

Clipper Website: FAQs Copy Doc

Ways to Pay	
Clipper	
<p>How do I set up and use Clipper on my phone?</p>	<ul style="list-style-type: none"> To add a card to your iPhone or Apple Watch, open the Apple Wallet app and click the plus “+” icon. Select Clipper card and follow the instructions to add a card and add value. See the Apple Pay How-To page for more details. To add a card to your Android phone, open Google Pay and click the + sign. Select "Transit card" and "Add Clipper card". Select "Add money" and follow the steps to continue purchasing a card and adding value to it. See the Google Pay How-To page for more details. To use Clipper on your phone, tap your phone by holding it over a Clipper screen reader or target every time you board a bus, train or ferry including when you transfer. <p>There is no need to open an app. Once you hear a single beep—that means you have paid your fare and are good to go! If you hear two beeps, your value is low. If you hear three beeps, you do not have sufficient value and need to add more value to your Clipper card.</p> <p>You will not necessarily be charged every time you tap, but it validates your fare and serves as your proof of payment, so be sure to tap on every time you board (you may need to tap off for some agencies). Keep your phone handy in case an inspector asks to see your fare. Learn more about using Clipper on your phone. Please note: Once you convert your plastic card to Clipper on your phone, you will no longer be able to use your plastic card for transit.</p>
<p>I’ve located the Clipper card reader. What are some different ways I can pay for transit?</p>	<ul style="list-style-type: none"> You can tap and pay with a plastic Clipper card. You can tap with your phone and pay using your mobile wallet. There are two ways to pay using your Apple or Google wallet—a mobile Clipper card or a contactless bank card you already have in wallet. <ul style="list-style-type: none"> You can add a mobile Clipper card directly from your phone’s wallet, or you can add one using the Clipper mobile app. If you have a plastic Clipper card you’d like to add to your phone, you can also do this through the mobile app. You can tap and pay with a bank card as long as it has the contactless symbol.
<p>How do I use my plastic Clipper card</p>	<p>To use your plastic card, locate the Clipper reader and tap it by holding it flat against the Clipper screen reader or target. The Clipper reader will be</p>

	<p>inside the door of a bus or streetcar; at the Muni or BART fare gates; on the Caltrain, SMART or VTA platform; or at the ferry terminal.</p> <p>On the cable car, the conductor carries a handheld card reader. If you are traveling on a transit service that charges based on distance or zones (BART, Caltrain, Golden Gate Transit, San Francisco Bay Ferry, SMART and Sonoma County Transit) you will need to tap your card again at the end of your trip.</p>
<p>Why do I need to tap off?</p>	<p>Some transit agencies charge fares based on distance or zones. When you board or tap on, you are charged the maximum fare, and when you tap off, the difference between the maximum fare and the fare you should pay is credited to your card.</p> <p>The other reason to tap off is to take advantage of eligible free or discounted rides when you transfer from one transit agency to another.</p>
<p>When I tap my card, what do the beeps and lights mean?</p>	<ul style="list-style-type: none"> • A single beep and a green light mean you paid for your ride. • Two beeps and a yellow light mean you paid, but your remaining balance is less than \$2. • Three beeps and a red light mean your card wasn't accepted. Tap again or use another payment method.
<p>What happens if I tap on but change my mind?</p>	<p>For Caltrain and SMART, you can cancel your ride and get a full refund if you tap again at the same station within 15 minutes. After your second tap, the card reader will display a message that your initial tap was refunded. If you want to ride, you will need to tag again. If you tap again outside of the cancellation window, you will be charged the maximum one-way fare.</p> <p>For BART, you can see a gate agent before exiting through the fare gates if you need to leave a station without riding the train. Otherwise, you will get charged a BART Excursion fare.</p>
<p>What if my card doesn't work?</p>	<p>Try tapping your card again. Hold it flat against the Clipper logo on the Clipper reader until you hear it beep or the BART fare gate displays \“OK”\.</p> <p>If you store your card in a wallet or near chip-based cards that use radio frequency information, remove it and tap it separately to the card reader. If you do not hear any beeps or see any lights, your card may be defective or damaged. You can mail your card to our Customer Service Center along with a completed Clipper Defective Card Form for the card to be tested, or visit an in-person service location.</p> <p>If your card is found to be defective through no fault of your own and you have had it for less than a year, we will replace the defective card and restore your balance free of charge. If it is damaged, however, you will</p>

	<p>need to pay the \$5 fee for a replacement card and restoration of your balance.</p> <p>If you are participating in a special pass program through your employer, school or residence, please contact your program administrator for information about getting a replacement card.</p> <p>If you used your old card with a transit benefit program or Bay Wheels, you will need to give that provider your new card serial number. To find out more information about replacing a Clipper Access card, please visit 511.org.</p> <p>If your Clipper card on your phone does not work, please contact Clipper Customer Service at 877.878.8883.</p>
<p>I was charged the wrong fare. Can I get reimbursed?</p>	<p>Call Clipper Customer Service at 877.878.8883, TDD/TTY 711 or 800.735.2929, to request reimbursement of any cash fares you feel have been mistakenly charged to your card.</p>
<p>Can two people use the same card at the same time?</p>	<p>No, every rider needs their own Clipper card, contactless bank card, or mobile Clipper card to pay for transit.</p>
<p>I'm visiting the Bay Area. Can I get a card at an airport?</p>	<p>You have several options:</p> <p>Clipper on Your Phone</p> <ul style="list-style-type: none"> • Add Clipper to your phone before you take-off! • You can add a Clipper card to your iPhone or Android phone: To add a card to your iPhone (or Apple Watch), open the Apple Wallet app and click the "+" plus icon. Select Clipper card and follow the instructions to add a card and load value. See the Apple Pay How-To page for more details. • To add a card to your Android phone, open Google Pay and click the + sign. Select "Transit card" and "Add Clipper card." Select "Add money" and follow the steps to continue purchasing a card and adding value to it. See the Google Pay How-To page for more details. <p>Purchase a Plastic Clipper Card at SFO or OAK</p> <ul style="list-style-type: none"> • You can get an adult Clipper card and load cash value (accepted by all Bay Area transit agencies) at the BART San Francisco International Airport (SFO) station in the International Terminal. You can also stop at a transportation information booth to buy a card and load value. You can find the booths with Clipper cards on the arrivals level at Terminals 1, 2 and 3 or on the departures level at the International Terminal. For more information, visit Sales and Service Locations.

	<ul style="list-style-type: none"> • At the Oakland International Airport (OAK), just a short walk from either terminal is the BART Oakland Airport station, where you board the BART Shuttle Train to go to the BART Coliseum Station. Once at BART Coliseum Station, you can buy a card, load cash value and tap your card to exit BART to OAK and transfer to another train to reach other stations in the BART system. <p>Use A Contactless Bank Card</p> <ul style="list-style-type: none"> • You can use a contactless bank card to pay for transit just as you would with a Clipper card. Accepted payments include Visa, Mastercard, American Express and Discover. Visit our Enhanced Features page for more information.
<p>I'd like to plan my visit to the Bay Area in advance. Can I get a Clipper card before I arrive?</p>	<p>You have several options:</p> <p>Clipper on Your Phone</p> <ul style="list-style-type: none"> • You can add a Clipper card to your iPhone or Android phone: To add a card to your iPhone (or Apple Watch), open the Apple Wallet app and click the plus “+” icon. Select Clipper card and follow the instructions to add a card and add value. See the Apple Pay How-To page for more details. • To add a card to your Android phone, open Google Pay and click the + sign. Select "Transit card" and "Add Clipper card." Select "Add money" and follow the steps to continue purchasing a card and adding value to it. See the Google Pay How-To page for more details. <p>Purchase a Plastic Clipper Card</p> <ul style="list-style-type: none"> • You can order a card and value online but note we can only mail cards to domestic addresses. To order a Clipper card, visit Get Card. You can also order value at the same time. Your card should arrive within 5 to 10 days. <p>Use A Contactless Bank Card</p> <ul style="list-style-type: none"> • You can use a contactless bank card to pay for transit just as you would with a Clipper card. Accepted payments include Visa, Mastercard, American Express and Discover. Visit our Enhanced Features page for more information.
<p>What if I'm having trouble using my Clipper card at a bike share station?</p>	<p>If you know that your Clipper card is not damaged or defective, call Bay Wheels at 855.480.2453 to see if there's an issue with your account or an issue with the equipment at the bike share station.</p>

	<p>Please note that you cannot use your phone to unlock bikeshares. You will still need to use your plastic Clipper card for this.</p>
<p>What is the best way to tap on a Clipper card reader?</p>	<p>Tapping on with a plastic Clipper card or mobile Clipper card:</p> <ul style="list-style-type: none"> • Center the card or device over the "Tap Here" graphic on the screen • On a successful tap, lights and a "Travel OK" or "Pass Accepted" screen will appear on the machine • The tap will not register if you place your device or card too low or high on the screen <p>Plastic contactless bank card</p> <ul style="list-style-type: none"> • Remove the physical credit or debit card—Visa, Mastercard, American Express, or Discover—from your wallet • Center your card or device over the BART Clipper reader target that says "Hold to Pay" • On a successful tap, a "Travel OK" message will appear on the reader screen, and gates will open where applicable <p>Tapping on with a mobile device</p> <p>Center your mobile device over the "Tap Here" graphic on the screen</p> <ul style="list-style-type: none"> • On a successful tap, lights and a "Travel OK" screen will appear on the machine • The tap will not register if you place your device or card too low or high on the screen
<p>Contactless</p>	
<p>What does it mean that Bay Area transit agencies now accept contactless payments?</p>	<p>Just like you would use a plastic or mobile Clipper card, now you can tap on to transit using a contactless bank card to pay for your trip. This payment option is available across all transit agencies in the Bay Area.</p>
<p>Can I use any bank card to pay for transit?</p>	<p>You must make sure that your bank card is contactless to pay for transit. If you are not sure if your card can make contactless payments, look for the contactless symbol on your card. If your card is not contactless, you can add it to your mobile wallet and pay for transit by tapping on with your phone.</p> <p>The following are accepted contactless bank cards: Visa, Mastercard, American Express and Discover.</p>

How do I pay for transit using contactless bank cards?

