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RFTA
ROARING FORK TRANSPORTATION AUTHORITY

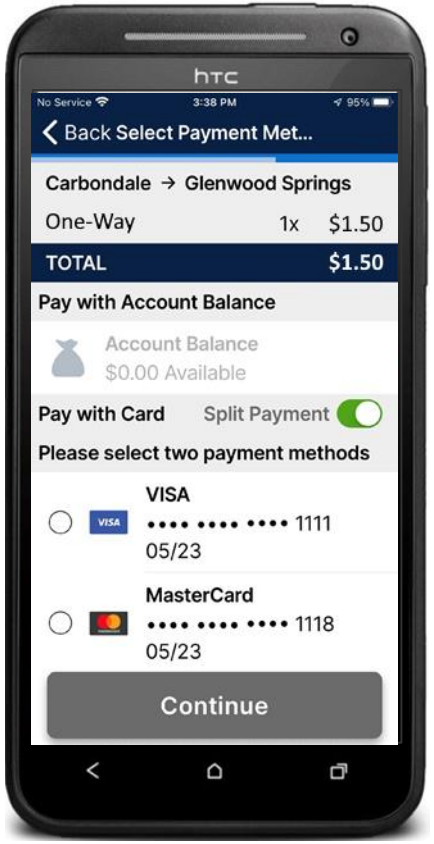
Introduction to Mobile Ticketing

May 2022

powered by justride

What is mobile ticketing?

- Allows passengers to use their mobile device to purchase tickets
- The mobile device functions as a ticket vending machine, a wallet, and a ticket



What do passengers need to use mobile ticketing?

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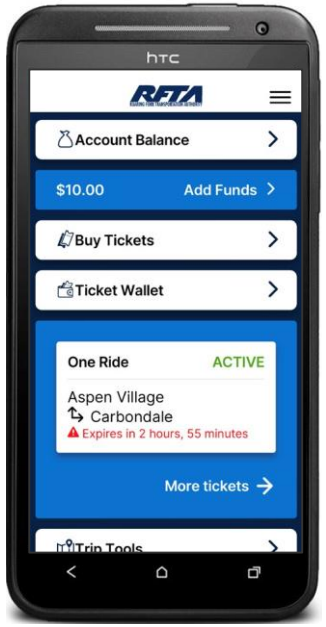
A mobile device running Android or iOS

The mobile app installed on their device

A payment method



$$$ CASH $$$

Mobile Ticketing Components

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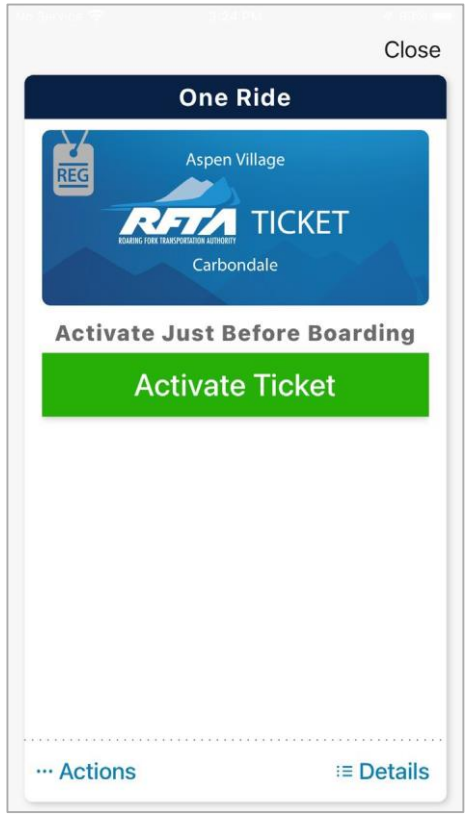
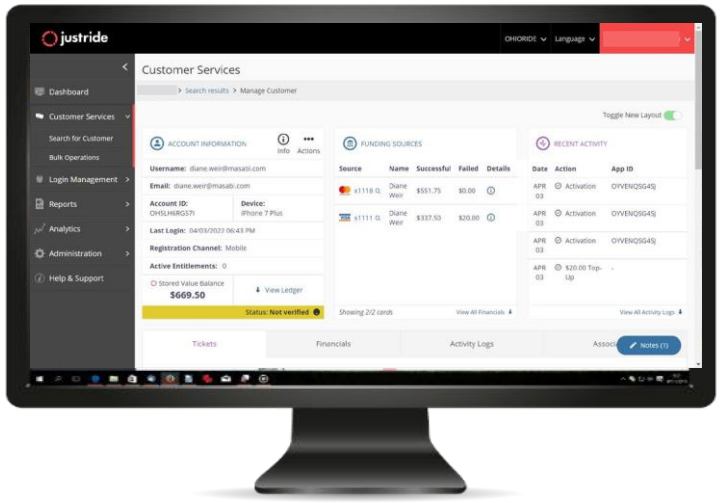
Mobile Ticketing App



