

Frequently Asked Questions – Dial-A-Ride Online

FAQ	Response
How will I know that a trip reservation that I requested has been accepted?	The final reservation screen indicates that the trip reservation has been submitted and displays the reservation reference number. All trip reservations will be displayed when you choose the “Trips” menu icon.
How will I know if the trip reservation that I requested has been denied?	Dial-A-Ride Online provides a message when a requested trip reservation is denied. Call StarMetro Customer Service at (850) 891-5199 for assistance.
How often can I change my password?	You can change your password as often as you want.
What should I do if I forget my password?	Click the “Forgot your password?” link which automatically sends a request for StarMetro to reset your password. Alternatively, contact StarMetro Customer Service at (850) 891-5199 to request a reset of your password.
Can I use Dial-A-Ride Online from any computer that has internet access?	Yes, simply go to Talgov.com/DAR .
If I am experiencing problems logging into Dial-A-Ride Online, what should I do?	Check that you have typed your user name and password correctly. Your password is case sensitive ; check that your Caps Lock key is NOT on while typing your password. In some cases, the website may be temporarily out of service. Try again later. If the problem persists, call StarMetro Customer Service at (850) 891-5199.
How do I change information on my account profile?	You can update or edit your email address, telephone number, and password by selecting the “My Profile” icon on the menu. All other changes will need to be made by StarMetro Customer Service by calling (850) 891-5199.
If my internet connection is slow, will I still be able to use Dial-A-Ride Online?	You should be able to access Dial-A-Ride Online even if your internet connection is slow; however, internet service performance can affect how quickly you can access information or submit a trip reservation.
Where can I submit a complaint or compliment?	Customer can provide concerns or compliments by calling StarMetro Customer Service at (850) 891-5199/5200, on our DigiTally smart phone application, by email at StarMetro.CustomerService@talgov.com