|  |  |  |
| --- | --- | --- |
| CHECKLIST: Steps for Taking Uber  Note:  If you are traveling to an unfamiliar place, make sure to familiarize yourself with the features and landmarks of the area/building you will be traveling to.  If available, use the Google map’s Street View to preview the area.  Note some of the landmarks nearby. Also keep the physical address and phone number of the location handy for quick reference. | | |
|  | Tap the Uber app on your phone. |  |
|  | Tap "Where to?" and enter your destination. |  |
|  | Choose your vehicle type. | UberX (Economy car), Black Car (Premium car), Extra Seats (Larger car, SUV), More (All car classes plus car seat). |
|  | Confirm the number of seats you need. | UberPOOL is available for a slightly lower price, but the wait might be longer as other riders are picked up in route to you. |
|  | Check the upfront pricing. |  |
|  | Ensure the map is directly on the location you want to be picked up. |  |
|  | Tap "Request Uber" to order the ride. |  |
|  | Confirm your pickup location. |  |
|  | Alert the driver, by text or phone call, of the exact place you need to be picked up at, especially if it is in a difficult location to access. |  |
|  | Note the type of car, the driver’s photo, the driver’s name, and the license plate number prior to arrival. |  |
|  | Wait in front of the exact street address for your ride. |  |
|  | When the Uber car arrives, ensure that the driver matches the profile on the uber app. | Uber drivers must display the Uber logo in/on their vehicle. For additional safety, ask the Uber driver what his/her name is. |
|  | Greet the driver upon entering the vehicle. |  |
|  | Put on your seatbelt. |  |
|  | Let the driver know specifics about where you are going and where you would like to be dropped off. |  |
|  | Pay attention to landmarks while traveling. | For some travelers, the Blindsquare app announces streets while traveling. |
|  | Once you arrive, ensure you are being dropped off at the correct location by confirming with the driver again. |  |
|  | When your ride is over, pay through the Uber app. | If you have ride credits or a credit card attached, the app will bill you automatically when the ride is over. |
|  | Rate your ride. |  |