

KINTO Join FAQs

Privacy-related questions	
Does KINTO Join track my movement all the time / Why do I have to allow it all time?	No, only during a journey. / Yes, otherwise it will stop tracking your movement when you take a call/type messages etc.
Is my personal data shown to others in the app/Who can see my personal data?	Only the data you enter in the app is visible to other community members (name/picture/pick-up address).
Will everybody be able to see my address?	For privacy protection, the pin is randomly placed on the map in the radius of 20-50m around the address entered. Anyway, you don't have to enter your real address, it can be any pick-up location.
Do I need to put my full name? Do I need to upload my photo?	You can enter any name, but we advise real name, so that people can know who you are. / Photo is optional, but recommended.
What personal information do you store about me?	The app is compliant with all privacy data protection policies. Additionally, all your data is anonymized if you opt to delete your account.
Why do I need to sign with my work email address?	Your company/faculty wants to ensure that community members are trusted people, and this is one way of proving it. If you choose to use your private email account, request to join a community and wait for your community manager to approve.
Journey-related questions	

<p>Why was my journey not verified?</p>	<ul style="list-style-type: none"> • Carpooling: <p>your location should be Always on</p> <p>passenger should tap on the driver icon to connect</p> <p>you should reach the destination chosen in the app in order to verify your journey</p> <ul style="list-style-type: none"> • Walking/cycling: <p>your location should be Always on</p> <p>you should reach the destination chosen in the app in order to verify your journey</p>
<p>Can I use it for public transport or a motorcycle?</p>	<p>These means of transport are not yet available in the app, but they are under development.</p>
<p>How does it calculate CO2/NOx savings? For the driver or for passengers?</p>	<p>Savings are calculated per passenger (emissions saved since they aren't in separate vehicles / Drivers may be rewarded for their sustainable behavior)</p>
<p>Can I come with one colleague and leave with the other?</p>	<p>Yes, the first journey will end once you reach the destination, so you can start a new one at any time with any other community member.</p>
<p>How do I see rides offered in my community?</p>	<p>Go to Booking > All carpools and search by date or event.</p>
<p>Is there a possibility to put a price on a journey?</p>	<p>(check if this is enabled in Super Admin for this community!)</p>
<p>Is there a possibility to book a journey on my computer?</p>	<p>KINTO Join app is for mobile devices only.</p>
<p>How long does the journey need to be in order to be counted as sustainable?</p>	<p>All your sustainability efforts are measured in the app, even short journeys.</p>

<p>I come to work by car and I pick up my colleagues every day - do we need to start the app every day or is this automatically recorded?</p>	<p>Each journey must be started in real time. The app does not assume that the journey is repeated.</p> <p>For privacy protection reasons, the app does not record your movements and/or people in your vicinity unless you start a journey through the app.</p>
<p>I park in a parking lot and then take a bus - will this ride be counted for me?</p>	<p>The app will record your carpooling portion of the journey (if it is verified that you have a passenger)</p>
<p>I need to drop my kids to school// go to gym before work - can I be picked up there?</p>	<p>Yes, you can change your pick-up location when accepting the offered ride.</p>
<p>Can I start my journey from my computer?</p>	<p>The app uses GPS location to verify your route and mode of transport, thus it is a mobile app only and it is necessary to have your phone with the journey started with you.</p>
<p>After work I need to run errands before going home- can I search for colleague that goes into that direction and will this journey be taken into account?</p>	<p>You can search people on the map (<i>People</i> page) who live in the desired area and offer them a ride.</p> <p>The part of the journey with passenger(s) is taken into account, as it is the sustainably travelled distance.</p>
<p>My phone turned off during the journey, will my journey be recorded?</p>	<p>The moment the phone is turned off, GPS signal and internet connection is lost and the app does not receive any proof of movement. If it happens before you reach your destination, the entire journey cannot be recorded and the app cannot verify it.</p>
<p>Can I speak on the phone and/or text during the journey - will it be recorded?</p>	<p>Yes, just make sure you click on Allow all the time when asked to share you location - this way your movement is recorded even with app running in the background.</p>
<p>Can I edit my booked journey?</p>	<p>Yes, go to <i>Bookings > My trips</i>, tap on your offered ride and tap on the “pencil” icon.</p>
<p>Can I use an e-scooter?</p>	<p>Yes, please start your journey with bike mode.</p>

<p>Will I be automatically added to rides or how does it work?</p>	<ol style="list-style-type: none"> 1. When you choose your destination and select <i>Join carpool</i> on <i>Journeys</i> page, the app is recognizes a driver in your vicinity who has already started a journey 2. Tap on the diver icon that appears on the screen to connect.
<p>Account-related questions</p>	
<p>I don't see anybody on the map near me .. what can I do?</p>	<ol style="list-style-type: none"> 1. Check if you have entered your own pick-up address and shift/working hours. 2. Change "Filter by" settings on <i>People</i> page and try again
<p>I did not receive a verification email - whom should I contact?</p>	<ol style="list-style-type: none"> 1. Check Spam folder 2. Contact your Community manager
<p>I forgot my password and the email address I used - help?</p>	<ol style="list-style-type: none"> 1. To change your <u>password</u>: click on <i>Forgot password?</i> 2. To check the <u>email address</u> you used to sign up: contact your Community manager
<p>I deleted my account by accident - can you restore it for me?</p>	<p>For privacy protection purposes, after you delete you account all your privacy and savings data is anonymized and cannot be restored. However, you can sign up and create a new account again, using the same email address.</p>
<p>Do I need to find a colleague to walk or cycle together?</p>	<p>You can walk or cycle on you own, you don't need to have a partner for these modes of transport.</p>
<p>I want to travel with colleagues of the same gender - do I need to search the map?</p>	<p>You can select gender of people you prefer to travel with in "Filter by" settings on <i>People</i> page.</p>
<p>App-related questions</p>	
<p>How much battery does it consume?</p>	<p>As much as normal use of the phone. (case studies show about 2% battery consumption)</p>

How do I know if my colleague works in the same shift?	People page>Filter by: you can see all people who work in the same shift as you or have the same working hours
My phone is set to another region - how do I join my community?	Check the regional settings of your phone, the region selected must match your actual location.
I don't have cellular data on my phone can I still use the app?	You need internet connection to start the journey and at some point of time after the journey - to get verification. The app requires internet connection to collect GPS data and verify that the journey took place.
What if my phone is stolen/lost/broken? Will my journeys be restored?	The journeys are saved as long as you don't delete your account. If you have problems logging in, contact your Community manager or our Support team.
Do private messages notifications exist? I don't receive them.	Go to phone Settings>Apps>KINTO Join>Notifications>Allow notifications
On the People page (map) what does "+2" or "+5" mean next to user icons?	It shows how much time (in minutes) the person is off your recommended route.
How are CO2 and NOx savings calculated?	The algorithm multiplies the number of kilometers verified as sustainable (carpooling, walking, or cycling) by coefficients for CO2 (0.12) and NOx (0.043) (the European average per kilometer per vehicle).