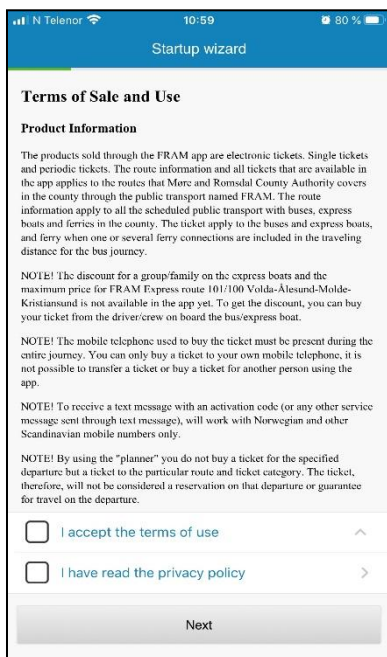


You find the FRAM mobile app in [App Store](#) or [Google play](#).

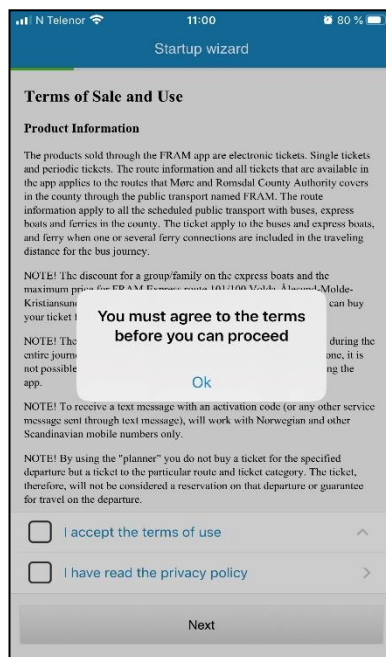
If you will be purchasing tickets in the FRAM app you must enter information for the credit card you will be using for payment. We recommend that you have the card you will be using available when you start the FRAM app for the first time.

## Startup wizard for FRAM mobile application

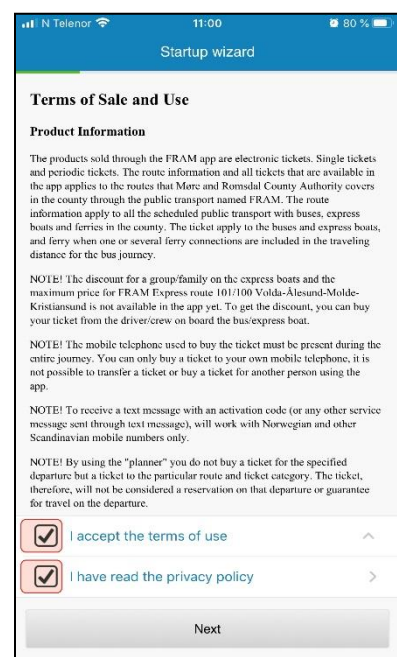
### 1. Terms of Sale and Use



Picture 1



Picture 2



Picture 3

When you have downloaded the FRAM app from App Store or Google play and you start the app for the first time, the startup wizard will open.

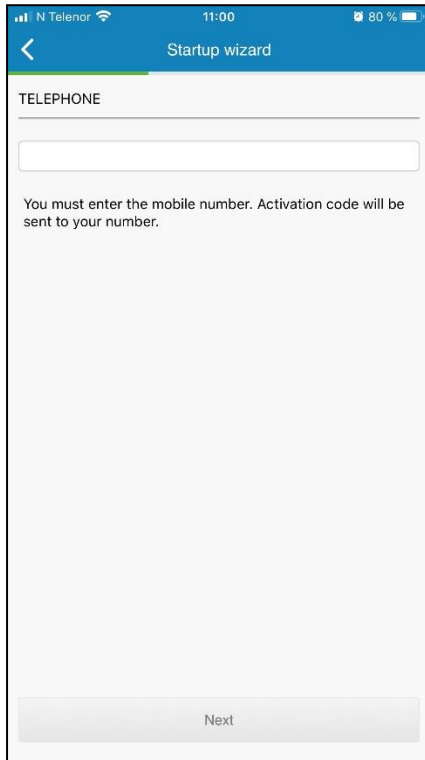
When you start the wizard, the terms of sale and use and a link to the privacy policy will be displayed (picture 1). Read both the terms of use and the privacy policy carefully.

You must accept the terms of use and confirm that you have read the privacy policy before you can go to the next step in the wizard. Check the two boxes at the bottom of the screen and choose Next.

