



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 capture PTSS journey details by taxi drivers. Drivers must use the PTSS mobile app if their ODBS has not integrated with the PTSS API.

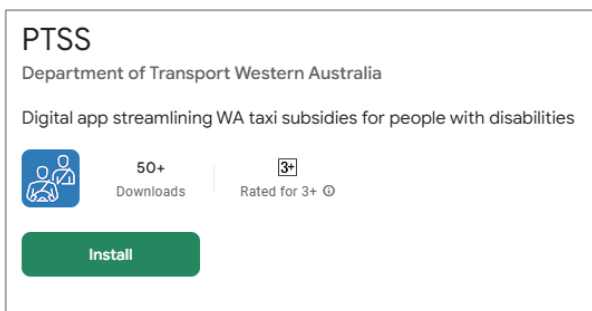
How to download the PTSS mobile app

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:

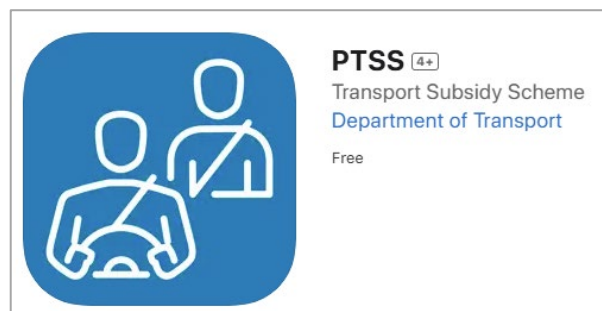
play.google.com/store/search?q=ptss&c=apps



iOS / Apple iPhone

The PTSS mobile app for iOS / Apple iPhone is only 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), as long as it is NFC-enabled.

Drivers must always carry their device when driving an on-demand rank or hail (taxi) vehicle.

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](#).

Two-factor authentication (2FA) is required to log in to the DoT PTSS mobile app.

Drivers must not:

- allow any other person to use the DoT PTSS mobile app while it is logged in with their DoTDirect credentials; or
- allow 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

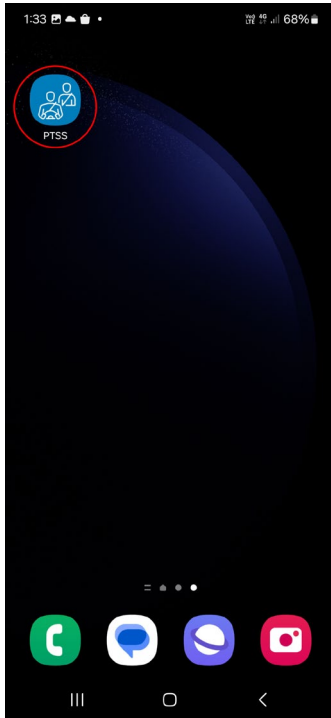
Note: The screenshots provided in this document are examples of the Android version of the PTSS mobile app only, and may not reflect the final content as the app is developed and refined.

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

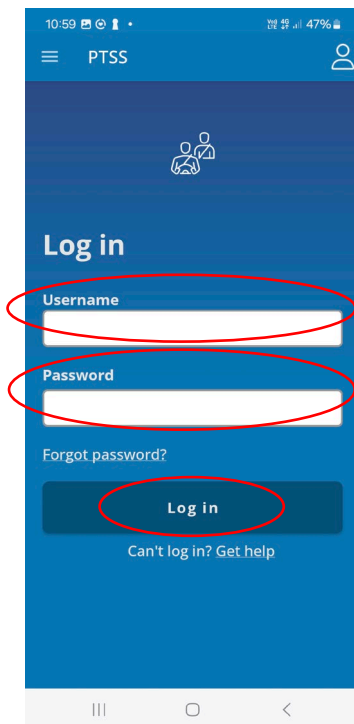
Setting up the app

How to log in

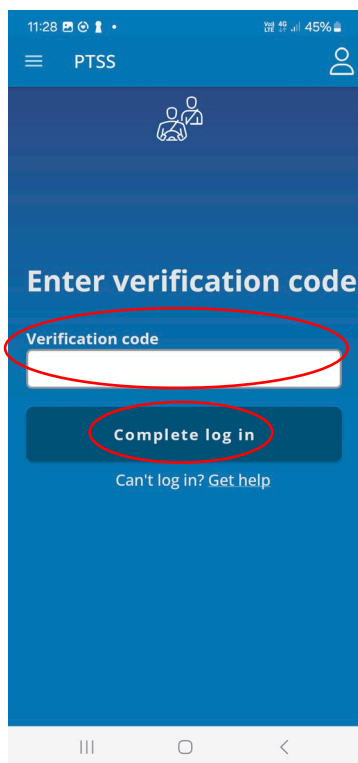
1. Find the PTSS mobile app icon and tap to open the application.



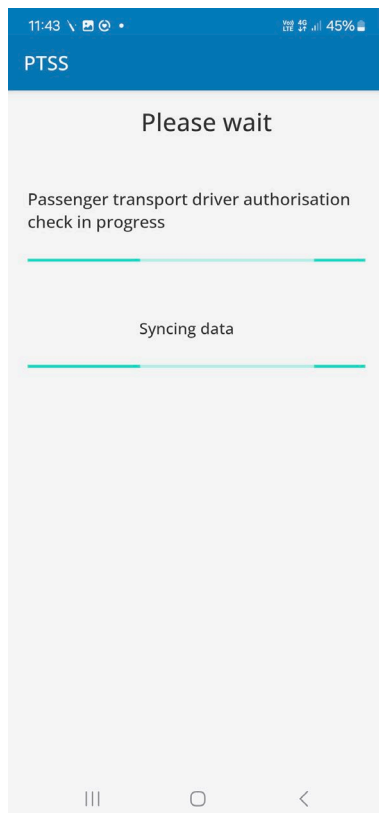
2. Opening the PTSS mobile app will show the “Log in” screen. Enter your DoTDirect username and password, then select the “Log in” button.



- When prompted, enter the verification code that was sent to your mobile number, and select “Complete log in”.

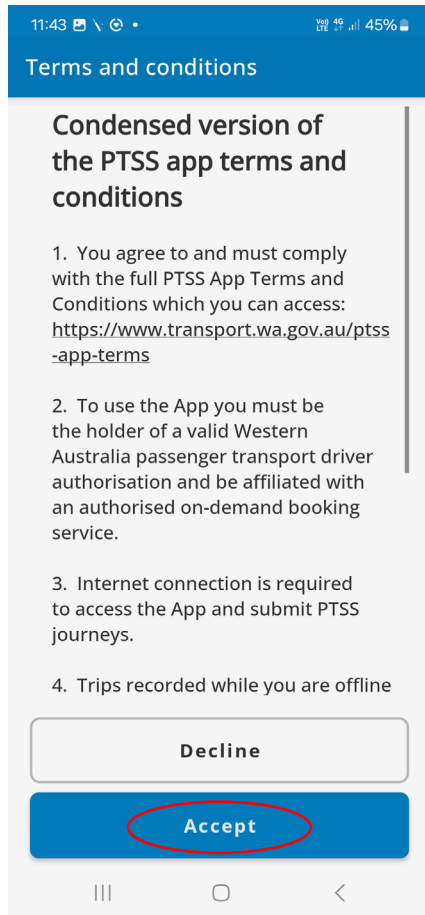


- After entering your verification code, your phone may show the “Syncing data” screen. No action from you is necessary.



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 select “Accept” to continue.



