

How to Use StarMetro's Dial-A-Ride Online

Accessing our new mobile-friendly website for trip planning

Our new, mobile-friendly, online service – Dial-A-Ride Online – allows paratransit riders and service providers to view, request, and cancel Dial-A-Ride trips using a secure website without the support of a customer service agent.

Visit StarMetro's new Dial-A-Ride Online by going to Talgov.com/DAR.

Step-by-Step Instructions

How to Login to the website

- Open a new web browser window. Type “Talgov.com/DAR” in the address bar at the top of the page.
- Once the page loads, click the blue “[Schedule a ride online](#)” button at the top of the page.
- Enter your Client ID and Password.
 - **Client ID** is your client identification number.
 - **If you do not have a Client ID number and password, contact Customer Service at (850) 891-5199.**
 - **If you forgot your password, you can request a reset by clicking “Forgot your password.”**
- Click “**Sign-In.**”
- The Trips screen opens by default.

Understanding the Dial-A-Ride Online Main Page

- When you open Dial-A-Ride Online, you will immediately see the Trip Planner Screen. On the left side will be your navigation pane and on the right side will be your calendar.
- The top section of the Navigation page shows your name and client ID. The middle sections show links to the different features of Dial-A-Ride Online. The bottom section shows the Language Selection pane where you can select your language preference. Click the option that you want to view or perform.
- In the calendar, your trips are marked on the appropriate dates. The color of the dots beside each trip indicates the status of the trip.
- Click Help to see the meaning of each color for the trip; for example, yellow is for Unscheduled.
- When you click an option in the Navigation page and want to return to the Trips page, click the StarMetro logo in the top section of the page.

My Profile

- In the Navigation pane, click **My Profile**.
- The **My Profile** page shows your account information.

Updating Address Information

On the **My Profile** page, click **Feedback form** beside the address that you want to update (Client Home or Client Contact).

The **Comments and Feedback** dialog box appears.

- In the **Description** field, type the new address and other information if necessary.
- Click **Submit**.

Booking A Trip

- In the **Navigation** page, click **Book Trip**.
- The **Book Trip** screen appears.

In the **Pickup Details section**, click the **Pickup Address** field. Click the appropriate address or type your pick-up address.

Click and fill in the following fields as necessary:

- **Unit** (if applicable) - Enter your Unit or Apartment number.
- **Pickup Callback Number** – Enter the telephone number where the driver can reach you before the pick-up.
- **Enter pickup instructions (if any)** – Enter any other information the driver should know about the pick-up, for example, exact location of the pick-up.

In the **Dropoff Details section**, click the **Dropoff Address** field. Click the appropriate address from the list or type the address where you want to be dropped off.

Click and fill in the following fields as necessary:

- **Unit** (if applicable) – Enter your Unit or Apartment number.
- **Enter drop-off instructions (if any)** – Enter any other information the driver should know about the drop-off.

The **Date and Time** section sets the date of the trip.

Click the appropriate date in the calendar.

- In the **Trip Type** list, choose **Pick me up at** or **Drop me off at**, depending on the kind of trip you want.

- **(Required)** In the **Pick a time** list, click the time when you want to be picked up or dropped off.

Additional Option Section:

Booking Purpose Section – Select the primary purpose of the trip. If you decide not to provide the purpose of the trip, just choose “**Personal.**”

Space Type Section – Select **Ambulatory** if you can walk independently or **Wheelchair** if you use a mobility device.

Additional Passengers Section – If a companion or personal care attendant will be travelling with you, **click the Add Passenger button.**

When the **dialog box** appears, select **Companion** or **Personal Care Attendant** and whether or not they are Ambulatory or need a Wheelchair. **Click Add Passenger button.**

Click Book Trip

If you have not provided all required information, a message that will ask you to fill in the required fields will appear. Complete the information and click **Book Trip** again.

If the booking is complete, **the Confirm Booking screen that shows a summary of your trip details will appear.**

To make changes (if applicable), click **Modify Booking**. Make the changes, then click **Book Trip** again.

If the booking is complete, click Confirm Booking.

A dialog box will appear with your confirmation number and give you the opportunity to **Book Return Trip, Book Another Trip, Trip Details, or View Trips.**

The trips will appear in the calendar in the **Trips screen** and will be marked with the status.