

Umo User Portal

Contents

Prerequisite:.....	2
User Portal	2
Creating a New Account	2
Default Screen After Account Creation and Login.....	4
My Wallet.....	4
My Account.....	5
Account Details	6
Payment Method	6
Account History	7
Notification	7

Prerequisite:

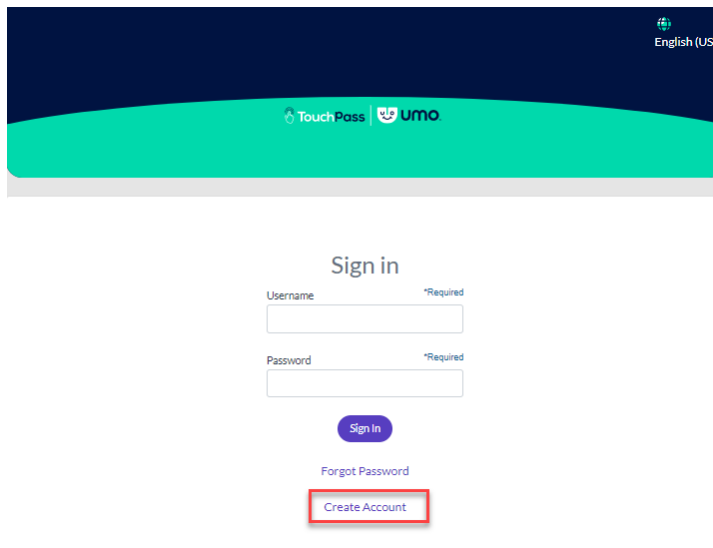
User MUST have a WisGo card to be able to create an account

User Portal

- Production: <https://touchpass.com/en-US/#/en-US/login>

Creating a New Account

1. Go to the User Portal website
2. Click **Create Account**



English (US)

TouchPass UMO

Sign in

Username *Required

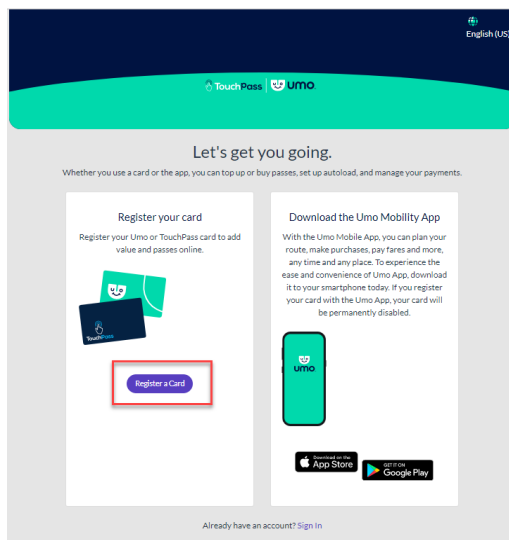
Password *Required

Sign in

Forgot Password

Create Account

3. Click **Register a Card**
4. Enter the **Card Number** as shown on the back of the card, and click **Next**



English (US)


TouchPass UMO

Let's get you going.

Whether you use a card or the app, you can top up or buy passes, set up autoloan, and manage your payments.

Register your card


Register your Umo or TouchPass card to add value and passes online.



Register a Card

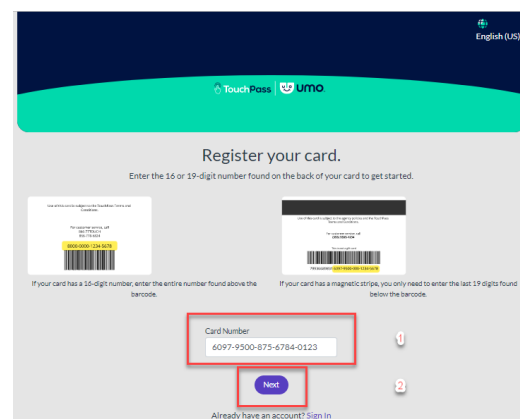
Download the Umo Mobility App

With the Umo Mobile App, you can plan your route, make purchases, pay fares and more, any time and any place. To experience the ease and convenience of Umo App, download it to your smartphone today. If you register your card with the Umo App, your card will be permanently disabled.



Download on the App Store | GET IT ON Google Play

Already have an account? Sign In




English (US)


TouchPass UMO

Register your card.

Enter the 16 or 19-digit number found on the back of your card to get started.



If your card has a 16-digit number, enter the entire number found above the barcode.



