

User Manual
Taxi Tap by Git It Done



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1 Getting Started

1.1 Landing Page

When you first open the TaxiTap app, you'll be greeted by the Landing Page which provides:

1.1.1 App Overview

The landing page displays a brief overview of TaxiTap's key features:

- Quick and reliable taxi booking
- Real-time tracking and navigation
- Driver and passenger safety features
- Multi-language support

1.1.2 Language Selection

TaxiTap supports multiple South African languages to ensure accessibility for all users:

- English (Default)
- isiZulu
- Setswana
- Afrikaans

You can change the app language at any time by selecting your preferred language from the language selector on the landing page. This will translate the entire app interface into your chosen language.

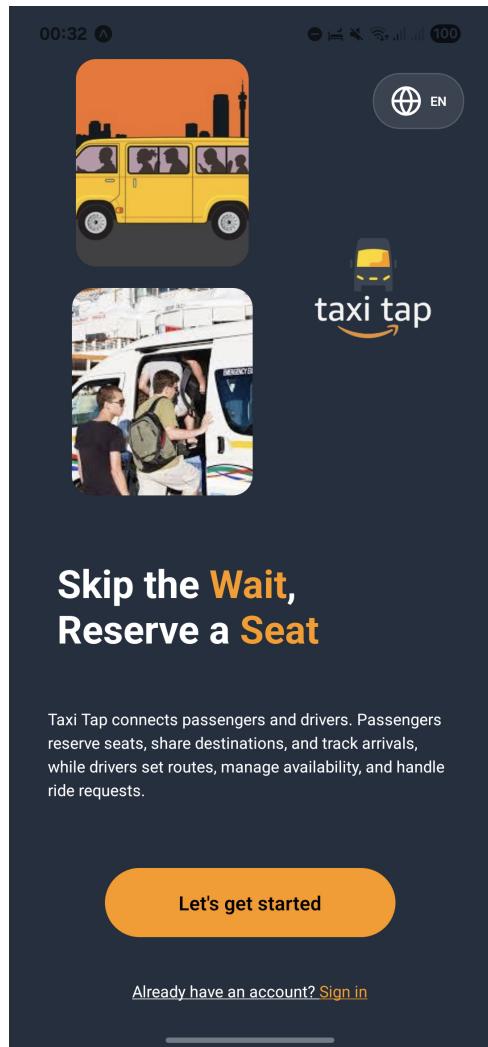


Figure 1: Landing Page with App Overview

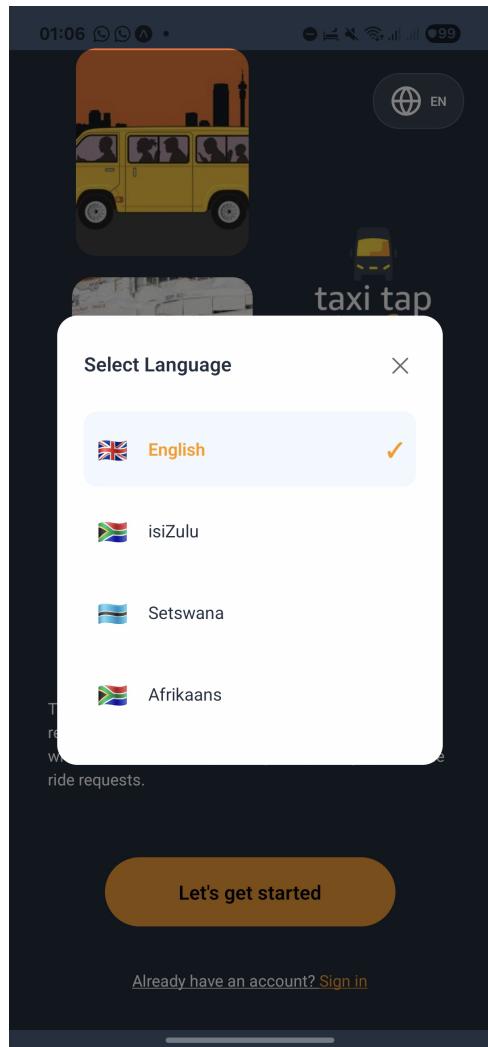


Figure 2: Language Selection Options

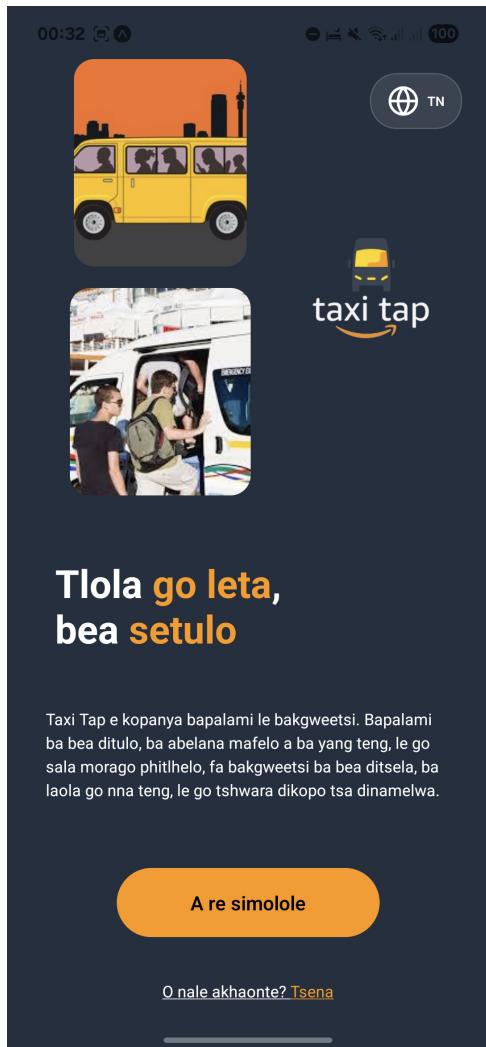


Figure 3: TaxiTap in Setswana

From the landing page, you can proceed to either sign up for a new account or log in to your existing account.

