



Booking a Ride with Lyft Silver



Lyft is one of the most well-known ride-sharing companies that operates across the U.S. and Canada. Lyft Silver is a service within the Lyft app designed for older adults. It includes live phone support from 8am to 9pm ET and a simplified design with fewer distractions. These services support older adults in managing their own transportation and also allow caregivers to arrange rides for others, even when they're not able to accompany them.

In this session, we'll cover adding a rider on Lyft, turning on and using Lyft Silver, and sharing your ride details with a trusted contact.

Getting Started

To use Lyft Silver, you must first download and create an account with Lyft. For help with downloading Lyft and creating an account, look for the Senior Planet program, Getting Started with Lyft.

Scan this QR code to watch our Tech Tip videos on YouTube and learn how to ride with Lyft.



Visit Lyft Silver's tutorial page for help. Click the link (lyft.com/rider/silver/how-to) or scan the QR code.





Enabling Lyft Silver

Lyft Silver is a service within the Lyft app that is designed specifically for older adults. It features a simpler interface and live telephone support. It also allows you to easily share your ride details with family, friends, or caregivers. To activate Lyft Silver, follow the steps below.

- 1 Tap the **profile icon** in the bottom, right-hand corner.



- 2 Tap **Lyft Silver**.



- 3 If it is your first time using Lyft Silver, you will see the following screens that explains several key features of Lyft Silver.



Tap **Use Lyft Silver** to get started.



Enabling Lyft Silver, Cont'd

4 Tap Turn on Lyft Silver.

Turn on Lyft Silver & ride with ease

A simpler Lyft, live support when you need it

Top drivers, more wait time & easy-entry cars

Silver Select, exclusive to Lyft Silver

Get a call when your driver arrives

Lyft can call you to make sure you're ready

Turn on Lyft Silver

No thanks

[Learn more about Lyft Silver](#)

5 Tap **Allow calls** to get a phone call from Lyft when your driver arrives.

Get a call when your driver is arriving

Choose to get calls from Lyft when your driver arrives so you're always ready to go.

You can turn this off any time during the calls or in your Lyft Silver settings.

Allow calls

Skip

6 If you need to turn Lyft Silver on or off, repeat Steps 1 and 2 on the previous page. Then toggle the switch next to Use Lyft Silver. Green means that Lyft Silver is on.



If you'd like to invite someone to use Lyft Silver, tap **Send an invite**. They'll need to create a Lyft account if they don't already have one.

Lyft Silver

Rideshare designed for older adults

Send an invite

If you invite someone who's new to Lyft, you'll both get 50% off your next ride (max \$10/ride). Terms apply.

Use Lyft Silver



Call when driver is arriving

Off >



Requesting a Ride with Lyft Silver

Once you've turned on Lyft Silver, you'll see a much more simplified home screen.

- 1 To request a ride, decide if you want to order a ride for now or for later.

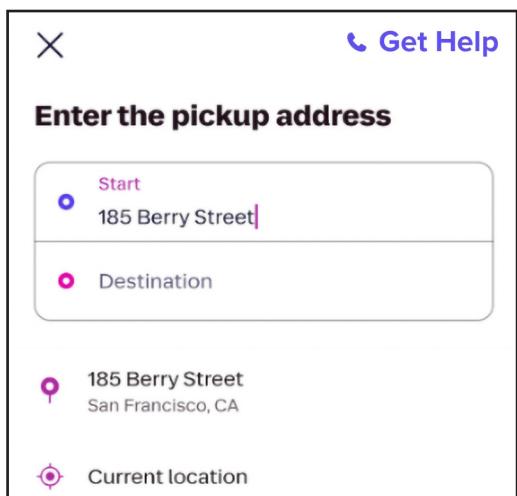
For this example, we'll request a ride **later today or in the future**.



- 2 In the Start field, begin typing the address where you want to be picked up.

