



Linkey: User Guide

Version 1.1

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Introduction

Linkey is a solution by 2hire for digital and contactless car rental. With Linkey, your users can access cars by tapping on a link.

The solution includes an easy-to-use dashboard, through which you can automate the delivery of car access links, and a web app, that allows your users to unlock/lock the vehicle's doors to start/end their rental.

A linkey rental has the following steps:

- Creation of a new booking: once you receive a new booking, you have to insert the main booking info on the Linkey platform;
- Vehicle association: you have to associate the booking with a specific vehicle in your fleet;
- Automated messages: one hour before the start of the rental, the user will automatically receive an SMS and an email with a link to the Linkey web app which shows the position of the vehicle on the map and allows doors unlocking.
In a similar way, one hour before the end of the rental the user will receive an SMS and an email with a link to lock the vehicle's doors and close the rental.

The Linkey dashboard is composed of three sections:

- My station,
- Vehicles,
- Bookings.

My station

In this page there are all the details concerning the station.

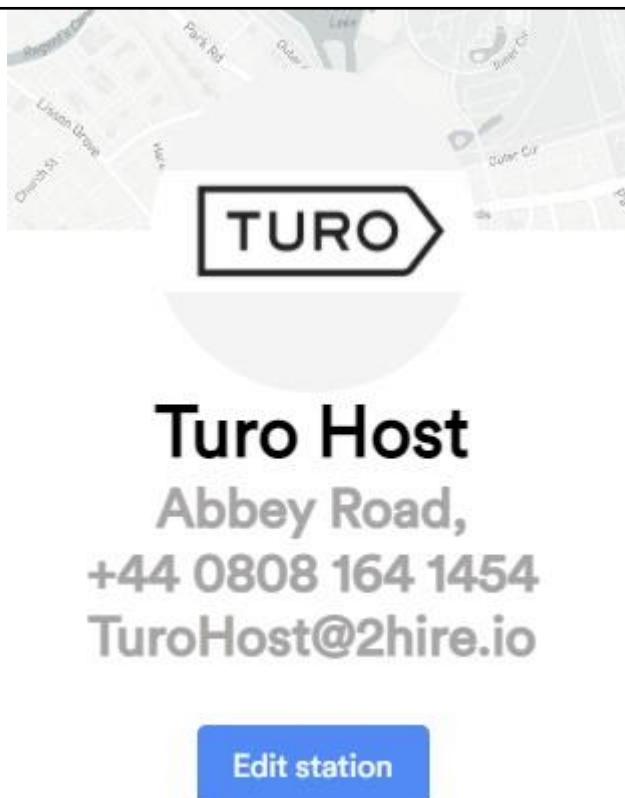
In the upper part of the page, you can consult the map with a focus on the station's coordinates.

Below the logo, in the middle of the page, the following information are shown:

- Station's Name,
- Station's address,
- Station's email,
- Station's phone.

For editing the station's details, you can click on the "Edit Station" button that is just below the station info.

NB: Please note that the station's phone number is the one that the users will visualise on the Linkey web app to ask for support.



After clicking on the “Edit Station” button, you will see a window with precompiled fields regarding the station. To save the changes, it’s necessary to click on “Confirm”, otherwise on “Cancel”.

Edit station

Edit a station, filling the mandatory fields.

[Upload logo](#)

Station name *
Turo Host

Email *
TuroHost@2hire.io

Phone number *
+44 0808 164 1454

Address *
Abbey Road, London, UK

[Cancel](#) [Confirm](#)

Vehicles

This section is meant to allow you to manage and monitor the vehicles of the fleet associated with the station.





When you log in for the first time, you will find the vehicles of your fleet already visible on the dashboard. In case you want to add new vehicles to the fleet, it is necessary to contact 2hire's Support team.













For each vehicle a table shows the following details:

- **Online:** in case the vehicle is connected it's shown a green circle, otherwise a red one.
- **Category:** each vehicle belongs to a specific category of vehicles (e.g. car, van, scooter).
- **Brand:** it's shown the name of the brand of the vehicle.
- **Model:** it's shown the name of the model of the vehicle.
- **Year:** it's the registration year of the vehicle
- **License Plate:** it's shown the license plate of the vehicle
- **Status:** this field can assume two different values: "free", in case the vehicle's doors are locked, "In progress" in case the vehicle's doors are unlocked.
- **Odometer:** it's shown the number of kilometers reached.
- **Battery:** it's shown the value in volt of the battery voltage.
- **Fuel:** it's shown the value in percentage of the fuel level.


