Senior Transit Pass- online application instructions

In order to apply for or renew a Senior Annual Transit Pass, you will need a City of Calgary myID account. If you do not have a myID account, see pages 3-5 for instructions.

How to submit a new application

Before you start, please ensure you have your proof of age and proof of residency, and either take a photo or scan them onto your computer or phone. Please ensure the image or scan is clear, legible, and that none of the information is covered up. When you fill out your form, you'll be asked to upload your proof from your computer or your phone.

1. Visit https://seniortransitpass.calgary.ca/

    -   You'll be redirected to log into your City of Calgary myID account. If you don't already have an account, you'll need to create one by clicking "Create a myID account"

2. Once you've logged into your myID account, you'll be taken back to the senior transit pass page. Click the 'continue' button in the New Application section.
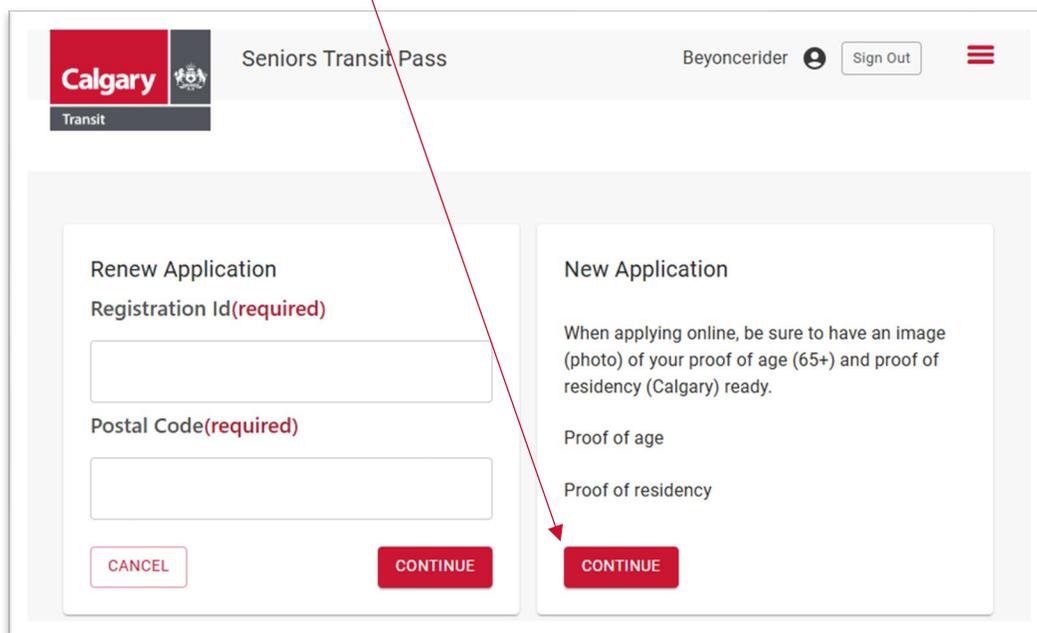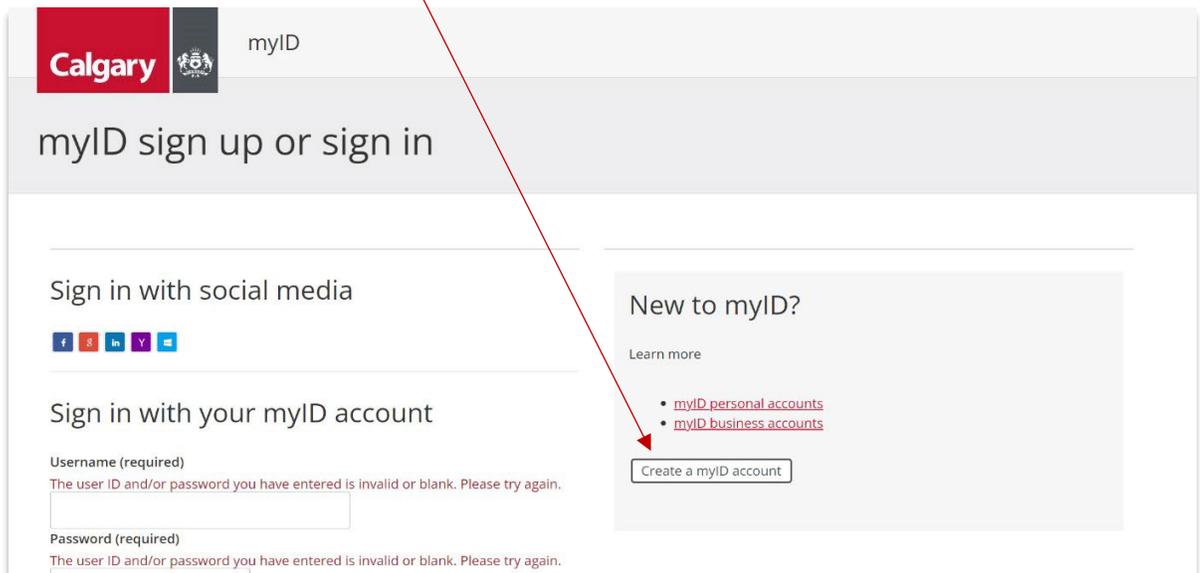
3. **Enter the required information**.

- You'll be asked to upload your proof of age and your proof of residency (if you are using a driver's licence or Alberta photo ID that includes your date of birth and address, you can use it for both).

- To upload your proof of age, <u>select the type of ID</u> you'll be using.

