

MyWay App

User Guide



myway
Hawke's Bay

find out more at
mywayhb.nz
0800 108 838


HAWKES BAY
REGIONAL COUNCIL
TE KAUNIHERA Ā-ROHE O TE MATAU-A-MĀUI

**Transport
on demand.
Ready when
you are.**

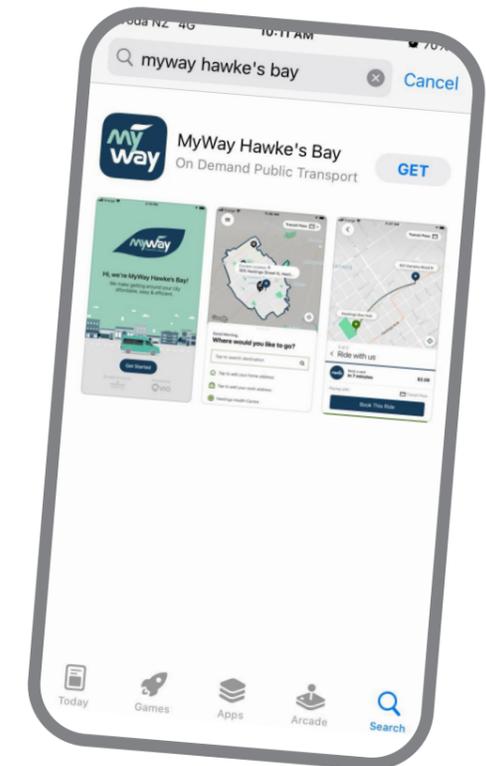


Getting Started

Download the app

Download the app
in Google Play Store
or Apple App Store.

Search for
MyWay Hawke's Bay.

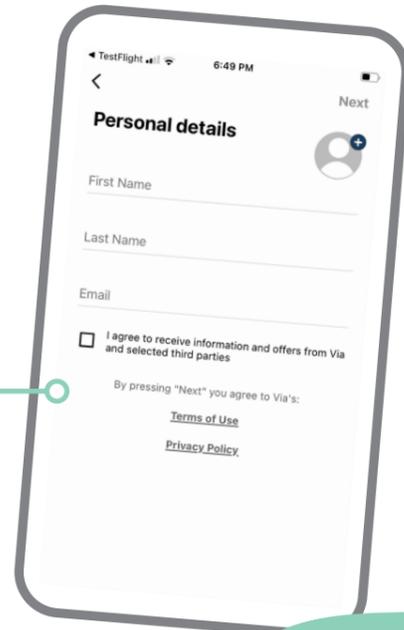


Tips

- Save the app to your home screen so it is easy to find.
- Turning on your phone location setting (GPS) will help the app find your location.
- Have a go and get used to the features—you can't break it and you can cancel your actions (including a booked ride) at several stages through the process.

Set up your MyWay user profile

MyWay will remember your details to make using the service faster and easier. You'll receive a text code and will be prompted to enter this to confirm your cellphone number.



Set up your payment method

You can pay for your MyWay ride by linking your credit or debit card to the app or with Bee Card, the prepay travel card used across Hawke's Bay public transport service.

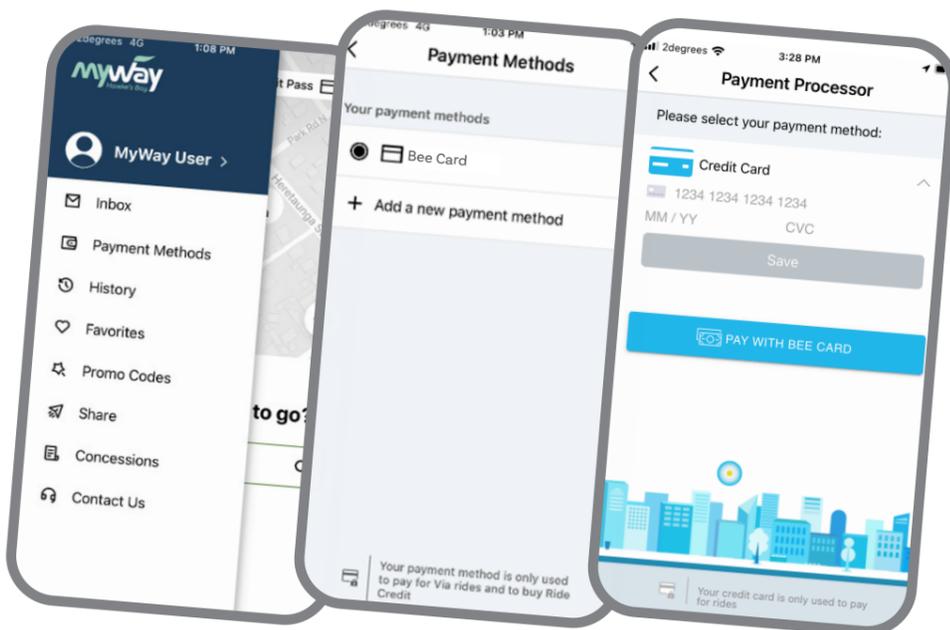
To set up your payment method, tap on the menu icon in the top left corner and select 'Payment Methods'.

