

# Driver App Guide



English version

***JUST EAT***

# Download the app

Go to **driver.yusofleet.com** to download the Driver app



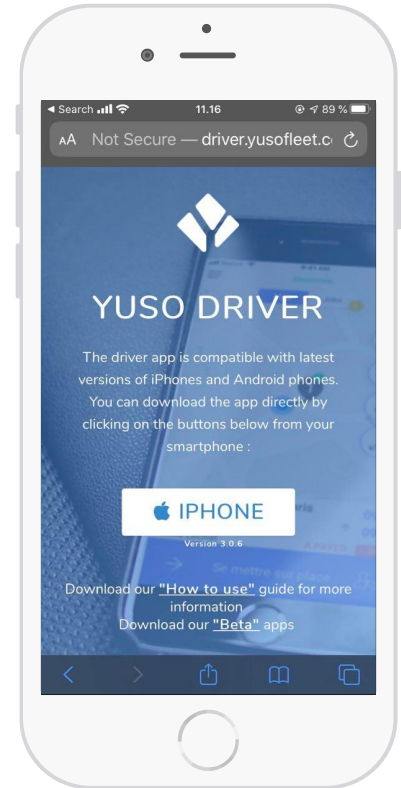
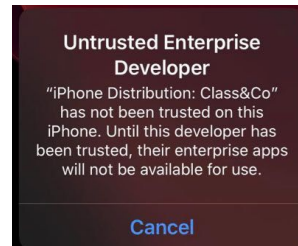
When downloading the app on IOS and android you may encounter “Untrusted Enterprise Developer”

Follow these instructions to fix the issue

**IOS: Settings>General>Profiles & Device Management>Class&Co>Trust “Class&Co”**

**Android: Settings>Security>Allow installation from unknown sources**

On android, this may vary from phone to phone

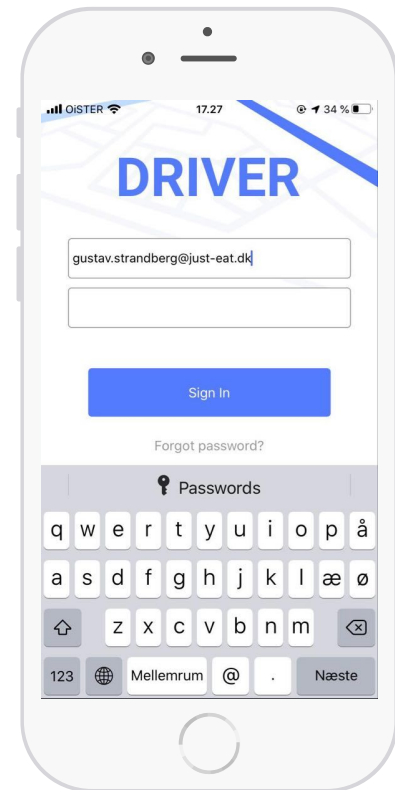


# Sign in

Sign into your personal Driver account using your personal email



The default password is “**123456**”.

