

- **When will I get access to my CollegePass or EcoPass?**
 - Your @du.edu email address will automatically be initiated during the enrollment or hiring process. You will receive an email automatically with instructions on next steps once the process has begun.
- **How do I use my CollegePass or EcoPass in the MyRide App?**
 - You must Create a QR Code Token in the MyRide App, or we will not be able to issue you a Pass.
 - You will receive a separate email once your Pass is Issued, *after* you have created your QR Code.
 - If you don't receive an email you Pass has been Issued, be sure to double-check you're created a QR Code Token in the MyRide App.
- **Who will emails about the new system come from?**
 - Emails about the RTD Pass System will come from noreply@justride.com
- **When is my CollegePass Active?**
 - RTD CollegePasses are active only while you are registered for classes.
 - Passes turn off over the summer break and turn back on again in the fall when classes resume.

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System will be deactivated on November

8 i • What happens if my phone

- **Can I see the EcoPass or CollegePass as an active token on the MyRide App?**
 - Your Pass does not show in the app, but we can see it in the partner portal. You may log into the customer web portal and see it at <https://rtddenver.justride.com/tokens/> under travel tokens.
- **What if I don't have a Smart Phone?**
 - Please contact the Pioneer ID Card Office at pcard@du.edu and we will assist you.
- **What happens if I forget or lose a MyRide card?**
 - You will have to get a replacement card and use some other payment method for the trip home until the card is replaced.
- **What about security and safety with the MyRide app?**
 - The RTD Mobile Privacy policy can be found at <https://www.rtd-denver.com/fares-passes/mobile-tokens-privacy-policy>.