



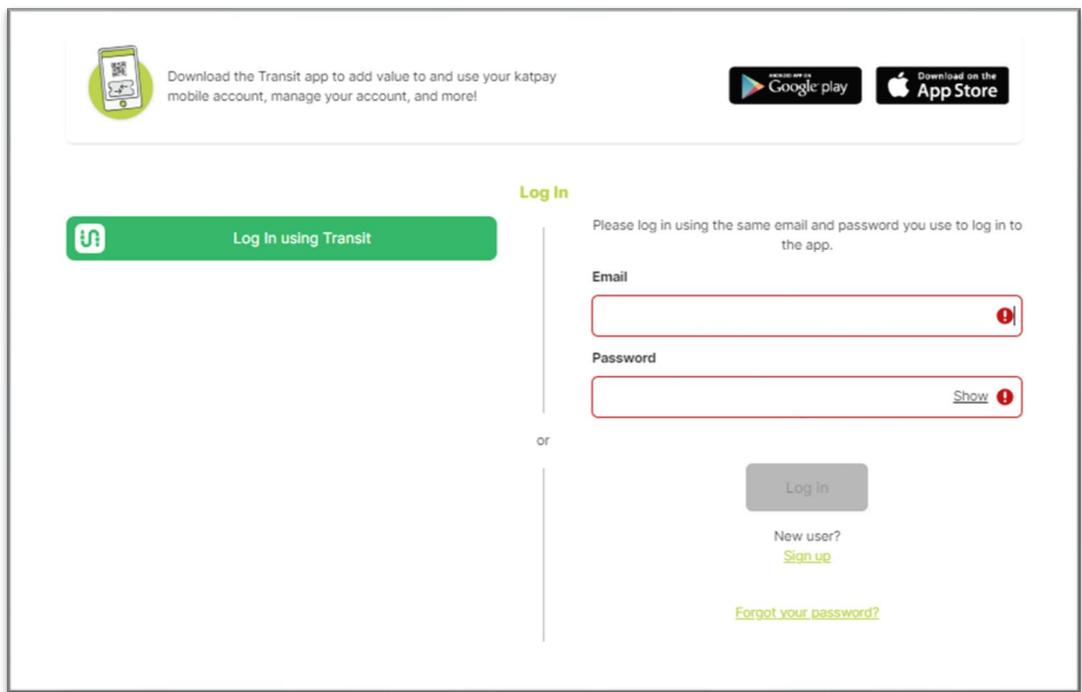
Knoxville Area Transit

How To Register a katpay Smart Card



Create a katpay Card Account

- Step 1.
Go to <https://katbus.justride.tickets/>
- Step 2.
Create an account;
Enter your email address and create a password. Then click sign-up.
- Step 3.
Check your email. You will receive an email instructing you to verify your account. (Check spam folder if not in inbox)
- Step 4.
Click verify your account link in your email.
- Step 5.
Once verified, return to the katpay Web Portal and login.

