



# Alphabet App

How to log in



# A step-by-step guide to the Alphabet App

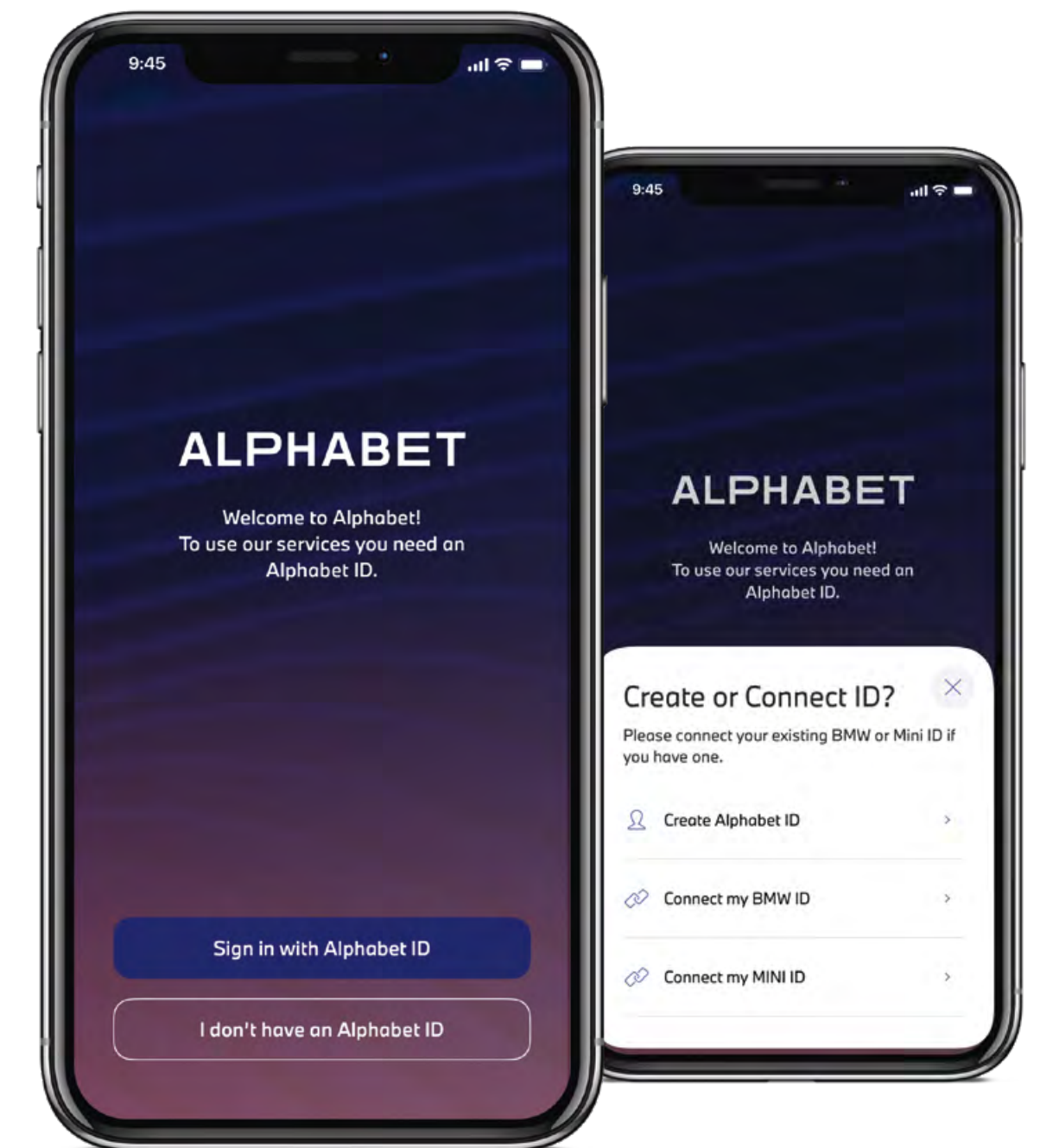
## First things first: start by getting the Alphabet App

If you're not yet using the Alphabet App, you can download it from the App Store or Google Play. The Alphabet App offers you a host of digital services and options to make using your company car even easier – with direct access to a wide range of mobility and other services from Alphabet. From easy access and contract details to booking your next tire change – with the Alphabet App it's all at your fingertips.

