



Frequently asked questions regarding the HSR Bus Pass/PRESTO Cards for the 2018/2019 Academic Year

1. What is PRESTO?

PRESTO is an electronic fare system that allows transit users in the Greater Toronto and Hamilton Area to use a single fare card to move between and within HSR, GO Transit, Brampton Transit, Burlington Transit, Durham Region Transit, Mississauga Transit (MiWay), Oakville Transit, OC Transpo, York Region Transit and the TTC. Moving between these systems requires money (e-purse balance) to be loaded on the PRESTO card.

2018 Eligible McMaster undergraduate and graduate students will be able to access their HSR Bus Pass through Mosaic (mosaic.mcmaster.ca) in August by clicking on the HSR Bus Pass tile containing a PRESTO voucher code, that when redeemed, loads a 2018-2019 HSR Bus Pass onto their PRESTO card. Eligible students don't need to add money onto your card to travel on HSR.

2. How do Students new to McMaster get a Bus Pass/PRESTO card? New Eligible Students:

Starting August 18, the Campus Store (Gilmour Hall) begins distribution of free blank PRESTO cards – you must present your valid McMaster Student ID card

3. Where do eligible students pick-up their Bus Pass/PRESTO cards?

Starting on August 18th -all eligible Students can pick-up their new HSR Bus Pass/PRESTO cards at:

- Any register in our main Campus Store Location
Gilmour Hall B101
- Faculty of Health Science Students are eligible to pick up their card at the Health Sciences Campus Store, HSC 1G1
- **This PRESTO card belongs to you for your entire school career at McMaster. Technology on the card allows future year passes to be redeemed directly to you**

4. What if I already have a PRESTO card?

You can use an existing PRESTO card but you will need to redeem your online voucher to load your HSR Bus Pass onto that card to travel on HSR.

5. How do eligible students load their voucher?

Once you have a **PRESTO card**, access the voucher code on Mosaic by clicking on the **HSR Bus Pass** tile containing your voucher code. Follow the instructions to load your **HSR Bus Pass** onto your card. Your **PRESTO card** must be registered to redeem the voucher.

The voucher load may take up to 24 hours to be processed. You must then tap onto an HSR bus within 45 days for your voucher to function. Failure to tap your card within 45 days will discontinue the **HSR Bus Pass functionality and you will need to contact PRESTO to have your voucher reinstated.**

6. How do new incoming students receive their McMaster student ID card?

- a. Students are advised to upload their photo into Mosaic (by July 15th).
- b. Student cards are produced and mailed with the student's confirmation of enrolment letters.
- c. Some students (out-of-province and out-of-country) or those who do not upload a photo by mid-August will need to pick up their student cards in person at the Registrar's office (Gilmour Hall 108) when they arrive on campus.

7. How do the Bus Pass/PRESTO cards work?

If the Student is riding on HSR they just need to tap their card on the fare payment device located just inside the front door of the bus. The system recognizes that the Student is travelling on HSR with a valid Bus Pass and no fare is deducted.

When using the HSR Bus Pass/PRESTO card on other transit systems (not HSR), the correct fare for the trip is calculated and the fare is deducted from the money loaded on the card.

8. When can students begin to use their 2018/19 Bus Pass/PRESTO Cards?

Students cannot start using their 2018/19 Bus Pass/Presto cards until Sept 1, 2018. Use prior to this date will cause PRESTO "My Account" to be in a negative balance.

Between August 23 – 31, Students only need to show their Student ID card to the HSR bus driver to board the bus.

9. Returning students?

Your 2017-2018 Bus Pass is still valid until August 31, 2018 and you may continue to use it even after loading your 2018-2019 Bus Pass onto your card.

Between August 23 – 31, Students only need to show their Student ID card to the HSR bus driver to board the bus.

10. Why should Students open a PRESTO “My Account” and how do they do it?

Your PRESTO card must be registered to redeem the voucher. By having an account, the card can be replaced if lost or stolen (for a fee) and the Bus Pass and/or cash balance will be restored. Students can open an account by going to www.PRESTOcard.ca/en and logging in to create an account for their Bus Pass/PRESTO card.

11. What if the Student already has a PRESTO card?

To travel on HSR, You can use an existing PRESTO card but you will need to ensure the card is registered and redeem your online voucher to load your HSR Bus Pass onto that card to travel on HSR.

