



www.gautrain.co.za

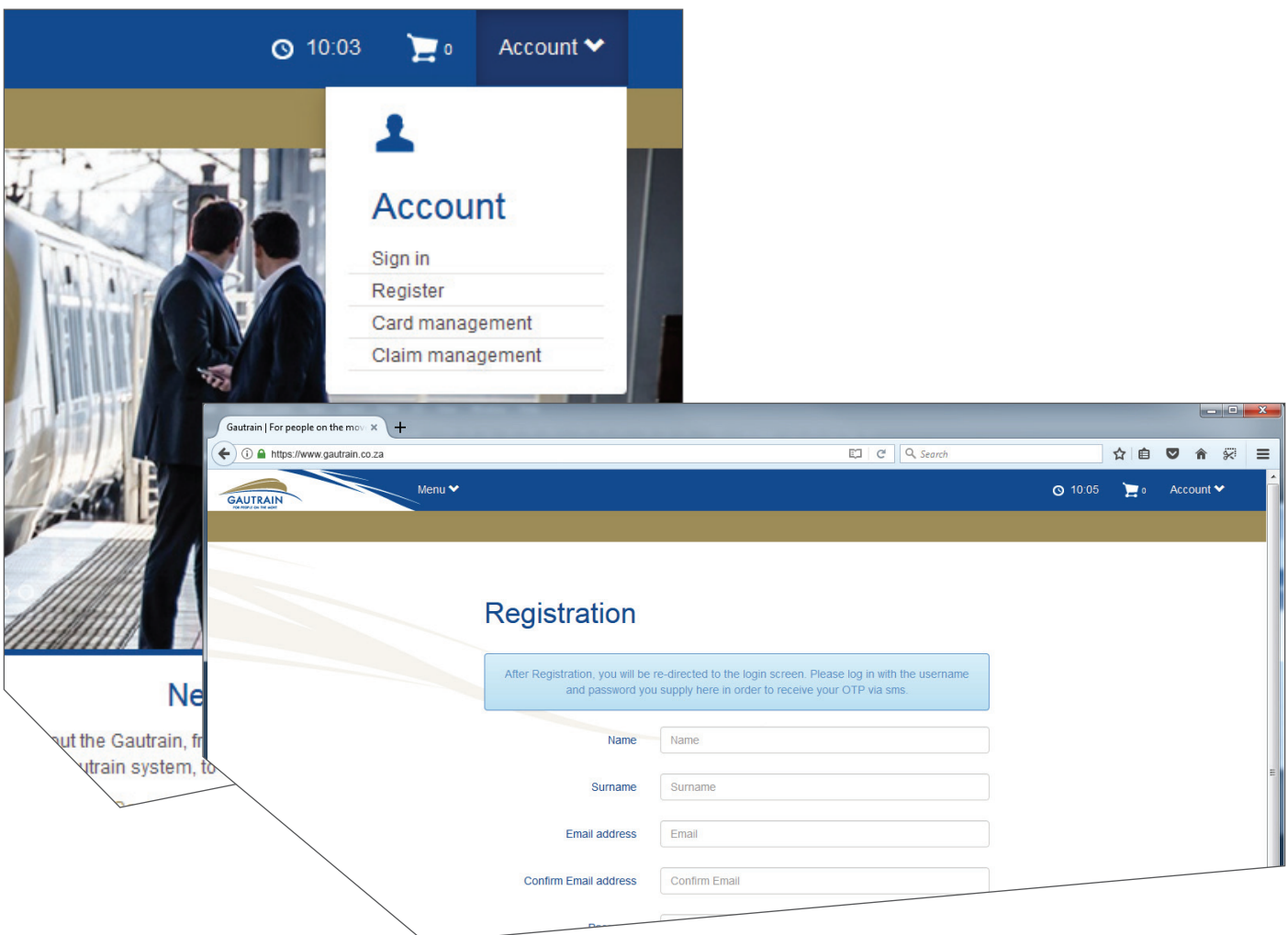
Welcome to the new Gautrain website

- Register your Gautrain card
- Reload value to your card or purchase a product
- View your transaction history
- Card expiry
- Plan your trip

Register your Gautrain card

Register on the site to add your Gautrain card in order to access features like:

