



Driver App
User Guide

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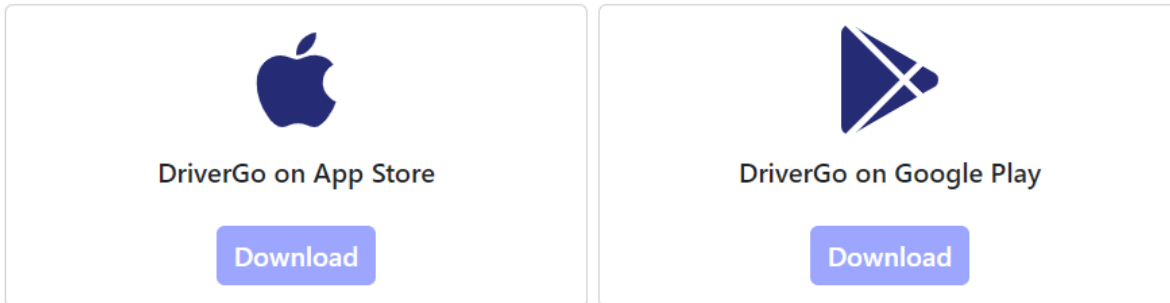
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How to Download the App

On your mobile device, open your browser and navigate to drivergoweb.com.

If you have an Android, download the app from Google Play Store.

If you have an iPhone, download the app from the Apple App Store.



How to Change your Password

You can change your password in one of the following ways:

1. Click “Update Password” on the profile page.
2. Click “Forgot Password” on the sign in screen.
3. Send an email to drivergo@roadmaster.marketing and a password reset email will be sent to your work email.

Please note that password reset emails expire after an hour.

How to Manage your Notifications

Android

1. Go to the Settings, and then select the Apps menu.
2. Choose DriverGo from the list of all the installed apps.
3. Tap on the Notifications.
4. You can activate or deactivate notifications at once by tapping on the switch for Show notifications, and you can also select the features you want to receive notifications for

iPhone

1. Go to Settings > Notifications.
2. Tap “DriverGo” below Notification Style, then turn Allow Notifications on or off.

How to Manage Tracking Permissions

Android

1. Go to the Settings, and then select the Apps menu.
2. Tap on the more options (three vertical dots) icon.
3. Choose the Permission manager.
4. You can check the list of permissions. Select the feature for which you want to check permissions.
5. If you want to change the access of certain applications, select the one you want to allow or deny.

iPhone

1. Go to Settings > Privacy & Security > Tracking.
2. The list shows the apps that requested permission to track you. You can turn permission on or off for any app on the list.

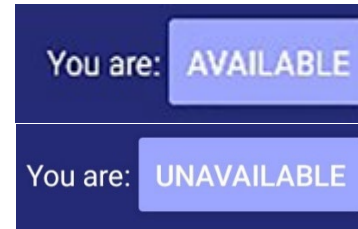
For you to use the app, you **MUST** have tracking permissions always set to “Always Allow”. If you get a notification reminding you that DriverGo is tracking you, choose “Always Allow”.

Availability Toggle

You are Available: You can be assigned a job by a manager, and you will get notifications when a job is posted. You can also be tracked if you are working a job.

You are Unavailable: You are not able to be assigned a job by a manager and you will not get notifications when a new job is posted. You will not be tracked.

This toggle doesn't change the settings for the app, but instead temporarily pauses notifications if you are listed as unavailable. This toggle is good for when you have a day off.



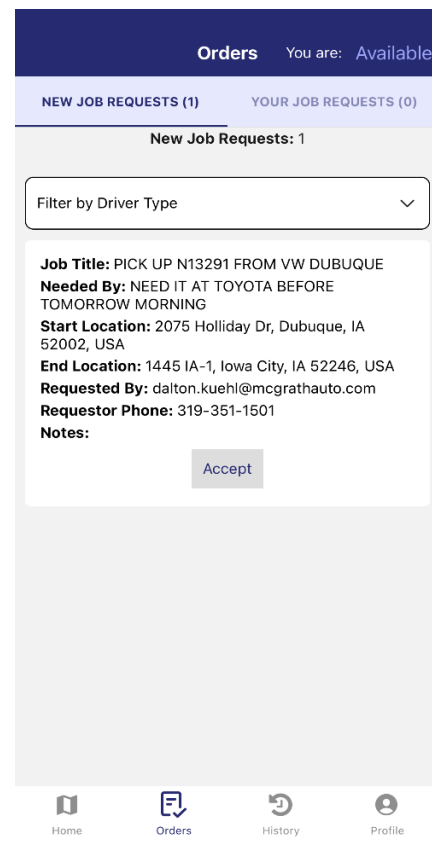
Accepting a Job

After you receive a notification that a job has been posted, open the app and navigate to the Jobs tab.

Swipe or “pull down” to refresh the list, then search through the list for the job you'd like to work.

When you find the job, tap “Accept” and wait for the message that the job has been accepted.

If you receive an error after trying to accept the job, someone else might have accepted the job already. Refresh the list again and if the job is still there, try accepting it again.