If you want to pay by Bee Card, tap 'Bee Card'. If you want to pay by credit or debit card, tap 'Add new payment method', and enter your credit or debit card details.

Cash is not accepted onboard MyWay.

Tip

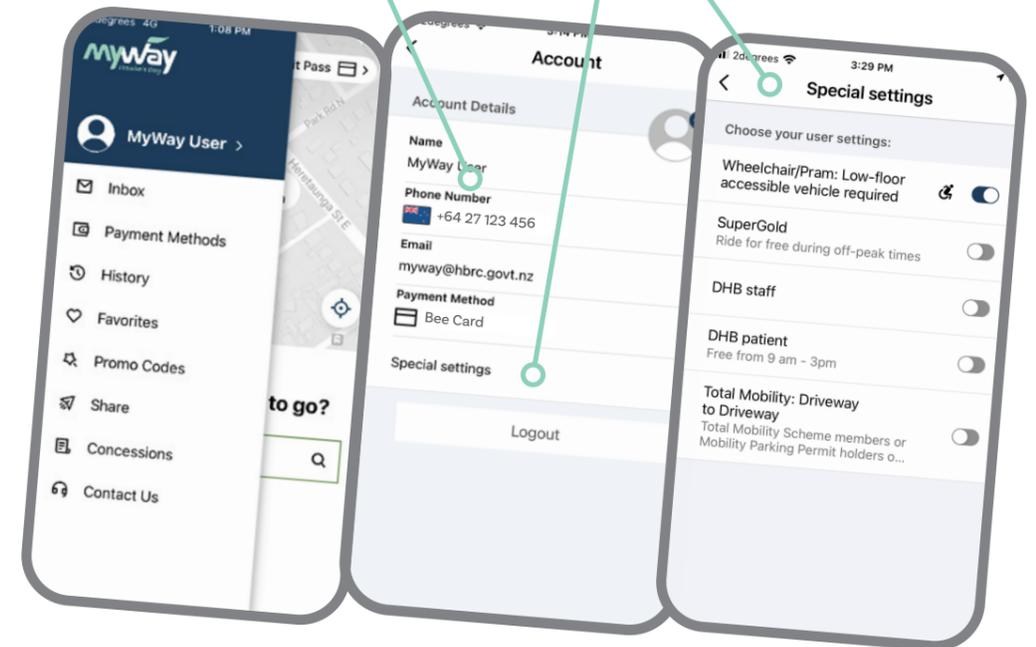
Order your Bee Card online at beecard.co.nz or pick one up from Hastings Library.



