
User Guide

**UseTransit Online Smart Card
Registration and Fare Loading**



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Introduction

This guide has been developed to assist Ride CK passengers with the UseTransit online platform to register your smart card and reload fare products from the convenience of your home. Smart Cards are used by passengers to pay a fare upon boarding a bus – often with discounts from the regular cash fare.

The following are benefits to registering your Smart Card online:

- Registering your Smart Card to your Customer Account means that card belongs to you. It protects against loss or theft. Block your card and transfer unused balances or passes to a replacement card;
- Reload your Cash Pass
- Set up auto-renewal or auto-reloading for 30-Day Urban Pass and Cash Pass products
- Check your balance at any time
- Order new cards online and have them mailed to your address or for pickup at a Municipal Centre
- Manage multiple cards through a single Customer Account (great for social service groups!)
- View your transaction history and print receipts for income tax purposes

For information on transit services, fares, and policies please continue to visit www.rideck.ca

If you require further assistance or have issues with setting up your account, please contact Customer Service.

Chatham-Kent Residents call:



Outside of Chatham-Kent: Phone: 1-800-714-7497 or 519-360-1998

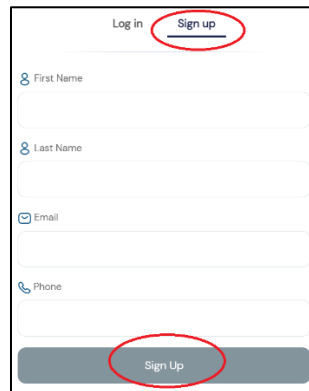
Create a Customer Account

A Customer Account is required to manage your Ride CK Smart Card. Multiple Smart Cards may be managed from a single Customer Account.

To create a Customer Account you **must have a valid email address**.

How to Create a Customer Account

1. Visit ck.usetransit.com
2. Click “Sign Up” next to the “Log In” option at the top
3. Enter your valid email address, first name, last name, and phone number.
4. Click the “Sign Up” button at the bottom



The screenshot shows a registration form with the following elements: 'Log in' and 'Sign up' links at the top; input fields for 'First Name', 'Last Name', 'Email', and 'Phone'; and a 'Sign Up' button at the bottom. Red circles highlight the 'Sign up' link and the 'Sign Up' button.

-
5. Create a password. Password must be a minimum of 8 characters long and contain at least one uppercase, one lowercase, one number, and one special character.
 6. Read the Terms and Conditions and click “I Agree”



The screenshot shows two buttons: 'I AGREE' and 'I DISAGREE'. The 'I AGREE' button is highlighted with a red rectangle.

-
7. Click “Ok” on the registration confirmation prompt
 8. You will receive an email from *Ride CK – Do Not Reply* <info@cktransit.ca>. To complete your registration click the link in the email to verify your email address.
 9. Return to ck.usetransit.com and log in with your email and password.
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You are now able to access your Customer Account

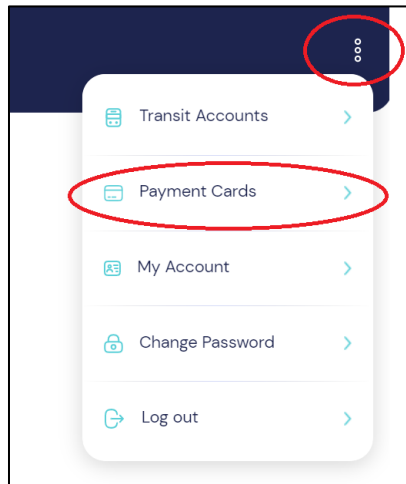
Add/Delete a Payment Card

Adding a Payment Card to your Customer Account is only required if you intend to purchase new Smart Cards or reload/renew Fare Products on your existing Smart Card online. Customers may have more than one Payment Card attached to their Customer Account at any time.

