

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 those who don't have cars on campus to find rides for weekend trips or going home to visit on breaks or for those who have cars to share travel costs. Zimride users can also use it to form carpools with other students, faculty or staff who are looking to share rides back and forth to campus.

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 school'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 school.
- 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 ride?

- 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 your 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.
- Choose if this is for a regular commute or a single trip and then the dates and times for departure and returning.
- 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.
- Choose your accepted form of payment, credit card and cash, credit card only or cash only.
- 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 ride?

- 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 ride?

- **Ride with no bookings:** If a ride has no bookings you can cancel your ride 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 to 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 cancelled and your passenger will receive a full refund if the ride was booked with a credit or debit card. 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.
- **Cancellations & Refunds:** Passengers must cancel a ride 24 hours prior to the day before the departure date to be eligible for a refund. For example if a trip departs on Friday at 4pm, you must cancel prior to 11:59pm on Wednesday night.

How do I get paid?

- To be able to receive payment from a ride booked with a credit or debit card the driver must have a PayPal account. Your PayPal account must be registered AND verified in order to receive your payments. If you have any questions or issues with setting up and verifying your PayPal account, please contact PayPal.
- Bookings accepted through Zimride for credit or debit card payment are paid out the next business day after your passenger's trip is completed. Rides completed on Friday and Saturdays will be paid out the following Monday. Rides completed on Sundays will be paid out on the following Tuesday.

How do I enter my PayPal email address into Zimride?

- When logged in, go to Manage Account under your name and then click Manage Transactions link. Once in manage transactions on the right side of under Accounts there is a place to enter your PayPal email address, PayPal first name and PayPal last name. Don't forget to click the save button after inputting your information.

How do I contact Zimride?

- You can contact Zimride at 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.