

## TD LATE SHIFT UBER ACTIVATION TROUBLESHOOTING

### Trouble Shooting Uber Calls

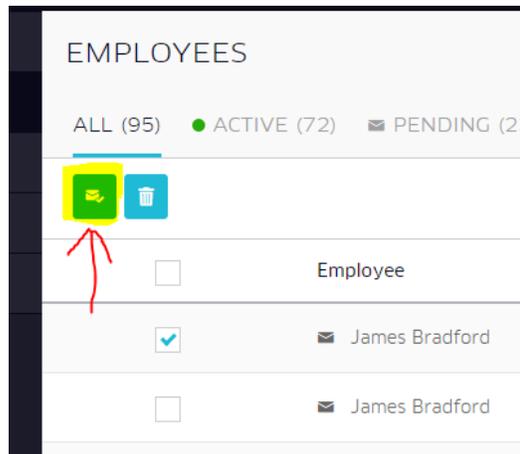
#### 1. Customer has not received Uber invite

- a. Verify correct email address
- b. Ask customer to check their spam folder
- c. Login to your own Uber for Business Account with PSTA email
  - i. [business.uber.com](https://business.uber.com)
- d. Click on “EMPLOYEES” tab on left menu tree
- e. Find customer in list of registered customers
  - i. If the customer name does not have a Green Dot next to their name, they are not active



**Look for this green dot**

- f. If the customer is not active, check the box next to their name and scroll back to the top of the list of names and click on the “Resend Invite” button



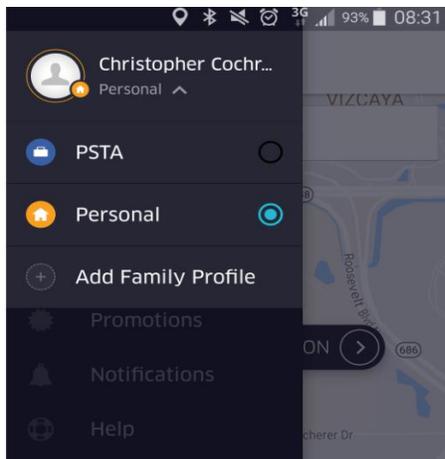
- g. Ask the customer to check their email again, follow the instructions, and call back if they are still having problems.

#### 2. Customer has received Uber invite and still having problems activating PSTA business account

- a. Verify we have the correct email address in Uber for Business
- b. Check to see if they are showing as active in Uber for Business
- c. Verify that their Uber App is registered with the same email address as we have registered
  - i. Finding registered email address with Android Phones\*:
    1. Ask customer to open their Uber App
    2. Open the menu in the upper left corner of the app
      - a. Tell them to click on the “3 Lines” in upper left next to the UBER title bar
    3. At the bottom of the menu options is “Settings”
      - a. Ask them to identify the Email Address that is registered in that screen

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- b. If the email address is different than what's registered in Uber for Business:
    - i. Delete the old information from Uber for Business
      - a) Click on the checkbox for that employee in the "EMPLOYEES" tab in U4B and select Delete button.
    - ii. Reenter their name and email address that is registered with Uber already using the "Add Employee" button
    - iii. Resend Invite and tell them to check their email and follow the instructions
  - c. If the email address registered with the Uber App is the same as what is registered in Uber for Business:
    - i. Resent invitation while they are on the phone.
    - ii. Ask them to go to their email and open the email and follow the instructions by clicking on the "Accept Invitation" button
    - iii. It should automatically redirect them to the Uber App
- Once the customer follows the activation link and it redirects them to their Uber Rider app, you should see within a minute the Green Activation dot next to their name in the U4B Employee list
  - Once that process has been done, explain that when they go back to the menu at the upper left they will then see the PSTA payment option and to make sure they toggle to that option for PSTA rides\*\*

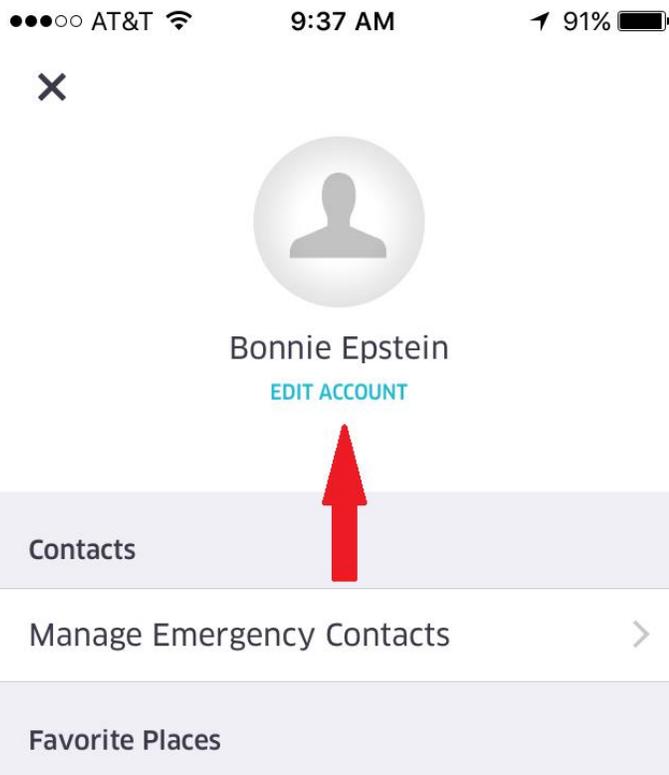


**\*\*Inform all inquiring customers that the PSTA payment option does not appear right away. Ask them to check back within the hour.**

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### iPhone users

1. Ask customer to open their Uber App
2. Open the menu in the upper left corner of the app
  - a. Tell them to click on the “3 Lines” in the upper left next to the UBER title bar
3. At the bottom of the menu options is “Settings”
  - a. At the top of the page there will be a blue link that says EDIT ACCOUNT under the customer’s name



- b. The customer will need to enter their Uber password to verify their account to continue
- c. Once the customer is in the edit account tab, they will be able to see the email address associated with their Uber account