

NEIGHBORHOOD SMART CARD WEB PORTAL REFERENCE MANUAL

REVISED: September 2019

We're here to help. For questions and assistance please call, email, or create a help ticket.
Please allow 24-48 hours for a response.

Call: 303-299-2132

Email: smartcardsupport@rtd-denver.com

LOGGING IN TO THE WEB PORTAL For the first time

Log In
Help and Support

WELCOME TO RTD SMART CARD SERVICES

User Name:
Password:

[Forgot Your Password?](#)

Log in with your username and your temporary password that was emailed to you. If you didn't receive an email with your password, please [contact RTD](#).

Account Management

- Home
- Riders
- Smart Cards
- Order Smart Cards
- Shopping Cart
- Order History
- Users
- Account Profile
- Help and Support

PASSWORD UPDATE

[? Logout](#)

CREATE NEW PASSWORD

Your Current Password: *
New Password: *
Re-enter New Password: *

Once you log in, you must change your password before your temporary password expires in 1 hour. You can do this by clicking on "Change Password" from the left menu. Click "Next" to update your password. You will receive an email confirming your username and new password.

Note: Your password must be at least 8 characters and contain one capital letter, one number, and one symbol from the following @\$!%#?&

My Account

- Settings
-
- Logout

Account Management

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SETTINGS

[? Logout](#)

USER SETTINGS

* denotes a required field

Email: *
Confirm Email: *
Phone Number (XXX-XXX-XXXX): *
Phone Extension:
Security Question: *
Security Answer: *

Next, click "Settings" and select your security question. Be sure to include your answer in the space provided. Then click "Update" to save.

My Account

-
- Change Password
- Logout

PASSWORD RECOVERY: If you forget your password, you can request it on the web portal log-in page. If you lock yourself out, wait 15-20 minutes and try logging in. Once you receive a system generated temporary password, you have 1 hour to log in and create a new password.

Creating New Individual Riders:



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My Account

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- Logout

RIDERS MANAGEMENT

[? Logout](#)

SEARCH RIDERS

Status:

First Name:

Last Name:

Company:

Email:

Identification:

Search

Clear Entries

Hint: Try searching by Ben for Benjamin in case of spelling errors.

LIST OF RIDERS

Create New

After you select the Riders tab on the left, you must first search your account to make sure you haven't already created a rider profile for the resident. You do not want duplicate rider profiles in your account. Once you verify there are no other profiles for the resident, you are ready for the next step. Click on "Create New"

IMPORTANT: All revisions will be made in the original rider profile: replacements, name change, spelling correction, etc. All cards issued to a resident are assigned to the original rider profile.

DO NOT DUPLICATE RIDER PROFILES

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NEW RIDER

RIDER DETAILS

Form fields for adding a new rider:

- First Name:
- Last Name:
- Company:
- Street Address 1:
- Street Address 2:
- City:
- State:
- Zip Code:
- Email:
- Phone Number (XXX-XXX-XXXX):
- Phone Extension:
- Identification Number:

Fill in the (required) information for that rider. First and Last Name (please use name as it appears on their government issued photo ID), and the Identification Number (this must be a unique id that will never be used by another resident). Please do not use nicknames. Adding addresses is optional.

Important: if you enter the zip code, only enter 5 digits. No extra spaces or characters.

UPLOAD MULTIPLE NEW RIDERS

Please check your email for confirmation that the file(s) uploaded successfully.

You may now complete the optional fields for that rider. Once completed, click "Save Rider"

A message will appear that you have successfully entered a new rider in the system.

RIDER INFORMATION

- You have successfully entered a new rider into the system.

RIDER DETAILS

Upload single rider photos:



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- Logout

RIDERS MANAGEMENT

Logout

SEARCH RIDERS

Status:

First Name:

Last Name:

Company:

Email:

Identification:

LIST OF RIDERS

Rider ID	First Name	Last Name	Company	Photo	Cards	Identification	Status	Select All
6858427	Boba	Fett		N	Issued: 0 Ordered: 0	BF1111	Active	<input type="checkbox"/>

