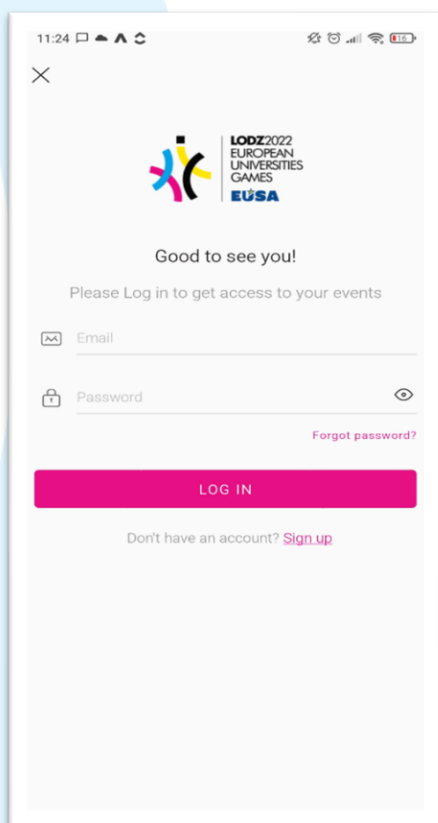# Information about EUG2022 app

What is the app for?

The EUG2022 app was created to bring together all important information about EUG2022 in one place and make it easier to find your way around Lodz during EUG2022. Using the app, all participants of the championships will be able to e.g. check the competition schedule, order transport or find out what to visit in Lodz. The app can be used by all EUG participants (officials, VIPs, athletes, training staff, referees, etc.) and non-participants of the EUG (fans, families), because the app will be free and available to the public.

How to start?

The app is available for Android and IOS systems since 6th of July, under the name EUG2022. Thus, you need to install it on your phone (using Google Play or AppStore) and then you register using your personal data and registration code, which you will get during accreditation, then you enter it at the bottom of the registration page. The registration code you will get during accreditation. Then, you receive an activation link for the app on your e-mail, once you click on it, the registration is complete and you can use the app. The app is available only in English language.
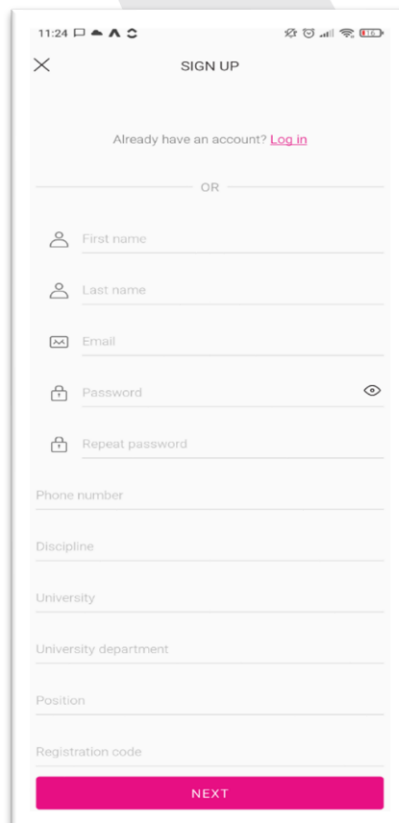
What can I do with the app?

Using the app, you can check the emergency numbers, competition schedule, check venues, book halls for training (only head of delegation), order taxi (only VIP), find public transport timetables, use the Lodz map, check out best places to visit in Lodz and meet EUG2022 partners and sponsors.

