RESETTING PASSWORD & LOGGING INTO THE UPDATED SYSTEM

1 Go to **cartogo.com** and click on, **MEMBER LOGIN** button.

Home › Government › Departments I through Z › Transportation › Car To Go

Car To Go

Car To Go provides its members all the perks of car ownership with none of the hassles. Members share a fleet of hybrid and electric vehicles, dramatically reducing their costs. Gas, maintenance, roadside assistance, and insurance are all included in our 2021 rates.

Car To Go is perfect for those who:

- Want to reduce or eliminate the costs of personal or corporate car ownership

Car To Go

Email Aspen's Car To Go

Physical Address
130 S Galena Street
Aspen, CO 81611

Phone: 970-920-5066
Fax: 970-544-9447

MEMBER LOGIN

You might see something like this on the next screen:

⚠ Did you know we recently changed our system?
For security purposes, we kindly ask all users of our new system to reset your password via the forgot password link. Please ignore this message once you have reset your password. Thank you for your understanding.

⚠ Don't have a registered email address?
Please contact us for assistance.

2 First time logging in to new site will require you to reset your password. Please click on **FORGOT PASSWORD** to reset. If you don't see an email to reset your password in your inbox within 3-5 minutes, please check your "junk email".
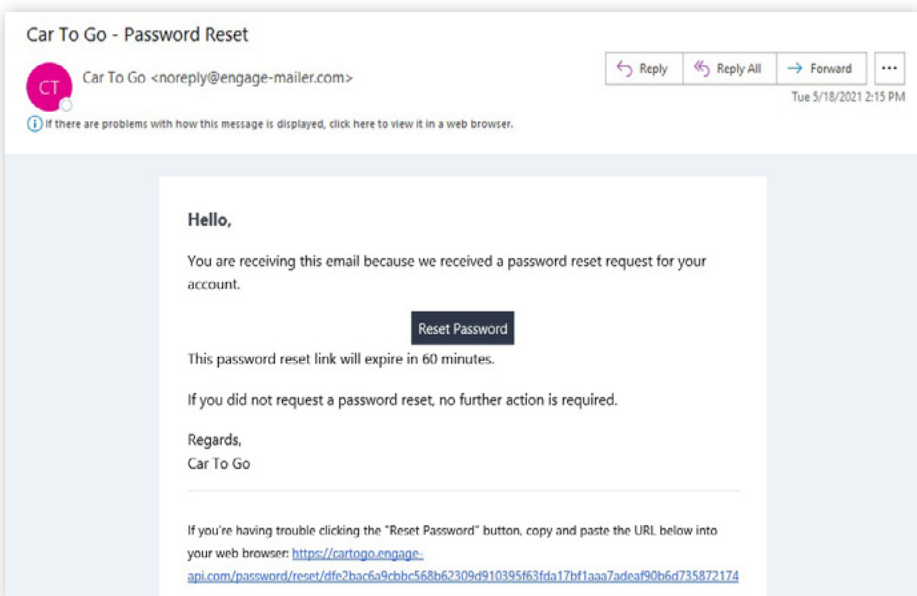
Log In
Forgot Password

3 Enter email address that you have on file from the Car To Go reservation website. If you don't remember, please contact us. During business hours, you can reach CarTo Go at:
- cartogo@cityofaspen.com
- 970-920-5066, option #1 or after hours option #2

Reset Password

E-Mail Address [   ]

Send Password Reset Link

4 Email example to the right: Please click on **RESET PASSWORD**, if having trouble, copy and paste URL link at bottom of the email in your internet browser.

Car To Go - Password Reset

Car To Go <noreply@engage-mailer.com>

↩ Reply   ↩ Reply All   → Forward   ···

Tue 5/18/2021 2:15 PM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Hello,

You are receiving this email because we received a password reset request for your account.

Reset Password

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,
Car To Go

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: https://cartogo.engage-api.com/password/reset/dfe2bac6a9cbbc568b62309d910395f63fda17bf1aaa7adeaf90b6d735872174

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5 Enter in a new strong 12-digit password/passphrase, with at least:
- one capital letter
- one lowercase letter
- one number
- one special character (i.e., #, !)
And then again in the confirm password box to reset, then click **RESET PASSWORD**.

Reset Password

E-Mail Address | jeffrey.winter@cityofaspen.com

Password | ●●●●●●●●●●●●●●

Confirm Password | ●●●●●●●●●●●●●●

Reset Password

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6 On the next screen, there should be a link to click on to go to the login screen. If you see the message to the right without a link, you can always go to **cartogo.com** and click **MEMBER LOGIN**.

You have reset your password successfully! Please close this tab and go back to your application.

