MoTow Mobile Application

User Guide

Version 0.0-alpha | May 2023

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1   Introduction

The MoTow Mobile App is intended to help riders to request roadside assistance and to help tow truck operators to run their business more quickly and efficiently. After installing the Mobile App, users will be able to:

Riders	Operators	Admin
• Request roadside assistance • Communicate with operators via phone call or chat • Manage account information • Manage personal vehicles	• Receive assistance request • Communicate with riders via phone call or chat • Manage account information • Manage vehicles	• View user, vehicle, and process information • Verify users

2   Installation and Login

MoTow Mobile App has not been officially released and is currently under development. However, the .apk file can be downloaded from GitHub (Tags · Malsyaf/MoTow (github.com)) and installed in android devices for testing.
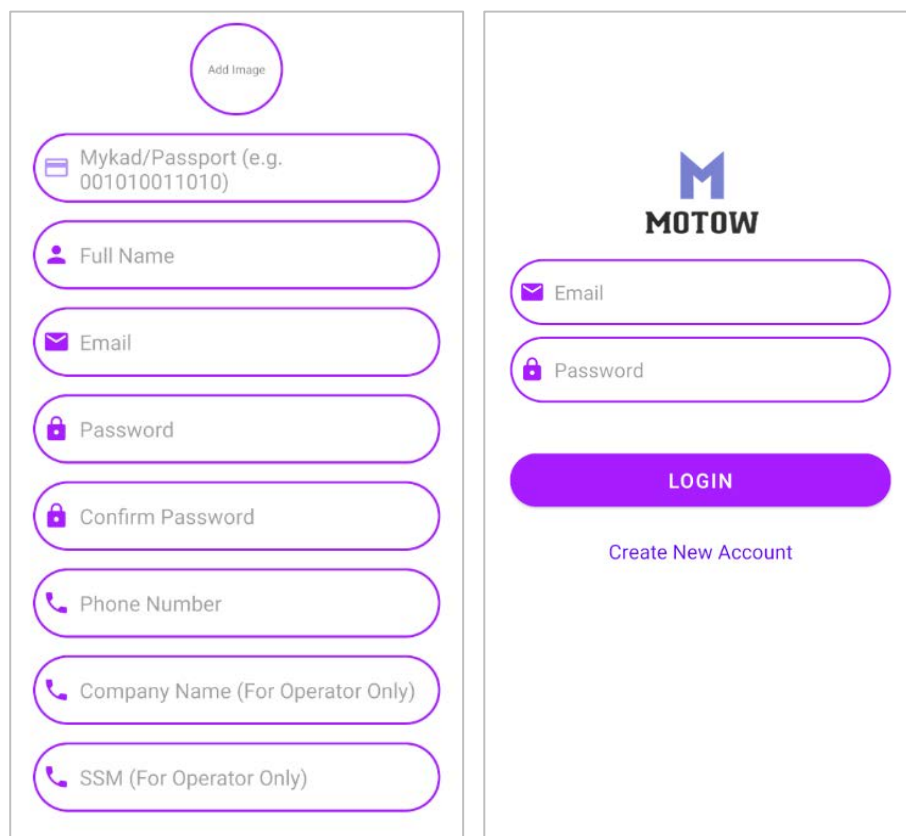
Figure 1: Mobile App Download

After downloading and installing the MoTow Mobile App in your android device, you will be required to enter the following information to **register a new account**:

- **Profile Image.** Choose a clear image of your face for admin to verify.
- **Mykad/Passport.** The identification number must be valid and match the identification document.
- **Full Name.** The full name must match the identification document.
- **Email.** Email must be valid for registration.
- **Password.** Enter a strong and valid password.
- **Contact.** Enter a valid and active phone number.
- **Company Name.** Only operators need to register the company's name.
- **Company Registration Number.** Only operators need to register the company's registration number.
- **Account Type.** Choose either to be registered as a rider or an operator.
- **Identification Document.** Upload an identification document such as IC or passport.
- **License Image.** Upload a valid and active license image.

After registration, your account information will be sent to the admin for verification. A maximum of 1 working day is given for the account to be verified or rejected. After the account is verified, you can **log in** by using the registered **email** and **password**.

**Figure 2: Mobile App Registration and Login**

3   Application Usage Overview

You can access several MoTow Mobile App functions on the navigation bar and the main screen. The Mobile App will include the functions:

Users	Home	User Manage
Riders	• Request Assistance • Select Vehicle • Track operator's location • Chat or call operators • Make payment	• Change profile picture • Manage personal information • Manage vehicles • Delete account
Operators	• Change account status to online/offline • Receive and cancel assistance request • Chat or call rider	
Admin	• View user, vehicle and process details • Search user, vehicle and process • Verify user's account	

**Figure 3: Mobile App Navigation Bar**
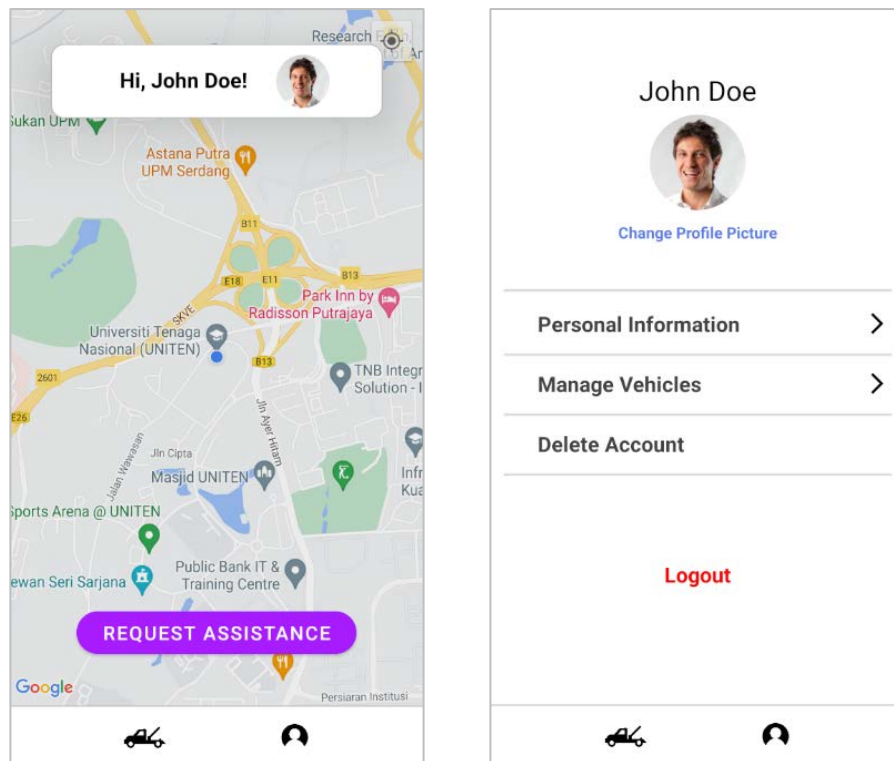
4   Home (Riders)

4.1   *Request Assistance*

Request assistance, **select vehicles**, **track operator's location**, **chat or call operator** and **make payment** are dependent functions. This means that the functions depend on each other as the process must be done in sequence. You can tap on the **request assistance button (Figure 4)** to start requesting assistance. After tapping on the **request assistance button**, the select vehicle container will be visible **(Figure 5)**.

