

## MyWay+ guide for students

MyWay+ supports a wide range of payment options for bus and light rail travel, including the MyWay+ travel card, Mastercard and Visa, printed tickets and the MyWay+ QR code pass.

To ensure you receive the right fare, always tap on and tap off with the same card or device and carry proof of concession. Proof of concession (i.e. a valid student ID card) must be carried while travelling on public transport. Concessions must be revalidated each year.

### Student and tertiary concessions

- **Primary and full-time secondary students** (high school and college students) can access student concession fares which differ on school and non-school days.
- **Tertiary students** attending a public or private Australian university or CIT full time can access tertiary concession fares. Fares are the same for all days of the week.

With MyWay+ you choose what works for you, however, we encourage you to create a MyWay+ account.

	Using a MyWay+ account	Travelling anonymously
<b>Student concession expiry and renewal</b> <b>Note:</b> Concessions must be revalidated each year. Concession status is set to expire based on predefined time periods.	<ul style="list-style-type: none"> <li>✓ Manage your student concession easily within the account so you always travel with the discounted fare</li> <li>✓ Get reminders when your student concession is about to expire</li> </ul> <b>Note:</b> Your account will revert to a standard adult account if the concession is not revalidated.	<ul style="list-style-type: none"> <li>✗ If your concession expires and your MyWay+ travel card is not registered, your fare will automatically revert to a full adult fare.</li> <li>✗ The MyWay+ retail outlets cannot adjust or reapply concession on your existing MyWay+ travel card.</li> <li>✗ An unregistered MyWay+ card concession cannot be updated.</li> <li>✓ Student concession available on a MyWay+ card purchased at a retail outlet. Proof of concession (i.e. a valid student ID card) must be presented at time of purchase.</li> </ul> <b>Note:</b> Your card will revert to a standard adult fare once your concession expires each year.
<b>Once your concession has expired</b>	<ul style="list-style-type: none"> <li>✓ Reapply or update your student concession in your account to continue using your current card and travel at the student concession fare.</li> </ul>	<ul style="list-style-type: none"> <li>✗ You will pay a full adult fare if you keep using the current MyWay+ travel card.</li> <li>✗ You will need to purchase a new MyWay+ travel card (card fee applies) with your student concession applied and travel anonymously using the new MyWay+ travel card at the student concession fare. Note: if you choose this option, you will need to purchase a new card each year.</li> <li>✗ Link your existing MyWay+ travel card to your MyWay+ account to reapply your concession.</li> </ul>
<b>Fares and monthly caps</b>	<ul style="list-style-type: none"> <li>✓ Free travel for the rest of the month once the cap is reached.</li> <li>✓ All trips are recorded under your account even if you use different payment methods throughout the month. For each trip, you must use the same payment method to tap on and off.</li> <li>✓ Track your travel and transaction history within your account, including when you reach the monthly fare cap.</li> <li>✓ Check your remaining account balance through your account or by using a ticket vending machine.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Free travel for the rest of the month once the cap is reached. To receive free travel after reaching the fare cap, you must use the same payment method to tap on and tap off throughout the month.</li> <li>✗ If you use multiple payment methods during the month, payment history and fare caps can't be tracked properly, meaning you may not receive free travel even if you've taken enough trips. Each payment method is treated as a separate traveller.</li> <li>✓ Use a bank card (physical card or digital wallet) will be charged at a full adult fare with no concession fares can be applied.</li> </ul>

	Using a MyWay+ account	Travelling anonymously
<b>Payment methods</b>	<ul style="list-style-type: none"> <li>✓ Multiple payment methods including Mastercard or Visa, MyWay+ in app QR code ticket and MyWay+ travel card.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Use a MyWay+ card purchased with concession.</li> <li>✗ Use a bank card (physical card or digital wallet). A full adult fare will be charged with no concession applied.</li> </ul>
<b>Balance protection</b>	<ul style="list-style-type: none"> <li>✓ Protect your balance if you lose your card.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Balance cannot be recovered if the card is lost.</li> <li>✗ Balance cannot be transferred from an unregistered card</li> </ul>
<b>Top ups and auto top ups</b>	<ul style="list-style-type: none"> <li>✓ Top up online anytime within your account or through online quick top up, at a retail outlet or at a ticket vending machine.</li> <li>✓ Set up auto top ups (5% discount on single fares).</li> </ul>	<ul style="list-style-type: none"> <li>✓ Top up online only through online quick top up, at a retail outlet or at a ticket vending machine.</li> <li>✗ Auto top up is not available and you won't receive the 5% discount.</li> </ul>
<b>Account set up process</b>	<ul style="list-style-type: none"> <li>✗ Takes a few minutes to set up.</li> </ul> <p><b>Note:</b> When setting up a MyWay+ account for a student, the account must be in the student's name not their parent or carer. The eligible concession must also be in the student's name. Each MyWay+ user needs their own unique email address to secure their account through multi-factor authentication.</p>	Not applicable.
<b>Additional functionality</b>	<ul style="list-style-type: none"> <li>✓ Set up Park and Ride permits to park your car for free and connect with public transport.</li> <li>✓ Order your MyWay+ travel card with a student concession automatically applied.</li> </ul>	Not applicable.
<b>Best option for</b>	<b>Students who travel regularly and want to save on transport while enjoying easy account management.</b>	<b>Students who travel occasionally and want to travel anonymously.</b>

## MyWay+ app

The MyWay+ app can be accessed using account details. The app lets you manage your account (including your concession entitlements), link your MyWay+ travel cards, view transaction and travel history and receive notifications. Basic features such as viewing public transport routes and planning journeys can still be accessed without logging in.



## Support and assistance

If you require assistance or have further questions, call Transport Canberra on 13 17 10 during business hours.

Detailed information about MyWay+ including account and app registration, student concession details and tutorial videos is available at [www.transport.act.gov.au/mywayplus](http://www.transport.act.gov.au/mywayplus)

## Stay up to date

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