

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

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'. A paragraph explains that participating schools can offer Eligibility Codes to students to ride Metro and other transit systems. A yellow warning icon indicates that users must have an Eligibility Code issued by an administrator at a participating school. The form is titled 'Student Information' and includes several required fields: 'FIRST NAME', 'LAST NAME', 'BIRTH DATE', 'ETHNICITY', 'SEX', 'SCHOOL', and 'ELIGIBILITY CODE'. Each field has a red asterisk indicating it is required. The 'BIRTH DATE' field has a calendar icon, and the 'SCHOOL' field has a search icon and a 'Need help?' link. At the bottom of the form, there is a 'Cancel' button. The footer contains a 'GoPass Privacy Notice' link, a 'COPPA KIDS PRIVACY ASSURED' logo, and links for 'Add GoPass to your Phone', 'Terms of Service', and 'Contact Us'.

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](#)

[Add GoPass to your Phone](#)

[Terms of Service](#)

[Contact Us](#)



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

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

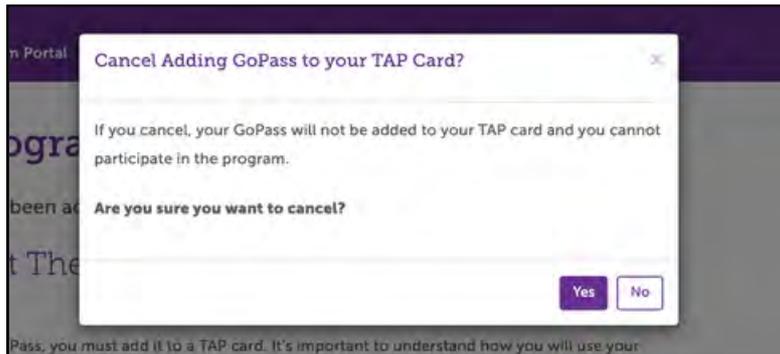
Required actions will vary based on the card type selected. Please review the instructions carefully before making a selection.

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 'TAP CARD NUMBER' label, a 'Locate card number' link, and a text input field with the placeholder '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 the process: 'If you intend use a virtual TAP card on your phone, press "Use Card on my Phone" below. You must complete the process by downloading the TAP LA mobile app and following the 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 present, indicating 'KIDS PRIVACY ASSURED' and 'SAFE HARBOR CERTIFICATION PRIVACY'.

GoPass Application - Choose Plastic or Virtual Card Page

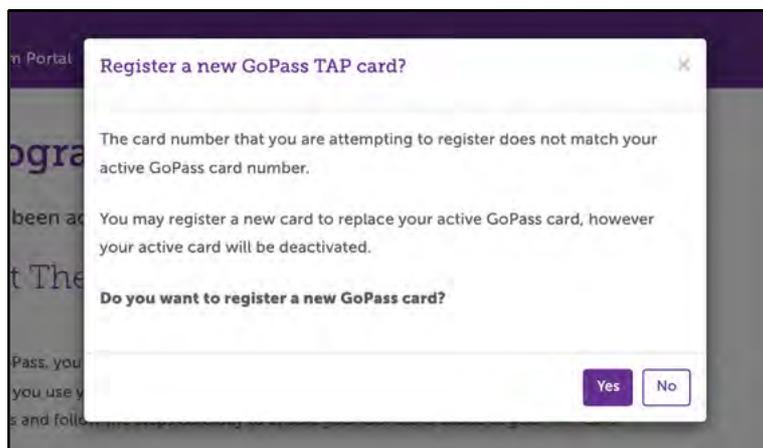
Alert Modals

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. The next section is 'Please Check your Email', which includes instructions to enter a 6-digit verification code received via email. A detailed privacy notice follows, stating that information collected includes student and parent details, and is used for Metro business purposes. The form contains three required fields: 'VERIFICATION CODE' (a text input with 'Enter code' placeholder), 'HOUSEHOLD INFORMATION' (a dropdown menu for 'ADDRESS (HOUSEHOLD TYPE)' and a text input for 'ZIP CODE'), and 'DISTANCE TRAVELLED' (a dropdown menu). A 'Cancel' button is located at the bottom of the form. The footer is purple and 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.

tap³ 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 TYPE) * ZIP CODE

- 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](#)

