The road to success is full of ambitious drivers like you,

Every day, you help riders reach their destinations while on the way to your own. So whether it’s your first trip or your 1,000th, we hope this can offer the information you may want out on the road.

Now you know when you drive with us, we’re here for you. So let’s get moving.

Published June, 2020. Products and features described here are subject to change and are reflective of UberX. Certain details may vary by product.
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Getting started
Account setup

Making sure your app and account are ready to go whenever you are.

1. Downloading the app

You can download the Uber Driver app from the App Store or Google Play. When it’s finished installing, the app will ask if you want to allow it access to your location. Tapping Allow will permit the app to track where you are, which is necessary for you to be able to receive trip requests.

2. Setting up your profile

Your Account profile page houses personal information such as your name, email, phone number, and address. It’s also where you’ll upload the personal and vehicle documents required for all drivers.

Uploading documents

For the safety of you and your riders, certain documents must be shared before getting behind the wheel. To upload your driver’s license, proof of insurance, car registration, and other requested files, navigate to the Documents tab of your account. Then tap the document you would like to upload for review and approval. You can see the current status of your documents in the app at any time.
Adding a profile picture

Taking a photo for your profile is similar to uploading documents. Once you’re in the Documents section, tap the Profile Photo option. You can use the camera on your phone to take your live selfie, but make sure you’re in a well-lit location so your face is easily identifiable.

Once you submit a profile photo, it cannot be changed. Please make sure it is an accurate representation of yourself before uploading.

3. Filling in your banking information

Uber Vault stores your banking information so earnings can be deposited into your account. To add your information, go to the Account tab of your profile. Tap Payment, then Payout Method, fill in the requested details, and tap Submit to save it all in your profile.
Before you begin

Helpful information to know before hitting the road for the first time.
Driver App Basics

Whether it’s your first trip or your 100th, Driver App Basics provides information you may find helpful. It includes how earnings are reflected in the app, how ratings work, and more.

You can find Driver App Basics in your app or online at [uber.com/drive/basics](http://uber.com/drive/basics).

Getting your car ready

We’ve heard from riders that they prefer comfortable and clean cars.

To make riders feel welcome, some highly rated drivers offer amenities such as bottled water, an extra phone charger, tissues, or napkins. These items may come in handy while on-trip, but your strategy is up to you.

Community Guidelines

Every day, millions of people move through their cities together. Uber’s Community Guidelines were created to promote safe and enjoyable experiences for everyone who uses the Uber app. Everyone who signs up for an Uber account is required to follow Uber’s Community Guidelines.

You can see some of our Community Guidelines below. To read them in their entirety, visit the Help section of the app or [t.uber.com/ubercommunityguidelines](http://t.uber.com/ubercommunityguidelines).

Treat everyone with respect

Drivers and riders are required to treat each other with respect at all times. Some ways you can do so are by giving riders their personal space and avoiding activities such as shouting, swearing, or flirting.

Help keep each other safe

For the safety of you and your riders, you have an obligation to follow applicable laws, as well as airport rules and regulations, including buckling up, keeping to the speed limit, avoiding texting while driving, and never driving under the influence of drugs or alcohol.

Non-discrimination policy

When on trips requested through the Uber app, drivers and riders cannot discriminate against each other. That means drivers are not allowed to refuse service to riders based on things like what they look like or where they’re going. Doing so could result in loss of access to the app.

In case of incident

Remember, you always have the choice to end a trip, including if you feel uncomfortable or disrespected. You can also always contact us in the Help section of the app or call our 24/7 phone support.
Driving with Uber
App features and information to help protect you and your account.

**In-app safety features**

We’re committed to helping provide peace of mind on every trip. That’s why the Uber app has built-in tools that you can use to get help wherever and whenever you may need it.

**Emergency button**
For emergency assistance in urgent situations, you can call 911 directly from the app. Tap the Safety Toolkit shield icon, then 911 Assistance. From there, you can use the red button to contact local authorities and share your location and trip details.

In some cities, your location and trip details may be automatically shared with the 911 dispatcher when you use the emergency button.

**Share trip**
You can share your whereabouts and trip status with friends and family, directly from your Safety Toolkit. Once you set up this feature, all you have to do is tap Share Trip on your way to a destination.

