

CLIFTONSUSPENSIONBRIDGE

Purchasing a New Crossing Card Online

If you are a regular user of the Clifton Suspension Bridge, purchasing a Crossing Card can make your daily commute cheaper and easier. Your card is not tied to a single driver or vehicle and the crossings on it do not have an expiry date.

1. Create a New Account

If you have not previously shopped with us before, you will need to create a new account. Go to www.cliftonbridge.org.uk/user/register, enter your name and email address and complete the Capcha (fill in the letters or numbers you see in the box).

2. Check your email

Log in information will be sent to your email account and the website will return to the home page. You should receive a message from office@cliftonbridge.org.uk with your login details. Check your junk mail folder if you do not see it.

A welcome message with further instructions has been sent to your e-mail address. ×

Thank you for registering at The Clifton Suspension Bridge. You may now log in by clicking this link or copying and pasting it to your browser:

http://www.cliftonbridge.org.uk/user/reset/17260/1444404718/9Vt_I6Dx76ZlczvDyPQVES59j5rm2o4bK8jQAPu51o

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <http://www.cliftonbridge.org.uk/user> in the future using:

username:
password:

-- The Clifton Suspension Bridge team

3. Follow the link

Click the link in your email and then the 'Log In' button on your website. Once you have entered a password it will be saved and you will see your account details.

This is a one-time login for

Click on this button to log in to the site and change your password.

This login can be used only once.

Login

4. Decide how many crossings you'd like

The more crossings you buy, the cheaper they become. You can choose from 50, 100, 400 or 1000. You'll find the shopping cart at:

www.cliftonbridge.org.uk/commute/crossing-cards/purchase-recharge

The bottom half of the shopping cart shows New Crossings. If you do not already have a Crossing Card, make sure you add 'XXX Crossings New Card' to your basket.

50 Crossings New Card	£30.00	Add to basket
100 Crossings New Card	£50.00	Add to basket
400 Crossings New Card	£170.00	Add to basket
1000 Crossings New Card	£350.00	Add to basket

5. Add to Basket

Press the green 'Add to Basket' button and you will be taken to a confirmation screen.

Remove	Products	Qty	Total
Remove	50 Crossings New Card	<input type="text" value="1"/>	£60.00
			Subtotal: £60.00

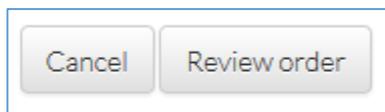
[Continue shopping](#) [Update basket](#) [Checkout](#)

6. Checkout

If you have finished shopping, press the 'Checkout' button and enter your delivery and billing information. (NB: If you are living in Bristol, you will need to choose 'Avon' in the 'County' dropdown box!)