Figure 4: Mobile App Request Assistance   Figure 5: Mobile App Select Vehicle
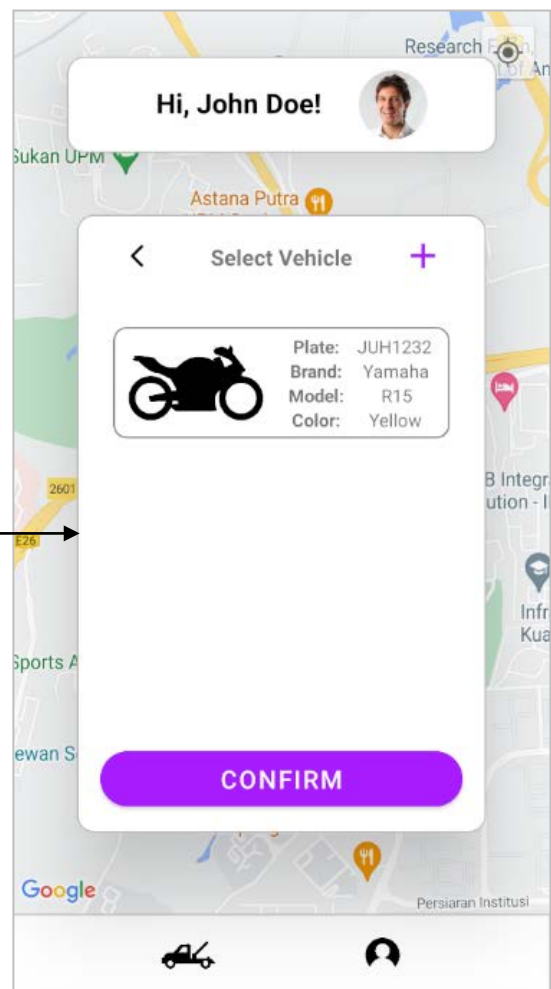
4.2   Select Vehicle

If the list of vehicles is empty, tap on the **plus button** on the top right corner of the select vehicle container **(Figure 6)** to manage vehicles which will navigate to the manage vehicle page **(Figure 7)**. Once you have a registered vehicle, you can tap on the **confirm button** located at the bottom of the select vehicle container **(Figure 6)** to search for assistance. You can tap on the **cancel button** to cancel assistance searching **(Figure 8)**.

Figure 6: Mobile App Select Vehicle   **Figure 7: Mobile App Manage Vehicles**
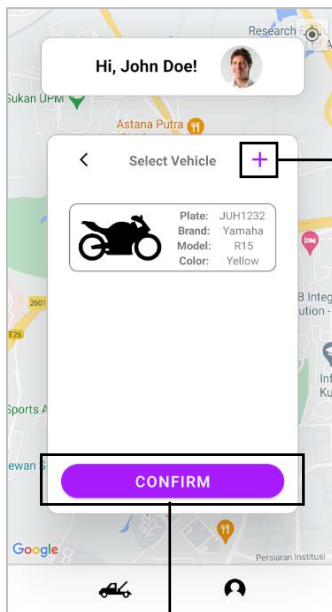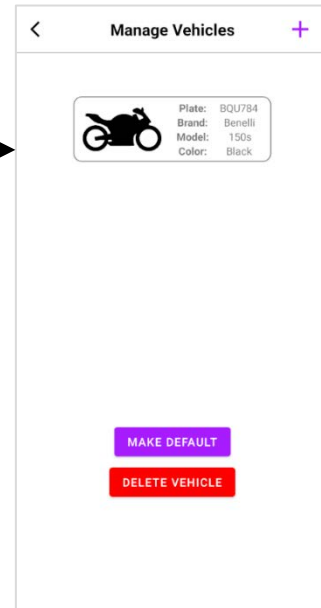
Figure 8: Mobile App Search for Assistance
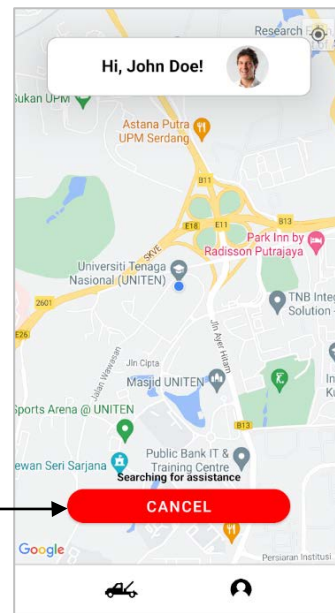
4.3   Track Operator's Location

Assistance will be automatically found, and the Mobile App will notify you **(Figure 9)**. The Mobile App will also display the operator's information. Once you tap on the **ok button**, you can see the operator's location on the map **(Figure 10)**.
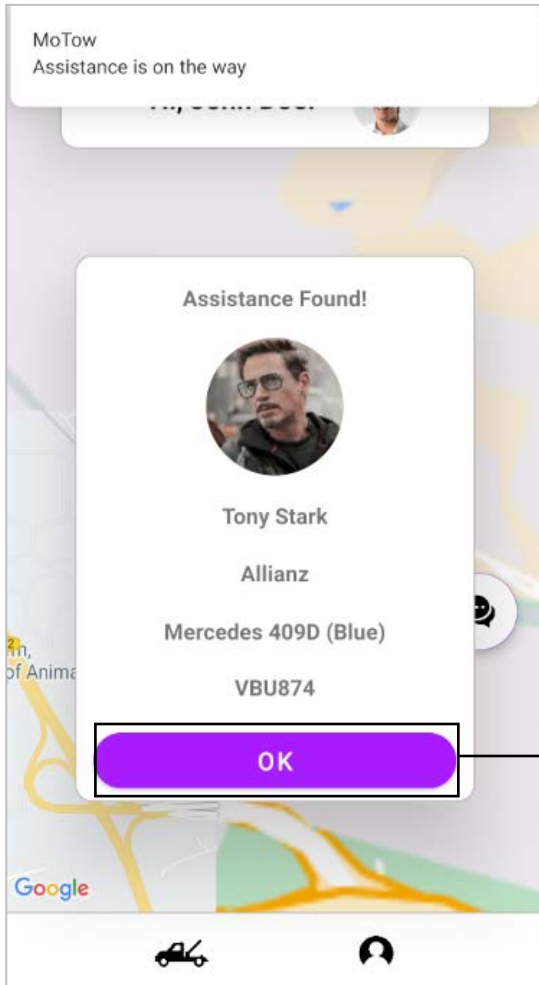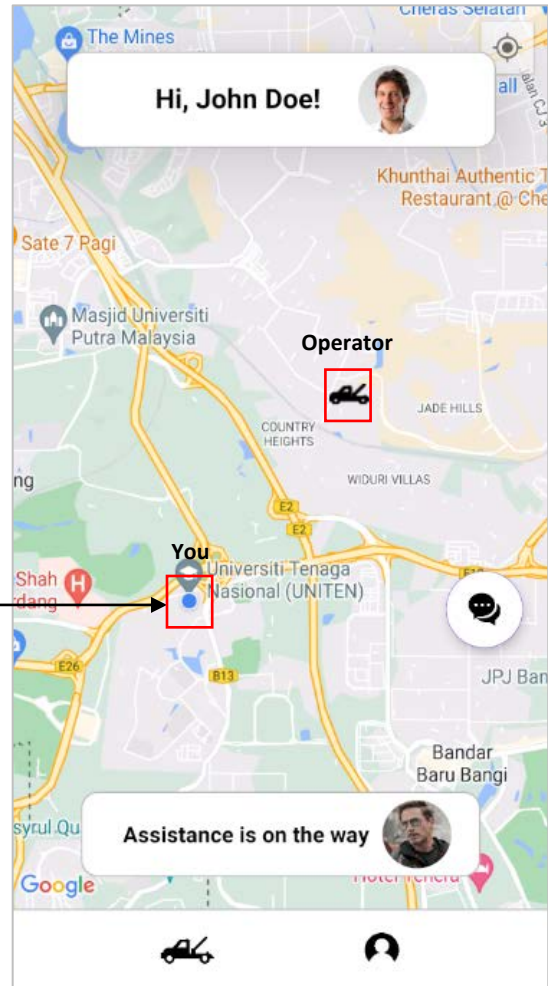
Figure 9: Mobile App Assistance Found

