# GoPass User Flow

## High-level

**Register in the GoPass Program**

Step 1: Submit the registration form

Step 2: Choose a Plastic or Virtual Card
- Use my Plastic Card
- Use Card on my Phone

Step 3: Provide Parent Verification

(Required for applicants under 13 )

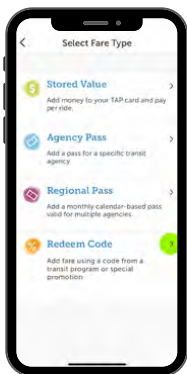Step 4: View the confirmation page

A confirmation page will dynamically display instructions on how to TAP and ride related to the selected card type .

**Add your GoPass to your TAP card**

Plastic cards: Activate the pending pass

Tap the card on a reader to activate the pending pass. If the pass is not activated within 30 days, it may no longer be available.

Virtual cards: Redeem the code through the app

Open the TAP LA mobile app and redeem the code.
- Existing virtual card:
    - Select the virtual card from the carousel
    - Select Redeem Code
    - Complete the order to load the pass on the card
- New virtual card:
    - Add a new virtual card
    - On the "Select Fare Type" screen, select Redeem Code
    - Complete the order to load the pass on the card

# Register in the GoPass program

To enroll in the GoPass program, students must submit a registration form. When the registration is completed, the student will be given dynamic instructions on how to tap and ride.

# Step 1: Submit the registration form

Visit taptogo.net/gopass to begin your registration process. A valid eligibility code is required. The form will update dynamically as the field data is validated.
- Grade level is hidden for Community College and College Vocational schools
- Head of Household information will be displayed for students over 13
- Parent Consent information will be displayed for students under 13



**GoPass application form**

# GoPass Program

Ver página en español

Participating schools can offer Eligibility Codes to students to ride Metro and other transit systems. Enter the information below to receive a no-cost pass loaded on the student's TAP card. The pass allows unlimited rides on Metro buses and trains and select municipal transit systems.

⚠ To interact with this site, you must have an Eligibility Code issued by an administrator at a participating school. Whether you are registering for the first time or returning to replace a lost TAP card or renewing an expired pass, complete the form below with the required information.

## Student Information

★ INFORMATION IS REQUIRED

★ FIRST NAME

First Name

★ LAST NAME

Last Name

★ BIRTH DATE

01/01/2017

★ ETHNICITY

- Select -

★ GENDER

- Select -

★ SCHOOL NAME

Need help ❓

Begin typing and select your school from the list

★ GRADE LEVEL

- Select -

★ ELIGIBILITY CODE

Enter code

## Parent/Guardian Consent

A parent or guardian's email address is collected to obtain consent for the student's participation in the GoPass program. With this consent, the student's personal information will be used by Metro for internal business purposes only. It will not be shared with any third parties.

★ PARENT FIRST NAME

Parent First Name

★ PARENT LAST NAME

Parent Last Name

★ PARENT EMAIL

Email

★ PARENT PHONE

Phone

Cancel

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**Under 13 - GoPass application form**

## tap ⁚⁚ GoPass Program Portal

# GoPass Program

Ver página en español

Participating schools can offer Eligibility Codes to students to ride Metro and other transit systems. Enter the information below to receive a no-cost pass loaded on the student's TAP card. The pass allows unlimited rides on Metro buses and trains and select municipal transit systems.

⚠ To interact with this site, you must have an Eligibility Code issued by an administrator at a participating school. Whether you are registering for the first time or returning to replace a lost TAP card or renewing an expired pass, complete the form below with the required information.

## Student Information

★ = INFORMATION IS REQUIRED

★ FIRST NAME

First Name

★ LAST NAME

Last Name

★ BIRTH DATE

01/01/2000

★ ETHNICITY

- Select -

★ GENDER

- Select -

★ SCHOOL NAME                  Need help ❓

Begin typing and select your school from the list

★ GRADE LEVEL

- Select -

★ ELIGIBILITY CODE

Enter code

★ Either EMAIL or PHONE is required

EMAIL

Email

PHONE

Phone

## Household Information

This information is collected to help evaluate the program. It will not be shared.

