

Enclosed is your **ConnectCard**. You may use your **ConnectCard** each time you ride from this point on.



Please do not bend or punch holes in your **ConnectCard**.

How was your **ConnectCard** experience?

Your feedback is very important to us as we prepare to rollout the **ConnectCard** to more riders. At the conclusion of the pilot, you will receive a brief questionnaire. Please take a few minutes to tell us all about your recent experience.

Questions? Issues?

Contact Port Authority Customer Service at 412.442.2000.

PortAuthority.org

Are you ready to revolutionize the way you travel?

Thank you for agreeing to participate in Port Authority's **ConnectCard** customer pilot. The purpose of this pilot is to test a variety of key technical functions related to the **ConnectCard** system before Port Authority moves forward with the rollout to all of its customers.

Inside you will find more information on how to:

1. **Protect your ConnectCard balance**
2. **Load your ConnectCard**
3. **Use your ConnectCard on Port Authority vehicles**



Step 1: Protecting your ConnectCard balance*

Before loading your **ConnectCard**, make sure you protect it! Balance protection enables you to transfer your remaining balance onto a new card in the event the original card is ever lost or stolen.

Beginning August 13, sign up for free balance protection by calling Port Authority Customer Service at **412.442.2000**. A customer service representative will guide you through the process. You must provide your name, address, phone number, the serial number on your **ConnectCard** and your mother's maiden name—this will serve as your security code to verify that the person reporting your card as lost or stolen is really you.

**Mandatory for participation in the customer pilot.*

Step 2: Loading your ConnectCard

It's very easy. Simply stop by any Port Authority **ConnectCard** vending machine location listed below. The easy-to-use touchscreen menu will prompt you through a series of instructions to help you make your purchase. To learn more about how to use the ConnectCard vending machine, go to **ConnectCard.org**. You may also go to Port Authority's Downtown Service Center or to the customer service desk at either of the two Giant Eagle locations listed below and a customer service agent will assist you.

Downtown Pittsburgh:

- Port Authority's Downtown Service Center*
- Wood Street T Station*
- East Busway-Penn Station*

North Shore:

- North Side T Station*
- Allegheny T Station*

West Busway:

- Sheraden Busway Station*
- Crafton Busway Station*
- Carnegie Busway Station*

East End/East Busway:

- Giant Eagle Market District (Shadyside)
- Wilkinsburg Station*

South Hills:

- Mt. Lebanon T Station*
- Willow T Station*
- Washington Junction T Station*
- South Hills Village T Station*
- Library T Station*

South Side:

- Station Square T Station*
- Giant Eagle (Wharton Square)

**ConnectCard vending machine locations*



Step 3: Using your ConnectCard on Port Authority vehicles

1. Simply tap your **ConnectCard** to the smart card target located on the farebox each time you ride a Port Authority bus, T or Incline. Please be sure that the green light is on before tapping.
2. Listen for the beep.
 - A “single beep” indicates your **ConnectCard** was accepted at the farebox.
 - A “triple beep” indicates either the farebox was unable to read your card or your card is invalid.
3. If you receive a “triple beep” try tapping your card to the farebox again.
4. If the “triple beep” persists, please review the message displayed on the farebox and contact Port Authority customer service at **412.442.2000** for further assistance.

