IBTROS User and Pilot Manual

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1. Overview

IBTROS (Institute-Based Shuttle Management System) offers a sustainable and user-friendly way to order electric vehicle shuttles via Telegram. This guide will walk you through all the essential features for both general users and pilots.

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2. User Guide

Opening IBTROS on Telegram

1. Open the Telegram app on your device.
2. In the search bar, type **"IBTROS"** to locate the chatbot.
3. Click on the IBTROS bot and press **Start or send '/start'** to begin interacting with the system.

Ordering a Shuttle

1. Type your destination and pickup location in natural language. You may provide approximate location descriptions, coordinates, or nearby landmarks.
2. Confirm the number of seats required.
3. If you have available funds, proceed to book the shuttle.
4. Once booked, you'll receive an **Order Number** for your ride.

Adding Funds

1. Go to the **Wallet** section in the chatbot menu.
2. Select **Add Funds** and choose your preferred payment method.
3. Enter the amount to be credited and confirm. Your wallet balance will update.

Viewing Order History

1. Navigate to the **Order History** section in the chatbot menu.
2. View your past rides, including details like date, time, pickup, and drop-off locations.

Changing Language

1. Access **Settings** from the chatbot menu.
2. Select **Language Preferences** and choose your preferred language.
3. The chatbot will adjust its responses to your selected language.

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3. Pilot Guide

Modifying Vehicles

1. Open the **Pilot Dashboard** from the pilot access link or app.
2. In **Vehicle Management**, select the vehicle to update.
3. Modify vehicle details as needed, such as capacity, operating hours, or maintenance status.

Monitoring Live Orders

1. Go to the **Live Orders** section in the Pilot Dashboard.
2. View active orders, including pickup and drop-off locations and assigned vehicles.
3. Track vehicle locations and respond to user inquiries as needed.

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4. Support and Troubleshooting

For assistance, contact the IBTROS support team through the **Help** section in the Telegram app or by reaching out to ibtros7@gmail.com.