TRUERIDESHARE

iOS App User Guide

Version 1.0 (iOS) · November 2026

Step-by-step instructions with screenshots for riders and drivers. The screenshots were taken from the 1.0 app on an iPhone; names, places and prices in them are examples.

What's new in 1.0

- Sign up with your email and confirm it with one tap on the link we send you. There is no text-message code.
- A new **Marketplace** tab to join drivers' rides or ask drivers to bid on your trip. Everything you've booked lives in **My Ride**.
- Live ride tracking with a **Minimize** button, in-ride chat, and star ratings with tags after every trip.
- A fresh look, and you can delete your account from inside the app.

GETTING STARTED

1. Install the app & sign in
2. Create your account
3. Find your way around

RIDERS

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7. Join a driver's ride (Marketplace)
8. Schedule a ride & choose a driver's bid
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11. Help, safety & emergency

DRIVERS

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EVERYONE

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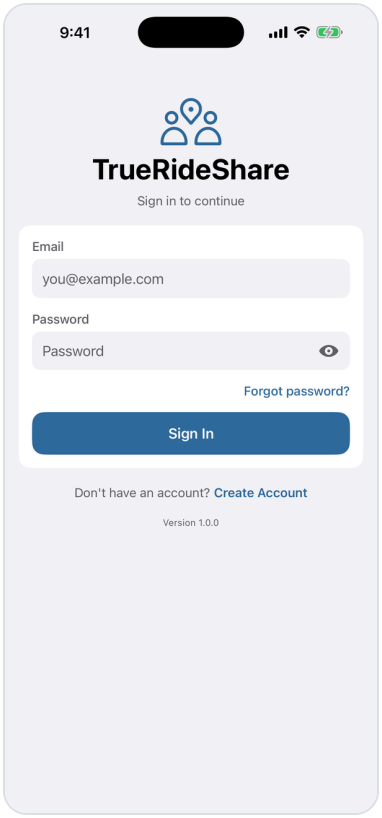
1. Install the app & sign in

1. On your iPhone, open the **App Store**, search for **TrueRideShare** and tap **Get**. You need iOS 16 or later.
2. Open TrueRideShare. When iOS asks:
   - **Location:** tap **Allow While Using App**. The app uses it to find rides and drivers near you and to guide pickups.
   - **Notifications:** tap **Allow**. Ride offers, approvals, bids and "your driver is here" all arrive this way.
3. Already have an account? Enter your **Email** and **Password** and tap **Sign In**. The app remembers the last email you used.
4. Forgot your password? Tap **Forgot password?**, enter your email and tap **Send Reset Link**. Then follow the link in the email.
5. New here? Tap **Create Account** (Section 2).

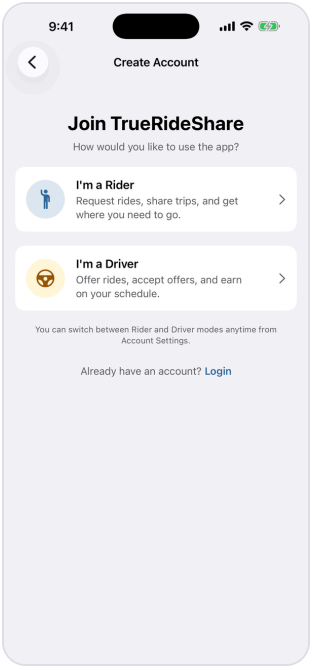
> Turned a permission off by mistake? Change it in iPhone **Settings** → **Apps** → **TrueRideShare**. Rides can't work without Location.



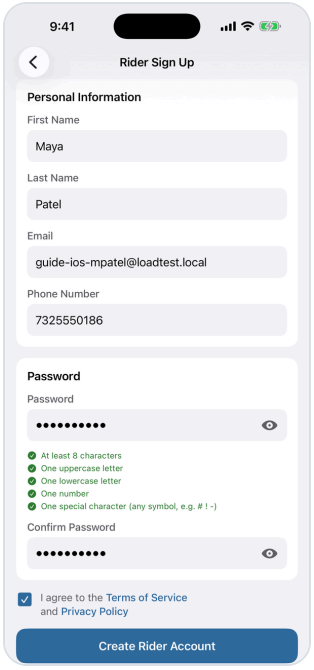
Sign in with your email and password

2. Create your account

1. On the sign-in screen tap **Create Account**.
2. On **Join TrueRideShare** choose **I'm a Rider**. Want to drive? Choose **I'm a Driver** instead and go to Section 12. You can switch between rider and driver later from the Account tab.
3. On **Rider Sign Up** fill in **First Name**, **Last Name**, **Email** and your 10-digit U.S. **Phone Number**. Your matched driver can use the number to call you.
4. Choose a **Password**. The checklist under it turns green when the password has at least 8 characters, an uppercase letter, a lowercase letter, a number and a symbol (for example # ! -). Type it again in **Confirm Password**.
5. Tick **I agree to the Terms of Service and Privacy Policy**. You can tap either link to read it. The button stays grey until you tick the box.
6. Tap **Create Rider Account**.



Choose how you'll use the app

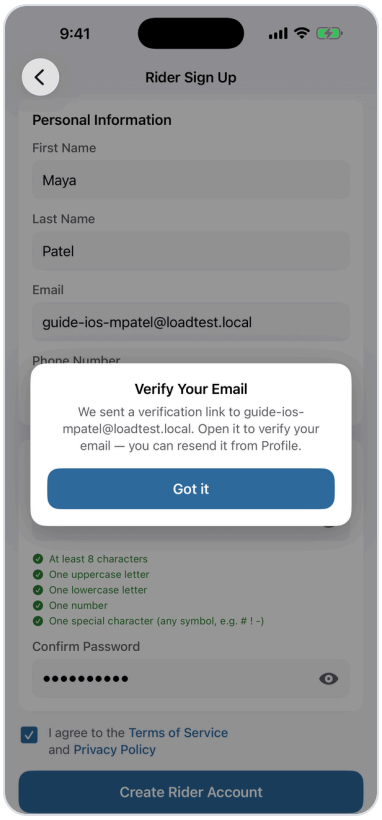


Rider Sign Up: details, password, Terms

Confirm your email

7. The app shows **Verify Your Email**: "We sent a verification link to …". Tap **Got it** and you go straight to the Home screen.
8. Open the email from TrueRideShare on your phone and tap the **verification link**. That's all. There is no code to type and no text message.
9. Until you confirm, the app stops you at booking with **Verify your email**. Tap **Resend email** there to get a new link. You can also resend it any time from **Account → Edit Profile → Resend Email**.

> No email? Check your spam or junk folder, then use **Resend Email**.



Confirm your email from the link we send

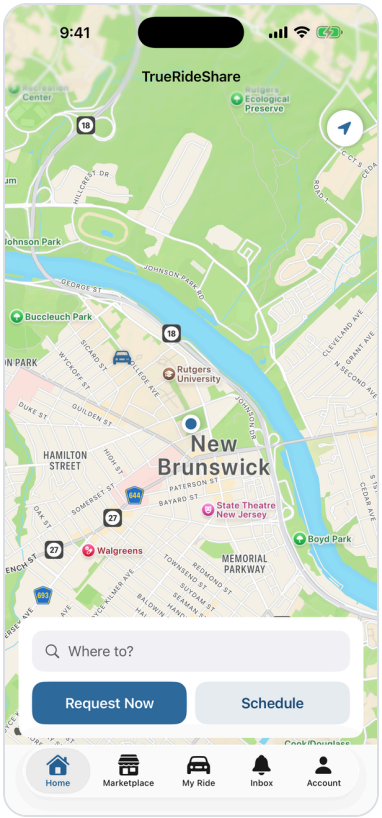
3. Find your way around

Five tabs run along the bottom of the screen. Riders and drivers see the same five:

- **Home**: riders get the map with **Where to?**, **Request Now** and **Schedule**. Drivers get **Driver Home** (Section 14).
- **Marketplace**: rides that drivers are offering and trips that riders want, in one feed (Sections 7 and 18).
- **My Ride**: everything you've requested, booked, bid on or posted, plus your last 30 days.
- **Inbox**: your notifications. A red badge shows how many are unread.
- **Account**: profile, Ride History, Route Alerts, settings, help and sign-out.

