

WHY: For your convenience, we are transitioning to a cashless fare system.

WHO: Everyone who uses Orange County transit must obtain a UMO card or download the UMO mobility app, even if the fare is zero dollars (\$0). To qualify for fare-free transportation, elderly and disabled clients must fill out an application with Orange County Transportation.

WHAT IS IT: UMO is a prepaid card used to pay for Orange County Public Transit fares.

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

- Physical UMO cards can be picked up from Orange County Transportation Department by appointment. Call (919) 245-2008 to set up an appointment. We can preload the card with cash, credit, or debit, during your appointment.
- UMO MOBILITY app is available in the Android and IOS app stores.

Frequently Asked Questions

Can I reload it on my own?

Yes, once you have a card, you may add funds to it at www.umopass.com with a credit or debit card.

What if I lose or misplace my card?

For a \$3 fee, Orange County Public Transportation will replace your card and transfer your balance to the new one.

Does my UMO card need to be registered?

While you aren't required to register your UMO card, it is highly recommended. Registering your card allows you to protect the card balance if it's lost or stolen and provides access to additional features such as balance inquiries and transaction history.



www.orangecountync.gov/778/Transportation-Services





Orange County Public Transportation has partnered with UMO to provide customers with a quick and easy way to pay for fares. UMO offers two payment methods for your fare: contactless payment with your smartphone or a reloadable smart card.

FOR THE FARE CARD USERS

1. Cards can be obtained by making an appointment with the Transportation Department. Call (919) 245-2008.
2. Go to the UMO Passenger Portal umopass.com for U.S. riders.
 - a. On the Sign In page, click **Create Account**.
 - b. On the Let's Get You Going page, click **Register a Card**.
 - c. On the Register Your Card page, **enter your UMO card number in the Card Number field, and click Next**.
 - d. On the Create Your Account page, **enter your preferred username, and create a password**.
 - e. **(Optional)** Enter an email address and mobile phone number. **(This is helpful in the event of account recovery.)**
 - f. Once you read the Terms and Conditions, select the **check box and click Save**. Once your account is created, you can add transit value to your account—and start riding!
3. The Orange County Transportation Department can also load funds on the card at the office, 600 NC-86, Hillsborough, NC.

FOR SMARTPHONE USERS

1. Download '**UMO Mobility**' from the app store.
 2. Open the app and tap '**Get Started**'.
 3. Tap **Allow UMO While Using App**—to allow the UMO app to always recognize your location while you're using it. **TIP: The UMO App works best when it can recognize your location.**
 4. Tap **Continue** and **make your location selection**.
 5. Select **Allow** to get live updates and allow notification for real-time transit alerts, service updates and more.
 6. Tap **Set Up Now** to set up your account, once registered you can add funds by selecting the **Wallet icon** at the bottom of the screen and select **Add Cash** by entering your card information. **Maximum is \$100.**
- *** If you entered your mobile number, a 4 digit code is texted to you.**
7. Enter the **4 digit code** and tap **Continue**.

*****IMPORTANT! *****

Make sure when you are adding funds that you select Orange County Public Transportation!