

How do I activate my mobile ticket or All Day Pass?

You can access your purchased tickets and All Day Passes in the “Tickets” screen. It is the first screen that comes up when you open the app. There, you will see your tickets and/or All Day passes sorted by purchase date and time (most recent purchase is on top). Simply tap the ticket and/or All Day Pass you would like to activate. You will be prompted to confirm activation.

How long will my ticket be active?

All Day Passes are valid until 12:01 a.m. the day after activation. One Ride Tickets are valid for 10 minutes after activation.

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How do I know how much time is left on my ticket?

After you have activated your ticket, the expirations 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 All Day Pass or One Ride Ticket?

To expedite the boarding process, you should activate your All Day Pass or One Ride Ticket on the Hopthru 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.

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How do I activate multiple All Day Passes or One Ride Tickets?

At this time, each All Day Pass or One Ride Ticket you purchase will show up as an individual item on the Tickets screen. If you wish to activate multiple All Day Passes or One Ride Tickets, simply repeat the process described above for activating an All Day Pass or One Ride Ticket.

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