



## Arc Seniors' Pilot Information Sheet for Participants

Thank you for participating in the Arc seniors' pilot. Your feedback will be valuable in helping us make Arc available to seniors this fall. The pilot will run from **September 1** to **October 31**.

As a token of our appreciation, your name has been entered into a draw to win one of five Arc cards pre-loaded with a 2024 Annual Seniors' Pass. We will be announcing the winners at the end of the pilot in November.

A complimentary Arc card (\$6 value) is attached to this instruction sheet for you to use for the pilot. If you are asked to show proof of payment during the pilot, please show your Arc card. When the pilot ends, you can continue to use this card to pay for transit.

**IMPORTANT:** The 'live' myArc.ca site does not yet offer seniors fares. Pilot participants must use the Arc pilot portal to use the myArc.ca website. After the pilot ends and Arc becomes available more broadly to seniors, you will be able to use the live site to access your Arc account.

To sign in to the Arc pilot portal, go to [pilot.myarc.ca](https://pilot.myarc.ca) and enter:

- Username: myArc
  - Password: RideTransit2023
- Note: Password is case-sensitive.

### What you will do as a pilot participant

- Create an Arc account.
- Register your Arc card.
- Load money to your Arc account (or "purse") and set up auto-reload (if desired).
- Ride the bus and LRT by tapping your Arc card on the card readers when entering and exiting the bus or LRT station.
- Check your travel history to ensure you are charged correctly for the transit you used.
- Use myArc.ca website (via Arc pilot portal), Arc call centre (1-888-302-0001) and Arc fare vending machines to check your card balance, add money to your Arc purse and view your travel history.
- Provide feedback on your experience using Arc.



### Get ready for the pilot

Between **August 18-31**:

1. Create your Arc account on myArc.ca (via Arc pilot portal) or call the Arc call centre at 1-888-302-0001.

- On myArc.ca (via Arc pilot portal), go to “Arc® Card” on the menu and click “Register Account.”
  - Enter the number on the back and the three-digit security code on the front of your Arc card.
  - Fill in the required information and click the ‘Create Account’ button. You will receive an account activation email.
  - Check your email to locate the activation email. Click on the link in the email.
  - On the “Create Account” page, choose, confirm and set your password. Your Arc account is now activated.
2. Apply for your senior fare.
- Log in to your Arc account (via Arc pilot portal).
  - Select “My Account” from the top menu.
  - Scroll down to the bottom of the page to the “Apply for Concession” button. Click the button.
  - Select your Arc card. Click continue.
  - Select your fare profile (Senior) and enter the passcode 65065.
  - Review the concession name and the Arc card number, and click submit.
  - You will receive an email from Arc Transit Call Ctr. confirming that your application for the Senior fare profile is complete.
3. Load funds to your Arc purse.
- Log in to your Arc account (via Arc pilot portal), if needed.
  - On the “MyArc” page, scroll down to your Arc card. Click “reload” next to the balance to load funds.
  - Enter the amount you would like to load. You can add as little as \$4 or as much as you like. Click submit.
  - Add your payment method and billing address. Click submit. You are now ready to travel with Arc!

**Note:** Arc accepts Visa, Visa Debit, Mastercard, Mastercard Debit or American Express for payment online. You can also use debit, cash or any form of contactless payment at an Arc vending machine or at an in-person service centre.

### **Provide your feedback**

- Leger Marketing Inc., a third-party consultant, will collect your feedback from **September 1 to October 31** through an online community platform at [arcpilot.leger360.com](https://arcpilot.leger360.com).
- An online community platform is a website you log into to complete a variety of activities, such as answering questions, submitting comments and posting pictures, to provide your feedback about your experience with Arc.
- Details about the types of activities and how to complete them will be posted in the online community platform.
- You will receive an email from Leger with details on how to sign up for the Arc pilot online community.
- If you do not receive an email by August 21, contact Leger at [arcpilot@leger360.com](mailto:arcpilot@leger360.com). Please check your email junk/spam folders before reaching out to them.

### Lost or Stolen Arc Cards

- If your Arc card is lost or stolen, report it on myArc.ca (via Arc pilot portal) or by calling 1-888-302-0001.
- We will block the lost Arc card and transfer your balance or account funds to a new replacement card that will be mailed to you via Canada Post.
- If you would like your Arc card replaced within 24 hours, please visit the Edmonton Service Centre located in Edmonton Tower (2nd floor, 10111 104 Ave NW) or the Bethel Transit Terminal located in Sherwood Park (650 Bethel Drive).
- You will be required to pay the \$6 fee for a new Arc card.



Thank you for participating in the Arc senior pilot. If you have questions about the pilot or the Arc system, please send us a message through the **“Contact Us” tab on myArc.ca (via Arc pilot portal)** or call the Arc call centre at **1-888-302-0001**.