Ventra FAQ's

Can I purchase a Ventra Card for my student directly through OLCHS?
Yes. Starting August 6, 2025, Ventra Cards will be available for purchase for $2.00 in the Skyward Webstore or in the OLCHS Business Office, Room 123.

How does my student receive their student Ventra Card?
Cards purchased in the Skyward Webstore will be available for pick up the following day in the OLCHS Business Office, Room 123.

What do I do with the card after it's received?
You'll need to follow the instructions in the letter issued from the CTA. It is strongly recommended that you register the Student Ventra Card to ensure balance protection in the event the card is lost, stolen or damaged. It also provides the ability to set up features such as automatic reload when the value gets low. Registration is quick and easy online at ventrachicago.com or by calling customer service at 1-877-669-8368.

How do I renew my student's card for the new school year?
Don't throw your card away at the end of he school year! Cards last up to five years and revert to regular fares when school is not in session, so you can keep using it once school ends. In order to receive reduced student fares, cards must be renewed every school year. Cards may be renewed in the OLCHS Business Office, Room 123. Students will not be excused from class to renew their Student Ventra Card.

What if the card is lost?
If the card is lost, stolen or damaged, a new card can be purchased for $2.00 either in the Skyward Webstore or in the Business Office, Room 123. The new card will have a zero balance. If the old card was registered, you can transfer the balance to the new card by calling Ventra at 1-877-669-8368. If the old card was not registered, there is no way to track it and all funds on that card will be lost.

Need Help?
Visit transitchicago.com/students for more information about the Ventra Student Card program or call 1-877-669-8368.