BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Rideshare & Food Delivery

Rides to your door and groceries on your porch —
Uber, Lyft, DoorDash & Instacart, in plain English

A plain-English guide to getting around and getting fed

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For phones & tablets · facts current November 2026

What's Inside

This is your guide to rides and deliveries. Read it in any order and at your own pace — there is no test, and you can't fall behind. Rides (Uber and Lyft) get their own section, and food and groceries (DoorDash and Instacart) get theirs, so you can go straight to whatever you need today and skip the rest. Every step is spelled out slowly, with safety front and center. If a screen looks a little different on your phone, the idea is still the same.

Part 1 — Getting Comfortable

1 A Note from Bill
2 What These Apps Actually Are
3 What You Need Before You Start
4 How Paying Works — and Why It's Safe

Part 2 — Getting a Ride — Uber & Lyft

5 Setting Up Uber or Lyft
6 Requesting Your First Ride, Step by Step
7 Before You Get In: Match the Car, Plate & Driver
8 During the Ride
9 Arriving, Tipping & Rating
10 Scheduling a Ride Ahead of Time
11 Riding Safely — The Tools Built for You

Part 3 — Food & Groceries — DoorDash & Instacart

12 What They Do and How They Differ
13 Setting Up DoorDash or Instacart
14 Ordering a Meal on DoorDash
15 Ordering Groceries on Instacart
16 Substitutions & Talking to Your Shopper
17 Fees, Tips & the Final Total
18 Tracking Your Delivery
19 When Something's Wrong With an Order

Part 4 — Making These Services Work for You

20 Rides for Appointments and Errands
21 Help for Specific Needs
22 Beyond the Basics: Other Stores and Apps
23 When a Ride Hits a Snag

Part 5 — Staying Safe & Avoiding Scams

24 Keeping Your Money and Information Safe

25 The Scams to Know

Part 6 — Your Cheat-Sheet & When to Call Bill

26 The Everyday Cheat-Sheet
27 When to Call Bill

PART 1

Getting Comfortable

What these apps really are, the few things you need, and how paying works — so the rest feels easy. A ride to the door or groceries on the porch, all from your chair.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're holding this book, maybe you've stopped driving at night, or given up the car altogether, or you just don't love the long trek through the grocery store the way you once did. None of that has to mean losing your independence. That's exactly what this book is about.

I'm Bill. Helping folks feel at home with their technology is what I do every day, right here in Portage County, and I wrote this the same way I'd sit down next to you at your kitchen table: patiently, in plain English, no rushing and no fancy words. If I ever use a term you don't know, I'll stop and explain it right then and there — you won't have to look anything up.

What these apps give back to you

With a few taps on your phone, a friendly driver can pull up to your door and take you to the doctor, the hairdresser, or your daughter's house — then another one brings you home. Your groceries can be carried to your porch, and a hot dinner can arrive without you cooking a thing. For many of the folks I help, that is the difference between feeling stuck and feeling free.

WHAT THIS DOES FOR YOU

What this does for you

These apps hand you back your independence. No waiting on someone else's schedule, no asking for favors, no giving up the things you enjoy because getting there got harder. A ride when you want one and a full pantry without the trip — on your terms, from your chair.

You truly cannot break anything

Here's the most important promise in this book: **you cannot break your phone, and you cannot accidentally order something you didn't mean to.** Every one of these apps shows you a clear summary and asks you to confirm before anything happens — before a ride is booked, before an order is placed, before a penny is charged. You can look around, tap things, and back out as much as you like. Nothing is final until you say so.

We'll go one app at a time

This book covers two kinds of helpers. For **rides**, there's Uber and Lyft — two companies that do the very same thing, so once you know one, you know both. For **food and groceries**, there's DoorDash (restaurant meals) and Instacart (groceries). You don't need all

four. Learn the one you'll use most and let the others wait.

FROM BILL

Start with whichever solves today's problem

If getting to appointments is the worry, start with the rides section. If the grocery trip is the chore you'd love to skip, start with groceries. There's no wrong order, and no test at the end. And if you'd like a hand getting set up, I'm a phone call away at (330) 200-8042.

— Bill

CHAPTER 2

What These Apps Actually Are

Let's demystify the whole idea, because it's simpler than it sounds and a little different from anything that came before.

Rides: a taxi you summon with your phone

Uber and **Lyft** are ride services. Instead of standing on a corner hoping a taxi drives by, you open the app, tell it where you want to go, and it finds a nearby driver — an ordinary person driving their own car, checked and approved by the company — who comes and picks you up. You see the driver's name, photo, car, and license plate before they arrive, and the price is settled in the app. No cash changes hands.

Food: a shopper and a delivery driver, rolled into an app

DoorDash brings you a meal from a restaurant. **Instacart** sends a personal shopper to a grocery store to pick out your groceries and deliver them to your door. In both cases you build your order on the phone, and a real person does the legwork and brings it to you.

> GOOD TO KNOW
>
> **Everything happens inside the app**
>
> The magic — and the safety — of these services is that the whole thing happens inside the app: you request, you see who's coming, you pay, and you can message them, all in one place. You never hand over cash, and you never give your card details to a stranger. We'll lean on that fact throughout this book.

It all travels over the internet

Like email or a video call, these apps work over the **internet** — your home Wi-Fi, or your phone's cellular data when you're out. At home you'll be on Wi-Fi without thinking about it. When you're out waiting for a ride, your phone uses its cellular signal, which is included in nearly every phone plan.

