# transit App & Smart Card Guide For *ValleyRide*

With the new ValleyRide system, you will use Tokens to ride the bus. Three types of tokens are available: the Transit app, Smart Cards, and limited-use cards. During this guide, we will dig into how to get started

In this guide you will find:

## Getting Started in Transit App

Currently, LANTA utilizes the Transit app, but it is not our primary fare system, it is powered by token transit. With ValleyRide, Transit will be transiting to our primary app to load accounts, ride, and track rides. With the Transit App, you will load your account and pay for fares with a QR code displayed directly in the app.
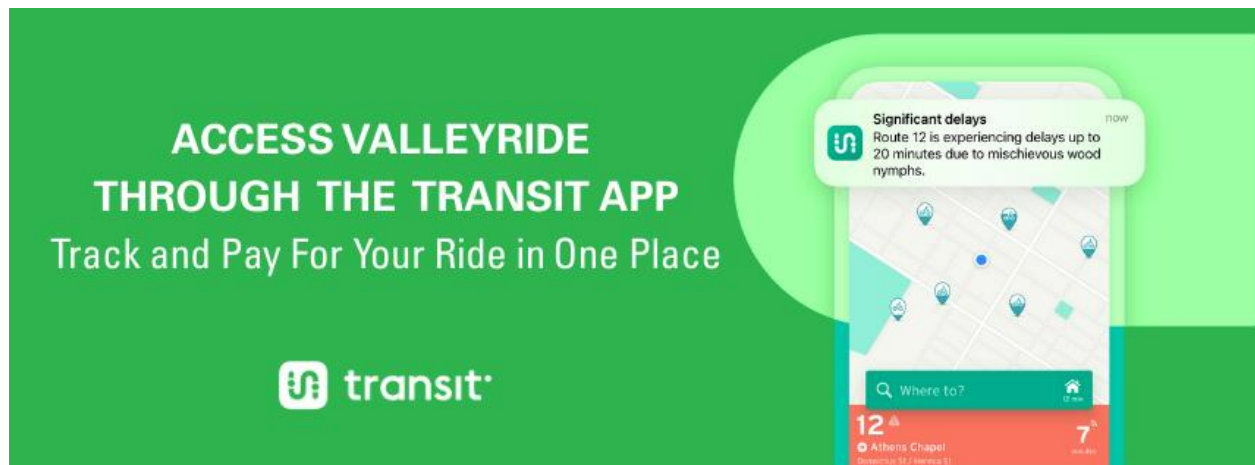
## Creating a Transit App Account

To start riding, you must first create an account in the Transit app. This app is available for free download on both Android and Apple devices. Although there is a paid version called Royale, which requires a monthly subscription, it's important to note that you do not need to pay for this subscription to use ValleyRide. Please follow the instructions below to create your account.

1. Download the app on iOS or Android.
2. Tap the icon in the top-left corner.
3. Select "Sign In or Sign Up" under the Accounts section.
4. Enter your email address and follow the prompts.
5. Enter your name
6. Create a password
7. Agree to terms of use
8. Select "Sign up"
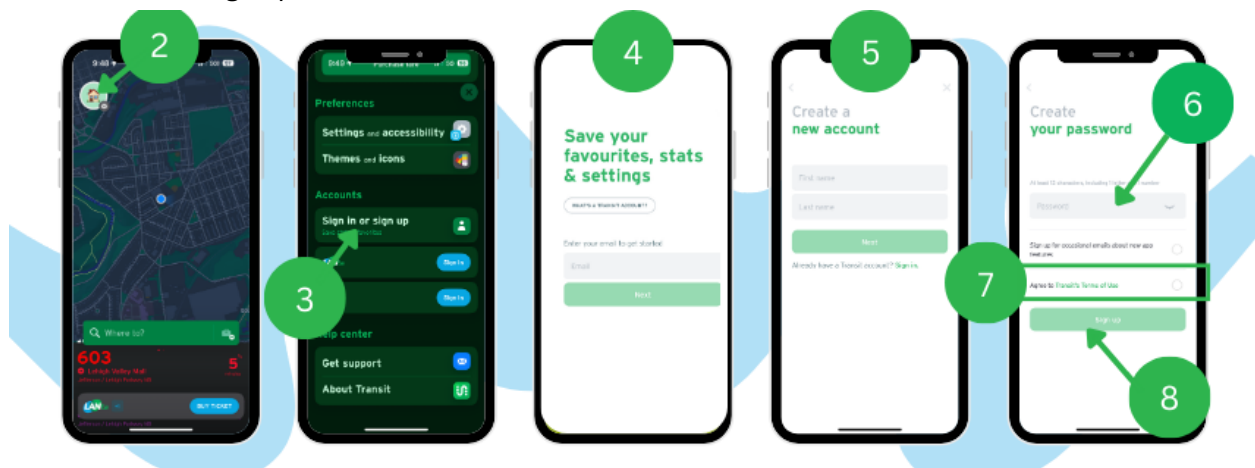
Now that you have created an account, you are ready to load your account and ride. Please note that **if you currently have an account within the Transit app, you will have to create a new one once we switch over to ValleyRide** as the current account is connected to token transit.