Figure 10: Mobile App Track Operator's Location

4.4   Chat or Call Operator

The **chat button** will be visible to communicate with the operator **(Figure 11)** and the **phone button** at the top corner of the chat box is for calling **(Figure 12)**. While the process is ongoing, you can communicate with the operator either by chatting or calling.

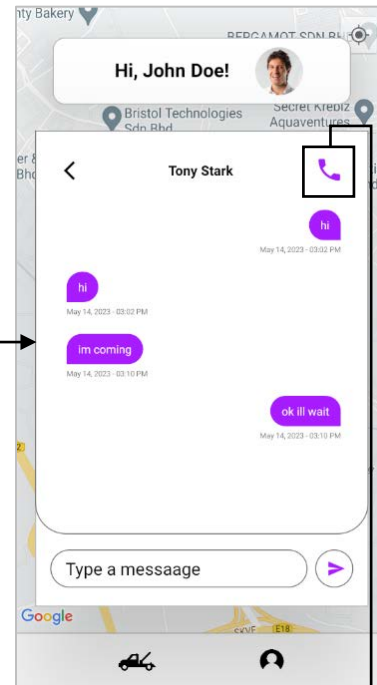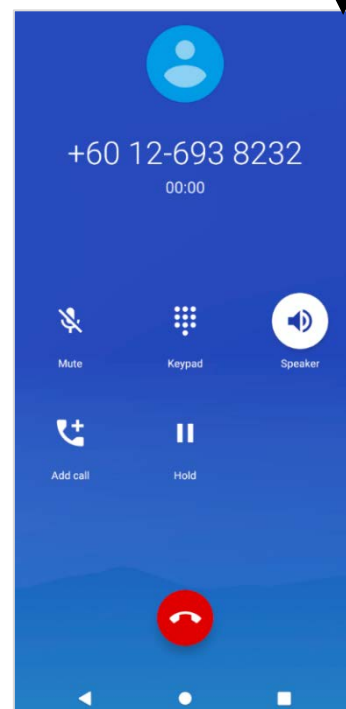**Figure 12: Mobile App Chat**

Figure 11: Mobile App Chat Button

Figure 13: Mobile App Call

4.5   Make Payment

After the operator has towed your motorcycle **(Figure 14)** and delivered it to anywhere you requested, you will be dealing with the operator on the payment. Tap on the **payment button (Figure 14)** and the payment method container will be visible **(Figure 16)**. You can either choose to pay with cash/qr or credit card.

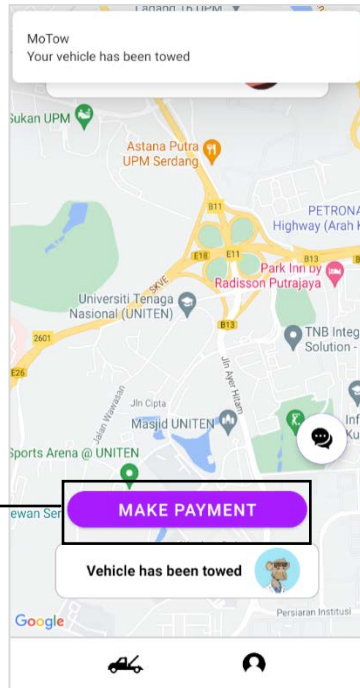**Figure 14: Mobile App Payment Button**
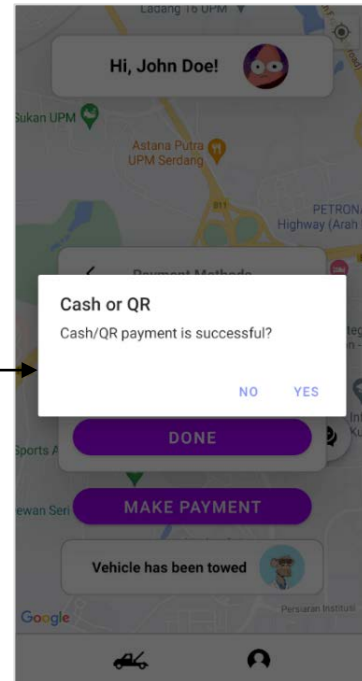
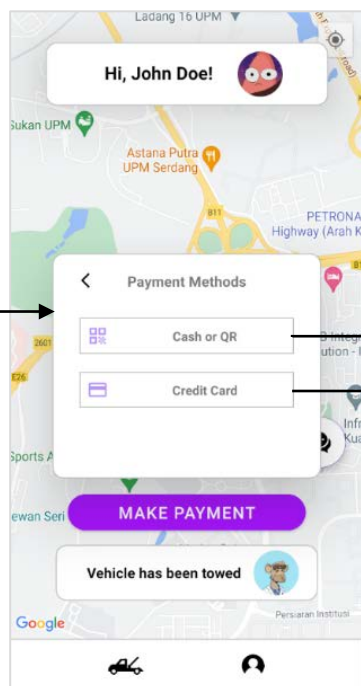**Figure 15: Mobile App Cash or QR**

