



ORCA Account Set Up

Welcome to your new ORCA card! E-purse funds or a monthly pass must be loaded onto this card before using it to pay for transit fares. With the new ORCA system, it all starts with setting up an ORCA account

Visit myORCA.com or get the myORCA app and follow a few simple steps to manage your ORCA card online. The myORCA app is available at Apple's app store  and the Google Play store 

Set up a new myORCA account online:

1. On the myORCA.com website, select the "Sign in/Sign up" link at the top of the screen and then select the "Sign up" link in the bottom left corner of the pop-up window that appears.
2. Complete the prompts with your name, email address, and password. Press "Enter."
3. Set up your two security questions. Press "Sign up."
4. You will receive a verification through your email.
5. Press the verification button in the email and you will be taken to the myORCA sign-in page.
6. Sign in with your email address and password to access your account.
7. Next, follow the "If you already have a myORCA account" steps below.

If you do not have access to a computer or smart phone, you can still add value to your card in person, by phone, or at a ticket vending machine. We're here to help!

Link your ORCA card through the myORCA app:

1. Download the myORCA app and complete the registration process by entering your email and password.
2. Press "Link my ORCA card."
3. Enter your Card Number, 3-digit Security Code and Balance Protection Code (if one exists) for Full Access. Without the Security Code, your card will be linked as Load Only. Note: most customers do not need a Balance Protection Code. Call ORCA Customer Service if you need assistance.
4. Enter your card nickname (optional).
5. Press "Link My Card."
6. You will receive an email confirmation that your card is linked.

If you already have a myORCA account:

1. Sign into your account with your email and you will be directed to the "My ORCA Cards" page.
2. Select the "Link Card" button at the top of the My ORCA Cards page; or select the "plus sign" at the top of the app.
3. Enter your Card Number, 3-digit Security Code and Balance Protection Code (if one exists) for Full Access. Without the Security Code, your card will be linked as Load Only. Note: most customers do not need a Balance Protection Code. Call ORCA Customer Service if you need assistance.
4. Give your card a nickname (optional) then select "Link Card."
5. From here, you can load E-purse or passes, manage Autoloads, and more!

If you do not have or do not want a myORCA account, you may load value on your card as a guest:

1. Visit the myORCA website or myORCA app and select the "Reload my card" option. Enter your Card Number, 3-digit Security Code and Balance Protection Code (if one exists).
2. Select the "E-purse" and/or "Pass(es)" you'd like to load and continue to the "Shopping Cart" to checkout.

What is my Balance Protection Code?

The Balance Protection Code is used to tie your ORCA additional information to your card. If you are setting up a new account with your ORCA card, your Balance Protection Code will initially be blank. As long as you use your Card Serial Number and the 3-Digit Code, and you are the first to link your card, you will be tied as Full Access. All other users will be linked as Load Only.

If you have any questions about setting up an ORCA account contact ORCA Customer Service at 888.988.6722 or Pierce Transit Customer Service at 253.581.8000.

TRANSLATION SERVICE is available in more than 200 languages, by calling 253.581.8000, option 1.

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle.

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ.

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

한국어 번역 서비스를 제공하는 상담원과 통화하시려면 253-581-8000 으로 전화하십시오.

អាចទំនាក់ទំនងភ្នាក់ងារសេវាកម្រៃភាសាខ្មែរ (កម្ពុជា) ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。



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