RoadMate

08

User Manual

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Registration

RoadMate uses Google Accounts to manage registration. If you already have a Google Account or if you have GMail, you can begin to use RoadMate immediately. If you don't already have a Google Account (or GMail) , you will need to register for one. Registering is free, and you can add a Google Account to your current email. You do not need to use GMail to sign up for a Google Account.
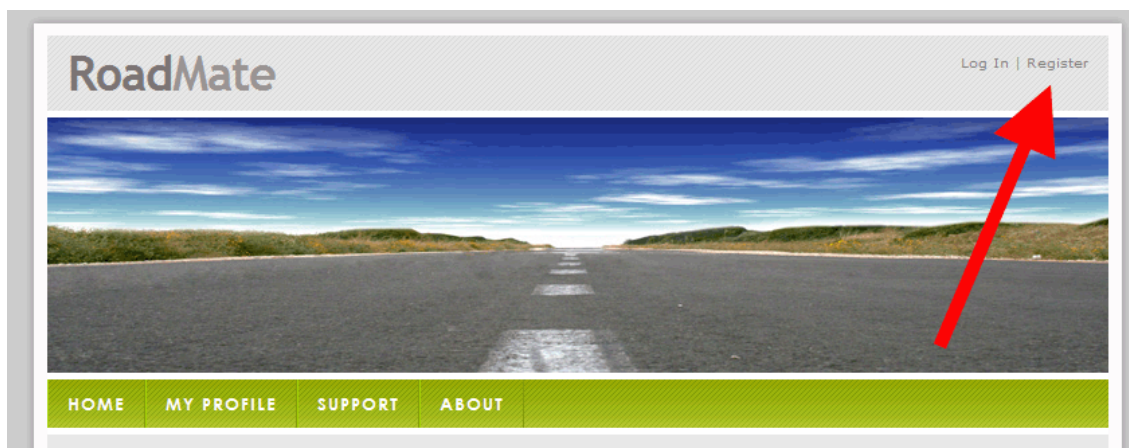

Registering for a Google Account is easy, click the Register link at the top of the screen, and then click Create an account now when you get to the Google login screen.

By filling out your details on the Google registration pages you can create your Google Account.
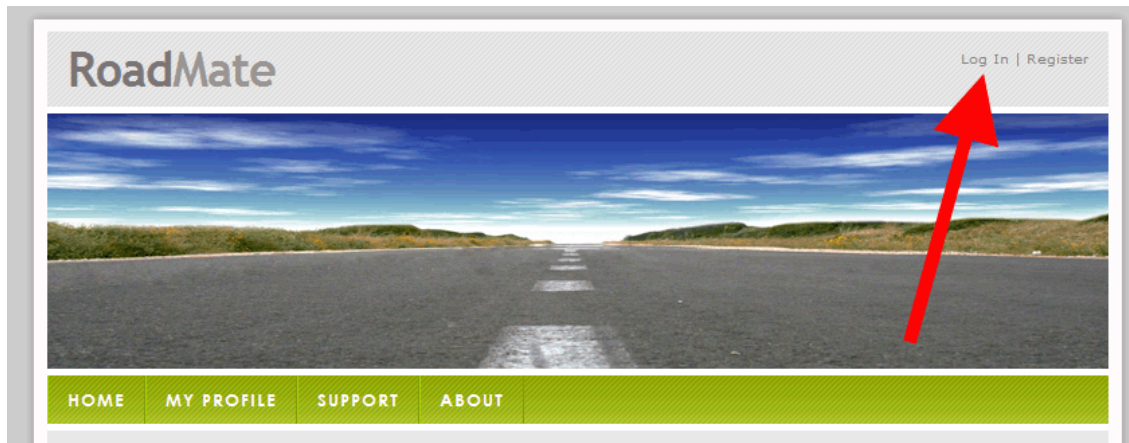
In addition to using this account for RoadMate, you can use this Google Account to sign up for other Google services, like Calendar, Groups, and GMail.
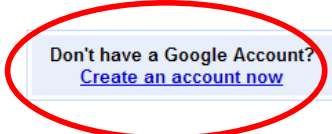
Once you have created your Google account you can log in and begin to use RoadMate.

Logging In

To log in, click on the Log In link in the top right corner of every page. You will be redirected to Google Account Log in page.

At the login page, enter your email address and your Google Account password and click "Sign in". You will be logged in to the Roadmate System. At any time you can see that you are logged in because the Log In | Register link in the top right corner of the screen has been replaced with Log Out

 If you do not have an account, you can sign up for one using the "Create an account now" link.

