

TAP Training Manual

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Setting up Your Web-Based Account

You must use Mozilla Firefox to access the system from a LAUSD network.

Step 1 – Establish an Account

- A. Set up an account with the Transportation Services Division by calling 213-580-2912.
- B. The Transportation Services Division will register your school information and provide you with a special **User ID and Password**.

Step 2 – Obtain a Reduced Fare TAP card

- If the student already has a permanent Reduced Fare TAP card proceed to Step 3.



- Students that do not have a permanent Reduced Fare TAP card will need to complete an application.

www.taptogo.net/pdfs/k-12_TAP_ENG.pdf

www.taptogo.net/pdfs/k-12_TAP_SPAN.pdf

- The school will forward applications along with verification of school enrollment to the Transportation Services Division via School Mail.
- Applications will be reviewed to ensure eligibility and the TAP Service Center will produce Permanent Reduced Fare TAP cards for eligible students.
- Permanent Reduced Fare TAP cards will be distributed to the school stated on the application.

Please note permanent cards are not pre-loaded. It is the school's responsibility to load fare.

Step 3 – Adding a permanent card number to your account.

The following screen shots will direct you through the process to enter participant information into your web account

1. Be sure that the card is not expired.



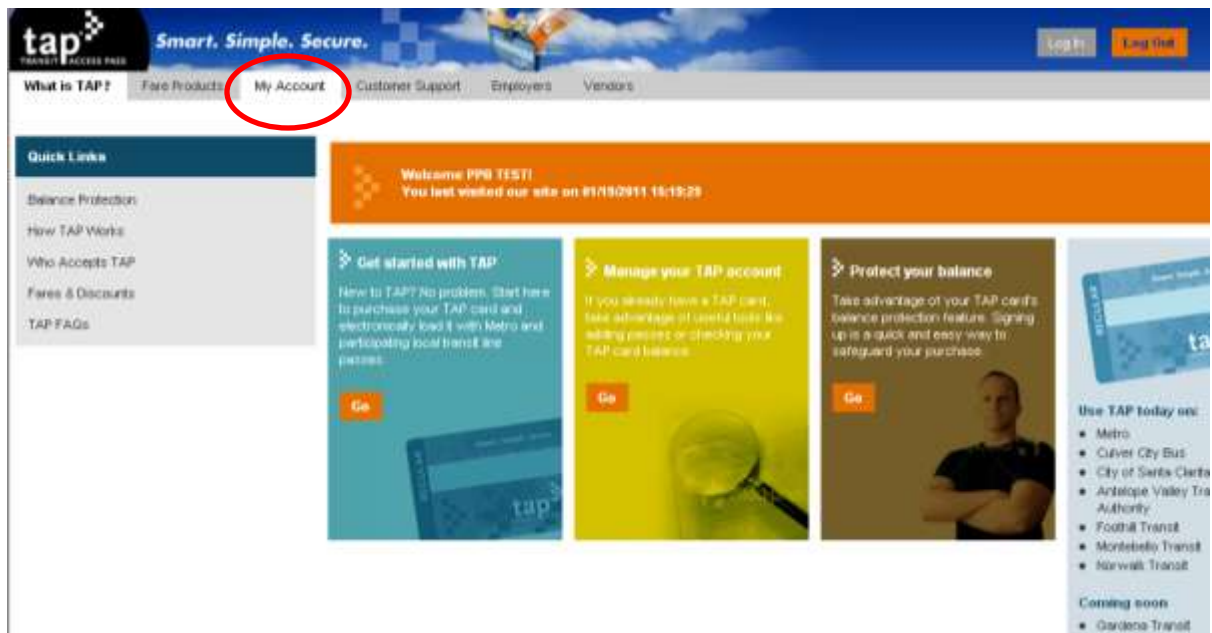
2. Go to www.taptogo.net and click "Sign In"



3. Enter your log in information and click “Ok”



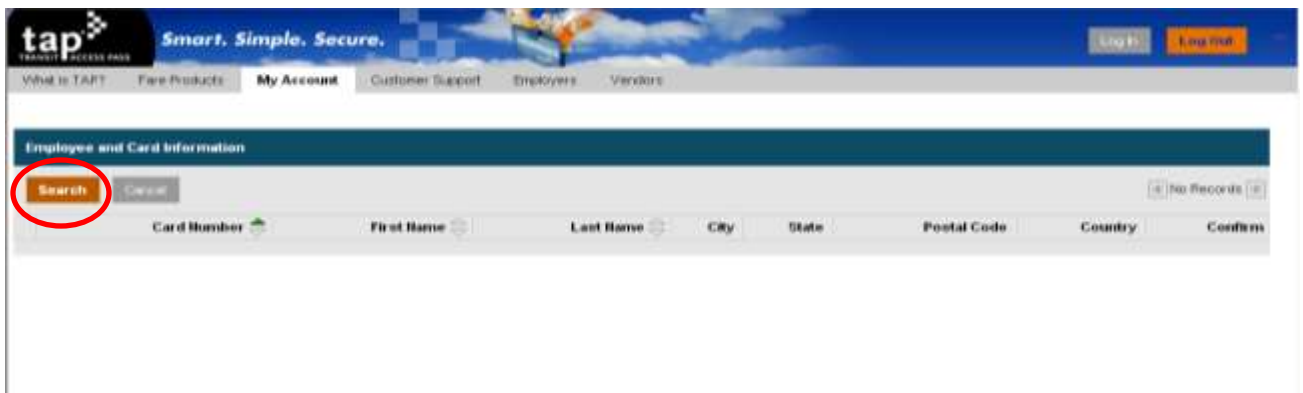
4. To access your account information click on “My Account”



5. Click on “Link New Employee with Card”



6. Click “Search”



7. Enter the 16-digit card number and click “Go”. DO NOT enter First Name and Last Name.



8. Verify the information is correct and click “Confirm”

The screenshot shows the 'Employee and Card Information' section of the TAP My Account page. It features a search bar and a table with the following data:

