

User Guide



MyRide

Welcome to MyRide

Thank you for choosing MyRide. This user guide is here to help you get the most out of your transit experience. Read through it to learn everything you need to start using your card.

Continue your learning experience online and get even more out of MyRide at rtd-denver.com/myride. Here you'll find a list of our Frequently Asked Questions and additional resources to help you along the way.

Note your card serial and PIN number here in case you need to make an inquiry about your card with one of our Customer Care representatives.

Serial # (eight digit number on front of card): _____

PIN # (four digit number on front of card): _____

Table of contents

Register your MyRide card.....	2
Do even more online.....	3
What is MyRide?.....	4-5
Products available for purchase.....	6
Fares	7
Where to load cash value	8-9
Using your MyRide card.....	10-12
Card reader messages	13-14
Checking your available balance	15
Card replacement	16
Frequently asked questions	17-20

Register your MyRide card

If you purchased your MyRide card online using your MyRide online account, it is already registered to you. If you purchased your MyRide card in person at a sales outlet, please register your card at **rtd-denver.com/myride**. Registering your card protects the balance if it is lost, stolen, or damaged. If your card is not registered, it is not protected and the remaining balance cannot be transferred to a new card.



Do even more online

rtd-denver.com/myride

We've made it easy to manage your MyRide card online. Once you create an account and register your card, you'll have full access to all the benefits offered through our online account management website, including the ability to:

- Purchase additional cards
- Reload cash value
- View transaction history
- Check balance
- And more!

What is MyRide?

MyRide offers a convenient way to pay your fare on bus and rail. It uses smart card technology that deducts your fare every time you ride. You simply tap the card and hold flat on a smart card validator while boarding a bus or prior to boarding rail to pay your fare. The benefits of MyRide begin the moment you have your card in hand.

Peace of mind You no longer have to worry about carrying exact change for your trip.

Time Paperless transfers are included in your fare, with a three-hour transfer window after your first tap.

Cost savings You'll save \$0.25 (\$0.15 for discount cards) on every trip by using your MyRide card.

Balance protection If your card is lost, stolen, or damaged, we'll replace it and transfer your remaining balance to the new card. (Registered cards only)

Online account management 24/7 online access to check balance, view transaction history, purchase more cards, load value and much more. Log in to rtd-denver.com/myride to access your account.

What is MyRide?

MyRide is valid on all regular bus, Call-n-Ride, SkyRide, and rail services. It is not valid on Access-a-Ride, and RTD Special Service routes, including but not limited to, BroncosRide, BuffRide, RockiesRide, RunRide, and SeniorRide. Another form of fare payment is required to ride these services.

Products available for purchase

Cash value

MyRide cash value is like carrying cash. You can load and store up to \$200 cash value on your card. The fare is deducted each time you tap your card on a smart card validator.

Passes

Monthly and Day Passes are currently not available on MyRide.

Fares

There are two types of MyRide cards: Full fare and Discount fare. MyRide offers a \$0.25 discount off of the full cash fare and a \$0.15 discount off of the discount cash fare. Discount MyRide cardholders must show proof of eligibility to the bus driver when boarding the bus or to the rail fare inspector upon request.

Local: \$2.60

Local Discount: \$1.30

Local w/MyRide: \$2.35

Local Discount w/MyRide: \$1.15

Regional: \$4.50

Regional Discount: \$2.25

Regional w/MyRide: \$4.25

Regional Discount w/MyRide: \$2.10

Airport: \$9.00

Airport Discount: \$4.50

Airport w/MyRide: \$8.75

Airport Discount w/MyRide: \$4.35

** If traveling to/from the airport within the same day, purchase a Regional Day Pass instead of using your MyRide card.*

Discount fare proof of eligibility

Seniors, age 65+ photo ID showing passenger's age, Medicare card or RTD-issued Special Discount Card.

Middle and high school students current student ID or proof of current student enrollment.

Elementary school students proof of eligibility not required.

Individuals with disabilities RTD-issued Special Discount Card or Medicare card.

Where to load cash value

Order new cards and load cash value in just a few easy steps online or at RTD sales outlets.

Online rtd-denver.com/myride

Order new cards and load cash value online in just a few easy steps with a debit or credit card. You can load up to a \$200 maximum balance on the card. First-time card purchases and subsequent reloads online require a \$5 minimum load value. You should receive your card within 7–10 business days.

Please allow 24–48 hours for the reload to process in our system. Then, tap your card to a validator to load the value onto your card. While not usual, on rare occasions, this process may take up to 72 hours to complete and for cash value to become available on the card for use on bus and rail.

