Chauffeur Policies Procedures & FAQ

CCRP Verify the chauffeur job with PIN

Uber has implemented a safety feature for Tier 1, 2 and 3 CCRPs. It is known as **Verify ride with a PIN**.

The PIN verification feature is to help CCRPs make sure they are always getting into the right vehicle. The CCRP can choose to turn on this feature for added peace of mind on every job they book.

Uber will be sending out emails to all Tier 1, 2 and 3 CCRPs on how to use this new safety feature. While it is not Iconic Chauffeur responsibility to advertise this feature all Iconic Chauffeurs are required to be aware of the new safety feature and if a CCRP asks for help on how to set it up, the Iconic Chauffeur can assist the CCRP.

1. How to turn PIN verification on (what to inform the CCRP)

    1. 1. Update Uber app to the latest version.
    2. 2. In the app, go to Settings, and tap Verify rides.
    3. 3. Select ‘Use PIN to verify rides’ to toggle it on .
    4. 4. Then, choose either ‘Every ride’ or ‘Only at night’.
    5. 5. Tap Done.
    6. 6. After turning PIN verification on, CCRP will receive a unique 4-digit PIN whenever they request a ride. As the CCRP enters the vehicle politely ask the CCRP for the PIN. It is acceptable to allow them to sit in the car while they check and provide you with the PIN. The driver will enter the pin in the JOB app and the CCRP will receive an in-app confirmation once the driver has successfully entered the CCRP's PIN.

For Iconic Chauffeurs if a CCRP has used this feature you will be notified on the Job App to enter the PIN verification number. Once entered you can continue with the job as normal.

Questions Asked and Answered:

1. David Phillip | 12-Jun-2020 04:24 |
   Question: are ‘Every ride’ or ‘Only at night’ the only two Pin options for the ccrp?
    a. answered by @steve.baltzois 12-June-2020 15:35
        a. Yes it is the only two they have.

Attached files:

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URL: https://staff.iconic.productions/KB/content/0cat=32/492/en/ccrp-verify-the-chauffeur-job-with-pin.html