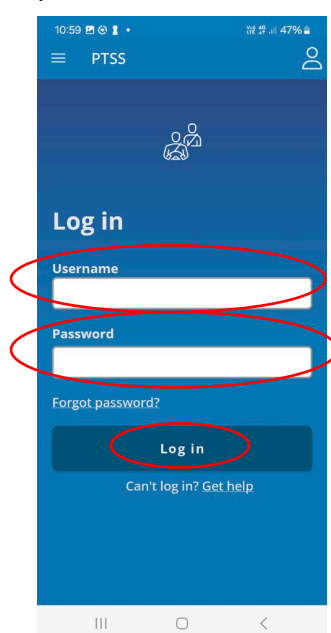
How to log in offline

Version 1.3.0 of the PTSS mobile app introduced offline log in functionality. This means you can log into the PTSS mobile app and record journeys while offline, for example if you have no internet connection or there is a system outage.

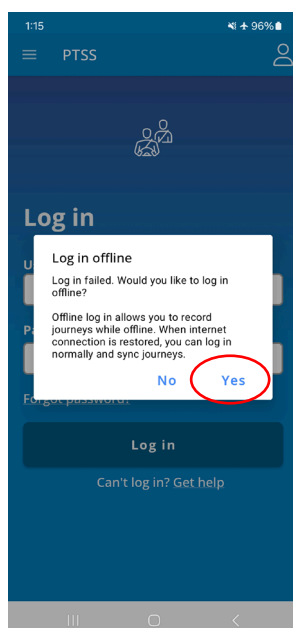
The offline log in option will show up after you try to log in normally using your DoTDirect username and password, and the app recognises you have no connection to DoT services. Offline log in uses your DoTDirect username and passenger transport driver (PTD) authorisation number to log into your app.

When connection to DoT services is restored, you can log in normally using your DoTDirect username and password, then sync your journeys. Note: To be able to log in offline, you must have logged into the app normally at least once in the last 30 days.

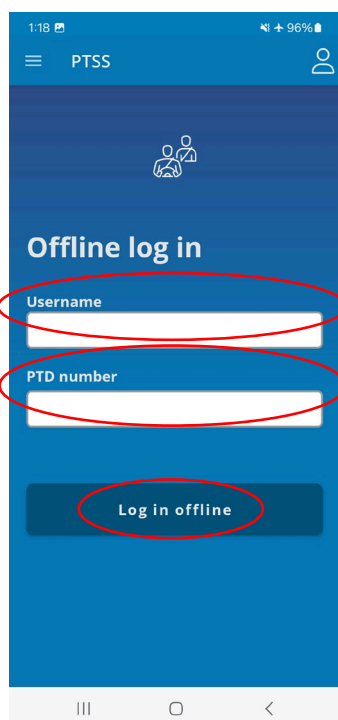
1. Open the PTSS mobile app. You will see the “Log in” screen. Enter your DoTDirect username and password, then select the “Log in” button.



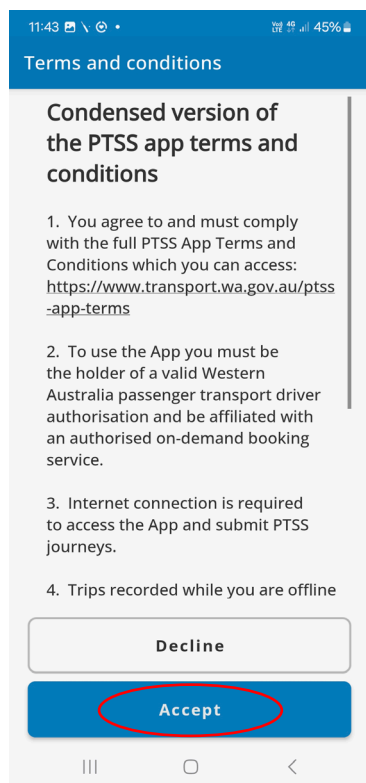
2. If you are not connected to the internet, you will receive a notification that asks if you wish to log in offline. Select “Yes”.



3. You will be taken to the “Offline log in” screen. Enter your DoTDirect username and your PTD authorisation number, then select the “Log in offline” button.



4. 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 select “Accept” to continue.

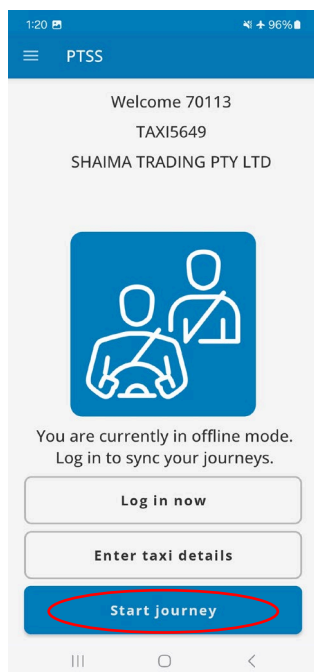


5. Finally, you will be required to “Take a selfie”. See [Driver selfie requirement](#) for more information.

6. After signing in offline, the home screen will appear. From this screen, you have the option to “Log in now”, “Enter taxi details” or “Start journey”.

If the taxi and ODBS details displayed on the home screen are not yours, select “Enter taxi details” and follow the steps in [Set up your profile](#).

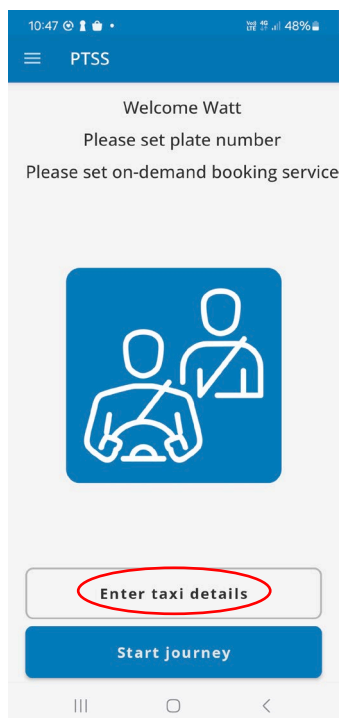
To begin an offline PTSS journey, select “Start journey”. The steps to completing an offline PTSS journey are the same as a standard PTSS journey. To find out how, see [How to complete a PTSS journey](#).



Journeys completed in offline mode will need to be synced once connection to DoT services is restored. Learn more at the [Sync a PTSS journey](#) page.

Set up your profile

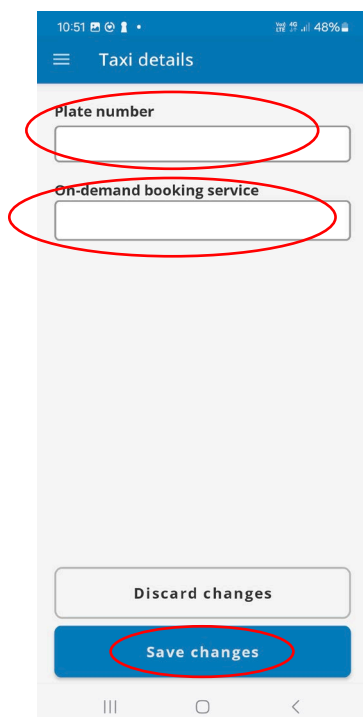
1. This should be the landing page when you first open the app. Select “Enter taxi details”.



2. You will be taken to the “Taxi details” page. In the first box, enter your vehicle’s plate number. Start with the word TAXI, and do not add a space before the number. For example, TAXI1234.

In the second box, select the on-demand booking service (ODBS) that you are operating under. This will be the ODBS’s provider name, which may be different to their business name. If you cannot see your ODBS listed, you must contact them for more information. Selecting the incorrect ODBS will impact your subsidy payments.