On Home, the arrow button in the top-right corner re-centers the map on you. Cards also show up above **Where to?** when you need them, for example:

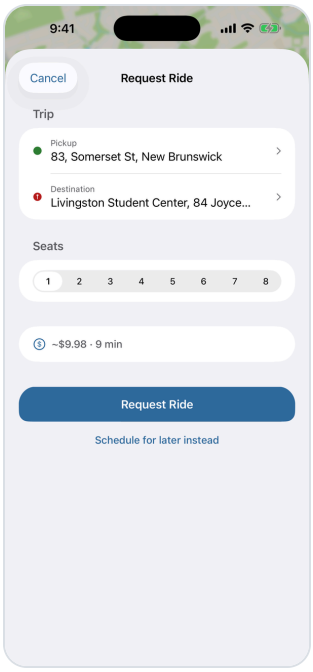
- an **In Progress** card for a live ride (tap **View**);
- a reminder to rate your last trip;
- chips such as "1 ride approved".



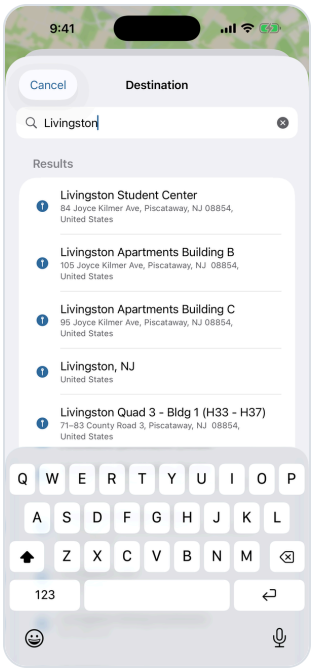
Rider Home: map, Where to?, Request Now, Schedule

4. Request a ride now

1. On **Home** tap **Request Now**.
2. On **Request Ride**:
   - **Pickup** is filled in with where you are now. Tap it to change it.
   - Tap **Destination** and type in **Search address or place**, then tap the right result.
3. Your recent places appear before you type. Press and hold a place to **Save as Home** or **Save as Work**.
4. Choose how many **Seats** you need (1 to 8). The fare line shows an estimate such as **~$9.98 · 9 min**.
5. Tap **Request Ride**. If drivers have already posted rides along your route, a **Rides found** screen appears first. Request one of those (Section 7) or tap **Create new request**.



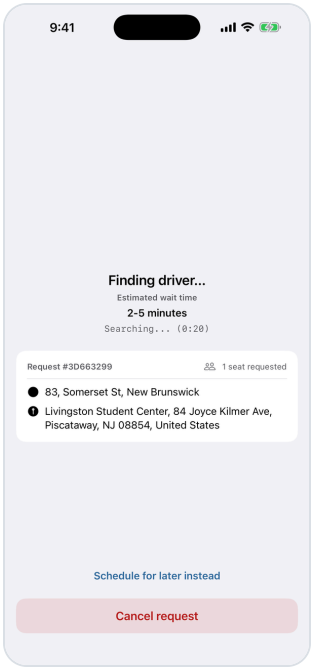
Request Ride: trip, seats, estimate



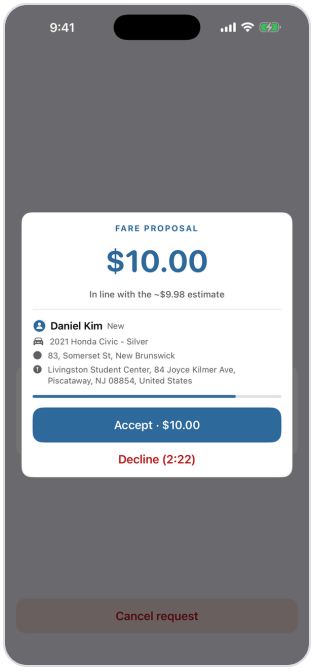
Search for your destination

Wait for a driver and accept the fare

6. The **Finding driver…** screen shows your request number, seats, route, an estimated wait and a running timer.
   - Changed your mind? Tap **Cancel request**, then **Yes, cancel**.
   - **Schedule for later instead** turns this into a ride booked for later (Section 8).
7. When a driver responds, a **FARE PROPOSAL** card appears. It shows:
   - the driver's price and how it compares with your estimate;
   - the driver's name, rating ("New" for new drivers) and car;
   - a countdown.
8. Tap **Accept · $10.00** to confirm. If you tap **Decline** or the timer runs out, the app keeps looking for other drivers.
9. If nobody is free, the app says **No drivers available** and suggests posting it as a scheduled request.



Finding driver…

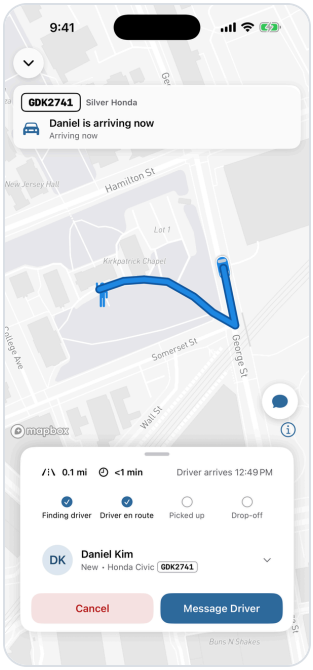


Accept or decline the driver's fare

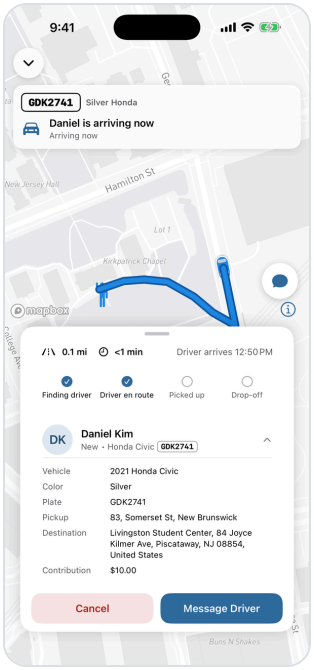
5. During your ride

1. After you accept, the live map opens. The banner at the top tells you what's happening, for example:
   - "Daniel is confirmed"
   - "Daniel is on the way · Arriving in 3 min"
   - "Daniel is arriving now"

   When the car is close, the banner also shows its **license plate** and color. The map shows the car moving.
2. The panel at the bottom shows distance, minutes away and arrival time, plus a timeline: *Finding driver → Driver en route → Picked up → Drop-off*.
   - Tap the driver's row to see the vehicle, color, plate, your pickup and destination, and your **Contribution** (the agreed fare).
   - Tap the small handle at the top of the panel to shrink it or open it again.
3. Need to cancel? **Cancel** works until you're picked up. Confirm with **Yes, Cancel**.



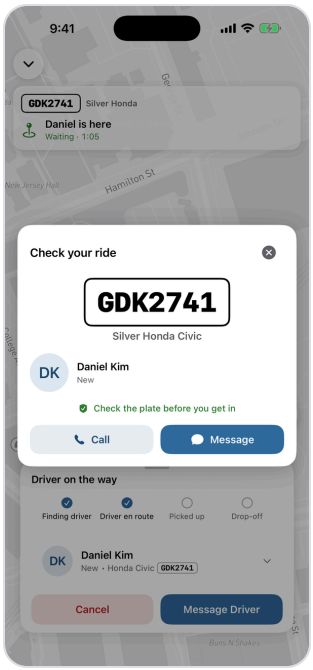
Your driver on the way, with plate



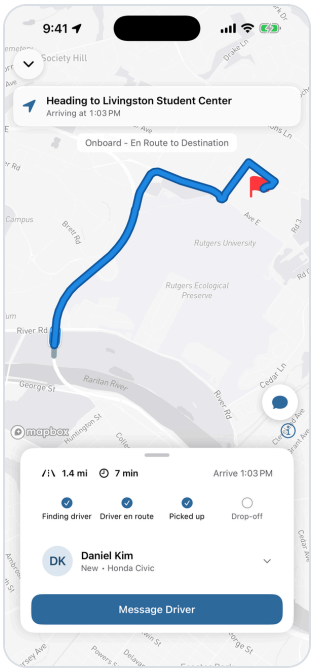
Trip timeline and car details

Check the car before you get in

4. When the driver arrives, the banner says "Daniel is here" and starts a wait timer. The distance and minutes are hidden while your driver waits. A **Check your ride** card shows:
   - the plate in large letters;
   - the car's color, make and model;
   - the driver's name.
5. **Match the plate, the car and the driver before you get in.** Use **Call** or **Message** on the card if you can't find each other.
6. Once you're on board, the banner switches to **Heading to <your destination>** with your arrival time.



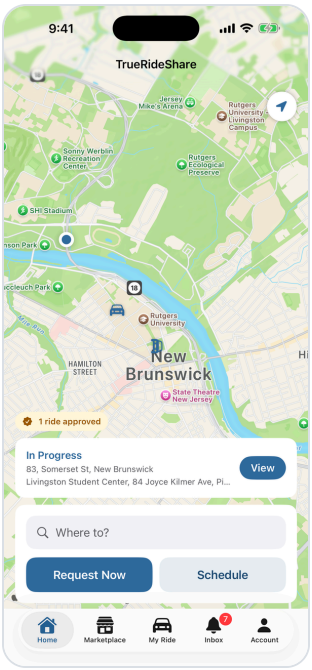
Check your ride: plate, car, driver



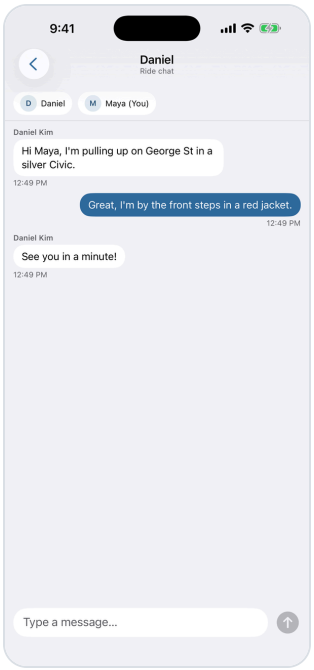
On the way to your destination

Minimize the tracker & chat with your driver

- **Minimize:** tap the round ⌄ button in the top-left corner of the ride screen to use the rest of the app. Your ride carries on. Home shows an **In Progress** card, and **View** brings the full-screen tracker back.
- **Chat:** tap **Message Driver** or the round chat bubble on the map to open the **Ride chat**. Type in **Type a message…** and tap send. In a shared ride, everyone on the ride is in the same chat. You can also chat from the **Chat** button on a booked ride in **My Ride**.



Minimized: tap View to return



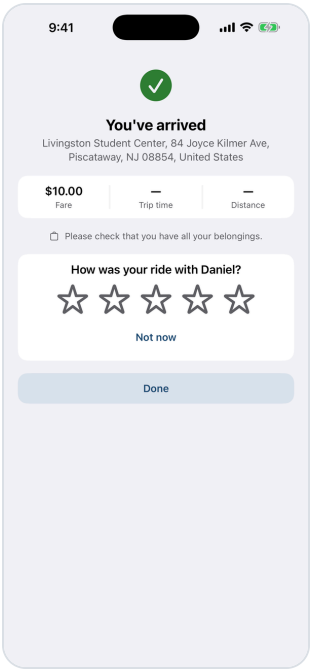
Ride chat with your driver

6. When you arrive: receipt & rating

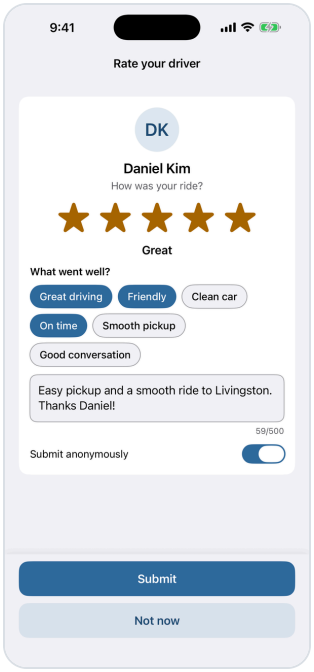
1. At drop-off you see **You've arrived** with your **Fare** and a reminder to take your belongings.
2. Under **How was your ride with <driver>?** tap a star. The full **Rate your driver** screen opens.
3. Add tags if you like. Good ratings ask *What went well?* (Great driving, Friendly, Clean car, On time…). Low ratings ask *What went wrong?*
4. Add an optional comment (up to 500 characters). **Submit anonymously** is on unless you turn it off.
5. Tap **Submit**, or **Not now** to rate later.

> Rating later:
>
> - Home shows a **Rate your trip with …** reminder for rides from the last 7 days.
> - In **Account** → **Ride History**, trips you haven't rated show a **Rate** tag. Tap the trip and choose **Rate this trip**.

> If you give 1 or 2 stars, a **Report a safety issue** link appears. It takes you to Help & Support.



Receipt and quick rating



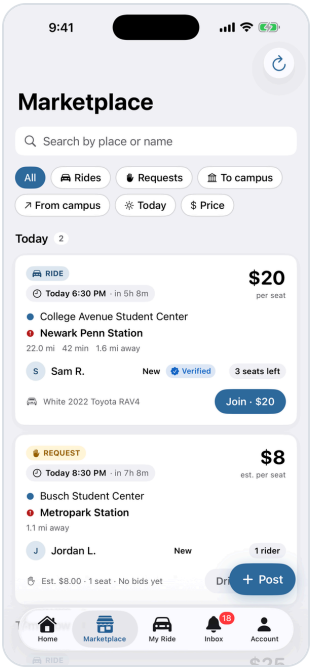
Stars, tags and an optional comment

7. Join a driver's ride (Marketplace)

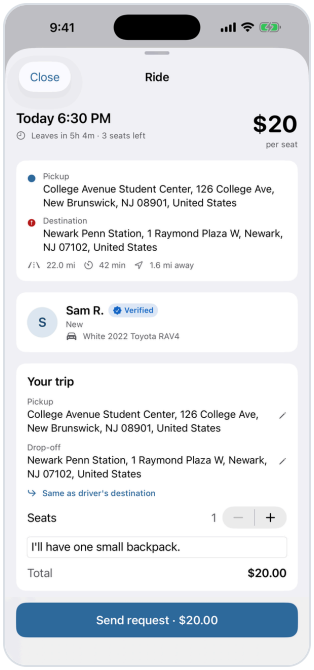
Drivers post trips they're already making and offer their spare seats. Riders post trips they need and drivers bid on them. Both appear in the **Marketplace** tab, grouped by day (**Today**, **Tomorrow**…).

1. Each **RIDE** card shows:
   - the departure time and how long until it leaves;
   - the **price per seat**;
   - the pickup and destination, the distance, the trip time and how far it is from you;
   - the driver and their rating, with a **Verified** badge once the driver's license has been checked;
   - **seats left** and the car.
2. Use **Search by place or name** or the chips to narrow the list: **All**, **Rides**, **Requests**, **To campus**, **From campus**, **Today**, **Price**.
3. Tap a card for details, then tap **Join · $20 per seat**.
4. Under **Your trip**, change your **Pickup** or **Drop-off** with the pencil. They don't have to match the driver's. Choose **Seats**, add an optional note for the driver and check the **Total**.
5. Tap **Send request · $20.00**. The screen says **Request sent: waiting for the driver**. The driver approves or declines before departure.

