User Manual

Roadside Assistance Platform

Version 1.0.0	Date May 11, 2025
Author Support Team	Last Updated May 11, 2025

Table of Contents

1. Introduction — Page 1
2. Getting Started — Page 1
3. Basic Usage — Page 2
4. Quick Reference — Page 3
5. Troubleshooting — Page 4

1 Introduction

Welcome to the Roadside Assistance Platform, a comprehensive solution designed to connect stranded motorists with nearby service providers quickly and efficiently. This brief manual provides essential information to help you get started and make the most of the platform's features.

The platform consists of three main interfaces:

- **Client App** - For customers requesting roadside assistance services
- **Provider App** - For service providers responding to assistance requests
- **Admin Dashboard** - For platform administrators managing the overall system

This manual covers the essential functions of each interface to help you navigate and use the platform effectively.

2 Getting Started

2.1 System Requirements

Component	Requirements

Component	Requirements
Client/Provider Mobile App	• Android 8.0 or higher • Location services enabled • Active internet connection • 1GB free storage space
Admin Dashboard	• Modern web browser (Chrome, Firefox, Safari, Edge) • Stable internet connection • 1280×800 minimum screen resolution

2.2 Installation

Client/Provider Mobile App

1. Open the Google Play Store on your Android device
2. Search for "Roadside Assistance Platform"
3. Select either the Client or Provider app based on your role
4. Tap "Install" and wait for the download to complete
5. Open the app and follow the on-screen instructions to create an account

Admin Dashboard

1. Open your web browser
2. Navigate to `https://admin.roadside-assistance.com`
3. Log in with your administrator credentials
4. For security reasons, enable two-factor authentication when prompted

2.3 Account Setup

Client Account

1. Provide your personal information (name, email, phone number)
2. Create a secure password
3. Add at least one payment method
4. Grant location permissions when prompted
5. Complete your profile by adding vehicle information

Provider Account

1. Complete the registration form with your business details
2. Upload required documentation (business license, insurance, etc.)
3. Set up your service area and capabilities

4. Add your banking information for payments

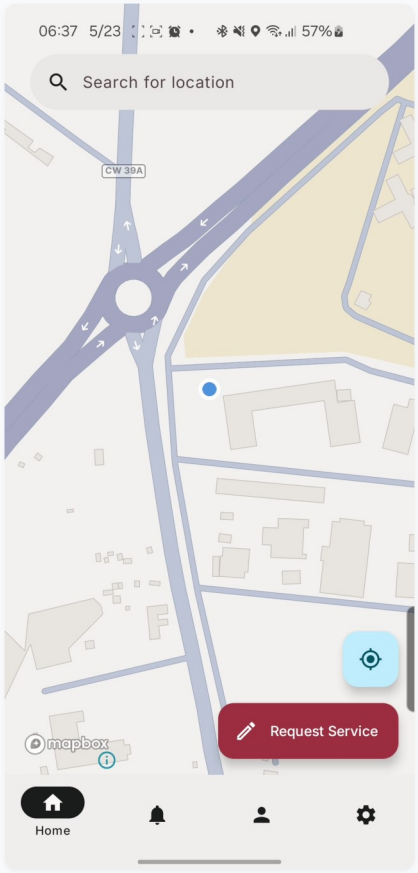
5. Wait for account verification (typically 1-3 business days)

Important Note
Provider accounts require verification before you can start accepting service requests. Make sure all submitted documentation is current and clearly legible to avoid delays in the approval process.

3 Basic Usage

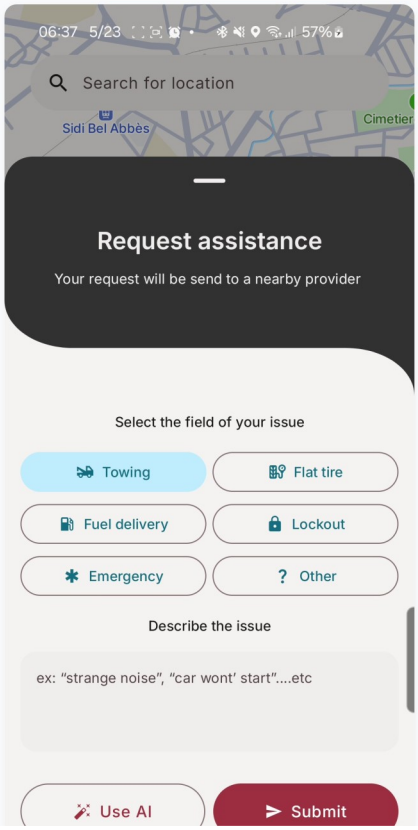
3.1 Client App

Using the Client App



Step 1: Home Screen

After logging into the app, you'll see the home screen with your current location on the map. The "Request Assistance" button is prominently displayed at the bottom of the screen. Tap this button to begin requesting roadside help.



