



utah
govops

UTAH DEPARTMENT OF GOVERNMENT OPERATIONS

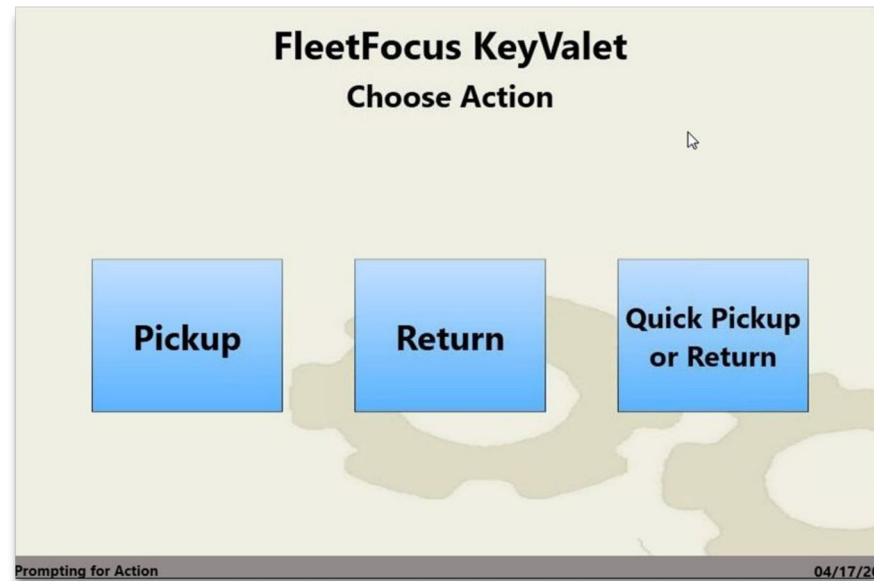
KeyValet Instructions

If you have any questions or
experience any problems call
855-358-8824 and choose option 1

KeyValet Main Screen

The KeyValet main screen has three buttons

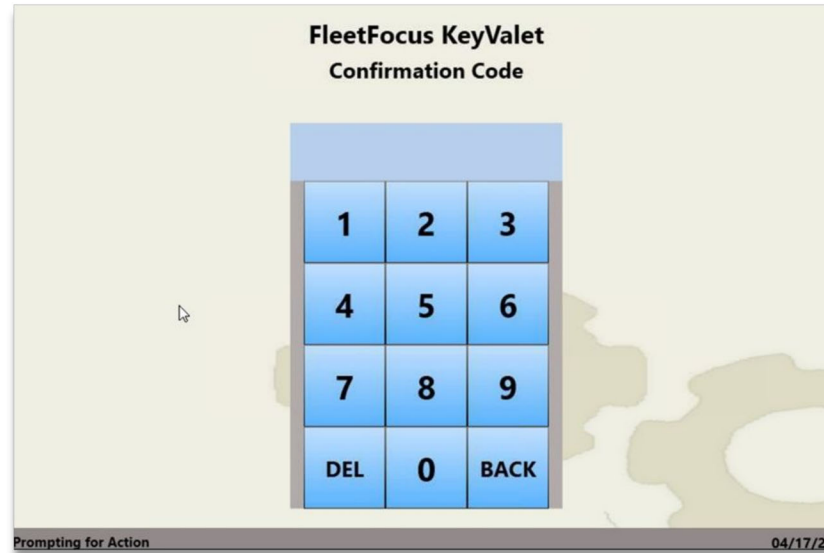
- ▶ Pickup: allows you to pick up your keys using your confirmation code
- ▶ Return: allows you to return your keys using your confirmation code
- ▶ Quick Pickup or Return: allows you to pick up or return your vehicle using your operator ID. You can also create a new reservation on the fly.