To help promote rider and driver accountability and safety, all trips are GPS-tracked from start to finish so there’s a record of your trip, who you’re driving, and where you’re going.

**Speed limit alerts**
Visual notifications can be used to alert you of your current driving speed. You can customize the alerts you receive, or opt out of them completely, by tapping your profile icon in the top right corner of your app, then Account, App Settings, and Speed Limit.
Phone anonymization
Uber uses technology to anonymize both rider and driver phone numbers to keep contact details confidential. So when you and your rider contact each other through the app, your personal information stays private.

Confirming your rider
Before each trip begins, the app provides your rider’s name so you can help ensure you have the correct rider when they get in your car.

Reminder: Uber’s Terms of Use require that account holders be at least 18 years of age, and unaccompanied minors are not allowed to request or take a ride using the Uber app.

Abiding by driving times
Drowsy driving is an issue for all who share the road. In an effort to help prevent it, our app includes a feature that prompts drivers to go offline for 6 straight hours after a total of 12 hours of driving time.

Driving time limits may differ from city to city because of government regulations.

Protecting your account
Keys to help keep your personal information safe.

Create a unique password
One important thing you can do to help protect your Uber account is use a unique password that you don’t use anywhere else. Keeping your password secret and never sharing it with anyone can help lower the risk of someone accessing your account without your permission.

Watch out for scams
Scammers may try to steal your earnings by tricking you into sharing your password or 2-step verification code, or by adding their payment cards to your Vault. They may call or email drivers and pretend to be someone from Uber asking for personal information. They may even say you’ve won a prize or reward that requires changes to your account to receive the award.

Uber will never ask for your password, 2-step verification code, or account information. So do not share your personal information with anyone for any reason because it may be part of a scam.

Say no to fraud
Fraudulent activity, such as making false cleaning fee claims or pre-planning trips with riders, is a breach of Uber’s Platform Access Agreement. Sharing or renting your account, login credentials, or unique Uber ID with another driver is also prohibited. Doing so could result in permanent loss of access to your driver account.
02

Insurance coverage
Understanding the various levels of protection that come with driving with Uber.

How coverage works

When you’re using the Uber app, Uber maintains auto insurance on your behalf. How the coverage works is based on where you are in the trip experience.

While online
It all starts when you open the Uber app to accept a ride. The instant you tap Go, the first level of auto insurance protection is active.

During this time, if you cause an injury to another person, Uber maintains auto insurance for your liability of at least $50,000 for each covered injury and at least $100,000 for the covered accident. This is known as Bodily Injury Liability Coverage.

Additionally, if you’re at fault for property damage, like a broken fence or a scrape on a vehicle, there’s auto insurance of at least $25,000 for covered damage. This is known as Property Damage Liability Coverage.

En route & on trip
As soon as you accept a trip in the Uber app, your insurance protection shifts to a higher level. It helps protect you while on your way to pick up the rider and while driving them to their destination.
If something happens that results in an injury or damage to the rider, another driver, or a pedestrian, there’s auto insurance for your liability of at least $1 million for a covered accident.

While traveling with a passenger, there is also at least $250,000 of insurance available in case another driver is at fault and doesn’t have enough insurance coverage on their own policy for the covered accident. This insurance is referred to as Uninsured or Underinsured Motorist Bodily Injury Insurance.

Damage to your vehicle is insured up to the full value of your car after you pay the first $1,000 toward repairs or replacement, which is known as your deductible. It’s important to note that this insurance applies only if your personal car insurance policy includes Comprehensive or Collision Insurance. It pays the cost of physical damages to your vehicle when your car is damaged in a covered accident, regardless of who is at fault.
Between trips
When your trip ends and you haven’t yet accepted another, your coverage returns to the first level of protection before you went online.

While offline
When you’re not using the app to drive with Uber, you’re covered as you normally would be by your personal car insurance policy.
Taking trips
Information about pickups, dropoffs, and navigating the time in-between.
Accessibility

As an independent services provider, you are required to comply with all applicable federal, state, and local laws regarding anti-discrimination, including but not limited to transporting riders with disabilities and those traveling with service animals.

