

PRESTO Loads

User Guide

1.0 PRESTO LOADS VOUCHER REDEMPTION

For programs that issue voucher codes, customers must go to the PRESTO Customer Website and follow the PRESTO Vouchers flow to redeem their voucher to their preferred PRESTO card.

Once customers redeem a voucher on the PRESTO website, their PRESTO card must be tapped to a PRESTO device to pick up the voucher (i.e.: write it to the PRESTO Card).

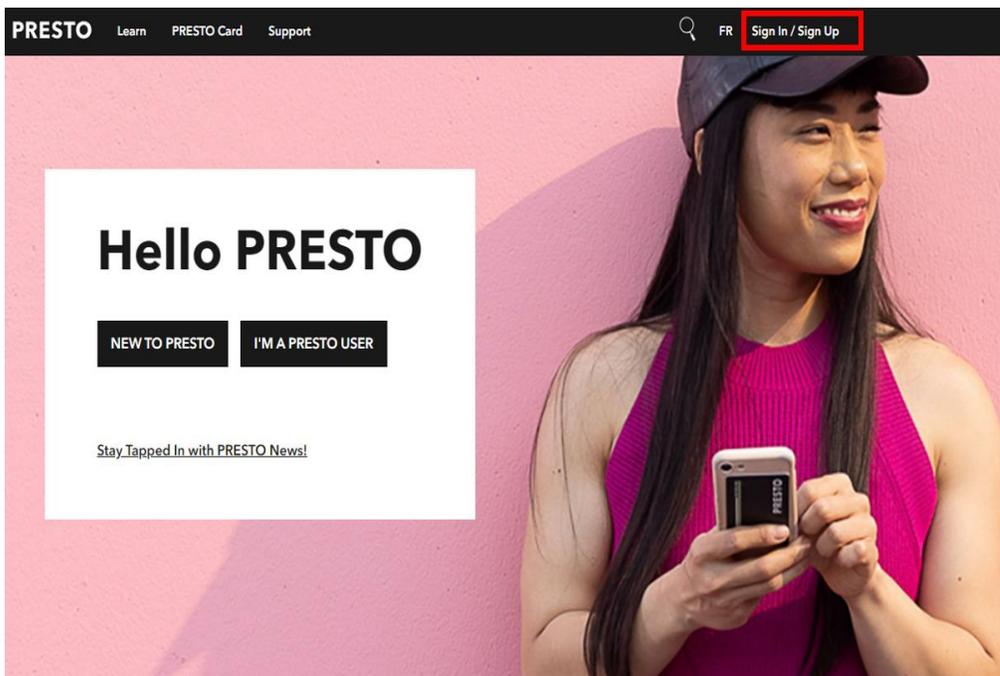
1.1 How Customers Initiate a Voucher Redemption using a *Physical PRESTO Card*

The steps below outline this redemption process:

1. Go to www.prestocard.ca and login using your PRESTO Account credentials. You can also login using your PRESTO card number in case you DO NOT have a registered PRESTO account.

Note: Having a PRESTO Account gives you access to more features, such as balance protection and access to transaction history. To register your PRESTO card, you will need to create and **Sign Up for a PRESTO Account**.

2. On the PRESTO home page, **click Sign in/Sign up**



3. **Click PRESTO Card.** Enter PRESTO Card Number and PRESTO Card Verification Number

PRESTO

Sign in with an account

PRESTO Account

OR

Sign in without an account

PRESTO Card

Contactless

PRESTO Card Sign In

Signing in without an account only gives you access to limited features, such as checking your balance. To access more features, such as balance protection, transaction history, you will need to [Sign Up for a PRESTO Account](#).

PRESTO Card Number

XXXXXXXXXXXX 2002

PRESTO Card Verification Number

xxx|

SIGN IN

PRESTO

Verification Number DD/MM/YYYY

Card Number

000 DD/MM/YYYY

000000 0000 0000 000

4. **Click My Products**

PRESTO PRESTO Perks Support

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Dashboard

Welcome,

Tap with debit or credit to pay for transit

New on the TTC! You can tap to pay your fare with debit or credit cards, including those on a phone or watch. You can also tap with debit or credit on GO Transit, UP Express, Brampton Transit, Burlington Transit, DRT, HSR, MiWay, Oakville Transit and YRT.

