



*Empowering people of all-abilities to reach their full potential.*

# How to Ride Lyft 101

A Comprehensive How-To Guide for setting up Lyft and scheduling rides.

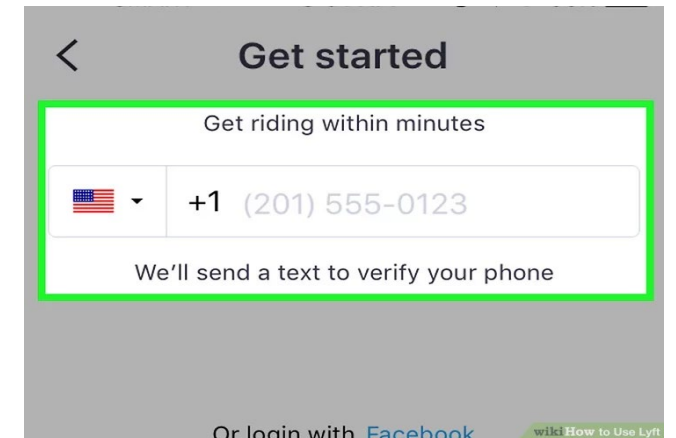
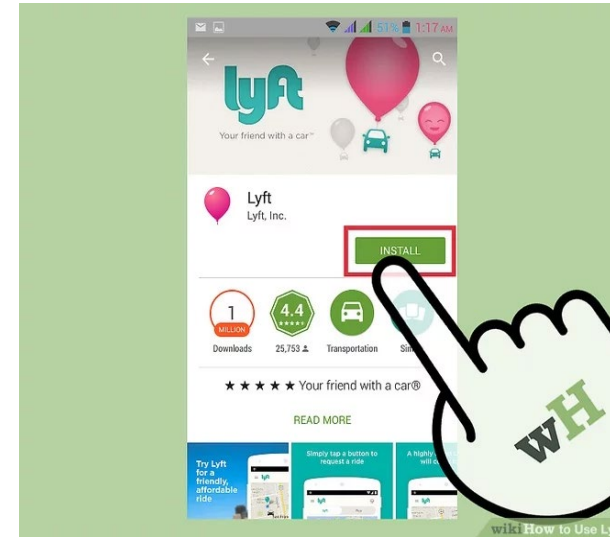
# How To Get Started With Lyft:

- Speak with your case manager about whether Lyft is a transportation option for you.
- Your case manager will submit a request for a Transportation Authorization. (Note: it is not guaranteed that Lyft rides will be authorized for use.)
- When Lyft rides have been authorized, it is time to download the Lyft app to your phone and ride!



