

# ARVAL CAR SHARING GUIDE



Thank you for using or planning to use Arval Car Sharing! We know you want to understand how the app works.

This document is the Arval Car Sharing guide. We will take you through how the app works and how to use it.

One important thing to know is that your mobile phone must be connected to the internet to use the app. If you are in a multi-storey car park where there is temporarily no Internet connection, Bluetooth will be required to unlock the vehicle. Please enable the app to do this.

## Step 1: Download the app

Download the Arval Car Sharing app. You can do this by using your mobile phone's camera to scan the QR code below or by searching for "Arval Car Sharing" in the App Store or Google Playstore.



## Step 2: Set up your account

We have sent you an invitation to create your account. You will need this invitation email to create your account via the app. Once you have received the email and installed the app, you can create your account and log in. The invitation email was sent from no-reply@carsharing.arval.com. Check your spam folder if you do not see the email straight away.

Follow the steps given in the email to create your account. **NOTE: YOUR COUNTRY CODE AND INVITATION CODE ARE IN YOUR EMAIL.**

### Welcome to Arval

Dear Caro,

You will soon become part of the Arval Car Sharing community!  
You just need to register ...

1. Download the Arval Car Sharing app.

iOS: [link](#)

Android: [link](#)

2. Once opened, enter the community name **BE**.
3. After going through a number of settings, you will arrive at the log-in screen.
4. Tap "Create account".
5. Enter your details here, create your password and enter the invitation code. **89SQAW**.

We wish you a lot of sharing fun!  
Arval Car Sharing

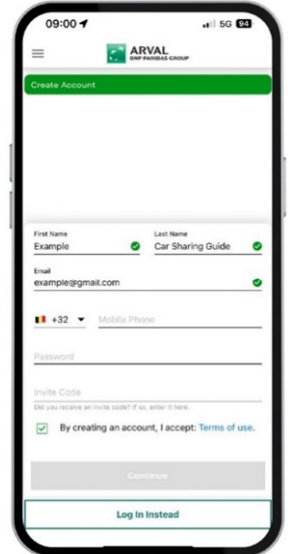
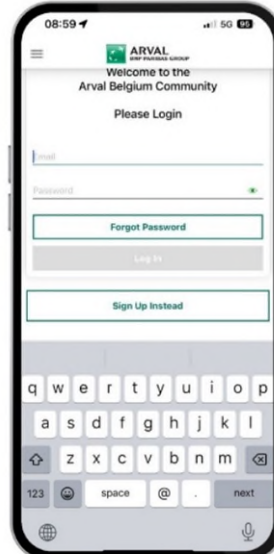
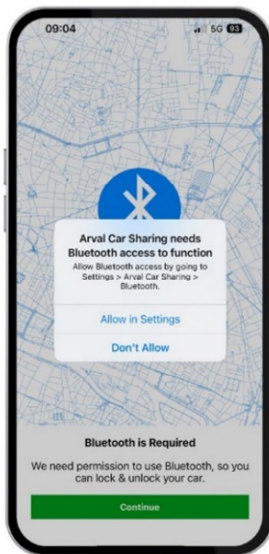




## Step 3: Log into the app

As soon as you open the Arval Car Sharing app, you need to **accept** the use of both **Bluetooth** and your **location while running the app**.

Then click **"Sign Up Instead"** to set up your account. Enter the requested information and also enter the code from the email as the **"Invitation code"**. If you don't enter this code, you won't see any shared cars.

