



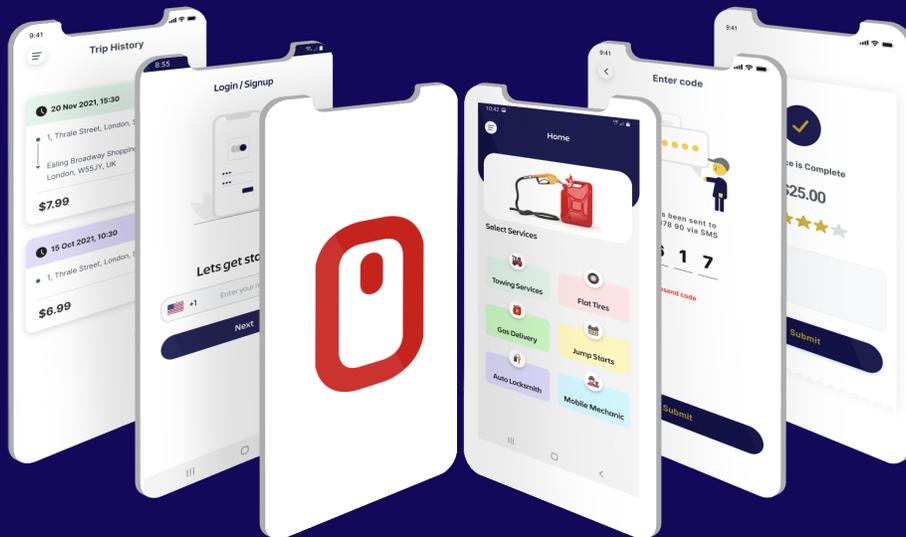
eAutorescue

We Got You Covered

On-Demand Roadside Assistance App

Guide for Customers

Using iOS 13 (or greater) | Android



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Welcome!

What is eAutorescue?

eAutorescue provides an on-demand roadside assistance platform that connects stranded motorists with field technicians in real time. By instantly matching motorists with the closest field technician, our solution compresses response times by over 50%.

In addition to bypassing long waits through call centers, our standardized prices help motorists avoid 1-on-1 price haggling with multiple service providers.

Rapid response services are delivered by fully vetted, certified technicians for customer safety and peace of mind.

Who uses eAutorescue?

Our platform provides a tailored experience for three specific groups, to meet their unique needs:

1. Customers (covered in this guide)

- The eAutorescue App for customers offers a supportive community for on-demand roadside assistance. No subscription necessary; no lost time browsing yellow pages, or long waits through call centers. Simply download the app and when that emergency happens, just tap your phone and help will arrive in a flash!

2. Field Technicians

- The eAutorescue App for field technicians empowers them with omni-channel communication capabilities to accept service requests, communicate with motorists, and easily navigate to service locations.

3. Vendors (covered in this guide)

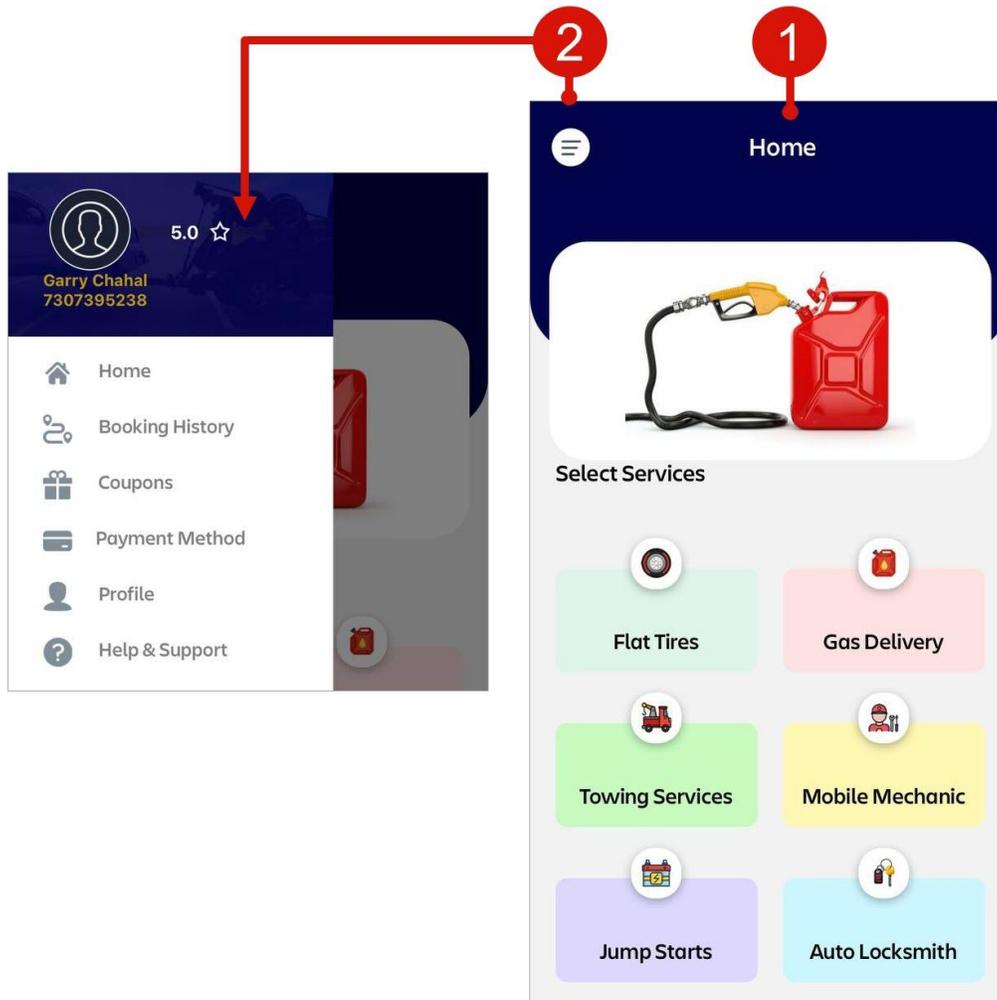
- Our vendor panel enables vendors to manage their account with eAutorescue.
- As strategic partners, eAutorescue benefits vendors through increased sales, a superior customer experience, resource management, and instant payments for better cash flow management.