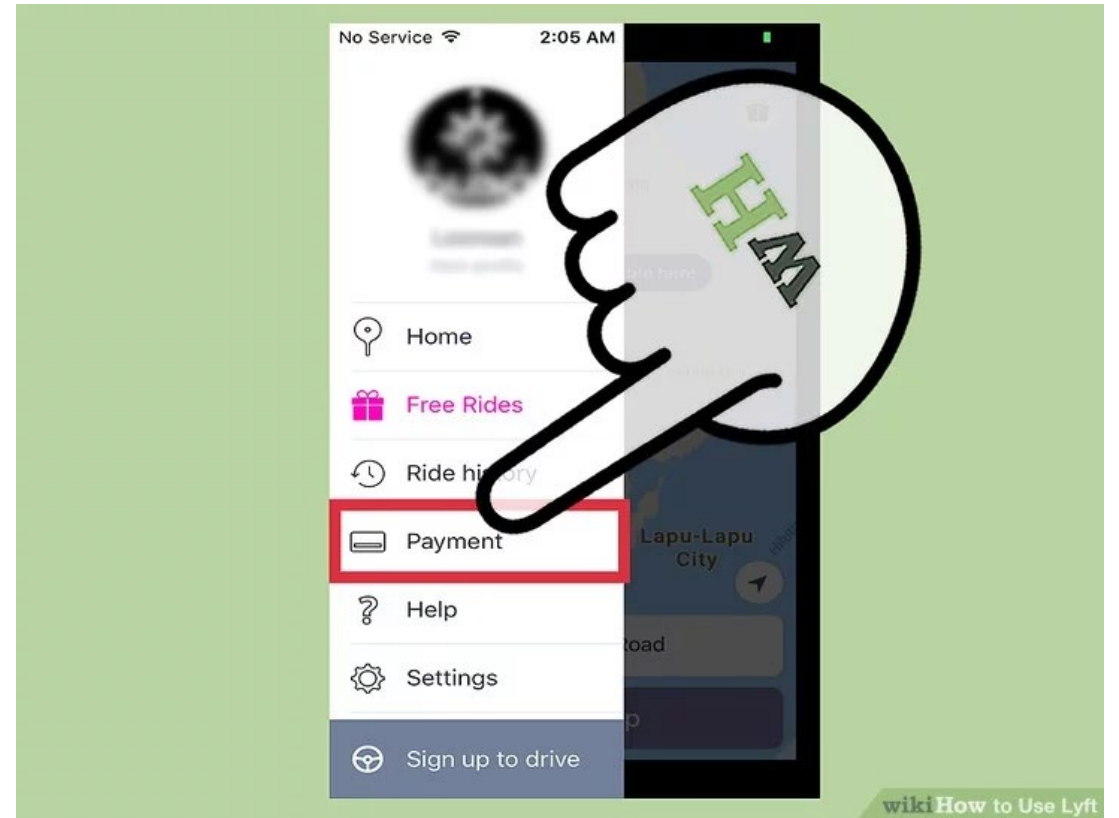
# Download Lyft to Your Phone

- You will find the Lyft App in either the:
  - Apple App Store
  - Google Play Store
- Download and Install Lyft to your phone.
- You will be asked to enter your mobile number to confirm your account.
- You must be able to receive texts on your mobile device.



# Add a Personal Payment Method

- Tap the Menu button in the upper-left corner.
- Tap Payment and select Payment Method:
  - Debit Card
  - Credit Card
  - Apple Pay
  - Google Wallet
  - Prepaid Card or Credit Card
  - PayPal





# Personal Payment Method Cont'd

- Your personal payment method will be used for:
  - Tips - if you choose to tip
  - Cancellation fees
  - No shows fees
  - Damage fees
- If you spend more on rides than you were authorized, your personal payment method will be used to pay for the overage.

