

# Enrollment Guide

## SEPTA Key Advantage + jawnt

### Obtaining and registering a SEPTA Key Card

**You will need to have a SEPTA Key Card and have registered it on SEPTAKey.org**

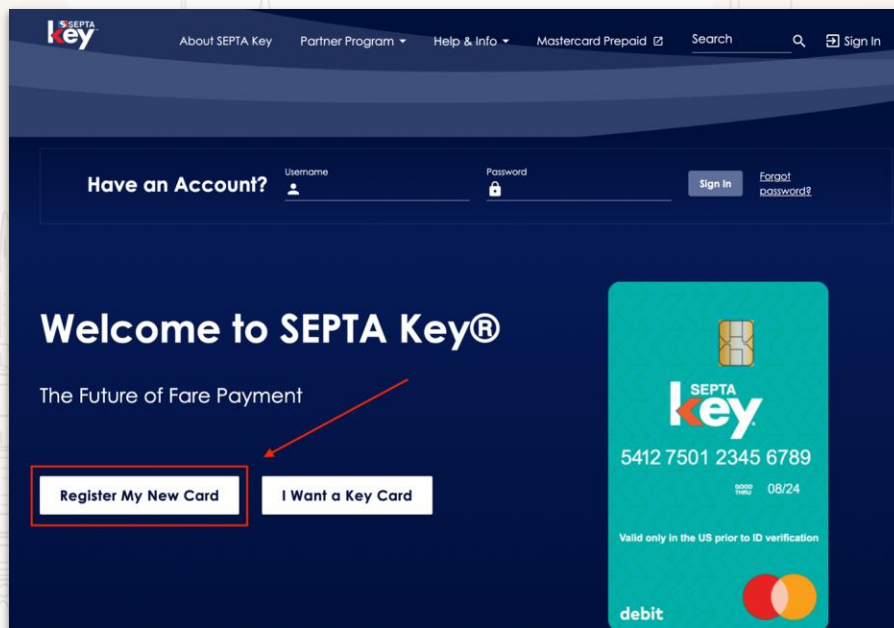
Once you have obtained and registered a SEPTA Key Card, you will be able to use Jawnt to enroll in your SEPTA benefit.

#### 1) Obtaining a SEPTA Key Card:

- You can either obtain a SEPTA Key Card by ordering one online at [SEPTAKey.org](https://SEPTAKey.org) or by purchasing one from any [in-person kiosk](#).
- You can also pick one up during an in-person event hosted by the City of Philadelphia. If you have any questions ask your HR Team for help.

#### 2) Registering a SEPTA Key card from your web browser:

- Once you have obtained your SEPTA Key card, **you must register your card online at [SEPTAKey.org](https://SEPTAKey.org)**.
  - **If you already have an account with SEPTAKey.org**, log in and select Add Key Card. If you cannot gain access even after attempting the “forgot password” function, call SEPTA Customer Service at SEPTA Key Customer Service at 1-855-567-3782
  - **If you do not already have an account with SEPTAKey.org**, select Register My New Card from the SEPTAKey.org homepage.



Scan to go to SEPTAKey.org



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### Getting your SEPTA Key Card Reference ID

**\*You must be logged into SEPTAKey.org from your web browser, NOT the SEPTA app\***

After obtaining and registering your SEPTA Key Card, you'll need to get your Card Reference ID

#### 1) Click "Card Options"

- On the left side of the screen, you'll see your account details. Locate the SEPTA Key Card you wish to use with your SEPTA benefit, and click on "Card Options" to open the Card Options menu.

