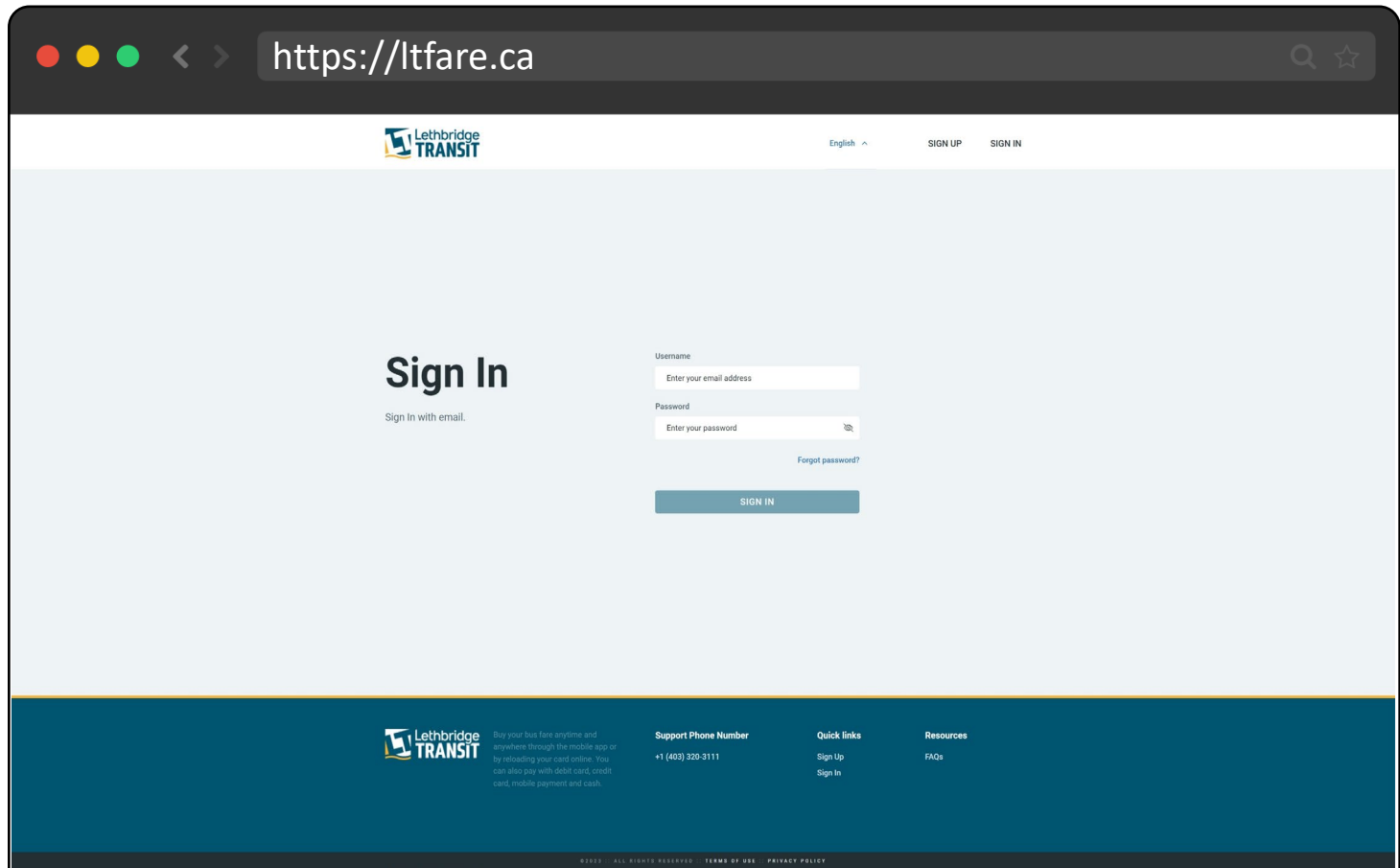




LT Fare Web Portal User Manual

NAVIGATE TO THE WEBPAGE



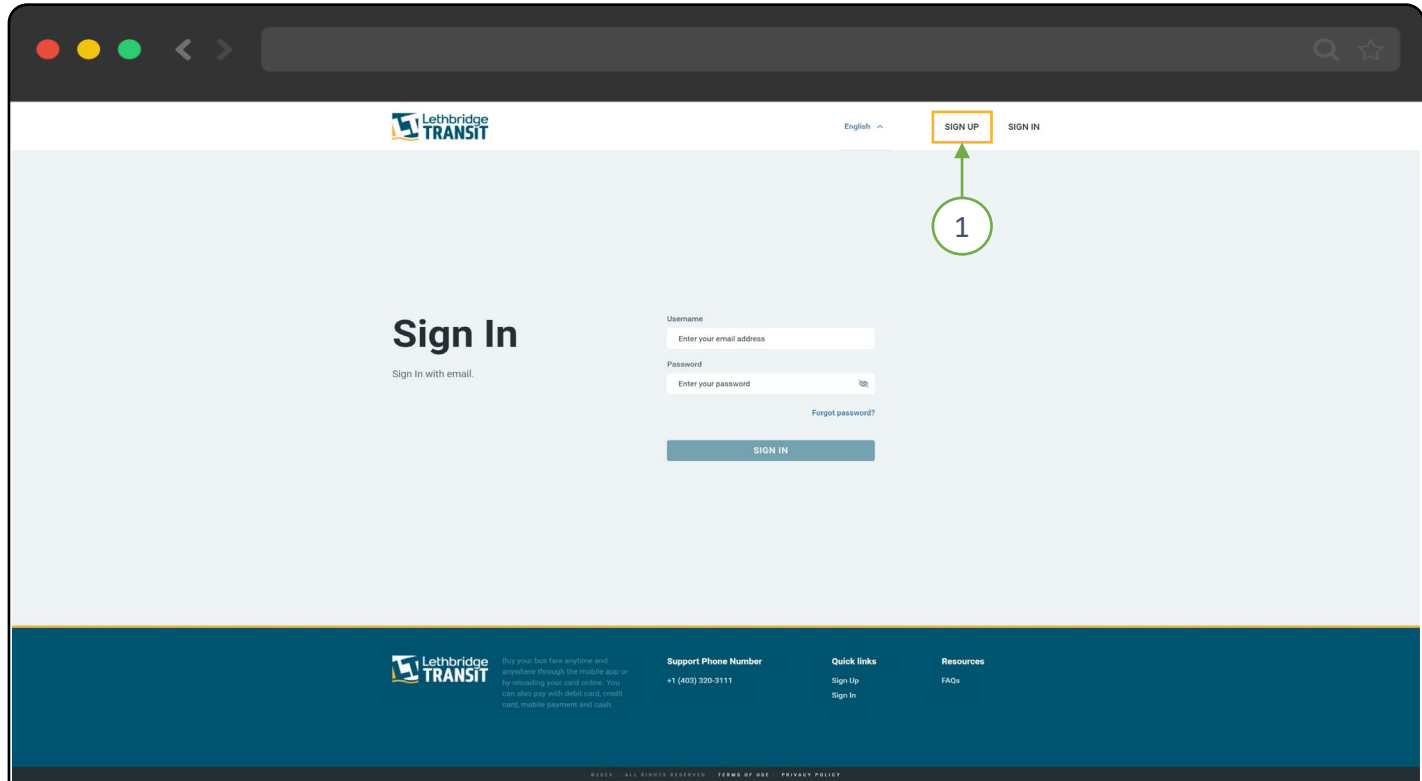
On any web browser, visit <https://ltfare.ca>

IN THIS
MANUAL

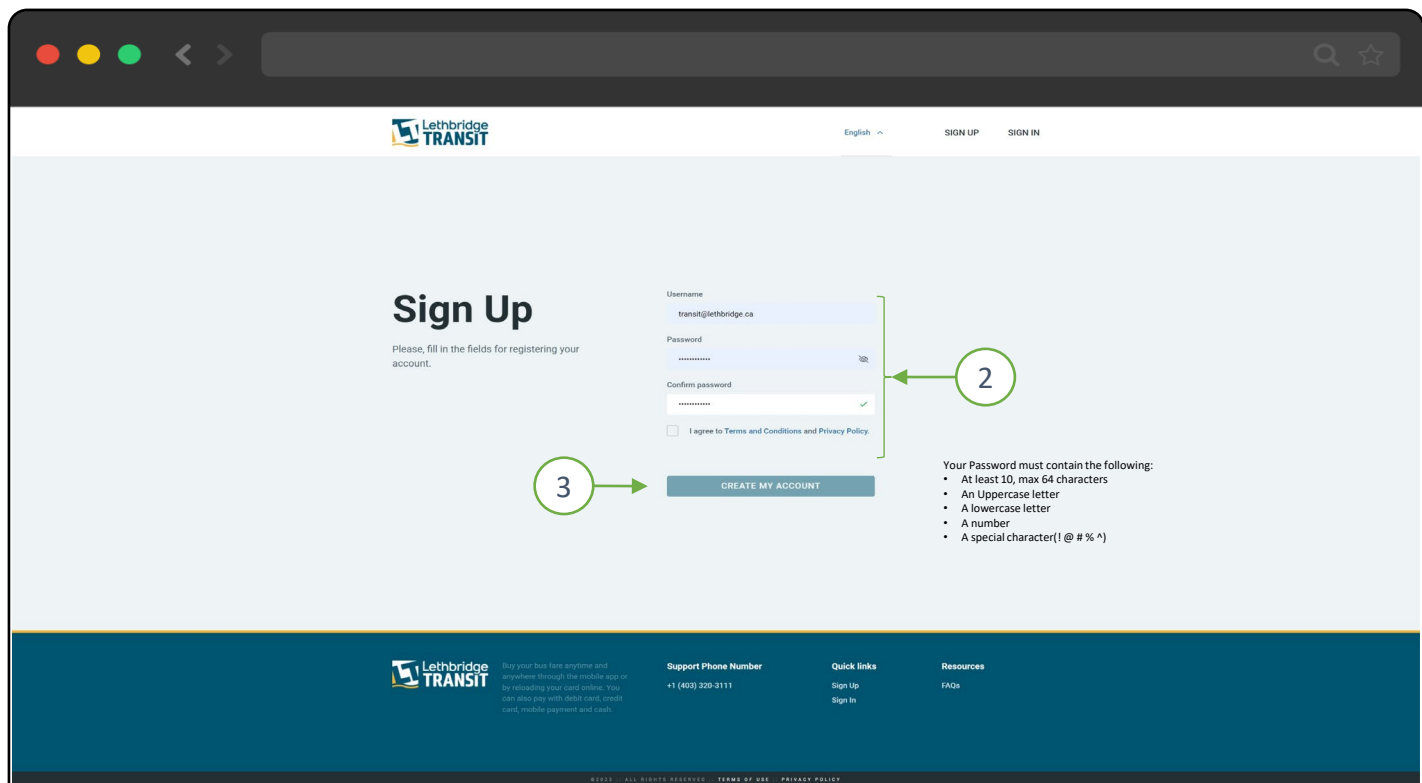
- Register New Account
- Sign In
- Add Payment Method
- Register LT Fare Card
- Load Funds (Stored Value)
- Buy Pass(es) or Ride(s)
- Advanced Features

ACCOUNT REGISTRATION

Account Registration allows you to take advantage of riding the bus using the mobile app, balance protection on your LT Fare Card(s) and purchasing a pass online without having to go into a store.



Select "Sign Up"



Enter username, password, confirm password, read and agree to terms, then click "Create My Account" Once Completed, you will receive an email with a link to verify your account. Follow the instructions in the email to activate your account.

