

Using Lyft

Mercy General Hospital

Transportation Solutions

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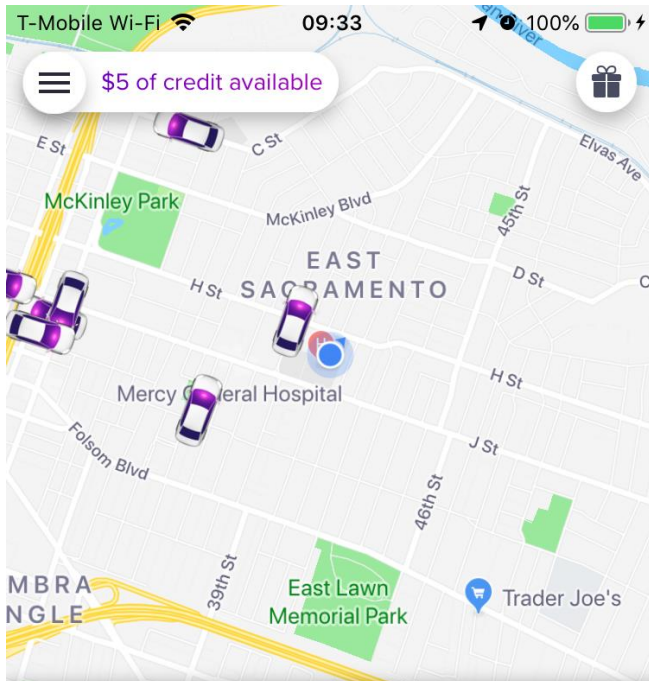
Have a question not covered by the tutorial? Please contact Steven Hansen

Phone: (916) 453 – 4408

Email: steven.hansen@dignityhealth.org

Using the App -- Basics

Once your account is set up, when you open the app, your default view will show the home screen and will look similar to this:



Hey there

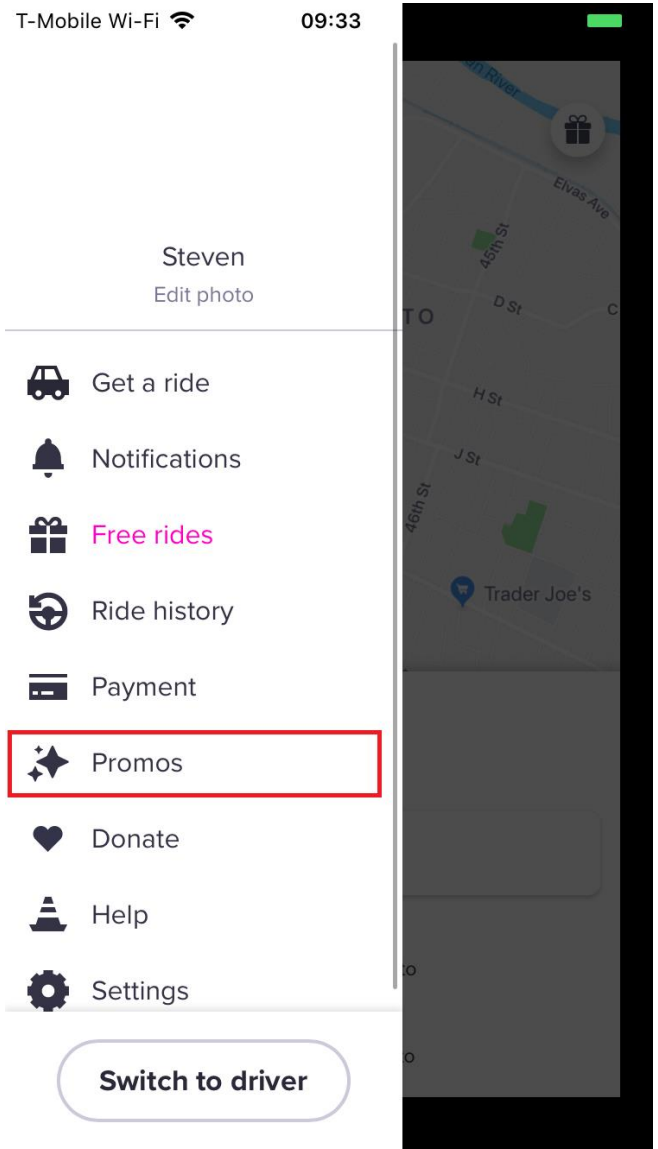
Where are you going?