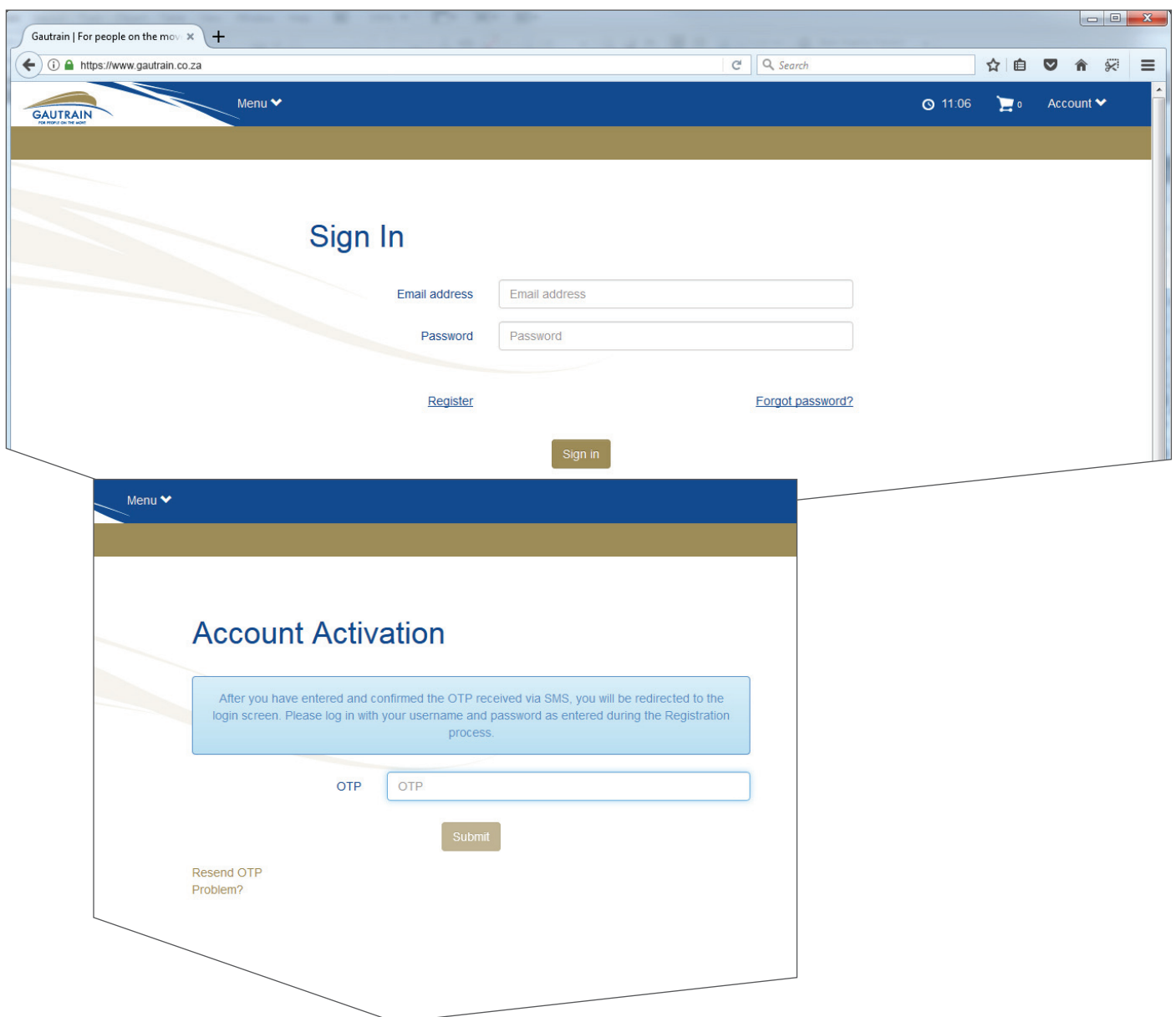
- Reloading value to your card
- Purchasing a product
- Check card expiry date
- View transaction history
- Block card
- Manage your profile
- Submit a refund request