Pick Up Your Reservation

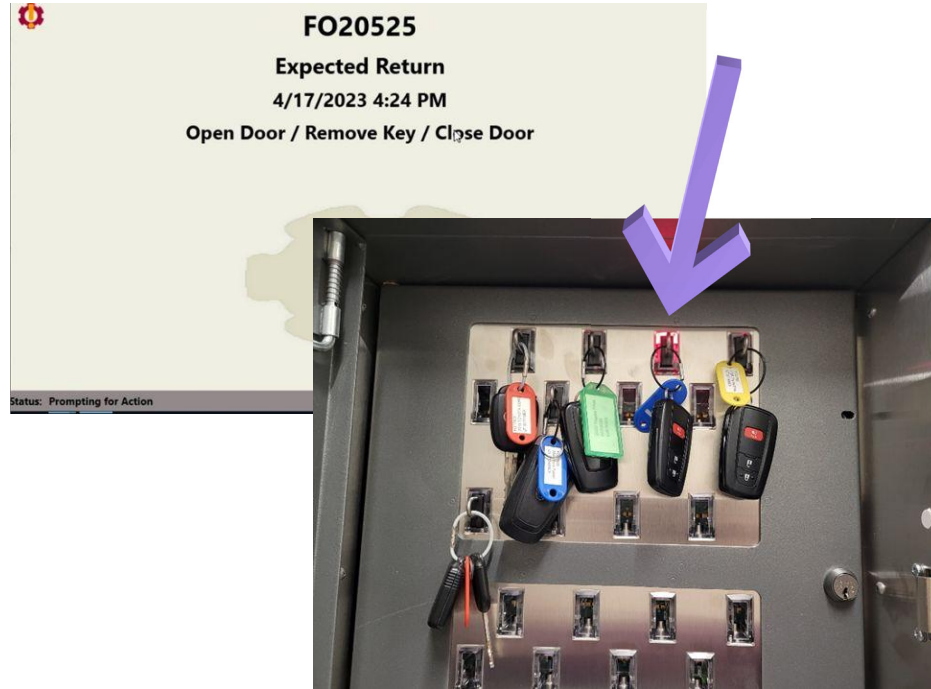


- ▶ After you tap the Pickup button enter your confirmation code. The confirmation code can be found on your reservation confirmation email.
- ▶ Don't know your confirmation code? Tap BACK and choose the Quick Pickup or Return option on the main screen.



Remove Your Keys

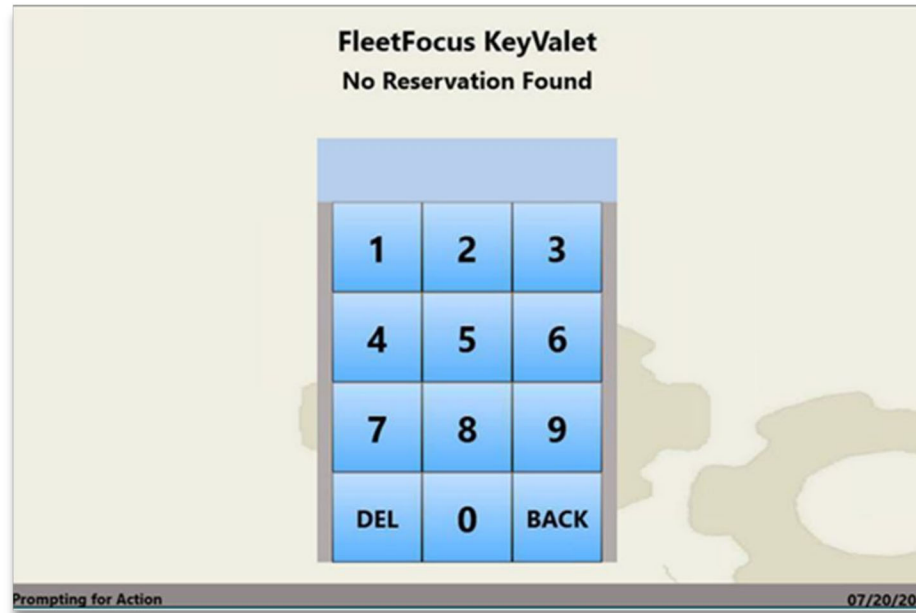
- ▶ After you enter your confirmation code the KeyValet will start beeping
- ▶ Open the door
- ▶ The box will light up the key for your reservation
- ▶ Pull the key out and close the door



