



# Downtown C-pass Account Manager’s Handbook

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### Section 1: Introduction & Background

Welcome to the C-pass program! We're glad to have you on board for this innovative and first of its kind program.

#### **What's the C-pass Program?**

The Downtown C-pass program offers free, unlimited access to the Central Ohio Transit Authority (COTA) for eligible downtown workers. It's a unique partnership launched by property owners in the Capital Crossroads Special Improvement District (CCSID) with the Mid-Ohio Regional Planning Commission and COTA. CCSID property owners pay special assessments on their buildings to help fund the program. The CCSID has a contract with COTA on behalf of these property owners to provide unlimited transit access for eligible employees in their buildings at no cost to them. The program is currently funded from June 1, 2018 through December 31, 2020.

#### **Background on the C-pass Program**

When downtown property owners faced a looming parking crisis, they looked for solutions and turned to transit. Could a free transit incentive shift commuters from driving alone to taking the bus? This question led to a transit incentive study in 2015 funded by a grant from MORPC. More than 800 downtown employees received access to a free bus pass and, within three months, COTA ridership doubled among the sample group. This led to the launch of the larger program in June 2018.

#### **What is Capital Crossroads Special Improvement District (CCSID)?**

CCSID is an association of downtown property owners founded in 2001 to make downtown clean, safe and fun. Its team of ambassadors provide cleaning and safety services including daily litter control, graffiti removal, power washing, safety escorts, and installation and maintenance of planters and green medians. CCSID employs outreach specialists who work with people in need on the streets and connect them to services. It also operates the Pearl Market, a seasonal farmers' and merchants' market on Tuesdays and Fridays during the lunch hour. Learn more about CCSID at [www.downtownservices.org](http://www.downtownservices.org).

#### **Special Thanks for our Funders:**

- Bailey Cavalieri
- City of Columbus
- The Columbus Foundation
- Create Columbus Commission
- CSX
- Fifth Third Bank
- Huntington National Bank
- Kegler Brown Hill & Ritter
- Key Bank
- MACBEA Foundation

- Medical Mutual of Ohio
- Mid-Ohio Regional Planning
- Ohio Department of Health and Transportation
- PNC Bank
- Schneider Downs
- Transit Center

### Contact Information

#### Downtown C-pass Program

Capital Crossroads Special Improvement District

23 N. Fourth St.

Columbus, OH 43215

C-pass Hotline: 614-591-4184

[info@downtowncpass.com](mailto:info@downtowncpass.com)

[downtowncpass.com](http://downtowncpass.com)

Office and Hotline hours:

Monday - Friday, 9:00 AM to 5:00 PM

#### COTA Pass Sales Office

33 N. High St.

Columbus, Ohio 43215

614-228-1776

[www.cota.com](http://www.cota.com)

Sales hours:

Monday through Friday, 8:00 AM to 5:00 PM

### Section 2: Account Manager Quick Start Guide

Use this guide to provide your associates with their C-pass right away, but be sure to read through all program information in the Account Manager’s Handbook.

If you are taking over management of your organization’s program from another manager, see Section 8: Changing Account Managers.

Once you’ve created accounts for your company’s eligible associates (“members”) and they’ve received their passes, they’ll have **unlimited access** to COTA service. Only eligible employees are allowed to use the C-pass and you, the Company Account Manager (CAM), are responsible for promptly removing any members who leave the company or otherwise become ineligible. You will be required to verify eligible employees once a month (by simply clicking a checkbox in the member portal). Improper use of the C-pass can lead to your organization’s dismissal from the program.

#### Complete your Member Account

When you registered your company, you also created your individual member account. You’ll need to select your Credential Type so you’re able to get your C-pass.

- Login at [Downtowncpass.com](https://downtowncpass.com) using Chrome, Firefox or Edge.
- Click MANAGE MEMBERS and find your profile.
- Click the profile card icon  next to your name. A new window will open with your profile.
- Click the gear icon  and click Edit Profile to add your Credential Type (learn about Credential Types on page 8).
  - If choosing mobile app, your cell phone number is your Credential ID.
    - Make sure to add a “1” before your area code (example: “1614555555” without spaces, dashes, or parentheses)
  - If choosing photo ID, leave Credential ID blank. COTA Pass Sales will enter the number when you get your new card.
- Click Update to save your changes.