Register your Gautrain card

Sign in and activate your account

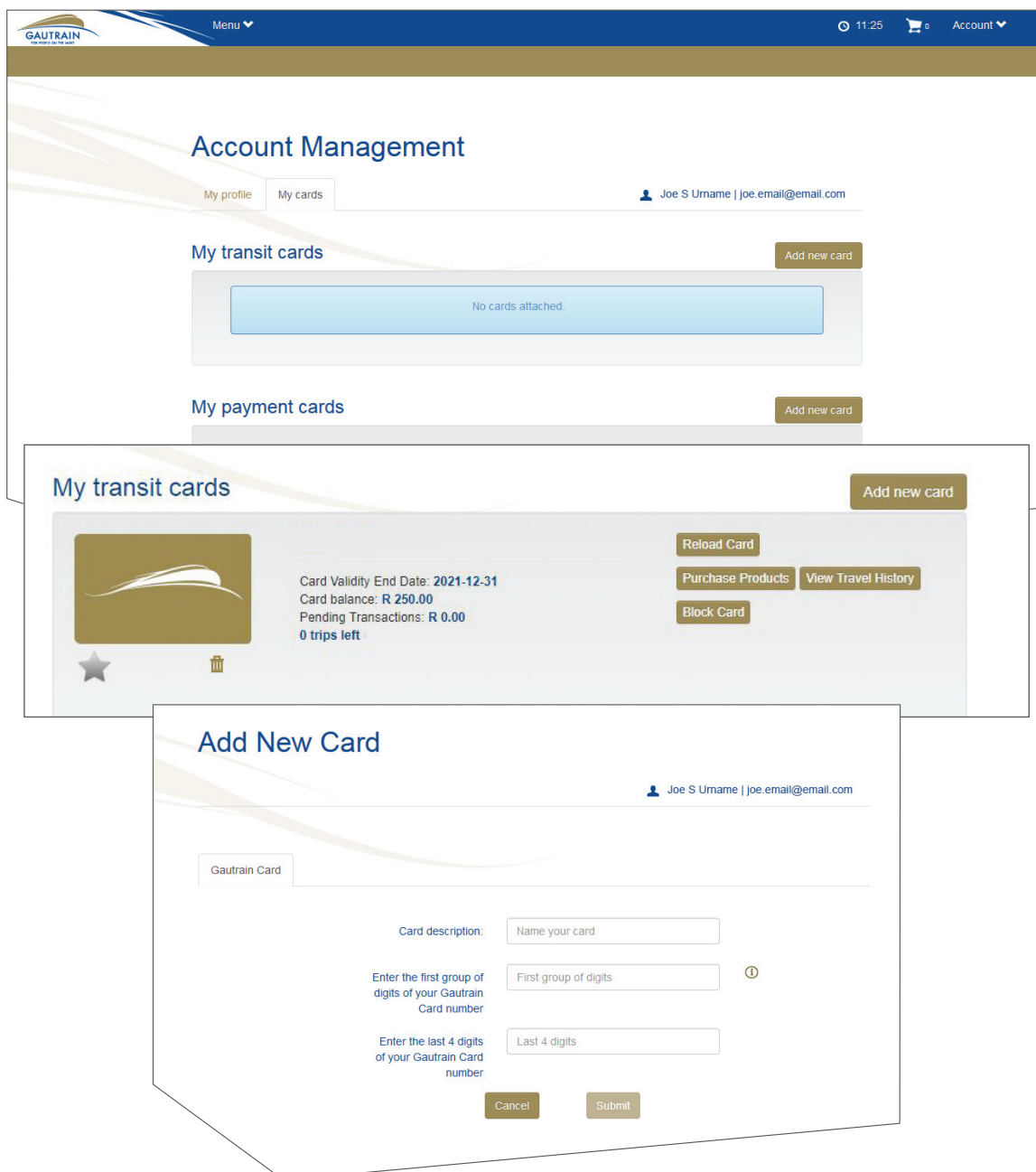
- Once you have registered you will need to sign in and activate your account.
- You will be prompted for the One Time Pin (OTP) that was sent to your phone.
- The OTP will be valid for 5 minutes only.



Register your Gautrain card

Linking your Gautrain card

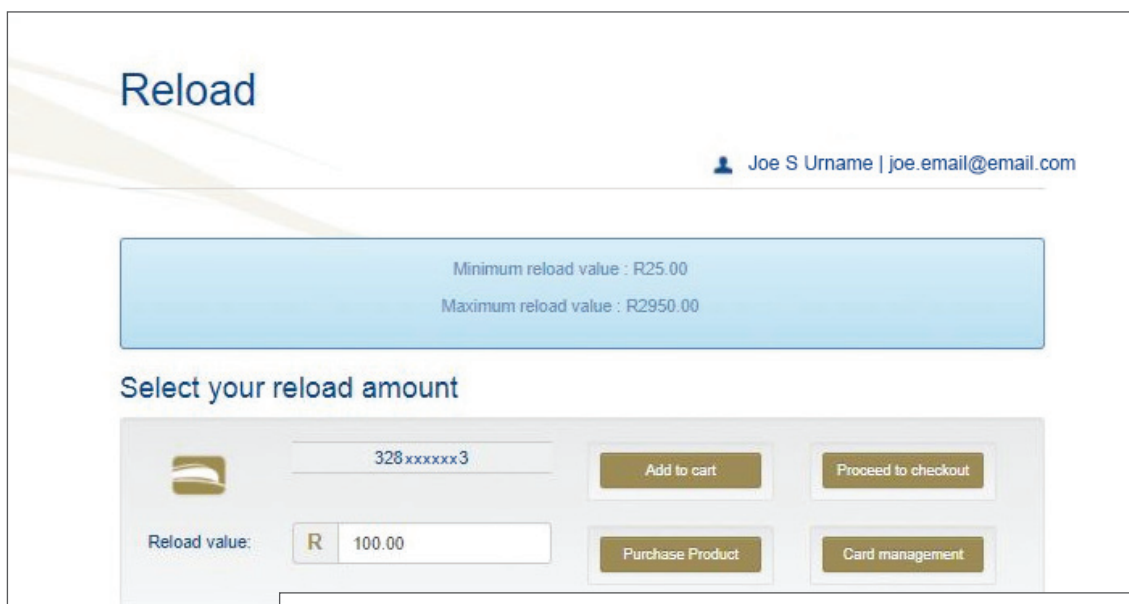
- Once your account is activated you will need to link your Gautrain Transit- and payment cards.
- Link these by clicking **Add new card** and completing the form.
- Set your Home- and Work Address under **My profile**.
- You also have an overview of your balance, pending reloads, products, remaining trips and card expiry date.



