



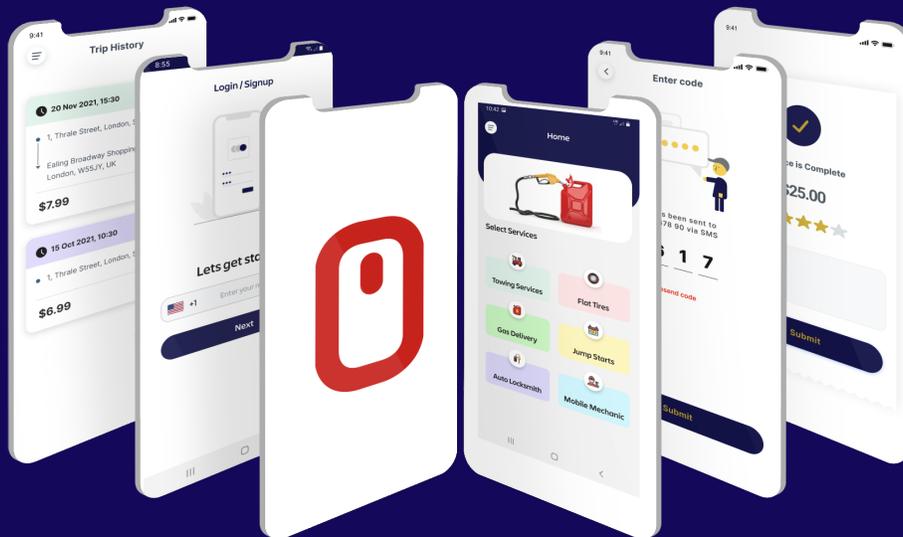
# eAutorescue

We Got You Covered

On-Demand Roadside Assistance App

## Guide for Field Technicians

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. Field Technicians (covered in this guide)

- 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.

### 2. Vendors

- 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.

### 3. Customers

- 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!



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

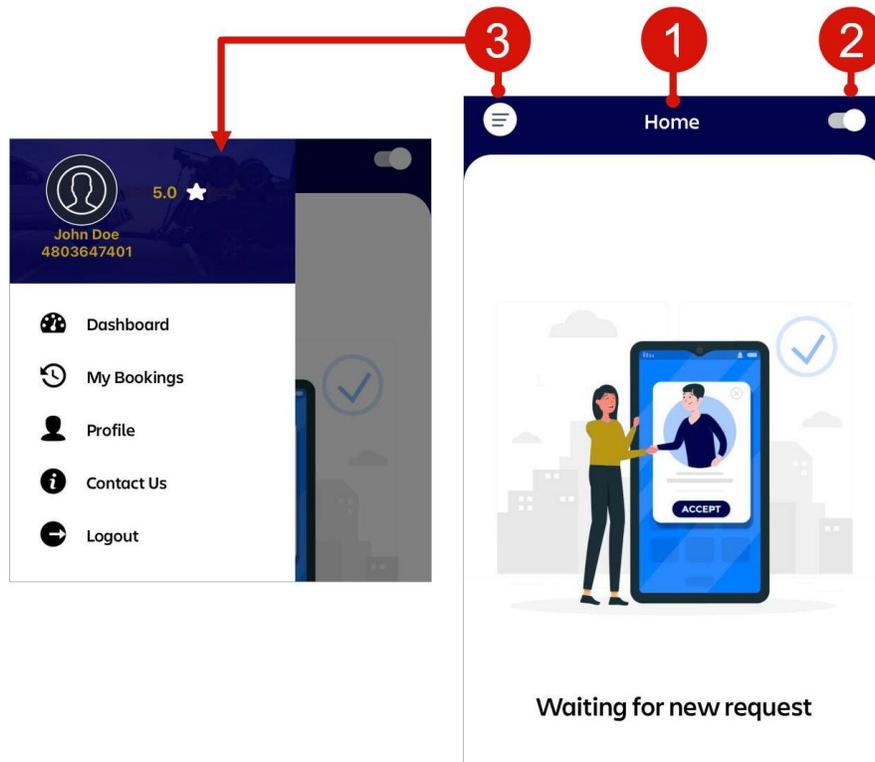
# Quick Start

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

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## Dashboard and navigation panel

Start here for an overview of your bookings. Tap the navigation button at the top-left to open the navigation panel.



