

Velocity – FAQ**ENGLISH**

A) Registration	page 1
B) SwissPass	page 1
C) Smartphone	page 2
D) Subscriptions	page 2
E) Payment	page 4
F) Bicycle	page 4
G) Bicycle station	page 5
H) Velocity-Account	page 5
I) Contact	page 6

A) Registration**How do I register with Velocity?**

- at www.velocity.ch/login or using the QR-Code:

**What are the requirements for using Velocity?**

- valid SwissPass
- Smartphone or computer

B) Swisspass**Where can I obtain a SwissPass?**

- free of charge, at SBB sales points and regional transport providers.
- the delivery time for a new SwissPass card is approximately 6-8 days. The new, personal SwissPass number will only be communicated upon receipt of the SwissPass card.

Can I use the digital SwissPass (e.g. from the SBB app) or a temporary SwissPass?

- access to the bicycle station is currently only possible with the physical SwissPass card or via the Velocity-webapp (QR code).
- if you have lost your SwissPass and only have a temporary SwissPass, please contact velocity.ch (see also: <https://www.velocity.ch/contact-faq>).

How do I add a new SwissPass-Card?

- log in to your Velocity-Account, select “My Account”, select “Add another SwissPass which can access to bike station” and enter the SwissPass number and postcode.
- the new SwissPass will be available for use immediately after purchasing a subscription.

What should I do if adding a new SwissPass does not work?

- if you select “Add another SwissPass which can access to bike station” and no pop-up window appears, there may be a problem on your smartphone. Try using a computer instead.
- if you receive an error message when entering your SwissPass details, please contact SBB (see contact details below).

C) Smartphone

What should I do if I don't have a smartphone?

- You don't need a smartphone to use the Velocity-webapp.
- You can also register and purchase a subscription on a computer/laptop using your browser entering velocity.ch
- to access our bicycle stations outside of our opening hours you can use your Swisspass (card).

D) Subscriptions

What is the difference between a multipass, monthly pass, and day pass?

- Multipass
 - Validity: one year
 - Area of validity: all bicycle stations in the city of Zurich
 - Cost: CHF 50 per year
- Monthly pass
 - Validity: one month
 - Area of validity: selected bicycle station
 - Cost: CHF 10 per month
- Day pass
 - Validity: one day/24 hours from time of purchase
 - Area of validity: selected bicycle station
 - Cost: CHF 2 per day

- Special bicycles – (applies to all bicycles that do not fit in the regular bicycle rack systems)
 - Validity: one year
 - Area of validity: selected bicycle station
 - Cost: CHF 120 per year

How do I purchase a multipass?

- follow the instructions in the “VS Velocity Multipass Guide” available at our counter.

How do I purchase a day or monthly pass?

- follow the instructions in the “VS Velocity Multipass Guide” available at our counter.
- under “2. Purchase a multipass (annual subscription),” select “Bicycle stations.”

How do I purchase a subscription for a “long bike” (special bicycle, cargo bicycle, etc.)?

- applies to all bicycles that do not fit in the regular bicycle rack systems
- subscriptions for special bicycles can only be purchased in Velocity for the corresponding bicycle station. Therefore, select the desired station and subscription period for a “long bike” in the Velocity-webapp.
- the Multipass is not available for special bicycles.

How do I renew my Velocity subscription?

- monthly and annual subscriptions can be renewed.
- 30 days before your Velocity annual subscription expires, an option to renew will appear in your velocity.ch account.
- only existing subscriptions can be renewed.
- if you want to change the validity period or bicycle station, you must purchase a new subscription.

Can I cancel or transfer current subscriptions?

- once purchased, subscriptions are non-refundable. Therefore, subscriptions cannot be canceled or transferred.

E) Payment

What payment options are available to me?

- payments are made exclusively within the Velocity-webapp. The following options are available to you:
 - o Credit card (Visa or Mastercard)
 - o Twint*
 - o PostfinancePay

*Important note: If you pay with Twint, you must wait until you are redirected to the velocity.ch payment page for the payment to be completed. If payments are not completed, Twint may provisionally debit the amount. It should be credited back within the next 10 days. If this does not happen, please contact Velocity.ch.

F) Bicycle

Where can I find the sticker for my bicycle?

- the sticker dispensers (vignettes with letter sequences) can be found hanging in the bicycle stations.

How do I register a bicycle and link it to my subscription?

- log in to your velocity.ch account, click on “My bikes” in the menu, and register each bicycle with its own sticker.
- if the sticker cannot be scanned by your smartphone camera, please enter the letter sequence on the sticker manually.

How do I register multiple bicycles under one subscription?

- You can use one subscription for multiple bicycles, but they cannot be parked at the bicycle station at the same time.
- log in to your velocity.ch account, click on “My bikes” in the menu, and register each bicycle with its own sticker.
- important note: You must select the appropriate bicycle each time you use a different bicycle. To do this, select your current subscription in Velocity and select “Change bike”. Now assign the bicycle you want to park at the bicycle station to the subscription.

How do I register multiple bicycles with one subscription?

- to register multiple bicycles with one subscription each, repeat the process for purchasing a subscription for the desired number of subscriptions. Then assign the respective registered bicycle to each subscription one bicycle by another.

How can multiple people access the same subscription/bicycle?

- to access the bicycle station outside of opening hours, multiple SwissPass cards can be registered within the Velocity account.
- in this case, you can purchase subscriptions, manage bicycles, etc. centrally within one (shared) account.

G) Bicycle stations

What happens to bicycles that cannot be assigned to a valid subscription?

- in accordance with the terms and conditions of the bicycle stations, bicycles without a valid subscription will be locked after a warning has been issued, removed from the bicycle station after 30 days, and disposed of after a total of 90 days.
- please note that the lock may be destroyed when locked bicycles are removed. Destroyed locks will not be replaced.

What should I do if I cannot access the station outside of opening hours?

- do you have a valid subscription?
- is your Swisspass still valid, or have you recently received a new card?
- if you have both a valid subscription and a valid Swisspass that has been correctly registered, your Swisspass card may be defective. If you can rule out a defect in the access system, please contact SBB.
- further information is available at: <https://www.velocity.ch/contact-faq>

H) Velocity-Account

How do I change my email address or password for my Velocity account?

- You can change your email address and password within your Velocity account under "My Account".

- if you have forgotten your password, select “Forgot password” on the login page. You will then receive a link by email that you can use to reset your password.

I) Contact

- **Velocity**

- for questions and problems relating to:
 - creating and managing your Velocity account
 - payment methods for subscriptions
- available at:
 - 0848 000 808
 - velocity@fpge.ch

- **Bicycle station / Züri rollt**

- for questions and problems relating to:
 - bicycles within the station
 - access problems to the bicycle station (with subscription and intact Swisspass)
- Available at:
 - 044 291 94 33
 - velostation.europaplatz@aoz.ch

- **SBB (ticket office)**

- for questions and problems concerning the SwissPass, please contact the SBB ticket office.