



Using Your Go Card

The purpose of this guide is to show you how to use your Go Card to load funds to a Clipper Card and Express Lanes account.

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Prepaid Card Questions

Funds for the Go Card Program are distributed through the Akimbo Now Prepaid Mastercard. You can choose from two options:

- Virtual Prepaid Card – Delivered instantly by email. Use online or add to your mobile wallet for in-person purchases.
- Physical Prepaid Card – Sent via USPS standard mail. It may take up to 10 business days to arrive.

When Will I Receive My Card?

- Virtual Card – Sent to your email shortly after approval.
- Physical Card – Processing takes 1–2 business days. Once shipped, allow 7–10 business days for delivery.

If you have not received your card after this timeframe, please contact Usio Customer Support.

Lost, Damaged, or Transaction Issues

If your card is lost, damaged, declined, or you experience transaction issues (such as unauthorized charges, disputes, or returns), please contact Usio Customer Support.

Be ready to provide:

1. Full name
2. Mailing address
3. Program Name



4. Email used for your Go Card account

Usio Customer Support

- Email: cs@akimbocard.com
- Phone: (855) 449-2273
- Live Chat: Log in to your Akimbo account → bottom-right corner → blue 'HELP' button
- Bilingual live support: Monday–Friday, 8 a.m. – 8 p.m. ET (except holidays)
- Automated system (24/7): Activate your card, check balances, review transactions, and update PIN

How to Add Go Card Funds to Your Clipper Card

The Go Card can be used to purchase a new and/or reload an existing Clipper Card.

You can use your Go Card to add money or certain passes to your Clipper Card. Once funds are added, your Clipper START, Senior, or other discount is applied automatically when you tap your Clipper card on transit.

Important Info

1. The physical Go Card does not have the “tap” feature. It only has a magnetic stripe. You will not be able to use it directly on the Clipper tap readers.
2. If your cell phone support contactless payments, then you can add the card to your phone’s wallet and tap virtual Go Card on Clipper readers.

For more information on Clipper Cards, please go to <https://www.clippercard.com/index>

Where to purchase/reload Clipper Card

With your Go Card, you have four options to purchase/reload a Clipper Card:

1. Self-Service Ticket Machine
2. Transit or Clipper Customer Service Staffed Location
3. Call Clipper Customer Service
4. Load Online through the Clipper website

[Discounted Clipper Cards](#)



If you already have a discounted Clipper Card such as Clipper START, Senior, or other eligible discounts:

- You can add 'cash value' to your Clipper card using your Go Card.
- When you ride, Clipper automatically applies your discounted fare.
- You must tap your Clipper card to receive the discount.

Monthly Passes

- Any transit monthly pass must be selected at the time of loading.
- Once money is added as cash value, it cannot be changed to a monthly pass.

Option 1: Self-Service Ticket Machine

Where: BART, Caltrain and other stations (for more locations:

<https://www.clippercard.com/locations>)

1. Go to a ticket machine and select Clipper or Add value to Clipper card.
2. Tap your Clipper card on the reader.
3. Choose one:
 - Cash Value (pay as you go), or
 - Monthly Pass (if available for that transit system).
4. Select the amount or pass.
5. Pay using your Go Card.

Option 2: At a Transit or Clipper Customer Service Office

Where: SamTrans, Caltrain, BART and other stations (for more locations:

<https://www.clippercard.com/locations>)

1. In San Mateo County, go to the SamTrans/Caltrain service counter.
2. Ask to add money or a monthly pass to your Clipper card.
3. Pay using your Go Card.



Option 3: Call Clipper Customer Service (877-878-8883)

A Clipper customer service agent can help you add cash value or purchase a monthly pass. They are available weekdays (8 a.m. – 5 p.m.) and Saturdays (9 a.m. – 1 p.m.)

1. Call (877-878-8883).
2. Choose preferred language.
3. Say “I need to reload my clipper card.”
4. Enter your Clipper Card number.
5. Provide Go Card number on your card.

Option 4: Load Online

1. Create a Clipper account [online](#).
2. Add your Go Card as a payment method.
3. Set up Auto-Reload so funds are added automatically when your balance gets low.



Using Your Go Card with Your FasTrak Account

How to Add Go Card Funds to Pay Express Lane Tolls

You can use your Go Card to add money to your FasTrak account. These funds can be used to pay for Express Lane tolls when you drive.

Before You Start

- You must have an active FasTrak account.
- Your vehicle must be properly set up in FasTrak (license plate and, if required, a FasTrak Flex switchable transponder).
- Go Card funds added to FasTrak are used only for tolls and toll-related charges.

For more information on FasTrak, please go to <https://www.bayareafastrak.org/>

Option 1: Load Online

1. Log in to your FasTrak account online.
2. Go to Payment Methods or Add Funds.
3. Add your Go Card as a payment method.
4. Make a one-time payment or set up automatic replenishment. Confirm your payment.

Option 2: Call FasTrak Customer Service

1. Call FasTrak Customer Service (877-229-8655).
2. Ask to add funds to your account.
3. Provide your Go Card as the payment method.
4. Confirm the amount added.

Option 3: Visit a FasTrak Customer Service Center

1. Go to a FasTrak customer service location. The SamTrans/Caltrain Customer Service Center provides this service. Other locations can be found at bayareafastrak.org/en/toll-locations/retailmap.html
2. Ask to add funds to your FasTrak account.
Pay using your Go Card.