

CapMetro



AMP Quick Start Guide



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AMP Quick Start Guide

What is AMP?

CapMetro is excited to introduce AMP, a new way to pay that lets you save on day and month passes without paying the full cost up front. With AMP, you never pay more than the cost of a Day Pass in a service day or a Month Pass in a calendar month. For example, after paying the standard fare twice in one day, the rest of your rides are free that day. In a calendar month it's about 33 rides until you ride free.



Also, AMP works with current reduced fare programs and the new Equifare discount, so your discounted rides also count toward free rides. Learn how to receive your discounted fare at capmetro.org/amp-discounts.

Choose one method: phone or card.

To use AMP, you need to get either the physical reloadable card or use the CapMetro app, **but don't use both**. The card and the app are separate, so if you want credit for all your rides, pick one and stick with it.

Using AMP on your phone

STEP 1 Download the app.

Download the latest CapMetro app from the iPhone or Android app store. (Version 4.086 and higher for Apple; version 4.1 and higher for Android)

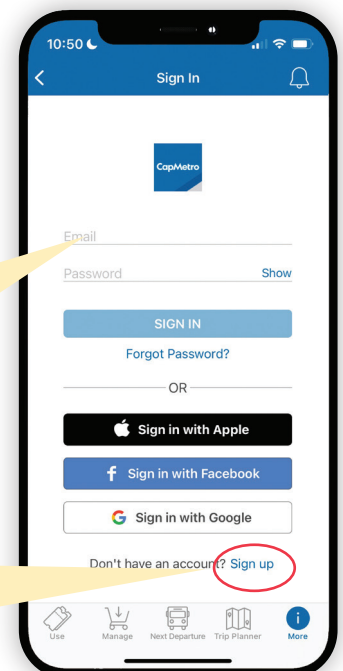


STEP 2 Log in to your CapMetro account or create one.

If you have used the CapMetro app in the past, log in with your existing CapMetro account information. If you are a new user, register a new account.

RETURNING USERS:
Enter your information and **Sign in**.

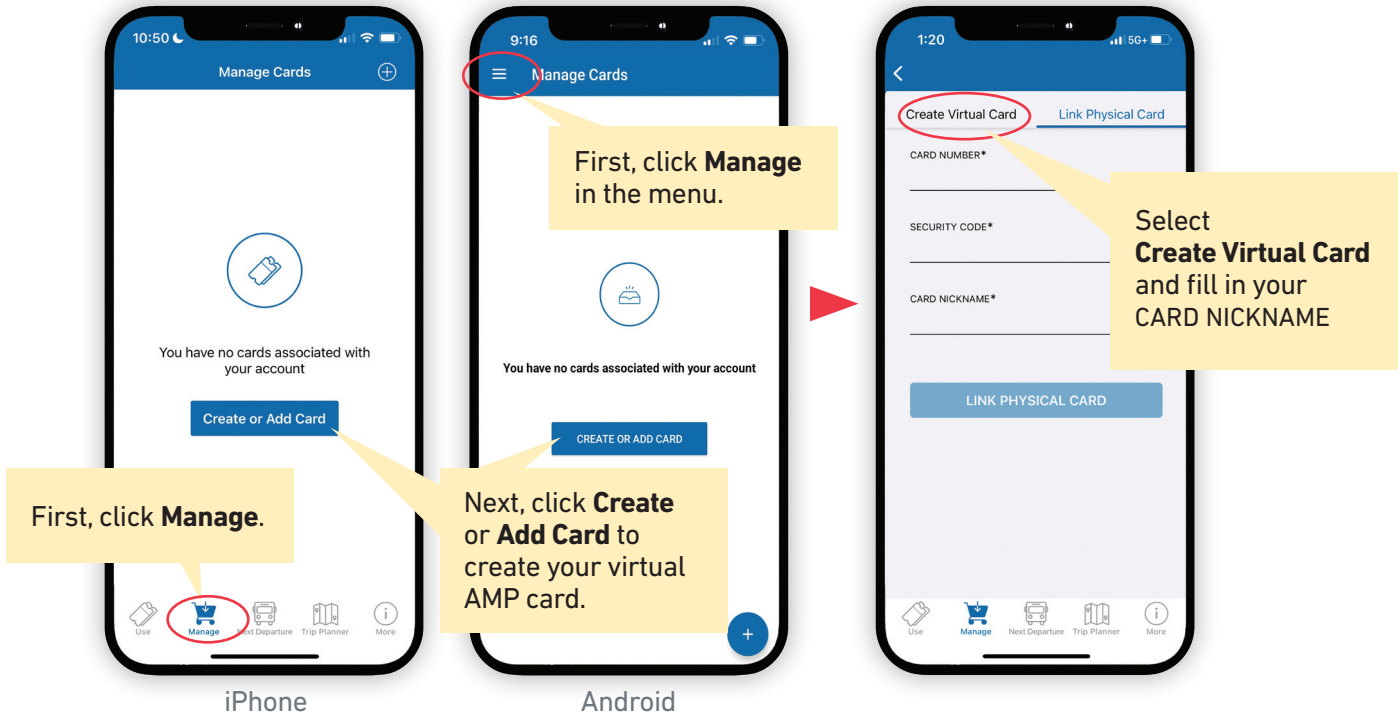
NEW USERS:
Click **Sign up**.



