

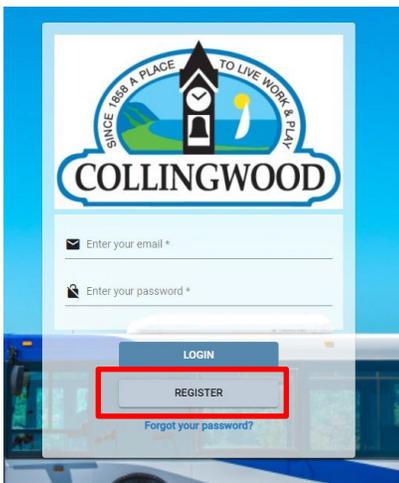


Colltrans Online Loading Portal User Guide

Visit www.collingwood.usetransit.com

Creating a new Account

1. If you are a new user please select the REGISTER button shown below.



2. Please fill out all information required in the provided form as illustrated below.

COLLINGWOOD

Enter your email *

E-mail is required.

Enter your first name *

Enter your last name *

Enter your phone number *

Enter your password *

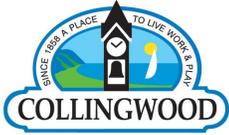
Verify your password *

Receive optional emails for Collingwood Transit updates and information

Receive optional SMS text messages for Collingwood Transit updates and information

SIGNUP

ALREADY REGISTERED?

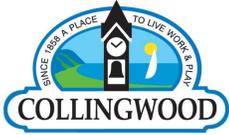


3. Once you have chosen SIGNUP at the end of the form, you will receive an email to verify your account. Remember to save your username and password with your browser, or write it down in a safe place for future use. On a separate browser, open up your email account that you used to sign up to the usetransit portal, and click the link in the email to verify your account. Once this has been completed you may now login to the usetransit portal.

4. Login to the main page at www.collingwood.usetransit.com and enter your username and password that you created in Step #2.

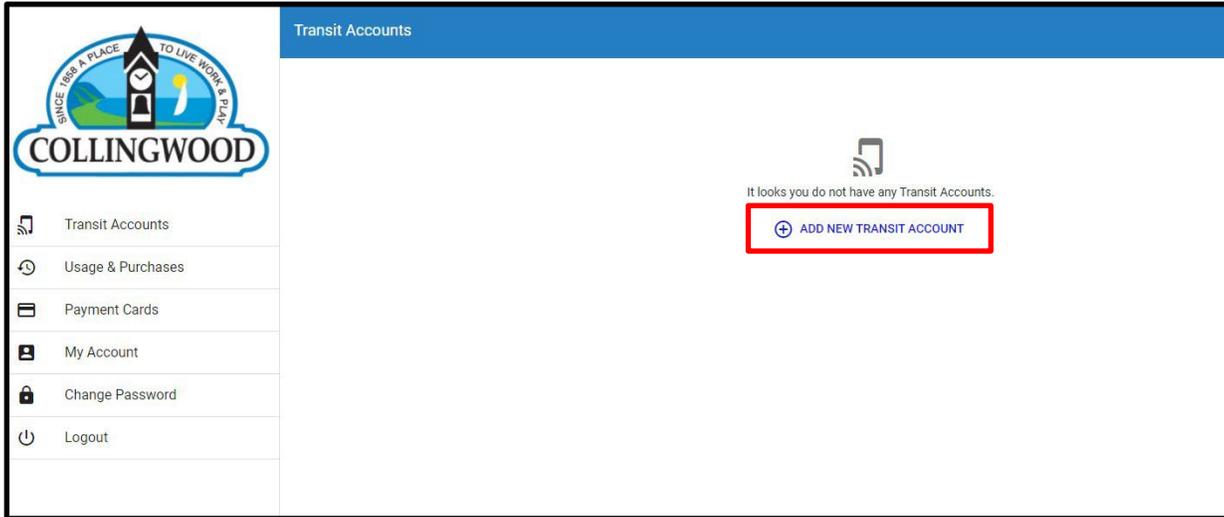
5. Once you have logged in you may now link your transit card to your new profile.

NOTE: To use this online loading system, you must have a physical card and its identification number and activation code to continue. All new cards issued after June 21, 2021 will come complete with an identification number and activation code which will allow you to add that pass to your newly created account. If you still have an existing card, you may add that as well, however you will be required to visit Townhall at 97 Hurontario Street, or the Collingwood Public Library to obtain an activation code as all passes issued prior to June 2021 do not have an activation code located on the card. New cards can be issued for free to replace any previously issued cards if required for online purchasing.



Adding a Transit Account to your Profile

1. From the main login page, please select ADD NEW TRANSIT ACCOUNT from the centre of the screen.



2. You will be presented with two options in this step, and both will be required to be completed to add funds to your card.

