

# App Overview

2024





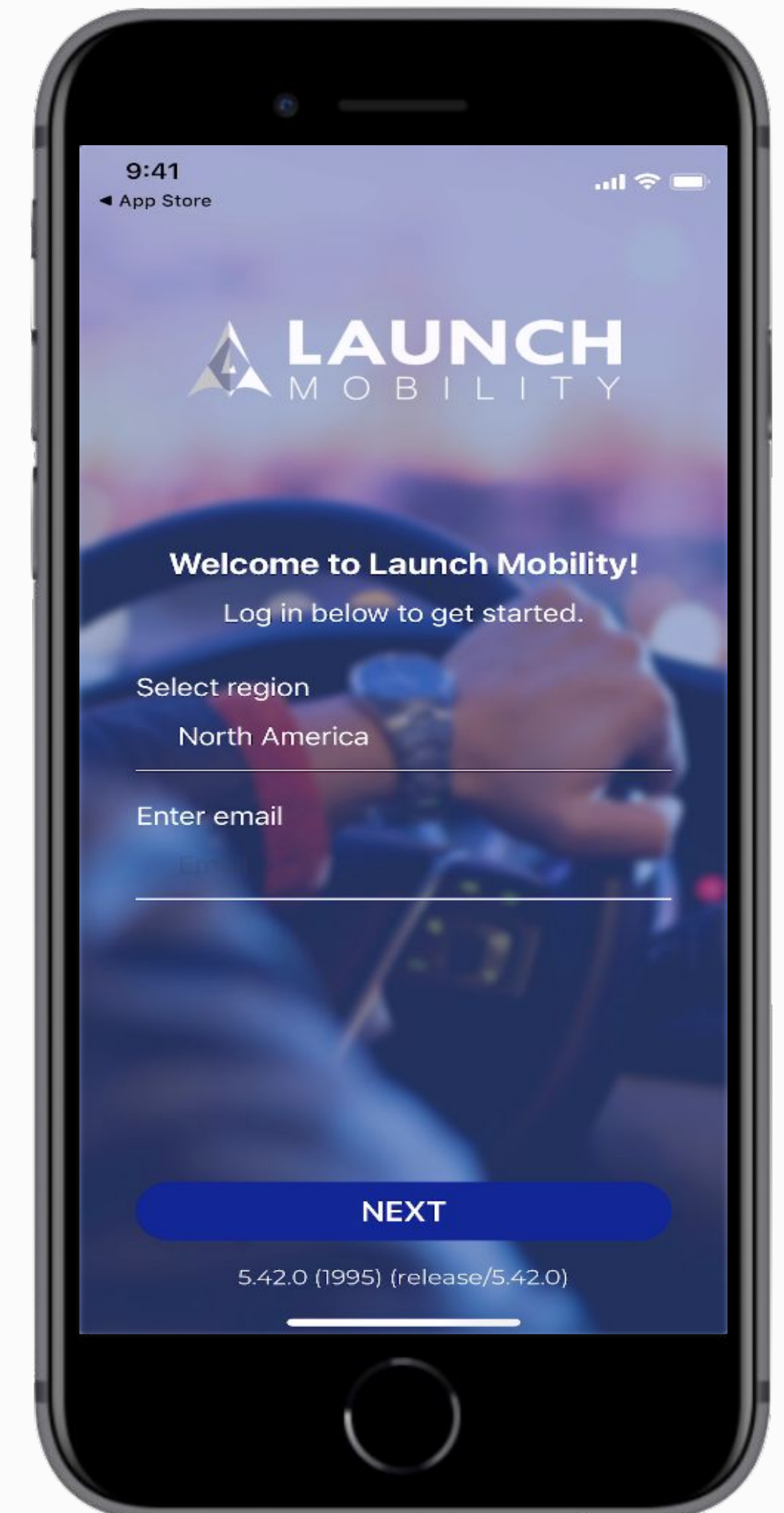
## App Entry

Now that your driver's account has been created, it's time to download the app.

In order to login, you will first need to receive an email invitation containing a link to then set up your password

### In the App:

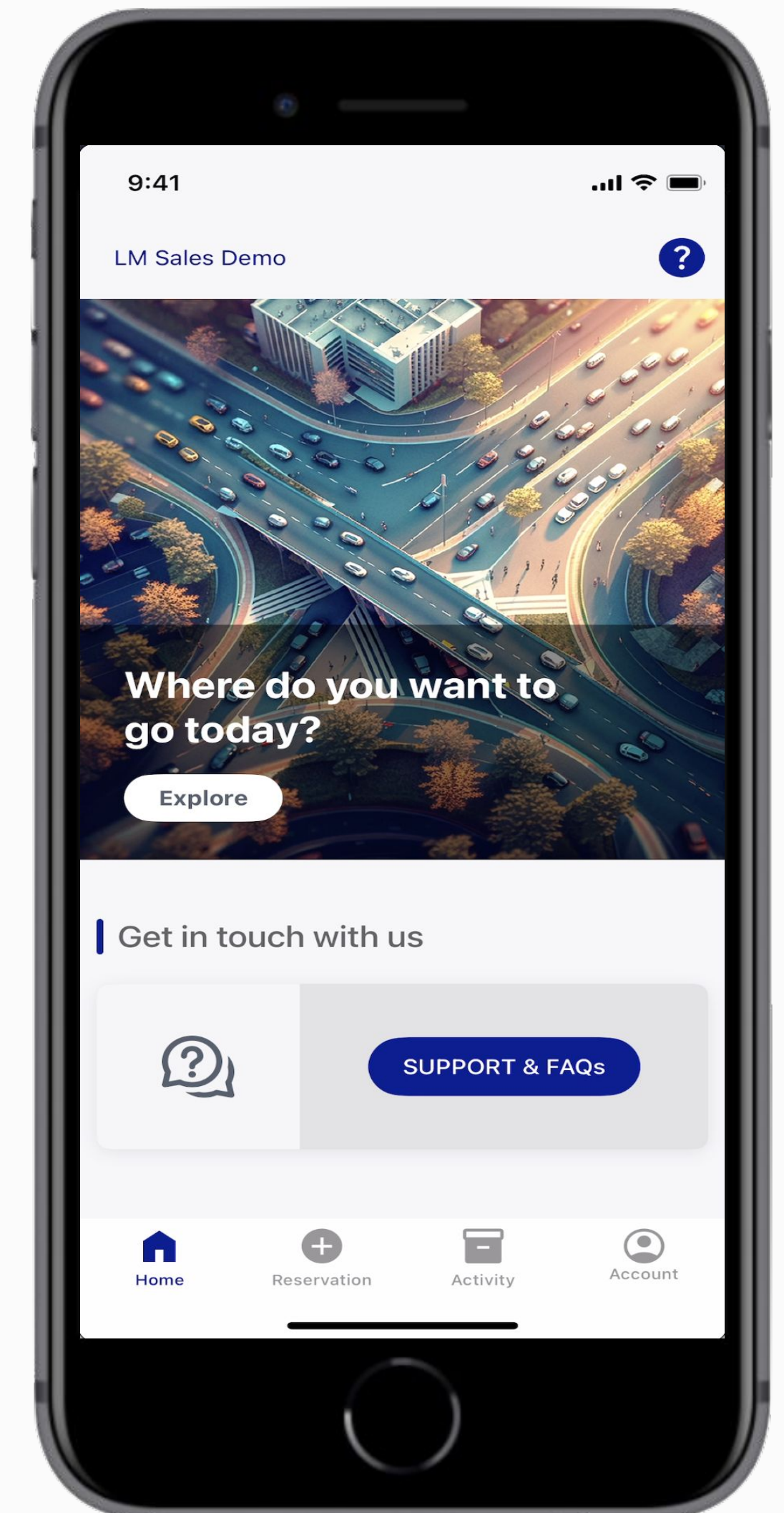
- Download the app from the Play Store/App Store
- Enter your email address
- Click the **Next** button
- Select your service in the Select Network drop down
- Enter your password