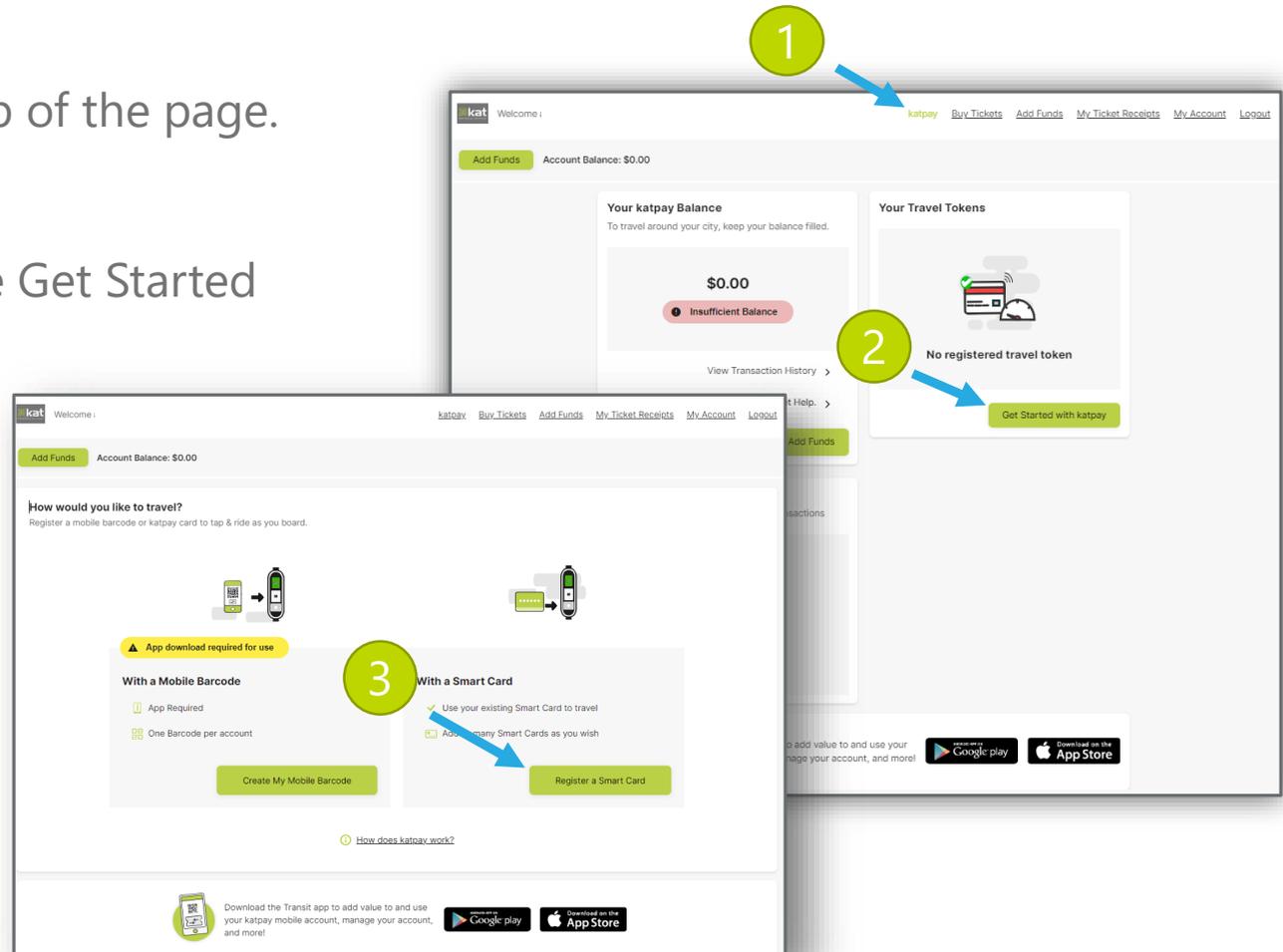


Register Your katpay Card

Step 1.
Click on katpay at the top of the page.

Step 2.
Then you will click on the Get Started with katpay button.

Step 3.
Click on "Register a Smartcard"



The screenshots show the following steps:

- Click on **katpay** at the top of the page.
- Click on the **Get Started with katpay** button.
- Click on **Register a Smart Card** under the "With a Smart Card" section.

Register Your katpay Card

Step 4.
Enter the number of your katpay card.
It is on the back, in the bottom left corner. Type only the numbers before the dash.

Step 5.
Give your katpay card a name.

Step 6.
Agree to the Terms and Conditions.

Register your Smart Card

To ensure you always pay the lowest fare, please only register and use one smartcard. If your katpay card is lost or stolen, contact KAT Customer Service to unlink your old card before registering your new one.