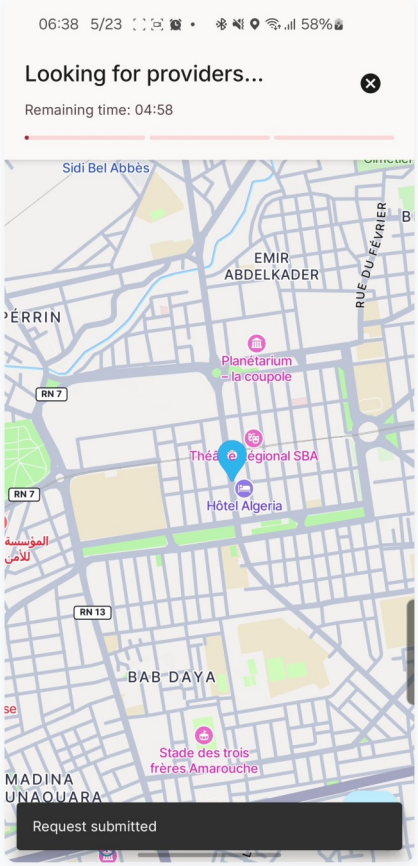
Step 2: Select Service Type

Choose the type of assistance you need from the available options. You can select services like flat tire repair, battery jump-start, towing, fuel delivery, or locksmith services. Add any special notes about your situation to help the service provider prepare properly.



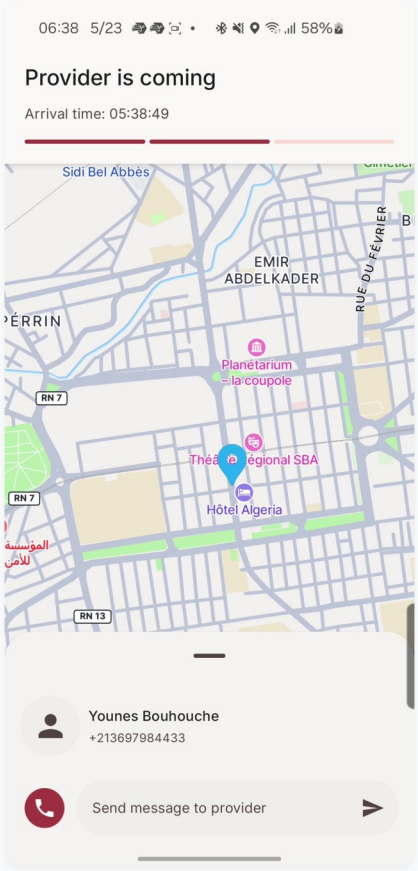
Step 3: AI Assistant (Optional)

If you're unsure about what service you need, you can use the AI assistant mode. Simply describe your car problem, and the AI will help diagnose the issue and recommend the appropriate service type for your situation.



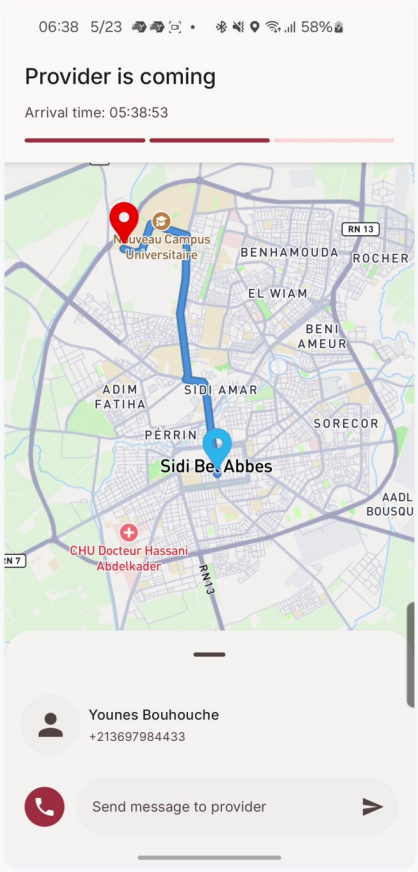
Step 4: Wait for Provider Response

After submitting your request, the app will search for nearby service providers. You'll see a waiting screen showing that your request is being processed. The app provides an estimated waiting time based on provider availability in your area.



