



## AlphaCity

The award-winning, keyless car sharing solution from Alphabet

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# Welcome to the AlphaCity step-by-step users guide for new members

## Welcome to AlphaCity

AlphaCity is the award-winning corporate keyless car sharing mobility solution from Alphabet.

It's available through a self-service booking platform or booking app. But if you ever need any help, our friendly support team is available 24/7 via the customer service hotline.

## Registering for the scheme

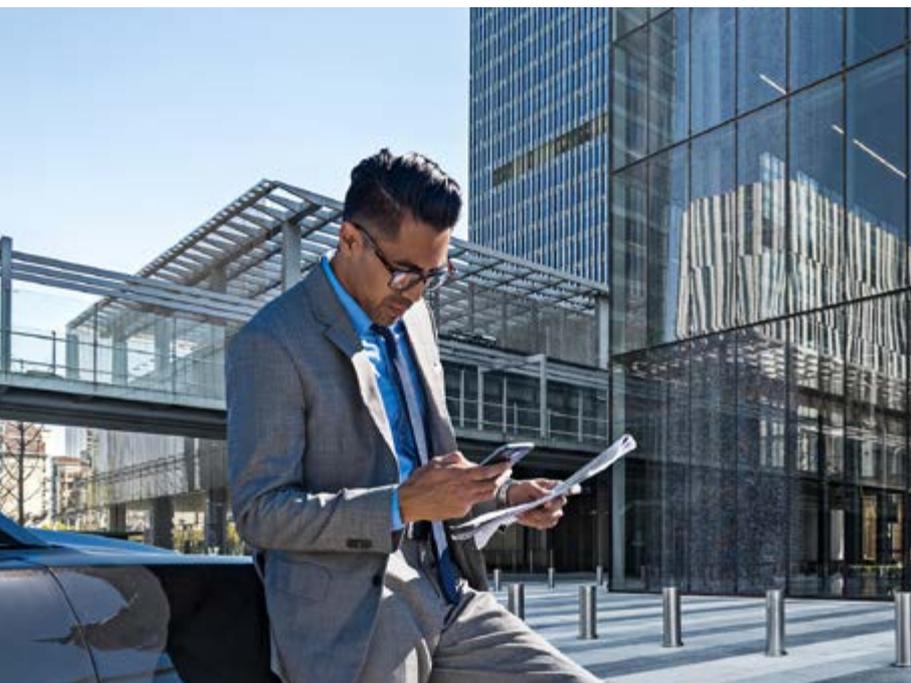
AlphaCity is an online self-service product.

To gain access to AlphaCity vehicles, you simply need to register via your employer's booking portal. To find the correct booking portal for your employer, please contact your Fleet Team who will be happy to help.

To become a member and use the AlphaCity vehicles provided by your employer, you need to:

- Successfully complete the registration process
- Have a current, full UK driver licence
- Meet the criteria set out by your employer's vehicle insurance policy.

Once registered, you can manage your vehicle bookings through the booking portal or through our **AlphaCity** app.



# How to register for the scheme



When you open your AlphaCity homepage it will appear as shown below, along with your employer's logo.

The first time you log in you'll need to register to become a member. This will allow you to gain access to your AlphaCity fleet, and to the new AlphaCity vehicle access app.

