

DC TAXI APP

Quick Start Guide

Driver & Passenger Apps

WATCH
THE DC TAXI APP
TRAINING VIDEO

<https://youtu.be/mJUeF3ISSs8>

This short video will help you get acquainted with the app and how to download it.

DOWNLOAD
THE DC TAXI APP

Located in either your Google Play Store or Apple's iOS App Store,
download the DC Taxi Driver App. (Not the Passenger App!)

CREATE A NEW ACCOUNT

On the bottom of the Welcome Screen, choose “Create Account” to begin making your DC Taxi Driver profile. Upon completing your profile, the app will ask you to wait up to 48 hours for us to complete your account setup, but you’re not done!

Passwords must be between
6 and 16 characters.

COMPLETE THE ACH FORM

Completing your ACH form is a vital step in ensuring that you get paid for your service. You can obtain your ACH form by visiting <https://dctaxi.zendesk.com>.

Please include a copy of a voided check with your ACH form.

TAKE A PHOTO OF YOURSELF

Please take a photo of yourself for your driver profile in the DC Taxi App. After your photo is taken, send it to support@dctaxi.zendesk.com.

Please include your FACE ID NUMBER in the "Subject" of the email.

Once we have your ACH for with a voided check, as well as your photo, we will finalize your account so you can successfully use the DC Taxi Driver App.

USING THE DC TAXI DRIVER APP

LOGIN

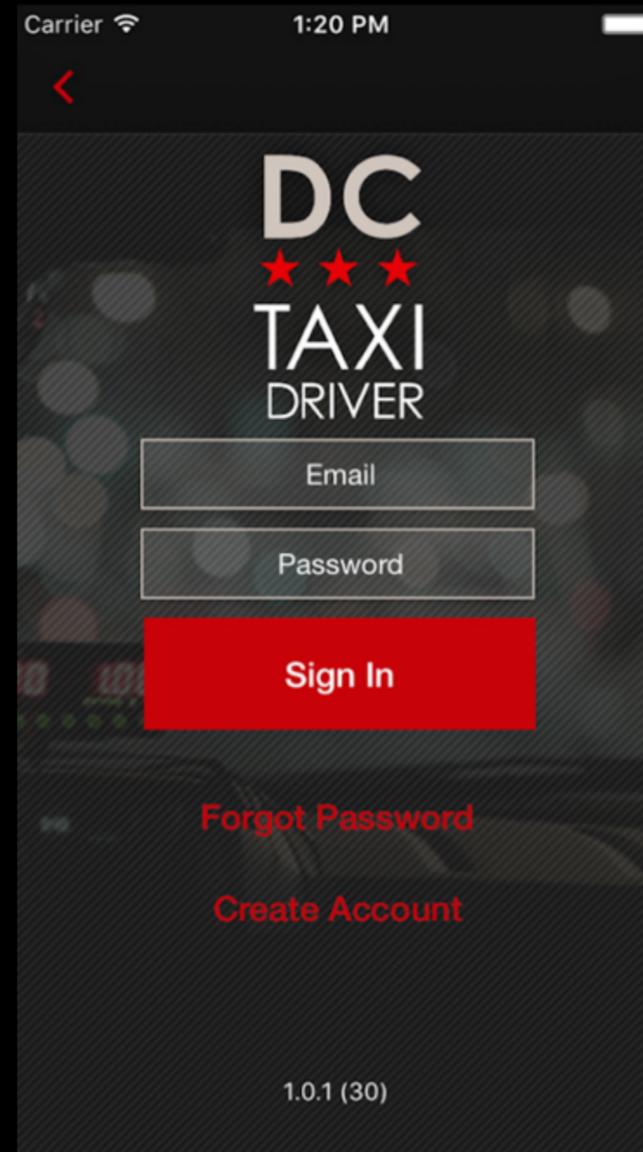
GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT



Login to your account using your Email and Password. If you do not have an account, press “Create Account”.