1.2 Logging In and Signing Up

TaxiTap provides separate interfaces for passengers and drivers. To get started, you'll need to create an account or log in to your existing account.

1.2.1 Sign Up

To create a new account, you'll need to provide the following information:

- Full Name
- Phone Number
- Password
- Role (Passenger or Driver)

00:34 🔋 100



Name and Surname

Phone Number

+27 000000000

Select Role

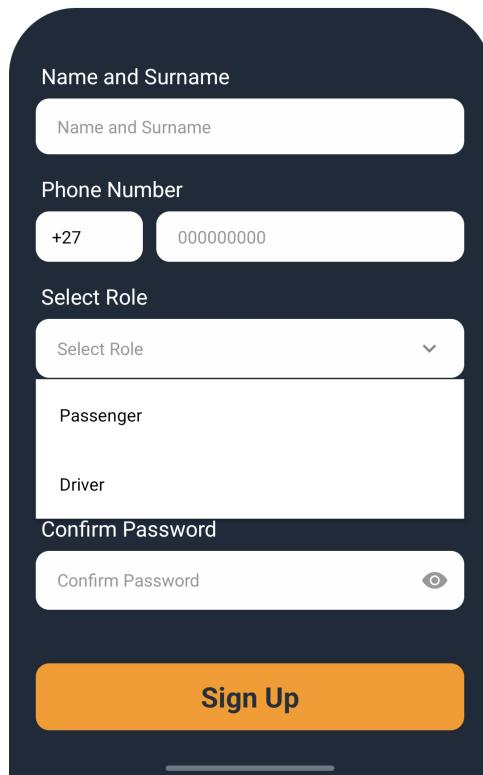
Select Role ▾

Password

Confirm Password

Sign Up

Figure 4: Sign Up Screen



The image shows the sign-up screen for the taxi tap app. It has a dark blue background with white text and input fields. At the top, it says "Name and Surname" with a text input field below it. Below that is "Phone Number" with a country code "+27" and a phone number "000000000" input field. Under "Select Role", there is a dropdown menu showing "Passenger" and "Driver". The "Confirm Password" section contains a text input field with an eye icon. At the bottom is a large orange "Sign Up" button.

Name and Surname

Name and Surname

Phone Number

+27 000000000

Select Role

Select Role

Passenger

Driver

Confirm Password

Confirm Password

Sign Up

Figure 5: Sign Up Screen

1.2.2 Log In

To log in to your existing account, you'll need:

- Phone Number
- Password

00:34

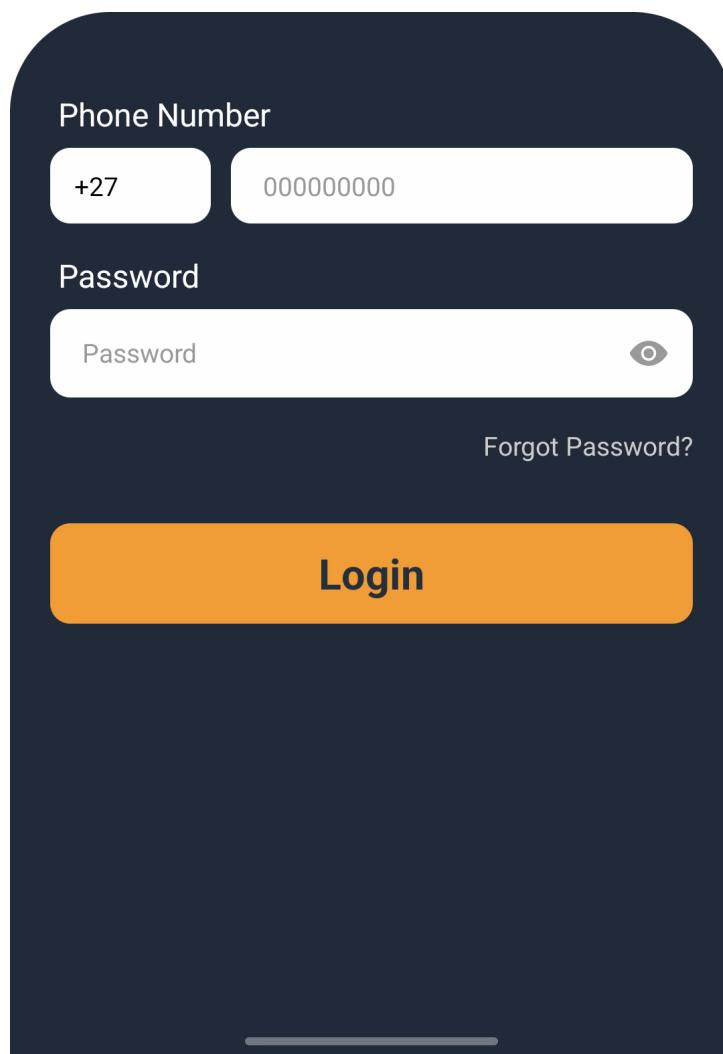


Figure 6: Login Screen

2 Passenger Interface

2.1 Requesting a Ride

2.1.1 Step 1: Enter Destination Details

1. Open the TaxiTap app and ensure you're logged in as a passenger
2. On the main screen, you'll see a map with your current location
3. Type in your destination address in the destination field
4. The system will automatically detect your current location as the origin, or you can manually enter your pickup address