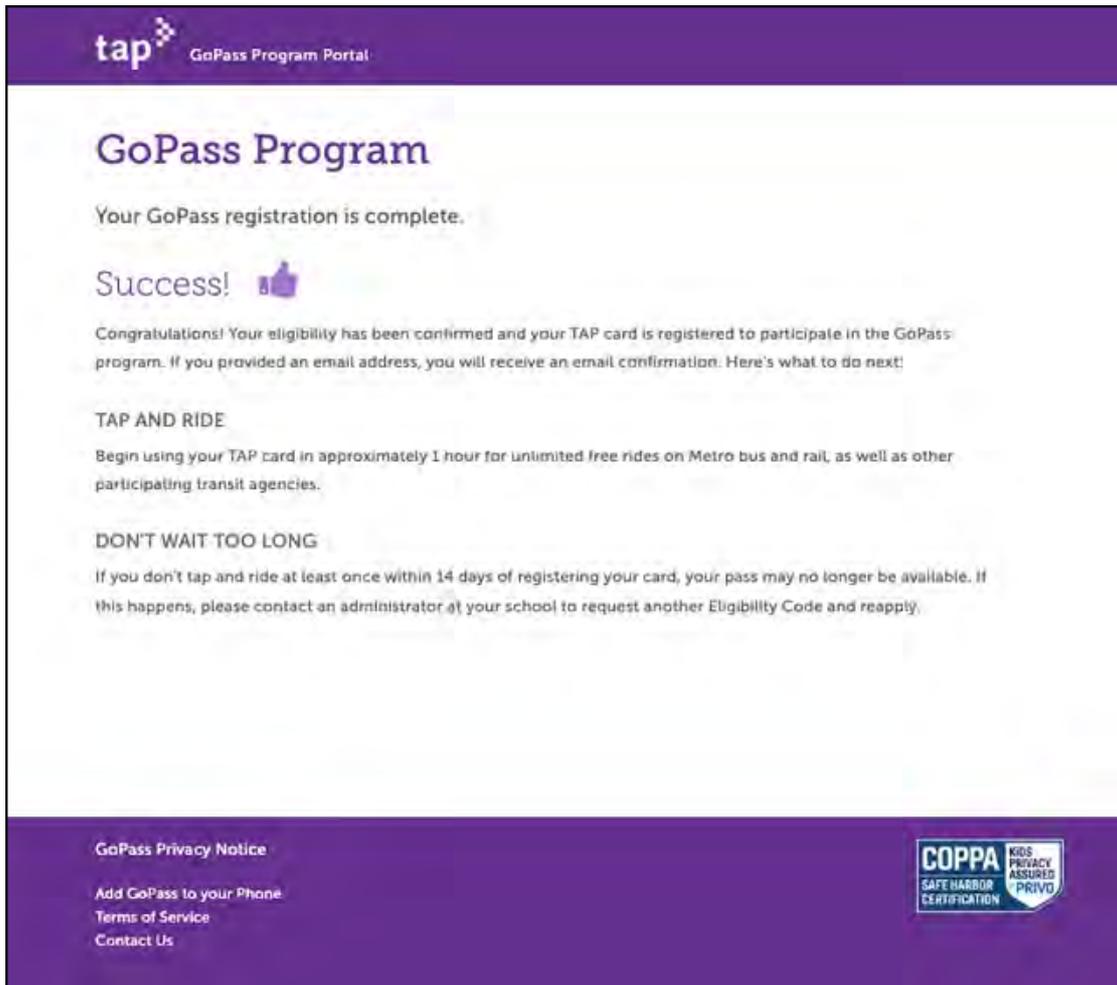
[Terms of Service](#)

[Contact Us](#)



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.



The screenshot shows the GoPass Program Portal confirmation page. The header features the 'tap' logo and 'GoPass Program Portal'. The main heading is 'GoPass Program'. Below it, a message states 'Your GoPass registration is complete.' followed by 'Success!' with a thumbs-up icon. A congratulatory message follows: 'Congratulations! Your eligibility has been confirmed and your TAP card is registered to participate in the GoPass program. If you provided an email address, you will receive an email confirmation. Here's what to do next!'. The page is divided into two sections: 'TAP AND RIDE' and 'DON'T WAIT TOO LONG'. The 'TAP AND RIDE' section instructs users to begin using their TAP card in approximately 1 hour for unlimited free rides on Metro bus and rail, as well as other participating transit agencies. The 'DON'T WAIT TOO LONG' section states that if users don't tap and ride at least once within 14 days of registering their card, their pass may no longer be available, and if this happens, they should contact an administrator at their school to request another Eligibility Code and reapply. 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.

tap GoPass Program Portal

GoPass Program

Your GoPass registration is complete.

