



# EZ Rider Account Closure

How to Close Your EZ Rider Parking Account & Get Your Remaining Balance Refunded



# 1. Go to ezrider.bart.gov

BART EZ Rider Card San Francisco Bay Area Rapid Transit District



Welcome

You are not logged in | [Sign In](#)

Menu

- [Welcome](#)
- [Access Your Account](#)
- [Create a New Account](#)
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## **\*\*New Enrollment in the EZ rider parking program is closed\*\***

Please pay for parking with the BART Official App (credit/debit/PayPal/Venmo) or at the Addfare/Parking Machines inside the station (now accepting credit/debit/cash). Visit BART's [parking website](#) for more information on payment options.

*Why is BART closing new EZ rider enrollment?* BART is preparing to end the EZ rider program in the next year and move customers to enhanced alternative parking payment options. BART is closing EZ rider enrollment now to limit the impact of the planned transition on customers.

*I'm a current EZ rider customer, can I still use EZ Rider?* Yes, existing customers can continue to pay for parking with the EZ rider program and use this website to keep their information and payment method up to date. Users will be notified of program changes well in advance, be sure to keep your contact information up to date. No changes are expected until spring 2023 at the earliest.

## **BART Fare Payment**

You can now use Clipper, the regional fare payment card, to pay your BART fares. There are two ways to pay BART fares with the Clipper card: buy the equivalent of a BART high value discount ticket (\$48 in value for \$45 or \$64 in value for \$60) by selecting the auto pay feature, or load a dollar amount you choose onto the card as cash.



We encourage you to try Clipper. You'll find that the Clipper card works on multiple transit agencies such as AC Transit, SF Muni, Golden Gate Transit and more. It is also easier to add value to Clipper using pre-tax vouchers or cash. So, be sure to go to <http://www.clippercard.com/ClipperWeb/bart/index.do> to learn more and sign up for a card, or pick up a card at any of over 250 retail outlets (including Walgreens).

## 2. Select “Access Your Account” under Menu Enter your User ID and Password (both are case sensitive)

BART EZ Rider Card

San Francisco Bay Area Rapid Transit District



### Access Your Account



#### Menu

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#### Sign In:

Please note all entries are case sensitive.

#### User ID:

[Need to create a User ID?](#)

[Forgot User ID?](#)

#### Password:

[Forgot Password?](#)

Submit

Reset

Please note that you can click on [Forgot Password?](#) to reset your password. You will need your Clipper / EZ Rider Card Serial # and your e-mail address that you used to register your account for the password to be reset.



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Wednesday March 20, 2024 2:43 PM

## *If you don't have your log-in information:*

- A. Click on “Forgot User ID?” and/or “Forgot Password”?
- B. Click “OK” if you are using a Clipper Card. Otherwise, click “Cancel”.
- C. Enter the Clipper Card number and email address associated with the account, and an email will be sent for the user ID and/or a temporary password valid for 24 hours.
- D. Click “Access Your Account” again and enter the information.
- E. Enter the temporary password again on the “Enter Current Password” field. Create a new password and re-enter New Password.
- F. Click “Submit”. Webpage should say “Password changed successfully” if requirements met.

3ART EZ Rider Card San Francisco Bay Area Rapid Transit District

**Change Password**  You are logged in as [redacted] | [Sign Off](#)

**Menu**

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- Change Password**
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- [Change User ID](#)
- [Replace Clipper Card/Hangtag](#)
- [Close My Account](#)
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**Please populate all fields:**  
Please note all entries are case sensitive.

**Enter Current Password**

**New Password**

Your password must follow these rules:  
1. minimum 8 characters  
2. include at least one letter and one number  
(Please avoid special characters)

**Re-enter New Password**

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*If you are unable to reset your password or retrieve your user ID, please call the EZ Rider Administration Office at 510-464-6474 or email [ezrider@bart.gov](mailto:ezrider@bart.gov)*

### 3. After logging in, click “Update Account Information” under Menu. Verify your mailing and billing address.

BART EZ Rider Card San Francisco Bay Area Rapid Transit District

**Update Account Information**

You are logged in as: [redacted] [Sign Off](#)

Please update your information below.

\* indicates required field

**Applicant Information**

First Name*	Middle Initial	Last Name*
xxxxxxx	x	xxxxxxx
Mailing Address (Line 1)*		
xxxxxxx		
Mailing Address (Line 2)		
City*	State*	Zip Code*
xxxxxxxxxxxxx	CA	xxxxx -

Daytime Phone Number*	Evening Phone Number
(510) xxx - xxx Ext.	( ) ( ) - Ext.
Fax Number	Mobile Phone Number
( ) ( ) - Ext.	( ) ( ) - Ext.