Step 5: Provider Accepted

Once a provider accepts your request, you'll see their details including name, photo, rating, and estimated arrival time. The screen shows their confirmed ETA and gives you options to call or message them directly through the app.

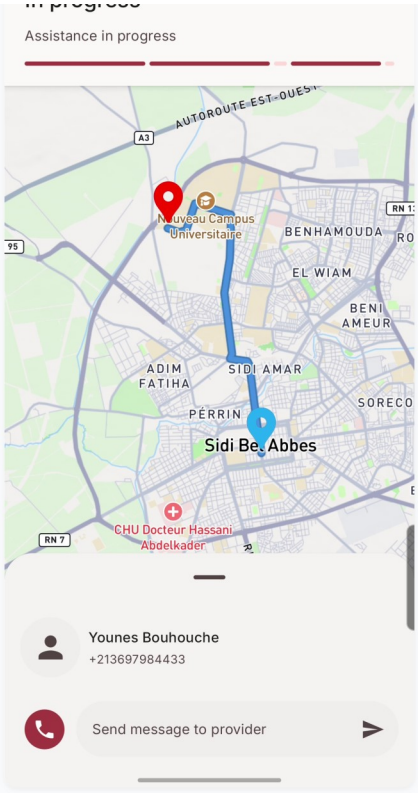


Step 6: Track Provider Location

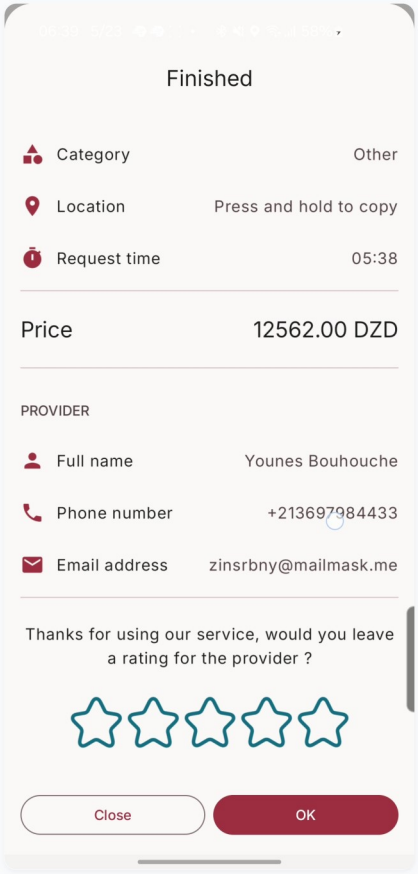
Follow the provider's progress in real-time on the map as they travel to your location. The tracking screen shows their current position, estimated time of arrival, and the route they're taking. This feature helps you know exactly when help will arrive.



Step 7: Service in Progress



When the provider arrives and begins work, the app will update to show the service is in progress. You can see what tasks are being performed and the approximate time remaining until completion. The provider may also send you status updates through the app.

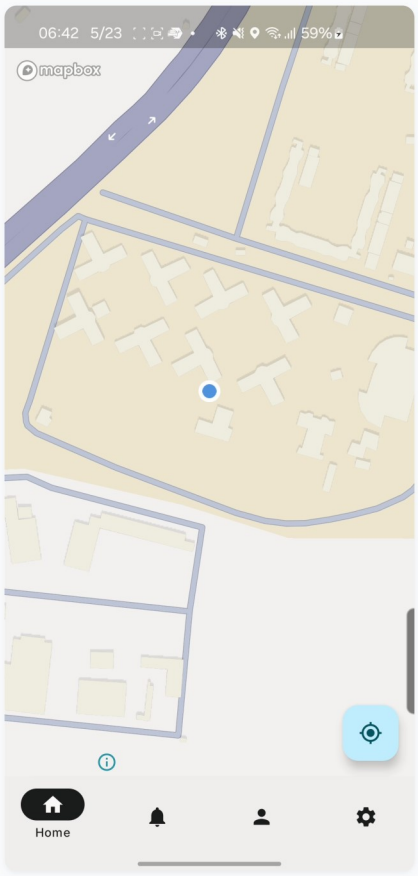


Step 8: Payment and Rating

After the service is completed, you'll receive a detailed bill showing all charges. Payment is processed automatically using your stored payment method. You can review the service details, rate your experience, and provide feedback about the provider. Your receipt will be stored in the app for future reference.

