

KNOWLEDGE DOCUMENT

Create an account

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Section overview

1. Registration / Register

2. App usage

3. Trip planning

4. Booking

5. Payment methods

6. Transport services

7. Other

How do I create an account?

This document explains how to create an account.

Download the TURNN MaaS Suite app (figure 1).



Figure 1: Turnn MaaS Suite

Enter the e-mail address (figure 3).

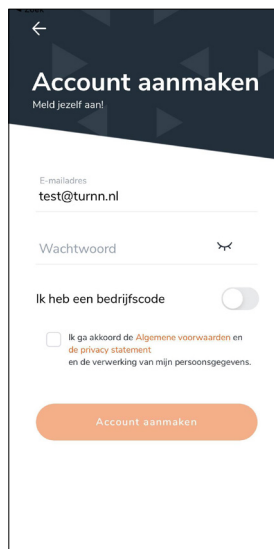


Figure 3: Enter e-mail address

Select 'Create an account' (figure 2).

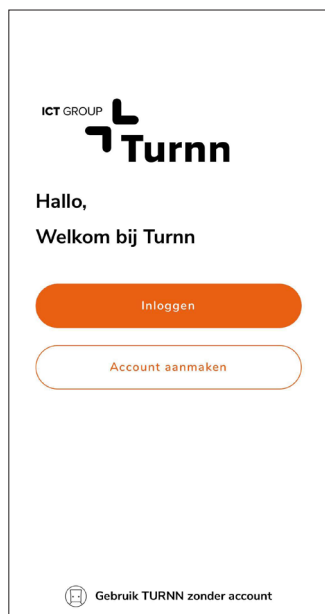


Figure 2: Create account

Choose a password of your choice. Make sure your password consists of uppercase, lowercase, numbers, and a special character (figure 4).

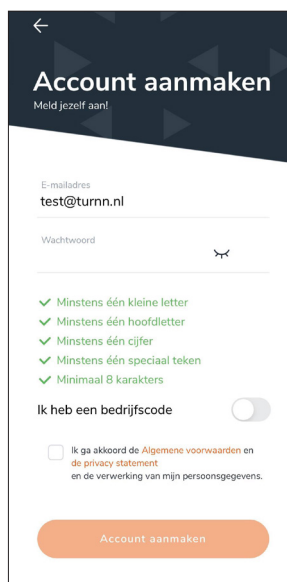


Figure 4: Password

How do I create an account?

Select: I have a company code (the company code will be sent by email). Accept the terms and conditions (figure 5).

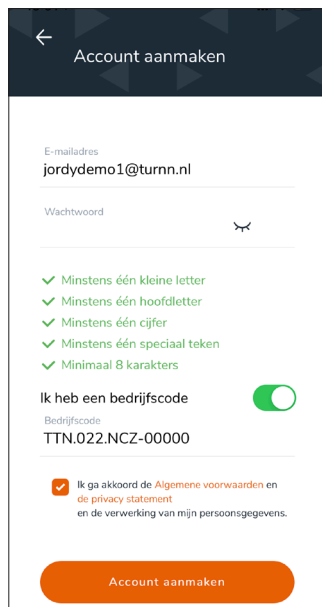


Figure 5: Company code

An email with a verification code is now automatically sent to validate the email. Enter this verification code in the app (figure 6).

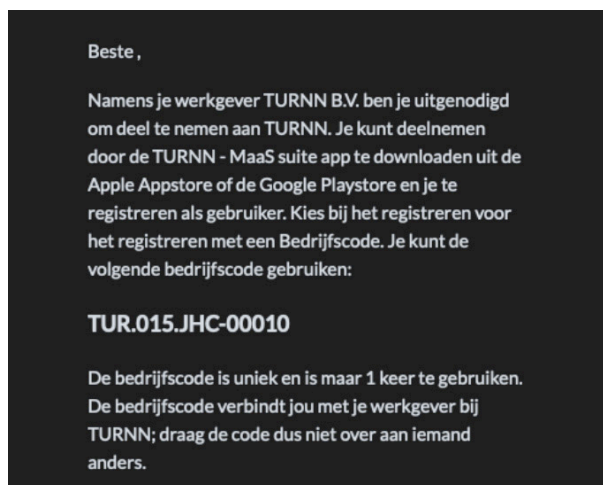


Figure 6: E-mail with verification code

Add your personal data: first name, surname prefix, surname (figure 7)

