



Lyft Promo Code Overview

How to Use Lyft Promo Codes

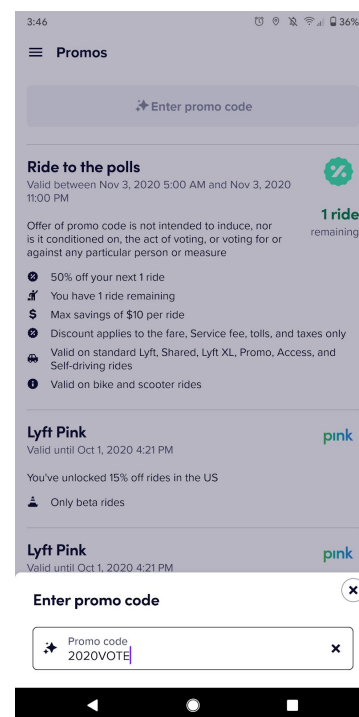
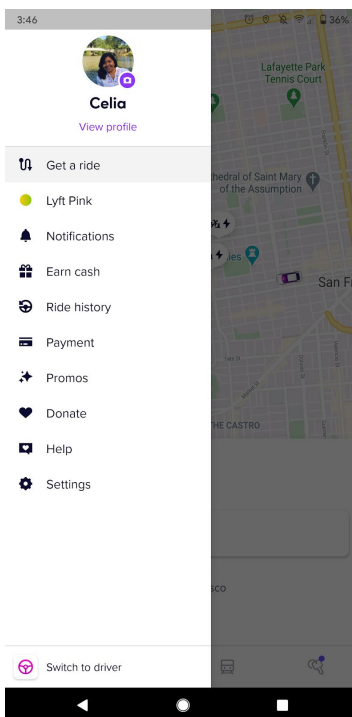
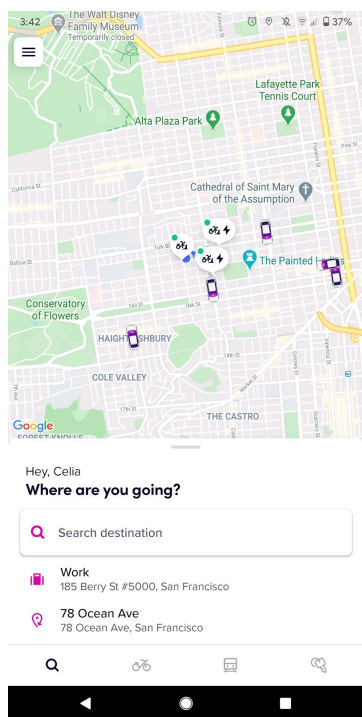
Outlined below are instructions to use Lyft promo codes from start to finish.