**Add a payment method**

You'll only be charged after the ride

*Credit card number* 

*MM/YY* | *CVV* 

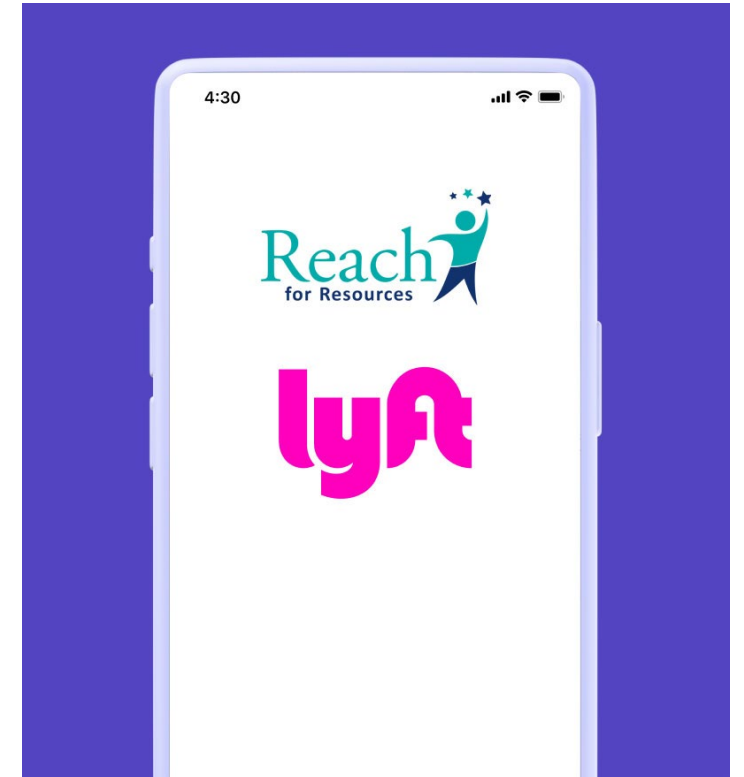
Or pay with

**PayPal**

wiki How to Use Lyft

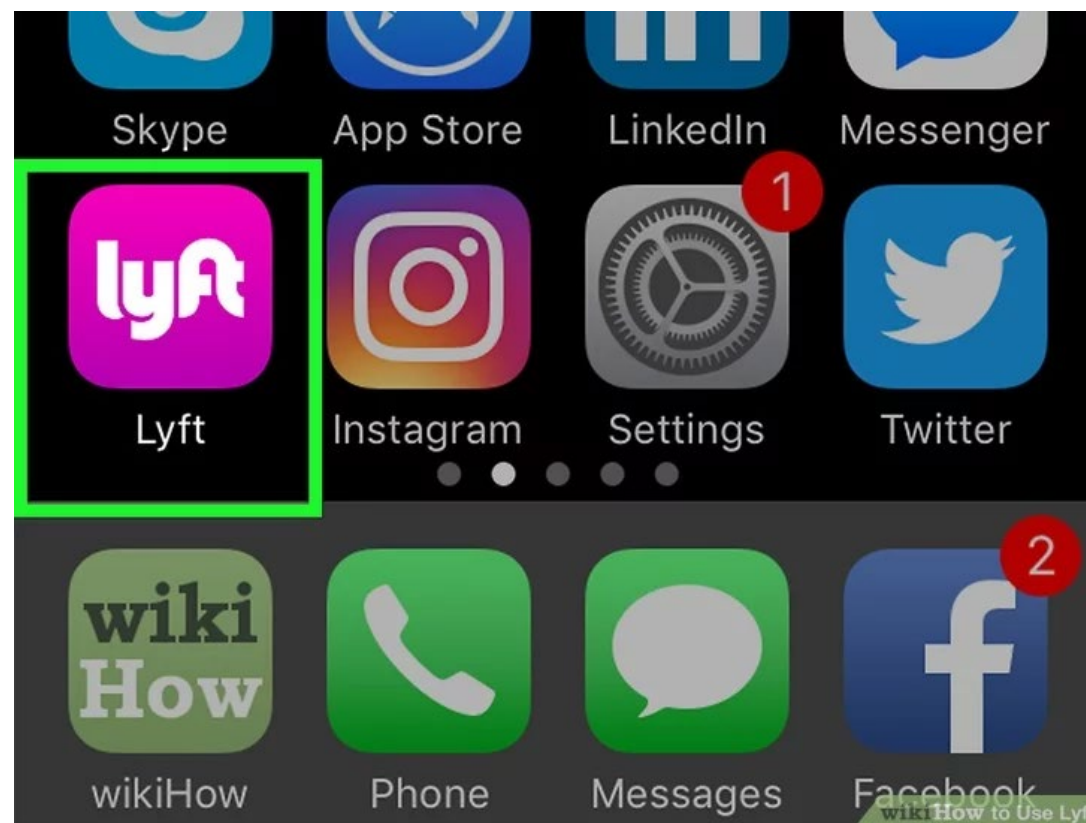
# Reach Lyft Pass

- Your Reach in Motion Lyft Pass will be used to pay for requested rides.
- You will be able to view your Reach in Motion Lyft Pass details on the Lyft App.



# How To Request A Lyft Ride

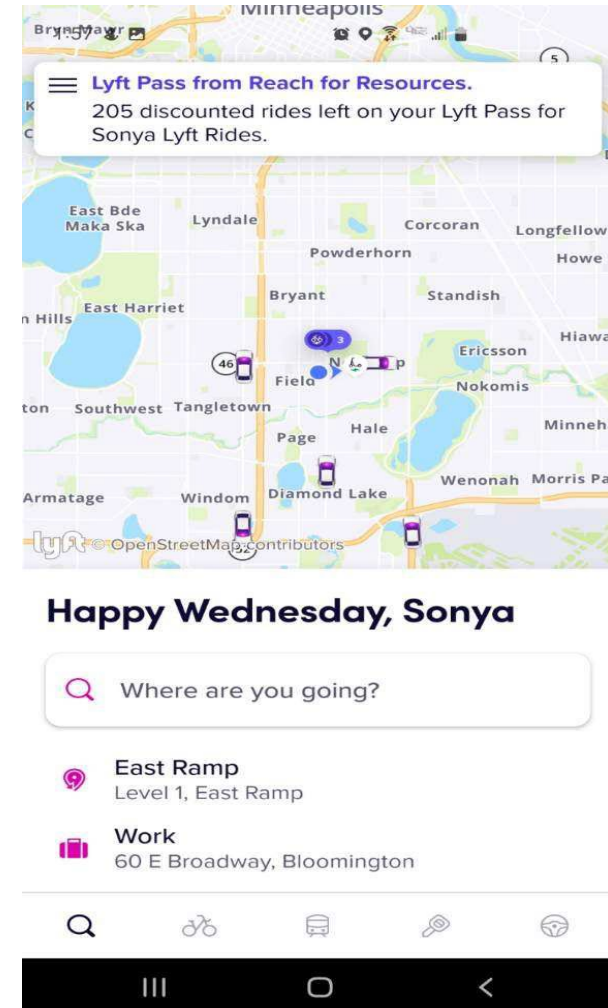
- Data cell service or Wi-Fi is required to use the Lyft App, and to request a Lyft ride.
- Open the Lyft App on your phone and login if you are not already.





