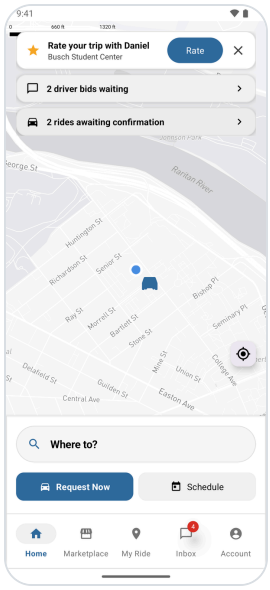
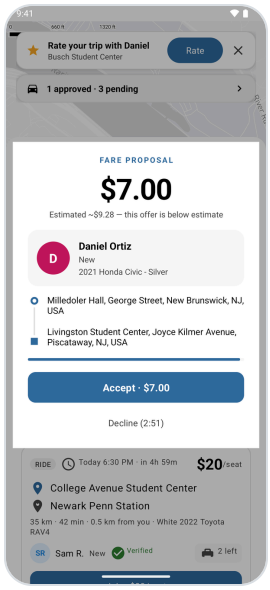
TRUERIDESHARE

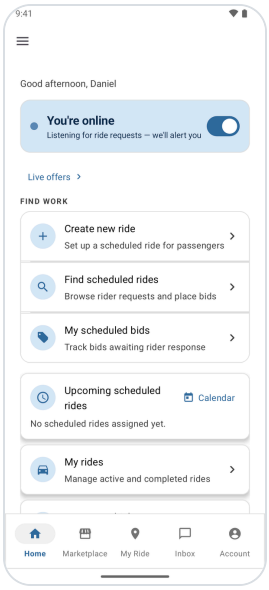
Android App User Guide

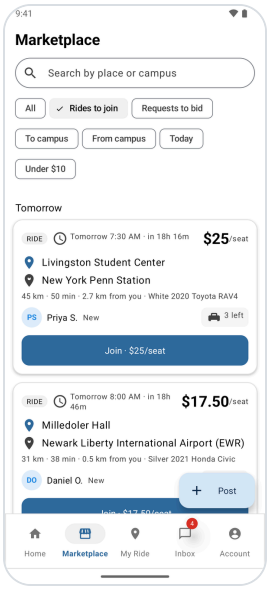
Version 1.0 (Android) · November 2026

Step-by-step instructions for riders and drivers, with screenshots from the Android app. TrueRideShare connects people going the same way around the Rutgers–New Brunswick campus: request a ride now, book one for later, join a driver's trip, or drive and share your gas costs.









GETTING STARTED

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Screenshots were taken on a test phone with sample accounts (names, places and prices are examples). Your screens may look slightly different depending on your phone, text size and Android version.

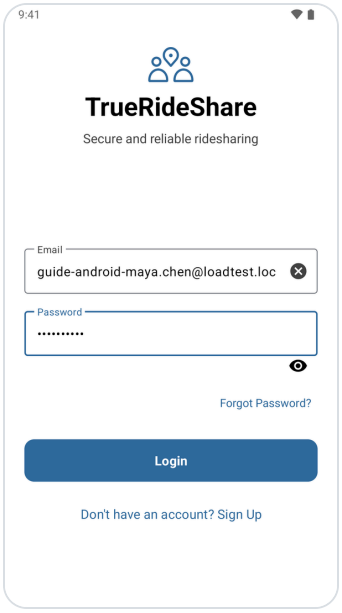
1. Install the app

1. Open the **Google Play Store**, search for **TrueRideShare** and tap **Install** (the app's Play Store ID is `com.trueridesharе`). The app needs Android 7.0 or newer.
2. Open TrueRideShare. Before Android asks for a permission, the app explains why it needs it:
   - **"Use your location?"** — tap **Continue**, then in the Android dialog choose **While using the app**. Riders can pick approximate location; drivers should allow precise location, because riders follow your car on the map.
   - **"Turn on notifications?"** (Android 13 and newer) — tap **Continue**, then **Allow**. Ride offers, driver arrival and chat messages arrive as notifications.
3. Move around with the five tabs at the bottom of the screen: **Home**, **Marketplace**, **My Ride**, **Inbox** and **Account**. Use your phone's normal **Back** gesture or button to leave a screen.

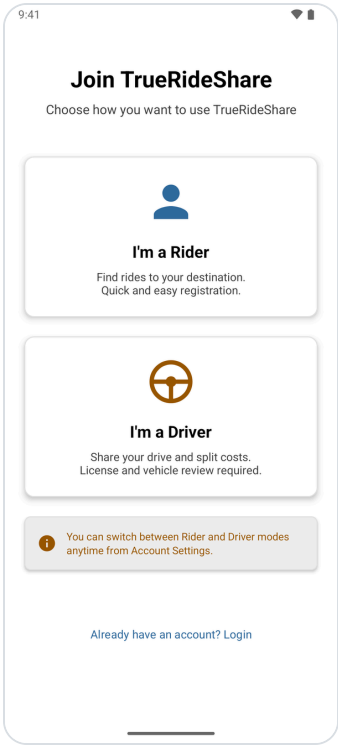
> TrueRideShare never asks for "Allow all the time" location. While a driver is online or on a ride, the app shows a **persistent notification** instead (see Section 5). Changed your mind about a permission? Go to Android **Settings** → **Apps** → **TrueRideShare** → **Permissions**.

2. Create a rider account

1. On the sign-in screen tap **Don't have an account? Sign Up**.
2. On **Join TrueRideShare** choose **I'm a Rider**. (Want to drive? See Section 3.)
3. Already have an account? Enter your **Email** and **Password** and tap **Login**. Forgot it? Tap **Forgot Password?**, enter your email and tap **Send reset link**.



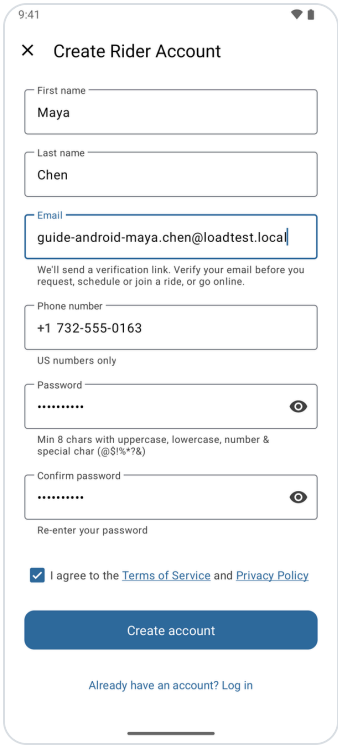
Sign in, or tap Sign Up



Choose I'm a Rider

4. On **Create Rider Account** (**Join as a Rider — Your details**) fill in **First name**, **Last name**, **Email** and **Phone number** (U.S. numbers only). The note under Email reminds you that you need to verify your email before you can request, schedule or join a ride.
5. Choose a **Password**: at least 8 characters with an uppercase letter, a lowercase letter, a number and a special character (@$!%*?&). Type it again under **Confirm password**.
6. Tick **I agree to the Terms of Service and Privacy Policy** (tap the underlined words to read them). **Create account** stays grey until you tick it.
7. Tap **Create account**. You land on the rider Home screen and see "*Account created! Check your email for a verification link to start riding.*"
8. **Verify your email.** Open the email from TrueRideShare and tap the verification link. There is no text-message code. Until you verify, requesting, scheduling or joining a ride shows **"Verify your email"** with a **Resend email** button.

> No email? Check your spam folder, or go to **Account** → **Profile** and tap the **Email Address — Not Verified** row to send the link again.

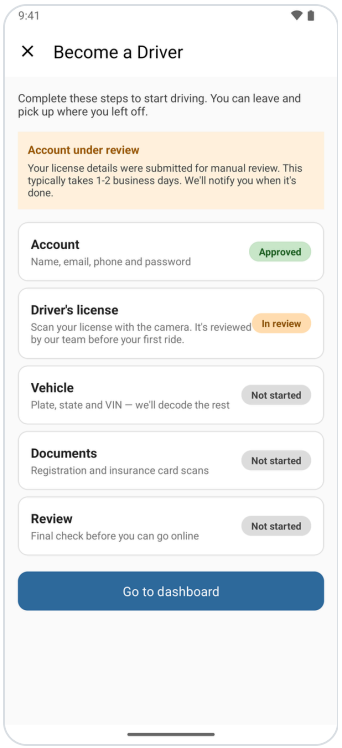


Your details, password rules and Terms

3. Register as a driver

From **Join TrueRideShare** choose **I'm a Driver**. The **Become a Driver** checklist shows each step with a status chip: **Not started**, **In review**, **Approved** or **Action needed**. You can leave and pick up where you left off.