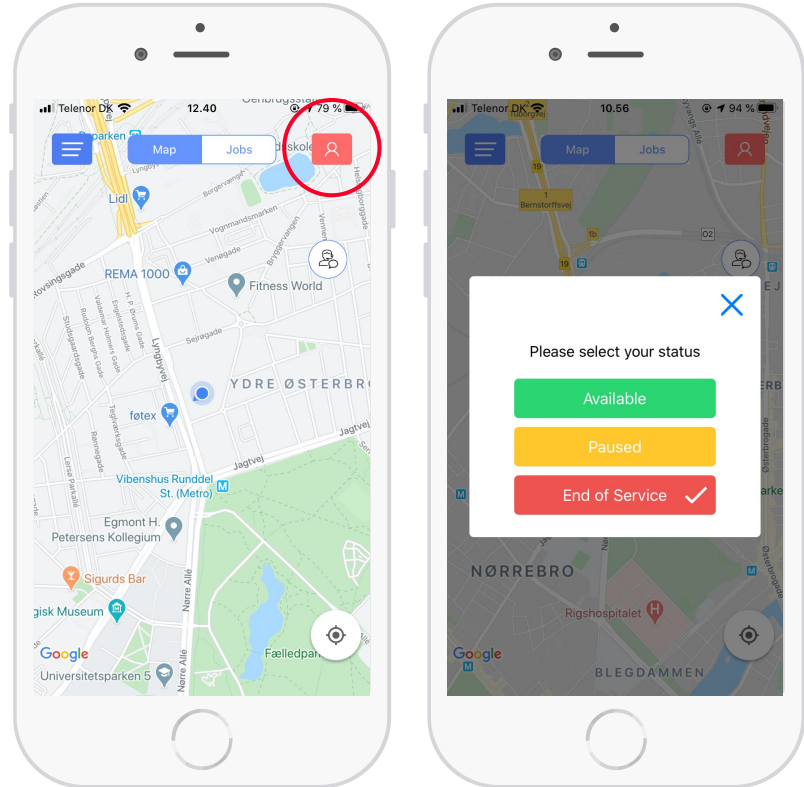


# Status

When you're ready to go online, press the icon in the top right corner and select “**Available**”

If you are going on a break, press the “**Paused**” button. Remember to let OC know before having a break.

If you need to go offline, press the “**End of service**” button



# Accepting orders

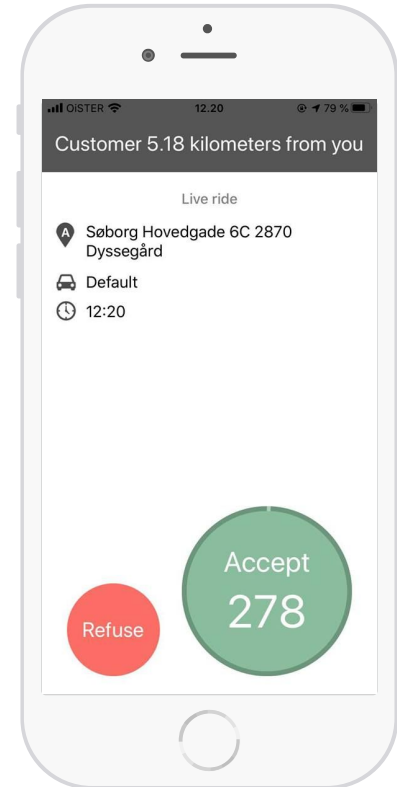
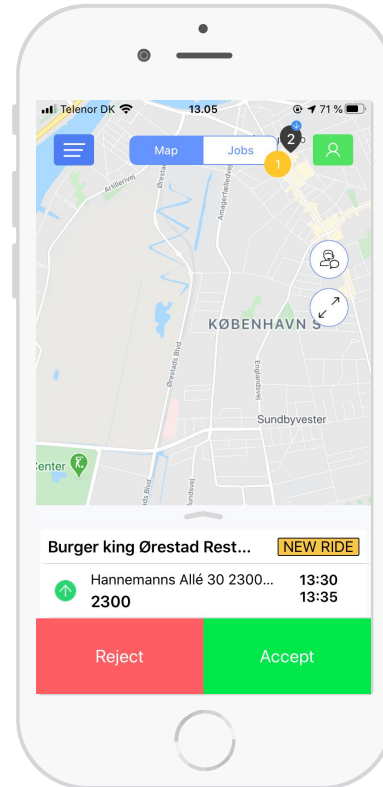
Accept the order by pressing accept

After accepting the order, you'll be able to see the information



Declining orders affects your acceptance score

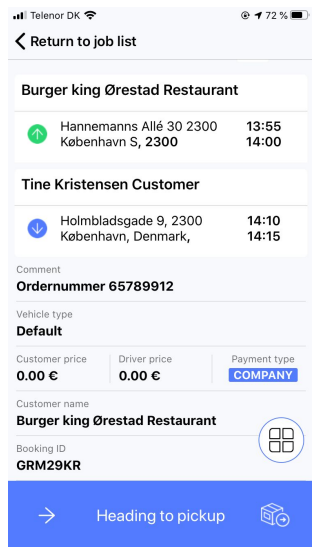
Distance to long? Reach out to operations.