The best way to discover eAutorescue is to try it! See the [Quick Start](#) section to learn the essentials.

Quick Start

This section summarizes all the essentials you will need to get started with the eAutorescue app for customers.



1	Home/Dashboard Screen	This is where your app will start when you log in. From here, you can tap a tile related to the service you need to initiate a service request.
2	Navigation Button	Tap to open the navigation panel. From here, you can view your historical bookings; manage your profile, payment method, coupons; and contact eAutorescue for support.

Frequently Asked Questions

A quick-reference list of FAQs for eAutorescue's app for customers.

Q: What information do I need to provide to sign up for eAutorescue?

A: To set up your account, download our App and enter your basic personal info: first and Last name, phone number, and email address. You do not need to enter or store your payment info in the App during setup; however, to place your service request you will be prompted to enter a valid form of payment for the transaction. The following are the accepted forms of payment: **American Express, Mastercard, Visa, Discover and most debit cards with a Mastercard/Visa logo.**

Q: How does eAutorescue ensure that a field technician arrives at my location within 30 minutes?

A: After you've submitted a service request, eAutorescue routes it to a field technician that's within a 10-mile radius of your location. This narrow radius ensures that the field technician can provide service in an efficient and timely manner.

Q: What is the One Time Password (OTP) and why is it important?

A: The OTP is a 4-digit number that is provided to you when you book a service. You must share this number with the field technician upon their arrival, to confirm that they've arrived and verify the service transaction.

Q: What if I don't have a spare tire?

A: Choose our **Flat Tire** service! You can easily indicate that you need a tire replacement and provide the specifics about your tire size. This will enable your field technician to arrive with the correct tire that you need to get driving again. [Click here](#) for more details.

Q: What if I need my vehicle battery replaced?

A: Choose our **Jump Starts** service! From there, you can quickly indicate that you actually need your car battery replaced. [Click here](#) for more details.

Q: How can I obtain promo codes/coupons?

A: As a token of appreciation for your business and loyalty, eAutorescue will periodically issue coupons and discount promotions to you. Our Customer Care department delivers these promotions to you via our in-app messaging, email address on record, or text messages to your mobile phone stating the discount or promotion, duration of the promotion, and expiry date. You can find any active promotion codes from the **Coupons** section of the app.

Available Services

eAutorescue offers a host of services to meet your needs, so that you can quickly get back on the road.

Flat Tires

Our rapid response flat tire service comes to you when and where you need it most. If your flat tire can be patched and will be safe to drive, then it will be repaired on location. If the tire cannot be repaired, our team has a wide range of tires for all models and makes - simply add tire details to your service request - this information can be found on the sidewall of your tire, and your technician will bring a replacement along.



Gas Delivery

If you find yourself out of gas, help is just a phone tap away via our app. One of our field technicians will deliver up to 2 gallons to help get you to the nearest gas station. We offer emergency delivery services for both gas and diesel.