The screenshot displays the 'Account Management' page. At the top, there is a navigation bar with the Gautrain logo, a 'Menu' dropdown, a clock showing '11:25', a shopping cart icon, and an 'Account' dropdown. Below the navigation bar, the page title 'Account Management' is centered. To the right of the title, there are tabs for 'My profile' and 'My cards', and a user profile indicator 'Joe S Uname | joe.email@email.com'. The main content area is divided into two sections: 'My transit cards' and 'My payment cards'. Each section has an 'Add new card' button. The 'My transit cards' section shows a message 'No cards attached'. A zoomed-in view of the 'My transit cards' section shows a card with a balance of R 250.00, a validity end date of 2021-12-31, and 0 trips left. Action buttons for 'Reload Card', 'Purchase Products', 'View Travel History', and 'Block Card' are visible. Below this, the 'Add New Card' form is shown, featuring a 'Gautrain Card' dropdown, a 'Card description' field, and input fields for the 'First group of digits' and 'Last 4 digits' of the card number. 'Cancel' and 'Submit' buttons are at the bottom of the form.

Reload value to your card or purchase a product

- To reload your card, simply add the value and click **Add to cart** if you would like to add other products, or **Proceed to checkout** if you are done.
- You can also add additional products or block cards.



Reload

Joe S Uname | joe.email@email.com

Minimum reload value : R25.00
Maximum reload value : R2950.00

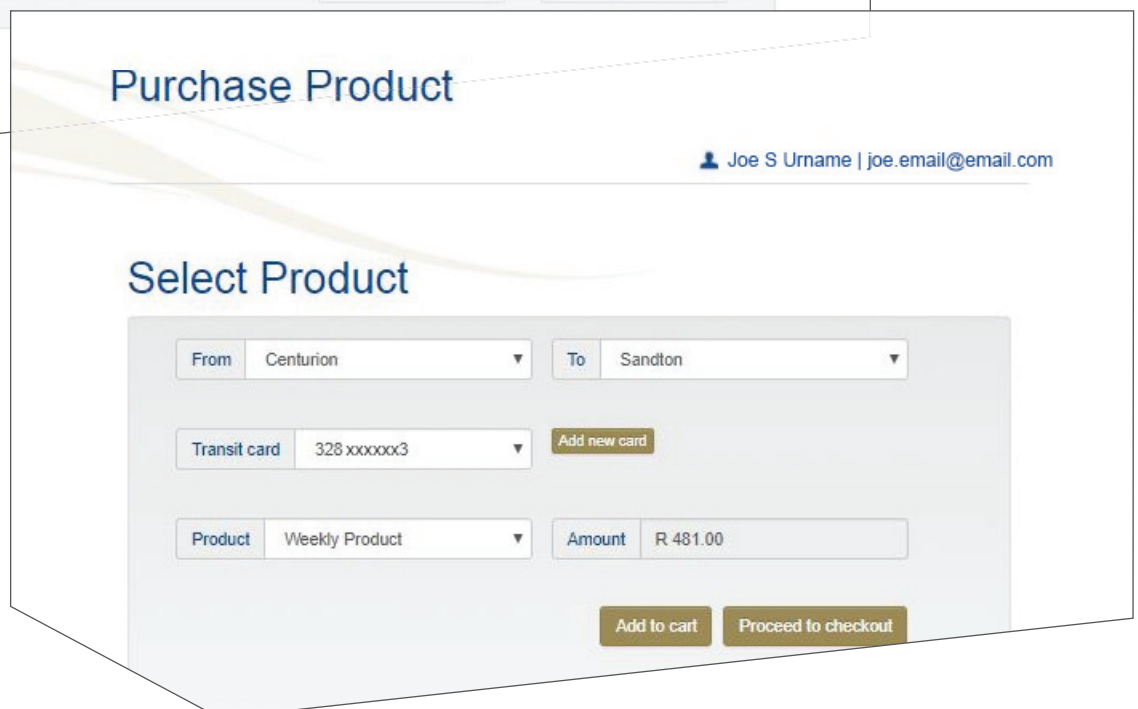
Select your reload amount

328xxxxx3

Reload value: R 100.00

Add to cart Proceed to checkout

Purchase Product Card management



Purchase Product

Joe S Uname | joe.email@email.com

Select Product

From Centurion To Sandton

Transit card 328 xxxxxx3 Add new card


Product Weekly Product Amount R 481.00

Add to cart Proceed to checkout

View your transaction history

- Have an overview of your travel history – this can also be exported as a CSV or PDF file
- Log and manage your claims

Travel History



BOMBELA

Launch Edition
Card balance: R19.00

From: 2017-08-01

To: 2017-10-30

[Filter](#)

Bombela Concession Company VAT Reg Num: 448071251
 Unit 204, 2nd Floor, The Firs
 Cnr Cradock & Biermann
 Avenue
 Rosebank
 2196

Previous **1** 2 3 4 5 6 7 Next

Sequence Number	Transaction Date	Site	Transaction Type	Transaction Value	PAYG Balance	Actions
898	2017-10-23 16:28	HatfieldPark	CSC Parking Payment and exit	-21.00	19.00	View Claim
897	2017-10-23 16:21	Hatfield	CSC Fare Product checkout	-26.00	40.00	View Claim
896	2017-10-23 15:56	Midrand	CSC Fare Product checkin	-25.00	66.00	View Claim
895	2017-10-23 13:07	Midrand	CSC Fare Product checkout	-16.00	91.00	View Claim

Submit Claim

By submitting this claim you are requesting us to refund the remaining value on your Gautrain Card into your bank account as detailed below. This card will be blocked and will no longer be usable after submitting this claim. If you use this card before your claim is processed this claim will be rejected.

