X.bike

How to use X.bike

Download & Sign Up

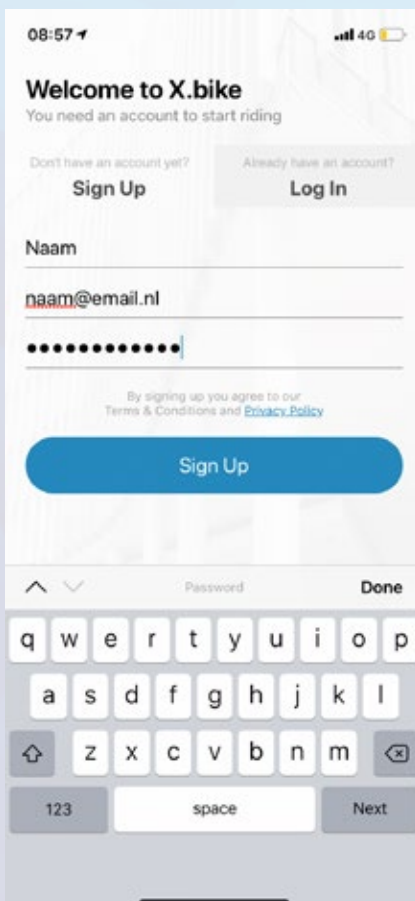### Download the X.bike app

Go to the App Store or Google Play:
https://itunes.apple.com/us/app/x-bike/id1446420345
https://play.google.com/store/apps/details?id=bike.x
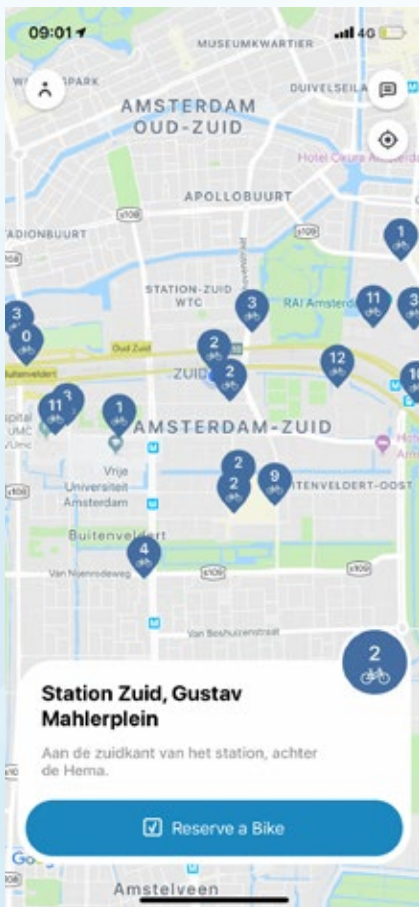
Or search for X.bike

Sign up using your work email address

Your work email address is already connected to the bikes

Verify your email address by clicking the link in the email
(No email? check for typos and your spam box)

After clicking the link, tap 'refresh'

Reserve

Pick a parking spot and tap 'Reserve a Bike'
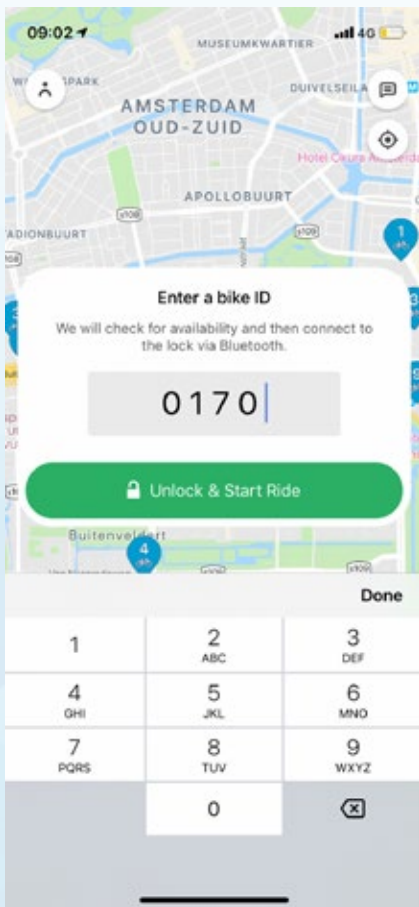One of the bikes at the parking spot will be waiting for you

Go to the parking spot before the timer runs out
Your reservation will be valid for 20 minutes.
If you do not make the appointment, a new
reservation has to be made.