Who's who

App	What it brings you	Who does the work
Uber	A ride to where you're going	A nearby approved driver in their own car
Lyft	A ride (just like Uber)	A nearby approved driver in their own car

App	What it brings you	Who does the work
DoorDash	A restaurant meal	A delivery driver (a "Dasher")
Instacart	Your grocery shopping	A personal shopper who also delivers

CHAPTER 3

What You Need Before You Start

Good news: you almost certainly already have everything. Here's the short checklist.

1. A smartphone

A **smartphone** — an iPhone or Android phone — is all you need. A tablet can work for ordering food, but for rides you'll want the phone you carry with you, since it shows your driver's arrival and lets you reach them. If you can send a text and check email, your phone is more than capable.

2. The app, installed once

Each service has a free app you download a single time from your phone's app store — the **App Store** on an iPhone, the **Play Store** on Android. We'll walk through installing each one slowly in its section. Downloading an app is free and safe; you're simply getting the official program onto your phone.

3. A way to pay, entered once

You'll enter a **credit or debit card** once, and the app keeps it safely for next time so you never fumble for a card again. There are other options too — more on that in the next chapter. The key comfort: you enter it one time, into the official app, and you're set.

4. An address or two

It helps to have your **home address** handy (the app will learn it and remember it), plus the address of wherever you're headed for a ride. Most apps let you save favorite places — "Home," "Dr. Smith," "Church" — so you can pick them with one tap instead of typing.

> **TIP**
>
> **Set up with a patient helper the first time**
>
> The very first setup — installing the app, making an account, entering your card — is the only fiddly part, and it's far nicer done once with a patient family member or with me beside you. After that, using it is just a few taps. If you'd like help getting started, that's exactly what I'm here for: (330) 200-8042.

CHAPTER 4

How Paying Works — and Why It's Safe

The money question is the one that makes people nervous, so let's settle it right up front. Once you understand how paying works, the rest of these apps feel easy.

You enter your card once, into the app itself

When you set up an app, you type in a **credit or debit card** one time. The app stores it securely so that every ride or order afterward is paid automatically — no cash, no handing a card to anyone, no doing math in the back seat. The driver or shopper never sees your card number; the company handles it behind the scenes.

GOOD TO KNOW

Why a credit card is often the safer choice

If you have one, a **credit card** is generally safer than a debit card for any online use, because a credit card stands between a problem and your actual bank balance, and disputed charges are easier to reverse. A debit card works fine too — but a credit card gives you an extra layer of protection.

Other ways to pay

You're not limited to typing a card number. Depending on your phone, you may also see:

- **Apple Pay** or **Google Pay** — a secure wallet built into your phone that pays with a tap, without the app ever seeing your card. If it's set up, it's wonderfully simple.
- **PayPal** — if you already use it, several apps accept it.
- **Gift cards** — Uber, DoorDash, and others sell gift cards you can buy at the store and load into the app. Some folks love this: you control exactly how much is available, with no card on file at all.

TIP

Gift cards: a tidy way to cap your spending

If the idea of a card "on file" makes you uneasy, a gift card is a lovely solution. Buy a $25 or $50 card at the grocery store, add it to the app, and that's the most it can ever spend. When it runs low, you add another. Simple, safe, and completely in your control.

You always see the price before you commit

This is the reassurance to hold onto: **no app charges you by surprise.** Before a ride, you see the fare. Before an order, you see the full total with every fee and the tip. Nothing is charged until you tap the final confirm button. If a price ever looks wrong, you simply don't confirm — and nothing happens.

Tipping is built in and optional

Drivers and shoppers appreciate tips, and the apps make it easy — they offer suggested amounts you can tap, or you can choose your own, or none. You're never forced, and you can usually adjust a tip after the ride or delivery. We'll point out where the tip screen appears in each app so it's never a surprise.

SCAM ALERT

A rule that protects you everywhere

Never pay a driver or shopper in cash, by gift card, or through a separate app like Venmo or Zelle, no matter what they say. Everything is paid inside the app. If anyone asks you to pay another way — "the app's broken, just send it here" — that's a scam. Keep your money in the app and you stay protected.

PART 2

Getting a Ride — Uber & Lyft

A friendly driver to your door and off to wherever you're going. Uber and Lyft work almost identically, so learn one and you've learned both. We'll go slowly, with safety front and center.

CHAPTER 5

Setting Up Uber or Lyft

You only do this once. Pick **one** to start — it honestly doesn't matter which; many people end up with both so they can compare prices, but one is plenty to begin.

Installing the app

1. Open your **App Store** (iPhone) or **Play Store** (Android).
2. Tap the search box and type **Uber** (or **Lyft**).
3. Find the official app — **Uber** is made by "Uber Technologies," **Lyft** by "Lyft, Inc." Check the maker's name under the title.
4. Tap **Get** or **Install** and confirm. It downloads on its own.

Making your account

1. Open the app and tap **Sign up**.
2. Enter your **phone number**. The app texts you a short code to prove it's really your number — type that code in. This is normal and safe.
3. Add your name and email when asked.
4. Add a **payment method** (Chapter 4) — type your card, or choose Apple Pay / Google Pay if offered.

HEADS UP

Get the real app, not a look-alike

Only install Uber and Lyft from the official App Store or Play Store, and check the maker's name. Never install a ride app from a link in a text or email, and never enter your card into a website a stranger sent you. The official apps are the only place you need.

Saving your favorite places

Before your first ride, it's worth saving the spots you visit most. Look for **Home** and **Work** shortcuts on the main screen, and a **Saved places** option. Add your home address, your doctor, your church, your family's homes. Then booking a ride there is a single tap instead of typing an address every time.

