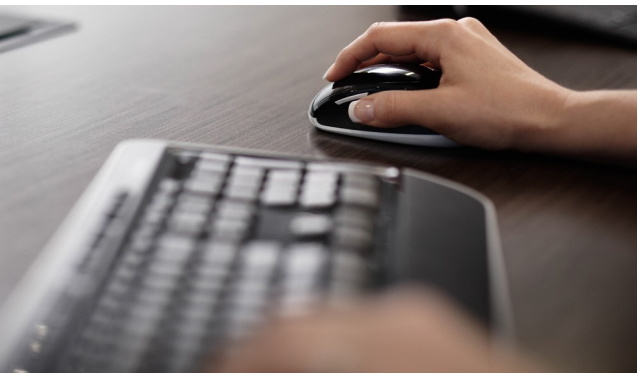
Calgary

Transit Access

Updated: August 2020



Calgary Transit Access Trip Booking

Getting Started Guide

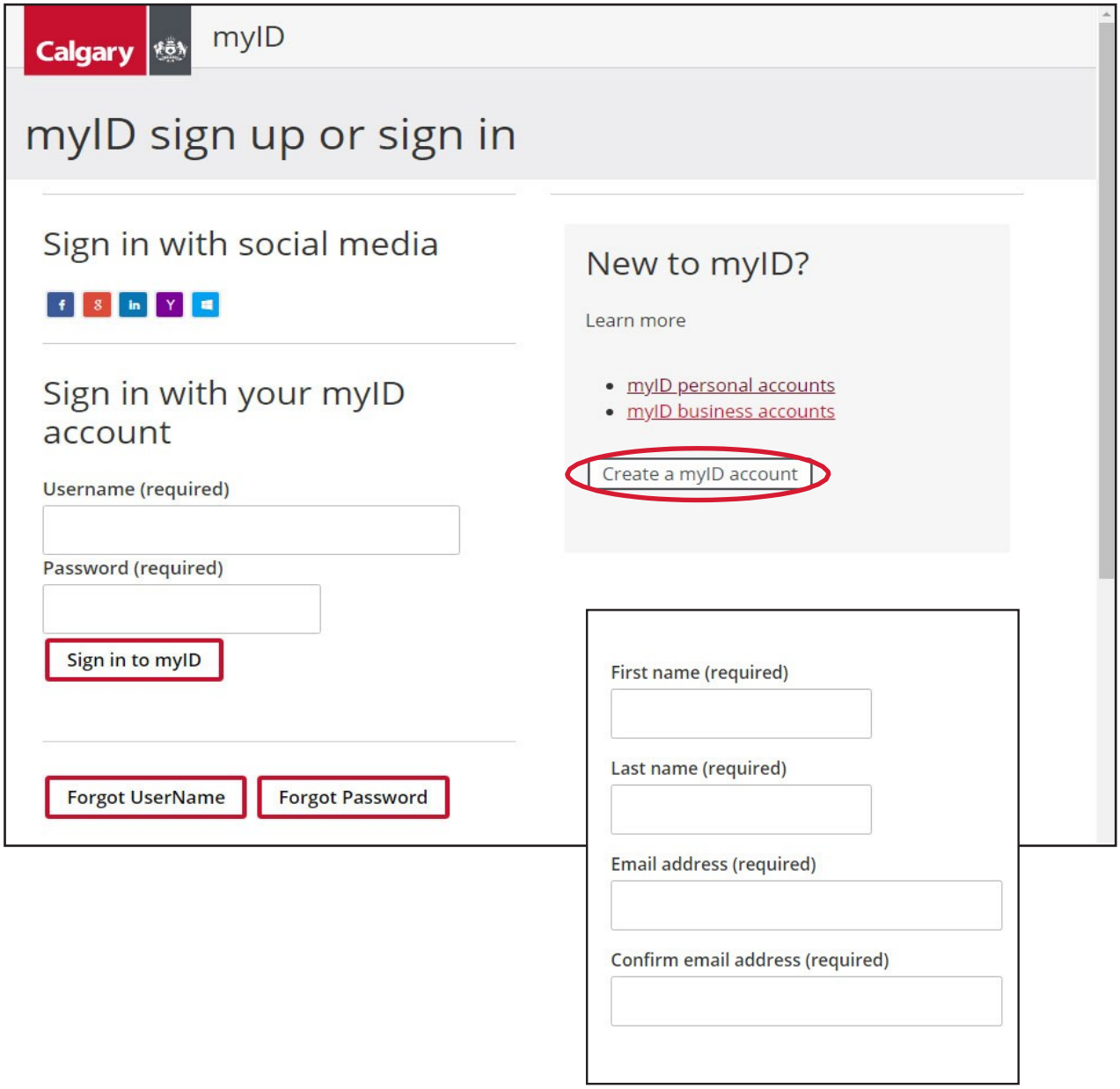
CTA Trip Booking is a web-based tool allows customers to view, book, change and cancel trips online. This guide shows you how to register for your myID Account, and link your Calgary Transit Access Trip Booking Account.