Success! 

Congratulations! Your eligibility has been confirmed and your TAP card is registered to participate in the GoPass program. If you provided an email address, you will receive an email confirmation. Here's what to do next!

TAP AND RIDE

Begin using your TAP card in approximately 1 hour 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](#)
[Add GoPass to your Phone](#)
[Terms of Service](#)
[Contact Us](#)



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](#)

[Add GoPass to your Phone](#)

[Terms of Service](#)

[Contact Us](#)





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

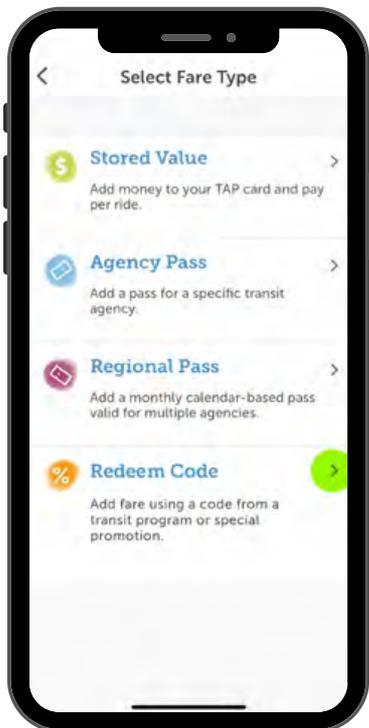
Students that applied with a plastic card must activate their pending pass.

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.

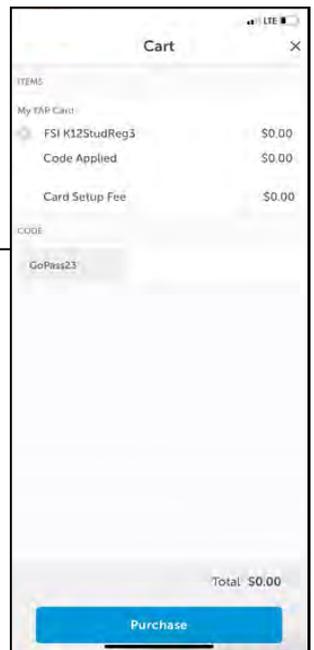
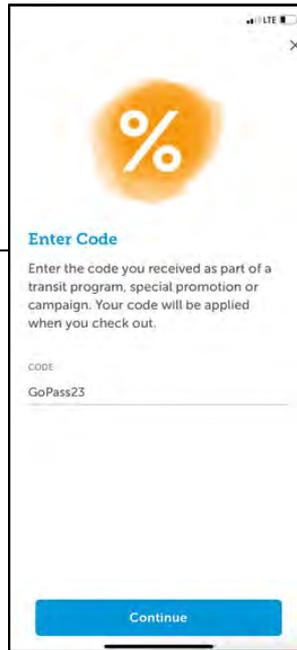
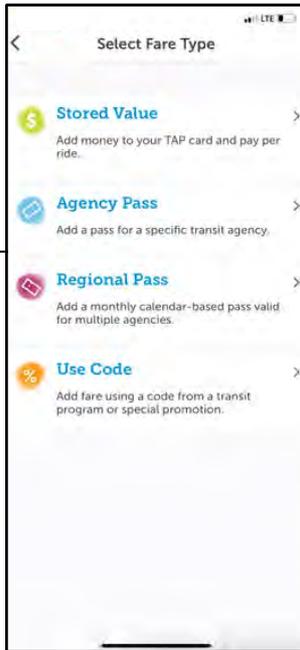
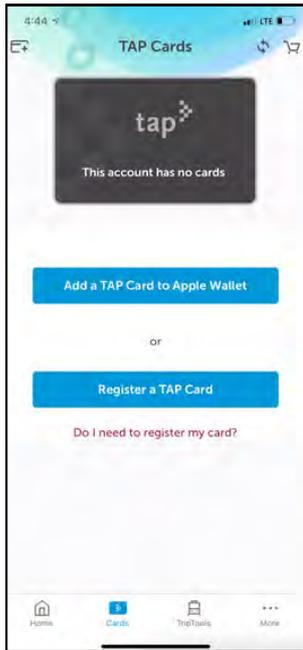
1. Download the TAP LA app. [App Store \(iPhone\)](#) [Play Store \(Android\)](#)
2. Open the app and create a TAP account or log in to your existing account.
3. If you have already have a virtual TAP card, go to the Cards section of the app and select it. Then go to step 6.
4. If you wish to add a new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