Figure 16: Mobile App Payment Methods

Figure 17: Mobile App Credit Card
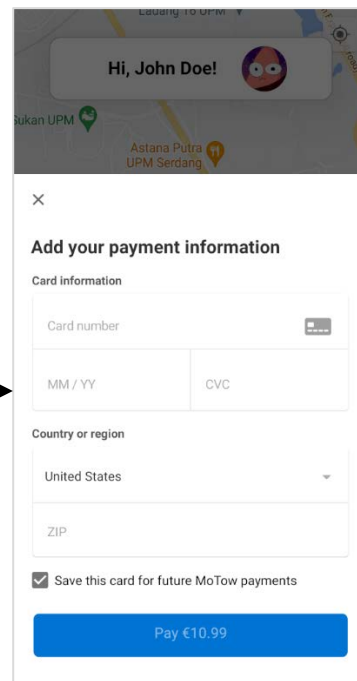
Then, you will have to wait for the operator to confirm your payment **(Figure 18)**. As soon as the operator has confirmed your payment, the Mobile App will automatically display the completion container **(Figure 19)**. Then, you tap on the **ok button (Figure 19)** which will set up the page as the first time you logged in as (**Figure 1**).

Figure 18: Mobile App Payment Confirmed

Figure 19: Mobile App Assistance Complete
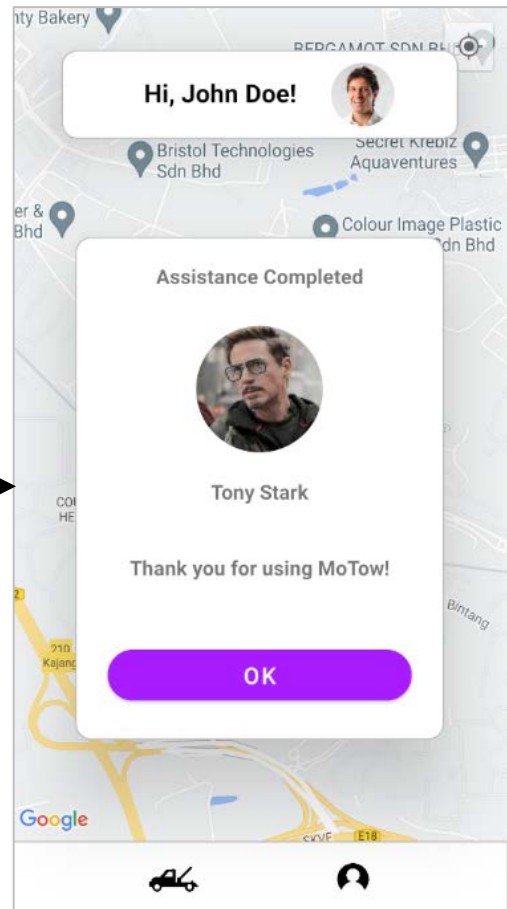
5   Home (Operators)

5.1   Change Account Status to Online or Offline

Change account status to online or offline, **receive and cancel assistance requests**, and **chat or call rider** are dependent functions. This means that the functions depend on each other as the process must be done in sequence. Before being able to change the account status to online, you must register a vehicle **(Page 18)**. Afterwards, tap on the **offline button (Figure 20)** to go online **(Figure 21)**.

Figure 20: Mobile App Change Account Status   **Figure 21: Mobile App Account Online**

5.2 Receive and Cancel Assistance Request

Once the account is online, the Mobile App will automatically assign you a job. The Mobile App will display the details of the rider **(Figure 22)**. You can proceed with the request by tapping on the **confirm button** and navigate to google map **(Figure 23)** and you can also cancel the assistance by tapping on the **cancel button (Figure 25)**.
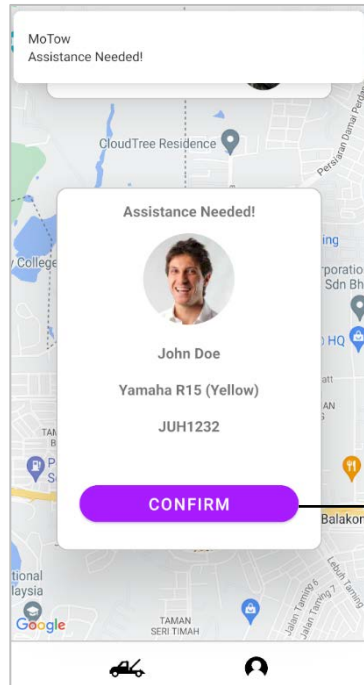
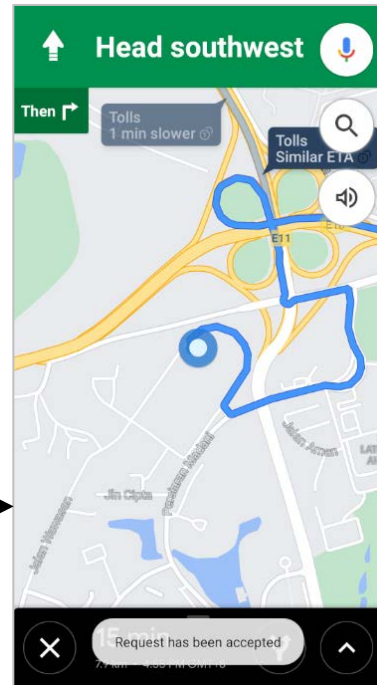**Figure 22: Mobile App Receive Request**   **Figure 23: Mobile App Navigate to Google Map**

Figure 24: Mobile App Rider Bar   **Figure 25: Mobile App Cancel Assistance**   **Figure 26: Mobile App Cancel Alert**
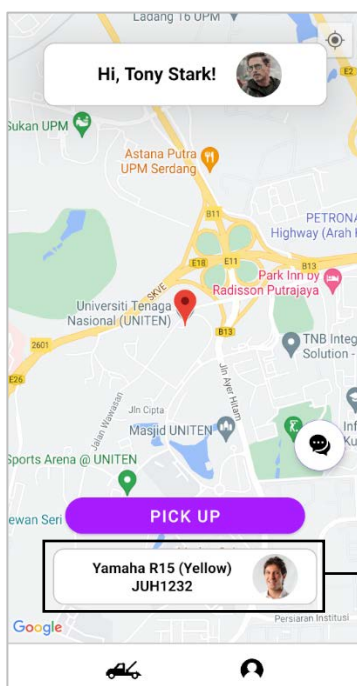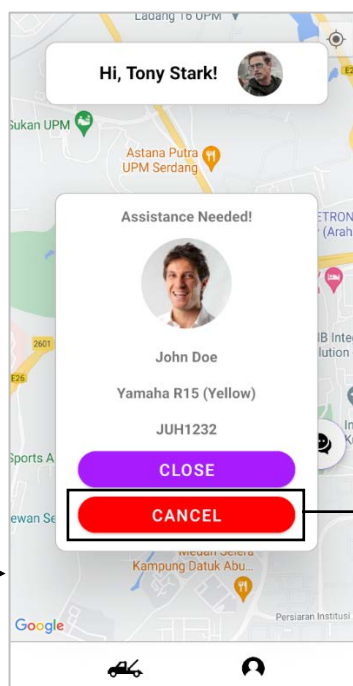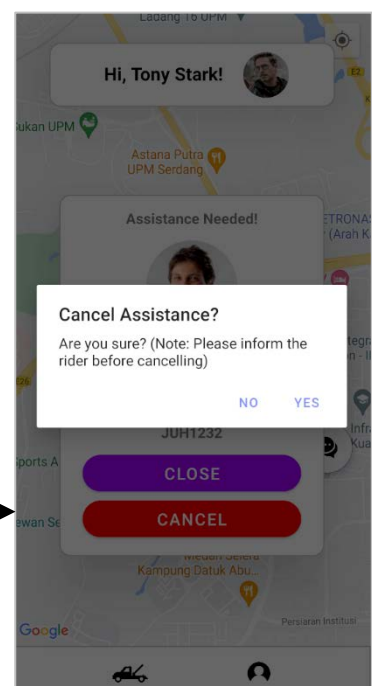
5.3   *Chat or Call Rider*