STEP 3 Set up your AMP card.

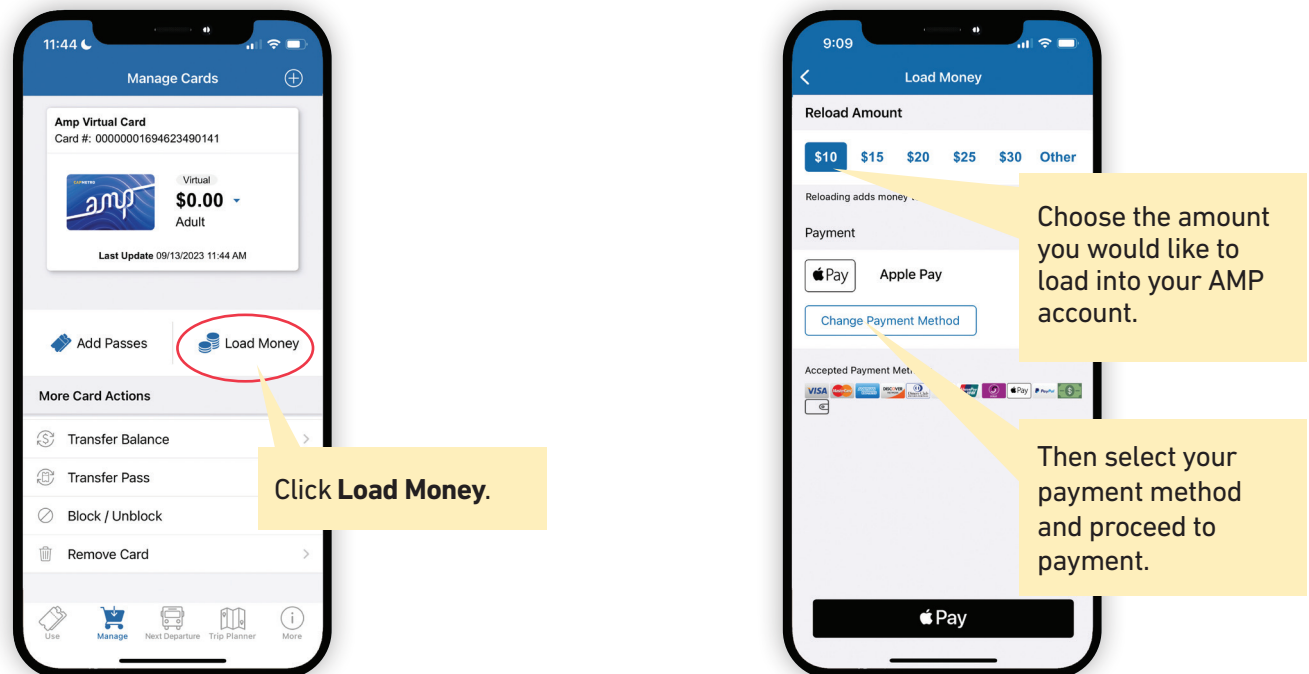
Create your virtual AMP card.

