

# Cabify app



**cabify**

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# Introduction to Cabify

Cabify is an app that offers multi-mobility services so that everyone can get around the city safely and independently.

The application is constantly being improved, so if you have any problems or suggestions, please contact us via the "Help" menu in the application or send us an email to [sustainability@cabify.com](mailto:sustainability@cabify.com).

## Accessibility upgrades to the application

The application is compatible with the various support products available on Android and iOS.

You can use the application with a screen reader, a voice control service or a screen magnifier, as well as taking advantage of other accessibility features of the phone such as colour and contrast filters.

### Screen readers

You can use Cabify's screen reader app using the basic features of your mobile phone's screen reader.

Swipe right to move to the next control and swipe left to go back to the previous control.

You can also swipe your finger across the screen to explore the information displayed more quickly.

Once you have pinpointed the item you wish to activate, double-tap with one finger to activate the pinpointed control by your screen reader.

Note: in some cases, if the application has not yet finished downloading all the information, the reader may have trouble reading some elements. Try waiting a few seconds and touching the centre of the screen with one finger.

## Voice control systems

Cabify's app is compatible with voice control systems.

To activate an element try issuing the command "Press" and the text of the button displayed on the screen.

Check the documentation of your voice control system in order to activate elements by means of number grids or element lists.

## Permissions required on your phone

At some point while you are using the Cabify app, depending on the service you wish to use, you will be presented with a permission request screen in order to access your location and your phone's camera.

These service requests are necessary for the correct functioning of the application.

Location permission is requested so that Cabify can dispatch vehicles to where you are and also track the progress of the ride in progress.

Permission to access the camera is requested when the Cabify service requires a photo of a personal document or if you wish to include a photo in your personal profile.

# Getting started with the application

## Register with Cabify

If you've never registered before, when you open the application you'll see a screen where you must enter your personal details to register and be able to use Cabify services.

You'll then need to enter an email account and set a password. These will be your credentials to log in to Cabify if you change phones or if you uninstall the app.

Once you've entered all this information, you'll be able to use Cabify mobility services.

## If you've already registered

If you've already registered with Cabify and are opening the application for the first time, if you're using the application from another phone or if you have reinstalled it, there are two ways you can log in:

1. By entering the telephone number associated with your account. We will send a verification code to that mobile phone so that you can log in

2. Using the email address and password you selected to create the account. If you can't remember your password you can click the "I forgot my password" button.

## Home screen

Once you've logged in to Cabify, the screen that appears will give you access to the multiple services offered by Cabify in the city in which you are located.

This home screen is divided into 3 areas.

In the top left-hand corner there is a button that displays the main menu.

At the bottom of the screen there's a tab bar that gives us access to the multiple services offered by Cabify in the city in which you are located.

In the centre of the screen, the map with information on the selected service appears in the lower tab bar.

# Accessibility on the move

When you log in to Cabify for the first time, a message may appear on the screen with general information about the application where you can learn about the "Accessibility on the move" menu and other sections of the app. In the accessibility menu you will see different options to ensure that the service is adapted to your needs, which you can activate or deactivate by clicking on the checkboxes next to each of the options.

You can access this menu at any time by clicking the main menu button in the top left-hand corner of the screen, selecting the option "My account" and clicking the "Accessibility on the move" option.

These are the different options that you can activate or deactivate in the menu:

## **Assistance getting on board**

Specially designed to enable people who are visually impaired, older riders or those with reduced mobility to alert drivers in case they need help to reach the vehicle.

## **Chat instead of calls**

Perfect for hearing-impaired people to be able to communicate with the person driving their Cabify easily thanks to the chat function included in the app.

## **Important voice alerts**

The app allows you to play back important messages about a ride using voice playback. It's ideal for older people, people with cognitive impairments or attention deficit issues. If you want to find out how to use this feature, here's an explanatory video.

# How to request a ride with Cabify step by step

To ride with Cabify, select the "Travel" tab in the bottom bar on the main screen. This tab bar displays the multiple mobility services offered by Cabify in your city. If no tab bar appears at the bottom of the screen, this means that Cabify only offers the vehicle with driver service, so you can skip to the next step: "Selecting pickup and dropoff points".

In the centre of the screen you will see several elements such as suggested dropoff points, warnings and recommendations, plus an "Enter your route" button. Clicking this button will open a screen to choose the pickup and dropoff points for your ride and to include more stops along the way if you wish to do so.

## First step: selecting pickup and drop off points

By clicking on the "Enter your route" button you will be presented with a screen with two fields at the top to choose the pickup and dropoff points of your ride.

First, verify that the pickup address is correct. If GPS location on your device is enabled, the application will suggest a pickup point that's as close as possible to your current location.

Then, click the dropoff address field to select a dropoff point for your ride.

Note: as you type an address in the pickup point or dropoff point fields, you'll be presented with a list of suggestions that will be



updated as you enter the address, so it's advisable to check this list as you type.

You can add stops to your ride by clicking the "Add a stop" button on the right side of the text fields.

Once you have configured your ride, click the "Continue" button.

## Step two: select how you want to travel

You will then be presented with a screen where you can select how you want to travel: Taxi, Cabify vehicle, Cabify for groups, etc. This list will depend on the services offered by Cabify in your city.

In addition, on this screen you will be able to select the payment method you will use to pay for your ride. For accessibility reasons, it is recommended to use ApplePay or GooglePay as payment methods, as these services do not require intermediary gateways to confirm payments.

At the end of the ride, a message will appear on the screen so that you can evaluate your experience.

## Step three: the ride begins

After verifying your payment method, the app will start searching for a driver to come and pick you up.

The screen will show information about what is happening at all times.

Once a driver is assigned, their information and vehicle details will be displayed, and you'll be able to contact them using the "Contact" button should you need to. You will be able to use the text chat or the phone call function in the app, if the driver is happy to receive calls.

## Fourth step: end of the ride

At the end of the ride, a message will appear on the screen so that you can evaluate your experience.

When the rating process has been completed, the home screen will reappear so that you request another ride.

When you have completed your ride information, click the "Continue" button at the bottom of the screen to begin your ride.