

Customer portal user guide

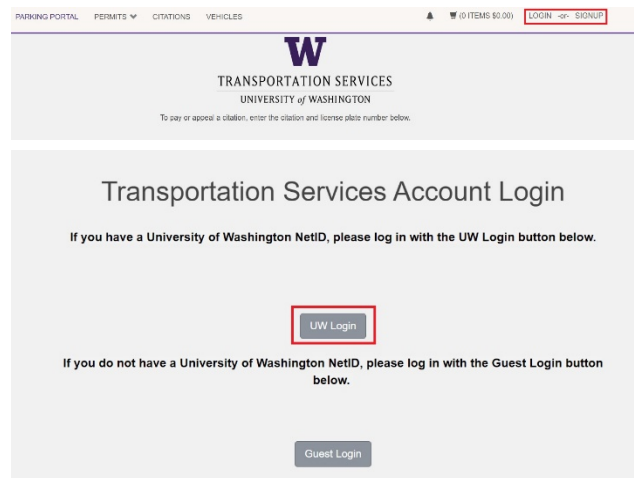
U-PASS

Faculty and staff who are Husky Card eligible may purchase a quarterly or annual U-PASS online. The U-PASS becomes active **24-48 hours after purchase** so it is advised that you obtain your Husky Card before purchasing a U-PASS online.

Customers who are not eligible for a U-PASS (students who are not eligible for the Universal Student U-PASS or faculty and staff who are not Husky Card eligible) must purchase a U-PASS from the Transportation Services office and should not purchase a U-PASS online. Email ucommute@uw.edu for more information.

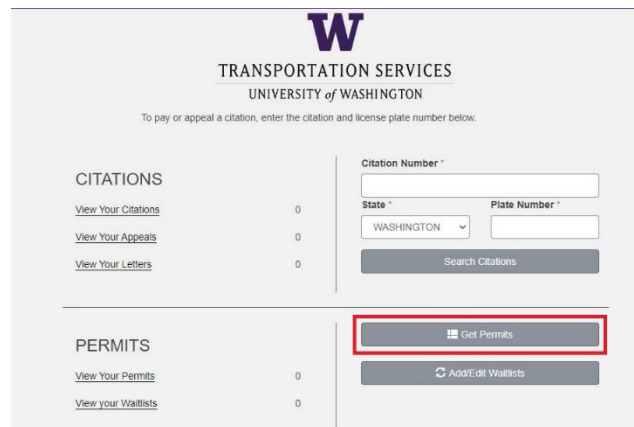
Step 1

Log into your account on the online customer portal using your UW NetID.



Step 2

Click **Get Permits** in the Permits section of your account dashboard.



Step 3

Select the U-PASS type (U-PASS / Annual or U-PASS / Quarterly) you are interested in.

<input type="radio"/>	1	\$446.56	\$0.00	U-PASS / Annual	07/01/2020	06/30/2021
<input type="radio"/>	1	\$147.73	\$0.00	U-PASS / Quarterly	10/01/2020	12/31/2020

Review the U-PASS terms of use on the Transportation Services policies page and confirm your review of the U-PASS terms of use before clicking **Next**.

Step 4

Select your preferred payment method. Not all products or staff are eligible for payroll deduction, so you may not see it listed as an option. Click **Next**.

Step 5a

If you selected payroll deduction as your payment method, review the charges associated with your purchase and check the box to indicate that you confirm your purchase before clicking **Next** to finalize.

Step 5b

If you selected a credit card as your payment method, you will be redirected to the payment information screen so that you may enter your credit card information in the required fields.

Review Transportation Services' return policies and check the box to indicate that you have reviewed the applicable information before clicking **Continue** to finalize.

Your purchase is now complete! You will also receive an email confirmation of the transaction.

Review more resources at
transportation.uw.edu/customer-portal-guide.