USING THE DC TAXI DRIVER APP

LOGIN

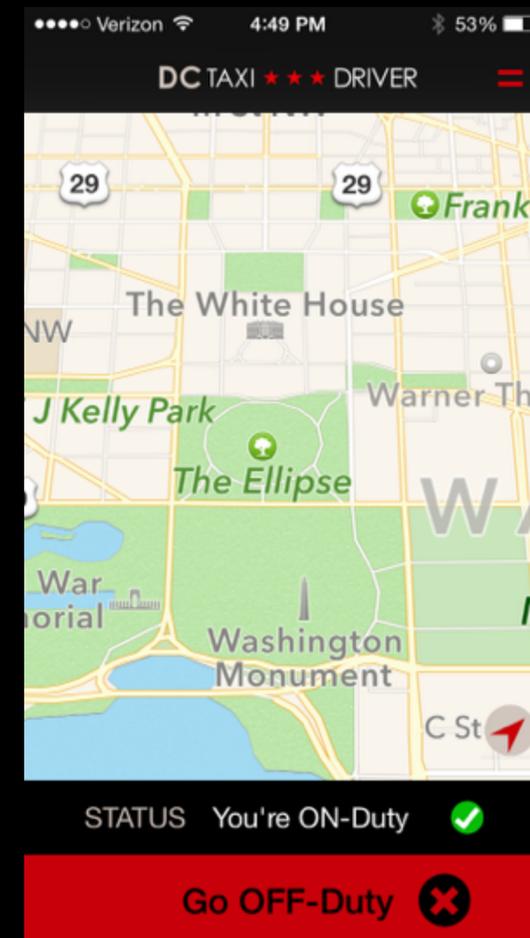
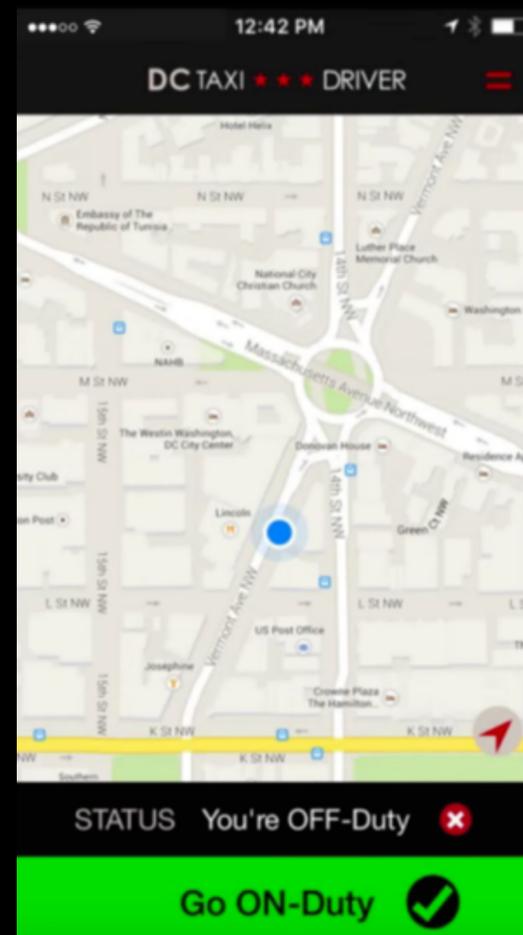
GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT



Press the green
“On-Duty” button to
change your status
to “On-Duty”.

USING THE DC TAXI DRIVER APP

LOGIN

GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT

Touch screen in

15
sec

Accept Hail

When a rider presses the “Hail” button on the DC Taxi Rider App, you will be presented with this screen, allowing you 15 seconds to accept or ignore the ride request.