To learn more, you can visit accessibility.uber.com.

Taking trips

When your rider is safely in the car, tap the Start Trip button. If you’d like turn-by-turn directions, tap Navigate to turn on Uber’s in-app navigation. You can also tap the map at any time to see an overview of the entire route. After reaching the destination and dropping off your rider, tap End Trip.

Back-to-back trips
While completing a trip, you may get a new trip request. If you’d like, you can tap Accept and your next trip will be ready and waiting as soon as you’re finished with the one you’re already on.

UberPool trips
After you’ve completed a certain number of trips, you may start getting requests for the shared ride option called UberPool. When you see on-screen that it’s an UberPool trip, you can simply tap Accept to get your first rider and, along the way, other riders headed the same direction may be added. As always, the app will tell you when and where the rider wants to be picked up and dropped off, and you’ll be making money from the first pickup to the last dropoff.

Picking up riders

Once you’re online, the app will start connecting you with nearby trip requests that’ll appear on your app screen. If you tap Accept on a request, you’ll see an optional route to your rider’s pickup location. From there, your rider will be able to track your progress to where they are and will receive a notification once you arrive. You can also use the app to call them or send them a message.

If your rider isn’t at the designated spot within a few minutes of your arrival, they will start being charged a per-minute wait fee and you’ll see a timer in your app that indicates how long you’ve been waiting. If 5 minutes go by, you have the option to cancel the trip and get a cancellation fee or continue to wait and get the per-minute wait fee payment. If you’d rather not wait, you always have the choice to cancel the trip at any time.
Delivery trips
Deliveries with Uber Eats can also offer more opportunities to make money and might help you stay busy during periods when trip requests may be low. You can choose to receive food delivery requests in the app and might even discover your new favorite restaurant on one of your trips.

To learn how to get started, visit [t.uber.com/plusdelivery](http://t.uber.com/plusdelivery).
04  Earnings
Where, when, and how often you drive can affect how much money you can make.

A detailed view

How earnings are calculated

The Earnings section of the app keeps all your earnings information in one place and provides a deep-dive into trip, delivery, and fare details. To access it, tap your profile icon in the top right corner of the app, then tap Earnings.

After each trip, you’ll see how much money you’ve made. Your trip earnings are calculated based on the time and distance driven and can also include base fares, surge pricing, promotions, wait time, and additional fees. Riders have up to 90 days after their trip to add a tip, which is not subject to Uber’s service fee.

Each city has a minimum per-trip fare that ensures you’ll make at least a certain amount for each trip, even the really short ones.

Surge pricing

When there are more riders than drivers in a given area, surge pricing may increase the trip fare. During these busy times, you can check the heat map in the app to see where demand for rides is highest.

Surge fare areas will appear on the map as red, orange, and yellow. To earn the surge fare, you’ll have to accept a trip while you or your rider’s pickup location is in a surge zone.
Promotions
When available, in-app promotions¹ provide opportunities for you to earn more money and can help you plan ahead and set goals. The types of promotions may vary.

¹Availability of promotions is only for a limited time and may be subject to several factors, including but not limited to, demand, holidays, special city events, and star rating. Offers are subject to change or withdrawal at any time and without notice. Please check promotion details in the app for more information on availability and restrictions.

Toll charges
Tolls incurred while driving are charged to riders and automatically added to the fare you earn. You can see your toll charges in the Earnings or Trip Details sections of the app.

Booking Fee
Riders pay a fee to cover safety, regulatory, and operational costs including insurance protection. It is included in the rider’s total price and does not affect the amount you receive for each trip.

Service Fee
The Service Fee is the fee that drivers pay Uber. It’s the difference between what a rider pays and what a driver earns on a trip, excluding tips, tolls, fees (including the Booking Fee), driver promotions, taxes, and airport surcharges.
Referral rewards
When you’re off the road, referring new drivers can be another great way to make money. You can invite friends directly from the Uber app or share your referral code with them through the online Driver Dashboard.

If they sign up to drive using your code or unique referral link and complete the required number of trips during the time allotted, you could earn a reward. The rewards vary by city and depend on where the invitee signs up, so you can check the app to see what’s available in your area.

