



# MANAGING YOUR YOUTH CLIPPER CARD ONLINE

## Register your card

1 Go to [www.clippercard.com](http://www.clippercard.com)

**Register Card**

Card Serial Number

Please enter your 10-digit Clipper card serial number printed on the back of your card

Serial Number

123456789

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 school site administrator.

Register Card

My account

Order new card

Add value to card

Register a card

Log in to existing account

Create new account

Title

First Name

Last Name

Primary Phone

Alternate Phone (optional)

Email

Mailing Address

Address Line 1

Address Line 2

Address Line 3

City

State

California

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

Log in to existing account

Create new account

Title

First Name

Last Name

Primary Phone

Alternate Phone (optional)

Email

Mailing Address

Address Line 1

Address Line 2

Address Line 3

City

State

California

I consent to receiving communications by email or mail from the Clipper program about its products and services, opportunities to provide feedback, and other news about Clipper and the transit operators accepting Clipper. I understand that I may withdraw my consent at any time by logging in and unchecking this box.

5 Check the **Consent** box

**Login Information**

Username

Password

Confirm Password

Security Question

Answer

What is your mother's m...

Create a password you will remember!

Password must include three of the following:

- upper-case letter
- lower-case letter
- a number
- a symbol (!, @, #, \$, %, ^, \*, ?, \_ & or -).

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](http://www.clippercard.com)

**Report Lost, Stolen or Damaged Card**

Select Card to Report Lost, Stolen or Damaged

If your Clipper card is lost, stolen or damaged, you can request a replacement card and balance restoration (if your card has a balance of more than \$5). You will need to provide

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

Important: You are responsible for all transactions made with your card until the time you report it lost, stolen or damaged

Select Card

Card #1205120056 - Ben's Clipper Card

Card #1208428421

What Happened?

This card was lost or stolen

This card was damaged

Action

3 Replace my card and restore remaining value (\$5 balance restoration fee)

Do not replace card (no fee)

Warning: Once you submit this form, your Clipper card will be blocked and you will be unable to use it

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).

Use the mailing address from my account profile for shipping

Shipping Address 1

Shipping Address 2

Shipping Address 3

City

State

Zip Code

Warning: Once you submit this form, your Clipper card will be blocked and you will be unable to use it

Cancel

6 Submit

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 Student Transit Pass Administrator for help.



# 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 school's student transit pass 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 student transit pass 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.*

