



Passenger Transport Subsidy Scheme mobile app user guide

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Introduction

Background

This document is a guide for on-demand rank or hail (taxi) drivers who are using the Passenger Transport Subsidy Scheme (PTSS) mobile app, developed by the Department of Transport (DoT).

What is the Passenger Transport Subsidy Scheme (PTSS)

PTSS is a subsidy available to eligible people with disability travelling in on-demand rank or hail (taxi) vehicles. PTSS participants can receive up to 75% off eligible taxi fares.

All taxi drivers must be able to accept PTSS journeys. This can be done through either:

- the PTSS mobile app; or
- digital systems (like dispatch software), that are integrated with the PTSS application programming interface (API).

It is the responsibility of all on-demand booking services (ODBS) to decide which option their drivers will use, and to communicate their decision accordingly.

Who needs to use the PTSS mobile app?

The PTSS mobile app is provided by DoT to facilitate the recording of PTSS journey details by taxi drivers. Drivers of all ODBSs who have not integrated with the PTSS API must use the PTSS mobile app.

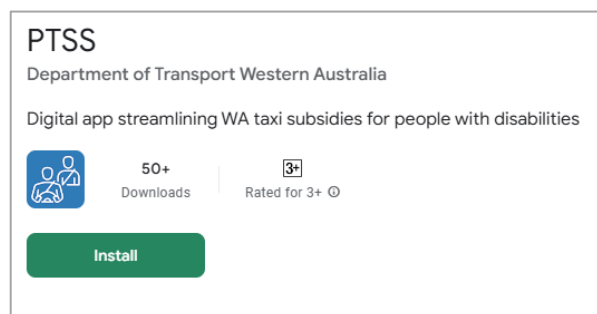
How to download the PTSS mobile app

Search “PTSS” in the Google Play Store or Apple App Store, or use the links below to download the PTSS mobile app for your device.

Android

The PTSS mobile app for Android is only available via the Google Play store:

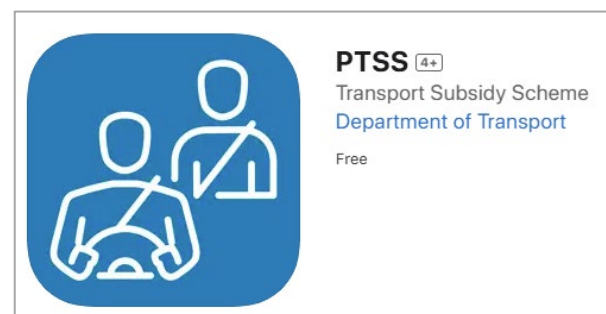
play.google.com/store/search?q=ptss&c=apps



iOS / Apple iPhone

The PTSS mobile app for iOS / Apple iPhone is available via the Apple App Store:

apps.apple.com/au/app/ptss/id6503037503



Minimum device requirements

The PTSS mobile app can be used on any mobile phone using iOS (16 or above) or Android (13 or above).

The driver's device must always be on their person when driving an on-demand rank or hail (taxi) vehicle, for the purpose of hire or reward.

Logging into the PTSS mobile app

Drivers must sign into DoT's PTSS mobile app using their own DoTDirect login details. If you forget your username or password, you can recover them on the [DoTDirect website](#).

Drivers must set up and use two-factor authentication (2FA) to log in to the DoT PTSS mobile app.

The driver must not permit any other individual to use the DoT PTSS mobile app while it is logged in with their DoTDirect credentials, nor must they permit anyone to log in to the app using their DoTDirect credentials.

Each time a driver logs in to the DoT PTSS mobile app, drivers accept the:

- [Passenger Transport Subsidy Scheme Guidelines for Industry](#); and
- [DoT PTSS mobile app terms and conditions](#).

More information

If you require support to use the app, please contact your on-demand booking service, or the Department of Transport:

- email ondemandtransport@transport.wa.gov.au; or
- call us on 13 11 56.

For more information about the PTSS mobile app, visit the DoT website:

www.transport.wa.gov.au/ptssdriverapp

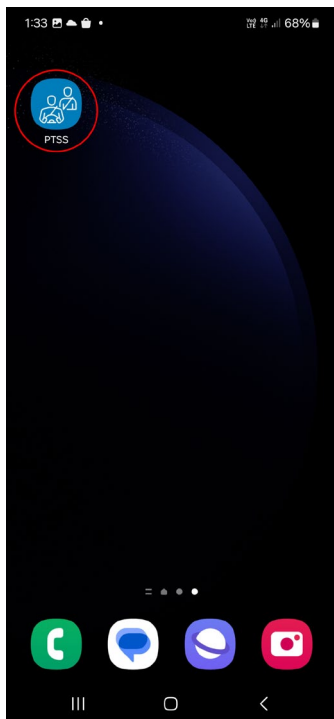
Note: The screenshots provided in this document are examples of the Android version of the PTSS mobile app only, and may not reflect the final content as the app is developed and refined.

There may also be visual differences between the Android and Apple operating systems.

