SimplyGo App User Guide

Unable to log in

24/08/2026 9:24 am +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 account'

Please call our hotline at **6883 5048** between 8am - 6pm daily (closed on Public Holidays) for assistance in verifying and resolving your login credentials.