



SENIOR PLANET

Aging with Attitude

Using Lyft



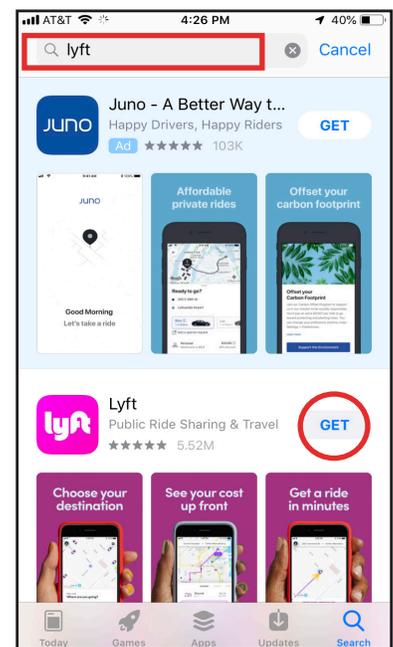
Lyft is one of most recognizable ride sharing companies. Lyft was founded in 2012 with a stated goal of reducing car ownership and road congestion. It's currently available across the U.S. and in Canada. As with all ride sharing apps, you don't need cash since everything is paid through the app, via PayPal, or credit card. Lyft conducts DMV and background checks on drivers. If there are multiple cars in the area, you can see the driver's ratings and reviews.

Get Started with Lyft

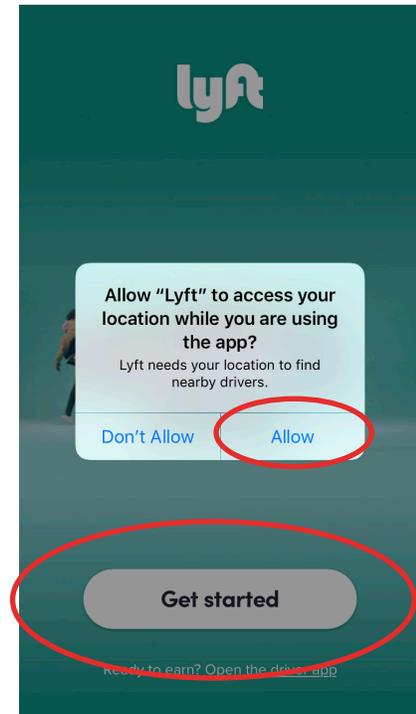
1 Tap on the App Store  or the Google Play Store. 
Type **Lyft** in the search bar.

2 Tap **Get** to download the app.
After Lyft downloads, tap **Open**.

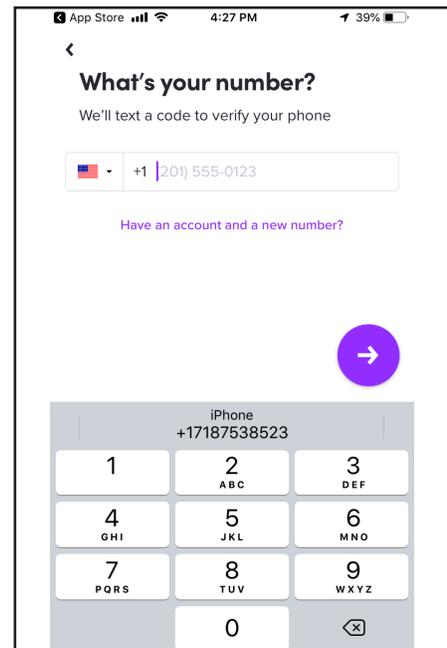
- **iPhone** users: have your Apple ID & password
- **Android** users: have your Google sign in information



- 3 Once the Lyft app opens, tap **Get Started**. It will then ask to access your location. Tap **Allow** to grant permission.



- 4 Next, enter your cell phone number.



