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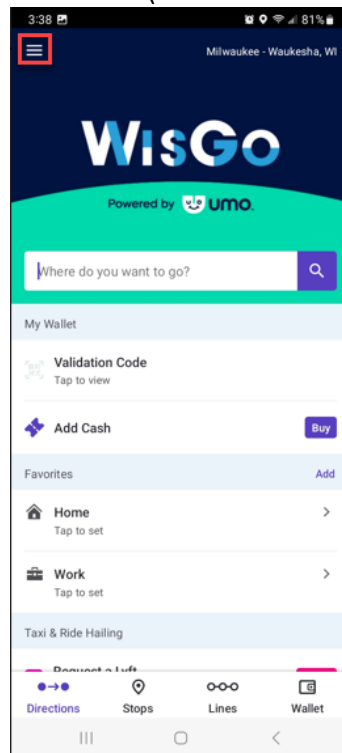
If you need to set up the app, you can go to the UPASS Benefit Code Redemption Guide on our website: https://uwm.edu/transportation/wp-content/uploads/sites/223/2023/07/UMO-App-How-to-redeem-Benefit-code-update.pdf

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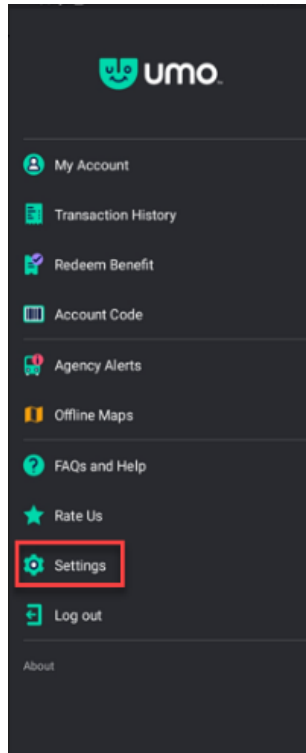
1. Is the app's Home Agency to be Milwaukee?

   Set up the Metro Area:
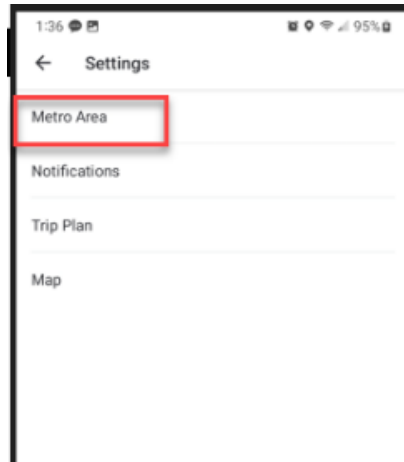   i. Click the **menu** (3 horizontal lines)

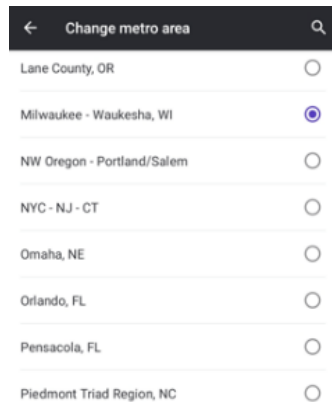   ii. select **Settings**

iii. select **Metro Area**

iv. select **Milwaukee – Waukesha, WI**

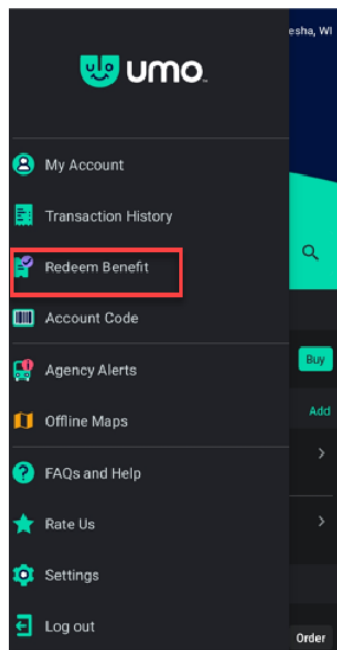v. Reenter the benefit code to see if it is successfully redeemed.