Sales Outlets

You can load value up to a maximum card balance of \$200 onto your card at an RTD Sales Outlet. Value is available on the card immediately. For first time card purchases, there is a \$5 minimum load value required. Subsequent reloads at a Sales Outlet do not require a minimum purchase amount. Sales Outlets accept cash, check, debit, and credit cards.

Where to load cash value

RTD Sales Outlets

Civic Center Station

Broadway & 16th Street, Denver
7:00 a.m. – 6:30 p.m. weekdays

Boulder Junction at Depot Square Station

3175 Pearl Parkway, Boulder
9:00 a.m. – 6:00 p.m. weekdays
(closed 1:00 p.m. – 2:00 p.m. for lunch)

Downtown Boulder Station

14th Street & Walnut, Boulder
7:00 a.m. – 6:30 p.m. weekdays

Denver International Airport

Transit Center, Level 1
8:00 a.m. – 5:30 p.m. weekdays
8:00 a.m. – 4:00 p.m. weekends

Union Station Bus Concourse

(underground)
Chestnut Place & 17th Street, Denver
7:00 a.m. – 6:30 p.m. weekdays

Select King Soopers and Safeway Stores

Please visit rtd-denver.com/myride for a list of participating retail locations.

Using your MyRide card

Bus

Tap and hold your card on a validator at the front of the bus every time you board, even when transferring.

- By default, your ride is logged at the highest service level available (**Local, Regional, or SkyRide/Airport**) provided by the route. Tell the driver if you need a lower service level prior to tapping and the driver will downgrade the fare.
- Hold your card to the validator until you receive a tone and light signaling validation.
- **Green light** Card is valid.
- **Yellow light** Card is valid, but further action is required. If you are using a discount card, show a valid form of ID and/or proof of eligibility to the bus operator if requested.
- **Red light** Card is not valid. Pay fare with another form of payment.

Using your MyRide card

Rail

Hold your card up to a validator prior to boarding, even when transferring between bus and rail. Validators are conveniently located throughout the rail stations and in high traffic pedestrian areas on rail platforms.

- Select the level of service for your final destination by pressing **Local, Regional, or Airport** on the validator. Read the signage at each validator to help you determine which level of service you should select for your trip and then tap and hold your card to the validator.
- Listen for a tone and watch for a light and message that pops up on the screen.
- **Green light** Card is valid.
- **Yellow light** Card is valid, but further action is required. If you are using a discount card, show a valid ID and/or proof of eligibility to the fare inspector if requested.
- **Red light** Card is not valid. Pay fare with another form of payment.

Using your MyRide card

If you accidentally select the wrong fare on rail:

- To upgrade to the correct fare level: select the correct service level (**Regional or Airport**) and tap your card to the validator again. The price difference will be deducted from your card.
- You will not be able to downgrade your fare after you have paid. Call Customer Care for assistance.

Fare inspection on rail

Please present your card to a rail fare inspector upon request. The fare inspector will scan your card to verify your trip was validated properly. Failure to tap or select the correct service level may result in a citation and/or suspension from service.

Transfers

Whether you ride bus or rail, transfers are included with your MyRide card for up to three hours on a one-way trip, from the first time you tap. If you transfer to a route with a higher fare, the difference will automatically be deducted from your card.

Card reader messages

Card reader messages

Prior to presenting your card the validator displays the level of service (Local, Regional or Airport) and the fare amount. Validators on buses will also display the route number.

Tap your card and hold it to the reader. The display will provide your card balance and information regarding any actions that you may need to take.

Validator Message	Meaning	Action Required
STORED VALUE - \$X.XX	This is the remaining balance on your card.	--
SV DISC SHOW ID \$X.XX	This is a discount card with remaining balance.	Show proof of eligibility to operator or fare inspector to use discount card.
TRANSFER SVC HH:MM \$X.XX	You are transferring to a different route. SVC indicates the level of service (Local, Regional or Airport.)	The time displayed is when your transfer period expires. Your current balance is also displayed. Round trips are not included in your transfer window.
INSUFFICIENT VALUE \$X.XX	Your available balance (displayed) is not enough for the fare amount due.	Pay for your fare in cash or purchase a ticket from a ticket vending machine.

Card reader messages

Validator Message	Meaning	Action Required
CARD ALREADY TAPPED	Card has already been tapped on this ride.	Only one person can board per card, per ride.
READ ERROR PLEASE TRY AGAIN	Your card was tapped too quickly and cannot be read by the validator	Tap and hold your card against the validator.
CARD DORMANT	Your card has not been used in five years and can no longer be used.	Contact Customer Care at 303-299-6000 .
CARD EXPIRED	Card is expired.	Contact Customer Care at 303-299-6000 .
NO CONTRACT ON CARD	Card does not have a valid contract.	Contact Customer Care at 303-299-6000 .
CARD SUSPENDED	Card has been suspended.	Contact Customer Care at 303-299-6000 .
CARD DEACTIVATED	Card has been deactivated.	Contact Customer Care at 303-299-6000 .