Validation Tools

Service and Administration Hub

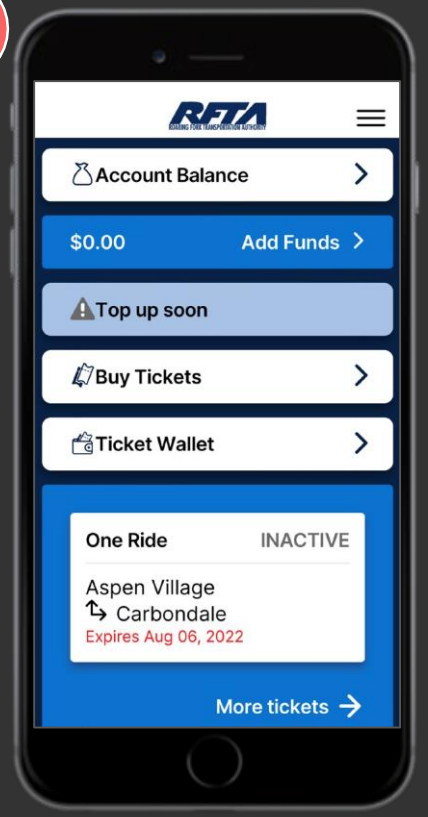


Purchasing Tickets in the Mobile App

Select Ticket

1. Tap **Buy Tickets**
2. Select route
3. Select ticket type and quantity

1



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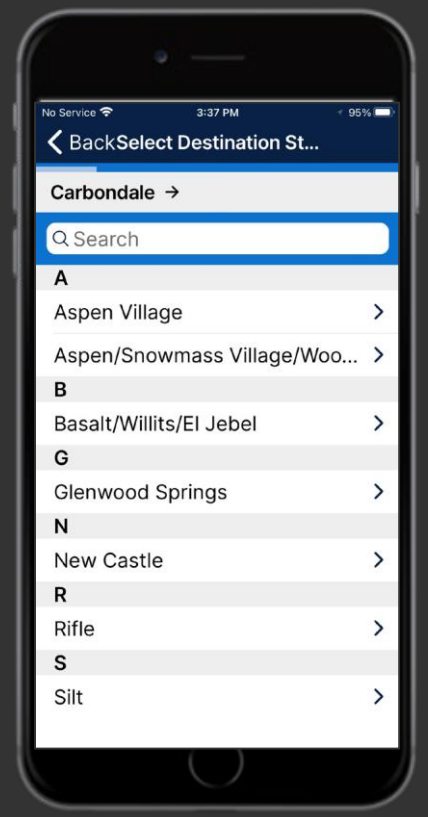

