|	Download the NY Waterway Ferry App from the App Store or Google Play Store. QR code can be found on NY Waterway website to scan, or just search for NY Waterway.
	Log in, or create an account if you are a new user.
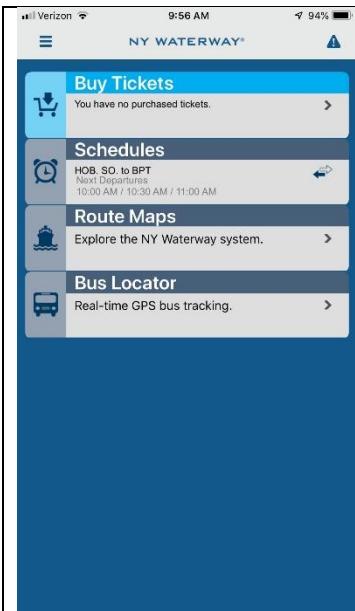
App main menu – Buy Tickets, Ferry Schedules, Route Maps, Bus Locator and Alerts, if any.
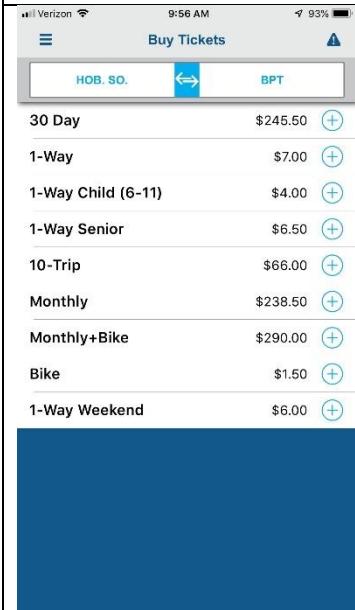
Buy Tickets – select origin and destination terminals and select the ticket type that you want to purchase.
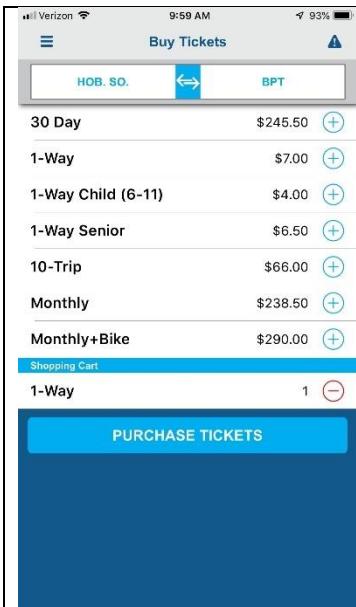
Once you select the type of ticket you want to purchase, tap the plus sign to increase the quantity; if you selected the wrong ticket tap the minus sign. To complete the purchase tap the blue purchase ticket button.
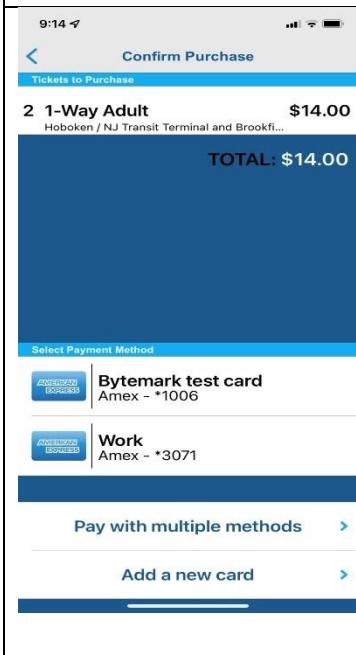
If you are new to the app you should select "add a new card" and enter your credit card information. You also have the ability to pay with multiple cards or select a card on file.
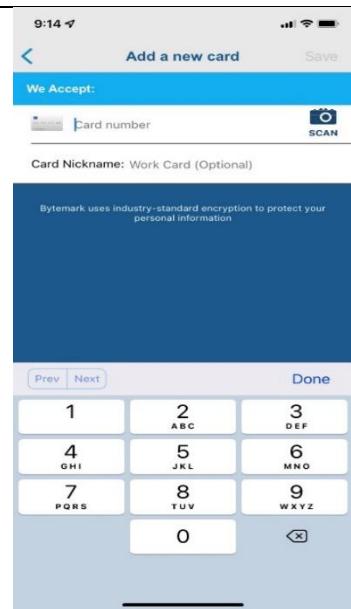
This is the app <u>add credit card</u> screen on an iPhone; Android phones will look slightly different. Just follow the prompts to add your card(s).
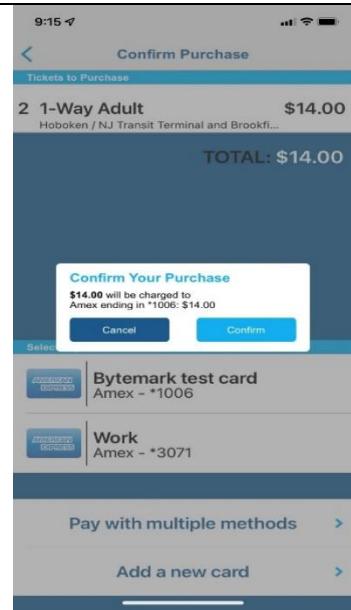
Once your credit card is added and you select the one you want to use, the app will ask you to confirm what you are purchasing. If all is correct just press confirm, if not, select cancel.