Smart Card Number
This number can be found on the back of your katpay card in the bottom left corner. Please do NOT include the numbers after the dash (example: If your card number is 5000000001-301, only enter: 5000000001)

Token Name

Characters Remaining: 32

I agree to the [Terms and Conditions](#)



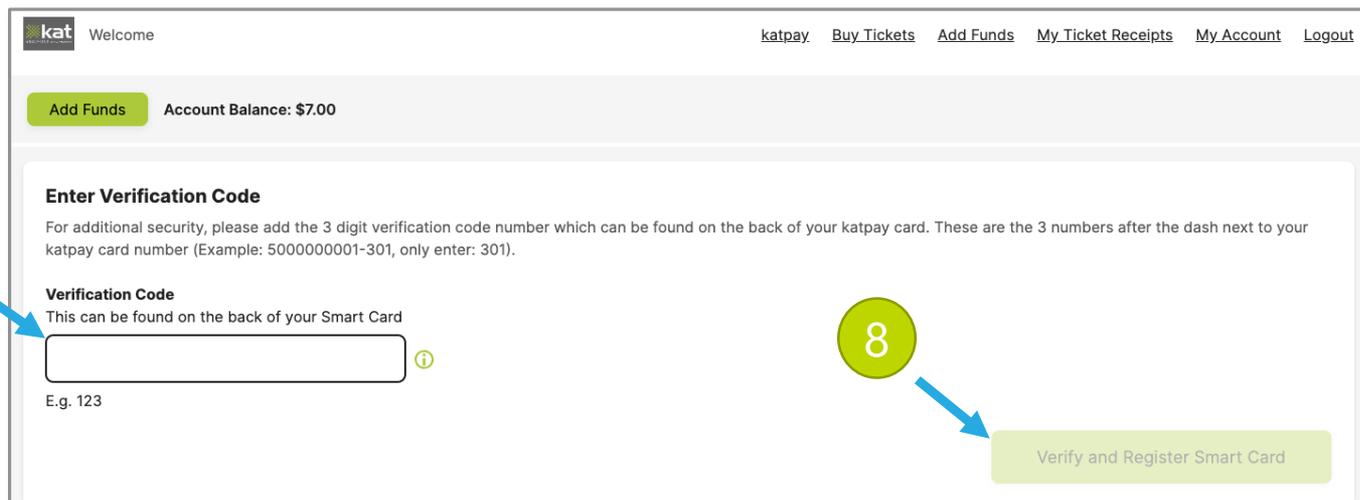
Register Your katpay Card

Step 7.

After entering your katpay card number, enter the verification code. It is the 3-digit number after the dash.

Step 8.

Click on Verify and Register Smart Card



Welcome

katpay Buy Tickets Add Funds My Ticket Receipts My Account Logout

Add Funds Account Balance: \$7.00

Enter Verification Code

For additional security, please add the 3 digit verification code number which can be found on the back of your katpay card. These are the 3 numbers after the dash next to your katpay card number (Example: 500000001-301, only enter: 301).

Verification Code
This can be found on the back of your Smart Card

E.g. 123

Verify and Register Smart Card





Register Your katpay Card

You're card is now registered!

From October 23, 2024 – May 1, 2025, if this is your first card, contact KAT Customer Service to have \$4 credited to your account

A screenshot of the KAT katpay user interface. At the top left, the KAT logo is followed by the text "Welcome matthias.tankersley@masabi.com". On the top right, there are navigation links: "katpay", "Buy Tickets", "Add Funds", "My Ticket Receipts", "My Account", and "Logout". Below the navigation, the "Account Balance: \$0.00" is displayed. The main content area features a green checkmark icon and the heading "You're Almost There". Below this, a message states: "You are almost ready to go - you just need to add some funds into your account. Check the Smart Card details in the tap and ride dashboard to make sure it is registered for any eligible discounted fares." A green "Add Funds" button is positioned below the message. To the right of the text is an illustration of a green piggy bank with a coin slot, a stack of coins, and a smartphone with a green plus sign on its screen, symbolizing adding funds to the account.