★ ANNUAL HOUSEHOLD INCOME

- Select -

★ ZIP CODE

Zip Code

Select the distance (one way) travelled from your home to your school.

★ DISTANCE TRAVELLED

- Select -

## Communications Opt-In

☐ By checking this box, I hereby agree to receive communication regarding Metro products or services.

[ Save ]  [ Cancel ]

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**Over 13 - GoPass application form**

# Step 2: Choose a Plastic or Virtual Card

Students must add their GoPass to a TAP card. Choose one of the following options:
- Use my Plastic Card (Note: A valid TAP card is required at the time of registration)
- Use Card on my Phone (Note: TAP card is **not** required at the time of registration)

Required actions will vary based on the card type selected. Please review the instructions carefully before making a selection.



**GoPass Application - Choose Plastic or Virtual Card Page**

## Alert Modals

**Cancel Alert:** An alert will display if the user selects "Cancel". If "No" is selected, the alert will disappear. If "Yes" is selected, the registration will be canceled and the student will be redirected to the GoPass home page.
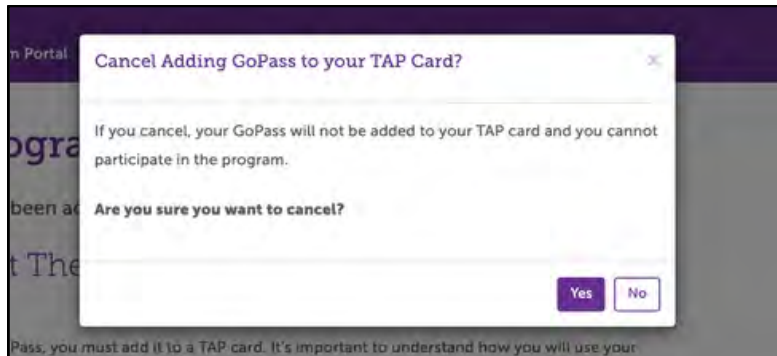


*"Cancel Adding GoPass to your TAP Card?"* **Alert**

**Replacement alert:** An alert will display if the system recognizes the student is attempting to register a card number that does not match their active GoPass card number. If "Yes" is selected, the registration will complete. If "No" is selected, the registration will be canceled and the student will be redirected to the GoPass home page.
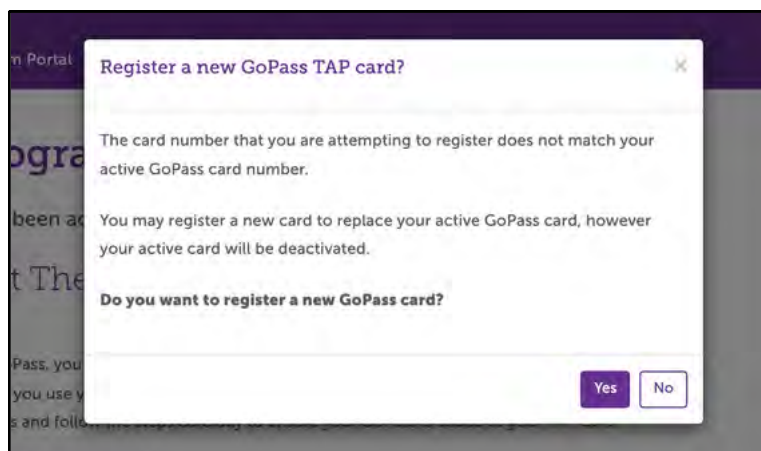


"*Register a new GoPass TAP card?*" **Alert**

# Step 3: Provide Parent Verification (if required)

Verified parent/guardian consent is required for students under 13 to enroll in the GoPass program.  To verify consent,  a 6-digit verification code will be sent to the email provided.  Enter the code and update the additional fields to proceed.

Parents/guardians who do not have access to a valid email may contact 866.TAPTOGO (1.866.827.8646) for additional support.



