

## DC UPass FAQs

### How much does the UPass Transit Benefit cost?

The UPass Transit fee is \$111 per semester. Your student account will be charged in the first few weeks of the semester.

### Can I connect my UPass to my Apple Wallet?

Yes! Ensure your phone is up to date with the latest iOS update. See the steps here:

<https://www.wmata.com/fares/U-Pass/U-Pass-in-Apple-Wallet.cfm>

### Where do I get my Spring 2024 UPass?

If you had a UPass in the Fall of 2023, you will use that same card. It will activate on January 8<sup>th</sup>, 2024. If you are a new student in Spring 2024, you will get your UPass at New Student Orientation.

### If I had a UPass in the Fall, can I opt-out in the Spring?

Yes. Please be sure that you completed the opt-out survey by January 8<sup>th</sup> and return your Fall UPass to the Student Support Suite, Office 402 on North Campus.

### When is my UPass valid?

Your UPass will be valid 24 hours a day for the duration of the Spring semester. It will work from January 8<sup>th</sup> (start of the semester), to April 28<sup>th</sup> (last day of the semester). 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](mailto:Transit@TheChicagoSchool.edu) and we will be able to assist with next steps.

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

No. You must opt-out by January 8<sup>th</sup> to avoid the transit fee.

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

Reach out to [Transit@TheChicagoSchool.edu](mailto:Transit@TheChicagoSchool.edu) for additional assistance. You can also contact the Student Support Department at 800-595-6938, option 1.