Hello, **ticketing in St Louis!**

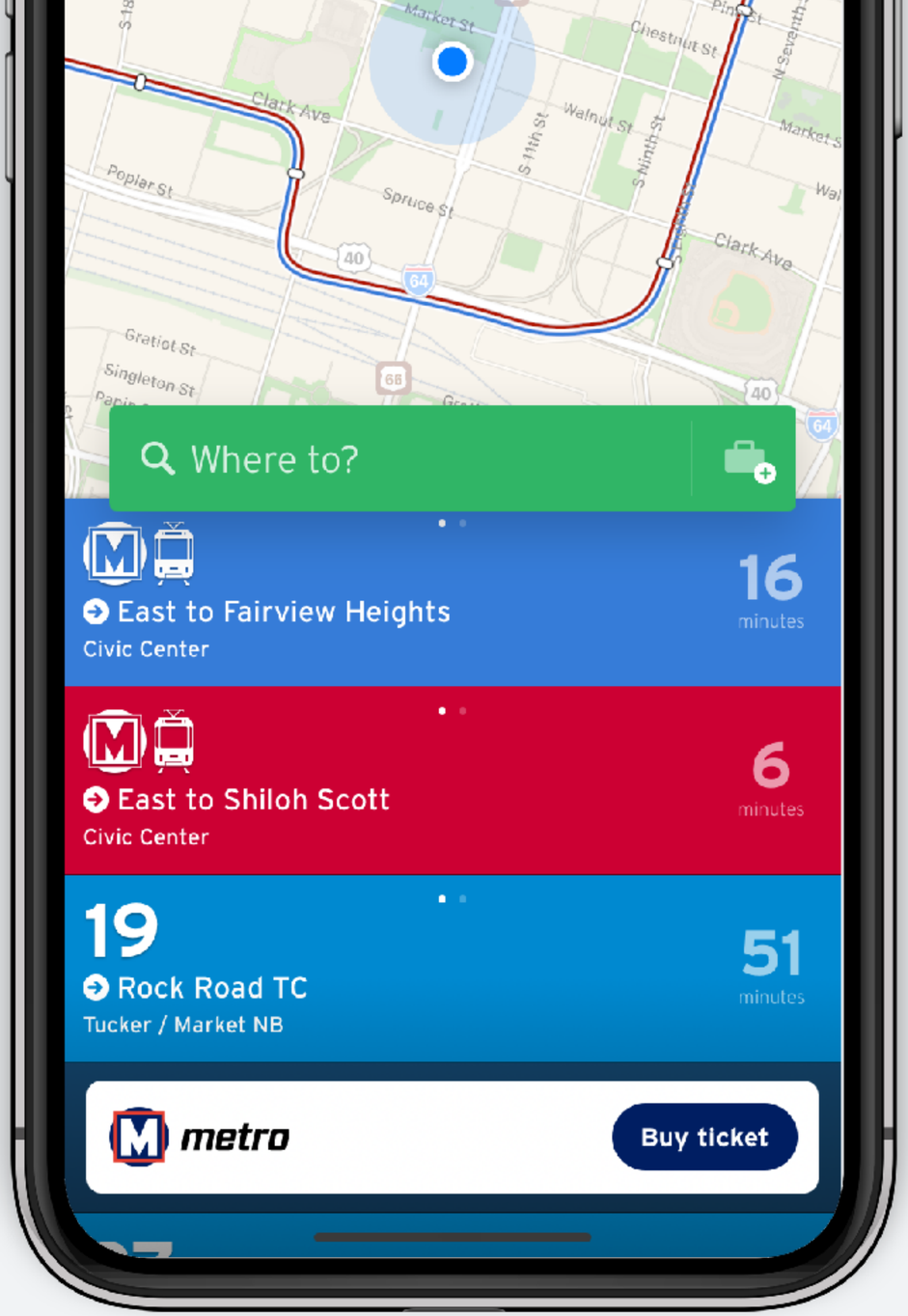
transit

1. Buying Tickets
2. Using Tickets
3. Storing tickets in your wallet
4. Contact Transit or Metro

Buying tickets

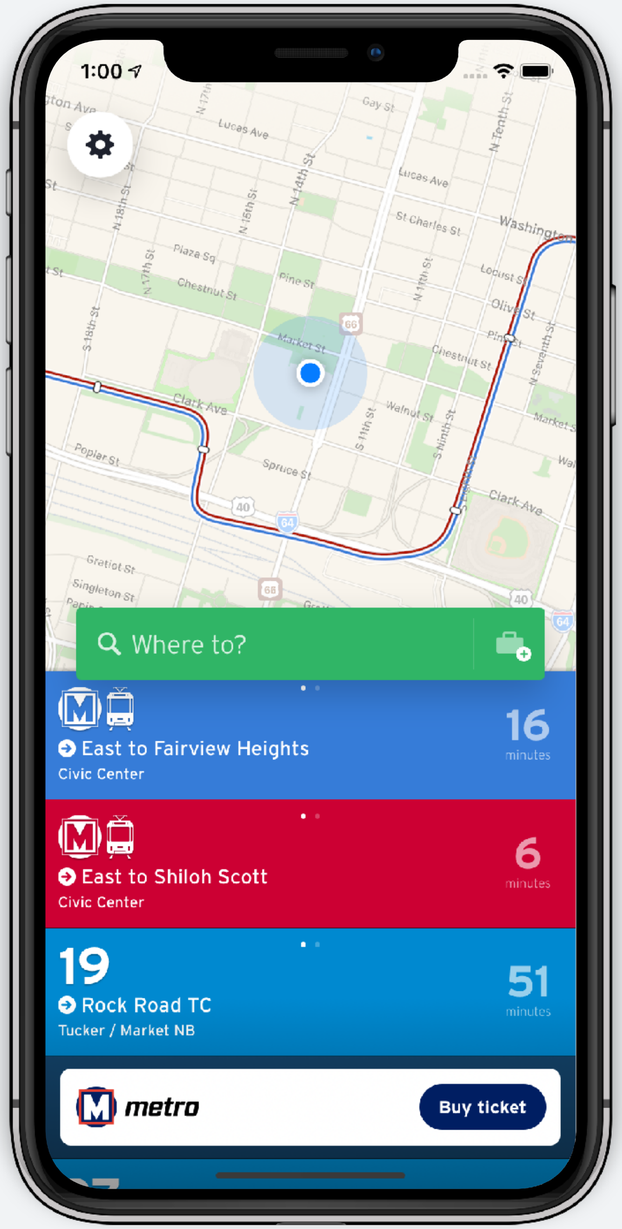
Buy transit tickets directly through Transit.

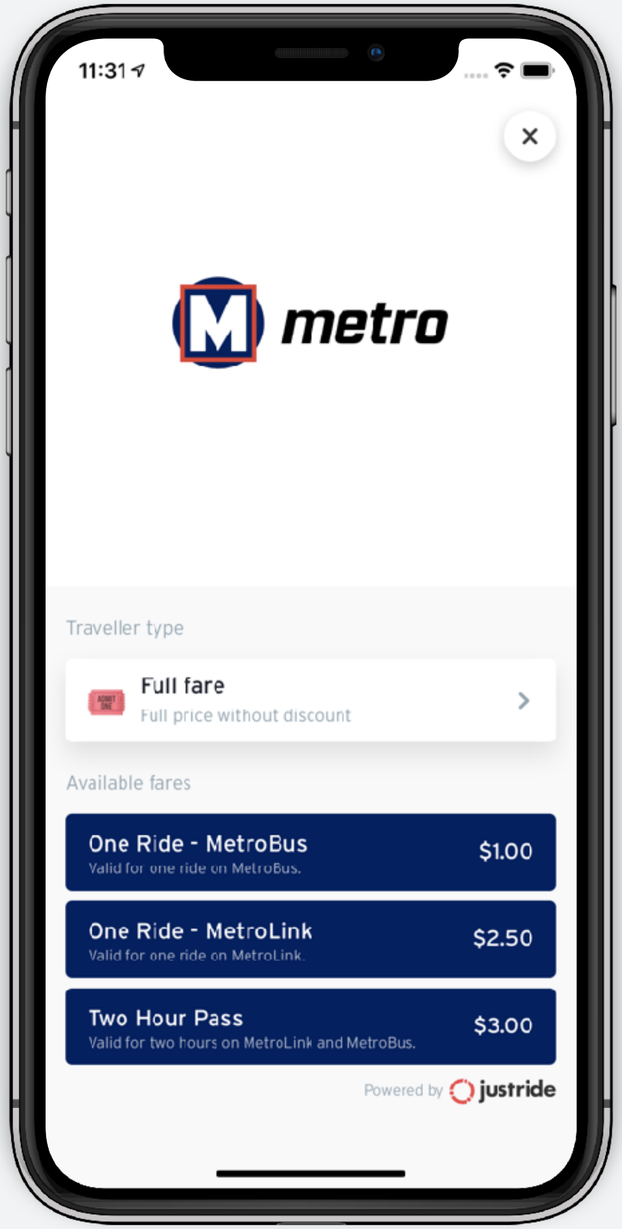
On the home screen when you open the app, the tickets bar appears at the bottom.