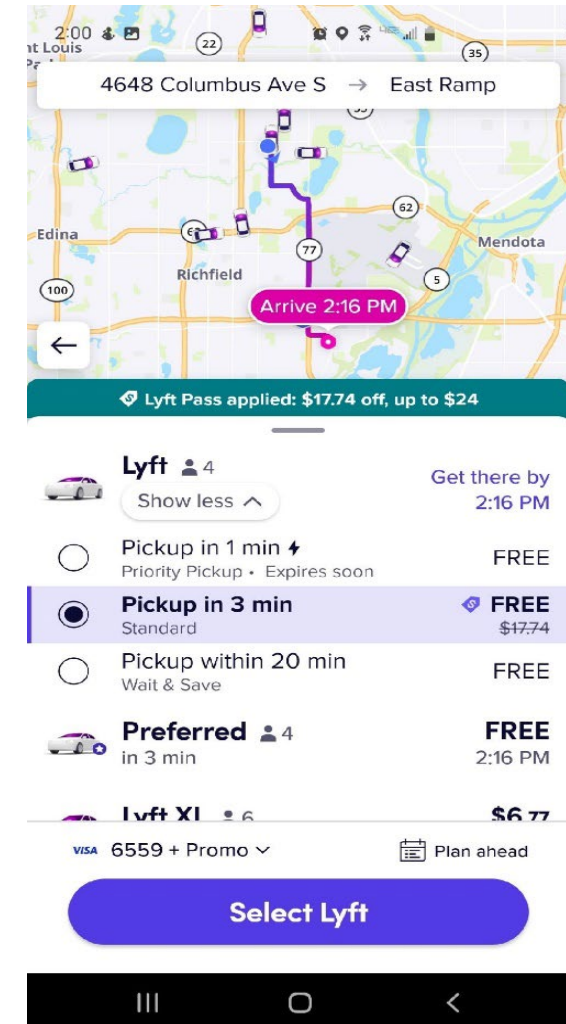
# How To Request A Lyft Ride

- Once the Lyft App is open on your phone the screen should look similar to the photo on the right.
- Tap on “Where are you going?” to set a drop-off location.
- The default location is your current location and will be used as the pick-up address.
- To change your pick-up location, tap on “Current Location” to change the address you would like to be picked-up from for your Lyft ride.



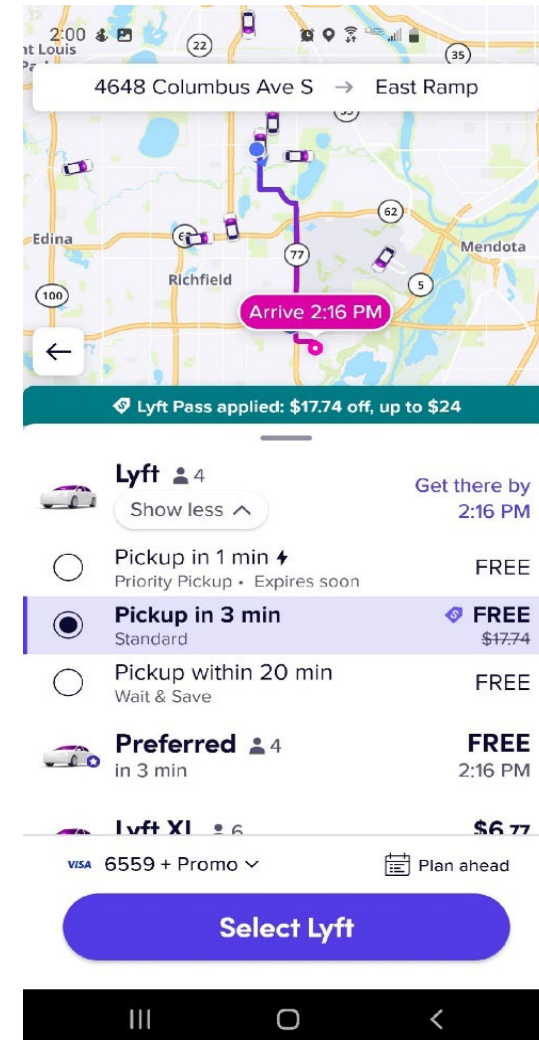
# How To Request A Lyft Ride

- After entering the pick-up and drop-off locations, your screen will look similar to the photo on the right.
- As long as you are not over your approved transportation allocation, the ride will show up as free.
- Any rides above your allocation, will show the difference you are responsible for paying.