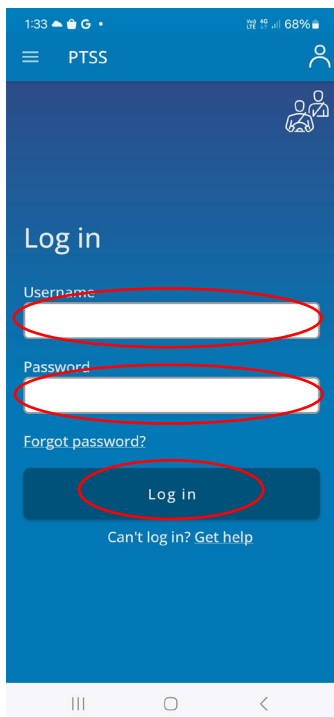
Setting up the app

How to login

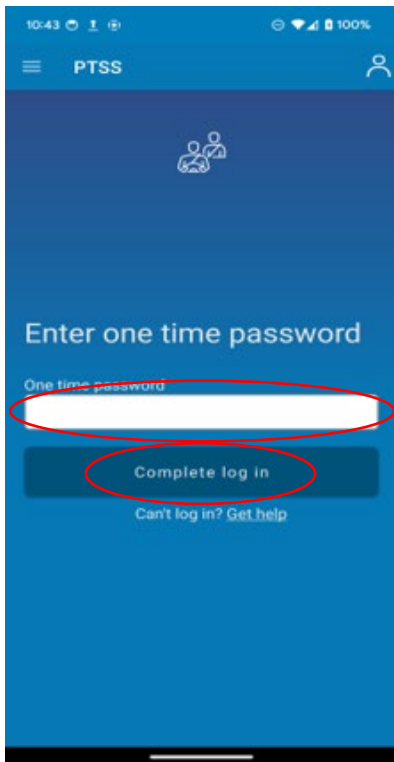
1. Find the PTSS mobile app icon and tap to open the application.



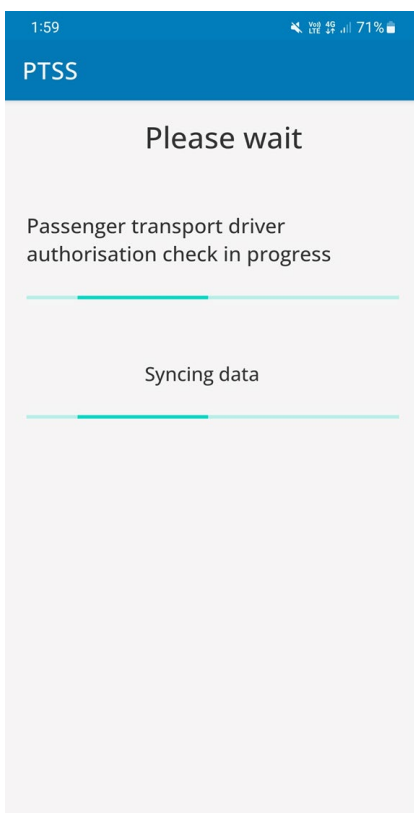
2. Opening the PTSS mobile app will produce this “Log in” screen. Enter your DoTDirect username and password, then select the “Log in” button.



3. When prompted, enter your one time password and select “Complete log in”.

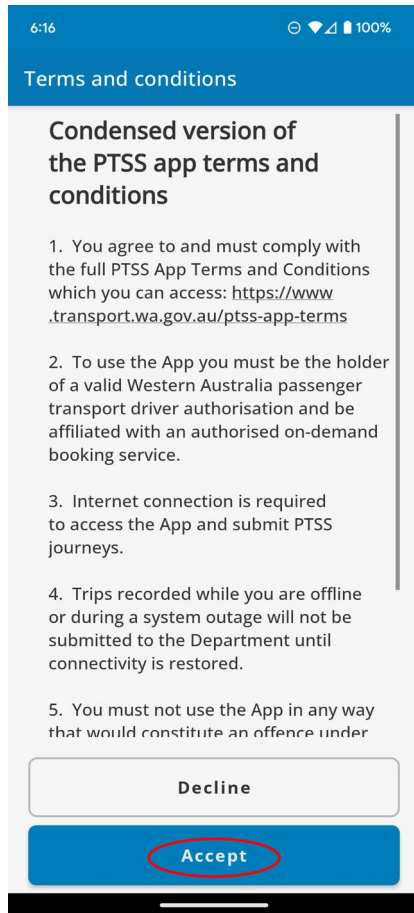


4. After entering your one time password, your phone may show the “Syncing data” screen. No action from you is necessary.



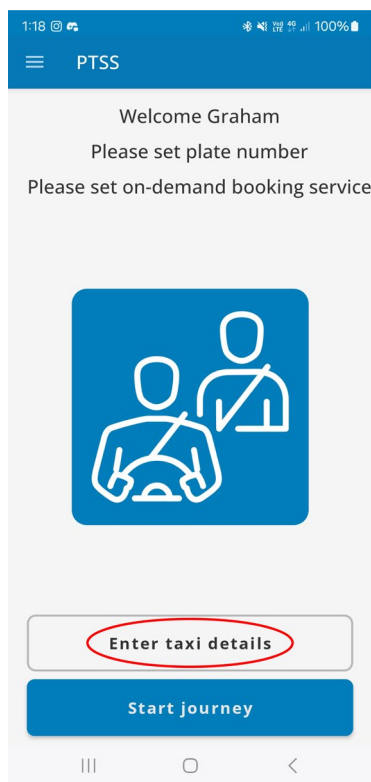
5. You will then be shown a condensed version of the PTSS app terms and conditions. Full terms and conditions can be found on the DoT website: www.transport.wa.gov.au/ptss-app-privacy

Please read and click “Accept” to continue.