 Search destination



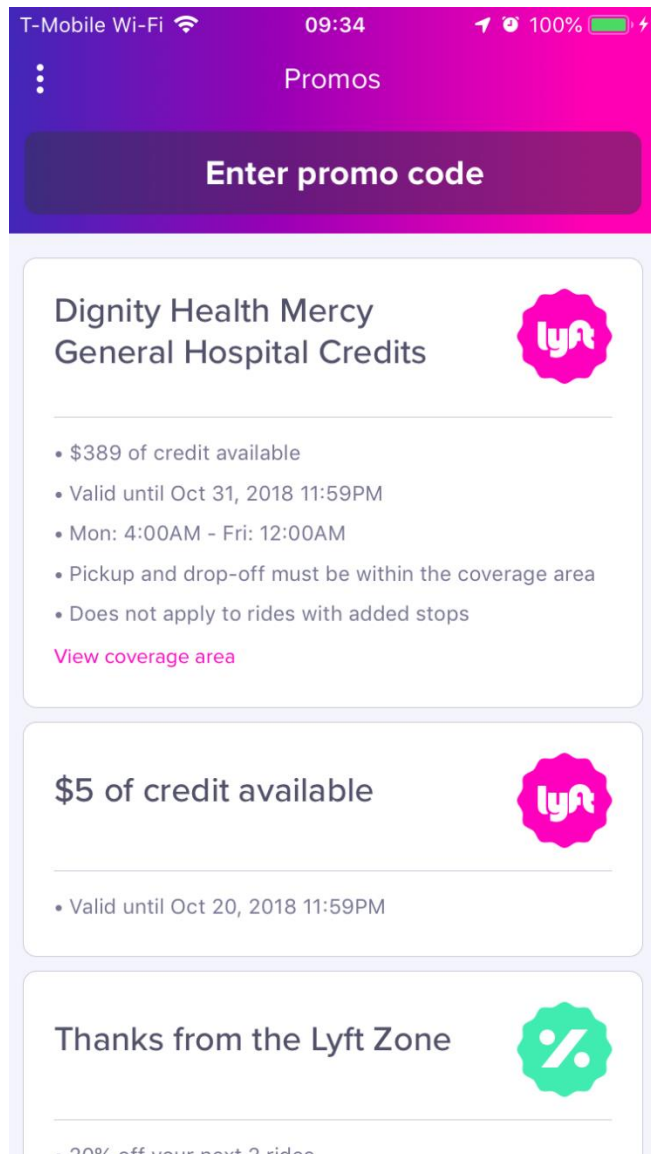
To access the menu, tap the icon in the top left, it will be your profile picture if you have one set up.

The menu will be left-aligned as so:



Tap “Promos” to see relevant information regarding your account usage. This will include how many credits are available in your account as well as the coverage area (more information is provided about the coverage area on the next page)

First, you will see your available credit (\$389 in this example, but **\$400** will be reset every month) for the current month. This will reload every month and any unused credits will not be charged.

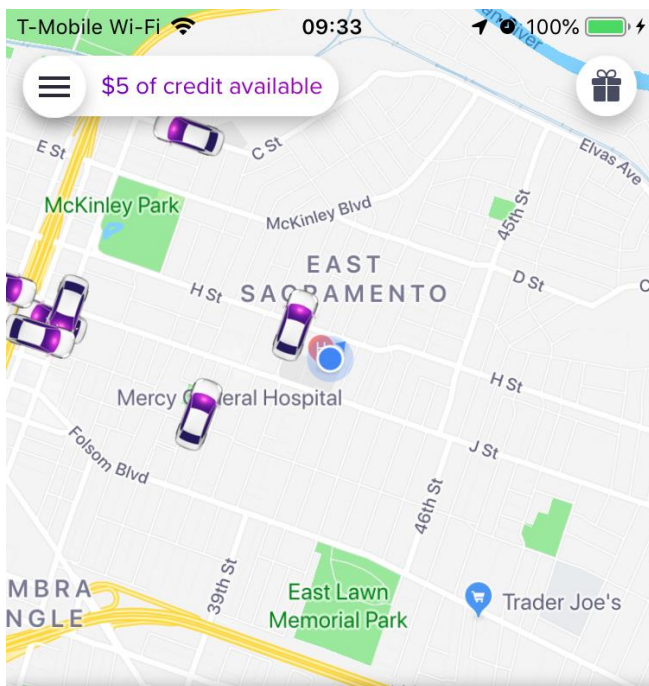


As stated before, pickups and drop-offs must be within an approved coverage area. Tap “view coverage area” to see the relevant information. A map view of the coverage areas is available on the last page of this tutorial. The provided map will look different than what you see in the app, the app will show an overall view that can be zoomed in for specific details.

