

**What is Plug & Ride?** Plug & Ride is a social ridesharing app for both drivers and passengers, matching Car owners to ride to work for free or share their commuting costs based on the app calculation, expand professional network and ride with trusted peers. You will save time by using the carpool lane and reduce traffic congestion. You have to be 18+ to use Plug & Ride both as a driver and as a passenger.

Download [iOS Standard app](#), using your professional email address or [iOS Premium app](#) using your linked-in email address or simply subscribe to [Android app](#).

**Is Plug & Ride legal anywhere in the World?** Yes, since Plug & Ride is a social networking app and not a taxi or transportation company which has its own regulations. It's simply a social app that enables car owner professionals to commute together and ride for free or share commuting costs "payment are handled among users outside of our platform". Read more about local ridesharing regulation and TNC exemption [here](#) and go to page 47

**How Can I drive One day a week and ride as a passenger for the rest of the week?** As a driver you can create rides and as a passenger you can search for rides in the app, follow short steps [here](#). To get started read [How-It-Works](#) for more detailed steps as a passenger or driver.

**Is there per transaction cost for the rideshare matching service?** No, rideshare matching service is free and we do not charge per transaction fee. Your only cost is the app fee "one time non-refundable fee".

**Do you have employer commuter program? Is there a cost to use the service?** Yes, we do have employer commuter program simply share this [overview](#) with your organization manager. At this time the service is free!

**What are the benefits of using Plug & Ride?** Beside riding faster, cleaner, cheaper and making new friends; you earn per mile reward points "redeemable quarterly once you drive/ride for 3 months and reach 5000 miles". The app calculate your total mileage automatically, and will reach out to you once your quality.

**How can I register as Brand Ambassador?** You can earn generous referral fees by simply referring your friends to use our app. Simply register [here](#) and read [here](#) for how to get started.

**Why should I use Plug & Ride?** We are the only ridesharing app that offers a free service for your daily commute. Some drivers offer shared cost per ride and they are much cheaper than driving yourself, using public transportation or other ridesharing services.

**I already have a company shuttle, how does Plug & Ride improve my commute?** Plug & Ride provides flexibility: you can depart when you want and from where you want. You'll also have fewer stops to make along the way. If you want to drive, you can pick up passengers and use the carpool lane, expand your network and enjoy priority parking at major employers. Additionally, if you use Plug & Ride as a passenger, you can enjoy free rides.

**When the ride is not offered for free, how much does it cost to commute with Plug & Ride?** Plug & Ride is building a community of Car Owners offering free rides to fellow commuters. However, drivers also have the option to charge \$0.50 per mile to cover their expenses. The cost is shown when you search for rides "see green box: free ride [on page 4 step 2](#)", and where there is no green box next to your selected ride "this imply paid at \$0.50 a mile". Each ride show the amount due or \$0 for free rides once you hit "end ride", see [page 3 step 8](#). Read more [here](#).

**How can I pay my driver?** Any payments are handled between you and your driver. You could use for example [PayPal](#), [Venmo](#), [Square Cash](#), cash or check. Please agree with your driver on the preferred payment method prior to your first ride together.

**How can I get my employer to reimburse my commuting expenses?**

Simply submit your reimbursement to your employer manually using any proof of payment, including each completed ride screenshot showing the total cost.

## **How can I use Plug & Ride with my co-workers? And get more rides?**

Reach out to your contacts, co-workers and friends to start using Plug & Ride. Also please share our [website](#) and this [flyer](#) with your employer so they can share Plug & Ride with your co-workers. Additionally, you can like us and follow us on our social media pages for upcoming events and special promotions ([Facebook](#), [Twitter](#), [LinkedIn](#), [G+](#)). You can boost the number of rides in your area by offering rides yourself so you can drive a few days a week.

## **How Can I Search and Book my rides as Passenger?**

As a Passenger you can search your rides 24 hours in advance by entering city from/to then narrow your search to the address proximity, you can book your rides to work the night before your commute, then book your return back home when you have arrived at work (to avoid last minute change). Read more [here](#).

