# Using Uber

Uber is one of most recognizable ride sharing companies. Uber was founded in 2009 in San Francisco with a stated goal of reducing the cost of direct transportation. It's currently available in 700 cities worldwide. As with all ride sharing apps, you don't need cash since everything is paid through the Uber app, via PayPal, Apple Pay, Google Pay, or credit card. Uber drivers are independent contractors who must pass a background check.
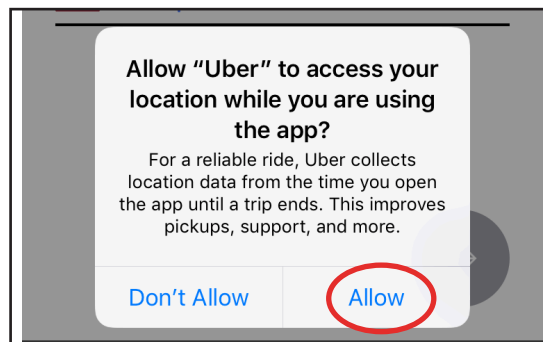
Get Started with Uber

1 Tap on the App Store or the Google Play Store and then type **Uber** in the search bar.

Boulder County

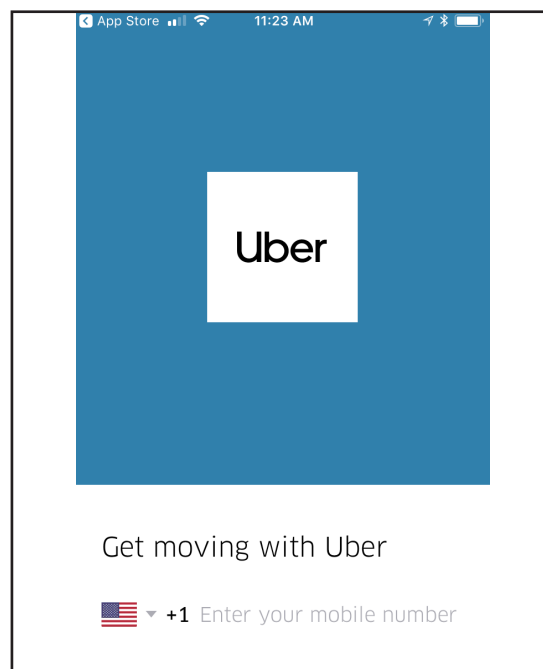# MOBILITY FOR ALL
BOULDER COUNTY TRANSPORTATION

2   Tap **Get** to download the app. After Uber downloads, tap **Open**.
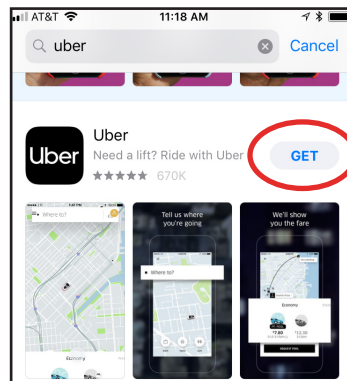
3   Uber will ask to access your location. Tap **Allow** to grant permission.

4   Next, enter your cell phone number.

5 Uber 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.
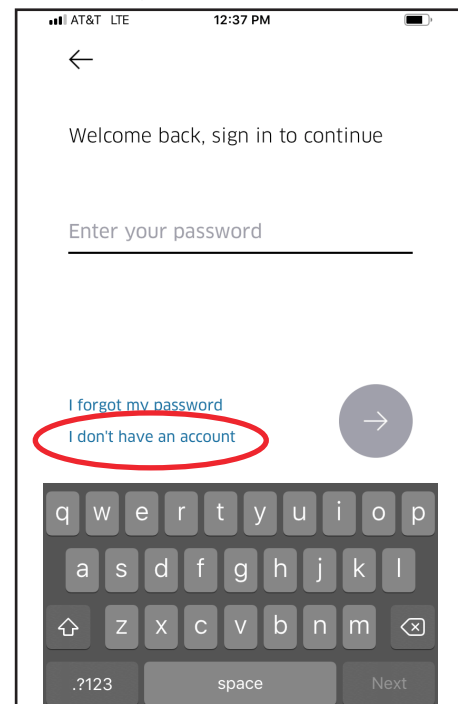
Write down your code here: _____