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7 Login using your email and new password.

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8 For security purposes, you will have a one time only authorization request screen per device you login to Car To Go with. Please click on the **AUTHORIZE** button to continue to reservation site.

Authorization Request

Car To Go is requesting permission to access your account.

Authorize   Cancel

**9** You will now be in the reservation website and ready to reserve vehicles!

MAKING A RESERVATION/BOOKING
How to make a booking
Note: Mobile devices should have these features and functionality.

Car To Go
ASPEN

1 Once logged in, you will see a screen similar to the right. If you have current bookings, they will show here under **CURRENT BOOKINGS**. You can click on **UPCOMING BOOKINGS** to see your future bookings and click on **PAST BOOKINGS** to see your previous bookings.
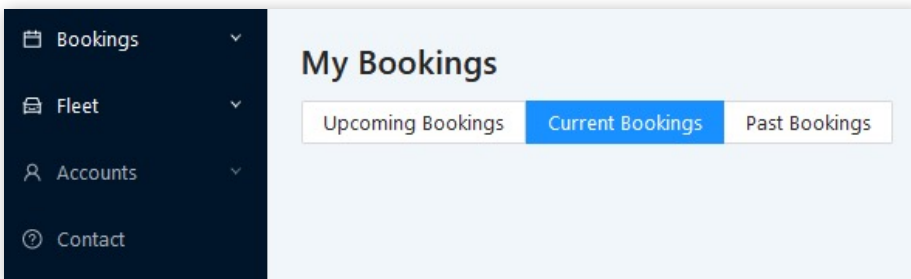
2 Click on **BOOKINGS** on the left hand side of your screen, a drop down of choices between, My Bookings and Create Booking will show up. Click on **CREATE BOOKING**.
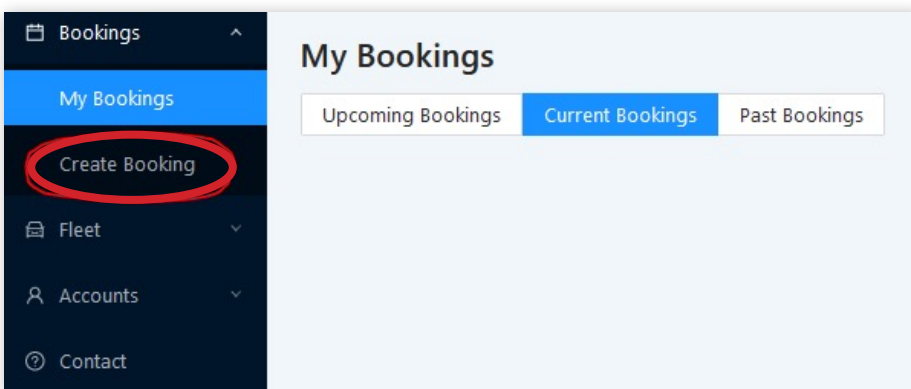
3 Click an available time section within the graph under the vehicle and in line with the start time desired. Please make sure to click within one of the rectangular time slots.
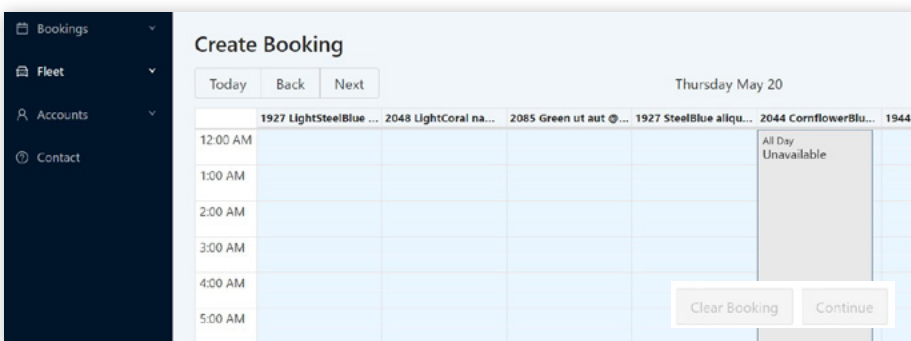
4 A Create Booking box will pop up for you to select your date and time, then click **SAVE CHANGES** to move on to the next screen.

