Frequently Asked Questions:
Mobile Fares

Omnitrans customers now are able to buy bus passes on their phone, and show a digital pass on their phone screen to board via the free Token Transit app. Below are answers to some questions you likely will encounter.

How can I purchase passes on my phone?

You can set up your phone & purchase your bus pass in just a few easy steps:

1) Text the word "TOKEN" to 41411, or use the Omnitrans app to receive a download link. The app is FREE to download from Google Play (Android) or the App Store (iPhone).
2) After downloading the Token Transit app, set up your account. You will need a credit or debit card to set up an account and purchase passes.
3) Select the rider category and fare you'd like to purchase: single ride, 1-Day, 7-Day, or 31-Day Pass. The pass will automatically be saved in the Pass Wallet on your phone.
4) When you are ready to ride, open your Pass Wallet and tap the pass to activate it.
5) As you board the bus, show the driver your phone displaying the *activated* pass.

Does buying a mobile pass save me money?

Passes purchased on your mobile device cost the same as passes purchased online or at a pass outlet. For a limited time, Omnitrans is offering 50% off of your **FIRST** 7-Day or 31-Day mobile pass purchase, now through December 31.

Which passes can I purchase through the Token Transit app?

Single rides, 1-Day, 7-Day, and 31-Day passes are available on the app. All pass categories – full fare, senior/disability, youth and veterans – are available. Proof of eligibility may be required onboard for reduced fare passes.

How do I activate my pass?

When you're ready to ride, go to the Pass Wallet on your phone and tap your pass to activate it. Do not activate your pass until you're ready to ride, as all passes have expiration times/dates.

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.

Do I need an internet connection?

An internet connection is required in order to purchase your pass, and to activate your pass.

Can I purchase passes and store them for future rides?

Yes. The time period of your pass use (single trip, 1, 7, or 31 days) does not begin until you activate the pass through the Pass Wallet.

How long can I use a single trip pass?

Single trip passes will expire 30 minutes after activation. It is important to wait until your bus is arriving & you're ready to board before activation.

Can I use cash to purchase a mobile pass?

No, you must have a credit or debit card to purchase passes on the Token Transit app. You still can use cash to purchase passes onboard, at retail pass outlets, and at the San Bernardino Transit Center.

Can I purchase a pass for someone else on the Token Transit app?

Yes! As long as the recipient has a smartphone, and you have their number, you can purchase a pass on the app and send it to their phone. Visit https://www.tokentransit.com/send for details.

Can mobile passes be shared?

No. Just like any Omnitrans pass, mobile passes are not transferable to another person.

Who do I contact if I have trouble with the app, with my mobile passes, or payment?

Customer service for mobile passes will be handled by Token Transit. They can be contacted via the app under "Account Settings," at 415-91-TOKEN (86536), or at help@tokentransit.com.

Can I request a refund?

Passes are not transferable or replaceable. All sales are final. However, if you experience technical issues, please contact Token Transit, at help@tokentransit.com, calling 415-91-TOKEN (86536) or by using the "contact us" section of the app, under account settings which will have Token Transit email and phone number.

Is there a record of my expired passes?

Yes, you can view a log of your past actions by going to "Account Settings" in the Token Transit app and selecting "History." There will be a new entry every time you use a pass.

What if my battery dies while my pass is active?

You are responsible for keeping your phone charged while using your pass. Refunds will <u>not</u> be issued if you are unable to use your pass due to a dead phone battery.

What happens to my account if I lose my phone?

Your passes and payment 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 and payment information.

Is my credit card information secure?

All personal and credit card information is securely stored, using Token Transit's encrypted Payment Card Industry Data Security Standard (PCI DSS) compliant server.