CTA Trip Booking - Online Support: 403-537-7777, press 7

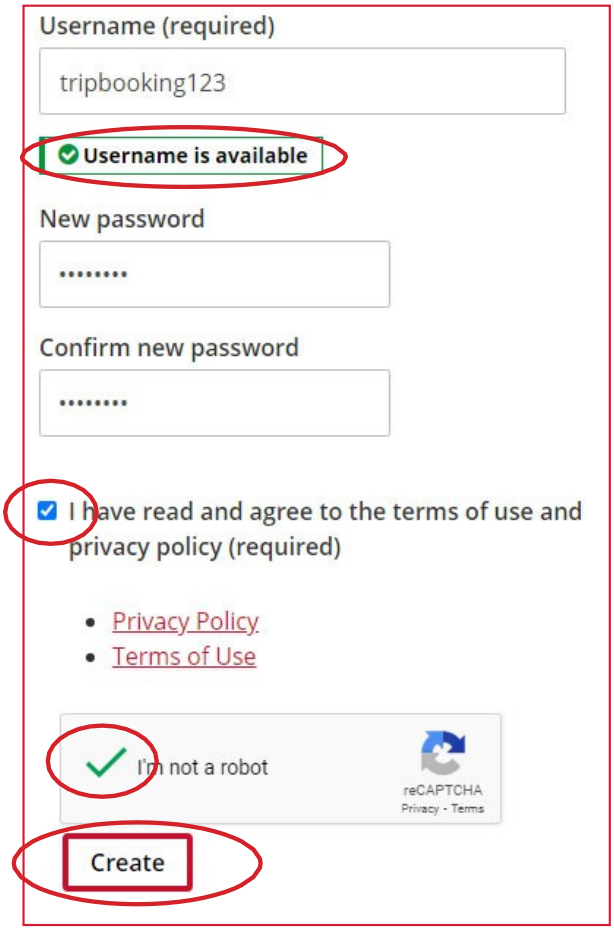
How to register and login to your CTA Trip Booking account

You need to sign up with a City of Calgary myID account in order to book trips online through CTA Trip Booking. If you don't have a myID account, you'll need to set one up; follow the below step-by-step instructions on how to create your account. If you already have an account, you can skip to registering for a Calgary Transit Access Trip Booking Account on page five.

