gojek

Your Driver app

GO JEK

Logging in

Use your number as registered on Gojek to log in. You won't need a password, but a One-Time Pin (OTP) will be sent to you!

Please enter your registered phone number

+65 ▾ | Phone number

LOGIN

Didn't have access to your registered phone number?

CONTACT US

| 1 | 2 | 3 | (|) | , |
| 4 | 5 | 6 | + | - | ; |

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Download Our app

Search for **GOJEK Driver Singapore** on the
Google Play Store
(Only available for android users)

Gojek Driver Singapore
PT. Aplikasi Karya Anak Bangsa

Travel & Local

UNINSTALL   OPEN

What's new ●

Last updated 5 Jul 2019
Hello Partners, we are bringing all new feature which
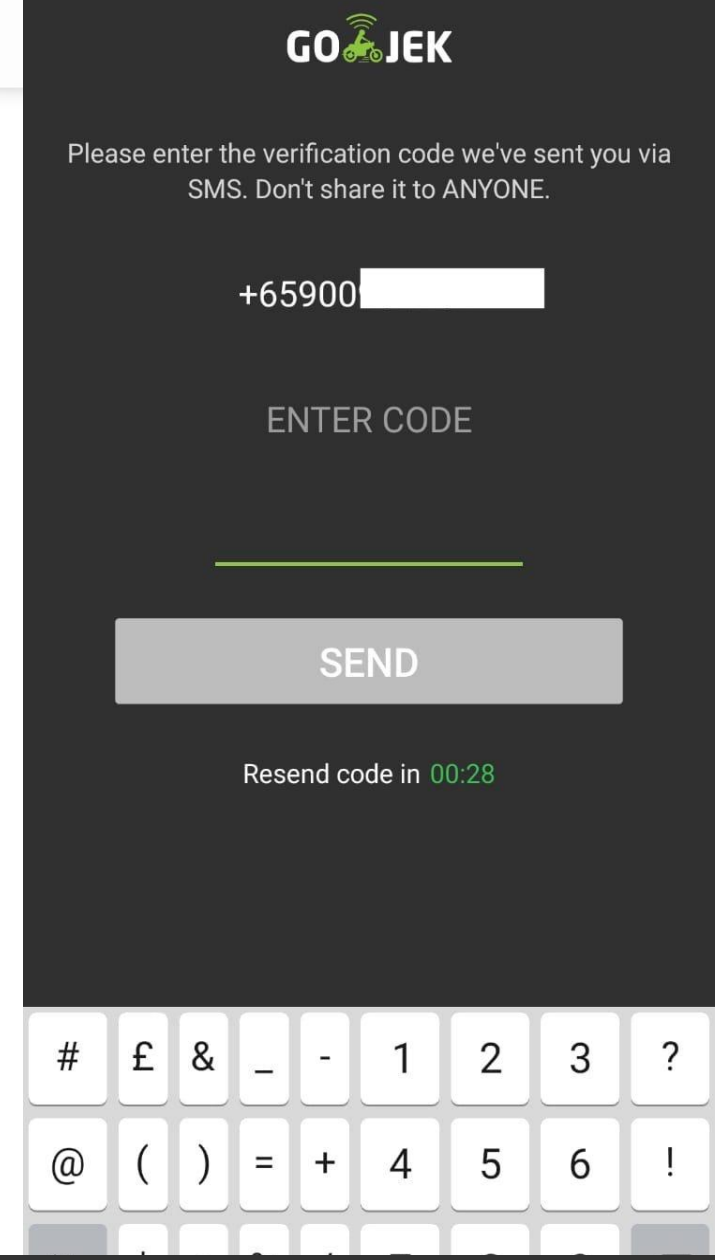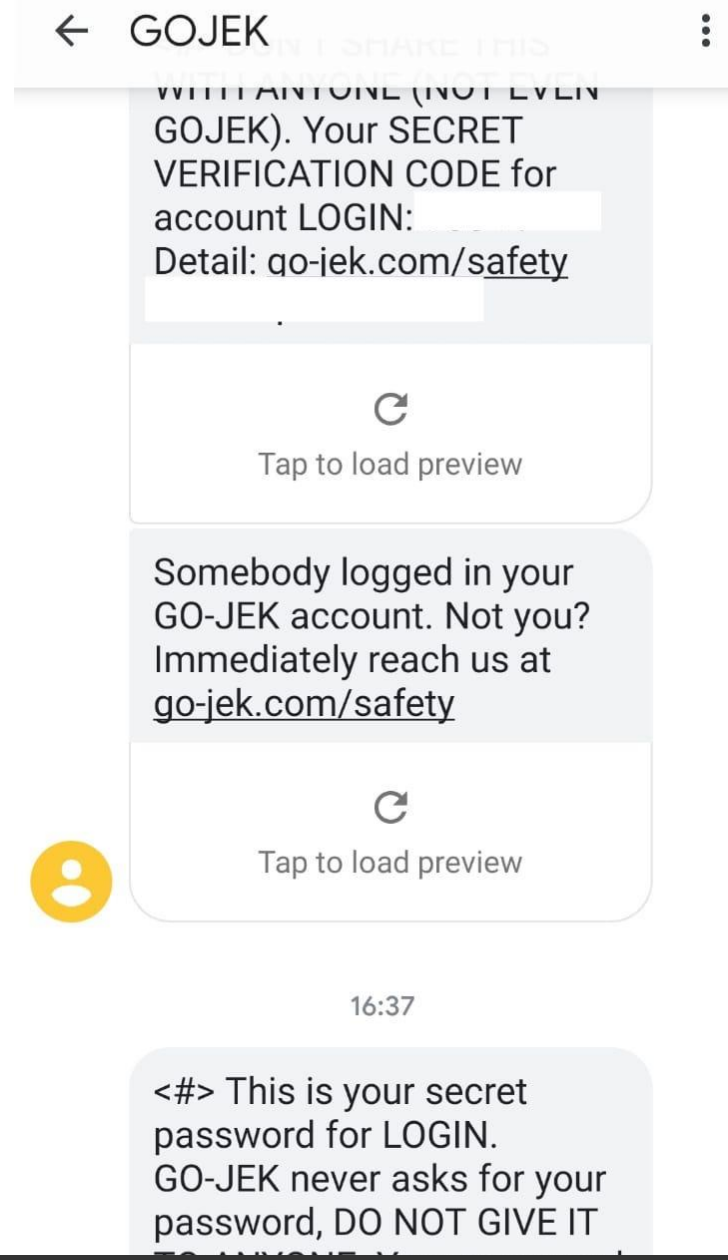you were waiting for..
- You can now change your phone number from the

READ MORE

Rate this app

Tell others what you think

Enter one-time password (OTP)

– Check your SMS inbox
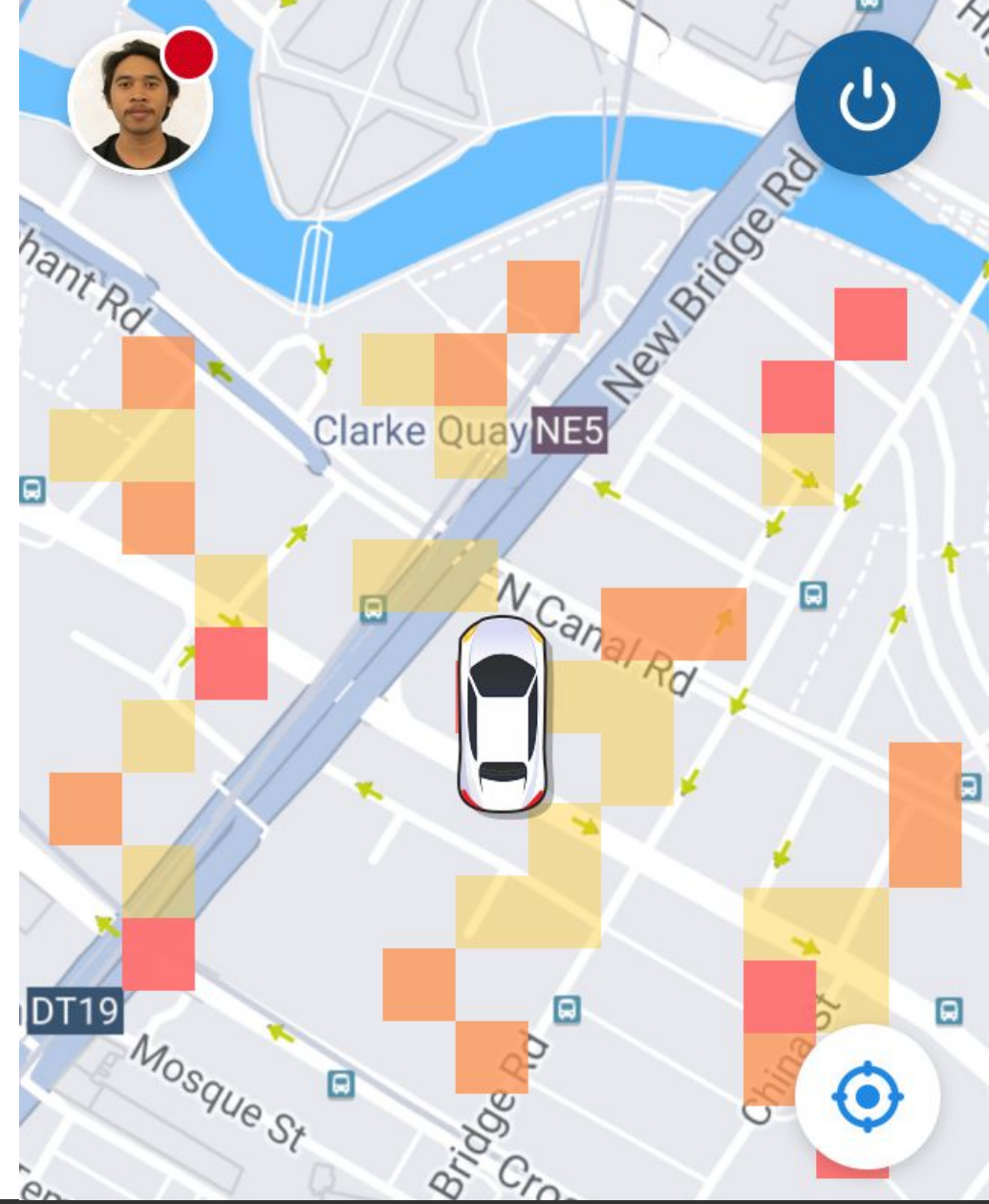
– Enter the 4-digit pin as written on the message

