

# Managing users on the Ridecell platform

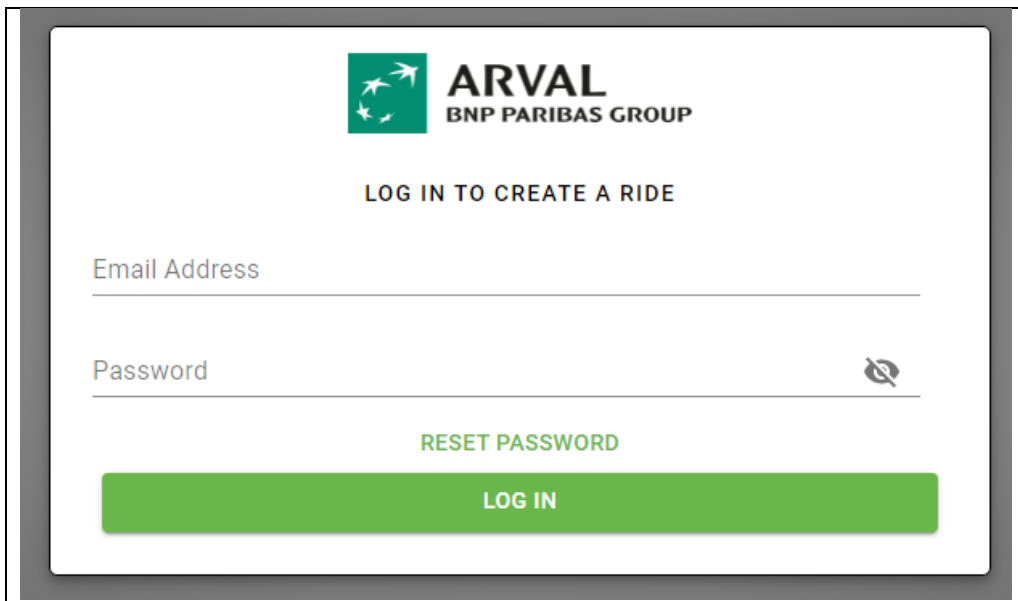
## 1. Creating users

To create users, log in to the Ridecell Business Portal.

Note: the email address you use to log into the Business Portal is different from the password for the portal where reservations and trips are managed.

### 1.1 Logging in

Go to <https://starflightnl-prod.ridecell.com/corporate/login> and enter the credentials you received for the Business Portal.