Vehicles

Updated on: 11/2/2021, 2:27:25 PM




    Search by plate...

Online	Category	Brand	Model	License plate	Status	Odometer	Battery	Fuel	Actions
	Medium	Peugeot	3008	AB003CD	free	2.769 Km	0 V	80 %	  
	Medium	Volkswagen	Golf	AB002CD	free	459 Km	0 V	83 %	  
	Medium	BMW	Serie 1	AB001CD	running	1.478 Km	0 V	76 %	  

On the top right corner, there is a search box that allows you to find a specific vehicle searching by the license plate number.

Clicking on the icon  , that is next to the search box, it's possible to filter vehicles by state: "free"/"running".

Below the column “Actions” there are three icons that allow three different features:

- “Start vehicle”  ,
- “Stop vehicle”  ,
- “Open map” (localization of the vehicle on the map)  .

“Start vehicle” remotely opens the car doors. This command can be useful in case the user is not able to access the vehicle and contacts you for support. If you click on Start the vehicle, the state of the vehicle will switch into “running” and a pop up of operation completed with success will be opened.

Open vehicle

The vehicle has been successfully opened.

OK

In case you try to unlock a vehicle that is already in “running” state, a pop up will inform you of the error.

Vehicle open

The vehicle is already running

OK

“Stop the vehicle” remotely closes the car doors. If you click on “Stop the vehicle”, the state of the vehicle will switch into “free” and a pop up of operation completed with success will be opened.

Close vehicle

The vehicle has been successfully closed.

OK

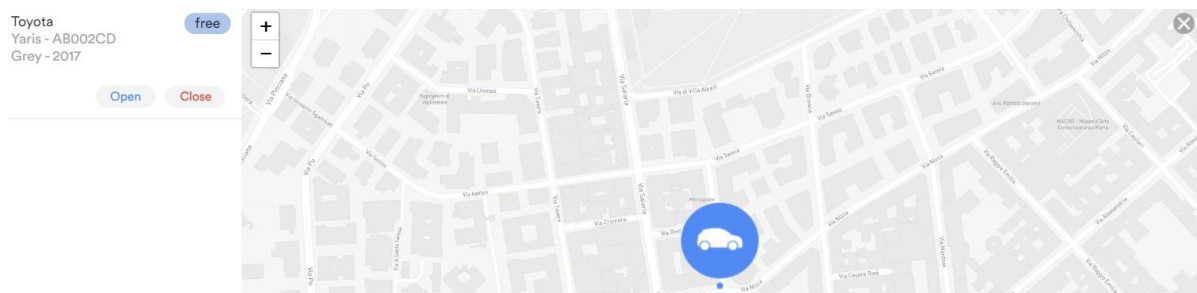
In case you try to lock a vehicle that is already in “free” state, a pop up will inform you of the error.

Vehicle closed

The vehicle is already closed

OK

“Open map” opens a map, where it’s possible to visualise the exact position of the vehicle. The icon on the map represents the category of the vehicle.



On the left side of the window that contains the map, the following informations are reported:










- “Brand”,
- “Model”,
- “License Plate”,
- “Status”.




In this window, it's also possible to remotely open/close the vehicle's doors by clicking on the buttons "Open" or "Close".

Returning to the vehicles table, the dashboard provides three main features linked to the fleet:

Vehicles 🔄 🗺️ ⬇️

Updated on: 11/2/2021, 7:19:04 PM 🔍 Search by plate...

Online	Category	Brand	Model	License plate	Status	Odometer	Battery	Fuel	Actions
●	Medium	Peugeot	3008	AB003CD	free	2.769 Km	0 V	80 %	  
●	Medium	Volkswagen	Golf	AB002CD	free	459 Km	0 V	83 %	  
●	Medium	BMW	Serie 1	AB001CD	running	1.478 Km	0 V	76 %	  

- "Refresh vehicles"  ,
- "Open the map"  ,
- "Download"  .

"Refresh vehicles" allows you to update the table of the vehicles, in case some vehicles have changed their status since last time the table hasn't been consulted.