Towing Services

Our emergency towing services are delivered 24/7 by fully insured and experienced field technicians. You can request light, medium, or heavy-duty tow services, and we'll match you with the field technician closest to your location. To ensure your field technician arrives with the right equipment, add notes to your request describing your type of vehicle. For example: standard; luxury; truck; van; RV; or motorcycle. Also, take images of your vehicle and submit them along with your request.

Mobile Mechanic

Get the assistance you need from a professional mechanic. You can either have the mechanic diagnose and fix the problem on-location; or, diagnose and recommend repairs.

Jump Starts

Bring your vehicle back to life with our jump start service. With this option, you can also request to have your vehicle's battery replaced. If you need a battery replacement, use the **Notes** section under **Vehicle Details** to provide specifics about your battery; or upload a picture of it.

Auto Locksmith

Our emergency locksmith services are delivered 24/7 by fully insured and experienced field technicians. A field technician closest to your location will be instantly dispatched to unlock your car using industry approved car unlocking and locksmith techniques, specific to your vehicle.

How it works

1. From the Home/Dashboard screen, tap the service tile that pertains to the assistance you need.
2. Complete the form.
 - Enter your **location**. Ensure you include as much detail about your location as possible, as this will help the field technician to quickly find you.



Use your device's map app to find your current location. Copy the address information to indicate your location in eAutorescue.

The screenshot shows a mobile app interface titled "Details". Below the title is a section labeled "Enter Location" with a dropdown arrow. The input field contains the text "1182 W Maplewood Ct, Chandler, AZ, U...". Below this are three separate input fields: "State", "City", and "zip".

- Enter any details pertaining to the service that will enable the field technician to better assist you.
- Enter your vehicle details.

The screenshot shows a mobile app interface titled "Vehicle Details". It contains five input fields: "Outback", "Subaru", "White", and "55555". Below these is a larger text area labeled "Add note".

3. Tap **Add Pictures**.

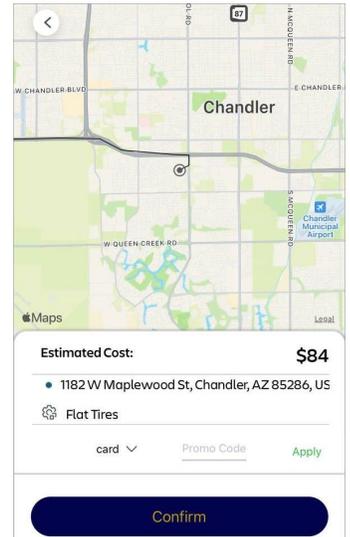
You can either take a photo or choose one from your device's library.

The screenshot shows a mobile app interface titled "Add pictures". It features a large yellow plus sign icon in a circle at the top. Below the icon, the text reads "Add pictures" and "Tap anywhere in this box to add pictures". At the bottom of the screen is a dark blue button labeled "Next".

4. Tap **Next**.

The following screen opens, where a map confirms your location and the cost of service.

5. Use the **Card** dropdown menu to confirm your payment method.

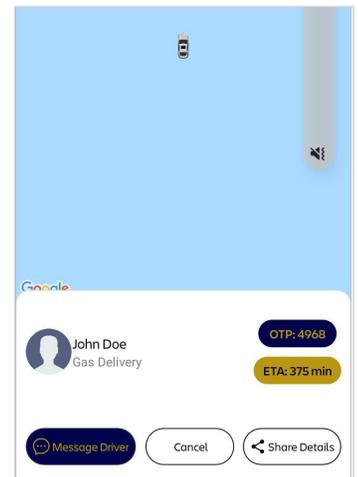


6. Optionally enter a **Promo Code** and tap **Apply**.

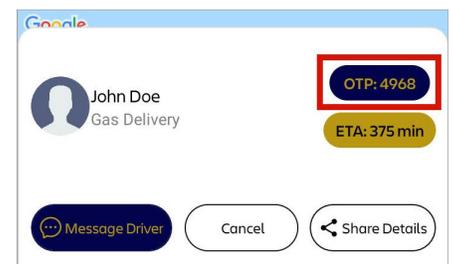
7. Tap **Confirm**.

After a field technician has accepted your service request, you will see:

- Their name and profile picture
- The service type
- A **One Time Password (OTP)**: you need to share this with the field technician before they start service. This is to verify that they've arrived and are ready to start working.
- The field technician's estimated time of arrival (ETA)
- An option to send direct messages to the field technician
- An option to cancel the service request
- An option to share the service details with a contact on your device



8. When the field technician arrives, give them the **One Time Password (OTP)** that's displayed on your screen.



9. When the service is complete, you can rate your experience with the field technician and optionally add a tip.

Thank you for Service

Total \$ 84

★★★★★

Want to tip field technician?