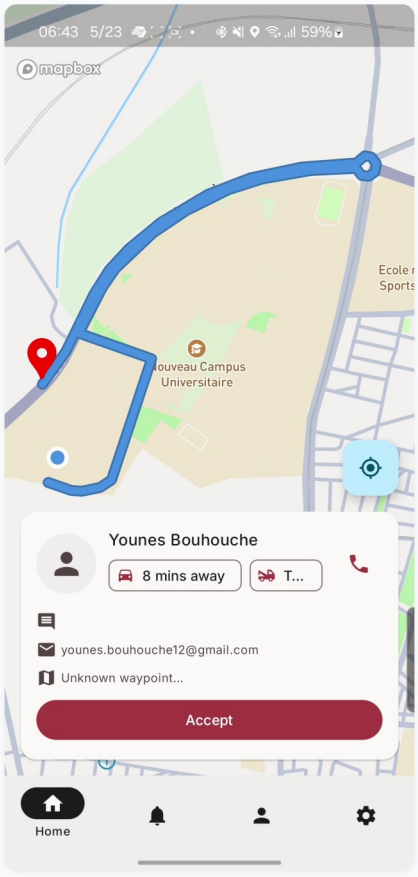
3.2 Provider App

Using the Provider App



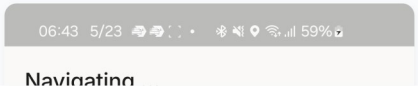
Step 1: Provider Dashboard

After logging in, you'll see your provider dashboard with an availability toggle switch. Set yourself as "Available" to start receiving service requests. The map shows your current location and potential service area. You can view your performance statistics, including ratings and completed jobs, directly from this screen.

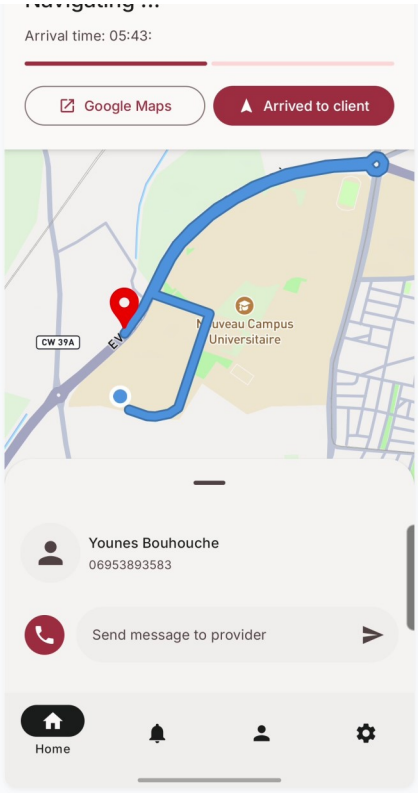


Step 2: Review Service Request

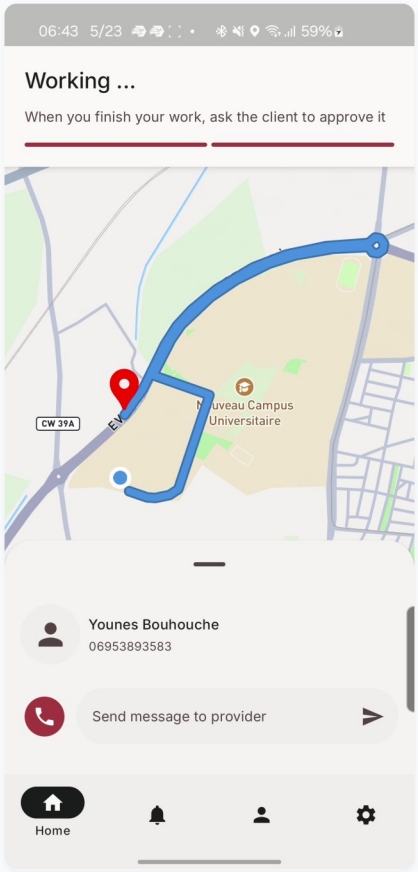
When a client needs assistance in your area, you'll receive a notification with the request details. Review the client's location, the type of service needed, estimated service fee, and distance from your current location. You have 60 seconds to accept or decline the request before it's offered to another provider.