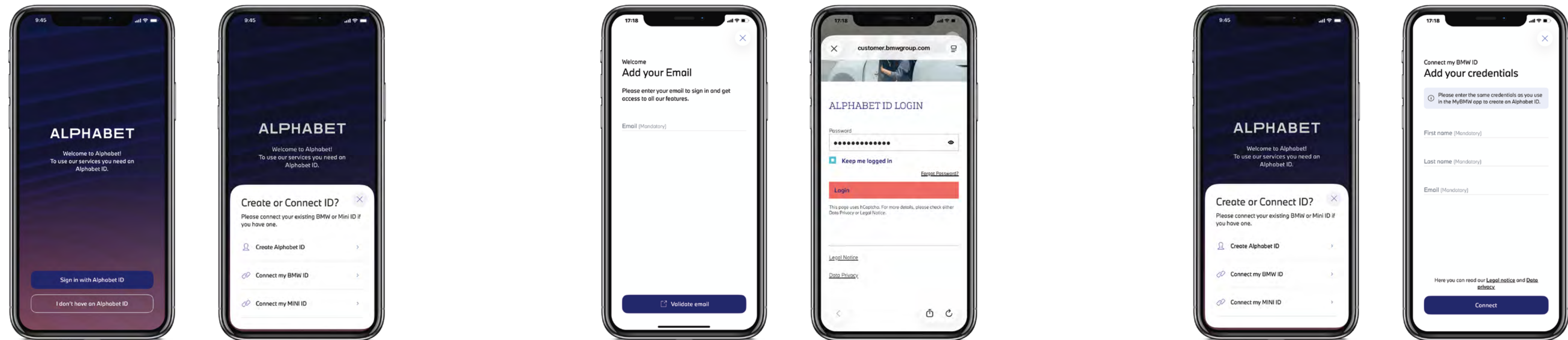


## Download the Alphabet App

Scan the QR code below with your smartphone camera or download the Alphabet App straight from the App Store or Google Play.



# Easy login!



When you have downloaded the app, you can log in with your:

- **Alphabet ID,**
- **BMW ID** or
- **MINI ID**

## Log in with your Alphabet ID

Simply log in by entering your email address and password. If you have forgotten your Alphabet ID password, tap on “Forgot password?”

### Note:

**If you already have access to our Alphabet Online Configurator, log in using your details from there.**

### Not yet got an Alphabet ID?

No problem. Just follow the instructions on the next page.

## Log in with your BMW or MINI ID

Choose your preferred option from the list to link your BMW ID or MINI ID to the app.

### Enter your contact details

The first time you log in with your BMW or MINI ID, you will need to enter your first name, last name, and the email address you use with your BMW or MINI ID.