> You can also tap **Where to?** on Home and pick a destination. The app then lists drivers' rides along that route on **Available Rides**.



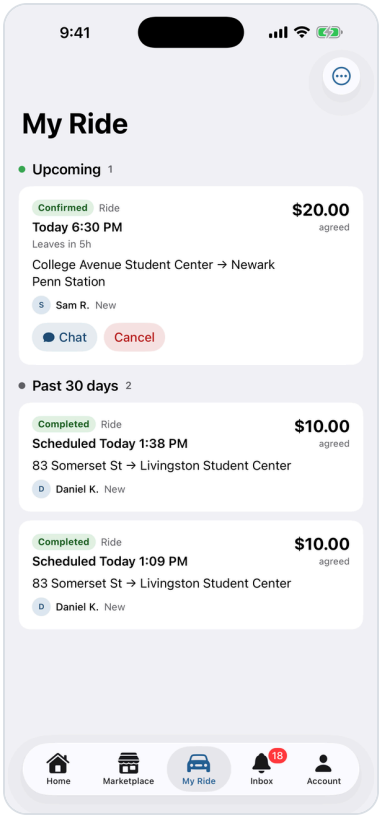
Marketplace: rides and requests near you



Join: your trip, seats, note, total

6. Follow your request in the **My Ride** tab. The card shows **Awaiting driver** until the driver answers. When the driver approves, you get a **Request Approved!** notification and the card changes to **Confirmed** with the agreed price.
7. From a confirmed card, use **Chat** to message the driver or **Cancel** if your plans change.
8. On departure day your driver starts the ride, and the live tracker from Section 5 opens.

> Nothing on your route yet?
>
> - Tap **Alert me when a ride is posted** to set a **Route Alert**. You get a notification when a matching ride or request is posted in the next 30 days. Manage alerts in **Account → Route Alerts**.
> - Or tap **Post** to post your own request (Section 8).



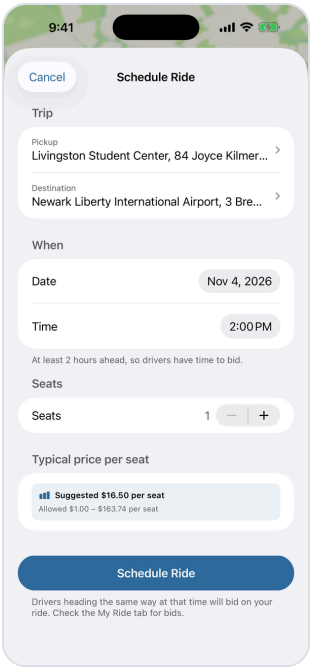
My Ride: the driver approved your seat

8. Schedule a ride & choose a driver's bid

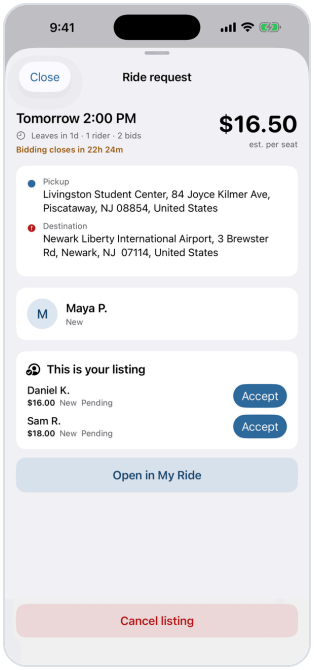
1. To book ahead, start in one of three places:
   - on **Home**, tap **Schedule**;
   - in the Marketplace, tap **Post** → **Post a request · drivers bid**;
   - on Request Ride, tap **Schedule for later instead**.
2. On **Schedule Ride** set:
   - **Pickup** and **Destination**;
   - the **Date** and **Time**. It must be **at least 2 hours ahead** so drivers have time to bid;
   - the number of **Seats**.

   Typical price per seat shows a suggested price per seat for the trip.
3. Tap **Schedule Ride**.
   - If drivers have already posted rides along your route, **Rides found** lists them first. Tap **Request** on one, or **Schedule my own ride**.
   - Otherwise you'll see "Ride scheduled successfully! Drivers can now place bids." Tap **OK**.

   Your trip waits in **My Ride** under **My requests & listings**, with the suggested price as its estimate.
4. Drivers heading your way bid on your trip. Each bid arrives as a **New bid on your scheduled ride** notification. In **My Ride**, the trip moves to **Needs your response** and is marked **Bids to review**.
5. The card lists every bid with the driver's name, their price and its own **Accept**. Tap **Accept** next to the one you want and confirm. You can also open the trip: under **This is your listing** you see each driver, their price and their rating, each with **Accept**. The other bids close automatically.
6. The trip changes to **Confirmed** with the agreed price, and **Chat** appears. Bidding closes 2 hours before departure. The screen shows "Bidding closes in …".



Schedule Ride: trip, date & time, seats

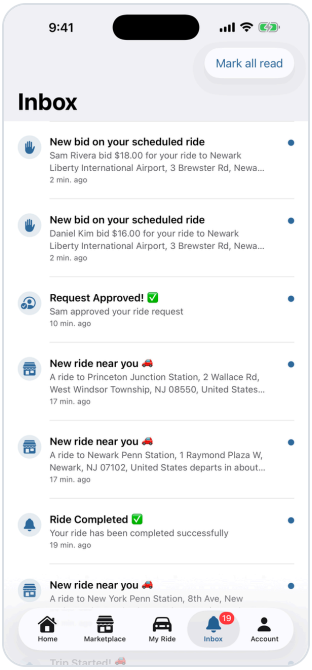


Pick the driver bid you want

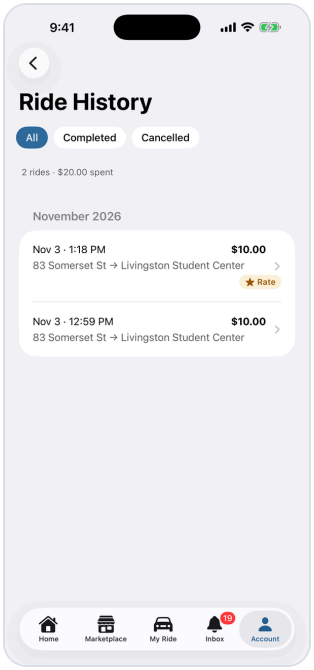
My Ride groups your trips into **Needs your response**, **Upcoming**, **My requests & listings** and **Past 30 days**. Pull down, or use the ⋯ menu → **Refresh**, to update it. Cards under **Past 30 days** show the trip's scheduled time (for example "Scheduled Today 1:38 PM"); Ride History shows when it ended.

9. Inbox & Ride History

- **Inbox tab:** every notification in one list, newest first. This includes new rides near you, bids, approvals, ride started and ride completed. Unread items have a dot. Tap **Mark all read** to clear them.
- **Ride History** (**Account → Ride History**): your completed and cancelled trips, grouped by month, with a total at the top.
  - Filter with **All**, **Completed** or **Cancelled**.
  - Tap a trip for **Trip Details**: route with times, fare and who you rode with.
  - Trips you haven't rated show a **Rate** tag, and the trip's details offer **Rate this trip**.



