

COTA C-PASS FOR STUDENTS

YOUR DESTINATION IS JUST A STOP AWAY



Welcome to COTA's C-pass program, your direct route to what lies ahead. C-pass for Columbus City Schools students in grades 8-12 provides free, unlimited access to public transportation throughout Central Ohio and can be used any day, any time and on any route.

C-passes are currently available for **9TH-12TH GRADE** CCS students.

Starting March 17, 2021, C-passes will be available for **8TH GRADE** CCS students.



CREATING YOUR COTA C-PASS ACCOUNT



1. download app

From the App Store or Google Play, search **COTA CONNECTOR** and download to your smartphone. Open the app and tap **MY CONNECTOR**.



2. create a profile

Create your profile by tapping **NEW CUSTOMER**. The information you enter must exactly match your Columbus City Schools email address and your first and last name as it appears on official school documents (i.e., report card). Create a unique password and tap **SIGN UP**.



3. verification

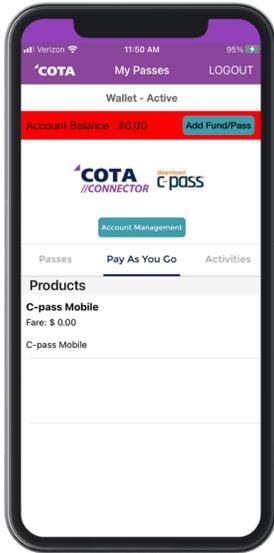
Send a text message to verify your account by tapping the **SEND SMS** button. This will populate a message in your message app. You should receive a return verification text that your account has been created.



4. your pass

Next, **CREATE YOUR WALLET**. For C-pass users, this is simply a name to give your pass. Tap **CREATE NEW CARD**. Once your account is authenticated, you are ready to use your C-pass.

HOW TO USE YOUR C-PASS



1. There are three tabs on the **MY PASSES** screen: Passes, Pay As You Go and Activities. To ride COTA with C-pass, tap **PAY AS YOU GO**.
2. Under Pay As You Go, tap **C-PASS MOBILE**. A pop-up screen will appear and ask you to confirm activation of your bus pass. Once your bus arrives, tap **YES**.
3. It's important to wait for your ride before tapping **YES** because the QR code that appears will only work for **5 MINUTES**. This is your active pass. You will generate a QR code each time you ride the bus.
4. Upon boarding the bus, **SCAN THE QR CODE** on the farebox as indicated by the yellow arrow.

A valid pass will beep and show a green checkmark the farebox screen.

An invalid pass generates a red X on the farebox screen with a "card not valid" message.
5. Perform these steps **EACH TIME** you ride the bus. From time to time, you may be required to login again.

ADDITIONAL INFORMATION

- Make sure your screen brightness is turned up when you scan the QR code on the bus.
- If you change phones or phone numbers, contact C-pass staff at your school to assist with transferring your C-pass. Transfers may take up to one business day to occur.
- As a C-pass user, you will never need to add funds to use your C-pass.

TROUBLESHOOTING

For additional questions about setting up your account or using C-pass, call COTA Customer Care at 614.228.1776, or contact your school office for additional support. Customer Care hours are 6am–8pm, Monday through Friday and 8am–6pm, Saturday and Sunday.

