



A MOBILE DEVICE WITH AN ANDROID OR IOS OPERATING SYSTEM A PERMANENT DATA PLAN ON YOUR PHONE









SIGN UP AND REGISTER







SIGN UP AND REGISTER ON THE APP

1.- DOWNLOAD THE FREE TEN+MÓVIL APP FROM THE PLAY STORE FOR ANDROID OR THE APP STORE FOR IOS



2.- REGISTER ON THE APP WITH YOUR PERSONAL INFORMATION AND CLICK ON I AGREE TO THE TERMS









SIGN UP AND REGISTER ON THE APP

3.- YOU HAVE 1 HOUR TO LOG IN TO YOUR E-MAIL AND ACTIVATE THE APPLICATION



4.- CLICK ON ACTIVATE APP ON THE LINK SENT TO YOUR E-MAIL ADDRESS



Has recibido este correo para activar la aplicación Via-Móvil en tu terminal. Pulsa el siguiente botón para completar el proceso:



Si no ves el botón antenor o no responde, copia y pega el siguiente link en tu navegador de Internet. Asegúrate de copiar todo el texto del enlace:

http://app.via-movil.es/via-movil-server/ui/web/session/confirmNewAppSession?backlink=ef0b9f69-13f5-4a3e:a928-ed4f05b117bc

Recuerda que un usuario sólo puede tener una sesión de Via-Móvil activa, por lo que si activas en este smartphone esta nueva sesión se desactivará la que pudieras tener en otro dispositivo.

Ten en cuenta que el enlace caducará transcurrido un tiempo desde el envío de este correo electrónico.

IMPORTANTE: Recuerda que la activación implica que aceptas los términos y condiciones del servicio (leer)

Si tienes problemas en acceder a la aplicación, por favor contacta con nuestro Centro de Atención al Cliente (922099390) e indica cuando te lo soliciten este CODIGO DE VERIFICACIÓN:

022









LOG IN - OPEN SESSION ON THE APP







LOG IN - OPEN SESSION ON THE APP

1.- OPEN THE APP BY PRESSING THE ICON ENTER YOUR E-MAIL ADDRESS AND PRESS ENTER



















TICKET PURCHASE AND PAYMENT

YOU CAN PURCHASE A TICKET IN TWO WAYS:

PAYMENT BY CREDIT/DEBIT CARD

TICKET MACHINE CODE TOP-UP









TICKET PURCHASE AND PAYMENT

YOU CAN PURCHASE A TICKET IN TWO WAYS:

PAYMENT BY CREDIT/DEBIT CARD

TICKET MACHINE CODE TOP-UP







1.- SELECT PURCHASE TICKETS

3.- CLICK ON THE TICKET WITH WHICH YOU WISH TO TRAVEL

2.- CHOOSE THE AREA (METROPOLITAN, NORTH OR SOUTH)











YOU CAN PAY FOR AND PURCHASE A TICKET IN TWO WAYS:

1.- MONEY TOP-UP BY CREDIT /DEBIT CARD (THIS PAYMENT WILL BE PROCESSED SECURELY THROUGH YOUR BANK) VÍA-MÓVIL DOES NOT VISUALIZE THE OPERATION NOR DOES IT SAVE YOUR BANK DETAILS









BY CLICKING ON PAYMENT BY CREDIT/DEBIT CARD, YOU ARE ALREADY DIRECTLY OPERATING THROUGH YOUR BANK. ENTER YOUR CARD DETAILS AND **WITHOUT EXITING THE APP** ENTER THE IDENTITY VERIFICATION CODE, WHICH IS SENT ON AN SMS BY SOME BANKS WHILE OTHERS USE A CODES CARD PREVIOUSLY GIVEN BY THE BANK

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YOU WILL RECEIVE THE SECURITY AND VERIFICATION CODE FROM YOUR BANK TO COMPLETE YOUR PAYMENT BY MEANS OF ONE OF THE TWO MODELS (SMS OR CODES CARD) IN BOTH CASES, REMEMBER YOU MUST ENTER IT WITHOUT CLOSING OR EXITING THE APP









