

FAQ - PASSAGE: TRANSIT TICKETING

About the App

- What is Passage: Transit Ticketing?
 - Passage: Transit Ticketing is a streamlined mobile ticketing app for use on public transportation.
- On which mobile devices can I download the Passage: Transit Ticketing app?
 - Passage: Transit Ticketing is available for iOS and Android devices
- Are there any fees for using the Passage: Transit Ticketing app?
 - No. The Passage: Transit Ticketing app is free to download and there are no additional fees for purchasing or using a pass or ticket.
- Do I need to create a Passage: Transit Ticketing account to purchase a ticket or pass?
 - No. If you don't want to enter a phone number into Passage: Transit Ticketing to create an account, you can use the app as a guest. Upon first downloading and opening Passage: Transit Ticketing, tap on "Continue as a Guest" at the bottom of the screen to get started. Please note, when using Passage: Transit Ticketing as a guest, the app is unable to support the recovery of passes if you lose your phone or delete the Passage: Transit Ticketing app. Guest accounts also do not support transferring passes between devices. These limitations will be displayed in the app after you tap on "Continue as a Guest."

Using Tickets

- How do I activate my mobile ticket or pass?
 - You can access your purchased tickets and passes in the "Pass Wallet" screen. There, you will see your tickets and/or passes sorted by purchase date and time (most recent purchase is on top). To activate just one ticket/pass, simply tap the "Use" button on the ticket or pass you would like to activate. You will be prompted to confirm activation. An internet connection is only required for purchasing a ticket. It is NOT required to activate it.
- How do I know how much time is left on my ticket?
 - After you have activated your ticket, the expiration date at the bottom of your digital ticket will let you know how much longer your ticket will remain active.
- When should I activate my mobile pass or ticket?
 - To expedite the boarding process, you should activate your pass or ticket on the Passage: Transit Ticketing app before boarding your bus and be ready to display it to the bus driver. An internet connection is only required for purchasing a ticket. It is NOT required to activate it.
- How do I activate multiple passes or tickets?
 - If you are traveling with others and would like to use multiple tickets/passes, tap "Use multiple" instead. On the next screen, choose a quantity of each ticket/pass you'd like to activate. (Each Ticket or Pass is valid for only ONE person.) You will be prompted to confirm activation. An internet connection is only required for purchasing a ticket. It is NOT required to activate it.

Purchasing Tickets

- What forms of payment can be used to purchase tickets and passes on the Passage: Transit Ticketing app
 - The Passage: Transit Ticketing app will accept Apple Pay, Google Pay, and these credit and debit cards: Visa, MasterCard, American Express, Discover, JCB, and Diners Club.
- Can I get a receipt for my purchase on the Passage: Transit Ticketing app?
 - Yes. If you would like to receive receipts for your purchases, navigate to account information in the settings screen and add in your email address. Receipts will be emailed to you immediately after making a purchase
- Can passes and tickets be bought in advance?
 - Yes, you can buy passes and tickets in advance. Purchase as many as you like and then use them when you want. Passes do not expire until they are activated.
- Where on the Passage: Transit Ticketing app can I find my purchased passes or tickets?
 - Purchased passes and tickets will show up in the Pass Wallet screen. When you are ready to get on the bus and activate the ticket an alert will pop up asking if you are sure you want to activate the ticket.
- How do I get a refund?
 - Refunds will be handled on a case-by-case basis. Please visit the Help section of the Passage: Transit Ticketing app for assistance.

Other Commons Questions

- Will my credit card information be stored on my Passage: Transit Ticketing account?
 - Your credit card information will not be stored with Passage: Transit Ticketing, but rather the industry leading payment processor, Stripe. Stripe prides itself on security and encrypts all information.
- How can I update my credit card information?
 - You can add or remove credit/debit cards from your account by going to the Payment screen.
- Does Passage: Transit Ticketing track my location?
 - Yes. If the location permission is enabled on your phone, then Passage: Transit Ticketing tracks your location so that you see the transit agency nearest to you first in the list when purchasing a pass or ticket.
- What do I do if my ticket takes a long time to display?
 - All phones operate at different speeds, with some older devices using operating systems that might not work as fast. Please give yourself plenty of time to activate your ticket before your bus arrives. The Passage: Transit Ticketing application is available on all android phones running Android 4.1 (Jelly Bean) and above. It is also available on all iOS phones running iOS 8.0 and above.
- What should I do if I'm having technical problems activating my ticket?
 - For help, you can reach the Passage: Transit Ticketing support center by going to the Help screen
- What happens if my phone battery dies before I can show my ticket to the driver?

- You are responsible for ensuring you have a charged and functional phone to activate and display your mobile ticket to the Transit bus operator. If you are unable to display an active ticket, you will have to purchase a fare.
- What if my ticket or pass expires before I can use it?
 - If this occurs, you will need to purchase another ticket before your trip. Be sure not to activate a ticket or pass until you are boarding the bus.
- What if my credit card is declined while trying to buy a ticket?
 - Confirm that you have entered the correct details for your card, including the correct account number, expiration date, and security code. If your card is still declined, contact your bank for further assistance or try another card.