

FAQ's

1. How do I register my cycle with a National Cycle Database?

Visit the link below and register an account, at which point you can register your bicycle information: Make/Model, Colour and Serial Number.

<https://www.bikeregister.com/>

2. How do I obtain a Logbook number?

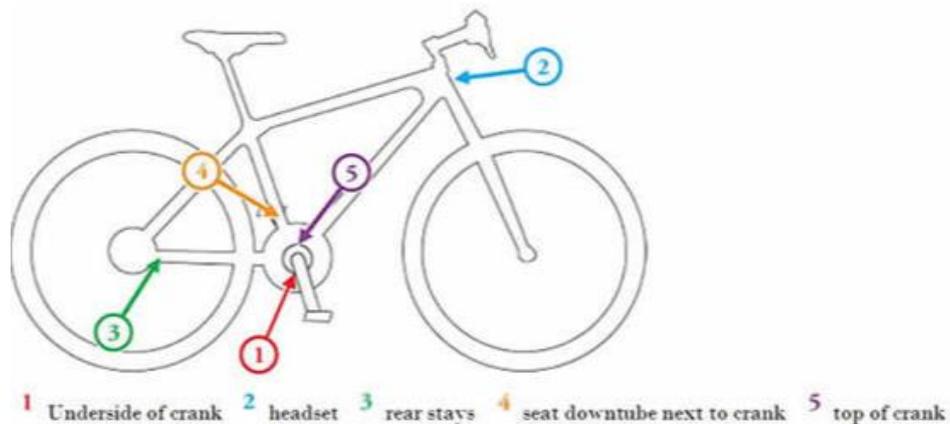
Once you register at bikeregister.com you will be issued a log number along with a confirmation email

3. How do I locate my bicycle serial number?

The best chance at recovering a stolen bicycle is having a registered serial number. These numbers are used by police across the nation.

Where to find it:

If there is no serial number near the cranks, you should check other common places, including the front headset or rear stays. The diagram (below) indicates five of the most common serial number locations.



4. How do I get a FOB?

First please log in then go to 'My Account' page you will see a section for 'Order a FOB' – Once selected you will be able to request a FOB be delivered to your home address. This requires a £5.00 refundable deposit.

5. How do I replace a lost or stolen FOB?

First please log in then go to 'My Account' page select the 'Order a FOB' option – You will see the FOB that you previously had allocated, please mark this as lost/stolen where appropriate and you will be charged an additional £5 for the replacement FOB.

6. How do I get a contract?

To arrange a contract for your cycle parking, you will need to contact us directly. Please direct your query via email to Info@Sekurabyk.com. A member of the team will contact you as soon as they're available to provide contract parking solutions to best suite your requirements.

7. How do I register my NFC Device?

Within the 'My Account' page you will see an option for 'Register NFC Devices' once selected you will be requested to enter the IMEI number and MAC address of the device you want to access the cycle park with. Once these details are registered and providing NFC is enabled on your device, the gate and bicycle locks will be accessible using this feature.

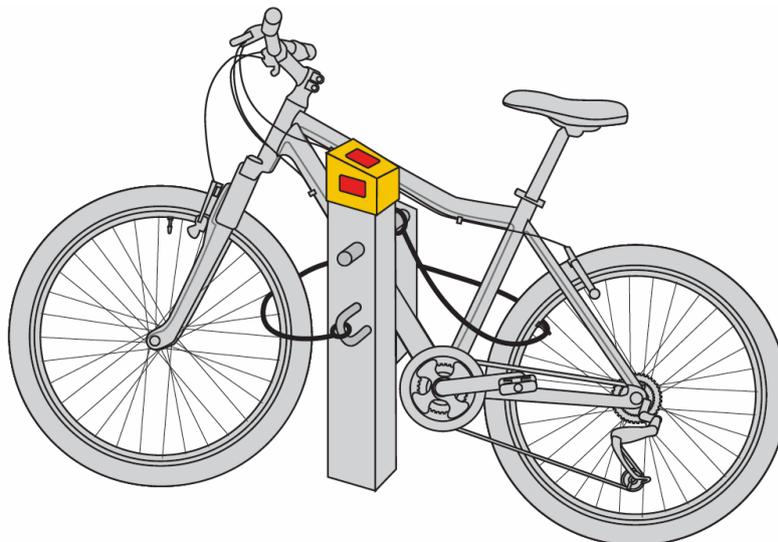
8. How do I enter the cycle park gate?

For the gate to function via FOB, NFC or GPS you will need to ensure that you have at least £5 credit on your account. This limit has been set to ensure security within the cycle park. Providing you have £5 or more credit you can select which ever feature suites you best to use our service.

- GPS checks your location to ensure you're close enough to the cycle park to warrant opening the gate.
- NFC can be used with any NFC registered device attached to your account for the gate and the bicycle locks.
- FOB users will already have the account association in place and can access the gate and bicycle locks using this FOB.

9. How do I lock my bicycle?

The image below is an example of a bicycle successfully secured with one of our locks.



- A. Wheel bike into secure bicycle lock.
- B. Wrap the cable lock around the bicycle frame.
- C. Push the Lock pin into the Locked position – The LED on the lock will change to a red colour to confirm this is locked.