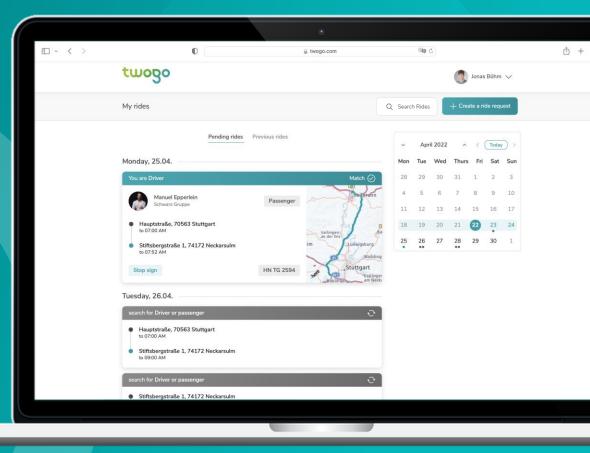


The smart ride-sharing solution for carpools

Find carpools quickly and easily







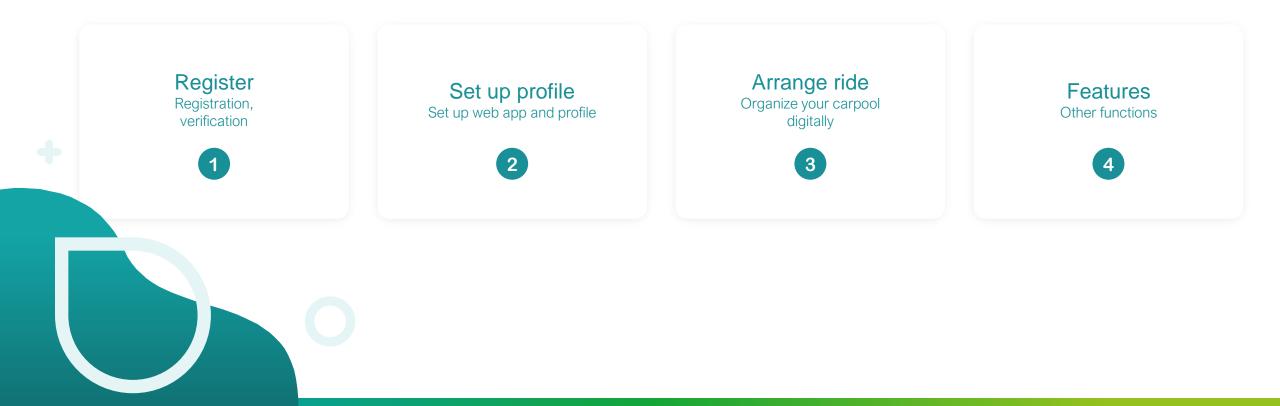




Function overview – Web app

3







Register

Registration, verification



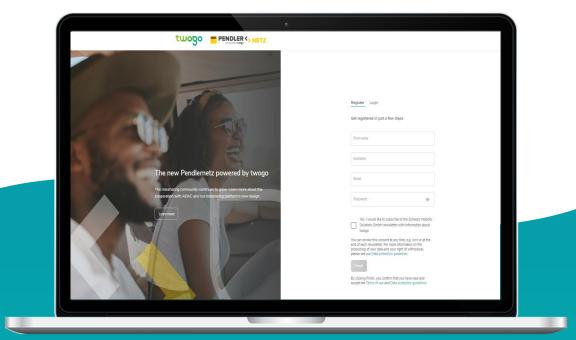


Join twogo in just a few steps



Register (with your work email address)





Call up the **free web app** at the twogo website: **www.twogo.com**

Click on the log-in button.

Select Register.

Enter your name, business email and password.

After registering with your business email address, an **automatic assignment** to the corresponding **organization** takes place.



Join twogo in just a few steps







A **verification e-mail** will be sent right away to the email address you provide. Open the twogo email in your inbox and click on the **"Confirm email"-**link.



Set up profile

- Enter or edit baseline data
- Add or edit a vehicle and location
- Get ready to go

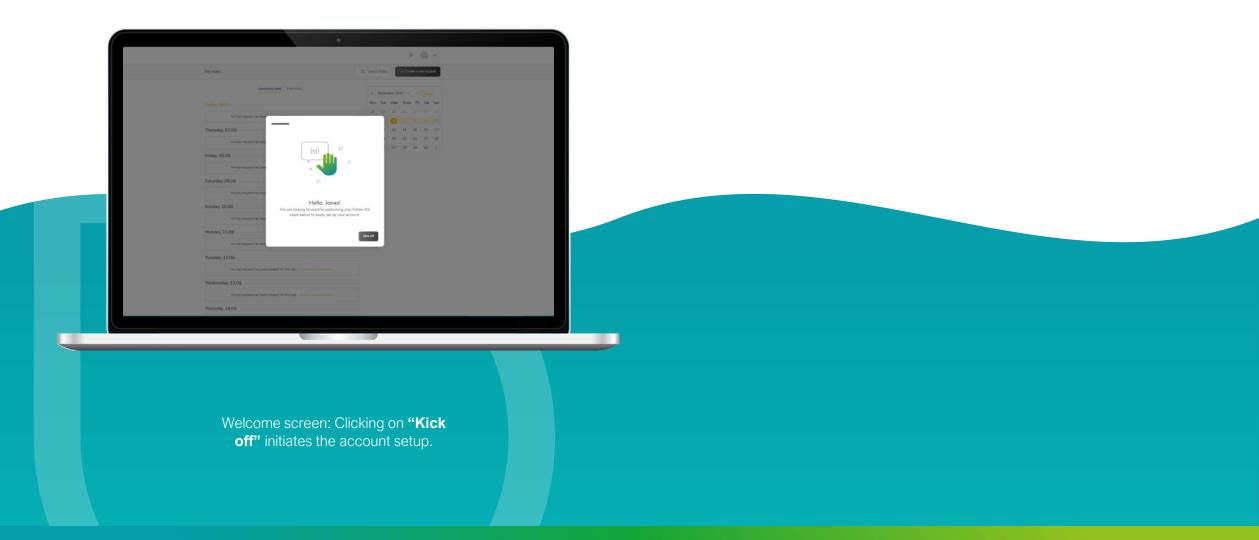






Set up the profile with your baseline data

Enter or edit baseline data





location.



Follow the steps to complete your profile

Set up the profile with your baseline data

Enter or edit baseline data



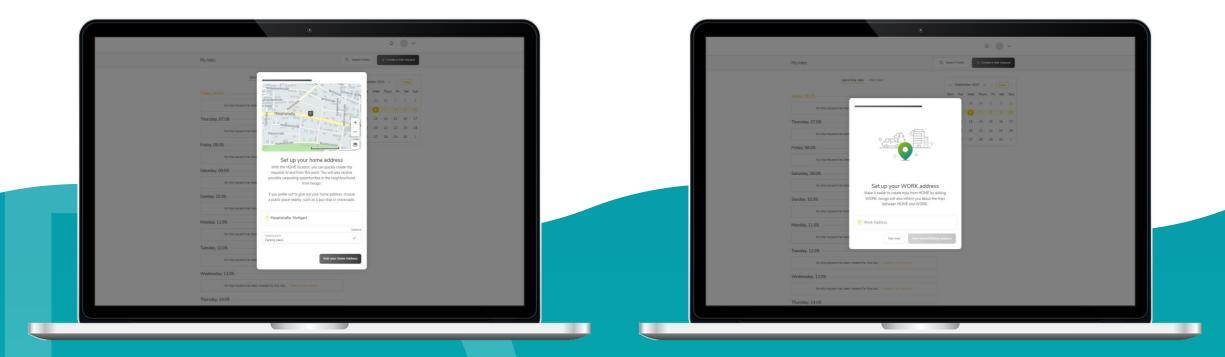
It will be automatically saved as **Home Location** under Favorites.





Set up the profile with your baseline data

Enter or edit baseline data



Input the location of your home address.

Meeting Place pinpoints the exact location: such as "in front of the parking garage".