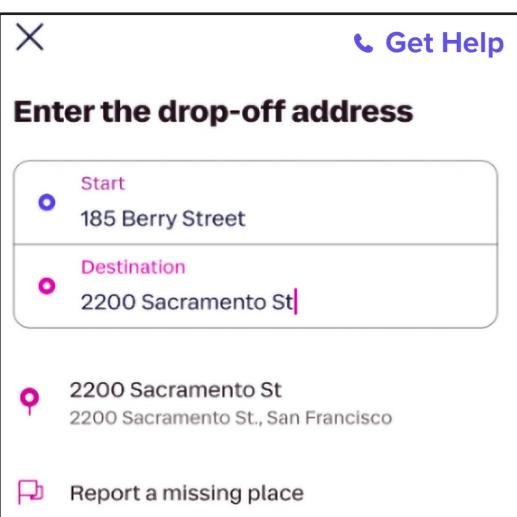
Tap the **address** that appears in the list below.

You will be asked to confirm your pickup address before you type your destination.



- 3 In the Destination field, start typing where you'd like to go. Tap the **address** that appears in the list.

Tap **Set your drop-off point**. You will be asked to confirm your destination before selecting a Lyft.



Tap **Get help** in the upper right-hand corner for live help on the phone (8am-9pm ET) at any point during this process.

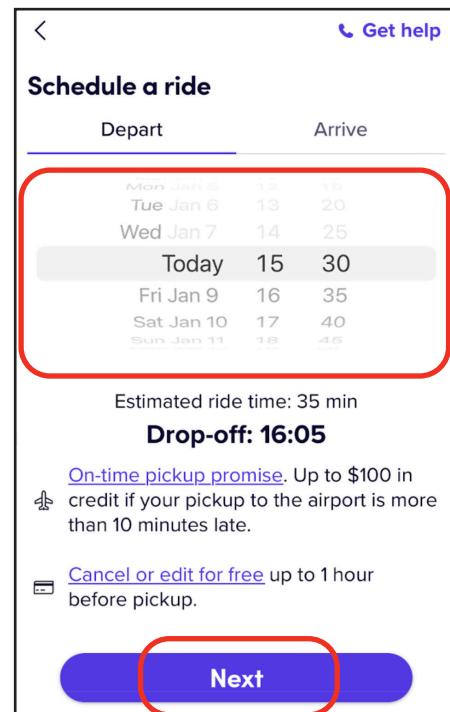
Get help



Requesting a Ride with Lyft Silver, Cont'd

4 Tap the **date** and the **time** to adjust when you want to be picked up. Then, tap **Next**.

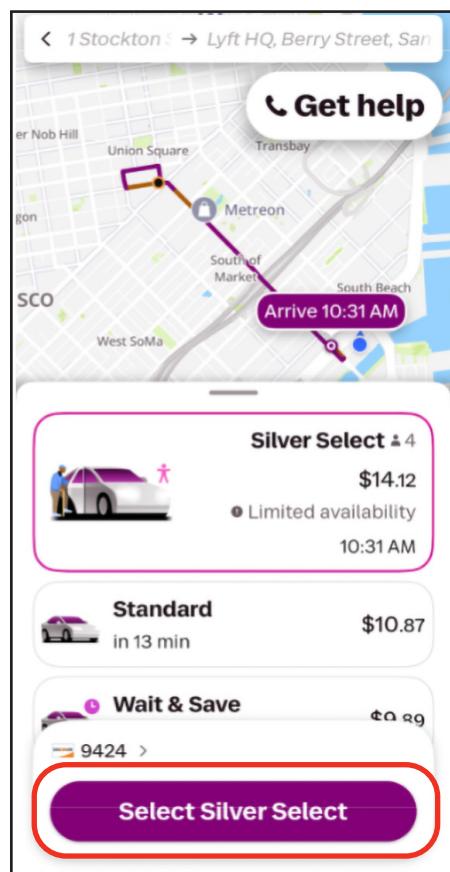
If you scheduled a ride “As soon as possible,” you will not see this option.



5 Tap to choose the **type of ride** you'd like.

- **Lyft Silver Select** is an exclusive ride type for Lyft Silver with 4.95+ rated drivers, easy-to-enter cars, and up to 7 minutes of wait time for pickup. It costs few dollars more than Lyft Standard.
- **Lyft Standard** is the most common and straightforward option.
- You'll be asked to confirm your trip details again before the ride is requested.

