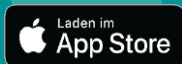
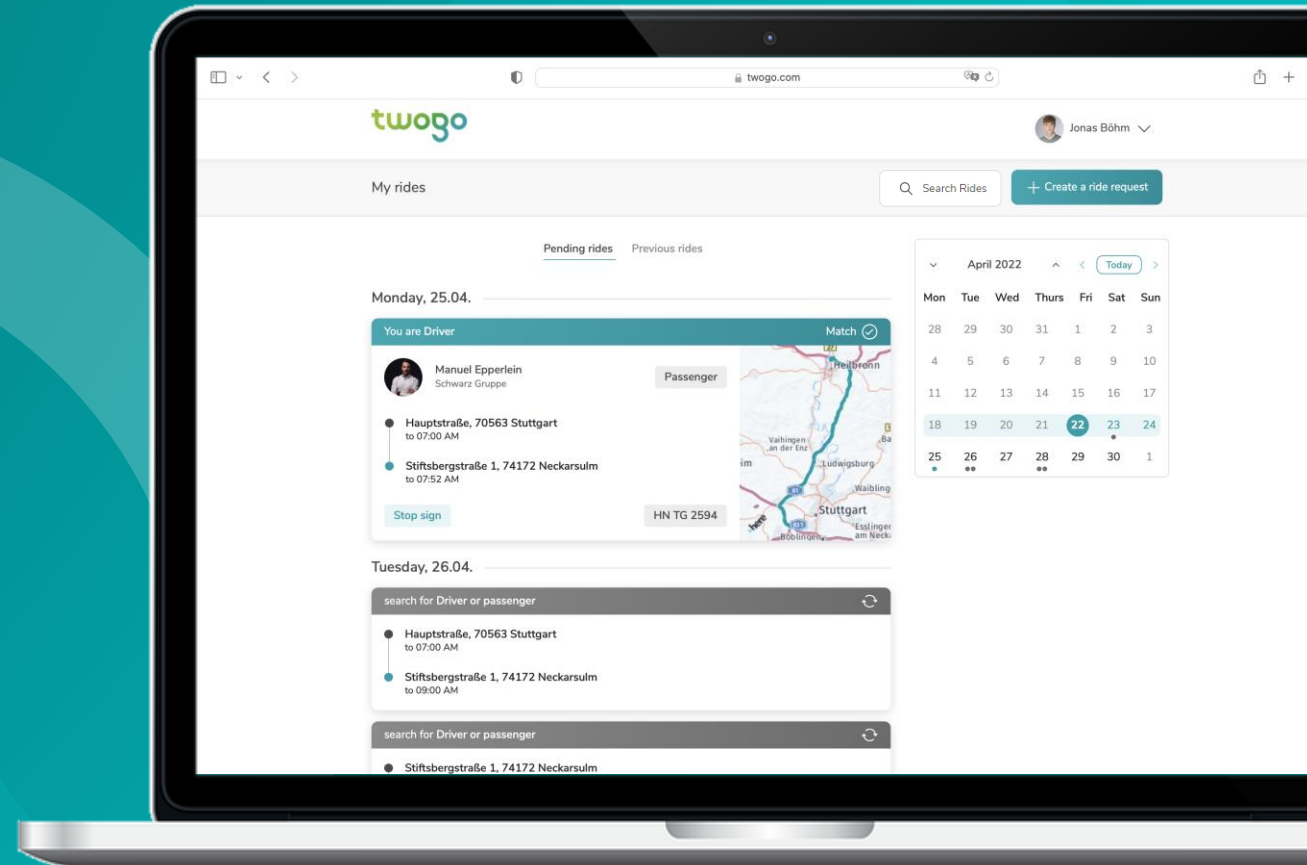




The smart ride-sharing solution for carpools

Find carpools quickly and easily



Overview

Function overview – Web app



Register

Registration,
verification

1

Set up profile

Set up web app and profile

2

Arrange ride

Organize your carpool
digitally

3

Features

Other functions

4

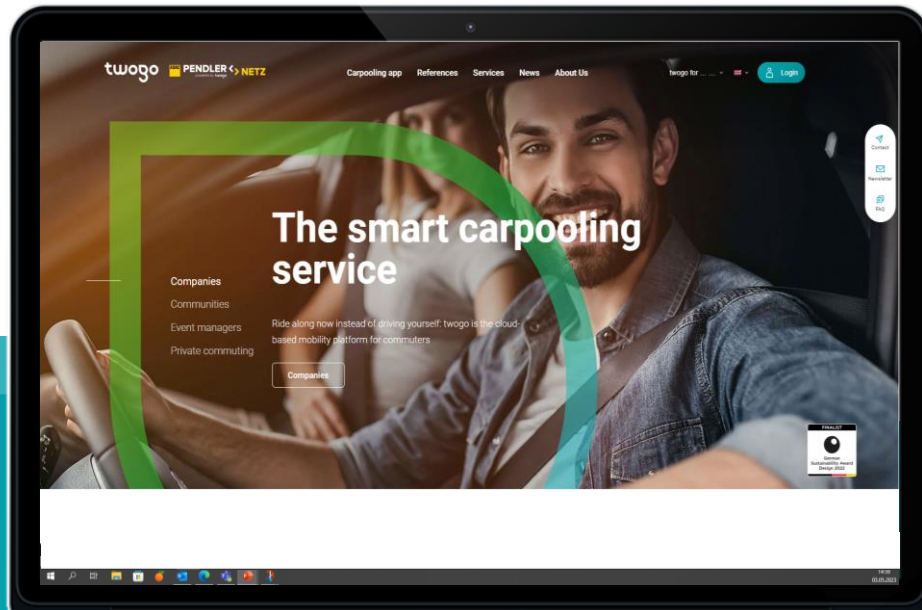
Register

Registration, verification

1

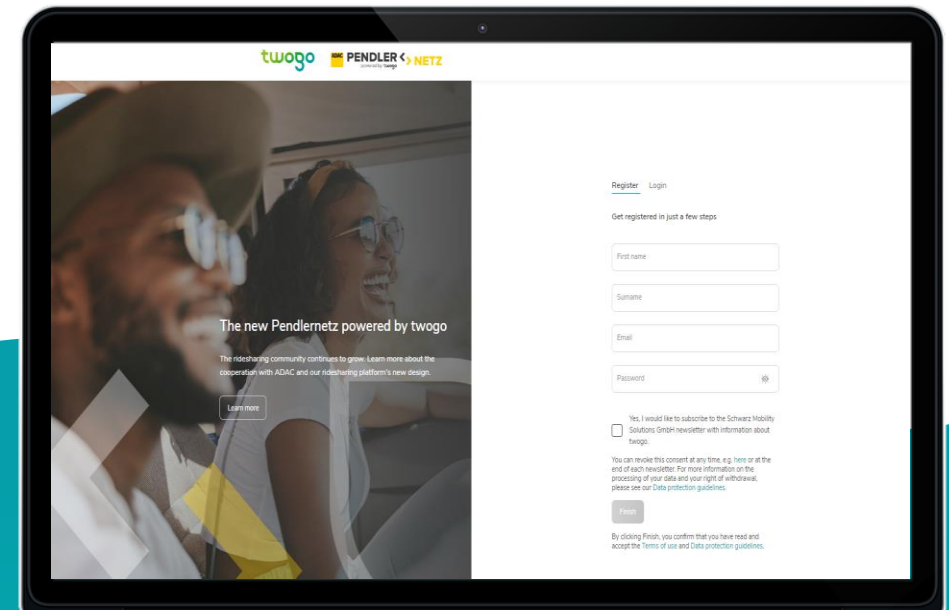
Join twogo in just a few steps

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

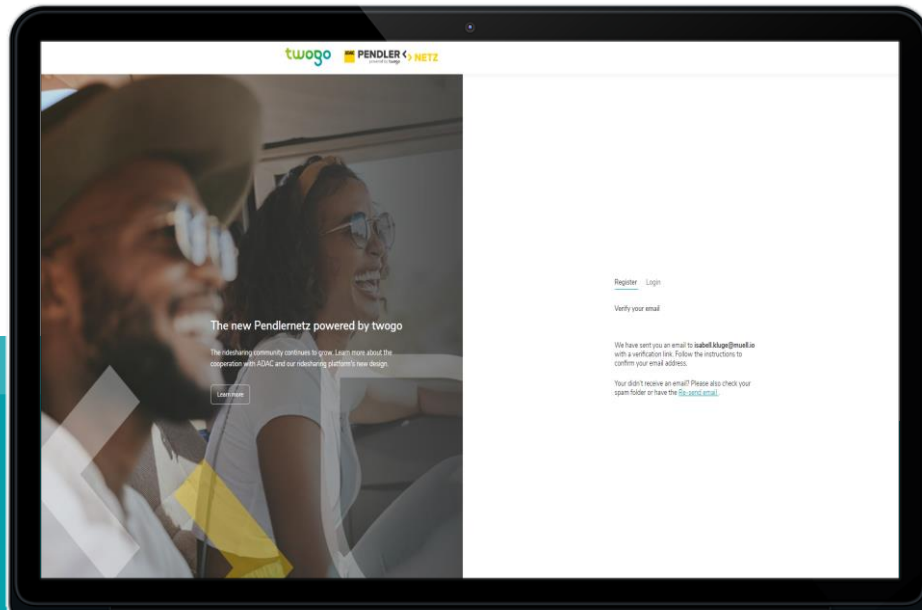
Register (with your work email address)

1

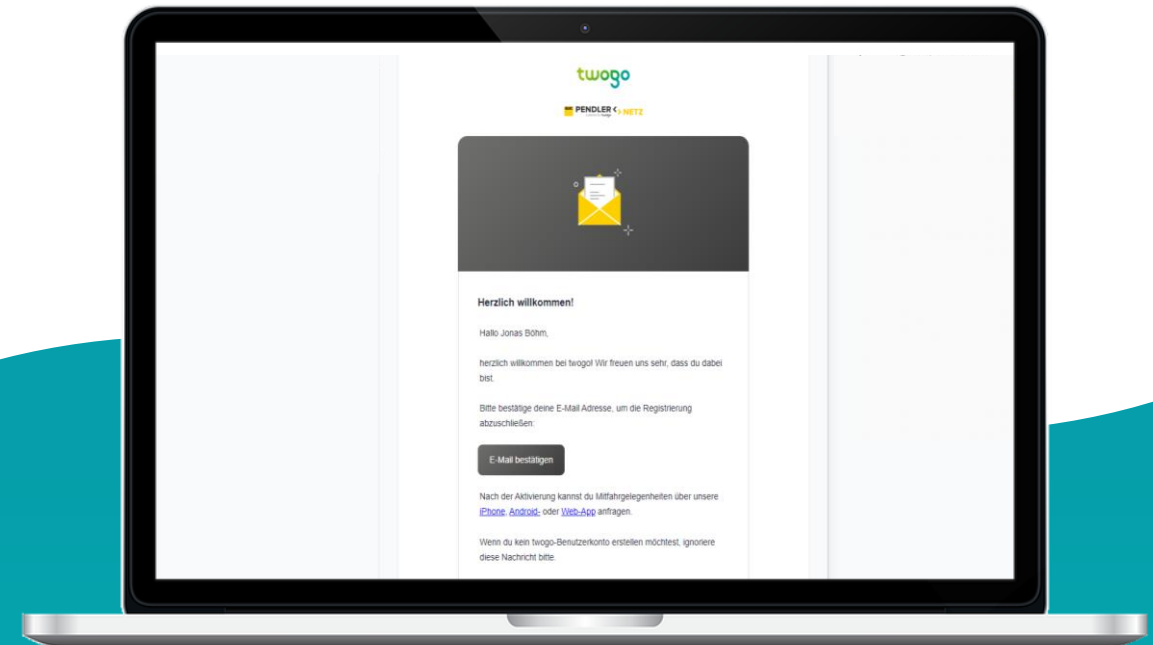
Register

→ Set up profile

2



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.

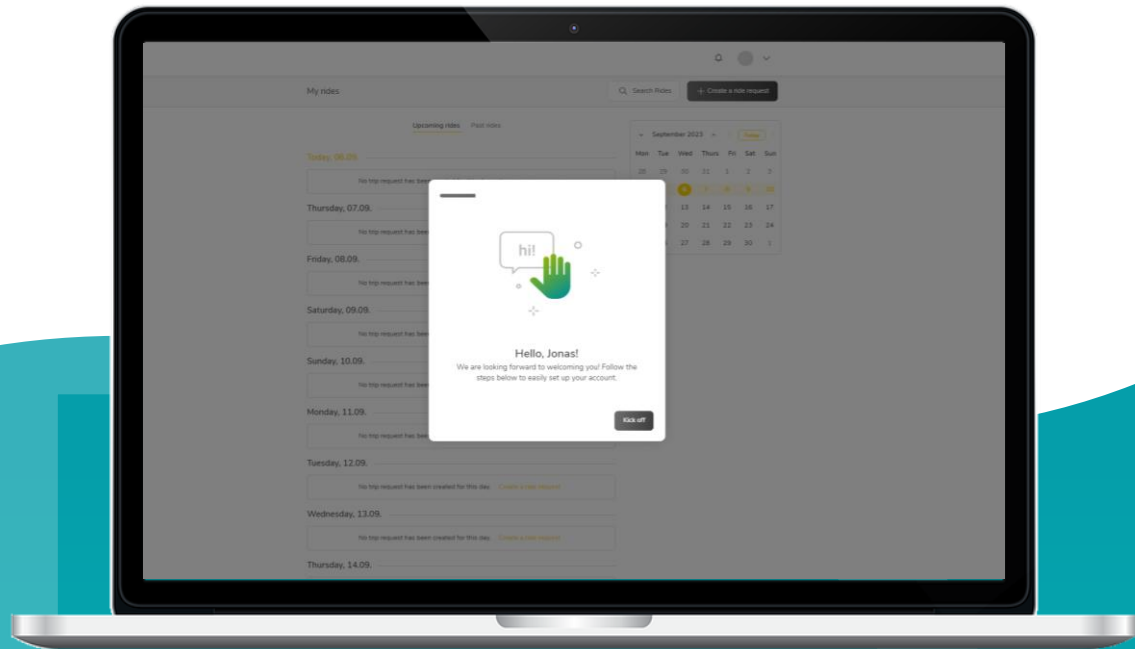
Set up profile

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

2

Set up the profile with your baseline data

Enter or edit baseline data

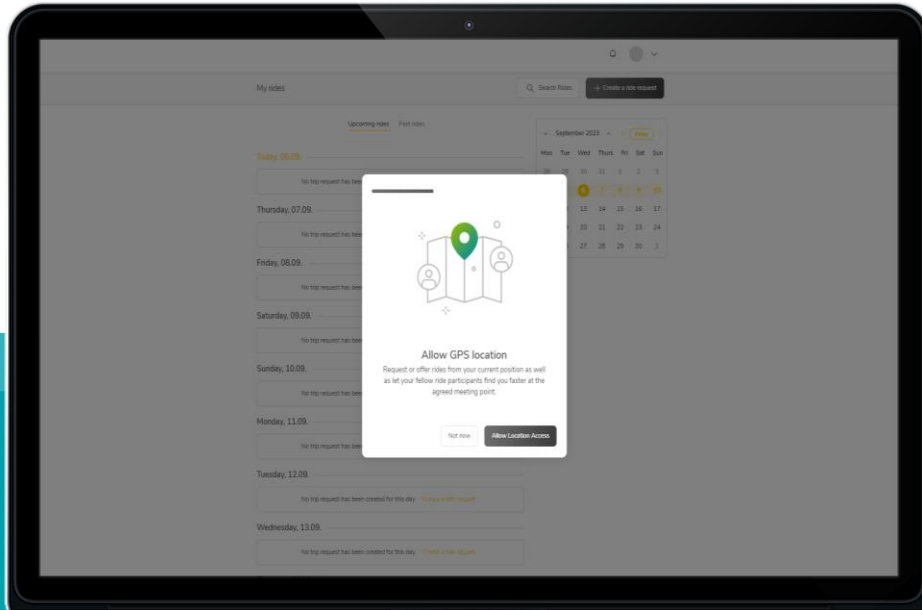


Welcome screen: Clicking on “**Kick off**” initiates the account setup.

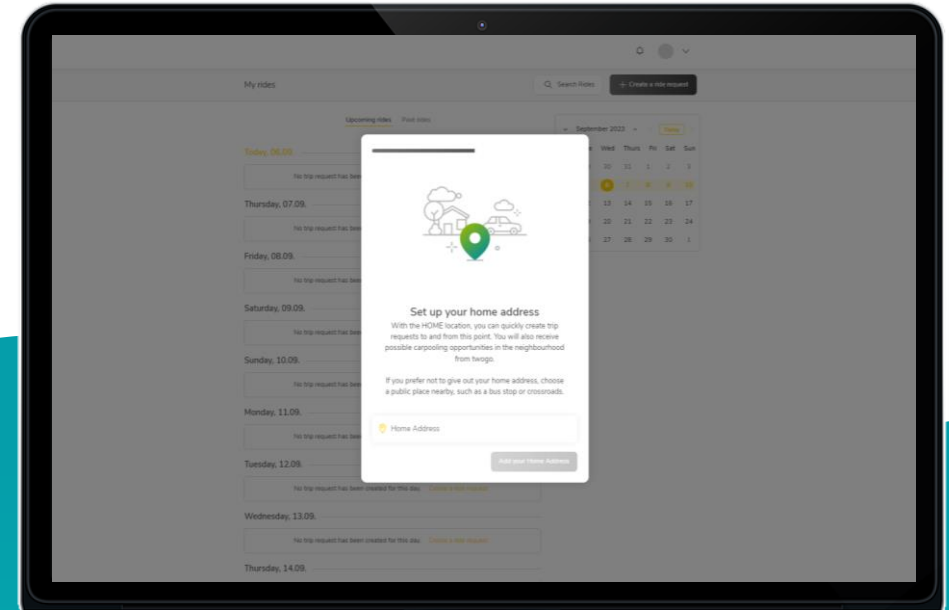
Follow the steps to complete your profile

Set up the profile with your baseline data

Enter or edit baseline data



Allowing access to your location lets you communicate your current location.

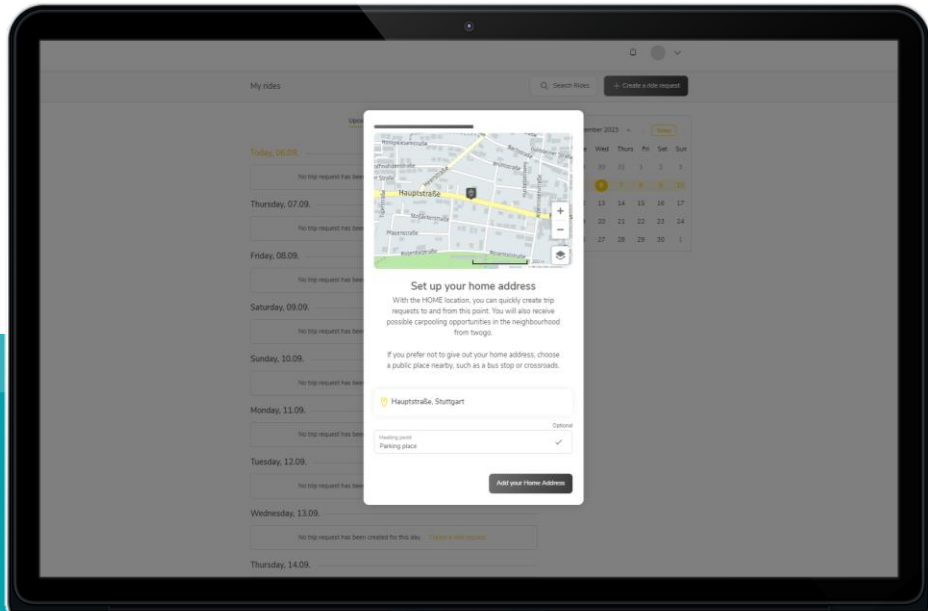


Enter your **home** address:
It will be automatically saved as **Home Location** under Favorites.

