

CUNY ASAP | ACE OMNY BENEFIT FAQ



1

AM I ELIGIBLE FOR A CUNY ASAP | ACE OMNY CARD FOR PUBLIC TRANSPORTATION?

If you are enrolled in CUNY ASAP|ACE and registered for classes, you are eligible for an OMNY card which entitles you to ride free on subways, local buses, Staten Island Railway (SIR) and Roosevelt Island Tram when school is in session.

2

WHERE DO I GET MY CUNY ASAP | ACE OMNY CARD?

You can pick up an OMNY card during the in-person distribution scheduled by your ASAP | ACE program. Contact your CUNY ASAP|ACE program for details.

3

HOW DO I USE MY CUNY ASAP | ACE OMNY CARD?

OMNY is a contactless payment method used to tap to pay the fare. Once you have been issued an ASAP|ACE OMNY card, you are eligible for unlimited rides (on services specified in Question 1) effective from the first day of the semester through the last day of the semester. To ride, tap your OMNY card at an OMNY reader at turnstiles or as you board the bus. The screen will turn green and say "GO."

4

CAN I ADD THE CUNY ASAP | ACE ISSUED OMNY CARD TO MY MOBILE WALLET?

No. At this time, you cannot add the ASAP | ACE-issued OMNY card to your smart smartphone or wearable's mobile wallet. You must tap with the physical card.



continued >

5

CAN I USE THE SAME OMNY CARD FOR THE DURATION OF MY TIME WITH CUNY ASAP | ACE?

Yes. The OMNY card is valid for several years; the expiration date is on the back of your card. If you continue to meet ASAP | ACE program requirements, your OMNY semester pass benefit will automatically be activated each semester.

6

CAN I USE MY OMNY CARD DURING INTERSESSIONS?

While your OMNY card will not provide free, unlimited rides between semesters, you can add personal funds to your ASAP | ACE-issued OMNY card to use it to pay the fare and ride public transit during intersessions. Be sure to add enough funds to cover the cost of the full fare.

7

CAN I USE MY OMNY CARD FOR TRANSIT MODES NOT COVERED BY MY SEMESTER PASS?

Yes, you can add personal funds to your ASAP | ACE-issued OMNY card to use it to pay for transit modes not covered by your semester pass. These include Express Bus, NICE Bus, Westchester Bee-Line and JFK AirTrain. You will need to add your own funds to use these transit modes whether you ride during the semester or during intersessions. Be mindful of the cost of the full fare charged by each operator and ensure you have added enough funds to your card to cover the cost of your trip.

8

HOW DO I ADD FUNDS TO MY OMNY CARD?

You can add funds at any time during or between semesters to your ASAP | ACE OMNY card. There are several ways you can add funds to your OMNY card: 1. Use an OMNY vending machine in subway stations; cash, credit and debit are accepted; 2. Call our OMNY Customer Service team at 877-789-6669, 7 days a week, starting at 8 a.m. each day until 8 p.m. on weekdays and 5 p.m. on weekends; or 3. Create an OMNY account at omny.info/register where you can add value 24/7 or set up automatic reloads with your credit or debit card. Visit omny.info to learn more.

9

HOW WILL MY OMNY CARD KNOW WHEN TO DEDUCT PERSONAL FUNDS FROM MY CARD AND WHEN NOT TO?

The cost of a ride will only be deducted from your personal funds on your OMNY card: 1. When you travel on subways, local buses, SIR or Roosevelt Island Tram during intersessions or 2. When you use a transit mode—during the semester or during intersessions—that is not covered by the unlimited ride benefit as described in Question 1.

10

WHO DO I CONTACT IF THERE'S A PROBLEM USING MY OMNY CARD OR IF I LOSE IT?

If you experience issues using your card, contact your ASAP | ACE advisor right away so they can deactivate the card and issue a replacement card for you. Scan the QR below for contact information for your program.