

# HOW TO USE OUR APP

A brief guide to using the urbi app  
on any smartphone



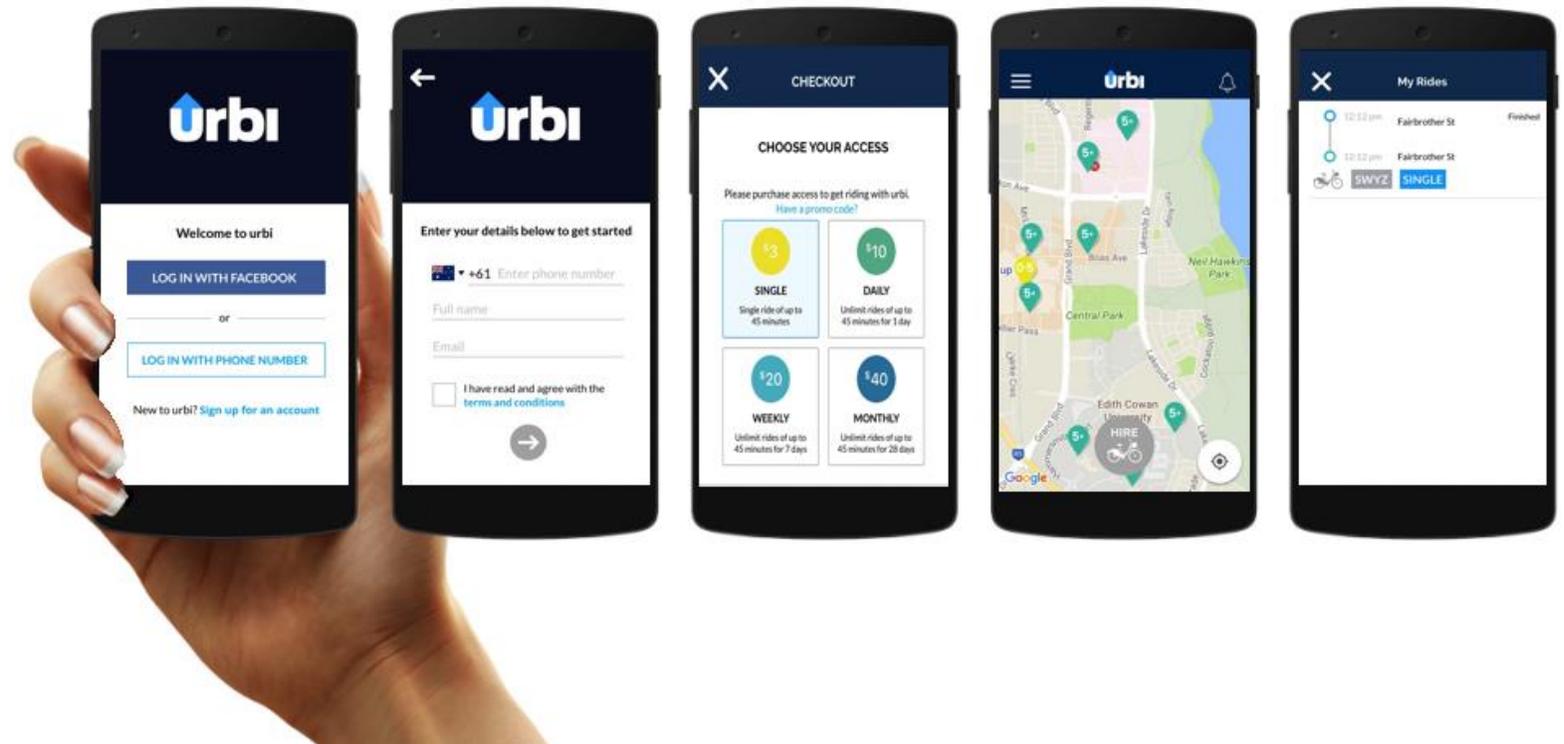
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# Download the app

Download the urbi app from the Google Play Store or Apple App Store on your smartphone.

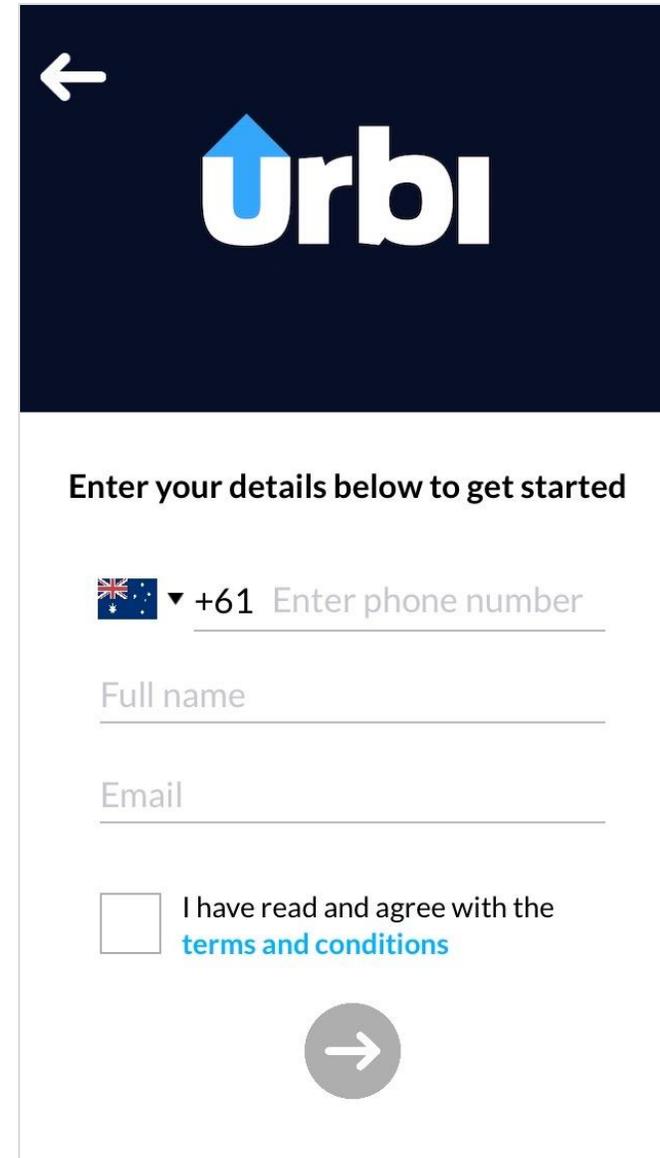
The app is compatible with Android version 5 and above or iOS 8.0 or later.



# How to register

Register your details to create your account.  
We use your phone number as your identity.

You can also sign in using a Facebook  
account if it is already linked to your phone.

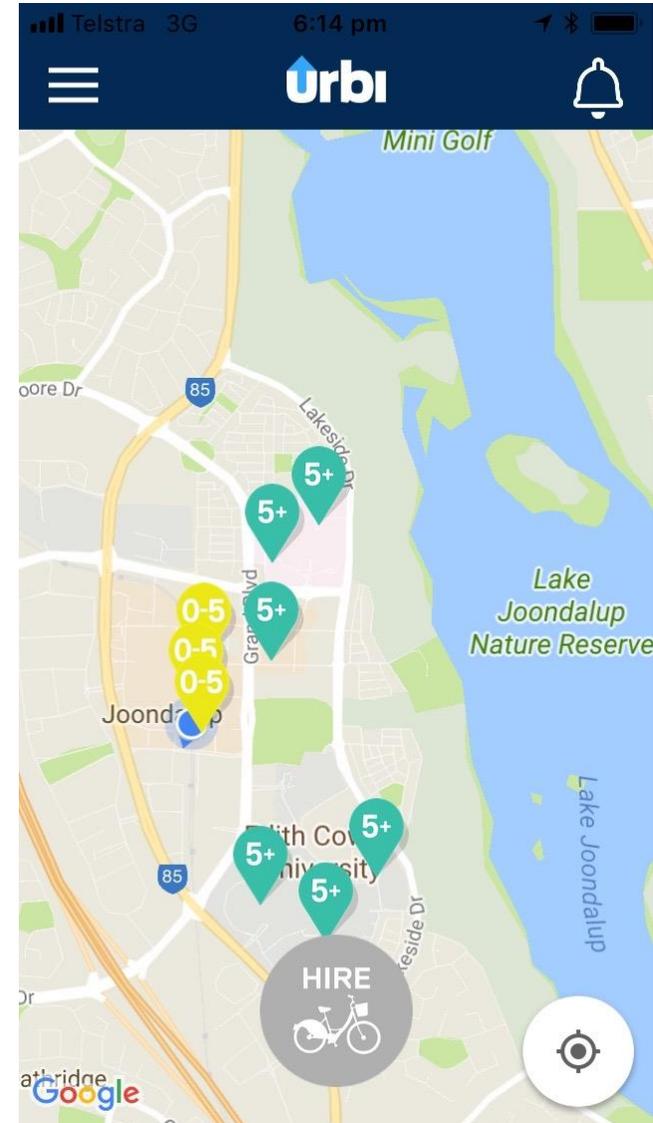


The screenshot shows the registration screen of the Urbi app. At the top, there is a dark blue header with a white back arrow on the left and the Urbi logo in the center. Below the header, the text "Enter your details below to get started" is displayed. The form contains several input fields: a country code dropdown menu showing the Australian flag and "+61", a "Full name" field, and an "Email" field. Below these fields is a checkbox for "I have read and agree with the terms and conditions", where "terms and conditions" is a blue link. At the bottom of the form is a large grey circular button with a white right-pointing arrow.