Card Number	First Name	Last Name	City	State	Postal Code	Country	Confirm
0160014117795507	MARCOS	TEST	Los Angeles	CA	90081	USA	Confirm

9. Student information will now show under the “Enrolled Members” link

The screenshot shows the 'Enrolled Members' section of the TAP My Account page. It features a table with the following data:

First Name	Middle Name	Last Name	Main Phone #	Email Address	Street Address (Please Click to Enter Address)	City	State	Country	Postal Code	Work Phone #	Work Phone Ext	Status	Contact Type	Birth Date	Expiration Date
BEVERLY		TEST 1	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 Wilshire Blvd Suite 1550	Los Angeles	CA	USA	90017			Active	ITAP		
BEVERLY		TEST 2	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 WILSHIRE BLVD, SUITE 1550	LOS ANGELES	CA	USA	90017			Active	ITAP		
BEVERLY		TEST 4	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 WILSHIRE BLVD, SUITE 1550	LOS ANGELES	CA	USA	90017			Active	ITAP		
MARCOS		TEST	(213) 438-6158	marcos.rosales@acs-inc.com	PO Box 811310	Los Angeles	CA	USA	90081			Active	Student12		
ITAP		TEST 4	(213) 438-6151	woodard@acs-inc.com	707 Wilshire Blvd Suite 1550	Los Angeles	CA	USA	90017			Active	ITAP		

Step 4 – Ordering Fare

The following screen shots will direct you through the process to order fare.

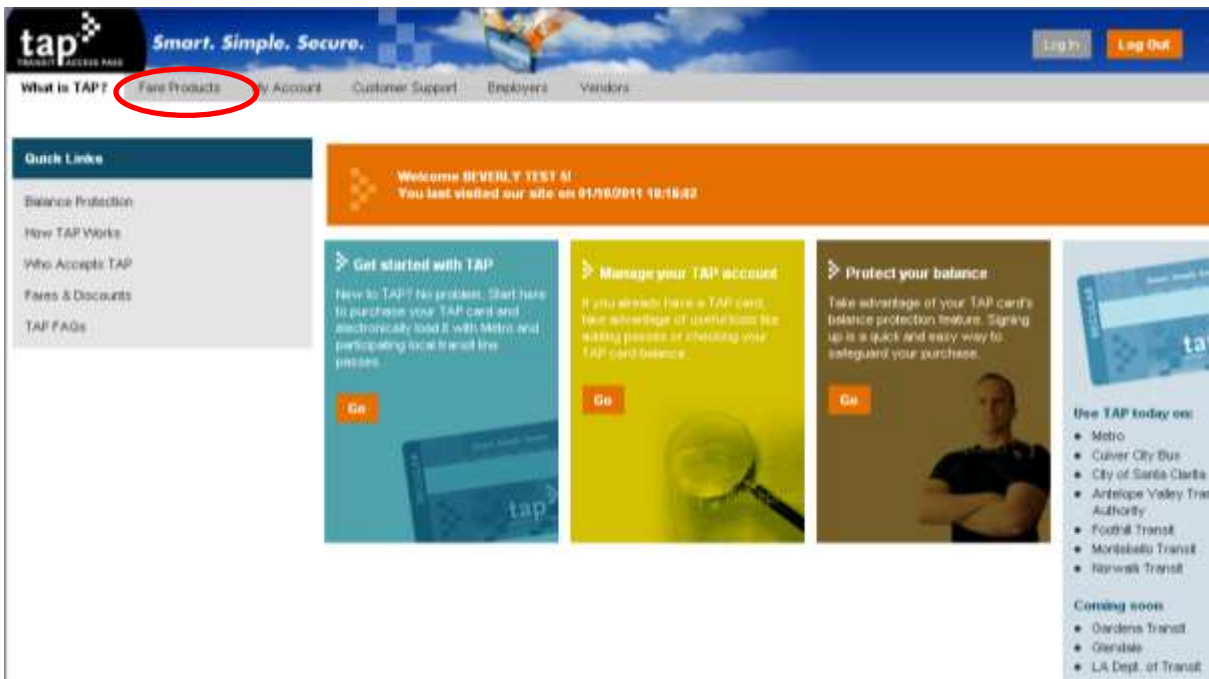
1. If you already signed in proceed to Step 3. Go to www.taptogo.net and click “Sign In”



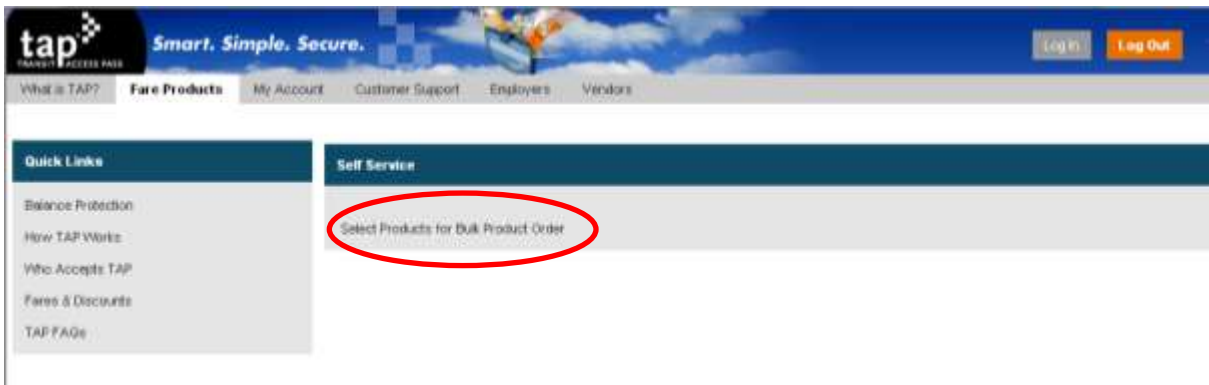
2. Enter your log in information and click “Ok”



