Contents

General Information

1. What is myBASKonsesi, and what are its benefits?

myBASKonsesi is a program introduced by the Transportation Department of Malaysia, with the goal of providing additional assistance to groups of individuals who may require extra support. The program aims to provide complimentary bus rides to students aged 7-17, disabled individuals, and senior citizens aged 60 years or older. Through this initiative, these individuals are able to travel on myBAS buses in Johor Bahru without any cost.

2. What are the eligibility criteria to apply for myBASKonsesi?

To be eligible, you need to be a Malaysian and fit into one of these categories:
There are three groups of people who can apply for myBASKonsesi:

- Students aged between 7 and 17.
- Individuals with Disabilities (having an OKU card).
- Senior citizens aged 60 or above.

The criteria for determining the eligible age is based on the applicant's year of birth. For instance, if your current age is 59 and your birthday falls in December, you still maintain the qualification to participate in this program.

3. How much does it cost to apply for myBASKonsesi?

myBASKonsesi is completely free of charge.

4. Where and how can I apply for myBASKonsesi?

There are 2 ways to apply for myBASKonsesi:
Option 1: Smartphone (LUGO app)

DOWNLOAD AND REGISTER

Download LUGO app, select "Pas Transit myBAS Registeration" and key in personal details

SUBMIT APPLICATION

Snap and upload MyKad and selfie photo, then submit application

WAIT APPROVAL

Verification and approval notification will be sent within 24 hours

SCAN QR CODE

Scan QR code every time you board / alight myBAS Johor Bahru
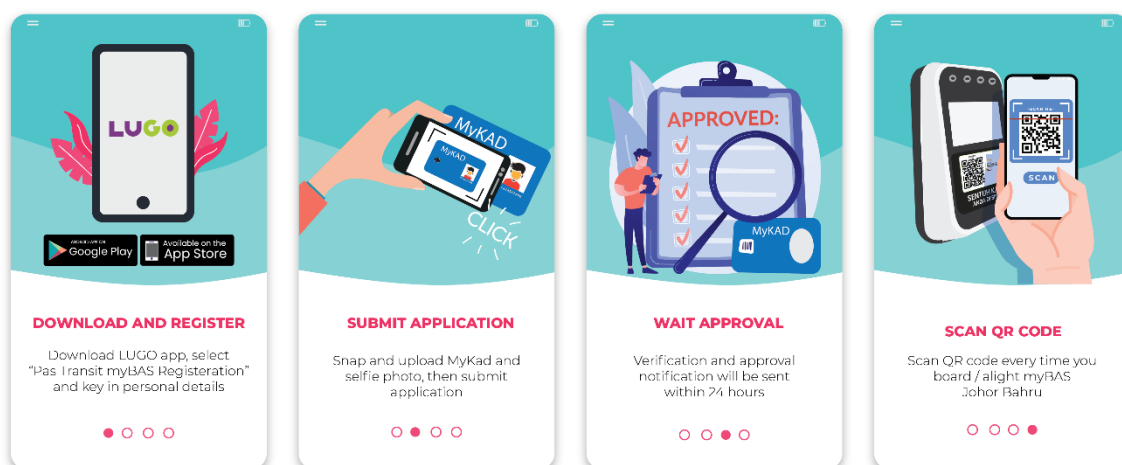
Option 2: Counter

You can visit any of the ManjaLink / Causeway Link counter listed below to do your registration.

VISIT COUNTER	PRESENT DOCUMENTS	SUBMIT PERSONAL INFORMATION	VERIFICATION	ACTIVATION	TAPPING
Visit any selected ManjaLink counter	Present My-Kad/MyTentera/MyKid/OKU card to the counter, staff will snap your card and your face photo on the spot.	Provide personal information to the counter staff for registration	Counter staff will do the verification	myBASKonsesi will be activated within 24 hours before can start using	Tap your card every time you board / alight myBAS Johor Bahru

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai International Airport
- TF Value Mart (Nusa Bestari)

When registering in person at the counter, please remember to bring your MyKad or MyTentera (OKU card as well if you are applying under the OKU category & MyKID for students between aged 7-17) for registration purposes. You will then need to choose between using either your MyKad or MyTentera for bus boarding, or alternatively, you can opt to receive a complimentary myBASKonsesi Card. Students aged between 7 and 12, who do not possess a MyKad, can directly apply for a myBASKonsesi Card.