Follow the steps to complete your profile

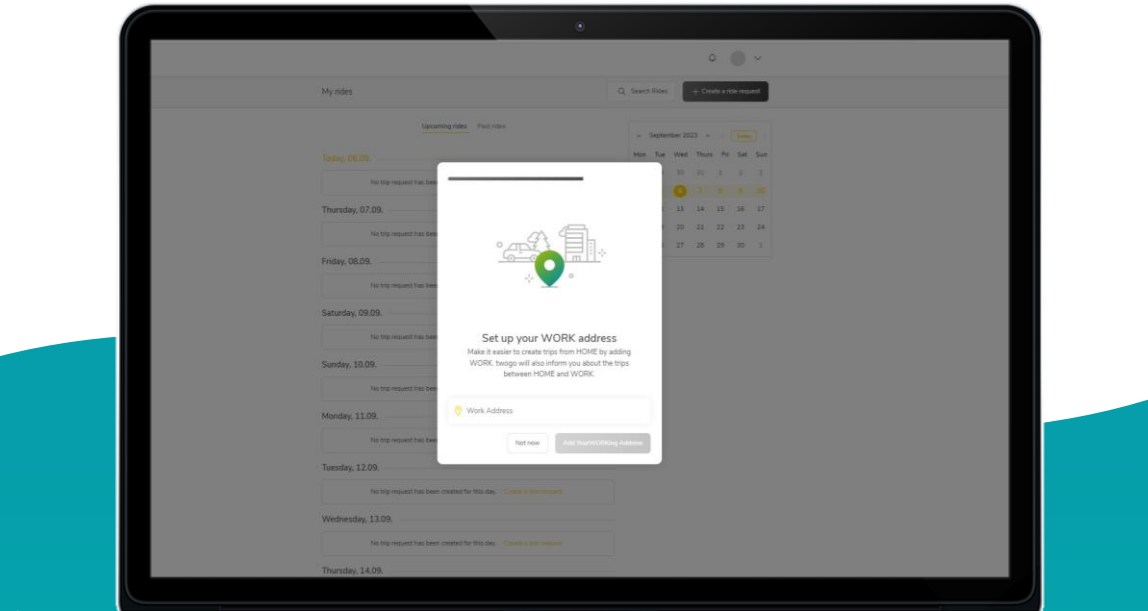
Set up the profile with your baseline data

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”.



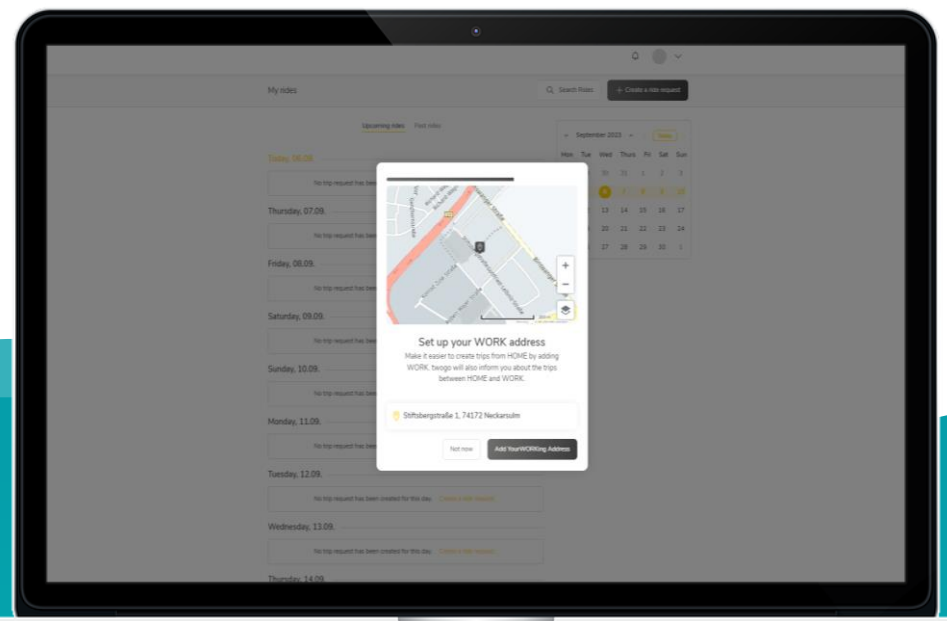
Enter your **Work** Address:

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

Follow the steps to complete your profile

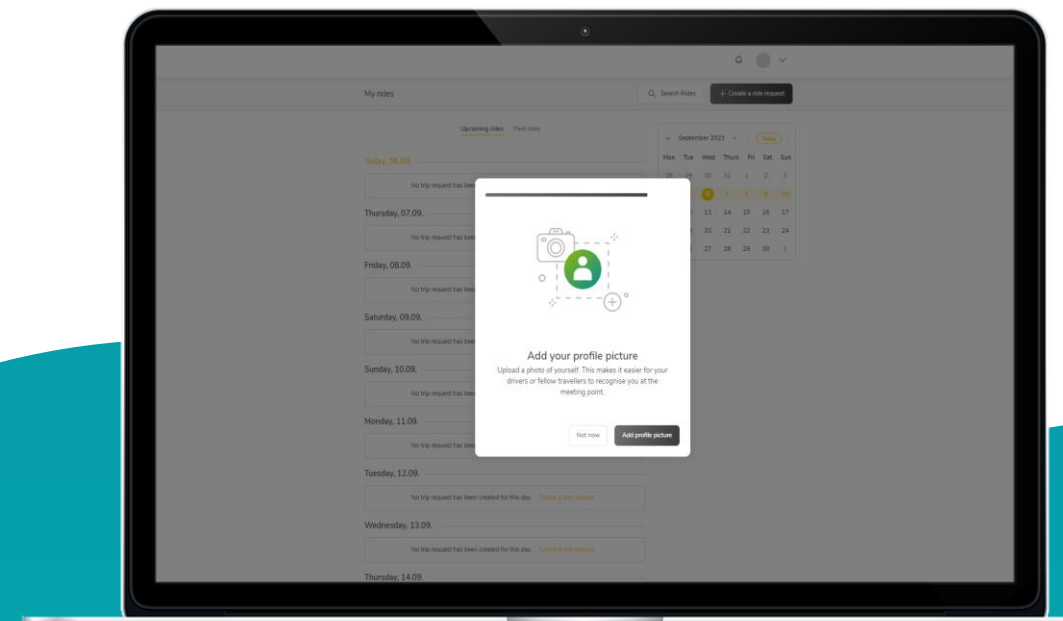
Set up the profile with your baseline data

Enter or edit baseline data



Input the location of your work address.

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

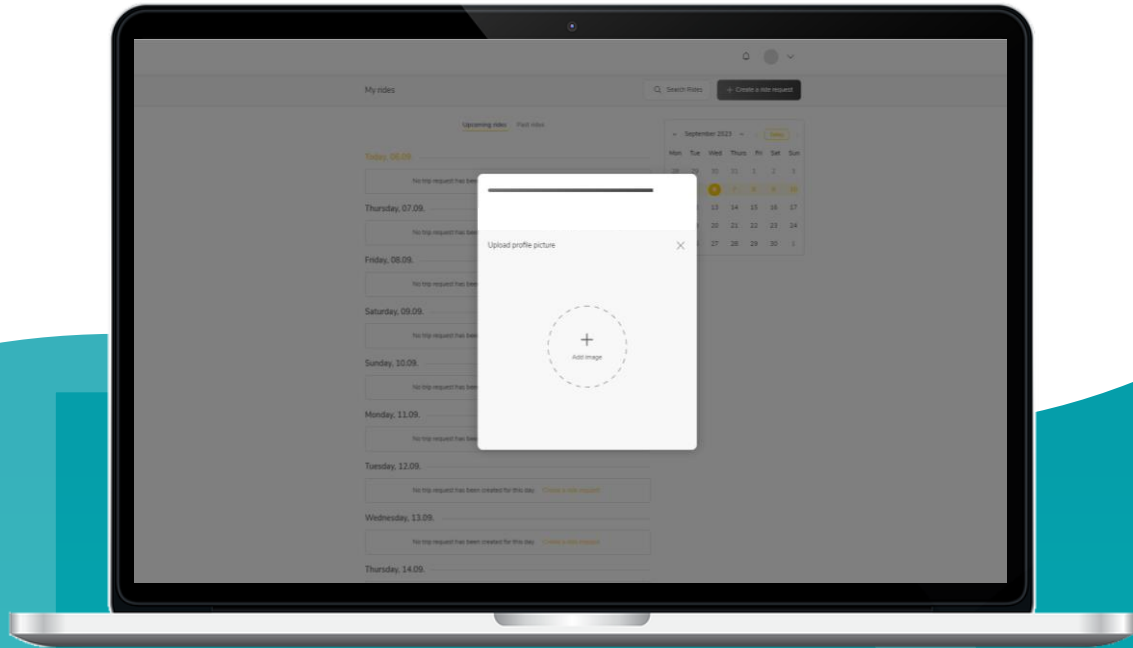


Add profile image.

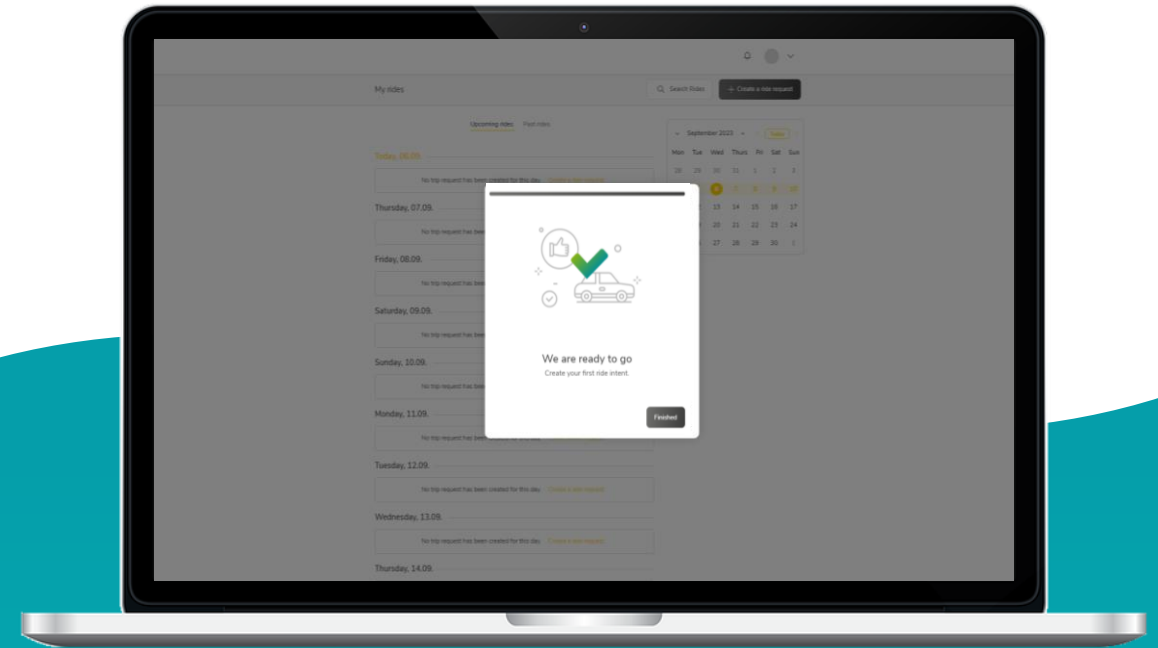
Follow the steps to complete your profile

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.

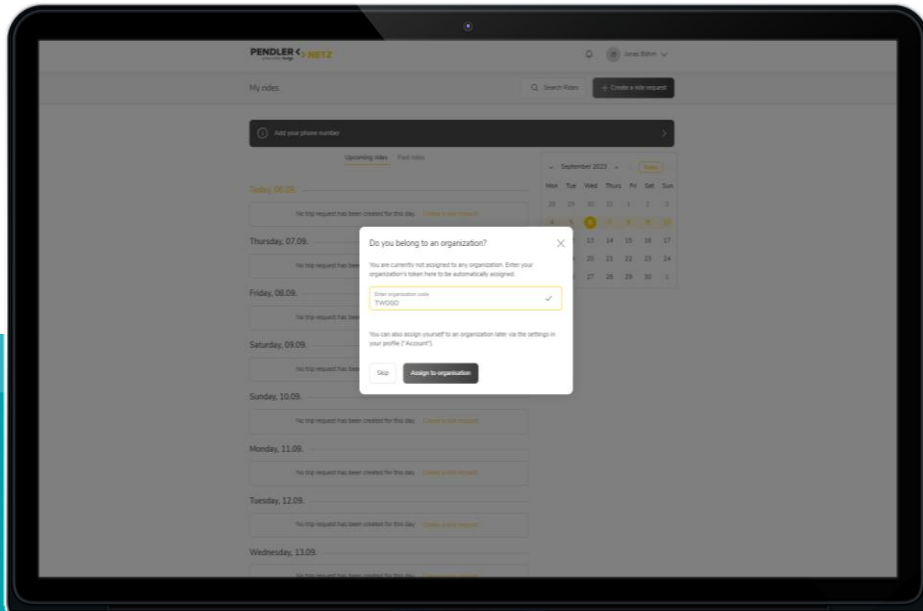


Now you are ready to go!
Create your first ride!

Follow the steps to complete your profile

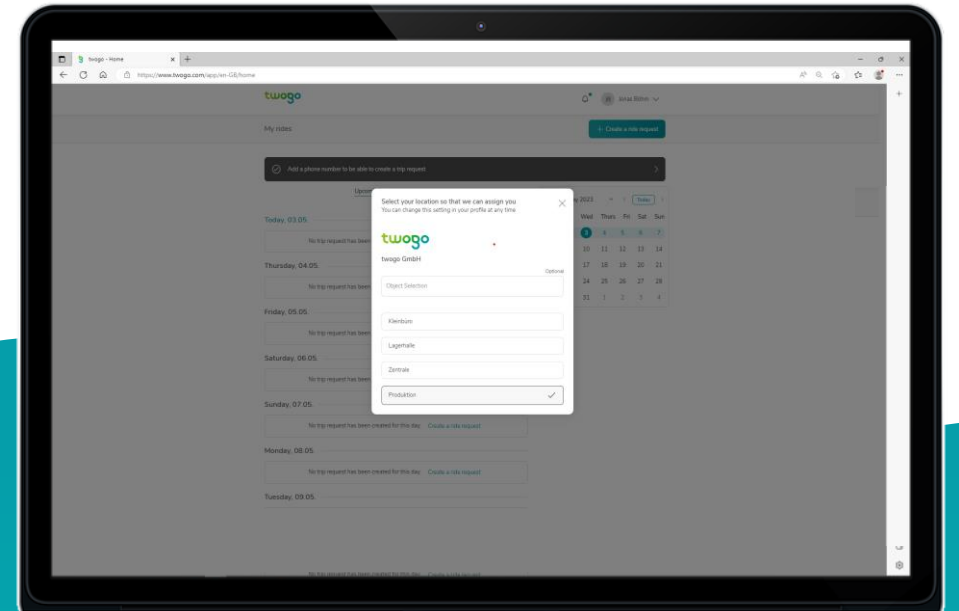
Set up the profile with your baseline data

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.

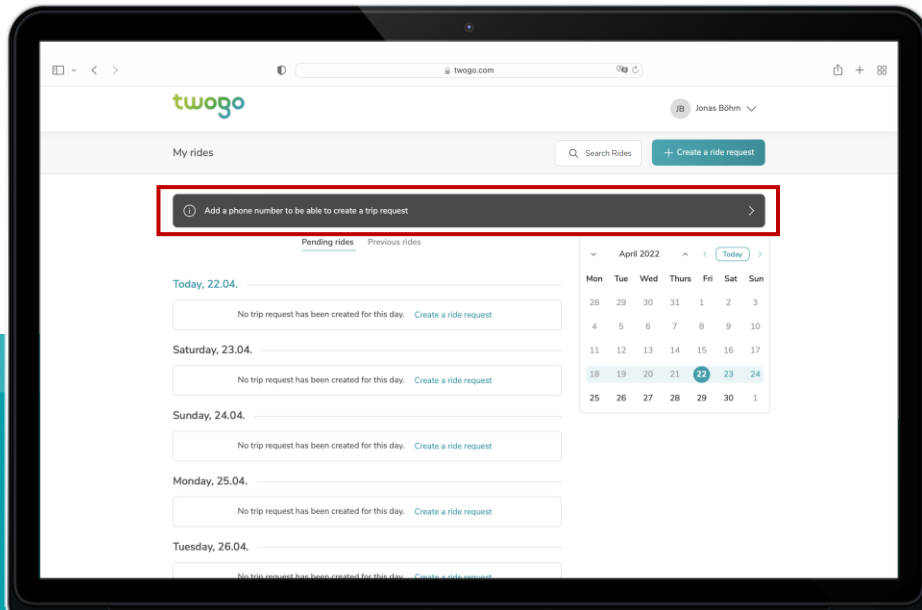


After being assigned to the relevant organization, select your **location**.

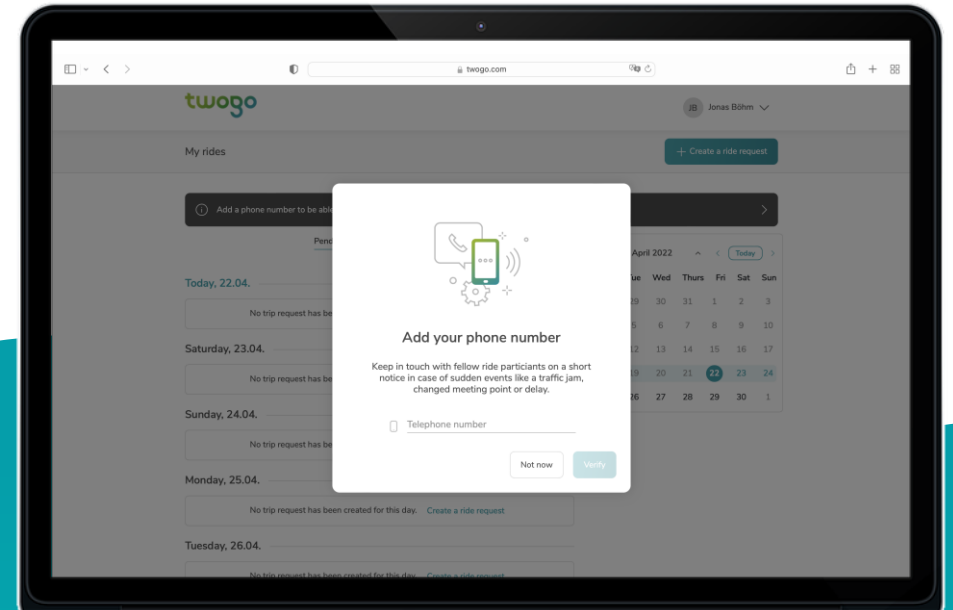
Follow the steps to complete your profile

Verify your phone number

Enter or edit baseline data



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

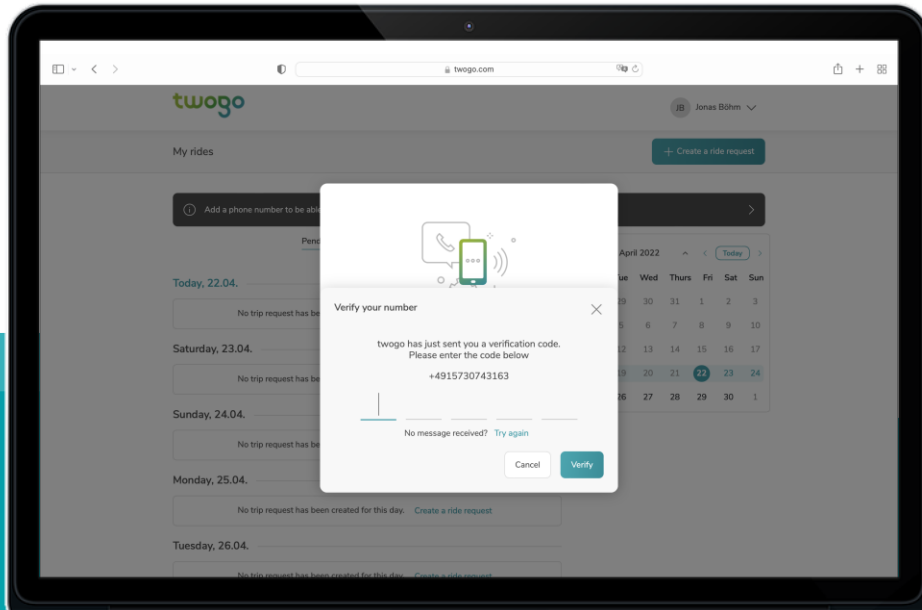


Enter a **phone number** that passengers or drivers can use to reach you.

