

# STEP BY STEP

## LOCKING A BIKE WITH BIKEEP



### STEP 1: Download the Bikeep App or scan RFID access card

Find the Bikeep App in the Apple Store or GooglePlay or pick up an RFID access card at Penticton City Hall



### STEP 2: Scan QR code on preferred stall

Select an unoccupied stall and scan the QR code found at the front of the stall through the Bikeep App or by scanning your RFID access card on the top of the stall



### Step 3: Raise yellow arm and roll bicycle in

Raise the unlocked Bikeep arm and place bicycle beside stall where the arm was



### STEP 4: Lower stalls arm and lock bicycle

Lower yellow arm on over front wheel and frame of bicycle. If Bikeep arm doesnt fit over both frame and tire, simply lock the frame only and use personal lock for added tire security. Stall will flash a red light to confirm bicycle is securely locked.





# STEP BY STEP

## UNLOCKING A BIKE FROM BIKEEP



### STEP 1: Go in Bikekeep App and swipe to unlock or scan RFID access card

In the Bikekeep App you will be able to see your active session and unlock the stall accordingly. If you are using the RFID access card, scan card on the top of the stall

### STEP 2: Lift stall arm and remove bicycle

The top of the stall will flash a green light, this indicates that your session has now ended. Lift the yellow arm and remove your bicycle from the station! You're good to go



# FAQ:

## INFORMATION ON BIKEEP



### Answering your questions:

#### 1) Who does the App notify if someone tampers with the lock?:

Local security/police and E-Kruise will be notified immediately if someone tampers with lock.

#### 2) Does an alarm sound if someone tampers with lock?:

A 120 decibel alarm will sound as soon as the station senses it is being tampered with.

#### 3) Can you reserve a stall?:

You can reserve your stall up to an hour ahead of time, making planning your route that much easier!

#### 4) Can you find stalls nearby through the App?:

Through the Bikekeep App users will be able to see exactly where Bikekeep locking stations are available.

#### 5) How much is it to use?:

Currently Bikekeep is FREE to use!

#### 6) How long can I lock my bicycle for?:

You can lock your bike for 72 hrs at a time.

#### 7) Can I lock a scooter?:

Yes, you can lock the frame of a scooter.

#### 8) How long has Bikekeep been around for and how effective is it?:

Bikekeep has been around since 2018 and is in over 21 countries across 3 continents. In 2023, it was awarded the Best Bike Charging and Locking Hubs in the world.