



Frequently Asked Questions

How does the program work?

Members are assigned a CAK Fast Pass, which is linked to a credit or debit card kept on file in a secured account. Simply hold your CAK Fast Pass in front of the logo on the ticket issue machine at the entry of the parking facility and the gate will go up. **DO NOT PULL A TICKET!**

When you exit, hold your CAK Fast Pass in front of the logo on the reader on the outside of the exit booth. Your CAK Fast Pass will automatically record your time in and out and charge the credit or debit card on file.

How do I sign up?

You must enroll, online, by visiting: www.cakfastpass.com. You will be mailed a free CAK Fast Pass in 3-5 business days.

I forgot my username? Where can I find it?

If you have forgotten your username and need it sent to you, simply send an email to info@cakfastpass.com with your request and your name. Please note that username's are case sensitive.

I am having trouble logging in to my account. Who can I contact for help?

If you are unable to login to your account due to a forgotten username or password, please try the following:

1. Username error – note that usernames are case sensitive. If you are still unsuccessful, email info@cakfastpass.com with your request and first and last name and a representative will email you with the correct username on file.
2. Password – Passwords are also case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login screen to have it emailed to you. Your password will be reset to a computer generated code that you will be able to use to login. Once you have logged in to your account, you can reset your password.
3. If you are still having trouble logging in using the correct username and a new computer generated password, close out of the page and enter to the login page through www.cakfastpass.com (do not use a bookmark to re-access the page). By doing this you will clear out any extra characters that may have been put into the login fields. These are extra characters like spaces that happen from copying and pasting and that we can't always see but the computer recognizes. You can also put your cursor in the username or password fields and hit the delete button a few times to make sure it has been completely cleared.

Recently, I received a new credit or debit card that contains a chip. I have updated my credit card information but my pass still does not work. What do I do?

Some new credit or debit cards contain a chip for security purposes. We recommend that you enter your updated credit or debit card as a NEW card in your account in order for the system to recognize your new card that contains a chip. To make this update, simply add your new credit or debit card as a “new card” and



once it is saved, delete the previous card on file. You cannot edit the existing card or delete the current card without first entering your new credit or debit card as a “new” card.

What do I do if I lost my CAK Fast Pass?

Email us at info@cakfastpass.com or call 1-877-735-9280 (Monday through Friday, 8:00 am – 5:00 pm EST) to deactivate your old CAK Fast Pass and order a replacement.

How can I update my information?

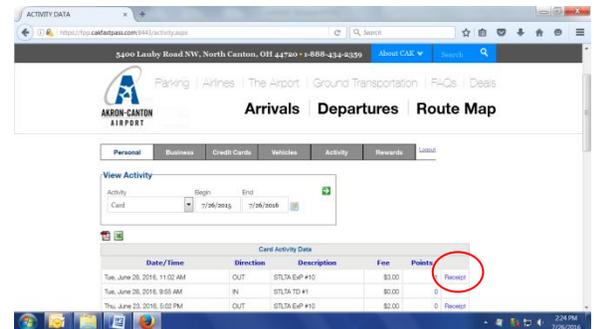
If your credit or debit card becomes expired, or incorrect information was provided, your CAK Fast Pass will not be valid upon parking. To update your credit or debit card please login to your account and click the “Credit Card” navigation tab to update your information.

My CAK Fast Pass was denied access when trying to exit, what do I do?

Please see a cashier. An alternate method of payment will be required.

How can I print a receipt from my account?

- 1) Login to your online account and select “Activity”. This report will show all of your parking activity.
- 2) Select the “Receipt” link next to the transaction you wish to print. A pop-up window will come up with your detailed transaction. If this window does not appear, double check to make sure your computer setting is set to “Allow Pop-Ups”.
- 3) Select Print
 - a. If the print button doesn’t work you may try the following options:
 - i. Select CTRL P on your keyboard
 - ii. Go to the top of the web browser page and select File then Print
 - iii. Highlight the text in the Receipt window, copy and then paste into a Word document. Select Print.
 - iv. At the top of your keyboard to the far right of the “F” keys there is a button “Print Screen”. Press this button, open a blank word document, right click on the document and select “Paste”. Select Print.



Still have a CAK Fast Pass question?

Contact us at info@cakfastpass.com or call 1-877-735-9280, Monday through Friday, 8:00 am–5:00 pm EST.