

Frequently asked questions: using the Liftshare website

I want my journey details to be visible only to University of Nottingham employees. How do I do this?

- Log in to your Liftshare account
- Click on 'My settings' on the top menu
- Click on 'Manage my groups' button
- Click on 'more details' button alongside 'The University of Nottingham & Nottingham University Hospitals NHS Trust Car-share Scheme'
- Click on 'Remove yourself from this group' button

How do I stop getting security warnings about secure and non-secure items?

To continue using your internet browser's existing security settings but reduce the number of security warnings you receive, you will need to alter the settings in your Liftshare account.

- Log in to your Liftshare account
- Click on 'My settings' on the top menu
- Click on 'show advanced settings'
- Untick 'Use maps to add journeys'
- Click on 'Update my settings'

I've searched for someone to car share with but can't find any matches. What do I do?

The software has been designed to help identify all possible matches. However, if you can't find a match within the University of Nottingham or Nottingham University Hospitals NHS Trust you can choose to search within the wider national Liftshare network (click on 'adjust your search'). If you still can't find a match, make sure that you've chosen to be notified of any potential matches when people register new journeys.

- Log in to your Liftshare account
- Click on 'My settings' on the top menu
- Click on 'show advanced settings'
- Use the dropdown list beside 'Contact me about potential matches by email' to choose how frequently you would like to be notified of new potential matches
- Use the dropdown list beside 'I wish to be notified about potential matches from' to choose what potential matches you would like to be notified about
- Click on 'Update my settings'

The more staff that are registered, the greater the chance of finding a journey match, so please encourage your colleagues to register too!

Please note that there are additional FAQs on the Liftshare website:

https://www.liftshare.com/v3/pages/info_faq.asp

<https://www.liftshare.com/v3/pages/feedback.asp>