



Frequently asked questions regarding the HSR U-Pass/PRESTO Cards for the 2017/2018 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.

As of **Sept 1st, 2017** McMaster Students riding on HSR already have their fares paid for and loaded on the U-Pass/PRESTO card - Students don't need to add money onto your card to travel on HSR.

2. How do Students get on the list to get a U-Pass/PRESTO card?

The Campus Store receives a file each morning of the eligible students that were assessed the HSR fee the day prior. As a result, there is 1 business day delay when picking up the U-Pass/PRESTO Card at the register.

3. Where do eligible students (see question 12) pick-up their U-Pass/PRESTO cards?

Starting on August 19th -all eligible Students can pick-up their new HSR U-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

4. 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.

5. How do the U-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 U-Pass and no fare is deducted.

When using the HSR U-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.

6. When can students begin to use their new U-Pass/PRESTO Cards?

Students cannot start using their new U-Pass/P cards until Sept 1, 2017. Use prior to this date will cause PRESTO “My Account” to be in a negative balance.

Between August 26 – 31, Students only need to show their Student ID card to the HSR bus driver to board the bus.

7. Is there a grace period for returning students?

Yes, returning students will be able to continue riding the bus through Friday, September 22th by presenting the previous 2016/17 HSR bus pass and a valid student ID card. Starting Saturday, September 23th the HSR will only accept new Student PRESTO cards.

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

It is **strongly recommended** that Students open a “MY PRESTO” account. By having an account, the card can be replaced if lost or stolen (for a fee) and the U-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 U-Pass/PRESTO card.

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

To travel on HSR, Students will need to pick up and use their new U-Pass/PRESTO card.

For Students that have money on their current PRESTO, they can;

- The money can be immediately transferred from the existing card to the new HSR U-Pass/PRESTO card by visiting the HSR Customer Service Centre located in the Hamilton GO Centre (36 Hunter St. E.). The Student must hand in the old PRESTO card.
- Or, visit Compass Information Centre where they can provide the student with a form to submit to PRESTO to have a cheque mailed to them (4-6 weeks).

- Students can continue to use their existing PRESTO card (example: rides on GO TRANSIT) until the funds are depleted or give it to a family member to use, but if they use it on HSR they will be charged a fare. Only their new HSR U-Pass/PRESTO card is pre-loaded to not charge a fare on the HSR system.

We are also suggesting that Students do not load large amounts of funds on your existing PRESTO card prior to receiving your new U-Pass PRESTO card in August.

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

Students need to report their card as lost or stolen by immediately contacting PRESTO at either:

- Online
- By phone at 1-877-378-6123

For registered cards it is recommended to visit a Customer Service Centre (Compass Information Centre, HSR Customer Service Centre, GO Transit) to report it as lost and purchase a replacement card for \$16 (\$6 card issuance fee plus a \$10 minimum load).

Once the Student has the replacement card, they should contact PRESTO to have any e-purse funds and HSR U-Pass transferred onto the new card.

Students must NOT register the new card before contacting PRESTO. I

For non-registered cards, Students need to visit Compass Information Centre to obtain the 17-digit PRESTO card number and 3-digit security number for the card that was issued.

Students then need to register their lost PRESTO card using the information provided by Compass. Once the card is registered you then need to report it lost. You must pay the \$25 replacement fee and you will be issued a new PRESTO card.

Once the Student has their replacement card, they contact PRESTO to have any e-purse funds and HSR U-Pass transferred onto the new card. They must NOT register the new card before contacting PRESTO.

NOTE – If you do register the new card, your card balance cannot be transferred and you will have to purchase another card.

PRESTO will transfer all account information, Pass products and any e-purse balances over to the new card. This can take up to 24 hours.

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

11. What if the Students U-Pass/PRESTO card is defective?

A card is deemed defective if it looks perfectly fine but when tapped is not being picked up on the reader.

To get a replacement card Students, must visit the HSR Customer Service Centre. The \$6 card issuance fee is waived once the card is determined to be defective, not cracked or worn. The defective card must be handed in to the HSR. Once the Student receives their replacement card, they must wait 6 hours before contacting PRESTO to transfer funds, then it takes up to 24 hours to pick up the transfer by tapping the card.

Students requiring assistance with defective cards can also visit the Compass Service Centre.

12. 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.

13. 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
- d. MBA (all)
- e. Divinity (all)
- f. Medicine students with the exception of Physician Assistant
- g. Midwifery students
- h. Continuing Education Students

14. 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.

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

The path for students to review is Student Centre>Finances>other financial drop down box>Account Activity.

The cost for each career is:

Undergrad MSU - \$187.67

Grad GSA - \$232.70

MSU Dental Plan	01/09/2017	2017 Fall	122.00
Athletics & Rec Building Fee	01/09/2017	2017 Fall	72.15
Business	01/09/2017	2017 Fall	4,814.10
HSR MSU Sept-August	01/09/2017	2017 Fall	187.67

16. 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.