# Create an Alphabet ID

## Create an Alphabet ID

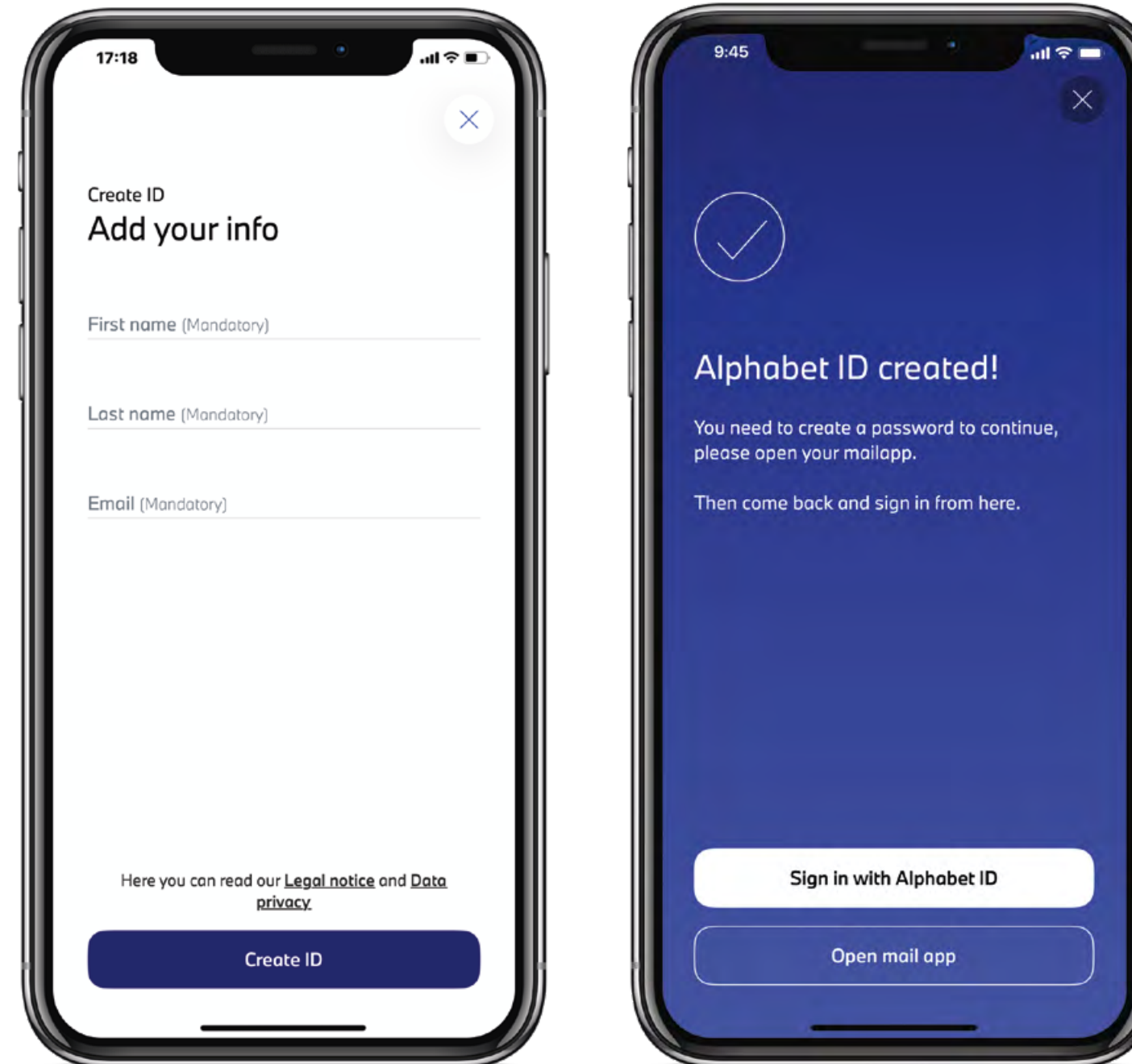
If you don't have a BMW, MINI, or Alphabet ID, choose "Create Alphabet ID". Enter your details and tap "Create ID".

## Create a password

When you have created your ID, we will send you an email so you can create a password to go with it. Open your inbox and follow the instructions in the email from Alphabet to create your password. Check your spam if you don't see the email. Then, go back to the app and tap "Sign in with Alphabet ID".

## Log in with your new Alphabet ID

You can now log in with your email address. On entering your email address, you will be redirected to the password screen. Enter your password. You have now logged in.