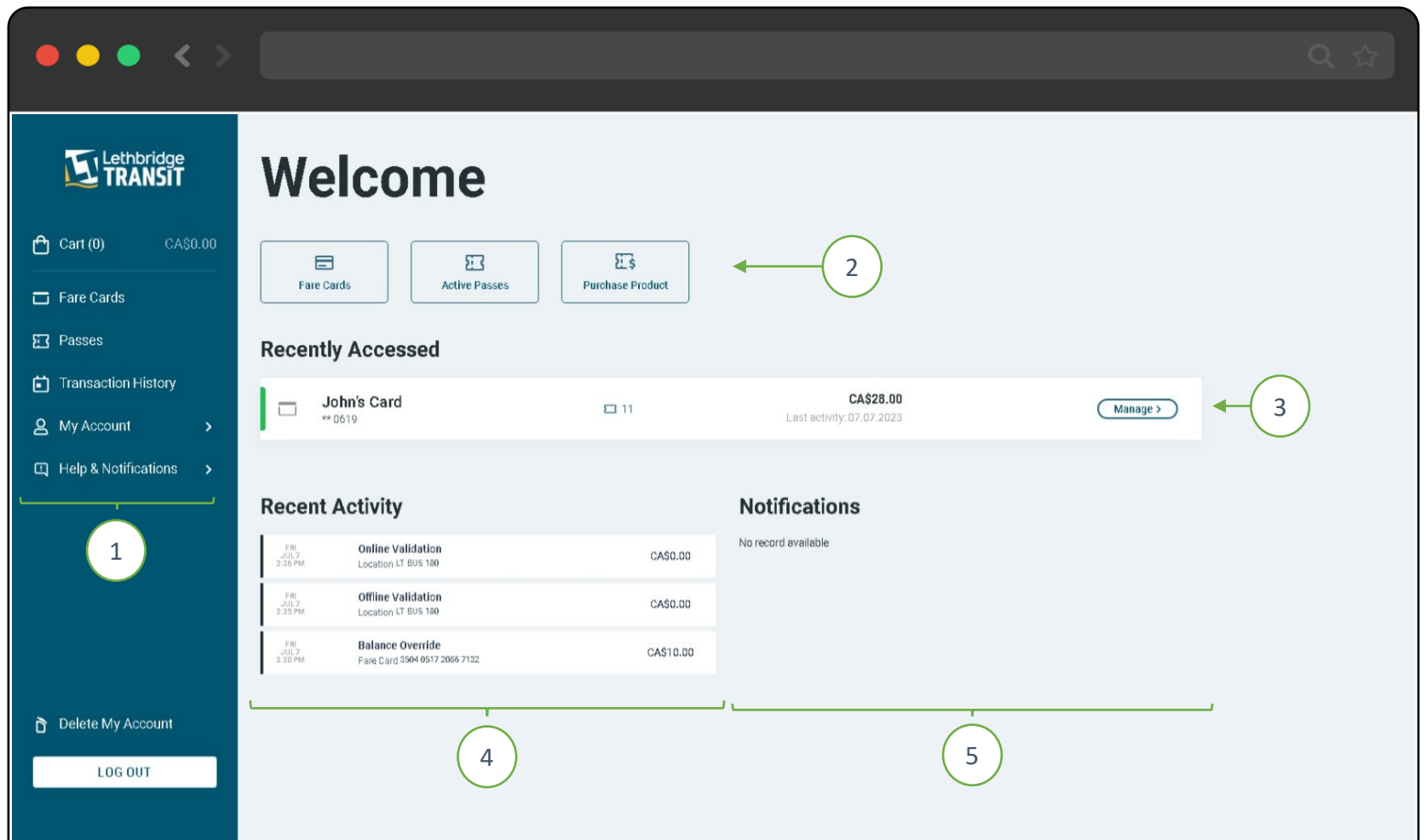
ACCOUNT SIGN IN

Once your account has been verified, you can now sign in to manage your accounts and register your new LT Fare Card or simply Use the Mobile App as your Bus Pass to ride the bus

Enter your Username and Password and click Sign In

Upon Successful Sign In, you will be taken to your Dashboard Page

ABOUT YOUR DASHBOARD



1. Navigation pane

- Cart – Navigates to the Shopping Cart for Checkout
- Fare Cards – Lists out all registered fare cards and the Mobile application (QR account) associated with the current user
- Passes – Displays all passes associated with the account and passes linked to a LT Fare Card on the account
- Transaction History – Shows the taps and purchases done by user
- My Account – Manage Personal information, Profiles and Payment information
- Help & Notification

2. Quick Links

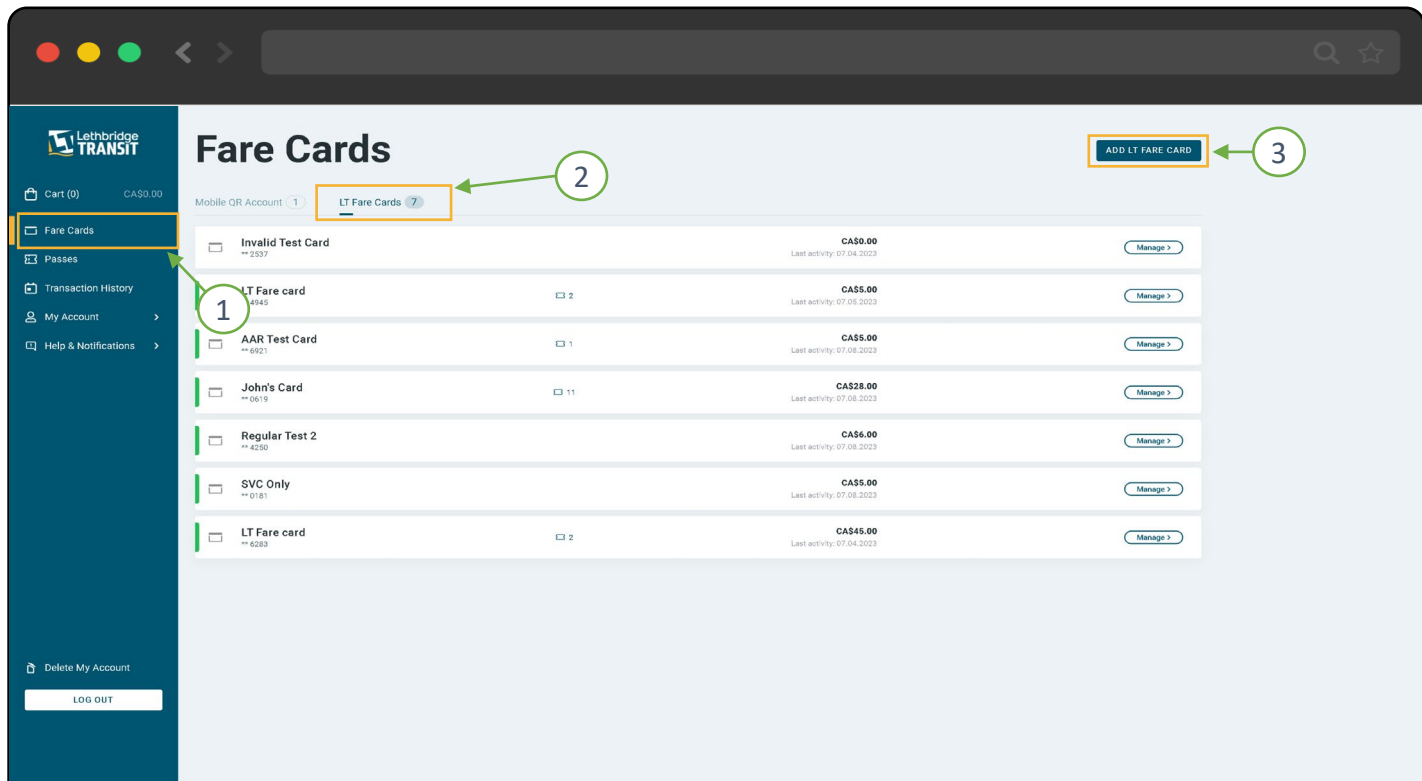
3. Recently used Media – Shows the most recent media used. Details include:

- Logo to indicate whether the media is a card or Mobile QR account
- Media nickname
- Pass count on media
- Stored Value balance on the media

