GoPass

System Redesign

Summary of GoPass changes

Changes to the GoPass portal

Standardized registration process

In previous years, GoPass students were required to select their student type and desired action to display the appropriate registration form.

→

Moving forward, the registration form will automatically display. The form will update dynamically based on the data entered.

Changes to virtual card users

Improvements to virtual card accessibility and affordability

In previous years, mobile app users were required to convert a plastic card or purchase a virtual card before enrolling in the GoPass program.

→

Moving forward, mobile app users can enroll in GoPass without a virtual TAP card. Students can then provision a new virtual card at no additional cost.

Decrease in pass delays

In previous years, passes were "autoloaded" to both card types: plastic and virtual. Students were required to wait a few hours before activating their pass.

→

Moving forward, mobile app users will add the GoPass directly to their virtual TAP card through the TAP LA app. Once added, the pass is available for immediate use.

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)
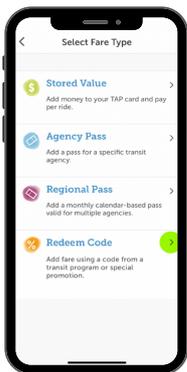
Step 4: View the confirmation page
A confirmation page will dynamically display instructions on how to TAP and ride related to the selected card type .

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

Submit   Cancel

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.

Submit   Cancel

GoPass Privacy Notice

Add GoPass to your Phone

COPPA SAFE HARBOR CERTIFICATION KiDS PRIVACY ASSURED PRIVO

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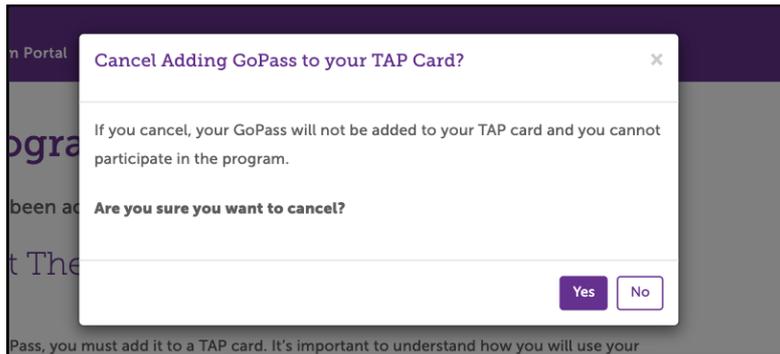
"Cancel Adding GoPass to your TAP Card?" Alert

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 be completed. If "No" is selected, the registration will be canceled and the student will be redirected to the GoPass home page.
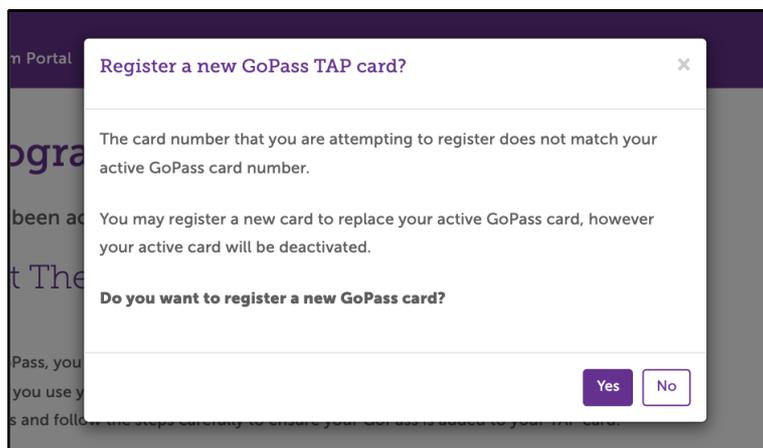
"Register a new GoPass TAP card?" Alert

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.

tap — 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
[Enter code]

Household Information

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

* ANNUAL HOUSEHOLD INCOME   *** ZIP CODE**
[- Select - ⌄]   [Zip Code]

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

* DISTANCE TRAVELLED
[- Select - ⌄]

[Submit] [Cancel]