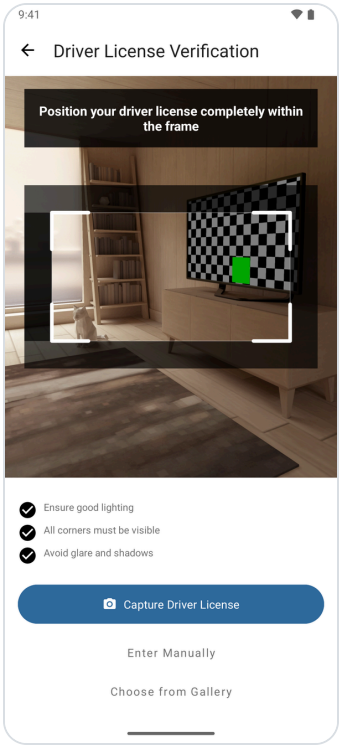
1. **Account** — on **Create your account** enter your name, email, phone number and password, tick the Terms box and tap **Continue**. Drivers must be at least 21.
2. **Driver's license** — scan your licence (below). Your account is created when you finish this step.
3. **Vehicle** and **Documents** — add your car with its registration and insurance scans (Section 4).
4. **Review** — the final check before you can go online (Section 5).



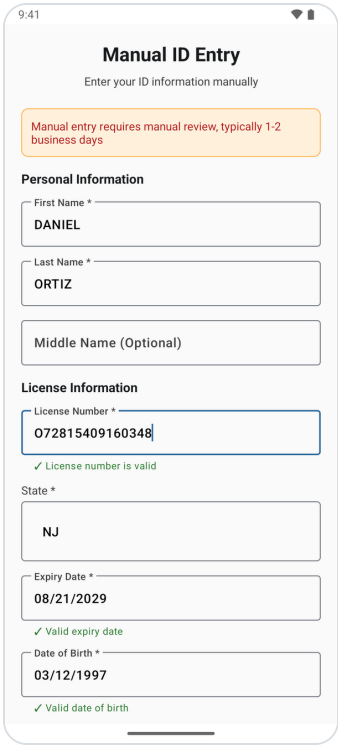
Become a Driver: Account done, licence in review

Scan or enter your driver's licence

1. Tap **Driver's license**. On **Driver License Verification**, lay the licence flat in good light with all four corners inside the frame, avoiding glare, and tap **Capture Driver License**. You can also use **Choose from Gallery**. When the camera opens for the first time, allow camera access.
2. A scan is not an instant approval: "*License scanned. It's reviewed by our team before your first ride.*"
3. If scanning doesn't work, tap **Enter Manually**. On **Manual ID Entry** fill in your name, **License Number**, **State**, **Expiry Date**, **Date of Birth** and your address, then tap **Submit**. Manual entry is always checked by a person (usually 1–2 business days).
4. After you submit, the app shows **"Account under review"** and the licence chip changes to **In review**. Tap **OK** and continue with your vehicle.



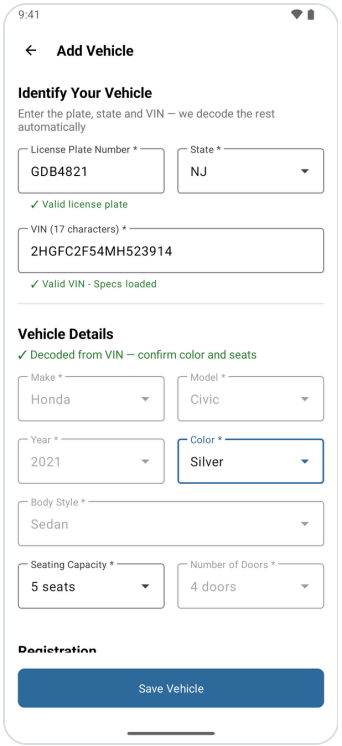
Capture, enter manually, or choose from gallery



Manual ID Entry (reviewed in 1–2 business days)

4. Register your vehicle

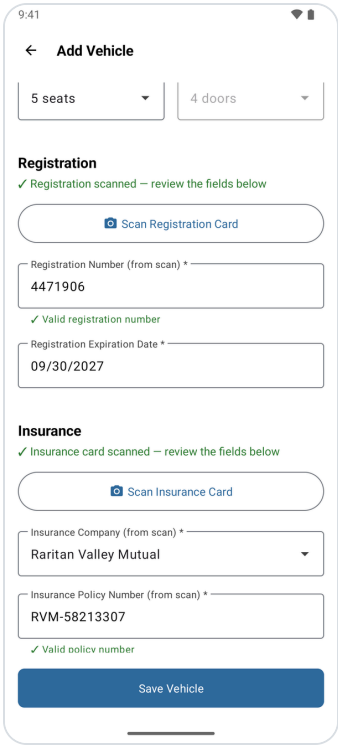
1. On the checklist tap **Vehicle** (or later: Driver Home → **Manage vehicles**). The **Add Vehicle** form opens.
2. Under **Identify Your Vehicle** enter the **License Plate Number**, pick the plate **State** and type the 17-character **VIN**. The VIN is on your registration card, the driver-side corner of the dashboard and the driver's door frame.
3. A valid VIN fills in **Make, Model, Year, Body Style, Seating Capacity** and **Number of Doors** for you ("*Decoded from VIN — confirm color and seats*"). Choose the **Color** and check **Seating Capacity**. Seating capacity includes your own seat.



Plate, state and VIN — the rest is decoded

4. Under **Registration** tap **Scan Registration Card**. Capture the card with the camera (**Capture Registration**) or pick a photo with **Choose from Gallery**. The registration number and expiration date are filled in from the scan. Check them.
5. Under **Insurance** tap **Scan Insurance Card** and do the same. The insurance company, policy number and expiration date come from the scan.
6. Tap **Save Vehicle**. Both scans are required. On the checklist, **Vehicle** and **Documents** change to **Approved**.
7. Your cars are listed under **My Vehicles** with a chip: **Verified**, **In review** or **Docs needed**.

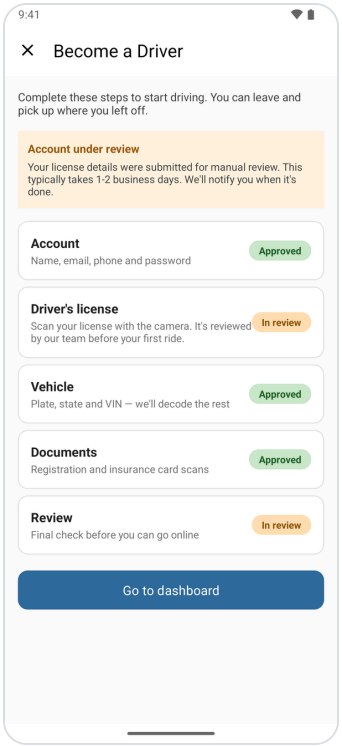
> **Documents must be current.** Expired registration or insurance can't be saved, and if a document expires later you can't go online until you rescan it (**Manage vehicles** → your car → **Rescan registration** / **Rescan insurance**).



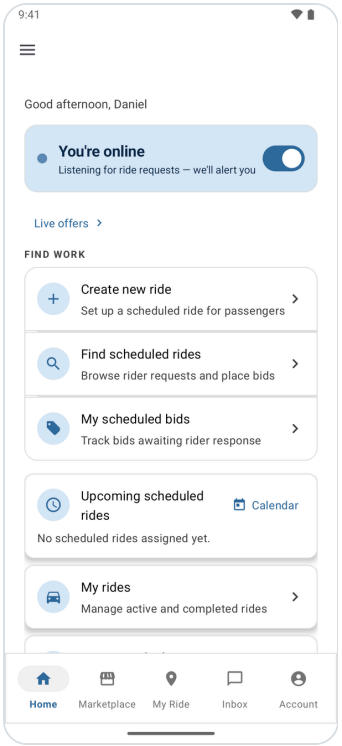
Registration and insurance scanned

5. Approval & going online

1. The **Account under review** banner stays on the checklist while our team checks your licence. Tap **Review** to see what is still blocking you (for example *"License is under manual review (1-2 business days)"*). When everything passes it reads *"You're all set! You can now go online from the driver dashboard."*
2. Tap **Go to dashboard** to open **Driver Home**.
3. Flip the switch on the **"You're offline"** card. It turns blue: **"You're online — Listening for ride requests — we'll alert you."**
4. Flip it off when you're done driving.



