



Welcome

New rider educational guide

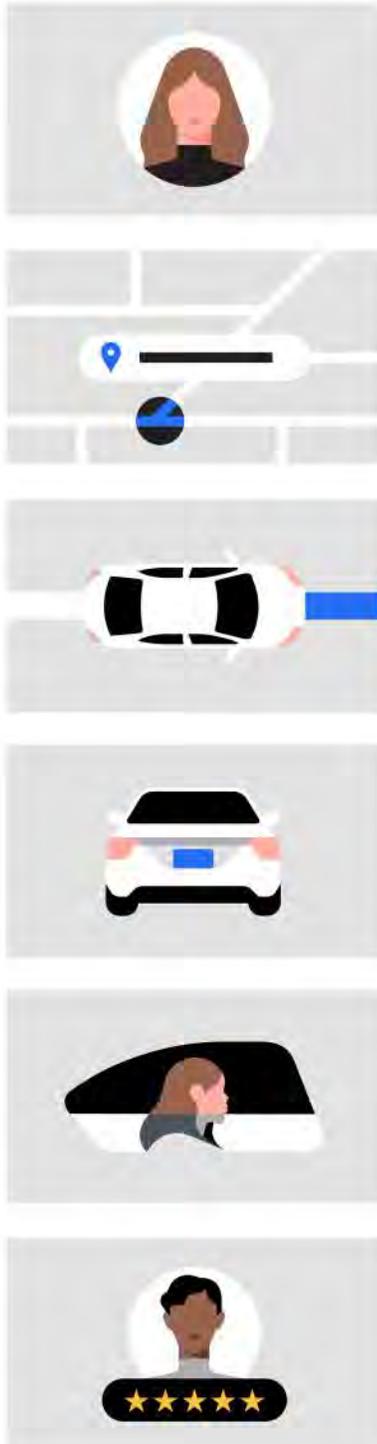


Uber

Table of contents

How to use the Uber app	03
How to access Pace Subsidy on your app	04
How to request a ride	05
Get help with a trip	06

How to use the Uber app



Create an account

All you need is an email address and phone number. You can request a ride from your browser or from the Uber app. To download the app, go to the App Store or Google Play.

Enter your destination

Open the app and enter where you're going in the Where to? box. Tap to confirm your pickup location and tap Confirm again to be matched to a driver nearby. While confirming your destination, participants in the Pace program should see the Pace subsidy applied to the fare being charged.

Meet your driver

You can track their arrival on the map. When they're a few minutes away, wait for them at your pickup location.

Check your ride

Every time you take a trip with Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app.

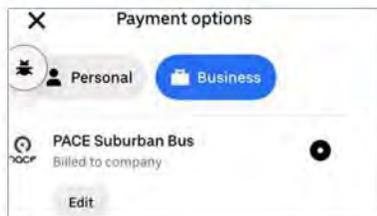
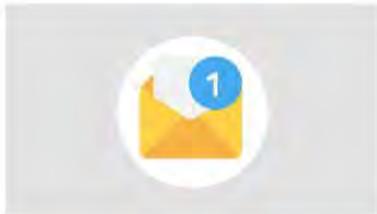
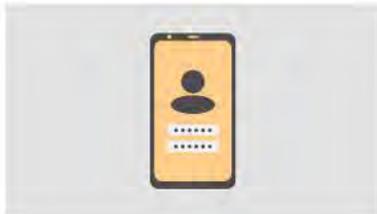
Sit back and relax

When you arrive, payment is easy. Depending on your region, you have options. Use cash or a payment method like a credit card or Uber Cash balance.

Rate your trip

Let us know how your trip went. You can also give your driver a compliment or add a tip in the app.

How to access Pace Subsidy on your app



Eligibility approved

Pace Suburban Bus staff approves your eligibility for their program.

Enrollment

Pace Suburban Bus staff enrolls you into the program on the Uber dashboard.

Join

Upon enrollment, you will receive an email inviting you to join the program. Follow the instructions in the email to add the "Pace Suburban Bus" business profile to your Uber account.

Set up a trip

Open the Uber app and input your to/from addresses for your next trip with Uber.

Toggle on the "Pace Suburban Bus" profile

Scroll to the bottom of the screen and toggle from your "personal" payment profile to the "Pace Suburban Bus" profile. You can confirm that the business profile has applied to your account by selecting "Account" and then "Wallet." Scroll down to "Ride Profiles" and you should see Pace Suburban Bus in the list. If you've already taken a trip and then discover that the Pace subsidy wasn't applied as expected, or have other issues with a trip you've already taken, see page 6 for instructions on how to resolve those issues.

