metlink

On Demand

Getting started guide

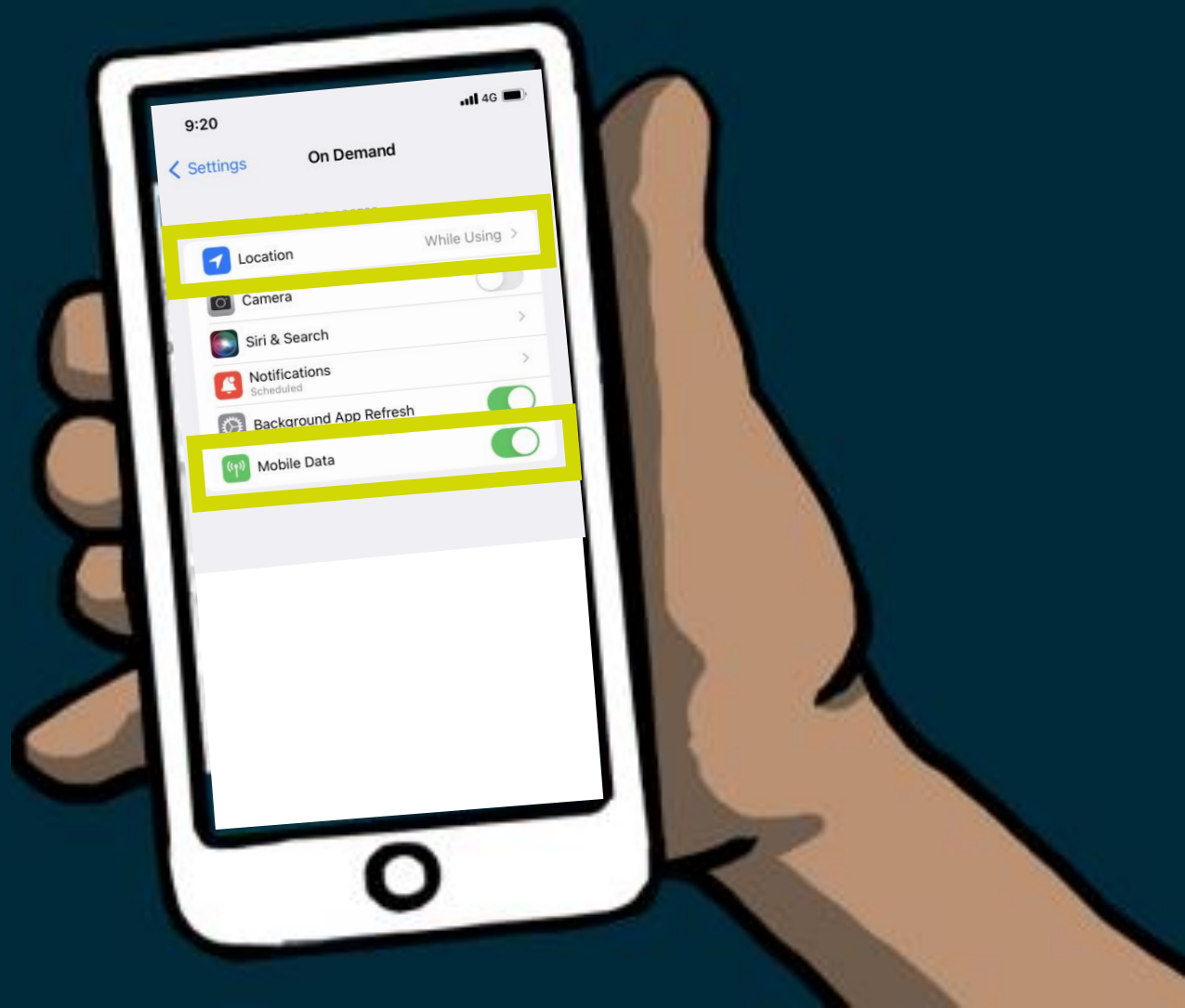
Step 1

Download the Metlink OnDemand app from your app store

It’s different from the regular Metlink app.

To use the app, you need a smartphone with both mobile data and location services turned on in your device settings.

If the app asks for permission to use your location while setting up your account, click Allow