Select ticket

1. Tap “buy ticket”
2. Choose ticket type

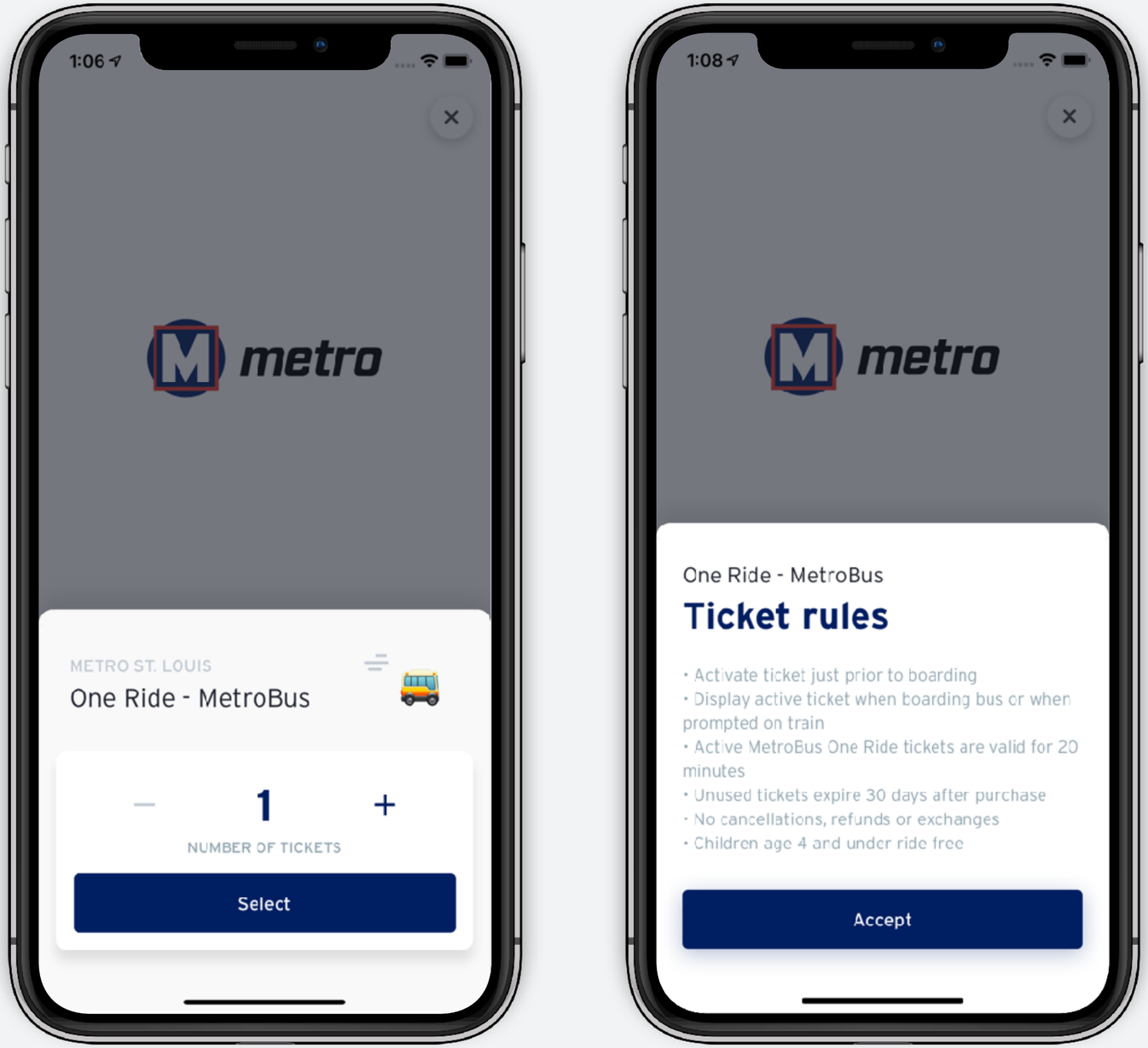




Choose quantity and accept rules

1. Choose the number of tickets

2. Accept ticket rules

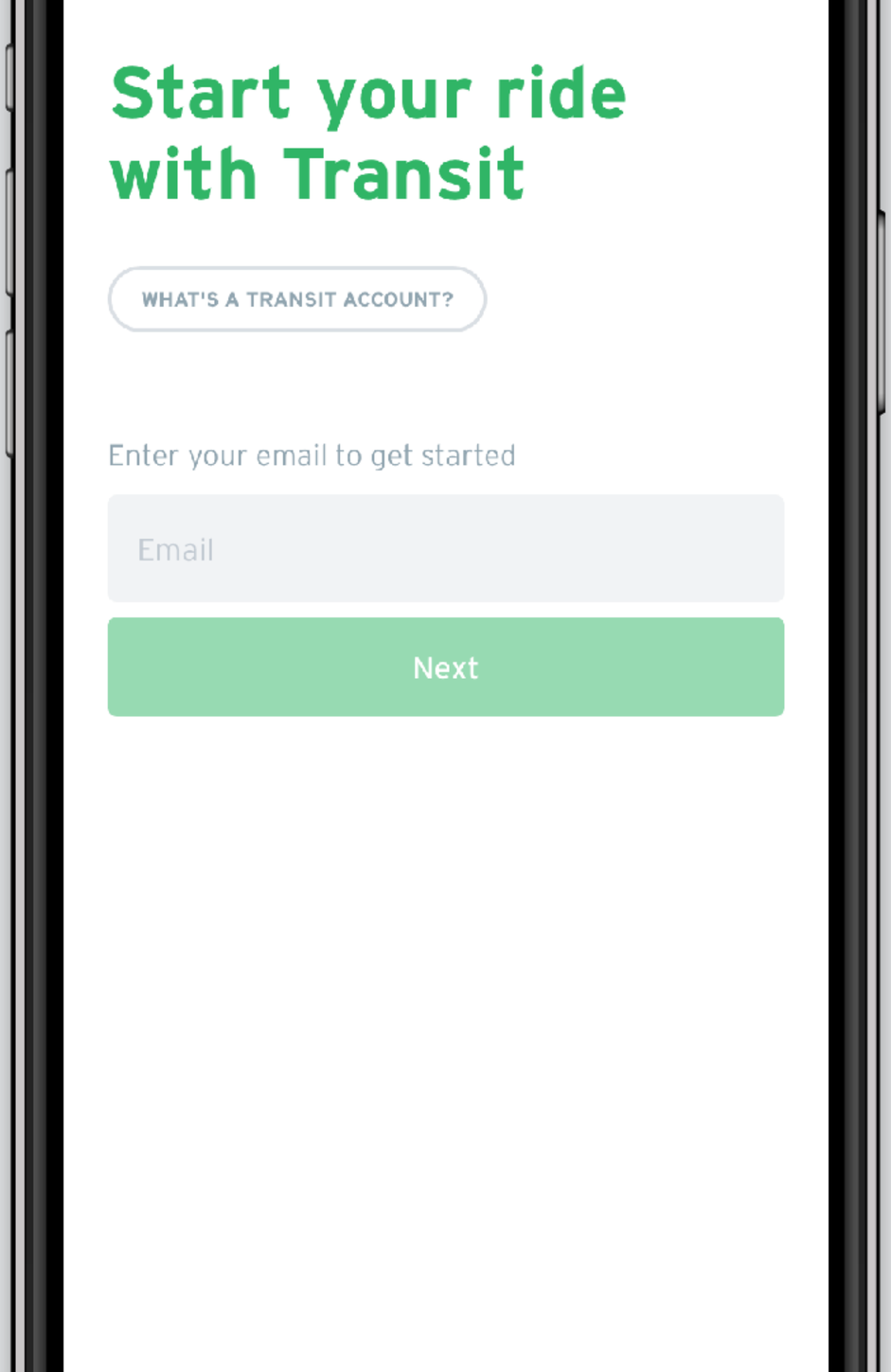


Transit account

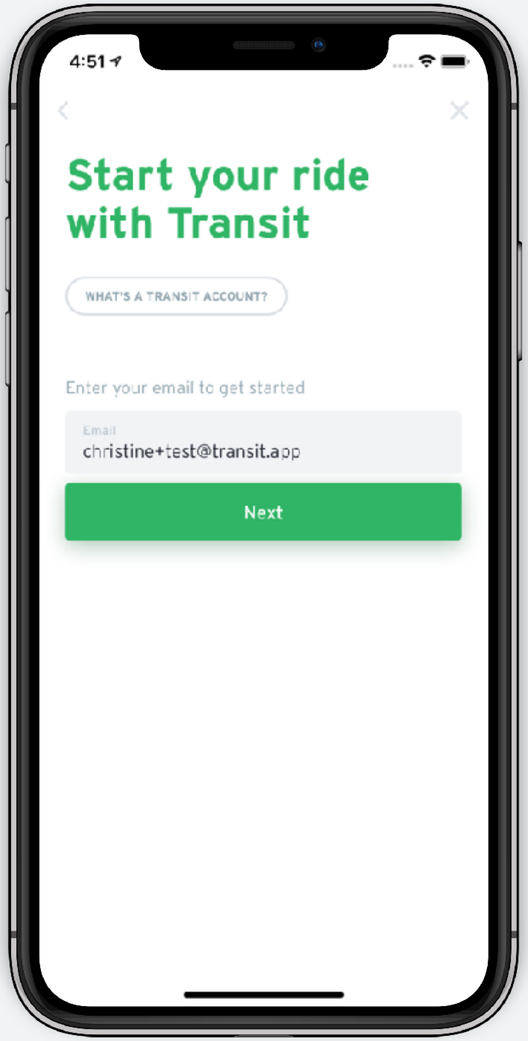
A transit account is needed to purchase tickets

