

# U-PASS STEP-BY-STEP INSTRUCTIONS

The **Summer 2025** U-Pass will be available starting May 12<sup>th</sup>, 2025.

It is valid from: **May 12<sup>th</sup>, 2025 through August 17<sup>th</sup>, 2025.**

U-Passes are available **for free** – please follow the steps below to acquire and activate your U-Pass.

## ONLY IF THIS IS YOUR **FIRST TIME** APPLYING FOR A U-PASS

1. **Collect your USC U-PASS TAP CARD** from the USC Transportation Office:
  - a. **University Park Campus:** 620 McCarthy Way, PSX-100, Los Angeles, CA 90089. Monday through Friday from 8:30am to 5pm.
  - b. **Health Science Campus:** 1975 Zonal Avenue, KAM 120, Los Angeles, California 90033. Monday through Friday from 7:30am to 4pm (closed 12-1pm)

2. **Complete the Metro Survey.** You can only complete this once as a new U-Pass cardholder, 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](#)

3. **Complete USC Transportation U-Pass Survey [here](#).**
  - a. Provide your **TEN-DIGIT** Metro survey confirmation code from the last step
  - b. 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!  
(**CORRECT:** 0170 XXXX XXXX XXXX XXXX; **INCORRECT:** 0170XXXXXXXXXXXXXXXXXX)

You will receive a confirmation email from [TSUBSIDY@USC.EDU](mailto:TSUBSIDY@USC.EDU) with activation instructions. Please allow 1-2 business days for processing.

## ONLY IF YOU ARE **RENEWING** YOUR U-PASS

1. **Complete USC Transportation U-Pass Survey [here](#).**
  - a. 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!  
(**CORRECT:** 0170 XXXX XXXX XXXX XXXX; **INCORRECT:** 0170XXXXXXXXXXXXXXXXXX)

You will receive a confirmation email from [TSUBSIDY@USC.EDU](mailto:TSUBSIDY@USC.EDU) with activation instructions. Please allow 1-2 business days for processing.

## ONLY IF YOU **LOST** YOUR U-PASS

1. **Collect your USC U-PASS TAP CARD** from the USC Transportation Office:
  - a. **University Park Campus:** 620 McCarthy Way, PSX-100, Los Angeles, CA 90089. Monday through Friday from 8:30am to 5pm.
  - b. **Health Science Campus:** 1975 Zonal Avenue, KAM 120, Los Angeles, California 90033. Monday through Friday from 7:30am to 4pm (closed 12-1pm)
2. **Complete USC Transportation U-Pass Survey [here](#).**
  - a. 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!  
(**CORRECT:** 0170 XXXX XXXX XXXX XXXX; **INCORRECT:** 0170XXXXXXXXXXXXXXXXXX)

You will receive a confirmation email from [TSUBSIDY@USC.EDU](mailto:TSUBSIDY@USC.EDU) with activation instructions. Please allow 1-2 business days for processing.

# U-PASS FLOWCHART – WHICH PRODUCT DO YOU NEED?