BART may contact me for research to improve BART products & services.  
 BART may send me additional BART service or promotional information.

Please indicate the preferred method of contact:  
 email  US mail

**EZ Rider Parking with Clipper Card Payment Billing Information**

You are setup with a Clipper Card parking payment account.

Please select a preferred BART parking station.\*  
South Hayward - (Daily fee: \$3.00) (Autoload amount \$60.00) ▼

**Please note:**  
Daily parking fees at your selected preferred BART parking station is used to calculate the threshold and autoload amounts. The daily parking fee and Autoload amounts are subject to change. You may use your Clipper card with your EZ Rider Parking payment account to pay for parking at any BART station with available FEE parking and an EZ Rider Parking Validation Machine (PVM). BART reserves the right to change your designated station based upon your demonstrated use.

Check here if parking payment billing and mailing address are the same

First Name*	Middle Initial	Last Name*
xxxxxxxxxxxxx	x	xxxxx
Billing Address (Line 1)*		
xxxxxxxxxxxxx		
Billing Address (Line 2)		
City*	State*	Zip Code*
xxxxxxxxxxxxxxxxxxxxx	CA	xxxxx -

  
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BART needs your correct mailing and billing address to process refunds.



## 4. Verify that the credit/debit card on file is still valid (not expired). *If expired, please provide a new and valid credit/debit card number.*

Please leave all required Credit Card Information blank, if unchanged.

→ Last Four Digits of Credit Card Number on File:  ←

→ Credit Card\*      Credit Card Number\*      Expiration Date\*

-Select-            -Select-      -Select-

Effective 2/1/14 we are accepting pre-tax parking cards for EZ Rider Bart parking



**Required to accept\***

- I hereby authorize San Francisco Bay Area Rapid Transit District (BART) to charge my credit card account whenever my EZ Rider Parking with Clipper Card parking payment account balance drops below 5 times the daily parking fee (e.g. \$1.50 X 5 = \$7.50). My credit card will be charged the Autoload amount as indicated in my selection for the preferred parking station.

### Please Note

The Clipper Card is for use only on the BART system and other transit systems. Please visit <http://www.clippercard.com/ClipperWeb/bart/index.do> to learn more.

→

BART needs a valid, non-expired credit/debit card on file to process your refund.

*Change the credit/debit card by clicking the drop-down menu and entering a valid credit/debit card number with a valid expiration date, ideally after 10/1/2024.*

*Click update.*

# Screen confirming valid credit/debit card update:

BART EZ Rider Card

San Francisco Bay Area Rapid Transit District



## Update Account Information



### Menu

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You are logged in as: [REDACTED] | [Sign Off](#)

Your application was updated successfully.

An email has been sent confirming your account update.



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# 5. Select “Close My Account” under Menu

BART EZ Rider Card



Menu
<a href="#">Account Status</a>
<a href="#">Account History</a>
<a href="#">Update Account Information</a>
<a href="#">Change Email</a>
<a href="#">Change Password</a>
<a href="#">Change Hint</a>
<a href="#">Change User ID</a>
<a href="#">Replace Clipper Card/Hangtag</a>
<a href="#">Close My Account</a>
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When you chose “Close My Account”, the system will process a refund of any remaining balance back on the card on file. Refunds will take between 2-7 days.



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# You will receive an email confirmation of the account closure and refund:

EZ Rider Transit Payment Account Closure  Inbox x



**EZ Rider Administration Center** <ezrider@bart.gov>

Mon, [REDACTED] 2:21PM



to me ▾

Dear [REDACTED]

Thank you for your request to close your EZ Rider Parking account on [REDACTED]. The remaining balance of \$60.00 will be refunded to the credit/debit card on file with a valid expiration date.

The refund credit should post to your credit/debit card in 5-7 business days depending on your card issuing bank.

If the credit/debit card you have on file is expired, the refund will not be able to be processed properly. The system can only process a refund of the remaining balance to a valid debit/credit card on file.

Thank you.

San Francisco Bay Area Rapid Transit District (BART)  
EZ Rider/Airport Employee Discount Card Administration Center  
300 Lakeside Drive, 22nd Floor  
Oakland, CA 94612  
Phone: (510) 464-6474  
Email: [ezrider@bart.gov](mailto:ezrider@bart.gov)

Thank you for riding BART over the years,  
and for closing your EZ Rider account.  
For more information on the transition  
and setting up Tap and Go Parking,  
visit [bart.gov/parking](http://bart.gov/parking)