



# ONLINE TAXIS

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DISPATCH SYSTEM

# DRIVER APP

# LOGGING IN



*In order to use the system, drivers are required to download and log in to the Online Taxi Driver Android app.*

Online Taxi Driver

Logout: 0 hours, 0 minutes ago

Cab: test1

Service ID: 3167111

Pin Code: ....

Connect Menu

1

Download the Online Taxi Driver App from Google Play by searching for Online Taxi Driver.

2

Next to Cab, enter the Vehicle ID. This number can be found on the main dispatch site by clicking on the Vehicles tab, then selecting edit next to the vehicle name. This differs from the vehicle name - see the screenshot below.

## Vehicle

Display as:	Test	* required (This is what is shown on the dispatch system)
Vehicle ID:	Test1	* required (This is what the driver uses to register against when logging on)
Capacity:	4	
Owned by:		

3

Enter your Service ID. This is also found on the dispatch site under the My Account tab, by selecting edit next to the driver's name.

## Driver information

Status:	Active	
Name:	Test	
Service ID:	3142123	
Pin:	1234	* Must be 4 digits

4

Enter the 4 digit Pin Code which is selected for the driver when setting up their account on the dispatch site. See the screenshot above.



*Once a driver has correctly logged into the app, they will become visible on the dispatch site's map. The system can now dispatch jobs to this driver. Jobs created will automatically be sent to active drivers.*

# FEATURES



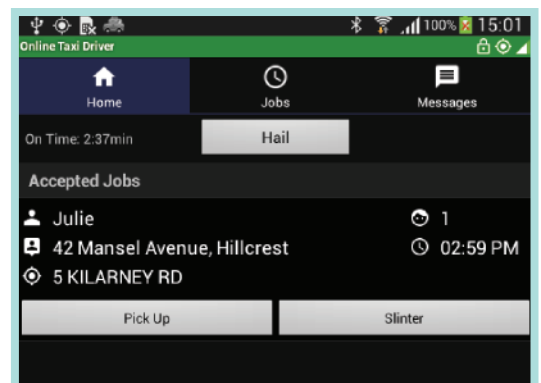
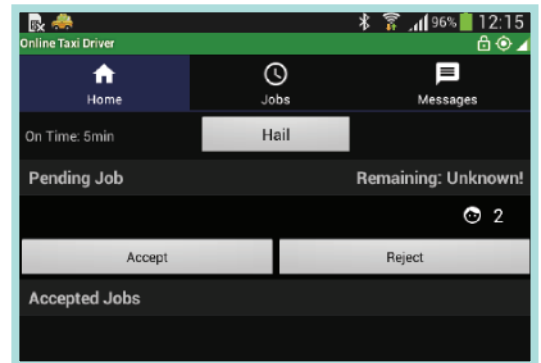
*Once logged in, you will be taken to the home page of the app. This screen shows a list of your accepted jobs, a hail button, navigation tabs, and a panic button.*

## ACCEPTING JOBS

To start a job, press the Accept button next to the job you wish to begin. Jobs will appear in the Pending Job section.

Once you have accepted a job, it will move to the Accepted Jobs section of the page, and more details will appear. Press the Pick Up button once the customer has successfully been collected.

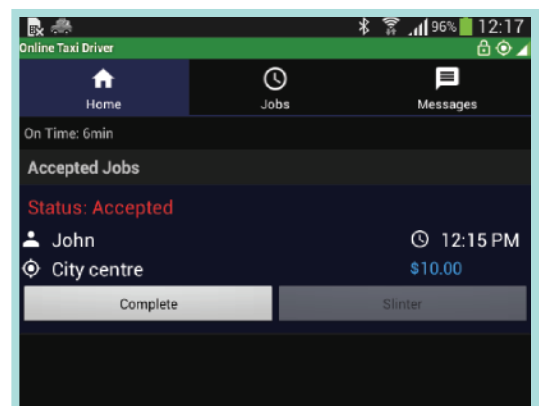
Once a job is done, press the Complete button. This will update the status of the job in the dispatch system, so the office can see that this job has been completed successfully.



