

How to Use Uber



Two Parts: ■ Signing Up for Uber ■ Getting a Driver

Uber is an on-demand car service that allows you to request private drivers through applications for iPhone and Android devices. The service utilizes dispatch software to send the nearest driver to your location. Don't be fooled into thinking this is some sort of shared ride or cab service - Uber will send you a private taxi-style car. The service provides a cashless solution that charges your ride directly to the credit card on file with your account.

Part 1

Signing Up for Uber

- 1 Visit the Uber website.** Uber is a company that allows you to reserve a personal driver in any of the cities that Uber operates in. Visit uber.com in your browser.
 - You can also sign up directly from the Uber app on your mobile device.
- 2 Click the Sign Up link underneath "Ride with Uber."** You will be asked to create an account. You need a valid credit card or PayPal account to use the Uber service.
- 3 Enter your first and last name.** Your first name will be provided to drivers when they head to pick you up so that they can confirm they have the right person. Your last name will remain private.
- 4 Enter your phone number.** Drivers will use your phone number to contact you when they're near your pickup location if they can't find you. You'll also be able to use your phone number to log into your account.
- 5 Type your email address.** You'll need to enter a valid email address to create an account and receive Uber receipts.
- 6 Create a password.** You'll be asked for this password when you sign into the Uber app later.
- 7 Add a promo code (if you have one).** You can use a promo code from a friend who is already an Uber user which will provide both of you with a credit around \$20 / €15. [Please do not post individual Uber codes here - that is against Uber guidelines and policy and your credit balance will be nullified by Uber.] If you cannot obtain a promo code from a friend, you can visit [uber's site](http://uber.com) for a promo code.
- 8 Read the terms and conditions.** Make sure that you are OK with Uber's terms and privacy policy before continuing on with the service.
- 9 Click the "Sign Up" button.** Your account will be created and you will be sent an email confirming the creation of the account. You're ready to start using the Uber service.

Part 2

Getting a Driver

- 1 Tap the Uber app on your phone.** Sign in if you aren't signed in already.
 - If you don't have the app yet, download it from the App Store for iPhones or the Play Store for Androids.

- 2 Tap "Where to?" and enter your destination.** Tap the result in the search field.
 - If you've synced your contacts with your Uber app, you'll be able to set a person as your destination. Your contact will be sent an approval request, and after confirming your driver will be able to take you directly to them.
- 3 Choose your vehicle type.** Different cities have different services available. You'll usually be able to pick between uberX, XL, uberPOOL, Select, and accessibility options. Swipe left and right to view your available options, wait time for pickup, and the upfront pricing.
 - uberPOOL - This is a ride-sharing service that allows you to share a ride with strangers for less cost. It is not available in all areas.
 - uberX – This sends an everyday car to your location with seating for up to four people. This is the most common service in most Uber operating areas.
 - Select - These are higher-end everyday cars than the uberX service.
 - Black – This will send a high-end black town car to your location, with seating for up to 4 people.
 - XL – This will send a larger car to your location with seating for up to 6 people.
 - SUV – This sends a luxury SUV to your location with seating for up to 6 people.
 - ASSIST - This sends a car service to your location that's designed to aid those with limited physical mobility to your location.
 - WAV - These cars are equipped with ramps and lifts in order to take wheelchairs on board.
- 4 Confirm the number of seats you need (uberPOOL).** If you selected uberPOOL as your ride type, you can reserve either one or two seats. If there are more than two people in your party, select uberX instead.
- 5 Check the upfront pricing.** The price for each vehicle type will be displayed underneath it. This fare is based on current traffic and surge pricing. This is the exact fare you'll pay when you order the ride.
 - Upfront pricing is not available for all ride types. Other vehicles may only offer fare estimates.^[1]
 - Uber charges are based on a combination of time and distance. If the car is traveling under 11 mph (18 km/h), you will be charged by the minute, and if you are traveling over 11 mph (18 km/h), you will be charged by the mile. You will also have to pay a base rate, that varies by location. Fares are different in every city, so be sure to check the Uber website or use an online fare estimator. All cities have a minimum fare.
- 6 Tap "Request Uber" to order the ride.** You'll be asked to confirm your pickup location.
- 7 Confirm your pickup location.** Uber will use your device's location to set your pickup location. You can drag the map to move the pin and set a different pickup location if you'd like.
 - Tap "Confirm Pickup" to set your location and order the ride.
 - You may be given a suggested pickup spot that will make it easier for your driver to find you.
- 8 Wait in front of your exact street address for your ride.** Do not go back in if your car is coming and do not walk to an alternate location as your driver will not know where you are and will lose valuable time (yours) searching for you. You will be given an estimation on how long your car will take to show up. If there was no car available, try again in a few minutes, as a driver may have dropped their passengers off and become available.
 - The Uber app will provide you with the phone number of your driver. You can use this contact the driver if you have any special considerations.
 - If you need to cancel your reservation, you will be charged a \$5-\$10 fee if you cancel after five minutes.
 - Average pickup times vary by city, time, and amount of business.
- 9 Pay through the Uber app.** All fare payments are handled automatically by the Uber service and your payment method on file. You can add a credit or debit card, link your PayPal account, use Android or Apple Pay, or use other regional options.