Enter your **Work** Address:

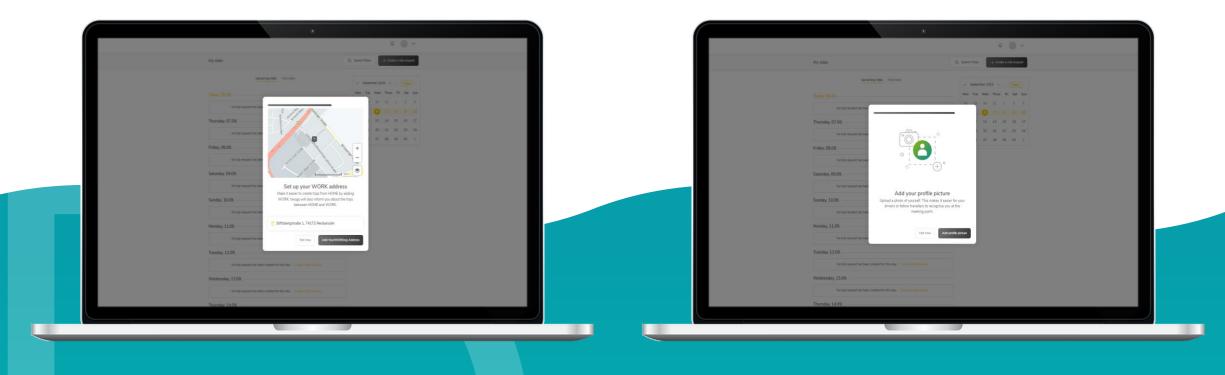
It will be automatically saved as **Work Location** under Favorites.





Set up the profile with your baseline data

Enter or edit baseline data



Input the location of your work address.

Meeting Place pinpoints the exact location: such as "Building 1".

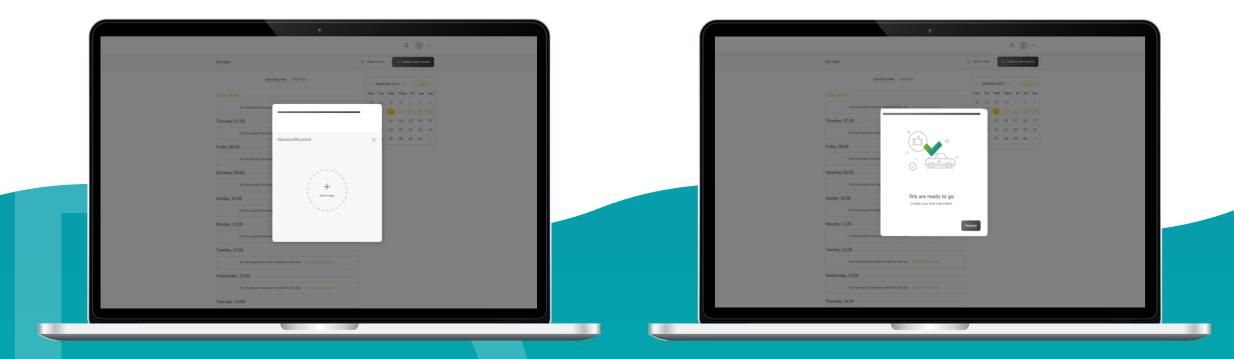
Add profile image.





Set up the profile with your baseline data

Enter or edit baseline data



Upload your **profile picture**.

It will be shown to other users as soon as a carpool is created.

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





Set up the profile with your baseline data

Enter or edit baseline data



If the **private email address** was used during registration, you will be asked whether you belong to an **organization**.

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

After being assigned to the relevant organization, select your **location**.

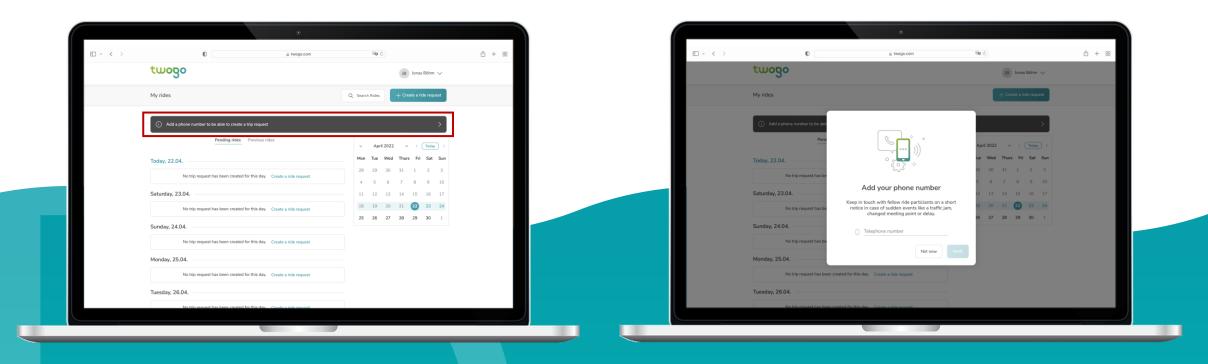


2 Set up profile

Follow the steps to complete your profile

Verify your phone number

Enter or edit baseline data



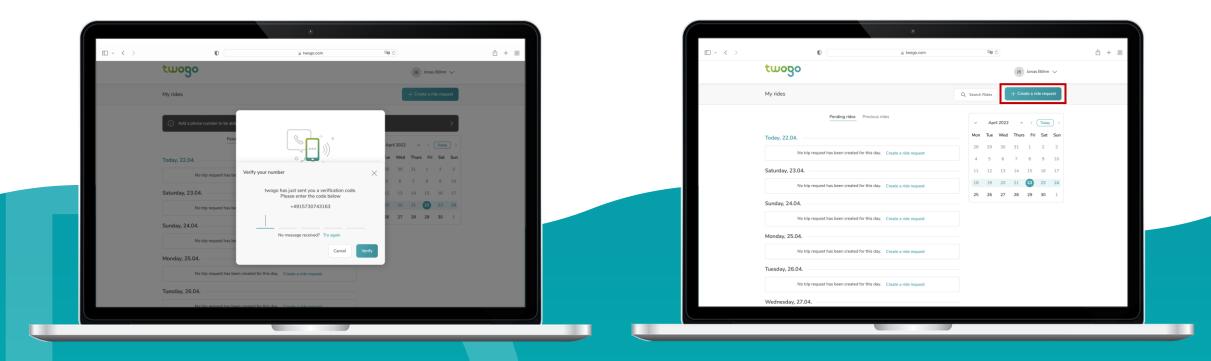
Before setting off on your first ride, you should verify your phone number. Enter a **phone number** that passengers or drivers can use to reach you.





Verify your phone number

Enter or edit baseline data



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.

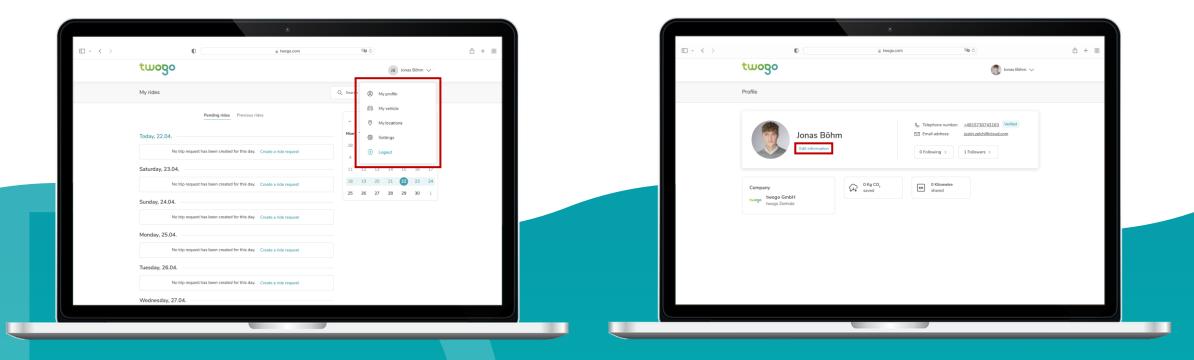
Your phone number has been successfully verified. Now you can create your first ride request!





Edit profile

Enter or edit baseline data



With **"Edit Information"** you can edit your profile information.

Add or edit your nickname, first and last name, sex, phone number and corporate affiliation.

Go to the navigation bar and tap on **"My Profile"** to open your personal profile.

