

New Palo Alto Bike Registration Program with Bike Index

Who should register? All Palo Alto residents are encouraged to register their bikes, even if they registered with the previous system.

Why the switch? The previous paper-based registration system was not very effective in returning stolen bikes to their owners. Bike Index has a greater potential to help victims of bike theft recover their bikes through its worldwide network of cyclists, police departments, universities, and other groups. They have successfully assisted in the recovery of thousands of bikes.

How do I register? Registration is simple:

- 1) Visit bikeindex.org to create a free account.
- 2) Receive a confirmation email.
- 3) Log in to your account and register your bike(s).

*In addition to the basic information, it is recommended that you add a picture of the bike and join the **City of Palo Alto** group in the “Groups + Ownership” category.*

What else do I need to know? If your bike ever goes missing, log in to your Bike Index account and mark it as stolen, which allows anyone who finds the bike to contact you. (Note: While all bikes in the system are visible, the owner’s personal information is never displayed publicly.)

What about the stickers? The middle and high school PTAs purchased QR code stickers for students that link directly to a bike’s listing. This is a pilot program and stickers are not yet available for the general public. Stickers are a convenience but not a necessity; the most important thing is to register all bikes.



Stickers are available for students in the middle and high school offices. To link a sticker to a bike:

- 1) Log in to your account on your phone or tablet.
- 2) Scan the QR code on the sticker using your preferred QR code reader.
- 3) The scanned code will take you to a page that says, “Oh no! Sticker ____ [sticker number] isn’t linked to a bike.”
- 4) You can either enter the URL of the bike directly, or choose a bike from your list of bikes by clicking “Link sticker” in the “Link IT!” column.