

## HELP & SUPPORT

### What is Zimride by Enterprise?

- Zimride by Enterprise is an online ride-matching service that easily connects drivers and passengers heading to the same area, making it a great solution for employees to connect, form carpools and share travel costs to and from work.

### Who can use Zimride by Enterprise?

- Depending on your networks requirements, you must have either have a valid eID or email and password to be able to create a profile and use Zimride,

**How do I create an account?** Creating an account takes less than 30 seconds and it is free to join.

- Go to your employer's Zimride website.
- Click the "Log In" button or the "Sign up with email" link at the top of the page depending on the authentication method used by your employer.
- You will get an authorization email which will provide you with a link where you will finish creating your Zimride account. Make sure to check your spam folder if you don't receive the email in your inbox.

### How do I post a commute?

- Click the "Post a ride" button in the top right corner of the screen to create your ride posting.
- Click whether you are the driver or the passenger.
- Input the starting from address and going to address. For best match results enter the complete address. Your address is kept private and won't be shared with users who are searching for rides.
- Enter the dates for your commute including both departure and returning times for each day.
- Enter how much you are willing to pay if you are the passenger and how much you are charging if you are a driver. The suggested price is based on the Zimride average for your trip. You will discuss and make arrangements for payment after connecting with your driver or passenger
- Put any additional information into the notes section details of your trip that will help passengers or drivers know about any special requirements or information that is important.
- Click "Post Ride"

### How do I edit a commute?

- Click on your "dashboard" and find the ride you would like to edit. Below the ride listing, you will find an "edit ride" link. Please make sure you communicate any changes with your booked passengers. If you change your ride after bookings are accepted, passengers have the right to cancel their booking and receive a full refund.
- Anytime you edit a ride verify that all information is still correct before saving your changes.



### How do I cancel a commute?

- **Commutes with no bookings:** If a ride has no bookings you can cancel by going to your Zimride dashboard and find the ride you'd like to cancel. Below the listing you will find a "deactivate" link that you can click that will cancel the ride. You cannot deactivate a ride with an active booking request; you must cancel the passenger's booking first before you deactivate your ride.
- **Active ride bookings:** We take driver cancellations very seriously and strongly discourage you from canceling rides as this causes a big inconvenience to passengers. However, if you must cancel a ride, go to your Zimride inbox and select the conversation with your passenger. Under booking status, click "Cancel Request." After completing the cancel ride booking form the booking will be. After all passengers have been removed, go to your Zimride dashboard and find the ride you would like to cancel and click the "deactivate" link.

### How do I contact Zimride?

- You can contact Zimride at [support@zimride.com](mailto:support@zimride.com) or call our toll free number, 855-ZIMRIDE (946-7433). Please include your Zimride registered first and last name, which network you are using and complete details in your email or voicemail.