# The urbi app

The main landing page shows a map of urbi stations around your location.

You can see the general number of bikes at each station.

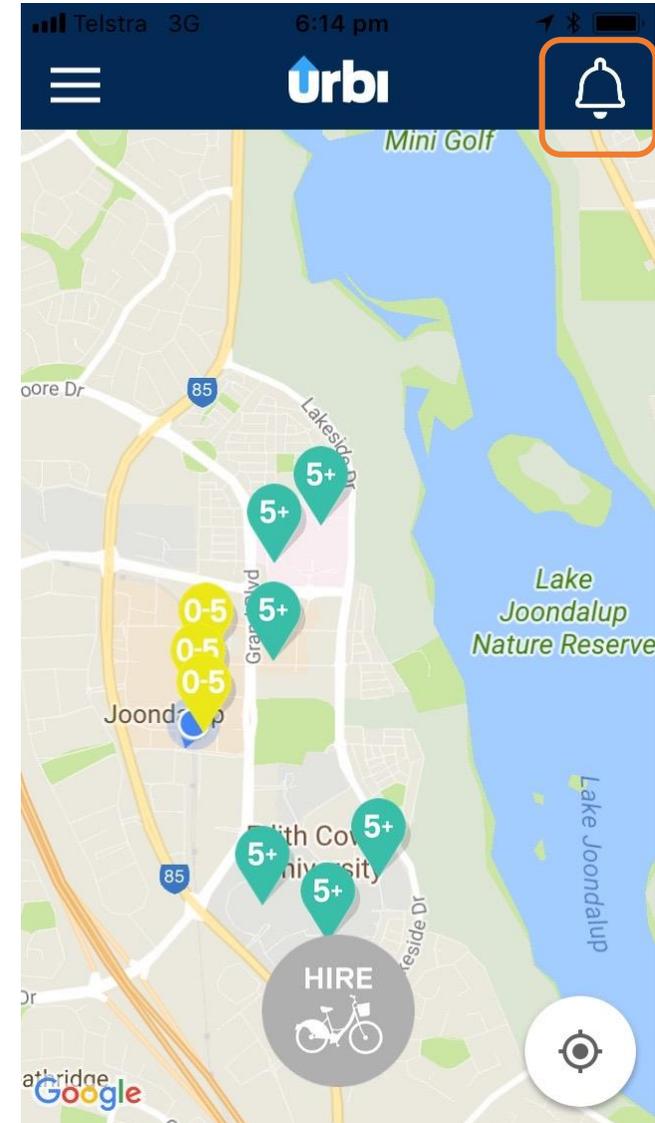


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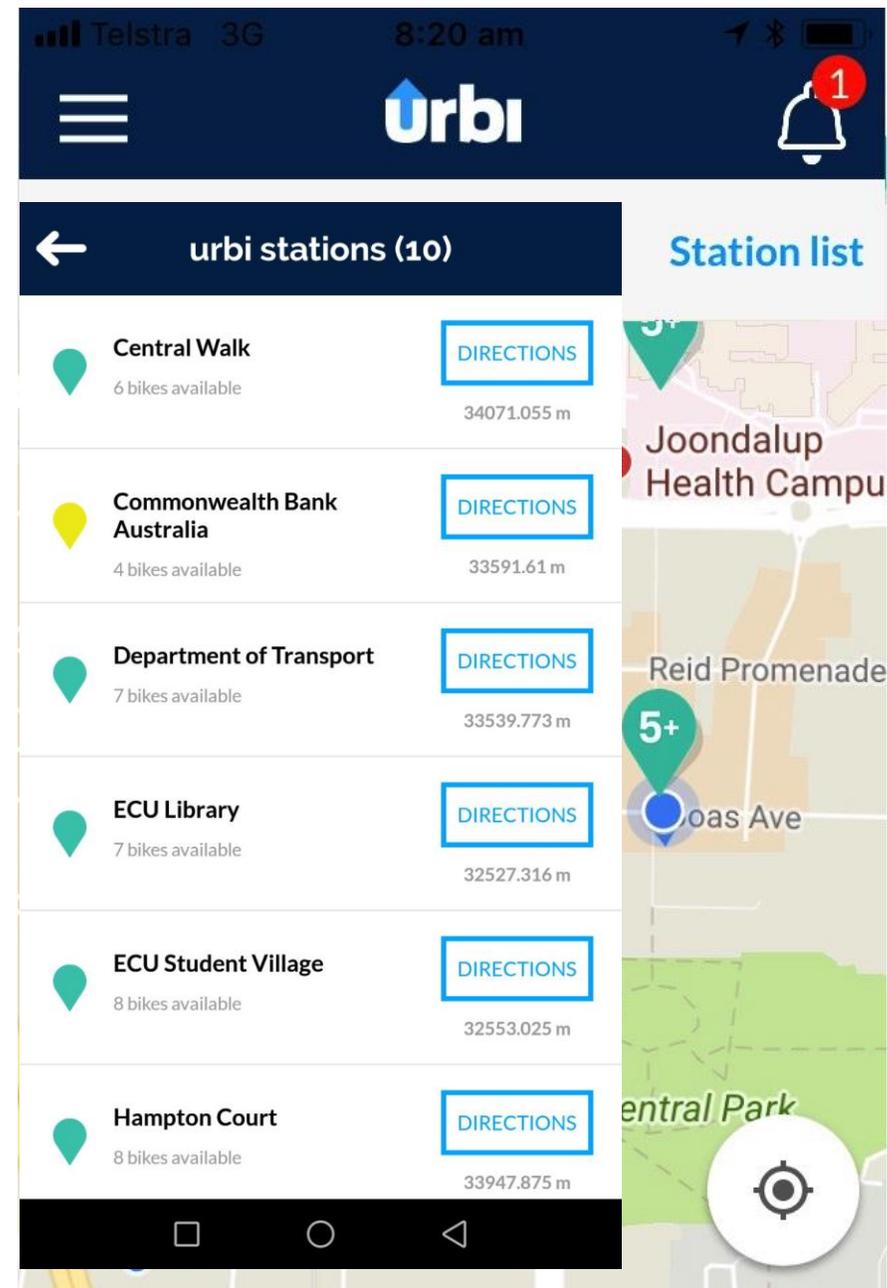
Notifications will be pushed to your phone and can be checked through here



# The urbi app

By clicking “Station list” in the right hand corner of your map you’re able to view:

- All available stations
- Directions to each station
- The number of bikes available at a station.



The urbi app

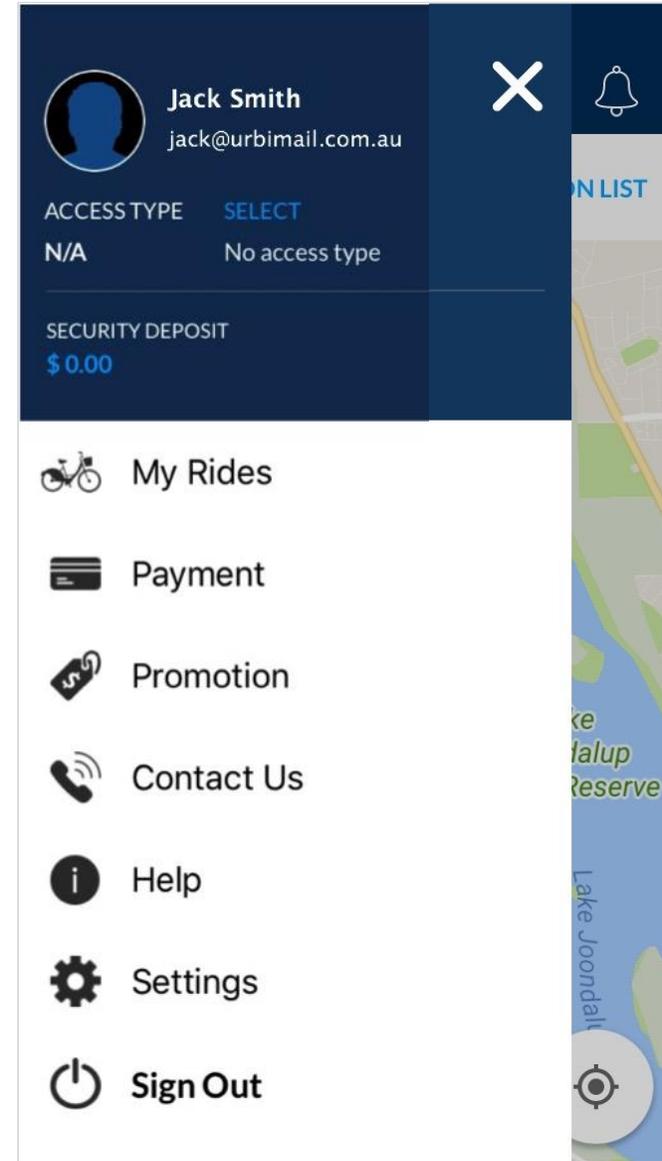
# The main menu

Located on the upper left hand side of your screen is your main menu.