1	Home/Dashboard Screen	This is where your app will start when you log in. From here, you will be notified of any new booking requests.
2	Online/Offline Toggle	Turn the toggle “on” to indicate you are available to accept booking requests. If the toggle is set to “off,” you will not receive any booking requests.
3	Navigation Button	Tap to open the navigation panel. From here, you can view your historical bookings, manage your profile, contact eAutorescue for support, and log out of the app.

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# Frequently Asked Questions

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

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**Q: How do I indicate that I'm available to receive service requests?**

**A:** You must set your status to "online" to receive service requests. From your Home/Dashboard screen, activate the toggle located at the top-right of your screen. [Click here](#) for details.

**Q: How are jobs assigned to me?**

**A:** Service requests are randomly routed to the nearest field technician located within a 10-mile radius of the service address. If that field technician does not accept the request, the eAutorescue App will re-route it to the next closest field technician. The matching process will continue until the request is filled/accepted by the next available field technician.

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

**A:** The OTP is a 4-digit number that is provided to the customer when they book a service. They share this number with the field technician upon their arrival, and the field technician is to input this number into the app before they begin providing service. This number is intended to verify the transaction between client and field technician. [Click here](#) for details.

**Q: Can I receive tips through eAutorescue?**

**A:** Yes, customers can leave a tip through their eAutorescue app. When the field technician has confirmed the completion of service, the customer is prompted to leave a star rating. On this same screen, they can leave a tip for the field technician. This, in addition to the cost of service, will be billed to the client. eAutorescue's admins will receive the tip and relay it to the field technician. The field technician's respective vendor will be notified of the tip.

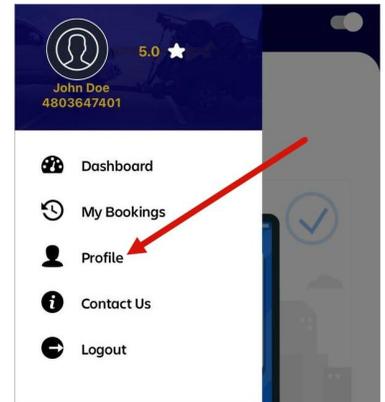
# Account Management

Manage your profile and account settings.

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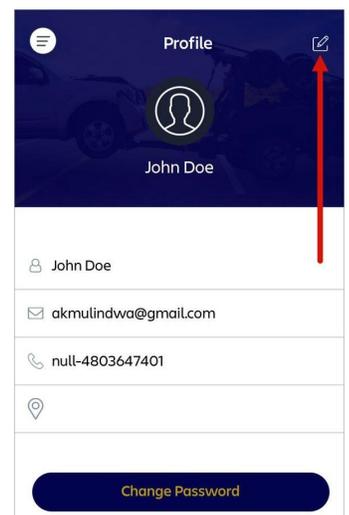
## Update your profile

1. Open the navigation panel. Then, tap **Profile**.

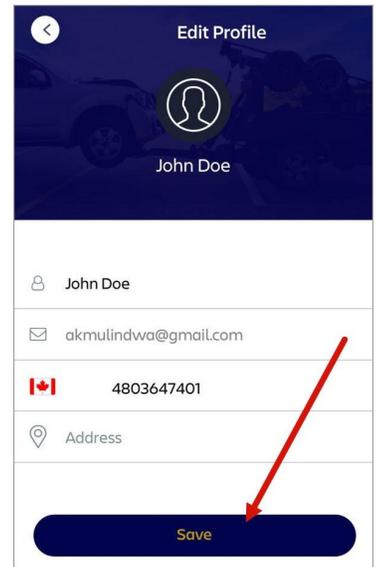


2. Tap the pencil icon (top-right of screen) to begin editing your profile.  
You can change your name and phone number from here. Additionally, tap the profile picture to change the image of yourself that customers see.

 Please contact your vendor if you would like to update your email address or mailing address.