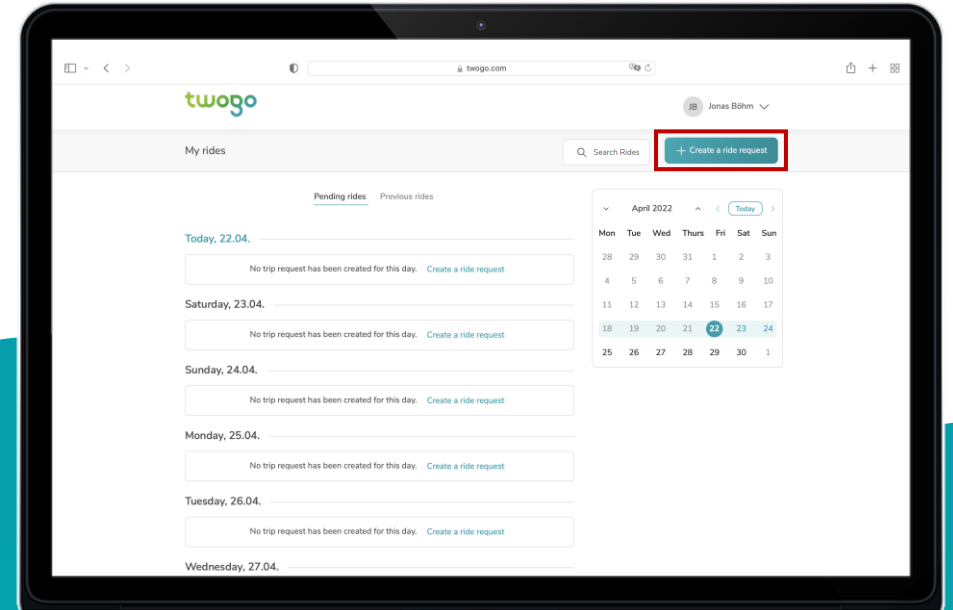
Follow the steps to complete your profile

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.

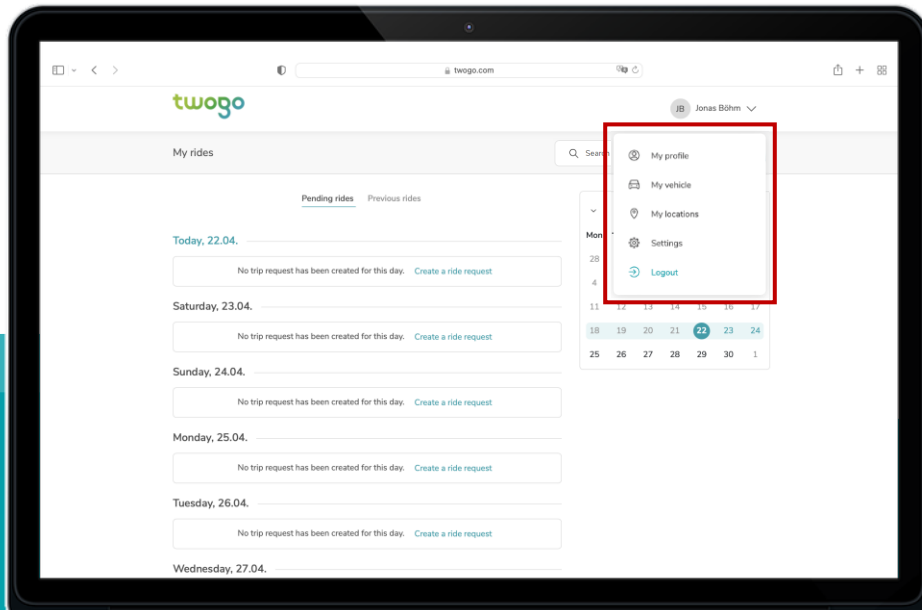


Your phone number has been successfully verified.
Now you can create your first ride request!

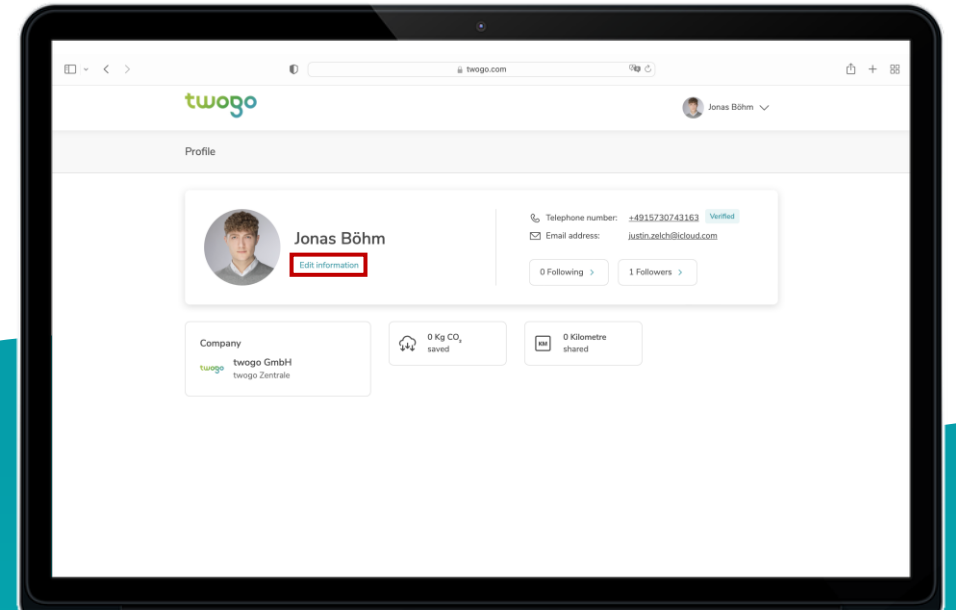
Follow the steps to complete your profile

Edit profile

Enter or edit baseline data



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



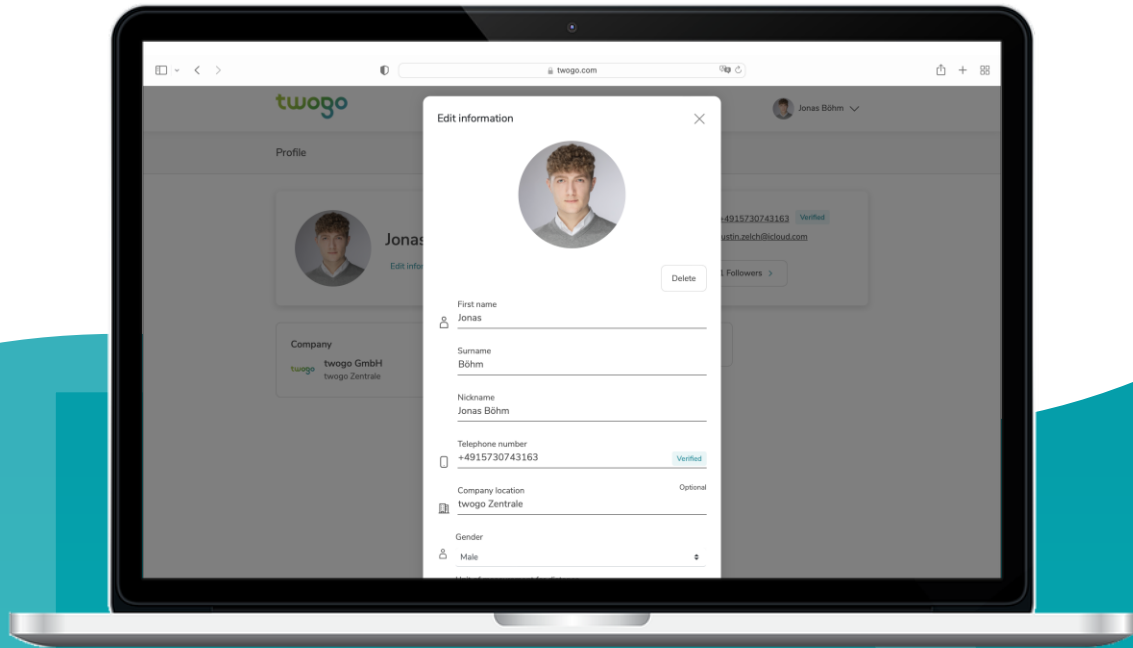
With **“Edit Information”** you can edit your profile information.

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

Follow the steps to complete your profile

Edit profile

Enter or edit baseline data

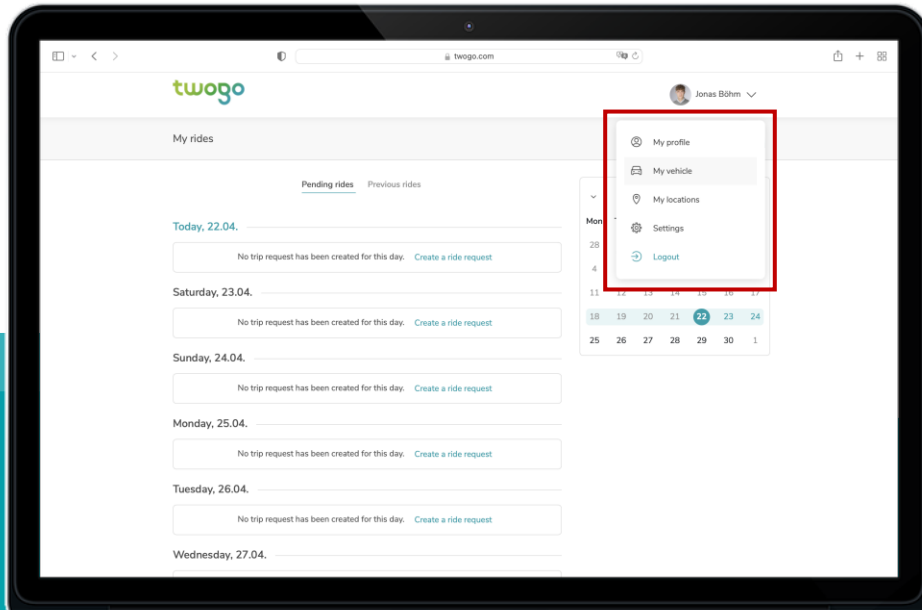


You can add or edit your nickname, first and last name, sex, phone number and corporate affiliation.

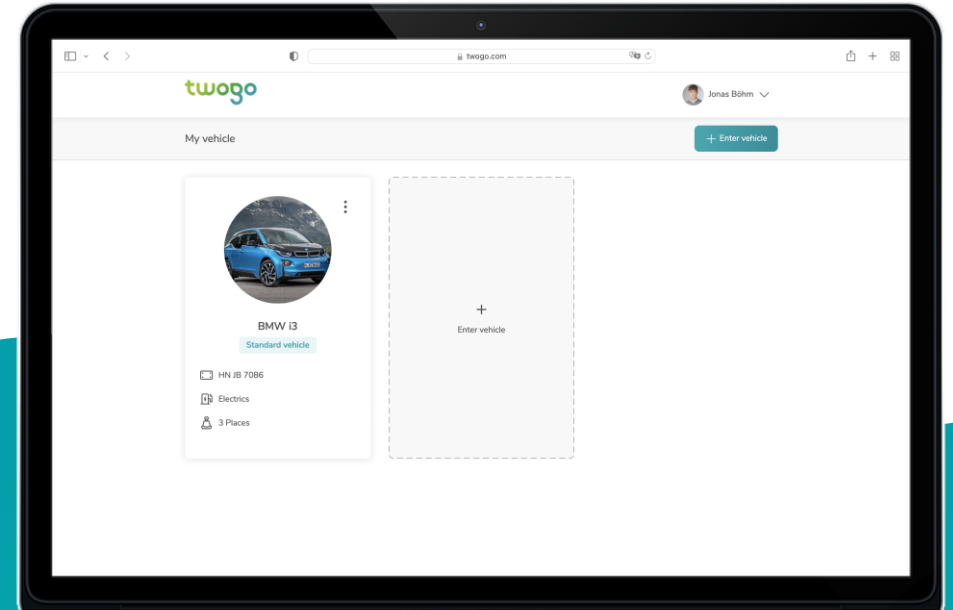
Follow the steps to complete your profile

Add/edit vehicle

Add or edit a vehicle and location



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

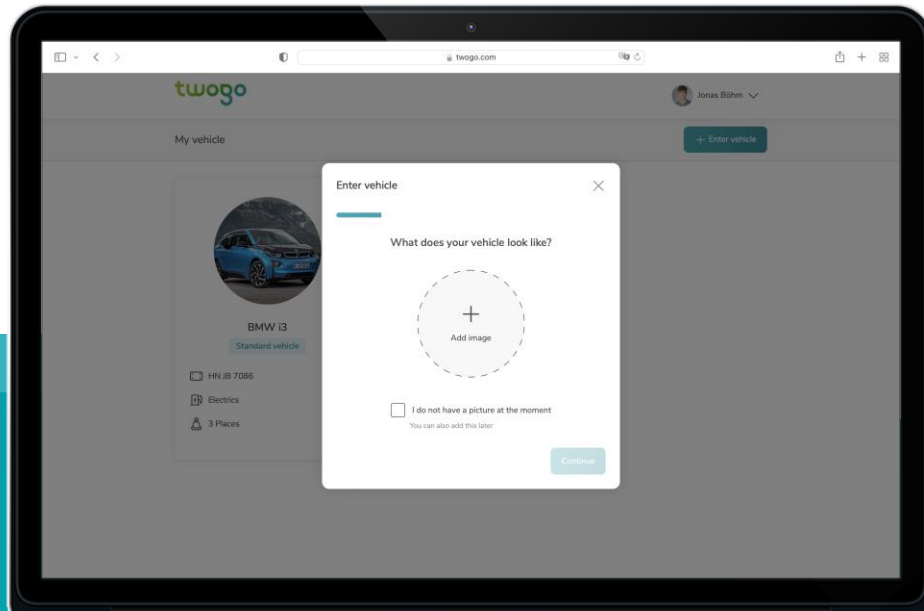


Tap on **“Add vehicle”** to create a vehicle. More than one vehicle can be added.

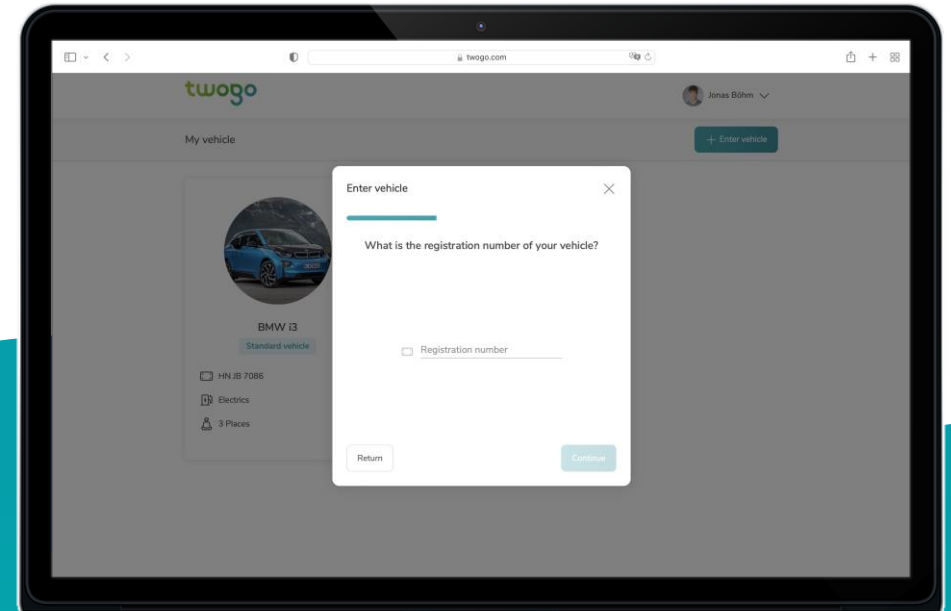
Follow the steps to complete your profile

Add/edit vehicle

Add or edit a vehicle and location



Add an image of the vehicle.

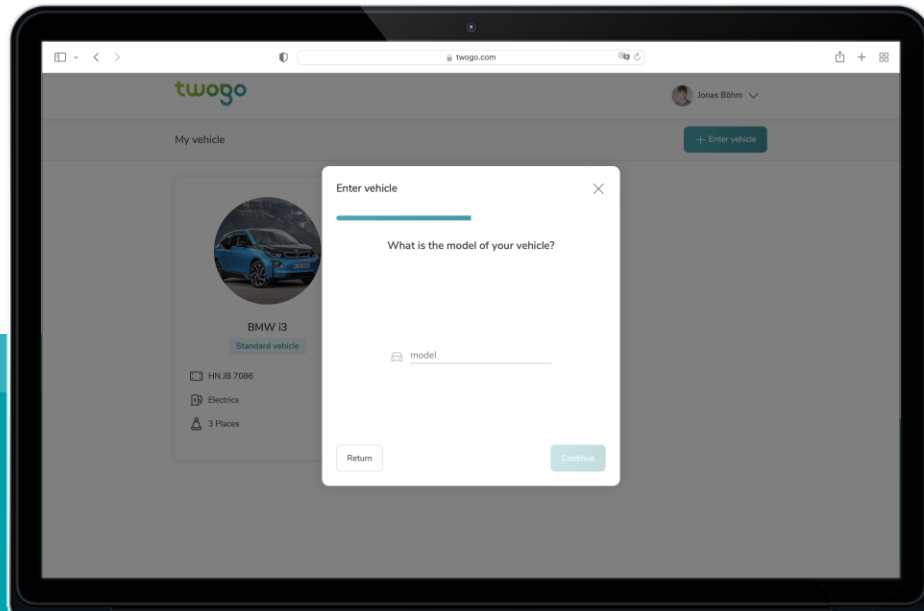


Store your vehicle's license plate number so a passenger can find the driver at the agreed location faster.

