Guides for Mileage Book

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Guides for using the app

General Information about the app

If you don't have an SDU work phone, you can install the app on your personal phone.

Log in to the app on an iPhone

Requirements:

- You need your long password for your computer/Microsoft account (Single Sign-On = SSO). If you don't remember it, you must reset it here before using the system: https://password.sdu.dk/
- You must have the Authenticator app installed and connected to your SDU Microsoft account.

Step-by-step guide for the first login:

1. Download the app 'Mileage Book Fleet' from the App Store.
2. Open the 'Mileage Book Fleet' app.
3. Enter your SDU email in the 'Email' field.
4. Click Login (you don't need to enter your password yet). A pop-up will appear using 'microsoftonline.com' to log in – click Continue.
5. Your default browser will open. You'll be asked to log in to your Microsoft account. Enter your SDU email and your long password.
6. You'll now be asked how you want to verify your account. Click 'Sign in another way' and choose the Authenticator app.
7. Approve the request in the Authenticator app.
8. Open the Mileage Book app again.
9. The app needs access to Bluetooth to work. Click Allow when the pop-up appears.
10. You can now reopen the app.
11. The app needs access to your location to use the keyless function. Click the bar 'Do you want to see your location on the map?' and choose 'Allow while using the app'.

You are now logged in and the app is ready to use. These steps only need to be done the first time you log in.

Log in to the app on an Android phone

Requirements:

- You need your long password for your computer/Microsoft account (Single Sign-On = SSO). If you don't remember it, you must create a new one here before using the system: https://password.sdu.dk/
- You must have the Microsoft Authenticator app installed and connected to your SDU Microsoft account.
- The app uses a browser to log in (due to SSO and SDU's IT security), and it works best with Chrome. Make sure Chrome is installed on your phone and set as your default browser. You can change your default browser after login if you prefer another one.
  - Set Chrome as your default browser: Go to your phone's settings, find "Apps," then select Chrome. Tap Chrome and choose it as your default browser.

Step-by-step guide for first-time login:

1. Download the app Mileage Book Fleet from the Play Store.
2. Open the Mileage Book Fleet app.
3. Enter your SDU email address in the "Email" field.
4. Tap "Login" (you don't need to enter your password yet). Your default browser will open. You'll be asked to log in to your Microsoft account. Enter your SDU email and your long password.
5. You'll be asked how you want to verify your account. Tap "Sign in another way."
6. Tap "Approve a request on my Microsoft Authenticator app."
7. Approve the request in the Authenticator app.
8. If the Mileage Book Fleet app doesn't open automatically, open it manually.
9. Tap the bar "Do you want to see your location on the map?" and choose "Allow while using the app" – otherwise, the keyless function won't work.
10. The app needs access to Bluetooth to function. Tap "Find vehicles nearby" and then tap "Allow."

You're now logged in and the app is ready to use. You only need to do this the first time you log in.

Having trouble with the app?

1. Make sure you've downloaded the correct app. The app is called Mileage Book Fleet.
2. Forgot your SDU password? You can reset it here: https://password.sdu.dk/
3. Check that you're using Chrome as your default browser on Android phones.
4. Check if Chrome needs to be updated (open the Play Store, search for Chrome, and tap Update if available).
5. Make sure your phone has installed all system/software updates.
6. Check that you've allowed the Mileage Book Fleet app to access your location.
7. Check that you've allowed the Mileage Book Fleet app to use Bluetooth.

Still having issues? Contact Technical Services at 8888@sdu.dk or call 6550 8888.

Book a car using the app

We recommend booking via computer, as it gives a better overview of the booking process.

1. Open the app.
2. Tap 'Booking' in the bottom menu bar.
3. Tap the plus sign (+) in the bottom right corner.
4. A new window will open where you can make your booking:
    a. Under 'Start' and 'End', choose the desired start and end time for your booking – remember to select both date and time (a booking must be at least 15 minutes).
    b. Tap 'Purpose' and select the reason that best fits your trip.
    c. In the 'Note' field, describe the reason for the trip. This should be a justification for the trip, not the destination.
        i. Both 'Purpose' and 'Note' must be filled out to complete the booking.
    d. The 'Project' field is only required if you choose the purpose 'External project'. For other purposes, it is optional.
    e. Under 'Filter', you can set your preferences for the car, such as number of passengers or whether you want a car with keyless access or a physical key.
    f. Once you've entered your preferences, tap 'Select vehicle' at the bottom.
    g. A pop-up window will show a list of available cars that match your criteria. If the list is empty, there are no available cars at the selected date and time. Try again with a different time.
    The car name includes:
        i. The city and parking location (e.g. in Odense: P1 or P8)
        ii. Whether the car is unlocked with a physical key or via the app
        iii. Number of seats
        iv. Whether it's a fuel or electric car
    h. Choose the car you want to book and tap 'Select vehicle'.
    i. The pop-up window will close, and you'll now see the selected vehicle listed under 'Vehicle' in your booking. The vehicle is now selected.
    j. Tap 'Book' to complete your booking.
5. If your booking is accepted, it will appear under 'Bookings'.

If you can't find an available car at your desired date and time, you can contact Technical Service at 8888@sdu.dk.

Edit a booking using the app

- Go to 'Booking' in the menu to find your booking.
- Tap the booking you want to edit.
- Make the desired changes (e.g. duration or date).
- Tap 'Save' in the top right corner.
- Your changes are now saved.

Cancel a booking using the app

1. Tap 'Booking' in the menu.
2. Find the booking you want to cancel and tap it.
3. Tap 'Delete'.
4. You'll now be asked to confirm the cancellation. If you want to delete the booking, tap 'Yes, delete'. Please note: the cancellation cannot be undone.
5. Your booking is now deleted, and the car is available for others to book.

