

SCREENSHOTS & GUIDANCE

1. Create an account with SmarTrip: <https://smartrip.wmata.com/Account/Create>

Washington Metropolitan Area Transit Authority

Service Schedules Rider Guides Fares Initiatives Business About

SMARTRIP®

Purchase Now

Shop Store

Reload SmarTrip® Card

Log In

Create a New Account

Auto Reload

Deals and Discounts

SmarTrip® for Seniors

SmarTrip® Q&A

Create a New Account

Account Information

Please provide the following information to create your account

*Required Field

First Name:

Last Name:

Company Name:

Please provide at least one **phone number**. It must be exactly 10 digits and the first digit cannot be a 1

Call Phone: (XXX-XXX-XXXX)

Home Phone: (XXX-XXX-XXXX)

Work Phone: (XXX-XXX-XXXX)

We need your email address to activate the account and send you account notifications

Email Address:

Confirm Email Address:

Security

User Name:

Your password is case-sensitive and must contain at least 8 characters, including letters, at least two numbers, and at least one of the following special characters [!@#%&*^_~+="{}|,.-?].

Password:

Re-enter Password:

Please provide answers to three different security questions. The questions will be asked to assist us in verifying your identity in certain circumstances. Please be sure to make note of answers you enter.

The answers are not case-sensitive and cannot be more than 20 characters in length.

Security Question 1:

Answer:

Security Question 2:

Answer:

Security Question 3:

Answer:

Terms of Use Agreement

This information may be used for current or future WMATA programs. WMATA will only disclose information pursuant to applicable laws, regulations, and policies or for law enforcement purposes. WMATA will not share or sell this information for any other purposes.