No Reservation Found

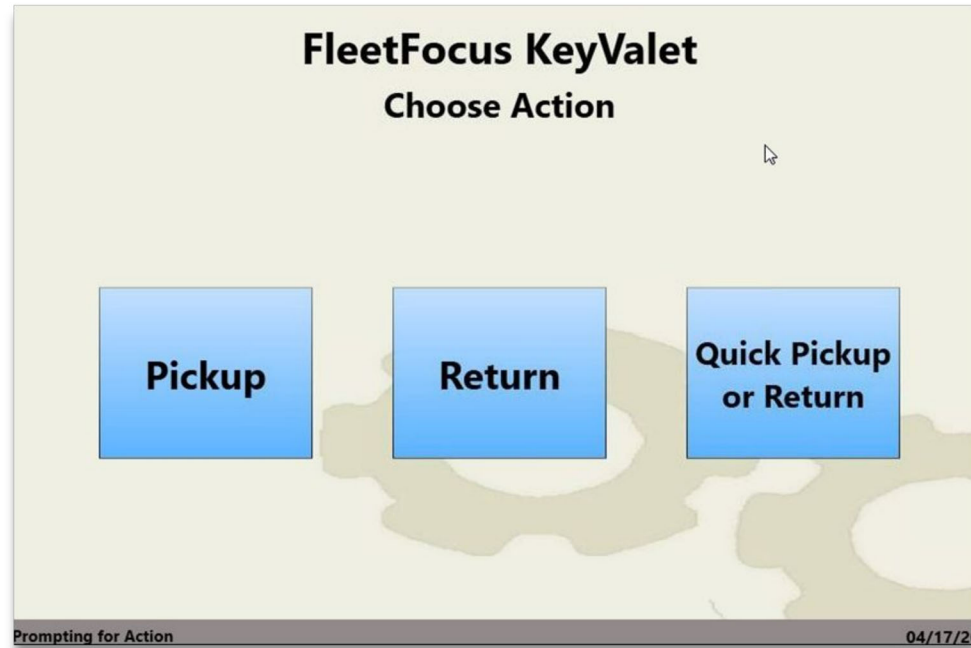
Reasons for this error include

- ▷ The reservation was recently made and has not downloaded to the box.
- ▷ You're trying to pick up your vehicle more than an hour prior to or more than an hour after your reservation time
- ▷ The reservation was canceled
- ▷ You can create a reservation on the fly by going back to the main screen and choosing Quick Pickup or Return



Return Keys

Tap Return



Enter Your Confirmation Code

Return

Enter the confirmation code found in your reservation confirmation email.

