



This Card Deck will show you how to add a pass to your Smartcard. Click "Next Card" below to get started!



CARD 1 OF 12



You can buy a 1-Day Pass or a 31-Day Pass before you travel in advance and link the pass to your Smartcard. If you are not sure which pass to get, the card deck Fares and Ways to Pay can help you choose!



CARD 2 OF 12

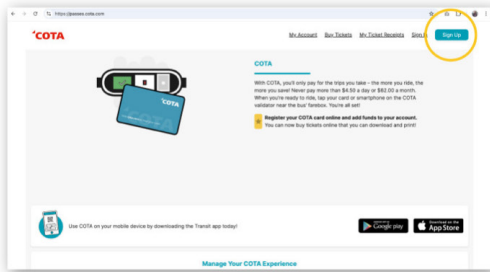


The Smartcard is special because you can use it to pay for your rides and it's reloadable. If you don't have a COTA Smartcard, you can still start the process online (see step 5) or at the Customer Experience Center at 33 N. High St. The center is open Monday-Friday, 8 a.m. to 5 p.m.

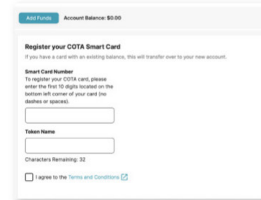
**CARD 3 OF 12**

When you visit the Customer Experience Center to collect your Smartcard, a member of Team COTA can help you set up your account. You will need an email address to register your account. You will also need to set up a unique and private password. The password needs to be at least 8 characters long and include at least one number, one lowercase letter and one capital letter. It's important to keep these details private and to write down the password in a place you will remember. The account is free.

**CARD 4 OF 12**



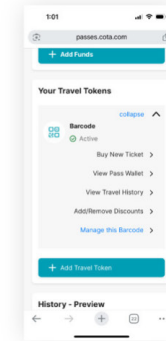
You can also make your own account by going to passes.cota.com and clicking on the blue "Sign up" button at the top right of the page. Then, enter your email and set up a password.

**CARD 5 OF 12**

You will need to register your travel token. Click "Get Started with Tap & Ride." Next, choose your COTA experience of paying with a mobile device or with a physical Smartcard.

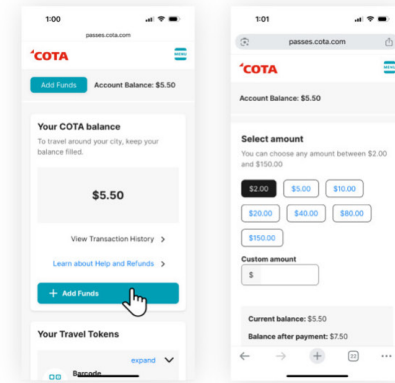
To pay with your phone, click "Create My Mobile Barcode" and follow the steps. To pay with your physical Smartcard, click "Register a Smartcard."

Enter the number found on the bottom left corner of your COTA Smartcard into the register space. Name your token, then click "Register."

**CARD 6 OF 12**

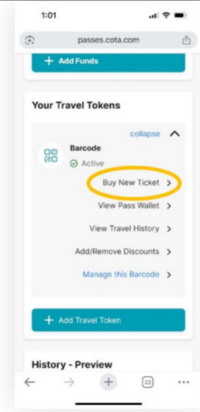


To use your Smartcard, you'll need to add money or a pass to your account. This can be done either online with a credit card or in person at the Customer Experience Center.

**CARD 7 OF 12**

To add money with a credit card, click on "My Account" then click "Add Funds." Select the amount you want to add and click "Continue." Then, add your credit card information. If you want to save your card for next time, check the box that says "Save Card." This way, you won't need to type it in again later. If your credit card expires, you'll need to add a new one, so remember to check the expiration date. Now click "Confirm and pay".

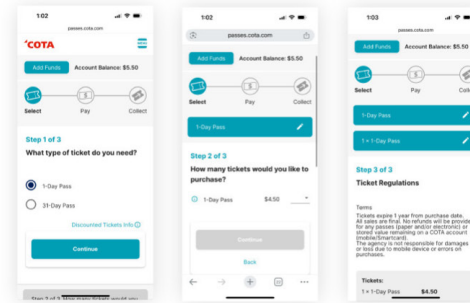
**CARD 8 OF 12**



To add a pass to your Smartcard, click “Buy New Ticket” located just below your Smartcard number under “Your Travel Tokens.”



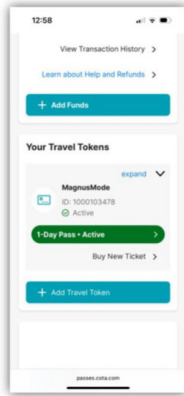
CARD 9 OF 12



Next, you will have questions to answer about the pass you want to buy. The questions will be “What pass do you want to purchase?” and “How many passes?” Click “Continue” after each question. Then, click “Approve.”



CARD 10 OF 12



Now you have a pass and/or travel funds loaded on your Smartcard. Click on "My Account" to see your pass and/or balance listed with your Smartcard. You can use your pass right away or save it for another day. You have up to one year to use your pass.

**CARD 11 OF 12**

If you lose your Smartcard, call Customer Care at 614-228-1776 and let them know that you've lost your card. The advocate will give you instructions on what to do next. You will need to provide the email address you used to create the account so they can help you.

**CARD 12 OF 12**