Here is the home screen for the app. The main navigation bar runs across the bottom of the screen. It consists of:

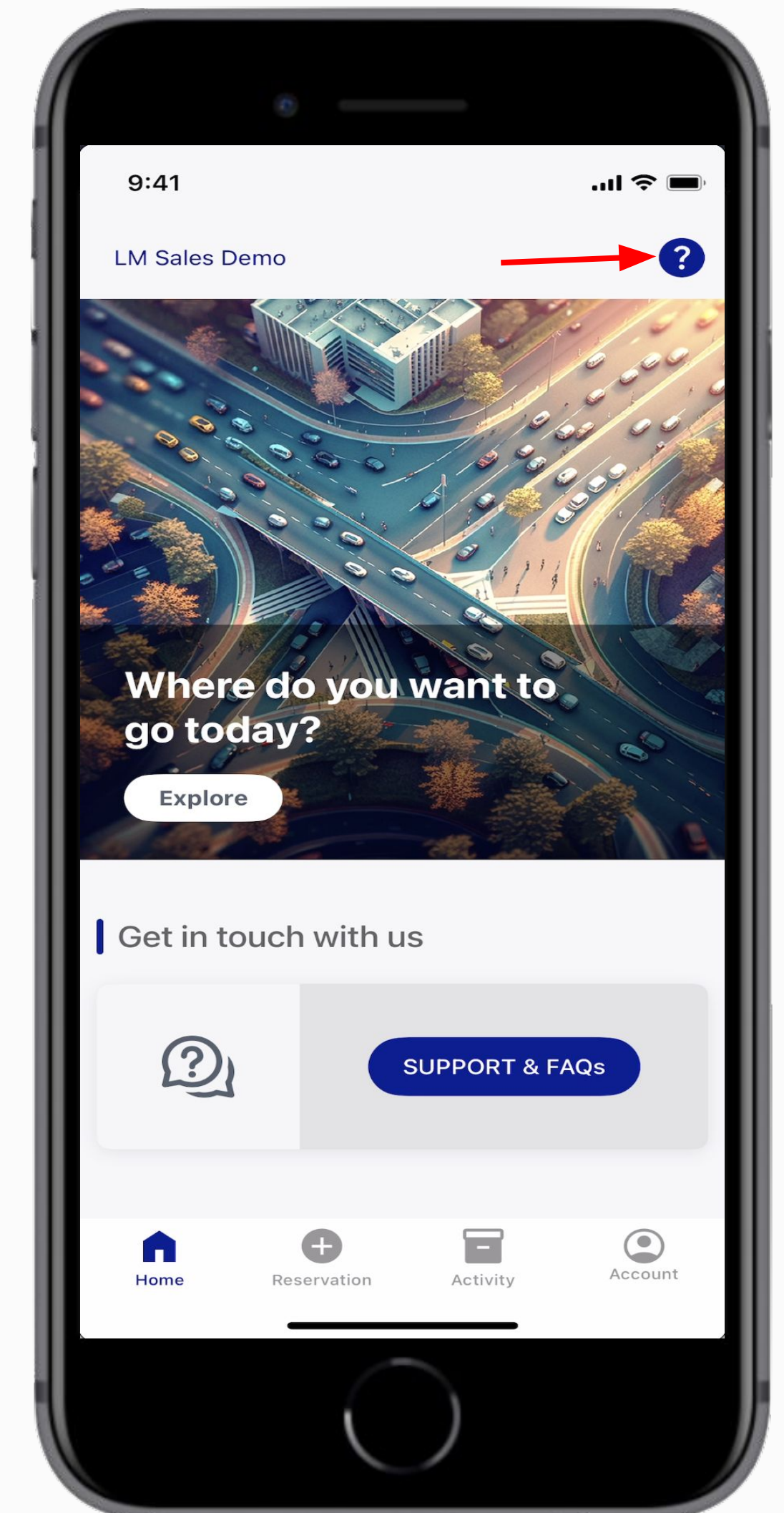
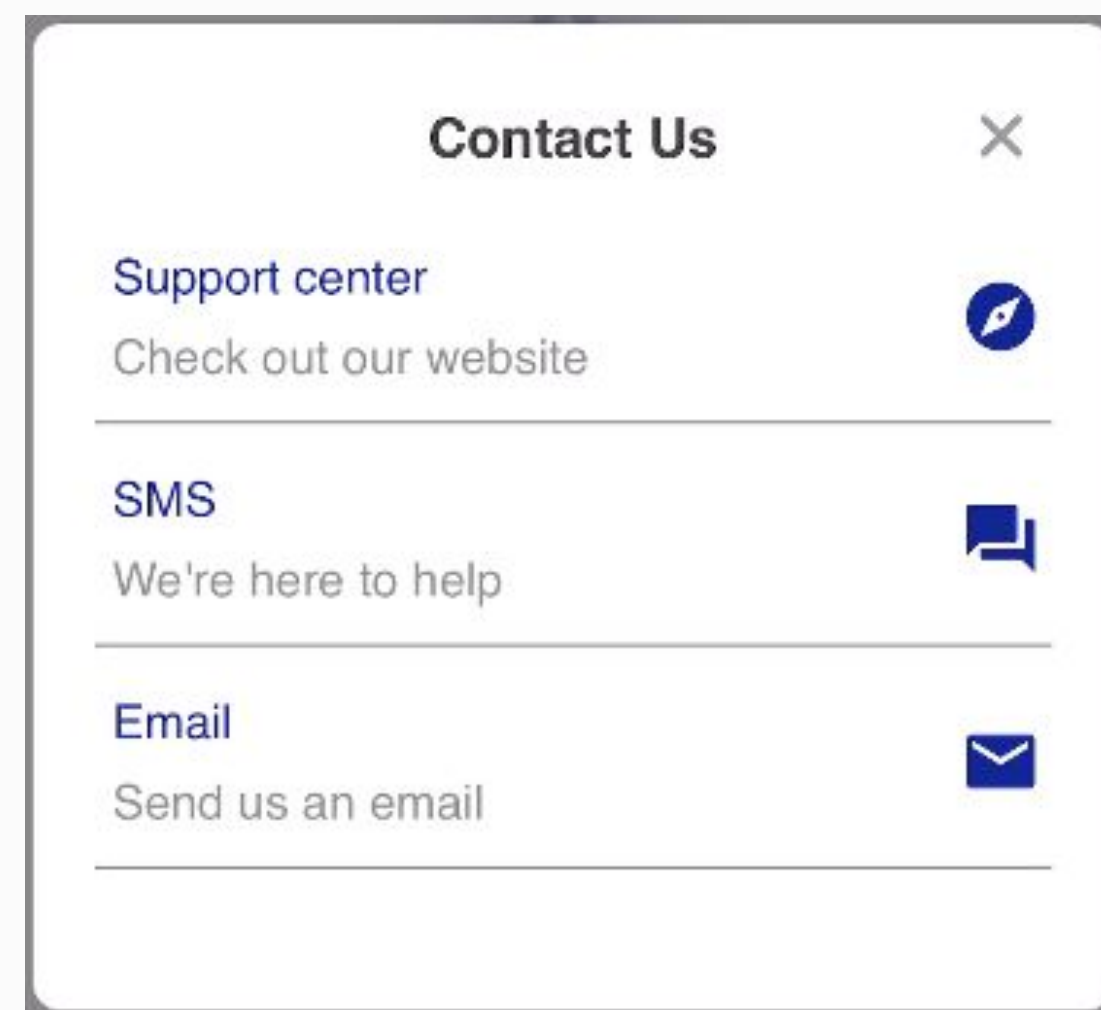
- Home - Return to the home screen
- Reservation - Start reservation creation flow
  - Reservations can also be created by selecting the Explore call to action button in the middle of the screen
- Activity - You will see a list of active and past reservations
- Account - Edit/view account details, access Help section, log out