If your card has a magnetic stripe, you only need to enter the last 19 digits found below the barcode.

Card Number

Next

1

2

Already have an account? Sign In

Note: Umo will accept the following scenarios for the card number

- **79936689831 6097-9500-875-0964-4609** – Full number as shown on back of card

- **799366898316097950087509644609** – Full number without space and hyphenation
- **6097-9500-875-0964-4609** - without the first 11 digits (79936689831)
- **6097950087509644609** - without the first 11 digits (79936689831), and hyphenation

5. Providing up the account information

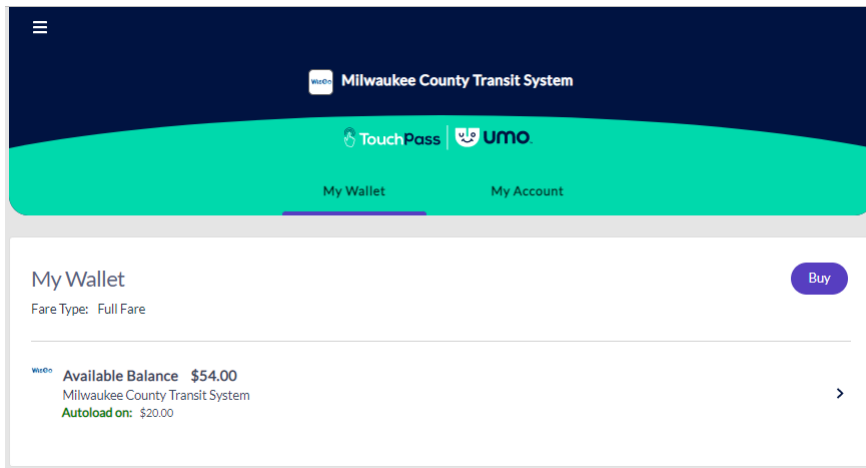
- a. **UserName** - required
- b. **Password** – required
- c. **Email** - - optional but it’s beneficial to have this for account recovery purpose
- d. **Mobile Phone** – optional

6. Click to check and accept the **Terms & Conditions**

7. Click **Save**

The screenshot shows a web form titled "Create your account" with a dark blue header containing "TouchPass" and "UMO" logos, and "English (US)" in the top right. The form fields include: Username (with value "MCTS_test1"), Password (with masked characters "*****"), Password Strength (Fair), Email (with value "email"), and Mobile Phone (with value "phone number"). A checkbox for "I have read and agree to the Terms & Conditions" is checked. A "Save" button is at the bottom. Red boxes highlight the Username and Password fields (callout 1,2), the Terms & Conditions checkbox (callout 3), and the Save button (callout 4). A "Sign In" link is at the bottom.

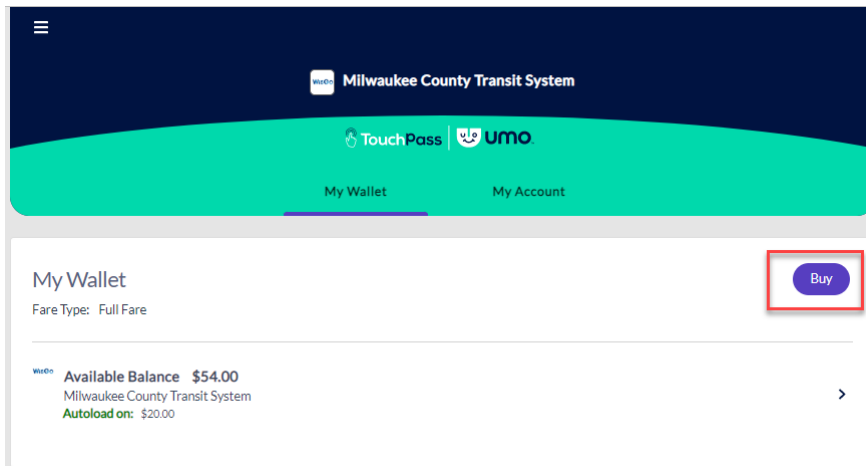
Default Screen After Account Creation and Login