#### Get your C-pass

If you’ve chosen the COTA mobile app, you may download the free app on your phone and follow the App Download Instructions attached to your registration email or available at [docs.downtowncpass.com](https://docs.downtowncpass.com).

If you’ve chosen the photo ID, you may pick up your ID at COTA’s Pass Sales Office.

33 N. High St.  
Columbus, Ohio 43215  
614-228-1776

[www.cota.com](https://www.cota.com)

#### Hours:

Monday through Friday, 8:00 AM to 5:00 PM

### Add Members

You can either add members individually or do a bulk import from an Excel file (.csv format). For more detailed information, see [Adding New Members](#) below.

- **Click *ADD MEMBERS***
    - **Add members individually.** Choose this option if you are adding a few members. Otherwise, see [Bulk Upload By CSV File](#) below.
      - **Choose the first link at the top, *Click here to Add a Member Manually*** 
        - Enter the first name, last name, and unique email address for the member.
        - Add their credential information if you know it. Or, you can create profiles without that information and add it later.
          - **COTA Mobile App:** enter the member's cell phone number (example: "16145555555" without spaces, dashes, or parentheses)
          - **COTA Photo ID:** COTA will enter the ID number when the member gets their ID card at their office.
          - **Magnetic Stripe:** If you issue a magnetic stripe card, contact C-pass staff for information about programming the card to add the C-pass.
      - NOTE: *DESFire Sticker is no longer available to new members.*
    - **Add multiple members through a file upload (Bulk Upload By CSV File).**
      - **Click the *HOW DO YOU IMPORT MEMBERS?*** link for import documentation and the import template file.
      - Follow the import documentation instructions when creating the import file.
      - Be sure to save the file as a .csv file.
      - You can do a test import. Review step #3: "Do you want to validate this file?"
      - Make sure to download your import results after you do the file import.
-  Review the *Bulk Import Troubleshooting* guide under **HOW DO YOU IMPORT MEMBERS?** should you encounter issues or contact C-pass support staff at [info@downtowncpass.com](mailto:info@downtowncpass.com) or 614-591-4184. It's important to wait about 15 minutes after you've saved the members account information before the user retrieves their pass.
-  COTA Mobile app users: Please provide a **copy of the App Download instructions** attached to your registration approval email. The member must use the same email you entered when creating their member account. **It's important that the member follow the instructions, and does not attempt to log into the app before the CAM has finished setting up the profile.**
-  COTA Photo ID users: Please instruct users to go to COTA Pass Sales office at 33 N. High St. Monday through Friday 8:00 a.m. – 5:00 p.m. to get their new smart card. They must bring a photo ID with them.

-  COTA Mainstream riders must have a C-pass credential in addition to the Mainstream credential provided by COTA.

That's all it takes to get your associates aboard COTA with the C-pass! But don't forget to read the detailed material below for vital information about managing the C-pass program.

Remember each month you're required to verify your list of eligible employees. You'll receive a reminder email with a link to the login page of the member portal. Please remove any ineligible members and check the "monthly verification" box on the dashboard.

Questions? Problems? Don't hesitate to call us. We answer phones Monday through Friday, 9:00 AM to 5:00 PM at 614-591-4184, or reach us at [info@downtowncpass.com](mailto:info@downtowncpass.com).

We're so glad to have you on board!

### Section 3: Eligibility

The C-pass is available for employees who work in a specific area of downtown Columbus (certain residential buildings are eligible). Eligibility for the Downtown C-pass is based on a few simple criteria.

**Location.** Employees must work in an eligible building located within the Capital Crossroads Special Improvement District (CCSID). See the map of qualifying buildings at [www.downtowncpass.com](http://www.downtowncpass.com). The employee must actually perform their work at that physical location in order to be eligible. Employees who work in state or federally-owned buildings or in churches are ineligible; however, state employees who work in privately owned buildings are eligible. A few buildings and agencies located outside of the CCSID also qualify. If you have questions about whether your organization, or an individual employee, is eligible, please call the Downtown C-pass Office at 614-591-4184.

**Residents.** Residents of the Brunson Building at 145 N. High Street, and Highpoint on Columbus Commons at 190 S. High St. are eligible for the C-pass. Residents should contact property management for more information.