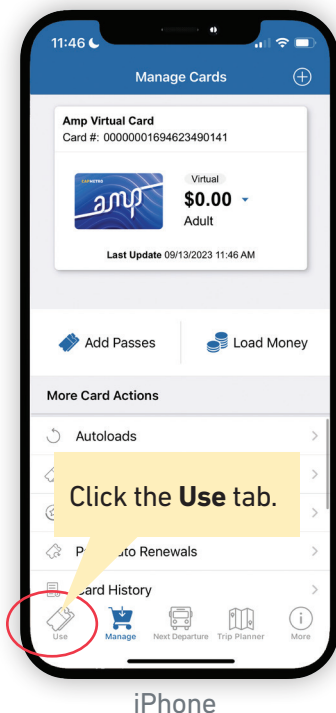
Once you're logged in to your CapMetro account, you'll be prompted to create a virtual AMP card and add money to it before you begin using it to pay fares.



1. Load money.

Load money to your AMP card through the app or via the web.

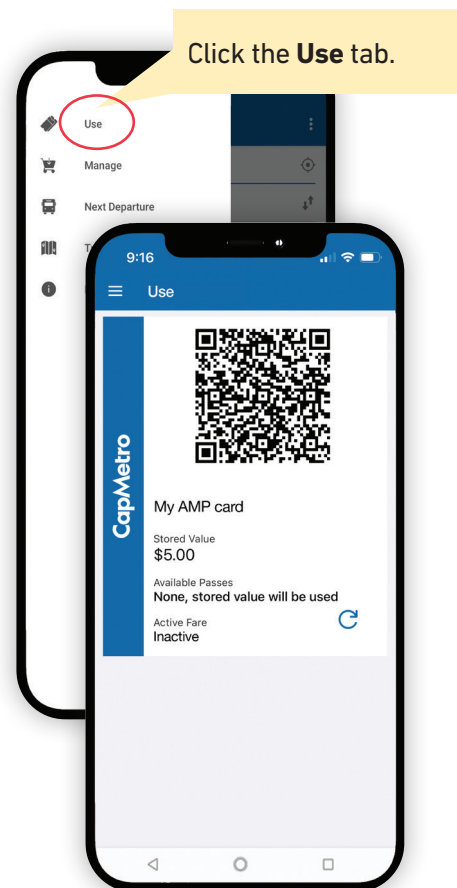




iPhone

2. Use your virtual card.

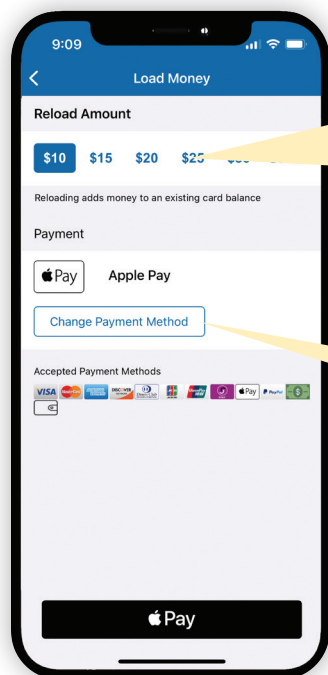
To use the CapMetro app to pay for fares, go to the **Use** tab in the app. For Android, tap the menu icon to find the **Use** option. A QR code will appear. When you board a bus, scan the QR code. On a train, the conductor will scan it. AMP deducts the cost of the ride from your account balance and tracks your rides so you can automatically earn free ones after you hit the daily or monthly payment cap.



Android

3. Reload your AMP virtual card.

You can reload your virtual AMP card using a credit or debit card in the CapMetro app or with cash only at participating retailers and the Transit Store.



Choose the amount you would like to reload onto your virtual card.

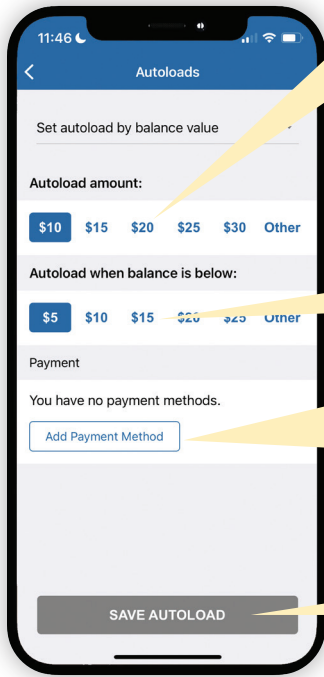
Choose your payment method and proceed to payment.

