



Connecting people to communities

LYFT 101 – HOW TO RIDE



How to Ride Video

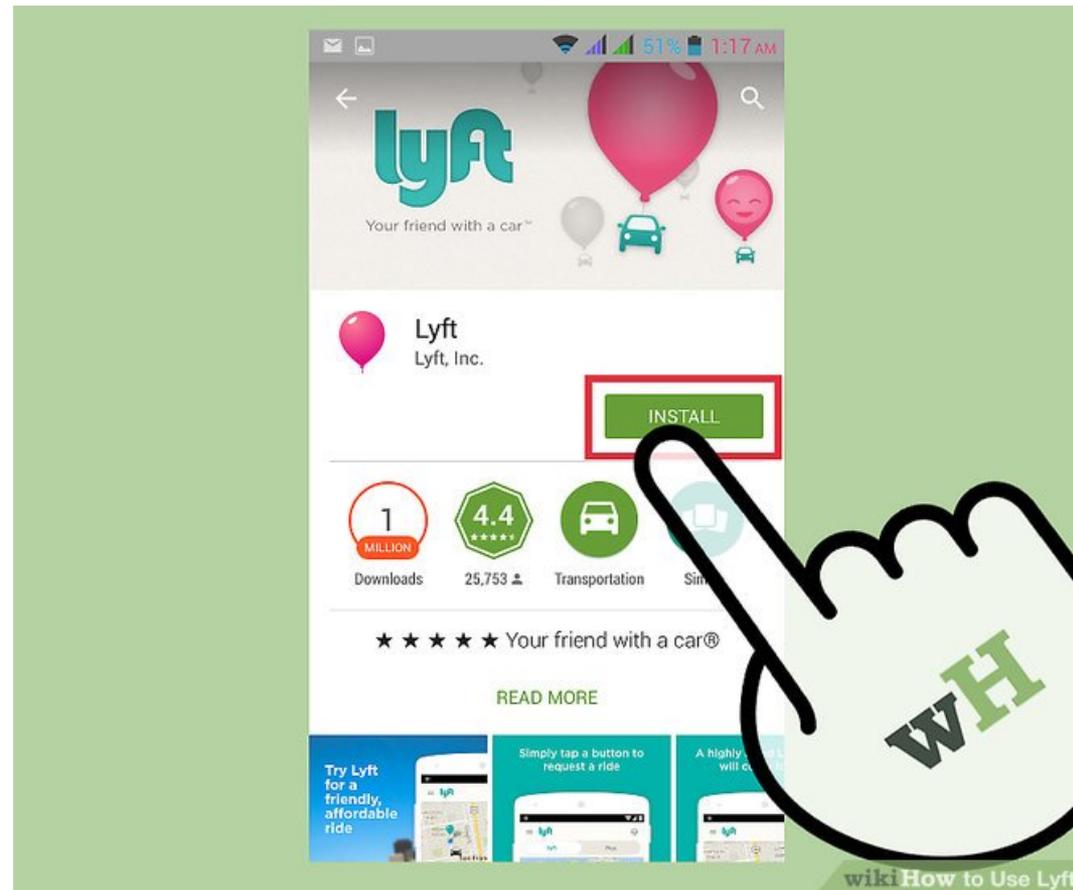


Lyft is a ridesharing service which means that a driver

Downloading Lyft

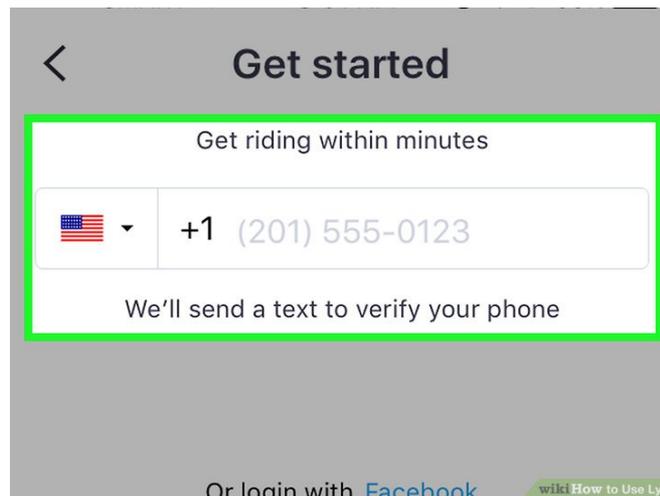
Download and Install the Lyft app on your smartphone via either:

- Google Play Store
- Apple App Store



Enter your mobile phone number

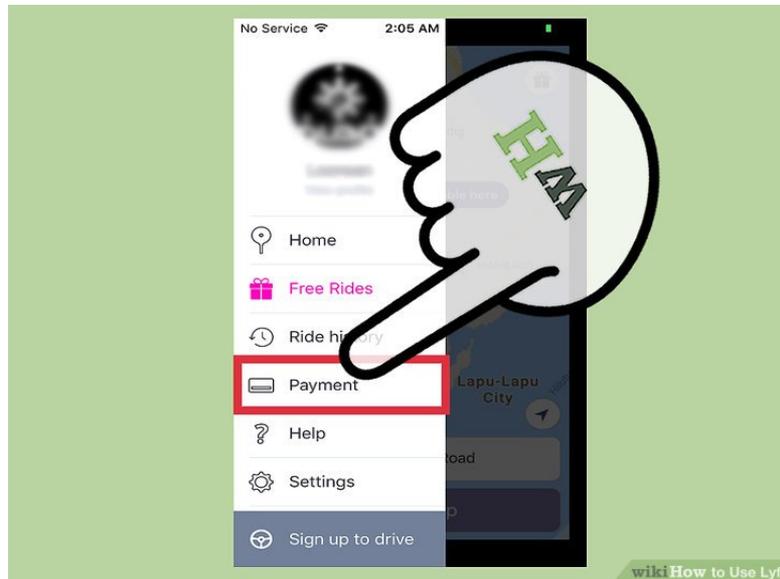
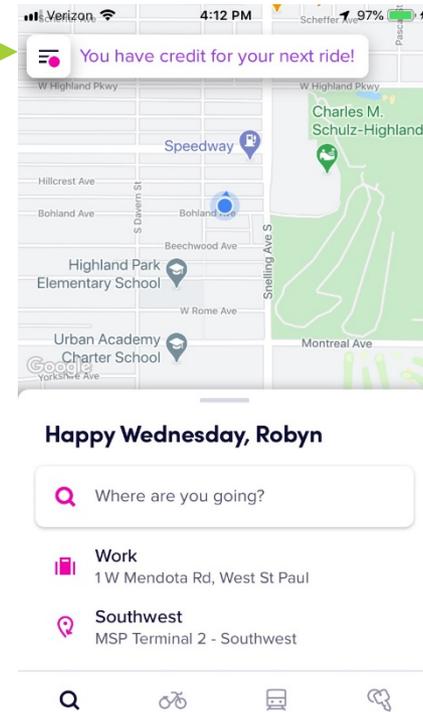
- You must be able to receive text messages on this number
- Enter the code that is texted to your phone



