

Uber How-To Guide

What is Uber?

Uber 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. There is no need to use cash - your Uber account is connected your credit card or PayPal account and you finalize transactions, including tip, on the App after the service is completed.

How to Download Uber

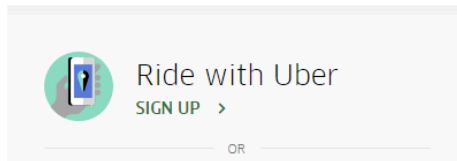
In order to use Uber, you must download the application on your cell phone. To download the application, type in "Uber" into the search bar of your iTunes Store application for iPhones or in the Google Play store for Android phones.

How to Create Your Uber Account

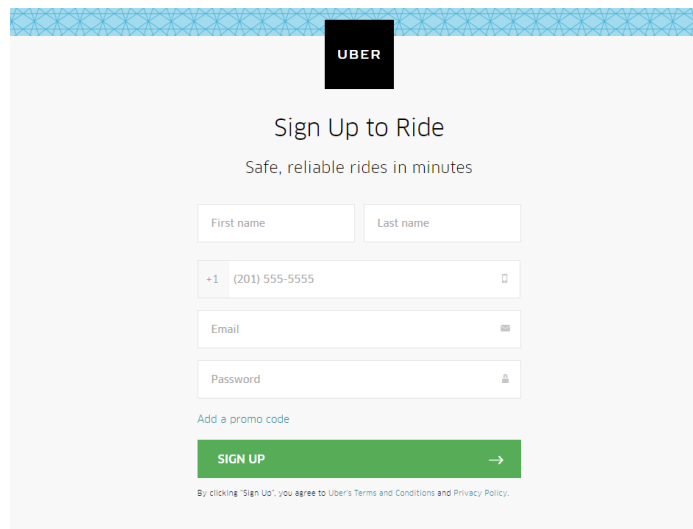
Now that you have the Uber application, you need to create an account. There are two ways to create an account: either on the Uber website or on the Uber application (easiest way).

To create an account via Uber website

1. Visit www.uber.com
2. On the right side of the website, Select Ride with Uber



3. You will be asked to type in your name, phone number, email address and a password for the account.


A screenshot of the Uber website's sign-up form. At the top, the Uber logo is displayed. Below it, the text "Sign Up to Ride" is centered, followed by the tagline "Safe, reliable rides in minutes". The form consists of several input fields: "First name" and "Last name" (two separate boxes), a phone number field with a dropdown for country code (showing "+1") and a text input (showing "(201) 555-5555"), an "Email" field, and a "Password" field. Below these fields is a link that says "Add a promo code". At the bottom of the form is a prominent green "SIGN UP" button with a right-pointing arrow. A small disclaimer at the very bottom reads: "By clicking 'Sign Up', you agree to Uber's Terms and Conditions and Privacy Policy."

- Your first name will be sent to the drivers when they accept your pickup request so they can confirm they are picking up the correct person.
 - Your phone number will be used by the drivers to contact you if they are near your pickup location and cannot find you, if you lose an item during a ride etc. You can also log into your account with your phone number.
 - Your email address will receive Uber receipts once the transaction is complete.
 - Your password will be needed to log into your application.
4. Read the Terms of Service then select “Sign Up”
 5. You will be sent a confirmation number which you will enter when you log in on the Uber app.

To create an account via Uber App

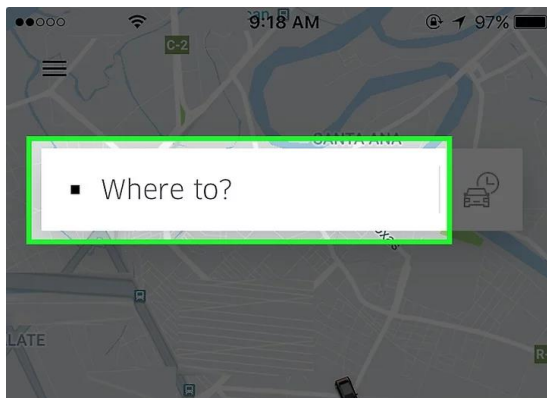
1. Select the Uber application on your phone
2. Type in your cell phone number. Once you do, you will be sent a 4 digit code to via text message to that number. Type in that code.
3. The registration follows the same way as the website. Type in your name, email address, phone number, and password.
4. Read the Terms of Service and agree.