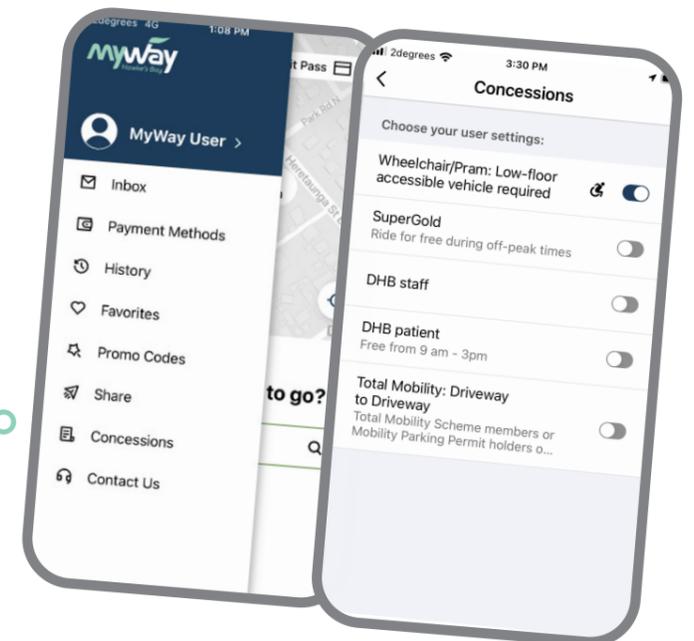
Save any special settings

If you are a SuperGold Card holder, a wheelchair user, or a member of staff at Hawke's Bay DHB, you can save these settings in the app. Tap the menu icon and select 'Account', then 'Special settings'. Use the toggles to select the settings that apply to you.

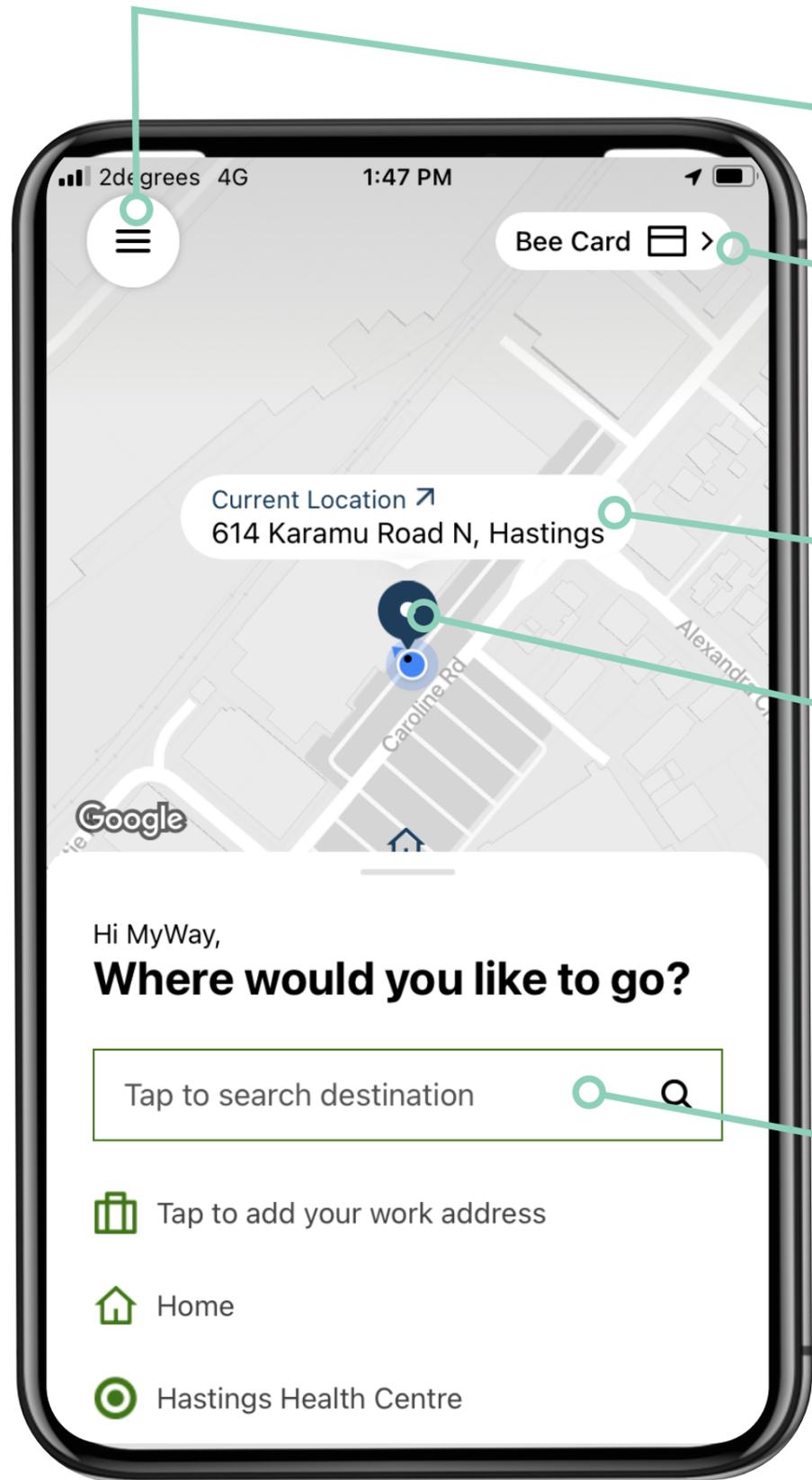
Leave off the zero at the start of your cell phone number ie: (027) becomes (27).