Step 3: Navigate to Client

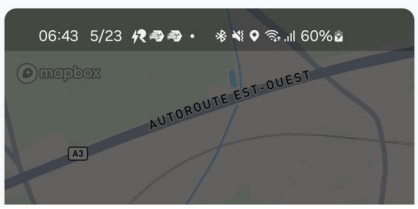


After accepting a request, the app provides turn-by-turn navigation to the client's location. The navigation screen shows the optimal route, estimated arrival time, and distance remaining. You can communicate with the client through the in-app messaging or calling features if you need additional information or to provide updates on your arrival.



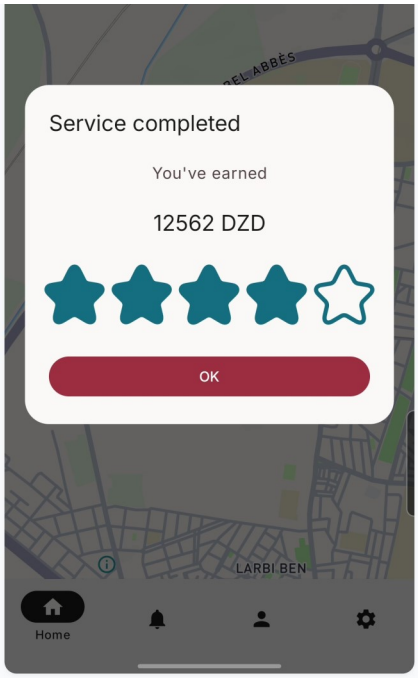
Step 4: Perform the Service

When you arrive at the client's location, tap "I've Arrived" to notify the client. The app will display the service details and checklist of tasks to perform. As you work, you can update the progress in the app. Document the service with photos if required for verification purposes. The client can also track your progress through their app.



Step 5: Complete the Service

After completing the service, tap "Complete Service" to generate the final bill. Review the service details, add

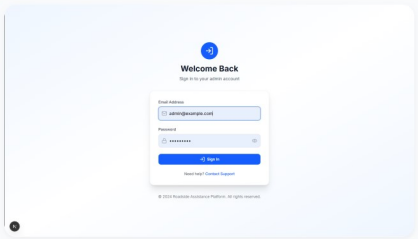


any additional parts or services that weren't initially requested, and confirm the final amount. The client will receive a notification to review and approve the charges. Once payment is processed, you can rate the client interaction and return to available status to receive new requests.

Provider Earnings
All earnings are tracked in the "Earnings" section of the app. You can view daily, weekly, and monthly summaries, request payouts through the "Payouts" tab, and track your performance metrics. Standard payouts are processed weekly, but express payouts are available for a small fee if you need immediate access to your funds.

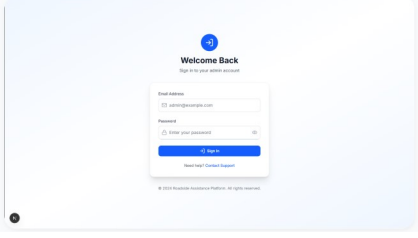
3.3 Admin Dashboard

Using the Admin Dashboard



Dashboard Overview

The admin dashboard provides a comprehensive overview of the platform's performance metrics. Monitor key statistics like active users, completed services, revenue, and user satisfaction ratings. The dashboard displays real-time data and offers customizable widgets to focus on the metrics most important to your operations.



Real-time Activity Monitoring

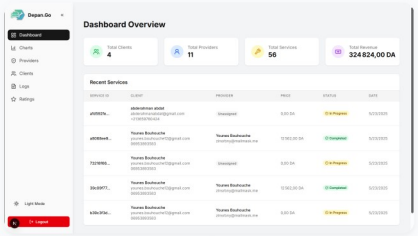
View all active service requests and available providers on a real-time map. The system allows you to track ongoing operations, identify areas with high demand but limited provider availability, and monitor service

fulfillment times. Use filtering options to focus on specific service types, areas, or providers.