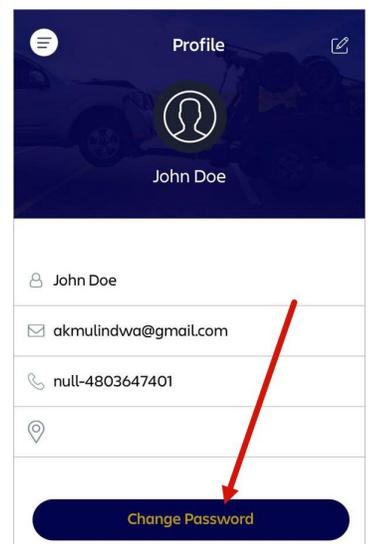
3. When finished, tap **Save**.



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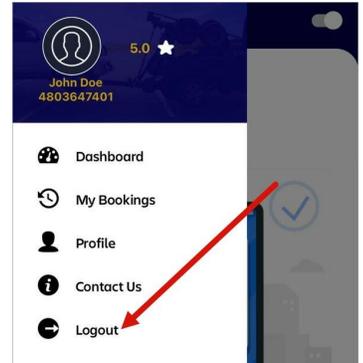
## Change your password

1. Open the Navigation Panel. Then, tap **Profile**.  
Your profile settings open.
2. Tap **Change Password**.



# Logout

1. Open the Navigation Panel. Then, tap **Logout**.  
The login screen opens and you are securely logged-out of your account.

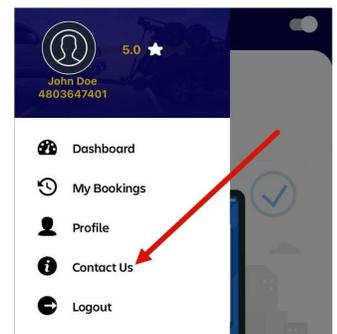


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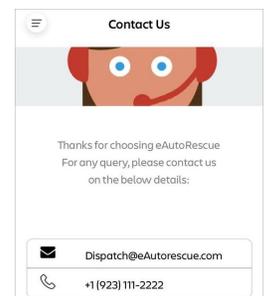
# Get help and support

eAutorescue is here for you. Receive on-demand technical support via email or telephone.

1. Open the Navigation Panel, then tap **Contact Us**.  
eAutorescue's contact information opens.



2. Tap either the **email** or **phone icons** to launch.



# Bookings

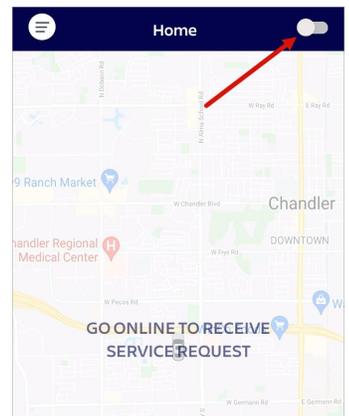
Go online and start taking booking requests in a flash.

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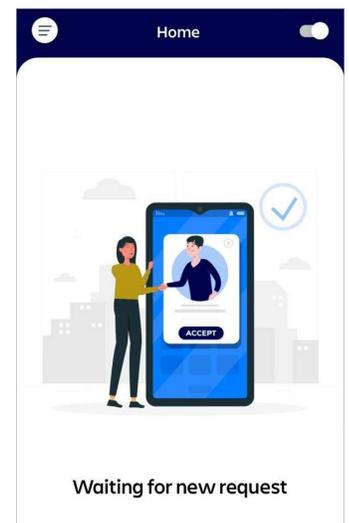
## Go online to receive booking requests

Tell eAutorescue that you are available and ready to take booking requests. While you're online, the app will track your location and automatically relay booking requests that are within a 10-mile radius of your current location.