ARVAL  
BNP PARIBAS GROUP

LOG IN TO CREATE A RIDE

Email Address

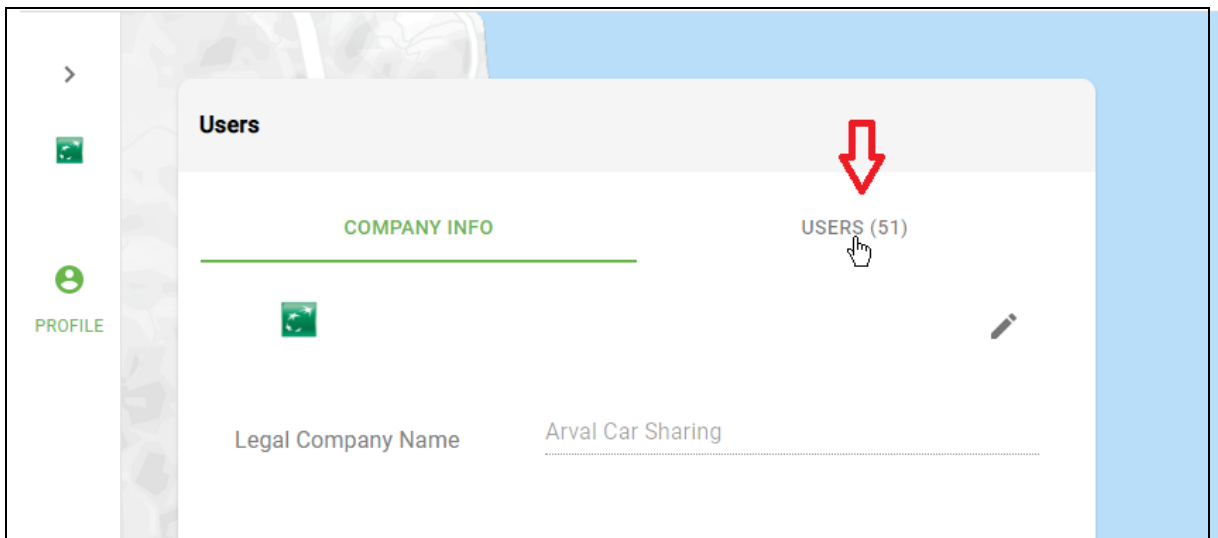
Password

RESET PASSWORD

LOG IN

### 1.2 Creating individual users

After logging in, click on the **Users** section.



Users

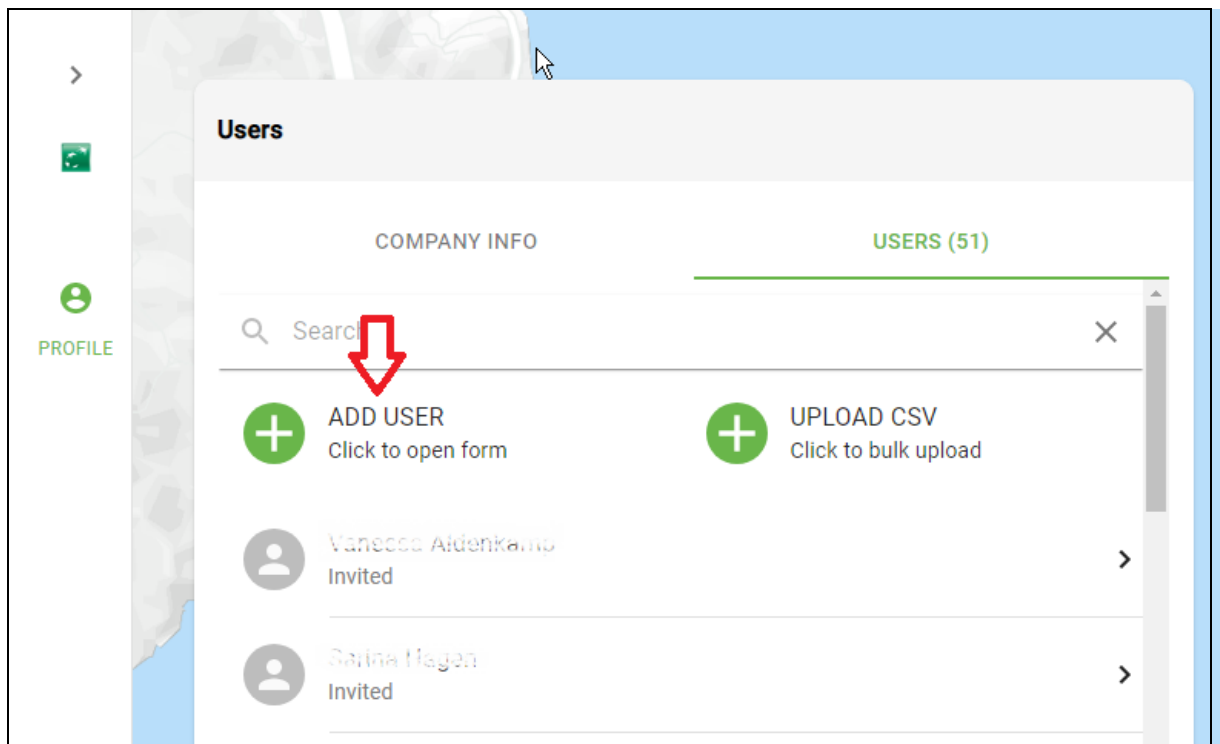
USERS (51)

COMPANY INFO

PROFILE

Legal Company Name Arval Car Sharing

Then click **ADD USER**.



