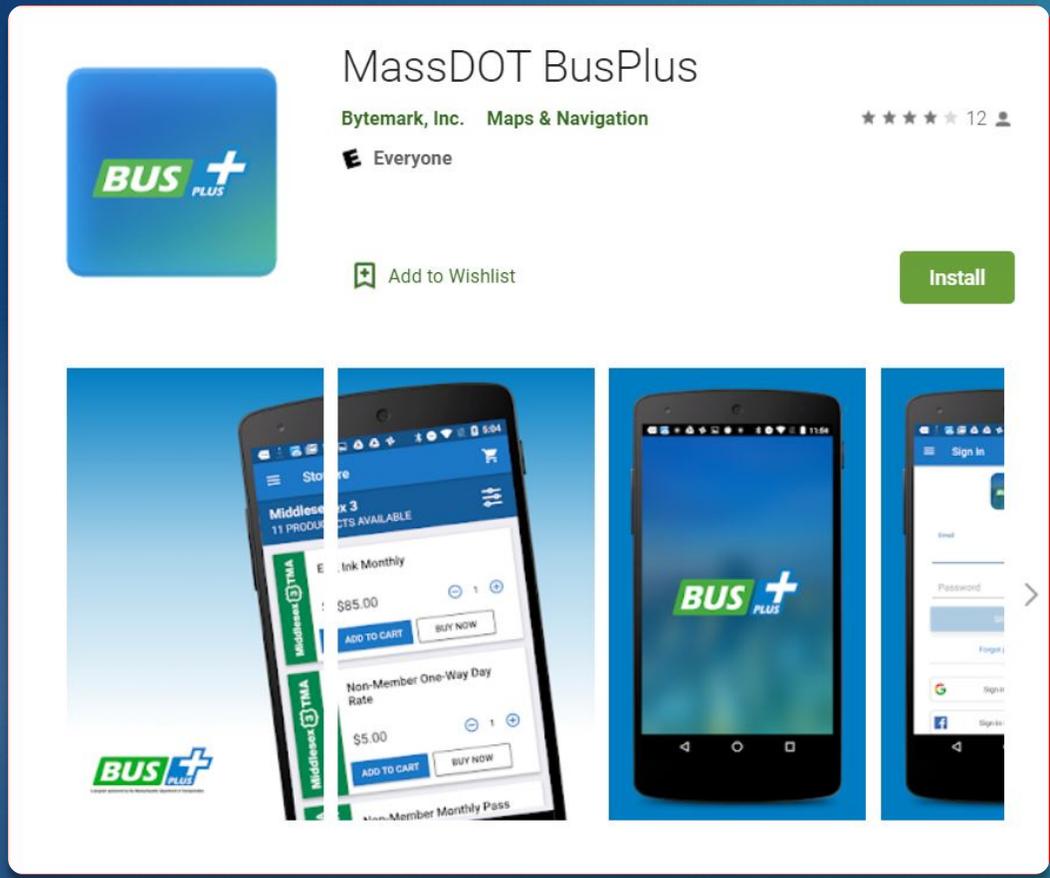




PVTA's Mobile Fare Payment App

MassDOT 



MassDOT BusPlus

Bytemark, Inc. Maps & Navigation

★★★★★ 12

Everyone

Add to Wishlist

Install

Link Monthly \$85.00

Non-Member One-Way Day Rate \$5.00

Sign In



How to Purchase Tickets & Passes

Getting Started



- ▶ Download “MassDOT BusPlus” App
- ▶ Sign in using one of the following:
 - ▶ Email
 - ▶ Facebook
 - ▶ Google
- ▶ First time users must create an account

Sign In 



Email

Password [Show](#)

SIGN IN

[Forgot Password?](#)

— OR —

 **Sign in with Facebook**

 **Sign in with Google**

Don't have an account? [Sign up](#)

Sign Up

First Name*

Last Name*

Email Address*

Confirm Email*

Telephone (Optional)

