



# AC Transit EasyPass Program

## FREQUENTLY ASKED QUESTIONS

### What is EasyPass?

A personalized, unlimited bus pass from AC Transit that gives cardholders seamless access to travel anywhere AC Transit operates, anytime across the East Bay. It provides convenient, reliable transportation making it easy to commute to campus, work, or anywhere in between without worrying about individual fares.

### Where can I go with my EasyPass?

You can travel anywhere and anytime AC Transit goes, including our Transbay line to San Francisco and Palo Alto. We recommend you download the AC Transit Official Mobile App at [actransit.org/app](https://actransit.org/app) to help plan, ride, and explore the East Bay.

### How long is my EasyPass valid?

Your personalized EasyPass is valid as long as your education institution is participating in the program, and you are a student there. No activation needed or money to load. It is ready to be used!

### Can I lend or give my EasyPass to a friend or relative? Can I sell it?

The EasyPass is valid only for the person identified on your EasyPass Card. Do not sell or share your pass. The pass is not transferable or refundable and will be revoked if used by anyone else.

### When I first get my EasyPass, is there something I should do?

Before your first use, please register your card's serial number. Keep your balances safe in the event of a lost card. If you have a next generation Clipper® card with a 19-digit serial number, register it online at [clippercard.com](https://clippercard.com). If your card has a 10-digit serial number, contact Clipper Customer Service at (877) 878-8883 for registration assistance.

Write down your Clipper card number somewhere you will remember it. You will need to refer to your number if your card becomes damaged, lost or stolen. You should also write down your name in the exact way it is printed on the card.

### How do I use my EasyPass?

You simply "tag" the card on the Clipper card reader at the front of the bus each time you board. When you hear a single beep, your fare has been accepted. For problems, call the Clipper Customer Service Center toll-free at (877) 878-8883 to address your card issue. It is recommended to have back-up fare in case your card does not work.

## Can I use the Clipper app on my phone instead of my EasyPass Clipper card?

Yes, you can. **IMPORTANT:** Once you add Clipper to your mobile wallet (Apple Pay or Google Pay) on your phone, the physical card will stop working.

## If my card is lost or stolen, or just doesn't work, what do I do?

If your EasyPass was on the next generation Clipper Card with 19-digit serial numbers and was registered on clippercard.com, you can request a replacement via your on-line account. If your Clipper Card is not registered, or has a 10-digit serial number, contact your EasyPass Site Coordinator for assistance.

If your EasyPass has a cash balance, wait for your replacement card to arrive. You will then need to contact Clipper Customer Service at (877) 878-8883 to transfer the balance. All replacements will have a \$3 charge assessed.

## Does my card work on BART and other Bay Area transit systems?

Yes. You can use your EasyPass card on BART, Caltrain, Golden Gate Transit and Ferries, Muni, SamTrans, VTA and more. **IMPORTANT:** To ride these other transit systems, you will need to add cash or other passes to your card. Visit [clippercard.com](http://clippercard.com) for more information.

## If I have an existing Clipper card for Bart, Muni, etc., can I combine cards?

It is recommended that you keep your EasyPass card separate for your existing Clipper Card.

## Why does my EasyPass indicate \$0 balance online?

The Clipper app or website will not indicate a cash value for EasyPass card holders. If a participant adds cash value to their card for other transit services such as BART, Muni, etc., then a cash value will be displayed.

## How do I get answers to questions or need help about my EasyPass?

For the fastest answers, assistance, or help troubleshooting, an issue please contact your on site EasyPass Site Coordinator Coordinator. They can provide guidance and connect you with the right resources.

