User Guide

Online Smart Card Fare Loading

Cobourg Transit

Contents

Introduction

This user guide has been developed to assist Cobourg Transit riders with the UseTransit online platforms to manage your Smart Cards from the convenience of your home. Smart Cards are used by passengers to pay a fare upon boarding a bus – often with discounts from the regular cash fare.

The following are benefits to registering your Smart Card online:

✓ Registering your Smart Card to your Customer Account means that card belongs to you.

✓ It protects against loss or theft.

✓ Block your card and transfer unused balances or passes to a replacement card

✓ Reload Passes

✓ Set up auto-renewal or auto-reloading for 30-Day Passes and Ride Passes
✓ Check your balance at any time

✓ Order new cards online and have them mailed to your address or for pickup Victoria Hall or the Joint Operations Centre

✓ Manage multiple cards through a single Customer Account (great for social service groups!)

✓ View your transaction history and print receipts for income tax purposes

For more information on transit, fares and announcements visit
www.cobourg.ca/transit

If you require further assistance or have issues with setting up your account, please contact 905-372-4555.

Create a Customer Account

A Customer Account is required to manage your Cobourg Transit Smart Card. Multiple Smart Cards may be managed from a single Customer Account.

To create a Customer Account, **you must have a valid email address**.

How to Create a Customer Account

1) **Visit** cobourg.usetransit.com

2) **Click "Register"**

3) Enter your valid email address, first name, last name, phone number, and create a password. Password must be a minimum of 8 characters long and contain at least one uppercase, one lowercase, one number, and one special character.

4) Click "Signup"

5) Read the Terms and Conditions and click "I Agree"

6) Click "Ok" on the registration confirmation prompt

7) You will receive an email from Cobourg Transit –Do Not Reply. To complete your registration, click the link in the email to verify your email address.

8) Return to cobourg.usetransit.com and login with your email and password.

You are now able to access your Customer Account.

Add/Delete a Payment Card

Adding a Payment Card to your Customer Account is only required if you intend to purchase new Smart Cards or reload/renew Fare Products on your existing Smart Card online. Customers may have more than one Payment Card attached to their Customer Account at any time.
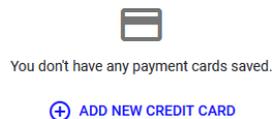
Valid Payment Cards are Master Card and VISA currently.

How to Add a Payment Card to your Customer Account

1. Log in to your Customer Account at cobourg.usetransit.com

2. Click "Payment Cards" on the left side menu
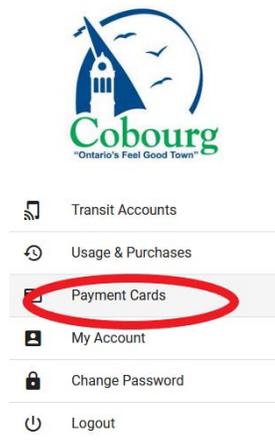
3. Click "+" Add New Credit Card' or click the "+" symbol on the bottom right-hand corner to add an additional Payment Card

4. Enter your Payment Card information and click "Save New Card" when finished

Your Payment Card has now been added to your Customer Account. You will be able to see the last 4 digits of your Payment Card under 'My Payment Cards'.

Note: A temporary $0.50 pre-authorization charge will be applied to validate your Payment Card. Your Payment Card will be reimbursed this $0.50 charge within sever (7) days once validated. Click "Accept"

How to Delete a payment Card to your Customer Account

1. Login to your Customer Account at cobourg.usetransit.com

2. Click "Payment Cards" on the left-hand side menu

3. Locate the Payment Card you would like to remove from your Customer Account and click "Delete"

Card Number
**** **** **** **** 1956

VISA

DELETE

Card Expiration
July 2025
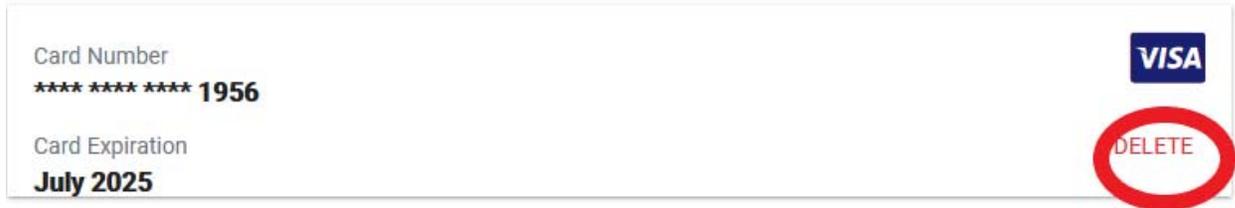
4. Click "Delete" at the confirmation prompt

Confirm Delete

Are your sure you want to delete the Payment Card ending with 2025?