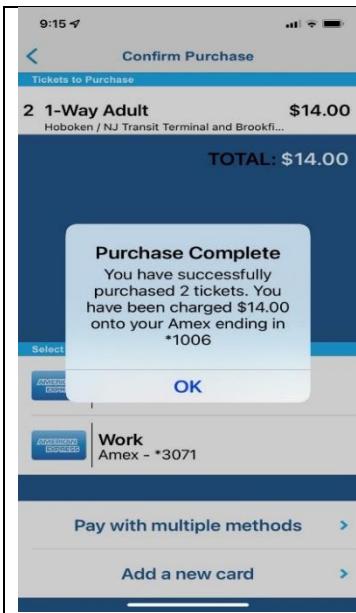
|	
9:15 ⏀ ⏀ ▪️ ‹ **Confirm Purchase** **Tickets to Purchase** **2 1-Way Adult** **$14.00** Hoboken / NJ Transit Terminal and Brookfi... **TOTAL: $14.00** **Purchase Complete** You have successfully purchased 2 tickets. You have been charged $14.00 onto your Amex ending in *1006 **OK** **Work** Amex - *3071 **Pay with multiple methods** › **Add a new card** ›	**You will get a confirmation that your purchase was complete and will also receive an email receipt.**
9:51 ⏀ ⏀ ▪️ ☰ **Use Tickets** ⚠️ Loading cloud tickets **Select a ticket to activate** PORT LIB to BMB/Slip 5 › HOB. SO. to BPT ›	**This is the <u>use ticket screen</u> where you would select the route that you are riding. App tickets should not be activated until you are at the ferry terminal and you see the ferry approaching. Ticket expire in 30 minutes once activated.**
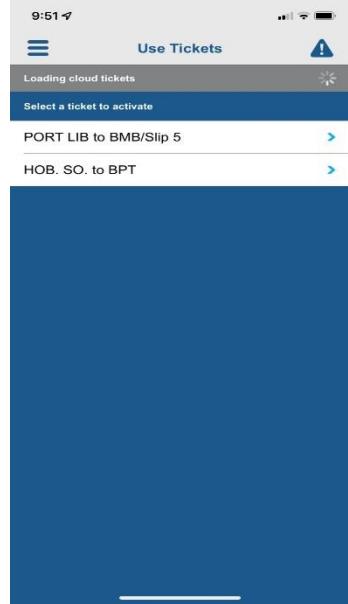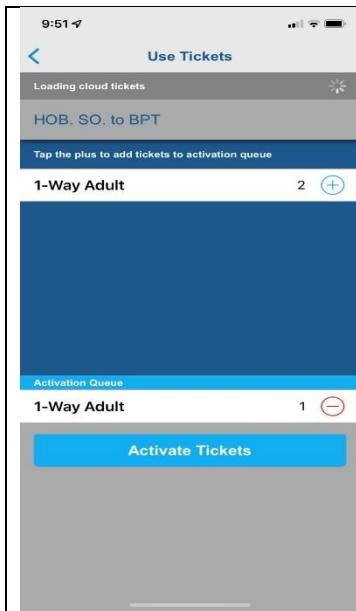
Select the ticket you want to activate to board the ferry. If you are traveling with additional people you can tap the plus sign to activate more than one ticket. Click the "<u>blue activate</u>" tickets button when done.
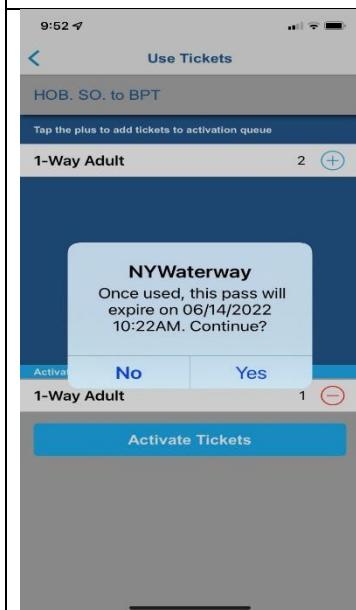
Confirmation screen to make sure you are ready to activate the ticket. It will tell you when the ticket will expire.
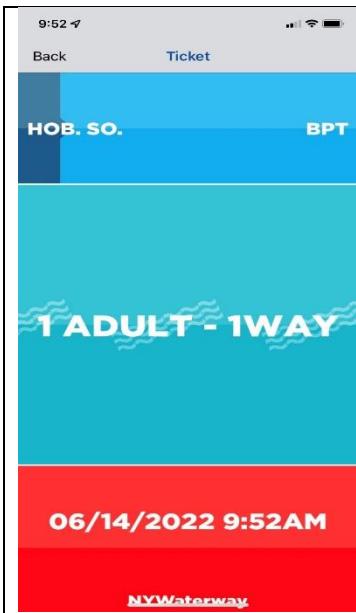