Password* [Show](#)

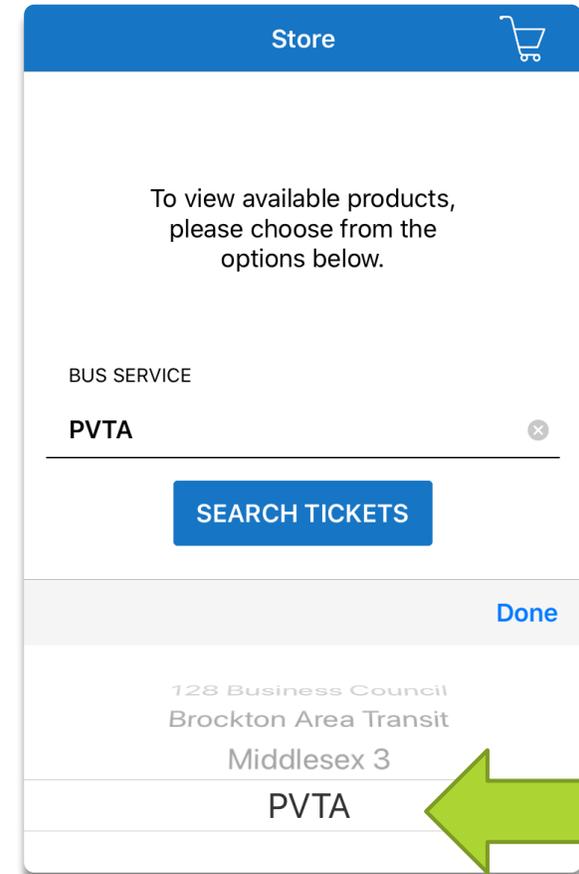
Password must be alphanumeric and at least 8 characters.

Confirm Password* [Show](#)

Sign up

BusPlus Store

- ▶ Open your BusPlus App
- ▶ Select “PVTA” from the Bus Service drop down menu
 - ▶ Other agencies using BusPlus App are shown – **you must select PVTA** to purchase PVTA tickets & passes



PVTA BusPlus Store

- ▶ Choose the type of ticket/pass and quantity to purchase

Regular

- ▶ One Ride Ticket
- ▶ Transfer
- ▶ Daily Pass (1-Day)
- ▶ Weekly Pass (7-Day)
- ▶ Monthly Pass (31-Day)

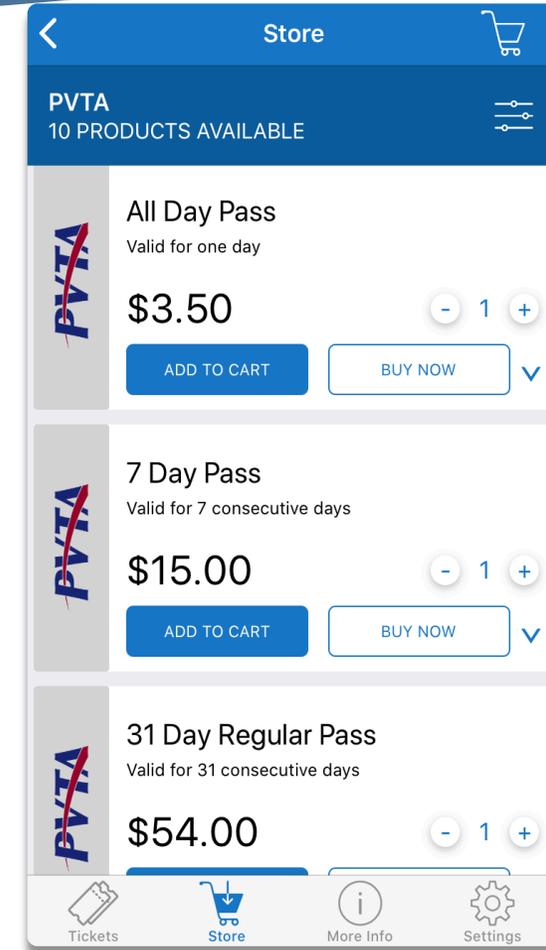
Elderly & Disabled

- ▶ E&D One Ride Ticket
- ▶ E&D Transfer
- ▶ E&D Monthly
- ▶ Senior Fare Free Tuesdays

