TRANSPORT ACCRED. MOBILE APP GUIDE
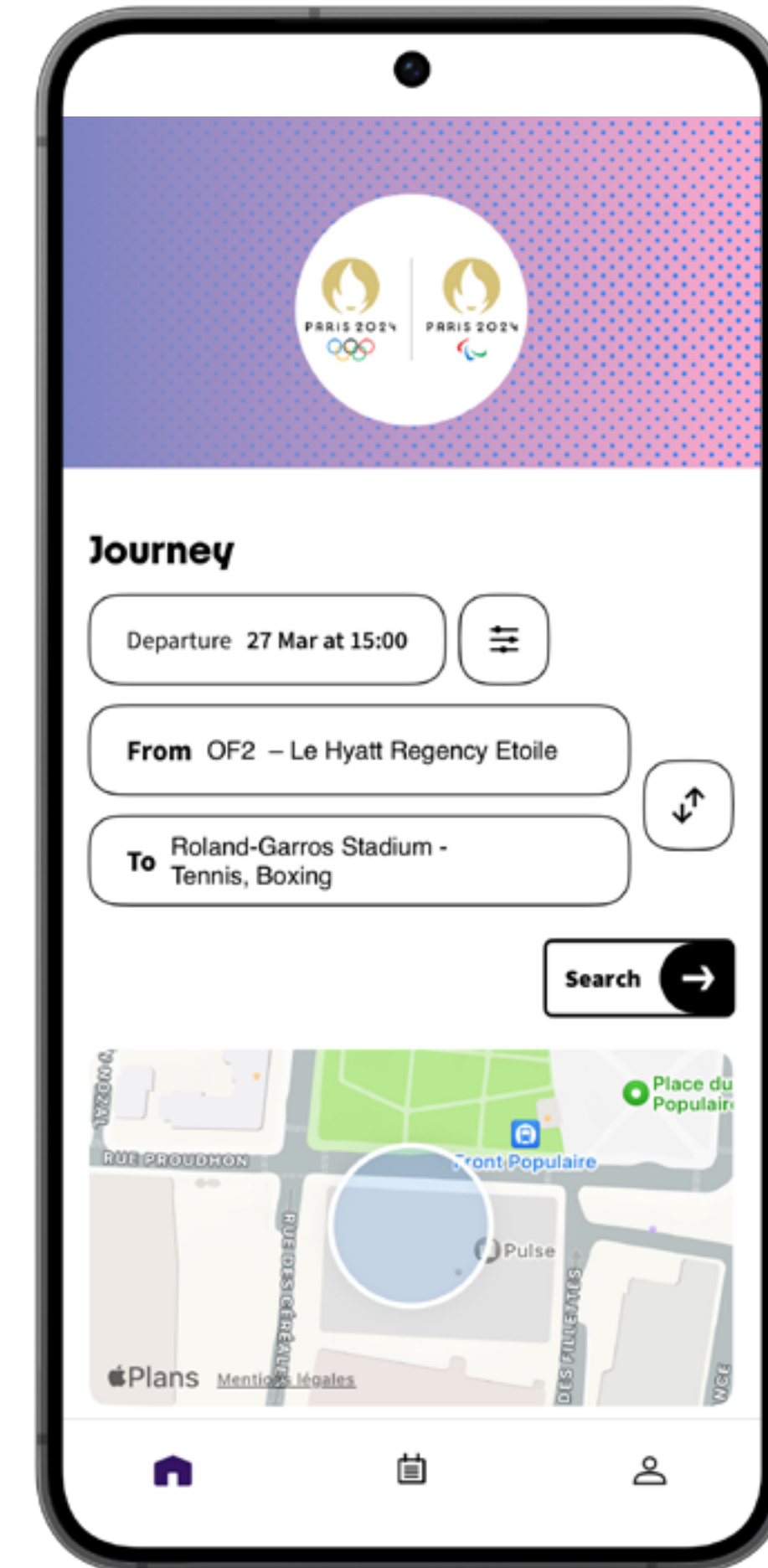
JUNE 2024

PARIS 2024

PARIS 2024

CONTENTS

1

INTRODUCTION

Finding the best way to navigate to venues and accomodations in the host city for the Olympic & Paralympic Games can be challenging at times.

Therefore, Paris 2024 is happy to help you going around the Olympic cities by providing to its accredited populations an application called **Paris 2024 Transport Accred**: here is its user guide. The Paris 2024 Olympic and Paralympic sites will be located in and outside of Paris, and in some Co-Host Cities (CHC); therefore, every step of the user journey will be depicted to pinpoint every element you may need to know, in order to enjoy the best Games Transport experience.

Depending on your user status, you will either have to download the application or you will already have it on your phone. After signing in, you will have access to several services, such as itinerary searches (in Paris area), TX booking (if eligible), network maps (Transport Public (TP) and Transport Connect (TC) for Paris and Co Host Cities), booking with a TX Upgrade, redirection to a Taxi platform and an FAQ.

DOWNLOAD THE APPLICATION

PARiS 2O24

2.1 USER STATUS

As this application has been designed for accredited populations only, its use and therefore its downloading is only available for the public specified before.

There are two alternatives, depending on the user status:

1. Athletes: will be given cellphones which will already be equipped with the application;

2. Any other accredited population: will be able to download the application Paris 2024 Transport Accred. from early July, available on both Play and Apple Stores.

2.2 DOWNLOAD ON THE STORES

The Paris 2024 Transport Accred. App is downloadable from the Apple Store and the Play Store. The only requirement is to have an account on those platforms; then, download the application just like any other. The compatible iOS and Android systems are specified on the application information tab. The application is available in several languages: French, English and Spanish.

SIGN-IN AND LOG-IN

3.1 SIGN-IN

1 **Scroll down and press "Register with my accreditation"**

The accreditation number is a number of 7 digits, located on the front and on the back of your accreditation. The Security Code is located on the back of your accreditation, under the accreditation number. It is the last four characters of the code displayed.

**2** **Fill it in with your Accred. Number (that you would have been given previously), Security Code and email**

Then, after filling the page with your information, you will receive an email sent to the mail address you just used, in order to verify your account. Check on this email, click on the verification link, create your password and therefore verify your account.
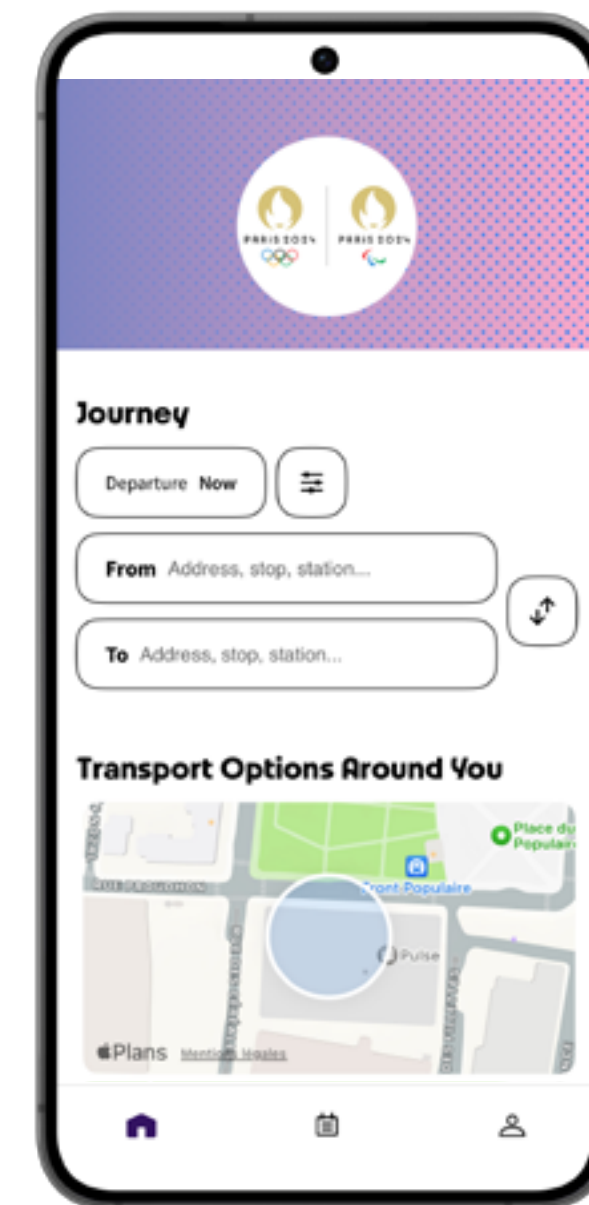
7