CHAPTER 6

Requesting Your First Ride, Step by Step

Here's the heart of it. Take it slowly the first time — there's a confirm step before anything is booked, so you can look around freely.

1. Open the app. It shows a map with your location.
2. Tap **Where to?** at the top.
3. Type or pick your destination (or tap a saved place like "Dr. Smith"). Check that your **pickup** spot — usually your current location — is right.
4. The app shows your **ride choices** and the **price** for each. A standard ride (UberX, or Lyft's basic) is the everyday choice. Larger or premium cars cost more.
5. Tap the ride you want, then tap **Confirm** (or **Request**). *Now* it starts finding a driver.
6. The app shows your driver's name, photo, car, color, and **license plate**, plus how many minutes until they arrive. Watch their little car move toward you on the map.

> GOOD TO KNOW
> **Nothing is booked until you tap Confirm**
> You can type a destination, see the price, change your mind, and close the app with no harm done. A ride is only requested — and you're only ever charged — after you tap that final **Confirm/Request** button. Explore all you like beforehand.

Reading the wait time

After you confirm, the app gives an **arrival time** — "4 min away." That's how long until the driver reaches you. Use it to gather your things calmly. If it's a few minutes, there's no need to rush outside; wait comfortably until the app says they've arrived (more on that next).

Cost: knowing roughly what to expect

The price depends on distance and how busy things are. At very busy times (bad weather, rush hour, big events), prices rise — the app will show the higher fare up front so there's never a surprise. If a price looks higher than usual, you can wait a bit and check again, or simply decide it's worth it. You're always shown the number before you commit.

TIP

Comparing Uber and Lyft

Because the two work the same way, some folks keep both apps and glance at each before booking, taking whichever is cheaper or closer that day. It's a nice trick, but don't feel you must — one app serves you perfectly well.

CHAPTER 7

Before You Get In: Match the Car, Plate & Driver

This is the single most important page in the ride section, so I'll be plain and thorough. A moment of checking keeps you safe, and it quickly becomes second nature.

Wait inside until they arrive

There's no need to stand outside alone with your phone out. Wait comfortably **indoors** — in your foyer, the lobby, the vestibule — until the app tells you the driver has arrived. Then step out to meet the car you already know is yours.

Check three things against the app

Before you open the car door, make sure the car matches what the app shows:

1. **License plate.** The plate number in the app must match the plate on the car. This is the surest check.
2. **Car make, model, and color.** "Silver Toyota Camry" should be a silver Toyota Camry.
3. **The driver.** Their photo in the app should match the person in the seat.

Let the driver say your name first

Here's a gentle safety habit: don't call out "Are you here for Mary?" Instead, ask **"Who are you picking up?"** and let the driver say your name. A real driver has your first name on their screen; someone who doesn't belong won't know it. It's a small thing that quietly confirms you've got the right car.

STAY SAFE

If anything doesn't match, don't get in

If the plate, car, or driver doesn't match the app — or anything just feels off — **do not get in.** You've done nothing wrong by stepping back. Cancel the ride in the app and request another. A legitimate driver will understand completely, and your safety always comes first.

Sit in the back and buckle up

When you're riding alone, the **back seat** is the comfortable choice — it gives you space and an easy exit on either side. Put on your **seat belt** as you would in any car. Then settle in and enjoy the ride.

CHAPTER 8

During the Ride

Once you're buckled in the back, there's really nothing you need to do — the driver has your destination and the app guides them there. But here's what's happening and what's at your fingertips.

The driver already knows where to go

You don't have to give directions. Your destination went to the driver with your request, and their phone maps the route. You're welcome to chat or to ride quietly — both are perfectly normal. If you'd like a change, just mention it kindly; a small detour is usually no trouble.

Following along on your own screen

Your app shows the same map, so you can watch your progress and see the estimated arrival. There's comfort in that — you always know where you are and how much farther it is.

If you need to reach the driver

Before pickup, the app has buttons to **message** or **call** the driver — handy for "I'm by the blue door" or "I'll be out in one minute." Your real phone number stays private; the app connects you without sharing it.

TIP

Bringing a companion or packages

A standard ride seats a few passengers, so a friend can come along. If you'll have several grocery bags or a walker, that's fine too — you can mention it in a quick message, or choose a larger vehicle option when you book if you expect a lot to carry.

CHAPTER 9

Arriving, Tipping & Rating

As you reach your destination, here's how a ride wraps up — all of it easy and low-pressure.

Getting out

The driver stops at your destination. Gather your things, check you haven't left anything in the seat, and step out — onto the curb side when you can, away from traffic. The payment is already handled in the app; there's nothing to settle, no cash, no card to produce. You simply say thank you and go.

Tipping

After the ride, the app invites you to add a **tip**. It offers tap-able suggestions, or you can enter your own amount, or skip it. Tips are appreciated but entirely your choice, and you usually have a day or so to add or adjust one if you'd rather decide later.

Rating your driver

You'll also be asked to **rate** the ride, usually with stars. A good ride is a quick tap of five stars. Your rating helps keep good drivers on the road. It takes a second and you can ignore it if you'd rather.

GOOD TO KNOW

Your receipt arrives by email

After each ride, the app emails you a **receipt** showing where you went and what it cost. It's worth glancing at to confirm the charge looks right, and it's handy if you ever track spending or need a record for a medical appointment.

Lost something? There's a button for that

Left your umbrella in the car? Open the app, find the **recent trip**, and look for a **lost item** or help option — it lets you contact the driver to arrange getting it back. It happens to everyone; the app plans for it.