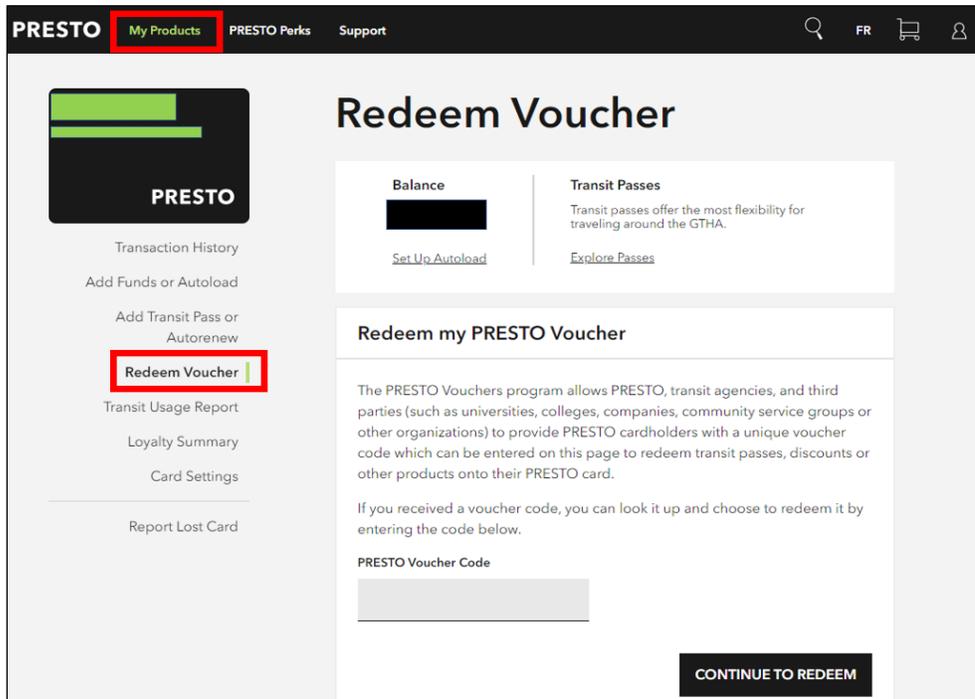
[Learn more](#)