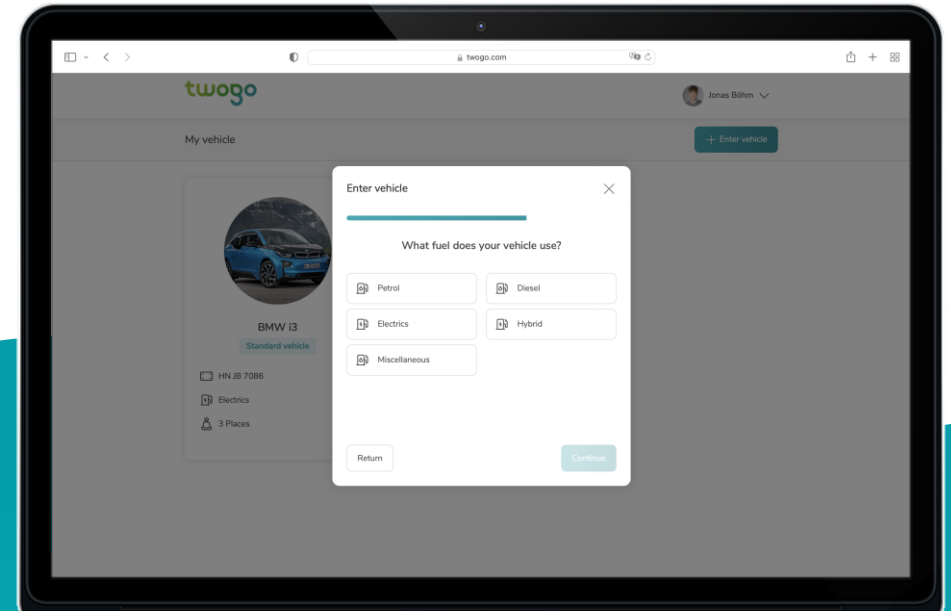
Follow the steps to complete your profile

Add/edit vehicle

Add or edit a vehicle and location



Enter the **model** of your vehicle.

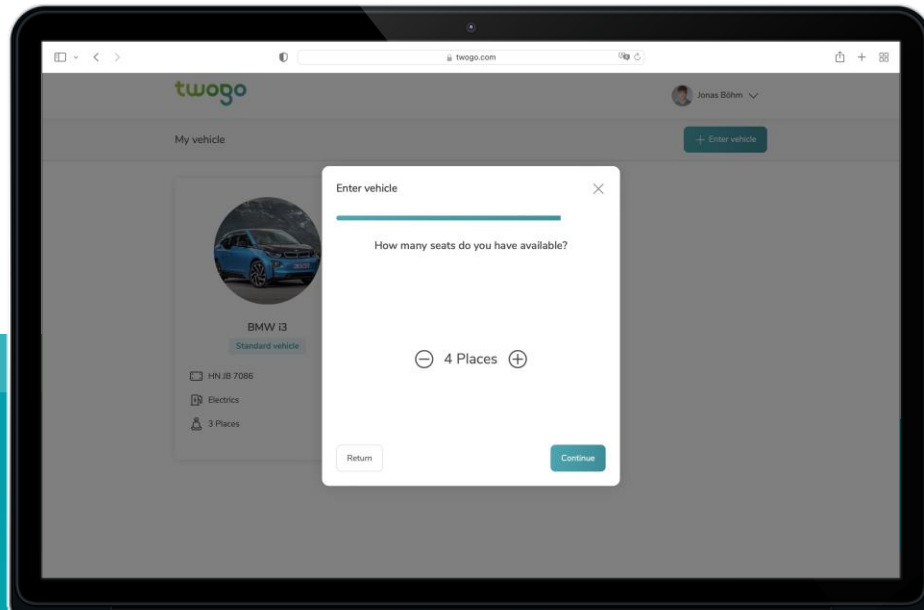


The vehicle's **fuel type** can be stored here.

Follow the steps to complete your profile

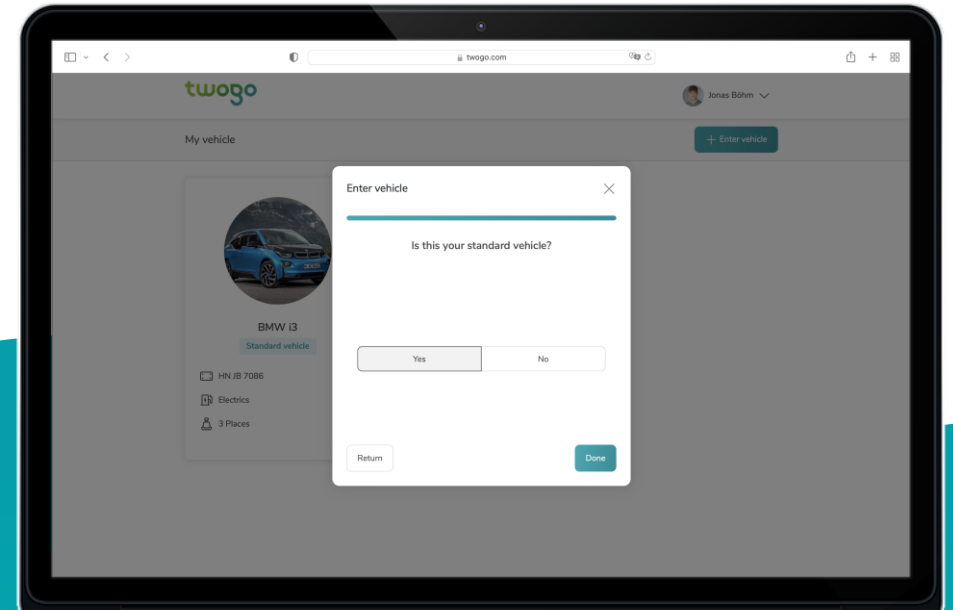
Add/edit vehicle

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".

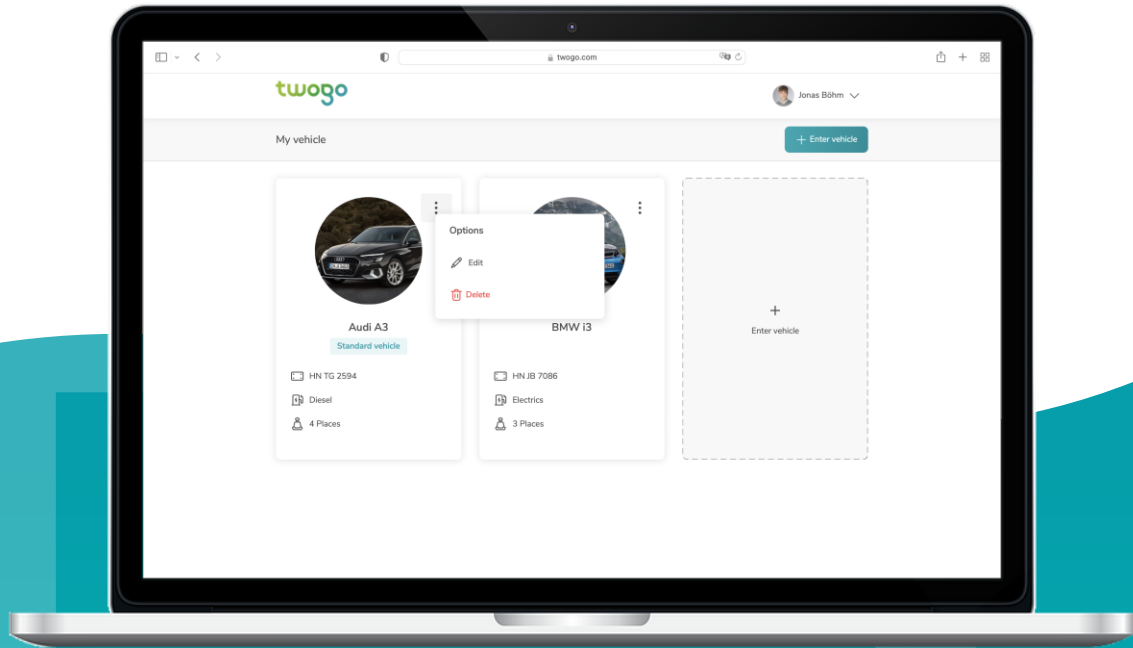


Select whether it is a standard vehicle.

Follow the steps to complete your profile

Add/edit vehicle

Add or edit a vehicle and location

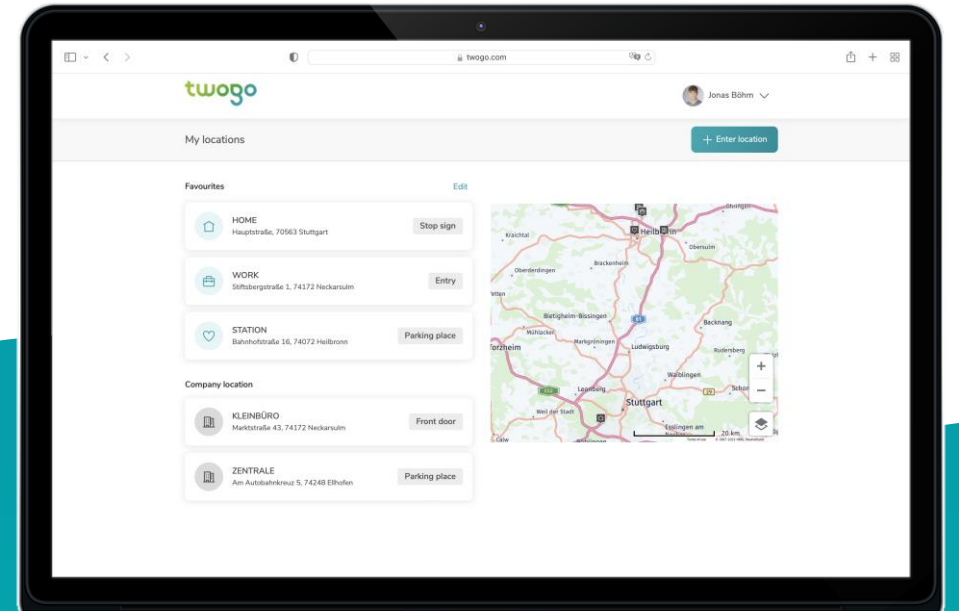
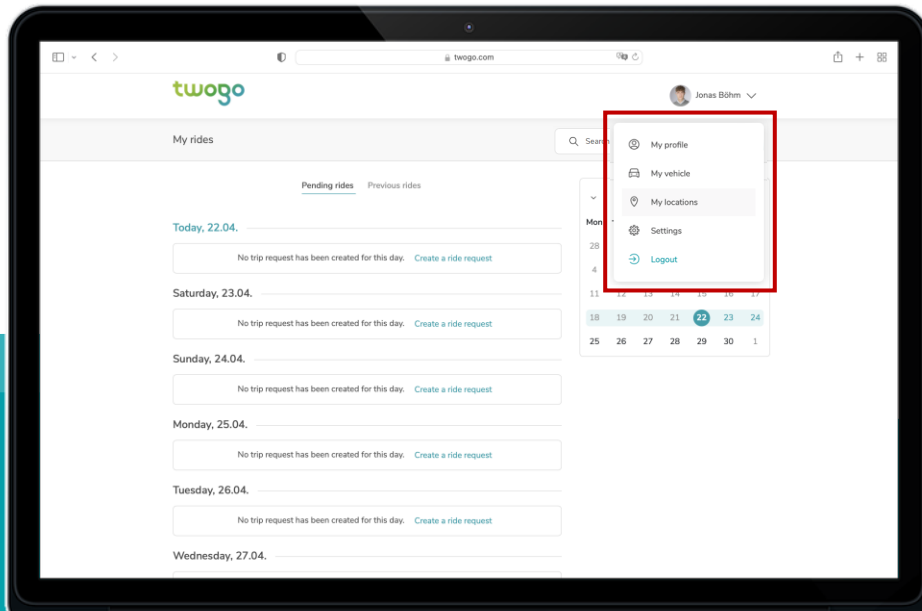


Use **“Options”** to edit or delete a vehicle.

Follow the steps to complete your profile

Add/edit locations

Add or edit a vehicle and location



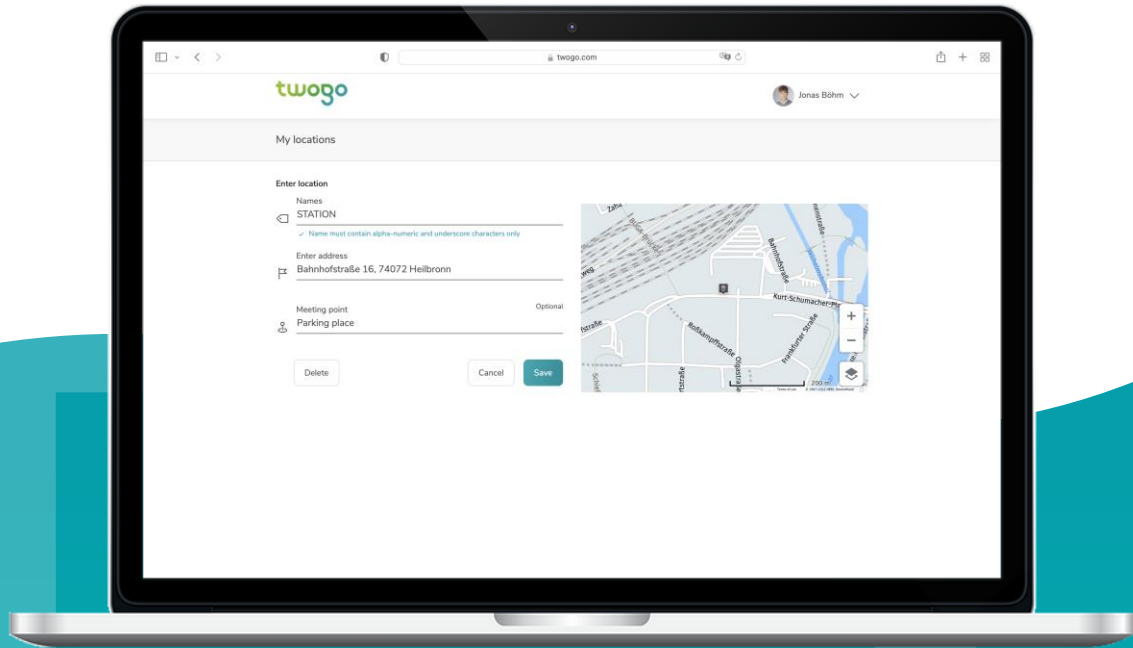
You can use “**My Locations**” to access your locations.

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

Follow the steps to complete your profile

Add/edit locations

Add or edit a vehicle and location

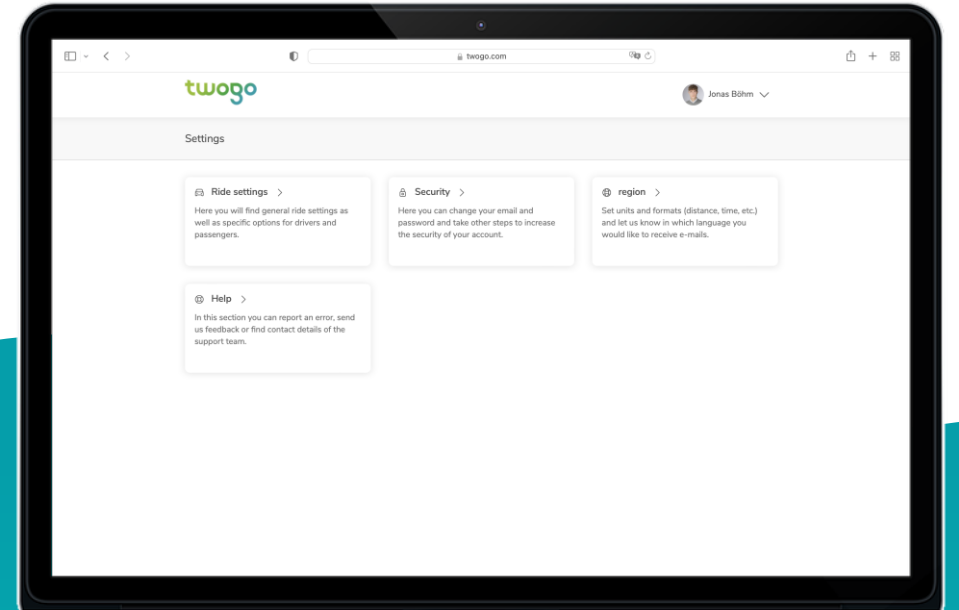
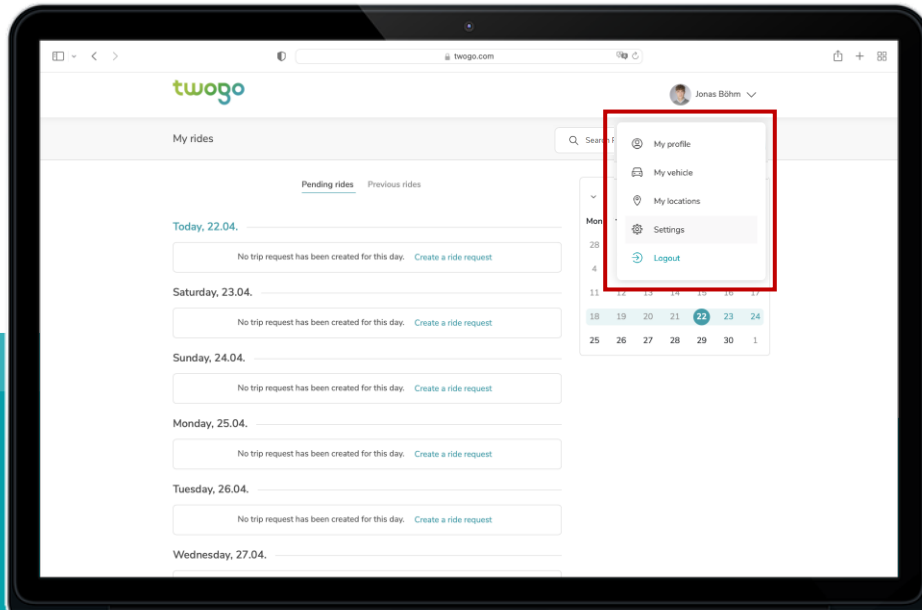


Editable fields:

favorite name, address, meeting place (optional)
The locations are then displayed among your favorites.

Follow the steps to complete your profile

Get ready to go

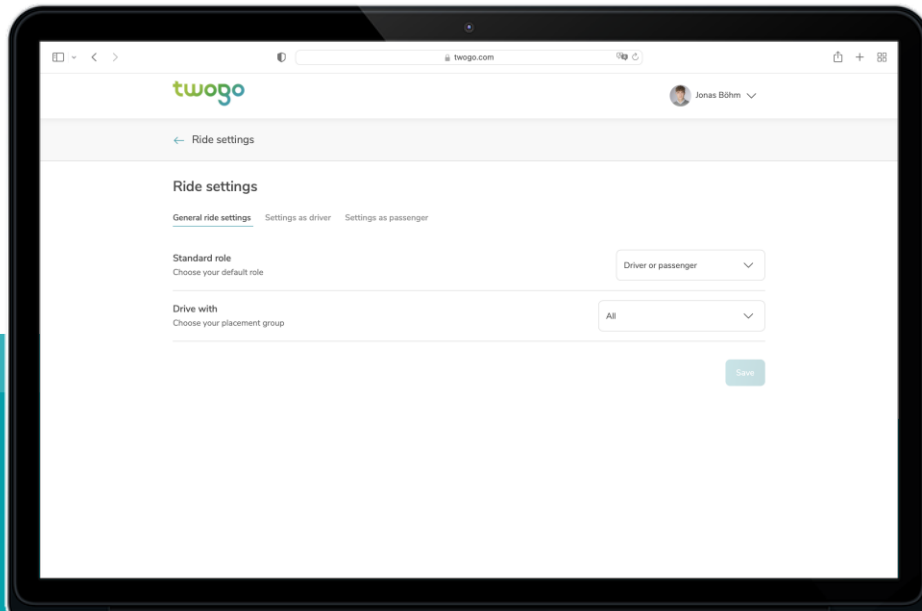


With “**Settings**”, you can access helpful ride settings to save yourself time when you are setting up a ride.

