**SUNRAIL APP
USER GUIDE**

TABLE OF CONTENTS

SET UP

USER INTERFACE : ONBOARD

A. Login - Gain access to account settings, SunCard features and payment methods.

B. Sign Up - Create a SunRail account and gain access to account-based features.
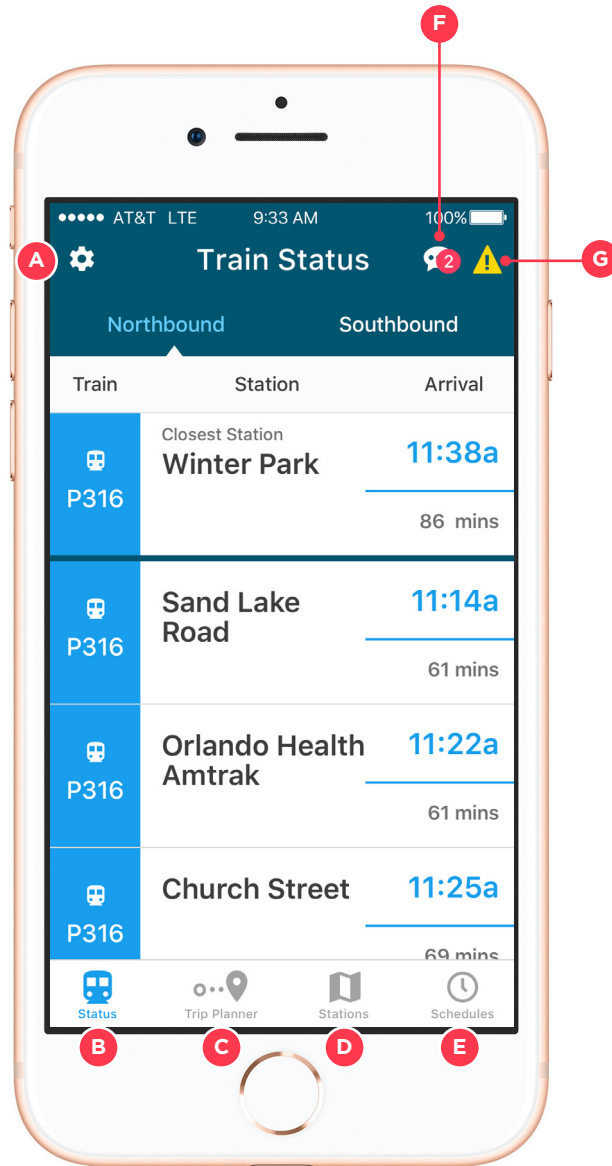
C. Continue Without Account - Use the app without signing up or logging in.

Note: Account-based features are only available when signed in.

USER INTERFACE : RIDER TOOLS

A. More Menu - Access account settings, SunCards and SunRail Customer Service from this menu.

B. Train Status - View the current status of the SunRail train as it relates to each station.

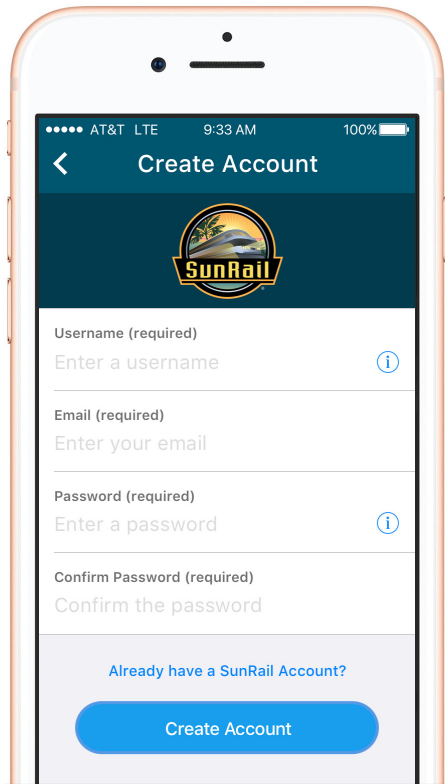**C. Trip Planner** - Calculate the cost, time and distance of your SunRail trip.

D. Stations - View stations and real-time train locations.

E. Schedules - View the complete schedule and compare times between stations.

F. Messages - Read SunRail messages.

G. Service Advisory Notices - View important alerts, including delays and closures that relate to SunRail's train operations.

Create Account Stage 1
Username, Email, Password

SIGN UP - STAGE 1

Step 1 - After clicking Sign Up from the onboard screen or the More Menu, enter a unique Username, which must be at least 10 characters long.

Step 2 - Enter a valid email. This email will be used by SunRail to communicate with you.

Step 3 - Provide a secure password, which must:

- Be at least 9 characters long

- Include at least one uppercase letter

- Include at least one lowercase letter

- Include at least one number

- Username & Password should not be identical

Step 4 - Confirm your password by re-typing the password from step 3.

Step 5 - Click the blue Create Account button to continue.
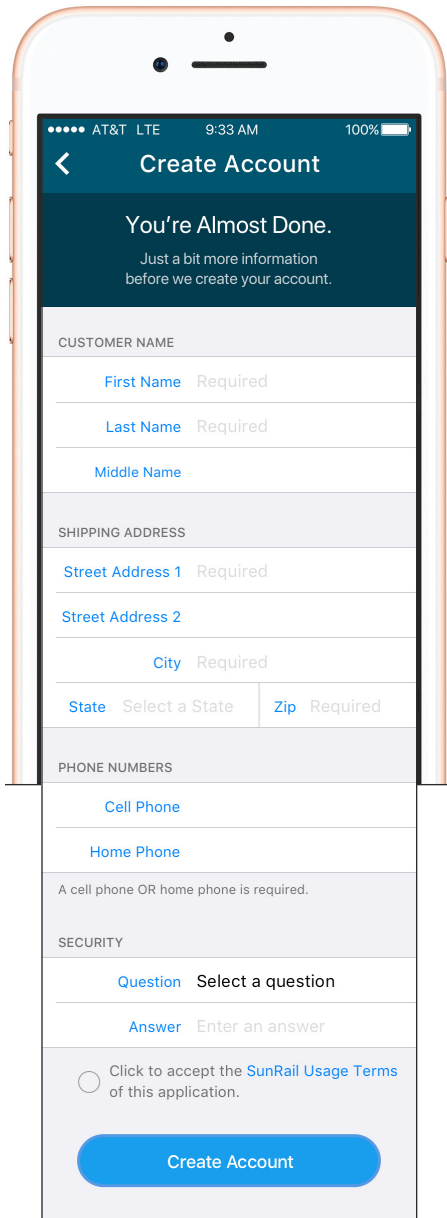
Create Account Stage 2
Account Details

SIGN UP - STAGE 2

ACCOUNT PROFILE

- **Username** - Cannot Edit
- **Email Address** - Required

CUSTOMER NAME

- **First Name** - Required
- **Last Name** - Required
- **Middle Name** - Optional

SHIPPING ADDRESS

- **Street Address 1** - Required. This is used as your shipping address when a new SunCard is ordered.
- **Street Address 2** - Optional
- **City** - Required
- **State** - Required
- **Zip** - Required

PHONE NUMBERS

At least one phone number is required.

- **Cell Phone**
- **Home Phone**

To set a preferred phone number, click to the left of that number. A check mark will indicate the preferred phone number.