The **chat button** will be visible to communicate with the rider **(Figure 27)** and the **phone button** at the top corner of the chat box is for calling **(Figure 28)**. While the process is ongoing, you can communicate with the rider either by chatting or calling.
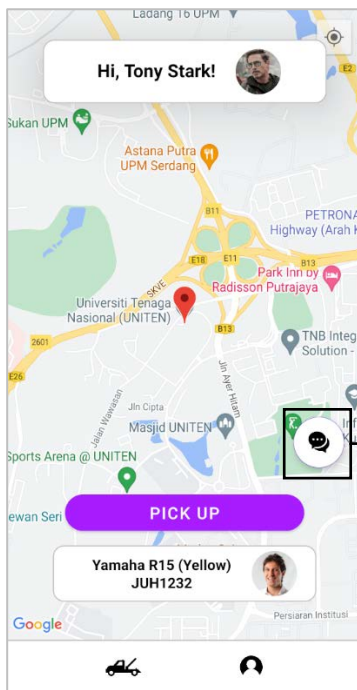
Figure 28: Mobile App Chat Box
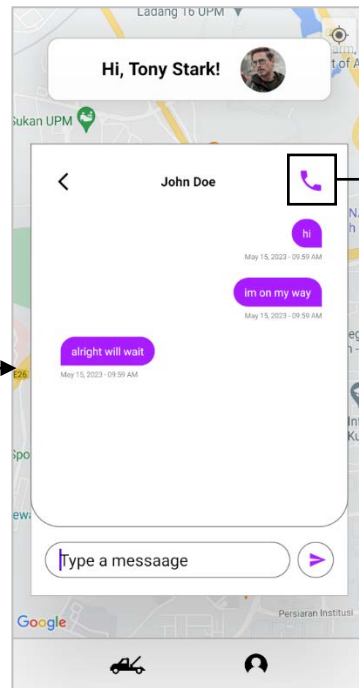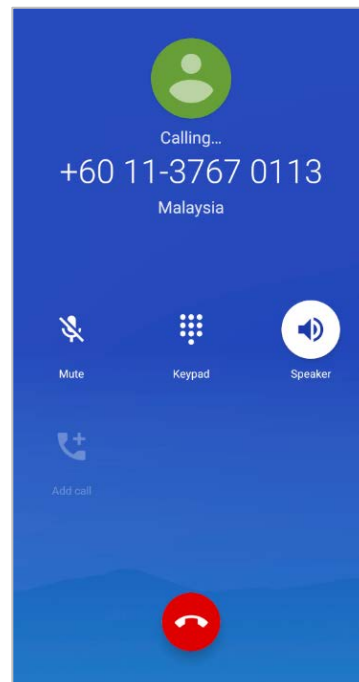

Figure 27: Mobile App Chat Button

Figure 29: Mobile App Call

Once you have towed and delivered the rider's vehicle to the requested place. You will have to wait for the rider to complete their payment **(Figure 30)**. Then, you will have to check the payment and approve it by tapping the **complete button (Figure 31)** to complete the process **(Figure 32)**.
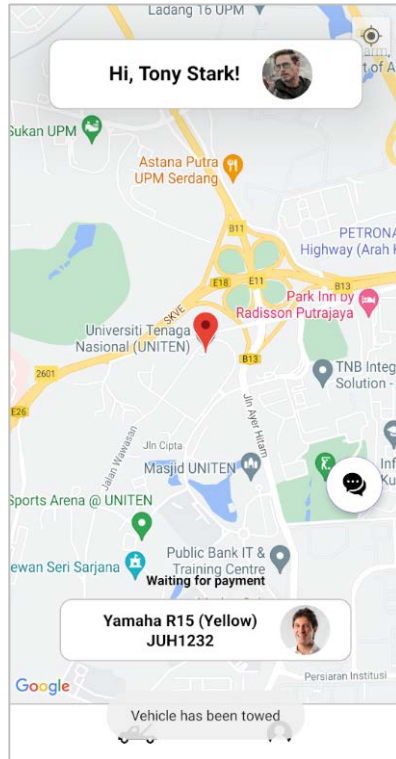
Figure 30: Mobile App Waiting for Payment   **Figure 31: Mobile App Payment Confirmation**
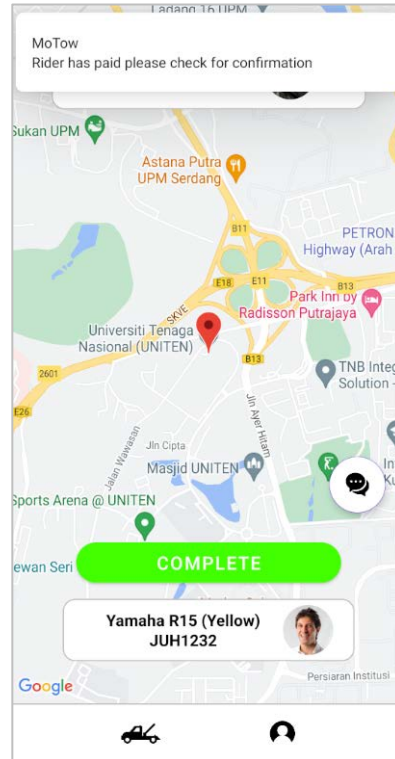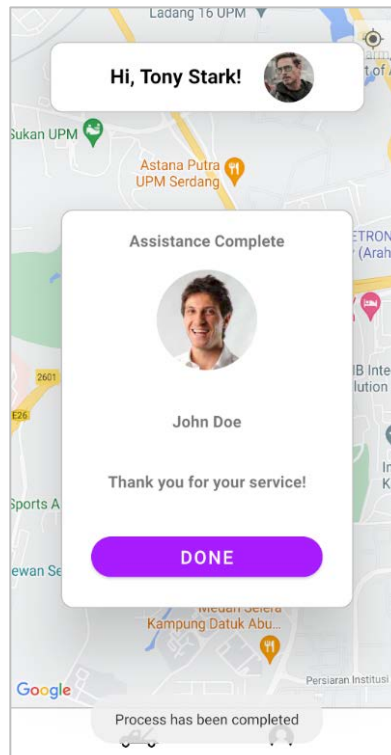