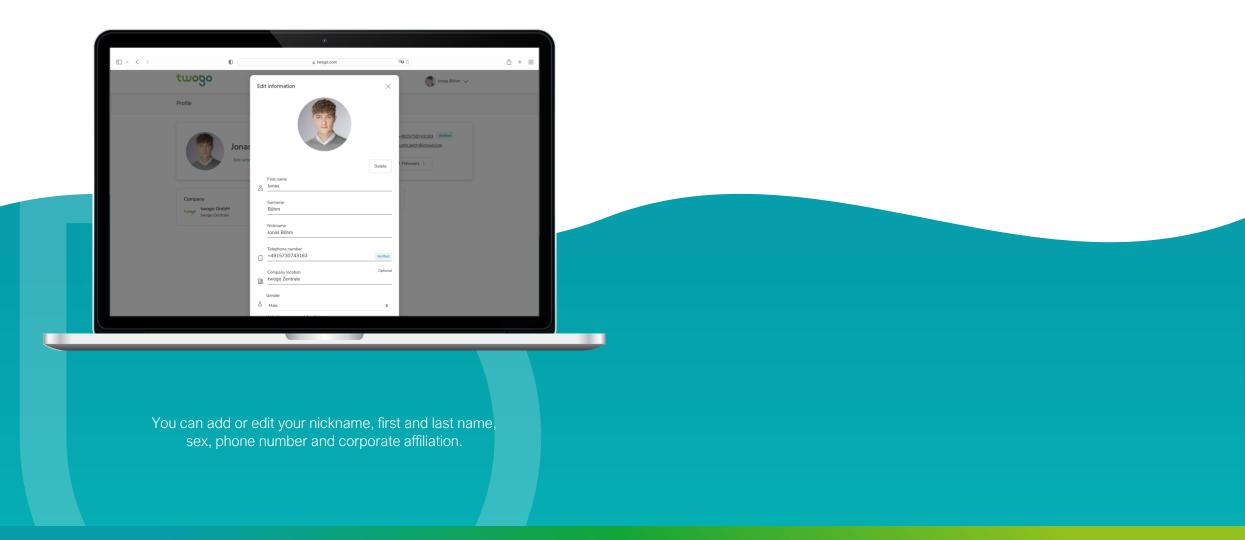


Edit profile

2

Set up profile

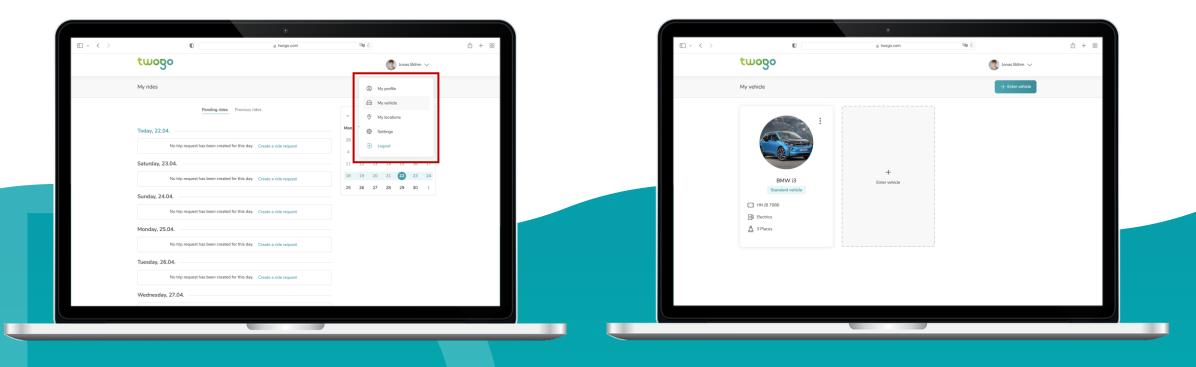
Enter or edit baseline data







Add or edit a vehicle and location



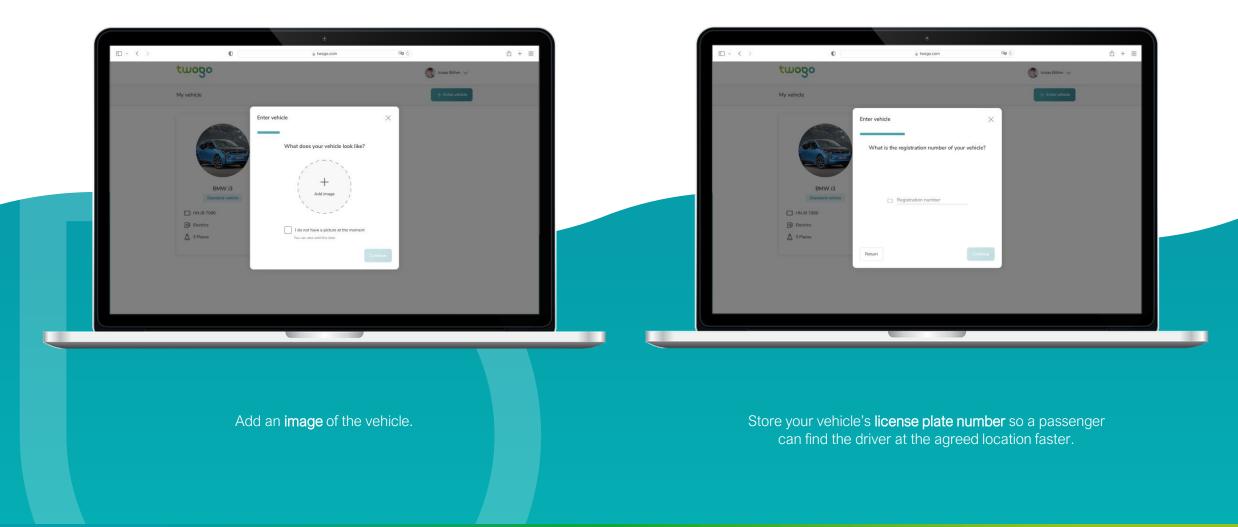
Go to the navigation bar and tap on **"My Vehicles"** to access vehicles.

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





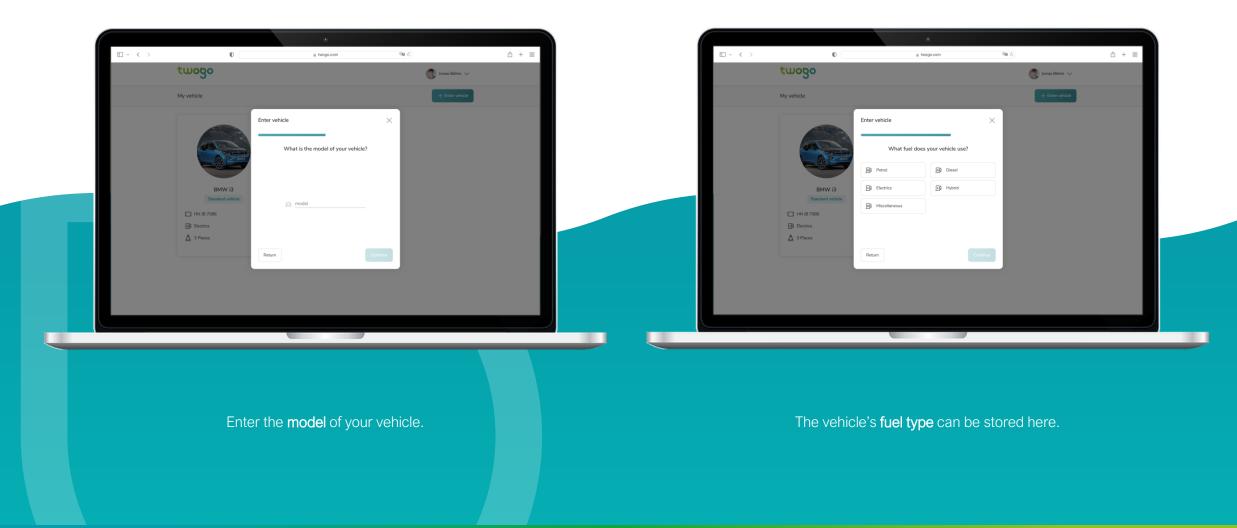
Add or edit a vehicle and location







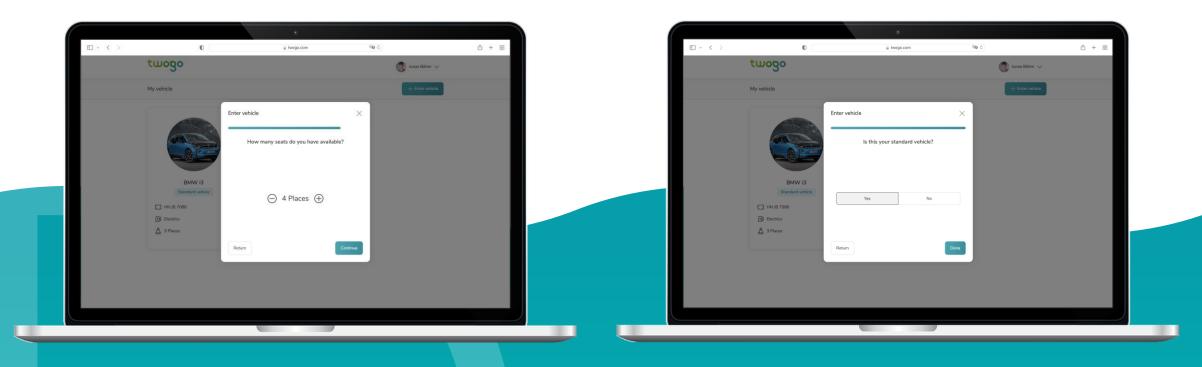
Add or edit a vehicle and location







Add or edit a vehicle and location



Set the number of seats available in the car.