SECURITY

- **Question** - Required. This question is used to help reset your password.
- **Answer** - Required. The answer to your challenge question.
- **PIN** - Optional. A unique, four digit identifier, used by a SunRail Customer Service Representative to verify that you are the account owner when speaking on the phone.

Step 6 - Click the check box to agree to the SunRail Usage Terms. Clicking the blue link will display the terms.

Step 7 - Click the blue Create Account button. If the button is still gray, make sure to agree to the SunRail Usage Terms by clicking the check box above the Create Account button.
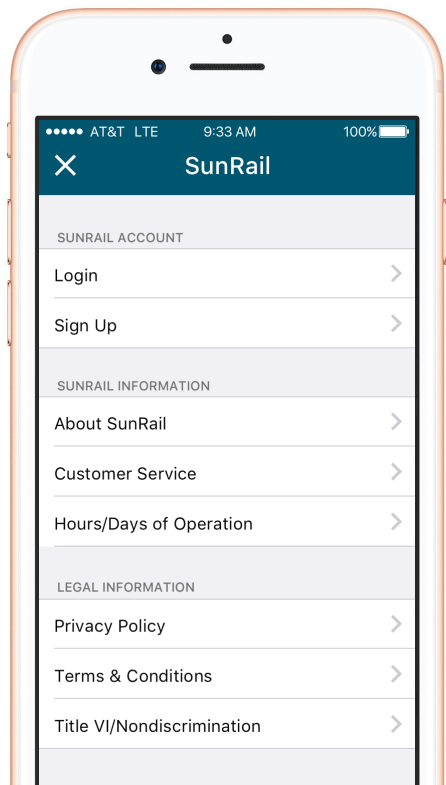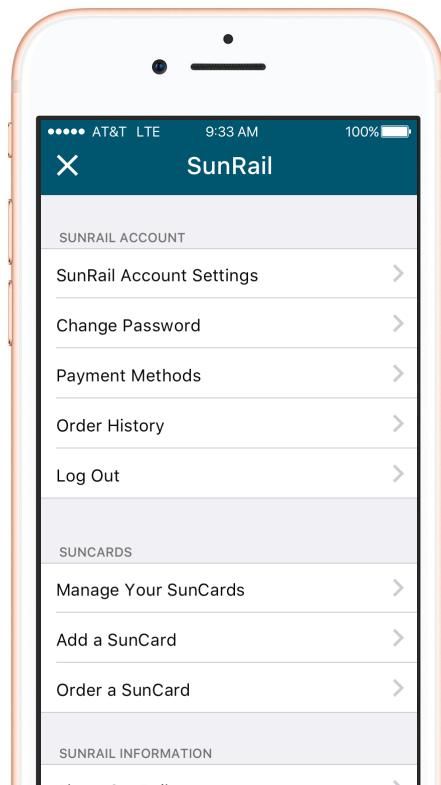
Onboard Login Screen

LOGIN

Step 1 - After clicking the Login button from the onboard screen or the More Menu, enter your Username and Password to access additional account-based features, such as:

- Manage your account

- Order new SunCards

- Add existing SunCards to your account

- Manage SunCards on your account

- Add & delete payment methods

- Add/manage saved trips from Trip Planner

More Menu When Users
Are Logged Out
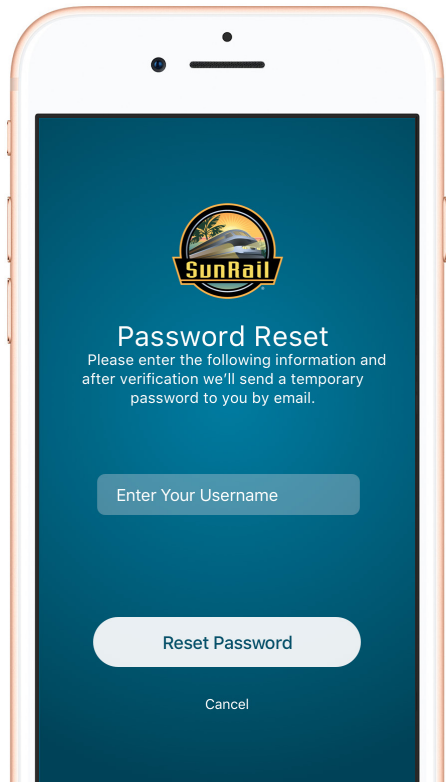

More Menu When Users
Are Logged In

Password Reset
Username Screen

PASSWORD RESET

In the event that you forget your password, a password reset function has been added to the Login screen.
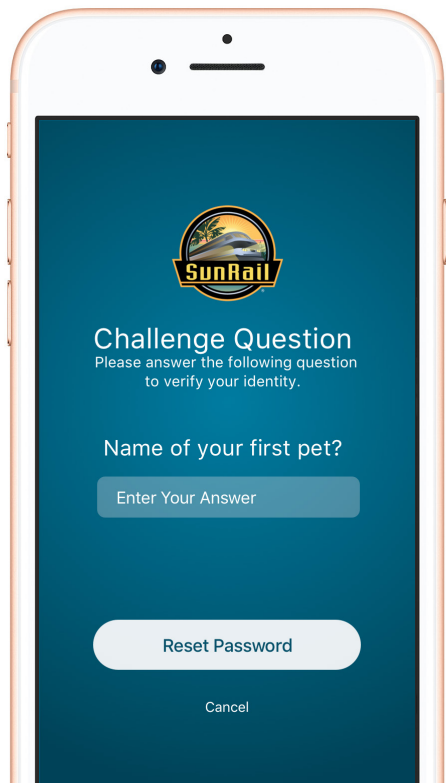
Step 1 - After clicking the Login button from the onboard screen, click the Forgot Password text link below the Login button.

Step 2 - Enter your Username and click the Reset Password button.

Step 3 - Enter your answer to your Challenge Question and click the Password Reset button. If correct, the system will send your new password to the email on your SunRail account. Please make sure that you add **info@sunrail.com** to your contacts so that your Password Reset email does not get filtered as junk mail.
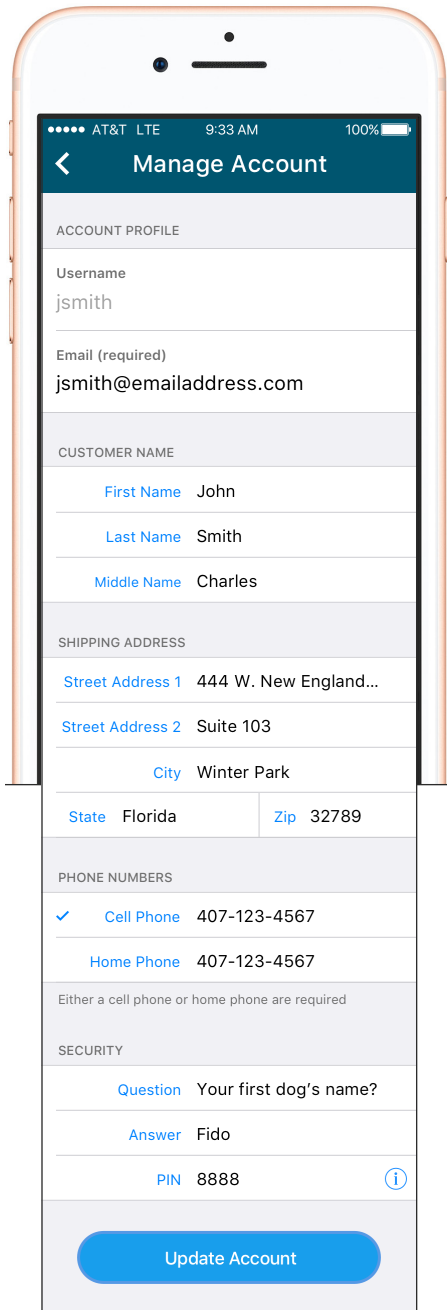
Password Reset
Challenge Question Screen

ACCOUNT

Manage Account Screen

MANAGE YOUR ACCOUNT

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the SunRail Account Settings menu button.