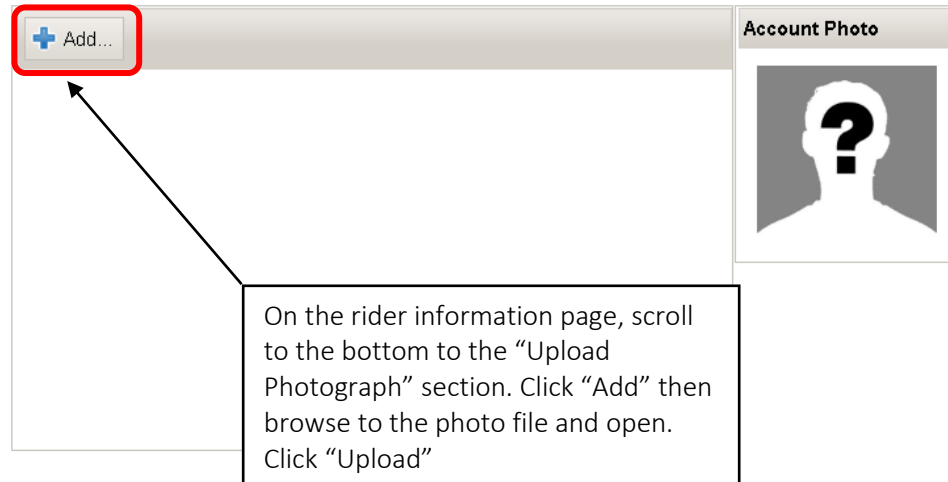
First -10 Previous Next +10 Last

After you select the Riders tab on the left, you must search for the rider by one of the following fields then select "Search." After, all riders will populate with that search criteria. Select the blue Rider ID for the correct rider to open the Rider Profile.

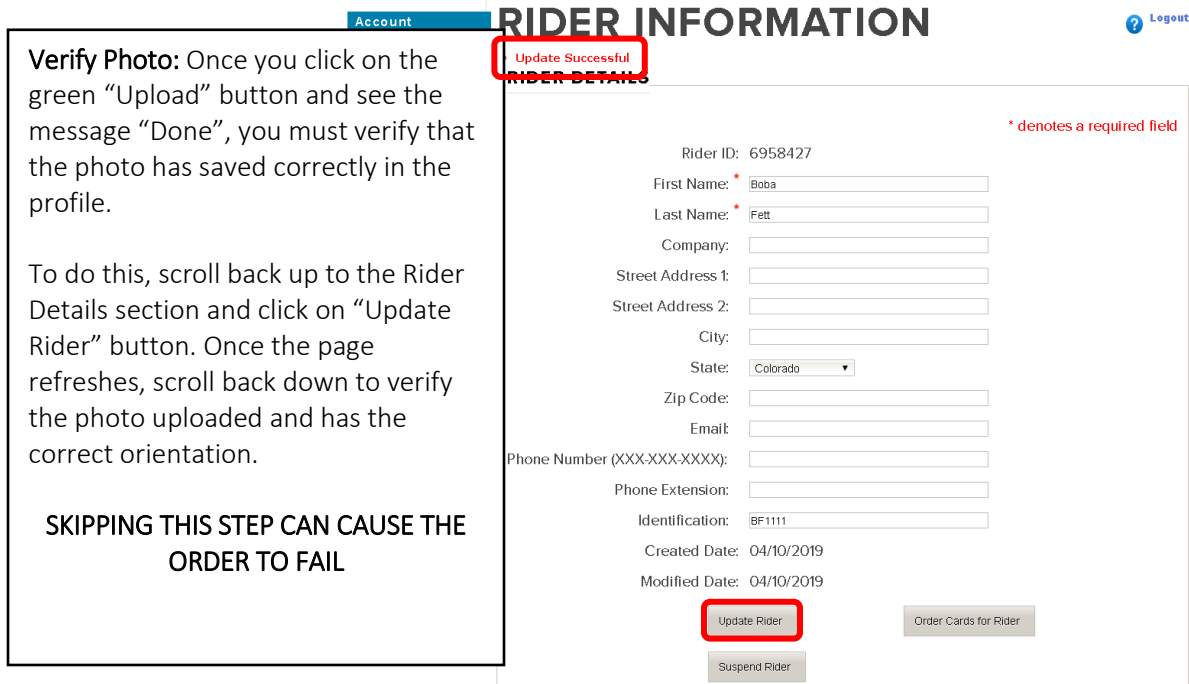
UPLOAD PHOTOGRAPH

The photograph must be a full-face view of the rider with a neutral facial expression and both eyes open. The full face must be visible, and the head coverings must not cast shadow on the face.

The file size must not exceed 42 KB.



On the rider information page, scroll to the bottom to the "Upload Photograph" section. Click "Add" then browse to the photo file and open. Click "Upload"



Verify Photo: Once you click on the green "Upload" button and see the message "Done", you must verify that the photo has saved correctly in the profile.

To do this, scroll back up to the Rider Details section and click on "Update Rider" button. Once the page refreshes, scroll back down to verify the photo uploaded and has the correct orientation.