I accept the Terms of Use

TRANSIT INFORMATION

REPORT ISSUES

WMATA INFORMATION

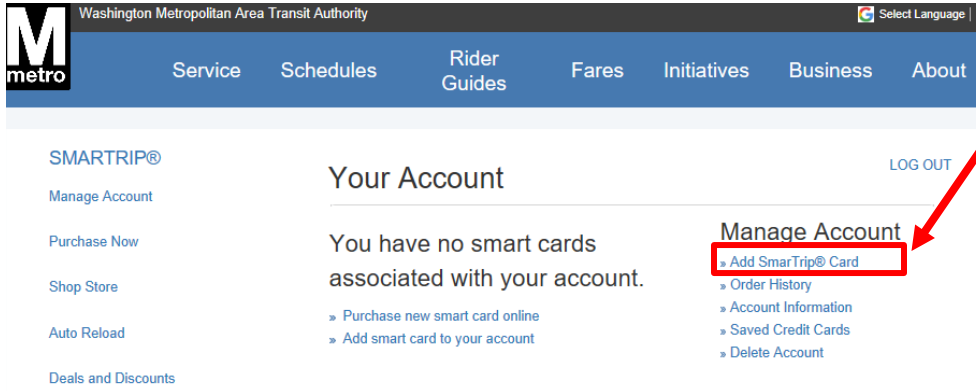
TRAVEL INFORMATION
202.637.7000

TRANSIT POLICE
202.962.2121

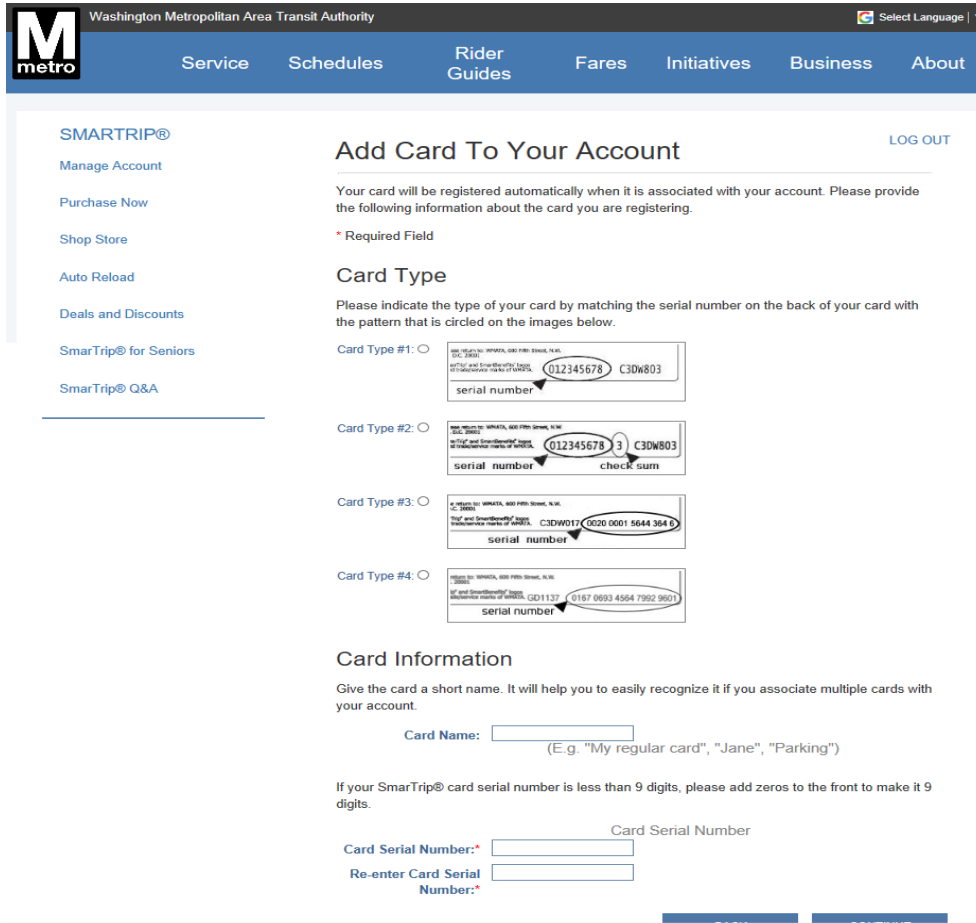
CUSTOMER RELATIONS
202.637.1328

TTY
202.982.2033

- Once you have submitted the information to create your account, you will receive an e-mail from WMATA to the provided email account to activate your account and add your SmarTrip card.
- Click the provided link and log into the website.
- Click to Add SmarTrip Card, under Manage Account



- Select the card serial type and enter in the card number



6. Review Terms of Agreement and Owner Certification, if you agree check the provided boxes, then submit.

Washington Metropolitan Area Transit Authority

Select Language | ▼

Service Schedules Rider Guides Fares Initiatives Business About

SMARTRIP®

- Manage Account
- Purchase Now
- Shop Store
- Auto Reload
- Deals and Discounts
- SmarTrip® for Seniors
- SmarTrip® Q&A

Add Card to Your Account: Terms of Use and Ownership

Terms of Use Agreement

This information may be used for current or future WMATA programs. WMATA will only disclose information pursuant to applicable laws, regulations, and policies or for law enforcement purposes. WMATA will not share or sell this information for any other purposes.

Ownership Certification

To complete your registration you must accept both the Terms of Use Agreement and the Ownership certification.

I accept the Terms of Use

I certify under penalty of perjury that I am the registered card owner

BACK SUBMIT

7. Add the additional information - date of birth and mailing address

Washington Metropolitan Area Transit Authority

LOG OUT

Service Schedules Rider Guides Fares Initiatives Business About

SMARTRIP®

- Manage Account
- Purchase Now
- Shop Store
- Auto Reload
- Deals and Discounts
- SmarTrip® for Seniors
- SmarTrip® Q&A

Add Card to Your Account: Additional Account Information

Provide Card Registration Information

The following information will be used to register your card. Registration protects you if your card is lost or stolen (Learn more)

* Required Fields

Personal Information

Date of Birth: *

Address Information

Address Line 1: *

Address Line 2: *

City: *

State: *

Zip/Postal Code: *

CANCEL SUBMIT

TRANSIT INFORMATION REPORT ISSUES WMATA INFORMATION

TRAVEL INFORMATION 202.637.7000
TTY 202.562.2033

TRANSIT POLICE 202.562.2121

CUSTOMER RELATIONS 202.637.1328

© 2018 WMATA This website is best viewed using Internet Explorer 9, Chrome, Firefox, Safari and other newer browsers. Privacy Policy and Legal Disclaimer