If you choose Next without checking the boxes, an error message will be displayed (picture 2). If you see this message, choose OK, go back and check the two boxes and choose Next (picture 3).

You can later find the terms of use and the privacy policy both under Information in the FRAM app and on our home page [frammr.no](http://frammr.no) under Billetter >> Fram-appen. (Only available in Norwegian for the time being.)

## 2. Register a mobile phone number



When you have confirmed that you have read and accept the terms of use and privacy policy, you are taken to the next step where you will enter a mobile phone number for the user profile.

Norwegian, Swedish and Danish mobile phone numbers are accepted. The phone number should be entered without any spaces between the digits. If you have a Norwegian phone number, you should not enter the land code, just the phone number.

For Swedish and Danish phone numbers you must enter +46 or +45 respectively in front of the phone number, without a space between the land code and the phone number.

Enter your phone number and choose Next.

If you have not had the FRAM app on your phone before, a new user profile will be created for the phone number you entered.

If you have had the FRAM app on your phone before, but have removed it and are reinstalling  
If you have had the FRAM app on your phone before but have uninstalled it and are installing it again, you already have a user profile.

You will get an information message with the code 1006 which says that the profile is bound to another phone. (This message is displayed even though you are reinstalling on the same phone as the app was used on before.) Choose OK in this message to bind the profile to the FRAM app on the current phone again.

If you are installing the FRAM app on a new phone, but also have it on a different phone

A user profile can only be attached to one phone/unit at a time. If you are installing the app on a new unit, an information message with the code 1006 will be displayed, saying that the profile is in use on another phone. Choose OK in this message to bind the profile to the FRAM app on the new phone.

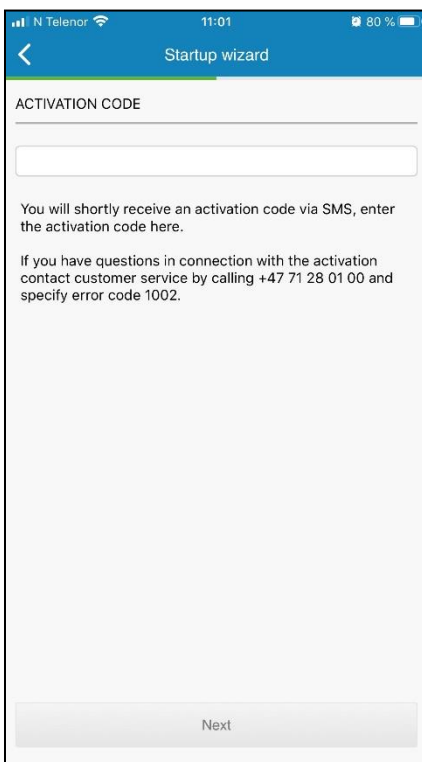
If you now try to use the FRAM app on the old phone/unit, an error message with code 1007 will be displayed, saying that the profile cannot be validated for use by FRAM Billett. This means that you no longer can buy and use tickets on the old phone/unit. You can still use the FRAM app on the old unit to search for trips, but you cannot buy or use tickets on this unit.

If you have the FRAM app on the phone but have a new mobile phone number

If you have the FRAM app on your current phone but you are changing mobile phone numbers, you must uninstall the FRAM app and reinstall it in order to get a new user profile attached to your new mobile phone number.

**Note!** Active tickets cannot be transferred to a new number/new user profile. If you have an active ticket on the user profile for your previous mobile phone number, contact FRAM customer service centre via e-mail [fram@mrfylke.no](mailto:fram@mrfylke.no) for a refund of the remaining value of your ticket.

### 3. Receive and register an activation code



When you have entered your phone number and chosen Next you will receive an activation code by SMS. Enter the five-digit code from the SMS message in the field ACTIVATION CODE.

