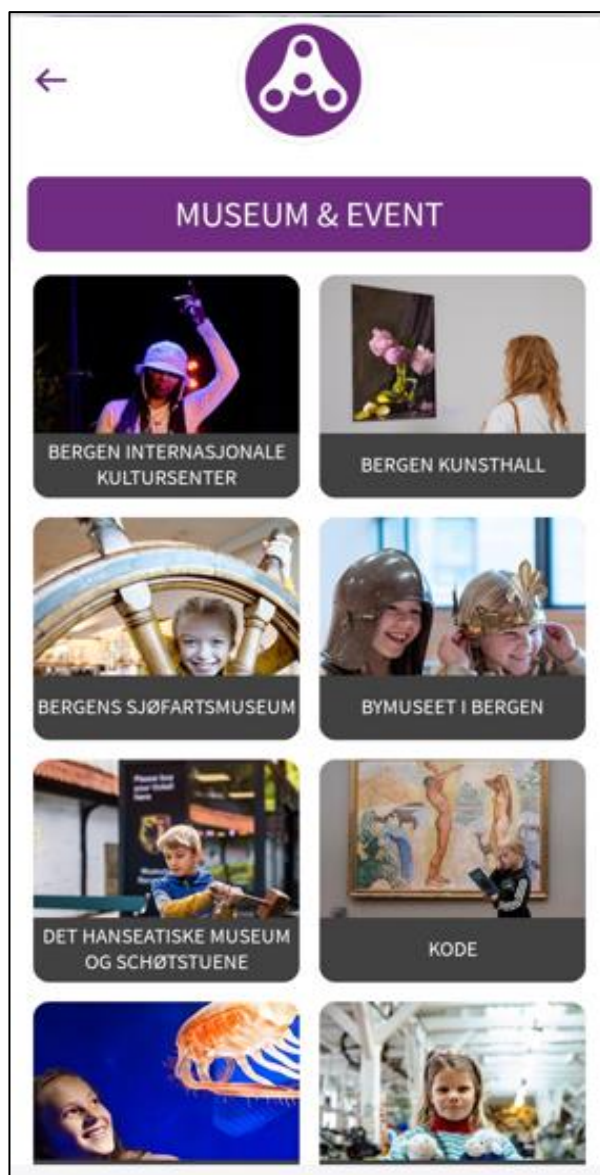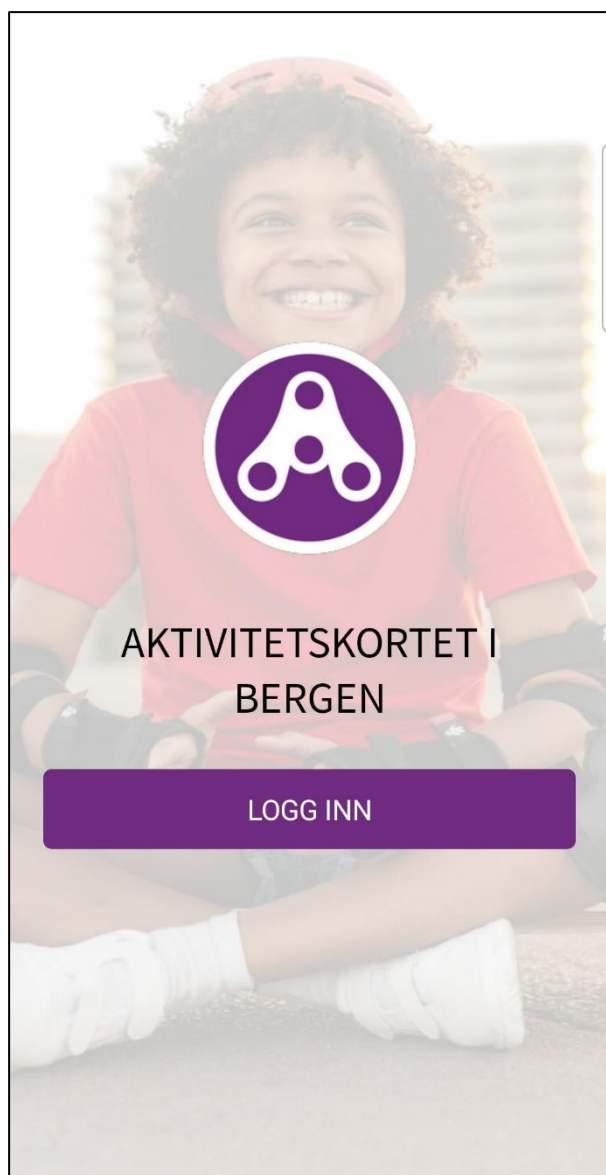# USER INSTRUCTIONS
ACTIVITY CARD APP