Vehicle and documents done; review in progress

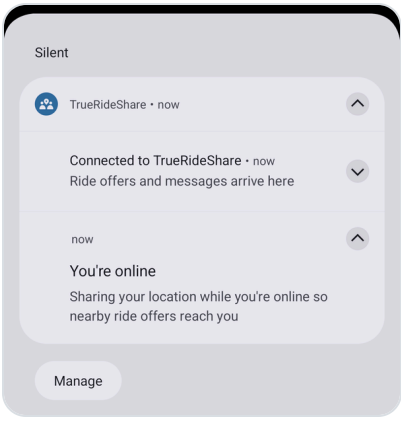


Driver Home — you're online

If you can't go online, the app tells you why and how to fix it:

- **Verify your email** — open the link in your inbox, or tap **Resend email**.
- **Action needed: driver's license** — your licence is still in review or wasn't approved. Tap **Resubmit licence** to send a clearer photo.
- **Action needed: vehicle** / **vehicle documents** — you need an active car with verified, unexpired documents. Tap **Manage vehicles**.
- "*Turn on location to go online.*" — allow location for TrueRideShare.

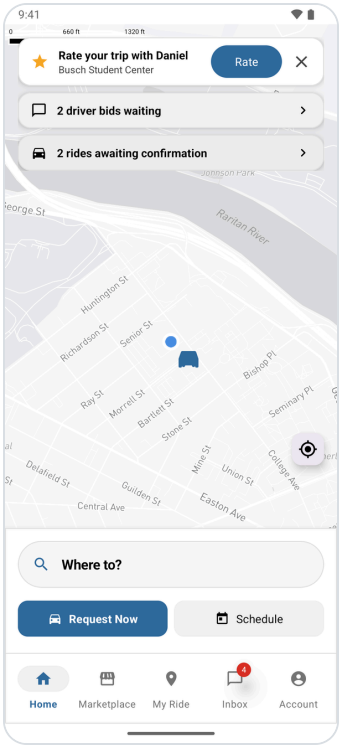
The persistent notification. While you're online, Android shows TrueRideShare notifications: **"You're online — Sharing your location while you're online so nearby ride offers reach you"** and **"Connected to TrueRideShare — Ride offers and messages arrive here"**. During a ride the app keeps sharing your location so your riders can follow your car. The notifications go away when you go offline and your ride has ended.



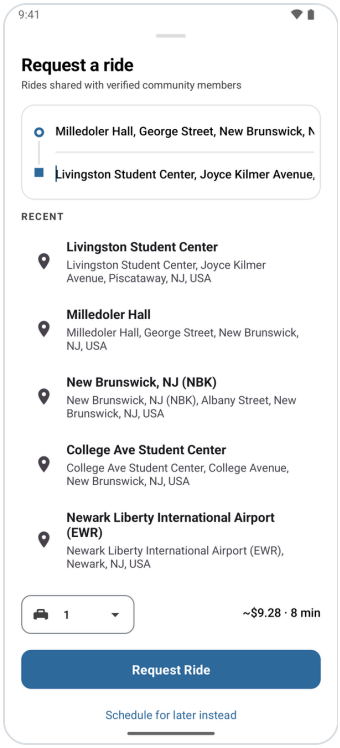
The notification shade while you're online

6. Request a ride now RIDER

1. On **Home** the map shows you and nearby drivers (car icons). Cards at the top remind you of things to do, such as rating your last trip or driver bids waiting.
2. Tap **Request Now**. The **Request a ride** sheet opens with your **pickup** filled in from your location. Tap it to change it.
3. Tap **Where to?**, type a place and pick it from the suggestions (U.S. places only, with places near campus first). Your **RECENT** places appear below for one-tap reuse.
4. Choose the number of seats (1–8). The estimate appears next to it, for example **~$9.28 · 8 min**.
5. Tap **Request Ride**.

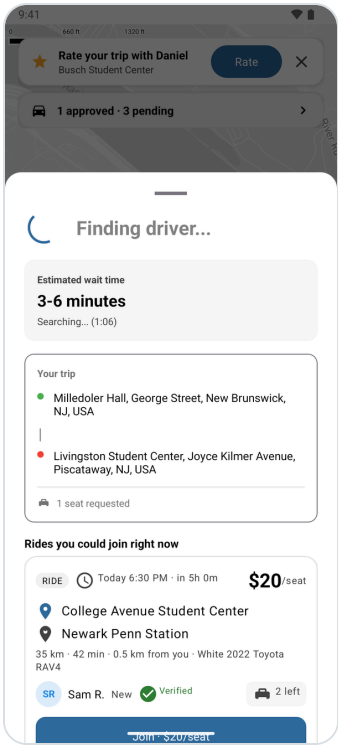


Home — Request Now or Schedule



Request a ride — pickup, destination, seats, estimate

6. If a driver has posted a ride leaving within the next hour that goes your way, you first see **"We found rides you can request now"**. Tap **Request** on one of them (see Section 9), or tap **Create new request** to ask for an instant ride.
7. The **Finding driver…** screen shows the estimated wait, how long you've been searching and your trip. Below it, **"Rides you could join right now"** lists nearby Marketplace rides you could join instead.
8. To stop searching tap **Cancel Request** → **Yes, cancel**. To turn the search into a booking for later tap **Schedule this ride**.

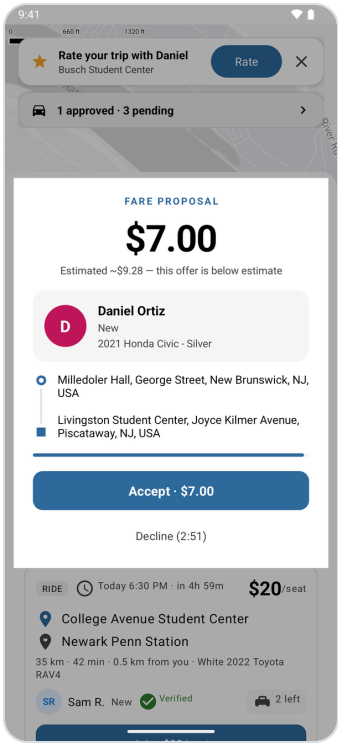


Finding driver…

Accept the driver's fare

9. When a driver responds you see the **FARE PROPOSAL** card: the amount they're asking for, how it compares with the estimate (e.g. "*this offer is below estimate*"), the driver's name, rating and car, and your route.
10. Tap **Accept · $7.00** to confirm. Or tap **Decline** to turn it down; the countdown on that button shows how long the offer lasts. The app keeps looking for other drivers ("*Fare rejected. Looking for other drivers…* "). If you do nothing, the offer expires and the search carries on.

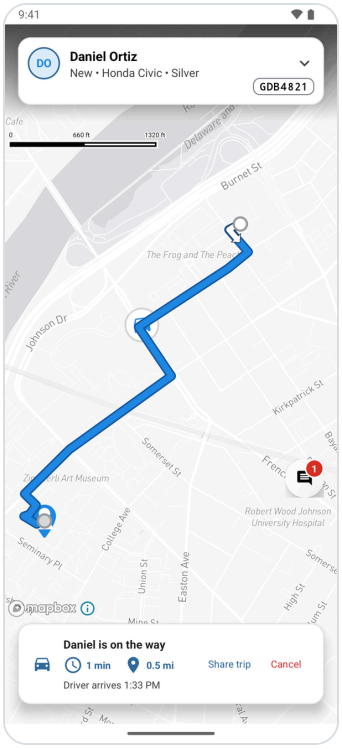
> The fare is the amount you agree to pay your driver directly, outside the app. TrueRideShare does not take payments (Section 18).