You can see basic account information in the top left corner including your email address, security deposit and any current accesses.

From here you can purchase access, navigate to various sections of the app, see your history and change your settings.

You can also edit your details if you tap the top left avatar icon.



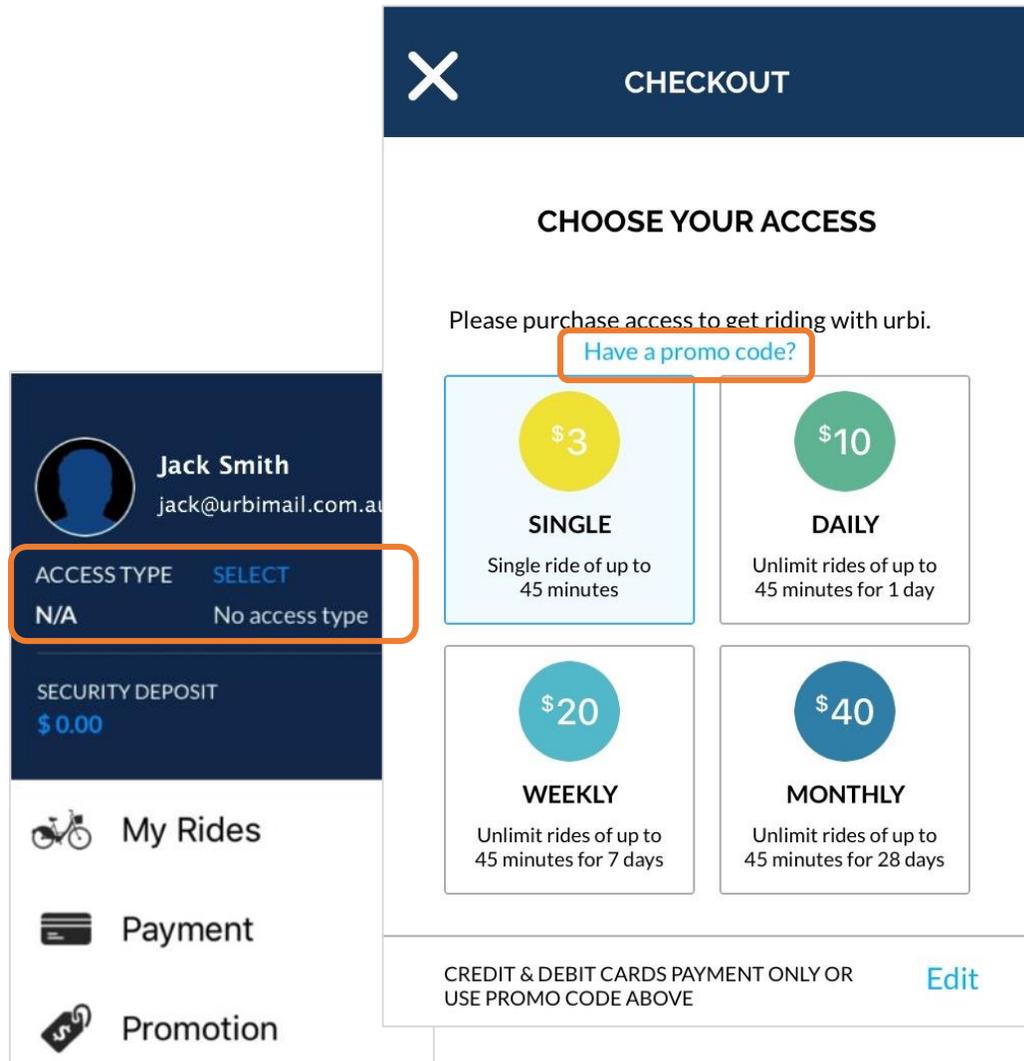
The urbi app – main menu

# Buying an Access Type

You can choose your access type by pressing select in the right hand corner of the menu.

If you have a promo code or voucher, click on “Have a promo code?” and entering the promo code.

When you have a valid access, the “SELECT” button turns into an “EXTEND” button and you can add on more to your access before you finish.

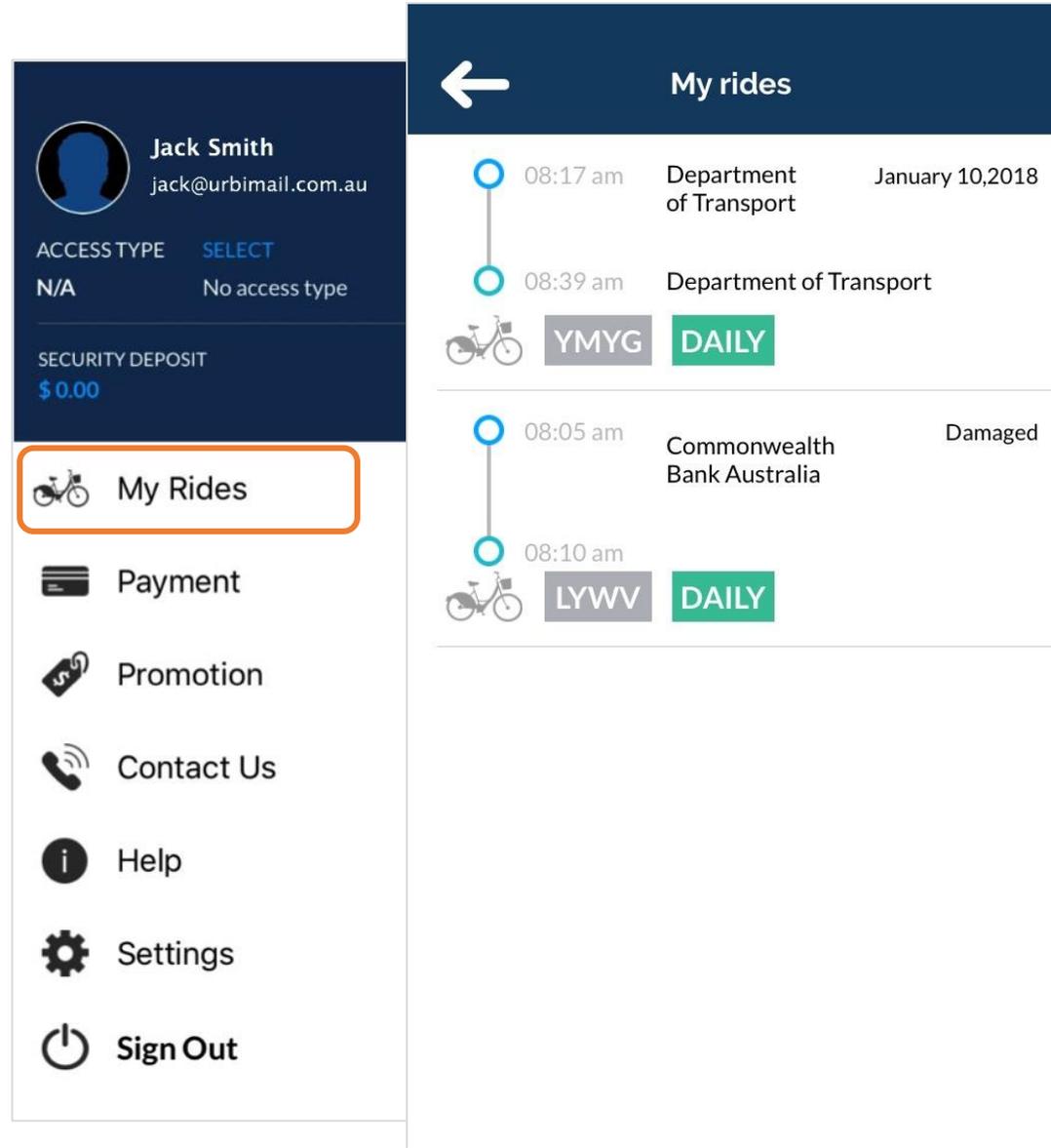


## The urbi app – main menu

# My Rides

This is where you can see a detailed history of your rides. Here you can see:

- Your Ride duration
- Any extended use fees
- Origin and destination
- Date of hire

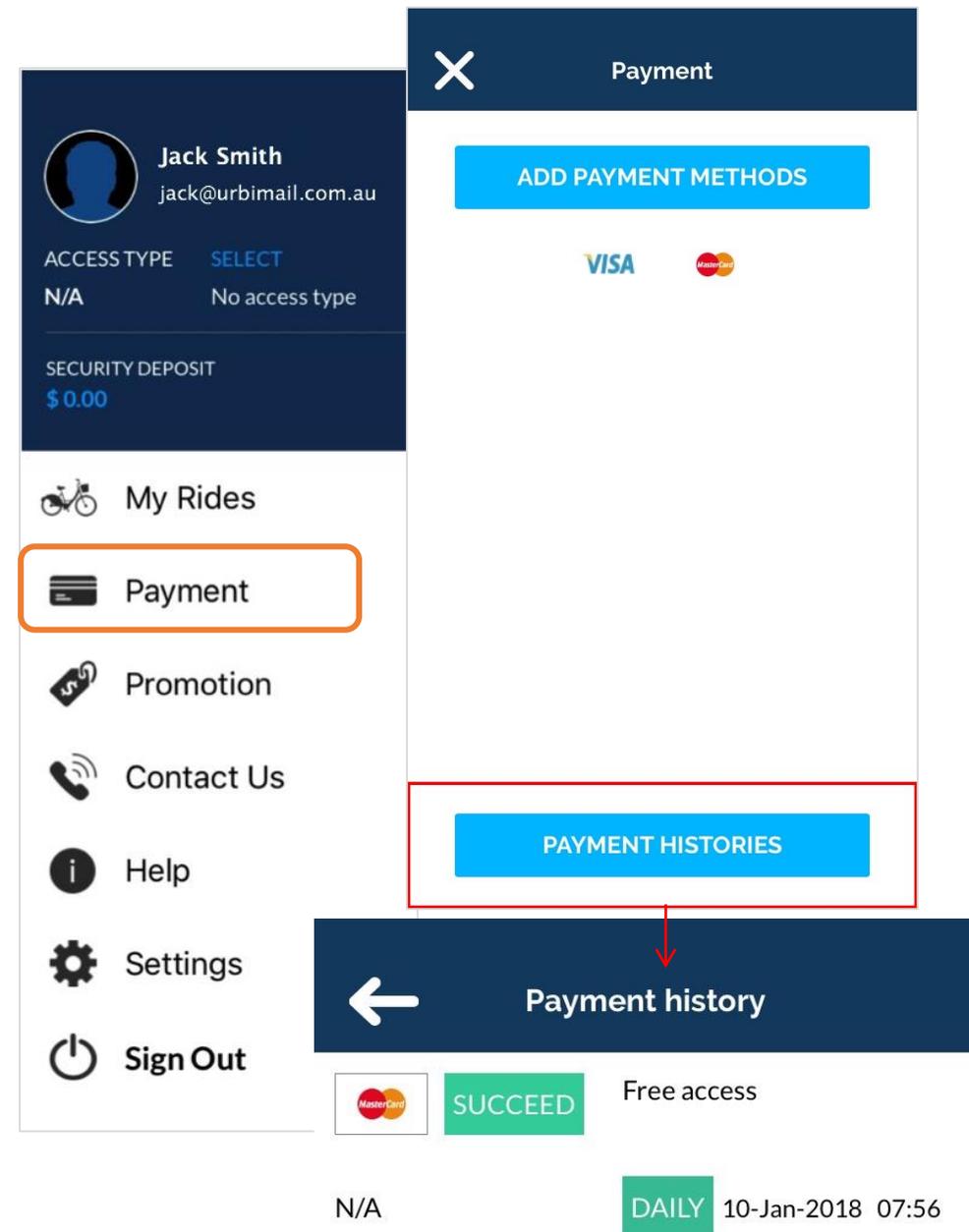


The urbi app – main menu

# Payment

Use the payment page to add and manage your credit cards.

By clicking on “payment histories” you can also keep track of your previous payments.

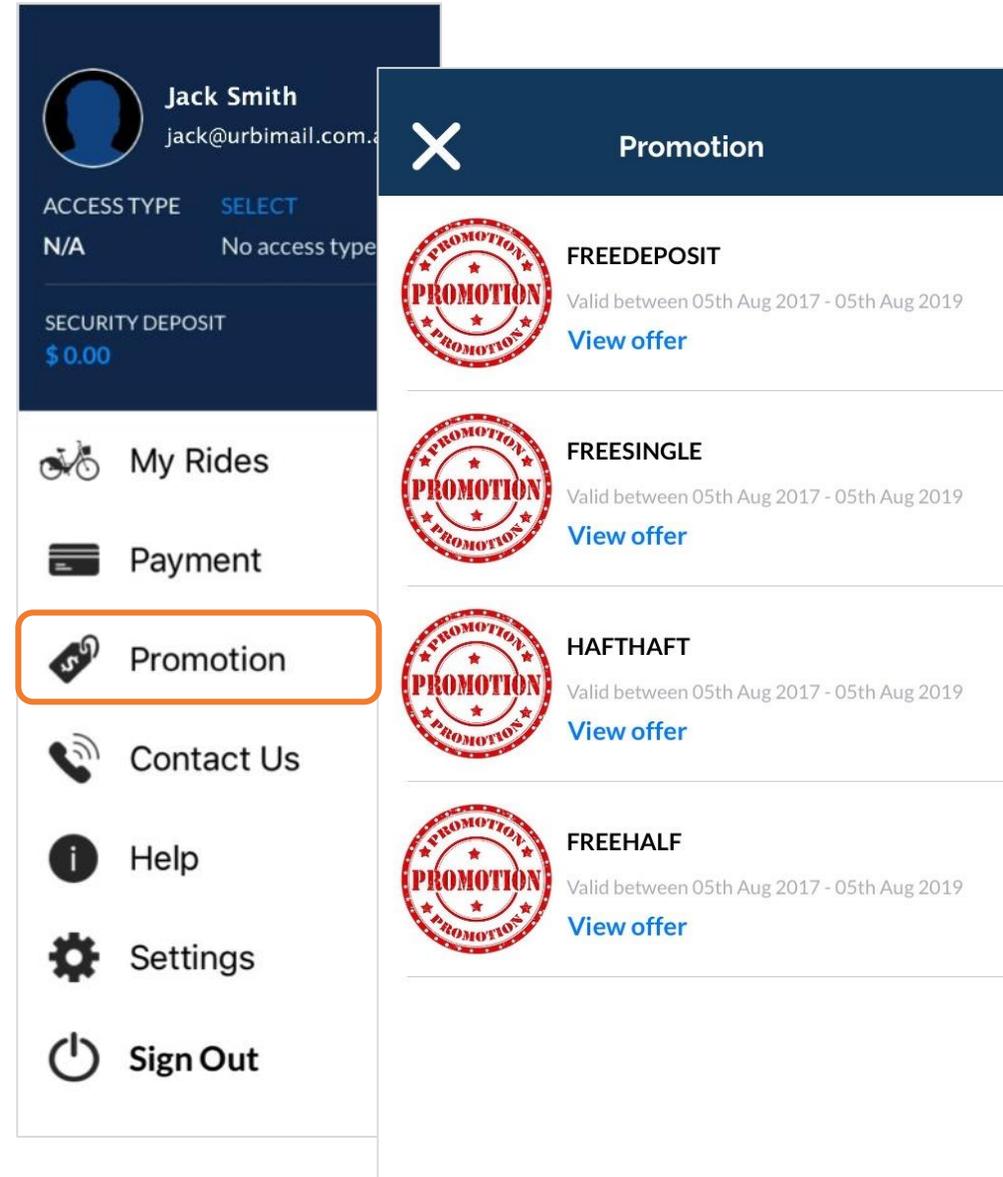


## The urbi app – main menu

# Promotions

Look in the promotion tab for any current promotions that may be on and that you are eligible for.

If you see a promotion that you'd like to use, enter that promo code into the Promo Code field when you purchase an access.



The urbi app – main menu

# Contact Us

If you are having trouble with the app or would like to give us some friendly feedback, this section allows you to get in touch with us.

Simply type the message into the box and we will respond as quickly as we can. If it's urgent and you would prefer to talk to someone over the phone, scroll down and call us at the number on the bottom of the page.

Our friendly staff are available to help you out between 6am and 6pm every day.

