

# Compass Customer Guide

for U-Pass BC



# Welcome to Compass, the reloadable fare card that works everywhere on transit.

Thank you for participating in the initial release of Compass to post-secondary institutions! With Compass, you can wave goodbye to paper passes. Every month, you'll simply load your U-Pass BC onto your Compass Card online. Easy-peasy.

Ready to enjoy a whole new transit experience? Let's get you started!



## How to Load your U-Pass BC



### 1. Sign into [upassbc.translink.ca](https://upassbc.translink.ca)

From this mobile-friendly website, you can check eligibility and load your monthly U-Pass BC. To get started, select your school and sign in using your student ID information.



### 2. Link your Compass Card

Next, enter the 20-digit number and the 3-digit CVN on the back of your Compass Card.



### 3. Request your U-Pass BC

Once your card is linked, you can request your U-Pass BC. The system will confirm your eligibility and then load your pass.



**Each month you'll need to request your U-Pass BC on or after the 16<sup>th</sup> for the following month.**



It can take up to 24 hours for your U-Pass BC to load onto your Compass Card, so make sure to request it before the end of the month. Without a valid U-Pass BC, you're responsible for paying your fare.


### Set up Notifications

You can choose to set up monthly notifications to prompt you when it's time to load your pass and notify you when your request has been processed.

## Using your Compass Card: Tap in/Tap out

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With your U-Pass BC successfully loaded, you're ready to travel for the month requested. Just remember, you must tap in and tap out every time you enter and exit a bus or station, including when you transfer. This is how the system validates your fare.

 **Just like today, your U-Pass BC is non-transferable, and you'll need to carry valid student ID with you at all times when travelling.**

### HOW TO TAP

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Remove your card from your wallet to avoid interference. Hold the card flat against the centre of the card reader until you hear a beep and see a check mark to proceed.

### WHERE TO TAP

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#### On buses

Look for card readers located near the bus doors.



#### At fare gates

Located at the entry and exit points of SkyTrain and SeaBus stations.



#### At stations with no fare gates

Look for validators at the entry and exit points of West Coast Express stations\*, and at Metrotown Station.

**\*U-Pass BC students using West Coast Express:** During this initial release period, please do not tap at the West Coast Express validators.

## U-Pass BC Eligibility

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Your eligibility is determined by your school – so if you have questions about your status, please contact your school's administration.

### What happens when I'm not registered for courses?

When you're on summer break or no longer a student, you'll be able to use your Compass Card to load adult fare products.

The ability to load other fare products will be available when Compass rolls out to other customer groups later in 2015.

And when you register your card, you'll benefit from balance protection and the option to set up AutoLoad.

### Why do I have to request my U-Pass BC each month?

Students are required to confirm their eligibility each month in order to load their U-Pass BC onto a Compass Card. As a discounted transit program, this safeguard reduces the chances for fraudulent misuse and helps ensure the continuation of the U-Pass BC program.

## Caring for your Compass Card

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Each Compass Card has an embedded chip and antenna inside – so please be careful not to puncture or bend your card. Always remove your Compass Card from your wallet to tap, as other electronic cards (e.g. contactless credit cards) may cause interference.

## Lost or Stolen Cards

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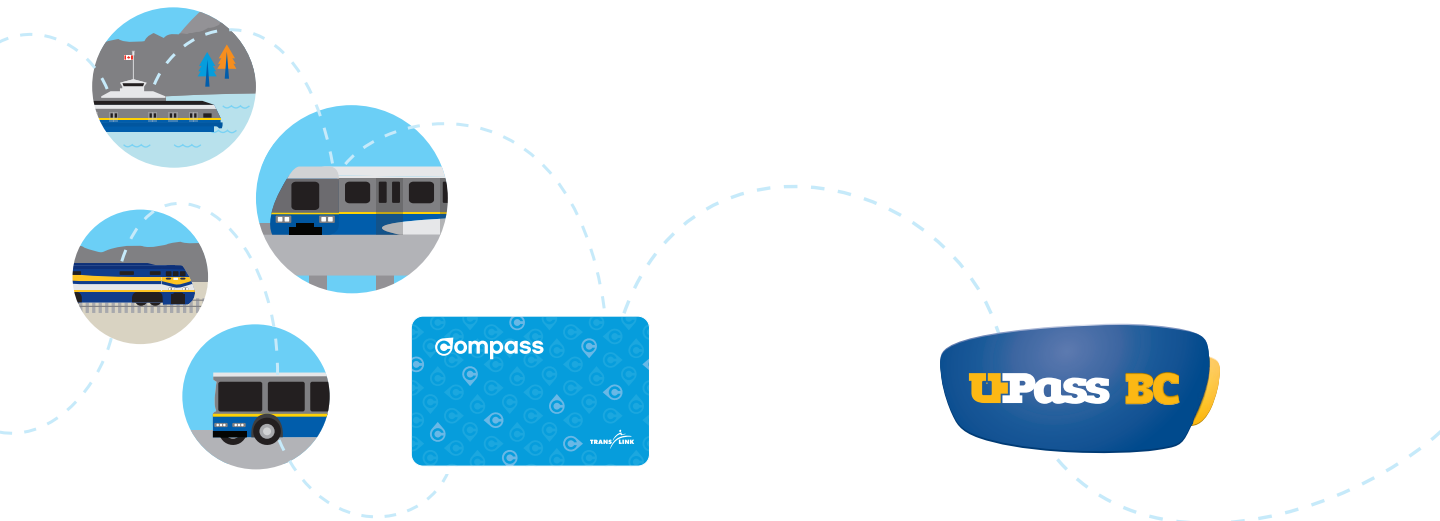
If you lose your Compass Card, please contact your school to find out how you can obtain a replacement card. Visit [upassbc.translink.ca](https://upassbc.translink.ca) for instructions on how to unlink your old Compass Card and link a replacement card.

## Privacy and Compass Card Terms and Conditions of Use

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Your Compass Card only stores fare products, the card's serial number, and the date, time and location of recent activity. No personal information is stored on the card.

TransLink is committed to ensuring your privacy and personal information are protected. To view our Privacy Policy or the full Terms and Conditions of Use that apply to a Compass Card, visit [translink.ca/compasscard](https://translink.ca/compasscard).





## U-Pass BC Website

[upassbc.translink.ca](http://upassbc.translink.ca)

## Compass Customer Service

604.398.2042 | 1.888.207.4055



## Ask Compass

Have a Compass question?

Ask away at [askcompass.ca](http://askcompass.ca)