

# 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

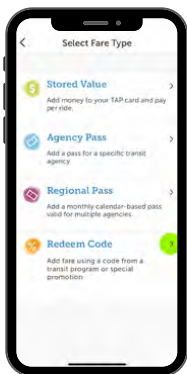
A confirmation page will dynamically display instructions on how to TAP and ride related to the selected card type .

### 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](http://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

The screenshot shows the 'GoPass Program Portal' registration form. At the top, there is a purple header with the 'tap' logo and 'GoPass Program Portal' text. Below the header, the main heading is 'GoPass Program' with a link to 'Ver página en español'. The introductory text explains that participating schools offer Eligibility Codes for Metro and other transit systems, and that the pass allows unlimited rides on Metro buses and trains and select municipal transit systems. A warning icon indicates that users must have an Eligibility Code issued by a school administrator. The 'Student Information' section contains several required fields: 'FIRST NAME' (text input), 'LAST NAME' (text input), 'BIRTH DATE' (calendar picker), 'BIRTH MONTH' (dropdown menu), 'BIRTH YEAR' (dropdown menu), 'SCHOOL NAME' (text input with a search icon and a 'Need help?' link), 'SCHOOL ID' (dropdown menu), and 'ELIGIBILITY CODE' (text input). A 'Cancel' button is located at the bottom left of the form. The footer contains links for 'GoPass Privacy Notice', 'Add GoPass to your Phone', 'Terms of Service', and 'Contact Us', along with a COPPA Kids Privacy Assured logo.

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 REQUIRED**

**\* FIRST NAME**

**\* LAST NAME**

**\* BIRTH DATE**

**\* ETHNICITY**

**\* GENDER**

**\* SCHOOL NAME**

[Need help?](#)

**\* GRADE LEVEL**

**\* ELIGIBILITY 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 LAST NAME**

**\* PARENT EMAIL**

**\* PARENT PHONE**

[GoPass Privacy Notice](#)

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# 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

<b>FIRST NAME</b>	<b>LAST NAME</b>	
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	
<b>BIRTH DATE</b>	<b>ETHNICITY</b>	<b>GENDER</b>
<input type="text" value="01/01/2000"/>	<input type="text" value="- Select -"/>	<input type="text" value="- Select -"/>
<b>SCHOOL NAME</b>	<b>Need help?</b>	<b>GRADE LEVEL</b>
<input type="text" value="Begin typing and select your school from the list"/>	<a href="#">?</a>	<input type="text" value="- Select -"/>
<b>ELIGIBILITY CODE</b>	<input type="text" value="Enter code"/>	
<b>* Either EMAIL or PHONE is required</b>		
<b>EMAIL</b>	<b>PHONE</b>	
<input type="text" value="Email"/>	<input type="text" value="Phone"/>	

## Household Information

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

<b>WALKING DISTANCE TO SCHOOL</b>	<b>DISTRICT</b>
<input type="text" value="- Select -"/>	<input type="text" value="Zip Code"/>
Select the distance (one way) travelled from your home to your school.	
<b>DISTANCE TRAVELLED</b>	
<input type="text" value="- Select -"/>	

## Communications Opt-In

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



## 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)

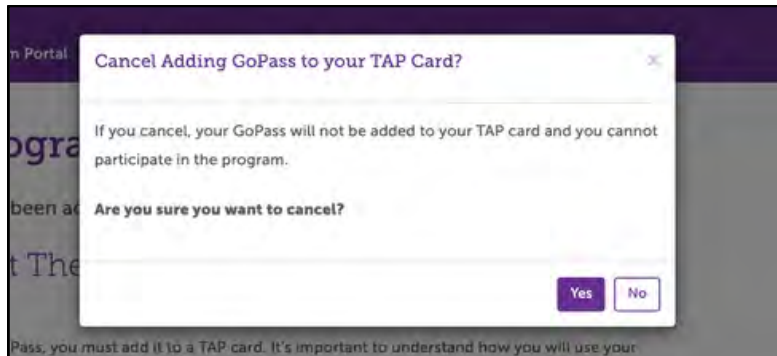
Required actions will vary based on the card type selected. Please review the instructions carefully before making a selection.