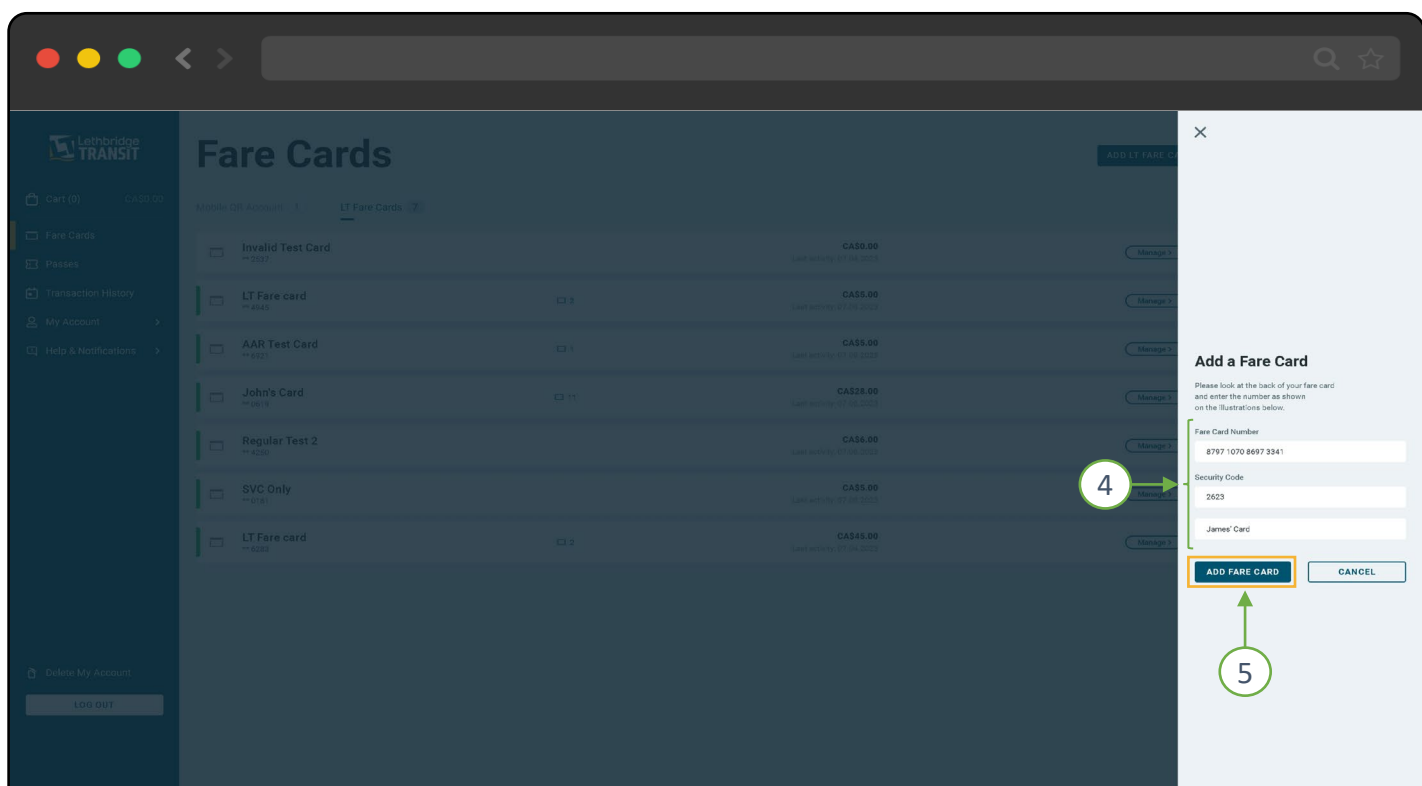
4. Recent Activity List

5. User Notifications

REGISTER A LT FARE CARD TO YOUR ACCOUNT



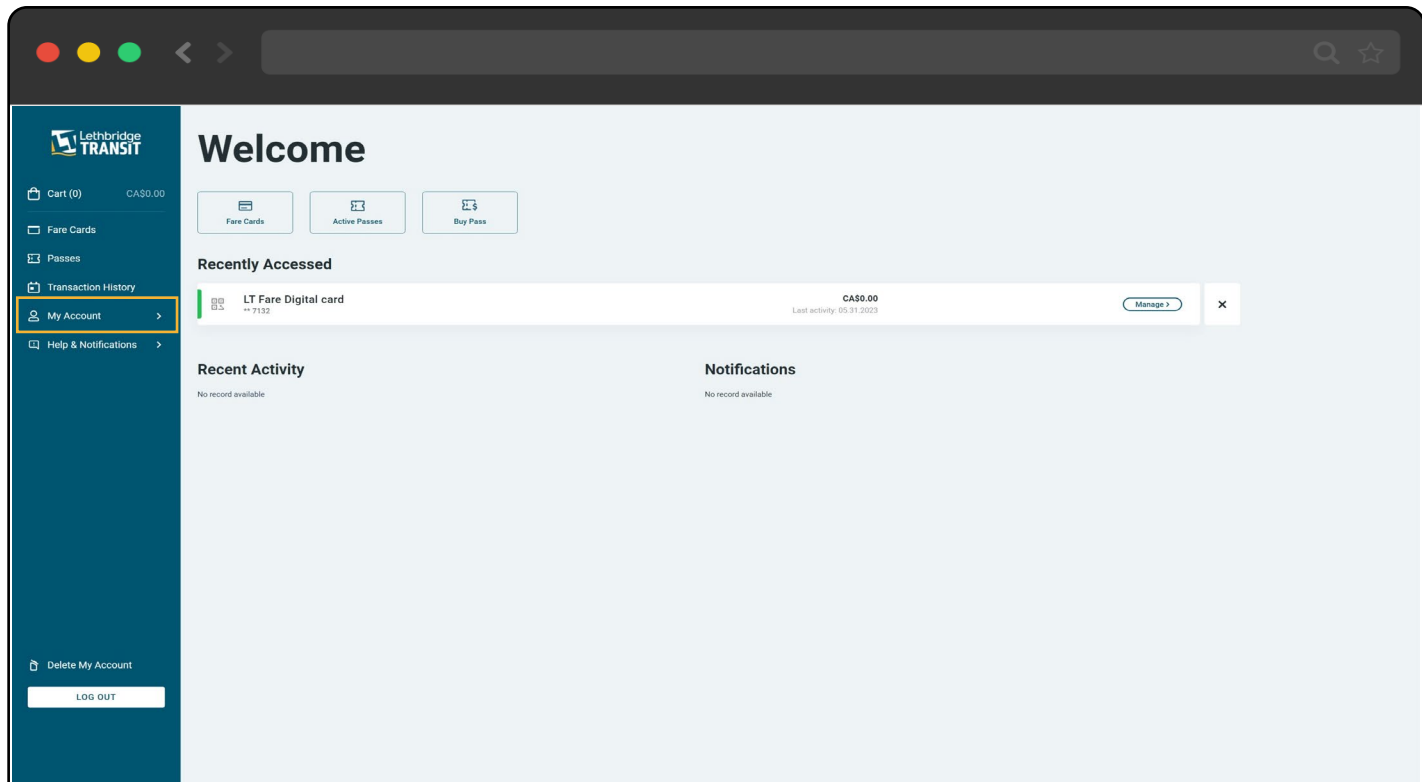
Click "Fare Cards" → "LT Fare Cards" → "Add LT Fare Card"



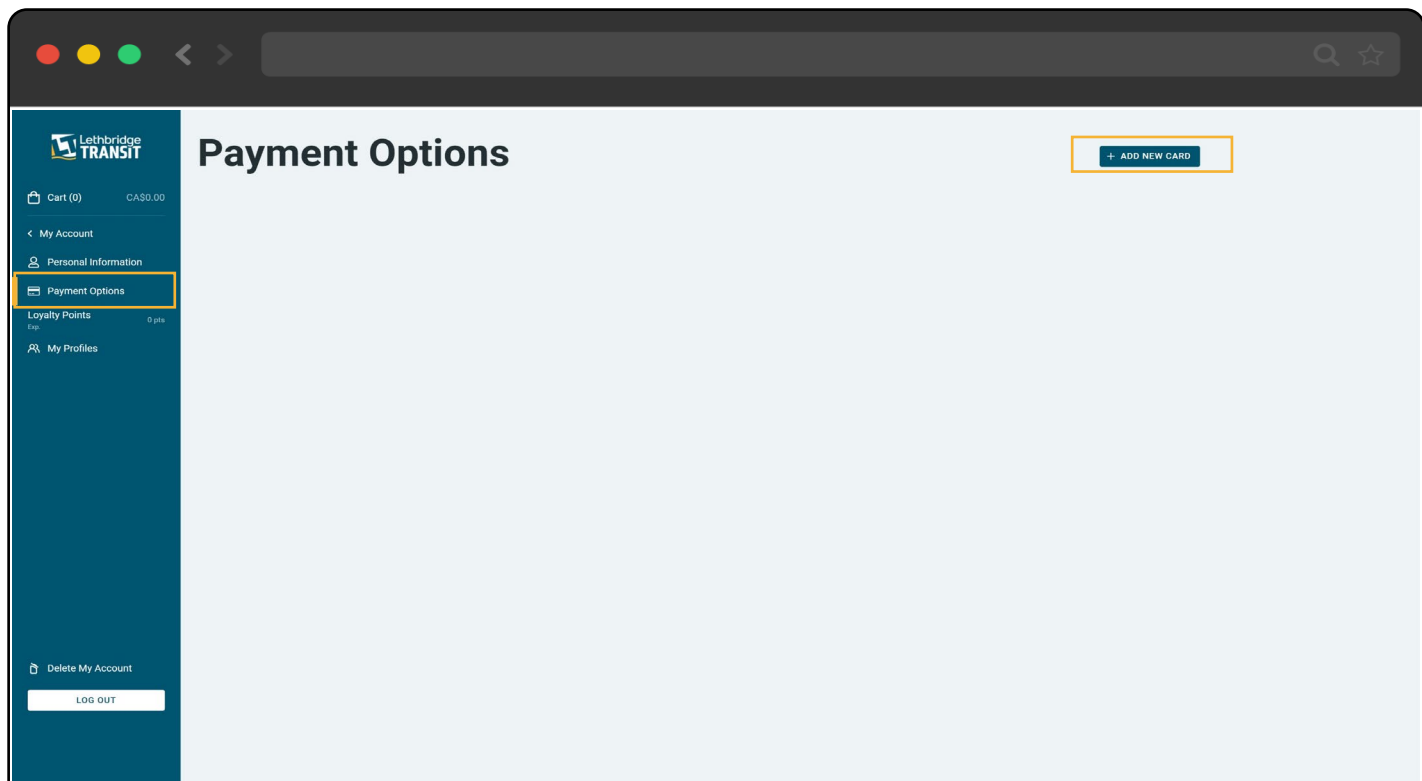
Fill Out the Required Card Information and Click "Add Fare Card"
You can now manage your farecard online and through the mobile app
You can register multiple fare cards to your account

ADD PAYMENT METHOD

The Web Portal allows users to add multiple methods of payments for purchasing Lethbridge transit passes or loading stored value to user accounts



Click on "My Account"



Click "Payment Options" then Click "Add New Card"
This menu allows you to add bank cards as method of payment
You have the options of MasterCard, VISA, American Express

ADD PAYMENT METHOD

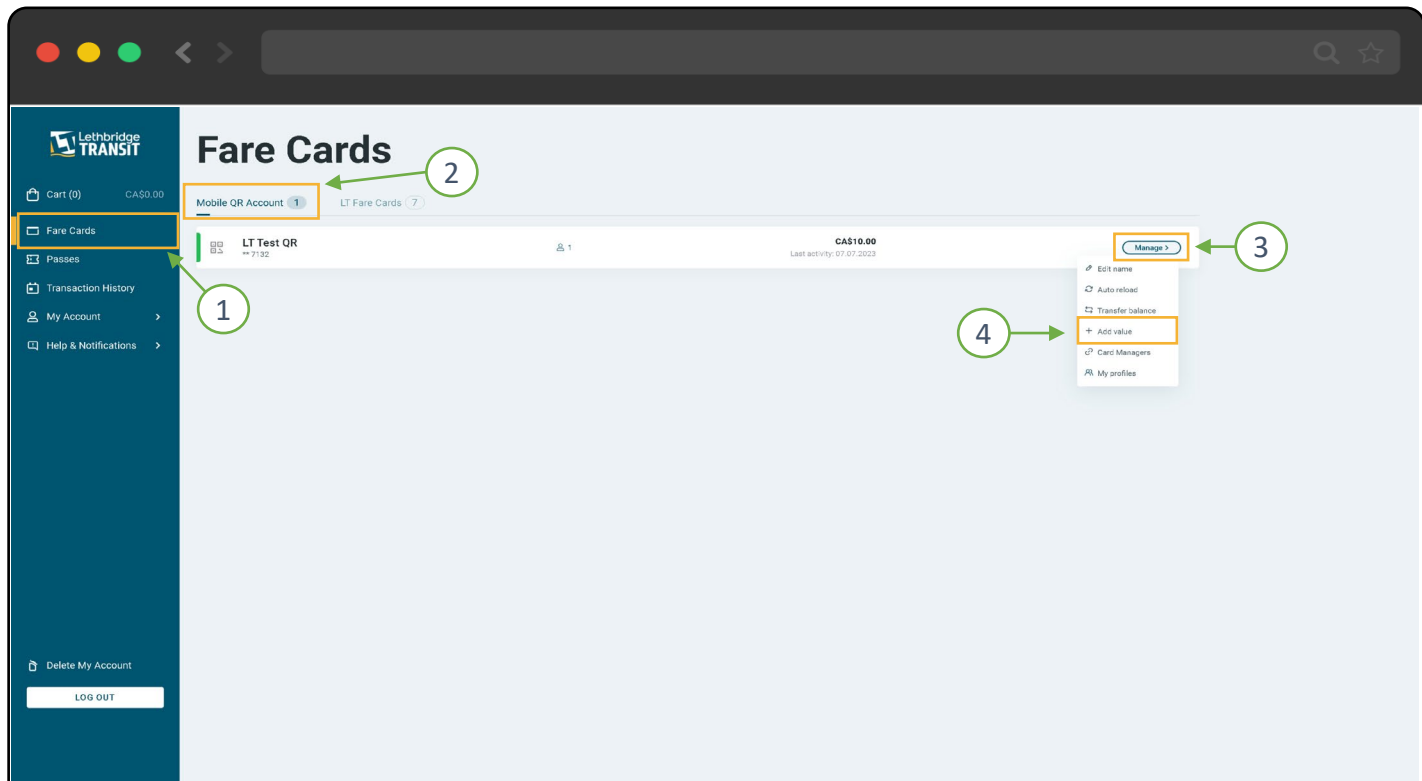
The screenshot shows a web browser window with the Lehigh Valley Transit logo in the top left. The main heading is "Payment Options". A sidebar on the left contains navigation links: "Cart (0)", "My Account", "Personal Information", "Payment Options", "Loyalty Points", and "My Profile". A "LOG OUT" button is at the bottom of the sidebar. On the right, a modal window titled "Add New Credit Card" is open. It contains the following fields: "Card Number" (2333 7763 9034 6533), "Expiry Date" (12 / 30) and "CVV" (726), "Cardholder Name", "Human Being", and "Card Label (Optional)" (Crypto MasterCard). There are radio buttons for "Make default card" and a "Read our Privacy Policy" link. At the bottom of the modal are "ADD CARD" and "CANCEL" buttons.