Once you are signed in, you will be redirected back to the most recently viewed RoadMate page.

You may be redirected back to the Log in page if you try to access your RoadMate account after you have logged out.

User Profiles

In RoadMate, all users have a public profile that is visible to other users. It displays information about them like their name, their location, and the rides that they are currently offering.

You can view or edit your profile while you are logged in, just click the **MY PROFILE** button on the green navigation bar, or click on the **My Profile** link on the side bar. Any time you view your own profile, you can edit it, but when others view it they can not edit it.

You can view a user's profile at any time, just click their email address. Clicking the number next to their email address takes you to their Feedback page.

If you are viewing your own profile then you can edit some of your details. The fields that you can edit will change to green as the mouse moves over them.

Edit the text and click Save. You know your details have been saved because after saving, the field will no longer be green.

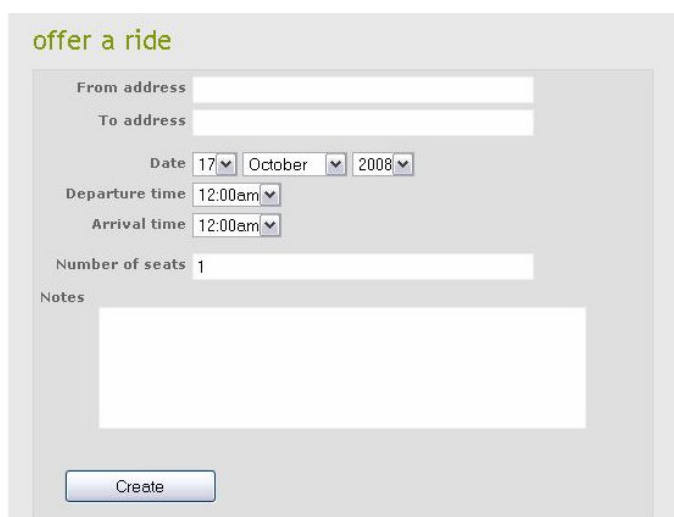By clicking the View Feedback link beside the user's email, you can view the comments other RoadMate users have made about this user.

Offering Rides

If you know you will be driving somewhere quite far away, or you drive somewhere regularly, then you may wish to share the cost of petrol or to have some company while you drive. By offering your ride on RoadMate, you can do this and help out some other people.
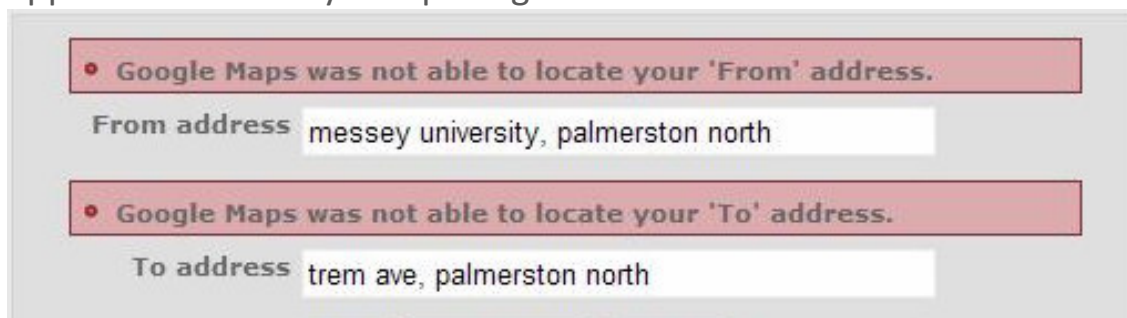

To get to the page where you can offer rides (shown on the left) click on the Offer A Ride link on the side bar menu. Enter the details of the ride, where it is going from, and to, the departure time, when you expect to arrive, and how many seats you can offer to others.

If you don't know the exact address, you can enter the street name or the town name, these are acceptable. Once you start typing, a dropdown list appears with some suggestions for NZ street names. You can continue typing or pick a street from this list.

If you entered any of the information incorrectly a warning will appear. Make sure your spelling is correct.

If this occurs, fix the incorrect information and click Create button again.

NB. There are often streets with the same name so try and be as specific as possible with the town name, sometimes you may need to also enter country name since there are overseas cities and towns with the same name.

