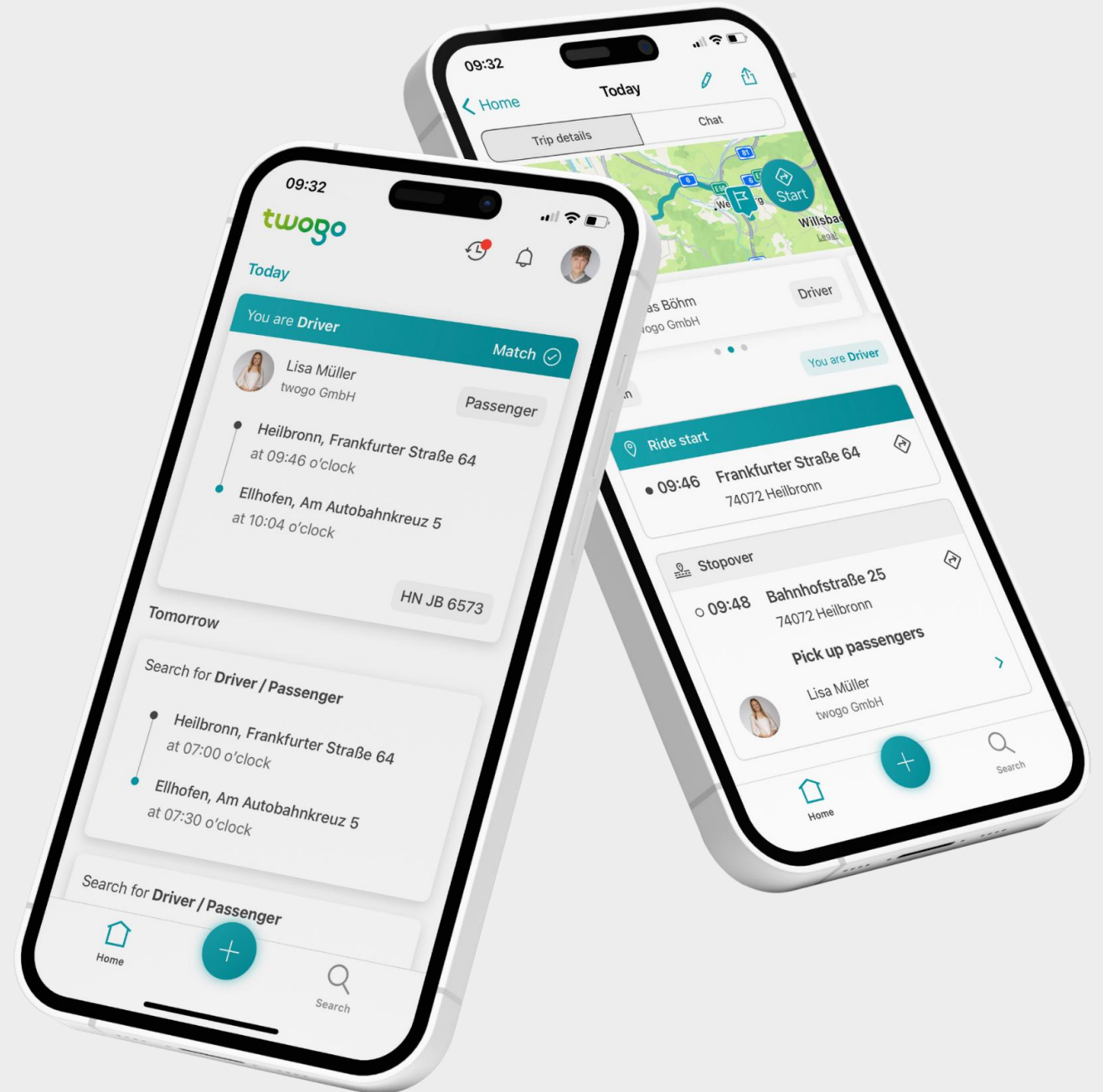


The smart carpooling solution

# twogo

Get in and take a ride: twogo is the smart mobility solution for your daily commute



Overview

# Function overview – iOS app



## Register

Download, registration,  
verification

1

## Set up profile

Set up app and profile

2

## Arrange Travel

Organize your carpool  
digitally

3

## Features

Other functions

4





Join twogo in just a few steps

# Registering (business e-mail)

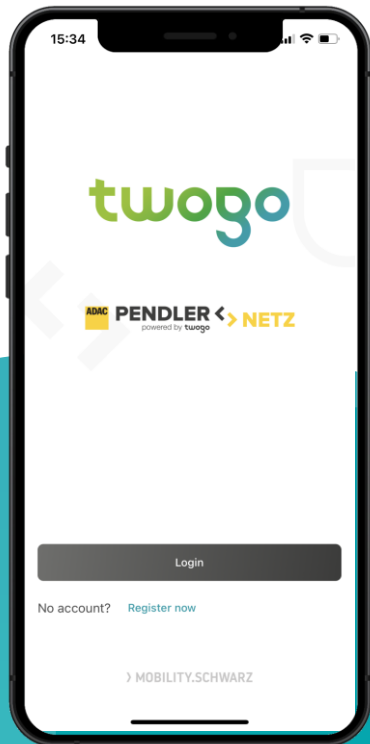
1

Registering

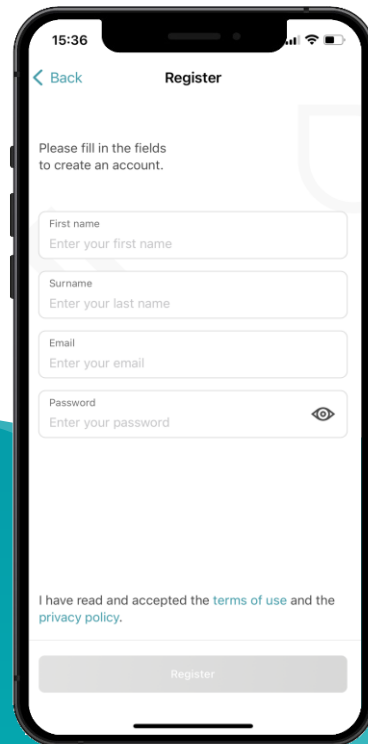
→ Set up profile

2

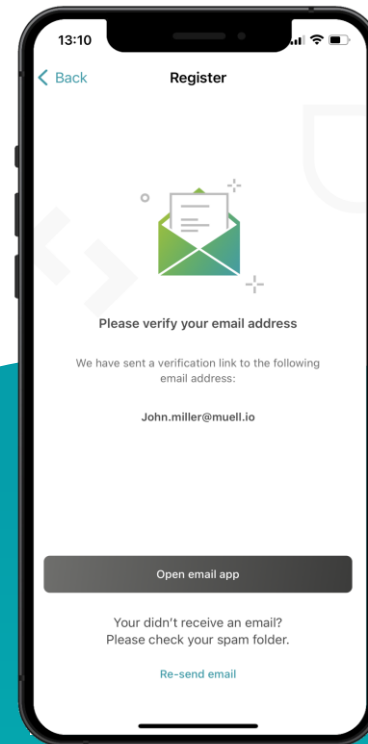
FAQs



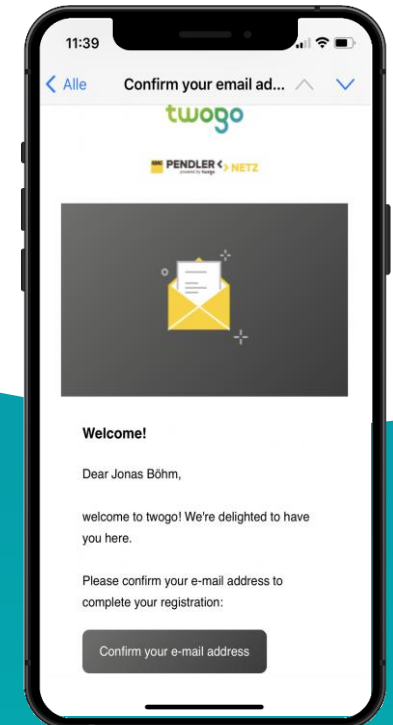
Download the **free twogo app** for iOS or Android.  
Select **Register**.



Enter your name, **business e-mail** and password.  
After registering with a business e-mail address, an **automatic assignment** to the corresponding **organization** takes place.



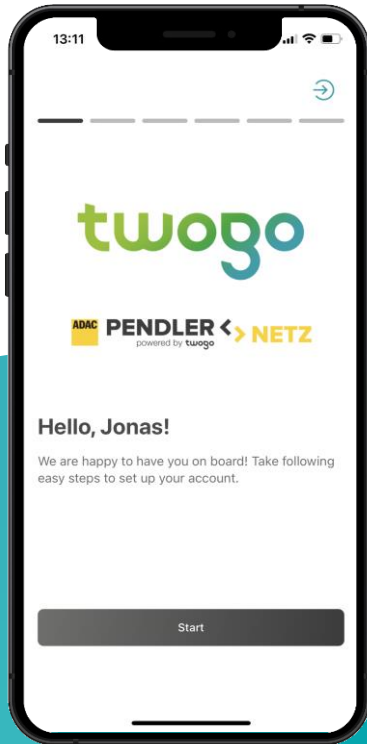
A **verification e-mail** will be sent immediately to the email address you provide.



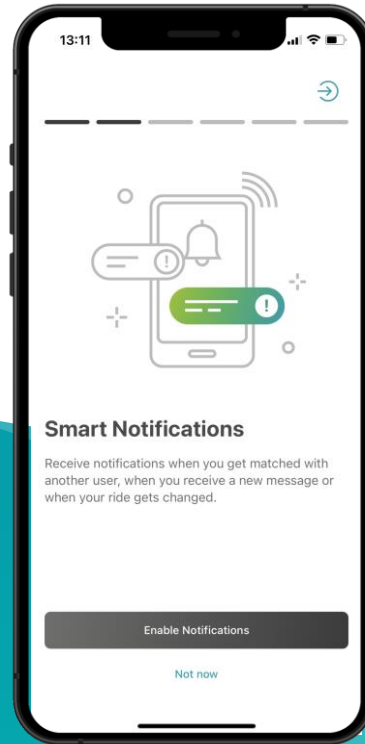
Open the twogo email in your inbox and click the **"Confirm e-mail"** link.

Follow the steps to complete your profile

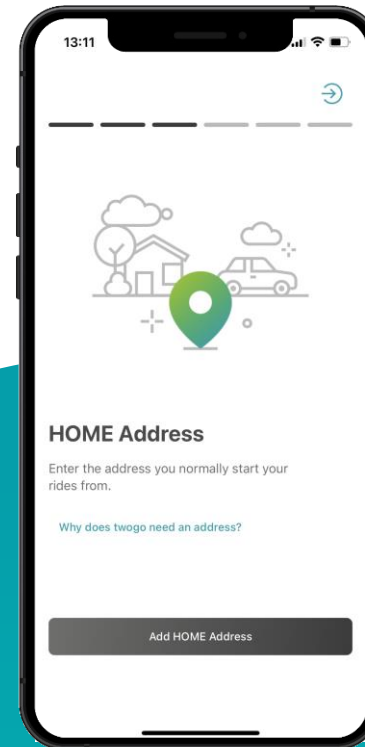
# Set up profile



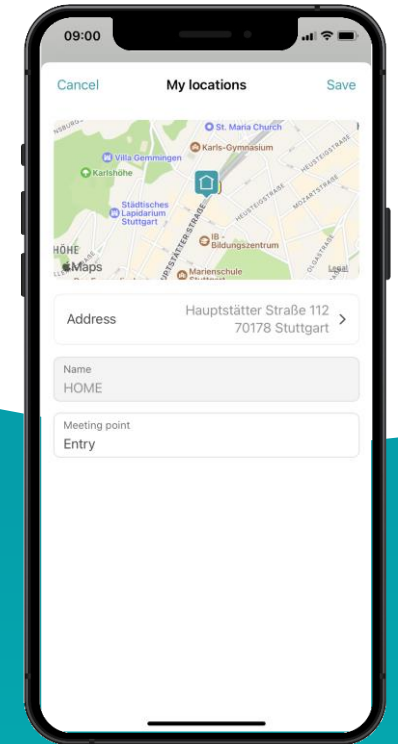
Welcome screen: Clicking on “Go” initiates the account setup.



Push Notification lets you receive messages about ride matches or changes and brings you news.



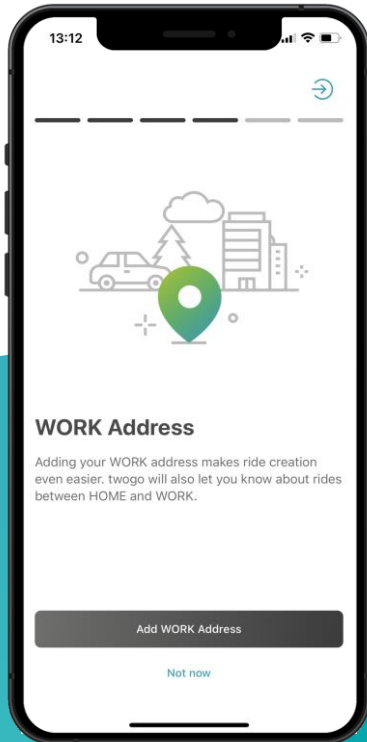
Enter your **Home** Address: It will be automatically saved as **Home Location** under Favorites.



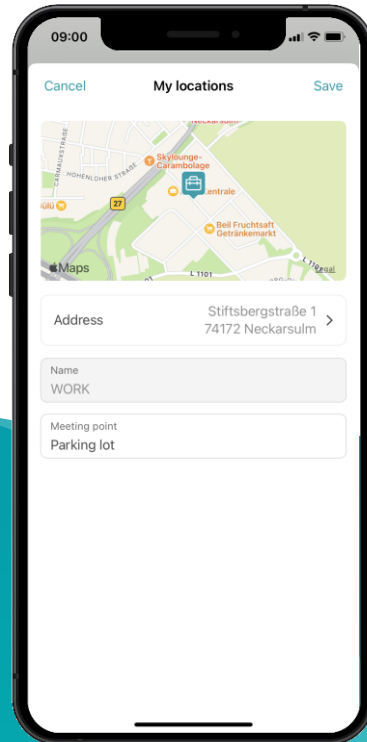
Input the location of your home address. **Meeting Place** pinpoints the exact location, such as “in front of the parking garage”.

Follow the steps to complete your profile

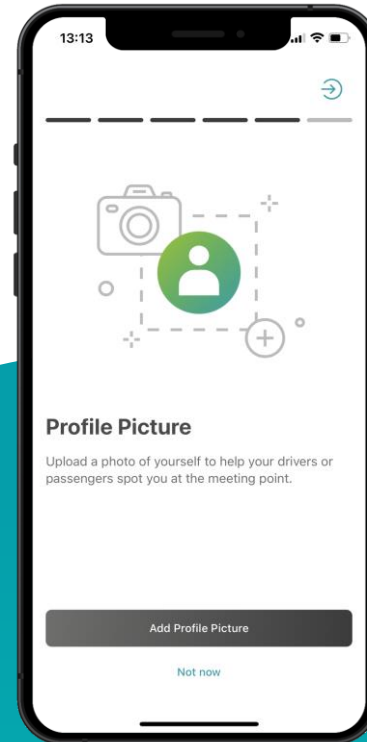
# Set up profile



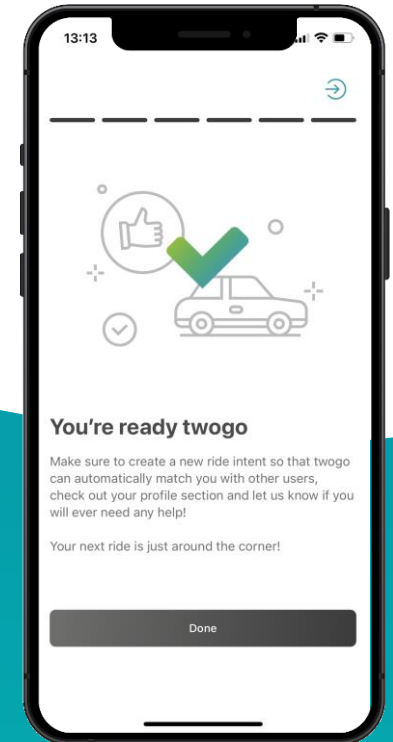
Enter your **Work Address**:  
It will be automatically saved as **Work Location** under Favorites.



