

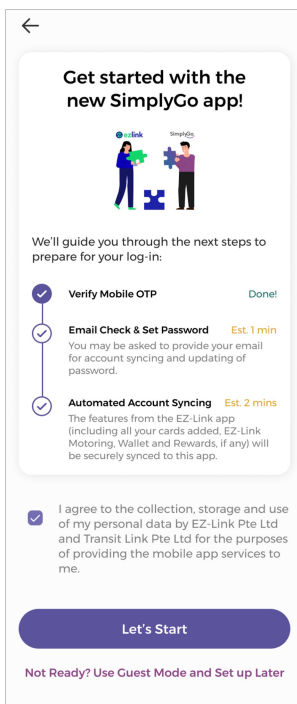
SimplyGo App User Guide

How do I know if I have completed syncing my account on the Enhanced SimplyGo app?

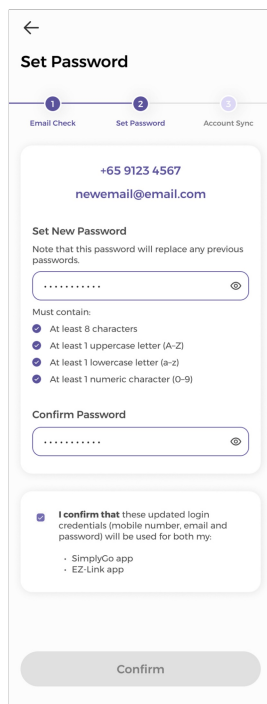
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If you have successfully synced your account, you would have gone through the following steps reflected in the screenshots below on the Enhanced SimplyGo app version. You will then be able to log in to the new home page interface (in green border).

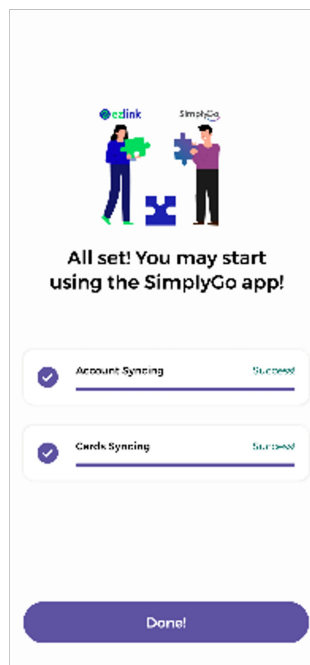
Step 1:



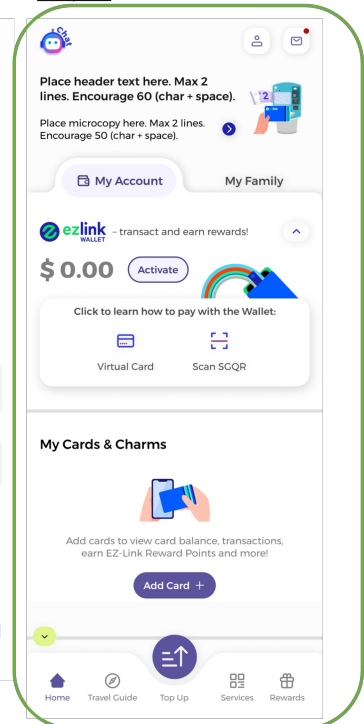
Step 2:



Step 3:



Step 4:



A gentle reminder that during the account syncing on the Enhanced SimplyGo app, you had confirmed your mobile number, email and set a new password (Step 2 above) Please use these same credentials to log in to the EZ-Link app.

Can't remember password or still having issues? Click on Forgot Password to reset.

Please note that as you have already synced your account, if you subsequently change your password or wallet PIN (for wallet payment) on either app, it will be changed on BOTH the EZ-Link and Enhanced SimplyGo apps.

Step 1:

Add and manage your travel cards and charms for more convenience

Welcome back, Name!

Login to +65 9123 4567

Password

[Forgot Password](#)

Login

[Switch User](#)

Step 2:

Reset Password

Please provide credentials below to reset your password.

Mobile Number

+65

Email Address

[I need help](#)

Continue

[Use Guest Mode for now](#)

Step 3:

Mobile OTP Verification

Enter the 6-digit code sent to +65 9123 4567.

1 1 1 1 1 1

Resend OTP in 180s

Continue

7 8 9 .-

1 2 3 ✖

4 5 6 Done

0

Step 4:

Set New Password

Set Password

Must contain:

- At least 8 characters
- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 numeric character (0-9)

Confirm New Password

Confirm

Step 5:

Set New Password

Set Password

Must contain:

- At least 8 characters
- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 numeric character (0-9)

Confirm New Password

Confirm

Password reset successfully!

Please login again with your new password.

OK