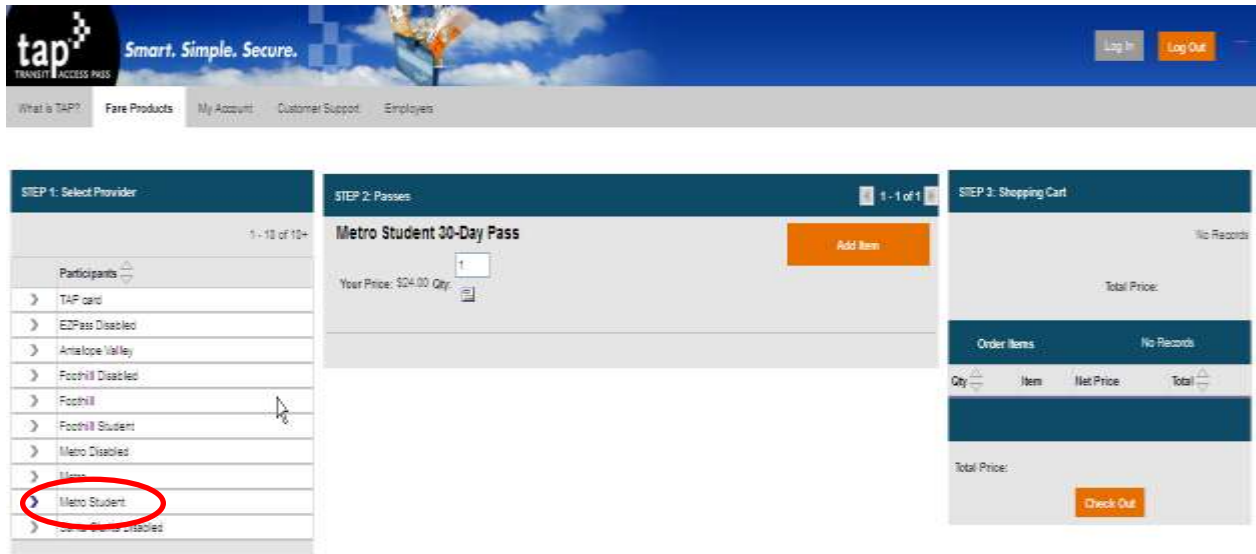
3. Click on the “Fare Products” Tab



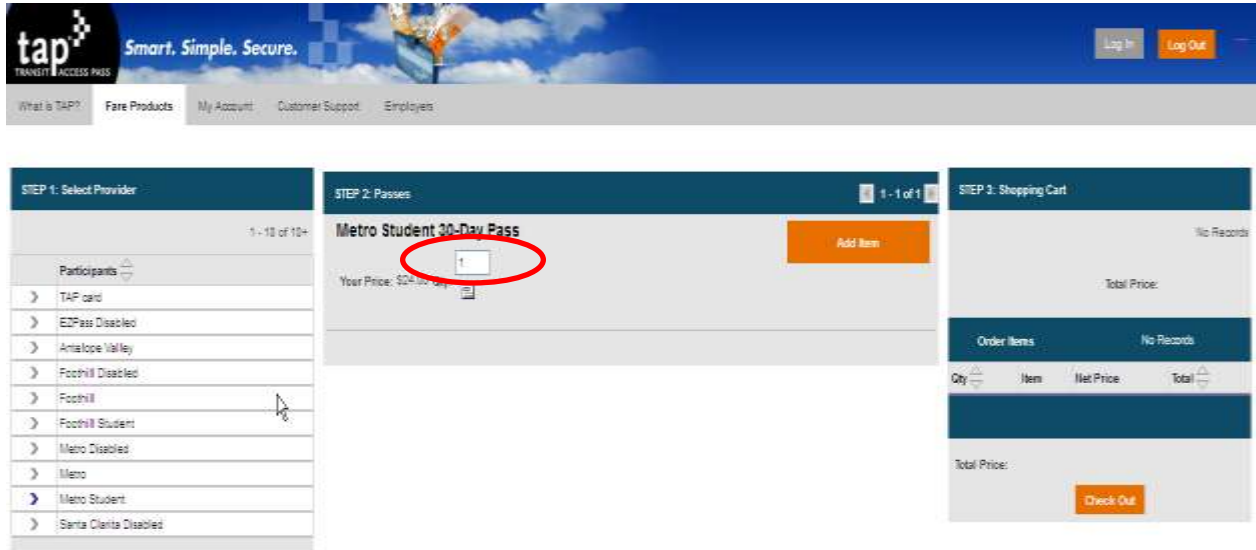
4. Select the “Select Products for Bulk Product Order” Link



- Select the Provider that Contains the Product to be ordered. For K-12 Student TAP cards select “Metro Student”. For Disabled TAP cards select “Metro Disabled”.