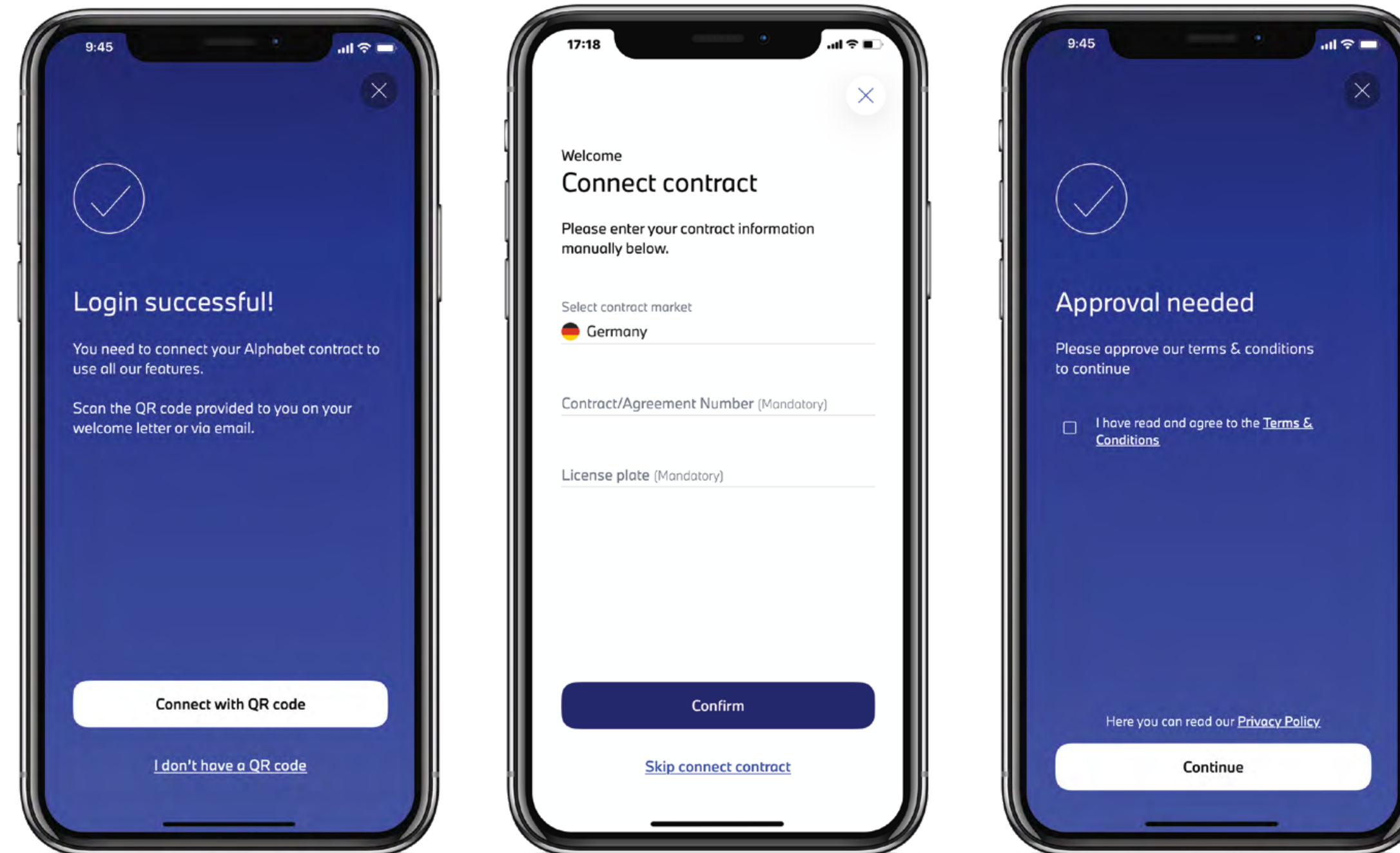
# And now add your contract to the app

When you have logged in, you can add your contract by using the QR code on your Alphabet welcome message. To do this, you will need to allow the app to access your camera.

## Add your contract

If you don't have a QR code, add your contract manually. Simply tap "I don't have a QR code", enter your leasing or contract number and vehicle registration number, and tap "Confirm".

If you only want your driving licence checked, tap "Skip connect contract" at the bottom of the page. This will take you straight to the driving licence check.