GoPass Privacy Notice

Add GoPass to your Phone
Terms of Service
Contact Us

COPPA SAFE HARBOR CERTIFICATION — KIDS PRIVACY ASSURED PRIVO

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.
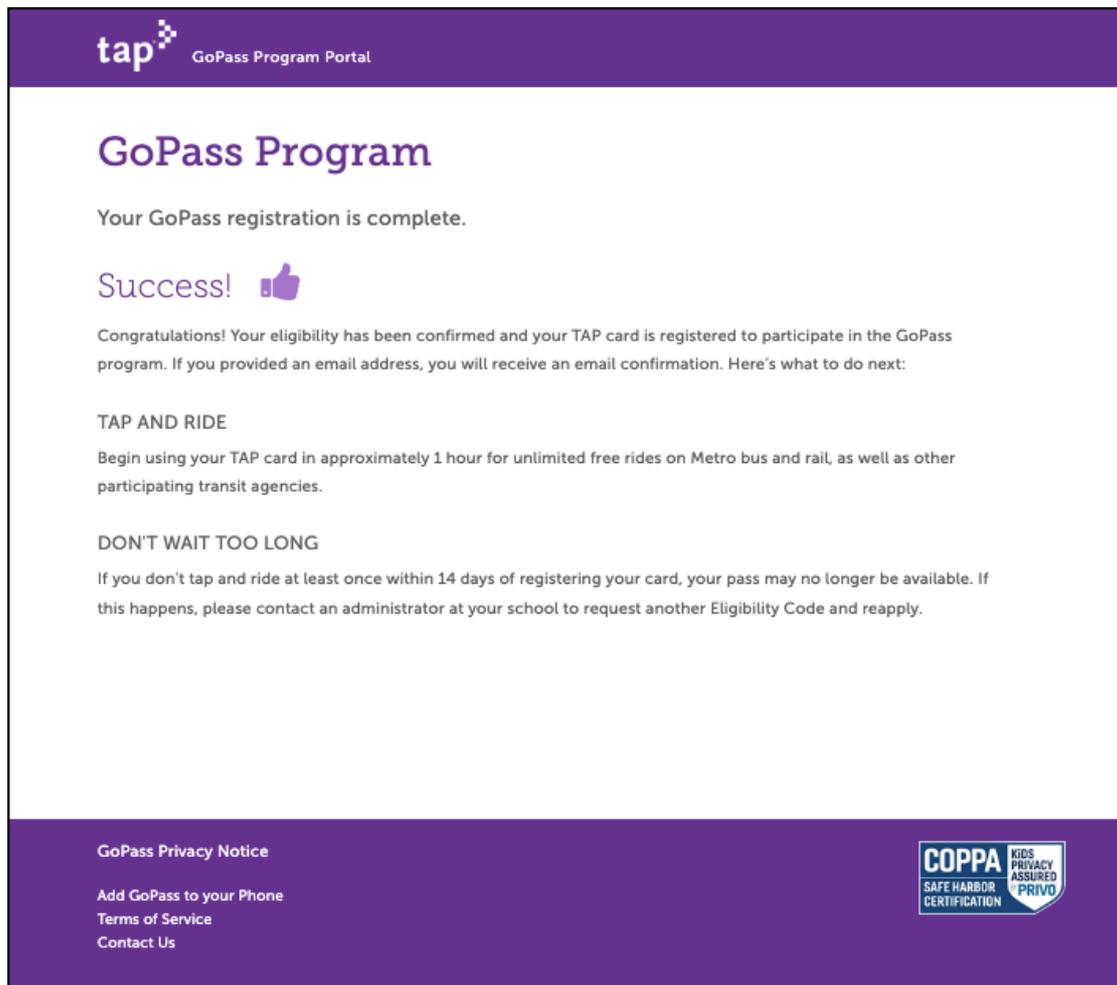
GoPass Application - Plastic Card Confirmation Page

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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CERTIFICATION
KIDS PRIVACY ASSURED PRIVO

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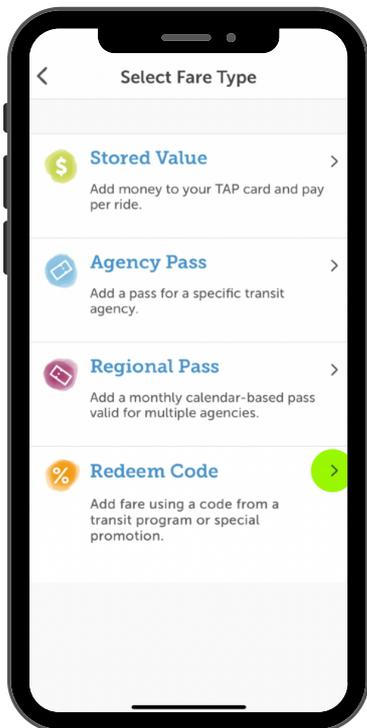
Students that selected "Use on my Phone" will need to add their GoPass to their TAP card via the TAP LA mobile app.

