MEGA RIDE™
BY MEGA TICKETS USA

OPERATOR GUIDE

From sign-up to your first ride

Eleven short chapters, in the order you need them: set up your company, test a ride yourself, then run your first real booking.

Prefer to watch? Five short videos at https://megaride.app/guide/#videos

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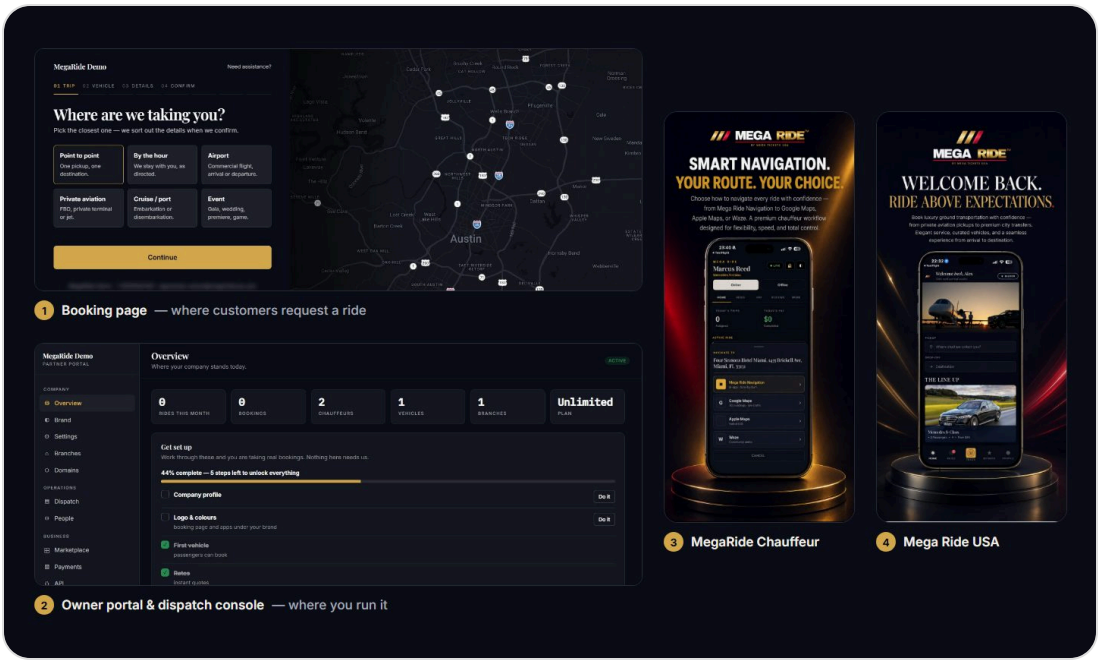
1 What you got

WHY IT MATTERS

Signing up gave you four things you'll use every day: a booking page, an owner portal and dispatch console, and two apps (one for chauffeurs, one for passengers).

1. Your booking page is where customers request a ride.
2. Your owner portal and dispatch console are where you run the business: set up brand, vehicles, rates, chauffeurs and billing, then watch and manage every ride.
3. MegaRide Chauffeur is the app your drivers use to accept and run rides.
4. Mega Ride USA is the app your passengers use to book and track rides.

