

Got your Compass Card?

Check out our top 10 tips for U-Pass BC students!



1. Always carry student ID with you.

Your student ID and your new Compass Card go together like peanut butter and jelly! Make sure you have both with you when you go on transit as proof of payment in case you are stopped by transit personnel.

2. Using your Compass Card is easy!

Hold your card flat against the centre of the card reader until you hear a “beep” and see a check mark. Remember – take your card out of your wallet or bag to tap (this will help avoid any interference). Check out this quick video to get you started: www.youtube.com/watch?v=tfDYkQtGaRo

3. Don't bend, fold or puncture your card.

It can damage the chip and antenna in your Compass Card and prevent it from working. Avoid putting the card in your back pocket.

4. Allow 24 hours to load your U-Pass BC onto your Compass Card.

Request your next month's U-Pass BC starting from the 16th of every month. Don't wait until the last day of the month as it can take up to 24 hours to process.

5. Set up notifications so you never forget to request your next month's U-Pass BC.

Need a friendly reminder? Go to the U-Pass BC website and set up to receive automatic notifications on when it's time to request your next month's U-Pass BC.

6. Don't forget to tap.

Tap! Tap! Simply tap in when you start your journey and tap out when exiting or transferring. **Remember, there's no need to tap out when exiting a bus.** Tapping with a Compass Card supports the sustainability of the U-Pass BC program and future system improvements. Also, it's a good habit to develop for when you're no longer eligible for U-Pass BC and if you forget to tap out, the system will charge you the maximum fare (three zones).

7. Your Compass Card doesn't expire.

Your card isn't just for when you're a student. It doesn't expire so when you're no longer eligible for U-Pass BC, simply load your Compass Card with regular fare products and away you go. It's the card that keeps on tapping!

8. Your card is non-transferable.

Once you've loaded your U-Pass BC onto your Compass Card, the card is yours and yours alone. Do not sell, lend, or give your card to anyone else, even if it's a friend or family member (it's an offence if you do so!).

9. Your privacy is protected on your Compass Card.

Although the Compass Card is electronic, no personal information – such as your name or student number – is stored on the card.

10. Lost your card? No problem!

Unlink your card right away on upassbc.translink.ca. Get a replacement card from one of the following convenient options below and link and load your new card the same way you did before – it's that easy!

- Online at compasscard.ca
- Over the phone at 604.398.2042
- All FareDealers - visit translink.ca/retailers for the complete list
- Compass Customer Service Centre at Stadium–Chinatown SkyTrain Station
- West Coast Express Office at Waterfront Station

Note: It can take up to two hours to load your replacement card with your U-Pass BC so make sure to give yourself enough time. Students will need to pay the \$6 deposit for a replacement card.