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What is EASY Pay Miami?

The new EASY Pay Miami, also known as EASY Pay, is an application developed in partnership by Cubic and Passport, a national leader in mobile payment technology. One of the main new features on this version of the app is the capability to purchase a 7-Day EASY Pass as well as a 1-Day EASY Pass to ride Miami-Dade's Metrobus and Metrorail Transit systems.

What are the benefits of using EASY Pay?

- No need for paper tickets.
- No need to carry cash, count exact change, or find a ticket vending machine.
- Buy and use mobile tickets on your smartphone anytime anywhere.
- Store tickets for future use.
- Access your online Transit Store Account

Does it cost extra to use EASY Pay?

No, the app is free to download and use. There is no service or handling fee added to the cost of the mobile tickets.

Do I need to have online access to use EASY Pay?

Yes. You must have a smartphone or tablet with internet access in order to use EASY Pay.

How does EASY Pay work?

Just open the app and follow these simple steps:

Select a Pass (1-Day Pass or 7-Day Pass).

1. Select Quantity
2. Click Pay
3. Select payment method (Visa, MasterCard, or American Express)
4. Confirm Purchase
5. Click activate when ready to use.

How do I download the app to get started?

Go to either the App Store (for iPhone) or Google Play (for Android) and search for "EASY Pay Miami." Download the app and then follow the instructions prompted on your phone.

Which phones and operating systems are supported?

You can download the EASY Pay app on iPhones running an operating system of iOS 10.0 or above, and Android phones running an operating system of 6.0.0 or above.

If my employer subsidizes part of my transit cost, can I still use the app?

You may be able to receive reimbursement by providing your employer with a receipt of your mobile ticket purchases, but you should check with your employer first.

Can I transfer my mobile tickets if I get a new phone?

Unused mobile tickets are stored in to your EASY Pay account. You just need to log in to your account on your new phone.

What if my battery dies?

You are responsible for showing proof of valid fare to Metrobus operators, fare inspectors, or other authorized personnel. If your battery is not charged, you will not be able to show your mobile ticket.

How do I reset my password?

Navigate to the "Help" tab in the app, go to the "My Account" setting and you will find a prompt to change your password. If you forgot your password, click forgotten password on login screen.

Do I need a credit card to use the app?

Yes. You must have a valid credit or debit card to purchase tickets using EASY Pay.

Which credit cards do you accept?

Visa, MasterCard and American Express.

How do I add a debit or credit card to my account?

Adding a debit or credit card can be done while making a purchase or by navigating to "Payment" in the menu. Click "Add Card" to enter details and "Add Card" again to make the addition.

Can I store more than one credit or debit card?

No. You can only store one payment card at a time to your account.

Where is my personal information and credit card information stored?

All personal and credit card information is stored as tokenized data on a securely encrypted Payment Card Industry Data Security Standard (PCI DSS) compliant server. No account information is stored within the application.

How quickly is the payment processed?

Once the payment is authorized, it is processed immediately. A receipt will be emailed to you shortly after.

What if my credit/debit card is declined?

Make sure the correct payment card details are registered in the app exactly as they appear on the card billing statement.

Do I need an EASY Pay account to purchase a mobile ticket?

Yes. You will need to create an account or you can simply log in using your Transit Store username and password to access EASY Pay.

Can I purchase more than one mobile ticket at a time?

Yes. You can purchase a maximum of ten (10) tickets per transaction.

Can I use multiple mobile tickets at the same time for myself and my family or friends?

Yes. You can purchase and activate multiple mobile tickets at one time. On the active ticket screen there will be a dot(s) at the bottom center of the screen for each ticket. Swipe left or right to present multiple tickets to the Operator.

Do I need a wireless connection to buy a mobile ticket?

You will need a network data connection or wireless internet connection to purchase mobile tickets.

What happens if my phone is offline?

You can use tickets that are already active if your phone is offline; however, you **cannot** activate a mobile ticket offline.

What if the app is unresponsive?

Log out of the app and log back in. You can also try to powering your device off and back on. If you continue to experience technical difficulties, click on "More" and then go to "Report a bug" to submit a request for assistance.

Can I get a refund if I lose my device?

All sales are final. Refunds are not issued for unused trips on an activated Pass. No compensation will be given for delays outside of our control, including extreme weather, emergency investigations, pedestrian incidents, road/highway conditions, track obstructions, and on-board emergencies.

Where can I use a mobile ticket?

On Miami-Dade's Metrobus and Metrorail Transit systems.

Can I set up automatic purchases?

No. Not at this time.

How do I use a mobile ticket?

When boarding the Metrobus, show your valid "active" mobile ticket to the Bus Operator. To enter the Metrorail station, scan mobile ticket on barcode scanner faregate.

When should I activate my mobile ticket?

When you are ready to use it. Your mobile ticket must be activated before boarding a Metrobus or entering the Metrorail station.

Can a Bus Operator or other Transit employee show me how to use the app?

Bus Operators and other Transit personnel are instructed not to touch a customer's device. Please use the "Help" feature in the app for further information.

What if my screen is unreadable?

If your ticket cannot be read or displayed, it is not valid.

Where can I get more information?

Visit www.miamidade.gov/transit for more information, or click the "Help" tab in the app.