About 2 min



2 Sign in to your owner portal

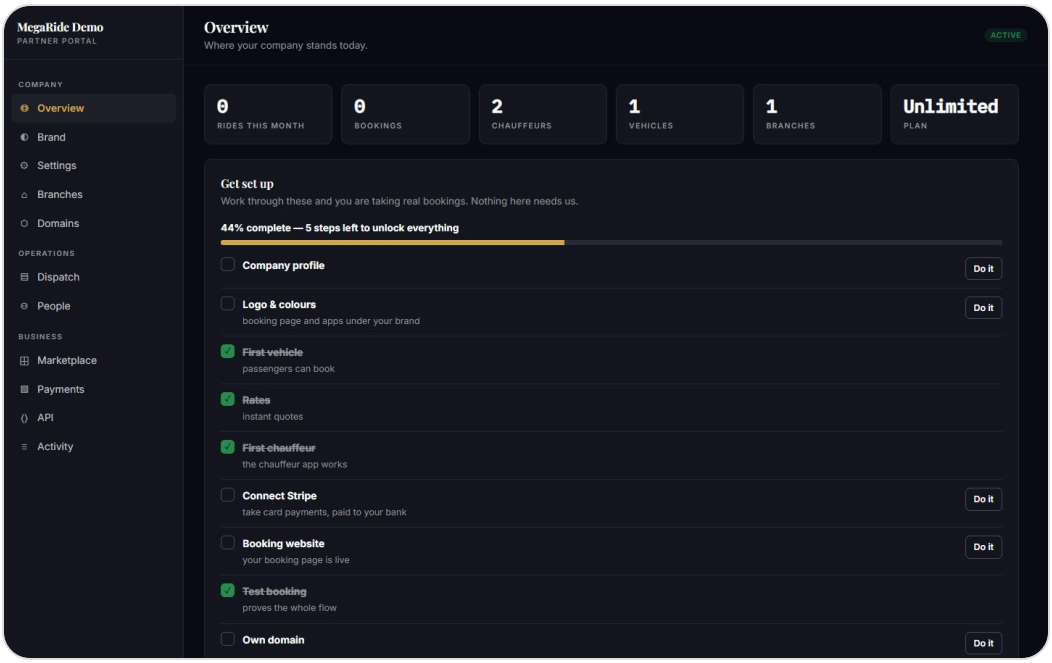
WHY IT MATTERS

Everything else in this guide starts from your owner portal.

1. Open the Owner portal link from your welcome e-mail.
2. Sign in with the e-mail and password you used to sign up.
3. You'll land on Overview, with a checklist of what's left to set up.

Owner portal (https://megaride.app/portal/)

About 2 min



3 Add your brand

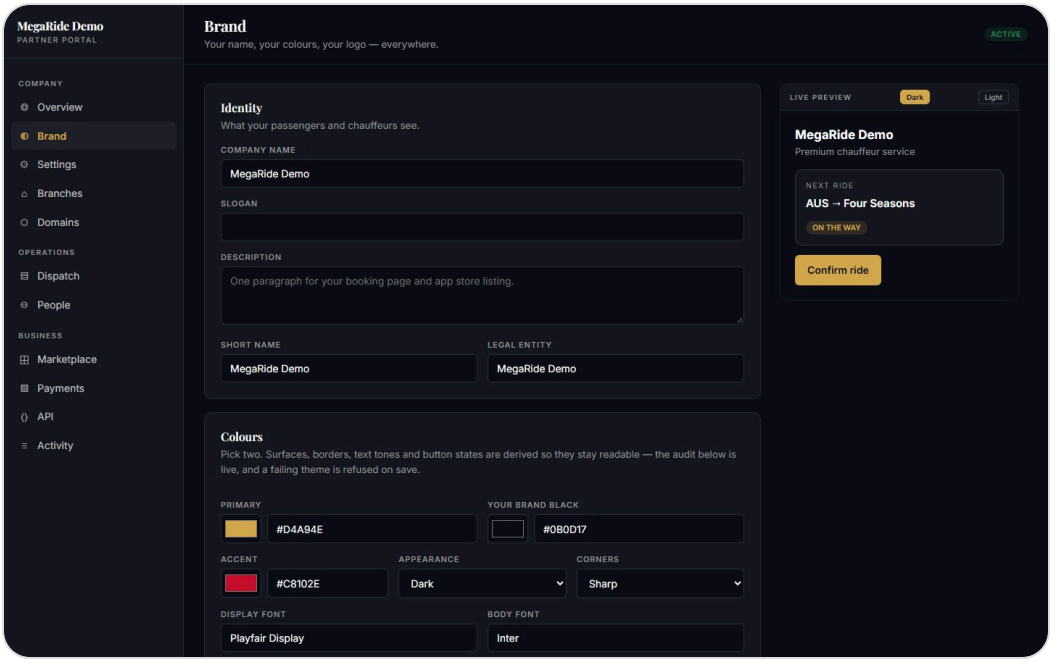
WHY IT MATTERS

Your logo and colors show up on your booking page, receipts and the chauffeur app.

1. Open Owner portal → Brand.
2. Upload your logo: a dark and a light version, if you have them.
3. Pick your brand color.
4. Save. Your booking page updates right away.