Alternatively, tap the menu icon and select 'Concessions'. Use the toggles to select the settings that apply to you.



The basics



MyWay menu

Tap to access your account profile, payment methods, journey history, concessions and more.

Payment method

Your selected payment method is shown in the top right corner of the screen. You can change your payment method by tapping this icon.

Current location

MyWay will automatically show your current location, and will use this to find a convenient pick-up point.

Location pin

This points to either your current location or your preferred pick up point.

Zoom in and out by moving two fingers together or apart.

Tip

Destination search box

Tap here to start your booking.

Favourites

Tap here to save locations that you travel to and from frequently, such as from **here to home**, or **home to Hastings Health Centre**. The app will remember these to make future bookings faster.

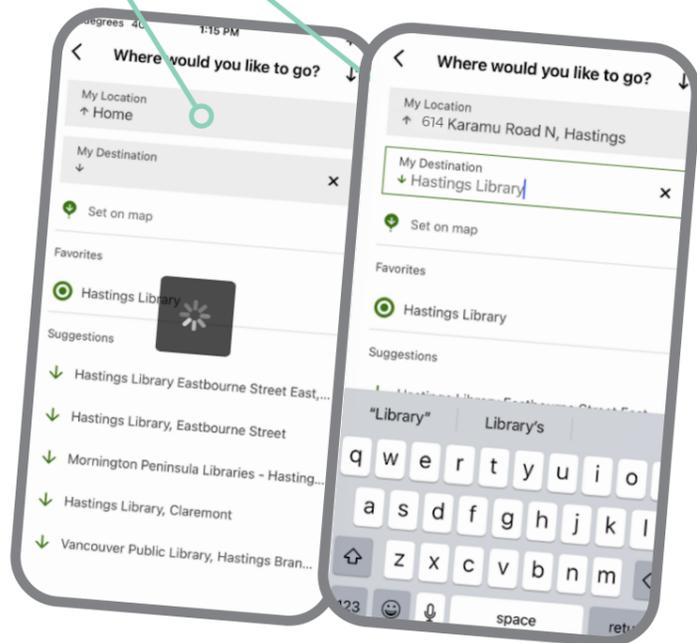
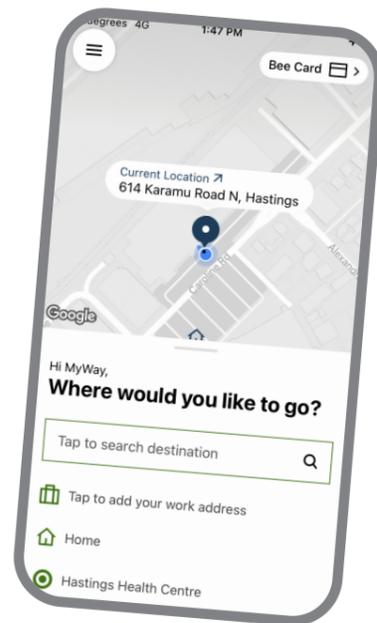
Booking your ride

Set your current location

When you open the MyWay app, the home screen will display your current location. MyWay uses this to calculate a convenient pick-up point.

If you'd like to be picked up somewhere else, tap the 'Current Location' bubble or the destination search box, and enter your preferred pick-up location in the 'My Location' box.

Alternatively, you can move the location pin on the map.



Set your destination

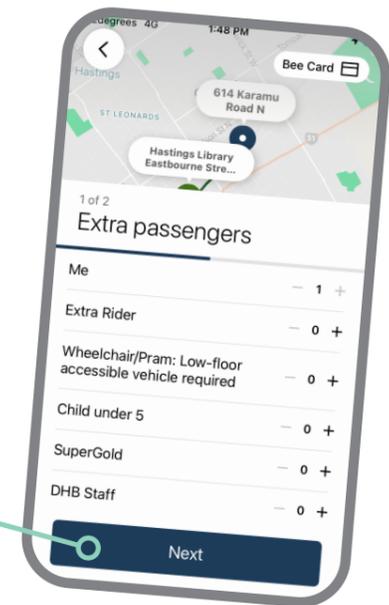
Enter an address, landmark, choose from the list of suggested destinations, or move the pin to your destination. Check that it is displaying correctly in the 'My Destination' box.