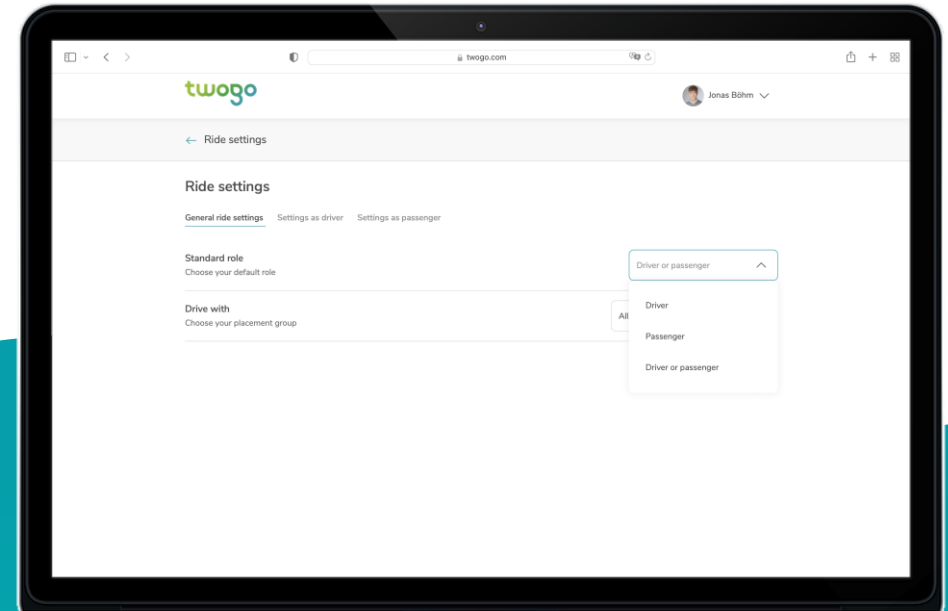
Both general ride settings and specific options for drivers and passengers can be stored here.

Follow the steps to complete your profile

Get ready to go



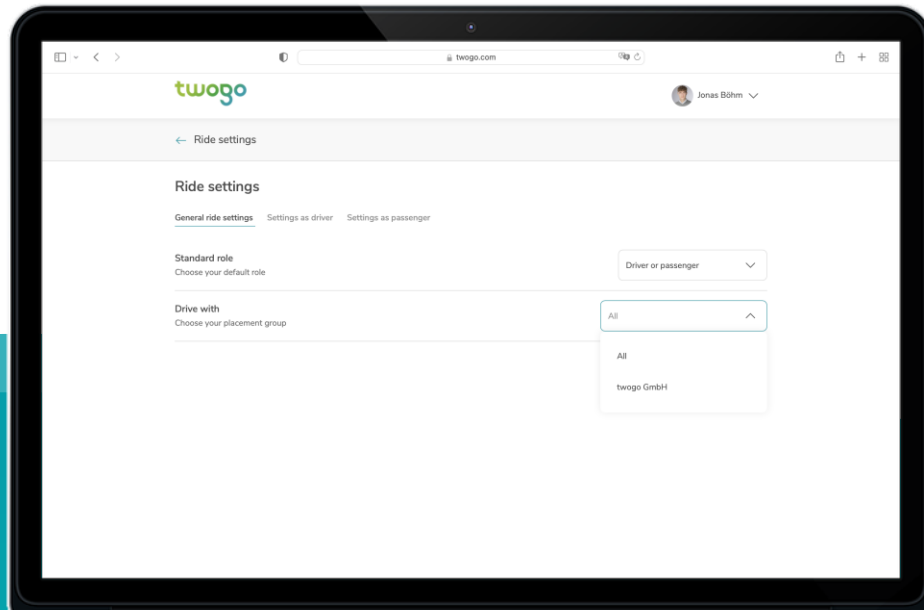
Create your general ride settings.



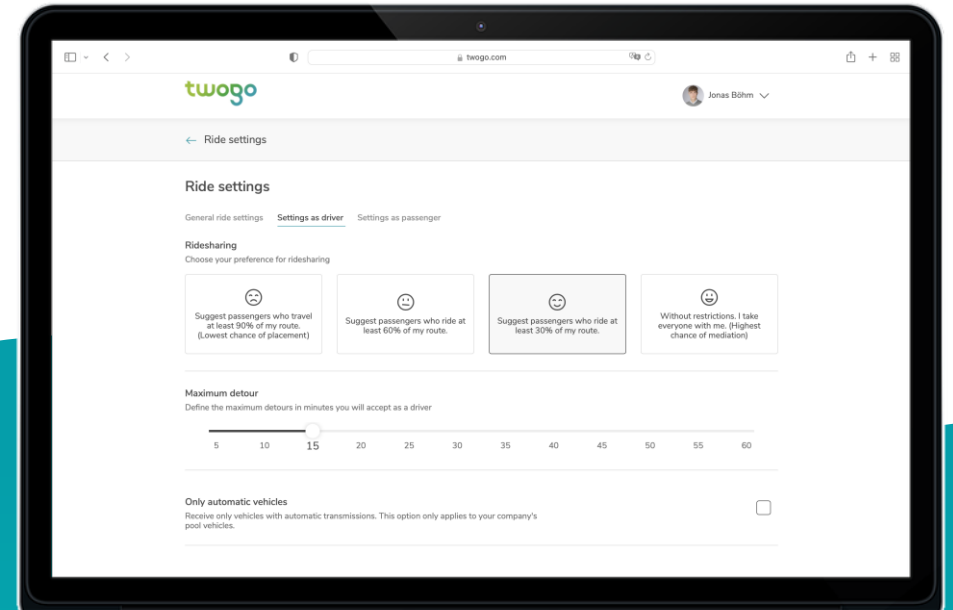
Default role: driver, passenger, driver or passenger.

Follow the steps to complete your profile

Get ready to go



Drive with: my company, partner company or all twogo users.



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



Follow the steps to complete your profile

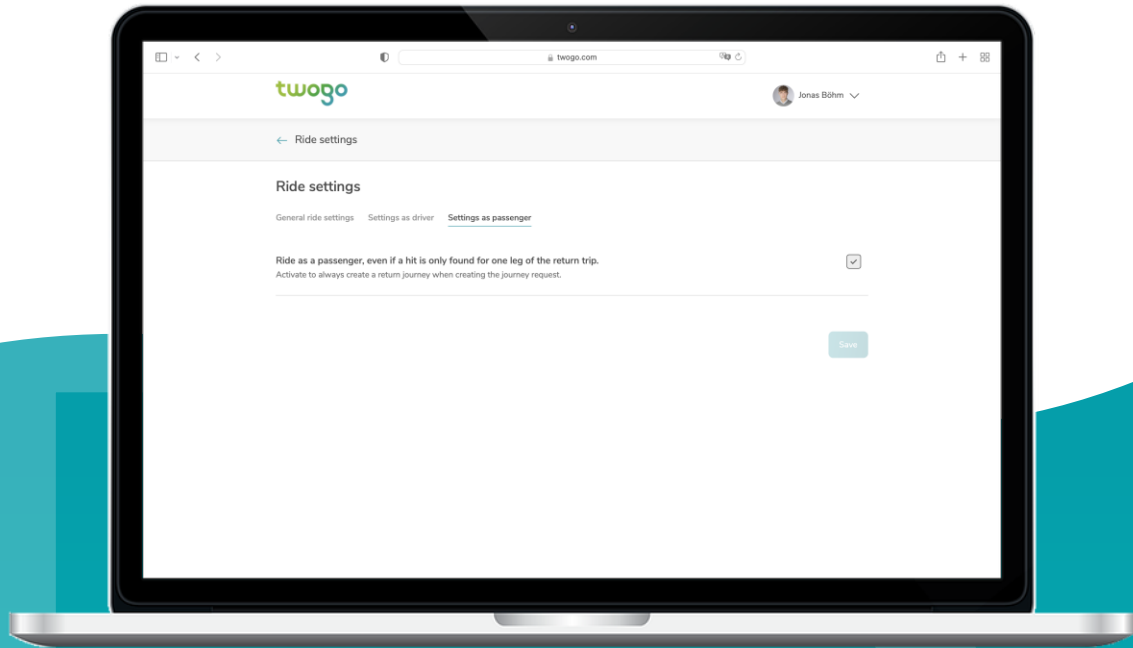
Get ready to go

2

Set up profile

→ Arrange ride

3



Passenger settings: Accept a ride even with a single placement.

Increases your chances for placement.

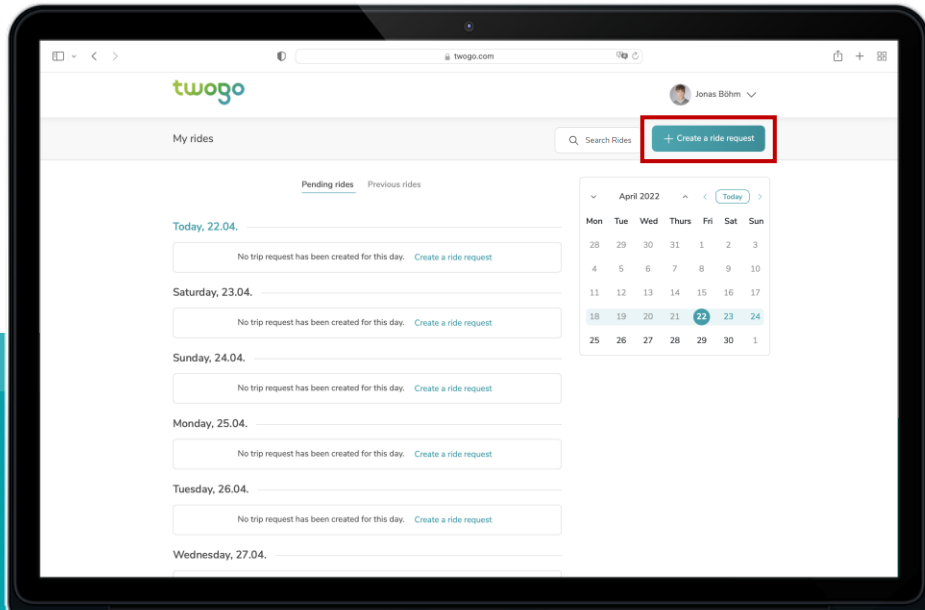
Arrange ride

Organize your carpool digitally

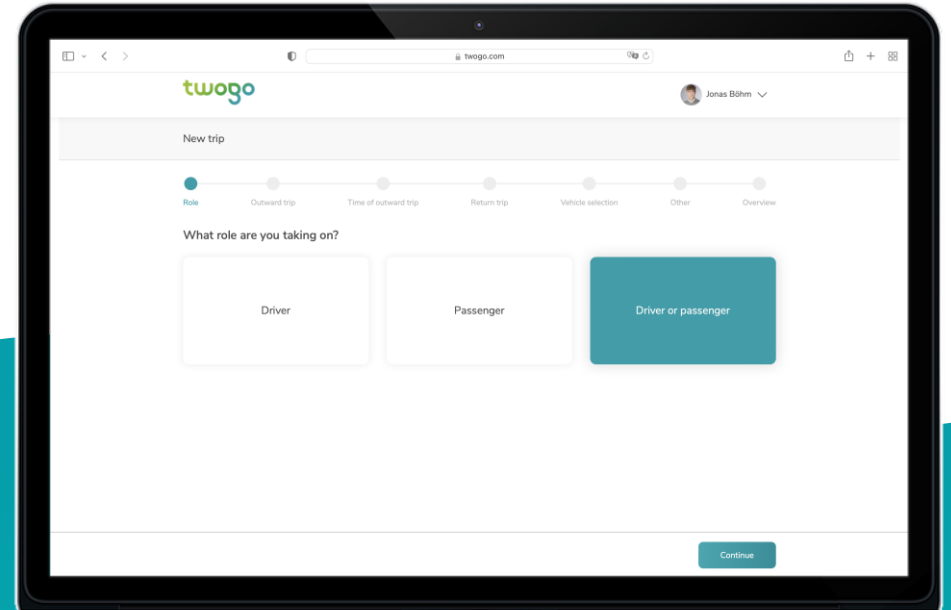
3

Set up a ride and find a carpool

Set ride

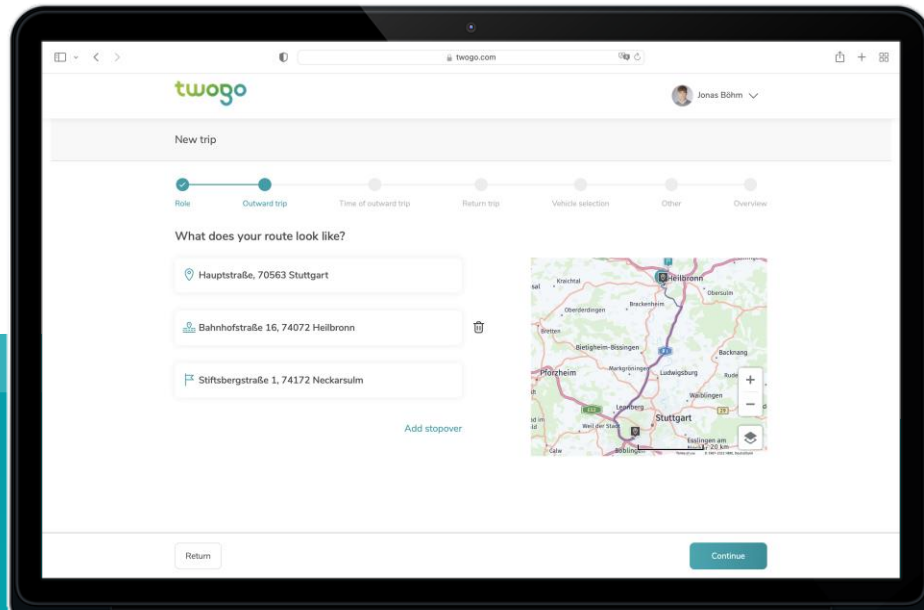


Use **Create ride request** to store your ride requests.

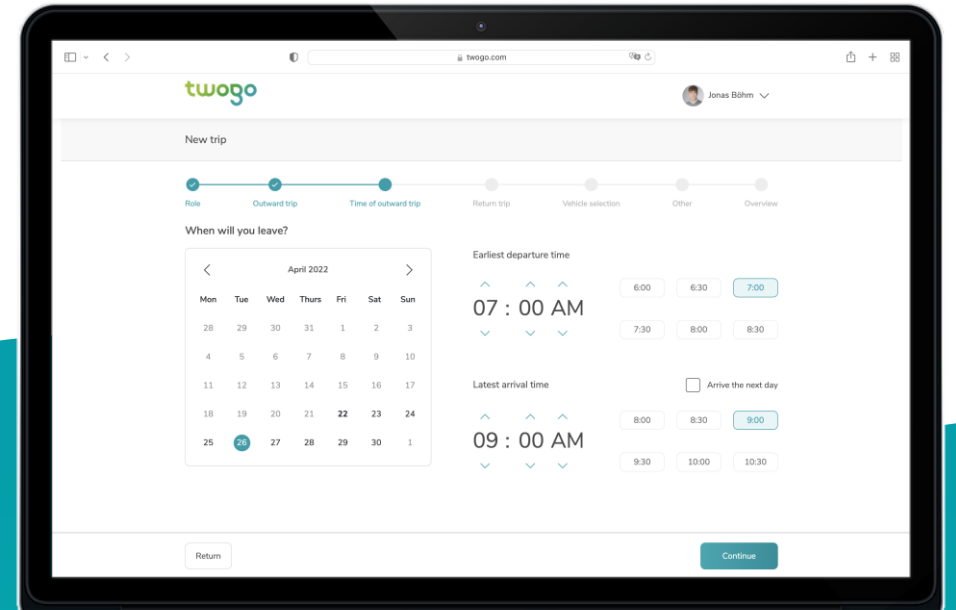


Define **your role**: driver, passenger, driver or passenger.

Set ride



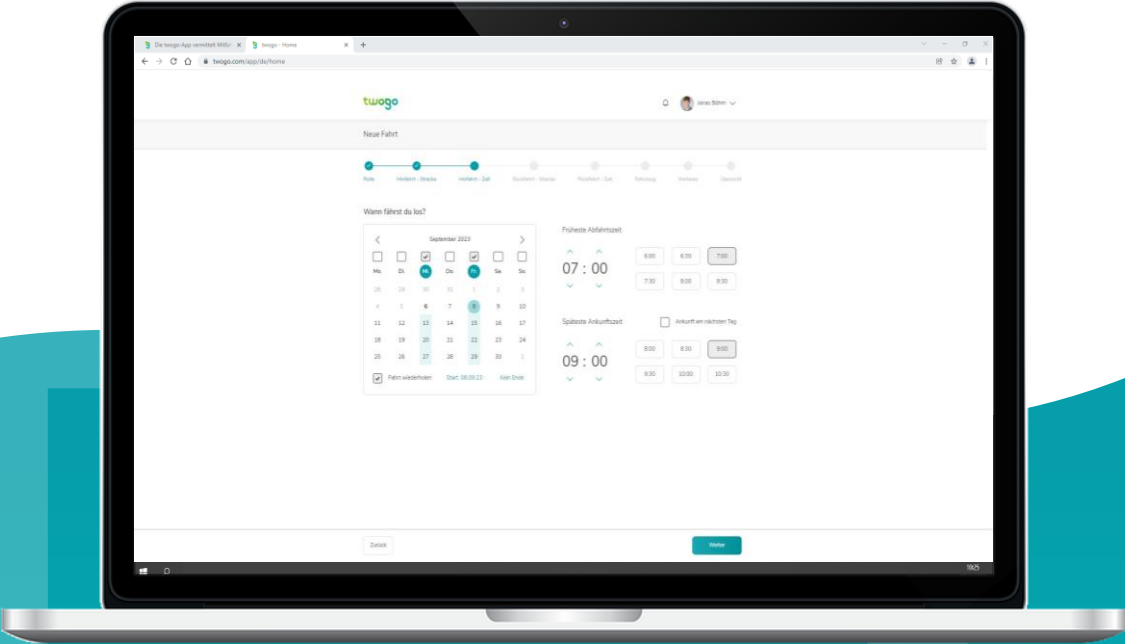
Set up a start and finish point.
Up to five intermediate targets can be entered.



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.