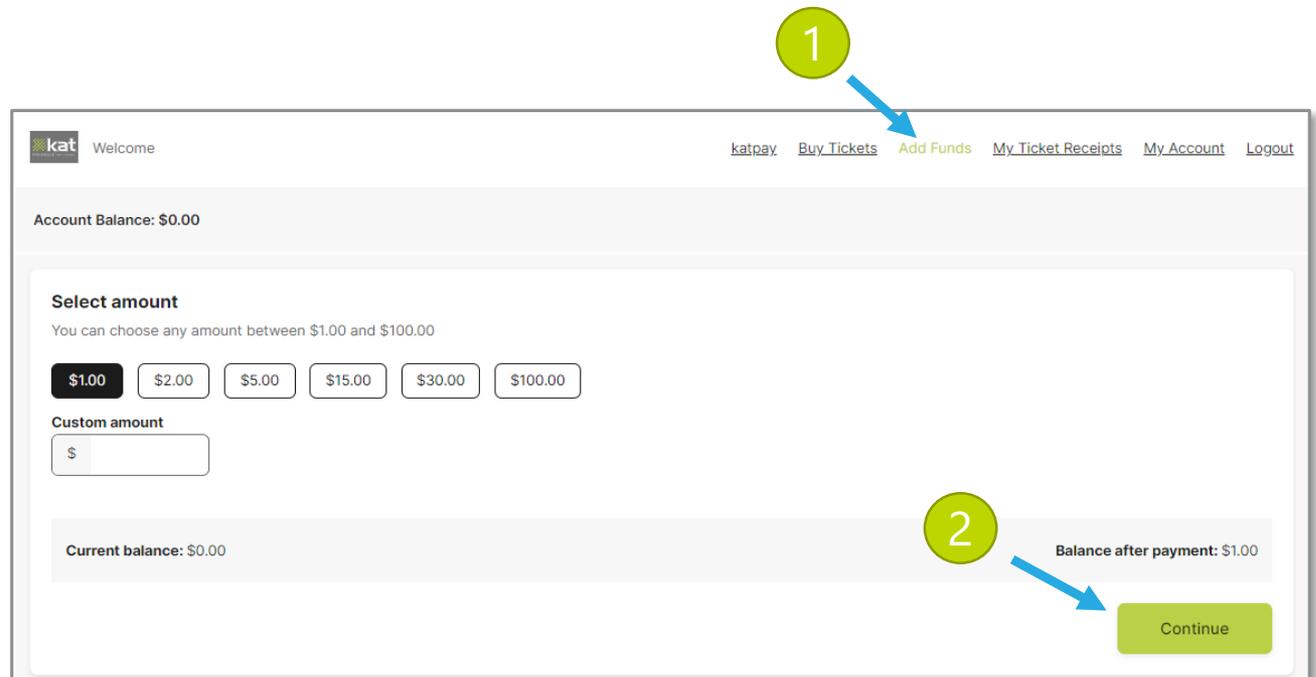
How to Add Funds

Step 1.

Once you have registered your smart card, click on Add Funds at the top of the screen. You can choose a pre-set amount or enter a custom amount.

Step 2.

Click on continue.

