

Booking your deliveries just got easier.

A simple, step-by-step guide to setting up Mobiledock and booking your first time slot. No tech skills needed — most people are done in about five minutes.

FILL IN FOR THIS SITE

Site / Location: Adelaide Airport

Connection URL: <https://my.mobiledock.com/connect?codes=P-4SJ6-XG60>

— WHAT IS MOBILEDOCK?

Mobiledock is an online booking system for delivery and pickup time slots. Instead of phoning ahead, emailing back and forth, or waiting in a queue at the gate, you book a time that suits your run — and arrive knowing the site is expecting you.

1

Pick your own slot

Choose a delivery or pickup time that fits your schedule and route.

2

Skip the queue

The site knows you're coming, so there's less waiting around on arrival.

3

Stay in the loop

Get an email confirmation and a reminder for every booking you make.

Before you start

- ✓ **An email address** you can check.
- ✓ **Your Connection URL** — the link the site emails you to get started.
- ✓ **Your delivery details** — what you're dropping off or picking up.
- ✓ **Team members** — identify who else from your company will use Mobiledock, so they can be invited too.
- ✓ **About 5 minutes** of setup time.

— SET UP IN 6 STEPS

1. Click your Connection URL **START HERE** <https://my.mobiledock.com/connect?codes=P-4SJ6-XG60>

The site emails you a Connection URL — this one link is how you get started. Click it and Mobiledock opens to set you up. (Already have an account? It takes you straight to connecting — see "Good to know" below.)

2. Create your account **NO PASSWORD**

The link walks you through it — just enter your name and email. There's no password to remember: each time you sign in, Mobiledock emails you a verification code to confirm it's you.

3. Join your company's Organisation **ONE ORG PER COMPANY**

To make bookings you need to be part of an Organisation — your company in Mobiledock (your depot or transport business). It's how each site can see which carrier a booking has come from.

Everyone from your company or depot shares one Organisation. If colleagues already use Mobiledock, ask them to add you to it. Only create a new one if you're the first, or there isn't one yet.

4. Invite your colleagues **OPTIONAL**

Created a new Organisation because you're the first from your company? Invite the rest of your team to join it as members — so everyone shares one company, not several. Just add their email and Mobiledock sends them an invitation.

5. Accept the connection to the site

You'll then be asked to accept the connection from your Connection URL. Say yes — this links you to their location so you're allowed to book there.

6. Make your first booking

Choose the location, pick a date and an available time slot, add your delivery details, and confirm. That's it — you're booked, and the site is notified automatically.

GOOD TO KNOW

After setup, use my.mobiledock.com. That's how you get into Mobiledock from now on — you won't need the Connection URL again. Add it to your browser bookmarks or your phone's home screen, and you'll stay signed in for 30 days.

Your reminders are already on. You'll get an email confirmation and a reminder for every booking — adjust or turn them off anytime in your notification settings.

The Connection URL is just for connecting to a site. If you onboarded before it arrived, or skipped accepting it, click it anytime to connect to the location.

— WORDS YOU'LL SEE IN THE APP

A quick translation

Your account (User)	Your personal login — your name and email.
Your company (Organisation)	Your business or depot. It tells the site which carrier is booking.
Location	The site you deliver to or pick up from.
Receiver (Tenant)	The specific business at a site you're delivering to. Some sites have several.
Connection URL	The link the site emails you. Click it to get started, and anytime you need to connect to one of their locations.
Connection	The link between your company and a site, made when you accept your Connection URL. No connection = you can't book it yet.

— IF SOMETHING'S NOT WORKING

Common questions

Q The location list is empty when I try to book.

You haven't connected to that site yet. Click your Connection URL to connect to the location — you can do this anytime, even after onboarding — then try again.

Q I can't see the right business at the site.

You may be connected to the location but not to that receiver. Ask the site to connect you, or send a connection request to them in Mobiledock.

Q I need to change or cancel a booking.

Open the booking in your list, then edit or cancel it. The site is notified of the change automatically.

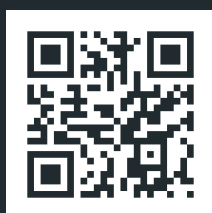
Q I didn't receive a Connection URL.

Ask your contact at the site — the Connection URL is how you get started and how you connect to their location.

Q I didn't get my verification code email.

Check your junk/spam folder. If it's not there, ask your IT or office team to whitelist emails from Mobiledock, then try again.

SCAN TO GET GOING



Scan to open my.mobiledock.com

Step-by-step videos & guides:
docs.mobiledock.com/guides

NEED A HAND?

Guides & FAQs: docs.mobiledock.com/faqs

Your site contact:

Phone / email:
