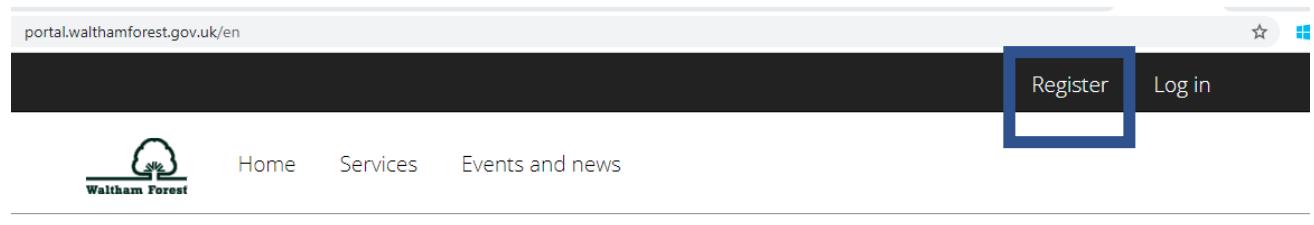


Bikehangar User Guide

The following steps are intended to guide users through the process of signing up, paying for and managing their membership.

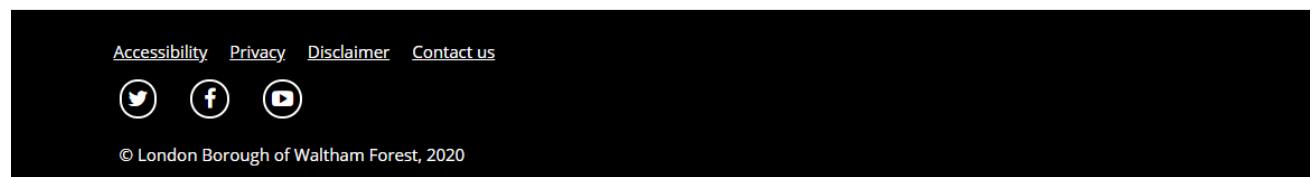
Step 1 - Creating a My Waltham Forest Account

If you haven't already done so you will need to create a My Waltham Forest account. Please follow this link <https://portal.walthamforest.gov.uk/en> and click register in the top right corner.



Take charge of your world!

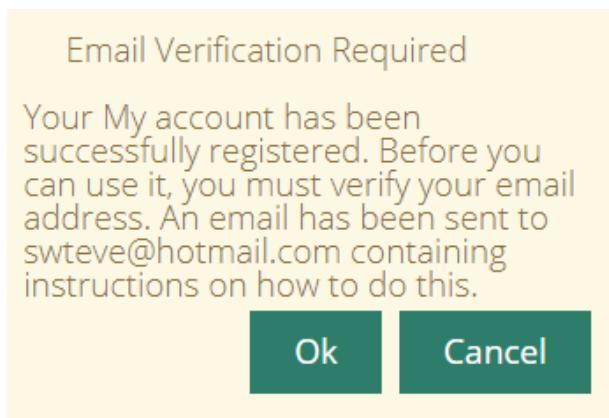
Sign up for an account to manage your service requests and accounts with us. Creating an account saves you time with auto-completion of your contact information when completing forms and the ability to view a history of your requests and accounts.



You will then be presented with the registration page.

The screenshot shows a web browser window with the URL portal.walthamforest.gov.uk/ssauth/register?return_url=https%3A%2F%2Fportal.walthamforest.gov.uk%2Fen&lang=en. The page title is "Registration". The header includes a logo for Waltham Forest, links for "Home", "Services", and "Events and news", and buttons for "Register" and "Log in". Below the header, there is a form with fields for "Email address *", "Password *", and "Confirm Password *". At the bottom of the page, there is a footer with links for "Accessibility", "Privacy", "Disclaimer", and "Contact us", along with social media icons for Twitter, Facebook, and YouTube, and a copyright notice: "© London Borough of Waltham Forest, 2020".

Upon successful completion you will be presented with the following message.



Please follow the instructions contained within the email to complete your registration.

Step 2 - Validating your membership

***NB In order to proceed, the email address associated with your My Waltham Forest account must be the same as the one registered to your Bikehangar membership. ***
If this is not the case, you will need to contact the Bikehangar team using the following link:

https://portal.walthamforest.gov.uk/service/Bike_Hangar_Contact

Once you have completed the My Waltham Forest Registration you will need to validate and connect your Bikehangar membership. This can be done by logging into your account and visiting https://portal.walthamforest.gov.uk/service/Bike_Hangar_Validate_Membership

You will see a screen prompting you to validate your existing membership. If you already have an existing membership and are not prompted as below, please contact the team on the above contact us link.

Bike Hangar Validate Membership

Verify membership

We have found a membership linked to the email address associated with your account, however you have not yet verified your membership. Please verify your membership below.

Once you have verified your membership, you will be able to manage your membership via the [manage membership](#) form. Your membership will then be linked to this account **only**.

Please ensure all of your details below are correct, as they will be used to update your Bike Hangar membership. If they are incorrect, you will need to change your details on the profile page.

Your details

First name: John

Last name: Doe

Email address: john.doe@email.com

Full address: 1 Movement Lane, Walthamstow, E17 4PF

Please validate your membership by clicking the submit button below. You will receive an email if successful.