Going online

Ready to accept trip requests?
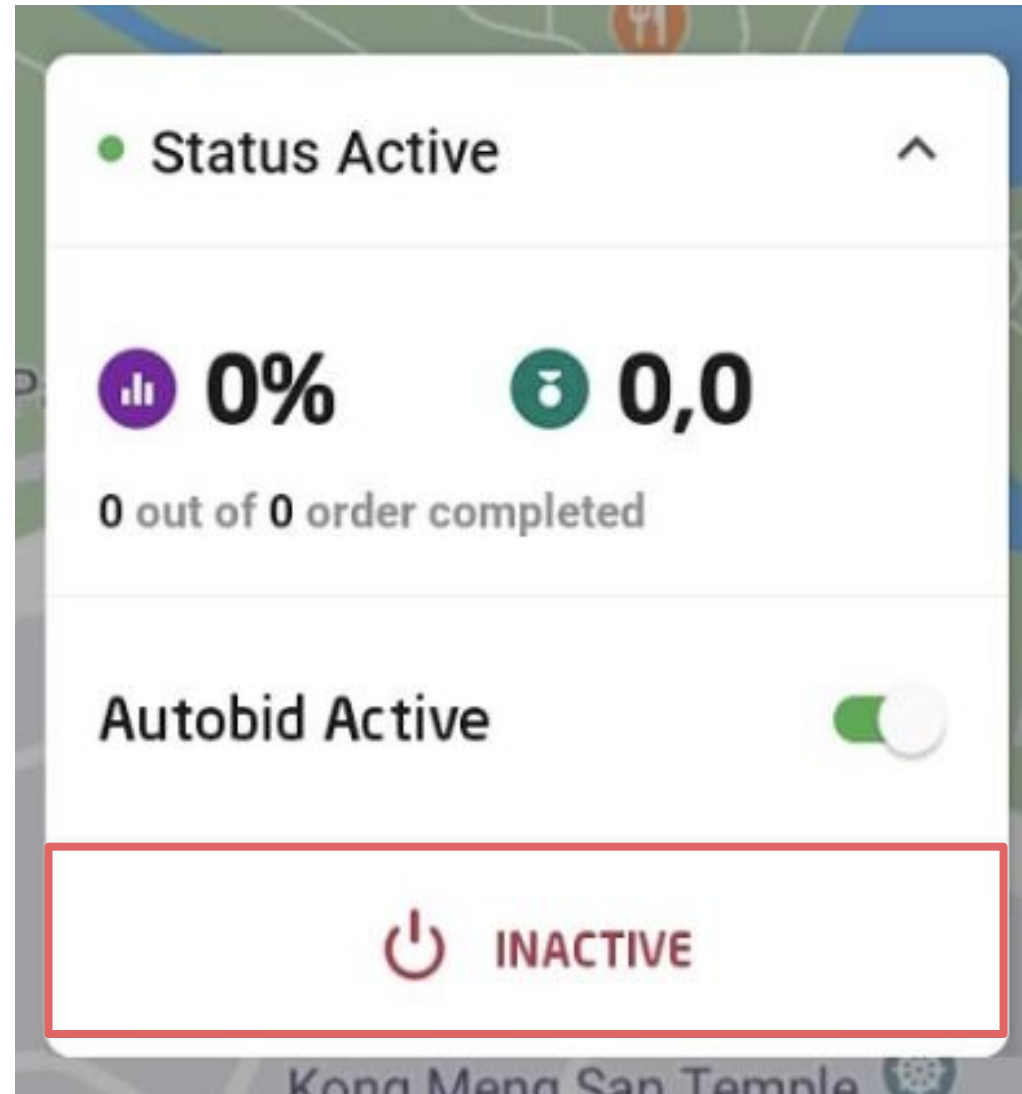**Tap on the blue button on the top right-hand corner to go online**

Following
The demand

These colours mean that demand is near! The higher the demand, the more the earnings!

🟥	Very high
🟧	High
🟨	Moderately high

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Going offline

Need a break? Simply tap on **the Inactive button at the bottom of the panel to go offline**

Status Active

0% 0,0

0 out of 0 order completed

Autobid Active

INACTIVE

Kong Meng San Temple

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Your home screen

When you go online, you will be able to see a summary of your daily performance and points earned

Do take note that both points and performance are reset at 01:00 AM daily
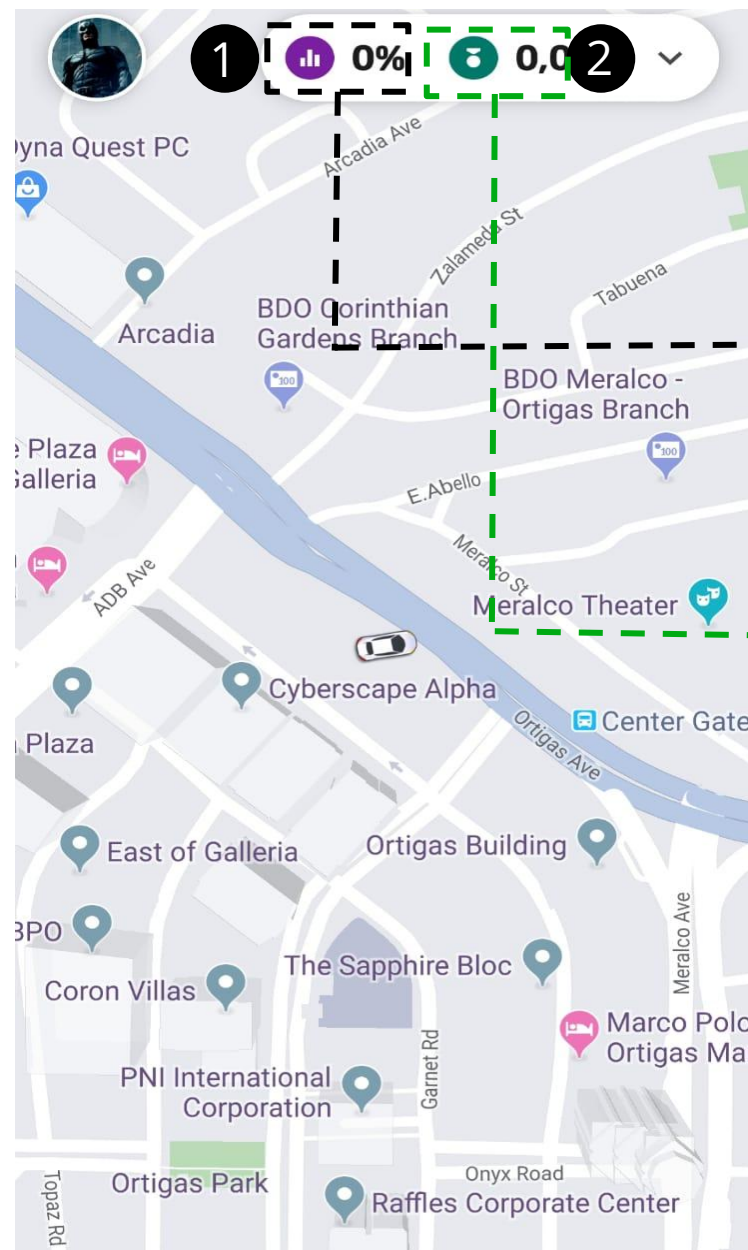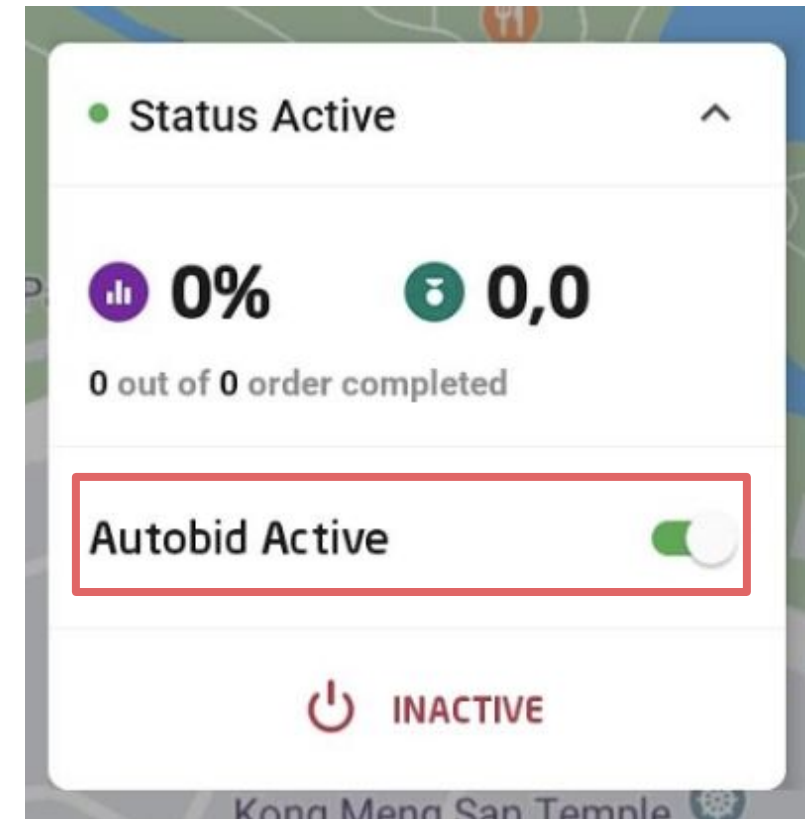

Daily performance rating (Minimum Percentage : 80%)

Points accumulated for the day

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All about Autobid

This panel will lead to a quick view of all your performance, points and autobid button.