Then enter the user's details and click **ADD**.

The screenshot shows a form titled 'Add User'. It has three input fields: 'First Name \*' with the value 'Michael', 'Last Name \*' with the value 'Berg', and 'Email \*' with the value 'michael.berg@arval.nl'. Below the fields is a large green button labeled 'ADD'.

If the pop-up screen on the right disappears, the user has been successfully created and will receive an email confirmation. Please note that this contains the **Community ID** and **Company Invitation Code**. It is important that the user retains these.

## Welkom bij Arval Car Sharing

Hallo Michael,

U bent uitgenodigd om u aan te sluiten bij Arval Car Sharing  
U heeft toegang via de Arval Car Sharing applicatie, die u kunt  
downloaden via de volgende links:

**iOS:** [link](#)

\*Eenmaal geïnstalleerd, klik op "Vertrouw Ridecell LLC" in Instellingen >  
Algemeen > Apparaatbeheer.

**Android:** [link](#)

**Gemeenschap ID:** nl

U moet uw professionele e-mailadres invoeren in de  
registratieprocedure => "een account aanmaken" en de onderstaande  
uitnodigingscode invoeren in het registratieformulier.

**Bedrijfsuitnodigingscode:** 

Met vriendelijke groet,  
Arval Car Sharing

### 1.3 Importing users in bulk

In addition to adding users individually, you can also upload them in bulk. We have created a template that makes it easy to import users and invitations in one go. You can download this from [www.arvalcarsharing.nl](http://www.arvalcarsharing.nl).

#### 1.3.1 Template

Open the Excel file **ridecell-import-template.xlsx** and fill in each user's first name, last name, and email address.

|    | A          | B         | C     |
|----|------------|-----------|-------|
| 1  | First Name | Last Name | Email |
| 2  |            |           |       |
| 3  |            |           |       |
| 4  |            |           |       |
| 5  |            |           |       |
| 6  |            |           |       |
| 7  |            |           |       |
| 8  |            |           |       |
| 9  |            |           |       |
| 10 |            |           |       |

|    | A          | B          | C                          |
|----|------------|------------|----------------------------|
| 1  | First Name | Last Name  | Email                      |
| 2  | Diede      | Anker      | diede.anker@arval.nl       |
| 3  | Annika     | Berg       | annika.berg@arval.nl       |
| 4  | Gavin      | DeGarmo    | gavin.degarmo@arval.nl     |
| 5  | Eline      | Bonnaire   | eline.bonnaire@arval.nl    |
| 6  | Gilda      | Meeuwissen | gilda.meeuwissen@arval.nl  |
| 7  | Renaud     | Barclay    | renaud.barclay@arval.nl    |
| 8  | Sarina     | Hagen      | sarina.hagen@arval.nl      |
| 9  | Vanessa    | Aldenkamp  | vanessa.aldenkamp@arval.nl |
| 10 |            |            |                            |

#### Tips:

- Copy and paste the names and email addresses from existing data files.
- Check that the email addresses are correct. Do not leave any spaces.