Owner portal → Brand (https://megaride.app/portal/#branding)

About 5 min



4 Add your vehicles and rates

WHY IT MATTERS

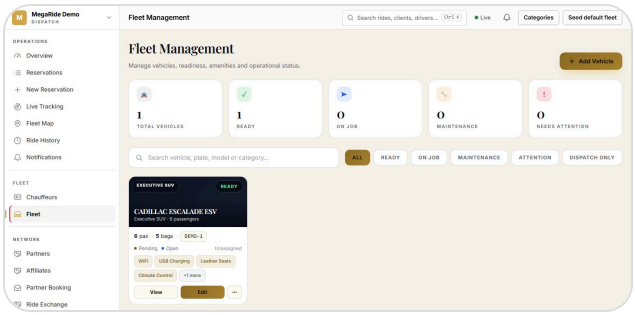
Customers can't book a ride until you have at least one vehicle with a rate.

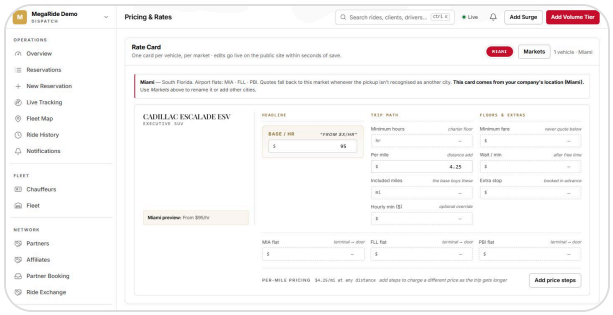
1. Open Fleet and add each vehicle: type, photo and seats.
2. Open Pricing and set a base rate for each vehicle.
3. If you serve more than one city, set a rate for each market.

Fleet (https://megaride.app/dispatch/fleet.html)

Pricing (https://megaride.app/pricing/)

About 10 min





5 Add your chauffeurs

WHY IT MATTERS

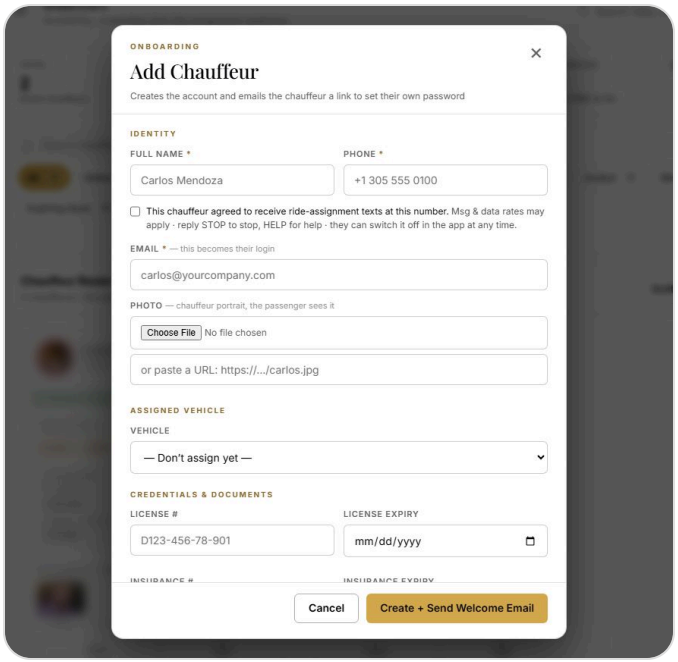
Each chauffeur needs their own account to see and run rides.

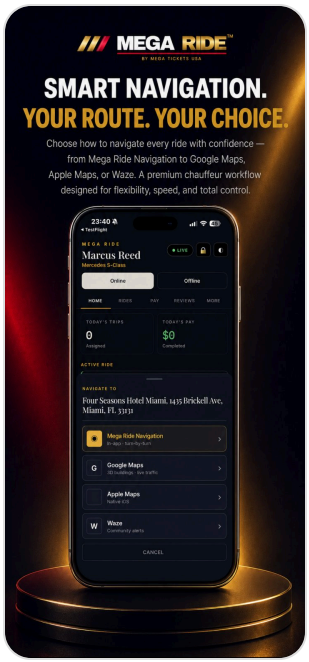
1. Open Drivers and tap + Add Chauffeur for each person. We create their account and e-mail them a link to set a password.
2. They install MegaRide Chauffeur, type your company code, and sign in with that e-mail and password.
3. In the app they add a photo, their driver's license and insurance card, then tap Submit for approval.
4. You approve them in Drivers, under To Review. Only approved chauffeurs get rides.
5. iPhone only for now, Android coming soon. Today chauffeurs need an iPhone to run the app.

