FREQUENTLY ASKED QUESTIONS

Q. Once activated, how long do I have to use my single ride pass?

A. Single ride Intercounty and Dial-A-Ride passes will expire 10 minutes from the time of activation. Fixed Route passes will expire 2 hours from activation.

Q. How do I know if my pass is active?

A. Active passes will be displayed under "passes in use," which immediately appears when the Token Transit app is opened.

Q. Can I have a receipt for my pass purchase?

A. Yes, but in order to do so, you will need to make sure that you include your email address when you register your account. Receipts will be sent to the email address associated with your account.

Q. What if my battery dies while my pass is active?

A. You are responsible for keeping your phone charged while using your pass. Refunds will not be issued if your phone's battery dies while your pass is active.

Q. Can I request a refund?

A. Passes are not transferable or replaceable. All sales are final. However, if you experience technical issues, please contact Token Transit at help@tokentransit.com.

Q. When do I need an internet connection?

A. An internet connection is required in order to purchase your pass. An internet connection is also required to use your pass for the first time, and to refresh once each day if your pass is active for multiple days (e.g. monthly pass).

Q. Is my credit card information secure?

A. All personal and credit card information is securely stored, using encrypted Payment Card Industry Data Security Standard (PCI DSS) compliant servers.

Q. What happens if I lose my phone?

A. Your passes and payment information are linked to the account associated with your phone number. They are not linked to your physical phone. Logging in with your phone number on a new device will restore your previous pass and payment information.

Q. I need help with the app; who can help me?

A. Should you experience any technical issues with the app, please contact Token Transit, at help@tokentransit.com, or by using the "help" section of the app, under account settings which will have Token Transit email and phone number.