## DECLINING JOBS

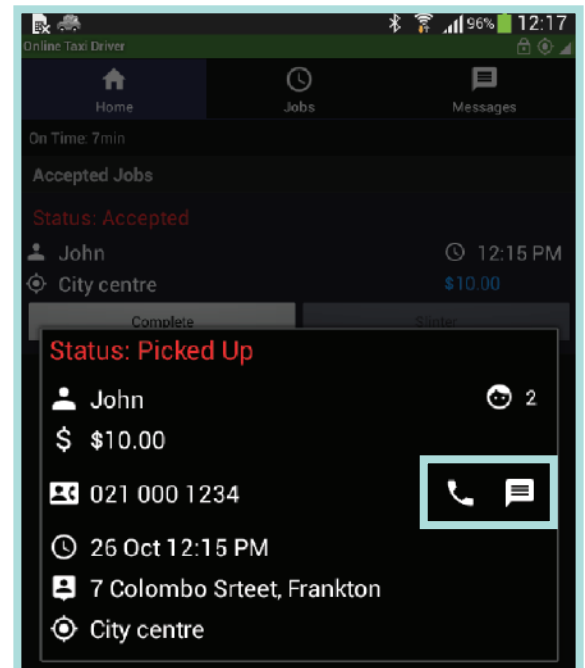
Drivers can decline jobs by pressing the Reject button. This cannot be done after they accept the job.

If a job has been accepted but cannot be completed, a driver has the option to press the Slinter button to remove the job from their list. This is useful when a driver is unable to find the passenger, or has not been able to complete the job for a similar reason.



## CONTACT THE PASSENGER

When you accept a job, the passenger and job details will appear on the screen along with buttons to phone or text the phone number provided by the passenger.

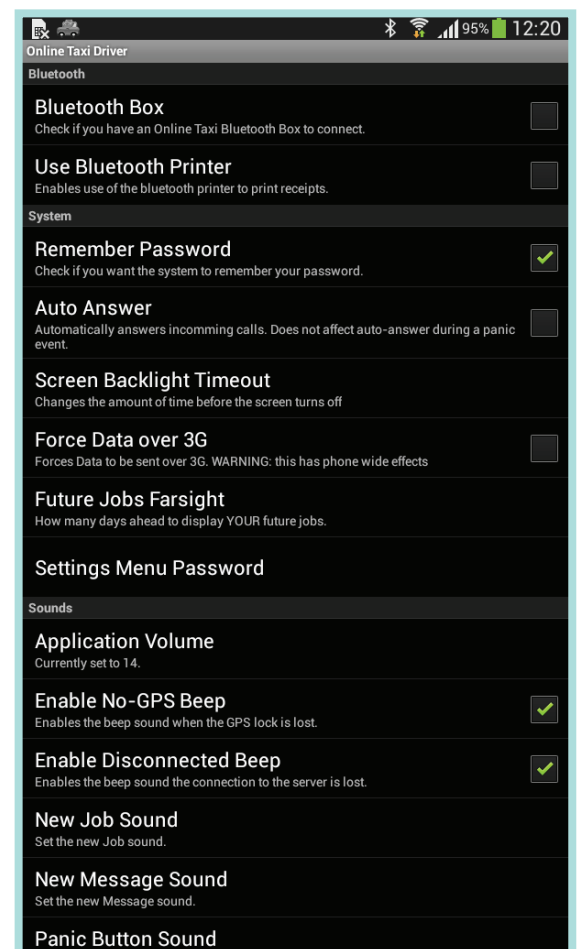


## PERSONALISE SETTINGS

The way you access the settings will differ depending on the device in use, but most Android phones or tablets have a menu button. Pressing this will bring up the settings menu.

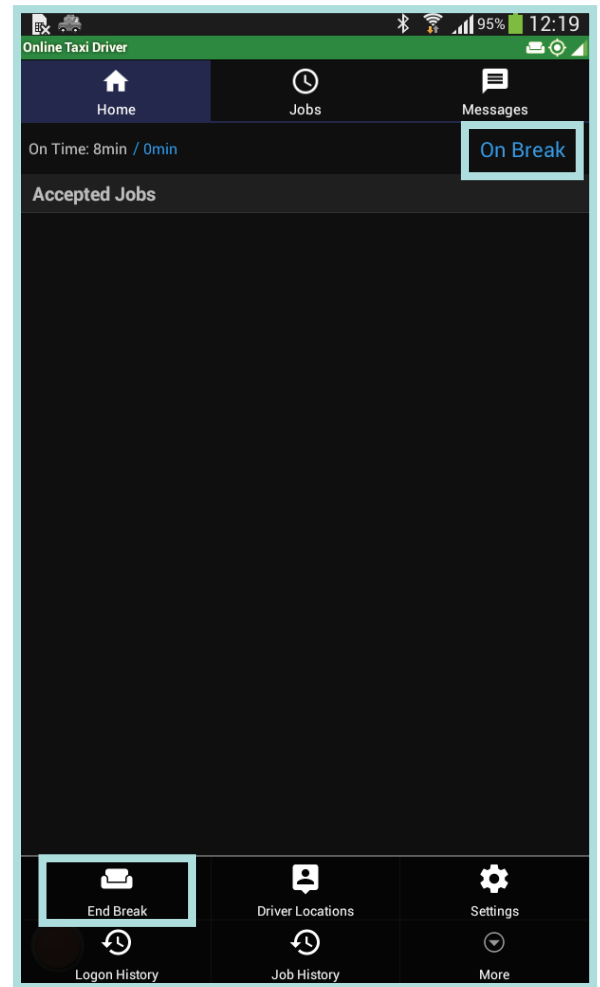
From here you can change a number of the settings, including to automatically answer phone calls, adjust the screen timeout, and change the volume.

