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

- Smarth Simple Shown John Doe Granent 9-12 Card Expires 7-31-2014
- 2. Go to www.taptogo.net and click "Sign In"



1. Be sure that the card is not expired.

3. Enter your log in information and click "Ok"

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4. To access your account information click on "My Account"



5. Click on "Link New Employee with Card"



6. Click "Search"

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What is TART Fare Publicits My Account	Customer Support En	nakoyera Vendora		
Employee and Card Information				
Search Cores				(a)No Records (a)
Card Humber 🚔	First Name 😂	Last Name 🔅 City	State Postal Code	Country Confirm

7. Enter the 16-digit card number and click "Go". <u>DO NOT</u> enter First Name and Last Name.

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What is TAPT	Fare Products	My Account	Customer Support	Employers	Vendors		
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8. Verify the information is correct and click "Confirm"

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	Card Hamber ≜	First Bame	Last Hame	cin	y State	Postal Code	Country	Confision
>	0160014117796507	MARCOS	TEST	Los Angeles	CA	90081	USA	Confirm

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

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	First () Hame ()	Middle Hame	Last Name	Main Phone () #	Email Address 🌐	Street Address (Please Click to Enter Address)	City 😂	State 🕀	Country	Postal Code	Work Phone W	Work Phone Ext	: Status ()	Contact Type	Birth Date	Espir
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>	BEVERLY		TEST 4	(213) 438- 6161	beveriy.levi- wooderd@acs- inc.com	707 WILSHIE BLVD SUITE 166024	LOS	CA	USA	90017			Active	ПАР		
30	MARCOS		TEST	(213) 438- 6158	marcos rosales@acs- inc.com	PO Box 8113103d	Los Angeles	CA	USA	90081			Active	Student12		
>	ITAP		TEST 4	(213) 430- 6151	woodard@acs- inc.com	707 Wilshine Bivd Suite 1550 bd	Angeles	CA	USA	90017			Active	ITAP		
				(213) 435-	bevoriy Jevi-	707 Witshine	1.09						1			

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 <u>www.taptogo.net</u> and click "Sign In"



2. Enter your log in information and click "Ok"

1

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What = TAP?	Fare Products	My Account	Cuttomer Support	Employees	Vendors			
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User Login								
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3. Click on the "Fare Products" Tab



4. Select the "Select Products for Bulk Product Order" Link



5. 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".

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STEP	1: Select Provider	STEP 2 Passes	51EP 2: Shopping Cart	
	1 - 10 of 10+	Metro Student 30-Day Pass	Add Iren :	ecord
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>	Antalope Valley		Order Items No Records	
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6	Nero Student		Check Out	
>	and find stabled			

6. Enter the Total Number of Products to be ordered

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>	Foothill Student						
>	Metro Disabled						
>	Mero			IOGI Phice			
>	Metro Student					Theok Out	
>	Senta Clerita Disabled						

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)

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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

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Customer Information									
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									to Ream

9. 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.*)



10. 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.*

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	\$ 10		arta.	Number OF Selected Cards	683	ect Ail Carri	I Carel Directo	Court DF Cards DDI Cards Bulk Product Onler Dany Tarm Dalact A	ci ta

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

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	DEVERLY	TEST 6	Student 12	0160012708506838						
	BEVERLY	TEST 7	Student 12	0160031709326054						

12. Select the Participants to Receive the Selected Product

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		DEVERLY	TEST 6	Student 12	0160012708506838					
		BEVERLY	TEST 7	Student 12	0160031709326054					

13. Click on the "Save" Button

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	BEVERLY	TEST 6	Student 12	0160012708506838	
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The "Quantity of Products" selected must match the "Number of Selected Cards"

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Place Order For Current Month	Oty 🗄	item	Description	Comments	liet Price	Total	Dele
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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

Index # 1 upon Sider is for the month of: April N dex Type: Read to	tots According Crosser	ount: nated	Tap Test Account 3/16/2011		
iheeping Cart					
Oty 🕀 Rem	Description 🕥	Expiration Date 🚔	Your Price	Het Price	Total
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Metro 30Day St					Total Price
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rder Engloyee Detaile			Cardanae Bhop	anna fireat	y Cart Cher

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

	Continue Shoppin	g Trophy Carl Check Out
Order Employee Details	Second Second Second	
		1 - 2 of 2
Last llame 🕀	First Name 🕀	Card Humber 🔅
	0160031788326064	
	0160035370550842	

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

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What is TAP? For Products My	Account Custamer Support	Employees		
Order Summary				
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Passes loaded on the Interne	it are available at Metro R	lail and Orange Line validators	within 12 hours of purch	hase.
Passes may not be available load the pass and validate th	on Melro bus fareboxes f e ride.	or up to 48 hours. Tap your car	d within 30 days of orde	r on the validator or farebox to
Order Summary:		Credit Card:		
Querte M: 1-68E31243		Credit Card R		