The Activity Card is available to children and teenagers aged 0–17 from financially disadvantaged families in Bergen. An Activity Card must be allocated to you before you can start to use the app. If you wonder whether you are eligible and how to get the Activity Card, please read more on the City of Bergen webpages: **www.bergen.kommune.no/aktivitetskortet**.

WELCOME AS A USER OF THE ACTIVITY CARD APP!

With the Activity Card you get free access to several activities and events in Bergen, either alone or with a friend. For instance, you can watch a football match at Brann Stadium, swim in one of the city's many swimming pools, visit the Aquarium, or take dance classes. **This year the Activity Card is digital, so you will now use an app instead of a paper card.**

When you have received an SMS, downloaded the app and logged in you must start by reading **"Om Aktivitetskortet" (About the Activity Card)** which you will find in the menu in the top left-hand corner. It is also important that you read the text under "Mer informasjon" (More information) for each activity you wish to participate in. It explains how to book a place at the various activities.
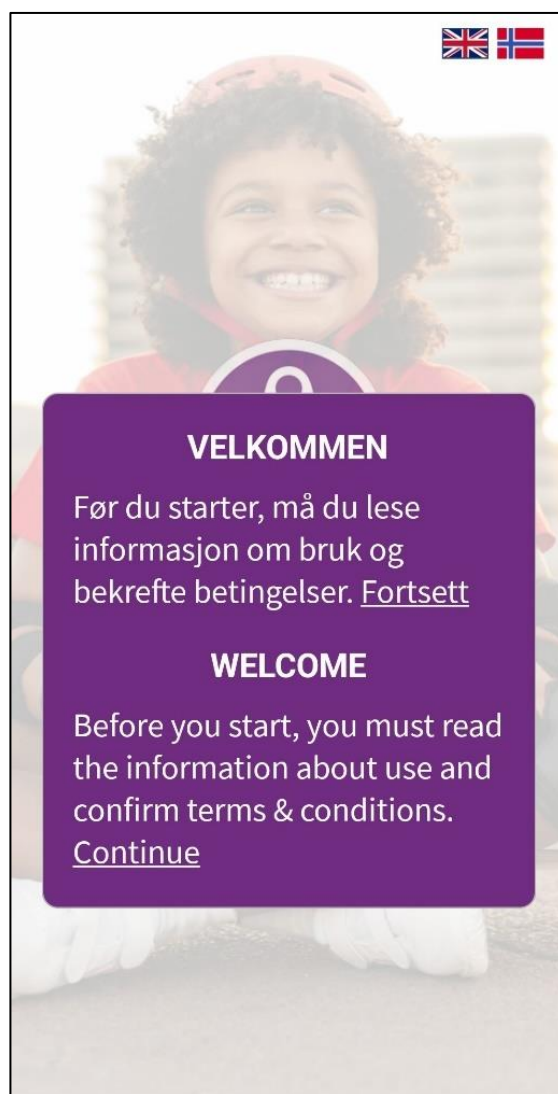
Please note that you do not buy tickets in the app. Instead, presenting an activated coupon in the app gives you free access to activities.