The screenshot shows a mobile application interface for signing up. At the top, there is a back arrow and the text "Get started". Below this, a white box contains the text "Get riding within minutes". Underneath, there is a phone number entry field with a dropdown menu showing the United States flag and the number "+1 (201) 555-0123". Below the number field, it says "We'll send a text to verify your phone". At the bottom of the screen, there is a link "Or login with Facebook" and a small link "wiki How to Use Lyft".

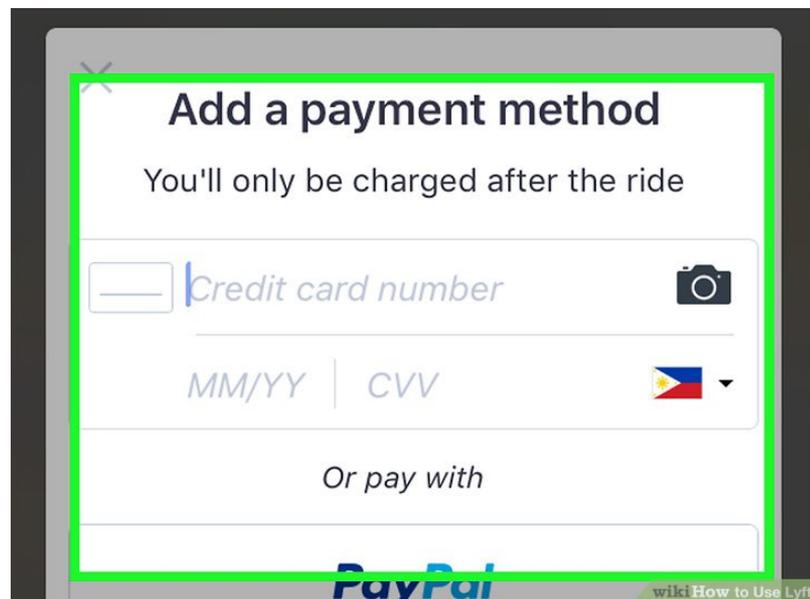
Add a Personal Payment Method

- Tap the Menu
- Tap Payment



Personal Payment Method

- Click on “add credit card”
- Enter the payment method:
 - Credit card
 - Debit card
 - Google Wallet/Apple Pay
 - Paypal
 - Prepaid card
- Minimum Balance Requirements (at least \$25 or you won't be able to get a ride)



Prepaid Cards

- Prepaid cards/Gift Cards must be registered!
- The billing zip code on the prepaid card must match the zip code on the app

If this doesn't occur, Lyft may lock your account

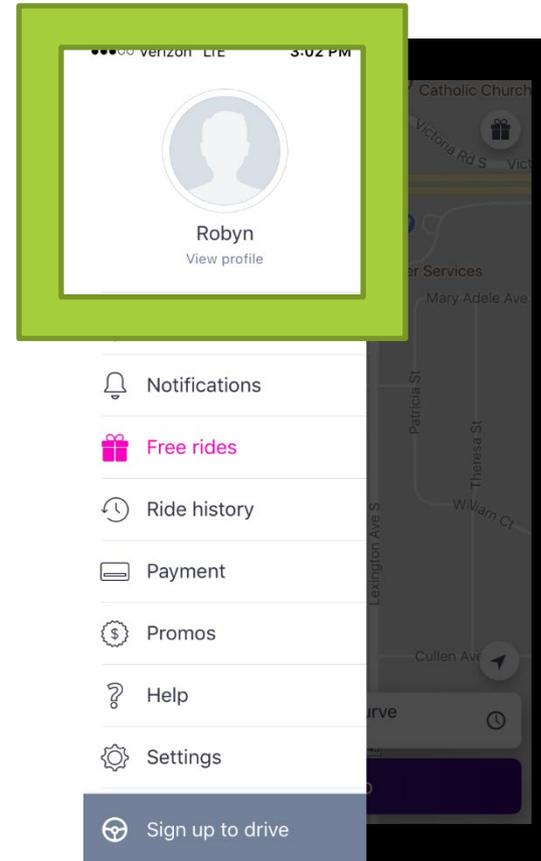
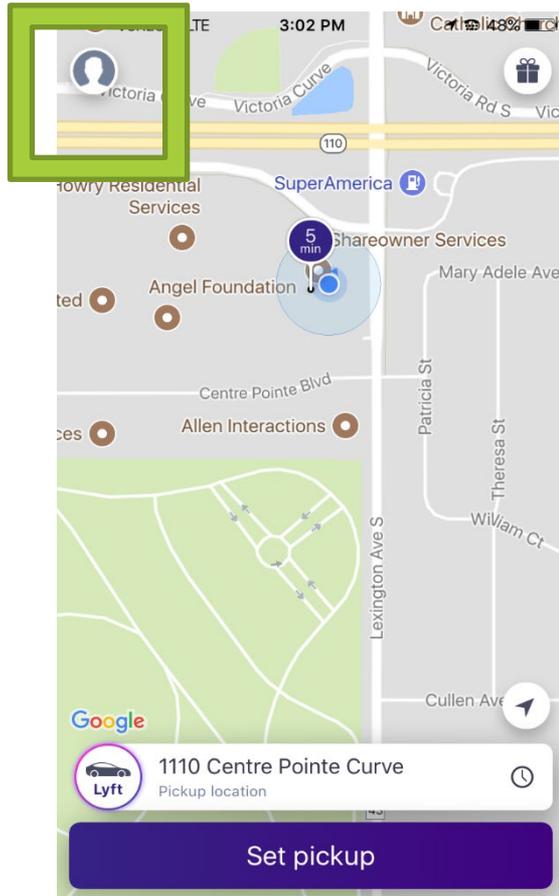
Setting up your Account

