



Aspen's Carshare Program

RESERVATION SYSTEM INSTRUCTIONS

INTERNET/SMARTPHONE

Please use the internet or smartphone for reservations whenever possible to help keep your rates low!

Visit www.cartogo.com.

1. Click the purple *member login* icon on the right hand side of the page below the **CAR TO GO** logo.
2. Enter your username and password to sign in.
Personal Members: Your username is your member number and your password is your PIN number.
Business Members: Your username is your corporate account number – (dash) member number.
Important note: Do not change your username or password PIN number without first contacting the office. Doing so will create invoicing and fueling problems.
3. Click *login* and then click on *new booking*.
4. Select dates, start time, and end time as desired.
5. Click the *search all cars* circle. Select *anywhere* in the location drop down box to view all vehicles.
6. Click *search*. A list of available vehicles will load on the next screen.
7. Click the *book it* button for the vehicle you desire. This button is on the right hand of the screen.
8. Make sure that you see a confirmation screen and that you receive a confirmation email.
9. To modify or cancel a reservation, click *my bookings* and follow the prompts.

My Bookings displays your existing bookings and allows you to view, modify, and cancel bookings.

My Account displays your account details and will ask for any necessary updates.

Find Cars provides a map and detailed directions to all **CAR TO GO** vehicles.

TELEPHONE CALL CENTER

Call-center assistance is available outside of office hours.

1. Dial **970-920-5066** and choose **extension 2** from the main menu. Multiple callers can create a delay in the phone system. Please be patient and re-dial if needed.
2. You will need to provide username and password pin number as directed. See item 2 above for details about logins and PIN numbers.
3. Call center representatives are trained to service your call accordingly for bookings and emergencies.
4. Calls are recorded for quality and verification purposes.