+ Add Chauffeur (https://megaride.app/dispatch/drivers.html)

MegaRide Chauffeur (https://apps.apple.com/us/app/megaride-chauffeur/id6806898504)

About 5 min





6 Connect Stripe

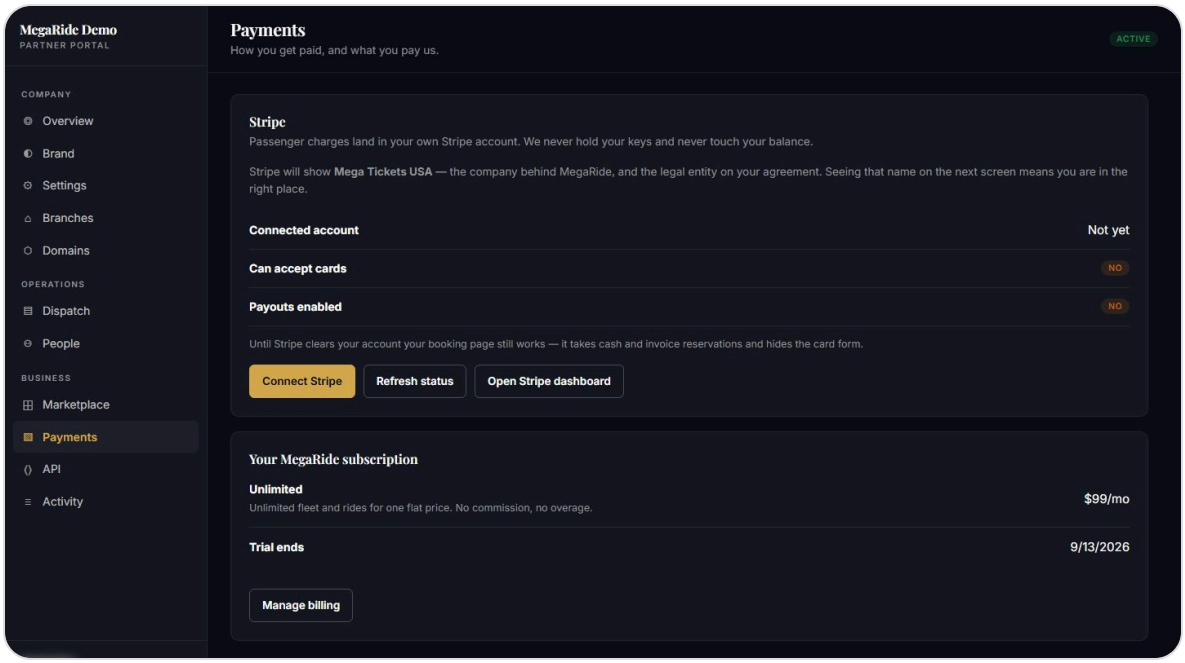
WHY IT MATTERS

Stripe is how you charge customers' cards and get paid into your own bank account.

1. Open Owner portal → Payments.
2. Follow Stripe's steps to connect your bank account.
3. Once connected, every ride you charge pays out to you directly.

Owner portal → Payments (https://megaride.app/portal/#payments)