The Autobid function helps you accept all incoming trip requests automatically. You will not be able to review the request, including destination and fare.
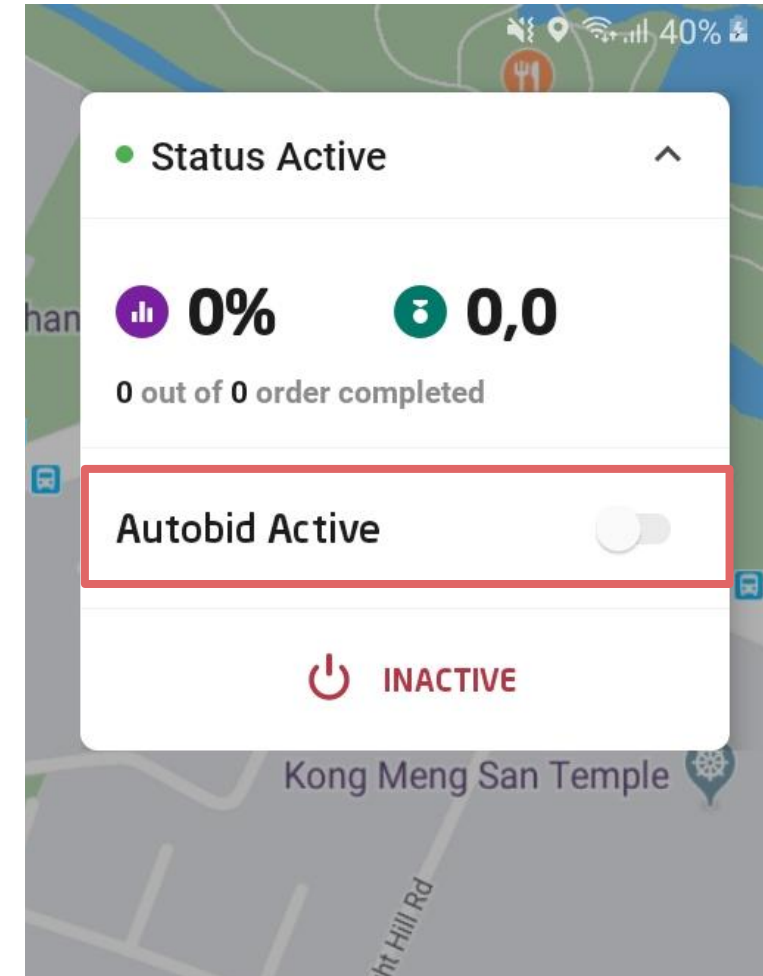
All about manual bid

This panel will lead to a quick view of all your performance, points and autobid button.
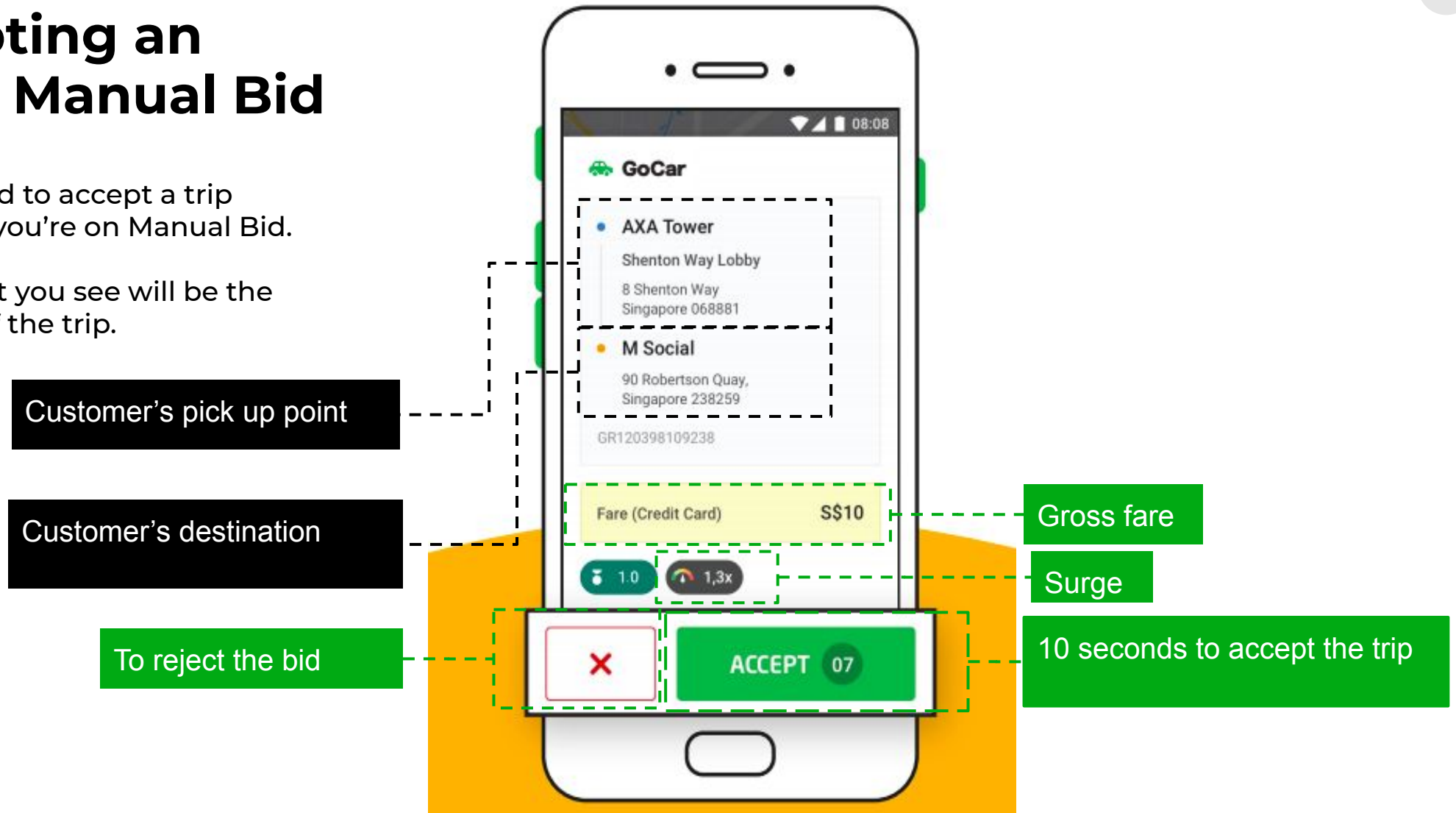

The Manual Bid function allows you to reject or accept all incoming trip requests. Unlike Autobid, you can review the request details like destination and fare.

Accepting an order: Manual Bid

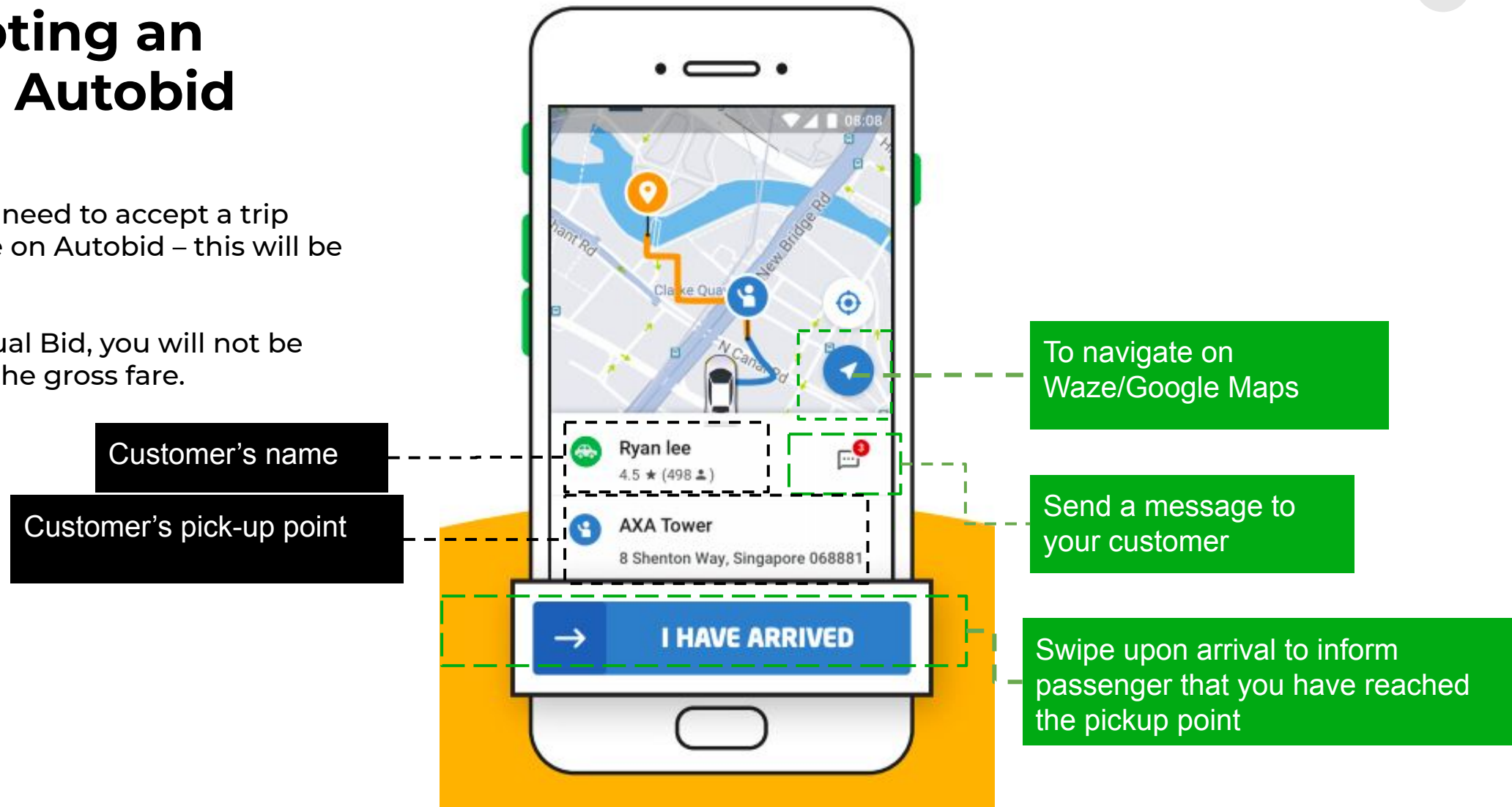You will need to accept a trip manually if you're on Manual Bid.