Step 2

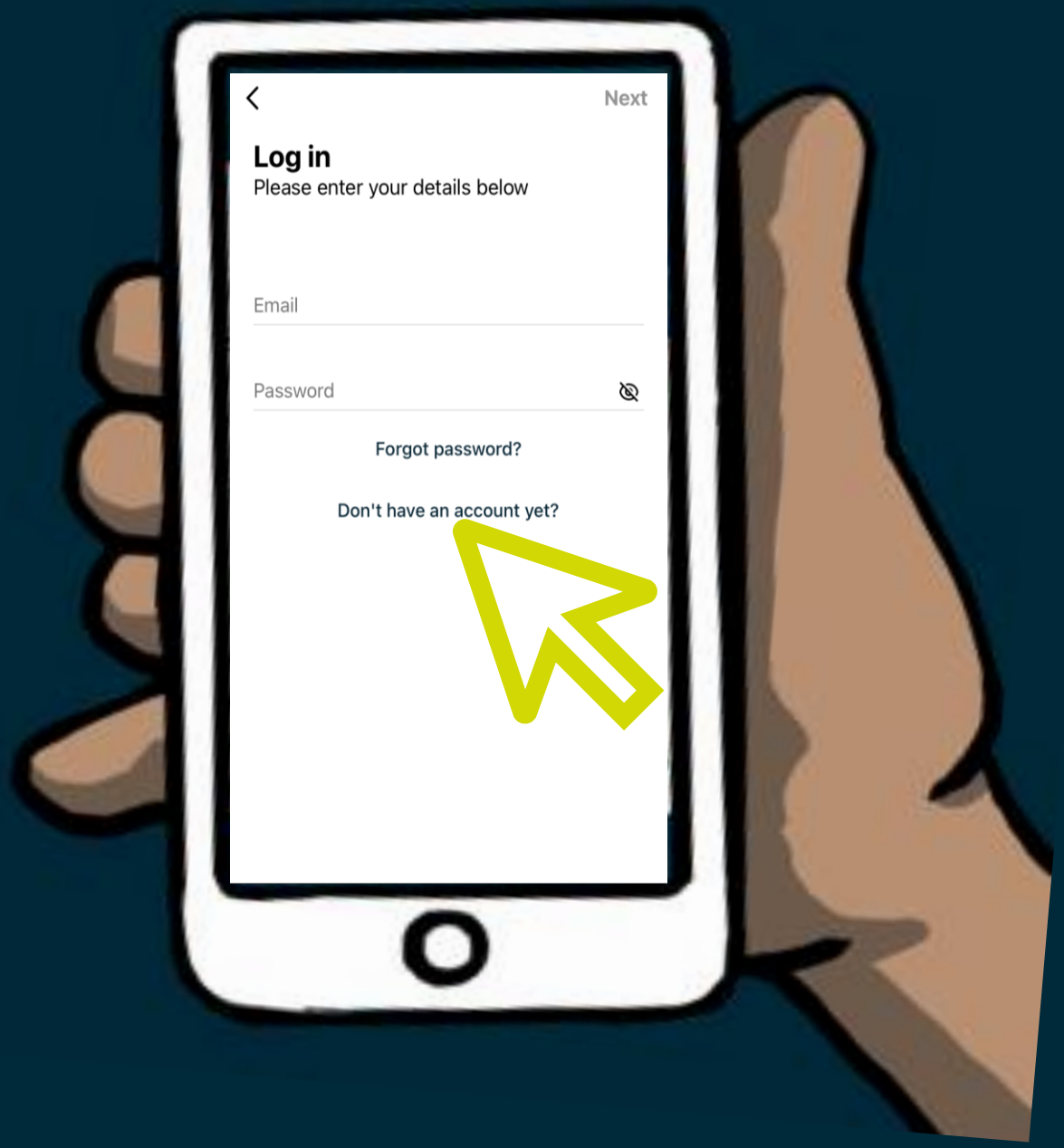
Open the app

Click on
Get Started

Step 3

Create an account

First, click
Don’t have an account yet?

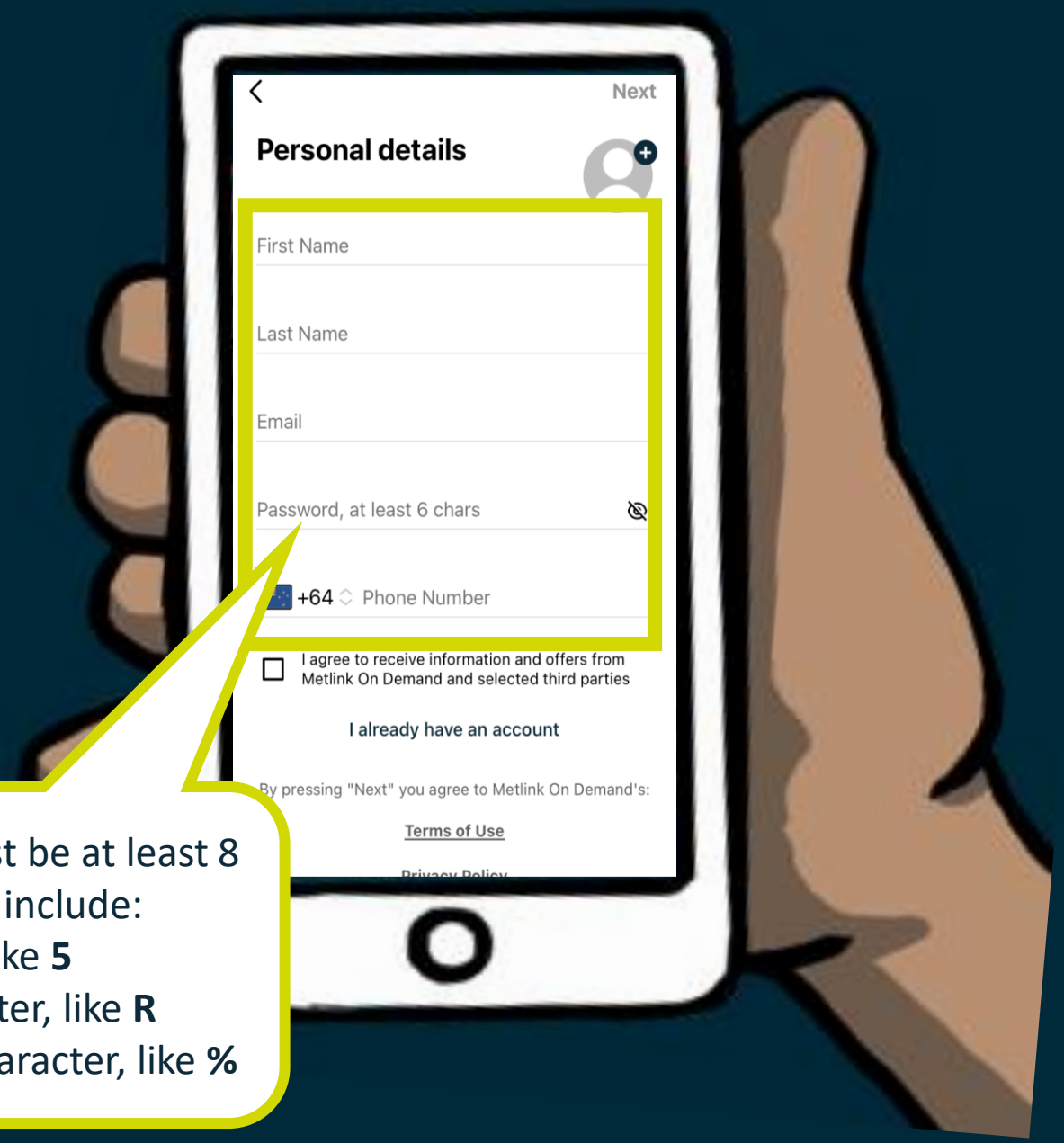


Step 3

Create an account

First, click
Don’t have an account yet?