6 Now open the Uber app again, and type the code you wrote above.

7 Uber will ask you to sign in to continue. Tap **I don't have an account** at the bottom to create your own account. Enter your email address and a password.
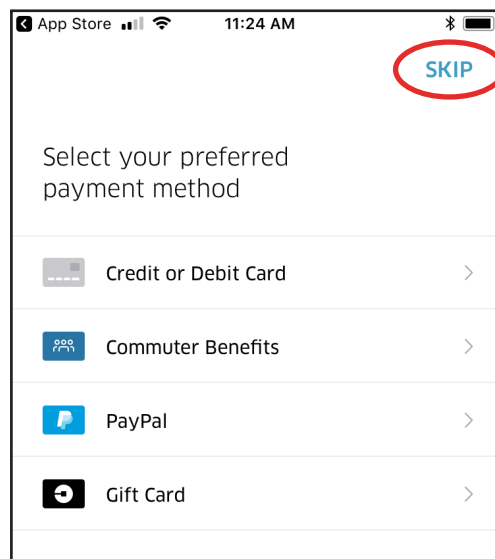
Then, enter your first name and last name.

8 Tap the black arrow to agree to Uber's Terms of Use and Privacy Policy.
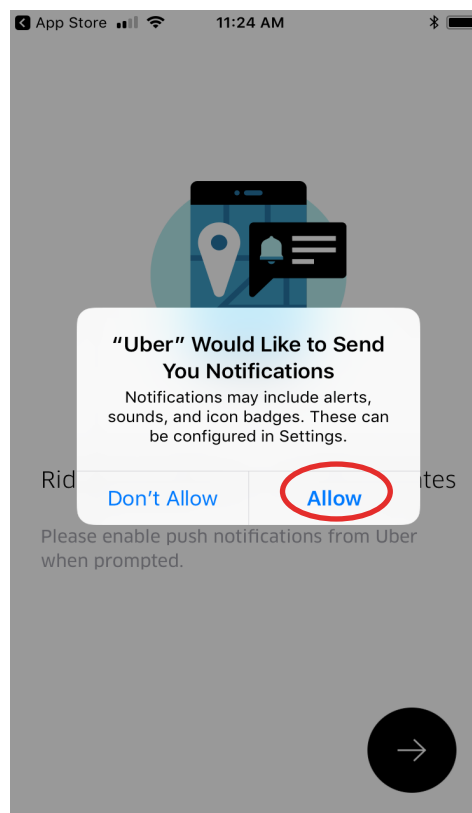
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9 You can select your preferred payment method now, or tap **Skip** and choose it later.