Jack Smith  
jack@urbimail.com.au

ACCESS TYPE **SELECT**  
N/A No access type

SECURITY DEPOSIT  
**\$ 0.00**

- My Rides
- Payment
- Promotion
- Contact Us**
- Help
- Settings
- Sign Out

**Contact Us**

### Connect with Urbi today

We're all about connection and we'd love to hear what you have to say. To get in touch, please get post your thoughts below.

Jack Smith

jack@urbimail.com.au

Subject

Enter message here... (200 words)

**SEND MESSAGE**

Find us at Shop 7, 76 Newcastle Street Perth WA 6000, Australia.

Call us at [+61 8 9228 9009](tel:+61892289009) or Email us at [info@urbibike.com.au](mailto:info@urbibike.com.au)

## The urbi app – main menu

# Help Section

Check out our Frequently Asked Questions for some more background information on the app, the urbi bike-share system, or just bike sharing in general.

The image shows two screenshots from the urbi app. The left screenshot is the main menu, and the right screenshot is the help section.

**Main Menu:**

- Jack Smith  
jack@urbimail.com.au
- ACCESS TYPE: N/A (SELECT button), No access type
- SECURITY DEPOSIT: \$ 0.00
- My Rides (bicycle icon)
- Payment (credit card icon)
- Promotion (dollar sign icon)
- Contact Us (phone icon)
- Help (info icon)** (highlighted with an orange border)
- Settings (gear icon)
- Sign Out (power icon)

**Help Section:**

- Help (close button)
- urbi frequently asked questions
- Bike sharing
- What is bike sharing? (expandable section with up arrow)
  - Bike sharing is a growing, worldwide trend that promotes healthy active lifestyles, reduces traffic congestion, noise, and air pollution. It is fast becoming a popular choice of transport, connecting people to other public transport systems in urban areas - by providing a 'last mile' or 'end of trip' option for commuters.
- How is bike share different to bike hire? (expandable section with down arrow)

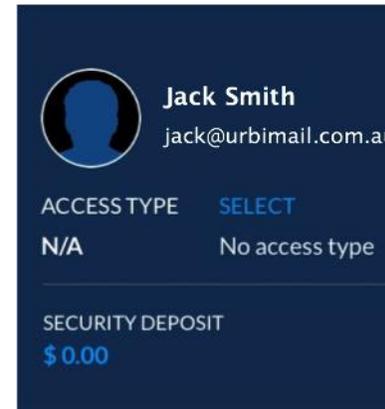
## The urbi app – main menu

# Settings

On the settings page you can see more information about your account.

You can use the settings page to sign up to the latest news from urbi and our partners.

You can also change your name, email and phone number here. Simply click on the icon with your name and email, and the app will take you to edit account.



 My Rides

 Payment

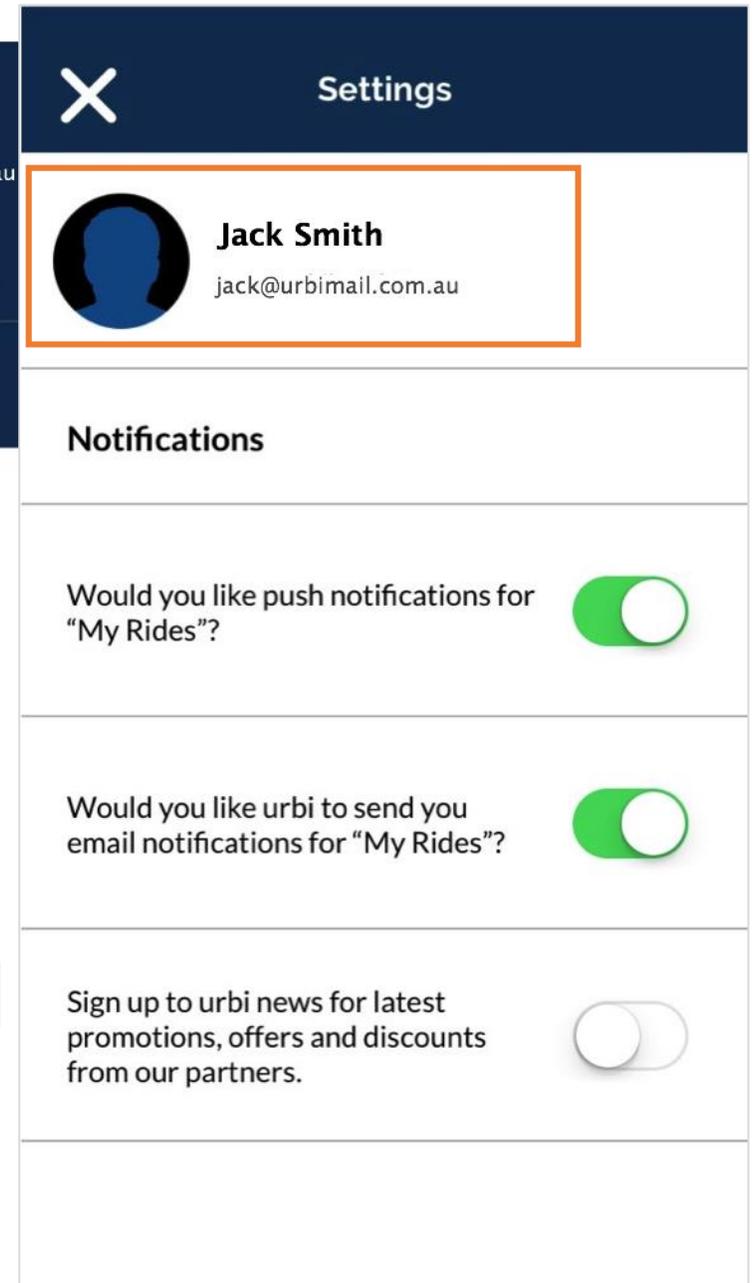
 Promotion

 Contact Us

 Help

 Settings

 Sign Out



Settings



Jack Smith

jack@urbimail.com.au

### Notifications

Would you like push notifications for "My Rides"?



Would you like urbi to send you email notifications for "My Rides"?



Sign up to urbi news for latest promotions, offers and discounts from our partners.



## The urbi app

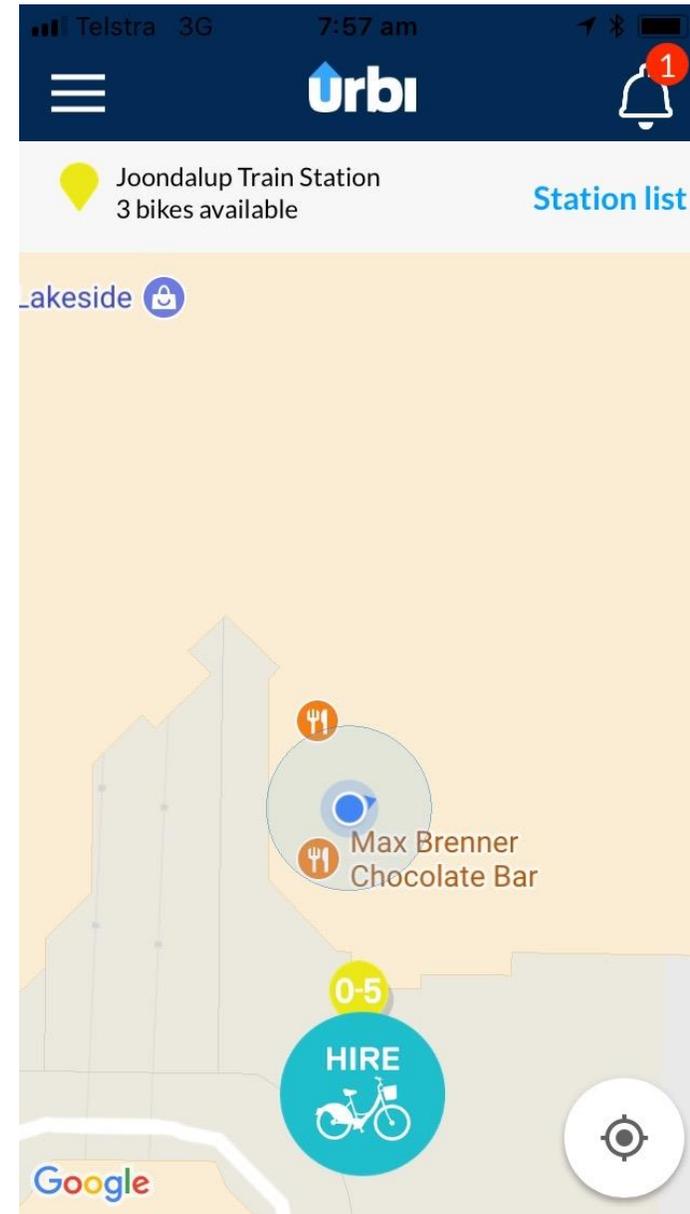
# Hiring a Bike

From the map you can see the urbi stations around your location and the number of bikes available at each station.