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
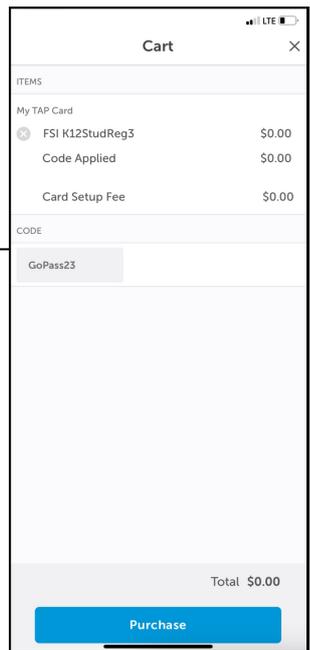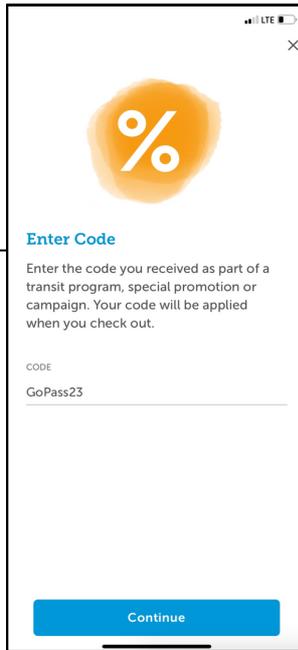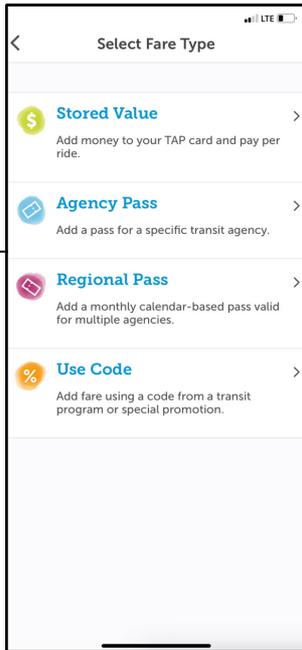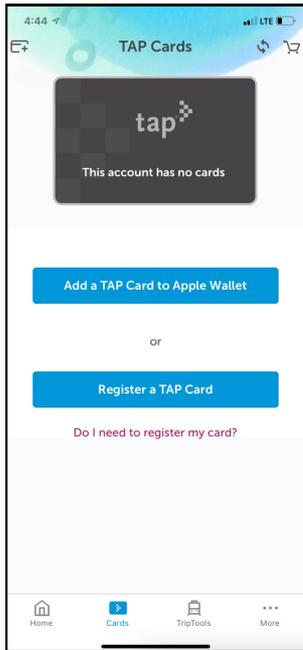
New Virtual Card

Existing Virtual Card

Additional GoPass Pages

GoPass Privacy Notice

GoPass Privacy Notice
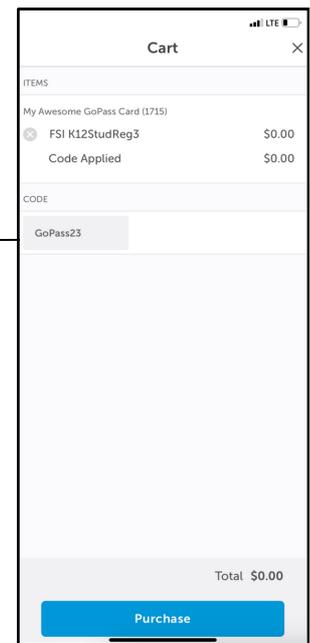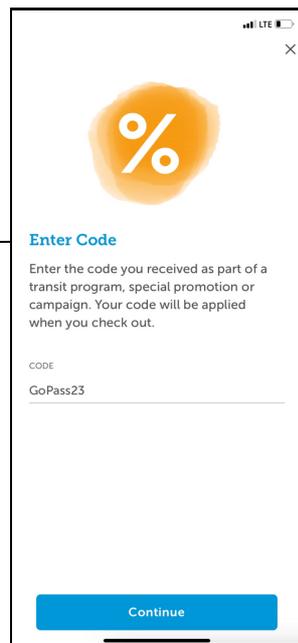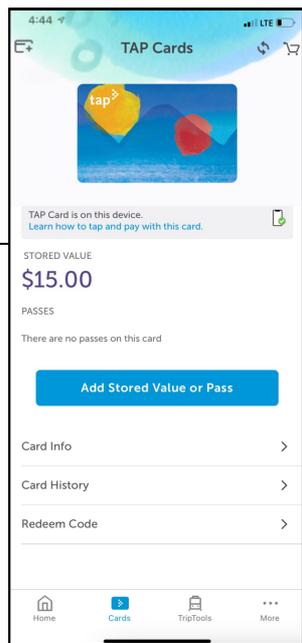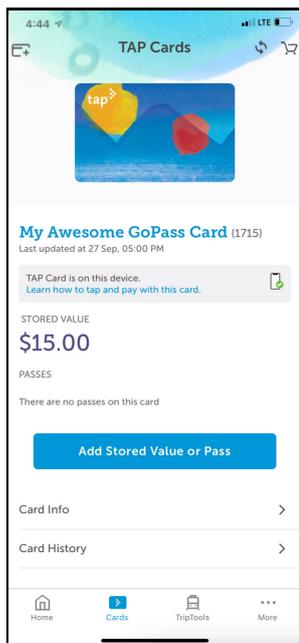
Los Angeles County Metropolitan Transit Authority (LACMTA)

