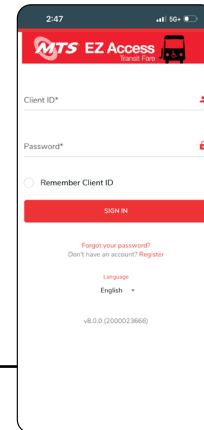


09/16/2026

MTS Access Wallet

Paying for your Access trips just got easier with the new MTS Access Wallet feature available on the EZ Access App.

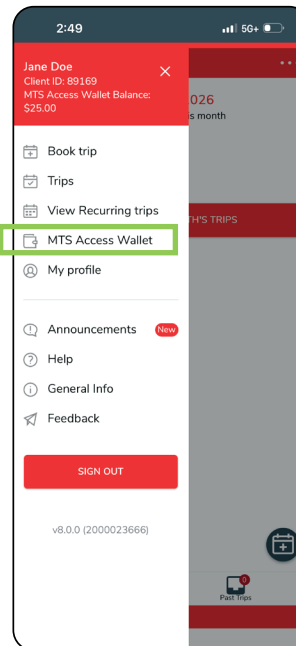
The MTS Access Wallet allows you to pay for trips directly from the EZ Access app without using cash or a prepaid ticket. Here's how to use it.



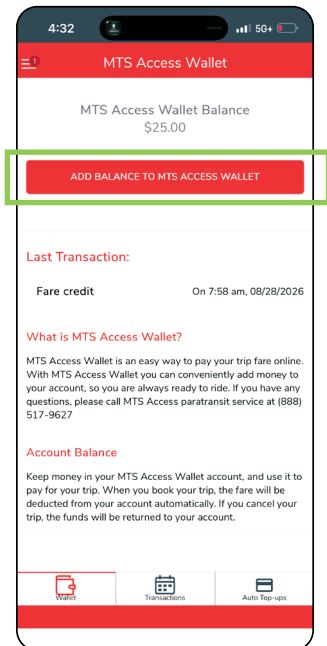
Adding Funds and Viewing Your Balance

- First, **log into the EZ Access App.**
- To begin using the Wallet feature, you'll first need to add a payment method.
- To add one, select the menu at the top left corner of the screen.
- Select **"MTS Access Wallet"**
- Next, tap the **"Add balance to MTS Access Wallet"** button
- Select **"add payment method"** and enter in your card information
- Once the payment information has been added, you can then add funds.
- In MTS Access Wallet, select **"Add Balance to MTS Access Wallet"**
- Type in the amount you would like to add. Add anywhere from \$12.00 to \$300.00
- Tap the payment method that was previously added and select **"purchase now"**
- Review the information on the confirmation screen and tap on the **"add"** button
- Once the transaction has processed, you will receive a confirmation
- To view the balance in your Access Wallet, open the menu. Your balance will appear under your name and Client ID on the top left of the screen.
- You can also view your balance at the top of the MTS Access Wallet main screen.

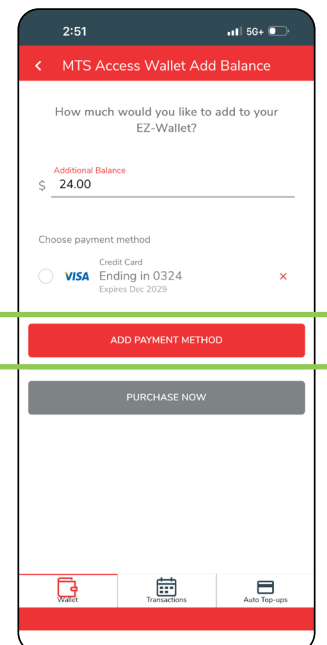
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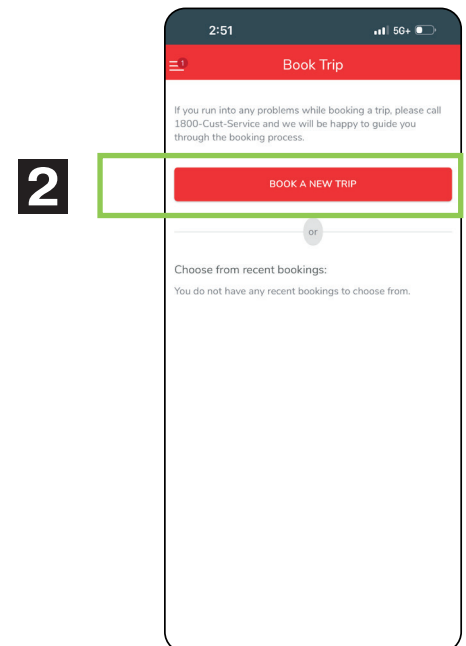
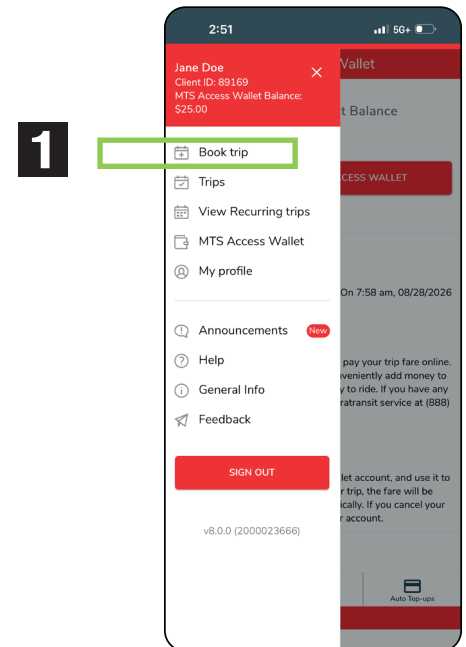