About 5 min



7 Share your booking page

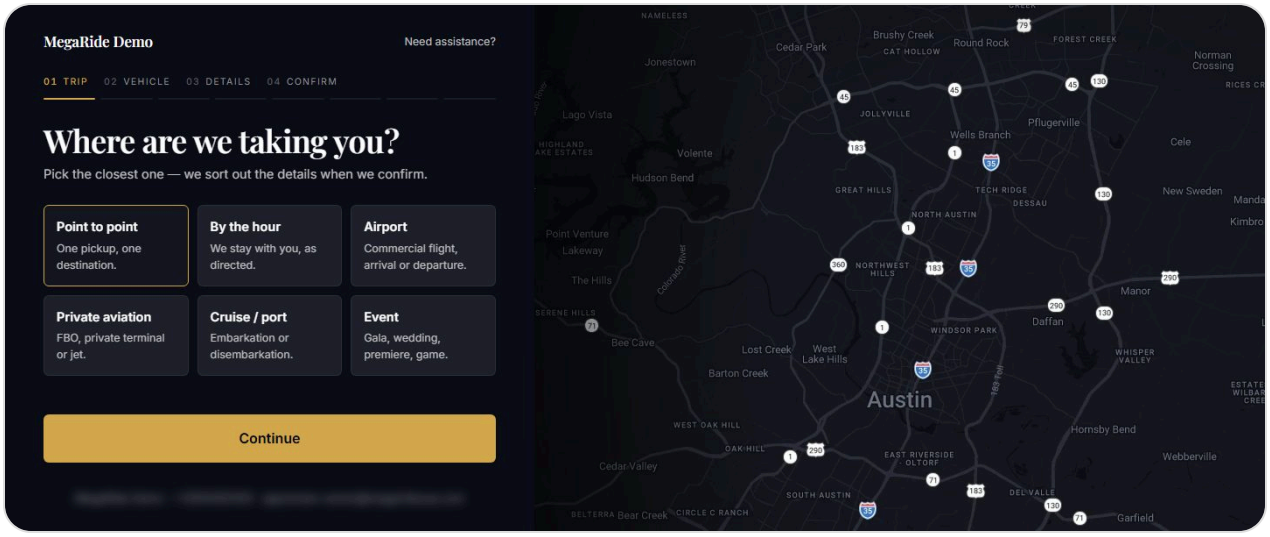
WHY IT MATTERS

Your booking page is the one link customers need to request a ride.

1. Copy your Booking page link.
2. Add it as a button on your website.
3. Put it in your Instagram bio and share it on WhatsApp.
4. Print it on your business cards.

Use your booking page link from the welcome e-mail.

About 3 min



8 Give customers your passenger code

WHY IT MATTERS

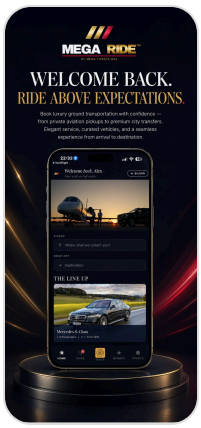
Your passenger code lets returning customers find you inside the Mega Ride USA app.

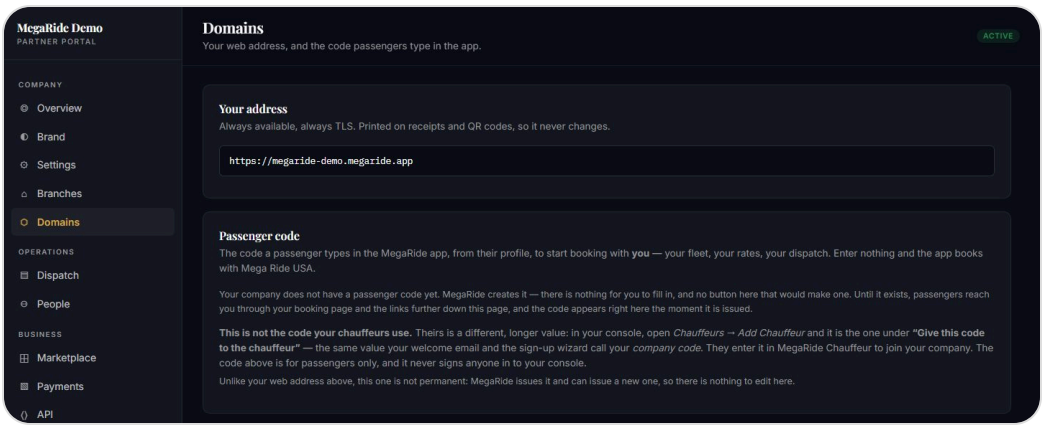
1. Customers install Mega Ride USA on their iPhone.
2. They open Profile → Ride with another company and enter your passenger code.
3. Your passenger code is in your welcome e-mail and in your portal under Domains.
4. iPhone only for now, Android coming soon. Until then, Android customers can book from your booking page on any phone.

Mega Ride USA (https://apps.apple.com/us/app/mega-ride-usa/id6784454505)

Owner portal → Domains (https://megaride.app/portal/#domains)