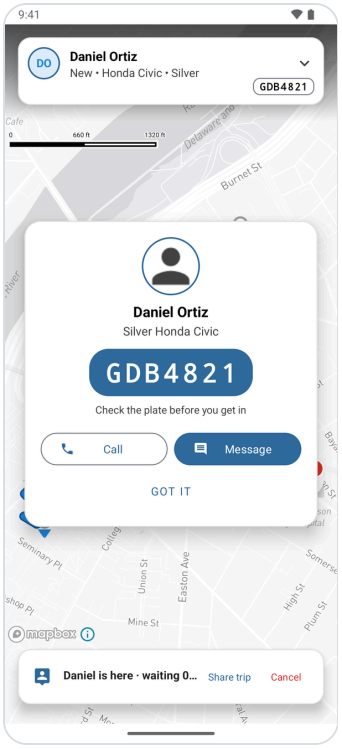
Fare proposal — Accept or Decline

7. During the ride RIDER

1. After you accept, the live ride screen opens. The top card shows your driver's name, rating, car and **licence plate**. Tap the arrow on it for more details and a **Message Driver** button.
2. The bottom card follows the trip: **"Daniel is confirmed"** → **"Daniel is on the way"** with the ETA, distance and expected arrival time → **"Daniel is here · waiting"** (the ETA is hidden once your driver has arrived) → **"Heading to <your destination>"**.
3. **Share trip** sends your driver's name, car plate and destination to anyone you choose. **Cancel** works until you're picked up (**Yes, Cancel** to confirm).
4. The chat bubble on the right opens the ride chat. A red badge shows unread messages.

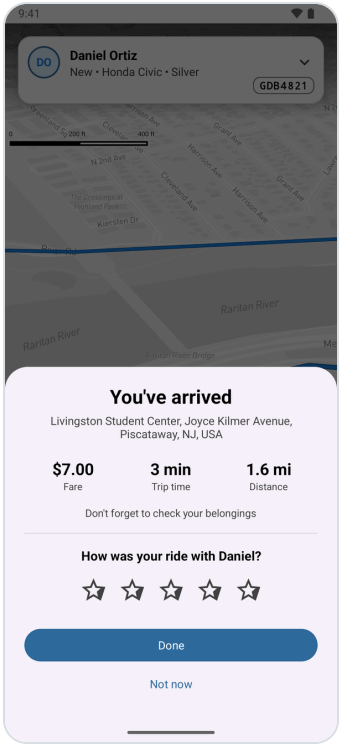


Your driver is on the way

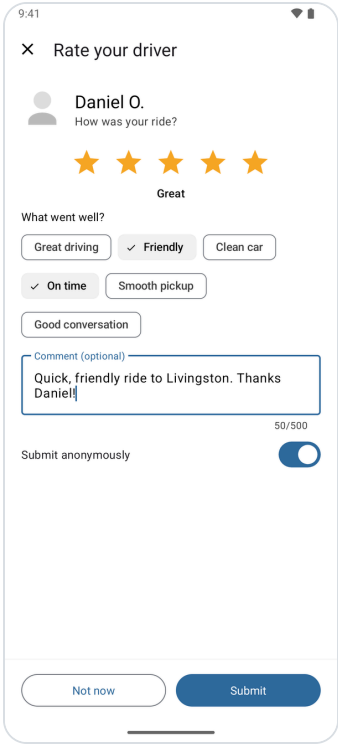


"Check the plate before you get in"

5. When your driver arrives, a card shows the driver, car and a large **licence plate**: "*Check the plate before you get in.*" Use **Call** or **Message** if you can't find each other, then tap **GOT IT**.
6. Using Back on the ride screen asks **"Leave ride screen?"**. The ride carries on in the background, and Home shows a **Ride in progress** banner with **Resume ride**.
7. At drop-off the **"You've arrived"** sheet shows the **Fare**, **Trip time** and **Distance**, with a reminder to take your belongings, and asks **"How was your ride with Daniel?"**.
8. Tap a star to rate your driver. On **Rate your driver** you can add tags (*Great driving, Friendly, Clean car, On time…*) and an optional comment. **Submit anonymously** is on by default. Tap **Submit**, or **Not now** to rate later from Home or your ride history.



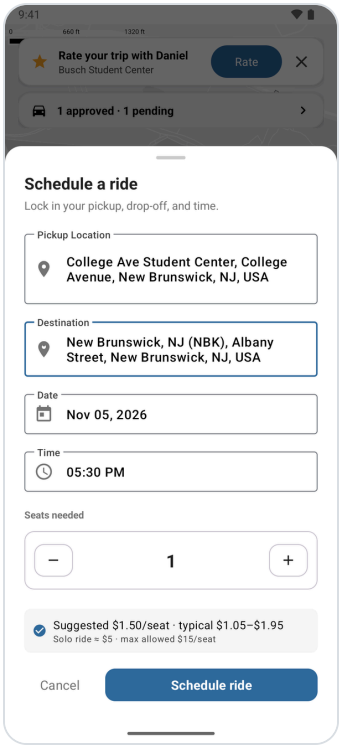
You've arrived — fare, time, distance



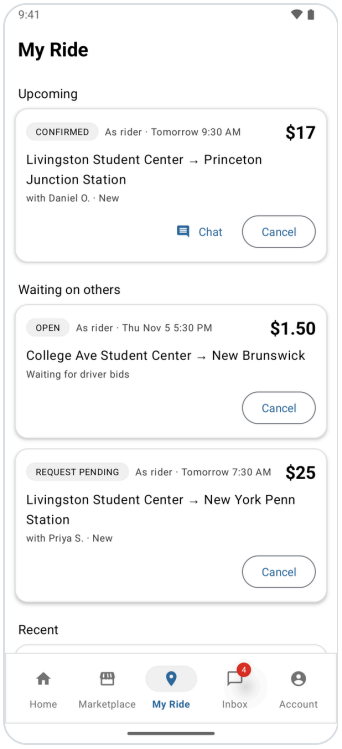
Rate your driver

8. Book a ride for later RIDER

1. On **Home** tap **Schedule**. You can also tap **Schedule for later instead** in the Request a ride sheet, or **Marketplace** → **Post** → **Request a ride (I need a seat)**.
2. On **Schedule a ride** check the **Pickup Location**, pick a **Destination** from the suggestions, and set the **Date**, **Time** and **Seats needed**. A price guide shows the suggested gas share per seat.
3. Book at least **2 hours ahead**, so drivers have time to bid. For anything sooner, use **Request Now**.
4. Tap **Schedule ride** ("*Ride scheduled! Drivers can now place bids.*"). The app opens **My Ride**, where your request appears under **Waiting on others** as **OPEN — "Waiting for driver bids"**. Drivers nearby are notified and can bid (Section 10).
5. To withdraw it, tap **Cancel** on the card → **Yes** ("*Anyone who joined or bid will be notified.*").



Schedule a ride

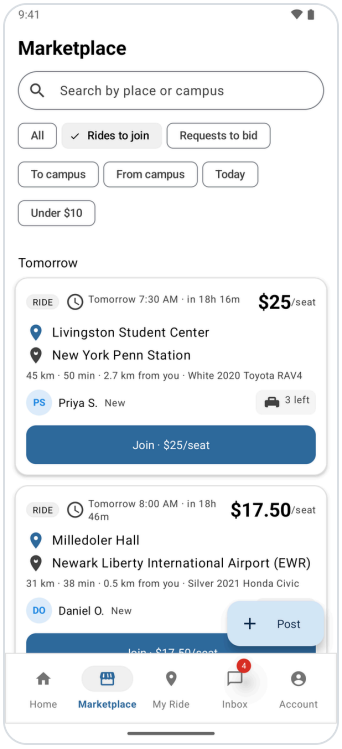


My Ride — confirmed, open and pending items

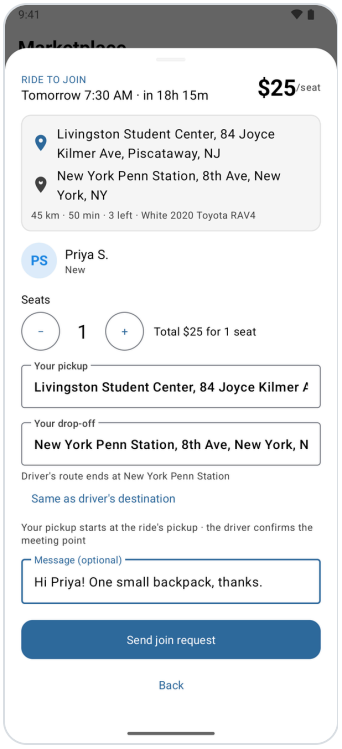
9. Join a driver's ride RIDER

1. Open the **Marketplace** tab. Narrow the list with the search box or the chips: **Rides to join**, **To campus**, **From campus**, **Today**, **Under $10**.
2. Each **RIDE** card shows the departure time, **price per seat**, route, trip distance and time (for example **45 km · 50 min**), how far the pickup is from you, the car, the driver's name and rating (**New** until they have 3 ratings) and seats left. Tap **Join · $25/seat**. The ride's details open; tap **Join · $25/seat** again.
3. In the sheet set the number of **Seats** (the total updates), check **Your pickup** and **Your drop-off** (or tap **Same as driver's destination**), add an optional message and tap **Send join request**.
4. The card now reads **Request sent**. In **My Ride** it shows **REQUEST PENDING** until the driver approves. You get a notification, and the ride moves to **Upcoming** with a **Chat** button.