Link An Existing Smart Card

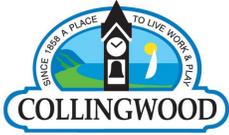
Select this option to link an existing smart card that you have previously purchased.

[+ LINK AN EXISTING SMART CARD](#)

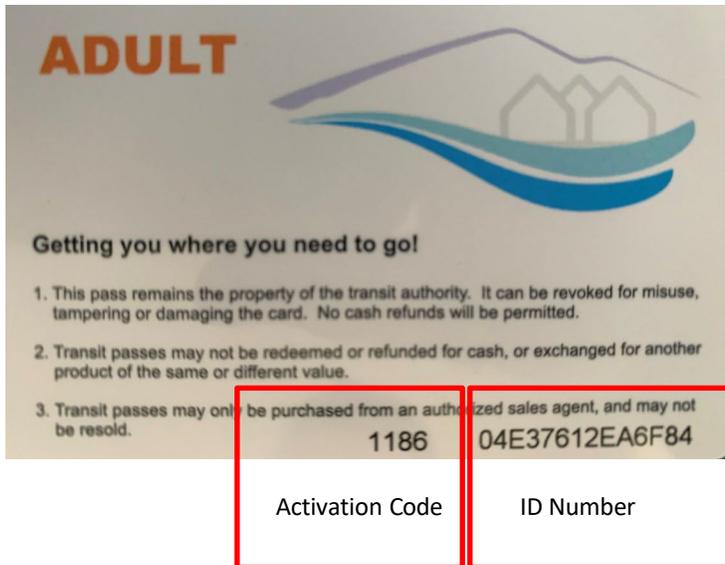
Create New Transit Account

To create a new Transit Account, You must have a Payment Method. Add a Payment Method first, and proceed to create a new Transit Account.

[+ ADD NEW PAYMENT METHOD](#)



3. To add your existing card it is important to remember to have your card ID ready to link. As noted earlier, if the ID number is not on the bottom of the reverse side of your card, you will have to obtain it from staff at Townhall. Once you have entered your card ID, you will be asked to enter the activation code. The activation code will be the four digit number on the bottom of the card next to the ID. Choose the *Link Smart Card* Option and hit the next button. Once your card has been linked you may now proceed with adding your payment method.



4. To add a payment method you will be required to add all information requested as seen below, similar to any other payment portal on the internet. Once the correct and verified information has been entered, you are now ready to add purchases to your account.



- Transit Accounts
- Usage & Purchases
- Payment Cards
- My Account
- Change Password
- Logout

< Add Payment Method

Card Number
Card Number is invalid

Card Expiry (MM / YY)
Card Expiry is invalid

Security Code
Security Code is invalid

Country *

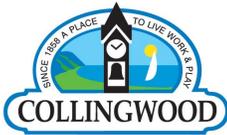
State / Province * City *

Address Line One *

Unit / Suite

Zip Code *

SAVE NEW CARD



Adding Products

To add a product (monthly pass or e-purse value) click on Transit Accounts , then click Add New Product



Adult Smart Card
KRIS W
Smart Card ID 04E37612EA6F84

No current passes are available on this account

[+ ADD NEW PRODUCT](#) [↻ VIEW HISTORY](#) [🚫 REPORT CARD LOST / STOLEN](#) [🔄 SET AUTO RELOAD](#)

3. Once you chose to add a new product you may select from all passes available through the Transit Fare system. Once you chose your product, you will be required to select your payment method which you have already entered, and you will then confirm your purchase.

< Select a Product

<p>Adult Smart Card Smart Card ID 04E37612EA6F84 (KRIS W)</p>	
<p>Adult E-Purse Load \$20.00</p> <p>+ LEARN MORE</p>	<p>\$20.00 \$20.00 base price \$0.00 online transaction fee</p> <p>+ SELECT</p>
<p>Adult E-Purse Load \$10.00</p> <p>+ LEARN MORE</p>	<p>\$10.00 \$10.00 base price \$0.00 online transaction fee</p> <p>+ SELECT</p>
<p>Adult E-Purse Load Custom</p> <p>Custom Amount (Must be between \$1 to \$100) *</p> <p>+ LEARN MORE</p>	<p>\$1.00 \$1.00 base price \$0.00 online transaction fee</p> <p>+ SELECT</p>
<p>CollTrans Adult January Pass Valid from January 01, 2022 to January 31, 2022</p> <p>+ LEARN MORE</p>	<p>\$40.00 \$40.00 base price \$0.00 online transaction fee</p> <p>+ SELECT</p>

You have successfully created your own Transit account and added your pass product.

If you require any assistance please contact Townhall at 705-445-1030, or email sfalcon@collingwood.ca for more information.