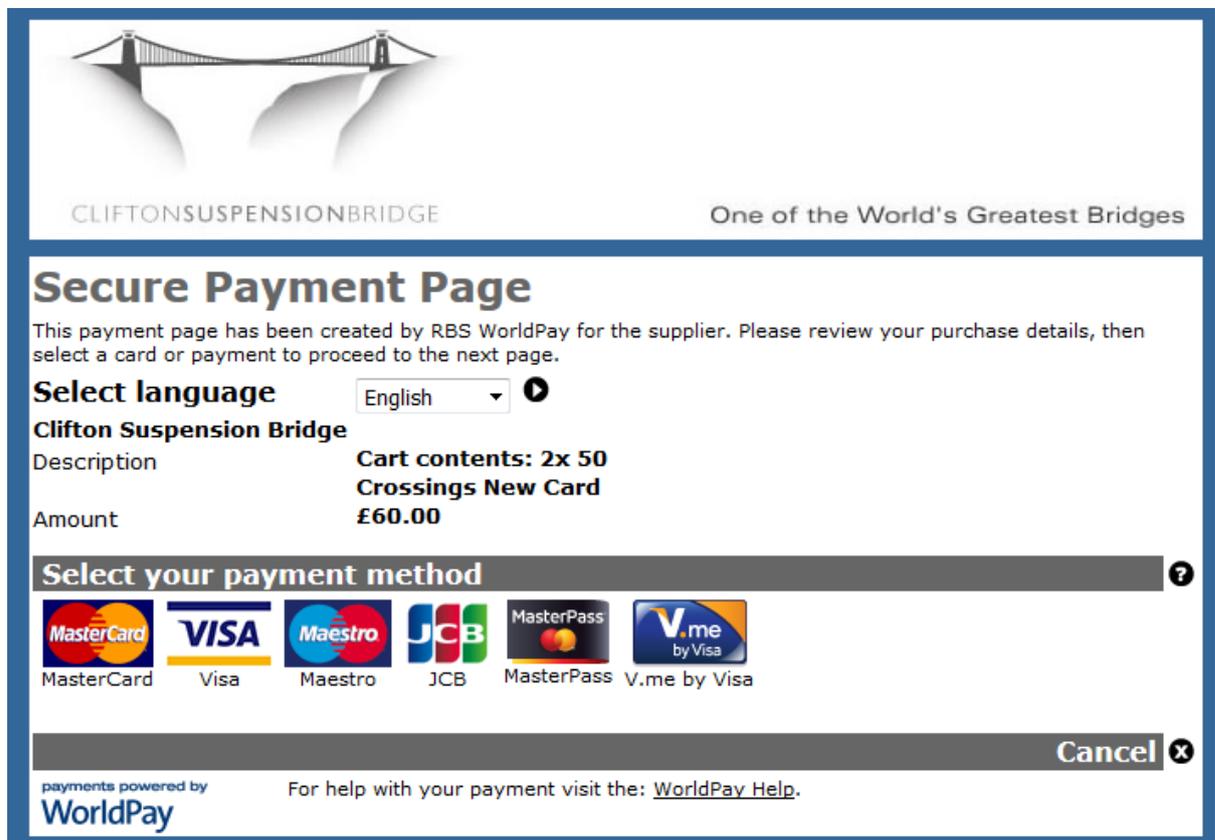
There is an 'Order Comments' box you can use here to write card collection instructions or other information.

Once you have filled in all of your details, click the 'Review Order' button at the bottom of the screen.



7. Review and Submit your order

You'll now see all your order and address details on screen. Check them one last time and click 'Submit Order'. You will be taken through to the World Pay secure payment page.

A screenshot of a secure payment page for Clifton Suspension Bridge. At the top, there is a logo of the bridge and the text 'CLIFTONSUSPENSIONBRIDGE' and 'One of the World's Greatest Bridges'. Below this is the heading 'Secure Payment Page' and a paragraph: 'This payment page has been created by RBS WorldPay for the supplier. Please review your purchase details, then select a card or payment to proceed to the next page.' There is a 'Select language' dropdown menu set to 'English'. The merchant name is 'Clifton Suspension Bridge'. The description is 'Description' and the amount is 'Amount'. The cart contents are '2x 50 Crossings New Card' for a total of '£60.00'. Below this is a section titled 'Select your payment method' with a help icon. It lists several payment options: MasterCard, VISA, Maestro, JCB, MasterPass, and V.me by Visa. At the bottom right, there is a 'Cancel' button with a close icon. At the bottom left, it says 'payments powered by WorldPay' and at the bottom center, it says 'For help with your payment visit the: WorldPay Help.'

8. Make your payment

The last step is to choose your payment method and enter your card details. Your name and address should appear automatically in the payment form. If you have set up a verification process with your card provider, you may be asked to enter your verification password.

Once payment has been made, a copy of your order will be emailed to you and your card will be sent to you via second class post within four working days – unless you have requested collection from the Toll Houses.

9. Start crossing!

To use the crossing card, simply drive up to the toll barrier and hold the card up to the blue sticker. Crossing cards can be detected by the card reader on the equipment from a distance of up to 12 inches (30cm). You do not need to insert the Crossing Card in a slot.

A display on the screen (above the coin basket) will tell you how many crossings you have left. When the number of crossings gets below ten, an LED signal below the traffic lights will remind you to top up your card.

Q. The amount of crossings I'd like to add isn't shown. Can I add more crossings?

Yes. If you would like to add more crossings to a new card at the time of purchase, press 'Continue Shopping' and select 'XXX Crossings New Card'. When you enter your billing details, you can request that all crossings you have purchased are added to one card.

Q. Can I split the number of crossings I buy across two cards?

No. Unfortunately it is not possible to do this.