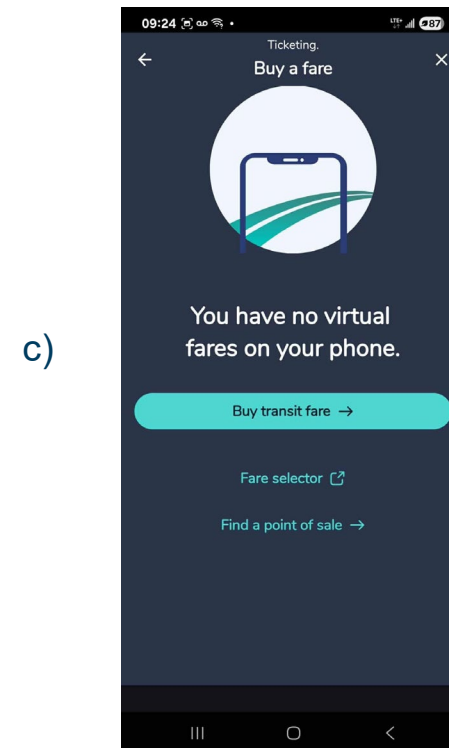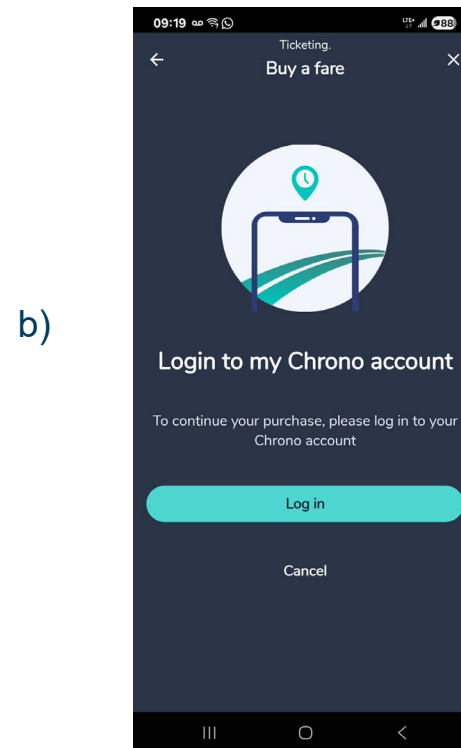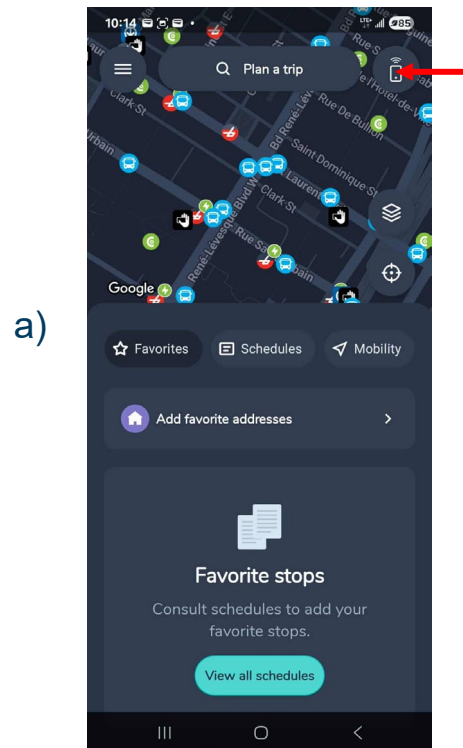
2. Purchasing virtual fares

Selecting a virtual fare

a) Select the zones you will travel through. Not sure which zones to choose? Tap "Need help?" at the bottom of the screen.

b) Choose the mode(s) of transportation that you'll be using.