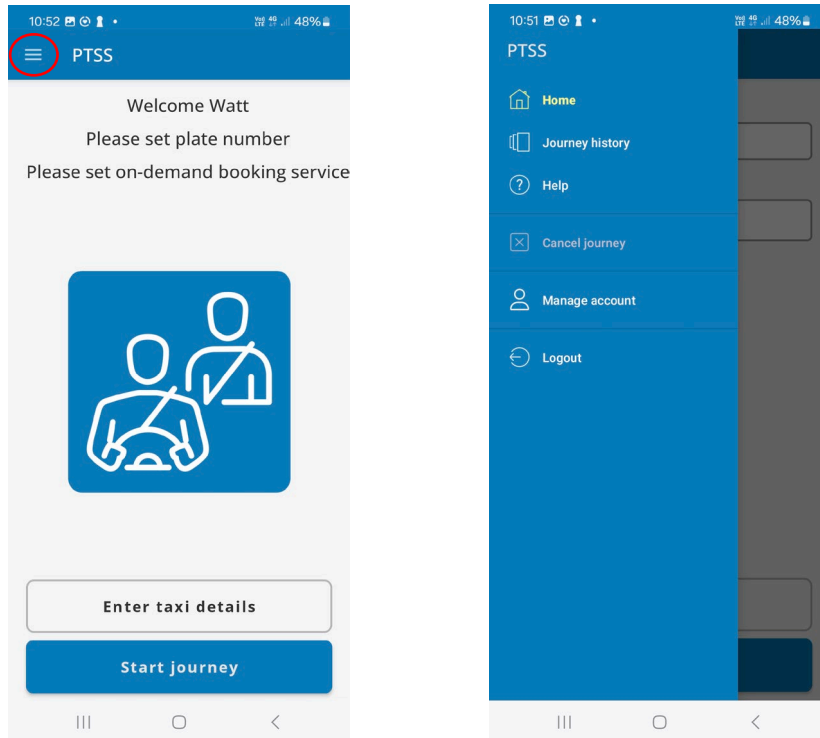
Confirm your details by selecting “Save changes”. This will take you back to the landing page.