> You can also tap **Where to?** on Home: plan your trip and the app lists **Available Rides** heading your way, each with a **Request** button. Nothing posted yet? On the Marketplace tap **Alert me when a ride matches**. You can see and remove these alerts under **Account → Route alerts**.



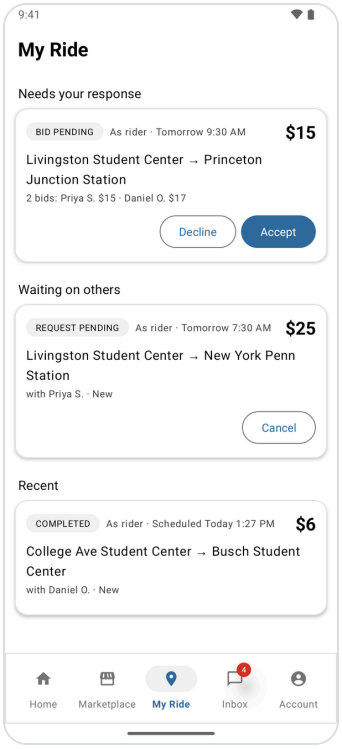
Marketplace — rides to join



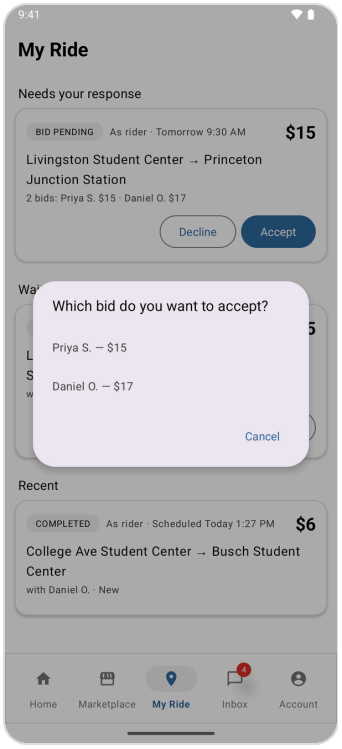
Seats, pickup, drop-off, message

10. Your scheduled ride & driver bids RIDER

1. When drivers bid on your scheduled request, Home shows a card such as **"2 driver bids waiting"**, and **My Ride** lists the request under **Needs your response** as **BID PENDING**. The card names every driver and their bid, for example **"2 bids: Priya S. $15 · Daniel O. $17"**.
2. Tap **Accept**. With more than one bid, choose the driver in **"Which bid do you want to accept?"**. Each line shows the driver and their price per seat, for example **Daniel O. — $17**.
3. Confirm **"Accept Daniel O.'s bid of $17? Other bids will be declined and this driver is confirmed."** → **Yes**.
4. The card changes to **CONFIRMED with Daniel O.**, with **Chat** and **Cancel** buttons. **Decline** on a bid card works the same way and tells that driver.
5. If your driver later cancels, your request is re-opened for bids and you'll be notified when new bids arrive.

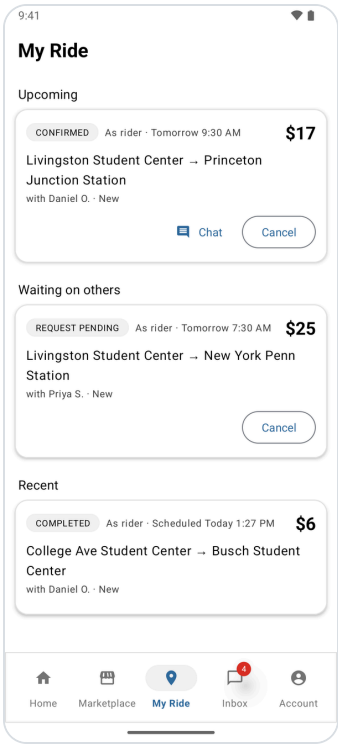


Needs your response — two bids, by driver



Pick which driver's bid to accept

> Drivers can bid until **2 hours before departure**. After that, bidding closes. You can still cancel from My Ride.

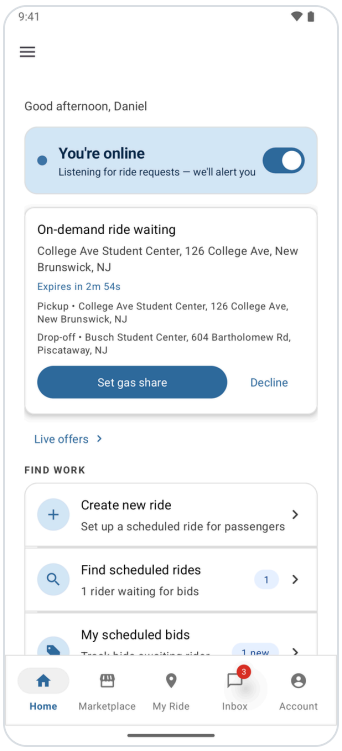


Confirmed — chat with your driver

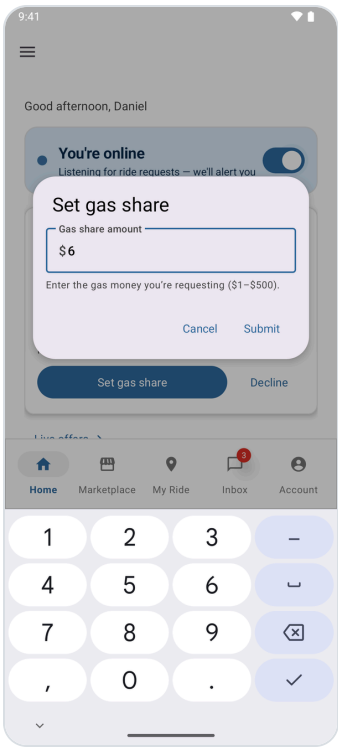
11. Receive instant offers DRIVER

1. Go online (Section 5). When a rider nearby taps Request Now, you get an alert and an **"On-demand ride waiting"** card on Driver Home. It shows a countdown ("*Expires in 2m 54s*") and the pickup and drop-off.
2. Tap **Live offers** to see every open offer with the distance to pickup and its status.
3. Tap **Set gas share**, enter the gas money you're asking for ($1–$500) and tap **Submit**. The card now shows your gas share and **View status** (in **Live offers**: **Awaiting rider**).
4. If the rider accepts, navigation to the pickup opens automatically (Section 15). If they decline, or the offer expires, it disappears and you stay online for the next one.
5. Not interested? Tap **Decline**.

> In **Driver Preferences** you can set a **Minimum gas share**, the **Alert radius**, **Quiet hours** and how often you're alerted (Section 16).