You can also personalise the notification sounds, setting a different tone for each notification type.



## BREAKS

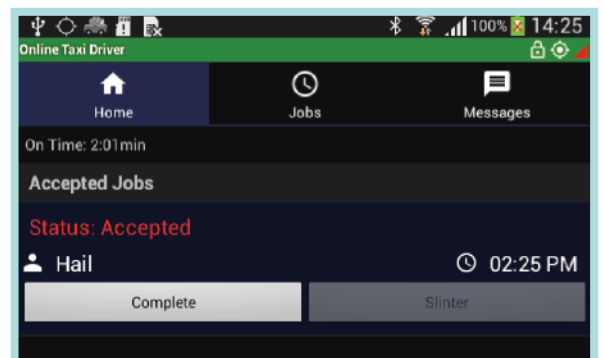
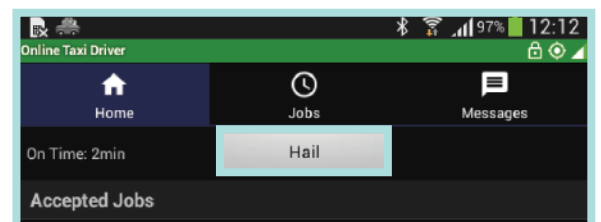
After a defined amount of time, a driver must have a break. If they don't, they will be forced to log out and unable to keep using the app to work. This is for the safety of both the passengers and the driver.



## HAIL A JOB

When a driver comes across a hail job, pressing the Hail button notifies the dispatch system and creates a new job within the booking system. This lets dispatchers know the driver is busy with an unbooked job and not to assign them any new bookings that might clash.

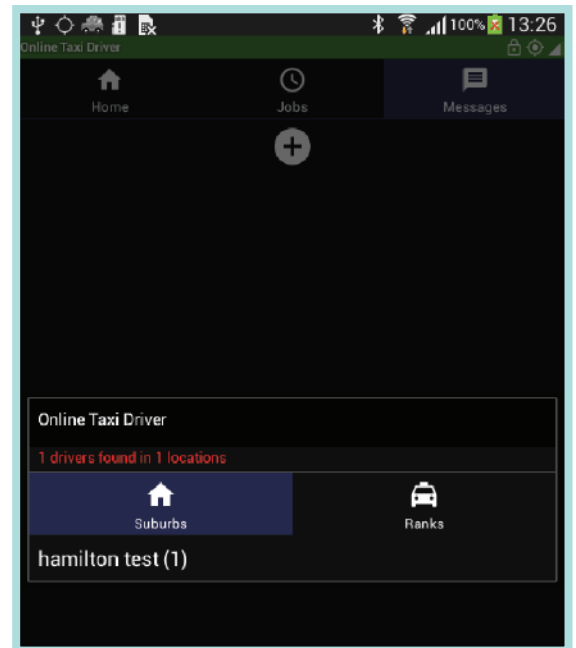
Once the hailed job has been completed, the driver will need to click the Complete button to remove it from their jobs list and notify the dispatch office.



## SEARCH FOR DRIVERS

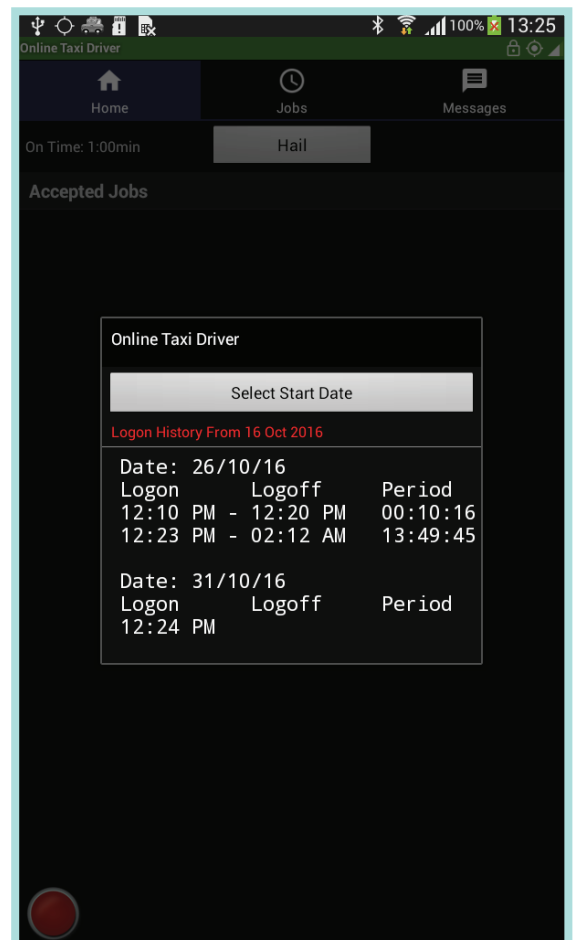
The app allows you to search for nearby drivers so drivers can see who else is close and position themselves accordingly.

