



Alameda County Student Transit Pass Program

NEED TO REPLACE YOUR YOUTH CLIPPER CARD?

Here's what you need to know...



Replace BY PHONE

- **Call Clipper Customer Service at 1-877-878-8883**, weekdays from 6 a.m. to 8 p.m.; weekends from 8 a.m. to 5 p.m.
- Say, **“Hi, my name is [your name], and I need to replace a youth Clipper card.”**
- You will be asked to provide your **Clipper card number (if you have it), your name, and email address** (the email you provided on your original program application).
- To verify your identity, you will be asked a **security question** or for your **date of birth, address and phone number** as entered on your original application.
- **You will be asked to pay a \$5 fee** to receive a new card with your Student Transit Pass loaded onto it. Have a credit card ready to make this payment.
- **Confirm with the representative that your new card will be mailed to your home address in 1-2 weeks.** Confirm that the address on file is the best place to send your replacement card.
- **If you do not receive your card within 3 weeks**, please contact Clipper Customer Service again or see your Student Transit Pass Program Site Administrator.

If you have any problems during this process, please write down the date/time of your call, and the name of the person you spoke with, and give this information to your school's STPP Site Administrator.

CLIPPER CARD QUICK TIPS

After receiving your card, register for an online account to manage it!

See registration instructions on the back of this flyer 

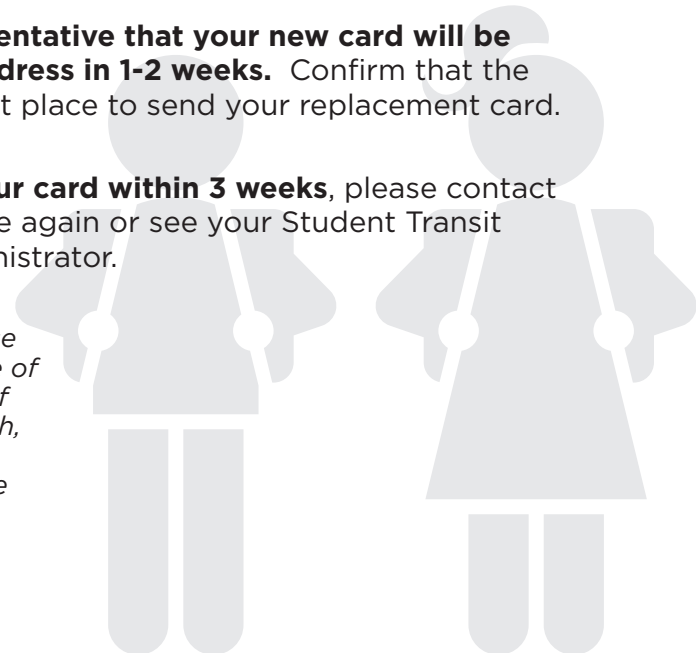
Write down or photograph your 10-digit Clipper card serial number on the back of your card.



DON'T FORGET

Your Clipper card has value.
Keep it in a safe place!

*The card you were issued is for your use only.
Do not loan it to anyone else.*





MANAGING YOUR YOUTH CLIPPER CARD ONLINE

Register your card

1 Go to www.clippercard.com

2 Click **Register a card** in the left menu

3 Enter your 10-digit Clipper card serial number from the back of your card. Then click **Register Card** button.

If you don't have your card number, ask your STPP Site Administrator.

4 Input all information requested in the **Registration Card** window

5 Check the **Consent** box

6 Create a password you will remember!

7 Select a security question and answer

8 Click **Next** and complete your registration.

9 **Congratulations!** You can now manage your card online, including requesting a replacement card if yours is lost or stolen.

Report your card lost or stolen

1 Log into your registered account at: www.clippercard.com

2 Click **Report lost, stolen, or damaged card**

3 To receive a replacement card, select **Replace my card and restore remaining value (\$5 balance restoration fee)**

4 Enter payment information in the payment window (*not shown*).

5 Update billing address for the credit card if it differs from the address where you want the replacement card mailed.

6 Click **Submit** when finished. The missing card will be deactivated immediately.

Write down your reference number for safekeeping

Have Questions or Need Help?
Ask your school's STPP Site Administrator for help.