

Mobile app instructions for C-pass users

1

From the App Store or Google Play, search for COTA Connector and download to your phone.



COTA Connector
COTA Mobile App

GET

2

Open the app and select *My Connector*.



3

Create your profile by tapping *New Customer*.

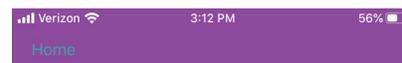
The information entered must match the information given to your Account Manager at your place of employment, so enter information carefully to avoid typos. Create a password* and tap *Sign Up*.

* Password need to be a minimum of 8 characters long

A screenshot of the 'New Customer' sign-up form in the COTA app. The form is titled 'New Customer' and has a 'Home' link. It includes fields for 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm Password', followed by a 'Sign Up' button. The status bar at the top shows the time as 2:21.

4

Send an SMS (text message) in order to verify your phone by tapping the *SEND SMS* button. This will populate a message in your message app. Send this message. You should receive a return text saying that you are verified.

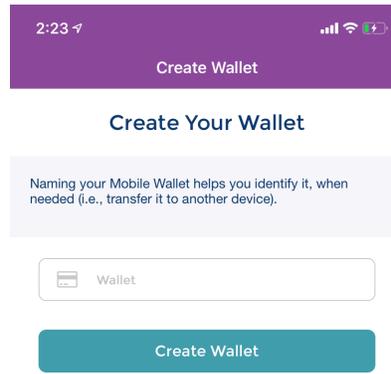


An SMS text message must be sent to verify your phone. Do not edit the message body before sending the message.

SEND SMS

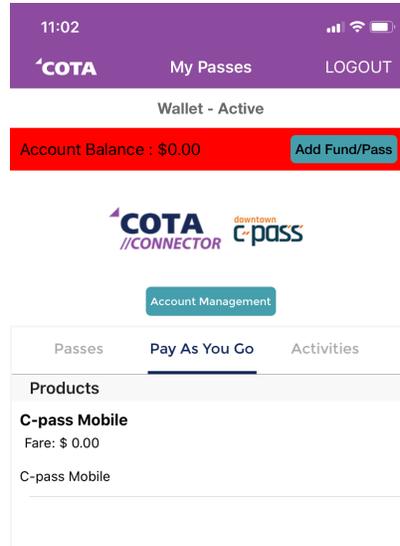
5

Next, you will be asked to *Create Your Wallet*. For C-pass users, this is simply a name to give your pass. For this walkthrough, we will name ours “wallet”. Tap *Create Wallet*”.



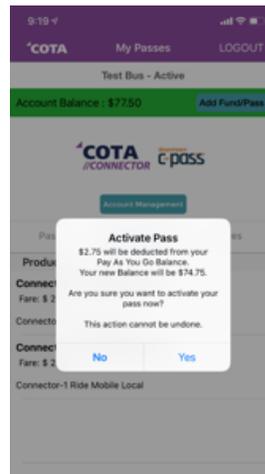
6

There are three tabs on the *My Passes* screen: *Passes*, *Pay As You Go* and *Activities*. **To ride the bus with C-pass, tap *Pay As You Go*.**



7

To ride COTA, simply tap on *C-pass Mobile* under *Pay As You Go*. A pop-up screen will appear and ask you to confirm activation of your bus pass. Tap *Yes*.



8

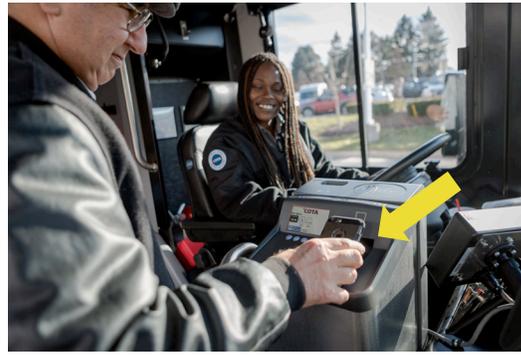
A QR code will appear with a timer. This is your active pass. You will generate a code each time you ride the bus. There is no need to logout or force close the app after you scan the code.



9

Once you step onto the COTA bus, scan the QR code on the farebox as indicated by the yellow arrow. A valid pass will beep and show a green check mark on the farebox screen. An invalid pass will generate a red “X” on the farebox screen with a “card not valid” message.

You will need to complete steps 6-8 every time you ride the bus. From time to time, you may be required to login again.



Additional Notes:

- Make sure your screen brightness is turned up when you scan the QR code on the bus.
- If you change phones or phone numbers, contact C-pass staff to assist with the transfer of C-pass to the new device or the new phone number. It may take up to one business day for the transfer to occur.
- As a Downtown C-pass user, you will never need to add funds in order to use your C-pass.
- If you need a regular COTA Connector account in addition to C-pass, you will need to create a separate login with a different e-mail address.
- If you have any issues with your C-pass, please contact C-pass staff at (614) 591-4184 or email info@downtowncpass.com