

## **Lost Presto Cards**

**Students must register their Presto cards online,  
otherwise it will not be replaced if lost**

### **If you lose your Presto card:**

#### **If the card was registered online:**

1. Immediately login to your account at [prestocard.ca](http://prestocard.ca) and report it as lost/stolen
  2. Purchase a new card online for \$6 (card fee), or at an OC Transpo or ServiceOttawa customer/client service centre or an authorized retail location (e.g. Shoppers Drug Mart) for \$6 (card fee) + \$10 (e-purse)
  3. If replacement is purchased online, when the new card arrives, login to your account at [prestocard.ca](http://prestocard.ca) and activate the card with the activation code sent by email from PRESTO
  4. If replacement is purchased at an OC Transpo customer service outlet or an authorized retail location, login to your account at [prestocard.ca](http://prestocard.ca) and **“transfer your balance”** to the new card
- \*\*\* DO NOT REGISTER, CREATE A NEW ACCOUNT OR ADD YOUR NEW CARD \*\*\***
5. Student is responsible for paying for transportation in the meantime

#### **If the card was NOT registered online:**

- 1- Email Glebe's Main Office (email [glebeci@ocdsb.ca](mailto:glebeci@ocdsb.ca)) to report that you lost your card. We will report this to OSTA.
- 2- Student is responsible for paying for transportation from that point on.