

Frequently Asked Questions (FAQ)

1. Do I need to have an Uber account to use this?

Yes, and that does require a credit/debit card or prepaid Visa/Mastercard. You can sign up for an Uber account here: [Uber Account Sign Up](#)

2. Can I use this program anytime I want?

No. Vouchers are available only during approved after-hours periods (5:00 – 10:00pm Monday through Friday) when bus service is not operating.

3. Can I use a voucher from my home?

No. All rides must originate and end at an approved location.

- CSU Channel Islands
- Camarillo Metrolink Station
- Oxnard C Street Transit Center
- Oxnard College Transit Center

4. How quickly will I get my voucher(s)?

Please allow at least 5 days for processing once you have applied and are approved for your voucher(s) to be sent to you.

5. How will I receive and how do I use my voucher(s)?

Transit agency and higher education program administrators will use the email address or phone number that you provided to them to add vouchers to your Uber account.

- Check your email or text messages for an Uber voucher notification
- Choose Get started from the email or select the link in your text to accept your voucher

Before you request your first Uber trip, it's a good idea to check that you've received the correct voucher for your transit agency or university's subsidized program in your Uber Wallet. Follow the steps below to view the voucher and its balance.

- Open the Uber app and select Account in the bottom right corner.
- Choose Wallet.
- Scroll down and select Vouchers.

- Confirm that the voucher is available.
- Go to the voucher to review the program parameters and your trip balance.

To apply your voucher to an Uber ride, follow the steps below.

- Open the Uber app and enter your destination address in the “Where to?” field.
- Review your pickup and dropoff locations to make sure they’re correct.
- Select the Uber ride option that fits your needs.
- Before selecting Choose, make sure your voucher is valid for the trip. If the voucher is valid, you’ll see a strikethrough of the regular market price for the Uber trip and the voucher in the payment section of the screen.
- Note: If the trip *does not* meet the program criteria, the app will show the market price for the Uber trip since the voucher did not apply.
- Select Choose to confirm your ride option.
- Select Confirm pickup to confirm your pickup location.

While your driver is on the way, follow these best practices:

- Use the Uber app to track the vehicle’s arrival.
- When your driver is a few minutes away, head to your pickup location.
- Once your vehicle has arrived, check your ride before getting in: confirm that the license plate number displayed in your app matches the actual vehicle. Drivers will often also ask your name before starting the trip.

Please check out the following link for more information: [How to Use Uber Vouchers](#)

6. *Is the tip included with my voucher?*

No, but tipping is always optional on the Uber platform. If you cannot or choose not to tip, it will not affect your ability to complete the ride or use the voucher.

7. *Does using the program guarantee future access?*

No. Continued access depends on compliance with program rules and funding availability.