

Go Guide

I-GO CAR SHARING Simple Steps

1. To reserve a car:



Go Online at

www.igocars.org
or call 773.278.4446

Make sure you have your member ID # and pin # handy. You will need them.

2. When you get to the car:



A. Take your I-GO Smart Card with you to unlock the door.

Hold the card over the card reader, located on the driver's side front windshield, until you hear the doors unlock and the light on the card reader turns green.

B. Remove the key and the black fob from the keypad in the glovebox and start the car.

If it's a Prius, there are special instructions in the car.

Note: You can call I-GO or 911 (for emergencies) from the keypad at any time during your trip. Press the yellow button and press #1 to call I-GO and #2 to dial 911. The sound is activated from a speaker in the dashboard. Please be careful not to unplug the keypad.

3. During your trip:



Remember to take the ignition key with you everytime you exit the car. You will use the key (NOT your Smart Card) to lock and unlock doors during your trip.

4. When your trip ends



A. Insert the black fob with the attached key back into the keypad in the glovebox.

This is very important in order to end your trip and invoice you properly.

B. Get out of the car and hold the Smart Card over the card reader until the doors lock and the light on the card reader turns red.

For more info, check out our member manual online or in each car.

Enjoy your trip!



I-GO Works for Everyone When Everyone Follows Our Six Simple Rules



1. Report Damage. Before you drive away, inspect the car inside and out for damage and make note on the damage report forms in the driver's side visor.

For serious damage, call 773.278.4446.



2. Keep it Clean. You enjoy a clean car and so does everyone else. Please remove all belongings and trash before you lock up at the end of your trip.



3. No Smoking.
It's worth repeating.
No Smoking.



4. Fill the Tank. Always leave at least a 1/4 tank. Use the Wright Fuel card in the keypad in the glovebox at any gas station.

The six-digit driver I.D. number specific to the vehicle will appear on the keypad screen. **For more details on refueling, see the I-GO Member Manual in the glovebox or at www.igocars.org.**



5. Pets in Carriers. For the safety of the animal and as a courtesy to all members, your pet must be in a pet carrier at all times while in an I-GO vehicle.



6. Return on Time. Late fees are no fun and waiting for a car you've reserved isn't either. If you're running late, try to extend your reservation by calling 773.278.4446 at least 30 minutes before it ends.

If you cannot extend, let us know asap so we can help out the next driver and you can avoid costly late fees.

More Tips

- The Card Reader has three lights: Green, Yellow and Red. If you look at these lights, you can tell what the card reader is doing. It's green when the doors are unlocked, yellow when the system is verifying your information and red when the doors are locked.
- It can sometimes take up to 25 seconds for the card reader to respond to your card. If it doesn't work the first time, move the card away from the windshield for a few seconds and then try again.
- Only use the Smart Card at the beginning and end of a trip; Use the ignition/door key in mid-trip.
- Remember to put the fob and key back into the Key Pad in the glove box. Failure to do this will result in a fine for inconveniencing the next member using the vehicle.

If you need help at any time call the 24-hour Emergency Operator at 773.278.4446.