Inbox: all your notifications



Ride History with filters

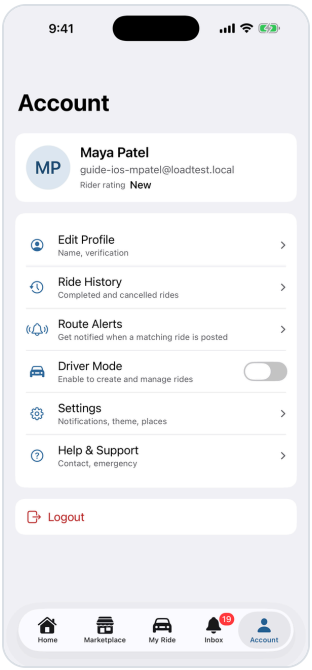
10. Account, profile & settings

The **Account** tab shows your name, email and rider rating, then these rows:

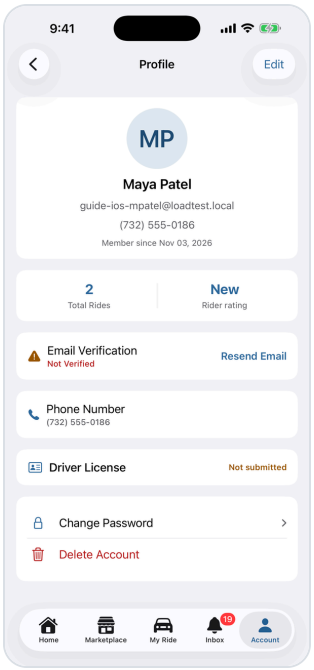
- **Edit Profile**: your profile (below).
- **Ride History** (Section 9).
- **Route Alerts**: alerts for new rides on your route.
- **Driver Mode**: turn this on to switch to driving. The app asks **Enable Driver Mode?** Driver Mode only switches on once your driver's license is approved. Until then, the app tells you what's missing, for example "License Not Submitted" with a button to scan it.
- **Settings**, **Help & Support** and **Logout**.

Your profile

- See your rides and rating, your **Email Verification** status (with **Resend Email**), your phone number and **Driver License** status.
- Tap **Edit** (top right) to change your name.
- **Change Password** updates your password.



Account tab



Profile: verification, password, delete

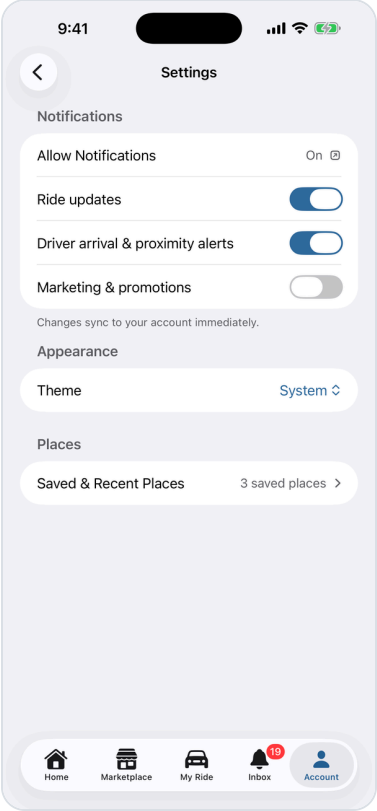
Delete your account

1. Go to **Account** → **Edit Profile** → **Delete Account**. On a driver account the row is called **Profile**.
2. Confirm the warning ("This action cannot be undone"), enter your **password** and tap **Delete Permanently**.
3. If you have a ride in progress, upcoming rides or open requests, the app says so and keeps your account. Finish or cancel them, then try again.

> Deleting your account is permanent and can't be undone. If you can't get into the app, email **info@true-rideshare.com** to ask for deletion.

Settings

- **Notifications:** **Allow Notifications** (opens iPhone Settings), **Ride updates**, **Driver arrival & proximity alerts**, **Marketing & promotions**. Changes save to your account straight away.
- **Appearance:** **Theme** is Light, Dark or System.
- **Places:** **Saved & Recent Places** shows your Home and Work places and recent searches. You can remove them one by one or with **Clear All Recent Places**.

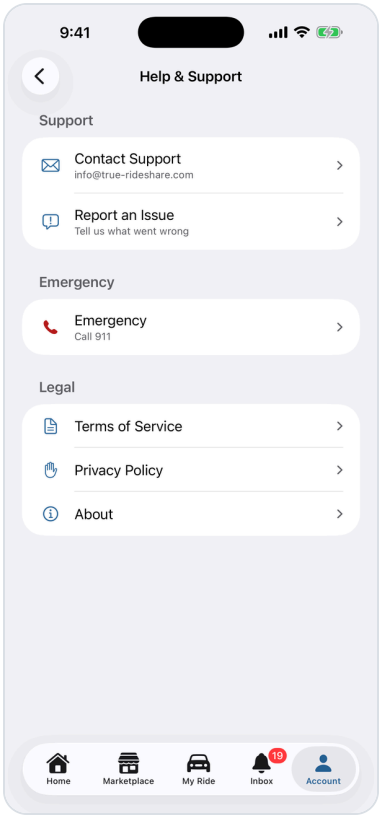


Settings: notifications, theme, places

11. Help, safety & emergency

Open **Account → Help & Support**:

- **Contact Support** starts an email to **info@true-rideshare.com**.
- **Report an Issue** starts an issue report by email. Say what happened and attach a screenshot if you can.
- **Emergency · Call 911**: tapping this row asks **Call Emergency Services?** ("This will call 911. Only use in a real emergency."). Then tap **Call 911** to place the call, or **Cancel**.
- **Legal:** **Terms of Service**, **Privacy Policy** and **About** (app version).



Help & Support: contact, emergency, legal

Staying safe

- Every trip is followed on the map from pickup to drop-off.
- Before you get in, **match the plate, the car and the driver's name** on the Check your ride card.
- Every driver's license and vehicle documents are reviewed before they can go online.
- Keep conversations in the ride chat, and rate every trip. A 1–2 star rating opens a **Report a safety issue** link.

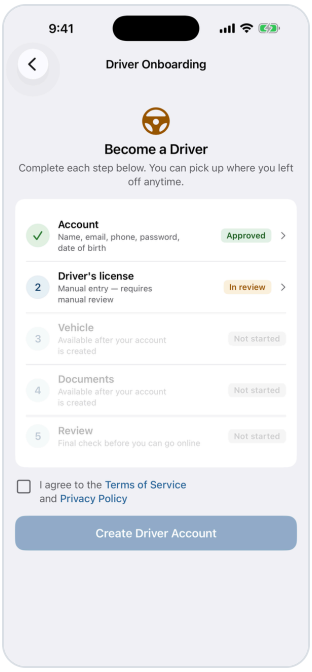
> **In any real emergency, call 911 straight away**, from the Help & Support row or from your phone.

DRIVERS

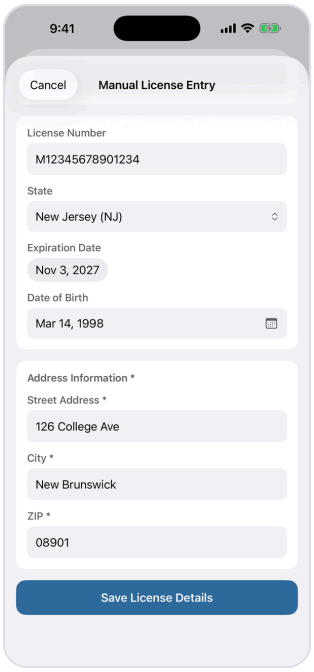
12. Become a driver

On the sign-in screen tap **Create Account** → **I'm a Driver**. The **Become a Driver** checklist has five steps, each with a status: *Not started*, *In review*, *Approved* or *Action needed*. You can leave and pick up where you left off.

1. **Account**: enter your name, email, phone, password and **Date of Birth (21+ required)**. The date reads **Select date** until you choose one: tap it, turn the wheel to your birthday and tap **Done**. Then tap **Save**.
2. **Driver's license**: tap **Scan License with Camera** (fastest) or **Choose from Library**.
   - Lay the license flat in good light with all four corners showing.
   - Check the details it reads, then tap **Done**.
   - If the scan can't read it, choose **Enter details manually instead**. **Manual License Entry** starts with the date of birth from your Account step. Choose your **State**, fill in the rest and tap **Save License Details**. Manual entry is reviewed by our team, usually within 1–2 business days.
3. Tick the Terms box and tap **Create Driver Account**. **Vehicle** and **Documents** now open (Section 13).
4. **Review** is our final check before you can go online.