CANCEL   DELETE
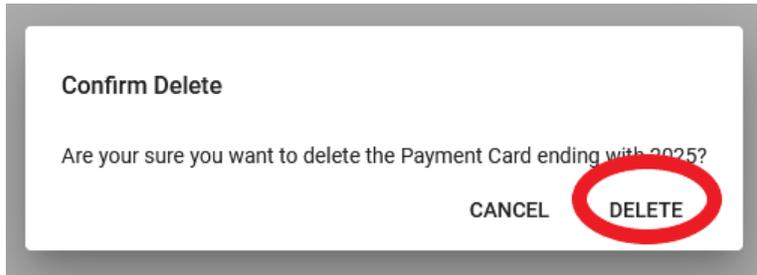
Your Payment Card had now been deleted from your Customer Account.

Order a New Smart Card

This process is for customers who do not already have a Smart Card or for those who require a card with a different Fare Product in which their current card has not been programmed to accept.

Please see **_Link an Existing Smart Card to a Customer Account_** if you already have a card you would like to link to your account.

How to Order a New Smart Card Online

1. Login to your Customer Account at cobourg.usetransit.com

2. Click "Transit Accounts" on the left side of the menu

3. Either click "+Add New Transit Account" or click the "+" symbol in the bottom right-hand corner to add an additional Transit Account/Smart Card to your Customer Account.
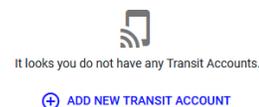
4. Select the type of Fare Product you would like loaded to your Smart Card.

Adult One Month Pass	$60.00
An Adult One Month Pass is valid from the first day of use for one month.	$60.00 base price
	$0.00 online transaction fee
⊕ LEARN MORE	⊕ SELECT

Add 10 Rides	$20.00
Add 10 rides	$20.00 base price
	$0.00 online transaction fee
⊕ LEARN MORE	⊕ SELECT

Add 20 Rides	$40.00
Add 20 rides	$40.00 base price
	$0.00 online transaction fee
⊕ LEARN MORE	⊕ SELECT

5. Click "Accept" to the terms and Conditions
6. Select your preferred delivery option. Note there is no delivery fee if you choose to pick up your new Smart Card at Victoria Hall 55 King St W, Joint Operations Centre, Building 7, 740 Division St or regular mail. A delivery fee applies if the new Smart Card is being delivered to you via Courier (approx. $5.10).

7. Select you Payment Card (See **Add/Delete a Payment Card** process).

Card Number
**** **** **** **1956**

VISA

Card Expiration
July 2025

⊕ SELECT THIS CARD

8. Optional: Select a nickname for the new Smart Card. This option is helpful if your Customer Account manages multiple Smart Cards on behalf of others.

Set Nickname :
Set a nickname for this card so it is easy to identify.

Enter Nickname

9. Click "Purchase".

Your transaction is now complete. You will be emailed a receipt to the email address associated with your Customer Account.

NOTE* There is a $0.35 transaction charge on all online transactions.

Link an Existing Smart Card

This process is for customers who already have a Smart Card and would like to link it to their Customer Account to protect against loss/theft or to reload/renew their Fare Product online.

Please see Order a New Smart Card if you do not already have a Smart Card or you would like to add a different Fare Product than your current Smart Card is programmed to accept.
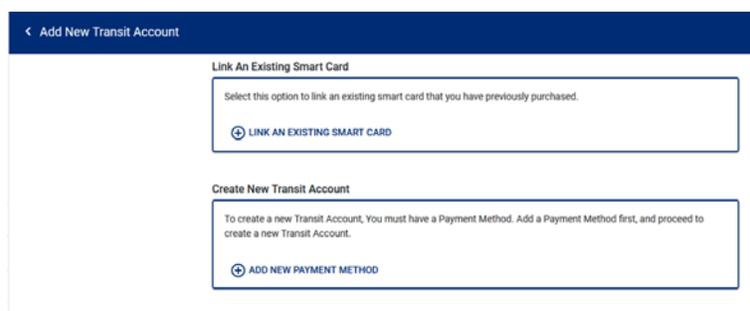
How to Link a Smart Card

1. Login to your Customer Account at cobourg.usetransit.com

2. Click "Transit Accounts" on the left side menu

3. Click "Link an Existing Smart Card"

4. Enter your Smart Card number (Card example below):

< Link Smart Card

Smart Card ID *

04446E4A846B80

NEXT

5. Enter the Verification Code (4-digit number)

AOAOAOAOAOAOAO
0123

cobourg.ca/transit
905-372-4555

< Link Smart Card
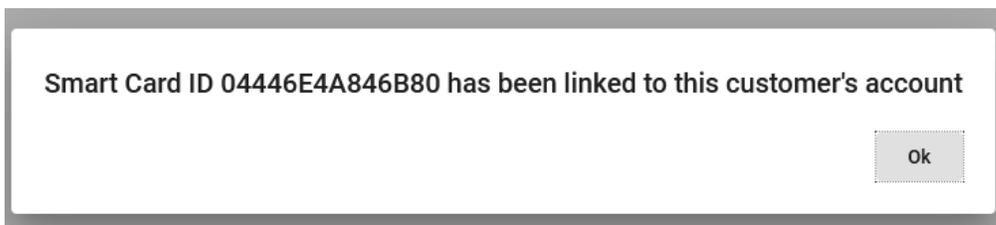
Smart Card ID *

04446E4A846B80

Verification Code *

6411

Set Nickname :
Set a nickname for this card so it is easy to identify.