Taxes

It is up to you to understand your tax obligations. By February of every year, you should receive a summary of your trips taken in the previous year and other helpful metrics for filing your taxes.

This tax summary can also be downloaded from your tax information dashboard at t.uber.com/taxdocuments.

Instant Pay

Get paid when you want with Instant Pay. Drivers can cash out up to 5 times a day, and there’s no minimum amount required.

Signing up
You can sign up for Instant Pay in the app or online at drivers.uber.com, either by applying for an Uber Visa Debit Card2 from GoBank or by adding your own debit card to your driver account.

Instant Pay isn’t currently available for drivers who rent a car through any of Uber’s rental partners.

Cashing out
When you’re ready, go to the Earnings section of the app and tap Cash Out to get your money. In most cases, you’ll receive cash in your debit card account right away, but it could take a few business days depending on your bank.

If you’re using an Uber Visa Debit Card, your Instant Pay cash-outs are always free. With other debit cards, you will need to pay 50 cents per cash-out.

Any weekly earnings not transferred via Instant Pay by Monday at 4am will be routed to your regular weekly payment, which you’ll receive through direct deposit by Friday each week.

2Uber Visa Debit Card is powered and issued by, Green Dot Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc.
05 Ratings & tips
Learn how your rating works and get 5-star advice from highly rated drivers.

Rating basics

Ratings reflect what riders think about their trip experience. Every driver starts with a perfect 5-star rating. After each trip, your rider will have the opportunity to rate their ride, leave a comment, and add a tip. You will also be able to rate the trip to ensure both you and your riders have the chance to give feedback.

How ratings are calculated
Your overall rating is an average of the rider ratings from your most recent 500 trips. Riders can leave a rating up to 28 days after they end their trip with you, so you may see your rating change on a day when you aren't driving on the app.

Your first 100 trips
When you start driving, it's normal for your rating to vary until you've completed about 50 to 100 rated trips. This is because you have fewer trips to average together but, as you complete more rated trips, the changes in your rating will get smaller.

Ratings protection
Sometimes, riders give a poor rating for things that might be out of your control, such as a bad GPS route or local traffic. In those instances, the rating for that trip may be excluded from your overall rating.
Advice for 5-star trips

We asked highly rated drivers how they set themselves up for success, and these are some of their top tips.

Make the ride comfortable
A lot of highly rated drivers say they get higher ratings and more compliments when they have a clean car free of heavy scents. And some drivers choose to go the extra mile to delight their riders by offering items such as mints or bottled water.

Get route recommendations
Riders often have preferred routes. Highly rated drivers ask riders if there’s a way they want to go. If not, you can always follow the suggested route in the app or offer your own suggestion.

Check for left-behind items
Riders appreciate when drivers help them remember to take all their items as they exit the car. You can scan the back seat before pulling away to make sure nothing is left behind.
Uber Pro¹ is a rewards program that recognizes drivers, to help you reach your goals—on and off the road.
Driving with Uber

Uber Pro rewards vary by location and are subject to change. Rewards described on this page may not be available in all cities where Uber Pro is available. Uber Pro Program Terms and Conditions can be found here: https://www.uber.com/legal/en/document/?country=united-states&lang=en&name=uber-pro-program-terms

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**Up to 25% off car maintenance with CarAdvise**

After completing 25 lifetime trips, drivers have access to CarAdvise, an online marketplace for car maintenance and repair. Average savings of up to 25% on all car maintenance with shops that are in the CarAdvise network.

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**Free or discounted roadside assistance with Urgent.ly**

With Gold, Platinum, and Diamond rewards, you’re eligible for free (up to 4 events per year) or discounted roadside assistance from Urgent.ly.

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**Your tuition, covered**

With the completion of 3,000 trips, qualifying drivers may be eligible to apply for up to 100% tuition coverage at Arizona State University Online for you or an eligible family member toward an undergraduate degree, a Continuing & Professional Education course in English language learning (ELL) or a 5-course entrepreneurship program.

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**Uber Visa Debit Card**

The Uber Visa Debit Card helps to make the money you earn go further. You can cash out with Instant Pay up to 5 times a day with no fees. You save money on everyday spending on gas purchases and more. Plus, you get even more cash back at ExxonMobil stations and Advance Auto. There is no credit check required since it is a debit card, no minimum balance, and no monthly or annual fees.