You can only hire if you are within a few meters from a station.

Once you are within the proximity of a station, the “HIRE” symbol at the bottom of the page will light up and you can hire a bike.

If you don't have a current access already, the app will navigate you through purchasing one.



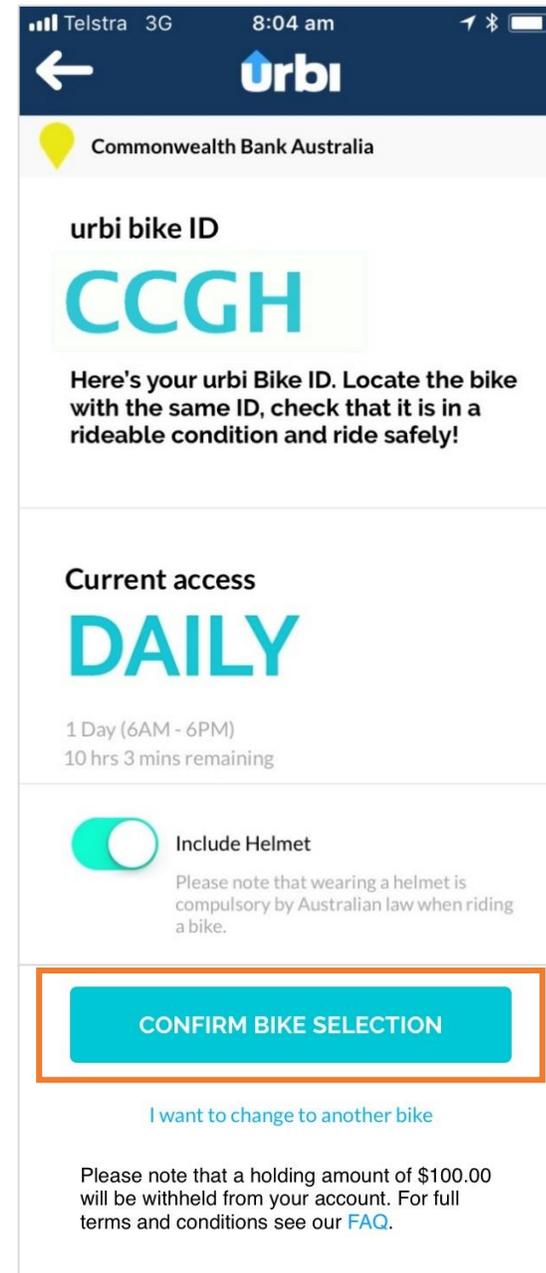
The urbi app – Hiring a bike

# Accessing your bike

After clicking hire, a bike at your station will be allocated to you.

This screen provides you with your bike ID, the corresponding ID can be found on the frame of the bike.

If your bike looks good to go, press “CONFIRM BIKE SELECTION”. If it looks like something’s wrong, just click “I want to change to another bike”

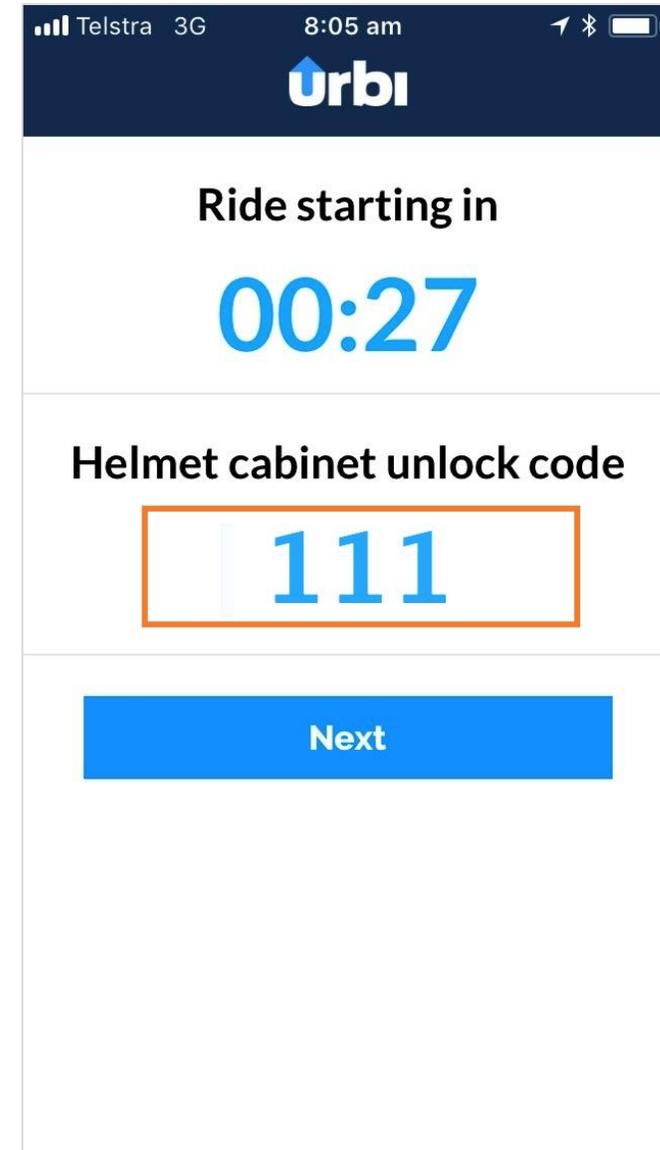


The urbi app – Hiring a bike

## Getting your helmet

If you have chosen to hire a helmet as well, the app will give you the code to the helmet cabinet.

Once you have gotten yourself a liner and helmet that fits, re-lock the cabinet and press next.



## The urbi app – Hiring a bike

# Your Ride

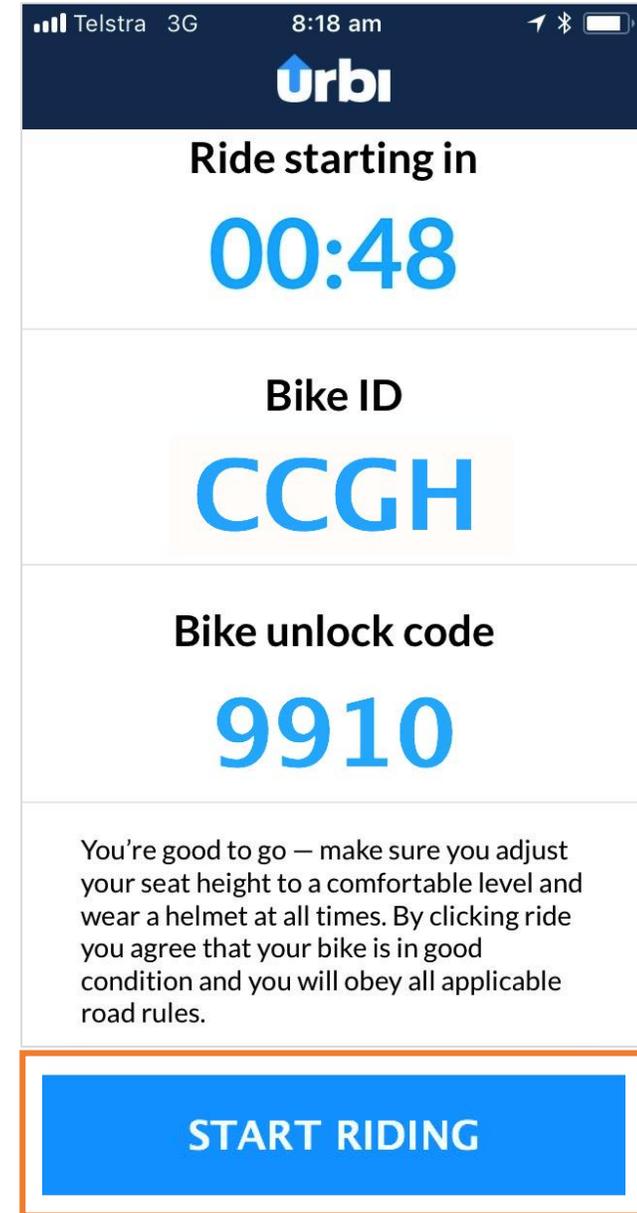
Once you have your helmet and liner, and the bike has been unlocked, it will prompt you to confirm your ride.

Make sure that your helmet is on securely, the seat is at a suitable height and the bike is riding correctly.

Click “START RIDING” to confirm your ride and start your 45 minutes\*. The app will inform you via push notification when you have 15 minutes left on your ride.

If you notice something wrong with your bike, click the “My bike is damaged” button and take out another one.