Participating Retailers

- 7-Eleven
- Walgreens
- CVS
- Family Dollar
- Dollar General

4. Set up autoload (optional).

You can set up autoload in the CapMetro app so your card automatically reloads when it reaches a specific balance.



Choose the amount you would like to autoload.

Choose the minimum balance you would like for autoload to be activated.

Make sure your payment method is updated.

Click **Save Autoload** at the bottom of the screen.

Using the physical AMP card with a CapMetro account

STEP 1 Get an AMP card.

Getting started with the AMP card is simple. To get a physical card, visit the Transit Store during regular hours of operation. To link your card on the the CapMetro app, see the instructions below. You can manage your card at buy.capmetro.org OR link your card in the CapMetro app.

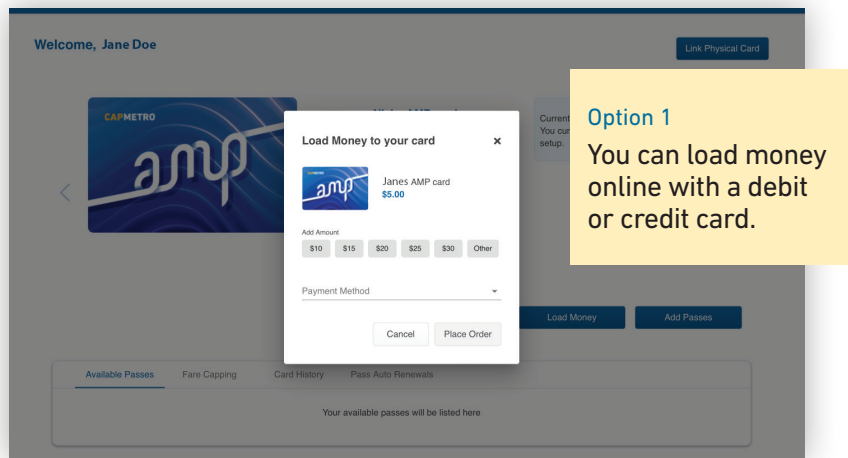
STEP 2 Choose how you want to set up your AMP card.

There are two ways to set up your AMP card to pay for fares.

Transit Store

209 West 9th Street
Austin, TX 78701

Monday–Friday
8 a.m. to 5 p.m.
(except holidays)



Participating Retailers

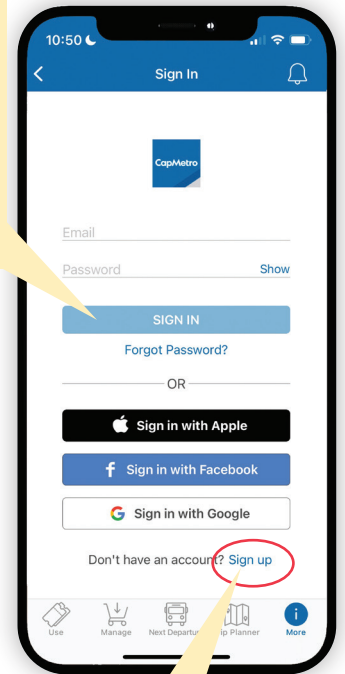
7-Eleven
Walgreens
CVS
Family Dollar
Dollar General

STEP 3 Create your account.

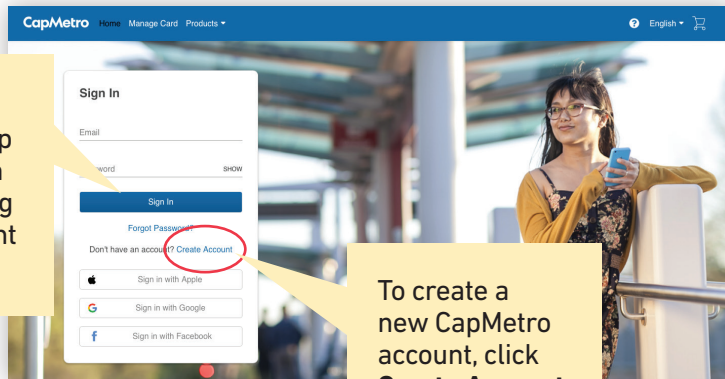
You can use a physical AMP card whether you have set up a CapMetro account or not. If you choose to set up a CapMetro account, benefits include things like being able to recover funds if your AMP card is lost.

