

FAQ:

What are the project rules?

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

What do I need to do to participate?

First, you have to register. After registration, you will receive a confirmation email. In this email, you will be asked to pick up your gps-tracking kit 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 download a mobile app Pin Bike.

Can someone else pick up the kit for me?

Yes. Registered participants can pick-up a kit for other registered participants, such as their friends or family members. 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.

Where can I find the project code?

Your individual project code can be found in your kit box.

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 in the summer.

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.

What if my kit breaks or stops working?

Please send us an email at kom-bike2green@kth.se and we will help you.

I still need help. What should I do?

Please send us an email at kom-bike2green@kth.se.