Previous ●○○○ Next

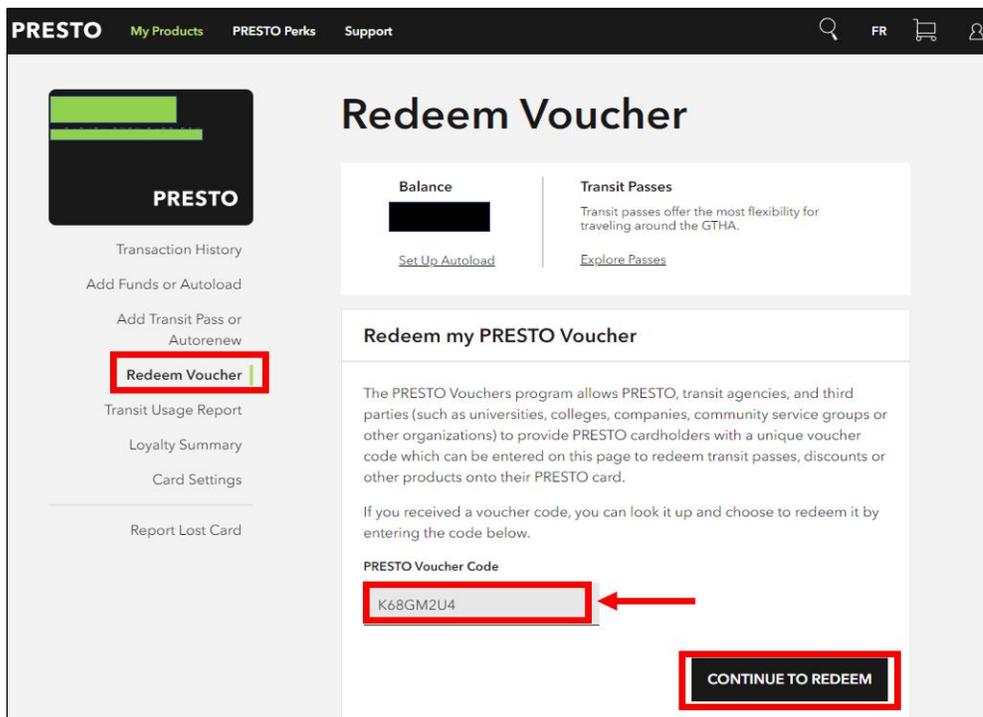
Notifications

You have no notifications right now.

5. Click Redeem Voucher



6. Input the PRESTO Voucher Code in the field provided. Click **Continue to Redeem**.



PRESTO card is now loaded with the desired funds.

Important: Please tap your PRESTO card onto a PRESTO device within 30 days since loading the funds for the balance to appear on your PRESTO card.

1.2 DIGITAL PRESTO CARD: How Customers Initiate a Voucher Redemption

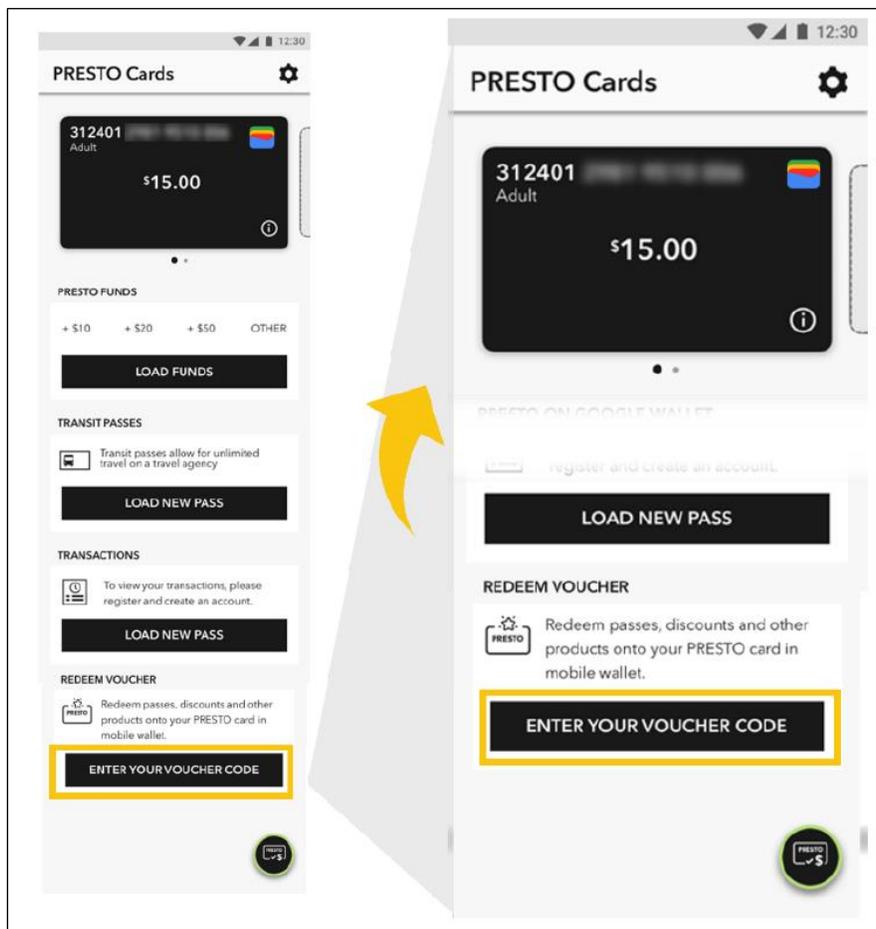
Customers with digital PRESTO cards can go to the PRESTO Mobile App and follow the steps to redeem a voucher to their card. Only Digital PRESTO cards can be redeemed using the PRESTO Mobile App.