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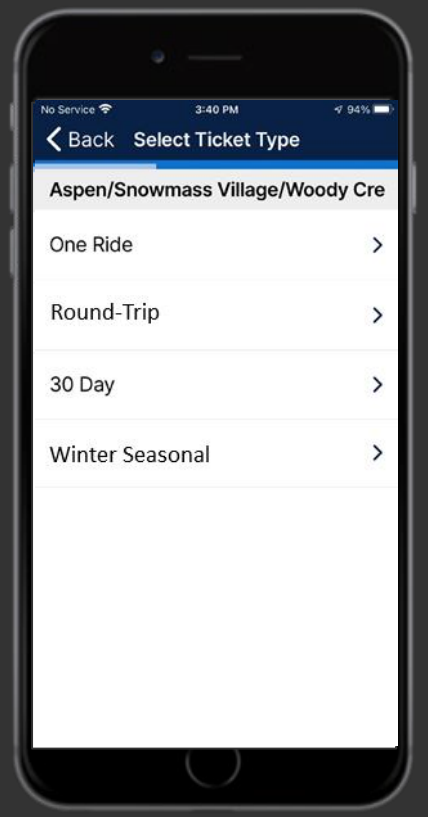
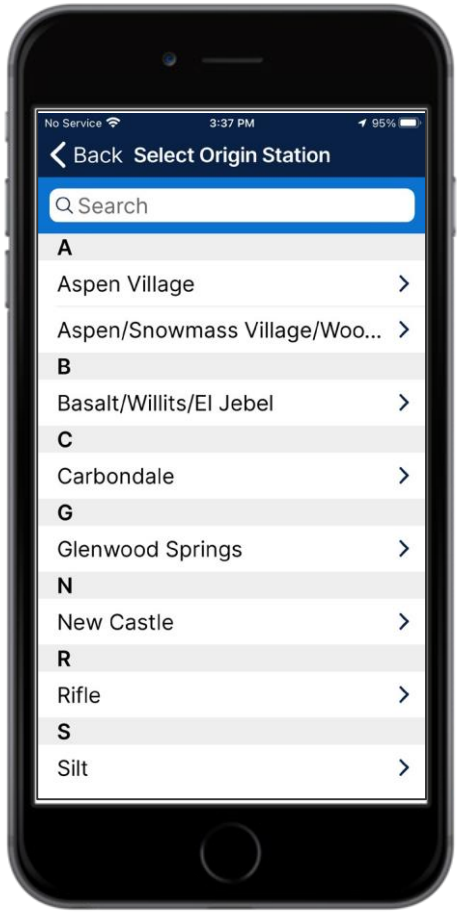
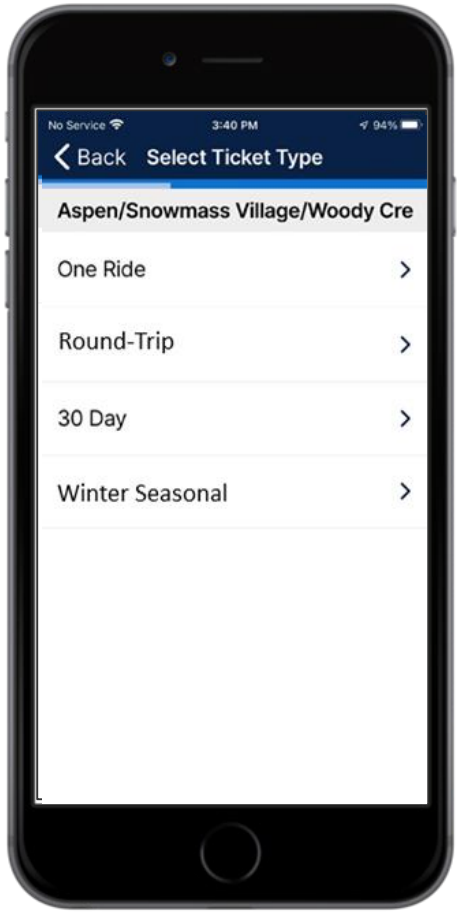
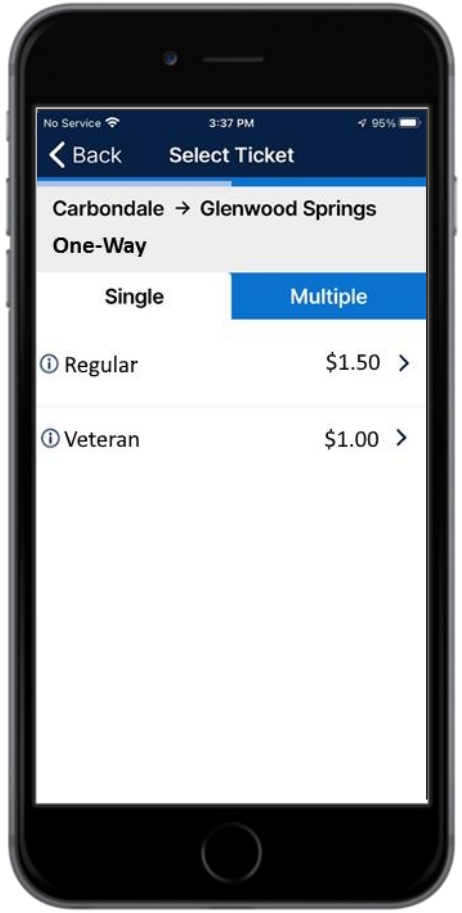