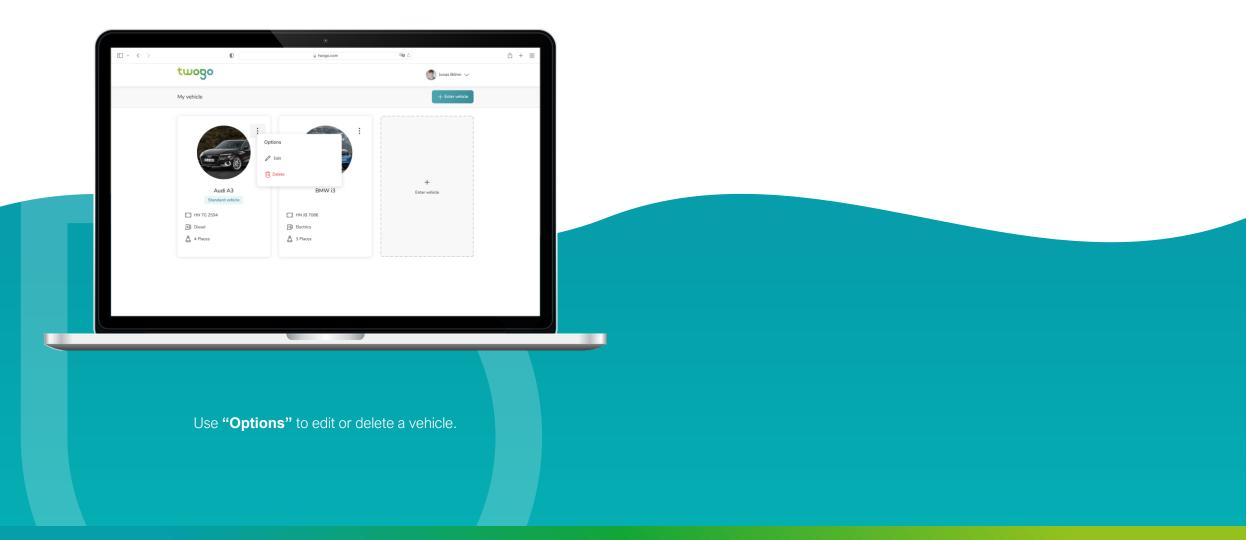
Tip: If you want to have just one passenger because of COVID-19 measures, just set the number of available seats to "1".

Select whether it is a standard vehicle.





Add or edit a vehicle and location

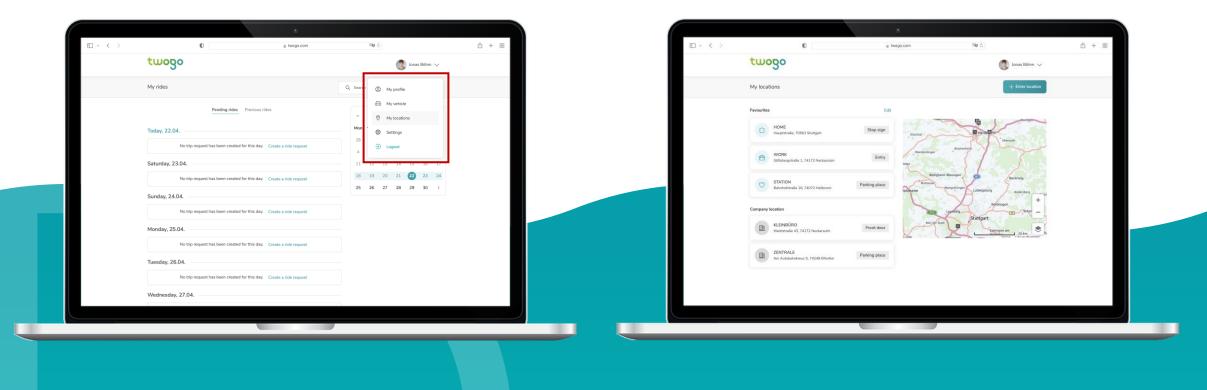






Add/edit locations

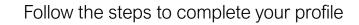
Add or edit a vehicle and location



You can use "My Locations" to access your locations.

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



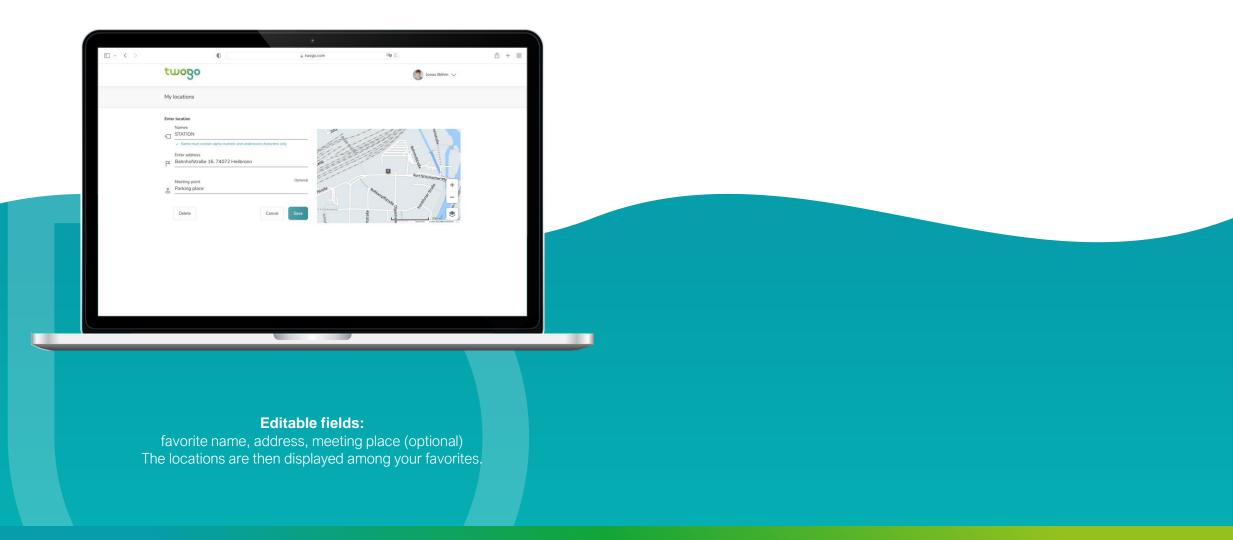


2

Set up profile



Add or edit a vehicle and location







Get ready to go

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tabgo	🔵 Jonas Böhm 🗸		twogo		🧶 Jonas Böhm 🗸	
My rides	Q Search F My profile		Settings			
Pending rides Previous rides			 Ride settings > Here you will find general ride settings as 		region > Set units and formats (distance, time, etc.)	
Today, 22.04. No trip request has been created for this day. Create a ride request	28 28 28 28 28 28		well as specific options for drivers and passengers.	password and take other steps to increase the security of your account.	and let us know in which language you would like to receive e-mails.	
Saturday, 23.04.	11 12 13 14 15 16 17		(i) Help >			
No trip request has been created for this day. Create a ride request	18 19 20 21 22 23 24 25 26 27 28 29 30 1		In this section you can report an error, send us feedback or find contact details of the			
Sunday, 24.04.	25 26 27 28 29 30 1		support team.			
No trip request has been created for this day. Create a ride request						
Monday, 25.04.						
No trip request has been created for this day. Create a ride request						
Tuesday, 26.04.						
No trip request has been created for this day. Create a ride request						
Wednesday, 27.04.						
	,					

With **"Settings"**, you can access helpful ride settings to save yourself time when you are setting up a ride. Both general **ride settings** and specific options for drivers and passengers can be stored here.