Tip

Submit

Account Management

View booking history

The booking history is a rolling list of your past bookings and their relevant details, such as final price and the name of the respective field technician.

To view your booking history:

1. Tap the **Navigation Button**.
2. Tap **Booking History**.

Manage coupons

As a token of appreciation for your business and loyalty, eAutorescue will periodically issue coupons and discount promotions to you. Our Customer Care department delivers these promotions to you via our in-app messaging, email address on record, or text messages to your mobile phone stating the discount or promotion, duration of the promotion, and expiry date. You can find any active promotion codes from the **Coupons** section of the app.

To view your coupons:

1. Tap the **Navigation Button**.
2. Tap **Coupons**.

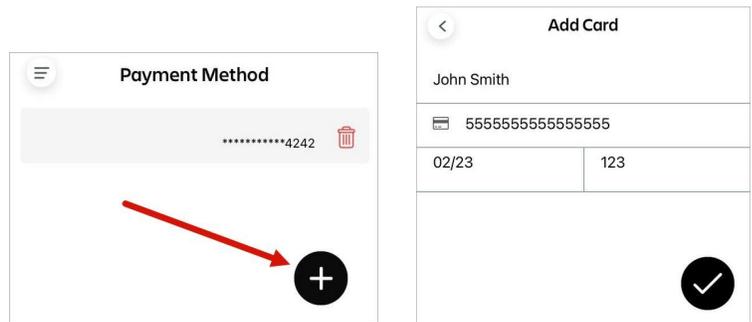
Manage payment methods

Although you do not need to input a payment method to sign up to eAutorescue, you will need to provide one before you can make booking requests. eAutorescue accepts all major credit cards, as well as debit credit cards. This includes **American Express, Mastercard, Visa, Discover and most debit cards with a Mastercard/Visa logo**.

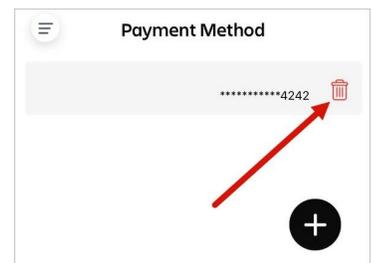
To add/remove a payment method:

1. Tap the **Navigation Button**.
2. Tap **Payment Methods**.

To add a payment method, tap the **+ icon**. Then, input your credit card details and tap the **check mark icon** when finished.



To delete a payment method, from the Payment Methods screen, tap the **trash icon** that corresponds with the payment method you want to remove.



Manage your profile and change your password

Keep your profile up-to-date so that field technicians can easily identify you and reliably contact you.

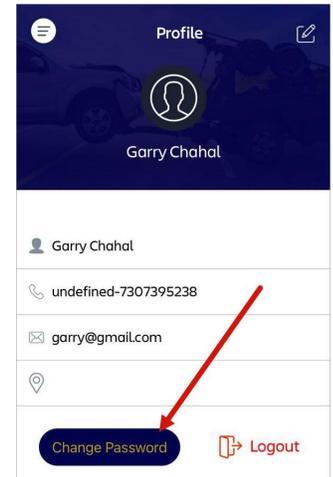
To edit your profile:

1. Tap the **Navigation Button**.
2. Tap **Profile**.
3. Tap the pencil icon (top right of screen).
4. To change your profile picture, tap the current picture, then choose a new one from your device.
5. Edit any information contained in your profile as desired, then tap **Save**.



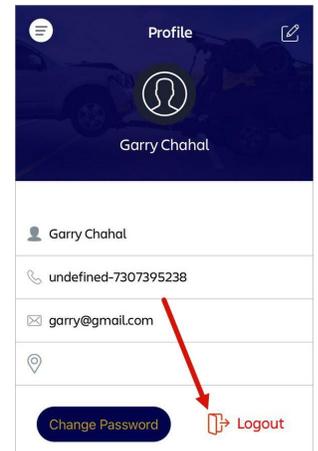
To change your password:

1. Tap the **Navigation Button**.
2. Tap **Profile**.
3. Tap **Change Password**.
4. Input your **current (old) password**, and enter a **new password**. **Confirm your new password**.
5. Tap **Save**.



Logout of eAutorescue

1. Tap the **Navigation Button**.
2. Tap **Profile**.
3. Tap **Logout**.



Get help and support

We at eAutorescue want to ensure that you always have the best experience with our services. Should you have any questions, we offer a convenient way for you to reach us through the app.

1. Tap the **Navigation Button**.
2. Tap **Help & Support**.