Guide for using the website on a computer

Log in on a computer

1. Go to the website: https://www.mileagebook.com/en/
2. Click 'Log in' in the top right corner.
3. Enter your email in the 'Email' field.
4. As soon as you enter your email, you'll be logged in automatically, since Mileage Book uses our SSO login.
5. You are now logged in.

Book a car using a computer

1. Log in at: https://www.mileagebook.com/en/
2. Click 'Fleet vehicles' in the left-hand menu.
3. Select 'Booking' in the left-hand menu. The booking page may be slow, so please be patient when navigating.
4. You'll now see a calendar for each car, similar to Outlook.
5. Click 'New booking' in the top left corner.
6. A pop-up window will open where you can make your booking:
   a. Under 'Start' and 'End', choose the desired start and end time – remember both date and time (a booking must be at least 15 minutes). You can either type directly into the fields or use the calendar and clock icons.
   b. Click 'Purpose' and select the reason that fits your trip.
   c. In the 'Note' field, describe the reason for the trip. This should be a justification for the trip, not the destination.
      i. Both 'Purpose' and 'Note' must be filled out to complete the booking.
   d. The 'Project' field is only required if you select the purpose 'External project'. For other purposes, it is optional.
   e. Under 'Vehicle requirements', you can specify your preferences, such as number of passengers or whether you want a car with keyless access or a physical key.
   f. Once you've entered your requirements, click 'Select vehicle' at the bottom.
   g. A pop-up window will show a list of available cars that match your criteria. If no cars are available, you'll see a warning in the top right corner: "Warning. No available cars in the selected period."
      The car name includes:
      i. The city and parking location (e.g. in Odense: P1 or P8)
      ii. Whether the car is unlocked with a physical key or via the app
      iii. Number of seats
      iv. Whether it's a fuel or electric car
   h. Select the car you want to book and click 'OK'.
   i. The pop-up window will close, and you'll now see the selected vehicle listed under 'Vehicle' in your booking. The vehicle is now selected.
   j. Click 'Save' to complete your booking.
7. Your booking will appear in the calendar on the 'Booking' page, on the 'Booking overview' page, and in the app.

You can contact Technical Service at 8888@sdu.dk if you're unable to find an available car at your desired date and time.

Edit a booking using a computer

1. Log in at: https://www.mileagebook.com/en/
2. Click 'Fleet vehicles' in the left-hand menu.
3. Find your booking in the calendar under 'Booking' in the left-hand menu.
4. Right-click on your booking and select 'Edit'.
5. Make the desired changes (e.g. duration or date).
6. Click 'Save' at the bottom.
7. Your changes are now saved.

Cancel a booking using a computer

1. Log in at: https://www.mileagebook.com/en/
2. Click 'Fleet vehicles' in the left-hand menu.
3. Select 'Booking' and find your booking in the calendar. You can change the calendar view using the top menu bar. Note: you can see both your own and others' bookings in the calendar.
4. Right-click on your booking and select 'Delete'.
5. Click 'OK' to confirm the cancellation. Please note: the deletion cannot be undone.
6. Your booking is now deleted, and the car is available for others to book.

Book on behalf of a colleague

Before you can book on behalf of someone else, you need to contact **8888@sdu.dk** and provide the full name and email address of the colleague you need access to book for. You will then be granted permission to book on their behalf in Mileage Book.

Once granted, you will keep this permission and can continue booking for the same colleague in the future. It's also possible to have access to book for multiple colleagues.

Note: You can only book on behalf of someone else using a computer.

Follow these steps once you've been granted access:

1. Log in at: https://www.mileagebook.com/en/

2. In the top right corner, your own name will appear. Click the arrow next to your name and select the name of the colleague you want to book for.

3. If you're booking a keyless car for a colleague, make sure they have downloaded the Mileage Book Fleet app and are logged in — otherwise, they won't be able to use the car.

4. From here, the booking process is the same as if you were booking for yourself. See the guide for booking a car via computer.

Using keyless access

Some cars are keyless. When booking a car in Mileage Book, you'll be able to see whether the car uses keyless access or a physical key.

To open a keyless car, you must have the Mileage Book Fleet app installed on your phone.

1. When you're near the car (within 2–3 meters), open the Mileage Book Fleet app on your phone.

2. In the app, tap 'Car key' in the menu bar. (Make sure the app has permission to use Bluetooth and location services — otherwise, it won't be able to find the car.)

3. The car will appear with its license plate and name. Tap the car you've booked.

4. You'll now see information about the car and its location. At the bottom, you'll see two buttons:
   a. 'Lock' – locks the car
   b. 'Unlock' – unlocks the car

5. As long as your booking is active, you can lock and unlock the car as many times as needed.

6. You must keep your phone in the car while driving — otherwise, the car won't start.

If you have trouble unlocking the car, try fully closing the app, wait a few minutes, and reopen it.
If the issue continues, call Technical Service at 6550 8888.

Important: You can only unlock the car during your booked time slot.
If you're unexpectedly delayed, remember to extend your booking.
If the car is booked by someone else, contact Technical Service immediately at 6550 8888.

Booking is cancelled after one hour if not used

Your booking will be automatically cancelled after one hour if you don't use it.
However, if you already know you won't be using the car, please delete your booking yourself so others can use it.

If you're more than one hour late but still need the car, it's important to change the start time of your booking via the website or app.This will prevent your booking from being cancelled.
You can do this at any time up to 60 minutes after your original start time.