

# YOUR CHILD'S SMARTRIDER CARD

Everything you  
need to know



JOHN XXIII  
COLLEGE  
SEEK JUSTICE

*Your child's SmartRider card has multiple uses.*

## CANTEEN

Students can use their SmartRider card for cashless purchases at the College canteen. To get started visit <https://app.quickcliq.com.au/sign-up.aspx> and complete the registration form. You will receive a confirmation email with activation link. Once you activate your account, you will then need to login and add your child/children and upload funds to your account. You will now be able to pre-order at your convenience, or your child can swipe to purchase directly from the canteen.

**? MORE INFO** QuickCliQ's FAQs:  
<https://app.quickcliq.com.au/FAQ.aspx>

## LIBRARY CARD

Your child's SmartRider card is also their library card. Students can use it to borrow books, print and make photocopies. The College provides a weekly print allowance that is automatically credited to the student's SmartRider card for printing on campus.

### **Lost or don't yet have a SmartRider card?**

If your child loses their SmartRider card, they can visit the staff in the College library to order a replacement card. If your child does not already have a SmartRider card, they can apply for one at the College library. New or replacement cards take approximately a week to arrive.

## TRANSPERTH BUSES

Visit the Transperth website to find out how to register your child's SmartRider card. Registration is important because it means you can hotlist their card if it is lost or stolen and you can upload funds and check their transaction history and card balance. Further information is available at <https://www.transperth.wa.gov.au/SmartRider/Using-SmartRider/Register-SmartRider>

**? MORE INFO** Transperth's SmartRider FAQs:  
<https://www.transperth.wa.gov.au/SmartRider/FAQs>

# OUR PRIVATE CHARTER BUSES

John XXIII College offers Horizons West private bus services taking children to and from school. Tickets can be purchased online via the Horizons West e-ticketing system.

The e-ticketing system is simple to set-up, safe and secure. Visit <https://www.horizonswest.com.au/eticketing/> to sign-up. Register each child by entering their first name, last name and Student ID (Student Number from their SmartRider card).

Simply upload funds to make it ready for children to tag onto the private bus service. Please note that existing Transperth funds are not transferrable to Horizons West's service.

**? MORE INFO** For details of specific routes, stops and times visit: <https://www.johnxxiii.edu.au/view/for-parents/transport>

## Private Charter Buses - Frequently Asked Questions

### How do I set up an account?

Visit <https://www.horizonswest.com.au/eticketing/> to sign up and upload funds to your child's account. If you have any technical questions, please contact the Swype Support Helpdesk on 1300 974 937 or [support@swype.cloud](mailto:support@swype.cloud).

### Where can I find my child's Student ID to set up the account?

The Student ID is printed on the SmartRider card as the 'Student Number'. If you are still unsure, please contact the College on 08 9383 0400 and we will provide you with the ID.

### Can my child use existing Transperth SmartRider credit on the Horizons West bus?

No, the credit from Transperth is not transferrable. You must add funds to your child's Horizons West account to use the Horizons West charter bus.

## **How will I know if my child's funds are getting low?**

When the account is getting low or is out of funds, the Horizons West system will notify you via the email you used to set up the account.

## **How does the SmartRider connect to Horizons West charter buses?**

The RFID technology in the SmartRider card is what is used for the "tap on/off" system. It is scanned at the College Library when the card is ordered and the scanned number is stored with your child's details. In line with the College Privacy Policy, the RFID number is given to Horizons West along with your child's student ID to match up the account details when you sign them up to use the bus.

## **Can my child still get on the bus if they forgot their SmartRider?**

Yes, your child will simply ask the bus driver to type in their name to bring up their account. If your child has lost their SmartRider, please ask them to order a new one from the College Library to ensure that getting on the bus remains a quick and easy process for everyone.

## **Can I request a route change?**

The College Leadership Team reviews requested bus route changes from parents and guardians during each school holiday period (four times per year). Please note that it is not always possible to accommodate all requests; we endeavour to keep the routes as safe as possible and optimised so that students are not sitting on the service for too long.

If you would like the College to consider a change, please scan the QR code below to go to the online form on the College Website.