10 Next, you'll see a message about notifications. Tap **Allow** to be notified when you receive alerts from Uber.
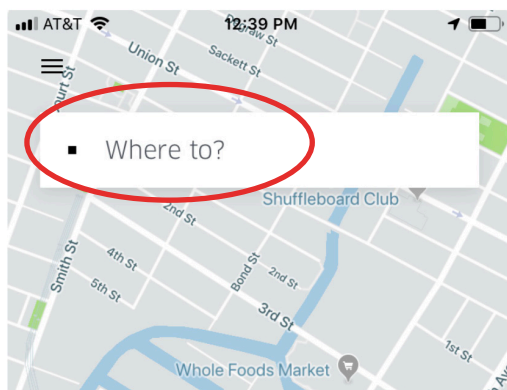
You can change notifications at any time by going to your phone's **Settings**.
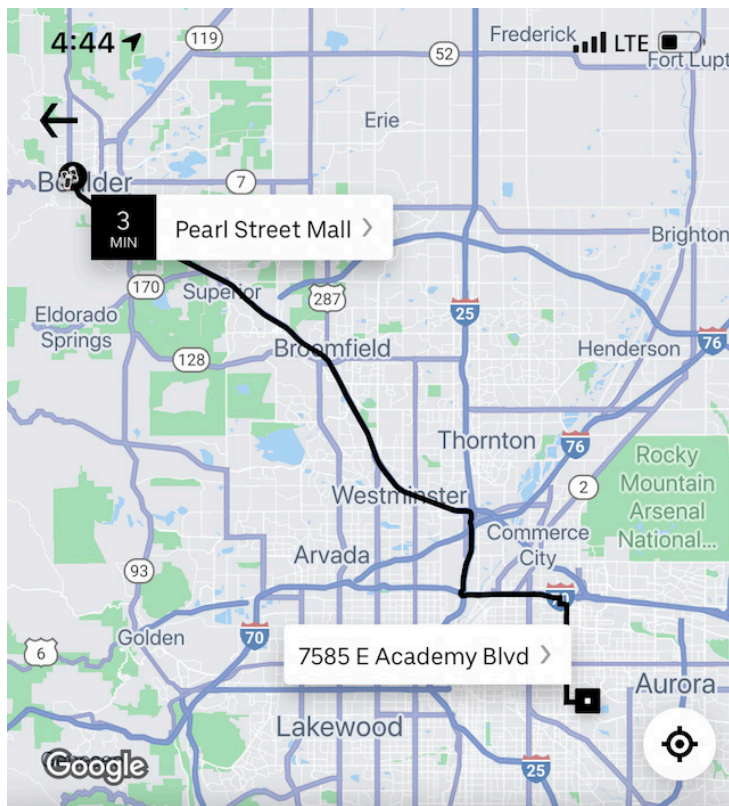
Book a Ride

Uber will show a map of your city. Your location is shown with a blue dot.

1 Tap the **Where to** bar on the map. Then, type your destination address. You don't need to enter your current location because Uber tracks it via GPS.
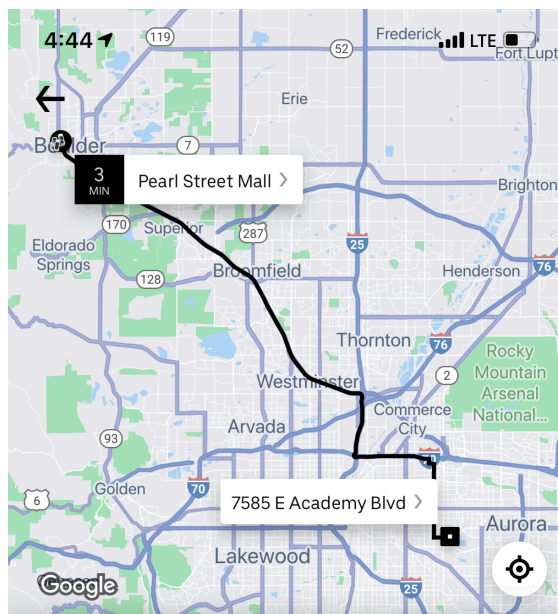
2 Uber will show its suggested route and the estimated time for your pick up.

4 At the bottom of the app you can also see the closest drivers in your area and the ride price for each.

- The **Pool** option means the driver will pick up another passenger.

- **UberX** is a private ride for a total of 4 passengers. It costs a little more and will get you to your destination a little faster.

- Uber also offers **Uber XL:** bigger cars that can fit up to 6 people.

- There are also options with car seats for children and cars with wheelchair-accessible ride (**WAV**).

- Continue to scroll to see **Premium** options, which are more expensive.