Step 2 - The only setting that cannot be updated is your Username.

ACCOUNT PROFILE

- Username - Cannot Edit

- Email Address - Required

CUSTOMER NAME

- First Name - Required

- Last Name - Required

- Middle Name - Optional

SHIPPING ADDRESS

- Street Address 1 - Required. This is used as your shipping address when a new SunCard is ordered.

- Street Address 2 - Optional

- City - Required

**- State** - Required

- Zip - Required

PHONE NUMBERS

Either a cell or home phone is required.

- Cell Phone

- Home Phone

To set a phone number as your preferred number, click to the left of that number. A check mark will indicate the preferred phone number.

SECURITY

- Question - Required. This question is used to help reset your password.

- Answer - Required. The answer to your challenge question.

- PIN - Optional. A unique, four digit identifier, used by a SunRail Customer Service Representative to verify that you are the account owner when speaking on the phone.
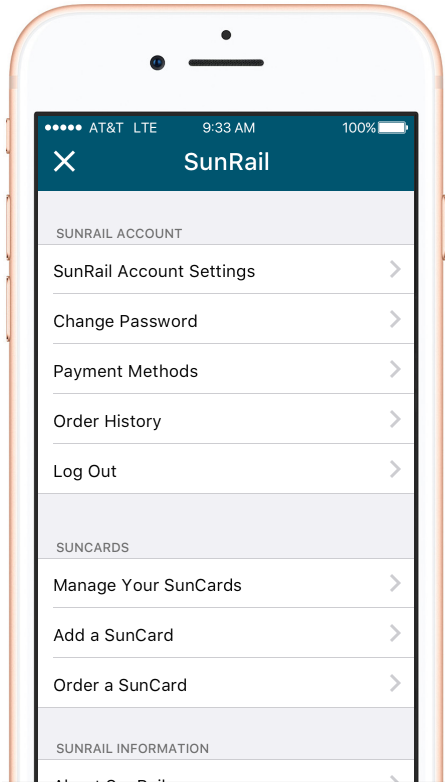
More Menu When Users
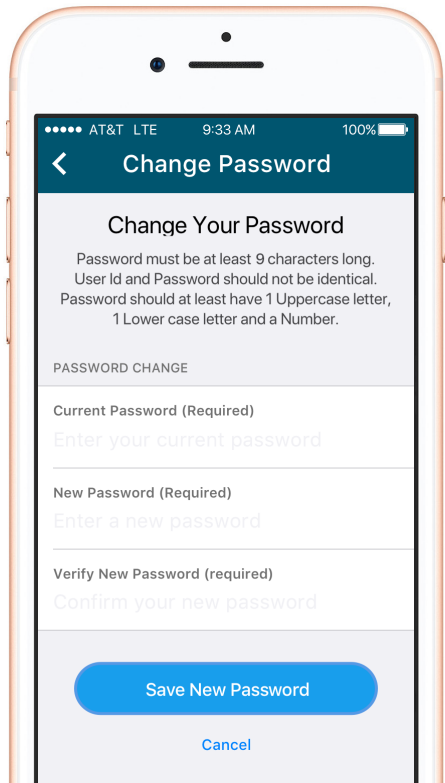Are Logged In

CHANGE PASSWORD

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the Change Password menu button.

Step 2 - Enter your Current Password.

Step 3 - Provide a secure password, which must:

- Be at least 9 characters long

- Include at least have one uppercase letter

- Include at least one lowercase letter

- Include at least one number

- Username & Password should not be identical

Step 4 - Verify your New Password by re-entering it into the Verify New Password field. Then click the Save New Password button.

Change Password Screen
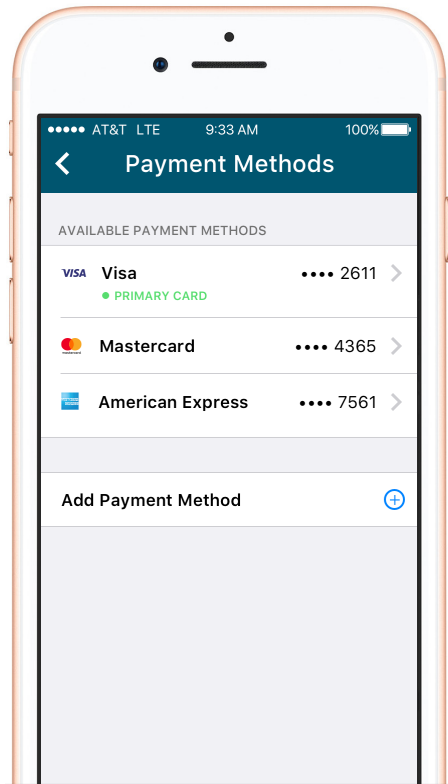
Available Payment Methods Screen

Add Payment Method Screen

ADD PAYMENT METHOD

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the Payment Methods menu button.

Step 2 - Click the Add Payment Method button.

Step 3 - Complete the following fields:

CARD INFORMATION

- Name - Required. Your full name as it appears on the card.

- Card Number - Required. Your full credit card number.

- Security Code - Required. The Credit Card Verification (CVV) number is a series of at least three numbers. Click the information icon (A) to display more information about the CVV.

- Primary Card - Selecting Primary Card will use this payment method when Autoload is set for your SunCard.
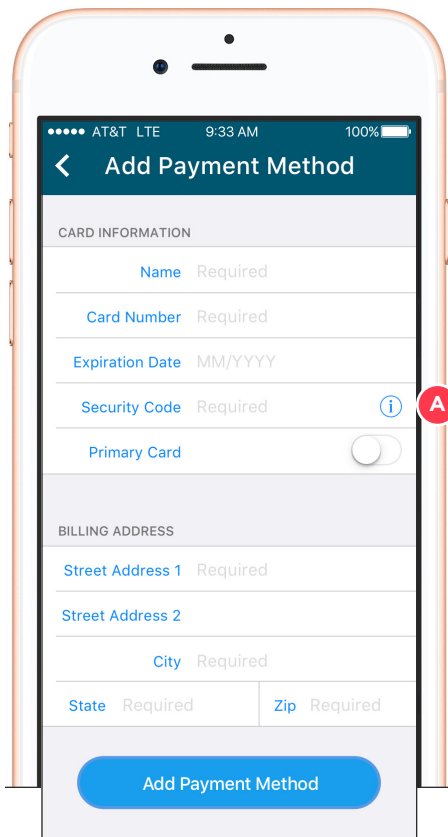
BILLING ADDRESS

Enter the billing address associated with your credit card.

- Street Address 1 - Required

- Street Address 2 - Optional

- City - Required

- State - Required

- Zip - Required

Step 4 - Click the Add Payment Method button.

