MBTA Semester Pass Program – User Guide

CharlieCard Customer Service
1-888-844-0353
passprogram@mbta.com
Monday through Friday 7AM to 8PM EST
Saturday and Sunday 9AM to 5PM EST
**WELCOME**

Welcome to the MBTA Semester Pass Program.

This short guide will show you how to order CharlieCards and CharlieTickets, confirm and activate your CharlieCards, and manage your pass program all online. The Semester Program’s cornerstone is CharlieCard - a durable, reloadable, smartcard that students carry wherever they go.

**PLACE ORDERS**

Under **CharlieCard Management**, select **Order New Cards** and enter the number of cards you need and click submit when you are finished.
Note that the products available are dependent upon the next Semester period applicable to your program. Enter the quantity of CharlieCards you want to order and then click submit when you are finished.

To order CharlieTickets click on **CharlieTicket Management** and enter the number of tickets you need for the Semester and then click submit when you are finished.
Finally click on **Review Current Order** to see your total charges.

Order entry is limited to the following periods depending upon your fall and spring semester. Order entry is locked on the applicable date at 11:59 p.m. Please note that changes are NOT allowed to your order.
**PAYMENT**

ACH processing occurs on the 16th or the next business day of the month prior to the beginning of the semester.

Paymode payments must be submitted by the 16th or the next business day of the month prior to the beginning of the semester. Please include your Semester Pass Program Account#, available on the Current Order Summary, in the Paymode reference field.

![Current Order Summary](image)

**CONFIRM CHARLIECARDS**

All new CharlieCards must be confirmed by the 1st Friday of the semester start month. Any unconfirmed CharlieCards are assumed to have not been received and will therefore be permanently deleted.

Under **CharlieCard Management**, select **Confirm Cards** to view a list of your new cards. Select the check box next to the CharlieCards you received and click **Confirm selected CharlieCards**.

![Confirm Cards](image)

Click **Unaccount selected CharlieCards** to report any cards not received.
**ACTIVATE CHARLIE CARDS**

You will need to activate CharlieCards prior to distributing them to students. Select the check box beside the serial # and select **Assign selected CharlieCards** button.

You may optionally use the pass program to record which cards were assigned to each student by entering a name and/or Student #. You can do this manually or you can use the Order Roster Uploader function available under Review Current Order. Instructions are available on the page.

<table>
<thead>
<tr>
<th>ASSIGN</th>
<th>SERIAL #</th>
<th>MONTHLY PRODUCT</th>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>M.I</th>
<th>STUDENT #</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>1255526955</td>
<td>Semester Monthly Link Pass (Jan-May)</td>
<td></td>
<td></td>
<td></td>
<td>123456</td>
</tr>
</tbody>
</table>

If you do not have any cards shown on this screen you will need to select the **Confirm Cards** button and follow the steps.

**PROGRAM MANAGEMENT**

If a student loses his or her CharlieCard click on the **Report Lost/Damaged Card** button and follow the steps.

![CharlieCard Management](image)

**Report Lost/Damaged Card**

NOTE: This card will be removed from the account the moment that you click the replace CharlieCard option.

Serial Number: ________

[Submit]

A replacement card will be distributed to you in 2 business days. The old card will no longer be usable in the system.
**ACCOUNT MANAGEMENT**

When managing the program, make sure you keep your contact information up to date. This is how we can communicate important updates to you. Contact Information page is available under Account Management.

**Contact Information**

Please make sure to verify that your account information is correct. Select from the Contact Type pull-down menu to indicate whether the contact is a primary contact or secondary. Click Edit to make changes to your information (please make sure we have your email address!). When you’ve finished editing, click Update.

<table>
<thead>
<tr>
<th>CONTACT TYPE:</th>
<th>Primary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Person:</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>Address 1:</td>
<td>1 University Ave</td>
</tr>
<tr>
<td>Address 2:</td>
<td>Suite 200</td>
</tr>
<tr>
<td>City:</td>
<td>Boston</td>
</tr>
<tr>
<td>State:</td>
<td>MA</td>
</tr>
<tr>
<td>Zip:</td>
<td>02116</td>
</tr>
<tr>
<td>Country:</td>
<td>United States</td>
</tr>
<tr>
<td>Email Address:</td>
<td><a href="mailto:J_Doe@MyUniversity.com">J_Doe@MyUniversity.com</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>617-555-9988</td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>Note 1:</td>
<td></td>
</tr>
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**CONTACT US**

Thank you for reading this guide.

If you have any questions, please refer to our frequently asked questions or call our toll free number 888-844-0353.