A user can access the Contact Us page by selecting the ? icon in the upper right hand corner or by scrolling down to the Get in touch with us section and selecting the Support & FAQs button.

The information displayed here is configurable. You have the ability to direct someone to a URL, send an email or send an SMS message, for example.



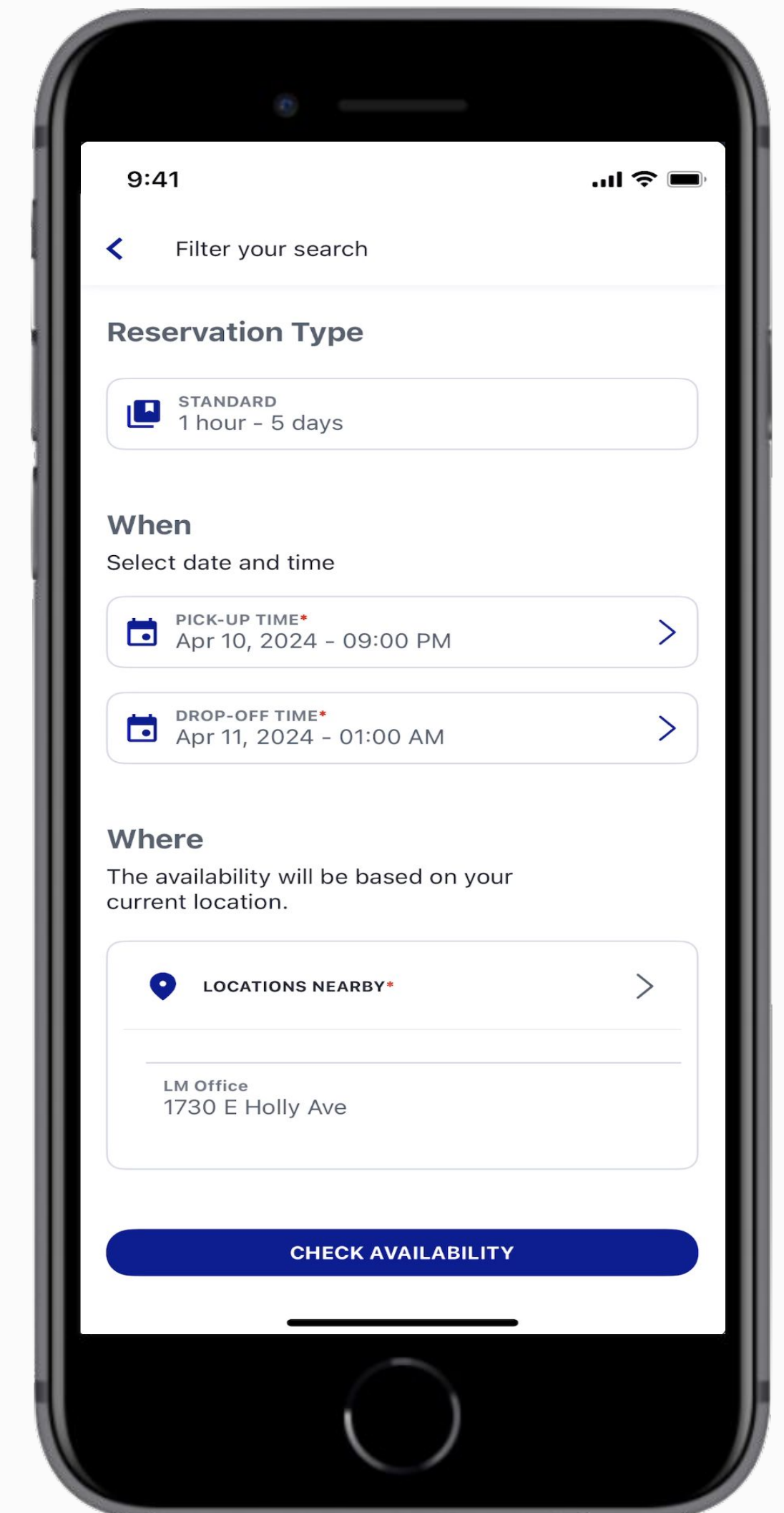


## Reservation Creation

Once you've selected the Reservation menu in the navigation menu or clicked Explore on the home screen, you will begin the reservation creation process.

A driver also has the ability to choose their pick-up and drop-off time and dates on this screen as well. You have the option to edit your time and dates at any point on this screen.

Once the time and dates have been selected, choose where to pick-up and drop-off the vehicle.





# Reservation Creation

You will need to know which fleet you belong to as this will determine your pick up location and vehicles available to you;