Get ready to go

	- Ride settings		Jonas Böhm 🗸					
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	Drive with hoose your placement group		All		Drive with Choose your placement group		Driver	
							Passenger Driver or passenger	
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Create your general ride settings.

Default role: driver, passenger, driver or passenger.





Get ready to go

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	Ride settings					Ride settings			
	General ride settings Settings as driver Settings as par	ssenger				General ride settings Settings as driver Settings as passenger			
	Standard role Choose your default role		Driver or passenger			Ridesharing Choose your preference for ridesharing			
	Drive with Choose your placement group		Al			Suggest passengers who travel at least 90% of my route.	at Suggest passengers who ride least 30% of my route.		
			All			(Lowest chance of placement) Reast 00.76 of my route.	reat 50% of my folds.	chance of mediation)	
			twogo GmbH			Maximum detour			
						Define the maximum detours in minutes you will accept as a driver			
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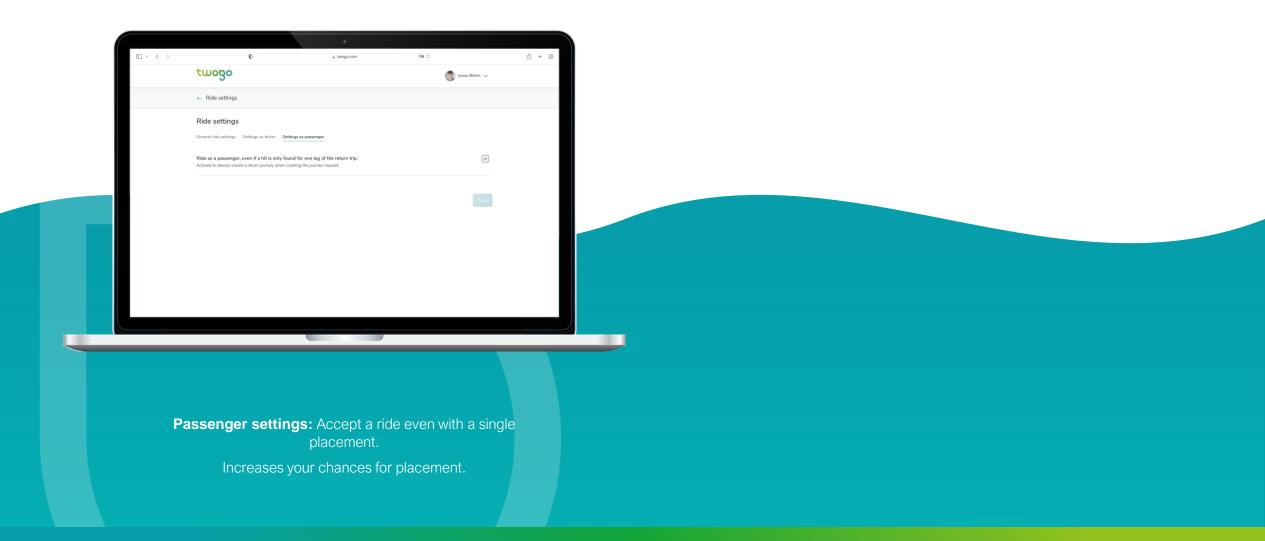


2

Set up profile

→ Arrange ride

Get ready to go





Arrange ride

Organize your carpool digitally







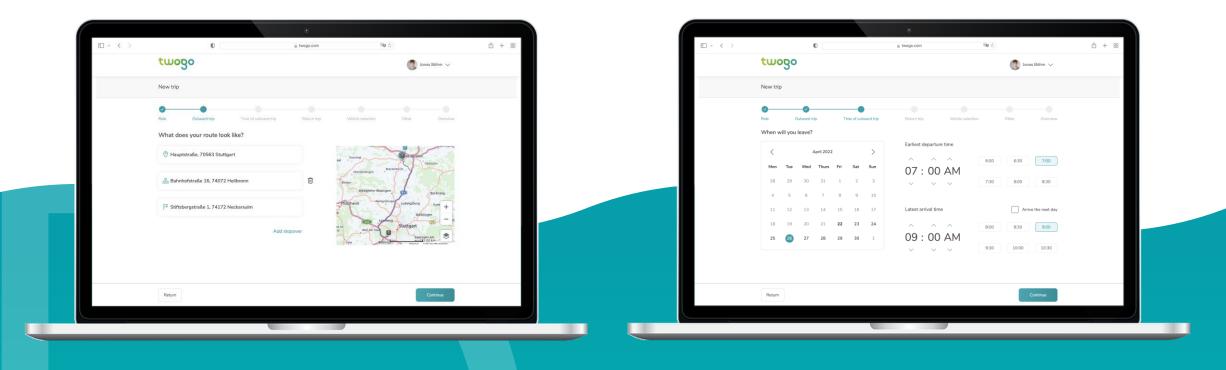
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	My rides	Q Search Rides + Create a ride request			New trip			
	Pending rides Previous rides	✓ April 2022 ∧ < (Today) >			· · · · · ·		Vehicle selection Other Overview	
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	No trip request has been created for this day. Create a ride request	28 29 30 31 1 2 3			That fold are you taking on			
	Saturday, 23.04.	4 5 6 7 8 9 10 11 12 13 14 15 16 17						
	No trip request has been created for this day. Create a ride request	18 19 20 21 22 23 24			Driver	Passenger	Driver or passenger	
		25 26 27 28 29 30 1						
	Sunday, 24.04.							
	No trip request has been created for this day. Create a ride request							
	Monday, 25.04.							
	No trip request has been created for this day. Create a ride request							
	Tuesday, 26.04.							
	No trip request has been created for this day. Create a ride request							
	Wednesday, 27.04.						Continue	
	Trounsoury, 67.04.						Contahlue	

Use Create ride request to store your ride requests.

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







Set up a start and finish point. Up to five intermediate targets can be entered. Set outbound time. Enter the day, earliest departure time and latest arrival time. Twogo shows your chance for placement based on the

entries you made.

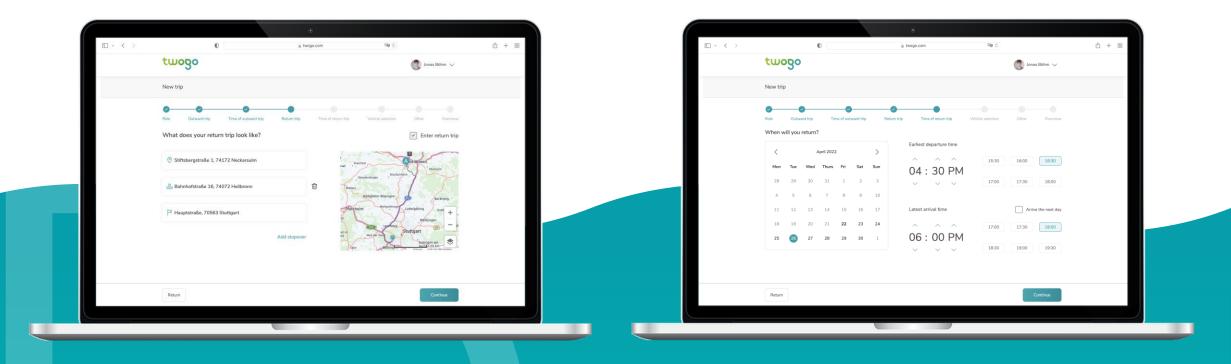




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Select	days and time on wh	ich the trip should tak	e place.		







Set return time.

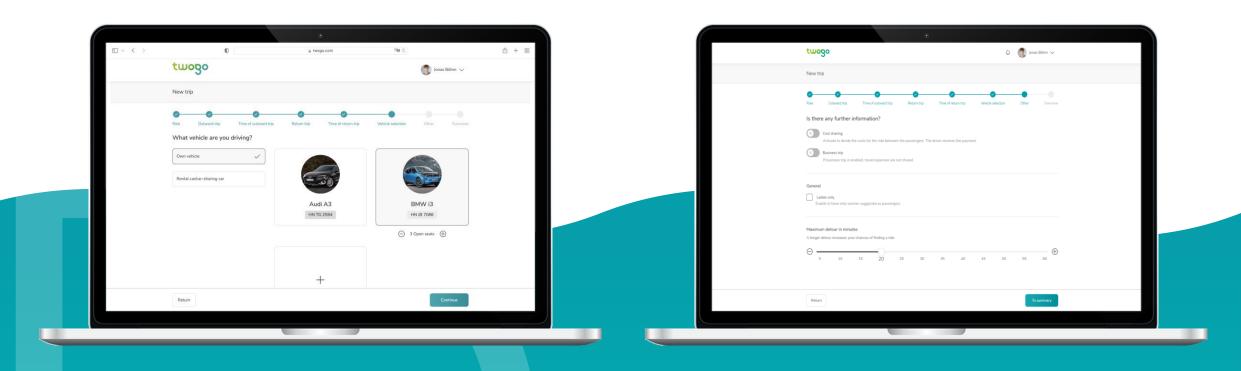
Enter the day, departure by time and arrival before time. Twogo shows your chance for placement based on the entries you made.