This is your app ticket to board the ferry. Show this to the deckhand when you are boarding. Our deckhand may ask you to tap the screen as different routes change color.
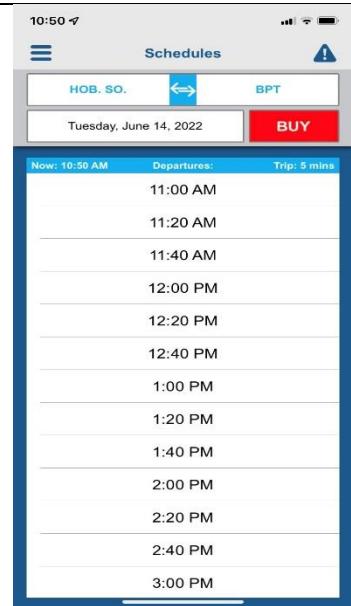
**Schedules** – the app lets you check the schedule for the route you are riding. Just select the origin and destination terminal and the schedule will appear. If you are looking to travel on another day select the "date field" to change it. If you don't have your tickets yet, you can tap the red BUY button to purchase tickets for that route.
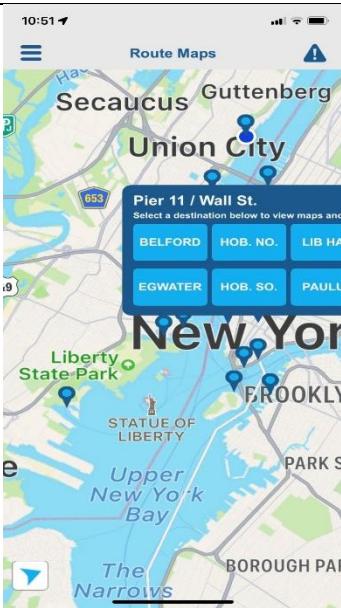
Route Maps – the app has a route map where you can see all the ferry terminal locations. Clicking on one of the blue terminal dots will give you a list of destinations that ferry terminal goes to, and if you click one of the destinations, you will get glimpse of the schedule.
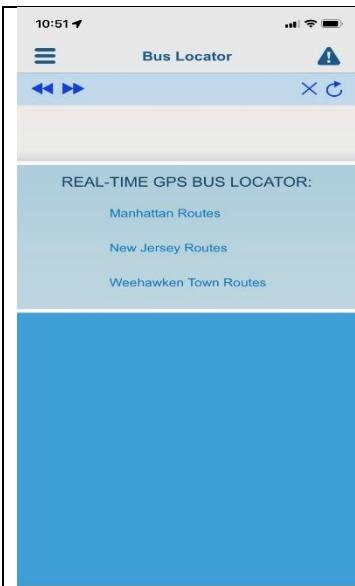
Bus Locator – For those of you traveling to Midtown the app has a bus locator for your travel home. Select which state you want to see and you will be presented with a list of bus routes that are currently running at that time. Bus routes change for peak and off-peak times and weekends.
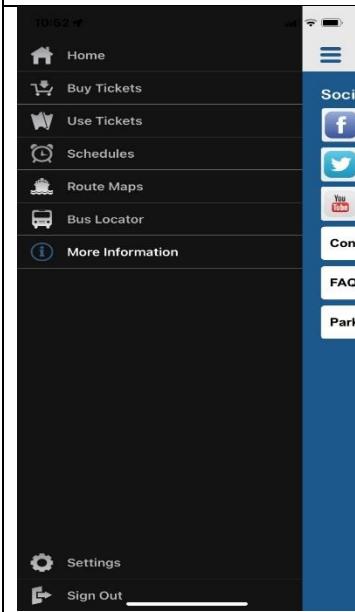
Settings – Clicking on the hamburger menu (3 horizontal lines) on top left of app will present you with another screen where you can get to the app setting. This is also the screen where you would sign into the app.

