

**What happens when a ConnectCard doesn't work at the farebox?** Riders should hear a single beep when they tap their ConnectCard to the farebox's orange target. If this does not occur, tap the ConnectCard again and hold it to the target until it beeps.

- **If the message on the farebox reads "Insufficient Funds,"** contact Woodland Hills School District at 412-731-1300 option 5 to resolve the issue.

- **If the message reads "Card Not Readable,"** tap the ConnectCard again, but this time hold it against the card reader until a beep and acceptance message is received.

- **If the message reads "Already Valid: Double Tapped,"** it's possible that your card was accidentally read twice by the farebox. When tapping your ConnectCard, touch it briefly to the orange target until you hear a beep, then remove your card. Please note that Port Authority fareboxes do not allow for pass-backs; riders traveling together may not share a ConnectCard on the same trip.

- **If the message reads "Card Not Valid,"** contact Woodland Hills School District 412-731-1300 option 5 with the card's serial number so they can research the problem. Please record the date, time and vehicle number of the bus/T to help resolve the issue.

**What happens if I only have a ConnectCard and the farebox is out of order?** In the event that a farebox isn't working properly, riders with a ConnectCard will not be asked to pay any additional fare.

**How do I report a problem with a ConnectCard machine?** If you've experienced a problem with a ConnectCard machine, please call Port Authority Customer Service at 412-442-2000. Be sure to have basic information handy like the nature of your problem, location of machine, and time/date. Additionally, each ConnectCard machine has a device ID number located on a tag above the orange card target. If possible, please make note of this number when you report the problem to Customer Service.

**These cards are linked to a business account and belong to the Woodland Hills School District. The automated system does not have any information on our cards. "Active" is all that you will get when calling 412-442-2000 (Port Authority Customer Service). To find out what is on a card you will need to tap it on an orange pad connected to Port Authority's system (such as a TVM located at the busway). The screen will display what is on the card. What you will see is "Monthly Pass Valid" (date). There will never be an actual dollar amount.**

**Lost/Stolen Cards:** Contact Woodland Hills School District at 412-731-1300 option 5 for replacements. Please allow 72 hours for the transfer of funds following the issue of your new card. **Replacement cards are \$10.00**