Fill out Card information
Click "Add Card"

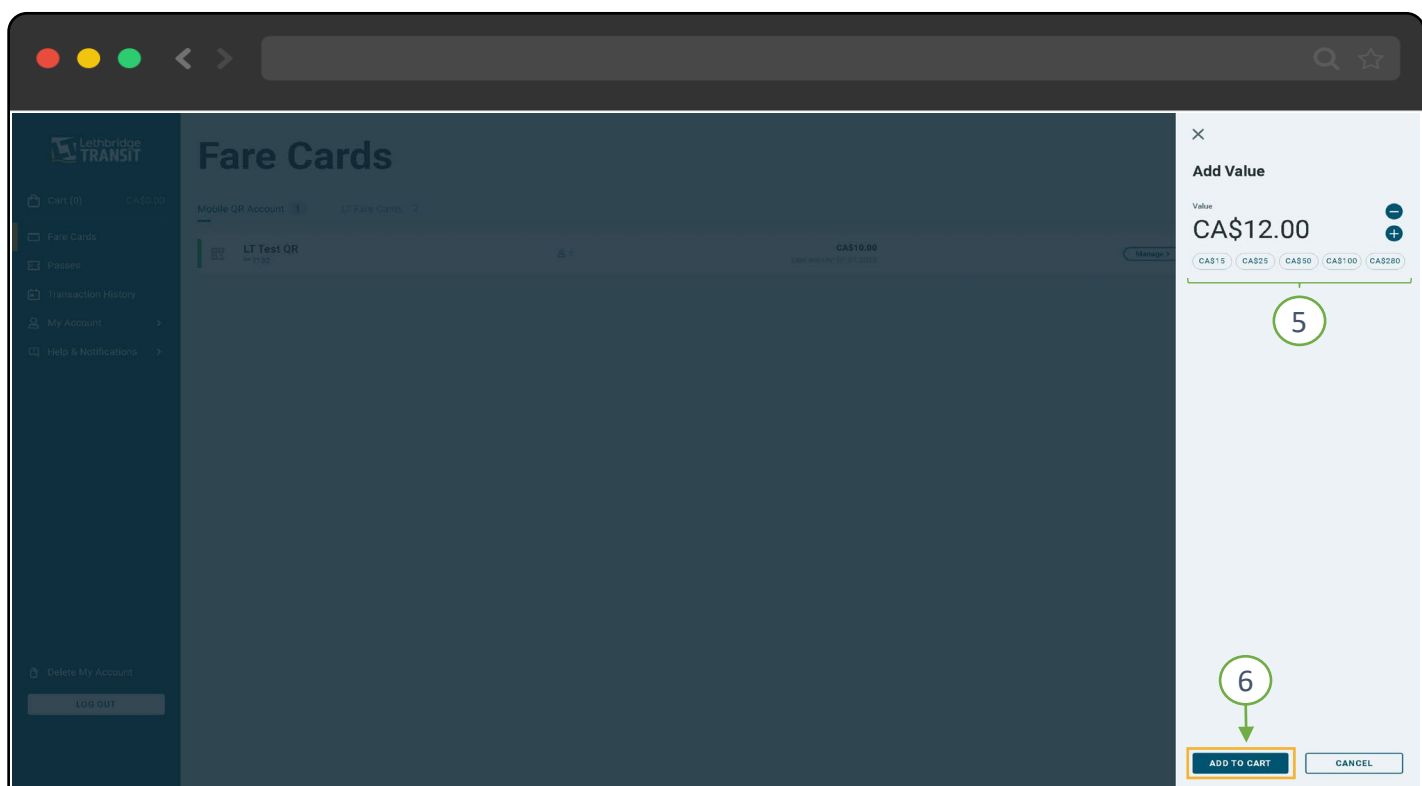
This screenshot shows the same "Add New Credit Card" modal window after the form has been submitted. The modal now displays a green checkmark icon and the text "New Credit Card has been successfully added." Below this message is a "CONTINUE" button. In the background, the "Payment Options" page is visible, showing a "Crypto MasterCard" card with a red chip icon and the name "CASH".

Click "Continue"
You can choose to make the card your default payment method by clicking "Make Default card"
Default payment card is used only to purchase products on the web portal or app, NOT to ride

LOAD STORED VALUE TO MOBILE APP QR ACCOUNT

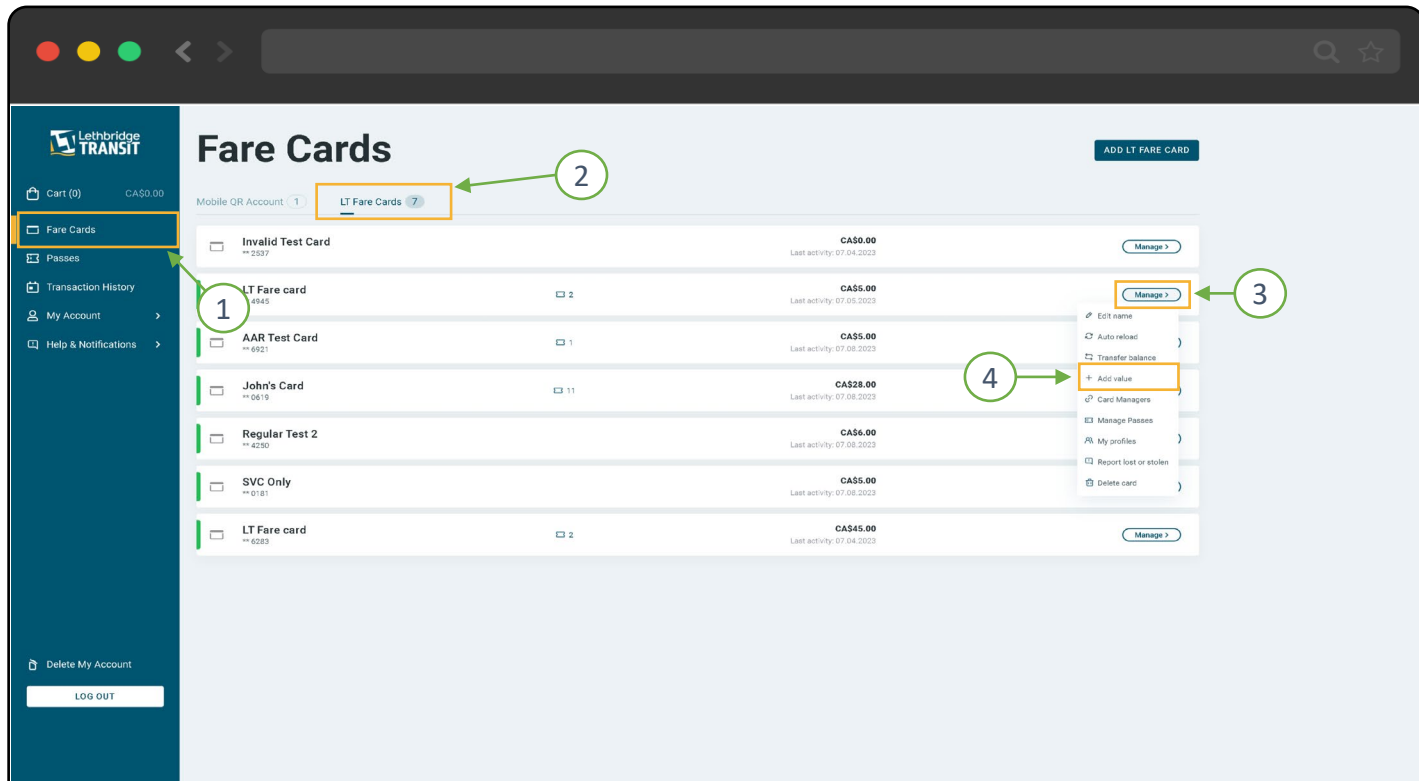


Click "Fare Cards" → "Mobile QR Account" → "Manage" → "Add Value"

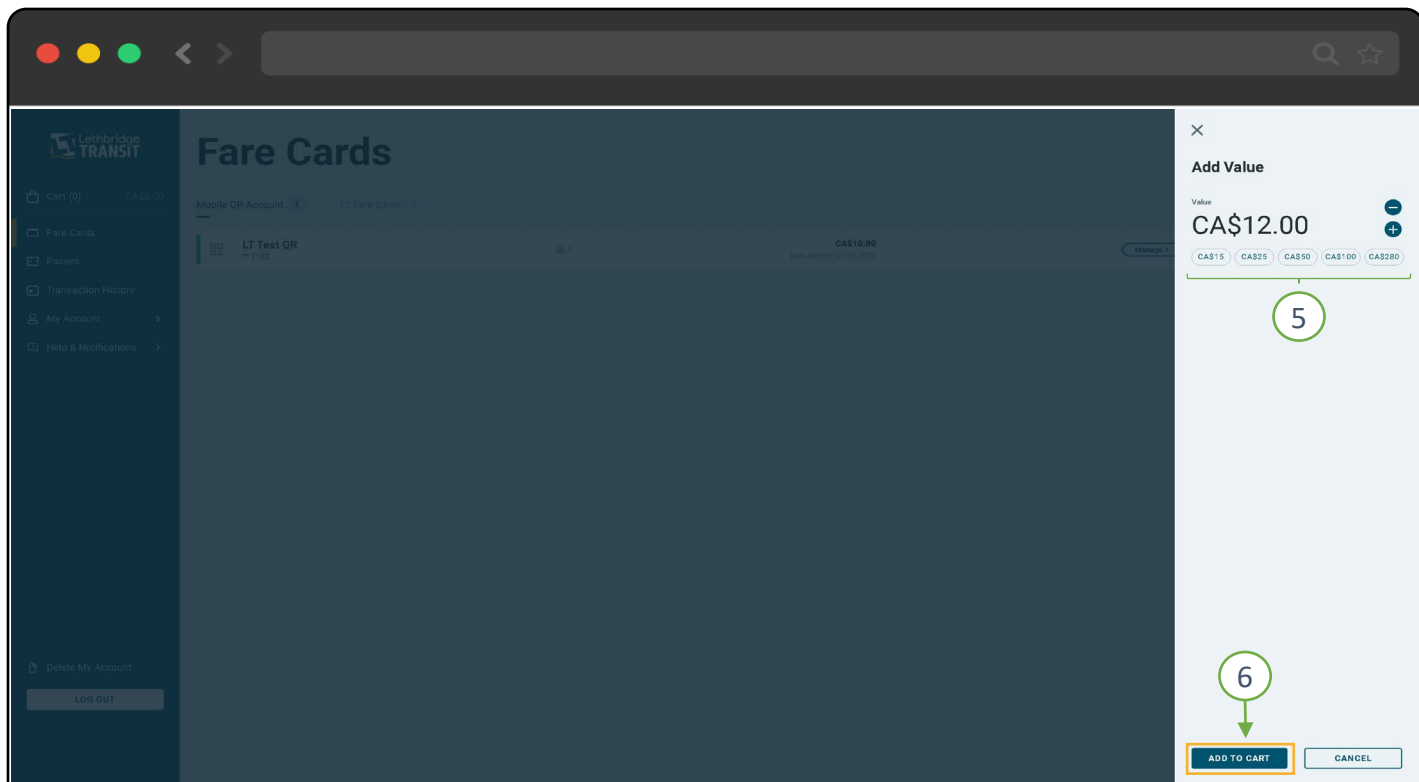


Adjust the amount to the amount of stored value you would like to purchase (increments of \$3.00) or select a preset value then Click "Add to Cart"