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

        Set up Agency in Benefit Code Menu:
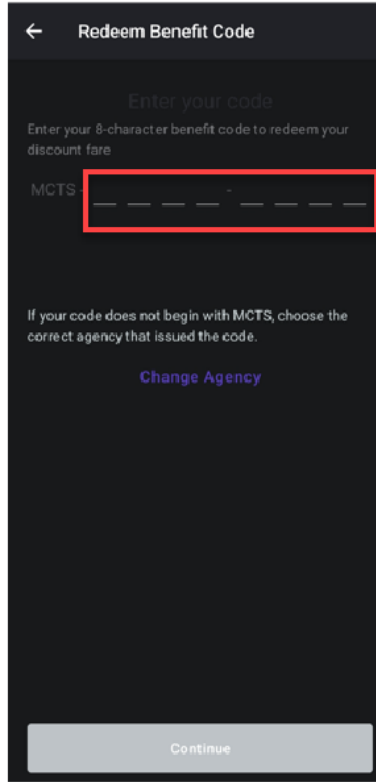
    i.   Click **Menu** (3 horizontal lines)
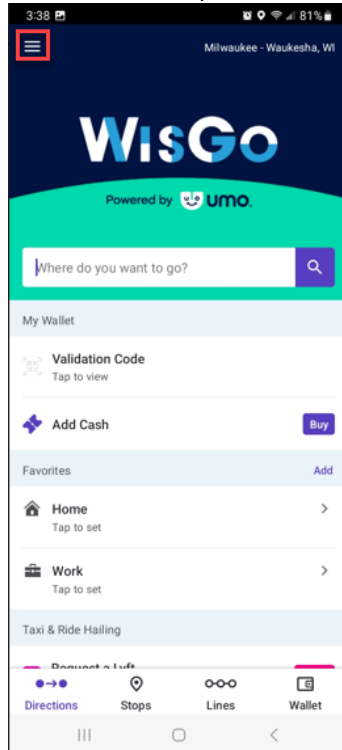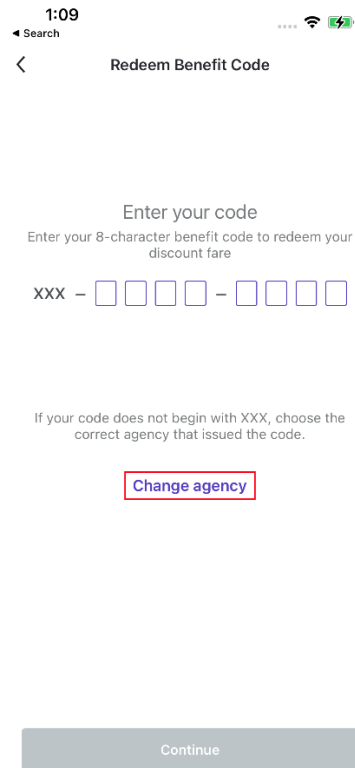

    ii.   select **Redeem Benefit Code**.

    iii.   Does **MCTS** appear as the prefix?

iv.   If not, click **Change Agency**.

v.   Choose MCTS – Milwaukee County Transit

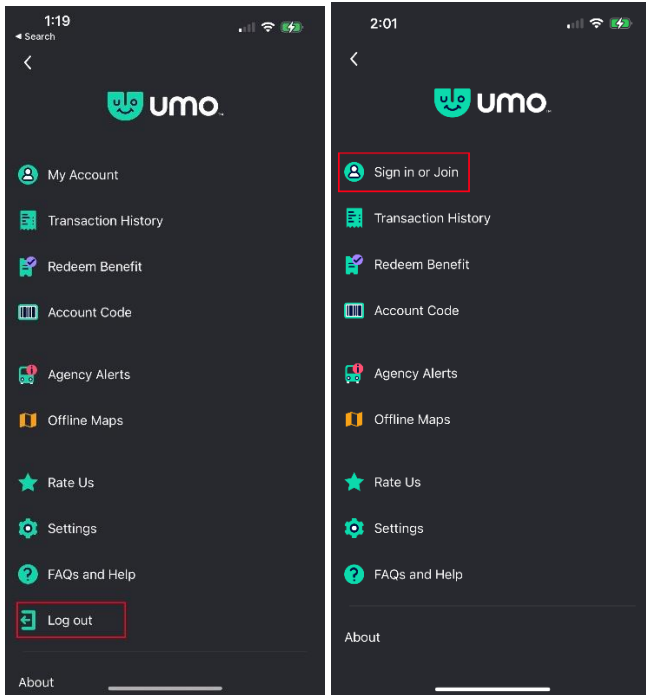   vi.   Reenter the benefit code to see if it is successfully redeemed.