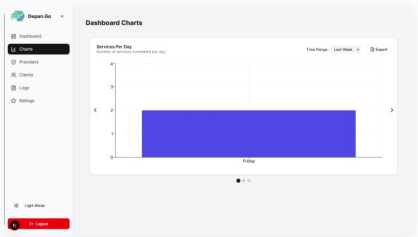
Provider Management

Review and manage service providers through a dedicated interface. You can approve new provider applications after verifying their credentials, monitor provider performance metrics, handle disputes, and manage account statuses. The system allows you to view detailed provider profiles, including service history and client ratings.



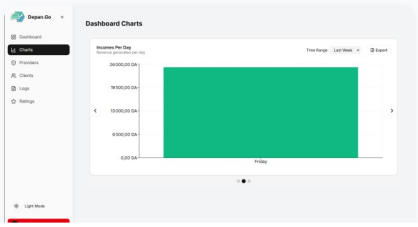
Client Management

Access client accounts to provide support and resolve issues. The client management panel allows you to view service history, manage account settings, process special requests, and handle support tickets. You can also analyze client usage patterns to identify opportunities for service improvements and personalized offerings.



Service Analytics

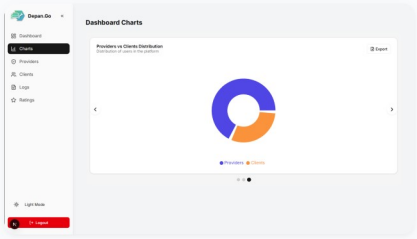
Gain insights through comprehensive analytics tools. Track service patterns, peak demand times, geographical distribution of requests, and most requested service types. These analytics help you make data-driven decisions about resource allocation, pricing strategies, and service area expansion opportunities.



Financial Management

Monitor and manage all financial aspects of the platform. Process provider payouts, handle client refunds, adjust service pricing, and track revenue streams. The financial dashboard provides detailed reports on transaction

history, settlement status, and platform fees collected. You can also export financial data for accounting purposes.



System Configuration

Customize and configure platform settings through the admin tools. Manage service categories, set pricing rules, define service areas, and configure notification settings. The system configuration panel gives you control over all operational parameters to optimize the platform for your specific market conditions.

Administrator Access Levels

The platform supports multiple administrator roles with different permission levels. Super administrators have full access to all features, while limited administrators may have access only to specific functions like user management or financial operations. Each admin action is logged for security and accountability purposes.

4 Quick Reference

4.1 Common Client Tasks

Task	Steps
View service history	History → View list of past services
Cancel a request	Home screen → Click (x) in the top bar
Contact support	Menu → Help & Support → Contact Us or Call Support

4.2 Common Provider Tasks

Task	Steps
Update service capabilities	Profile → Services → Toggle services you can provide → Save
View job history	History → Scroll to view jobs

4.3 Common Admin Tasks

Task	Steps
Approve provider application	User Management → Providers → Click the check mark to approve
Generate reports	Dashboard → Export to CSV/Excel

5 Troubleshooting

5.1 Common Issues

Location Services Issues

Problem: App cannot detect your location or shows incorrect location.

Solution:

1. Ensure location services are enabled in your device settings
2. Grant the app permission to access your location
3. Restart the app and try again
4. If outdoors, wait a moment for GPS to acquire a better signal
5. If indoors, move closer to a window or go outside

App Crashes or Freezes

Problem: App crashes, freezes, or becomes unresponsive.

Solution:

1. Force close the app and restart it
2. Restart your device
3. Check for app updates in the Google Play Store
4. Clear the app cache (Settings → Apps → Roadside Assistance → Storage → Clear Cache)
5. If problems persist, uninstall and reinstall the app

No Available Providers

Problem: No service providers available in your area.

Solution:

1. Wait a few minutes and try requesting again
2. Check if you're in a covered service area
3. Try expanding your search radius (if available)
4. Contact customer support for assistance
5. In emergencies, consider calling local roadside assistance services directly

5.2 Getting Help

If you continue to experience issues after trying the troubleshooting steps above, please contact our support team:

- **In-App Support:** Tap Menu → Help & Support → Contact Support

- **Email Support:** support@roadside-assistance.com
- **Phone Support:** 1-800-555-0123 (24/7)
- **Knowledge Base:** help.roadside-assistance.com

Emergency Support
For urgent assistance with an active service request, use the "Emergency" button in the app or call our priority support line at 1-800-555-0911.

© 2025 Roadside Assistance Platform. All rights reserved.

Version 1.0.0 | Last updated: May 11, 2025