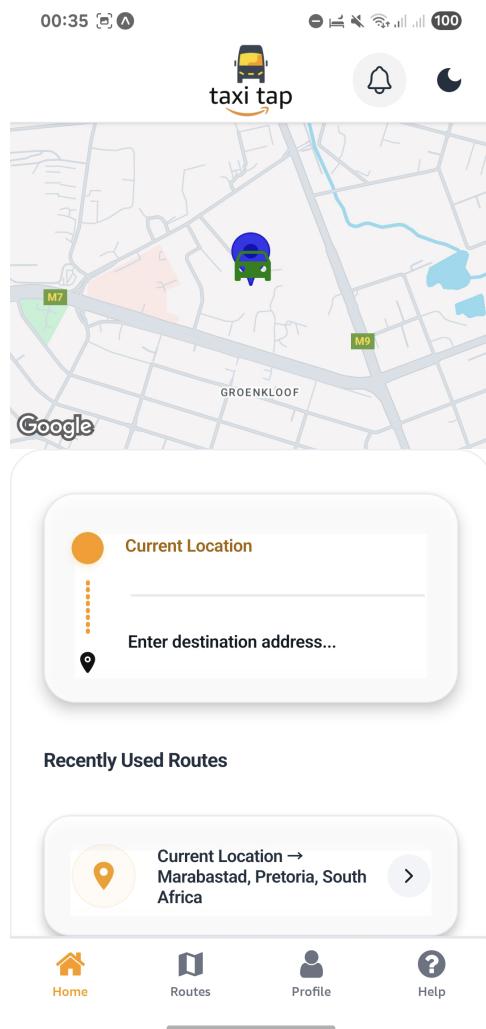


Figure 7: Entering Destination

2.1.2 Step 2: Check for Available Taxis

The app will search for available taxis that:

- Are nearby your location

- Follow routes with stops near both your origin and destination

If taxis are available, you'll see:

- An orange "Reserve a Seat" button with the number of taxis available to accommodate your request.

2.1.3 Step 3: Reserve Your Seat

Once available taxis are found, click the orange "Reserve a Seat" button to proceed to taxi selection.

2.2 Selecting Your Driver and Taxi

2.2.1 Available Taxis Page

After clicking "Reserve a Seat," you'll be taken to the "Available Taxis" page where you can see:

- Driver name and details
- Vehicle information (make, model, license plate)
- Route information
- Estimated fare
- Estimated duration
- Driver's current distance from you
- Driver rating (5-star system)

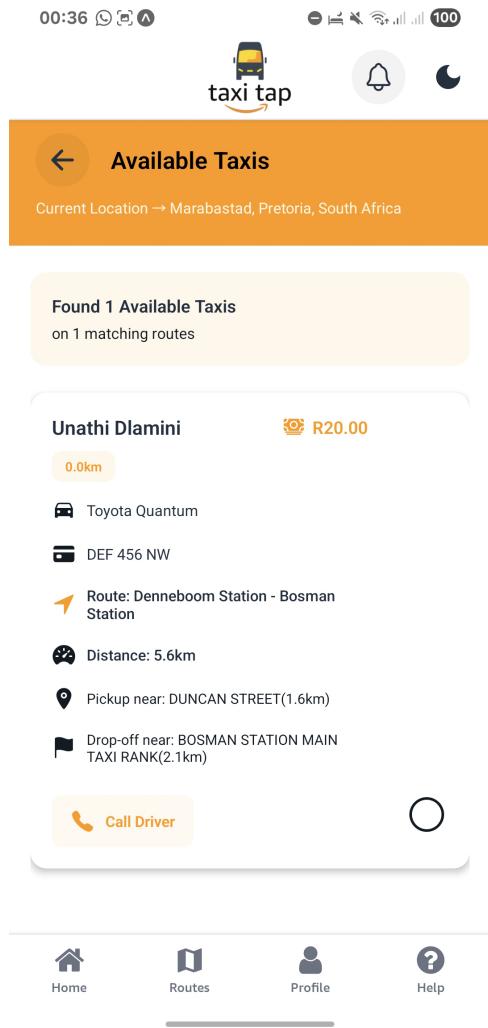


Figure 8: Taxi Selection Screen

2.2.2 Step 4: Book Your Ride

1. Review the taxi and driver information
2. Check the fare and estimated duration
3. Click the orange "Book Ride with [Driver's Name]" button
4. You can also use the "Call Driver" button to contact the driver directly

2.3 Managing Your Ride Request

2.3.1 Ride Request Sent

After booking, you'll see a confirmation that your ride request has been sent to the driver. At this stage:

- The driver will be notified of your request
- You'll receive a notification when the driver responds