The screenshot shows the 'GoPass Program Portal' interface. At the top, the 'tap' logo and 'GoPass Program Portal' are visible. The main heading is 'GoPass Program'. Below this, a message states 'Your information has been accepted.' followed by 'You're Almost There! Now Add your GoPass to a TAP Card'. A paragraph explains that users must add their GoPass to a TAP card and choose between a plastic card or a virtual card on their phone. Two options are presented: 'Use a Plastic TAP Card' and 'Use a Virtual TAP Card on your Phone'. The 'Use a Plastic TAP Card' option includes a numbered list of steps: 1. Enter your TAP card number and press Use My Plastic Card. 2. Wait approximately 1 hour and your GoPass will be available to you the next time you tap your card. Below this is a form with a red asterisk and the text 'TAP CARD NUMBER' and 'Locate card number'. The input field contains the placeholder text 'Enter 16- or 20-digit TAP card number'. There are 'Use My Plastic Card' and 'Cancel' buttons. An 'OR' separator is present. The 'Use a Virtual TAP Card on your Phone' option includes a paragraph explaining that users must download the TAP LA mobile app and follow instructions on the confirmation page. Below this is a 'Use Card on my Phone' button and a 'Cancel' button. At the bottom, there is a 'GoPass Privacy Notice' section with links for 'Add GoPass to your Phone', 'Terms of Service', and 'Contact Us'. A COPPA logo is also visible in the bottom right corner.

GoPass Application - Choose Plastic or Virtual Card Page

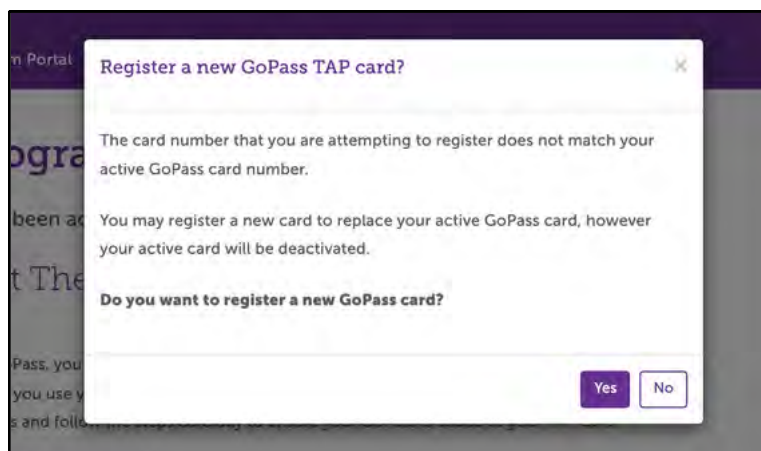
## Alert Modals

**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.

The screenshot shows the 'Parent Verification' page of the GoPass Program Portal. The page has a purple header with the 'tap' logo and 'GoPass Program Portal' text. The main heading is 'Parent Verification' in purple. Below it, a paragraph explains that verified consent is required for students under 13. A sub-heading 'Please Check your Email' is followed by instructions to enter a 6-digit verification code. A detailed paragraph explains that the code is used to verify the parent/guardian and to collect personal information for Metro, including student and parent details. A 'Privacy Policy' link is provided. The form includes a 'VERIFICATION CODE' field with a placeholder 'Enter code'. Below this is the 'Household Information' section, which states that the information is for program evaluation and will not be shared. It features dropdown menus for 'ADDRESS (HOUSEHOLD OR HOME)', 'CITY/STATE', and 'DISTANCE TRAVELLED'. A 'Cancel' button is at the bottom of the form. The footer contains a 'GoPass Privacy Notice' link, 'Add GoPass to your Phone', 'Terms of Service', and 'Contact Us' links, along with a COPPA Kids Privacy Assured Private Safe Harbor Certification logo.

tap<sup>3</sup> GoPass Program Portal

### Parent Verification

For student participants who are less than 13 years of age, verified consent from a parent/guardian is required.

#### Please Check your Email

An email with a 6-digit verification code has been sent to the email address you provided. Please enter the code to verify that you are the parent/guardian of the student participant. By entering the code, you are giving your consent to Metro to collect and use the student participant's personal information and to complete the card registration.

This information may include the student participant's first name, last name, zip code, birthdate, school name, grade level, TAP card number and Eligibility Code, parent's first and last name, parent's email address and parent's phone number. This information is used only for Metro business purposes. We will not share any personal information. Please read our [Privacy Policy](#) for more information.