- You do not need to tip Uber services, including UberX, but tips are appreciated. Note there is no tip included in your payment for any service other than Uber TAXI.^[2]
- You can change the default tip for taxi service, which is set at 20%, on the Uber website. Log in and open the Billing section to change the default tip.

10 Rate your ride. You'll be asked to rate your ride after you reach your destination. Be aware that a 4 star rating or lower will damage your driver and make fewer drivers available the next time you call. Uber only recognizes a 5 star rating as a positive one. Any number less than 5 may harm your driver's service.

Community Q&A

Can I use a debit card for Uber payments?



WikiHow Contributor

Not all debit cards are compatible with the billing system. If you get an error message while trying to add the info, you'll need to find a different option.

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Will the driver give me a receipt?



WikiHow Contributor

The driver will send you an electronic receipt. You can view all your past receipts at the [uber.com riders page](https://uber.com/riders).

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Can I request an Uber at any time?



WikiHow Contributor

Yes. Uber operates 24/7. That said, more drivers will be online during busy periods. It's not unusual to find no drivers available in the middle of the night in less populated areas.

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How can I verify that the person who showed up is my Uber driver?



WikiHow Contributor

Ask the driver "Who are you here to pick up?" Your real driver will know the name on your Uber account.

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How do I get the cheapest Uber ride?



WikiHow Contributor

The price is the same no matter which driver picks you up. Just make sure to order a basic UberX and not one the luxury options. Prices increase when demand peaks, so delaying your journey to a less popular travel time can save money.

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How are drivers vetted and certified?



WikiHow Contributor

Uber runs background checks on its drivers, but it has been criticized for not being thorough enough. An ordinary taxi driver typically undergoes a more detailed background check, but this varies between locations.

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Where do uber credits come from?



WikiHow Contributor

Earn Uber credits by inviting friends to join Uber using the invite code in your app. Once the credits are added to your account, they are automatically deducted to pay for your fares.

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How does the Uber payment method work?



WikiHow Contributor

Visit the main menu of the Uber app and select the Payment option or credit card icon to enter your payment information. Once your credit card, PayPal, or other payment info is in the app, all fee payments happen automatically.

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Can I request a ride for someone without an Uber account?



WikiHow Contributor

Yes. Enter your friend's location when requesting the ride. After the ride is accepted, phone the driver to let him know who to expect. Use the "Share Your ETA" button to send a text to your friend with the ride details.

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How can I call for two or more Uber cars?



WikiHow
Contributor

Each Uber account can only request one car. Someone else in your party will need to order the second car from another Uber account.

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Tips

- Be aware that when you choose UberPool as your car, it will take longer to get to your destination because you will possibly be waiting for the driver to first pick up the other passengers, ride with others you probably don't know, and CANNOT choose what order you are dropped off. Also, the driver isn't paid as much, so it's NOT the best option if you want the best service. You will lose control of your trip with UberPool. (From a driver).
- You can cancel your request by swiping up from the driver information and tapping "Cancel" or by texting "Cancel" to UBR-CAB (827-222). Cancel within 5 minutes of sending your request in order to avoid a cancellation fee of \$10.
- UberTAXI drivers do not work specifically for Uber, but pay a percentage to Uber so that they get listed.
- Your Uber fare includes a 20% tip when you take UberTAXI, a partnership between Uber and existing taxi services. But if you're riding in an UberX, UberBlack, or UberSUV vehicle, there's no way to include a tip for your driver.
- Uber currently operates in the cities listed on this page: <http://www.uber.com/cities>

Sources and Citations

1. <https://newsroom.uber.com/upfront-fares-no-math-and-no-surprises/>
2. https://www.nytimes.com/2016/05/22/travel/uber-taxi-tipping.html?_r=0