Enter Nickname

Link Card

6. You may enter a nickname, so it is easy to identify, then select link card. The following message will be displayed:

Smart Card ID 04446E4A846B80 has been linked to this customer's account

Ok

Load a Fare Product to a Smart Card

The Following Fare Products are available online for both initial purchases (see ***Order a New Smart Card*** process) and reloading/renewal are:

Adult
Monthly Pass
10 Ride Pass
20 Ride Pass

Senior
Monthly Pass
10 Ride Pass
20 Ride Pass

Student
Monthly Pass
10 Ride Pass
20 Ride Pass

Bus tickets cannot be purchased online, you may purchase bus tickets at Victoria Hall, Finance Office 55 King St W.

How to Load a Fare Product

1. Loin to your Customer Account at cobourg.usetransit.com

2. Click "Transit Accounts" on the left side menu

3. Locate the Smart Card/Transit Account in which you would like to load. Click "+Add new Product".

Smart Card ID 04446E4A846B80

No current passes are available on this account

(+) ADD NEW PRODUCT (X) VIEW HISTORY (⊘) REPORT CARD LOST / STOLEN (↻) SET AUTO RELOAD

4. Select the Type of Fare Product you would like loaded on to your Smart Card.

Adult One Month Pass $60.00
An Adult One Month Pass is valid from the first day of use for one month. $60.00 base price
                                                                 $0.00 online transaction fee

(+) LEARN MORE   (+) SELECT

Add 10 Rides $20.00
Add 10 rides $20.00 base price
                                                                 $0.00 online transaction fee

(+) LEARN MORE   (+) SELECT

Add 20 Rides $40.00
Add 20 rides $40.00 base price
                                                                 $0.00 online transaction fee

(+) LEARN MORE   (+) SELECT

5. Click "Accept" to the Terms and Conditions

6. Select your Payment Card (see ***Add/Delete a Payment Card*** process)

Card Number   **VISA**
**** **** **** 1956

Card Expiration   (+) SELECT THIS CARD
July 2025

Your transaction is now complete and loaded on your card. You will be emailed a receipt to the email address associated with the Customer Account.

Set Up an Auto-Reload

Customers can setup their linked Smart Card to automatically reload their Fare Product (i.e., reload Ride passes or renew 30 day passes) through their Customer Account.

NOTES:

A Payment card must be attached to your Customer Account for auto-reload to be enabled.

A monthly pass (i.e., 30-day pass) must be activated – tapped on the bus for the first time before an auto-reload can be set up for that Fare Product.

How to set an Auto-Reload

1. Login to your Customer Account at cobourg.usetransit.com

2. Click "Transit Accounts" on the left side menu

3. Locate the Smart Card/Transit Account in which you would like to set up an auto-reload. Click "Set Auto Reload"
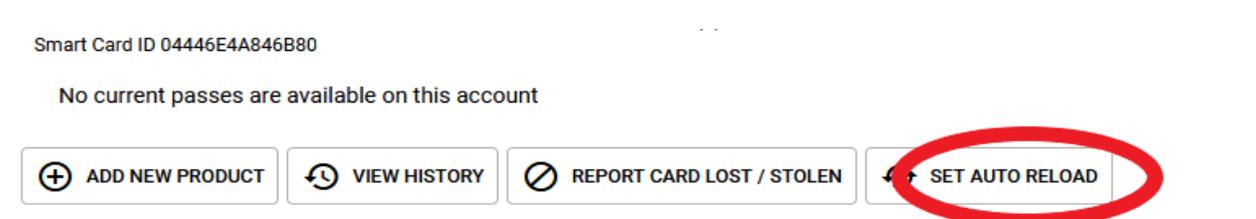
4. Click "Enable Auto Reload"

5. Select the type of Fare Product you would like auto-reloaded to your Smart Card

6. Set the Threshold. For 30-day passes the threshold is the number of days prior to the expiry of your current pass that your new Pass will be loaded. For the

Rides pass the threshold is the number of Rides remaining on your card before another 10/20 ride pass will be loaded.

7. Select your Payment Card (see ***Add/Delete a Payment Card*** process)

8. Click "Save Auto Reload for Pass(es)"

Set Auto Reload for Rides

Product Name * ▾

Threshold *

Payment Card * ▾

[CANCEL] [SAVE AUTO RELOAD FOR RIDES]

Set Auto Reload for Pass(es)

Adult One Month Pass

⊕ LEARN MORE   ⊕ Select this Pass for Auto Reload

Pass Threshold (must be between 3 to 20 days) *

Pass Threshold: The Threshold is used to specify when the pass(es) selected above will be triggered for automatic reloading.

Payment Card * ▾

[CANCEL] [SAVE AUTO RELOAD FOR PASS(ES)]

An email will be sent to the email address associated with your Customer Account. To edit or cancel your auto-reload settings simply click "" button on your Transit Account from the Transit Accounts section.