3.2 LOG-IN

Once you have filled in all your information on (2), you will reach the welcome page of the application (3). You just have to log in once. So, when you will launch the application again, your logging data would have been saved and you will directly reach the welcome page (3).
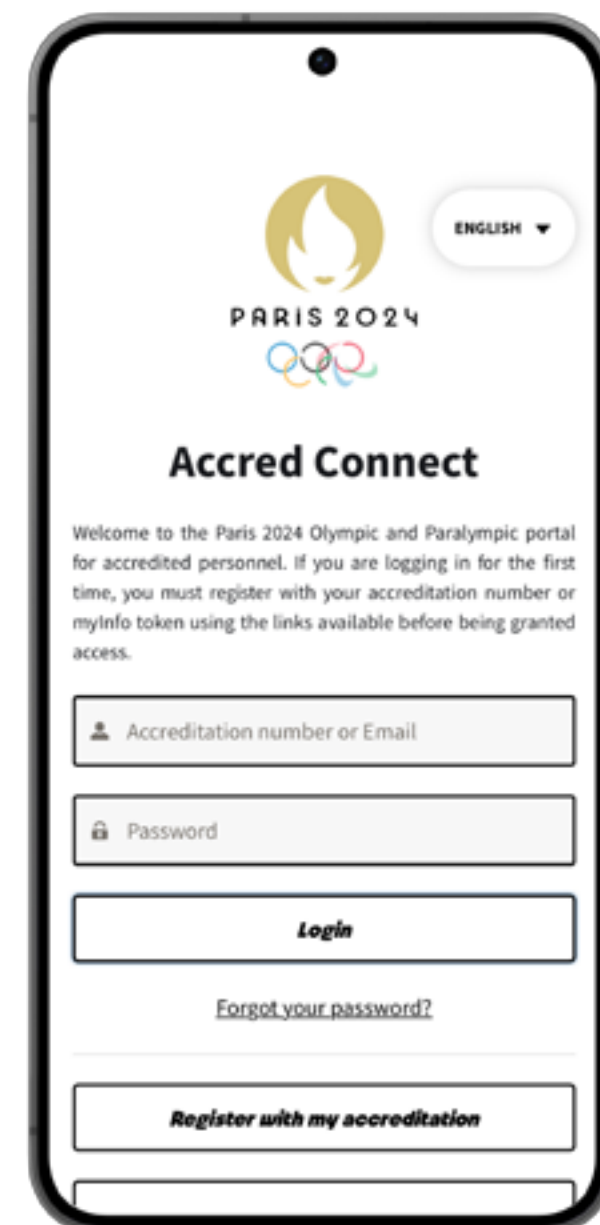
2 **Log-in within your information**

