

Welcome to the Oonee- Journal Square family. Our mission is to build a high quality network of secure bicycle and scooter parking & service centers in the New York & New Jersey area. Please consider following us on Twitter, Instagram or Facebook @Ooneepod. Please also feel free to use this email address to contact us at anytime with questions or feedback.

Below is important information about your community membership, please take the time to read this entire message carefully as it contains key details about how the kiosk works.

Entry & Access

Our kiosks operate on a first-come-first served basis with space available for up to 20 bicycles at a time. We use the data generated from the survey at sign up to help ensure that all community members have a high chance of finding a parking spot on any given day.

The community will be initially capped at 50 members for the 20 spaces. If you are receiving this message, you are part of the initial 50 members. Future members will be placed on a waitlist until space is deemed to be available.

Please note that in order to ensure that there is room for as many in the community as possible, there is a **three day limit on bicycle stays at the Oonee**. Bicycles that remain beyond this time may be removed.

The kiosk is open 24/7. If you have any questions or experience difficulty, you can always e-mail us at info@ooneepod.com

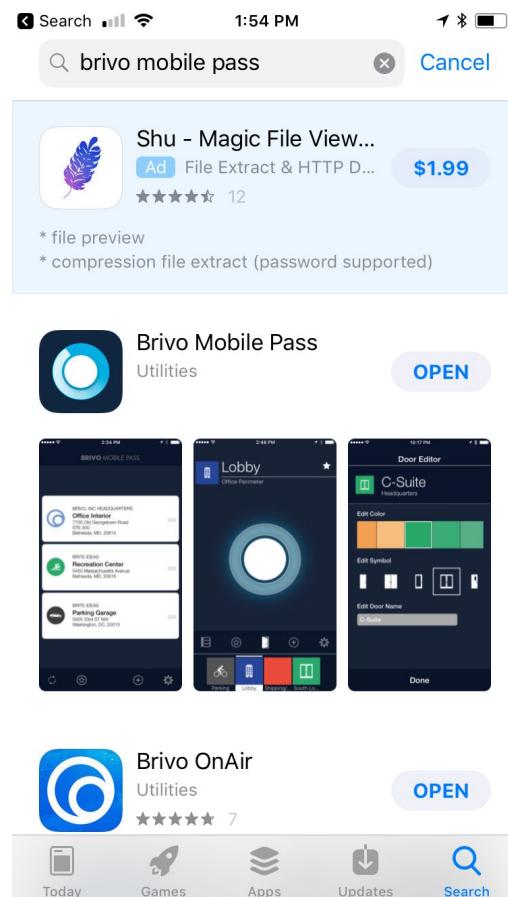
Mobile Phone Access Via Brivo App



Oonee can be unlocked with a mobile phone. Many members find this to be the easiest way to immediately gain access to the kiosk after signing up.

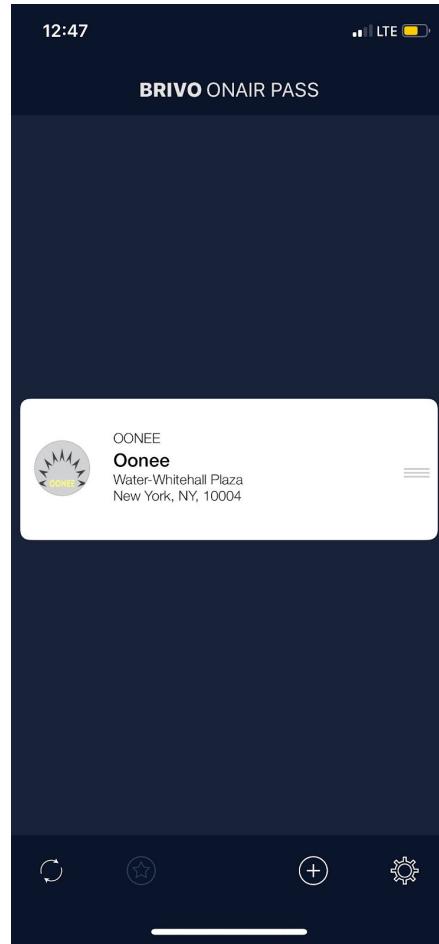
To use the app for entry, please follow these steps

1. You should have received an invitation to your *Brivo Pass* via email. Please download the app from the iOS or Google Play Store. If you can't find your invite, please email info@ooneepod.com.

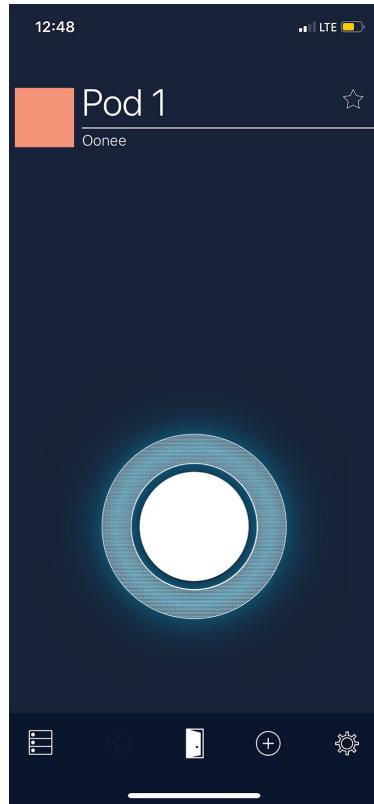


2. Once downloaded and opened, you'll be able to log in with the username and password that you received in the invitation.

3. Once installed, click the "Oonee" option on the screen.



4. After clicking Oonee, you can open and close Oonee by holding down the circle for approximately 2 seconds.



Keycard Access



Many members find that keycards are the fastest and most reliable way to enter the pod, especially if their phone has a short battery life or is unreliable. Keycard access can be obtained in two ways:

- (a) You can request a keycard by simply emailing us. We'll either meet you at the pod and give it to you directly. If it's easier, we'll mail you a copy of your

keycard at an address of your choice.

- (b) *Already have a proximity card for your office building?* It may also work with Oonee--just scan it at the pod, e-mail us at info@ooneepod.com with the exact time of the scan and we'll see if it's compatible.

Push to Exit

A push to exit button can be found in the front of the pod-- this is how you exit Oonee. To exit, please hold down the button and push the door open.



Complimentary Bicycle Insurance

All bicycles inside the Oonee receive complimentary insurance in the case of theft or a break-in, while parked inside the pod. In order to be eligible for this service, users must complete a bike profile, and file a police report in the event of a property loss.

The bike profile can be found [at this link](#).

Customer Service & Help

You can contact us at anytime at info@ooneepod.com for help, support related questions or feedback.