

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 <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."

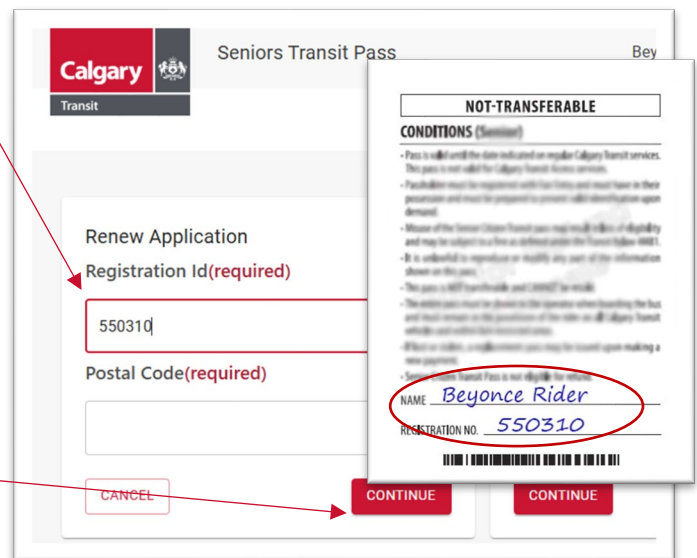
2. Once you've logged into your myID account, you'll be taken back to the senior transit pass renew application page.

3. **Enter your registration ID and the postal code** you used for the previous year's 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**



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 double-click on your file, or click once to select it, then "Open" to upload it.**

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 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’

Calgary myID

myID sign up or sign in

Sign in with social media

f t in Y

Sign in with your myID account

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.

New to myID?

Learn more

- [myID personal accounts](#)
- [myID business accounts](#)

Create a myID account

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

The form contains the following fields and elements:

- First name (required): John
- Last name (required): Doe
- Email address (required): your_email@email.com
- Confirm email address (required): your_email@email.com
- Username (required): valid_username
- A green box with a checkmark and the text "Username is available".
- New password: [masked]
- Confirm new password: [masked]
- A checked checkbox with the text "I have read and agree to the terms of use and privacy policy (required)".
- Two links: [Privacy Policy](#) and [Terms of Use](#).

- 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.”

The image shows a reCAPTCHA verification box with a green checkmark and the text "I'm not a robot". To the right is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". Below the box is a red-bordered "Create" button.

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.

The window shows the Calgary myID logo and a "Sign in" link. A yellow-bordered box contains the following text:

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 code from the message into the form below to complete myID account registration.

Below the text is a "One time passcode" input field and "Submit" and "Cancel" buttons.

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

The image shows a screenshot of an email from 'The City of Calgary - myID - Verify new account e-mail address' sent to Jennifer Steele-Kyle. The email contains a validation code 'e0001fb64c'. A red arrow points from this code to a 'Submit' button on a verification form. The form has a yellow header 'VERIFY E-MAIL' and a text box containing the same code. A second red arrow points from the 'Submit' button back to the code in the email.

The City of Calgary – myID - Verify new account e-mail address

myID@services.calgary.ca
To: Steele-Kyle, Jennifer

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

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

Validation Code:
e0001fb64c

Please note that this code will only work in the web page displayed immediat

If you no longer have access to that web page, please start with new account

Thanks,
The City of Calgary

VERIFY E-MAIL
We have sent a message to your new r
registration.

One time passcode
e0001fb64c

Submit Cancel

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.