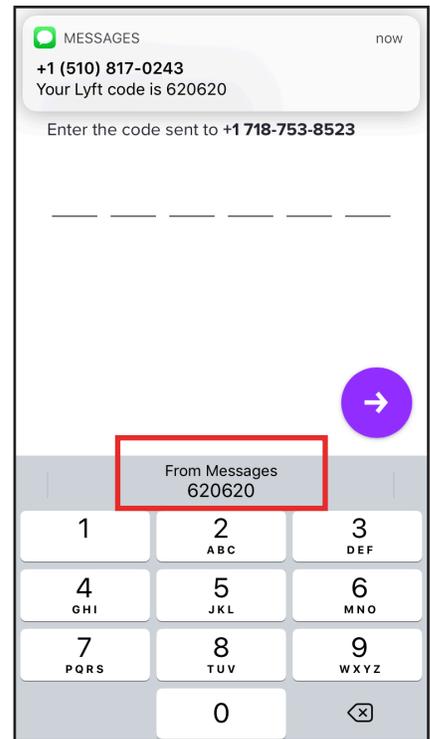
- 5 Lyft will send you a text with a four-digit code. This is to verify that the number is yours. Return to your home screen and then tap the **Messages** icon to open your texts. Write down the code here _____



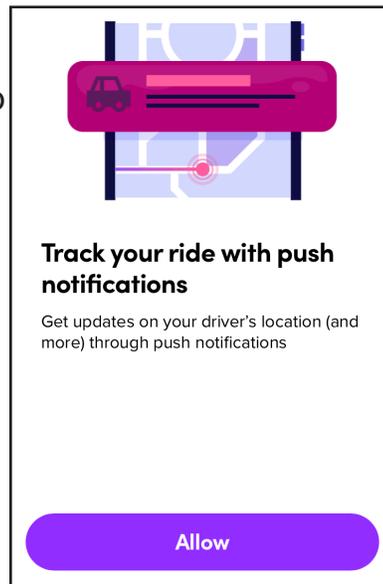


If you have an iPhone, look for the verification code directly in the Lyft app, like in the image on the right.

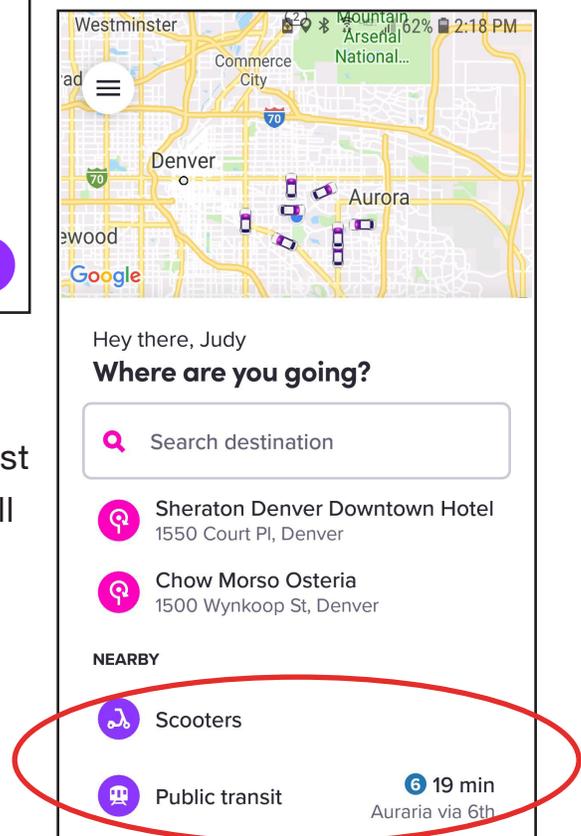
- When you're ready with your code, open the Lyft app again, and type the code you wrote down.



- Allow **Push notifications** so you can receive messages and updates about your rides.