An instant offer on Driver Home

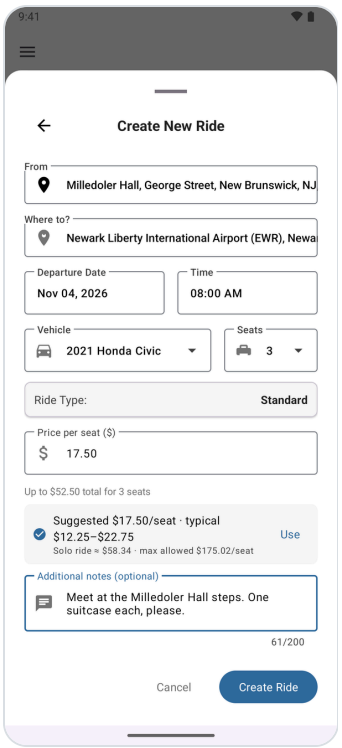


Set gas share → Submit

12. Create a ride DRIVER

1. On Driver Home tap **Create new ride**. You can also tap **Marketplace** → **Post** → **Offer a ride (I'm driving)**.
2. **From** is filled in from your location. Set **Where to?** by picking a suggestion.
3. Pick the **Departure Date** and **Time**: at least 30 minutes from now and no more than 30 days ahead.
4. Choose your **Vehicle** and how many **Seats** to offer (up to your car's capacity minus your own seat). The **Ride Type** is set for you.
5. The **Price per seat ($)** starts at the suggested price; the typical range and the maximum allowed are shown below it. Change it if you like (**Use** puts the suggestion back). The line under the price shows your total, e.g. "*Up to $52.50 total for 3 seats*".
6. Add optional notes (up to 200 characters), such as where to meet, and tap **Create Ride**.
7. Your ride appears on Driver Home under **Upcoming scheduled rides** ("*0 of 3 seats booked · Posted*") and on the Marketplace for riders. **Calendar** adds it to your phone's calendar.

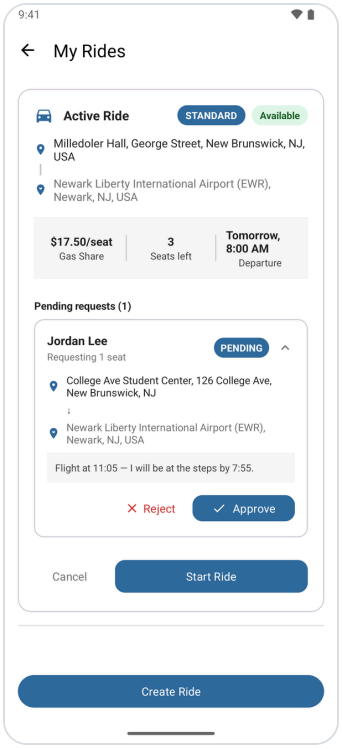
> No car on file? The form says "*You have no active vehicle. Tap here to add one.*"



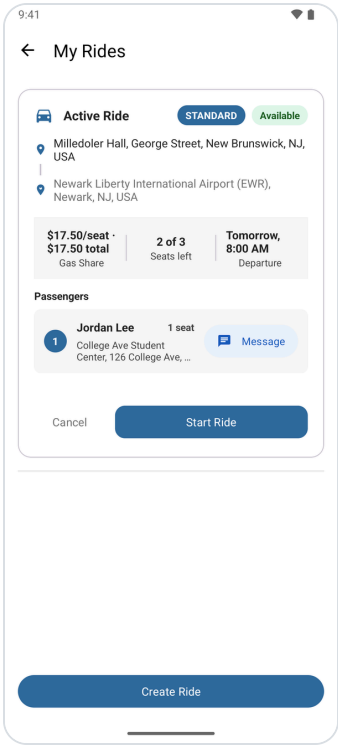
Create New Ride — route, time, seats, price

13. Approve riders on your ride DRIVER

1. When a rider asks to join, you get a **New Ride Request** notification (for example "*Jordan L. wants to join your ride · departs in about 19 hours*"). The request shows in **My Ride** under **Needs your response**, naming the rider ("*Jordan L. asks for 1 seat*"), with **Approve** and **Decline**.
2. For the full picture open **My rides** (Driver Home, or the ≡ menu). Each ride card lists **Pending requests** with the rider's name and seats. Tap the arrow on a request to see their pickup, drop-off and note.
3. Tap **Approve**. The rider is confirmed at your posted price per seat ("*Request approved!*") and notified straight away. Tap **Reject** to turn the request down.
4. Approved riders move to **Passengers**, numbered in pickup order, each with a **Message** button. **Seats left** counts down (for example **2 of 3**).
5. At departure time tap **Start Ride** → **"Start navigation and notify passengers you are on the way?"** → **Start Ride**. Navigation opens (Section 15).
6. Can't make it? Tap **Cancel** → **Cancel Ride**. Your riders are notified. Choose **Keep Ride** to back out.



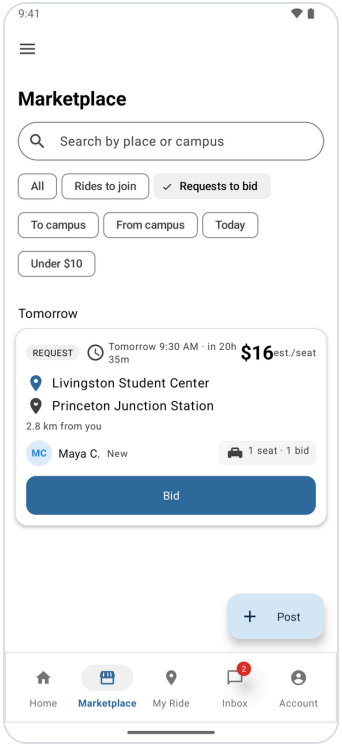
A pending request with the rider's note



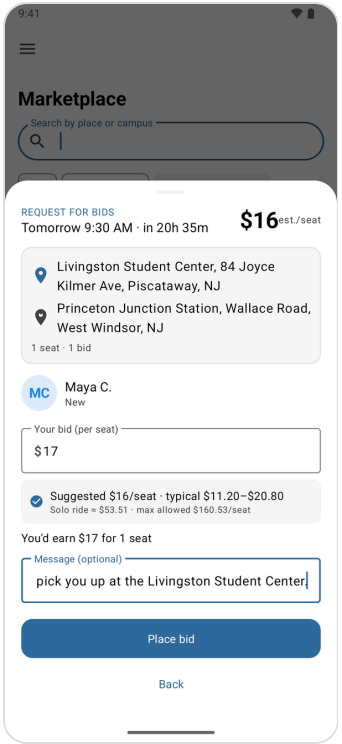
Approved — now a passenger

14. Bid on rider-scheduled rides DRIVER

1. On Driver Home tap **Find scheduled rides** (it shows how many riders are waiting), or open the **Marketplace** tab and tap **Requests to bid**.
2. Each **REQUEST** card shows the departure, the rider's estimate per seat (**est./seat**), the route, how far it is from you, the rider and how many bids it already has.
3. Tap **Bid**. The request's details open; tap **Bid** again. **Your bid (per seat)** starts at the suggested price; change it if you like. The suggestion shows the typical range and the maximum allowed, and "*You'd earn $17 for 1 seat*" shows your total. Add an optional message and tap **Place bid**.



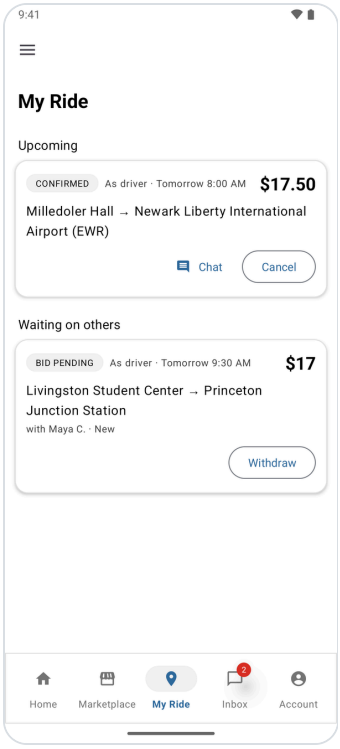
Marketplace — requests to bid



Your bid, suggestion, message

4. The card now shows **Your bid: $17**. In **My Ride** it appears under **Waiting on others** as **BID PENDING**, with **Withdraw** if you change your mind. (**My scheduled bids** on Driver Home also opens My Ride.)
5. If the rider picks you, you're notified and the ride moves to **Upcoming** as **CONFIRMED**, with **Chat**. It also shows on Driver Home under **Upcoming scheduled rides**.
6. Bidding closes **2 hours before departure** ("*Bidding closed — this ride departs in under 2 hours.*").

