

DOWNTOWN C-PASS CREDENTIAL OPTIONS

Downtown C-pass requires a special pass to board COTA buses. Employees may choose ONE of the options below.



SMARTPHONE APP

- Employer registers employee's mobile phone number when creating their account in C-pass member portal
- Employee then downloads COTA app, "COTA Connector" from the App store or Google Play
- Employee creates an account in app and activates "C-pass Mobile"
- Employee opens app and generates a QR code to scan on bus farebox
- App available on Apple (iPhone 7 or later models) and Android devices only
- If employee gets new device after downloading app, they will need to contact C-pass Customer Service to have the app transferred to the new device

OR



C-PASS PHOTO ID

- Employer chooses COTA photo ID for employee when creating their account in C-pass member portal
- Employee then goes to COTA Customer Experience Center at 33 N. High St. to get new smart card
- Employee must bring a form of photo identification with them when getting new smart card
- Employee taps smart card on bus farebox
- Replacement cards costs \$10 and are issued at COTA Customer Experience Center

ADDITIONAL OPTION:

MAGNETIC STRIPE CARD

Employer-issued, magnetic-stripe ID cards can serve as the C-pass credential if they meet COTA requirements. Contact C-pass staff for complete details.



More questions?

Contact us at (614) 591-4184
or info@downtowncpass.com
DowntownCpass.com