CHAPTER 10

Scheduling a Ride Ahead of Time

You don't have to book a ride only for right now. Both apps let you **schedule** one in advance — a real comfort for appointments you can't be late for.

Why schedule ahead

If you have a 9 a.m. doctor's visit, scheduling the night before means you're not standing by your phone in the morning hoping a car is nearby. You arrange it in advance and simply be ready at the door when it comes.

How to schedule

1. Open the app and enter your destination as usual.
2. Look for a **clock** or **Schedule** icon near the "Where to" or ride-choice screen.
3. Pick the **date and time** you want to be picked up, and confirm.
4. The ride is now booked for later. You'll get a reminder as the time approaches, and a driver is matched to you near your pickup time.

HEADS UP

A gentle caution on scheduled rides

Scheduling reserves a ride, but on very busy mornings a driver still has to be available at that moment, so it's wise to build in a little cushion for an important appointment. For something you truly cannot miss, scheduling plus leaving a few extra minutes gives you real peace of mind.

Planning a round trip

The apps book one direction at a time, so for a round trip you request the ride home separately when you're ready to leave — for instance, when your appointment finishes. Many folks simply open the app in the waiting room and book the return trip then. You can also schedule the return in advance if you know roughly when you'll be done.

CHAPTER 11

Riding Safely — The Tools Built for You

Beyond matching the car, both apps include safety features designed to give you — and your family — peace of mind. You may never need them, but knowing they're there is a comfort.

Share your trip with someone you trust

Both apps let you **share your trip** so a family member can follow along. Look for a **Share trip** or **Share status** option during the ride. The person you choose gets a link showing your driver's name, the car, the route, and when you'll arrive — updated live. It's a wonderful habit, especially for evening rides.

WHAT THIS DOES FOR YOU

What this does for you

Sharing your trip means a daughter or neighbor can quietly keep an eye on your ride from their own phone and know you got there safely. It asks nothing of you beyond a tap or two, and it turns "I worry when you go out" into "I can see you're almost home."

The safety toolkit

During a ride you'll see a small **shield** icon (sometimes a blue shield). Tapping it opens a **safety toolkit** with options like sharing your trip and, in many areas, an **emergency button** that can connect you to 911 and show them your location. You never have to use it — it's simply there, like a seat belt, in case you ever want it.

Trust your instincts

If you ever feel uncomfortable during a ride, you are allowed to ask the driver to pull over at a safe, public spot and end the trip. You never owe anyone an explanation for choosing your own safety. These moments are rare, but you are always in charge.

FROM BILL

A quick practice run takes the nerves away

If the thought of a first ride makes you anxious, call me and we'll do a dry run: install the app, set up your card, save your home address, and even book a short practice ride together so you see exactly how it feels. By the real appointment, it's old hat. (330) 200-8042 — no question too small.

PART 3

Food & Groceries — DoorDash & Instacart

A hot restaurant meal or a full grocery order, carried to your door by a friendly person. Here's how to order without stress, understand the fees, and get exactly what you want.

CHAPTER 12

What They Do and How They Differ

These two apps both bring things to your door, but they do slightly different jobs. Knowing which is which makes choosing easy.

DoorDash — a meal from a restaurant

DoorDash brings you prepared food from local restaurants — a pizza, a Chinese dinner, a burger, a sandwich. You pick a restaurant, choose your dishes from its menu, and a delivery driver (DoorDash calls them **Dashers**) picks it up and brings it to you hot.

Instacart — your grocery shopping

Instacart sends a **personal shopper** to a grocery store with your list. They walk the aisles, pick your items, check out, and deliver the bags to your door — the whole grocery trip, done for you. It works with many familiar stores.

	DoorDash	Instacart
Brings you	A restaurant meal	Groceries from a store
Best for	Dinner tonight, a treat, a day you'd rather not cook	The weekly shop, heavy items, stocking up
Who comes	A delivery driver (Dasher)	A personal shopper who also delivers

GOOD TO KNOW

There's overlap, and that's fine

DoorDash also delivers from some grocery and convenience stores, and other apps (like Uber Eats) do much the same as DoorDash. Don't worry about the overlap — pick the app your family uses or the one with your favorite store, and you'll do just fine.

CHAPTER 13

Setting Up DoorDash or Instacart

As with the ride apps, setup happens once. Here's the whole thing.

Installing and signing up

1. Open your **App Store** or **Play Store** and search for **DoorDash** or **Instacart**.
2. Install the official app (made by "DoorDash, Inc." or "Instacart"). Check the maker's name.
3. Open it and **Sign up** with your phone number or email; enter the code it sends to confirm.
4. Add your **delivery address** — this is where your food or groceries will come, so get it right, and add a note like "white house, leave on the porch" if that helps.
5. Add a **payment method** (Chapter 4).

A word about memberships

Both apps offer a paid **membership** (DoorDash's is called DashPass; Instacart's is Instacart+) that lowers or removes certain delivery fees if you order often. You do **not** need one to place an order, and you should never feel pushed into it. If you only order now and then, skip it. If you come to use the app weekly, it might save money — but decide that later, not now.

> HEADS UP
>
> **Decline the membership until you're sure**
>
> During setup, the app may offer a "free trial" of its membership. These often turn into a monthly charge after the trial unless you cancel. If you're not certain you want it, it's perfectly fine to decline or skip — you can always add it later. When in doubt, say no for now.

