COTA

Mobile app instructions for C-pass users

1

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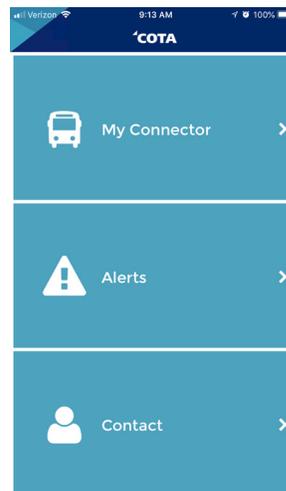
**COTA Connector**
COTA Mobile App
GET

2

Open the app and select *My Connector*.

3

Create your profile by selecting *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*.
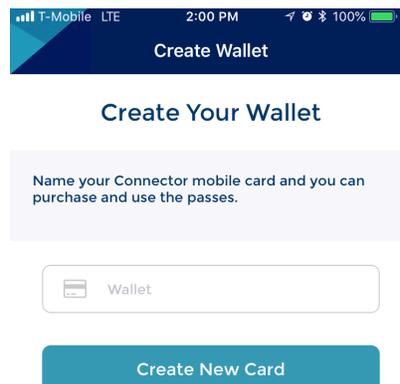
* Passwords should NOT contain special characters (!@#$%^&* etc.)
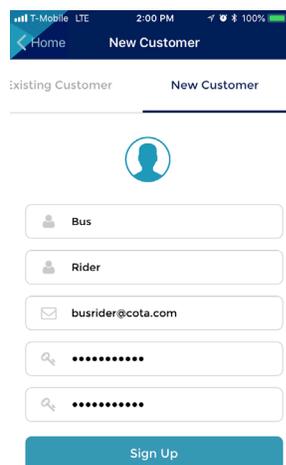
4

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'll call our bus pass "test." Tap *Create New Card*.

An SMS (text message) verification notification will appear on your screen. Send the message to verify your device.

5

Once you have authenticated your account, you will have access to your bus pass. There are three tabs on this screen: *Passes*, *Pay As You Go* and *Activities*. To ride the bus with C-pass, select *Pay As You Go*.
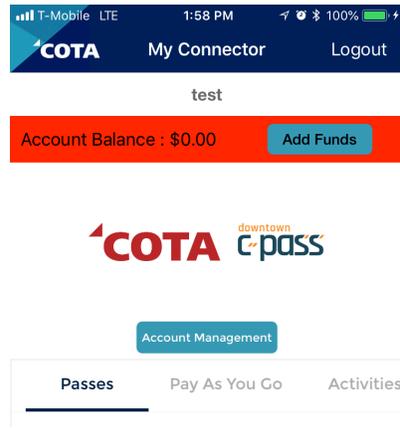
6

The *Pay As You Go* tab is where you will find bus passes that are available to you under *Products*. To ride COTA, simply tap on *C-pass Mobile*. A pop-up screen will appear and ask you to confirm activation of your bus pass. Tap *Yes*.
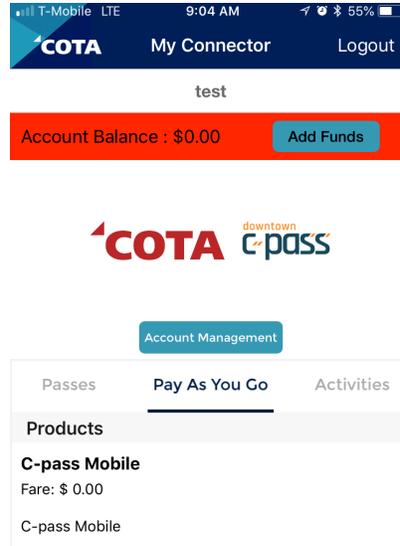
7

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.

8

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.

Please note, 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.
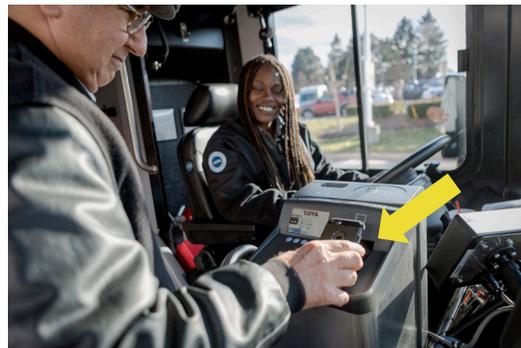
Troubleshooting Guide for COTA Connector Mobile App
Having trouble with your app? Ask yourself these questions.

What type of phone?
iPhone 6 and later and Androids, only – no iPhone 5, Windows, Google Voice or non-domestic numbers.

Are there special characters in your password?
Make sure you don't have any special characters in your password (numbers are fine).

Is your phone brightness turned up?
Make sure your brightness is turned up all the way.

Is your screen dirty, wet or cracked?
Make sure phone is clean, dry and not cracked for best results.

Is your Date & Time setting correct?
Make sure your Date & Time is "Set Automatically" so that your clock agrees with the farebox on the bus.

Is your phone too big for the farebox scanner?
Larger phones don't fit as well over the scanning window. Try rotating by 90 degrees to adjust the orientation of the QR code.

Questions? Problems? Downtown C-pass staff are available to help Monday through Friday from 9:00 AM to 5:00 PM at (614) 591-4184 or info@downtowncpass.com.