There are a few things to know before you pay with a contactless bank card:

- Riders using a contactless bank card will be charged the adult fare.
- Plastic bank cards must be contactless enabled. Contactless-enabled cards have a contactless symbol on either the front or back of the card.
- Each rider must pay with their own card or mobile device.
- Riders must use the same card or device to tap in and tap out.

For step-by-step instructions, find your preferred payment method below:

Plastic contactless bank card

- Remove the physical credit or debit card—Visa, Mastercard, American Express, or Discover—from your wallet
- Center your card or device over the Clipper reader
- On a successful tap, a "Travel OK" message will appear on the reader screen, and gates will open where applicable

Apple Wallet

- Apple device users should set up Express Transit for the bank card they want to use or should select the card they want to use from their Apple Wallet before tapping.
- Open Apple Wallet and choose the contactless bank card you want to use to pay for your ride
- Tap the three dots in the upper right-hand corner and select "Card Details"
- Tap "Express Transit Settings" and follow the prompts
- To pay, center your device over Clipper reader—no need to unlock your phone
- On a successful tap, a "done" screen will appear on your device, and gates will open where applicable

Google Wallet

- Enable NFC on your phone
- Open Google Wallet and choose the contactless bank card you want to use to pay for BART
- Tap the three dots in the upper right-hand corner and select "Make default for contactless"
- To pay, unlock your device and center it over the Clipper reader
- On a successful tap, a "done" screen will appear on your device, and gates will open where applicable

<p>Can I pay for multiple people with one contactless bank card?</p>	<p>No, each rider must pay with their own card or device and must use the same card or device to tap in and tap out.</p>
<p>Can I get my youth/senior/Clipper Access/Clipper START discounts if I use a contactless bank card to tap on transit?</p>	<p>No, you will be charged the full adult fare when you pay with a contactless bank card.</p> <p>Discounted fares through Clipper Youth, Clipper Senior, Clipper Access and Clipper START programs are NOT available through contactless bank card payment. Riders must use their discount program-issued Clipper cards to receive these discounted fares.</p>
<p>Can I tap on with my mobile wallet and tap off with my Wear OS smart watch/Apple watch as long as it's the same contactless bank card?</p>	<p>No. Agencies with round-trip fares require you to tap in and tap out with the same card or device. Whatever payment method you used to tap in must be used to tap out.</p>
<p>Can I switch between my contactless card and my smart device to pay for one trip?</p>	<p>No. Agencies with round-trip fares require you to tap in and tap out with the same card or device. Whatever payment method you used to tap in must be used to tap out.</p>
<p>Why is there a pre-charge when I use my contactless bank card?</p>	<p>There will be a "hold" (or "pre-authorization") placed at beginning of the trip, and the total trip fare is settled at the end of the trip. If the "hold" amount is rejected by the card issuer, then that card will be disabled from further travel until the value of the trip can be collected. Usually, the settlement happens at the end of the day to account for any additional travel the customer might take throughout the day.</p> <p>If customers do not see a completed charge for their travel right after the end of the trip, they can expect to see it on their statement by the end of the day.</p>
<p>How do I see my contactless bank card payment transactions?</p>	<p>You can easily review your transaction history with your contactless bank card on our website at Bank Card Trip History page by entering your payment card number, expiration date and CVV. You can also check your bank statement.</p>
<p>What if I have more than one payment card in my mobile wallet?</p>	<ul style="list-style-type: none"> • On iPhone, when you add a mobile Clipper card to Apple Wallet, Express Transit is enabled on that card by default. When you tap on to transit, the reader will automatically pull up the Clipper card. If you would like to use a contactless bank card to tap to pay, you must disable Express Transit on your mobile Clipper card. • On Android, your mobile Clipper card in Google Wallet will be used to pay when you tap on to transit. If you do not have a mobile Clipper

	card, your default contactless bank card will be used to pay for your ride.
Account Management	
Can I manage my account from my phone?	Yes, you can manage your account using the Clipper app: add cash value and passes to your account, set up Auto-Reload, view your activity, and other features like managing other's accounts or transferring balances.
Why should I register my card?	Registering your Clipper card protects your card balance and allows you to set up an online account. If you ever lose your card, we'll replace it and restore your value for a \$3 fee. It's also required if you want to set up Auto-Reload. Registration is easy, and it's free. Clipper is committed to protecting your privacy. Learn more about our privacy policy.
What can I do with an online Clipper account?	You can do a lot of things with online account management: Check your balance, store your payment information, set up Auto-Reload, report a lost or stolen card and get a replacement and balance restoration (for a \$3 fee), and download transaction histories.
What should I do if my card is lost or stolen?	<p>If your card is registered, contact us so we can block your card from further use. To report it lost or stolen:</p> <ul style="list-style-type: none"> • Log in to your Clipper account, select Report Lost or Stolen from the More Options menu, or • Call 877.878.8883 (TDD/TTY 711 or 800.735.2929) <ul style="list-style-type: none"> ○ For a \$3 fee, we can replace your adult, Youth or Senior Clipper card and restore your balance. At your request, we can mail you a new card with your balance restored, typically within 2 business days. For faster replacement, you also can pick up your replacement card at an in-person service location. <p>If you are participating in a special pass program through your employer, school or residence, please contact your program administrator for information about getting a replacement card.</p> <ul style="list-style-type: none"> • To find out more information about replacing a Clipper Access card, please visit 511.org. <p>If you used your old card with a transit benefit program or Bay Wheels, you will need to give that provider your new card serial number.</p>
Why is my Clipper card blocked?	<p>If your card is blocked, it is likely we couldn't process your payment, or your card has been reported lost or stolen.</p> <p>If we could not process your payment for automatic reloading, your Auto-Reload payment will fail, and the card reader will say "BLOCKED BAD</p>

	DEBT." Learn more about resolving a block due to failed Auto-Reload payment.
How can I track my Clipper expenses?	<p>If your card is registered:</p> <ul style="list-style-type: none"> • Log in to your account and select your Clipper card • Scroll to "Recent Orders" and select "View Order History". This will take you to the Orders page where you can view and choose to download your order history as a PDF or CSV file. • You can also get to this Orders page by selecting the "Orders" link at the top of your account's Dashboard page. • You can also contact Customer Service at 877.878.8883 (TDD/TTY 711 or 800.735.2929), use Clipper's automated phone service to hear your recent transactions or have a list sent to the email address in your account.
Can I have more than one card in my Clipper account?	<p>You can have multiple adult cards associated with a single account. When you order a new card online, you can log in to your account and Clipper will automatically register your new card to your existing account. If you get a new card in person, you can log in to your account and click on Register a New Card to add the new card to your existing account.</p> <p>Each Youth, Senior and Clipper Access card is automatically registered by the Clipper Customer Service Center and therefore has its own account. You will have to use a separate login to access the account.</p> <p>You can manage someone else's account by becoming an Account Manager. Simply request Account Manager status from the account you want to manage, and the owner of that account can give you permission. Likewise, you can request for someone else to manage your account. Account Management is a great way to manage accounts of youth, seniors or people with disabilities.</p>
My spouse, relative, or close friend needs help managing their registered Clipper card. How can I manage the account on their behalf?	<p>You can manage someone else's account by becoming an Account Manager. Simply request Account Manager status from the account you want to manage, and the owner of that account can give you permission. Likewise, you can request for someone else to manage your account. Account Management is a great way to manage accounts of youth, seniors or people with disabilities.</p>
I no longer need to use Clipper. How can I cancel my card and get a refund?	<p>You may be eligible for a full or partial refund of the value on your card, unless you have added value on it using pre-tax employee transit benefits. In that case, the card is ineligible for refunds, even if there was already value on the card or if you added personal funds separate from transit benefits. Clipper charges a \$5 fee for refunds and only issues refunds for</p>