4:44	119	Frederick · ll LTE ▯ Fort Lupton
		Erie
Boulder	7	Brighton
3 MIN Pearl Street Mall ❯		
170 Superior 287		25
Eldorado Springs 128	Broomfield	Henderson 76
	Thornton 76	
Westminster		Rocky Mountain Arsenal National...
93 Arvada	Commerce City	
Golden	7585 E Academy Blvd ❯	Aurora
6 70	25	Lakewood

Choose a ride, or swipe up for more

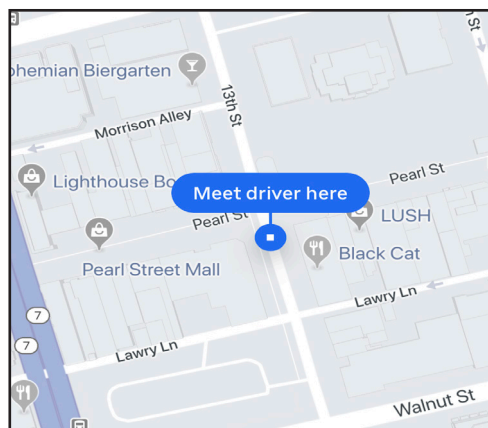|		
Comfort 5:51pm		$65.68
UberX 👤 4 5:51pm dropoff		$42.57
Pool 5:53-6:07pm		$33.13

VISA

Confirm UberX	

6

5 Tap **Meet driver here** to confirm your pickup location. Confirm your pickup spot.

6 The Uber app displays information about the driver and their car, such as:

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

- **Platinum drivers** are Uber's experienced drivers with very good ratings.

- The Uber app allows you to write a pickup note in case you want to give the driver more information about your pickup location.
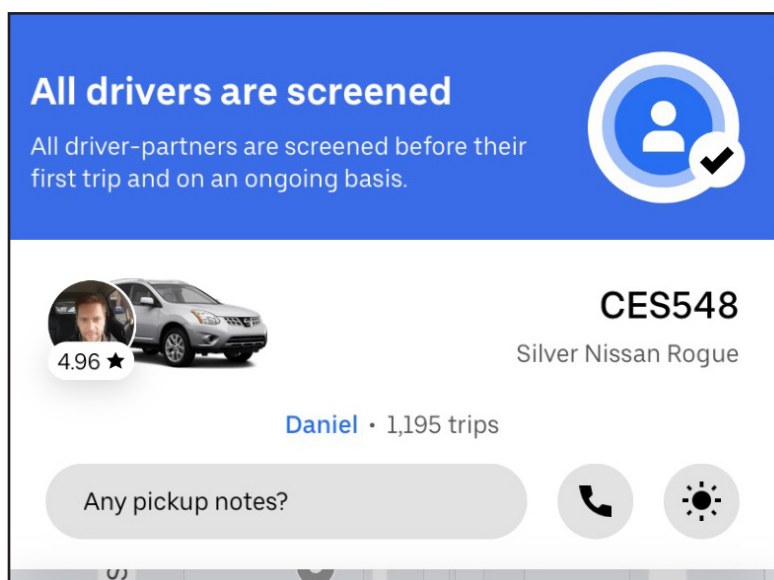
Tipping and Rating Your Driver

Once you've reached your destination, the Uber 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 **Enter Custom Amount** to add any amount you like.

★ ★ ★ ★ ★

🙂 Give a compliment

Add a tip for Daniel
Your trip was $7.95

$1 $3 $5

Enter Custom Amount

2 **Rating**. Tap the number of stars you think your driver deserves for your ride. Five stars is the best, one is the worst.
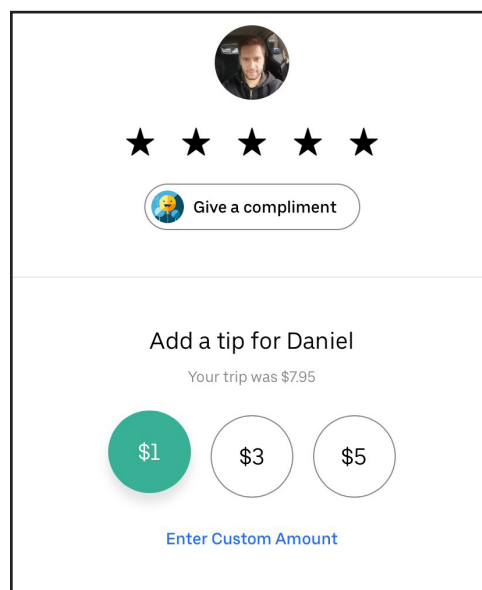
3 **Give a compliment**. Once you rate your driver by tapping the stars, you can tap on give a compliment and click on the description that fit your experience.