- You can still cancel the request if needed

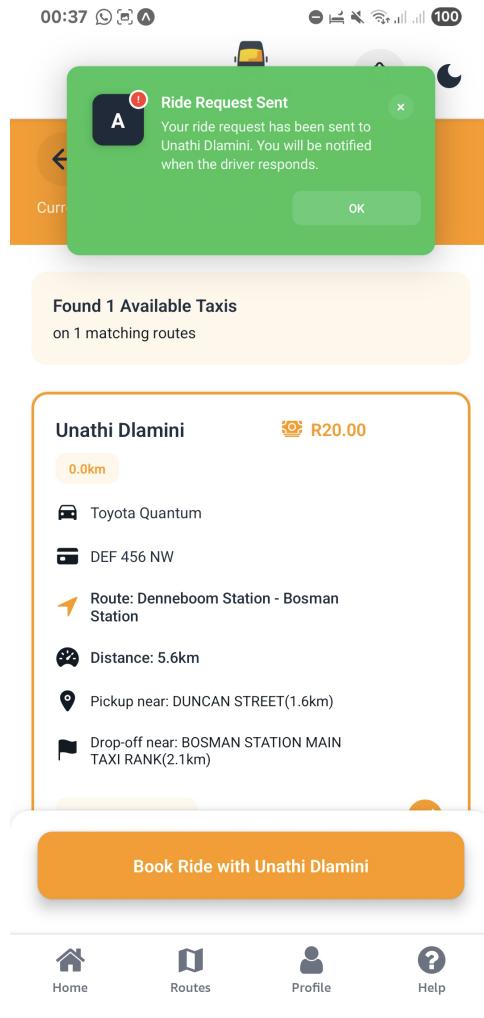


Figure 9: Ride Request Sent Confirmation

2.3.2 Ride Accepted

When the driver accepts your request:

- You'll receive a "Ride Accepted" notification
- The message will confirm "Your ride has been accepted. Driver is on the way!"
- You can track the driver's location on the map
- The "Start Ride" button will become available

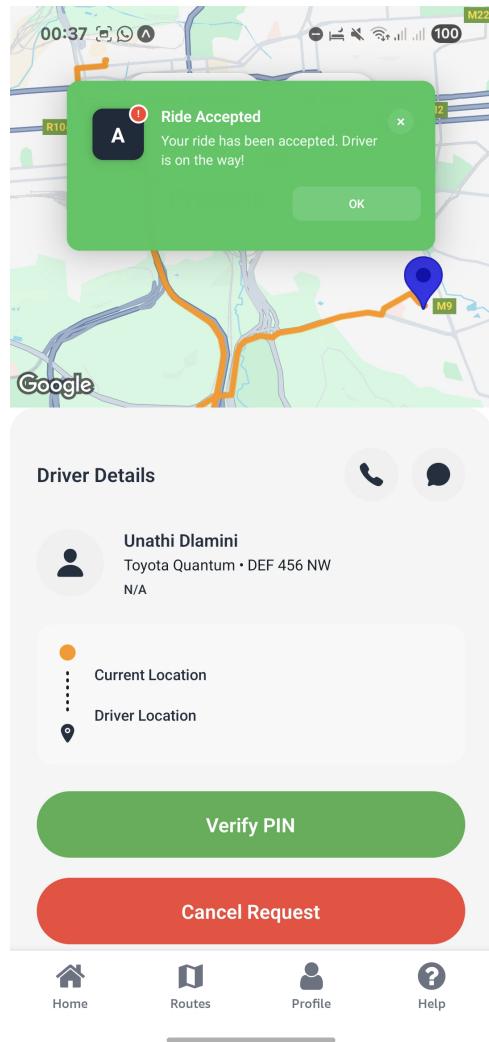


Figure 10: Ride Accepted Notification

2.4 Starting and Managing Your Ride

2.4.1 Verify PIN

When you're ready to start your ride:

1. Click "Verify PIN"
2. You'll be taken to a PIN verification page where you enter the correct PIN provided by the driver
3. This ensures secure boarding and prevents unauthorized ride starts

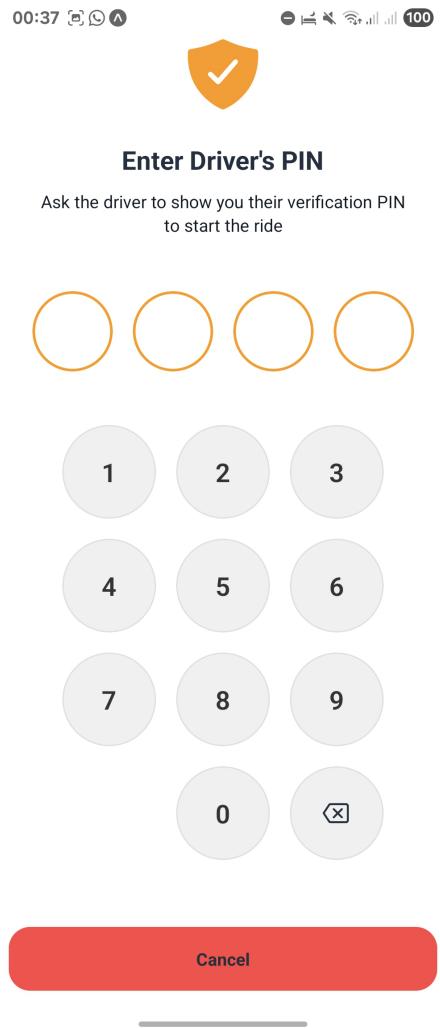


Figure 11: PIN Verification Screen

2.4.2 Payment Confirmation

After entering the correct PIN:

1. You'll be directed to a payment confirmation page
2. Choose whether you have paid or not
3. This helps track payment status for both you and the driver



Payments

Driver: Unathi Dlamini

License Plate: DEF 456 NW

R20

✓ Paid

✗ Not Paid



Figure 12: Payment Confirmation Screen

2.4.3 During the Ride

After payment confirmation, you'll see your ride page which displays:

- Your route to the destination on the map
- Driver details and rating
- Real-time journey progress
- Emergency contact options if needed