USING THE DC TAXI DRIVER APP

LOGIN

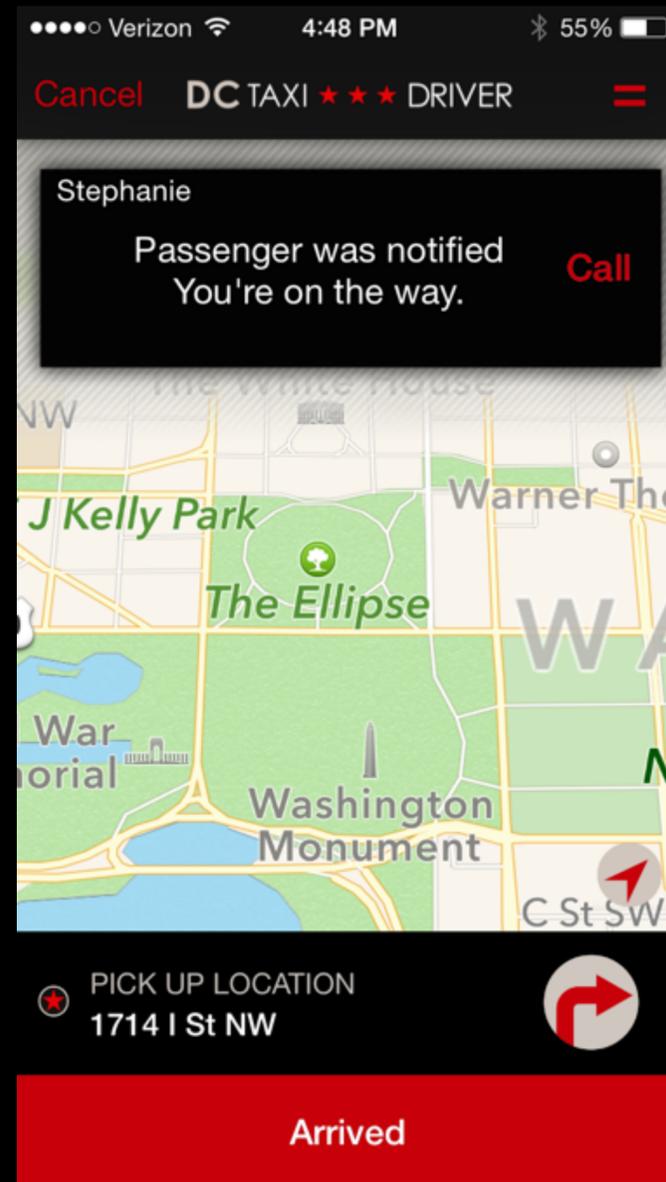
GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT



Upon accepting a request, you will receive this message, informing you that your passenger has been notified.

USING THE DC TAXI DRIVER APP

LOGIN

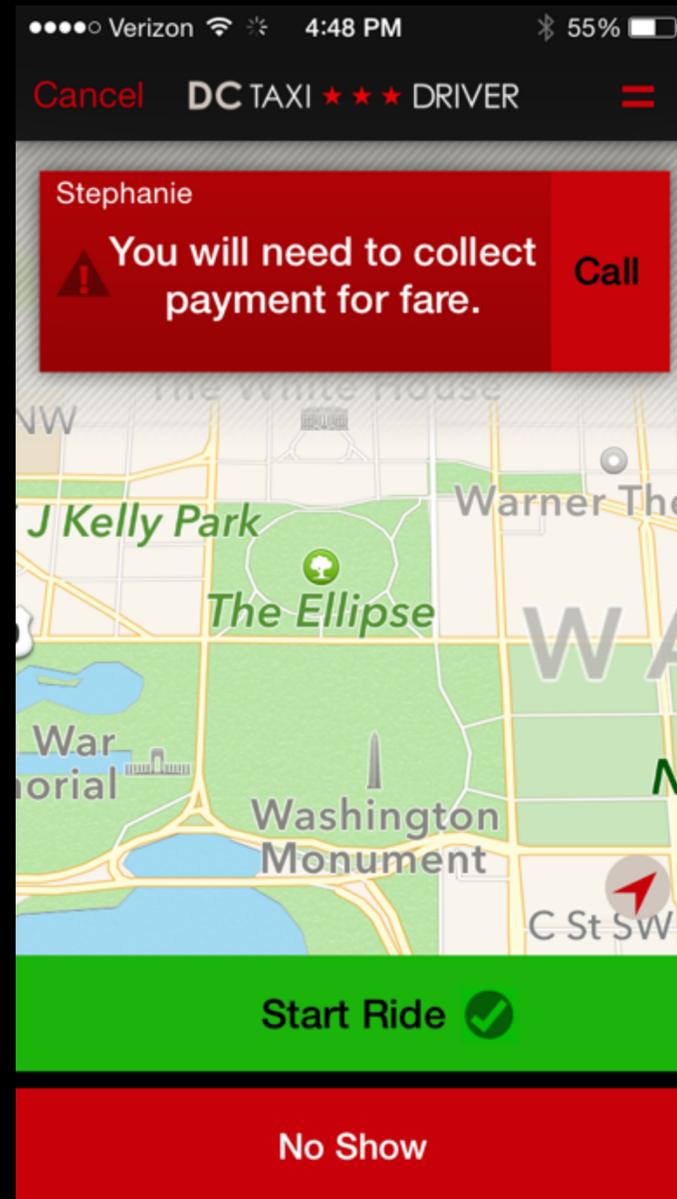
GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT



Once you arrive and the passenger is inside of the taxi, press the green “Start Ride” button to initiate the trip. If the passenger is nowhere to be found, press “No Show”,

USING THE DC TAXI DRIVER APP

LOGIN

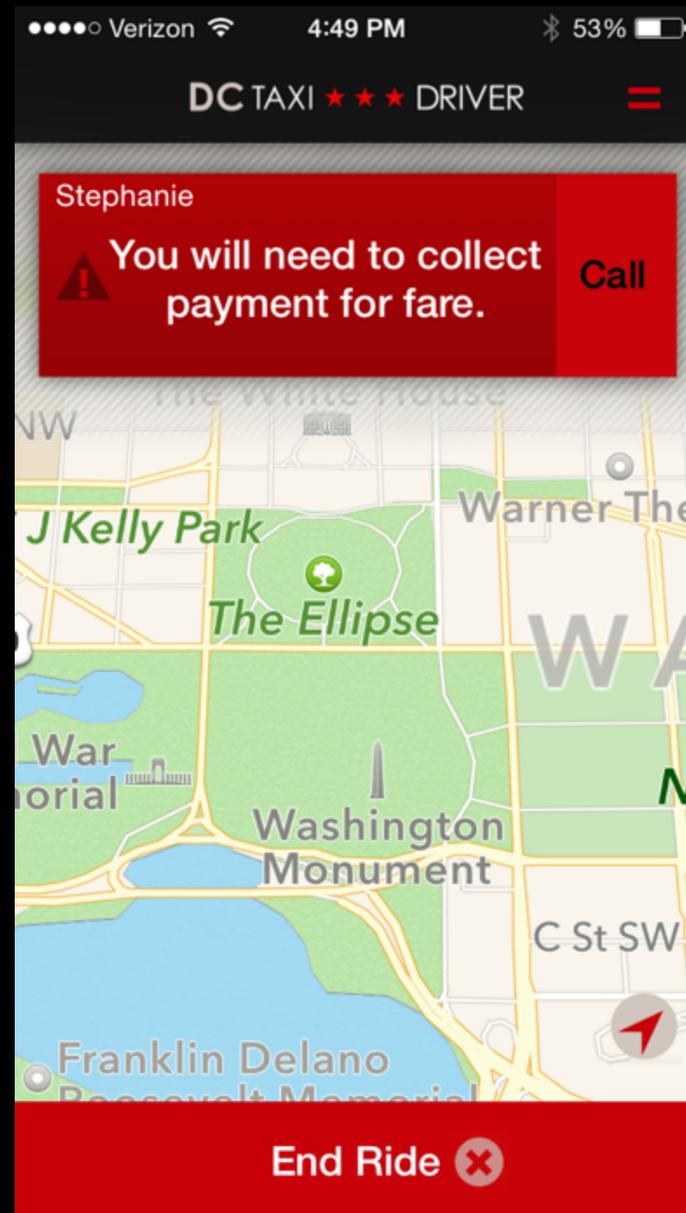
GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT



After successfully reaching your destination, press the "End Ride" button. The app will remind you whether or not you need to collect payment from your passenger.

