2017-18
FAQ for University of Chicago SSA U-Pass holders:

I missed the designated distribution dates. What should I do?

You can pick up your U-Pass from Alexandria Springer in the Dean of Student’s Office. All U-Passes are pre-printed, provided you have taken the picture for your UCID with Id Privileges Office in the Regenstein Library.

What do I need to pick up my U-Pass?

You must pick up your U-Pass in person and present a valid UChicago ID to receive your U-Pass. It cannot be mailed you.

How do I activate my U-Pass?

To activate your U-Pass call 1-877-450-5328 and follow the instructions on the automated voice system. Have your Ventra U-Pass card number and student ID ready. We recommend that you register your U-Pass card to protect your transit value by visiting the website ventrachicago.com or calling 1-877-nowventra.

What is the current period of activation?

Autumn Quarter
September 20th 2017 – Dec 9th, 2016

Winter Quarter
December 28th, 2016 – March 22nd, 2017

Spring Quarter
March 22nd, 2017 – June 9th, 2017

I am an incoming student for Autumn Quarter. How early can I take my picture and where?

You can take your picture anytime at the ID Privileges Office in the Regenstein Library.
I am a dual degree student who switches back and forth between SSA and my other school. Am I eligible for the U-Pass?

For every quarter in which SSA is your primary school meaning you are taking the majority of your classes at SSA, you will be eligible for the U-Pass, provided you are full time cumulatively. This means you are taking at least two classes at SSA but are taking at least 3 classes total. During the quarters in which you are not primary with SSA, your U-Pass will automatically deactivate and you will not be charged the $100 fee for those quarters.

What if I pick up my U-PASS, but then drop a course and fall below full-time status?

If you drop to half time or take a LOA after the deadline (first Friday of the quarter), the $100 fee will remain on your account and your U-Pass will be deactivated.

My U-Pass has suddenly stopped working. What do I do?

First make sure your enrollment status meets the eligibility requirements. You can do so by logging into MyUchicago to verify your enrollment status is “full time.” If you are not eligible, your U-Pass has been deactivated. If you are eligible, and your U-Pass is still not working please contact Alexandria Springer. If the situation cannot be resolved, then contact Ventra at 877-669-8368.

What are the eligible requirements for a U-Pass?

You must be registered as a “full time” student to receive a U-Pass. Full time typically equals 300 units or 3 courses.

How will the U-Pass show up on my account?

You will be charged a $100 fee for each quarter you are full time at SSA. The fee will show up as any other charge, for example: student life fee. The only time the fee can be removed is if you drop to half time or take a LOA on or before the last day to drop courses (i.e. the first Friday of the quarter).
I drive/do not have a need for a U-Pass. Can I opt out?

If you are a full time student in the AM or PhD program you cannot opt out or be refunded the $100 fee. This is a CTA/U-Pass policy. If you do not pick up your U-Pass, you will still be accessed the fee on your student account.

How often can I use my U-Pass?

You have unlimited rides on CTA trains and buses. However you cannot use your pass at the same station or bus line within 15 minutes. Your U-Pass is active during the quarter(s) in which you are full time at SSA.

Can I use my U-pass on Metra or PACE?

The U-PASS can only be used on PACE buses if you have added your own fare to your card. U-Passes cannot be used on Metra at all.

What if my U-Pass is lost stolen or damaged?

Please email Alexandria Springer (alexandrias@uchicago.edu) to report your U-Pass is lost or stolen and to request a new one. You will be required to pay a non-refundable $50 replacement fee; check only and sign a waiver stating that you are requesting a replacement UPass. Alexandria will collect your fee and submit to CTA. It takes 5-7 business days for a replacement UPass to arrive.

Do I need to get a new U-Pass each year?

No. Your U-Pass is valid for five years. You don’t need to renew each year. However, your U-Pass will be deactivated during the winter and summer breaks and reactivated at the start of each Autumn quarter as long as you will be full-time at SSA in Autumn quarter.

Do I need to get a Ventra card when my U-Pass is deactivated?

You will not need to get a new Ventra card. You will be able to load money on your U-Pass in the same manner as the Ventra card.
What happens to leftover Transit Value on my U-Pass between school sessions?

Your transit value will roll over. It will not be affected regardless of your student status or quarter.

Can I sell or share my U-Pass?

The CTA Ventra U-Pass is non-transferable as it carries your photo and name. The CTA reserves the right to require a student to show a valid school identification card upon request. If this condition is violated, the U-Pass will be confiscated for the duration of the valid dates without reimbursement and the person may be subject to arrest and prosecution.

What if I already have a Ventra card? Can I transfer those fares to my U-Pass?

Students who already own a Ventra card will also be issued a U-Pass because U-Pass is the only fare card that can have the student rate entitlement added to the card. Both cards will be active but will have separate accounts. The system currently does not allow balance transfers between cards. If the student wishes to de-activate the Ventra card he or she can do so, however, the $5 fee for the cost of the Ventra card is non-refundable. Also, the $5 fee applies to each card that is purchased, so the fee cannot be waived for students who have already purchased a Ventra card.

I am disabled and cannot use the CTA, can I get a waiver?

If you are paratransit dependent please notify Alexandria Springer.

How many replacement Ventra U-Passes am I allowed?

You are allowed one replacement U-Pass per quarter. The fee to replace a lost or stolen UPass is $50. You would bring your check to Alexandria Springer in the DOS Office and a filled out waiver confirming you will pay the fee.

If I am enrolled at SSA in the summer, can I use the U Pass?

SSA does not have a summer contract with Ventra due to the fact that students are not typically enrolled in the summer.