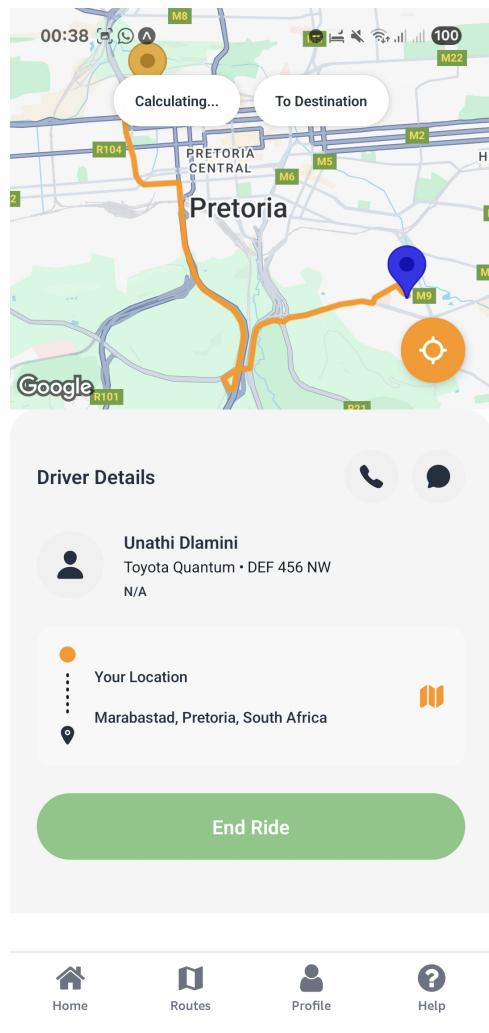


Figure 13: During Ride Interface

2.4.4 Ending Your Ride

When you reach your destination:

1. Click the "End Ride" button
2. If you have paid: You'll be directed to the Feedback page
3. If you haven't paid: You'll be taken to the Payments page first, then to Feedback

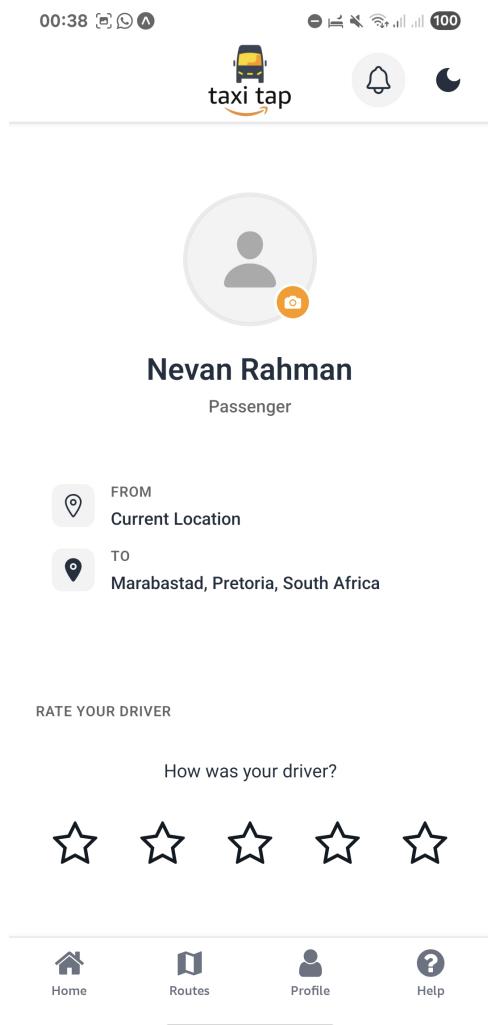


Figure 14: Feedback Page

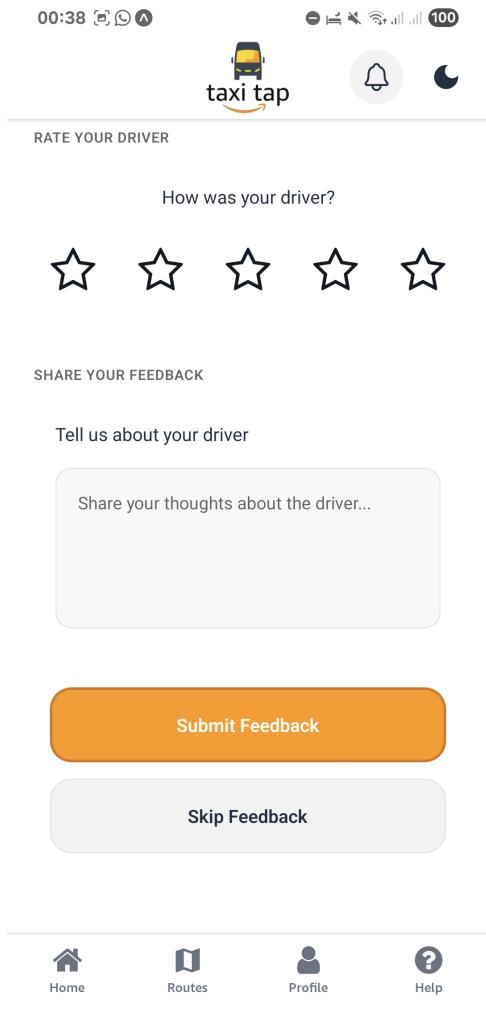


Figure 15: Feedback Page

2.5 Cancelling a Ride

You can cancel your ride request at any time before the driver accepts it:

- Click "Cancel Request" on the ride tracking screen
- You'll receive a "Success - Ride cancelled" confirmation
- The app will return to the main screen