1. From the Home/Dashboard, tap the toggle near the top-right of the screen to go "online."

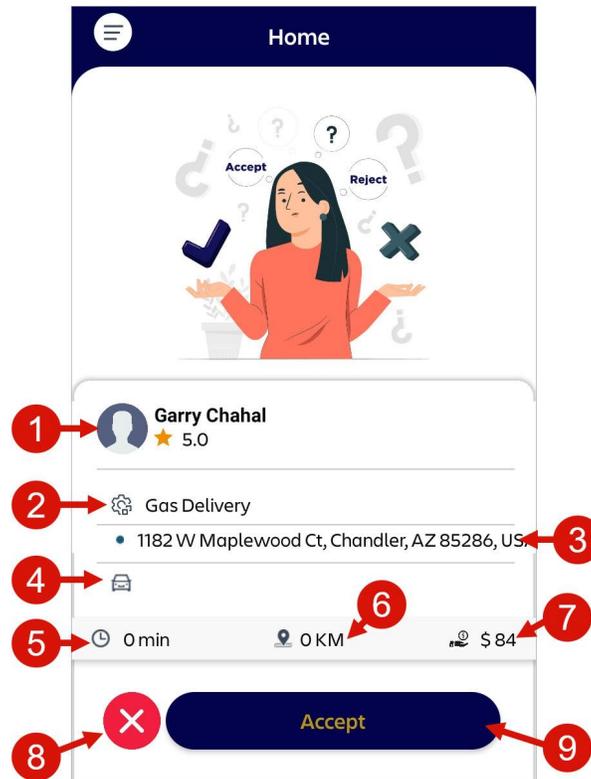


The app will show that you are on standby to receive booking requests.



## Accept/Decline a booking request

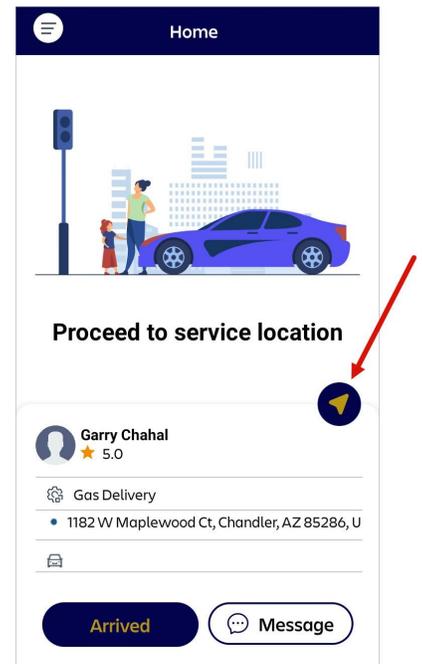
When you receive a new service request, your Home/Dashboard will notify you of the request and include all of the order details. See the diagram below:



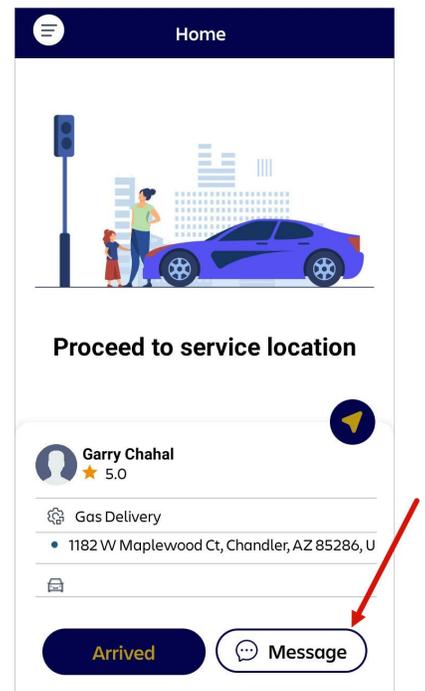
1	Customer's name, profile picture, star rating
2	Type of service requested
3	Customer's location and address
4	Vehicle image(s) that were shared by the customer
5	Your estimated time of arrival (ETA) to the service location
6	Distance to the service location
7	Total cost of service
8 & 9	Your options to <b>accept</b> or <b>decline</b> the service request. Tap an option to proceed.

When you accept a service request, you are automatically dispatched. This is confirmed by the next screen that appears on your Home/Dashboard. It prompts you to **proceed to the service location**.

From the Home/Dashboard screen, you can tap the **GPS button** to launch your device's navigation app (such as Google Maps or Apple Maps), and get straightforward directions to the service location.