Input the location of your work address.  
**Meeting Place** pinpoints the exact location, such as "Building 1".



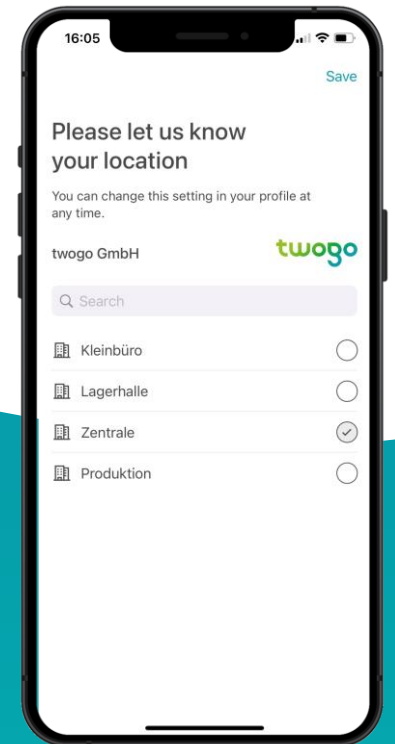
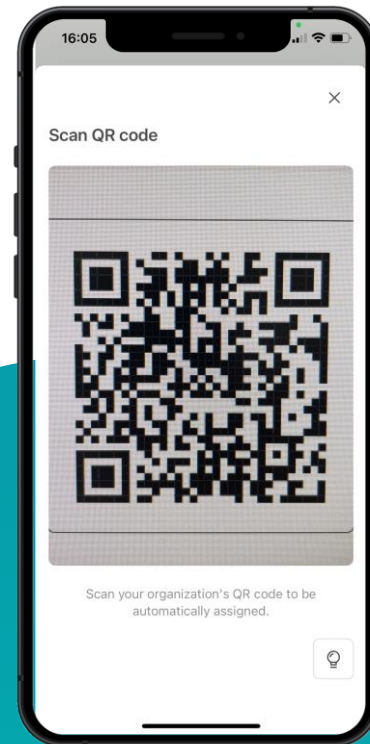
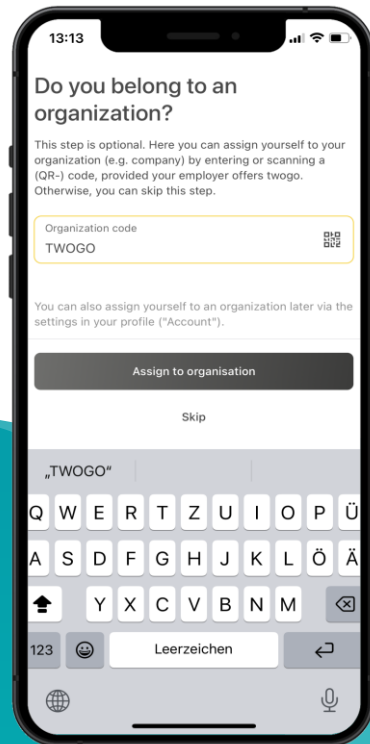
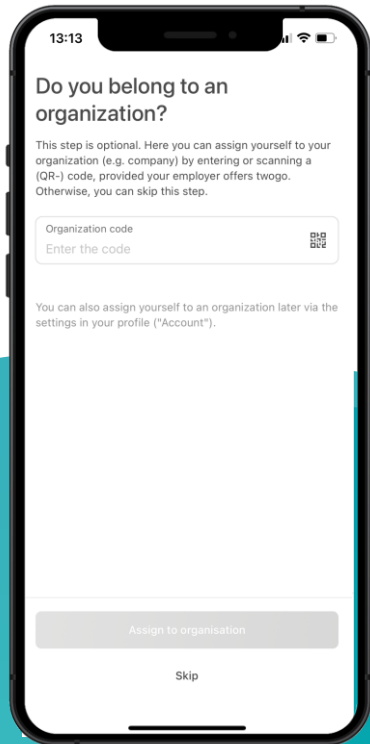
Upload your **profile picture**.  
It will be displayed to other users as soon as a carpool is established.



Now you are ready to go!  
**Create your first ride!**

Follow the steps to complete your profile

# Set up profile



If you used your **private email address** when registering, you will be asked if you **belong to an organization**.

The assignment to an organization can be done via **two options**.

**Option 1:**

Enter **organization code** to be automatically assigned to the associated organization.

**Option 2:**

Scan the **QR code** of the associated organization to be assigned automatically.

After being assigned to the relevant organization, choose your **own location** from the available locations.



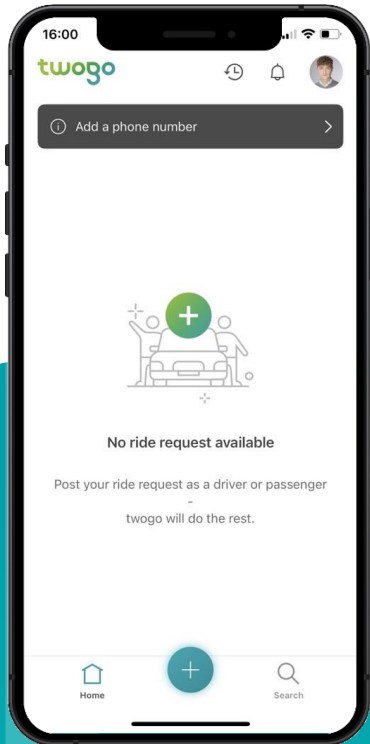
Follow the steps to complete your profile

# Verify your phone number

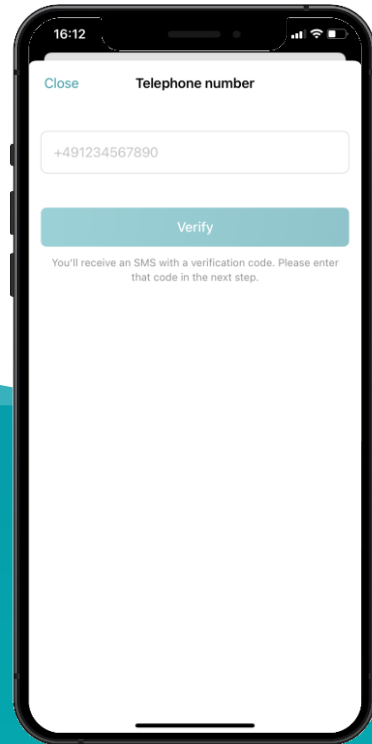
2

Set up profile

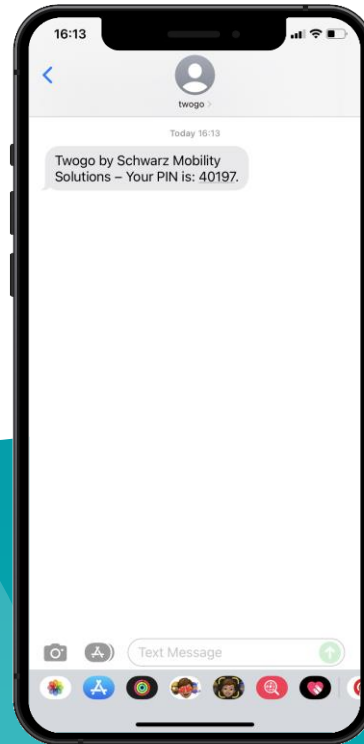
 FAQs



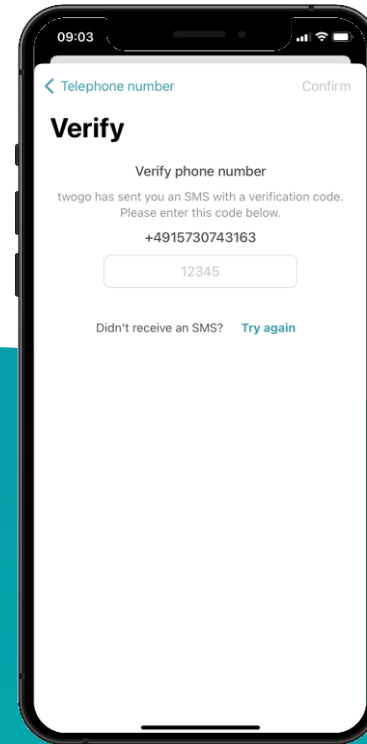
Before setting off on your first ride, you should verify your phone number.



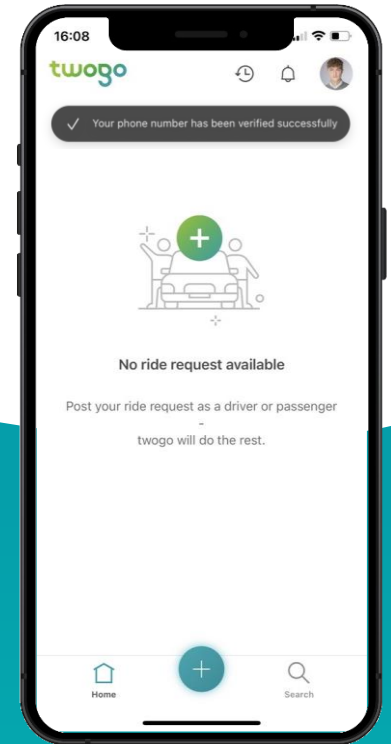
Enter a phone number a passenger(s)/driver can use to reach you.



A twogo PIN will be sent in an SMS to the phone number you specified a few seconds later.



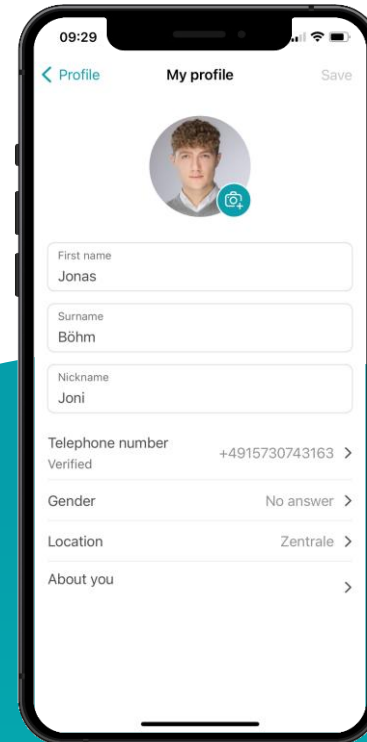
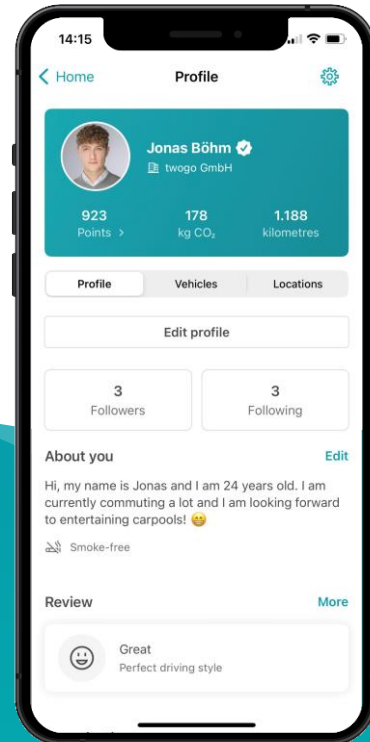
Enter the PIN and verify your phone number.



Your phone number has been successfully verified. Now you can create your first ride request!

Follow the steps to complete your profile

# Edit profile



Go to the bottom navigation bar and tap on “Profile” to open your personal profile.

Edit profile

With “Edit profile” you can Add or edit your nickname, first and last name, sex, phone number and corporate affiliation.

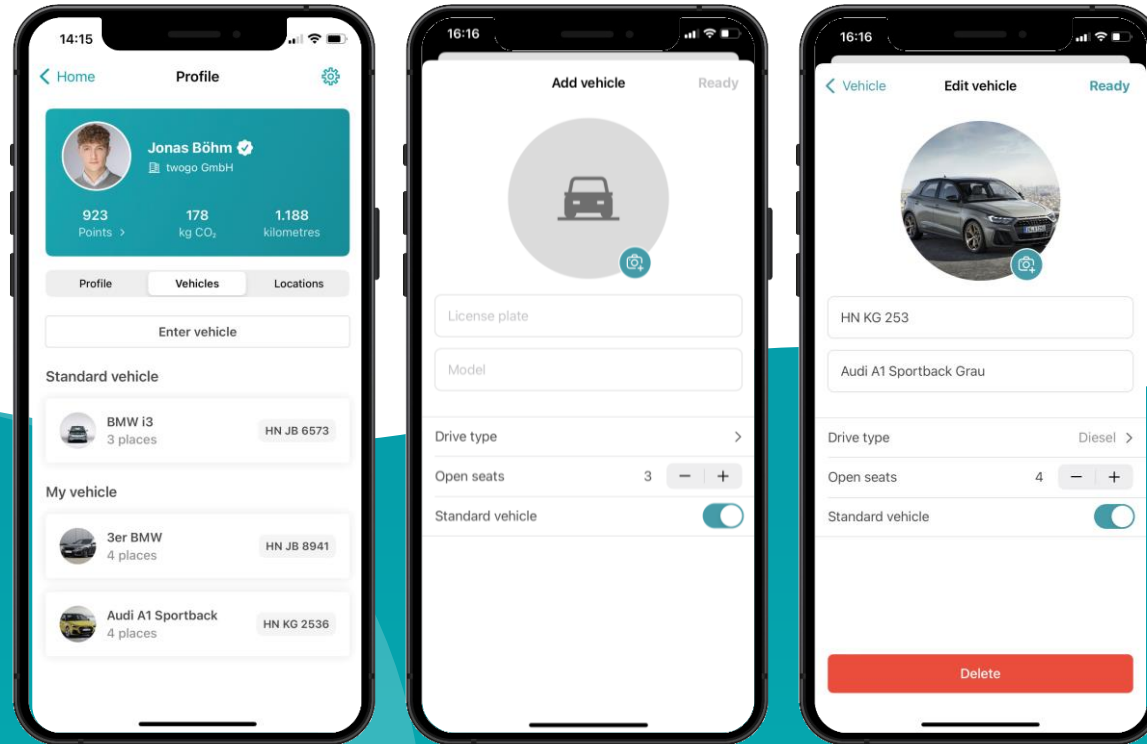
Ready

Editable fields: Profile picture, nickname, first name, last name, phone number, sex, corporate affiliation.



# Follow the steps to complete your profile

## Add / Edit vehicle



Go to the bottom navigation bar and tap on "Profile" to access vehicles.

Add Vehicle

Tap on "Add Vehicle" to create a vehicle. More than one vehicle can be added.