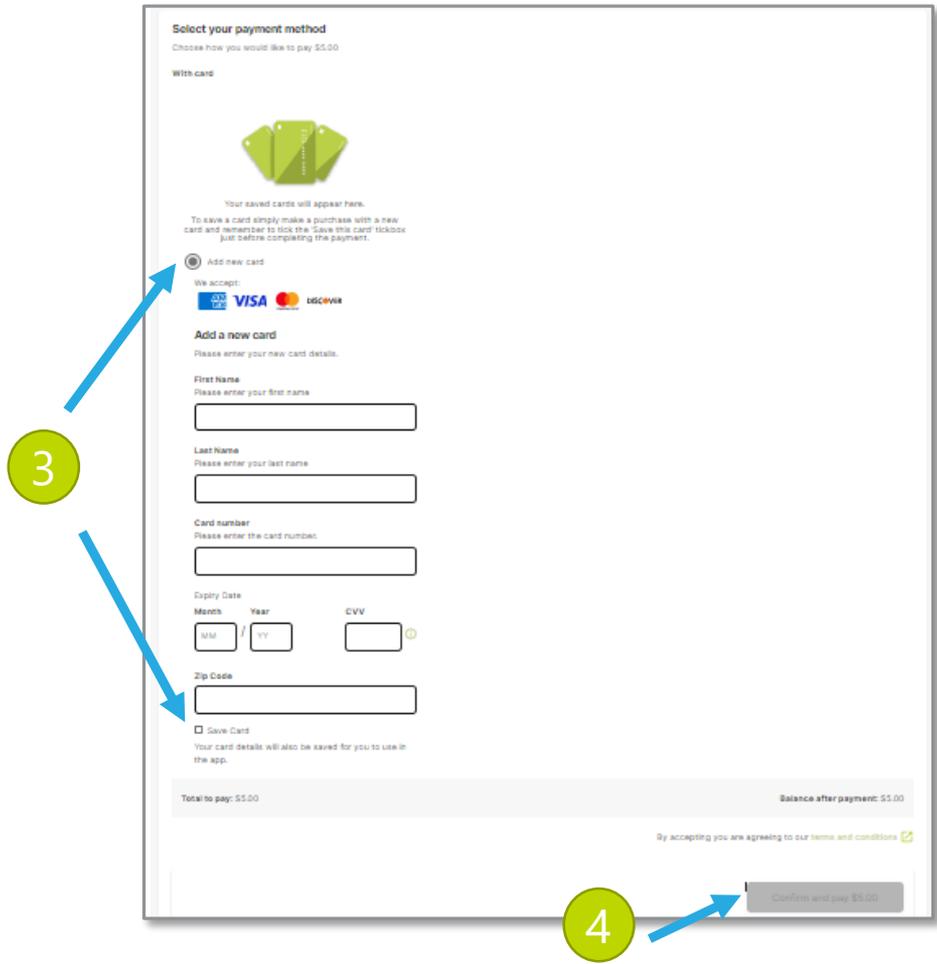


The screenshot shows the 'Add Funds' page on the kat website. At the top, there is a navigation bar with links for 'katpay', 'Buy Tickets', 'Add Funds', 'My Ticket Receipts', 'My Account', and 'Logout'. The 'Add Funds' link is highlighted in green and has a blue arrow pointing to it from a green circle containing the number '1'. Below the navigation bar, the page displays 'Account Balance: \$0.00'. Under the heading 'Select amount', there is a note: 'You can choose any amount between \$1.00 and \$100.00'. Below this note are six buttons for pre-set amounts: '\$1.00', '\$2.00', '\$5.00', '\$15.00', '\$30.00', and '\$100.00'. The '\$1.00' button is selected. Below the pre-set buttons is a 'Custom amount' section with a text input field containing '\$'. At the bottom of the form, there is a summary bar showing 'Current balance: \$0.00' and 'Balance after payment: \$1.00'. A green 'Continue' button is located at the bottom right, with a blue arrow pointing to it from a green circle containing the number '2'.

How to Add Funds

Step 3.
Select Add a new card and type in your credit/debit card information, then click on Save Card.

Step 4.
Then click on Confirm and Pay.

