Using Your Go Card: A Step-by-Step Guide

This guide shows you how to use your Go Card to add funds to your Clipper Card, your FasTrak account, and other transportation services.

Contents

Prepaid Card Questions 1

How to Add Go Card Funds to Your Clipper Card 4

Using Your Go Card with Your FasTrak Account 7

Using Your Go Card with Paratransit 8

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 (see below).

When can I reapply for the Go Card?

If you still meet the program eligibility requirements, you may reapply the following year and have additional funds loaded directly onto your existing prepaid card. You are eligible to reapply 1 year after your initial application submission date. For example, if you applied on January 3, 2025, you will be eligible to reapply on January 3, 2026. You will be invited to reapply. Do **NOT** submit a new application. This will delay processing your application.

What to do with my Go Card once the $200 runs out?

If you have a physical Go Card, **keep** your card after finishing the funds. If you are eligible the following year, this card can be used to load additional funds directly onto your existing prepaid card.

If you have a virtual Go Card, your existing account will be used to directly load funds.

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

Adding your Go Card to your mobile wallet

Physical Card

1. If you choose a physical card, you must manually register your card in Akimbo Portal.
2. Enable mobile wallet support for your card in the Akimbo Portal.

Virtual Card

1. Look for an Incentive email from Akimbo
2. Register your account and activate your card

What my Go Card can be used for:

- Amtrak
- BART
- BayWheels

What my Go Card CANNOT be used for:

- Uber
- Taxi
- Gasoline

- BikeLink
- Caltrain
- Clipper
- FasTrak®
- SamTrans Redi-Wheels Paratransit
- SamTrans Ride Plus
- SamTrans
- San Francisco Bay Ferry
- Via Assist
- Non-Transportation Purchases

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.

Your Clipper Card can be used for Micromobility options, including BayWheels and SamTrans Ride Plus. Please find where else you can use your Clipper Card at https://www.clippercard.com/where-to-use.

Important Info

1. **The physical Go Card does not have contactless payments. It can only be used where cards are swiped or entered manually. You will not be able to use it directly on the Clipper tap-to-pay readers.**
2. If your cell phone supports contactless payments, you can add the virtual Go Card to your mobile wallet and tap your phone at Clipper readers.

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

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Where to Purchase or Reload a 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

<u>Discounted Clipper Cards</u>

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.

<u>Monthly Passes</u>

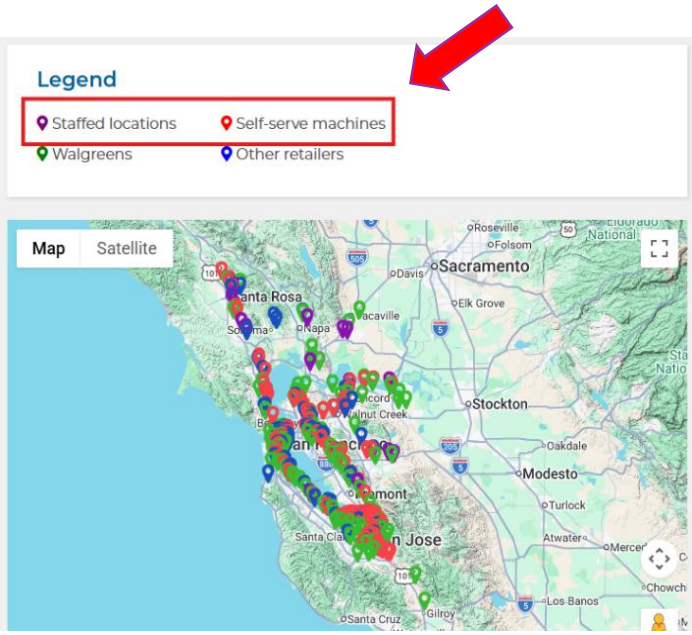
- Any transit monthly pass must be selected at the time of loading.

- 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 Express Lane tolls when you drive in the lanes.

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 number as the 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.

Using Your Go Card with Paratransit

How to Add Go Card Funds for Redi-Wheels and RediCoast

You can use your Go Card for Paratransit via SamTrans Mobile App and Ticket Order Form.

Before You Start

- You must apply for Paratransit before riding. Call 650-366-4856 or access the form here.
- If you receive Supplemental Security Income, General Assistance, or Medi-Cal, you may be eligible for Lifeline, the reduced fare program. Call 650-508-6241 ext. 7 for an application. You must be a San Mateo County resident.
- Trips must be scheduled at least one day in advance.