3. 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.
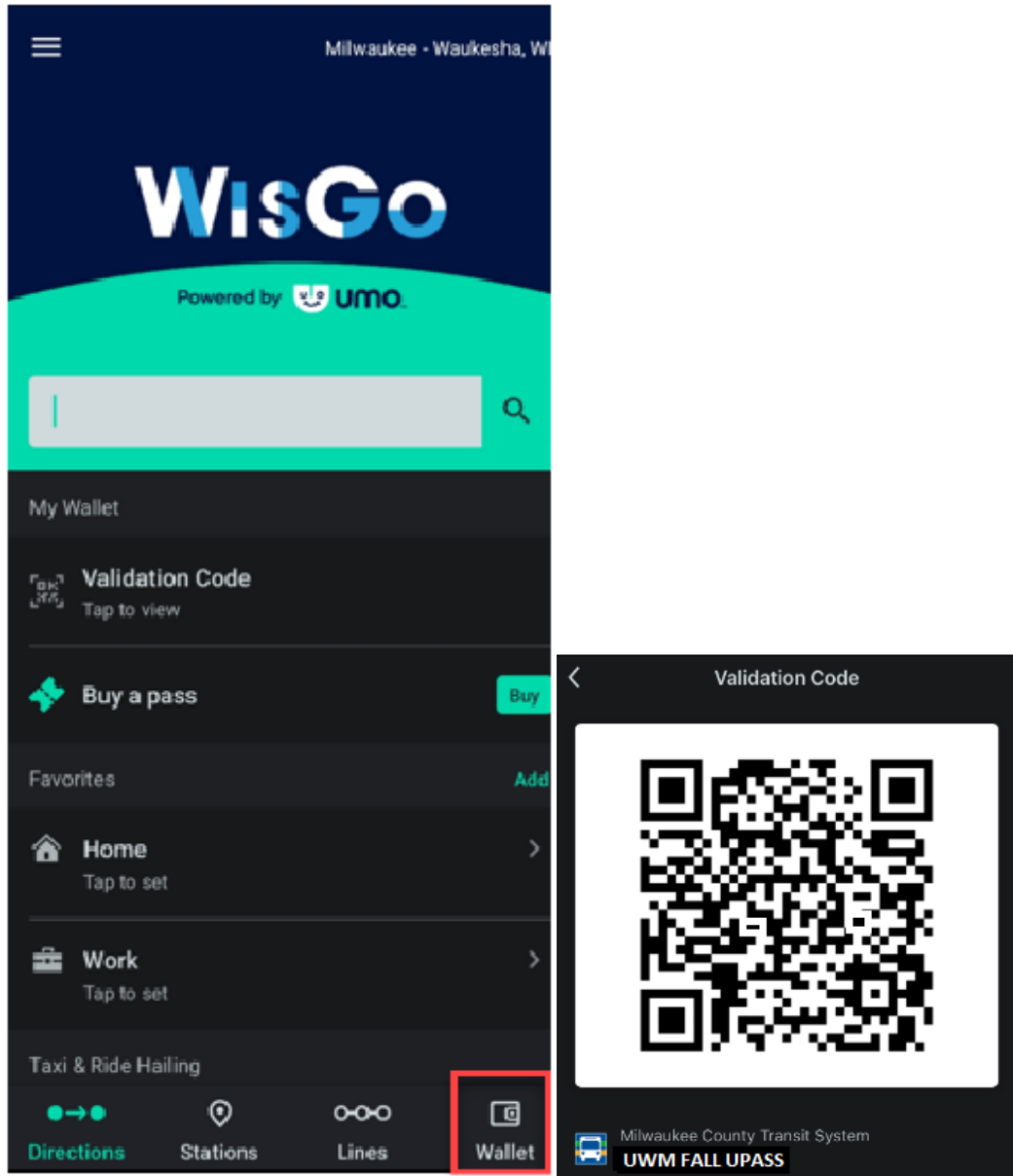
4. Try restarting your device. Check to see if the benefit code then appears in your wallet (see step 3). If not, repeat trying to redeem it. See the UMO Mobility Set up Guide for more information: https://uwm.edu/transportation/wp-content/uploads/sites/223/2023/07/UMO-App-How-to-redeem-Benefit-code-update.pdf

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 uwmpark@uwm.edu 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.