**Number of Hours Worked Each Week.** Employees must work a minimum of 15 hours per week on average in a qualifying building.

**Expected Job Duration.** Employees are eligible only if the expected duration of their job is at least two months. For example, a contract worker whose assignment with a qualifying organization is only expected to last three weeks is not eligible for the C-pass.

**Contract Workers and Interns.** Contract workers and interns (paid and unpaid) who meet the above requirements also qualify for the C-pass. Contract workers can be managed either by their employer, or by the organization to which they are assigned. The employer does not have to be located within the CCSID, but to qualify for the C-pass, the contract worker's assignment must be in a qualifying building in the CCSID. While all company account managers must have an account in the C-pass portal to manage the program, if they do not work in a qualifying building, they may not have a C-pass.

**Mainstream Mobility Riders.** COTA offers Mainstream Mobility Service to "those persons whose functional capacity imposed by their disability prevents them from riding the regular COTA bus" (for more information, see Mobility Services and Eligibility at [COTA.com](http://COTA.com)). Employees who qualify for Mainstream are eligible for C-pass. Employees must meet COTA's requirements and obtain a separate Mainstream credential in addition to the C-pass.

**Exclusive Use.** Only eligible employees themselves may use the C-pass. They must not share the pass with family members, coworkers, or anyone else. Members who misuse the C-pass will be expelled from the program.

**Organization's Responsibilities.** For your organization to remain eligible, your C-pass accounts must be managed conscientiously and accurately according to the Participation Expectations described below. One key expectation is the company account manager (CAM) log in each month and confirm that all accounts are up-to-date. Organizations are also expected to take reasonable precautions to prevent members from sharing or otherwise misusing the C-pass. If members or organizations misuse the C-pass benefit, the organization may be expelled from the program.

### Section 4: Participation Expectations

**Ability and Willingness to Manage.** For an organization's employees to participate in the program, the organization must provide the necessary administrative resources to manage those employees' C-pass accounts. Every participating organization must always have at least one designated company account manager (CAM).

**Designated Company Account Manager (CAM).** Organizations are responsible for managing the C-pass for their employees, and for communicating with employees about the C-pass. Each organization must appoint at least one CAM, who assumes the account-management and communication responsibilities. A CAM should be a trusted and reliable employee--ideally someone who is enthusiastic about the C-pass program and will promote it within the company. Your organization may want to have more than one CAM, especially if you have many C-pass members. CAMs can be added or removed at any time by contacting the Downtown C-pass office.

As your organization's designated CAM, you may already have created an account at [Downtowncpass.com](http://Downtowncpass.com). This is the necessary first step to getting your organization and your associates enrolled in the program.

**Creating and Managing Accounts.** As a CAM, you will use the secure online C-pass member portal ([Downtowncpass.com](http://Downtowncpass.com)) to create accounts for employees who want to use the C-pass to edit accounts as needed; to delete the accounts of employees who leave the company; and to put accounts of employees who otherwise become ineligible in *Pending* status.

**Informing and Promoting.** We recommend you inform current and new employees about the program, and encourage them to take advantage of this free benefit. CAMs should be prepared to answer employees' questions about the C-pass, and offer assistance if a member has trouble using the pass. For questions or problems, please contact with program staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com).

**Commuting Champions.** We also encourage CAMs to identify a "commuting champion" at their organization. The ideal commuting champion is someone who is enthusiastic about the C-pass program and other commuting alternatives to driving, and is motivated to promote these alternatives among coworkers. C-pass staff may ask champions to work with them on promotional campaigns at the workplace. In many cases, the commuting champion is also the CAM.

**Member Surveys.** We will reach out to you periodically to complete surveys about the program, and to distribute surveys to employees. These help us gauge the program's impact.

**Abuse Prevention.** As a CAM, you are also responsible for taking reasonable steps to prevent misuse of the C-pass. Employees who leave the company must be deleted from the portal promptly, and those who stay with the company but otherwise become ineligible must be put into *Pending* status. You are also expected to instruct your members that the pass is for their individual use only; they must not share the pass or lend it to anyone, including family members and co-workers. If they do so, they will be expelled from the program. Organizations that do not take reasonable steps to prevent misuse may also be expelled.