Remember you have to be signed into the app to see any tickets you may have.

Settings Cont'd – In the app setting screen you can change your profile, password, where your tickets are stored, purchase history, payment methods, etc. Ticket Storage let's you decide if you want you tickets in the cloud or on the phone. Tickets on your phone don't need to check the server when you activate, but are only available on that device.

APP FREQUENTLY ASK QUESTIONS

Q. How do I buy tickets on the App?

Our App gives you a true contact-free experience.

1. Download the NY Waterway Ferry App from the Apple or Google Play Stores.
2. Log in or if you're a new user create a new account.
3. Tap the Buy Ticket Icon and select the tickets you would like to purchase and proceed to checkout.
4. Select or add your desired payment method and confirm your order.
5. Your app tickets will be added to your account and can be accessed anytime by tapping the "Available Tickets" icon.

Q. When should I activate my tickets?

You should activate your ticket as soon as you are in the terminal and you can see the ferry approaching. The App has the option of storing the tickets in the secure cloud lor you can opt to have some of your tickets stored on the device. Storing a ticket on your device is the fastest way to activate your ticket as it needs no signal from your phone carrier or WiFi connection. Ticket Storage is an option under settings.

Q. Why is the deckhand asking me to tap my screen?

One of the many responsibilities that the deckhands have is the collection of tickets. When you activate a ticket on the App it has moving animation, date and time the ticket was activated and the origin and destination terminals, those items plus your tapping of the screen that changes colors verifies you have a real App ticket. The deckhand is not responsible for showing you how the App works and should never handle your phone. If you cannot present a valid active App ticket you must purchase a paper ticket and contact our customer service department for help.

Q. When is my monthly ticket valid?

Your monthly ticket is valid in the calendar month in which it is activated. Once activated your monthly pass is only valid on the device you activated it on for that day. Monthly tickets are meant for a single user just like a monthly paper ticket.

Q. Can I use multiple tickets at the same time for myself and my family or friends?

Yes, just select the number of individuals traveling with you and it will show on your ticket when presented to the deckhands.

Q. How early can I purchase my monthly pass?

A monthly pass can be purchased at anytime. They do not become valid until activated, however, the App will not allow you to activate a monthly ticket after the 21st of the month

Q. What if the ticket expires before I can use it?

In the event that this should occur you would be required to purchase another ticket for your travel. It is recommended that you do not activate your ticket until you are at the ferry terminal and you see the ferry approaching.

Q. How long can I hold onto purchased tickets without activating?

Unused App tickets expire 1-year from date of purchase.

Q. Can customers use a commuter debit card?

Yes

Q. I left my phone at home but would like to use the ferry, what can I do?

You would need to purchase a ticket from the Ticket Vending Machine or Ticket Agent if the location you're at has one.

Q. Can multiple credit cards be used to purchase tickets?

Multiple credit cards can be used to purchase.

Q. My phone died; can the deckhand help me with this?

No, you would need to purchase a ticket. We cannot be responsible for phones not working, batteries dying or any phone/carrier related issues.

Q. Where is my personal information and credit card information stored?

All personal and credit card information are stored on a securely encrypted PCI compliant server.

Q. Once I activate the ticket, how long until it expires?

Ticket expiration is based on route (most app tickets live for 30 minutes) and the ticket should only be activated when you see the vessel approaching the dock.

Q. Can I see how much time is left on the active ticket before it expires?

There is no way to see how much time is left on the active ticket. However, the bottom of the active ticket shows the date and time the ticket was activated.

Q. What should I do if I change or lose my device?

Your account and tickets are stored on a secure server. Once you replace your device, simply download the App again and just sign onto your account and all your information will be there. If you tickets were stored on your device you should contact customer service (800-533-3779) to have them unlocked and moved to the cloud. If you know before hand that you are replacing your device you should go into the App settings - Ticket Storage and move the tickets on your phone to the cloud.

Q. How do I update or change my credit card information?

Credit card information can be deleted and re-entered but not changed at this time. To delete a credit card on the iPhone you simply swipe you finger on the credit card to delete on the Android, you just tap and hold until it asks you if you want to delete this credit card.

Q. Will the App work on a jail-broke phone?

The App is not supported on a jail-broken phone.