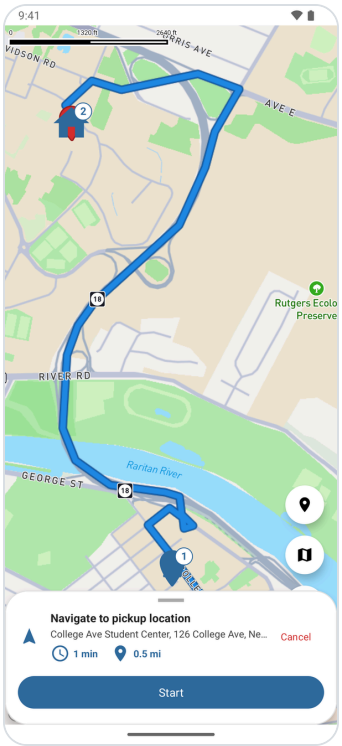
> Bids and join requests need the right mode. In rider mode a request card shows "*Riders can't bid*", and in driver mode a ride card shows "*Drivers can't join rides*", each with a **Switch role** button.



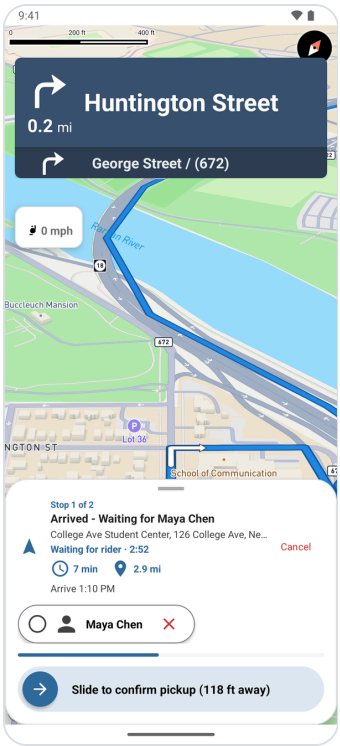
My Ride — your posted ride and a pending bid

15. Driving the ride DRIVER

1. The navigation screen shows your route with turn-by-turn directions at the top (spoken aloud if **Voice guidance** is on) and your speed on the left. The buttons on the right re-centre the map, show the whole route, and open the chat with your rider.
2. The bottom panel shows the current task (**"Navigate to pickup location"**), the address, the time and distance to your next stop, and **"Stop 1 of 2"** on trips with several stops. Its main button (**Start**, **Arrived**, **Dropoff**, **End**) is always visible at the bottom of the panel.
3. Tap **Start** to begin navigating to the pickup. The panel reads **"En route to pick up <rider>"**. When you reach the pickup, it shows **"Arrived - Waiting for <rider>"** and a wait timer. If you're not detected automatically, tap **Arrived**.



Navigate to pickup — Start is always visible

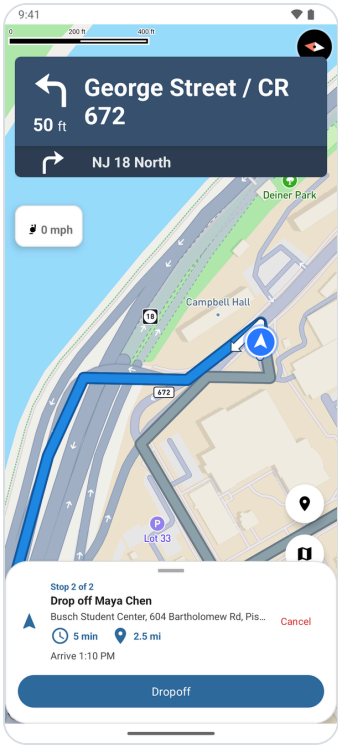


Arrived — waiting for your rider, with the wait timer

4. At the pickup the panel shows your rider's name and **"Slide to confirm pickup"** (with the distance if you're still a few feet away). When your rider is in the car, drag the arrow all the way across.
5. Follow the directions to the drop-off. There, tap **Dropoff** and drag **"Slide to confirm dropoff"** (**Not Yet** goes back). When everyone is out, the panel reads **"All passengers dropped off — end the ride"** and **"End Ride — Are you sure you want to end this ride?"** opens. Drag **"Slide to end ride"**.
6. Rider not there? After the wait timer, tap the ✕ next to their name to mark them as a **No-Show** ("Mark <name> as No-Show?" → **Yes, No-Show**).
7. Need to cancel? Tap **Cancel** and pick a reason (*Rider not at pickup location, Vehicle issue, Emergency, Unsafe pickup area, Rider requested cancellation*, or type your own). Your rider sees it.
8. Back on this screen asks **"Leave ride screen?"**. The ride continues in the background, and you can return to it from Driver Home.

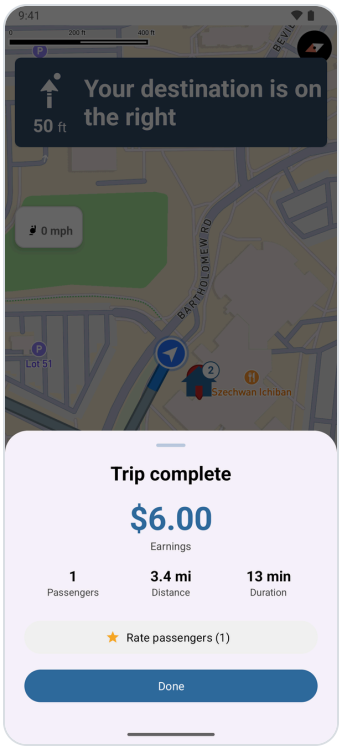


Drag the arrow to confirm pickup

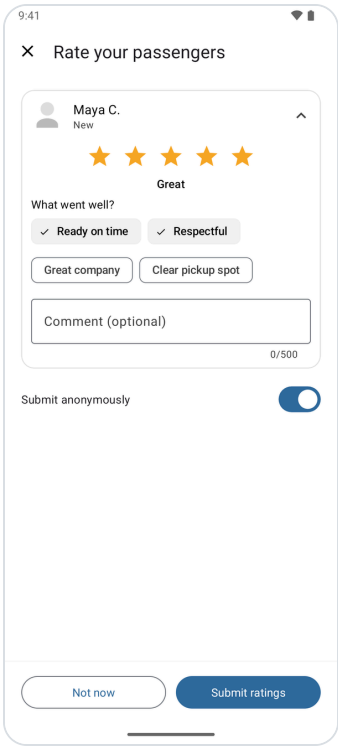


Turn-by-turn to the drop-off

9. The **Trip complete** sheet shows your **Earnings** (the gas share agreed with your riders) plus passengers, distance and duration.
10. Tap **Rate passengers**. Give each rider stars; tap the arrow on a rider to add tags (*Ready on time, Respectful, Great company, Clear pickup spot*) or a comment. Tap **Submit ratings** to return to Driver Home. To skip rating for now, tap **Done** on the Trip complete sheet.



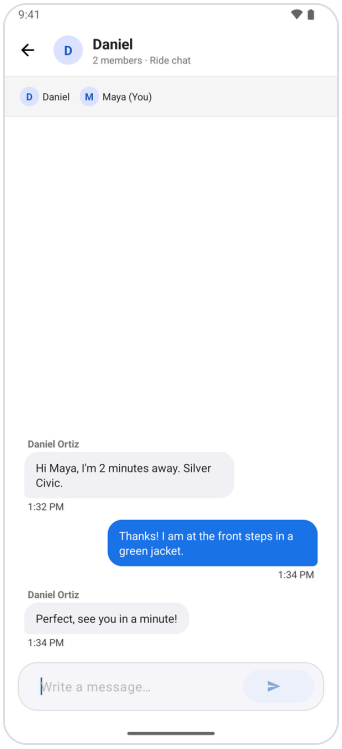
Trip complete



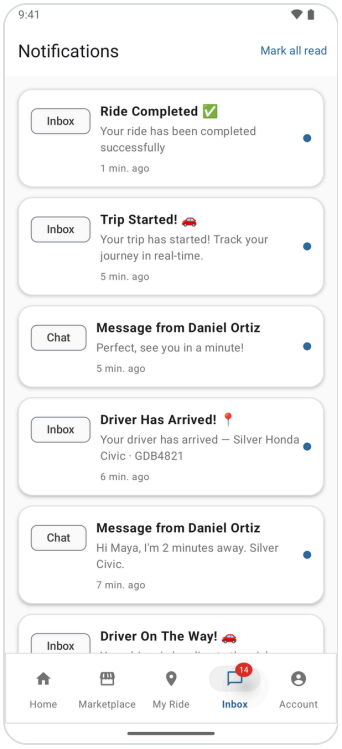
Rate your passengers

16. Chat, history, account & settings

- **Chat.** Every confirmed ride has a chat: the chat bubble on the ride screen, **Message** buttons, or **Chat** on a My Ride card. The header lists who's in the chat, and shared rides use one group chat. If a message can't be sent the app says "*Message not sent. Tap Send to try again.*"
- **Inbox tab.** Your notifications from the last 30 days: ride updates, driver arrival, chat messages, requests and bids. Tap one to open it, or tap **Mark all read**.