Some activities you may use as many times as you want, while others are limited to a certain number of visits. You may participate in one leisure activity per semester. **Therefore, you should not activate more coupons than necessary. When a coupon has been activated in the app it has been used whether you *actually* use it or not.** More information about the Activity Card and the app is available at the City of Bergen webpages:

www.bergen.kommune.no/aktivitetskortet.

VELKOMMEN

Før du starter, må du lese informasjon om bruk og bekrefte betingelser. Fortsett

WELCOME

Before you start, you must read the information about use and confirm terms & conditions. Continue
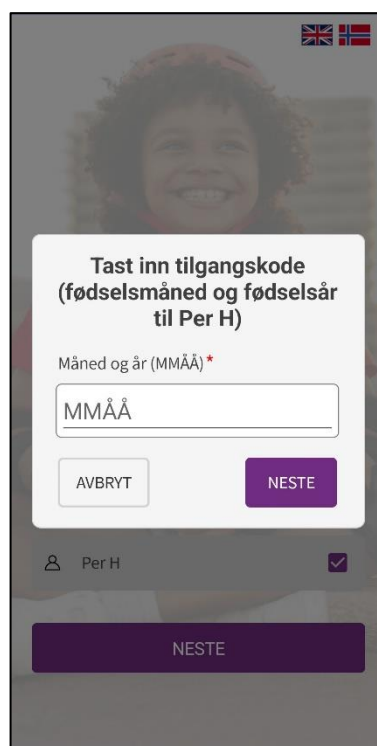
HOW TO USE THE APP

Download the app

Go to App Store or Google Play on your mobile phone. Search for "Aktivitetskortet" (Activity Card). Press "Installer" (Install). Open the app when it is downloaded. A start-up screen where you log in is then displayed.

Log into the app

Select "Logg inn" (Log In) and enter your mobile phone number. Press "Bekreft" (Confirm) and then enter the single-use code you receive by SMS and press "Neste" (Next). You can now select your profile and press "Neste" (Next) once more. Now you must enter an access code, which is the birthmonth and -year for the selected profile. If your birthday is May 17 2016, the code will be 0516. You are now logged into the app. If you log out, use the same procedure the next time you log in.

Change the language

You can change the language by clicking the flags in the upper right corner.

Navigating the app

The first page that appears when you are logged in is the Home page. This page shows the various activity categories. By selecting a category you get a list of options available, and you can read more about each activity.

The menu (three purple lines) is in the upper left-hand corner. If you press the menu, more options are displayed, including more information about data protection, your active coupons, and how to contact the City of Bergen if you have any questions. Under "Min side" (My Page) you can view your previous coupons and log out. **Remember that the first thing you should do when logged in for the first time, is to read the text under "Om Aktivitetskortet" (About the Activity Card).**

Please note! Remember not to activate more coupons than necessary! When a coupon has been activated in the app it has been used whether you *actually* use it or not.
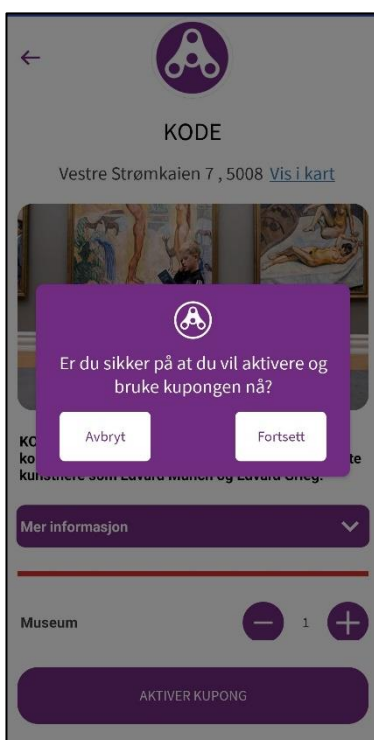
Activating a coupon for an activity or event

You activate coupons under each activity provider – for example AdO or Fløibanen – at the bottom of the app. Please note that the app is not linked up to the various activities and therefore you need to reserve a place by booking a ticket with the activity provider first and then activate a coupon in the app.