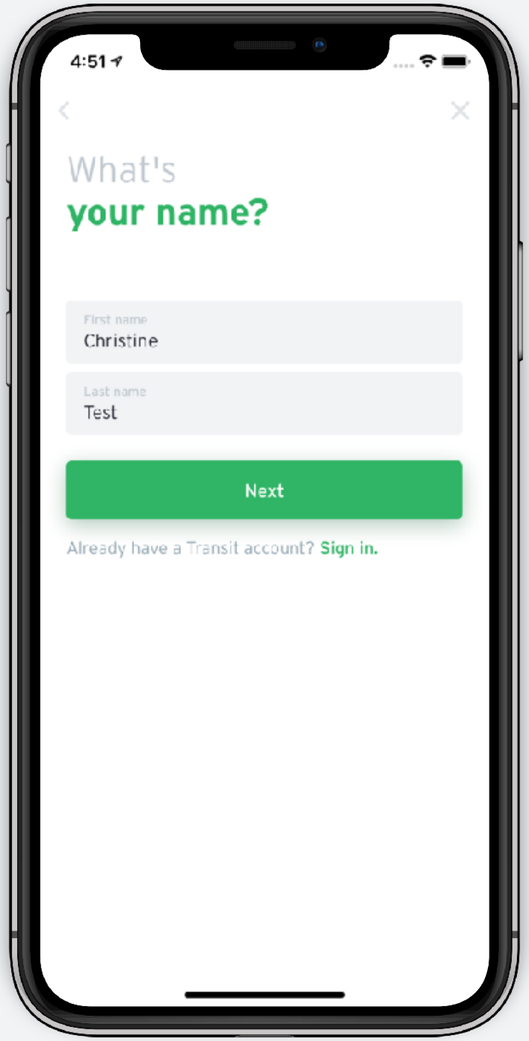
If you don’t have an account, you will be guided through the steps to create one the first time you make a purchase.

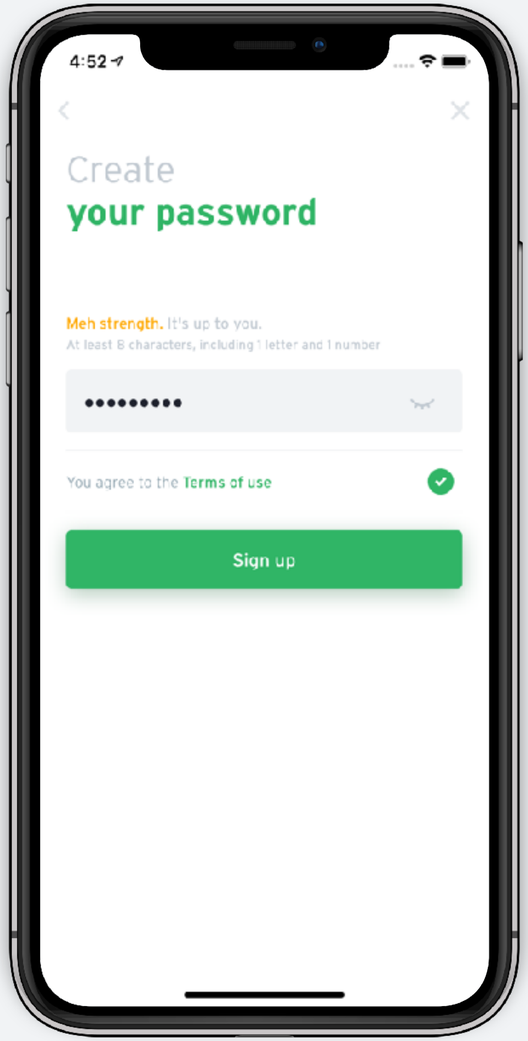
The process is quick, you only need to input your **name**, **email** and **credit card** information.

