

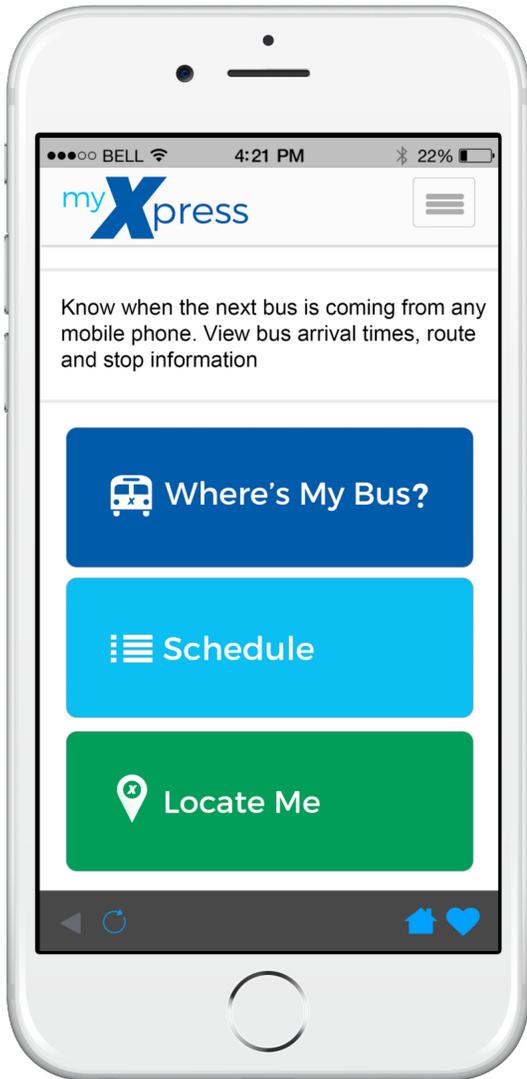
my**X**press

USER GUIDE

MOBILE APPLICATION



Commute easier with the new **myXpress** mobile app



Find your bus in real-time! Plan your trip, set reminders, and receive notifications.

The **myXpress** app gives you access to manage your commute so you can enjoy peace of mind while on Xpress.

Features:

- Know when your next bus is arriving
- View your route and stop information
- Find your nearest bus stop

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DOWNLOAD INSTRUCTIONS

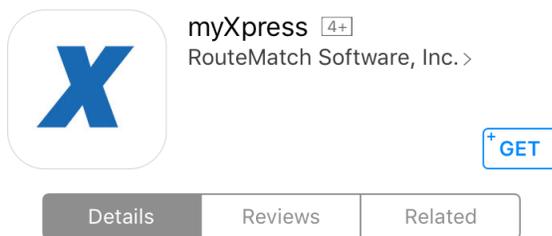
Download Instructions



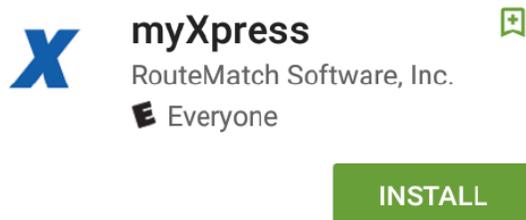
myXpress is available on the Apple App Store and Google Play. To download, search for “myXpress” and select our app .

To download the myXpress mobile app, visit your mobile device’s app store:

Click here for [App Store](#) (for Apple devices):



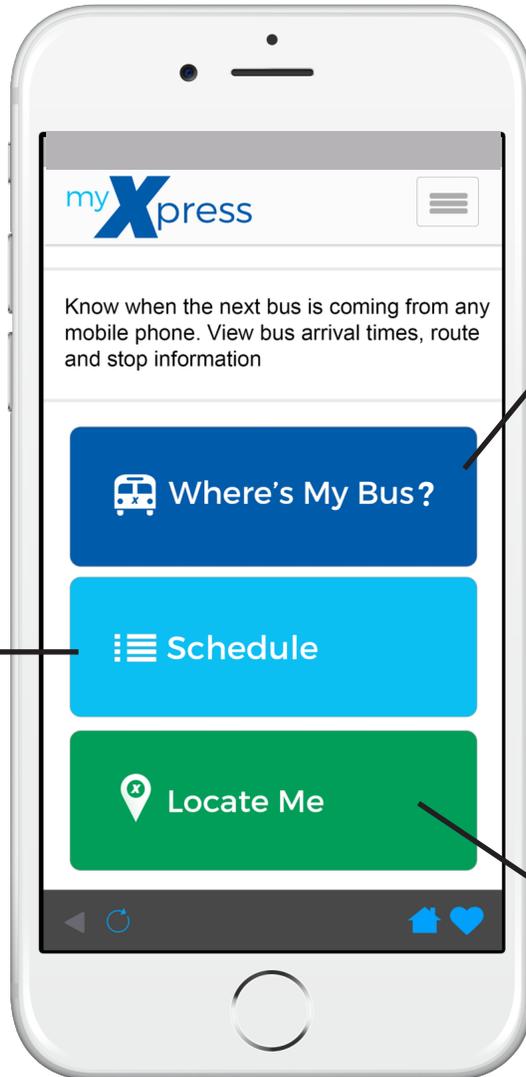
Click here for [Google Play](#) (for Android devices):