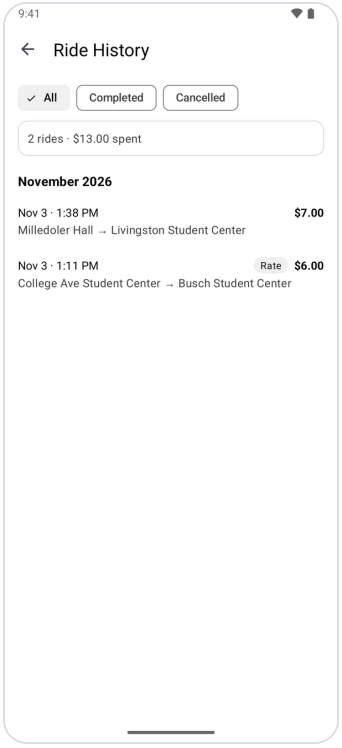


Ride chat

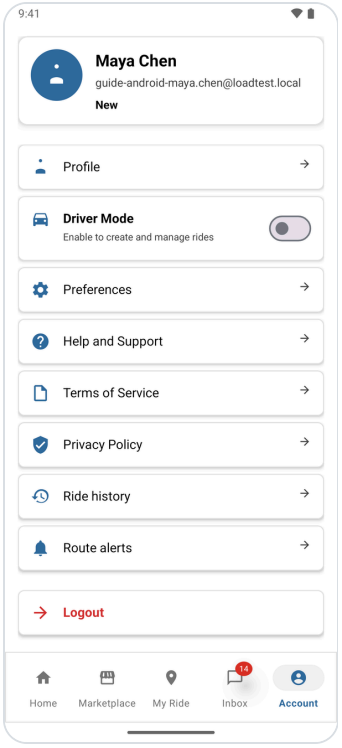


Inbox — notifications

- **Ride history.** Go to **Account** → **Ride history** (drivers can also use the ≡ menu). Filter with **All**, **Completed** or **Cancelled**. The summary shows your rides and amount spent (drivers see earnings for today, this week and this month). A **Rate** badge marks trips you haven't rated. Tap a trip for pickup and drop-off times, the fare and **Rate this trip**.
- **Account tab.** **Profile**, **Driver Mode** (switches between rider and driver if your account is approved to drive), **Driver Preferences** (drivers), **Preferences**, **Help and Support**, **Terms of Service**, **Privacy Policy**, **Ride history**, **Route alerts** and **Logout**.
- **Preferences.** **Notification categories** (ride updates, arrival alerts, promotions), **Theme** (Light, Dark or System) and your **Recent Places**. Use the back arrow at the top to return to Account.

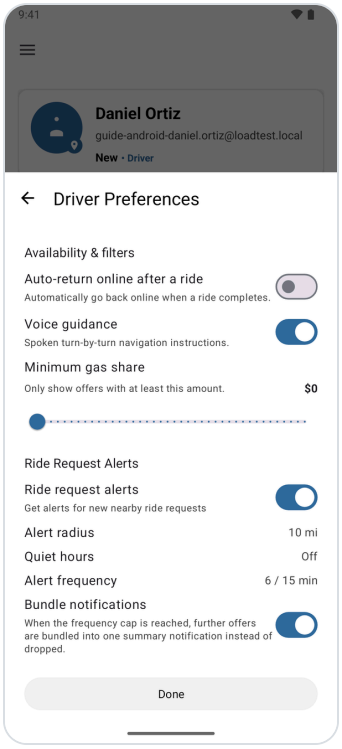


Ride History

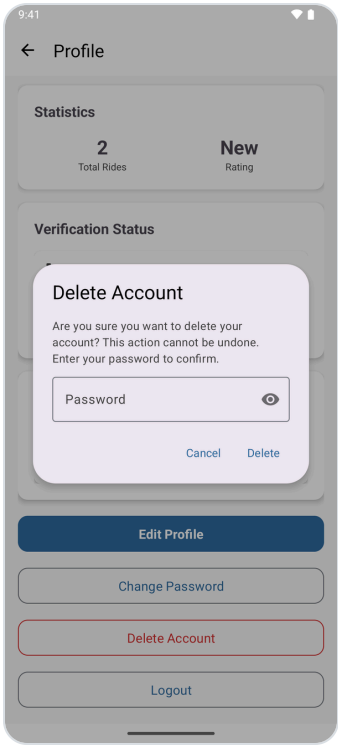


Account tab

- **Driver Preferences.** **Auto-return online after a ride**, **Voice guidance**, **Minimum gas share**, and ride request alerts with **Alert radius**, **Quiet hours**, **Alert frequency** and **Bundle notifications**. Tap **Done** to save.
- **Profile.** Your details, statistics and verification status, plus **Edit Profile**, **Change Password**, **Delete Account** and **Logout**. The back arrow at the top returns to Account.
- **Delete your account.** Go to **Account → Profile → Delete Account**, enter your password and tap **Delete**. **This can't be undone.** You can also email **info@true-rideshare.com** to ask for deletion.



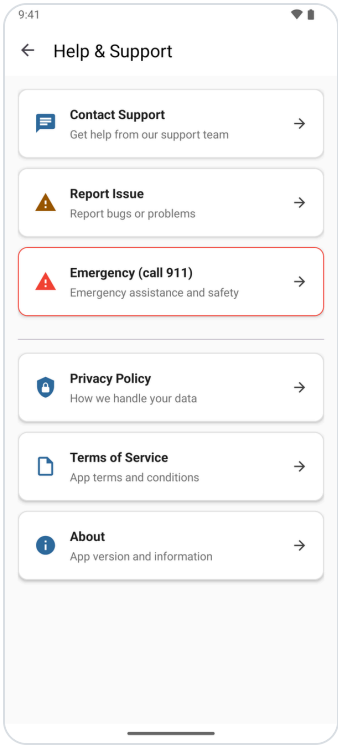
Driver Preferences



Profile → Delete Account

17. Safety

- **Check before you get in.** Riders see the driver's name, car and licence plate before pickup. Always match the **plate → car → driver**. Drivers confirm each rider by name when they slide to confirm pickup.
- **Reviewed drivers.** Every driver's licence and vehicle documents (registration and insurance) are checked before they can go online.
- **Share your trip.** Tap **Share trip** on the ride screen to send your driver's name, plate and destination to a friend.
- **Tracked trips.** Trips are followed on the map from pickup to drop-off, and your chat stays with the ride.
- **Report a problem.** If you give 1 or 2 stars, the rating screen offers **Report a safety issue**. You can also use **Help and Support → Report Issue**.
- **Emergency. Account → Help and Support** has an **Emergency (call 911)** row. Tapping it opens your phone's dialer with 911 entered, and you press the call button to connect. **In a real emergency, call 911 right away.**



Help & Support — the Emergency (call 911) row

18. Pilot notes & support

Payments	The app doesn't take any payments. Fares, gas shares and bids are estimates or agreed amounts that you settle directly with your rider or driver, outside the app.
Where it works	The pilot runs at Rutgers–New Brunswick, NJ, and the surrounding area.
Verification	Accounts are verified by email (no text-message codes). Drivers' licences and vehicle documents are reviewed by our team before they can go online.
Ratings	Riders and drivers rate each other after every trip. A rating shows as **New** until someone has 3 ratings.
Support	Email **info@true-rideshare.com**, or use **Account → Help and Support → Contact Support** (it opens your email app). Include your account email, what happened and a screenshot. Website: **true-rideshare.com**.
Legal	Terms of Service: true-rideshare.com/terms · Privacy Policy: true-rideshare.com/privacy. Both are also linked under Account.

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