



Account Settings manual (July 2016)



Please review these important set-up details about updating your account info in the new reservation system

Log-in screen (Desktop view)



Mobile Site

eGo CarShare

Username:

Password:

Login

☐ Keep me logged in

Don't know your username or password?

If you have an **Individual** account, login using the **same** Username and Password you used on our previous system.

If you have a **Household** or **Business** Account, each person now has a Driver number as well, enter your Username like this:
"1234:01" for 1st Driver, "1234:02" for 2nd Driver, etc.

If you can't get logged in using your Member ID #, try using your **e-mail address** instead (in conjunction with your usual password).

If you still can't get in:

1. Try using the Reset link to the left, or
2. Call our office at [\(303\) 720-1185](tel:3037201185) or e-mail us at info@carshare.org. We're here to help!

Note: your password has not changed



Engage is our new software provider

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Updating Drivers License info

Ima CarSharer (1011) Logout

Mobile Site New Booking My Bookings **My Account** Find Cars

My Account - 1011 Ima CarSharer

Contact **Driver's Licence** Change Password Invoicing Emergency

According to our records, your driver's licence expired on Sep 19, 2015.
Please update your expiry date after you renew.

Expiry Date: Sep 19, 2015

Update

engage.

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Start by clicking
“My Account”

then click on the tab for
“Driver’s License”

If your license has expired,
it must be updated before
you can book a vehicle
reservation.

If your license is going to
expire in the next 2 months
be sure to update that new
expiration date here once
you receive the
replacement license

Verifying payment info

The screenshot shows the Go CarShare website interface. At the top, the logo and navigation links are visible. The 'My Account' section is active, with a dropdown menu showing 'Settings', 'My Starting Points', 'Damage Coverage', 'Invoices', and 'Account Statement'. The 'Invoicing' tab is selected, showing 'Invoice Delivery' options and 'Payment Methods'. Under 'Payment Methods', the status 'Automatic Payments: Not Enrolled' is displayed. Below this, there are instructions and a form to add a new credit card, with the 'Add New Credit Card' button highlighted by an orange circle and an arrow pointing to it.

Go CarShare

Mobile Site

New Booking My Bookings My Account Find Cars

Ima CarSharer (1011) Logout

My Account - 1011 Ima CarSharer

Contact Driver's Licence Change Password Invoicing Emergency

Invoice Delivery

Preferred method for receiving invoices: Email notification Set Invoice Method

Payment Methods

Automatic Payments: Not Enrolled

Automatic payments are currently not enabled for your account.

- Looking to make a one-time payment? Click [here](#).
- You can sign up for automatic credit card payments online. Please note, we accept only Visa or Mastercard.

Card Number:

Expiry: /

CVC:

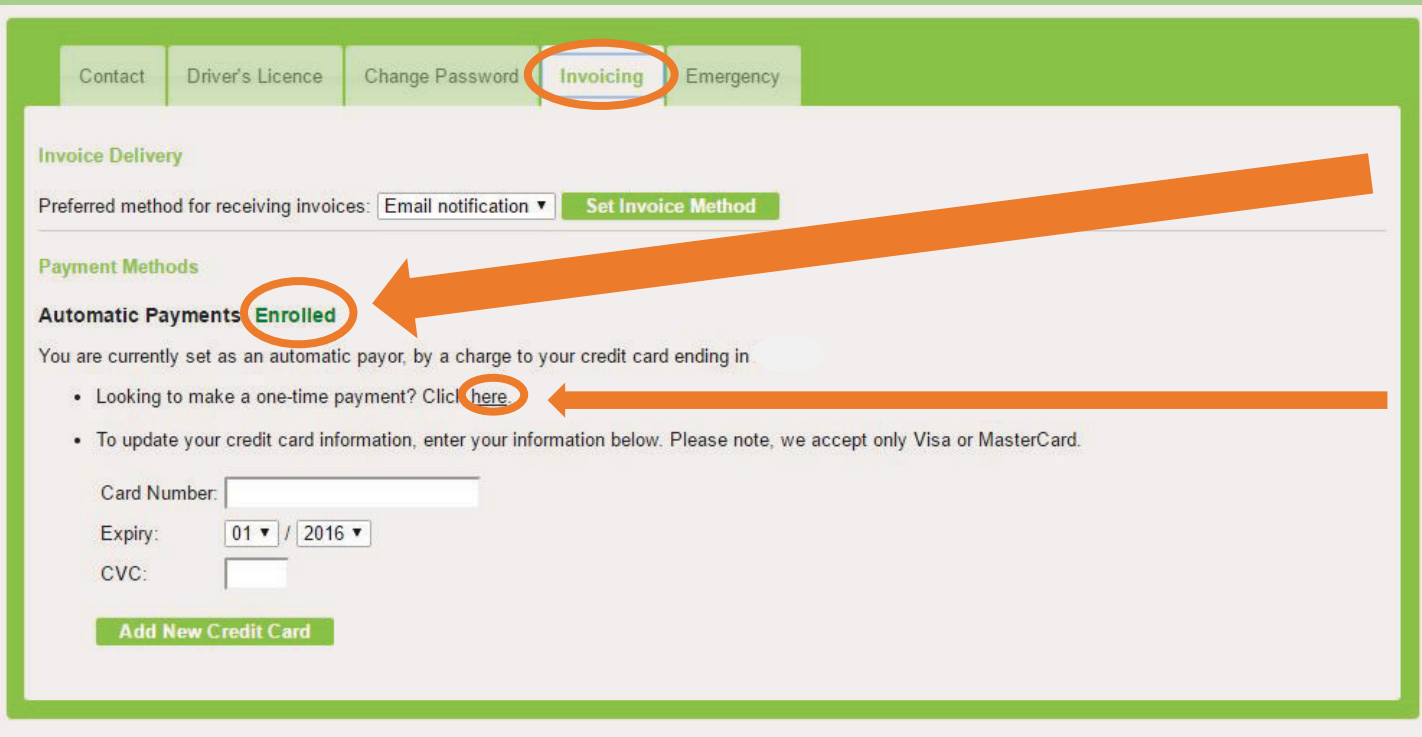
Add New Credit Card

In "My Account"
click on the tab for
"Invoicing"

If "Automatic
Payments" is shown
as "Not Enrolled"
please enter your
current payment
information, then
call our office to
confirm your
account is active:
303-720-1185

Be sure to click
"Add New Credit Card"
after updating your
card number

Confirming payment info



The screenshot shows a user account interface with a green header bar. The 'Invoicing' tab is circled in orange. Below the header, the 'Invoice Delivery' section shows 'Email notification' as the preferred method, with a 'Set Invoice Method' button. The 'Payment Methods' section shows 'Automatic Payments' with a status of 'Enrolled', which is circled in orange. A large orange arrow points from the 'Enrolled' status to the right. Below this, a list of links includes 'here', which is also circled in orange, with another orange arrow pointing to it from the right. The 'here' link is part of a sentence: 'Looking to make a one-time payment? Click here'. Below this, there is a form for adding a new credit card with fields for Card Number, Expiry (01 / 2016), and CVC, and an 'Add New Credit Card' button.

Contact Driver's Licence Change Password **Invoicing** Emergency

Invoice Delivery

Preferred method for receiving invoices: Email notification

Payment Methods

Automatic Payments **Enrolled**

You are currently set as an automatic payor, by a charge to your credit card ending in

- Looking to make a one-time payment? Click **here**
- To update your credit card information, enter your information below. Please note, we accept only Visa or MasterCard.

Card Number:

Expiry: /

CVC:

Your status changes to "Enrolled" after adding your new payment card #

You may make single payments to reduce account balances by clicking the "here" link (after your status is listed as Enrolled)

Please note: Payments for car usage is now collected within 3 days after each booking, rather than on a monthly invoice.

Estimated cost for upcoming Bookings

Ima CarSharer (1011) | Logout

Mobile Site

New Booking My Bookings My Account Find Cars

My Bookings

View bookings between Jul 20, 2016 and Aug 20, 2017 display

☐ Include cancelled and no-show bookings

← → today

Displaying 2 bookings.