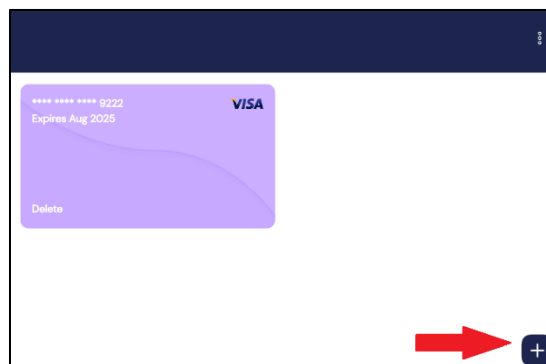
Valid Payments Cards are Master Card, Visa, Debit Visa, American Express (AMEX), and Japan Credit Bureau (JCB). Debit Master Card is not accepted at this time.

How to Add a Payment Card to your Customer Account

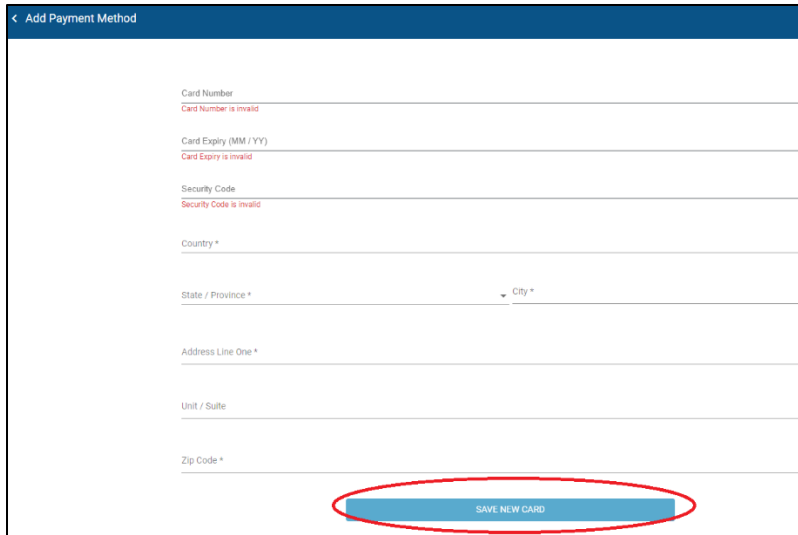
1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click “Payment Cards” on the dropdown



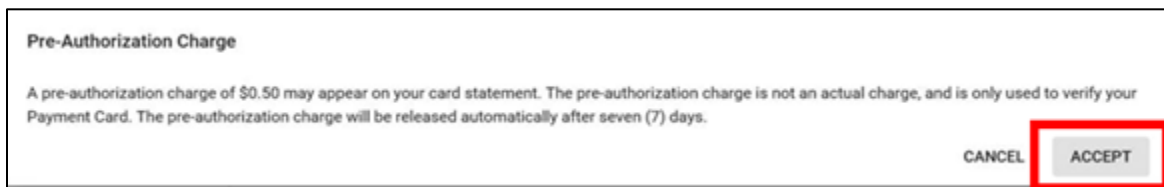
3. Either click “+ Add New Credit Card” or click the “+” symbol on the bottom right corner to add an additional Payment Card



4. Enter your Payment Card information and click “Save New Card” when finished



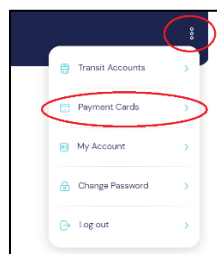
*** A temporary \$0.50 pre-authorization charge will be applied in order to validate your Payment Card. Your Payment Card will be reimbursed this \$0.50 charge within seven (7) days once validated. Click "Accept"



Your Payment Card has now been added to your Customer Account. You will be able to see the last 4 digits of your Payment Card under "My Payment Cards"

How to Delete a Payment Card to your Customer Account

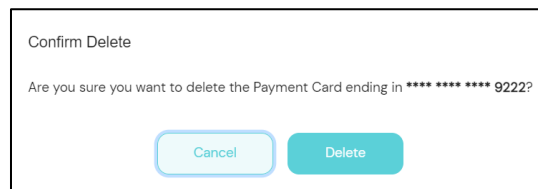
1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click "Payment Cards" on the dropdown



3. Locate the Payment Card you would like to remove from your Customer Account and click "Delete"



-
4. Click "Delete" at the confirmation prompt



Your Payment Card has now been deleted from your Customer Account.

