

## HOW TO MANAGE IT

### Create a HOLOcard.net account:

1. Enter your email address and create a password.
2. Link your HOLO card to your account using the number on the back of the card.

### Manage cards online:

A [HOLOcard.net](https://holocard.net) account lets you:

- Reload passes and value anytime, anywhere
- Setup autoload to replenish your card when value is low
- View ride history to track your progress toward earning passes
- Protect the funds on your card against loss and theft
- Add and manage cards for your entire family

### Get help with your account:

Call **(808) 768-4656** or visit [HOLOcard.net](https://holocard.net).

Scan this QR code to get started:



## HOW TO GET HELP ?

### For a lost or stolen HOLO card:

1. Login to your [HOLOcard.net](https://holocard.net) account. Select "Lost or Stolen" to report the loss/theft, but DO NOT unlink the card.
2. Get a new card online or at participating stores.
3. Link the new card to your account, select "Transfer Balance" to move any stored value from your old card to the new one. You can now unlink the old card. To transfer a pass, call the HOLO Helpline at the number below or TheBus Pass Office at (808) 848-5555.

### For any HOLO card questions:

Talk to a customer service representative at the HOLO Helpline from Monday to Friday, 7:30 AM to 4 PM at **(808) 768-4656**.

*Please don't punch a hole, laminate, or otherwise tamper with your card as it may cause damage.*

*New or replacement cards cost \$2.*



# HOW TO HOLO



Everything you need to know about Oahu's public transit card.

[HOLOCARD.NET](https://holocard.net)

## WHERE TO GET IT



CARD TYPE	HOLO card .net	Participating Stores	The Bus Pass Office	Satellite City Halls*
ADULT	✓	✓	✓	✓
YOUTH†			✓	✓
SENIOR‡			✓	✓
DISABILITY§			✓	
MEDICARE			✓	

\*Call location to confirm the cards and passes sold. First-time Youth and Senior HOLO Card applicants must make an AlohaQ appointment.

†Bring proof of age. If 18-19 years old, bring proof of high school enrollment or a valid high school ID.

‡Bring a valid government-issued photo ID.

§Bring a valid government-issued photo ID and a completed Disability Application Form (available at TheBus.org). Ask your healthcare professional for help completing the form.

||Bring a valid U.S. Medicare Card and completed U.S. Medicare Form (available at TheBus.org).

### Visiting Oahu? Get a 7-Day Pass!

Adults (\$30) & Youth (\$15)

Scan QR code to learn more.



## HOW TO LOAD IT



### 2 ways to load your HOLO card:

#### 1. Online at HOLOcard.net

First, login to your account on **HOLOcard.net**. Then select "Add Value & Passes." Now add value to your card and select "Checkout."

You can also set autoload, which automatically loads your card with more value when it's running low.

#### 2. In person at a location near you

Visit TheBus Pass Office, most Satellite City Halls, or a participating store (see [HOLOcard.net](https://holocard.net) for locations). Tell the cashier the value or pass you want to add to your HOLO card. Be sure to bring cash as most in-person locations do not accept debit or credit cards.

You can purchase a month pass up to 8 days before the start of the month. The pass will activate on the first of the month. Visit [HOLOcard.net](https://holocard.net) to purchase passes.

## HOW TO USE IT



### 3 easy steps to ride:

1. Load value/pass onto your card
2. Tap card on card reader when boarding
3. Wait for the shaka before entering

### Earn passes with each ride:

Each fare you pay goes toward a day or month pass. Once you spend the amount of a pass, you can ride the rest of the day or month for free. For instance, Adults pay about 27 times before earning a month pass.

M	T	W	T	F	S	S
\$	\$	\$	\$	\$	\$	\$
\$	\$	\$	\$80	Shaka	Shaka	Shaka
Shaka	Shaka	Shaka	Shaka	Shaka	Shaka	Shaka
Shaka	Shaka	Shaka	Shaka	Shaka	Shaka	Shaka
Shaka	Shaka					

To earn a month pass, you must spend the amount of the pass within the calendar month and be a Hawaii State resident.

### Free transfers within 2.5 hours:

Just tap the card reader on the public transit vehicle that you're transferring to. You won't be charged if you tap within 2.5 hours.