Set up your profile

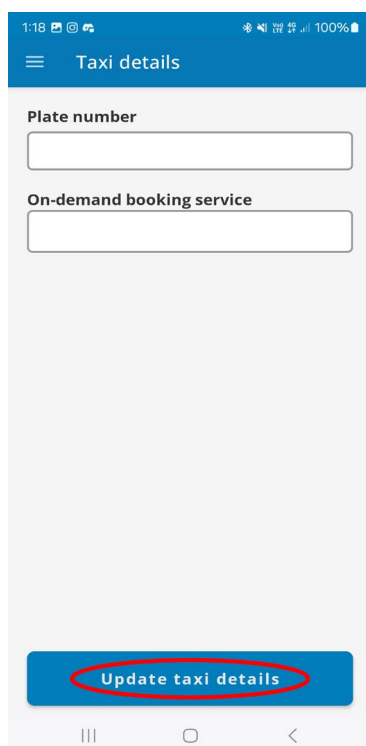
1. This should be the landing page when you first open the PTSS app. Select “Enter taxi details”.



2. In the first box, enter your vehicle's plate number. You must start the number with the word TAXI. If your vehicle's plate number is 1234, you should enter as TAXI1234.

In the second box, select the on-demand booking service (ODBS) that you are affiliated with.

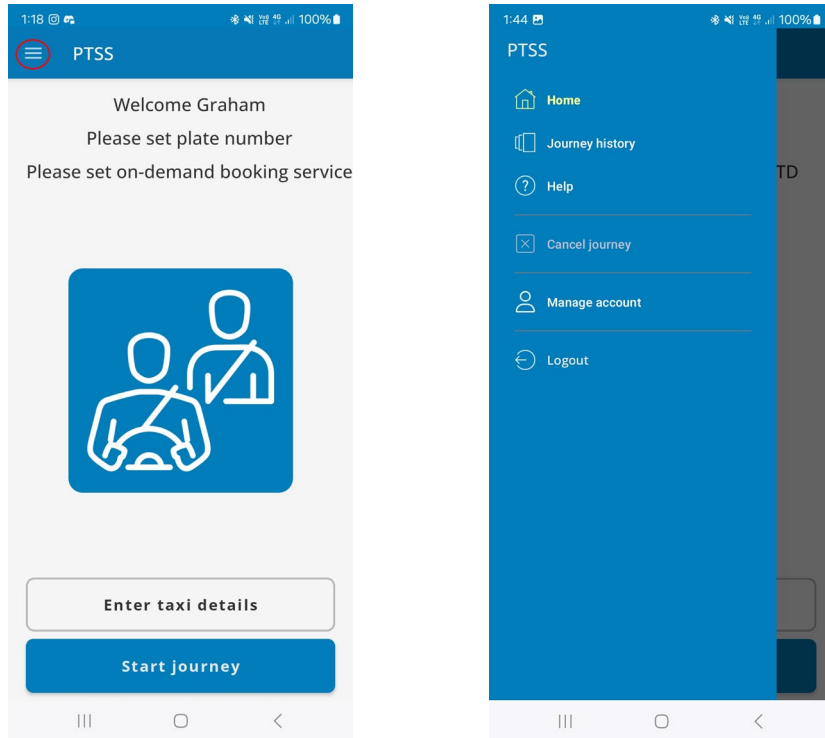
Confirm your details by selecting “Update taxi details” at the bottom of the screen. This will take you back to the landing page.



Navigating the app

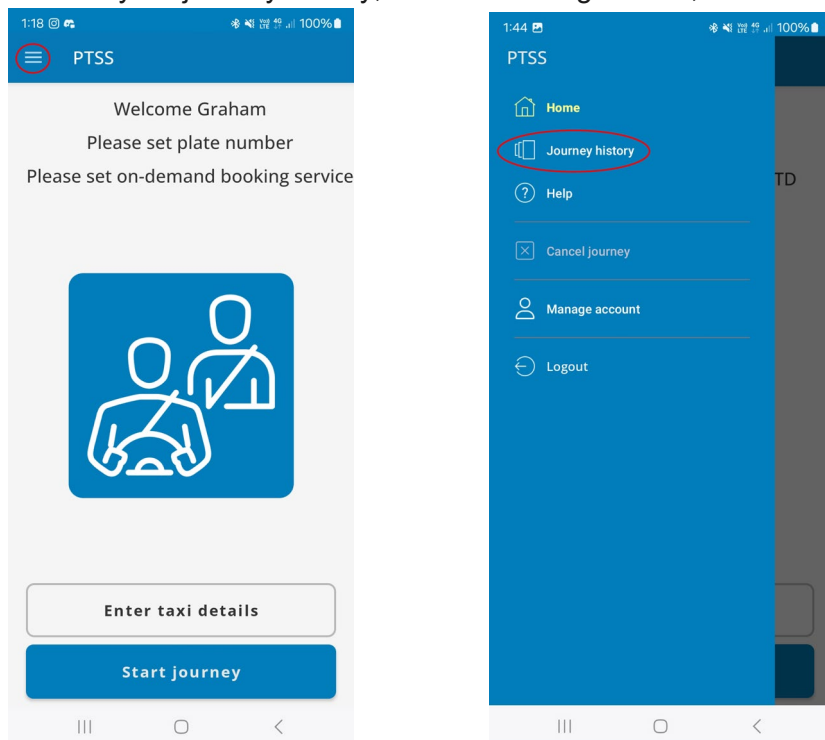
PTSS mobile app menu

Selecting the “burger” icon opens the PTSS mobile app menu.