Children's

- ▶ One Ride Ticket

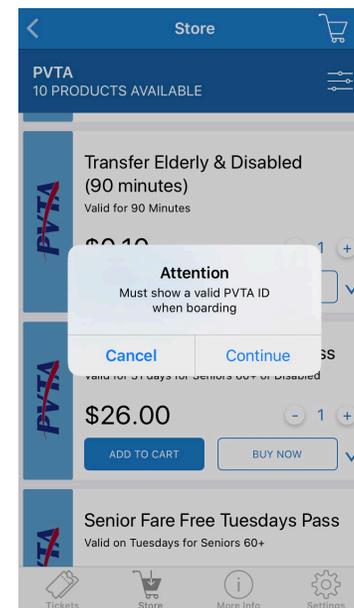
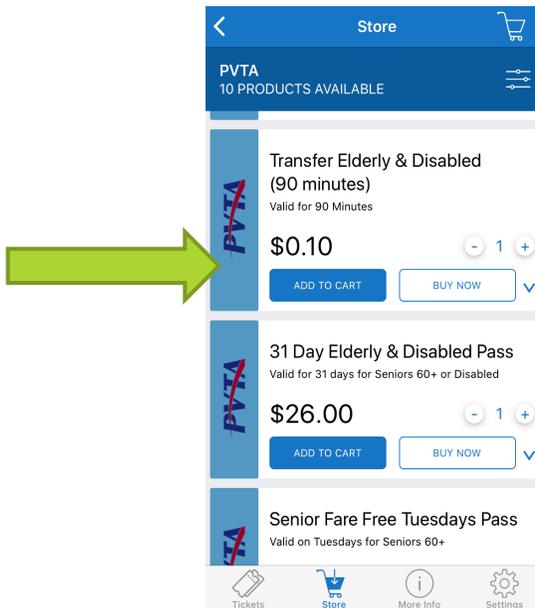
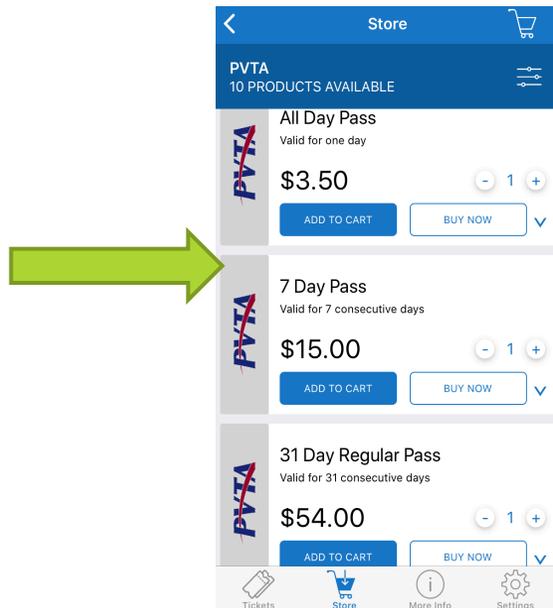
- ▶ Click *Add to Cart* to stay on screen and purchase additional tickets or *Buy Now* to go to Check Out



Store Screen: Regular vs. Elderly & Disabled Pass (E&D)