SKIPPING THIS STEP CAN CAUSE THE ORDER TO FAIL

RIDER INFORMATION

Update Successful

RIDER DETAILS

* denotes a required field

Rider ID: 6958427

First Name:

Last Name:

Company:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification:

Created Date: 04/10/2019

Modified Date: 04/10/2019

IMPORTANT: The photograph must be a full face view of the rider with a neutral facial expression and both eyes open. The full face must be visible and head coverings must not cast a shadow on the face. The photo box on the card is a 1" x 1" square. If your photo is not a square, it will automatically stretch to fit (giving appearance of wide or narrow person) or change orientation. If you need to re-upload the photo, do not create another rider profile.

THE PHOTO MUST BE A .JPG FILE AND THE SIZE MUST NOT EXCEED 42KB

Ordering cards:

We ask 7-10 business days to process online card orders. After the card is printed, we mail via USPS standard delivery.
ALL REPLACEMENT CARDS MUST BE OBTAINED IN PERSON WITH A COMPLETED ECOPASS AUTHORIZATION FORM.

ORDER SINGLE CARD IN RIDER PROFILE:

Account Management Home **Riders** Smart Cards Order Smart Cards Shopping Cart Order History Users Account Profile Help and Support

My Account Settings Change Password Logout

RIDER INFORMATION

RIDER DETAILS

Rider ID: 6958427

First Name:

Last Name:

Company:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification:

Created Date: 04/10/2019

Modified Date: 04/10/2019

Click on "Riders" and search for the rider you want to order for. Open the riders profile and select "Order Cards for Rider"

ORDER SINGLE CARD FROM LIST OF RIDERS:

Account Management Home **Riders** Smart Cards Order Smart Cards Shopping Cart Order History Users Account Profile Help and Support

RIDERS MANAGEMENT

SEARCH RIDERS

Status:

First Name:

Last Name:

Company:

Email:

Identification:

LIST OF RIDERS

Rider ID	First Name	Last Name	Company	Photo	Cards	Identification	Status	Select All
6958427	Boba	Fett		Y	Issued: 0 Ordered: 0	BF1111	Active	<input type="checkbox"/>

Click on "Riders" from the menu on the left. Locate the rider in the list or you can search for riders by name.

Check the rider that you are wanting to order the card for, and select "Order Cards"

Important: you will need to select whether you are ordering a youth, fullfare or discount card.

Checking order status:

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ORDER HISTORY

SEARCH ORDERS

Status: ALL

Order ID:

Created Start Date:

Created End Date: 4/11/19

Search

ORDER HISTORY

Order ID	Amount	Order date	Status
6730083	\$ 0.00	01/31/2019	Failed
5100588	\$ 0.00	07/12/2018	Fulfilled
1313814	\$ 0.00	10/4/2013	Cancelled
1313778	\$ 0.00	10/4/2013	Cancelled
868197	\$ 0.00	02/7/2013	Fulfilled
48304	\$ 0.00	11/13/2012	Fulfilled
25388	\$ 0.00	11/9/2012	Fulfilled
25381	\$ 0.00	11/9/2012	Failed

First -10 Previous Next +10 Last

Click on Order History on the left menu. Here you are able to track your past orders and check the status of the card.

Placed/Fulfilled: RTD received order

Failed: Invalid photo

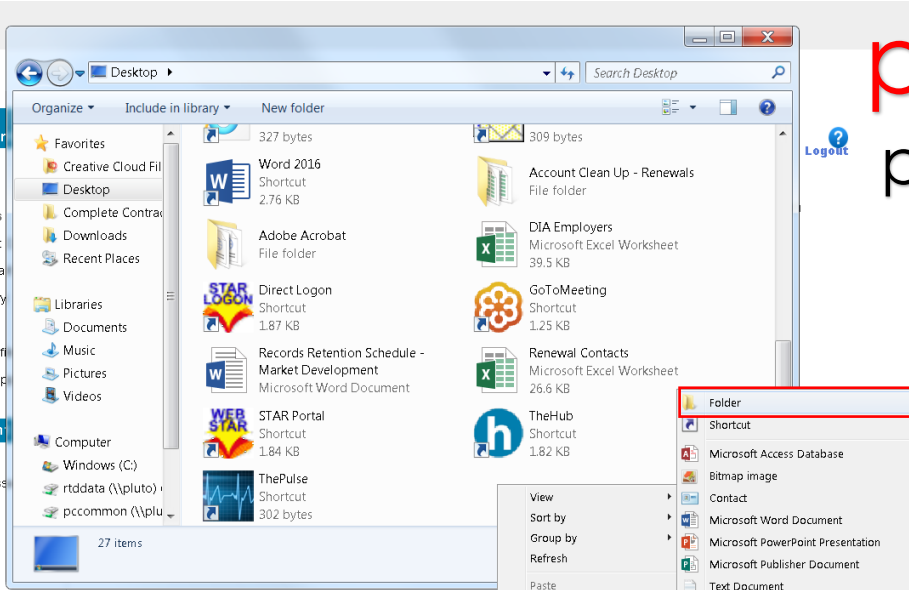
You may click on the blue order ID # and see who the order was placed for. Also, if the order failed you can see the reason why it failed.