Digital PRESTO cards cannot be redeemed on the PRESTO Customer Website.

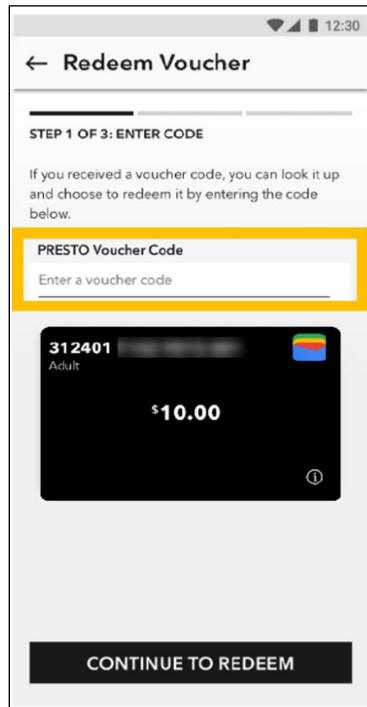
The steps below are an overview of a typical redemption process on the PRESTO Mobile App:

Note: The steps illustrate a redemption to an anonymous PRESTO in Google Wallet card. However, initiating a customer redemption for a registered card, or for other Digital PRESTO card type follows the same basic steps.

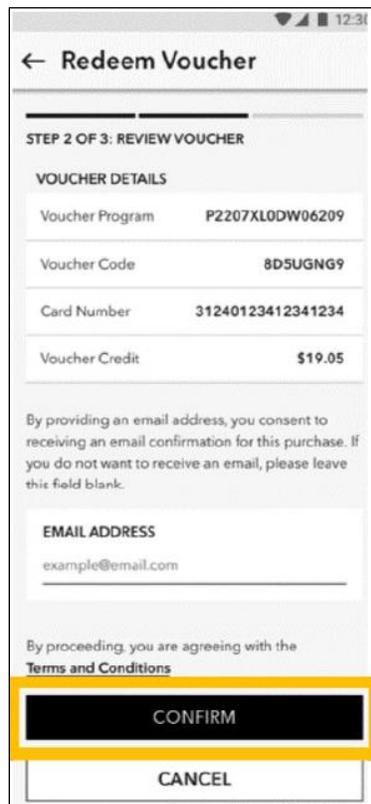
1. Log into the PRESTO Mobile App, and from the Digital PRESTO card's pane, scroll to the bottom, and select **Enter Your Voucher Code**



2. Enter the voucher code in the field provided.

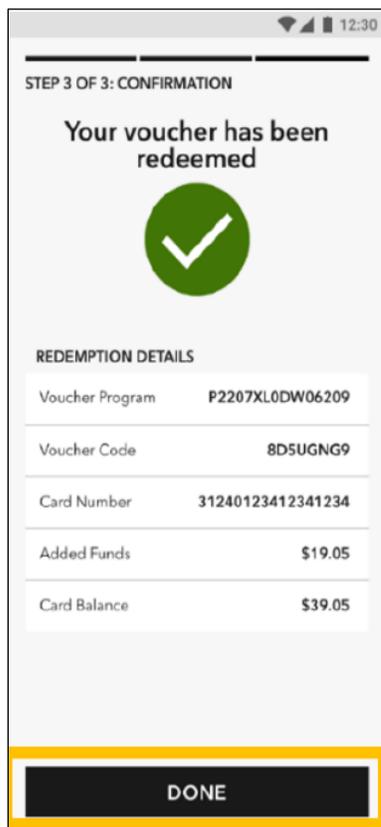


3. Review the voucher code's information and fill in any requested fields. Press **CONFIRM** to proceed.



4. A success screen loads. The voucher's product(s) are available to the card almost instantly. Digital PRESTO cards do not need to be tapped for pick-up.

Press **DONE** to exit the voucher redemption flow.



Note: The customer voucher redemption flow above is for illustrative purposes only. Screens are subject to update & flow may vary depending per program and card registration