**GoPass Application - Parent Verification Page**

# Step 4: View the confirmation page

A confirmation page will dynamically display instructions on how to tap and ride. The instructions will vary by card type (plastic or virtual).  If an email address was provided, an email will be generated with similar messaging.
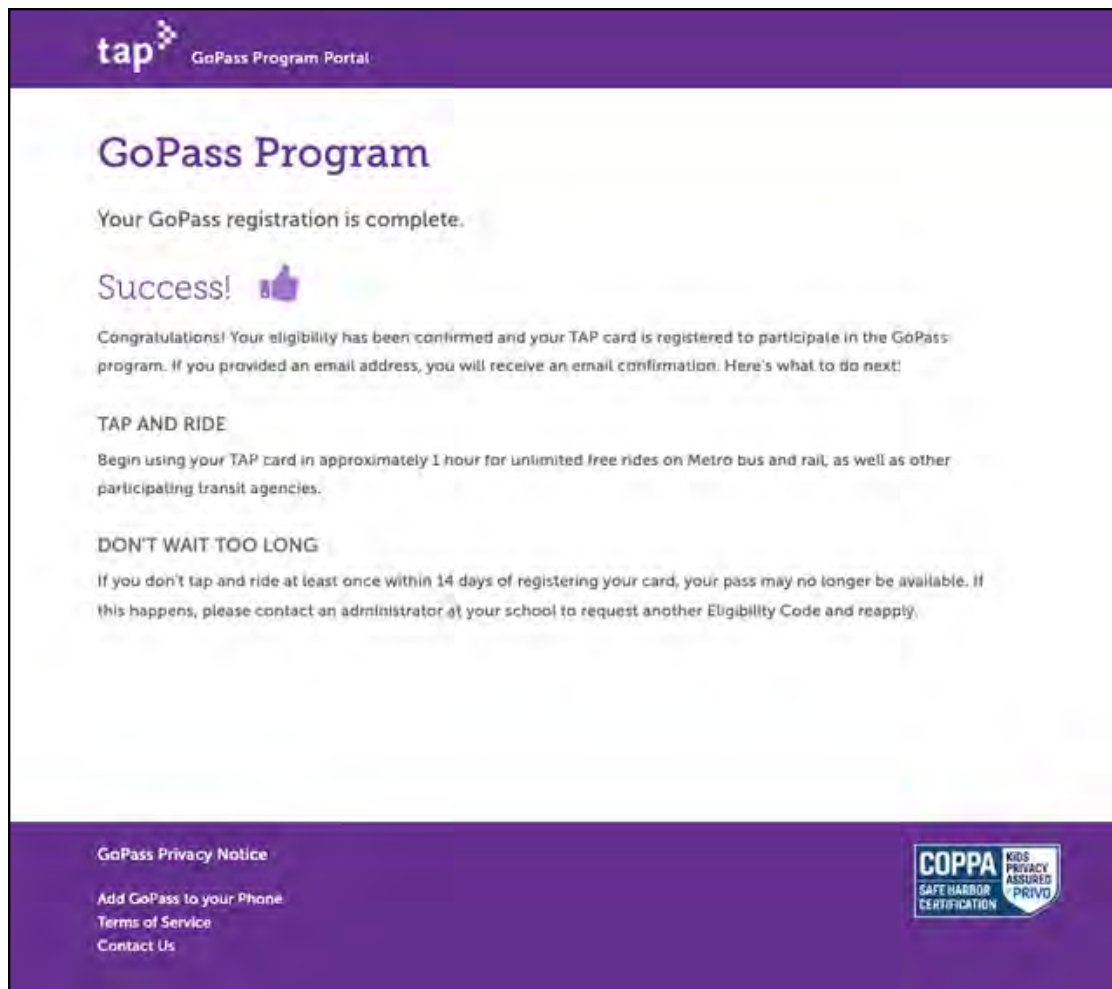


**GoPass Application - Plastic Card Confirmation Page**

# GoPass Program

Your GoPass registration has been accepted.