If your card does not work as expected, please provide another form of payment and call Customer Care at **303.299.6000** for assistance.

Checking your available balance

There are several ways to keep track of your MyRide card balance.

Smart card validator

Your remaining card balance is displayed on the screen when you tap your card to a bus or rail validator upon, or prior to, boarding. The longer you hold your card to the validator, the longer your balance information is displayed.

RTD Sales Outlets

Visit an RTD Sales Outlet. A customer care representative can let you know the remaining balance on your card.

Online

View your card balance in the card details or transaction history sections of your online account. Please note it may take 24–48 hours for your most recent transactions to be available in the system.

Customer Care

Call our Customer Care Center at **303.299.6000**. A Customer Care representative can look up your card number and provide balance information. Please note it may take 24–48 hours for your most recent transactions to be available in the system.

Card replacement

If your card is registered, your balance is protected. Report lost, stolen or damaged cards through your online account, an RTD Sales Outlet or Customer Care at **303.299.6000**. We will deactivate the card and transfer the balance to a new one. The balance will be determined as of the time you reported the card lost, stolen, or damaged.

Frequently asked questions

Below is a list of some of our most frequently asked questions. For a more extensive list of FAQs and other helpful hints on using MyRide, please visit rtd-denver.com/myride.

Is there a charge for the MyRide card?

Currently, there is no charge for a MyRide card. However, there is a \$5.00 minimum purchase requirement the first time you load your card.

Can I use my card to purchase other fare products?

No. The MyRide cash value on your card may not be used to purchase other RTD fare products. Similarly, fares paid with your MyRide card may not be used as a credit toward other fare products including monthly passes and day passes.

Can I combine passes, smart card & tickets to pay my fare?

No. If using your MyRide card, you must pay for the entire one-way trip with your card. Partial payments for a fare are not permitted.

Can I load monthly passes or other fare media onto the smart card?

Cash value is the only product available at this time. No other fare products may be loaded onto a MyRide card.

Frequently asked questions

Can I pay for multiple people with one card?

No. Only one fare-paying passenger may board per MyRide card.

How can I see the amount of the fare that was deducted from the card?

Prior to tapping your card, the MyRide full fare amount is displayed on the validator. This is the amount that will be deducted from a full fare card upon tapping, unless you are transferring. The discount fare is not displayed. The balance displayed while tapping reflects the balance after the fare was deducted.

Do I need to tap when I exit the bus or train?

You do not need to tap your card when exiting a bus or train unless it is a route that normally requires fare payment upon exiting.

What will happen if I don't have enough stored value on my card to pay for my fare?

If you do not have enough money on your card to pay for your fare, you will need to use another form of payment to ride. No partial payments for a fare are allowed.

How can I view a summary of my transactions?

You can view a summary of your transactions through your online account. Customer Care can also provide assistance related to your transactions. Please allow up to 72 hours for transactions to be updated in our system.

Frequently asked questions

Why does it take up to 72 hours for transactions to be updated in the system?

Most transactions are updated within 24–48 hours; however in rare instances, it may take up to 72 hours or more for the information to be updated. This is the amount of time our system requires to process transactions.

How will I know when my card balance is low?

The validator displays the remaining balance on your card each time you tap. Be sure to reload value early enough to account for the 24–72 hours our system requires to process transactions.

How do I find the smart card validators at rail stations?

Smart card validators are conveniently located at all rail stations. Many stations have more than one validator. Most often, validators are located in high traffic pedestrian areas at the station or next to the rail platform where the train arrives.

Can I automatically reload money onto my MyRide card?

Not at this time but this may be a future enhancement to MyRide.

Will the MyRide card be demagnetized if I store or place it against the other cards in my wallet?

No. The electronics within the card are not susceptible to this type of damage.

Frequently asked questions

Does RTD have a smart card privacy policy?

Yes. RTD's smart card privacy policy can be found at [rtd-denver.com/myride](https://www.rtd-denver.com/myride).

What are the Terms and Conditions for MyRide Stored Value?

View the MyRide Stored Value Terms and Conditions at [rtd-denver.com/myride](https://www.rtd-denver.com/myride).

Contact us

We're here to help. To request assistance or report concerns regarding your MyRide card, please call RTD Customer Care:



303.299.6000
TDD 303.299.6089



[rtd-denver.com/myride](https://www.rtd-denver.com/myride)

La información contenida en este folleto está a disposición en español.
Llame al número **303.299.6000**.