Then,
Type in your details



Passwords must be at least 8 characters and include:

- A number, like **5**
- A capital letter, like **R**
- A special character, like **%**

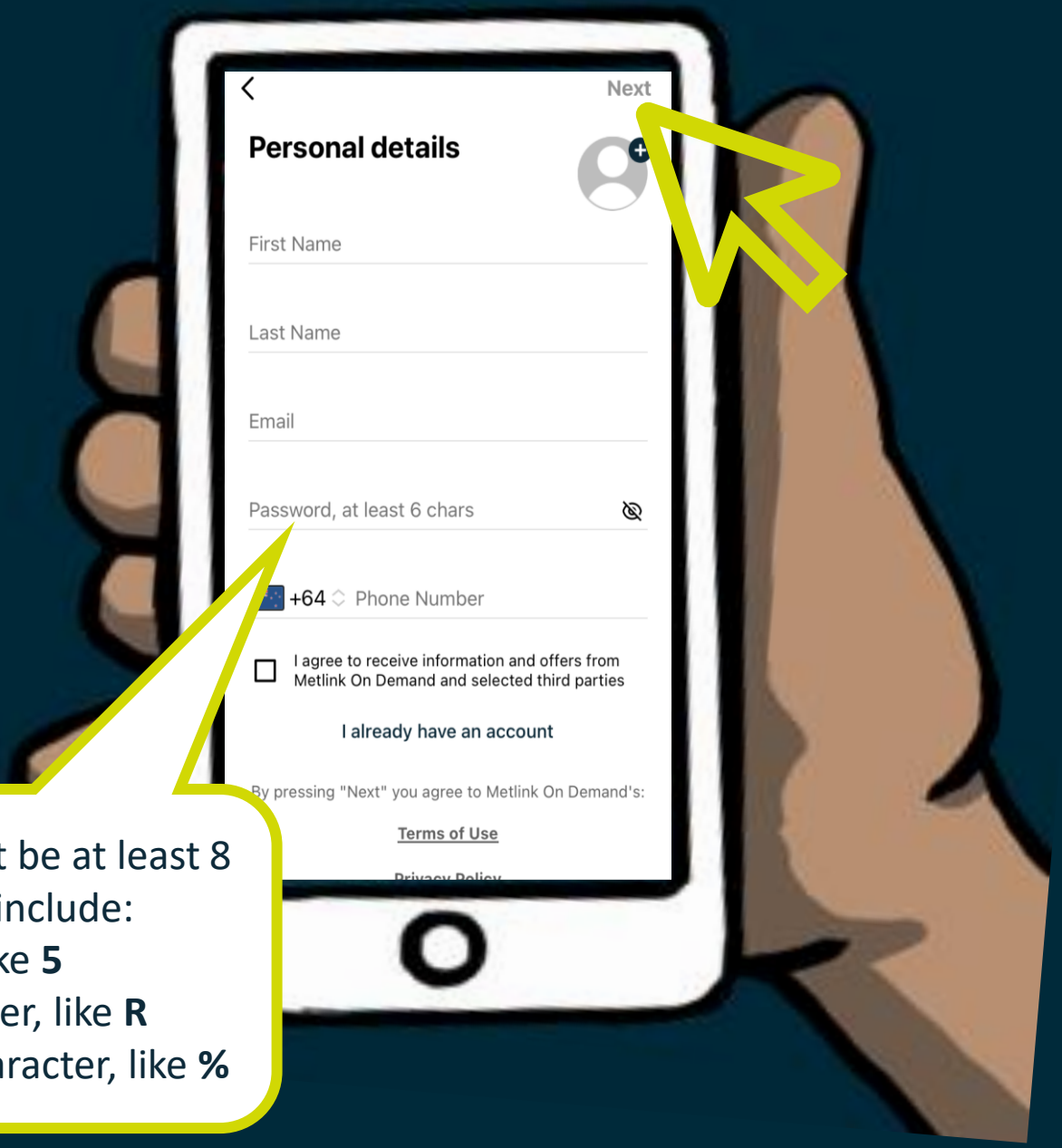
Step 3

Create an account

First, click
Don’t have an account yet?

Then,
Type in your details

Then, click
Next



Passwords must be at least 8 characters and include:

- A number, like **5**
- A capital letter, like **R**
- A special character, like **%**