Subscription

5. When can I start subscribing to myBASKonsesi?

Starting from August 15, 2023, students aged 13-17, OKU individuals, and Senior Citizens can begin applying for myBASKonsesi. As for students aged between 7-12, the application will be made available shortly. Stay tuned for the latest updates.

6. When can I start using myBASKonsesi?

This depends on where you registered and applied your myBASKonsesi.

Smartphone (LUGO app)

To apply for myBASKonsesi using the LUGO app, you'll need to complete an initial registration process. Typically, it takes up to 24 hours for the registration to be reviewed and approved. Once your registration is approved, you'll receive a notification within the LUGO app. At that point, you'll be able to use your smartphone for bus boarding purposes.

Counter

Starting August 15, 2023, you can apply for myBASKonsesi at designated ManjaLink / Causeway Link counters. Applicants can begin using the pass as early as August 16, 2023, for all myBAS routes in Johor Bahru.

After completing the subscription process, kindly allow a waiting period of 24 hours before utilizing your myBASKonsesi pass in conjunction with your MyKad, MyTentera, or myBASKonsesi Card when boarding the bus.

7. Are there any administrative fees or hidden charges associated with myBASKonsesi?

No, myBASKonsesi is completely free of charge.

8. In the event of losing my myBASKonsesi card, will there be a charge for obtaining a replacement card?

Yes, a fee of RM10.60 will apply for card replacement in situations involving user-related issues, such as a damaged or misplaced card.

9. Is there any warranty on the myBASKonsesi Card?

You are entitled to a 7-day warranty for your card starting from the day of receipt. Should you discover any malfunction with your card during this period, you have the option to request a free card exchange. However, beyond this initial 7-day period, obtaining a replacement for your myBASKonsesi card will incur a fee of RM10.60.

10. Is it possible to use a MyTentera card for applying for myBASKonsesi?

Yes, the use of a MyTentera card is permitted for myBASKonsesi application.

11. How long is myBASKonsesi valid for?

For OKU and senior citizens:

The validity period for your myBASKonsesi pass is 365 days. After this duration, you will be required to renew your myBASKonsesi pass using any of the methods mentioned earlier. Additional information can be found in Question 13.

For students:

Your myBASKonsesi pass will expire on the 31st of December, regardless of the date you initially applied for it within the year. Following its expiration, you will need to initiate the renewal process using any of the methods mentioned earlier. Please refer to Question 13 & 15 for more comprehensive details.

12. I currently hold a valid myBAS50 pass subscription, and it is still active. Can I still proceed with an application for myBASKonsesi?

Certainly, you are eligible to apply for myBASKonsesi even while your myBAS50 pass is still active. However, please note that your myBASKonsesi activation will take effect only once your current myBAS50 pass has expired.

Renewal

13. How do I renew my myBASKonsesi?

There are a few ways to renew your myBASKonsesi depending on where you applied your pass,

For Smartphone (LUGO app)

Step 1: Launch LUGO app
Step 2: Select "Manage Pas Transit myBAS"
Step 3: Select "Renew Now"
Step 4: Go through the verification part
Step 5: Wait for confirmation

For MyKad/myTentera/myBASKonsesi Card

Visit any of the selected Causeway Link / ManjaLink counters to renew your **myBASKonsesi**:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai International Airport
- TF Value (Nusa Bestari)

14. Does myBASKonsesi offer an automatic renewal feature?

Currently, there is no such function available.

15. For myBASKonsesi renewal, do I need to wait for 24 hours before I can start using it?

No matter where you initially applied for your myBASKonsesi—be it on the LUGO app, MyKad, MyTentera, or myBASKonsesi Card—you will need to undergo the verification step each time you renew your pass. This verification process might take up to 24 hours to complete before your myBASKonsesi renewal is finalized.