Set return trip (optional).

Specify your starting and destination points. Up to five intermediate targets are possible.







- 1. Select an existing **vehicle** or create a new one. Specify the number of vacant seats available for the ride.
- 2. Specify whether the vehicle is a rental or shared one.

Enter **any final** additional information. Rides can be defined as recurrent. Input the maximum detour time.



Set up a ride and find a carpool

Set ride

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	twogo		🥘 Jonas Böhm 🗸	
	New trip			
	Outward trip Time of outward trip Are your entries correct?	Return trip Time of return trip	Vehicle selection Other Overview	
	Role	Driver or passenger	ı	
	Outward trip Starting point Destination Stopover (A) Return trip	Hauptstraße, 70563 Stuttgart Stiftsbergstraße 1, 74172 Neckarsulm Bahnhofstraße 16, 74072 Heilbronn Yes	Ø	
	Time of outward trip Earliest departure time Date	26.04.2022	Ø	
	Time Latest arrival time	07:00.		
	Return		Create ride request	

Ride request successfully created!

Your match is waiting for you.

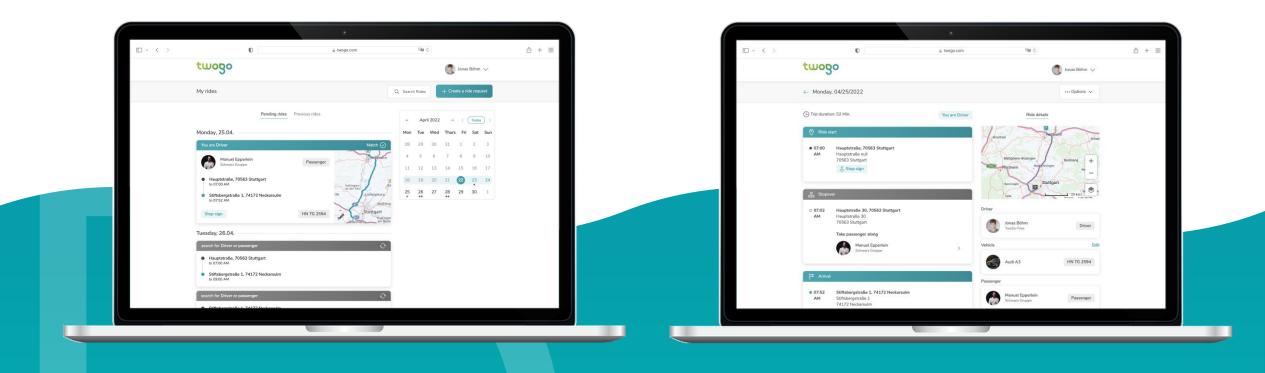
Summary of the created ride request. First double check your entries and then create a ride request.





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.

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



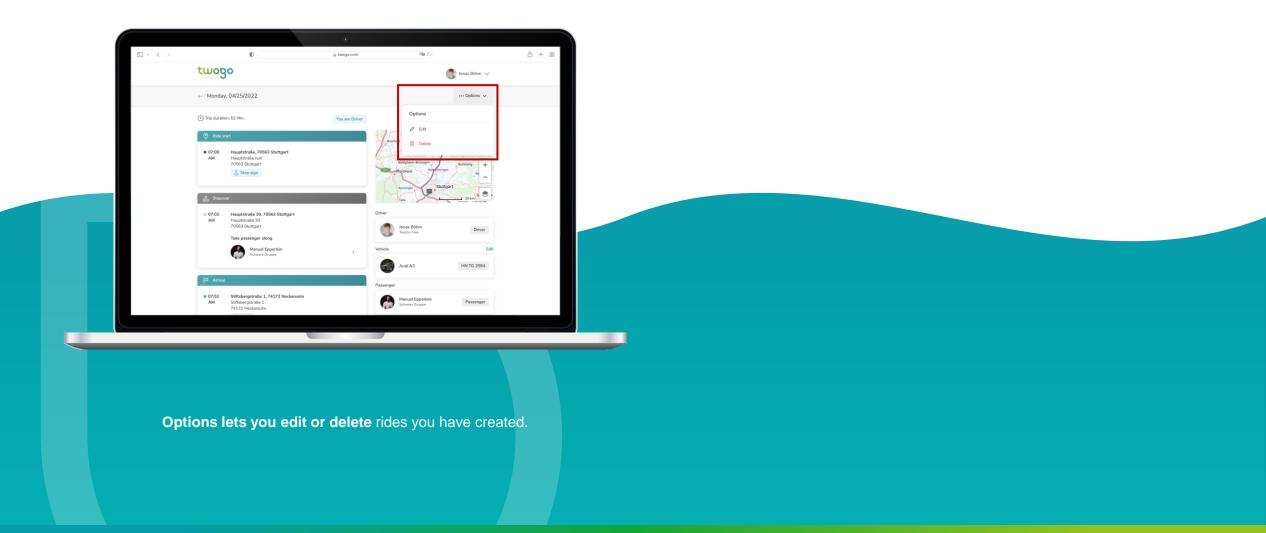
Set up a ride and find a carpool

3

Arrange ride

---> Features

Edit carpool matching





Features

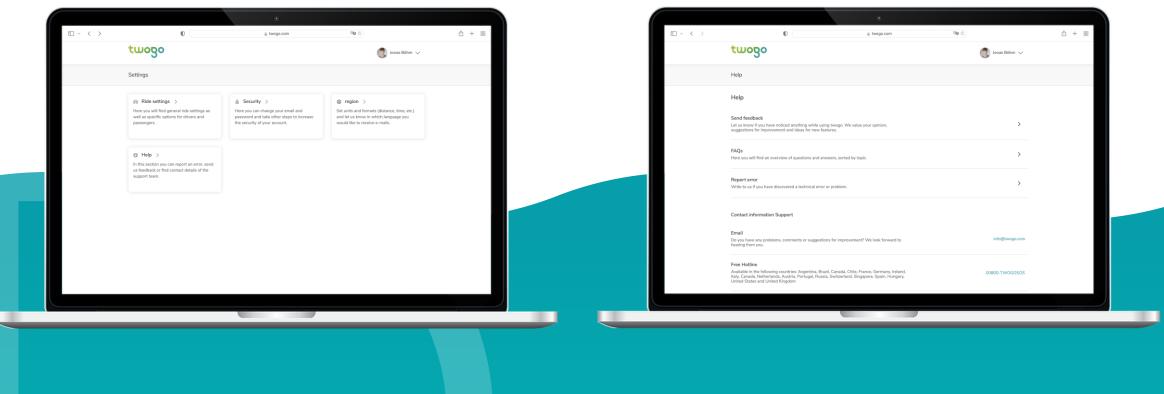
Other functions







Help and feedback



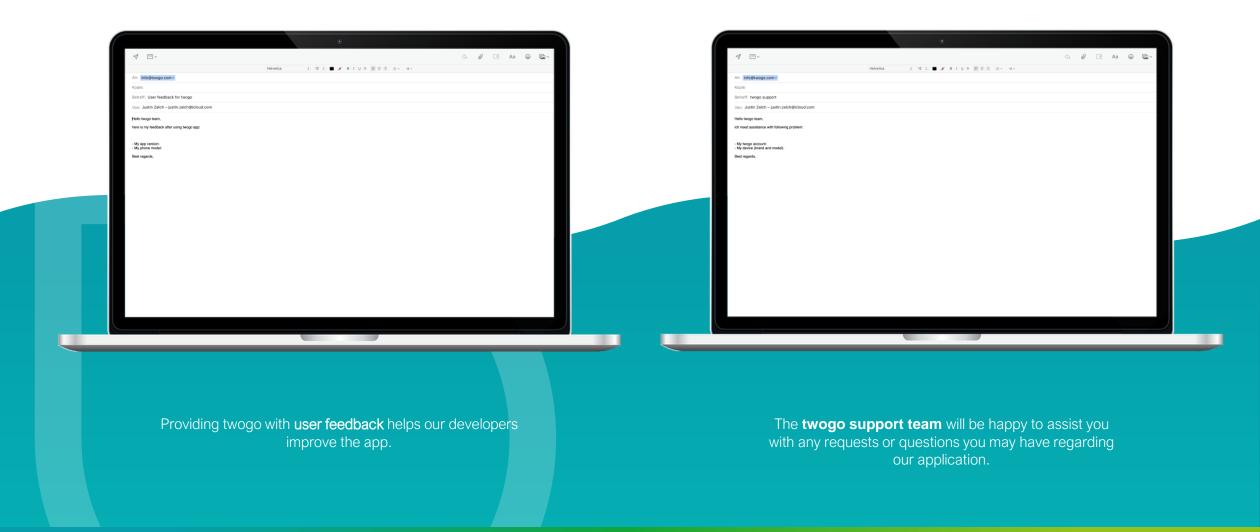
Tap on **"Settings"** and **"Help"** to:

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





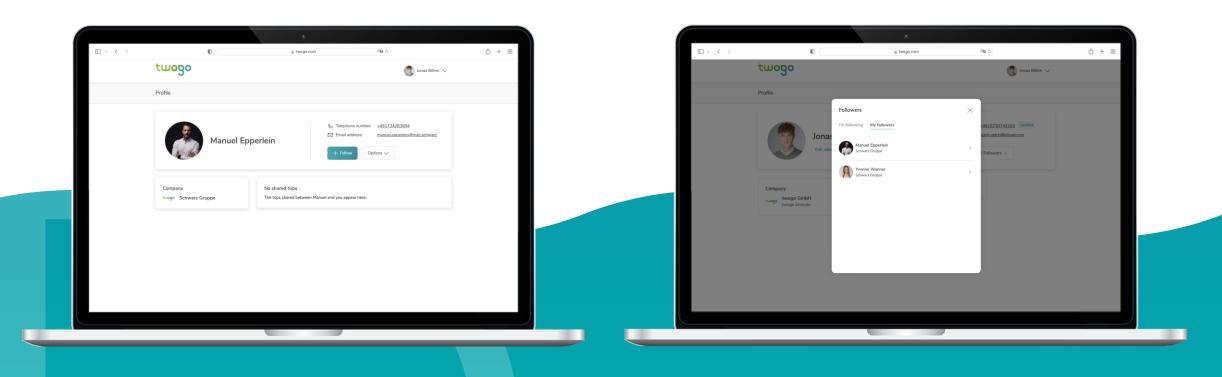
Help and feedback







Follow User



Learn about posted rides by following selected users.

Tap on the **"+ Follow"** button.

If you want to unfollow a user, simply click on the same button again.

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





Digital Payment

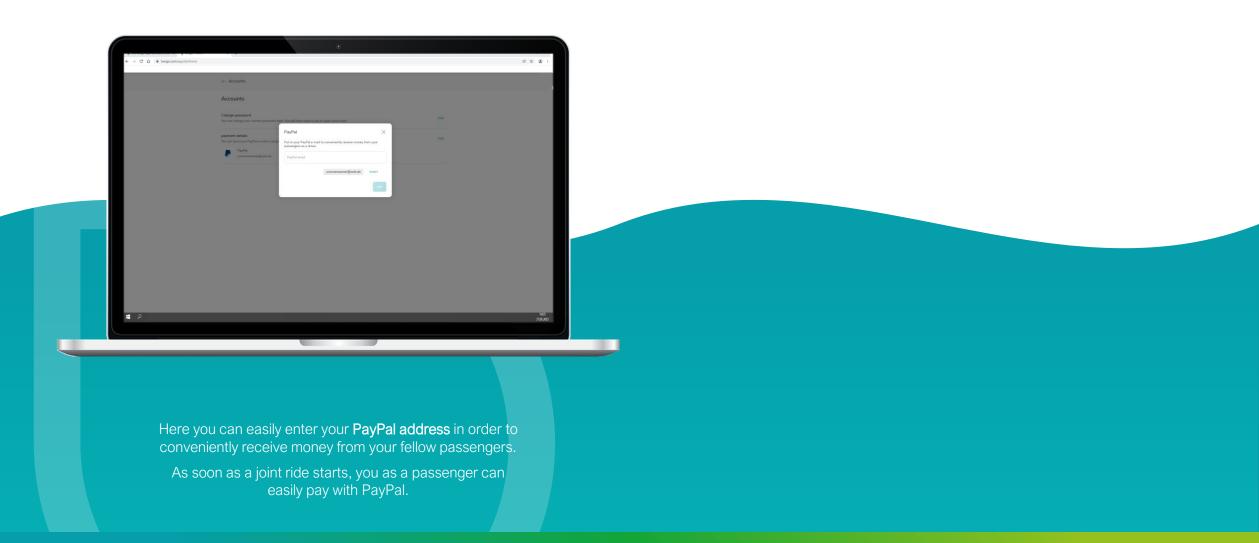
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Other features and functions



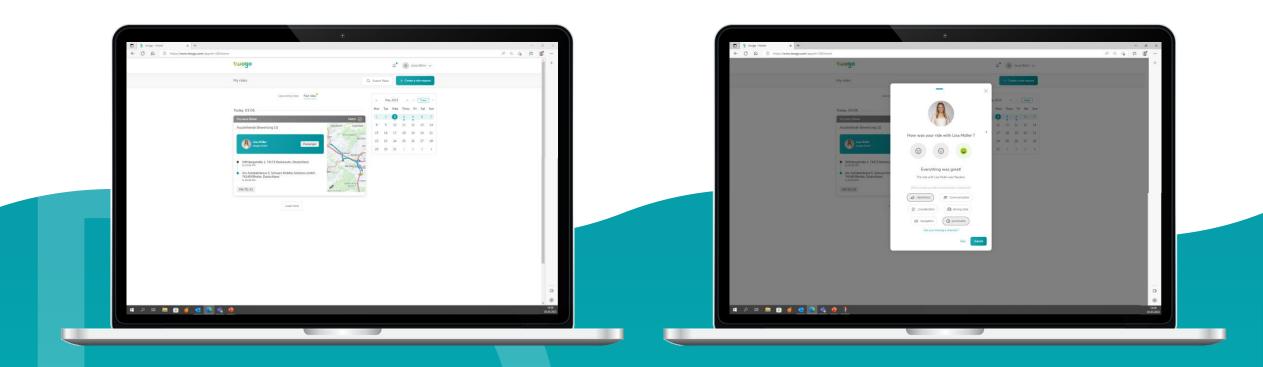
Digital Payment





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**.

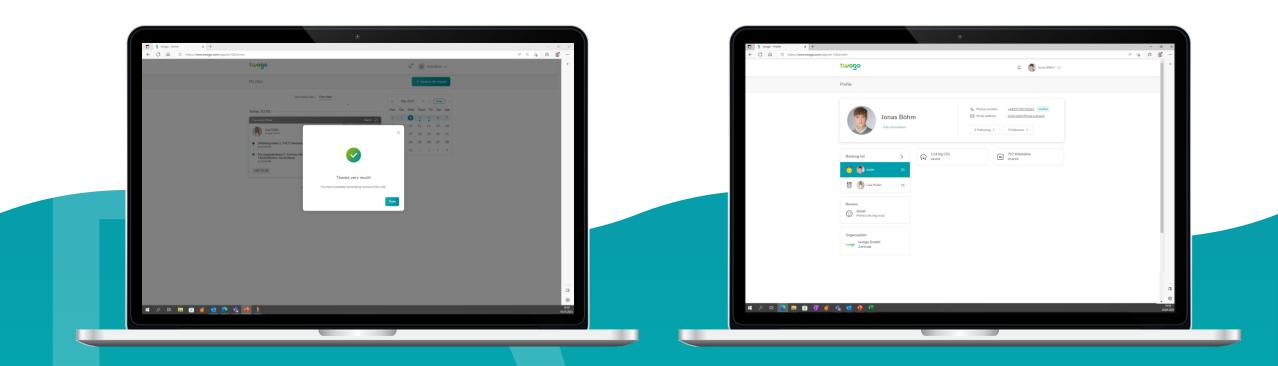
Three different answer options are available: **"Everything was great!" / "It was okay!" / "Not so great"**. In addition, the rating can be further specified using **optional criteria** such as, e.g. punctuality.