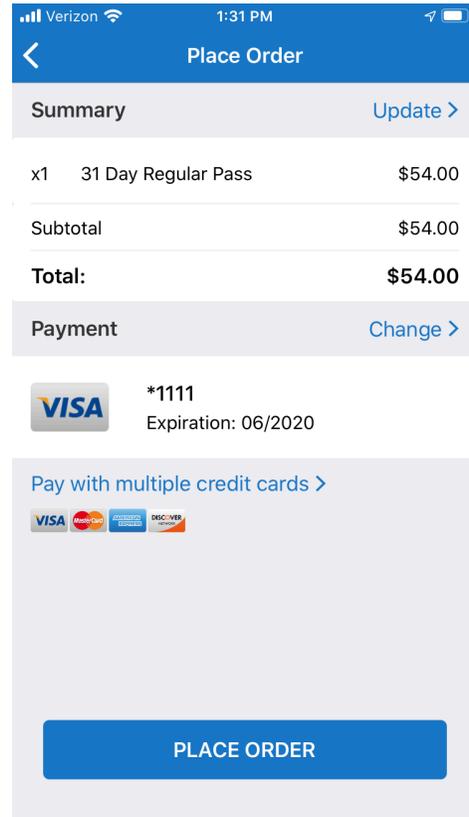
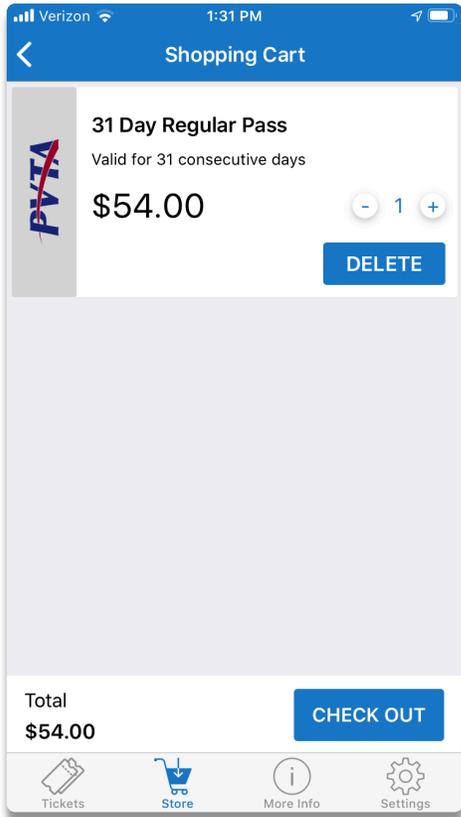
- ▶ Regular Passes are displayed in the Store with a gray background

- ▶ Elderly & Disabled Passes are displayed in the Store with a blue background
- ▶ **A valid PVTA ID is required to be shown when boarding using an E&D Pass**



- ▶ No refunds or exchanges will be given for purchasing an E&D pass without presenting a valid PVTA ID when boarding.

Ready to Checkout

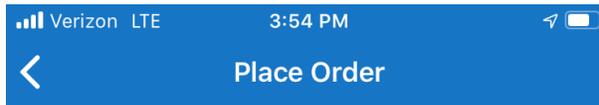


- ▶ Click on the shopping cart to go to *Check Out* screen
- ▶ Click *Check Out*
- ▶ Add a payment method using your credit or debit card
 - ▶ Payment methods can be stored for ease of purchasing
 - ▶ Multiple cards may be used to purchase a ticket/pass
- ▶ Click *Place Order*

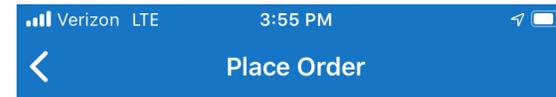
Note: An internet connection is required to purchase tickets, but tickets can be used offline.

Confirmation of Purchase

- ▶ Receive confirmation on-screen & via email that order was successful



Placing your order...
Your order is being fulfilled.



Order successful!
Your tickets have been added to your account. Thank you!