	cards with at least \$5 in value. For details about how to apply for a refund, download the Clipper Cancellation Form.
What is a Transit Account Number?	<p>As Clipper has switched to an account-based system, when you log into your Clipper account on the Clipper website or mobile app, you will see a "transit account number" assigned to each of your cards.</p> <p>This is the number you will need to refer to—not the serial number on the back of your card— in case you have any issues with your card.</p>
Adding Value & Auto-Reload	
How do I add value to a Clipper card on my phone?	<p>To add value to your Clipper card, open your mobile wallet on your phone. Your mobile wallet will display purchase options for your selected Clipper card. Select your Clipper card and then choose an amount to add to your Clipper card, then select 'Add.' You can also add value through the Clipper app.</p> <p>Follow these step-by-step instructions on how to add value to Clipper in the Apple Pay and Google Pay pages.</p>
How do I set up Auto-Reload?	You will need to use the Clipper app to set up Auto-Reload for a card on your phone. Open the Clipper app and select the card you want to set up for Auto-Reload. Select an amount of cash value or transit pass you want to add, and indicate you want to Auto-Reload this value. Choose your payment method and complete the order.
When does a 31-day pass become active?	Many transit agencies offer some type of 31-day pass for your convenience. Your 31-day pass becomes active the first time you use it to pay a fare.
What if I buy a new 31-day pass before my current pass expires? When does the new 31-day pass become active?	<p>It depends on how you buy your pass. If purchasing a pass online or via the Clipper app, current monthly passes are available to purchase typically through mid-month before switching to the next month.</p> <p>If you buy a new 31-day pass in person at a retailer, ticket office or self-service machine while the previous pass is still active on your card, Clipper will simply extend the expiration date of your current pass by 31 days, with no gap in between. Once you have an active 31-day pass on your card, you can add up to three more passes to your card. If you want a gap in between your old pass expiring and the new one becoming active, purchase your new pass in person only after the old one expires, and the new pass will be activated the first time you use it.</p> <p>If you are signed up for Auto-Reload or if you order your pass online or by phone, Clipper will automatically add the new pass to your Clipper card the next time you tap, after the original pass has expired. For example, if you</p>

	<p>have an AC Transit 31-day pass that expires on May 12, the new pass will not become active until the first time the card is tapped AFTER May 12. If you do not tap your card again until May 24, the new pass will be activated with a start date of May 24 and an expiration date 31 days from the start date. This happens automatically, with no disruption in your ability to use Clipper.</p>
<p>What is the maximum amount of cash value I can add on my Clipper card?</p>	<p>You can add up to \$400 on a Clipper card, and up to \$799 pre-tax transit benefit value.</p>
<p>What happens if my transit benefit order will exceed the \$300 cash balance limit?</p>	<p>If your next order will cause your Clipper card to exceed the \$400 maximum balance, Clipper cannot load the funds to your card. You have up to 6 months to spend down your balance, so you can load the funds. If you haven't reduced your balance by that time, the order will expire, and Clipper will return the value to your transit benefit provider.</p>
<p>What's the difference between cash value and BART high-value discount (HVD) tickets?</p>	<p>You can use cash value on all transit systems that accept Clipper. Add cash value at self-serve machines (including BART ticket machines), retailers, transit agency ticket offices and Clipper Customer Service Centers or online, by phone or through your transit benefit program.</p> <p>BART's HVD tickets, which are good only for BART trips, give you a 6.25% discount: You pay \$45 for \$48 in value or pay \$60 and receive \$64 in value. You can get BART HVD tickets only by setting up Auto-Reload or purchasing them through your transit benefit program.</p> <p>Learn more about discounts.</p>
<p>What is the difference between paper Clipper ticket and a Clipper card?</p>	<p>Paper Clipper tickets can only be used for one-way and round trips on Golden Gate Ferry and Muni and provide no transfer discounts.</p> <p>You can use Clipper cards on all Bay Area transit agencies. You can use them to add cash value and passes and take advantage of any available transfers.</p> <p>Golden Gate Ferry and Muni ticket machines only sell adult Clipper cards (in addition to paper tickets). You must apply for a Youth, Senior or Clipper Access Clipper card to receive applicable discounts on fares. Limited-use tickets are not available on phones.</p>
<p>Can I use the cash value added on my Clipper card to purchase a transit pass for my card?</p>	<p>No. Cash value and transit passes are not interchangeable. Once one type of value is added onto the card, it cannot be converted or exchanged for a different type of value.</p>

<p>How can I set up my card to automatically reload?</p>	<p>You can set up Auto-Reload when you initially order a card and add value online. When adding cash value and/or passes, you will be asked if you want to set up Auto-Reload.</p> <p>If you already have a card, you can choose to set up Auto-Reload when you add value online. However, you will need to register your card as part of the process, if you have not already done so.</p> <p>Value will be available as soon as you place your order.</p>
<p>How does Auto-Reload work with monthly passes?</p>	<p>If you set up Auto-Reload for a Caltrain, Muni, VTA or SamTrans monthly pass, we can only automatically reload your new pass from the date your old pass expires to the end of the sales window for that pass. After the end of the sales window, be prepared to pay your fares with cash value.</p>
<p>Can I set up Auto-Reload for cash value and a pass?</p>	<p>Yes, you can set up your Clipper card to automatically reload cash value, multiple passes or any combination of cash value and passes. And you can do it anytime. You could choose to set up Auto-Reload for a pass and go back later to set up cash value, too.</p>
<p>When will my card automatically reload?</p>	<p>If you set up Auto-Reload for cash value, when your balance falls below \$10, Clipper will automatically reload your card when you pay your next fare. If you set it up for a pass, Clipper will automatically reload a new pass on your card when the old one expires. You can only order a BART high-value discount ticket by setting it up for Auto-Reload and again, Clipper will reload the ticket you order after the balance falls below \$10.</p>
<p>When will I be charged for my Auto-Reload value?</p>	<p>You will be charged when you place your order, and your value will be available immediately.</p>
<p>I set up Auto-Reload, but it's not showing up in my online account. Why not?</p>	<p>If your order does not show up in your online account, please call 877.878.8883 or TDD/TTY 711 or 800-735-2929. You can also email custserv@clippercard.com. You can use our website to chat with a customer service representative.</p>
<p>What if my Auto-Reload payment fails or the card reader says, "BLOCKED BAD DEBT"?</p>	<p>This means we couldn't process your payment for Auto-Reload. If your credit/debit card or bank account is declined:</p> <ol style="list-style-type: none"> 1. We will automatically send a declined payment notice to the email address in your Clipper account. 2. We must collect payment before midnight on the day we send you the declined payment notice if you want to keep using your card without interruption. If we can't collect payment before midnight, we may block your pass/ticket or, in the case of cash value, your entire Clipper card.

	<p>3. To provide payment, log in to your Clipper account and edit the payment information in My Profile. Even if you plan to use a credit card that is already associated with your account, you need to re-enter your card's security code and select Save. We will send an email to confirm that you have updated information in your account. This is separate from confirmation of payment.</p> <p>4. After we collect payment, we will send you an email confirming this. Credit card charges are processed immediately. If you choose to provide bank account information, it may take up to 10 business days for Clipper to collect payment.</p> <p>You will not be able to make other changes to your Auto-Reload settings until we are able to successfully charge your payment source and remove the block.</p> <p>If you did not receive email notifications, we may not have the correct email address for you, or our email may have been blocked by a spam filter. Log in to your Clipper account with the email address we have on file and provide an updated email address. You will need to use this new email address the next time you log in to your online account. Update your spam filter by adding custserv@clippercard.com to your list of approved email addresses.</p> <p>You can avoid blocked cards by adding a Backup Payment method (credit/debit card) for Auto-Reload purchases. So if your primary funding source is declined, your order will be charged to your backup card. Log in to your account to add a Backup Payment method.</p>
<p>My card/value was blocked due to an expired credit card. Why wasn't I notified this would happen?</p>	<p>We notify customers 30 and 60 days before the expiration date of their payment card on file. Make sure you always have a current email address on file. Update your spam filter by adding custserv@clippercard.com to your list of approved email addresses.</p> <p>You can add a backup credit card for Auto-Reload purchases, so if your primary funding source is declined, your order will be charged to your backup card. Log in to your Clipper account to add backup payment.</p>
<p>How do I cancel Auto-Reload?</p>	<p>Log in to your Clipper account. Find your card and select Manage Auto-Reload from the More Options menu. Your Auto-Reload is now canceled.</p>

<p>Can I add value on my mobile phone at a transit agency ticket office?</p>	<p>Yes.</p>
<p>I would like to add value using cash. Where can I add value?</p>	<p>If you want to use cash add value to your plastic Clipper card, you can:</p> <ul style="list-style-type: none"> • Use a BART, Muni, Golden Gate Ferry or SMART ticket machines or select Caltrain ticket machines • Visit a Clipper in-person customer service center in the Embarcadero BART/Muni station • Visit a transit agency ticket office
<p>Clipper on Your Phone</p>	
<p>General</p>	
<p>What are the features of the Clipper app?</p>	<ul style="list-style-type: none"> • Check your balance • Register your Clipper card • Add cash value and passes • Set up Auto-Reload • Manage multiple registered cards • Transfer balances from one Clipper card to another <p>Get access to transit discounts and group tickets</p>
<p>How do I download the Clipper app?</p>	<p>You can download the Clipper app from the Apple App Store or the Google Play Store.</p>
<p>How do I access my Clipper account in the Clipper app?</p>	<p>If you have an existing Clipper account, you can log in to the app with the same credentials you use when logging in to the website.</p>
<p>How do I register a plastic Clipper card to my account using the Clipper app?</p>	<ul style="list-style-type: none"> • Open the Clipper app and sign in to your account • Tap the "Cards" icon in the menu bar • Select "Register Plastic Card" • Give your card a nickname and tap "Continue" • Type in the 10-digit Clipper card number—or 19-digit Clipper card number and 3-digit security code if applicable—when prompted • Tap "Add Clipper Card" and your card will display in the Clipper app
<p>What are the differences between my plastic Clipper card and Clipper cards I add using the Clipper app?</p>	<ul style="list-style-type: none"> • Cards added using the Clipper app will show up in your mobile wallet, which you can use to tap on to transit. You cannot use the Clipper app to tap on to transit. Value added to cards on your phone will be available to use immediately. • You can add value and transit passes to your physical Clipper card using the app, and then tap and pay with your plastic card.

