

SEPTA Key card Purchasing Process

Part 1: Purchasing your Key Card

The first step will be to purchase your SEPTA Key Card. The cost of a card is \$4.95, and you will need to have a minimum dollar amount loaded. There are two ways you can purchase your key card.

Option 1: Purchase at a Kiosk and load the minimum \$1 plus the \$4.95 cost of the card.

Option 2: Purchase at a sales window and load the minimum \$5 plus the \$4.95 cost of the card. [Find all kiosk and sales window locations here.](#)

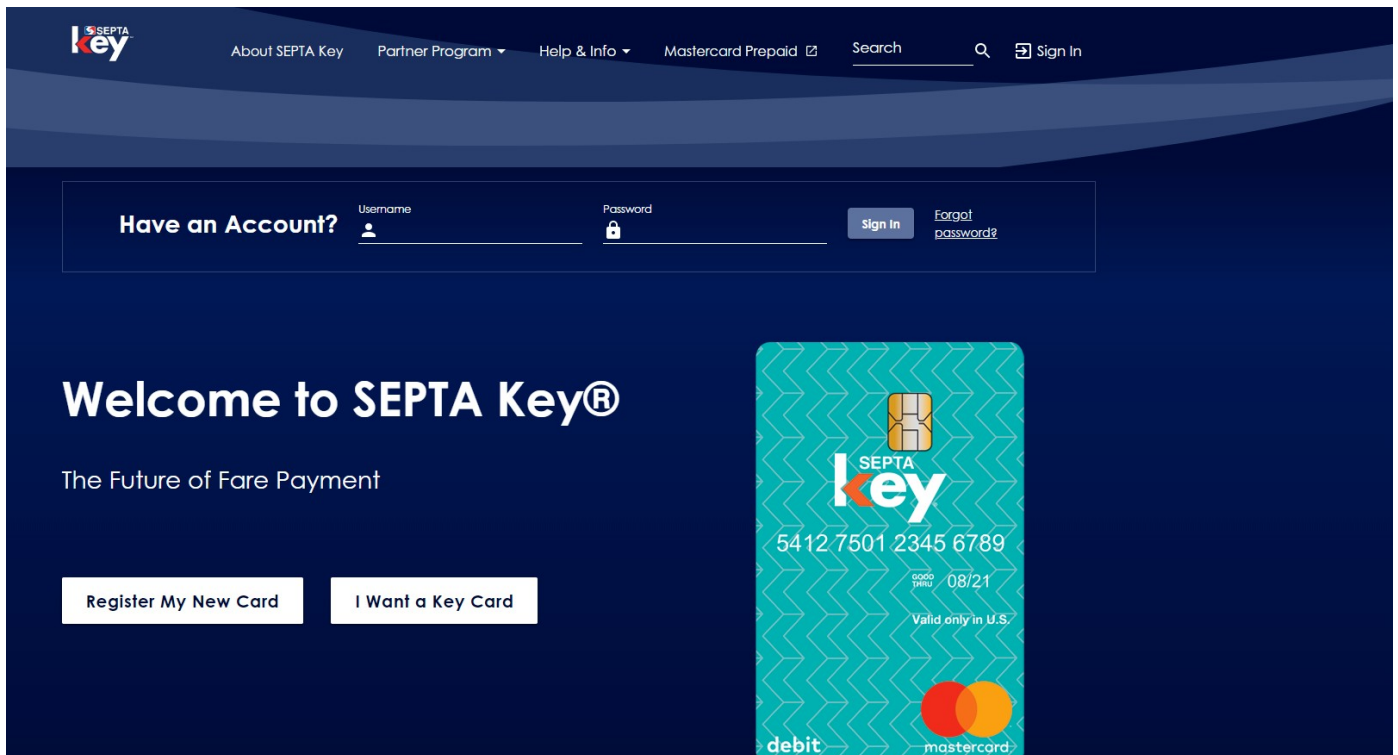


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Part 2: Registering Your Key Card

Registering your Key Card at www.septakey.org which will allow you to connect to Temple University's account to order, report your card lost/stolen, automatically upload funds from a lost/stolen pass to a new card and review trip history.

Step 1: Go to www.septakey.org



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Step 2: Select “Register My New Key Card”

The screenshot displays the SEPTA Key website interface. At the top, there is a navigation bar with the SEPTA Key logo on the left and links for 'About SEPTA Key', 'Partner Program', 'Help & Info', 'Mastercard Prepaid', a search bar, and a 'Sign In' button. Below the navigation bar is a login section with the heading 'Have an Account?'. It includes input fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot password?'. The main content area features the text 'Welcome to SEPTA Key®' and 'The Future of Fare Payment'. Two buttons are present: 'Register My New Card' (highlighted with a red border) and 'I Want a Key Card'. To the right of these buttons is a vertical image of a SEPTA Key Mastercard Prepaid debit card. The card is teal with a white geometric pattern and displays the SEPTA Key logo, the card number '5412 7501 2345 6789', the expiration date '08/21', and the text 'Valid only in U.S.', 'debit', and 'mastercard'.