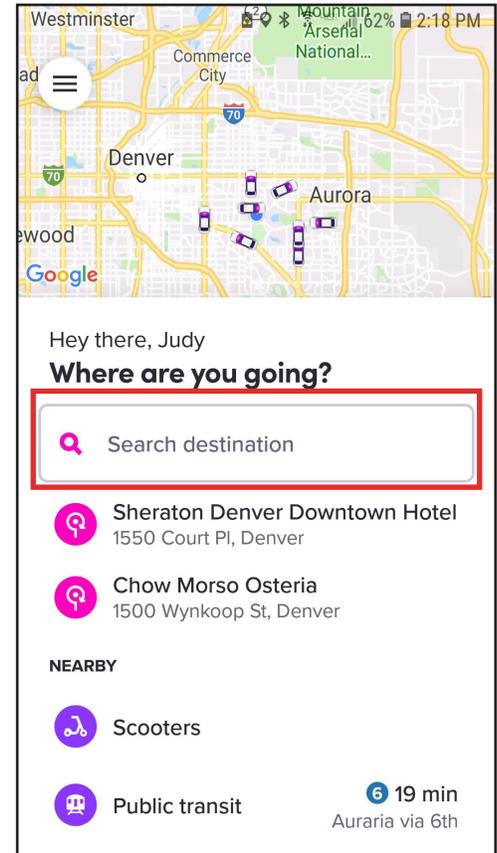
- That's it! You're ready to book your first ride! At the bottom of the screen you'll see options for scooters and public transit.



Book a Ride

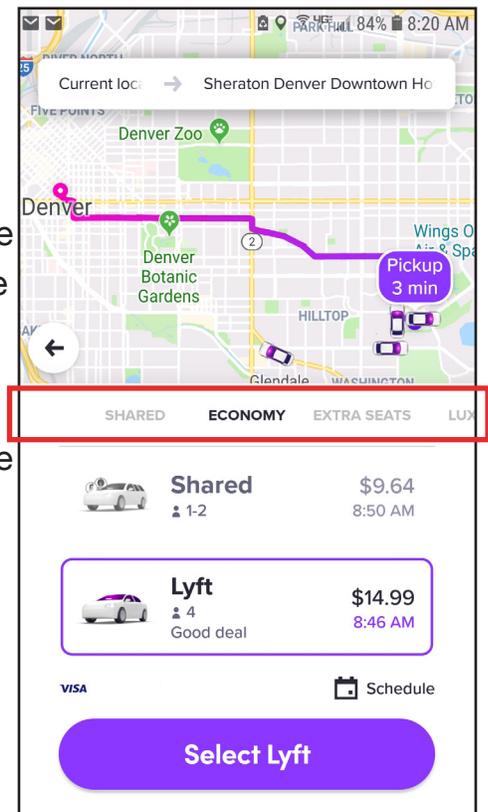
Lyft will show a map of your city. Your location is shown with a blue dot. The cars represent the available drivers in your area.

- 1 Tap the **Search destination** bar on the screen. Type in your destination address or landmark (stadium, airport, etc.)

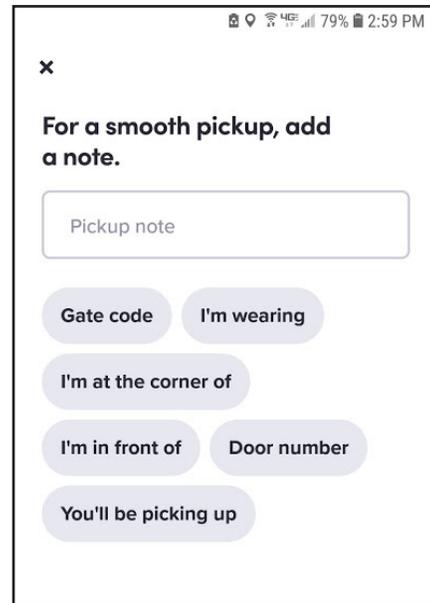
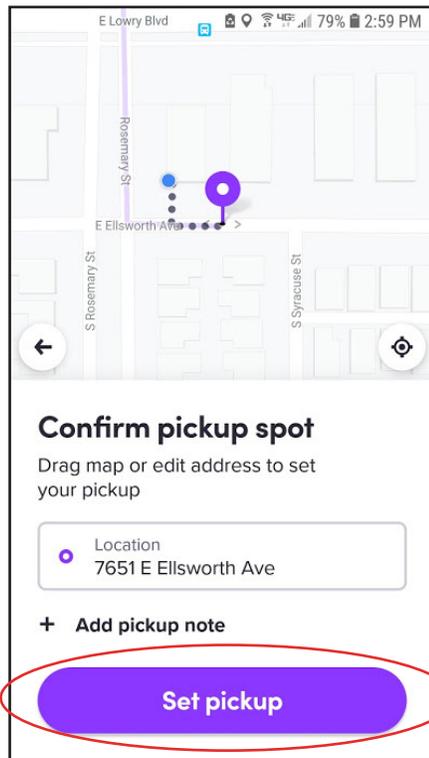


- 2 Your route will appear on the screen.