## You Must Add your GoPass to a TAP Card

You are eligible to participate in the program. However you must add your GoPass to a TAP card in order to use it. Here's how:

1. Download the TAP LA app. App Store (iPhone)   Play Store (Android)

2. Open the app and create a TAP account or log in to your existing account.

3. If you have already have a virtual TAP card, go to the Cards section of the app and select it. Then go to step 6.

4. If you wish to add a new virtual card, press ⊡ ("add card icon") and choose "Add a TAP Card to Apple Wallet" (iPhone) or "Add a TAP Card to my Phone" (Android).

5. Give your virtual TAP card a nickname and press "Continue."

6. To redeem your Eligibility Code, press "Redeem Code" and enter your Eligibility Code.

7. Your GoPass will be added to the Cart (price is $0).

8. Press Purchase to complete your transaction. Your GoPass will be available for use immediately.

### TAP AND RIDE

Begin using your TAP card for unlimited free rides on Metro bus and rail, as well as other participating transit agencies.

### DON'T WAIT TOO LONG

If you don't tap and ride at least once within 14 days of registering your card, your pass may no longer be available. If this happens, please contact an administrator at your school to request another Eligibility Code and reapply.

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**GoPass Application - Virtual Card Confirmation Page**

# Add your GoPass to your TAP Card

To ride  Metro and participating transit agencies for free, students must finish adding their GoPass to a TAP card.

# Add your GoPass to your TAP Card

## Plastic TAP Cards

**Students that applied with a plastic card must activate their pending pass.**

To do so, validate the plastic card on a TAP reader within the recommended autoload period. If the pass is not activated in time, it may no longer be available. If this happens, submit a new registration form with a new eligibility code.