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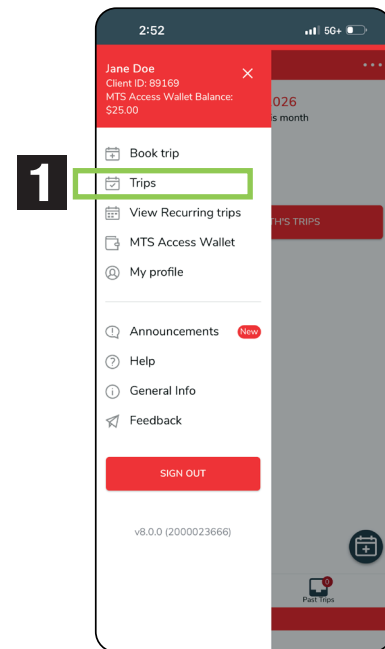
Booking and Paying for a Trip

- To book and prepay an MTS Access trip using your wallet, tap on the menu and select **“Book trip”**
- Select **“BOOK A NEW TRIP”**
- Enter in the pickup address, add any additional instructions, and hit **“Next”**
- Enter in the drop off address, add any additional instructions, and hit **“Next”**
- Choose the trip type, date, and time and hit **“Next”**
- Add any additional passengers to your trip and hit **“Next”**
- You may travel with one Personal Care Attendant, or PCA, free of charge. Any additional companions must pay the standard one-way fare.
- Select **“MTS Access Wallet”** as your payment option and hit **“Next”**
- Review your trip booking and press the **“Select and Confirm Booking”** button
- You will receive a booking confirmation for your trip
- If you open the menu again, you will notice that your MTS Access Wallet balance has decreased by the cost of a one-way trip when the trip was booked.



Canceling a Pre-Paid Trip

- If a trip that was prepaid using the MTS Access Wallet is cancelled, the passenger will receive a fare credit back to their wallet. This is not a refund to the credit or debit card set up as form of payment.
- To cancel a trip, click on the menu and select **“Trips”**
- Select the trip you want to cancel
- Scroll down, select **“cancel trip”** and confirm your choice
- You’ll get confirmation that the trip was cancelled
- To verify that you received a fare credit, click on the menu and select **“MTS Access Wallet”**
- You’ll see that your balance increased by the cost of a one-way fare. A “Fare Credit” will also appear as the last transaction in your history.



Setting Up Auto Top-Ups

- Passengers have the ability to set up an auto-top option to ensure they always have enough funds to prepay for their trips
- Open the menu and select **“MTS Access Wallet”**
- Select **“Auto Top-Ups”**
- Enter a threshold amount – this is the amount that you would like to always be in your wallet. For example, you can have a threshold for \$100.00
- Enter the deposit amount for when the balance falls below the amount in the threshold field. For example, if your wallet balance falls below \$100.00, the system will automatically reload the account with your specified deposit amount.
- Select the payment method and hit submit.
- Now you’re ready to begin using your MTS Access Wallet on the EZ Access App.

