



# How to Help Riders Apply for a Transportation Access Pass (TAP) CharlieCard Online

Organizations and individuals can help people with disabilities apply for a new, renewal, or replacement reduced fare [TAP CharlieCard](#) online at [mbta.com/tap/apply](https://mbta.com/tap/apply). This guide provides the steps to help riders apply for a **new** TAP CharlieCard online using a mobile device or computer.

## **Riders should be prepared to upload:**

1. A government-issued **photo ID**, such as a driver's license, passport, or another government-issued photo ID. Expired IDs will not be accepted.
2. A recent color **photo of themselves** from the neck up in front of a solid, light-colored background. Hat, face coverings, and sunglasses are not permitted.
3. Documentation of disability as listed in the **Appendix**.

To complete applications, we suggest using a mobile device, such as a smartphone or tablet, to take photos of the applicant, as well as the applicant's photo ID and documentation of disability 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/transportation-access-pass](https://mbta.com/transportation-access-pass)

## **Steps to Help Riders Apply Online:**

1. Start a new online application. Select how the applicant will show documentation of their disability and enter the applicant's information.
2. Upload the applicant's photo ID, photo of themselves, and documentation of disability (as listed in the **Appendix**).
  - a. 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 TAP 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 Free/Reduced Fares Rules 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 riders apply online.



## **Appendix**

There are three options to show documentation of disability as required for TAP eligibility:

1. Show proof of disability. Applicants can use any one of the following:
  - Medicare, One Care, or Tufts Health Unify Card
  - Disability placard from the Registry of Motor Vehicles (RMV)
  - Signed letter from your Travel Trainer on MBTA letterhead
  - Veteran benefits summary letter on VA letterhead specifying a disability rating of 70% or greater
  - Current non-MBTA reduced fare card with an expiration date
  - Verification letter signed by case manager or coordinator from one of the following agencies:
    - Department of Mental Health (DMH), including DMH vendors
    - Department of Developmental Services (DDS)
    - Massachusetts Rehabilitation Commission (MRC)
2. Enter an active RIDE number
3. Upload the Health Care Professional Certification form, signed by a health care provider.