Smart Cards and Loadable Fare Products

If you intend to load Fare Products to your Smart Card with Senior (65+) or Student (ages 6-17) discounts, the Semester Pass, or the Affordable Bus Pass Program, you must request a Smart Card initialized to accept those discounted products. Some Smart Cards cannot be initially ordered online as eligibility must be determined at the time of purchase.

The following Fare Products are available to be loaded to a Smart Card according to how that card has been initialized:

Smart Card	Fare Product(s)	Can Be Initially Purchased Online	Product Can be Reloaded/Renewed Online
Regular/Adult	Cash Pass	Yes	Yes
	30-Day Urban Pass	Yes	Yes
Senior	Cash Pass	Yes	Yes
	30-Day Urban Pass (Senior)	Yes	Yes
Student	Cash Pass	Yes	Yes
	30-Day Urban Pass (Student)	Yes	Yes
Post-Secondary	Semester Pass	No. Municipal Centre Only.	No. Municipal Centre Only.
Affordable Bus Pass Program	30-Day Urban Pass (Affordable)	No. Municipal Centre Only.	Yes. Subject to annual renewals at Municipal Centre.

The 30-Day Urban Pass is also available in 60 and 90-Day increments.

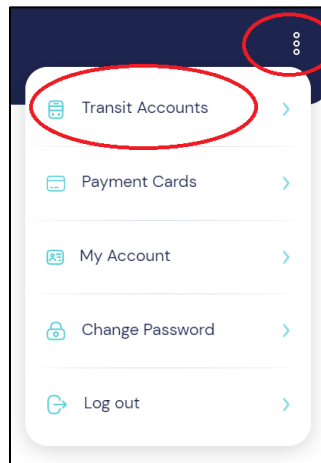
Order a New Smart Card

This process is for customers who do not already have a Smart Card or for those who require a card with a different Fare Product in which their current card has not been programmed to accept.

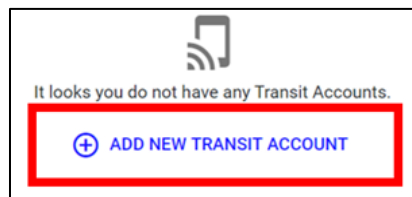
Please see ***Link an Existing Smart Card to a Customer Account*** if you already have a card you would like to link to your account.

How to Order a New Smart Card Online

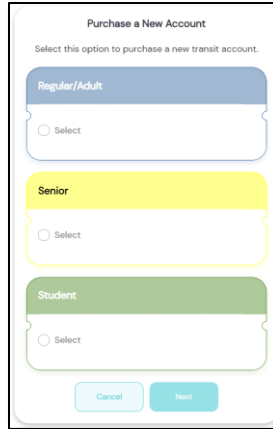
1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click “Transit Accounts” on the dropdown



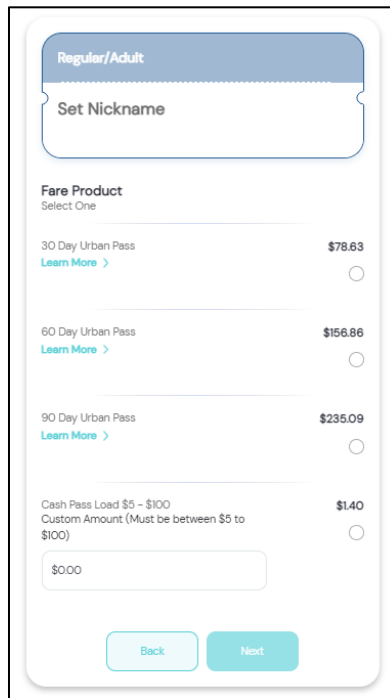
3. Either click “+Add New Transit Account” or click the “+” symbol in the bottom right corner to add an additional Transit Account/Smart Card to your Customer Account



4. Select the type of account in which you would like your new Smart Card to be programmed. **The account type determines the types of Fare Products available to be loaded on your Smart Card.** Click Next”.