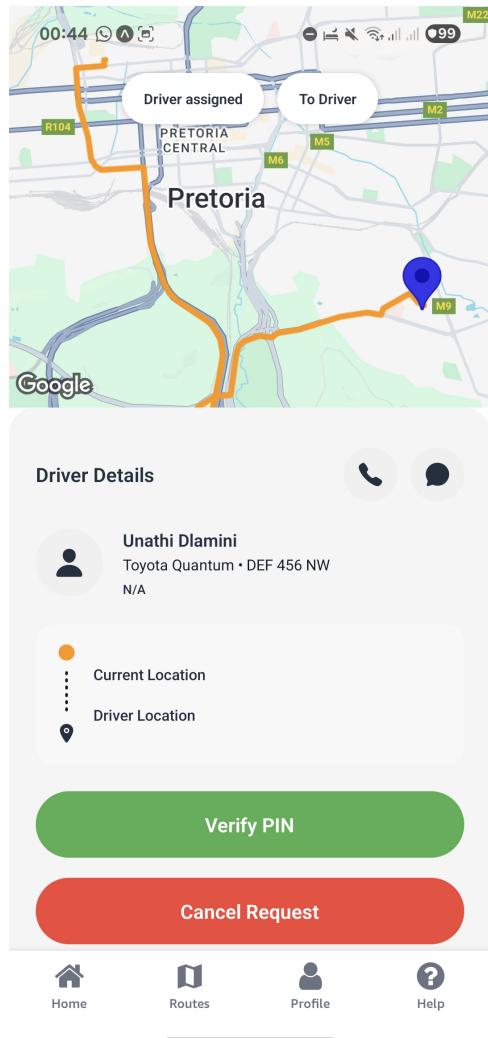


Figure 16: Cancel Request

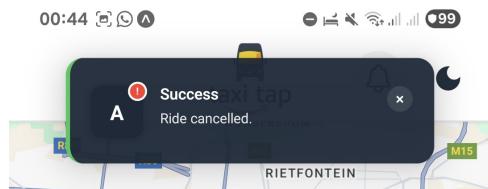


Figure 17: Ride Cancellation

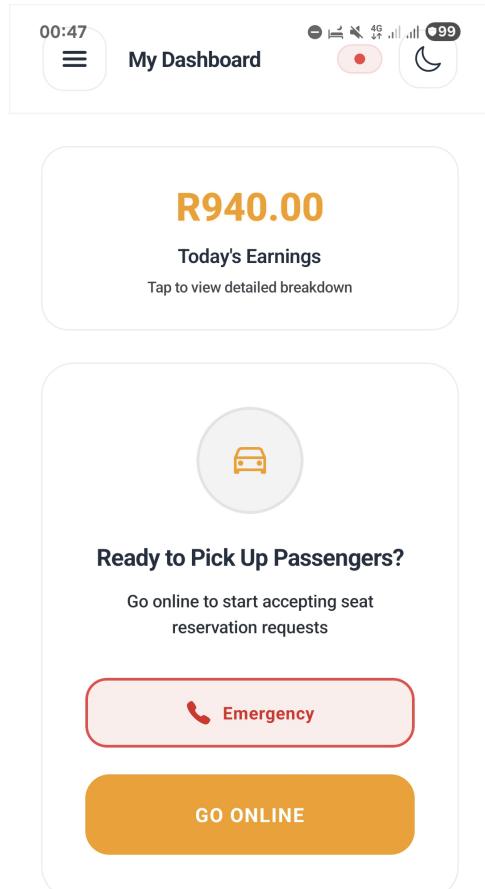
3 Driver Interface

3.1 Overview

The Driver interface allows registered drivers to:

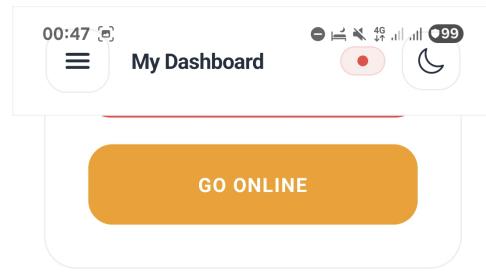
- Receive ride requests from passengers
- Accept or decline requests

- Navigate to pickup and drop-off locations
- Manage their availability status and seat capacity
- Track earnings and ride history
- View detailed ride and payment statistics



Quick Overview

Figure 18: Driver Main Interface



Quick Overview

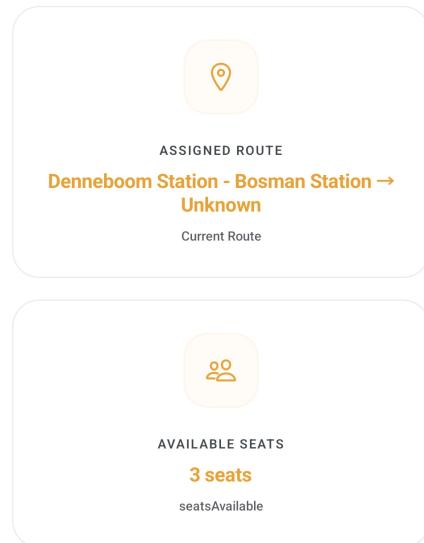


Figure 19: Driver Main Interface

3.2 Managing Availability and Capacity

3.2.1 Driver Online Interface

When online, drivers can:

- Manually increase and decrease available seats
- View current capacity status
- Toggle availability on/off
- See incoming ride requests

