

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.

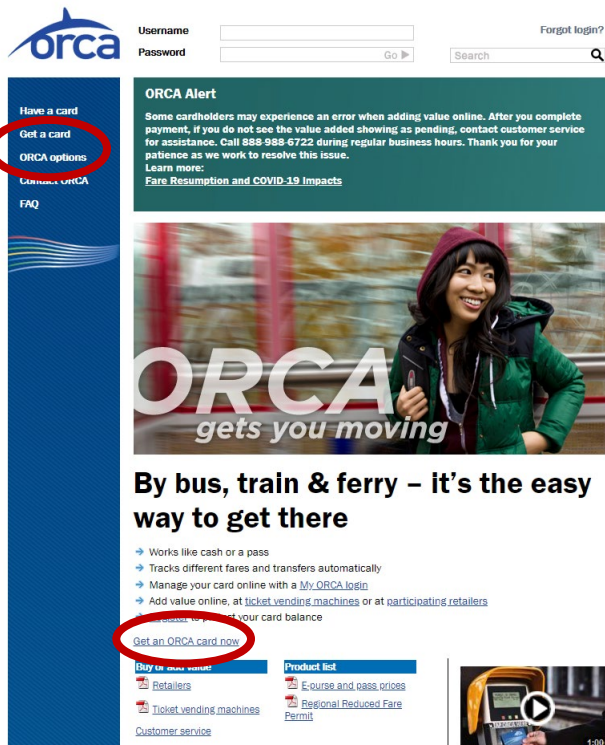
1. Open a browser, such as Google Chrome, Firefox, or Edge.



2. In the search bar at the top, type www.orccard.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.



The screenshot shows the ORCA website interface. At the top, there is a navigation bar with the ORCA logo, a search bar, and links for 'Username', 'Password', and 'Forgot login?'. Below the navigation bar is a sidebar with a blue background containing links: 'Have a card', 'Get a card' (circled in red), 'ORCA options', 'Get an ORCA card now', 'Customer service', and 'FAQ'. The main content area features an 'ORCA Alert' box, a large image of a woman on a train with the text 'ORCA gets you moving', and a section titled 'By bus, train & ferry – it's the easy way to get there' with a list of features. At the bottom, there is a 'Product list' section with links for 'Retailers', 'Ticket vending machines', 'Customer service', 'E-purse and pass prices', and 'Regional Reduced Fare Permit'. A video player is visible at the bottom right of the product list.

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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.

The screenshot shows the ORCA website interface. At the top left is the ORCA logo. To its right are input fields for 'Username' and 'Password', with a 'Go ▶' button. Further right is a 'Forgot login?' link and a search bar with a magnifying glass icon. Below the login fields is a blue sidebar menu with links: 'Have a card', 'Get a card', 'ORCA options', 'Contact ORCA', and 'FAQ'. The main content area is titled 'Get a card' and includes an 'Online' section. It contains the text: 'Order an **adult registered** card. [Why register?](#)', followed by links for 'Login at the top of the page.' and 'Create a My ORCA login.'. A red circle highlights the word 'unregistered' in the text 'Order in **unregistered** adult card.'. Below this, it states 'Only adult ORCA cards may be ordered online. Adult (ages 19 to 64) card cost is \$5.' and 'Other card types require proof of eligibility.'

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 an ORCA card now](#)

Buy or add value

- [Retailers](#)
- [Ticket vending machines](#)
- [Customer service](#)

Product list

- [E-purse and pass prices](#)
- [Regional Reduced Fare Permit](#)



Tap & ride

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 now](#)

Buy or add value

- [Retailers](#)
- [Ticket vending machines](#)
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Product list

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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

1. Go online to www.orcacard.com.
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.

The screenshot shows the ORCA website interface. At the top left is the ORCA logo. To its right are login fields for 'Username' and 'Password', with a 'Forgot login?' link. Below these is a search bar. On the left side, there is a vertical navigation menu with links: 'Have a card', 'Get a card', 'ORCA options', 'Contact ORCA', and 'FAQ'. On the right side, there is a 'Glossary' section with a list of links: 'Associated cardholder', 'Primary cardholder', 'Youth', 'Passenger types', 'Paratransit services', 'Multi-ride', 'Ticket vending machine', 'Service day', 'Regional day pass', 'Low income', 'Administrative and refund fees', 'Adult card', 'Proof of age', 'Refund', 'Transfer', and 'Tap'. The 'Proof of age' link is circled in red.

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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 birthdate

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