Note: Passes are not immediately available. Students must wait at least 1 hour after applying to tap and ride.
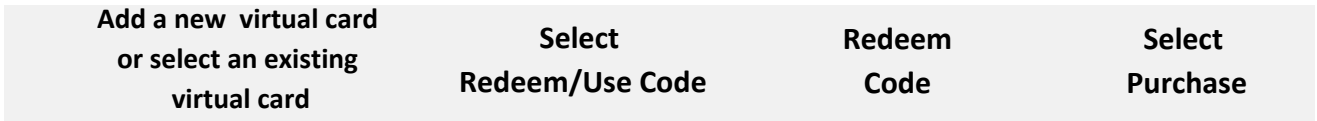
## Virtual TAP Cards
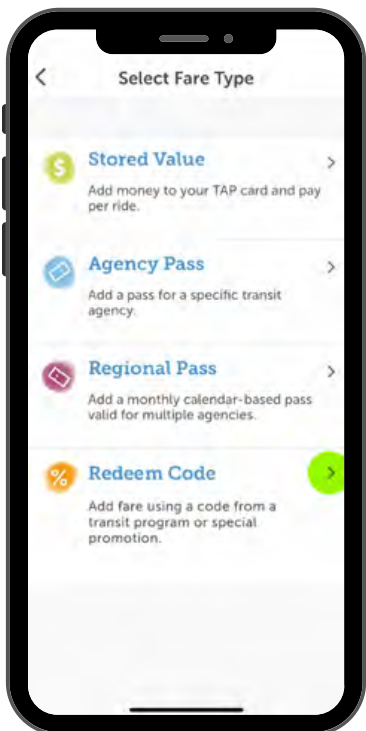
**Students that selected "Use on my Phone" will need to add their GoPass to their TAP card via the TAP LA mobile app.**
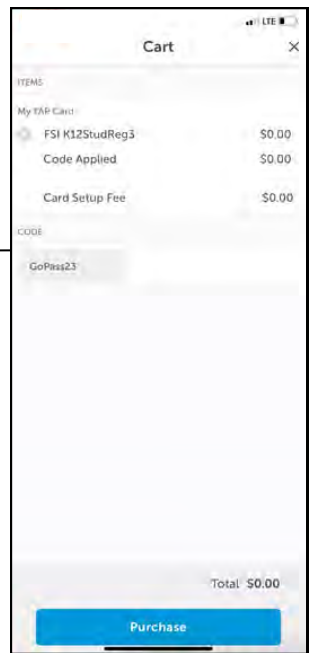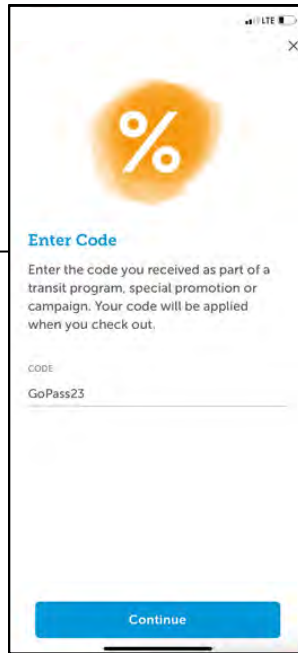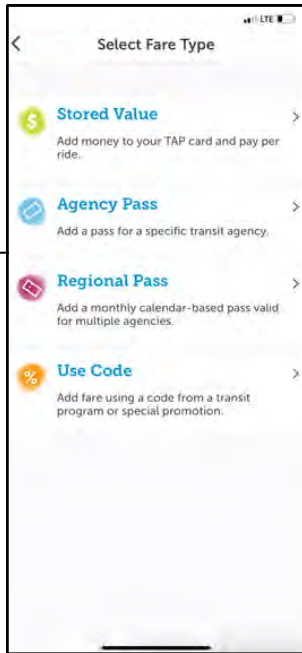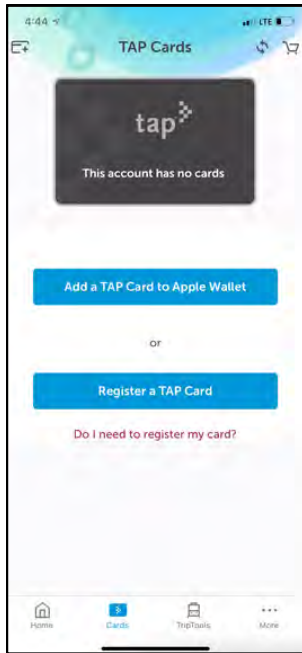
1. Download the TAP LA app. App Store (iPhone)    Play Store (Android)
2. Open the app and create a TAP account or log in to your existing account.
3. If you have already have a virtual TAP card, go to the Cards section of the app and select it. Then go to step 6.
4. If you wish to add a new virtual card, press   ("add card icon") and choose "Add a TAP Card to Apple Wallet" (iPhone) or "Add a TAP Card to my Phone" (Android).
5. Give your virtual TAP card a nickname and press "Continue."
6. To redeem your Eligibility Code, press "Redeem Code" and enter your Eligibility Code.
7. Your GoPass will be added to the Cart (price is $0).
8. Press Purchase to complete your transaction. Your GoPass will be available for use immediately.
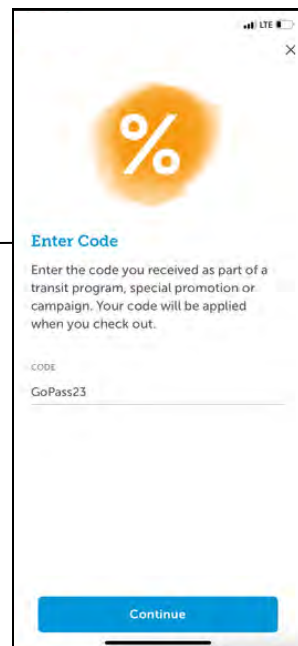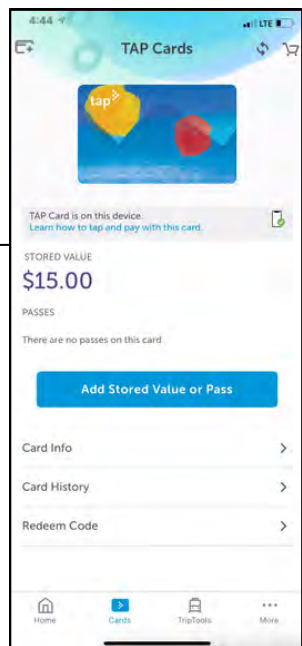
# Add Your GoPass to a TAP Card

