

FAQ:

Why is Bike2Green giving money to people to cycle?

The aim of Bike2Green is to encourage urban cycling and, particularly, commuting to work and school by bicycle. We also use the collected data for research purposes.

How much can I earn?

You can earn 5 SEK per km for commute trips between the home and workplace locations and 2 SEK per km for any other ride. The total monthly reward you can earn is capped at 550 SEK.

What are the project rules?

The project rules can be found [here](#).

When does the pilot end?

The pilot is planned to run until mid-2025.

What do I need to do to participate?

First, you have to register by filling out a form: <https://zfrmz.eu/lx4brP06Yonki0CbBsxQ>. If you are selected, you will receive a confirmation email. In this email, you will be asked to pick up your kit, including a sensor and a project code, at KTH. The collection of the kit and its installation on your bike is necessary for participation in the project. You will also need to install the mobile app Pin Bike where you will have to log your bike trips.

Can someone else pick up the kit for me?

Yes. The one who is picking up the kit should have a copy of the confirmation email and a photo of ID of the person that they are picking up the kit for.

What is the project code and where can I find it?

Your individual project code is in the square card contained in the Pin Bike kit that you picked up. It is necessary to enter it in the Pin Bike app, so that you can get rewarded for your bike trips.

I have started using the Pin Bike app without entering the project code. How can I register it at a later point?

To enter the code, please follow these steps:

- Open the Pin Bike app
- Press the "More" button at the bottom right of the screen
- In the screen that (opens) follows, you will find the "Manage initiatives" section.
- Press "Initiative Management" and follow the wizard.

How do I install the kit on my bike?

You can watch [this video](#) with instructions. The most important part is to remove the plastic foil from inside the tracking device (small black square box with Pin Bike logo), and use either the bike light or the rubber bands provided to attach it on your bike's wheel hub. Other provided accessories are not necessary to be installed.

I am struggling with something in the PinBike app. What shall I do?

You can try to search for answer or ask a question live [here](#).

Do I need to return the kit?

In order to enable a lot of people to participate, we may ask you to return the kit if you are not logging trips.

What do I need to return from the kit?

Please, keep the box and its contents and return them when we ask you to. These include the tracker (black square box), bike light, phone holder, reflexive plate, rubber bands, and instructions. You don't have to return the stickers.

Can I use the tracking device on multiple bicycles?

Yes, you can move the sensor from one bike to another. You should recalibrate the sensor in case your bikes have different wheel sizes. You can do that in the Associated devices field in your home screen in the Pin Bike App.

Children of what age can participate in the project?

Anyone of age 13 or older can participate.

Where can I spend my vouchers?

You can find the list of participating shops in the Pin Bike app. Select map view at the bottom at the main page and select layer "Initiative shops". You can also view the shops here:

<https://web.pin.bike/open/34>

Is it necessary to have a phone with me while on a ride?

Yes.

Do I need to have a bluetooth on on my phone?

Yes, you need to have a bluetooth on for the tracker to connect to your phone. Otherwise, your kilometers may not count towards your score.

How can I change my home and work address?

In the Pin Bike app in the menu on the bottom, go to Other > Project Management > Bike2Green in Stockholm.

How does the invite a friend feature work?

You can earn extra points for inviting a friend to join the project. You can find your invitation code in the PinBike App; go to Gamification -> Prizes & Rewards -> Bike2green in Stockholm -> Bring a friend along the journey. Your friend needs to fill in your invitation code when he or she is filling the registration form.

My bike trip is (partly) not recognized as cycling and is not rewarded. What can I do?

The sensor needs to be connected with the phone via Bluetooth throughout the bike ride, so that the trip is correctly recorded. However, sometimes the sensor cannot connect or disconnects during the ride. This might be due to low battery in the sensor, so you can try replacing it. If the issue persists, send an email to suport@pin.bike and we will help you.

The distance of my bike trips is consistently underestimated. What can I do?

You have been asked to provide the size of your bike tires in the Pin Bike app - ensure it is correct. The diameter can be found on the tire itself. If you need further assistance, send an email to support@pin.bike.

What if my sensor stops working?

Please send an email to support@pin.bike and we will help you.

Do you have other issues or questions related to the project?

Please contact us at bike2green@kth.se.