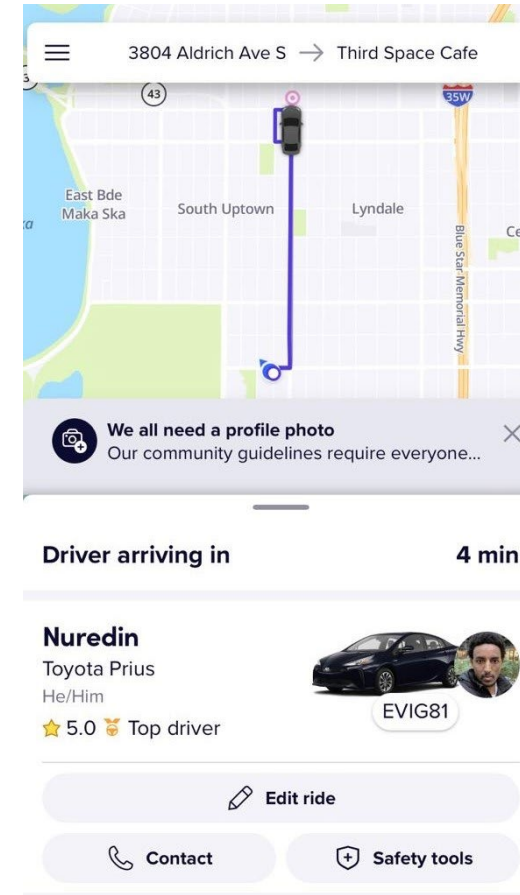
# How to Request A Same Day Lyft Ride

- This is the default option. All rides will be scheduled the day of unless specified.
- On the day of your scheduled ride, simply enter your pick-up and drop-off locations. You'll then be provided with pick-up time options, as shown in the photo on the right.
- Multiple ride options will appear; look for rides that are FREE, and tap Select Lyft.



# Same Day Lyft Ride

- After you have requested a same day Lyft ride you will receive a notification once a driver has been identified.
- On the Lyft app on your phone, you will be able to follow the driver's route as they make their way to you.
- You will have the option to communicate with the driver if necessary. They will also be able to communicate with you if they have questions about your location.
- You will be able to see specific information about the driver and their vehicle.
- The driver will wait for you for 5 minutes. After 5 minutes the Lyft driver will leave and you will be charged a **No-Show fee**.
- You have the option to cancel a same-day ride up to 2 minutes after the ride was scheduled.



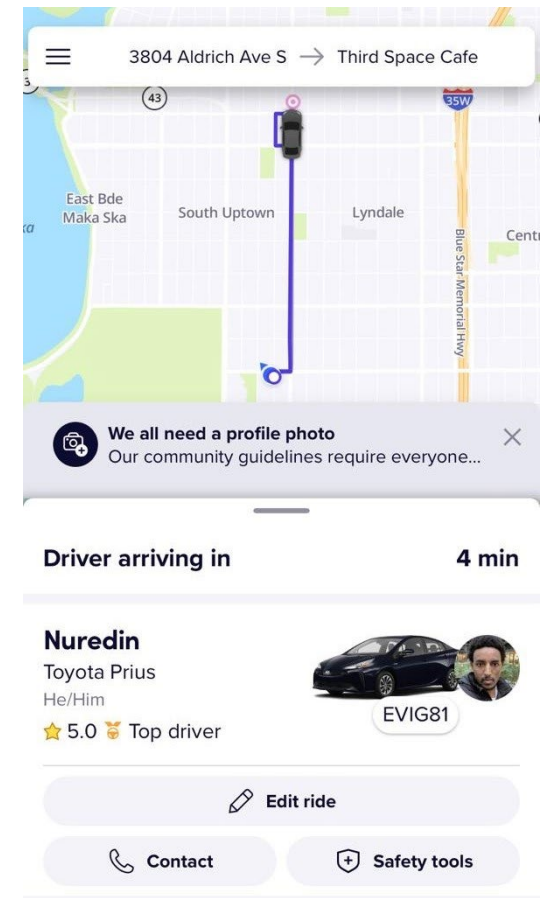
# Same Day Lyft Ride

- You will receive notifications about your ride via text message.
- You will be notified multiple times when your driver is on the way and when you can expect them to arrive.
- You will be given details about the driver and their vehicle.



