

# SEPTA KEY INFORMATION

To enroll in the Septa Key program, you will need to purchase a Key card and register it with the Commuter Services Office (CSO).

## **How to enroll in the Key card program**

1. Purchase your Septa Key card at any Septa Station Fare Kiosk or Septa Transit Ticket/Rail office.
2. Register your key card at [WWW.SEPTAKEY.ORG](http://WWW.SEPTAKEY.ORG)
3. After you register your Key card, email [Transit@Jefferson.edu](mailto:Transit@Jefferson.edu) indicating your card has been registered. A CSO staff member will reply to your email to complete the final sign up process within 48 hours.
4. **Prior to receiving your 1<sup>st</sup> initial Jefferson upload, make sure:**
  - a. auto load is turned off
  - b. there is not a Weekly fare product loaded onto your card for the last week of the current month. (please use Travel Wallet for transportation needs, otherwise your upload will not go through.)

## **Payment Information**

For those employees who have received a refund from Payroll over the last few months due to the Covid-19 pandemic, please make sure your pretax deduction is active when signing up for the Key card. Your pretax may have been stopped due to not purchasing a pass if you have been working remotely. You can view this information in HR Employee Self Service under Voluntary Deductions. CSO does not have access to payroll and is not responsible for restarting your pretax deduction. You will need to make sure your deduction is active if you wish to resume Septa uploads. CSO will inform you of the monthly deduction amount and start date. All students are required to provide a credit card to CSO.

## **Monthly Upload Information**

The Key card is a proximity card replacing the monthly paper tickets. Instead of receiving a paper ticket, your Key card will be updated monthly to facilitate your access to Septa services. The amount of rides has not changed (up to 240 rides in one month) and the prices remained the same. All Monthly uploads will be effective on the 1<sup>st</sup> of each month and expire on the last day of the month at 11:59pm.

The Travel Wallet option has replaced tokens/10 Trip tickets. This option is for those who wish to purchase single rides. Prices are structured based on the origin and destination stations. Fare schedules and rates can be found on the Septa website [WWW.SEPTA.ORG](http://WWW.SEPTA.ORG) under Fares. Travel Wallet funds do not expire and roll over each month. Travel Wallet funds become available the last week of the month.

All uploads are charged monthly in advance of the following month's upload. SEPTA only allows one upload per month for the Key cards. It is the rider's responsibility to make sure funds are available at the time we process payments. Riders will not receive an upload if funds are not available.

## **Cancellation/Suspension Requests**

\*\*\* **All cancellation or hold requests** must be submitted via email to [Transit@Jefferson.edu](mailto:Transit@Jefferson.edu) no later than the 1<sup>st</sup> of each month **prior** to when you want to cancel. (example: if you wish to cancel your September pass, you must inform CSO by August 1). **NO REFUNDS** will be issued for partial or unused funds.

## **How to use the Key card**

**Regional Rail Riders MUST tap ON** to 'open' their trip at the origin station and **MUST tap OFF** to 'close' their trip at the destination station. \*\*

\*\*Not opening or closing the trip will result in Travel Wallet charges and will disable your card from having a future uploads by Jefferson. If you forgot to open your trip before boarding the train, kindly ask the Conductor to tap your card ON using their validator to 'open' your trip.

## **Key card Issues**

If you are experiencing issues with your Key card (damaged/lost/stolen), call the SEPTA Key Call Center at **855-567-3782** and choose option 5. Once connected to a representative, inform them you are a Jefferson employee or student. Jefferson is not responsible for damaged/lost/stolen Key cards.

If Septa instructs you to replace your card, purchase a new card and provide the new Card Reference ID to CSO at [TRANSIT@jefferson.edu](mailto:TRANSIT@jefferson.edu) to update your Key card account. Funds cannot be loaded unless the new Card Reference ID is provided to CSO.

If you miss the upload deadline, you can upload funds through a Septa Station Fare Kiosk, Septa Transit Ticket/Rail office, or your Septa registered online account. These options do not provide the Jefferson discount.