#### 1.3.2 Exporting data

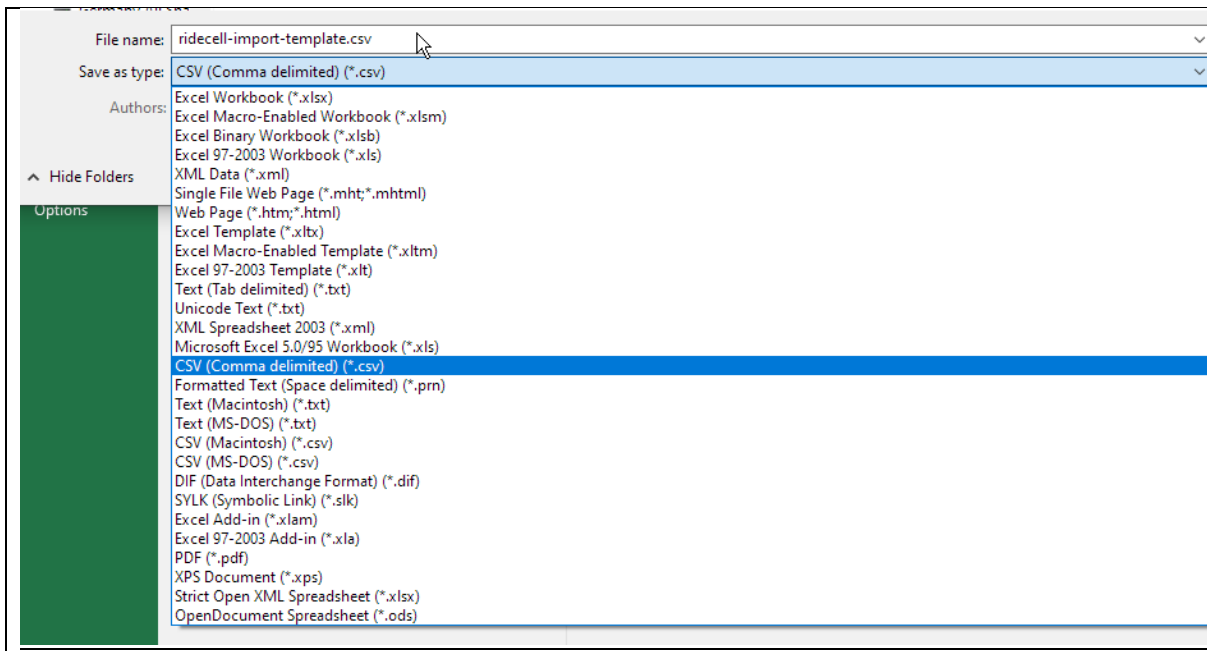
If the file contains all the users you want to import, go to the **export-data** tab.

|    |         |            |
|----|---------|------------|
| 6  | Gilda   | Meeuwissen |
| 7  | Renaud  | Barclay    |
| 8  | Sarina  | Hagen      |
| 9  | Vanessa | Aldenkamp  |
| 10 |         |            |

| import-data | export-data | + |
|-------------|-------------|---|
|-------------|-------------|---|

Select **File** and **Save as type**. Then choose the **CSV (Comma delimited)** file type.