## Loading An Account in the Transit App Account

ValleyRide works on a tap-and-ride system. However, in order to ride, that means you would have to keep your account loaded. You can load your transit app directly in the app or with cash at any Vanilla Direct Location. Any time you are loading, you can load a minimum of $1 and a maximum of $100 in a single transaction.

### Loading With Card

1. Tap "Ride Now" in the bottom menu.
2. Select "Add Funds" (Yellow indicates insufficient funds)
3. Select amount or enter a custom amount.
4. Proceed to payment and confirm the transaction.
5. Payment Method
6. Place order
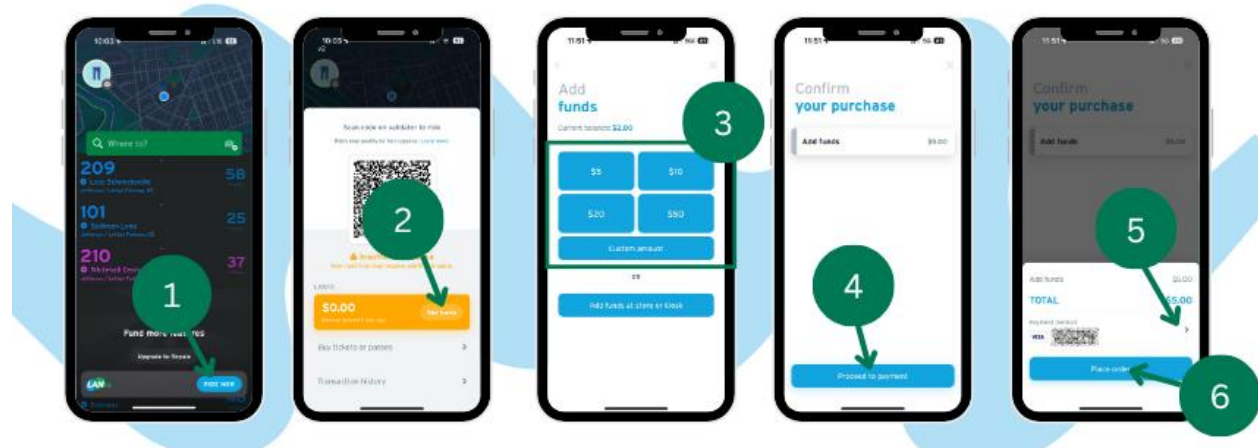