Navigating the app

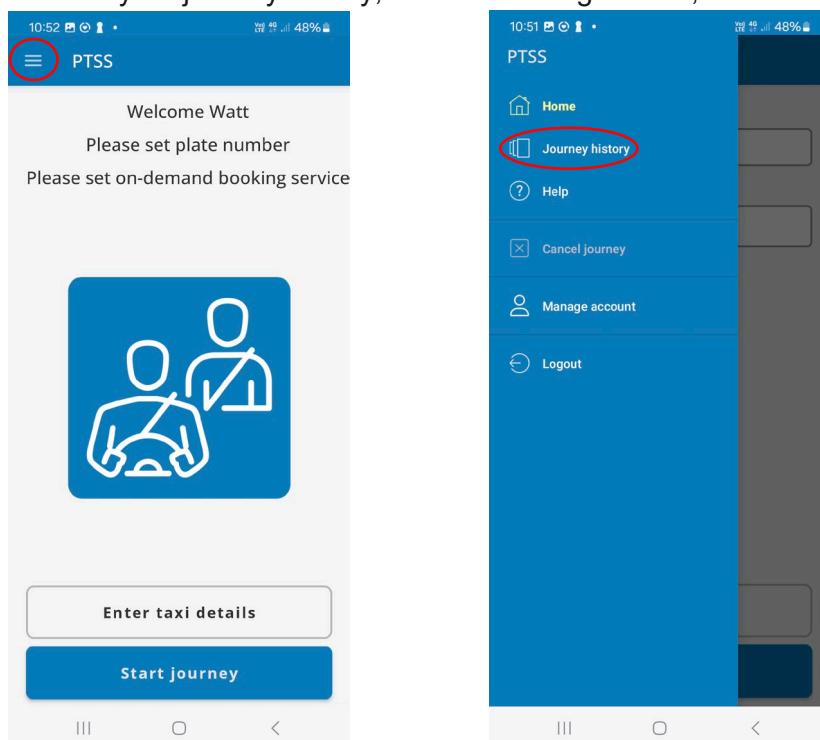
PTSS mobile app menu

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

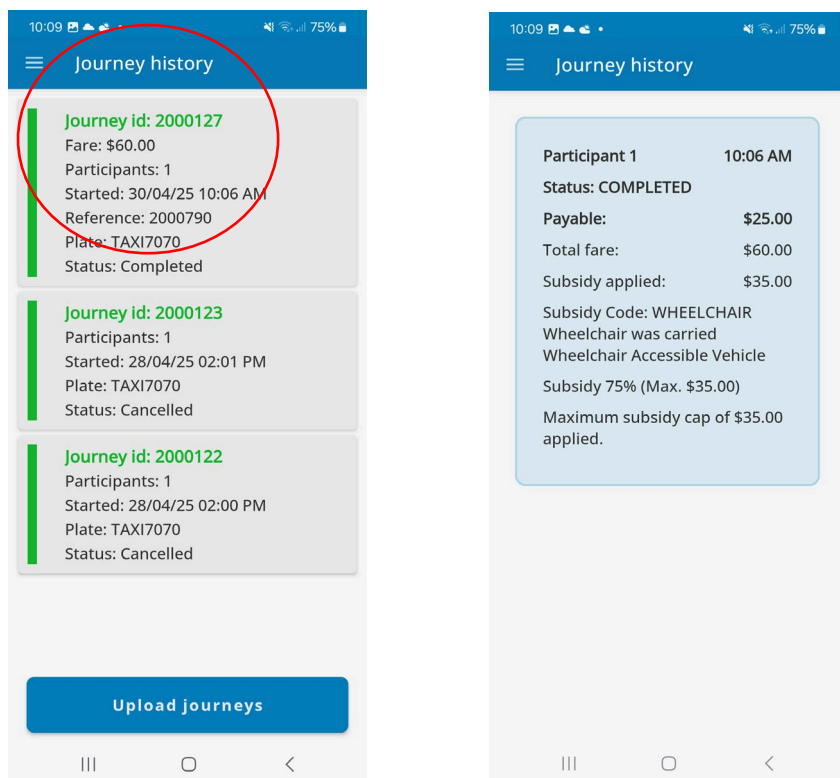


View journey history

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

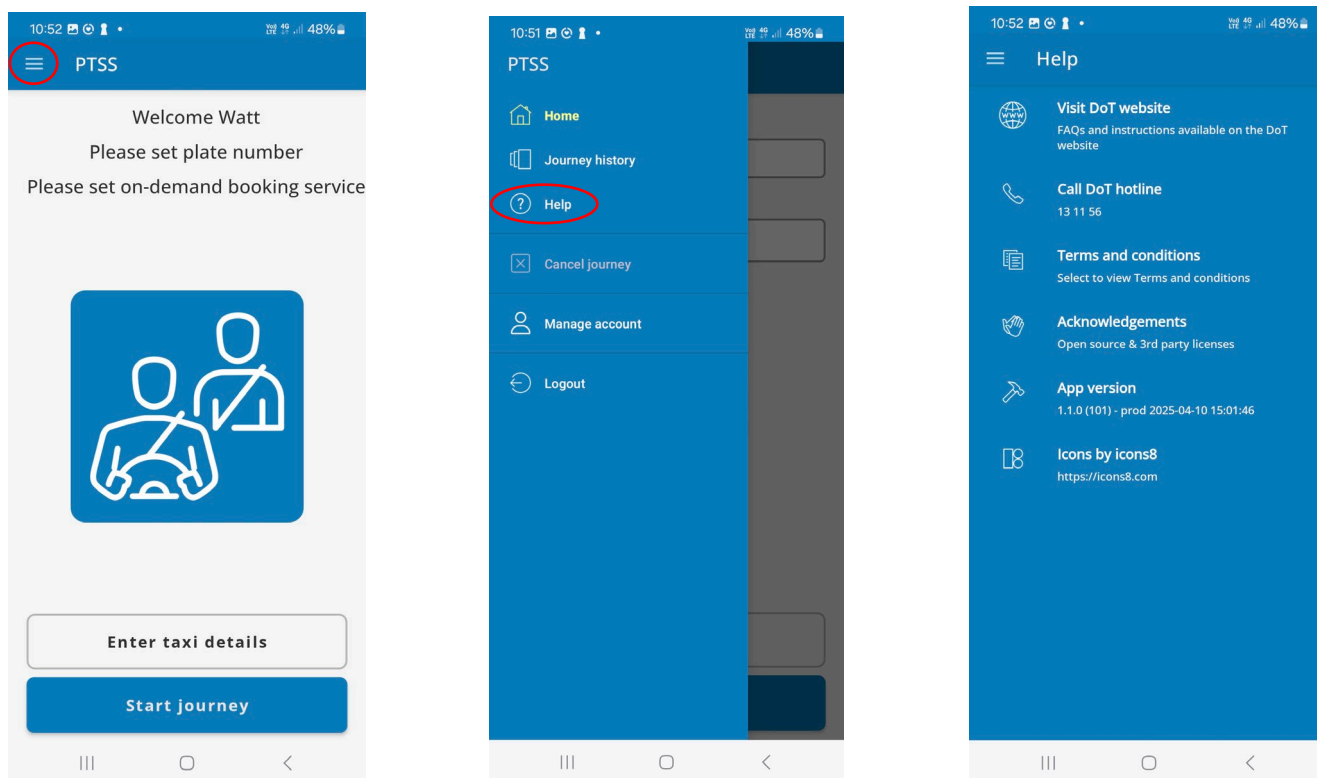


On the “Journey history” page you can select an individual journey, to view it in greater detail. Up to 50 synced journeys will be displayed in journey history.



Finding help

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

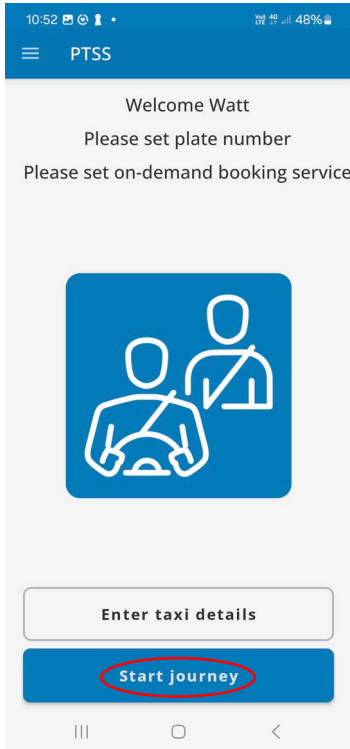


The “Help” screen outlines key information, including where you can find FAQs and instructions for the PTSS mobile app.

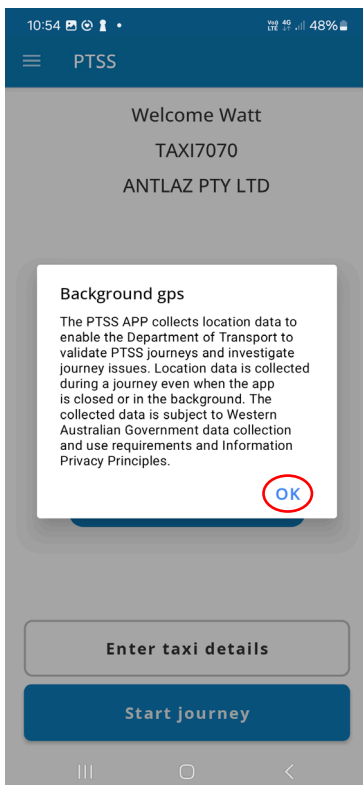
How to complete a PTSS journey

Beginning a PTSS journey

1. Select “Start journey”.



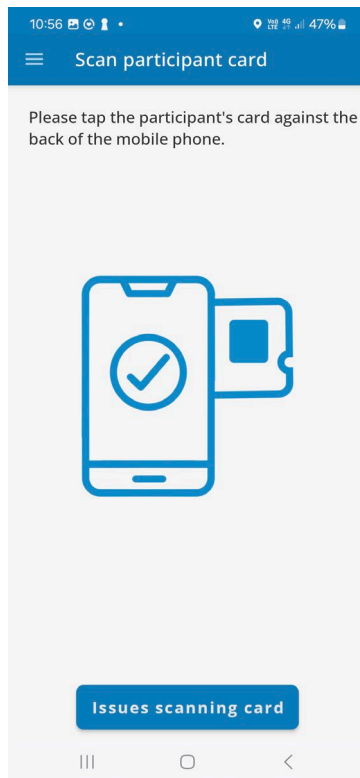
2. You will receive a “Background GPS” prompt, informing you that the PTSS app collects location data for DoT, to validate PTSS journeys. Select “OK” to continue.



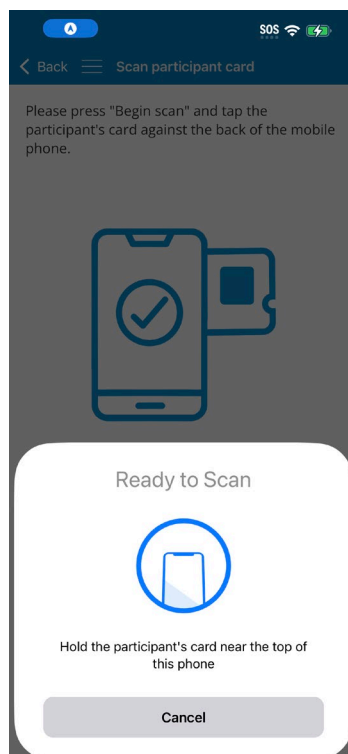
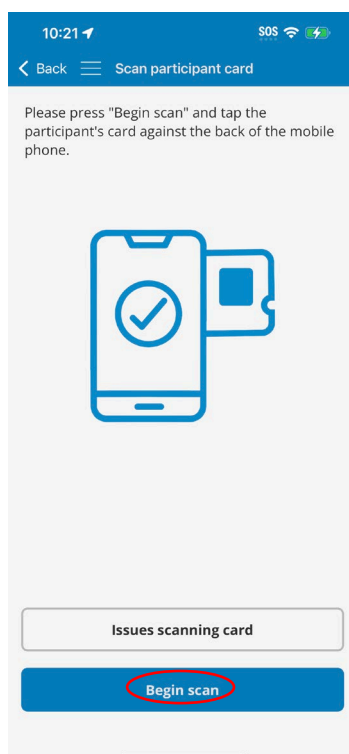
- Before the journey can begin, the participant's PTSS card must be scanned. To do so, request the PTSS card from the participant.

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

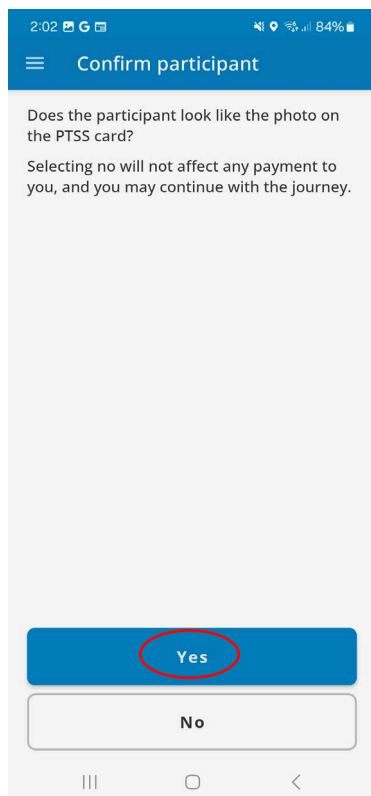
Android: Hold the PTSS card against the top of the back of your phone, as displayed in the image below.