We ask 7-10 business days to process online card orders. After the card is printed, we mail via USPS standard delivery.

ALL REPLACEMENT CARDS MUST BE OBTAINED IN PERSON

Upload multiple riders and photos in bulk

part 1: getting started



Go to your desktop, right-click, select new and then select folder. Type your neighborhood name to name the folder, then hit enter.

	A	B	C	D	E
1	Boba	Fett	BF1111		
2	Ellen	Degeneres	ED2222		
3	Mickey	Mouse	MM3333		
4	Donald	Duck	DD4444		
5	Michael	Jackson	MJ5555		
6					
7					
8					

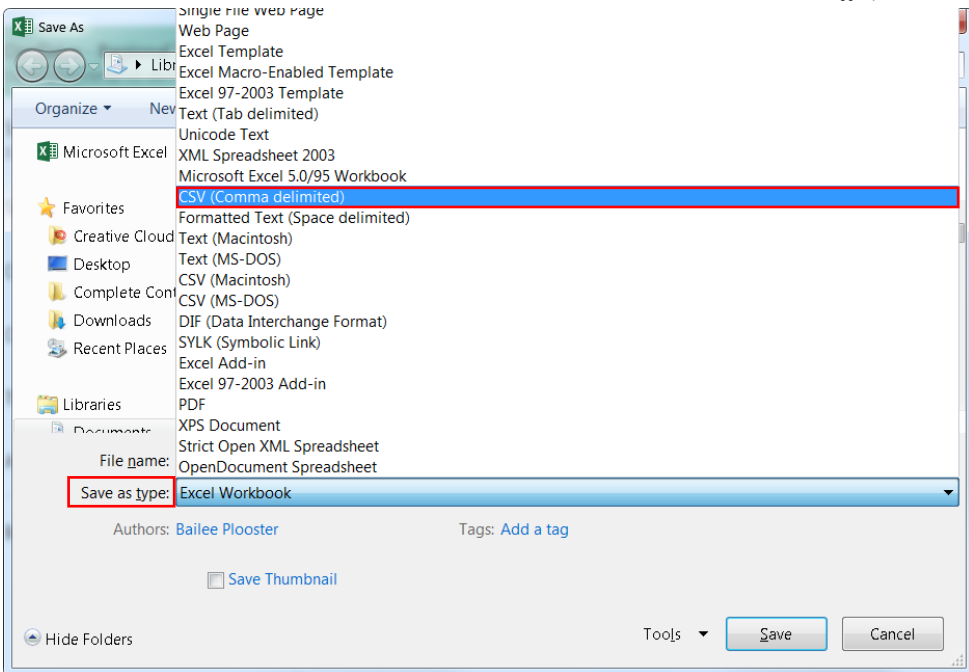
Open a new Excel Spreadsheet. Make sure you delete any extra sheet in the workbook.

Create three columns containing the residents first name, last name, and a unique identification in the following order:

Column 1: First Name
 Column 2: Last Name
 Column 3: Unique ID

There should be **NO** column headings

Save the file as a CSV (Comma delimited) file and save to the folder you previously created on your desktop.



