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

User Portal


Creating a New Account

1. Go to the User Portal website
2. Click Create Account
3. Click Register a Card
4. Enter the Card Number as shown on the back of the card, and click Next

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**
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 History

<table>
<thead>
<tr>
<th>Message</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>An alert was dispatched</td>
<td>Dec 21, 2022, 11:06:58 AM</td>
</tr>
<tr>
<td>MCTS: Location: Milwaukee County Transit System</td>
<td></td>
</tr>
<tr>
<td>Pass added. Day Pass. Valid for 1 day from first use. Cost: $5.00</td>
<td>Dec 21, 2022, 11:06:58 AM</td>
</tr>
<tr>
<td>MCTS: Location: Milwaukee County Transit System</td>
<td></td>
</tr>
<tr>
<td>Stored value added: $5.00. Balance: $54.00</td>
<td>Dec 21, 2022, 10:23:37 AM</td>
</tr>
<tr>
<td>MCTS: Location: API</td>
<td></td>
</tr>
</tbody>
</table>

### Notification

<table>
<thead>
<tr>
<th>Notification Type</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stored value is low</td>
<td>Email</td>
</tr>
<tr>
<td>Pass is expiring or is running out of rides</td>
<td>Email</td>
</tr>
<tr>
<td>Profile information has changed</td>
<td>Email</td>
</tr>
</tbody>
</table>