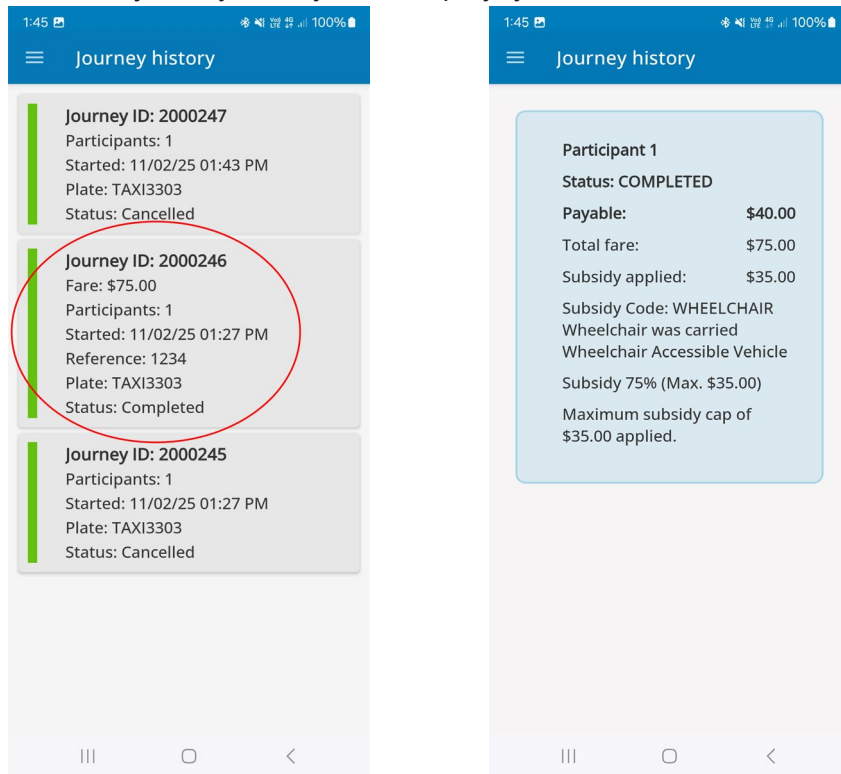


View journey history

To view your journey history, select the “burger” icon, then select “Journey history”.

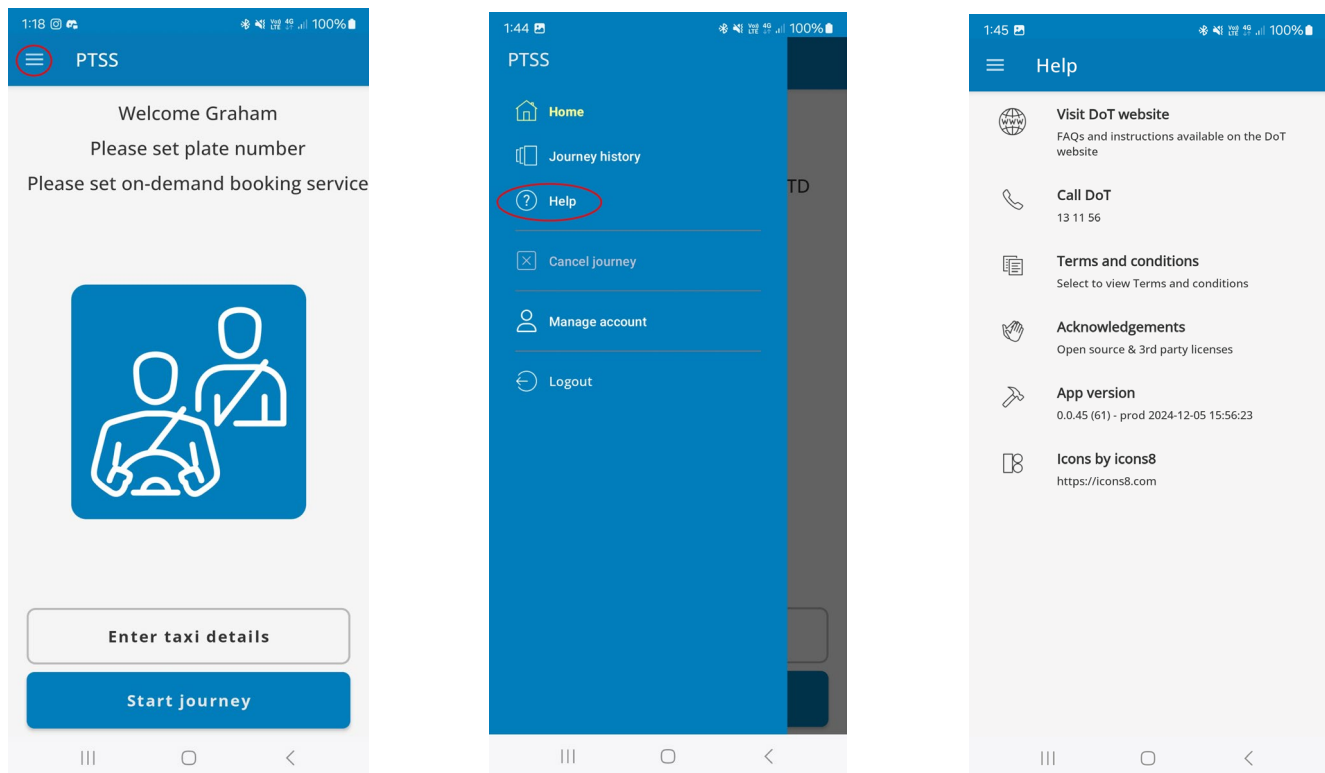


Once the journey history is on display, you can select an individual journey, to view it in greater detail.



