Clipper App Presentation Accessibility Transcript

[Slide 1] Clipper App: Tools and Features

[Slide 2] Existing actions you can do with the Clipper app are:

* Load cash value
* Load a transit pass
* Manage Autoload
* Trip tools

[Slide 3] Tip: Although the Clipper app lets you manage your card, you will need a Clipper card in your Apple Wallet or Google Wallet—like the phone to the right of the presentation slide—to pay for transit.

Please note that the Clipper app itself cannot be used to pay transit fares.

[Slide 4] First feature: Load Cash Value

* Add cash value to your mobile or plastic Clipper card(s) in the Load Cash Value section of the Clipper app.

[Slide 5] Second Feature: Load a Transit Pass

* Use the Clipper app to purchase a transit pass and save on rides.

[Slide 6] Third Feature: Manage Autoload

* Set up Autoload for passes and cash value through the Clipper app.

[Slide 7] Fourth feature: Trip Tools

* Use the app’s “Trip Tools” feature to plan your next trip before you leave—which includes real-time information.

[Slide 8] Load Cash Value: How to load Cash Value

[Slide 9] **Step 1:** Open the Clipper app on your phone and sign in to your account.

[Slide 10] To log in, enter your e-mail and password, and tap the “Sign In” button at the bottom of the screen.

[Slide 11] **Step 2:** Once logged in, select the “Cards” option at the bottom of your screen to add cash value to your Clipper card. It is the second icon from the left in the list of icons.

[Slide 12] **Please note** if you have more than one Clipper card in your Clipper app, you will have to select the one you would like to add value to. Do this by swiping left through your registered Clipper cards at the top of the screen until you reach the card you would like to add cash value to.

[Slide 13] **Step 3:** Tap the “Load cash value or passes button” on the screen.

[Slide 14] This option will take you to another screen where you can add cash value or a transit pass. Select the “Cash Value” option.

[Slide 15] **Step 4:** Choose a cash amount you would like to add. You can choose $20, $50 or $100, or you can enter in a custom amount.

[Slide 16] **Step 5:** Once you have chosen or entered in the cash value you would like added to your Clipper card, select the “One-Time Load” button at the bottom of the screen.

[Slide 17] **Step 6:** Review your order and tap the “Confirm Order” button at the bottom of your screen to complete the transaction.

[Slide 18] Load Passes: How to Load a Transit Pass

[Slide 19] **Step 1:** Open the Clipper app on your phone and sign in to your account.

[Slide 20] **Step 2:** Once logged in, select the “Cards” option at the bottom of your screen. It is the second icon from the left in the list of icons.

[Slide 21] **Please note** if you have more than one Clipper card in your Clipper app, you will have to select the one you would like to add value to. Do this by swiping left through your registered Clipper cards at the top of the screen until you reach the card you would like to add a transit pass to.

[Slide 22] Tap the “Load cash value or passes button” on the screen. This option will take you to another screen where you can add cash value or a transit pass.

[Slide 23] **Step 3:** Select the “Transit Pass” option.

[Slide 24] Selecting the “Transit Pass” option will bring you to a screen with a list of transit agencies to choose from. Choose the transit agency you would like to purchase a pass from by tapping the name of the transit agency.

[Slide 25] You will be brought to a screen that shows a list of available transit passes for that agency. Choose the type of pass you would like to purchase and tap the “Continue” button at the bottom of your screen.

[Slide 26] **Please note** that Caltrain monthly passes are designated by zone or by station. Riders will either have to choose an “Origin Zone” and a “Destination Zone,” or an “Origin Station” and a “Destination Station” for their monthly pass. Review options for each by tapping on the “By Zone” tab at the top of the screen, or the “By Station” tab at the top of the screen.

[Slide 27] **Step 4:** Once you have chosen the pass you would like added to your Clipper card, select the “One-Time Load” button at the bottom of the screen. We will cover how to set up Autoload in the next section.

