

*PRESENTS*



**WHO:** Every person riding Orange County transportation needs to get an UMO card or download the UMO mobility app, Even if your fare is \$0. Elderly and Disabled need to complete an application with Orange County Transportation to qualify for fare free rides.

**WHAT IS IT:** UMO is a prepaid card that is used to pay the fare for riding Orange County Public Transportation.

**WHY:** We are moving toward a cashless fare system for your convenience.

**WHERE DO I SIGN UP:** There are two options for using UMO: a physical card or the mobile app (UMO mobility)

- Physical UMO cards can be picked up from Orange County transportation department by appointment call 919.245.2004 to set up an appointment. We can preload it with cash, credit/debit, or check during your appointment.
- UMO MOBILITY app is available in the Android and iOS app stores. And funds to the card can be added through the app.

### **Frequently Asked Questions**

Can I reload it on my own? Yes, once you have a card you can add funds using a credit or debit card on [www.umopass.com](http://www.umopass.com)

What if I lose my card? We can issue a replacement card for \$3 and transfer your balance to the new card.

How do I get started? Flip the paper over for instructions.



Orange County Public Transportation has partnered with UMO to provide passengers with a simple and easy way to pay for fares. With UMO you have two options on how to pay for your fare: contactless payment using your smart phone, or pay with a reloadable smart card.

### FOR THE FARE CARD USERS

1. CARDS ARE AVAILABLE BY APPOINTMENT WITH THE TRANSPORTATION DEPARTMENT (919.245.2006)
2. We can load funds on the card at the office too.
3. Or you can load funds on your card via [www.umopass.com](http://www.umopass.com)
  - a. Once on umopass.com scroll down to register
  - b. Select 'I WANT TO USE A CARD'
  - c. Enter Username/email password/ card number
  - d. Click Buy in the top Right hand corner
  - e. Add stored value.

### FOR SMARTPHONE USERS

1. Download 'UMO mobility' from the app store.
2. Open app and click 'Get started'
3. Allow UMO to access device's location
4. Create a new account by selecting Join from the menu in the top left.
5. Register with a phone number or email.
6. Once registered you can add funds by selecting the Wallet icon on the bottom of the screen and select 'Add Cash'
7. IMPORTANT! Make sure when you are adding funds that you are with the right transportation agency! Select Orange County Public transportation
8. Select amount to add to the card (Maximum is \$100)
9. Select purchase and enter credit card information.