Before your funds can drop into your account, you must:

- Download the Lyft app
- Set up your account

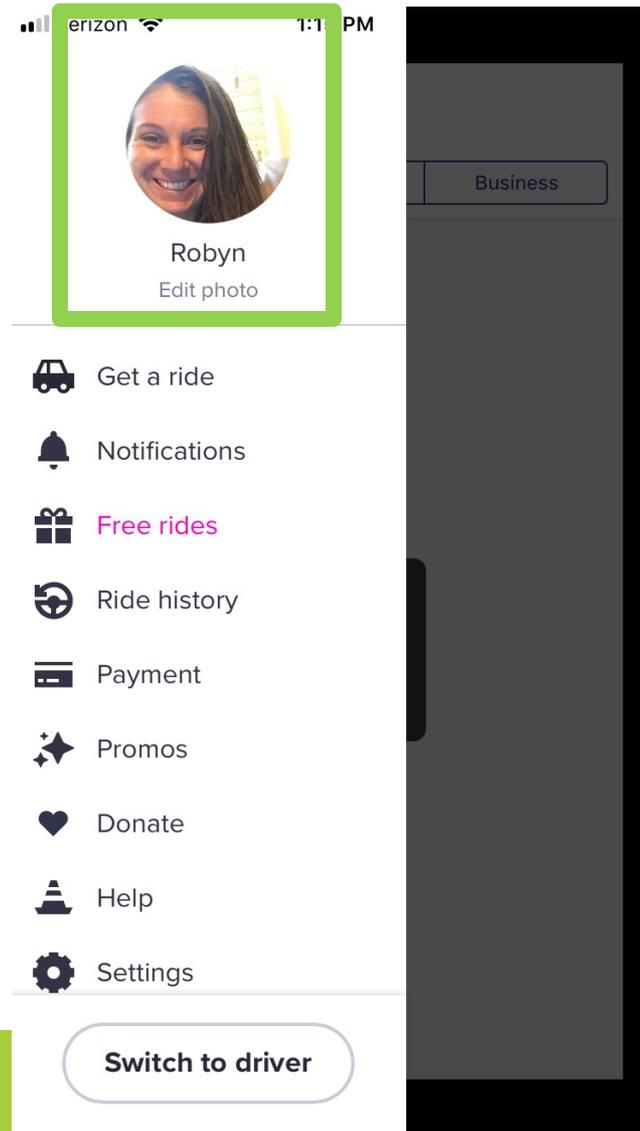
Updating your Profile

Click on your Profile



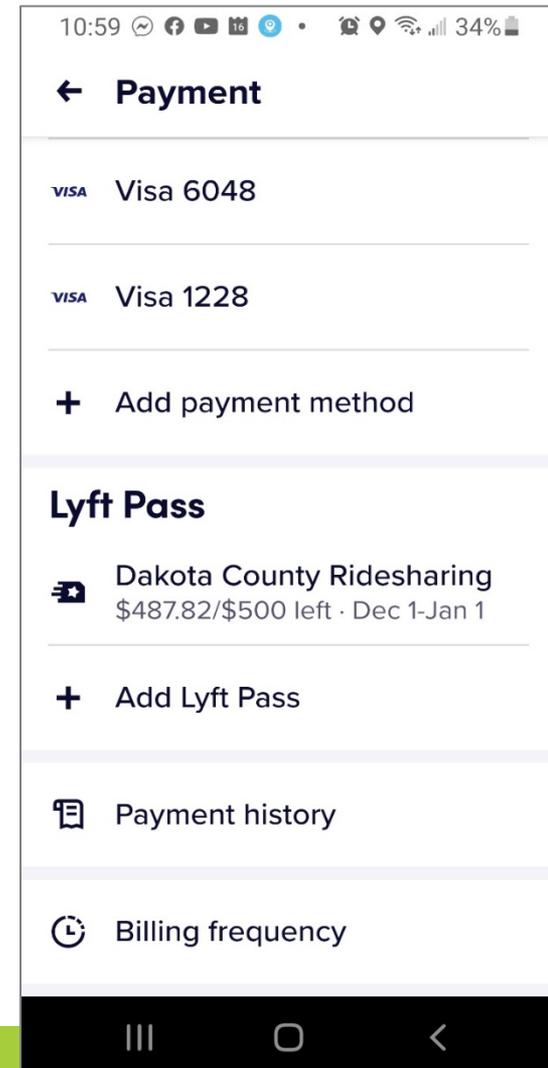
Profile

Adding your photo will make it easier for your driver to know what you look like when they arrive



Payment

You can see your monthly amount available under “Payment”