12. What happens if the Student loses their PRESTO card?

To report a lost or stolen or damaged card, immediately contact PRESTO:

- Log in: My PRESTO Account and cancel your card
- Call: 1.877.378.6123
- Visit: A Customer Service Outlet

Visit Compass Information Centre (main floor of MUSC), the HSR Customer Service Centre, or a Customer Service Outlet to purchase a replacement card (fees apply / minimum e-purse load required). Transfer your card balance/account details on your My PRESTO account at prestocard.ca. Click on Manage, then Report Lost Card. Select card to transfer from. Select “Transfer to a new card already purchased” and follow the prompts. Wait 24 hours and then tap your card on a PRESTO device to complete transfer process.

The Campus Store is only responsible for the initial distribution of HSR Student PRESTO Cards.

13. What if the Students Bus Pass/PRESTO card is defective?

A card may be defective if it is not recognized by the PRESTO device when tapped – even if it looks normal.

Visit Compass Information Centre in MUSC Marketplace to receive a replacement card (\$6 fee waived if determined to be defective and not cracked or worn). The defective card will be retained by Compass. Once you receive your replacement card, you can transfer your previous card and account details on prestocard.ca.

14. What students are ELIGIBLE for the HSR Student PRESTO Card?

- a. Undergraduate Students who are registered in 18 units total (across both terms) are charged the HSR fee to their student Account.
- b. Full time Graduate students
- c. Physician Assistants
- d. MELD Students
- e. Exchange students will not see a charge on their account as the student pays tuition through their home institution. Exchange students should appear in the HSR Student PRESTO Card file at the Campus Store, and are eligible for the card. If there is a problem contact the Student Accounts office via email at studacct@mcmaster.ca.
- f. Part-time students with disabilities can apply to become MSU students. This application must be approved and processed in order for the student to appear in the HSR Bus Pass file.

15. What students are NOT ELIGIBLE for the HSR bus pass?

- a. Undergrad students with 17 units or less (across both terms)
- b. Engineering Co-op Students
- c. Part-Time Graduate Studies (Including Visiting students)
- d. MBA (all)
- e. Divinity (all)
- f. Medicine students with the exception of Physician Assistant
- g. Midwifery students
- h. Continuing Education Students

16. Can part-time students (17 units and less) qualify?

Part-time students can qualify under certain circumstances. Additional details can be found online at <http://www.mcmaster.ca/maps/msumaps.html>. If a student does qualify to move from MAPS to MSU and the transfer is approved, the HSR fee will be applied to their account along with other MSU related fees. One business day following the HSR Fee appearing on the student's account they can come into the store to pick up their HSR Student PRESTO Card.

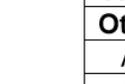
17. Where do students see the HSR charge on their account?

The path for students to review is Student Centre>Finances>Account Summary

The cost for each career is:

Undergrad MSU - \$197.79
Account Detail for 2018 Fall term

Grad GSA - \$257.38



Charges	Amount
Tuition - Science Visa	\$11,343.36
Other	
Admin Service Fee	\$15.00
Athletics & Rec Building Fee	\$58.68
Engineers Without Borders	\$0.41
HSR MSU Sept-August	\$197.79
Incite Publication	\$1.04
MSU CFMU-FM	\$13.41
MSU Dental Plan	\$124.00
MSU Health Plan	\$106.00
MSU Refugee Fee	\$1.60
MSU University Centre	\$7.80
McMaster Marching Band	\$0.97
McMaster Solar Car	\$1.11
OPIRG	\$5.50
Science Career Coop Education	\$25.30
Science Society	\$26.35
Student Association Fee	\$130.26
Student Services	\$422.96
UHIP	\$624.00
Total Other Charges	\$1,762.18
Total Charges (Tuition and other)	\$13,105.54

18. What if a student is not in the HSR file?

- a. If a student is not in the HSR Student PRESTO Card distribution file, they should determine if they are eligible (see above). If the student is eligible they should check their MOSAIC account to ensure they've been assessed the HSR fee. The student should confirm the date this charge was applied to their account, remembering it takes 1 business day for their ID number to show up in the HSR Student PRESTO Card distribution file. If it's been more than 1 business day since the HSR fee was charged and the student still is not in the HSR Student PRESTO Card distribution file the student should email the Student Accounts office at studacct@mcmaster.ca
- b. If the student has not been assessed the fee but feel they are eligible to receive a HSR pass (see above) they should email the Student Accounts office at studacct@mcmaster.ca

Please visit www.msumcmaster.ca/HSR for additional details pertaining to the HSR bus pass usage and replacement.