3 **Welcome page**

PARIS 2024

Once launching the application, the user is asked to accept the GCU (General Conditions of Use) on a pop-up window. Then, asked to choose the city he is located in, among the following: Paris, Bordeaux, Châteauroux, Lille, Lyon, Marseille, Nantes, Nice, Saint-Etienne. A quick tutorial (3 slides) is displayed, scroll left 2 times and press "Got it" to land in the home page. Depending on the city selected, the home page will contain a little map showing the user's current location; and either a research of itinerary menu, or a TX Booking menu (if eligible).
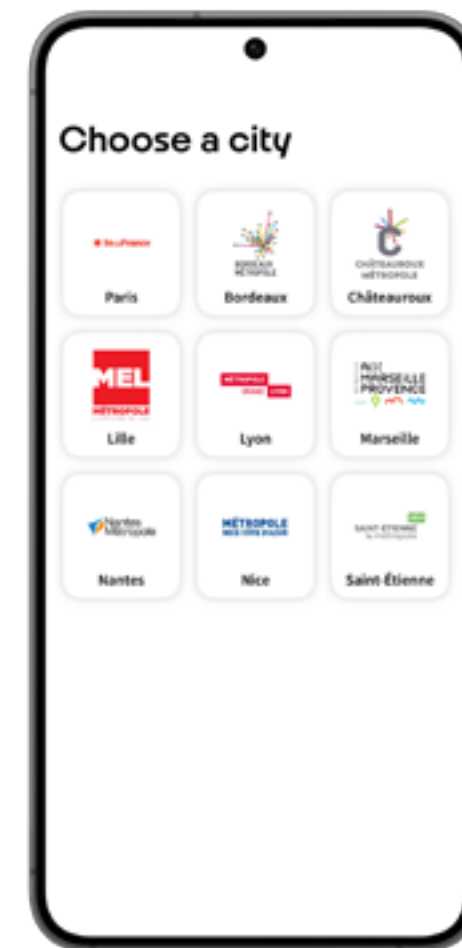
Select the city you are in
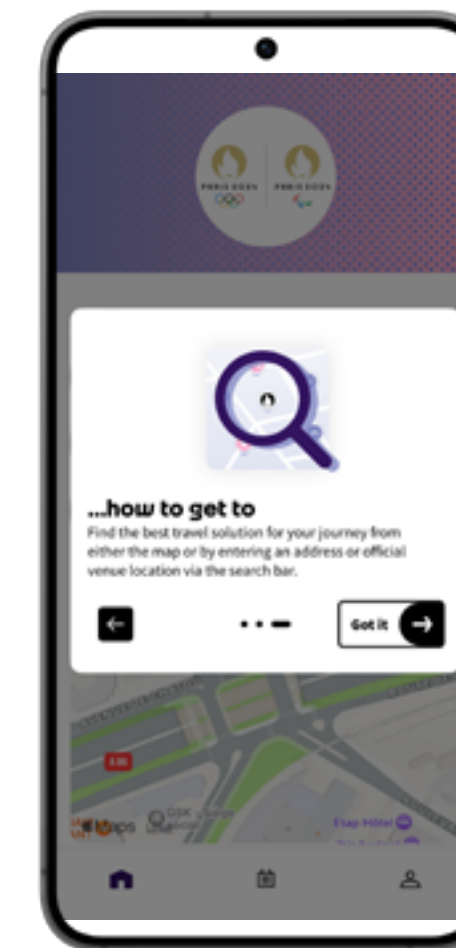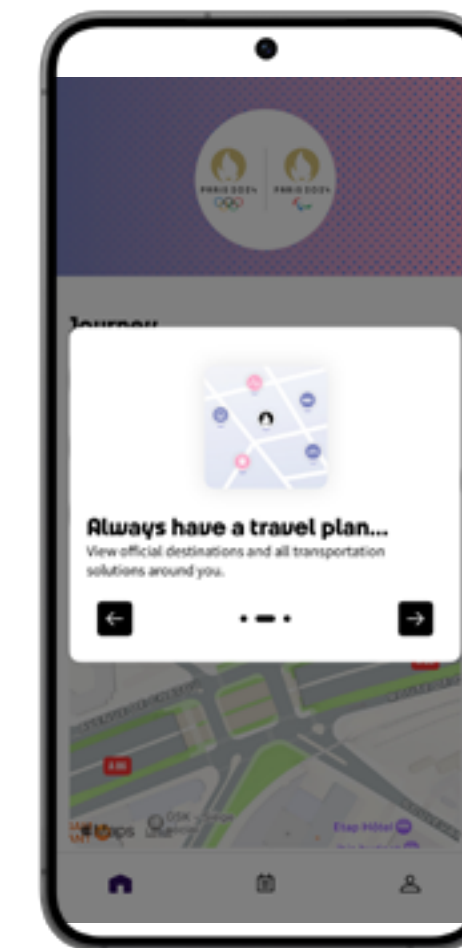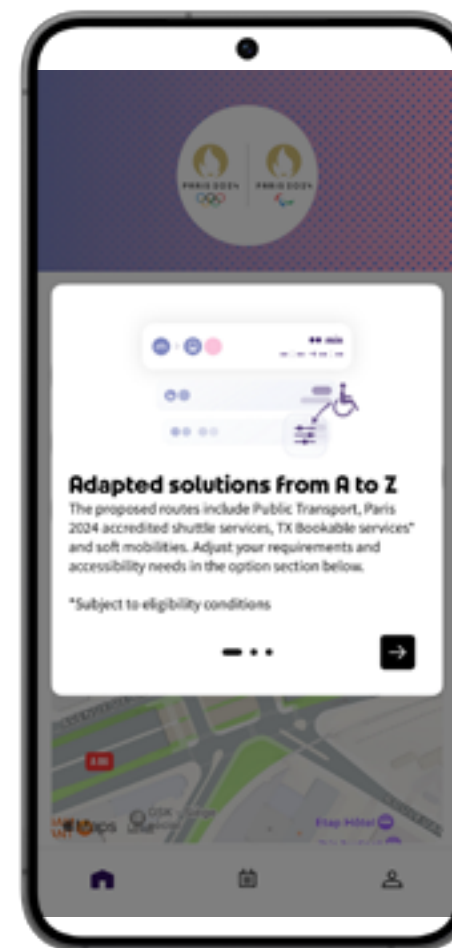
Slide through the different pages of the application tutorial
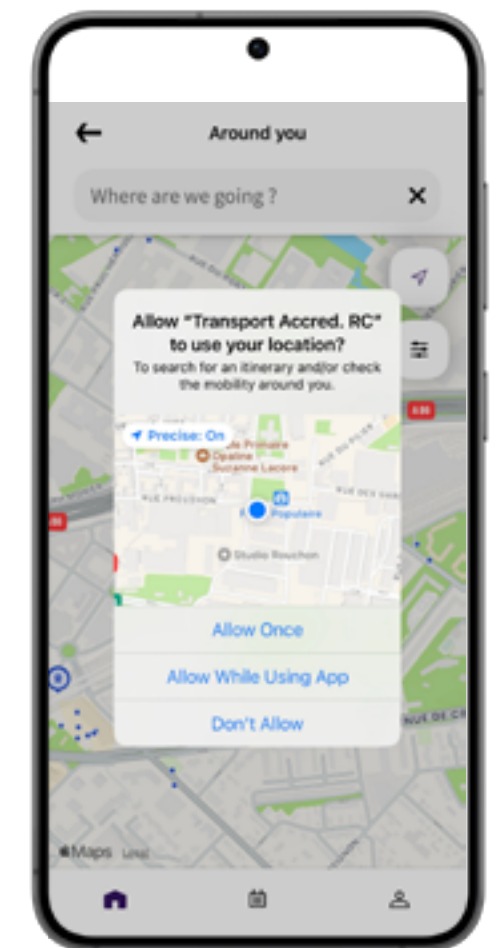
Accept the geolocalisation

→ The app is available in three languages: French, Spanish and English. If the language in your device is French or Spanish then the app will be automatically configured to one of these two languages, if not then the app by default will be configured in English

→ Once logged in, you don't need to log in again for 30 days

RESEARCH AN ITINERARY

One of the main objectives of the Paris 2024 Transport Accred. App is to provide the user with itinerary research (IR).

It is necessary to highlight the fact that this service is only available in the area of Paris; therefore, if the city you selected is not "Paris", this home page will not contain an itinerary research menu. So, after logging in and selecting "Paris", you will reach the home page, already redirecting on IR.

You can modify your research on several topics, such as: time of departure/arrival, location of departure/arrival, accesibility. Search results will provide users with several trip options using scheduled Public Transport (TP) (Metro, RER, Tram & Bus) services, Transport Connect (TC) lines, Walking and Cycling routes (and eventually Transport Federations (TF) and Transport Athlete (TA) if eligible).

Finally, here are some takeaways on how the IR works:

→ When typing, the menu automatically suggests destinations (autocomplete)

→ The official destinations always come on top of the results

→ The results page displays an estimated trip schedule and the available transports' upcoming departures

→ When looking for a competition site, typing the sport's name is efficient

→ The "on foot" part of the trips may not be 100% accurate sometimes, due to adjustments on the on-site's operations: always keep in mind that the reliable information is the one on the signage displayed on and near the sites

PARiS 2024

Journey

Departure 27 Mar at 15:00

From OF2 – Le Hyatt Regency Etoile

To Roland-Garros Stadium - Tennis, Boxing

Search

1 Select the date and time of your trip. Press "Validate"

3 Specify your accessibility needs, if any

5 By clicking on a trip solution, you will have more information on it: where it exactly goes, what CO²%, …

6 **a**

TC

You can get the scheduling plan of the bus by pressing "See the steps"

2 After selecting your departure and arrival venues, press the button in the red circle

4 Press "Search"

You will have access to all the available transport services, according to your level of privileges

TX

6 **b**

Pressing on the map below "Transport Options Around You" allows the user to visualize public transports nearby and its schedule. Also, POI are displayed, and the IR is made easier (press "Itinerary"). Finally, you can decide to filter what is shown on the map.

