How to Register Your VCcollegepass

About the VCcollegepass

The VCcollegepass gives students at participating colleges free, unlimited rides on all fixed-route bus services in Ventura County. You set it up once: create a Umo account, then enter your college's benefit code to activate the pass.

Participating colleges: Moorpark College, Oxnard College, Ventura College, CSU Channel Islands, Santa Barbara City College, Ventura County Adult Education Consortium and Westmont College.

CSU Channel Islands students: your CSUCI student ID already includes your transit pass. You do not need a code or a Umo account.

Choose digital (Umo App) or physical Umo Card

Pick one. A Umo account works with the app or with a card, not both. **You can convert your Umo card to the Umo App or vice versa When you create a Umo App account, you'll be asked to input the card number. Once your card account is converted to the App, the Umo card becomes inactive.**

	Digital pass (Umo app)	**Physical card**
How you board	Show the QR code on your phone to the bus reader	Tap the card on the bus reader
Where you set it up	Umo Mobility app	Umo Passenger Portal website (umopass.com)
Good choice if	You always carry a charged smartphone	You don't have a smartphone or prefer a card
Follow	Option A	Option B

Before you start

Have these ready:

- **Your college email**, the same one you used to register for classes
- **Your college's 8-digit benefit code** (visit https://www.goventura.org/vccollegepass/ to find where to get your code from your college campus contact)
- **For the digital pass (Umo App):** a smartphone with the Umo Mobility app
- **For the physical card:** a tap card from your campus support location (see Get help). The 30-digit card number is printed on the back and starts with 7993.

Enter the code for the college you attend. Each college's code activates the same VCcollegepass.

Option A: Digital Pass in the Umo app

Step 1: Create your Umo account

1. Download the **Umo Mobility** app from the App Store or Google Play.
2. Open the app, accept the terms and tap **Get started**. When asked about location, **Allow While Using App** works best.
3. Select **United States** as your country and **VCTC-VCbuspass** as your agency (This is important that you select the right agency.
4. Tap **Set up now** then **Create a new account**) or sign in if you already have an existing account
5. Sign up with **your college email**, the same one you used to register for classes. Follow the on-screen prompts to finish.

Do not choose **Create an account with my card**. That option permanently turns off a physical card.

Step2: Activate your VCcollegepass

6. Tap the **menu** in the top left corner and select **Redeem Benefit**.
7. Enter your college's **8-digit benefit code** and tap **Continue** this will add the VC college pass that will allow you to Ride for free on all fixe routes
8. Tap **Wallet** and confirm that **VCcollegepass** appears there. Then return to the home screen.(if you do not see the pass reach out to you college admi "" for support)

Your digital pass is ready. See Riding the bus.

Option B: Physical Card

You register the card and add the pass on the Umo Passenger Portal website, not in the app.

Register your card

1. Pick up a tap card at your campus support location (see Get help).
2. Go to the Umo Passenger Portal at umopass.com. You can also register by phone at 1-800-438-1112.
3. In the umopass.com Click **Create Account**, then **Register a Card**.
4. Enter the **30-digit card number** from the back of your card, with no spaces or dashes, and click **Next**.
5. Create a **username** (at least 3 characters; your college email is easiest to remember) and a **password** (at least 8 characters, with an uppercase letter, a lowercase letter and a number).
6. Add your email and mobile number if asked. They help you recover the account later.
7. Accept the Terms and Conditions and finish registering.

Activate your VCcollegepass

8. If asked to pick an agency, choose **VCTC-VCbuspass**.
9. Go to the **My Wallet** tab and click **Redeem Benefit Code**.
10. Enter your college's **8-digit benefit code** and confirm.

11. Check that **VCcollegepass** appears in **My Wallet** If not reach out to your college admin for support

Manage your card account on the website only. Signing in to the Umo app with this account turns off your card for good.

Riding the Bus

Use the black Umo reader near the bus entrance. On VCTC Intercity buses, the yellow reader is for credit and debit cards, not your pass.

- **Digital pass:** before the bus arrives, open the Umo app, tap **Wallet**, then **Show Code**. Hold the QR code facing the reader. The code refreshes, so show it live in the app rather than a screenshot.
- **Physical card:** tap your card on the lower part of the reader and wait for the **Go** message and sound.
- **CSU Channel Islands:** use your CSUCI student ID.

SUPPORT

If you have trouble setting up or using your VCcollegepass, start with the resources below. If you still need help, contact VCTC Customer Service or your campus support location.

Resource Materials

Umo App FAQs: https://support.umomobility.com/hc/en-us/articles/29383044007955-Umo-App-FAQs

Umo Card Frequently FAQs: https://support.umomobility.com/hc/en-us/articles/17386237992979-Umo-Card-FAQs

Convert Card Account to Mobile App Account: https://support.umopass.com/hc/en-us/articles/30734446958099-Convert-Card-Account-to-Mobile-App-Account

Problem	What to do
Redeem Benefit isn't in the app menu	Make sure your agency is **VCTC-VCbuspass**. Open the menu and choose **Change Location** to switch.
The benefit code isn't accepted	Check that you typed all 8 digits and used your own college's code. If it still fails, contact your campus support location.
VCcollegepass isn't in my Wallet	Close and reopen the app, then check **Wallet** again. If it's still missing, contact your campus.
My physical card stopped working	If you signed in to the Umo app with your card account, the card was turned off for good. Ask your campus about a replacement card.

Problem	What to do
My card was lost or stolen	Call 1-800-438-1112 and/or email ridercomments@goventura.org right away. A registered card's pass is protected once you report it. A replacement fee may apply.

VCTC Customer Service:

After reviewing FAQs, please contact VCTC's Regional Transit Information Center (RTIC): 1-800-438-1112 or ridercomments@goventura.org

Campus Support Contacts:

Campus support locations can help you get or activate a pass, including a physical card, and replace a card.

Campus	Location	Phone	Email
Moorpark College	Fountain Hall (FA), 1st floor, 7075 Campus Rd., Moorpark	(805) 378-1400	mcstudentservices@vcccd.edu
Oxnard College	Welcome Center, 4000 S. Rose Ave., Oxnard	(805) 678-5907	OCInfo@vcccd.edu
Ventura College	Compass Welcome Center, 4667 Telegraph Rd., Ventura	(805) 289-6420	vcwelcome@vcccd.edu
Santa Barbara City College	Office of Student Life, Campus Center Rooms 217–222, 721 Cliff Dr., Santa Barbara	(805) 730-4062	alcollins@sbcc.edu
Westmont College	Keith Center, 29 W. Anapamu St., Santa Barbara	(805) 565-6300	nursing@westmont.edu
Ventura County Adult Education Consortium	Any participating school site	(805) 334-8404	isabella.cisneros@vcaec.org