To create a new account, go to buy.capmetro.org. Once your account is set up, you can link your physical AMP card and start loading funds on it.

If you have used the CapMetro app in the past, **Sign In** with your existing CapMetro account information.



If you have used the CapMetro app in the past, log in with your existing CapMetro account information.

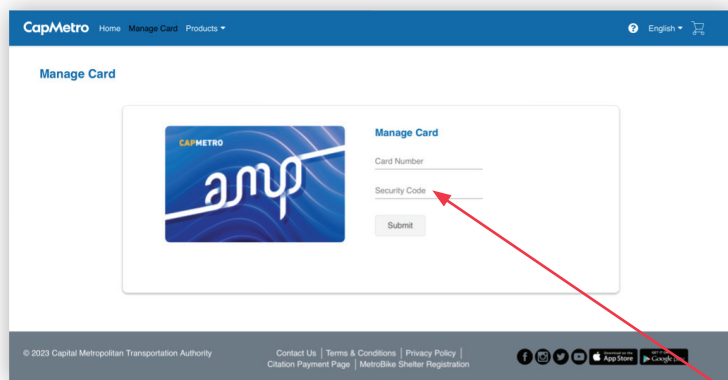


To create a new CapMetro account, click **Create Account**.

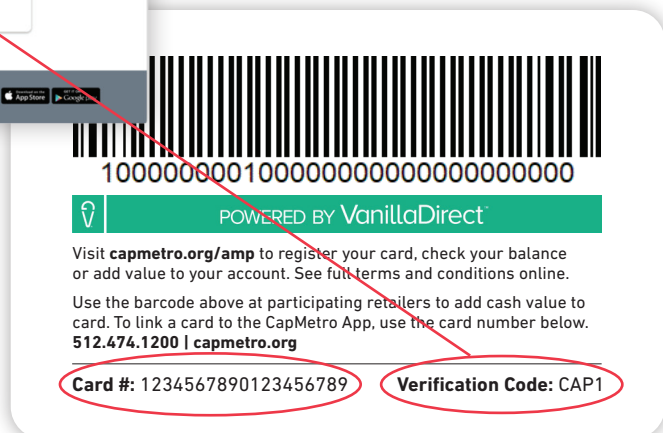
To create a new CapMetro account, click **Sign Up**.

STEP 4 Link your AMP card to your CapMetro account.

Go to buy.capmetro.org/manage-card and enter the Verification Code that is on the back of your AMP Card in the field marked Security Code.

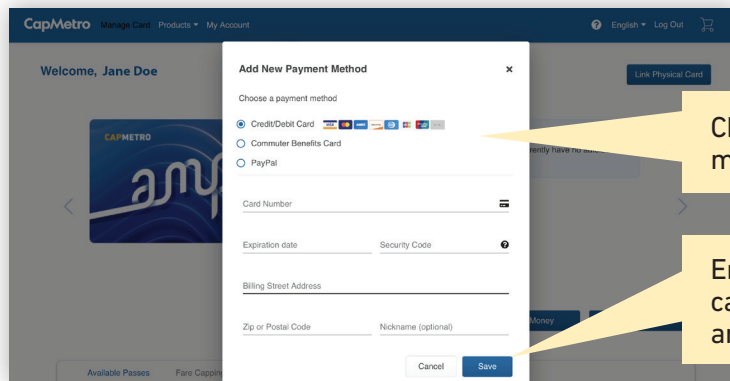
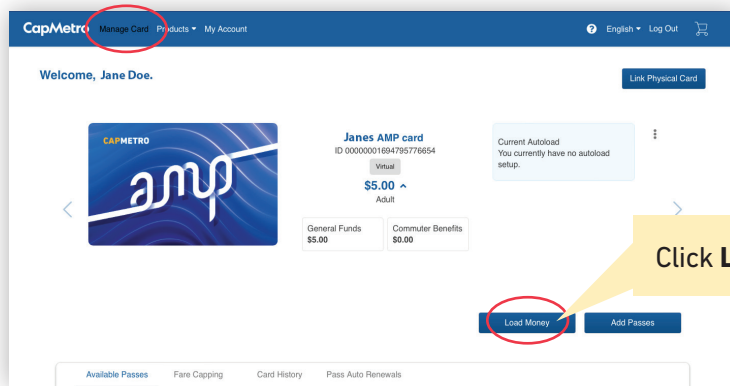


Enter the Verification Code that is on the back of your AMP Card in the field marked Security Code.