Ticket purchase overview

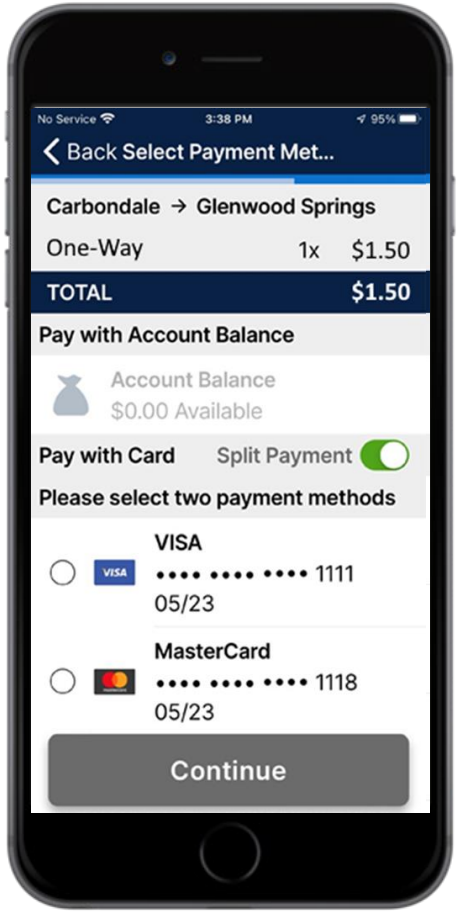
Select route, type and number of tickets