**How can I communicate with my driver?** Please call your driver prior to your first ride with him/her to ensure the driver accepts the desired shared cost payment method and discuss further details. You can select 'call driver' in the 'accepted rides' section in your app. Leave a voicemail or send a text message if you can't reach your driver immediately. Also, please discuss what time your driver will pick you up. Read more [here](#).

## **How do I recognize my driver and his/her car?**

When you request a ride you can see the car make, car model and license plate number. In your 'requested rides' section you can find your driver's picture. Also, your driver will put the passenger side sun visor down (which shows our [sticker](#)) to signal that (s)he is there to pick you up. Please make sure your driver can easily see you.

## **What if I don't want to share my home address as a pick up location?**

You can use the address of a public place such as a coffee shop, bus stop or an address close to your home. Please make sure the driver can easily pull over to pick you up without impeding other traffic.

## **What if I don't want to share my phone number with someone I don't know?**

Most commuters on your route work within the same area or even at the same employer. Based on the search results, you decide who you want to commute with and you have the opportunity to connect with your driver prior to your commute. For Privacy, you can use 2<sup>nd</sup> phone number for rides only by updating your app profile.

### **When should I create my rides as a Driver?**

As a Driver you can create your ride up to 1 week in both direction, then replicate the steps for future weeks up to 1 month. Read more [here](#).

### **How can I communicate with my passengers?**

Please call your passenger prior to your first ride with him/her to discuss the desired cost sharing payment method and any further details. Go to the 'offered rides' section in your app, select your passenger's picture and select 'call'. Please leave a voicemail or send a text message if you can't reach your passenger immediately. For Privacy, you can use 2<sup>nd</sup> phone number for rides only by updating your app profile.

### **How can I cover my expenses for each ride?**

You can set each ride as paid which bill a \$0.50 per mile per passenger. If you have 3 passengers in your car this adds up to \$1.50 per mile. Or simply submit your reimbursement to your employer manually using any proof of payment, including each completed ride screenshot showing the total cost. Read more [here](#).

### **How can I get my employer to reimburse my commuting expenses?**

Simply submit your reimbursement to your employer manually using any proof of payment, including each completed ride screenshot showing the total cost for each ride. Make sure to set each ride as paid, even when driving alone.

### **How can I get started?**

Just download the app, create rides for the whole month, invite people on social media such as your friends or people in ridesharing groups or follow short steps [here](#). Read more [here](#).

## **I love Plug & Ride, how can I share this with my friends?**

Share this link with your friends to download the iOS app: <http://apple.co/2bBTQSh>, Or share our website address: <http://plugandride.us>

Additionally, you can like us and follow us on our social media pages for upcoming events and special promotions ([Facebook](#), [Twitter](#), [LinkedIn](#), [G+](#)).

## **How does ride shared cost payment work?**

Any payments are handled between you and your passengers. You could use for example [PayPal](#), [Venmo](#), [Square Cash](#), cash or check. Please try to be flexible and accept as many payment methods as possible. The app calculate your total mileage and cost per ride per seat automatically

## **How do I recognize my passengers?**

In your 'requested rides' section you can see pictures of your passengers. Also when you pull over to pick up your passenger, please put the passenger side sun visor down as a signal that it's you, and make sure our sticker is clearly showing. You can order our sticker [here](#) and can be adhesive printed at any kinko's.

## **Why the app is slow or not working?**

In order for the app to work properly, please make sure that you have good WIFI and cell connection. You can share with us any error by contacting us through our site and past link the error screenshot or enable your device to share error logs by following apple steps [here](#).

## **I forget my password, how can I reset it?**

At this time and for security purpose we do not allow any password retrieve, please make sure to store your password safely or use your device for easy retrieve of your stored password. Simply follow your device instruction to view stored app password, or reinstall the app. read more [here](#).