<p>How can I tell which Clipper cards on my phone can be used for fare payment?</p>	<p>In the Cards section of the app, select a card to view the details. The message "Ready for use on this device," "Card is on your watch," "Card is on another device" or "Not on any device" will be displayed under the card. The card labeled "Ready for use on this device" can be used for fare payment via your mobile wallet.</p>
<p>How do I add cash value and transit passes to my Clipper card in the Clipper app?</p>	<p>Add Cash Value:</p> <ul style="list-style-type: none"> • Open Clipper app • Select the "Cards" tab at the bottom of the screen • Select the Clipper card you want to add value to • Tap the "Load Cash Value or Passes" button • Tap the "Add Cash Value" button • Choose pre-selected amount or enter custom amount • Tap "One-Time Load" or "Set Up As Autoload" button • Follow prompts to complete transaction <p>Add Transit Pass:</p> <ul style="list-style-type: none"> • Open Clipper app • Select the "Cards" tab at the bottom of the screen • Select the Clipper card you want to add a pass on • Tap the "Load Cash Value or Passes" button • Tap the "Add Transit Pass" button • Select "Transit Agency" and choose desired pass • Follow prompts to complete transaction
<p>Will I be able to plan my trips in the Clipper app?</p>	<p>Yes! Tap the "Trip Tools" icon in the Clipper app's menu at the bottom of the screen and search for your location and destination by name and address. From there, you can choose your desired route and transit mode, and your destination and travel directions will be displayed on the screen.</p>
<p>Do I need internet access or wireless connectivity to pay with a Clipper card on my phone?</p>	<p>You do not need internet access or wireless connectivity; however, you do need it to purchase passes and cash value.</p>
<p>What does "Continue as a Guest" in the Clipper app mean?</p>	<p>As a guest you can access the trip planning tool, save favorite stops and stations, view the retail locations map and more without signing into your account.</p>
<p>What does tap your phone or watch mean?</p>	<p>Tap means to center your smart watch or phone's antennae—typically located by your phone's camera—over a Clipper screen reader or target until you feel a vibration.</p>

<p>Why is my card listed as Inactive on the Clipper website?</p>	<p>A card that is listed as Inactive on the Clipper website means that the card is currently not on a device (phone or watch).</p>
<p>Apple Pay</p>	
<p>What types of Clipper cards can I manage in Apple Wallet?</p>	<p>You can add Adult, Youth, Senior, Clipper Access and Clipper START cards in Apple Wallet with a few exceptions. The following cannot be transferred to Apple Wallet:</p> <ul style="list-style-type: none"> • Blocked cards • Cards with a Gator Pass • Cards with a VTA SmartPass <p>Note:</p> <ul style="list-style-type: none"> • Clipper Access and Clipper START customers can transfer their discount cards to their phones for mobile payment and continue to receive all their discounts, but their plastic card can then no longer be used for fare payment. However, they will need to keep their plastic cards for proof of eligibility if asked by a fare inspector. • Bay Area Bikeshare users who use Clipper cards will also need to keep their plastic cards to unlock bikeshares. Clipper on your phone will not unlock a bikeshare.
<p>I already have a plastic Clipper card. How do I transfer my plastic card to Apple Wallet?</p>	<p>It is easy to transfer a plastic card to Apple Wallet! Please note that once you transfer your plastic card to iPhone, your plastic card will be deactivated for transit use.</p> <p>Transfer plastic card to iPhone</p> <ul style="list-style-type: none"> • Open the Wallet app on your iPhone and tap the plus “+” icon • Select “Clipper card” under "Transit Card" and tap "Continue" • Select "Transfer Existing Card" and follow prompts • Place your Clipper card on a flat surface and rest your iPhone on the bottom half to complete the transfer <p>Transfer plastic card to Apple Watch</p> <ul style="list-style-type: none"> • On your iPhone, open the Watch app • Select “Wallet & Apple Pay” • Select “Add Card”, tap Continue, and select “Clipper card” under "Transit Card" • Select “Transfer Existing Card” and follow prompts • Place your Clipper card on a flat surface and rest your iPhone on the bottom half to complete the transfer

	<p>Your cash value balance and monthly passes will be transferred to your iPhone or Apple Watch and you won't be able to use your plastic card to pay for transit. Once you agree to the "Cardholder Agreement" and your card is set up, you're ready to ride!</p>
<p>How do I add a new Clipper card to my iPhone or Apple Watch?</p>	<p>Setting up a new Clipper card in Apple Wallet is easy.</p> <p>Add a new Clipper card to Apple Wallet</p> <ul style="list-style-type: none"> • Open the Wallet app on your iPhone and press the plus "+" icon • Select "Clipper card" under "Transit Card" and tap "Continue" • Select the value amount to add and follow prompts to complete purchase <p>Add a new Clipper card on Apple Watch</p> <ul style="list-style-type: none"> • On your iPhone, open the Watch app • Select "Wallet and Apple Pay" • Select "Add Card", tap "Continue" and select "Clipper card" under "Transit Card" • Select the value amount to add and follow prompts to complete purchase
<p>Can I have my Clipper card to my iPhone and Apple Watch?</p>	<p>A Clipper card can only be on a single device at one time. You may have a Clipper card on your iPhone and Apple Watch as long as they are two separate cards.</p>
<p>Can I transfer my Clipper card from my iPhone to my Apple Watch?</p>	<p>Yes, you can transfer your Clipper card from your iPhone to your Apple Watch. Cards can be transferred between two paired devices. Alternatively, you can have a Clipper card on both your iPhone and Apple Watch, but they must be two separate cards.</p> <p>From iPhone to Apple Watch</p> <ul style="list-style-type: none"> • Open the Watch app on your iPhone • Select "Wallet & Apple Pay" • Under the "OTHER CARDS ON YOUR PHONE" section, choose the card you want to transfer to your Apple Watch and select "ADD" • Follow prompts to complete the transfer <p>From Apple Watch to iPhone</p> <ul style="list-style-type: none"> • Open the Watch app on your iPhone • Select "Wallet & Apple Pay" • Select the card you want to transfer to iPhone under "PAYMENT CARDS ON YOUR WATCH"

	<ul style="list-style-type: none"> • Select "Add card to [iPhone name]" and follow prompts to complete the transfer
<p>I have other credit/debit cards in Apple Wallet. Do I have to specify which card to use when I tap my iPhone?</p>	<p>Yes. If you have multiple cards in Apple Wallet, such as a credit card and a Clipper card, you must enable "Express Transit" on the mobile card you would like to designate as your default payment when tapping on and off transit.</p> <p>You can do this by selecting the payment card in Apple Wallet, tapping the three dots in the upper right-hand corner, selecting "Express Transit Settings" and following the prompts in your Settings app.</p>
<p>Do I need to download the Clipper app to manage my card with my iPhone?</p>	<p>You do not need to download the Clipper app to add a new Clipper card to your Apple Wallet. Additionally, in Apple Wallet you can check your balance, add cash value, see your last ten transactions and remove cards. However, you will need to download the Clipper app to add passes, manage multiple cards, set up Auto-Reload, etc.</p>
<p>How do I add cash value to my Clipper card in Apple Wallet?</p>	<p>Apple Wallet will display purchase options for your selected Clipper card.</p> <ul style="list-style-type: none"> • Open the Wallet app on your iPhone • Select the Clipper card you want to add value to • Tap the "Add Money" button and enter the amount you want to add • Tap "Add" and follow prompts to complete the purchase
<p>Can I add transit passes to my Clipper card in Apple Wallet?</p>	<ul style="list-style-type: none"> • Open Clipper app • Select the "Cards" tab at the bottom of the screen • Select the Clipper card you want to add a pass on • Tap the "Load Cash Value or Passes" button • Tap the "Add Transit Pass" button • Select "Transit Agency" and choose desired pass • Follow prompts to complete transaction
<p>When will the value I purchase be available?</p>	<p>Value added to your Clipper card will be available immediately.</p>
<p>What devices and minimum software requirements do I need to use my Clipper card in Apple Wallet?</p>	<p>iPhone 8 or newer running iOS 16.4 or higher, Apple Watch Series 4 or newer running WatchOS 9.4 or higher. If you attempt to purchase a new card in the Clipper app on an unsupported device, the purchase will initially go through but adding the card to Apple Wallet will fail.</p>
<p>What if my battery dies? Will I still be able to ride? Would a fare inspector give me a citation?</p>	<p>Just like with paper tickets and passes, it's your responsibility to have valid fare with you at all times. If your battery dies, please be prepared to pay another way.</p>