That's it! Now you wait for your scheduled ride.

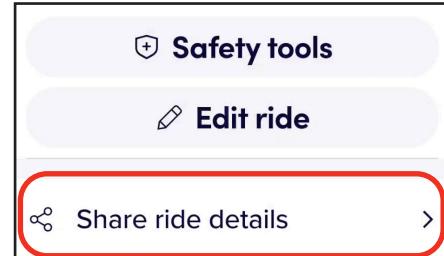




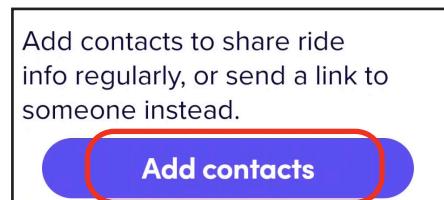
Sharing/Tracking Your Ride

Lyft Silver allows you to share ride details with trusted contacts. When your ride begins, your contact receives a link via text to track your trip and arrival.

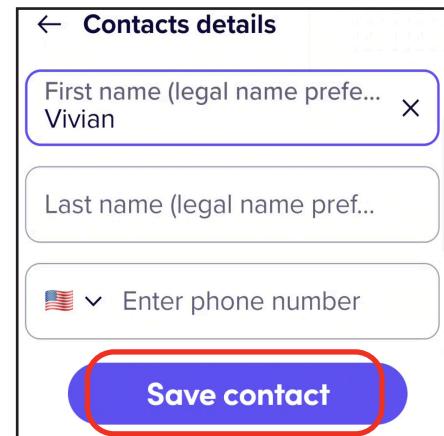
- Once the ride begins, scroll down past the tipping section. Tap **Share ride details**.



- Tap **Add contacts** to add a contact's name and phone number.

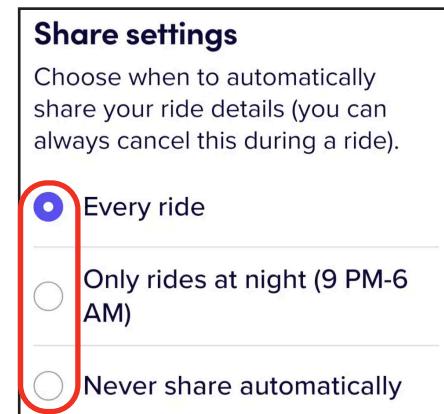


- Enter your contact's name and phone number. Then, tap **Save contact**.



- Tap to select **when** to automatically share your ride details.

Once you've added a contact, you don't need to repeat this process for the same contact in the future.



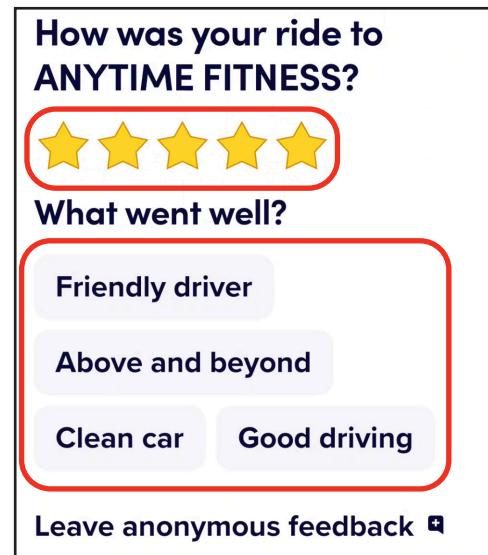


Rating & Tipping Your Driver

After the ride, you'll be prompted to leave a review and a tip for your driver.

- 1 Tap the **number of stars** to rate your ride.

Then, tap any of the **suggestions** that describe your ride. These choices change based on the number of stars you've selected.



