

Spin Access Signup Instructions

DC riders with limited incomes can apply online at www.spinaccess.com to be approved for free 30-minute rides. Users that are enrolled in public benefits programs (e.g., utility discount program or SNAP, among other programs) are eligible for free 30-minute scooter rides. To register for the discount, the rider must follow the designated steps below:

- Visit www.spinaccess.com and click on “Apply here.”
- Show proof of enrollment in a federal, state, or local assistance program as well as a photo ID showing residency in Washington, D.C.
- Once approved, users are provided a unique Spin Access code. The rider links the discount to their account by:
 - Downloading the Spin app.
 - Under “Free Rides” in the menu, select “Your promos”, then tap “Add Promo Code.”
 - Enter the promotional code you received from the Spin team
 - Select “Add” to confirm.
 - Use the app to locate and unlock a scooter.

For riders without a smartphone, they still need to apply for the discount, either online or by calling 1-888-262-5189. Once a user has their Spin Access code, they can:

- Text their Spin Access code to (206) 800-6703, to get registered.
- Find a scooter, and look for its vehicle number. This is usually located underneath the QR code, and sometimes also on the stem beneath the handlebars.
- Text “unlock” and the vehicle number to (206) 800-6703 to unlock, e.g. “unlock 12345”.
- To lock the vehicle and end your ride, text “lock” to the same number.
- Text “balance” to the same number to be informed of your current credit on the account, if any.