As long as your pin drop locations for pickup and drop-off are within the highlighted areas, your ride will automatically be covered by Mercy General Hospital. Anything outside these areas will be charged to your personal account.


Setting Drop-off & Pickup Locations

Coming back to the home screen, the map will default to your current location. If you are already where you want to be picked up you can leave the blue pin drop where it is. Otherwise, you can drag and drop the pin as needed. For your ride to be free, you need to make sure the pin drop is within the approved coverage areas. The first location to enter is your drop-off point. Tap in the highlighted box to enter the destination.



Hey there

Where are you going?


 Search destination





To add the hospital as a pick up location, you can enter either the address specifically or type the name of the hospital. The start point in this example is the main off-site lot. You can then select work from the drop-down list once you have this address saved:

Cancel **Drop-off** Done

Start 2350 19th St

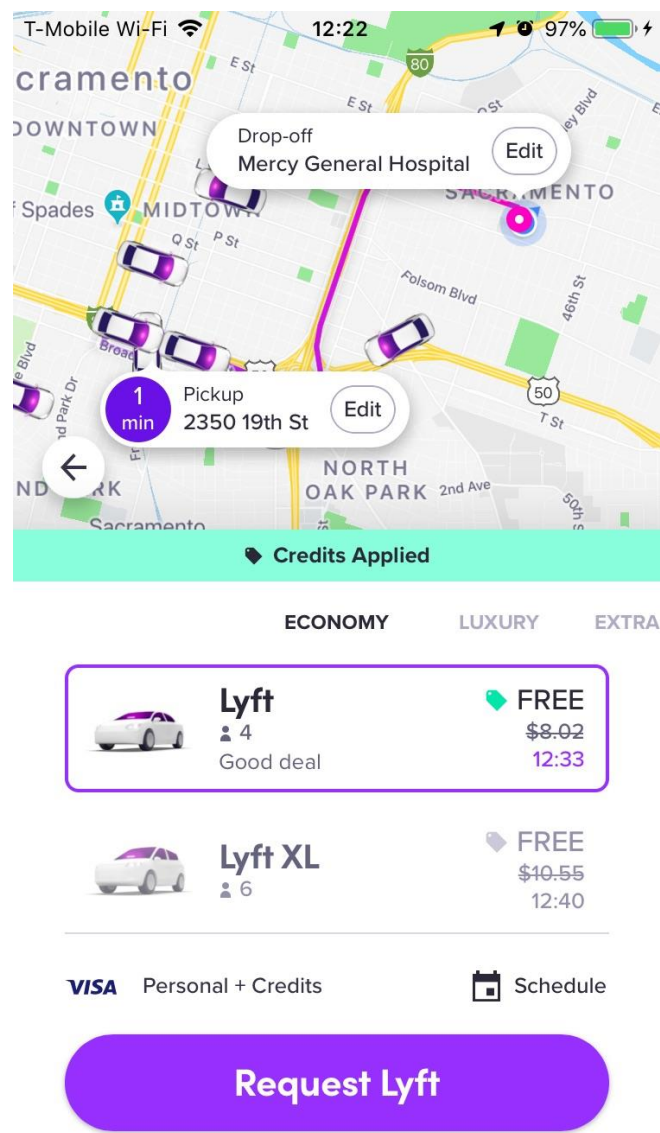
End 

 Work
4001 J St, Sacramento

 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

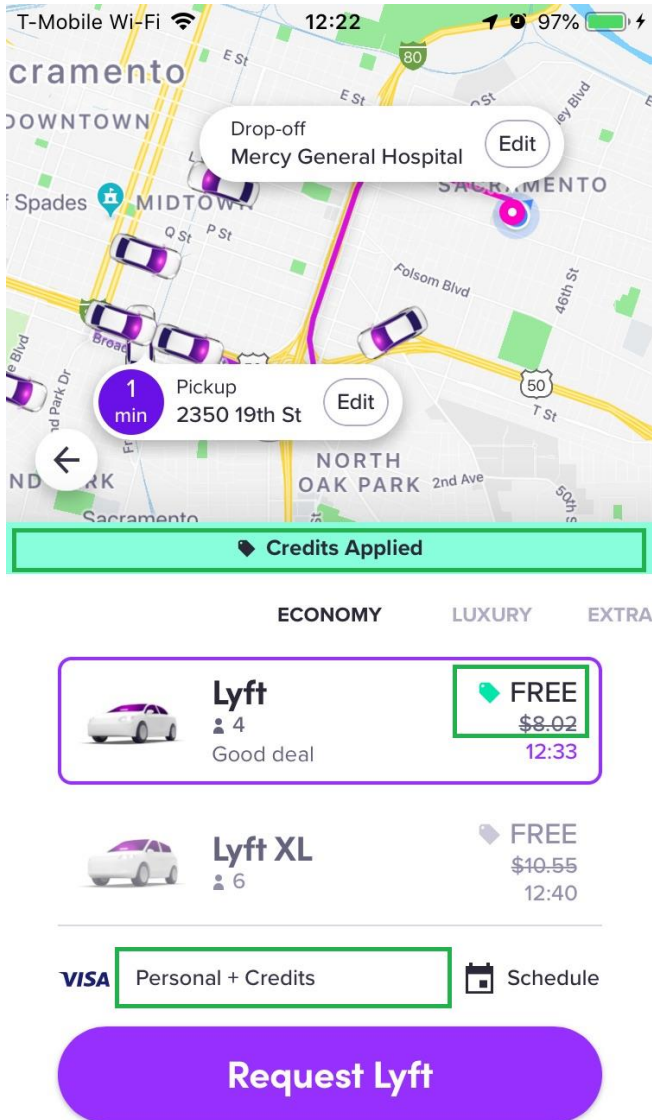
Once both locations are entered, your home screen will look like this:



Your pickup location will have an ETA for the nearest driver in purple, and under the price of the fare it will show an estimated drop-off time. The next steps are very important to ensure your ride fare is covered by the hospital.

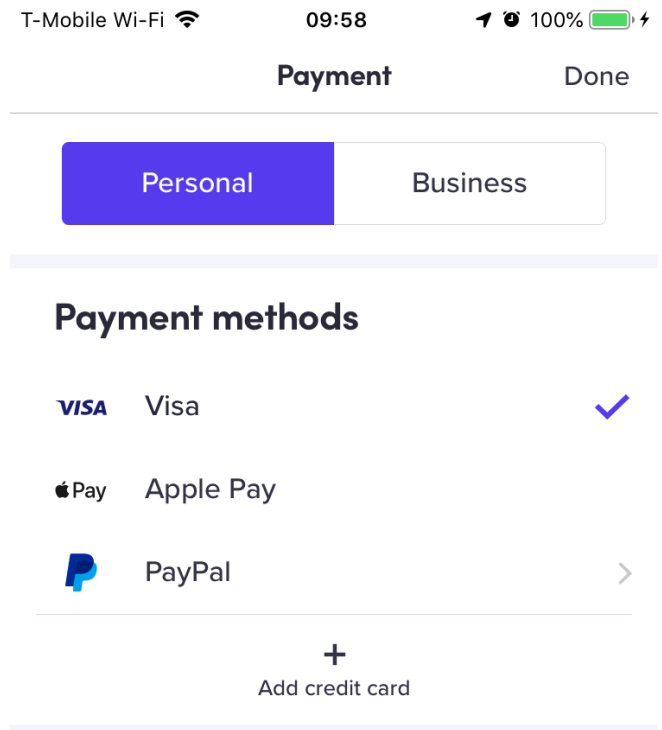
Personal Mode vs Business Mode

Before you tap the “Request Lyft” button, be sure that you are in personal mode, not business mode. **All credits that are used towards rides are activated on the personal mode only, not the business mode.** The highlighted area below displays the correct mode and settings:



Note that in **personal mode**, the fare total is lined out and says “FREE”. Personal + Credits will be shown just above the request button. A “Credits Applied” tag will be at the bottom of the map area as well.