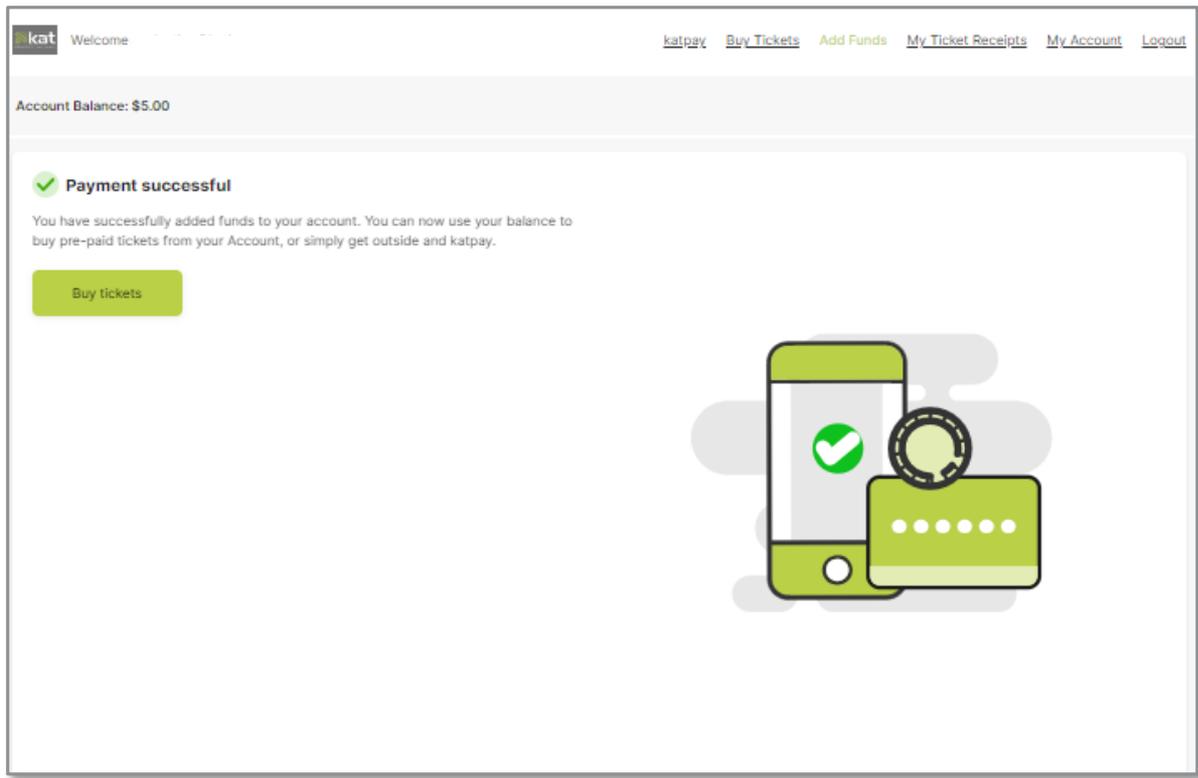


The screenshot shows a payment interface titled "Select your payment method" with a sub-header "Choose how you would like to pay \$5.00". Under the "With card" section, there is an "Add new card" option with a radio button selected. Below this, it lists accepted cards: "We accept: AMEX VISA MASTERCARD". The "Add a new card" section prompts the user to enter their first name, last name, card number, expiry date (month/year), CVV, and zip code. At the bottom, there is a "Save Card" checkbox and a "Confirm and pay \$5.00" button. A blue circle with the number "3" has arrows pointing to the "Add new card" radio button and the "Save Card" checkbox. Another blue circle with the number "4" has an arrow pointing to the "Confirm and pay \$5.00" button.



How to Add Funds

Now you're ready to use your katpay smart card!