- Then **click on the "Upload Proof of Age"** button on your screen. A window with your computer files will appear. **Navigate to the location where you saved your ID and either double-click on your file, or click once to select it, then "Open" to upload it**

4. Once it is uploaded, you'll see the name of your file, with a green checkmark beside it. If you're using a driver's licence or Alberta photo ID, you'll see a checkmark beside the words "Use as proof of residency." If you are uploading a separate proof of residency, uncheck the box and follow these same steps with your proof of residency.

- **Fill in the required information** under "Proof of Residency." In the address field, start typing your mailing address. As you type, suggested addresses will appear – select your address when you see it, and it will automatically be entered into the form. If you'd prefer, you can enter your address manually. Just click on the "Input street address manually" link.

5. Once you've filled in the application and uploaded your proof of age/residency, **click "Submit."** You will receive an email, and a notification screen will pop up, letting you know your application was submitted successfully. You'll be contacted by email with the result of your application and the next steps.

How to create a myID account:

1. Go to www.calgary.ca

2. **Scroll to the bottom of the page and click "myID"** under 'Other City of Calgary websites.'

3. **Select 'Create a myID account"**

4. **Enter all the required information** as indicated on the form:

- Note: myID will require you to validate your email with a "One time passcode." Please make sure the email you entered is correct and accessible.

- If you receive an error code for the username entered reading "Username is not valid or has been claimed by another user…" please re-enter a valid username until you receive the confirmation: "Username is available."

5. **Read and agree** to the "Terms of Use" and "Privacy Policy"
   - **Check the box** once completed.

6. **Check the box and follow the prompts** to confirm "I'm not a robot."

7. **Review the information** for any errors, then **select "Create"** to submit your myID account.

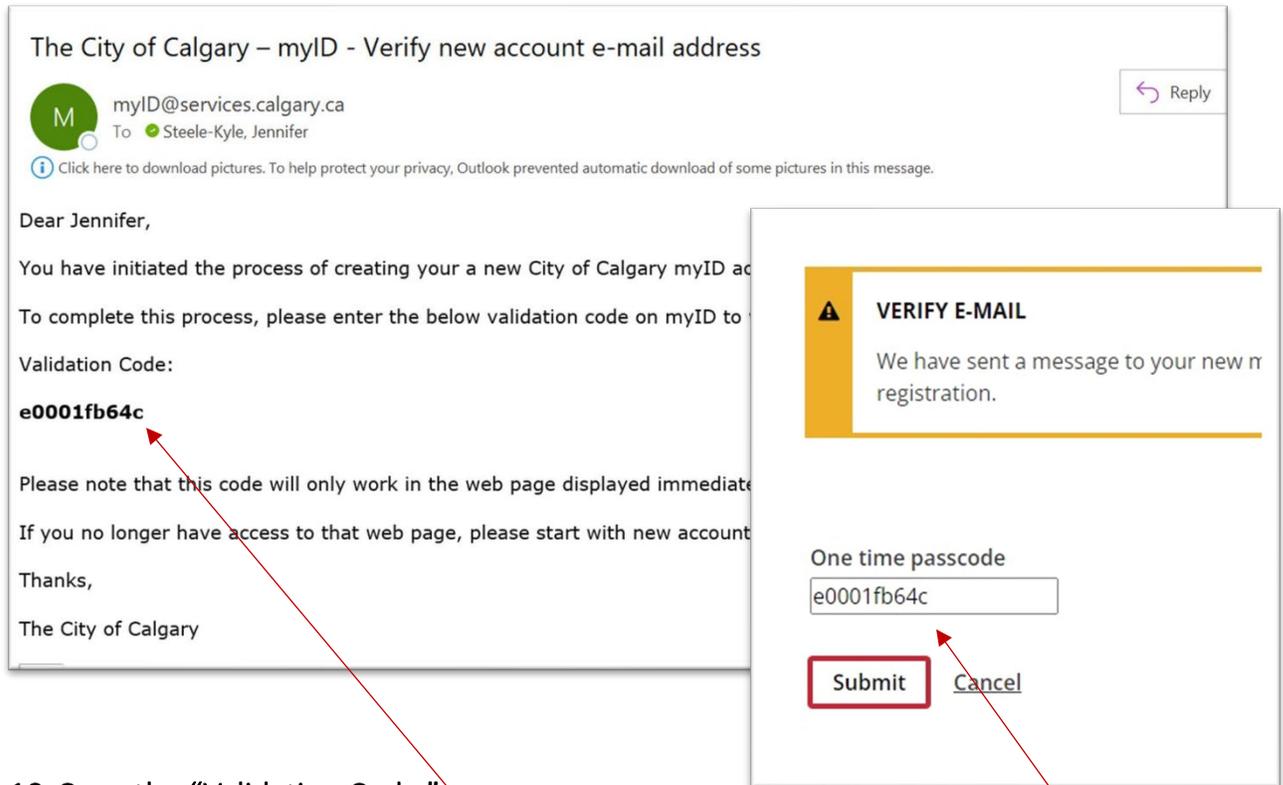8. A "VERIFY E-MAIL" window will pop up; this indicates you have successfully signed up for a myID account.

9. **Check your email** for the "One time passcode"
   - This will be called the "Validation Code" in your email:

10. **Copy the "Validation Code."**

11. **Return to the myID window to paste it** into the "One time passcode" section.

12. **Select "Submit"** to finalize your myID account.

You have now successfully created and verified your myID account.