Increase Requests

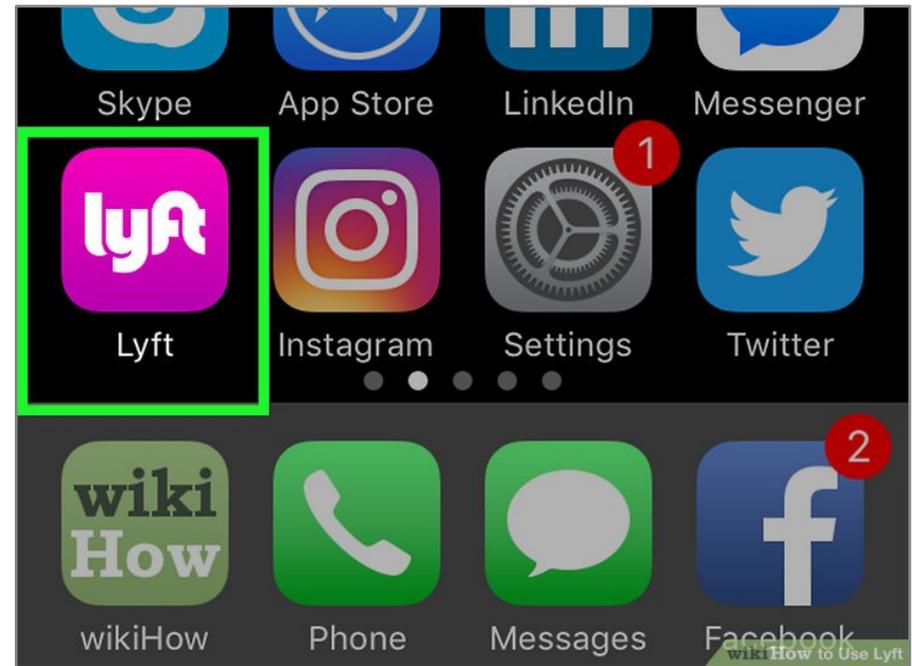
Beginning December 1, 2020 most individuals will begin getting \$500/month

If individuals need more than \$500, case managers can submit the request in OnBase by using the “Lyft Authorization Checklist”

Getting a Ride

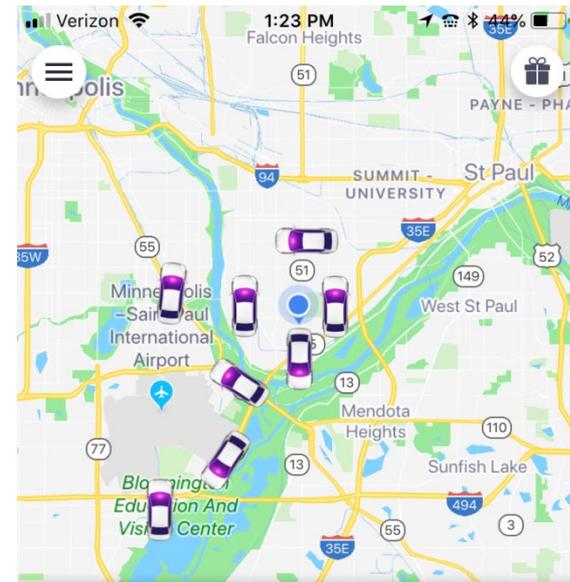
You must have cell service or Wi-Fi to request a ride

1. Open the Lyft app
2. Log into the app if you aren't already



Set Locations

- You will need to:
 - Set your pick up location
 - Set your destination
- Click on “Search destination”



Hello, Robyn

Where are you going?



Search destination



Terminal 1-Lindbergh

Terminal 1-Lindbergh, 4300 Glumack Dr



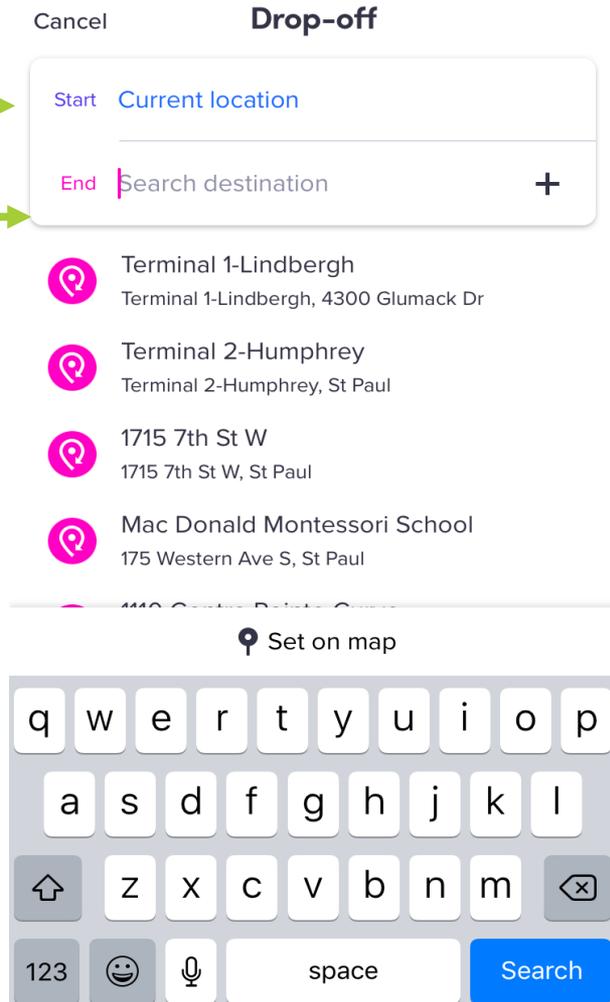
Terminal 2-Humphrey

Terminal 2-Humphrey, St Paul

Changing Locations

The default pickup is your current location, but you can change that

You need to enter your destination



Ways to Set your Destinations

You can enter/change your pickup and destination in several ways:

1. Type in the exact address
2. Type in the location (for example, Target, West St. Paul)
3. Tap the “current location” button to center on your current location
4. Use your finger to move the map under the pin

Cancel Pickup

Start Search pickup spot

End Search destination +

Home

Work

Current location

Set on map

q w e r t y u i o p

a s d f g h j k l

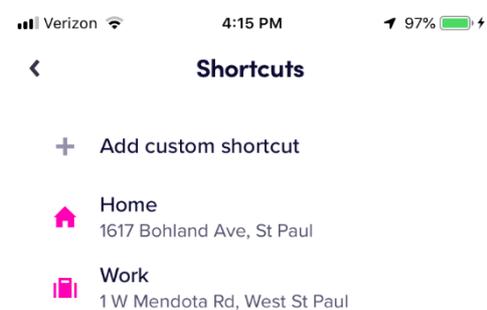
↑ z x c v b n m ✕

123 😊 🗣️ space Search

Shortcuts

You can add in your home and other addresses you go to often as shortcuts:

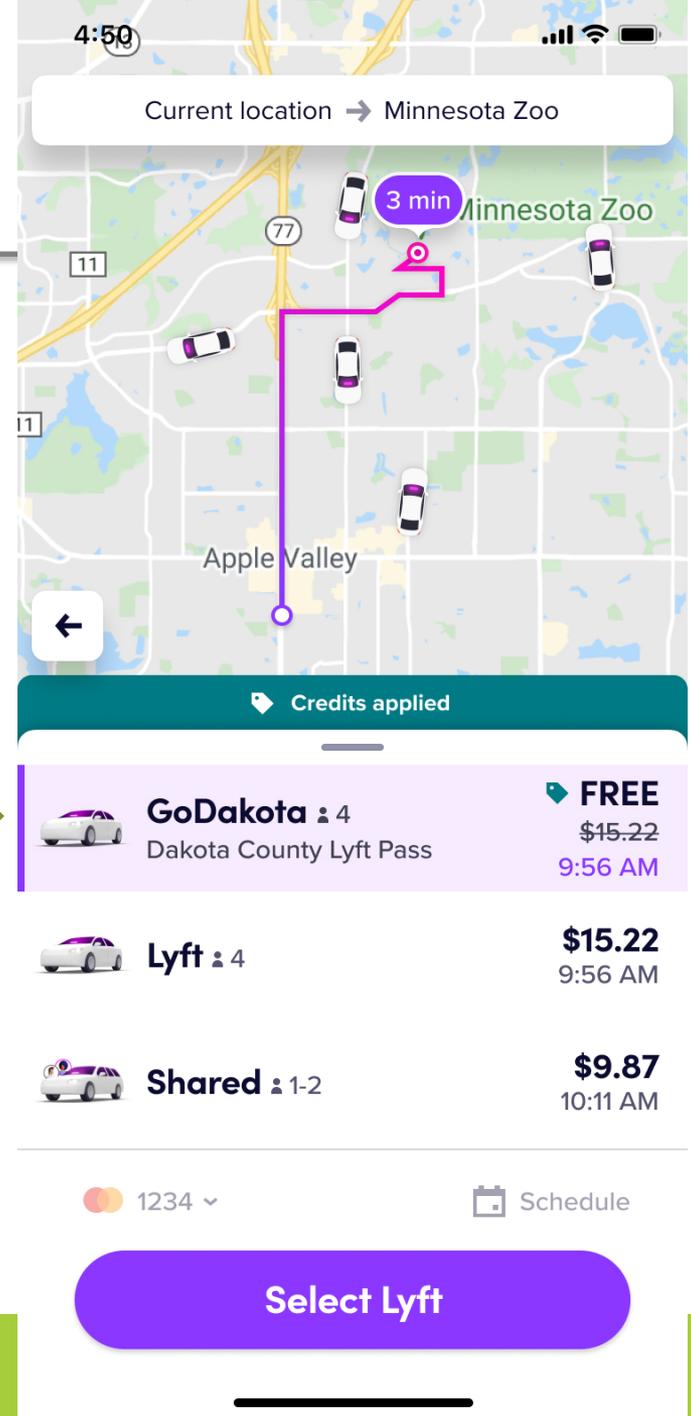
- Menu
- Settings
- Manage all Shortcuts



Vehicle Types

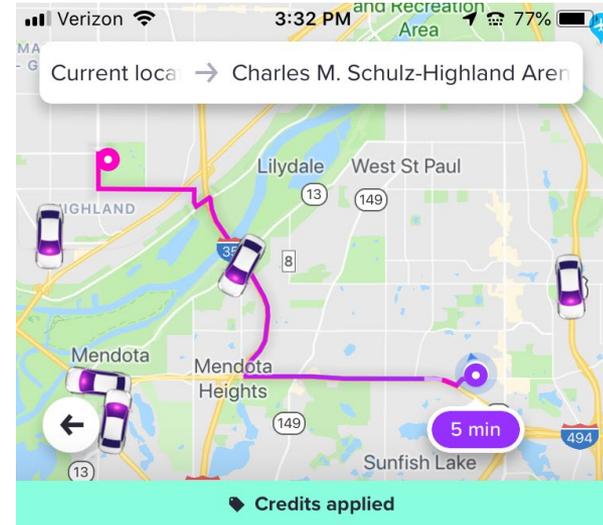
There are different car options available. You should only use the GoDakota vehicle type.

If you choose another vehicle type, your personal payment method will be charged.