- There is a shared option, which means the driver will pick up another passenger.
- The ride for a total of 4 passengers costs a little more and will get you to your destination a little faster.
- You can apply filters to your request: **Shared**, **Economy**, **Extra Seats**, **Luxury**, etc. Tap to see options.
- How many minutes until your ride arrives?
- What is the estimated time of arrival?

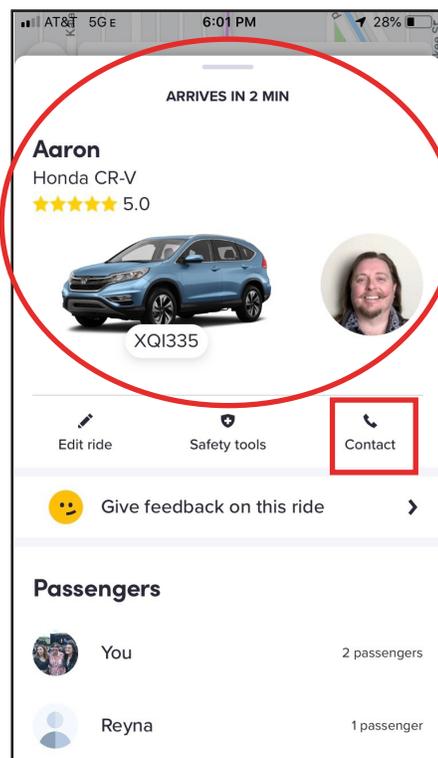


- 3** Tap **Set pickup** to confirm your pickup location. You can add a pickup note. Tap **Add pickup note** on the screen. You'll see a screen appear with options like the one on the right below.



- 4** Take note of the information on this screen:

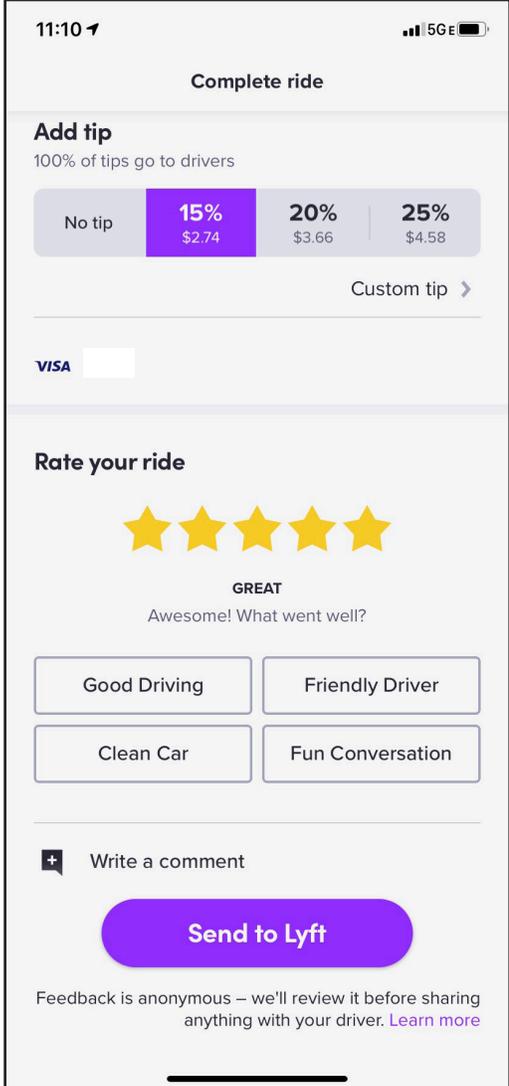
- **Driver's name**
- **Make and model of car**
- **Driver's rating**
- **License plate**
- **Contact icon.** Allows you to call driver directly.



Tipping and Rating Your Driver

Once you've reached your destination, the Lyft app will give you the option to tip and rate your driver.