STEP 5 Load money onto your linked AMP card.

To load an AMP card linked to an account, log in to buy.capmetro.org or the CapMetro app and click on **Manage Card**. Then select **Load Money** and the amount you want to load. Then select your payment method or add a new payment method to finish your transaction.



Using the physical AMP card without a CapMetro account.

STEP 1 Get an AMP card.

You can use a physical AMP card without having a CapMetro account. Cards that are not registered with a CapMetro account can still be reloaded either online or in person.

NOTE: However, if you load money on an AMP card without registering for a CapMetro account, you cannot recover any money still left on the card if you lose it.

Get an AMP Card at the Transit Store

209 West 9th Street
Austin, TX 78701

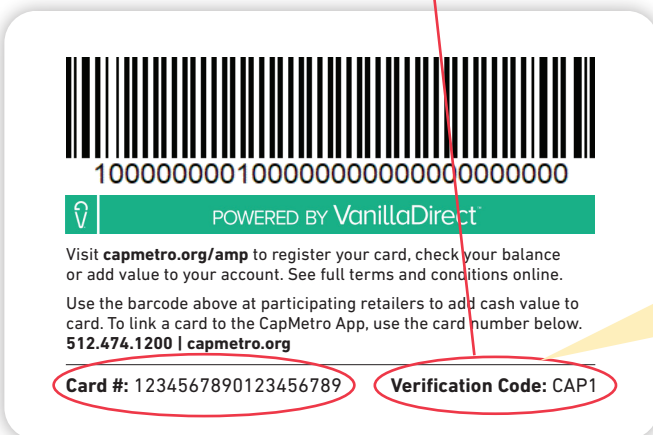
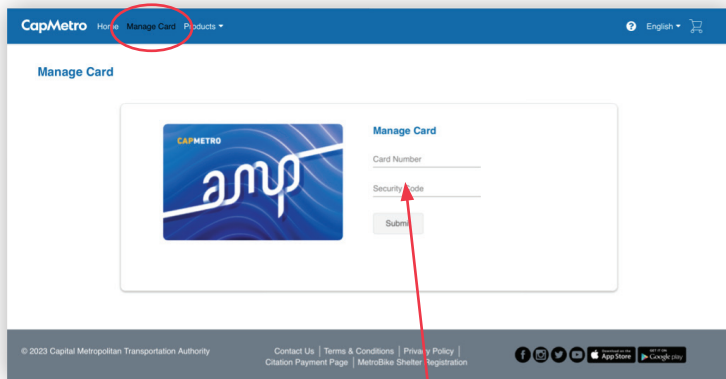
Monday–Friday
8 a.m. to 5 p.m.
(except holidays)

STEP 2 Load money onto your AMP card.

To load an AMP card online without a CapMetro account, go to buy.capmetro.org and click **Manage Card**. From there, enter the Verification Code that is on the back of your AMP Card in the field marked Security Code.

