

# Welcome aboard Fanshawe students!

“The following Q&A's are provided to answer some of the most common questions with respect to your use of the smart card system.”

## When can I start tapping my Fanshawe Student card?

Your tuition pass for the 2016/17 school year is effective September 1st, 2016. You can begin tapping on September 1st, 2016.

\*\*Only full-time post-secondary students have paid for the bus pass. If you are part-time, CE, apprentice, on a co-op, etc. You have not paid for the pass and therefore do not have access to ride the bus through your FANcard.

## What do I do if my FANcard doesn't work?

If you tap your FANcard and a red 'X' shows up, please bring your student card to the FSU office (SC 2001) as soon as you can.

**Please remember that your FANcard has a chip in it. Avoid damaging it.**

## Can I share my Student Card with my friends or family for use on LTC?

No. The bus pass included in your tuition is restricted to your use only. Operators will continue to do random checks and request to see your student card after you tap to ensure the picture on the card is yours.

## Can I lend my Student Card to another Fanshawe student for use on LTC?

No. The bus pass included in your tuition is restricted to your use only. Operators will continue to do random checks and request to see your student card after you tap to ensure the picture on the card is yours.

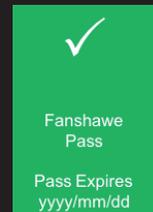
## How will the Operator know what type of card has been tapped?

The operator's display screen indicates the type of fare that has been read your card when you tap. For example, when you tap your student card, the operator will see that a card with a valid Fanshawe pass has been tapped, and will expect to see a student boarding. If the card holder appears to not qualify for the type of fare tendered, the operator will ask the card holder to show their card so they can confirm the validity and picture on the card. The bus pass included in your tuition is restricted to your use only. Operators will continue to do random checks and request to see your student card after you tap to ensure the picture on the card is yours.

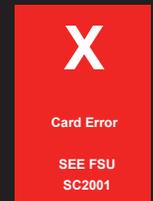
**Feedback welcomed through the customer service staff at 519-451-1347 or [lrc@londontransit.ca](mailto:lrc@londontransit.ca).**

## How do I use my Student Card with the LTC system?

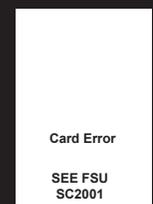
Simply tap your student card on the on-board validator located at the front door of the bus.



If you see a green screen with a checkmark, your trip has been recorded.



If you see a red screen with an X, your fare has not been tendered.



If you see a blank screen, Card Error – board the bus and come to the FSU office (SC 2001) as soon as possible

## Any Issues? Contact the FSU

FSU Office- SC2001 ph: 519-452-4109  
[www.fsu.ca/bus](http://www.fsu.ca/bus)



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