**Massachusetts Bay
Transportation Authority**

How to Help Riders Apply for a Blind Access CharlieCard Online

Organizations and individuals can help people who are legally blind apply for a new, renewal, or replacement free fare [Blind Access CharlieCard](#) online at [mbta.com/blindaccess/apply](#). This guide provides the steps to help riders apply for a **new** Blind Access CharlieCard online using a mobile device or computer.

Riders should be prepared to upload:

1. A **Massachusetts Commission for the Blind ID or Certificate of Blindness**, or out-of-state blindness certification.
2. If they do not have a Massachusetts Commission for the Blind ID, they will need a government-issued **photo ID**, such as a passport or state ID. Expired IDs will not be accepted.
3. A recent color **photo of themselves** from the neck up in front of a solid, light-colored background. Hat, face coverings, and sunglasses are not permitted.

To complete applications, we suggest using a mobile device, such as a smartphone or tablet, to take photos of the applicant, as well as the applicant's photo ID and blindness certification to make these files easier to upload either directly from the mobile device or computer. If you took photos on a mobile device, but are using a computer to complete an application, you can make the photos accessible during the application process by sending them to an email address, then downloading and saving the photos to the computer.

Learn more and access the online application at [mbta.com/blind-access](#)

Steps to Help Riders Apply Online:

1. Start a new online application and enter the applicant's information.

2. Upload the applicant's MCB ID or Certificate of Blindness, or out-of-state blindness certification, as well as their photo ID and photo of themselves.

   a. For each upload, click the "Select files" button and select the photo from your mobile device or where you saved it on the computer.

3. Confirm with the applicant on how they would like to receive their Blind Access CharlieCard (mail or pick up at the CharlieCard Store) if their application is approved.

4. Ask the applicant if they would like to complete the optional demographic information section.

5. Have the applicant review and accept the Free/Reduced Fares Rules and Conditions.

6. Submit the online application. If the applicant entered an email address, a confirmation email will be sent to them, as well as application status notifications.

7. If the MBTA needs more information to determine the applicant's eligibility, we will contact the applicant using the contact information provided in their application.

Technical support cannot be provided in real time, though organizations can [submit a request](#) for support and/or training prior to helping any riders apply online.

For discussion and training purposes only.