Click here to download from [Xpress website](#):
<http://www.xpressga.com/myxpressapp/>

Xpress is working with RouteMatch on the mobile app so you will see RouteMatch as the owner as the app.

Getting Started Steps



Get current travel information for your bus

View your bus schedule and sign up for notifications

Find your nearest bus stop



WHERE'S MY BUS?

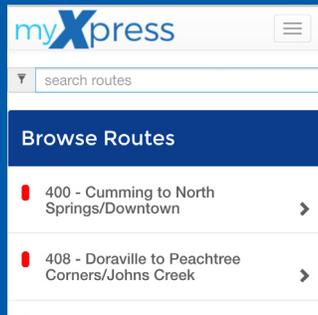
Where's My Bus?

To see how far your bus is from your stop, and how long before it arrives...

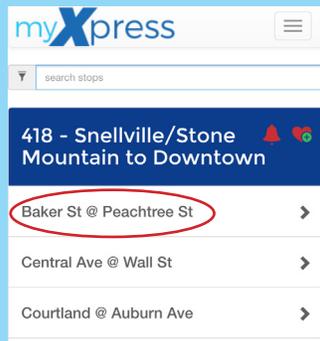
1. Choose the "Where's My Bus?" button on the home screen.



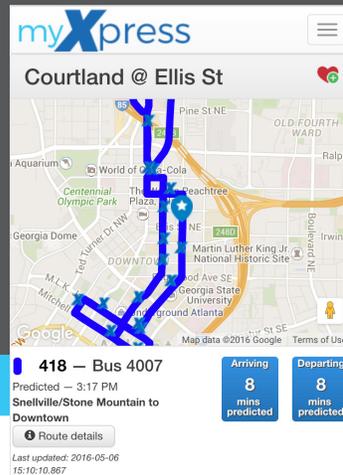
2. Choose the route you would like to track.



3. Choose your stop.



4. View your Xpress bus on a live map and see the real time bus arrival.



Travel Key

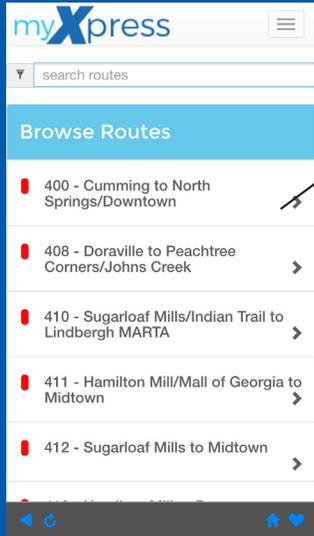
Scheduled: Arrival time based on posted schedule

Predicted: Arrival time based on real-time travel information

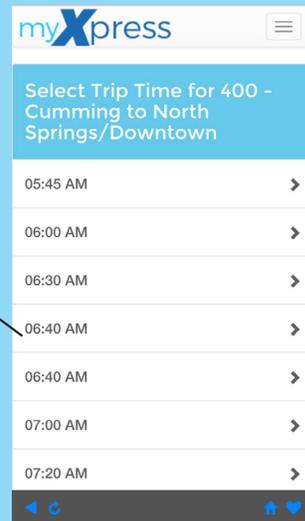
SCHEDULE

Schedule

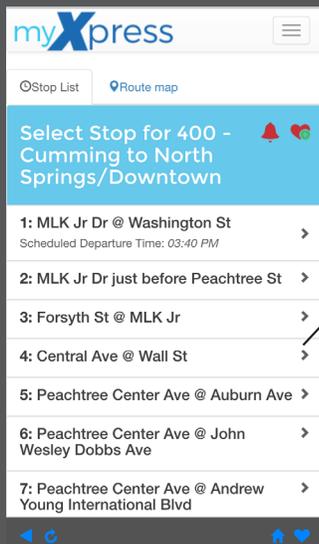
To view a bus schedule. Click  Schedule on the home screen.