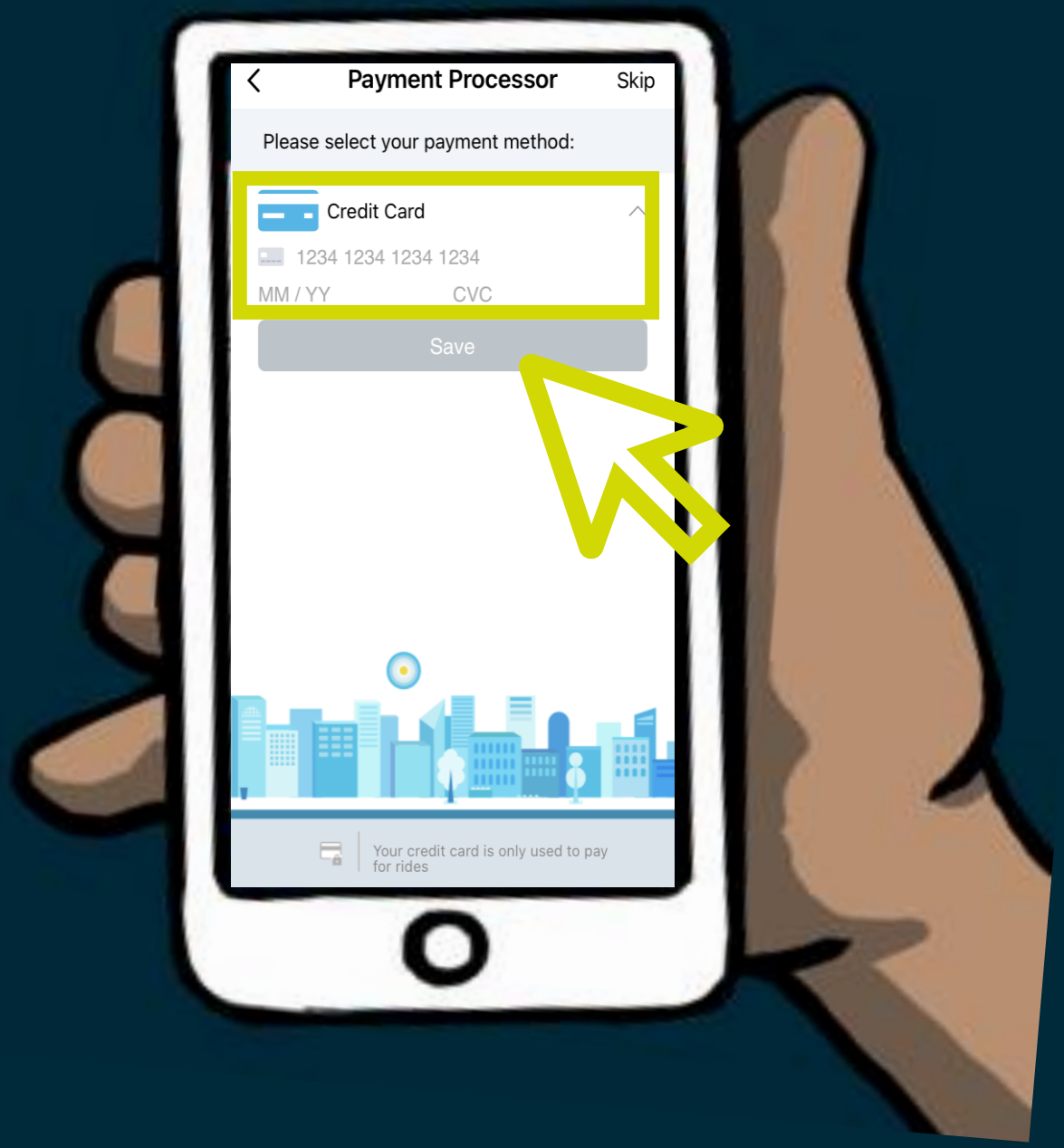
Step 4

Add payment card

You need to add a payment card to your account to be able to book rides, even if you're going to use a Gold Card.

Type in your payment card information

Then, click
Save



Home screen

This is what the home screen of the app looks like.

We'll come back to this shortly.

If using a SuperGold Card or if you require an accessible ride, this must be added in your account settings before booking a ride.

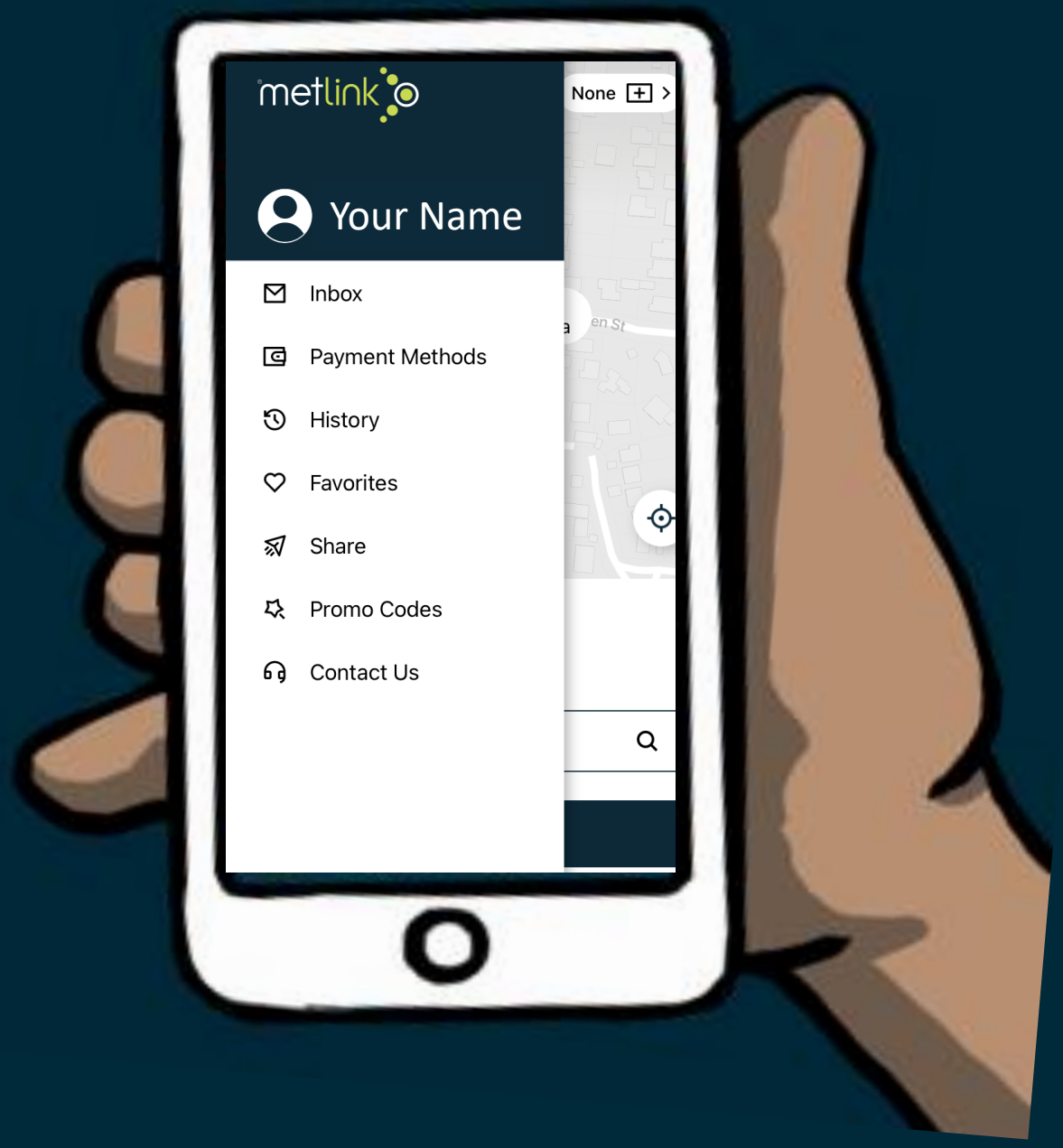
Click the menu icon in the top-left of the screen

