



## Troubleshooting for Common Issues with the COTA Connector Mobile App

### 1. "I can't create my account and/or a QR code"

Questions to ask:

- Have you ever created the QR code in the app?
- How did you know there was a problem?
- Did you receive any error messages? What were they?
- Did you download the COTA Connector app and not another app?
- Did you get a new phone since you first created your account?

*See the 3<sup>rd</sup> troubleshooting issue below.*

- Did you use your CCS email address? Is it possible you mistyped it?

*Logging in with a different email from what's registered with their account in the C-pass portal will create a "full fare" account instead of a C-pass account, asking them to pay for their trip. This happens when someone mistypes their email or uses a different email.*

- Did the app send an SMS verification when you created your account?

*If not, but the process continued without error messages, the student probably mistyped the address; or is not registered in the C-pass portal; or the address entered in student's profile in the portal is incorrect. The CAM should check the student's profile to confirm.*

*If the student mistyped the address, the student can simply log out (or close the app if they cannot find a Logout button) and start again as a New Customer. If the right address is entered this time, the app will run the SMS verification and the login will succeed.*

- Did student receive a text confirming that they are verified?

*If the student receives an error message instead of a confirmation, the number of the phone the student is using is probably different from the number entered in the student's profile. The CAM should check the student's profile to confirm.*

- Do you see "C-pass Mobile" under "Pay As You Go" on the My Passes screen? If yes, tap "C-pass Mobile" tap "Yes" to activate a pass and look for the QR

code/barcode with a 5-minute countdown timer.

## 2. “The app won’t scan on the bus”

Questions to ask:

- Were you able to create a QR code/barcode in the app?

*If no, then there is an issue with their account. Review the questions in the previous section.*

- Have you successfully scanned it before?
- Was there a response from the farebox (such as a red X) or was there no reaction?
- What did the driver say?
- Is the phone screen cracked or dirty, or have an old or damaged screen protector? Was the screen or the scanner surface wet?

*A cracked or dirty screen can prevent the code from scanning. So can a bubbled, peeling, or foggy screen protector. Water on the phone or the scanner can also interfere with the scan (on a rainy day, for example).*

- What type of phone are you using?

**iPhone:** App works on iPhone 7 and later. Turn up the brightness, make sure the screen is clean, smudge-free and dry, possibly remove the screen protector. Be sure the code is centered over the scanner, and hold the phone still. Try holding the phone close to the glass window on the farebox and slowly raise it up.

**Android:** Make sure phone is dry and clean (no cracks or smudges), possibly remove any screen protector.

*Any other phone is NOT compatible with the app.*

## 3. “I got a new phone”

Question to ask:

- Is the phone number the same?

**IF YES:** Contact Support to release the C-pass “wallet” from the old device. The student should not login until Support has performed its work and notified the CAM. The student can then retrieve the C-pass wallet following the instructions below.

**IF NO:** Open the student’s profile and edit their account with the new phone number. Contact Support to release the C-pass “wallet” from the old phone. The student should not login until Support has performed its work and notified the CAM. The student can then retrieve the C-pass wallet following the instructions below.

How to Retrieve the C-pass Wallet on the New Phone:

*Once the CAM receives confirmation from Support that the student's C-pass wallet has been released from the old device, have the student do the following steps:*

- 1. Log out of the Connector app and log back in as an Existing Customer*
- 2. If the app prompts to send an SMS, tap the SMS button, then send the automatically generated text message. A return text will confirm that the verification was successful.*
- 3. On the next screen, look for the name of their pass in gold letters near the top of the screen.*
- 4. Tap those letters – do NOT tap the “Create Wallet” button at the bottom of the screen.*
- 5. Tap “Retrieve” when prompted.*
- 6. The C-pass will appear under Pay As You Go as usual.*

**4. “I got a new phone number, but it’s the same device”**

*CAM must change the phone number in the student's profile in the portal. (The change will take up to 5 minutes to sync.) The student may then log in. The app will run the verification process (as described in the Mobile App Instructions for C-pass Users) and the C-pass will appear under Pay As You Go as usual.*