



# Autotel User Guide

## How fun that you've joined us!

Here are a few things that are important for you to know about the service before your first trip

### 1 Ordering a car

To order a car, enter the vehicle map in the application, choose the vehicle closest to your location and you're good to go. The car is reserved for you for up to 15 minutes from the moment you place the order.

Not sure where the car is located?

The navigation button in the app will help you locate it.



### 2 Is there damage?

Before each trip, make a small detour around the car to check for damage and cleanliness. If you happen to detect any damage or problem before starting your trip, please let us know in the app.

### 3 Before driving

All that is needed now to start your journey is to open the car doors using the app. A smart card must be associated with you before your first trip. The smart card could be found in the glove compartment and will help you open the car doors for cases in which there is a lack of reception, or your mobile phone battery runs out. Associating the smart card is done by scanning the QR code located on the inner door on the driver's side.

### 4 Looking for parking?

Parking with Autotel vehicles is allowed in designated Autotel parking lots, which are marked with a sign indicating "Parking is permitted for Autotel vehicles only". You can reach these parking lots through direct navigation within the app.

In addition, you can park in Blue and White designated areas (provided that the parking lot is available to the public 24/7).

Be sure to park in these parking lots only.

In order for Autotel parking lots to remain free for Autotel vehicles only, parking barriers have been placed in a number of parking lots throughout the city.

There will be a designated sign and barrier with which you lower/raise the parking pole upon arrival/departure from the Autotel parking lot.

### 5 Concluding your trip

Completed your journey? Remember to press the "End Trip" button. Clicking ends the trip and releases the vehicle for those after you.



**Remember that thousands of good people like you share our vehicles, so it's important to know that..**

1

Transporting animals as well as smoking in vehicles is strictly prohibited

2

Be sure to keep the car clean and pleasant, as you would like to find it on your next trip

3

Driving on public transport routes is strictly prohibited

4

Make sure to fold the car mirrors at the end of the trip

5

Remember that traveling in an Autotel car is for registered subscribers only

6

Our customer service is available 24/7 \*9133

TAKE A RIDE WITH ME

