ZPass Plus Sign-Up Instructions

To Begin: Navigate to www.zpassplus.com, click on the blue "Sign Up Today" button.

Step 1: Student Information

1. Enter the following information for your student exactly as they appear on the student's bus pass:
   a. First Name
   b. Last Name
   c. RFID #
2. Click "add"
3. Verify the student information.
4. If necessary, add additional students by repeating steps 1-3.
5. Once all students are added and verified, click "Continue Sign Up"

Step 2: Account Information

1. Enter the following information for your account:
   a. Email address
   b. Password
   c. Confirm password
2. Enter the following name and address information
   a. First Name
   b. Last Name
   c. Address including City, State, and Zip
   d. Time Zone
   e. Phone Number
3. Once all required fields are completed, click "Review Information"

ZPass Plus Sign-Up Instructions (cont'd)

Step 3: Review Information

1. Review and confirm the plan information is correct, specifically the student name(s).
2. Review and confirm the account information is correct.
3. Click "Create Account" if everything is accurate. Use "Back" button if edits need to be made.

Step 4: Email Confirmation

In order to activate your account, you must confirm your email address. The system will send an email with a confirmation link. Click the link to activate your account. *Please check your spam folder if the activation email is not received.*

Home Tab

After activating your ZPass Plus account, you will be logged into the system and taken to the home screen. In this example, Walter has had two scans. It is possible that you will not see your student in this list until they have scanned their card.
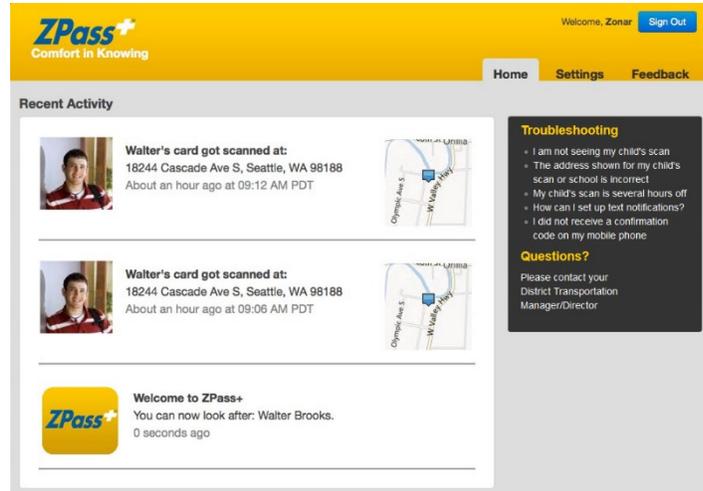
Settings Tab – Manage Riders

From the Manage Riders tab you can add a student by entering their First and Last Name and RFID number. You can remove a student by clicking "Delete Rider" next to their name. It is also possible to add a student's photo.
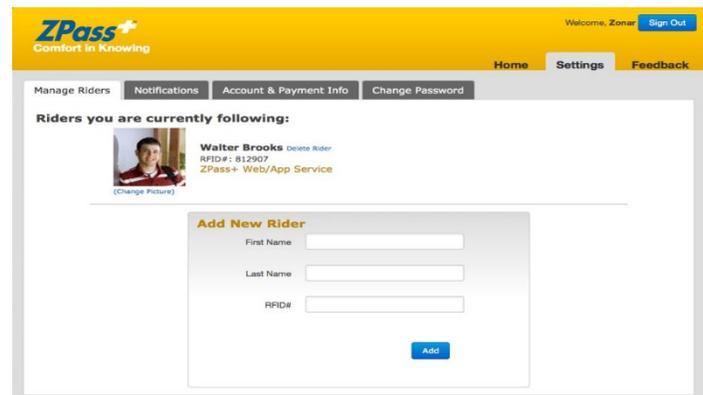
Settings Tab – Notifications

If you wish to receive text notifications on your mobile device, enter in your contact information; Including Name, Mobile Phone Number and Mobile Carrier. You can add more than one contact. Select "+ Add New" to enter contact information.
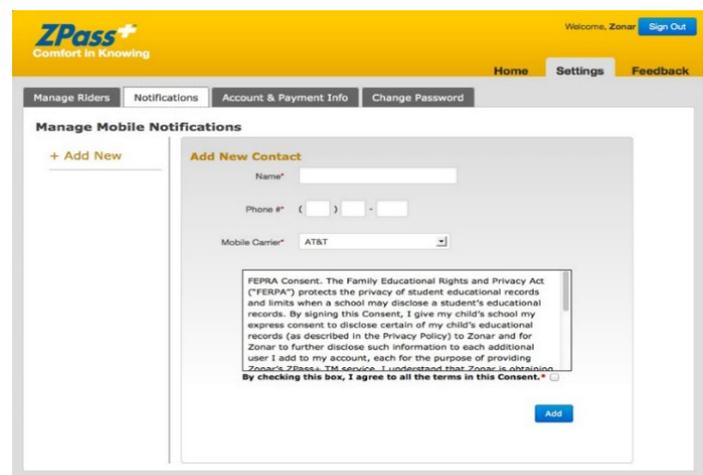
ZPass Plus System Overview (cont'd)

Settings Tab – Notifications (cont'd)

Once you have added a contact, a confirmation text message will be sent. This message contains a ZPass Plus confirmation Code. Enter code and click **Confirm**