How to Add Credit Card on Uber App

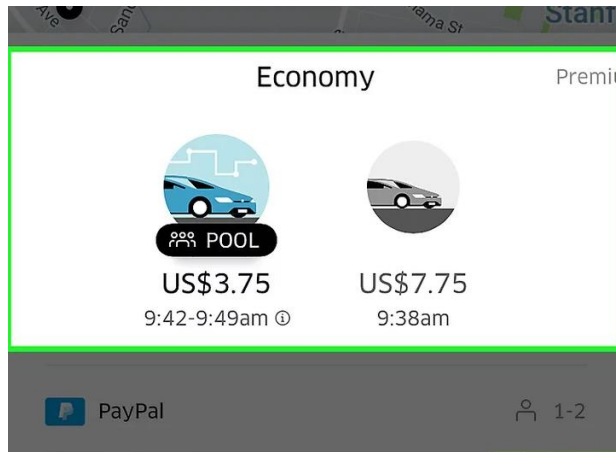
1. Once on the application, look at the top left corner and select the menu icon .
2. Tap “Payment”, then “Add Payment Method”
3. Select your payment method such as “Credit or Debit Card” or “PayPal”. Follow the on-screen instructions to enter your card number and billing information. Select “Save.”

How to Use Uber

1. Open the Uber application
2. The main screen is a map. Tap “Where to?” at the top of the screen and enter your destination. If your location services are turned off, manually add your pickup location.

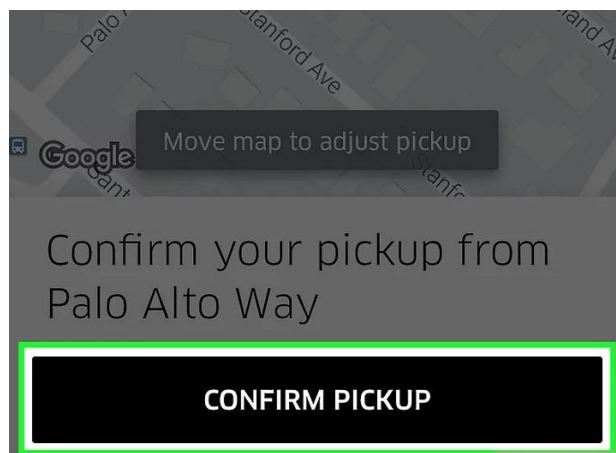


3. Choose your vehicle type. You can swipe left to see more vehicle options. Each vehicle choice has a fare estimate.



- Uber Pool – This is a ride-sharing service that allows you to share a ride with strangers for less cost. Up to 2 passengers per account. Not available in all areas
- Uber X – This sends an everyday car to your location with seating for up to four people. This is the most common service.
- Uber XL – This sends a larger car to your location with seating for up to six people.
- Select – This is the same as Uber X but with a higher-end everyday car.
- Black – This sends a high-end black town car to your location with seating up to four people.
- SUV – This sends a luxury SUV to your location with seating for up to six people.
- Assist – This sends a car service to your location that is designed to aid those with limited physical mobility.
- WAV – This sends a car that is equipped with ramps and lifts in order to take wheelchairs on board.
- Español – This sends a car with a Spanish speaking driver.

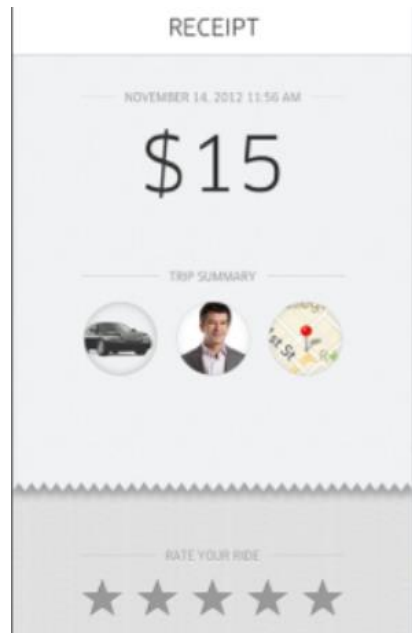
4. Select “Request” to order the ride. You will be asked to confirm your pickup location.




5. Wait in front of the exact street address for your Uber driver. You will be given an estimation on when the driver will arrive.
 - 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.
 - If you need to cancel your reservation, you will be charged a \$5-\$10 fee if you cancel after five minutes.
 - Pickup times vary by city, time and amount of business.

How to Pay and Rate Drivers

Once you arrive at your destination, the Uber app will prompt you to finish the payment. Tipping your driver is not required but is appreciated. Select "Confirm." The Uber app will also prompt you to rate your ride. Uber only recognizes a 5 star rating as positive and any number less may affect your driver's service.



How to Add Your Uber Gift Card

1. Make sure you have the latest version of the Uber app
2. Tap the menu icon  and select "Payment"
3. Tap "Add Payment Method" and select "Gift Card" at the bottom
4. Enter your gift code (no spaces)

How to Apply Your Uber Gift Card to a Ride

1. Enter your destination in the "Where to?"
2. Tap the payment information at the bottom of the screen
3. If you have more than one profile, tap "Change Payment Method"

4. Toggle “Uber Credits” to turn them off (credits will be turned off only for that ride)