Booking	Car	Pick up at	Return by	Duration	Cost
Car #7783 - Tea House	2016 Red Honda Fit	Fri Jul-22-16 4:45pm	Jul-22-16 5:45pm	1 hour	\$4.89
Car #6271 - Broadway & Walnut (Wells Fargo)	2014 Blue Subaru Outback	Wed Jul-27-16 6:00pm	Jul-27-16 6:30pm	0.5 hours	\$2.87

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Click on “My Bookings”
then choose “List View”

Estimated costs are shown for
each future booking,
but estimates do **NOT** include
the cost of mileage or fees

Verifying contact info

The screenshot shows the eGo CarShare website interface. At the top, the logo and navigation links are visible. The 'My Account' section is active, with a dropdown menu showing 'Settings' as the selected option. Below this, the 'Contact' tab is highlighted in the account settings bar. A message box prompts the user to verify their contact information. Further down, there is a feedback section and an address verification section. The address section includes a map of Boulder, CO, and a form with fields for Name, Suite, Address, City, State, and ZIP Code. The 'Verify address' button is at the bottom of the form.

Ima CarSharer (1011) | Logout

Mobile Site | New Booking | My Bookings | **My Account** | Find Cars

My Account - 1011 Ima CarSharer

Contact | Driver's Licence | Change Password | Invoicing | Emergency

We'd like to make sure we have your correct and current contact information. Please take a moment to make any needed updates, or click Verify Address if it's correct.

Feedback

Any feedback about your carsharing experience? Let us know here:

Submit

Address

Home Address

eGo uses our members' home addresses to plan where to put our next cars. Please help us improve our service in your neighborhood by keeping your home address up to date.

Name: Ima CarSharer

Suite:

Address: 2305 Broadway

City: Boulder State: CO

ZIP Code: 80202

Last updated: July 20, 2016

Verify address

(Enter Mailing Address)

Click "Settings" under "My Account" then choose the Contact tab

Verify your address information is correct. Please enter any updates

Once these steps are complete you should be all set to make bookings

Add “Starting Points” (optional)



Mobile Site

Ima CarSharer (1011) | Logout

New Booking

My Bookings

My Account

Find Cars

My Starting Points

To add your common starting points to our system locate them on the map below and click on the point you'd like to add. Give your starting point a useful description (ie. 'work', 'home', etc.), and you're all set.