Also, this is what the map looks like once zoomed out:

1 On the home page, press anywhere on the map

3 Press on an Olympic site to get its name; press "Itinerary" to automatically set this site as your itinerary destination

2 By pressing on a subway station, you can get the scheduling information on the upcoming trains

4 This leads you back to step 2 of the IR example given before
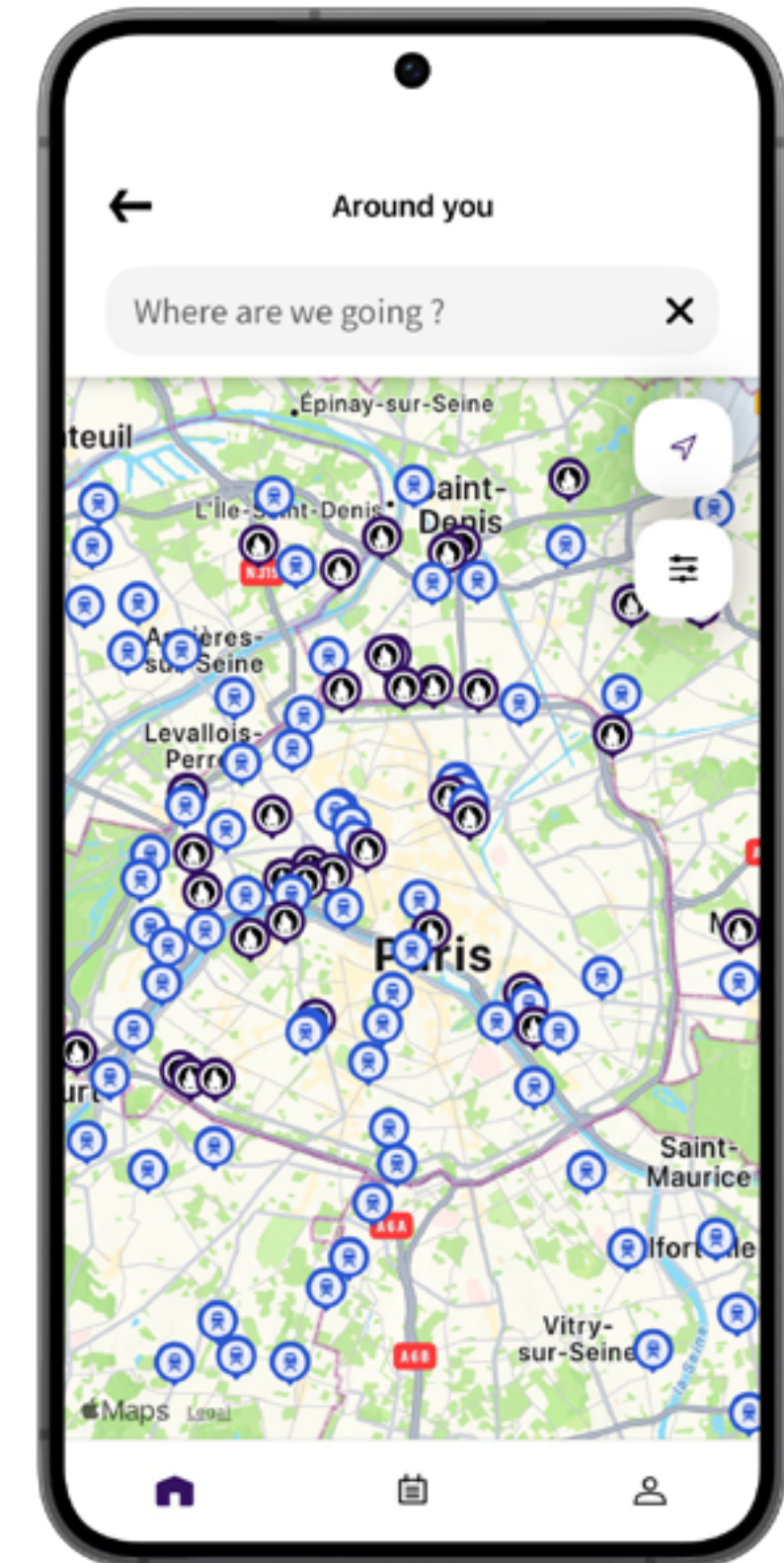
Then, several other options do exist, such as going on a bike ride or walking. In both cases, you will be redirected on an external application (Here, Géovélo, Maps and Plan) ; we recommend you to download Géovélo in order to get the most relevant itineraries. Here is below an instance with a bike ride:

1 Select the date and time of your trip. Press "Validate"

2 After selecting your departure and arrival venues, press "Search"

3 Select the bike solution

4 Press "See the steps"

5 You have a glimpse of the trip. Press "Open nagivation"

6 Press one of the 3 options to be redirected to the navigation application you want
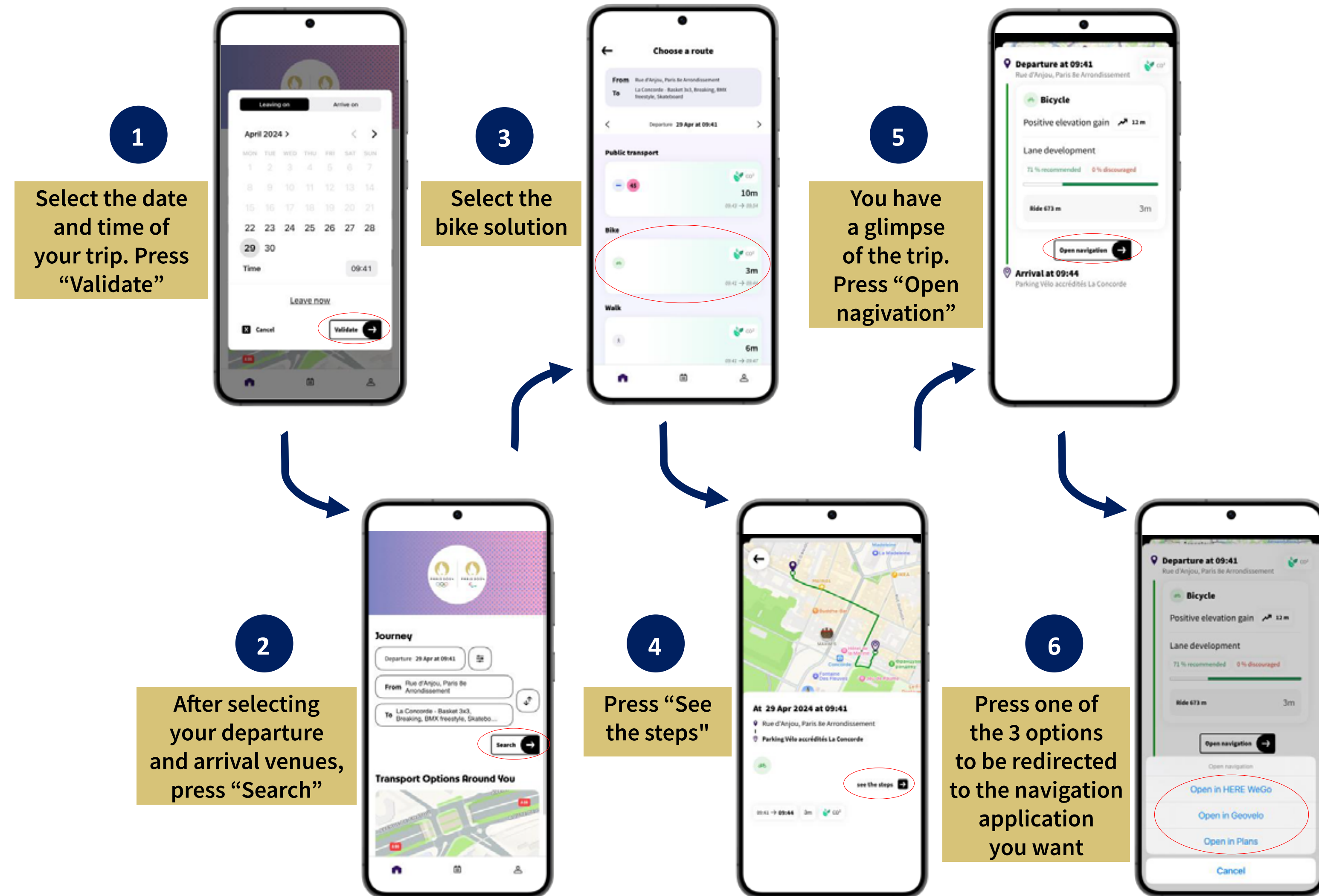
Please note that once being redirected on the external navigation application, you may have to log in on it.

