Massachusetts Bay Transportation Authority

How to Help Seniors Apply Online

Organizations, such as Councils on Aging and senior centers, and individuals can help seniors apply for a new, renewal, or replacement reduced fare Senior CharlieCard online. This guide provides the steps to help seniors apply for a new Senior CharlieCard online using a mobile device or computer.

Before starting an application:

- Seniors must be 65 or older, or within 2 weeks of their 65th birthday.

- Seniors can fill out a paper application before applying online to help people complete the form on the senior's behalf.

Seniors should be prepared to upload a:

1. Government-issued **photo ID**, such as a driver's license, passport, or state ID. Expired IDs will not be accepted.

2. Recent color **picture of themselves** from the neck up in front of a solid, light-colored background. Hats, face coverings, and sunglasses are not permitted.

To complete applications, we suggest using a mobile device, such as a smartphone or tablet, to take pictures of both the applicant and the applicant's photo ID to make these files easier to upload either directly from the mobile device or computer. If you took photos on a mobile device, but are using a computer to complete an application, you can make the photos accessible during the application process by sending them to an email address, then downloading and saving the photos to the computer.

Learn more and access the online application at mbta.com/SeniorCharliecard

Steps to Help Seniors Apply Online:

1. Start a new online application and enter the applicant's information.

2. Upload the applicant's photo ID and the senior's picture. For each upload, click the "Select files" button and select the photo from your mobile device or where you saved it on the computer.

3. Confirm with the applicant on how they would like to receive their Senior CharlieCard (mail or pick up at the CharlieCard Store) if their application is approved.

4. Ask the applicant if they would like to complete the optional demographic information section.

5. Have the applicant review and accept the Reduced Fares Terms and Conditions.

6. Submit the online application. If the applicant entered an email address, a confirmation email will be sent to them, as well as application status notifications.

7. If the MBTA needs more information to determine the applicant's eligibility, we will contact the applicant using the contact information provided in their application.

Technical support cannot be provided in real time, though organizations can submit a request for support and/or training prior to helping any seniors.

For discussion and training purposes only.