GoDakota = FREE

Before you request a ride,
make sure it shows up as
FREE



ECONOMY EXTRA SEATS LUX

Good deal **FREE**
\$13.39
3:53 PM

Lyft XL
6

Personal
Visa + Credits

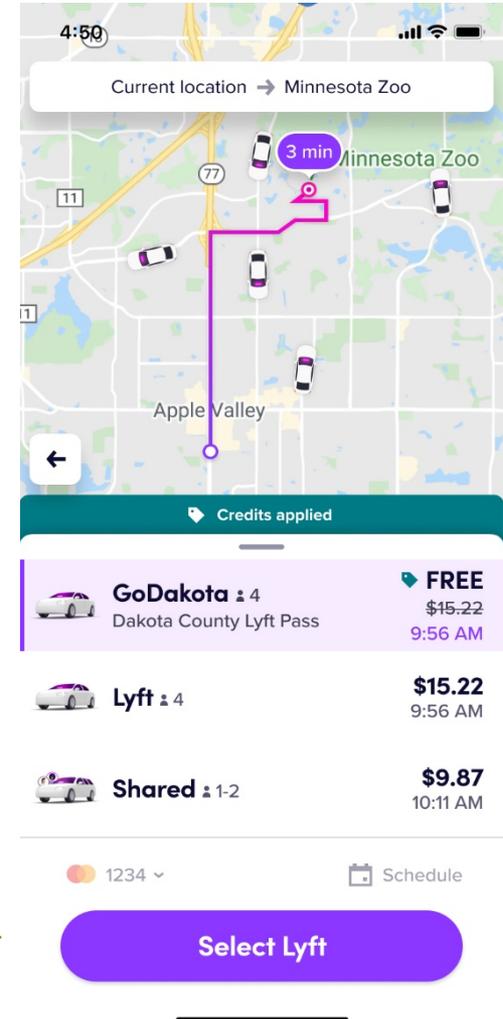
Schedule

Select Lyft



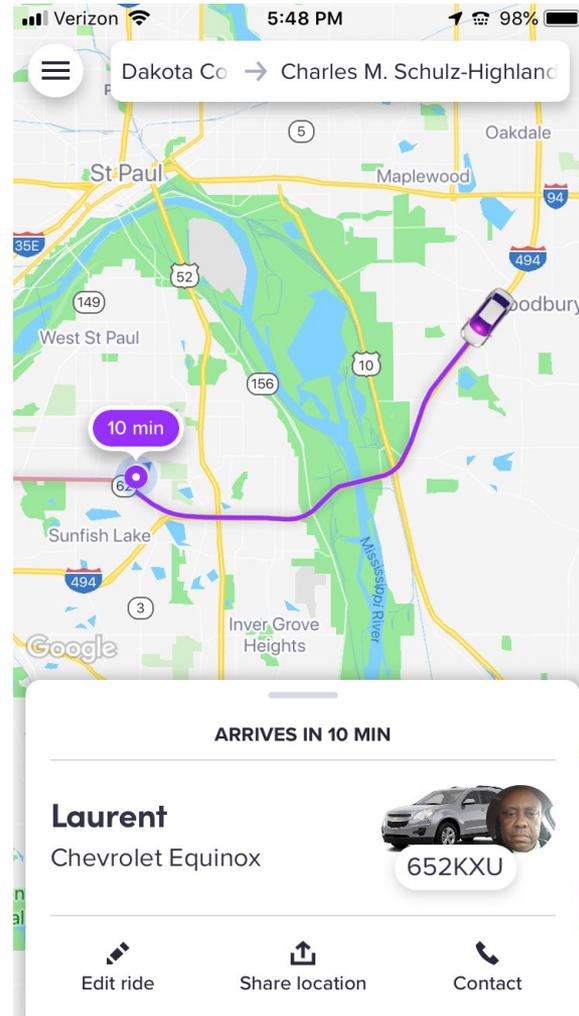
Select Lyft

Once you have chosen the GoDakota vehicle type, click on “Select Lyft”



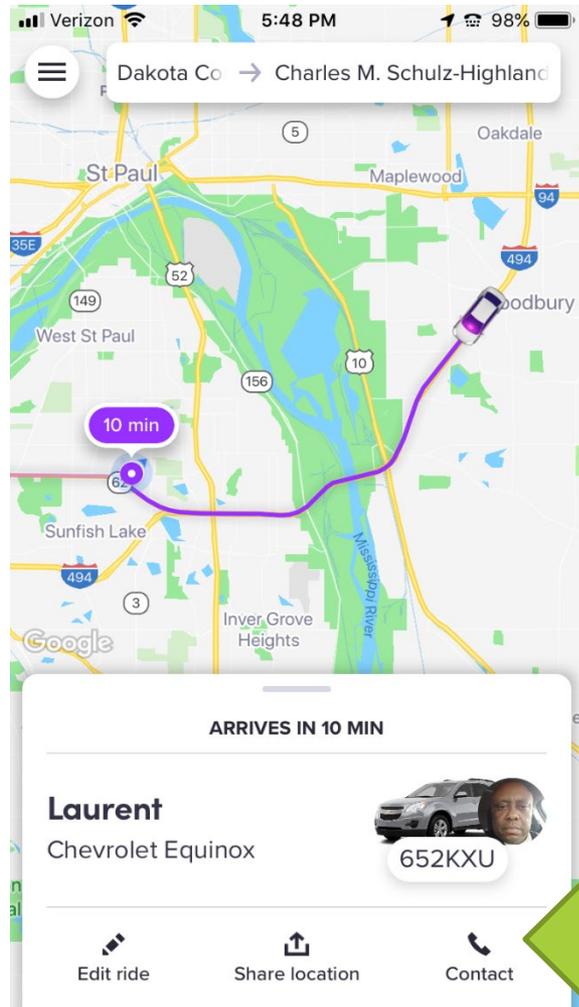
Following Driver's Route

Once your driver has been identified, you can follow the driver's route on their way to you



Contact your Driver

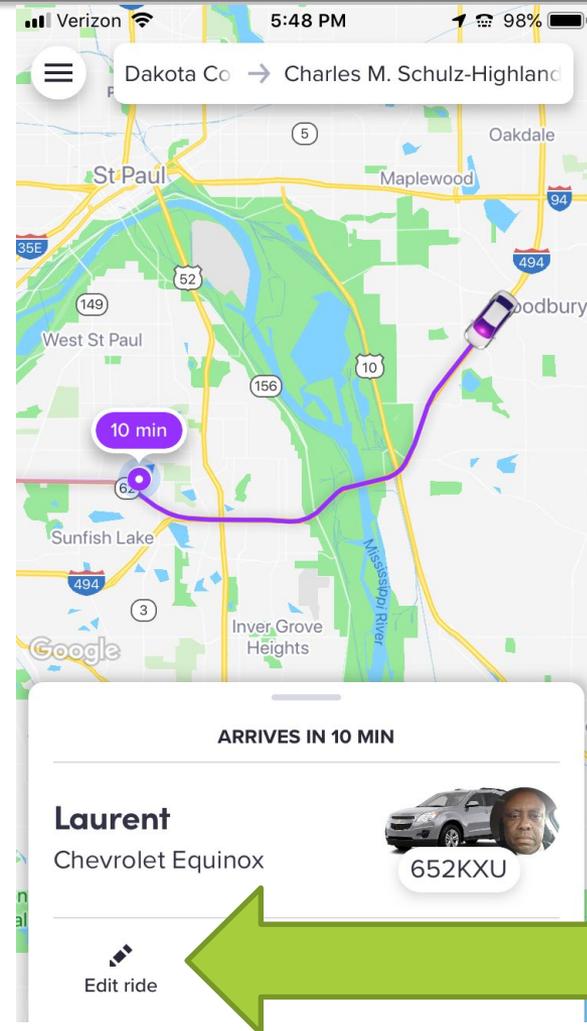
You can contact the driver while they are on their way