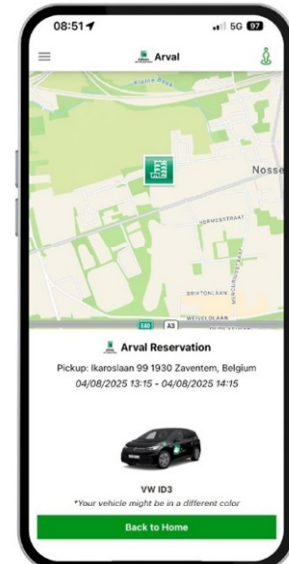
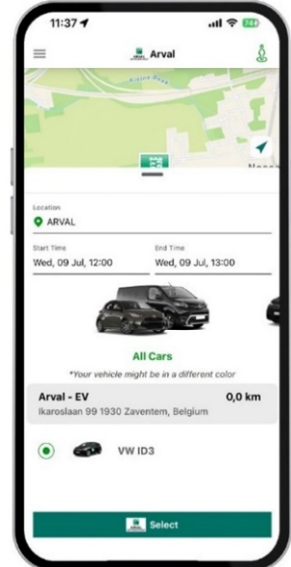
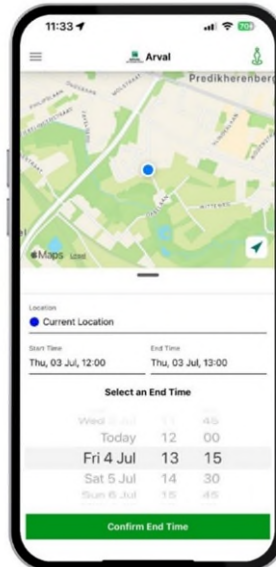
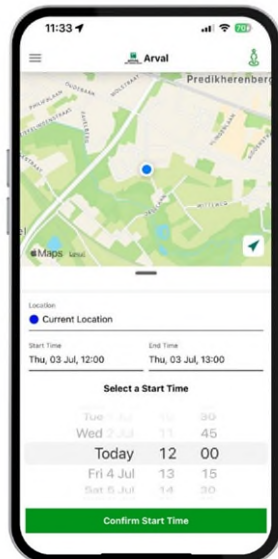
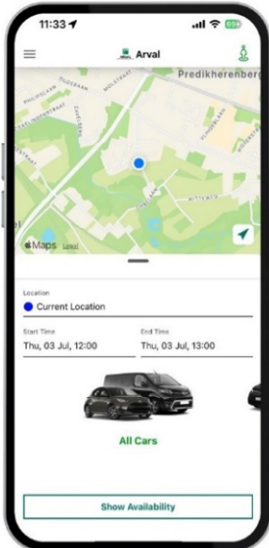


## Step 4: Booking a shared car

To make a reservation, follow the steps below.

1. Open the app
2. Enter the location where you want to search for shared cars
3. Click on "Start Time" and enter your preferred start time. Confirm it by clicking on "Confirm Start Time".
4. Enter your preferred "End Time", then confirm it by clicking "Confirm End Time".
5. At the bottom of the screen click "Show Availability"
6. Select the vehicle you prefer.

**PLEASE NOTE:** Unlike the old application, you will be assigned the vehicle half an hour before the start of your reservation. This means you are not reserving a specific car.