Editing Payment Methods - *To update payment method information, you must delete a payment method and re-enter it as a new payment method.*
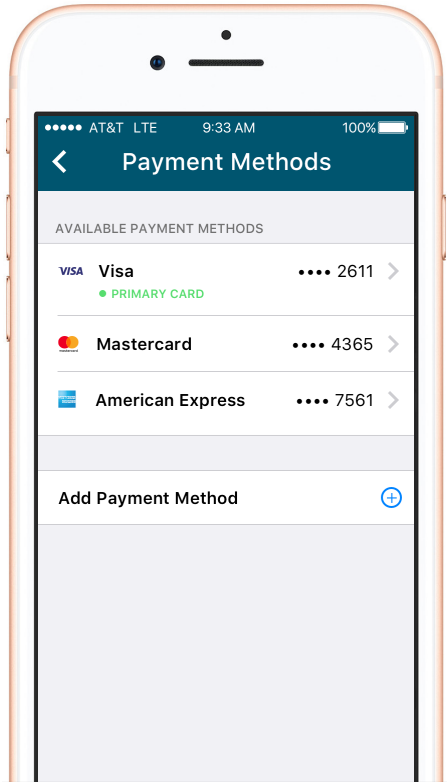
Available Payment Methods Screen

DELETE PAYMENT METHOD

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the Payment Methods menu button.
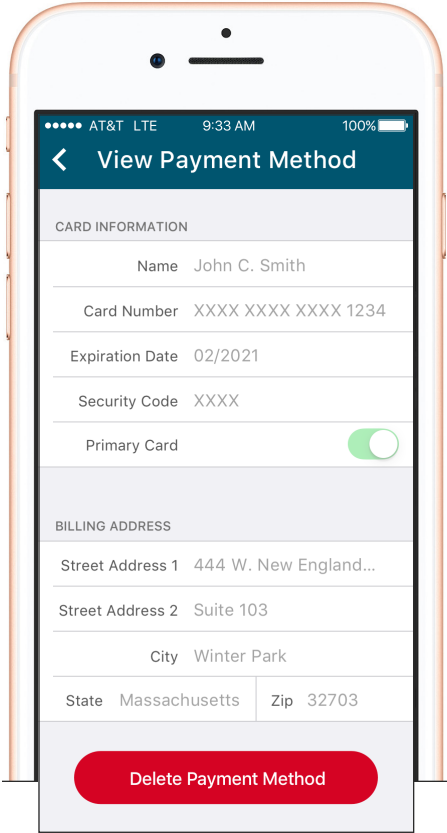
Step 2 - Click any of the available payment methods to view payment method details.

Step 3 - Scroll to the bottom and click the Delete Payment Method button.

Editing Payment Methods - To update payment method information, you must delete a payment method and re-enter it as a new payment method.
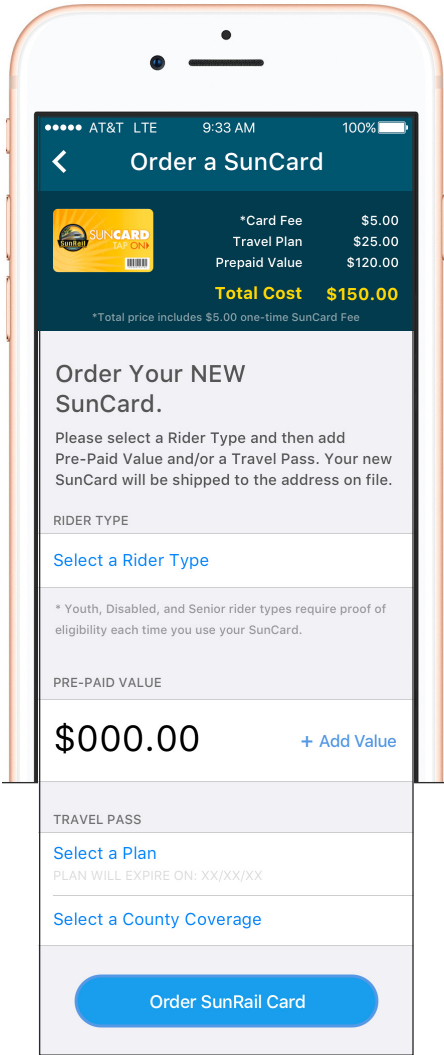

Delete Payment Method Screen

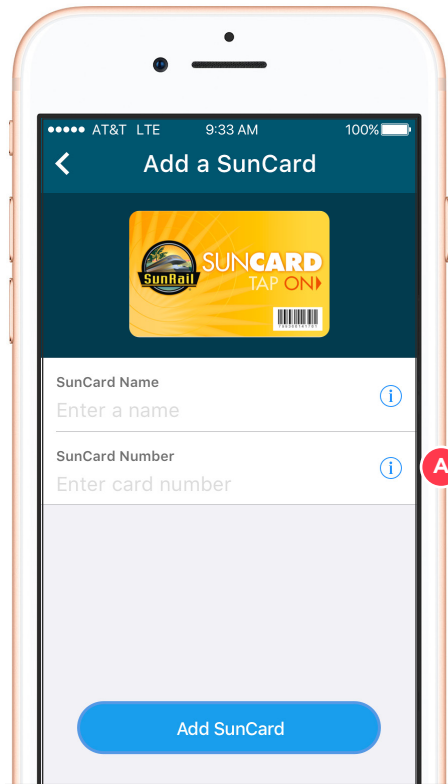# SUNCARDS

Order SunCard Screen

ORDER A SUNCARD

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the Order a SunCard menu button.

Step 2 - Select the required Rider Type. Youth, Disabled and Senior rider types require proof of eligibility each time you use your SunCard.

Step 3 - Choose to add a Travel Pass and/or Pre-Paid Value. You may also opt to NOT select either and purchase a blank card.

Step 4 - Click the Order SunRail Card and proceed through the Checkout Process (see page 19).

Cost of SunCard - *The total price includes a $5.00 one-time SunCard fee when ordering your SunCard. Receive 10% bonus value when you add Pre-Paid Value.*

Add a SunCard Screen

ADD A SUNCARD

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the Add a SunCard menu button.

Step 2 - Create a unique SunCard Name that will be used for your reference only.

Step 3 - Enter the SunCard Number located on the back of your existing SunCard. Click the information icon (A) for more details on where to locate the SunCard number.

Step 4 - Click the Add SunCard button. Once added, you can manage your SunCard by clicking the Manage Your SunCards button in the More Menu.

Invalid Card Numbers - The system will not allow you to add SunCard numbers that are on another SunRail account or that have been reported lost/stolen.

MANAGE YOUR SUNCARD

Step 1 - After clicking the More Menu (see User Interface : Rider Tools), click on the Manage Your SunCards menu button.

Step 2 - Select an available SunCard to manage. Cards that have been reported as Lost/Stolen (A) cannot be managed.

Step 3 - You can add a Travel Pass (B) and/or Pre-Paid Value (C) for blank SunCards

Blank SunCards are cards that do not have a Travel Pass or Pre-Paid Value on them.

Step 4 - Once a Travel Pass has been selected or Pre-Paid Value is entered, proceed to the checkout process (see page 19).