# Safety Tips For Riding With Lyft

- Be on the lookout for the vehicle identified by Lyft. You will be notified of the make, model, color, and year of the driver's vehicle.
- Wait to enter the vehicle until you've confirmed it matches your expected ride & driver and the driver has verified you are the expected rider.
- Check the color, make and model of the car.
- Ask the driver's name.
- Check the license plate.
- Ask who the driver is there to pick-up.



# Sharing Your ETA

- After requesting a Lyft ride, you will have the option to share your location and Lyft ride details via text or email.


✕ **Share your location**

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**Share this ride**

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**Share your location**  
Add friends and family so they can see where you are in a ride.

 Melody  
+1 414-699-8170

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+ Add

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**Share settings**  
Choose when to automatically share your ride details (you can always cancel this during a ride).

Every ride

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Only rides at night (9 PM-6 AM)

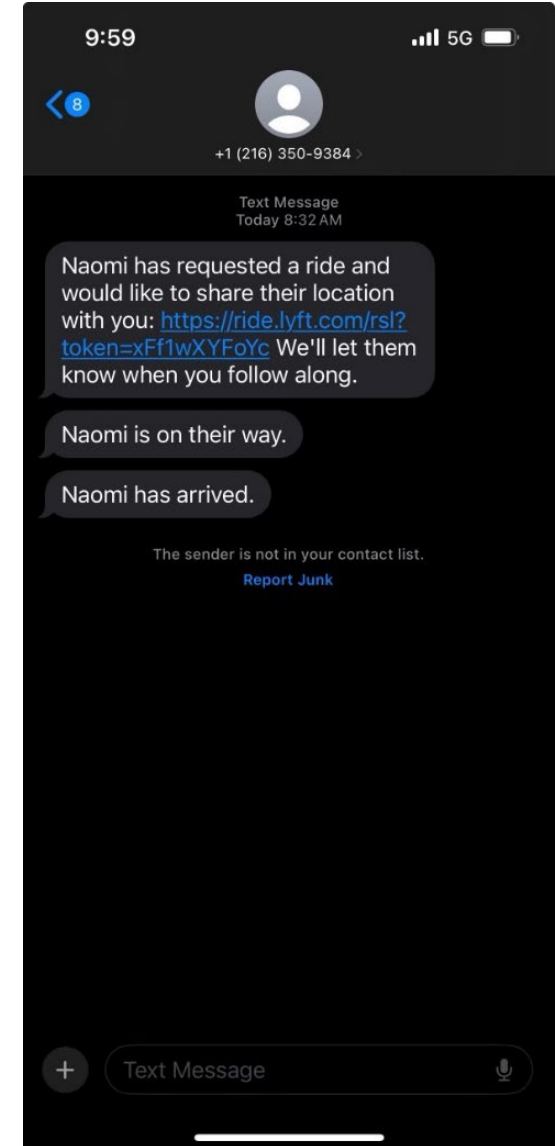
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Never share automatically

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# Sharing Your ETA

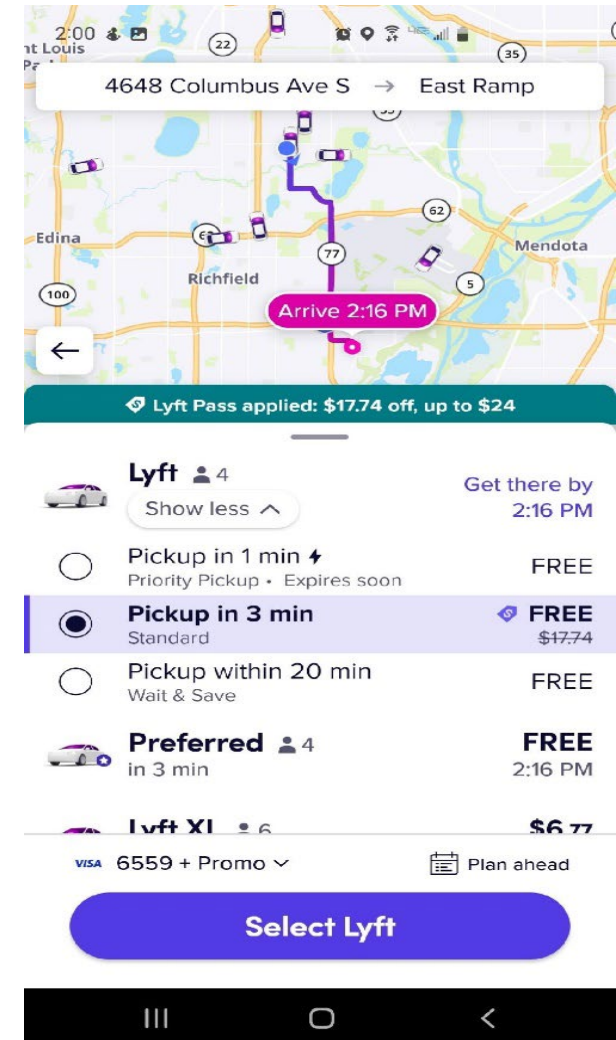
- The person you shared your ETA with will be able to:
  - See the name and a photo of your Lyft driver.
  - See the make, model, and license plate of the vehicle you are riding in.
  - See when you are scheduled to arrive at your destination.
  - Follow along on your route.