"Open the map" shows the positions of all the vehicles of the fleet on the map.

"Download" allows you to download a csv document containing the complete list of vehicles.

Bookings

This section is meant to manage and monitor the bookings added in the dashboard.




Bookings summary

In the upper part of the page there are three different panels that contain the number of:


- “All” bookings,
- “Pending” bookings,
- “Running” bookings.




In the top right corner, you can see three icons that provide you with the following features:

- “Update bookings”  ,
- “Add bookings”  ,
- “Download bookings”  .

“Update bookings” allows you to update the table of the bookings, in case some bookings have changed their status since last time the table hasn’t been consulted.

If you click on “  ”, a new window will be opened. Through this window it’s possible to add a new booking.

As in the “Vehicles” page, you can download the information contained in the table by clicking on  . You’ll get a csv document with the list of the bookings.

Below the panels, there is the bookings table, with the following details:







- **Name:** name of the user associated with the booking.
- **Surname:** surname of the user associated with the booking.
- **Start:** date and time of the start of the rental.
- **End:** date and time of the end of the rental.
- **Code:** alphanumeric string associated with the identifier of the booking.

- **Status:** status of the booking at that specific moment.
- **Vehicle:** license plate of the vehicle associated with the booking (in case of no vehicle assigned, this column will show “NO VEHICLE”).


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Tab Calendar

Search by first or last name...

Name	Surname	Start	End	Code	Status	Vehicle	Actions
Cosimo	Calciano	23/09/21, 16:20 GMT+1	23/09/21, 18:30 GMT+1	0903dcae	CLOSED	AB001CD	 
Christian	Gerini	19/09/21, 10:00 GMT+1	20/09/21, 20:00 GMT+1	d455432a	FINISHING	AB002CD	 
Marta	Martinez	03/09/21, 10:40 GMT+0	03/09/21, 14:45 GMT+0	fd991a6	CLOSED	AB001CD	 





There is a search box that allows you to find a specific booking by inserting the name or the surname of the user associated with the booking.


The icon  , which is next to the search box, allows you to filter the bookings by the status.

The status of the Linkey rental process, that we will deal with further in the guide, are the following:

- “Pending”,
- “Ready”,
- “In progress”,
- “Finishing”,
- “Closed”,
- “Expired without vehicle”,
- “Expired without start”,
- “Expired without stop”.


Just below the “actions” column, you can find four icons with the following features:

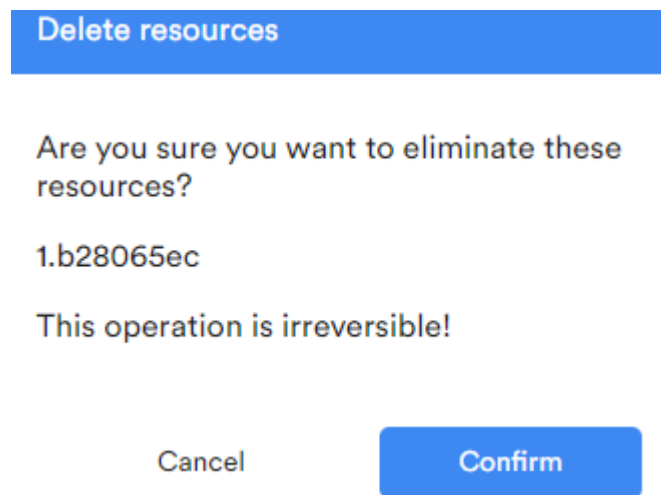
- “Delete booking”  ,
- “Send notification”  ,
- “Add vehicle”  ,
- “See details”  .

You can see this icon  only when the reservation is in one of these status:


- “Pending”,
- “Ready”,
- “Closed”,
- “Expired without vehicle”,
- “Expired without start”,
- “Expired without stop”.


And at last, the “Send notification” icon is present just in the status “Ready” and “Finishing”.


If you click on the first icon, , a confirmation pop up will be opened:



If you decide to confirm this operation, the booking won't be visible on the bookings table anymore. In the other case, if you decide to click on “Cancel”, the pop up will be closed and the deleting action won't be successful.

Clicking on the icon  forces the sending of the message with the link that allows the user to open/close the vehicle. As confirmation of the forced sending, you will see a pop up of confirmation.