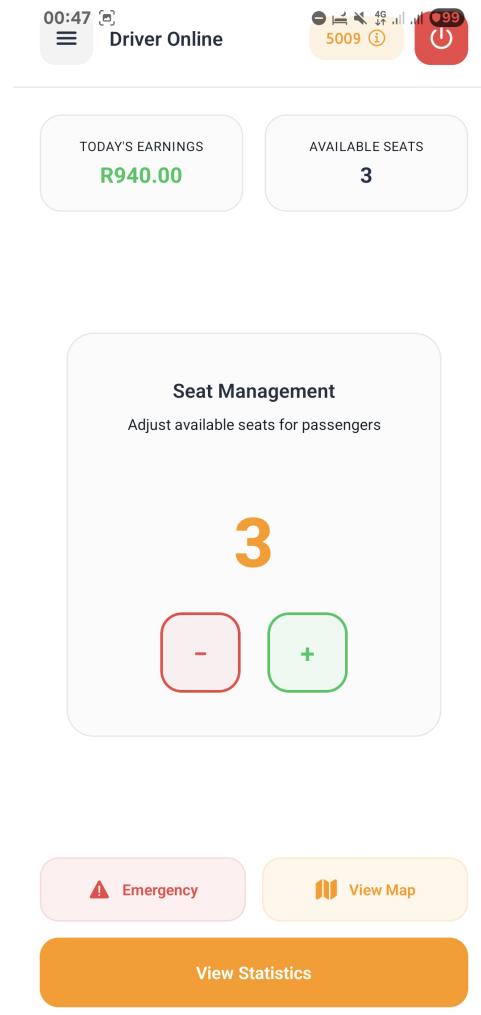


Figure 20: Driver Online Interface

3.3 Managing Ride Requests

3.3.1 Receiving Requests

When a passenger requests a ride:

- You'll receive a notification with passenger details
- The request will show pickup and drop-off locations
- You can see the estimated fare and duration
- You have the option to accept or decline

3.3.2 Accepting Rides

To accept a ride request:

- Review the trip details
- Tap "Accept Ride" if you want to take the request

- Navigate to the passenger's pickup location
- Provide PIN to passenger for secure boarding confirmation

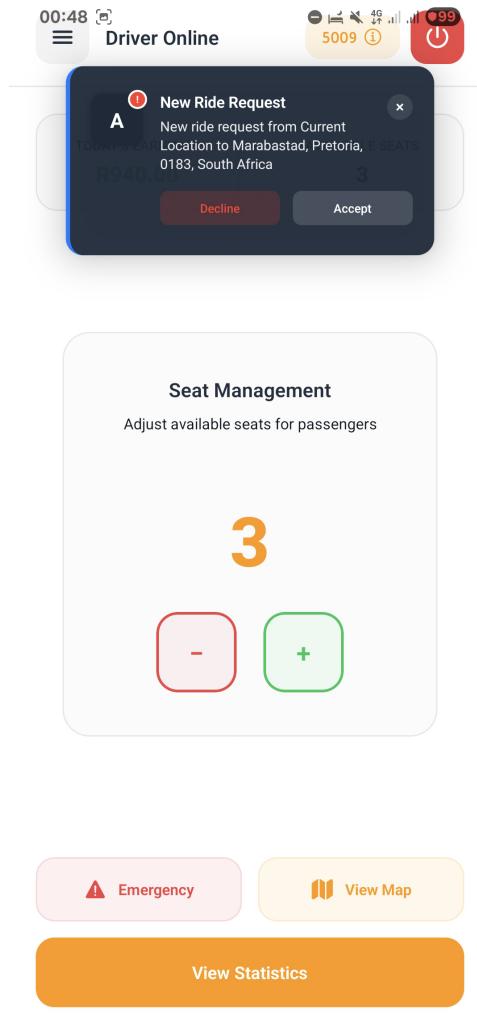


Figure 21: Accept Ride Interface

3.4 Earnings and Statistics

3.4.1 Weekly Earnings

Drivers can view their earnings through a dedicated Earnings page:

- Weekly earnings breakdown
- Total rides completed
- Average fare per ride
- Payment status overview

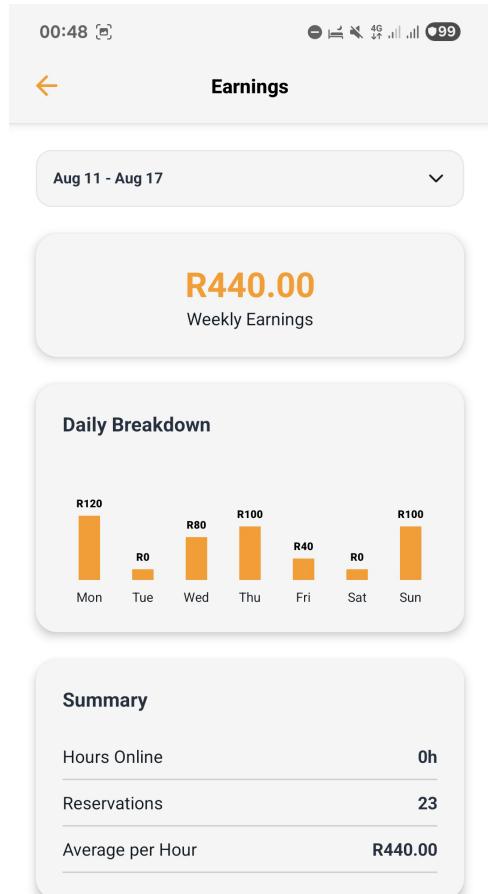


Figure 22: Weekly Earnings Page

3.4.2 Ride and Payment Statistics

The statistics section provides comprehensive ride management:

- Active rides currently in progress
- Waiting payment rides (completed but payment pending)
- Unpaid rides that require follow-up
- Historical ride data and trends

