

Google Wallet FAQs

How do I get set up with the Go East Anglia transit card?

- Add a debit or credit card to Google Wallet. You will need to link a Go East Anglia card to this payment method.
- To add a Go East Anglia transit card, the “Personalisation within Wallet” setting must be turned on

To enable this setting:

- On your phone, open the Google Wallet app
- In the top right, tap your Profile picture or Account - Your data in Wallet - Manage passes data
- Turn Personalisation within Wallet on

How do I add the Go East Anglia transit card to Google Wallet?

- Ensure you have added a debit or credit card to Google Wallet
- Use this debit or credit card and tap your phone to travel with Go East Anglia buses
- After your first journey, you will be invited to add the Go East Anglia transit card through an option under your payment card
- On your phone, open the Google Wallet app
- Under your debit or credit card, find the option to add the Go East Anglia transit card
- Tap Get started
- Tap Continue
- Review the terms and tap Continue
- Tap View in Wallet

How do I view the Go East Anglia transit card and my transit info?

With a Go East Anglia transit card, you can find your transit info in Google Wallet, which includes:

- The payment card connected to the Go East Anglia transit card.
- Progress toward caps and free trips.
- Savings amount over time.
- Recent trips and activity.

To find your transit info in Google Wallet:

- Open Google Wallet.
- Scroll to your passes.
- Tap the Go East Anglia transit card.
- You can select the more icon on the Go East Anglia transit card to see additional details.

What does “Savings” mean?

The total savings show you how much money you saved by making journeys after hitting a fare cap for contactless travel, over the specified period.

How do I remove the Go East Anglia transit card?

Important: When you remove the Go East Anglia transit card, it won't remove the associated payment card from Google Wallet.

- Open Google Wallet.
- Scroll to your passes.
- Tap the Go East Anglia transit card -> More -> Scroll down -> Delete card.

Do I need to travel with my connected payment card?

Yes, if you want the taps and other info to show up on your Go East Anglia transit card, you need to tap your phone to travel with the payment card connected to the Go East Anglia transit card.

You can still travel with any other payment card in Google Wallet, however, the details from those taps & journeys will not be shown on the Go East Anglia transit card.

Do I need to use a Go East Anglia transit card to pay for transit with Google Wallet?

No, you don't need to use a Go East Anglia transit card to use Google Wallet to pay for transit. However, a Go East Anglia transit card gives you more insights into your travel & caps.

Can I move my Go East Anglia transit card to another phone?

No, if you want to use a Go East Anglia transit card on another phone, you will need to create a new Go East Anglia transit card on the new phone when invited.

Can I link multiple payment cards to the same Go East Anglia transit card?

No, one Go East Anglia transit card can be linked to only one payment card. If you use another payment card, you must delete your existing Go East Anglia transit card and create a Go East Anglia transit card when invited after travelling with your different payment card.

Can I change my connected payment card?

If you use another payment card, you must delete your existing Go East Anglia transit card and create a Go East Anglia transit card when invited after travelling with your different payment card.

What do I do if the Go East Anglia transit card has disappeared from Google Wallet?

This can happen if you clear app data on your phone, or factory reset your phone. In those cases, your old transit card will be moved to the expired passes section, or you may lose a stored transit card completely. In either case, you will need to create a new one when invited. Please note: The new Go East Anglia transit card may not contain data from the old card.

What phones are supported?

The Go East Anglia transit card is an Android only experience and works on most Android phones. The phone must be running Android 7+ (Nougat) or higher, and it must support Near Field Communication (NFC).

To check the version of your phone, go to:

- Settings > About Phone > Android Version to check your device's version
- To check if your device supports NFC, go to Settings and search for NFC

How do I fix an incomplete journey?

When we detect an incomplete journey, you will be notified on the Go East Anglia transit card. Click on the notice to resolve your issue. This will take you to the Go East Anglia website, where you can check that you've been charged the correct amount. For any details or issues, contact Go East Anglia customer support directly.

How do I fix payment card issues?

In some cases, there may be an issue with your linked payment card, and you will be notified on the Go East Anglia transit card. Click on the notice to resolve your issue. This will take you to the Go East Anglia website, where you can take appropriate actions to resolve the issue. For any details or issues, contact *(insert link to)* Go East Anglia customer support directly.

Who do I contact when I have issues with my Go East Anglia transit card?

Please contact *(insert link to)* Go East Anglia customer support directly with any issues or problems.

Who do I contact when I want to dispute a travel charge shown on the Go East Anglia transit card?

Please contact *(insert link to)* Go East Anglia customer support directly with any issues or problems.

Who do I contact if the travel information shown on the Go East Anglia transit card is incorrect?

Please contact *(insert link to)* Go East Anglia customer support directly with any issues or problems.

Can I use my Go East Anglia transit card for bus travel using the Key or the App?

No, you are only able to use a payment card added in Google Wallet to tap and pay for trips. Tracking your spending and savings is only available in Google Wallet.

Can I use my payment card connected to Go East Anglia in Google Wallet with other local bus or train operators to pay for trips?

Check with other local transit agencies to confirm they accept Google Pay. Your payment card connected to Go East Anglia will not track trips from other agencies.

Do I need to buy a ticket from the driver if I'm using Google Wallet?

No, just tap and pay as you would normally do. You can track your journey and payment history in Google Wallet once you've added your Go East Anglia transit card.

What are the benefits of connecting my Go East Anglia transit card in Google Wallet for my bus travel?

By connecting your Go East Anglia transit card to your payment card in Google Wallet, you will be able to track all your journey and payment history, see progress towards caps, and see your savings. You'll also be able to manage your connected payment card.

How is it different to paying with contactless?

You will be able to track all your journeys, see your savings and caps, and get push notifications for important information all on your mobile phone. This isn't possible if you are just using a normal contactless card.

Can I get travel updates from Google Wallet?

Not at the moment, but we're hoping to be able to offer this in the future.

Can I access my child's account (young person) to check journeys?

No, you are only able to access payment and journey details within your own Google Wallet.

Does the transit loyalty card work with concessions passes?

Not yet, but we're hoping to be able to offer this in the future.

Who do I contact if I lock myself out of my account?

If you need help unlocking your Google Account or have any issues, visit the Google Help Centre at support.google.com.