# All you need at a glance

## View contract details

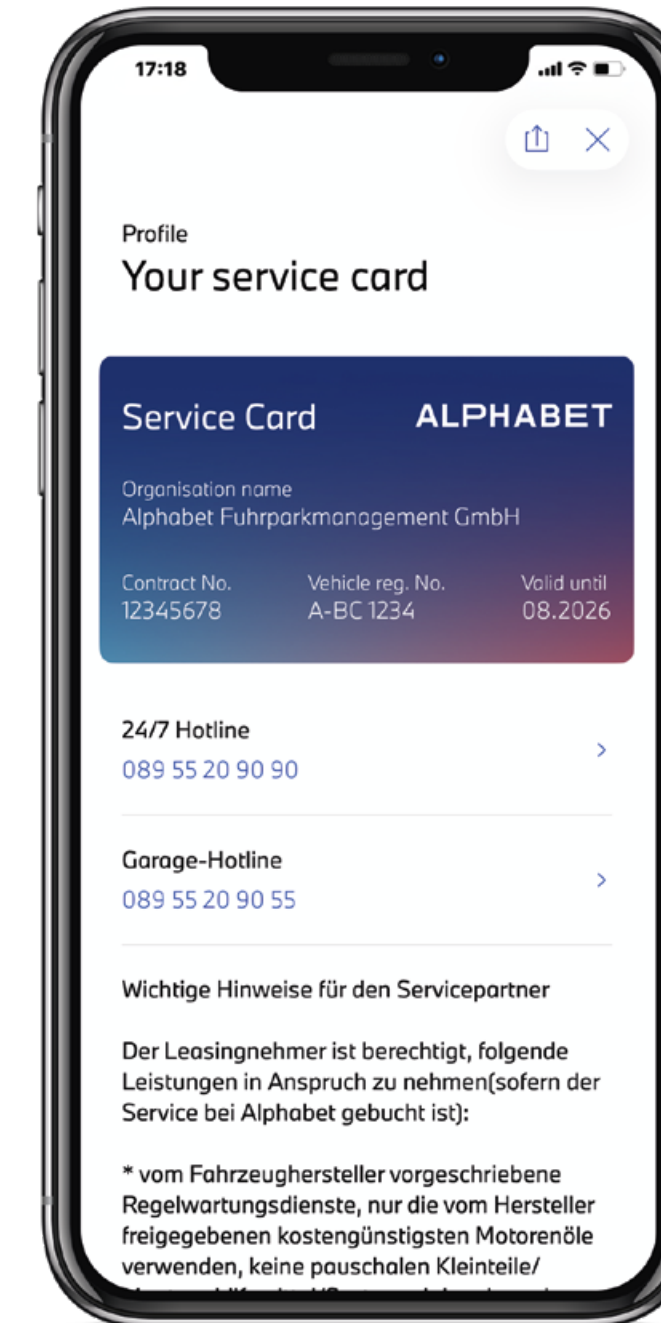
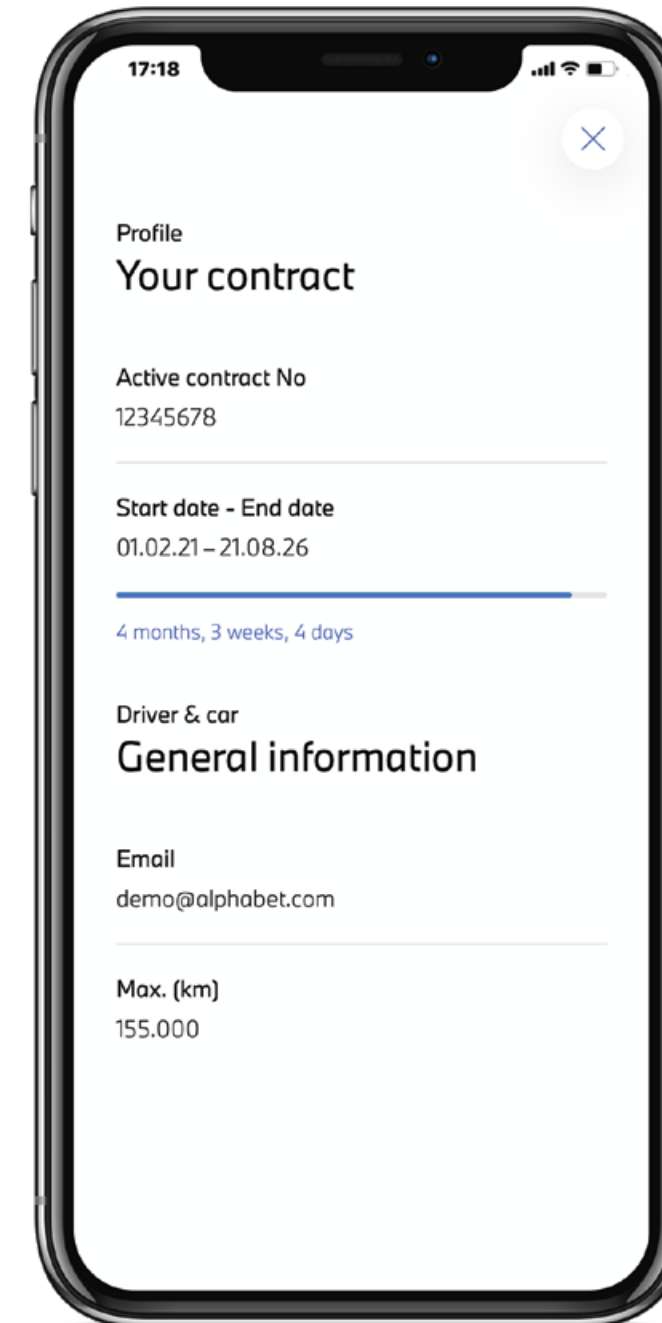
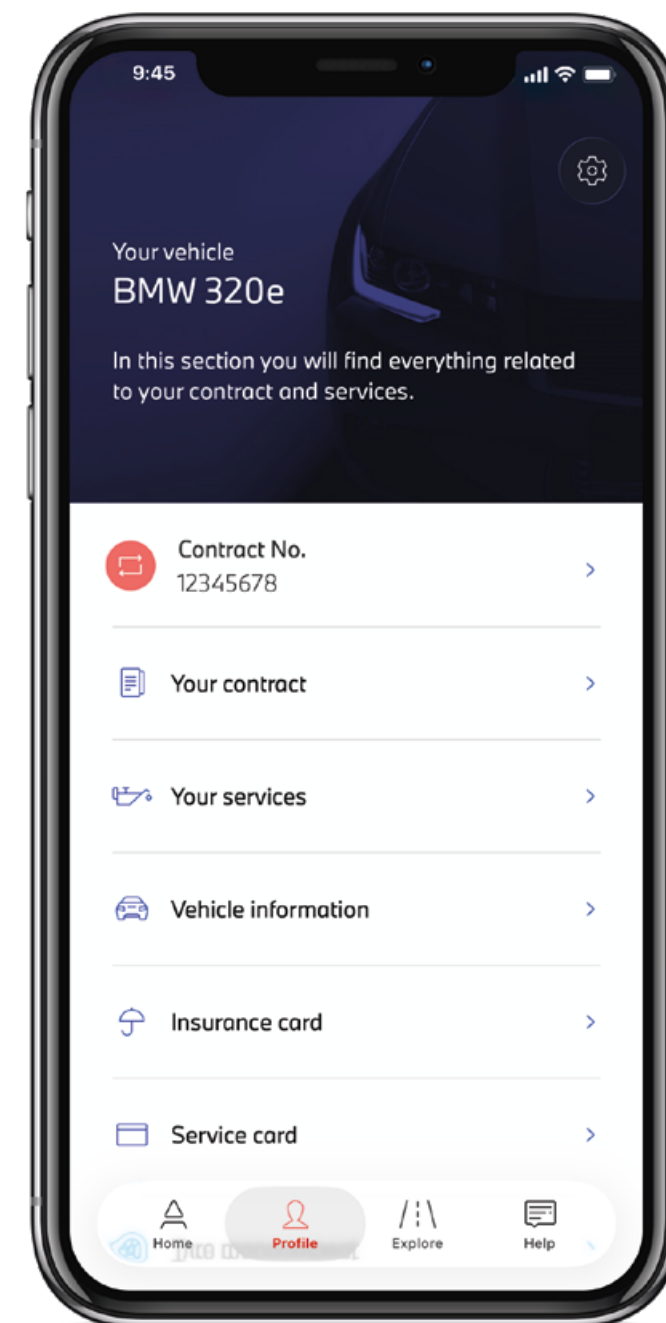
The "Profile" tab provides access to all your contract and vehicle details. To remove a contract and add a new one, tap on the orange arrow. Then either scan your QR code or add your contract manually by entering your leasing or contract number and license plate.

