

**FAQ CSC Lyft Program**

**Does everyone in my student organization need to download the Lyft app?**

* 1. No, only individuals added to the student organization’s Lyft account will receive the link and need to download the Lyft app. These individuals will be added to the account by the student organization’s administrators for Lyft.

**How does payment work?**

* 1. All used Lyft ride credits will be deducted from your student group’s budget.

**We no longer have the budget for transportation at this point in the semester. Can we still use this program?**

* 1. No. If the student organization does not have funds to cover transportation, they will not be able to utilize the Lyft program. However, if your student group needs additional funding, they may apply for a CSC Supplemental Grant funding via Hopkins Groups. Please reach out to your ARC Commissioner or CSC Staff Advisor to learn how you can submit a grant request.
  2. Put simply, your student group will be able to travel between the Homewood campus and your service site(s). All Lyft rides are location-bound, and you can only use Lyft for the service sites that you listed in your request.

**Can I tip the driver?**

* 1. Yes, however tips will be charged to your personal credit card on file with Lyft and not the student group’s credit. Tipswill not bereimbursed.

**How do I make sure the credit is applied?**

* First, rate your driver. This is your chance to tell us about your Lyft ride. Ratings begin at 1 and go up to 5 (5 is the best!).
* Leave any feedback about your ride in the comment box. Your feedback is shown to drivers anonymously.
* Payment: When you are on the payment page, you can change your payment method.
* If you are taking a personal ride, but credit is being applied, PLEASE make sure to remove the credit at this point.
* If you happen to have more than one credit that is applicable (e.g. you are a member of APO and CCSL), this is where you would make sure the right credit is being applied

\*NOTE: Lyft ride credit will automatically apply to any rides taken within the student group’s identified parameters. You will need to select and verify the appropriate payment and credit option manually. If you don’t rate and pay within 24 hours of your ride, the ride cost is automatically charged to the default payment method.

**I'm seeing a delay of up to 24 hours on some of the rides.**

* 1. Group members have up to 24 hours to close out their ride (rate/tip the driver if they choose). If they do not close out their ride manually, the ride will automatically close out when the 24 hour window is up.

**When do credits reset?**

* 1. Credits reset the 1st day of each month.

**If I am the administrator, what do I have access to?**

As the administrator of the group, you will have access to the following:

* Your student org’s Lyft Program account
* Add/Remove org members
* Track Expenses