5. Optionally add a Nickname to your card. This will help you identify the correct Smart Card if you will have multiple Transit Accounts on your Customer Account.
6. Select the type of Fare Product you would like loaded to your Smart Card and click "Next".



7. Click "Accept" to the Terms and Conditions

- Select your preferred delivery option. Note there is no delivery fee if you choose to pickup your new Smart Card at a Municipal Centre. A delivery fee applies if the new Smart Card is being delivered to you via Canada Post.

Regular/Adult

Set Nickname

Delivery

Ship by Canada Post \$2.60
Your replacement smart card will be mailed to you by Canada Post.

OR

Pick Up

Chatham Civic Centre \$0.00
 315 King Street West in Chatham, Monday – Friday from 8:30 AM until 4:30
315 King Street West in Chatham, Monday – Friday from 8:30 AM until 4:30

Back Next

- Select your Payment Card (see **Add/Delete a Payment Card** process)

Regular/Adult

Set Nickname

Payment Method
Select one or add new payment card

**** * 9222 VISA
Expires August 2025

+ Add New Payment Method

Back Next

- Review the transaction details. When ready click “Purchase”

Regular/Adult

Set Nickname

Confirmation
Review the details below and click Purchase

Purchasing
30 Day Urban Pass

Chatham Civic Centre \$0.00
 ACCEPTED

Accept Terms And Conditions
Please verify that the user for this Transit Account is between the ages of 16 and 64.
 ACCEPTED

Payment Method VISA
**** * 9222
Expires August 2025

Regular/Adult	\$78.23
Online Fee	\$0.40
Delivery / Pick-Up Fee	\$0.00
Total Amount	\$78.63

Back Purchase

Your transaction is now complete. You will be emailed a receipt to the email address associated with the Customer Account. *** There is a \$0.40 transaction charge on all online transactions.

Link an Existing Smart Card to a Customer Account

This process is for customers who already have a Smart Card and would like to link it to their Customer Account to protect against loss/theft or to reload/renew their Fare Product online.

Please see **Smart Cards and Loadable Fare** Products

If you intend to load Fare Products to your Smart Card with Senior (65+) or Student (ages 6-17) discounts, the Semester Pass, or the Affordable Bus Pass Program, you must request a Smart Card initialized to accept those discounted products. Some Smart Cards cannot be initially ordered online as eligibility must be determined at the time of purchase.

The following Fare Products are available to be loaded to a Smart Card according to how that card has been initialized:

Smart Card	Fare Product(s)	Can Be Initially Purchased Online	Product Can be Reloaded/Renewed Online
Regular/Adult	Cash Pass	Yes	Yes
	30-Day Urban Pass	Yes	Yes
Senior	Cash Pass	Yes	Yes
	30-Day Urban Pass (Senior)	Yes	Yes
Student	Cash Pass	Yes	Yes
	30-Day Urban Pass (Student)	Yes	Yes
Post-Secondary	Semester Pass	No. Municipal Centre Only.	No. Municipal Centre Only.
Affordable Bus Pass Program	30-Day Urban Pass (Affordable)	No. Municipal Centre Only.	Yes. Subject to annual renewals at Municipal Centre.

The 30-Day Urban Pass is also available in 60 and 90-Day increments.

Order a New Smart Card if you do not already have a Smart Card or you would like to add a different Fare Product than your current Smart Card is programmed to accept.

Linking your existing Smart Card will depend if your card has an online activation code printed on the back or if it is an older card without an online activation code.

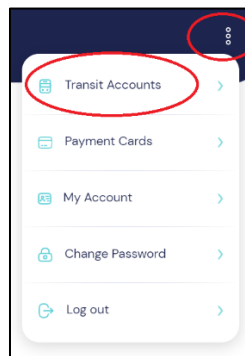
How to Link a Smart Card without an Activation Code

If your Smart Card does not have a 4-Digit activation code on the back, as shown in one of the below examples, please call Customer Service at 311 or 519-360-1998 to have a customer service representative manually register your card to your Customer Account. You will need to have your Customer Account created (see **Create a Customer Account**) and have the Smart Card ID number ready.