CHAPTER 14

Ordering a Meal on DoorDash

Let's order dinner, one calm step at a time. Remember: nothing is charged until the final confirm.

1. Open **DoorDash**. It shows restaurants that deliver to you.
2. Browse, or tap the **search** box to find a cuisine or a specific restaurant.
3. Tap a restaurant to open its **menu**.
4. Tap a dish to see it. Choose any options (size, sides, "no onions"), then tap **Add to cart**. Your **cart** is your basket — it holds what you've chosen.
5. Add more items the same way. When you're done, tap the **cart** (usually a bag or cart icon).
6. Review everything, then tap **Checkout** (or "Place order"). Here you'll see the delivery address, the **fees**, and a chance to add a **tip**.
7. When the total looks right, tap the final **Place Order** button. *Now* it's ordered.

> TIP
> **Your cart is just a basket — fill and empty it freely**
> Adding things to the cart does not order them or charge you. You can add, remove, and change your mind as much as you like. An order is placed only when you tap the final **Place Order** button at checkout, after you've seen the full price.

Delivery or pickup

Most people choose **delivery** — it comes to your door. If someone's heading out anyway, apps also offer **pickup** (you collect it yourself, skipping delivery fees). For our purposes, delivery is the point, so make sure "Delivery" is selected at checkout.

What happens after you order

The restaurant makes your food, a Dasher picks it up, and the app shows you the progress and an estimated arrival time. You'll get a notification when it's on the way and when it arrives. We'll cover tracking in its own chapter.

CHAPTER 15

Ordering Groceries on Instacart

Grocery ordering has a few more moving parts than a meal — you're filling a whole cart — but it's the same gentle idea, and it saves you the entire trip.

1. Open **Instacart** and choose a **store** near you (it shows the ones that deliver to your address).
2. Find items by typing in the **search** box — "milk," "bananas," "paper towels" — or by browsing the aisles shown on screen.
3. Tap an item to see it, pick the size or brand, and tap **Add**. It drops into your cart.
4. Keep going until your list is complete. The running total shows as you add.
5. Tap the **cart** to review. Here you can change quantities or remove anything.
6. Tap **Checkout**, choose your **delivery time** (often "within 2 hours" or a scheduled window), review fees and tip, and tap the final **Place Order** button.

Picking a delivery time

Instacart lets you choose **when** your groceries come — as soon as possible, or a window later today or this week. Scheduling a little ahead sometimes means more items are in stock and fewer substitutions. Pick whatever suits your day; the app shows the choices clearly.

> **TIP**
>
> **Build your order over the day — no rush**
>
> You don't have to add everything in one sitting. Your cart waits for you, so you can add items as you think of them through the day and check out when your list feels complete. It's a bit like keeping a running shopping list on the fridge, except this one does the shopping.

Reorder your usuals in a flash

After your first order or two, the app remembers what you buy and offers a **Buy it again** list. For the weekly staples — your milk, bread, coffee, the cat food — you can refill the cart with a few taps instead of searching each time. It gets easier every week.

CHAPTER 16

Substitutions & Talking to Your Shopper

Here's the one thing that makes grocery delivery different from a meal: sometimes the store is out of something. Instacart handles this gracefully, and you're in control.

What a substitution is

A **substitution** is when your item is out of stock and the shopper offers a replacement — say, a different brand of the same thing. You decide how these are handled, and you're only ever charged the price of what you actually receive.

Setting your preferences ahead of time

When you add an item, or at checkout, you can usually say what you'd like if it's unavailable:

- **Pick a specific replacement** — "if no 2% milk, get whole milk."
- **Let the shopper choose** the best match — fine for staples where the brand hardly matters.
- **Refund if unavailable** — don't replace it; just take it off and refund me.

Chatting with your shopper as they shop

While your shopper is in the store, the app lets you **message** them, and they'll often message you about a substitution: "They're out of your yogurt — this one okay?" You can reply **yes** or **no** with a tap. It's a bit like sending a helpful friend to the store and texting back and forth. You're never obligated to watch your phone — if you miss a message, they'll use your preferences.

WHAT THIS DOES FOR YOU

What this does for you

The substitution system means you're not stuck with something you didn't want, and you're never overcharged for a swap. It's the next best thing to walking the aisles yourself — you make the calls, someone else does the walking and the carrying.

Special requests

Many items let you add a note — "ripe but not too ripe bananas," "the smaller size." Shoppers do their best to honor these. A kind, clear note goes a long way, just as it would with any helpful person.

CHAPTER 17

Fees, Tips & the Final Total

Delivery convenience comes with some added costs, and it's only fair you understand them up front — no surprises. The good news: the app always shows the complete total before you confirm.

The kinds of charges you'll see

Charge	What it's for
The items themselves	The cost of your food or groceries. Note that in-app prices can run a little higher than in-store.
Delivery fee	A charge for bringing it to you. A membership can reduce or waive this if you order often.
Service fee	A percentage the app adds to each order to run the service.
Taxes	Sales tax, as anywhere.
Tip	For your Dasher or shopper. Suggested amounts are offered; you choose or skip.

Added together, these mean a delivered order costs somewhat more than doing it yourself. For many people, the time, effort, and difficulty saved are well worth it — but it's your call, made with eyes open.

Tipping your Dasher or shopper

These folks are doing a real service — carrying your groceries up the steps, keeping your dinner warm. A tip is customary and appreciated. The app suggests amounts you can tap, or set your own. You can often adjust the tip after delivery, so if someone goes above and beyond, you can thank them for it.

