Uber Central

Administrator Onboarding Guide

Follow this step-by-step onboarding guide to get your organization moving with Uber Central today. Learn more about arranging rides for clients, customers and guests on our onboarding site at
t.uber.com/ubercentralonboarding

1.

Register for your Uber for Business account at uber.com/business to access Uber Central. Have these 3 items handy to complete registration:

- Your personal Uber ID for login
- A credit card for centralized billing
- A mobile phone for account verification

2.

After sign-up is complete, you'll need to CREATE A GROUP with access to Uber Central. Name your group and click "Uber Central" to start adding other people to your account.

Note: Your employees will receive an invitation to this program from Uber for Business via email.

3.

Add your employee names, work email addresses, and mobile numbers. They will be invited to login at central.uber.com and will need to verify with their own Uber account before they can start requesting rides.

Note: Employees can only be added to one group. If you have employees that need access to both Central and Travel, you'll need to make a separate group with access to both services.

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4.   All invited employees are Uber Central Operators. When they login to central.uber.com they can request immediate rides for guests and customers - or schedule rides up to 90 days in advance.

Note: You can also reach central.uber.com by clicking the Central link in your Uber for Business dashboard
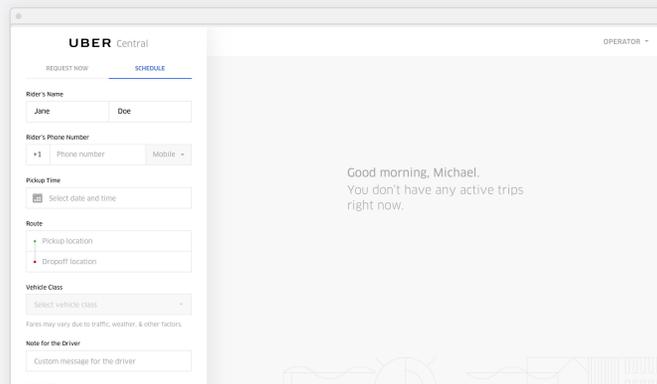
5.   Both active and upcoming rides are visible on central.uber.com. And all trip activity and trip details can be viewed in your admin dashboard.
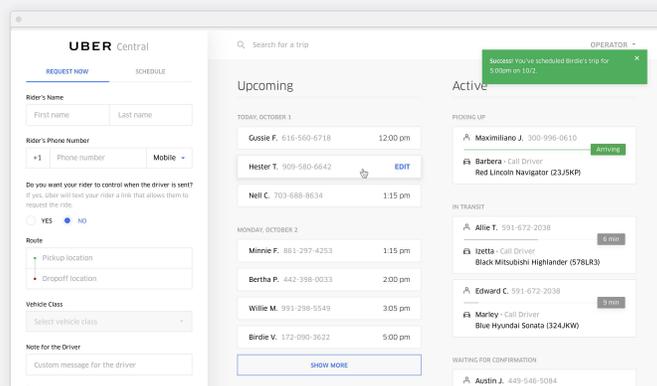
Uber Central | FAQs

What is Uber Central?
Uber Central is a web service that makes it possible to arrange Uber rides on behalf of customers, clients and guests. Employees can be invited to use Uber Central to book rides for others.

How do employees start using Uber Central?
Employees are added to the company's Uber for Business account and invited to login at uber.central .com. Two things are needed for login: a personal Uber account and access to a mobile phone. Both are necessary for authentication of their Uber Central account.

What are the benefits of using Uber Central?
Guests and clients are delighted when a ride is arranged on their behalf. All rides are arranged via SMS so the customer or guest doesn't need an Uber app or a smartphone. And, with a centralized portal for billing, there's no paperwork and no need to manage expenses manually.

Can I schedule rides in advance?
Yes. Rides can be scheduled up to 90 days in advance. In central.uber.com, arrange a ride by clicking to "Schedule Ride" and you'll be able to select a date and time for a ride.

How will my customers or guests know a ride is arranged?
Uber sends an SMS message to the mobile number you enter for your customer's ride. The SMS contains the trip details your customer needs to meet their driver.

What type of vehicles are available to request with Central?
You can request any vehicle class that is available in the area where you're requesting a ride.

Does the person you request a ride for need to be an Uber user?
No. The great thing about Uber Central is that you can request a ride for anyone. They don't have to be an Uber user, or even have a smartphone.

Have questions about setting up your Uber for Business account? Email us at
business-support@uber.com and someone will get back to you shortly.