Add Vehicle: A vehicle must be assigned the following attributes:

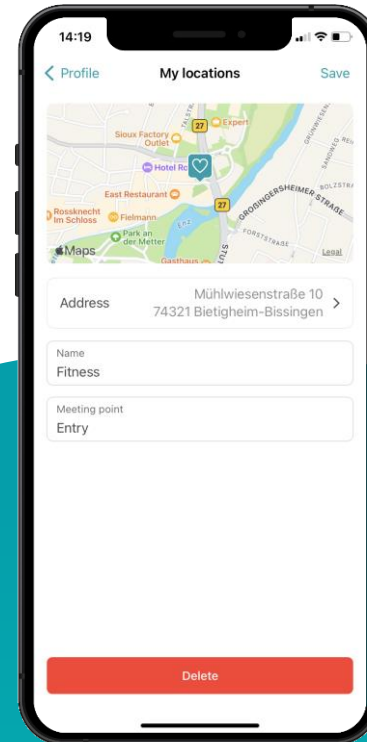
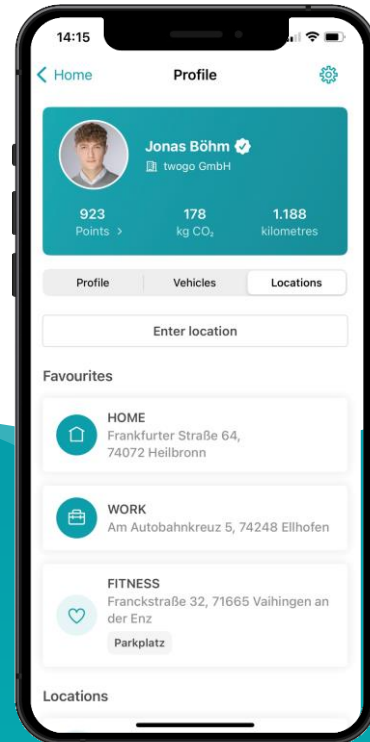
license plate number, model, type of drive and the number of available seats.



Tap on "Edit Vehicle" to edit or delete a vehicle.

Follow the steps to complete your profile

# Add or edit locations



Go to the bottom navigation bar and tap on “Profile” to open your personal profile.

Add Location

Tap on “Add Location” to create another location. More than one favorite location can be stored.

Ready

Editable fields:  
favorite name, address, meeting place (optional)  
Favorites displays the locations



Follow the steps to complete your profile

# Get ready to go

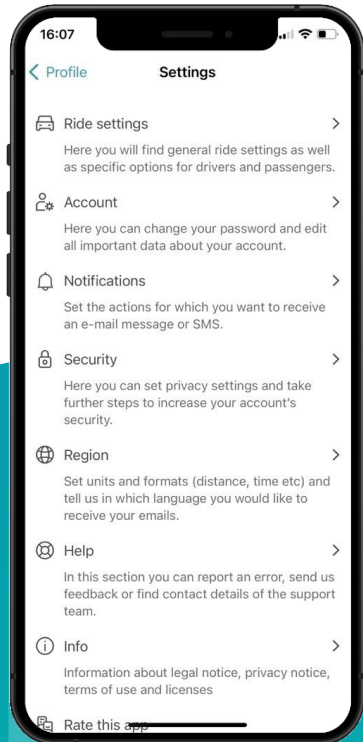
2

Set up profile

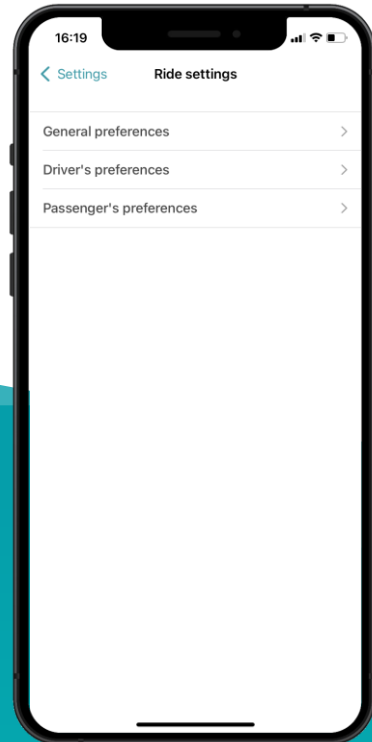
→ Arrange Travel

3

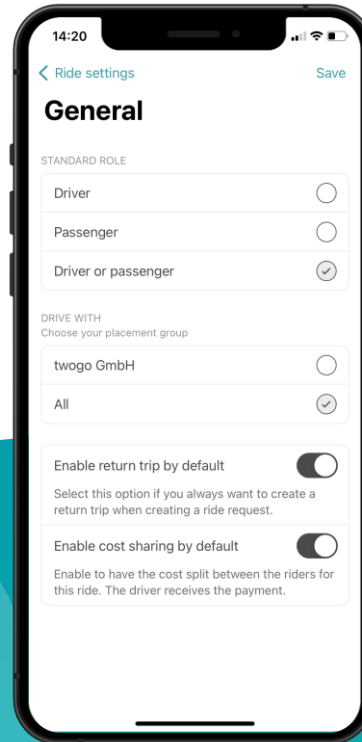
FAQs



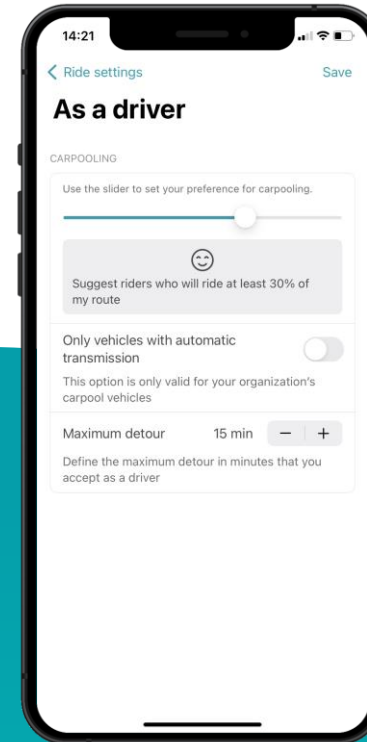
Presets your travel settings and saves you time setting up your travel.



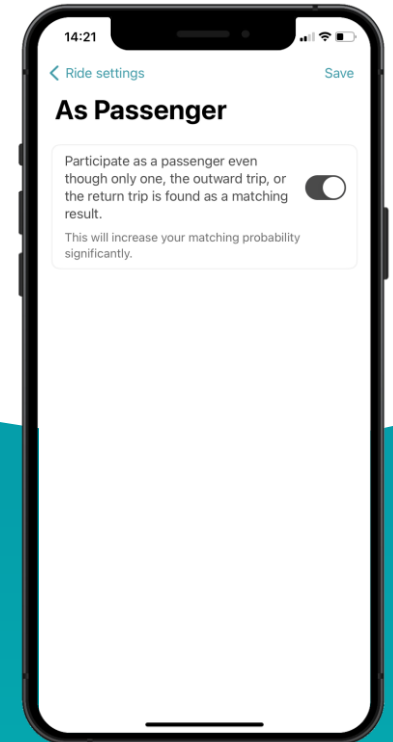
Make your **general ride settings**.



**Default role:** no selection (role is queried when the ride request is created).  
**Drive with:** my company, partner company or all twogo users.

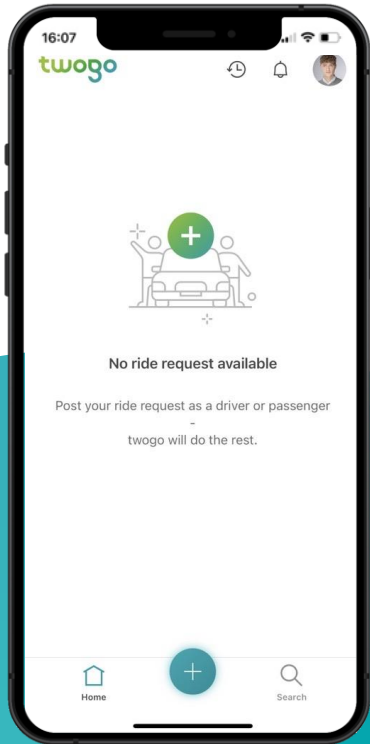


**Driver settings:** Set carpooling service preferences.  
The parameters you have set determine the matching.

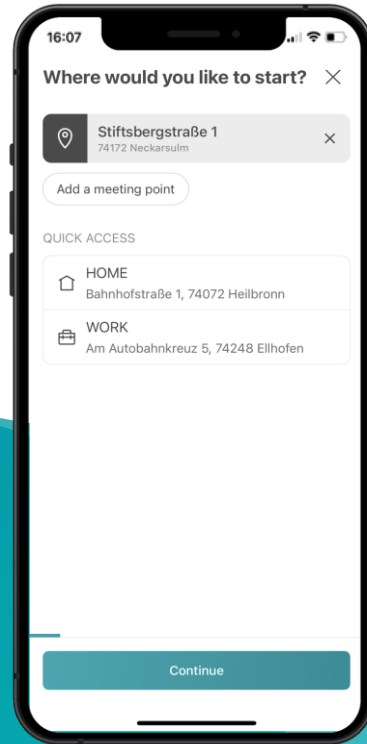


**Passenger settings:** Accept a ride even with a single placement.  
Increases your chances for placement.

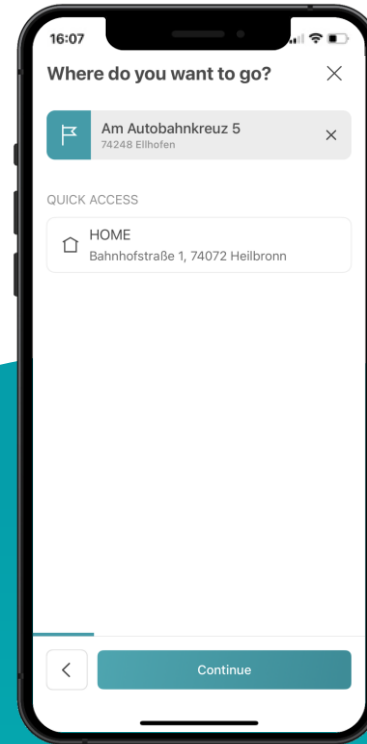
# Set Ride



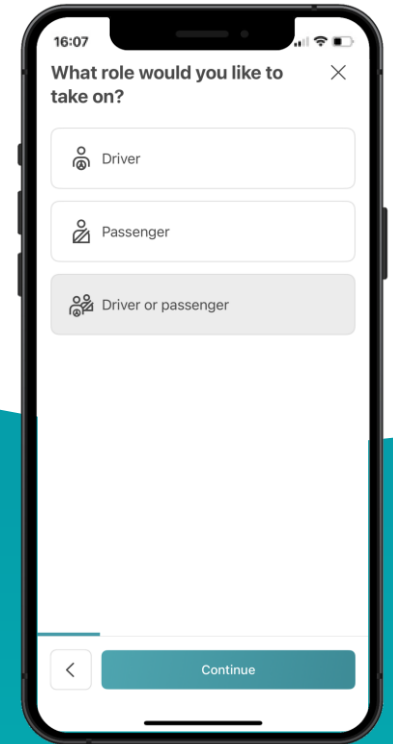
Tap “+” to create a ride request.



Set starting point.

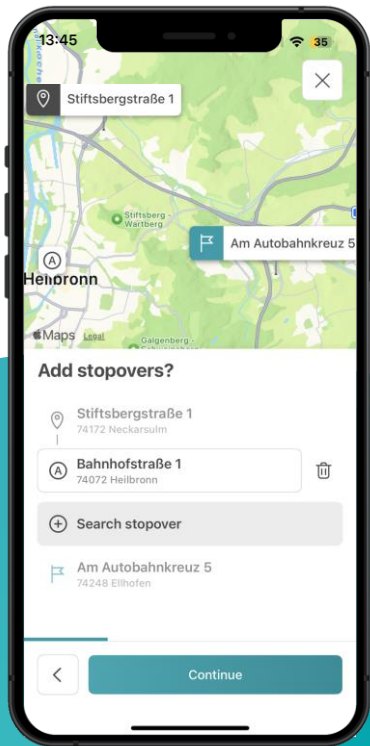


Set finish point.

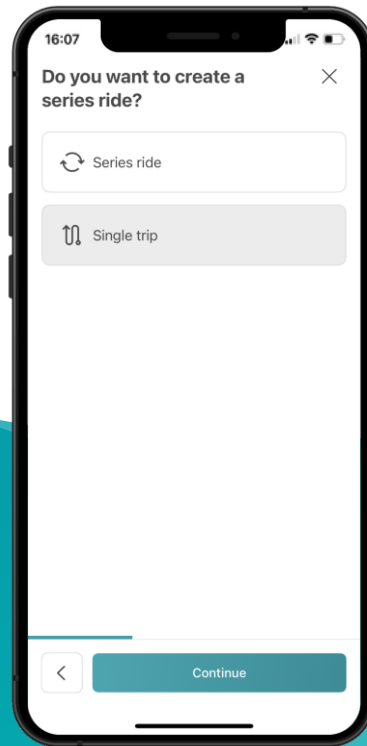


Define **role**: driver, passenger, driver or passenger.

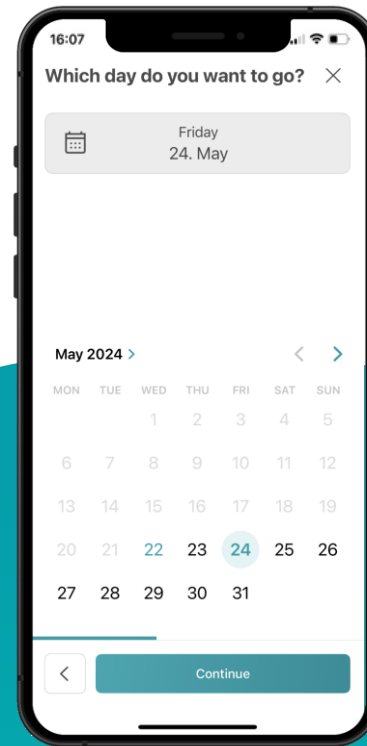
# Set Ride



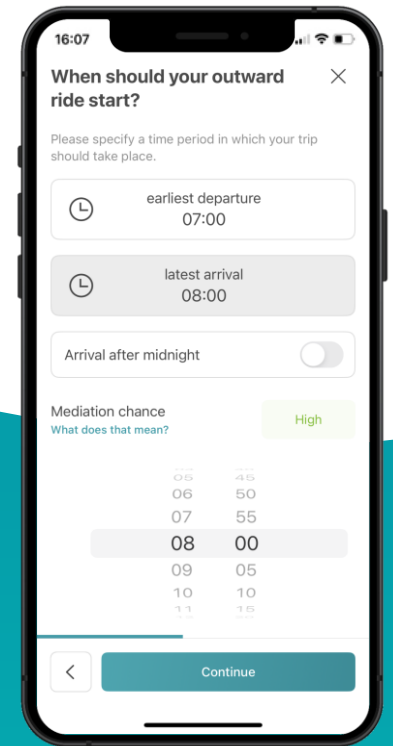
Up to five stopovers can be entered.



Create a ride as a series or individual ride.



Select the day of the upcoming ride.

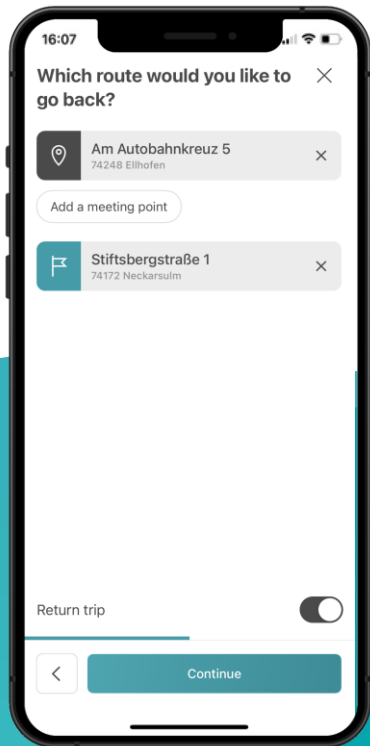


Set time.

