

Will my credit card information be stored on my Hophthru account?

Your credit card information will not be stored with Hophthru, but rather the industry leading payment processor, Stripe. Stripe prides itself on security and encrypts all information on disk with AES-256.

How can I update my credit card information?

You can add or remove credit/debit cards from your account by going to the Settings screen and selecting Payment Settings.

Does Hophthru track my location?

Yes, Hophthru tracks your location while using the app in order to provide relevant nearby transportation options. Click on the navigation tab, enter a desired location, and see multiple transit options at your fingertips. Please remember that the mobile tickets and all day

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THEBus local service and have no value or transfer privileges on other transit agency services.

What do I do if my ticket is taking 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 Hopthru 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 Hopthru support center by going to the Settings screen and tapping Support.

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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. CARTS is not responsible for honoring inactive, inaccessible, or expired tickets. If you are unable to display an active ticket, you will have to purchase a fare.

What if my ticket or All Day 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 All Day Pass until you are boarding the bus.

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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.

Can I use a ticket or All Day Pass on other CARTS or regional services?

Mobile tickets and All Day Passes are available for purchase on the Hopthru app exclusively for use on CARTS, Georgetown GoGeo, and San Marcos THEBus bus services. They cannot be used on other regional transit systems (e.g. Capital METRO, Via, The Hop, etc.).

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