## Contract details

Tap "Profile" for more details on your contract.

## Your service card

Under the "Profile" tab, scroll down and chose "Service card". This will show your service card in full and with all the information you and your service partner need. You can also share these details with third parties.



# FAQs: Alphabet App

## **I've forgotten the password for my Alphabet ID.**

### **What should I do?**

In the app, select "Log in with Alphabet ID" and enter your email address. This will take you to the password window. There you will find a "Forgotten password?" link, which you can use to reset your password and create a new one.

## **I didn't get an email to create a password for my Alphabet ID.**

First of all, please check your spam. If you can't find the email there, choose "Log in with Alphabet ID" in the app and then tap "Forgotten password?" You will then be sent another email to create a new password. If you still don't get the email, create your Alphabet ID in the app again, making sure you have entered your email address correctly.

## **I want to link the app to my BMW or MINI ID.**

### **Which email address should I enter?**

Enter the email address you use for your My BMW APP or My MINI APP.

### **What happens if I log out of the app?**

You can simply log in again via "Log in with Alphabet ID". Your contract will automatically stay linked.

### **How can I add my contract details in the app?**

You can add your contract details under "Your contract". If you want to use the QR code to add your contract, you will need to allow the app to access your camera.

### **What should I do if I need more help?**

If this How-to guide doesn't answer all your questions, contact our support team. Simply email [app@alphabet.de](mailto:app@alphabet.de).





## Do you have any further questions?

We look forward to speaking with you in person. Get in touch with your Alphabet contact now and we will be happy to answer all your questions.

Contact us now

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**Postal address** Alphabet Fuhrparkmanagement GmbH, 80786 Munich **Phone** +49 89 99822-0 **Contact** [www.alphabet.de/kontakt](http://www.alphabet.de/kontakt)

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