

TROUBLESHOOTING UBER CONNECTION

KINTO


If you are unable to view the KINTO vehicle you have rented in your Uber driver profile please follow this process.



Confirm that your Uber account is either ACTIVE or ONBOARDED. You will not be able to bypass any steps in the Uber application process by renting a KINTO car.

Confirm that your Uber account is connected to your KINTO account in the "Account" tab in the KINTO app.

 Manage Uber Link

 Link or update your account

Go →



If you do not see your account under Uber Link in the KINTO app please connect the accounts. (see the Uber Account Connection Guide)

If you still require assistance, text KINTO at 629-205-4686 or email us at support@kinto-us.com. We will then attempt to manually assign the vehicle to your account.



If KINTO is unable to resolve the issue, quite possibly this means the vehicle is still assigned to a previous Uber driver. KINTO will send you a screenshot displaying that the vehicle was successfully assigned to the Uber account on our end. You must then call Uber at 866-987-3743, visit a Greenlight hub, or contact Uber Support through their app to request that they unassigned the vehicle to the other Uber driver.



Please be aware KINTO agents are unable to view the Uber platform and that is why you must contact them directly.



Never attempt to add the KINTO vehicle to the Uber Account yourself!

This will cause additional issues and delays.



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24/7 Text and Email Support
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