

## How to Use Uber and Lyft Fort Guaranteed Ride Home:

The VanGo™ program will reimburse you as long as a valid receipt for the transaction, including up to a 10% tip is obtained. In order to be reimbursed, *all tips must be included on the receipt*. The receipt must be turned in to VanGo™ within 30 days of the use of your GRH benefit.

**\*Request use of GRH through the VanGo™ portal *first*\***

### **Uber:**

***VanGo™ will ONLY reimburse rides taken by the uberX vehicle option***

#### **1. Get the App/ Sign up:**

- Download the app and create a profile
- iPhone: [iTunes](#)
- Android: [Google Play](#)
- Windows Phone: [Windows Store](#)
- Or create a profile online at <https://www.uber.com/ride/>

*You are required to provide your personal credit card when creating an account*

#### **2. Request a Ride:**

- Open the app on your phone or go to the Uber mobile site
- Enter your destination address in the "Where to?" box.
- Choose your vehicle type- **VanGo™ will ONLY reimburse rides taken by uberX**
- Tap "Request Uber"
- Confirm your pickup location, you can move this location if needed before you confirm.
- Uber will provide you the drivers name, phone number, vehicle, and a picture to help spot them.
- Use this information to verify you have the correct driver- they will know your name

#### **3. Paying Your Fare:**

- Automatically charged to your personal credit card.
- You will be emailed a receipt- keep this to submit for reimbursement

#### **4. Lost Receipt-**

- Sign in on their website to get a replacement.
- Reimbursement- you must provide the receipt- a screen shot from the app is not a valid reimbursement.

**\*\*For FAQ's and other information about Uber visit- [www.uber.com](http://www.uber.com)**

### **Lyft**

***VanGo™ will only reimburse rides from the standard Lyft service***

#### **1. Get the App/ Sign up:**

- To use Lyft you must download the app (unlike Uber)
- iPhone App: [iTunes](#)
- Android App: [Google Play](#)

*You are required to provide your personal credit card when creating an account*

#### **2. Request a Ride:**

- Confirm your current/desired pick up location - if not exact you can move the blue circle to the correct place. OR enter manually.
- Tap "Set Pickup" button
- Choose a car service: **VanGo™ will only reimburse you for the standard Lyft service.**
- Confirm destination and tap the "Request Lyft" button
- Driver information is provided- use this information to verify you have the correct driver- they will know your name

#### **3. Paying Your Fare:**

- Automatically charged to the card on your account
- Tipping is not required but appreciated VanGo™ will reimburse up to a 10% tip
- You will be emailed a receipt- keep this to submit for reimbursement

#### **4. Lost Receipt:**

- For reimbursement you must provide the emailed version of the receipt- a screen shot from the app is not a valid receipt for reimbursement.

**\*\*For FAQ's and other information about Lyft visit [www.lyft.com](http://www.lyft.com)**