#### 2) Click "Card Reference ID"

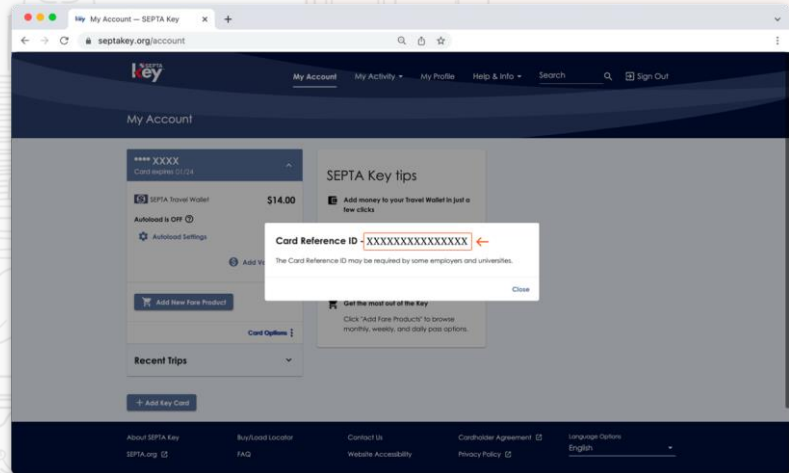
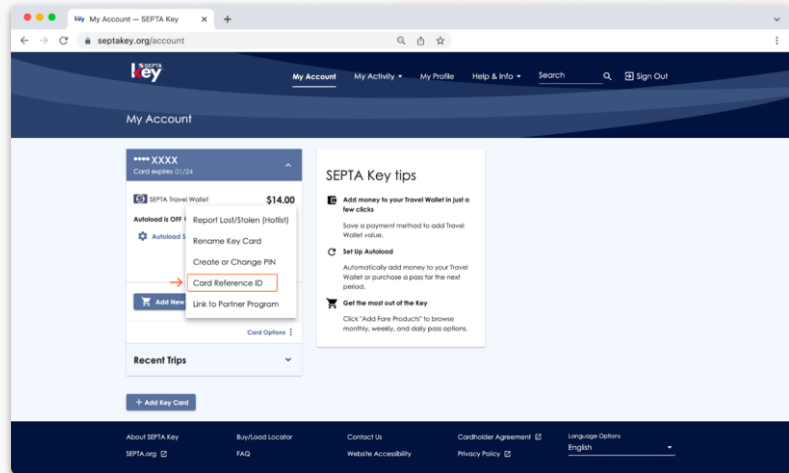
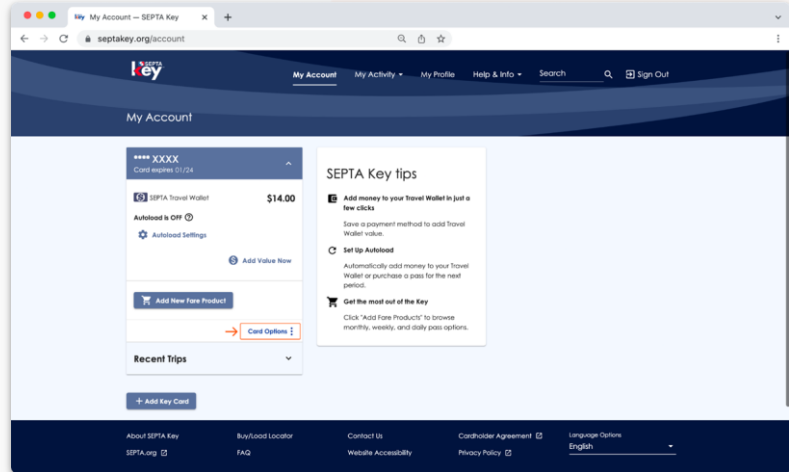
- From the Card Options menu, click "Card Reference ID". This will open a pop-up menu containing your Card Reference ID.

#### 3) Copy and Paste Card Reference ID

- Your Card Reference ID is case sensitive, so we **highly recommend Copying and Pasting** it into Jawnt to avoid mistakes. To do so, highlight your Reference ID (if you double click on the number, it will highlight the ID), right click on the highlighted ID and click Copy. Then, return to Jawnt's application and when prompted for your Card Reference ID, right click in the Card Reference ID box and click Paste.

