

# HSR BUS PASS ON PRESTO

## A GUIDE FOR NEW AND RETURNING ELIGIBLE STUDENTS

Eligible **McMaster** undergraduate and graduate students will be able to access their HSR Bus Pass through Mosaic ([mosaic.mcmaster.ca](http://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.

**New Students: DO NOT USE your new HSR Bus Pass PRESTO card until Saturday, September 1, 2018** unless you travel on other transit systems and/or have an existing Pass or money loaded on the card. Tapping in error applies a fare to the card.

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

**Between August 23 – 31**, you only need to show your McMaster Student ID to the bus operator to board the bus.

**Starting September 1**, tap your HSR Bus Pass PRESTO card on the PRESTO device located inside the front door of the bus (shown). You **MUST** show your McMaster Student ID card each time you board.



### Caring for your PRESTO card

The PRESTO card has an internal chip and antenna throughout the inside of the card. Cards CANNOT be punched or cut in any way, otherwise they will no longer work and students will be responsible for the cost to replace the card. Students are also responsible for ensuring that cards are not damaged through misuse, bending or cracking, causing the card to stop functioning.

### What if my 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](http://prestocard.ca).

### How do I load money on my PRESTO card if I ride outside of HSR?

**To load money instantly**, visit Compass Information Centre. For other locations or to load online, visit the PRESTO website.

### How do transfers work with PRESTO?

When you tap your HSR Bus Pass PRESTO card on the bus, the system will write a two-hour transfer onto your card, valid for additional trips within that time period. A paper transfer is not required. Visit <https://www.prestocard.ca/en/about/paying-for-transit> for more details.

### Where can I get more information?

For general info on the HSR Bus Pass PRESTO card visit Compass Information Centre in MUSC or visit [www.msumcmaster.ca/hsr](http://www.msumcmaster.ca/hsr).

For information on PRESTO, visit <https://www.prestocard.ca>.

Further information and a 'How to' video are available by visiting:

MSU:

<https://www.msumcmaster.ca/info/hamilton-street-railway-hsr-bus-pass>

GSA:

<https://gsamcmaster.org/hsr/>

Hamilton Street Railway:

<https://www.hamilton.ca/hsr-bus-schedules-fares>



Need HSR route, schedule or fare information?

905.527.4441 @HSR  
[www.hamilton.ca/hsr](http://www.hamilton.ca/hsr)



## Where do I get my PRESTO card and how do I load my HSR Bus Pass voucher?

**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.

**Returning Eligible Students:** The PRESTO card issued to students in 2017-2018 is to be used to load the 2018-2019 HSR Bus Pass onto. If you were eligible and did not pick up your free PRESTO card last year, you may do so at the Campus Store beginning August 18. You must present your valid McMaster Student ID card.

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.

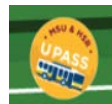
**The voucher load may take up to 24 hours to be processed. You must then tap onto an HSR bus within 45 days for your voucher to function. Failure to tap your card within 45 days will discontinue the HSR Bus Pass functionality and you will need to contact PRESTO to have your voucher reinstated.**

**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.**

**The HSR Bus Pass is non-transferrable – misuse will result in card confiscation.**

## What if I already have a PRESTO card?

Students are encouraged to pick up and use the free PRESTO card issued by the Campus Store. Bus Pass stickers (and bi-fold holders) are available at the Campus Store and Compass Information Centre to place on your card to distinguish the card from other PRESTO cards that you may have in your possession.



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.

If you use the free blank PRESTO card for your HSR Bus Pass AND keep an existing card, we suggest that you do not load large amounts of money onto your existing card prior to receiving your new PRESTO card in August. To explore options for existing cards, refer to [www.msumcmaster.ca/hsr](http://www.msumcmaster.ca/hsr).

As of September 1, rides on HSR are already paid for if you have redeemed your voucher and loaded an HSR Bus Pass onto your PRESTO card - you don't need to add money onto your card to travel on HSR.

## How does the HSR Bus Pass PRESTO card work on an HSR bus?

On every trip, tap your HSR Bus Pass PRESTO card on the bus PRESTO device and show your McMaster Student ID card.

A bi-fold holder and Bus Pass sticker are available at time of pick-up at the Campus Store and at Compass Information Centre. We strongly recommend using the bi-fold holder and placing the sticker on your new HSR Bus Pass PRESTO card, as to not

confuse your new card with another PRESTO card. Place the HSR Bus Pass PRESTO card under your McMaster Student ID in the bi-fold for ease with tap and show.

As the HSR Bus Pass is only valid on the HSR, make sure you have money loaded on your PRESTO card for rides on transit systems outside of HSR.

## How do I open a “My PRESTO Account”?

The HSR Bus Pass can only be loaded via voucher onto a registered PRESTO card, which requires a “My PRESTO Account”. This allows your card to be replaced if lost or stolen (for a fee), and the HSR Bus Pass and/or cash balance will be restored. Go to [www.PRESTOcard.ca](http://www.PRESTOcard.ca) under Create a new My PRESTO Account.

## What happens if I lose my HSR Bus Pass 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](http://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.