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

Terms of Service

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

Name

★ BIRTH DATE

mm/dd/yyyy

★ EMAIL

email@address.com

★ SUBJECT

Subject

★ DESCRIPTION

Description

Submit   Cancel

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 after the case is closed.

Plastic Registration Confirmation Email

Welcome to the GoPass Program!

Congratulations, you successfully registered for the GoPass program! This means you have unlimited no-cost rides on participating transit systems. This will make your rider experience easy and fun.

Now Tap and Ride

Your registered TAP card is valid for free rides on Metro bus and rail as well as other participating transit agencies. Just remember to use your card at least once within 14 days of registration.

Your Registration Record

Keep this information in case you need to replace your registered TAP card:

- Name:
- TAP card number:
- School:

About Your Personal Information

- You submitted and we collected personal information about you for your participation in the program. This information is used only for Metro business purposes. We will not share any personal information.
- You may at any time request that we delete your personal information by contacting TAP Customer Service. If you request to delete your personal information, the following will result.
  - Your TAP account will be closed.
  - Your participation in the GoPass program will be terminated.
  - Your GoPass TAP card will be deactivated.
- If any of our policies regarding the collection, use, or disclosure of your personal information change, we will notify you.

Got questions? We've Got Answers

If you have other questions about the GoPass program, please contact TAP Customer Service.

Learn About Discounts for the Whole Family

Members of your household may be eligible to save on fare through the LIFE Program, which offers discounts to low-income transit riders. Visit metro.net/LIFE to learn more.

Thank you,
TAP Customer Service

Use Card on my Phone Registration Confirmation Email

Welcome to the GoPass Program!

Congratulations, your registration has been accepted! However **you must add your GoPass to a TAP card in order to use it**. Here's how:

Add your GoPass to a TAP Card

1. Download the TAP LA app from the App Store (iPhones) or 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 immediately for use.

Your Registration Record

Keep this information in case you need to replace your registered TAP card:

- Name: MelodyVirtual MelodyVirtual1
- School Name: Tiff School (Tiffany FSI District)

In addition to the information above, we also collected your grade level, birthdate, eligibility code, parent name, parent email address, parent phone, ethnicity, household income, gender, zip code and communications opt-in.

About Your Personal Information

- You submitted and we collected personal information about you for your participation in the program. This information is used only for Metro business purposes. We will not share any personal information.
- At any time, you may revoke your consent and request that we delete your personal information by contacting TAP Customer Service. If you revoke your consent and request to delete your personal information, the following will result.
  - Your TAP account will be closed.
  - Your participation in the GoPass program will be terminated.
  - Your GoPass TAP card will be deactivated.
- The collection and use of your personal information is described in the GoPass Privacy Policy. If any of our policies regarding your personal information change, we will notify you.

Got questions? We've Got Answers

If you have other questions about the GoPass program, please contact TAP Customer Service.

Learn About Discounts for the Whole Family

Members of your household may be eligible to save on fare through the LIFE Program, which offers discounts to low-income transit riders. Visit metro.net/LIFE to learn more.

Thank you,
TAP Customer Service

Parent Verification Email

tap

Dear Parent of K-12 Student,

You or your child are requesting to register a TAP card or Eligibility Code for your child so he/she can participate in the GoPass program, Metro's student fareless program. To verify the request is coming from you, we sent this verification code:

3bb196

Please enter the code on the program web page. By entering the code, you are giving your consent for Metro to collect and use the student participant's personal information as described below and to complete the card registration. This 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.