Note: Searching for a specific vehicle, time, and date is a feature that is not yet available and still in development for the next update release. You can always add a future date and time in this box to look for future vehicle availability.
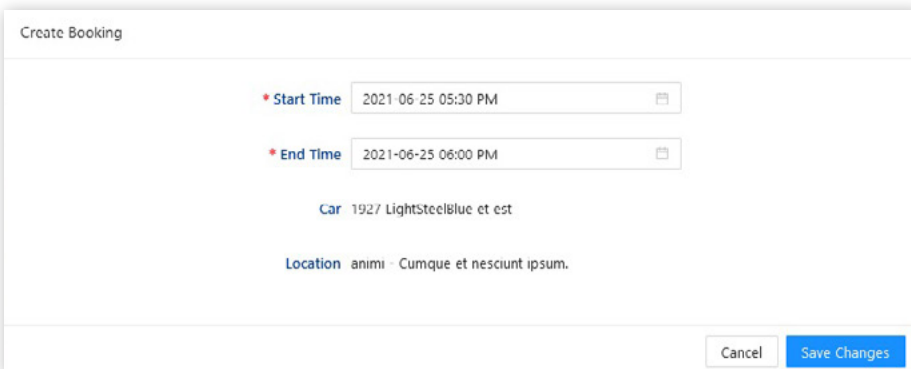
5 Next, click on **CONTINUE** in the lower right hand corner.

6 The next screen will show what you have selected as a summary. You still need to acknowledge this is correct, by clicking on **CONFIRM BOOKING**. You should receive a confirmation email. Please make sure to check your "Junk email box". Confirming your booking is the most important step to make sure you have finalized your booking before using a vehicle. You can also look at your bookings through the **MY BOOKINGS** on the left hand side under **BOOKINGS** to make sure you have the correct booking.

7 Here is your Booking confirmation screen. Please make sure you have made it to this screen and check your email boxes and/or **MY BOOKINGS** to confirm your booking is accurate.

CHANGING A RESERVATION/BOOKING

1 If you would like to change your booking, click on the **BOOKINGS** drop down menu on the left side of the screen as pictured to the right, then click on **MY BOOKINGS**. Options will display depending on booking time. The example to the right is a current booking, you can click on **ADD 30 MINUTES** or **END TRIP** ending it at the next nearest half hour. You can also click on the **HYPERLINKED BOOKING NUMBER** (i.e., 65 to the right), to see details and perform booking updates on the next screen as well. On the next page, please see step 2 for details and pictures.
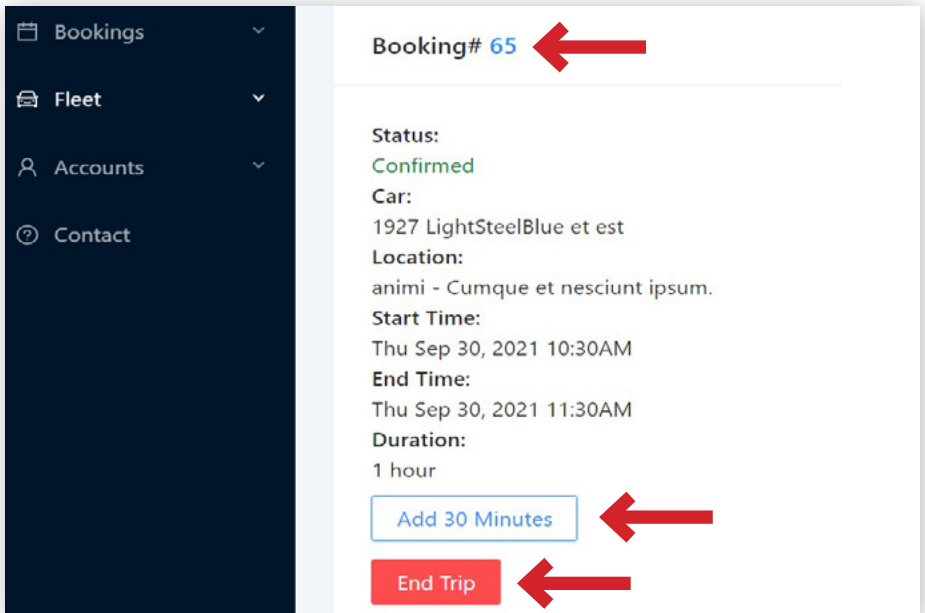
ADD 30 MINUTES confirmation example.
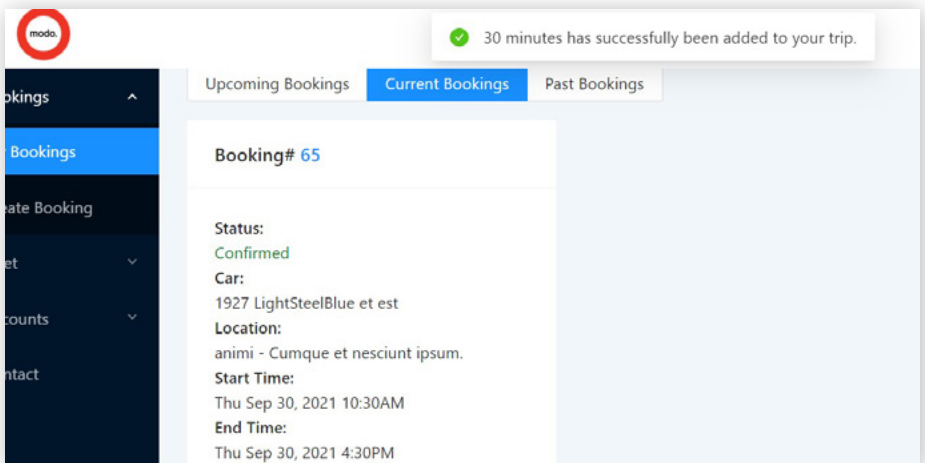
END TRIP confirmation example.
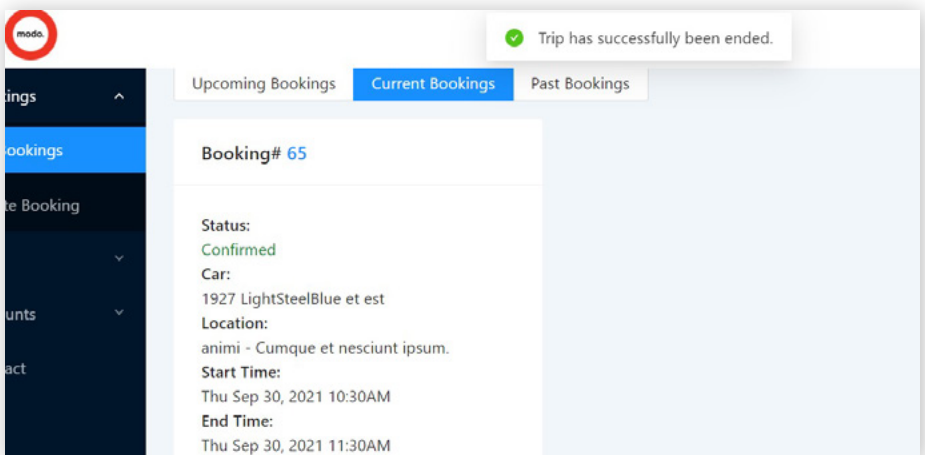
2 This is the next screen where you can perform changes with your booking. There are additional examples below, so you can see what everything looks like on your screen. You might need to scroll down depending on your screen size.