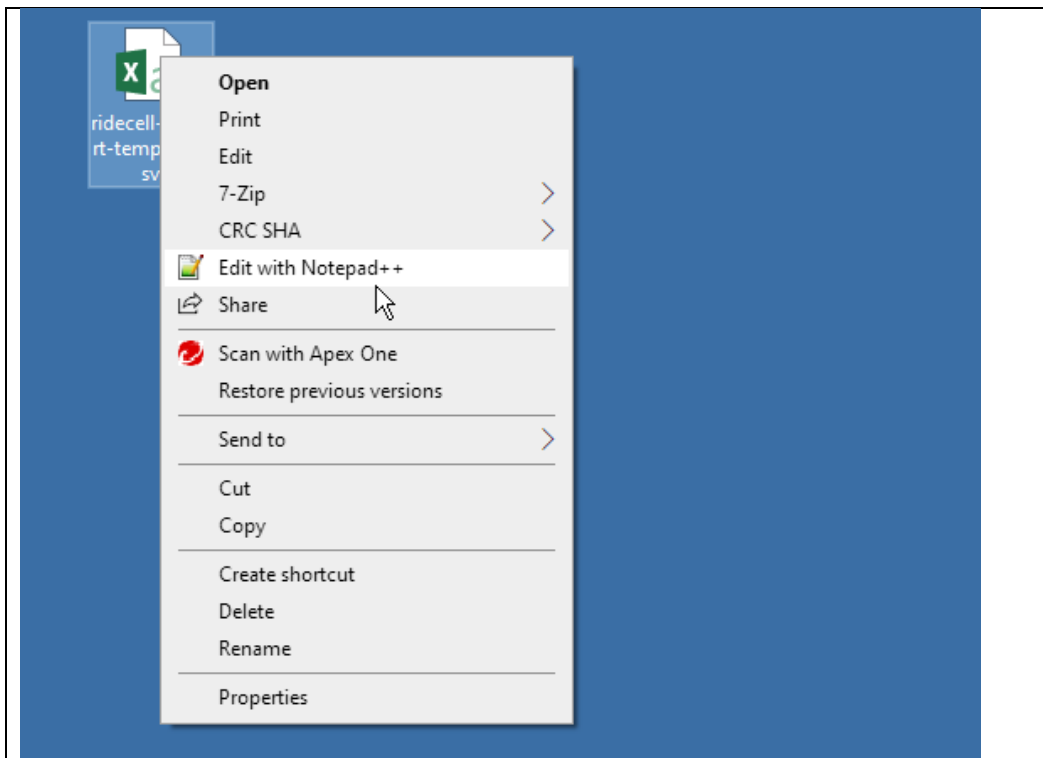


Note: you can also save a CSV file directly from the **data-import tab**. Make sure that the values are separated by commas instead of semicolons.

### 1.3.3 Checking the file

Importing users into Ridecell only works with comma-separated files. Before you upload the file, make sure that the fields are comma-separated.

To do this, open the file with a text editor such as Notepad:

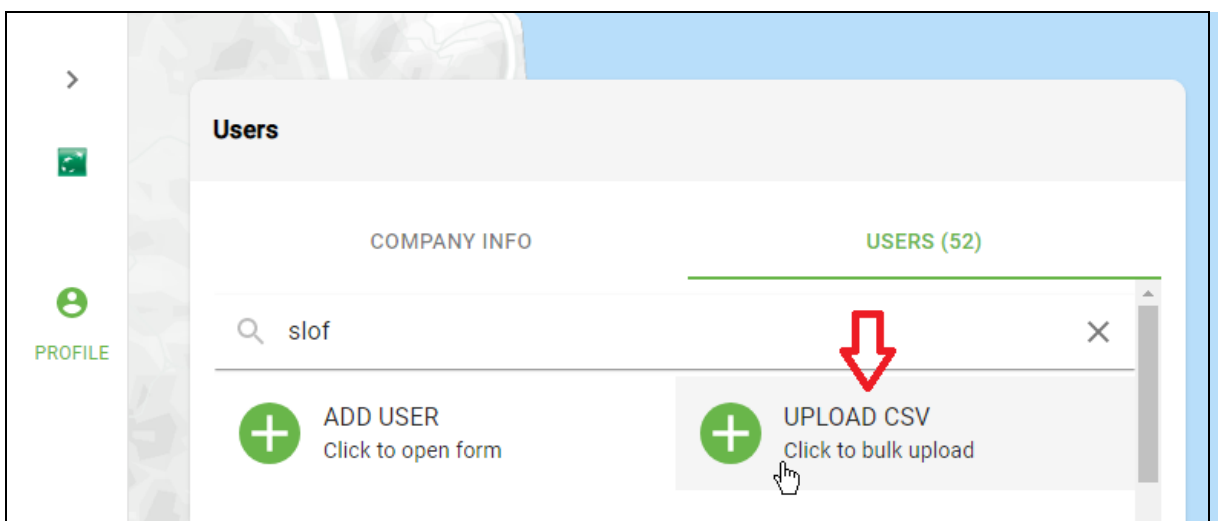


Then make sure that there are commas between the fields as shown in the table below.