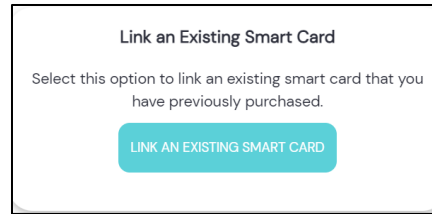


How to Link a Smart Card with an Activation Code

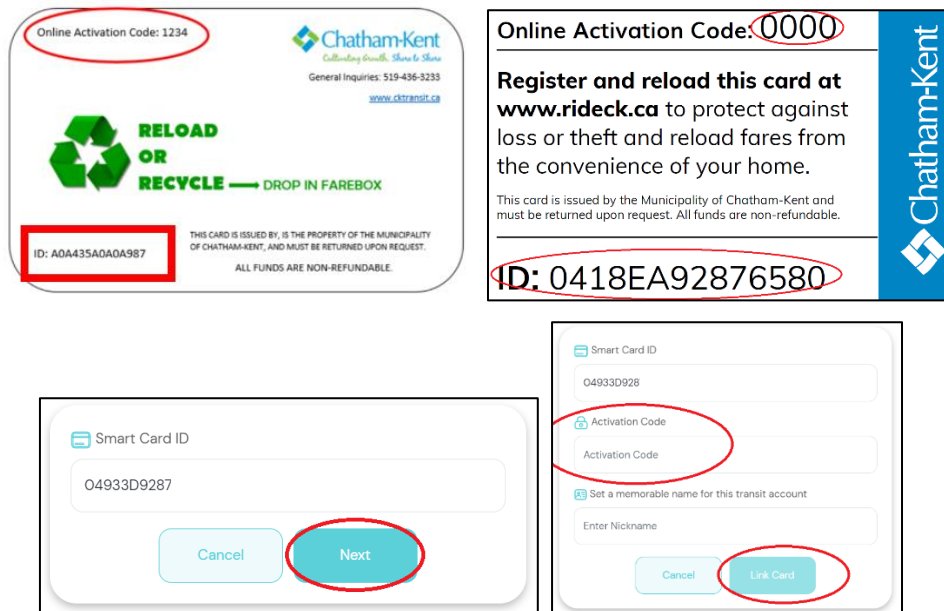
1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click “Transit Accounts” on the dropdown



3. Click “+Add a New Transit Account” or click the “+” symbol in the bottom right corner to add an additional Transit Account/Smart Card to your Customer Account
4. Click “Link an Existing Smart Card”



5. Enter your Smart Card ID number and click “Next”. Then enter the 4-digit online activation code found on the back of the Smart Card, as shown in the below examples. Click “Link Card”.



*You can optionally add a Nickname to your card. This will help you identify the correct Smart Card if you will have multiple Transit Accounts on your Customer Account.

A confirmation prompt will appear confirming you have now linked your Smart Card to your Customer Account. An email will also be sent to the email address associated with the Customer Account.

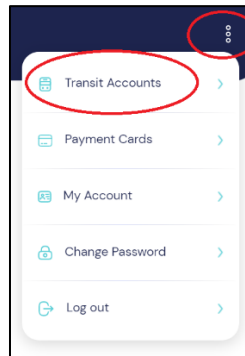
Multiple Smart Cards may also be loaded to the same Customer Account.

Load a Fare Product to a Smart Card

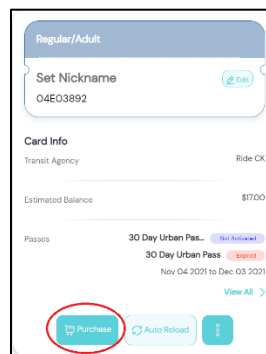
Please ensure you review **Smart Cards and Loadable Fare Product** section as discounted and restricted-eligibility fare products can only be loaded to specific types of smart cards.