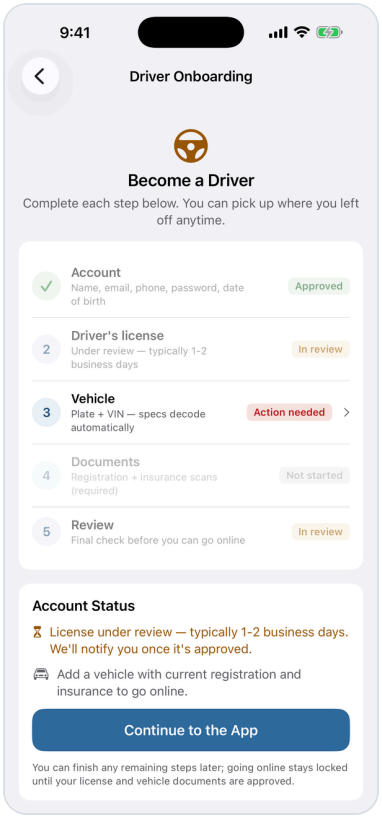


Become a Driver checklist



Manual License Entry, if a scan fails

- After you create the account, the **Account Status** card tells you what's left, for example "License under review: typically 1-2 business days" or "Add a vehicle with current registration and insurance to go online".
- Tap **Continue to the App** any time. You can finish the remaining steps later, but going online stays locked until your license and vehicle documents are approved. We notify you when they are.
- **Already a rider?** Use **Account → Driver Mode** (Section 10). Your rides and history stay with you.

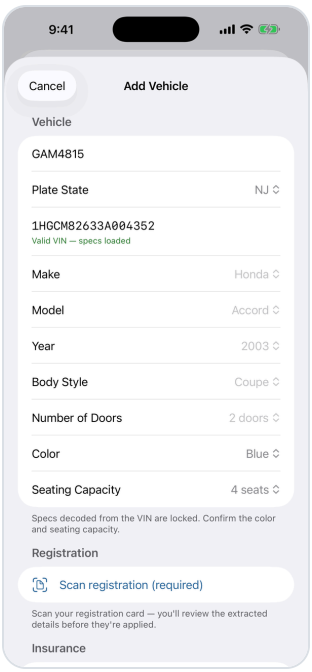


Account Status after you sign up

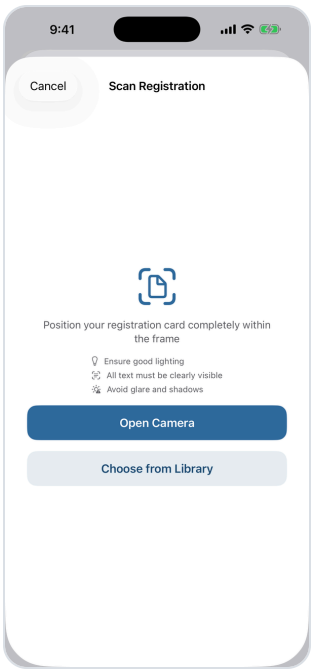
13. Add your vehicle

1. Open the **Vehicle** step on the checklist. Later you can also use **Driver Home → Manage Vehicles** or **Account → Vehicles**. Tap **Add your first vehicle**.
2. Enter your **License Plate Number** and choose the **Plate State**.
3. Enter your 17-character **VIN**. You'll find it on your registration card, the corner of the dashboard on the driver's side, or the driver-door frame.
   - A valid VIN shows **Valid VIN: specs loaded**.
   - It fills in and locks Make, Model, Year, Body Style and Number of Doors.
4. Choose the **Color** and **Seating Capacity**. Count every seat including yours. When you post a ride, the app offers riders one seat fewer.
5. Under **Registration**, tap **Scan registration (required)**. The camera opens straight away. To use a photo you already have, close the camera and tap **Choose from Library** (**Open Camera** brings the camera back).
   - Use good light, keep all the text visible and avoid glare.
   - Check the details it read, then tap **Apply to Form**.
6. Under **Insurance**, tap **Scan insurance card (required)** and do the same.
7. Tap **Save Vehicle**. Your documents go for review.

> Registration and insurance must be current. Once a document expires you can't go online. The app shows **Insurance Expired** or **Registration Expired** with an **Update Vehicle** button so you can scan the new one.

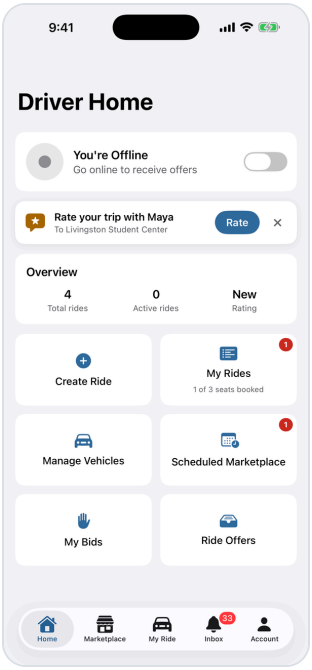


Add Vehicle: plate, state, VIN fills the rest

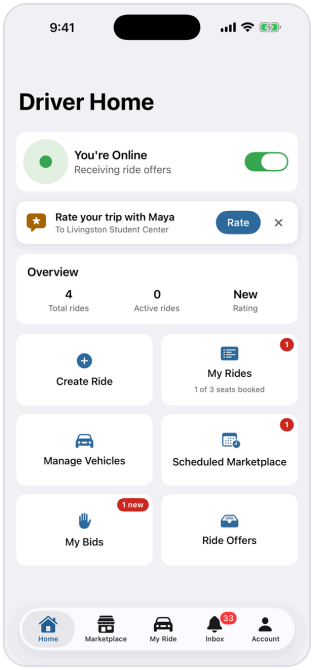


Scan your registration and insurance

14. Go online



Driver Home, offline



Online and receiving offers

Driver Home has these parts:

- your availability card at the top;
- an **Overview** (total rides, active rides, rating);
- shortcut tiles: **Create Ride**, **My Rides**, **Manage Vehicles**, **Scheduled Marketplace**, **My Bids** and **Ride Offers**.

1. Flip the switch on the **You're Offline** card. It turns green and reads **You're Online: Receiving ride offers**.
2. If something is still missing, the app tells you what to fix:
   - **Vehicle Required** → **Manage vehicles**
   - **License Under Review**
   - **Insurance Expired** or **Registration Expired** → **Update Vehicle**
   - **Verify your email** → **Resend email**
   - a request to turn on Location
3. Flip the switch back when you're done. Your location is shared only while you're online or on a ride. Going offline stops it.

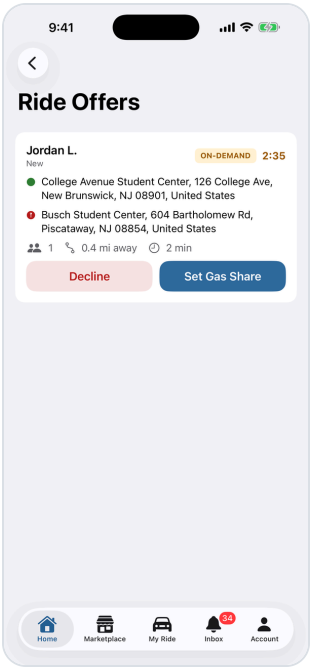
> On your first ride, iOS may ask to let TrueRideShare use your location **always**. Choose **Change to Always Allow** so riders can still follow your car while you use navigation or another app.