In this screen shot, you can click in the **START DATE & TIME**, **END DATE & TIME** boxes to adjust the booking accordingly. After desired dates and times have been selected, click the **OK** button in the bottom right. Then click on the **UPDATE BOOKING** button.

This screen shot shows the confirmed update. To double check, you can always click on **MY BOOKINGS** to verify.

1 Click on **MY BOOKINGS** on the left side of the screen, then choose **HYPERLINKED BOOKING NUMBER** per step 1 of Changing a Booking/Reservation Instructions on previous page. Booking will display, click on the **CANCEL BOOKING** button.

2 A pop-up box will ask to make sure you wish to cancel, click **YES**.

3 Your Reservation Booking Status should now read as Canceled.

CONFIRMATION EMAILS

Below are examples of what your confirmation emails may look like. Please check your spam or junk folders as well for confirmation email delivery.

Here is a **BOOKING CONFIRMATION** email:

Hi Jeffrey,

You just made a booking. Your details are below.

Booking Number: 66

Status: CONFIRMED

Type: Set Return

Car: 1927 LightSteelBlue et est

Location: animi - Cumque et nesciunt ipsum.

Start: Fri Oct 1, 2021 8:00PM

End: Fri Oct 1, 2021 9:30PM

View Booking

Happy driving,
Car To Go

Here is an **UPDATED BOOKING CONFIRMATION** email:

Hi Jeffrey,

You've updated your booking. Your details are below.

Booking Number: 65

Status: CONFIRMED

Type: Set Return

Car: 1927 LightSteelBlue et est

Location: animi - Cumque et nesciunt ipsum.

Start: Thu Sep 30, 2021 10:30AM

End: Thu Sep 30, 2021 3:30PM

View Booking

Happy driving,
Car To Go

Here is a **BOOKING CANCELLATION CONFIRMATION** email:

Hi Jeffrey,

You've cancelled your booking. Your details are below.

Booking Number: 66

Status: CANCELLED

Type: Set Return

Car: 1927 LightSteelBlue et est

Location: animi - Cumque et nesciunt ipsum.

Start: Fri Oct 1, 2021 8:00PM

End: Fri Oct 1, 2021 9:30PM

View Booking

Happy driving,
Car To Go