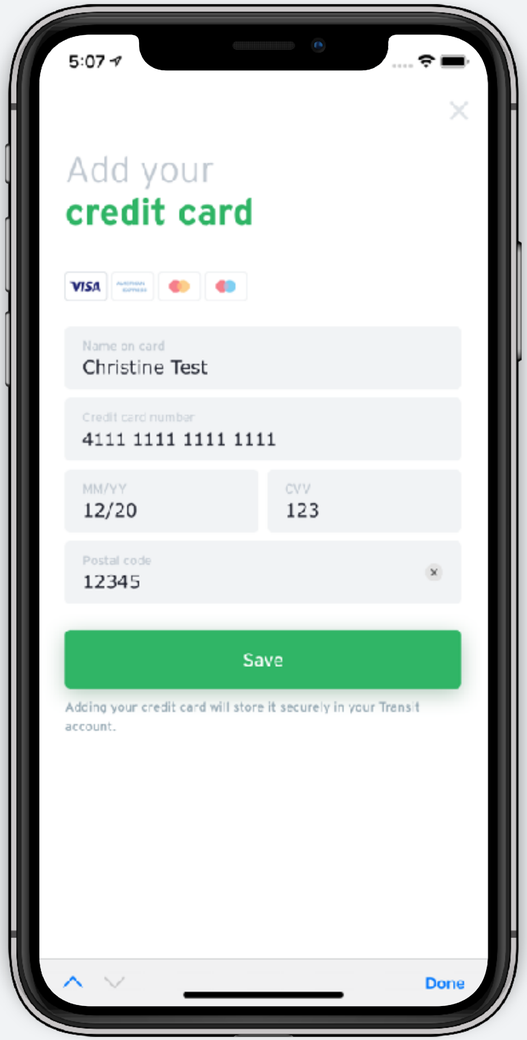


Steps to create a Transit account



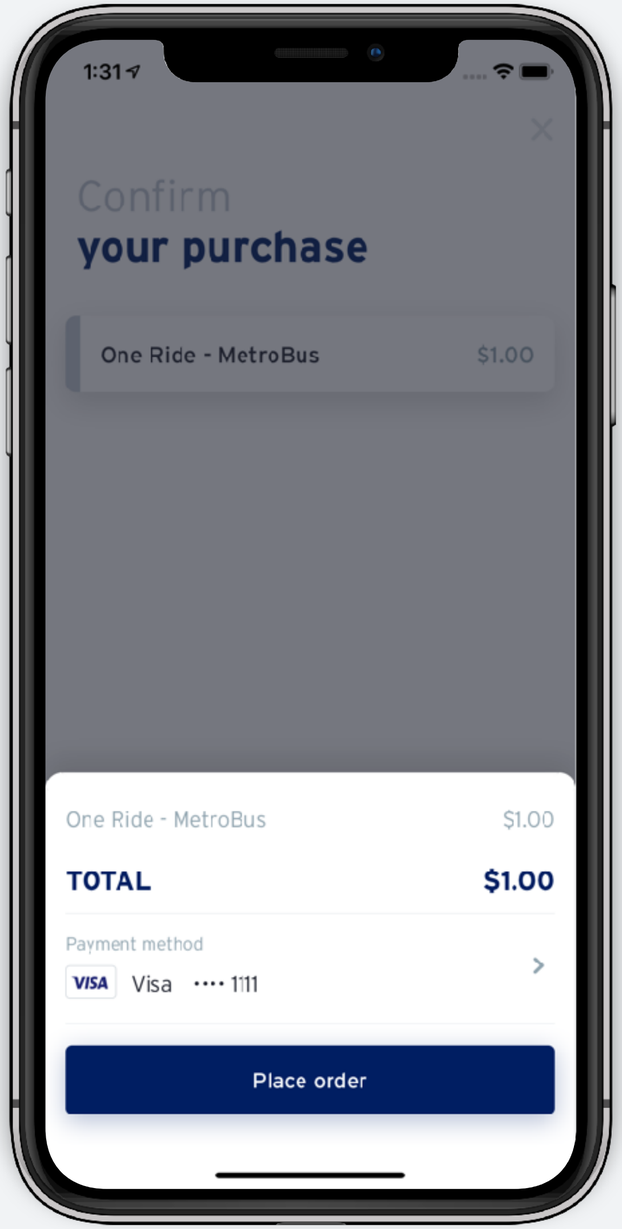






Complete the purchase

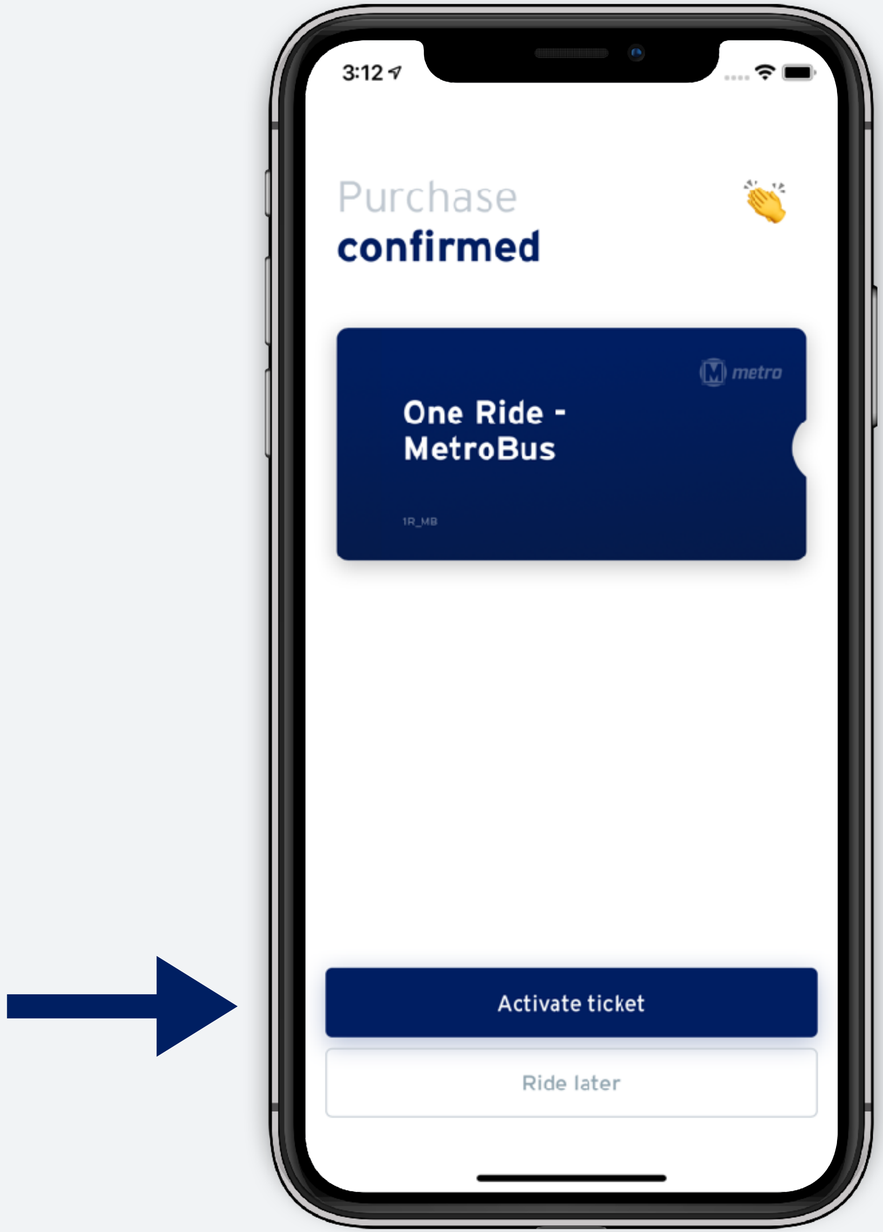
1. At this step you can change your payment method if needed. Tap place order to complete the transaction.
2. Once the purchase is confirmed your can choose to “Activate ticket” or “Ride later” to store the ticket in your wallet.



Using tickets

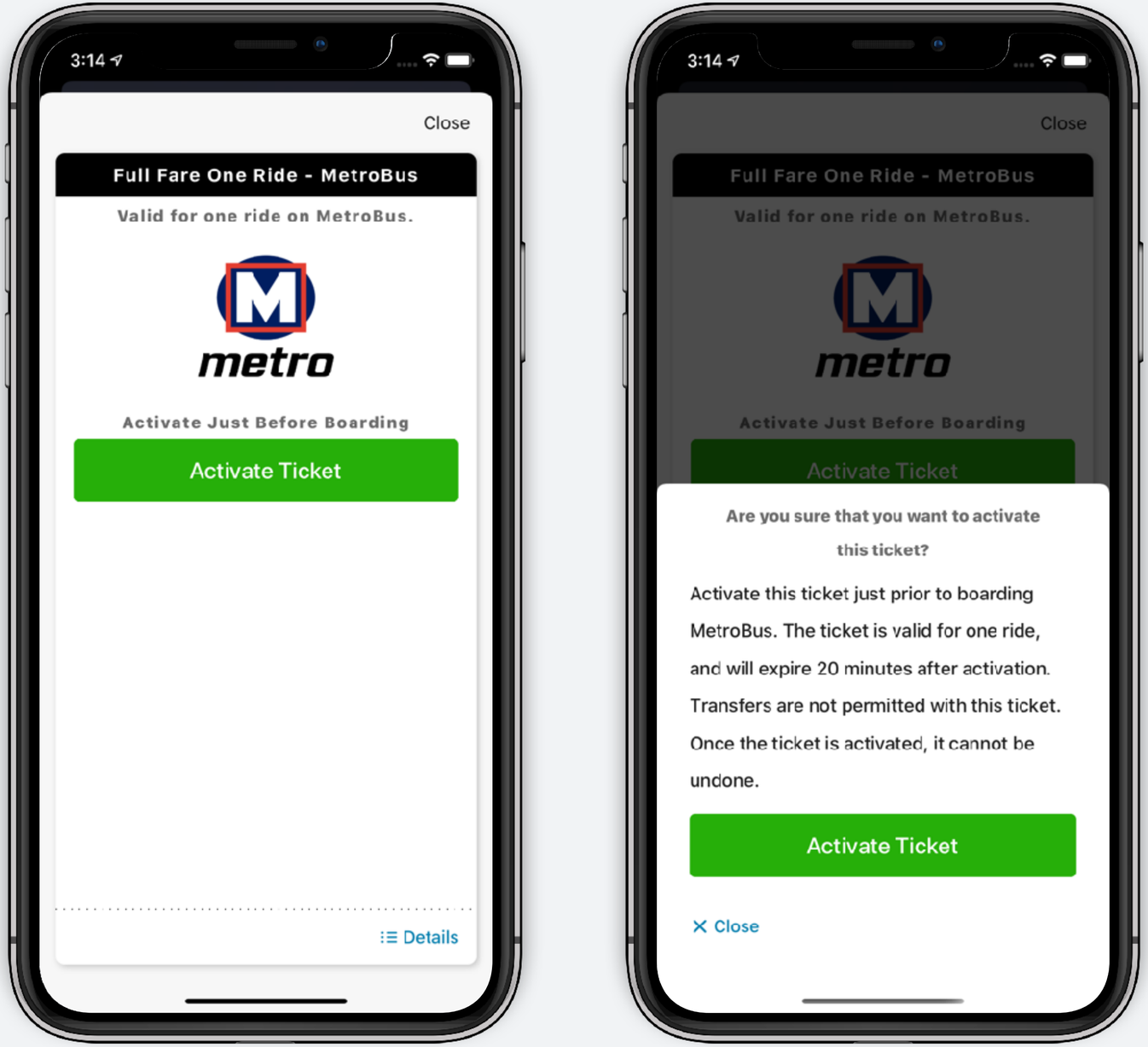
Activate ticket

If you’re ready to ride, tap “Activate ticket”



Activate ticket

Confirm twice to activate.



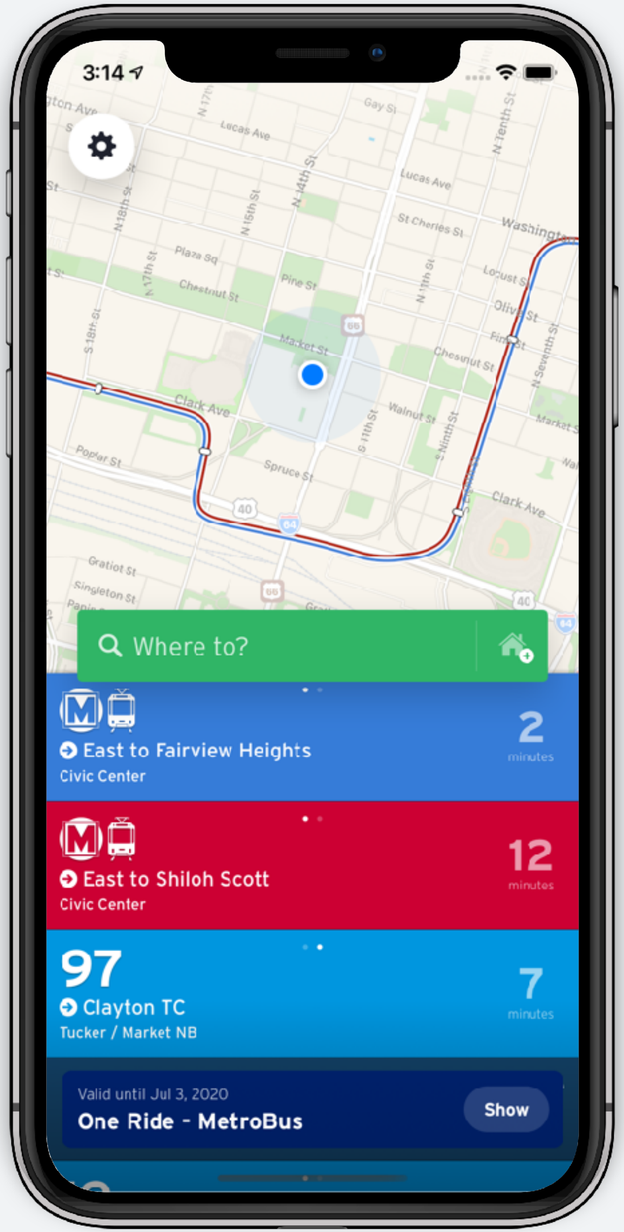
Show your ticket

Once activated, your ticket is ready to be presented to the driver.

Once you have boarded, you can tap “close” to return to the main screen.