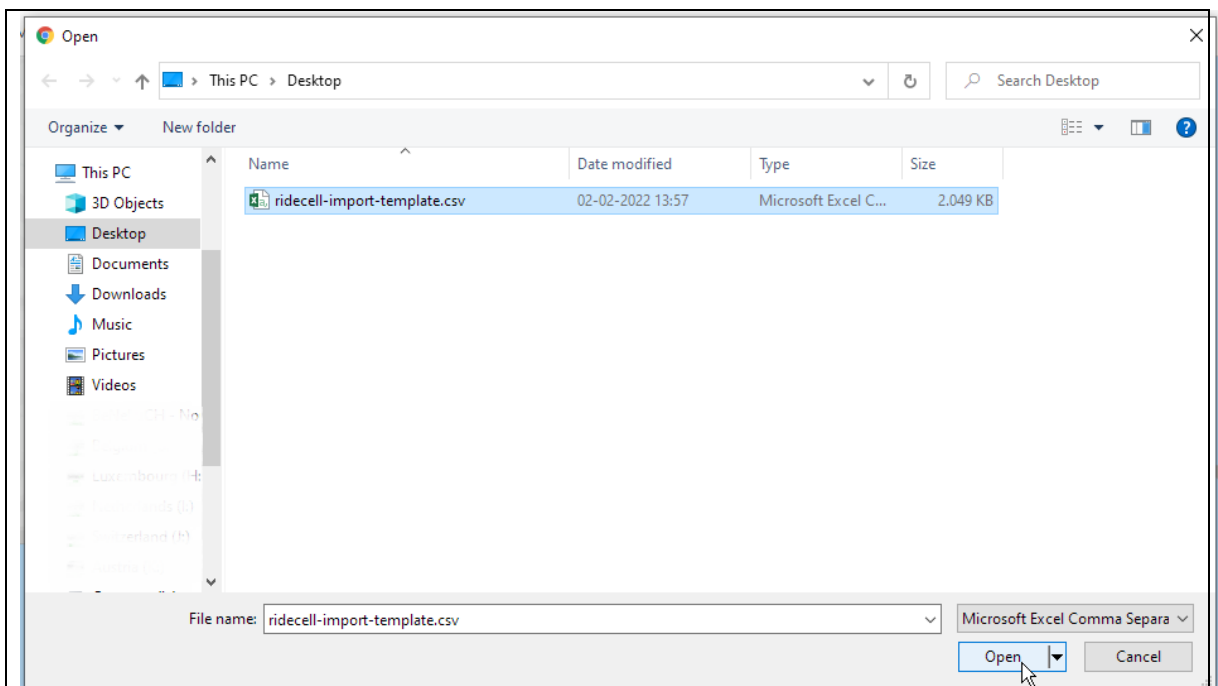
|   |  |
|---|--|
| 1 | First Name, Last Name, Email                   |
| 2 | Diede, Anker, diede.anker@arval.nl             |
| 3 | Annika, Berg, annika.berg@arval.nl             |
| 4 | Gavin, DeGarmo, gavin.degarmo@arval.nl         |
| 5 | Eline, Bonnaire, eline.bonnaire@arval.nl       |
| 6 | Gilda, Meeuwissen, gilda.meeuwissen@arval.nl   |
| 7 | Renaud, Barclay, renaud.barclay@arval.nl       |
| 8 | Sarina, Hagen, sarina.hagen@arval.nl           |
| 9 | Vanessa, Aldenkamp, vanessa.aldenkamp@arval.nl |

### 1.3.4 Uploading in bulk

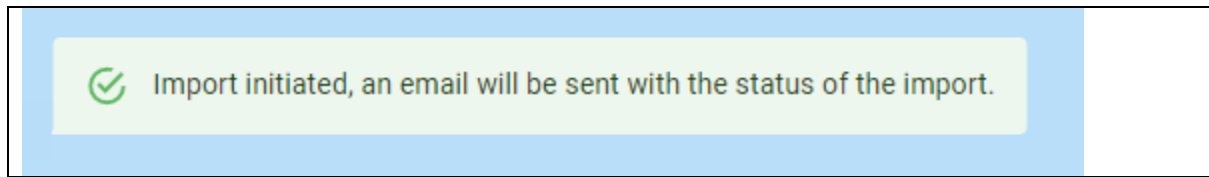
In the Business Portal, click the **UPLOAD CSV** button.



