# Student Transit Pass Filot NEED TO REPLACE YOUR CLIPPER CARD?

Here's what you need to know.

# **CLIPPER CARD QUICK TIPS**

**Register** Your Clipper card online right away. Your Clipper card <u>must be registered</u> online or by phone to get a replacement card.

> Write down or photograph your Clipper card serial number. (see below)



- Call Clipper Customer Service at 1-877-878-8883 weekdays from 6 a.m. to 8 p.m. and weekends from 8 a.m. to 5 p.m.
- Say, "Hi, my name is [your name], and I go to [your school name]. I have an AC Transit Student Transit Pass that I need to replace." You must provide this information to ensure that you receive the proper replacement card.
- You might be asked to register your card and if so, provide your name and mailing address. You can provide your school's address if you do not want to use your home address.
- You will be asked to pay a \$5 fee for the new card. Have a credit card ready to make this payment.
- Confirm with the representative that your new card will be mailed to your school in 1-2 weeks.
- After 1 week, check with your school administrator's office to see if your card has arrived.
- If you have any problems during this process, please write down the date/time of your call, and the name of the person you spoke with, and give this information to your school's student transit pass administrator.
- If you do not receive your card within 3 weeks, please contact Clipper Customer Service or see your school's student transit pass administrator.

## DON'T FORGET, your Clipper card has value!

The card you were issued is for your use only, so remember to keep it in a safe place.

### Replace **ONLINE** Locate your Clipper STEP 1 card serial number SUII/// It's the 10-digit number on First Name the bottom left side of the back ALAMEDA Last Name of your card. dun If you don't have it, don't worry! San Leandro High School Pilot Program Ask your school's student valid thru transit pass administrator in 07/2019 0123456789 the main office. **Register** your STEP 2 Clipper card Go to www.clippercard.com. Click "Register a card" on the left menu. Before you can get a replacement card you must register the lost card. Enter the lost Clipper card serial number and click "Register card." CLIPPER Home About Use Order new card **Register Card** Add value to card ter a car Please enter your 10-digit Clipper card serial number printed Custome suppor on the back of your card Serial Number

<b>reate</b> Ne	ew Account	Click on <b>"Report lost, stolen, or damaged card"</b> on the left. Make selections as requested and click <b>"Submit"</b> when finished.
e you've entered reate an account n your informatio	d your serial number, you'll be asked t. Click "Create new account" and on. Then click "Next" and you should	
the Clipper card w	ith the serial number you registered.	My account         Report Lost, Stolen or Damaged Card           Order new card         Select Card to Report Lost, Stolen or Damaged
Order new card Add value to card Register a card Customer support	Register Card Card Serial Number  Log in to existing account  Create new account Trite	<ul> <li>Add value to card</li> <li>Register a card</li> <li>Profile information</li> <li>Payment information</li> <li>Report lost, stolen or damaged, you cal request a replacement card and balance restoration ( card has a balance of more than \$5). You will need to provide a credit card number to pay the \$5 card repla fee. Replacement cards are typically ready to be ship within two business days of a card being reported los or damaged.</li> </ul>
0	First Name Last Name Primary Phone Alternate Phone (optional) Email Mailinn Ardress	Change password     Customer support     Log out     Select Card     Card #0123456789
÷	Address Line 1 Address Line 2 Address Line 3 City State California Zip Code	In order to receive a replacement card, please select "Replace my card and restore remaining value (\$5 balance restoration fee)," Then enter the payment information. What Happened? This card was lost or stolen. This card was damaged. Action Replace my card and restore remaining value (\$5 balance restoration fee). Do not replace card (no fee).
ç	Login Information Username "Same as email entered above" Password Confirm Password Security Question Answer	Update the billing address for the credit card if it is different from the one you used to create your Clipper card account. Don't worry about updating the mailing address: <u>the new card will</u> be mailed to your school
Include an <b>e</b>	mail address that you can access.	Once you click "Submit" the card will be deactivated immediately.       State       California         State       Zp Code         Warning: Once you submit this form, your Clipper care blocked and you will be unable to use it.       Cancel
Create a st following: up or a special	<b>rong password!</b> It must include three of the oper-case letter, lower-case letter, a number, symbol (!, @, $\#$ , \$, %, $^, *$ , ?, _, & or ~).	STEP 5 Congratulations, you're finished!!
ALAMEDA Sounty Transportation	The Student Transit Pass Program is funded by Measure BB, Alameda County's transportation sales tax approved by voters in 2014.	<ul> <li>Just a few tips:</li> <li>Write down your reference number for safekeeping.</li> <li>In about a week, go to</li> </ul>
		the school administrator's office to see if your card Payment Information

transit pass administrator.

from 8 a.m.-5 p.m. You can always ask your school's student transit pass administrator for assistance, or send an email to studentpasspilot@alamedactc.org.

###