The fare that you see will be the gross fare of the trip.

Customer's pick up point

Customer's destination

Gross fare

Surge

To reject the bid

10 seconds to accept the trip

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Accepting an order: Autobid

You will not need to accept a trip when you're on Autobid – this will be automatic.

Unlike Manual Bid, you will not be able to see the gross fare.

Customer's name

Customer's pick-up point

Ryan lee
4.5 ★ (498 👤)

AXA Tower
8 Shenton Way, Singapore 068881

→ **I HAVE ARRIVED**

To navigate on Waze/Google Maps

Send a message to your customer

Swipe upon arrival to inform passenger that you have reached the pickup point

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Notification with license plate

The customer will receive a notification once you swipe "I have arrived".

Gojek Integration ^

Your GoCar will arrive in a few minutes

It's B217AN. Our driver Ahmad GOCAR will pick you up at Senayan City.

Gojek Integration ^

Your GoCar driver is almost here

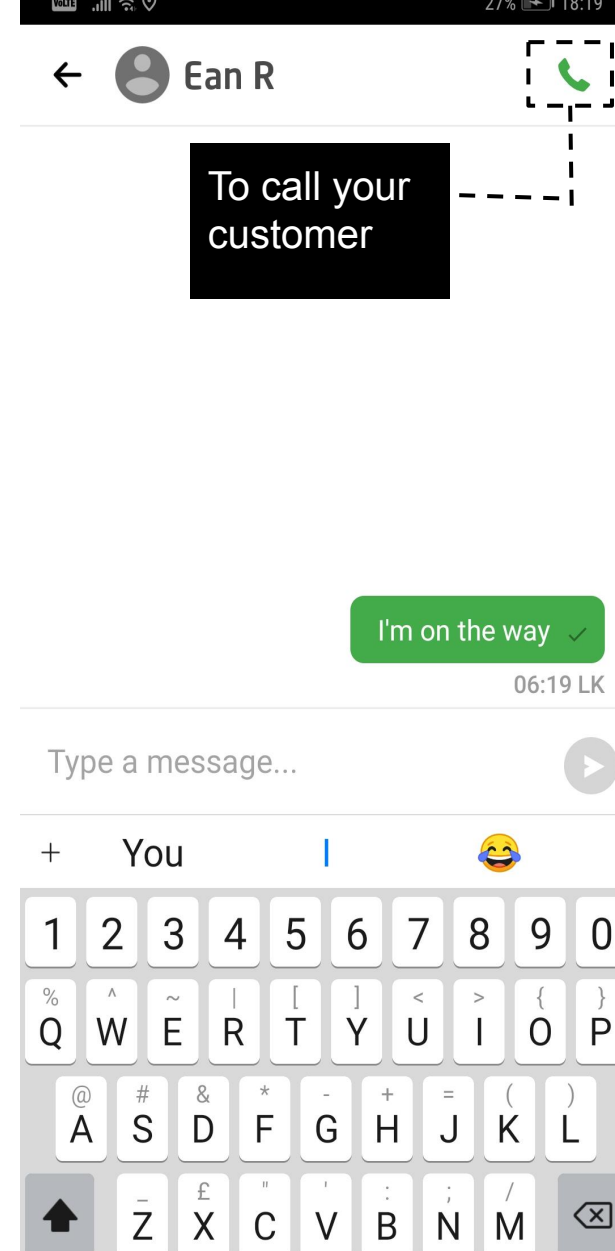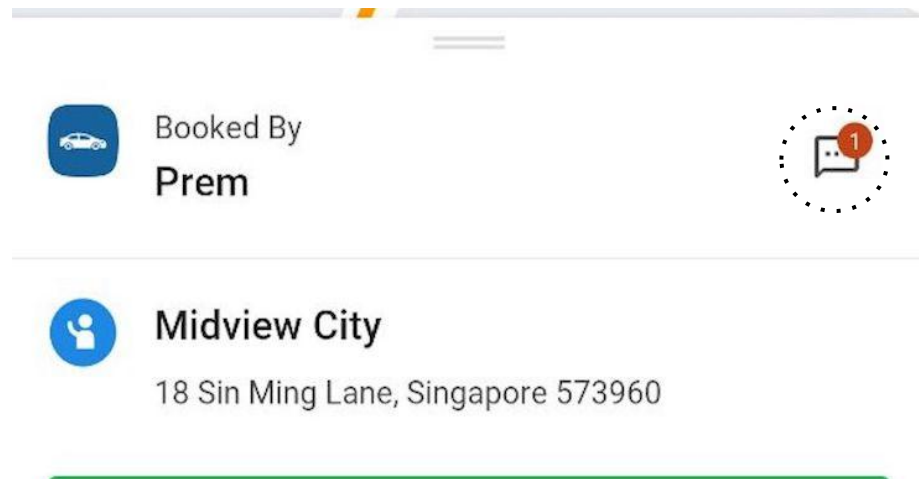Ready to go? The vehicle is B217AN. Let's not keep them waiting.
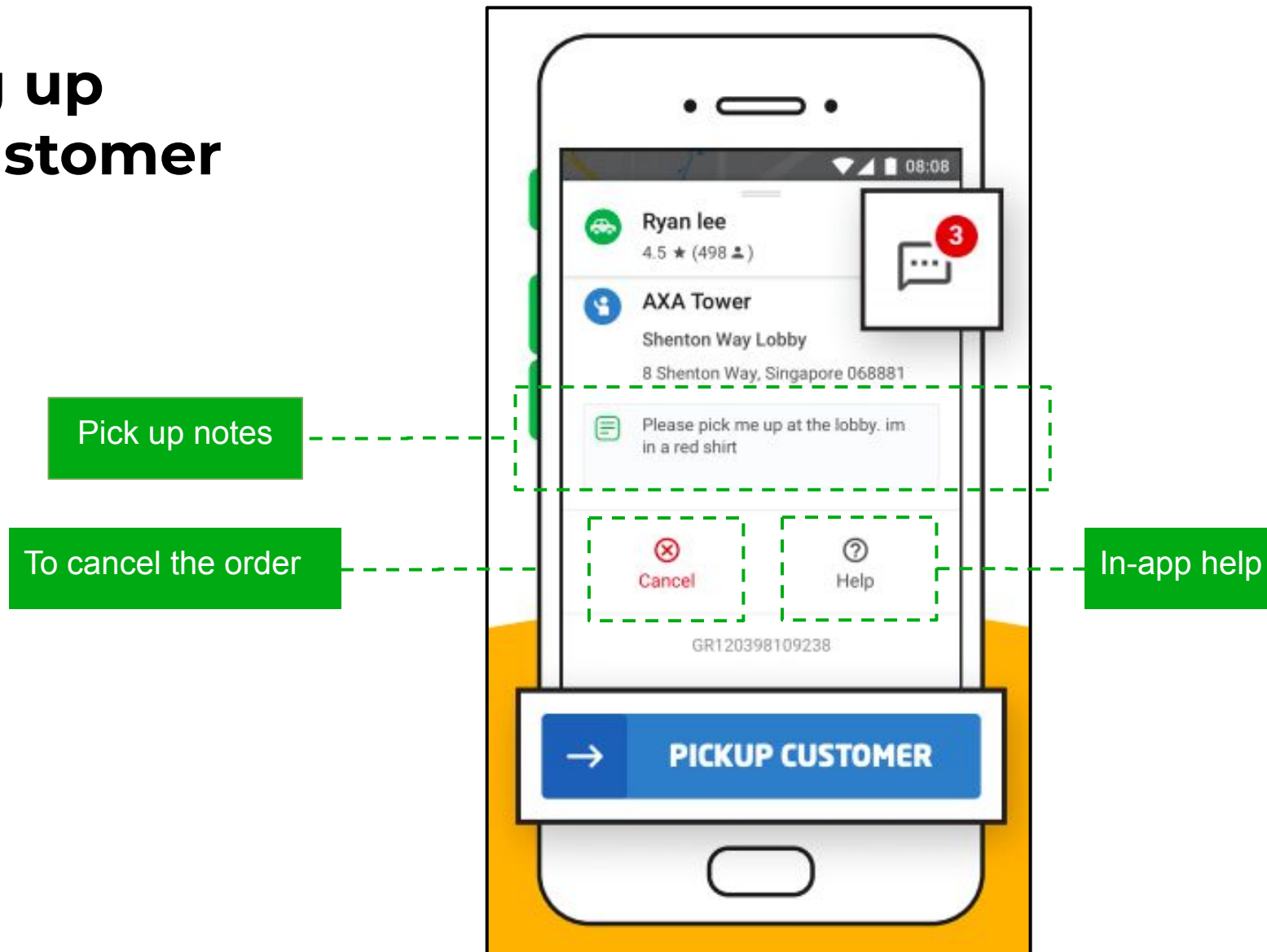
Gojek Integration • now ^