TIP

Watch the total, not each fee

Don't fret over every line. Simply glance at the **final total** at the bottom of the checkout screen before you tap Place Order. If it's a number you're comfortable with, go ahead. If it's higher than you expected, you can trim your cart or decide it's not worth it today — no harm done.

SCAM ALERT

Pay only inside the app — always

Your Dasher or shopper is paid through the app, including the tip. **Never** send them money separately by cash app, gift card, or wire, and never give your card number to anyone who messages you. Anyone asking you to "pay outside the app" or "verify your card" is running a scam. Keep it all in the app.

CHAPTER 18

Tracking Your Delivery

Once you've ordered, you don't have to wonder when it'll come — the app keeps you posted every step. Here's how to follow along without hovering.

Watching the progress

Open the app after ordering and you'll see your order's **status**: being prepared or shopped, then picked up, then on the way. For deliveries, a **map** often shows the driver approaching, with an estimated arrival time — much like watching a ride come to you.

Notifications do the watching for you

You don't need to stare at the screen. The app sends **notifications** — little messages that pop up on your phone — at the key moments: when a shopper starts, when there's a substitution to approve, and when your order is arriving. Go about your day; your phone will tap you on the shoulder when it matters.

When it arrives

The driver may ring the bell, knock, or — if you asked them to leave it — set it down and send a photo so you know it's there. You'll get a notification that it's been delivered. Bring it in, and you're done. No payment at the door, no tip to fumble for — it's all already handled.

TIP

Leave a helpful delivery note

A clear note saves everyone trouble: "Please leave on the bench by the front door," "Ring bell, I need a minute to answer," or "Blue house, use side door." You can set this in your address or at checkout. Little directions like these make deliveries smooth and stress-free.

CHAPTER 19

When Something's Wrong With an Order

Now and then an order isn't quite right — a missing item, a cold meal, the wrong dish. It's not common, and it's fixable. Here's how to make it right without any fuss.

Report it in the app — don't chase the driver

The place to fix a problem is the **app itself**, not the delivery person (who's usually already moved on). Find your **recent order** and look for **Help**, **Report an issue**, or a similar option. Tell it what went wrong — missing item, wrong item, quality problem.

What usually happens

These apps generally want to keep you happy, so they often offer a **refund** or **credit** for the part that was wrong. You usually don't need to return anything. A few taps to report it, and it's typically resolved — sometimes within minutes.

> **GOOD TO KNOW**
>
> **You're protected by the app, not on your own**
>
> Because you paid through the app and everything is recorded there, you have a clear path to a fix if something goes wrong. That's a real advantage over cash: there's always a record and a help button. You're never stuck arguing with a stranger on your doorstep.

If you simply can't sort it out

If the app's help options leave you confused, or a charge looks wrong and you can't make sense of it, that's a fine moment to pause and call me. We can look at the order together, find the right button, and get it put right. Never let a bungled order sour you on a service that can do you so much good.

PART 4

Making These Services Work for You

The practical playbooks — getting to appointments, help for specific needs, other stores you can reach, and what to do when a ride hits a snag. This is where it all comes together.

CHAPTER 20

Rides for Appointments and Errands

The most valuable thing a ride app does for most folks is get them to the places that matter, reliably and without asking anyone for a favor. Here's how to handle the common trips with confidence.

Getting to a doctor's appointment

For an appointment you can't be late for, a little planning makes it effortless:

1. The night before, **schedule** the ride (Chapter 10) for a pickup time that gets you there with a few minutes to spare.
2. Save the medical office as a **favorite place** so you never fumble the address.
3. Be ready at the door at your pickup time; watch the app for the driver's arrival.
4. When your appointment ends, open the app in the waiting room and request your ride **home**.

> **TIP**
>
> **Ask about rides your plan may cover**
>
> Some Medicare Advantage and Medicaid plans offer non-emergency medical transportation, and a few health systems arrange rides for patients. It's worth asking your plan or doctor's office whether a ride to appointments is a benefit you already have. If it is, I'm happy to help you understand how it works alongside what's in this book.

A round trip for errands

For the hairdresser, the bank, or lunch with a friend, you can simply book a ride there, enjoy your outing, and book the ride home when you're ready. There's no need to arrange both ends in advance unless you want to — a car is usually only minutes away when you need it.

Going to the airport

Ride apps are popular for airport trips because you're dropped right at the terminal with no parking to worry about. Enter the airport as your destination; the app often asks which **airline** or terminal so the driver takes you to the right door. For a flight, schedule the ride ahead and give yourself extra cushion, just as you would for any important departure.

WHAT THIS DOES FOR YOU

What this does for you

With rides a few taps away, the things that got harder when driving got harder — appointments, errands, seeing friends, catching a flight — are simply back within reach. You set the schedule, you keep your independence, and no one has to rearrange their day to drive you.

CHAPTER 21

Help for Specific Needs

These services can accommodate more than people realize. If mobility, vision, or carrying things is a concern, here are options worth knowing.

Extra help getting in and out

Uber and Lyft offer ride types geared toward riders who'd like a hand. Uber has an **Assist** option in many areas, where drivers are willing to help you into the vehicle and with a folding walker or wheelchair. Look through the ride choices when you book — the names and availability vary by area, but the help is often there.

Wheelchair-accessible vehicles

In many cities, you can request a **wheelchair-accessible vehicle** (sometimes shown as "WAV") that can carry a motorized wheelchair or scooter. Availability depends on where you live, but it's worth checking the ride options if you need one.

