



DART Pass Validator FAQs (June 2021)

Q1. How far away do I need to place my phone below the validator to get a proper ticket scan?

Customer should place their phone 3-6 inches below validator for an accurate scan.

Q2. How do I know that my valid ticket is scanned?

Customers will know their ticket has successfully scanned by hearing an audio or voice confirmation.

Q3. My QR code ticket scan isn't scanning/working on validator? What should I do now?

Switch screen to display moving DART logo and present phone to bus operator for visual ticket validation.

Q4. I have a cracked phone screen, does my QR code ticket work?

The onboard validator may not scan phones with cracked screens. Customers should switch screen to display moving DART logo and proceed with visual validation to the bus operator.

Q5. How to use Apple pay and Google pay?

Apple and Google pay are digital payment options set up by customers through the digital wallet on the customer's mobile device.

Q6. Is it mandatory to set up Apple and Google pay to purchase DART Pass tickets?

No, Apple and Google pay are additional payment options available for the convenience of the customer.
