



Thank you for ordering Student Ventra Cards. Please keep reading for important information, and do not hesitate to reach out to us at [ctastudents@ventrachicago.com](mailto:ctastudents@ventrachicago.com) or 312-681-4095 with questions, issues, etc. We appreciate your participation and are committed to supporting you in your role as an administrator!

## MANAGING YOUR CARDS

The Student Ventra Cards in this order are already active and entitled with the Student Reduced Fare through 8/23/2019. All you have to do is distribute them and record which students have been assigned which cards. If you keep track as you go using the provided spreadsheet, it will be much easier when it comes time to re-entitle the cards for the next school session.

All Student Ventra Cards are the responsibility of the school upon delivery. Because they are active and entitled for the reduced fare, we ask that you notify us of any lost or stolen cards immediately by emailing [ctastudents@ventrachicago.com](mailto:ctastudents@ventrachicago.com) or calling 773-770-8339 so that we can mark them as lost. It is OK if you do not know exactly which cards were lost or stolen; we will work with you to figure it out.

Please monitor inventory closely and place orders at least three weeks before you anticipate running out.

## ELIGIBILITY

Distribute Student Ventra Cards only to full-time students aged 7-20 years. The Student Ventra Card entitles the cardholder to pay a reduced fare for trips taken Monday thru Friday between 5:30AM and 8:30PM on CTA and Pace transportation systems. Rides taken outside of these times will be charged full fare unless the student is under the age of 12 and a parent or guardian has taken the action to qualify for the Student/Child fare.\* Visit [ventrachicago.com/students](http://ventrachicago.com/students) for a breakdown of the reduced fares offered by CTA and Pace.

*\*In order for children under the age of 12 to qualify for a reduced fare on CTA outside of the student fare eligibility period, a parent or guardian must visit the Ventra Service Center with a copy of the child's birth certificate. The Service Center is open Monday thru Friday from 8:00AM to 4:30PM and is located at 567 W. Lake Street (2<sup>nd</sup> Floor) Chicago 60661.*

## IMPORTANT – RENEWING THE STUDENT REDUCED FARE ENTITLEMENT

The enclosed cards are only entitled to receive the Student Reduced Fare for the 2019 summer school term, not indefinitely. To prevent full-time, enrolled students from paying full fare after 8/23/2019, the school or the student/parent must request re-entitlement for the 2019-2020 school year.

- **Schools** can renew entitlement for cards they've distributed to full-time, enrolled students, and/or for any cards from the current order that were not distributed to students, by sending the tracking spreadsheet containing full card number(s) and expiration date(s) to [ctastudents@ventrachicago.com](mailto:ctastudents@ventrachicago.com).
- **Parents/Students** can renew entitlement by submitting the *Renew Student Reduced Fare Riding Privileges Form* found at [ventrachicago.com/students](http://ventrachicago.com/students).

Please allow 3 business days for these requests to be processed.

## REPLACEMENTS

There are several options for replacing student cards.

- **Schools** can issue new cards to students from the renewed stock on hand. The cards will be active, and will have a zero balance. Students can call 877-669-8368 and request balance transfers from the old card to the new as long as the old card was registered. Please note on the tracking sheet whether the student's first card was lost, stolen, or damaged.
- **Parents/Students** can visit the Ventra Service Center located at 567 W. Lake Street (2<sup>nd</sup> Floor) Chicago 60661, Monday thru Friday between 8:00AM and 4:30PM to seek a replacement. They must provide proof that the student is still enrolled in school.

Visit [ventrachicago.com/students](http://ventrachicago.com/students) or call 877-669-8368 if you need more information or help.



- Parents/Students can submit the *Replacement Ventra Student Card Order Form* (with payment) found at [ventrachicago.com/students](http://ventrachicago.com/students) to Ventra by mail. Card orders are processed within 7-10 business days of receipt.

## CARD EXPIRATIONS

The first Student Ventra Cards issued at the launch of Ventra began to expire on June 30, 2018. The expiration date can be found on the front of the card. Student Ventra Cards will work through the last date of the month the card expires.

If the student is continuing in school and needs a replacement Card, they may purchase a new Card from School Administrators. Please remember to verify that the Card has been properly entitled for the appropriate school term so that the student correctly receives the student fare. If their Card is registered, students or parents may call Ventra Customer Service at 877.NOW.VENTRA or visit the Ventra Service Center at 567 W. Lake St., 2nd Floor, Chicago, to transfer any unused (inactive) passes or transit value to the new Card.

Students may also purchase a new Card by submitting the *Expiring Card Replacement Student Ventra Card Form*. If submitting via the form, any passes or transit value will transfer to the new Card automatically. The new card will be shipped to the student's school.

If a student is graduating or otherwise not continuing to be enrolled at your school, they will need to purchase a regular full-fare Ventra Card, which can be purchased at Ventra vending machines at CTA rail stations, online at [VentraChicago.com](http://VentraChicago.com), at more than 1,000 retail locations, the Ventra Customer Service Center, or by calling Ventra at (877) 669-8368.

## INFORMATION FOR STUDENTS

### LOADING THE CARD

The cards administrators give students are active, but before using them they will need to add transit value through one of the following options:

- Online at [ventrachicago.com](http://ventrachicago.com);
- Ventra App (available for download through Google Play or in the App Store);
- Ventra Vending Machines at CTA rail stations;
- Participating local Retailers (use the Find A Retailer map on [ventrachicago.com](http://ventrachicago.com) to find a location nearby);
- Over the phone by calling [877-669-8368](tel:877-669-8368).

### REGISTERING THE CARD

Registering the Student Ventra Card is optional but has many benefits including protection of transit value if the Card is lost or stolen, access to convenient account management features online or via the Ventra App, and e-mail notifications with important messages about the account. Parents/students can register at [ventrachicago.com](http://ventrachicago.com) or by calling [877-669-8368](tel:877-669-8368). It does not matter whether the card is registered to the student or parent.

### HOW TO USE THE CARD

Students simply tap the Student Ventra Card on the Ventra readers to pay for train and bus fare (including transfers) with transit value.

Thanks again for your participation in the Ventra program!