

How to use the Empire Express Ride Service

Request by App

Get the app and create an account

1) Download the Empire Express app. There are two ways you can do this.

- Search "Empire Express" in your App Store or...

- Use the following link: <https://empire.app.link/get> If reading this on your phone, tap the link

2) After the app has downloaded, tap Open.

3) Tap the "Create Account" button.

4) Fill in your Account Information - **You will only need to do this once.**

- Fill in your First Name, Last Name, and your Email Address.

- Choose a personal Password for your account.

- If you forget your password you can tap the "forgot password" button on the login screen. Unless you go to your profile and log out, you will always be logged in.

- Enter your Mobile Phone Number (this is used to contact you during the ride process).

- **Enter the Access Code PN263UY7.** This access code is the same for all Empire Owners and their guests.

- Tap "Empire Pass Address" and begin typing your Empire Pass Address which may be a condo building name or full address. When you see your building or address display in the Search Results below, tap your address to select it.

5) After you have filled in all of your Account Information, tap the "Join Empire Express!" button.

How To Request a Ride

- Tap "Pickup". Then, tap the search bar and start typing the address or business name where you would like your Pickup. You can also select your Current or Home Address, or tap an Explore Category and then a business name.

- Tap "Dropoff". Then, tap the search bar and start typing the address or business name where you would like your Pickup. You can also select your Current or Home Address, or tap an Explore Category and then a business name.

- Tap "Passengers" and select the number of passengers in your party.

- Tap "Notes" if you'd like to leave the driver any additional directions i.e. "I'm at the main entrance of the building".

- Tap the "Request Ride!" button and monitor your wait time and driver progress. We'll send you a notification when we are about to arrive.

-You will also be able to see wait times when opening the app.

If you have any trouble setting up your account or using the app, contact us at [435-631-9310](tel:435-631-9310) for assistance.