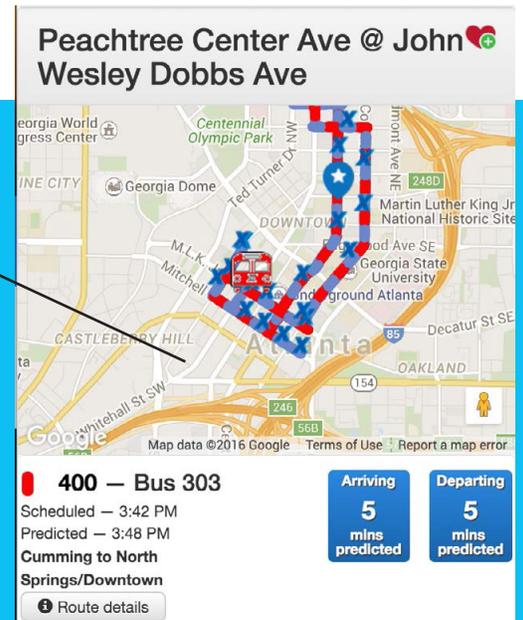
1. Select your route



2. Select time of trip



3. Select your stop



4. Live feed of your route

Travel Key

Scheduled: Arrival time based on posted schedule
Predicted: Arrival time based on real-time travel information

LOCATE ME

Locate me

1. Click on the  button on the home screen. A map will appear that shows where you are located, which is designated with a red dot.

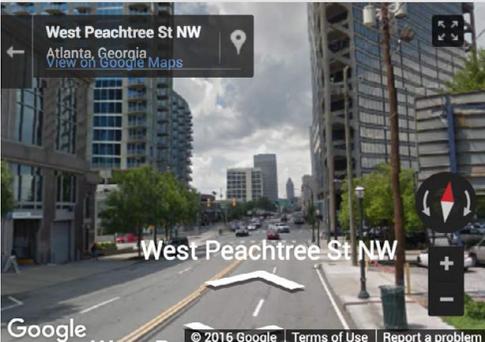
2a. Click  and all the nearest bus stop locations closest to you will appear.

or

2b. If you know the address, you can use the "Search Address".

- Enter the address in the click on 
- See where your nearest bus stop is on a map as well as estimated time arrival of the bus.

Peachtree Center Ave @ Auburn Ave



400 — Bus 309

Scheduled — 4:12 PM
Predicted — 4:23 PM
Cumming to North

Arriving	Departing
1 min predicted	1 min predicted

You can also view a live street view by clicking on the person icon on the bottom right hand corner of the the map and drag it onto your desired location.

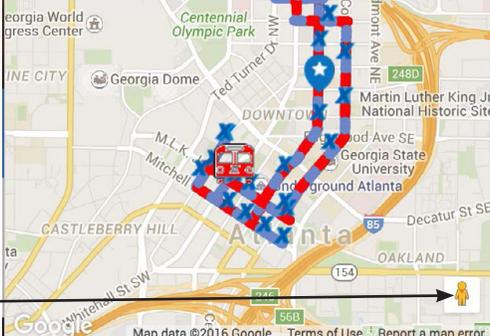
Travel Key

Scheduled: bus arrival time based on schedule
Predicted: Real time travel of your bus
Arriving: bus will arrive in this many minutes
Departure: bus leaves stop in this many minutes

Nearby Stops

- W Peachtree St after 14 St - 22 yd
- W Peachtree St @ 13th St - 173 yd
- W Peachtree St @ Arts Center MARTA Station - 271 yd
- Peachtree St @ High Museum of Art - 396 yd

Peachtree Center Ave @ John Wesley Dobbs Ave



400 — Bus 303

Scheduled — 3:42 PM
Predicted — 3:48 PM
Cumming to North Springs/Downtown

Arriving	Departing
5 mins predicted	5 mins predicted

[Route details](#)