**Note!** Do not use the code that is found at the end of the SMS that also contains letters.

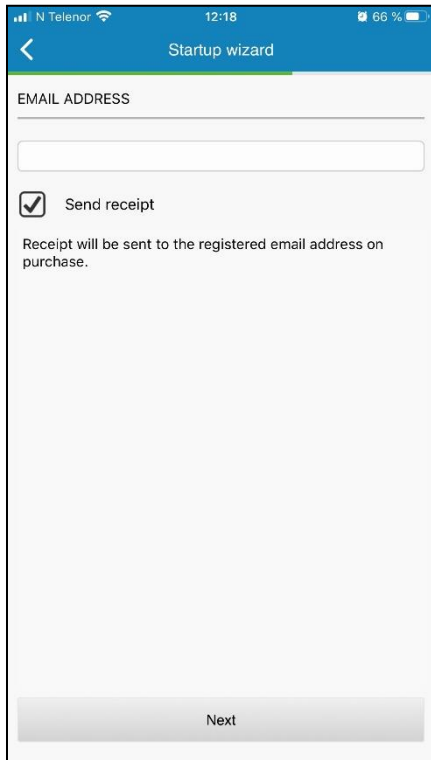
On some Android phones, the code is automatically filled in. On those phones you will be asked to give the app access to SMS. Choose OK to allow this.

On all other phones the activation code must be entered manually.

If you don't receive an SMS, check that you have not blocked your phone from receiving SMS/calls from special numbers. If you haven't blocked this, contact FRAM customer service centre via e-mail [fram@mrfylke.no](mailto:fram@mrfylke.no) or telephone 71 28 01 00 for assistance.

When you have received the activation code by SMS and have entered it correctly, choose Next to proceed.

#### 4. Register e-mail address to receive receipts for purchases



If you will be using the FRAM app to buy tickets and would like a receipt via e-mail when you have made a purchase, you must enter an e-mail address.

Enter the e-mail address you would like receipts to be sent to under EMAIL ADDRESS.

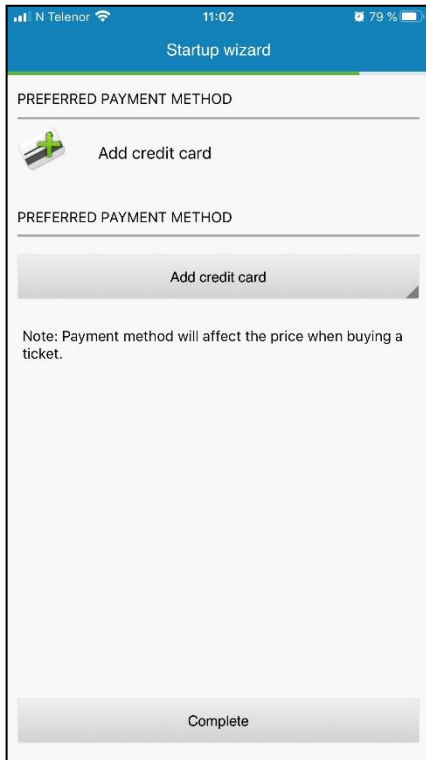
You must also check the box Send receipt.

Make sure that you enter the correct e-mail address to avoid that receipts are sent to the wrong e-mail address. (Or not sent at all, if the e-mail address is invalid.)

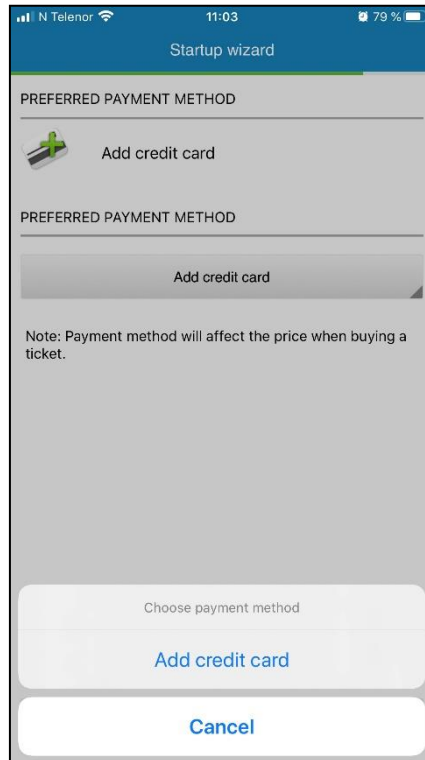
Do not enter a space in front of or after the e-mail address when you type it in. This will be interpreted as an error in the e-mail address and receipts will not be sent.

Choose Next when you have entered the e-mail address and have checked the Send receipt box.