Room for a walker, groceries, or a companion

A standard car easily holds a folding walker and a companion. If you expect a lot to carry — several grocery bags, a wheelchair, a couple of friends — choose a **larger vehicle** option (often "XL") when you book, which sends a roomier car for a little more.

If seeing the screen is hard

Every tip in our companion manuals for making text bigger and turning on screen-reading applies here too. You can enlarge the text on your whole phone so the app's buttons are easier to read, and the apps work with your phone's built-in voice features. If setting that up would help, it's a perfect thing to do together.

> **FROM BILL**
>
> **Let's find the right setup for you**
>
> Everyone's needs are a little different, and these apps have more options than any book can list for every town. If you have a specific concern — a wheelchair, a walker, trouble seeing the screen, a long trip — call me and we'll look at exactly what's available where you live and set it up the way that suits you. (330) 200-8042.

CHAPTER 22

Beyond the Basics: Other Stores and Apps

Once you're comfortable, you'll find these services reach further than just restaurants and the main grocery store. Here's a tour of the handy extras — none of it required, all of it nice to know.

More than one food app

DoorDash isn't the only meal-delivery app — **Uber Eats** (from the makers of Uber) and others do the very same thing. If you already have the Uber app for rides, Uber Eats may already be a tap away inside it. You don't need several; mention this only so the names don't confuse you when family bring them up.

Pharmacy and other errands

Many delivery apps now reach beyond groceries and restaurants to **pharmacies, convenience stores, pet stores, and big-box stores**. That can mean over-the-counter items, household basics, and more brought to your door alongside — or instead of — groceries. Browse the store list in your app to see what delivers to you.

HEADS UP

Prescriptions have special rules

Delivery of actual **prescription medications** is possible in some places but follows strict rules and often works best straight through your own pharmacy's service. Don't assume a general delivery app handles prescriptions the same as a bag of groceries. When in doubt, ask your pharmacy how they deliver — or ask me to help you sort out the safest route.

Standing grocery orders

If you settle into a weekly routine, the apps make it easy to repeat. Your **Buy it again** list and saved carts mean the weekly shop can take just a few minutes. Some folks do their whole grocery order the same morning each week, like clockwork — a tidy habit that keeps the kitchen stocked with almost no effort.

CHAPTER 23

When a Ride Hits a Snag

Now and again a ride doesn't go perfectly smoothly — a driver cancels, the wait grows, or they can't find you. None of it is a crisis, and each has an easy answer. Here's your calm playbook.

The driver cancelled

Occasionally a matched driver cancels — they got stuck, or something came up. The app simply looks for another driver, usually within moments. You don't need to do anything but wait a beat for the new match. You're not charged for a ride that didn't happen.

The wait is longer than expected

At busy times, the nearest car may be a bit farther. If a wait is too long for you, you can **cancel** and try again shortly, or check the other app if you have it. Cancelling before a driver is on their way is generally free; the app warns you if a cancellation fee would apply.

The driver can't find you

If a driver seems to be circling, use the app's **message** or **call** button to guide them: "I'm at the side entrance by the flagpole." Standing where you're easy to spot — and making sure your pickup pin on the map is in the right place — solves this quickly. It helps to confirm the pickup spot before you confirm the ride.

You need to change the destination

Decided to stop somewhere else, or realized the address was wrong? You can usually **update the destination** in the app during the ride, or simply tell the driver kindly. The fare adjusts for the new route, and the app keeps everything squared away.

TIP

Cancelling is allowed and usually free

You're never trapped in a ride request. Before a driver is en route, cancelling is typically free; the app is clear about any fee. Don't feel you must accept a long wait or a car that doesn't suit — backing out and trying again is a normal, no-fault part of using these apps.

PART 5

Staying Safe & Avoiding Scams

These services are safe when you follow a few simple habits. Here are the scams that target delivery and ride users — and the easy rules that keep you clear of every one.

CHAPTER 24

Keeping Your Money and Information Safe

You've seen the safety notes scattered through this book; here they are gathered in one place, plain and clear. Follow these and you can use every app in this book with confidence.

The five habits that keep you safe

- **Only install apps from the official App Store or Play Store**, and check the maker's name. Never from a link someone texts or emails you.
- **Pay only inside the app.** Never hand cash, gift cards, or a separate payment to a driver or shopper, no matter the story.
- **Never give your card number, password, or a verification code to anyone** who calls, texts, or messages you — not even someone claiming to be "support."
- **Match the car, plate, and driver** before you get into any ride, and let the driver say your name.
- **When something feels off, stop.** You can always cancel, decline, and ask someone you trust before going further.

Why these apps are safe by design

It's worth remembering the built-in protections working in your favor: drivers and shoppers are identified in the app with photos and names; your real phone number stays private; your payment is handled by the company, not shown to the worker; and every ride and order leaves a record with a help button. You're far from alone when you use them properly.

GOOD TO KNOW

Your phone number and card stay private

When the app connects you to a driver or shopper by call or message, it masks your real number — they can't see it. And no driver or shopper ever sees your card details. The company sits in the middle, keeping your personal information to itself.

CHAPTER 25

The Scams to Know

Scammers follow popular services, and rides and deliveries are no exception. The schemes are few and predictable once you know them. Learn these and you'll spot them a mile off.

SCAM ALERT

The fake "delivery problem" text or call

You get a text or call saying there's a "problem with your order" or your "ride was cancelled," and to fix it you must confirm your card, pay a fee, or "verify" with a code. **It's a scam.** Real apps handle every problem inside the app and never phone you for your card or a code. Don't reply; open the app yourself to check the real status.