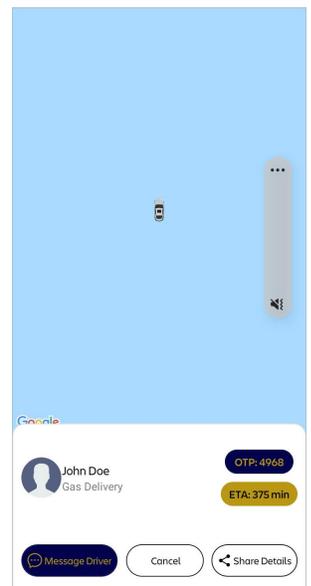


At any time before you arrive at the service location, you can send the customer instant messages by tapping **Message**.

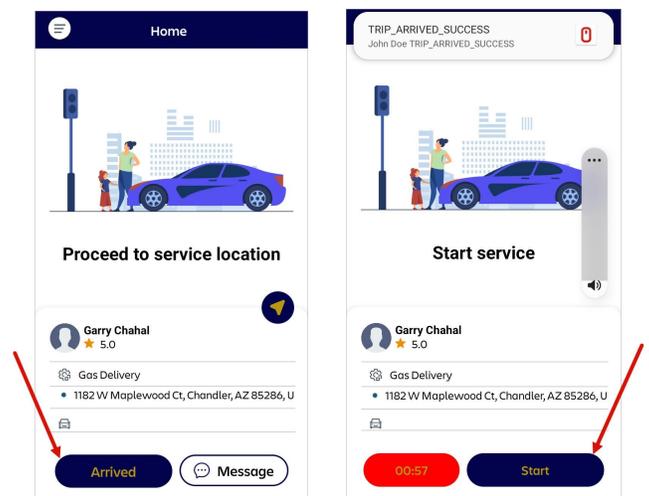


After you've accepted a service request, the customer will see:

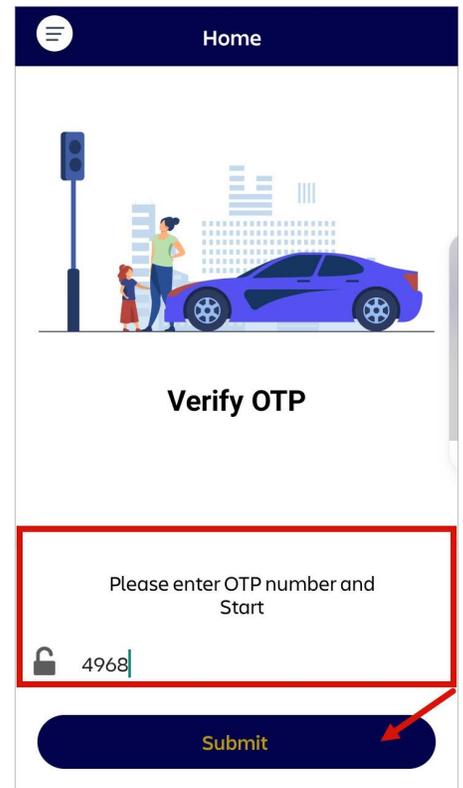
- Your name and profile picture
- The service type
- A One Time Password (OTP) - they are to share this with you when you arrive at the service location. This is to verify that you've arrived and are ready to provide the service.
- Your estimated time of arrival (ETA)
- An option to send you direct messages
- An option to cancel the service request
- An option to share the service details with a contact on your device



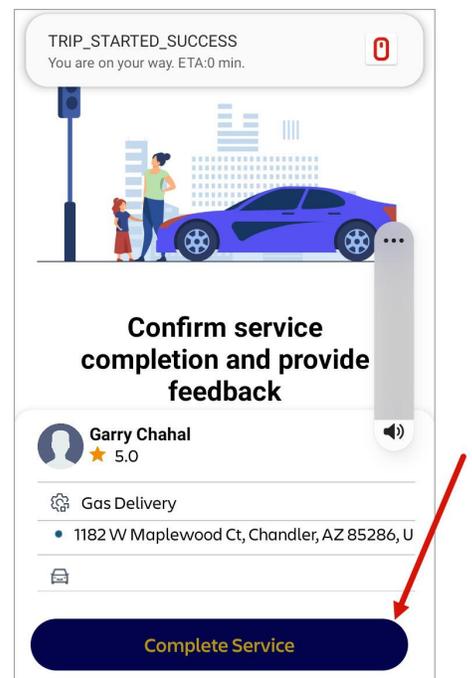
When you've arrived at the service location, tap **Arrived**. This will initiate the "Start Service" screen, where you must tap **Start** to begin verifying the service transaction.