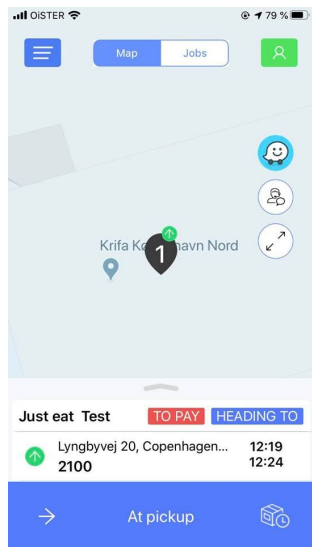
# Order process



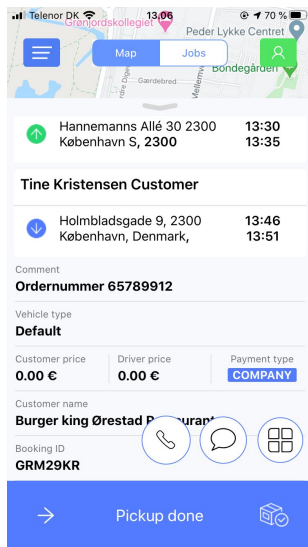
It's very important to to swipe at right time, otherwise the restaurant or customer won't know when you arrive



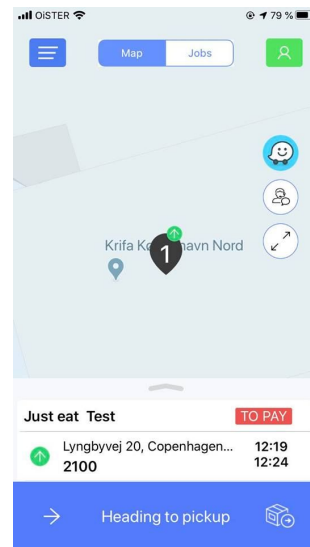
Heading to pickup



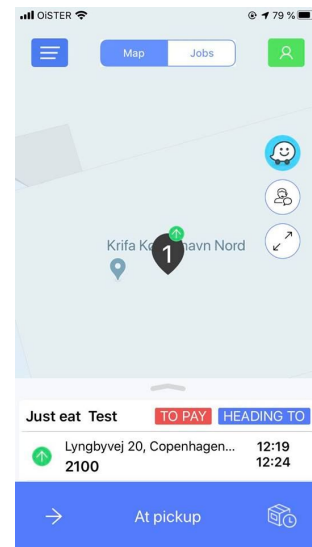
At pickup



Pickup done



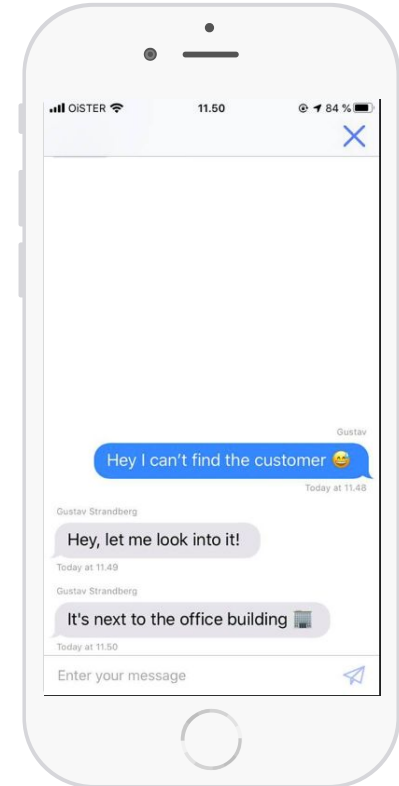
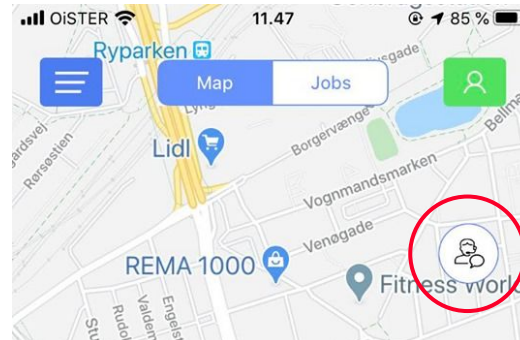
Heading to pickup