15. Instant ride offers

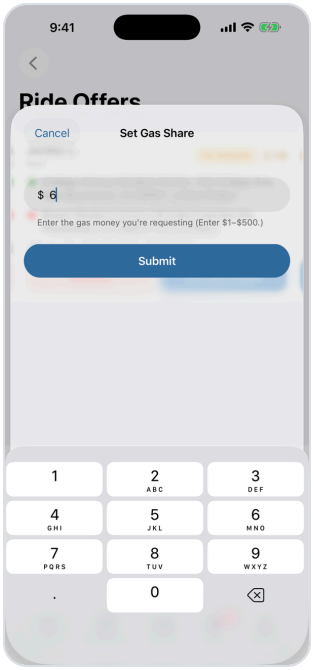
1. While you're online, a nearby rider's instant request appears in two places: as **On-demand ride waiting** on Driver Home (with "Expires in …"), and in **Ride Offers**. The offer card shows:
   - the rider's name and rating, an **ON-DEMAND** badge and a countdown;
   - the pickup and drop-off;
   - the seats, how far away the rider is and how many minutes.
2. Tap **Set Gas Share**, enter the gas money you're asking for ($1–$500) and tap **Submit**. The card then shows *Waiting for rider to approve your gas share…*
3. If the rider accepts, the ride opens in navigation so you can head to the pickup (Section 16). If they decline, you'll see **Fare Declined**. Stay online for the next offer.
4. Tap **Decline** to pass on an offer.

Once an offer is accepted, declined, cancelled or expires, or you go offline, the app clears its alert from Notification Center. If the app was closed, this happens the next time you open it.

> You can't accept an instant ride while you're on another ride, or if one of your booked rides leaves within the next 2 hours. The app explains why (**Can't Accept Ride**).



Ride Offers: an instant request



Set your gas share and submit

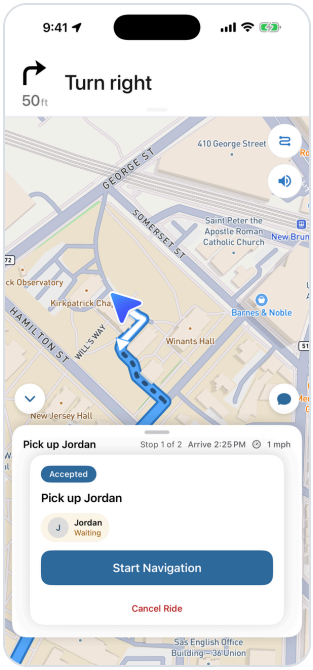
16. Drive the ride

The ride screen gives turn-by-turn directions with voice and shows the speed limit. On the map:

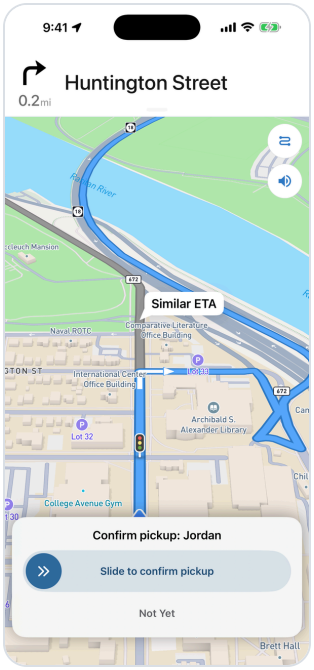
- the buttons on the right show the whole route and turn voice on or off;
- ⌄ (bottom left) **minimizes** the ride;
- the chat bubble opens the ride chat.

The bottom bar shows your next task (for example "Pick up Jordan"), "Stop 1 of 2", your arrival time and your speed. Tap its handle to open the full panel.

1. The panel shows the ride's status (**Accepted** for an instant ride, **Scheduled** for a booked one). Tap **Start Navigation** and drive to the pickup.
2. At the pickup, tap **I've Arrived**. The app often notices you've arrived on its own.
3. When the rider is in the car, **Slide to confirm pickup**. Tap **Not Yet** if they aren't there yet.
4. Drive to the drop-off, then tap **Confirm Dropoff** and **Slide to confirm dropoff**.
5. Finish with **Complete this ride?** → **Slide to end ride**.

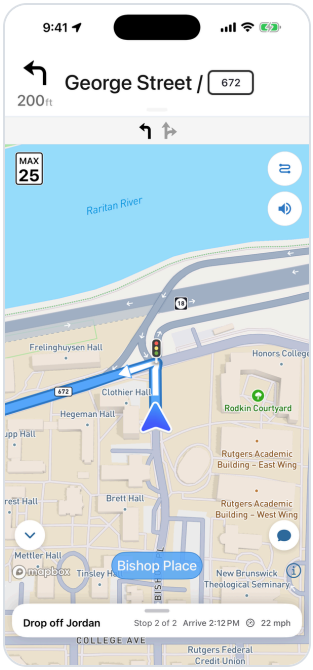


Navigation with the ride panel open

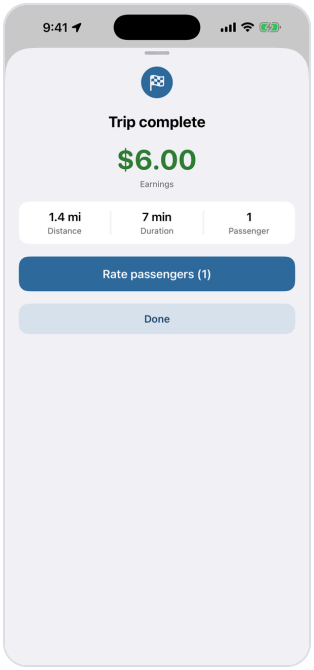


Slide to confirm pickup

- **Passenger chips** show each rider's status: *Waiting*, *At curb*, *On board*, *Dropped off*. Tap a chip for **Picked Up**, **Dropped Off**, **Call** or **Chat**. **No Show** becomes available after a short wait at the curb.
- **Cancel Ride** asks *Why are you cancelling?* Choose one of these reasons, or type your own under **Other**. Riders see the reason.
  - Rider not at pickup location
  - Vehicle issue
  - Emergency
  - Unsafe pickup area
  - Rider requested cancellation
- After the last stop, **Trip complete** shows your **Earnings**, distance, duration and the number of passengers. Tap **Rate passengers** to give each rider stars, tags and an optional comment, then **Submit ratings**. Or tap **Done** and rate later from the Driver Home reminder.



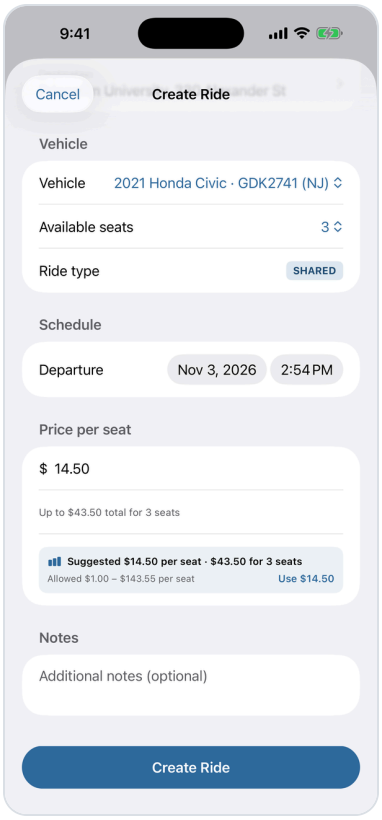
On the way to the drop-off



Trip complete: earnings and rating

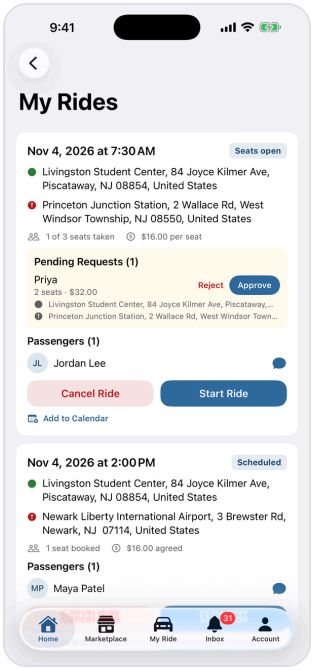
17. Post a ride & approve riders

1. Driver Home → **Create Ride**. This tile is hidden while you have an active ride.
2. **Route:** **Pickup** starts at your location. Set the **Destination**.
3. **Vehicle:** choose your car and the **Available seats**. The **Ride type** badge is set for you.
4. **Schedule:** choose the **Departure** date and time.
5. **Price per seat:** the box starts at the suggested price for the route. Type your own price, or tap **Use $…** to go back to the suggestion. The screen shows the allowed range and the total for all seats.
6. Add optional **Notes** and tap **Create Ride**. Your ride appears in the Marketplace for riders on that route.

