

## INSTRUCTIONS TO DOWNLOAD CAPITAL METRO DIGITAL PASS

If you have previously downloaded the app under your personal email account and have included your cell number, you will need to delete the phone number and email off your personal account and add it for the county account for the digital pass to download.

**You must download the app to your personal phone. If you previously had a digital pass associated with the app, you must delete the app and reinstall it with your county email. The CapMetro mobile app presents too high of an information security risk. The ability for users to potentially add and save their credit card information would open all TC-owned mobile devices to PCI regulations.**

1 – Complete the on-line waiver – you MUST use your county email address to receive a digital pass

2 – You will receive an email from Capital Metro asking you to connect on Bytemark and to create an account by completing a form. Check your “Other” folder in Outlook. The form should have your Travis County email prefilled on a row and will be greyed. You should complete the form by adding your first and last name, create a password, and press submit. The email you received will have the following wording:

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Hi Rin Tin Tin,

**Capital Metro has invited you to connect on Bytemark.**

You have received 1 pass(es).

By connecting on Bytemark, you will be able to use your digital passes for Capital Metro.

To accept this invite, click on the link below (or copy and paste the URL into your browser):

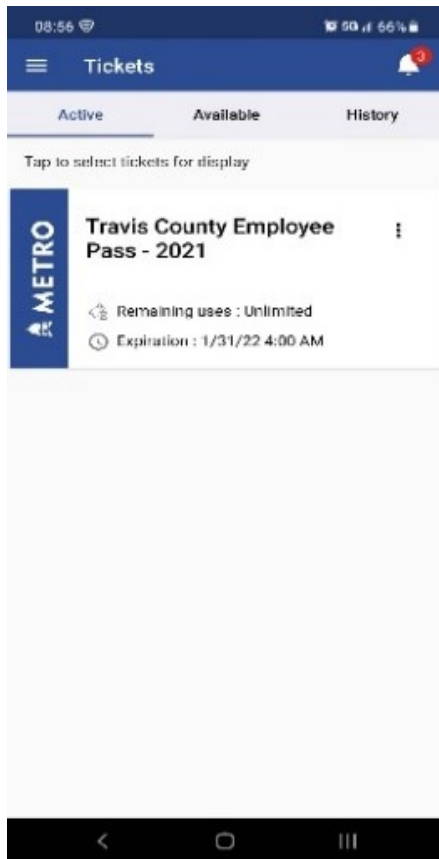
This link can only be used once and is intended for Rin Tin Tin only. Please do not forward this email or share this link.

[https://buy.capmetro.org/invite/4nlo2crs0nhzae94ptx1vjmmdedfigsojbmyct0g?redirect\\_uri=%2Fsettings%23organizations \[buy.capmetro.org\]](https://buy.capmetro.org/invite/4nlo2crs0nhzae94ptx1vjmmdedfigsojbmyct0g?redirect_uri=%2Fsettings%23organizations%2Fbuy.capmetro.org)

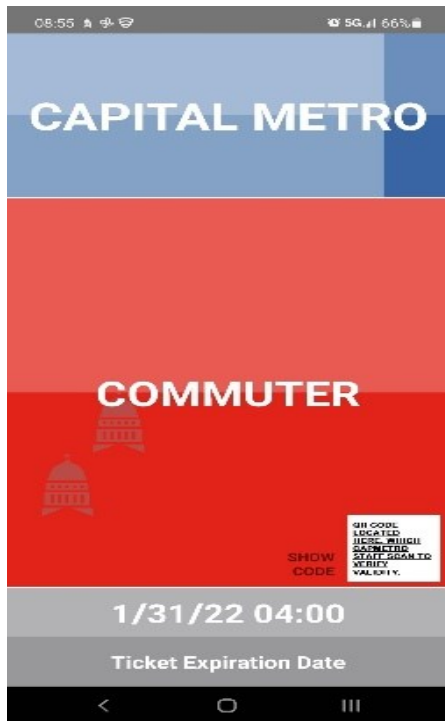
3. Sign into your account using your county email and capital metro password.

4. You must verify your email, and you will receive another email from Capital Metro verifying your email is accepted.

5. Look under pass history and you will see your digital pass. Your digital pass will appear and will look like this:



6. Click on the three dots and your ticket will appear with a QR code (blocked out for security reasons in the picture below).



7. When you are ready to ride the bus, rail, or Pick-Up, open the Capital Metro app and your digital ticket with the QR code and scan the QR code when you board.