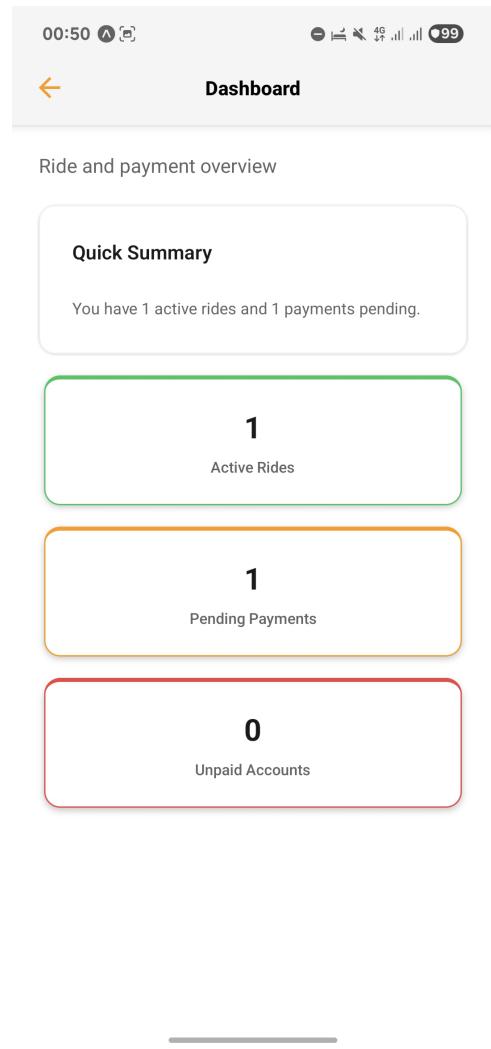


Figure 23: Ride and Payment Statistics Overview

3.4.3 Active Rides

View and manage rides currently in progress:

- Passenger details and destinations
- Current ride status and location
- Estimated completion times
- Direct communication options

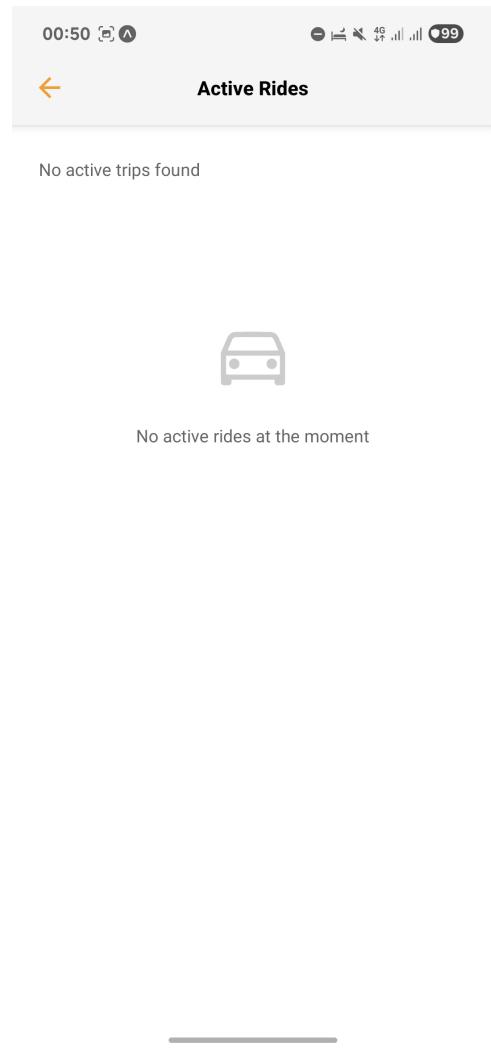
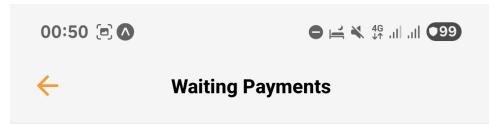


Figure 24: Active Rides Dashboard

3.4.4 Waiting Payment Rides

Track completed rides awaiting payment:

- Recently completed trips
- Payment processing status
- Passenger contact information for follow-up
- Expected payment timeline



No pending payments

Figure 25: Waiting Payment Rides

3.4.5 Unpaid Rides

Manage rides that remain unpaid:

- Overdue payment notifications
- Passenger contact details
- Options for payment follow-up
- Dispute resolution tools

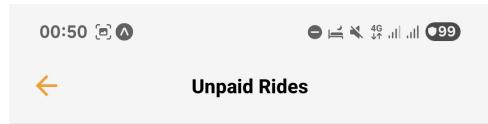


Figure 26: Unpaid Rides Management

4 Additional Features

4.1 Navigation Features

- View Routes: Access detailed route information
- Real-time GPS tracking
- Turn-by-turn navigation
- Alternative routes

4.2 Support and Feedback

- Feedback: Submit feedback about your experience
- Help: Access user guides and FAQs
- Profile: Manage your account settings

4.3 Recently Used Taxi Ranks

The app keeps track of frequently used taxi ranks for quick access:

- Sausville Station Main Taxi Rank
- Atteridgeville Mphalane Main Taxi Rank
- Other commonly used pickup points

5 Troubleshooting

5.1 Common Issues

5.1.1 No Available Taxis

If no taxis are available:

- Check if your location is within the service area
- Try requesting again after a few minutes
- Consider alternative pickup locations nearby

5.1.2 Connection Issues

If you experience connectivity problems:

- Ensure you have a stable internet connection
- Check your GPS settings are enabled
- Restart the app if necessary

6 Safety Guidelines

6.1 For Passengers

- Verify driver and vehicle details before boarding
- Confirm PIN with driver for secure ride start
- Share your trip details with trusted contacts
- Use in-app emergency features when needed
- Rate your experience to help maintain service quality

6.2 For Drivers

- Maintain vehicle safety standards
- Verify passenger identity and provide PIN before pickup
- Follow designated routes and traffic laws
- Report any safety concerns immediately
- Keep accurate records of payments and ride status

7 Contact Information

For technical support, feedback, or general inquiries:

- Email: gititdone.2025@gmail.com
- Website: <http://www.gititdone2025.site>

Developed by Git It Done Team