TheRide Mobile Day Pass Pilot

Download and store TheRide’s bus day pass for SPARK’s A2Tech360 events with a smartphone, via a mobile app called "Token Transit."

Token Transit will offer you another great alternative to cash, while helping you board faster and easily manage your bus fare from your mobile device. Attendees registered for A2Tech360 event can use the Token Transit app to receive day passes for getting trips to and from A2Tech360 events in Ann Arbor and Ypsilanti! Passes can be used for immediate use, or if you're planning ahead, they can be stored on Token Transit for A2Tech360 trips on TheRide between June 2 – June 10, 2019.

How it Works

Here’s how to utilize your day pass with a mobile device, in just 4 easy steps:

<table>
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<th>1. Download</th>
<th>&quot;Token Transit&quot; from Google Play (Android) or the App Store (iPhone).</th>
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<tr>
<td>2. Purchase</td>
<td>Select ‘day pass’ as your fare type.</td>
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<td>3. Activate</td>
<td>When you are ready to ride, select your pass to activate. All passes are stored in your Token Transit account.</td>
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<td>4. Ride</td>
<td>As you board the bus, show TheRide Operator your digital day pass. You're good to go!</td>
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The Fine Print

If you plan on using Token Transit for TheRide trips, here are a few things you'll want to keep in mind:

A. At this time, Token Transit can be used only by A2Tech360 registered attendees on TheRide’s fixed route buses as a valid form of day pass fare payment between June 2 – June 10, 2019.
B. Be sure to load your pass on your smartphone prior to boarding TheRide.
C. Should you experience any technical issues with the app, please contact Token Transit, at help@tokentransit.com. TheRide customer service representatives can assist with all other questions; just dial 734-973-6500.

Frequently Asked Questions

1. When do I need an internet connection?
   - An internet connection is required in order to purchase your pass. An internet connection is also required to activate your pass for the first time, and to refresh for future uses thereafter.

2. Which TheRide’s passes are available on Token Transit?
   - TheRide’s Day passes are available on Token Transit for A2Tech360 registered attendees.

3. Once activated, how long do I have to use my Day Pass?
   - Day passes will expire at midnight after the date of activation.

4. How do I know if my pass is active?
   - Active passes will be displayed under "Passes in use," which immediately appears when the Token Transit app is opened.
5. **Can I see my expired passes?**
   - Yes, you can view a log of your past actions by going to your Account Settings and selecting 'History'. There will be a new entry every time you use a pass.

6. **What if my battery dies while my pass is active?**
   - You are responsible for keeping your phone charged while using your pass. Riders will not be allowed to board if your phone’s battery dies while your pass is active.

7. **What happens to my account if I lose my phone?**
   - Your passes and information are linked to the account associated with your phone number. They are not linked to your physical phone. Logging in with your phone number on a new device will restore your previous pass(es).

8. **Can I pay for more than one fare or pass and pay for those traveling with me?**
   - Yes, you may select and store several passes together. Once multiple day passes are selected, you may activate as many at a time as you like. If you are traveling with others, and have activated multiples on a single device, simply show the first activated pass to the Operator, which will note how many passes are currently activated.

9. **I’m taking a group of students on TheRide for an A2Tech360 event. Rather than pay cash or go to the Transit Center in advance to buy passes, can I use the Token Transit app?**
   - Yes! You can get day passes for all students, but you will need to activate one day pass for each individual, using the Token Transit app.

10. **I need help with the app! Who can help me?**
    - Should you experience any technical issues with the app, please contact Token Transit, at help@tokentransit.com. TheRide customer service representatives can assist with all other questions, just dial 310-451-5444 or submit a comment at TheRide.org/Contact-Us/Send-Us-A-Message/.

11. **How do I access my account?**
    - Your account is tied to the phone number that you first used to log into the Token Transit app. You will receive an SMS message to verify your phone number when you log in. If you lost access to your phone number and would like to access previously purchased passes, contact Token Transit.
12. How do I change my account phone number?
   o You cannot change your account phone number from within the Token Transit app. If you have changed your phone number and would like to access your previous purchases, you will need to change the phone number of your account by contacting Token Transit.

We look forward to seeing you (and your smartphone) on board TheRide!

For more information on Token Transit, go to www.tokentransit.com