

Information services: How to request rides via the Uber app?

How to use the Uber app to request a ride?

Create an account

In order to be able to create an account, all that is needed is an email address and phone number. A person can request a ride from its browser or from the Uber app. To download the app, go to the App Store or Google Play.

Enter a destination

Open the app and enter a destination in the *Where to?* box. Tap to confirm the pickup location and tap Confirm again to be matched to a driver nearby.

Meet your driver

You can track the arrival of your driver on the map. When they're a few minutes away, wait for them at your pickup location.

Check your ride

Every time you take a trip via Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app.

Trips can only be requested through the app, so never get in a car where the vehicle or driver identity doesn't match what's displayed in your app.

Sit back and relax

When you arrive, payment is easy. The fare is automatically charged to the payment method you have linked to your Uber account.

Rate your trip

Let us know how your trip went. You can also give your driver a compliment or add a tip in the app.