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Step 3: Enter the number on the face of your key card under “Key Card Number”. Enter all fields and save your username and password for future reference. After completing the required information, select next.

The screenshot shows the SEPTA Key website's sign-up process. At the top, there is a navigation bar with the SEPTA Key logo and links for 'About SEPTA Key', 'Partner Program', 'Help & Info', 'Mastercard Prepaid', 'Search', and 'Sign In'. Below the navigation bar is a 'Sign Up' header. The main content area features a progress indicator with three steps: '1 Account Details', '2 Personal Details', and '3 Shipping Address'. The 'Account Details' step is active, and a form is displayed with the following fields and requirements:

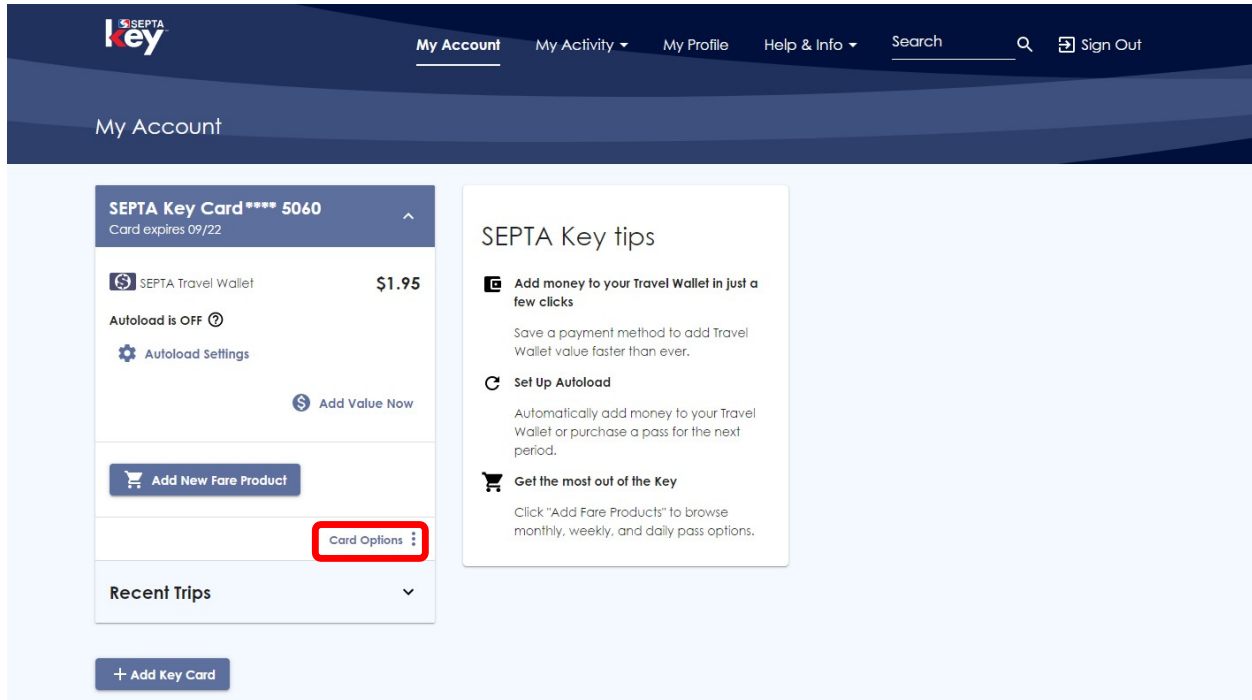
- Note:** All fields are required
- Key Card Number:** 3254 6574 4562 6574
- Username:** JulienJepsen2019
- Username requirements:**
 - ✓ minimum 4 characters
 - ✓ maximum 16 characters
 - ✓ at least 1 alphabetical character
 - ✓ only letters, numbers, hyphens, and underscores
- Password:** [Redacted] [Show](#)
- Password requirements:**
 - ✓ at least 8 characters long
 - ✓ one uppercase letter
 - ✓ one lowercase letter
 - ✓ a number
- Confirm Password:** [Redacted] [Show](#)
- Security Question:** City you were born in?
- Security Answer:** Los Angeles

A blue 'Next' button is located at the bottom right of the form, highlighted with a red box.