- Enter the Total Number of Products to be ordered

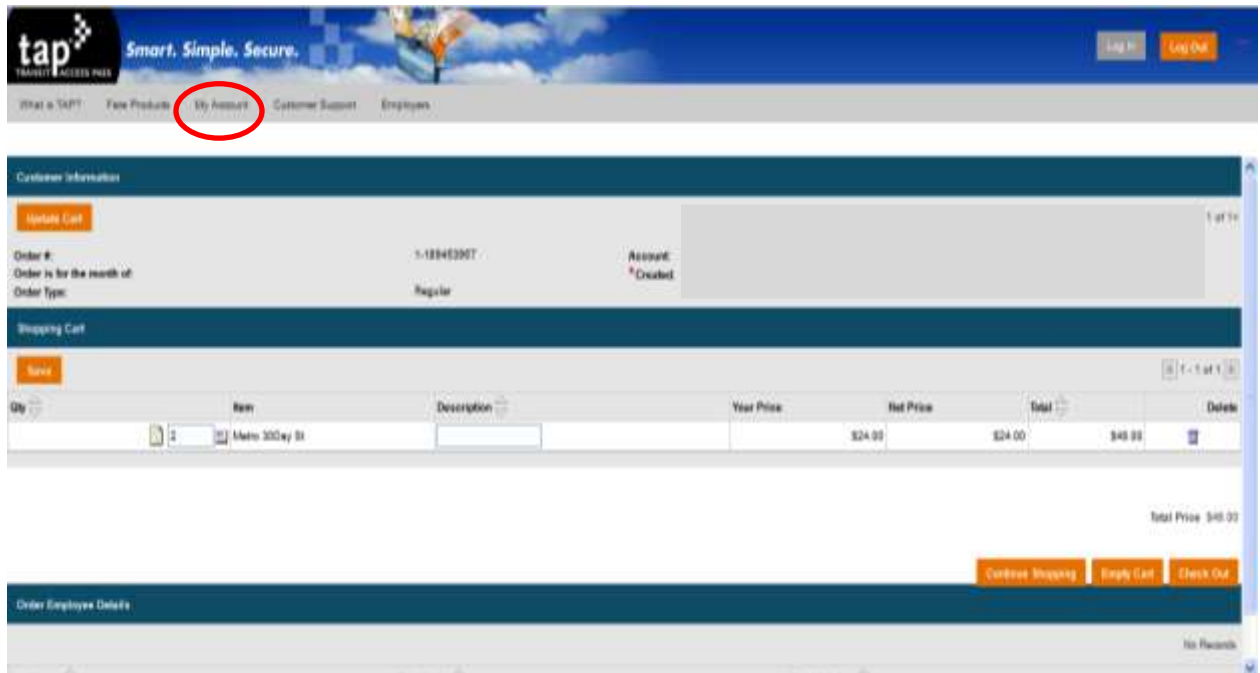


Helpful Hint: If you need to load fare for Student and Disabled TAP cards a separate order must be placed for each product.

7. Click on the Add Item Button (this will automatically take you to the shopping cart)



8. If there are additional items on your shopping cart you should remove them by clicking on the trash can at the end of the row. Click on the "My Account" Tab



- Select the appropriate link from the list. Depending on time of the month the links may be “Place Order for Current Month” and/or “Place Order for Next Month”. (For additional assistance see also “When to Place Orders” on page 22.)

Quick Links

- Balance Protection
- How TAP Works
- Who Accepts TAP
- Fares & Discounts
- TAP FAQs

My Information

- My Orders
- My Help Requests
- My Profile

My Institution Info

- Bulk Card Order
- Place Order For Current Month**
- Enrolled Members
- My Employee Cards
- Employee Approval
- Employee Requests
- Link New Employee with Card
- Place Order For Next Month**

This option is only available from the 1st to the 10th. Fare will be available in the current month.

This option is always available. Fare will be available in the upcoming month.

- Select the purchase order. Once the check mark appears click on the “Save” Button. *You do not have to enter a purchase order number. Simply select the purchase order that is available.*

Order # 1187781708 **Order type** Bulk Product Order **Status** In Progress

Shopping Cart

Qty	Item	Description	Comments	Net Price	Total	Details
2	Vltra 30Day St			\$24.00	\$48.00	

Purchase Order Selection

Save **Query** **Refresh All PurchaseOrders**

PO Reference Number	PO Start Date	PO Expiration Date	PO Available Balance	Select this Purchase Order
PC-015-0170-2	8/12/2012	8/30/2013	\$50,000	<input checked="" type="checkbox"/>

Count Of Cards

Total Cards: 585 Number Of Selected Cards: 1

Bulk Product Order

Query **Save** **Select All Card** **Unselect All Card**

11. Click on the “Unselect All Card” button. “Number of Selected Cards” should be zero (0).

The screenshot shows the TAP system interface. At the top, there is a navigation bar with the TAP logo and the slogan "Smart. Simple. Secure." along with "Log In" and "Log Out" buttons. Below this is a menu with "What is TAP?", "Fee Products", "My Account", "Customer Support", and "Employers". The main content area is divided into sections: "Employee Approval", "Employee Product Request", and "Link New Employee with Card". The "Purchase Order Selection" section includes a "Save" button, a "Query" button, and a "Refresh All Purchase Orders" button. Below this are filters for "PO Reference Number", "PO Start Date", "PO Expiration Date", "PO Available Balance", and "Select this Purchase Order". The "Count Of Cards" section shows "Total Cards: 3" and "Number Of Selected Cards: 0", with the "0" circled in red. The "Bulk Product Order" section has buttons for "Query", "Save", "Select All Card", and "Unselect All Card", with the "Unselect All Card" button circled in red. Below this is a table with columns for "First Name", "Last Name", "Blder Class", "TAP Card Number", and "Select This Card". The table contains three rows of test data.

