

Get started with your regional seniors travel card



Your guide to managing your new card

Consider managing your card online

You can activate and manage your card at nswregionalseniors.cards

Follow the steps within this flyer to get started. Once you have set up your account, you can activate your card, track your balance and review transactions from within your account.

If you don't have easy online access, you can activate your card and manage your balance by calling Card Services on **1800 569 070**.

Activate and start using your card in six steps

Follow these easy steps to get set up so you can start enjoying your card.

1. Activate your card

- online at nswregionalseniors.cards
You will need to first register your card before you can activate it online. See instructions for managing your card online on the following pages.
or
- by calling Card Services on **1800 569 070**.

You must activate your card within 45 days of the date on the letter enclosed with your card, otherwise your card will be cancelled. Your card will be ready to use once it has been activated.

2. Sign the back of your card

3. Make a note of your PIN and keep it separate to your card

You'll find your PIN on the letter that accompanies this flyer.

4. Check your card's expiry date

This is printed on the front of the card above your name. Your card will expire on the last day of the expiry month.

5. Use up your balance before your card expires

The \$250 balance on your card can be used to pay for pre-booked NSW TrainLink Regional train and coach services, fuel, and taxi trips.

6. Keep track of your transactions and card balance

Go to nswregionalseniors.cards or call Card Services on **1800 569 070**.



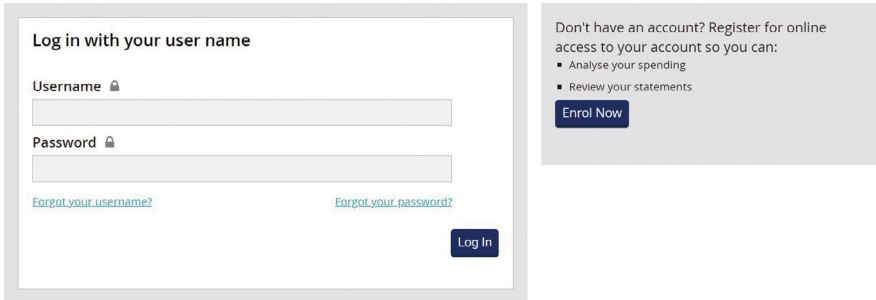
Manage your card online - set up your account in five steps

Before you begin, make sure you have your regional seniors travel card handy. We'll also ask you to provide your date of birth and your email address.

1. Go to nswregionalseniors.cards

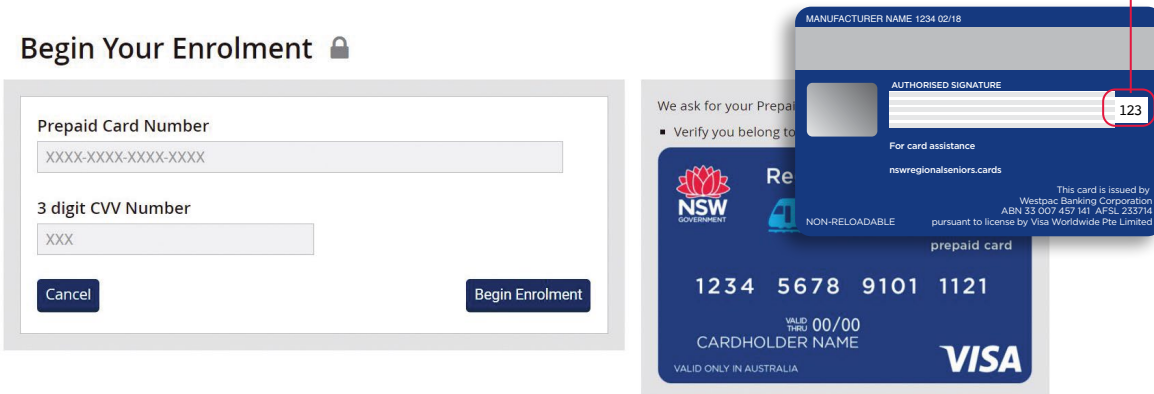
On the page that says 'Regional seniors travel card services', click/tap on the 'Enrol Now' button on the right.