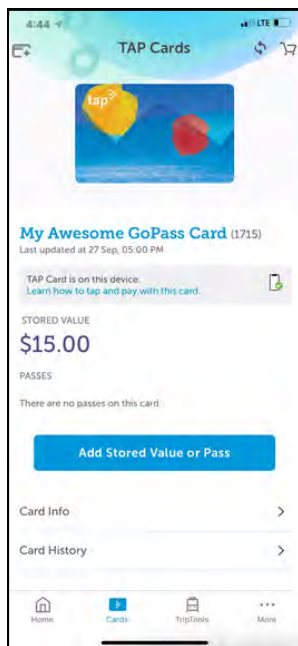## Mobile App - Redeem Code Flow

| Add a new virtual card or select an existing virtual card | Select Redeem/Use Code | Redeem Code | Select Purchase |
|---|---|---|---|

**New Virtual Card**



**Existing Virtual Card**

# Additional GoPass Pages

# GoPass Privacy Notice

## GoPass Privacy Notice

Los Angeles County Metropolitan Transit Authority (LACMTA)

Last Updated: July 6, 2022[1]

LACMTA takes the privacy of its users and patrons seriously. This Privacy Notice describes the collection, use and security of the information obtained from users of the GoPass Program (GoPass) and its website (taptogo.net/gopass)(GoPass Website.) GoPass is LACMTA's implementation of their Fareless System Initiative ("FSI.")

## Data Collection

Depending on the GoPass services you utilize, LACMTA may collect your name, birthdate, school name, grade level, TAP card number, ethnicity, annual household income, zip code, and gender. For individuals under thirteen (13) years of age, LACMTA may also collect your parent or legal guardian's name, email address for purposes of obtaining their consent. If you are not able to provide an email address to provide consent for your child, we ask that you provide a phone number. We will contact you at the number provided and complete the registration process with you over the phone.

LACMTA does not obtain or store other geolocation information for its GoPass or GoPass Website users. LACMTA obtains this personal information from applications, forms, and other information you submit by telephone, mail, facsimile transmissions, or by electronic submission.

### INFORMATION WE COLLECT FROM CHILDREN

Students K-12 are asked to provide a first name, last name, birthdate and school name to enroll in the program and register a TAP card. Students 12 or under will be asked to provide a parent's first and last name, a parent's email address and an optional parent phone number. The parent's information is used to provide notice of their child's participation in the program. We may use this email address to contact parents about relevant updates or in the event we make a material change to the website. We store this information for as long as the student is participating in the GoPass program plus three years.

If a student is renewing or replacing an existing card, we ask for a first name, last name, birthdate and school name to match against our records to confirm the previous registration. This data is not stored a second time.

We may collect a student's email address in the event they contact us with a question or feedback about the service. If the user is below the age of consent, we will delete their email address after replying once to their initial email.

# Add GoPass to Your Phone Article

## GoPass Program

Download the TAP app and enjoy the convenience of using your phone to tap and ride.

### Add your GoPass TAP Card to your Phone

Before you add your GoPass TAP card to your phone, you must complete the GoPass program enrollment. Then follow the instructions to download the TAP app and add your card to your phone. Begin by selecting the link that best describes you.

