

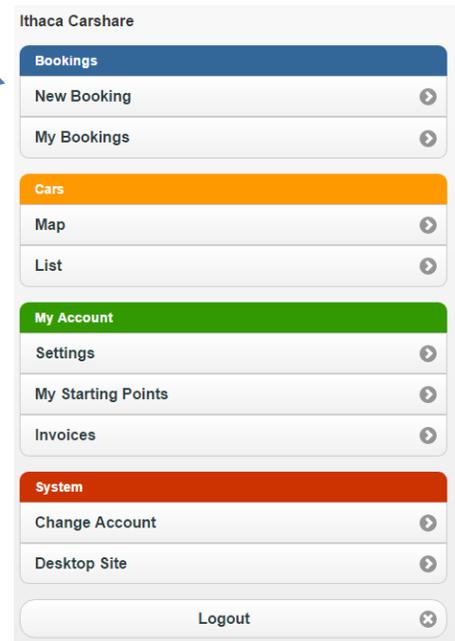


## Member guide to the new reservation system

### Ithaca Carshare now uses Engage carsharing software!

Here are some improvements that we know you'll love:

- Better **mobile site** - Check it out! 
- **Goodbye estimates!** All trip charges will be charged 5 days after your trip for the correct amount (including miles and canceled time). You can see a breakdown of every charge in your online account.
- **Goodbye early fees!** If you get to your car a bit early and nobody else is using it, just fob in! Engage will auto-adjust your reservation to start 15 minutes earlier.



### Key changes to know:

- **Monthly invoices** will now charge the day after they become available, on the 9<sup>th</sup> or 10<sup>th</sup> of each month. This will no longer be attached to your e-mail as a pdf. You'll have to log in to see it.
- **You now have a username**, set to your first initial plus last name. (Ex: Jane Smith = jsmith) You can change this if you like. You can log in using either your username or your member number.
- Reservations are now called **bookings**, and you can schedule repeat bookings (Ex: Every Tues. from 3-5 pm for a 2 month period).
- You can **add permission** for any another Carshare member to drive during your trips, even if you don't share an account.



## Member guide to the new reservation system

### Accessing your account

Go to [IthacaCarshare.org](http://IthacaCarshare.org) and then click login, or go directly to [reserve.ithacacarshare.org](http://reserve.ithacacarshare.org). You can toggle between desktop and mobile mode.

#### Mobile login:

Username:

Password:

Login

Keep me logged in

[Don't know your username or password?](#)

[View our desktop site](#)

#### Desktop login:

  
engage.

[Mobile Site](#)

Ithaca Carshare

Username:

Password:

Login

Keep me logged in

[Don't know your username or password?](#)

**You can use your member # or your new username to log in.** If your account has multiple drivers, the account holder is now :01 and the 2<sup>nd</sup> driver is now driver :02. (Ex: 4004 = 4004:01 and 4004-2 = 4004:02)

Your **password** is the same as before.

We recommend **bookmarking [reserve.ithacacarshare.org](http://reserve.ithacacarshare.org) to your internet browser and mobile home screen.** If you have trouble accessing the login screen the first time, try putting your device into airplane mode and back out, this should reset your cache.



# Member guide to the new reservation system

## Check over your account information

Once you've logged in, please review your information. Everything should be there, but confirm that your payment info, contact info, emergency contact, and all other settings look right, then make and save any changes.

Desktop view:

engage. Random Person (1:01) Logout

Mobile Site New Booking My Bookings My Account Find Cars

Contact information saved.

### My Account - 1:01 Random Person

Settings  
My Starting Points  
Invoices  
Account Statement

Contact Driver's Licence Change Password Emergency Drivers

Mobile view:

Back My Account Menu

Settings

Contact Information  
Driver's Licence Expiry  
Change Password  
Change Username

engage. Random Person (1:01)  
Ithaca Carshare  
(607) 277-3210  
[info@ithacacarshare.org](mailto:info@ithacacarshare.org)



# Member guide to the new reservation system

## Your Bookings

Any **current or upcoming bookings** you had previously should be there and ready to go in Engage. You can check "My Bookings" to see a list.