\* VERIFICATION CODE

#### Household Information

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

\* ADDRESS (HOUSEHOLD OR HOME)      \* CITY/STATE

- Select -      Zip Code

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

\* DISTANCE TRAVELLED:

- Select -

GoPass Privacy Notice

[Add GoPass to your Phone](#)

[Terms of Service](#)

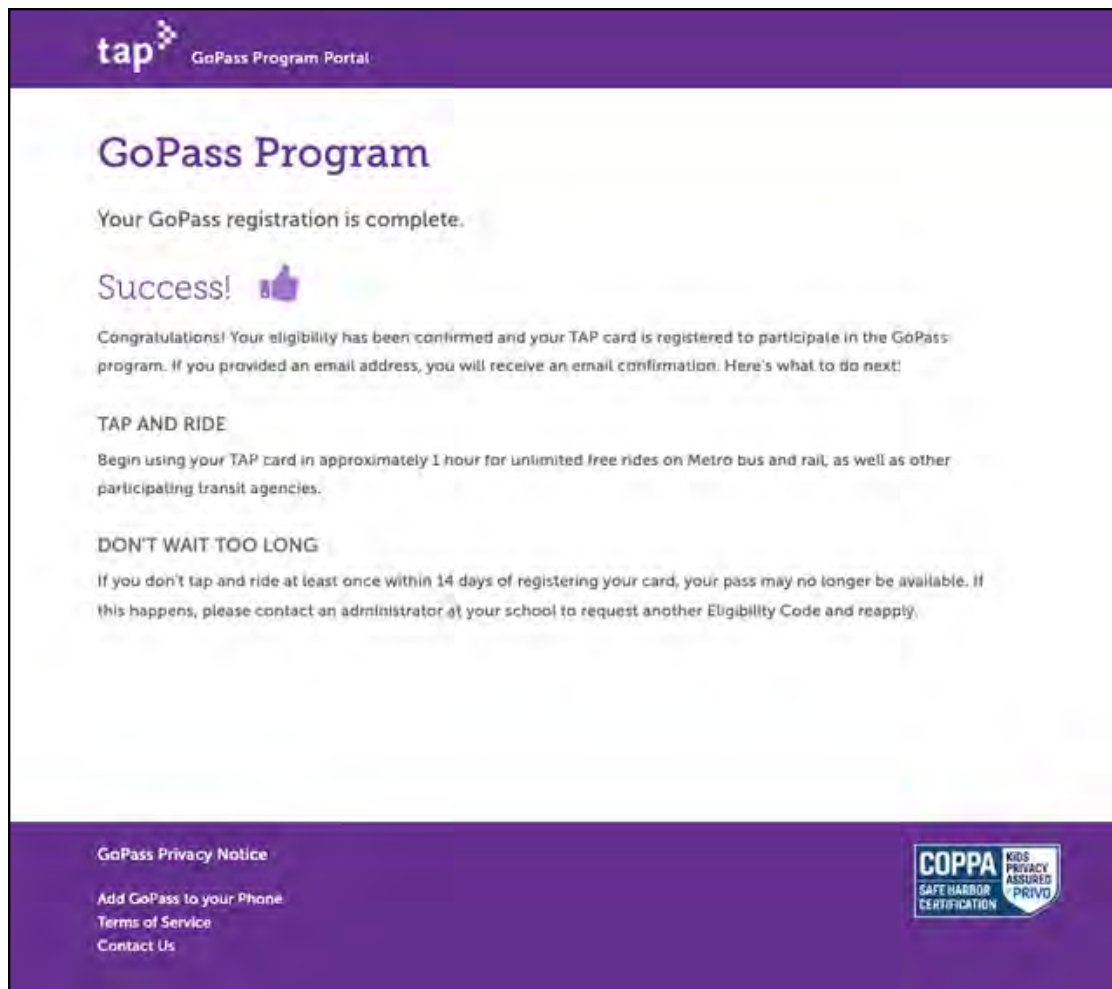
[Contact Us](#)

**COPPA** KIDS PRIVACY ASSURED PRIVATE SAFE HARBOR CERTIFICATION



## 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.

[GoPass Privacy Notice](#)

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[Terms of Service](#)

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# **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

