

UNLOCK CHICAGO

CityKey

 **Dear CityKey Cardholder,**

Congratulations on getting your Chicago CityKey! With your CityKey, you can start unlocking all of the great things Chicago has to offer. Your CityKey not only gives you the peace of mind that comes with having a government-issued ID, but it also give you the opportunity to explore the incredible city you call home. Below you will find information about all of the ways that you can use your CityKey.

If you still have questions or feedback, send us an email at CityKey@CityofChicago.org.

Now, start exploring and unlock Chicago!

City Clerk Anna M. Valencia

Using Your CityKey

While there are many ways you can use your CityKey, there are a few ways you cannot. See below for a list of ways you can and cannot use your CityKey.

Use your CityKey to:

- Prove your identity in the City of Chicago
- Open a bank account with one of our partner financial institutions
- Apply for a building permit
- Rent an apartment
- Check into a hospital
- Donate blood
- Purchase over-the-counter medications
- Engage in Participatory Budgeting
- Enter a Chicago Public Schools' building
- Prove your identity when applying for government services (a CityKey does not automatically make you eligible for government services or support, it only establishes proof identity)
- Complete an I-9 (*note: you will also need to provide proof of work authorization*)

Do NOT use your CityKey to:

- Drive, it does not replace your driver's license
- Travel at an airport

Using Your CityKey as Your Chicago Public Library Card

You can use your CityKey as a library card. Your CityKey works just like your Chicago Public Library card.

If you connected your library account when you applied for your CityKey...then you are all set! Now go take advantage of the more than 1.5 million books in circulation at any of the 79 Chicago Public Library branches across Chicago. If you want to connect your CityKey to an existing library account, visit your local Chicago Public Library branch where a librarian can connect your CityKey to your existing account.

If you do not have a library account but would like to create one, visit your local Chicago Public Library branch where a librarian will help you create your new library account using your CityKey.

Using Your CityKey as Your Ventra Card

CityKey works just like a Ventra card. Your CityKey is immediately ready to be used as a Ventra card and you can add transit value or passes:

- Using Ventra vending machines in CTA rail stations with cash, credit or debit cards;
- At participating Ventra retailers;
- Online or by phone (**1.877.NOW.VENTRA**) with credit or debit card; or
- At the Ventra Customer Service Center, 567 W Lake St 2nd floor, Chicago, IL 60661.

Registering your CityKey is not required; it is strictly voluntary and can only be done by the cardholder. Registering your CityKey does, however, offer you the same protections as a registered Ventra card including:

- Online Ventra account management capabilities; and
- Account balance protection in case your CityKey is damaged, lost or stolen

You can register your CityKey one of three ways: (1) by calling Ventra Customer Service (**1.877.NOW.VENTRA**); (2) visiting ventrachicago.com/register-account; or (3) by using the Ventra app on your mobile device. If you have an existing Ventra account and your CityKey is registered with Ventra, call Ventra Customer Service (**1.877.NOW.VENTRA**) to have your remaining transit value and/or unused passes transferred to your CityKey.

Chicago Rx Card

Located on the back side of your CityKey, the Chicago Rx Card will provide discounts on generic and name brand medications, as well as medical equipment and veterinary prescriptions. The Chicago Rx Card will be accepted at all major chain pharmacies in addition to many independent pharmacies. Over 60,000 drugs are included as part of the program with savings of up to 80% on both name brand and generic prescriptions.

No registration or pre-qualification is needed, and every Chicagoan is eligible regardless of age, insurance, income, health, or immigration status. There are no limits on usage or an expiration date. Please note that the Chicago Rx Card is not insurance and is not intended to replace insurance.

For more information about Chicago Rx Card, visit www.ChicagoRxcard.com

Reporting a Lost or Stolen CityKey

Please hold on to your CityKey number by writing it in a safe place you are likely to remember. If your CityKey is lost or stolen, you have 10 days to report it to the Office of the City Clerk where we will then be able to deactivate the existing CityKey by using the CityKey number. You will then need to apply for a replacement card.

To apply for a replacement card you can make an appointment for our City Hall location or visit one of our Mobile Printing Sites. You will have to fill out a new application and bring your proof of identity and residency documents. Please make sure to also bring your CityKey number when you reapply.