

Chicago UPass FAQs

How much does the UPass Transit Benefit cost?

The UPass Transit fee is \$131 per semester. Your student account will be charged in the first few weeks of the semester/term.

Are there temporary 7-day passes available?

If you are a new student, you will receive your 7-day pass at New Student Orientation, or during the first week of classes. If you are a returning student needing a 7-day pass, please contact Transit@TheChicagoSchool.edu.

I am a new student. Where do I get my UPass?

You will receive a 7-day pass while your Ventra UPass is being processed. Once it is ready to be picked up, you will receive an email to your student email. Please come to 325 N. Wells Ave. Chicago, IL 60654 and come to the 4th floor reception desk and let them know you were notified you could pick up your U-Pass. Chicago Campus is typically open Monday-Friday 8am - 5pm Central Time.

How do I activate my UPass?

You will need to activate your card by calling (877) 450-5328. These instructions are also on the sleeve you will receive along with your card.

Can I connect my UPass to my Apple Wallet?

No. You cannot add your UPass Ventra card to Apple Wallet at this time.

If I had a UPass one semester, can I opt-out the next semester?

Yes. Please be sure that you completed the opt-out survey by the first day of classes.

When is my UPass valid?

Your UPass will be valid 24 hours a day for the duration of the Spring and Fall semesters and Summer 1 term. Your UPass will not work while class is not in session (ie. winter break).

What do I do if I lost my card?

You can email Transit@TheChicagoSchool.edu for next steps. There will be a \$50 replacement fee charged to your student account.

The semester has started, and I decided I don't want a UPass. Can I get a refund?

No. You must opt-out by the first day of classes to avoid the transit fee.

I have additional questions about the UPass. Who do I contact?

Reach out to Transit@TheChicagoSchool.edu or connect with a Student Support Counselor at the 6th floor Student Support suite. You can also contact the Student Support Department at 800-595-6938, option 1.