

CPP Mobile App STEP-BY-STEP

METROLINK®
CORPORATE PARTNER PROGRAM

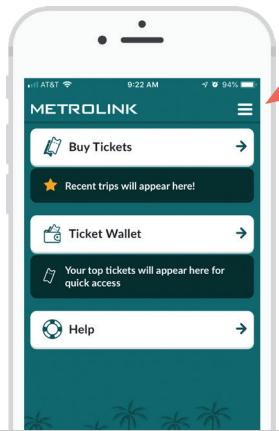


The Metrolink App is now available to our Corporate Partner Program (CPP) riders through your Employee Transportation Coordinator. Nearly one-half of current riders are taking advantage of mobile ticketing and the convenience it offers. It's easy to use and you'll never lose your ticket again.

LET'S GET STARTED.

Download on the
App Store

GET IT ON
Google Play

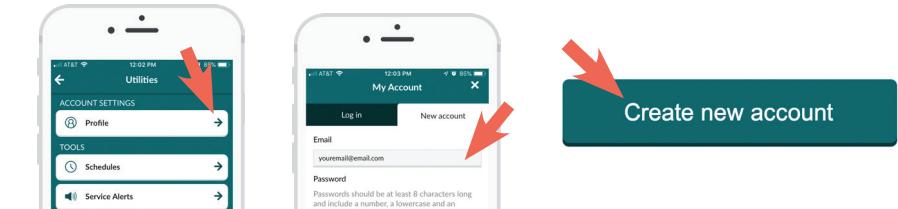


STEP 1: Download the Metrolink Mobile App to your mobile phone from the Apple Store or Google Play

STEP 2: Register your mobile phone

- Once downloaded you will be taken to the Metrolink App home screen. Click on the **three horizontal bars** to access the utilities menu.
- Click on **“Profile”** to register
- Click on **“New Account”** and fill in your email and password
- Once all fields are completed, press **“Create new account”**
- Press the back arrow to return to the Home Screen

- ✓ RECEIVE METROLINK TICKETS ELECTRONICALLY**
- ✓ QUICKER AND EASIER TO GET ON BOARD**
- ✓ A TICKET MACHINE IN THE PALM OF YOUR HAND!**

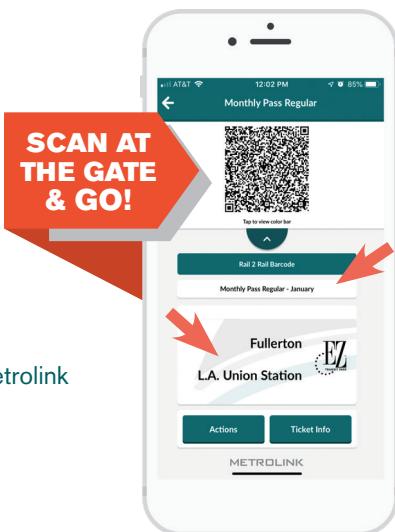


STEP 3: Your Metrolink Ticket Wallet

- Alert your Employee Transportation Coordinator that you downloaded the app
- You will receive an email receipt that a ticket has been sent to your wallet
- Open the Metrolink Mobile App and look in your **Metrolink Ticket Wallet**
- Confirm ticket type (Round-trip, 7-Day or Monthly) and origin/destination stations
- DO NOT** cancel your ticket in the Metrolink Mobile App (no refunds available)

STEP 4: Ride the Train

- “Activate”** your mobile ticket before boarding the train.
Monthly passes need to be activated on the 1st of each month or when you first board the train
- Use your mobile ticket in the same way as the Metrolink paper ticket by scanning/tapping your Metrolink Ticket at the Metro gate
- Use your mobile ticket for free connections across most Los Angeles County connecting transit. Visit metrolinktrains.com/tap for more info
- See how easy it is to use your mobile ticket by watching this short video: <https://youtu.be/yKx7PrDhXtM>



For more information on how to use the Metrolink mobile app please visit: metrolinktrains.com/app

PLEASE NOTE: Mobile tickets cannot be tapped or scanned on Metro's bus kiosks, instead please show your Metrolink mobile ticket to the bus driver or conductors where necessary.



[Metrolink Mobile App \(Corporate Partner Program FAQs\)](#)

If I purchase my tickets through my employer through the Corporate Partner Program, can I use mobile ticketing?

Yes. This feature is now available to our Corporate Partner Program customers. Contact your ETC to get in touch with Metrolink's Corporate Accounts.

Can I cancel/ edit my CPP mobile ticket?

No. Cancellation/ editing of your CPP mobile ticket should be managed by your ETC who will work with Metrolink to complete this action. Contact your ETC to make changes to your CPP mobile ticket order.

What if I need to make an edit to a ticket that has already been sent to my Metrolink Ticket Wallet?

Your ETC must be contacted before traveling on Metrolink so they can notify Metrolink of needed changes.

Can I get a refund for unused tickets I purchased through the Metrolink App through my employer?

