## UMO Mobility UPASS Redemption Troubleshooting

Use this guide to troubleshoot if you are having an issue redeeming your benefit code in the UMO Mobility app.

If you need to set up the app, you can go to the UPASS Benefit Code Redemption Guide on our website: <u>https://uwm.edu/transportation/wp-content/uploads/sites/223/2023/07/UMO-App-How-to-redeem-Benefit-code-update.pdf</u>

If you followed the steps above and are having issues with redeeming your benefit code in the UMO Mobility app, please try completing these steps:

1. Is the app's Home Agency to be Milwaukee?

Set up the Metro Area: i. Click the menu (3 horizontal lines) 🕱 🗘 🗢 л 81% 🗎 3:38 🗈 ≡ kee - Waukesha, Wi red by 🙂 UMO. Where do you want to go? My Wallet Validation Code Tap to view 💠 🗚 Add Cash Buy Favorites Add > A Home Tap to set 💼 Work > Tap to set Taxi & Ride Hailing D. abuft •→• 0 000 C Directions Stops Lines Wallet Ш

ii. select Settings



v. Reenter the benefit code to see if it is successfully redeemed.

2. Is the Agency for benefit code redemption set to MCTS – Milwaukee County Transit System

Set up Agency in Benefit Code Menu:



ii. select Redeem Benefit Code.



iii. Does MCTS appear as the prefix?

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	← Redeem Benefit Code			
	Enter your code			
	Enter your 8-character benefit code to redeem your discount fare			
	MCTS			
	If your code does not begin with MCTS, choose the			
	correct agency that issued the code.			
	Change Agency			
	Continue			
iv.	If not, click Change Agency.			
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	Redeem Benefit Code			
	Enter your code Enter your 8-character benefit code to redeem your discount fare			
	If your code does not begin with XXX, choose the correct agency that issued the code.			
	Change agency			



v. Choose MCTS – Milwaukee County Transit

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	GoT - GoTriangle			
ŀ	HPTS - High Point Transit System			
	JAC - Compañía JAC Transportes Limitada			
ι	L24C - L24 Colectivos Temuco			
ι	L3V - L3 Urbanos Villarrica			
ι	L4V - L4 Urbanos Villarrica			
ι	<b>TD</b> - Lane Transit District			
Ν	MCTS - Milwaukee County Transit System			
ľ	MET - Billings MET Transit			
ľ	METRO - Metro Omaha			
(	<b>DCPT</b> - Orange County Public Transportation			
F	<b>PART</b> - Piedmont Authority for Regional Transportation			
F	<b>RVTD</b> - Rogue Valley Transportation District			
ç	SAMTD - Cherriots			
ç	SKT - Skagit Transit			
ç	SPTN - City of Shreveport			
١	/CTC - VCbuspass (VCTC)			
١	/RT - Valley Regional Transit			
١	/VTA - Victor Valley Transit Authority			
١	NTA - Whatcom Transportation Authority			

- vi. Reenter the benefit code to see if it is successfully redeemed.
- Sometimes, the app says that the code was invalid or denied, but it was actually redeemed succesfully. To do so, click on the Wallet on the bottom of the home page. If a QR code appears and is labeled UWM Fall (or Spring or Summer) UPASS, then your UPASS is active. Check your benefit code email for the dates when your UPASS is active.



- Try restarting your device. Check to see if the benefit code then appears in your wallet (see step 3). If not, repeat trying to redeem it. See the UMO Mobility Set up Guide for more information: <u>https://uwm.edu/transportation/wp-content/uploads/sites/223/2023/07/UMO-App-How-to-redeem-Benefit-code-update.pdf</u>
- 5. Log out of your account. Restart your Device. And sign back into your account.



- 6. If above do not work, we need to confirm your account information. To do so:
  - i. Click on the menu (3 horizontal lines) icon
  - ii. Then click My Profile. Screenshot your account information and send to <u>uwmpark@uwm.edu</u> so we can troubleshoot with MCTS. Also include your benefit code and a screenshot of the benefit code error screen. Note: You should have used your UWM email, as that may be used to verify affiliation with UWM.

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	Transaction History	First Name
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My Wallet	IIII Account Code	Last Name
Validation Code Tap to view		
Add Cash Buy	Agency Alerts	Email @uwm.edu
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