<p>How do I tap to pay with Clipper on my iPhone or Apple Watch? When and where do I need to tap my phone or watch?</p>	<p>Quickly pay for rides with Clipper on iPhone and Apple Watch with Express Transit.</p> <p>Enable Express Transit by selecting your Clipper card in your mobile wallet and tapping the three dots in the upper right corner. Once Express Transit is enabled on your mobile Clipper card, you will not need to wake or unlock your device or open an app to tap on.</p> <p>To pay, tap your iPhone or Apple Watch by centering it on a Clipper reader every time you board a bus, train, or ferry, including when you transfer. Once you hear a single beep, that means you have paid your fare and are good to go! If you hear two beeps, your value is low. If you hear three beeps, you do not have sufficient value and need to add more value to your Clipper card.</p> <p>Be sure to tap on every time you board (you may need to tap off for some agencies). Keep your phone handy in case an inspector asks to see your fare.</p>
<p>I'm being asked to validate or pay my fare with a handheld card reader. How do I do that?</p>	<p>To use Clipper with Apple Wallet on SFMTA cable cars and other transit services using handheld readers, all customers must authenticate with Face ID, Touch ID or passcode.</p>
<p>Do I need to enter my passcode or Touch ID/Face ID every time I tap my iPhone to pay?</p>	<p>With Express Transit enabled, you don't have to validate with Face ID, Touch ID, or your passcode when you pay for rides with Clipper card on your iPhone and Apple Watch.</p> <p>In order to use Clipper with Apple Pay on SFMTA cable cars and other transit services using handheld card readers, all customers must authenticate with Face ID, Touch ID or passcode.</p>
<p>What is Express Transit?</p>	<p>Express Transit is a feature available on Apple Pay that allows users to pay for public transit with a tap of their iPhone or Apple Watch—without having to wake or unlock your device, or open an app. You do not even need to validate with Face ID, Touch ID or your passcode. Learn more about Express Transit.</p>
<p>How do I disable Express Transit?</p>	<p>On iPhone</p> <ul style="list-style-type: none"> • Open the Wallet app on your iPhone • Select the Clipper card you want to disable for Express Transit • Select more options button “...” and choose "Express Transit Settings" • Choose none or deselect the Clipper card to disable Express Transit

	<p>On Apple Watch</p> <ul style="list-style-type: none"> • Open the Watch app on your iPhone and select Wallet & Apple Pay • Select "Express Transit Card" • Choose none or deselect the Clipper card to disable Express Transit
<p>Does my iPhone need internet access if I want to use my phone to pay my fares?</p>	<p>No. If your card is already added to your Apple Wallet, you can use the card while your iPhone is offline. However, your iPhone does need to be online to purchase a new card or adding balance to an existing card.</p>
<p>Can I use my iPhone to check my travel/trip history?</p>	<p>You can check your travel/trip history in the Clipper app or in your Apple Wallet on your iPhone under "Latest Transactions".</p>
<p>How do I move my Clipper card to my new iPhone?</p>	<p>Your Clipper card must be removed from your old iPhone before you give up possession of the iPhone. When you remove a transit card from any device, the remaining balance and passes will be saved and available to be transferred to another iPhone or Apple Watch that is connected to a network and signed into iCloud with the same Apple ID.</p> <p>On Old iPhone</p> <ul style="list-style-type: none"> • Open the Wallet app on your old iPhone and select the Clipper card you want to transfer. • Select the more options button "... " icon and tap "Remove This Card." • Repeat for each Clipper card in the Wallet app. <p>On New iPhone</p> <ul style="list-style-type: none"> • Open the Wallet app on your new iPhone and press the plus "+" icon. • Select "Clipper card" under Transit, tap Continue. • Select "Next" and follow prompts to add your Clipper card to Apple Wallet. • Please contact Clipper Customer Service at 877.878.8883 for assistance. <p>If you no longer have possession of your old iPhone (device powered off or no network connection)</p> <ul style="list-style-type: none"> • Log into iCloud.com, select "Account Settings". • Select your old iPhone and follow the prompts to "Remove all" from wallet. • Open the Wallet app on your new iPhone and press the plus "+" icon. • Select "Clipper card" under Transit, tap Continue. • Select "Add a Different Card" then follow prompts to purchase and add a new Clipper card to Apple Wallet.

	<ul style="list-style-type: none"> Please wait two hours before calling Clipper Customer Service at 877.878.8883 to transfer your previous card balance.
<p>How do I remove my Clipper card from Apple Wallet?</p>	<p>Removing a card from Apple Wallet does not remove the card from your Clipper account. You will still see the card in your account when you log into the Clipper app.</p> <p>On iPhone</p> <ul style="list-style-type: none"> Open the Wallet app on your iPhone and select the Clipper card you want to remove Select more options button “...” and choose “Remove This Card” <p>On Apple Watch</p> <ul style="list-style-type: none"> On your iPhone, open the Watch app Select “Wallet & Apple Pay” Select the Clipper card you want to remove and choose “Remove This Card”
<p>What should I do if my Clipper card in Apple Wallet isn't working at a faregate or Clipper reader?</p>	<p>Please confirm your Clipper card is in Apple Wallet and Express Transit is turned on. You also need to have sufficient cash value or passes ready to pay your fare. If you are still having issues, you will need to use an alternate method to pay your fare and then call Clipper Customer Service at 877.878.8883.</p>
<p>Why do I receive "See Agent (18)" message after tagging my device on a reader?</p>	<p>Why do I receive "See Agent (18)" message after tapping my device on a reader?</p> <p>If you receive the “See Agent (18)” message, it may mean that your device was not tapped close enough to the reader. If the gates open after receiving this message, please proceed through. If the gates do not open, please tap again and make sure you are holding your device centered over the Clipper screen reader or target until you feel a vibration.</p>
<p>What should I do if my iPhone is lost or stolen?</p>	<p>If your device is lost or stolen, you can follow these steps to temporarily suspend use of your device or remove all cards.</p> <p>Temporarily Lost</p> <ul style="list-style-type: none"> You can temporarily suspend your Clipper Card in Apple Wallet by using the Find My iPhone function. Log into iCloud.com, select “Find iPhone”, select "All Devices". Select the device, then select “Lost Mode”. When you select Lost Mode, your device cannot be used to ride transit or make any transactions with Apple Pay. If the device is found, you can resume using suspended cards after you unlock the device with your

	<p>passcode, sign into iCloud.com with your Apple ID and turn off Lost Mode.</p> <ul style="list-style-type: none"> • Please contact Clipper Customer Service at 877.878.8883 for assistance. <p>Permanently Lost (device powered on with network connection)</p> <ul style="list-style-type: none"> • Cards in Apple Wallet can be removed remotely by logging into iCloud. • Log into iCloud.com and select "Account Settings". • Select the device you want to remove cards from and follow the prompts to • "Remove all" from wallet. • Log into the same iCloud account from another device and open the Wallet app. • Press the plus "+" icon. • Select "Clipper card" under Transit, tap Continue. • Select "Next" and follow prompts to add your Clipper card to Apple Wallet. • Please contact Clipper Customer Service at 877.878.8883 for assistance. <p>Permanently Lost (device powered off or no network connection)</p> <ul style="list-style-type: none"> • Log into iCloud.com, select "Account Settings". • Select your old iPhone and follow the prompts to "Remove all" from wallet. • Open the Wallet app on your new iPhone and press the plus "+" icon. • Select "Clipper card" under Transit, tap Continue. • Select "Add a Different Card" then follow prompts to purchase and add a new Clipper card to Apple Wallet. • Please wait two hours then call Clipper Customer Service at 877.878.8883 to transfer your previous card balance.
<p>How do I use Clipper with Apple Pay on Muni cable cars?</p>	<p>To use Clipper with Apple Pay on SFMTA cable cars and other transit services using handheld readers, all customers must authenticate with Face ID, Touch ID, or passcode.</p> <p>iPhone with Face ID</p> <ul style="list-style-type: none"> • Double-click the side button. • When your default card appears, tap it, then tap to choose your Clipper card. • Glance at your iPhone to authenticate with Face ID or enter your passcode.