Finally, choosing the "taxi" section will redirect you to the official partner of Paris 2024 for Taxi services in Paris.

5

Following Step 5 of Page 12 of this guide, select "Taxi"

7

Press "Book" to be redirected to the taxi booking platform!

6

You have a summary of the taxi trip. Press "See the steps"
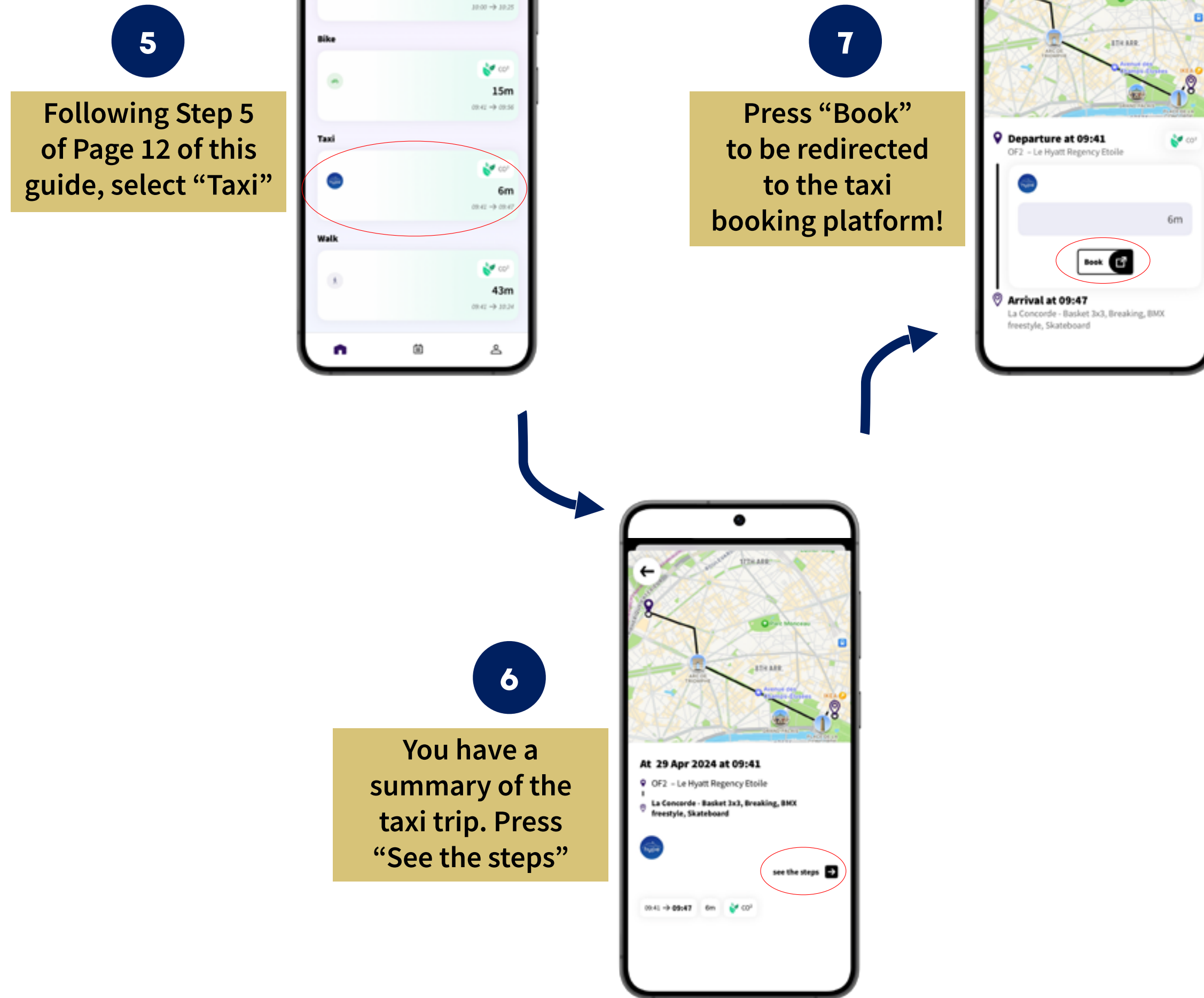
In addition to all the previous options presented in this part, some disruptions may occur on the transport network. If so, the Paris 2024 Transport Accred. App adapts and displays real time information on the itinerary research via a red exclamation point dot on the disrupted TP line or T-service. Then, by pressing on this dot, you get more details on what is occurring.