### Loading With Cash

1. Visit a VanillaDirect location.
2. In the app, tap "Ride Now"
3. Select "Add Funds"
4. Select "Add Funds at Store".
5. Show your barcode to the cashier and pay with cash.
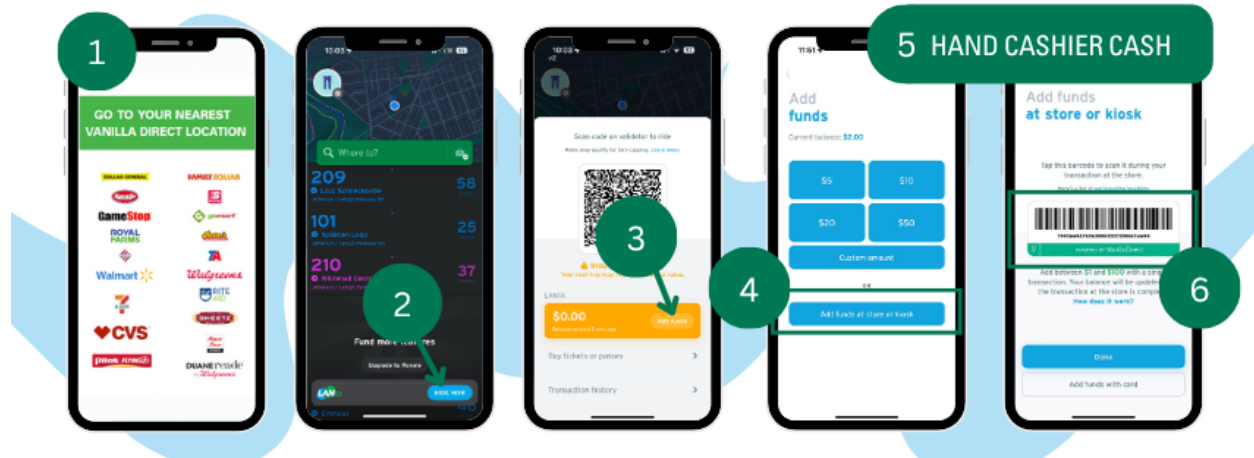
## Riding With Your Transit App Account

1. Select your route.
2. Tap "Ride Now".
3. Scan your QR Code on the bus validator.



# Smart Cards and Limited Use Cards

Smart Cards and limited use cards are token available to pay for bus fares through our new ValleyRide system. Both cards can be utilized without the need for a cell phone and utilize fare capping to guarantee the lowest price when riding.

**Smart Cards**

Smart Cards will be available at all transportation centers. The initial card will cost $5 and this will come included with a 3-hour pass. Once you have this pass, this will become your pass. You will be able to reload the pass, register it into your account and ride.

**Limited Use Card**

Limited use cards differ from smart cards in that they are disposable. These cards are designed to be used once, then thrown away. You will be able to find these cards at any transportation center

## How To Get A Smart Card or Limited-Use Cards

Smart Cards and Limited Use cards will be available starting August 5th at all transportation centers. Smart cards are sold for $5, and it comes with a 3-hour pass already it. Limited use cards will also be available through vending machines at the transportation centers.

Please note, limited use cards have specific amount on them and can not be reloaded.

## How To Load A Smart Card With A Card

When paying with a card, LANTA accepts all major cards including Amex, Visa, Mastercard, Diners Club International, and Discover.

**Online**

1. Visit the rider portal (passes.LANtaBus.com) and login to your account (if you do not have an account, you will need to create one)
2. Under "Your Balance" click "+ Add Funds"
3. Select the amount you would like to add to your account
4. Press "Continue"
5. Enter your card information
6. [*Optional*] If you would like to save your card for future use, select the box labeled "Save Card"
7. Press "Confirm and Pay"
    a. Please note that when pressing confirm and pay you are agreeing to the terms and conditions, so we encourage you to read over them by clicking the blue link labeled "terms and conditions" before checking out

**Over The Phone**

1. Call us at 888-253-8333
2. Let customer service know that you would like to deposit money into your account for ValleyRide
3. Give the rep the following information
   a. Token type (Transit app vs smart card)
   b. A method for them to search your account, this can differ depending on how your account is set up and what information you have added. Examples of information you could provide include name, email, phone number, or card number.
   c. The amount you would like added to the account
4. Give the rep your card information

**Transportation Center**

1. Visit 1 of our 3 transportation centers
2. Let the window clerk know that you would like to deposit money into your account for ValleyRide
3. Give the rep the following information
   a. Token type (Transit app vs smart card)
   b. A method for them to search your account, this can differ depending on how your account is set up and what information you have added. Examples of information you could provide include name, email, phone number, or card number.
   c. The amount you would like added to the account
4. Hand the window clerk your card

