

NEW EQUIPMENT

BUS CONNECT CARD READERS

Connect Card readers are installed on all buses to accept transit fare when boarding.



LIGHT RAIL CONNECT CARD READERS

Connect Card readers are installed at all Regional Transit light rail stations to accept transit fare before boarding.



LIGHT RAIL FARE INSPECTION DEVICE

Light rail transit officers will use a card scanner to validate that your Connect Card has been tapped before boarding.



RETAIL SALES MACHINES

Retail sales machines will be installed at select retail outlets and participating transit agencies across the region where you can load Cash Value and passes using cash.



Roseville Transit



CONNECT

TRANSIT CARD

For more information and FAQs, visit ConnectTransitCard.com

Connect Card Customer Service
PHONE 916.321.2877 | TTD 916.483.4327
Monday - Friday: 8:00 a.m. - 5:00 p.m.

Connect Card Sales & Service Center
1225 R Street, Sacramento
Monday - Friday: 9:00 a.m. - 5:30 p.m.

Updated July 2017



CONNECT CARD IS HERE!



The Easy Way to Pay
ConnectTransitCard.com

LET'S GET STARTED

Welcome! This guide will help you get the most out of your Connect Card. For more information, visit ConnectTransitCard.com.

The Connect Card system uses all existing transit fares, including passes and transfers that you are used to. You may load your regular pass(es) and Cash Value (in place of tickets or needing to carry exact change) onto your Connect Card.

LOAD YOUR CONNECT CARD

- Online at ConnectTransitCard.com. Fare added online takes up to 48 hours to appear on your Connect Card.
- At participating retail locations using accepted forms of payment.
- At participating transit agencies using cash, transit vouchers, and credit or debit cards.

THE MOST UP-TO-DATE LIST OF CUSTOMER SERVICE CENTERS AND RETAIL LOCATIONS ARE AVAILABLE ONLINE AT CONNECTTRANSITCARD.COM.



REGISTER YOUR CONNECT CARD AT CONNECTTRANSITCARD.COM FOR BALANCE PROTECTION, AUTOLOAD, AND ONLINE ACCOUNT MANAGEMENT

TAP AND GO

Just 3 Steps to Start your Ride

1. Tap your Connect Card flat against the yellow target located on the bus Connect Card Reader (as you board the bus), light rail Connect Card reader (before you board the train).
2. Wait to make sure you see a green or yellow screen and hear a beep, indicating your fare has been accepted.
3. Go on your way!

**You must tap every time you ride, even if you have a monthly pass. Failure to tap may result in a fine.*

UNDERSTANDING THE CARD READERS

Ready to Ride: When you tap and hold your card against the yellow target you will see a green or yellow screen (depending on your card type) and hear a confirmation beep when your fare is accepted.

If you see a red screen and hear a high frequency tone, you either did not tap on correctly, you don't have valid transit fare, have already tapped on or your Connect Card has been blocked or damaged. If you do not know why your Connect Card is not working, call the Connect Card Customer Service Center at 916-321-2877 or go to a participating transit agency Customer Service Center.

CHECK YOUR CASH VALUE BALANCE

- Online at ConnectTransitCard.com.
- Call the Connect Card Customer Service Center at 916-321-2877.
- Ask the operator to view card info on the bus or press the card info button at light rail stations and hold your card to the Connect Card Reader.

REGISTER YOUR CARD

By registering your Connect Card, you can manage your card online by:

- Loading fare (passes and Cash Value)
- Setting up autoload
- Viewing your transaction history
- Checking your Cash Value balance
- Reporting your card lost/stolen and ordering a replacement card

These benefits are only available to registered card holders. To register online, go to ConnectTransitCard.com. If you qualify for a Discount Card, you must go to a participating transit agency's Customer Service Center and provide proof of eligibility.

USING YOUR CARD

Connect Card uses smart card technology to store passes and cash value. Connect Cards are reloadable and reusable, so don't throw them away. Do not to bend your card or punch a hole in it as this will damage the card.

AUTOLOAD

To make paying for transit fare convenient, sign up for the Connect Card Autoload program. When your Cash Value balance falls below a level you choose or your transit pass is about to expire, your Connect Card will be loaded automatically from your stored credit or debit card.

CASH VALUE

You can load Cash Value onto your Connect Card. Cash value works like cash—each time you ride, the amount of a one-way fare will be deducted from your balance. Your Cash Value can also be used to pay for a daily pass or pay fare for an additional rider at participating agencies. Cash Value is accepted by every participating agency.

You may not split a payment between Cash Value on your Connect Card and cash in your hand to pay your transit fare.

DAILY PASS

You can load a daily pass valid on participating transit agencies to your Connect Card by asking the bus operator upon boarding or by pushing the Daily Pass button on the light rail Connect Card reader before tapping.

A daily pass must be purchased with your Connect Card's Cash Value balance.

BALANCE PROTECTION

The Connect Card offers security with balance protection in case of loss or theft. Registered Connect Cards can be reported as lost or stolen online, over the phone, or in person at a participating transit agency Customer Service Center. The card will be deactivated and the remaining passes and/or Cash Value will be transferred to a replacement Connect Card for you.

A replacement card fee will apply.

CORPORATE ACCOUNTS

The Connect Card Corporate Accounts Program allows employers to:

- Offer transit subsidies and transit passes as an employee benefit.
- Utilize simple online account management.
- Set up autoload for monthly passes and cash value.
- Receive a single combined monthly invoice for all regional transit agencies.
- Benefit from pre-tax payroll deductions.

For more information about the Connect Card Corporate Accounts Program, email: corpsales@connecttransitcard.com or call (916) 321-2877.