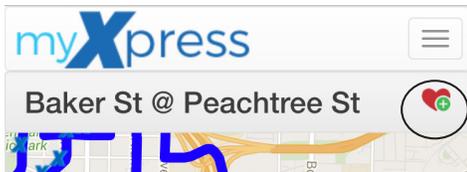


FAVORITES & NOTIFICATIONS

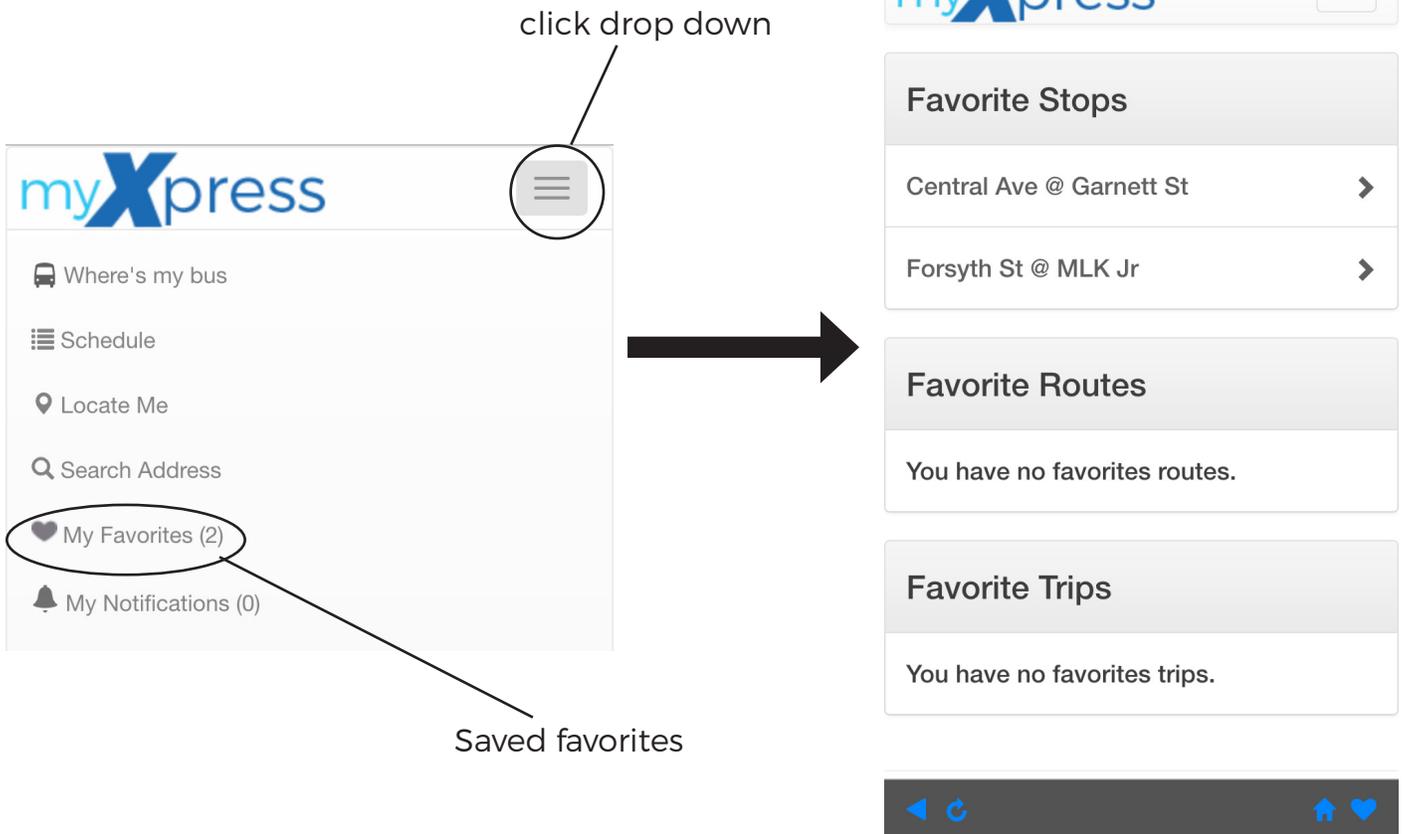
Make my stop, trip, or route a favorite

If you frequently take a certain route or use a certain stop and would like to access it quickly... It's as simple as clicking the heart on any route, trip, stop page.

1. Choose the stop or route you would like to save.
2. Click on the heart icon to save the route, trip or stop as a "Favorite".



3. Go to the  My Favorites tab each time you want to check on this specific trip or route.



Notifications

What to sign up for?

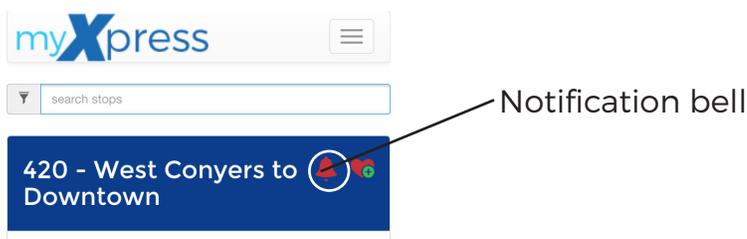
1. System-wide notifications inform customers of important news regarding Xpress, such as holiday schedules and major weather alerts.