B. Travel Pass - Allows you to add a weekly/monthly/annual pass with one, two, three county coverage.

Travel Pass Options:

D. Travel Pass Reload:
Manually reload the existing Travel Pass to your SunCard. This can only be completed during the reload period:

    1. Weekly Pass: Three days prior exp. date

    2. Monthly Pass: Five days prior to exp. date

    3. Annual Pass: Five days prior to exp. date

E. Travel Pass Autoload:
Autoload will automatically reload the added Travel Pass at the beginning of each month

F. Pre-Paid Value - Allows you to add a dollar amount directly to your SunCard. If an amount already exists, you can add more by clicking the Add button (F). The total value cannot exceed $300. Receive 10% bonus value when you add Pre-Paid Value.
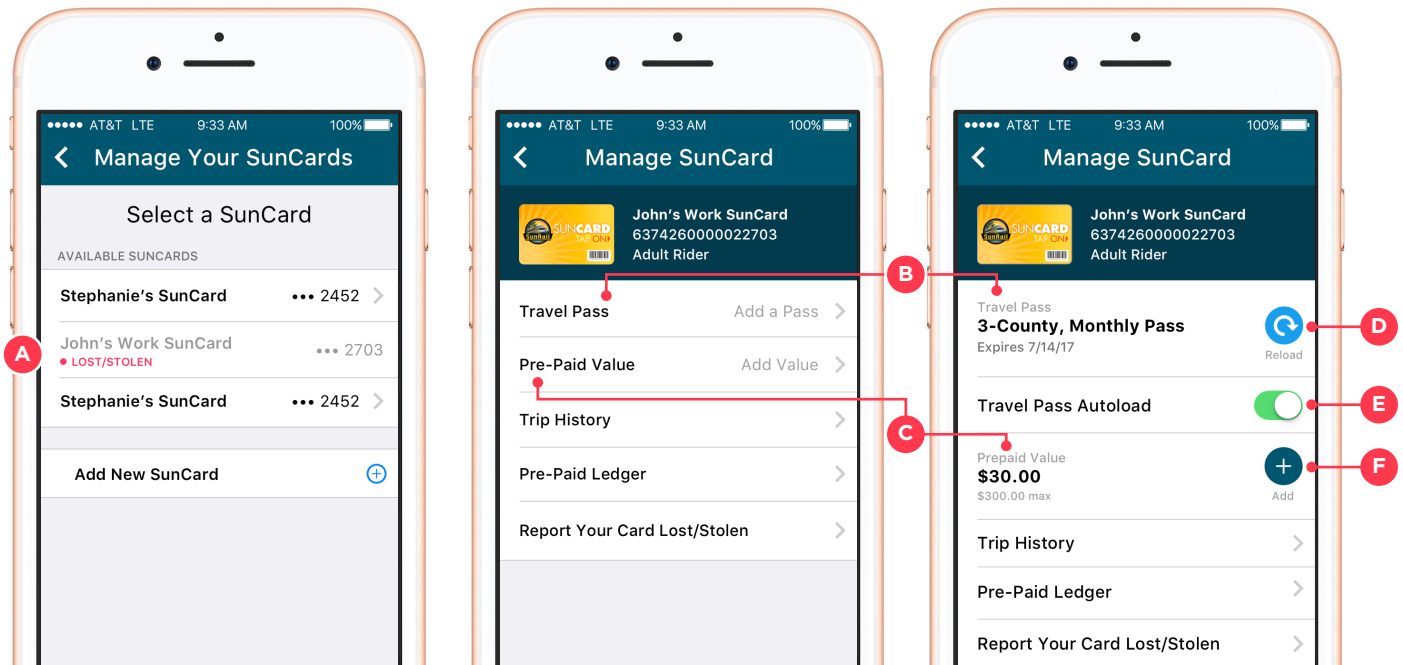
Select a SunCard Screen

Manage a Blank SunCard Screen

Manage SunCard with
Travel Pass & Pre-Paid Value Screen

CHECKOUT PROCESS

Step 1 - The following tasks will bring you to the Checkout Process once you click the Checkout or the Order SunCard button:

- Order a SunCard

- Add a Travel Pass to your SunCard

- Add Pre-Paid Value to your SunCard

Step 2 - After you review your Shipping Address, click the Continue button. In order to edit your Shipping Address, you must go to your SunRail Account Settings from the More Menu.

Step 3 - Select a payment method by clicking the desired payment method. A check mark (A) will indicate the selected payment method. If your desired payment method is not available, click the Add Payment Method (see page 13). Click the Continue button to proceed.
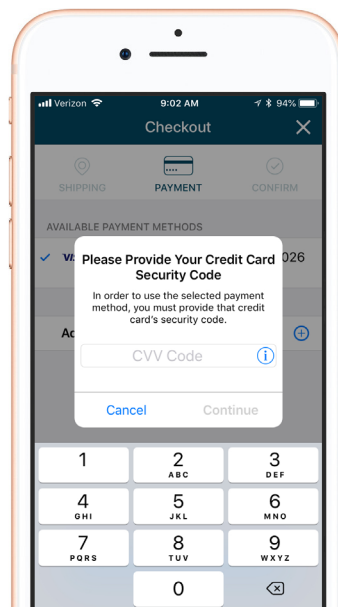
Step 4 - Review the Order Details, Shipping Information and Payment Method and click the Confirm Order button in order to confirm your purchase.
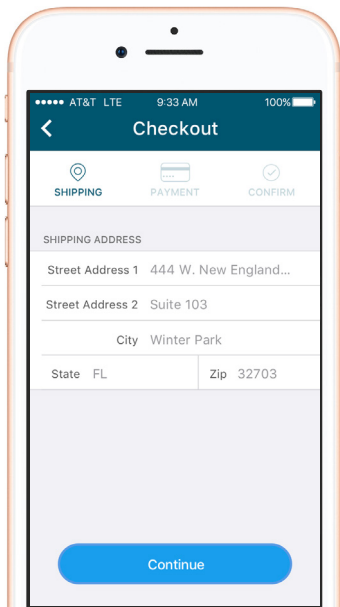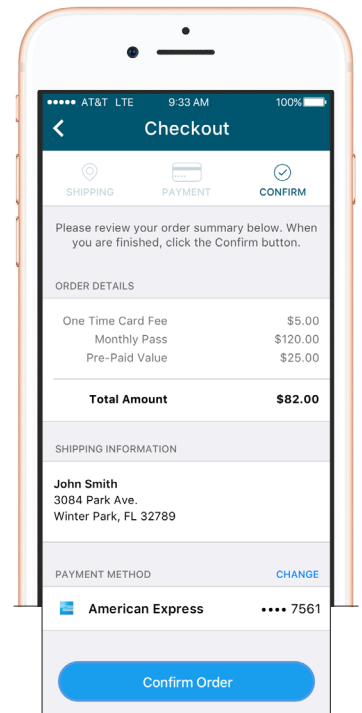
Checkout : Shipping Screen
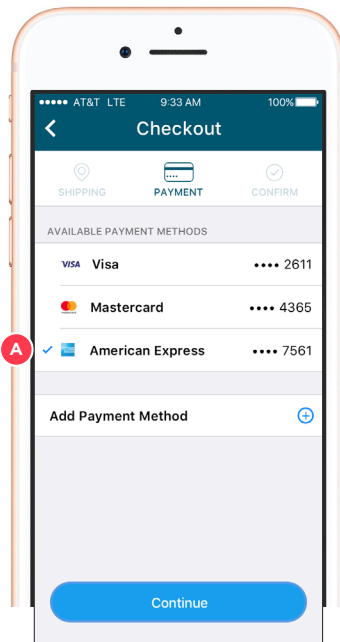
Checkout : Payment Screen

Checkout : CVV Validation

Checkout : Confirm Order Screen

RIDER TOOLS

TRAIN STATUS

Review the SunRail System's trains status as it pertains to each station.

