

SPRING 2025 U-PASS STEP-BY-STEP INSTRUCTIONS

The Spring 2025 U-Pass will be available through our Purchase Portal starting January 6th, 2025. It is valid from:
January 6th, 2025 through May 16th, 2025.

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 TRANSPORTATION 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. 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: NOT a regular or virtual Metro TAP card, specifically 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 “U-PASS + TAP CARD” 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 once, so if you lost an old card and need a replacement you cannot do this step (continue reading below for lost U-Pass instructions)!

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 – COMPLETE USC TRANSPORTATION SURVEY

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 the **U-PASS + TAP CARD product:** provide your **TEN-DIGIT** Metro survey confirmation code from last step
- If you ordered a **RENEWAL:** provide your U-Pass card number located at the bottom-right corner of the back of the card. Please enter this **20-digit number WITH SPACES**, as displayed on the card!

THAT'S IT – APPLICATION COMPLETE

If you ordered a **new U-Pass + TAP Card product**, you will receive a confirmation email from TSUBSIDY@USC.EDU with pickup and activation instructions. Please allow 1-2 business days for processing.

If you ordered a **Renewal**, you will receive a confirmation email from TSUBSIDY@USC.EDU with activation instructions. Please allow 1-2 business days for processing.

DO NOT FORGET TO ACTIVATE YOUR CARD!

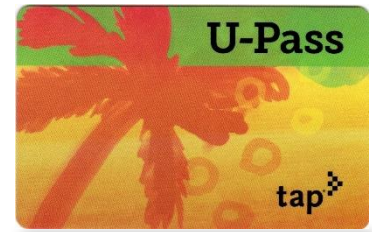
Your confirmation email has an activation code, which is specific to the semester and your grade. Please visit <https://www.taptogo.net/activateuscupass> and enter the activation code to activate your U-Pass. Once you get a successful activation message online, you **must wait 1 hour** and then tap your U-Pass card at a Metro bus or Metro rail station. If you don't tap your card **within 14 days**, you must re-do the online activation with your activation code before you attempt to use your card. The U-Pass product falls off the card if you do not complete the activation steps correctly in a timely manner.

If you have any errors with your U-Pass after successful activation, please send us your USCID and your U-Pass card number so we can further assist you.

ONLY IF YOU LOST YOUR U-PASS

Send us an e-mail at tsubsidy@usc.edu with your USCID number and ask for help with a replacement.

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