FleetFocus KeyValet
Confirmation Code

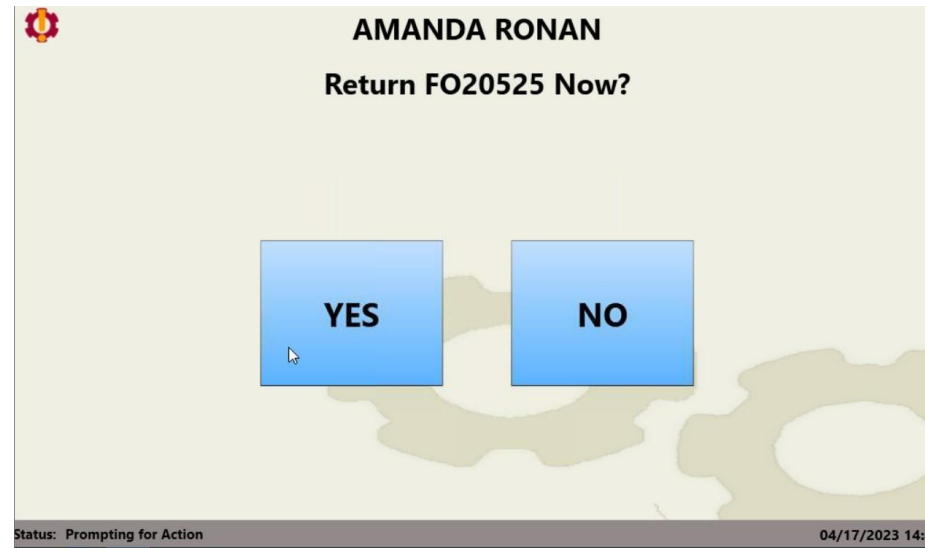
1	2	3
4	5	6
7	8	9
DEL	0	BACK

Prompting for Action 04/17/20



Are You Sure You Want to Return?

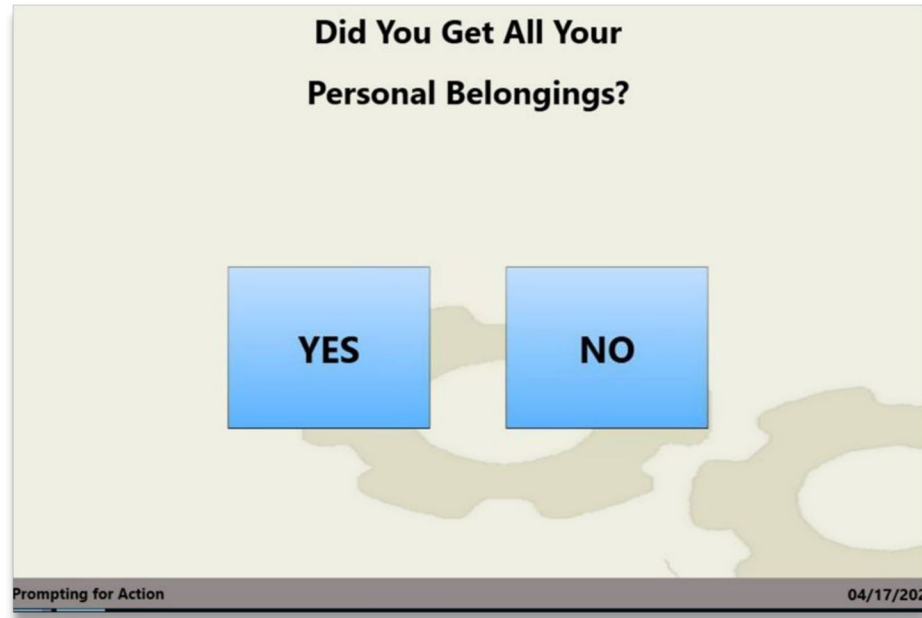
- ▶ Tap YES if you're ready to return your keys
- ▶ Tap NO if you're not ready to return your keys



Did You Leave Anything in the Vehicle?

