

## 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.



### CONNECT CARD "ADD-FARE" MACHINES

Connect Card Add Fare Machines are installed at select Regional Transit light rail stations to provide convenient reloading of Cash Value, passes and discount fare, using a credit or debit card.



### 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](http://ConnectTransitCard.com)

**Connect Card Customer Service**

PHONE 916.321.2877 | TTD 916.483.4327  
Monday – Friday: 6:30 a.m. – 6:30 p.m.

**Connect Card Sales & Service Center**

1225 R Street, Sacramento  
Monday – Friday: 9 a.m. – 5:30 p.m.



# CONNECT CARD IS HERE!



The Easy Way to Pay  
[ConnectTransitCard.com](http://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](http://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](http://ConnectTransitCard.com).  
*Fare added online takes up to 48 hours to appear on your Connect Card.*
- Add Fare Machines at select light rail stations using a credit or debit card.
- At participating retail locations using cash.
- At participating transit agencies using cash, transit vouchers, and credit or debit cards.

THE MOST UP-TO-DATE LIST OF CUSTOMER SERVICE CENTERS, ADD FARE MACHINES AND RETAIL LOCATIONS ARE AVAILABLE ONLINE AT [CONNECTTRANSITCARD.COM](http://CONNECTTRANSITCARD.COM).



## REGISTER YOUR CONNECT CARD AT [CONNECTTRANSITCARD.COM](http://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) or on Add Fare Machine (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!

*\*Failure to pay or validate the fare may result in a fine or inability to board the bus.*

### 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, 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](http://ConnectTransitCard.com).
- Call the Connect Card Customer Service Center at 916-321-2877.
- At light rail stations, push the "Card Info" button on either the light rail Connect Card reader or Add Fare Machine, and hold your Connect Card on the yellow target while you review your balance and the passes you have loaded.
- On the bus, your balance will flash on the screen when you tap on the bus Connect Card reader.

### HOW TO LOAD TRANSIT FARE AT THE ADD FARE MACHINE

1. Place your Connect Card in the holder below the screen.
2. Select "Passes" or "Cash Value" on the screen.
3. Either select an agency and the appropriate pass type, or choose a Cash Value amount to load.
4. Pay using your credit/debit card.

*You cannot get a new Connect Card at an Add Fare Machine. To get a Connect Card visit a retail location, a participating transit agency Customer Service Center, or through the "Get a Card" process on [ConnectTransitCard.com](http://ConnectTransitCard.com).*

### 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 or an Add Fare Machine before tapping.

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

### 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](http://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.

### 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.*