Select a bike & Start a Ride
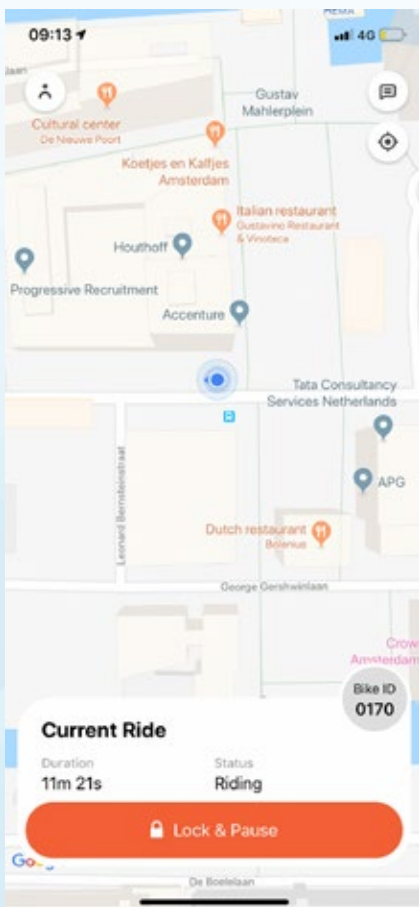

Pick a bike and locate the Bike ID

You can find the Bike ID on a number plate at the back of the bike.

The app does not select a bike for you when making a reservation.

Enter the Bike ID
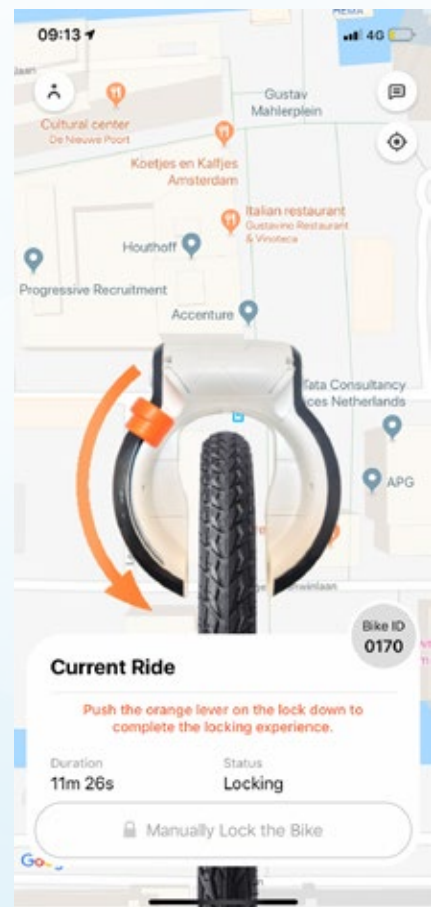
Always use all 4 digits

Pause a Ride

Ride & Pause anywhere

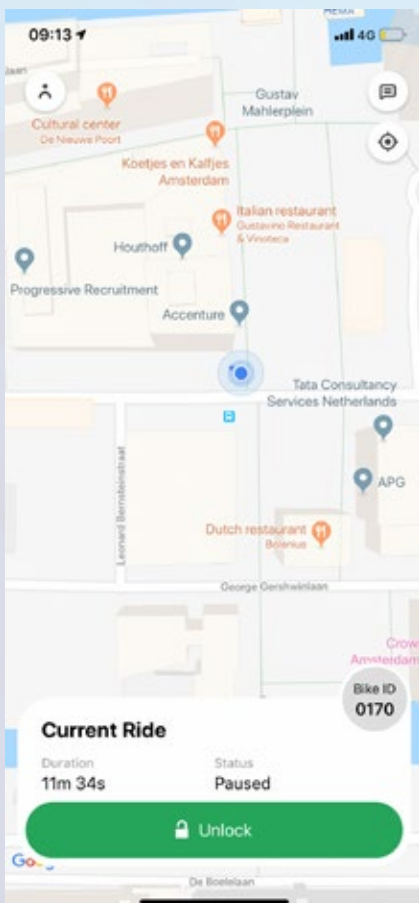When you want to pause, lock the bike by tapping 'Lock & Pause', and push the orange lever on the lock.

The bike will stay connected to your account. No one else can start using this bike while it is connected.

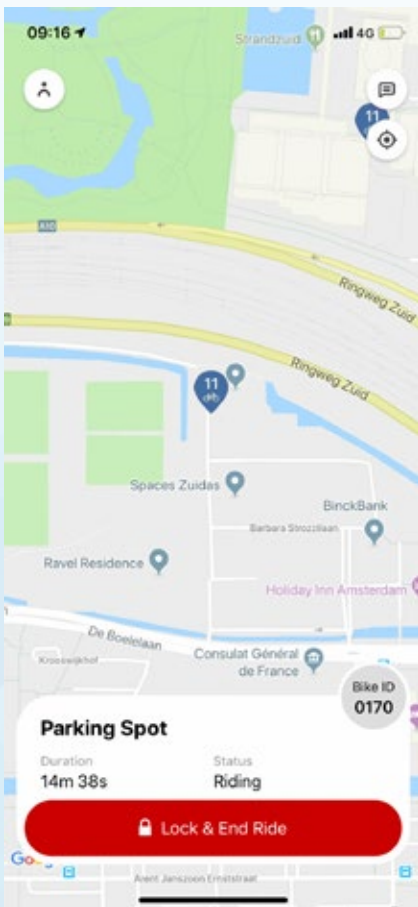To end a ride, return to a parking spot.

