Bus Passes On Your Phone
Get the **Token Transit** App

Text "TOKEN" to 41411
for a download link

## Purchase SLO Transit bus passes with a mobile device using the Token Transit app!

Just follow these four easy steps:

### 1. Download
Install "Token Transit" from the App Store (iOS)or Google Play (Android). You can also text "TOKEN" to 41411 to receive a download link.

### 2. Purchase
Select a SLO Transit fare type, from a single ride to a 31-Day pass. Pay with your credit or debit card and always have your pass with you.

### 3. Activate
When you are ready to ride, tap your pass to activate. All passes are stored in your Token Transit account.

### 4. Ride
As you board the bus, show the driver your digital ticket. Ride the bus anytime with ease and convenience. That's all there is to it!

### Send A Pass
Anyone with internet connection can buy anyone a bus pass and have it instantly delivered and available for use. The sendapass feature on Token Transit allows transit riders, local institutions and agencies to distribute bus passes electronically.

slotransit.org

# Frequently Asked Questions

Contact Information:

Email: help@tokentransit.com

Call/Text: 415-91-TOKEN (86536)

Website: www.tokentransit.com/support

## Once activated, how long do I have to use my single ride pass?
Single ride passes will expire 90 minutes from the time of activation.

## What if my battery dies while my pass is active?
You are responsible for keeping your phone charged while using your pass. Refunds will not be issued if your phone's battery dies while your pass is active.

## When do I need an internet connection?
An internet connection is required in order to purchase your pass. An internet connection is also required to use your pass for the first time, and to refresh once each day if your pass is active for multiple days (e.g. monthly pass).

## What happens if I lose my phone?
Your passes and payment information are linked to the account associated with your phone number. They are not linked to your physical phone. Logging in with your phone number on a new device will restore your previous pass and payment information.

## I need help with the app; who can help me?
Should you experience any technical issues with the app, please contact Token Transit, at help@tokentransit.com, calling 415-91-TOKEN (86536) or by using the "contact us" section of the app, under account settings which will have Token Transit email and phone number.

## How do I know if my pass is active?
Active passes will be displayed under "passes in use", which immediately appears when the Token Transit app is opened. They display a "time left" section with time remaining until the pass expires.

## Is there a record of expired passes?
Yes, you can view a log of your past actions by going to your Account Settings and selecting "History". There will be a new entry every time you use a pass.

## Can I have a receipt for my pass purchase?
Yes, but in order to do so, you will need to make sure that you include your email address when you register your account. Receipts will be sent to the email address associated with your account.

slotransit.org

### Is my credit card information secure?

All personal and credit card information is securely stored, using encrypted Payment Card Industry Data Security Standard (PCI DSS) compliant servers.

### I don't have a credit or debit card; can I pay somewhere with cash or check to pay for and load passes onto the app?

The only form of payment accepted by Token Transit is credit, debit or a prepaid debit card.

### Can I request a refund?

Passes are not transferable or replaceable. All sales are final. However, if you experience technical issues, please contact Token Transit, at help@tokentransit.com, calling 415-91-TOKEN (86536) or by using the "contact us" section of the app, under account settings which will have Token Transit email and phone number.

### I am taking a group of students on a field trip; can I use the Token Transit app?

Yes, you can purchase more than one pass, but you will need to activate each individual ride using the Token Transit app.