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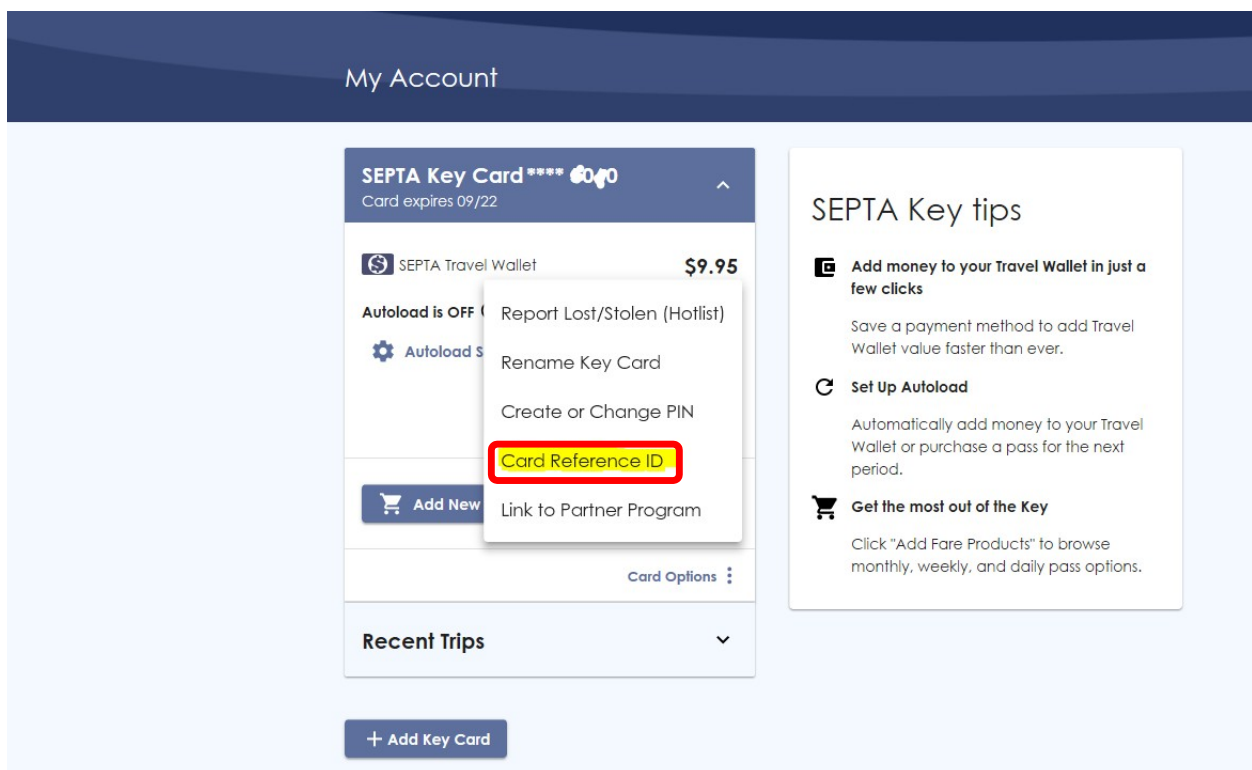
Step 4: You need to connect your registered Key Card to Temple University's company account. You will do this by:

1. Select card options



The screenshot shows the SEPTA Key account interface. At the top, there is a navigation bar with links for "My Account", "My Activity", "My Profile", "Help & Info", "Search", and "Sign Out". Below the navigation bar, the page title "My Account" is displayed. The main content area features a card for "SEPTA Key Card**** 5060" with an expiration date of 09/22. The card's balance is \$1.95, and it is noted that "Autoload is OFF". There are buttons for "Add Value Now" and "Add New Fare Product". A red box highlights the "Card Options" dropdown menu. To the right of the card, there is a "SEPTA Key tips" section with three items: "Add money to your Travel Wallet in just a few clicks", "Set Up Autoload", and "Get the most out of the Key". At the bottom left, there is a "+ Add Key Card" button.