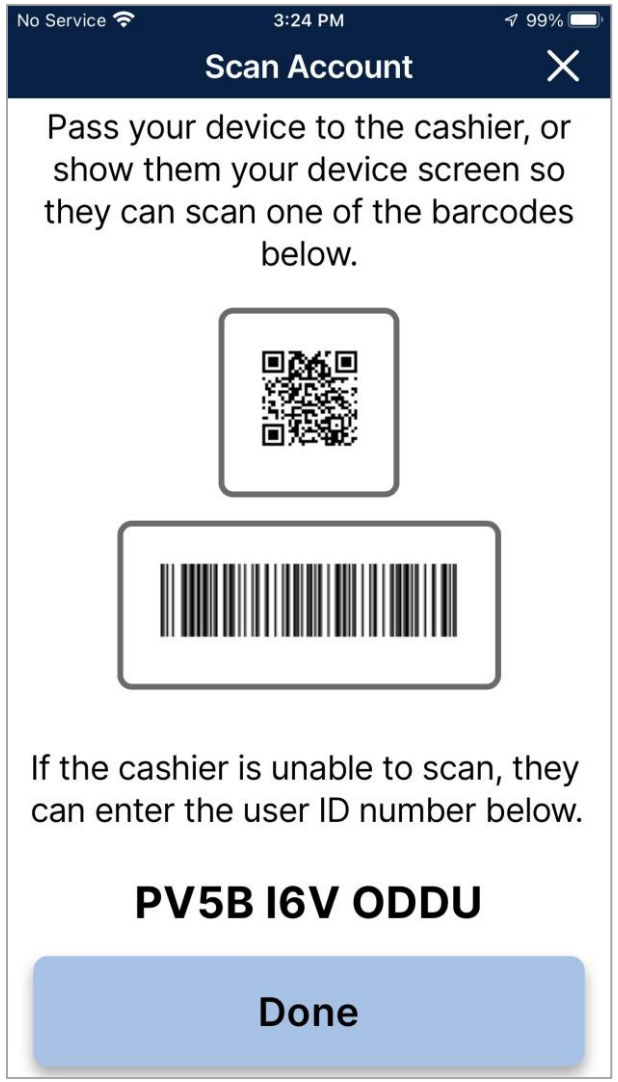


Pay for tickets



Digitizing Cash

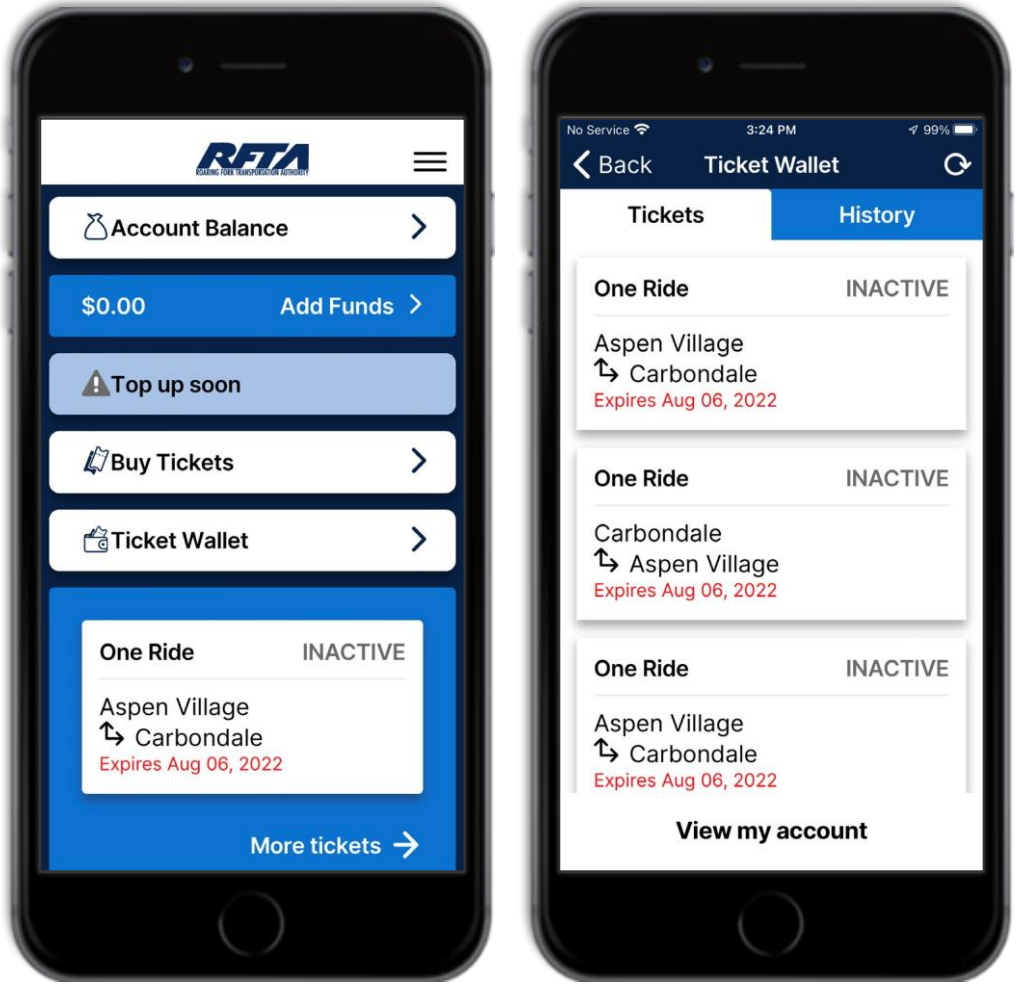
- Riders without credit cards can digitize cash to add funds onto the app
- RFTA customer service scans the rider's barcode or enters a code
- The rider pays the cashier using cash



Using Tickets

Select inactive ticket

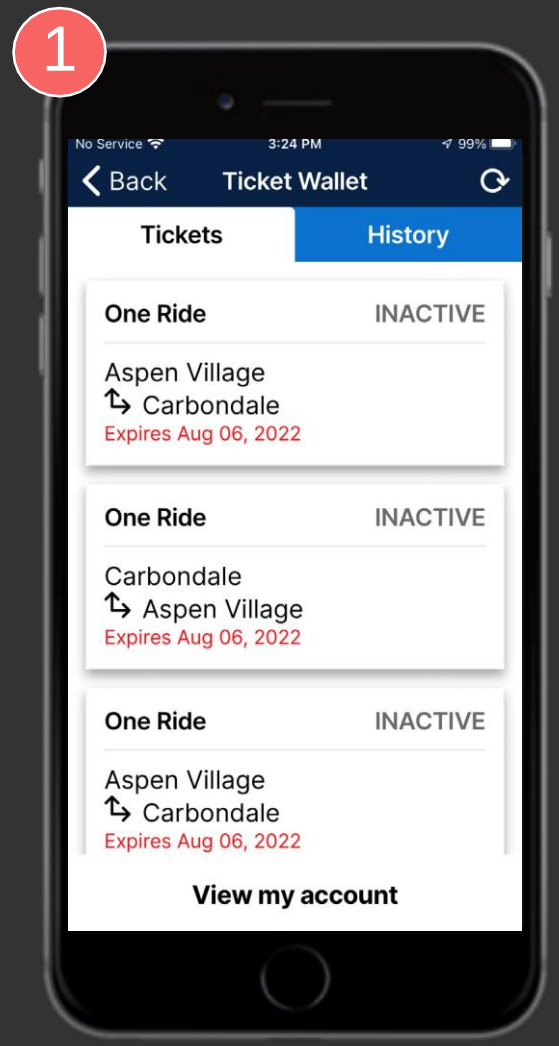
- On the Home screen, a set number tickets will be displayed
- Active tickets are displayed first in the order they will expire
- Click **More Tickets** to open the Ticket Wallet

