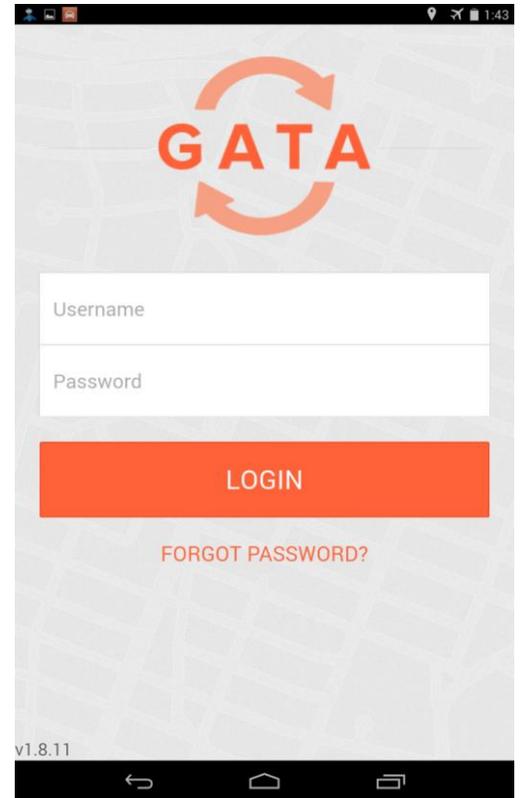




# DRIVER APP OVERVIEW

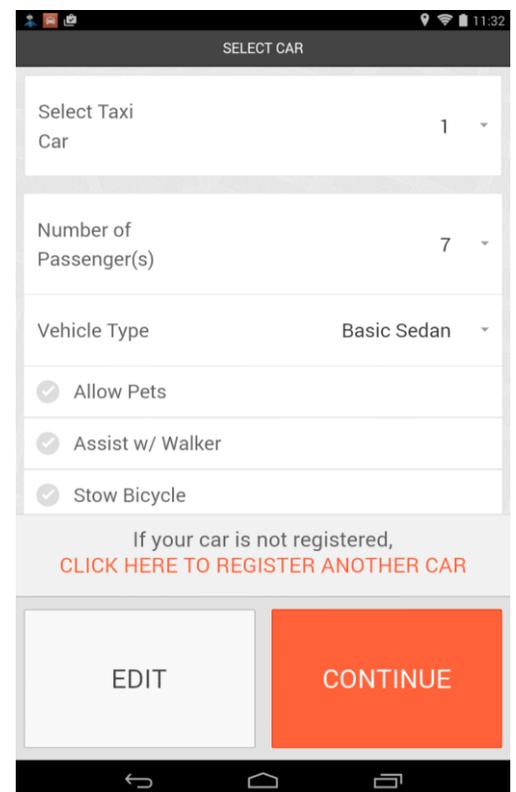
## First Time Logging In?

1. Obtain your Username & Temporary Password from your Manager
2. Open the Gata Driver App on your device's home screen
3. Press the "Username" field and select "Add New" from the dropdown list.
3. Enter your Username & Temporary Password. Press "Log In"
4. Review the User Terms and Conditions and tap "Accept" to continue
5. Review profile information and edit or update as needed. Press "Update to Continue"
6. Enter a new password and confirm this password. Press "Update"
7. Enter your Car information and Press "Register Car" to continue.
9. You will be prompted to restart the App and Log back in. You are ready to start using the Gata Driver App!



## Managing your Cars

1. You will have to Select your Current Car on every Log in. Press "Select Taxi Car" to view & select from the list of Cars you have registered.
2. *See a Mistake?* You can Edit the Selected Car by pressing the "Edit" Button
3. *Drive Multiple Cars?* You can register Additional Vehicles by pressing the link "Click Here to Register Another Car"
4. When Editing/Registering a Car, you will have to enter a Car # and other key information, as required by your Fleet.  
**NOTE:** Remember to scroll down to view and fill out all required Car Information
5. Select your Car & Press "Continue" to begin your shift



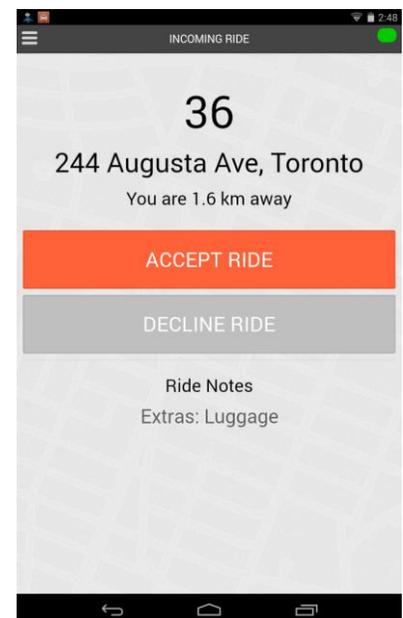
## Manage Status: On Duty, Off Duty, Passenger on Board

1. The Gata Driver App has three statuses that you can have:

- i) **On Duty:** Use this status when you are “On Duty” and able to pick-up rides. When you are “On Duty” you will receive rides from the dispatcher.
- ii) **Off Duty:** Use this status when you are “Off Duty” and unable to pick-up rides. When you are “Off Duty” you will not receive rides from the dispatcher
- iii) **Passenger on Board (“POB”):** Use this status when you pick-up a passenger off the street by being flagged / waved down. When you are “POB” you will not receive rides from the dispatcher.