Enter the day, departure by time and arrival before time.

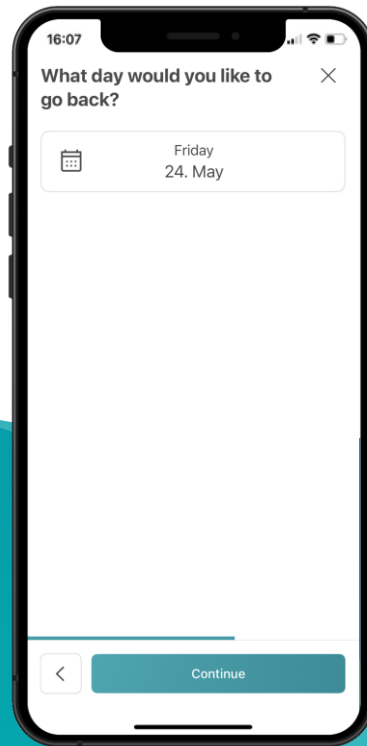
twogo shows your chance for placement based on the entries you made.

# Set Ride



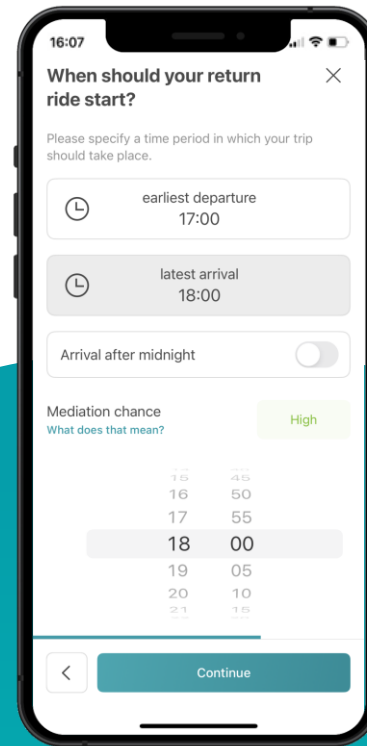
Set return ride (optional).

Specify start and destination points. Up to five intermediate destinations possible.



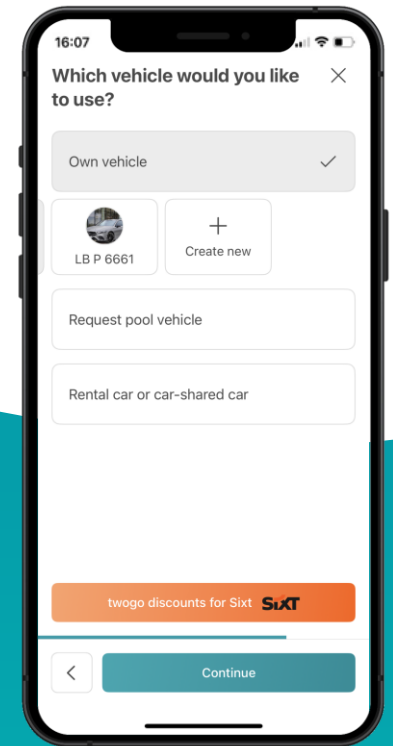
Set the return ride time.

Enter departure after and arrival before time.



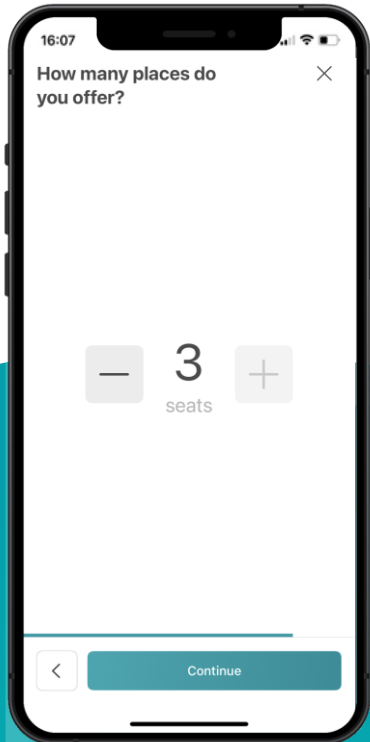
Summary of the created ride request.

First double check your entries and then create a travel request.

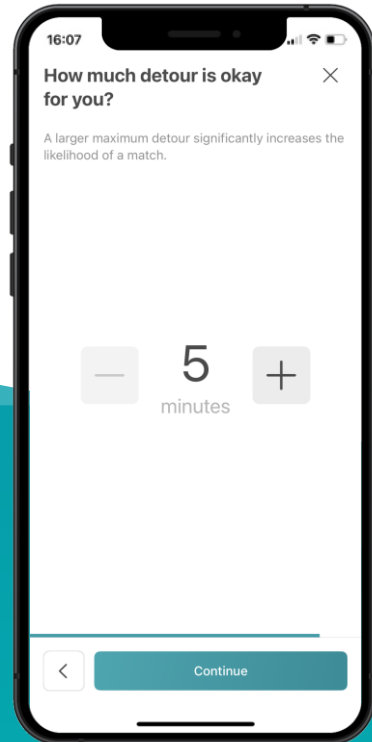


1. Select an existing vehicle or create a new one.
2. Specify whether the vehicle is a rental or shared.

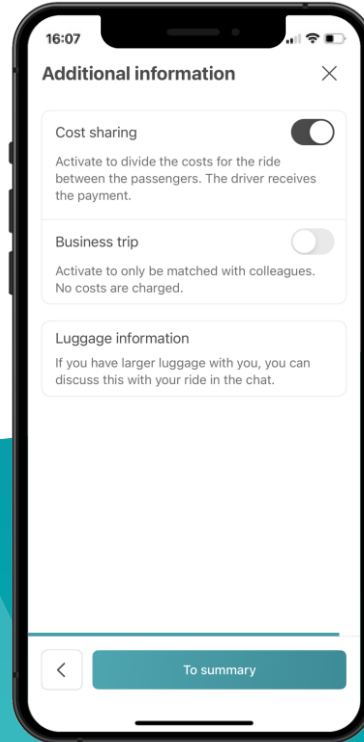
# Set Ride



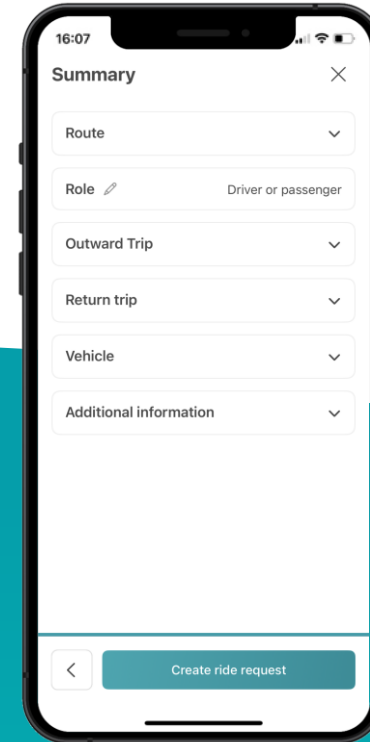
Indicate free seats for the ride.



Enter maximum detour time.

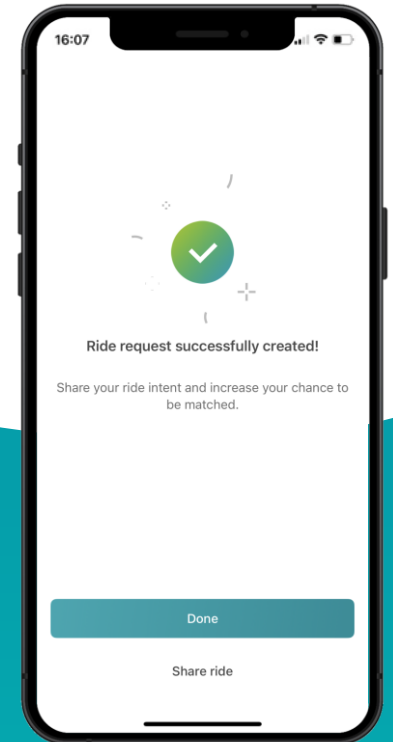


Enter final additional information.



Summary of the ride request system.

After checking the entries, the ride request can be created.

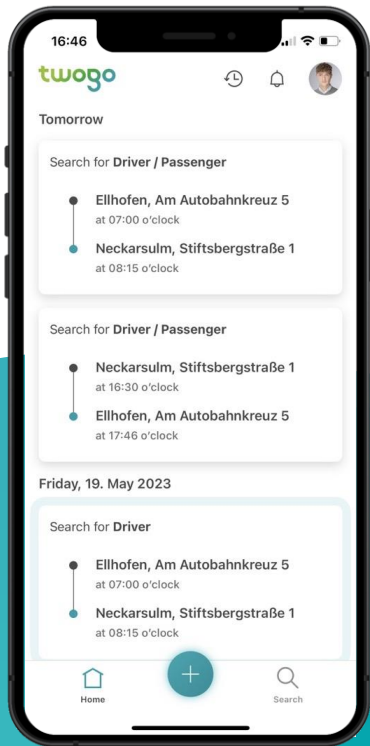


Ride request successfully created!

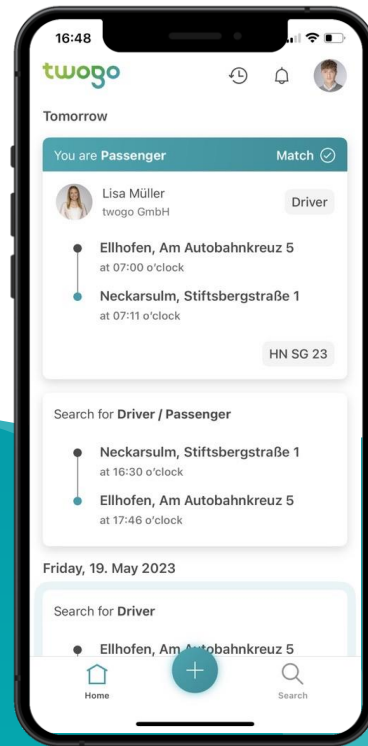
Your match is waiting for you.

# Set up a ride and find a carpool

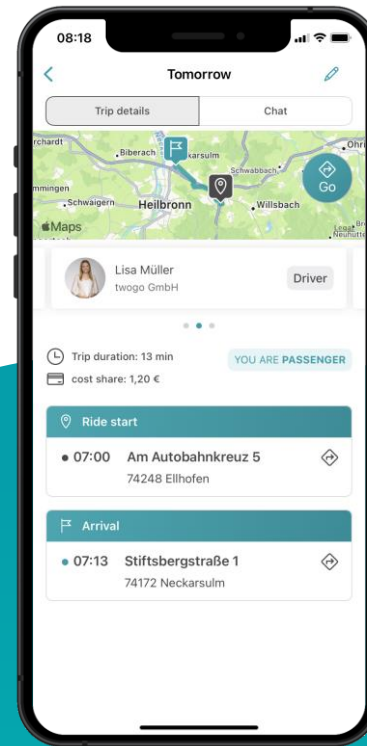
## Carpool matching



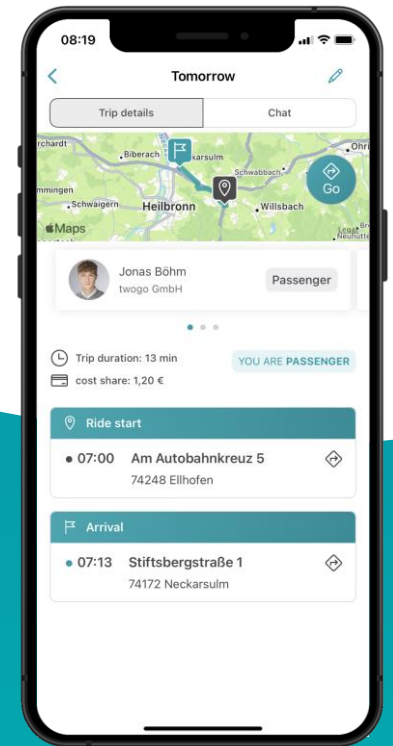
Rides in gray are still unmatched.  
No ride match found yet.



Rides in petrol are matched rides.  
Driving match found!



All ride details and functions at a glance:  
Navigate to the Meeting Point, My Role, Ride Participants, Ride Time and Duration, Start and Finish Point.

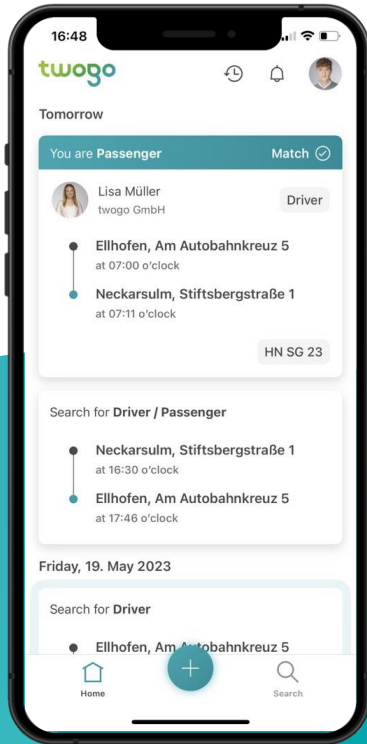


Additional ride participants are automatically added to the matching ride.

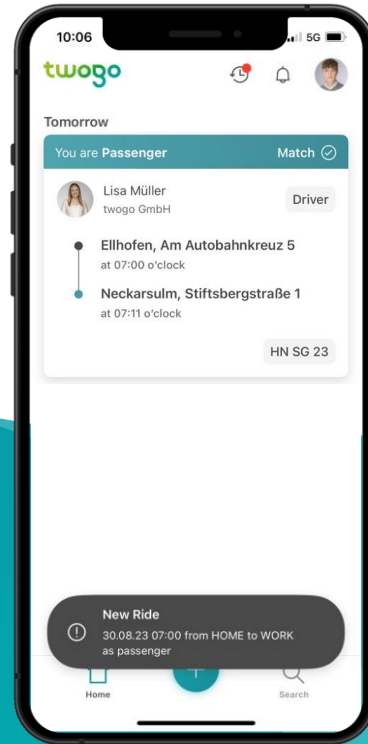


Set up a ride and find a carpool

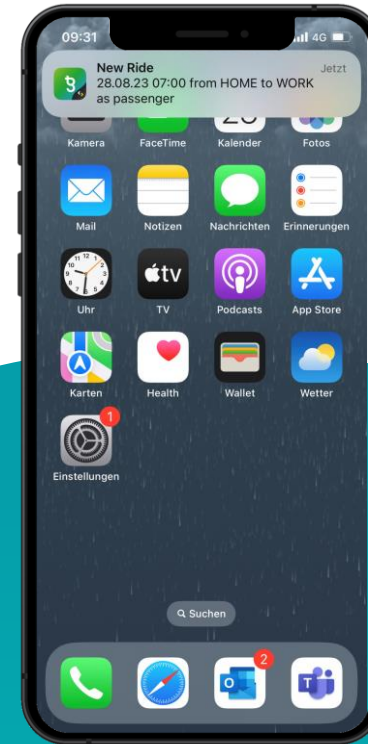
# Push notifications



twogo sends push messages to inform about any ride activities, such as a match or a ride change.



Push notifications appear in the app.