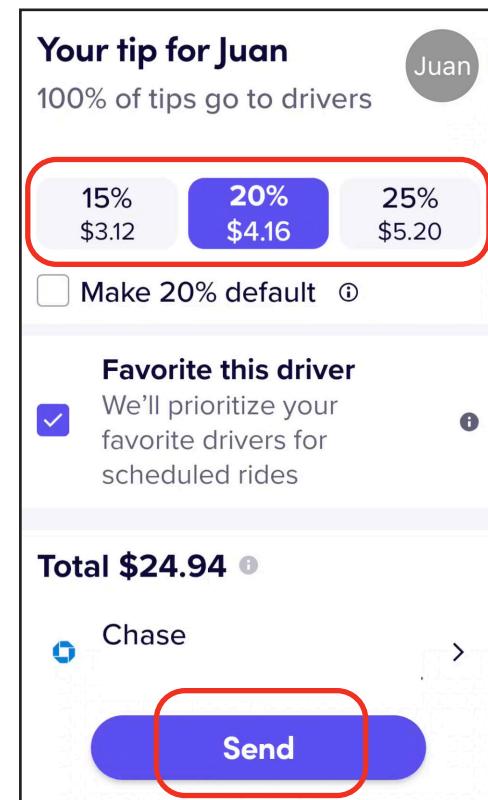
- 2 Select the **amount** that you want to tip.

Confirm your payment method underneath the price. Then, tap **Send**.

Tap the **checkbox** to Favorite this driver if you would like to give priority to that driver in the future.

Notes on Tipping:

- Tipping is **optional**.
- You can tip at any point during your ride, or up to 30 days after your ride.
- You can even add to the original tip amount after your trip ends.





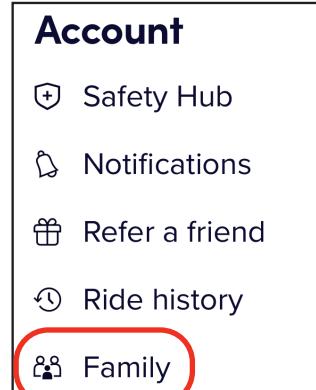
Adding a Lyft Family Member

Lyft Family is a feature within Lyft that allows you to link another rider's account so you can share a payment method, track family rides, and more. You can add up to ten people to your Family. This feature is especially helpful for caregivers.

- 1 From the home screen, tap the **profile icon** in the bottom, right-hand corner.



- 2 Scroll down to the Account section and tap **Family**.

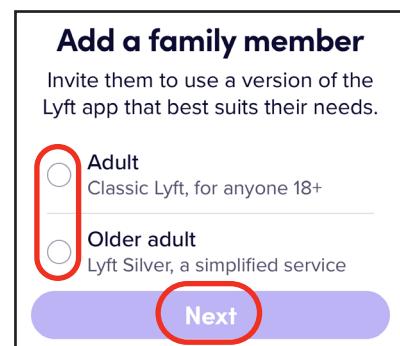


- 3 Tap **Add family member** at the bottom of the screen.

Add family member

- 4 Select who you want to add. Tap **Next**.

- Select **Older Adult** if you want to send an invite for Lyft Silver.
- Note: If the person you're inviting already has Lyft, they can join your family through this invitation without changing their settings.





Adding a Lyft Family Member, Cont'd

5 Enter their phone number. Tap **Next**.

- If you select Choose from contacts, you may have to give Lyft access to your phone's contacts.

Send an invite to Lyft Silver

If the person doesn't have a Lyft account, we'll invite them to sign up.

Phone number
+1

Phone number

x



Phone number

Choose from contacts

Next

6 If you want to share a payment method, tap **Next** and follow the prompts to add a form of payment. If not, tap **Skip**.

Share a payment met...

Member can use this to pay for rides

Next

Skip

7 Tap **Send invite**. Your contact will receive a text message from Lyft with a link to join your family. They must accept in order to be part of your family.

If they do not have a Lyft account, they will be asked to create one before joining your family.

We'll invite person to join your family. Once they accept, they'll share their location during rides.



+1 646-

Lyft Silver

Send invite

8 You will see a list of who is in your family. Tap the **arrow** to toggle on your shared payment method or to remove them from the family.

Tap **Add a family member** to add another contact to your family.

Family Hub

Your family

Ernestina Kuvalis (you)

Admin

+14245559127 Lyft Silver

Invite pending – Send a reminder?

Add a family member