- 1 Tip.** You do not have to tip your driver, but if you choose to do so, you must do it through the app. You can select any of the options— including **No tip**—or select **Custom tip** to add any amount you like.
- 2 Rating.** Tap the number of stars you think your driver deserves for your ride. Five stars is the best, one is the worst.
- 3 Details.** Once you rate your driver by tapping the stars, you'll see options like the ones in the image on the right. Tap the descriptions that fit your experience.
- 4 Comment.** Personalize your feedback by including a comment.
- 5 Send.** Tap **Send to Lyft** to submit your comments and tip. All feedback is anonymous.



The screenshot shows the Lyft app interface for a completed ride. At the top, it says 'Complete ride'. Below that is the 'Add tip' section, which states '100% of tips go to drivers'. There are four options: 'No tip', '15% \$2.74', '20% \$3.66', and '25% \$4.58'. A 'Custom tip' link is also present. Below the tipping options is a 'VISA' payment method indicator. The 'Rate your ride' section shows five yellow stars, with the word 'GREAT' and the text 'Awesome! What went well?'. There are four buttons for feedback: 'Good Driving', 'Friendly Driver', 'Clean Car', and 'Fun Conversation'. Below these is a 'Write a comment' field and a large purple 'Send to Lyft' button. At the bottom, a note states 'Feedback is anonymous – we'll review it before sharing anything with your driver. [Learn more](#)'.



This section is completely optional. You do not have to tip and you are not obligated to leave feedback. Drivers' ratings are determined in part by riders' feedback. So, you're helping your driver, Lyft, and future riders by submitting feedback about your experience.



Safety Tips



Follow these basic safety tips when using Lyft or any ride sharing service:

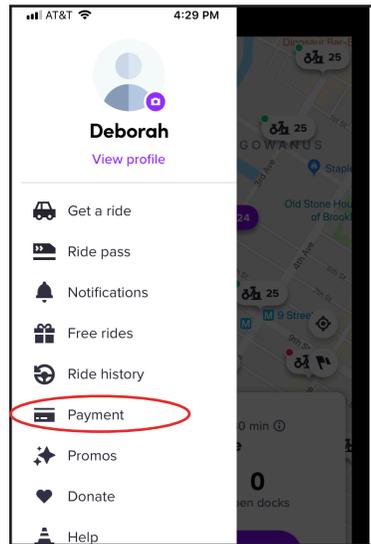
- Stay inside until your ride arrives whenever possible. Minimize the amount of time you're waiting outside with your phone in your hand.
- Confirm that you're getting in the correct car. The license plate, car, and name of the driver should match what you see in the app. You can always ask the driver to confirm the name of the person they're picking up.
- Always ride in the back seat.
- Wear your seatbelt.
- Check the driver's rating.
- Follow the car's route on the map in your app.
- Never pay cash. There's no need to take your wallet out during your trip.