Bank *

Bank account number *

Branch code *

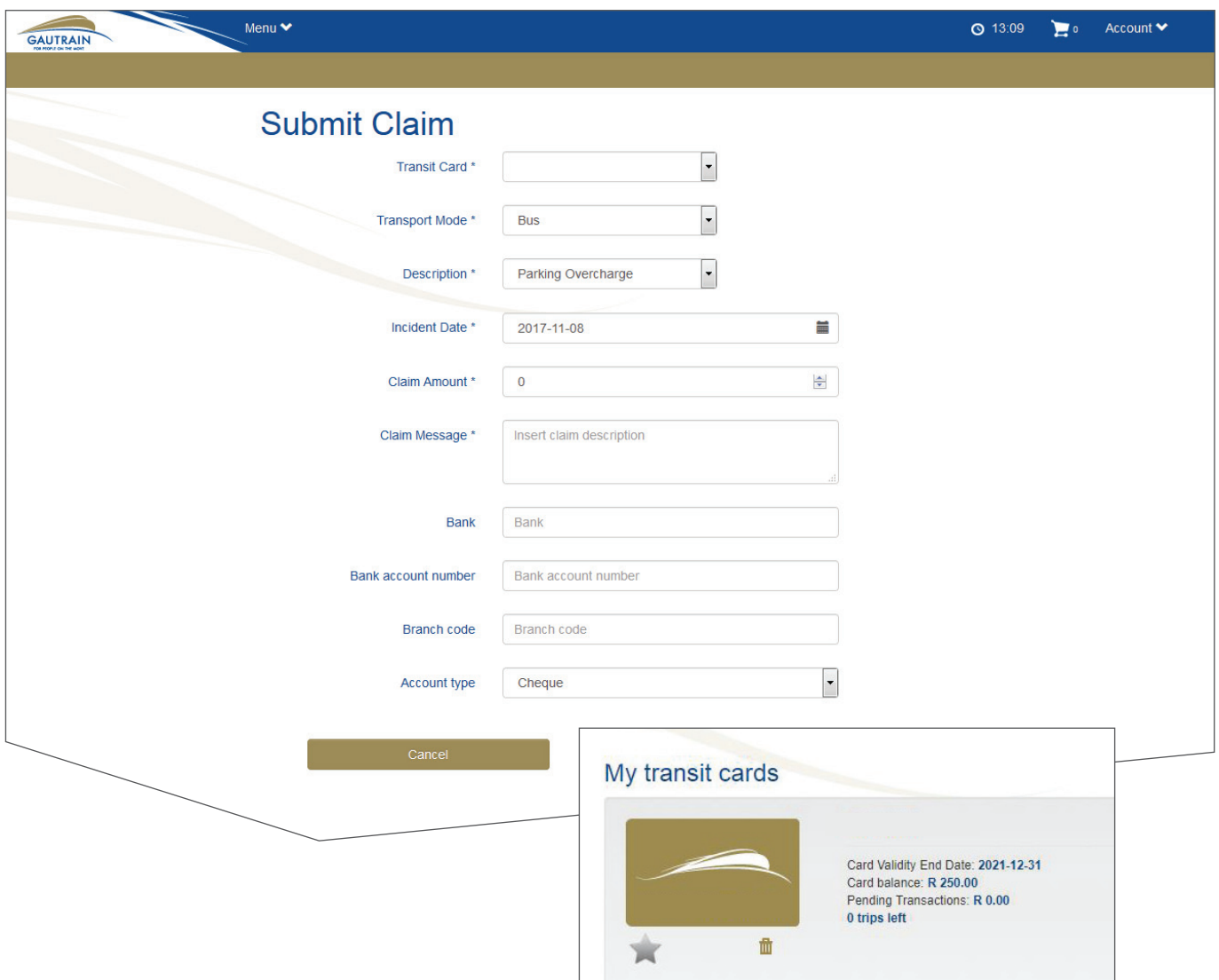
Account type *

Cancel

Submit a Claim

Card expiry

- If your card expires on or before 31/12/2017 you will see an Expired Card refund button.
- If you have no pending transactions or a positive balance you will be able to submit a Claim.