	<ul style="list-style-type: none"> • Hold the top of your iPhone near the upper left back side of the reader to pay your fare. <p>iPhone with Touch ID</p> <ul style="list-style-type: none"> • Double-click the Home button with your iPhone on the Lock screen. • Tap your Clipper card then tap it again to select it. • Rest your finger on Touch ID to authenticate. • Hold the top of your iPhone near the upper left back side of the reader to pay your fare. <p>Apple Watch</p> <ul style="list-style-type: none"> • Double-click the side button. • When your default card appears, swipe up to choose your Clipper card. • Hold the display of your Apple Watch near the upper left back side of the reader to pay your fare.
<p>I have an institutional pass (e.g., Free Muni, EasyPass, etc.) on my Clipper card, but when I transferred it to my iPhone or Apple Watch, it doesn't show up.</p>	<p>This is a known issue, and we are working to fix it. Once you have transferred your pass to your iPhone or Apple Watch, it is ready to use even if it does not show up. Please note that cards with a Gator pass or VTA SmartPass cannot be transferred to your iPhone or Apple Watch at this time.</p>
Google Pay	
<p>I already have a plastic Clipper card. How do I transfer my plastic card to Google Wallet?</p>	<p>Yes, it is easy to transfer a plastic card to Google Wallet! Please note that once you transfer your plastic card to your Android, your plastic card will be deactivated for transit use.</p> <p>On your Android phone, you can transfer your existing plastic card to Google Wallet using the Clipper app.</p> <ol style="list-style-type: none"> 1. Download the Clipper app 2. Log in to your account or create a new account 3. Select the card you want to transfer, then click "Convert Clipper to your phone" 4. Follow the instructions to transfer your plastic card to Google Wallet <p>For more step-by-step instructions on how to transfer your plastic Clipper card to Google Wallet, go to the Clipper On Your Android page or watch this how-to video</p>
<p>How do I purchase a new Clipper card in Google Wallet?</p>	<p>Purchasing a Clipper card in Google Wallet is easy!</p> <ol style="list-style-type: none"> 1. Open the Google Wallet app and on the home screen, scroll down until you see the "Discover" section

	<ol style="list-style-type: none"> 2. Click the "Add a transit card" link to get started with setting up a mobile Clipper card 3. When you see a list of agencies, click on "San Francisco, CA - Clipper" 4. Follow the on-screen instructions to purchase a Clipper card <p>For more step-by-step instructions on how to purchase a card in Google Wallet, go to the Clipper On Your Android page.</p>
<p>How do I add a new Clipper card to my Android phone or Wear OS smartwatch?</p>	<p>Setting up a new Clipper card in Google Wallet is easy.</p> <p>Add a new Clipper card to your Android phone.</p> <ul style="list-style-type: none"> • Open the Google Wallet app or download it on Google Play • On your Android phone, tap "Add to Wallet" and select "San Francisco Bay Area, CA" • Follow the instructions on your phone to add your Clipper card, and you're all set! <p>Add a new Clipper card to Wear OS smartwatch.</p> <ul style="list-style-type: none"> • Launch the Google Wallet app on your Wear OS smartwatch (If you have a Pixel Watch, simply double click the crown to open Google Wallet) • Tap the "+ Card" to start • Follow the directions and continue setup on your phone • Tap "Add to watch" on your phone • Select the "Transit pass" option • Select Clipper and accept the terms & conditions • Select payment method and the value you would like to add, then tap "Continue" • Confirm amount and finish payment
<p>Can I have my Clipper card on both Android phone and Wear OS smartwatch?</p>	<p>A Clipper card can only be on a single device at one time. You may have Clipper cards on your Android phone and Wear OS smartwatch as long as they are two separate cards.</p>
<p>Can I transfer my Clipper card from my Android phone to my Wear OS smartwatch?</p>	<p>Yes, you can transfer your Clipper card from your Android phone to your Wear OS smartwatch. Alternatively, you can have Clipper cards on both your Android phone and Wear OS smartwatch, but they must be separate cards.</p> <p>From Android phone to Wear OS smartwatch (like Pixel Watch):</p> <ul style="list-style-type: none"> • Launch the Google Wallet app on your Wear OS smartwatch • Tap the "+ Card" to start • Follow the directions and continue setup on your phone

	<ul style="list-style-type: none"> • Tap “Add to watch” on your phone • Select the “Transit pass” option • Select the Clipper card that you would like to activate on the watch and wait a few seconds for the transfer to complete
<p>How do I pay with my Android phone or Wear OS smartwatch? When and where do I need to tag my phone or watch?</p>	<p>How do I pay with my Android phone or Wear OS smartwatch? When and where do I need to tap my phone or watch?</p> <p>To pay fares with your Android phone, turn your phone screen on and center the device over the Clipper reader screen or target. You might need to move your phone around a bit for the tap to read. You will see a blue checkmark on your device on a successful tap.</p> <p>To pay fares using your Wear OS smartwatch, launch the Google Wallet app on your device (if you have a Pixel Watch, simply double click the crown to open Google Wallet) and center the device over the Clipper reader screen or target. You will see a blue checkmark on your device on a successful tap.</p> <p>Do this every time you board a bus, train or ferry, including when you transfer. Be sure to tap on every time you board (you may need to tap off for some agencies). Keep your phone handy in case an inspector asks to see your fare.</p>
<p>Does Clipper work with Samsung Pay?</p>	<p>If you have a Samsung phone, you will need to set Google Wallet as the default wallet in your phone settings to use your mobile Clipper card.</p>
<p>I have other credit/debit cards in Google Wallet. Do I have to specify which card to use when I tap my Android phone?</p>	<p>No, if you have multiple cards in Google Wallet, such as a credit card and a Clipper card, the Clipper reader will automatically charge your Clipper card when you tap on/off.</p>
<p>Do I need to download the Clipper app to pay fares with Google Wallet?</p>	<p>You do not need to download the Clipper app to add a new Clipper card to Google Wallet. For your new Clipper card, you can add cash value, set up Auto-Reload, and see your recent transactions in Google Wallet.</p> <p>However, to convert your existing plastic card into a mobile Clipper card and save it in Google Pay, you will need to download the Clipper app. Additionally, the app is required for adding passes, managing multiple cards, and setting up Auto-Reload.</p>
<p>What types of Clipper cards can I manage in Google Wallet?</p>	<p>You can add and manage Adult, Youth, Senior, Clipper Access and Clipper START cards Google Wallet with a few exceptions. The following cannot be transferred to Google Wallet:</p> <ul style="list-style-type: none"> • Blocked cards • Cards with a Gator Pass

	<ul style="list-style-type: none"> • Cards with a VTA SmartPass <p>Note: Clipper Access and Clipper START customers can transfer their discount cards to their phones for mobile payment and continue to receive all their discounts, but their plastic card can then no longer be used for fare payment. However, they will need to keep their plastic cards for proof of eligibility if asked by a fare inspector.</p> <p>Bay Area Bikeshare users who use Clipper cards will need to keep their plastic cards to unlock bikeshares. Clipper on your phone will not unlock a bikeshare.</p>
<p>How do I add cash value to my Clipper card in Google Wallet?</p>	<ol style="list-style-type: none"> 1. Open Google Wallet and select your Clipper card 2. Select the "Add Money" option in the card 3. Select the payment method and amount to be added 4. Confirm the payment info and tap purchase 5. Once you add the money, the balance will show on your card <p>Alternatively, if the low balance notification is turned on, you can select that and add money.</p> <p>For more step-by-step instructions on how to add value to a Clipper card in Google Wallet, go to the Clipper On Your Android page.</p>
<p>Can I add transit passes to my Clipper card in Google Wallet?</p>	<p>You cannot add transit passes in Google Wallet. You will need to use the Clipper app to purchase passes to use with your card in Google Wallet.</p>
<p>Do I need a specific Android version to get a Clipper card on my phone?</p>	<p>Your phone must be running Android 9 or higher, and it must have an NFC chip. To check your Android version, go to Settings > About Phone > Android Version. To check if your device has an NFC chip, go to settings and search for NFC.</p>
<p>What if my battery dies? Will I still be able to ride? Would a fare inspector give me a citation?</p>	<p>Just like with paper tickets and passes, it's your responsibility to have valid fare with you at all times. If your battery dies, please be prepared to pay another way.</p>
<p>Do I need to enter my passcode every time I tap my Android phone to pay with Google Wallet?</p>	<p>Nope! Just turn your phone screen on, tap and go!</p>
<p>Does my phone need internet access if I want to use Google Wallet to pay my fares?</p>	<p>No. If your card is already saved to your phone in Google Wallet, you can use the card while your phone is offline. However, the phone does need to be online for purchasing a new card or adding balance to an existing card.</p>

