

PassWeb is Spokane Transit's software solution for real time information for Paratransit customers. The following are step by step instructions for enrolling in PassWeb from your Smartphone or your computer.

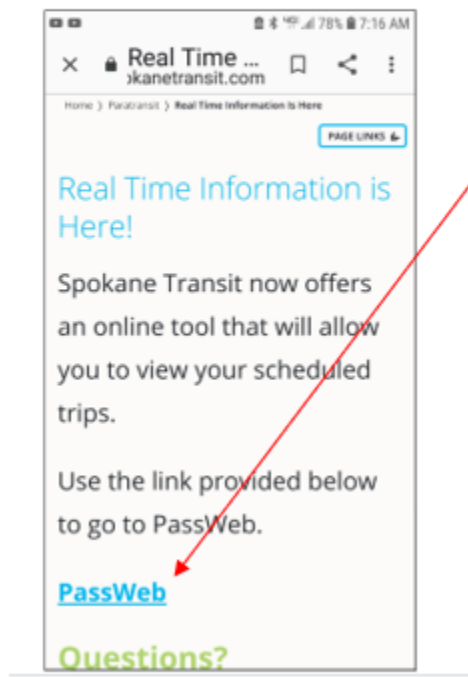
### Step 1

Use the link provided below to go to PassWeb.

[www.spokanetransit.com/passweb](http://www.spokanetransit.com/passweb)

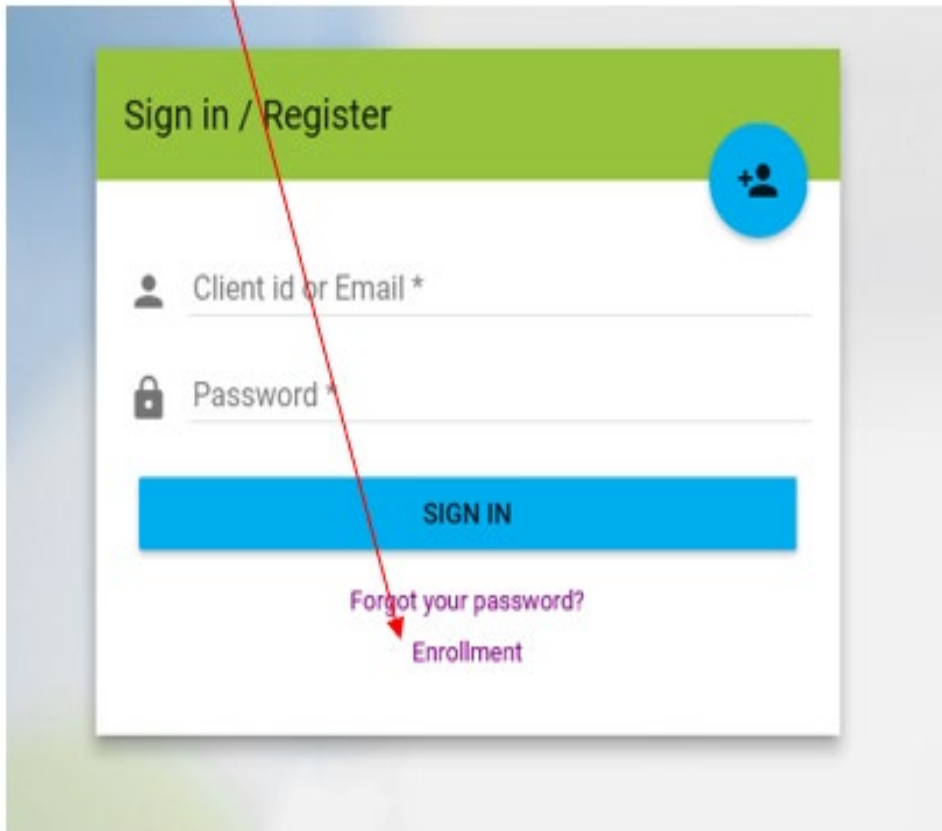
### Step 2

This is what you will see. Click on the PassWeb link.



