

Lyft How-To Guide

What is Lyft?

Lyft is a car service in which you can request private drivers to pick you up from your current location and drop you off at your desired location. This service is conducted through an application for iPhone and Android phones. All payments are handled through the application, including tip and you'll never need to use cash.

How to Download Lyft

In order to use Lyft, you must download the application on your cell phone. To download the application, type in "Lyft" into the search bar in your iTunes Store on iPhones or in the Google Play store for Android phones.

How to Create Your Lyft Account

Now that you have the Lyft application, you need to create an account. There are two ways to create an account: either on the Lyft website or on the Lyft application (easiest way).

To create an account via Lyft website

1. Visit the www.lyft.com
2. On the right side of the website, Select "Sign up to Ride"
3. Type in your phone number on the line above "Sign up to Ride" and agree to Lyft's Terms of Service

MEET YOUR 5-STAR RIDE

SIGN UP FOR RIDES IN A TAP.

Phone Number

[Become a Driver](#)

[Sign Up to Ride](#)

Already applied? [Check the status of your application here.](#)

Get ride credit for inviting friends. [Learn more](#)

To create an account via Lyft Application

1. Open the Lyft application on your phone
2. There are two ways to create an account: logging on via Facebook or entering your phone number.
 - If you use Facebook, you can tap the "Facebook" link and log into your Facebook account. If you have the Facebook app installed on your phone, you will be logged in automatically.

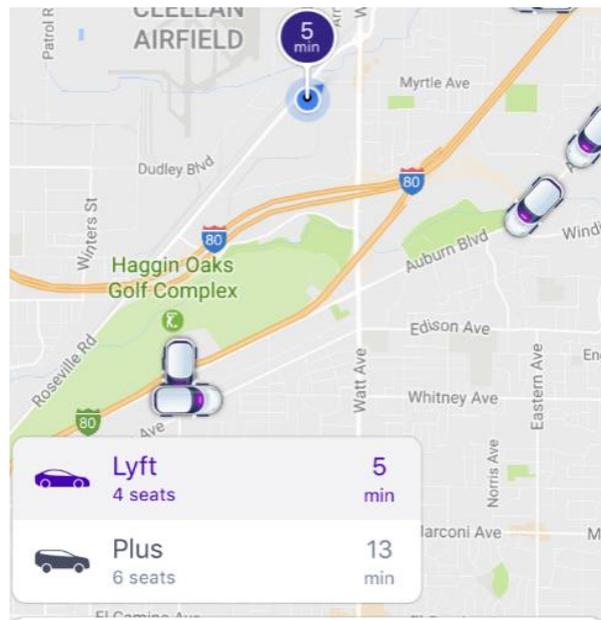
- If you chose not to connect with Facebook, enter your phone number. Select “Next” and you will be sent a 4 digit code via text message.
3. Follow the instructions as prompted.

How to Add Credit Card on Lyft App

1. Open the Lyft application
2. Look at the top left corner. There will either be a menu icon  or your Facebook picture. Click there.
3. Select “Payment” then “Add Credit Card”
4. Input your card number and billing information. Select “Save”

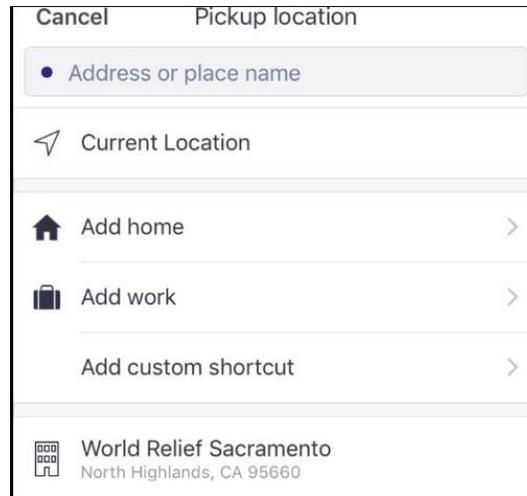
How to Use Lyft

1. Open the Lyft Application
2. Choose your vehicle type by clicking on the car icon next to the pickup location box at the bottom of the map on the main screen. Types of vehicles vary on location.

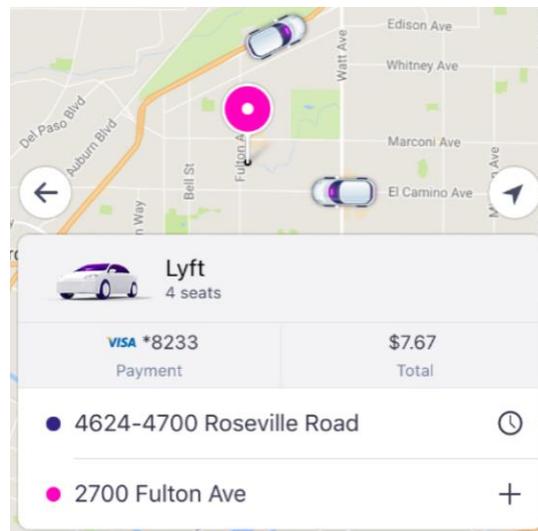


- Lyft – This sends a car to your location with seating up to four people. This is the most common service.
- Lyft Plus – This sends a car to your location with seating up to six people.
- Lyft Premier – This sends a luxury sedan with seating up to four people. Only available in certain cities.
- Lyft Line – This is a ride-sharing service that allows you to share a ride with strangers heading in the same direction for lower cost. Up to 2 passengers per account. Not available in all areas.

3. If you have location services turned on, the pickup location will already be entered at the bottom. You can set your pickup location manually by moving the pin on the map or by entering the address in the box on the bottom.



4. Select "Set Pickup" below.
5. Add your destination in the box below pickup location.
 - Once the destination is set, a fare estimate will appear above the pickup location. This estimate is based on the vehicle selected, the time of day, and the distance to the destination.



6. Select "Request" and you will be asked to confirm your pickup location. A driver will accept your request and head to your location.
7. Wait in front of the exact street address you specified for your Lyft driver. You will be given an estimation on when the driver will arrive. You will be told what type of car, the license plate number and name of your driver.
 - If there is no car available, try again in a few minutes, as a driver might become available.

- The application will provide the driver's phone number. You can contact the driver if you have any special considerations.
 - You will be charged a \$5 no-show fee if the driver is on time, has waited five minutes, and has attempted to call and/or text you.
8. You can cancel your ride request. You may be charged a cancellation fee, depending on how long it has been since you requested the ride.
- Tap the v in the upper-right corner and select "Cancel" to cancel you ride request.
 - You will be charged \$5 for cancelling if it has been more than five minutes since you requested your ride or if your driver is on time and scheduled to arrive within five minutes.

How to Pay and Rate Drivers

When you arrive at your destination, your driver will indicate that the ride is over and your Lyft application will switch to the Payment screen. You have 24 hours to make your payment and rate your driver. If you wait longer than 24 hours, the payment will be submitted automatically and no rating will be given.

1. Tap the "Payment" menu on the Payment screen to select how you want to pay. You can select from any payment method you have added to your account.
2. Choose the tip amount. There are \$1, \$2, and \$5 preset amounts and a custom tip option. The tip will be added to your total payment.
3. Select "Next" to rate your driver. Anything under 5 stars is considered to be an unsatisfactory experience for the passenger. Rate them honestly as their ratings will affect the driver's ability to continue driving for Lyft.
4. Select "Submit" to process your payment and driver rating.

