

Site Administrator's Quick Start Guide

Thank you for your role in providing students with access to essential transportation resources!

FORMSTACK ACCOUNT

Use these login credentials to manage student applications on Formstack:

Username:

Password:

Encrypted Password:

Please do not use your personal or school email to log in.

SCHOOL LIAISON

Contact your school liaison for any questions about applications or issues with active passes:

Name:

Email:

Phone:

KEY TASKS FOR SITE ADMINISTRATORS

1 Promote the Program

Begin the school year by letting students, families, and staff know about the program. Share regular updates and reminders through the school's website, emails, orientation packets, and social media. Easy-to-use marketing resources are available on the [program website](#).

2 Manage Applications

Set aside at least 30 minutes each week to review and approve applications on [Formstack](#). This will ensure students receive their passes quickly. Refer to our [Formstack Guide](#) for step-by-step instructions. Keep these key points in mind:

- **Use Encrypted Password:** After logging into Formstack, you will access students' applications with the encrypted password sent to you via email. If you lose the password, contact your school liaison for retrieval.
- **Review/Edit Applications:** Double-check student names and ID numbers for accuracy. Correct any spelling or other errors to avoid processing delays.

3 Distribute Clipper Cards

When you receive your Clipper card shipment, notify your students and store the cards securely. Keep these key points in mind:

- **Processing Times:** Clipper cards will be delivered monthly, but there may be delays at the beginning of the school year due to high demand.
- **Online Accounts:** Encourage students to set up an online account by visiting the [Clipper card registration page](#). If they are unable to set up their account online, the student can call Clipper Customer Service at (877) 876.8883. They'll need to enter their card's serial number, dial "0" to speak to an operator, and request an account setup.

4 Support Students

Assist students with the following issues:

- **Troubleshooting Cards:** Ensure the student is tapping the card correctly and check for physical damage. Note that cards linked to the Clipper app cannot be used physically.
- **Paying by Phone:** If students have a smartphone, they can transfer their physical card to Apple Wallet or Google Pay. Students can visit the [Clipper pay by phone page](#) for more details.
- **Requesting a Replacement Card:** Students can request replacements for lost or malfunctioning cards. If their card stops working, the "low/no funds" error message is most common, meaning the card was deactivated. Direct students to the [Student Transit Pass replacement page](#). Replacement cards will be mailed directly to the students.



PROTECTING STUDENT PRIVACY

To ensure student privacy, please refrain from sending students' personal identifying information via email. Instead, use phone communication for sensitive or confidential matters.

ADDITIONAL RESOURCES

For more information, visit:

- [Student Transit Pass Program](#)
- [Student Transit Pass Program FAQs](#)
- [Clipper Card Support](#)

