Application Support Guide

Applying for aid through Beam

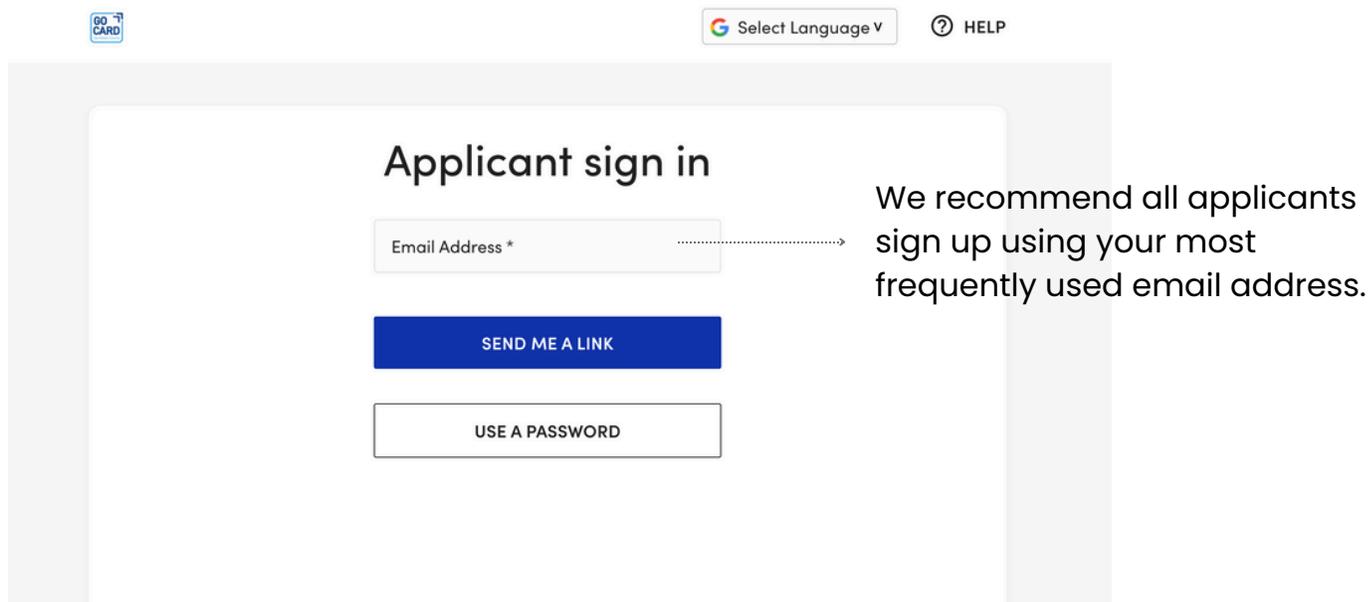2025

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Formerly *edquity*

APPLICATION SECTION

In this section we'll review creating an account, logging in, accessing the application, and claiming your fund.

Creating a Beam account and log-in information

Applicants must create an account through Beam to access the application.

We recommend all applicants sign up using your most frequently used email address.

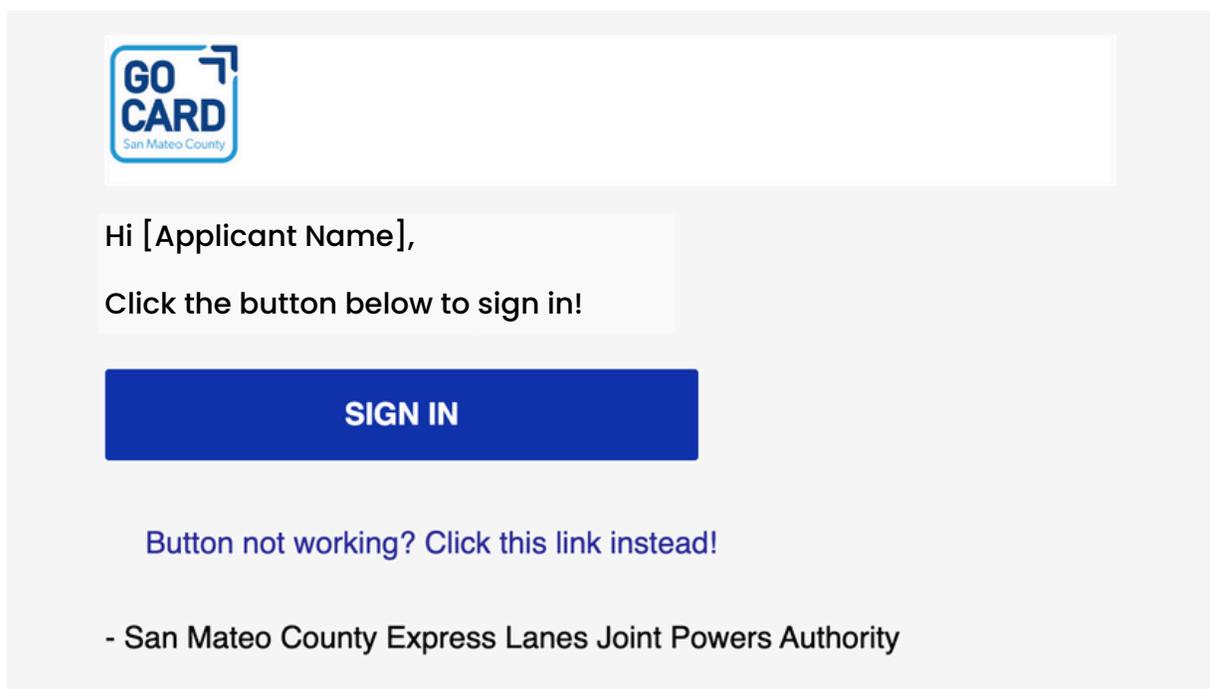Once a user enters their email, they can click "SEND ME A LINK" which will send a sign in link to their inbox.