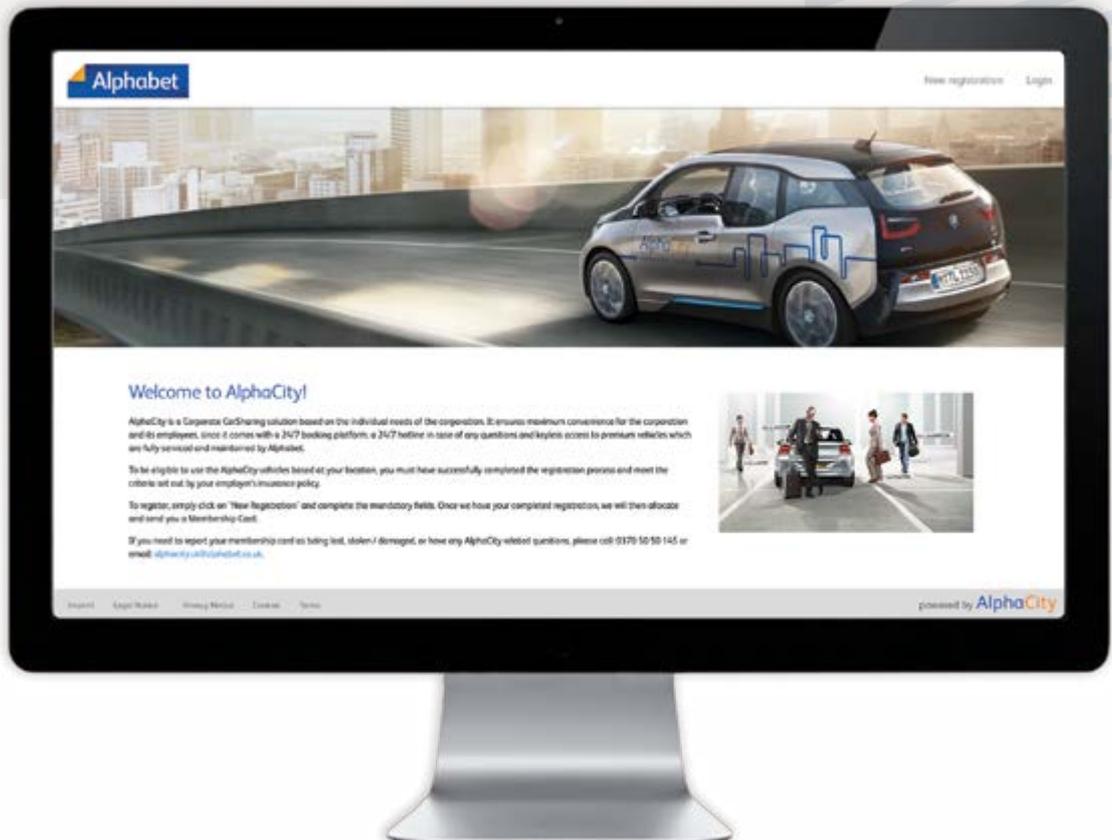
Click on 'New Registration' in the top right-hand corner of the screen and input the details asked for. It's a good idea to have certain information to hand, such as your employee number or cost centre, and your driving licence number.

Complete all the sections and then make sure you select the following:

- I accept the terms & conditions
- I accept the Data Security

You don't have to subscribe to the AlphaCity newsletter. Once you've finished, just click here:

[Confirm Reservation](#)



# How to make a booking



Once you've registered and your fleet team has given you your individual membership card, you can book a vehicle from your AlphaCity fleet through your booking platform or the booking app.

To log in you will need the following information:

- Your email address (entered during registration)
- Your password (created during registration)

You then need to complete either of the following steps:

- Click on the drop-down menu and select the time and date you need your vehicle.