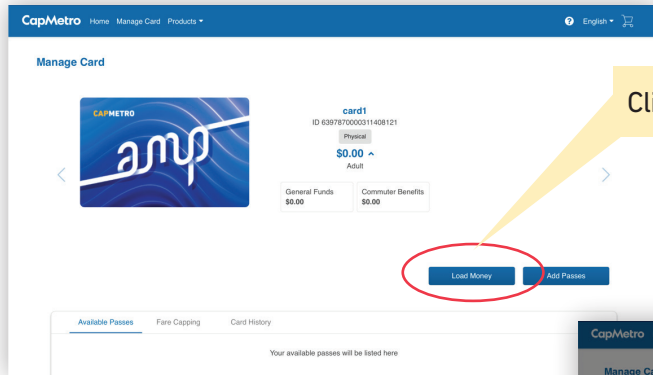
Load Cash at Participating Retailers

7-Eleven
Walgreens
CVS
Family Dollar
Dollar General

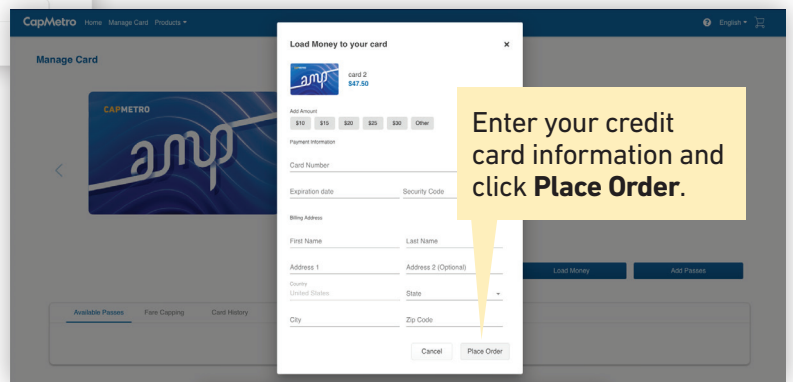


Enter the Verification Code that is on the back of your AMP Card in the field marked Security Code.

Click the **Load Money** button and then select the amount you want to add to your card. Next, enter your payment information and click **Place Order** to complete the process.



Click **Load Money**.



Enter your credit card information and click **Place Order**.



To add money at a retailer, present the AMP card to a cashier and tell them you want to add money to it. The cashier will scan the bar code, ask how much you want to add, and ask for payment in cash.

Load Money at Participating Retailers

- 7-Eleven
- Walgreens
- CVS
- Family Dollar
- Dollar General

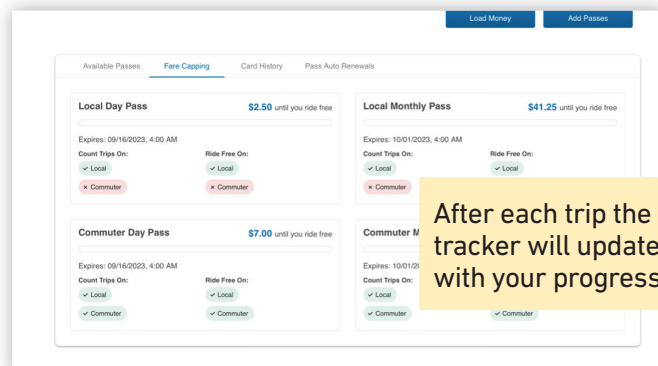
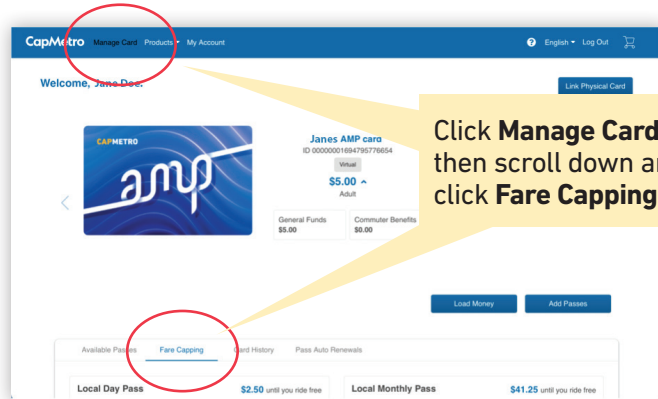
Start riding.

When you board a bus, scan the QR code in your CapMetro app or tap your AMP card on the validator. On a train, just hand it to the conductor, who will scan it. Trips will be deducted from the balance on your AMP card.

