

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 renew your senior pass

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 <u>https://seniortransitpass.calgary.ca/</u>
 - 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 renew application page.
- 3. <u>Enter your registration ID and the postal code you used for the previous year's</u> renewal.

Your registration ID can be found on the backside of your current senior pass, or in the approval email or letter you received when you first applied.

If you are unable to find it, you can call 403-262-1000 or visit one of our customer service centres

- Click the 'Continue' button

Calgary		
Transit		NOT-TRANSFERABLE
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		RESETRATION NO. 550310

- 4. You'll be taken to a screen to validate or edit your address information and provide proof of residency. Fill in the form with your updated address information if anything has changed. You'll also be asked to upload your proof of residency.
 - To upload your proof of residency, select the type of ID you'll be using.
 - Then click on the "Upload Proof of Residency" button on your screen. A screen with your computer files will appear. Navigate to the location that you saved your proof of residency and either doubleclick on your file, or click once to select it, then "Open" to upload it.

DAVID WYER		
Proof of Residency		
Address		
4806 70 ST NW		
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Building #	Suite #	House #(required)
	Jone -	4806
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5. Once you've filled in the form and uploaded your proof of residency, **click "Submit"**. You will receive an email, and a notification screen will pop up, letting you know your renewal 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 <u>www.calgary.ca</u>
- 2. Scroll to the bottom of the page and click "myID" under 'Other City of Calgary websites.'

3. Select 'Create a myID account"

Calgary
myID sign up or sign in
Sign in with social media
New to myID?
f 🚺 in Y 🛋
Sign in with your myID account • myID personal accounts • myID business accounts
Username (required)
The user ID and/or password you have entered is invalid or blank. Please try again.
Password (required) The user ID and/or password you have entered is invalid or blank. Please try again.

Senior Transit Pass online application instructions Page 4

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

John Last name (required)	
Last name (required)	
Doe	
Email address (required)	
your_email@email.com	
Confirm email address (req	uired)
your_email@email.com	
Username (required)	
valid_username	
OUsername is available	
New password	
Confirm new password	

- Check the box and follow the prompts to confirm "I'm not a robot."
- Review the information for any errors, then select "Create" to submit your myID account.

- 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.

🗸 l'm not a robot	reCAPTCHA	
	Privacy - Terms	
Create		

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

Calgary	
< Sign in	
▲ VERIFY E-MAIL We have sent a message to your new myID account e-mail address (madison.woodhead@calgary.ca) containing a validation code. Enter the validation registration.	code from the message into the form below to complete myID account
One time passcode	

9. Check your email for the "One time passcode"

- This will be called the "Validation Code" in your email:

The City of Calgary – myID - Verify new account e-mail address	;
To Steele-Kyle, Jennifer	C Reply
Dear Jennifer,	
You have initiated the process of creating your a new City of Calgary myID ac	
To complete this process, please enter the below validation code on myID to	VERIFY E-MAIL
Validation Code:	We have sent a message to your new m
e0001fb64c	registration.
Please note that this code will only work in the web page displayed immediate If you no longer have access to that web page, please start with new account Thanks, The City of Calgary	One time passcode e0001fb64c Submit <u>Cancel</u>
10. Copy the "Validation Code."	
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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.