

Frequently Asked Questions (FAQ's)

General

What is myEUPTA?

myEUPTA is a streamlined mobile ticketing app for use on EUPTA ferries to Sugar, Neebish, and Drummond Islands.

Which mobile devices are supported?

myEUPTA is available for use on iOS and Android devices.

Do I need to create a myEUPTA account to purchase a ticket?

Currently, an account is required, however it takes less than a minute to sign up – just enter your name and email address and that is it! You can also login using a social account, such as Google, Apple or Facebook and an account will be auto created.

Using Tickets

How do I activate a mobile ticket?

You can access your purchased tickets in the “Tickets” screen. To activate, simply tap the ticket you would like to activate, and you will be prompted to confirm activation. An internet connection is required for purchasing a ticket, but not required to activate it. **MAKE SURE YOU DO NOT ACTIVATE YOUR TICKET UNTIL READY TO BOARD THE FERRY**

How do I know how much time is left on my ticket?

After you have activated your ticket, the expirations date at the bottom of your digital ticket will let you know how much longer your ticket will remain active. If the current time is shown on the ticket, tap the time to change to the time remaining.

When should I activate my mobile ticket?

To expedite the boarding process, you should activate your ticket on the myEUPTA app **RIGHT** before boarding the ferry and be ready to display it to the deckhand as you board.

How do I activate multiple tickets?

If you would like to use multiple tickets, for example if you have a pickup and a trailer, from the available tickets tab, tap each ticket you would like to activate, so they are highlighted. You will be prompted to confirm activation for the number of tickets chosen. Tap Activate. You will notice that your ticket will show both tickets that have been activated.

Purchasing Tickets

What forms of payment can be used to purchase tickets in myEUPTA?

The myEUPTA app will accept Apple Pay, Google Pay, and most major credit & debit cards, such as; Visa, MasterCard, American Express, Discover, etc.

I purchased my ticket for Sugar Island, can I use my ticket for any other ferry?

Yes! All tickets are transferrable between all ferries, as long as they haven't been activated.

Can I get a receipt for my ticket purchase?

Yes, a receipt is emailed to you immediately after your purchase is complete. Additionally, there is a "resend receipt" feature on your ticket options, which will send you another receipt at any time.

Can tickets be purchased in advance?

Yes. Purchase as many tickets as you would like and use them when you want. The expiration for using that ticket begins when you activate the ticket. However, keep in mind that tickets also have absolute expiration dates, whether it has been activated or not. myEUPTA tickets expire 6 months from the initial purchase date.

Where can I find my tickets in the myEUPTA App?

Purchased tickets will show up in the "Available" section tickets screen. When you are ready to start your trip, all you need to do is tap the ticket and then tap activate.

How do I get a refund?

Refunds will be handled on a case-by-case basis. Please visit the More section of the myEUPTA app for contact information.

Where can I purchase an oversize load, mobile home/modular home, or special run ticket?

These tickets are not available on the myEUPTA app. Customers must call the ferry directly and schedule and pay for these trips at the dock.

How do I purchase a senior frequent ticket?

Seniors are required to show proof of age over 65. For an initial purchase of a frequent senior ticket customers must call the office and provide proof of age. After this, the tickets will be available for purchase on the app. This takes only a quick phone call and/or email to euptatrans@eupta.net. We will need verification of your age, i.e. some type of identification.

How do I purchase a student frequent ticket?

Student frequent tickets are only available from the EUPTA office.

How do I know which ticket to purchase?

If you do not know the correct ticket you need, ask the deckhand for help.

Please note, if you are purchasing a ticket for a trailer, the length is measured from the front of the hitch to the end of the trailer. Any overhang will be included in the length.

All senior tickets holders should have ID available for proof of age when showing tickets. All decision regarding vehicle classification shall be made by EUPTA Crew and are final and binding.

Other Common FAQ'S

How do I update my credit card information?

You can add or remove credit/debit cards from your account by going to the Payment screen, located in the settings tab on the lower right of the myEUPTA App.

What do I do if my ticket is taking a long time to load?

All phones and internet connections operate at different speeds. We recommend that you save your ticket to your device so an internet connection is not required to activate it. Please give yourself plenty of time to activate your ticket before you board the ferry. However, note that tickets are only valid for one hour after activation.

What do I do if I am having technical issues activating a ticket?

Navigate to your “More” menu. You will find all support contact info there.

What happens if my phone battery dies before I can show my ticket to the operator?

You are responsible for ensuring you have a charged and functional phone to activate and display your mobile ticket to the deckhand operator. If you are unable to display an active ticket, you will have to purchase a fare.

What if my ticket expires before I can use it?

If this occurs, you will need to purchase another ticket before your trip. Be sure not to activate a ticket or pass until just before you board the ferry.

What if my credit card is declined while trying to buy a ticket?

Confirm that you have entered the correct details for your card, including the correct account number, expiration date, and security code. If your card is still declined, contact your bank for further assistance, or try another card.

What is the notifications button for in the top right corner?

You will find various information here pertaining to the ferries. You will need to set your notification settings for service alerts and news and updates to on to receive notifications.