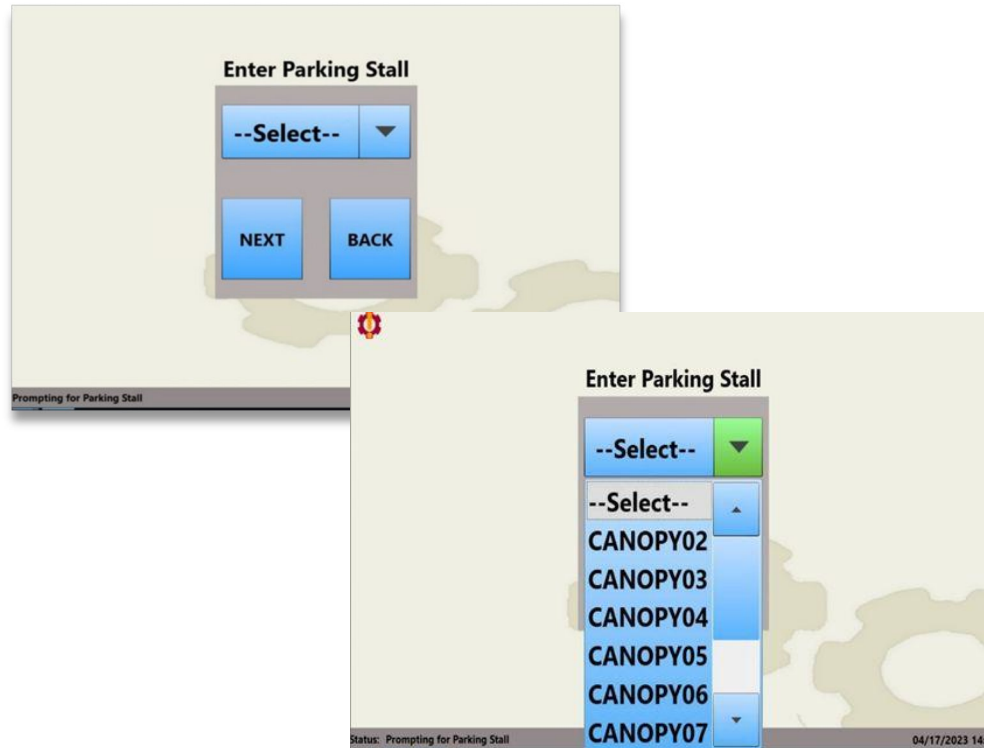
Did you leave anything behind in the vehicle?

- ▷ Tap YES if you need to go back to the vehicle to retrieve your items. This will cancel the return process
- ▷ Tap NO if you're ready to continue the return process



Enter the Parking Stall

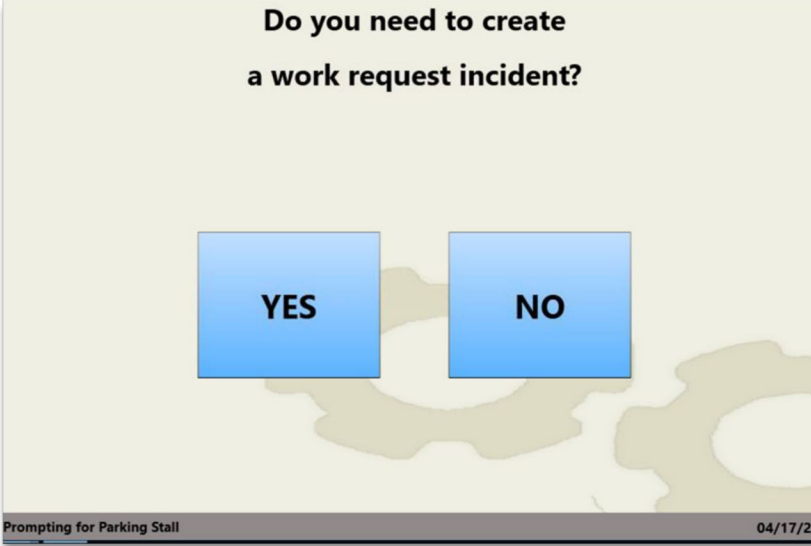
Enter the parking stall where you left the vehicle by tapping the down arrow next to --Select-- and tap the correct parking stall



Was There a Problem With the Vehicle?

If you encountered any issues with the vehicle tap YES, otherwise tap NO

If you choose NO, skip to the “Return Keys” slides



Do you need to create a work request incident?

YES NO

Prompting for Parking Stall 04/17/20

The screenshot shows a mobile application interface. At the top, the question "Do you need to create a work request incident?" is displayed in bold black text. Below the question are two blue rectangular buttons with white text: "YES" on the left and "NO" on the right. The background of the screen is a light beige color with a faint, stylized map of Utah. At the bottom of the screen, there is a dark grey bar containing the text "Prompting for Parking Stall" on the left and "04/17/20" on the right.