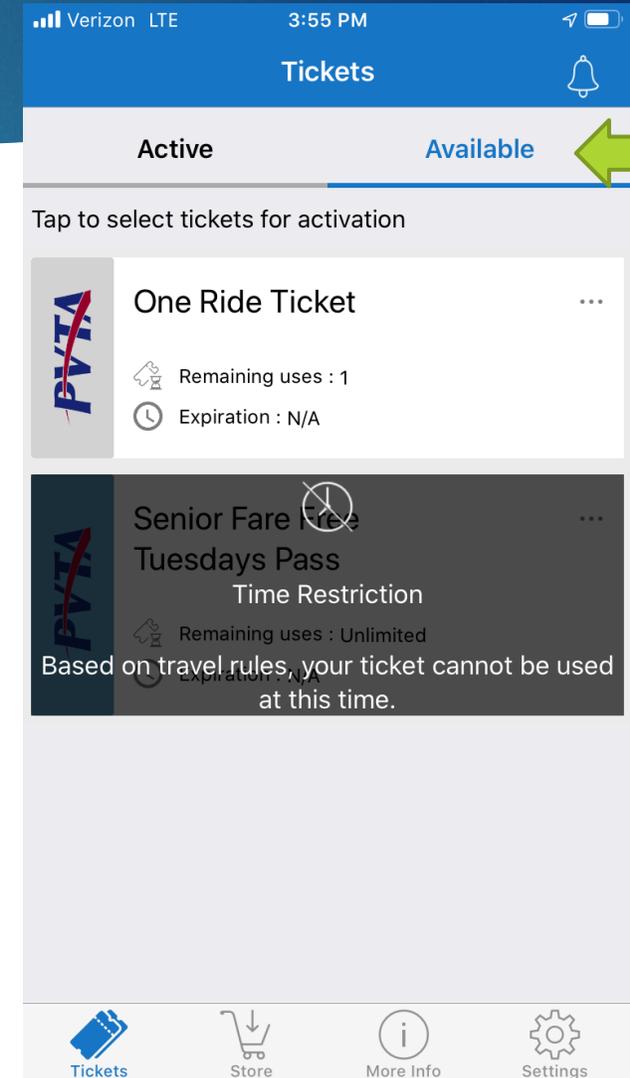
[VIEW TICKETS](#)



How to Activate & Use Tickets & Passes

Available Tickets/Passes

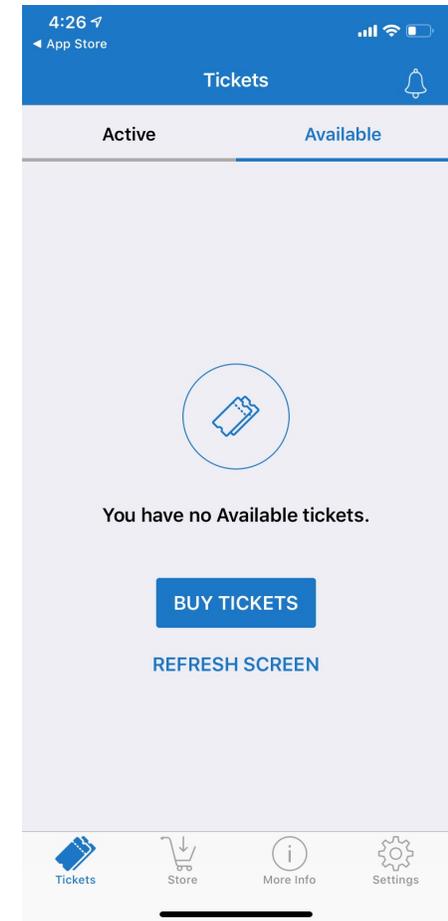
- ▶ All unused tickets/passes purchased are shown in the “Available” screen
- ▶ Click “View Tickets” after purchase or click the *Tickets* icon to view all tickets/passes you’ve purchased that are available for use
- ▶ You can purchase multiple tickets/passes and store them here for future use just as you would in your wallet
 - ▶ Duration of pass starts only when activated
 - ▶ “Available” tickets/passes are not activated
 - ▶ Passes with time restrictions will appear with a message letting you know its currently not available for use based on travel rules
 - ▶ Example: Senior Fare Free Tuesdays will only show available on Tuesdays