The screenshot shows the 'Submit Claim' form with the following fields:

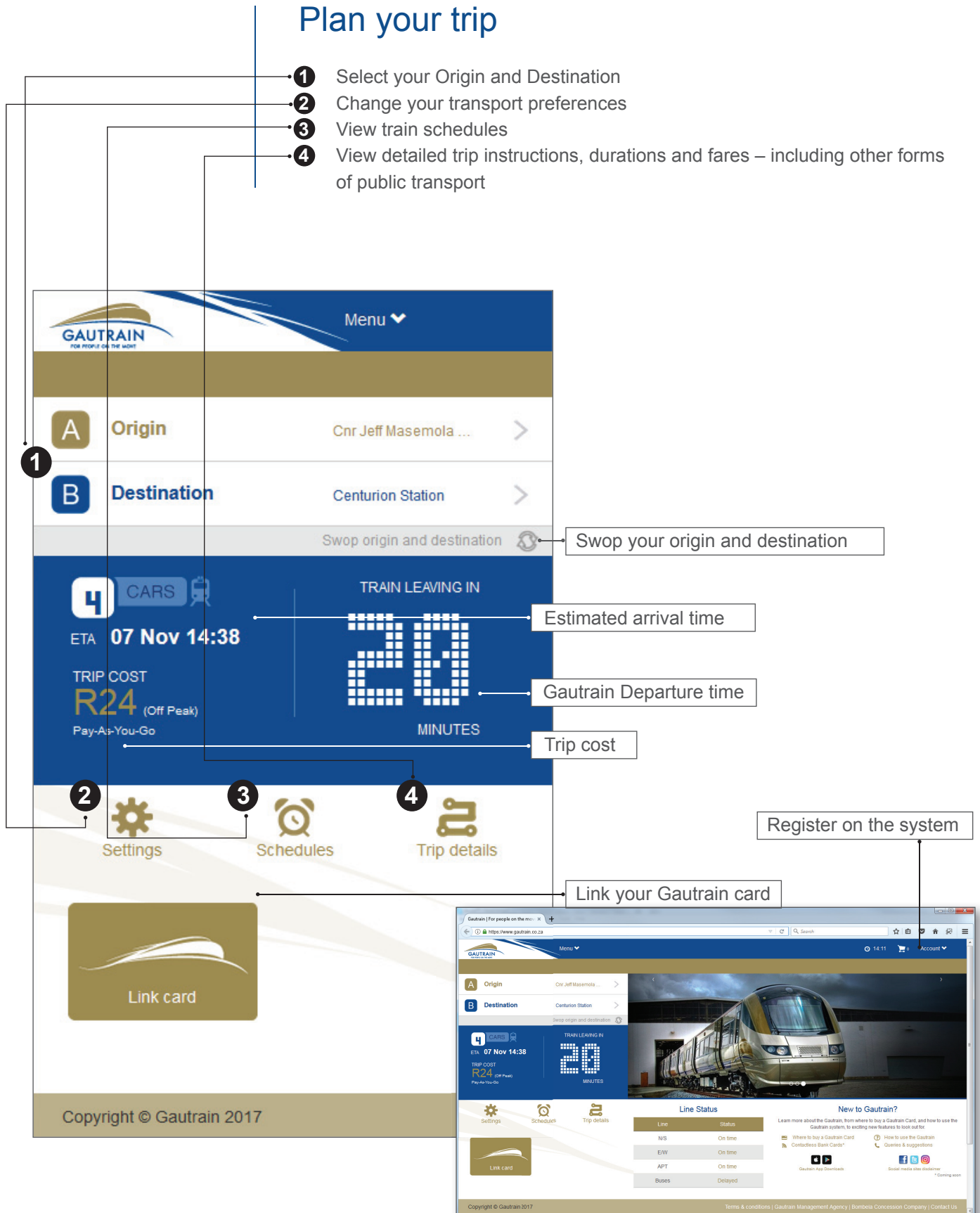
- Transit Card * (dropdown menu)
- Transport Mode * (dropdown menu, set to 'Bus')
- Description * (dropdown menu, set to 'Parking Overcharge')
- Incident Date * (text input, set to '2017-11-08')
- Claim Amount * (text input, set to '0')
- Claim Message * (text area, placeholder: 'Insert claim description')
- Bank (text input, set to 'Bank')
- Bank account number (text input, placeholder: 'Bank account number')
- Branch code (text input, placeholder: 'Branch code')
- Account type (dropdown menu, set to 'Cheque')

Below the form is a 'Cancel' button. To the right, a 'My transit cards' panel displays:

- Card Validity End Date: 2021-12-31
- Card balance: R 250.00
- Pending Transactions: R 0.00
- 0 trips left

Plan your trip

- 1 Select your Origin and Destination
- 2 Change your transport preferences
- 3 View train schedules
- 4 View detailed trip instructions, durations and fares – including other forms of public transport



The screenshot shows the main interface of the Gautrain website. It includes a navigation menu, origin and destination selection fields, a trip summary card, and a bottom navigation bar. Callouts and labels are used to identify key features and steps:

- 1** Points to the Origin and Destination selection fields.
- 2** Points to the Settings icon in the bottom navigation bar.
- 3** Points to the Schedules icon in the bottom navigation bar.
- 4** Points to the Trip details icon in the bottom navigation bar.
- A callout box labeled "Swop your origin and destination" points to the swap icon between the origin and destination fields.
- Labels point to specific data in the trip summary card:
 - "Estimated arrival time" points to the ETA: 07 Nov 14:38.
 - "Gautrain Departure time" points to the large digital display showing 20 minutes.
 - "Trip cost" points to the TRIP COST: R24 (Off Peak).
- A callout box labeled "Register on the system" points to the "Link card" button.
- A callout box labeled "Link your Gautrain card" points to the "Link card" button.