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

List View  
Calendar View  
Booking Search

**My Bookings**

View bookings between  and

Include cancelled and no-show bookings  
 Include bookings with other drivers

Displaying 1 booking.

Booking	Car	Pick up at	Return by	Duration	Cost
<a href="#">Car #5239 - Cayuga at Commons</a>	2013 Gray Honda Fit (Saponi)	Mon Jun-13-16 7:00am	Jun-13-16 9:00am	2 hours	\$0.00

**To make a new booking**, search for the time, vehicle, or location you want, and you'll see available cars sorted by neighborhood. Double click the table next to the car you want and drag green bar over to fill the time period. Then click "book it". Your trip cost, *before mileage*, will show in a pop-up below the green bar. **This step actually makes the booking! There is not a second confirmation screen.**

**New Bookings**

Pick up at:   Return by:

My Favourite Locations     Search All Cars     What's up at...?

Select location from list:     Vehicle Types:     Required Features:    

Or type an address:

Or choose a car location:

26 vehicles matched your search criteria.

	Wednesday June 15, 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	
<b>Ithaca - Downtown and Southside</b>																											
★ Cayuga at Commons Saponi, a Honda Fit																											
★ Green at Commons Barbara, a Honda Fit																											
★ North Titus at Plain Stewie, a Toyota Prius C																											
★ Seneca at Cayuga Devon, a Toyota Prius 2																											
★ South Geneva at McGraw House Kilgore, a Honda Fit																											
★ West State/MLK Jr. at Corn Eleanor, a Dodge Caravan																											
<b>Ithaca - Fall Creek and Northside</b>																											
★ Albany at GIAC																											



## Member guide to the new reservation system

### Your Payments

Any **credits or due balance on your account** from trips between June 1 and June 15 will carry over to Engage with a description of "balance forward". This amount will charge to your card within a week of June 15.

**Your trip payments will automatically charge to your card 5 days after your trip was taken.** Those charges will include your hours, correct number of miles, and any canceled time adjustments. You can always view a running history and breakdown of all charges on your online account statement.

#### Account Statement

Date	Charge	Credit	New balance	Note	Payment Reference
May 14, 2016		\$7.75	\$0.00	<a href="#">Payment by Visa</a>	CCN0003_536_135787601172
May 9, 2016	\$24.25		\$7.75	<a href="#">Invoice #92 - CCS02637Apr16</a>	
Apr 10, 2016		\$21.50	-\$16.50	<a href="#">Payment by Visa</a>	81_101847854731_858572
Apr 6, 2016	\$5.00		\$5.00	<a href="#">Balance forward</a>	

The image shows a mobile app interface for viewing account information. At the top, there is a blue navigation bar with a "Back" button on the left, the word "Invoices" in the center, and a "Menu" button with an upward arrow on the right. Below the navigation bar, the text "Current Account Balance: -\$19.25" is displayed. Underneath, there is a dropdown menu showing "2016 (1 invoices)" with a downward arrow. Below that, there is a section titled "2016 Invoices" with an orange header. Under this section, there is a list item for "April, 2016" with a rightward arrow.

Your payment info and invoices will also be available to view if you are logged in on a **mobile device**.

You can now have **multiple cards on file**. You will have to assign one as your primary card for the auto-charges.

**Your account will always show a running balance**, in the upper right of your screen. If this number is negative, you do not owe anything. If it is positive, you owe that balance.



## Member guide to the new reservation system

**Monthly invoices** will be available on the 8<sup>th</sup> and automatically charged on the 10<sup>th</sup> of each month. You will get an e-mail when your invoice is ready to look at, but you will have to log-in to view it.

Since you will have paid for your trips over the course of the month, the amount due on your invoices will only include membership charges and any penalty fees you may have incurred. An easy to understand summary of your trip charges throughout the month will also be included.

Here's a sample invoice from another carshare using Engage Software. In our case the new charges will not include usage fees, since you will have paid the full amount for those already.