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1 Uber Pro rewards vary by location and are subject to change. Rewards described on this page may not be available in all cities where Uber Pro is available. Uber Pro Program Terms and Conditions can be found here: https://www.uber.com/legal/en/document/?country=united-states&lang=en&name=uber-pro-program-terms

2 Must sign up for CarAdvise and have completed 25 trips. See terms and conditions.

3 Additional limitations and exclusions apply. See terms and conditions.

4 With the completion of 3,000 trips, qualifying drivers may be eligible to apply for up to 100% tuition coverage at Arizona State University Online for you or an eligible family member toward an undergraduate degree, a Continuing & Professional Education course in English language learning (ELL) or a 5-course entrepreneurship program.

5 Drivers must have completed 3,000 lifetime trips and have Gold, Platinum or Diamond status to be eligible to apply for tuition coverage. Eligible family members are a spouse or domestic partner, child, sibling, parent or legal guardian, or dependent. Students are required to pay applicable income taxes on the tuition coverage, as well as the costs of books and computer or technology services. Tuition coverage is provided after other scholarships, if any, or other grants and is only valid for certain online courses, up to a maximum of 185 credits for ASU Online (i.e. degree programs) and $3,000 for Continuing Professional Education, ESL and Earned Admission. Maximums do not reset if a driver transfers coverage to an eligible family member or if a student switches between programs. Enrollment in ASU Online depends on enrollee gaining admission and admission decisions are made in ASU’s sole discretion. Drivers remain eligible for this reward for as long as they maintain Uber Pro Gold, Platinum or Diamond status, and, as long as they have already enrolled in courses, for an additional 3 month grace period if their Uber Pro status falls to Blue level. Additional limitations apply. For complete terms and conditions, visit Uber.com/pro/terms.


7 Maximum cash back of $200 per month. Exxon and Mobil are trademarks or registered trademarks of Exxon Mobil Corporation or one of its subsidiaries.
If you need a car or don’t want to use your own to drive and earn, Uber can help connect you with rental companies in cities across the country. The rental companies provide low-commitment cars by the hour, week, or even longer.¹¹ There are no long-term contracts, and every car comes ready to go with basic maintenance.

Explore all the offers from our vehicle partners at https://bonjour.uber.com/marketplace/?cityId=1.

¹¹Subject to change. Additional terms apply. Uber is not responsible for third-party offers, products, and/or services. Please see the provider’s website for more information.

Drivers can save over 14% year-round on discounted dental and vision plans with Stride.¹⁰

During the annual open enrollment period, you and your family can also save time and money by finding the health insurance plan that best fits your needs. Stride recommends plans based on your personal situation and helps you see if you qualify for subsidies to help lower your payments.

Find the plans that are best for you at uber.stridehealth.com.

More rewards may be available in the Driver app.

Open a health savings account (HSA) with Starship and save, invest, and even grow your money, all tax-free. Save and invest when you can and spend when you need it on eligible expenses.

Free health savings account from Starship¹¹

¹¹Subject to change. Additional terms apply. Uber is not responsible for third-party offers, products, and/or services. Please see the provider’s website for more information.
Support
On the road or off, in-app or in person, we’re here to offer support when you need it.

24/7 phone support

No matter the city or time of day, our customer support and specially trained incident response teams are available to handle questions, concerns, and safety issues that may arise. To contact them from the app, tap your profile icon in the top right corner of your app, then Help, and Call Support.

In-app

If you need quick answers to common questions, tap your profile icon in the top right corner of your app, then Help. From there, you can also chat live with one of our support representatives.

In person

For additional help, you can make an appointment at your local Greenlight Hub to speak with an Expert. To find the location nearest you, go to uber.com/drive and navigate to Driving in your city, then tap Get in-person support.
Online

**drivers.uber.com**
Log in to your driver account.

**help.uber.com**
Get help with account, trip, or payment issues.

**uber.com/drive**
Find important information for driving in your area.

**uber.com/drive/basics**
Watch videos that cover the basics of driving with Uber.

**uber.com/blog**
Stay up to date on new programs, promotions, and products.