

Getting Started

How to register and login to your CTA Trip Booking account

You need to sign up with a City of Calgary myID account in order to book trips online through CTA Trip Booking. First, you'll need to set up a myID account if you don't already have one. If you do, you can skip to directly registering for a Calgary Transit Access Trip Booking Account.

- myID can be accessed through going to www.calgary.ca, scroll down to the bottom footer and click on **"myID"**
- Next, select **"Sign in to myID now"**. A new window will open up.
- Select **"Create a personal account"**

Calgary

Log in with myID

Sign in using social media login (click icon)

g+ Y f in Windows

or enter your myID username and password (T2)

USERNAME/EMAIL (REQUIRED)

Enter your username/email

PASSWORD (REQUIRED)

Enter your password

[Forgot your username?](#) [Forgot your password?](#)

Submit

New to myID? Learn more.

[myID personal accounts](#)

[myID business accounts](#)

Create a personal account

Create a business account

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- Enter all of the required information as indicated.

LAST NAME (REQUIRED)

Enter your last name

EMAIL ADDRESS (REQUIRED)

Enter your email address

CONFIRM EMAIL ADDRESS (REQUIRED) ENTER THE SAME EMAIL AS ABOVE

Enter the same email as above

- Click on the **“Username guidelines”** link if you are not sure what to enter under “username”. Determine if the username you have entered is available by clicking on **“check”**.

USERNAME (REQUIRED) [Username guidelines](#)

Enter your username

For security reasons, enter the characters as displayed below (not case sensitive) into the text box.

[Play Audio](#) [Generate New Image](#)

ENTER THE CHARACTERS DISPLAYED ABOVE HERE (REQUIRED)

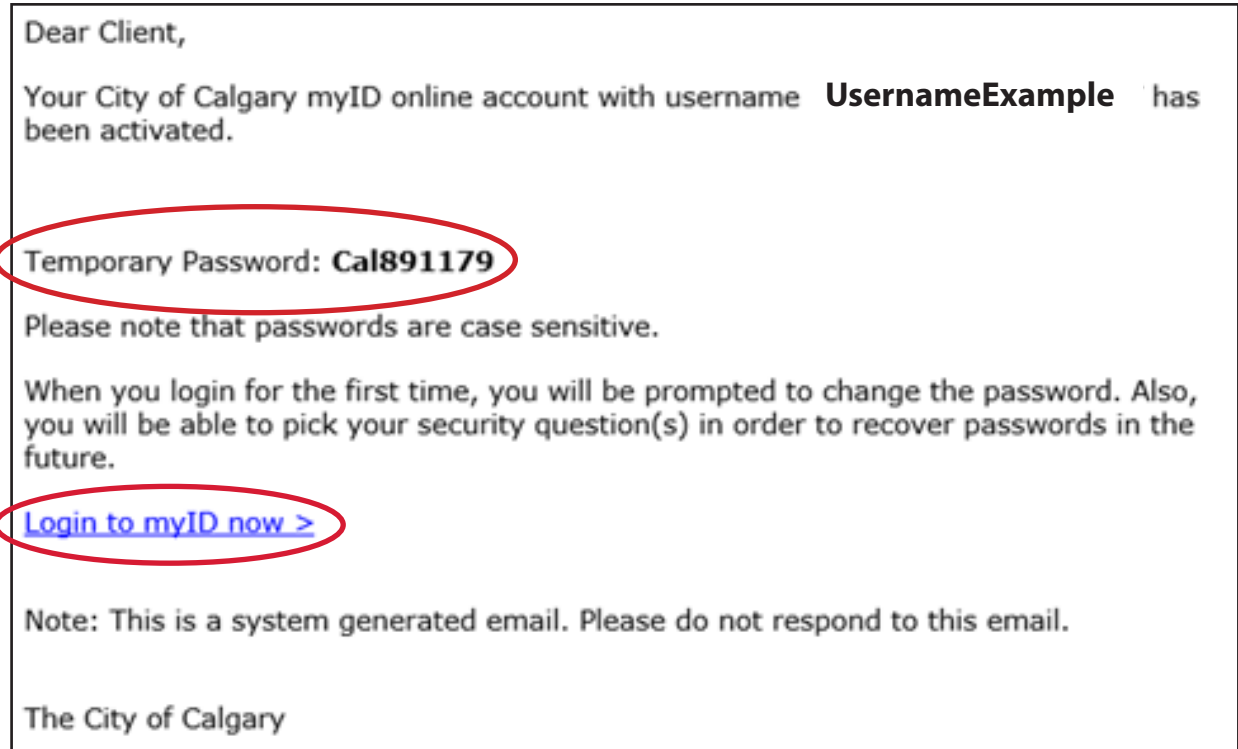
I have read and agree to the [Terms of Use](#) and [Privacy Policy](#). (REQUIRED)

- For security reasons, you must verify the characters as displayed in the text box. Play the audio or generate the image if you have problems viewing the characters.
- Next, read and agree to the Terms of Use and Privacy Policy, and check the box once completed.
- Once all the fields completed, click on the **“Sign up”** button.
- If there are no errors, a “Thank You” window will pop up, indicating you have successfully signed up for a myID account. You will receive an email shortly to the registered email address that contains a temporary password

Thank you

Your account has been registered successfully. An email will be sent to your registered email address with account details and necessary instructions shortly. If you do not receive this email in next hour or so, please check your email spam/filter settings and re-register.”