Ahmad GOCAR

Alamsyah, your ride has arrived. It's B217AN. Let's go, and have a safe trip! [This is an auto generated message from Gojek]

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Contacting your customer

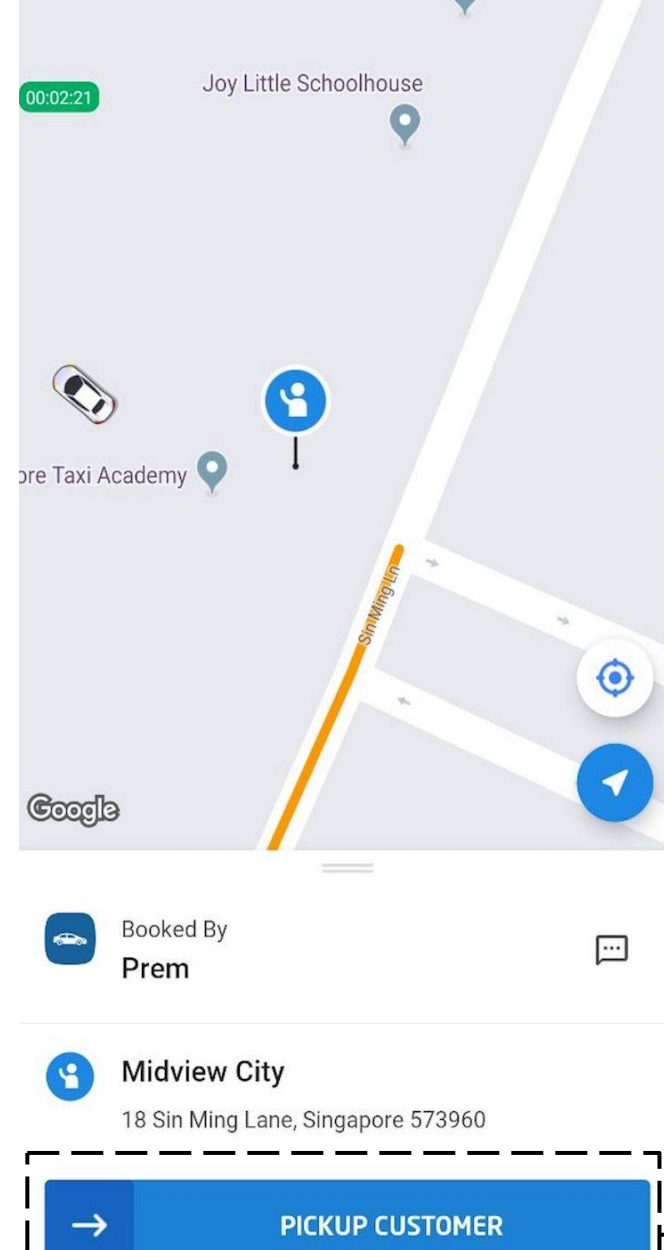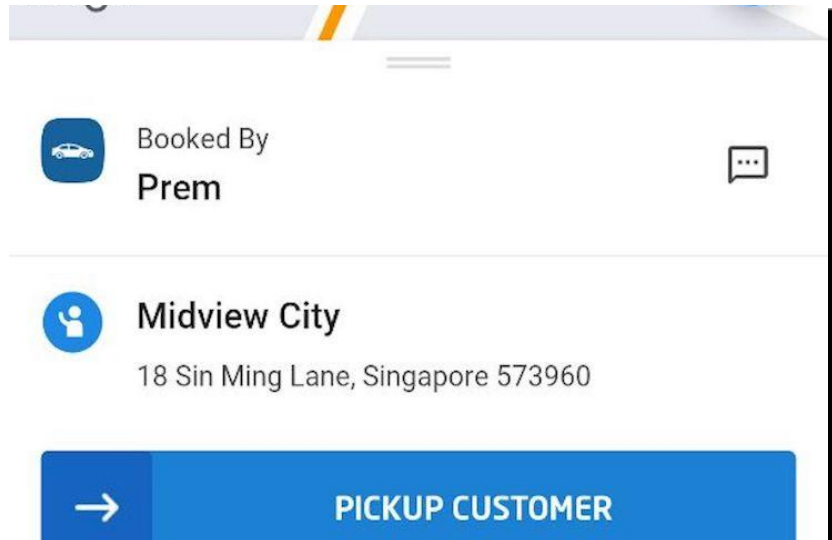Tap the message icon to message or call your customer

Picking up
your customer

Pick up notes

To cancel the order

In-app help

Ryan lee
4.5 ★ (498 👤)

AXA Tower
Shenton Way Lobby
8 Shenton Way, Singapore 068881

Please pick me up at the lobby. im in a red shirt

Cancel

Help

GR120398109238

→ PICKUP CUSTOMER

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Picking up
your customer

Once you've arrived and the customer has boarded, swipe the blue button

Swipe right

Starting your trip
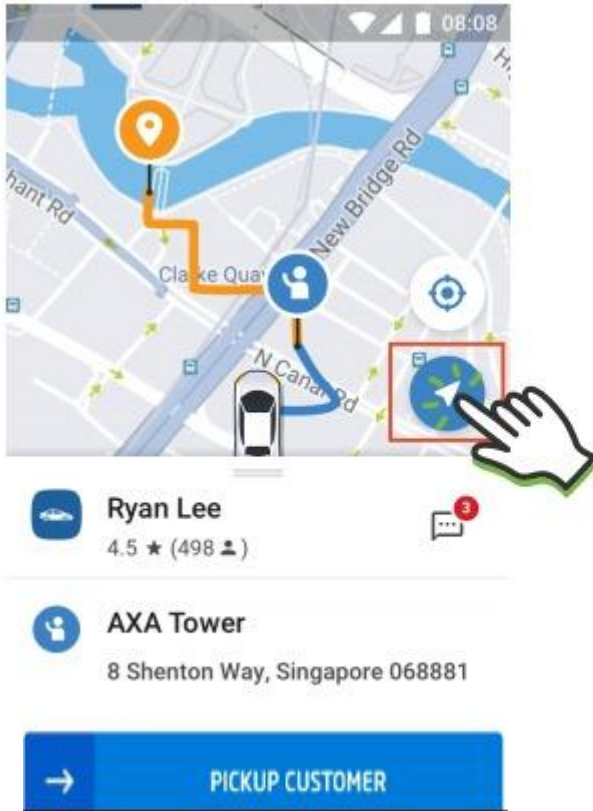
Tap here to choose between **Google Maps** or **Waze** to find directions.
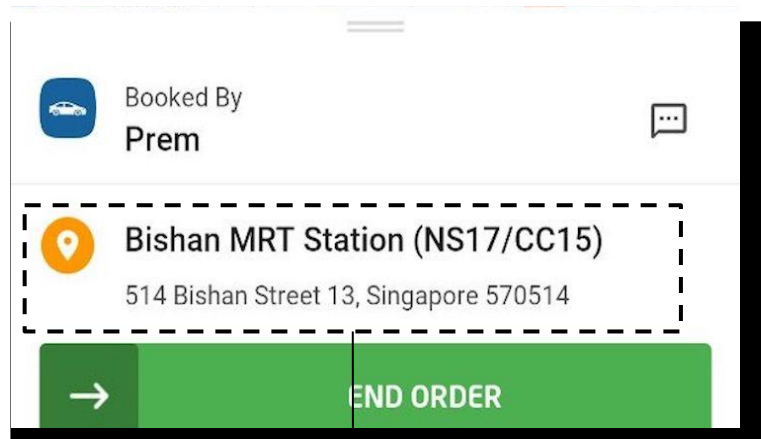
If you only have one of the navigational apps, you will automatically be redirected to it.