If you tap the “Personal” button, the screen will switch to a tabbed area showing:

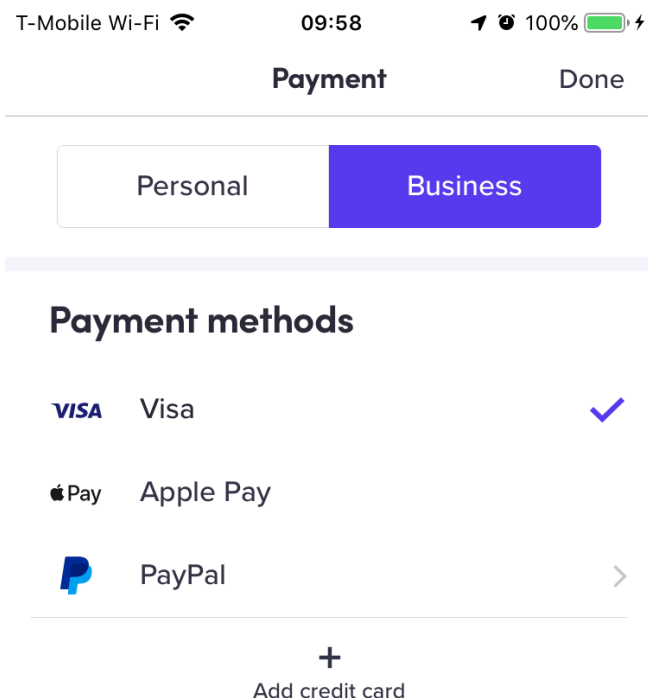


Promos

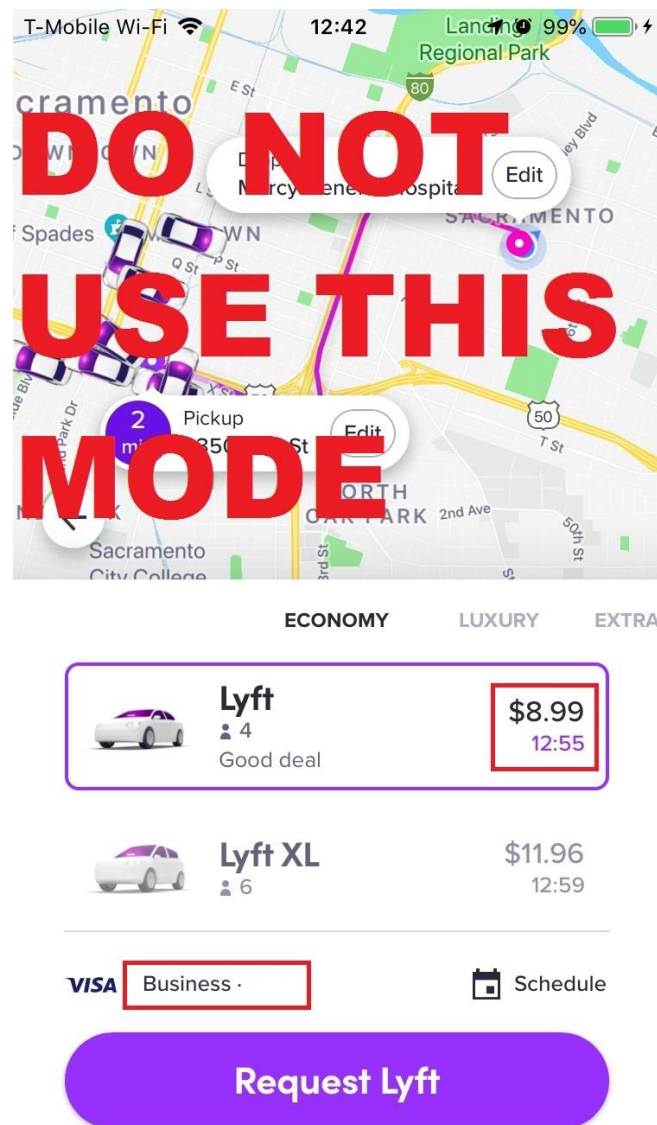
Dignity Health Mercy General Hospital Credits

- \$389 of credit available
- Valid until Oct 31, 2018 11:59PM
- Mon: 4:00AM - Fri: 12:00AM
- Pickup and drop-off must be within the coverage area
- Does not apply to rides with added stops

If you switch the tab to Business, the promos area will no longer display the credits from the hospital.