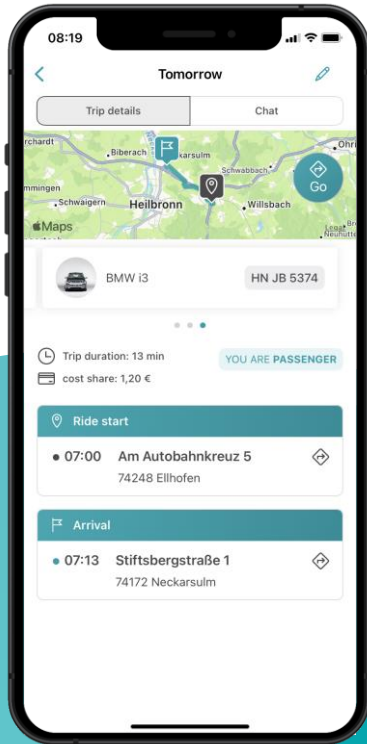
Push notifications pop up when the smartphone is unlocked as well.



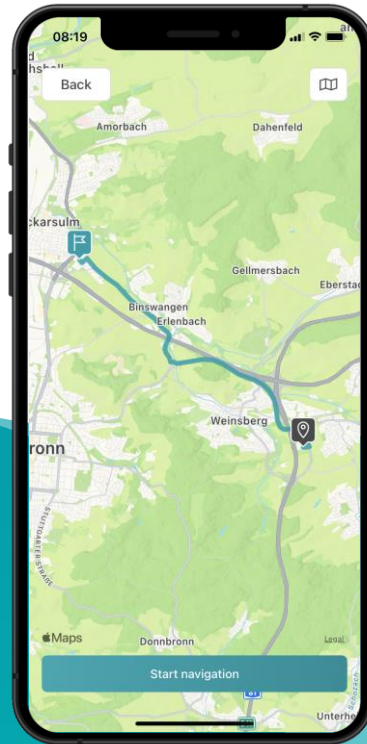
Push notifications also appear when the smartphone is not unlocked.

# Set up a ride and find a carpool

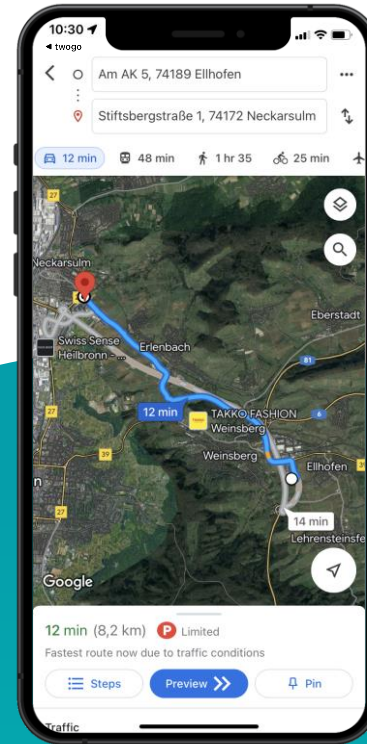
## Carpool navigation



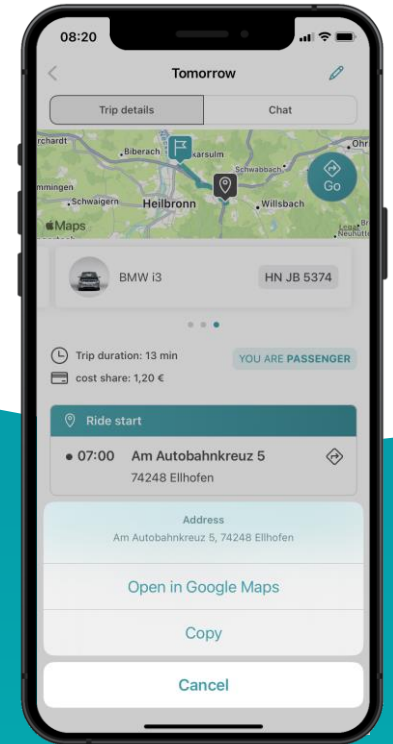
View ride details such as route, vehicle, driver and passengers simply by tapping on any of them.



Maps navigates you to the meeting point.

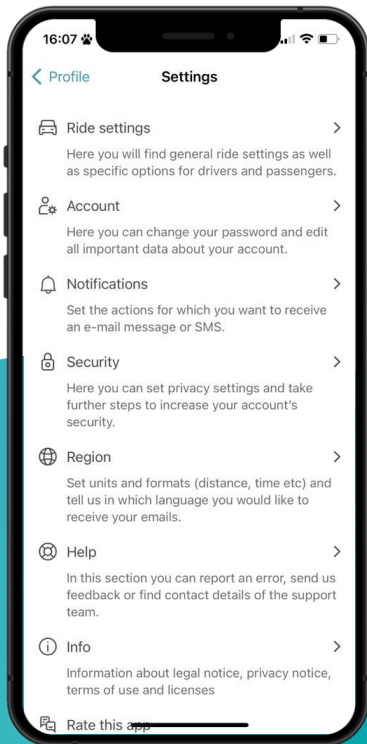


Tapping on "Start navigation" transfers the geodata to the map service installed on the smartphone.

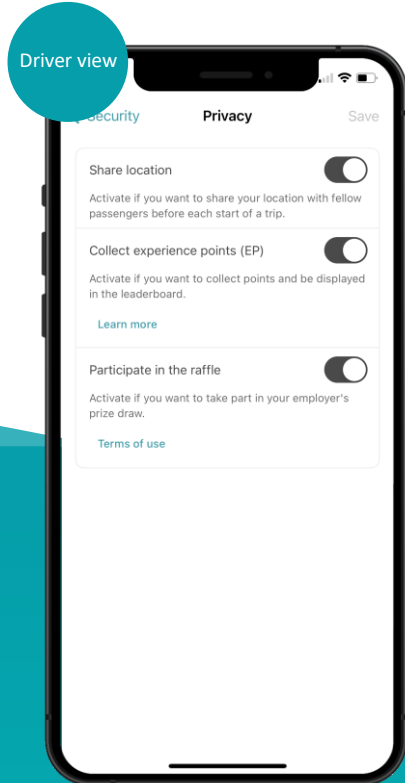


Select and navigate **Outbound** or **Return Trip** individually.

# Set up a ride and find a carpool Live location

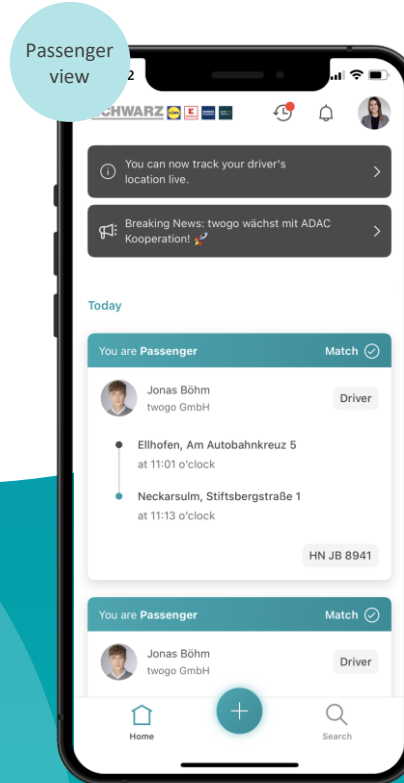


You can make security-related settings for the app via "Settings" and "Security".

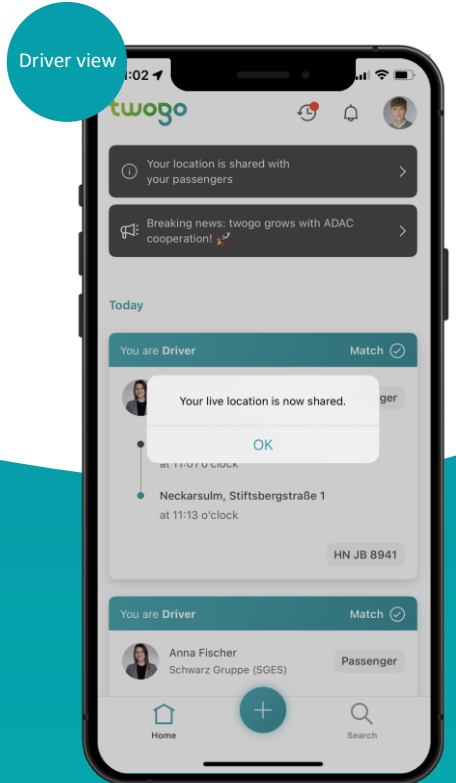
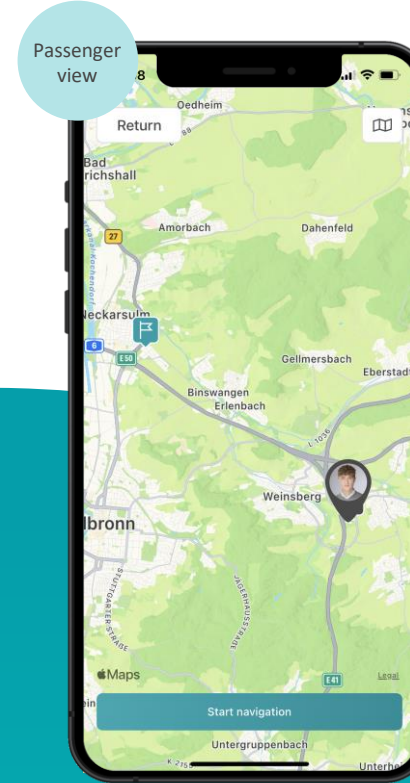


In order to share the live location as a driver, "share location" must be activated.

Location sharing can be enabled or disabled at any time.



At the start of the journey, a notification appears on the home screen of the passengers, which shows the live location of the driver.

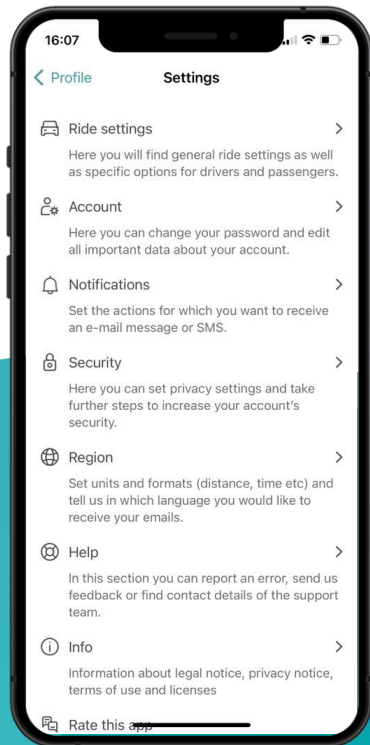


A message on the driver's home screen appears, as soon as the ride has been shared.

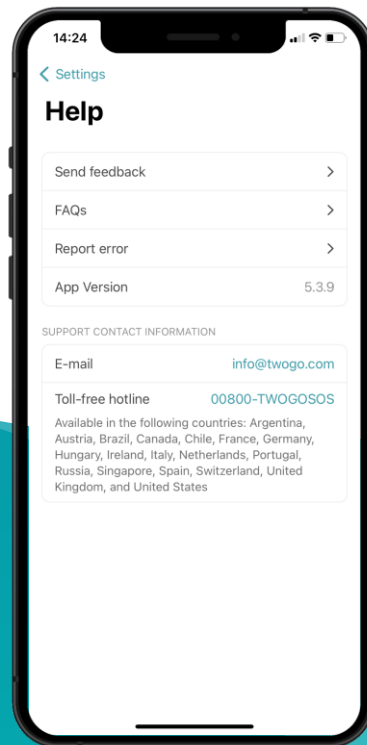
# Other features and functions

## Help and feedback

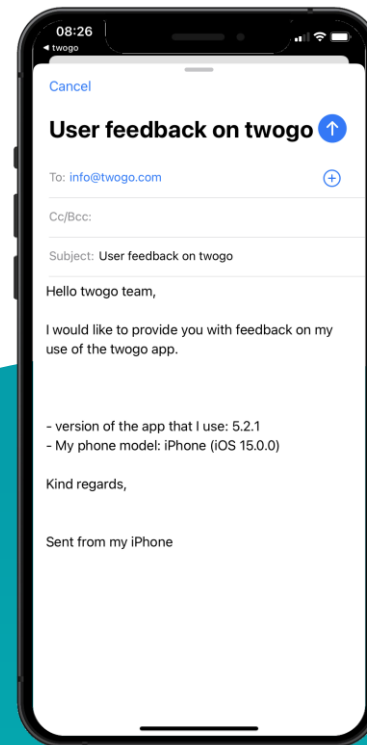
FAQs



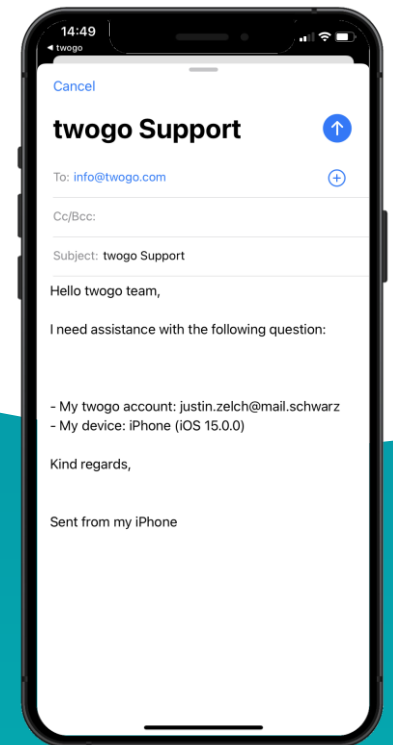
Tap on “Settings” and “Help” to:



send feedback, access FAQs, report bugs and contact support by email or phone.

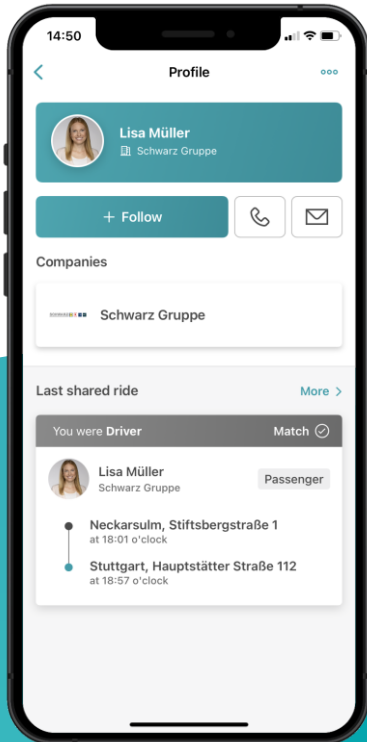


Providing twogo with user feedback helps our developers improve the app.

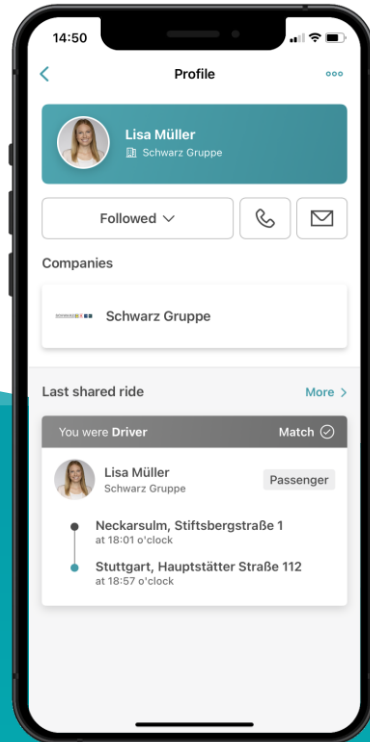


The twogo support team will be happy to assist you with any requests or questions you may have regarding our application.