Continue riding

After pausing, tap 'Unlock' to start riding again.
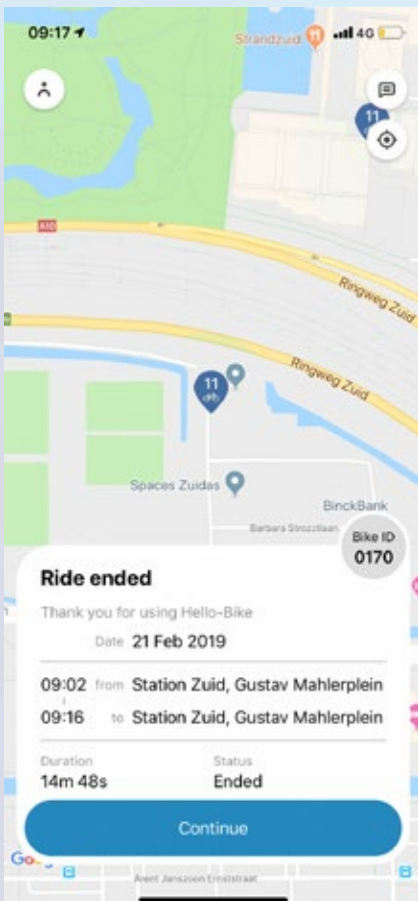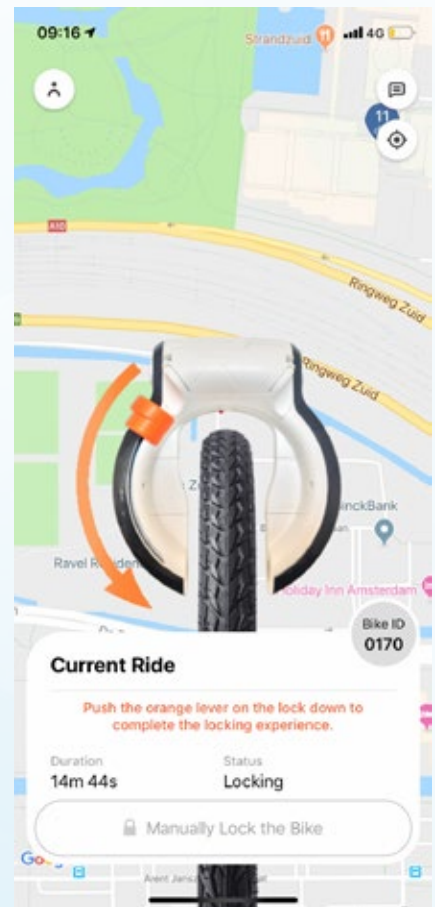
End a Ride

End your ride

To end your ride, return to any parking spot shown in the app. Tap 'Lock & End Ride' and push the orange lever on the lock.

The bike will then be available for other users.

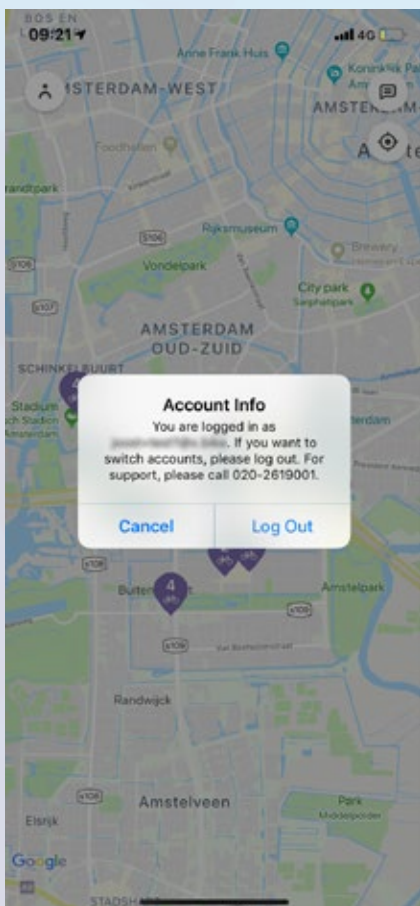### Ride overview

Verify your ride was ended successfully.

Press continue to return to the map.

Extra information

Chat with support

Tap the icon in the top right corner to start a chat with our support team.

Review your account info

Check what email address you are using by tapping the icon in the top right corner.