## Completing a Ride

1. When **On Duty**, you will see the screen to the right when you get an order. This screen shows the *Pickup Address*, your *distance* from the Pickup Address and any *Ride Notes*.
2. Press “**Accept**” to take on the order.
3. Select “**Arrived**” when you reach the pick-up location.
4. Press “**POB**” when the passenger is on board.
5. Select “**Ride Complete**” when you reach the drop-off location.
6. Choose your payment method and hit “**Continue**”.
7. Enter the Fare amount & any Ride Notes then hit “**Confirm Transaction**”.



## Cancelling a Ride

1. You may cancel a ride by pressing the “**Cancel Ride**” button
2. You will need to provide the reason for the ride cancellation

**NOTE:** The cancellation reason will be sent to your dispatcher. The Cancel button can be disabled by your Manager.

## Accessing the Menu



1. The menu can be accessed by pressing the **menu button** in the top left corner of the screen;
2. From here you can access **Home (Hide Map)**, **Zone Details**, **Profile**, **Notifications**, **Feedback / Support**, **About**, **Help** or **Logout**.

## Troubleshooting

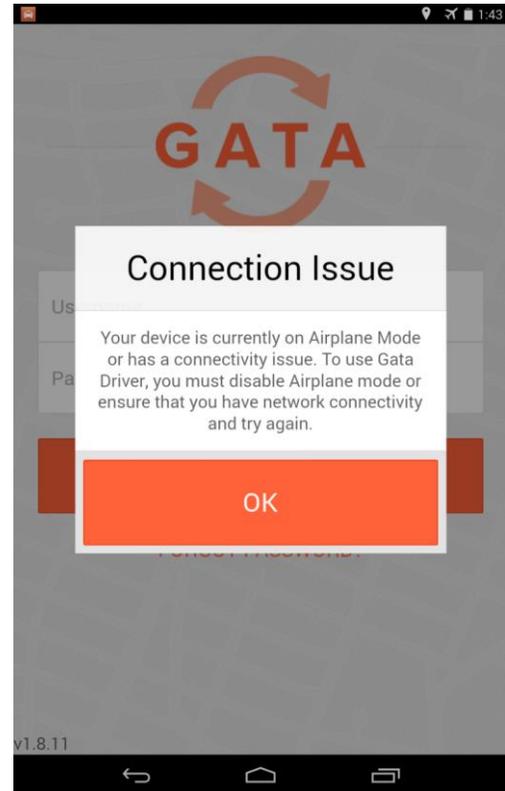
If you are getting error messages, please refer to the following guide to resolve them:

**1. “Location services are required to start a ride, but are not available. Please check your device settings and connectivity.”**

- Check that your Device has Location Services enabled, and it should be set to High Accuracy.
- Try Restarting the Tablet & the Driver App
- Sometimes you might be in an area with a weak GPS signal, which could cause this. Moving around can help.

**2. “Your device is currently on Airplane Mode or has a connectivity issue. To use Gata Driver, you must disabled Airplane mode or ensure that you have network connectivity and try again.”**

- Check that Airplane mode is disabled (if you press and hold the power button, it will bring up the Airplane mode option, check that it is turned “Off”).
- Check that you have a internet connection, is there any bars for your Network signal (see top right corner)? If not, your Sim Card might not be active.
- Try accessing the internet on another application (Browser, Map, etc.), you might not have any internet service due to any of the following reasons:
  - Your service provider has a network issue in the area. If this was the case, a lot of other Drivers will be experiencing similar issues
  - Internet disabled by service provider (have you reached your Data limit?)
  - In an area with a weak network signal, a “Dead zone”. Moving around can help.



**3. “No network connection detected. Please try again in a few minutes. If the problem persists, please restart Gata Driver or contact your Manager.”**

- See Above

**4. “You were logged out of the Gata Driver application by User”**

- You were logged out of the App by a Fleet Manager, contact your Dispatcher/Manager for more information. You can log back in to continue using the App

**5. “Your driver account is disabled. Please confirm with your Dispatcher”**

- Your Account was disabled and you will not be able to use the Driver App. Contact your Dispatcher/Manager for next steps.



## Frequently Asked Questions:

How do I view distances in KM / Miles ?

- Open the Side Menu and select Profile. Here, select “English (CA)” if you want KM, or “English (US)” if you want Miles.

How can I change my Password?

- Open the Side Menu and select Profile. Select “Change Password” at the bottom of your screen. You will have to enter your Old Password and confirm your New Password. If you do not remember your Old Password, contact your Fleet Manager for assistance.

How can I see the Map?

- Press the “View Map” button at the Home screen. By default, your map is turned off to conserve data usage. To hide the map, select “**Home (Hide Map)**” from the **Side Menu**.

Why does it say my Status is Offline?

- Check the connection indicator in the top right of your screen (the light), is it green?

The App is stuck, what should I do?

- You can exit the app by opening your task manager and killing the the Gata Driver App (for Nexus tablets, you can press the icon on the bottom right of your screen. Press, Hold and drag the Gata Driver App to the right till it disappears).
- Otherwise, try restarting the device (For Nexus tablets, press and hold the Power button for 3 seconds and select “Power Off”. Once the screen is dark, Press and hold the Power button for 5 seconds to turn it back on)

## Need Assistance?

1. For General Feedback or Non-Urgent Issues, use the **Feedback/Support** Tab in the Side Menu to send Gata Support a message
2. For Urgent Issues, contact your Dispatcher/Manager. They will be able to resolve most Account related issues.
3. If you are in Physical Danger, Press the “**Help**” button from the Side Menu. This will send an Alert with your Location to the Dispatcher.