**Monthly Account Verification.** Each month, you are required to verify that member accounts are up to date. We send email reminders near the end of the month with a link to the member portal where you check a verification box on the dashboard, making this task as simple as possible. Before you verify eligible members, please review your list of members to ensure that any members who have left the organization have been deleted, and any who have become ineligible have been put in *Pending* status.

### Section 5: C-pass Credential Types

There are three C-pass options currently available (a fourth option, DESFire RFID sticker, is no longer offered but still being used by some participants). **Each member may have only one credential.**

#### **COTA Connector Mobile App**

Employees can download a free app on their smart phone after their account is created in the member portal. The employee will need to provide their mobile phone number to you, and you will enter that number as the credential ID in the member account. After downloading the app and activating the C-pass Mobile card within the app, the employee generates a QR (“quick response”) code, which is then scanned on the bus farebox. The employee will generate a new QR code each time they board the bus. App download instructions are provided in your account approval email and at [docs.downtowncpass.com](https://docs.downtowncpass.com).

#### **Which phones?**

- iPhones (iPhone 6 or later)
- Android phones
- NOT Windows phones
- NOT iPhone 5 or older
- NOT phones using Google Voice
- NOT phones with non-domestic numbers
- Employer-issued phone or a personal phone, but it must be one that normally remains in the member’s possession and is not shared with anyone.

**If Employee Gets New Phone during Program.** The C-pass Mobile pass in the COTA Connector app locks to the device when it is activated. If an employee gets a new phone, they need to transfer the C-pass card to the new device in the app under Account Management on the old phone. If they are unsuccessful in transferring the C-pass, or if the phone is lost or broken, contact C-pass staff at 614-591-4184 to release the C-pass from the old device. It’s a quick process – typically less than two hours from when the user contacts the C-pass staff.

If members encounter issues, please refer to the Troubleshooting Guide on page 20 or contact C-pass staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com).

#### **COTA Photo ID Card**

Employees can obtain a new smart card issued at COTA’s Pass Sales office AFTER their member account has been created. When boarding the bus, the user holds the card to the sensor on top of the bus farebox.

#### **COTA Pass Sales Office**

33 N. High Street  
Columbus, OH 43215  
614-228-1776

#### **Hours:**

Monday through Friday 8:00 a.m. to 5:00 p.m.

**Replacement Cards.** If a card is lost or stolen, the employee goes directly to COTA's Pass Sales Office to receive a replacement. COTA charges \$10 for replacement cards. It is not necessary to notify the CAM or C-pass office of a lost or stolen photo ID card.

**Exclusive Use.** Please inform employees that the photo ID card is for their use only; they must never let anyone else use their card to board a COTA bus.

### **Magnetic Stripe Cards**

If you issue a magnetic stripe card to employees, you have the option to program the card to add the C-pass credential as long as it meets COTA's requirements. Contact C-pass staff at (614) 591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com) for details.

### **DESFire Sticker**

DESFire stickers are being phased out due to durability issues, and are no longer offered to new C-pass members. If a member's sticker fails, CAMs should encourage them to choose either the mobile app or the photo ID card as an alternative.

### **Mainstream Mobility Riders**

COTA offers Mainstream Mobility Service to "those persons whose functional capacity imposed by their disability prevents them from riding the regular COTA bus." Employee must meet COTA's requirements and obtain a separate Mainstream credential in addition to their C-pass for use on Mainstream vehicles. Visit [COTA.com](http://COTA.com) for more information on mobility service.

# Section 6: Creating & Managing Your Account

## C-pass Member Portal Overview

The employer manages the C-pass benefit in the secure member portal at [Downtowncpass.com](http://Downtowncpass.com). Individual employees will not access the C-pass member portal. Companies may have more than one designated company account manager (CAM) and each CAM should have their own login information. We discourage the use of a general email address for C-pass account management.

CAMs are responsible for creating accounts for each participating employee in the member portal. An employee must have an account in the member portal, created by the employer, before they can obtain their C-pass. Once an employee's account has been deleted from the portal, their C-pass is automatically deactivated.

**CAMs are required to verify the eligible employees in the member portal once per month.** A reminder email is sent with a link to the member portal login screen. When it's time to complete the monthly verification, a check box will appear on your dashboard under Member Statistics & Verification.