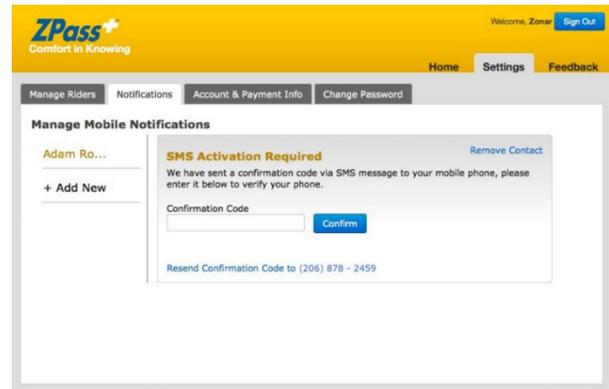If the confirmation code was successful, the contact information will be displayed. You may also add e-mail notifications using the Notifications tab.
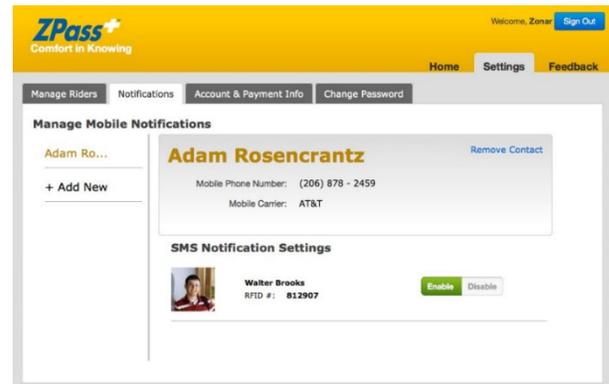
Settings Tab – Account & Payment Info

If you need to update your account information, do so here and click **Save**
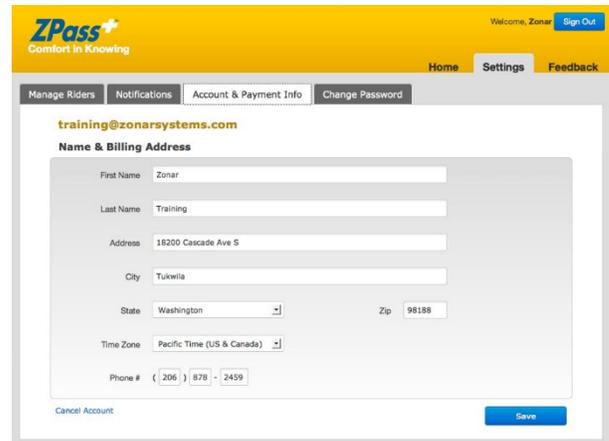
Please note that this service is being provided free of charge. You will never be asked for payment.

Settings Tab – Change Password

At any time, you may change your account password.

Passwords must be a minimum of eight characters with no spaces and must contain at least one number.

ZPass Plus System Overview (cont'd)

Basic Troubleshooting

Problem: I am not seeing my child's scan.

There are a couple reasons why this may occur:

1. Your child's information is correct but they have not scanned their card yet.
2. Your cell/carrier information may be incorrect on the [ZPass Plus website](#).
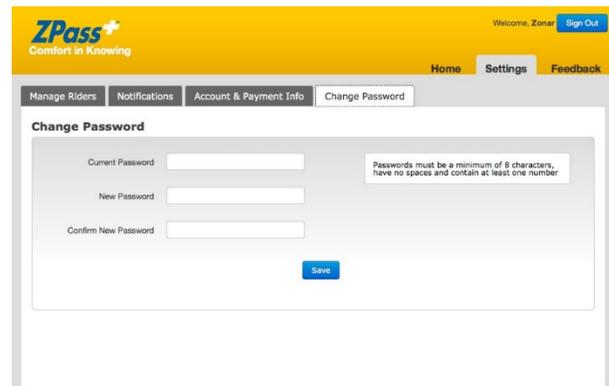
Problem: My child's scan is several hours off.

You need to adjust the time zone. Follow these steps.

1. Log into your account on the [ZPass Plus website](#).
2. Click on the "Settings" tab.
3. Click on the "Account and Payment Info" tab.
4. From there, you can adjust the time zone.

Problem: I did not receive a confirmation code on my mobile phone.

There are several reasons why this may occur:

1. The confirmation codes come from a "do not reply" email address. Your cell company may filter it as spam. Contact your cell company and ask them to add zonarsystems.com to the White List. This is a list of email addresses that are allowed past spam filters.
2. Your mobile plan must include SMS service. If you are unsure whether or not SMS service is included in your data plan, contact your mobile device provider to verify.
3. In addition, make sure that SMS messages are enabled in your device's settings. Sometimes, SMS is not enabled by default or can be disabled if you have updated your operating system.
4. Make sure that your number was entered correctly on the [ZPass Plus website](#).

Problem: The address shown for my child's scan or school is incorrect.

When the student's card is scanned, the scan is tagged with the latitude/longitude where it took place. This information is then reverse geocoded by Bing Maps to reflect the nearest street address. Sometimes, especially if the scan takes place in a large parking lot, the latitude/longitude will reflect an address that is adjacent to the parking lot. While the latitude/longitude is very accurate, Bing has no way of knowing which side of a large parcel actually matches the street address of the building, so it will select the closest one.

Problem: I'm trying to enter my child's information and the website says "Rider Not Found".

The information you are entering is different than contained in the database. Check to make sure you are entering the first name, last name, and RFID # exactly as they are displayed on the card.