



Paying your Vanpool Fare On-Line with the Mountain Metro Rides web site.

All vanpool participants need to pay their fare every month. You must make your payment on or before the first of every month.

To access the web site, please go to this address:

<https://rp.coloradosprings.gov>

You will need to sign in to make your payment.

A screenshot of a web page titled 'Sign In'. At the top, there is a blue button with a Facebook 'f' icon and the text 'Sign In With Facebook'. Below this is the word 'or'. There are two input fields: the first is labeled 'Email' and has a red 'x' icon on the right; below it, the text 'Invalid Email Address' is displayed in red. The second input field is labeled 'Enter Password'. Below the input fields is a large purple button with the text 'Sign In'. At the bottom of the form area, there is a link that says 'Forgot Password?'. At the very bottom, there is a link that says 'Need an account?' followed by a grey button with the text 'Sign Up'.

Your sign in ID is your email address; your password is one that you have chosen. (If you link your Metro Rides web site profile to your Facebook profile, you can also sign in with Facebook).

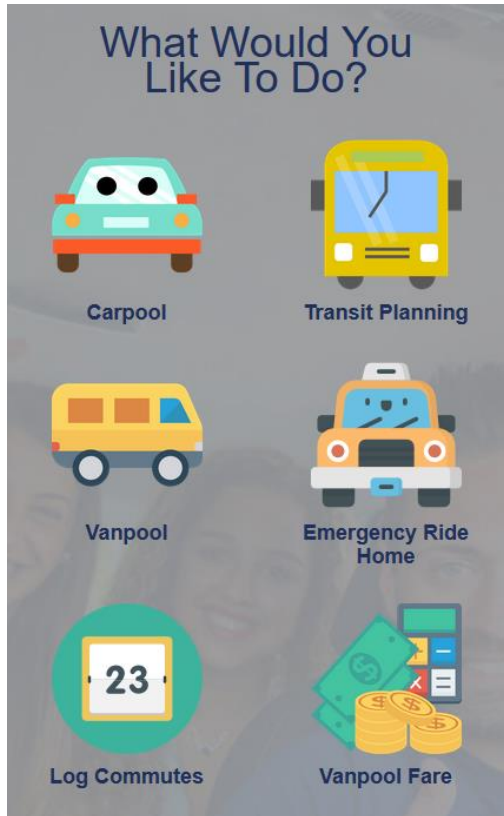
Note that if you forget your password, you can use the “forgot password” link to securely set a new one.

If you do not know which email address is associated with your account, please contact a Metro Rides Vanpool Specialist by calling (719) 385-RIDE (7433) or by email at: [metrorides@springsgov.com](mailto:metrorides@springsgov.com)

Vanpool Fares are calculated every month for each vanpool participant. Once calculated, a statement will be available on our web site, specifically for you.

Every time statements are prepared, we will send you an email notifying you that our web site is ready to receive your payment.

If your statement is ready, when you log in you will see the following view:



Notice the “Vanpool Fare” item towards the bottom. When you select this, you will be directed to see your current statement.

If your statement is not yet ready, “Vanpool Fare” will be replaced with “Cost Calculator” – which is a feature you can use to estimate the cost of your commute if you drove alone. If you see this, the following might be the case:

1. You are a new vanpool member, and your statement is not ready.
2. You were a vanpool member, but you have left your vanpool group after paying your final fare.

If you believe that you should be able to make a payment, but the feature is not available, please contact a Metro Rides Vanpool Specialist by calling (719) 385-RIDE (7433) or by email at: [metrorides@springsgov.com](mailto:metrorides@springsgov.com)

When you select “Vanpool Fare” to make your payment, you will see your current statement.

## Account Statement Service in December 2018

**Due Date:** Saturday, December 01, 2018

Please Note: If Payment in full is not received by Wednesday, December 05, 2018, a late fee of \$20.00 will be added to the Balance Due.

[Make a Payment](#)

### Account Summary

Previous Balance:	\$ 55.00
Fares and Charges:	\$ 55.00
Payments and Credits:	-\$ 55.00
Current Payment Due:	\$ 55.00
Account Transactions	
Metro Rides Vanpool Account Payment 10/29/2018 1:58 PM	-\$ 55.00

In the example above, your previous balance was \$55. You made a payment (on time) for November in the amount of \$55. Your fare for December is also \$55 – so you currently owe \$55.

To make a payment, select the “Make a Payment” button. As you do so, you’ll see the following view:

## Make Secure Payment

Balance Due: \$55.00

Payment Amount:

\$ 0

Memo

[Make Secure Payment](#) [Cancel](#)

Your balance due is seen at the top. You CAN make multiple payments towards your balance due. You might want to do this if you want to put part of your balance on one credit or debit card, and the rest on another.

Enter the amount that you want to pay, and select “Make Secure Payment”.

The next view that you will see will look like the one below. Fill out your credit card info at the top. Your name and email address will automatically fill in. (The email address is there so that our secure payment service can email a confirmation to you.)

<b>Order Information</b>	* Required Fields
Invoice Number: RP-11	
<b>Description:</b> Metro Rides Vanpool Account Payment	
<b>Total: \$25.00 (USD)</b>	
<b>Payment Information</b>	
Pay by <input checked="" type="radio"/> <b>Credit / Debit Card</b> <input type="radio"/> <b>Bank Account</b> <small>(USA Only)</small>	
Card Number:	<input type="text"/> * (enter number without spaces or dashes)
Expiration Date:	<input type="text"/> * (mmyy)
<b>Billing Information</b>	
Customer ID: 55529	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Zip/Postal Code:	<input type="text"/>
Country:	<input type="text"/>
Email:	<input type="text"/>
Phone:	<input type="text"/>
Fax:	<input type="text"/>
<b>Shipping Information</b>	
<input type="checkbox"/> Copy Billing Information to Shipping Information	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Zip/Postal Code:	<input type="text"/>
Country:	<input type="text"/>
<input type="button" value="Pay Now"/> <a href="#">Cancel Payment</a>	

Once you select "Pay Now", your credit or debit card will be checked. If it is valid, the payment transaction will be recorded.

At that point, if you return to "vanpool payment" to see your statement, you should see that a payment has been recorded and your balance has been adjusted.

If you are making more than one payment, simply repeat the payment process.