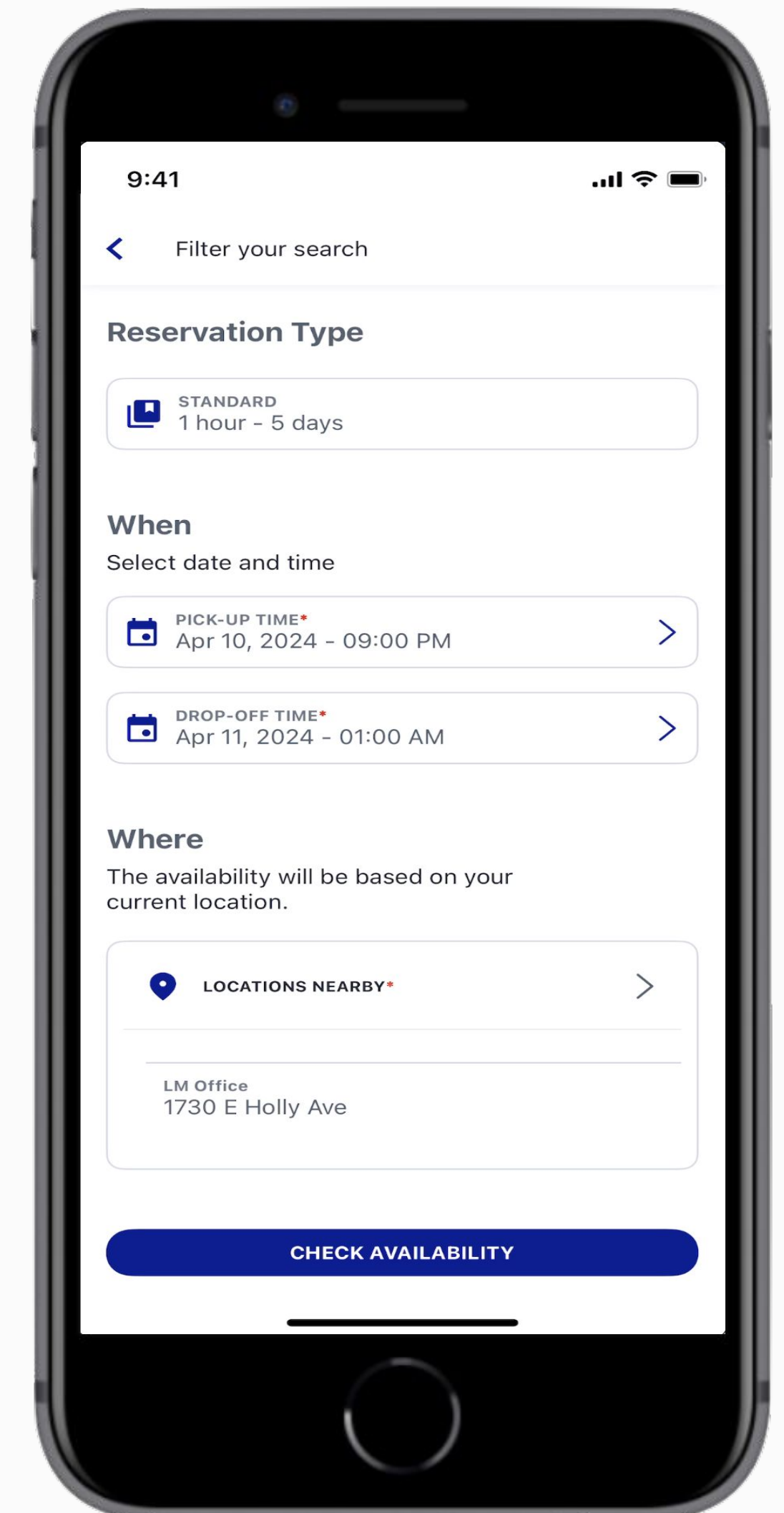
- Hazelton Corp Yard
- Downtown Garage
- Behavioral Health Services



## Reservation Creation

You will return to the Search Availability screen where you will see your time and dates along with the location(s) selected.

In order to view the results that meet your search criteria, select Check Availability at the bottom of the screen.





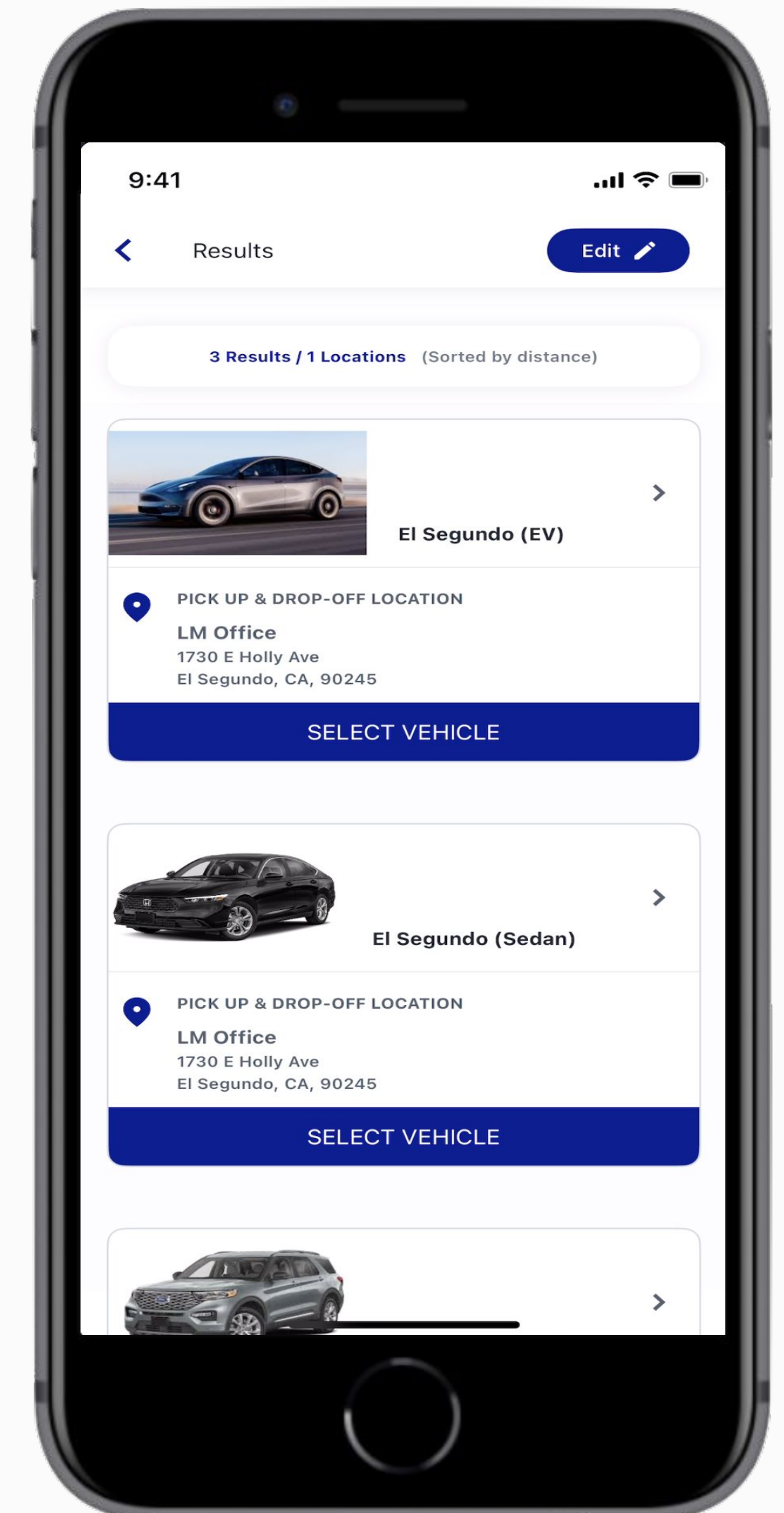
## Reservation Creation

On the Results screen, you will see a list of Service Groups that meet your search criteria.

You can make adjustments to your search criteria by selecting the Edit icon on the upper right hand side of the screen.

Your service groups will consist of;

- Compact Sedan
- Compact Sedan Electric
- Intermediate Sedan
- Minivan
- Compact Pick Up
- Full Size Van
- Etc...





