



## Using Uber 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 Uber 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 cell phone number so that you can receive a code and proceed with the sign up process

### Page 4:

- 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!

### Page 5: **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 (page 10), we can add payment information, if you feel comfortable. Otherwise, you can follow the steps in the handout at home

### Page 6: **Book a Ride**

- **Step 4:** Emphasize the difference between these ride options
- Highlight the difference between a shared ride ("pool") and a private ride
  - Explain that a "pool" ride will be with a stranger and may involve multiple stops
- Point out that the time underneath each option is the estimated time of arrival
- Uber will also show you alternative means of transportation like scooters, bikes and public transit options

### Page 7: **Book a Ride**

- **Step 5:** Uber 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 blue dot is at the correct pickup location.**
  - You may want to ask participants to practice doing this.



- **Step 6:** You can add information about the pickup location or note if you need help getting in or out of the car...or you can call your driver and tell them (point out the telephone icon)
- **Step 6:** 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.

#### Page 8: **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! Uber shows riders their rating in the app. For more information about Uber's policies on customers with low ratings, see this article: <https://www.washingtonpost.com/technology/2019/05/29/uber-will-ban-passengers-with-low-ratings/?>

#### Page 9: **Safety Tips**

- Ride sharing is, generally speaking, as safe as getting into a cab
- Uber does background checks on their drivers as well as ongoing monitoring in order to take action if there are 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 10: **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 Uber 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 11: **Public Transit**

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



Page 12: **Schedule a Ride**

- If you have regular appointments, this could be a good option for you

Page 13: **Jump: Bikes and Scooters**

- Uber offers the possibility to rent electric bikes and scooters in Denver.
- If you have experience with using these bikes and scooters, share your experience!