LOAD STORED VALUE TO LT FARE CARD ACCOUNT



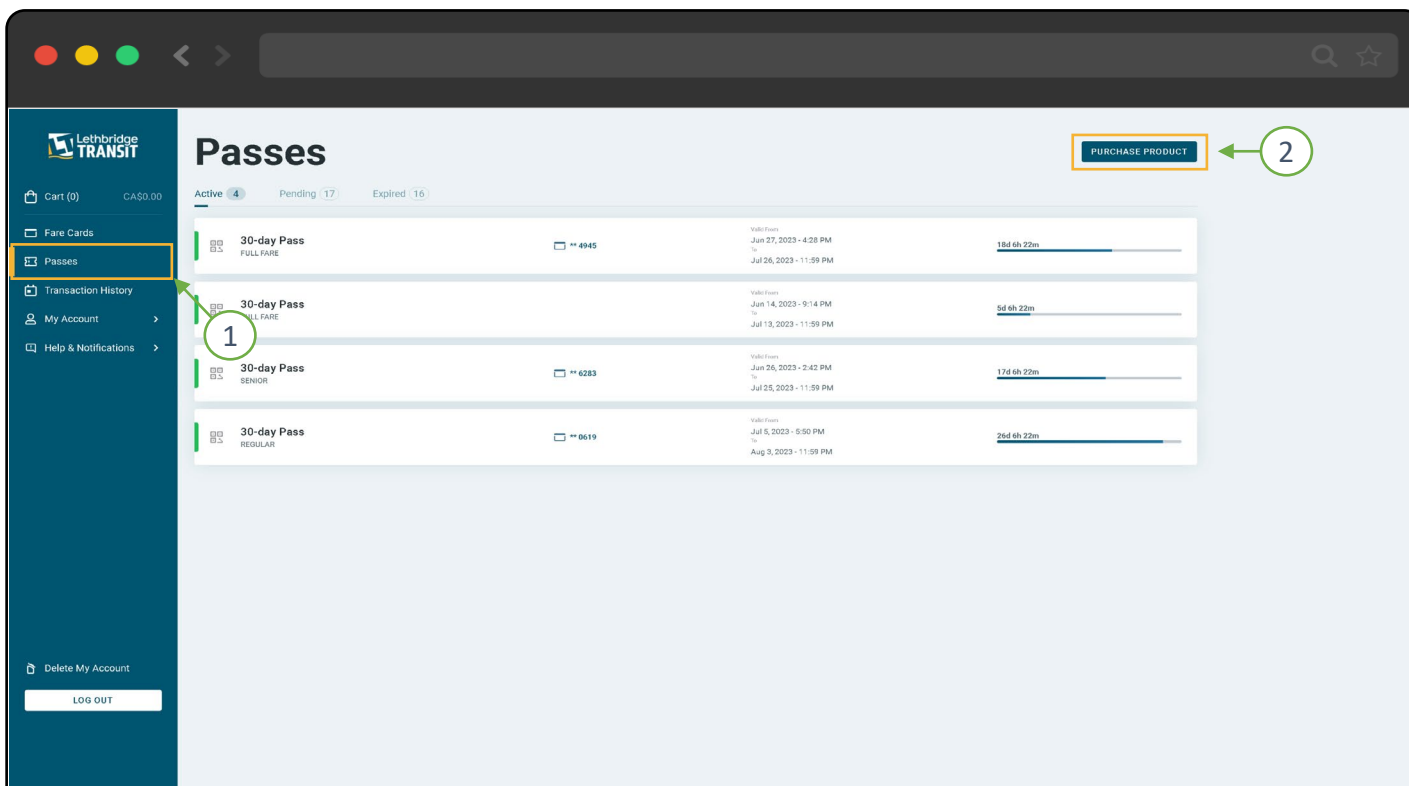
Click "Fare Cards" → "LT Fare Cards" → "Manage" → "Add Value"



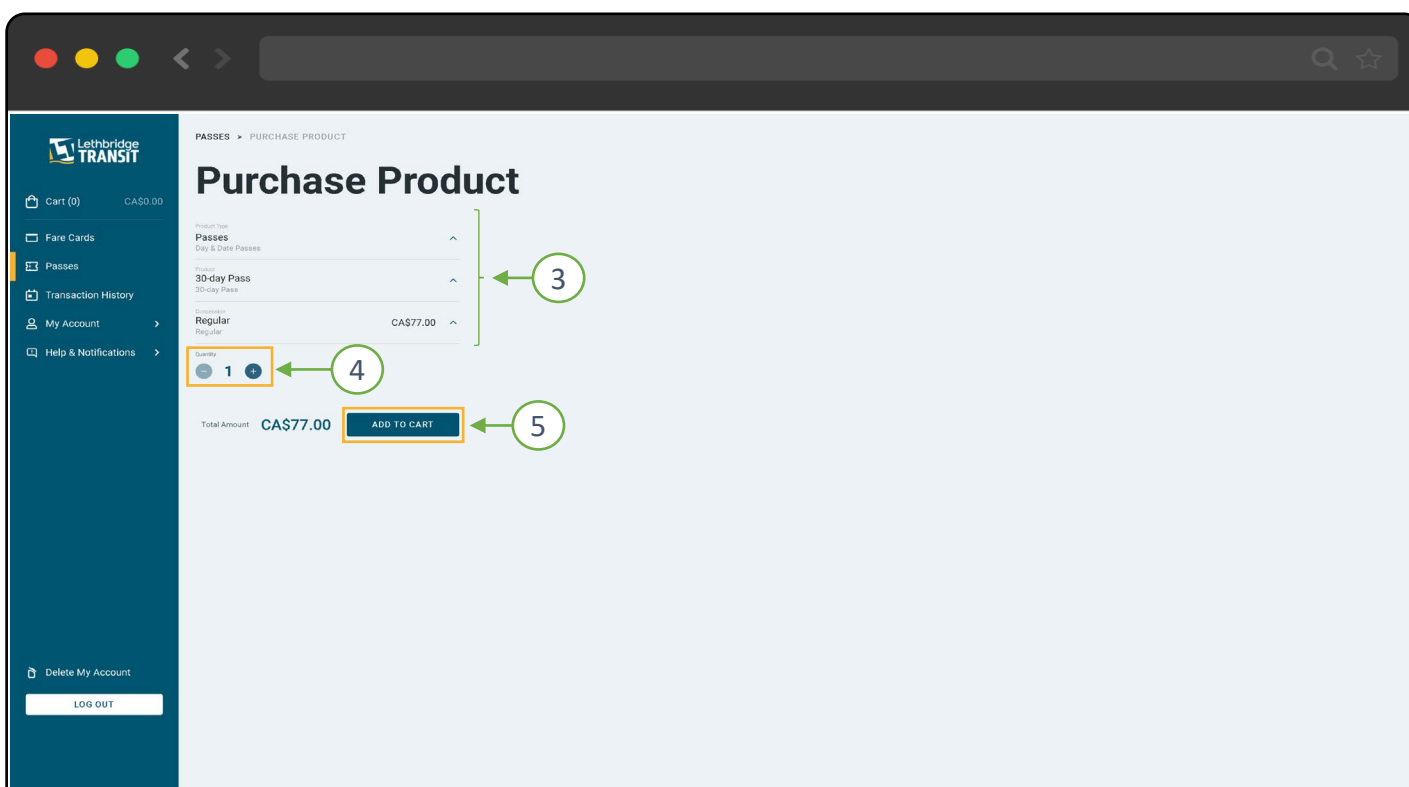
Adjust the amount to the amount of stored value you would like to purchase (increments of \$3.00) or Select a preset value then Click "Add to Cart". Once Complete, you can proceed to Checkout.

BUY PASS ON MAIN/MOBILE APP ACCOUNT

Passes bought using this method remain on the Mobile account until they are linked to a card for use on the LT Fare Card

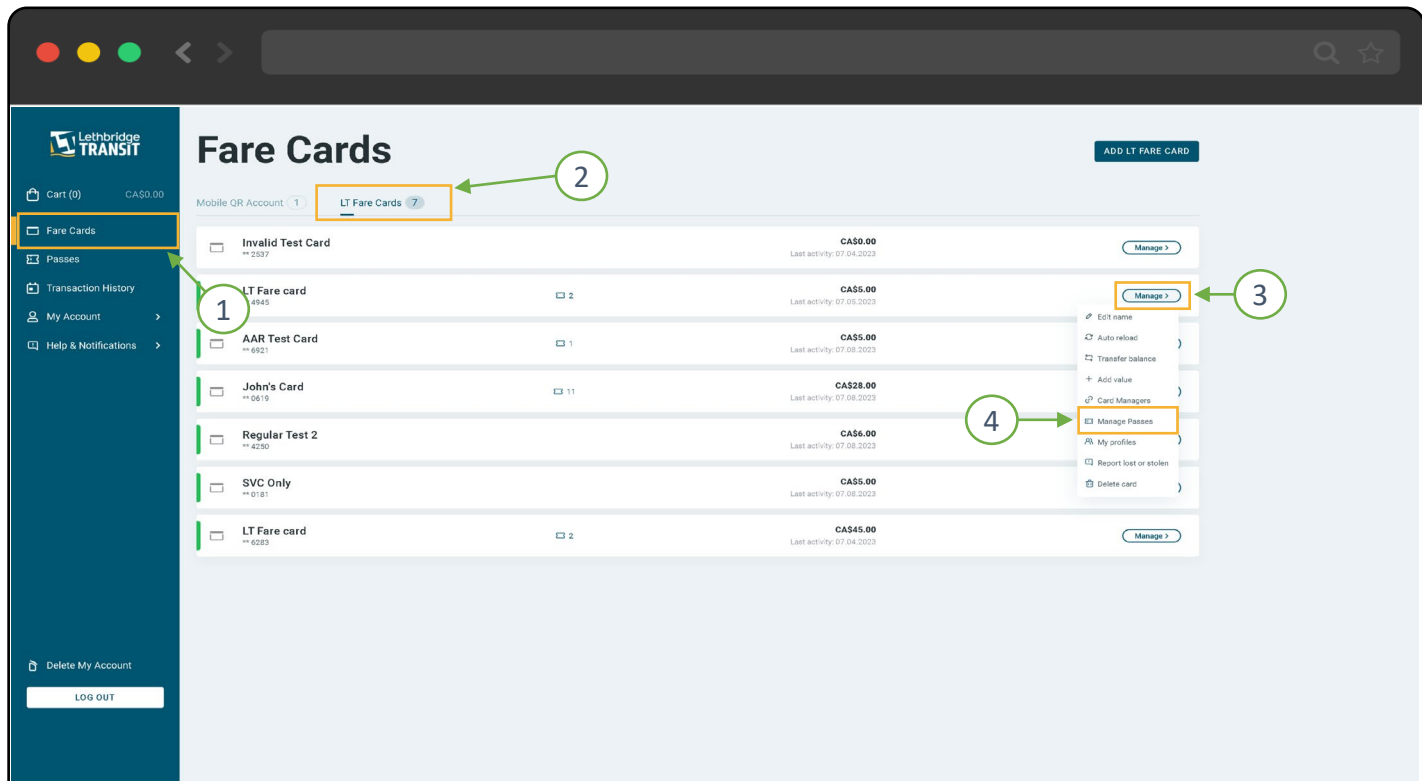


Click "Passes" → "Purchase Product"