Step 3

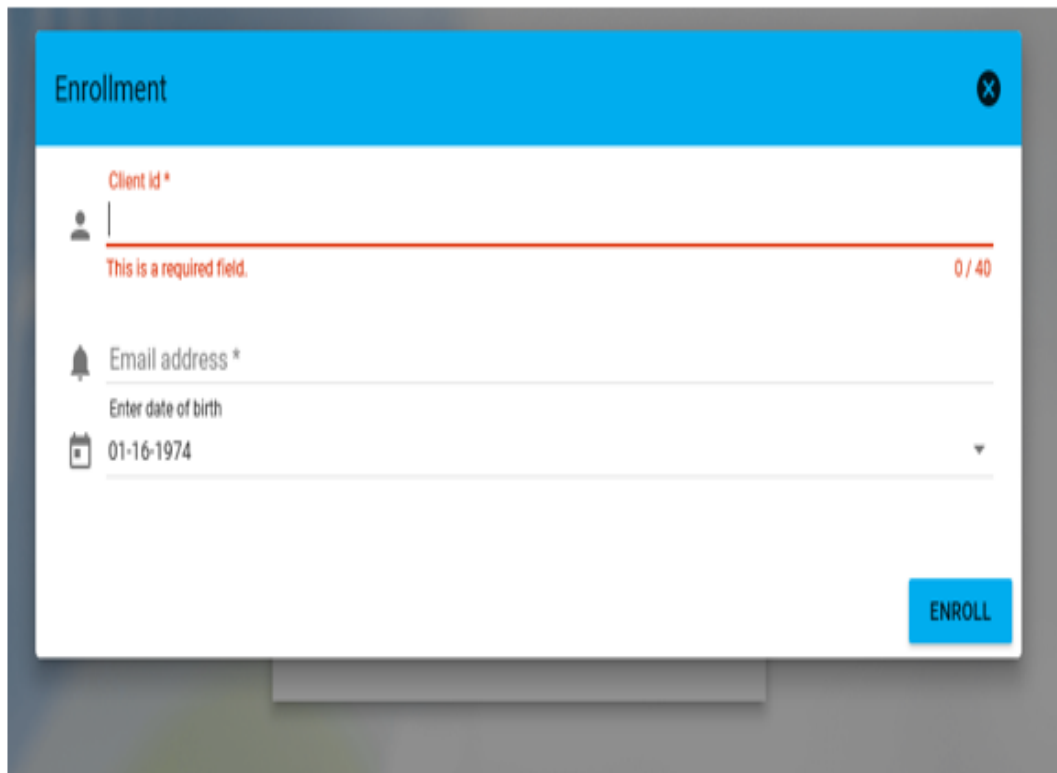
Click on **Enrollment**



## Step 4

Enter your:

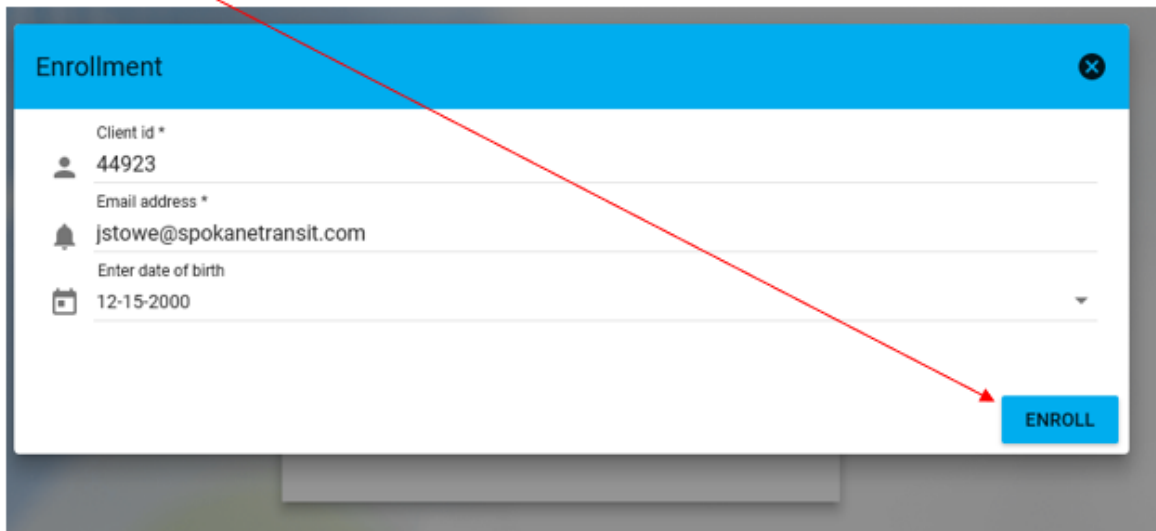
- client ID Number
- email address
- date of birth



The screenshot shows a mobile application interface for enrollment. At the top, there is a blue header with the word "Enrollment" and a close button (an 'X' in a circle). Below the header, there are three input fields. The first field is labeled "Client id \*" and has a red error message below it that says "This is a required field." and a character count "0 / 40". The second field is labeled "Email address \*" and has a bell icon to its left. The third field is labeled "Enter date of birth" and has a calendar icon to its left, with the date "01-16-1974" entered. At the bottom right of the form, there is a blue button labeled "ENROLL".