About 3 min





9 Test it yourself, both sides

WHY IT MATTERS

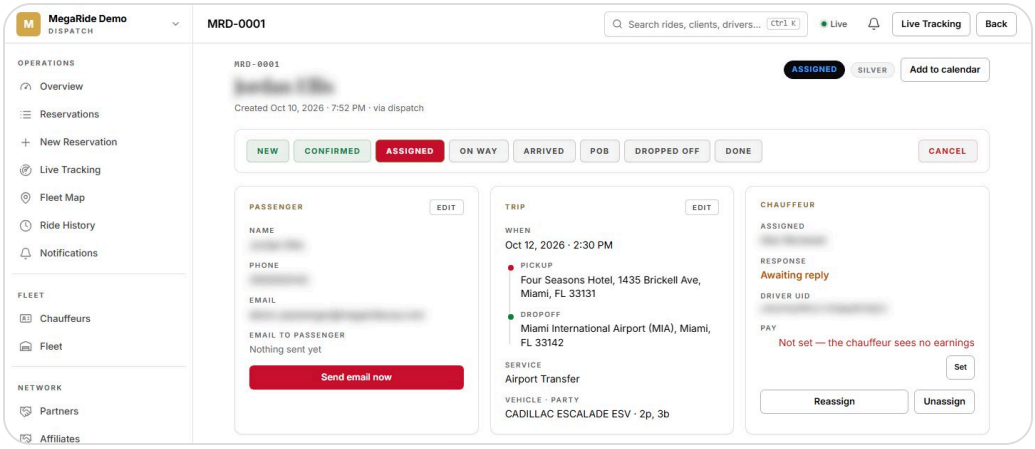
The best way to trust the system is to ride through it once before a real customer does.

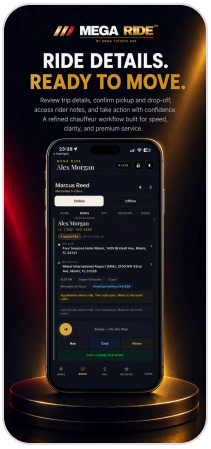
1. In Drivers, tap + Add Chauffeur and add yourself with a different e-mail: your owner e-mail can't sign in to the chauffeur app.
2. Set the password from the e-mail we send, sign in on MegaRide Chauffeur with your company code, submit your documents, then approve yourself in Drivers.
3. Book a ride on your own booking page. With Stripe connected, the page charges the card when you book: it's a real charge, so use your own card and your cheapest vehicle for a short trip.
4. In the dispatch console, assign the ride to yourself. Sign in again on MegaRide Chauffeur, tap Accept and run it through to Complete Ride.
5. iPhone only for now, Android coming soon. Use an iPhone for the chauffeur side of the test.

+ Add Chauffeur (https://megaride.app/dispatch/drivers.html)

Use your booking page link from the welcome e-mail.

About 10 min





10 When a real ride comes in

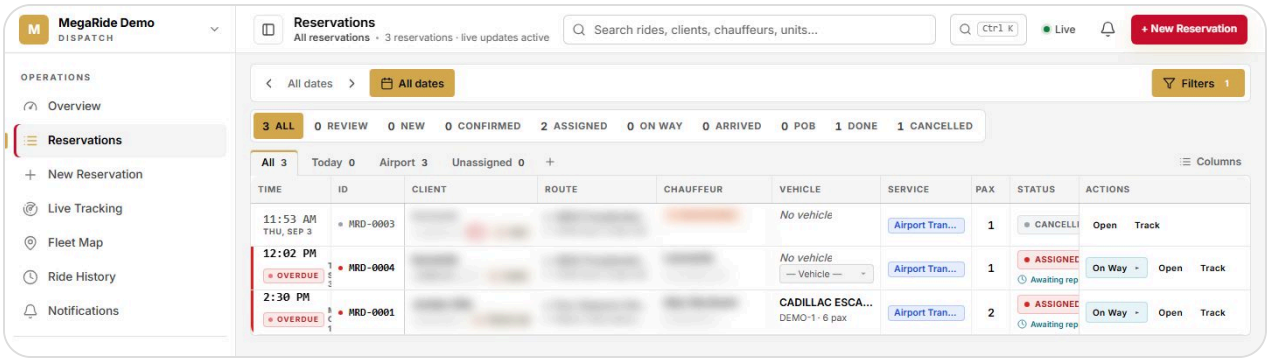
WHY IT MATTERS

You'll see every ride the moment it's booked, so you can assign it and follow it through.

1. Open the dispatch console: new rides show up there.
2. Assign the ride to a chauffeur; they tap Accept in MegaRide Chauffeur.
3. Watch it move from accepted to on the way to completed.
4. Rides booked on your booking page are charged when the customer books. Any other ride is charged only when you open it and tap Charge card or Take payment.
5. The money goes to your own Stripe account, and Stripe pays it out to your bank on its payout schedule.

Dispatch console (https://megaride.app/dispatch/)

About 2 min



11 Get help

WHY IT MATTERS

If anything doesn't make sense, a real person reads this.

1. E-mail support@megarideusa.com with your company name and what happened.
2. We usually reply the same day.

Email support (mailto:support@megarideusa.com)

About 2 min