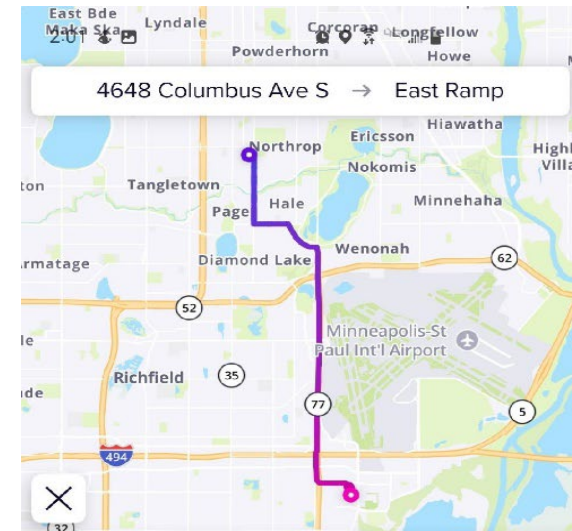
# How to Schedule A Future Lyft Ride

- You have the option to plan ahead and schedule a future Lyft ride.
- After selecting your pick-up and drop-off locations and viewing the day-of ride options, look for the "Plan Ahead" or "Schedule" tab at the bottom of the screen, as shown in the photo on the right.
- Tap on Plan ahead or Schedule to plan a future ride.



# Scheduling A Future Lyft Ride

- To schedule a future Lyft ride, you must choose a pickup time and date.
- Lyft will give you a window of 15 minutes.
- Example: If you request a pick-up time of 3:15 p.m., your pickup window will be 3:15 p.m. – 3:30 p.m. Meaning the driver could arrive as early as 3:15 p.m. and as late as 3:30 p.m.
- Pro Tip: Make sure you are ready to walk out the door at the beginning of the time window to ensure you don't miss your ride!



## Schedule a ride

Wait times are longer than usual. Estimated pickup time is 3:15 PM–3:30 PM, but may change due to driver availability.

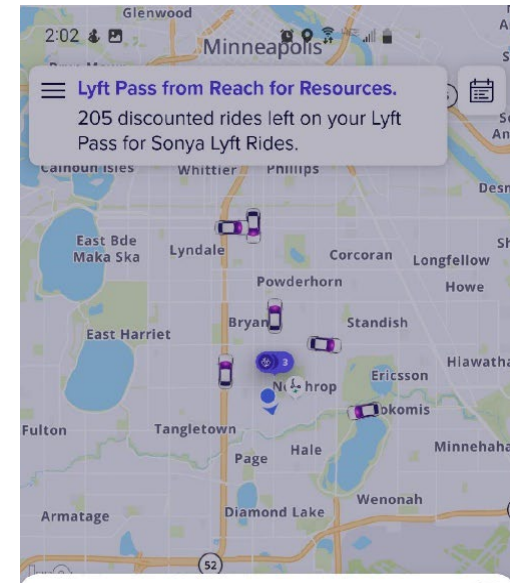
Pickup time  
3:15 PM

Date  
Thu, Jul 21, 2022

Set pickup time

# Scheduling A Future Lyft Ride

- After choosing a future pick-up time and date, you can relax knowing your ride is already scheduled.
- You have the option to schedule a future Lyft ride up to one week in advance.
- Pro tip: scheduling a ride on the day of is often more cost-effective than planning ahead!



