



## WELCOME, STUDENT!

Please continue reading for important information about your Student Ventra card and how to use it.

### FIRST THINGS FIRST

Your Student Ventra Card is active and can be used as soon as you add transit value. You can add transit value online at [ventrachicago.com](http://ventrachicago.com), via the Ventra App (available for download through Google Play or in the Apple App Store), at Ventra Vending Machines at CTA rail stations, at participating local Retailers (use the Find A Retailer map on [ventrachicago.com](http://ventrachicago.com) to find a location nearby), or over the phone by calling 877-669-8368.

Your card is not automatically registered. Registering your card is optional but has many benefits including protection of your transit value if your 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 your account. Register at [ventrachicago.com](http://ventrachicago.com), or by calling 877-669-8368. If you already have a Ventra web account, simply log in and click on [Register a Ventra Card](#). By following this process, you can add new cards to your existing account without having to create a separate online account. It does not matter whether you register the card to the student or parent.

### STUDENT VENTRA CARD BENEFITS

This card entitles you to the Student Reduced Fares noted below for trips taken Monday thru Friday between 5:30AM and 8:30PM on CTA buses and trains only. You will automatically be charged the Full Fare outside of these times unless you are under the age of 12 and have 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, (instead of just Monday thru Friday between 5:30AM and 8:30PM), 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 YOUR STUDENT FARE PRIVILEGES

This card does not entitle you to the Student Reduced Fare indefinitely. You must renew in the fall for every new school year (or in the late spring if you are attending summer school) using the Renew Student Reduced Fare Riding Privileges form, which can also be found on [ventrachicago.com/students](http://ventrachicago.com/students).

### HOW TO USE THE CARD

Tap your Student Ventra Card on the Ventra readers to pay for train and bus fare (including transfers) with transit value. Alternatively, to pay with cash/coins on buses, you can request the reduced fare and show the driver your Student Ventra Card. Please note that bus drivers cannot give change and transfers are not available when paying with cash.

### REPLACING THE CARD IF IT IS LOST OR STOLEN

If your school issues Ventra Cards directly, you can get a new one from your school. If the old card was registered, your parent or guardian can call 877-669-8368 to have a balance transferred to your new card. If your school does not issue cards, please 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 or use the Replacement Ventra Student Card order form (also found at [ventrachicago.com/students](http://ventrachicago.com/students)) to order a new one. Make sure to include the old card number and/or Transit Account number on the form.

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