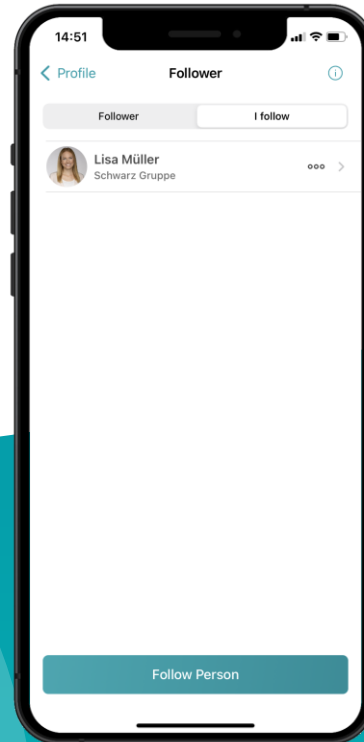
# Follow and block users



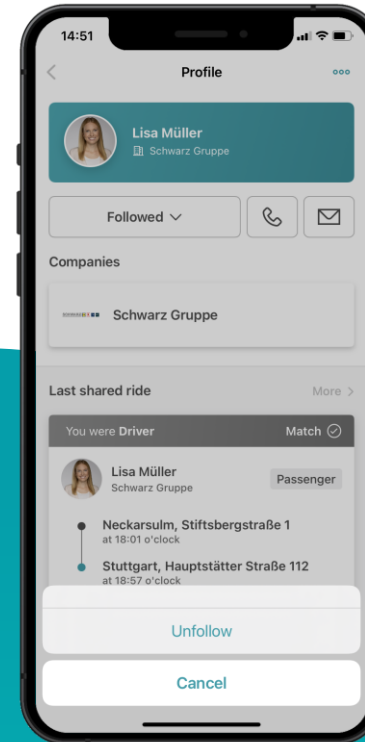
Learn about posted rides by following selected users.



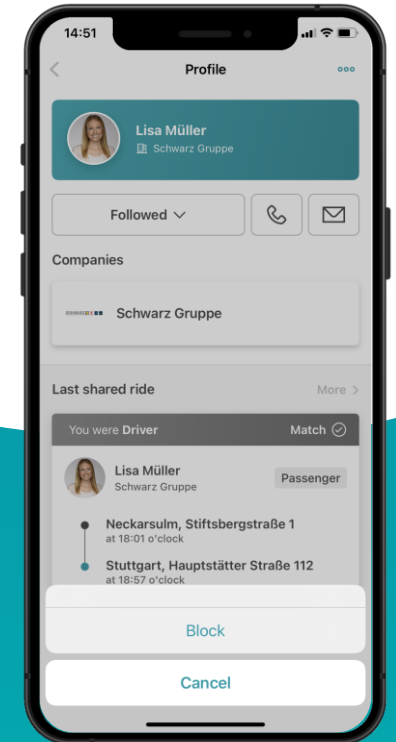
Tap on the "+ Follow" button.



Followers appear in the profile under "Followers" and "Following".



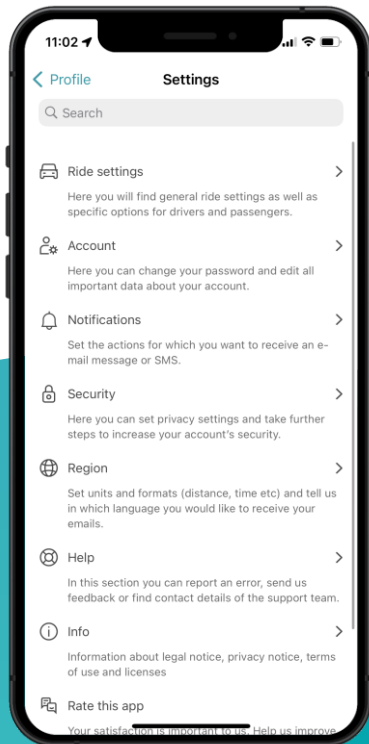
Tapping on "Followed" shows you the option to unfollow.



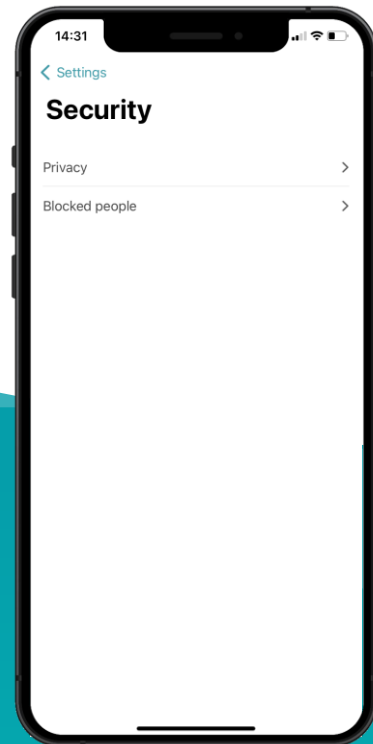
Clicking on the top right of the menu and then on "..." lets you block a user.

# Other features and functions

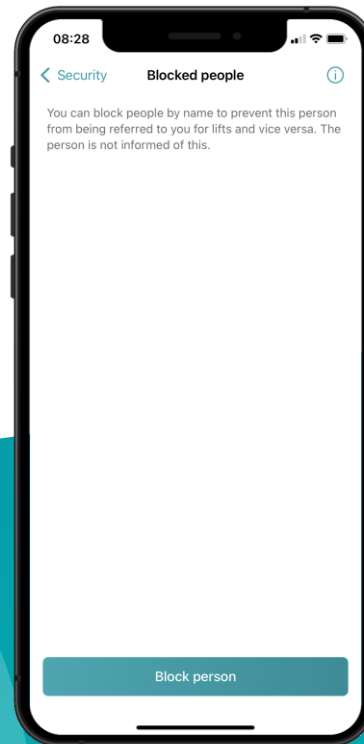
## Blocking a user



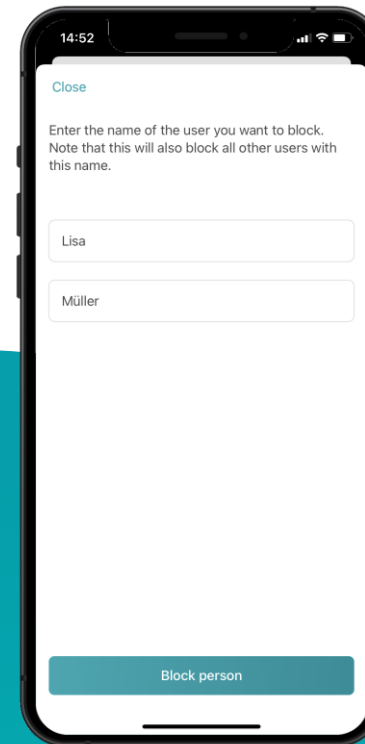
Go to Settings and then **Security**.



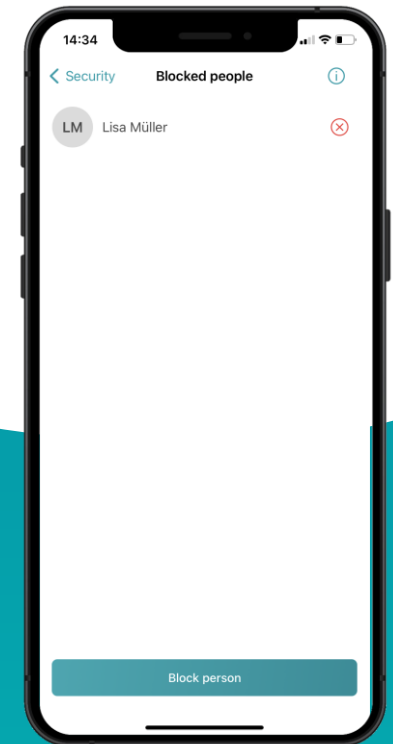
Tap on **“Blocked People”**.



Any person can be blocked, even if they have not opened a twogo account yet.



Enter the person’s first and last name for him or her not to be considered for matches.

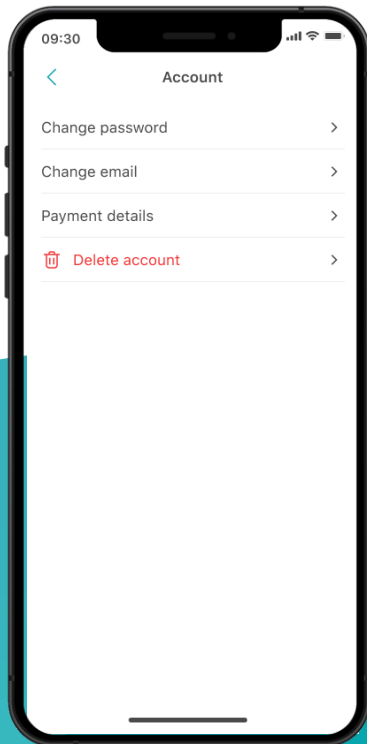


Blocked persons can be unblocked at any time with **“X”**.

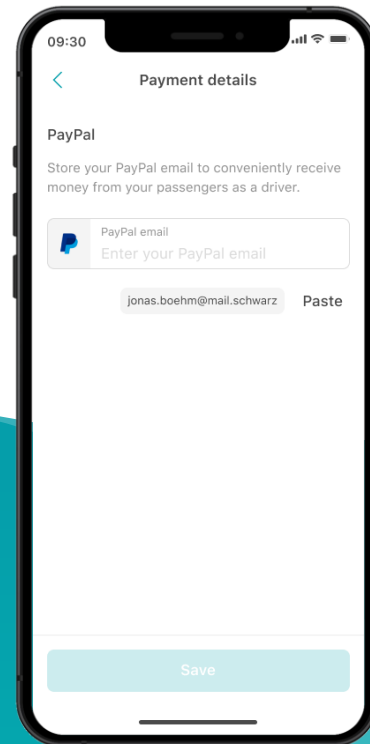


# Other features and functions

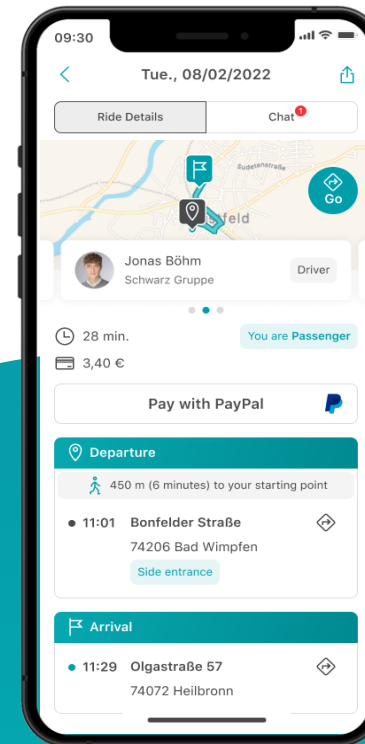
## Digital Payment



Go directly to the settings, under the new item "Account" you will now also find the area "Payment details".



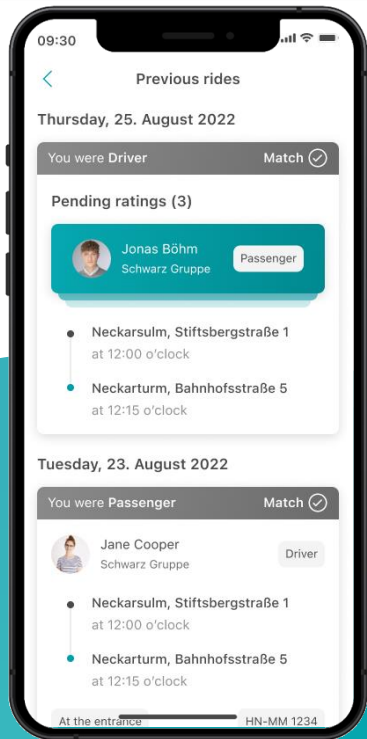
Here you can easily enter your **PayPal address** in order to conveniently receive money from your fellow passengers.



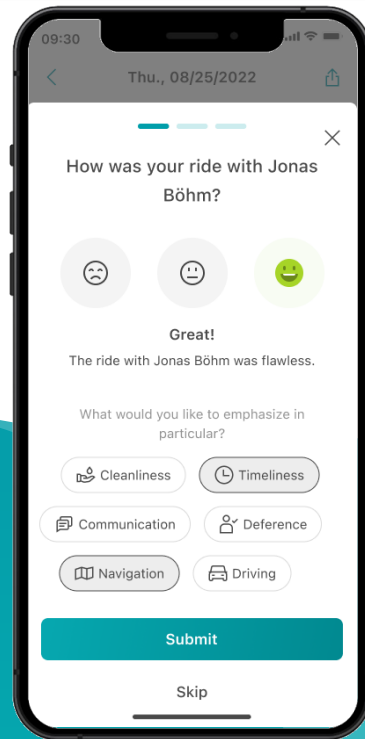
As soon as a joint ride starts, you as a passenger can click on the "Pay with PayPal" button in the detailed ride view - and you will be automatically forwarded to PayPal.

# Other features and functions

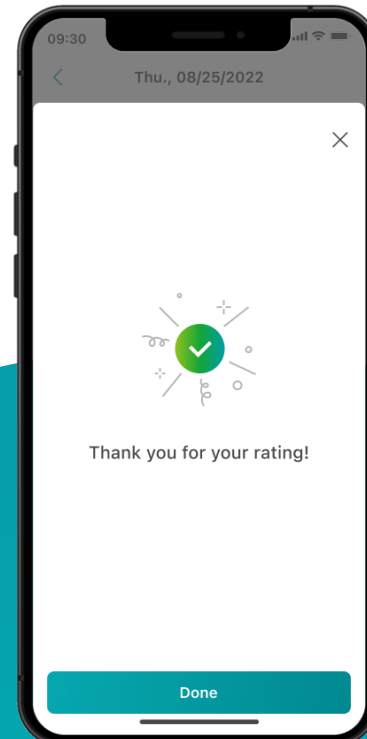
## Rating function



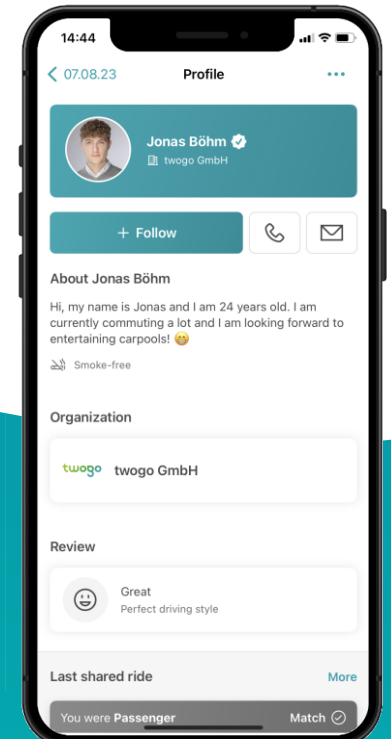
After a ride has taken place, the driver/passengers can be rated. To do this, call up **past rides** and display **pending ratings**.



Three different answer options are available: **"Everything was great!" / "It was okay!" / "Not so great"**. In addition, the rating can be further specified using **optional criteria** such as, e.g. punctuality.



After a rating has been submitted, a **confirmation** will appear or, in the case of several passengers on a ride, the option to submit the next rating.

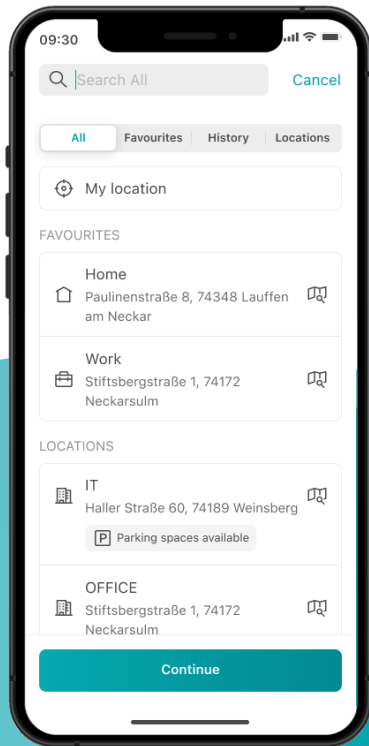


All ratings are completely **anonymous** and will appear in a users profile as soon as a total of seven ratings have been submitted. It is not possible to make inferences about individual raters.



