



## Using Lyft Trainer Guide

### Page 1:

- Remind participants to have their Apple ID and passwords handy for iPhone users and Google sign in info for Android users
- They won't be able to download the apps without that information

### Page 2 :

- For the app to work properly, you must allow Lyft to access your location while you're using the app. This allows the driver to find you when you book a ride.
- You must enter your phone number so that you can receive a code and proceed with the sign up process

### Page 3:

- Push notifications are important because you'll receive notifications no matter what you're doing with your phone. It ensures that you won't miss the message that the driver has arrived!
- Lyft will also show you alternative means of transportation like scooters and public transit options

### Page 4: **Book a Ride**

- Note that we will go through the steps of booking ride, but you won't actually be able to book a ride until you've added a payment method, i.e., credit card
- At the end of the workshop, we can add payment information, if you feel comfortable
- Otherwise, you can follow the steps in the handout at home
- Step 2: Demonstrate where the filters are (directly underneath the map)
  - Emphasize the difference between these options
- Highlight the difference between a "Shared" ride and "Private" ride
  - Explain that a "shared" ride will be with a stranger and may involve multiple stops

### Page 5: **Book a Ride**

- **Step 3:** Lyft will display your current location (based on GPS) as your pickup location
- You can refine or change your pickup location by placing your finger on the map and moving the map until the purple pin is at the correct pickup location.
  - You may want to ask participants to practice doing this.
- You can add information about the location or note if you need help getting in or out of the car ... or you can call your driver and tell them
- **Step 4:** Ask participants to look at the image and give you the corresponding information to the bullet points at the bottom of the page i.e.



- What is the make & model of the car?
- License plate? etc.
- You can call your driver and update him / her with any necessary info

#### Page 6: **Tipping and Rating Your Driver**

- Emphasize that this screen is completely optional, but that rating the driver is part of what makes ride sharing work and how you know what to expect from a driver
- Remind participants that they are also rated by the driver! Lyft doesn't show riders their rating in the app, but drivers can see them when a ride is requested.

#### Page 7: **Safety Tips**

- Ride sharing is, generally speaking, as safe as getting into a cab
- Lyft does background checks on their drivers and conducts ongoing monitoring to learn about any disqualifying activities.
- Some of these tips are fundamental to using ride sharing apps:
  - Confirming the car (make, model, license plate)
  - Driver
- Some tips are more cautious for safety reasons:
  - Minimize the amount of time you're waiting on the sidewalk
  - Following along to your destination in the app or a different map app

#### Page 8: **Adding a Payment Method**

- Emphasize that participants do not have to add their credit card info here and now if they're not comfortable doing so
- They can always add it later, but they will not be able to actually book a ride unless they have a credit card saved in the app
- Emphasize that Lyft takes the same precautions of any app or shopping website to keep credit card info secure. They do not store full credit card info on their servers.

#### Page 9: **Public Transit**

- Lyft will also show you public transit options — it could be faster! And it's definitely cheaper!!

#### Page 10: **Scooters**

- Scooters are also options in the Denver area!
- If you have experience with using scooters, share your experience!