

## 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:

Ask an adult, call [\(808\) 768-4656](tel:8087684656), 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. To get a replacement card, visit TheBus Pass Office at the Kalihi Transit Center.
3. Stored value from the old card will automatically transfer to the new one. 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](tel:8087684656).

*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 YOUTHS HOLO



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

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

## WHERE TO GET IT

To qualify for a Youth HOLO Card, you must be 6-17 years old with proof of your age, or 18-19 years old with proof of high school enrollment or a valid high school ID. **New Youth cards cost \$2.**

### Applying for the first time?

Scan code to apply online.



### Need a replacement Youth card?

Bring a valid ID that shows your age and enrollment to **TheBus Pass Office** at the Kalihi Transit Center. **Replacement cards cost \$2.**



### 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](https://holocard.net)

First, login to your account on [HOLOcard.net](https://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 fare capping:

Each fare you pay counts 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, Youths pay about 27 times to earn a month pass.

M	T	W	T	F	S	S
\$	\$	\$	\$	\$	\$	\$
\$	\$	\$	\$40	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.