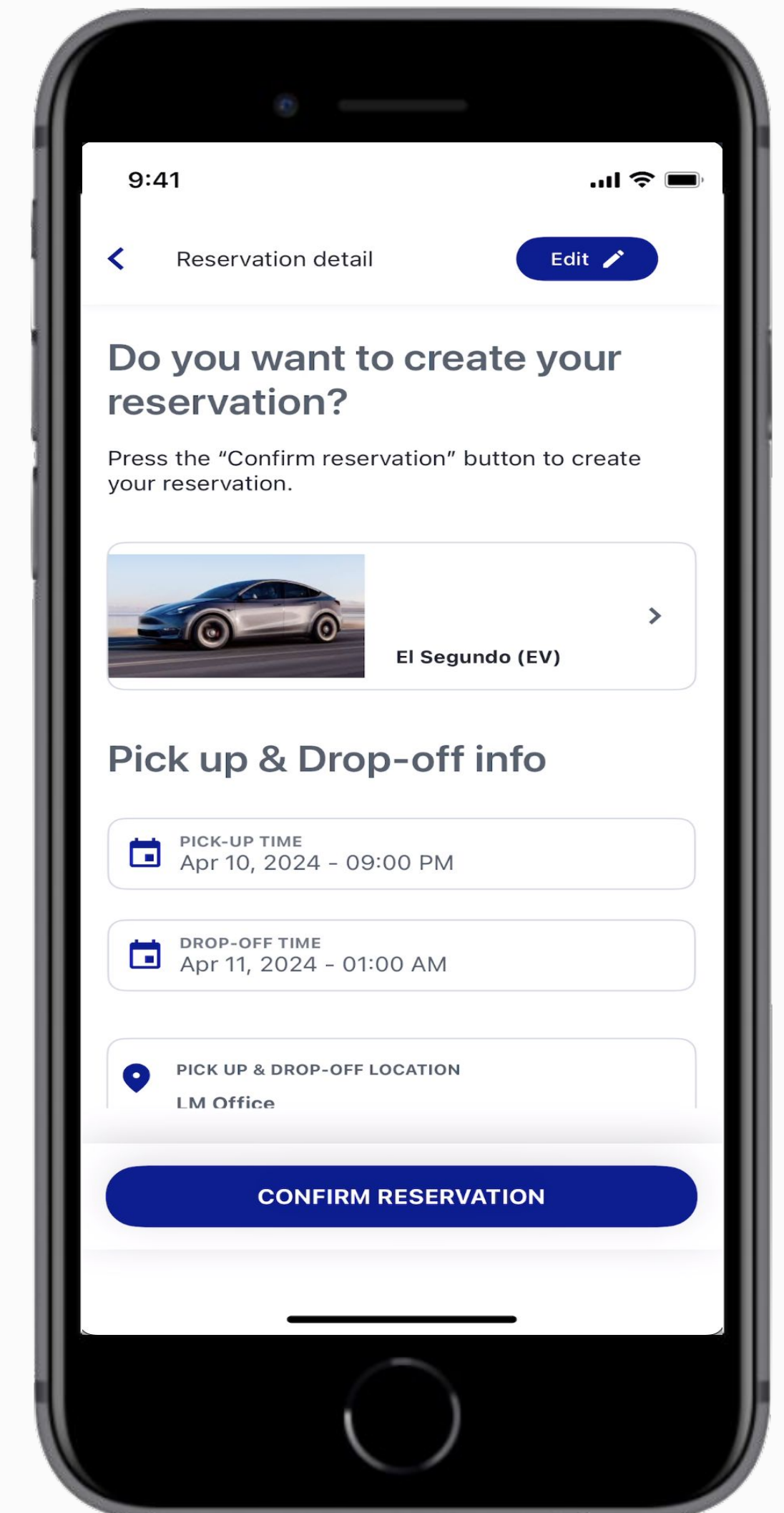


## Reservation Creation

Once you've made a selection, you will see a confirmation page with all of the reservation details.

Scroll down and check the box regarding the terms of service and privacy policy.

If everything looks good, confirm the reservation at the bottom of the screen.





