

Frequently Asked Questions

How do I get a SmartLink Card?

The easiest way to obtain a SmartLink Card is to order one online at www.SmartLinkCard.com. You may also purchase a SmartLink Card from in-station dispensers. Dispensers carry either SmartLink Cards having no pre-loaded trips for \$5, or cards pre-loaded with 10 trips. (The current price for the 10-Trip SmartLink Card is posted on the dispenser.) Dispensers are located at the following PATH stations: 33rd Street, World Trade Center, Newark, Hoboken, Journal Square, Newport and Exchange Place.

When do trips or unlimited passes on the SmartLink Card expire?

Trips loaded onto a SmartLink Card do not expire* and can be used as long as the card is kept in good working condition. Unlimited passes are valid from the first day of use until their expiration date.

* Please note that the SmartLink Card can hold a maximum of six products (three different products, and two of each type.) Any products above this threshold will not load onto a SmartLink Card until there is room, and will remain in a pending status for up to 60 days. If these pending products are not loaded onto the card within 60 days, the products will no longer be available on the card.

What is Automatic Replenishment?

Automatic Replenishment is a free, optional service for your SmartLink Card that will charge your debit/credit card automatically. You can choose a 20-Trip or 40-Trip option or a 30-day Unlimited Pass, and it will load onto your SmartLink Card without having to go to a PATH vending machine. When the SmartLink Card balance reaches five remaining trips or five remaining days, it will reload the option you chose, automatically. Enroll in Automatic Replenishment online at www.SmartLinkCard.com.

Can I use transit benefits with the SmartLink Card?

Any transit benefits debit/prepaid card may be used at PATH vending machines, or online at www.SmartLinkCard.com using the One-Time Replenishment option, to add trips or an unlimited pass to the SmartLink Card.

The SmartLink Card itself may be purchased online at www.SmartLinkCard.com or from in-station dispensers. Customers who receive transit benefits vouchers should ask their provider whether they can switch to a debit/prepaid card.

PATH also offers a monthly electronic upload of products to a SmartLink Card through our transit benefit partners. Speak with your provider to see if you are eligible for enrollment.

Why register the SmartLink Card?

Only registered SmartLink Cards are eligible for the replacement of any unused trips and unlimited passes if the card is lost, stolen, or malfunctioning.* To register the SmartLink Card, visit www.SmartLinkCard.com and click on the "Register Card" link. PATH respects the privacy of its customers and does not sell any of the personal information collected.

Note: All Senior SmartLink Cards are registered automatically.

*What happens if the SmartLink Card is lost, stolen, or malfunctioning?

Registered SmartLink cardholders should call PATH immediately at 1-800-234-PATH/7284 and follow the prompts for the SmartLink Card. Hours of operation are weekdays, 9 a.m. until 5 p.m. All other times, please leave a message or email us at SmartLinkService@panynj.gov. If the card is malfunctioning, make note of the vending machine or turnstile equipment ID number, and the date and the time of the transaction. We will replace the unused trips and/or days remaining on an unlimited pass as of the time the card was reported lost or stolen.

Port Authority Trans-Hudson Corporation
Transportation Customer Service
PO Box 6300
Jersey City, NJ 07306-6300

1-800-234-PATH/7284
www.panynj.gov/path



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- Convenient
- Discounted
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THE PORT AUTHORITY
OF NY & NJ

What is the SmartLinkSM Fare Card?

The SmartLink Card is a durable, plastic PATH fare card. It has an embedded computer chip that keeps track of the number of available prepaid trips, as well as the number of days remaining on an unlimited pass. Trips and passes may be added to the SmartLink Card with any debit/credit card online at www.SmartLinkCard.com, or with card or cash at in-station PATH vending machines. SmartLink is intended for long-term use and does not expire. Quick, convenient, and secure – SmartLink is the smart way to go!

SmartLink users enjoy these benefits:

- **Convenience** – SmartLink is easy to use. A simple touch to the center of the SmartLink target at any turnstile is all it takes to get you through. Automatic Replenishment and other time-saving online account management features make SmartLink a great choice.
- **Lowest Fares** – Receive a discount when purchasing 10 or more trips.
- **Security** – With our free, optional SmartLink registration, unused trips and days remaining on an unlimited pass will be replaced if the card is lost or stolen.
- **Durability** – SmartLink is designed to provide years of service.

The Senior SmartLink Card

Customers 65 years of age or older are eligible for the Senior SmartLink Card, which allows the user to pay the senior fare. A PATH Senior SmartLink Card application must be submitted and approved to obtain this card. You may apply for a Senior SmartLink Card online at www.SmartLinkCard.com. You may also call us at 1-800-234-PATH/7284 and follow the prompts for the Senior SmartLink Card to have an application mailed to you.

SmartLink Card Care

SmartLink is designed for long-term use. However, bending, twisting or perforating the card can cause it to malfunction. We recommend storing the card in a specially designed SmartLink plastic holder, which is provided with all online orders. SmartLink users may also request a holder by calling 1-800-234-PATH/7284 and following the prompts for the SmartLink Card.

How to add trips or an unlimited pass to the SmartLink Card at a PATH vending machine



Select "Start" on the screen.



Select desired language.



Select "SmartLink."



Select "Refill your card."



Place SmartLink Card against center of target.



Select the product you wish to add – trips or unlimited passes.



Select number of trips or type of unlimited pass.



Pay using cash, debit card, or credit card.



Place SmartLink against center of target a second time to receive trips or unlimited pass purchased.



To enter PATH, place SmartLink Card against center of target on turnstile.