

## Instructions for transferring your C-pass to a new phone

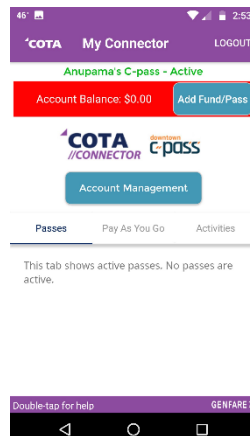
Got a new phone? Great! Follow these instructions to release the C-pass from your old phone while you still have data access.

If you also have a **new number**, contact the C-pass team at (614) 591-4184 to update your account.

*The screenshots below are from an Android phone. iPhone screens are slightly different.*

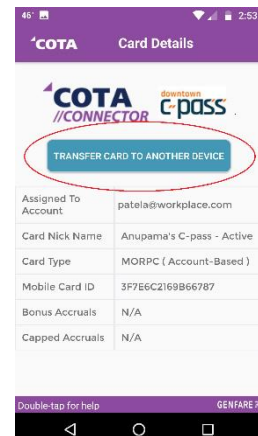
1

Log into the COTA Connector app. On the *My Connector* screen, tap the *Account Management* button.



2

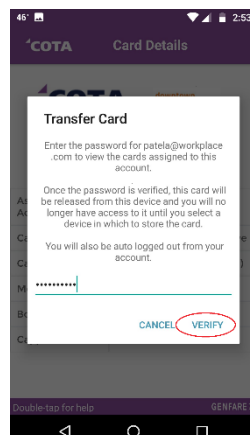
Tap *TRANSFER CARD TO ANOTHER DEVICE*.



3

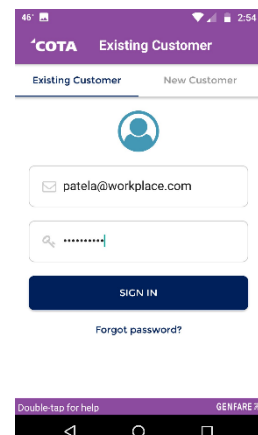
Enter your password and tap *Verify*.

Your C-pass has now been released from the old phone and is ready to retrieve on the new phone.



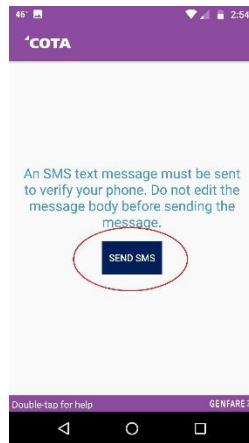
4

Install the COTA Connector app on the new phone and log in as an existing customer with your usual email address and password.



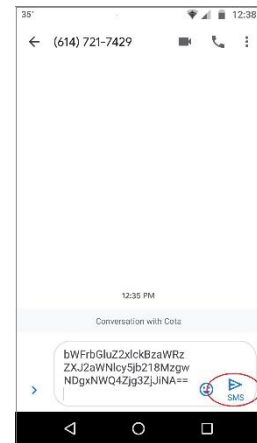
5

Send the SMS text to verify that your phone number matches your C-pass account. This is a two-step process. First, tap the blue *Send SMS* button. This creates a coded text in your phone's messaging app.



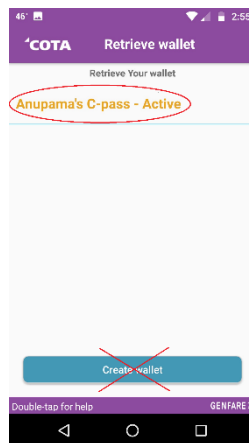
6

Tap the send button to send the text. Do not edit its contents or the phone number. In a moment you'll receive a reply saying *You are successfully verified as C-pass for COTA*.



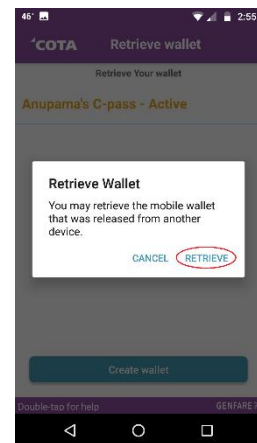
7

Once verification is complete, you will arrive at the *Retrieve Wallet* screen. The name of your released C-pass will appear in gold text at the top. Tap the gold text. (Do not tap the *Create Wallet* button at the bottom.)



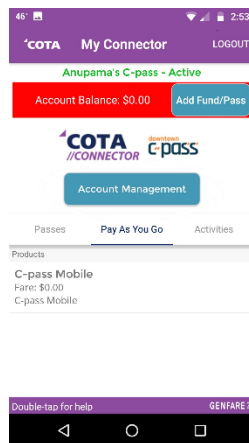
8

Tap *Retrieve*.



9

Your C-pass will now appear under the *Pay As You Go* tab.



Questions? Problems? Contact C-pass staff. (614) 591-4184  
[info@downtowncpass.com](mailto:info@downtowncpass.com)  
Monday – Friday, 9 AM – 5 PM