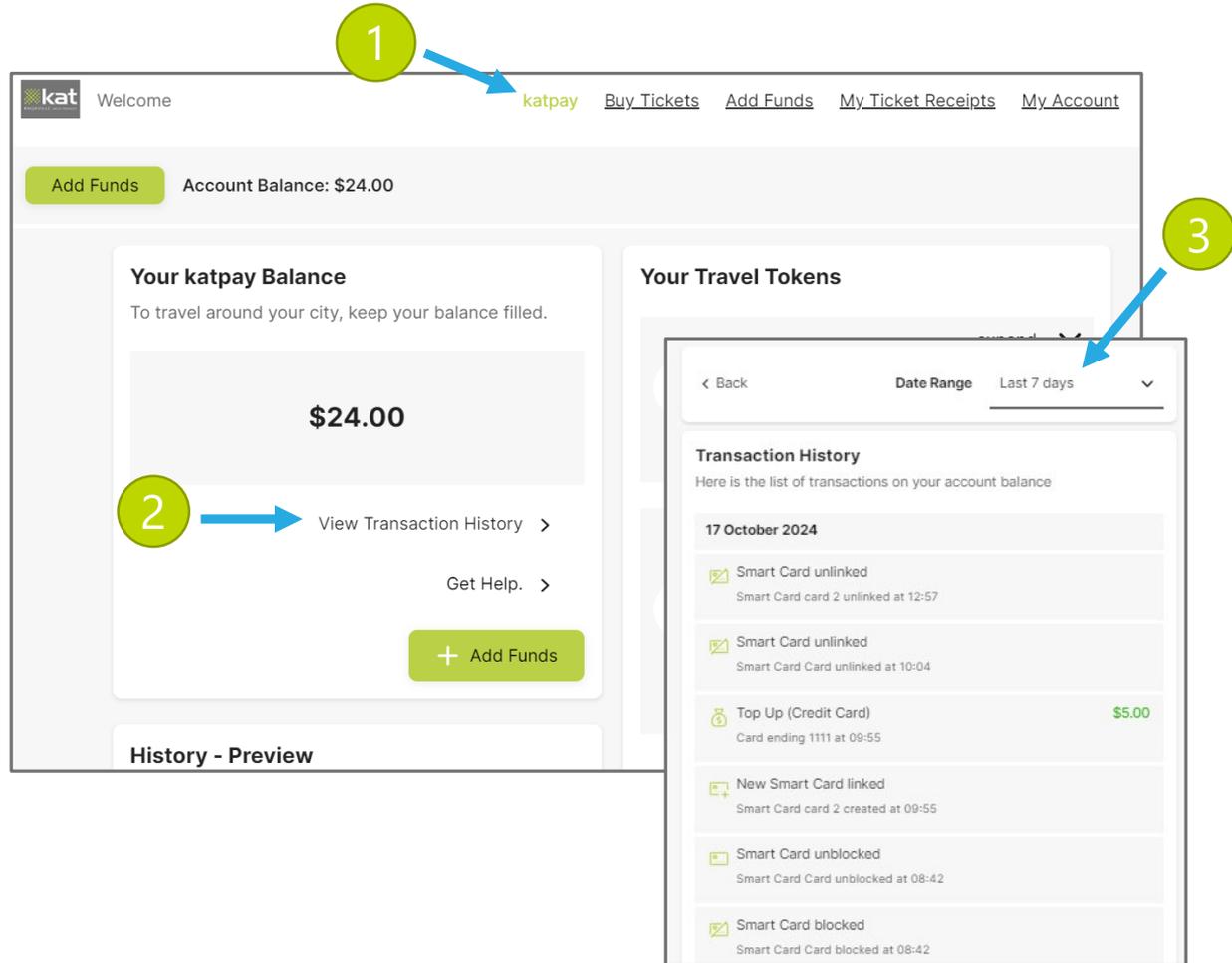


How to Check Your Transaction History

Step 1.
Click on katpay at the top of the screen.

Step 2.
Click on View Transaction History under the Your katpay Balance section.

Step 3.
Select the Date Range (default range is 7 days)



The screenshot shows the katpay mobile app interface. At the top, there is a navigation bar with the 'kat' logo, 'Welcome', and links for 'katpay', 'Buy Tickets', 'Add Funds', 'My Ticket Receipts', and 'My Account'. Below this, there is a section for 'Add Funds' and 'Account Balance: \$24.00'. The main content area is divided into two sections: 'Your katpay Balance' and 'Your Travel Tokens'. In the 'Your katpay Balance' section, the balance is displayed as '\$24.00' and there is a 'View Transaction History' link. In the 'Your Travel Tokens' section, there is a 'Transaction History' list with a 'Date Range' dropdown menu set to 'Last 7 days'. The transaction history list shows several transactions, including 'Smart Card unlinked', 'Top Up (Credit Card)', 'New Smart Card linked', 'Smart Card unblocked', and 'Smart Card blocked'.

