



MyKey+ Frequently Asked Questions

MyKey+ Card and App

- **Where do I get MyKey+?**

You can obtain a new MyKey+ card by going to the Care Center Desk at the Julia M. Carson Transit Center. The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August.

You also can download the MyKey+ app from the Google Play Store. The MyKey+ app is not currently available on the Apple App Store. Stay tuned for the release date.

- **Do I have to register my card to get fare capping benefits?**

No. However, we do recommend that you create a MyKey+ account and register your card to that account to access the benefit of balance protection. Balance protection allows MyKey+ account holders to temporarily suspend the use of a registered card, thereby freezing the balance on the card.

- **How do I check my balance and view fare capping benefits?**

In the MyKey+ app, tap **MyRide** on the home screen. Under your **Tap & Ride Balance**, tap expand to see **View Transaction History**. Once you tap on **View Transaction History** you can choose a date range. This transaction history shows all events associated with your account, including the travel history of all primary and secondary tokens associated with the account.

If you are using a MyKey+ card, you can check your balance by logging into the MyKey+ [web portal](#). Once you log in, click **History** at the top of the page near the right-hand corner.

- **What is a token?**

A token is a mobile QR code or a MyKey+ card that provides a means of accessing the funds in your MyKey+ account for pay as you go.

- **What should I do if the validator doesn't recognize my MyKey+ card when I tap it/QR code when I scan it?**

If the validator doesn't recognize your MyKey+ card or QR code in your MyKey+ app, you can visit the Care Center Desk at the Julia M. Carson Transit Center or call the IndyGo Customer Care Center at 317-635-3344.

The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August. The IndyGo Customer Care Center is open from 5 a.m. to midnight Monday through Saturday and 6 a.m. to 9 p.m. Sunday.

- **Why did I get a red X when I tapped my card/scanned my QR code on the validator, when I know I have money in my MyKey+ account?**

If the validator shows a red X when you tap your MyKey+ card or scan your QR code from the MyKey+ app on the validator, you can visit the Care Center Desk at the Julia M. Carson Transit Center or call the IndyGo Customer Care Center at 317-635-3344.

The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August. The IndyGo Customer Care Center is open from 5 a.m. to midnight Monday through Saturday and 6 a.m. to 9 p.m. Sunday.

- **What should I do if I lock myself out of my account? Who do I contact?**

If you lock yourself out of your MyKey+ app, you can tap **Reset** under **Password** on the sign-in screen and follow the steps. If you lock yourself out of your MyKey+ account online, you can click Forgot Your Password? And follow the steps. You can also visit the Care Center Desk at the Julia M. Carson Transit Center or call the IndyGo Customer Care Center at 317-635-3344.

The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August. The IndyGo Customer Care Center is open from 5 a.m. to midnight Monday through Saturday and 6 a.m. to 9 p.m. Sunday.

- **Is there a minimum amount I need to load on my account?**

Yes, the minimum amount you can add to your account is \$2.00 and the maximum amount is \$200.00.

- **If I want to use my MyKey+ app for family/friends who are visiting, what do I do?**

When you purchase a new ticket in the MyKey+ app, you can select the ticket type and how many tickets you want to purchase. Once your purchase is complete and you are ready to ride, go to the Wallet in your MyKey+ app, select a ticket and tap activate. An active ticket needs to be validated for each person. You can tap the arrows at the bottom of the screen to move between tickets.

- **Can I use my MyKey+ card with family/friends who are visiting?**

Unfortunately, no. Once a MyKey+ card is tapped on a validator, it cannot be passed back to another family member or friend to tap again and ride.

- **How can I link my child's MyKey+ card to my MyKey+ account so that I can load money for them to ride IndyGo?**

The primary account holder can link their child's MyKey+ card to their MyKey+ user account. Each MyKey+ card would be linked as a secondary token to the primary account. From the home screen, tap **Tap & Ride**. Then, under your active tokens, tap **Add Smart Card**. Next, you'll need to enter the MyKey+ card number and give the card a name. Once you accept the Terms and Conditions, just tap to register the MyKey+ card and enter the verification code from the card. Finally, tap on the **Verify and Register** button.