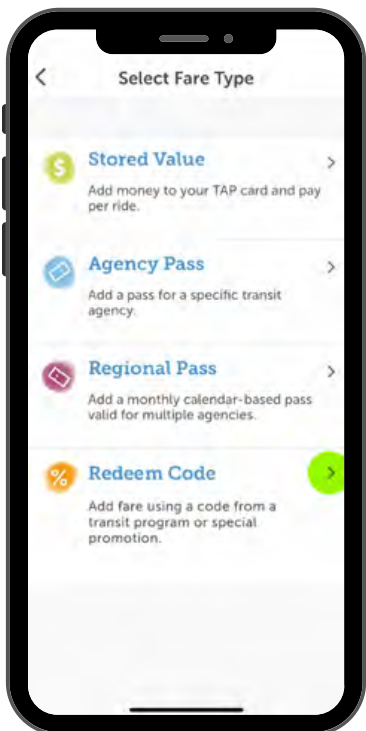
**Students that applied with a plastic card must activate their pending pass.**

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

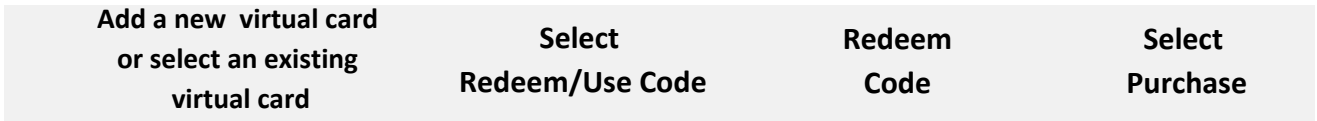


**Students that selected "Use on my Phone" will need to add their GoPass to their TAP card via the TAP LA mobile app.**

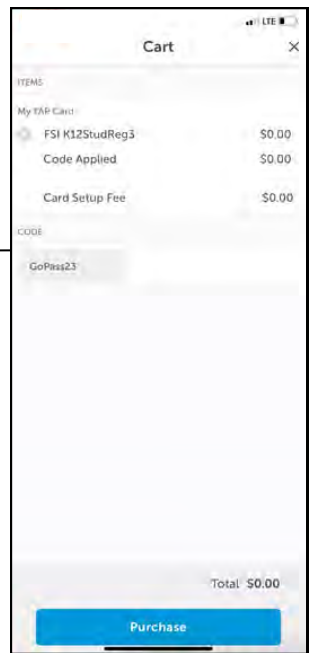
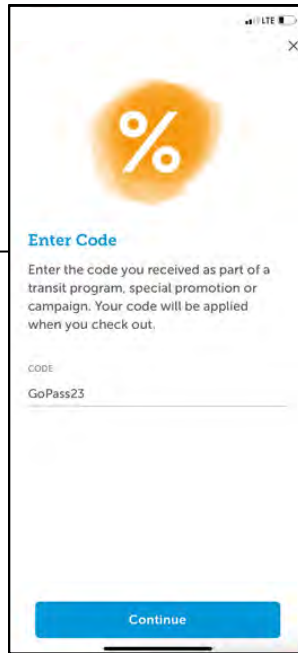
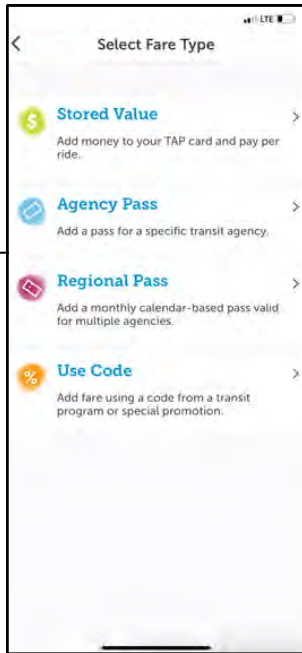
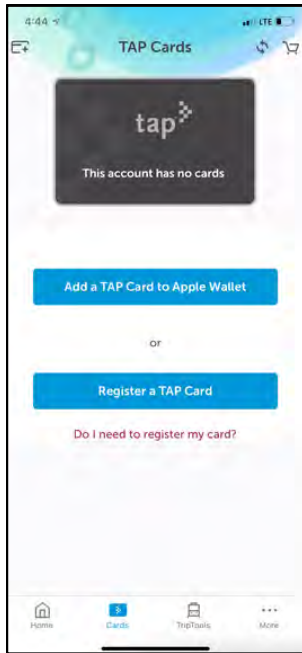
1. Download the TAP LA app. [App Store \(iPhone\)](#) [Play Store \(Android\)](#)
2. Open the app and create a TAP account or log in to your existing account.
3. If you have already have a virtual TAP card, go to the Cards section of the app and select it. Then go to step 6.
4. If you wish to add a new 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