*\*All access levels give you 45 minutes of hire time. Extended use fees apply for bikes returned after this period.*



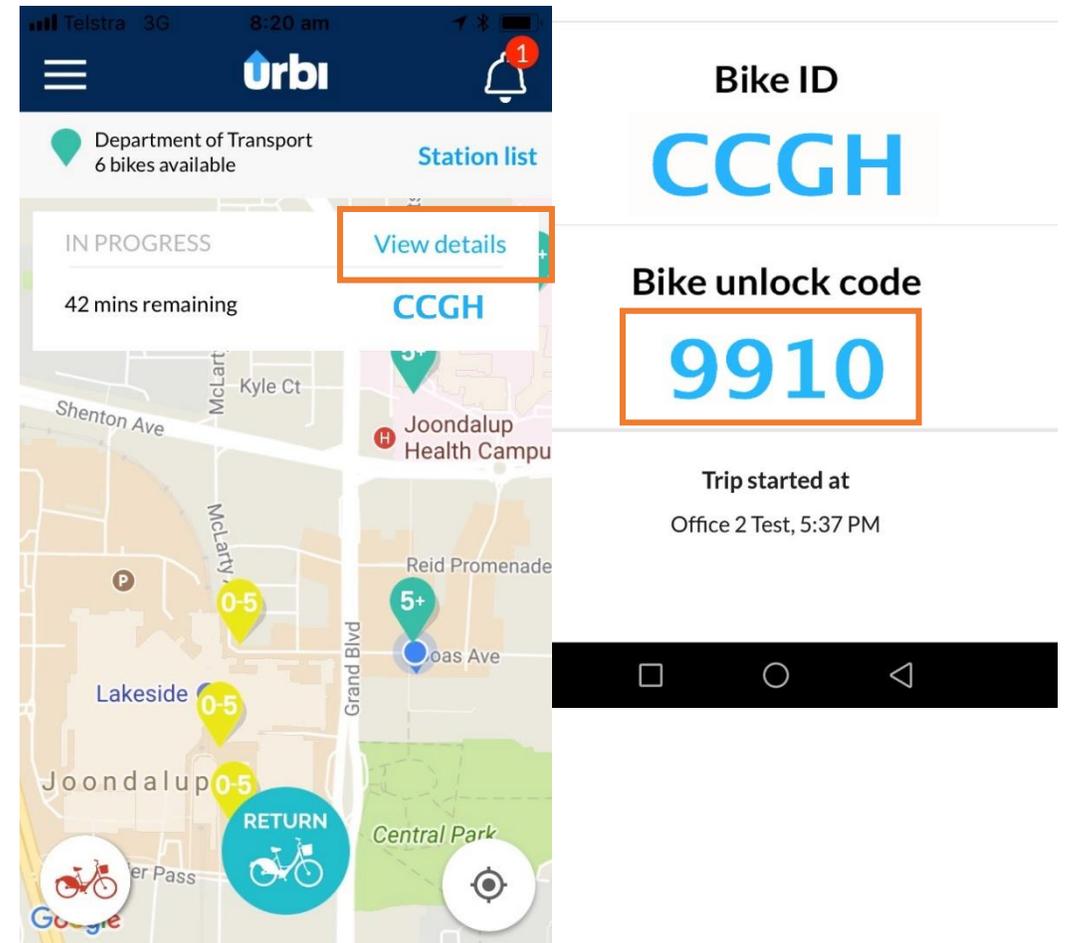
## The urbi app – Hiring a bike

# During your Ride

When you're riding it's easy to see how much time you have left. The bike ID and ride time remaining are displayed in your "progress" box at the top of the map.

Feel free to lock up the bike for short periods of time using the inbuilt lock at the back of the bike. Just keep the extended use fees in mind!

Extra information such as the bike unlock code can be found by clicking "View details" in the progress box.



The urbi app – Hiring a bike

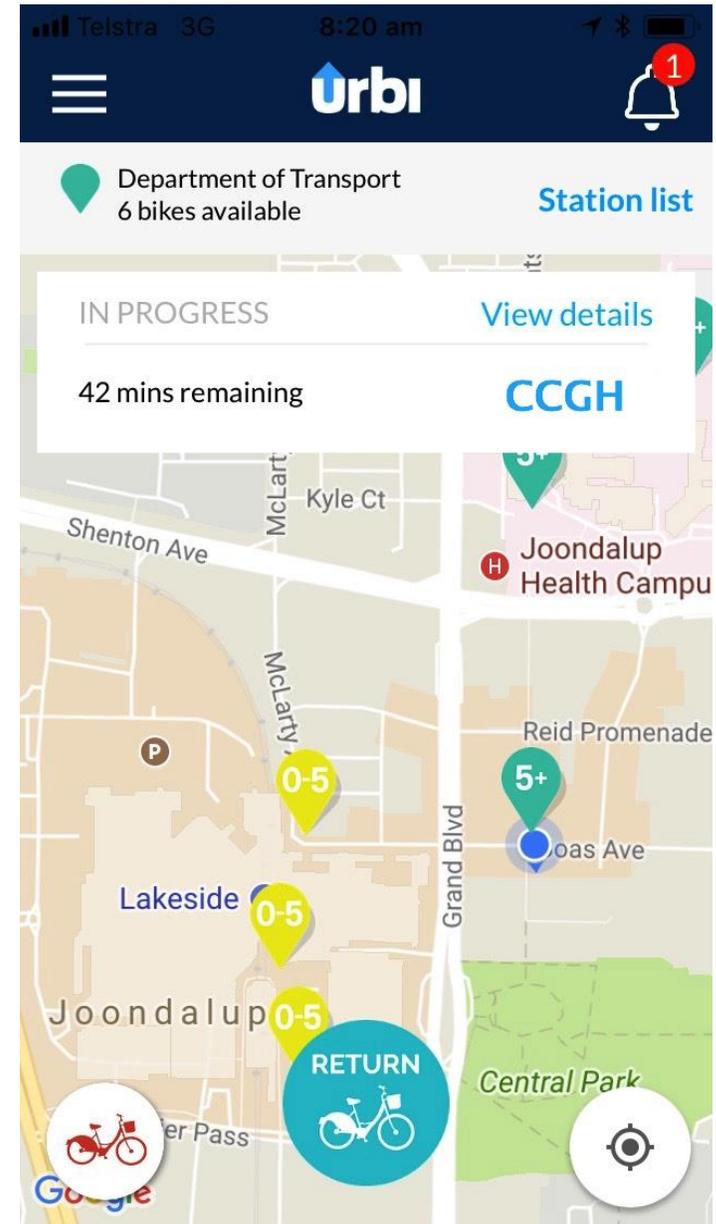
## Extended Use Fees

Bike Share is different from bike hire in that it is designed for short, frequent trips within a network, compared to the prolonged use of bike hire.

If 45 minutes is too short, you can still take a bike out for longer than the included 45 minutes.

Extended use fees are charged at \$6 per hour (or part thereof) and will be taken out of your security deposit. Extended use fees are capped at a maximum of \$48/day.

This will happen on all accesses so make sure you return the bike before you reach 45 minutes, even if you want to take it straight back out again.