How to Load a Fare Product

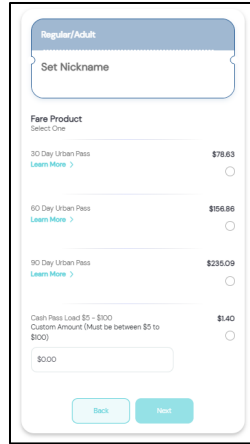
1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click “Transit Accounts” on the dropdown



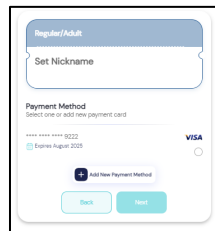
3. Click on the Smart Card/Transit Account in which you would like to load. Then click “Purchase”



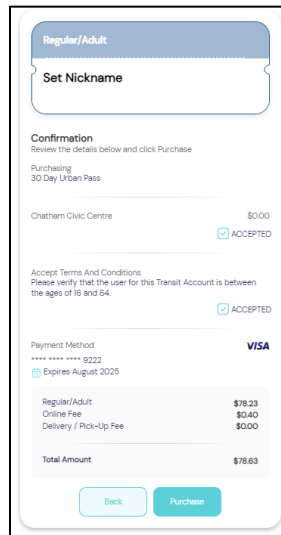
4. Select the type of Fare Product you would like loaded to your Smart Card and click “Next”



5. Click "Accept" to the Terms and Conditions
6. Select your Payment Card (see **Add/Delete a Payment Card** process)



7. Review the transaction details. When ready click "Purchase"



Your transaction is now complete and your card has been loaded with the Fare Product. You will be emailed a receipt to the email address associated with the Customer Account.

***It can take up to 24 hours for the system to update. Therefore, please make sure you load your passes in advance to ensure the product is available when you tap your card on the bus. The system will use the current fare until it is exhausted, i.e. a 30-Day Urban Pass will not be eligible for activation until the previous 30-Day Urban Pass has expired.

A 30-Day Urban Pass will not be activated until it has been tapped on the bus for the first time.

***There is a \$0.40 transaction charge on all online transactions.

Setup an Auto-Reload

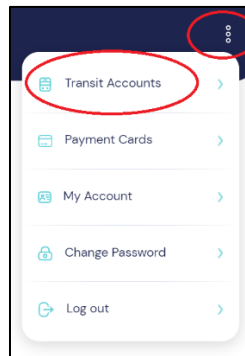
Customers can setup their linked Smart Card to automatically reload their Fare Product (i.e. reload Cash Pass or renew a 30-Day Pass) through their Customer Account.

*** A Payment Card must be attached to your Customer Account for auto-reload to be enabled.

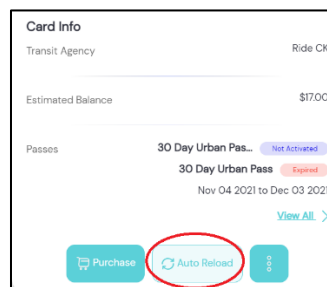
*** A period pass (i.e. 30-Day Urban Pass) must be activated – tapped on the bus for the first time – before an auto-reload can be setup for that Fare Product.

How to setup an Auto-Reload

1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click “Transit Accounts” on the dropdown



3. Click on the Smart Card/Transit Account in which you would like to setup an auto-reload. Then click “Auto Reload”



4. Select the type of Fare Product you would like auto-reloaded to your Smart Card
5. Set the Threshold. For 30/60/90-Day Urban Passes the threshold is the number of days prior to the expiry of your current Pass that your new pass will be loaded. For the Cash Pass the threshold is the amount remaining on your card before the established amount will be loaded.

8. Select your Payment Card
6. Click "Save"

An email will be sent to the email address associated with your Customer Account. To edit or cancel your auto-reload settings simply click the "Set Auto Reload" button on your Transit Account from the Transit Accounts section.

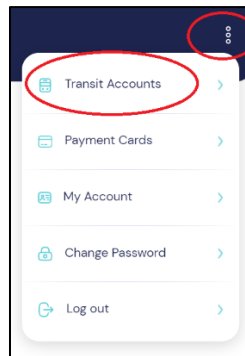
Report a Lost or Stolen Smart Card

If the Smart Card linked to your Customer Account has become lost or stolen you should report the card lost/stolen through your Customer Account as soon as possible so others cannot use it.