Enter a location

Enter a location

GO

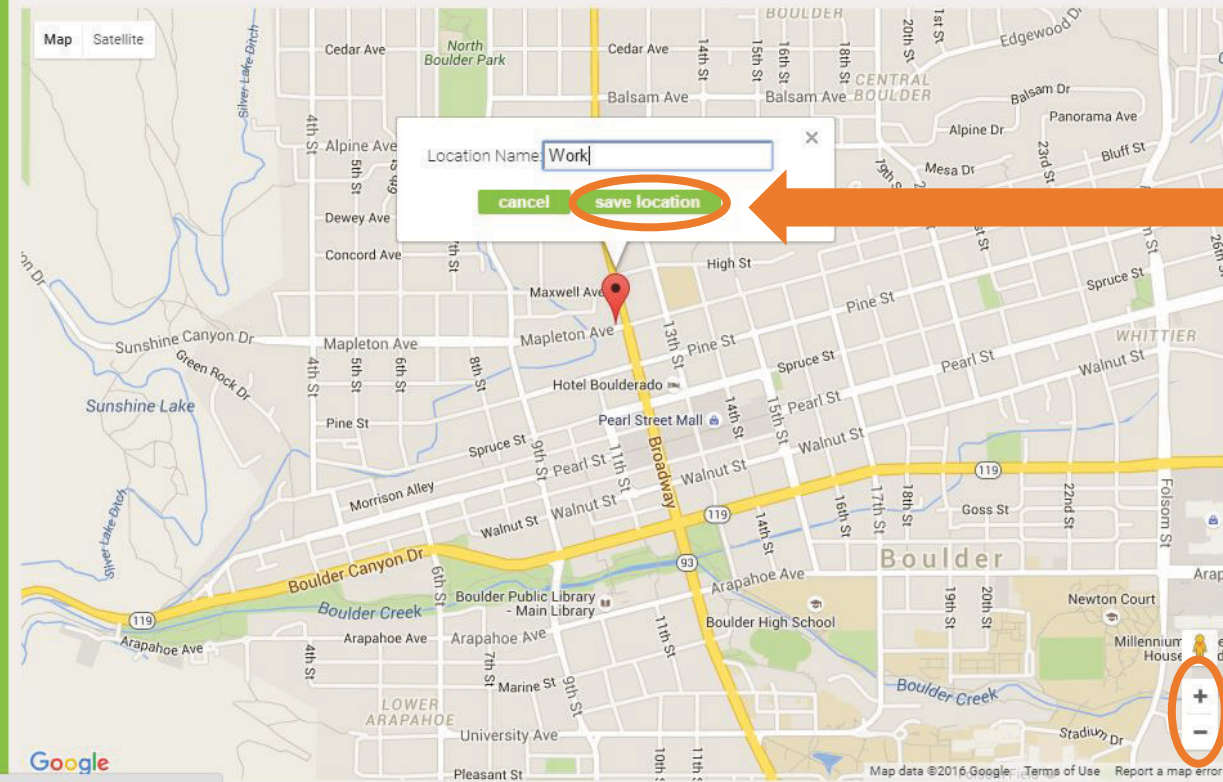
Settings

My Starting Points

Damage Coverage

Invoices

Account Statement



Click “My Starting Points” under “My Account” to bring up this map

Click anywhere on the map to enter a Starting Point, then type a label for it

Be sure to click “save location” to finish

You may add multiple “Starting Points” such as work, home, etc

Click + or - to zoom in or out

Booking with “Starting Points”

Logo: eGo CarShare
Mobile Site

User: Ima CarSharer (1011) | Logout

Navigation: **New Booking** | My Bookings | My Account | Find Cars

New Bookings

Pick up at: Jul 22, 2016 6:00 pm | Return by: Jul 22, 2016 6:30 pm | **search**

☐ My Favorite Locations ☒ **Search All Cars** ☐ What's up at...?

Select location from list: **Anywhere**
Or type an address: **My Starting Points**
Denver, CO, United States
Longmont, CO, United States
Work
Lists
Boulder
Denver
Longmont

Vehicle Types: [\(select\)](#) | Required Features: [\(select\)](#) | **clear all filters**

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Click “New Booking”
then choose the 2nd option
“Search All Cars”

The drop-down list allows
selection from your
“Starting Points”

Be sure to choose your
preferred day & times for
car pick up & return

Filtering car type & features

Clicking the “select” button below vehicle types opens a new window with multiple selection options

 **CarShare**

Mobile Site

Ima Car Sharer (1011) | Logout

New Booking My Bookings My Account Find Cars

New Bookings

Pick up at: Jul 22, 2016 6:00 pm Return by: Jul 22, 2016 6:30 pm [search](#)

☐ My Favorite Locations ☒ Search All Cars ☐ What's up at...?

Select location from list: 2305 Broadway, Boulder, CO, United States [Vehicle Types: \(select\)](#) Required Features: [\(select\)](#) [clear all filters](#)

Or type an address:

Vehicle Filters ×

Vehicle Types

☒ AWD ☐ Electric Vehicle

Make/Model

<input type="checkbox"/> chevy silverado 1500	<input type="checkbox"/> honda fit	<input type="checkbox"/> minivan	<input type="checkbox"/> sedan
<input type="checkbox"/> chevy sonic	<input type="checkbox"/> mazda 3	<input type="checkbox"/> pickup truck	
<input type="checkbox"/> chevy volt	<input type="checkbox"/> nissan leaf	<input type="checkbox"/> subaru outback	<input type="checkbox"/> toyota prius c
<input type="checkbox"/> ford f150	<input type="checkbox"/> nissan versa	<input type="checkbox"/> toyota corolla	<input type="checkbox"/> toyota prius v
		<input type="checkbox"/> toyota matrix	<input type="checkbox"/> toyota sienna
		<input type="checkbox"/> toyota prius	

[Apply Filters](#) [Uncheck All](#) [Cancel](#)

If you choose any of these options be sure to click “Apply Filters”

Booking a specific Vehicle Type



Ima CarSharer (1011) Logout

Mobile Site

New Booking

My Bookings

My Account

Find Cars

New Bookings

Pick up at: Jul 27, 2016 6:00 pm Return by: Jul 27, 2016 6:30 pm [search](#)

☐ My Favorite Locations ☒ Search All Cars ☐ What's up at...?