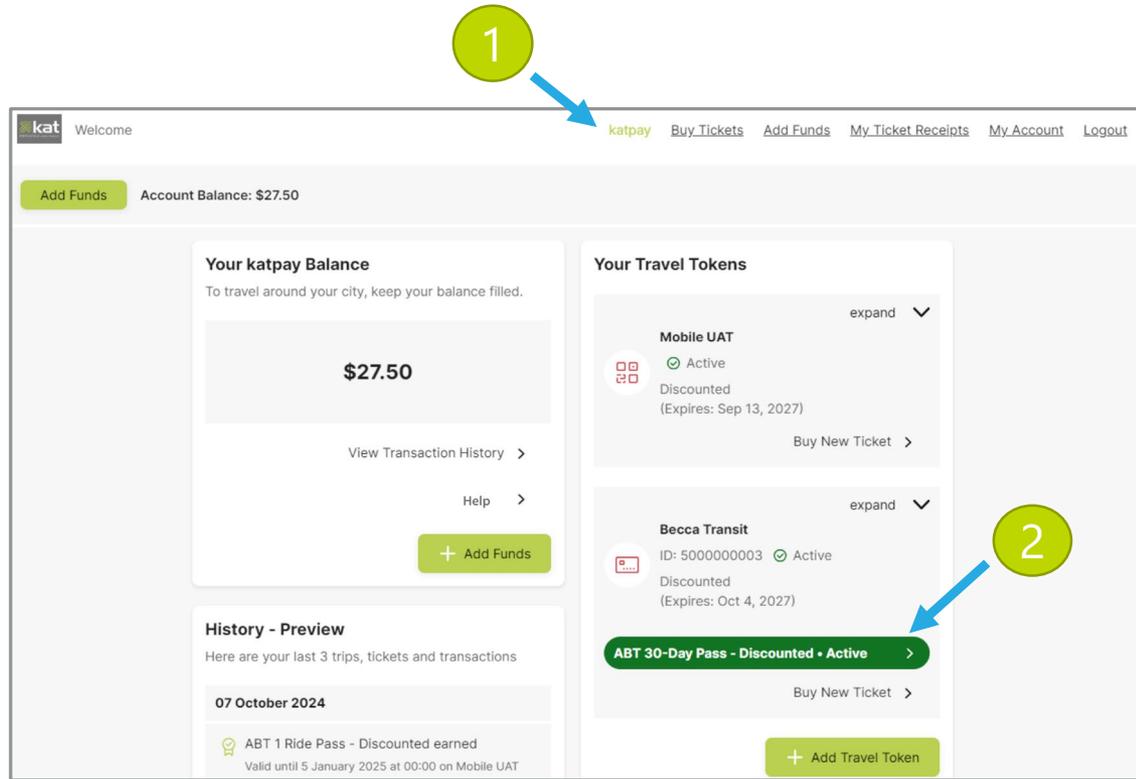


Check When Your 30-Day Pass Will Expire

Step 1.
Click on katpay at the top of the page.

Step 2.
Then click on the ABT 30-Day Pass button under the Your Travel Tokens section.

When you click on the pass, it will show more information, including the expiration date. This will let you know when it will start to charge you again.



*Please note, you are only able to check this once you've earned a 30-Day Pass in your katpay account



Log in to Mobile katpay Account

- Step 1.
Go to <https://katbus.justride.tickets/>
- Step 2.
Click Log In using Transit
- Step 3.
Enter the email address and password associated with your Transit app
- Step 4.
Click Allow access
- Step 5.
Once logged in, you can add funds, review your transaction history, and Manage your account.