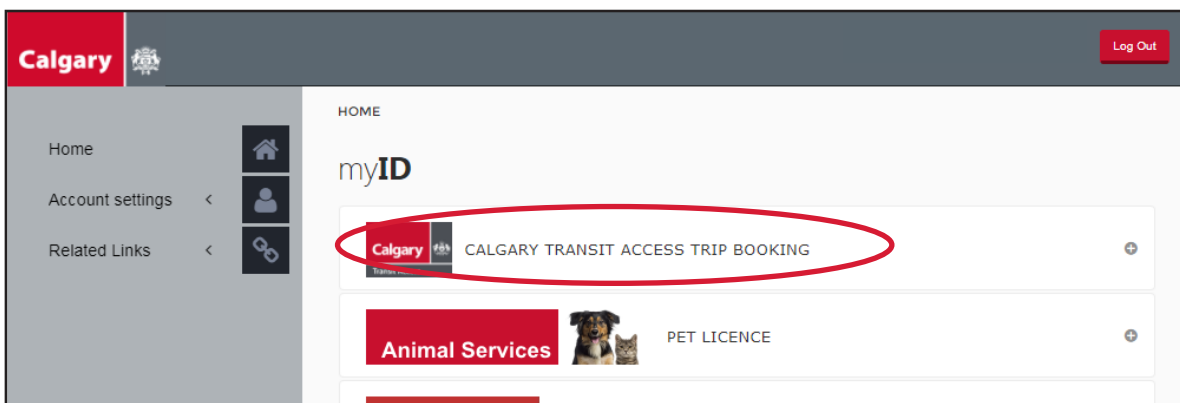
- From that email, click on the **“Login to myID now”** link and enter your username and the temporary password indicated in that email. You can copy and paste the password.



- You will then be asked to change your temporary password. Enter in a new password.
- Next, you will need to enter three security questions and answers. Once completed, click on **“Validate”**, then click on **“Return to Application”** to see the available services through your myID account.
- You may want to bookmark this page, as you will need to login through myID to book trips through Calgary Transit Access Trip Booking.

Once you have successfully created a myID account, you can register for Calgary Transit Access Trip Booking. You will only need to register once.

- Once you are logged in, the myID homepage will show a list of available services
- Click on **“Calgary Transit Access Trip Booking”**



- Under "Registration Number" enter your Calgary Transit Access customer registration number.
- Under "PIN" enter your Calgary Transit Access PIN number.
- If you do not know your registration number or PIN number, please contact CTA at 403.537.7777.

Account Linkup

Please enter your **Calgary Transit Access customer registration number** and **PIN** to establish a link between your myID account and your Calgary Transit Access Trip Booking account.

Enter your Calgary Transit Access Customer registration number and PIN below

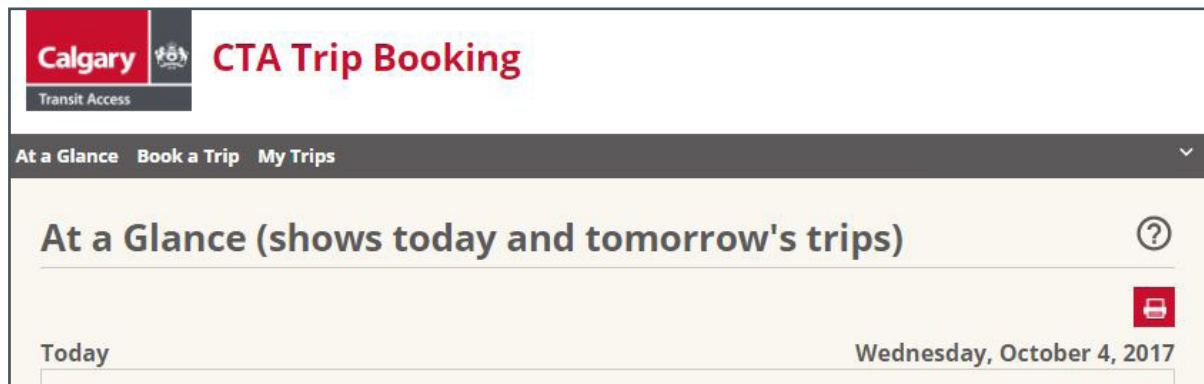
ENTER REGISTRATION NUMBER

ENTER PIN

Submit

Cancel

- Next, click on **"Submit"**. You will be brought to the Trip Booking "At a Glance" homepage, where you can begin booking your trips.



- Please note that for future logins, you can login to your myID account, click on **"Calgary Transit Access Trip Booking"**, and you will be brought directly to the "At a Glance" homepage.