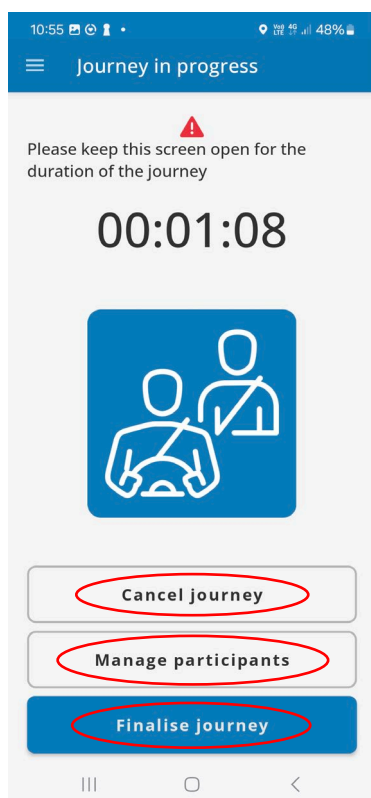
iOS: Select the "Begin scan" button. Follow the on-screen instructions and hold the participant's PTSS card near the top of your phone, either against the screen or to the back of the screen.



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 PTSS card matches the participant. Select “Yes” if the person's appearance matches the photo on the card. Select “No” if it does not. Selecting “No” will not affect any payment to you, and you may continue with the journey.

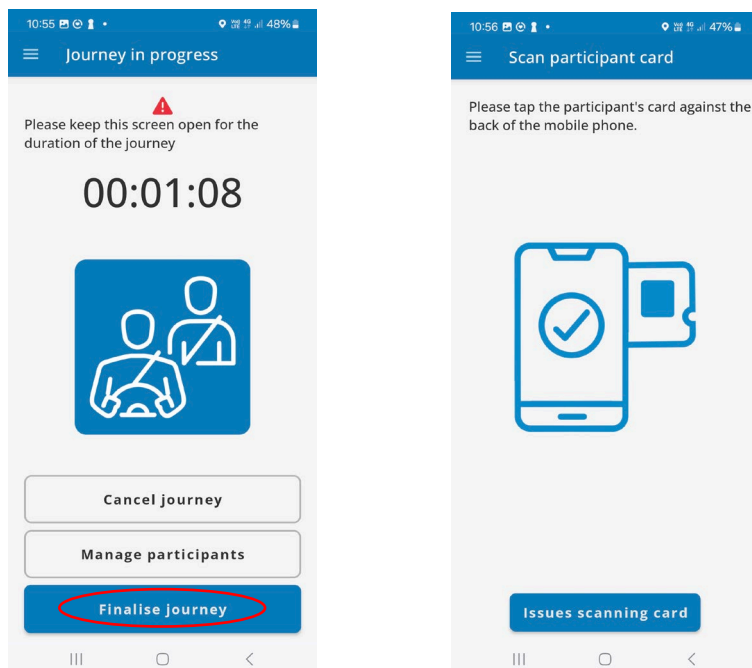


6. After confirming the participant's photo, the journey will begin. The following screen will appear, where you will be able to [cancel the journey](#), [manage participants](#), or [finalise the journey](#).

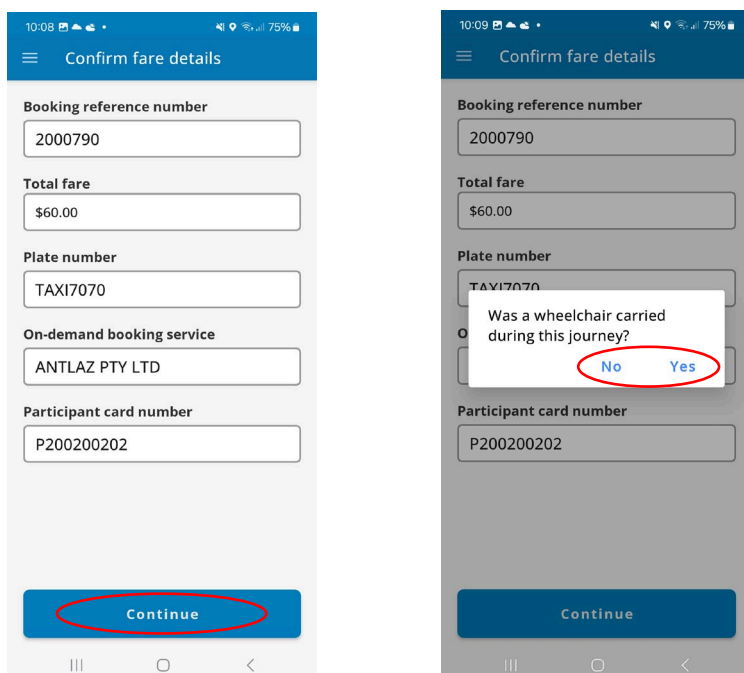


Finalise a PTSS journey

1. To finalise the journey, select “Finalise journey” and then scan the participant's PTSS card or manually enter the PTSS card details, following the same process as [Beginning a PTSS journey](#).

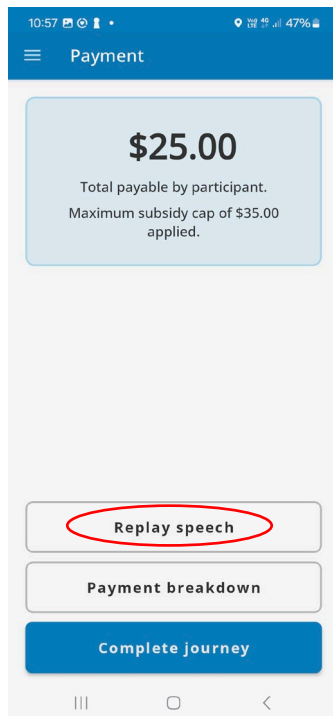


2. You will be taken to the “Confirm fare details” page.
 - a. In the first box, enter the booking reference number (this number is provided by your ODBS to reference the specific journey you are taking – they may also call it your job number or job ID).
 - b. In the second box, enter the total fare amount from your meter.
 - c. Ensure the details in the “Plate number”, “On-demand booking service” and “Participant card number” boxes have the correct details.
 - d. Select “Continue”.
 - e. If a wheelchair was carried, select “Yes”. If a wheelchair was not carried, select “No”.