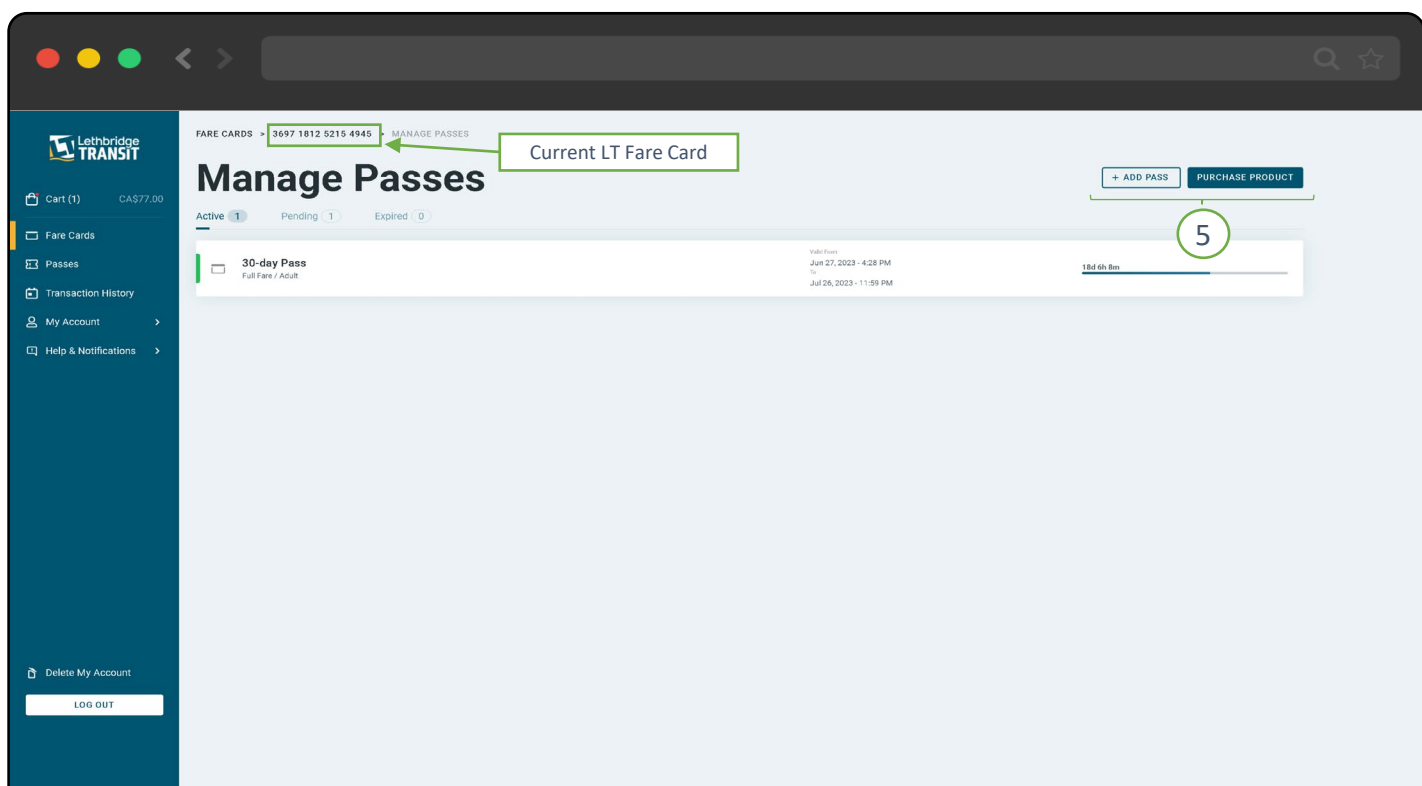


Select the Product Type, Product and Concession
Adjust the amount to be purchased then Click "Add to Cart"
Concessions are only available if you have a media enrolled to a discount program (like Youth or senior Discounts)

ADD A PASS TO LT FARE CARD

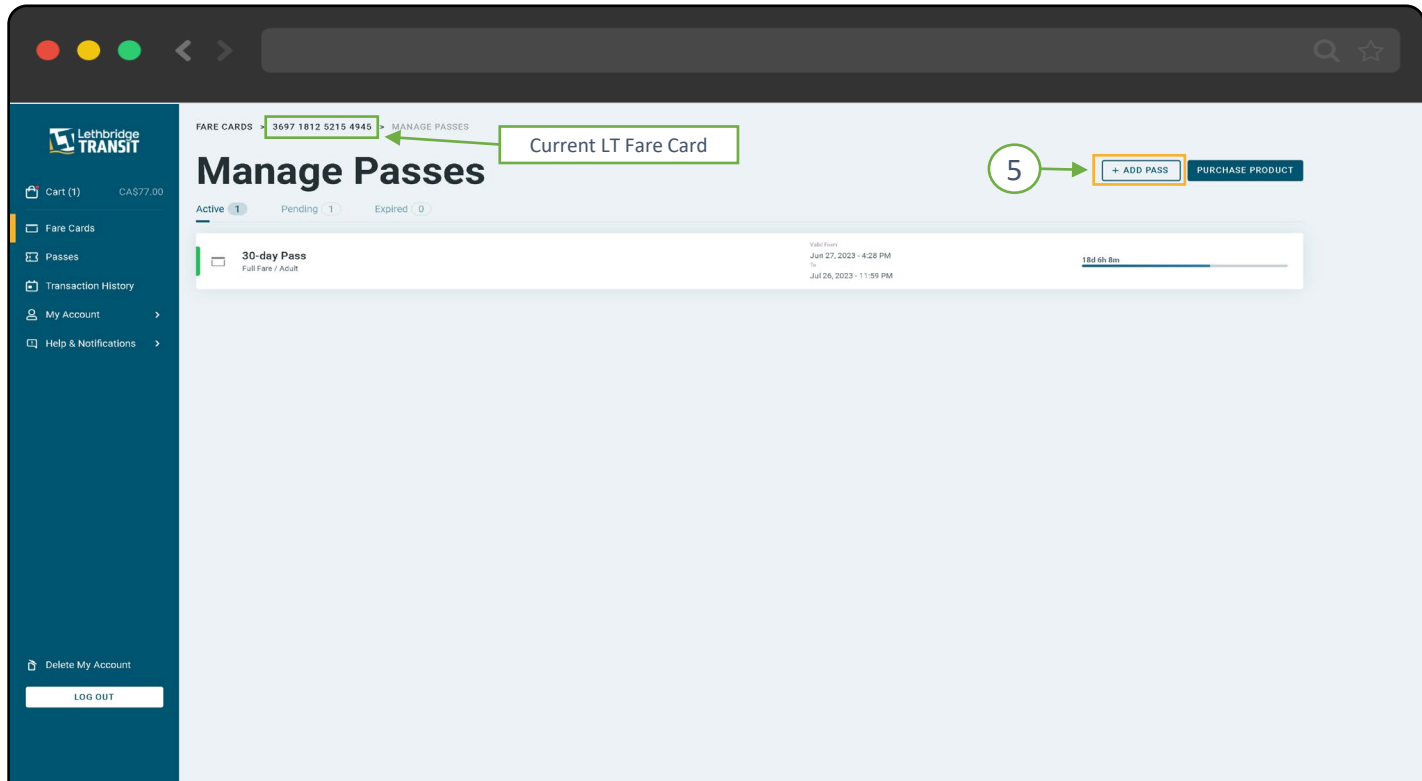


Click "Fare Cards" → "LT Fare Cards" → "Manage" → "Manage Passes"

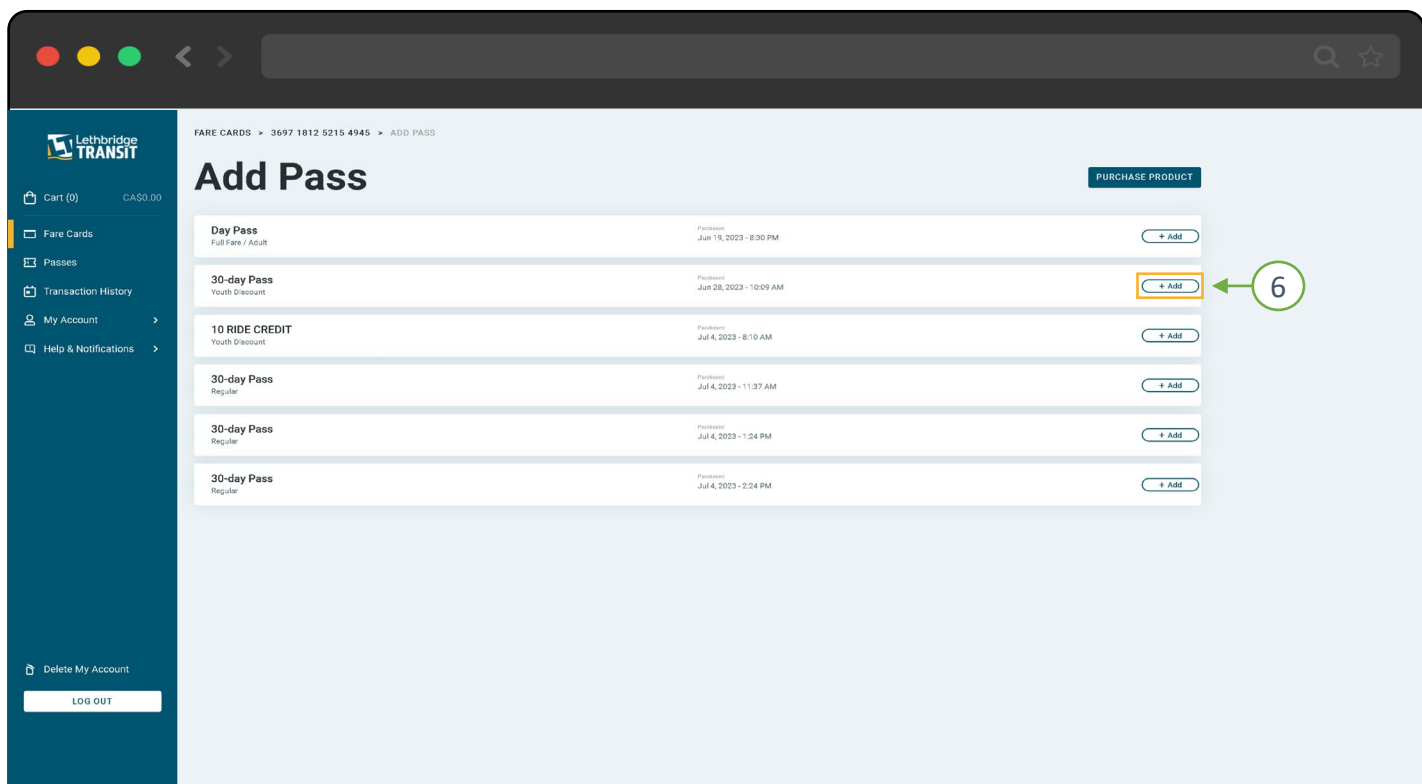


Here, you can either "Add Pass" (link an already purchased pending pass to your selected LT Fare Card) or you can "Purchase Product" (Buy a new pass). **Every pass purchased Goes to your Mobile App Account by default and have to be linked to a card in order to use it from your LT Fare Card.**

ADD A PASS TO LT FARE CARD

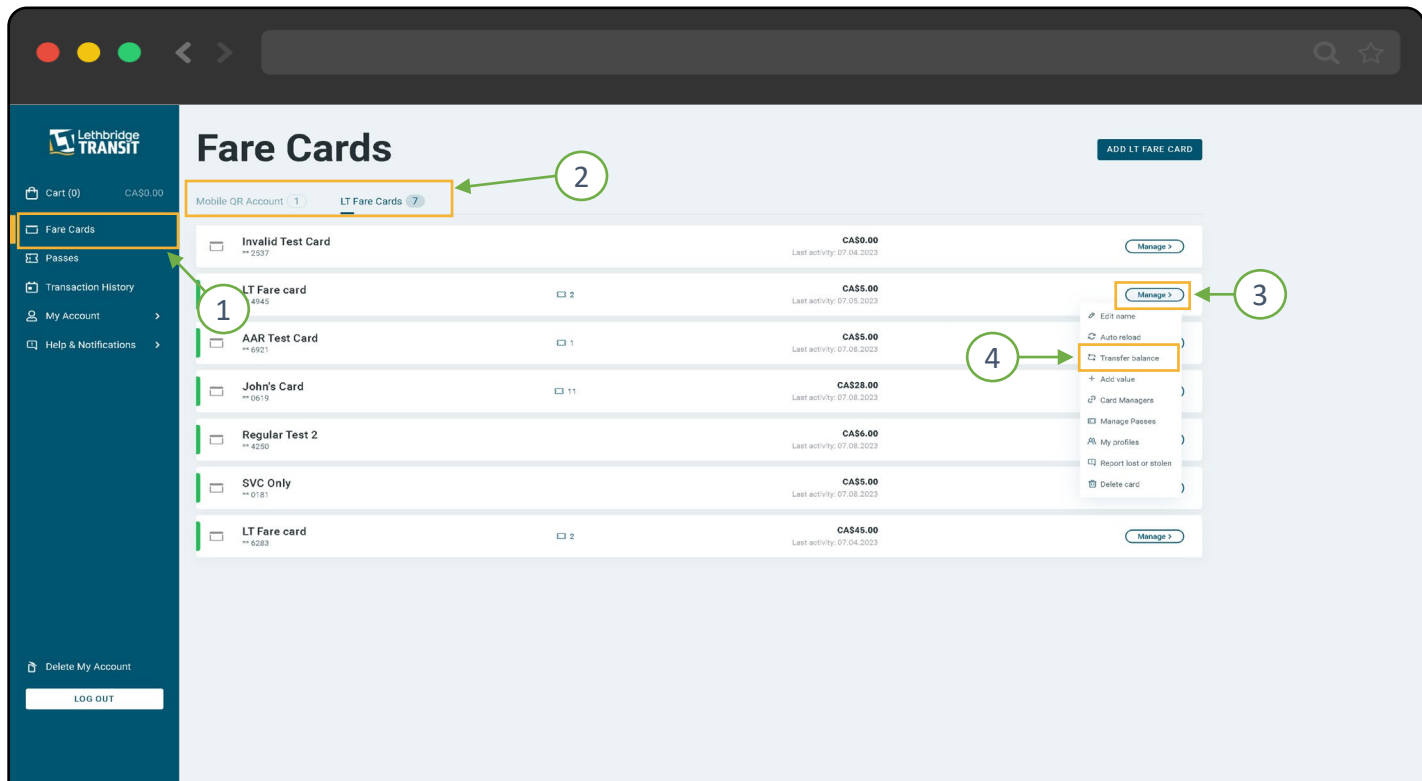


Clicking "Add Pass" will list out all your pending passes that have not been linked to a LT Fare Card