Active ticket - Home screen

From the home screen the ticket bar now displays your current active ticket (Ticket type and validity period). Tap “Show” to open it.

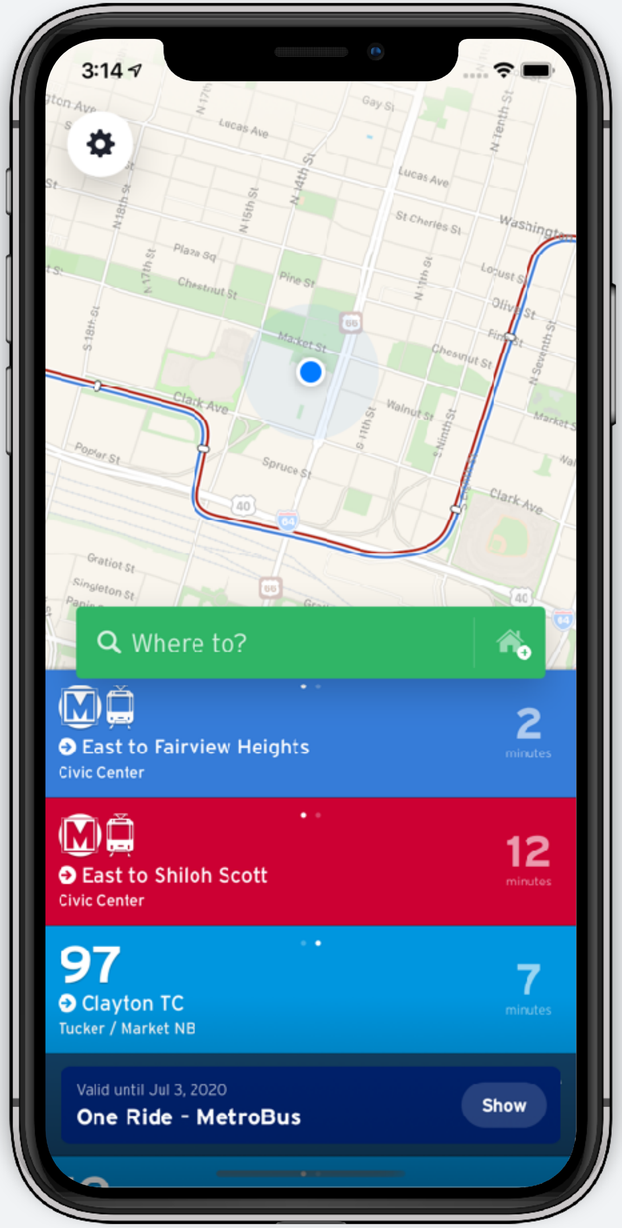


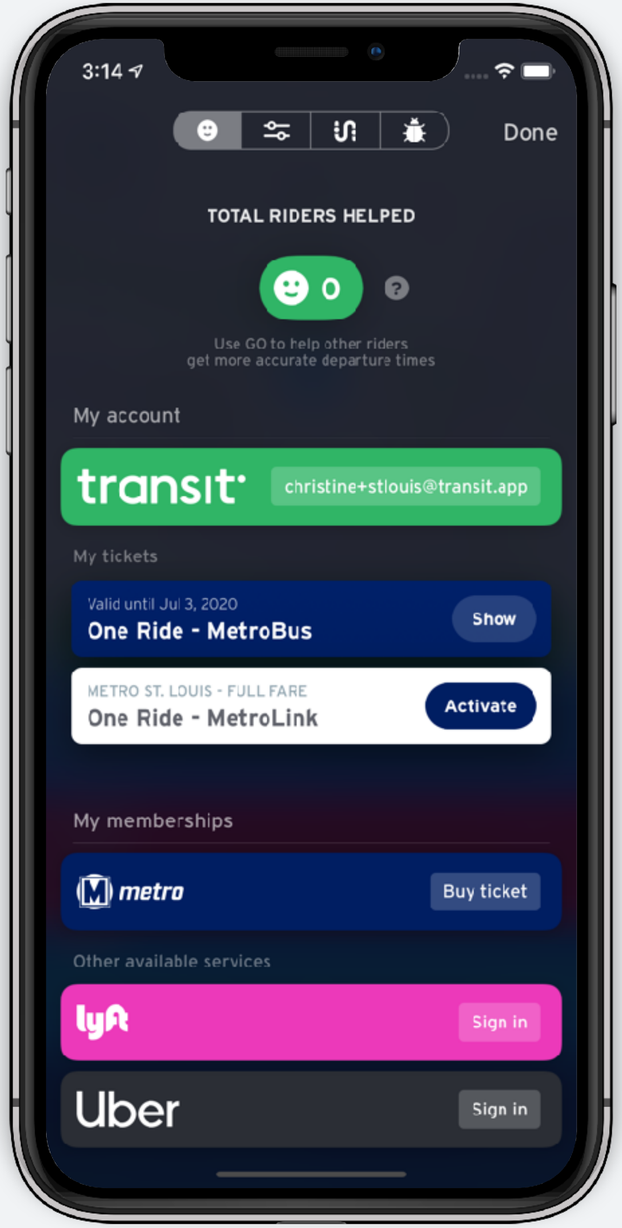
Active ticket - Profile screen

Active tickets can also be accessed through the profile screen.

1. Tap the settings icon at the top left corner ⚙️.

2. Active tickets show up at the top of the “My tickets” section. Inactive tickets are listed below. Tap “show” to bring up your ticket. You can also purchase more tickets from this screen.