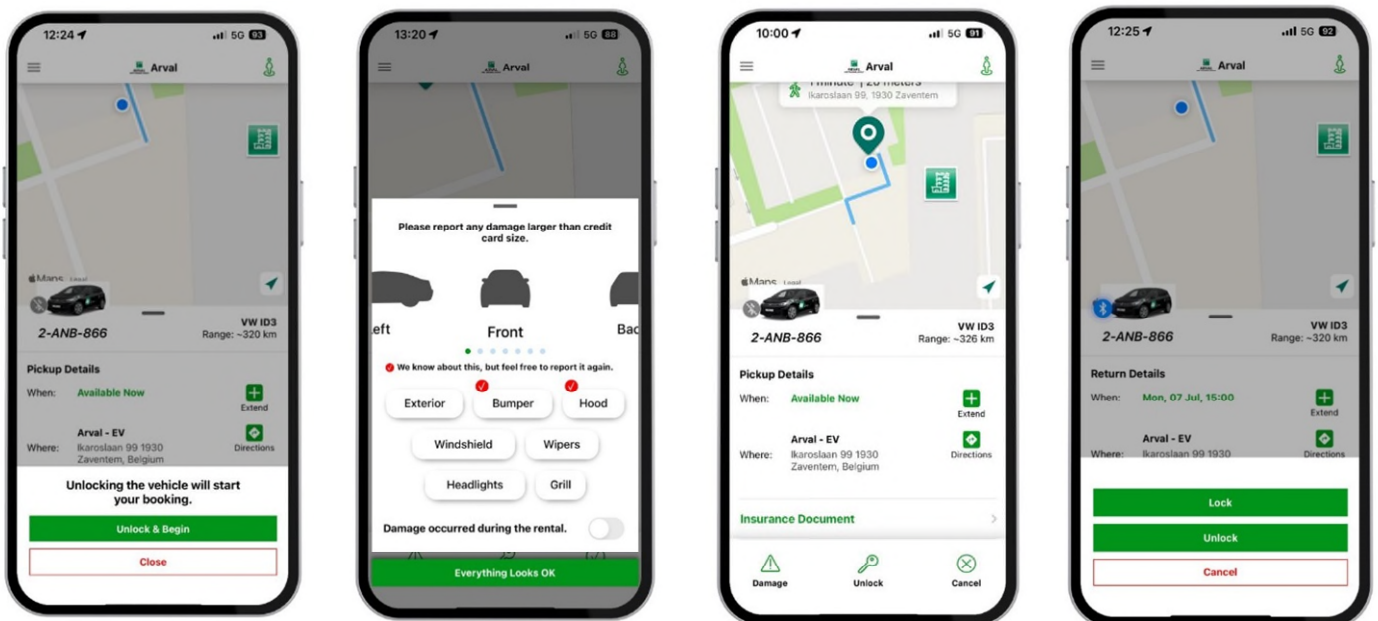
## Step 6: Location of the vehicle

You can find the exact location of a vehicle 30 minutes or less before the start time of your reservation in the app. It is important that you always return the vehicle to the parking space where you picked it up. That is the only place where you can end the reservation.

## Step 7: Starting the reservation

Ready to get moving? Then you can start the reservation and open the car using the app. Please follow the steps below:

1. Just before your reservation is about to start, the app will automatically show your reservation.
2. Your reservation will only start when you click on the "Unlock & Begin" button at the bottom of the screen.
3. Click "Unlock" a second time to open the vehicle. Do the same when locking it.
4. Report any damage, this can also be done during your journey by using the "Damage" button. You will find the insurance document using the "Insurance Document" button.



## Start

Depending on the vehicle, you can start the car using the start/stop button or the original key.

**Note:** Never use the key to open or close the vehicle. Always use the app, even when making a stop during your journey.

1. Starting an electric vehicle: Unplug the charging cable by holding the charging card against the charging station then take this with you. You will find the charging card in the glove compartment. All electric cars are automatic. So press the brake down and press the start button. Shift the vehicle to "D" for "Drive" to move off.

Tip: The "B" next to Drive stands for "Economy". Pull the lever back again to shift the car into "B". This will give you a longer range.

2. Starting a petrol vehicle: most vehicles no longer have the conventional ignition key but are started using a "start/stop" button.

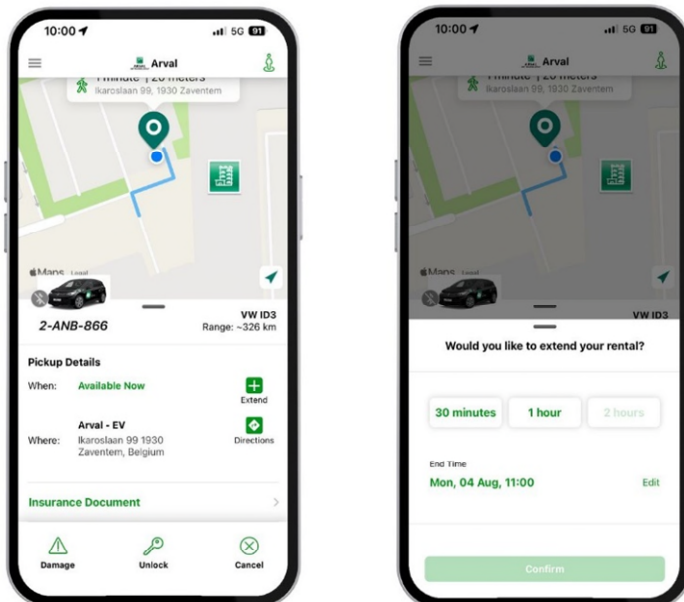
It is important to always keep a foot on the brake and depress the clutch while pressing this button. (For an automatic car, only the brake, of course)

If there is no "start/stop" button in a car, then you start the vehicle with the original ignition key. This key can always be found in the glove compartment. Push it into the ignition as normal for traditional cars.

## Step 8: Changing your reservation

You can change the end time of your reservation either before or after the start time you booked. It can only be changed if the vehicle is available. If this is not the case, you must return the car or contact the help desk. This is how you make a change:

- 1 Click on the plus sign next to "Extend".
- 2 Select the number of minutes you want to extend or click "Edit" for an alternative time.
- 3 Click "Confirm" to confirm the new end time.



