

Will all students receive an Arc Card?

Only new students who have not already received an Arc card may receive one from the office. To obtain the free Arc card, payment for the monthly pass must be made to ensure the card is active. Please note that the discounted monthly pass of \$60.00 with unlimited rides on the City of Edmonton's ETS bus is **Non-Refundable**. Replacement cards can be purchased at the office for \$6.00. It's very important to register the Arc Card.

How do I register the Arc Card?

Log onto <https://www.mylarc.ca/get-started/create-account/>

How does an Arc Card work?

The Arc Card is similar to the paper bus pass in that it allows students to ride ETS at any time during the month of the reload during the school year. The difference is that it is plastic and reusable from month to month. As well, students using the Arc Card will **TAP ON and TAP OFF** the ETS bus.

How do I purchase a reload for the Arc Card?

You will purchase (or re-load) your Arc Card through Parent Power School – just the same as for a paper bus pass. If you have any questions regarding accessing your Parent PowerSchool, please contact the school office at 780.471.1962.

You must reload the Arc Card through Parent PowerSchool or debit/credit payment at the office to obtain the discounted ECSD rate.

You will need to reload the card on a monthly basis. Reloads are only valid for the calendar month. Near the end of each month, tapping the Arc card will result in a yellow warning light—this is normal as it means low funds. Therefore, please ensure all monthly re-load fee payments are made before the end of the current month (e.g., for the May pass, pay before April 30). Loads may take up to 48 hours to show active on the card. We encourage payment to be made through PowerSchool.

For the months of July and August, funds can be added to your registered Arc Card by logging into your Arc Card account (myArc.ca), at an Arc Card fare vending machine, or at an in-person service center.

Will students get a new Arc Card each month?

No, the Arc Card is reusable month after month. Please keep it – do not throw it away at the end of the month or the school year. Also – please do not punch a hole in it.

Why should I register the Arc Card?

If you register your Arc Card, your card balance is protected in case your card is lost or stolen. You can block your card and transfer the balance to a replacement card.

Why does myarc.ca account show my balance as \$0?

This is normal. ECSD offers a special rate product for students only. Unlike the direct to ARC loads, the product is only valid for the calendar month for unlimited use during that month. It will appear as \$0 but should have the month of the active bus pass listed.

I lost my card, what do I do?

First go into your myarc.ca account and block your current card. Next purchase a replacement card from the school office for \$6.00. Add your new card to your myarc.ca account. This may take up to 48 hours.

Additional FAQs – Please note that the monthly discounted ECSD pass is Non-Refundable

<https://www.mylarc.ca/customer-service/questions-answers>