If you didn't make this request, please contact TAP Customer Service to report it.
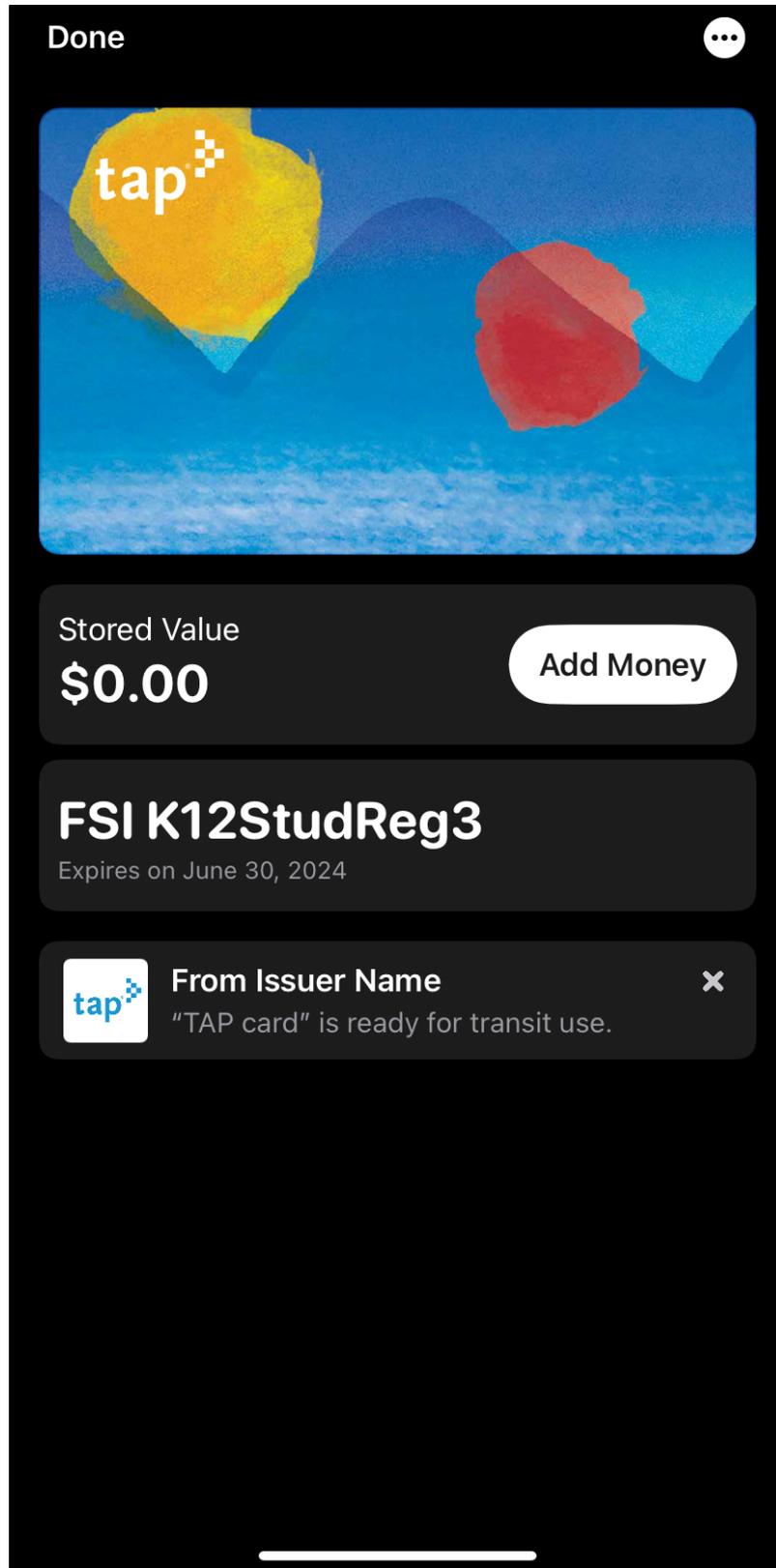
About your Personal Information

- You are giving your consent for Metro to collect personal information about you and your student program participant. This information is used only for Metro business purposes. We will not share any personal information. Please read the GoPass Privacy Notice for more information.
- You may revoke your consent at any time and request that we delete your personal information by contacting TAP Customer Service. If you revoke your consent and request to delete your personal information, the following will result.
  - Your student's TAP account will be closed.
  - Your student's participation in the GoPass Program will be terminated.
  - Your student's GoPass TAP card will be deactivated.
- If any of our policies regarding the collection, use, or disclosure of your personal information change, we will notify you.

Thank you,

TAP Customer Service

Additional Supporting Images

Apple Wallet - Active GoPass

Done ●●●

tap

Stored Value
$0.00   Add Money

FSI K12StudReg3
Expires on June 30, 2024

tap   **From Issuer Name**   ✕
       "TAP card" is ready for transit use.

TAP App - Active GoPass