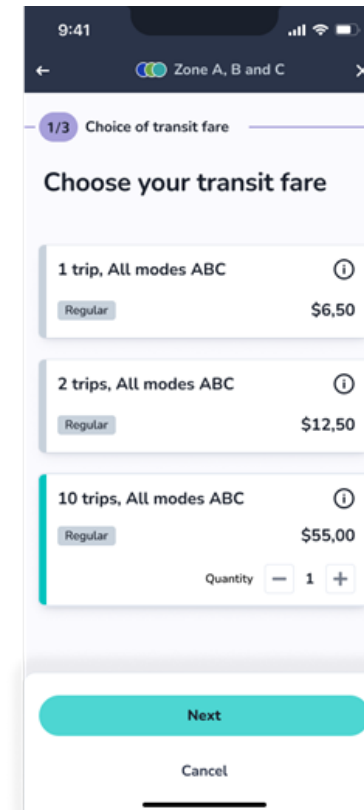c) Choose your transit fare. Tap the (i) icon for more information about a fare.
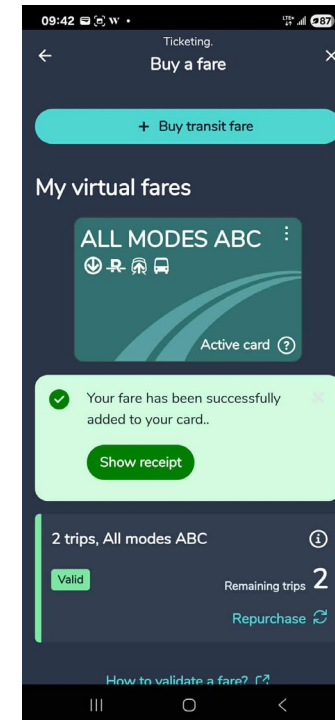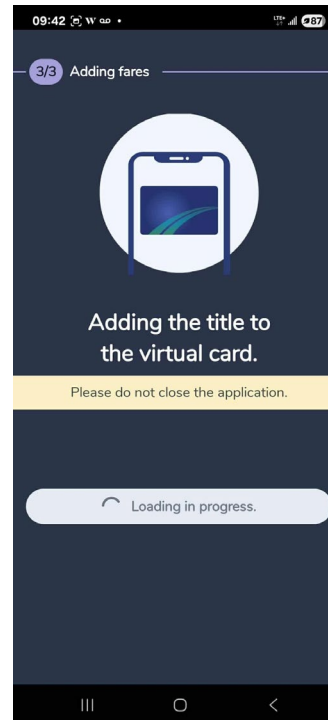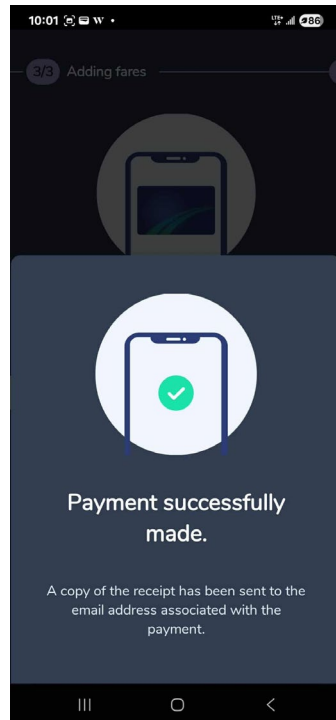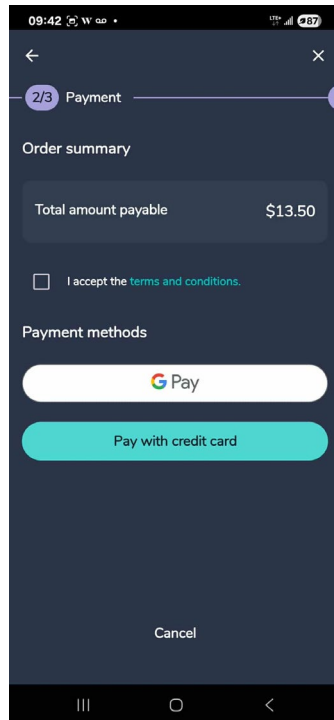
a)

b)

c)

2. Purchasing virtual fares

Paying for your transaction

a) Once you accepted the terms and conditions, you can pay with any of these methods:

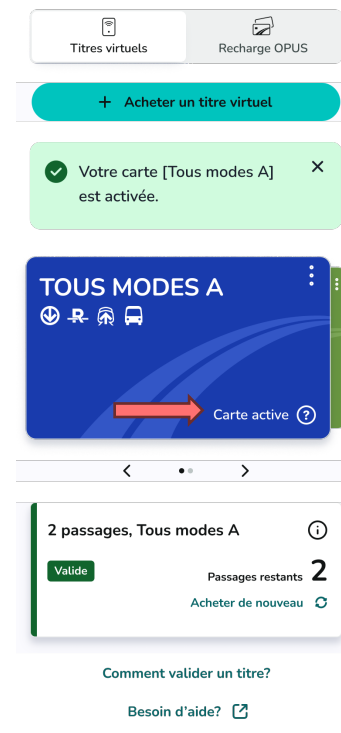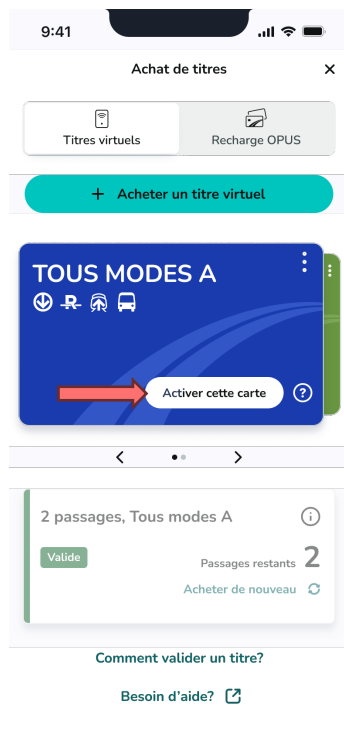- VISA or Mastercard credit card (a payment form will open)
- Google Pay

b) Wait for confirmation that your fare has been added to your virtual card, don't close the app.

3. Validating virtual fares

a) Now you're ready to use your fare! Tap your phone on the card reader, as you do with an OPUS card.

b) Make sure your virtual card is active and ready for use.
  - If you only purchased a single fare, your virtual card should be active by default.
  - If you purchased two different fares, you may have two virtual cards on your device. You can confirm which is active by checking the "Virtual fares" section of the Chrono app.

- Note: Your fares can be validated even if your phone is in sleep mode, not connected to the internet or even if the Chrono app is closed.

Thank you!