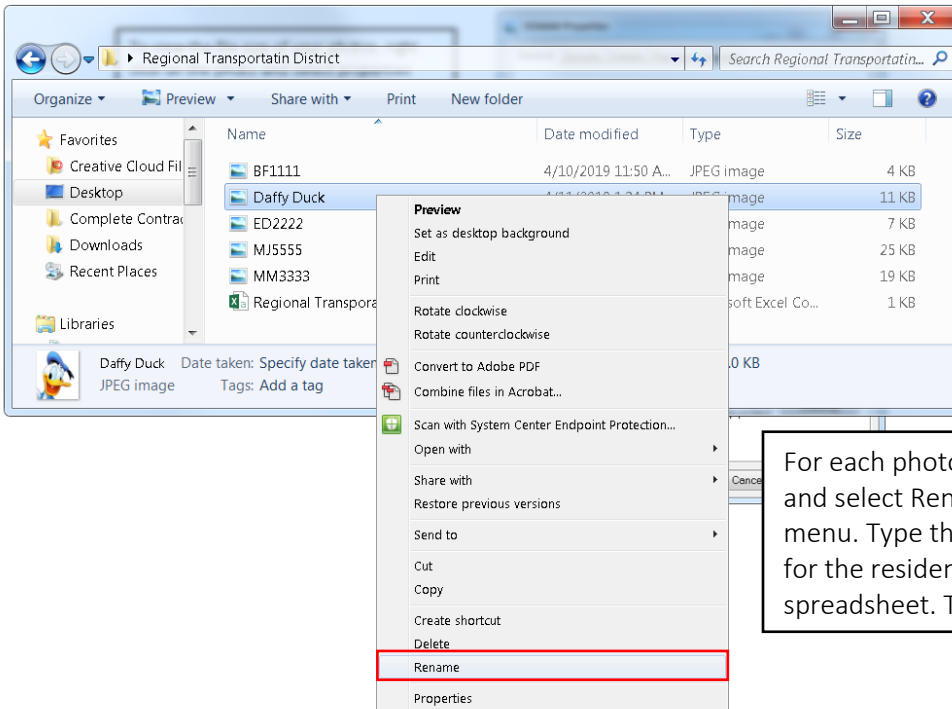
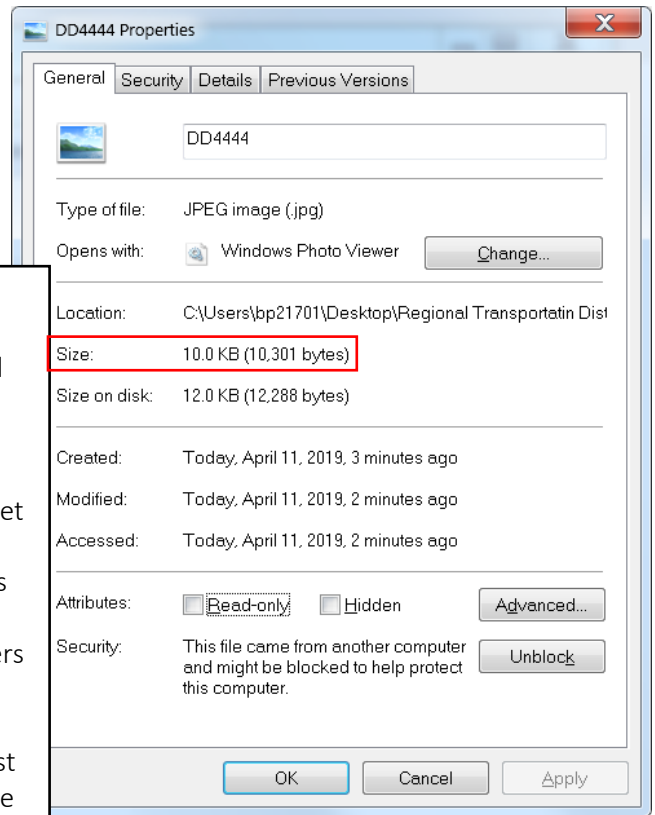
Part 2: take, save and rename

Save all photos to the smart card folder you created in Step 1

To view the file size of your photos, right click on the photo and select properties from the drop down menu. A window will pop up showing the file size. The photo must be 42KB or smaller.