Figure 32: Mobile App Process Complete

6 Manage User (Riders & Operators)

6.1 *Change Profile Picture*

On the manage user page, you will be able to do many things such as **change profile picture**, **manage personal and company information**, **manage vehicles,** and **delete account**. To change profile picture tap on the **change profile picture text** and choose an image **(Figure 33)**.
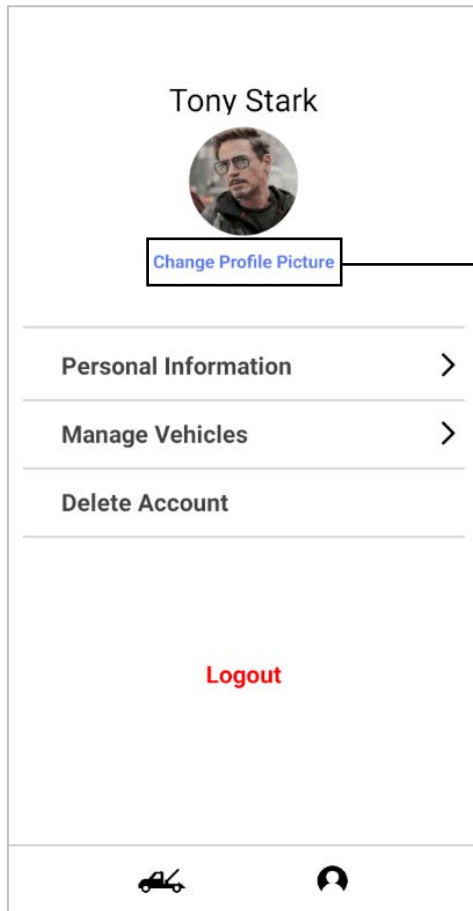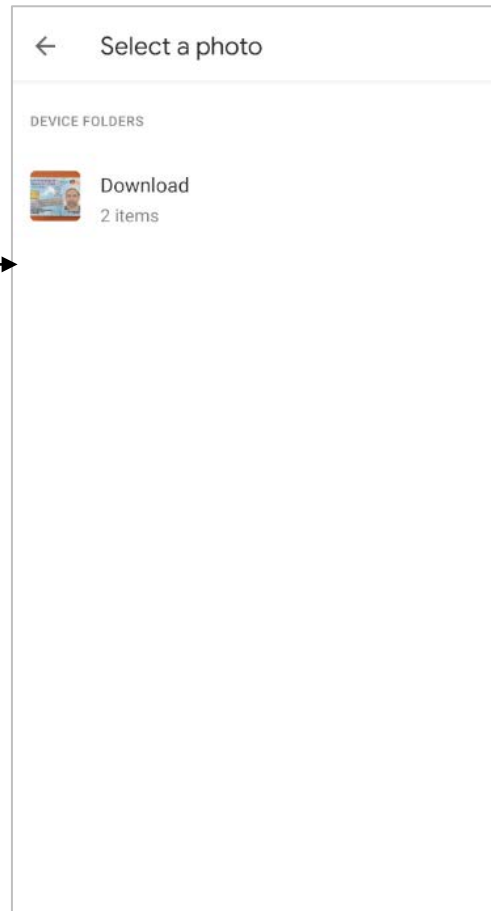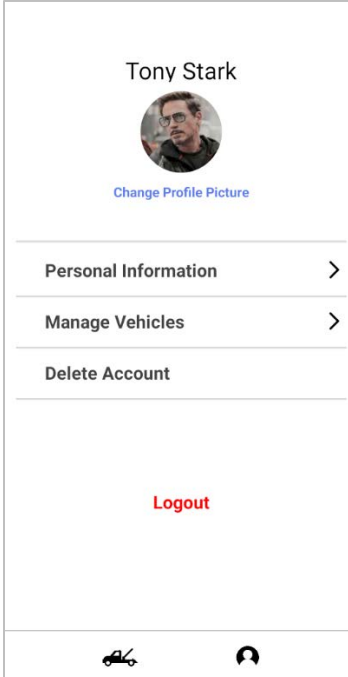
Figure 33: Mobile App Manage User

Figure 34: Mobile App Select Profile Image
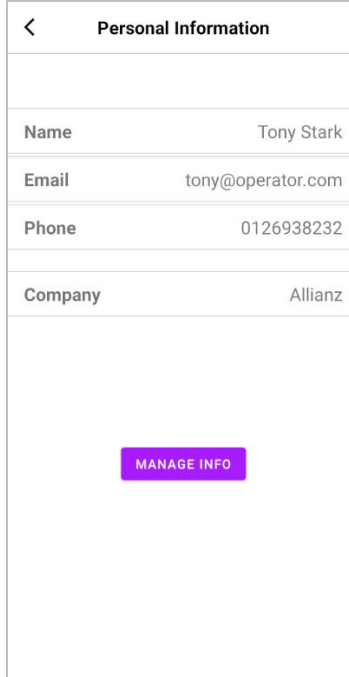
6.2   Manage Personal and Company Information

By tapping on **personal information (Figure 34)**, the Mobile App will display the account information and you can tap on the **manage info button to** edit information **(Figure 35)**. When you are done editing all the information needed, tap on the **save button** to proceed and **cancel button** to cancel editing **(Figure 36)**. (Note: Only operators need to fill in the company information)
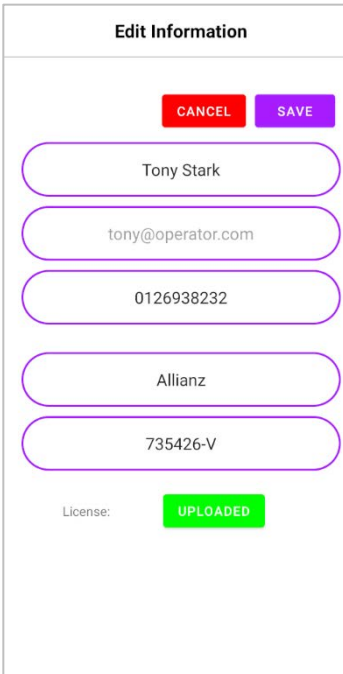
Figure 34: Mobile App Manage User   **Figure 35: Mobile App Personal Info.**

Figure 36: Mobile App Edit Info.