## How To Load A Smart Card With Cash

1. Visit your nearest VanillaDirect location (https://pay.vanilladirect.com/pages/locations?mapOnlyRetailer=)
2. Tell the cashier the amount of money you would like to add and hand them the cash
3. Have The cashier scan the back of the smart card



## Registering A Smart Card

While registering a smart card is not required, it is strongly recommended. Registering a smart card helps us track which card is yours, which could be essential if your card is lost or stolen. If the card is not registered, and it is lost, there is no way for us to look up your account as we do not know which card is yours.

It is possible to register multiple tokens to one account. This method could especially be helpful if one person is responsible for multiple different people's tokens (Ex. A parent with children)

**How to register a smart card**

1. Visit the rider portal (passes.LANtaBus.com) and login to your account (if you do not have an account, you will need to create one)
2. Under "Travel Tokens" click "Get Started with Tap & Ride"
3. Enter your smart card number that is found on the back of your card. **Your card number is ONLY everything before the dash**

THE ACCOUNT NUMBER IS ONLY THE NUMBERS BEFORE THE DASH

1 0000000000001000000

POWERED BY VanillaDirect

LANTA assumes no responsibility for lost or stolen cards. Stored value is nonrefundable unless your card is registered online at LANtaBus.com. Visit LANtaBus.com to find a convenient location to load value. Do not fold, punch holes or alter this card in anyway.

1 0000 0000 1-234

4. Give your token a unique name. This name will help you differentiate which card it is from any previous or future tokens you may acquire down the line
5. Read and agree to the terms of conditions by selecting the box
6. Press "Register Smart Card"
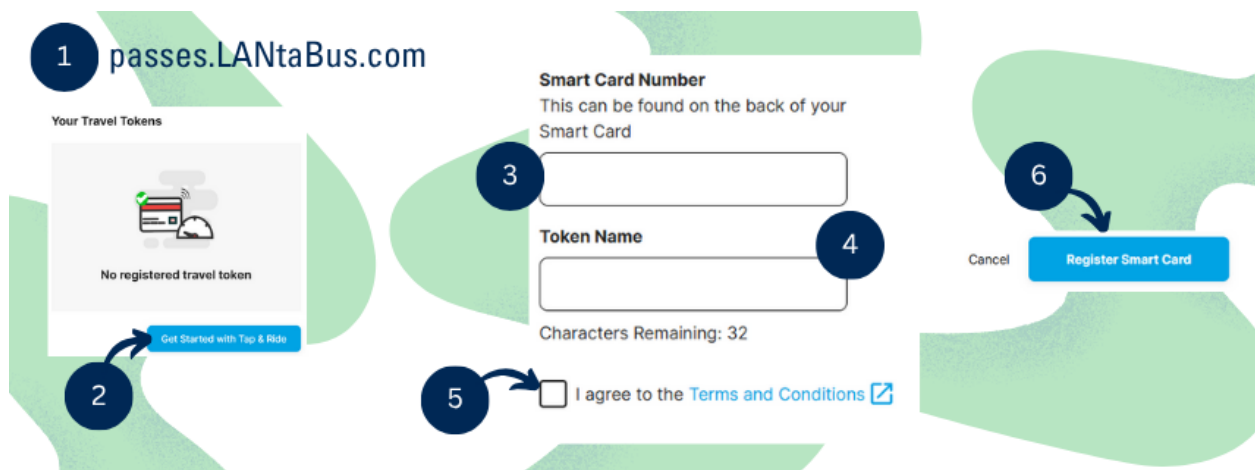


## You're Ready To Ride Using ValleyRide

Now that you understand the basics of how to get started in the transit app and with smart cards and limited use cards, you'll be ready to ride. ValleyRide makes boarding quick and easy. With just a quick scan when boarding, ValleyRide will help cut down boarding time and get you where you need to go quicker than ever before. Still have lingering questions? Visit LANtaBus.com/valleyride/ or give us a call at 888-253-8333