Canceling a Ride

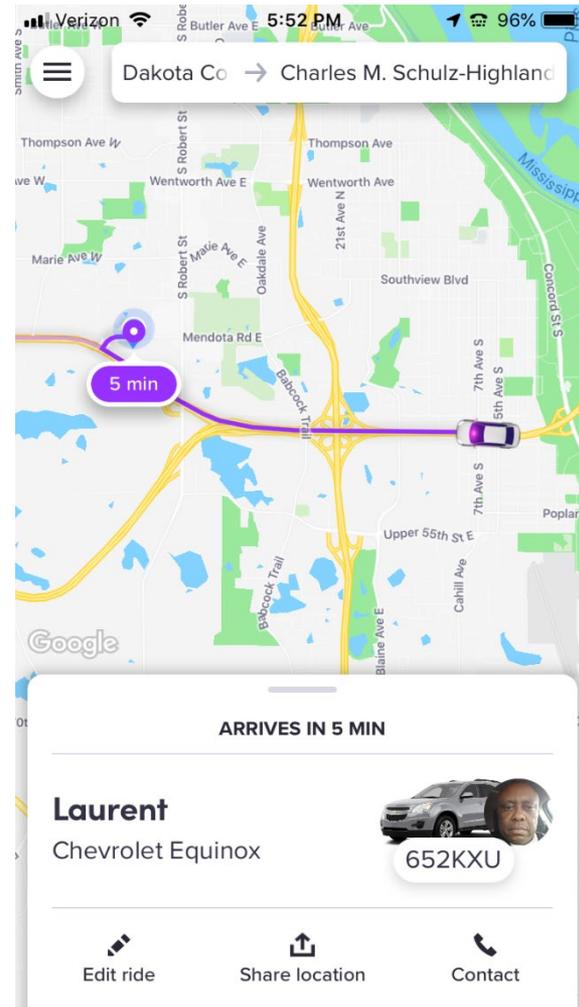
You can cancel your ride for free within 2 minutes of requesting your ride

If you cancel after 2 minutes, a cancellation fee will be charged



Riding

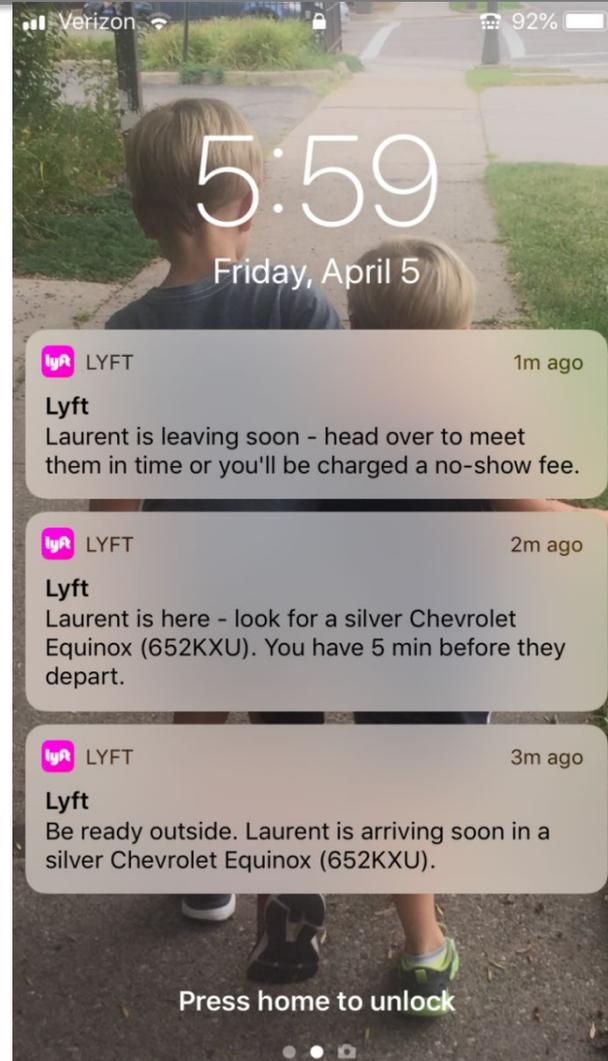
When your driver is on their way, you can see specific information about them and their vehicle



Notifications from Lyft

You will receive numerous notifications from Lyft letting you know when your driver will arrive

The driver will only wait for you for 5 minutes. After that, they will leave.

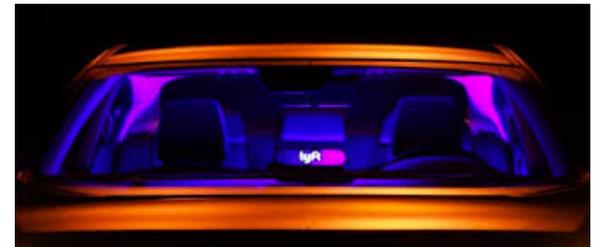




Safety Features

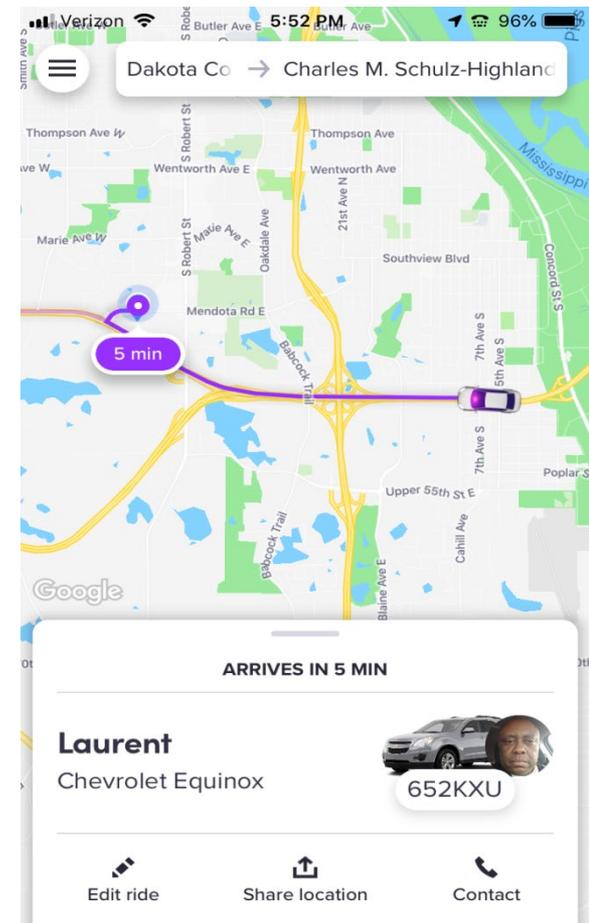
Don't get in the car until you confirm that their car is your expected car and you are their expected passenger. You can do this by:

- Checking the car make, model and color
- Checking the car's license plate
- Ask who the driver is there for
- Ask the driver's name



Sending ETA

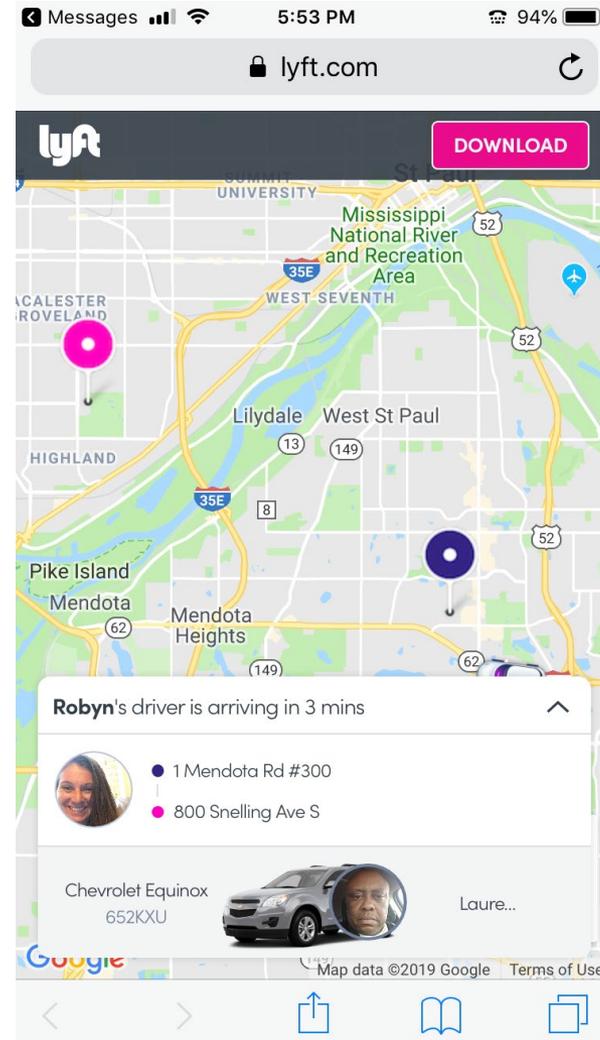
After you have requested your ride, you can share your location with a friend or family member via text or email.



Sending ETA – What they See

The person you shared ETA with will be able to open the Lyft app and:

- See what car you are in and the driver
- Follow along on your route
- See when you are scheduled to arrive



After your Ride - Rate your Driver

Verizon LTE 6:11 PM 85%

Complete ride



Laurent

- Rate your driver from 1 star to 5 stars
- Anything under 4 stars is considered a bad ride
- You can provide anonymous comments to your driver as well
- You are not able to tip on Dakota County rides

Rate your ride



Share with Lyft

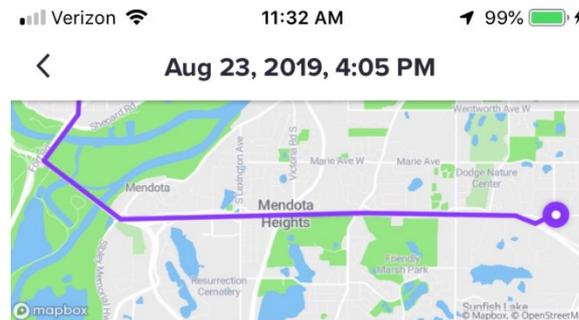


Feedback is anonymous – we'll review it before sharing anything with your driver. [Learn more](#)

Receipt

You will receive an emailed receipt after your ride

You can also see your receipts in the Lyft app under “Ride History”



Your Trip

	125 Mendota Rd W Inver Grove Heights	Pickup 4:05 PM
	1385 St Paul Ave St. Paul	Drop-off 4:16 PM

Payment

\$2.00	
Lvft fare (6.22mi, 11m 14s)	\$12.30
Lvft Credit	-\$12.30

 Personal 
Visa 4887

Safety

- Trust your gut!
 - If you don't feel comfortable, don't get in the car
 - If you don't feel safe or are in an emergency situation, **call 911**
- To report an accident, safety or citation problem, contact Lyft's Critical Response Line: 855-865-9553

COVID-19 Precautions

- Before you request a ride, you must confirm that you aren't exhibiting any COVID-19 symptoms
- Face coverings are required for riders and drivers
- You must sit in the back seat
- If you feel sick, do not take a Lyft!

Tips and Tricks

- If your phone number changes, you must let sslyft@co.Dakota.mn.us know ASAP!
- Have your app open after you request your ride. If your driver cancels, you may need to request another ride.
- If no drivers are available, wait a few minutes and try again.

More Tips and Tricks

- If your personal payment method is being charged, make sure you:
 - Are only using the GoDakota vehicle type
 - Have not used all of your monthly funds

Be sure that your ride is listed as “FREE” before you request a ride!

Travel Training Options

- Train the Trainer:
 - Training for those who can then train others
- Group Training:
 - Up to 10 people
 - Experiential learning both in the classroom and in the community
- Trip Training
 - Personalized training to teach specific routes

Contact Information

- For Lyft questions:
 - sslyft@co.dakota.mn.us
- For Travel Training support:
 - traveltraining@co.dakota.mn.us