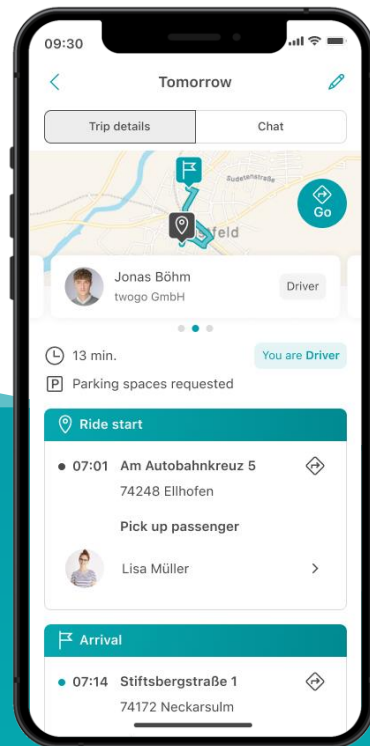
# Other features and functions

## Parking function



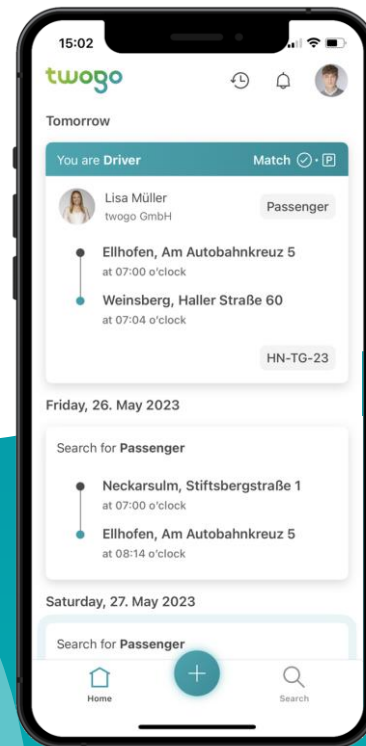
Create a ride request with the destination of a predefined company site.

Prerequisite: parking spaces have been saved in the system previously by the administrators.



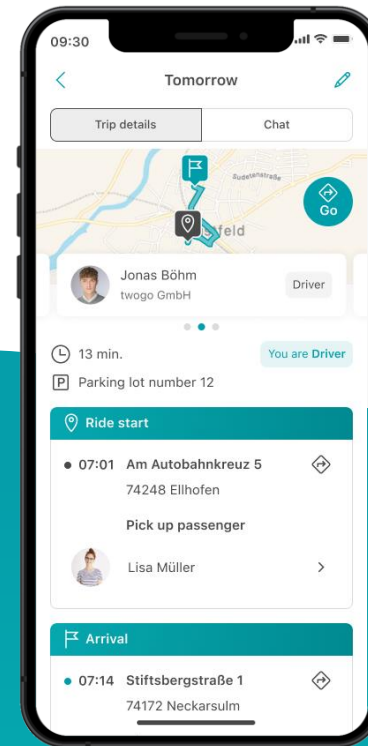
twogo automatically checks the availability of a parking space one day before the start of the ride.

It is not possible to reserve a parking space on the same day in order to ensure that it will be free.

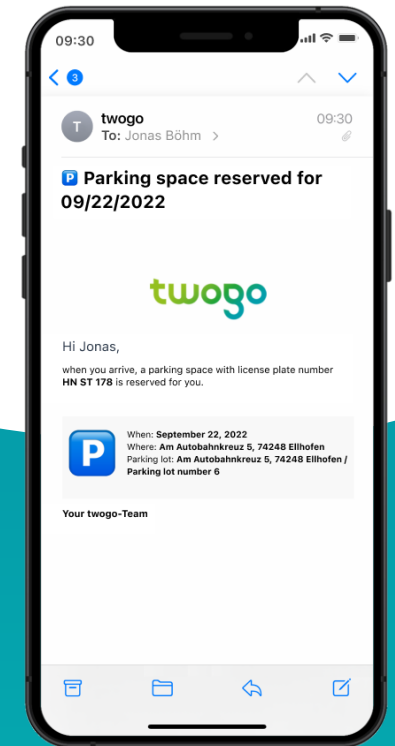


If a free parking space was found, twogo reserves it automatically.

In the Rides view, a "P" for reserved parking space appears at the top right of the corresponding ride.

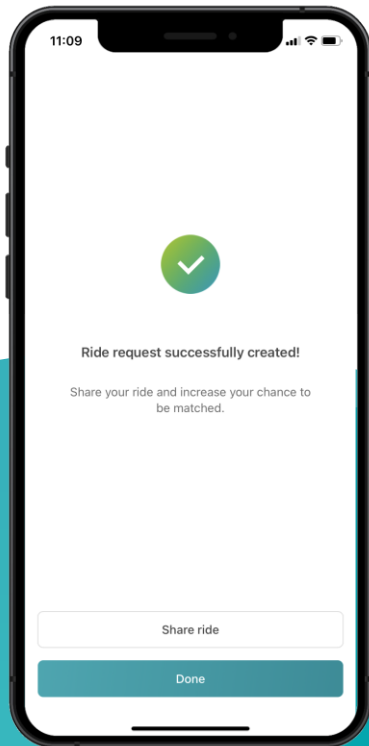


The assigned parking space can be viewed in the ride details.

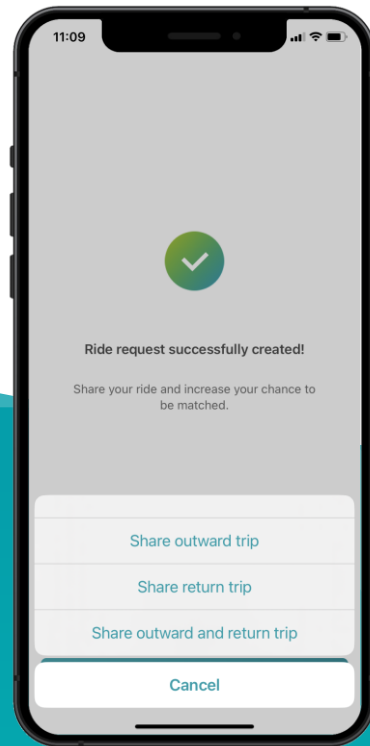


In addition, an e-mail is sent with all the necessary information about the reserved parking space.

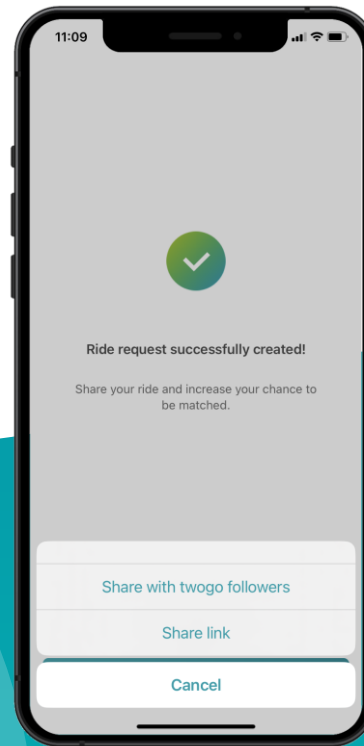
# Share rides



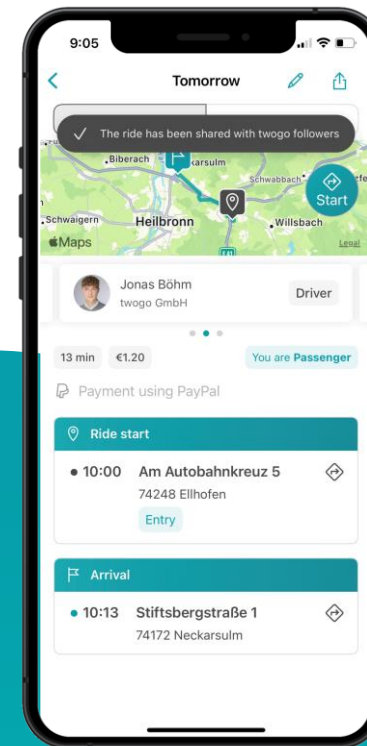
After creating a ride request, the **ride can be shared**.



Select whether only the **outward** or **return trip** or **both trips** should be shared.

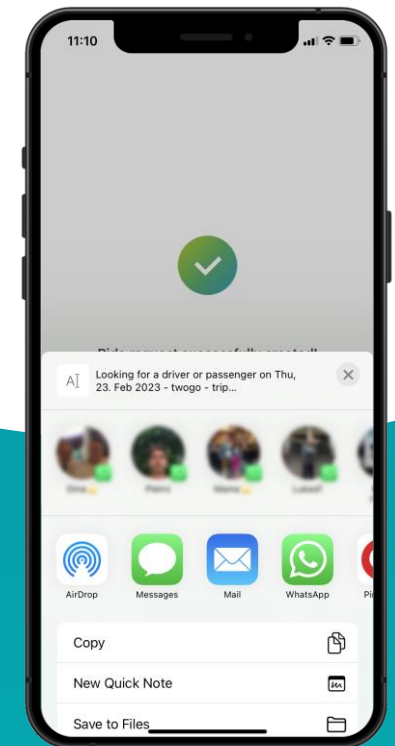


The ride can either be shared with **twogo followers** or via **link** on other platforms.



Option 1:

Share a ride with **twogo followers**.

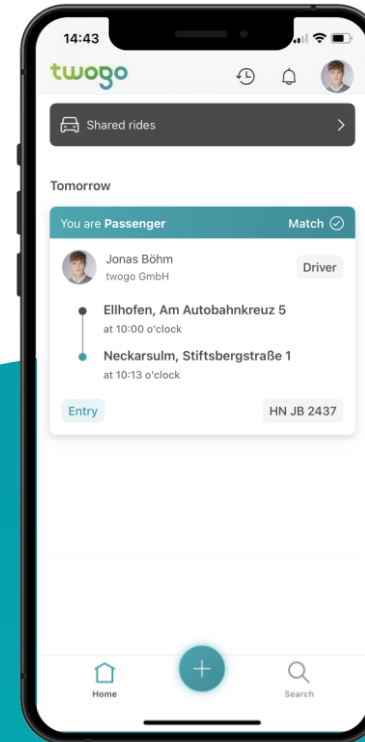
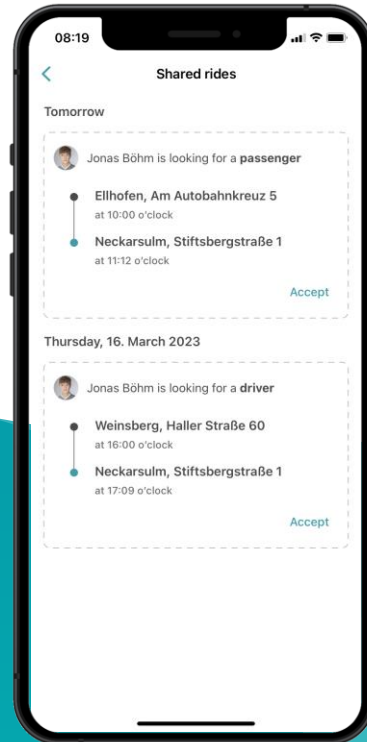
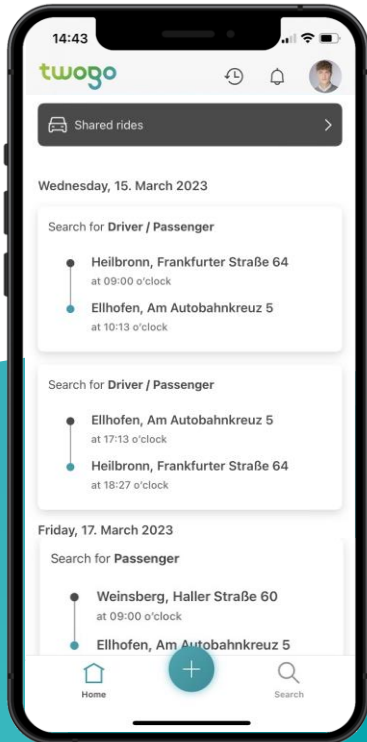


Option 2:

Select via which platform and with which contacts the link to the set ride should be shared.

Other features and functions

# Accept shared rides



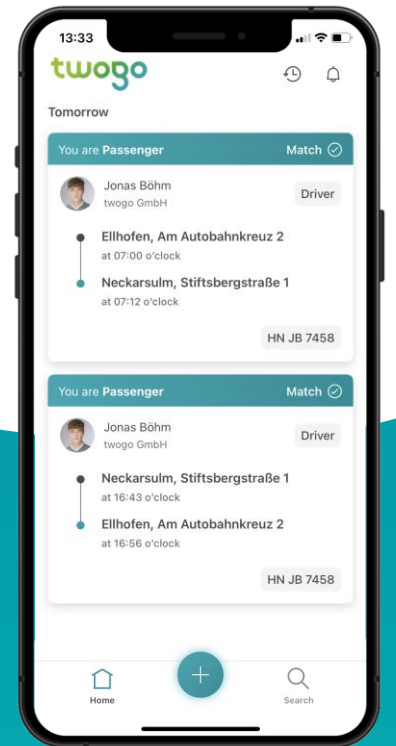
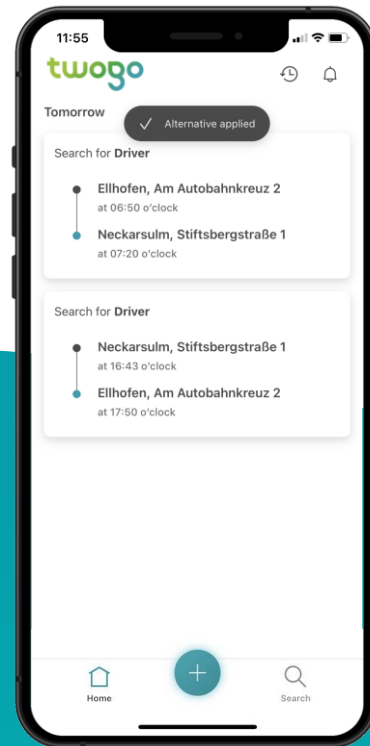
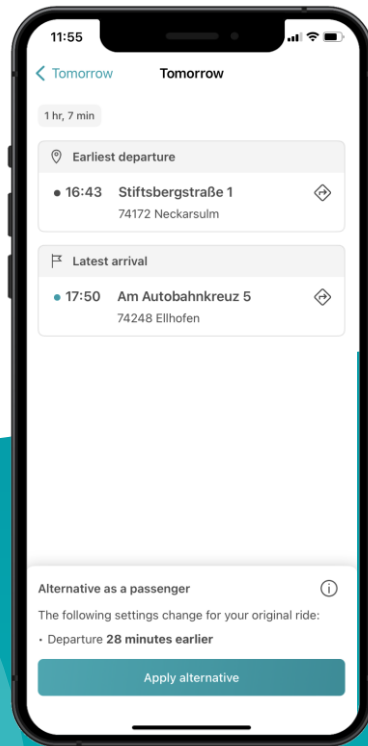
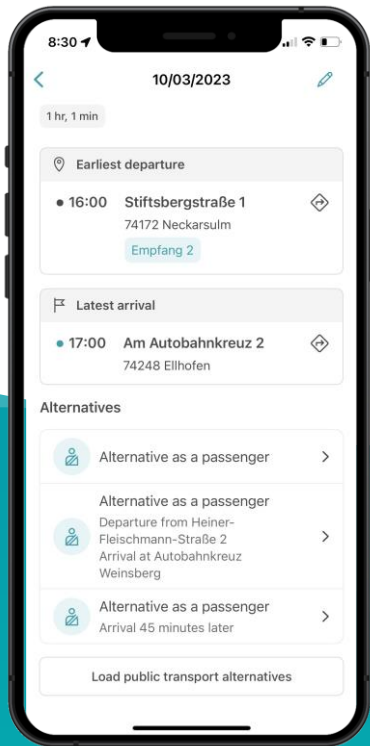
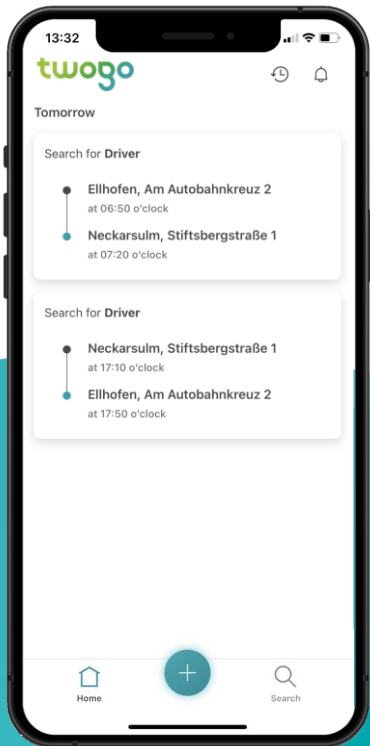
If twogo followers have shared rides, the message "Shared rides" appears.