The member portal is compatible with **Chrome, Firefox or Edge browsers only.**

## Dashboard

You'll arrive at the member portal dashboard each time you login. Take a moment to become familiar with the features here.

### *Member Statistics & Verification*

This section shows you the breakdown of your organization's members according to membership type. This is also where you'll check the verification box each month after reviewing your list of eligible employees.

- Enabled Members: Members with completed accounts that include both a Credential Type and Credential ID number.
- Approved Members: Members with at least a partially completed account (they might not have their C-pass yet)
- Pending Members: Members whose account status has been set to Pending. Their C-pass will NOT be active in this status.
- Below each of the membership types, you will see a *VIEW DETAILS* link. Clicking this link brings up a list of all members who belong to the corresponding membership type.
- Monthly Verification: At the beginning of each month, a check box appears in this area with red text asking you to verify that you have reviewed your members and that they are all eligible for the program. This notification will remain on the dashboard until you check the box and submit your verification.

## Member Portal Navigation

- *C-PASS HOME* takes you back to the C-pass informational homepage, where you will find general information about the program, links to resources for promoting the C-pass within your organization, contact information for questions about the C-pass, links to additional information

about commuting options in Columbus and beyond, and links to information about our partner organizations.

- **DASHBOARD** is the hub for all your C-pass administrative activities. **MANAGE MEMBERS** shows a list of all C-pass members in your organization, including yourself. This is the starting point for updating a member's profile. If you have a lengthy list of C-pass users, you may use the search feature to find a specific member. You may also use the sort and filter criteria to customize the list. The **EXPORT RESULTS** link allows you to download a CSV file containing your search results. Near the top left of this page is a link to **ADD A NEW MEMBER**, which opens the form for entering a new member manually.
- **ADD MEMBERS** allows you to create profiles for new members by either adding members manually (individually) or uploading a spreadsheet with multiple members. To enter a larger number of members, you may upload an Excel file (.csv format). Detailed instructions are provided in the portal: click the **HOW DO YOU IMPORT MEMBERS?** link on the **ADD MEMBERS** page.
- **CREDENTIALS** brings up the **MEMBER CREDENTIAL MANAGEMENT** page. Here you will find a list of your members highlighting their credential information.
- **LOG OUT**. Be sure to save any changes before logging out. Depending on what actions you've taken, you will save your changes by clicking the **Submit** or **Update** button (or by clicking a checkmark icon if you have made edits on the **CREDENTIALS** page).

### Adding Members

You can either add members individually or do a bulk import from an Excel file (.csv format). The bulk import spreadsheet requires precise formatting, so please carefully review the Bulk Import Documentation in the your registration email or in the member portal under **ADD MEMBERS**.

- **Click ADD MEMBERS**
  - If you are adding only a few members, **add members individually ("manually")**.
    - **Choose the first link at the top, *Click here to Add a Member Manually***
      - Enter a first name, last name, and a unique email address for the member (work or personal).
      - Add their credential information if you know it. Or, you can create profiles without that information and add it later.
        - **COTA Mobile App**: enter the member's cell phone number (example: "1614555555" without spaces, dashes, or parentheses).
        - **COTA Photo ID**: COTA will enter the ID number when the member gets their ID card at COTA's Pass Sales office.
        - **Magnetic Stripe**: enter the predetermined ID number after consulting with program staff.
    - NOTE: DESFire Sticker is no longer available to new members.
  - **Add multiple members through a file upload (Bulk Import)**.

## DOWNTOWN C-PASS ACCOUNT MANAGER GUIDE

- Click the **HOW DO YOU IMPORT MEMBERS?** for import documentation and the import template file.
- Follow the import documentation instructions when creating the import file.
- Be sure to save the file as a .csv file.
- You can do a test import. Review step #3: “Do you want to validate this file?”
- Make sure to download your import results after you do the file import.

Review the *Bulk Import Troubleshooting* guide under **HOW DO YOU IMPORT MEMBERS?** in the C-pass member portal if you encounter issues, or contact C-pass support staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com).

The **Department, Location Address, and Organization Employee ID** fields are intended to help you manage your members, and are optional **unless you are a contracted agency**. Contract workers assigned to C-pass eligible buildings must indicate the work location in the *Location Address* field.