If you choose “YES” for a Work Request Incident, now choose a Symptom

Choose the symptom that best describes the problem encountered.
Choose OTHER if the problem encountered is not listed.

Choose a Symptom

Symptom	Description	
ACCIDENT	MAKE SURE YOU FILL OUT ACCIDENT REPORT	▲
CHECK ENGINE	THE CHECK ENGINE LIGHT IS ON	▲
DIRTY	THE CAR NEEDS TO BE CLEANED	▼
◀ [Empty Field] ▶		

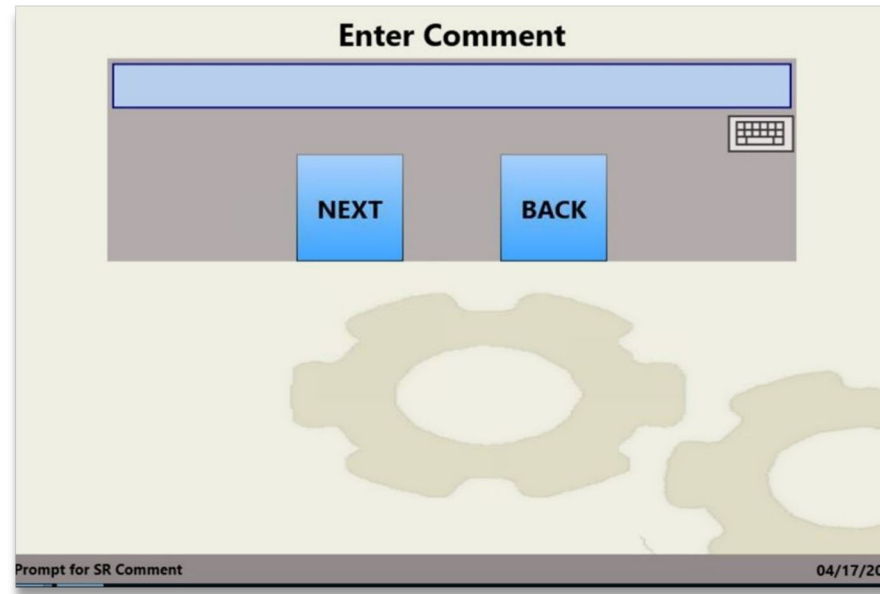
BACK

rompting for Symptom 04/17/2023



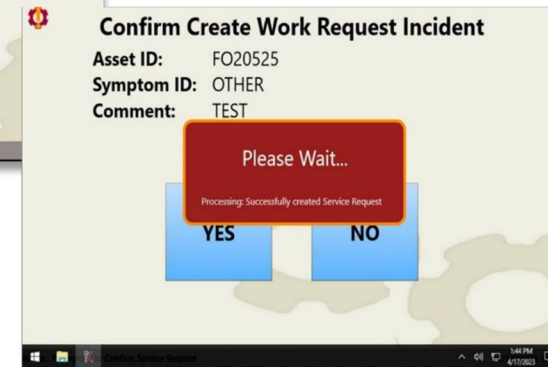
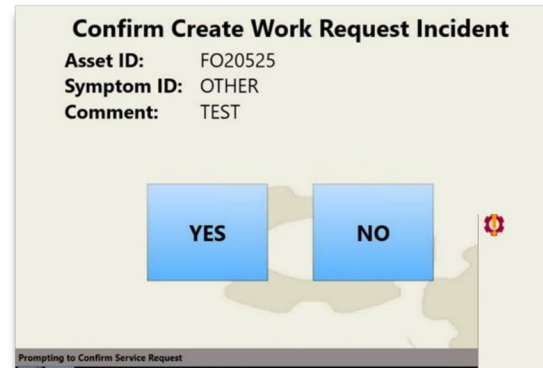
Work Request Comment

- ▶ Enter a brief description of the issue by tapping in the comment field or on the keyboard icon. This is especially important if you chose Other as the symptom.
- ▶ Once you've entered the comment tap NEXT