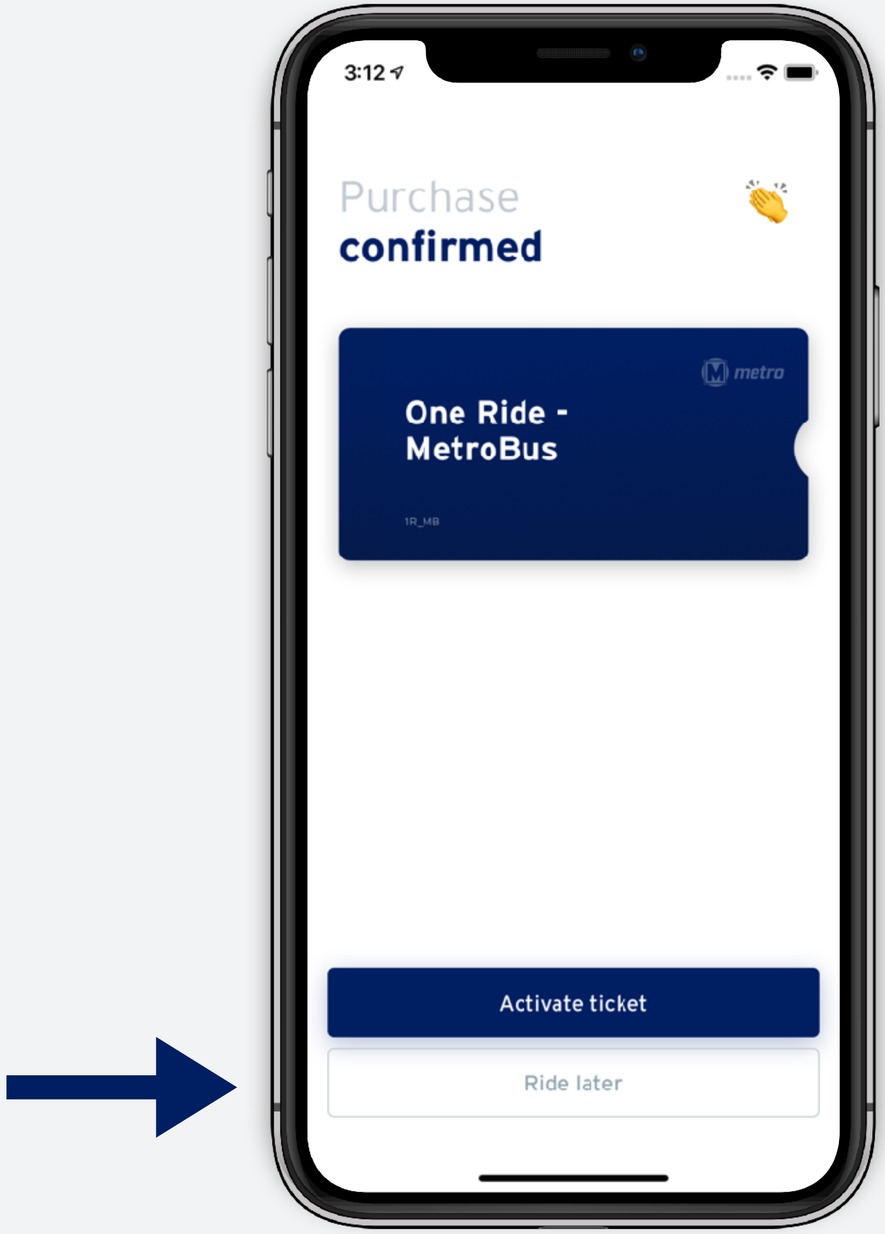


Storing tickets for later user

Ride later

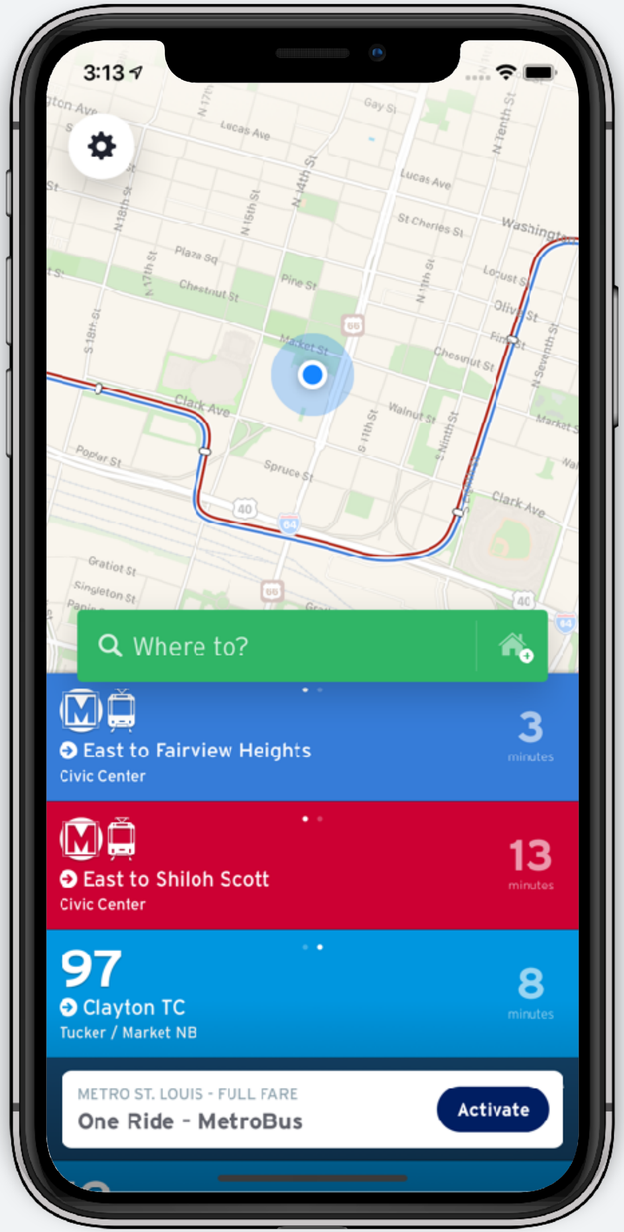
Tickets can be purchased in advance and activated once you’re ready to ride.

Tap “Ride later” to store it for future use.



Inactive ticket - Home screen

From the home screen the ticket bar shows that you have purchased a ticket but it is not active. Tap “Activate” when you’re ready to ride.

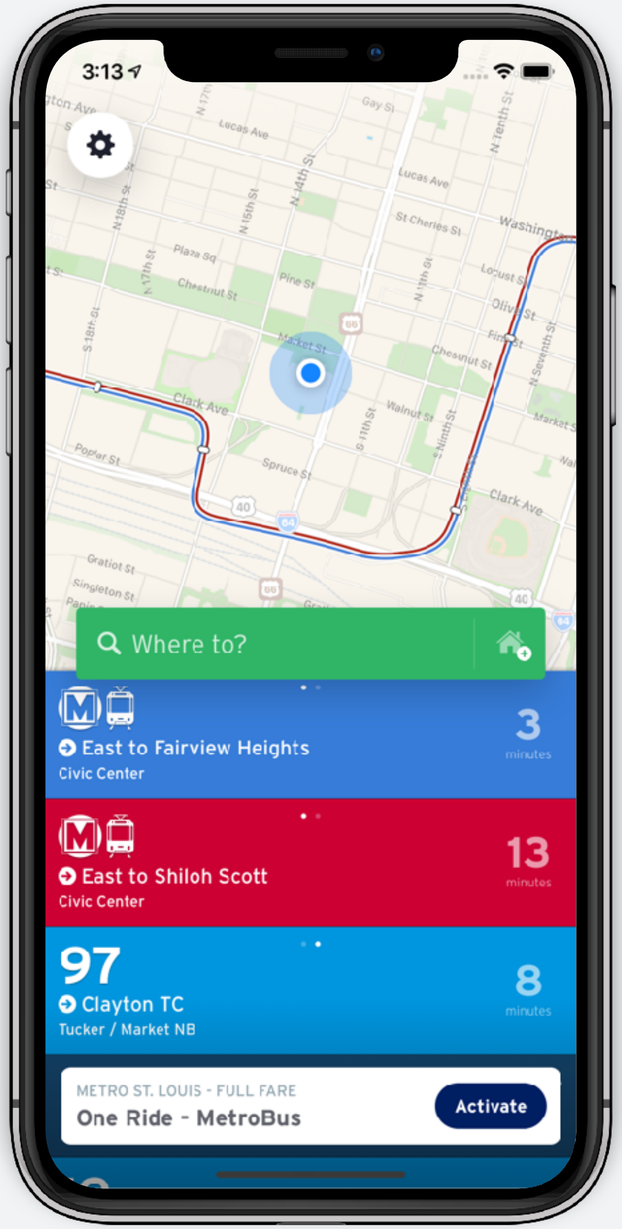


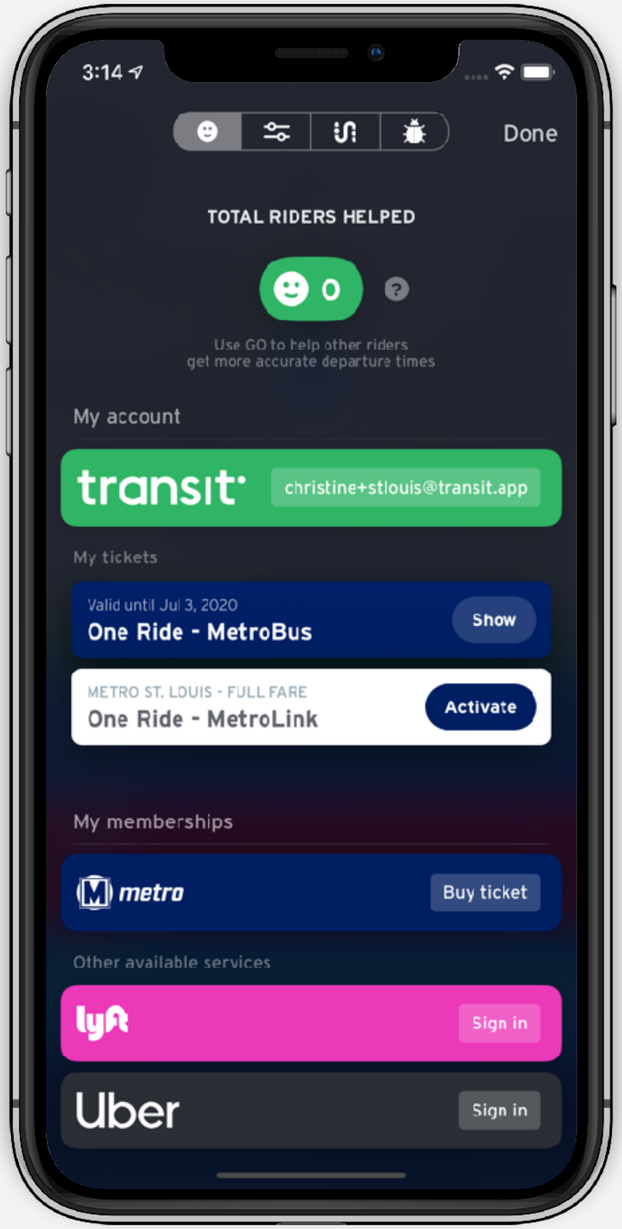
Inactive ticket - Profile screen

Inactive tickets can also be accessed through the profile screen.