1 Select the date and time of your trip. Press "Validate"

2 Press the button in the red circle to check details about the disruption

3 Discover more details on "see the steps"

4 Press on "4 disruptions" to check the details

5 Press "Journey cancelled" to get more information

6 You get the last updated information on the disruption
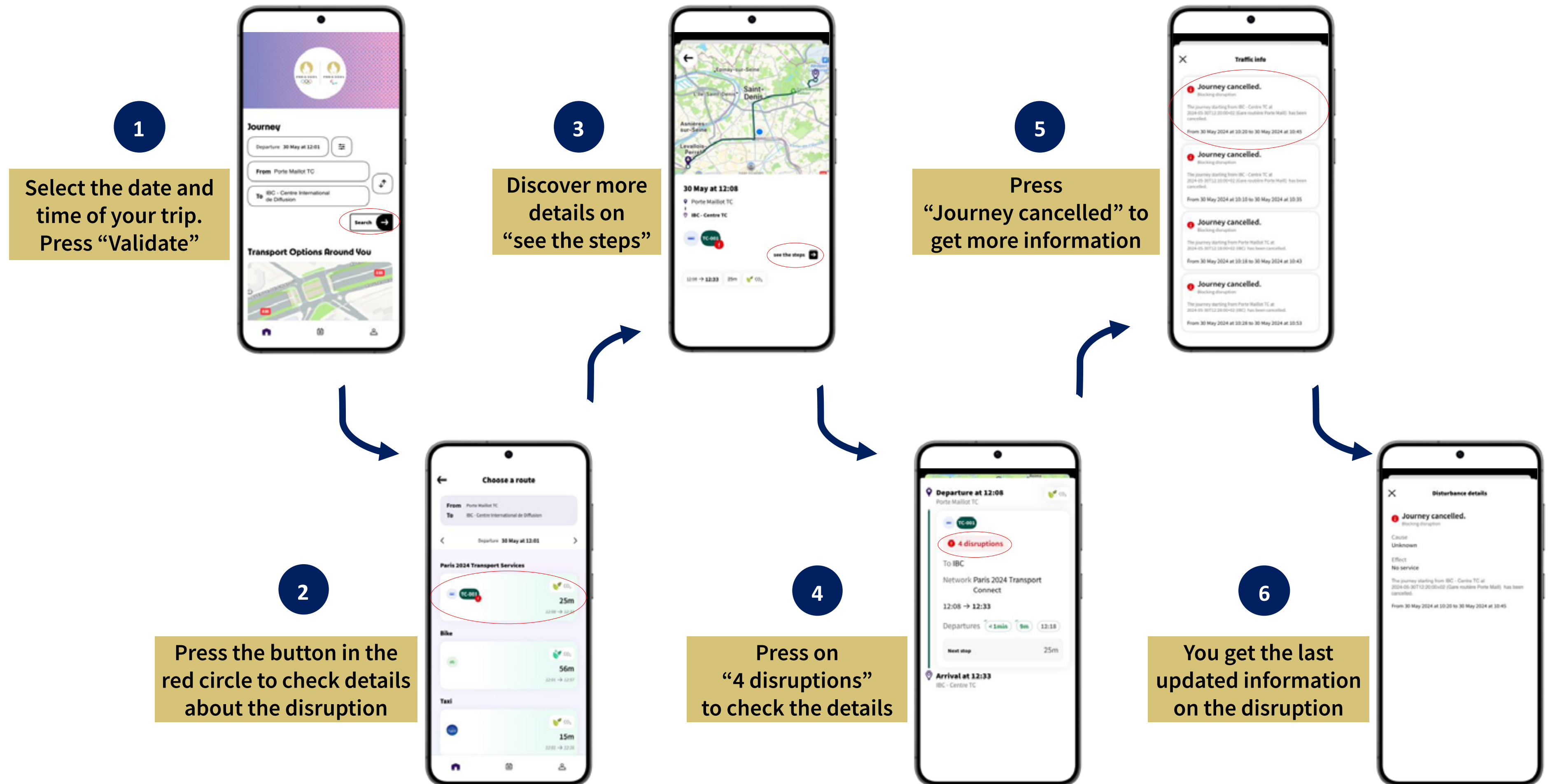
In case of significant messages to be shared with all the users, banners can be launched and appear on the welcome page of the application, providing concise and quick information about an ongoing or an anticipated disruption.
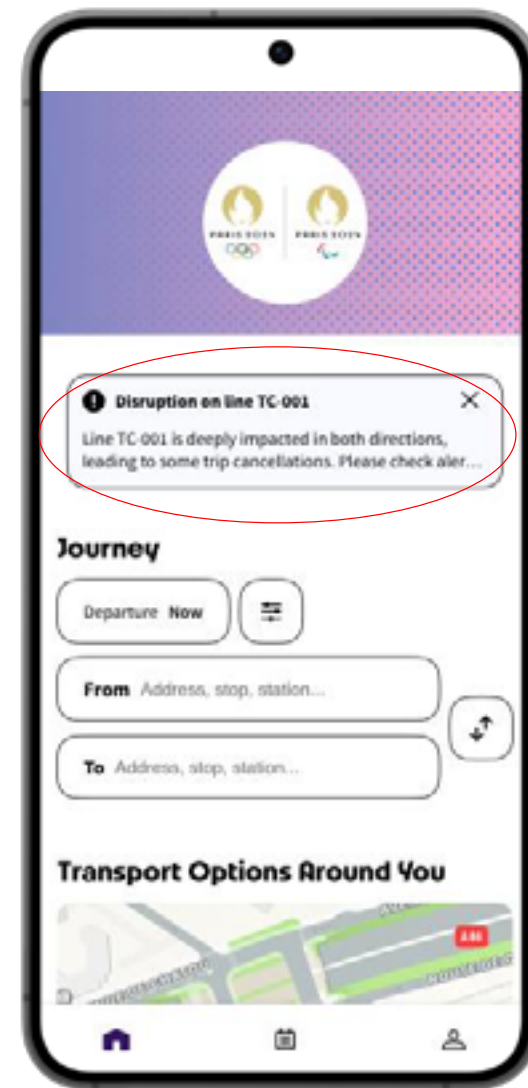
Disruption on the welcome page

Details on the disruption

5

BOOK A TX SERVICE (IF ELIGIBLE)

Once your itinerary research is done, you'll have access to all your available transport services. TX Bookable Service (TXB) is a bookable transport system orderable 2 hours before the drive. To gather more information about it, please refer to the section of your client guide explaining this service in details.

It is necessary to mention the fact that you have to fill your phone number in, in order to get updates and messages from the TXB driver. Coming back to step 5 of the previous part about IR, here is how to book a TXB:

5.1 TXB IN PARIS

5
You've launched your IR and you have access to the available transport services. Select TX

7
Select the number of passenger(s) and the options needed.

9
Press "Validate" to confirm your booking

6 b
After selecting TX, the app will summarize your request. Press "Book"

8
By clicking on "accessibility & equipment" you can indicate what your specific needs are Press "Validate" to confirm

10
Your booking is confirmed.

5.2 TXB IN CHC

Here is how TXB works for CHC:

1 Press « Book a TX Service »

2 Fill in your phone number

3 Indicate a departure

4 Fill in the departure location

5 Press "Choose this departure"

6 Indicate a destination

7 Fill in the destination location

8 Press "Choose this destination"

9 You are back at step 7 of the previous part about TXB in Paris
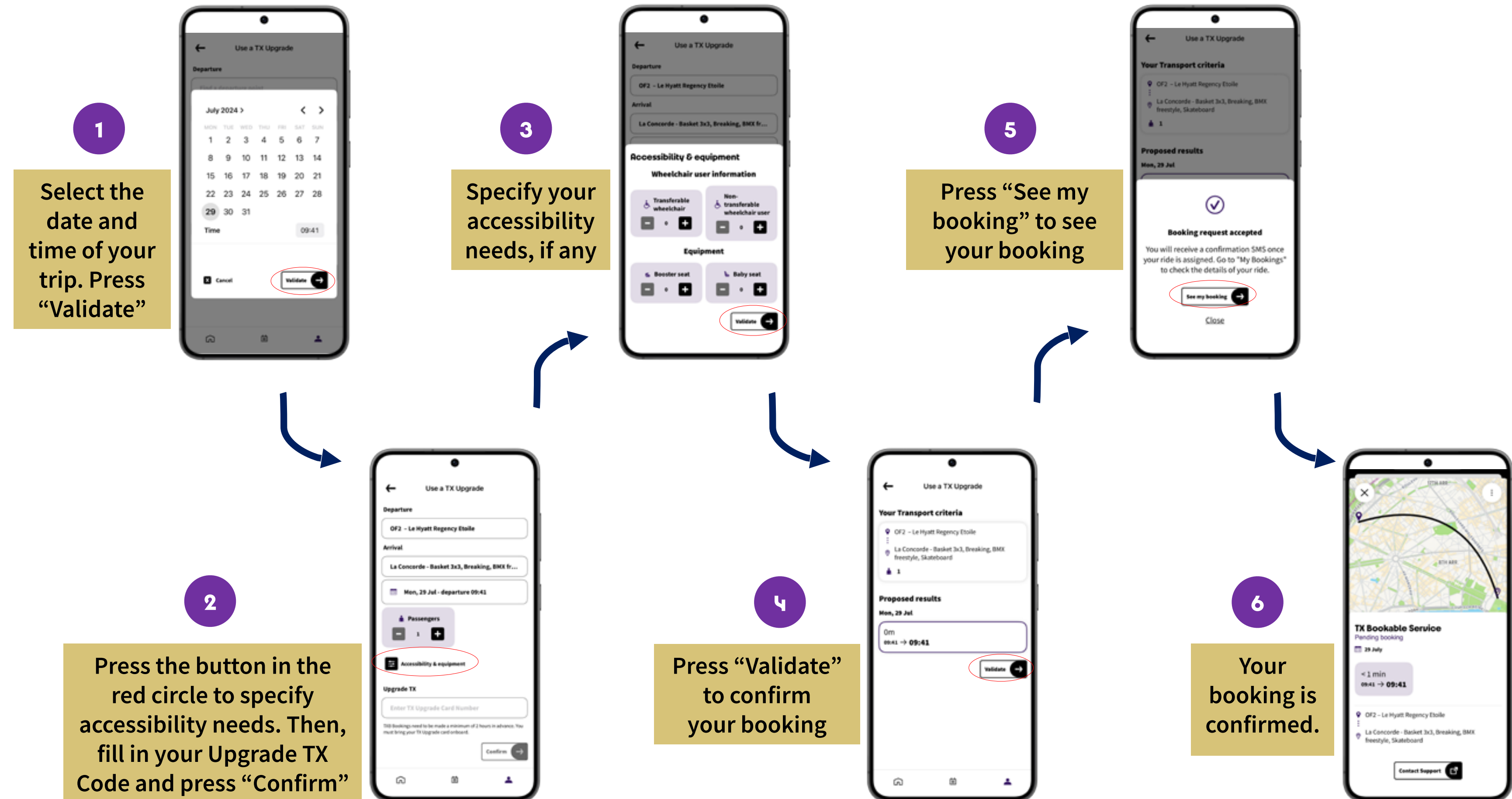
PARiS 2024

5.3 TXB WITH A TX UPGRADE

Also, from the third tab (cf. part 6. "Other features"), the "TX Upgrade" feature allows you to book a TX with an upgrade, and is available if you have been given the right to have access to it. You will have to add your accreditation number to obtain the TXB right and will need to have the TX Upgrade Card with you. Here is how it works:

1 Select the date and time of your trip. Press "Validate"

2 Press the button in the red circle to specify accessibility needs. Then, fill in your Upgrade TX Code and press "Confirm"

3 Specify your accessibility needs, if any

4 Press "Validate" to confirm your booking

5 Press "See my booking" to see your booking

6 Your booking is confirmed.

5.4 "MY BOOKING" MENU

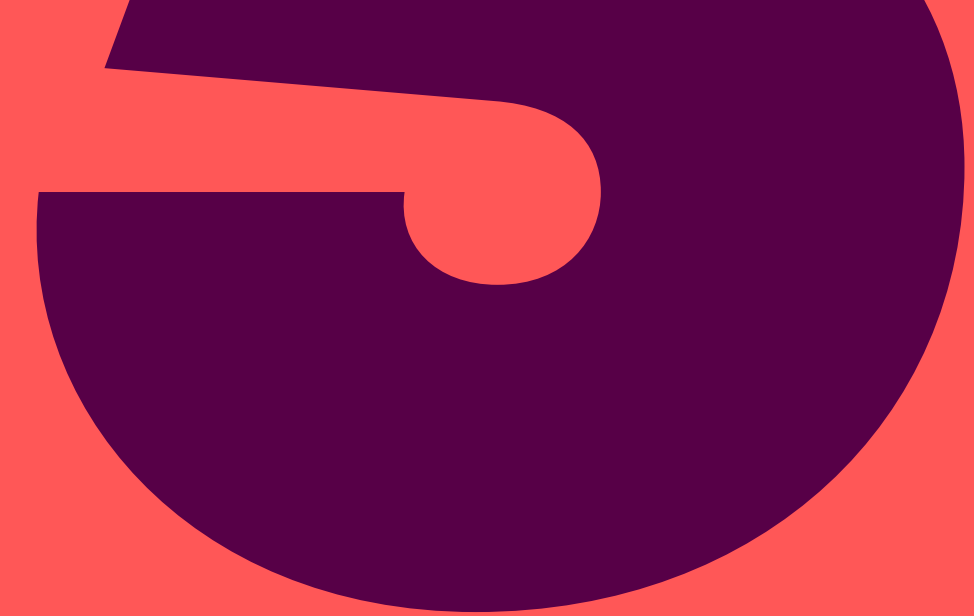On the application, the middle tab will provide a "My booking" menu, displaying all your planned and past TX bookings. On this page you can have details on your booking status: upcoming booking, confirmed, driver on road, onboard, completed, cancelled.

Also, by pressing on the booking, you can cancel it -try to cancel as soon as you know you won't use it and reach out to the call center.

10 Your booking is confirmed. Press "See my booking"

12 Either press the upper right red circled button to cancel the booking, or press "Contact Support" to call the Call Center

