



FREQUENTLY ASKED QUESTIONS - DU

1. How do I sign up?

Download Chariot's mobile app, available for iOS and Android for free. Once downloaded, create an account by providing your **DU email address**, your name, and your phone number. *You will receive an email to verify your account - be sure to click on the link!*

2. I didn't receive a confirmation email.

Check your Clutter folder for emails from hello@chariot.com. If you are still having issues, contact the Chariot customer support team.

3. I have signed up but still can't see the routes around the DU campus.

Have you verified your email address? If not, please be sure to immediately verify your email address. This will open up access for you to view the routes.

4. What if I already have a personal Chariot Account?

Log in to your Chariot account via the website and add your DU email address under Settings, in the field that is labeled "Professional Email." This will give you access to the DU routes!

5. How do I pay for the Chariot?

As a student, faculty or staff of the University of Denver, you have access to unlimited, **FREE** rides.

6. What is the bus route schedule?

There are 2 Chariot routes which run clockwise and counterclockwise around the DU campus. The vehicles run from 7 am to 7 pm. Please check the app or the Chariot website for pickup and dropoff locations around the DU campus as well as route information.

7. Will there be added service around DU and surrounding neighborhoods?

Hopefully! We would love to serve you better and add additional routes and vehicles as future demand dictates. Please contact Chariot directly at hello@chariot.com with your preferred route or stop locations! Also, be sure to sign up with your DU email address so we can survey you on potential routes to be added!

8. Is this route available to members of the public?

This service is currently only offered to DU students, faculty and staff.

9. What if I need ADA accommodations?

Each route has a wheelchair accessible vehicle running. Please contact our support team for more information

10. Is there WiFi?

No, at this point the Chariot's do not have WiFi.

11. Is there a bike rack?

No, at this point the Chariot's do not have bike racks.

12. How does Chariot work?

- Download the Chariot App on iOS or Android.
- Sign up using your DU email address
- Search routes on the right side of the screen to find your preferred route. For returning customers, the "Favorite Route" feature will pre select routes you have already ridden.
- Once you've found the Chariot you want to ride, "Check in" to your Chariot to reserve your seat and watch the driver on the map.
- To board, when the driver arrives, flash your Boarding Pass and take a seat. The boarding pass is a random two digit combo that must match the driver's boarding code and shows that you have a ticket to ride!

13. Can I ride other Chariot routes?

You can use the public routes available in San Francisco, Austin and New York. Pricing will vary depending on peak vs off peak. Please see the app or Chariot's website for route stops and pickup times.

14. How can I give feedback?

At the end of your ride, you can leave comments in the text box when you rate your experience. This feedback goes directly to Chariot and the Commuter Bus team, who are working together to help optimize your route and ride experience. You can also contact Chariot after your ride, via the Chat function in their app or on their website. Please see the Feedback and Contact section of our website for more details.

15. How can I contact Chariot?

The quickest and easiest way is through Chariot's app. Tap "Support" from the menu and click on "Speak with a Chariot Team Member." Alternatively, you can: Shoot Chariot an e-mail at hello@chariot.com. Check out the website - there is a live chat function! For emergencies, call 1-888-735-5079.

During operating hours, Chariot has live customer support standing by to provide you with immediate responses. Current support hours are Monday - Friday, 3:30am to 9:00pm, Saturday, 8am to 8pm and Sunday, 4pm to 8pm. Chariot is expanding towards 24/7 service, stay tuned!

16. What do I do if I left something on my Chariot?

Contact Chariot, either through their mobile app and website Chat functions, or through their hotline. They can search the vehicle you rode for any lost items. They also have a lost and found that their Drive Team can look through for missing items. Please note: Chariot is not responsible for lost or stolen items on their vehicles.