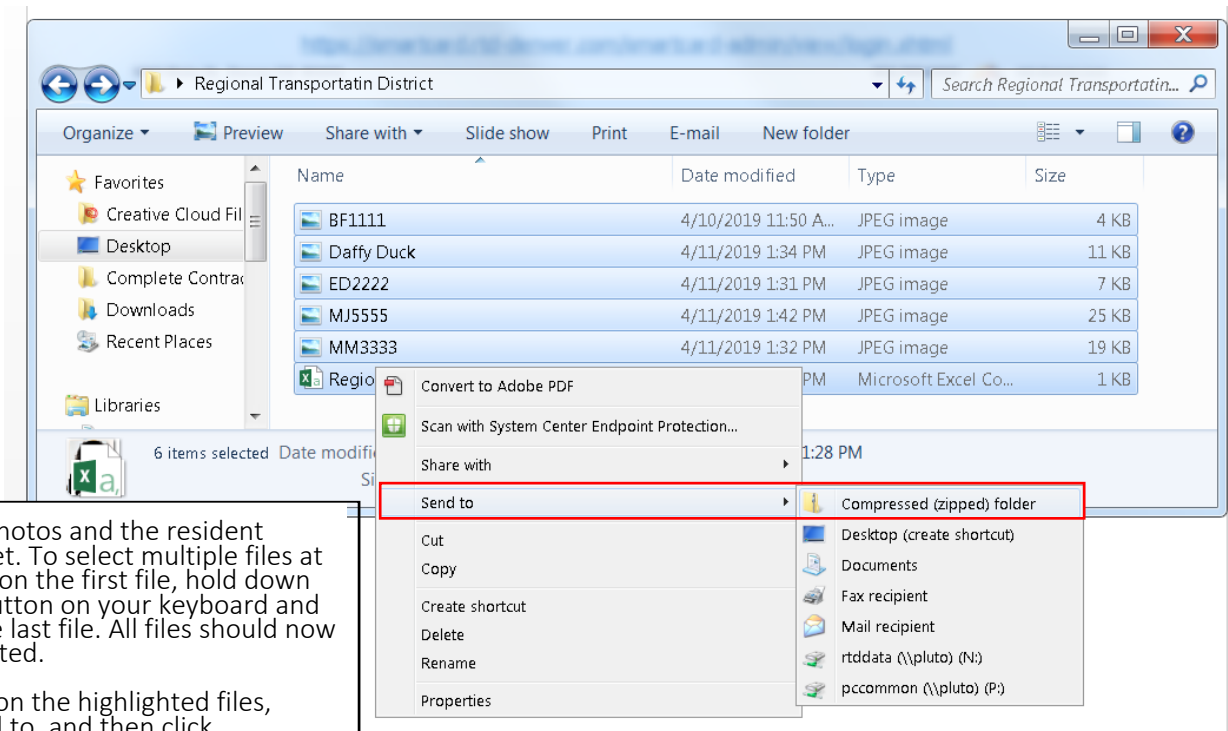
There are several resources on the internet that provide instructions or software downloads for resizing photos. Some sites provide free downloads while others charge. FastStone.org is one site that offers photo resizing as a free service.

The file name of each resident photo must be the same as the Unique ID listed on the resident spreadsheet you created.



For each photo, right click on the photo and select Rename for the drop down menu. Type the Unique ID you created for the resident that is listed on the spreadsheet. Then press Enter.

Part 3: compress to a zip file



Select all photos and the resident spreadsheet. To select multiple files at once, click on the first file, hold down the shift button on your keyboard and click on the last file. All files should now be highlighted.

Right click on the highlighted files, select Send to, and then click Compressed (zipped) folder.

Part 4: upload your file

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NEW RIDER

Logout

RIDER DETAILS

* denotes a required field

First Name: *

Last Name: *

Company:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification Number:

- Select Riders from the left menu.
- Click on Create New
- Scroll down to the Upload Multiple New Riders section and select Add.
- Locate your zip file you created on your desktop and click Upload.

UPLOAD MULTIPLE NEW RIDERS

Please check your email for confirmation that the file(s) uploaded successfully.

Tip: Do not confuse this with the bulk management feature on the welcome page.

You will receive an email indicating if your upload was a success or if any errors occurred.

Order cards for multiple riders:

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Shopping Cart

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RIDERS MANAGEMENT

Logout

SEARCH RIDERS

Status: ACTIVE

First Name:

Last Name:

Company:

Email:

Identification:

Search

Clear Entries

Select Riders from the menu on the left and sort your riders to show all active. You can select riders for whom you wish to order cards for. You can select all or individuals. Then select "Order Cards"

LIST OF RIDERS

Rider ID	First Name	Last Name	Company	Photo	Cards	Identification	Status	Select All
6768748	Zac	Efron		Y	Issued: 0 Ordered: 0	6418	Active	<input checked="" type="checkbox"/>
6841877	Ross	Geller		Y	Issued: 0 Ordered: 0	6416	Active	<input checked="" type="checkbox"/>
6958427	Boba	Fett		Y	Issued: 0 Ordered: 0	BF1111	Active	<input type="checkbox"/>

First

-10

Previous

Next

+10

Last

Order Cards

Suspend Riders

Unsuspend Riders

Residents no

longer eligible:

Two step process: must complete both steps

Step 1: (Suspend Rider)

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RIDER DETAILS

Rider ID: 6958427
First Name: **Boba**
Last Name: **Fett**
Company:
Street Address 1:
Street Address 2:
City:
State: **Colorado**
Zip Code:
Email:
Phone Number (XXX-XXX-XXXX):
Phone Extension:
Identification: **BF1111**
Created Date: 04/10/2019
Modified Date: 04/10/2019

Update Rider

Order Cards for Rider

Suspend Rider

Search for the rider under the Riders tab on the left. Click on the blue Rider ID # to go to the rider information screen. Click suspend rider.