If your child uses the MyKey+ app with a mobile QR code, you can link the QR code as a secondary token to your MyKey+ account.

Youth ages 6 to 18 with a valid K-12 student ID are eligible to ride at the half-fare rate. To ensure your child receives this benefit, visit the Care Center Desk. If you do not visit the Care Center Desk to confirm your child's age and obtain a reduced fare MyKey+ card or have the benefit applied to your child's mobile QR code, your child will be charged full fare.

The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August.

- **My receipt doesn't say IndyGo. Should I be concerned?**
No, your receipt will have an EZfare and/or Masabi logo on it. These are the programs that power MyKey+.
- **When I log into the rider portal, it says "justride." Why doesn't it say IndyGo?**
Justride is one of the programs that powers MyKey+. Once you set up your account through Justride and log in, you will see the MyKey+ logo indicating you are on the IndyGo e-fare collection system.

Cash and MyKey+

- **How can I use cash to load my MyKey+ card?**
You can take your MyKey+ card to the Care Center Desk at the Julia M. Carson Transit Center, or you can visit any of the stores in our retail network. To learn what stores are part of the retail network, visit <https://map.payithere.com/>. The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August.
- **Can I still pay with cash on the bus?**
Yes, you can still pay with cash on the bus and obtain a blue and white magnetic-stripe paper pass (2 Hour or 1 Day). You cannot purchase MyKey+ tickets or fare on the bus.

- **What if I do not have a smartphone or a bank card?**

If you do not have a smartphone or a debit or credit card, you can still use cash to pay your fare on the bus. You also can obtain a MyKey+ card at the Julia M. Carson Transit Center, where you can use cash to add funds to your card at the Care Center Desk. The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August.

You also can visit a store in the retail network to add cash to your MyKey+ account. To learn what stores are part of the retail network, visit <https://map.payithere.com/>.

Reduced Fare Riders

- **How can I swap my personalized MyKey card for a personalized MyKey+ card?**

Veterans, youth, seniors, persons with a disability and students who already have a valid personalized MyKey card can visit the Care Center Desk at the Julia M. Carson Transit Center any time the desk is open. To assist with this transition, IndyGo will offer expanded hours in July and August to include Saturday hours from 9 a.m. to 1 p.m. We also will offer open houses with additional staff to help you make the transition to MyKey+ July 6 – 17 and Aug. 17 – 28 from 7 – 9 a.m. and 5 – 7 p.m. Please be sure you have your existing MyKey reduced fare card with you to ensure your discount is applied to your MyKey+ account.

If you are an IndyGo Access rider please know that MyKey+ will not be used with IndyGo Access, but you will need a MyKey+ account if you plan to ride IndyGo buses. You may obtain your MyKey+ card only by calling 317-635-3344.

- **Once MyKey goes away, how do I pay for my rides with IndyGo Access?**

Starting Aug. 1, IndyGo Access will re-launch Access Wallet (previously called OD Balance), a pre-payment service through Ecolane. You also can call the Customer Care Center at 317-635-3344 to schedule and pre-pay for your trip. The IndyGo Customer Care Center is open from 5 a.m. to midnight Monday through Saturday and 6 a.m. to 9 p.m. Sunday.

- **What happens if I can't use all the money on my MyKey account?**

We encourage you to use the balance on your MyKey account as soon as possible to facilitate a smooth transition to MyKey+. You have until Aug. 31.