[Slide 28] **Step 5:** Review your order and tap the “Confirm Order” button at the bottom of your screen to complete the transaction.

[Slide 29] Manage Autoload: How to Manage Autoload

[Slide 30] **Step 1:** Open the Clipper app on your phone and sign in to your account.

[Slide 31] **Step 2:** Once logged in, select the “Cards” option at the bottom of your screen. It is the second icon from the left in the list of icons.

[Slide 32] **Please note** if you have more than one Clipper card in your Clipper app, you will have to select the one you would like to add value to. Do this by swiping left through your registered Clipper cards at the top of the screen until you reach the card you would like to add cash value to.

[Slide 33] **Step 3:** Select the “Manage Autoload” option at the bottom of the screen to add value.

[Slide 34] You can set up Autoload for either cash value or passes.

[Slide 35] **Cash Value Autoload Step 1:** Tap the “Set up Autoload” link above the “Load Cash Value or Passes” button on the Cards screen.

[Slide 36] **Cash Value Autoload Step 2:** Choose a recurring cash amount you would like to add. You can choose $20, $50 or $100, or you can enter in a custom amount. Once you have chosen your amount, tap the “Set Up Autoload” button at the bottom of the screen.

[Slide 37] **Cash Value Autoload Step 3:** Choose your payment method and tap the “Continue with Autoload” button at the bottom of your screen.

[Slide 38] **Cash Value Autoload Step 4:** Review your order and tap the “Confirm Order” button at the bottom of your screen to complete the transaction.

[Slide 39] **Transit Pass Autoload Step 1:** Tap the “Manage Autoload” menu option on the Cards screen. Tap “Load a New Pass” on the next screen.

[Slide 40] **Transit Pass Autoload Step 2:** You will be brought to a screen that shows a list of available transit passes for that agency. Choose your transit agency.

[Slide 41] Choose the type of pass you would like to set up Autoload for and tap the “Continue” button at the bottom of your screen.

[Slide 42] **Transit Pass Autoload Step 3:** Once you have chosen the pass you would like added to your Clipper card, select the “Set Up As Autoload” button at the bottom of the screen.

[Slide 43] Choose your payment method and tap the “Continue with Autoload” button at the bottom of your screen.

[Slide 44] **Transit Pass Autoload Step 4:** Review your order and tap the “Confirm Order” button at the bottom of your screen to complete the transaction.

[Slide 45] Trip Tools: How to Use Trip Tools

[Slide 46] **Step 1:** Once logged in to your Clipper app, Select the “Trip Tools” icon at the bottom of your screen. It is the third icon from the left.

[Slide 47] **Step 2:** Search for transit or destination by entering it in the search bar at the top of the screen.

[Slide 48] Choose your trip destination either by the station and stops, or by destination name in the search results.

[Slide 49] **Step 3:** For step-by-step instructions on what transit agencies or lines you need to get to your destination, select the “Get Directions” option at the bottom of your screen.

[Slide 50] Once you choose “Get Directions,” there will be a variety of ways that you can customize how you get to your destination:

[Slide 51] At the top of your screen, under your origin and destination selections, there is a “Leave at” option with a time stamp. You can customize your desired departure or arrival time by tapping on the time stamp.

[Slide 52] To adjust your route options, tap the “Options” link next to your departure or arrival time. This will take you to Route Options screen where you can choose your transit modes and route options. Once you have chosen how you want to get to your destination, tap the arrow back button at the top of the screen.

[Slide 53] Now that you have chosen your destination and how you want to get there, you view and select your route preference by tapping on the “Travel Time” or “Arrival Time” tabs. Each tab will give you custom travel options for you to choose from.

[Slide 54] Once your preferences are set, select a route for details by tapping on one of the displayed options.

[Slide 55] For more information about the Clipper app, go to [www.clippercard.com/ClipperWeb/clipper-app](http://www.clippercard.com/ClipperWeb/clipper-app)