The page will refresh and you will see a message that the rider has been suspended successfully.

Step 2: (Deactivate Card)

CARD DETAILS

Serial Number: 00209218
Status: Permanently Deactivated Complete
Deactivate Date: 01/6/2014
Deactivate By: ts15236
Cause: Lost

CARD PROFILE

Expiration Date: 12/31/2033
Profile Name: Full Fare

CARD DEACTIVATE

Reason:

Other

Permanently Deactivate Card

On the same rider information screen, scroll down and click on the blue card number. You will be directed to the smart card detail screen. Under the Card Deactivate section choose the reason from the drop down menu, click Permanently Deactivate Card.

WARNING: ONCE A CARD IS DEACTIVATED, IT CANNOT BE REACTIVATED

Lost or stolen cards & replacements:

CARD DETAILS

Serial Number: 00209218
Status: Permanently Deactivated Complete
Deactivate Date: 01/6/2014
Deactivate By: ts15236
Cause: Lost

CARD PROFILE

Expiration Date: 12/31/2033
Profile Name: Full Fare

CARD DEACTIVATE

Reason:

Search for the current rider and go to the rider information screen. Follow step two from deactivation instructions on page 15 to deactivate the lost card. Choose the reason from the drop down menu. In this case, the rider does not need to be suspended as they are still an eligible resident.

EcoPass Photo Center Locations, Day and Hours:

Civic Center Station: 1550 Broadway
Denver Union Station: 1701 Wynkoop St.
Boulder Junction at Depot Square: 3175 Pearl Parkway

Downtown Boulder: 1400 Walnut St.
Denver International Airport: Level 1 Transit Center

Hours: Monday – Friday 8:30a – 4:30p
Hours: Monday – Friday 8:30a – 4:30p
Hours: Monday – Friday 9:00a – 6:00p
(closed between 1:00p – 2:00p)
Hours: Monday – Friday 10:30a – 2:30p
Hours: Tuesday – Thursday 10:00a – 2:00p

Photos will not be taken on the following days:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas Day

Give the resident a completed authorization form and be sure to include the Rider ID # on the form. Send the resident into one of our stations with the completed authorization form, their government issued photo ID, the \$10 replacement fee and proof of residency. Please indicate on the authorization form fullfare, discount or youth.

**REPLACEMENT CARD REQUESTS
CANNOT BE MADE THROUGH THE WEB
PORTAL**

Reasons to get a new card:

THE \$10 REPLACEMENT FEE WILL BE WAIVED IF THE CARD IS PRESENTED AT THE TIME OF REPLACEMENT FOR NAME CHANGE, WORN OR FAULTY.

Name Change

(name on EcoPass should match the name on government issued photo ID)

- Make the correction to the name in the existing rider profile (make sure to click the Update button when done)
- Give the resident a completed authorization form marked Name Change/Worn
- Send the resident in to one of our stations to obtain a new card.
- In addition to the authorization form, resident must have a government issued photo ID, old card and proof of name change.

Worn

(In order for a card to be replaced worn there cannot be any damage to the card. Worn is when you can't make out the picture or name)

- Give the resident a completed authorization form marked Name Change/Worn.
- Send resident to one of our stations to obtain a new card.
- In addition to the authorization form, resident must have a government issues photo ID and the old card.

Damaged

(Any card that has been hole punched, stapled, washed, chewed up or cracked is considered damaged and will be charged a replacement fee)

- Give the resident a completed authorization form marked replacement.
- Send the resident in to one of our stations with the authorization form, government issued photo id, and the \$10 replacement fee.

Faulty

(The card is defective and no longer works by no fault of the rider. No damage is found on the card)

- Please note the bus number or train validator number, location, day and time of where the card is not working.
- Is it happening when tapping on the bus or train validators?
- Are other people before and/or after you having the same problems?
- Do you hear a sound or see a light flash on the validator?
- What is happening when you tap your card on the validator?
Contact RTD with the information 303-299-CARD(2273)

Fare Change

- Youth to Full Fare
 - Ages 6 - 19 receive the NECO Youth card.
 - At 20 years old they will need to receive a full fare card.
- Full Fare to Senior
 - Ages 65 and older receive the NECO discount card
 - At 65 they will need to receive a discount card.