Step 5

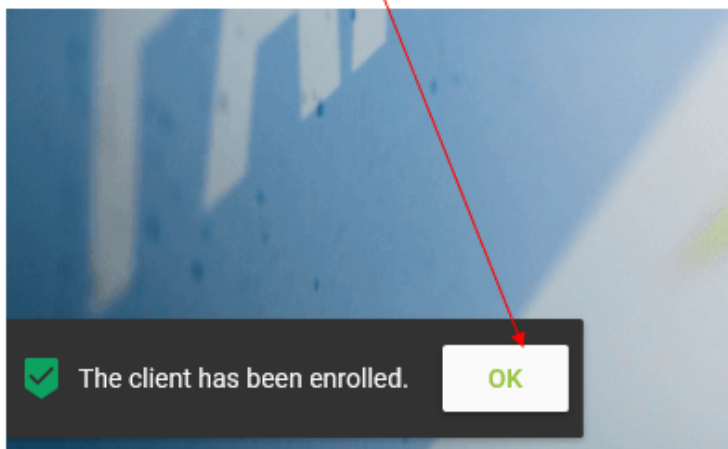
Click Enroll



The screenshot shows a mobile application interface for client enrollment. At the top, there is a blue header with the word "Enrollment" and a close button (an 'X' in a circle). Below the header, there are four input fields, each with an icon on the left and a label above the text input area. The first field has a person icon and the label "Client id \*", with the value "44923" entered. The second field has an envelope icon and the label "Email address \*", with the value "jstowe@spokanetransit.com" entered. The third field has a calendar icon and the label "Enter date of birth", with the value "12-15-2000" entered. To the right of the date field is a small downward-pointing arrow. At the bottom right of the form is a blue button with the text "ENROLL" in white. A red arrow originates from the text "Click Enroll" above the screenshot and points directly to the "ENROLL" button.

At the bottom left corner of the same screen you will see a dialogue box that says, "The client has been enrolled."

Click "ok"



You will be sent an e-mail to the e-mail address you entered.

Open your e-mail from STA InfoCom with Activate Account in the subject line.

## Step 6

Click on the link in the e-mail to create and activate a password for your account

### Activate Account



Hello JOE TEST,

Thank you for creating an account with us. Please reply to this e-mail message or call Customer Service at 1-800-CustService if you need support.

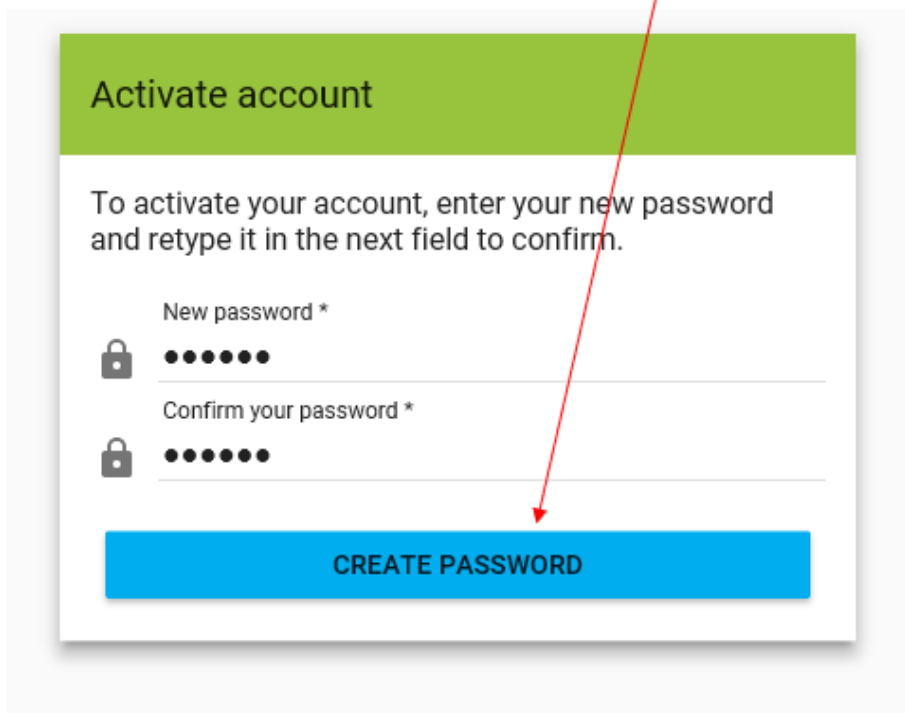
To activate and create a password for your account, [click here](#).