Features

Other features and functions

Rating function

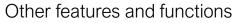


After a rating has been submitted, a **confirmation** will appear or, in the case of several passengers on a ride, the option to submit the next rating.

All ratings are completely **anonymous** and will appear in a users profile as soon as a total of seven ratings have been submitted.

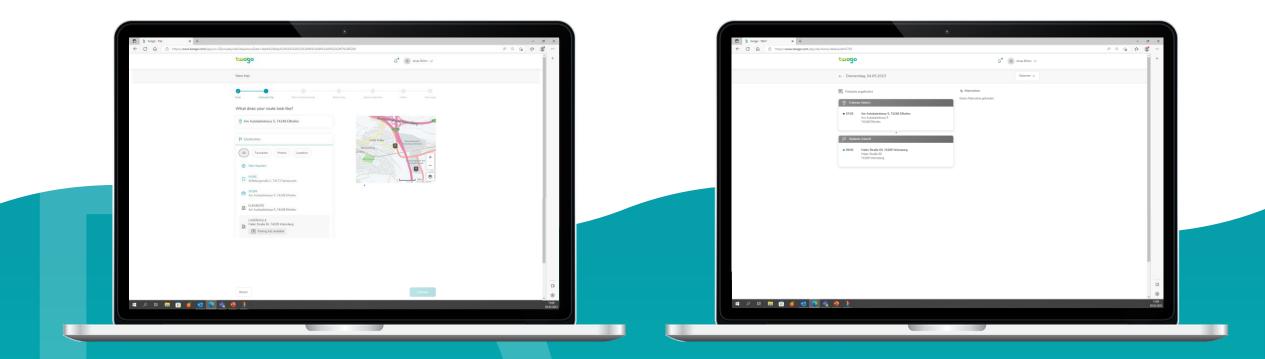
It is not possible to make inferences about individual raters.







Parking function



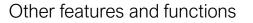
Create a ride request with the **destination** of a **predefined company location**.

Prerequisite: parking spaces have been stored in the system by the administrators in advance.

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

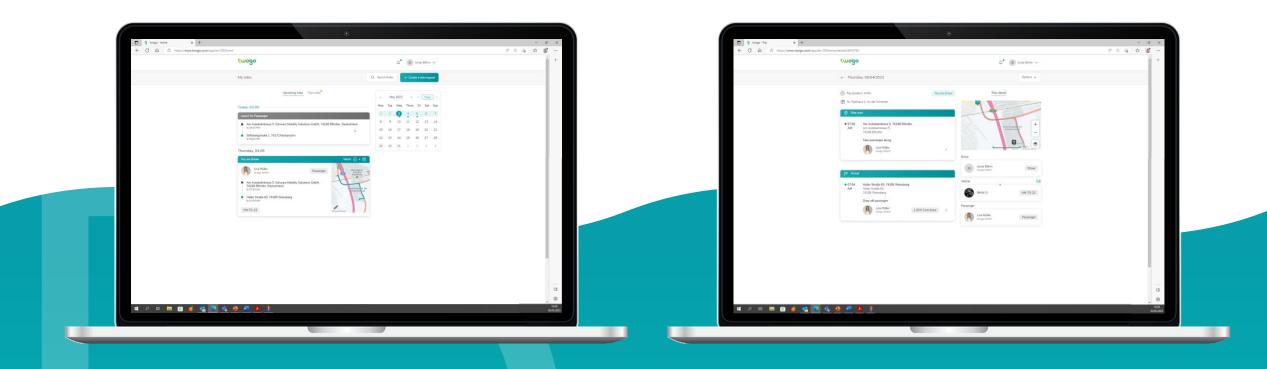
No parking space can be reserved on the same day, so that it is ensured that it is **really free**.







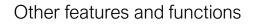
Parking function



If a free parking space was found, twogo will automatically reserve it for you.

In the ride view, a **"P"** for reserved parking space appears in the upper right corner of the ride request. The parking space assigned to you can be viewed in the **ride details**.







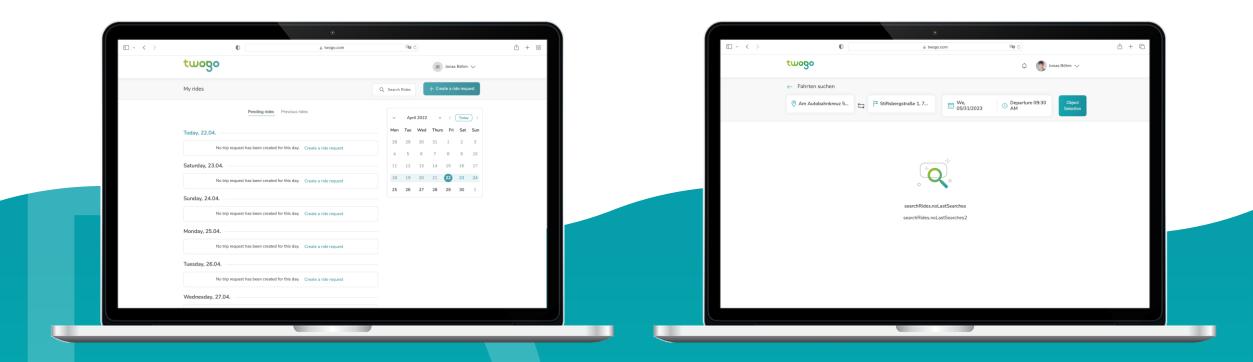
Parking function

$\begin{array}{c c c c c c c c c c c c c c c c c c c $	Perting place reserved for 0455202 - Nachook 011M3	te – 6		
Parking place reserved for: 04.05.2023 "Tunge by Schwarz Hobity Solution" < <u>schelburge com</u> > A: • Innu Ribe		€ Attenutes → Weberletter +++ M 03052031641 ++ +++		
	Hello Jonas. Methoda Space and Mark Bane Reserved for you with the locence place number 18-176-28 When 4 Mark 2028 Reserved And A Section 19-18-18-19-18-18-19-18-19-18-19-18-19-18-18-19-18-			
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You wi	Il also receive an email with	all the		
	iry information about your r parking space.			





Other features and functions **Search rides**



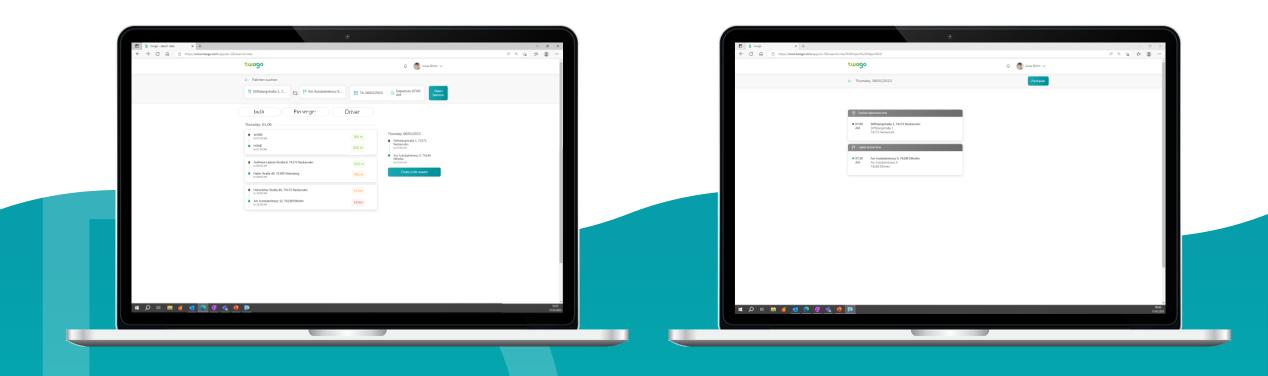
In order to be able to use the new function **"Search rides"**, the magnifying glass symbol ("Search") is located at the top right corner. Your own profile is now in the upper right corner.

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





Other features and functions **Search rides**



Matching search results are displayed and pre-sorted with different colors depending on the **distance**.

Details can be viewed by selecting the ride. If the offer fits, nothing stands in the way of the joint trip.



Any questions?

The twogo support will be happy to help



Phone:	00800 896 46 767 (toll free)
Email:	info@twogo.com
Web:	www.twogo.com/faq

twogo

Get in and go!

Download the app now and try twogo for free