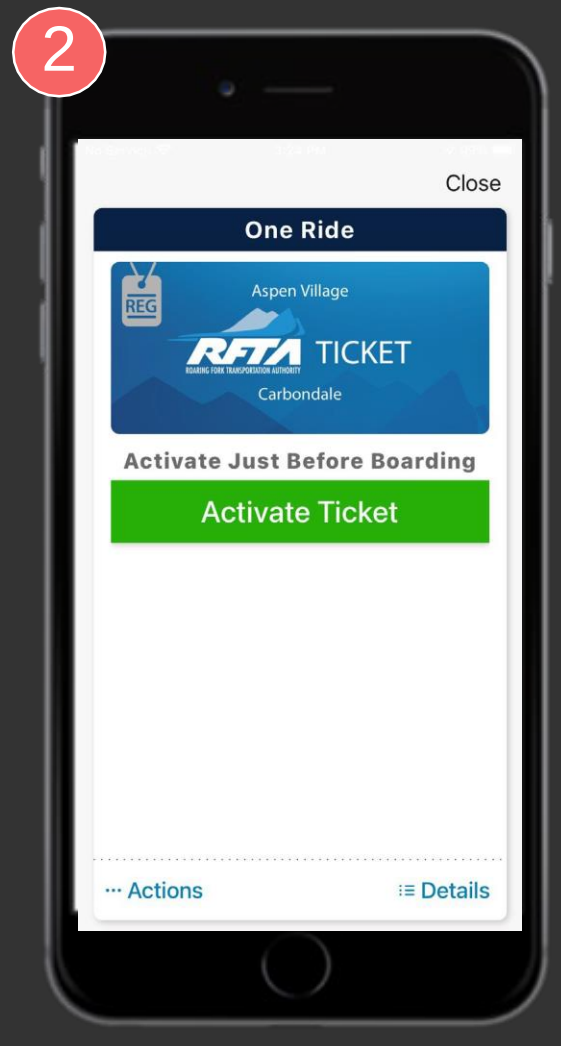


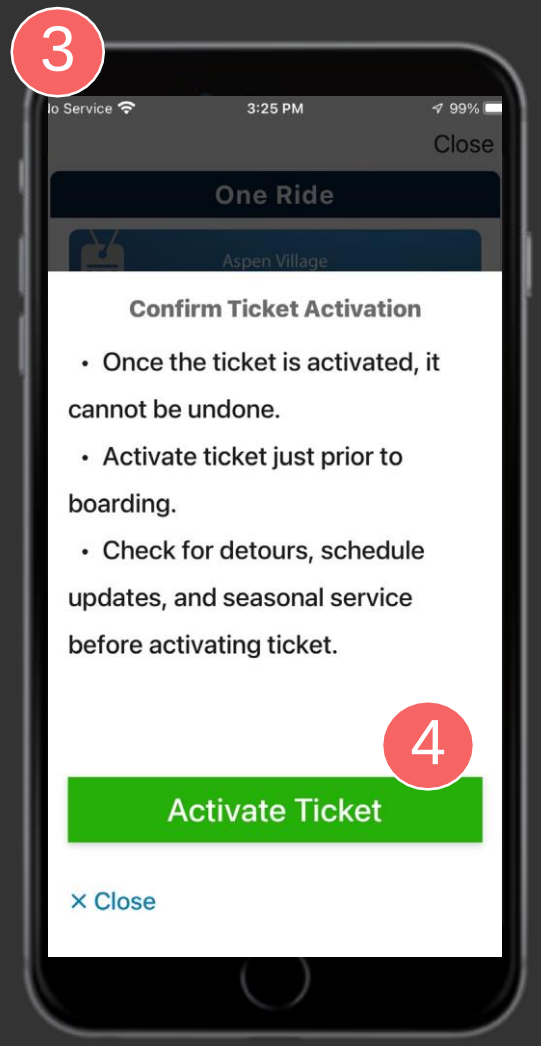
- In the Ticket Wallet, active tickets appear at the top of the **Tickets** tab
- Inactive tickets are listed below the active tickets, in the order they will expire

Activate ticket

1. Select inactive ticket from the Ticket Wallet or Home screen
2. Tap **Activate Ticket**
3. Read restrictions
4. Tap **Activate Ticket** to accept restrictions and activate ticket







Activate ticket

- Customers should activate tickets just prior to boarding
- Riders can activate multiple tickets at one time to cover multiple riders
- Scan 3D Barcode on Validator while boarding the bus