**User Guide**

**General:**

**Register New User:**

* Starting on the home page, select the profile icon or “Book a Ride” button on the top right.
* As the user does not have an account, select the “Don’t have an account? Sign up today” link on the page.
* Enter the details presented on the following page including, name, email address, password, etc and click the “Register” button.

**Log In:**

* Starting on the home page, select the profile icon or “Book a Ride” button on the top right.
* Enter account details (username and password) and click the “Login” button.

**Logout:**

* Starting on any page once the user is logged in, select the “Logout” button and the user will be logged out of their account and redirected to the home page.

**Guest Booking:**

* Starting on the home page, select the profile icon or “Book a Ride” button on the top right.
* As the user wants to book as a guest, click on the “Or continue as a guest” link on the login page
* Fill in the user details, such as name, email address, card details, the scooter location, and the duration of the booking. Then click the “submit” button.

**Customer:**

**Change Password:**

* Starting on the dashboard, select the “Forgot your password? Click here to change it.” link on the dashboard page.
* Enter your new password and confirm it when presented with the form on the following page.
* Click the “Change Password” button on the page to change the password and be redirected to the dashboard.

**Save Card Details:**

* Starting on the dashboard, enter your card details in the form presented on the right half of the page.
* Click the “Save” button on the page to add the card details.

**Book a Ride (Customer):**

* Starting on the dashboard, select the “Book a Ride” button on the navigation bar.
* Select the location on the interactive map where you would like to book your scooter.
* Select the scooter you would like to book on the following page by clicking the respective “Book” button.
* On the following page, submit the duration of the booking and card details or use saved card and select the “Book” button.

**Cancel Booking:**

* Starting on the dashboard and assuming the customer has already made a booking, click the “View Rides” button on the navigation bar.
* Then click the “Cancel” button on the booking that you want to cancel.

**Extend Booking:**

* Starting on the dashboard and assuming the customer has already made a booking, click the “View Rides” button on the navigation bar.
* Then click the “Extend” button on the booking that you want to cancel.
* Then select the intended duration you want to extend and enter any discount you may have and click the “submit” button.

**View Past Rides:**

* Starting on the dashboard, select the “View Rides” button on the navigation bar.
* On the following page you will be able to see all current rides.

**Create Issue:**

* Starting at the dashboard, select the “Create Issue” button on the navigation bar.
* Enter the scooter ID and the issue when presented on the following page.
* Then click the “Submit” button to send your message to an employee.

**Employee:**

Initial username: employee

Initial username: 123

**Change Scooter Availability:**

* Starting at the view guest bookings page, click the “Change Availability” button on the navigation bar.
* On the following page scroll through the list of all scooters and select the button which will then change the status of that particular scooter.

**View Issues:**

* Starting at the view guest bookings page, click the “Issues” button on the navigation bar.
* On the following page you will be able to view all high and low priority issues.

**Decrease Priority:**

* Starting at the view guest bookings page, click the “Issues” button on the navigation bar.
* The select the “Decrease Priority” button on the issue you want to lower in severity.

**Increase Priority:**

* Starting at the view guest bookings page, click the “Issues” button on the navigation bar.
* The select the “Increase Priority” button on the issue you want to raise in severity.

**Book a Ride (Employee):**

* Starting at the view guest bookings page.
* Scroll through the page and select a guest booking.
* After the employee clicks the “book” button the guest booking will disappear from the page and an email will be sent to the customer.

**Manager:**

Initial username: manager

Initial username: 123

**Change Scooter Availability:**

* Starting at the statistics page, click the “Change Availability” button on the navigation bar.
* On the following page scroll through the list of all scooters and select the button which will then change the status of that particular scooter.

**Solve High Priority Issue:**

* Starting at the statistics page, click the “Priority Issues” button on the navigation bar.
* On the following page select the “Mark as Completed” button on the issue to mark as solved.

**View Past Issues:**

* Starting at the statistics page, click the “Past Issues” button on the navigation bar.
* On the following page you will be able to view all the past issues that have been marked as completed.

**Configure Scooters:**

* Starting at the statistics page, click the “Configure Scooters” button on the navigation bar.
* On the following page enter the new price for the rate that you want to change.
* Click the “Submit” button to register the new prices.

**View Statistics:**

* Starting at the statistics page.
* Select the location and the time duration you want to see the stats for.
* Then they will be displayed to the user.

**Reset Scooters**

* Every few hours the manager should login and navigate to “Reset Scooters” on the navigation bar. This will find all bookings that have recently expired, set them to expired in the database and will make the scooters attached to these bookings available so they can be booked again.