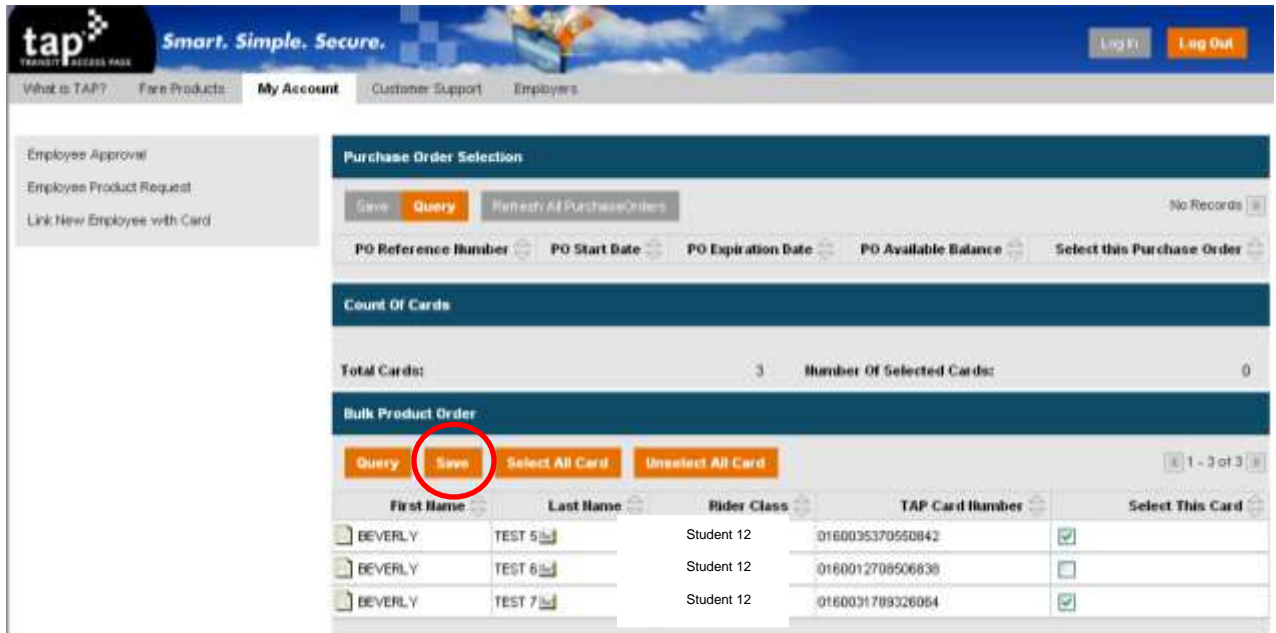
First Name	Last Name	Blder Class	TAP Card Number	Select This Card
BEVERLY	TEST 5	Student 12	016003537050842	<input type="checkbox"/>
BEVERLY	TEST 6	Student 12	0160012708506838	<input type="checkbox"/>
BEVERLY	TEST 7	Student 12	0160031789326064	<input type="checkbox"/>

12. Select the Participants to Receive the Selected Product

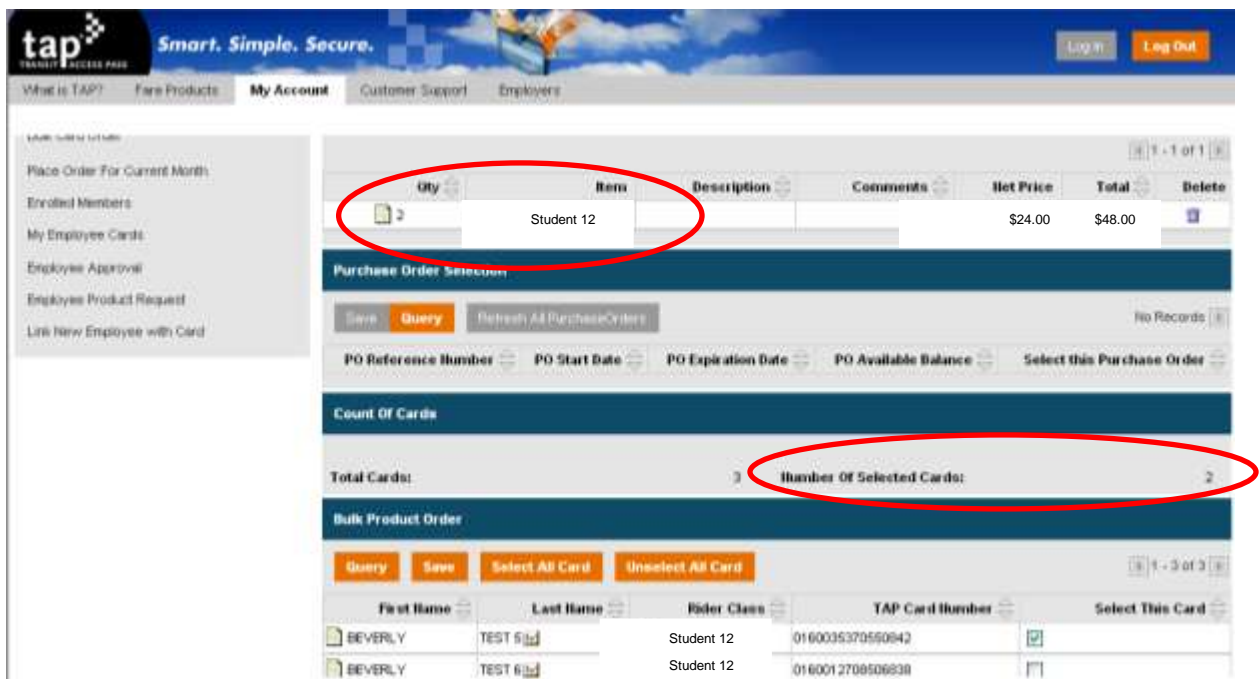
This screenshot is identical to the previous one, but the checkboxes in the "Select This Card" column of the table are now checked. The checkboxes for the first and third rows are circled in red.

First Name	Last Name	Blder Class	TAP Card Number	Select This Card
BEVERLY	TEST 5	Student 12	016003537050842	<input checked="" type="checkbox"/>
BEVERLY	TEST 6	Student 12	0160012708506838	<input type="checkbox"/>
BEVERLY	TEST 7	Student 12	0160031789326064	<input checked="" type="checkbox"/>

13. Click on the “Save” Button



The “Quantity of Products” selected must match the “Number of Selected Cards”



Helpful Hint: You can also use the “Select All” feature to select all your students.

