Here’s what you need to know about ‘booking’ a car with our new mobile reservation system.
Accessing Your Account

1. Go to carshare.org and click “login.”

2. If you have an individual account, your member number is the same as before and goes in the Username line.

3. If you have a household or business account, you now enter your number with a : (example: 1234:01 or 1234:02 instead of 1234 or 1234-2)

4. Your password has not changed.

Engage is our new software provider
Making a New “Booking” (Reservation)

Click “New Booking” to make a new reservation

View / Modify existing bookings here

You may add “Starting Points” to simplify future bookings

If you prefer to view the full desktop site on your mobile device click here
Searching for a Vehicle

Be sure to specify your desired return time.

Quickly find cars near your current location (Location settings must be active).

Or Tap to choose from “Favorites” or “Starting Points.”
Selecting a Vehicle

Cars that are available during your desired time are shown in green.

Unavailable cars are in red at the bottom of the list.

Tap “Book It” to confirm your reservation.
Reviewing your Booking

If you need to make adjustments to this reservation, use the drop-down options on the following screen.

Success messages are in green text.

Error messages are in orange text.

Optional notes field (driving for work, ski trip, etc)

If you need to make adjustments to this reservation, use the drop-down options on the following screen.
Extending your Booking

If you need more time, be sure to extend your reservation **BEFORE** it ends. Our system will allow you to extend if no one else has the car booked immediately following your booking time period.

If you return the car late without notice you will be fined **$1/minute**.

If you cannot extend your reservation because another member has a following booking, call us at least 15 minutes before your reservation ends and your late fee will be reduced to **$0.50/minute**.

For more specifics regarding our Late Fees see: [carshare.org/rates](http://carshare.org/rates)
Shortening your Booking

If you finish with the car before your Booking time ends, you can choose the “I’m done with this car” option. Be sure to confirm in pop-up that you have already returned the car.

Your original Booking cost will be reduced if another member makes a booking to use the same car within your remaining time.

For more specifics regarding possible credits for early returns, as well as our cancellation fees, see: carshare.org/rates
Make Sure to Fob Out

In order to unlock and lock the car throughout your reservation you should only use your *keyfob* (not the interior door locks).

It is particularly important that you fob out of the car at the end of your booking. You can verify that you have fobbed out correctly by checking to make sure that the door is locked. If you do NOT use your keyfob to fob out at the end of your reservation you will be fined $25.

Please ask us if you have questions about how to fob out properly.
We are here to help!

Our small but dedicated staff is here to help. Let us know if you have questions.

Email info@carshare.org or call 303-720-1185 x 3