The webpage will refresh and you will see this:

The image is a screenshot of a web browser displaying an account activation page. At the top, there is a green header bar with the text 'Activate account' in white. Below the header, the main content area has a white background. It starts with the instruction: 'To activate your account, enter your new password and retype it in the next field to confirm.' There are two input fields, each preceded by a small lock icon. The first field is labeled 'New password \*' and the second is labeled 'Confirm your password \*'. At the bottom of the form, there is a prominent blue button with the text 'CREATE PASSWORD' in white, uppercase letters.

## Step 7

Create a password for your account. The password must be a combination of letters and numbers. Click on CREATE PASSWORD



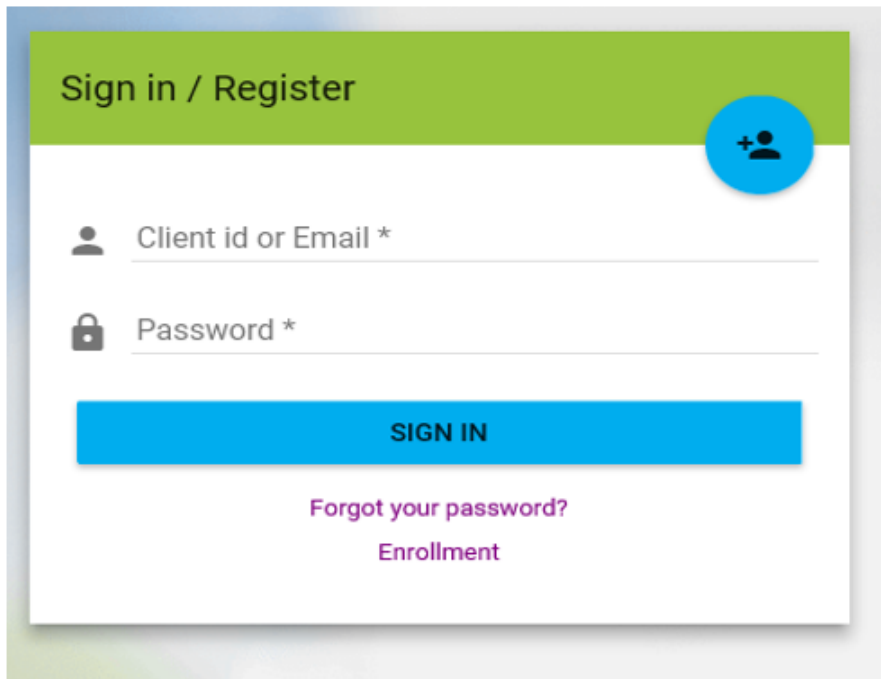
The screenshot shows a web form titled "Activate account" with a green header. Below the header, there is a white box containing the following elements:

- A green header bar with the text "Activate account".
- Instructional text: "To activate your account, enter your new password and retype it in the next field to confirm."
- A "New password \*" field with a lock icon and a password mask of seven dots.
- A "Confirm your password \*" field with a lock icon and a password mask of seven dots.
- A blue button labeled "CREATE PASSWORD" at the bottom.

A red arrow points from the top of the page down to the "CREATE PASSWORD" button.

## Step 8

After you click on "CREATE PASSWORD" the you will see this:



Sign in / Register

Client id or Email \*

Password \*

**SIGN IN**

[Forgot your password?](#)

[Enrollment](#)

Enter your id number and password then click on "SIGN IN"

You are now enrolled in PassWeb and will be able to see your scheduled trips.

Feel free to explore the website for other features available to you.

If you have any questions, please call Paratransit Reservations at 509-328-1552. Representatives are available 7 days a week, including holidays, from 8 a.m. to 5 p.m.

You can also send an e-mail to [STAParatransit@spokanetransit.com](mailto:STAParatransit@spokanetransit.com).