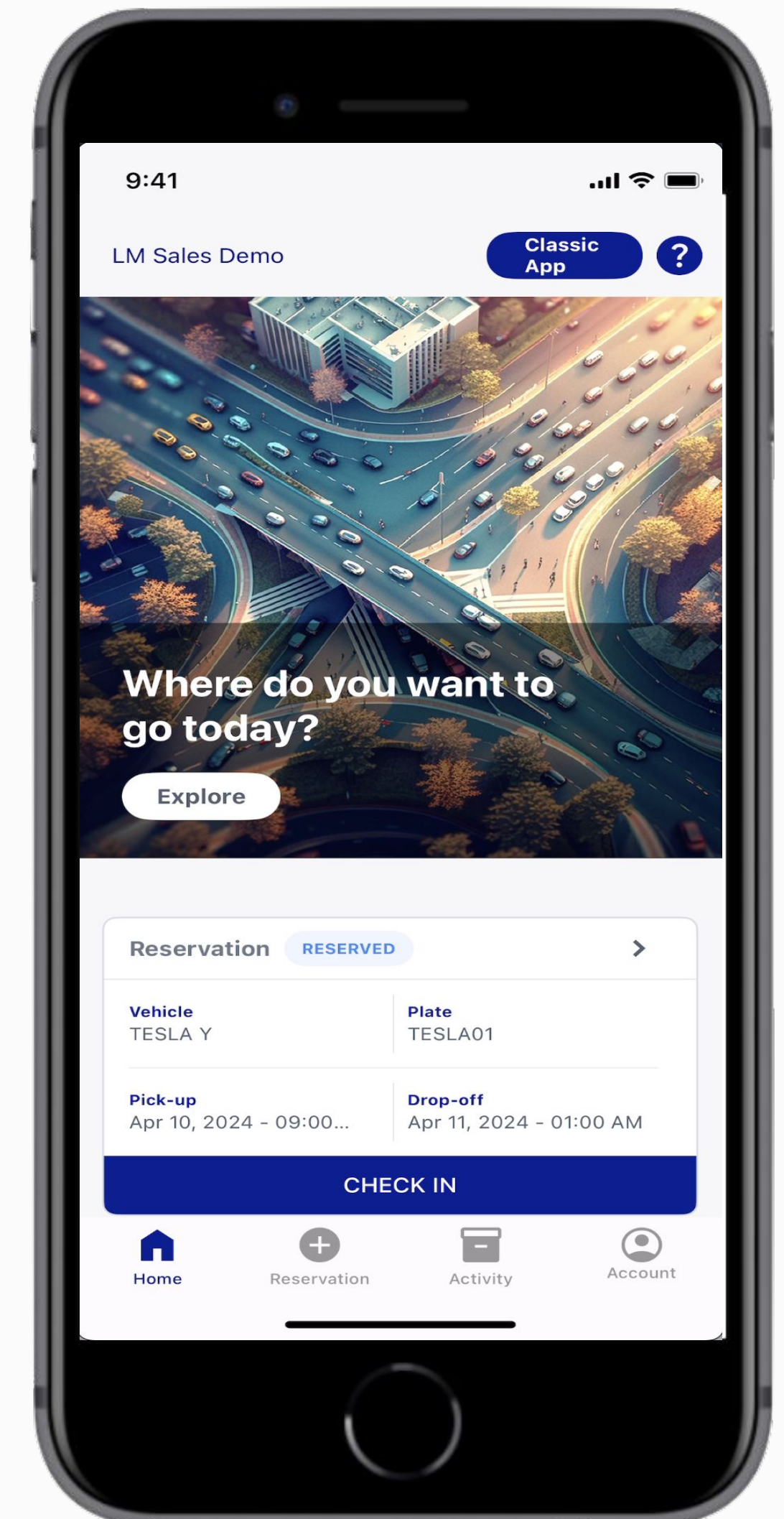
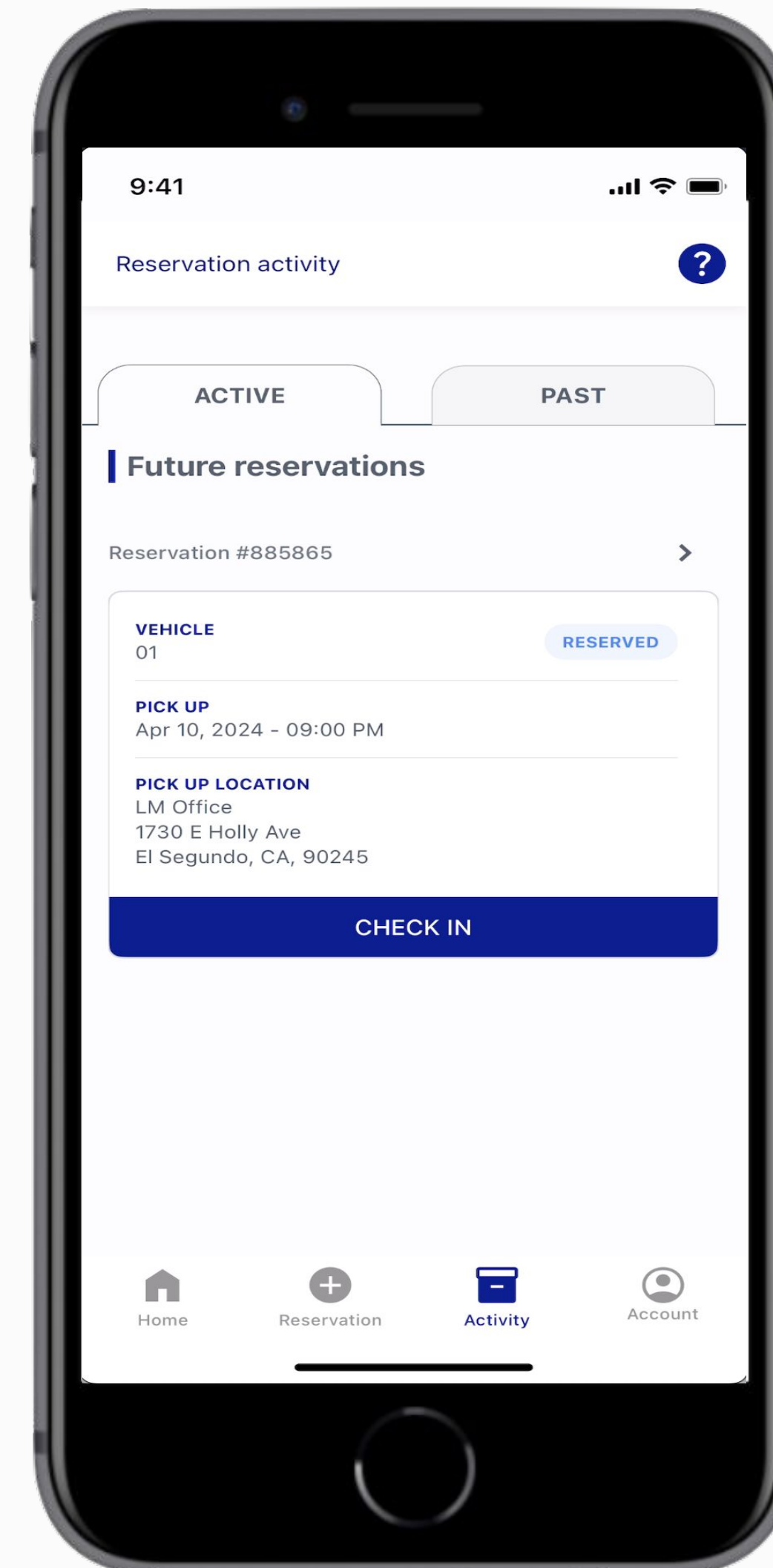
## Reservation Check In

Congratulations your reservation is now confirmed!

You will be sent to the Activity screen where you can view the reservation that was created in the Active tab. You have the option to check in on either this screen or the home screen.

When you return to the home screen you will see a Reservation card, click anywhere on that card to be taken back to your reservation's details.

Select Check In.