Finding help

To find help, select the “burger” icon then select “Help”.

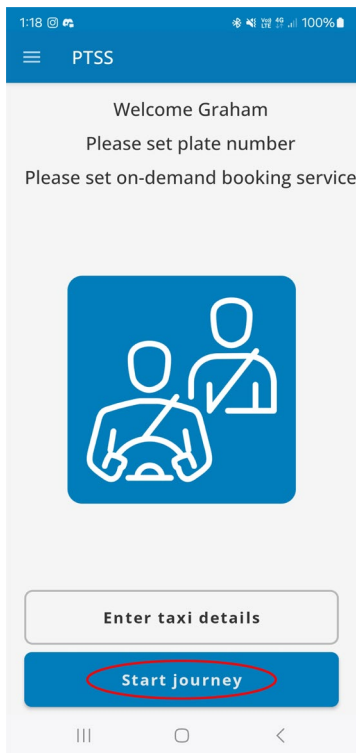


The “Help” screen outlines key information, including where you can find FAQs and instructions for the PTSS mobile app.

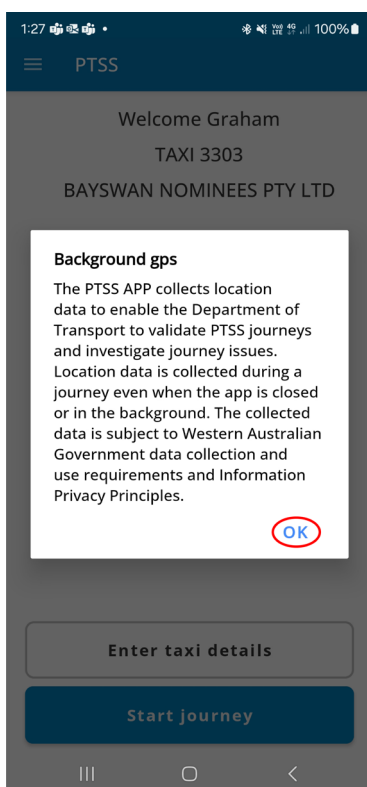
How to complete a PTSS journey

Beginning a PTSS journey

1. Select “Start journey”.



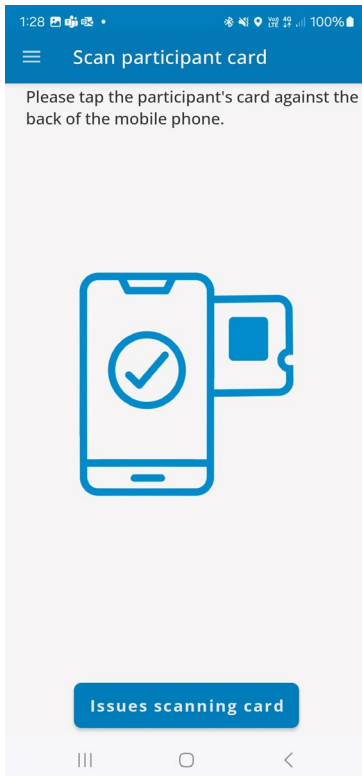
2. You will receive a prompt informing you that the PTSS app collects location data for DoT, to validate PTSS journeys. Select “OK” to continue.



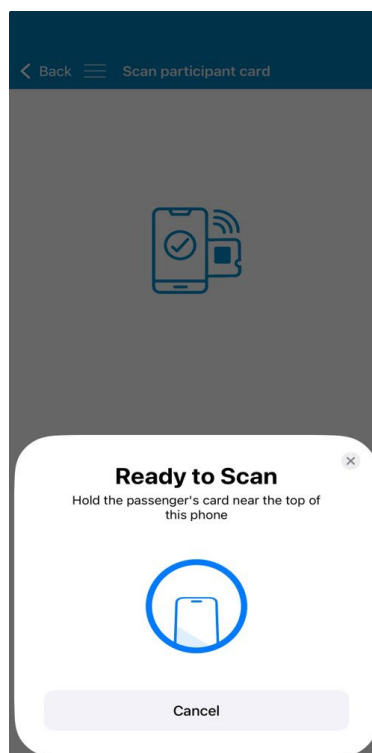
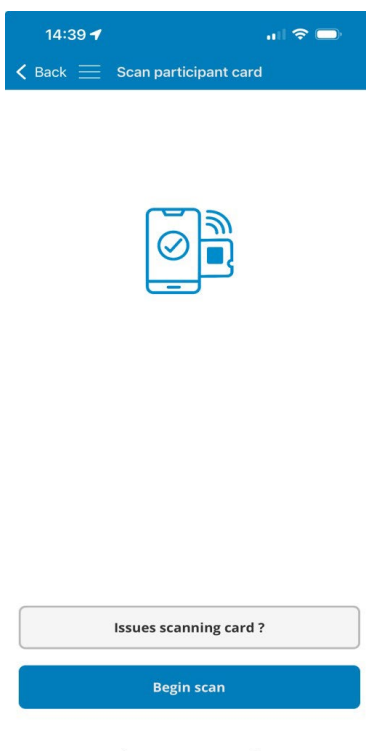
3. Before the journey can begin, the PTSS participant's PTSS card must be scanned. To do so, request PTSS participant card from the PTSS participant.

Both operating systems will require the PTSS participant card to be held against the back of the phone. The display differences are illustrated below.

