

Site Administrator's Quick Start Guide

Thank you for your role in providing students with access to essential transportation resources!

KEY TASKS FOR SITE ADMINISTRATORS

- 1 Promote the Pass**

Advertise the Student Transit Pass (STP) to students, families, and staff throughout the year. Share regular reminders through emails, hand-outs, online portals, and social media. Easy-to-use marketing resources are available on our ["Admin Resources" page](#).
- 2 Manage Applications**

Set aside at least 30 minutes each week to review applications on [Formstack](#). This will ensure students receive their passes quickly. Refer to our [Formstack Guide](#) for step-by-step instructions.

 - **Use Provided Credentials:** Sign in using the school district username, password, and auth code provided at the link on your school's password-protected spreadsheet (*not* your personal email). Access your school's submissions with your encryption password.
 - **Review/Edit Applications:** Double-check student names, ID numbers, and birthdates for accuracy. Correct any errors to avoid processing delays.
- 3 Distribute Clipper Cards**

Keep track of cards and store them securely for student pick-up.

 - **Processing Times:** Cards will be delivered every 4–6 weeks. There may be delays at the beginning of the school year due to high demand.
 - **Existing Cards:** Students who provided a Youth Clipper card serial number on their application will not receive a card; the pass will be added remotely to their existing card.
 - **Online Accounts:** Encourage students to register their Clipper card by calling Clipper Customer Service at (877) 878-8883. They should dial "2" then "0" to speak with an operator, and say "I want to set up an online account for my Youth Clipper card." (This cannot be done online; students must call.)
- 4 Support Students**

Assist students with the following issues. Consult [Student Transit Pass FAQs](#) for support.

 - **Troubleshoot Passes:** Ensure the student is tapping the card correctly on a local bus and check for physical damage. If they receive a "low/no funds" error or if they recently turned 19 (AC Transit riders only), their pass might need to be reactivated. Tell your school liaison using a secure method; include card serial number if possible.
 - **Request Replacements:** AC Transit and UC Transit riders should call Clipper Customer Service; *do not reapply* using the program application. Wheels riders should use original program application. Direct students to the ["Replace Your Pass" page](#). Reach out to your school liaison for support.
 - **Pay by Phone:** If students have a smartphone, they can transfer the pass from the plastic card to Apple Wallet or Google Pay. Visit [Clipper pay by phone page](#) for support.



YOUR SCHOOL'S PASSWORD-PROTECTED SPREADSHEET

Find important resources to help manage the STP program, including tabs for **secure communication**, **school liaison contact details**, **Formstack login credentials**, and **STP participant lists**. Access it using the link and encryption password shared with you during onboarding. Ask your school liaison to reshare if necessary.



PROTECTING STUDENT PRIVACY

To ensure student privacy, please do not send students' personally identifying information (full name, ID, DOB, etc.) by email. Instead, use the phone or your password-protected spreadsheet.

ADDITIONAL RESOURCES

For more information:

[Student Transit Pass website](#)

[Clipper card support](#)

Email mbrennan@nelsonnygaard.com