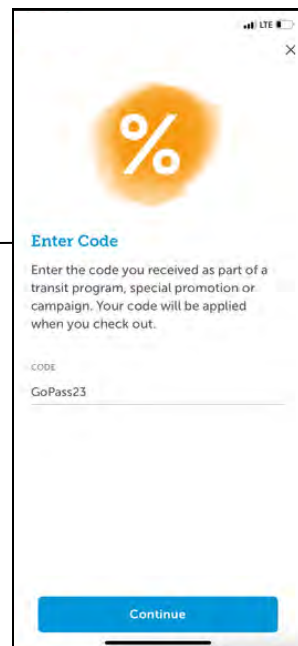
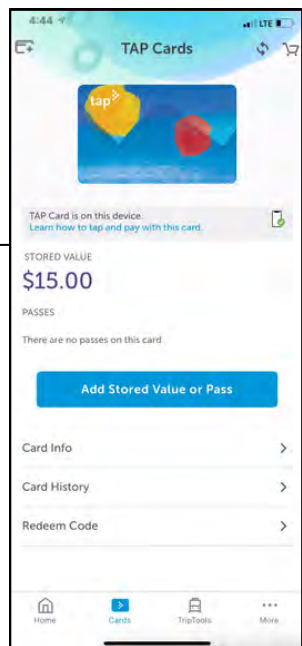
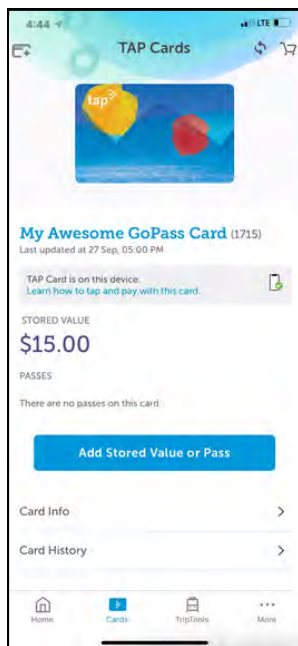
## Mobile App - Redeem Code Flow



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<sup>1</sup>

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](http://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](#)

[GoPass Privacy Notice](#)

[Add GoPass to your Phone](#)