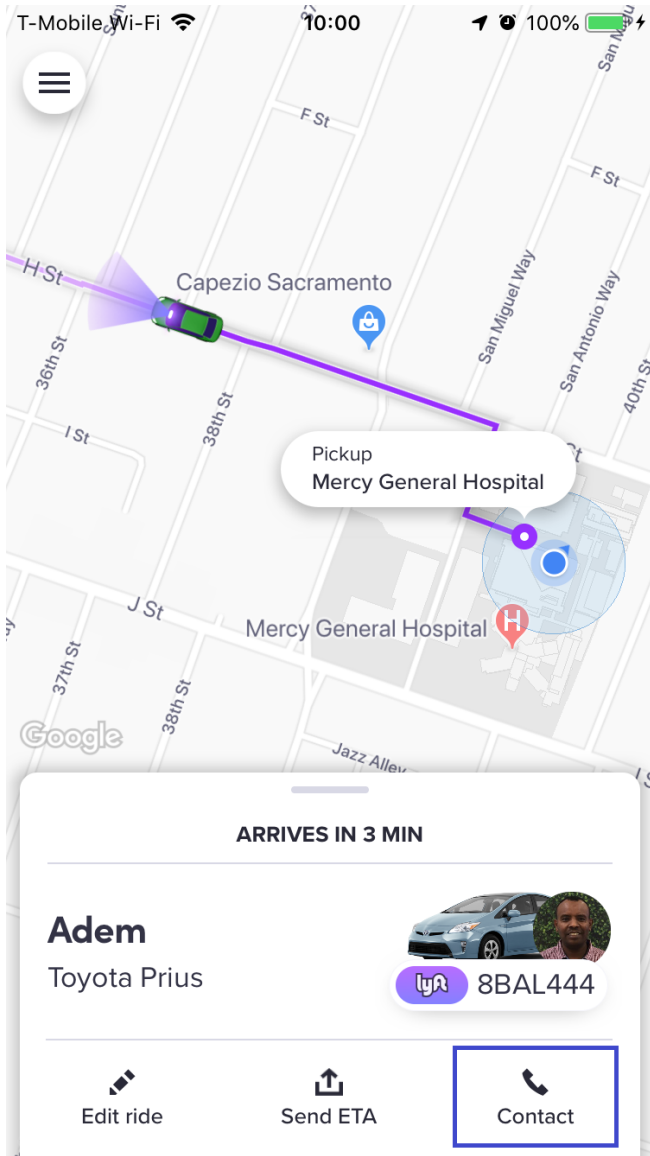
of why personal mode should *always* be used. **DO NOT USE BUSINESS MODE:**



Once business mode is entered, the fare lists the price of the ride. This is an example

Requesting/Taking a Lyft

Once your pick up and destination locations are entered, a Lyft can be requested. The screen will show a display of nearby drivers being notified. Once you are paired with a driver you will see this:



Now that a driver has been paired, a more accurate ETA will be given for both pick up and drop off. If you run into a delay before your pick up time, you are able to contact the driver using the “Contact” button on the bottom left of the screen (blue box).

Once a driver is paired, **there is a 2-minute window to cancel the ride before a cancellation fee is applied.** For an on-demand ride, the cancellation fee is \$5. This fee is automatic after two minutes, but can be reimbursed. If you do need to contact the driver, Lyft will encrypt your phone number and the caller ID will display a temporary number that cannot be used later.

Finishing a Ride

After the ride has finished, an option for a tip will display in the app:

Complete ride



Rodrigo

\$0.00 \$5.50 ⓘ

Add tip

\$0	\$1	\$2	\$5	...
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This is completely optional and anonymous—the driver will not know if you tip or do not tip. If you do choose to tip you will see:

Complete ride



Rodrigo

\$1.00 \$6.50 ⓘ

Add tip

\$0	\$1	\$2	\$5	...
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After the selection is made, press the “Next” button to continue to the driver rating:

📶 T-Mobile LTE 15:17 📍 93% 🔋

Complete ride

VISA + Credits

Personal

Rate your ride



What did Rodrigo do well?

Good Driving	Friendly Driver
Clean Car	Fun Conversation

+ Write a comment

Done

There are 4 quick options that you can choose from, in addition to a rating of 1-5. Anything less than 3 will result in not being paired with that driver again. A comments section is also available for additional feedback. Hit “Submit” to finish the ride.

If you have an experience that results in rating the driver less than 3 stars, please contact Steven Hansen and that driver can be removed from picking up any employee that has active credits from the hospital.

Geo Fence Map View

