GET AN ORCA CARD

The **ORCA card** allows you to ride the bus, trail, rail, or ferry in Washington state. It works like cash or a pass.

**Registered card vs. Unregistered cards.** Registering your card guarantees that the card is tied to you. You can check your ride history, authorize an Autoload for E-purse or a pass, and restore your card balance if your card is lost, stolen or damaged. An unregistered card is not associated with the cardholder so the cardholder does not have balance protection, cannot authorize an Autoload, and cannot check their transaction history or card value online.

**All online ordering of cards requires a credit card**, either a MasterCard or a Visa.

**All cards are initially created as unregistered.** If you choose the registered card, you create a login user so that when the card arrives in the mail you can then go back online and register it.

1. Open a browser, such as Google Chrome, Firefox, or Edge.

2. In the search bar at the top, type **www.orcacard.com**.

3. Click on **Get a Card** on the left side menu or **Get an ORCA card now** on the lower half of the page. You can click on **ORCA options** to read about which card is best for you.
GET AN ORCA CARD

4. Only Adult ORCA cards can be ordered online. All others must be done in person at a customer service office or retail center. Order an Adult Card by clicking on Create a My ORCA login for a registered card or click unregistered. You should receive your card in 5-7 business days. If you want to register it, you can then go back online to do so.

5. To obtain a card immediately, you must visit an ORCA Customer Service Office or retailer location. For a list of links to Customer Service locations click on Customer Service at the bottom of the page.

Get a card in-person

Purchase a card at an ORCA Retail Location. For a list of locations click on Retailers at the bottom of the page.
GET AN ORCA CARD

Purchase a card at one of the Ticket Vending Machines. For a list of vending machine locations click on Ticket Vending Machines at the bottom of the page. You can also visit one of the Customer service locations.

Get a card by mail


2. Click on Get a Card on the left side menu or click on Get an ORCA card now on the lower half of the page (step #1).

3. Click on Print to get the necessary forms.

By mail

Order an adult, senior (age 65 or older) or youth (age 6-18) card by mail.

Print and complete the form.
Include proof of age for senior or youth card order.

4. Complete the ORCA Card Order/Add Value Form. You will need to include proof of age for youth (ages 6-18) and senior (65+ years) card orders. Click on proof of age just below the link to print your order form.

By mail

Order an adult, senior (age 65 or older) or youth (age 6-18) card by mail.

Print and complete the form.
Include proof of age for senior or youth card order.

5. Next click on Proof of Age in the list of options.
GET AN ORCA CARD

6. You will see the list of ID options to choose from. You will need to make a copy of the necessary documentation and submit it with your order form.

Proof of age

Youth (age 6 to 18) proof of age options:
1. Student ID
2. State ID or driver’s license
3. Birth certificate
4. Bring youth to ORCA customer service office

Senior (65+ years) proof of age options:
1. A state driver’s license or state ID
2. A birth certificate
3. A passport
4. State or federal document with your name and birth date

7. Mail the completed form, copy of ID, and payment in the form of check, money order or credit card info to:
   ORCA Regional Mail Center
   KSC-TR-0108
   201 S Jackson St
   Seattle WA 98104-3856

Unable to Access Online Options?

Call: 1-888-988-6722 (TTY Relay: 711)
8:00am – 5:00pm Monday through Friday