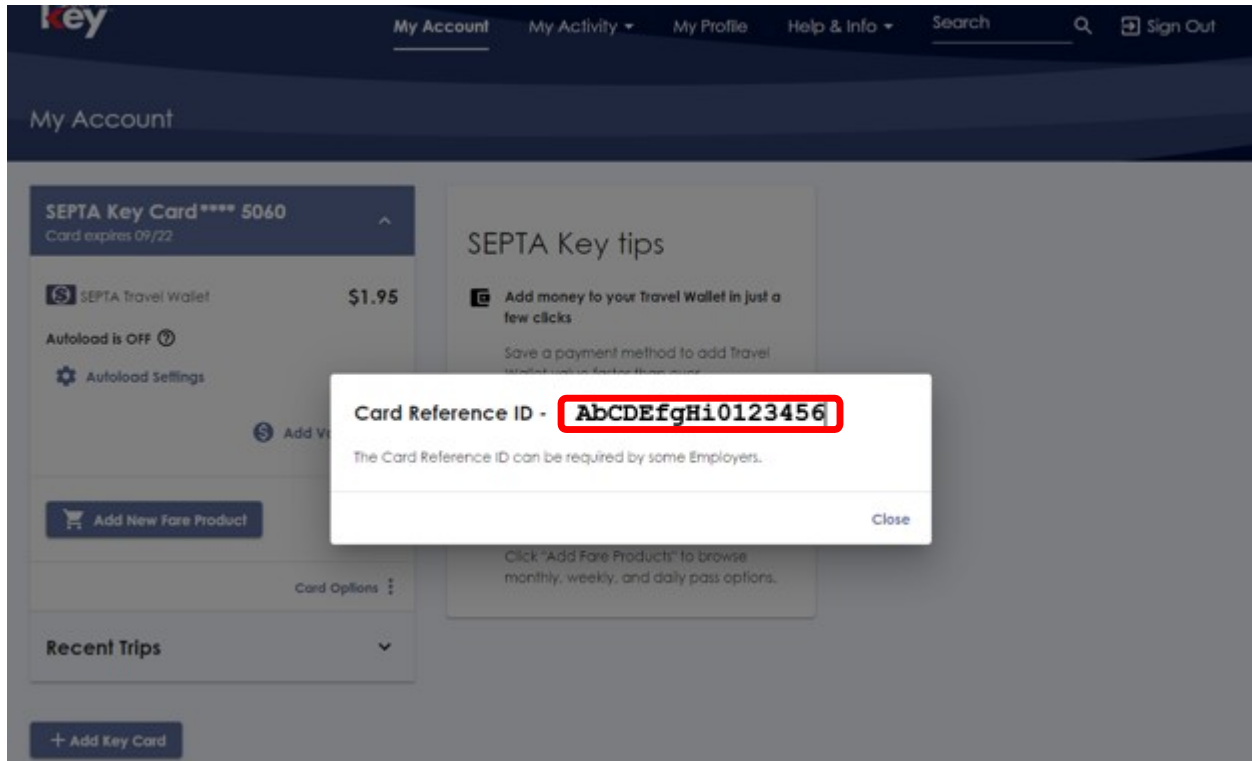
2. Select "Card Reference ID"



The screenshot shows the SEPTA Key account interface with the "Card Options" dropdown menu open. The menu items are: "Report Lost/Stolen (Hotlist)", "Rename Key Card", "Create or Change PIN", "Card Reference ID" (highlighted with a red box), and "Link to Partner Program". The card's balance is now \$9.95. The "SEPTA Key tips" section remains on the right. The "+ Add Key Card" button is still visible at the bottom left.

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- 3. Your card reference ID will be alphanumeric. You will write the reference ID on your University Pass order form and select what pass you need. *Be sure to confirm the reference ID written accurately on your application. **



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FAQ: Discount Corporate Key

1. What is the SEPTA Key?

The SEPTA Key is a reloadable, contactless chip Card that can be used over and over to buy and pay SEPTA fares. All Key Cards are tapped at the red Validator pad located on the turnstiles and vehicle fare boxes.

2. How do I receive a SEPTA Key Card?

The SEPTA Key card can be purchased for \$4.95 from a SEPTA Transit Store, Sales office, Fare Kiosks, Bus Loops and SEPTA Key External Retail Locations.

When you purchase your Key Card, you will need to put money on your account. Upload the minimum payment and not a monthly fare product. If you upload a monthly or a weekly product you will not be able to purchase one through the Compass program.

3. Can I use my current SEPTA Key Card?

Yes. Students can use their current SEPTA Key Card; however, you MUST make sure there isn't a monthly pass or weekly pass loaded to your Key Card prior to the 20th of the month.

4. Can I use my SEPTA Key Card after the program has ended?

Yes, you will be able to continue using your keycard after the program with no issue. If you would like to rejoin the University pass program next semester, you will need to make sure there isn't a monthly pass, or weekly pass loaded on the Key card prior to the 20th of the month you're loading. You can have travel wallet loaded, but if a PASS is loaded prior to ordering it will cause an issue with loading a new pass using this program.

5. I do not frequently ride transit. Can I benefit from the program?

Yes. With the new partner portal, you will be allowed to use your registered SEPTA Key to load money onto the travel wallet.

6. What do I do if my card is lost, stolen or damaged?

Registered Key cards have balance protection which means that in the event of a lost, stolen or damaged Key card the fare or monies on the card can be transferred onto a new card. All you would need to do is purchase a new card, register it to your current Key card account, hotlist your old card and complete the card to card transfer. Make sure that you record your new cards reference ID number.

7. What if I have questions about the Key card process? Please call SEPTA at 1-855-567-3782.