To search for a driver, users will need to access the menu and then select Driver Locations.



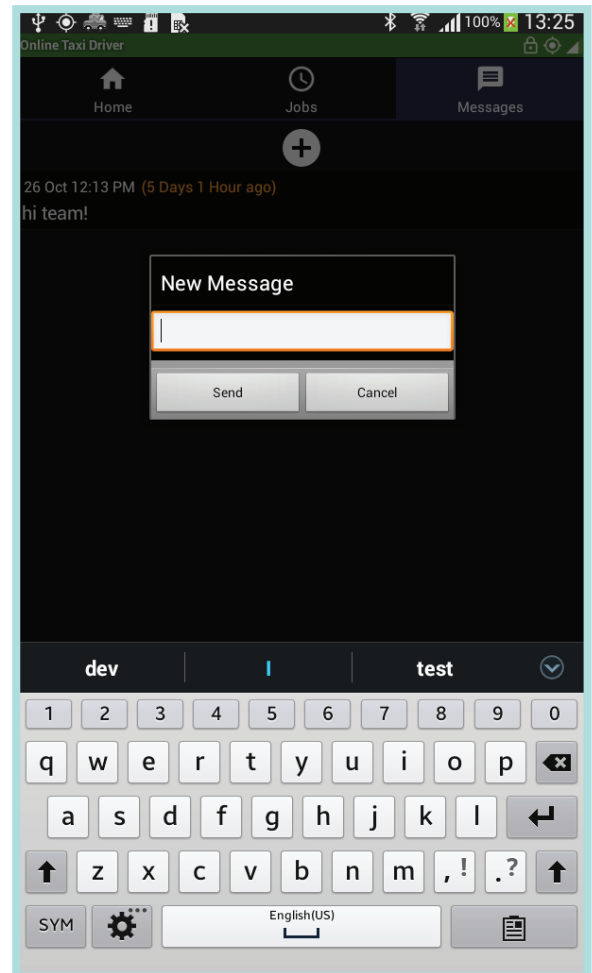
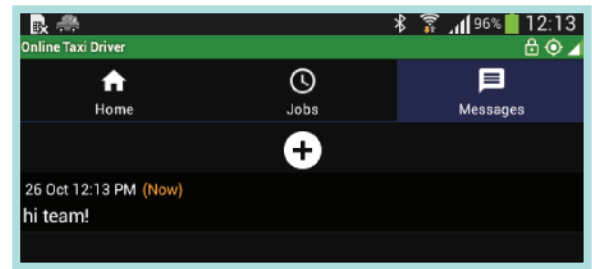
## LOGON HISTORY

Access the context menu and select Logon History. Select the date range and then click Set. This will show you the logon history, which helps with scheduling breaks and recording hours worked.



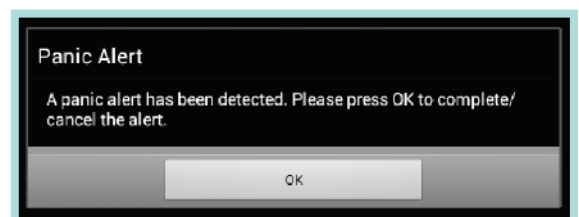
## SEND A MESSAGE

To send a message from the messages screen, push the plus button. You will then be able to type a short message which will be sent to the dispatch site. Drivers can also receive messages from the main dispatching site, including individual and group messages.



## PANIC BUTTON

At the bottom of every page, you will see a red panic button. This is for drivers to push in an emergency situation. Once pressed, the Panic Alert message will pop up asking the driver to confirm that they pushed the button. If they select OK, an alert will be sent to the dispatch site, where the dispatchers can investigate the alert.





# ONLINE TAXIS

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DISPATCH SYSTEM

**THANK YOU FOR CHOOSING  
ONLINE TAXIS**