Adding a Payment Method

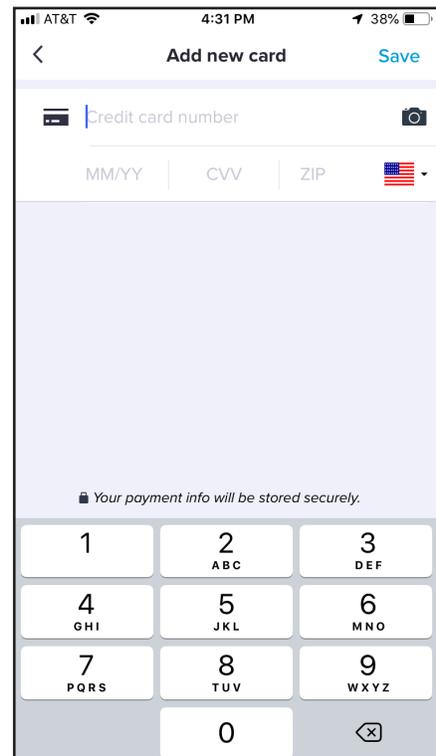
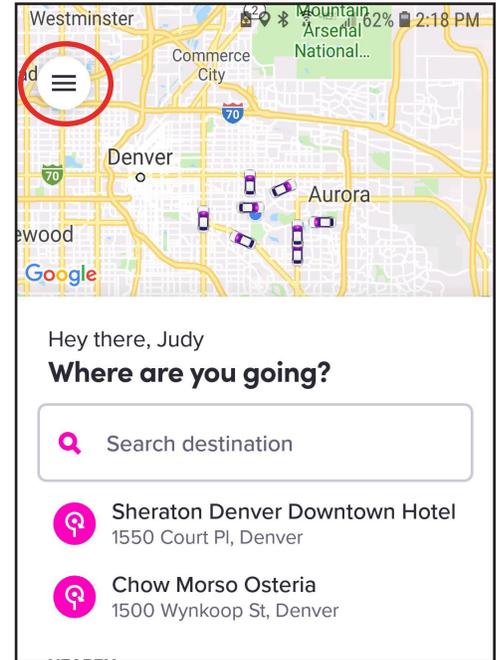
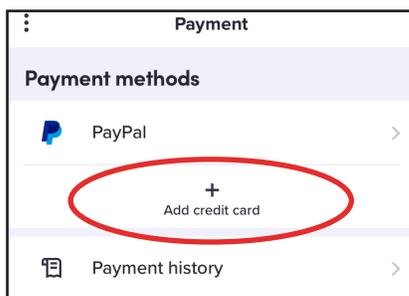
You don't need to add a payment method to sign up for Lyft, but you will need to add one to pay for the ride. Adding a payment method is quick, easy, and secure. All rides are paid for through the app and drivers cannot accept cash or credit cards personally for the ride.

1 From the home screen, tap on the **menu icon**. It looks like three horizontal lines.

2 Tap **Payment**.

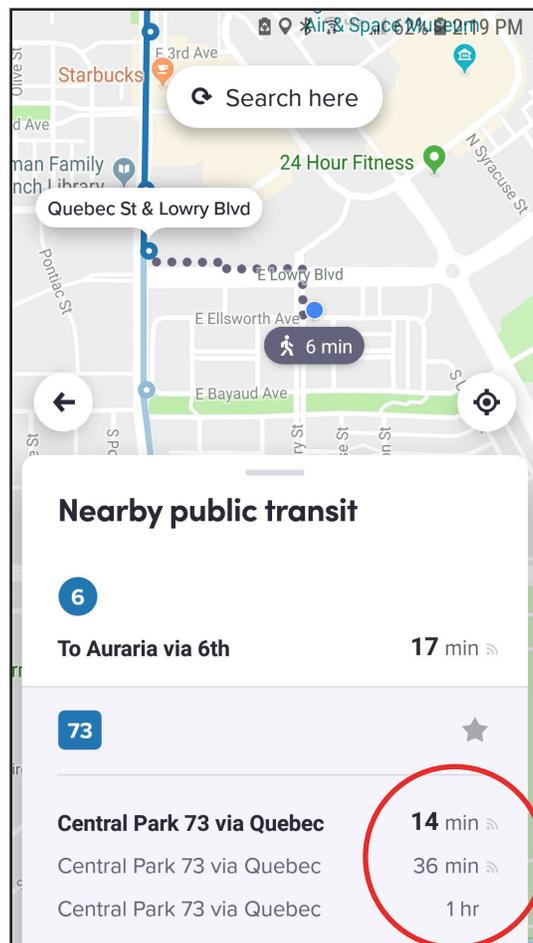


2 Select your preferred method of payment: credit card or PayPal. On the next screen you'll be prompted to add that information.



Public Transit

- 1 When you open the Lyft app, you'll see public transit options. Tap on **Public Transit** to see all available routes.
- 2 The stop will be displayed on your map, along with an estimate of how long of a walk it is.
- 3 The frequency with which the bus stops is also included in the app.



Lyft Scooters

Scooters are available through Lyft in select cities!

- 1** When you open the Lyft app, you'll see nearby scooters that are available for rent.
- 2** You can reserve the scooter by tapping **Reserve** in the app.
- 3** The scooter's location and price to use it are all included in the app.
- 4** If you elect this option, tap **Scan** when you arrive at the scooter, you'll then be prompted to scan it and start your ride!