The “Add vehicle” icon  allows you to associate a vehicle to the booking directly from the bookings table. For the vehicle [association process](#), consult the specific section of the guide.

The “Add vehicle” icon is present just in case the booking hasn't been associated with any vehicle, in other words when you can see the alert .


By clicking on , you are redirected to the booking details page.

The “See details” icon is present on each line.

Booking details

The dashboard provides you with a page with all the details for each booking.

You can land on this page by clicking on:

- “See details” icon  , below the “Actions” columns in the Bookings table,
- On the line of the specific booking in the Bookings table.

This page is divided into two panels:

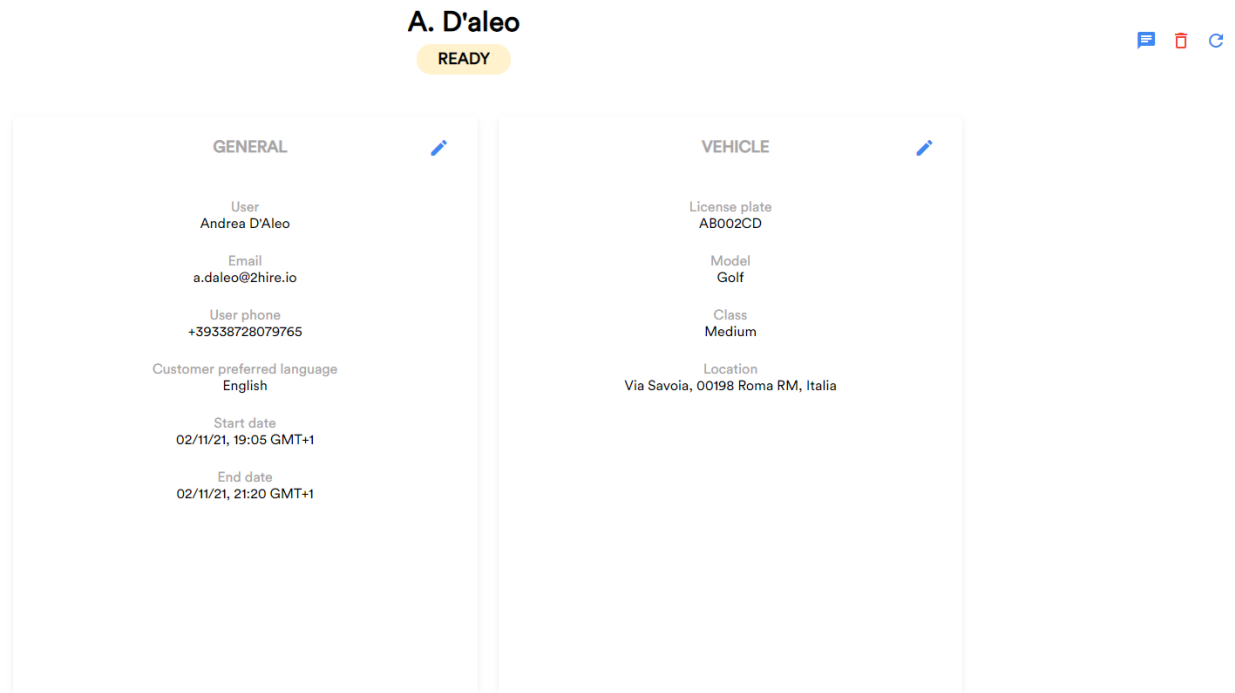
- “General”,
- “Vehicle”.

In the first panel you can find all the general information about the booking:

- User: first and last name of the user that has booked the vehicle,
- User email: the email address where the user will receive the link to open/close the vehicle,
- User phone: the mobile phone number where the user will receive the link to open/close the vehicle,
- Customer preferred language: the language of the notifications the user will receive,
- Start date: the date and time of the start of the rental,
- End date: the date and time of the end of the rental.

In the other panel (on the right) the following info concerning the vehicle are collected:

- License plate,
- Model,
- Class,
- Location.




In both panels there is the edit icon that allows you to modify some details through a pop up window (this is true just for the bookings in certain status, it will be discussed later).

Above the panels there is the booking's code and the status of the reservation at the moment of booking's details page consultation.

On the top right corner, you can find the icons to delete the booking, and to update the information.

