

# Harford Transit LINK and Harford Community College *Claim-a-Pass*

## We are digitizing transit pass programs!

Harford Transit LINK is expanding our mobile fare payment platform (powered by Token Transit) to improve transit pass distribution for social service agencies, employers, and schools.

1. Social service agencies, employers and schools can now manage Harford Transit LINK transit pass distribution completely digitally.
2. Riders can board the bus using just their phones.

Digitized transit pass programs have the following benefits:

- Safer: Make the entire experience of purchasing, distributing, and using transit passes contactless
- Easier: Manage who is eligible with just an email domain
- Faster: Instantly distribute transit passes to riders via text message
- More cost-effective: Reduce operational overhead from managing physical transit passes
- More insights: Track pass utilization

## Harford Community College - Rider Claim-a-Pass Site

Your employees/students/social service recipients now have the ability to instantly receive their transit passes with a single click and board the bus using just their phone.

Here is how it will work:

1. Token Transit will provide a Claim-A-Pass website that can be shared with all students/faculty.
2. Students receive transit passes on their phones by entering their owlmail.harford.edu email and phone number into the Claim-A-Pass site.

Example:

Student visits Claim-A-Pass website and purchases a discounted General - 5-Day Fixed Route (\$15 fare value) and pays \$7.50. Or Student claims a Monthly Fixed Route (\$50 fare value) and pays \$25.00.

# Harford Community College STUDENTS:

Please access this link to claim your pass:

<https://www.tokentransit.com/harfordtransit/communitycollege-fall2021>

Enter your college email and your mobile phone number to purchase discounted mobile transit passes. Note that the phone number you provide on this form is used to text your pass to your phone. Use the same phone number to log-in to your account and access your passes.

## HARFORD COMMUNITY COLLEGE

Enter the mobile phone number and your owlmail.harford.edu email address to purchase your discounted pass...

PURCHASE PASS



## HARFORD TRANSIT LINK

HARFORD COUNTY, MD

PHONE – Enter phone number

RIDER – Choose One: General | Senior | Disabled

General

Senior/Disabled

FARE: Choose One

5-Day Fixed Route

Month Fixed Route

**\$7.50 5 DAY FIXED ROUTE OR \$25.00 MONTH FIXED ROUTE**

Once activated, 5-Day Passes are valid on the Fixed Route Service for unlimited consecutive rides in a 7-day period (to account for weekends when buses are not in service). Please check calendar for days when transit system will not be in operation - i.e. holidays

Enter: NAME (OPTIONAL)

Enter: HARFORD COMMUNITY COLLEGE EMAIL ADDRESS

Tap button: PURCHASE PASS

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Download the Token Transit app to use your pass.

[Download Now](#)

## Claim a Pass FAQs:

- How do riders get their pass after signing up online? Passes are sent via text message directly to a rider's phone. They function identically to standard Token Transit tickets.
- What services does the app require for me to buy, store and use passes? Token Transit uses a data or wifi connection to purchase and activate passes. Token Transit uses location services, if available, to provide agencies with anonymized and aggregated reporting of which bus stops Token Transit is used at. Bluetooth and NFC may be used to perform validation of transit passes.
- Can I ride without an internet connection? Token Transit can be used offline. The app requires a data internet connection when purchasing/receiving a pass. It also requires internet connectivity when activating a stored pass. Once activated, the app needs to fetch security information from Token Transit once per day. If you activate and load a ticket in the morning, it will display the ticket offline all day or until the pass expires.
- Can I connect, link, or use my existing bus pass with the app and use it on my phone? Riders cannot connect their existing bus passes to the app at the moment. The only way to use a bus pass on the Token Transit app is to purchase it through the Token Transit platform (in-app or through a pass program).
- Is my phone supported? Token Transit supports iOS and Android phones. Riders' phones will need cellular data or WiFi connectivity to purchase and activate passes; boarding does not require a connection. You will need storage space on your device for the app as well as downloaded ticket information. Requires iOS 9.0 or later - compatible with iPhone, iPad, and iPod touch. Download Token Transit on iTunes. Requires Android 4.4 and up. Tested for compatibility with the most popular Android devices. Download Token Transit on Google Play.