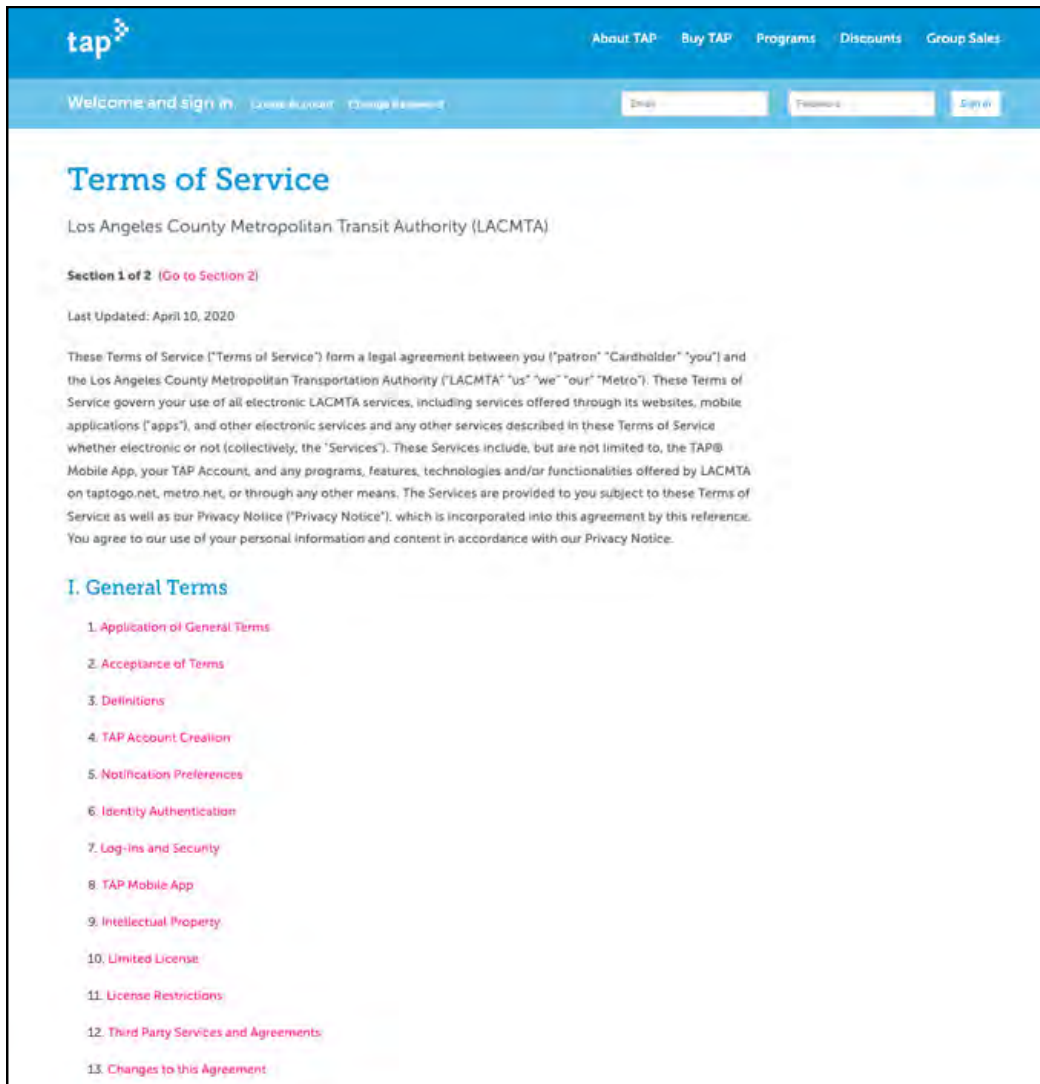
[Terms of Service](#)

[Contact Us](#)

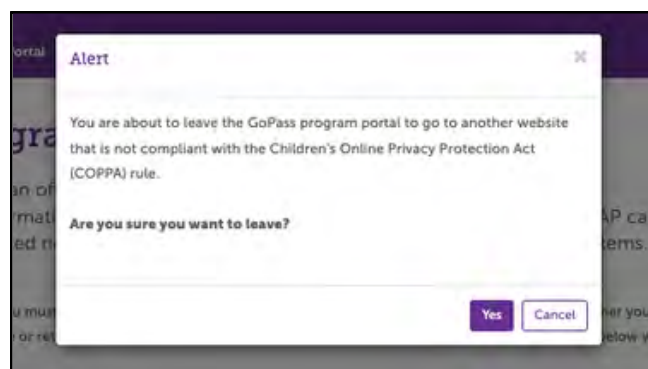




# Terms of Service



The screenshot shows the top portion of a web browser displaying the 'tap' logo in the top left corner. The navigation bar includes links for 'About TAP', 'Buy TAP', 'Programs', 'Discounts', and 'Group Sales'. Below the navigation bar, there is a 'Welcome and sign in' section with links for 'Forgot Account', 'Change Password', and input fields for 'Email' and 'Password' with a 'Sign In' button. The main content area features the heading 'Terms of Service' and identifies the 'Los Angeles County Metropolitan Transit Authority (LACMTA)'. It includes a 'Section 1 of 2' indicator with a link to 'Go to Section 2' and a 'Last Updated: April 10, 2020' note. A paragraph of text explains that these terms form a legal agreement between the user and LACMTA, covering various services and digital platforms. Below this text is a section titled 'I. General Terms' which contains a numbered list of 13 sub-sections: 1. Application of General Terms, 2. Acceptance of Terms, 3. Definitions, 4. TAP Account Creation, 5. Notification Preferences, 6. Identity Authentication, 7. Log-ins and Security, 8. TAP Mobile App, 9. Intellectual Property, 10. Limited License, 11. License Restrictions, 12. Third Party Services and Agreements, and 13. Changes to this Agreement.