If you have renewed your myBASKonsesi at least 24 hours before it expired, you will not have to wait for up to 24 hours before your renewed pass is activated.
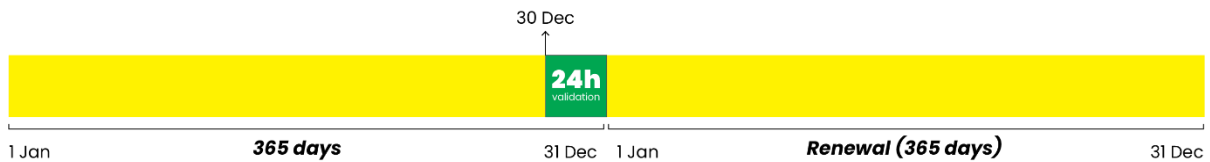
For example, suppose you apply for the myBASKonsesi on 1st Jan 2023, and its validity period lasts until 31 Dec 2023 (365 days). If you wish to continue using your pass without any service interruption, you must renew it no later than 30 Dec 2023. This ensures that your pass remains active, and you can enjoy uninterrupted services throughout the specified period.

On the other hand, if you renewed your myBASKonsesi less than 24 hours before the expiry date or after it is expired, then you will have to wait for a maximum of 24 hours before start tapping on the bus.
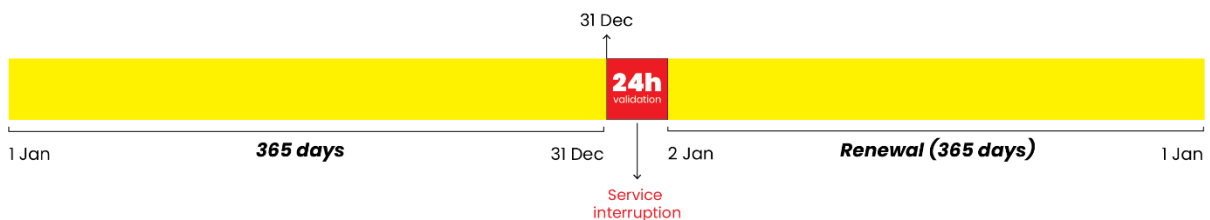
For example, if you apply for the myBASKonsesi on 1st Jan 2023, it will be valid until 31 Dec 2023 (365 days). To avoid any service interruption, make sure to renew the pass before 30 Dec 2023. If you renew it on or after that date, there might be a maximum 24-hour interruption before you can use it again.

Renewal for myBASKonsesi will be accessible up to 1 month before your subscription expires. To prevent any service interruptions, we strongly recommend renewing your myBASKonsesi as soon as the renewal becomes available.

16. Will I be notified before my myBASKonsesi subscription expires?

Indeed, if you've applied myBASKonsesi via the LUGO app, you will receive timely reminders. These notifications will be sent within the final three days leading up to the expiration of your subscription. However, for users of MyKad, MyTentera, or the myBASKonsesi Card, kindly visit the Causeway Link website to verify your subscription's validity.

Account Switching

17. Is it possible to transfer my myBASKonsesi to family members or friends?

No, myBASKonsesi is strictly intended for use by the applicant alone. We reserve the right to revoke your myBASKonsesi pass if it comes to our attention that it is being utilized by individuals other than the applicant or being resold to others.

18. Is it possible to switch myBASKonsesi pass between MyKAD, MyTentera, myBASKonsesi card, and the LUGO app?

Indeed, you have the flexibility to make the switch. However, it's essential to understand that your myBASKonsesi will be functional solely on the card/app you opt for. Once the switch to a new card/app is made, you will exclusively use the chosen card/app for bus boarding.

19. How long does the process of switching myBASKonsesi take?

After you initiate a switching request, your myBASKonsesi in the LUGO app will be deactivated immediately. Nonetheless, it's crucial to keep in mind that there is a maximum waiting period of 24 hours before you can use your MyKad, MyTentera, or myBASKonsesi Card for bus boarding after the switch.

20. What will happen to my existing subscription if I switch myBASKonsesi to another card/app?

Your subscription will remain unchanged. However, please be aware that the verification process may take up to 24 hours to complete before you can start using your pass.

Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

21. Is there a limit to how many times I can switch my myBASKonsesi subscription between the LUGO app and MyKad/MyTentera/myBASKonsesi Card, and vice versa?

Currently, there are no restrictions on the frequency of switching your myBASKonsesi subscription between the LUGO app, MyKad, MyTentera, or myBASKonsesi Card.

22. Is there an additional fee to switch my myBASKonsesi account between MyKAD/MyTentera/ myBASKonsesi Card and the LUGO app?