Or

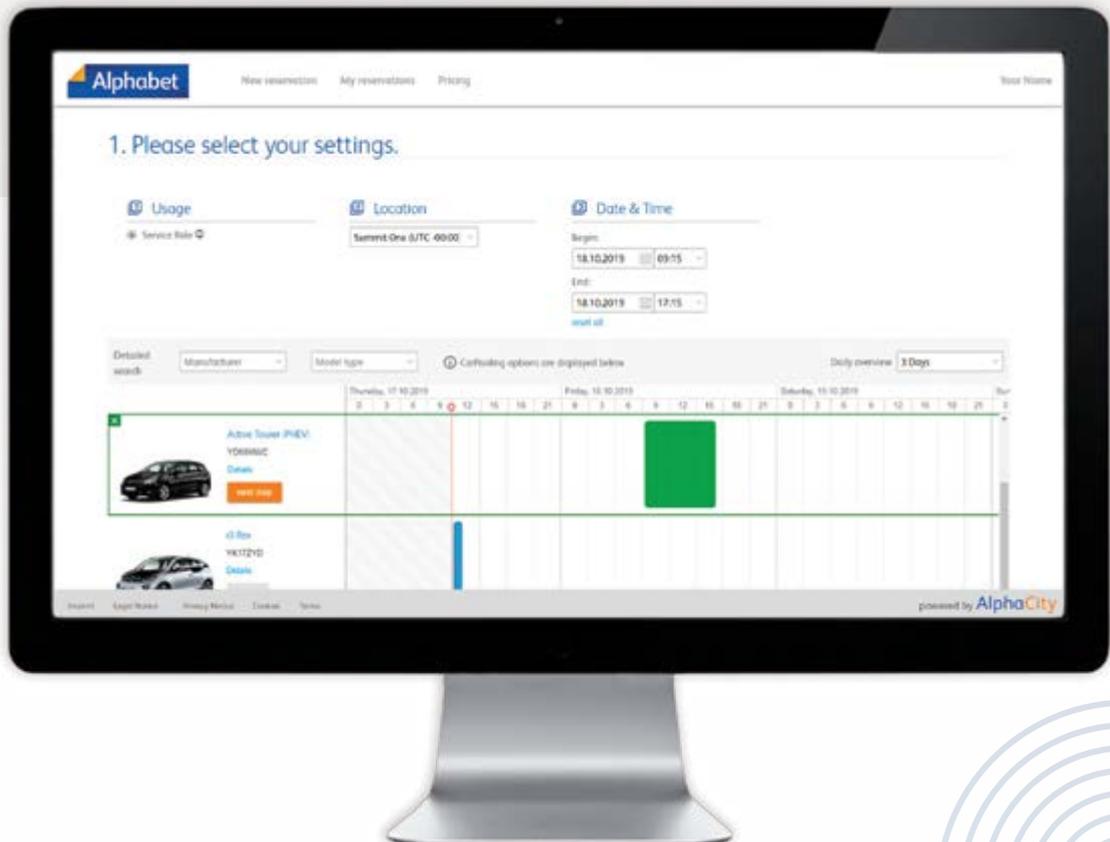
- Click and hold down your left mouse button and then move to select the vehicle, date and time you want. The time increases in 15-minute increments, as shown in green below.

Once you've selected the date and time for the vehicle you wish to use, just click here:



**\*\*Please Note\*\***

If your AlphaCity vehicle is electric, you will need to enter the planned journey mileage from the drop-down menu, before selecting a date and time.





A new screen will now appear showing a summary of your booking, including the charges, type of vehicle, plus the collection and drop off locations.

You will now need to complete the 'Additional reservation data' section in the bottom right-hand corner of your screen. All mandatory fields need to be completed.

If you need to change anything on your booking, simply click on:

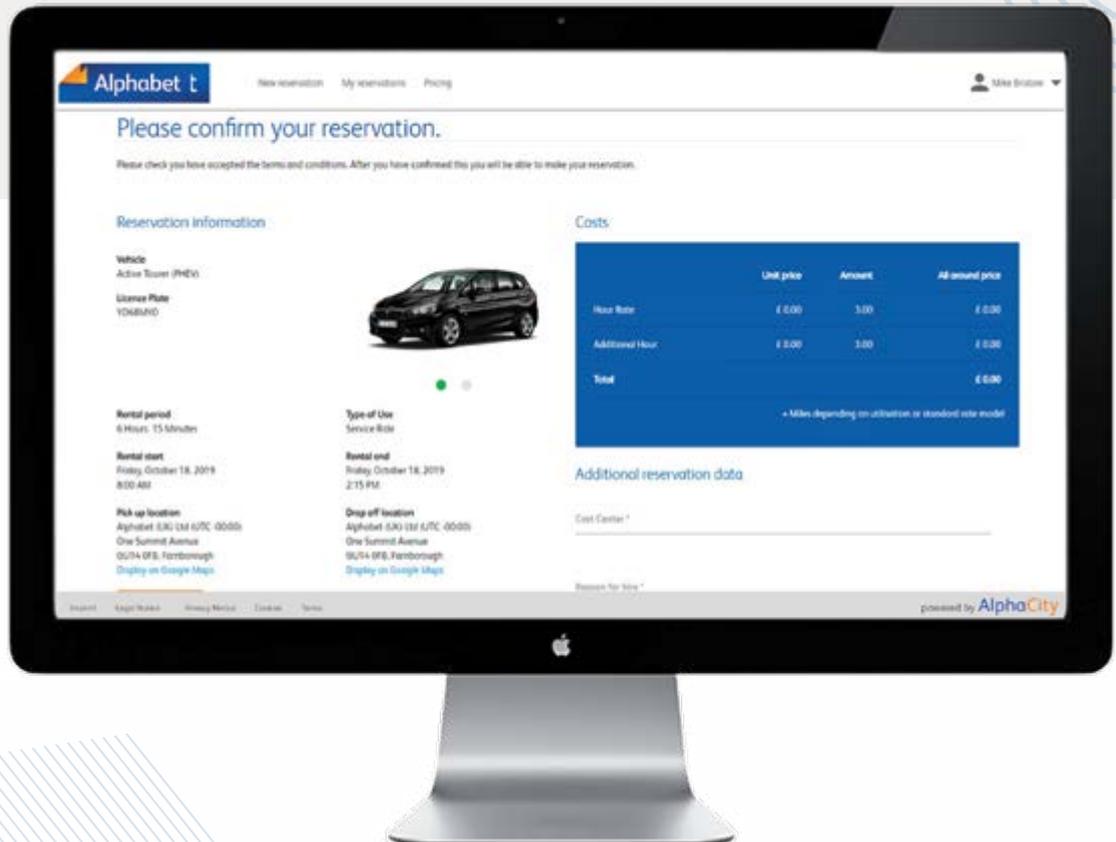
[Change Booking](#)

This will take you back to the previous screen where you can make any alterations.

To confirm your booking, accept the Terms of Use – these are between you, your company and AlphaCity.

Finally click on:

[Confirm Reservation](#)





## Success! Your vehicle is now booked.

If you want to make another booking, simply click on:

[Create Another Reservation](#)

If you're finished, click on:

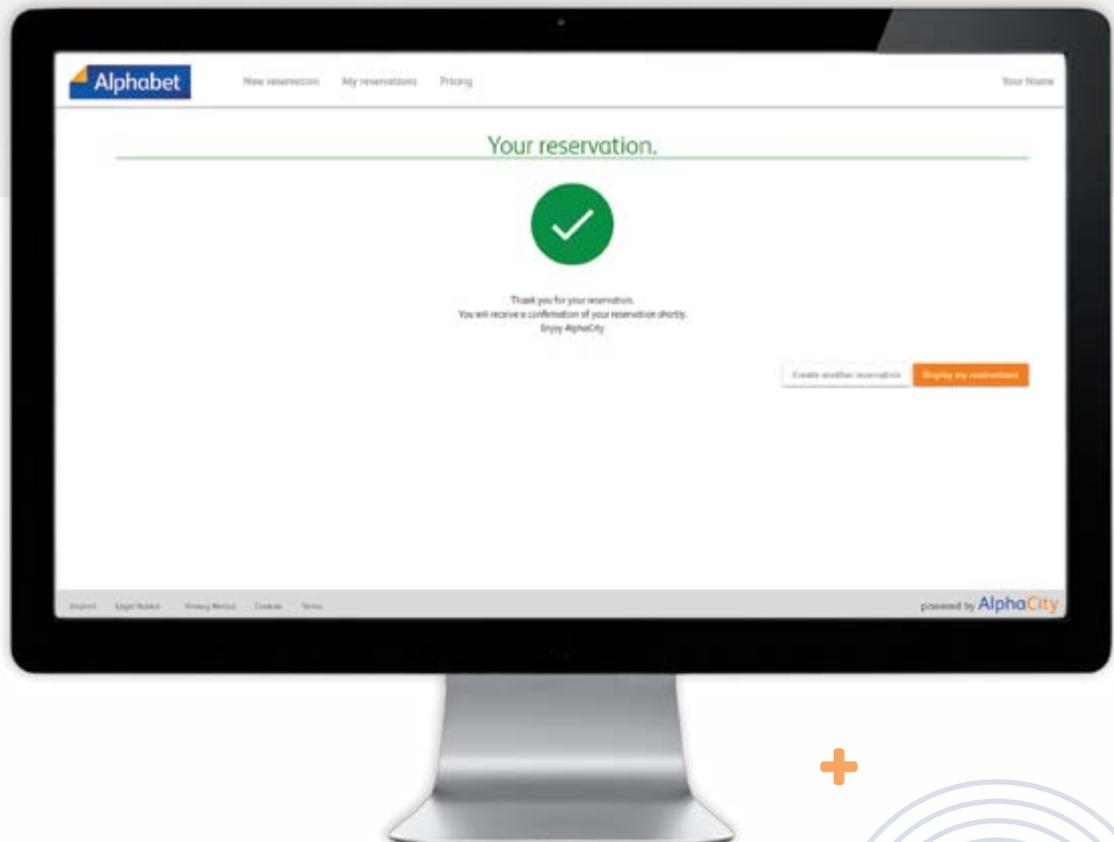
[Username](#)

