

What is a contactless Santa Monica College pass?

SMC students, faculty, and staff have a choice of two 'contactless' methods to use the Any Line, Any Time pass and ride the Big Blue Bus for FREE. The SMC ID is no longer a valid fare payment option and has been replaced by these new contactless methods.

The first and most convenient method is to obtain an “SMC mobile pass” by downloading the Token Transit app on any smartphone. Access to WiFi or cellular data is only needed once per day and the pass can be used all day.

The second method is to obtain the SMC pass on a TAP card, which is the LA County regional fare payment system used by 26 TAP-participating transit agencies.

You may only obtain either the SMC mobile pass or a TAP Card with the SMC pass, but not both.

How do I get my SMC mobile pass to ride Big Blue Bus?

After you enroll in classes at SMC and pay the [Student Benefits fee](#), a text message will be sent to your phone inviting you to download the Token Transit app and register [using your SMC email address](#). Or you can download the Token Transit app from your App Store or use this [link](#). Your SMC mobile pass for the current term will be available under the **My Passes** menu option where you can select the SMC pass.

What if I do not have a smartphone?

If you do not have a smartphone, or do not wish to use your smartphone to obtain your SMC mobile pass, please email the Cashier's Office at <mailto:BigBlueBus@smc.edu> to obtain a TAP card that has been pre-loaded with a current SMC pass. This pre-loaded TAP card functions similarly to the mobile pass and can be used on any Big Blue Bus. You may only obtain either the SMC mobile pass or a TAP Card with the SMC pass, but not both.

Can my SMC mobile pass be stored and used later?

Yes. All passes are stored for later use in the Token Transit app's digital wallet.

How long is the SMC mobile pass valid?

The summer/fall SMC mobile pass is valid from July 1 to January 15.

The winter/spring SMC mobile pass is valid from January 1 to July 15

How do I know if my SMC mobile pass is active?

When you open the Token Transit app, active passes will be immediately displayed under the **My Passes** menu option. The first time you use the pass, it will become active.

How do I use my SMC mobile pass on board Big Blue Bus?

1. Before using your SMC mobile pass each day, you will need to update the mobile pass security information while connected to WiFi or cellular data. To update the mobile pass, open

the Token Transit app, select the Santa Monica College pass under **My Passes**, then a screen will appear with instructions on how to validate your mobile pass when boarding.



2. When boarding, hold your smartphone near the Token Transit validator located near the farebox.



3. Both your smartphone and the validator will flash green to verify your pass has been accepted, and you may proceed to board the bus.

Can I ride without an internet connection?

Yes. Token Transit can be used offline. However, the app requires WiFi or cellular data service when the new SMC mobile pass is uploaded to your **My Passes** wallet once per session or when updating security information once per day. If you update your mobile pass in the morning, it will display the pass offline for the rest of that day.

In summary, Token Transit requires an internet data connection in the following situations:

Requires Internet Connectivity

- ✓ Uploading a new mobile pass once for the entire session
- ✓ Updating a mobile pass daily for security information

No Internet Connectivity Required

✓ Boarding bus and validating a mobile pass on board

What type of services does the Token Transit app require for me to upload and use my mobile pass?

The Token Transit app uses WiFi or cellular data to upload mobile passes and to update security information daily. Token Transit also uses your location services to provide Big Blue Bus with anonymous and aggregated reporting of where Token Transit is used. Bluetooth and NFC (Near Field Communication) are used onboard the bus to perform electronic validation of your mobile pass.

Please enable location services and Bluetooth for Token Transit on your smartphone so that the onboard validator can read your mobile pass. If you prefer not to enable location services, you can show your mobile pass to the Operator instead.

Is my smartphone supported by the Token Transit app?

Token Transit supports iOS and Android smartphones.

iOS Version Support

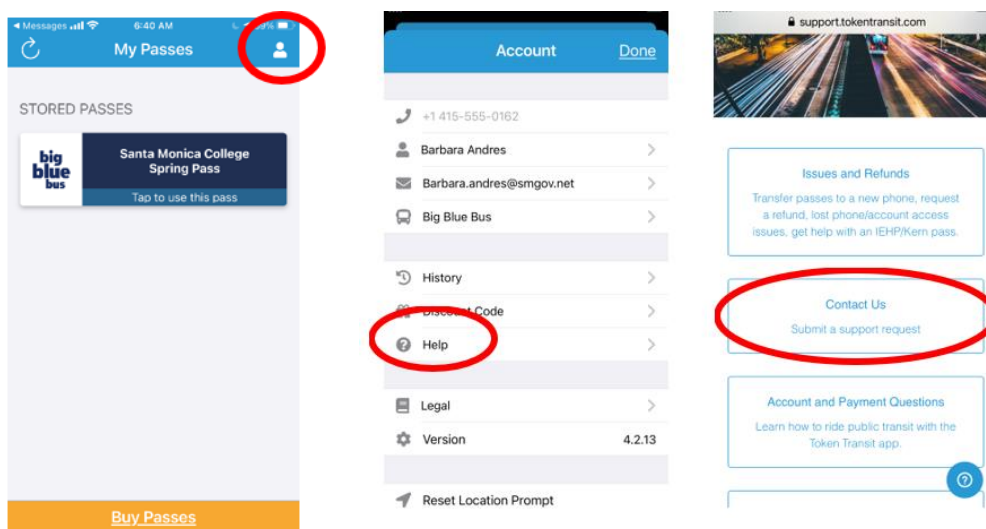
Requires iOS 9.0 or later. Compatible with iPhone, iPad, and iPod touch. Download Token Transit in the App Store.

Android Version Support

Requires Android 4.4 and up. Tested for compatibility with the most popular Android devices. Download Token Transit in Google Play.

What if I have a technical problem when using the Token Transit app?

Please contact customer support directly through the Token Transit app. Simply tap the **Account** icon in the upper right corner of the app, then click Help, and then select Contact Us.



What if I change my phone and need to transfer my mobile pass to the new phone?

You can transfer the account (and the pass) to another phone number, but that requires customer service help from BBB. Call (310) 451-5444. They will need the new phone number.

Once the account is transferred, you cannot use the old device/phone number without contacting customer service to transfer it again.

What if my smartphone battery dies while my SMC mobile pass is active?

Please keep your smartphone charged when you intend to use your pass so that it is available when you board. If your battery dies, you will not have access to the pass or any other mobile tickets and will be required to pay using a TAP card.

Can I use the SMC mobile pass to transfer to another transit agency in Los Angeles County?

Discount interagency transfers are only available when using a TAP card loaded with Stored Value (not the SMC mobile pass) on the first leg of your trip. Interagency transfers cannot be purchased with the Token Transit app. If you transfer frequently between Big Blue Bus and other agencies in Los Angeles County and you would like to purchase interagency transfers, please email the Cashier's Office at BigBlueBus@smc.edu to obtain a TAP card that has been pre-loaded with a current SMC pass. This TAP card allows you to ride Big Blue Bus any line, any time, and to load TAP Stored Value that can be used to pay for interagency transfers.

Please note: You may only obtain either the SMC mobile pass or a TAP Card with the SMC pass, but not both.