Inviting and communicating with friends

You can also use the app to contact other app users. How do you do this? It's very simple, just scan the QR code to add someone as a friend. The QR code you can find at the top of the app menu. If the other user accepts your invitation, you become friends. You can also find friends by searching them in the "Friends" tab at the bottom of app screen. This option allows you not only to have friends in the app, but also to communicate, because you can send text messages or make a video call to other users. In the inbox section you will be able to have your conversations with other users.
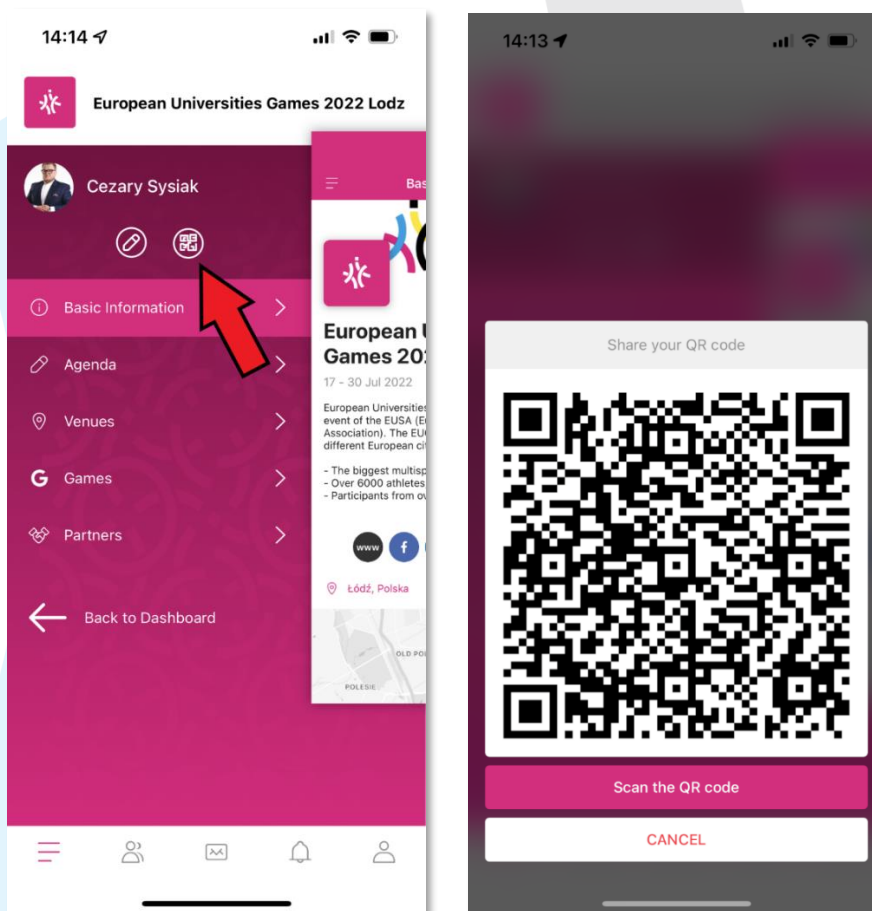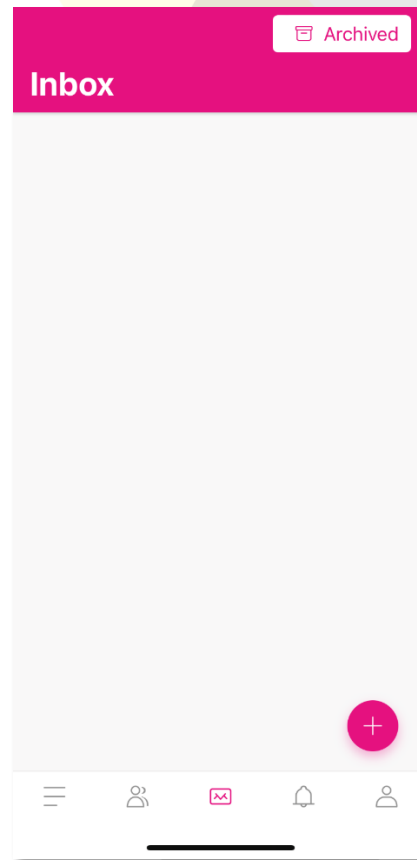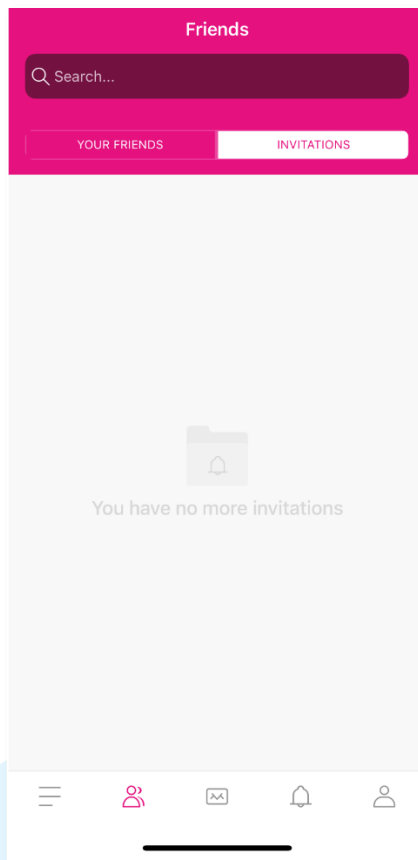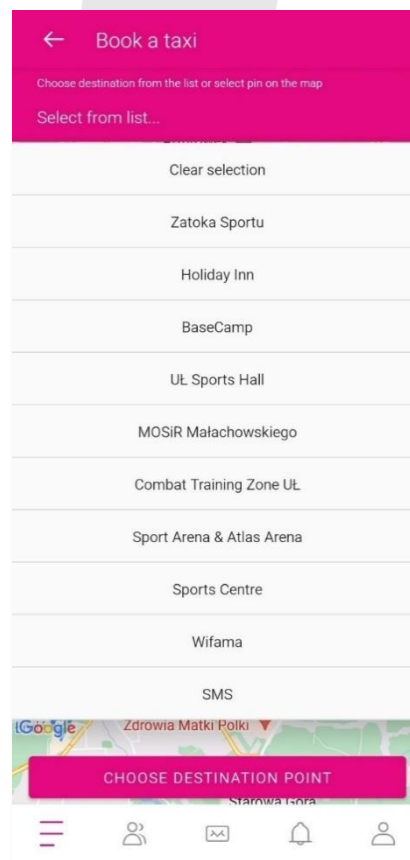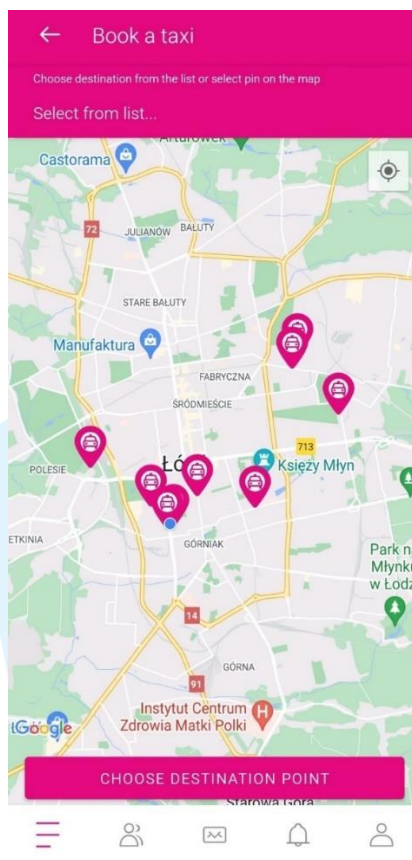
How to use the app?