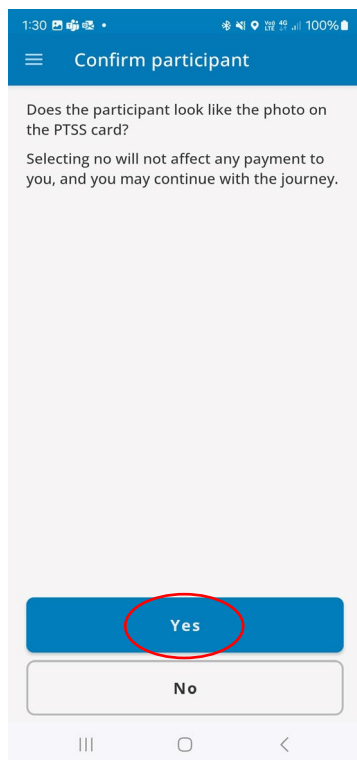
Android: Hold the PTSS card against the back of your phone, as displayed in the image below.



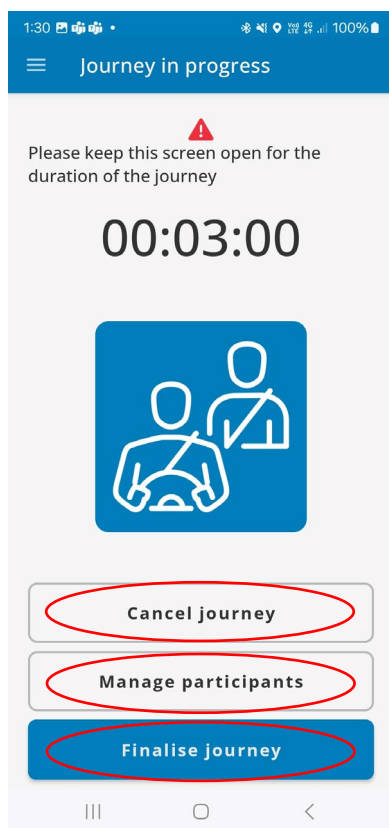
iOS: Click “Begin scan” button. Follow the on-screen instructions and hold the PTSS participant card near the top of the back of the screen.



4. If the card will not scan, you can manually enter the participant's details – read [Manually add a PTSS participant](#) for more information.
5. You will then need to confirm that the photo on the card matches the PTSS participant. Select “Yes” if the person's appearance matches the photo on the card, or select “No” if it does not. Selecting “No” will not affect any payment to you, and you may continue with the journey.

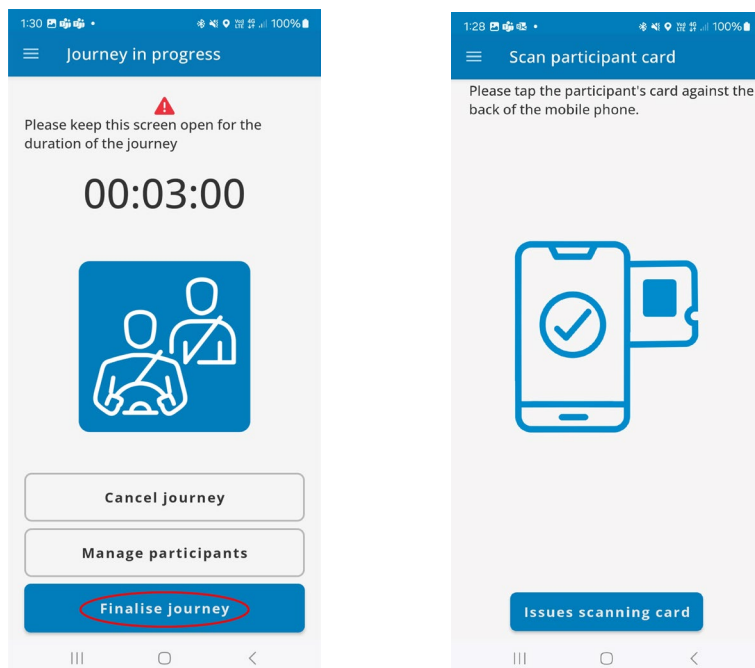


6. After confirming the participant photo, the journey will begin. The following screen will appear, where you will be able to [cancel the journey](#), [manage participants](#), or [finalise the journey](#).



Finalise PTSS journey

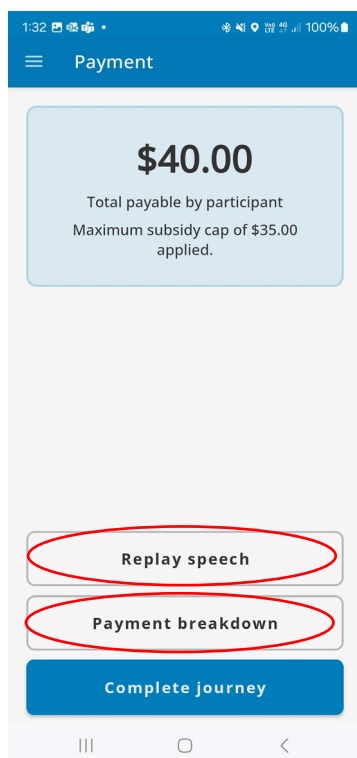
1. To finalise the journey, select “Finalise journey” and then scan the participant’s PTSS card, following the process in [Beginning a PTSS journey](#).