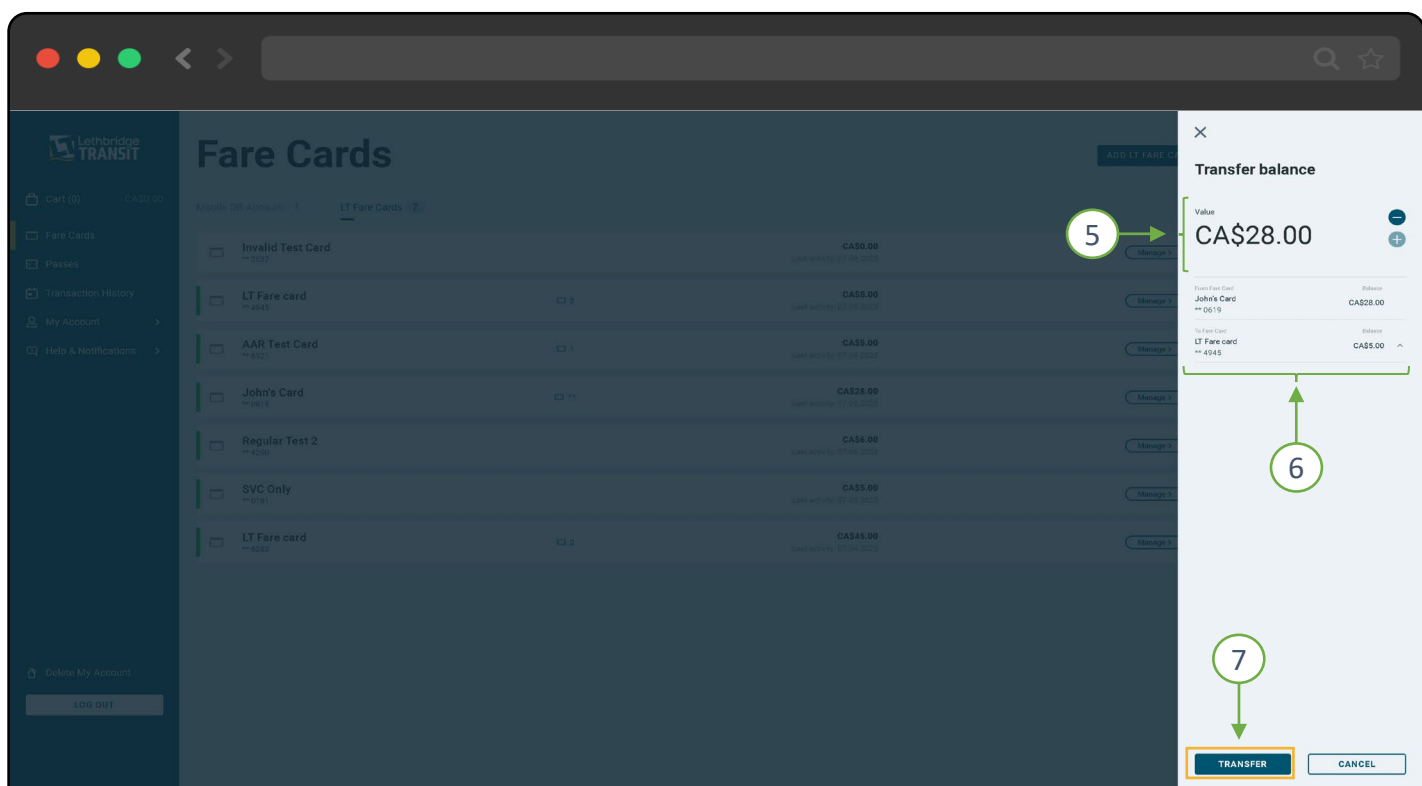


Click "Add" to add a pass to the current Card
Adding/Linking a Pass to a card will temporarily lock that pass for use only on that card
If the pass has not been activated, the pass can be transferred to another card later

TRANSFERRING STORED VALUE BETWEEN ACCOUNTS



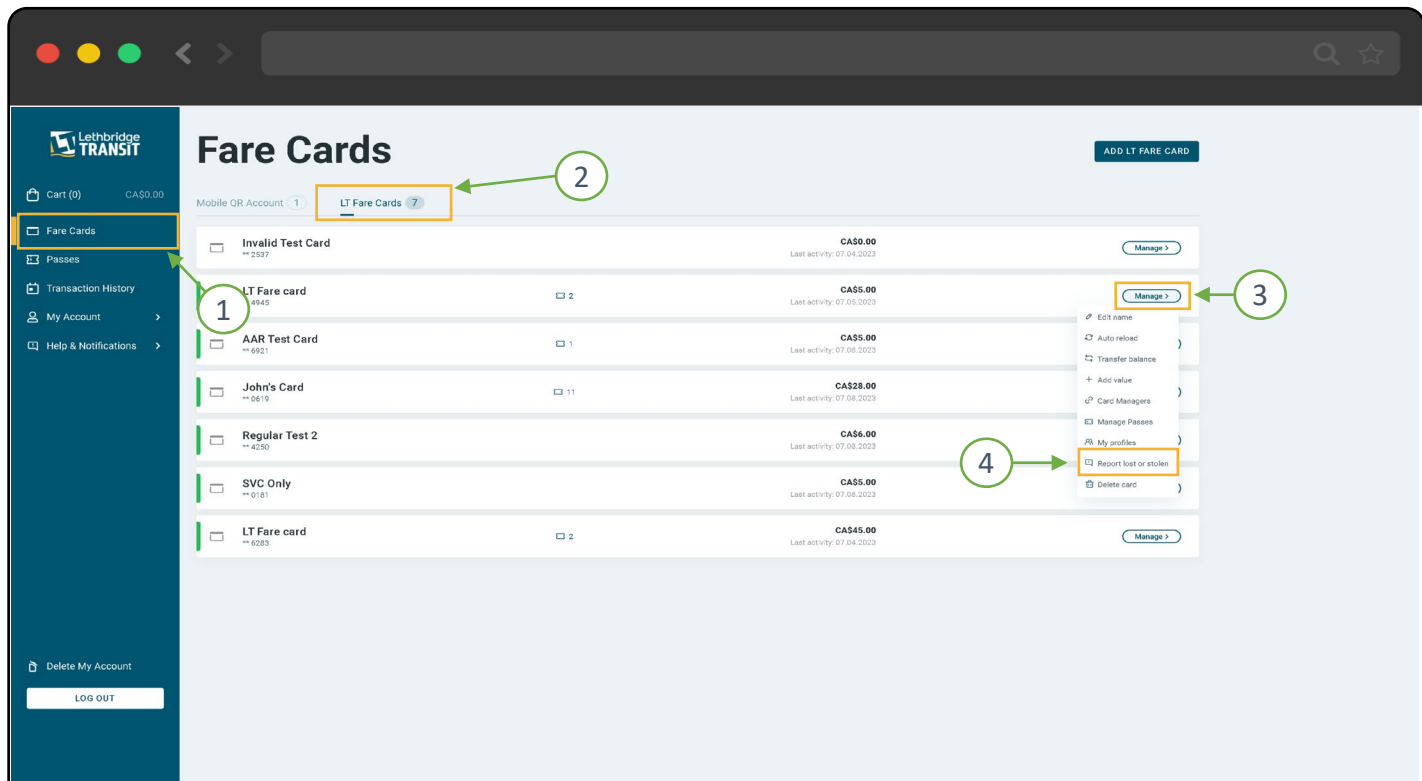
Click "Fare Cards" → "Mobile QR Account" or "LT Fare Cards" → "Manage" → "Transfer Balance"



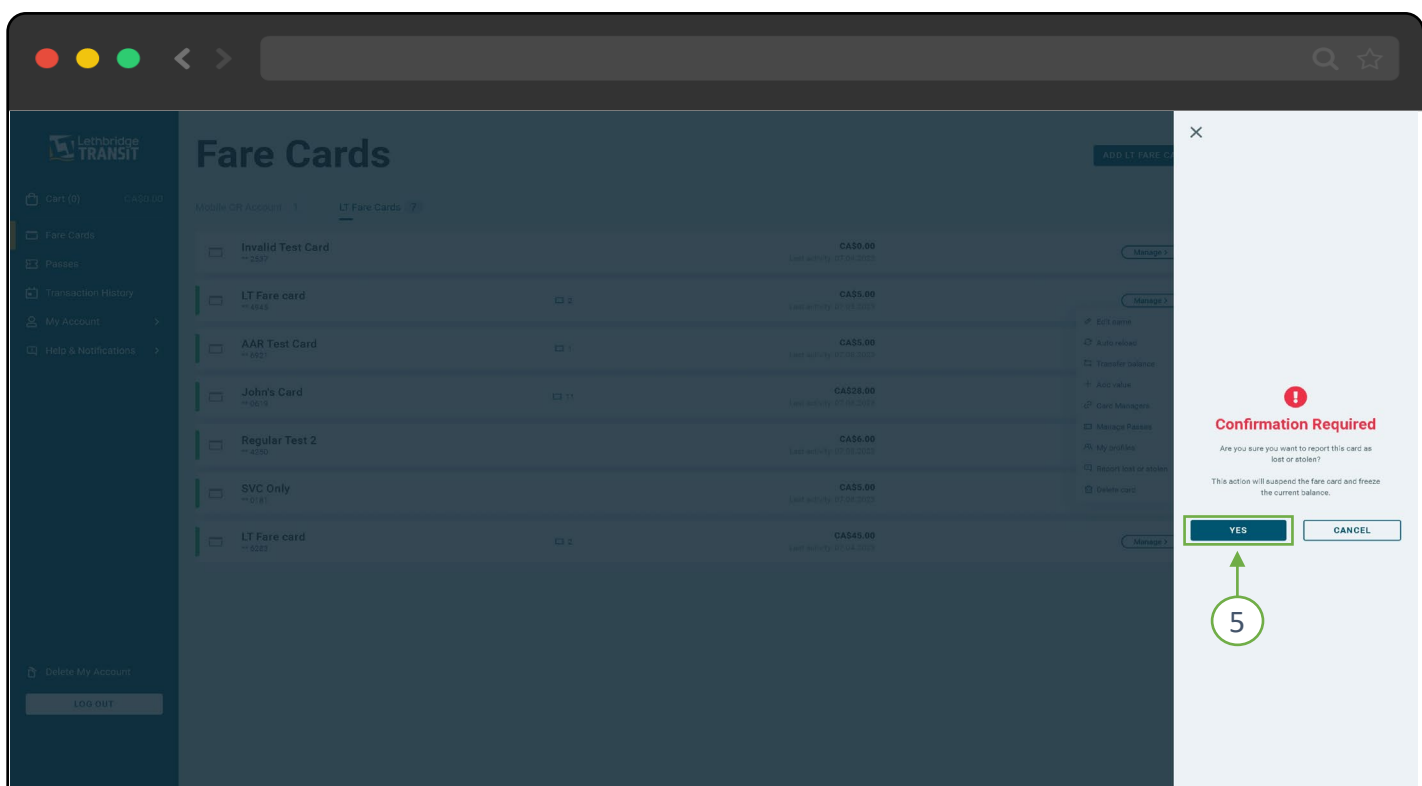
Adjust the balance you would like to transfer
Select the Target Media (this can be your mobile App or a LT Fare Card on your account)
Select Transfer

FREEZE/HOTLIST A LT FARE CARD

It is highly recommended that you move all pending passes and stored value to your Main/Mobile App account before Hot-listing your card.