1. Tap the settings icon at the top left corner ⚙️.

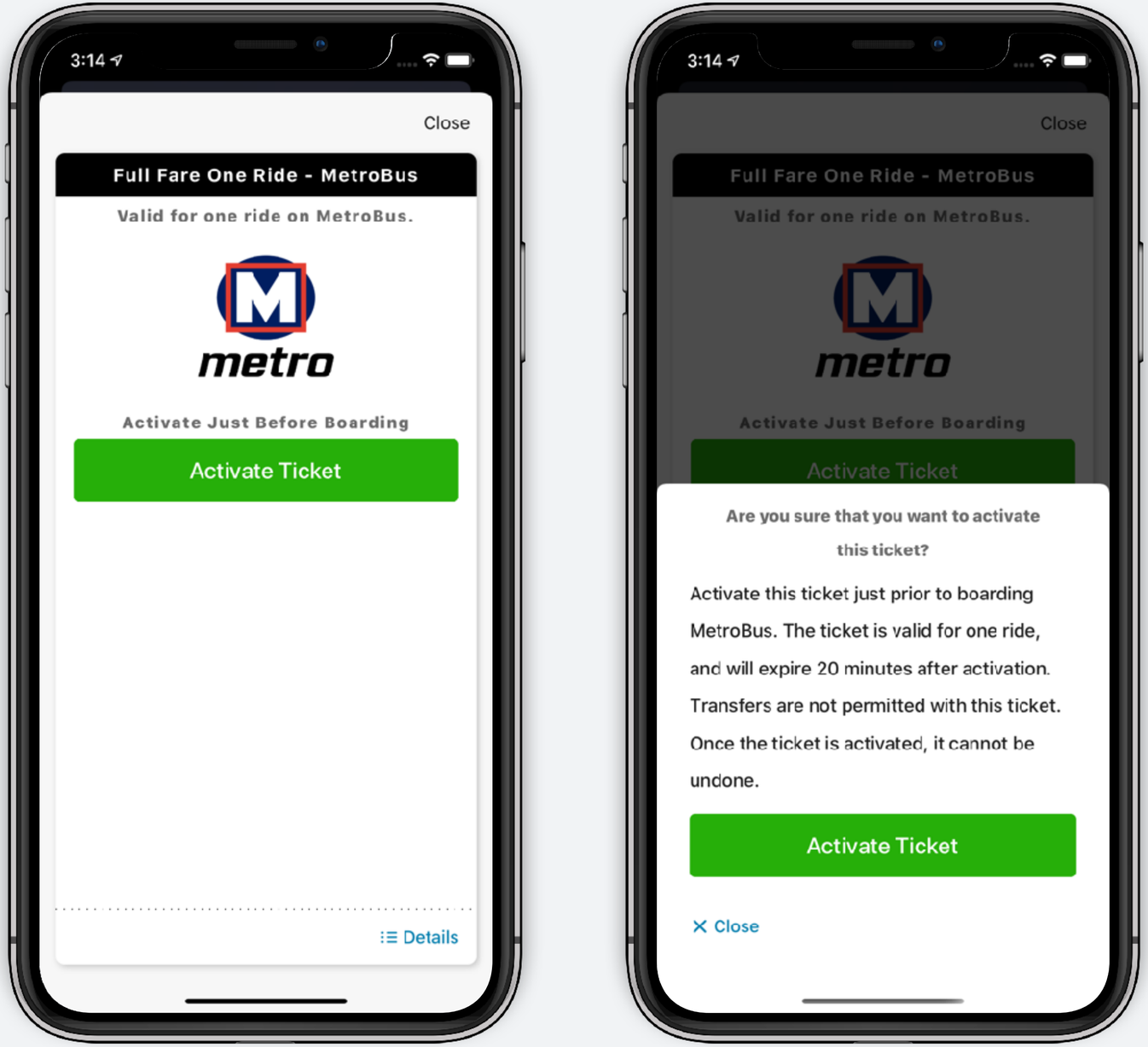
2. Inactive tickets show up in the “My tickets” section. Active tickets are listed above. Tap “Activate” when you’re ready to ride.





Activate ticket

Confirm twice to activate.



Show your ticket

Once activated, your ticket is ready to be presented to the driver.

Once you have boarded, you can tap “close” to return to the main screen.

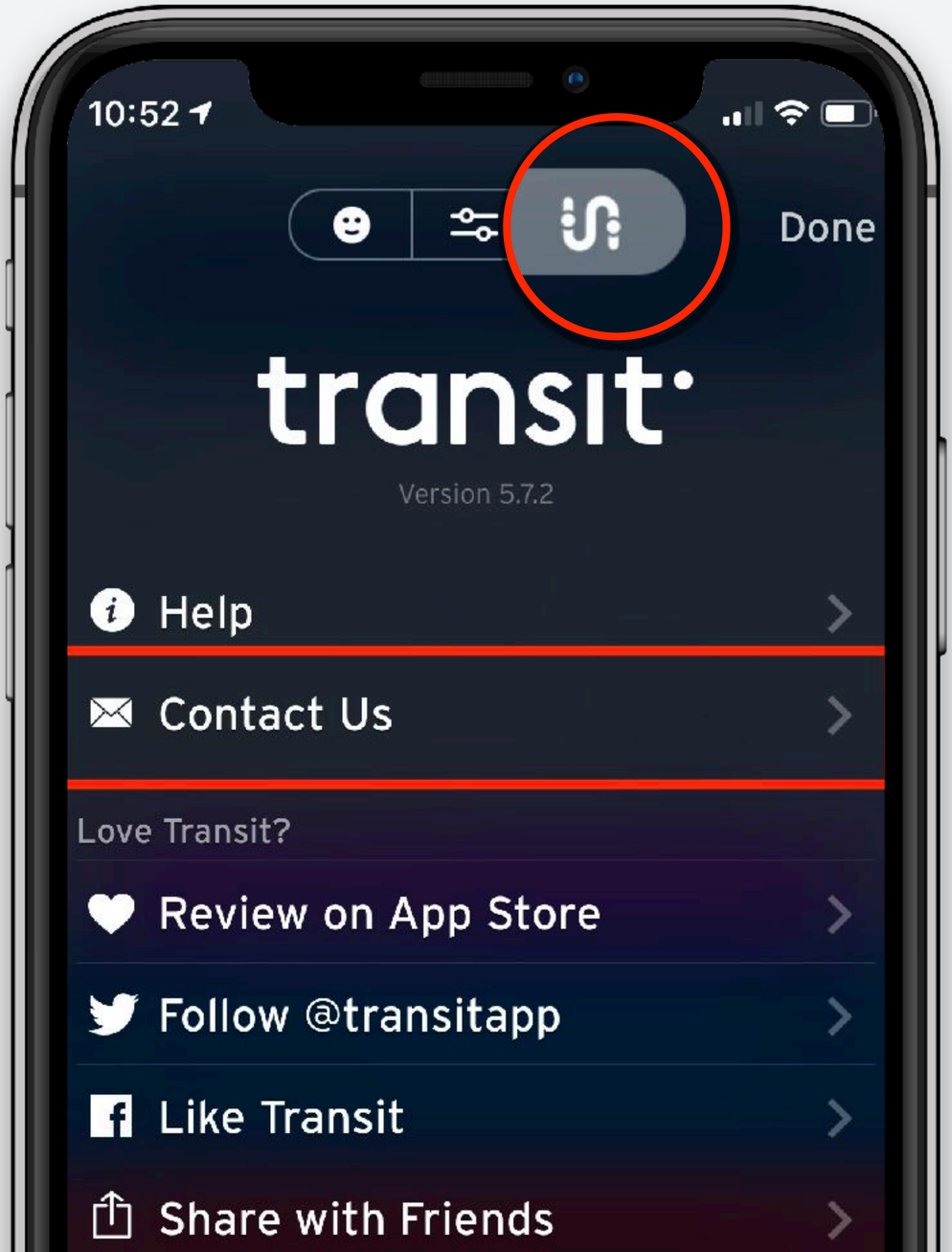
Support at Transit

Contact Transit

Riders can contact us directly from the settings page.

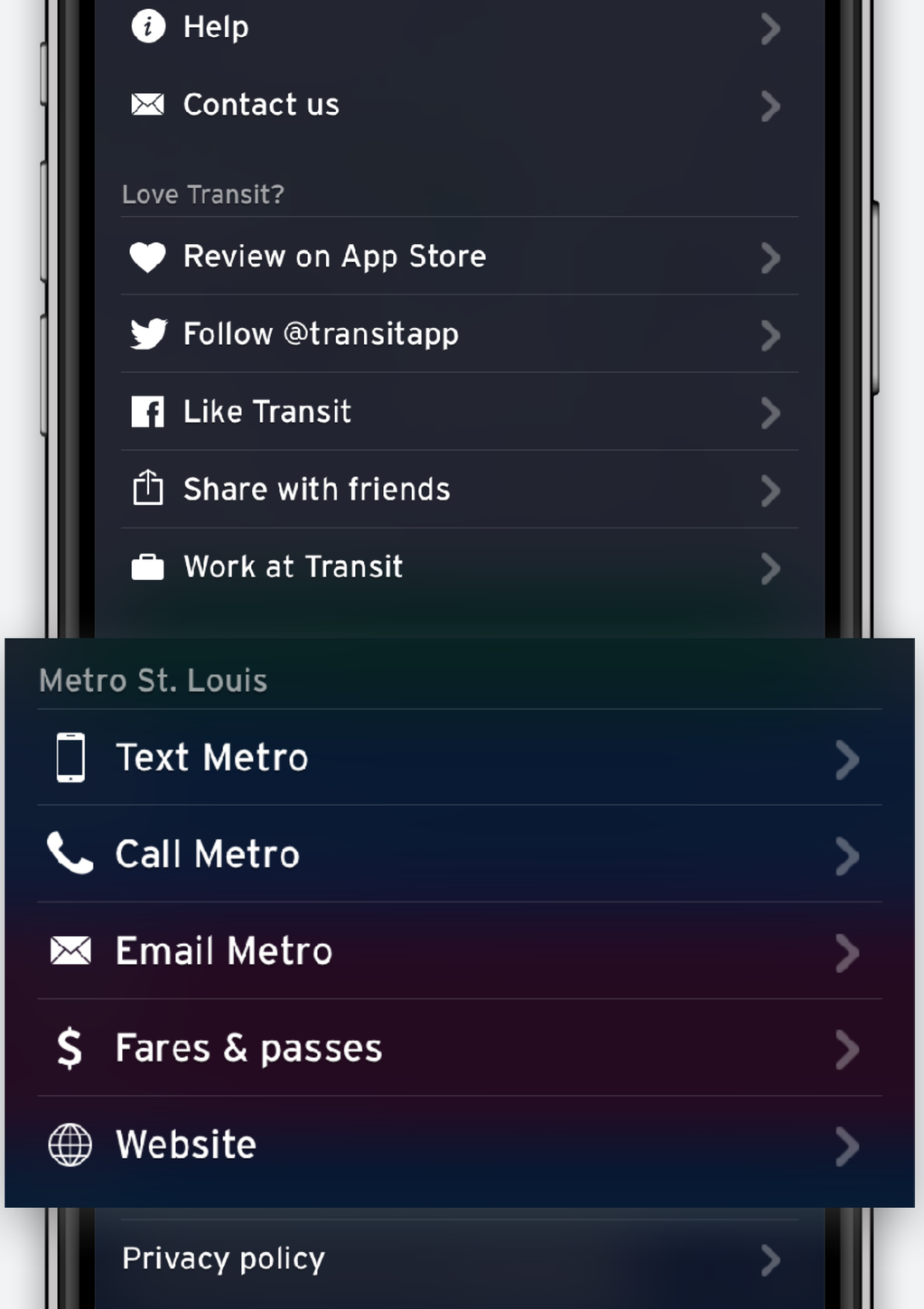
Tap settings ⚙️ from the home screen, then the Transit logo from the top.