Basic information - basic information about EUG2022 and links to EUG2022 official social media.

Organizational information – all safety information, regulations and emergency numbers.

Agenda - a detailed schedule of all competitions together with the sports venues where they will take place during EUG2022.
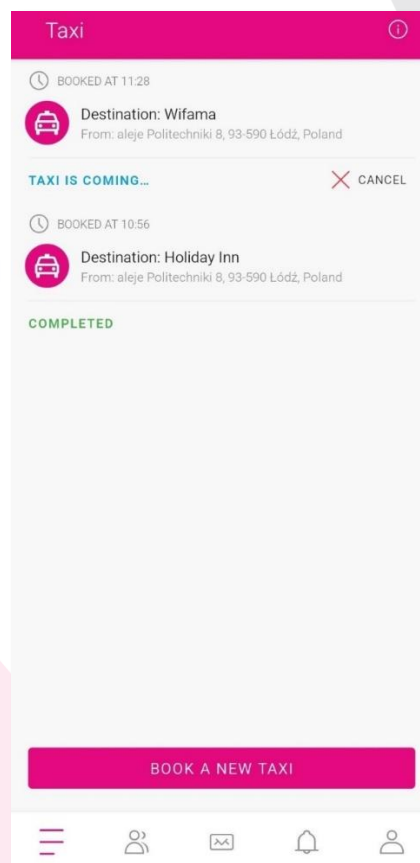
Ordering taxi **(tab available only for VIP)** - using the app, you can order a taxi, to do this you need to enter some information (pick-up location, destination from a list, phone number) and then the taxi will come to the indicated place. You will receive a text message to your phone number from the cab company (Rydwany Miasta), as a confirmation of your taxi order. The message will include the driver's phone number, brand and colour of the car. You can also cancel your order up to 3 minutes after placing it. If you order one ride, your ability to order another will be blocked for 30 minutes. Taxi are available from 8am to midnight. The possibility to book a taxi is only available for VIPs.