Setting up a Lyft account

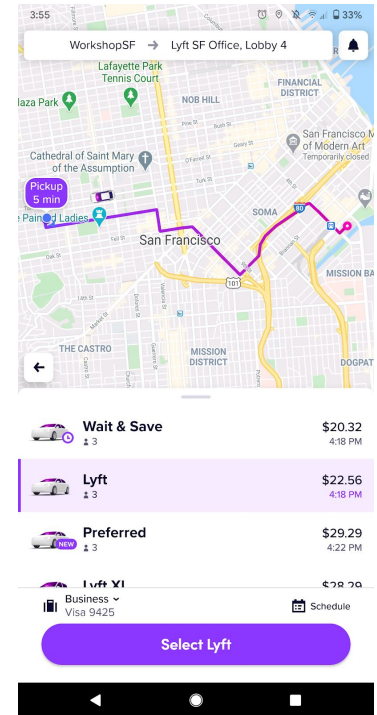
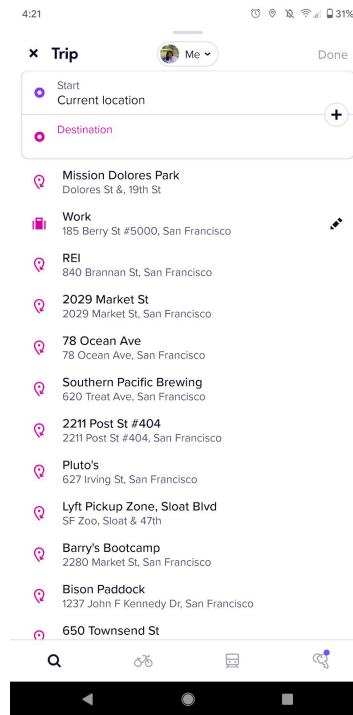
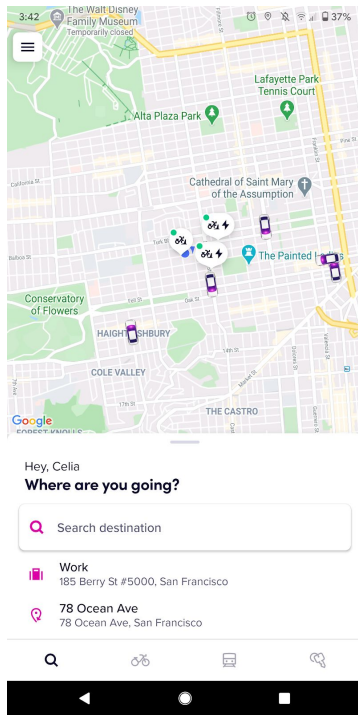
1. Download the Lyft app in the App Store or Google Play Store
2. Tap 'Get Started' on the main screen and follow the prompts to create your account
3. After entering in your cell phone number, you'll receive a verification code through an SMS text message
4. Enter this verification code into the app to log into your new account
5. Type in your name, email address, and take a selfie so your driver knows who to pick up
6. That's it! Your account has been created and you're ready to request a ride

Applying a Lyft promo code

1. Open the Lyft app
2. Tap the Menu icon in the upper lefthand corner
3. Tap 'Promos'
4. Enter the specific promo code.
5. That's it! Once the code has been entered the value of the promo will automatically be applied to your next ride(s)



Requesting a Ride



For additional steps or guidance on how to request a Lyft ride, visit our [Help page](#).

Why isn't the promo code working?

Here are the most common reasons a promo code wasn't applied to your ride:

- **It's expired:** Most codes expire on a certain date. For reference, the expiration date and time are specified in the 'Promos' tab.
- **It's a business ride:** Currently, ride credits won't apply by default to Business Profile rides because your employer typically reimburses you for these. On the rate and pay screen after your ride has ended, you can manually apply a specific promo code by tapping on your payment method (just above where it says either 'Business' or 'Personal'). From there, tap on 'Change applied promos' to enter a promo code or select the promo you would like to use.

For general support, please check out our [Help Center](#)

Lyft Guidelines

For more information about Lyft's response to COVID-19, including the health and safety tips given to drivers, visit our dedicated page: <https://www.lyft.com/safety/coronavirus>

Social Promotion

We've created templates for pre-approved social copy. You're free to edit the language so that it matches your organization's voice, but please keep all Lyft-related copy apolitical. Before posting, please send the proposed timing and final copy to your Lyft POC for a quick review and approval.

Lyft Channels: [Twitter](#), [Facebook](#), [Instagram](#) (for tagging purposes)

Preferred Hashtag: #LyftUp

Sample Template Copy:

- @Xpartner is proud to team up/partner with/work with @Lyft who's helping nonprofits/organizations like ours to get people in need to where they need to go #LyftUp
- Thank you to @Lyft for providing us with free ride credits to help our community/our clients/our staff get to where they need to go #LyftUp
- @Lyft is doing their part by providing transportation options to essential workers like our staff/our community/our clients during this time of need #LyftUp
- Thank you @Lyft who is working with nonprofits/organizations like ours to bring more equitable transportation options to communities that need them #LyftUp
- @Lyft has been a key partner to nonprofits/organizations like ours as we continue to get people where they need to go each day #LyftUp