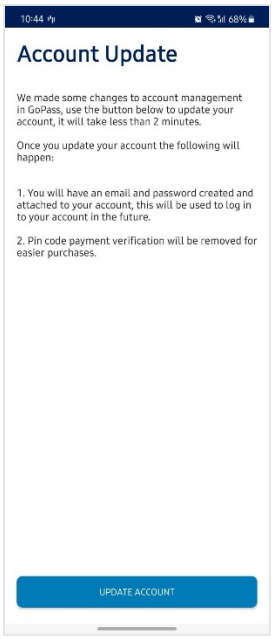
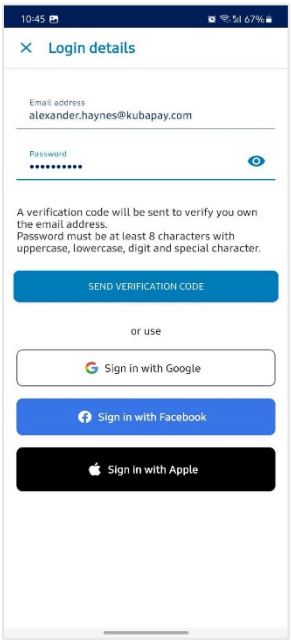
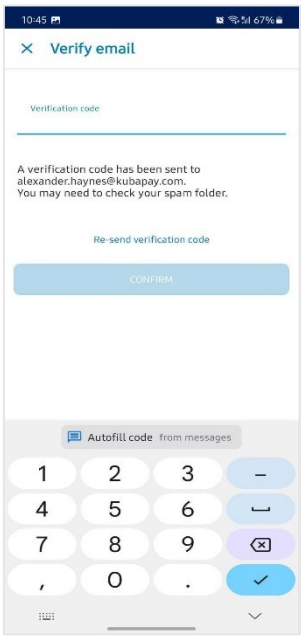
SET UP/TROUBLE SHOOTING YOUR GOPASS APP

NEW USERS:

1. **Install the GoPass app on your mobile device.** Visit your Apple App Store or Google Play Store to download and install the GoPass app. Upon opening your app, you will be asked to enter your full name and zip code.
2. **Enter your e-mail address and create your password.** Please make sure to enter the email address provided to DART. Create your Password. Click SEND VERIFICATION CODE.
3. **Verify your e-mail address.** A verification code will be sent to your e-mail; enter your verification code in the app.







Dear GoPass user,

Below is a one-time activation code which you need to enter into the app to confirm your email.

374349

If you did not request this one-time code then please ignore this email. No action has been taken at this time. This one-time code is valid for 24 hours.

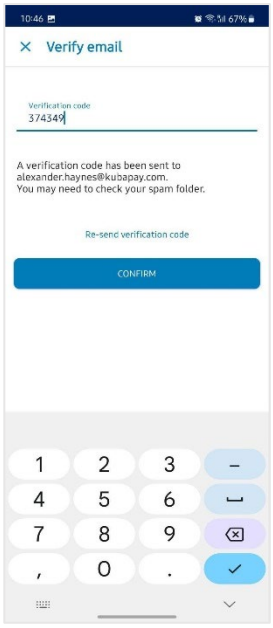
If you have any questions or need assistance, contact GoPass customer service at 214-979-1111 or via email at gopass@dart.org.

Sincerely,

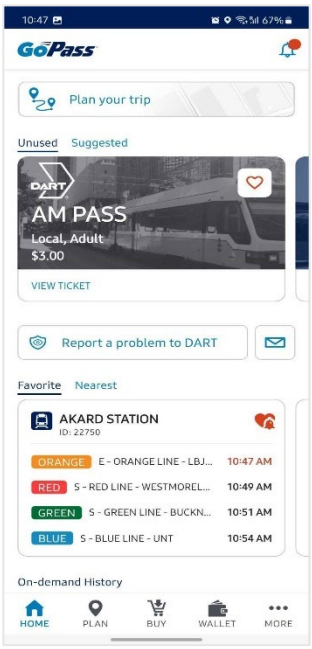
GoPass®

An email is sent to the employee email address.
Rider must:

- Check for typos in the email address
- Ensure their inbox is not full and can receive messages
- Look in their spam folder







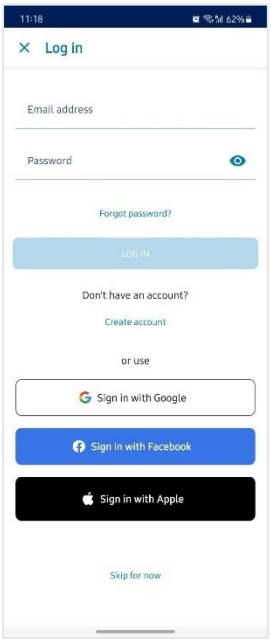
If you continue to experience issues with your pass, please call DART Customer Service (214) 749-3333

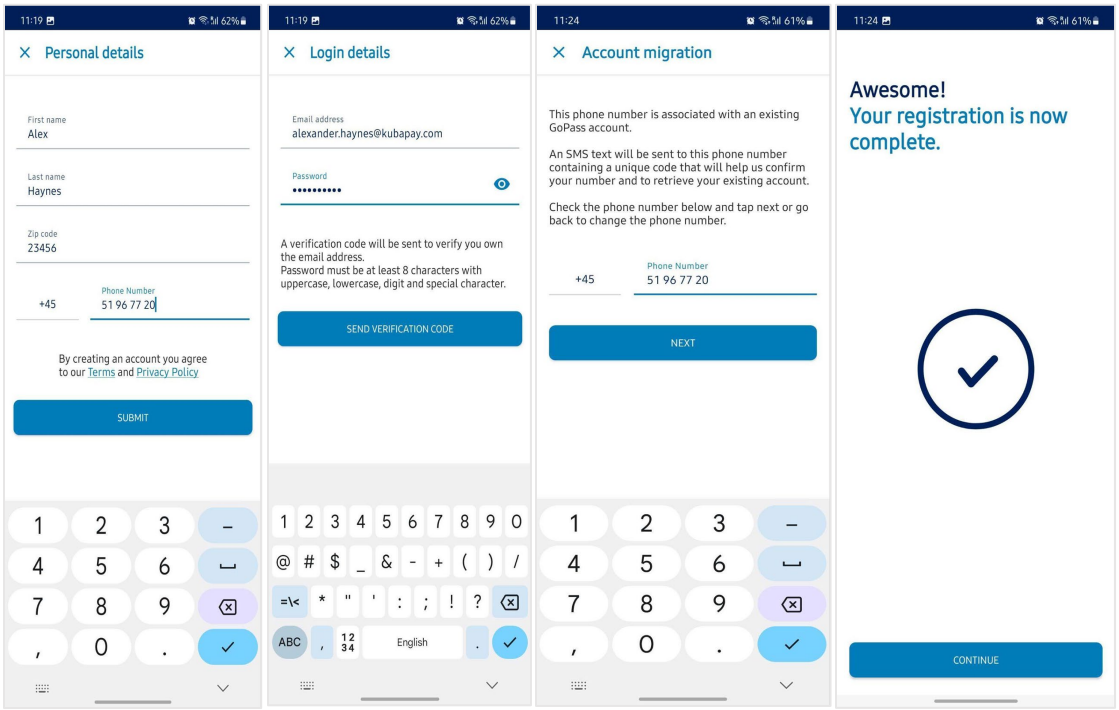
SET UP/TROUBLE SHOOTING YOUR GOPASS APP

PREVIOUS PASS USERS:

The GoPass rider previously created an account using their phone number and has been using the app. At some point they deleted the app and now want to get back into the app to start using it again. The rider must "**Create account**." During the registration, the app recognizes their phone number.

1. **Log out of the app**
    - Open GoPass app; click on MORE
    - Click on YOUR PROFILE
    - Click on Logout
2. From the Log in screen, click **Create Account**
3. **Enter Personal Details**
4. **Enter email address**
    - Use email address that was provided to DART
    - Create your password
    - Click SEND VERIFICATION CODE
5. **Confirm** your mobile number
6. **Verify**
    - A unique verification code will be sent to your mobile device





If you continue to experience issues with your pass, please call DART Customer Service (214) 749-3333