Starting a Job

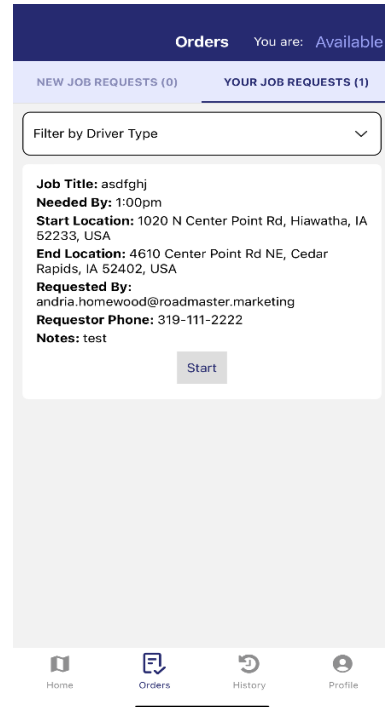
Once you've accepted a job, you need to start it for the app to start tracking you.

Navigate to the Jobs tab, then the "Your Job Requests" sub tab.

Swipe or "pull down" to refresh the list, then search through the list for the job you'd like to start.

Tap the "Start" button and wait for the "Job Started" message at the bottom to appear.

Now if you navigate to the Home Tab, the map will update for the job you just accepted.

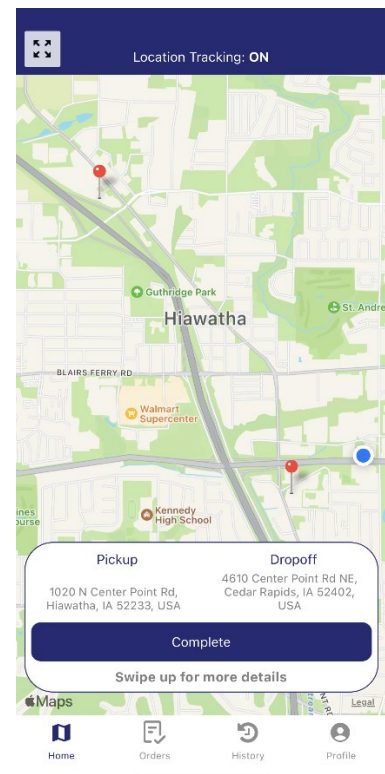


Completing a Job

Once you have completed a job, navigate to the home screen.

On the bottom of the screen, there is a button to complete the job. Tap it to complete it.

Give the app a few seconds to complete the job.

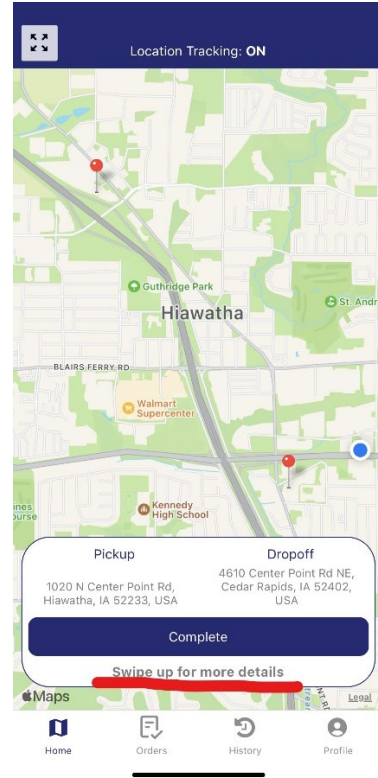


Job Details

While working a job, you may need to see more information regarding the job including the main contact for the job.

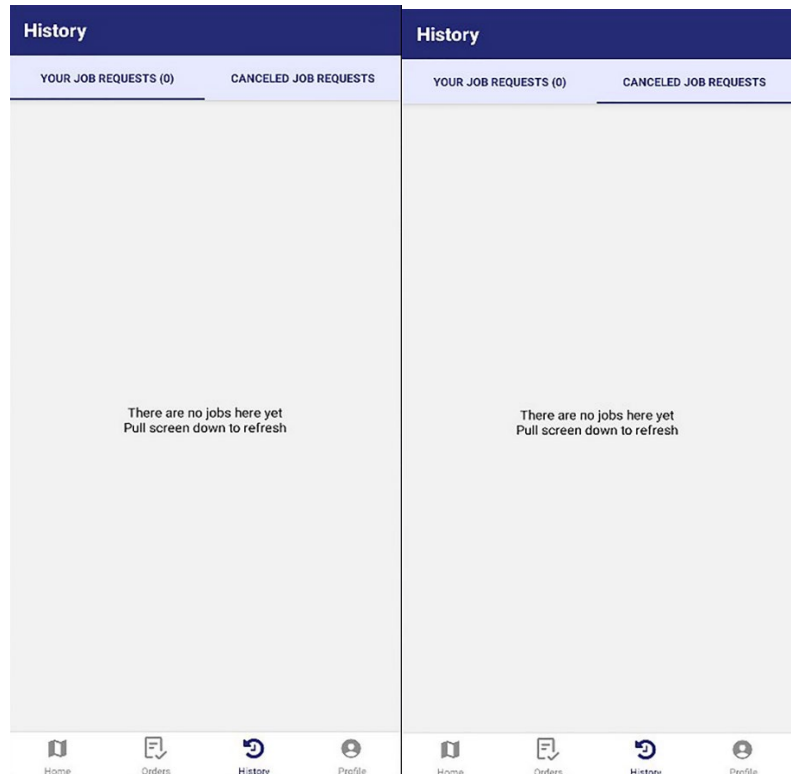
To see this information, tap on the Home button and swipe up where it says “Swipe up for more details”. This will show you more information.

You can also tap on Orders, then “Your Job Requests” to see the same information regarding the job.



History

Here you will find all the jobs that you completed and all the details regarding that job.



Profile

Here you will find information about your account, a button to update your password, and a button to sign out of the app.

