Fall 2023 U-Pass STEP-BY-STEP INSTRUCTIONS

The Fall 2023 U-Pass will be available starting the first week of August through our Purchase Portal. U-Passes are available for free – 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. Do not log in as a guest, please complete the steps to create a new account.
2. At the top of the page, click on “PERMITS” and then “GET PERMITS” from the drop-down menu.
3. On the pop-up window, click the red text that says “To purchase a permit, click here.”
4. On the next page, just click “next.”
5. On 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”
6. 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.
7. 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 or virtual Metro TAP card, specifically a USC U-Pass)
8. Read and agree to the Terms of Use, then click on the “Next” button at the bottom of the page.
9. 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.
10. 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.
11. Click on the “Logout” button at the bottom of the page. Move on to the next step.

ONLY IF YOU ORDERED A “NEW” PRODUCT – DO THIS NEXT

If this is your first time and 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. You can only complete it one time, ever, so if you lost an old card and need a replacement, you don’t need to do this step.

NOTE: You will see a ten-digit survey confirmation code – WRITE IT DOWN! You’ll need it for the last step.

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

EVERYONE, DO THIS LAST – TELL US YOUR SURVEY NUMBER (or CARD NUMBER)

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 from last step
- If you ordered a Renewal product: provide your TWENTY DIGIT code from the back of your existing U-Pass card (PLEASE 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 over ten thousand U-Pass requests every semester – thank you in advance for your patience. Please email us at tsubsidy@usc.edu if you have any questions.
Do you currently have a USC-issued U-Pass card? (not a different or virtual TAP card from Metro, specifically a U-Pass)

- **YES I do**
  - GREAT! You just need a U-PASS RENEWAL product for your class level (Grad or Undergrad)
  - Purchase that in the USC portal and skip to the final step, option a

- **NO I don’t**
  - Have you EVER had one previously?
    - **YES But not anymore**
      - NO PROBLEM. You need a U-PASS + TAP CARD product for your class level (Grad or Undergrad)
      - Purchase that in the USC portal and skip to the final step, option b
    - **NO I never have; this is my first**
      - GOT IT! You need a U-PASS + TAP CARD product for your class level (Grad or Undergrad)
      - Purchase that in the USC portal and go to the next step

**FINAL STEP!**

Do one of the following:

- **a.** U-PASS RENEWAL: send us your 20-digit card number so Metro can reload it
- **b.** U-PASS + TAP CARD (no survey): send us the Metro confirmation number “1”
- **c.** U-PASS + TAP CARD (completed survey): send us the 10-digit Metro confirmation number from previous step

OR

- Complete Metro Grad survey
- Complete Metro Undergrad survey