A. & B. Direction Selector - Switch between Northbound and Southbound stations.

C. Closest Station - The first station in the Train Status Station List is the closest station to your current location. To enable this feature, visit the Stations Map and allow the app access to your location.

D. Train ID Number - The identification number of the station's next train arrival.

E. Station Name - Name of the SunRail Station. All items within the row pertain to the corresponding station.

F. Arrival Time - Time when the train is estimated to arrive at the station.

G. Countdown Meter - Meter that visually represents how long it will be until train arrives at station. A full bar represents 60 minutes away from the station.

H. Remaining Time - Number of minutes left until train arrives at the station.
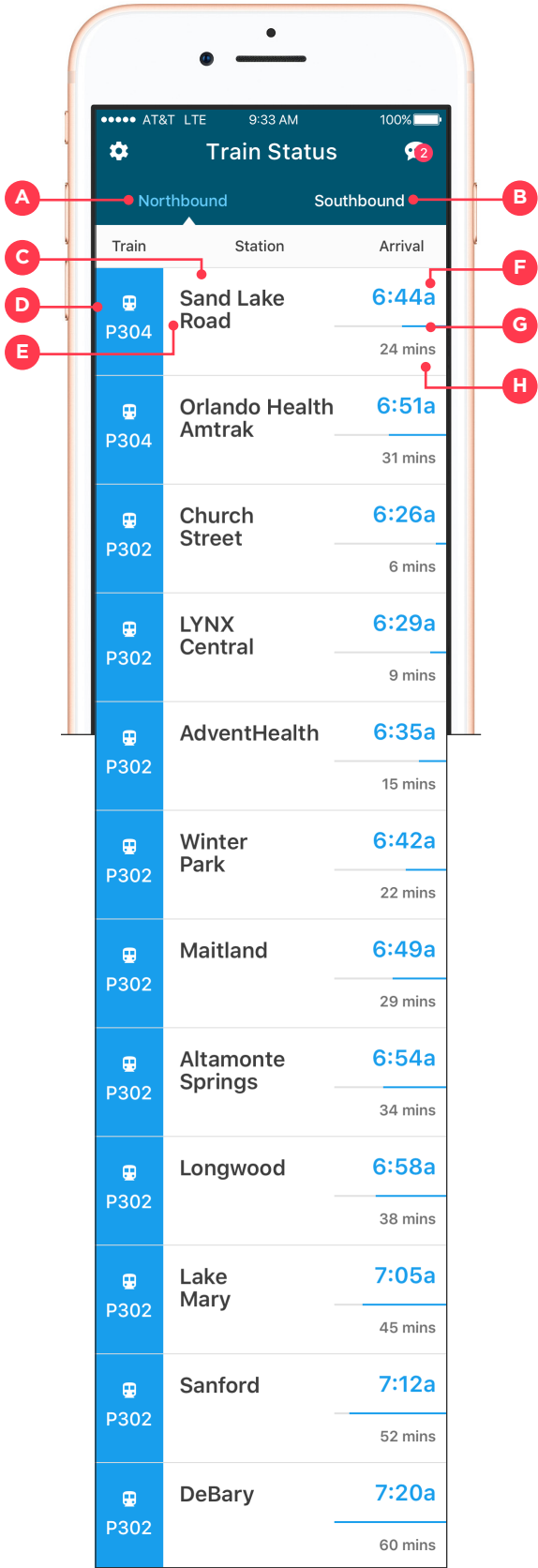
Train Status Screen

Trip Planner Screen
With Results Displayed

Saved Trips Screen

TRIP PLANNER

Calculate your next SunRail trip, including times, costs and distance.

A. Saved Trips - View a listing of Saved Trips. Trips can be added to the list by clicking the Add Trip button (L).

B. Departure Station Selector - Departing station for your trip.

C. Arrival Station Selector - Arrival station for your trip.

D. Arrival/Departure Station Switch - Switch the arrival & departure stations.

E. Arrival/Departure Time Selector - Select your trip arrival or departure time.

F. Rider Type Selector - Select between Adult, Senior, Youth or Disabled Rider.

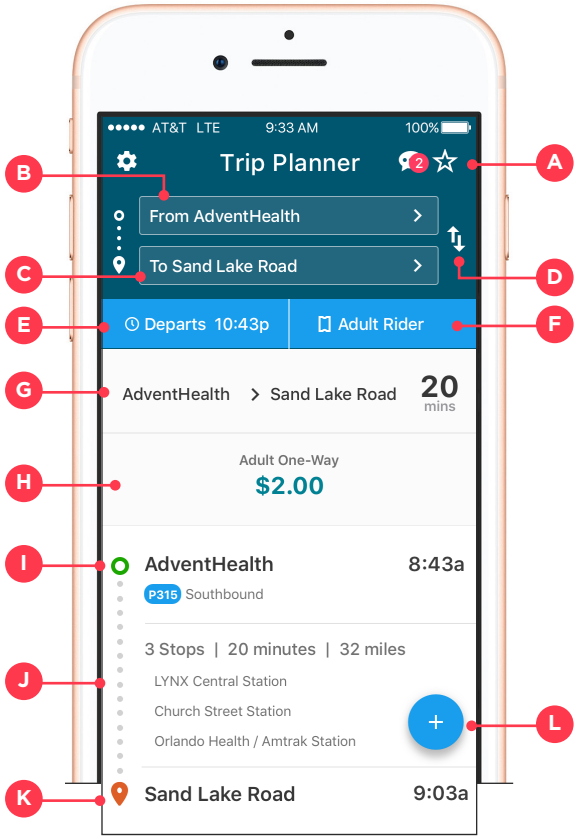**G. Trip Overview** - Includes the departure station, arrival station and overall trip time.

H. Trip Costs - Includes one-way cost calculated from distance and rider type.

I. Departure Station Details - Includes departure station name, departure time, train ID and train traveling direction.
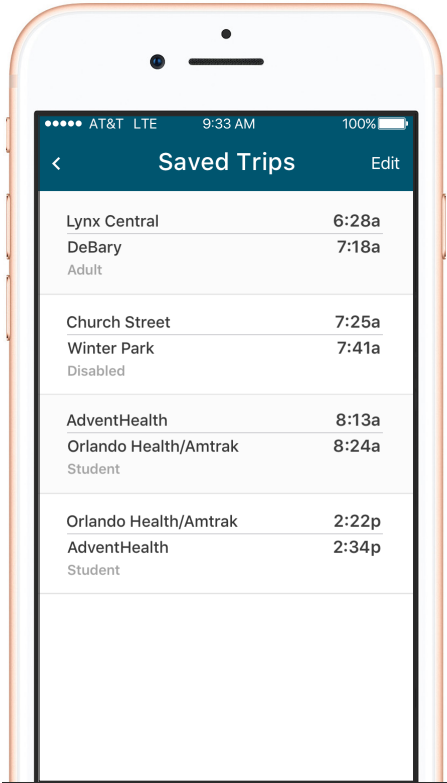
J. Trip Details - Includes trip station stops, overall trip time and trip distance.

