

# QUICK GUIDE

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HOW TO  
REQUEST  
A RIDE  
ON LYFT



# USING THE LYFT APP



For iPhone and Android smartphone users, please follow Steps 1 – 2 below.

**STEP  
1**

## DOWNLOAD THE LYFT APP

Download the LYFT mobile app to your smartphone from **Google Play** (Android) or the **App Store** (iPhone).



## STEP 2

# VERIFY YOUR SMARTPHONE

Locate and open the LYFT app on your smartphone. When opening the app for the first time on a new device, you will be prompted to complete a one-time verification of your smartphone. Follow the on-screen prompts to complete the verification process.

### NOTE

If you do not already have a LYFT account approved for use on MODE, please contact:

**WISE & Healthy Aging | 310.394.9871**

The screenshot shows the 'What's your number?' screen in the LYFT app. At the top, it displays 'Carrier', '1:20 PM', and '100%' battery. The main heading is 'What's your number?' with the subtext 'We'll text a code to verify your phone'. Below this is a text input field containing '+1 201 555-0123'. There are two options: 'Have an account and a new number?' and 'Or login with Facebook'. At the bottom, there is a pink 'Next' button and a numeric keypad with letters above the numbers.

▲ Enter your phone number

The screenshot shows the 'What's the code?' screen in the LYFT app. At the top, it displays 'Carrier', '1:20 PM', and '100%' battery. The main heading is 'What's the code?' with the subtext 'Enter the code sent to +1 415-555-0123'. Below this is a dashed line for code entry and a 'Resend code' button. There is a link for 'Problems receiving the code?'. At the bottom, there is a pink 'Next' button and a numeric keypad with letters above the numbers.

▲ Enter the code sent via text message

**Proceed to STEP 3.**

# USING A COMPUTER OR MOBILE BROWSER



For computer and mobile phone users,  
please follow Steps 1 – 2 below.

**STEP  
1**

## **VISIT LYFT'S WEBSITE**

Open an internet browser on your  
computer or mobile device with a cellular  
connection, then go to:

**<http://ride.lyft.com>**

### **NOTE**

You must have a mobile phone  
capable of receiving text messages to  
request rides online.

## STEP 2

# VERIFY YOUR MOBILE PHONE & IDENTITY


When requesting a LYFT ride online, you will be prompted to complete a verification of both your mobile phone and identity. Follow the on-screen prompts to complete the verification process and log into your LYFT account. You (or your caretaker/relative) will need the mobile phone number and email associated with your LYFT account, in order to complete the verification process.

### NOTE

If you do not already have a LYFT account approved for use on MODE, please contact:

**WISE & Healthy Aging | 310.394.9871**


### TIP



To skip the verification process on your next ride, remain logged into your LYFT account. Only log out when using a public or shared computer. To log out, select your photo or  in the top left, then select **Log out**.

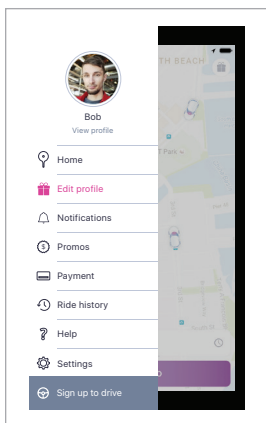
**Proceed to STEP 3.**

# STEP 3

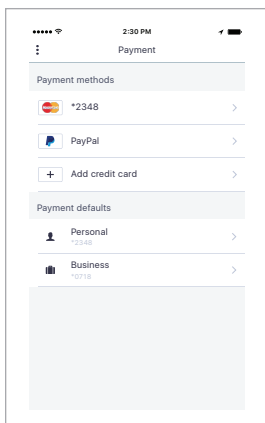
## ENTER YOUR PAYMENT INFORMATION

Using the LYFT app or website, select your photo or  in the top left, and select **Payment**. Select **Add credit card** and enter your credit, debit, or prepaid card information, then select **SAVE**; your payment information will be stored securely on your LYFT account for future trips.

When finished, select **Done** (on the LYFT app, tap  or  in the top left instead) and select **Home**.