USING THE DC TAXI DRIVER APP

LOGIN

GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT

11:25 AM

Cancel Enter Fare Next

\$0.00

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

If the passenger is paying through the app, you will need to enter the fare on this screen.

USING THE DC TAXI DRIVER APP

LOGIN

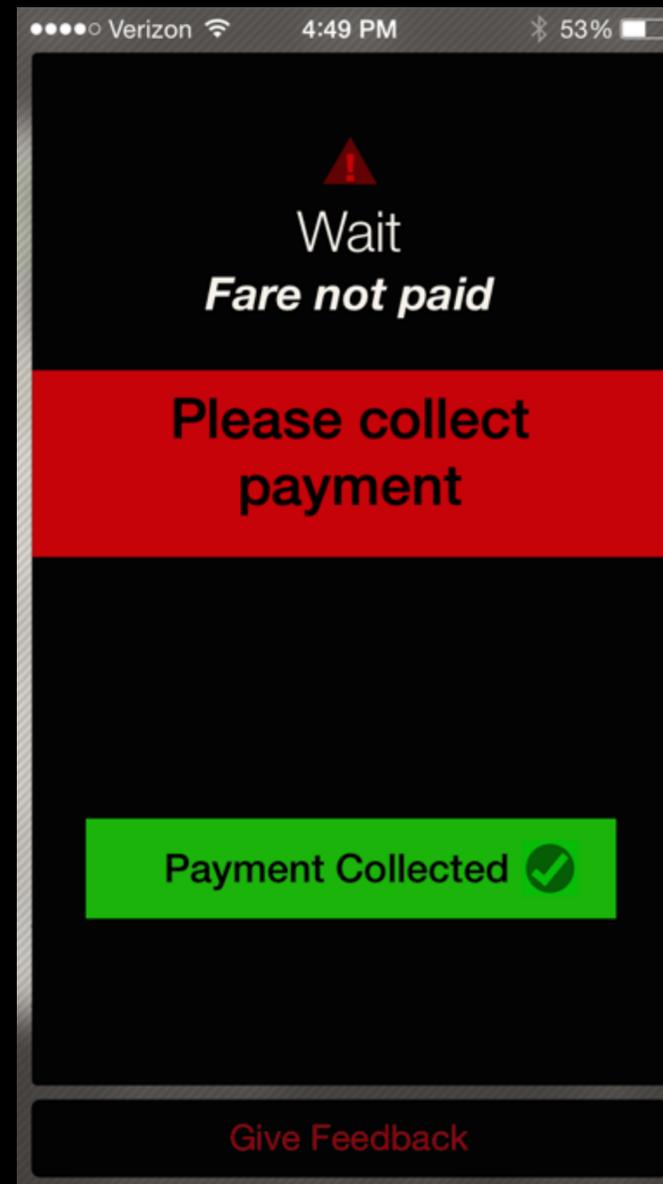
GO ON-DUTY

ACCEPTING HAILS

ARRIVAL

DROP OFF

PAYMENT



Once the passenger has paid via Credit Card or cash, press the “Payment Collected” button to finish the trip and transaction.

DC TAXI APP

TIPS & TRICKS

- **DO NOT ASK THE PASSENGER FOR A TIP!**
- **DO NOT ASK THE PASSENGER FOR A CREDIT CARD IF THEY ARE PAYING THROUGH THE APP!**
- **OPTION TO PAY THROUGH THE APP!**
- **WHEN A RIDER PAYS THROUGH THE APP, IT WILL AUTOMATICALLY SEND THEM A RECEIPT**
- **DRIVERS HAVE THE ABILITY TO CALL PASSENGERS AFTER ACCEPTING THEIR HAIL!**
- **RIDERS CAN HAIL CABS WITHIN A 3 MILE RADIUS!**
- **THE APP WILL TELL YOU HOW THE RIDER INTENDS TO PAY!**
- **RIDERS CAN RATE THEIR DRIVER ON A 5 STAR RATING SCALE!**