This will generate an email with pre-populated information that will help us troubleshoot any app-related issue.



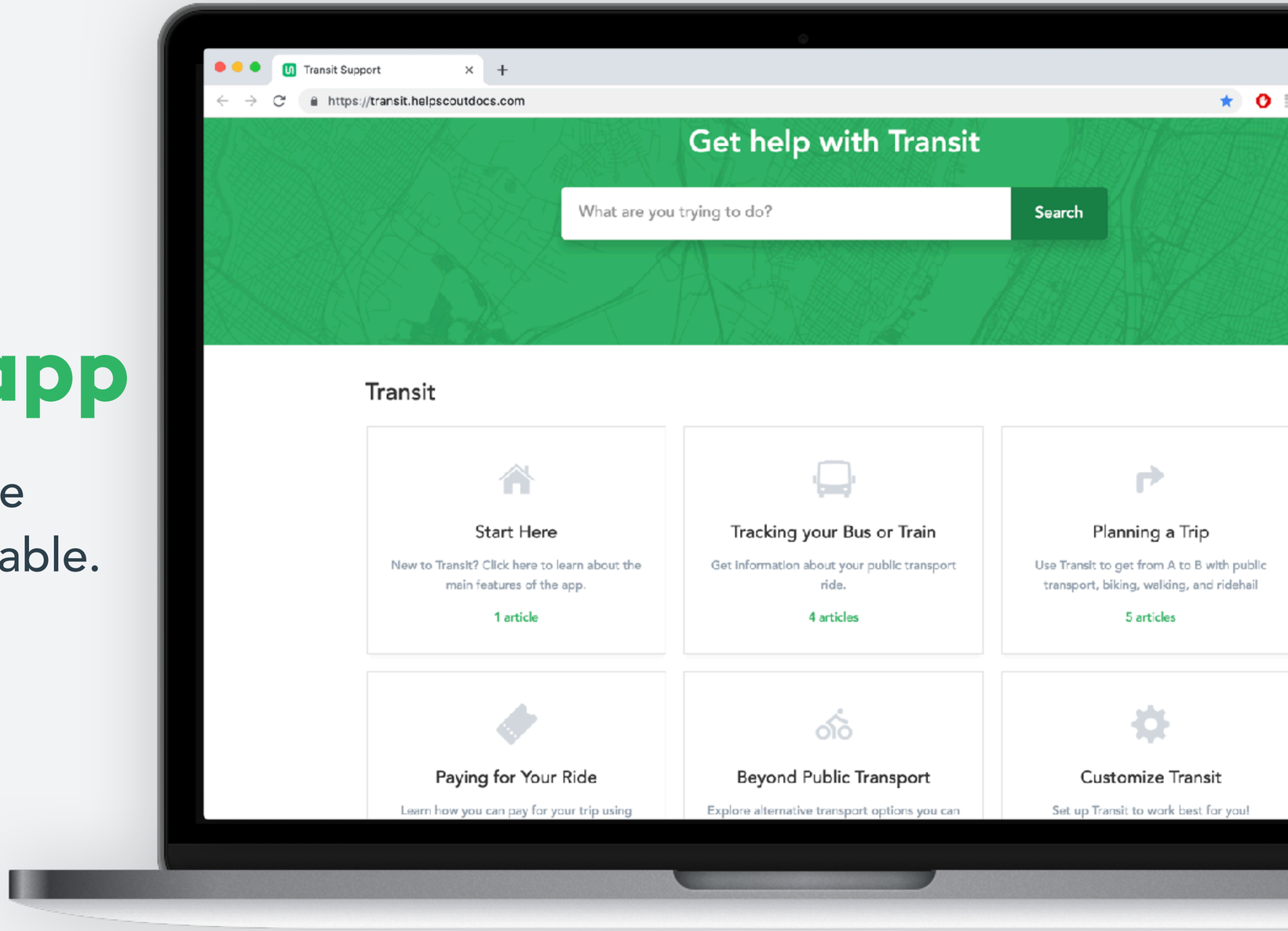
Contact Metro

Riders can also contact Metro from the same screen

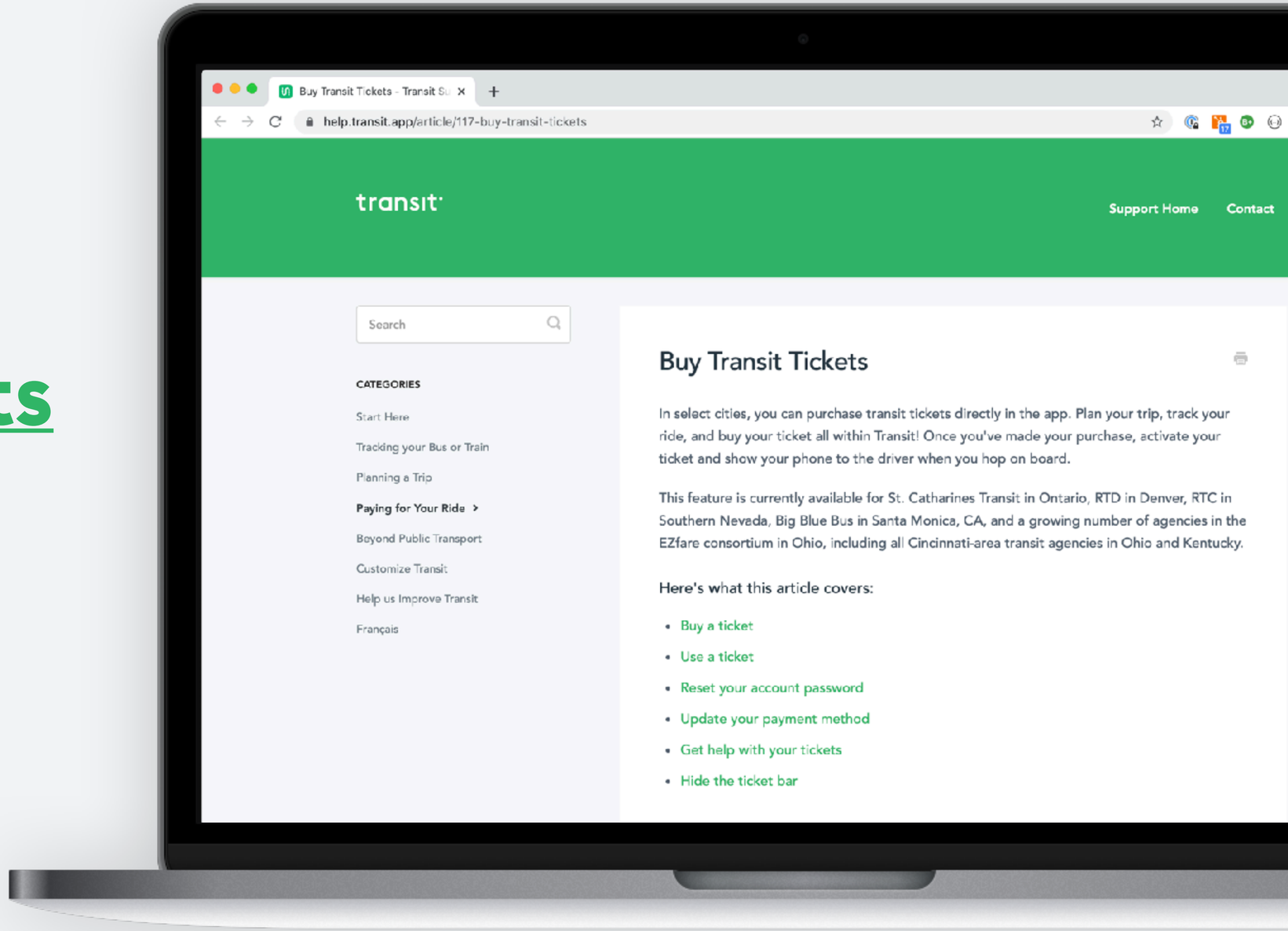


help.transit.app

Our help docs are available online and are fully searchable.



Help with tickets



Not sure? Email us!

If a rider reports a problem that you cannot solve, contact us at info@transit.app

Please provide as many details as possible when escalating a problem, including:

- Email address associated with Transit account
- Any error messages displayed
- Date and time of incident
- Relevant screenshots

We will acknowledge receipt of these messages within 3 hours during normal business hours (9am-5pm EST), and we will troubleshoot and respond within one business day.