Add extra passengers

MyWay automatically assumes only one person is travelling.

Tap the + symbol to change the number of passengers, and to specify whether they are a child under five, a SuperGold Card holder, a DHB staff member, or are travelling with a wheelchair or pram.

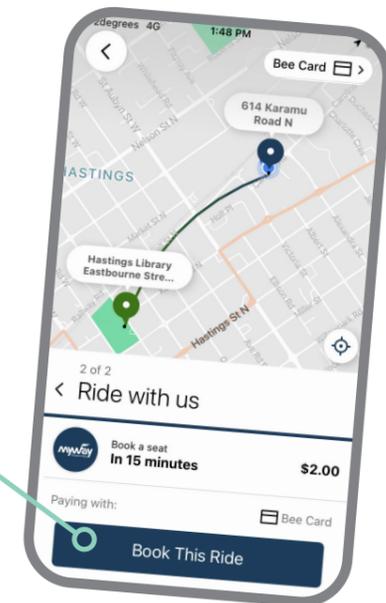
Tap 'Next'.



Choose your ride

MyWay will present the rides available to your destination. You may have multiple options to choose from, or you may only have one.

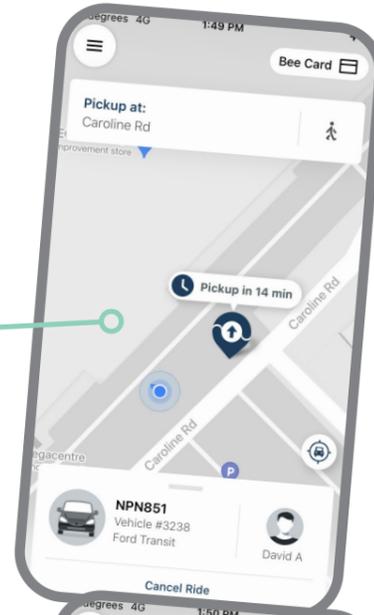
Select the ride you want and tap 'Book This Ride'.



Pick-up instructions

MyWay will display your pick-up instructions, including:

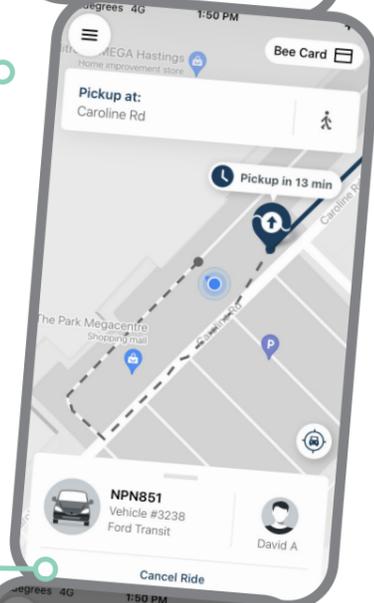
- Your pick-up point
- Directions to your pick-up point
- Your pick-up time
- The route your vehicle will take to your pick-up point
- Your drop-off point



Walk to pick-up

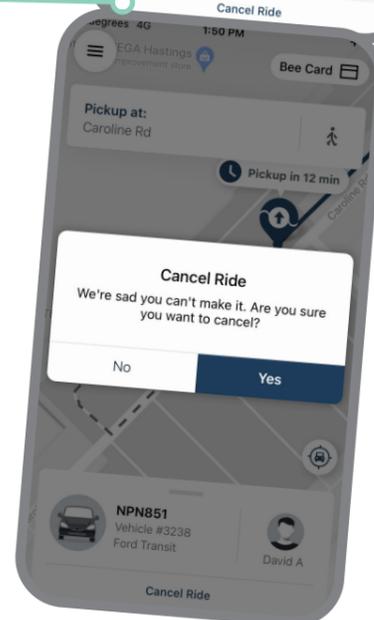
A close up map view will then provide directions to your pick-up point.