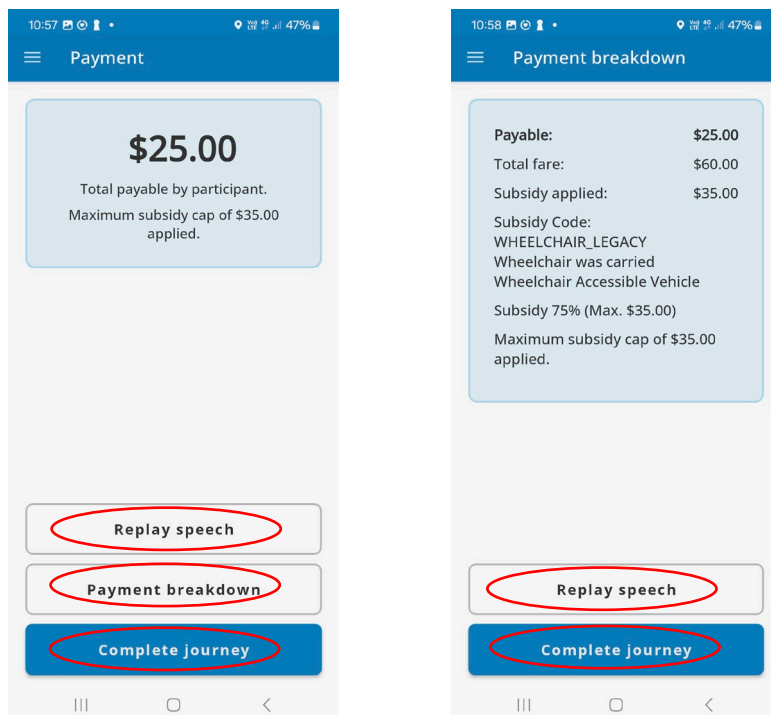


3. Next, you will be taken to the “Payment” screen, which reflects the subsidy amount applied to the trip, and the remaining payable amount owed by the participant.

The app will read the information on the screen out loud, so please make sure the volume on your phone is turned up. You can play the audio again by selecting “Replay speech”.



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

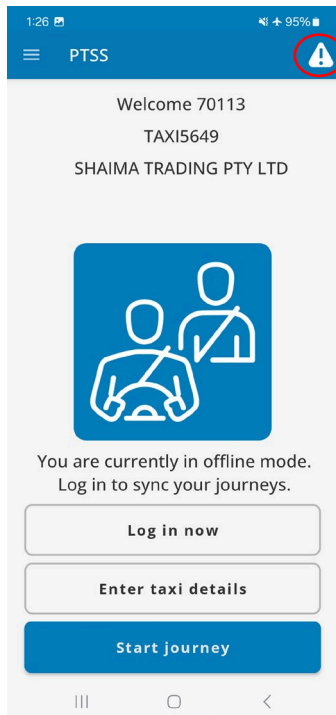


5. Selecting “Complete journey” on either of the above screens will conclude the journey.

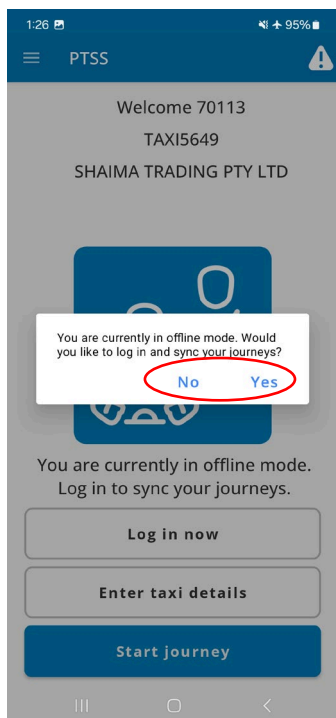
Note: If the journey has multiple participants, you must repeat this process for each participant.

Sync a PTSS journey

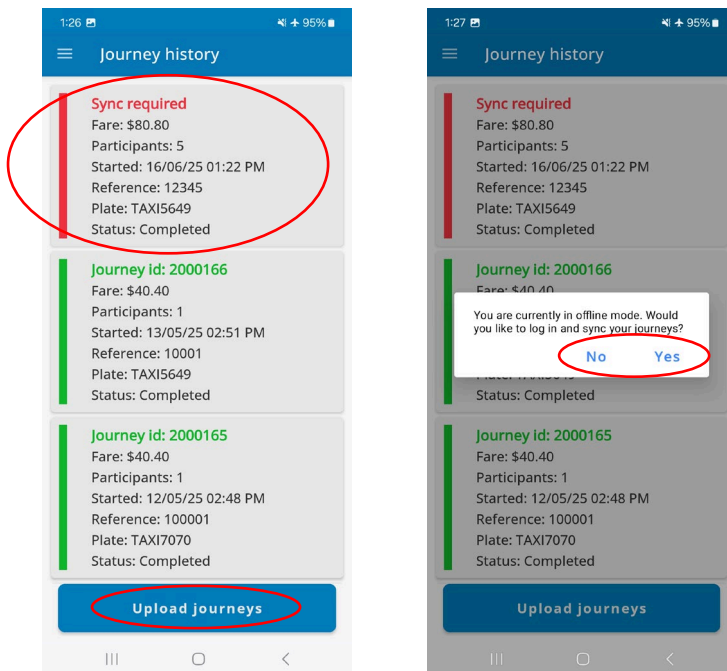
All journeys completed while connected to the internet should sync automatically. However, if a journey fails to sync, or you have completed an offline PTSS journey, a triangle icon in the top-right corner will display, indicating that you have journeys that have not synced.



Select this icon to sync your journeys. If you are not connected to the internet, a message will pop up, asking if you would like to log in and sync your journeys. Select “Yes” if you wish to log in and “No” if you wish to stay offline.



For more information on your offline journeys, follow the [view journey history](#) instructions to view the “Journey history” page. Journeys that have not synced will appear in red. Selecting the “Upload journey” button will cause a message to pop up, asking if you would like to log in and sync your journeys. Select “Yes” if you wish to log in and “No” if you wish to stay offline.



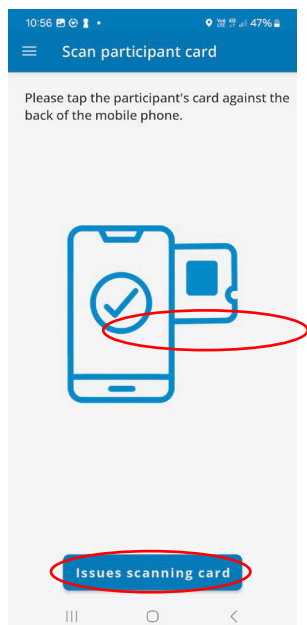
Journeys recorded online should automatically sync when you sign in online. They can also be uploaded by selecting the “Upload journeys” button on the “Journey history” page.

Manually add a PTSS participant

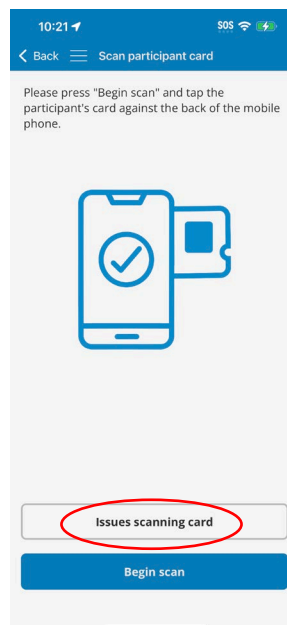
If the participant's PTSS card is not scanning, you can enter their details manually. All manually added details will be reviewed by DoT and may cause payment delays.

1. Select the "Issues scanning card" button.

Android:

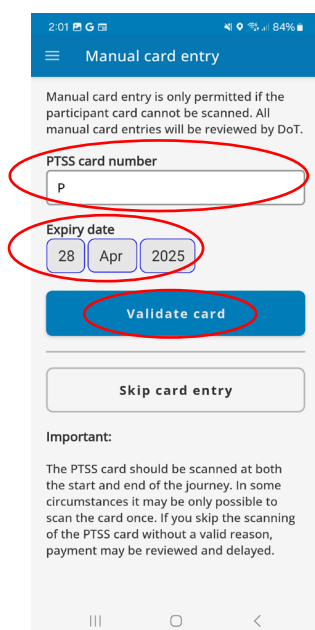


iOS:

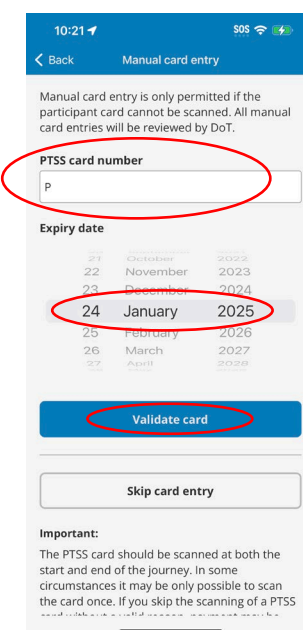


2. You will be taken to the "Manual card entry" page. Enter the PTSS card number in the "PTSS card number" text box.
3. Select the day, month and year of the PTSS card's "Expiry date".
4. Select "Validate card".