[Cancel](#)

[Submit](#)

Once you are satisfied your details are correct click the Submit button to validate your membership. If your details are incorrect, you will need to visit <https://portal.walthamforest.gov.uk/ssauth/profile> while logged in to update them, then you will need to validate your membership.

Step 3 – Paying for and Managing your membership

When you have completed the validation of your account you will receive the following email.

Dear Admin,

Thank you for validating your Bikehangar membership. You are now required to pay the yearly subscription fee for your space(s) by the **28th September 2020**. Failure to pay by this time, can result in the cancellation of your membership. You can pay for space(s) by clicking [here](#).

Alternatively, you can manage your membership by clicking [here](#).

Kind regards,

Payment

For those wishing to continue using the Bikehangars they should complete the payment option.

By clicking the link you will be directed to the Waltham forest login page, once you have logged in you must click on the link for making a payment as received in the email.

You can also click on https://portal.walthamforest.gov.uk/service/Bike_Hangar_Payments to make your payment.

You will see a screen like below. Click on the dropdown and select the type of payment you wish to make, you will need to repeat this if you have more than one payment to make (e.g. if you have more than one Bike Hangar space).

Bike Hangar - Outstanding Payments

The screenshot shows a user interface for selecting a payment. At the top, there are two circular buttons: a black one labeled 'Select Payment' and a grey one labeled 'Make Payment'. Below these are two buttons: 'Choose payment *' and a dropdown menu showing 'Renewal membership payment for space #C in hangar #215'. At the bottom are two buttons: 'Cancel' and a large blue-bordered 'Next' button.

Click the “Next” button to review the payment details.

Bike Hangar - Outstanding Payments

 Select Payment  Make Payment

Renewal payment details

Space ID: C
Bike Hangar ID: 215
Current renewal date: 16/09/2021
New renewal date: 16/09/2021
Payment required (for space): £30

Do you wish to proceed with the
renewal of your space? *

Yes

No

Your renewal requires a total payment of £30. Please click the submit button below to make your payment via debit / credit card.

Previous

Cancel

Submit

You will be asked if you want to proceed with the renewal. If you do not wish to proceed with the renewal of your space, you will need to use the manage membership form. (step 4)

If you wish to renew your space, click "Yes" and press "Submit" to make the payment. You will then be redirected to our online secure payment system to enter your details.

Secure Online Payments

Waltham Forest

Page shortcuts
[Card Details](#) [Card Account Details](#)

Make a Payment

Please note - information on this page will time-out after 15 minutes of inactivity
* =Mandatory Field
Payment Amount: £55.00

Card Details

Enter card number without spaces
5123 4567 8901 2346

Expiry date (month, year)
05 ▾ 2021 ▾

Issue Number (Switch/Maestro Cards only)

Security Code
 123

[Back to Top](#)

Once you have confirmed the correct space is being paid for you will need to enter payment details on the payment page.

When completed you will see confirmation that payment has been completed successfully, you will also receive an email confirming this. You can then manage your Bike Hangar membership.

Step 4 - Managing your membership

For those wishing to cancel or amend their membership the following options are available on the Manage My Membership page.

Firstly, select the space you wish to manage.

Bike Hangar Manage Membership



Manage membership

We have found your Bike Hangar membership details, you have a total of **1** spaces. Please select the space that you want to manage below.

Please select the Bike Hangar space you would like to manage

*

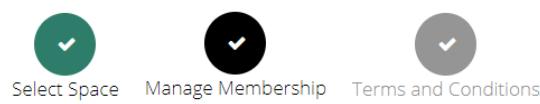
Space #C in Bike Hangar: #215

Cancel

Next

You will then be presented with the following options.

Bike Hangar Manage Membership



Manage my space

You are currently managing Space **#C** in Hangar **#215**. Your space has a renewal date of **16/09/2021**.

What would you like to do? *

Report an issue

Cancel my membership

Ask a question

Previous

Cancel

Next

To cancel your membership please follow the onscreen instructions before returning you key to:

FAO Bikehangar Team

Low Hall Depot

Argall Avenue

Leyton

London

E17 8AX

Upon the Councils receipt of your key and confirmation of your cancelation via the online platform your deposit will be refunded.

To report issues such as car strikes and break-ins that require our attention there is the Report an issue option.

Bike Hangar Manage Membership



Select Space



Manage Membership



Terms and Conditions

Manage my space

You are currently managing Space #C in Hangar #215. Your space has a renewal date of 16/09/2021.

What would you like to do? *

Report an issue

Cancel my membership

Ask a question

Report an issue

What issue would you like to report? *

Bike Hangar requires maintenance

Report a lost key fob

Report a stolen key fob

Other

[Previous](#)

[Cancel](#)

[Next](#)

For all other queries please follow the ask a question option and we will endeavour to respond as soon as possible.

Bike Hangar Manage Membership

Select Space Manage Membership Terms and Conditions

Manage my space

You are currently managing Space #C in Hangar #215. Your space has a renewal date of 16/09/2021.

What would you like to do? *

[Report an issue](#)

[Cancel my membership](#)

[Ask a question](#)

Ask a question

Please complete the details below. Our backoffice team will respond to you directly via email (to me@matjfranklin.com) as soon as possible.

What is your question regarding? *

Select...

Please enter more details about your question *

[Previous](#)

[Cancel](#)

[Next](#)

FAQs are available here:

<https://www.walthamforest.gov.uk/content/bikehangars-faq-2020>

Additionally, during the transition period the Bikehangar inbox will continue to be monitored.