

User Guide – Booking Agent via <https://my.mobility.ch>

Fonctionnalité pour les entreprises

Agent de réservation

Gérez toutes les réservations de votre entreprise depuis un seul compte

L'agent de réservation est un login dédié qui vous permet d'accéder au portail clientèle et d'effectuer des réservations pour tous les abonnements professionnels de votre entreprise.

mobility
société coopérative

Comment ça fonctionne ?



Vos avantages

- Vue d'ensemble**
Accédez à tous les abonnements et à toutes les réservations depuis un seul compte.
- Gain de temps**
Réservez rapidement pour vos collaborateurs, sans avoir à vous reconnecter.
- Flexibilité**
Gérez, modifiez ou annulez les réservations en toute simplicité.
- Contrôle et sécurité**
Gardez le contrôle sur l'utilisation des véhicules dans votre entreprise.



Bon à savoir

L'agent de réservation ne possède pas d'abonnement propre et ne peut pas effectuer de réservations pour lui-même.



Accéder à vos abonnements

Cliquez en haut à droite sur le nom de votre entreprise puis sur « Gestion des comptes utilisateurs ».



Gérer vos réservations

Cliquez sur « Réservations collaborateurs » pour voir et gérer toutes les réservations.

What is the booking agent used for?

The booking agent is a special login that allows a company to access all its Business subscriptions via the customer portal. It is particularly useful when an assistant, a member of the secretarial team, a receptionist or a manager needs to make bookings for several colleagues.

How do I order a booking agent?

To order a booking agent, the relevant department(s) or service(s) should email business@mobility.ch directly with the following information:

- the global email address to be used for the booking agent account;
- the desired scope, i.e. the Business subscriptions to which the agent must have access or the entire department concerned;
- where applicable, a request to disable two-factor authentication (see final points).

What the client receives

The client receives:

- a Mobility number for the booking agent;
- an email containing a link to set their password or PIN;
- followed by access to the customer portal.

First login

After logging in, a message may appear stating that no bookings can be made because this Mobility number does not have a subscription of its own. This message is normal and can be ignored.

First-time use, step by step

1. Log in to the customer portal using the booking agent's username.
2. Click on the company name in the top right-hand corner.
3. Select '**User account management**' to access the overview of each Business subscription. Clicking on 'Login' takes you to the standard view of the customer portal for the selected subscription, with the same options as if you had logged in directly using that person's Mobility number.
4. Select '**Employee bookings**' to view all future, current and past bookings, and to edit or cancel them.

Important points to note

Two-factor authentication is required and, at present, this is carried out via telephone, not by email. A generic account (info)@ is theoretically possible, but in practice it is not recommended due to **2FA (two-factor authentication)**. On request, **2FA can be disabled for the booking agent until 2FA via email becomes available.**

There may be several booking agents for the same client, but only one per subscription account. Shared/simultaneous access is theoretically possible if several people have access to the phone used for **2FA**. On request, **2FA can be disabled for the booking agent until 2FA via email becomes available.**

The booking confirmation is sent to the person in whose name the booking is made. However, an alternative email address may be added if necessary.

The booking agent is not the same account as the Business Portal administrator. In certain client scenarios, it is envisaged that there will be an administrator account for the web portal and a separate booking agent account for the customer portal.

Summary

The booking agent gives you centralised access to all your company's individual Business subscriptions within the customer portal. This allows you to book, view, amend or cancel bookings for your staff without having to log in to each individual account.