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

# Contact Us

**tap** GoPass Program Portal

## Contact Us

Have a question about GoPass? We're ready to help.

\* NAME

\* BIRTH DATE

\* EMAIL

\* SUBJECT

\* DESCRIPTION

**GoPass Privacy Notice**

[Add GoPass to your Phone](#)

[Terms of Service](#)

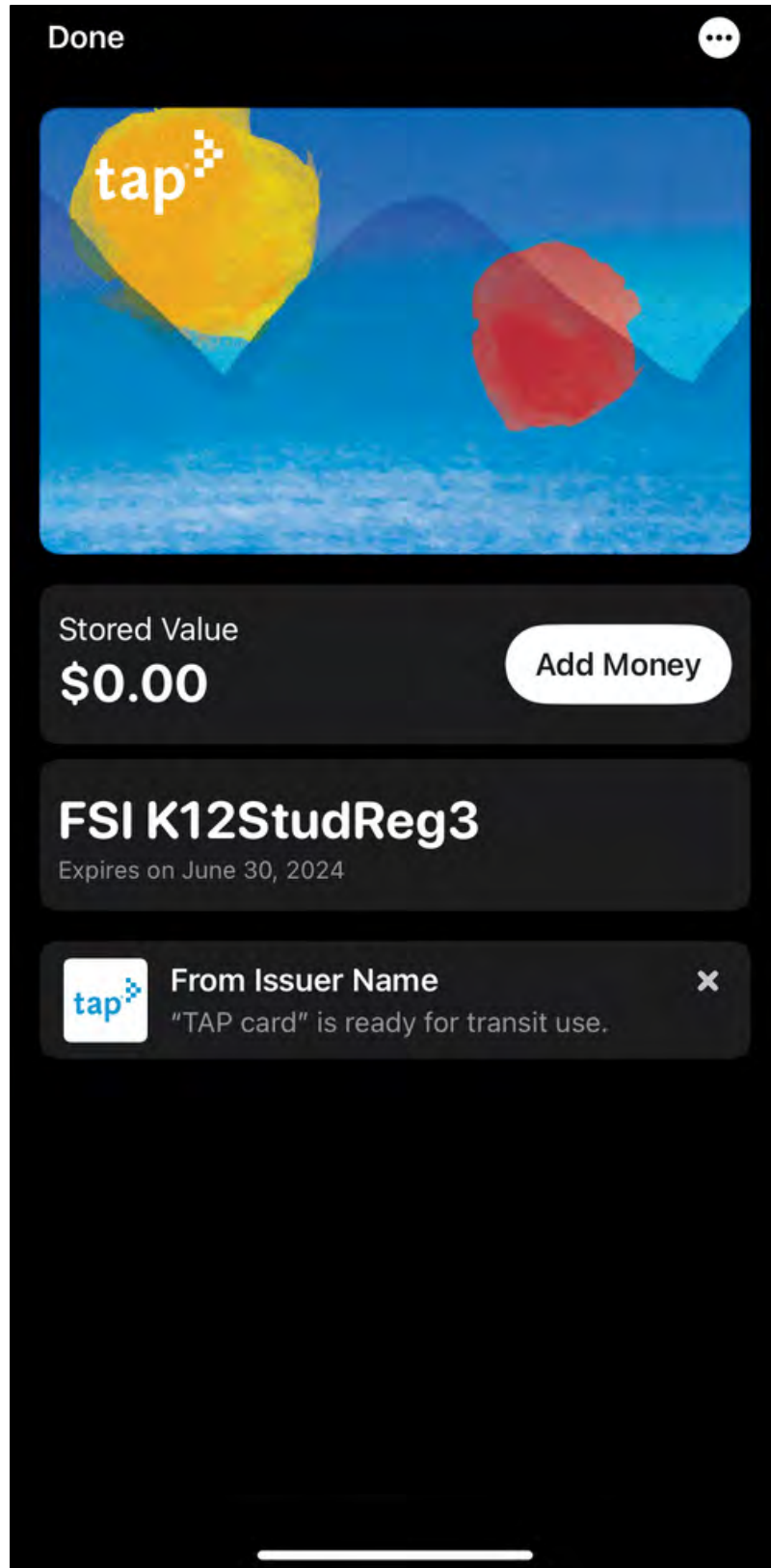
[Contact Us](#)

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