Adding a booking

Clicking on the "Add a booking" icon  above the "Running" panel, opens the adding window.

When you add a booking, it's possible to add a single booking or multiple bookings at the same time.

Therefore, before filling the mandatory fields, you can choose between:

- Single;
- Multiple.

Add bookings

Single
Multiple

User first name *	User last name *
User email *	+39 User phone *
Start date * 2/11/2021	HH * ▼ mm * ▼
End date * 2/11/2021	HH * ▼ mm * ▼
Customer preferred language * en ▼	Customer's timezone GMT+1 Europe/Rome (l... ▼

Cancel
Confirm

Single

You must fill the following fields:


- “User first name”,
- “User last name”,
- “User Email”: the email address where the user will receive the link to open/close the vehicle,
- “User phone”, the phone number where the user will receive the link to open/close the vehicle,
- “Start hour” and “Start minute”,
- “End hour” and “End minute”,
- “Customer preferred language”, the SMS and email will be sent to the user in the selected language,
- “Customer’s timezone”.


Add bookings

Single Multiple

User first name * _____ User last name * _____

User email * _____ +39 User phone * _____

Start date *
2/11/2021  HH * ▾ mm * ▾

End date *
2/11/2021  HH * ▾ mm * ▾

Customer preferred language * ▾ en
Customer's timezone GMT+1 Europe/Rome (l... ▾

Cancel Confirm

Once the booking is confirmed, it will be visible on the bookings table in the status “Pending” and with the alert NO VEHICLE in the “Vehicle” column.

The alert’s aim is to remind you to associate the booking with a vehicle, otherwise no notifications will be sent to the user, who won’t be able to unlock the vehicle and to start the rental.

Multiple

Add bookings

Single **Multiple**

Copy and past the required information

Format: Name,Surname,Email,Phone number, Starting date (MM/DD/YYYY HH:MM),Ending date (MM/DD/YYYY HH:MM)

Or upload a .csv file

You have two choices:

- Insert the bookings in the input field,

Add bookings

Single **Multiple**

Copy and past the required information

Format: Name,Surname,Email,Phone number, Starting date (MM/DD/YYYY HH:MM),Ending date (MM/DD/YYYY HH:MM)

Andrea,D'Aleo,a.daleo@2hire.io,331165162,12/05/2021,12:30
12/06/2021 12:30
Emanuele ,Loreti,e.loreti@2hire.io,6516516521
12/09/2021 12:30,12/10/2021 12:30

Or upload a .csv file

- Upload a csv file.

Once the bookings are confirmed, they will be visible on the bookings table.

Add bookings


Single Multiple


User first name *

User last name *

User email *

+39 User phone *

Start date *  HH * mm *

End date *  HH * mm *

Customer preferred language *


Customer's timezone

NB: Please note that the feature of adding a booking is separated from the vehicle's association. These two features are managed separately.




Vehicle association


After adding the booking, you must associate a vehicle with it.

To do that, you have two different options. You can click on:

- The edit icon  , which is in the upper right corner of the “Vehicle” panel in the “Booking details” page,

A. D'aleo
READY

GENERAL 

User
Andrea D'Aleo


Email
a.daleo@2hire.io

User phone
+39338728079765

Customer preferred language
English

Start date
02/11/21, 19:05 GMT+1

End date
02/11/21, 21:20 GMT+1


VEHICLE 

License plate
AB002CD

Model
Golf


Class
Medium




Location
Via Savoia, 00198 Roma RM, Italia

- “Add vehicle” icon  , below the “Actions” columns in the “Bookings” table.

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Tab Calendar

 Search by first or last name...

Name	Surname	Start	End	Code	Status	Vehicle	Actions
Elisabeth	Swan	03/11/21, 12:00 GMT+1	10/11/21, 12:00 GMT+1	8b597aad	PENDING	NO VEHICLE	  

After the click on one of these two icons, the following window will be opened:

Add a vehicle

Auto Manual

Insert the vehicle's driving license and press search to add it automatically.

License plate

Search...

No vehicle identified

Cancel **Confirm**

You have two ways to associate a vehicle with a booking:

- “Auto”,
- “Manual”.

If you choose the “Auto” mode, it’s necessary to insert the license plate of the vehicle and then click on the “Search” button. Once the vehicle is found, the final step is to confirm by clicking on the button “Confirm”.