Set up a ride and find a carpool

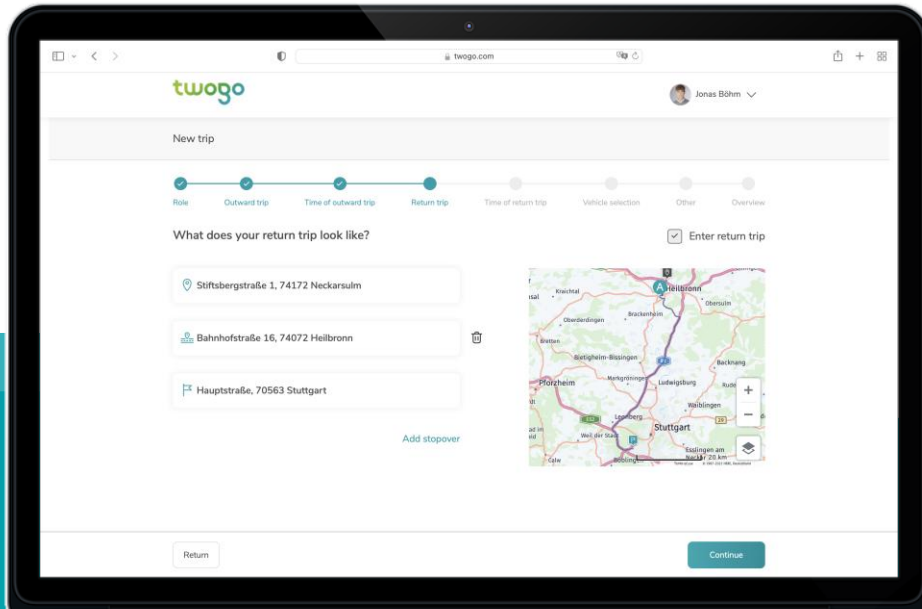
Set ride



Set repeating trip:

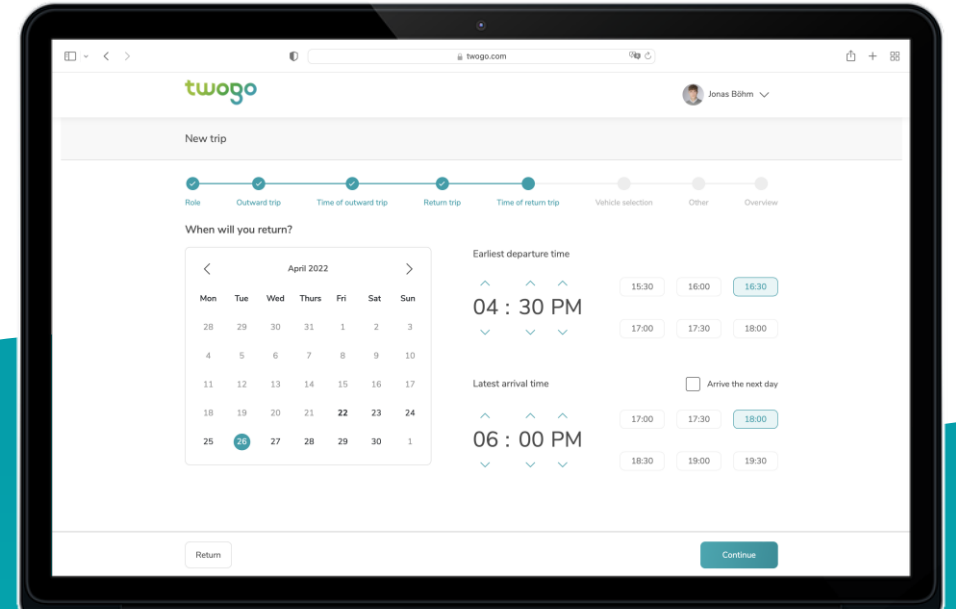
Select days and time on which the trip should take place.

Set ride



Set return trip (optional).

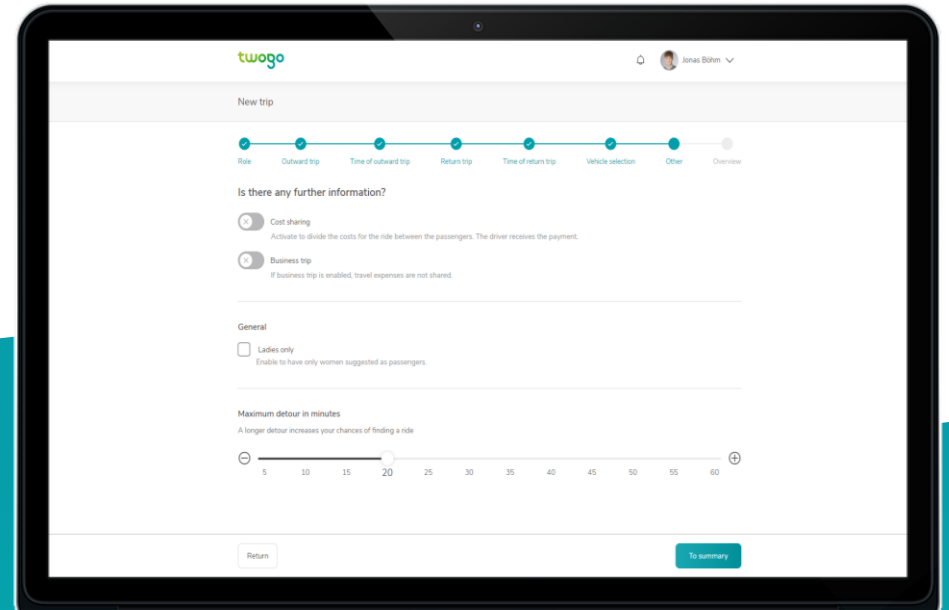
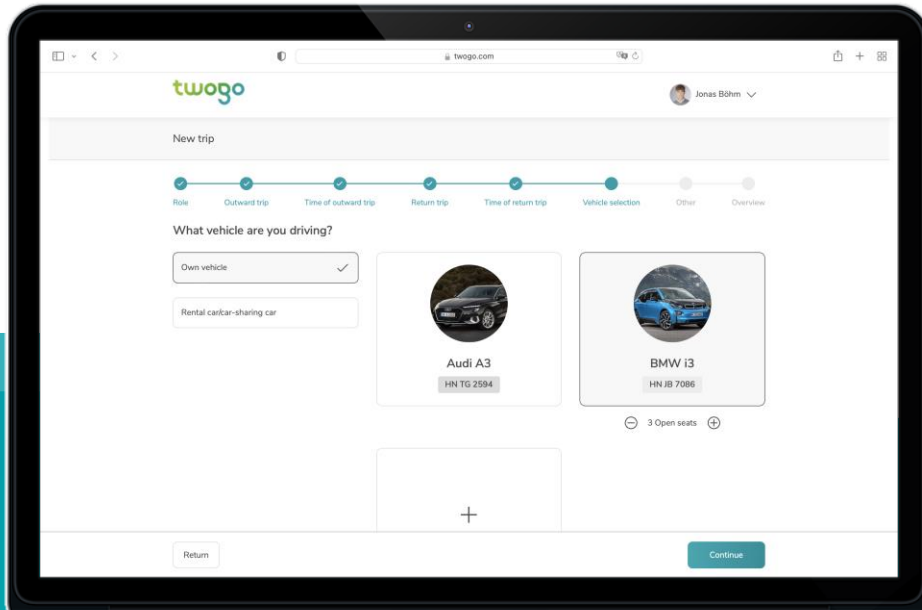
Specify your starting and destination points. Up to five intermediate targets are possible.



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.

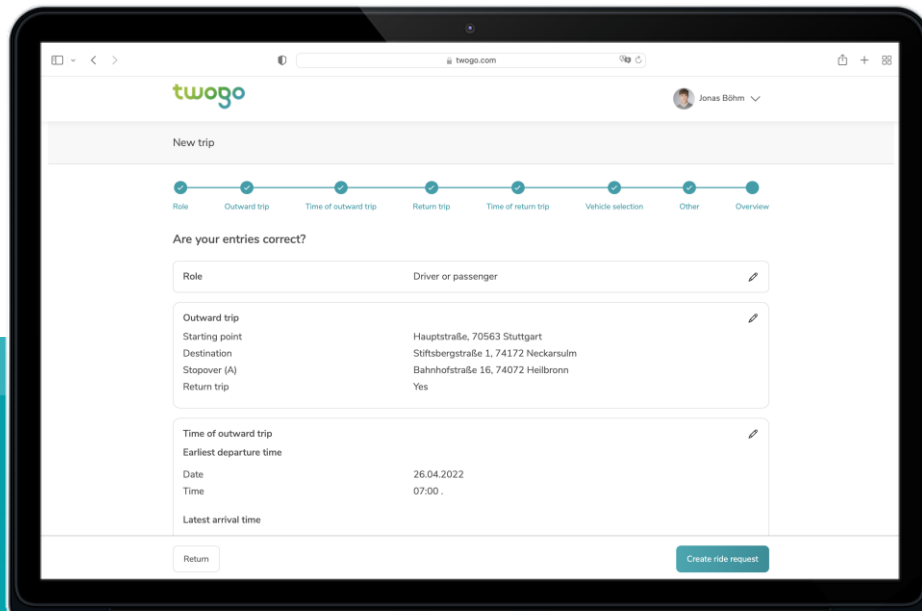
Set ride



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.

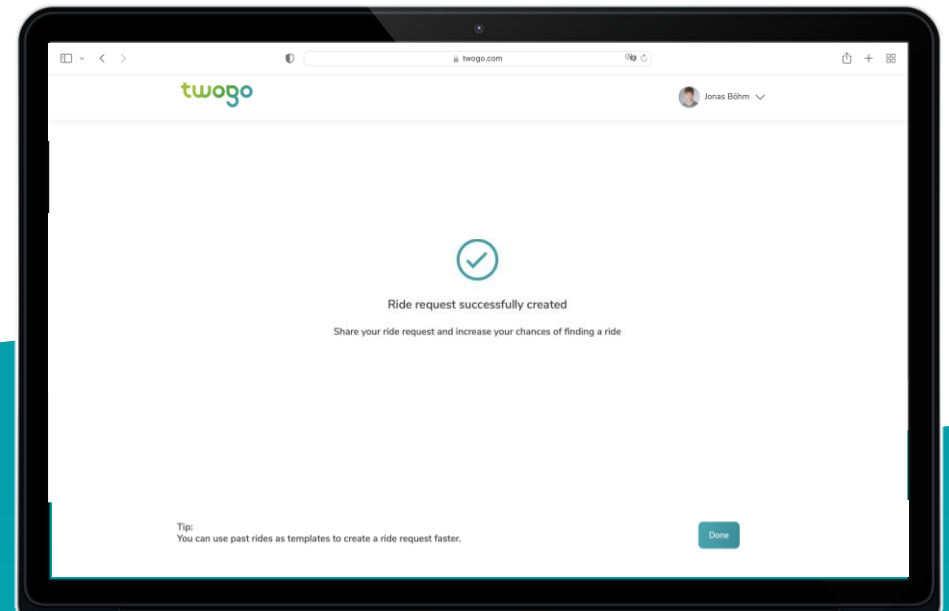
Enter **any final** additional information.
 Rides can be defined as recurrent.
 Input the maximum detour time.

Set ride



Ride request successfully created!

Your match is waiting for you.

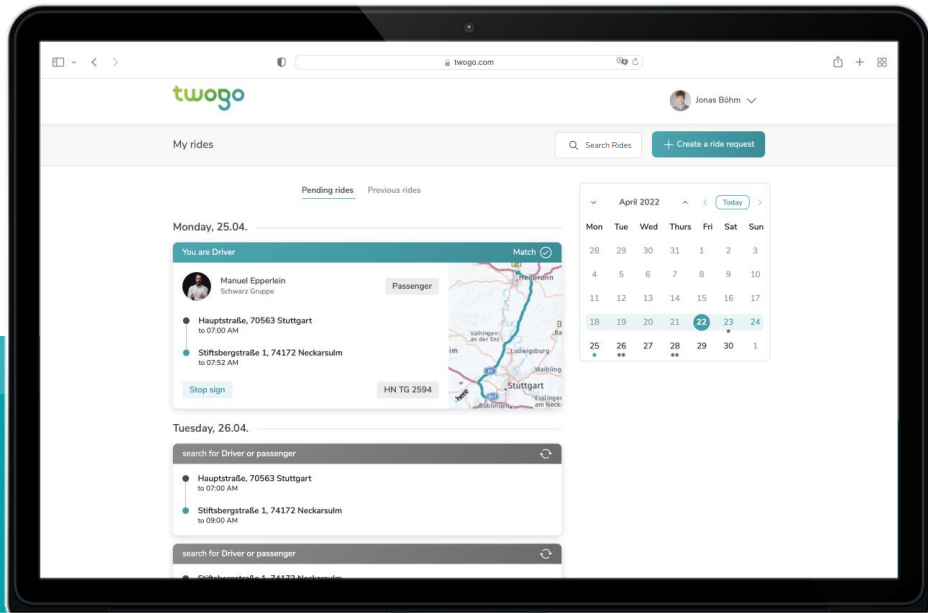


Summary of the created ride request.

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

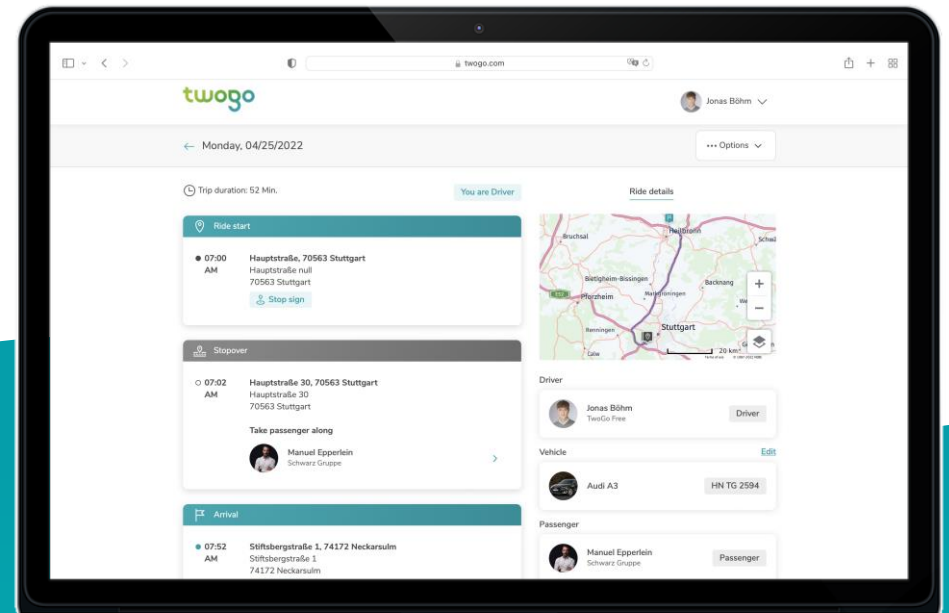
Set up a ride and find a carpool

Carpool matching



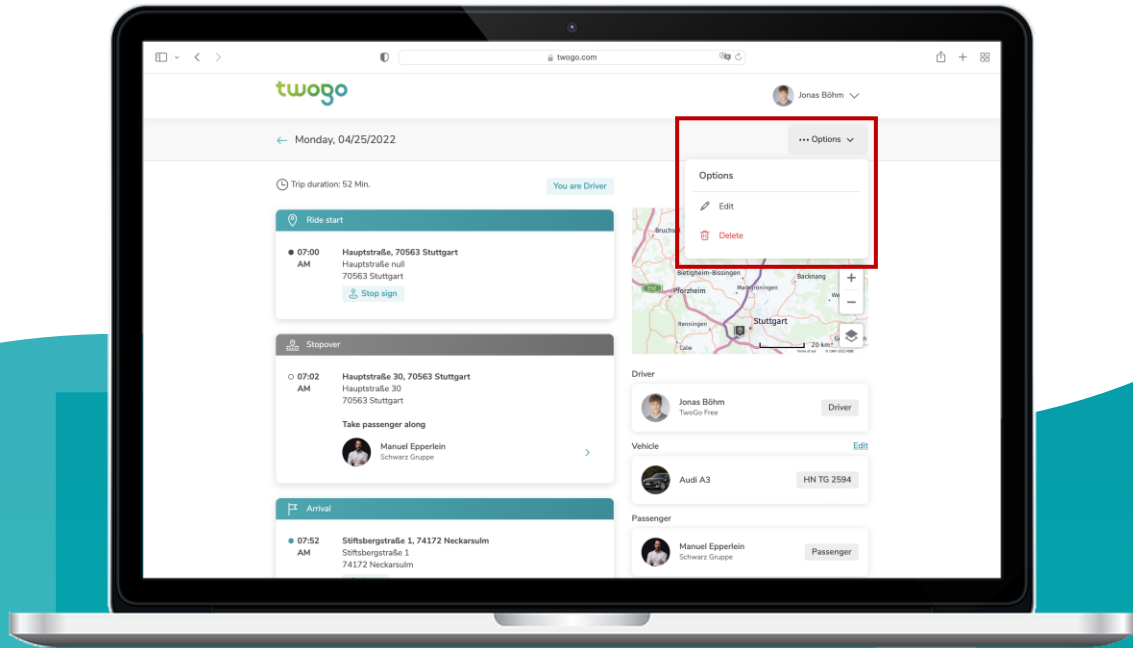
Rides in gray are still unmatched.
No ride match found yet.

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.

Edit carpool matching



Options lets you edit or delete rides you have created.

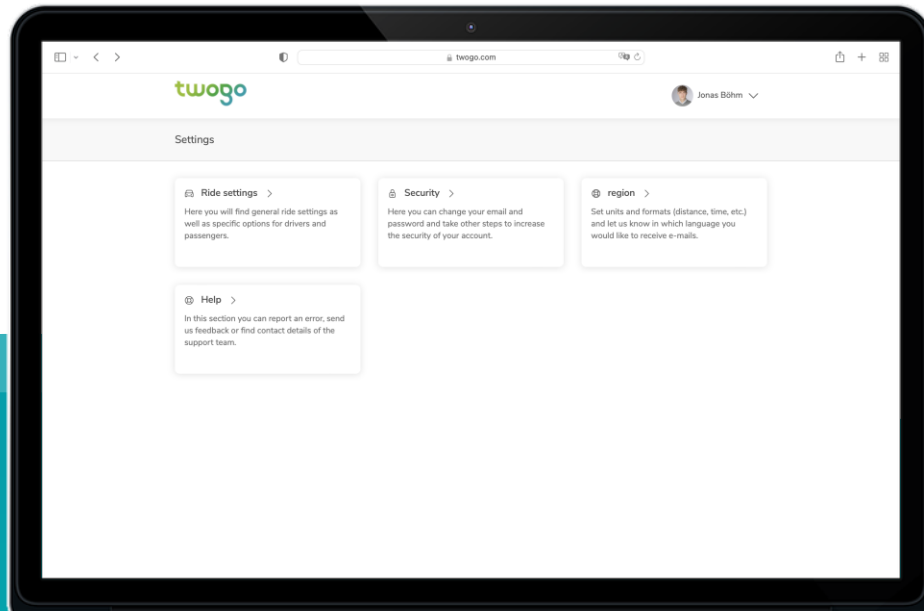
Features

Other functions

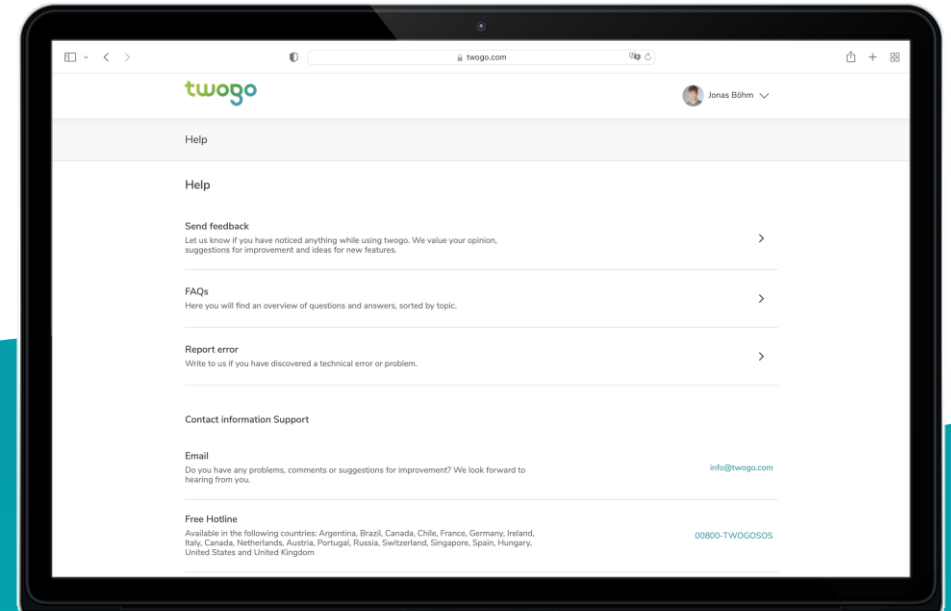
4

Other features and functions

Help and feedback



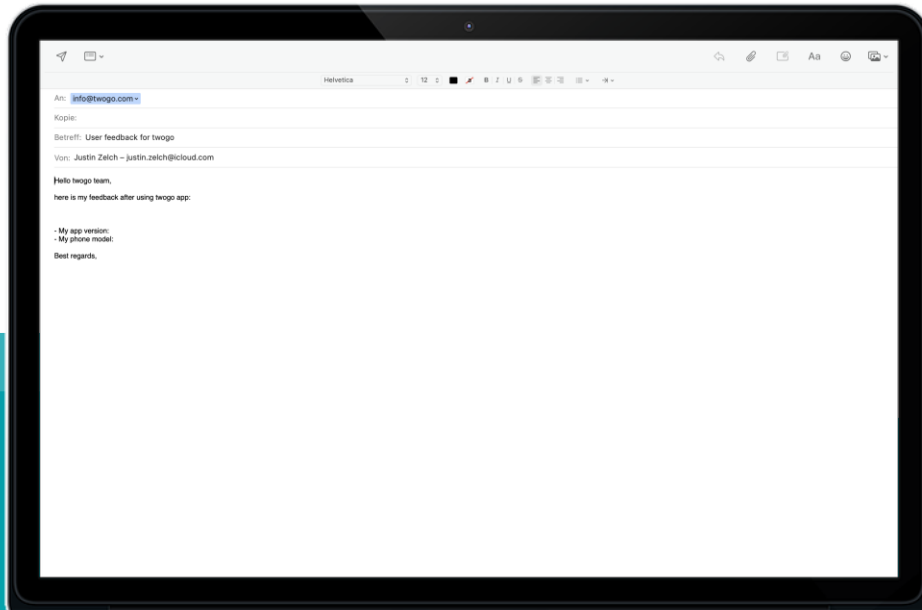
Tap on “Settings” and “Help” to:



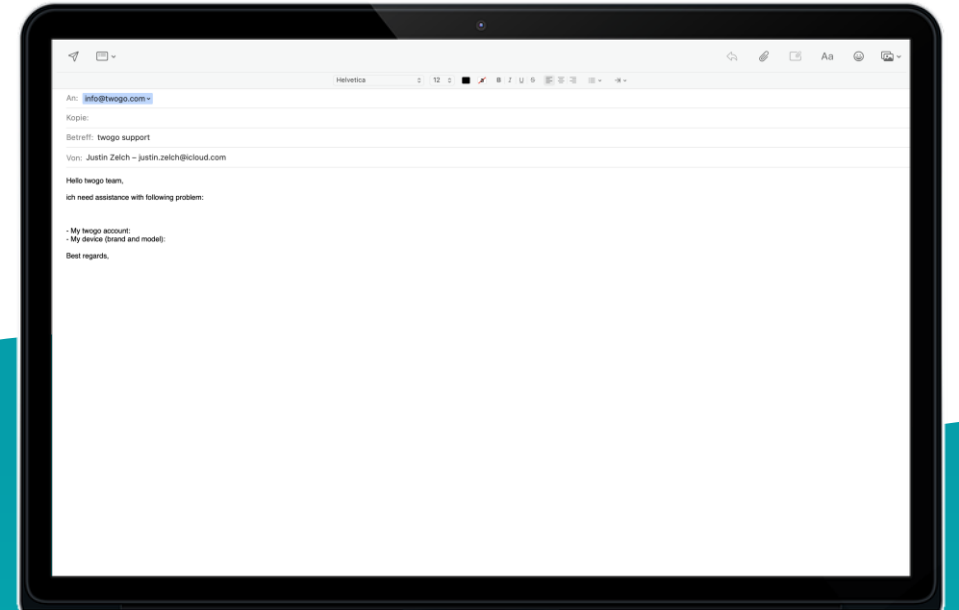
send feedback, access FAQs, report bugs and contact support by email or phone.

Other features and functions

Help and feedback

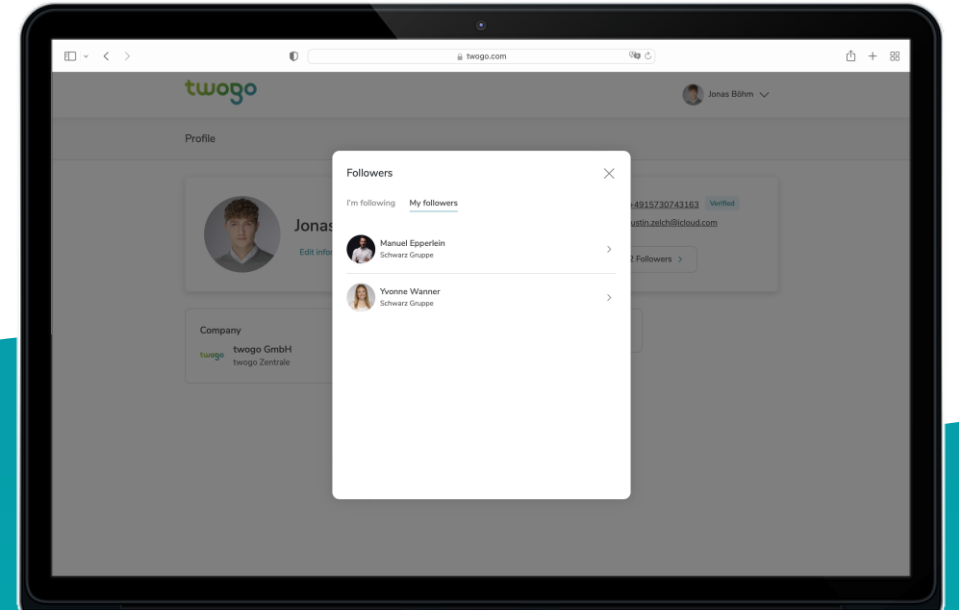
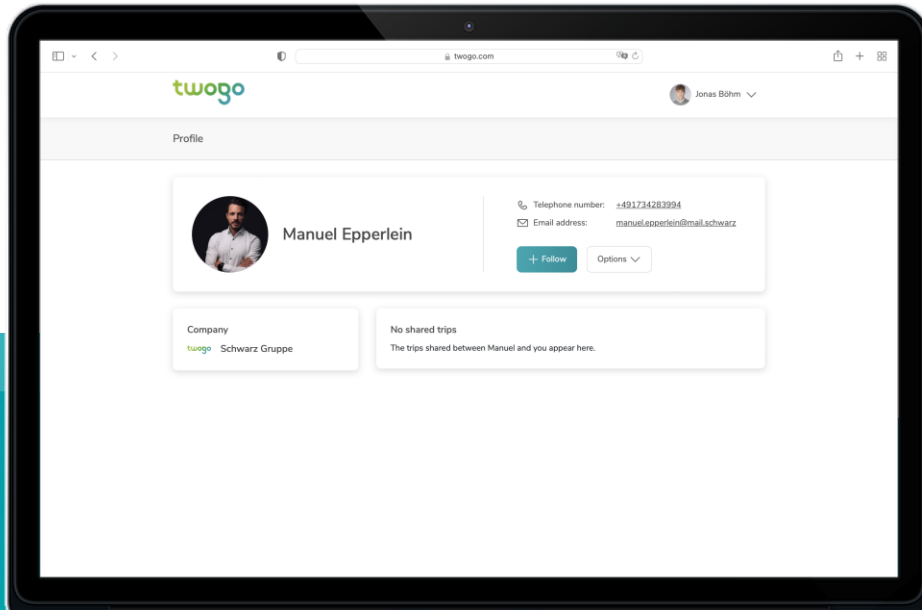


Providing twogo with **user feedback** helps our developers improve the app.



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

Follow User

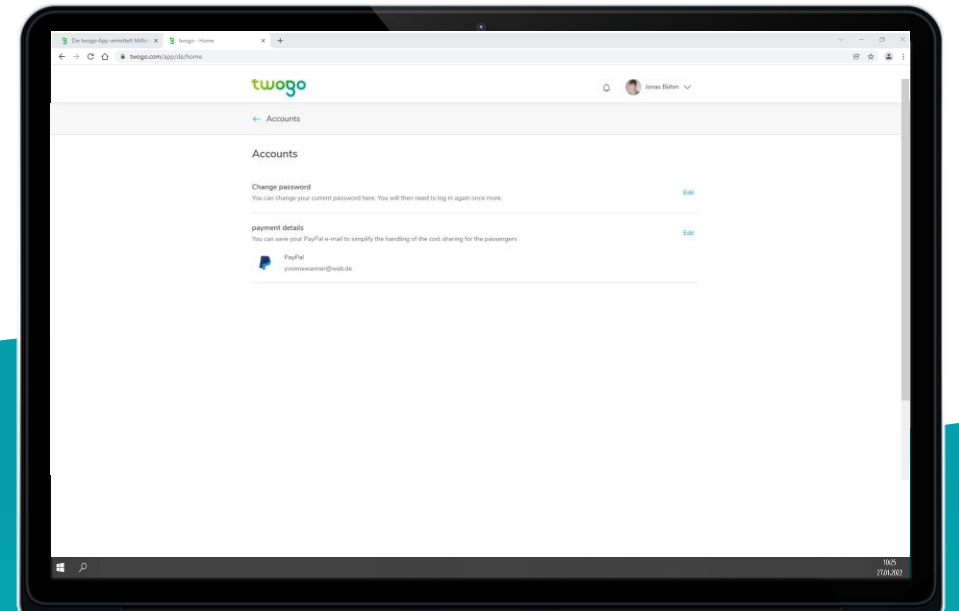
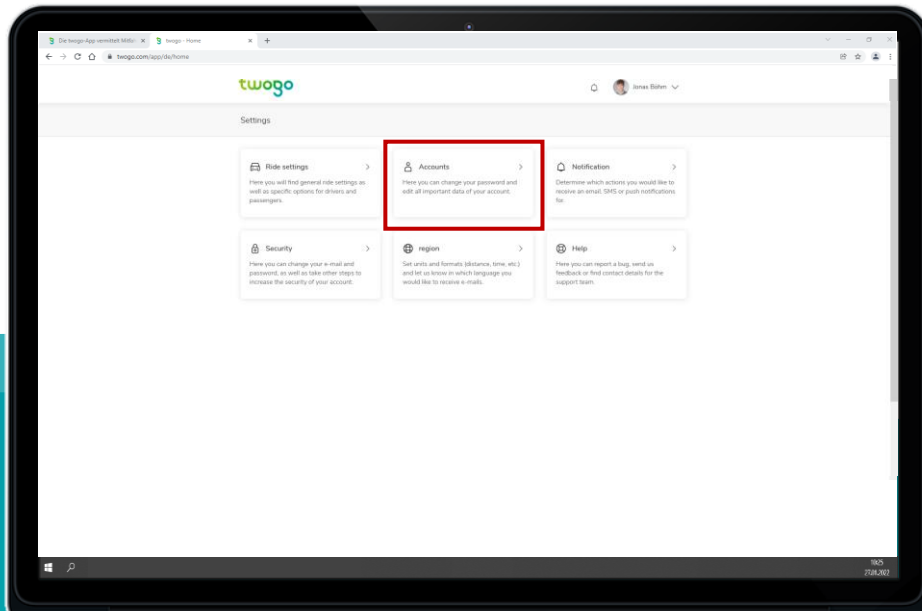


Learn about posted rides by following selected users.
 Tap on the **+ Follow** button.
 If you want to unfollow a user, simply click on the same button again.

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

Other features and functions

Digital Payment

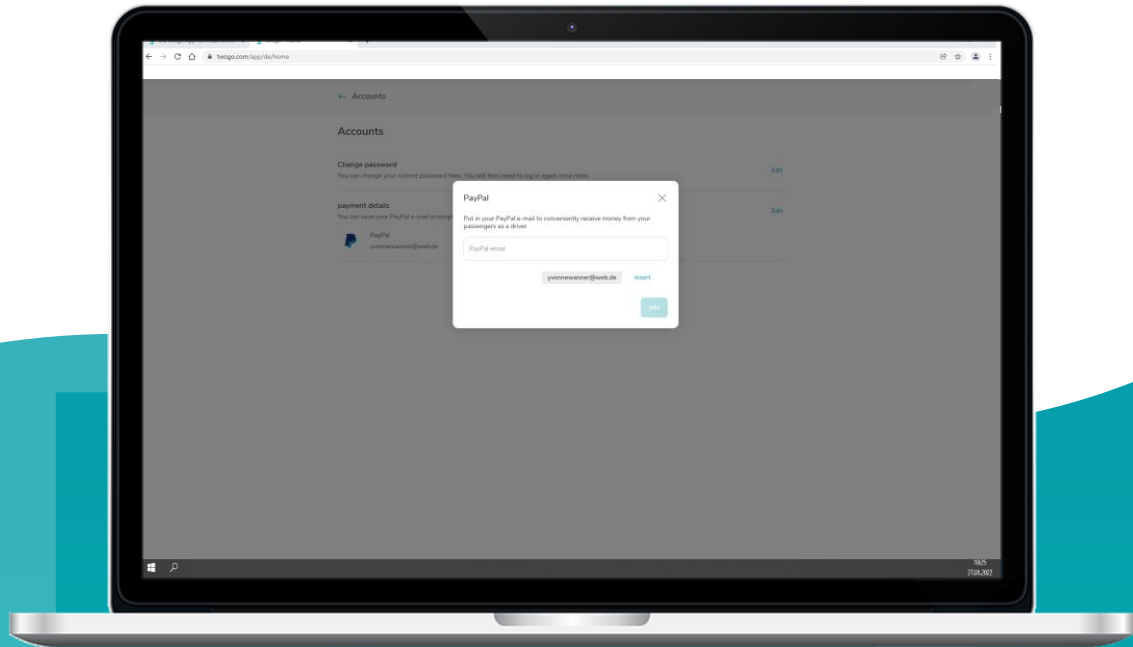


Go directly to the settings, under the new item "Account" you can now enter you Payment details.

Click on "Edit" to be able to enter the desired PayPal address.

Other features and functions

Digital Payment

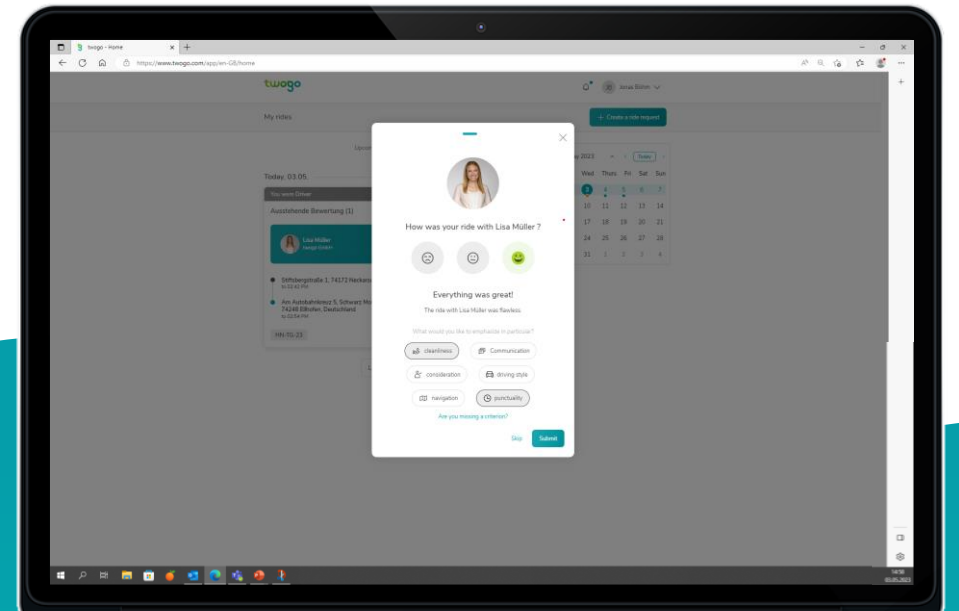
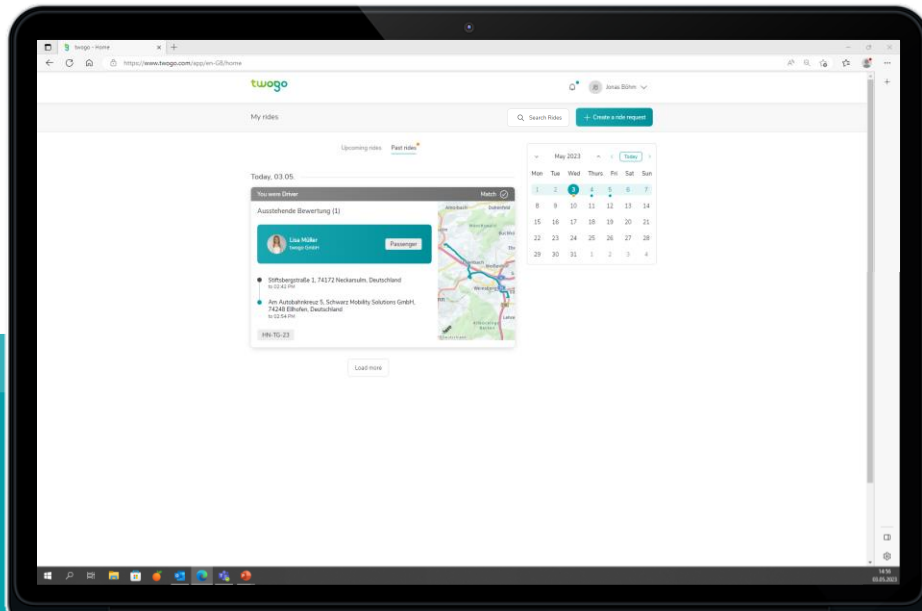


Here you can easily enter your **PayPal address** in order to conveniently receive money from your fellow passengers.

As soon as a joint ride starts, you as a passenger can easily pay with PayPal.

Other features and functions

Rating function

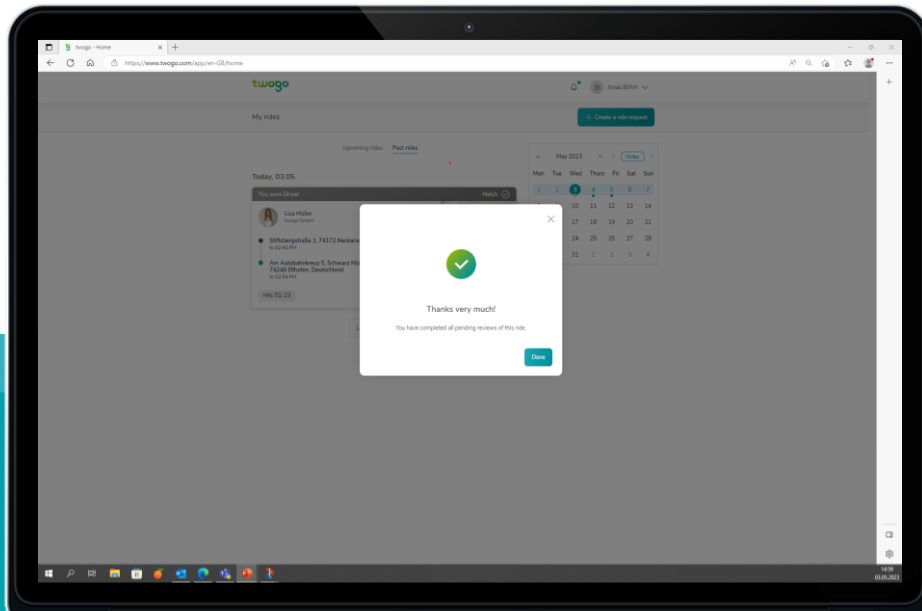


After a ride has taken place, the driver/passengers can be rated.
To do this, call up **past rides** and display **pending ratings**.

