



How to request a ride



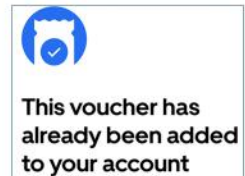
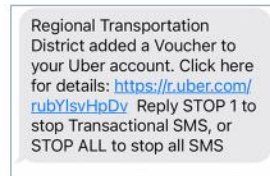
1. Enrollment

You complete the enrollment information on the RTD website. Once information is verified, Denver RTD staff uploads your enrollment information to the Uber dashboard.

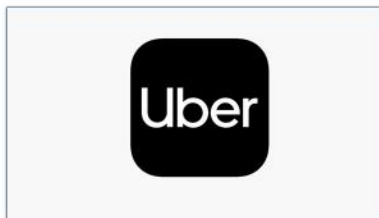


2. Accept the voucher

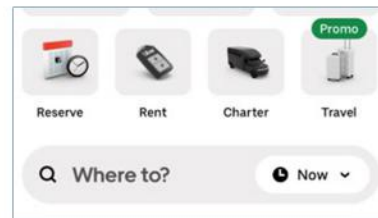
Upon enrollment, you will receive a text and an email inviting you to add a voucher to your Uber account. Click the link to accept. The voucher will automatically apply on all qualifying trips.



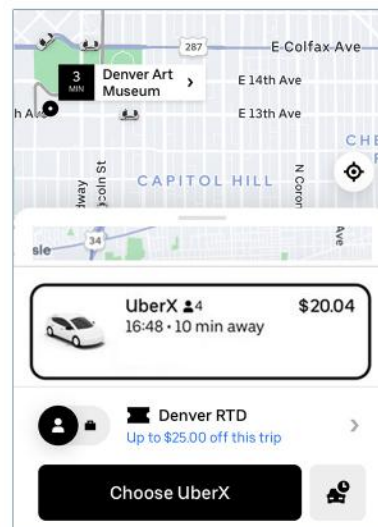
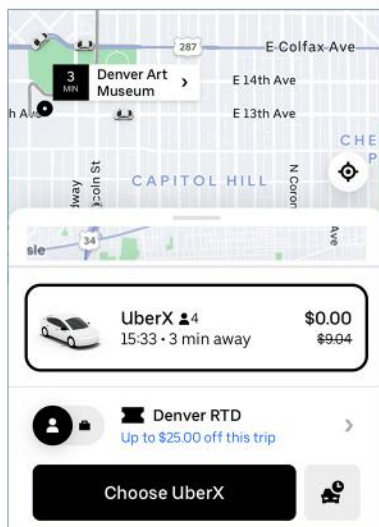
3. Open the Uber App



4. Click "Where to?"



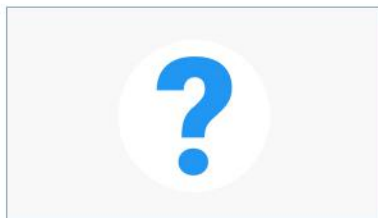
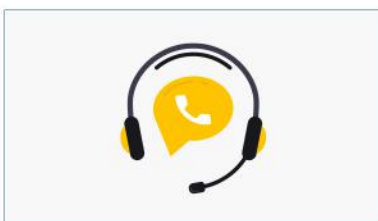
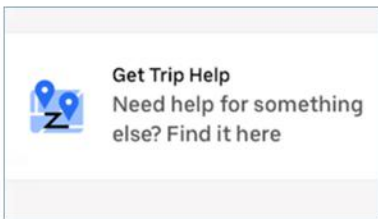
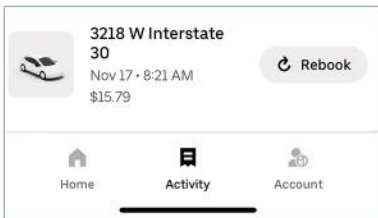
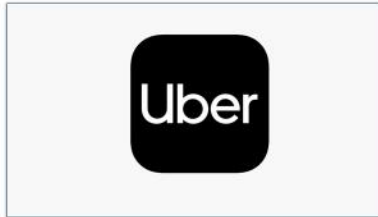
5. Select Uber X, XL, or RTD WAV



If the trip is within the service area, you should see the reduced trip fare.

If the trip is **NOT** with the service area, you will see the full fare.

Get help with a trip



If you had any trouble with your trip including lost and found or unexpected fare cost, open the Uber app

Click on Activity and select the ride

Scroll down to “Get Trip Help”

Chat with the support agent and let them know your issue

Additional Concerns

- Safety concerns can be reported in app or by calling (800) 285-6172 or emailing uscan-incident@uber.com
- Service Animal denials can be reported in app or by completing this form