<p>Can I use Google Wallet to check my travel/trip history?</p>	<p>You can check your travel/trip history in Google Wallet on your Android phone or in the Clipper app. In Google Wallet, select your Clipper card and tap "Details" at the bottom. Tap "Activity" and scroll to find all available activity for that card.</p>
<p>Can I pay for more than one rider with Clipper in Google Wallet?</p>	<p>No, you can only have one active card in Google Wallet at a time.</p>
<p>Can I have the same Clipper card on more than one device?</p>	<p>You can only activate one card on one device at a time. Cards can only be transferred to another device. Once it is transferred, it will no longer be available on the original device.</p>
<p>How do I move my Clipper card from my old Android phone to my new phone?</p>	<p>Log into the Clipper app on your new Android phone, select your Clipper card, then click "Move to this device."</p> <p>Please contact Clipper Customer Service at 877.878.8883 if you need assistance.</p>
<p>What should I do if I lose my Android phone?</p>	<p>Open the Clipper app or log in to clippercard.com and select "Report Lost or Stolen." That will deactivate the card, but your balance will stay on your account. You can use the Clipper app to reactivate your card if your phone turns up, or transfer the card to a new phone.</p> <p>On Google Pay, a deleted card cannot be recovered. However, if you registered your card with Clipper, you can contact Clipper Customer Service at 877.878.8883 to get help transferring your balance to a new card.</p>
<p>Can I use my WageWorks card in Google Wallet to add value to Clipper on my phone?</p>	<p>You can use WageWorks cards in Google Wallet with the exception of Visa payment cards. All WageWorks cards, including Visa, can be used to make purchases directly in the Clipper app.</p>
<p>Are there phones that are not supported?</p>	<p>Yes, there have been inconsistent experiences with Motorola phones. At this time, Motorola phones are not supported. Please check back for updated communications.</p>
<p>I'm having trouble transferring my plastic card. What can I do?</p>	<p>Try the following:</p> <ul style="list-style-type: none"> • Find out if your phone has NFC - Search Settings - NFC. Turn On. • Move the device to locate your phone's NFC antenna. Antenna locations are different across mobile phones and can range from locations like the back of the battery to the top near the camera. Move the device across multiple areas to trigger the conversion. • Remove phone accessories - phone cases, metal magnets • Place your phone on a flat (non-metal) surface

	<ul style="list-style-type: none"> • Make sure you have data connection
Accessibility	
Is my Clipper Access card available on my phone?	<p>You can transfer your existing plastic Clipper Access card to your phone and pay fares with your mobile wallet. You will need to keep your plastic Clipper Access card with you for proof of eligibility in case you are stopped by a fare inspector or asked by a bus driver.</p>
Will my Clipper Access card still expire if it's on my phone?	<p>Yes, Clipper Access cards do expire on your phone.</p> <p>If you have a Clipper Access card on your iPhone:</p> <ul style="list-style-type: none"> • Transfer your new card to your iPhone • If you only have cash value on your old card, contact Clipper Customer Service at 877.878.8883 and request a balance transfer • If you have a pass on your old card, you will want to use it up and then call and ask for a balance transfer of any cash value on your phone— passes cannot be transferred <p>If you have a Clipper Access card on your Android phone:</p> <ul style="list-style-type: none"> • Convert your new Clipper Access card to your phone • If you only have cash value on your old card, contact Clipper Customer Service at 877.878.8883 and request a balance transfer • If you have a pass on your old card, you will want to use it up and then call and ask for a balance transfer of any cash value on your phone— passes cannot be transferred
How does the Clipper Access card work?	<p>If you are disabled and under 65, you can use the Clipper Access card as an ID card to show you are eligible for disability-based discounts, or you can load value to your card and use it to pay your fares.</p> <p>You can add cash value, which is accepted on all transit agencies, or passes, and you can even add a combination of cash value and passes. You can add value in person at a participating retailer, a self-serve machine or a staffed location, or online or by phone and you can use your value right away. If you want the security of knowing you have value on your card, set up Auto-Reload with a credit or debit card or a bank account. Clipper will reload your card whenever your cash value balance is below \$10 or your pass expires.</p> <p>To use your card, locate the Clipper reader and tap it by holding it flat against the Clipper logo. The card reader will be inside the door of a bus or streetcar; at the Muni or BART fare gates; on the Caltrain, SMART or VTA platform; or at the ferry terminal. On the cable car, the conductor carries a handheld card reader. Caltrain provides locator tones to help find the card</p>

	<p>reader at train stations. If you are traveling on a transit service that charges based on distance or zones (BART, Caltrain, Golden Gate Transit bus service, San Francisco Bay Ferry, SMART and Sonoma County Transit) you will need to tap your card again at the end of your trip.</p> <p>You may want to set up an online Clipper account, which makes it easier to manage your card. You can set up Auto-Reload from your credit card or bank account and also get a history of your card use. Setting up an online account is optional, but it is easy. Just call Clipper Customer Service at 877.878.8883 (TTY/TDD 711 or 800.735.2929).</p>
<p>How can I obtain information about the status of my Clipper Access card application?</p>	<p>For questions about the status of your Clipper Access card application, call any of the transit agency offices listed at 511.org/transit/clipper-access/locations.</p>
<p>I have been using an adult Clipper card but now have a Clipper Access card. Can I transfer my cash balance from my adult card to my Clipper Access card?</p>	<p>To request a balance transfer, please contact Clipper Customer Service at 877.878.8883 (TTY/TDD 711 or 800.735.2929). Note we can only transfer cash value. Monthly passes and discount tickets cannot be transferred.</p>
<p>Will the value on my Clipper Access card still be good if my card expires?</p>	<p>You should try to use the balance on your card before the last day of the month the card expires. However, you can request any remaining cash balance be transferred to your new card by calling Clipper Customer Service at 877.878.8883 (TTY/TDD 711 or 800.735.2929). Partially used passes and tickets cannot be transferred.</p>
<p>I have a disability but was told to apply for a Senior Clipper card. Why can I not apply for a Clipper Access card?</p>	<p>The Clipper Access Discount program no longer provides cards to riders 65 and over. Once a customer is 65, they are eligible for a Senior Clipper card, which does not expire and offers the same discounts as those offered with the Clipper Access card.</p>
<p>How do I access Clipper Customer Service by phone if I have difficulty hearing on a standard telephone?</p>	<p>To contact our Customer Service Center by phone, callers who are deaf or hard of hearing or who have a speech disorder can dial 711 or 800.735.2929 to reach the California Relay Service (CRS) and ask to be connected to the Clipper Customer Service Center at 877.878.8883. Learn more about placing a CRS call. Once connected, the CRS operator will act as a go-between, relaying the caller's requests for information to a Clipper customer service representative.</p>
<p>How do I track my card balance if I am visually impaired?</p>	<p>All transit agency and Clipper self-serve machines are audio-equipped. When you tap your card to a self-serve machine or insert your card into a Clipper Add Value machine, the machine will read your current cash value balance. You can also have staff at a transit agency ticket office, Clipper</p>

	<p>Customer Service Center or participating retailer read the balance on your card.</p> <p>You can also log in to your online Clipper account or call Clipper Customer Service at 877.878.8883 (TDD/TTY 711 or 800.735.2929), but the card balance information may not reflect your trips from the past 24 hours.</p> <p>When you tap your card to pay a fare, the reader will beep twice if the balance on your card is \$2 or less after the fare is deducted. If you set up Auto-Reload, Clipper will automatically add value to your card whenever your cash value balance is below \$10 or your transit pass expires.</p>
<p>How do I use the self-serve machines to add value if I am visually impaired?</p>	<p>Transit agency and Clipper self-serve machines are equipped with an audio button and a headphone jack that allow persons with visual impairments to listen to instructions for using the machine. The machines also include Braille labels.</p>
<p>How do I locate the Clipper reader at a Caltrain station if I am visually impaired?</p>	<p>To assist passengers with visual impairments, Caltrain has introduced tone locators to the Clipper card readers. The readers will emit a beeping sound every 15 seconds, which can alert passengers with visual impairments to where they can tag their Clipper card. The locator beeps will have a lower decibel level and tone than the beeps that indicate whether a person has tagged on or off at the Clipper card reader. Listen to a sample of the tone.</p>
<p>How do I request an alternate format of printed Clipper materials?</p>	<p>If you require an alternate format of one of our printed pieces, please contact the Metropolitan Transportation Commission Public Information Office at 415.778.6757 or email clipperaccess@bayareametro.gov.</p>
<p>What are the accessibility features of this website?</p>	<p>We have designed this site to be compatible with screen readers. Alternate text image tags accompany most images on our site, so images should be readable if your browser supports the alt-text function. If a page has an online form or document that is not accessible and/or you would like to request an alternate format, please contact the Metropolitan Transportation Commission Public Information Office at 415.778.6757 or email clipper@bayareametro.gov.</p>
<p>How do I report concerns about the accessibility of the Clipper website?</p>	<p>At this time, we are actively working to be compliant with current accessibility standards, including Section 508 of the Rehabilitation Act of 1973 and the World Wide Web Consortium's Web Content Accessibility Guidelines. Although we continue to test and modify our Web applications for accessibility, there will undoubtedly be times when new or existing pages are not fully compliant with evolving standards. If you have any trouble accessing content on this site, please contact us and we will work with you to correct the problem. Please contact us at clipper@bayareametro.gov.</p>

