

# VENTRA CARD

## FAQ

### Q. CAN I PURCHASE A VENTRA CARD FOR MY CHILD DIRECTLY THROUGH NEW TRIER HIGH SCHOOL?

A. Yes, if you would like to purchase a student Ventra card, please click [Student Services \(Ventra Cards\)](#). At this site you can pay online with Discover, Master Card or Visa.

### HOW DOES MY CHILD RECEIVE THEIR STUDENT VENTRA CARD?

A. All Ventra cards will be sent to your child's adviser. Please select your student's adviser in the dropdown menu.

### WHAT DO I DO WITH THE CARD AFTER IT'S RECEIVED?

A. You'll need to follow the instructions in the letter issued from the CTA. Registration is quick and easy online at [ventrachicago.com](http://ventrachicago.com) (click) or by calling customer service 1.877.669.8368 for assistance. All cards should be activated and registered. Cards that are activated, but not registered will not be replaceable, if lost or stolen.

### WHAT IF I LOSE MY CARD?

A. If your Card is lost, stolen or damaged, you'll need to buy another Card to continue with Student Reduced riding privileges.

You can purchase a new student Ventra by clicking [Student Services \(Ventra Cards\)](#). At this site you can pay online with Discover, Master Card or Visa. If the old card was registered, you can call 1.877.669.8368 to have your balance transferred from your old card to your new card.

### WHAT HAPPENS TO FUNDS ON MY LOST VENTRA CARD?

A. If you've registered your card, the funds associated with that card will carry over to your new card. If you have activated your card, but did not register the card, there is no way to track and link the two cards. You will lose any funds that may have been left on your lost card.

### NEED HELP?

A. Visit [transitchicago.com/students](http://transitchicago.com/students) for more information about the Ventra Student Card program or call 1.877.669.8368.