Select All Card

14. Click on the “Proceed to Shopping Cart” button on the bottom right of page

Proceed to Shopping Cart

15. Validate the Month of Order, Product Quantity, and Total Shopping Cart Cost

The screenshot displays the TAP website's Shopping Cart interface. At the top, there's a navigation bar with "What is TAP?", "Fare Products", "My Account", "Customer Support", and "Employers". Below this, the order details section shows "Order # 1-888-330-1515", "Order is for the month of: April", "Account: Tap Test Account", and "Created: 3/16/2011". The "Shopping Cart" section features a "Save" button and a table with columns: Qty, Item, Description, Expiration Date, Your Price, Net Price, Total, and Delete. The table contains one row for "CSC Mon Pass FF" with a quantity of 2, a price of \$24.00, and a total of \$48.00. Below the table, the address "Metro 30Day St" and "Total Price: \$150.00" are visible. At the bottom, there are buttons for "Continue Shopping", "Empty Cart", and "Check Out". The "Order Employee Details" section shows fields for Last Name, First Name, and Card Number.

16. Click on the “Checkout” Button to Place Order (You can leave items in your shopping cart for up to 30 days)

This screenshot shows the checkout page of the TAP website. At the top right, there are buttons for "Continue Shopping", "Empty Cart", and "Check Out", with the "Check Out" button circled in red. Below this, the "Order Employee Details" section is visible, showing fields for Last Name, First Name, and Card Number.

17. Click on the “Confirm Order” button. If your order was placed correctly you will see a confirmation page.

The screenshot displays the TAP website's Confirmation page. At the top, there's a navigation bar with "What is TAP?", "Fare Products", "My Account", "Customer Support", and "Employers". Below this, the "Order Summary" section features a "Cancel Checkout" button and a "Confirm Order" button circled in red. The page contains the following text: "Please click on the Confirm Order button to complete the order.", "Passes loaded on the Internet are available at Metro Rail and Orange Line validators within 12 hours of purchase", and "Passes may not be available on Metro bus fareboxes for up to 48 hours. Tap your card within 30 days of order on the validator or farebox to load the pass and validate the ride." Below this, there are sections for "Order Summary" and "Credit Card:".

To Remove a Student from your account

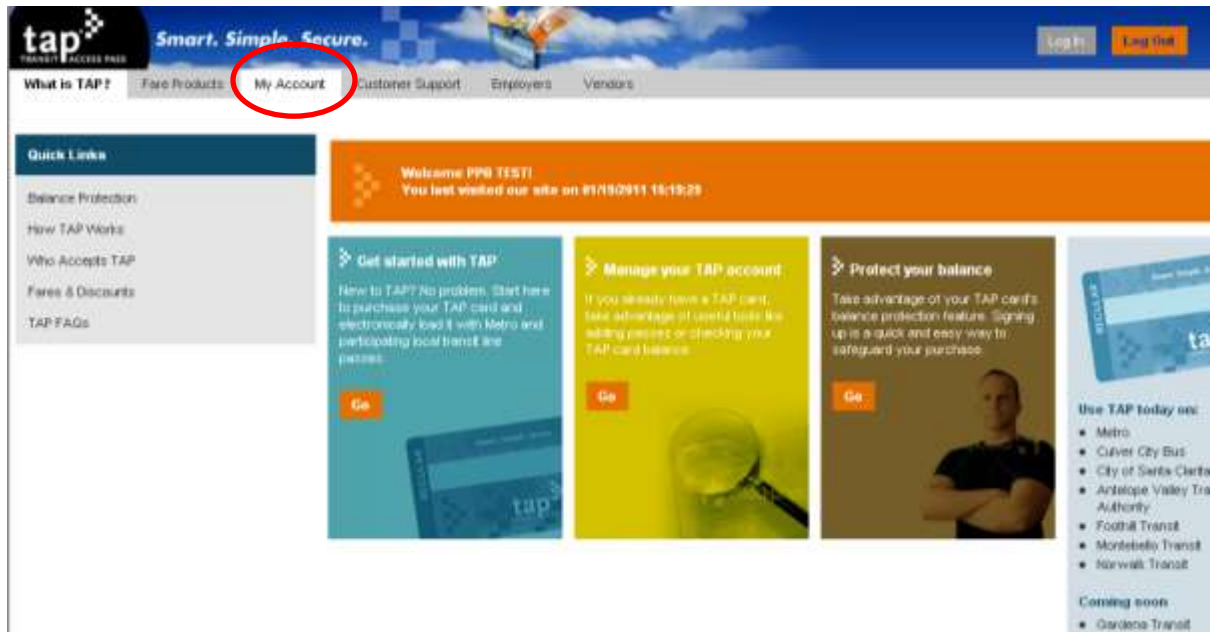
1. If you already signed in proceed to Step 3. Go to www.taptogo.net and click “Sign In”



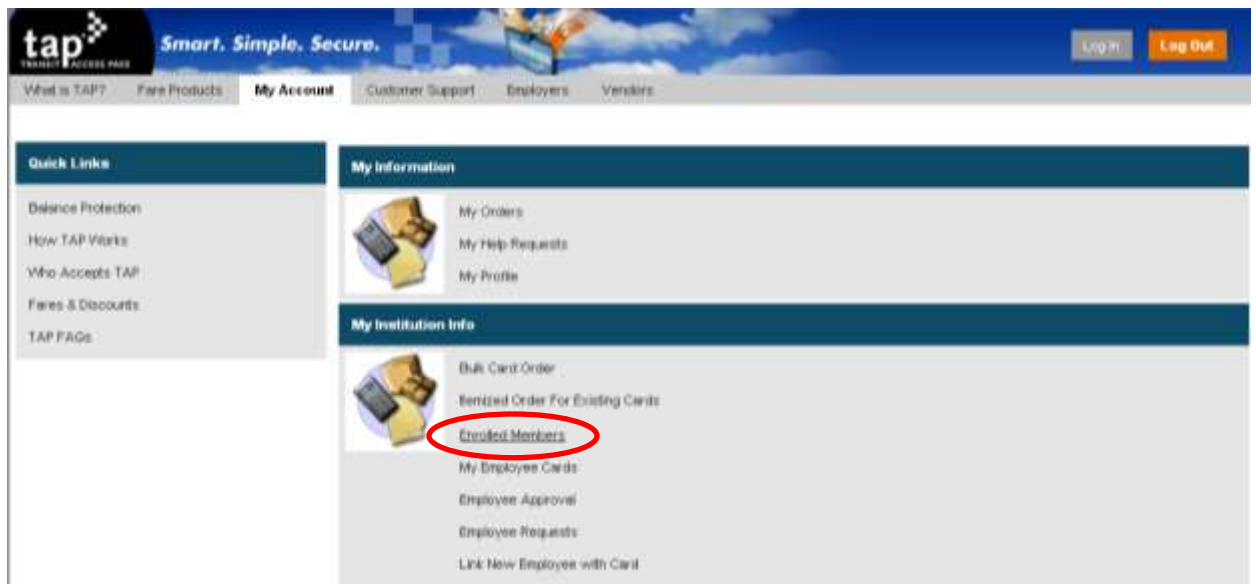
2. Enter your log in information and click “Ok”



