

## How to register with AlpsGo – get an electric car from the municipality of Termeno in just a few steps

To book a car, you'll need to complete a registration and have your driving licence verified digitally. Both can be done in just a few minutes.

The **AlpsGo app** is your central tool: from registration and booking to unlocking the vehicle and returning it. Tip: Enable push notifications to stay informed about your bookings and any changes.

### 1. Create an AlpsGo user profile:

- Sign up via [www.alpsgo.it](http://www.alpsgo.it) or directly via the app and select your preferred tariff.
- Have your driving licence to hand.
- Choose a secure password (at least 8 characters, upper and lower case letters, special characters).
- Once you have successfully registered, download the AlpsGo app (if you haven't already done so).
- Log in with your email address and the password you chose.



### 2. Validate your driving licence:

Your driving licence must be **validated online** before you make your first booking. Simply follow the steps within the app. As part of the verification process, you will need to take a **photo** of the front and back of your driving licence and a **selfie** of yourself.



### 3. Add a payment method:

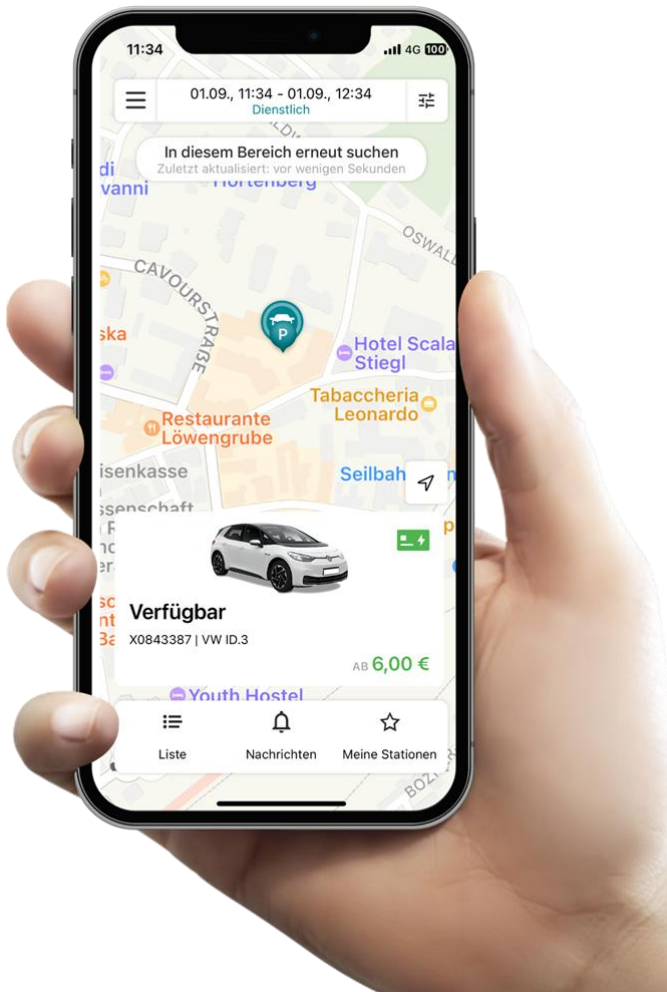
- Open '**Messages**' in the app again and select '**Add payment method**'.
- Add a **credit card** (debit cards are also accepted).
- Once you've successfully added a payment method, you can book vehicles. You'll be charged automatically after each journey.



### 4. Book, unlock and go!

Once your details have been checked and approved, you can use the vehicle in Tramin directly via the app. The app will show you the exact location and directions.

**Tip:** Book in advance to ensure the vehicle is available.



**The time has come – time to get into your electric car and set off!**

1. Go to your reserved vehicle.
2. Unlock the car using the app (make sure **Bluetooth** is enabled!).
3. Take the charging card from the glove compartment to deactivate the charging point and remove the charging cable.
4. If the cable cannot be detached: Press the **central locking button** (the button with the lock symbol on the driver's door).
5. **Important: Stow the charging cable in the boot and take it with you.**

**Important: Check the car for damage BEFORE setting off! Follow the instructions in the app.**

6. Press the brake, set the gear selector to 'D' – and off you go! No key or start button required.
7. If you're planning a long journey, you'll find an **Alperia charging card** for public charging points in the glove compartment.

### **Never driven an electric car before? No problem!**

The vehicle is easy to use. And if anything is unclear, you'll find user guides and explanations within the app, as well as a video answering frequently asked questions:

→ [Explanatory video](#)

→ [FAQ](#)

### **Versicherung und Hilfe**

AlpsGo Fahrzeuge sind Vollkasko versichert. **Der Selbstbehalt im Schadensfall beträgt 500,00 €**. Je nach Schaden kann zusätzlich ein Nutzungsausfall von max. drei Tagen berechnet werden.

Solltest du während der Fahrt auf Probleme stoßen, kannst du auf unserer FAQ-Seite nach Antworten suchen oder uns über unsere Grüne Nummer erreichen. Diese findest du in der App (**Menüpunkt „Hilfe“**).

### **Insurance and Support**

AlpsGo vehicles are fully insured. **The excess in the event of damage is € 500.00** (deductible). Depending on the damage, a loss of use charge of up to three days may also be applied.

If you encounter any problems whilst driving, you can look for answers on our FAQ page or contact us via our helpline. You can find this in the app (under **'Help'**).