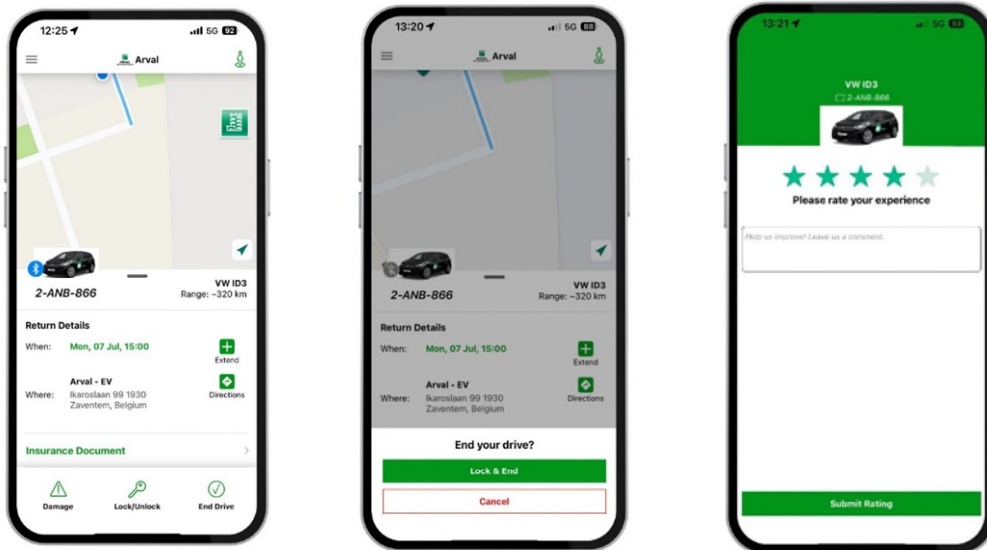
## Step 9: Ending the reservation

Finished with your reservation? Always return the vehicle to the parking space where you picked it up. You can only end the reservation in the vicinity of the parking space where you picked up the vehicle.

If you had an electric vehicle, reconnect it to the charging station. To do this, follow the instructions in **Step 10** below. Do this before you end the reservation.

Close the car and end the reservation as follows:

1. Click "End Drive"
2. Click "Lock & End"
3. Give the trip a star rating and your comments. Then click "Submit Rating"
4. The car is now locked and your trip has ended






## Step 10: Fuel card and charging card

Refuelling or charging? This is easy to do using the charging card or fuel card in the glove compartment. The costs of refuelling and charging are already included in the kilometre rate, so you can always refuel/charge for "free".

The card is located in the glove compartment. If it isn't there, look in the centre console (armrest), the side pockets in the doors or above the sun visor.

When refuelling, charging or washing the vehicle, you can use the card as a PIN card. The PIN code is shown in the app

-  Charging cable connected to charging station and car
-  Vehicle is charging
-  The charging station is malfunctioning

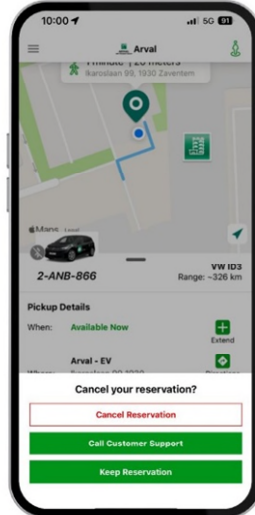
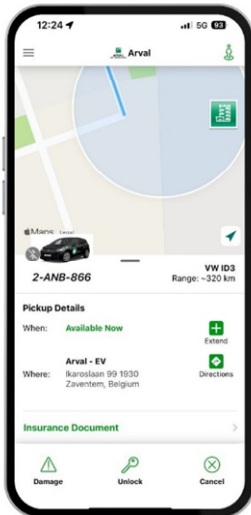




## Step 11: Cancelling the reservation

Do you want to cancel your reservation? Things can happen. To do so, follow the steps below:

1. Open the app
2. Open your future reservation
3. Click on "Cancel", bottom right
4. Click "Cancel Reservation" again to cancel your reservation



## Any questions?

Can't get it to work, or you have questions?

Feel free to contact Arval Driving Experience: +32 2 240.11.77 or email [drivercare.be@arval.be](mailto:drivercare.be@arval.be)