6.3   Manage Vehicles

By tapping on **manage vehicles (Figure 37)**, the Mobile App will display the list of vehicles you have registered **(Figure 38)**. You can change the default vehicle by selecting the vehicle and followed by tapping on the **make default button**. You can also delete vehicles by selecting the vehicle and tapping on the **delete button**. You can register vehicles by tapping on the **plus button** which will navigate you to the vehicle registration form **(Figure 39)**. After filling in all the required information tap on the **register button**.
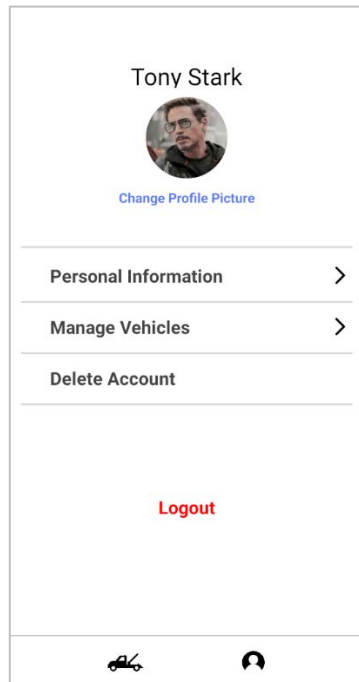
Figure 37: Mobile App Manage User

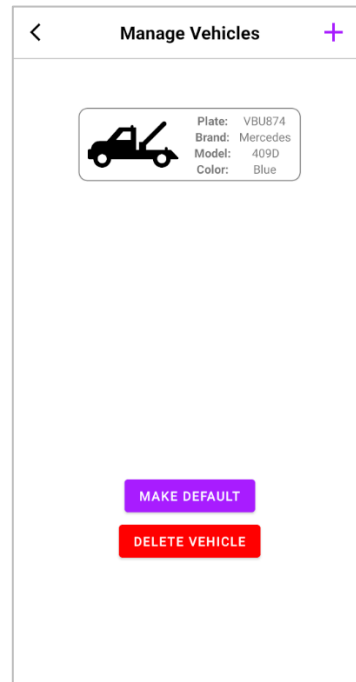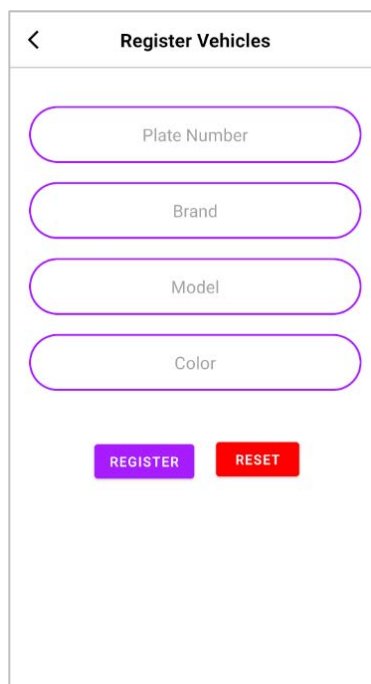**Figure 38: Mobile App Manage Vehicles**

Figure 39: Mobile App Register Vehicle

6.4 Delete Account

By tapping on **delete account (Figure 40)**, a dialog will pop up to confirm deletion request **(Figure 41)**. Once you delete the account, it is reversible and cannot be accessed anymore.
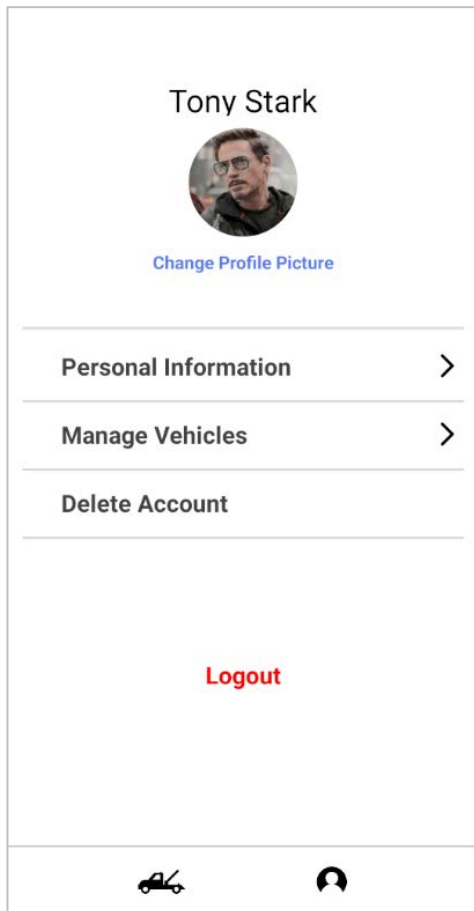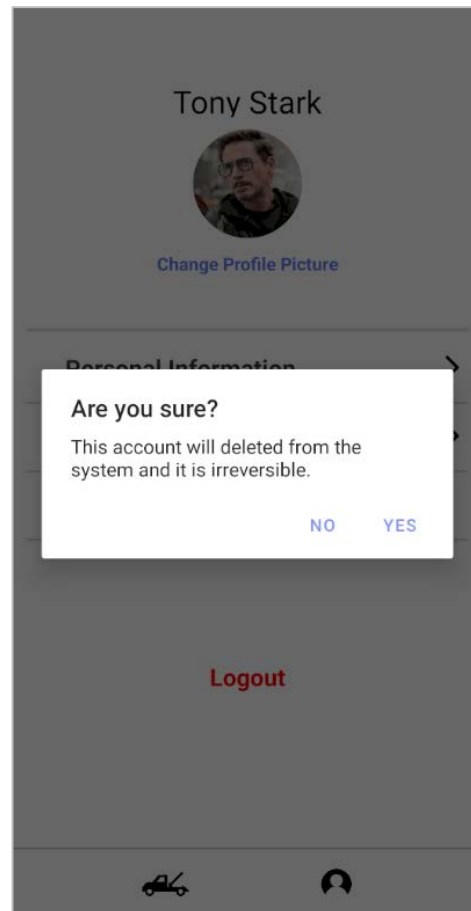
Figure 40: Mobile App Manage User

Figure 41: Mobile App Dialog Popup

7   Admin

7.1   *View User, Vehicle and Process*

You can view the user, vehicle and process details by navigating through the menu and tap on view for the specific item.

Figure 42 Mobile App Admin View

7.2   Search User, Vehicle and Process

You can search for user, vehicle, and process by tapping on the **search button (Figure 43)** and type in the key **(Figure 44)**. For users, type in the identification number. For vehicles, type in the plate number. For the processes, type in the process id.