No. Refunds are not available through the Metrolink App for tickets purchased through your employer.

If I lose phone service while riding Metrolink, will my mobile ticket still work?

Mobile tickets do not need phone service to be displayed. If you lose cell phone service after boarding the train, you will still be able to display tickets.

What happens if my battery dies before I show the fare inspection personnel my mobile ticket?

You are responsible for keeping your device charged while riding Metrolink. You MUST pay the one-way cash fare if your device is not working, so please plan accordingly.

What ticket types are offered through the Metrolink Mobile ?

Monthly Passes, 7-Day Pass*, and Round-Trip*.

*For 7-Day and Round-Trip tickets, the date of travel will need to be known in advance.

[Metrolink Mobile App \(General FAQs\)](#)

Where can I use mobile ticketing?

Mobile ticketing can be used on all Metrolink trains, connecting bus operators, Metro Rail and Amtrak trains through the Rail 2 Rail program.

Will my mobile ticket work on the Metro Rail system?

Mobile ticketing will allow for free transfers to Metro Rail. Simply scan your Metrolink App QR code at the gate scanners.

Will my mobile ticket work on the Metro Rail system?

Metrolink Mobile Tickets are accepted on Amtrak Rail2Rail and shared service trains.

Will my mobile ticket allow me to transfer to connecting buses?

Yes, please show your mobile ticket (EZ Transit logo) to the connecting bus operator for visual inspection. A mobile ticket is the same as a paper ticket.



How and when do I need to activate my mobile ticket?

You should activate your mobile ticket (found in your Ticket Wallet) just before boarding Metrolink. The Ticket Wallet is a tab on the home screen of the Metrolink App. Tickets remain active for the duration of your trip. Upon request, simply show the activated ticket screen with changing colors to the fare enforcement personnel. Activation of every ticket type is required prior to boarding including Monthly, 7-Day and Weekend Day Passes.

When do I use the barcode on the mobile ticket?

Fare enforcement personnel will inspect mobile tickets visually by checking the color-changing ticket screen on your device or may ask to view/scan the barcode on your activated ticket. Tap "view barcode" to show the mobile ticket barcode to fare enforcement personnel.

What if I am having technical problems with the Metrolink App?

If you encounter any technical problems or errors, please email us anytime at mticketing@scrra.net or call our call center at 800-371-5465. Please include your Application Identifier on all requests. This can be found within the application under help > app info.

Are there any fees for using mobile ticketing?

The Metrolink App is free to download. When using the application, please be aware that mobile service providers set their own prices for data usage. Metrolink is not responsible for any mobile carrier data charges that a customer incurs as a result of purchasing a mobile ticket or downloading the Metrolink App.

Are receipts available for my mobile ticketing purchase?

Receipts are available through email for all mobile tickets. Receipts will be automatically emailed to the email address associated with the account.

Can mobile tickets be accessed through my Apple Passbook?

No, tickets will only be available through the Metrolink App at this time. The Metrolink App has several advanced features that are currently not supported in Apple's Passbook.

I receive an error message when using the Metrolink App and turn on Airplane Mode, why?

Airplane Mode cannot be utilized when you have an activated ticket.

What happens if I lose my device or buy a new device?

Your tickets are stored in the Metrolink App. Once you obtain another device, simply log into the Metrolink App to access your tickets.

Why won't it download on my Apple device?

Your operating system needs to be IOS 8.0 and higher.

What Android devices will not be able to run the Metrolink App?

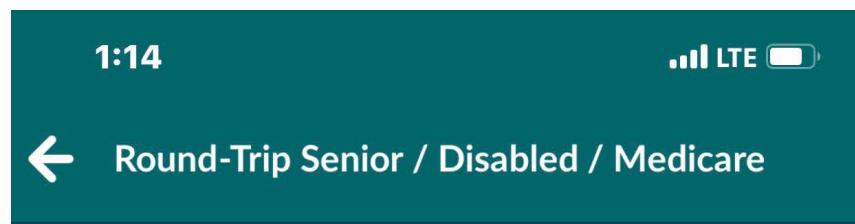
The Samsung Galaxy S3 and S4, Galaxy Tab 3, and the HTC One are among the devices that will not be able to run the Metrolink App. Also, the Metrolink app will not work or be supported on an Android operating system below 4.4 (KitKat).

What security protections are in place to protect my personal information?

The Metrolink Mobile Ticketing System is fully certified and compliant with Payment Card Industry standards (PCI-DSS). All payments communication are fully encrypted via SSL, any sensitive data we store is highly encrypted and systems are constantly monitored for security vulnerabilities.

Sample Mobile Ticket:

METROLINK.
CORPORATE PARTNER PROGRAM



QR code for scanning on
Metrolink and Metro turnstiles.

Tap to view color bar



Ticket activated at 1:14 PM

When ticket was activated

Round-Trip Senior / Disabled / Medicare

Station pairs

San Bernardino -
Downtown

San Bernardino
Depot



Actions

Ticket Info