Youth/Senior Cards	
Is my Youth/Senior card available on my phone?	Yes, you will be able to transfer your plastic Youth/Senior card into Clipper on your phone's wallet. You will need to enter the last four digits of your Clipper card, your last name, and the last four digits of the account we have on file for you. If you have not created a web account, you will need to call Clipper Customer Service at 877.878.8883 to do so. Learn more on the Clipper On Your Phone page.
What is required to show I am eligible for a youth or senior card?	<p>What is required to show I am eligible for a Youth or Senior Clipper card?</p> <ul style="list-style-type: none"> • Birth certificate or passport • State-issued driver's license or identification card • Matricula consular/consular identification card • SF City ID Card • Student identification card with date of birth • Military or military dependent card with date of birth • Medical benefit card with date of birth
I have a youth card. What happens when I am no longer eligible for youth discounts?	<p>Starting on the day you are no longer eligible for a youth discount according to the policy of the transit agency being used, Clipper will charge you adult fares for that agency.</p> <ul style="list-style-type: none"> • If your card has cash value, Clipper will automatically begin charging you the adult fare. • If your card has a youth pass, the pass will be cancelled the day you are no longer eligible for youth discounts. This will happen even if it is the beginning or middle of a pass. • If you are about to be ineligible for youth discounts and your card is set up for automatic reloading (Auto-Reload), you should disable Auto-Reload before Clipper loads the new pass to prevent a product from being loaded that you will not be able to fully use. • If you would like to purchase adult passes online or with Auto-Reload, you will need to get a new adult card. • If your youth card is on your iPhone or Apple Watch, you may still use it to pay with cash value after you are no longer eligible for a youth discount. To transfer your unused cash balance to a new card, you need to purchase a new adult Clipper card on your device and then call Clipper Customer Service at 877.878.8883 to request a balance transfer.
I have been using an adult Clipper card but now have a Youth/Senior card. Can I transfer my cash balance from	To request a balance transfer, please contact Clipper Customer Service at 877.878.8883 (TTY/TDD 711 or 800.735.2929). Note: We can only transfer cash value; monthly passes and discount tickets cannot be transferred.

<p>my adult card to my Clipper Access card?</p>	
<p>Transit Agency Tips</p>	
<p>Will I still receive my 3-day grace period for Muni monthly passes if I am using a phone to pay?</p>	<p>Yes, you will receive the 3-day grace period, but the date shown in Google Wallet and Apple Wallet will be the last day of the month for which the pass is good</p>
<p>How does Clipper work on my transit agency?</p>	<p>Get the details in our tailored quick guides for riding, paying and transferring with Clipper. Find your service.</p>
<p>If I have a Muni pass, do I need to tap my card?</p>	<p>Yes, you must tap your Clipper card to the Clipper reader on a Muni vehicle or at a station fare gate every time you board. Your tap is your proof of payment.</p>
<p>I want to use Muni's free late-night transfers. How does tapping on work with the free transfers?</p>	<p>Muni offers unlimited free transfers between 8:30 p.m. and 5 a.m. If you use cash value on Muni, you only need to tap once after 8:30 p.m. to have valid proof of payment until 5 a.m. Do not tap your card again within this late-night free transfer period, or you will be charged another fare. If you enter a Muni Metro station, show your card to a station agent at a Metro booth or, if unattended, enter the automatic gate next to the booth.</p>
<p>I use the elevator to access the Muni Metro station platform. Where do I tap my card?</p>	<p>Shared BART/Muni stations (Embarcadero, Montgomery, Powell and Civic Center) have Clipper readers located on poles adjacent to the elevator doors on the station concourse levels. Tap your card on the Clipper reader on the pole as proof of payment before taking the elevator to the Muni platform.</p>
<p>I use a monthly pass on Caltrain. When am I supposed to tap my card?</p>	<p>Here are some guidelines:</p> <ul style="list-style-type: none"> • If you bought your pass at a Clipper retailer (such as Walgreens or Anchor Drugs Pharmacy), self-serve machine (such as VTA or Muni ticket machines) or staffed location, you don't need to tap your card at a station. The pass is already loaded and can be checked by a conductor. • If you ordered your pass online or through your transit benefit program, you can tap on and off at a single station within 15 minutes before your first ride of the month to load your pass and receive a full refund of the maximum cash value fare. • If you have set up automatic reloading of your pass, you must tap on and off at different stations within the zone combination you purchased during your first trip of the month, but no later than the 15th of the month. If you forget to tap off within 4 hours of tapping on,

	<p>your pass will not load to your card and you will be charged the maximum fare from your origin station.</p> <ul style="list-style-type: none"> You also should tap on and tap off if you want to be eligible for discounted transfers to other transit agencies.
Can I use Clipper to pay for parking at a Caltrain station?	No, but customers who load a monthly pass on their Clipper card can purchase a monthly parking permit from any Caltrain ticket machine two (2) days after purchasing their pass. For more information on obtaining and using a monthly parking permit, visit Caltrain.
Can I add value to my Clipper card at a ferry terminal?	You can add value to your Clipper card at the Clipper Customer Service Center at Bay Crossings in the San Francisco Ferry Building and at the Vallejo Ferry Terminal. In San Francisco, you also can add value at the nearby Golden Gate Ferry, BART and Muni ticket machines. You cannot add value to your Clipper card at the Alameda, Oakland, Pier 41 or South San Francisco ferry terminals. Find a sales location on the Sales and Service Map.
I was not able to tap out when riding BART and now my phone thinks I have a trip "in progress." How do I fix this?	This will clear up after 6 hours, and you will be able to use your card.
Can I have multiple cards on one device?	<p>On iPhone: Riders can access multiple cards on one device through Apple Wallet. To access the different cards, riders will have to swipe through the cards within Apple Wallet and tap on (and off, if necessary) for each person.</p> <p>On Android: Riders can access multiple cards on one device through Google Wallet, but each card needs to be associated with a separate Gmail account.</p>
Pre-Tax Transit Benefits	
Can I use my transit benefit debit card to add value to the Clipper card on my phone?	You can use your transit benefit debit card to add value to a card in Google Wallet. If you want to add value to a card in Apple Wallet, you must do it through the Clipper app, which does accept transit benefit debit cards.
How can I use my transit benefits with Clipper?	<p>If you have an online transit benefit account (such as WageWorks or Commuter Check), follow the instructions on your provider's website to load value on your Clipper card through that program.</p> <p>If you have a transit benefit debit card, you can use it to add value to your Clipper card online. Transit benefit debit cards are also accepted at transit agency ticket offices and at self-serve machines, not at retailers. You can</p>

	<p>also tap a reader with a transit benefit debit card as long as it has the contactless symbol.</p> <p>Most retailers and all transit agency ticket offices and Clipper Customer Service centers accept transit benefit vouchers.</p>
<p>Can I use my transit benefit debit card to set up Auto-Reload for my Clipper card?</p>	<p>Yes, but you should also set up a regular credit card as a backup payment card in your account. That way, if funds are not available on your transit benefit card when you need to reload, Clipper will charge the backup card, ensuring you always have value when you need it.</p>
<p>My transit benefit program told me they sent Clipper the money. Why isn't it on my Clipper card?</p>	<p>Transit benefit value should be available by the first day of the benefit month, but you have to tap your card to a card reader to pick up the value and update your card balance. If you do not receive your transit benefit value by the first day of the benefit month, please contact Clipper Customer Service at 877.878.8883 (TDD/TTY 711 or 800.735.2929).</p>
<p>I want to use pre-tax vouchers to pay for my BART high-value discount (HVD) ticket. Can I use vouchers when I sign up online to add an HVD ticket to my card?</p>	<p>You can only purchase BART HVD tickets with automatic reloading (Auto-Reload) or participating online transit benefit programs. You can use a transit benefit debit card to set up Auto-Reload (although we recommend a personal credit card as a back-up), but you cannot use pre-tax vouchers.</p>
<p>How do I get a refund for transit benefit value that is not added to my card as intended?</p>	<p>Contact Clipper Customer Service at 877.878.8883.</p>
<p>Privacy Policy</p>	
<p>How does Clipper protect my privacy?</p>	<p>The Clipper Privacy Policy is the primary document through which the Clipper program communicates our commitment to protect a customer's personally identifiable information (PII).</p> <p>Clipper's Privacy Policy explains the types of PII that are collected by the Clipper program and also how PII, as well as aggregate data and anonymous data derived from PII, may be used. The policy states that MTC shares PII only with the following groups:</p> <p>Participating transit agencies for the purpose of operating and managing Clipper; Persons or entities contracting with the Clipper program, solely for the purpose of operating and managing Clipper; and In order to comply with laws or legal processes served on MTC or Clipper Contractors.</p> <p>Customer PII may only be used by MTC to perform necessary account management activities. Customers who wish to use Clipper anonymously</p>

	<p>may do so by not registering their cards. Anonymous data and aggregate data may be used by MTC for any MTC purpose, and MTC may make anonymous data and aggregate data available to third parties.</p>
<p>How long is Personally Identifiable Information (PII) retained by Clipper?</p>	<p>The Clipper Privacy Policy specifies program data retention policies, but in general data is retained no longer than 4.5 years after a registered account is closed.</p>
<p>The Privacy Policy states that information may be released to a third party as required to comply with laws or legal processes served on MTC or the Customer Service Center Contractor. How frequently does this occur?</p>	<p>FY 19-20 REQUESTS: For the period from July 1, 2019 through June 30, 2020, Clipper received one (1) subpoena requesting information. No personally-identifiable information (PII) was provided in response. In addition, Clipper was served with six (6) search warrants requesting information. Records responsive to the warrants were released in five (5) instances. No records were available for the remaining request. This information will be updated and posted on an annual basis.</p> <p>This information will be updated and posted on an annual basis.</p>