Regional seniors travel card services



2. Enter your card number and CVV number, then click/tap 'Begin Enrolment'

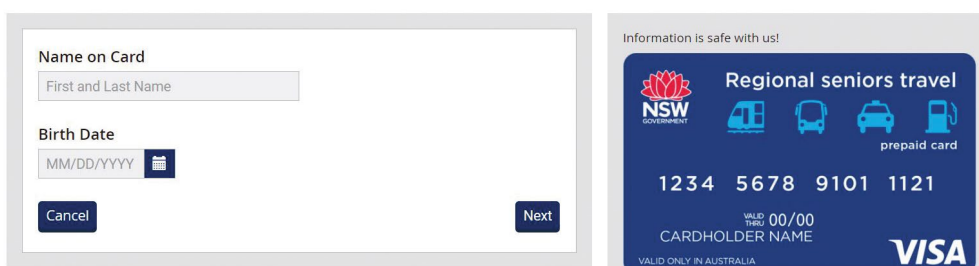
Your card number is the 16-digit number on the front of your card.
Your CVV is the 3-digit number on the back of your card.



3. Enter your name and date of birth

- ▶ Type your first and last name as it appears on your card.
- ▶ Enter your date of birth.
You can do this by clicking/tapping on the calendar icon, then navigating using the arrows.
Or you can type into the field manually in **MM/DD/YYYY** format.
Ensure you enter the month first, then the day, then the year.
- ▶ Click/tap the 'Next' button.

Step 1. Enter Account Details



4. Create a username and password for your new regional seniors travel card online account

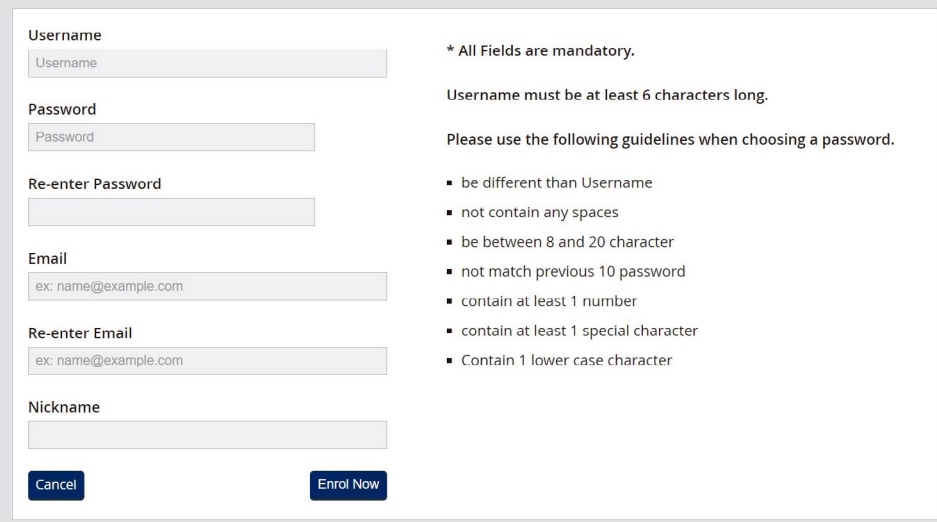
Make a note of these as you will need them to log in to your account in the future.

NOTE: All fields on this page are mandatory.

- ▶ Enter a username of your choice.
It must be at least 6 characters long and must not contain any spaces. Even if you have an existing online account for your current card, you will need to create a new username for this new card.
- ▶ Enter a password of your choice.
It cannot include any spaces and must:
 - be different to your username
 - be between 8 and 20 characters long
 - contain at least one number, one lower case letter, and one special character
- ▶ Re-enter your password.
- ▶ Enter your email address.
- ▶ Re-enter your email address.
- ▶ Enter a nickname of your choice.
- ▶ Click/tap on the 'Enrol Now' button.

NOTE: An error message will appear at the top of the screen if any fields are incomplete or invalid. Correct any errors then click/tap 'Enrol Now'.