At pickup/  
Job finished

# Support

If you need to contact Just Eat operations, press the chat icon in the right upper side



# Contact customer

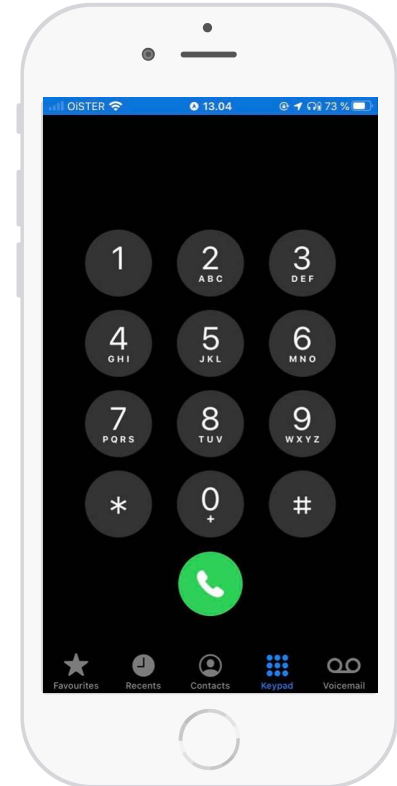
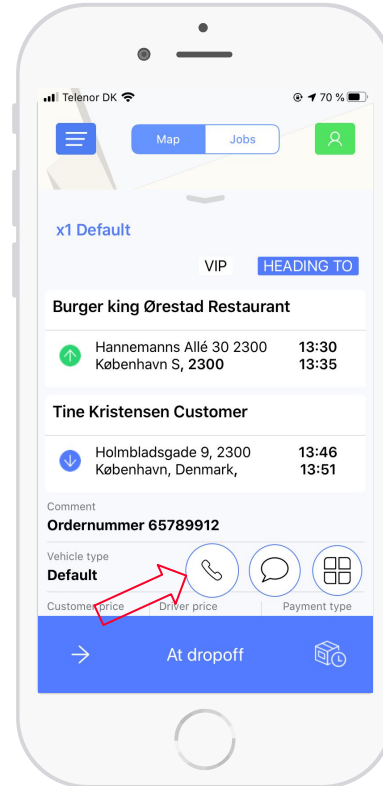
If you need to contact the customer, press the phone icon and enter the order number and end with #

After entering the order number, you will be redirected to the customer



Can't reach the customer? Write to operations

We recommend using a hidden number



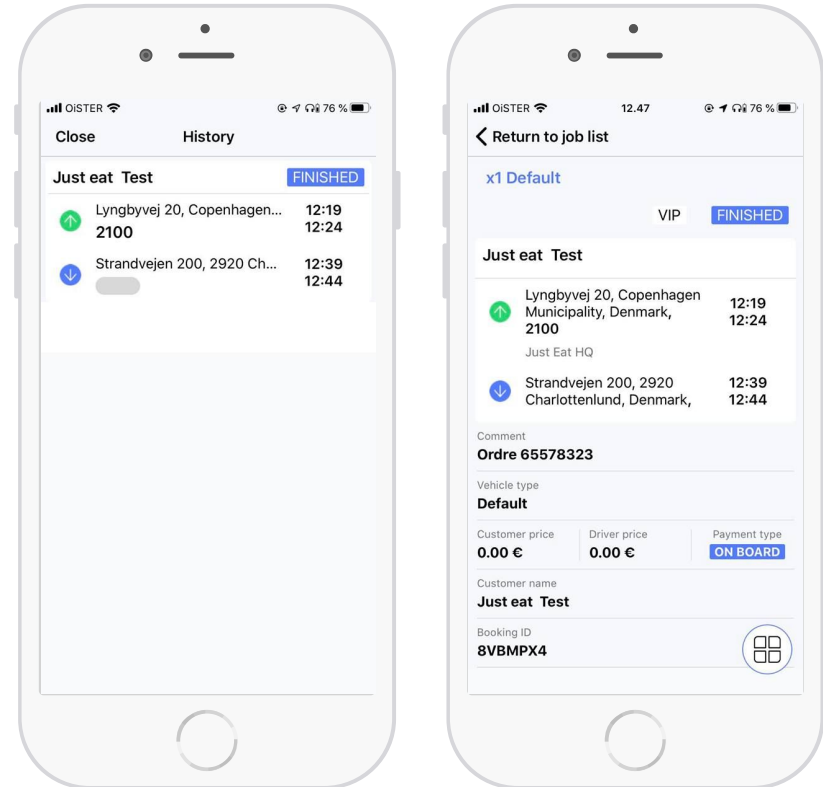


# History

If you accidentally completed a ride and need information, go to **History** and select the order