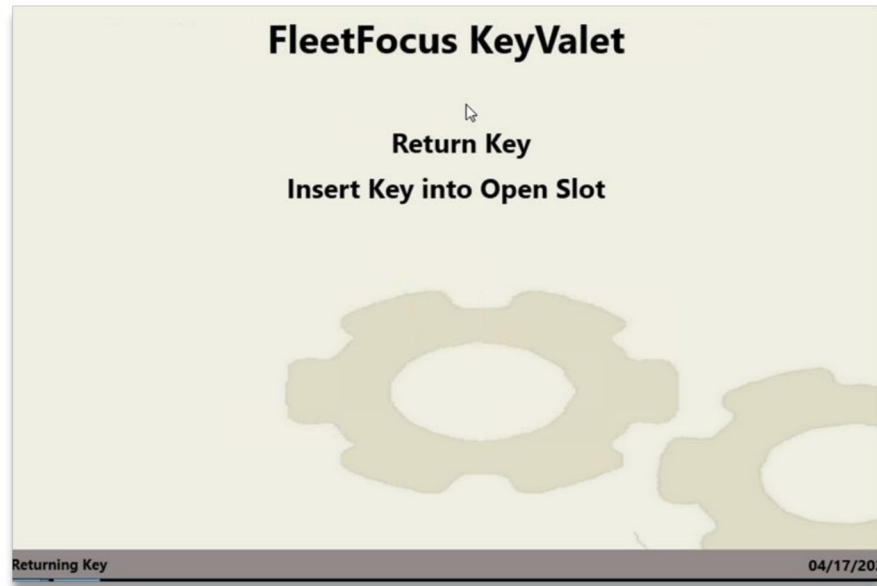
Confirm the Work Request Incident

- ▶ Tap YES if you would like to create the incident. After you tap YES you will see a Please Wait message while the incident is created.
- ▶ Tap NO if you would like to return the keys without creating the incident.



Return the Keys

- ▶ After you have chosen to not enter an incident or after the incident is created the KeyValet will start beeping
- ▶ Open the box and return your keys to any open slot



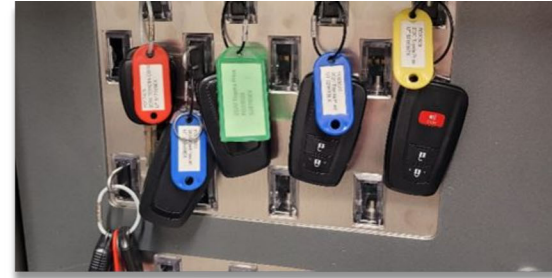
Return the Keys to a Slot



When returning the key to the box make sure the FOB is inserted into the slot with the notch on the bottom as pictured above



Make sure you **press** the key into any open slot until you hear a **click**



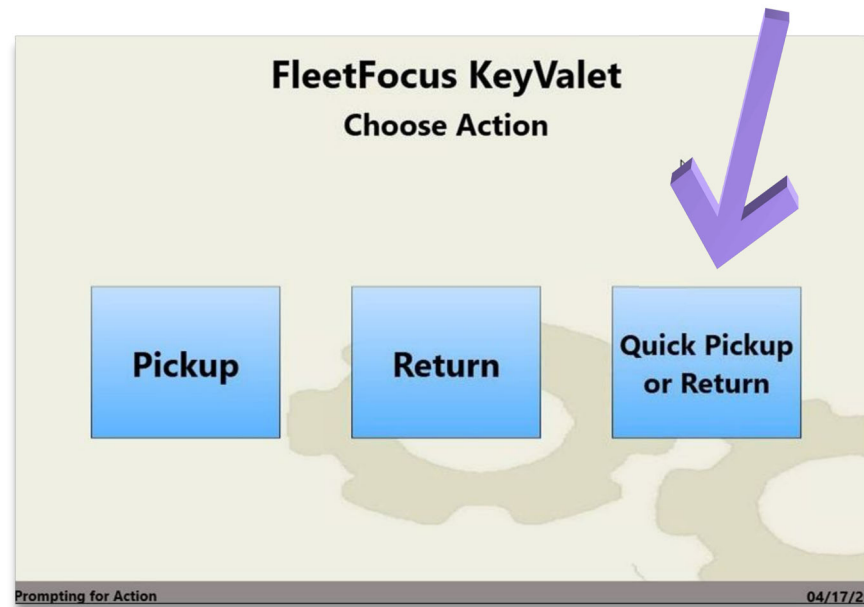
Once you have returned your key close the door to the KeyValet