Otherwise, if you select the “Manual” mode, you must fill all the mandatory fields and click “Confirm”, as in the image below.

Add a vehicle

Auto

Manual

Create a vehicle, filling the mandatory gaps.

License plate *

Class *

Model *

Location *

Cancel

Confirm

NB: Remember that, if no vehicle is assigned to the booking, the user won't receive the link and therefore the rental won't start.

Editing a booking




To Edit a booking, you have to consult the "Booking details" page that, as previously mentioned, is divided into 2 sections:


- **"General"**
 - User,
 - Email,
 - User phone,
 - Start date,
 - End date.
- **"Vehicle"**
 - License plate,

- 0 Model,
- 0 Class,
- 0 Location.

A. D'aleo

READY

GENERAL 

User
Andrea D'Aleo


Email
a.daleo@2hire.io

User phone
+39338728079765

Customer preferred language
English

Start date
02/11/21, 19:05 GMT+1

End date
02/11/21, 21:20 GMT+1


VEHICLE 


License plate
AB002CD

Model
Golf

Class
Medium

Location
Via Savoia, 00198 Roma RM, Italia

To edit the general details of the reservation, as the start date for example, it's necessary to click on the icon  which is in the upper right corner in the "General" panel.

To edit the assigned vehicle, and change it with another one, you have to act similarly to the previous case. It's necessary to click on the icon  which is in the upper right corner in the "Vehicle" panel.

After the click, a window with pre-filled information will be opened. You can edit the assigned vehicle, and then save your edits by clicking on "Confirm".

Please note that it is not possible to edit every detail anytime, as what is editable in a particular moment is linked to the status of the booking.

You can modify:

- The assigned vehicle in "Pending" and "Ready" status,
- The start date in "Pending" status,
- The end date in the following status: "Pending", "Ready". "In progress" and "Finishing". It is not possible to make changes when the booking is in one of the following status:

- "Closed"
- "Expired without vehicle",

- “Expired without start”,
- “Expired without stop”.

Status of the rental

The Linkey rental flow is divided into eight status, that follow the user experience:

- **“Pending”**

When a booking is created, it is added to the system in “Pending” status.

In this status you can already assign a vehicle to the booking. The vehicle association won’t change the status.

- **“Ready”**

One hour before the start of the booking, the “Pending” status switches into “Ready”, which means that, if a vehicle has been associated with the booking, a notification (SMS and email) will be sent to the user with the link to access the vehicle. If no vehicle is assigned to the booking, the notification won’t be sent and the rental won’t start.

- **“In progress”**

When the user taps on the link contained in the message and opens the vehicle’s doors, the status of the booking changes into “In progress”, which means that the rental has successfully started. At the same time, the status of the vehicle switches from “free” to “In progress”, as you can see in the vehicles table in the dashboard.

- **“Finishing”**

One hour before the end of the rental, the “In progress” status switches into “Finishing” and a notification with a new link is sent to the user in order to close the vehicle.

- **“Closed”**

When the user closes the vehicle through the link, the “Finishing” status changes into “Closed”, the final status, which means the rental has successfully ended. At the same time, the status of the vehicle switches from “In progress” to “free”, as you can see in the vehicles table in the dashboard.

This is the ideal Linkey rental flow. However, some events may change the status you see on the dashboard. You can find below the explanation of these scenarios:

- **“Expired without vehicle”**

In case you do not associate a vehicle with the booking within one hour after the start of the booking, the “Ready” status changes into “Expired without vehicle”.

Quick solution: if needed, cancel the booking and create a new one.

- **“Expired without start”**

In case the user doesn’t unlock the vehicle’s doors within one hour after the start of the rental, the “Ready” status changes into “Expired without start”.

Quick solution: if needed, cancel the booking and create a new one.

- **“Expired without stop”**

In case the user doesn’t lock the vehicle’s doors within one hour after the end of the rental, the “Finishing” status changes into “Expired without stop”.

Quick solution: contact the user.

NB: Please note that the user can access the vehicle starting from 1 hour before until 1 hour after the start of the rental. In the same way, the user can close the vehicle through the link between 1 hour before and 1 hour after the end of the rental.

If the user doesn’t manage to open/close the vehicle in the given time slots, the booking can be edited as shown in the [“Editing a booking”](#) section.