

# A Guide to Getting your Redmond Real-Time Rideshare Rewards

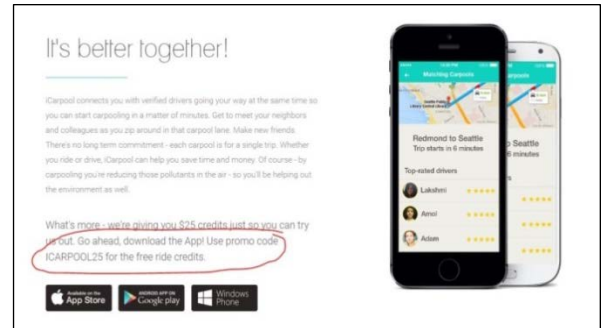
Redmond Real-Time Rideshare is a new carpooling program for commuters in Southeast Redmond and the Willows Road corridor. Use the iCarpool app to find a carpool on the fly while saving money on your commute plus get the chance to earn great rewards:



- **\$25 iCarpool ride credits** just for downloading the app!
- **\$100 in rewards for Drivers!** Drivers can earn a \$25 gift card or iCarpool ride credits after you give your first ride, and \$25 gift card or iCarpool ride credits for every additional five trips you provide to fellow commuters (up to 15 trips).
- **\$75 in rewards for Riders!** For every eight real-time rideshare trips you take you'll be offered a \$25 gift card or iCarpool ride credits, (up to a maximum of 24 trips).

## Download iCarpool, Get \$25 in Ride Credits

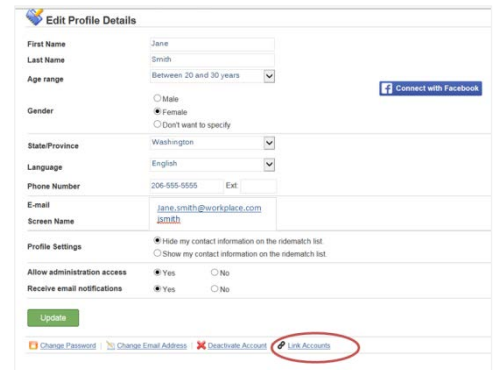
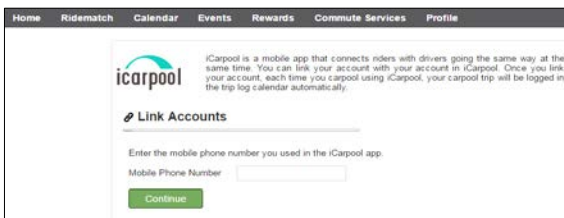
1. Create a [RideshareOnline.com](http://RideshareOnline.com) account.
2. Download the [iCarpool](#) app on your smartphone and create an account.
3. In RideshareOnline.com, link your two accounts in your user profile (see below).
4. To claim your \$25 in ride credits, open the iCarpool app and type the promo code "ICARPOOL25" in the payment screen. To become a driver for iCarpool, fill out the driver application [here](#).



## Link your Accounts

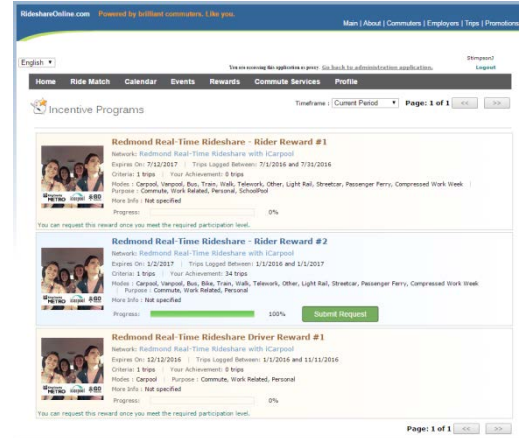
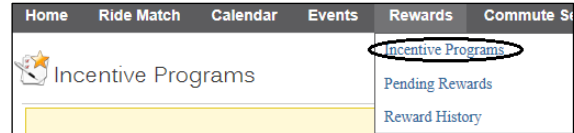
Linking your Rideshareonline.com account to your iCarpool account allows us to verify your eligibility for rewards and the Emergency Ride Home benefit! Here's how to link your accounts:

1. In the RideshareOnline.com navigation bar hover over "Profile" and select "My Account."
2. At the bottom of your Profile page select "Link Accounts."
3. Enter the phone number you have registered to your iCarpool account.



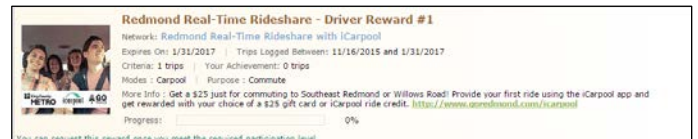
## Riders Get Your Rewards:

1. Take your first eight rides with iCarpool.
2. On the “Rewards” page in your RideshareOnline.com account, select “Incentive Programs” and click the right arrow at the bottom of the page to scroll through all the available rewards.
3. The first reward is “Redmond Real-Time Rideshare – Rider Reward #1.” If you’ve taken 8 iCarpool rides there will be a green “Submit request” button. Click the button and follow the prompts to select a \$25 gift card or iCarpool ride credits.
4. After taking sixteen iCarpool trips, you’ll be able to request “Redmond Real-Time Rideshare – Rider Reward #2.”
5. After taking 24 iCarpool trips you’ll be able to request your final reward “Redmond Real-Time Rideshare – Rider Reward #3.”



## Drivers Get Your Rewards:

1. Give your first iCarpool ride.
2. On the “Rewards” page in your RideshareOnline.com account, select “Incentive Programs” and click the right arrow at the bottom of the page to scroll through all the available rewards. When you find “Redmond Real-Time Rideshare – Driver Reward #1” click the green button that says “Submit request” and follow the prompts to select a \$25 gift card or iCarpool ride credit.
3. After you provide your next five iCarpool trips, you’ll be able to request your next reward! Look for Redmond Real-Time Rideshare – Driver Reward #2, #3, and #4. You can receive a \$25 gift card or iCarpool ride credit for every five trips up to 15 trips total (\$75 max).



\* Since your iCarpool and RideshareOnline.com accounts are linked together, your iCarpool trips are automatically recorded in your RideshareOnline.com calendar. This is how eligibility for rewards is determined.

## Questions? We’re here to help!

- Problems getting your rewards? Email [rideshare@rideshareonline.com](mailto:rideshare@rideshareonline.com)
- iCarpool app challenges? Email [support@icarpool.com](mailto:support@icarpool.com)

**For full program details visit [redmond.gov/icarpool](http://redmond.gov/icarpool)**

