

Rider manual

Apply in the app, get approved, go online, and complete jobs.

DELIVERY RIDERS

bringya.ca · support@bringya.ca · Updated September 2026

How to register, apply, and complete deliveries as a BringYa rider.

- Website: <https://bringya.ca>
- Apply page: <https://bringya.ca/become-a-rider>
- Support: support@bringya.ca
- Service area: Edmonton, Alberta

Rider applications happen in the **BringYa mobile app**, not on the website. The same app is used for customers and riders.

1. Who can apply

You can apply if you:

- Are **18 or older**
- Have a verified BringYa customer account
- Can deliver small parcels in Edmonton
- Can provide documents our team may request (licence, registration, insurance, and others)

Creating an account does **not** make you a rider. Phone verification is not rider approval. Rider Mode unlocks only after an admin approves your application.

2. Create your account

If you already send packages with BringYa, skip to [section 3](#).

1. Download **BringYa** from the App Store or Google Play.
2. Register with:
 - Full name
 - Phone number
 - Email
 - Password and confirm password
 - Acceptance of Terms and Privacy Policy

3. Enter the **6-digit SMS code**.
4. You now have a customer account. Next, apply as a rider from **Account**.

You can also create the account first on <https://bringya.ca/register>, then open the app to apply.

3. Apply to become a rider

1. Open the BringYa app and sign in.
2. Go to **Account**.
3. Tap **Become a Rider**.
4. Complete the application:

Personal

- Full legal name
- Date of birth
- Residential address, city, province, postal code
- Your verified phone and email are already on the account

Vehicle

- Vehicle type
- Make, model, year, colour
- Plate number

Availability

- Preferred service area
 - Typical hours you can work
1. Submit the application.

Your status will be **Submitted / Under review**. You cannot go online or accept jobs yet.

4. Documents

Our team reviews every application in person. They may request one or more of:

- Driver's licence
- Vehicle registration
- Vehicle insurance
- Driver abstract
- Background check
- Profile photo
- Work eligibility

- Other supporting documents

When documents are requested:

1. Open **Account** > rider application / documents.
2. Read any admin notes and due date.
3. Upload clear photos of the front (and back if asked).
4. Submit. Status becomes **Documents submitted**.

If a document is rejected, read the reason, upload a replacement, and resubmit.

Expired required documents can block you from going online. Renew them before they expire.

5. Approval

When you are approved:

- You receive a notification
- The **RIDER** role is added to your account
- **Rider Mode** unlocks in the app

If the application is rejected, you will see the reason. Reapply only if the message says reapplication is allowed, or contact support@bringya.ca.

6. Switch to Rider Mode

Approved riders can switch between:

- **Customer Mode** - send your own parcels
- **Rider Mode** - accept and complete jobs

Use the mode switch on the Account or Home screen. The server decides what you are allowed to do; the app only remembers your last choice.

7. Go online

In Rider Mode, Home shows:

- Online / offline toggle
- Available request count
- Today's earnings and completed deliveries
- Your rating
- Any active job

To receive requests

1. Switch to Rider Mode.

2. Turn **Online**.
3. Stay inside the service area with location enabled.

You cannot go online if:

- The application is not approved
- You are suspended
- A required document is expired (when that policy is on)
- You already have an active job (you stay busy until you finish)

Turn **Offline** when you stop working.

8. Accept a delivery

When a nearby job is offered, the Requests tab shows:

- Estimated **rider earning** (this is not the customer fare)
- Distance from you to pickup
- Pickup and drop-off areas
- Delivery distance and estimated time
- Package type
- Payment method (cash or card)
- Countdown timer

Tap **Accept** or **Decline** before the offer expires.

Only one rider can win the job. If someone else accepts first (or dispatch assigns it), the card disappears and you may see that the job was taken.

Admin can also assign a job to you directly. You will get a notification.

9. Complete a job

Follow the in-app buttons. Do not skip steps.

1. **Navigate to pickup**
2. **Arrived at pickup** - waiting timer starts. A grace period applies before the customer may be charged for wait time. You cannot type waiting minutes yourself.
3. **Confirm pickup** - capture pickup proof (photo, who released the parcel, optional note). GPS and time are stored.
4. **Navigate to drop-off**
5. **Arrived at drop-off**
6. **Enter the delivery PIN** - the receiver (or tracking page) has this PIN. You should not see it in advance.
7. **Capture delivery proof** (photo, recipient name).

8. **Collect cash** if the order is cash, then confirm cash collected.

9. **Complete**

If you lose network:

1. Reconnect.
2. The app should refresh the current order from the server.
3. Continue from the latest status. Do not assume missed live updates arrived.

10. Earnings and cash

Rider pay is separate from what the customer pays. Your earning for each job is shown before you accept.

In **Earnings** you can see:

- Today and this week
- Per-delivery earnings
- Cash collected
- Cash still to remit (if applicable)
- History

For cash jobs, collect the amount shown and confirm in the app. Admin reconciles cash later. Keep the amount accurate.

11. Ratings

Customers rate you after delivery (1-5 stars, optional tags and comments). Your profile shows average score, number of ratings, and recent feedback.

Low ratings may be reviewed by admin. Be professional, communicate, and handle parcels carefully.

12. If you are suspended

Admin can suspend a rider (for example after a serious complaint or expired documents).

- You receive a notification with the reason
- You cannot go online or take new jobs
- You can still use **Customer Mode** unless the whole user account is also suspended

When you are unsuspended, you receive another notification. You start **offline** - turn online when you are ready.

If your **user account** is suspended, you will not be able to sign in again after the session ends. Contact support.

13. Rider navigation (app)

Tab	Purpose
Home	Online toggle, today's stats, active job
Requests	Incoming job offers
Active	Current delivery workflow
Earnings	Pay and cash
Account	Profile, documents, mode switch, support

14. Common problems

Problem	What to do
No "Become a Rider"	Update the app, sign in with a verified account, then open Account.
Stuck under review	Upload any requested documents. Approval is manual - wait or email support.
Cannot go online	Check approval, documents, suspension, and location permission.
Offers disappear	Another rider accepted or dispatch assigned the job.
PIN will not work	Ask the receiver to read the PIN from the tracking page or customer app. Do not guess.
Forgot password	Use forgot password on the app or bringya.ca/forgot-password.

15. Quick checklist

- ☐ Download BringYa and verify your phone
- ☐ Account > Become a Rider
- ☐ Submit vehicle and address details
- ☐ Upload requested documents
- ☐ Wait for approval notification
- ☐ Switch to Rider Mode and go online
- ☐ Accept a job, complete pickup and drop-off proof, enter PIN
- ☐ Confirm cash if needed, then check Earnings