Arc card on SchoolZone
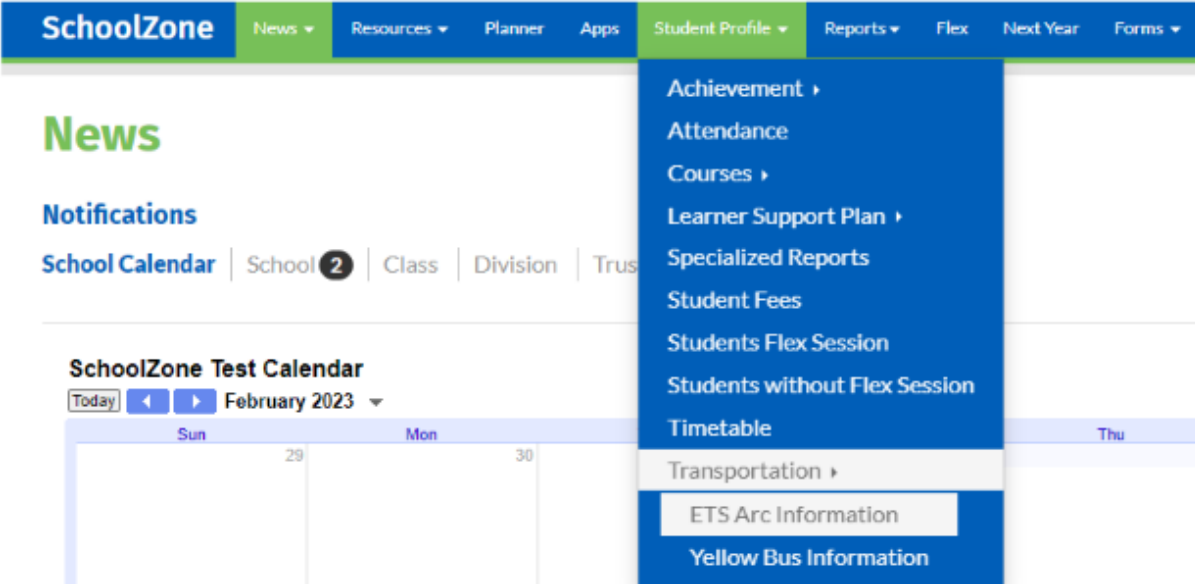
Students and families can now register and add monthly bus passes to their electronic Arc cards through SchoolZone.

Registering your Arc card
Before you can add a monthly bus pass to an Arc card, you need to register the card on SchoolZone. To register an Arc card you first need a physical card. You can get a physical Arc card from the school at no cost and purchase monthly bus passes for it through SchoolZone.

Follow these steps to register an Arc card:

1. Sign in to SchoolZone.
2. Click on the **'Student Profile'** option from the main menu.
3. From the **'Student Profile'** menu option, select the **'Transportation'** option, then the **'ETS Arc Information'** option (shown in the image below). A page called **'Arc Card Registration'** will appear.

4. On the **'Arc Card Registration'** page, enter the card number (shown as **'account number'** in the image below) from the back of the Arc card and the security code from the front of the card into the blank boxes.

Arc Card Registration

Enter Card No: [   ] ⓘ

Enter Security Code: [   ] ⓘ

Register

Front of card

Security Code

Back of card

Tap this card on the validator when entering or exiting the bus or LRT stations. If the validator flashes red, you must exit the vehicle or use another payment method.

By acceptance, retention, or use of this card, you agree to the Arc Terms and Conditions. Visit myarc.ca to view the Arc Terms and Conditions, register your card, manage your account, and to add money.

Account balance is refundable through participating transit agencies only. Account balance cannot be redeemed for cash. The card fee is non-refundable.

Your account must have the minimum balance or an active pass to begin your trip.

One authorized rider per card. This Arc card must remain in the rider's possession while in a proof of payment area and must be produced on request by authorized personnel.

Questions? myarc.ca or Call 1(888)302-0001

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79936688038 1234567812345678911
ACCOUNT NUMBER

5. Click **'Register'**. The Arc card is now registered and you can purchase monthly bus passes through the **'Fees'** option in the main menu.

Adding a monthly bus pass to your Arc card

1. Buying a bus pass is the same process as before. Click the **'Fees'** option in the main menu and add the **'[Month] Bus Pass ETS Arc Card'** option from the drop down.
2. The rate for a monthly bus pass remains the same for students.
3. After you have paid, SchoolZone will confirm that you have completed the payment. Once a monthly bus pass is added onto the card, the system will validate an Arc card **only three times a day** (4 a.m., 12 p.m. and 8 p.m.). **These times may affect when your Arc card is ready to use.** After the card is validated in the system, the card can then be used to access Edmonton Transit Services (e.g., if you pay for a bus pass at 10 a.m., it will be ready to use on the Arc card at 12 p.m.).

Paying your fees

1. *How to pay monthly bus pass fees through SchoolZone*
   a. Once you have registered an Arc card, you can add a monthly bus pass to the card.
   b. Select **'[Month] Bus Pass - ETS Arc Card'** in the list of fees and click **'Done'**. The fee will now be added to your **'Fee List'** so that you can make a payment for the monthly pass.

Additional Fees

Select any additional products or services that you would like to purchase, then click 'Done'.

Description	Fee	Select
Bus Pass - Replace - ETS - Sep	$73.00	☐
Dec - Bus Pass - ETS Arc Card	$60.00	☐
Feb - Bus Pass - ETS Arc Card	$60.00	☐
Jan - Bus Pass - ETS	$60.00	☐
Jan - Bus Pass - ETS Arc Card	$60.00	☐
Nov - Bus Pass - ETS Arc Card	$60.00	☐

Misplaced or stolen Arc cards

1. A student's first Arc card is available from the school, at no cost. If a student loses this card and needs a replacement, there are purchase options available at myarc.ca/features/where-to-buy for a small fee. To ensure your balance gets transferred to your new replacement Arc card, you can also register it with the City of Edmonton.
2. After you receive a replacement card, you need to register the new card in SchoolZone by following the steps above under **'Registering your Arc card'**. Once the new card is registered, the misplaced or stolen card will show as **'Removed'** and will no longer be usable. SchoolZone will then begin transferring the purchased monthly bus passes from the old card to the new card. You will see this as **'Pending'** on SchoolZone.
3. Once the new card shows as **'Validated'** (see the image below), you can then add additional monthly bus passes to your new Arc card. Validation will happen three times a day—4 a.m., 12 p.m. and 8 p.m.

Getting help with Arc card on SchoolZone

If you need help using your Arc card in SchoolZone, please connect with your school office administration. If you have other questions about Arc cards, go to myarc.ca or call the Arc call centre at 1-888-302-0001.