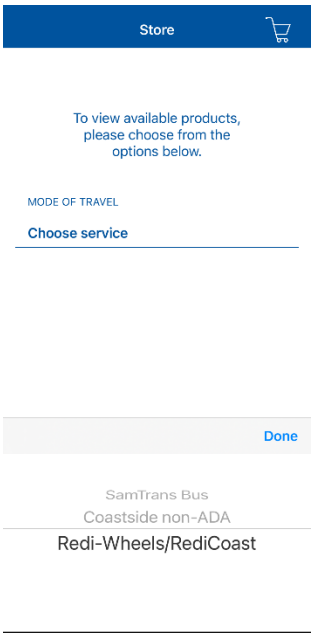
For more information about Paratransit, visit:
https://www.samtrans.com/accessibility/paratransit

Paratransit Riders Guide: https://www.samtrans.com/media/18512

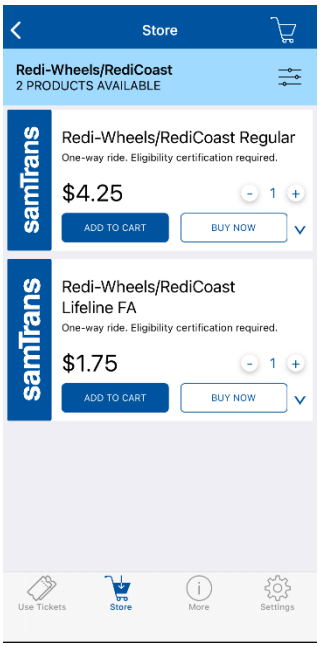
For more information to buying tickets, visit: https://www.samtrans.com/fares/how-buy.

Option 1: Load on SamTrans Mobile App

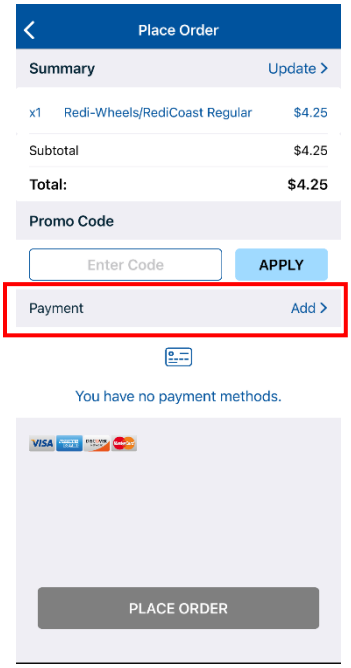
1. Download the SamTrans Mobile App
2. Select Redi-Wheels/RediCoast for the Mode of Travel



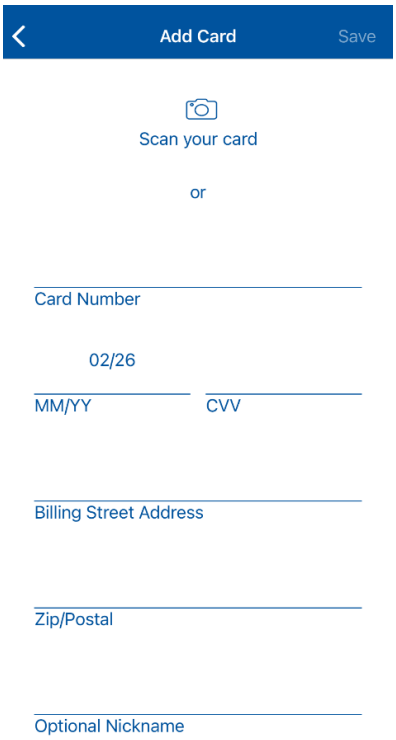
3. Select the ticket option that works for you



4. Click “Add >” to add the Payment Method



5. Fill out the card information with the Go Card information or scan your Go Card.



Option 2: Fill out the Ticket Order Form

1. Download the Ticket Order Form from https://www.samtrans.com/media/5406/download
2. Fill out the form with your information
3. Select the ticket option that works for you
4. Check off Credit Card for Method of Payment
5. Add Go Card as payment information
6. Mail or fax the form (available on form)

Option 3: Visit Transit Ticket Booth

1. Bring your Go Card to the Transit Ticket Booth at **166 N. Rollins Road Millbrae, CA 94030.** Click here for hours.
2. SamTrans customer service agents will help you purchase tickets with your Go Card.