No, there will be no addition charges here. Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

23. What happened if I lost my card (MyKad/MyTentera/myBASKonsesi)? Can I replace a new myBASKonsesi Card or transfer my myBASKonsesi subscription to my new MyKad/MyTentera/myBASKonsesi or the LUGO app?

Scenario 1: Lost your MyKad/MyTentera

Solution: You need to get your MyKad/MyTentera replaced at any National Registration Department (Jabatan Pendaftaran Negara's (JPN) counter. Once you have got your new MyKad/MyTentera, visit any of the selected Causeway Link / ManjaLink counter (listed below) and ask the assistant from the counter staff to switch your myBASKonsesi scubscription to your new MyKad/MyTentera. Once the switching process is complete, you will have to wait until the next day to start paying with your new MyKad/MyTentera on the bus. There will be no additional charges will be incurred here.

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai International Airport
- TF Value Mart (Nusa Bestari)

Senario 2: Lost your myBASKonsesi Card

Solution: Simply visit one of the designated counters below to obtain a replacement card

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai International Airport
- TF Value Mart (Nusa Bestari)

Please be aware that a fee of RM10.60 (inclusive of Service Tax) will be imposed for card replacements due to user mishandling, such as damage or loss of cards.

Senario 3 : Switch your myBASKonsesi from MyKad/MyTentera/myBASKonsesi Card to the LUGO app

Step 1: Download LUGO app from App Store or Google Play Store
Step 2: Launch LUGO app and select " Pas Transit myBAS Registration" under LUGO bot

Step 3: Enter your personal information, including your full name, MyKad/MyTentera/ number, and contact number (OKU individuals are also required to upload their OKU card as well to verify their identity). After filling in the details, click on the "continue" button.
Step 4: If you wish to switch your myBASKonsesi pass from your MyKad/MyTentera to the LUGO app, confirm your decision by selecting "OK."

Please note that it may take up to 24 hours for the verification part to complete before you can proceed to use your myBASKonsesi, and any losses incurred while switching between myBASKonsesi will not be eligible for any refund or compensation. Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

Usage

24. Can I use myBASKonsesi outside of Johor?

No, myBASKonsesi is currently only available for use in Johor Bahru.

25. Can I use myBASKonsesi on the Muafakat buses?

No, you can only use myBASKonsesi on myBAS Johor Bahru.
Click HERE to check all the myBAS Johor Bharu bus routes.

26. After activating myBASKonsesi, can I still use MyKad/MyTentera as a Touch N Go?

Yes, it will not affect the normal function of Touch N Go.

27. What should I do if I want to apply myBASKonsesi through MyKad/MyTentera but the chip does not work?

If you face this situation, we suggest applying for a myBASKonsesi Card as an alternative. Additionally, you can also opt to apply to myBASKonsesi through the LUGO app. Alternatively, please refer to Q.6 for guidance on how to apply to myBASKonsesi using the LUGO app.

28. I have applied myBASKonsesi through MyKad/MyTentera. Recently, I replaced my MyKad. Do I need to register again at the counter?

No, registration is not required. Please visit any designated counter and present your new MyKad/MyTentera to update your profile. Please note that it may take up to 24 hours before you can use your MyKad/MyTentera to board the bus.

29. What if my MyKad is faulty and unreadable after I have applied myBASKonsesi?

There are 2 solutions when it comes to this:
Solution 1: Replace your MyKad/MyTentera

You need to get your MyKad/MyTentera replaced at any National Registration Department (Jabatan Pendaftaran Negara's (JPN) counter. Once you have got your new MyKad/MyTentera, visit any of the selected Causeway Link / ManjaLink counter (listed below) and ask the assistance from the counter staff to switch your myBAS 50 to your new MyKad/MyTentera. There will be no additional charges will be incurred here.

Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai International Airport
- TF Value Mart (Nusa Bestari)

Solution 2: Get a myBASKonsesi Card
Simply visit one of the designated counters below to obtain a myBASKonsesi Card

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai International Airport
- TF Value Mart (Nusa Bestari)

Solution 3: Switch your myBASKonsesi from MyKad/MyTentera to the LUGO App
Step 1: Download LUGO app from App Store or Google Play Store
Step 2: Launch LUGO app and select "Pas Transit myBAS Registration" under LUGO bot
Step 3: Enter your personal information, including your full name, MyKad/MyTentera/myBASKonsesi Card number, and contact number (OKU individuals are also required to upload their OKU card as well to verify their identity). After filling in the details, click on the "continue" button.
Step 4: If you wish to switch your myBASKonsesi pass from your MyKad/MyTentera to the LUGO app, confirm your decision by selecting "OK."

