DART Pass: FAQs

1. What types of tickets can I purchase on the app?

Tickets available for purchase include a one-way ride, a reduced fare one-way ride (ID required upon boarding), a Daily Pass, a 7-Day Pass and a 30-day Pass. All tickets are valid for 1 Zone only. Multi-zone tickets will be available at a later date.

2. Why am I being asked to tap my screen?

Tapping the screen is one of the ways to verify that the ticket is real. When a ticket is activated on the app, it displays a moving watermark, date, and ticket expiration information. Those items plus the tapping of the screen to change color, verifies a real, valid ticket. If your device is unable to present the valid active ticket, please contact Customer Service at (800) 652-DART (3278), option 2.

3. Who qualifies for a Reduced Fare ticket purchase?

Reduced Fares are for people who are age 65 & over, or who have a certified disability. A Medicare Card or DART First State Reduced Fare ID card is required upon boarding. Note: Blind with DVI photo ID card ride free.

4. Do children require a mobile ticket?

Up to two children (46 inches in height or under) can ride free without a mobile ticket when accompanied by a fare-paying adult.

5. Why am I being asked to create an account on the app?

To purchase any tickets on the app, you will be required to create an account with a login, email address, password, and billing information. Without setting this information up, you will not be able to buy tickets. If you are logged in and purchase tickets, and then log out, your tickets will remain connected to your account and will be visible upon logging back in.

6. When should I activate my tickets?

You should activate your ticket when you are ready to board.

7. Can I swap mobile payment ticket with a DART hard ticket?

No. Purchased tickets are nontransferable or interchangeable.

8. If I am having a problem loading the application, who should I call?

For technical assistance or questions about the app, please contact our Customer Service at (800) 652-DART (3278), option 2.

9. How does ticket activation work?

When you select a ticket for activation, you will see a "tap to activate" button pop up. Tap the button and you get an alert for the ticket expiration date and time. Once you click "yes", the activation screen will display. If you have already activated a ticket, it will display under "active" tickets in your wallet. For easy redisplay, you can tap a green bar at the top of the screen to show your activated screen. On Android, a green button in the bottom right is available for the same purpose.

10. Can I use the app on my iPad, Android tablets that are not phones?

Yes, screen displays adjust based on your screen size.

11. What is the difference between saving "to the cloud" and "to the device"?

By saving "to the cloud', you are able to enable ticket access on any device where the app is installed. Simply log on and you will be able to retrieve tickets that have been purchased. If you are planning to use tickets purchased on multiple devices (ex. tablet and smartphone), then you should save passes "to the cloud"; however, it is important to note that an internet connection is required for accessing passes saved "to the cloud."

By saving "to the device", tickets are available without an internet connection; however, tickets will only be available on the specific device on which they were purchased. If your device has been lost or stolen, you may be able to retrieve unused, unexpired tickets by contacting Customer Service at (800) 652-DART (3278), option 2 and requesting that they move the tickets to the cloud so they are accessible from your new device.

12. Is an internet connection required to use the app?

An internet connection is only required to create an account and purchase tickets. Once purchased, the tickets can be stored locally on the device so the user can activate them at any time. Tickets are automatically saved to the device once purchased, therefore allowing offline use at any time.

13. Is there a minimum/maximum amount of money I have to spend?

There is no minimum; however, there is a limit of twenty tickets that can be added to any one order. Multiple orders in a row are allowed.

14. What should I do if I change or lose my device?

If your device has been lost or stolen, you may be able to retrieve unused, unexpired tickets by contacting Customer Service at (800) 652-DART (3278), option 2, and requesting that they move the tickets "to the cloud" so they are accessible from another device.

If you are changing devices, you can move tickets from one device to another. Please use the following instructions:

- On your current device, open the left side menu and go to Settings

- Tap on Ticket Storage

- Find the ticket saved to your device that you wish to transfer and tap on it (you will need internet connection for this)

- The ticket should now be successfully moved to the cloud, and can now be moved to the new device

- On the new device, open the app and go to settings in the side menu.

- Tap on Ticket Storage

- Find the ticket that is now saved to the cloud and tap on it

- The ticket will now be saved onto the new device

15. I purchased a ticket today and saved it on the cloud but when the bus operator asked to validate it, I did not have an Internet connection. I had to pay for a new ticket. Can I get a refund?

