



# Older adult day pass

How-to guide





# Receive one free day pass per week

## Download the GRT Pay app and create an account

### On your mobile device:

1. Look for the **Google Play** or **App Store** app icons.
2. Select the icon to open it.
3. Select the magnifying glass Search to open the search field.
4. In the Search field (next to the magnifying glass) type 'Grand River Transit' and select Search.
5. Scroll until you see **GRT Pay**.
  - On an iPhone, select Get and then select Install to start installing the app on your mobile device.
  - On an Android, select Install to start installing the app.

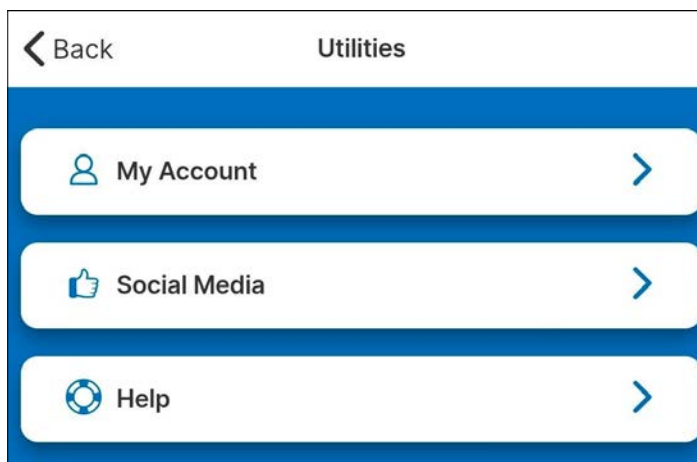
## Create a GRT Pay account

You must use the same email to create your account and verify your age. Your email address will link your account to your age verification.

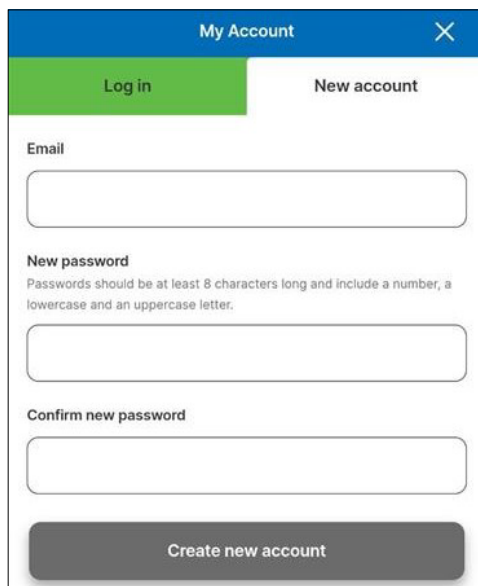
1. From the top right of the screen tap the three lines which will open the Utilities menu.



2. Select My Account.



3. Select New account.
4. Enter your email address and a password.
5. Then select Create new account.



The screenshot shows a mobile app interface for 'My Account'. At the top is a blue header with the text 'My Account' and a close icon (X). Below the header are two tabs: 'Log in' (highlighted in green) and 'New account'. The 'New account' tab is active, displaying three input fields: 'Email', 'New password', and 'Confirm new password'. The 'New password' field has a small text note below it: 'Passwords should be at least 8 characters long and include a number, a lowercase and an uppercase letter.' At the bottom of the form is a large grey button labeled 'Create new account'.

Once the app is installed, you're ready to begin the age verification process.

## Age verification options

### Online verification:

1. Go to **grt.ca/OlderAdult**.
2. Complete the age verification form.
3. Populate the Application Details section.
4. Upload a photo of your ID and provide the same email address you used for your **GRT Pay** account.
5. Press Submit to send the form for processing.

## In-person verification:

1. Visit any of our GRT customer service locations.
2. Present your photo ID and provide your email address.

Allow up to five business days for processing after completion of either online or in-person verification. You will receive an email confirming the process has been completed. Your first free day pass will be available in **GRT Pay** the Wednesday after receiving a confirmation email.

## Activating your day pass

The day pass can be used any day of the week for unlimited rides on GRT buses, ION trains, MobilityPLUS vehicles and Kiwanis Transit.

A new day pass will be issued each Wednesday and can be used for unlimited rides one day between Wednesday and the following Tuesday. Day passes can be found in your **GRT Pay Ticket Wallet**.

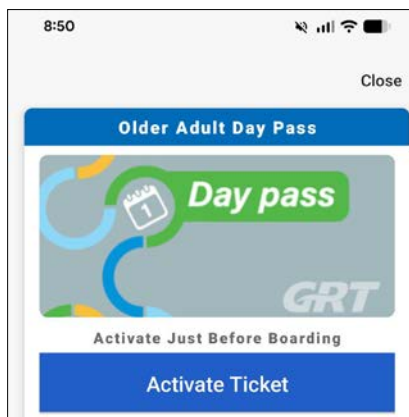
Unused day passes will not be carried over to another week.

Day passes are not transferrable and can only be used by the age verified person.

Day passes issued on Dec. 30, 2026 are valid until Jan. 5, 2027.

## Activate your ticket just prior to boarding the bus, ION light rail, MobilityPLUS vehicle or Kiwanis Transit:

1. Open **GRT Pay** on your mobile device.
2. Go to your Ticket Wallet.
3. Select your day pass.
4. Select the blue **Activate Ticket** button.



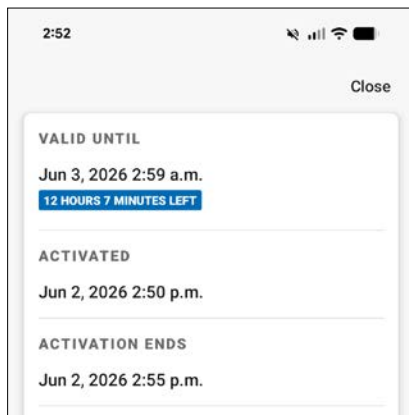
5. Confirm that you want to activate your pass.

Once activated, your pass cannot be deactivated. Day passes activated in error will not be reissued.

To see when your pass expires, tap on the **Details** button in the bottom corner.



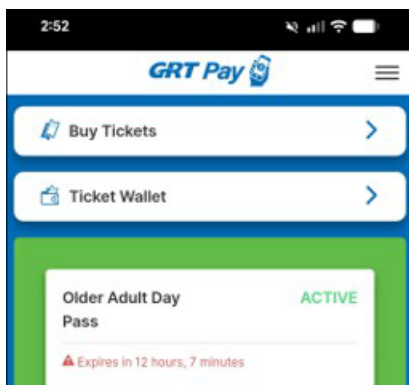
Under Valid Until, you'll see how much time remains before your pass expires at end of service day.



# What to do when boarding

## How to display your activated pass:

1. Open **GRT Pay** on your mobile device.
2. Go to your Ticket Wallet.
3. Select your activated ticket.



## Bus boarding:

Show your activated pass to the bus operator for visual validation.

Please do not reach around the barrier with your mobile device.

When transferring from one bus to another, you'll need to show your pass again when you board the second bus.

## ION train boarding:

Board with your activated pass. You do not need to show the driver your pass.

You may be asked to show your activated pass to a fare inspector. They will scan your pass.

## MobilityPLUS boarding:

Show your activated pass to the MobilityPLUS or Kiwanis Transit bus operator for visual validation.



 **GRT: Grand River Transit**

 **grt\_row**

 **@GRT\_ROW**

**grt.ca/OlderAdult**  
**519-585-7555**

