



## Mobile Ticket FAQs

### **What does it mean when my phone screen turns RED?**

Your mobile device screen will turn red to signify an invalid ticket. Your mobile ticket may be expired. Click View QR Code to check the date, time and expiration of your ticket.

### **How do I transfer to my next bus?**

Mobile tickets automatically reactivate for transfers after 5 minutes, within the 4 hour window. Upon boarding your next bus, point your phone toward the validator for 2-10 seconds.

### **What types of payments are accepted?**

We accept all major credit cards. (Payment information is stored for your future use.)

### **Do mobile tickets expire?**

Activated mobile tickets expire 4 hours after initial activation. Unused mobile tickets expire 180 days from purchase.

### **What is your refund policy?**

We do not issue refunds or exchanges.

### **What do I do if I experience technical difficulties using mobile ticketing?**

- Use the *Support* feature in app
- Call TARC customer service, 502.585.1234
- Email [info@ridetarc.org](mailto:info@ridetarc.org)

### **I ride express, can I utilize mobile ticketing?**

Yes, all express routes and fixed route service will accept mobile ticketing.