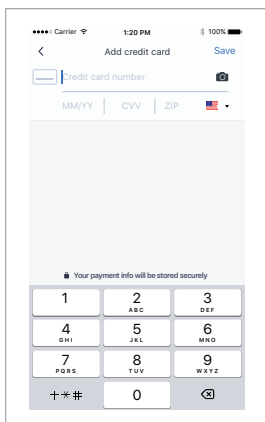


▲ Select Payment





▲ Select Add Credit Card

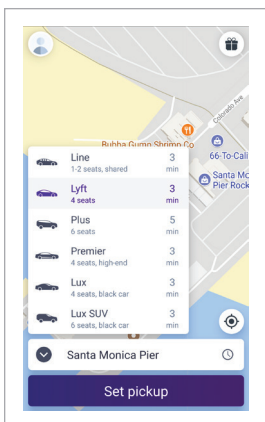
Enter your  
credit, debit, or  
prepaid card  
information



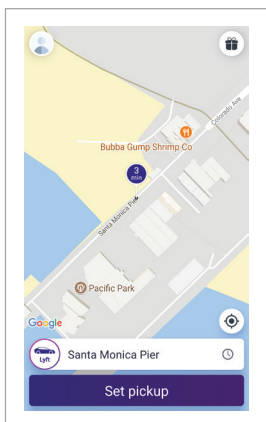
## STEP 4

# SET YOUR PICKUP LOCATION

From the home screen, select  in the lower left and select  LYFT as your ride type. Set your pickup location by entering an address or business name where designated; when finished, select **Set pickup**.




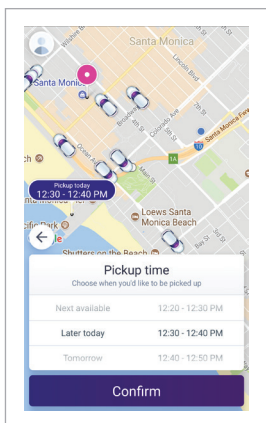
▲ Set your pickup location



▲ Tap Set Pickup

## TIP

Rides can be scheduled up to 7 days in advance using the LYFT app. To schedule your ride, set your pickup location and tap  in the lower right. Select a date and time for your scheduled pickup, then tap **Confirm**.

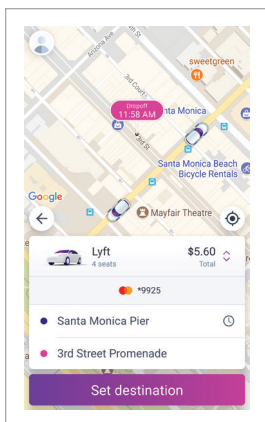


▲ Schedule rides in advance

## STEP 5

# SET YOUR DESTINATION LOCATION

Set your destination location by selecting **Add destination**, and entering an address or business name. Select your destination from the list provided, then select **Set destination**.



▲ Set your destination

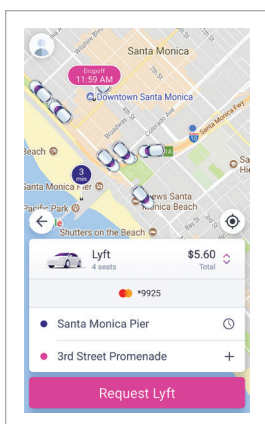
## STEP 6

# REQUEST YOUR LYFT

Once your pickup and destination locations are set, select **Request LYFT** to request your ride; LYFT will immediately begin searching for nearby drivers. Once LYFT has successfully matched you with a nearby driver, he or she will proceed to your pickup location.



You will be given their estimated time of arrival to your pickup location, as well as the driver's first name and photo, the make, model, and license plate number of their vehicle, and a photo of the vehicle. Similarly, LYFT will provide the driver with your first name, photo, and pickup and destination locations.



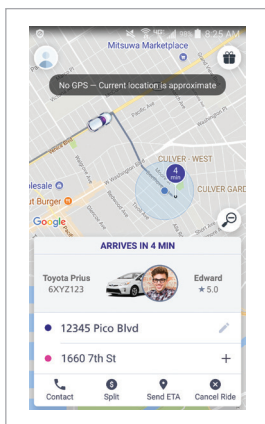
▲ Tap Request LYFT

## STEP 7

## WAIT FOR THE DRIVER TO ARRIVE

While the driver is en route to your pickup location, head to a safe location near the curb and wait for them to arrive. Always be sure to stand close to your designated pickup location, which will be indicated on the map by a pin.

Your driver may call or send you a text message to confirm your pickup location.



▲ **Your ride is confirmed.**  
**Please wait for your driver at your pickup location.**

## STEP 8

## ENJOY YOUR RIDE!

You will receive a message when your LYFT driver arrives at your pickup location. When you see the vehicle, take a moment to verify the license plate number and identify yourself to the driver. Then, enter the vehicle, buckle up, and enjoy your ride! If you are traveling within the approved MODE service area, a total of \$0.50 will be charged to your default payment method on LYFT when your ride is complete.