

SimplyGo App User Guide

Unable to log in

30/01/2026 2:58 pm +08

You may be experiencing login issues to your SimplyGo account due to one of the following reasons:

1. The mobile number or email address used to register your EZ-Link account differs from that used for your SimplyGo account.
2. You are using a recycled mobile number that is currently associated with another user's account¹

Please call our hotline at **1800-2255 663** between 8am - 6pm daily (closed on Public Holidays) for assistance in verifying and resolving your login credentials.