Invoice Summary		Details of New Charges	
Previous invoices	\$153.86	Administration fees	\$20.00
Payments received	-\$153.86	Usage fees	\$70.80
Expenses claimed	\$0.00	GST	\$4.54
<b>Outstanding balance</b>	<b>\$0.00</b>	PST	\$6.35
New charges	\$101.69	<b>New charges</b>	<b>\$101.69</b>
<b>Balance</b>	<b>\$101.69</b>		

### September 2015 usage details

	subtotal	taxes	total
Thank you for your Cheque payment of \$153.86 on September 24, 2015.			-\$153.86
This bill is for your vehicle usage in September 2015. You drove 112 kilometres during 7 trips this month, and you are on the Member Plus plan. Your administration fee is \$20.00.	\$20.00	\$2.40	\$22.40
On September 4, 2015 from 9:00 am to 1:00 pm, you drove 11 km in the Town Hall vehicle, #1. Time: \$8.00, km: \$4.40.	\$12.40	\$1.49	\$13.89
On September 13, 2015 from 4:00 pm to 5:30 pm, you drove 20 km in the Town Hall vehicle, #1. Time: \$3.00, km: \$8.00.	\$11.00	\$1.32	\$12.32
On September 17, 2015 from 5:00 pm to 6:30 pm, you drove 10 km in the Town Hall vehicle, #1. Time: \$3.00, km: \$4.00.	\$7.00	\$0.84	\$7.84
On September 23, 2015 from 3:30 pm to 6:00 pm, you drove 23 km in the Town Hall vehicle, #1. Time: \$5.00, km: \$9.20.	\$14.20	\$1.70	\$15.90
On September 25, 2015 from 2:30 pm to 3:30 pm, you drove 8 km in the Town Hall vehicle, #1. Time: \$2.00, km: \$3.20.	\$5.20	\$0.62	\$5.82
On September 26, 2015 from 12:30 pm to 1:30 pm, you drove 23 km in the Town Hall vehicle, #1. Time: \$2.00, km: \$9.20.	\$11.20	\$1.34	\$12.54
On September 27, 2015 from 4:00 pm to 5:30 pm, you drove 17 km in the Town Hall vehicle, #1. Time: \$3.00, km: \$6.80.	\$9.80	\$1.18	\$10.98



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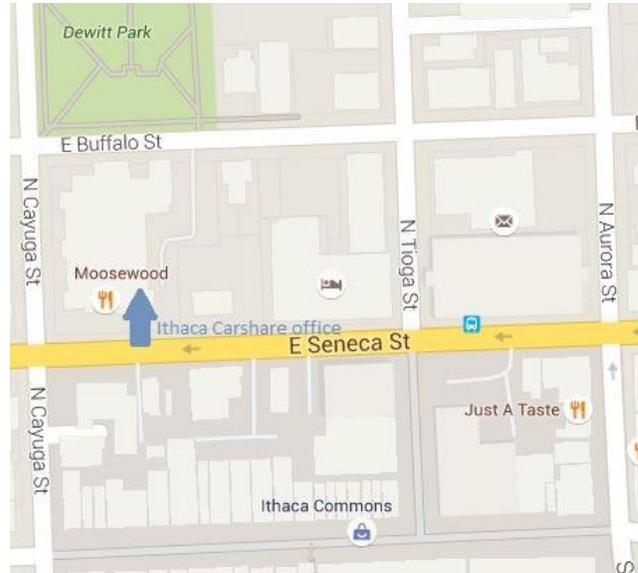
**Stay in touch! We are here if you need help.**

607-277-3210 x3 (office, answered 12-5 weekdays)

607-277-3210 X2 (urgent reservation issues, answered 24/7)

[info@ithacacarshare.org](mailto:info@ithacacarshare.org)

Our office is in the Dewitt Mall at 215 N. Cayuga St., on the ground floor past Moosewood restaurant. We are open 12-5 weekdays.



Erik, Kim, Jennifer, Katie, Anna, and Andy (not pictured) make up our team. Your patience is appreciated as our small organization makes this very big transition!