Android:



iOS:



Note: If you select "Skip card entry", card details must be provided at the conclusion of the journey.

Journey with multiple PTSS participants

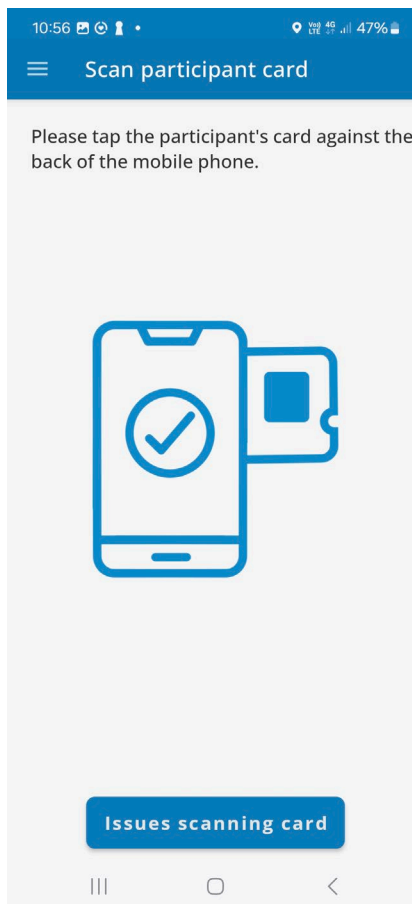
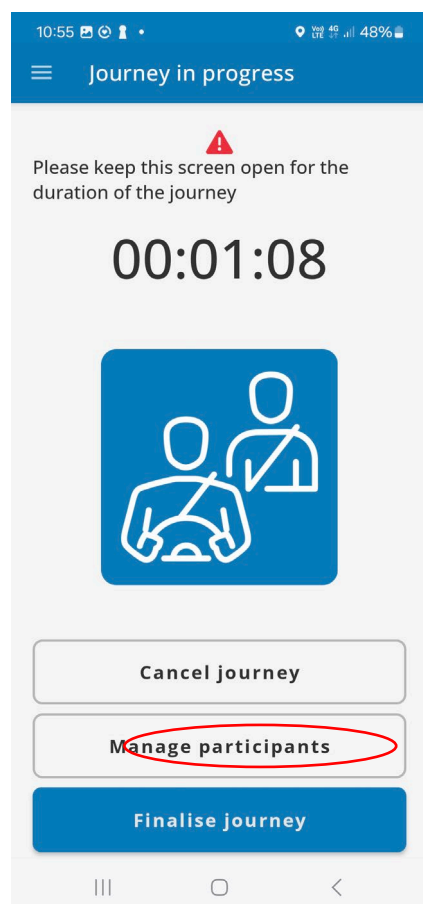
To finalise a journey with multiple participants, follow the steps in [Finalise PTSS journey](#) and repeat for each participant.

Add multiple participants to a journey

If multiple 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 show 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.

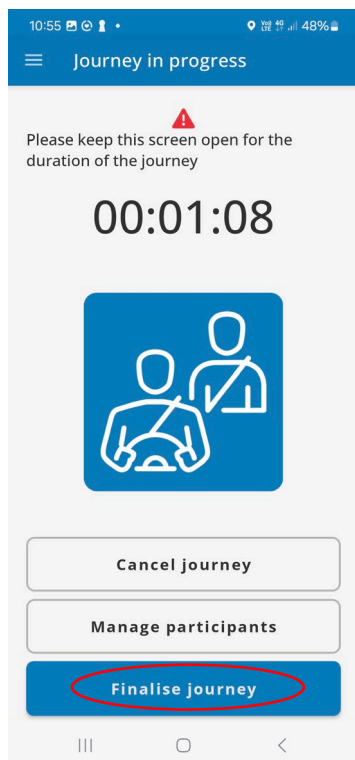


Finalise a multiple participant journey without using PTSS card/details

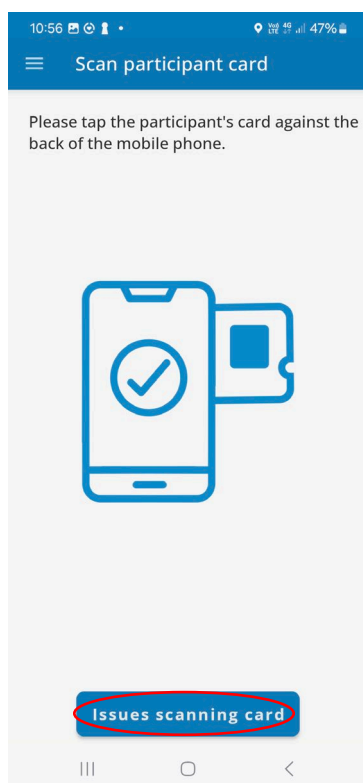
Follow the below steps if a participant is finalising their journey and you wish to skip scanning their PTSS card or manually entering their PTSS card details.

Note: You must have scanned their PTSS card or manually entered their PTSS card details at the start of the journey.

1. Select “Finalise journey”.



2. Select “Issues scanning card”



3. Select “Skip card entry”

2:01 84%

Manual card entry

Manual card entry is only permitted if the participant card cannot be scanned. All manual card entries will be reviewed by DoT.

PTSS card number

P

Expiry date

28 Apr 2025

Validate card

Skip card entry

Important:

The PTSS card should be scanned at both the start and end of the journey. In some circumstances it may be only possible to scan the card once. If you skip the scanning of the PTSS card without a valid reason, payment may be reviewed and delayed.

4. Next, you will be asked to “Tap the participant you would like to skip”.

This screen will display if you have previously scanned or manually entered the details of all participants. It shows the participant number of each participant in the journey. Select the participant who is finalising their journey.

Note: you will be required to enter the card details if you select “None of the above”.

10:47 74%

Manual card entry

Manual card entry is only permitted if the participant card cannot be scanned. All manual card entries will be reviewed by DoT.

PTSS card number

P

Tap the participant you would like to skip:

P200200202	10:46 AM
P101001022	10:46 AM

None of the above

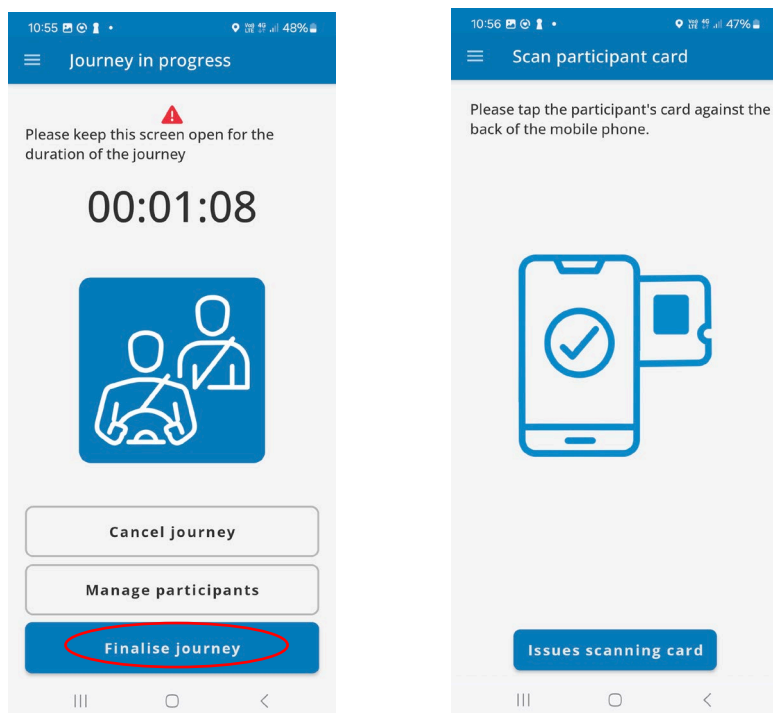
Important:

The PTSS card should be scanned at both the start and end of the journey. In some circumstances it may be only possible to scan the card once. If you skip the scanning of the PTSS card without a valid reason, payment may be reviewed and delayed.

