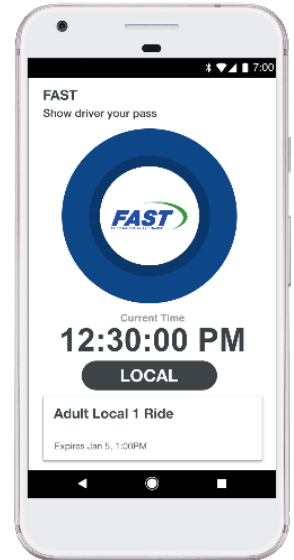


Purchase and Activate Pass

- 1) **Access** Internet.
- 2) **Download** the Token Transit App from the Apple Store or Google Play.
 - First time users set up account. One account per device.
- 3) **Purchase** pass.
 - Pass may only be used on routes of equal or lesser value.
- 4) **Activate** bus pass at time of boarding.
 - An active pass is under “Passes in Use.”
 - Once pass expires, it cannot be re-activated.
 - Stored passes are saved under “Stored Passes.”
- 5) **Show** driver activated pass on mobile device.
 - Pass type, expiration date/time will be verified.

**Transfer**

- 1) Request a paper transfer at time of boarding when using a Local Single Ride or 10-Ride Pass.
- 2) Paper transfer can only be used on a different local route and is valid for 60 minutes.

Sending Pass

- 1) A pass may be purchased from the **Token Transit website (tokentransit.com/send)** and sent to a cell phone.
- 2) Recipient accepts pass. First time App user will be directed to download App and set up account. One account per device.

Customer Support for App User

- 1) **Phone App:** Access the **Help** section under “**Settings.**”
- 2) **Text:** Send a text message to **(415) 918-6628.**
- 3) **Website:** Go to **support.tokentransit.com.**
- 4) **Email:** Send email to **help@tokentransit.com.** Include name and phone number attached to the account.

FAST Administration: 707-434-3800 / FAST Dispatch: 707-422-2877

Free language assistance | Asistencia gratis en su idioma | Libreng tulong para sa wika |

免費語言幫助 | 무료 언어 지원 | Hỗ trợ giúp thông dịch miễn phí | शल ्क भाषा समर ्थन |

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