FOR DRIVERS

Robin Driver: where to find what

Your app in five minutes. Sign up, set up, and how a ride works.

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Getting started

Sign up once, set up the app, and your phone stays logged in.

1. **Sign up** at **www.robinrides.com/drive.html**. Choose your country and enter your mobile number, business name and number, city and plan.
2. **Open Robin Driver.** Android: search for **Robin Driver** in Google Play. iPhone: open the app link in Safari, tap Share and choose **Add to Home Screen**. Log in with your mobile number and your code.
3. **Allow location and notifications.** On Android choose **Allow all the time**, so Robin keeps working when you navigate.
4. **Enter your licences.** A banner asks for them. Type the number and expiry date of your **hackney carriage driver licence** and your **vehicle licence** from the council.
5. **Add a profile photo** and tap **Go online** at the top of Home. Done.

> **No scans, no number plate check.** You only type your licence numbers. Robin checks them before your first ride. Until then you cannot go online. Outside the UK the banner names the licences your country needs.

2 · THE FOUR TABS

The four tabs

There are four buttons at the bottom of your screen. Everything starts there.



Home

- Bar at the top: red OFFLINE or green ONLINE
- Today: rides and score
- Shortcut to **My QR**
- **New requests** and your **Active ride**

Map

- Your location on the map
- **Waiting rides** nearby
- **Location sharing**: is it on?

Earnings

- By week or by month
- **Earned today** and **You keep**
- **Online time** and **Acceptance rate**
- **Your monthly bill**

Profile

- Your details, vehicle, subscription
- My QR, licences, invoices
- Settings, Manual, Support
- Language and safety

The top of the screen always shows whether you are online. Red: you are OFFLINE and get no rides; tap **Go online**. Green: you are ONLINE; keep Robin Driver open and your screen stays on.

A ride, step by step

1. You are **online**. A ride request comes in, also as a notification.
2. Tap **Accept** or **Decline**. In the UK you see a **maximum price** (max.).
3. Tap **Navigate** to drive to the passenger.
4. At pickup the passenger's **pickup code** is shown on your ride screen. You don't type anything; the passenger sees the same code, so you know you have the right person.
5. Tap **Start ride**: one tap. At the destination type the **meter amount** and tap **Complete ride**.
6. **Done.** The passenger pays the lower of meter and maximum. The ride shows under Earnings.

Need to cancel?

Tap **Cancel ride** and choose a reason: vehicle problem, customer didn't show up, unsafe situation or customer cancelled. A no-show is checked against your location and the waiting time.

> **Other / no reason** gives a 10-minute block: you won't get rides for a while.

Profile: what is where

Tap **Profile** at the bottom. From top to bottom:

My QR	Your own QR code. Let your passenger scan it: they get Robin and book their next ride themselves. You see how many people came in through you.
Vehicle	Your car and number plate. New car or a typo? Change it here.
Subscription	Robin Vast or Robin Los, switching, and linking your bank account or card.
Phone number	Your login depends on it. Changes go through Support.
My licences	Your licence numbers and expiry dates, and whether Robin has checked them.
Invoices	Your monthly invoices, in euro.
Home screen link code	iPhone only: put the app on your home screen.
Settings	Notifications, location, payment methods, price and meter.
Manual	The full guide on the website.
Support	Question or problem? Ask it here.
Language	Nederlands, English, Türkçe, Deutsch, Italiano, Svenska, Suomi, Español, Français.
Earnings model	Commission and rates, discounts and allowances.
Log out / Delete account	At the very bottom.

Settings and safety

Profile, **Settings**:

Notifications	Ride requests as notifications, also when Robin is in the background. Keep this on.
Location	Your position is only shared while you are online. Offline: nothing.
Payment methods	Cash (always on), Card, Payment link. The passenger chooses when booking; if you see a method you don't accept, you can leave the ride.
Price and meter	Prices are in local currency (GBP in the UK). UK, France, Ireland: the app shows a maximum, the passenger pays the lower of meter and maximum. Germany, Italy: the meter decides.

Safety

Under Profile, **Safety** you find: verification PIN, Follow my ride, audio recording, the **emergency button**, Ride Check and working time limits. In an emergency always call **999** (UK) or **112** (EU) first.

What Robin costs

Two plans. You choose when you sign up, and later under Profile, **Subscription**.

Robin Vast

€ 99 per month excl. VAT

0% commission: every ride is fully yours. Cancel monthly.

Robin Los

15% per ride

No subscription. 15% of each ride, invoiced afterwards.

> **No free period: you pay from the first month.** Fares are in local currency, Robin's invoices are in euro.

Switching

Possible every month. Up to and including the 25th it starts the next month, after that the month after. Your invoices are under **Invoices**.

How you pay

One invoice per month, afterwards, paid automatically by direct debit or card. Link your bank account or card once under Profile, **Subscription**, with a small payment that is refunded right away.

Tips for more rides

1. **Stay online.** Passengers can only book when drivers are online. If nobody is online, the passenger sees that and does not book.
2. **Keep Robin Driver open.** While you are online your screen stays on. Don't lock your phone and keep location on, otherwise you get no rides.
3. **Keep notifications on**, so you never miss a request.
4. **Show your QR** to every passenger. Whoever comes in through you books the next ride themselves.
5. **Accept quickly.** A request goes to the 7 nearest drivers. The first to accept gets it.

Need help?

In the app: Profile, **Support**.
Email: **andy@robinrides.com**
Full guide: Profile, **Manual**.