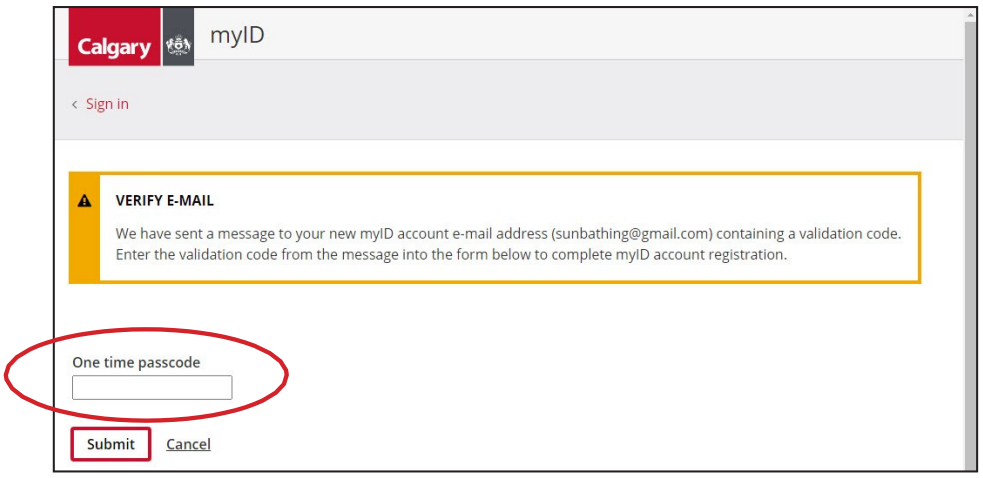
- myID can be accessed by visiting **www.calgary.ca**
- Scroll down to the bottom footer and click on **myID.**
- Next, select **Sign in to myID now.** A new window will open up. You may want to bookmark this page, as you will need to login through myID to book trips through Calgary Transit Access Trip Booking.
- Select **Create a myID account.** Enter the required information as shown.



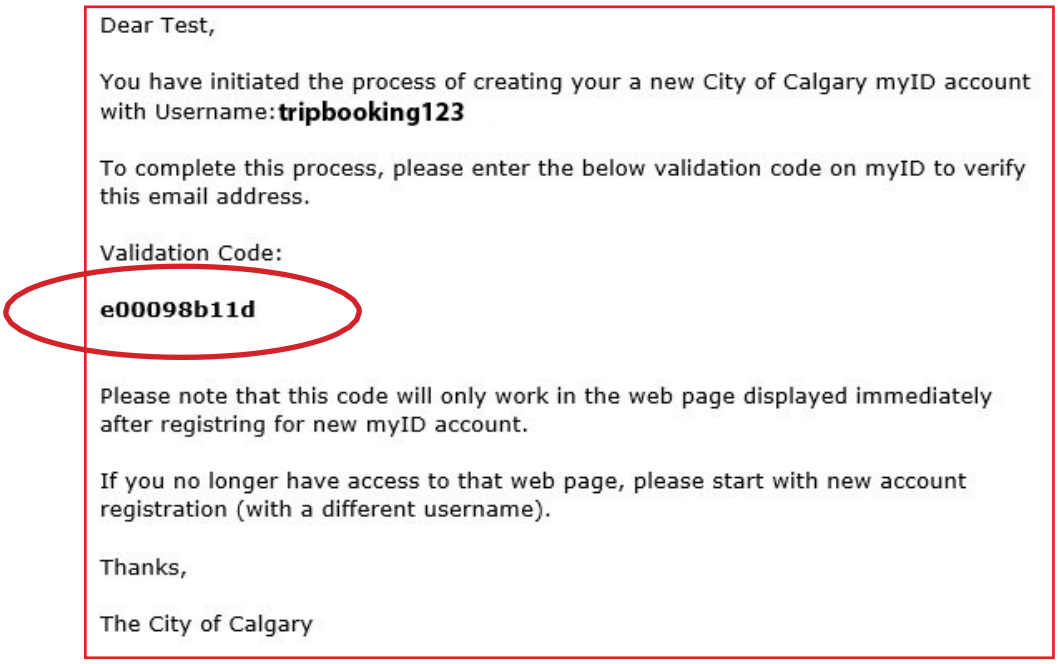
- Your username can be made up of letters (upper or lower case), numbers, dashes (-) or underscores (_). You will know the username you entered is available when the validation text says, **Username is available.**
- Next, read and agree to the Terms of Use and Privacy Policy, and check the terms of use box.