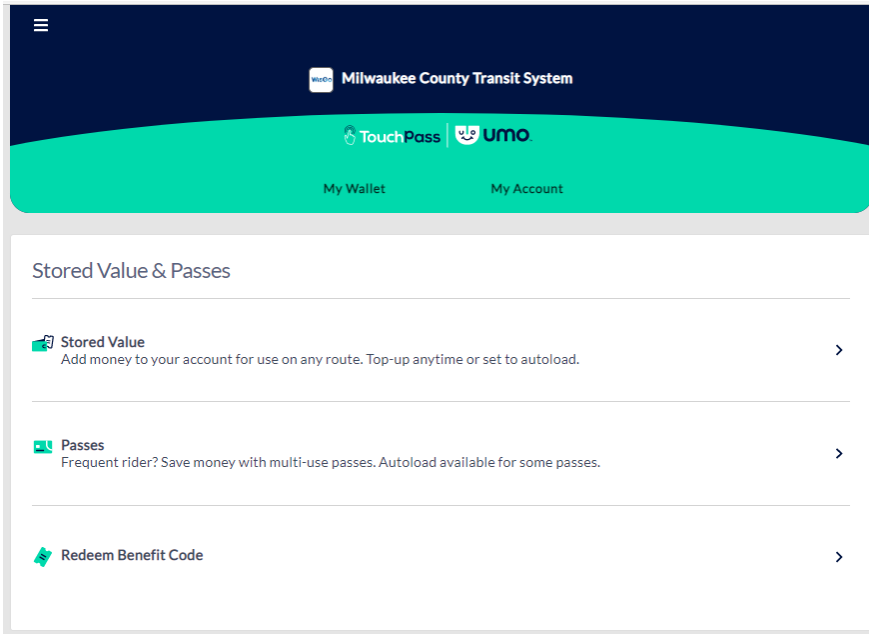


My Wallet

This is where rider can add stored value or redeeming a Benefit Code or a Pass.

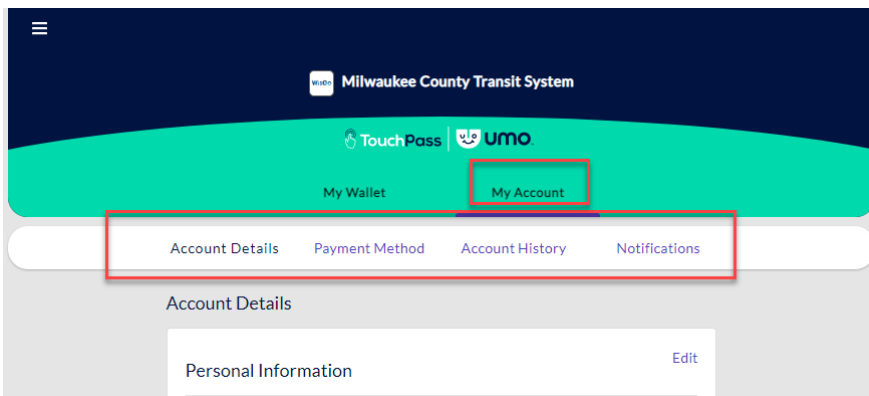
1. Click **Buy** will show the type of fares





My Account

This is where the rider can manage their account information



Account Details

Account Details

Personal Information [Edit](#)

Card Number
8589-4629-7423-1239

First Name
mary

Last Name
george

Username
mary1

Email
georgemary@example.com

Mobile Phone

Location & Language

Preferred Language
English (US)

Security

Change your account password [Change Password](#)

Account History

Review recent account activity [View Activity](#)

Payment Method

[← Back to Account Details](#)





Current Payment Method [Remove Payment](#)

Visa card ending in 1111

Payment Details

Card Information

Name on Card *Required

Card Number     *Required

Card Expiration *Required Security Code *Required

Billing Information

Country *Required

Street *Required

City *Required State/Province *Required

Zip/Post Code *Required

[Cancel](#) [Save Payment](#)

Account History

[← Back to Account Details](#)

Account History

An alert was dispatched
MCTS: Location: Milwaukee County Transit System
Dec 21, 2022, 11:06:58 AM

Pass added. Day Pass. Valid for 1 day from first use. Cost: \$5.00
MCTS: Location: Milwaukee County Transit System
Dec 21, 2022, 11:06:58 AM

[Print](#)

An alert was dispatched
MCTS: Location: API
Dec 21, 2022, 10:23:37 AM

Stored value added: \$5.00, Balance: \$54.00
MCTS: Location: API
Dec 21, 2022, 10:23:37 AM

[Print](#)

An alert was dispatched

Notification

Notifications

Stored value is low Email

Pass is expiring or is running out of rides Email

Profile information has changed Email

[Cancel](#) [Save Settings](#)