

FAQ's Reduced Fare FAREPAY Cards

- **How do I apply for reduced fare?**

You can apply for a Reduced Fare FAREPAY card at any of UTA's Customer Service locations or you can apply online at: <https://rideuta.com/Fares-And-Passes/Reduced-Fare>
If you are applying online, please make sure you upload all required [supporting documents](#), identification, and a recent photo.
- **How do I apply if I don't have an email address?**

If you don't have an email address, try to use a family member's or a trusted friend's email address. Or, you can come in to one of UTA's Customer Service locations and apply in-person. [Verify Identification and Eligibility](#) to ensure you have all necessary documentation for the application process.
- **If I'm on Medicaid am I still eligible for a reduced fare FAREPAY?**

If your Medicaid account is current and verified, yes. Simply having a Medicaid card does not mean you are eligible.
- **Can I have the name I go by printed on my card?**

UTA will use your legal name to file an application and issue the card.
- **What do I do if I forget my password?**

You can use the FORGOT MY PASSWORD link on the website and reset your password.
- **Can I reapply if my application has been denied?**

If your circumstances have changed and you meet the qualifications, we encourage you to reapply.
- **Are there any common mistakes people make when applying for a Reduced Fare FAREPAY card?**
 - Make sure you include a current, correct, and complete mailing address, to include an apartment, unit, suite, or trailer number if applicable.
 - Make sure you include an official identification AND a recent quality photo of your face.
 - Upload all supporting documents, i.e. tax returns, pay stubs, a completed and signed Healthcare Professional Verification form, etc.
 - Double check your uploaded files and make sure they were in fact uploaded.
 - Make sure you are applying for the appropriate Reduced Fare card.
- **Where and how can I load money onto the card?**

Funds can be loaded onto your Reduced Fare FAREPAY card at any of UTA's [Customer Service](#) locations, online at: <https://FAREPAY.rideuta.com/> or at one of our [participating retail outlets](#).
- **I'm having a difficult time adding funds to my card on my phone, what can I do?**

With some Smart phones it helps if you turn your phone sideways. This will allow you to see more of the website. You can also use a computer, visit one of our [Customer Service](#) locations, or go to one of our [retail outlet partners](#).
- **How do I use the tap on and off system?**
 - Tap card on card reader when boarding, exiting, and transferring between UTA bus, TRAX, FrontRunner and streetcar services.
 - When transferring between TRAX lines (i.e. Blue Line to Red Line), only tap card at first and last stations.
 - Card readers are located inside buses near doors and at UTA rail stations.

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- Tap your Reduced Fare FAREPAY card on the surface of the reader. The reader will emit a clear tone and display a green light.
 - If card reader gives red light, card is not valid for fare payment and another form of payment is required. Present card to UTA police when asked to present proof of fare.
- **Why am I getting a red light when I have funds on my account?**

A red light means your account needs attention. Please check your balance or contact Customer Service for help.
- **What happens if I forget to tap off?**

Remember to tap off so that you get charged the correct amount. If you forget to tap off, you will be charged for the maximum FrontRunner trip (\$4.00 with FAREPAY promotional). If you feel you have been overcharged, contact Customer Service.
- **What are the benefits of registering my Reduced Fare FAREPAY card?**

There are many benefits to registering your Reduced Fare FAREPAY card online. By registering your Reduced Fare FAREPAY card online you can:

 - Protect the money on your Reduced Fare FAREPAY account
 - Put a card on HOLD if it is lost, stolen, or damaged
 - Add multiple cards to the same account
 - Set automatic reloads by week, month, or card balance amount
 - Receive email alerts for low balances, auto reloads and more
 - Transfer balances online between cards
 - View more transaction history details
 - Nickname the cards in your account to make managing them easier
 - It is much easier to get a replacement card if needed
- **Why do I need to create an account to apply for the card AND an account to manage the card online?**

These are two different systems and they are not integrated.
- **How do I manage my card if I do not have an email address?**

An email address is required to create an account to manage your card. You really can't "manage" your card if you don't have an email address. You can load money on to the card as a guest on the [FAREPAY website](#). You can also load money on your card in person at one of UTA's [Customer Service](#) locations or at one of our participating [retail outlet partners](#).
- **How do I get a replacement if my Reduced Fare FAREPAY card is lost or stolen?**

Contact [Customer Service](#) to determine if a replacement can be issued immediately or if application resubmission is required. Card replacements are issued at no charge.
- **What happens when my Reduced Fare eligibility expires?**

You will receive a 30-day notice through the email you provided when you applied that your account is about to expire. You will need to login to your account and renew your application.
- **When will my Reduced Fare eligibility expire?**

The Reduced Fare programs expire as follows:

 - **Senior** – 5 years
 - **Youth** – 5 years or your 19th birthday, whichever comes first
 - **Disability** – 5 years
 - **Qualifying Income** – annually

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