Fall 2023 U-Pass STEP-BY-STEP INSTRUCTIONS

The U-Pass will be available starting the first week of August through our Purchase Portal. U-Passes are available at no cost – you just need to go through either two or three steps below to get it.

EVERYONE, DO THIS FIRST: USC PURCHASE PORTAL

1. Log into (or create) your Transportation Purchase Portal account [online here].
2. At the top of the page, click on “PERMITS” and then “GET PERMITS”
3. Click through until you get to the “Confirm Delivery Address Information” page. The first drop-down box is titled “Subclassification”:
   - GRAD STUDENTS should select “STUDENT / BUS U-PASS GRAD STUDENT”
   - UNDERGRADUATE STUDENTS should select “STUDENT / BUS U-PASS UNDERGRAD”
4. Confirm all the rest of your personal information on the page is correct, then click on the “Next” button at the bottom of the page. NOTE: BE SURE YOUR NAME IS LISTED EXACTLY HOW IT IS ON YOUR USCID. Do not use nicknames, etc.
5. Select one of the two products listed:
   - Select “U-PASS + TAP CARD” if you do not already have a U-Pass card and NEED ONE
   - Select “U-PASS RENEWAL” if you HAVE A U-PASS CARD PREVIOUSLY ISSUED BY USC, and only need it reloaded for Fall (NOTE: Not a regular TAP card, specifically a U-Pass)
6. Read and agree to the Terms of Use, then click on the “Next” button at the bottom of the page
7. On the subsequent “VIEW CART” page, make sure you have chosen correctly, enter your “@usc.edu” email address in the field provided, then click on the “Pay Now” button at the bottom of the page
8. On the subsequent “PAYMENT INFORMATION” page, check the box indicating you understand this is a free product, then click on the “Pay Now” button at the bottom of the page
9. Click on the “Logout” button at the bottom of the page. Move on to the next step.

IF YOU ORDERED A “NEW” PRODUCT: DO THIS NEXT

If you NEED A U-PASS CARD (you are new to the U-Pass program), you ALSO have to complete a mandatory Metro survey before you can be issued a U-Pass.

- GRAD STUDENTS: [click here to complete the grad survey]
- UNDERGRADUATE STUDENTS: [click here to complete the undergrad survey]

EVERYONE, DO THIS LAST: COMPLETE ONE FINAL FORM

Everyone has to complete this final form online, where you tell us who you are, which product you ordered, and most importantly:

- If you ordered a NEW product: provide your TEN DIGIT Metro Survey confirmation code
- If you ordered a Renewal product: provide your TWENTY DIGIT code from the back of your existing U-Pass card (PLEASE DO INCLUDE THE SPACES), so we can ask Metro to reload it

That’s it! You will be emailed with instructions on how/when to pick up your card once it has been created, or with a confirmation that Metro has successfully reloaded your existing U-Pass card. Please do not email us asking if your request has been received/processed – we will email you when it is.

We anticipate processing thousands of U-Pass requests every semester – thank you in advance for your patience. Please email us at subsidy@usc.edu if you have any questions.