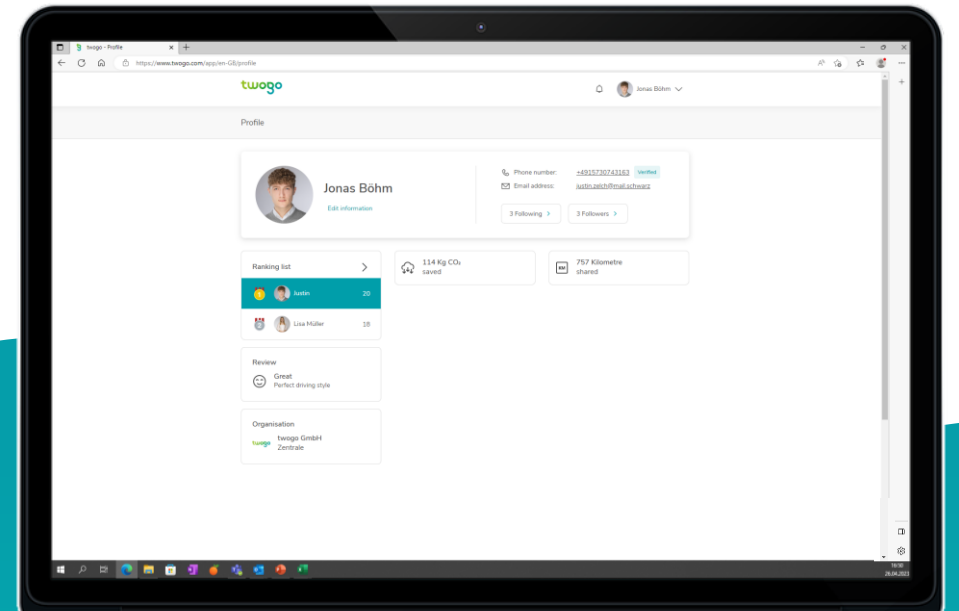
Three different answer options are available:
"Everything was great!" / "It was okay!" / "Not so great".
In addition, the rating can be further specified using **optional criteria** such as, e.g. punctuality.

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.

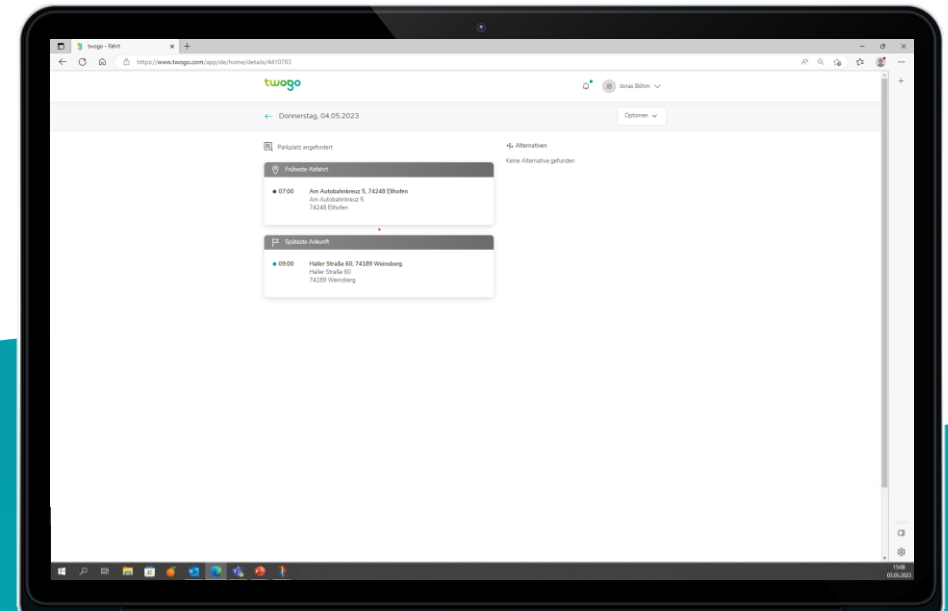
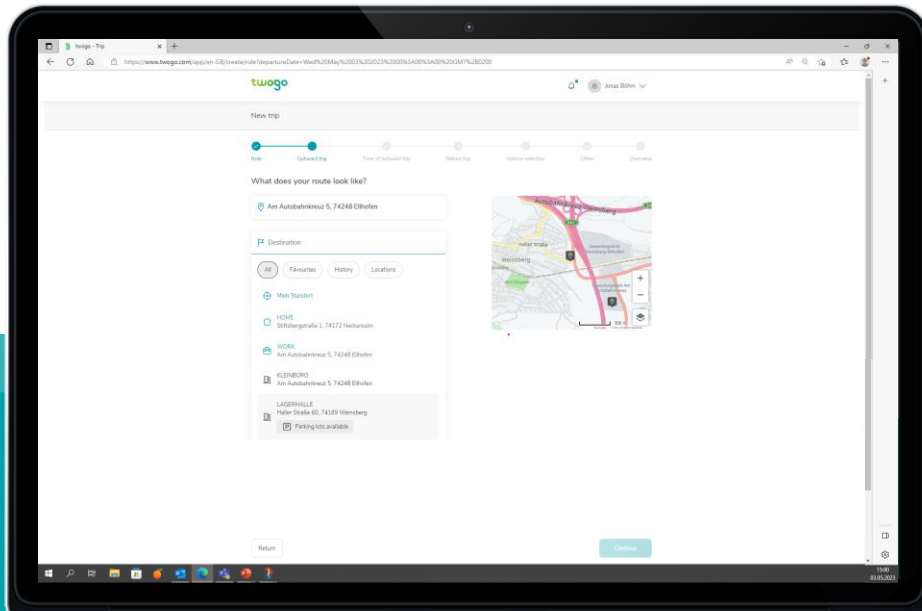


All ratings are completely **anonymous** and will appear in a users profile as soon as a total of seven ratings have been submitted.

It is not possible to make inferences about individual raters.

Other features and functions

Parking function



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

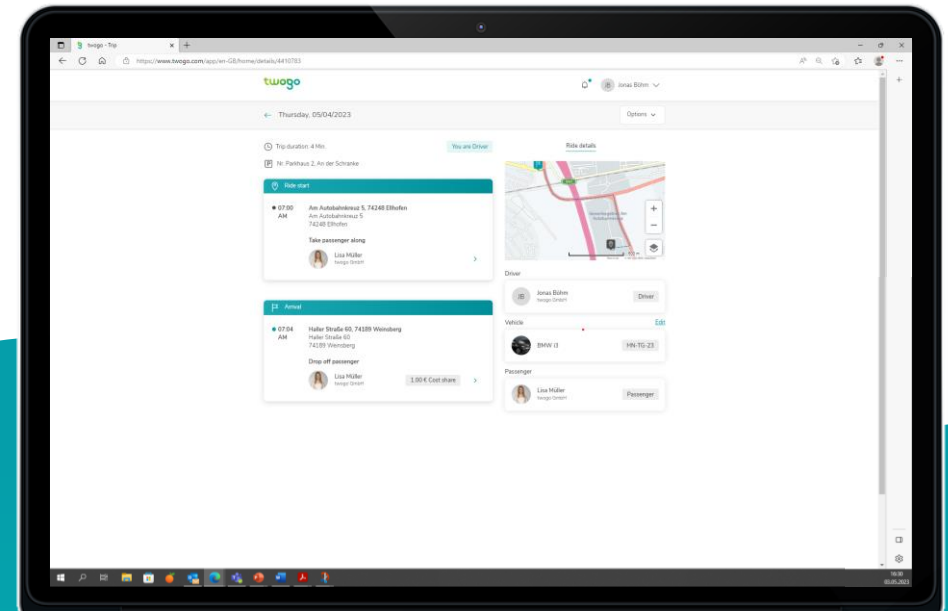
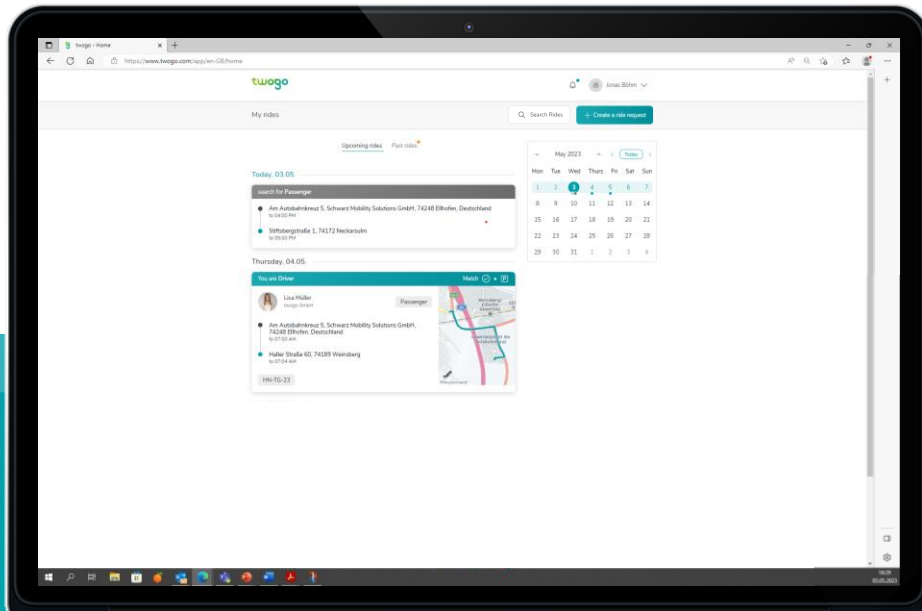
Prerequisite: parking spaces have been stored in the system by the **administrators** in advance.

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**.

Other features and functions

Parking function



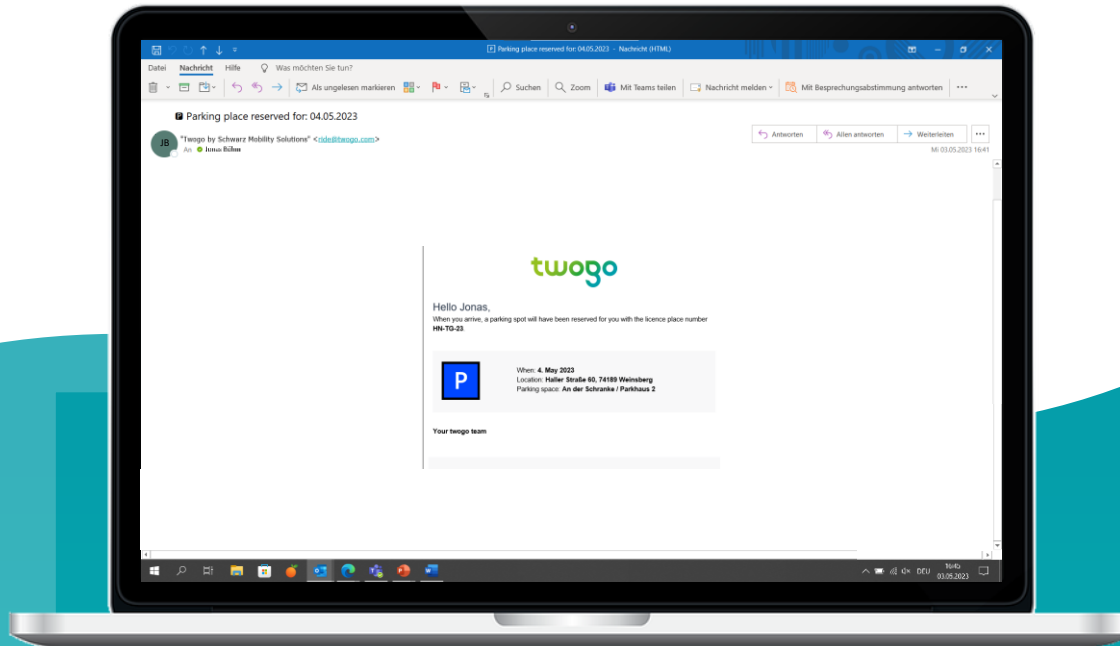
If a free parking space was found, twogo will automatically reserve it for you.

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.

Other features and functions

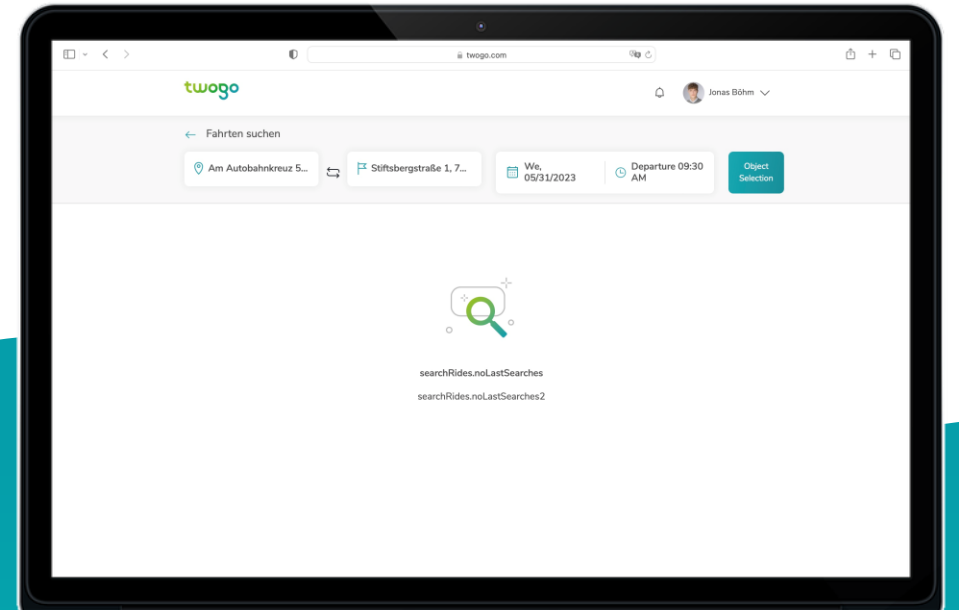
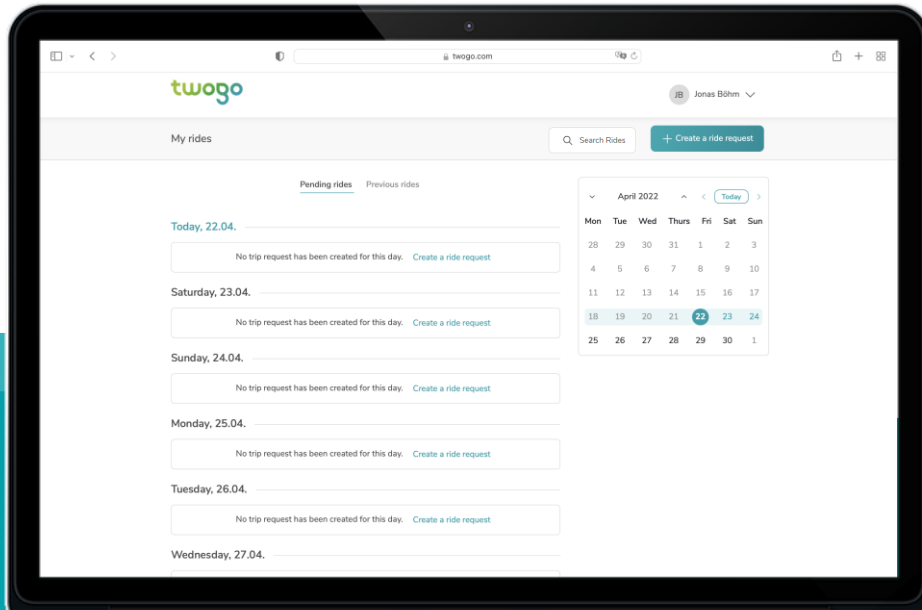
Parking function



You will also receive an **email** with all the **necessary information** about your reserved parking space.

Other features and functions

Search rides

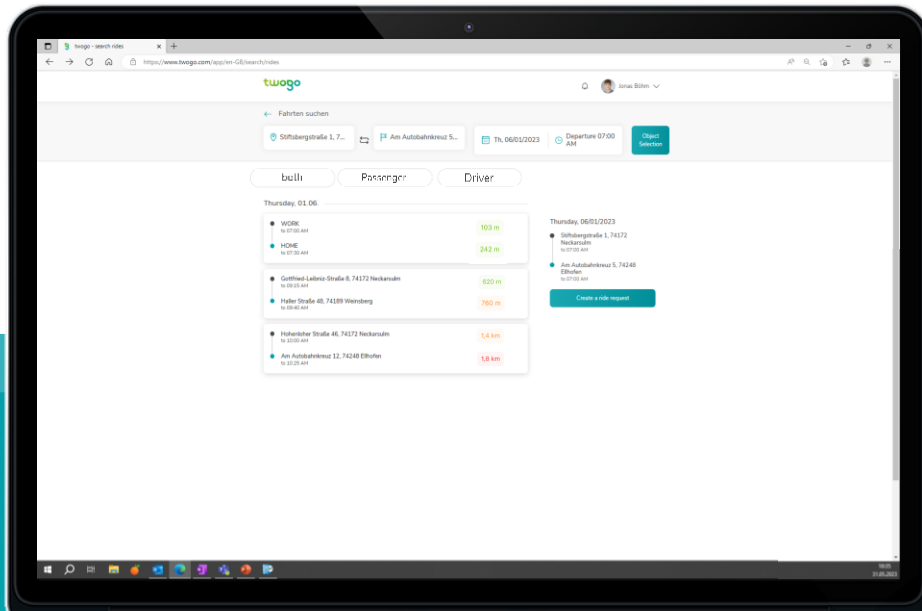


In order to be able to use the new function “**Search rides**”, the magnifying glass symbol (“**Search**”) is located at the top right corner. Your own profile is now in the upper right corner.

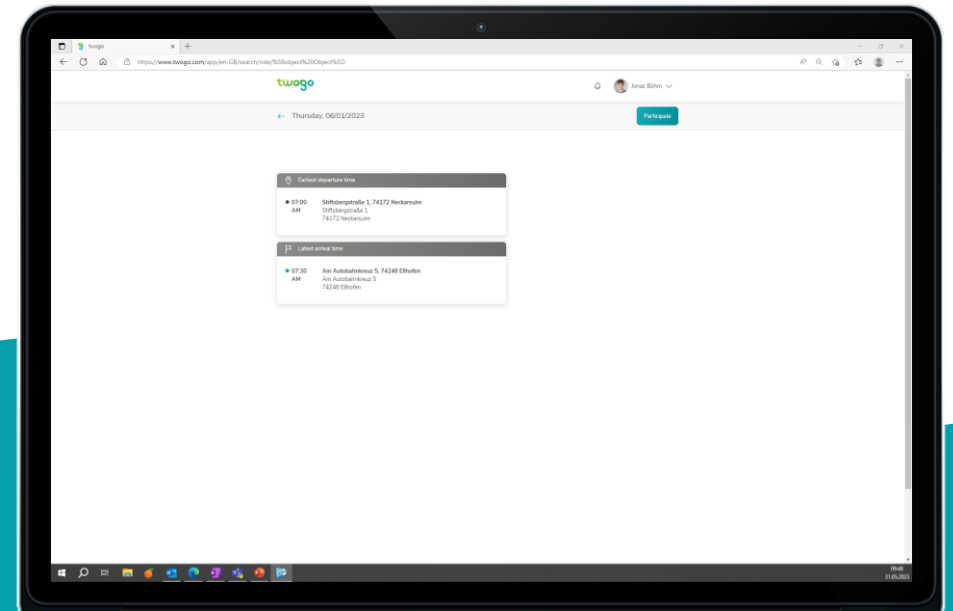
Enter the desired **ride parameters** here to display suitable ride-sharing opportunities.

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