Please note that it may take up to 24 hours for the verification part to complete before you can proceed to use your myBASKonsesi, and any losses incurred while switching between myBASKonsesi will not be eligible for any refund or compensation. Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

30. How to tap while board and alight the bus?

Smartphone (LUGO app)

Check-in:

1. Open LUGO app and launch the QR code scanner
2. Scan the QR code on the tapping machine until the e-ticket pops out

Check-out:

1. Open LUGO app and launch the QR code scanner
2. Scan the QR code on the tapping machine until the e-ticket pops out

Or

1. Open LUGO app and click "Select Stop"
2. Select the stop you are alighting from

Card (MyKad/MyTentera/myBASKonsesi)

Tap your card at the tapping machine while boarding and alighting the bus. Upon tapping, the tapping machine will make a "ding" sound indicating that your check-in/check-out is successful.

31. Why should I tap out when alighting from the bus since free rides are offered under the myBASKonsesi program?

It is for your safety concerns. This will be a good proof for your insurance coverage in case anything happened to you during the trip.

32. If my myBASKonsesi has expired but I wanted to board the bus urgently, can I pay with cash instead?

Yes, you can still use cash to pay for the bus fare. However, change will not be provided on the bus, so make sure you pay the exact amount to avoid any unpleasant situations.

Troubleshoot & Others

33. **If I have applied myBASKonsesi through LUGO app, what happen if I uninstall the LUGO app or change to a new device?**

    Please note that you'll need to undergo the registration process once more. Kindly be aware that the approval of your registration might take up to 24 hours. After approval, you can continue using your myBASKonsesi on the bus without any additional payment if your subscription is still within the subscription period.

34. **What should I do if I discover that the QR code sticker inside the bus is missing, not available, or faulty?**

    You can show your myBASKonsesi profile to the bus driver, which will display the validity date of your pass.
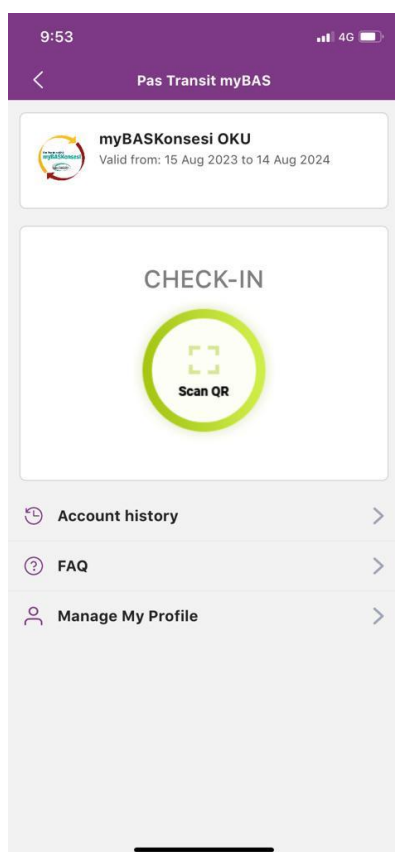
35. **Can I use LUGO app to register and apply to myBASKonsesi, and then use MyKad/MyTentera/ myBASKonsesi Card to board the bus?**

    No, if you register and apply myBASKonsesi through LUGO app, you can only check in and out using the app. If you prefer to use MyKad/MyTentera/ myBASKonsesi Card, please register in person at our designated counter.

36. If I am not able to register through LUGO app and cannot take a selfie, what should I do?

Please reach out to us via email at feedback@causewaylink.com.my for further assistance.

37. Can I check-in using the LUGO app even without internet access?

Unfortunately, you will require a stable internet connection to use the LUGO app for check-in purposes. The app relies on internet connectivity to process and verify your check-in information.

38. Is Bluetooth required for check-in using the LUGO app?

Yes, please ensure that your Bluetooth is enabled for the LUGO app.

Support

39. What should I do if the above FAQs do not provide the necessary assistance?

You can contact our customer service team at +607-3602244 or send an email to feedback@causewaylink.com.my for further assistance.