

This Card Deck will show you how to navigate the Transit app. Click "Next Card" below to get started!





If you want to use your mobile device to plan, track and pay for your COTA rides, download the Transit app on your smartphone through the Apple App Store or Google Play.





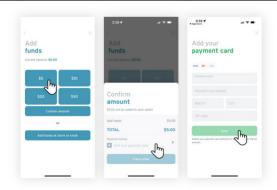








After you download the app, register for your account by scrolling to "Accounts" and clicking "Create account." Follow the account setup steps. After setting up your account, you will be asked if you want to add a credit card to your account. Once your account is set up, click "Sign In" and enter your password.



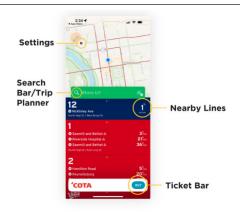
If you would like to add money to your account using your credit card, enter your card information. Next, select "Proceed to payment" and choose your payment method by using the saved card on your account or entering a new card. Then click "Place order." You can also load cash to your account at the Customer Experience Center at 33 N. High St.











You will see a lot of options on the home screen, like the settings, your location, the time of the bus departure, a search bar, a trip planner, nearby lines and the ticket bar.



To check your account balance, click the avatar with the settings wheel icon in the top left corner. Your balance will be displayed at the top under "My balance." From this screen, you can add more money by clicking the balance and then selecting "Add funds." To view your transactions and rides from the past six months, select "Transaction history."











On the "My balance" screen, you'll see an option to "Buy ticket." From there, you can choose "Pay with QR code" to use or add funds to your account, or "Buy tickets or passes" to purchase a 1-Day Pass or a 31-Day Pass. Passes expire one year from the purchase date and can be used immediately or saved for later.

When you're ready to ride, your pass will appear at the bottom of the home screen. If it says "Activate," tap it and follow the steps. A Day Pass is valid until midnight on the activation day, and a 31-Day Pass lasts 31 days from activation. After activating, your pass will say "Show" with the expiration date. Tap "Show" when boarding to scan your pass.



If you want to track your ride, see where the COTA vehicle is and know when to get on or off your vehicle, tap "Go." You'll receive notifications about the vehicle's location and arrival time.





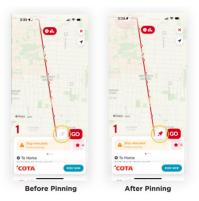








Information about your vehicle's arrival will be visible under the map. You can set a reminder for when you need to leave to reach your stop by clicking on the bell. The time each vehicle leaves is shown on the right side of the screen. If you see little waves above the number, that means it's the real-time departure, so you'll know exactly when the bus will arrive. If there are no waves, it's the scheduled departure time.



If you regularly take the same bus, you can pin that line to keep it at the top of your list. From the home screen, select your line, then tap the faded thumbtack icon to save it. You can also choose to receive notifications about service disruptions like reroutes or delays either during commute hours only or at all times.

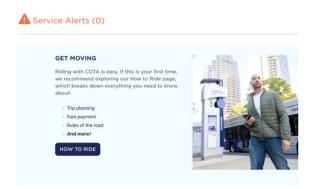












A service alert lets you know about major delays, route changes or other issues. If there's an active alert on your route, you'll see a triangle with an exclamation mark. Tap the alert to get more details.



As the vehicle approaches, open the Transit app and tap "Ride now" on the main screen to display your QR code. If you have purchased and activated a pass or ticket, the button will say "Show" instead of "Ride now." Make sure to turn up your phone's screen brightness so the validator can scan the code easily.











Board the bus and scan the QR code on the validator to the right. Wait for the green light to indicate that your fare was accepted. You can now enjoy your ride!



On the Transit App, you may be asked to take a short survey about your current travel experience. This provides useful information to COTA and other riders.