You'll find this in the top right-hand side of the screen. Then select:

[Logout](#)

Look out for an email confirming your booking with details of the date, time, vehicle, vehicle registration and its location. You'll also have the option to add an event to your Outlook diary to act as a reminder of your booking.

Around 60 minutes before your booking is due to start, you'll get a text message saying that your booking has been received by the vehicle and it's now ready for you to use. The message will confirm the date and time of your booking, as well as the vehicle registration.



# How to enter a vehicle



Now that you've registered and booked your AlphaCity vehicle, here's how to use it.

As long as the vehicle is available, you can begin using it up to 60 minutes before your booking start time.

On your first booking, we recommend starting a little earlier, just so you have some extra time to get to know the vehicle, and how the AlphaCity process works.

When you find your AlphaCity vehicle, you'll see an LED light on the windscreen reader. There are four different coloured lights, but only one will be illuminated at a time.

Simply place your individual membership card on the windscreen reader until you hear the vehicle unlock. Alternatively, you can unlock it by using the app on your mobile device. Just open the booking, allow a few seconds for your smartphone's Bluetooth to connect to the vehicle and then press and hold the 'unlock doors' button.

Once inside, you have 90 seconds to start the vehicle. Make sure all the doors are shut. Then place your foot on the brake (if an automatic vehicle) or the brake and clutch (if a manual vehicle) and press the start/stop button.

You're now good to go. Before you drive off, remember to be aware of your surroundings and take care on the road – as you would when driving any vehicle.



**Vehicle available**



**Vehicle reserved**



**Access denied  
/ vehicle in use**



**Communicating**



# Refuelling and charging

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AlphaCity vehicles work in exactly the same way as either a combustion engine or electric vehicle. When any refuelling or charging is needed, you'll be alerted by the vehicle – not by AlphaCity software.

To refuel/charge, simply go to any petrol/charging station, switch off the engine and refuel/recharge in line with the manufacturer's instructions.



# Ending your booking

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When you've finished with your vehicle and want to end your booking, return the vehicle to its allocated AlphaCity parking space. Then turn off the engine, exit the vehicle and make sure all the doors and windows are shut.

Remember to lock the vehicle by placing your membership card on the windscreen reader for around 5 seconds. Or, if you're using the app, simply select 'end booking' and press the 'lock doors' button.

The LED light on the windscreen reader will flash blue and the vehicle will lock itself. When the LED light turns green, your booking has ended and the vehicle will be ready for the next driver.



## Customer Support

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AlphaCity provides a 24hrs customer support hotline available 365 days a year, including public holidays.

If you have any questions about AlphaCity, just get in touch.

Simply call **0370 50 50 145** or email [\*\*alphacity.uk@alphabet.co.uk\*\*](mailto:alphacity.uk@alphabet.co.uk)

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