1. Find the activity or event you want to join in the app. Book a ticket from the activity provider. There are various ways of booking tickets. For each activity in the app there is an explanation on how to proceed under "Mer informasjon" (More Information). It may be via a webpage/e-mail or directly from the ticket office/reception.

2. When the activity provider has confirmed your ticket, you activate the coupon in the app. Enter the number of tickets and then press "Aktiver kupong" (Activate Coupon). You will now see a message on the screen asking if you are sure you want to activate and use the coupon. If you are sure, press "Fortsett" (Continue). If you are uncertain, press "Avbryt" (Cancel).

3. A page with your active coupons is now displayed. Present the coupon at the entrance for the activity or event or send them by e-mail, whatever the procedure is for your chosen activity. The ticket collectors at the entrance can see that a coupon in the app is active when the logo on the top of the page rotates. On this page, you will also find information about the validity period of your coupons.

4. Please note that coupons in the app have a time limit. Therefore, you should not activate a coupon before you know you are going to participate in an activity. Remember that all activated coupons in the app are regarded as being used whether or not you participate in the activity.

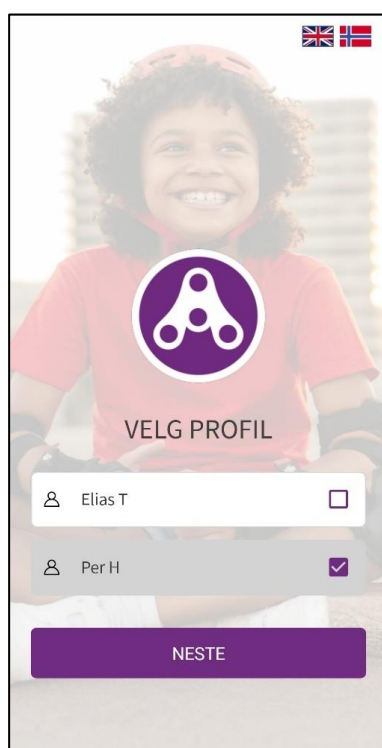5. Activities with limitations will display how many visits you have left in the bottom of the app.

Activating a coupon for a leisure activity (activity lasting several weeks/months)

1. Find the leisure activity you want to join in the app. Book a place from the provider of the activity, for instance Bergen Judo Klubb. There are various ways of booking a place. Under each activity in the app there is an explanation of how to proceed. Please note that you must activate a coupon in the app after you have been given a place at the leisure activity. If there are no more places left for the leisure activity it will be marked "Utsolgt" (Sold Out) in the app. You can participate in one leisure activity per semester.

2. When you have signed up and received confirmation that you have a place at the leisure activity of your choice, you activate the coupon in the app. Make sure the number of coupons says "1" and then press "Aktiver kupong" (Activate Coupon). Now a message is displayed on your screen asking if you are sure you want to activate and use the coupon. If you are sure, press "Fortsett" (Continue). If you are unsure, press "Avbryt" (Cancel).

3. A page with your coupons is now displayed. Take a screenshot of your ticket for the activity you have signed up for and e-mail it to the activity provider. Please ignore the time limit on the coupon for leisure activities. If you cannot find your coupon under "Aktive kuponger" (Active Coupons), it can be found under the menu on "Min side" (My Page) under "Brukte kuponger" (Used Coupons).

For parents with multiple children using the Activity Card

Each child with an Activity Card will get his/her own profile and coupons. If the child or children do not have a mobile phone of their own, the Activity Card will be registered on the parent's mobile phone number. A maximum of three mobile phone numbers can be entered in the app (for example mother's, father's, and aunt's). If you have several children with an Activity Card, select one of the profiles when you log in. If you need to change to another child's profile, select "Bytt bruker" (Change User) in the menu.

Questions?

Send us an email: Aktivitetskortet@bergen.kommune.no

Bergen.kommune.no/Aktivitetskortet

Facebook.com/Aktivitetskortet