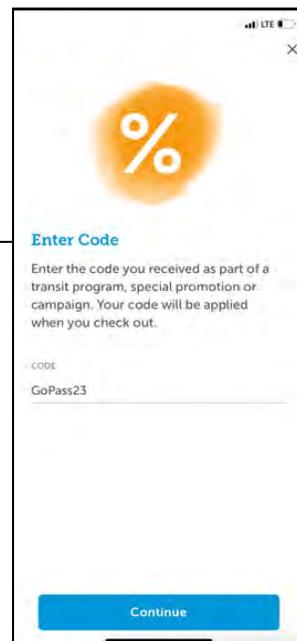
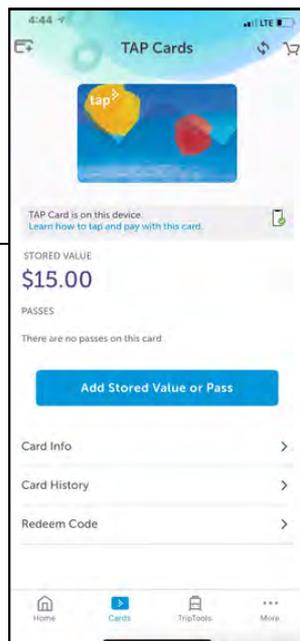
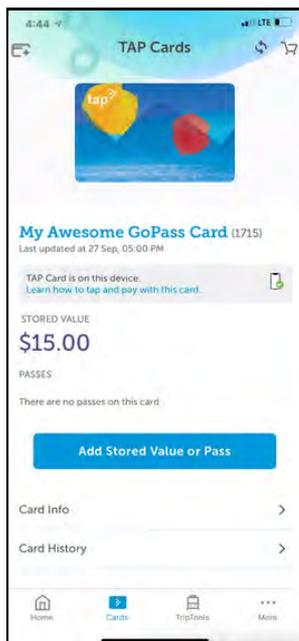
Mobile App - Redeem Code Flow



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, 2022¹

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](#)

[GoPass Privacy Notice](#)

[Add GoPass to your Phone](#)

[Terms of Service](#)

[Contact Us](#)



Terms of Service

The screenshot shows the Tap mobile app interface. At the top, there is a blue header with the Tap logo on the left and navigation links: "About TAP", "Buy TAP", "Programs", "Discounts", and "Group Sales". Below the header, there is a white bar with the text "Welcome and sign in" and links for "Forgot Account" and "Change Password". There are also input fields for "Email" and "Password" with a "Sign In" button.

Terms of Service

Los Angeles County Metropolitan Transit Authority (LACMTA)

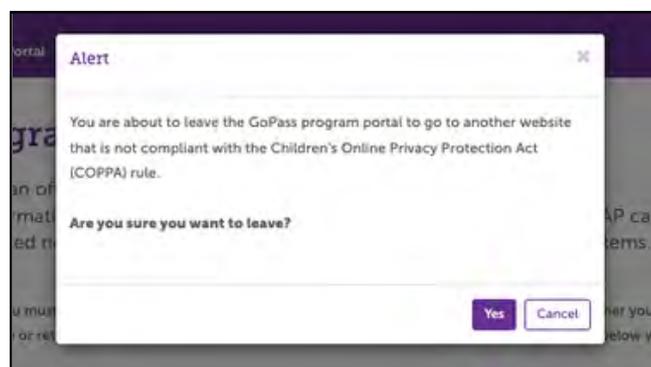
Section 1 of 2 ([Go to Section 2](#))

Last Updated: April 10, 2020

These Terms of Service ("Terms of Service") form a legal agreement between you ("patron" "Cardholder" "you") and the Los Angeles County Metropolitan Transportation Authority ("LACMTA" "us" "we" "our" "Metro"). These Terms of Service govern your use of all electronic LACMTA services, including services offered through its websites, mobile applications ("apps"), and other electronic services and any other services described in these Terms of Service whether electronic or not (collectively, the "Services"). These Services include, but are not limited to, the TAP@ Mobile App, your TAP Account, and any programs, features, technologies and/or functionalities offered by LACMTA on [taptogo.net](#), [metro.net](#), or through any other means. The Services are provided to you subject to these Terms of Service as well as our Privacy Notice ("Privacy Notice"), which is incorporated into this agreement by this reference. You agree to our use of your personal information and content in accordance with our Privacy Notice.

