

# FAQ

## Back to School Campaign, Spring 2023

*Mobile App Download & Round-Trip Tickets*

### **What is the Back to School Campaign?**

The Back to School campaign is designed to encourage students, faculty and staff to take the train to school and leave their cars behind. Simply download the Metrolink Mobile App *and* register using a school email (email must end in .edu) to receive two mobile Round-Trip tickets. Tickets will arrive on the next business day, directly to your mobile ticket wallet. Tickets are valid for 90-days from the day they are sent to your mobile account.

### **Why are you having a Back to School campaign?**

Metrolink wants to encourage students, faculty and staff to take the train and leave their cars behind. Taking the train is an easy, safe, stress-free way to get to school and explore Southern California. Take the train to school to save on gas, on-campus parking, and car maintenance.

### **How can I receive my two free Round-Trip tickets?**

Download the Metrolink Mobile App *and* register using your school email (must end in .edu). You will receive two Round-Trip tickets the next business day to your mobile ticket wallet.

### **It's been over 24-hours—why have I not received my free tickets?**

Once you register your account using your school email, you will receive your two Round-Trip tickets on the following business day. For example, if you downloaded the app and registered on a Friday, you will receive the tickets on the following Monday.

### **It's been more than one business day—why have I not received my free tickets?**

Please make sure you downloaded the app and registered using your valid school email. If you registered using your school email, make sure you are logged into your account. You can click on the ticket wallet to see if you are logged in. If you click on your ticket wallet and see the login prompt at the bottom, please login to your account to see your tickets. If you still have not received your tickets, please email [CPPService@scrra.net](mailto:CPPService@scrra.net).

### **Can I use both passes in a single day for friends or family members?**

No. The Round-Trip tickets are non-transferable and must be used by the account holder on two different days.

## **Can I participate in the campaign if I am part of faculty or a staff member?**

Yes. If you register a new mobile app account with a valid email that ends in ".edu" you are eligible to participate in the campaign and receive the Round-Trip ticket offer.

## **Can I use the tickets to transfer to buses and other trains?**

Yes, your tickets include free transfers to most connecting bus and rail. For a complete list go to [www.metrolinktrains.com/connections](http://www.metrolinktrains.com/connections).

## **How long is the Metrolink Back to School campaign?**

The campaign will end on April 30, 2023. Participants must download the app and register before April 30 to receive the Round-Trip ticket offer. Participants have 90-days to use the Round-Trip tickets, once they are received.

## **How long do I have to use the tickets?**

You have 90-days, from the day the tickets were sent to your mobile account, to use the Round-Trip tickets.

## **If I don't use the tickets before they expire, can I get the expiration date extended?**

No, the expiration date cannot be extended.

## **How Do I Plan my Metrolink Trip?**

Please visit the Metrolink Homepage, select your Origin and Destination station, and click "Get Schedule." This will provide you with departure and arrival times.

Metrolink trains stop at 67 stations (Monday-Friday) along our seven lines. For more information about your nearest station visit [www.metrolinktrains.com](http://www.metrolinktrains.com).

You can also give us a call or text us at 800-371-5465 for:

1. Personalized commute planning.
2. General Metrolink information.
3. Recorded Metrolink schedules (24-hours).
4. Reporting Hazardous Conditions.

What can I do if I still have questions?

Please email [CPPService@scrra.net](mailto:CPPService@scrra.net) with any additional questions or comments.