



## **GO!card™ Transit Subsidy Charge Card Activation Instructions**

To activate your card, call the toll free number on the sticker (1-877-222-2312) attached to the front of your card. Follow the prompts by the automated attendant:

“Please enter your card number now.”

**Enter your 16 digit card number.**

“Please enter your 4 digit access code now. This is typically the last 4 digits of your social security number or social insurance number. If you need to start over press the star key.”

**Enter the last 4 digits of your Social Security Number.**

If you have entered your 4 digit access code incorrectly the automated attendant will prompt you by saying: “The number entered could not be identified, please reenter your 4 digit access code.”

**Re-enter the last 4 digits of your Social Security Number.**

Upon acceptance, the automated attendant will say: “Please hold while we access your account.”

After a few moments silence, the automated attendant will say: “Thank you your card has been activated. Please remember to remove the sticker and sign the back of your card. Thank you for calling.”

At this point, you can hang up the telephone – **Congratulations your card is activated!**

### **Online Ordering Instructions**

If you order transit benefits online and are asked for your billing address, use your home address.

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Questions ~ Concerns ~ Difficulties ~ Problems

Email [GOcard@hhs.gov](mailto:GOcard@hhs.gov).