Main menu

From here, you can view or update your

- Account details
- Payment method
- Ride History
- Favourites

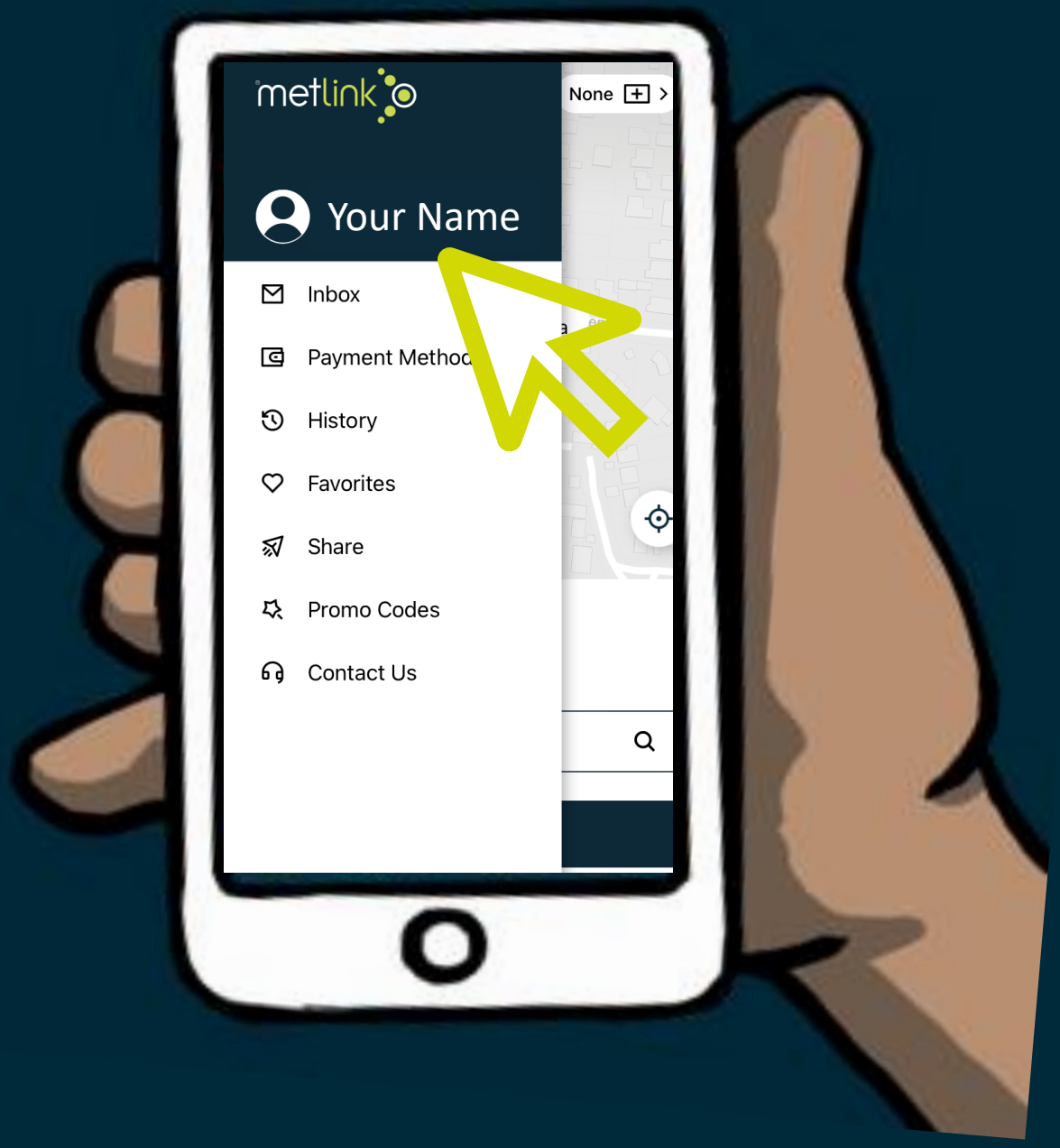
Or Contact Us



Step 5

Add Gold Card & Accessibility settings

In the main menu, click on Your name



Step 5

Add Gold Card & Accessibility settings

In the main menu, click on
Your name

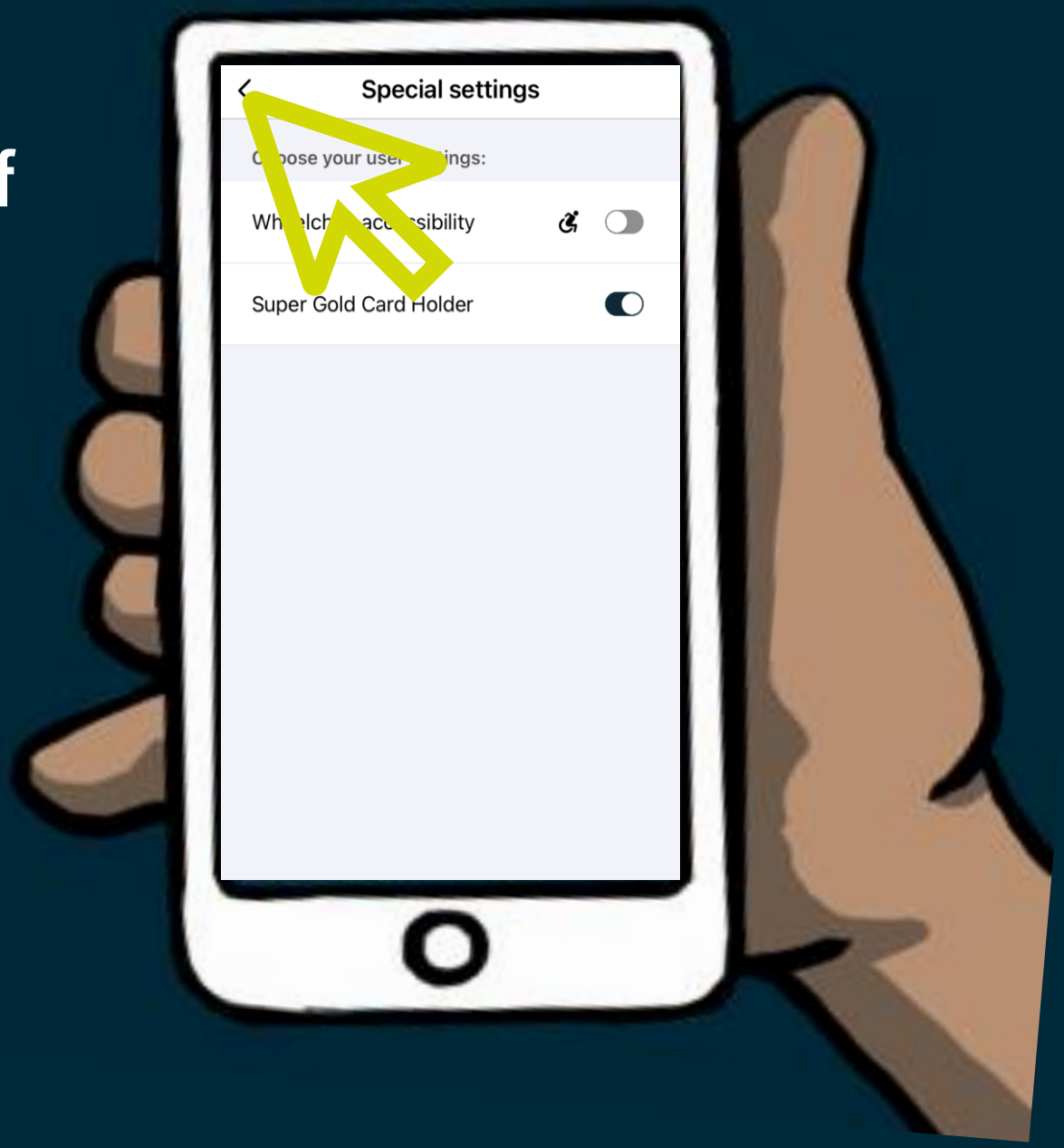
Then, click
Special settings

Step 5