K. Arrival Station Details - Includes arrival station name and arrival time.

L. Save Trip Button - Add the trip results to the list of Saved Trips (A).
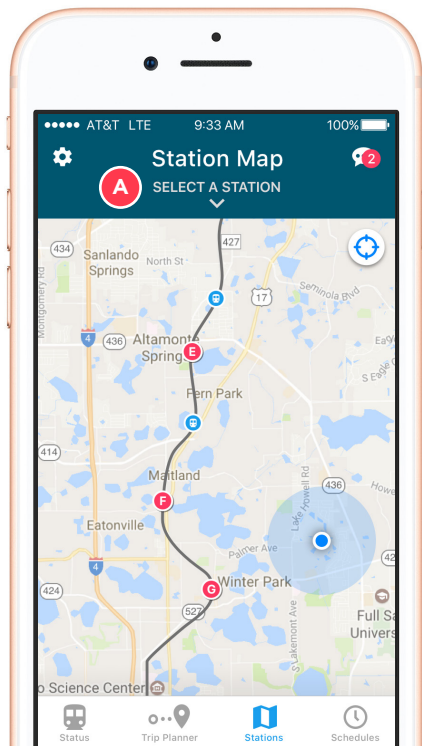
STATION MAP

A. Title Bar Station Selector - Along with being able to select stations by clicking a letter icon on the map, you may also click a station from the Select A Station drop down menu (A) to display the Station Details Card (B).

B. Station Details Card - Details include:
- Station ID
- Station name
- Next northbound & southbound train IDs
- Next northbound & southbound arrival times

Clicking the details card or swiping the details card up will display additional information about the station.
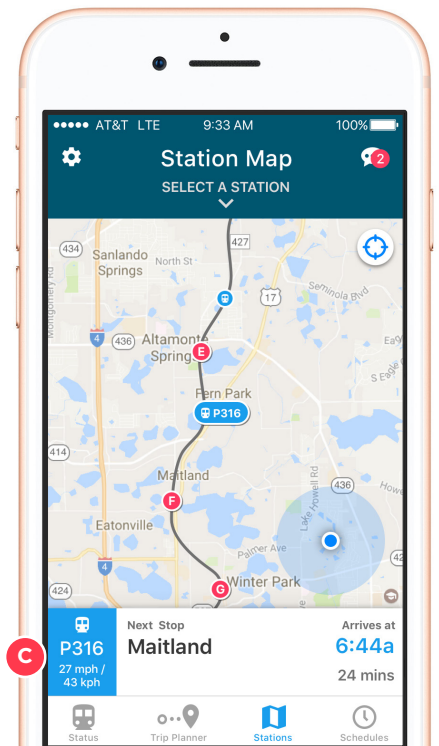
C. Train Details Card - Clicking a train icon on the map will display the train details card. Details include the train ID, current train speed, next station name and arrival time.

Station Map Screen
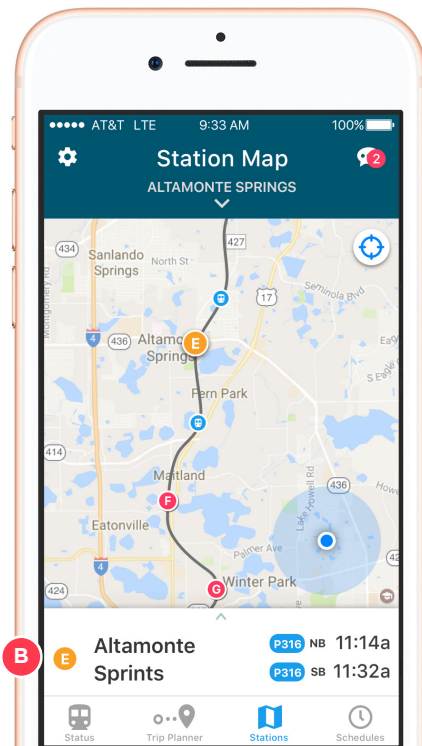
Station Map Screen
With Selected Station

Station Map Screen
With Selected Train

Station Details Screen

STATION DETAILS

View next arrival train information, address, amenities and additional connection information.

A. Station Name

B. Train Arrival Details - Train ID and arrival times for northbound & southbound trains.

C. Close Button - Clicking the close button hides the station details and displays the station maps.
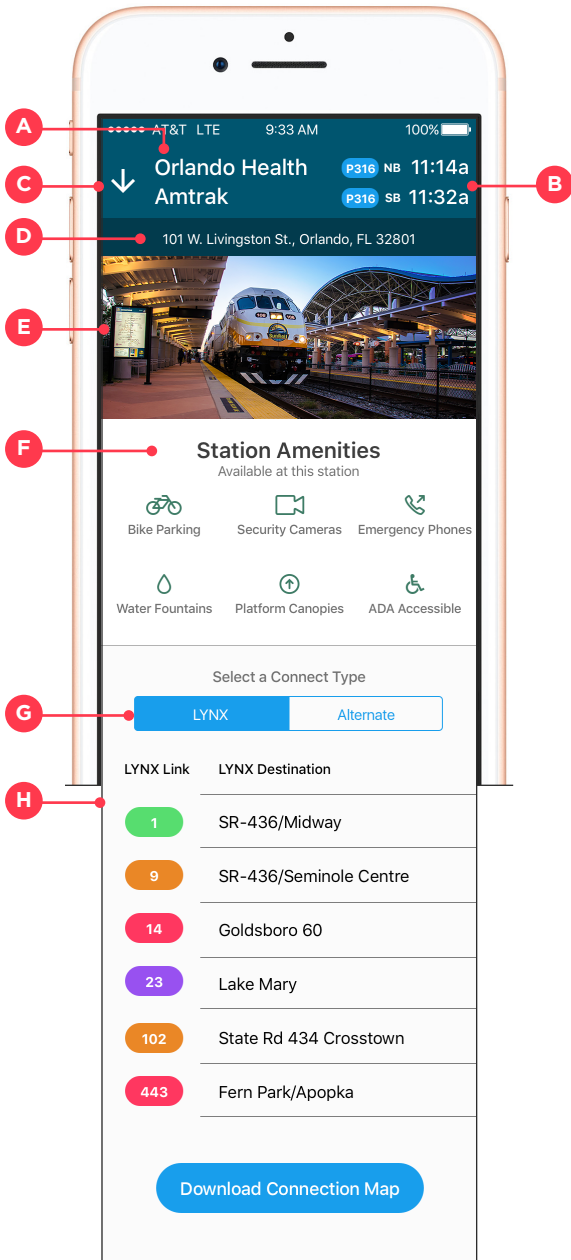
D. Station Address

E. Station Image

F. Station Amenities - A listing of available features/amenities for the selected station.

G. Connection Type Switch - Select local bus transportation services like LYNX/Votran* or a listing of website alternate connection services.

H. Connection Details - Connection details:

LYNX/Votran* - A list of station related bus stops.

Alternate - A list of websites for alternate connection services.