Step 2. Choose Your Username and Password



Username

Password

Re-enter Password

Email

Re-enter Email

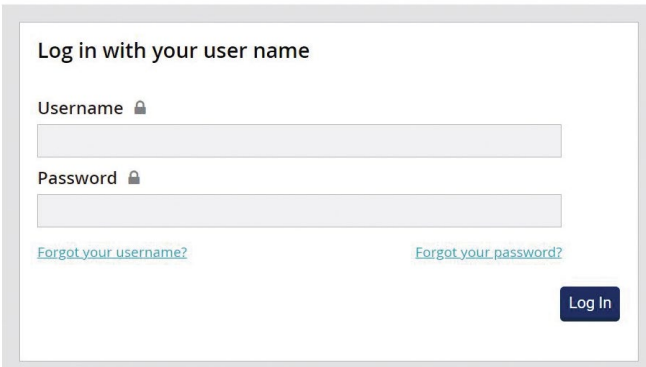
Nickname

* All Fields are mandatory.
Username must be at least 6 characters long.
Please use the following guidelines when choosing a password.


- be different than Username
- not contain any spaces
- be between 8 and 20 character
- not match previous 10 password
- contain at least 1 number
- contain at least 1 special character
- Contain 1 lower case character


TIP: If you refresh your browser after you reach this step, you will need to log in again to complete the registration process. To log in again, navigate to **nswregionalseniors.cards**, enter your username and password, then click/tap on 'Log In'.

After successfully registering, you will receive two system-generated emails asking you to verify your account. Check your junk or spam folders if you don't receive them. If you follow Step 5 (on the following page) to complete your registration now, you will not need to action the verification emails.



Log in with your user name

Username 

Password 

[Forgot your username?](#) [Forgot your password?](#)

5. Choose four account security questions and answers

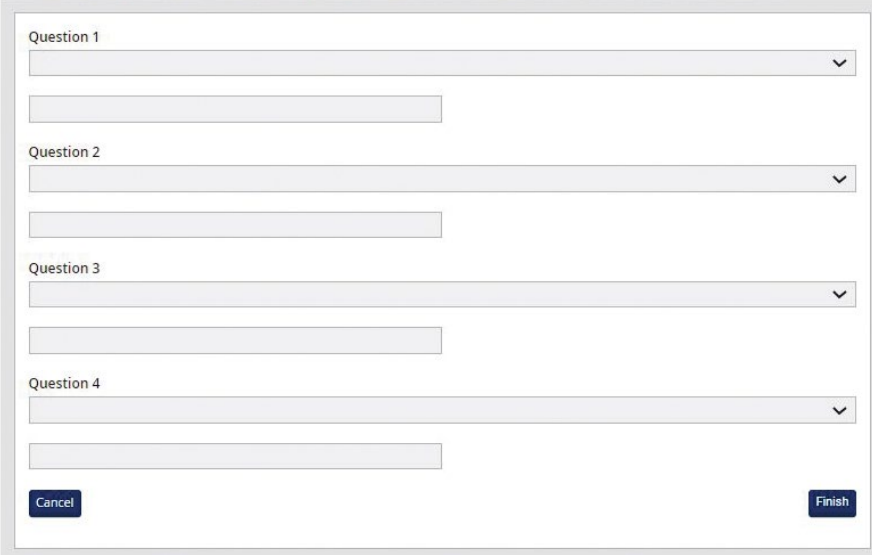
Each answer must be different, must be a minimum of 3 characters, and must not contain any special characters. Answers are not case sensitive.

Choose memorable questions and answers, or note them down, as you will need these to log in to your account in the future.

- Choose questions from the dropdown menus and enter your answers in the fields below.
- When you have completed all four, click/tap 'Finish'.

Step 3. Complete Security Questions

Your security is important to us. Answers must be longer than two characters and must not contain special characters.



The screenshot displays a form titled 'Step 3. Complete Security Questions' with a lock icon. Below the title is a note: 'Your security is important to us. Answers must be longer than two characters and must not contain special characters.' The form contains four sections, each labeled 'Question 1' through 'Question 4'. Each section has a dropdown menu for selecting a question and a text input field for the answer. At the bottom left is a 'Cancel' button and at the bottom right is a 'Finish' button.

You have finished setting up your regional seniors travel card account.

Now you can manage your card and view your account activity online any time at **nswregionalseniors.cards**