Creating and changing users:

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USERS SUMMARIES

[? Logout](#)

LIST OF USERS

User ID	User Name	User Template	Email	Phone	Status
5018	RTD_Ride_Sponsor	NTC1 - NECO Pass Primary	[redacted]@rtd-denver.com	303-299-[redacted] Ext.	Inactive
5096630	testacct1	NTC1 - NECO Pass Primary	[redacted]@rtd-denver.com	303-299-[redacted] Ext.	Active
5096641	ReinaC1	NTC1 - NECO Pass Primary	[redacted]@rtd-denver.com	303-299-[redacted] Ext.	Active
6668830	kcordova1	NTC1 - NECO Pass Primary	[redacted]@rtd-denver.com	303-299-[redacted] Ext.	Active

Create New User

As a coordinator, you have control over who logs into your account. To find your users, click on the Users tab from the menu on the left. You can edit a user profile by selecting the blue User ID.

USER DETAILS

CUSTOMER INFORMATION

You can take away access by changing the status to Inactive and change the email and phone number for the user profile.

PLEASE REMEMBER: FOR ANY COORDINATOR CHANGES, YOU MUST NOTIFY RTD

System User ID: 5096630

User Template: * NTC1 - NECO Pass Primary

User Name: testacct1

Status: * ACTIVE ▾

Email: * [redacted]@rtd-denver.com

Phone Number (XXX-XXX-XXXX): * 303-299-[redacted]

Phone Extension: [redacted]

Update

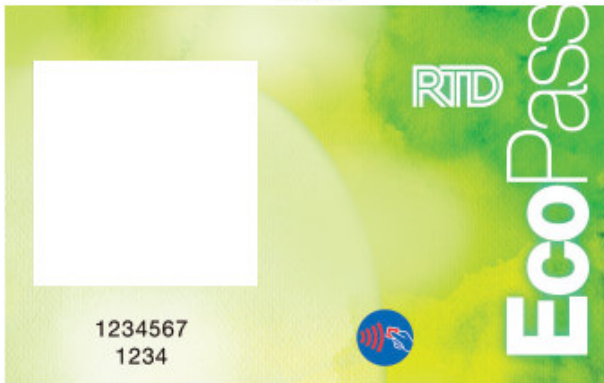
Generate Password

* denotes a required field

Tip: when creating users, please use First Last name with no space in between for the coordinator you are creating. Also, you must create a new user profile for new coordinators. You cannot use old coordinator log in.

PREPRINTED ECO PASS AS SHIPPED FROM FACTORY

FRONT



BACK



The preprinted card has two numbers (serial: top number and pin: bottom number) etched in the lower left corner. The plastic card has a contactless smart chip encoded inside. The card is 0.6mm thickness, dimensions are: 3.375" x 2.125" (85.5 x 54mm).

CARD MEASUREMENTS/TEMPLATE

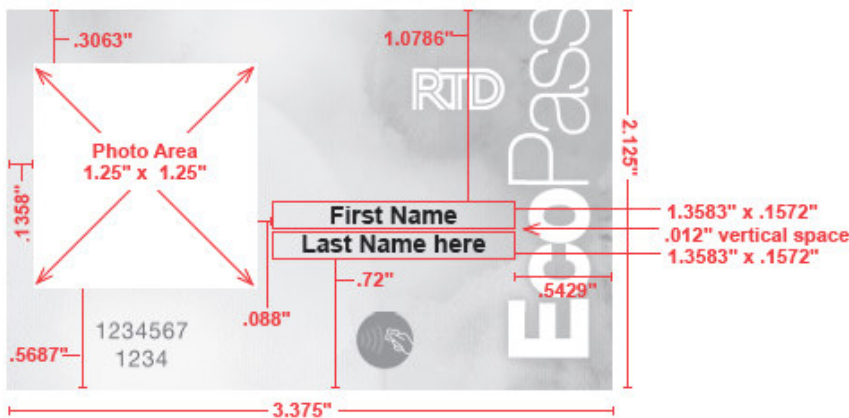


Photo Specifications

- Photos must be in color
- Size 1.25" x 1.25"
- 1:1 Aspect Ratio (Square)
- .jpg format
- Maximum size of 42KB
- Must clearly show the employee's face
- No hats/sunglasses
- No company logos or branding can be on the photo
- Background should be a light color; white, blue or beige preferred

NOTE:

Photo resolution no higher than 200dpi, max 250 pixels vertical and horizontal

Fonts for First and Last Name to be imprinted on card

- Font: Arial Bold
- Font Size: 10 pt
- Type needs to be centered in space (not to exceed 1.3583")
- First name (centered) on one line
- Last name (centered) below the first name
- First and Last name in upper and lower case type

FINAL CARD WITH PHOTO AND NAME IMPRINTED



Printing Specifications

- Full color thermal transfer printing
- Laminate overlay optional (extends the life of the printing & photo on the card)
- Single-sided color printer