Need a break? Tap on this while you're sending your customer to their destination. Make sure to go online again when you're ready!
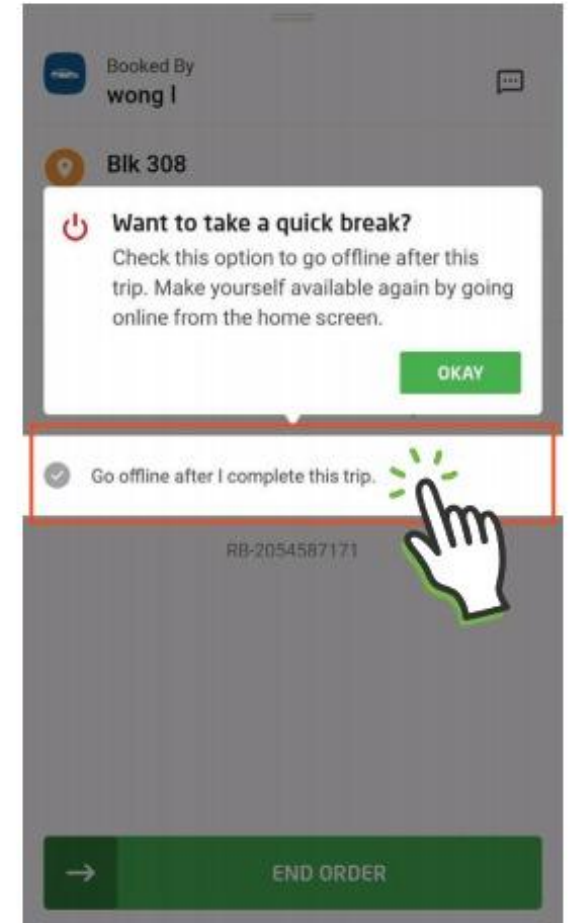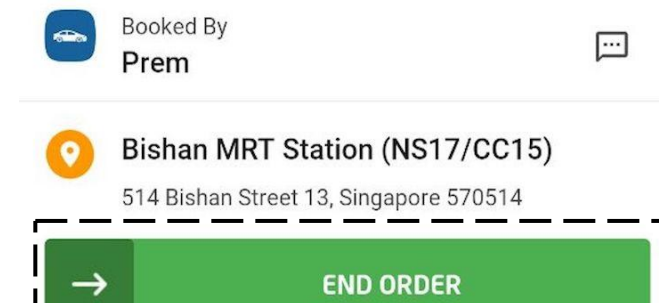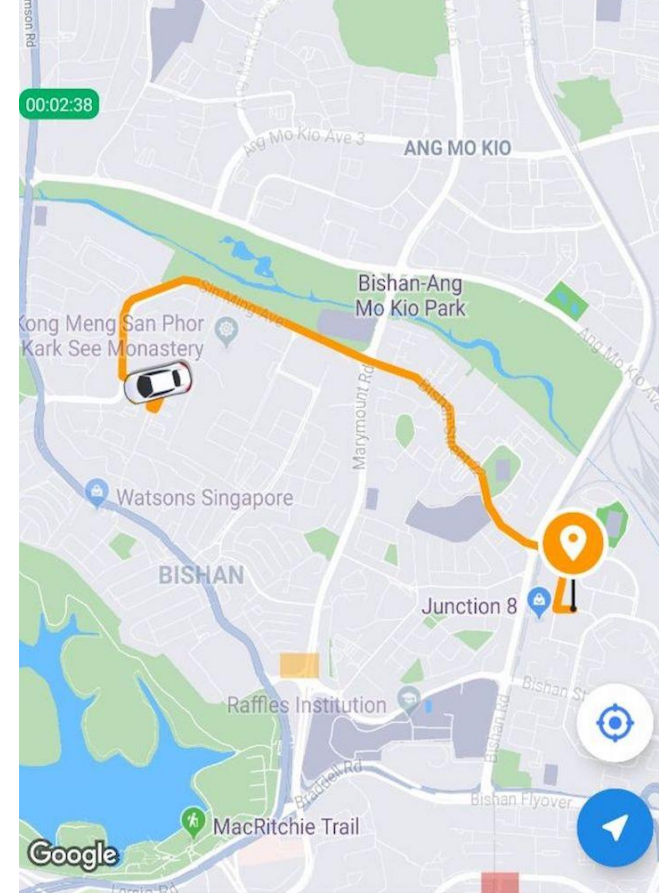
Completing the order

When you have reached the customer's destination, swipe the green button

Booked By
Prem

Bishan MRT Station (NS17/CC15)
514 Bishan Street 13, Singapore 570514

→ END ORDER

Customer's drop-off point

00:02:38

Booked By
Prem

Bishan MRT Station (NS17/CC15)
514 Bishan Street 13, Singapore 570514

→ END ORDER

Swipe right

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Adding extra charges

You'll be prompted to add additional charges after completing the trip. All ERP or Sentosa admission fee charges here should be added here.

Any additional fares?

ERP/Sentosa Admission Fee

00:03:04

S$0

Enter extra charges incurred while on the trip

NONE

SUBMIT

Once done, tap here

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Collecting your payment

This page will display the amount for the order. If your customer is paying by cash, don't forget to collect the fare as shown here!

If the payment method was cash, your wallet will indicate a service fee deduction.

If the payment method was card, your wallet will indicate amount added after the service fee deduction

You do not have to collect anything from a customer paying by card. Please do not forget to rate your customer!

Gross fare after toll fee is added (collect this amount)

Service fee deductible from the trip fare or nett fare to be credited to your wallet

Rate your customer before moving on to the next trip

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Orders with vouchers used

When customers use vouchers, you will not be able to see the voucher used on the order.

Not to worry, if you are on Manual Bid, the fare you see before accepting the trip will be the full gross amount for that trip.

If you are on Autobid, you can swipe up after the trip has been accepted to see the nett fare (after service fee).

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Midview City
18 Sin Ming Lane, Singapore 573960

Block 462 HDB Ang Mo Kio

Distance • 4.7 km

462 Ang Mo Kio Ave 10, Singapore 560462

RB-3032313420

Fare (Credit/Debit)   S$7.80

2.0

Full original gross fare of trip despite voucher being used

Booked By
Ng A

Midview City
Pickup/Drop-off at Block 40 Lobby
18 Sin Ming Lane, Singapore 573960

Block 462 HDB Ang Mo Kio
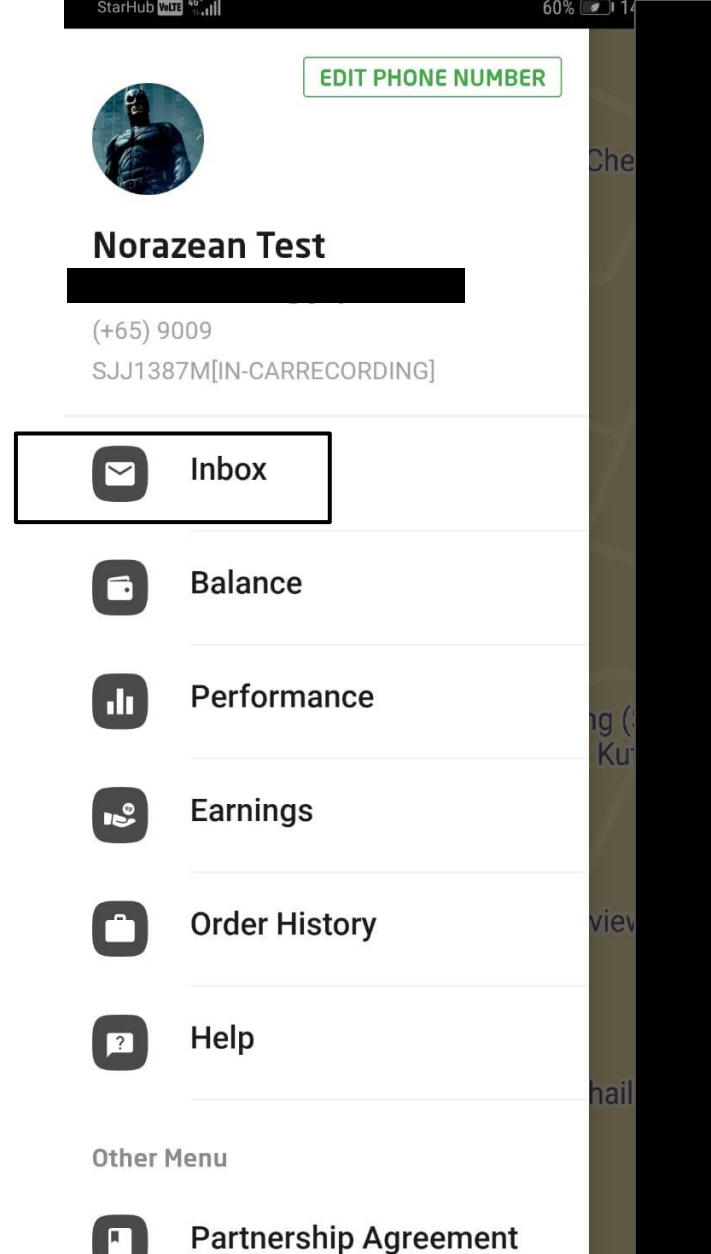462 Ang Mo Kio Ave 10, Singapore 560462

Credit/Debit Card   S$6.24

Cancel   Help

RB-3032313420

Nett fare after service fee has been deducted from original gross fare

✕   ACCEPT 7   → I HAVE ARRIVED

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Inbox
Messages

Check the latest news from Gojek via the in-app inbox. Tap your profile photo on the top left of the home screen Select 'Inbox'