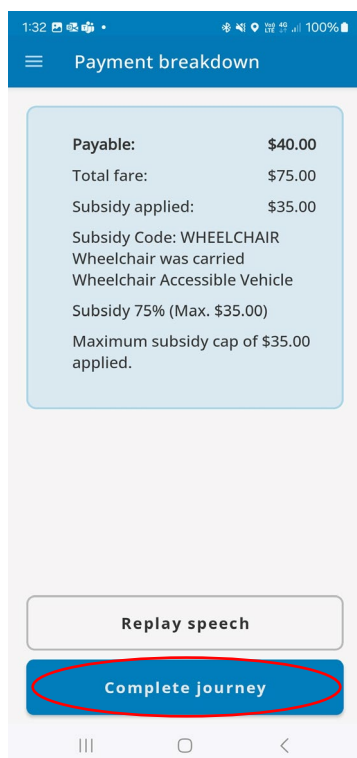
2. You will be taken to the “Confirm fare details” page, to enter fare details.
 - a. In the first box, enter the booking reference number (this number is provided by your ODBS to reference the specific journey you are taking – they may also call it your job number or job ID).
 - b. In the second box, enter the total metered fare.
 - c. If a wheelchair was carried, tick the check box.
 - d. Ensure the details in the “Plate number”, “On-demand booking service” and “Participant card number” boxes have the correct details.
 - e. Select “Continue” to complete the journey.

3. Selecting “Continue” will take you to the following screen, which reflects the subsidy value applied to the trip, and the remaining payable fee owed by the PTSS participant.

The app will read out loud the information on the screen so please make sure the volume on your phone is turned up. If you are required to play the audio again, select “Replay speech”.



4. Selecting “Payment breakdown” on the above screen will produce a further breakdown of the journey’s payment. Select “Replay speech” to hear the audio again.



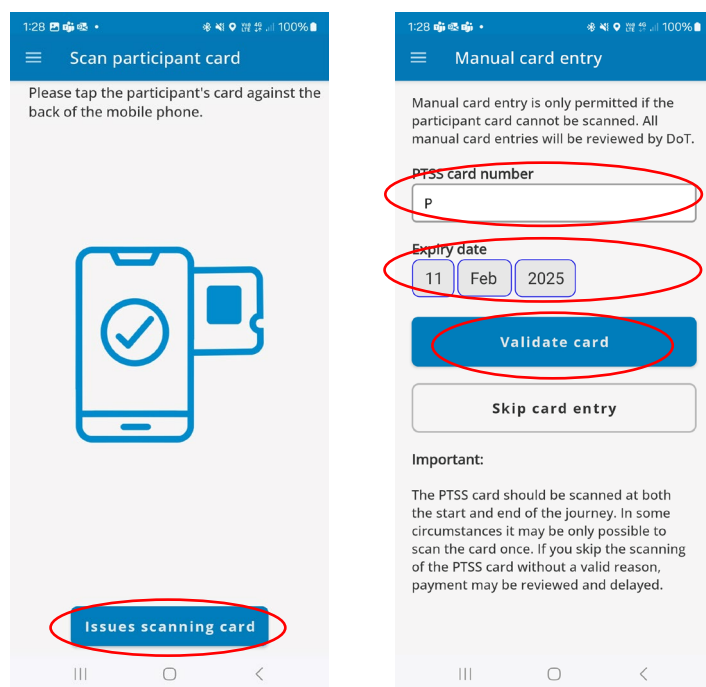
5. Selecting “Complete journey” on either of the above screens will conclude the journey. Note: If the journey has multiple PTSS participants, you must repeat this process for each participant.

Manually add PTSS participant

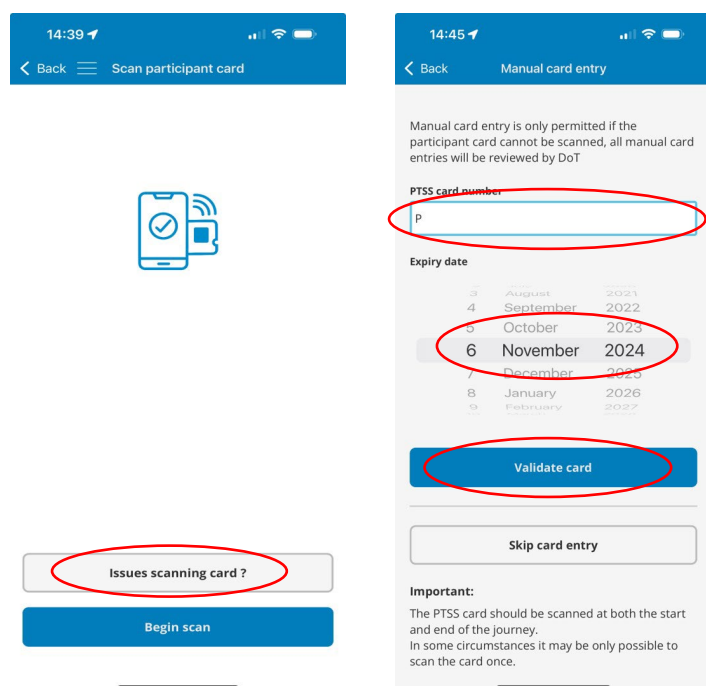
If the PTSS participant's card is not scanning, you can enter their details manually. All manually added journeys will be reviewed by DoT and make cause delays in the payment of the PTSS journey.

1. Click the "Issues scanning card" button on the first screen.
2. On the next screen, manually enter the PTSS card number.
3. Select the day, month and year of the PTSS card's "Expiry date".
4. Select "Validate card".