3. To access your account information click on “My Account”



4. Click on “Enrolled Members”



5. Select the Participant and Click “Remove Contact”.

The screenshot shows the TAP Smart, Simple, Secure. My Account page. The 'Enrolled Members' section contains a table with the following columns: First Name, Middle Name, Last Name, Main Phone #, Email Address, Street Address (Please Click to Enter Address), City, State, Country, Postal Code, Work Phone #, Work Phone Ext, and Status. The 'Remove Contact' button is circled in red. A red circle highlights the first column of the table.

	First Name	Middle Name	Last Name	Main Phone #	Email Address	Street Address (Please Click to Enter Address)	City	State	Country	Postal Code	Work Phone #	Work Phone Ext	Status
>	BEVERLY		TEST 5	(213) 438-6151	beverly.levi-woodard@acc-inc.com	707 WILSHIRE BLVD, SUITE 1550	LOS ANGELES	CA	USA	90017			Active
>	BEVERLY		TEST 6	(213) 438-6151	beverly.levi-woodard@acc-inc.com	15201 Meritt Place	Van Nuys	CA	USA	91405			Active
>	BEVERLY		TEST 7	(213) 438-6151	beverly.levi-woodard@acc-inc.com	707 Wilshire Blvd Suite 1550	Los Angeles	CA	USA	90017			Active
>	BEVERLY		TEST 15	(213) 438-6151	beverly.levi-woodard@acc-inc.com	707 Wilshire Blvd Suite 1550	Los Angeles	CA	USA	90017			Active

6. Participant will be removed from the Account.

The account administrator's name will show under "Enrolled Members". DO NOT remove the account administrator. Removing the account administrator will disable your ability to load fare.

Administrator and Provider Display Reports

A variety of reports will be available for providers to review the list of their registered participants or to review the status of a current order. Shown below are samples of the various reports available.

Current Participant List

A complete list of the participants registered.

My Account > Enrolled Members

Enrolled Members															
New Query Refresh Contact 1 - 5 of 5															
First Name	Middle Name	Last Name	Main Phone #	Email Address	Street Address (Please Click to Enter Address)	City	State	Country	Postal Code	Work Phone #	Work Phone Ext	Status	Contact Type	Birth Date	Expiration Date
>	BEVERLY		TEST 4	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 WILSHIRE BLVD. SUITE 1500	LOS ANGELES	CA	USA	90017		Active	ITAP		
>	BEVERLY		TEST 5	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 WILSHIRE BLVD. SUITE 1500	LOS ANGELES	CA	USA	90017		Active	ITAP		
>	BEVERLY		TEST 6	(213) 438-6151	beverly.levi-woodard@acs-inc.com	15201 Marko Place	Van Nuys	CA	USA	91406		Active	Disabled	11/9/1954	6/30/2013
>	BEVERLY		TEST 7	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 Wilshire Blvd Suite 1500	Los Angeles	CA	USA	90017		Active	ITAP		
>	BEVERLY		TEST 8	(213) 438-6151	beverly.levi-woodard@acs-inc.com	707 Wilshire Blvd Suite 1500	Los Angeles	CA	USA	90017		Active	ITAP		

My Employee Cards

Provides a complete list of the participants registered along with detailed information on each TAP card.

My Account > My Employee Cards

My Employee Cards												
Search Save Cancel												
Line #	First Name	Last Name	Product	TAP Card Number	TAP Card ID PIN	Registered Date	Subsidy	Last Product Added	Autoload Enabled	Last/Stolen Requested	Report Lost Successful	Exp
1	BEVERLY	TEST 6	Orange TAP Card	0160012708506836	0160012708506836	11/12/2010			No	No	No	6/30/2013
2	BEVERLY	TEST 8	Blue TAP Card	0160028252321556	0160028252321556 123456	1/10/2011			No	No	No	5/1/2013
3	BEVERLY	TEST 5	Blue TAP Card	0160031789198703	0160031789198703	1/11/2011			No	No	No	
4	BEVERLY	TEST 7	Blue TAP Card	0160031789326084	0160031789326084	1/11/2011			No	No	No	
5	BEVERLY	TEST 4	TAP Card	0160036370549862	0160036370549862 123456	5/4/2010			No	No	No	5/1/13

General Account Information

Provides account details.

My Account > My Account Details

My Information

- My Help Requests
- My Profile

My Institution Info

- Spending Limit Administration
- Account Administrator Management
- Account Order List

Account Information

[Edit](#) 1 of 1+

Account Name: PAccount 2011 **Primary Contact Name:** PADMIN

Account ID:

Account Type: ITAP

Account Status: Active

Phone Number: (111) 222-3333

Ship To Street Address: Test

Ship To City: Germantown

Ship To State: CA

Ship To Zip: 20871

Order History

Provides information on all orders placed.