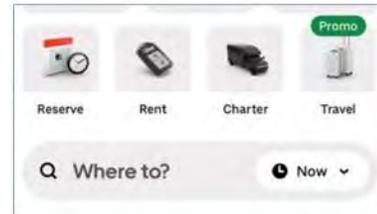
How to request a ride



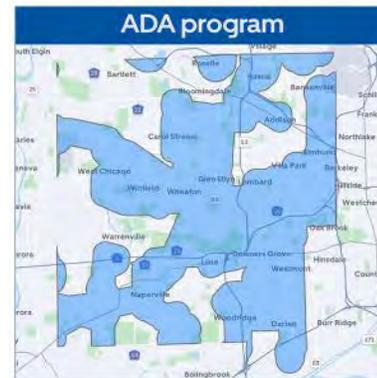
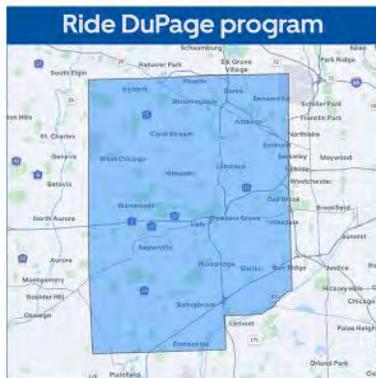
1. Open the Uber App



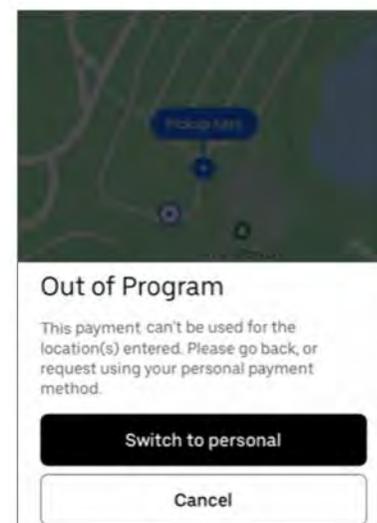
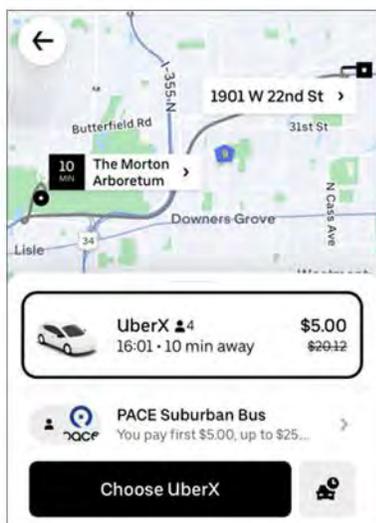
2. Click “Where to?”



3. Select pick up and drop off locations within the eligible service areas



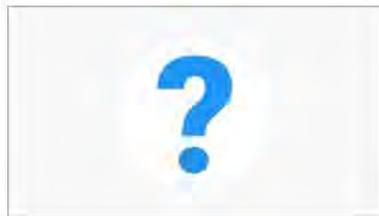
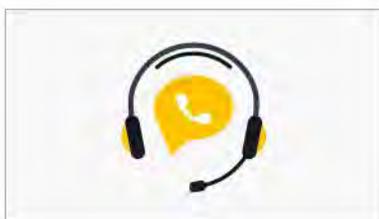
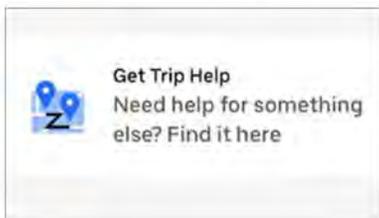
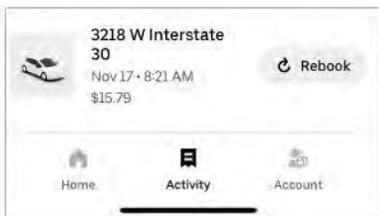
4. Select UberX



If the trip is within the service area, you should see the reduced trip fare.

If the trip is NOT with the service area, you will see the full fare.

Get help with a trip



If you had any trouble with your trip including lost and found or unexpected fare cost, open the Uber app

Click on Activity and select the ride

Scroll down to “Get Trip Help”

Chat with the support agent and let them know your issue

Additional Concerns

- Safety concerns can be reported in app or by calling (800) 285-6172 or emailing uscan-incident@uber.com
- Service Animal denials can be reported in app or by completing this form