Finalise a multiple participant journey, where participant details have not been entered

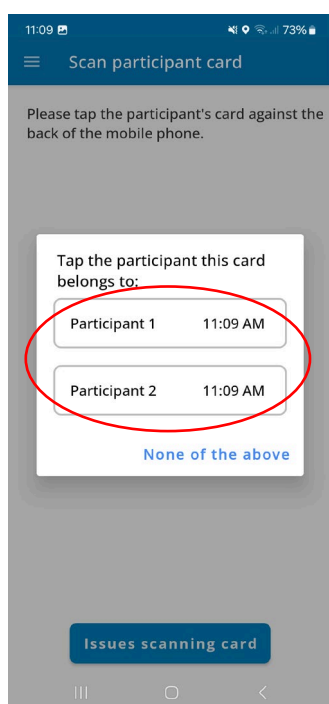
Follow these steps if you began a PTSS journey with multiple participants, without scanning their PTSS card or manually entering their PTSS card details.

1. Select “Finalise journey”.
2. Scan the PTSS card or manually enter the PTSS card details of the participant who is finalising their journey.



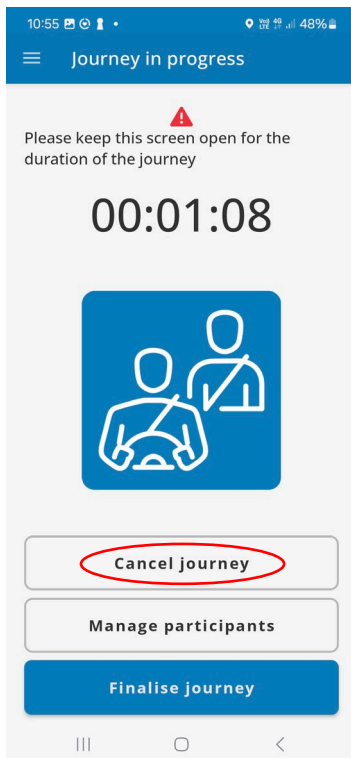
3. Next, you will be asked to “Tap the participant this card belongs to”. Select the participant who is finalising their journey, then follow the rest of the steps in [Finalise PTSS journey](#).

Repeat this process for each participant.



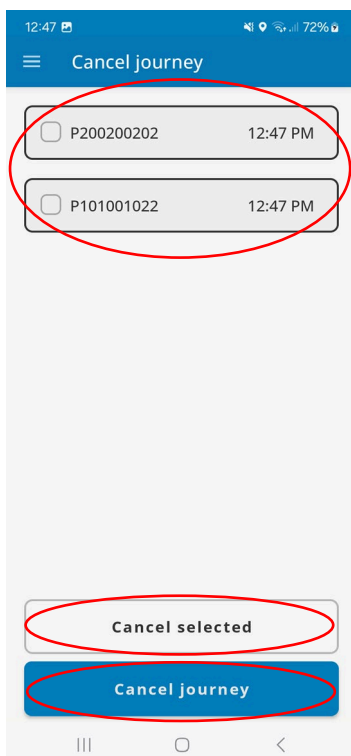
How to cancel a journey

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

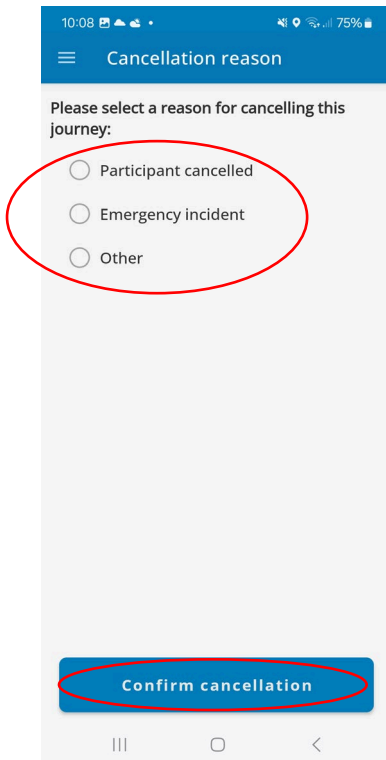


Note: If a journey has multiple passengers and only one passenger is cancelling, select the passenger who is cancelling the journey and select “Cancel selected”.

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



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



10:08 100% 75%

☰ Cancellation reason

Please select a reason for cancelling this journey:

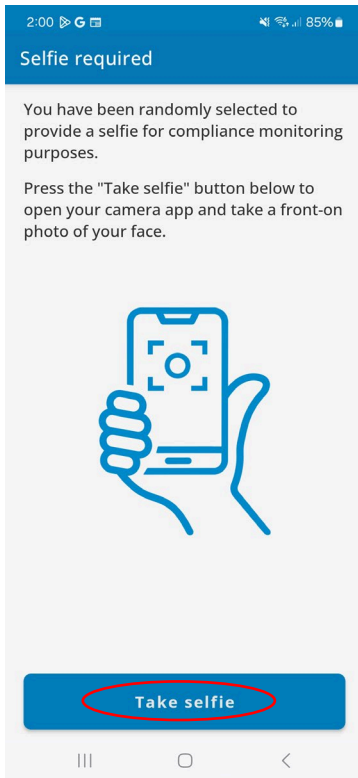
- ☐ Participant cancelled
- ☐ Emergency incident
- ☐ Other

Confirm cancellation

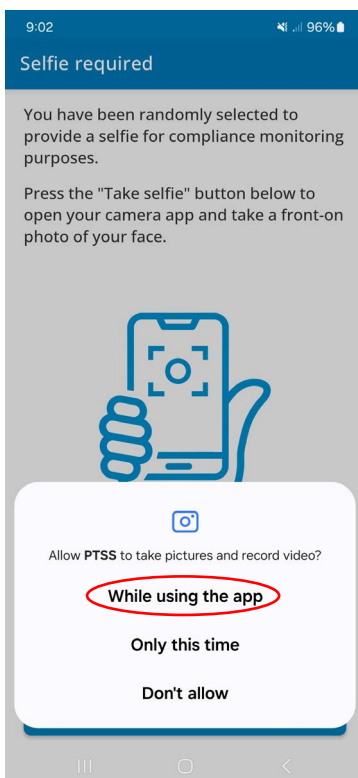
Driver selfie requirement

You may receive a request to provide a “Selfie” for compliance monitoring purposes. You must do this immediately to continue using the app. This request will not appear during a PTSS journey.

1. When you receive the selfie request, select “Take selfie”.



2. Accept the request to provide the PTSS mobile app with permission to use your camera.



3. Ensure your face fits within the on-screen guides, then select the button to take your selfie. Once you have submitted a selfie, you can continue using the app.

