Rider safety tips →

To help keep you safe, we screen drivers and build our technology with safety in mind. But there are also actions that you can take to help keep yourself safe. These tips were created in collaboration with law enforcement to help you stay safe while riding with Uber.

1. Request your ride inside

Minimize the time that you're standing outside by yourself with your phone in your hand. Instead, wait inside until the app shows that your driver has arrived.

2. Check Your Ride

Every time you take a trip with Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app. Uber trips can only be requested through the app, so never get in a car where the vehicle or driver identity doesn't match what's displayed in your app.

3. Have the driver confirm your name

Every time you take a trip with Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app. Uber trips can only be requested through the app, so never get in a car where the vehicle or driver identity doesn't match what's displayed in your app.

4. Be a back-seat rider

Whenever possible, sit in the back seat, especially if you're riding alone. This helps ensure that you can safely exit on either side of the vehicle to avoid moving traffic, and it gives you and your driver some personal space.

5. Always wear your seat belt

Seat belt use is the most effective way to save lives and reduce injuries related to car crashes, according to the Centers for Disease Control.

6. Share your trip details with loved ones

While en route, tap Share trip status in the app to share your driver's name, photo, license plate, and location with a friend or family member. They will receive a text or push notification that tracks your trip and ETA.

7. Protect your personal information

Our technology anonymizes your phone number when you call or message your driver through the app* and also masks your pickup and dropoff addresses in a driver's trip history. In select areas, the Driver app will only show the general area where a trip started and ended.

8. Follow your intuition

Trust your instincts and use your best judgment when riding with Uber. If you ever feel that you're in an urgent situation, you can call 911 by using the emergency button located in your app. Anytime you call 911 from the Uber app, the app provides you with your real-time location and trip details that you can share with the dispatcher. In some cities and counties in the US, this information is provided directly to the dispatcher.

9. Be kind and respectful

As outlined in Uber's Community Guidelines, please respect fellow passengers and your driver and their car.

10. Give feedback about your trip

After each trip, you're asked in the app to rate your trip. Your feedback helps keep Uber safe and enjoyable for everyone. If you ever experience a safety issue on a trip, please report it to Uber. Our 24/7 response team will follow up.

And remember, on every trip you can tap the shield icon in the app to access Uber's Safety Toolkit and get help whenever you need it.

Learn more at Uber at **uber.com/safety**

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*In the case of an outage of this feature, phone numbers might not be anonymized.