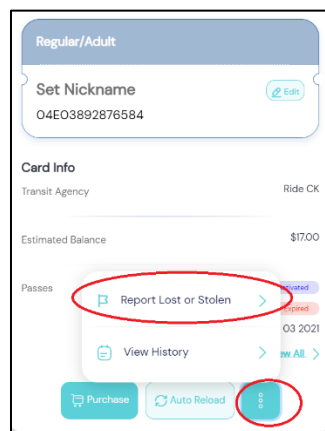
If you still have your Smart Card in your possession but it is defective, please do not follow this process. Instead, please visit a Municipal Centre for us to inspect and possibly replace the card. You may also contact a Chatham-Kent Municipal Centre by calling 311 or 1-800-714-7497 if calling from outside of Chatham-Kent.

How to Report a Lost or Stolen Smart Card

1. Log in to your Customer Account at ck.usetransit.com
2. Click the vertical ellipsis in the top right corner to access the menu. Click “Transit Accounts” on the dropdown



3. Click on the lost or stolen Smart Card/Transit Account. Then click the vertical ellipsis at the bottom and click “Report Lost or Stolen”



4. Enter the Smart Card ID number to verify and click “Next”. If you do not remember your Smart Card ID number you can find it in your Transit Accounts section

If you lost your Smart Card, you can block it and have the remaining transit passes and/or balance transferred to a new Smart Card.

First, type in the ID of the card you wish to report lost / stolen. This step is to help verify you are reporting the correct card as lost / stolen.

Smart Card ID

Smart Card ID

Back Next

- If you have a balance remaining on your Smart Card (ie. active 30-Day Pass or a Cash Pass balance) you can choose to transfer the remaining balance to a new Smart Card for a \$5 replacement fee. You may also choose to simply block the card so it can no longer be used (any outstanding balance will be lost).

Make your selection and click “Confirm”

Select what you would like to do with the remaining transit passes and/or balance:

Transfer the remaining balance and/or pass(es) to a new smart card.

Replacement fee: \$5.00
Online Transaction Fee: \$0.40

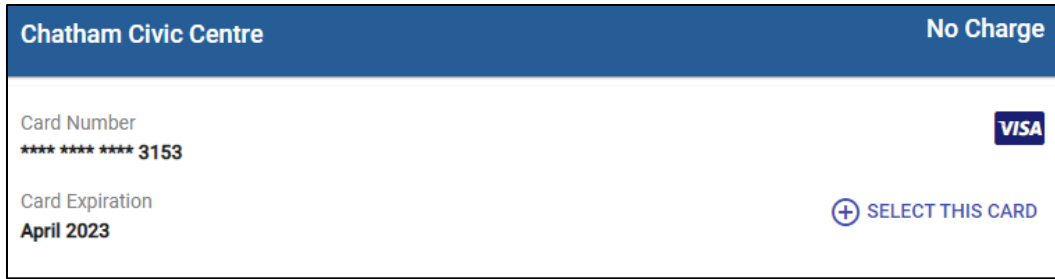
Block this card and **do not** transfer the remaining balance and/or pass(es) to a new smart card.

Back Confirm

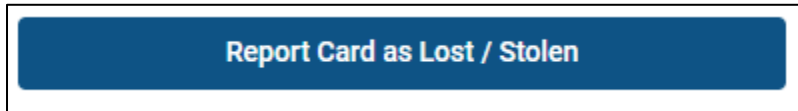
- Select the Municipal Centre in which you will be picking up your Smart Card or select the shipping by Canada Post option at an additional charge.

Replace Card	\$5.40
<p>Chatham Civic Centre 315 King Street West in Chatham, Monday – Friday from 8:30 AM until 4:30</p> <p>+ SELECT THIS PICK-UP OPTION No Charge</p>	
<p>Ship by Canada Post Your replacement smart card will be mailed to you by Canada Post.</p> <p>Select Shipping Address</p> <p>Add Shipping Address</p> <p>+ SELECT THIS DELIVERY OPTION \$2.60</p>	

- Select your Payment Card (see **Add/Delete a Payment Card** process)



-
8. Click "Report Card as Lost / Stolen"



A prompt will indicate that your lost/stolen Smart Card has now been blocked and next steps to obtain your replacement Smart Card, if requested.