My Account > My Orders

My Orders

Search 12 of 41

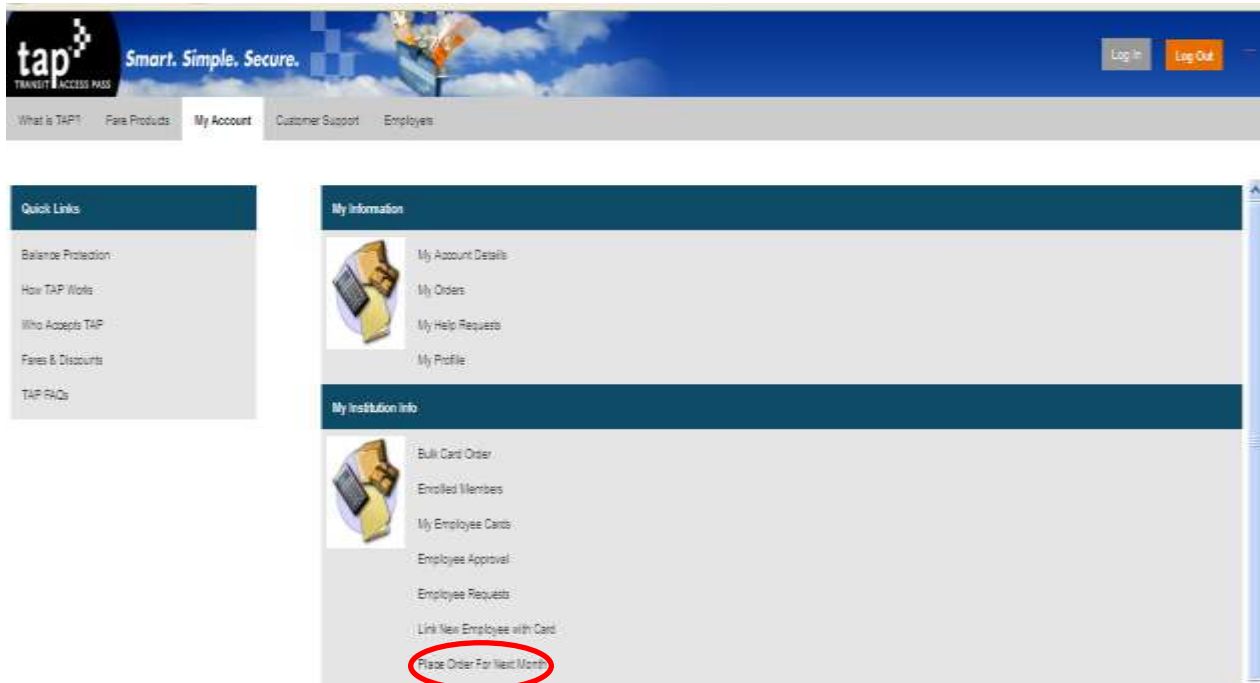
Order #	Created	Total	Order Status
1-144548113	1/29/2012		\$70.00 Product Added
1-140040117	2/28/2012		\$592.00 Product Added
1-143228837	2/27/2012		\$368.00 Product Added
1-143228873	2/27/2012		\$1,400.00 Product Added
1-143228845	2/27/2012		\$1,400.00 Product Added
1-143228894	2/27/2012		\$1,400.00 Product Added
1-143219225	2/27/2012		\$1,400.00 Product Added
1-143208013	2/27/2012		\$1,400.00 Product Added
1-128022887	2/16/2012		\$28.00 Product Added
1-123049058	1/27/2012		\$7,800.00 Product Added

When to place orders (additional information)

From the 1st to the 10th you have two options: “Place Order For Current Month” and “Place Order For Next Month”.



From the 11th to the last day of month you can only load fare for the upcoming month. You will not have the option to load fare for the current month.



Frequently Asked Questions

Where do I send the applications?

Applications for students who qualify for District-provided public transportation should be submitted via school mail to the Transportation Services Division. Each application should include verification of school enrollment.

Applications for students who do not qualify for District-provided public transportation should be sent to the address on the application. Each application should include verification of school enrollment.

What if a student claims their temporary TAP card was lost/stolen?

The Transportation Services Division will not replace a lost/stolen temporary TAP card. The students are responsible for the cost of fare until they receive a permanent TAP card.

What if a student claims their permanent TAP card was lost/stolen?

Either the student or the account administrator must call the TAP customer service center (1-866-TAP-TOGO) to report the card lost/stolen. The card will be canceled and a replacement card will be issued to the student. The student /account administrator should verify the address where the replacement card will be sent. The student is responsible for the cost of a replacement card.

When do I remove students from my account?

Students that no longer attend the school or no longer qualify for District-provided public transportation must be removed from the account immediately.

What if a student has two or more permanent cards?

Either the student or the account administrator must call the TAP customer service center (1-866-TAP-TOGO) to verify which card is current. The account administrator is responsible for ensuring that the correct TAP card, based on the 16 digit card number on the back of the card, is added to the account.

A student claims that their temporary TAP card does not work

Either the student or the account administrator must call the TAP customer service center (1-866-TAP-TOGO) to verify that there is fare on the card. If the customer service representative finds that the card does not have fare call the Transportation Services Division (213-580-2912).

A student claims that their permanent TAP card does not work

Either the student or the account administrator must call the TAP customer service center (1-866-TAP-TOGO) to verify that there is fare on the card. If the permanent card is defective the TAP service center will replace the card.

I cannot add cards to my account.

The account administrator must call the TAP customer service center (1-866-TAP-TOGO) and ask for assistance with a corporate account.

I accidentally canceled a student's card.

The account administrator must call the TAP customer service center (1-866-TAP-TOGO) and ask for assistance with a corporate account.

I forgot my username/password.

The account administrator must call the TAP customer service center (1-866-TAP-TOGO) and ask for assistance with a corporate account.