SCAM ALERT

The "verification code" trick

Someone contacts you — perhaps posing as support or even a driver — and says they need the **code** the app just texted you. **Never share that code with anyone.** Those codes exist to protect your account; a scammer who gets one can take it over. No legitimate worker or support person will ever ask you to read a code aloud.

SCAM ALERT

The pay-outside-the-app driver

A driver or shopper claims the app "isn't working" and asks you to pay them directly — cash, Venmo, Zelle, a gift card. **Always refuse.** You've already paid, or will pay, inside the app. Paying a second way means paying twice and handing money to a scammer. Report it in the app.

SCAM ALERT

Fake app links and look-alike websites

An email or text offers a "deal" and a link to "update your account" or install the app. The link leads to a fake page built to steal your login or card. **Don't tap links like these.** Get apps only from the official store, and reach a company only through the app's own Help section — never a link someone sent.

The one rule that covers almost everything

If you remember nothing else: **anyone who contacts you out of the blue and pressures you to pay, share a code, or give card details is a scammer** — full stop. The real apps don't work that way. When a message creates urgency and asks for money or secrets, that urgency is the tell.

FROM BILL

When in doubt, call me before you act

If a text, call, or message about a ride or delivery ever makes you uneasy — a request for money, a code, your card, a story that doesn't add up — stop and call me *first*: **(330) 200-8042**. Those "is this a scam?" calls are never a bother; they're the whole reason I do this work, and there's never a charge for asking.

PART 6

Your Cheat-Sheet & When to Call Bill

The one-page reminders to keep by your chair, and an honest word about when a call to me is the right move. You're ready to go.

CHAPTER 26

The Everyday Cheat-Sheet

Keep this page handy. It's everything you need, at a glance.

To get a ride (Uber or Lyft)

Step	What to do
1. Open the app	Tap **Where to?** and enter your destination.
2. Pick & confirm	Choose a ride, check the price, tap **Confirm**. Nothing's booked until you do.
3. Wait inside	Stay indoors until the app says the driver has arrived.
4. Check before you get in	Match the **license plate**, car, and driver photo. Ask "Who are you picking up?" and let them say your name.
5. Ride & done	Sit in back, buckle up. At the end, just get out — payment's automatic. Add a tip if you like.

To order food or groceries

To do this	The steps
DoorDash (a meal)	Open app > pick a restaurant > add dishes to cart > Checkout > see total > Place Order.
Instacart (groceries)	Open app > pick a store > search & add items > choose delivery time > Checkout > Place Order.
Substitutions	Say ahead what to do if out of stock, or reply to the shopper's message with a tap.
Track it	Watch the status in the app; notifications tell you when it's on the way and arriving.

The golden safety rules

- **Pay only inside the app** — never cash, gift card, or a separate app to a driver or shopper.
- **Never share a verification code** or your card number with anyone who contacts you.
- **Match the car, plate, and driver** before every ride.
- **Get apps only from the official store**, never from a texted or emailed link.
- **When a message pressures you** to pay or "verify," it's a scam — stop and check, or call Bill.

STAY SAFE

The one rule to remember

No real ride or delivery company will ever call, text, or message you out of the blue asking for money, your card, or a code. If that happens, it's a scam — hang up, don't reply, and open the app yourself to check. When unsure, call Bill before you do anything.

CHAPTER 27

When to Call Bill

This book will carry you a long way, and most days you won't need anyone's help at all. But you are never stuck alone — that's simply not how I do things. Here's an honest word about when picking up the phone is the right move, so you never feel you're imposing.

Good reasons to call — none of them silly

- You'd like help with **first-time setup** — installing an app, making an account, entering your card, and saving your home and favorite places so it's all ready to go.
- You want a **patient practice run** — a short practice ride, or placing a first grocery order together, before you rely on it for something important like a doctor's appointment.
- A **charge looks wrong**, or an order came out muddled, and you'd like a second set of eyes to sort it out in the app.
- You got a call, text, or message that **felt wrong** — a request for money, a code, your card. Always call me *before* you act.
- You just want someone to **sit with you**, in plain English and no rushing, while you get the hang of it. That's the whole job, and I love it.

How to reach me

I'm Bill, and I run **Bill's Home Tech** right here in Portage County, Ohio. I've spent 30+ years helping people feel at ease with their technology, and helping folks keep their independence — getting where they need to go, keeping the pantry full — is some of the most rewarding work I do.

Phone	(330) 200-8042 — call or text. If I can't pick up, leave a message and I'll call you back.
Book a visit online	billshometech.com/book
Where I work	Portage County, Ohio, and the nearby communities.
If you visit the website	You may chat with Sophie, my friendly assistant on the site, who can help you book a time to talk.

FROM BILL

My standing offer

If anything in this book — or anything your phone does — ever puzzles you, pick up the phone. No question is too small and no problem too silly. I'll come out, or talk you through it, as plainly and patiently as it takes. Helping someone keep their independence — a ride to where they want to go, groceries without the struggle — is exactly why I do this work.

— Bill · Bill's Home Tech · (330) 200-8042 · BillsHomeTech.com

A few parting words

Here's the truth to carry away from all these pages: **there is no such thing as a dumb question.** The people I help are smart, capable folks who simply weren't handed a manual that spoke plainly. Now you have one.

Don't feel you must learn it all at once. Pick one small thing this week: install a single app and save your home address. Next week, maybe a practice ride around the block or a small grocery order. Before long, getting where you want to go and keeping the kitchen stocked are simply a few taps away — and the independence that comes with that is a wonderful thing. **You're going to do just fine.**

— Bill