



Follow the instructions below to start dispatching rides today! Before you get started, make sure you are using the Google Chrome web browser.

LOGGING IN: NEW DISPATCHERS

Welcome to Concierge

Log in using your work email.

Work Email Address

Next

Step 1

Go to www.lyft.com/dispatch/login

Step 2

Enter your work email address. This sends a verification email to your inbox.

Welcome to Concierge

You've been added to Concierge. You can now request rides on behalf of your organization.

Get Started

Step 3

Check your email inbox, open the verification email from Lyft and click on the link.

Sign Up for Concierge

Add your name to your Concierge account, and you'll be all set.

First name

Last name

Use of Concierge is subject to your organization's agreement with Lyft.

Get Started

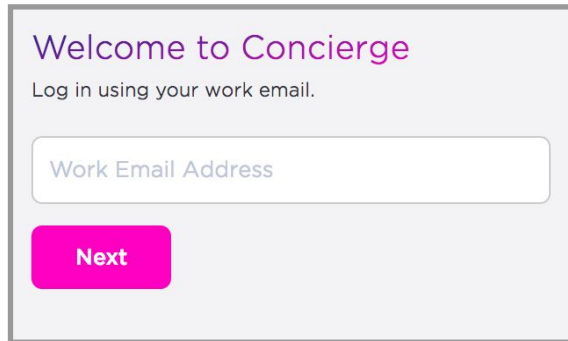
Step 4

Now enter your first name, last name, and click Get Started. This step verifies you as a dispatcher and takes you directly into Concierge.



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LOGGING IN: RETURNING DISPATCHERS

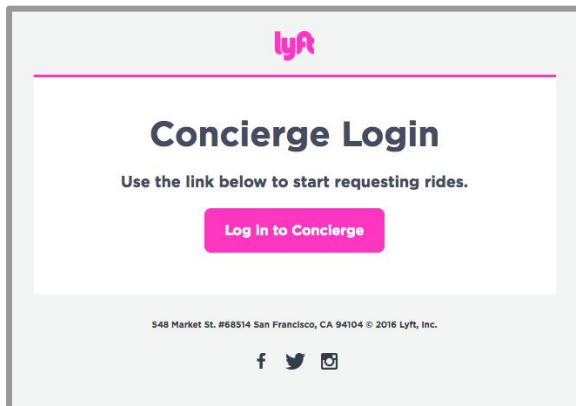


Step 1

Go to www.lyft.com/dispatch/login

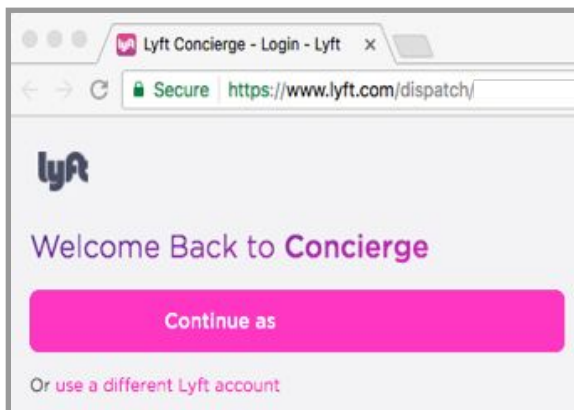
Step 2

Enter your work email address. This sends a verification email to inbox.



Step 3

Check your email inbox, open the email from Lyft and click on the link.



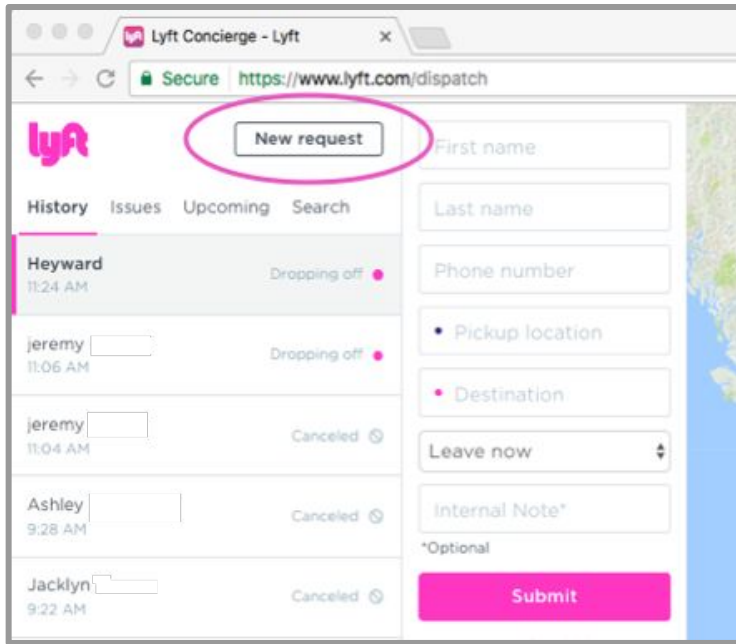
Step 4

Click "Continue as" + your name. This automatically directs you to Concierge.



Now that you're logged in, follow the instructions below to request a ride for someone else.

HOW TO DISPATCH A RIDE



Step 1

Click “New Request” button

Step 2

Enter Passenger Information:

- First Name
- Last Name
- Phone Number (passenger's)
 - You can enter your department's phone number if passenger does not have a mobile phone.
- Pickup Location (physical address)
- Destination (the drop off location)
- Select Leave now if passenger is ready or Depart At for a later pickup
- Add Internal Note
 - Your location may require a billing or location code. Check with your Administrator.

Step 3

Click “Submit”

Does your facility have multiple pickup locations? Enter the pickup location plus the passenger's name in the first name field. This will help the driver arrive at the correct entrance.



Email Support

Your Lyft account manager

Ride review inquiries: DispatchQA@lyft.com



24/7 Emergency Response Line

CRITICAL SAFETY ISSUES ONLY

855-865-9553