**Approve Membership.** If the employee is already working for your company and is C-pass-eligible, select *Approve Membership Now*. If you are adding a member who for any reason is not currently eligible, select *Approve Membership Later*. This will put the member in “**pending**” status. Once the employee becomes eligible for the C-pass, you can go back into the profile and select *Approve Membership Now*.

Now click the *Submit* button. This saves the information you have entered, and adds the new member to your organization’s account.

**Please note: Do not delete a member’s account if you make a mistake or have difficulties making changes. Call the Downtown C-pass office at 614-591-4184 or email [info@downtowncpass.com](mailto:info@downtowncpass.com).**

### Editing Members

- Click *MANAGE MEMBERS* and find the name of the member to edit.
- Click the  icon to the left of the person’s name.
- Click the  icon to the right of the person’s name on their member profile page.
- Click “Edit Profile” and make necessary edits.
- Remember to click “Update” at the bottom of the page to save your changes.

NOTE: If a member has an active C-pass, changing the credential type will deactivate the pass they have been using. Please notify the Downtown C-pass office at 614-591-4184 if you have changed or intend to change a member’s credential type.

### Removing Members

You can either remove members individually or through the Bulk Import process.

Individually:

- Click *MANAGE MEMBERS* and find the name of the member to delete.

- Click the  icon to the left of the person's name.
- Click the  icon to the right of the person's name on their member profile page.
- Click "Delete this Member."

### Bulk Import:

- In the .csv file under the member's account status, enter "delete" in the field.
- Complete the import process.
- Check the member's account to see if their account was properly deleted.

### Section 7: Acquiring the C-pass

Once your members' accounts are set up and you have entered their credential information in their profiles, they can get their C-passes.

#### **COTA Connector Mobile App**

Employees who select the mobile app can download the free *COTA Connector* app following the app download instructions found in your registration email or at [docs.downtowncpass.com](https://docs.downtowncpass.com).

#### **Boarding With the Mobile App**

App users will generate a QR code within the app to scan on the bus farebox. See the farebox image at [docs.downtowncpass.com](https://docs.downtowncpass.com). The farebox screen will display a green check-mark symbol, and an audible signal will indicate that the scan has been accepted.

Each time an app user boards the bus, they will create a new QR code. The code expires once it has been scanned, or when the five-minute countdown timer has run out.

If a member has difficulty using the C-pass, please share our troubleshooting tips on page 20. If issues persist, they should contact C-pass staff at (614) 591-4184 or email [info@downtowncpass.com](mailto:info@downtowncpass.com).

#### **COTA Photo ID Card**

##### **COTA Pass Sales Office**

33 N. High St.  
Columbus, Ohio 43215  
614-228-1776

##### **Hours:**

Monday through Friday, 8:00 AM to 5:00 PM

Employees must go to COTA's Pass Sales Office to be issued a new smart card. They should bring a driver's license or other photo identification when picking up the card.

If a card is lost or stolen, the employee should go directly to COTA's Pass Sales Office to receive a replacement for \$10. It is not necessary to report a lost or stolen card to the CAM or C-pass office.

#### **Boarding With the Photo ID Card**

Photo ID users will hold the card over the top of the farebox until they see green lights on the farebox. See the farebox image at [docs.downtowncpass.com](https://docs.downtowncpass.com). If you have trouble getting the card to register, please contact the Downtown C-pass Office at 614-591-4184 or email [info@downtowncpass.com](mailto:info@downtowncpass.com).

#### **Magnetic Stripe Card**

Contact C-pass staff for details regarding the magnetic stripe card option at 614-591-4184 or email [info@downtowncpass.com](mailto:info@downtowncpass.com).

### **COTA Mainstream Mobility Service**

Approved COTA Mainstream riders will need a C-pass in addition to their Mainstream credential and may choose from the all C-pass options.

**Employees must tell the reservationist that they are a C-pass member when scheduling a trip.** The reservationist will be able to verify that the caller is a C-pass member, and the information will be conveyed to the Mainstream driver. In the unlikely event that the member is asked to pay the fare, they should do so, and report the incident either to the Downtown C-pass Program at 614-519-4184 or to COTA Mobility Services at 614-275-5828. COTA will reimburse fares that were mistakenly charged to qualified C-pass Mainstream riders.