IF THE BANKS NOTIFIES THE OPERATION AS DECLINED, CONTACT YOUR BANK DIRECTLY IF THE BANKS NOTIFIES THE OPERATION AS AUTHORIZED, FOLLOW THE INDICATED STEPS

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TEN+MÓVIL WILL CONFIRM THE RECEPTION OF THE PAYMENT- CLICK ON PURCHASE TICKET AND ACCEPT THE PURCHASE

YOUR TICKET WILL APPEAR ON THE TICKETS TAB TAGGED AS NEW











TICKET PURCHASE AND PAYMENT

YOU CAN PURCHASE A TICKET IN TWO WAYS:

PAYMENT BY CREDIT/DEBIT CARD

TICKET MACHINE CODE TOP-UP







TICKET PURCHASE AND PAYMENT - TICKET MACHINE CODE TOP-UP

2.- THEY ARE TICKETS USED FOR MONEY TOP-UPS WITH A TICKET MACHINE CODE WHICH ARE AVAILABLE ONLY ON TICKET MACHINES AT TRAM STOPS OR OFFICES (YOU CAN PURCHASE 5 €, 10 €, 20 € OR 50 € TOP-UPS IN CASH OR BY CREDIT CARD). CLICK ON TEN+MÓVIL TOP-UPS ON THE SCREEN - THEN, ON YES, I AM A REGISTERED TEN+MÓVIL USER ENTER THE REQUIRED TOP-UP AMOUNT TO PURCHASE YOUR TICKET



TICKET PURCHASE AND PAYMENT - TICKET MACHINE CODE TOP-UP

CLICK ON THE **PURCHASE** TAB AND CHOOSE THE TICKET YOU WISH TO PURCHASE CLICK ON **PURCHASE** AND THEN SELECT **OPTION 2 FOR THE TOP-UP** ENTER THE PREVIOUSLY PURCHASED TOP-UP CODE OR THE TICKET IDENTIFICATION CODE AND CLICK ON VALIDATE









TICKET PURCHASE AND PAYMENT - TICKET MACHINE CODE TOP-UP

1.CLICK ON THE PURCHASE BUTTON (CHECK IF YOU HAVE SELECTED THE CORRECT TICKET) 2.CLICK ON ACCEPT 3.GO TO THE TICKETS TAB AND YOU WILL SEE YOUR NEW TICKET















TRAVELLING WITH TEN+MÓVIL







TRAVELLING WITH TEN+MÓVIL IS VERY EASY

BEFORE ACCESSING ANY VEHICLE (BUS OR TRAM) YOU MUST FOLLOW THESE NEXT STEPS:

1.- OPEN THE APP PRESSING THE ICON ON YOUR PHONE

2.- CLICK ON YOUR TICKET ON THE TICKETS TAB AND THEN ON THE **TRAVEL** BUTTON (YOUR PHONE CAMERA WILL AUTOMATICALLY CHANGE INTO A CODE SCANNER)

3.- POINT YOUR CAMERA TOWARDS THE QR CODE ON THE BUS OR TRAM (THE APP WILL INFORM YOU OF THE VALIDATION OF THE TRIP)





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Recibos

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Info

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RECEIPT – TRIP VALIDATION

THE VALIDATION OF YOUR TRIP WILL APPEAR ON THE **RECEIPTS** TAB WHICH YOU WILL HAVE TO SHOW THE DRIVER OR TICKET INSPECTOR WHEN REQUIRED









IMPORTANT INFORMATION

ON THE INFORMATION TAB YOU WILL FIND THE CUSTOMER SERVICE PHONE NUMBER AND E-MAIL ADDRESS AND LINKS TO CHECK THE NEXT TRAM OR BUS COMING, OR HOW TO USE THE APP