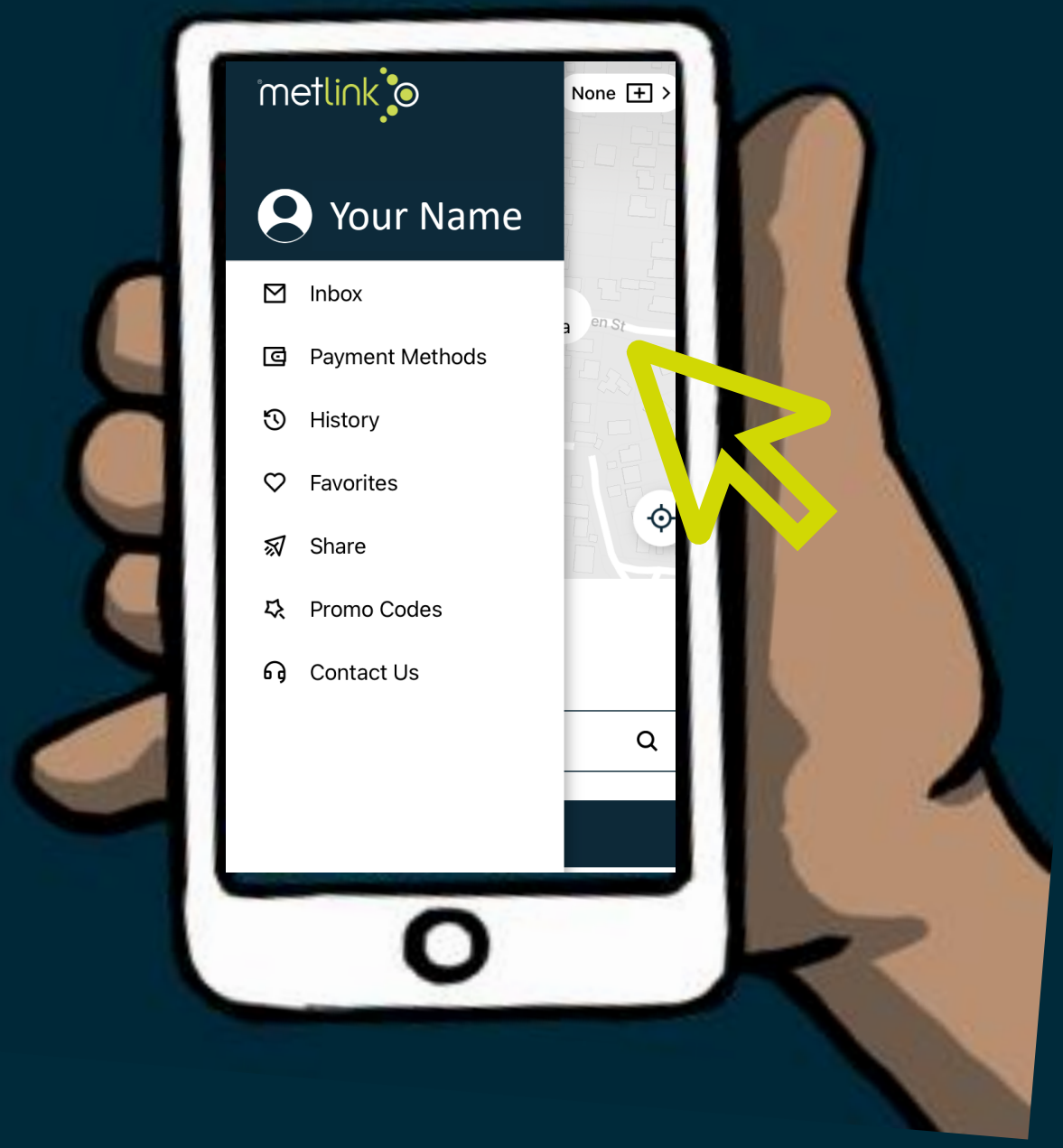
Add Gold Card & Accessibility settings

Then, click on toggles to select SuperGold Card Holder & Wheelchair accessibility

Use the arrow in the top left of the screen to go back to the main menu.



Click on the map on the right side of the screen to go back to the home page.



Home screen

This is what the home screen of the app looks like.

You’re now ready to make a booking.