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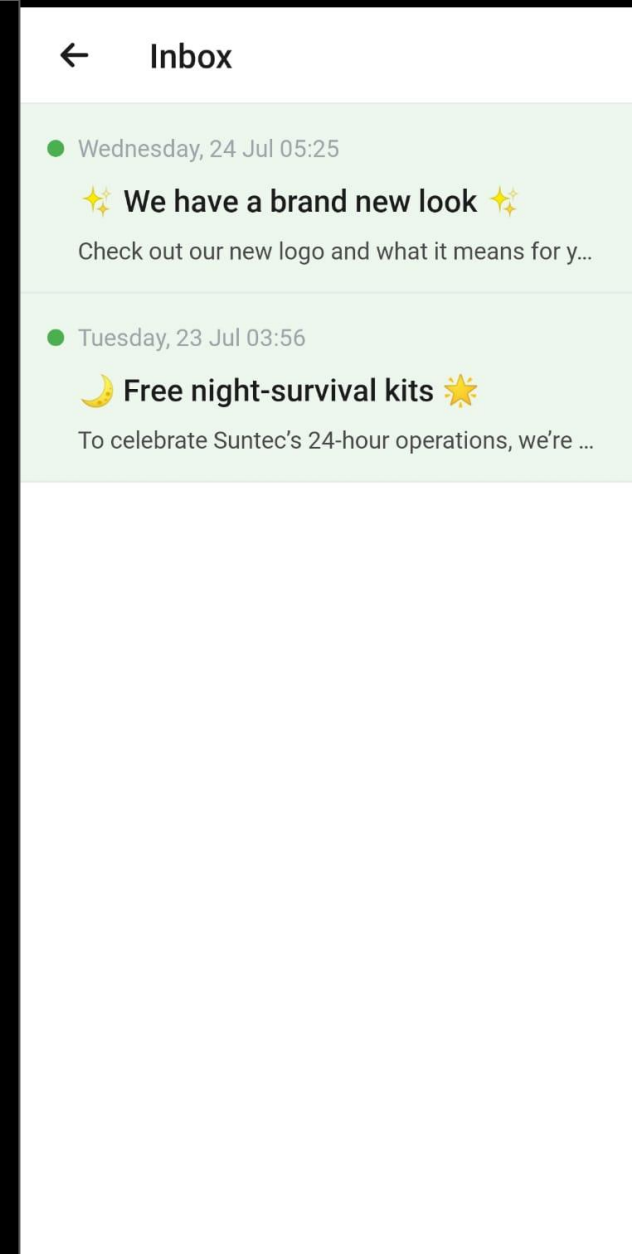
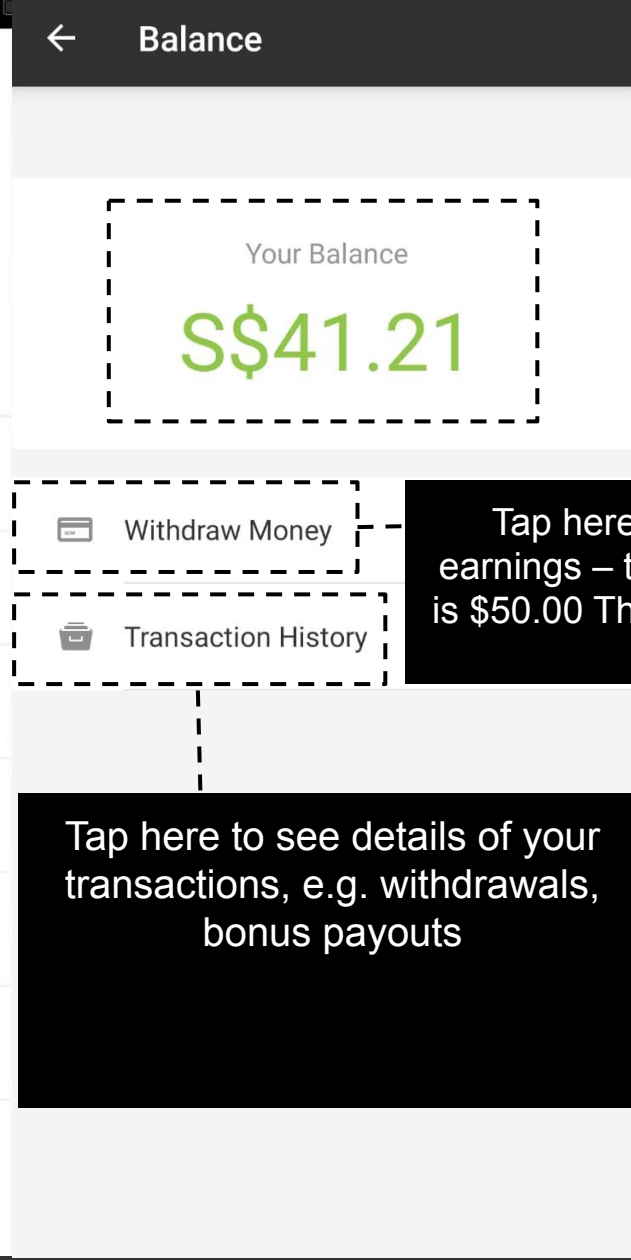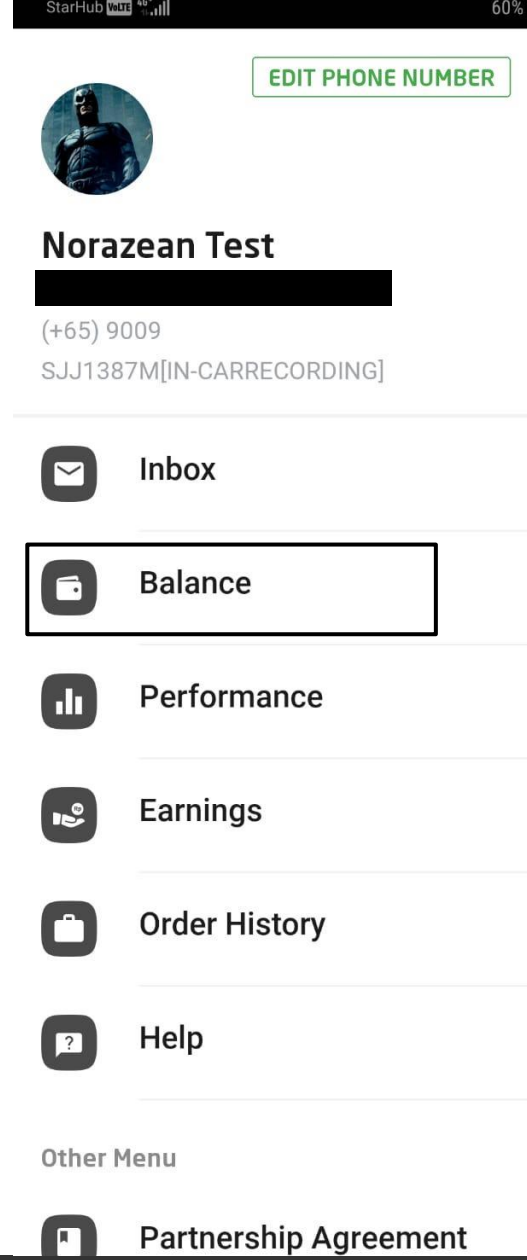# Wallet

Want to check the amount in your Earnings Wallet?

Here's how:

Tap your profile photo on the top left of the home screen Select 'Balance'

Tap here to withdraw your earnings – the minimum amount is $50.00 There are no maximum limits

Tap here to see details of your transactions, e.g. withdrawals, bonus payouts

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Transaction History

Want to check the transactions on your Earnings Wallet?

Here's how:

Transactions in red represent the amount deducted from your wallet.

Transactions in green represent the amount added to your wallet.

Transaction history

This amount has been debited from your Earnings wallet

-S$2.00   17 May, 18.55

GO-CAR
Bukit Batok Central Link, Singapore RB-2389913050

Balance -S$1.99

This amount has been credited to your Earnings Wallet.

+S$0.01   19 Oct, 09.43

Initial payment

Balance S$0.01

You will be able to see the date and time of the transaction.

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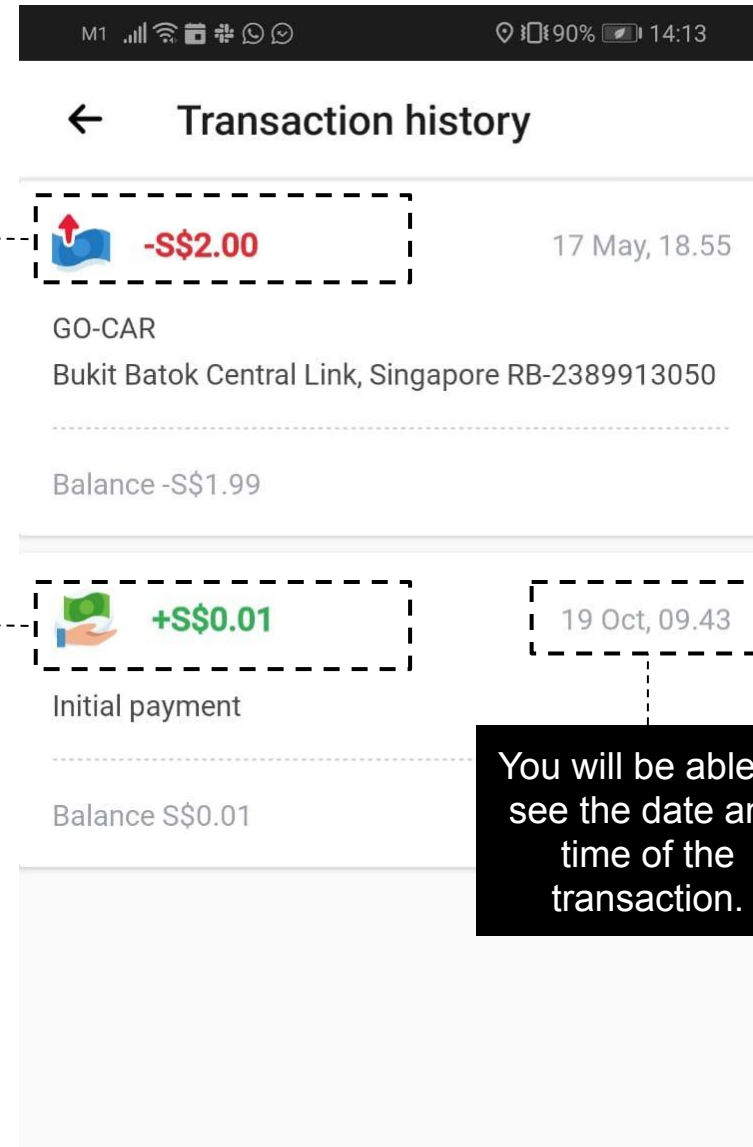
Performance

Tap your profile photo and Select 'Performance' from the menu.

