Your easy guide to using the Dashboard
Welcome

We’re happy to let you know that your Uber Health account is up and ready to go. Use this guide to get started and to learn how the Dashboard works.

Of course, if you have questions or need help at any point, don’t hesitate to contact us for support.

support@health.uber.com
Login and access your account

• Go to health.uber.com

• Enter your Uber email linked to your Health account and click NEXT

• Enter your password and click NEXT

If you see an error message, you may be logged in to the wrong Uber account. If this occurs, log out by visiting https://riders.uber.com/logout. Then, try logging in again with the email address used to create your Health account.

Once you’re logged in, you’ll be able to schedule new rides.

Note: If you don’t use your computer within 20 minutes of logging in to the Dashboard, you will automatically be logged out for your security.
Adding Users to your account

Account admins can and manage users using the Admin Dashboard at business.uber.com.

Adding New Users

• Select the People tab on the left
• Click Add People
• You’ll be prompted to select a group. Select General.
• Enter the full name and email of each person you want to add.
• Click INVITE

An email will be sent to each employee you’ve added to verify their login.

The employee will remain as Pending with an orange dot until their account is verified and the dot will change to green.
Uber Health Dashboard homepage

This is the homepage of the Dashboard, where you can see all current active trips. If you want to schedule a new ride, click the Schedule a Ride or New Ride button.
Entering rider details

To arrange a new ride on behalf of others, you will need to enter their details:

- Input the rider’s name and contact information
- Use the Internal Memo field to add information like billing codes and patient IDs that show up in your .csv exports
- Enter pickup and dropoff locations
- Select a car type Please note: UberX, Uber’s economy class, is the most popular.
2 ways to send a ride

You have the option to allow riders to initiate the trip or not when scheduling a new ride.

**Redeemable Rides**
Require the rider to confirm they are ready to be picked up from the location you specified on the date selected to initiate each trip.

- Change the toggle to **YES**

**Scheduled Rides**
You select the exact time and date that the driver will be sent to the pickup and dropoff location you specify.

- Keep the toggle set to **NO**
Setting up redeemable rides

To allow the rider to initiate the trip, the toggle needs to be set to **YES** first:

- Click the **Select Date** button
- Type in a date or choose from the calendar. You can schedule for the same day or up to **60 days** in advance.
- Click **Submit**

Once scheduled, an SMS will be sent to the mobile number entered above to confirm the details.

When a date is set in the future, the rider will receive a reminder SMS the evening before at 6pm local time.

- On the date selected, the rider will need to **REPLY** from their mobile device when they are ready to ride. **MS** from their mobile device.
**Rider’s experience**

**Redeemable Rides**

Acme Health set up a ride for you with Uber to be taken on Tues, July 10. By taking the ride, you agree to Uber’s terms [http://uber.com/terms](http://uber.com/terms). Text STOP to end messages. When ready at 555 Market Street, reply 1.

Your ride’s been redeemed. We’re matching you to a driver now, and we’ll text you soon with the driver’s name, car, license plate, and estimated arrival time.

Jon will arrive in 3 min in a white Toyota Prius 7ssc296. Contact: +13092471689. View:
Send a ride right now

To arrange a ride for an immediate pickup that is sent automatically, make sure the toggle is set to NO.

- Reference the map’s estimate for the pickup time to make sure your rider will be ready.
- Click the Request Now button.
- Your rider will receive an SMS letting them know that a ride has been scheduled on their behalf.
- Once the driver has been confirmed, they will receive another SMS with the driver’s details.

Don’t forget that an Uber is usually only minutes away.
Rider’s experience
Scheduled ride for now

Healthcare organization

Rider’s Home

Sunday 10:45 PM

Your ride has been ordered with Uber by Acme Health. By taking this ride, you are agreeing to Uber’s terms http://uber.com/terms. Text STOP to end messages.

Jon will arrive in 3 min in a white Toyota Prius 7scc296. Contact: +13092471689. View:

Jon is arriving now in a white Toyota Prius 7scc296. Need help? Contact Acme Health.
Schedule an upcoming ride for later

To setup a ride for an upcoming appointment for a specific time that is sent automatically, make sure the Rider Initiate toggle is set to NO.

- Click the Schedule Ride button
- Select the exact time and date that you’d like to arrange the ride for in the future.
- Your rider will receive an SMS letting them know that a ride has been scheduled on their behalf.

The driver will be sent automatically based on the time you specified when arranging the ride on their behalf. Once the driver has been confirmed, they rider will receive another SMS with the driver’s details.
Rider’s experience
Scheduled ride for later

Acme Health set up a ride for you with Uber to be taken on Thurs, July 12. By taking the ride, you agree to Uber’s terms http://uber.com/terms. Text STOP to end messages. When ready at 3301 Broderick Street, reply 1.

Reminder that Acme Health has arranged for your ride with Uber tomorrow that expires at 11:59 pm. Reply 1 when you’re ready to be picked up at 3301 Broderick Street.

Your ride’s been redeemed. We’re matching you to a driver now, and we’ll text you soon with the driver’s name, car, license plate, and estimated arrival time.
Monitor trips in progress

Click the Active Trips tab to see trips in progress.

You can see the status of each trip, from pickup to dropoff, with the patient and driver’s contact information.

To make locating the right car easier, you can see the license plate number, car model and color within your dashboard.
See all upcoming trips

Click the **Upcoming** tab to see all trips that are pending. You can see the rider’s name along with the date and time for each trip.

Both **Redeemable Rides** and **Scheduled Rides** will appear in the same tab.

You can cancel an upcoming trip by clicking **CANCEL** on the far right side.
Review account history

Click Ride History in the top navigation to see trip history.

You can see a complete trip history and view information such as rider, driver, pickup/dropoff location and cost of each ride.

To download a .CSV file of trip history click the DOWNLOAD CSV button.
Any questions?

If you have more questions or need help, don’t hesitate to contact us for support.

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