The bottom navigation bar contains the following items: Settings, Schedules, Trip details, and Link card.

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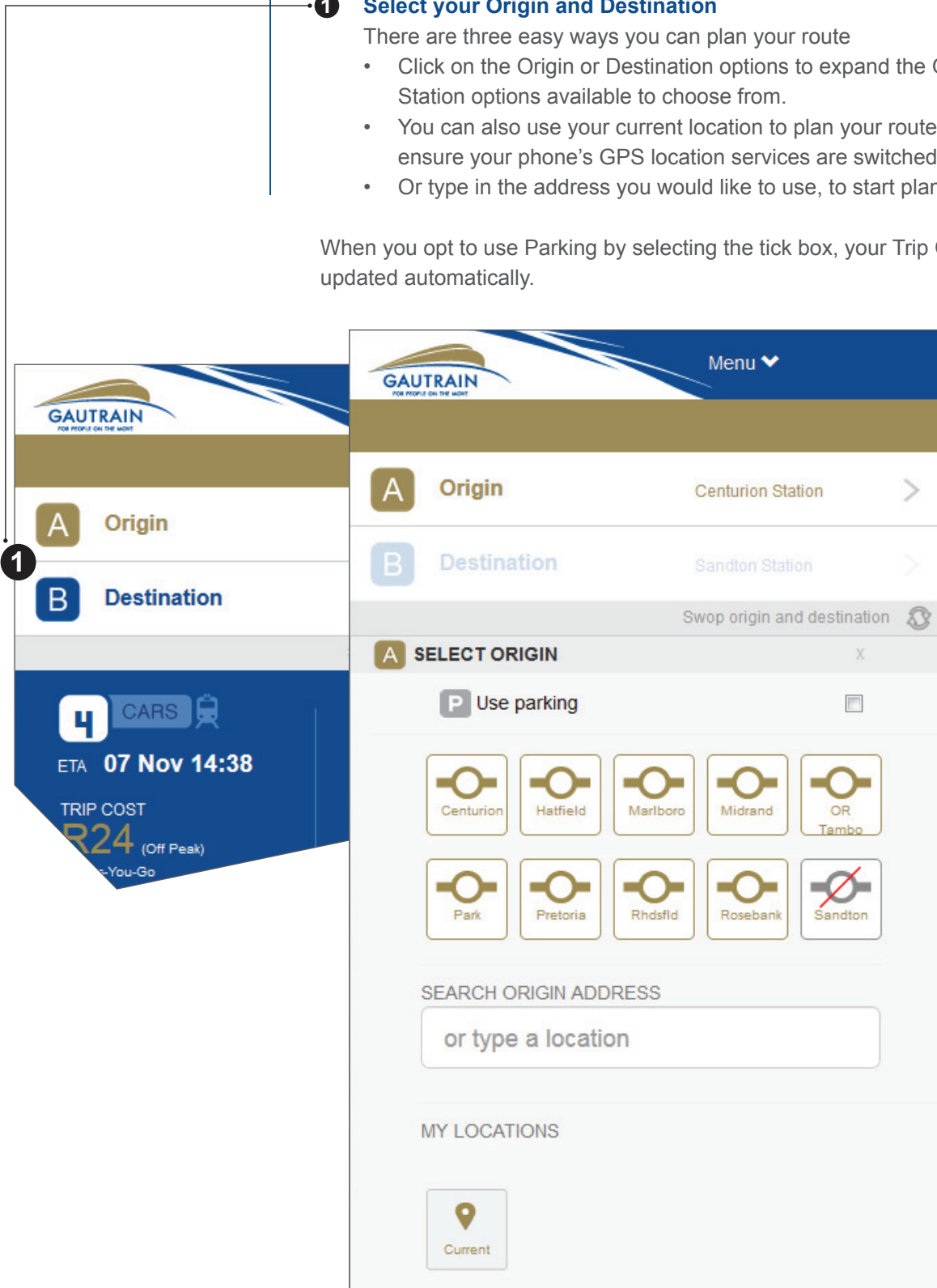
Plan your trip

1 Select your Origin and Destination

There are three easy ways you can plan your route

- Click on the Origin or Destination options to expand the Grautrain Station options available to choose from.
- You can also use your current location to plan your route from. Please ensure your phone's GPS location services are switched on.
- Or type in the address you would like to use, to start planning your trip.

When you opt to use Parking by selecting the tick box, your Trip Cost will be updated automatically.