4 **Comment**. Personalize your feedback by including a comment.

5 **Done**. Tap **Done** to submit your comments and tip. All feedback is anonymous.

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, Uber, and future riders by submitting feedback about your experience.

Safety Tips

Follow these basic safety tips when using Uber 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 Uber, 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**.

2 Tap **Payment**.

**3** Select your preferred method of payment among the followings:

- Credit or Debit Card
- Commute Benefits
- PayPal
- Venmo
- Gift Card

4 After entering your payment method tap **Next.**
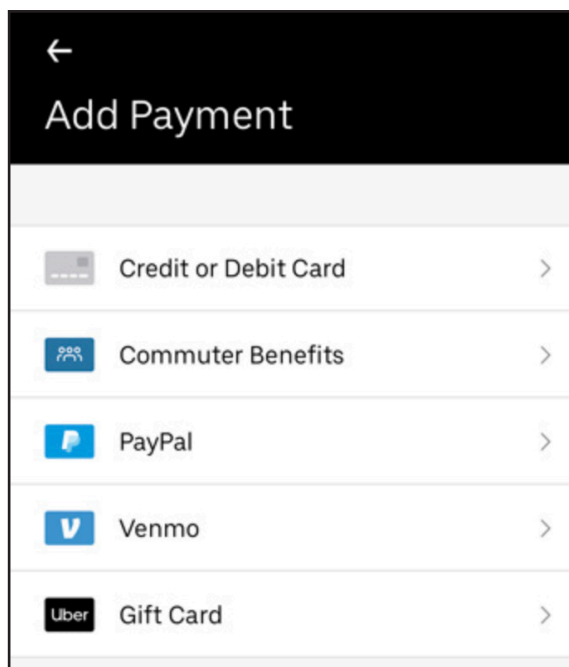
Public Transit

1 When you open the Uber app, you'll also see public transit options. Tap on **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.

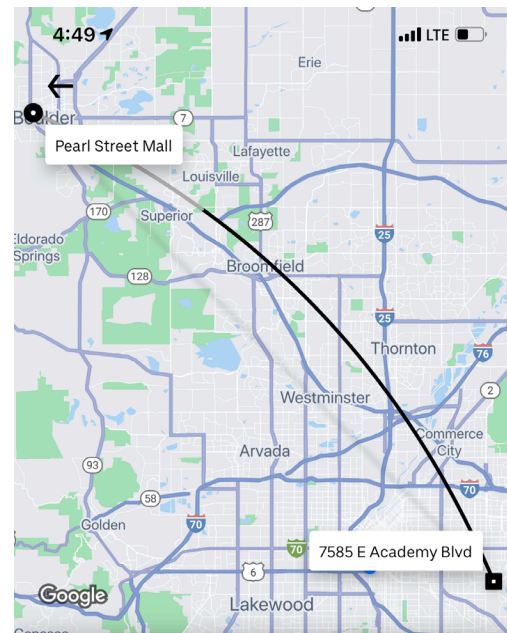**3** The frequency with which the bus stops is also included in the app.
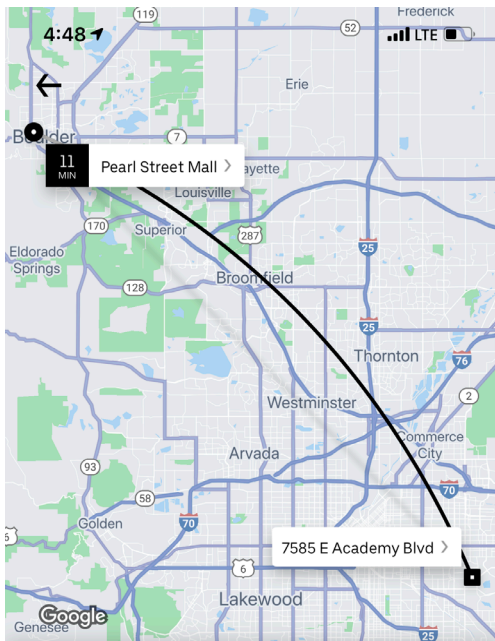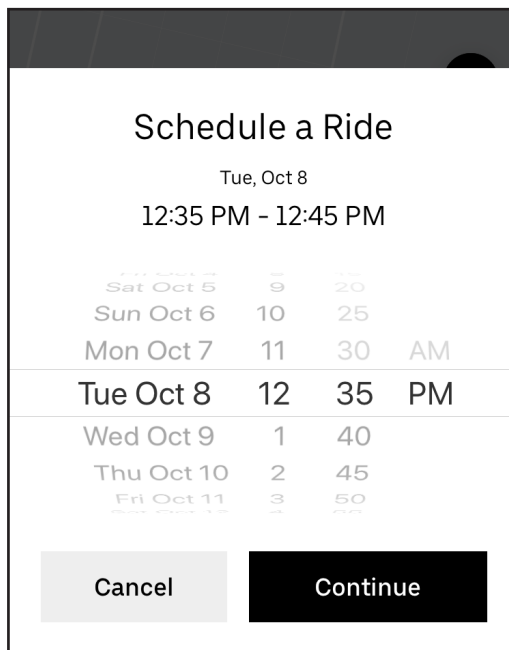
Schedule a Ride