I have a TAP account on taptogo.net

I do not have a TAP account on taptogo.net

I am a K-12 student with a Student Reduced Fare (orange) card

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# Terms of Service





An alert will display before the user is
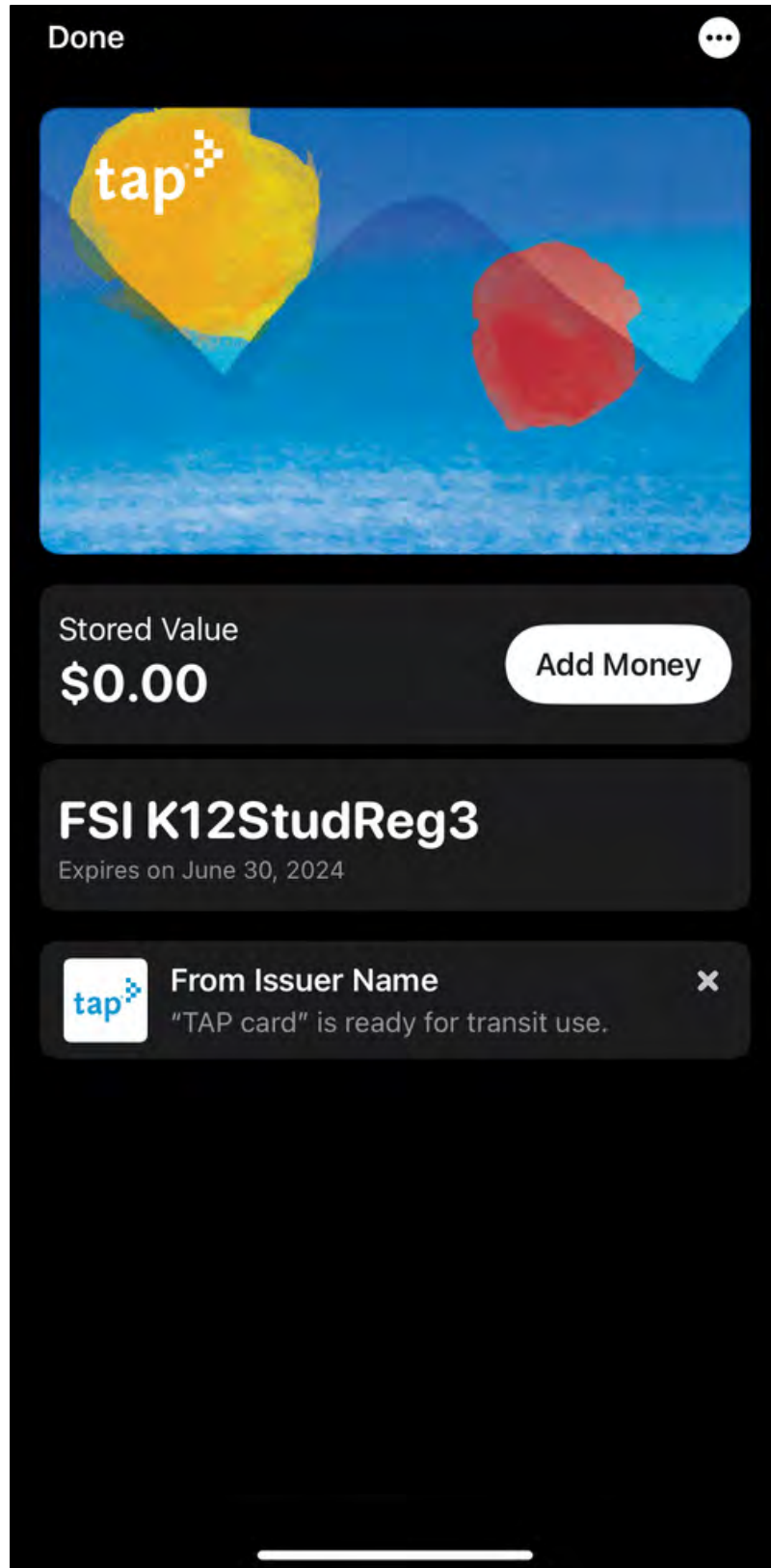redirected to the Terms of Service page

# Contact Us



**If the birth date is less than 13, the record will be automatically deleted by the system after the case is closed.**

# Additional Supporting Images

# Apple Wallet - Active GoPass

# TAP App - Active GoPass