Step 6

Set your pickup spot

Click on the map to set your current location

Or

Type your location into the search bar, then click Confirm

Step 7

Set your drop off spot

Click on the map to set your drop-off spot

Or

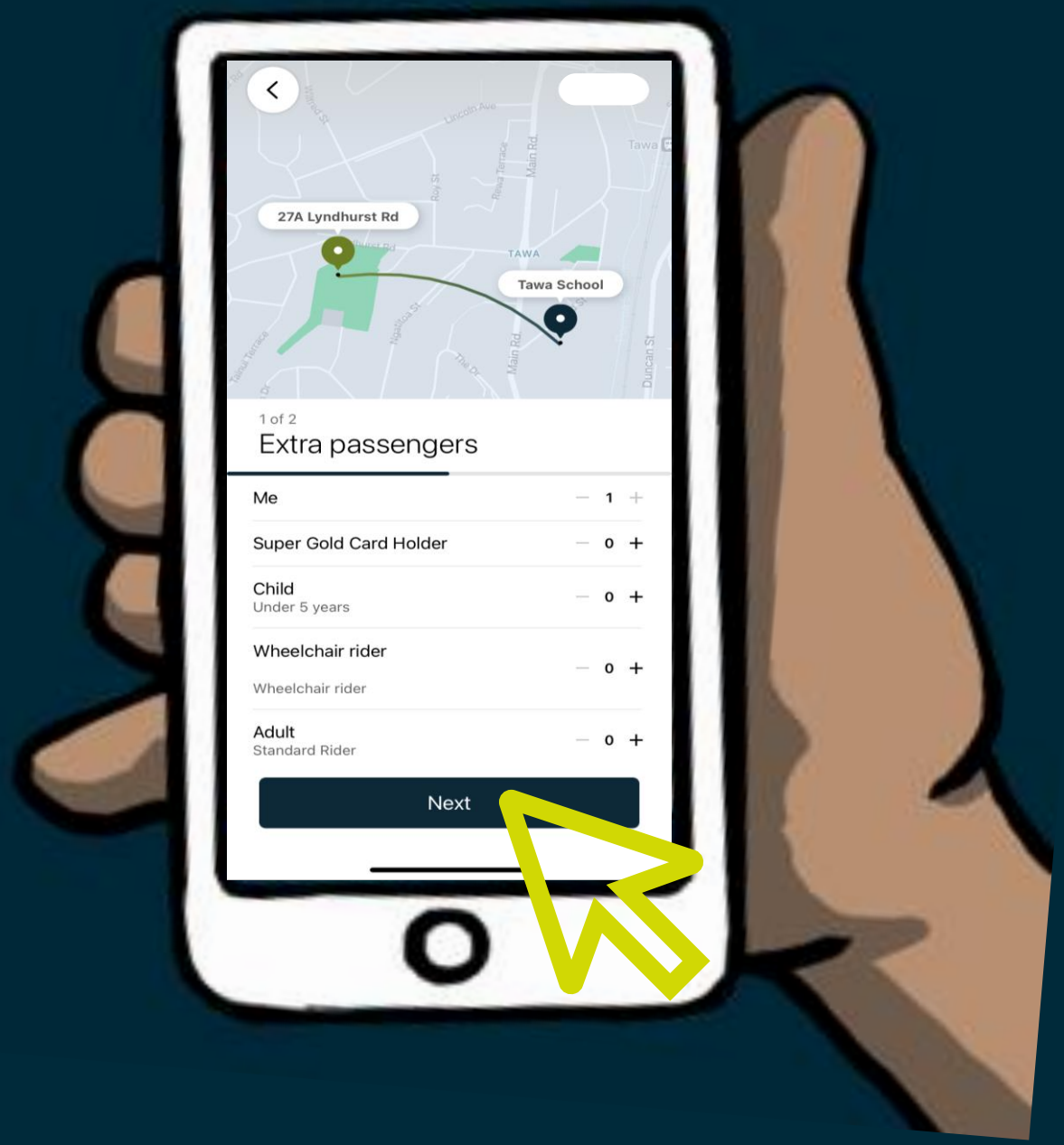
Type your drop off location into the form, then click Confirm