Signing into Beam

Once a user enters their email address, an **email with a sign-in link** will be sent to the email address entered.
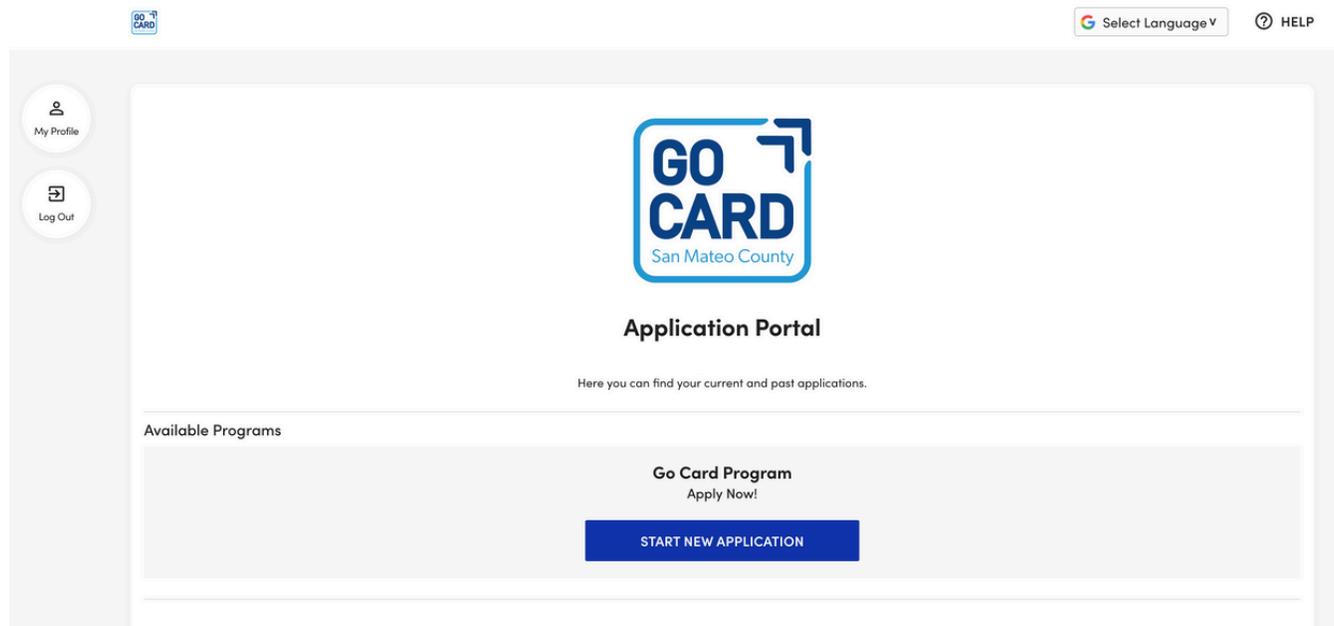
Users will need to **click the link** within that email to proceed. While that email should be directed to their **inbox**, it is possible for it to land in the Spam/Junk folder, so users should check each folder.

If the sign in email is not received within five minutes, then the user may navigate back to the original login page to send one again.

GO CARD
San Mateo County

Hi [Applicant Name],

Click the button below to sign in!

SIGN IN

Button not working? Click this link instead!

- San Mateo County Express Lanes Joint Powers Authority

Application Support Guide

The application portal

Once logged in, users will be taken to the application portal homepage. If there is a program available, they will be prompted to start an application.

Once they click "START NEW APPLICATION", they will be asked a series of questions to determine their eligibility for the Go Card program.

Application Updates & Receiving Award

Applicants will be notified via email of updates to their application. They can also log back into their Beam account and check their application portal for updates.

GO CARD
San Mateo County

Application Portal

Here you can find your current and past applications.

Submitted Programs

Go Card Program
Status: Awaiting Review

Thank you for submitting your application! You will be notified if additional information is needed.

Your Applications

Case ID	Program Name	Submission Date	Status	
C000368331	Go Card Program	08/13/2025	Awaiting Review	View Activity

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Selecting a Payment Method

If an applicant is approved for funds, they can choose between a physical or virtual card to receive their benefits.

Physical Prepaid Card

Physical Prepaid Card payments require applicants to provide their name and a valid mailing address to receive payment. Prepaid cards are generated and mailed to funding recipients and can take 7-10 business days to arrive, depending on the recipient's location.
Physical Prepaid Card FAQ

Virtual Prepaid Card

Virtual Prepaid Card payments require applicants to create an account on our prepaid card provider Usio's website. A Virtual Prepaid can then be generated to provide funding immediately.
Virtual Prepaid Card FAQ