

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**.

Start using your card in six steps

Follow these easy steps to start enjoying your card.

1. Activate your card

Before your card can be used, it must be activated within 45 days from the date shown on your card carrier letter. If your card is not activated within 45 days, it will be cancelled.

- The easiest way to activate your card is to call Card Services on **1800 569 070**
or
- online at nswregionalseniors.cards
Follow the five steps on the following pages to register and activate your card

2. Sign the back of your card

3. Memorise your PIN

You'll find your PIN on the letter that accompanies this flyer. Please memorise your PIN. Do not store it in your purse or wallet, or tell anyone.

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.

NOTE: If you managed a previous card on the card services website and would like to do the same with your new card, you will need to create a new login with a new username for this card.

1. Go to **nswregionalseniors.cards**

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

Regional seniors travel card services

The screenshot shows a web page with a login form on the left and a registration box on the right. The login form has fields for 'Username' and 'Password', each with a 'Show/Hide Password' link below it, and a 'Log In' button at the bottom right. The registration box on the right contains the text 'Don't have an account? Register for online access to your account so you can:' followed by three bullet points: 'Analyze your spending', 'Review your statements', and a blue 'Enrol Now' button.

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.

The screenshot shows two parts. On the left is a 'Begin Your Enrolment' form with fields for 'Prepaid Card Number' (with a masked input) and '3-digit CVV Number' (with a masked input), and 'Cancel' and 'Begin Enrolment' buttons. On the right is a physical blue Visa prepaid card. A red line connects the CVV field on the form to the CVV number '123' on the back of the card. The card also displays the card number '1234 5678 9101 1121' and the Visa logo.

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



The image shows two side-by-side elements. On the left is a form titled 'Step 1. Enter Account Details'. It has two input fields: 'Name on Card' with a placeholder 'First and Last Name' and 'Birth Date' with a placeholder 'MM/DD/YYYY' and a calendar icon. There are 'Cancel' and 'Next' buttons at the bottom. On the right is a sample 'Regional seniors travel' Visa prepaid card. The card is blue and features the NSW Government logo, icons for a train, bus, car, and fuel pump, and the text 'prepaid card'. The card number is '1234 5678 9101 1121', the expiration date is '00/00', and it includes the text 'CARDHOLDER NAME' and 'VALID ONLY IN AUSTRALIA'.

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.

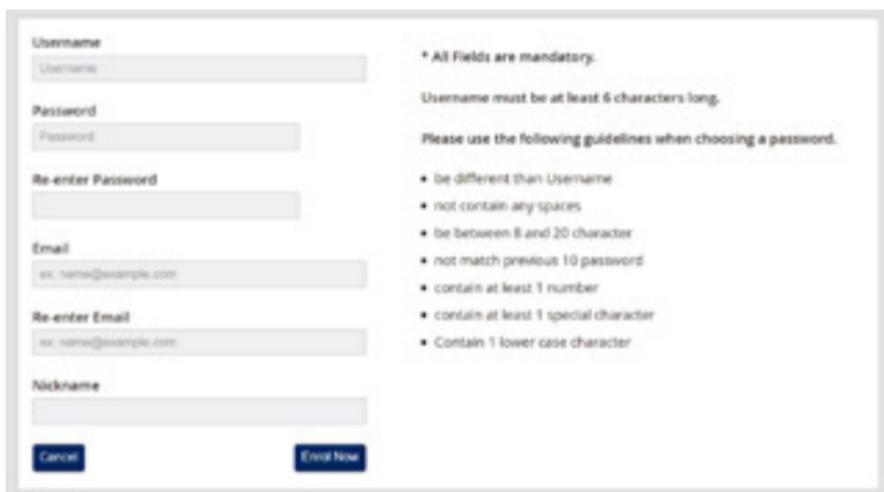
NOTE: All fields on this page are mandatory.

- ▶ Enter a username of your choice.
It must be at least 6 characters long and must not contain any spaces.
- ▶ Enter a password of your choice.
It cannot include any spaces and must:
 - be different from 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

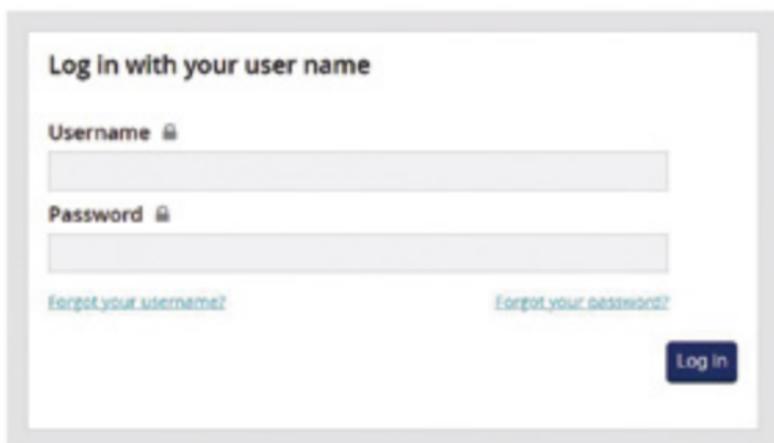
* All Fields are mandatory.

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'.



Log in with your user name

Username 

Password 

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

After successfully registering, you will receive two 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.

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.

Question 1

Question 2

Question 3

Question 4

Cancel Finish

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

The **Regional seniors travel card** is provided by Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714. Conditions apply. Fees and charges may apply. For further information please read the Product Disclosure Statement and the full Terms and Conditions. Full details of the terms and conditions that apply to the **Regional seniors travel card** are available at service.nsw.gov.au/RSTCterms. This information does not take your personal objectives, circumstances or needs into account. Consider its appropriateness to these factors before acting on it. This information is current as at September 2022.