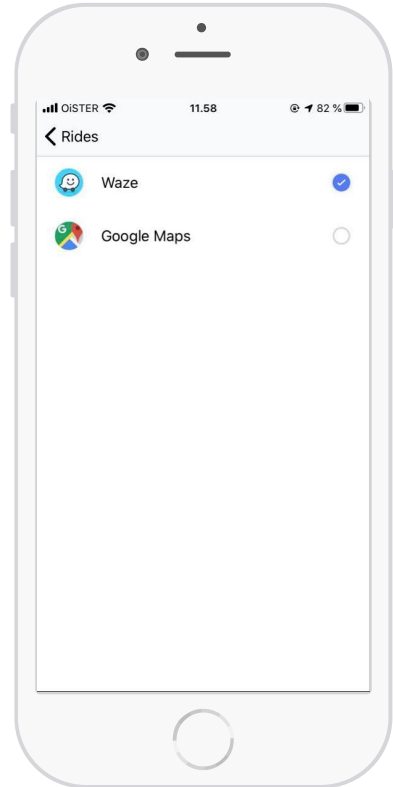


Need navigation? Click the address and you'll be redirected to your navigation of choice



# Navigation

By default the navigation used is Waze, if you want to change this go to **Settings>Navigation**

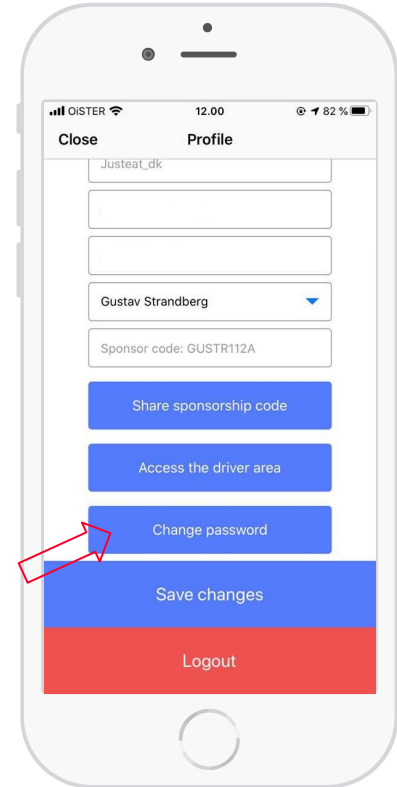
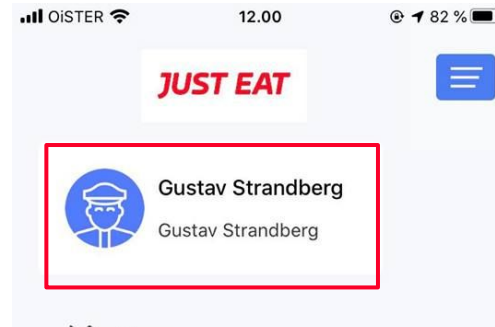


# Change your password

If you need to change your password, go to your profile and then select change password



We recommend changing your password to a more secure password.



# Common troubleshooting



## Can't sign in?

Use the email associated with your account and password **"123456"**



## App not working properly?

Restart the app



## Navigation isn't working

Refer to the "Navigation" slide



## Order disappeared?

Click on the "Jobs" tab.  
If the ride is gone, the order was given to another driver



## Can't reach the customer?

Try to call the customer, if you still can't reach the customer reach out to OC



## Questions?

Reach out to OC by chat

# Miscellaneous

Remember to wear your Just Eat branded uniform,  
failure to do so will result in a warning

Remember to charge your phone, it's your  
responsibility to have functioning equipment