Quick Pickup or Return

The Quick Pickup or Return option can be chosen to:

- ▶ Pick up or return your vehicle using your operator ID instead of the confirmation code
- ▶ Create an on the fly reservation and pick up your keys
- ▶ Create an on the fly reservation when your confirmation number and operator ID do not bring up your reservation



Create a Reservation

If you do not currently have a reservation you'll be asked to create a new reservation



Enter the Length of Your Reservation

Enter the number of days and hours you want to keep the vehicle. The days are 24 hour increments. For example, if you're creating the reservation at 11:00 am and you choose one day your expected date and time of return will be the next day at 11:00 am.

The image displays two screenshots of a web form titled "Enter length of time for reservation". The form consists of three columns: "Days", "Hours", and "Min". Each column has a dropdown menu. Below the dropdowns are two buttons: "NEXT" and "BACK".

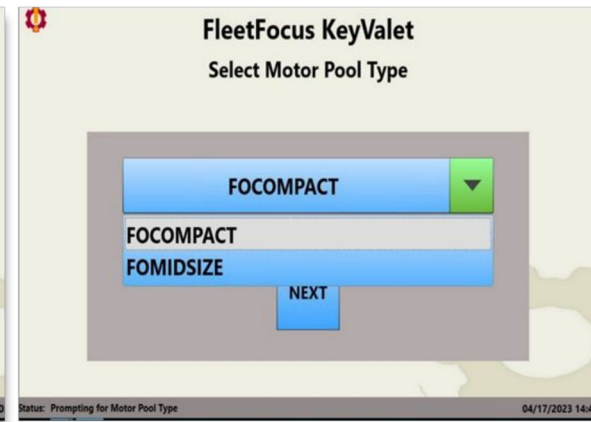
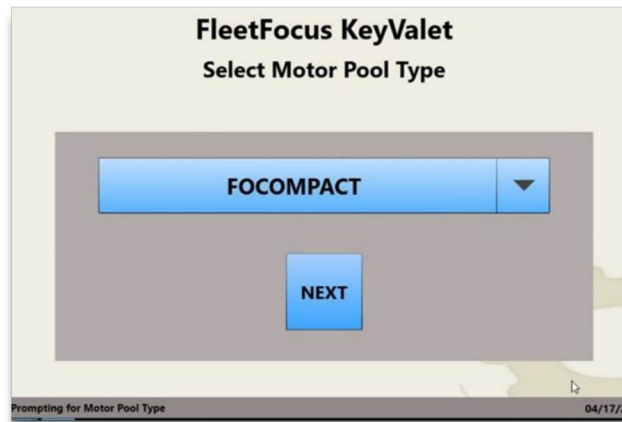
The first screenshot shows the form with the following values: Days: 0, Hours: 0, Min: 0. The status bar at the bottom reads "Status: Prompting for Return Time".

The second screenshot shows the form with the following values: Days: 1, Hours: 5, Min: 0. The status bar at the bottom reads "Status: Prompting for Return Time" and "04/17/20".



Choose the Vehicle Pool Type

Tap the down arrow to see the full list of vehicle types available for your reservation then tap on the pool type you want.



Remove Your Keys

- ▶ After you enter your confirmation code the KeyValet will start beeping
- ▶ Open the door
- ▶ The box will light up the key for your reservation
- ▶ Pull the key out and close the door