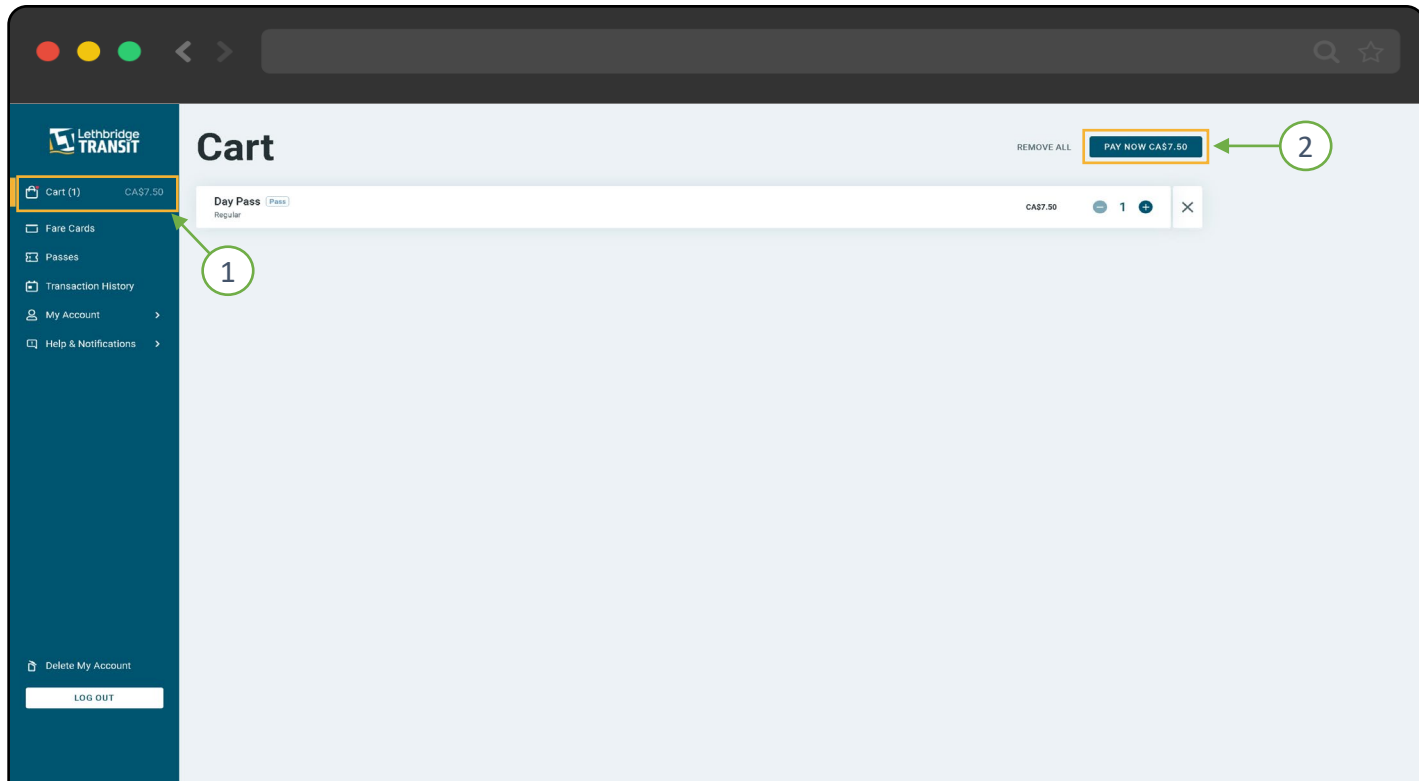


Click "Fare Cards" → "LT Fare Cards" → "Manage" → "Report Lost or Stolen"

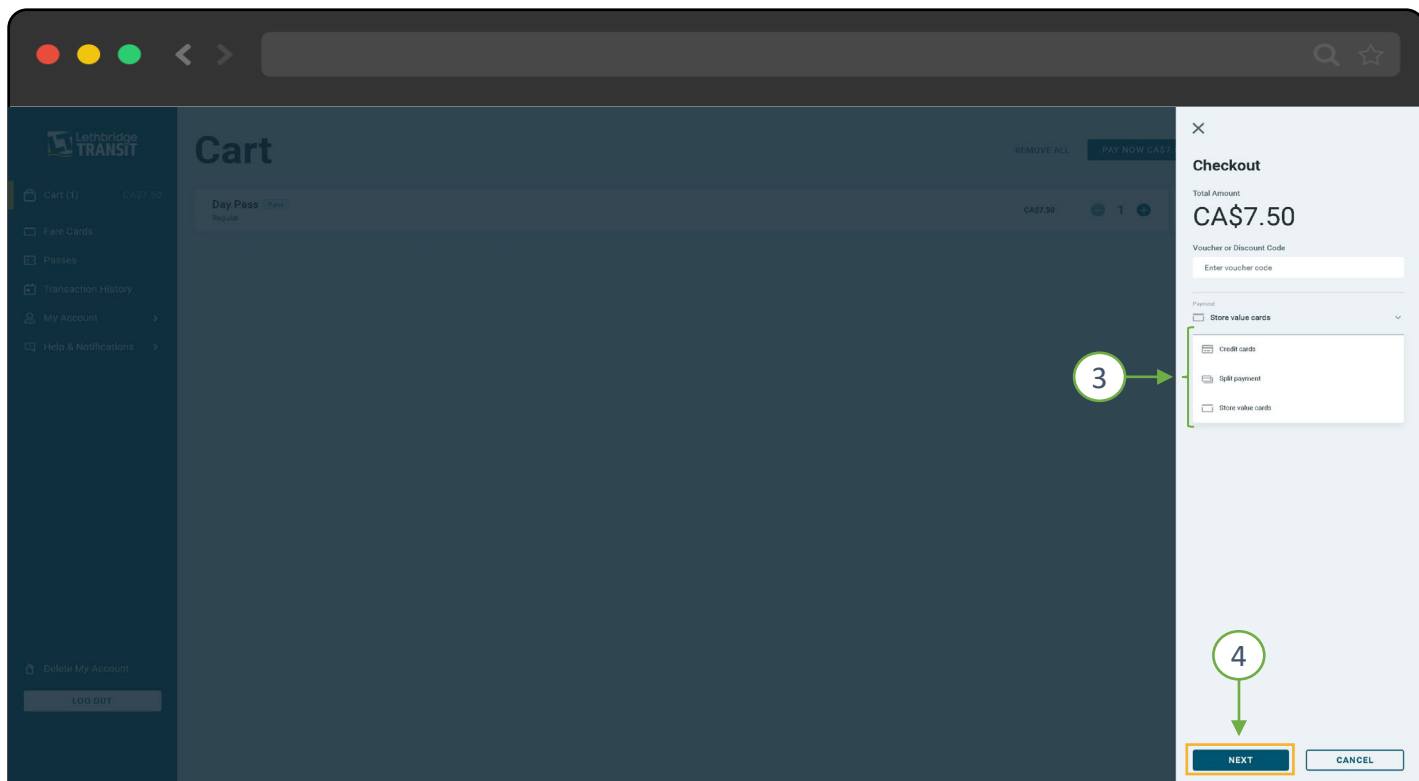


Once Confirmed, the LT Fare Card will no longer be usable on the bus.
To remove the freeze from the card you will have to call 311 for assistance
Do NOT delete the card if you intend to retrieve its in the future.

CHECKOUT AND MAKE PAYMENT

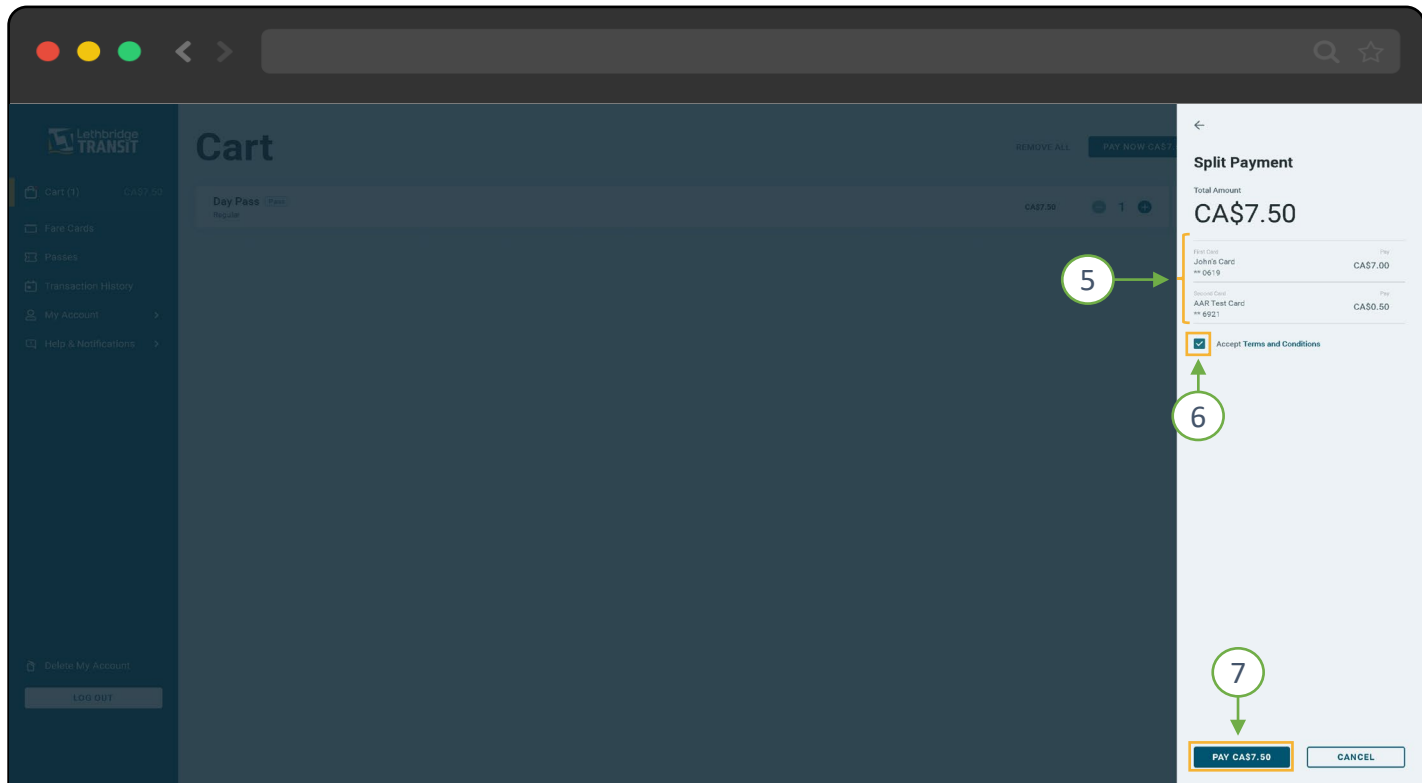


Click "Cart" → "Pay Now"



You can make payment using a stored value balance on any of your accounts
You can also make payment using a bank Card (Debit/Credit Card).
Select the method of payment (to use multiple options, click "Split Payment") and Click "Next"

CHECKOUT AND MAKE PAYMENT



Select the Method of Payment, Accept terms and Click "Pay..."