Train Schedule Screen

SUNRAIL SCHEDULE
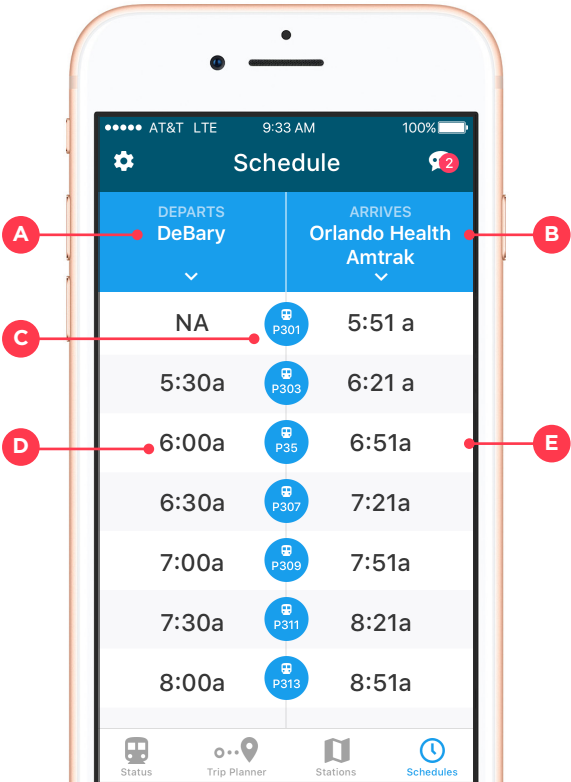
View the schedule and compare station times.

A. Departure Station Selector

B. Arrival Station Selector

C. Train ID Indicator

D. Station Departure Time

E. Station Arrival Time

SunRail Messages Screen

SUNRAIL MESSAGES

View SunRail messages, such as special announcements, events and public safety messages.

A. Focused Message Card - Main message.

**B. Previous Message Card** - Swipe cards down to display the previous message card.
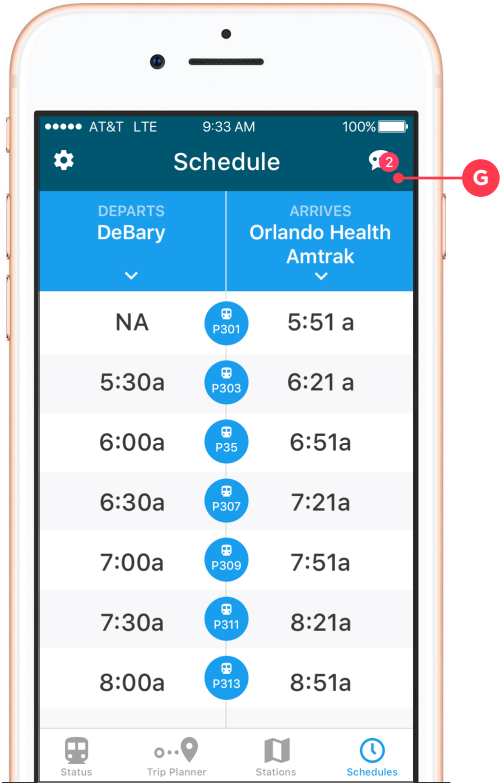
C. Message Image

D. Message Headline

E. Read More Link - Clicking the Read More link will open the page in the app's web browser.

F. Next Message Card - Swipe the cards up to display the next message card.

G. Message Notifications - The app will display the number of new messages. Once you visit the Message section, all notifications will be hidden until a new message is posted.
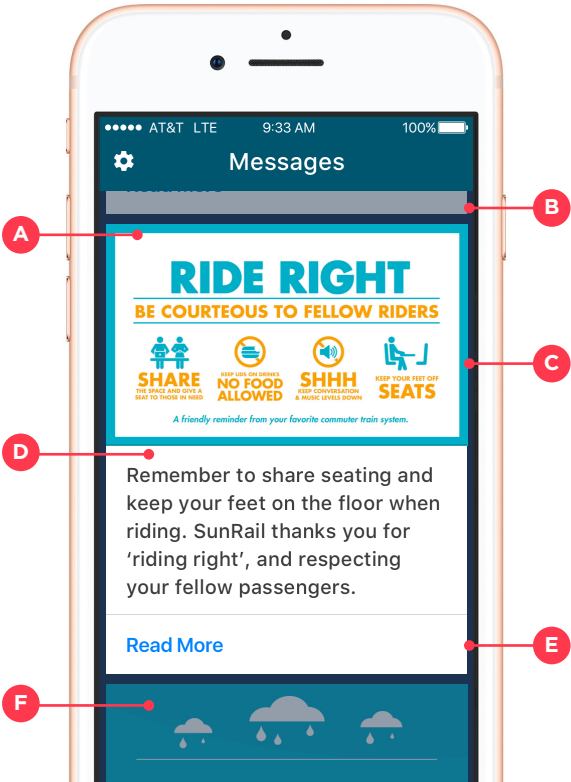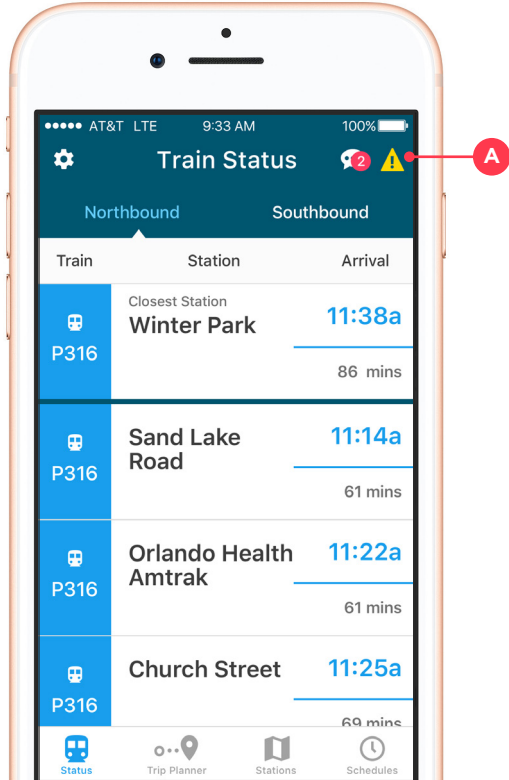

Train Schedule Screen
With Message Notification

Train Status Screen With
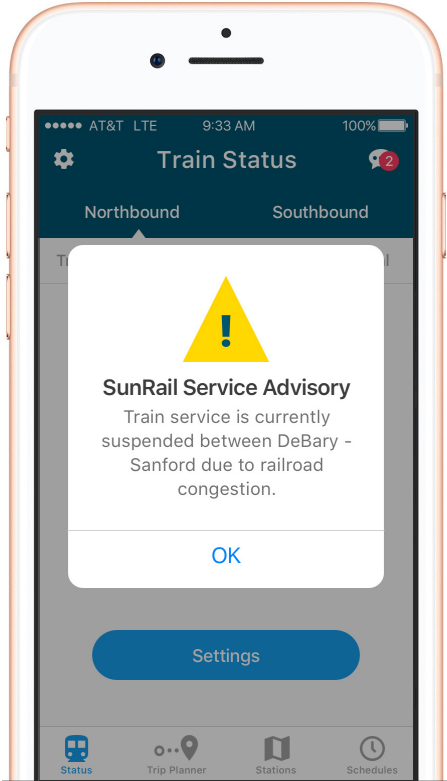Service Advisory Alert Icon

SERVICE ADVISORY NOTICES

The app provides a simple method to display SunRail Service Advisory Notices during service delays.

A. Service Advisory Notice Button - Clicking the Notice button displays the Service Advisory Notice Overlay.

SunRail Service Advisory Notice
Overlay Screen

SunRail Customer Service
801 SunRail Drive, Sanford, Florida 32771

CUSTOMER SERVICE EMAIL:
info@sunrail.com

CUSTOMER SERVICE PHONE:
Toll Free: 1-855-RAIL-411 (724-5411)