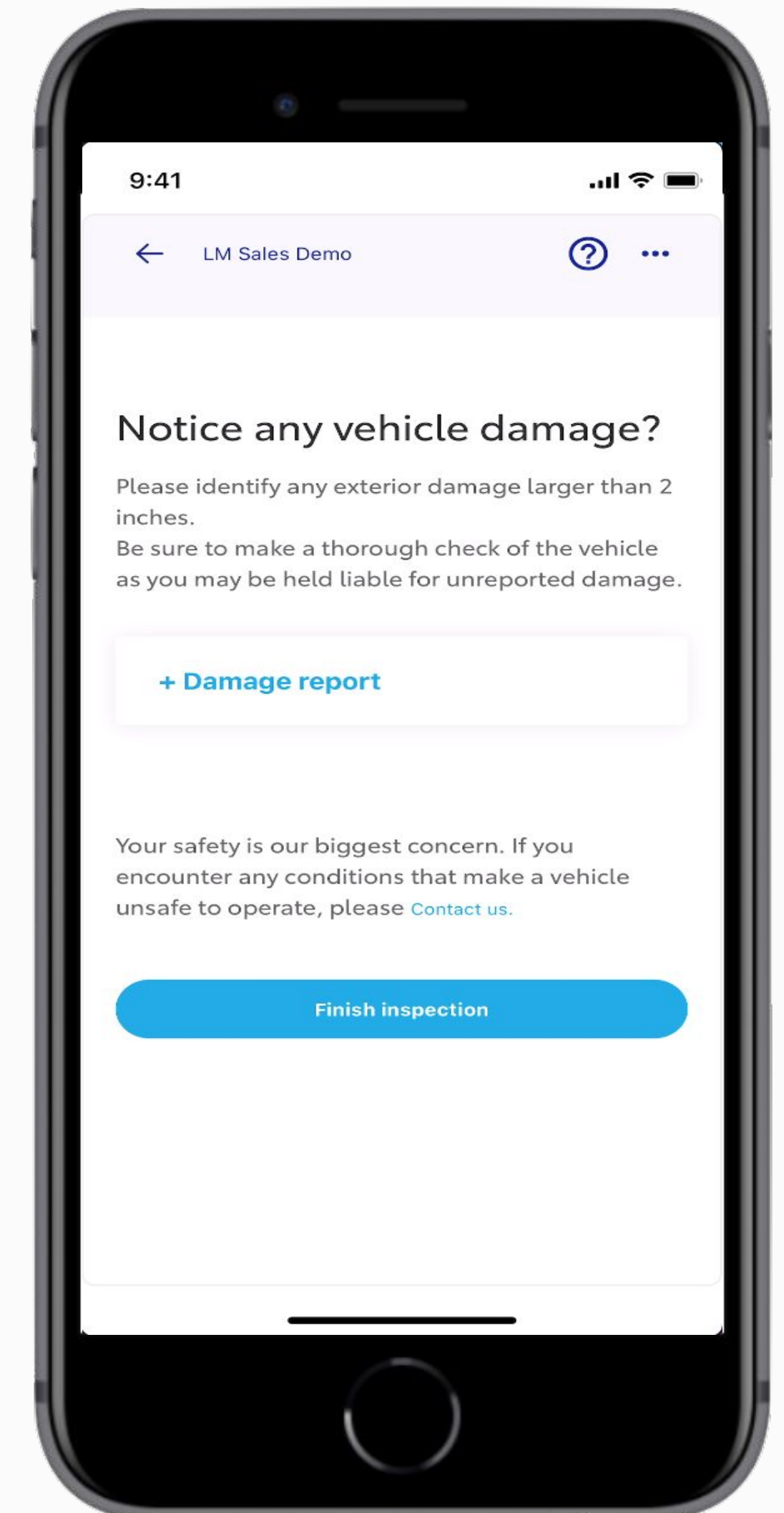


## Reservation Check In

Before your reservation begins, you will be asked to submit a damage report. You'll have the option to select the Add Damage Report button if you notice anything on the exterior of the vehicle. The following information will be filled out if a damage report is submitted:

- You will be asked to select the area of the vehicle where you noticed the damage
- A picture will need to be taken of the damaged area
- Additional comments can be added as well
- Once the damage report has been completed, the reservation will begin

If there isn't any damage and everything looks good, select Finish Inspection.

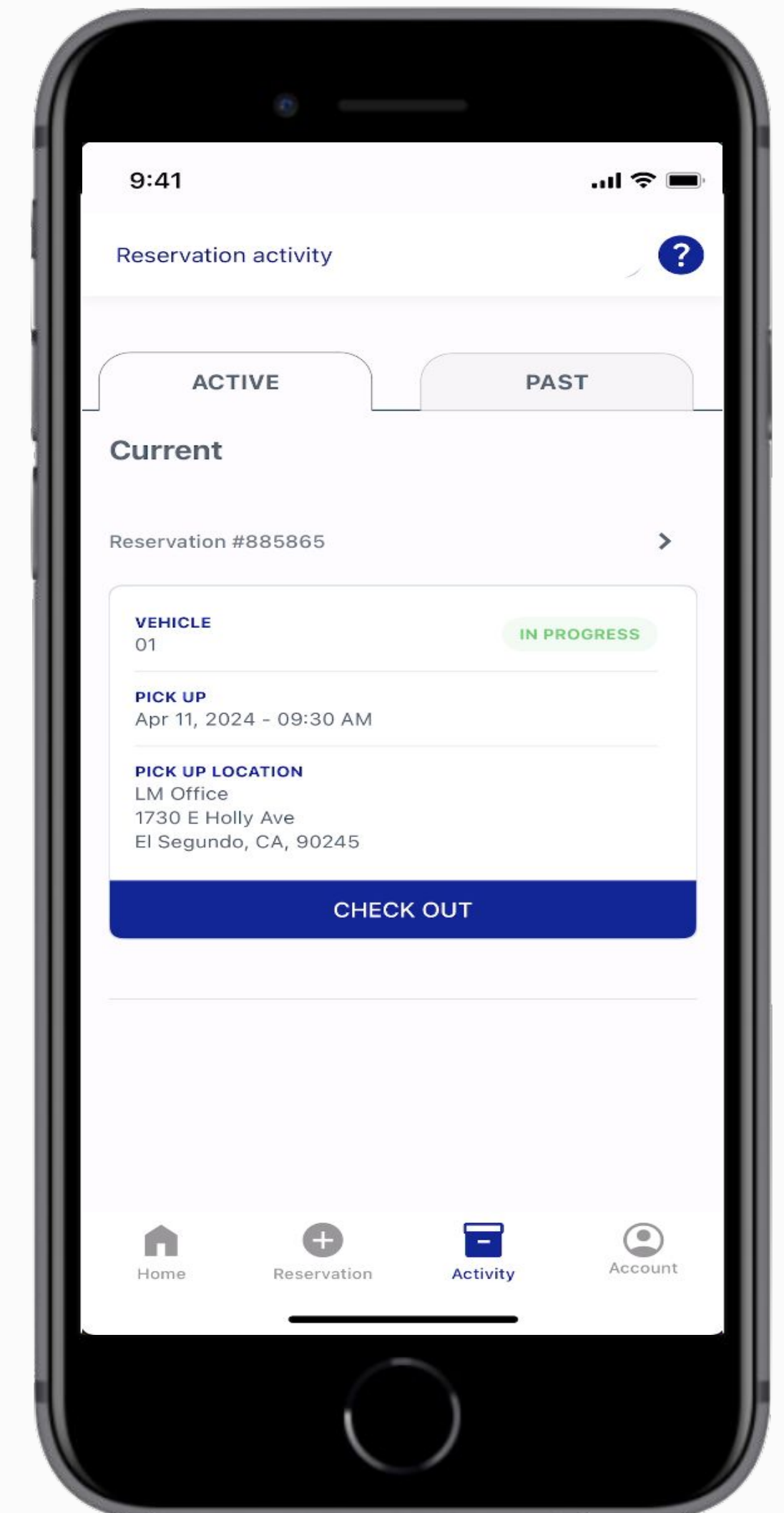




## Reservation Check In

Once you select Check In, you will see the status of your reservation change from Reserved to In Progress.

On the Activity tab, click the Reservation number to view the reservation details.  
On the home screen, select anywhere on the reservation card to view the details.