Step 8

Add extra passengers

If other people are riding with you, add them to the booking by clicking the +

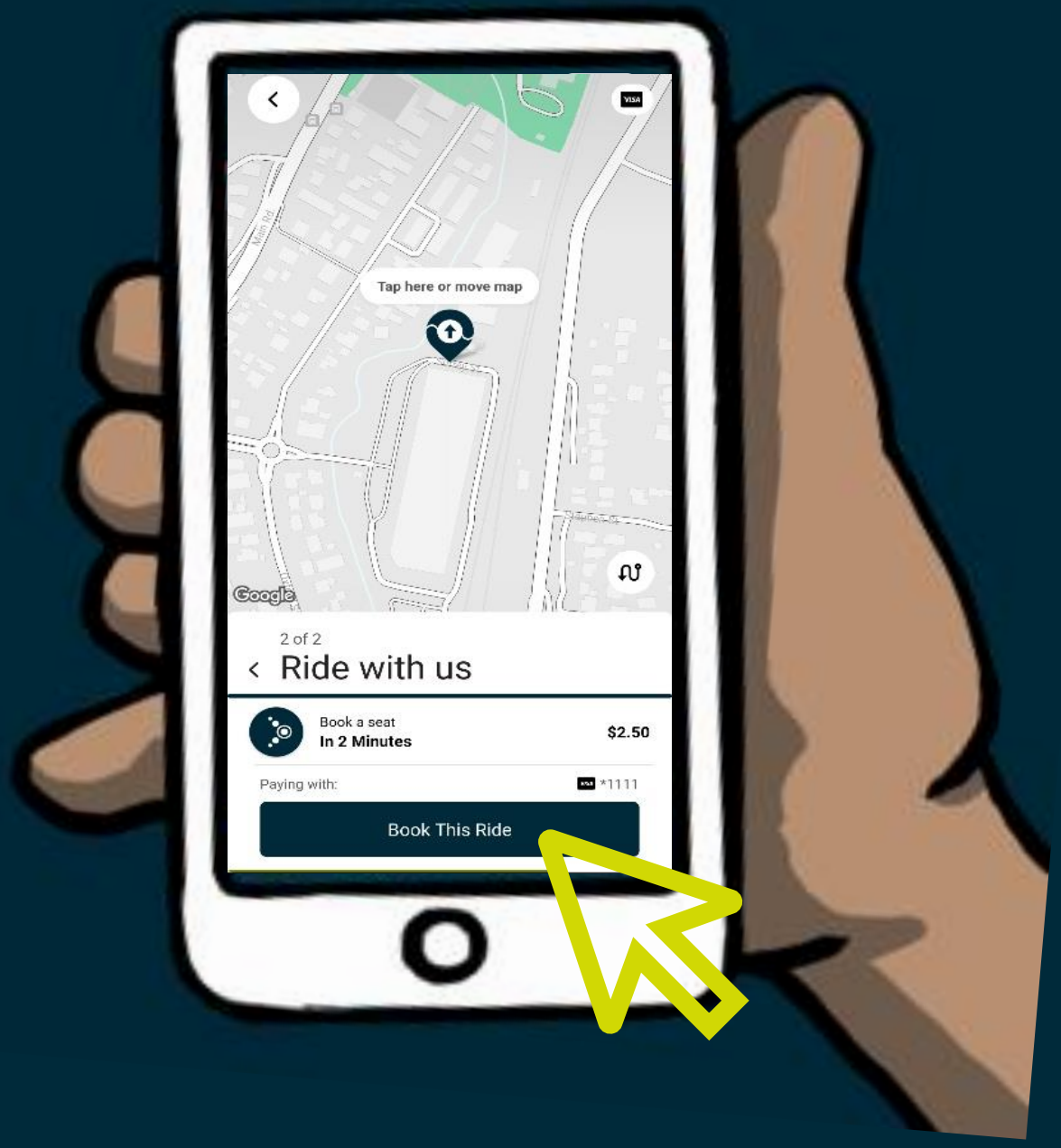
Then, click
Next



Step 9

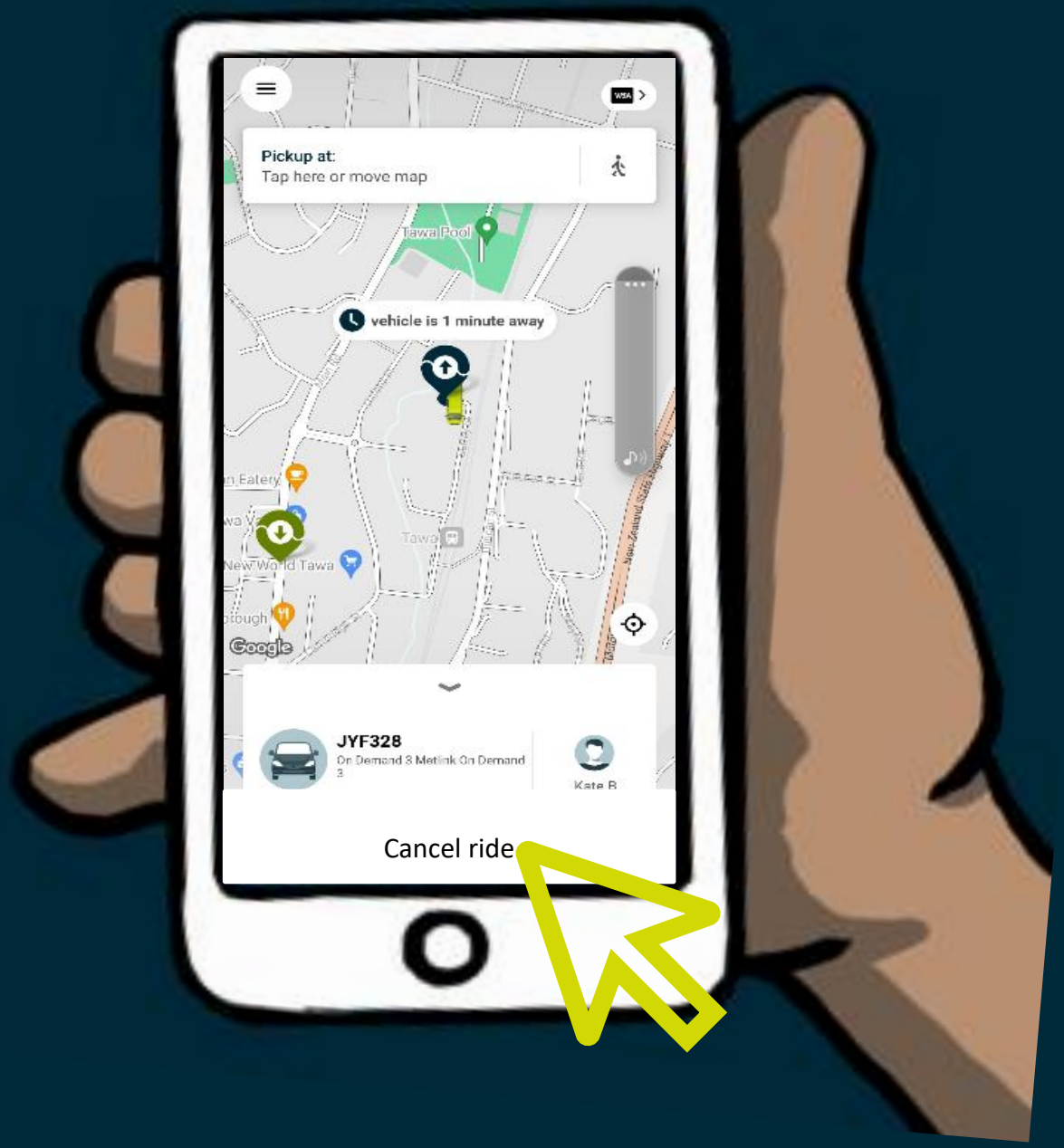
Confirm your booking

If you’re ready to book, click **Book this ride**



You can cancel a ride before you get on the bus, but not during your ride.

To cancel your ride, click Cancel ride



For more information or help using the Metlink On Demand app, contact Metlink on

0800 801 700

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