If you do choose to write it down, pay attention to capitalization to avoid mistakes. Please also pay extremely close attention to these common issues:

- Many users mistake the lowercase letter *l* for the uppercase letter *I* (l vs. I)
- Many users mistake the letter *O* for the number *0* (O vs. 0)
- Many users mistake the number *1* for a lowercase letter *l* (1 vs. l)



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### Enroll in SEPTA Key Advantage with Jawnt

To successfully enroll in the benefit through Jawnt, you will need:

- A [registered SEPTA Key Card](#)
- The Key Card's [Card Reference ID](#)
- An email on file with the City.

1) Go to [app.jawntpass.com](http://app.jawntpass.com) and login using the email address you have on file with the City.

- If you do not know your City email address, the Jawnt team can help locate it using your Employee ID #.
- If you do not have an email address on file with the City, you will need to update your employee information in One Philly. Contact your HR Team should you require assistance.

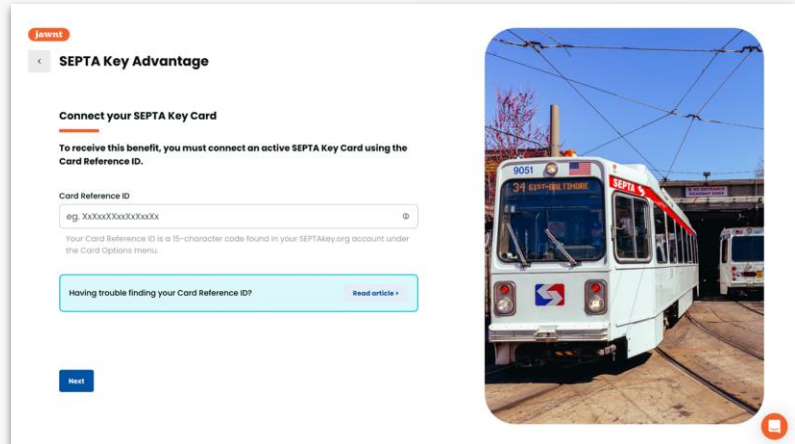
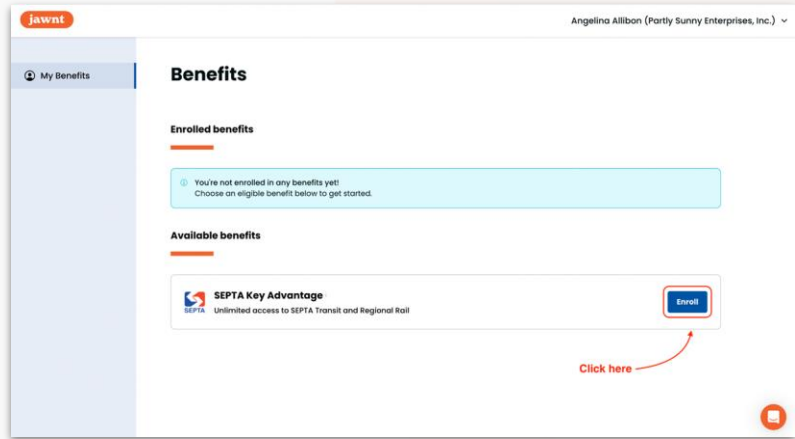
2) Complete the enrollment steps, including entering your Card Reference ID.

4) You'll see the deadline for enrollment and when your Key Card will be activated.

5) That's it for now! Keep an eye on your email inbox.

You should now see SEPTA Key Advantage under the "Enrolled benefits" section. You will receive an email from Jawnt at the end of the month confirming that your monthly SEPTA Key Advantage pass has been loaded to your Key Card.

If there are any errors with your card, you will be notified within 1-2 business days by email with instructions on how to resolve these issues.



Scan to go to [app.jawntpass.com](http://app.jawntpass.com)