- For security reasons, the I'm not a robot box needs to be checked before you can go on to the next step.
- Once all the fields are complete, click the **Create** button; you will only be able to do this when all fields are correctly completed and all other boxes are selected.
- When the form is submitted without errors, a **VERIFY E-MAIL** page, as shown below, will appear.



- You will receive an email shortly to the registered email address that contains the **Validation Code**. You can copy and paste the **Validation Code** into the **One time passcode** field on the **VERIFY E-MAIL** page. Click the **Submit** button, and you will be taken to the myID homepage.



Dear Test,

You have initiated the process of creating your a new City of Calgary myID account with Username: **tripbooking123**

To complete this process, please enter the below validation code on myID to verify this email address.

Validation Code:

e00098b11d

Please note that this code will only work in the web page displayed immediately after registring for new myID account.

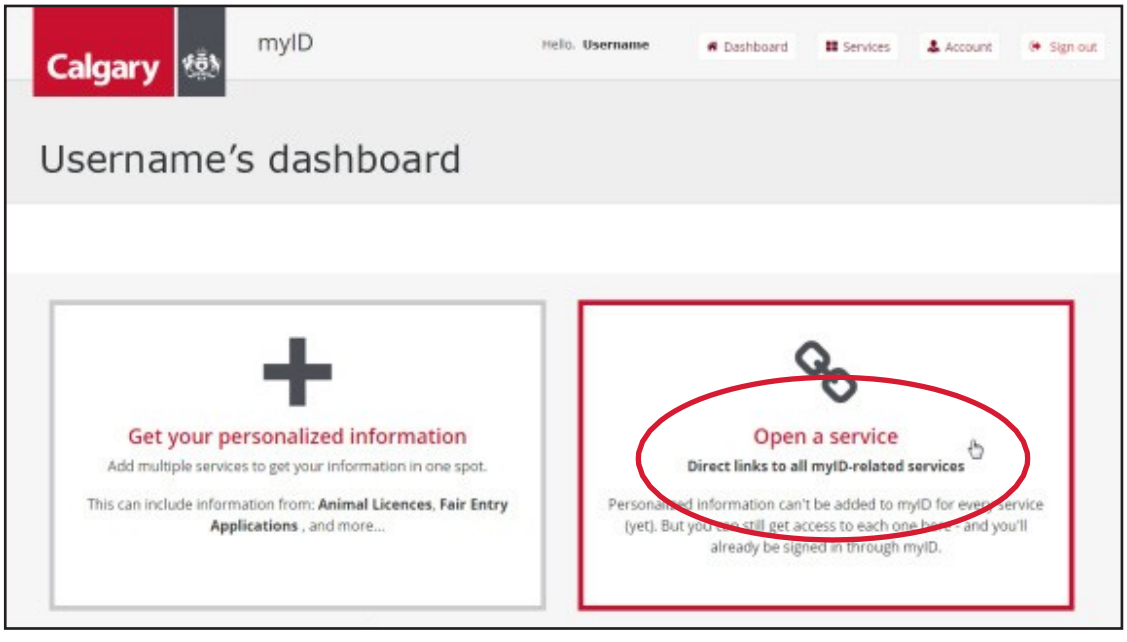
If you no longer have access to that web page, please start with new account registration (with a different username).

Thanks,

The City of Calgary

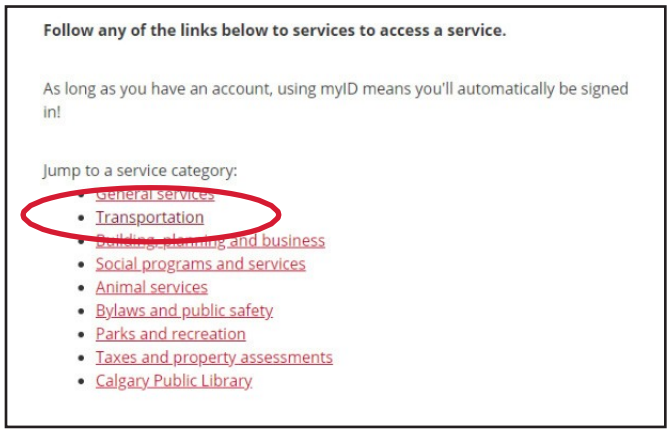
How to register for a Calgary Transit Access Trip Booking Account:

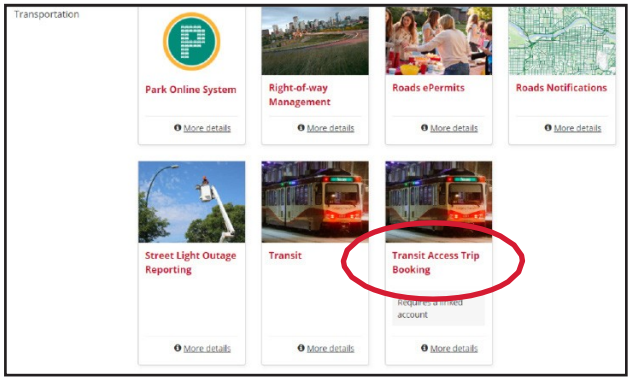
- Once you are logged in, you will see the myID homepage.
- Click on the **Open a service** box.



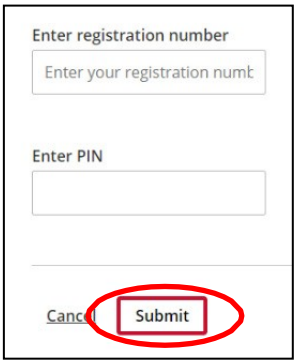
- Click on **Transportation** to view the available services.

- Find **Transit Access Trip Booking** from the list of services, and click the heading. You will be prompted to create a link between your myID account and your Calgary Transit Access Trip Booking account. You will only need to complete this information once.

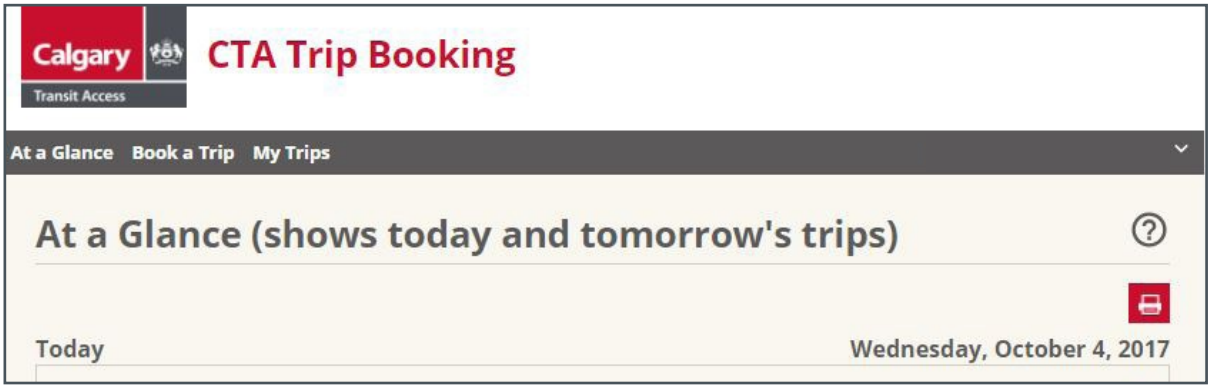




- Enter your Calgary Transit Access customer registration number, followed by your Calgary Transit Access PIN number, then click on **Submit.**



- A message will appear in a green box indicating your account has been linked up successfully. Click on **Go to Transit Access Trip Booking** to complete the process. It may take a few seconds for the connection to finish, and you will be brought to your At a Glance homepage.



- Please note that for future logins, you will need to login to your myID account, click on **Open a service** , click on **Transportation** to go to Transportation services, click on **Transit Access Trip Booking** and you will be brought directly your At a Glance homepage.