

mobility

Mobility at CERN

29.07.2019

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Basic principles of car-sharing at CERN

- The car-pool is available to members of the CERN personnel and contractors' personnel who have:
 - a contractual link to CERN,
 - an email address registered in the CERN database,
 - authorisation to drive a CERN vehicle (V permit).
- Register with the car-pool at Mobility Center (Globe parking; Bldg 6167) for RFID card
- Bookings can be made at <https://www.mobility.ch/en/login/>
- Use for professional purposes only
- Conditions of use: [Operational Circular No. 4](#)
- Cars may be booked continuously for up to 4 hours per day
- Drop-off at the same location as pick-up

Locations of the car-parks

The cars available in these locations must be booked:

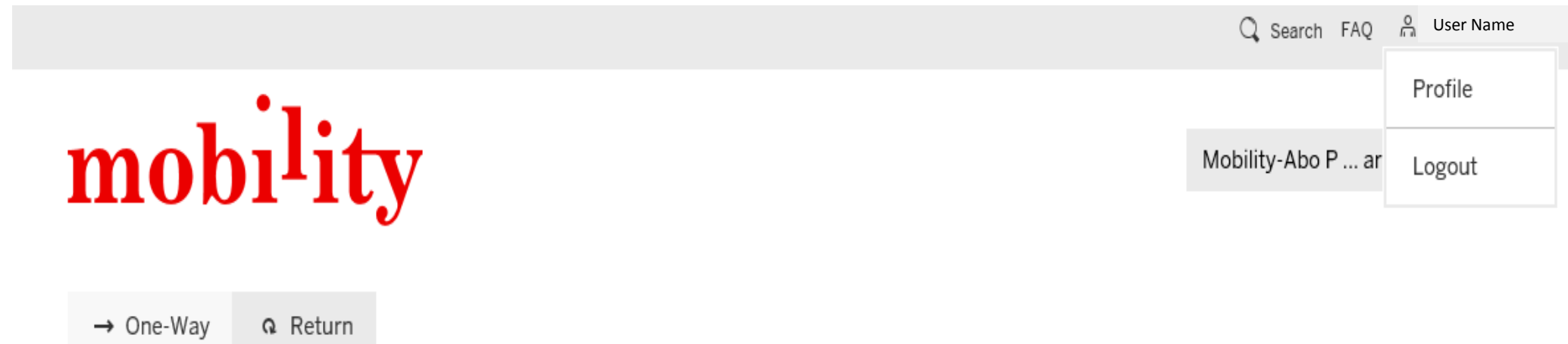
- Either on the internet (<https://www.mobility.ch/en/login/>),
- Using the [Mobility car](#) app,
- or through the 24/7 Mobility services switchboard (0848 824 812)

The cars are accessed using the Mobility card. Please keep your Mobility number and PIN code with you at all times.

Meyrin	Prévessin	LHC Experimental points
Building 4	Building 864	Building 2285 P2
Building 29	Building 866	
Building 30	Building 874	
Building 33	Building 892	
Building 36		
Building 40		
Building 54		
Building 57		
Building 124		
Building 513		

Customer Portal: Profile Information

In your Profile you can find various information as well the upcoming, ongoing or last reservations.



Customer Portal: Profile Information

New reservation

Reservations

Upcoming journeys

Ongoing journeys

Past journeys

Templates

Profile

CERN

User Name

rte de Meyrin 385

1211 Genève 23

Mobility number xxxxxx

[Change PIN Code](#)

[Change of name](#)

Contact details

CERN

User Name

rte de Meyrin 385

1211 Genève 23

[Change address](#)

E-mail address :

xxx.xxxx@cern.ch

Telephone:

[Change contact details](#)

[Further contact details](#)

Notifications

Reservation confirmation

By e-mail: xxx.xxxx@cern.ch

By SMS: —



- Overview of reservations
- Change PIN code
- Change contact details

Booking - step 1

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1) Only "Return" can be selected for the CarSharing vehicles in the Cern.

2) Choose the date, time, Cern-location and the category of the vehicle. (The CarSharing vehicles in the Cern are all from the category "Economy".) And then send your request.

Enter station or address

m CERN BAT. 29 (c) x

25.07.19 / 11:30 - 25.07.19 / 14:30 (3h)

All vehicle categories

Search

July 2019

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

July 2019

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Account

With your contract you can't manage Payments.

11:30

14:30

<https://www.mobility.ch/fr/login/>

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Booking - step 2

The screenshot shows a car rental search results page. On the left, a search bar contains 'm CERN BAT. 29 (c)'. Below it, the dates '30.07.19 / 11:30 - 30.07.19 / 14:30 (3h)' and 'All vehicle categories' are displayed. A filter icon and 'Filter: None' are also visible. The main content area shows '1 Result(s)' for 'm CERN BAT. 29 (c)' with an 'Economy' category. At the bottom of the result, there are 'Price' and 'Reserve' buttons. On the right, a map titled 'Karte' shows the location with several 'm' icons. Two red callout boxes with arrows point to the search bar and the 'Reserve' button.