Book a taxi

Choose a Pickup Location
aleje Politechniki 8, 93-590 Łódź, Poland

aleje Politechniki 8, 93-590 Łódź, Poland

CONFIRM PICKUP LOCATION

Taxi Booking

Pickup location
aleje Politechniki 8, 93-590 Łódź, Poland

Destination
Wifama, Niciarniana 1/3, 92-208 Łódź

Email
mk@mk.mk

Phone number
+123123123123

Please enter your phone number along with the country code. The cab company will contact you through this number, so it is very important to provide a real phone number. The phone number will be visible in your profile, but nobody will see it unless you give the permission to display it.

BOOK A TAXI

Taxi

BOOKED AT 11:28
Destination: Wifama
From: aleje Politechniki 8, 93-590 Łódź, Poland

TAXI IS COMING…   ✕ CANCEL

BOOKED AT 10:56
Destination: Holiday Inn
From: aleje Politechniki 8, 93-590 Łódź, Poland

COMPLETED

BOOK A NEW TAXI

Bus timetables **-** in this tab you will find timetables and a map of bus routes dedicated to the EUG. You can find all timetables for other buses and tram lines on the MPK Lodz website (https://mpk.lodz.pl/rozklady/linie.jsp). All buses and tram lines are free with your accreditation card. Also, suburban trains (Łódzka Kolej Aglomeracyjna) are for free, you can check timetables on the website (https://lka.lodzkie.pl).
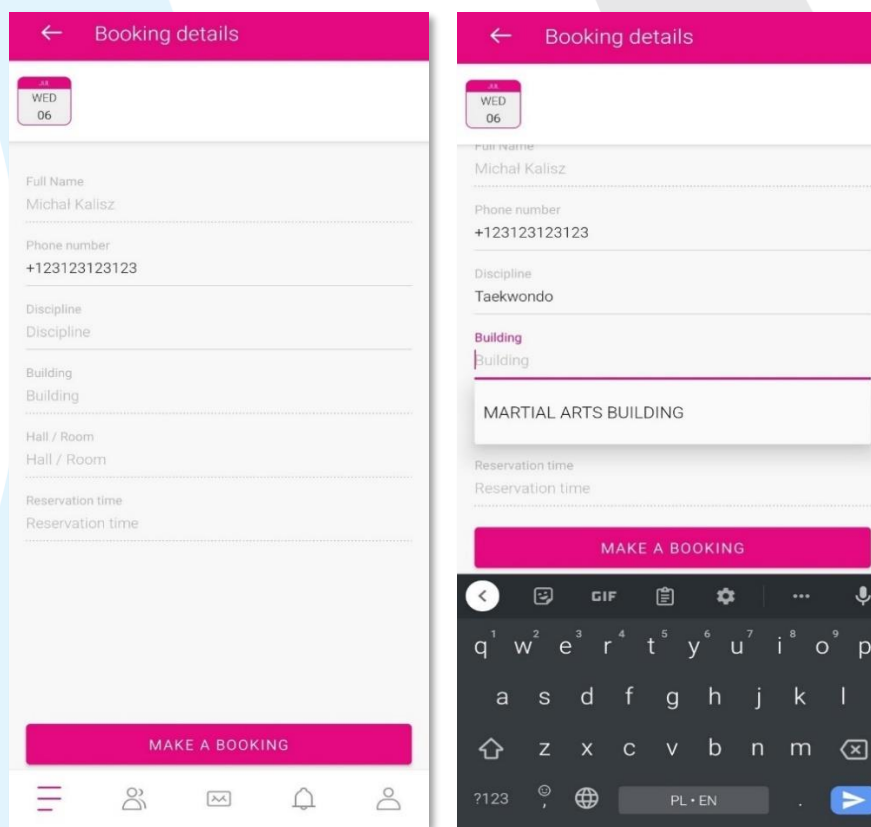
Venues - map, which shows all sports venues, training halls and hotels, which will be used during EUG2022.

