

# EAzy Bike Scheme

# Instructions & FAQs

## Introduction

Welcome to Outspoken Cycles' app-based Pool Bike Scheme with Donkey Republic locks!

The scheme uses Donkey Republic's app fitted to Outspoken bikes in a closed system (so not open to the public) allowing AstraZeneca staff to book out and unlock bikes using the app, all for FREE.

## Update February 2023

- **24 hour limited duration**: Please note AstraZeneca have requested staff only rent a bike for up to 24 hours. You can return the bike and rent a new one after this point but please ensure your rental is only up to 24 hours
- **Returning bikes to original hub**: Please note all bike rentals should be ended at their original hub. Please do not end rentals at a different hub as this quickly leads to availability issues. Bike numbers are capped and the scheme is operated as an A-A, not A-B, hub system.
- **Reminder**: Please always use the supplied chain when locking the bike. Failure to do so will leave the bike uninsured against theft.

## Terms & Conditions

By using this service you agree to the terms and conditions on the AstraZeneca eAZy Bikes webpage here:

[https://azusgb01--cms.visualforce.com/apex/Main?sname=Intranet&name=Cambridge-Travel#](https://azusgb01--cms.visualforce.com/apex/Main?sname=Intranet&name=Cambridge-Travel#/)

## Instructions

### Registering and making a booking

1. Download Donkey Republic app via iTunes or GooglePlay

2. Open the app and register an account (requires your bank card details but the app and renting bikes are free from AZ hubs).

**IMPORTANT:** you must use an astrazeneca.com or medimmune.com email address in order to access the specific free bikes

3. Once signed in, navigate to the map. Use the back button from your account page.
4. Move the map to the hub location and click on the hub. This tells you how many available bikes. Note if no bikes are available the hub will not show up.
5. Choose number of bikes and click Confirm Selection > Rent 1 Bike > Do Not Add Insurance (already included) > Agree to T&Cs > Rent Now.
6. Note the booking is currently only held for 30 minutes if not it will be automatically cancelled by the system. As of Feb 23 we are looking into ways to mitigate this so you can know a bike will be available.

### Collecting your bike

7. Once booking confirmed and you are at the hub, open the app and your booking will be at the bottom of the app with the bike number eg Outspoken\_A6.
8. Find your bike at the hub. The bikes are black dutch bikes with green panniers and Donkey Republic branding. The number is on the handlebars.
9. Move closer to the bike and click on the Unlock button. Follow the app instructions from here.



- IMPORTANT:** ensure your Bluetooth is switched on. If you have trouble pairing the phone and lock try turning your Bluetooth on and off and reopening the app.
10. Once the rear lock is undone, take out the chain from the side of the lock and place in the panniers (you can also store your bag here too).

### Locking your bike

11. Once you have unlocked your bike for the first time and activated your rental you can lock and unlock your bike as many times as you like using the app. Your

rental will only end once you have returned your bike back to the original hub and selected end rental.

12. To lock the bike, open the app. Select your bike and press lock. You must then manually close the rear wheel lock (check spokes aren't in the way).

**IMPORTANT:** after the wheel lock is closed, loop the chain through itself and around an immovable object and then connect it into the side of the wheel lock. The bike should now be locked. **ALWAYS lock the bike to an immovable object.**

### Ending the rental

13. When you are ready to end your rental you must take the bike back to the original hub where you picked up the bike.
14. Once back at the hub, you will have the option on the app to "END RENTAL". Select this. You will then need securely lock the bike to one of the bike racks using the chain, as described above.

**IMPORTANT:** Please be considerate of other users. If you no longer need your bike please return it to the hub within good time so others can book and use it.

## **Donkey Republic FAQs**

Donkey Republic have an excellent set of FAQs on their website which can be accessed here <https://donkeyrepublichelp.zendesk.com/hc/en-us/categories/201216225-Riders>

## **AstraZeneca Scheme Specific FAQs**

### How do I hire a bike?

Download the Donkey Republic app from iTunes or GooglePlay and register using the instructions above and your AstraZeneca email address to be automatically recognised as part of the scheme.

### How much does it cost?

The scheme is free!

### Who has access to the bikes?

Just AstraZeneca staff have access to the bikes

### Where can I get a bike?

Outspoken Cycles, The Bike Depot, 140 Cowley Rd, Cambridge, CB4 0DL  
01223 789606 team@outspokencycles.co.uk www.outspokencycles.co.uk

Currently (Feb 2023) bikes are at Trumpington Park & Ride (9 bikes), Academy House (3 bikes) and Cambridge North Station (4 bikes)

How long can I keep the bike?

Please return within 24 hours.

My meeting has overrun, can I extend my rental?

Yes. Rentals automatically extend and nobody can book the bike until you return it.

Can I use a medimmune.com email address to sign up?

Yes, you can both astrazeneca.com and Medimmune.com email addresses to register with the scheme.

I've registered but can't see the hub at Trumpington?

If all the bikes are already out on hire then the hub will disappear from view on the app. If you're worried that your registration hasn't worked do contact us on the details below.

Please also ensure you're registered with either an astrazeneca.com or medimmune.com email address.

I've been assigned a bike that has a problem, what do I do?

You can request to switch to another bike at the hub before you first unlock your bike and for the first 10 minutes after you first unlock your bike. The app gives you the option to switch and asks for a reason.

My bike has a mechanical problem or puncture and I'm away from a hub, what do I do?

You can contact our office on 01223 789606 (opening times below) and we'll advise you. Alternatively you can call the Donkey Republic helpline listed in the app. If we can't solve your issue by phone, you will need to lock the bike to the nearest immovable object and take alternative transport. AstraZeneca will refund reasonable travel expenses in these circumstances as detailed in the Terms & Conditions link above.

If your bike has an issue out of hours, please lock the bike to an immovable object and contact us by email to notify us of the fault and the location of the bike. Please be as specific as possible.

We will then collect and fix the bike within two working days and return it back to the hub.

## **Outspoken Cycles contact and opening hours**

Outspoken Cycles  
The Bike Depot  
140 Cowley Road  
Cambridge  
CB4 0DL

01223 789606

[team@outspokencycles.co.uk](mailto:team@outspokencycles.co.uk)

Our offices are open at the following times:

Monday - Friday 8.30am-5pm

Saturday 9.30am-4.30pm

# Operating the Bikes

The bikes are Gazelle Esprits with a 7 Speed hub gear.

## Adjusting saddle height

Adjust the saddle height by undoing the quick release and pulling the saddle and seatpost up. The seat post contains a maximum height mark. Do not exceed this.

Tighten the quick release clamp back up.

## Operating gears

The bikes have hub gears. These can be changed when stationary at lights.

When going up hill just back off the pressure slightly to change gear.

## Operating lights

The integrated front light is a dynamo. Turn it on using the grey '1-0' push switch on the back, '1' for on '0' for off.

The rear is battery powered but bolted to the bike. Turn on using the switch on the reflective part of the light.

## Pumping up tyres

We'll keep the tyres inflated on our monthly checks so no need to pump up.

**IMPORTANT:** The valve is an unusual Woods Valve. Do not undo the metal collar on the valve, or the tyre will deflate.