All shared rides can be viewed by clicking on the message.

All rides shared by twogo followers can be viewed at a glance.

The relevant ride can be accepted by clicking on the "Accept" button.

The accepted ride is automatically taken over and the car pool is formed.



If twogo does not find a suitable match for the created ride request, it will automatically search for alternatives.

twogo has found alternatives for the created ride request. In addition to the public transport alternatives, twogo alternatives are now also being suggested.

The twogo alternatives show which settings have to be changed based on ride requests that have already been created to get a match.

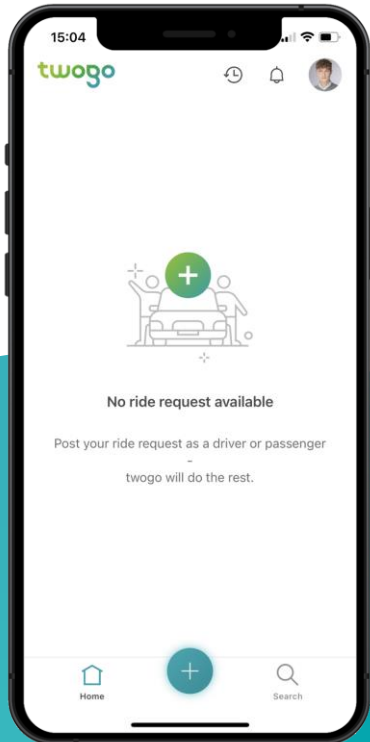
The proposed twogo alternative can simply be adopted.

twogo has automatically adopted the settings and updated the created ride request.

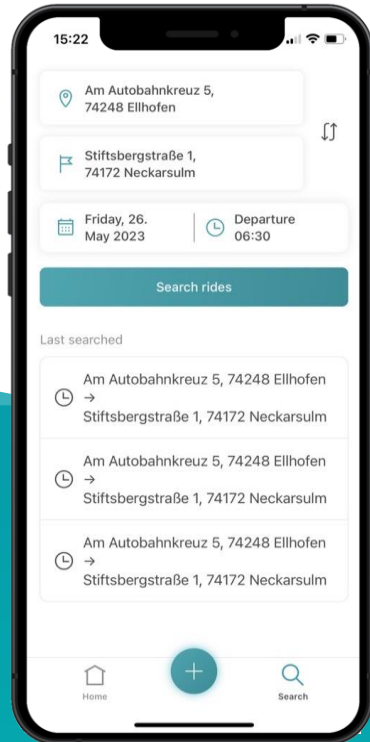
With the takeover of the twogo alternative, a suitable ride match was found.

# Other features and functions

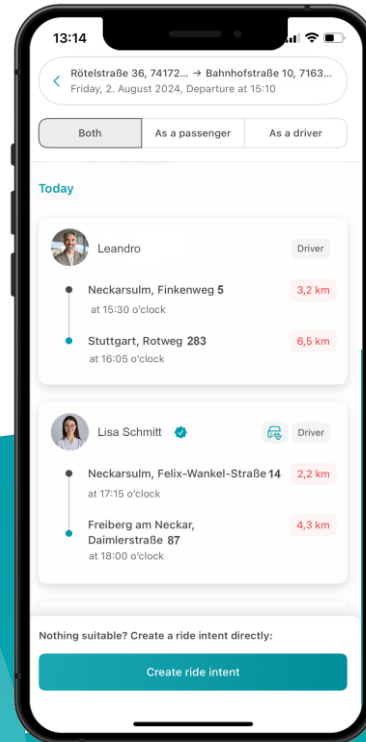
## Search rides



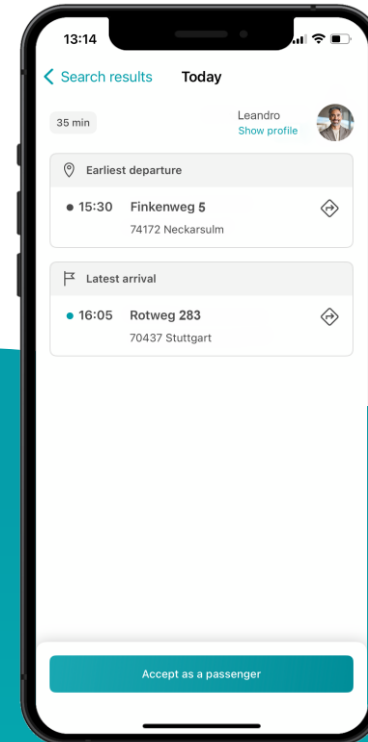
In order to be able to use the new function "Search rides", the magnifying glass symbol ("Search") is located at the bottom right. Your own profile is now in the upper right corner.



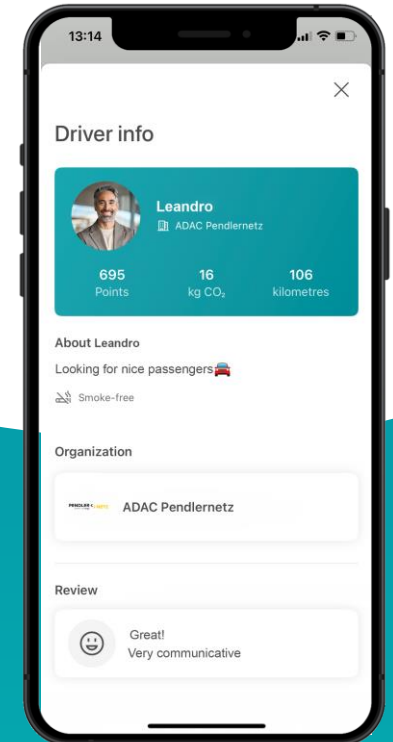
Enter the desired ride parameters here to display suitable ride-sharing opportunities.



For greater transparency, matching search results are displayed with the user's name and verification and pre-sorted according to **distance**.



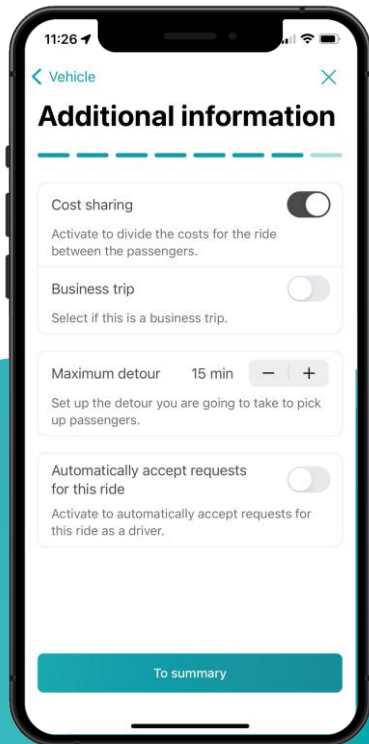
**Details** can be viewed by selecting the trip. If the offer is suitable, nothing stands in the way of a trip together.



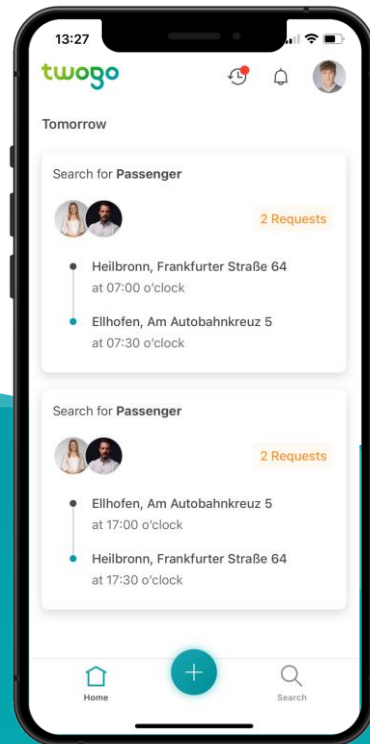
The "Show profile" button displays the user's profile view, where information on passengers or drivers can be viewed

Other features and functions

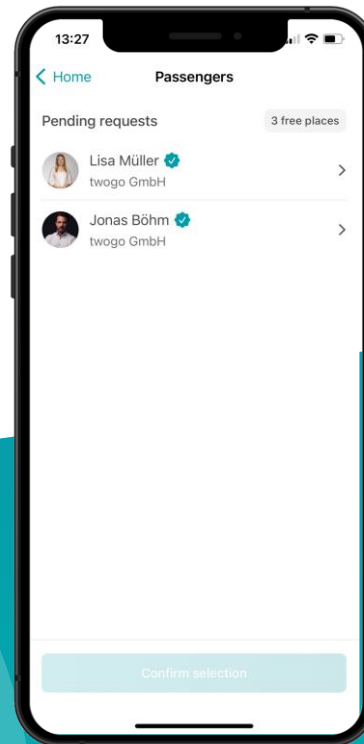
# Optional Matching



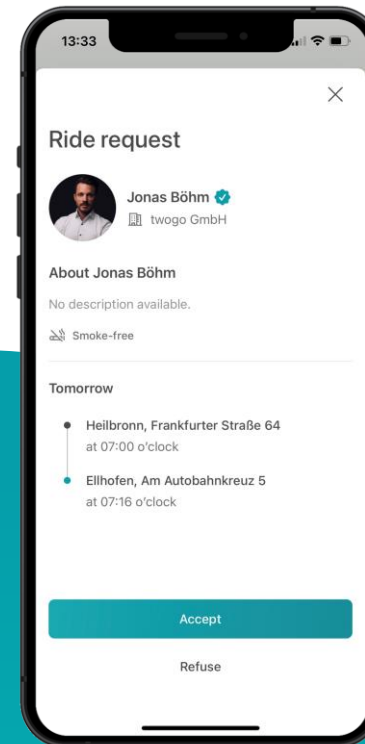
Deactivate automatic matching in the ride request creation in order to decide for yourself which people will ride with you.



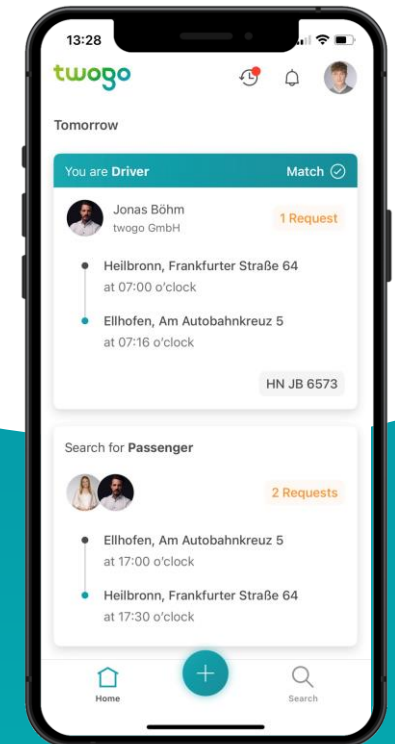
As soon as suitable passengers have been found, they will be displayed based on inquiries.



All found and therefore potential passengers can be viewed via the inquiries.



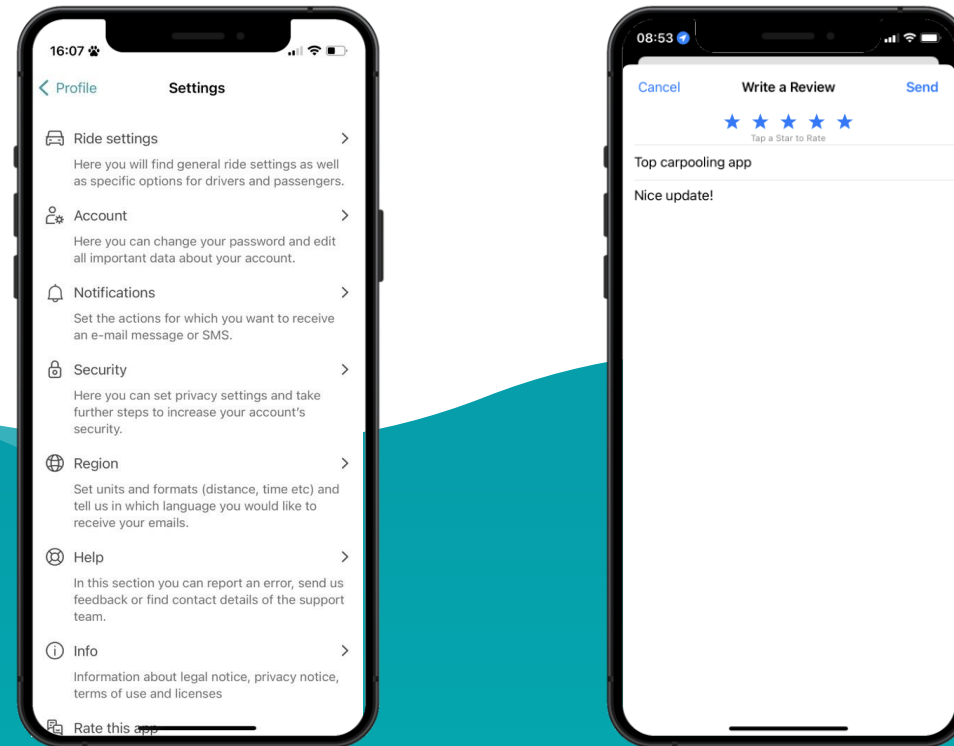
Passengers can be accepted for your own carpool using "Accept" and can be removed using "Reject". Inquiries can also be left open.



By confirming your selection, the ride will be updated.

# Feedback

## Rate the app



“Rate this App” lets you leave a review at the App Store for you to actively support twogo’s product development.



Any questions?

The twogo support will be happy to  
help



Phone: 00800 896 46 767 (toll free)

E-mail: [info@twogo.com](mailto:info@twogo.com)

Web: [www.twogo.com/faq](http://www.twogo.com/faq)



The logo for 'twogo' is displayed in a white, lowercase, sans-serif font. It is centered within a large, light blue, rounded square frame that has a thick border. The background of the entire image is a solid teal color with some faint, overlapping circular patterns.

# Get in and go!

Download the app now and try twogo for free