You can keep track of your daily performance and points on this page.

Norazean Test

nora:
(+65) 9009:
SJJ1387M[IN-CARRECORDING]

Inbox

Balance

Performance

Earnings

Order History

Help

Other Menu

Partnership Agreement

SIGN OUT   GOJEK DRIVER (SINGAPORE)
            Driver v 1.4.0

← Performance

TOTAL POINTS

Received Orders

100.0%

1 order from **1 order** received

Your performance from 1AM–12:59AM daily

POINTS COLLECTED

6.0

Your daily points tracker

RATING   **5.0** ★★★★★ >

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Earnings

To check your earnings: Tap your profile photo on the top left of the home screen Select 'Earnings'

Your earnings will reset at 1 am daily.

Norazean Test

nora:
(+65) 9009
SJJ1387M[IN-CARRECORDING]

✉	Inbox
💳	Balance
📊	Performance
💰	**Earnings**
💼	Order History
❓	Help

Other Menu

📋	Partnership Agreement

SIGN OUT   GOJEK DRIVER (SINGAPORE)
Driver v 1 4 0

← **Earnings** 📅

14	15	16	17	**18**	19	20
Thu	Fri	Sat	Sun	Mon	Tue	Today

Total Earnings   Mon, 18 Nov

S$265.00
20 order done

Details of your earnings

🪙	From Total Trip	S$149.40
🪙	Bonus	S$115.60
🪙	Tip	S$0.00

SEE TRANSACTION HISTORY

Click on the calendar icon to see up to 7 days of earnings summary

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Order History

Here's how you can check the history of your completed / cancelled orders

Tap your profile photo on the top left of the home screen

Select 'Order History' (Note: You can only see up to the last 30 days of your order history)

You can also take note of order numbers through this order history when contacting Gojek for trip-related support.

Norazean Test
nora:
(+65) 9009:
SJJ1387M[IN-CARRECORDING]

- ✉ Inbox
- 💳 Balance
- 📊 Performance
- 🤝 Earnings
- 💼 Order History
- ❓ Help

Other Menu

- 📱 Partnership Agreement

SIGN OUT   GOJEK DRIVER (SINGAPORE)
            Driver v 1.4.0

← **Order History**

RB-2463929105   COMPLETED ✓
10 June 2019   12:14
📍 18 Sin Ming Lane, Singapore 573960
📍 Upper Thomson Road, Singapore

RB-179829107   COMPLETED ✓
22 February 2019   17:37
📍 9 Bishan Place, Singapura 579837
📍 18 Sin Ming Lane, Singapore 573960

RB-179528660   COMPLETED ✓
22 February 2019   16:39
📍 18 Sin Ming Lane, Singapore 573960
📍 Bishan Place, Singapore

RB-1918688746   CANCELLED ✗
28 November 2018   15:13
📍 Maxwell Road, MND Building Annexe B, Singapore
📍 8 Shenton Way, AXA Tower, Singapura 068811

RB-1897966796   COMPLETED ✓

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Need Help?

The 'Help' option is where you can find out more on FAQs and issues frequently faced on the road

Other than the in-app support, you can contact Gojek though our hotline and email.

Hotline: +65 3135 3135
Email: drivercare.sg@go-jek.com

(Please note that when calling in, we do not have mandarin speaking agents currently.)

Norazean Test
nora
(+65) 9009
SJJ1387M[IN-CARRECORDING]

- Inbox
- Balance
- Performance
- Earnings
- Order History
- Help

Other Menu

- Partnership Agreement

SIGN OUT   GOJEK DRIVER (SINGAPORE)
Driver v 1.4.0

← Help

Type your question here

- Account
- Trips and Fares
- GOJEK Community Guidelines
- Service
- Support
- Payments
- Incentives
- Feedback

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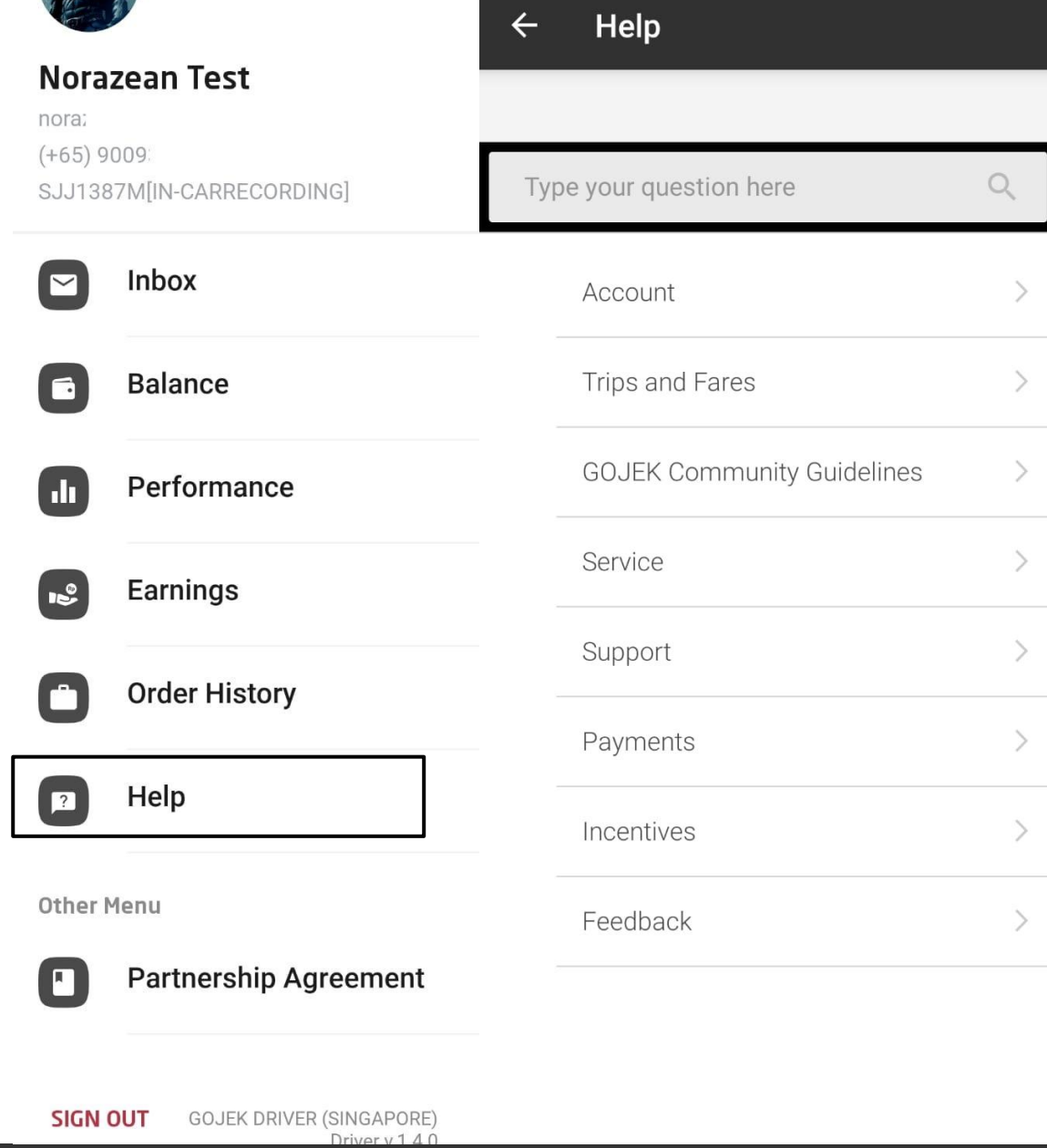
Sign out

Tap 'SIGN OUT' to sign out of your account

(Note: To fully sign out of your account, select LOG IN FROM ANOTHER DEVICE' on the sign out page.)

Norazean Test

nora:

(+65) 9009:

SJJ1387M[IN-CARRECORDING]

	Inbox
	Balance
	Performance
	Earnings
	Order History
	Help

Other Menu

	Partnership Agreement

SIGN OUT   GOJEK DRIVER (SINGAPORE)

Norazean Test

LOGIN

Select this if you are changing your device

Do you want to log in to your account from another device? Tap below

LOG IN FROM ANOTHER DEVICE

Didn't have access to your registered phone number?

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Basic Troubleshooting

1. Log out of your Gojek Driver app
2. On your phone, go to 'Settings'
3. Tap on 'Apps'
4. Tap on the 'Gojek Driver (Singapore)' app
5. Tap on 'Storage'
6. Tap on 'Clear cache'
7. Restart your phone
8. Log in to the Gojek Driver app again

If the above steps do not work, you can try uninstalling and reinstalling the app.

Gojek Driver (Singapore)

Installed

Uninstall | Force stop

Usage

Mobile data
9.98 MB/40.63 GB used since 28 Aug

Battery
0% used since last fully charged

Storage
71.48 MB used in internal storage

Memory
No RAM used in last 3 hours

App settings

Notifications
Allowed

Gojek Driver (Singapore)
1.5.0

Clear data | Clear cache

Space used

Application	64.87 MB
Data	2.11 MB
Cache	4.49 MB
Total	71.48 MB

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