



Welcome

New rider educational guide

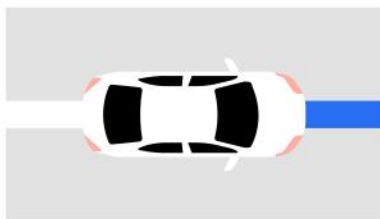
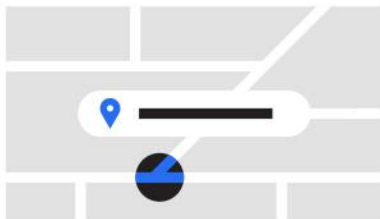
bayway
On Demand+

Uber

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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.

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 using 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

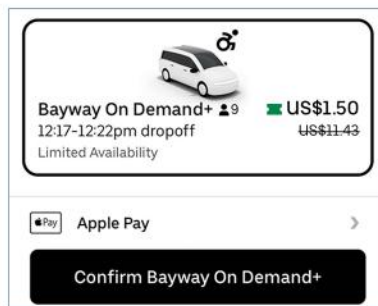
Sit back and relax

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 Bayway On Demand+ services



Eligibility approved

Bayway Transit staff approves your eligibility for their program. To view eligibility and apply for service, visit baywaytransit.org/on-demand/plus.

Enrollment

Bayway Transit 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 Bayway On Demand+ and UberX services to your Uber account.

Set up a trip

Open the Uber app and input your to/from addresses for your next Uber trip. If you are traveling within the service area, you will see the Bayway On Demand+ and UberX subsidized cost as an option.

Voucher applied

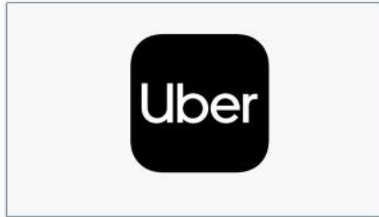
Once you accept the voucher to your account, any trips requested within the program parameters will have the voucher automatically applied. You will see the voucher applied within the app, so you know it's covered by Bayway.

UberX = Ambulatory Riders
BayWay+ = Non-Ambulatory Riders

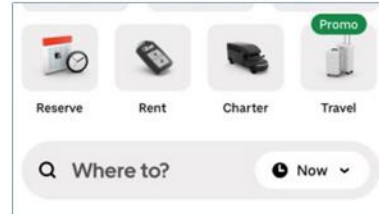
How to request a ride



1. Open the Uber app



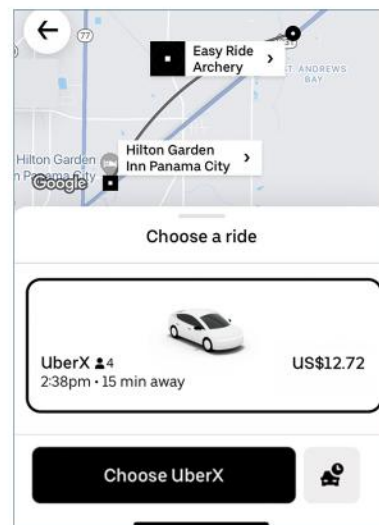
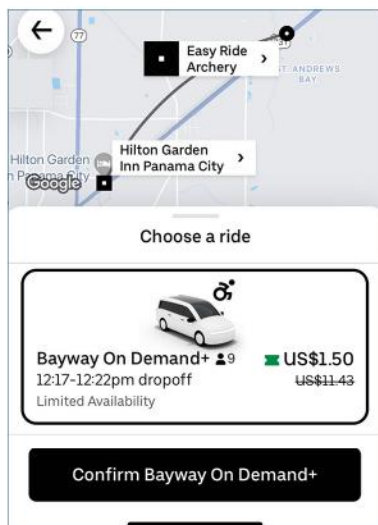
2. Click “Where to?”



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



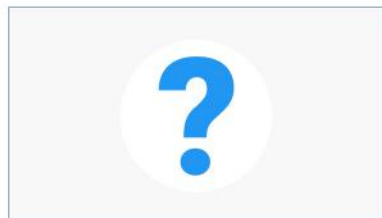
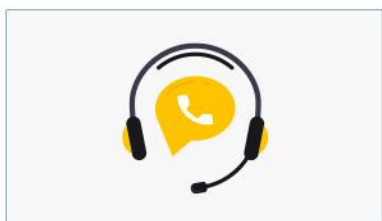
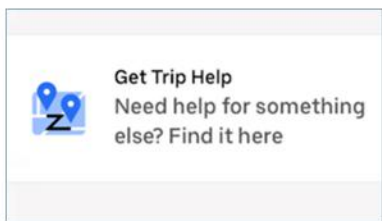
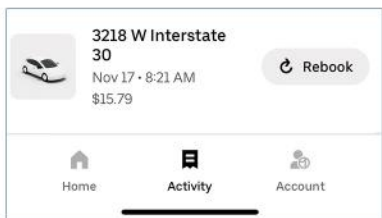
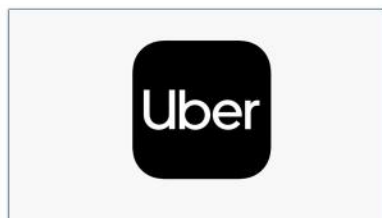
4. Select UberX



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