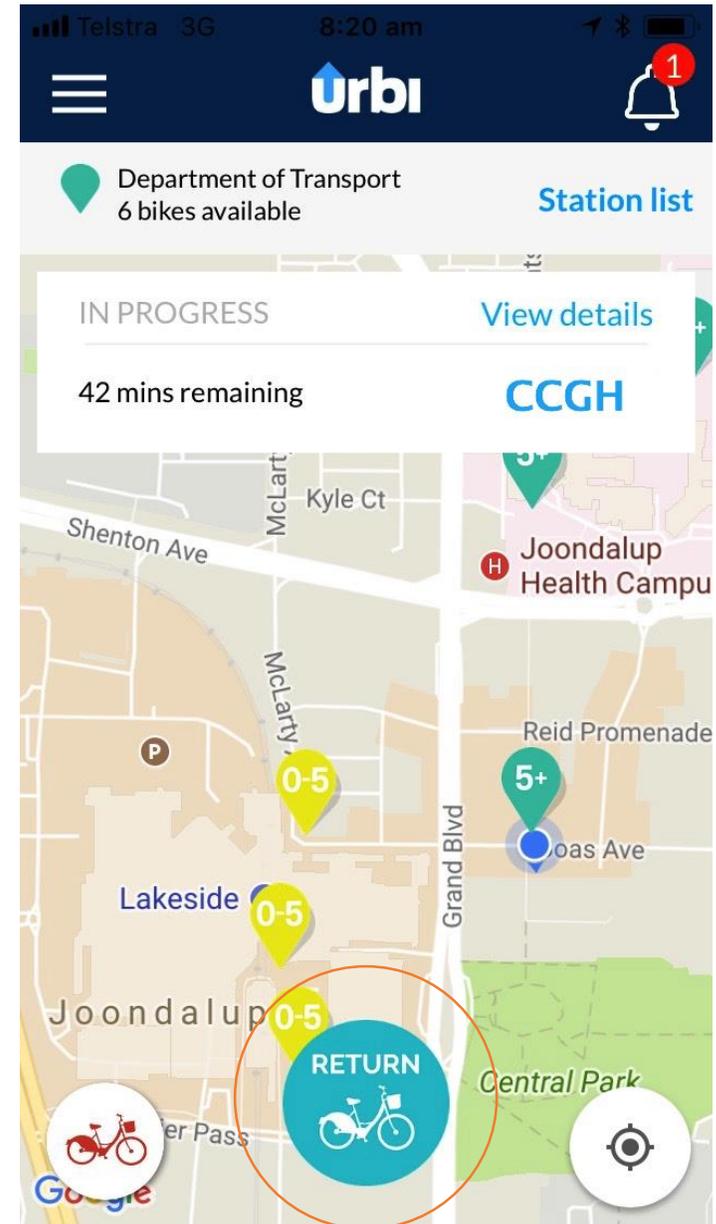


The urbi app – Hiring a bike

## Returning your bike

If you are detected near a station and you have 5 minutes left on your ride a push notification will be sent to your phone asking if you would like to return the bike.

Don't worry if you lock the bike at the station and forget to return it in the app. When a bike has been detected at a station it auto returns, and you won't incur any extended use fees.

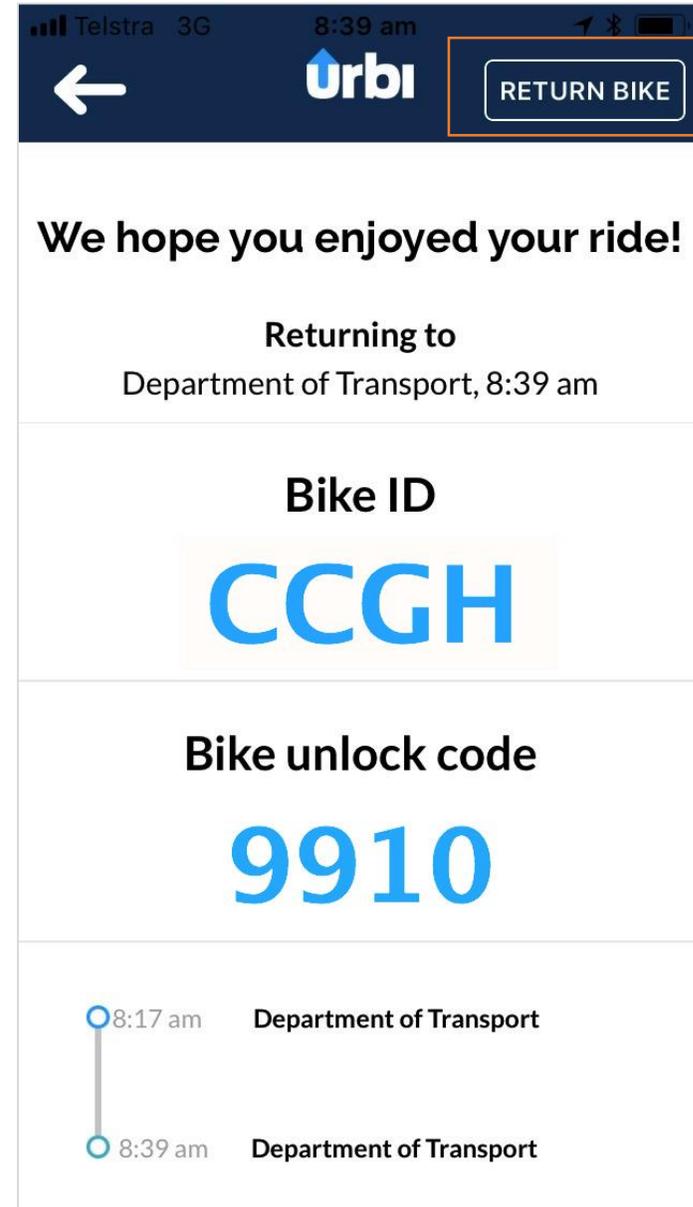


The urbi app – Hiring a bike

# Returning your bike

After pressing return you will be taken to a screen with a summary of your ride including any additional extended use fees.

Click return bike in the top right hand corner when the bike is secure.



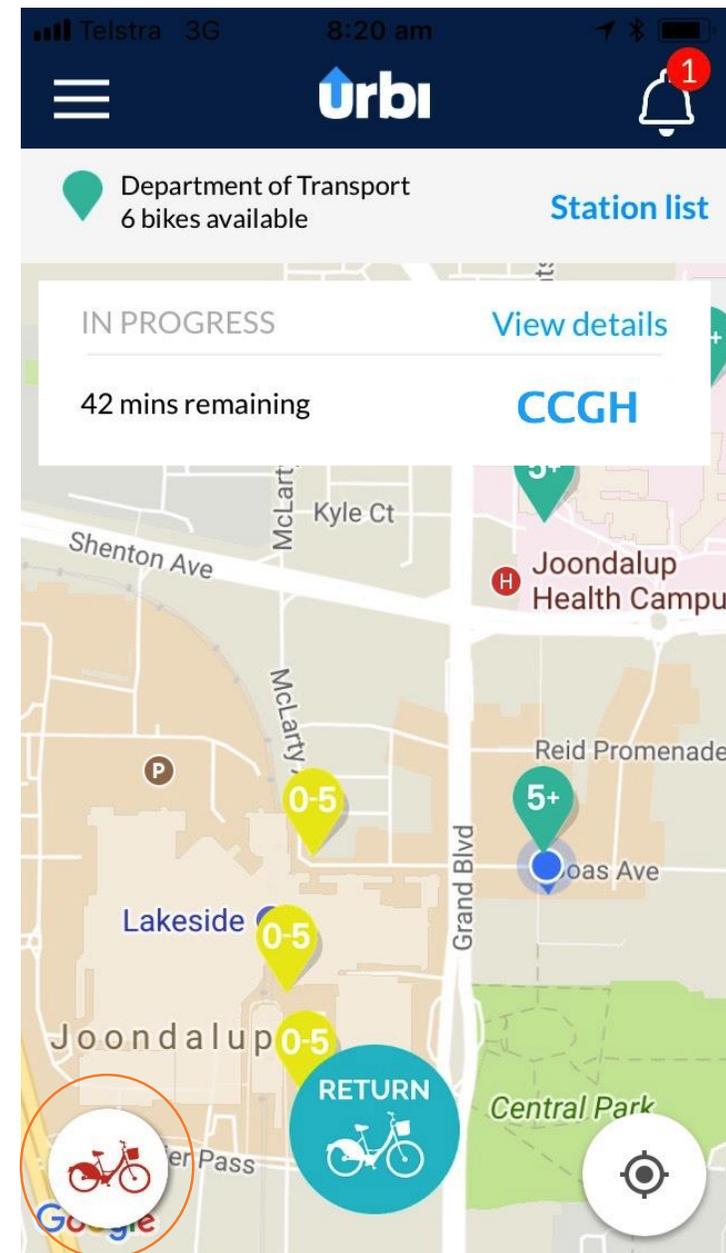
## The urbi app – Troubleshooting

# Damaged Bikes

You should always report any damaged bikes so that we can make sure all our bikes are ready to use.

By clicking the red bike in the bottom left hand corner you start the process of reporting a damaged bike.

You can also report a damaged bike after your ride when returning your bike, by sliding across the toggle on the return bike screen.



## The urbi app – Troubleshooting **Damaged Bikes**

To report a damaged bike you are able to either choose from a selection of reasons, or fill out a comment box.\*

A photograph will need to be attached to the report. The app connects directly to your camera.

Press “REPORT DAMAGED” to send a report through to us.

*\*You may be held responsible for costs depending on what has been reported.*

Include a photo (required)



← urbi



### Report damaged bike

Please detail what is faulty or damaged on your bike. Select from below and attach a photo.

Someone stole or damaged the bike

A part of the bike isn't working or damaged

The bike is scratched or in poor condition

I may be held responsible for costs depending on what I have represented here

**REPORT DAMAGED**

## The urbi app – Troubleshooting

# No Empty Slots

If there are no empty slots left to place your bike follow these simple instructions.

1. Use the excess arm located on the side of the station.
2. Chain your bike to the arm with the lock provided.
3. If there are multiple bikes, chain the first bike to the excess arm, and the remaining ones to each other.

Remember, if you need help, our friendly staff are on hand waiting to help you out!



**Thank You!**