

FAQ

Q: Where do students obtain U-Pass?

A: As of September 2021, the GSA U-Pass is available via a downloadable app on smartphone. To obtain information on how to install the app, and activate U-Pass, please visit our website [HERE](#) (Ref: Install Blue T-Go App).

Q: What if the student wants other student or family members to use their U-Pass, who are not eligible for GSA U-Pass sticker under the Terms of Reference?

A: The GSA U-Pass is NOT transferable and meant to be used by the account holder only.

Q: If students applied to Opt-Out at the beginning of September, must they apply again each term to Opt-Out?

A: Students who are eligible to Opt-Out must re-apply every term for fall and winter. Just a friendly reminder that GSA does not provide discounted U-Pass for Spring/Summer term.

Q: How do students living outside city limits secure an Opt-Out?

A: Students will need to provide 3 pieces of identification with their address and a phone number, proving that they are currently living outside city limits. Anyone living more than 100km outside city limits may be required to submit additional documentation, such as, but not limited to, a letter from a landlord or gas receipts.