To Remove a Student from your account

1. If you already signed in proceed to Step 3. Go to <u>www.taptogo.net</u> and click "Sign In"



2. Enter your log in information and click "Ok"

tap	Smart. Simple. Se	scure.		-	Lea Int
What = TAP?	Fare Products My Account	Cuttomer Support En	ployers Vendors		
You are about to en If you are a new up	ter a secure area of this web si er, you can register to use this s	te. Please eriter your user ID ar die by dicking the New User In	d password. I below.		
User Login					
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	LALLAN				
(initial) have					
ALC: NOTE					

3. To access your account information click on "My Account"



4. Click on "Enrolled Members"

tap Smart. Simple. Sec	ure.	Log Out
What is TAP? Pare Products My Account	Customer Support Emoloyers Versions	
Quick Links	My Information	
Belance Protection How TAP Vitinks Who Accepts TAP	My Orders My Help Requests My Profile	
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5. Select the Participant and Click "Remove Contact".

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ly Institution Info	,	DEVERLY		TEST 5	(213) 438- 6151	beverty levi- woodard@acs- inc.com	707 WILSHIPE BLVD. SUITE 1550 H	LOS ANOELES	ĊĂ	USA	90017			Active
Net Card Order Ince Order For Next Month	6	BEVERLŸ		TEST 6	(213) 438- 6151	ibeverly levi- wooderd@ecs- inc.com	15201 Marin Place	Van Nuys	CA	USA	91405			Active
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ly Employee Cards	>	BEVERLY		TEST 15	(213) 438- 6151	beverty Jevi- woodard@acs-	707 Wishire Blvd Suite	Los Angeles	CA	USA	90017			Active

6. Participant will be removed from the Account.

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

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
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C	iw 90	-	emoteCo	inter											9	- 5 of 5 1
	First	Middle Name	Leet Herre	Main Phone	Inuil Address	Street Address (Please Click to Enter Address)	City ()	State (Country	Peatal Code	Work Phone N	Work Phone Est	Statue :	Contact Type	Birth Date	Expiration Date
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>	DEVERLY		TEST 6	(213) 436- 6161	beverly invi- wooderd@eco- inc.com	15201 Martin Place 3d	Van Nays	¢A.	USA	91405			Active	Disakleri	11/0/1954	6/06/2013
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э	DEVERLY		TEST 0	(213) 438- 6151	beverty levi- wooderd@scs- inc.com	707 Withins Divid Suits 1550 Jul	Los Angeles	CA	USA	90017			Active	пар		

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	imployee C	lender											
	arth 1	ieee a											
Line	First Name	Last Name	Product	TAP Card Number	TAP Card Id 👚	P00 ()	Registered Date	Subsidy	Last Product Added	Autoload Enabled	Lost/Stolen - Requested	Report Lost Successful	E ag
1	DEVERLY	1051 6 <u>34</u>	Orange TAP Card	0160012708505838	0160012700506838		11/12/2010			140	140	No	6/30/
2	BEVERLY	165T B 3-	Elun TAP Card	0160026252321656	0160028262321658	123456	1/10/2011			No	No	No	6/12/
1,	DEVERLY	TEST 5 AL	Ellue TAP Card	0160031789196703	0160031789198703		1/11/2011			140.	140	No	
6	DEVERLY	TEST 7 53	Dive TAP Card	0160031789326064	0160001789326064		1/11/2011			No	No	No	
1	DEVERLY	TELT 42d	TAP Caril	0160035370549562	0160036370546562	120456	6/4/2010			No	No	No	6/13/

General Account Information

Provides account details.

My Account > My Account Details

My Information	Account Information						
My Help Requests	Edit			1 of 1+			
My Profile	Account Name	PAccount	Primary Contact Name PADWIN				
My Institution Info	Account Id:	2011	Primary Contact Name: PADMIN				
Spending Limit Administration	Account Type: Account Status:	ITAP Active					
Account Administrator Management	Phone Number:	(111) 222- 3333					
Account Order List	Ship To Street Addre Ship To City: Ship To State: Ship To Zip:	ss: Test Germantown CA 20871	n				

Order History

Provides information on all orders placed.

My Account > My Orders

My information	My Onters				
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*My Postia	Onter #	Dested 🕀	34ai	Online Status	
My SAP Card Information	1-144548113	2/26/2012		\$70.00 Product Asted	
My Institution into	1-40040157 N	2/28/29/2		\$352.00 Product Addant	
*Bull Card Only	thatter K	2/27/2812		\$308.00 Product Addres	
*Place Onler For Next Van N	1-540330073	2/27/2012		\$1,400.00 Product Ambut	
*Place Date For Surrent Martiti	1-147220548	3/27/28/2		\$1,400.00 Product Added	
*Entited Hambers	1-140320804	2/27/2012		\$1,400.00 Product Autom	
Ny Employee Cards	1-142318209	3/21/38/3		\$1,405.00 Product Added	
Employee Approval	1-140303013	3/27/2013		\$1.405.00 Product Addres	
Employee Product Request	1-12803087	2/10/2013		\$28.00 Product Autoled	
The rest publicles are clear	1-121040008	1/27/2012		\$7,000.00 Product Active	

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

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

on the application. Each application should include verification of school enrollment

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 accidently 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.