

# Creating Your Application Account

## **Create a username and password:**

- This will allow you to check the status of your application, as well as allow you to log back in and complete application if stopped mid-way

## **Provide the following information:**

- Name
- Address\*
  - \*If a person's home address does not match the address currently listed on his/her driver's license, they must upload a current utility bill
- DOB (Date of Birth)
- Demographic (Optional)

## **Proof of identification:**

- You must provide proof of identity by uploading one of the following:
  - > Driver's License
  - > Valid state-Issued identification card
  - > Government-Issued card (Passport, Permanent Resident Card)
  - > Student Identification Card with picture

## **Upload a Photo:**

- Provide photo to be printed on the Reduced FAREPAY Card
  - > Option to upload a photo
  - > Have picture taken at customer service location
- Note: Uploaded pictures must be of the full face from the front, not be too dark or too bright, must be representative of the current age of the applicant, and meet the file size requirements.

## **Documents Needed to Apply**

### **Low-Income Transit Pass Applicants:**

#### *Proof of income*

Applicants will provide proof of the income stated on the application

- 60 days of paystubs
- Previous year W-2
- Previous year taxes

### **Persons with a Disability:**

#### *Medical Provider's Disclosure*

- Signed by currently licensed healthcare professional

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### **Medicaid Eligible Applicants:**

#### *Medicaid Card*

- Applicant will upload a copy of their current Medicaid card

### **How do I obtain a pass?**

#### *Via Mail*

Pass may be mailed to customer if a picture was supplied in the application, and that picture was approved. The pass will be mailed to the address supplied on the application.

#### *Customer pickup*

If a picture was not supplied in the application, and/or the supplied picture was not approved you can go into any UTA Customer Service Location to get your picture taken and customer service will print the picture on your Reduced Fare FAREPAY Card.

### **Replacing your card:**

If a card is lost/stolen/damaged, you will have to contact UTA Customer Service to report it and have it deactivated. Only registered cards can be replaced. Customer Service will then look up your information to verify eligibility and then create a new card. A new card will be mailed out to you.