Plan your trip

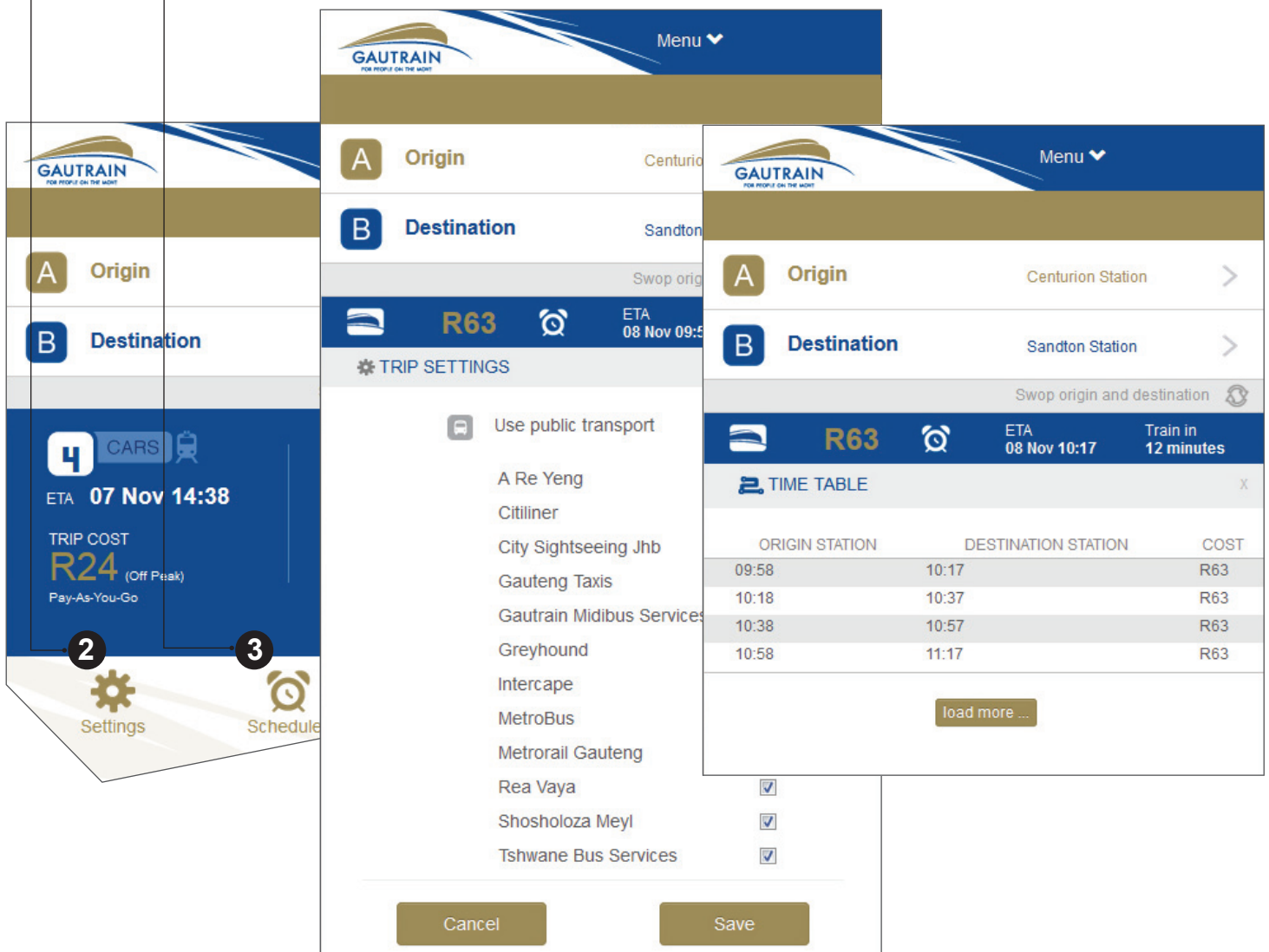
2 Change your transport preferences

- Select the preferred transport options. Your trip cost will then be updated automatically.
- You will also have an overview of train schedules.

Please remember to save changes you have made to your trip settings.

3 View the train schedules

- View train departure and arrival times of your selected Origin and Destination options



The screenshot shows the Gautrain website interface. At the top, there is a navigation bar with the Gautrain logo and a 'Menu' dropdown. Below this, the 'Origin' and 'Destination' fields are visible, with 'Centurion' and 'Sandton' respectively. A 'Swop origin and destination' button is located between these fields. The 'TRIP SETTINGS' section is expanded, showing various transport options with checkboxes. The 'R63' option is selected, and the 'ETA' is shown as '08 Nov 09:58'. Below the settings, a 'TIME TABLE' section is visible, displaying a table of train schedules. The table has columns for 'ORIGIN STATION', 'DESTINATION STATION', and 'COST'. The 'COST' column shows 'R63' for all entries. A 'load more ...' button is located at the bottom of the table.

ORIGIN STATION	DESTINATION STATION	COST
09:58	10:17	R63
10:18	10:37	R63
10:38	10:57	R63
10:58	11:17	R63