Select the file you just saved (and checked) and click **Open**.



Upload the file that you saved as CSV and checked. If the data is correct, you will see the message: **'Import initiated, an email will be sent with the status of the import.'**



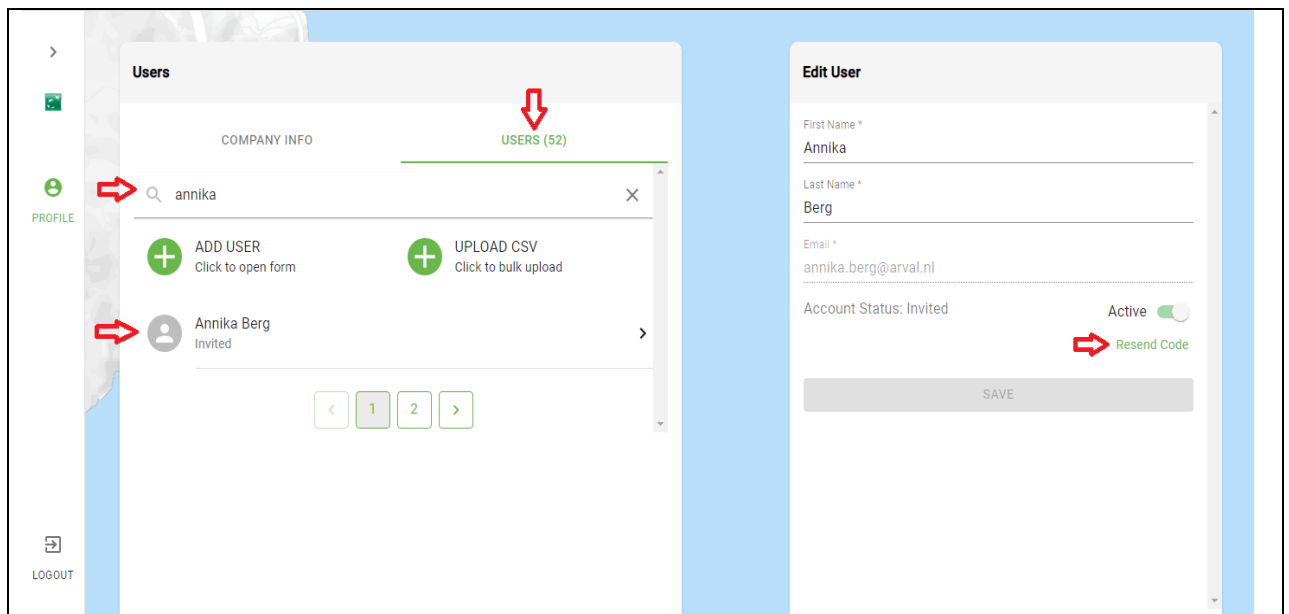
## 1.4 Troubleshooting

You might receive the error message below.



Make sure you check at least the following:

1. The file is saved as .CSV and not as .XLS.
2. The columns are separated by a comma ( , ) instead of a semicolon ( ; ) or any other separator. A quick fix is to use the 'Search & Replace' function in a text editor to replace the other separator with a comma.
3. The column headers don't contain any spaces. The correct format is:  
**First Name,Last Name,Email**
4. One of the email addresses is not correct. For example, it might contain a space.
5. If users have not received an email:
  - a. Click **Users**
  - b. Search by the user's name
  - c. Click the user's name
  - d. Click **Resend Code**



## 2 Deactivating users

Users cannot be deleted, but you can deactivate a user.

1. Log in to the Business Portal: <https://starflightnl-prod.ridecell.com/corporate/>
2. Click **Users**
3. Search for the user you want to deactivate and click on their name
4. Make sure the slider is set to **Inactive**
5. Click **Save** to save the selection