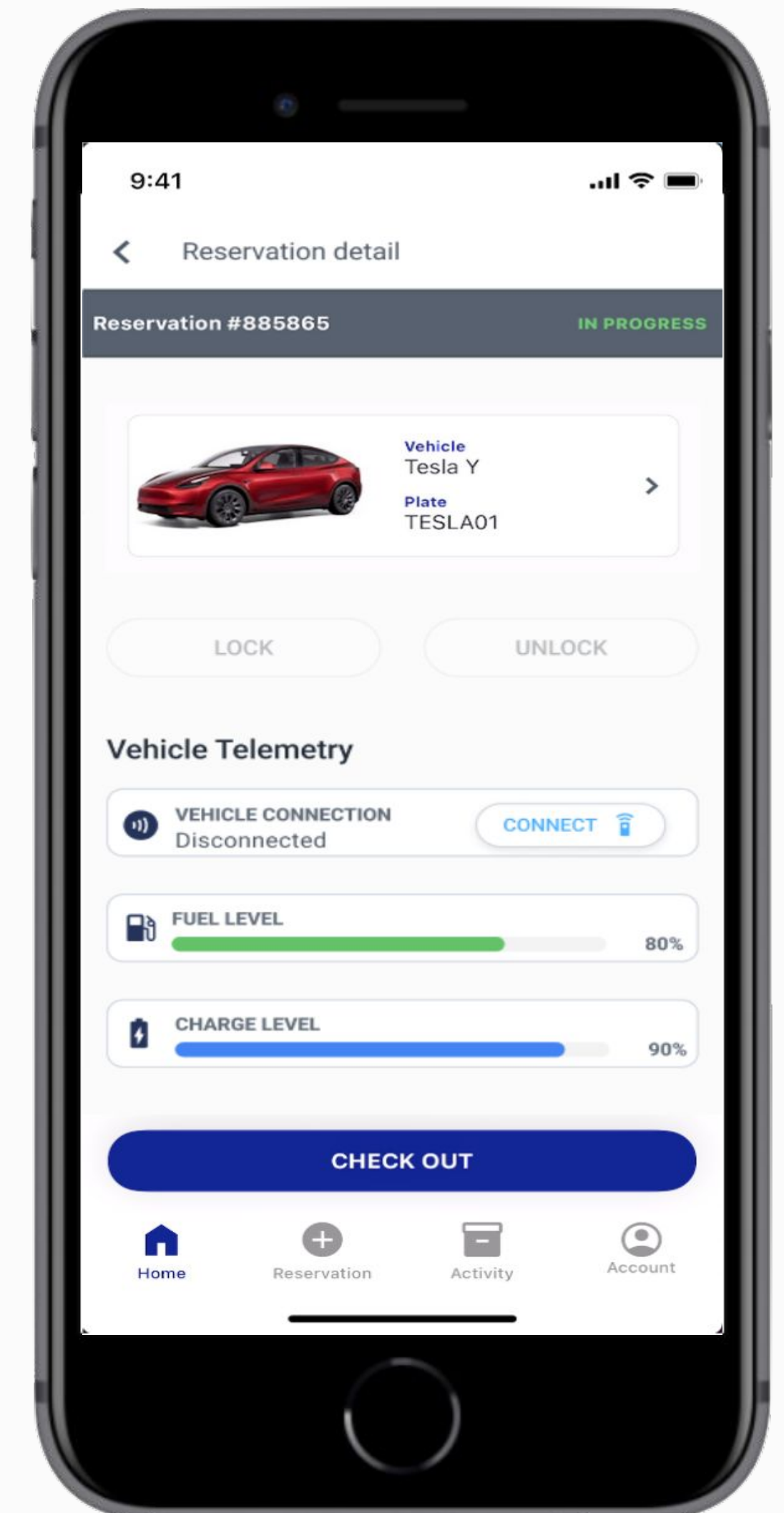
## Ongoing Reservation

At this point, a virtual key has been created, and your device is connected to the vehicle. Features such as locking and unlocking the vehicle using your device are now enabled. **Congratulations, you've successfully created and checked in to an ongoing reservation!**

**Entering the Vehicle:** Once you enter the vehicle, open the glove box to retrieve the physical key, which you'll use throughout your reservation. Remember, this key should remain with you for the duration of your reservation.

**Extending the Reservation:** During your ongoing reservation, you can edit or extend your drop-off time if no conflicting reservations exist. To adjust this, go to the Drop-Off Time info section and select the edit icon.

**Ending the Reservation:** When your reservation is over, **please remember to return the key to the slot inside the glove box before exiting the vehicle**

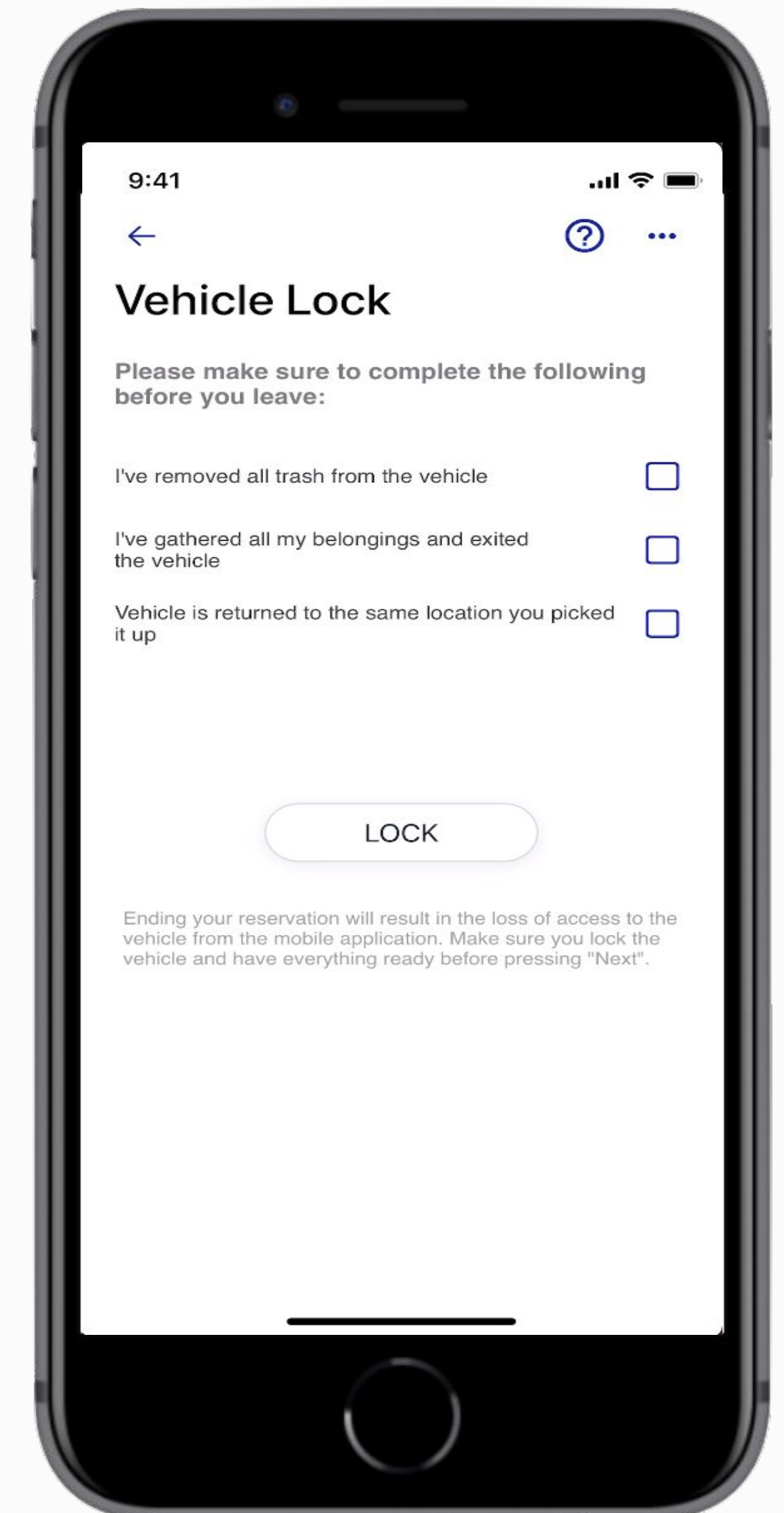




## Reservation Check Out

The first step in the check-out process is the Vehicle Lock screen. You will see a list of requirements. Once each of these requirements has been met, click the corresponding check box. After all requirements have been met, select the Lock button. You will see a message confirming the vehicle has been successfully locked.

Select the Next button to continue the check out process.





## Reservation Check Out

You will be asked if there is any additional damage to report. There's no need to point out anything that was reported during the check-in process.

If there is something to report, select the +Damage report button to open up the form. If not additional damage occurred during your reservation, select the Finish Inspection button.

Now the check-out process is complete and your reservation has successfully ended. You will be sent to the Reservation Activity tab and your status will have been changed to Completed.