You'll be notified through the app and via text message when your ride is approaching. The app will display the MyWay vehicle's number plate, vehicle type, and driver name.



Cancelling your ride

On the Pick-Up Instructions or Walk to Pick-Up screens, tap 'Cancel Ride' at the bottom of the screen. If you can't see this button, tap the grey arrow to bring it up.



Paying for your ride

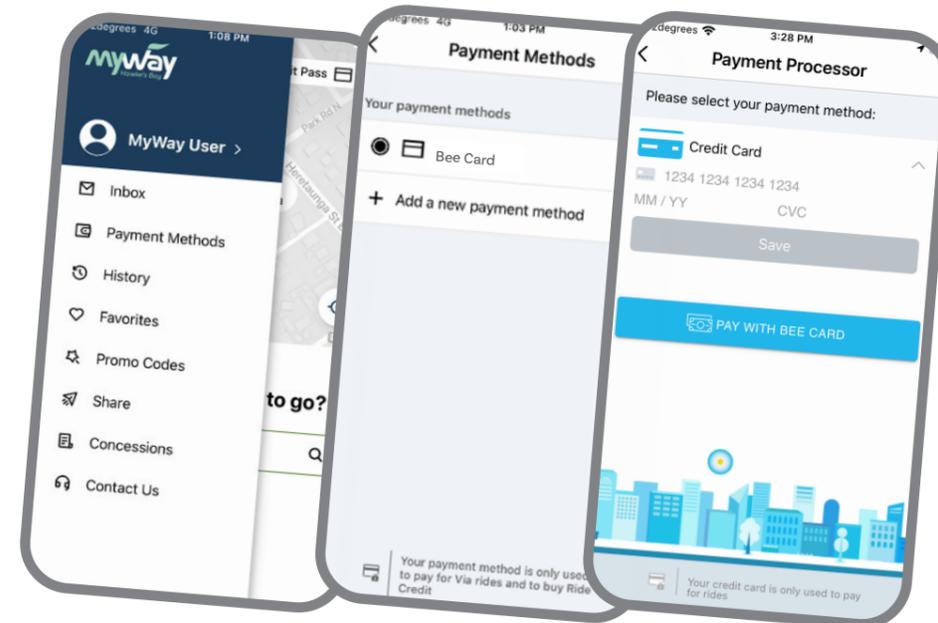
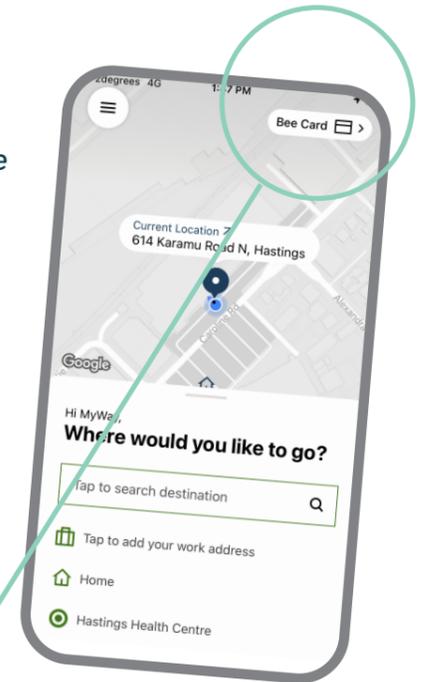
You can pay for your MyWay ride through the app or with your Bee Card. You can order and top up your Bee Card online at beecard.co.nz, or pick one up at the Hastings Library. Cash is not accepted on MyWay.

To set up or change your payment method, tap on the menu icon in the top left corner and select 'Payment Methods'.

If you want to pay by Bee Card, tap 'Bee Card'. If you want to pay by credit or debit card, select 'Credit Card'.

If you haven't entered your credit card details before, tap 'Add new payment method', and save your credit card details for next time.

You can also change your payment method by tapping on the bubble in the top right corner of your home screen that says 'Bee Card' or 'Credit Card'.



If you select the Bee Card option, make sure you tag on when you get onboard and tag off when leaving.

Tip



Feedback is important!



Rate your ride

We want your feedback to help improve the MyWay experience. Once you've reached your destination, the app will ask you to rate your ride.

You can score your ride on a number of factors or offer your own feedback. We'd love to hear from you!

**If you have any questions,
visit mywayhb.nz
or call 0800 108 838**