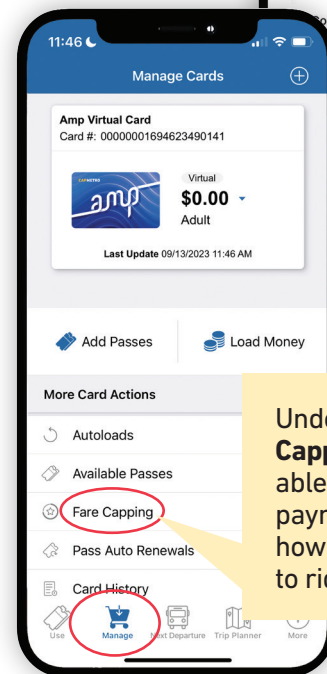
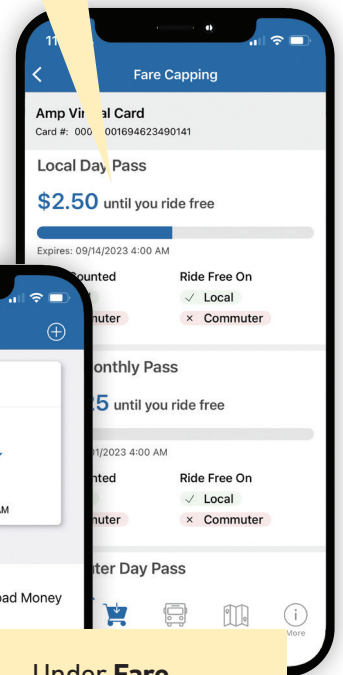


Earn free rides.

You can see how close you are to earning free rides by selecting **Manage** in the app or **Manage Card** at buy.capmetro.org. Then select **Fare Capping**. Daily and monthly fare caps automatically apply once you start using your AMP card.



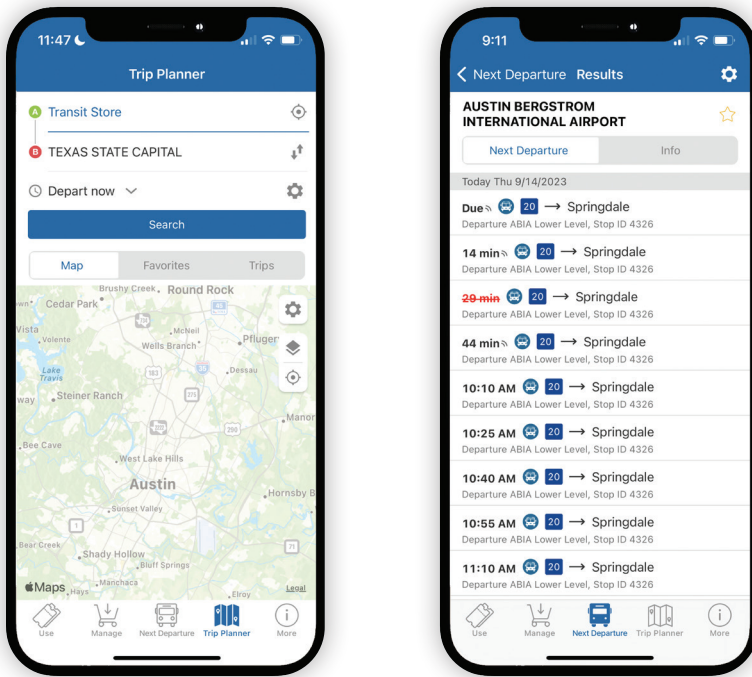
After each trip the tracker will update with your progress.



Under **Fare Capping** you'll be able to track your payments and see how close you are to riding free.

Plan your trip using the app.

The app includes other features that make riding easy, like a Trip Planner for finding the best routes and Next Departures so you can schedule your trip.



See if you qualify for additional discounts.

You may qualify for other discounts that can be combined with AMP.

Reduced Fares

Additional discounts exist for seniors, active duty military personnel, and riders with mobility impairments.

Equifare

Our new Equifare discount is available for riders whose household income falls below 200% of the federal poverty level.

If you are already enrolled in one of these programs, you will need to visit capmetro.org/amp-discounts and connect your AMP card to the discount. If you are new, you can apply for discount fare programs online or at the Transit Store.

CapMetro

Learn more at CapMetro.org/AMP or by visiting the Transit Store | 209 West 9th Street | Austin, TX 78701
Monday–Friday | 8 a.m. to 5 p.m. (except holidays)

Reduced Fares

People over 65
People with disabilities
Medicare card holders
Active duty military

Equifare

For anyone with a household income of less than 200% of the federal poverty level or who is covered by a qualifying assistance program.