Games - a tab where you will be able to find links to game results and live games.

Booking of training halls **(tab available only for Head of Delegation)** - via the app, it will be possible to book a training hall by the Head of Delegation - during accreditation it is necessary to inform about your status to have permission to book training halls.
To book a training hall, you need to enter some information (personal details, discipline, booking date, etc.) and click "make a booking", then the booking request goes to the EUG Sports Department. The Sports Department must approve your request, if everything is ok, you will receive a push notification. You can see unconfirmed bookings in the pending section whereas confirmed you will see in the accepted section.
Booking halls for the next day is only possible until 17.00. After 17.00 booking halls are only available for the day after tomorrow. One Head of Delegation can book several halls.
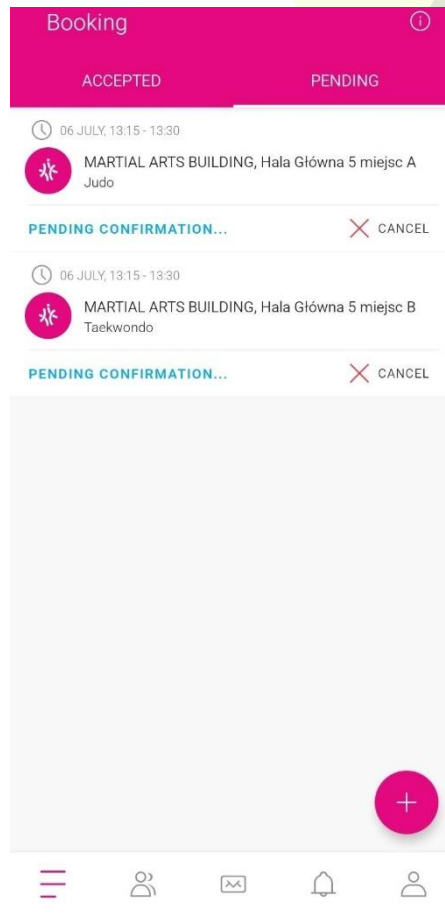
Point of Interests - map and short information about interesting places in Lodz, which are worth-visiting.

FAQ - answers to frequently asked questions.

Partners - companies and organizations supporting EUG2022.

Moreover, in tabs Taxi and Booking of Training Halls, you can find some information with tips on how to deal with these tabs. To show it, click the "i" at the top of the page, then you will see what you can do and how to do it in that part of the app.
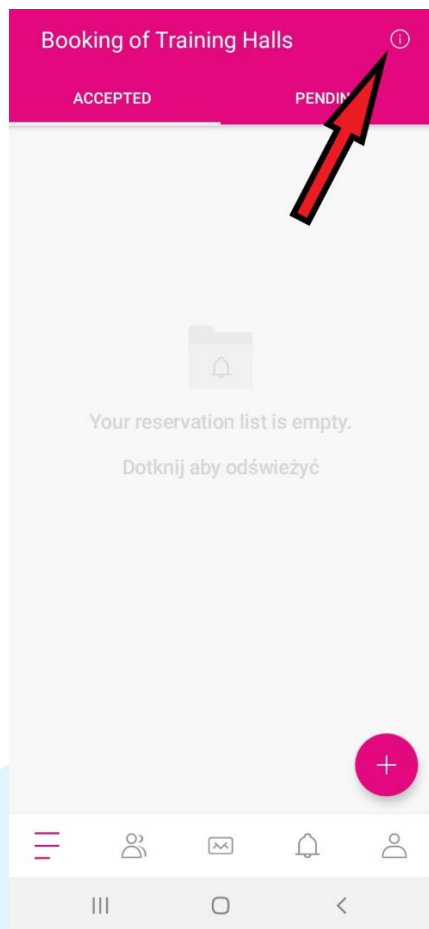
What if I encounter problems with the app?

After installation and registration, you may use it anytime you want. If the app does not work or you experience any technical problems, please contact Cezary Sysiak (cezary.sysiak@p.lodz.pl) or Maciej Babicki (maciej.babicki@p.lodz.pl).