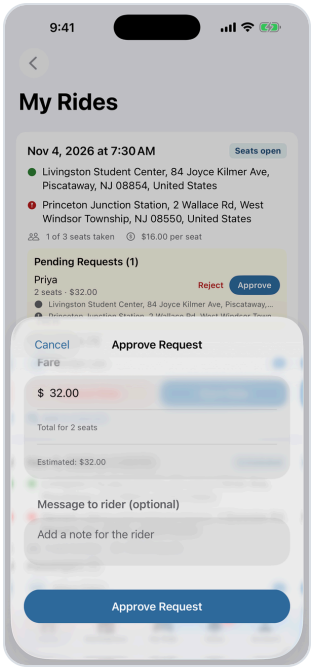


Create Ride: route, seats, departure, price

7. Every rider who asks for a seat needs your approval. New requests arrive as notifications, and Driver Home → **My Rides** lists them under **Pending Requests** with:
    - the rider's name;
    - the seats and amount (for example "2 seats · $32.00");
    - their pickup and drop-off.
8. Tap **Approve**. On **Approve Request**, check the **Fare** (the total for their seats, which you can change), add an optional **Message to rider** and tap **Approve Request**. Or tap **Reject**.
9. Approved riders appear under **Passengers**. Each has a message icon, and **Message riders** writes to all of them.
10. Each ride in My Rides is labelled **Seats open**, **Full** or **Scheduled** and shows its seats (for example "1 of 3 seats taken") and price: "$16.00 per seat" for a ride you posted, or "$16.00 agreed" for a rider's trip you won with a bid.
11. At departure time, tap **Start Ride** to begin navigation (Section 16). **Add to Calendar** saves the trip to your calendar. **Cancel Ride** asks for a reason that riders will see.



My Rides: a pending seat request



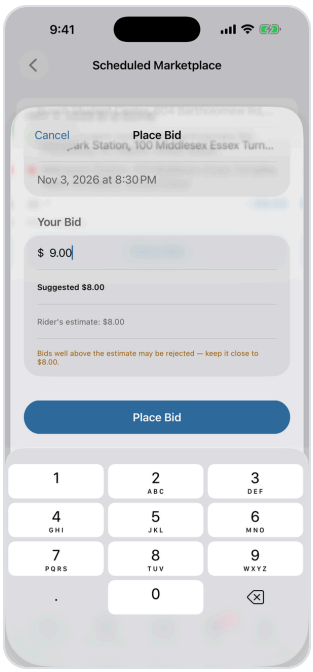
Approve Request: fare and message

18. Bid on riders' scheduled requests

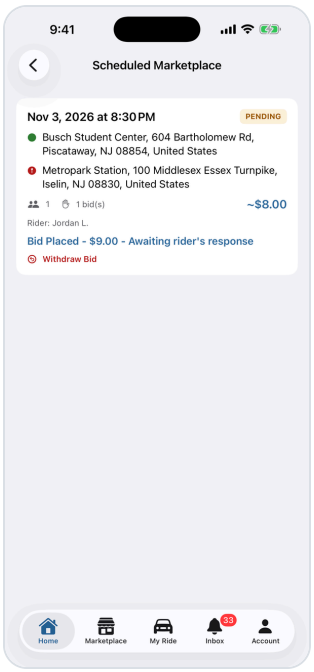
1. Go to Driver Home → **Scheduled Marketplace**. The red badge counts open requests. Each card shows:
   - the departure time and the route;
   - the number of passengers and bids so far;
   - the rider's estimate (for example **~$8.00**) and the rider's name.

   Requests also appear in the **Marketplace** tab under **Requests**.
2. Tap **Place Bid**. The box starts at the suggested price (**Suggested $8.00**), with the rider's estimate below it. Change the amount if you like. The sheet warns that bids well above the estimate may be rejected. Tap **Place Bid**.
3. The card now shows **PENDING** and "Bid Placed - $9.00 - Awaiting rider's response". **Withdraw Bid** cancels it while it's still pending.
4. Follow all your bids under **My Bids**. If the rider picks you, the card says **Congratulations! Your bid of … was accepted** and the trip moves into **My Rides** with **Start Ride**. If not, it says *The rider didn't accept your … bid*.

> The app won't let you bid on a trip that overlaps one you've already booked (**Can't Place Bid**). Bidding closes 2 hours before departure.



Place Bid against the rider's estimate

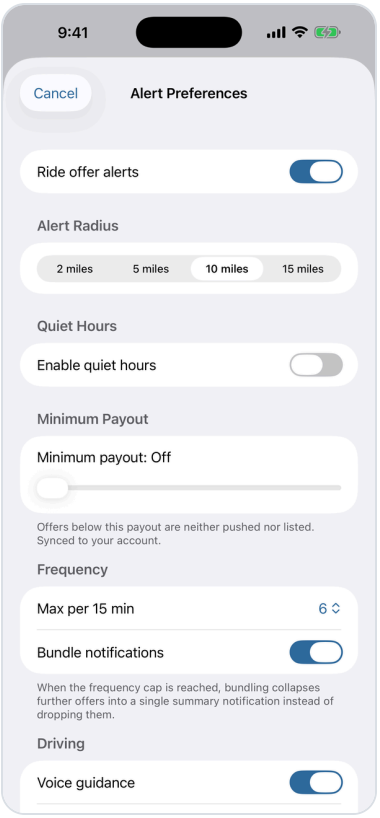


Bid placed, waiting for the rider

19. Driver account & alert preferences

The driver **Account** tab has these rows:

- **Profile**
- **Ride History**, with Today / This Week / This Month earnings at the top
- **Route Alerts**
- **Vehicles**
- **Driver Alert Preferences**
- **Settings** and **Help & Support**
- **Switch to Rider Mode**. If you're online, the app asks you to **Go offline and switch**.
- **Log Out**



Driver Alert Preferences

Driver Alert Preferences

- **Ride offer alerts** on or off, and an **Alert Radius** of 2, 5, 10 or 15 miles.
- **Quiet Hours**, with a start and end time.
- **Minimum Payout**: you aren't sent offers below this amount, and they aren't listed.
- **Frequency**: the most offers per 15 minutes. With **Bundle notifications** on, extra offers come as one summary instead of being dropped.
- **Driving:** **Voice guidance** for turn-by-turn directions, and **Auto-return online after a ride**.

Tap **Save Preferences** to keep your changes.

EVERYONE

20. Fares, the pilot area & support

- **No payments go through the app.** These prices are what you and the other person agree to:
  - the fare estimate;
  - a driver's gas share;
  - a ride's price per seat;
  - an accepted bid.

  You settle up directly with each other, outside the app. Estimates are a guide; the agreed amount is the one shown as "agreed" in My Ride and on your receipt.
- **Pilot area:** TrueRideShare is piloting at **Rutgers–New Brunswick**, NJ, and the campus area around it.
- **Support:** email **info@true-rideshare.com** or use **Account → Help & Support**. Include the email on your account, what happened and when, and a screenshot if you have one.
- **Website and legal:** www.true-rideshare.com. The Terms of Service and Privacy Policy are linked from sign-up and from Help & Support.