Uber allows you to schedule a ride by setting a pickup time and a location Pickup Time.
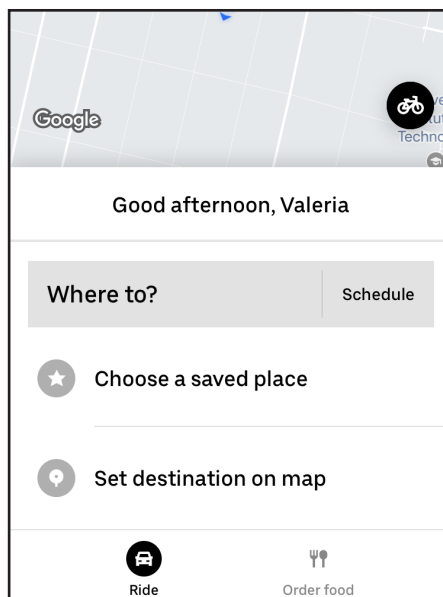
You can also save your favorite locations in the Uber app, such as home or work:

Jump: Rent a Bike or Scooter with Uber

Bikes and Scooters are available through Uber in select cities!

1 When you open the Uber app, select **Bike & Scooter**. The app shows you where bikes and scooters are located.

2 You can reserve the scooter by tapping **Reserve** in the app.

3 Enter your PIN on the bike or scan the QR code on the scooter to unlock.

4 When you are done with your ride, lock bikes to the Jump bike rack or park scooters on the sidewalk in a place where they are not in the way of pedestrians or vehicles.
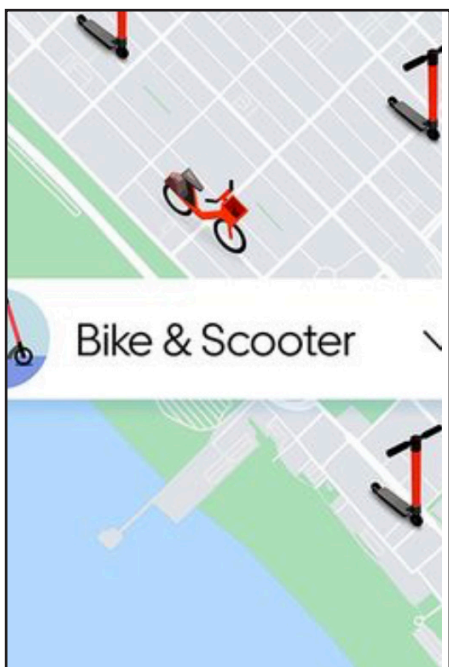
Remember to always wear a helmet when you ride a bike or a scooter and to follow traffic laws.