Android:



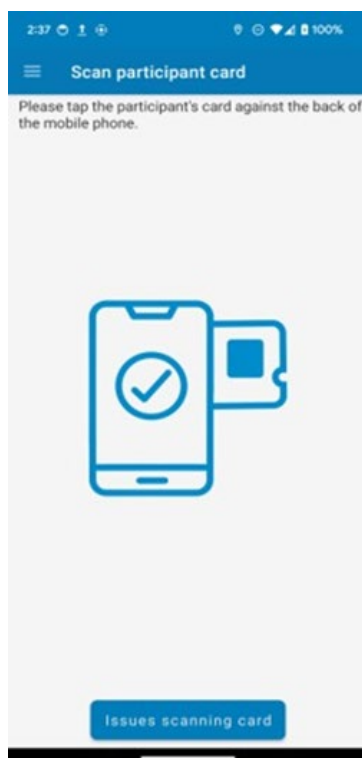
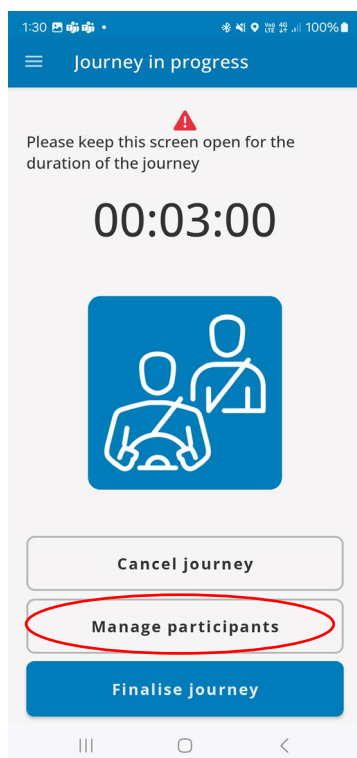
iOS:



Add multiple PTSS participants to a journey

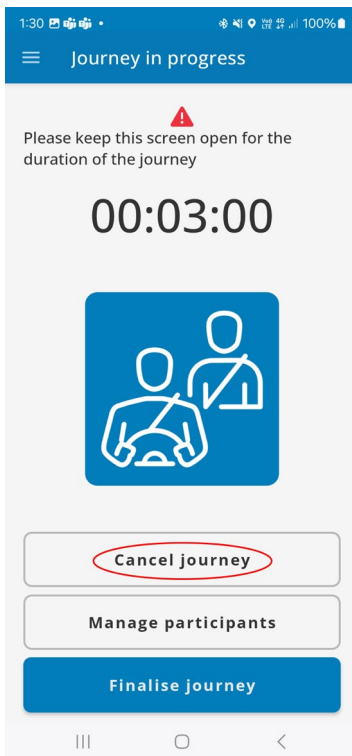
If multiple PTSS participants wish to claim their subsidy on the same journey, you will need to ensure they are all added to the journey.

1. After the first participant has been added, the journey will begin. From this screen, you can add additional participants, by selecting “Manage participants”.
2. This will produce the ‘Scan participant card’ screen, where you can add another participant following the same process as the first participant you added. Follow this process for each additional participant.



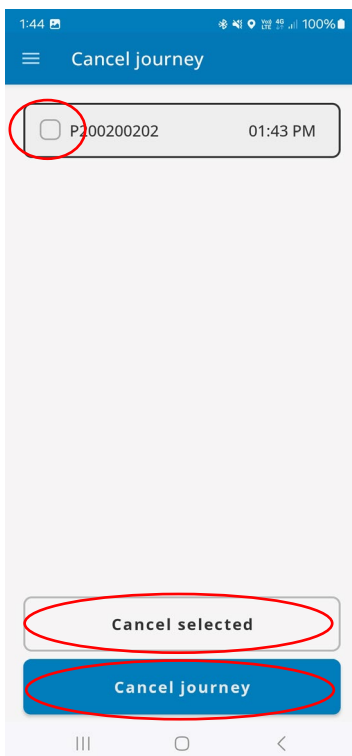
How to cancel a journey

1. To cancel the journey, select “Cancel journey”.

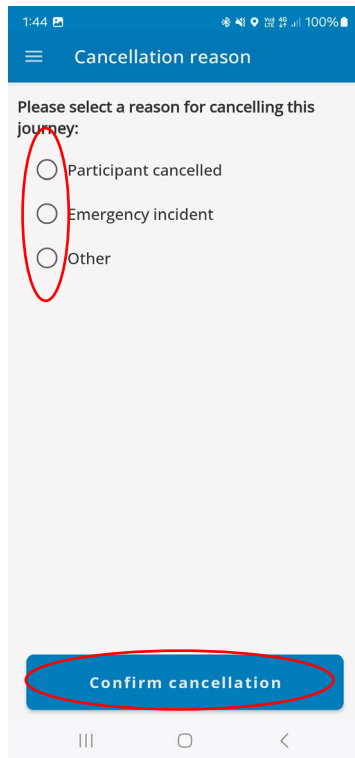


Note: If a journey has multiple passengers and only one passenger is cancelling, select the passenger who is cancelling the journey and click “Cancel selected”.

If all passengers are cancelling, click “Cancel journey”.



2. Select the reason for cancelling the journey and click “Confirm cancellation”.



Driver selfie requirement

Periodically, you may receive a request to provide a “Selfie” for compliance monitoring purposes. You must do this immediately, to ensure you can continue taking PTSS journeys. This will not occur during a PTSS journey.

Click “Take selfie” and accept the request to provide the PTSS mobile app with permission to use your camera. Once you have submitted a selfie, you can continue using the app.

