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Unlocking vehicles

Download Wheelz GH iPhone® or Android™ mobile app to search, book, unlock and lock your Wheelz GH car direct from your phone.

To get started, make sure you have the following setup:

- You are eligible to drive
- You have registered your account via the Wheelz GH mobile app
- Location sharing is enabled on your mobile device for the Wheelz GH app
- Bluetooth is enabled on your mobile device with permissions for Wheelz GH app

How to unlock vehicle via mobile with mobile data signal

- Arrive within 1 meter of the Wheelz GH vehicle you have reserved via the mobile app.
- Tap the unlock item on the reservation screen of the mobile app
- Once the car unlocks, your journey begins

How to unlock vehicle with no mobile data signal (3g or 4g)

- To make it easier and faster to unlock with the mobile app, even without a cell signal or internet access, Wheelz GH vehicles have Bluetooth technology.
- For all journeys booked via the mobile app or via customer services you can use your membership card to unlock vehicle via the reader located on the car windscreen.

Hints and tips

- Look out for the flashing of car headlights and unlock sound to confirm that you have successfully unlocked your Wheelz GH vehicle.
- Be sure that your mobile phone has enough charge for the whole duration of your journey.
- Always take your membership card with you on all journeys as you can use it to start/unlock and end/lock vehicles in the event of loss of mobile data signal or battery.

Should you encounter and issues with unlocking or locking the vehicle contact us on 020 141 6342