Fall 2024 U-Pass STEP-BY-STEP INSTRUCTIONS

The Fall 2024 U-Pass will be available starting the second week of August through our Purchase Portal, it is valid from **August 12th, 2024 through January 26th, 2024.**
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 <u>online here</u>. 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. Confirm that all your details are correct on the page that updates your Zip Code, and do not change anything. Click "Confirm" at the bottom of this page.
8. 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 this semester (NOTE: <u>NOT</u> a regular or virtual Metro TAP card, <u>specifically</u> a USC U-Pass)
9. Read and agree to the Terms of Use, then click on the "Next" button at the bottom of the page
10. 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
11. 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
12. Click on the "Logout" button at the bottom of the page. Move on to the next step.

ONLY IF YOU ORDERED A "NEW" PRODUCT – COMPLETE METRO SURVEY

If this is your first time applying 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: <u>click here to complete the grad survey</u>**
- **UNDERGRADUATE STUDENTS: <u>click here to complete the undergrad survey</u>**

EVERYONE: DO THIS LAST – COMPLETE USC TRANSPORTATION SURVEY

Everyone has to complete <u>this Final Form online</u>, where you tell us who you are, which product you ordered, and most importantly:
- If you ordered a RENEWAL product: provide you U-Pass card number located at the bottom-right corner of the back of the card
- If you ordered a NEW product: provide your **TEN DIGIT** Metro Survey confirmation code from last step

That's it! You will be <u>emailed</u> with **instructions** on how/when to pick up your card once it has been created, and/or **confirmation** with Metro Activation Code. Please visit https://www.taptogo.net/activateuscupass and enter the code to activate your U-Pass. 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.

U-Pass FLOWCHART – WHICH PRODUCT DO YOU NEED?

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

NO, I don't

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

Have you **EVER** had one previously?

YES, But not anymore

NO, I never have; this is my first

NO PROBLEM.
You 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 B

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

As a new U-Pass participant, you must complete a mandatory Metro Survey. Get ready to write down your 10-digit confirmation number, then complete the survey for your class level (Grad or Undergrad)

FINAL STEP!
A. **U-PASS RENEWAL:** fill out Final Form, follow Confirmation Email instructions to activate card

B. **U-PASS RENEWAL + Need a Card**: fill out Final Form and enter "1" for Metro Confirmation number AND Metro U-Pass Card Number, follow Pick Up Email instructions to collect and activate card

C. **U-PASS + TAP CARD** (completed survey): fill out Final Form, follow Pick Up Email instructions to collect and activate card

Complete Metro Grad survey

OR

Complete Metro Undergrad survey