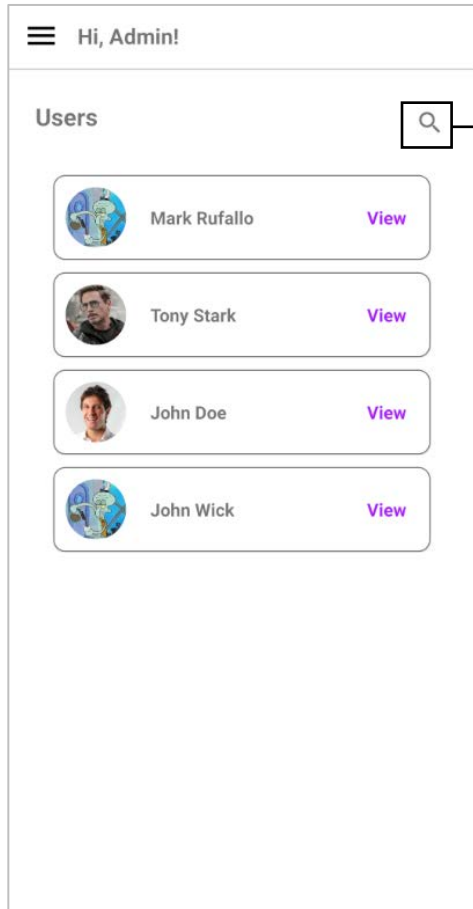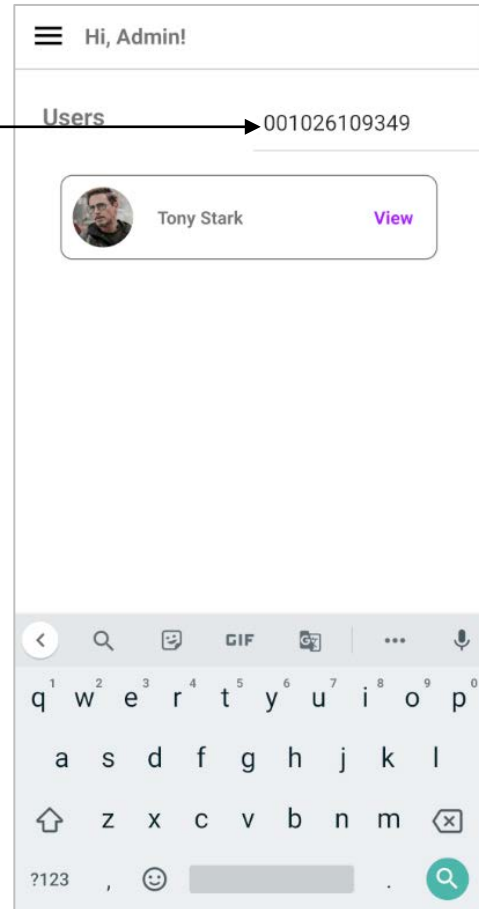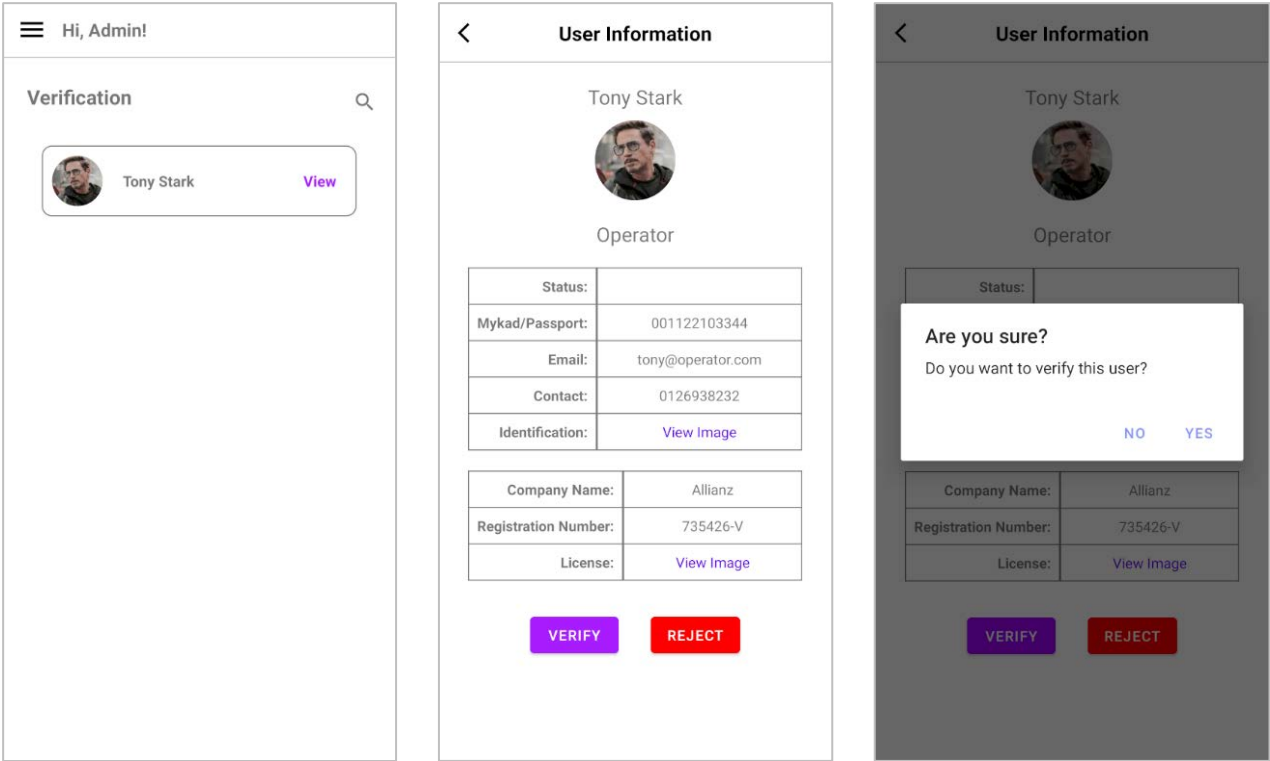**Figure 43 Mobile App Users List**   **Figure 44 Mobile App Search User**

7.3 Verify User's Account

When you tap on the **view**, the Mobile App will display the details of the user who requested for account verification. To verify, you can tap on the **verify button**. To reject, you can tap on the **reject button**.

Figure 45 Mobile App Account Verification

8   Application Security

MoTow has a strict registration process which will eliminate scammers. All the registered accounts need to be verified by the admin before being able to log in.

In addition, all processes and user's information can only be accessed by admin for tracking.

Figure 46 Mobile App Account Verification

Figure 47 Mobile App Process Tracking

9   Questions about This Mobile App

For any questions about the MoTow Mobile App, please contact Muhamad Ekhmal Syafiq bin Zamri. Email: syafqz@gmail.com.

10 About This User Guide

The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of MoTow.

About MoTow
At MoTow, we are driven by a passion for revolutionizing software development. As a new and dynamic company, we bring together a team of talented professionals who are dedicated to pushing boundaries and creating innovative solutions. With a customer-centric approach, we strive to understand the unique needs and challenges of our clients, enabling us to deliver tailored and impactful software. Our commitment to quality, integrity, and continuous improvement fuels our pursuit of excellence. Join us on this exciting journey as we shape the future of software development and make a lasting impact.

Notice
Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, MoTow, cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

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