For more information on Mainstream Mobility Service, visit <https://www.cota.com/accessibility-for-riders-with-disabilities/mobility/>.

## Section 8: Changing Account Managers

If a new account manager assumes administration of the C-pass program, please contact C-pass staff at (614) 591-4184 or email [info@downtowncpass.com](mailto:info@downtowncpass.com) to ensure a smooth transition. **New account managers should create their own account rather than use the previous CAM's login.** This can be done on the Account Manager Login at [www.downtowncpass.com](http://www.downtowncpass.com) by clicking "Create An Account." If the new CAM already has a member account, contact C-pass staff to update the account to CAM status.

Because your company has an established account, a new CAM's tasks are simple. They will be charged primarily with:

- Creating new member accounts for employees
- Making any necessary changes to existing member accounts
- Continuing to promote the C-pass program to existing employees
- Helping employees with questions or issues using their C-pass
- Promptly deleting any members who leave the organization
- Confirming each month that your organization's C-pass member accounts are up to date, and that you have deleted the accounts of any members who have left the company.

## Section 9: Promotional & Commuting Resources

We've developed some materials to help promote the program to your employees. If there's something else you'd like, please contact us to discuss customized materials.

In addition to the resources at the link below, C-pass staff is available to do tabling events at your building or office, or give presentations about commuting to downtown. Please contact us to learn more and to schedule an informational session.

[docs.downtowncpass.com](https://docs.downtowncpass.com)

### Section 10: Troubleshooting

#### Issues in Member Portal Issues for Account Managers

- If you're having trouble saving your updates, make sure you're using Chrome, Firefox or Edge as your internet browser. Internet Explorer and Safari are not supported browsers. If you are using a supported browser, but are still having trouble, please contact C-pass staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com).
- If you get an error that a member's email already exists, contact C-pass staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com).

#### Credential Issues for Users

##### COTA Photo ID

If your COTA photo ID is not registering when you tap it on the bus farebox, be sure that you are touching the card on the farebox sensor, rather than holding or waving it above the sensor. Also, be sure that you are holding the card over the correct farebox sensor. If your card still does not register, or is rejected, contact C-pass staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com). Please be prepared to share the bus line, boarding location and approximate boarding time. The four-digit bus number is ideal.

##### COTA Connector Mobile App

Review these tips. If you continue to have problems, contact Downtown C-pass staff at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com).

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

**Are there special characters in your password?** Make sure there are no special characters if using an iPhone.

**Is your Date & Time setting correct?** Make sure your Date & Time is "Set Automatically."

**Is your phone brightness turned up and screen clean?** Make sure your brightness is on the brightest setting and that your screen is clean, dry and not cracked for best results.

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

**Did you get a new phone or do a factory reset recently?** If you get a new phone, or your phone is reset, your C-pass will have to be released from the old device before it is available for use again. You can release the pass yourself through the app, but it must be done before the phone is reset, or the old phone is deactivated, and before you try to log in on the new or reset phone (see instructions below). If you forget or are unable to release your pass in advance, please notify C-pass staff at 614-591-4184 or [info@downtownc-pass.com](mailto:info@downtownc-pass.com).

**Do not log into the COTA Connector app on a new or reset phone before the C-pass has been released from the old phone. Call the Downtown C-pass office at 614-591-4184 for assistance.**

Before you deactivate your old phone or reset the existing one,

- Open the COTA Connector app and select *My Connector*
- On the *My Connector* screen, tap the *Account Management* button
- Select *Transfer Card to another Device*
- On the next screen, enter your password and tap *Verify*.

Please wait at least ten minutes for the changes to sync with COTA's database.

Your C-pass has now been released from the device, and is available for retrieval on your new or reset phone.

- Download and install the COTA Connector app on the new or reset phone
- Open the app, select *My Connector*, then select *Existing Customer* on the login screen
- Enter your email address and password
- On the next screen, tap the name of your wallet at the top of the screen in gold letters (**do not tap "Create Wallet" or "Cancelled Wallet."**)

### DESFire Sticker

The DESFire sticker is no longer issued to new C-pass users due to durability issues. If you have a sticker and it stops working, please contact your organization's C-pass account manager, or C-pass staff directly at 614-591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com). We will encourage you to switch to either the *COTA Connector* app or the COTA photo ID card.