



FOR IMMEDIATE RELEASE

Ticket sales to end on white-icon version of Ventra app on Oct. 16

Customers must update their app to buy tickets

CHICAGO (Oct. 6, 2020) – Metra customers who use the Ventra mobile app will no longer be able to purchase tickets on the prior version – which has a white icon – as of Friday, Oct. 16 and must update to the new version with the blue icon in order to continue purchasing tickets.

Customers who have already purchased Metra tickets can continue to use their tickets in the white version of the app until that version is suspended in mid-November. However, Metra strongly encourages customers to transition to the new Ventra app and move their tickets over to the new app before that time.

The Chicago Transit Authority (CTA), Metra and Pace last month launched a completely redesigned version of the Ventra mobile app, the widely used app to buy fares and manage travel on the region’s transit systems. The app was automatically updated for customers who had automatic updates enabled on their phones. Customers can tell they have the most recent version if the Ventra icon on their phone has changed from white to blue. Customers who don’t have automatic updates enabled will have to download the new version from the App Store or Google Play.

Once the new Ventra app is installed, customers will need to log in with their existing Ventra username and password to view their transit value and passes and retrieve their Metra mobile tickets. (Customers can go to the Ventra website, ventrachicago.com, to retrieve either their [username](#) or [password](#).) Follow the prompts when first logging in to retrieve Metra tickets, or select “Tickets” in the bottom-right corner of the home screen and then select “Move tickets to this device.” Customers who have trouble moving their tickets can call Ventra customer support at 1-877-NOW-VENTRA (1-877-669-8368).

If you have an Android 6 or older or iOS 9 or older operating system, you won’t be able to update to the new Ventra app (blue icon) because it will not work with those older systems. In addition, the old version (white icon) will be phased out in mid-November. More information is available at metrarail.com/Ventra.

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