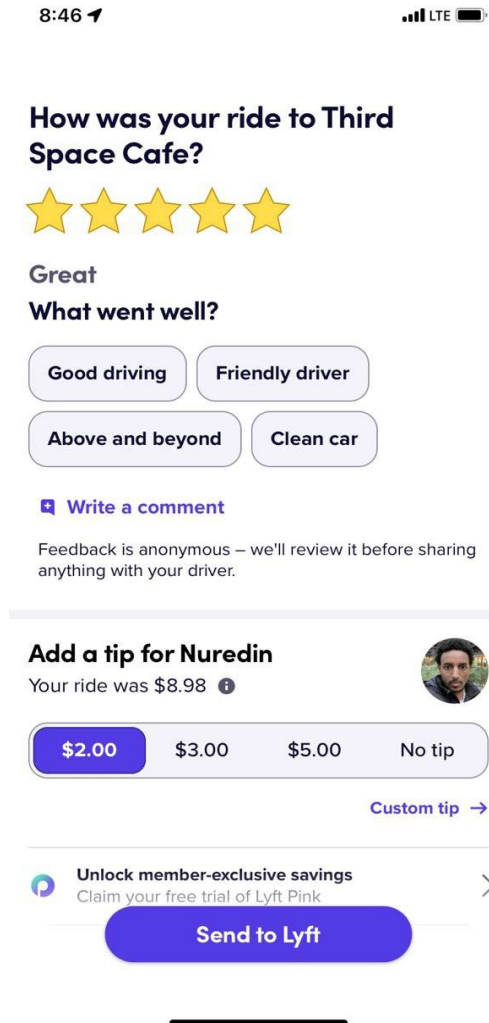
## Lyft booked!

- 📍 You'll be picked up on Jul 21, 3:15 PM–3:30 PM at 4648 Columbus Ave S
- 📱 Your phone will vibrate when your driver is on the way



# Rating Your Ride and Driver

- After you've arrived at your destination, you will have the option to rate your ride and driver.
- Rate your driver and ride from 1 to 5 stars with 5 being the highest.
- You will have the option to include anonymous comments to your driver.



8:46 📶 LTE 🔋

**How was your ride to Third Space Cafe?**

★★★★★

Great

What went well?


Good driving   Friendly driver

Above and beyond   Clean car

[Write a comment](#)

Feedback is anonymous – we'll review it before sharing anything with your driver.

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**Add a tip for Nuredin** 

Your ride was \$8.98 ⓘ

\$2.00   \$3.00   \$5.00   No tip

[Custom tip →](#)

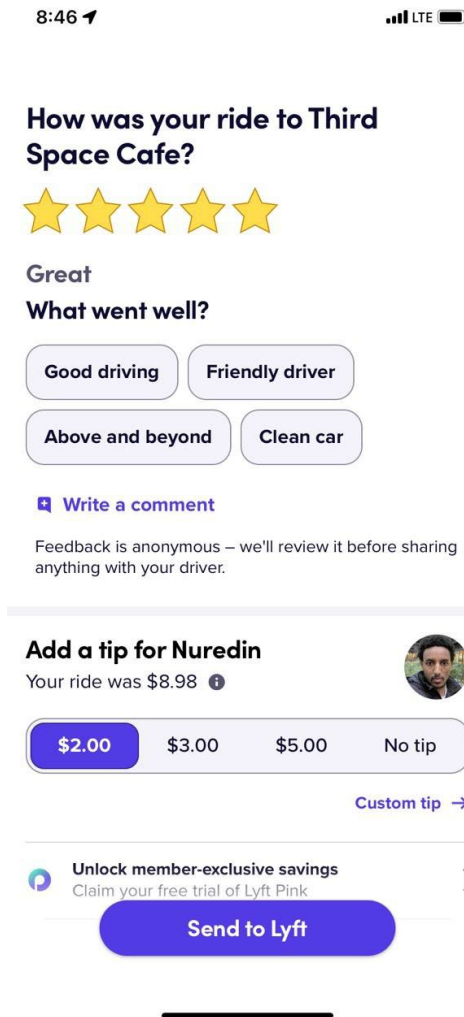
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[Unlock member-exclusive savings](#)  
Claim your free trial of Lyft Pink >

[Send to Lyft](#)

# Tipping Your Lyft Driver

- Tipping is not required but is always appreciated by the driver.
- The total tip amount given goes directly to the Lyft driver.
- You can add a tip in the Lyft app.
- Your personal payment method will be used for the tip amount.



## Contact Information:

If you have any further questions about this service,  
please contact Reach's Transportation Manager at:

[reachinmotion@reachforresources.org](mailto:reachinmotion@reachforresources.org)