Retail Network

- **I tried to add money to my MyKey+ at the Dollar General and they couldn't do it. How can I add money to my account using a participating retailer? Do I have to go somewhere else?**

If they scanned the back of your MyKey+ card or the barcode within your app and it didn't work, you can call the IndyGo Customer Care Center at 317-635-3344 to add

money to your account via a credit/debit card. You also can visit the Care Center Desk at the Julia M. Carson Transit Center to add funds to your account using cash or credit/debit card. Additionally, you can visit <https://map.payithere.com/> to find another retailer near you.

The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August. The IndyGo Customer Care Center is open from 5 a.m. to midnight Monday through Saturday and 6 a.m. to 9 p.m. Sunday.

- **Can I purchase a MyKey+ card from CVS?**

MyKey+ cards are available for free at the Care Center Desk at the Julia M. Carson Transit Center. The Care Center Desk is open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturdays in July and August. Retailers do not offer new MyKey+ cards.

- **I saw VanillaDirect on the back of the MyKey+ card. What is that?**

VanillaDirect is a retail network where you can go to add money to your MyKey+ account. To learn what stores are part of the retail network, visit <https://map.payithere.com/>.

MyKey

- **Can I still use my MyKey card or MyKey app?**

Yes, you can use your MyKey card or app until Aug. 31. However, after July 31, you will no longer be able to add money to your MyKey account. By Sept. 1, your MyKey account will no longer work. We encourage you to use the balance on your MyKey card as soon as possible to facilitate a smooth transition to MyKey+.

- **How long do I have to use the balance on my MyKey account?**

You have until Aug. 31 to use the balance on your MyKey card or app. We encourage you to use the balance on your MyKey account as soon as possible to facilitate a smooth transition to MyKey+.

- **When do I have to stop using MyKey?**

The last day to use your MyKey card or app is Aug. 31. As of Sept. 1, your MyKey card and app will no longer work.

- **What happens if I cannot use the remaining balance on my MyKey account in time? Do I receive a refund?**

We encourage you to use the balance on your MyKey account as soon as possible to facilitate a smooth transition to MyKey+. You have until Aug. 31. You also may transfer your MyKey balance to another MyKey app or card user via the MyKey app or your online account. In your MyKey app:

1. Tap/click Manage next to your fare card or tap QR Code.
2. Tap/click on Link My Media.
3. Tap/click on the Send An Invite button.
4. Enter the email address of your friend or family member who has a MyKey account on the next page.
5. After you enter the email address, tap/click on the Send An Invite button. You will see a message appear that says, "Email Sent Successfully. A pairing link has been successfully generated and sent to this email address."
6. Ask your friend or family member to look for an email from IndyGo with the subject line, "You've been invited to link a fare card to your account." In that message, they should tap/click Link Fare Card and then login to their MyKey account. Next, they will see a screen that says Add Fare Card and will be asked to name the card. After they enter a card name, tap/click on Add Fare Card.
7. Once you know the card is linked to your friend or family member, tap/click on Manage next to your card, or tap on QR Code.
8. Tap/click on Transfer Balance, choose how much you want to transfer, select the fare card you want to transfer to from the drop-down menu and tap/click Transfer Balance.

Paper Passes

- **I do not want to create another account. Can I still pay my fares another way?**
Yes, you can still pay your fare on the bus using cash and obtain a blue and white magnetic-stripe paper pass (2 Hour or 1 Day). You cannot purchase MyKey+ tickets or fare on the bus.
- **Do you still accept paper magnetic-stripe passes?**
Yes, but only for a limited time. As of July 1, 2027, we will no longer accept the following magnetic-stripe paper passes: 7 Day, 10 Trip, 31 Day, S-Pass and Summer Youth. You can still purchase – and we will still accept – magnetic-stripe passes (2 Hour and 1 Day) on the bus.
- **What happened to all the ticket vending machines? Where can I buy passes? Are there any plans to have new ticket vending machines?**
We will turn off the ticket vending machines on Aug. 1. You can still pay your fare on the bus with cash or use MyKey+. There are no plans to add new ticket vending machines.