Unfortunately, an internet connection is required for accessing tickets saved to the cloud. If an operator cannot validate your ticket, then policy requires you to purchase a new ticket; however, if your ticket is saved to the device, it can be accessed without requiring an Internet connection.

All DART Cards, including Daily Passes and Stored Value Cards, are non-refundable. However, refund requests are considered on a case-by-case basis, under certain circumstances. A $5 fee will apply.

16. Does the app show me my purchase history?

Yes. A list of past transactions within the app helps users understand their purchasing behavior, reconcile ticket purchases, and find old purchases they might wish to reorder. These transactions are located under Purchase History in the Settings section of the app.

17. Can I purchase multiple tickets at the same time for myself and my family or friends? Is there any limitation on the ticket purchase?

Yes, just select one ticket for yourself and each individual traveling with you. Once you activate the tickets, the number of riders will show on your ticket when presented to the operator. However, there is a limit of twenty tickets that can be added to any one order. Multiple orders in a row are allowed.

18. Can I use activate multiple tickets at the same time for myself and my family or friends?

You can activate two types of the same ticket at the same time if you'd like to ride with another person, or a few other people.

You cannot activate two tickets of different types at the same time, for example, a One-Way Ride, and a Reduced Fare.

You will see an activation message stating the earliest expiration date of the multiple passes, and 2x (insert pass name) on the screen.

19. What if an activated ticket expires before I can use it?

In the event that this should occur, you would be required to purchase another ticket for your travel. It is recommended that you do not activate your ticket until you are ready to board.

20. I reinstalled the app and now it says that my tickets are locked even though they are on this device. How do I fix this?

Device tickets are locked to certain installations of the app and can only be accessed from that installation. If your app has been reinstalled, you may retrieve unused or unexpired tickets by contacting Customer Service at (800) 652-DART (3278), option 2 and requesting that they move the tickets to the cloud so they are accessible from any device.

21. I have cloud passes and I am not able to activate my tickets. What should I do?

An internet connection is required to access tickets stored in the cloud.

22. Does the app allow for split payments?

Users have the ability to split payments over as many cards as they have on file. The user interface allows you to slide a slider to add money to a specific credit card, while still retaining the ability to tap the value box and dictate a precise amount.

23. How long can I hold onto purchased tickets without activating?

The expiration date on non-activated tickets in your account is one year.

24. Can I use a debit card?

Yes, please make sure that you have the appropriate funds in your account. If the card is denied, it will take three to five business days before the funding will appear back on your card.

25. I left my phone at home but would like to use my activated 7day 30day pass ticket, what can I do?

All passes are locked to the account phone once activated. You can purchase another ticket from the different device by using your account. You will not lose any available or active tickets that are currently in your account.

26. My phone died; what do I do now?

You can log in from another device and may retrieve unused or unexpired tickets prior moved to the cloud. We cannot be responsible for phones not working, batteries dying or any phone/carrier related issues.

27. How quickly is a payment processed?

Once authorized, the payment is processed immediately

28. Where is my personal information and credit card information stored?

All personal and credit card information is stored on a securely encrypted Payment Card Industry (PCI) level 1 compliant server.

29. Can I see how much time is left on the active ticket before it expires?

Once the ticket is activated, the expiration date and time will be displayed at the bottom of the ticket. This expiration date and time is also listed on the confirmation notification before activating a Ticket.

30. How do I update or change my credit card information?

Credit card information can be deleted and re-entered from the Payment Methods screen. Previously entered cards cannot be changed. To delete a credit card on an iPhone, simply swipe on the credit card to delete. On Android phones, just tap and hold until it asks if you want to delete this credit card.

31. My ticket is expired before being activated and are unused, what should I do?

All mobile tickets expire one year from date of purchase. Tickets that have not been activated and are expired, can be credited with similar passes by calling DART Customer Service.

32. Can I get a refund on my unused mobile ticket?

A refund will be provided on unused tickets that have not been activated. A $5 fee will apply per ticket. Please contact our customer service at (800) 652-DART (3278), option 2. There are no refunds on activated tickets.

DART
Moving Forward