Activating an Available Ticket/Pass

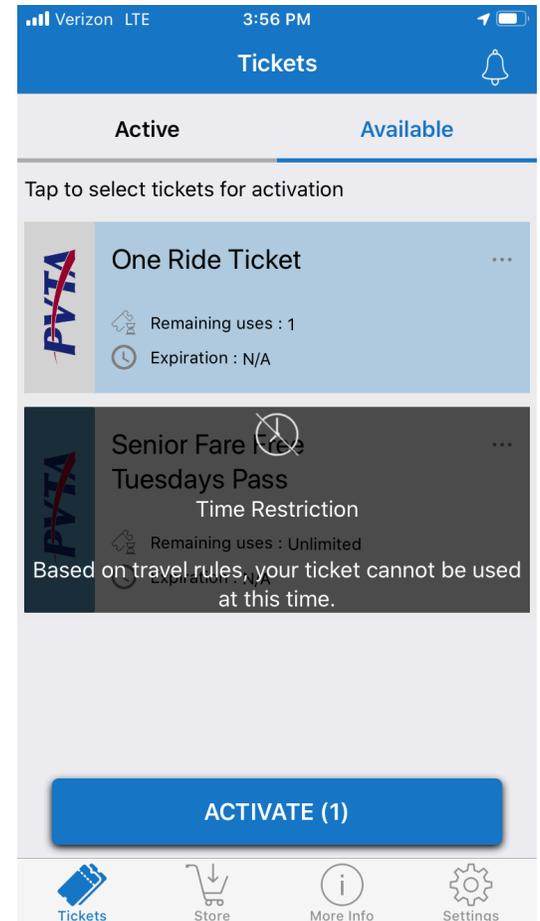
An “Available” ticket/pass must be activated in order to use

- ▶ Only activate a ticket or pass that you are READY TO USE
- ▶ If you are paying another person's/child's fare, you can select multiple tickets to activate at one time
- ▶ Check if you already have an active ticket by clicking on “Active” from the *Tickets* screen before activating a new ticket/pass
- ▶ Activate ticket/pass when the bus is approaching
- ▶ Once a ticket/pass is activated, it cannot be deactivated
- ▶ Once a ticket/pass is activated, all time durations/limitations start
- ▶ If no tickets/passes are shown in the *Tickets* “Available” screen, you will need to purchase a ticket/pass to activate



To Activate Ticket/Pass

- ▶ Click on the ticket/pass you want to activate from the *Tickets* “Available” (fare media will be highlighted with a blue background when selected) and click “Activate”
- ▶ If you have multiple passes in the “Available” screen, only activate the one you want to use now
- ▶ Number on “Activate” button will show the number of tickets/passes you are about to activate. Verify this is correct before clicking
- ▶ When bus is approaching, activate your ticket/pass
- ▶ Once activated, your screen will change to an interactive animated ticket/pass that you will show to the Driver to board





Pay Your Bus Fare Contactless

Paying Fare

- ▶ You will show your animated ticket or pass to the Driver
- ▶ While displaying your animated ticket or pass, **tap** your smartphone screen to show a change for the Driver to visually validate your fare
 - ▶ BusPlus App does not allow Screenshots
- ▶ Elderly & Disabled Passes require a valid PVTA ID to be shown to the Driver when boarding
- ▶ Once Driver has validated your ticket or pass, your fare has been paid and you may board the bus

Helpful Information

- ▶ BusPlus App is a contactless fare payment option that riders just show their phone to the Driver
 - ▶ Driver will not touch riders phone
 - ▶ Rider just holds their phone up and displays screen to the driver
 - ▶ Rider must tap their smartphone screen to show a change in ticket/pass color to the Driver
 - ▶ Nothing will be scanned or swiped on the farebox when paying with App
- ▶ Rider's should make sure they have enough battery power on their smartphone before taking trip as they must show their screen to pay fare when using BusPlus App
- ▶ MassDOT BusPlus App is an additional PVRTA fare payment option.