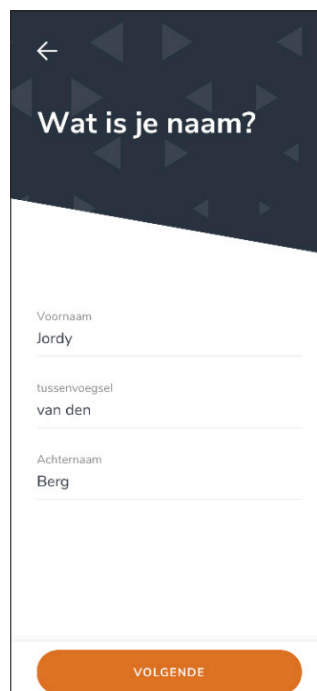


Figure 7: Personal data

In the next step, specify what type of account you would like:

Level 1: I mainly use public transport

Level 2: I mainly use public transport, shared bicycles or taxis

Level 3: In addition to public transport, I often use shared bicycles, cars, scooters and taxis

If you choose level 2 or 3, you must provide your telephone number and address (figure 8).

How do I create an account?

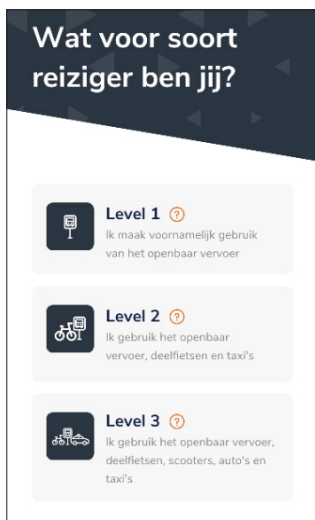


Figure 8: Type account

You will now automatically receive a text message with a verification code to verify your phone number. Enter this verification code in the app (figure 9). Enter your address.

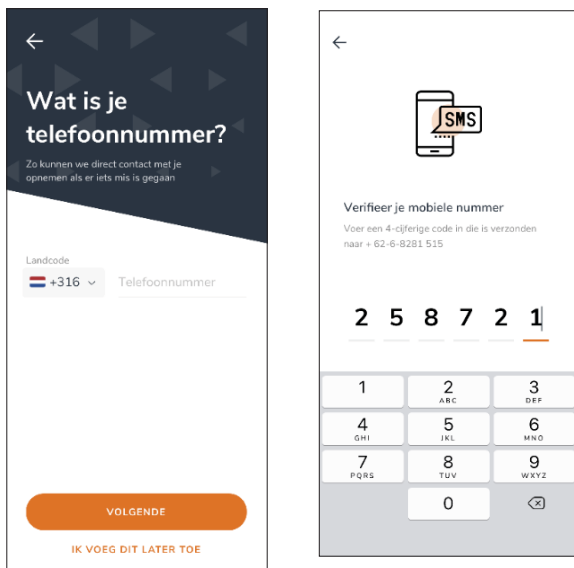


Figure 9: Verify phone number

In order to be able to actually use the shared bicycles, cars, scooters and taxis, a driving licence check will be carried out. This is done with our partner Datachecker – SecureIDLink.

Note: Please make sure that you have your driving licence at hand and that you start this check on your mobile phone. You need to take photos of the front and back of your driving licence and upload them securely to Datachecker. This can only be done on your mobile phone. Datachecker will check your driving licence for authenticity within 48 hours (figure 10).

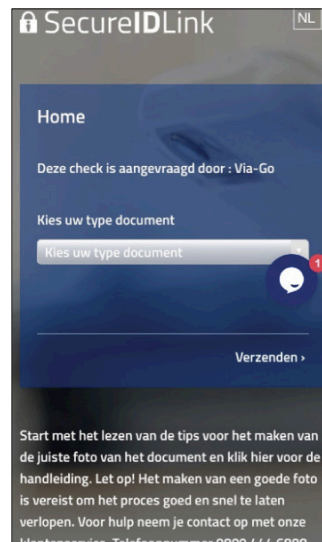


Figure 10: Driving license check

Your account has now been successfully created (figure 11).



Figure 11: Successfully created account