3) Check the informations

4) Send your booking request

Booking – step 3

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Select reservation

Check & confirm

Mobility-Abo P ... ar-Sharing CERN

Check

Notifications

Reservation remark

By e-mail: sampleemail@sample.com

Enter e-mail address

Enter phone number

Discount code

Redeem

Reservation details

Change

m Station:
CERN BAT. 29 (c)
From:
Tue, 30.07.2019 11:30
To:
Tue, 30.07.2019 14:30
Duration:
3h
Vehicle category:
Economy

Subscription

Mobility-Abo Poolcar-Sharing CERN

5) Add any remarks

6) Check the reservation details

Confirmation a booking:
Booking confirmations and
modifications are sent to the
address you entered in your e-
services profile.

Reserve now

7) Complete your booking

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Booking - step 4

- **Allow enough time**

Always ensure you have allowed enough time.

- **Late return**

Immediately inform the 24/7 Mobility Services switchboard on 0848 824 812

Changing a booking

- You can change your current booking using the on-board computer
- Either:
 - on the internet (<https://www.mobility.ch/en/login/>),
 - using the Mobility car app (<https://m.mobility.ch/>),
 - or through the 24/7 Mobility services switchboard (0848 824 812).
- If an extension of your booking is not possible, please contact the 24/7 service switchboard immediately. Measures will be taken for the next user.

Cancelling a booking

- Either:
 - on the internet (<https://www.mobility.ch/fr/login/>),
 - using the Mobility car app (<https://m.mobility.ch/>),
 - or through the 24/7 Mobility services switchboard (0848 824 812).

It is always possible to cancel a current booking through the on-board computer.

On-board computer

- Safety and access control
- Activation and deactivation of the central locking system
- Modification of the current booking
- Deactivating the immobiliser by swiping the RFID card on the checkpoint
- Emergency call to the 24/7 Mobility Services switchboard



Before travelling

- Check for any existing damage before travelling. If any, immediately report it to the CERN Mobility Center and mention it on the log book stored in the glove compartment;
- In the glove compartment of your vehicle, a so-called RFID card replacement is available. This can be used in exchange for your defective or broken card. It must be enabled by calling the Central Services Mobility 24/7 (0848 824 812). It then becomes your main card upon activation. You will be serviced remotely and immediately. Or you go directly to the CERN Mobility Center to activate a new card.

While using a car from the pool

- Should you need fuel, use the CERN fuel card attached to the car-key in one of the CERN filling stations:
 - Meyrin filling station located at [Building 130](#)
 - Prévessin filling station located at [Building 867](#)
- If the ignition is switched off for more than 2 minutes, the anti-theft system is activated and the vehicle will not start. Deactivate the anti-theft system by swiping your RFID Mobility card over the reader on the windscreen.
- Always open and close the vehicle using your RFID Mobility card.
- To extend your booking, use the dedicated app or the on-board computer.
- If an extension of your booking is not possible, please contact the 7/24 service switchboard (0848 824 812) immediately. Measures will be taken for the next user.

When you've finished

- When you're ready to return the car, please drop it off at the same place as you picked it up,
- Cut the engine,
- Switch off the headlights and any other electrically-powered device. Put the key in the glove compartment or in the place indicated. Place your Mobility card on the Mobility Checkpoint located on the outside of the windscreen until the central-locking system is activated.
- If you're returning the vehicle before the end of the booked slot, terminate the booking by pressing on the ResEnd button on the on-board computer and confirm by pressing: Yes,
- Return the vehicle key to the glove compartment for the next user,
- Lock the doors by swiping your Mobility card over the Checkpoint on the windscreen.

Important !

- In the interest of all users, please abide by the following rules:
 - Keep the vehicle clean
 - Immediately report any damage to the CERN Mobility Center
 - Return the vehicle on time
 - Cancel or terminate your booking if you no longer need the vehicle
 - Do not exceed the 4-hour maximum period of use
 - Please always leave the fuel tank at least a quarter full

We're counting on you !

Assistance

Assistance regarding CERN cars (breakdown, tires, battery...):

- During working days and opening hours:

Mobility Center:

Opening hours from 08.00 a.m to 05.00 p.m

Telephone: 022 767 22 28

Email: car.sharing@cern.ch

- Outside working days and opening hours:

PEUGEOT Assistance

0800 55 50 05 from Switzerland and +41 44

746 23 95 from abroad

24h/7 Mobility Assistance (access to the cars, booking modifications, on-board computer, etc.):

Telephone: 0848 824 812 from Switzerland
and +41 848 824 812 from abroad