2. A route notification is an alert with information pertaining to your route like construction at your park-and-ride or service changes.

3. Trip notifications let you know when a trip you've selected is running late based on the threshold you've chosen (10, 15, 20 minutes late). Please note that the trip notifications feature is still being worked on and may occasionally provide outdated information. We recommend always consulting the "Where's My Bus?" feature for the most up-to-date arrival time for your specific trip.

How to sign up for notifications?

1. Select the Notification bell on any stop or route.
2. Click on how you want to be notified:
 - a) In the app – which appears as an alert on the front screen of your app
 - b) Through SMS text – just add cell number and cell phone service provider
 - c) By email – just add your email address



Frequently Asked Questions

How do I download the app?

1. Download the app from iTunes or Google Play through an iPhone or Android device, or through the Xpress web site (xpressga.com).
2. Choose the myXpress app.
3. You are ready to go!

How do I know when my bus is going to get to my stop?

1. Choose the top "Where's My Bus?" Button.
2. Choose the route you would like to track.
3. Choose your stop.
4. View your GRTA bus on a live map and see the real time next bus arrival time.

What is the difference between a "scheduled" and "predicted" arrival/departure time?

The "scheduled" time is the time the bus will arrive/depart based on the published trip schedule. The "predicted" time is based on the real-time movement of the bus. The predicted time will generally be the more accurate. If the predicted time is not available, use the scheduled time. Scheduled times will show in a green box and predicting arrival and departure times will show in a blue box.

How do I add my stop to my favorites?

1. Choose the stop or route you would like to save.
2. Click on the heart icon to save the route or stop as a "Favorite".
3. Go to the tab each time you want to check on this specific bus or route.

How do I set my notifications?

1. Select the Notification bell on any stop or route.
2. Click on how you want to be notified:
 - a) In the app - which appears as an alert on the front screen of your app
 - b) Through SMS text - just add cell number and cell phone service provider
 - c) By email - just add your email address

*** Opting in to System-wide notifications will inform customers of important news regarding Xpress, such as holiday schedules and major weather alerts.

How can I find the nearest bus stop?

1. Click on the locate me button. A map will appear that shows where you are on a red dot.
 2. Click proceed and all the nearest bus stop locations closest to you will appear.
 3. If you know the address, you can use the "Search Address".
- *Make sure this stop serves your preferred route.*

How to view my bus schedule?

1. Click on the "Schedule" button.
2. Click on your route, trip.

Frequently Asked Questions

Does myXpress use real-time schedule data?

Yes, myXpress has the schedule information for all of our routes. We will provide the scheduled time if the predicted time is unavailable.

Where's the refresh button?

The refresh button is at the bottom left corner of the screen. Refreshing the app allows you to view the most accurate information regarding your bus if service is lost. The app automatically refreshes every 15 seconds so refreshing is not required for the app to function properly.

Where do the time predictions come from in myXpress?

GPS-based system tracks the buses in real-time and displays their locations and estimated times in the app.

I don't have an iOS or android phone. Will myXpress work for my device?

The myXpress app will only work for iOS or android phones. To view real time travel information for your route visit our commuter tools page on our website.

When I launch the app, all it says is "Loading...", what do I do?

We recommend finding a place with strong cellular reception or connecting to a WiFi network first. If the app doesn't load after a few minutes, simply end the app with your phone's task manager and relaunch it.

How do trip notifications work?

Trip notifications let you know when a trip you've selected is running late based on the threshold you've chosen (10, 15, 20 minutes late). This notification is not stop-specific, so riders wanting to know when the bus will come to their stop should track their bus using the "Where's My Bus?" feature. That view is the most accurate real-time travel of the buses. Please note that the trip notifications feature is still being worked on and may occasionally provide outdated information. We recommend always consulting the "Where's My Bus?" feature for the most up-to-date arrival time for your specific trip."

What's the difference between trip, route, and system-wide notifications?

A trip notification sends alerts when a trip you've selected is running late on the scheduled time you selected under the schedule button. The trip notification allows you to know when your bus is 10, 15, 20 minutes away from your trip time. A route notification is an alert with information pertaining to your route like construction at your park-and-ride or service changes. System-wide notifications inform customers of important news regarding Xpress, such as holiday schedules and major weather alerts.

Questions?

If you are having trouble with the app
contact customer service.

Contact:

Xpress Customer Service

404.463.4782

customerservice@xpressga.com