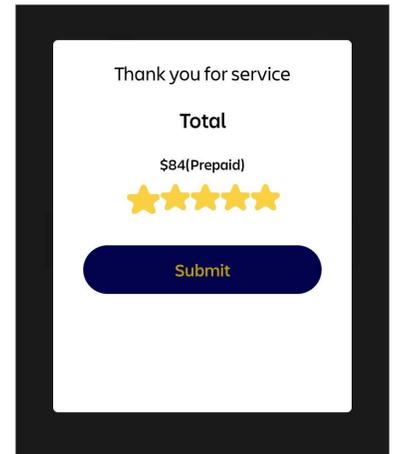
Before you begin the service, ask the customer to provide the One Time Password (OTP) that's displayed on their screen. **Enter this number on your app and tap Submit.** Once this is complete, you may start the service.



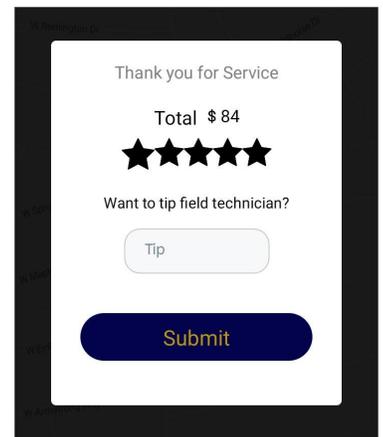
When you have finished the service, return to your Home/Dashboard and tap **Complete Service**.



On the next screen, you can **confirm the payment total** and **tap the stars** to rate your experience with the customer. This rating will be added to their profile. Tap **Submit** when done.



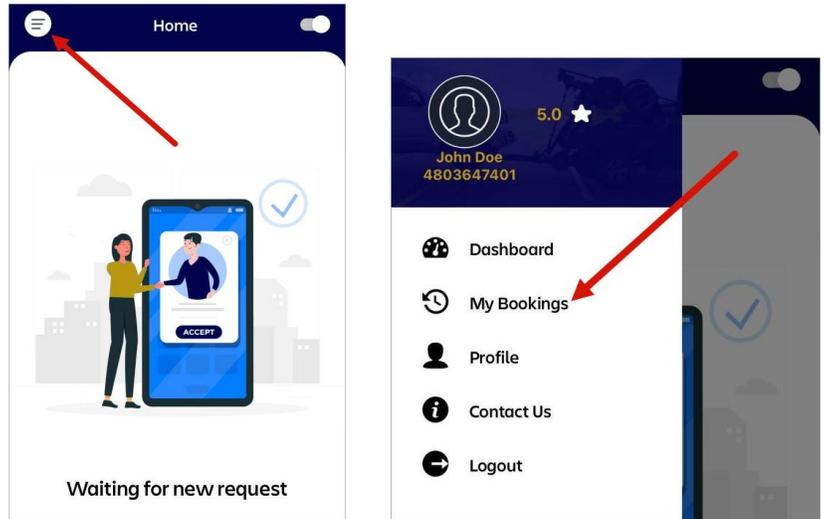
The customer will see a similar screen, where they can submit a star rating on their experience with you, and optionally add a tip to their grand total.



# View booking history

View a rolling list of your current and historical bookings.

1. Tap the **Navigation Button**, then tap **My Bookings**.



A rolling list of your bookings appears. Each list item displays a summary of the service, including the total price and status. Tap any list item to view more details, including start and end location and the customer's name and contact number. Tap the **back arrow** (top-left of screen) to return to the "My Bookings" screen.

