



## TNG – Cyberport Quick FAQ

TNG customer service hotline: (+852) 3951 6268 (09:00 to 18:00 everyday)

TNG customer service email: cs@tng.asia

### TNG Wallet FAQs

1. What is the requirement for download TNG app?

TNG wallet supports both Android and iOS phones. Customers with supported phones (Android 4.2 above or iOS 8.0 above) and valid SIM card can register as a TNG user.

2. How can I top up?

- 1) 7-Eleven **real time** top up
- 2) Credit Card real time top up (Need to submit HKID image to upgrade to VIP member, followed by submitting Credit Card front image and also related bank statement image) 2.5%service charge
- 3) Online E-banking (Around next business day deposit)
- 4) JETCO ATM machines (Around next business day deposit)

3. Is it ok to use screen capture for bus payment?

Customers need to show the "Payment Successful" Screen (With animation) to the bus driver when boarding. **Screen capture is not accepted!**

4. Extended question for 3: What if I accidentally close that screen?

Customer can also present the Activity History to the bus driver, but we strongly recommend to show the "Payment Successful" screen.

5. Why we need to authorise these kind of phone permissions?

Different permissions are based on the requirement of the TNG application functions, such as camera application permission is for scanning QR code. For other permissions, customer can turn on or off the permissions by going to phone setting menu.

6. Can I pay for my friends?

Only 1 bus pass purchase is allowed per TNG Wallet for each bus trip, If your friend does not have enough balance, you can Scan-2-Pay to your friends so that they can purchase on their TNG wallet.

7. Why cannot we use any QR codes as it is same value?

As the successful payment reference (Order ID) is not the same amongst different routes, user must scan the correct QR for the route.

8. What is the payment validity duration?

The payment record of each tenant bus trip is only valid within 30 minutes prior to bus departure. Payment process can be completed within a very short time, user can purchase the ticket while waiting at the queue.



9. What if there is no seat left on the tenant bus? (usually happen in Tai Wai station)

Once submitted, the payment is non-refundable, payment process can be completed within a very short time, user can purchase the ticket while waiting at the queue.

10. How can we reset the password?

If you forget either password/PIN, you can reset the PIN/password by pressing forget password/ forget PIN from Log In Page.

Video Demo:

reset login password >> [https://youtu.be/EQQMe\\_7Xu50](https://youtu.be/EQQMe_7Xu50)

reset transaction PIN >> <https://youtu.be/Dcm3hs7EMxE>

If you forget both password and PIN

- for VIP and SVIP members, please call our hotline [\(+852\) 39516268](tel:+85239516268), we will assist you to reset the password.

- for normal members, you need to come to our office to submit ID document and carry a phone validation for the reset. Appointment is needed.

\*We recommend the user to contact our service hotline for reset password.  
TNG customer service hotline: (+852) 39516268 (9:00am to 6:00pm Mon-Sun)

11. How do I purchase the Bus Pass?

Login TNG application > Select "Scan-2-Pay" > scan the trip QR code > confirm by entering your transaction PIN > show the bus driver the payment screen (animated screen with Cyberport logo, Order ID, amount, Date and Time, Reference number)

12. What if the TNG app encounters problems such as slow network connectivity problems after July 3, 2017, how can we get on the bus when there are no paper tickets available? What is your plan B?

We are working closely with TNG to eliminate any technical difficulties between now and July 3 2017 so that all users can expect good connectivity. Much like any other automated payment, going forward the app will be used as the primary payment after July 3 2017

13. How can you ensure the TNG app is working well at all times?

Cyberport is working closely with TNG to eliminate any network or technical issues to minimise any disruption to users. If you do experience disruption to the app, please contact our Facilities office and we will assist the user to resolve any difficulty.



14. If there is downtime with my mobile phone's network provider for a few hours, and I have no access to the TNG app during the downtime after July 3, am I allowed to get on the bus? What is the Plan B?

Just like all other apps, the TNG app is no different in that it will be subject to working on wifi or on your mobile phone network data usage. Should you have difficulties with the app and cannot get on the bus, then please contact our Facilities office and we will review on a case by case basis.

15. What happens in the situation if my mobile phone is out of battery when I leave Cyberport to catch the bus, does it mean I cannot get on the shuttle to depart from Cyberport?

Users will need to take the same responsibility using their mobile phone for tickets, as they would using paper tickets, which would mean as far as possible to keep their mobile phone charged to board the bus. This would be a similar situation to if someone lost their paper ticket and would not be able to get on the bus.

16. The bus has a very short stop time for example at Mei Foo in the mornings, which is approx. 2-3 minutes. If we as users encounter problems accessing TNG's app, particularly showing the payment screenshot to driver, it is likely that this will cause a delay to the bus leaving on time. This will be difficult during busy times when e.g. 50 passengers are trying to get on the bus.

Cyberport will review this in the first few weeks of operation, and will continue to monitor if this is having an impact on the punctuality of buses.

17. If I am not using a smartphone, does it mean I am not allowed to get on the bus even if I have money? What is your Plan B?

The aim is to move away from Cyberport using paper tickets, and by using TNG's app we are moving to using technology to support us being more tech friendly. We will review how many of our users don't have smartphones and the possible solution to this.

18. If one day my TNG balance is not sufficient but I have cash only, am I not allowed to get on the bus?

Users will need to take responsibility for maintaining sufficient credit on their TNG balance to enable them to board the bus. This is similar to users taking responsibility to buying paper bus tickets prior to boarding the bus.

19. Why can't I find a 7-11 store or JETCO at Cyberport? Why aren't Cyberport concierges providing top ups?



Currently there are no 7-11 stores or a JETCO at Cyberport. However we are exploring alternative retailers that may wish to partner with us. At present Cyberport concierges are not able to provide top ups, however we will review further if this can be accommodated.

20. Why can't we use the Octopus card for the e-tickets?

Cyberport previously looked at using the Octopus card, however this is not possible as we use different buses on occasions.

21. What about older people, how will they manage using the TNG app?

Like with all other mobile phone apps, whether they are on the IOS phones or Android, people of all ages are using mobile phone apps. If this proves to be a concern, we will review how many of our uses are affected by this.

22. Why have TNG been exclusively used for the app and the move to e-tickets?

Cyberport exists to promote technology and support start-ups. As we do with any start-up, we are trying to support one of our incubates. As this opportunity arose to work with TNG, we are supportive of using their app to help automate paper bus tickets.

23. Has the increased price of the bus routes due to the cost of TNG's app?

The price increase is not related to the technology implementation. We have tried hard to minimise the operational cost of the tenant bus service, but the buses are heavily subsidised by Cyberport. After years of this bus service operating without any fare adjustment, and as the fuel and labour costs are always increasing, we have had to make a small adjustment to the fee this year. The timing is coincidental.