13 **a** Cancel the booking

11 Press on the booking

Planned bookings   Past bookings

13 **b** Call the Call Center

6
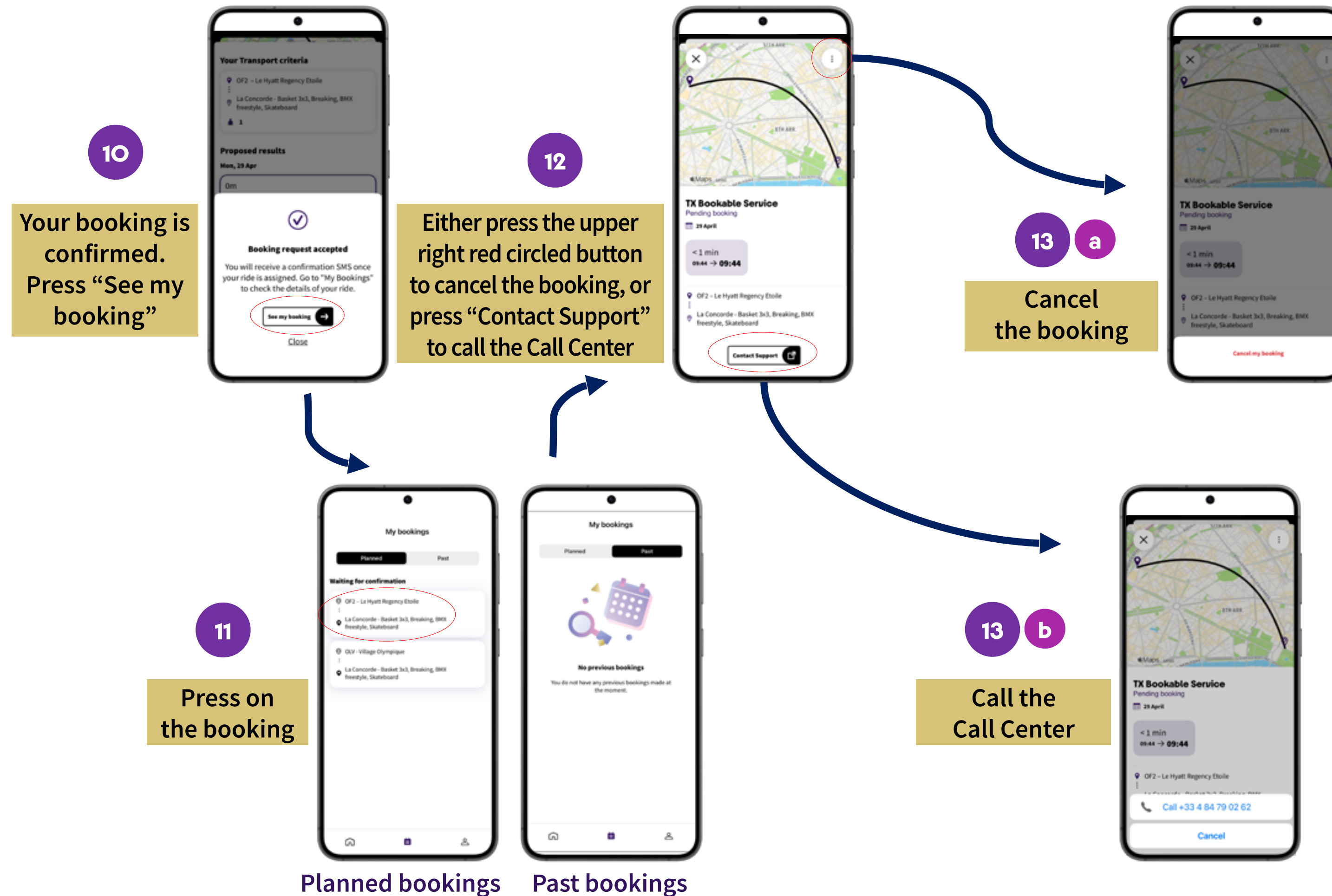
OTHER FEATURES

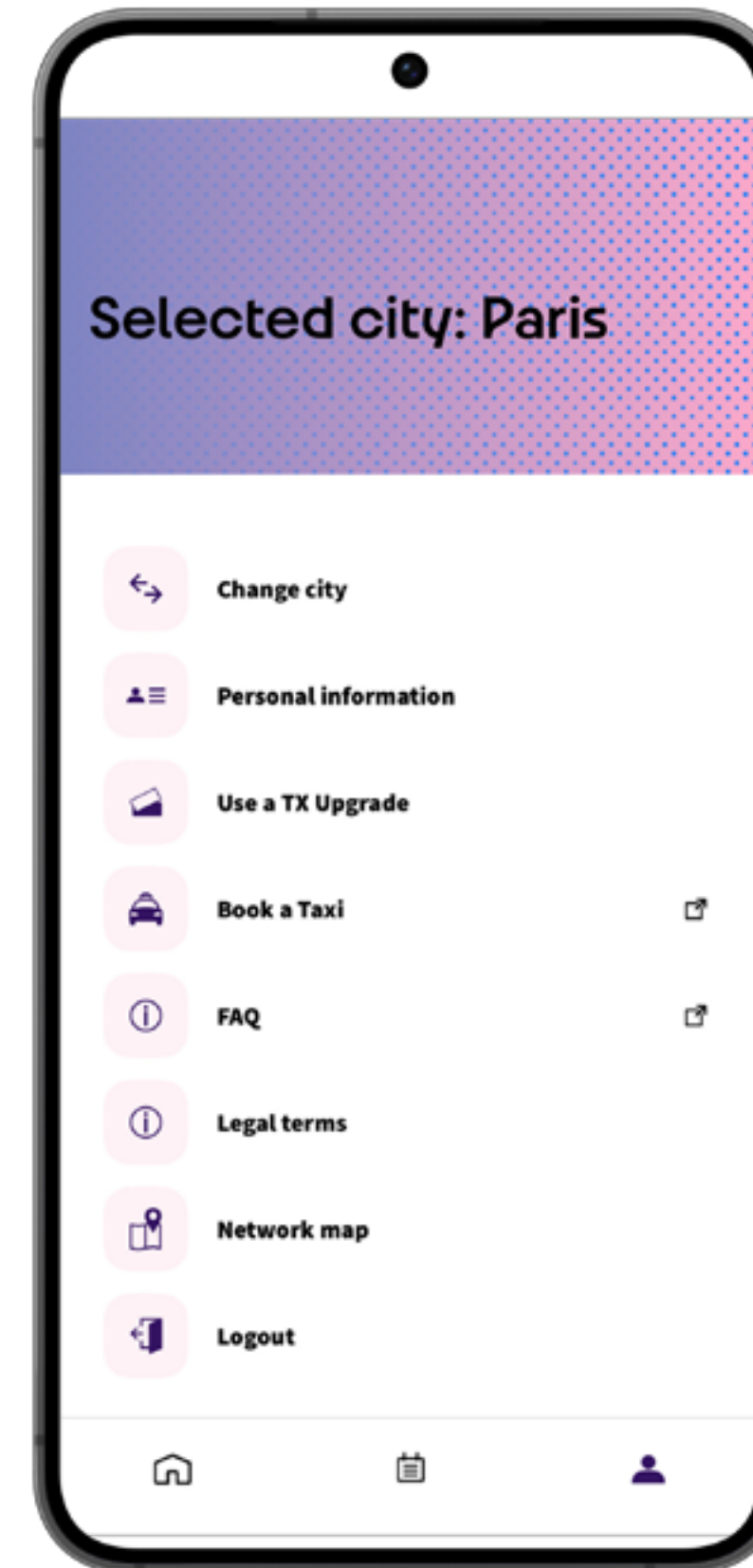These features are accessible by touching the right icon of the bottom bar.

A FAQ (Frequently asked questions) page is available on the application, on the third tab. It will redirect to an extern page on the web, containing all the questions that may arise while using the application (Transport on Demand (TX), Transport Public (TP), …).

This third tab on the Paris 2024 Transport Accred. App also allows you to:

➡ Change the application configuration from one Olympic city to another;

➡ Verify your personal information;

➡ Use a TX Upgrade (if you have the right to have access to it);

➡ Book a Taxi (via a redirection on the taxi section of the FAQ);

➡ Check on the legal terms;

➡ Check on the network maps (static TP + TC maps from the Olympic cities);

➡ Logout from the application.

The "Personal information" section enables the user to fill in their phone number, in order to receive the SMS sent by the TXB services once ordered. Finally, the network maps are static maps displaying the TP and TC lines of Paris and the CHC.

https://transport-faq.paris2024.org

PARIS 2024 THANKS ITS PARTNERS FOR THEIR DEDICATION.

Worldwide Partners

airbnb · Alibaba · Allianz · Atos · BRIDGESTONE · Coca-Cola 蒙牛 · Deloitte.

intel · OMEGA · Panasonic · P&G · SAMSUNG · TOYOTA · VISA

Premium Partners

ACCOR · GROUPE BPCE · Carrefour · edf · LVMH · orange · sanofi

Official Partners

GROUPE ADP · AIRFRANCE · ArcelorMittal · Caisse des Dépôts · CISCO · CMA CGM · DANONE

DECATHLON · FDJ · GL events · île de France mobilités · le coq sportif · pwc

Official Supporters

ABEO · Air Liquide · Airweave · Aquatique Show · Arena · CRYSTAL · Doublet Wasserman

DXC Technology · Egis · Enedis · ES Global · Eviden · Fitness Park · Fnac Darty · Garden Gourmet

Gerflor · Groupe RATP · Highfield · Hype · La Poste · Loxam · Lyreco · Miko · Mondo · MTD

Myrtha Pools · OnePlan · Optic 2000 · Ottobock · Randstad · Rapiscan Systems · Re-uz · RGS Events

Saint-Gobain · Salesforce · SCC · SEDIF · SLX · SNCF · Sodexo Live! · Technogym · Terraillon

Thermo Fisher Scientific · Tourtel Twist · VINCI · Viparis · Westfield

PARiS 2024

www.paris2024.org

f Paris2024   X Paris2024   in Paris 2024   paris2024   Paris 2024   paris2024officiel