## 5. Register credit card



Picture 1



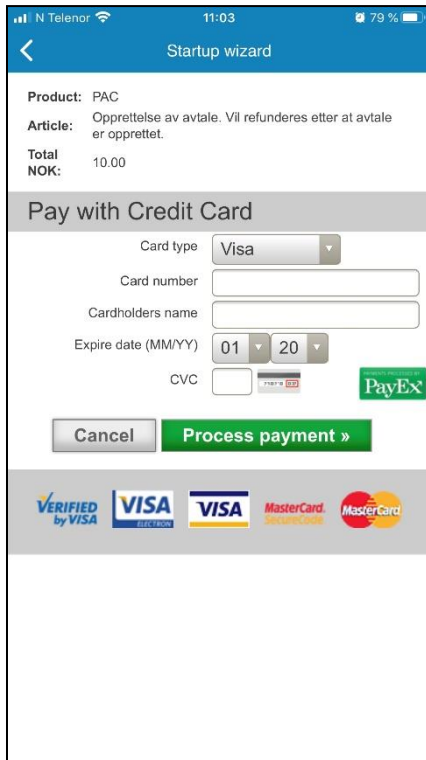
Picture 2

If you will use the FRAM app for ticket purchases, you must add a credit card so that a payment agreement can be established.

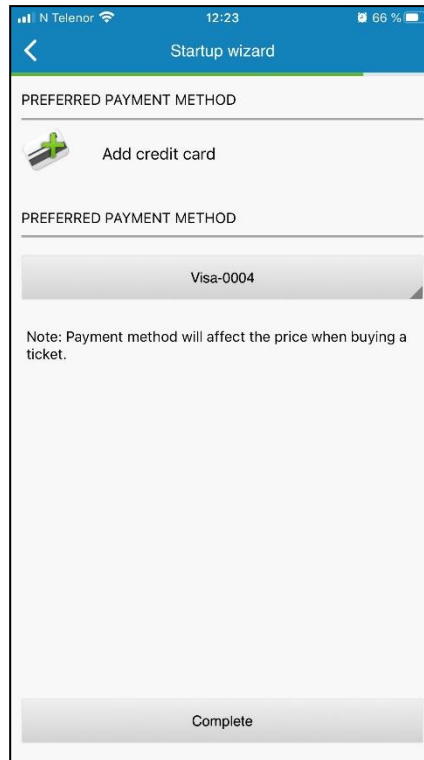
Choose Add credit card (picture 1) and confirm with Add credit card (picture 2).

**Note!** If you will only use the app for travel planning and real time information, you can choose Complete in the first screen (picture 1).

It is possible to add a credit card later, if you find out that you want to be able to purchase tickets through the app.



Picture 1



Picture 2

Enter the credit card information under Pay with Credit Card.

Make sure that the information you enter is correct and that the card you will be using is valid and has not been cancelled.

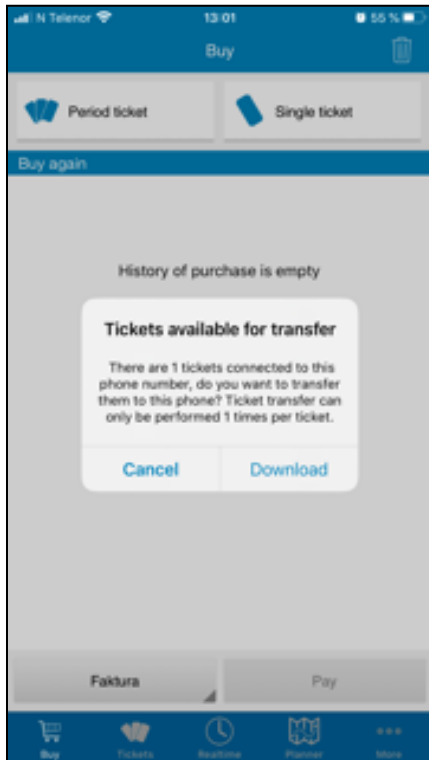
**Note!** To establish a payment agreement, a small amount (NOK 10) must be deducted from the credit card that you register. This amount will automatically be paid back to your account once the agreement has been established. It may take a few working days for the amount to be refunded and available on your account. The number of days varies somewhat depending on the card issuer.

When you have entered credit card information, choose Process payment (picture 1). Then choose Complete (picture 2) to complete the setup wizard.

You can now start using the FRAM app.

**Note!** If you have reinstalled the FRAM app and have a valid and active period ticket, you will now be asked if you want to download active purchases. See next page.

If you have reinstalled FRAM app and have a valid an active period ticket



If you have reinstalled the FRAM app on your phone and have a valid and active period ticket, you will now be asked if you want to transfer active tickets.

It is important that you choose Download here, as you will not get another opportunity to transfer active tickets.

If you do not choose Download here, you will lose your active periode ticket.