I. General Terms

- [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](#)
- [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](#)

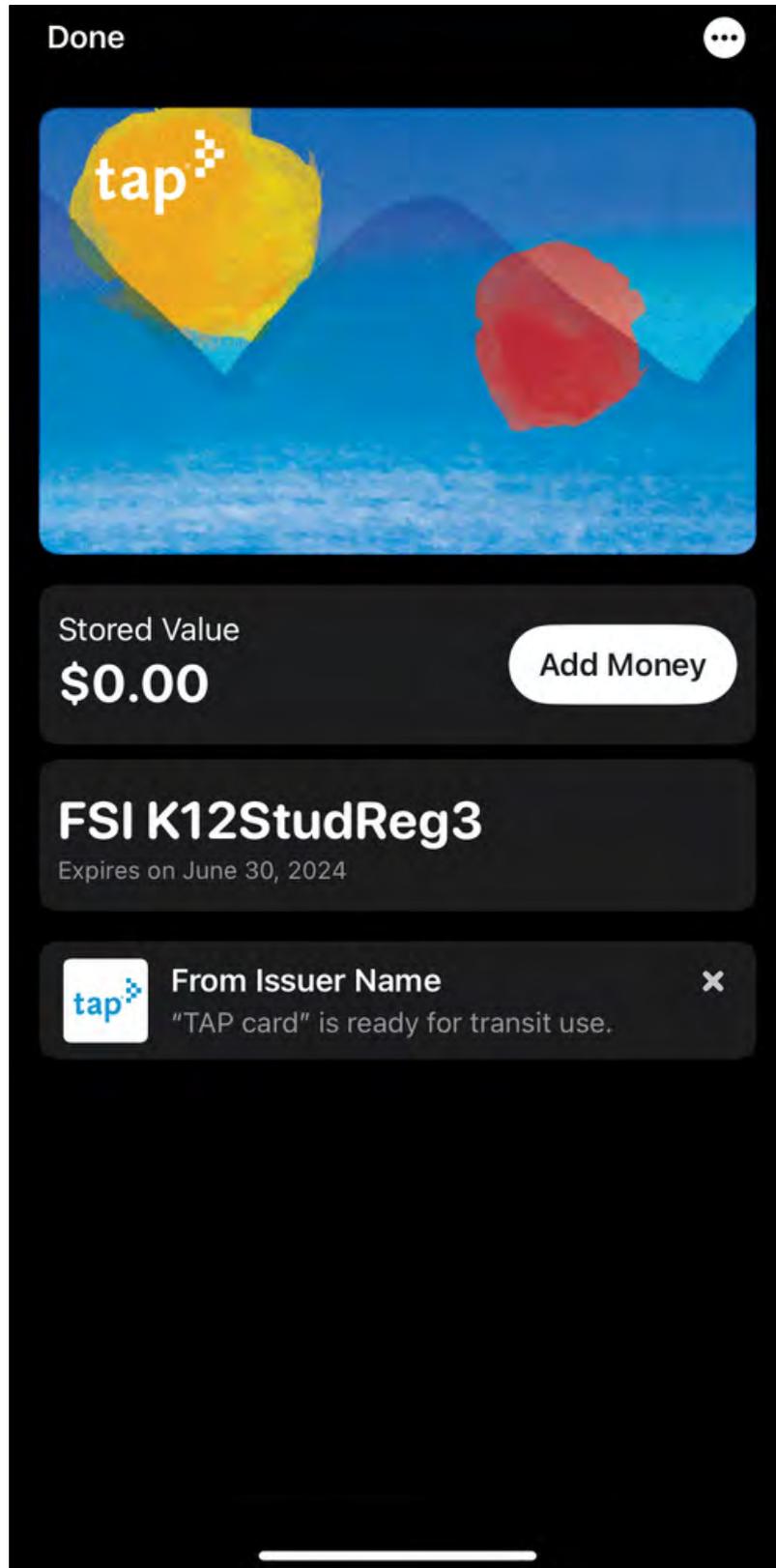
[Contact Us](#)

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