Select location from list: 2305 Broadway, Boulder, CO, United States Vehicle Types: **AWD** Required Features: [\(select\)](#) [clear all filters](#)

Or type an address: Enter a location ☐ Extend search radius?

1 vehicle matched your search criteria and it is available during the specified period.

Wednesday July 27, 2016

12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
0.28 miles - Broadway & Walnut (Wells Fargo) #6271 Subaru Outback																								book it	

☒ A yellow star next to a location indicates it is one of your favorites. [pick your favorite locations from a map](#), [visit the 'Cars' page](#).

☒ Requested Booking ☐ Unavailable ☐ My Bookings


“AWD” was selected as the All Wheel Drive vehicle type filter, so only the Outback is shown

Note: You must remove this filter to see all vehicle types on future bookings

Click **“Book it”** to proceed

If you use this car often, click the yellow star to make it a **“Favorite”**

Booking Confirmation

 CarShare

Ima CarSharer (1011) | Logout

Mobile Site

New BookingMy BookingsMy AccountFind Cars

Booking confirmation - Broadway & Walnut (Wells Fargo) on 27 Jul 2016 6:00pm-6:30pm

We cannot send a separate acknowledgement because the database has no e-mail address for you.
If you have an e-mail address, you can submit it through the [My Account](#) screen.

My Bookings

Booking #311940

Pick up at: Wed Jul-27-16 6:00pm
Return by: Wed Jul-27-16 6:30pm
Duration: 0.5 hours
Distance: n/a
Car: #6271 - 2014 Blue Subaru Outback (plate: 351MQC)
Vehicle Notes:
Location: [Broadway & Walnut \(Wells Fargo\)](#) at 1242 Pearl St, Boulder CO 80302 Park in the designated space near the bus shelter at the West end of the Wells Fargo lot.
Vehicle Features: A/C , All Wheel Drive , Automatic , AUX Input , Bike Rack , CD Player , Cruise Control , Dog Free , Folding Rear Seats , Ski Rack , Winter Tires

Status: **CONFIRMED**

Price Plan: Free Wheelin'

Charges

Time:	\$2.63
Distance:	See below
Subtotal:	\$2.63
State Tax:	\$0.11
County Tax:	\$0.03
City Tax:	\$0.10
Total:	\$2.87

Your first 50 miles cost \$0.33 each.
Subsequent miles cost \$0.20 each.

Modify BookingDriver PermissionsHistoryRepeat BookingCalendar

Pick up time can be extended from 12:30pm on Jul 26, 2016.
Return time can be extended indefinitely.

Pick up at: Jul 27, 2016 6:00 pm
Return by: Jul 27, 2016 6:30 pm
Location: Car #6271 - Broadway & Walnut (Wells Fargo) - Blue Outback
[filter for nearest available cars](#)

Your Notes:

Save Changes

Cancel Booking

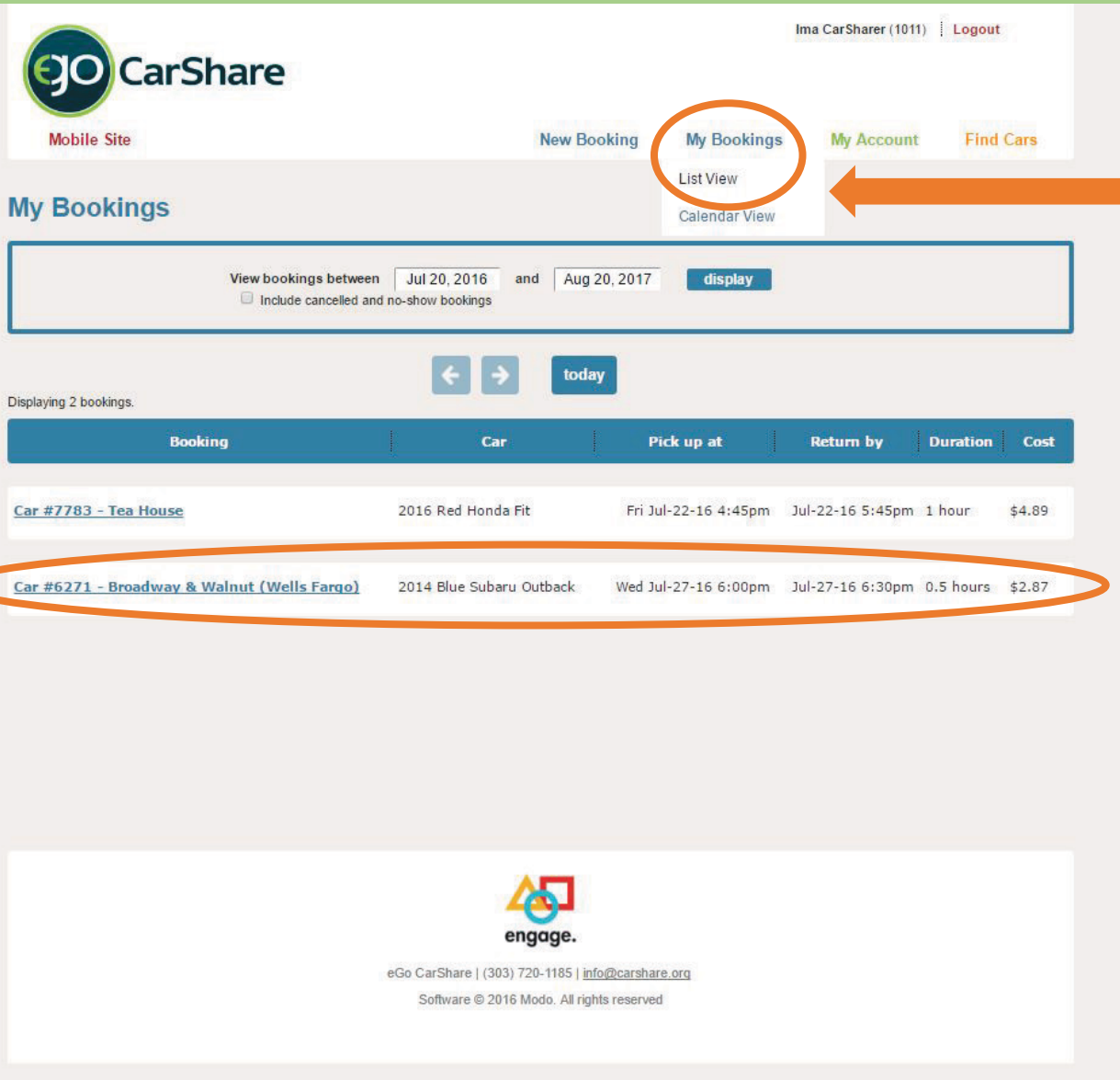
Success messages are listed in the green box

Error messages are listed in the orange box

If you need to make adjustments, use the drop-down options below.

If you make adjustments, be sure to click "Save Changes" to confirm.

Reviewing upcoming Bookings: List view



Ima CarSharer (1011) | Logout

Mobile Site

New Booking My Bookings My Account Find Cars


My Bookings

View bookings between Jul 20, 2016 and Aug 20, 2017 ☐ Include cancelled and no-show bookings display

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Clicking on “My Bookings” allows 2 options for viewing upcoming Bookings

This is the “List View”

Reviewing upcoming Bookings: Calendar view



Mobile Site

Ima CarSharer (1011) | Logout

New Booking

My Bookings

My Account

Find Cars

Export this month's iCalendar file

☒ Show bookings from your other accounts

My Bookings

< > today July 2016 month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Clicking on “My Bookings” allows 2 options for viewing upcoming Bookings

This is the “Calendar View”

To modify or cancel either booking, click on it and follow the steps provided

We are here to help!



Our small but dedicated staff is here for you
during this transition.

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