Enter the number of seats you are offering and any comments you find appropriate. Things you should mention:
- Stopovers you plan to make for lunch/dinner
- Any long visits you plan to make along the way
- What type of car you will be traveling in
- Whether passengers must share the cost of fuel
- Whether you can pick passengers up or drop them off along the way
- Whether you will be bringing any animal, children, or babies

Once you are happy with the information, click the Create button to create the ride. After you have created a ride you will be shown the details of that ride as they appear on the RoadMate site. The ride will appear in your "Manage My Rides" list, on your profile, and will be able to be found by people browsing for rides.

view ride

Palmerston North, New Zealand → Wellington, New Zealand

Date 27 Oct 2008
Seats 4
Passengers 0

Departs from Palmerston North, New Zealand at 12:00 a.m.
Arrives at Wellington, New Zealand at 8:30 a.m. (estimated)
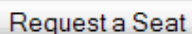
Driver test@example.com (new)

At this point you can still edit the details of the ride, and you can post messages on the ride so that you can discuss the ride, and answer questions of other RoadMate users. You can also cancel the ride and approve people who want to be your passengers – these operations are covered in the "Managing Rides" section of this document.

Booking a Seat

Once you have found a ride you want to take, you book a seat on that ride. First, you place a request to become a passenger, then the driver of that ride decides which people who have placed requests can become passengers. Once the driver has confirmed you as a passenger, you are booked on that ride and if the ride is cancelled then you will be notified straight away.

You can not request to become a passenger on rides that are full or have already occurred. You can not request to become a passenger more than once on each ride.

2 seats available

Request a Seat

To request to be a passenger, view the ride details. If the ride is not full, there will be an indicator of how many seats there are available, and a button which you can use to request one of these seats.

After clicking this button, the request is processed and the "Request a Seat" button is gone, replaced with the message below.

Your request for a seat on this ride has been recorded and you will be notified when it is approved.

You can tell that you have already placed a request on a ride if it shows this message.

Once your request has been approved, you will receive an email letting you know that you are now a passenger on that ride. At that time the ride will appear in the **Manage My Bookings** page, which is a list of the rides that you are currently booked as a passenger on, and the rides that you have traveled on in the past.

Requesting Rides

If you can't find a ride that suits you, you can try to request one instead. Maybe somebody is traveling your way, but doesn't know that there is anyone wanting to travel with them. You can request a ride by clicking the Request A Ride link on the sidebar menu.

Enter the details of where you want to go. Enter the approximate date and time that you want to depart. Use the Notes to explain any flexibility in the locations, or the date and time of the ride. For example, if you wanted to go to Wellington some time next week, but the day and time were not important, you should explain this in the Notes.

Once you have created a request, its details will appear on a view request page. Your request will also show up when other users are browsing ride requests. Other users can accept your request by clicking the "Accept Request" button and creating a ride.

When another user accepts your request, you will be notified by an email that will tell you the ride that has been created. You can then check the details of that ride and request to become a passenger.

If the ride does not really suit you, or you don't want to travel with the person then you do not have to request to become a passenger on that ride.

Managing Offered Rides

On the Manage My Rides page, which you can get to by clicking on the Manage My Rides link on the side bar menu, you will see the list of all rides you are currently offering to other RoadMate users and also the last 10 rides that you were a driver on.

You can view the details of any of your rides by clicking on the ride name highlighted in the figure above. Once you are on the View Ride page, you can:

- **Cancel the ride** by clicking on a "Cancel Ride" button.

  If your plans change, you should cancel the ride and create another ride for a different time.

- **Create a Google Calendar reminder** by clicking on the "Grant Access" button.

Create a google calendar reminder: Grant access

You can add the ride to your Google Calendar, where you can set up SMS and email reminders.

- **Approve passenger requests** from people wanting to ride with you. You can not approve passenger requests once you have approved as many passengers as you have seats - the ride is full.

passenger requests

User	Date Requested	
johnny@example.com (new)	18 Oct 2008	Approve Request

You can review each passenger's profile and feedback to decide which users you would like to travel with.

- **View a map of the shortest route** between your departure and destination points. If this is not the route you are taking, you should let the passengers know (either by posting a message, or changing the Notes).
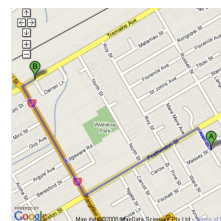
- **Remove a passenger** you have previously accepted from the ride.

passengers

| User	Date Accepted		
johnny@example.com (new)	18 Oct 2008	Place Feedback	Remove User

If you suddenly have to bring a friend, or take extra things, you might not have the same number of seats. When you remove a passenger, they are sent an email notifying them that they have been removed so that they can make other plans.

- **Post a message or respond to questions** from passengers and other RoadMate users. Users might have questions about specific aspects of the ride.
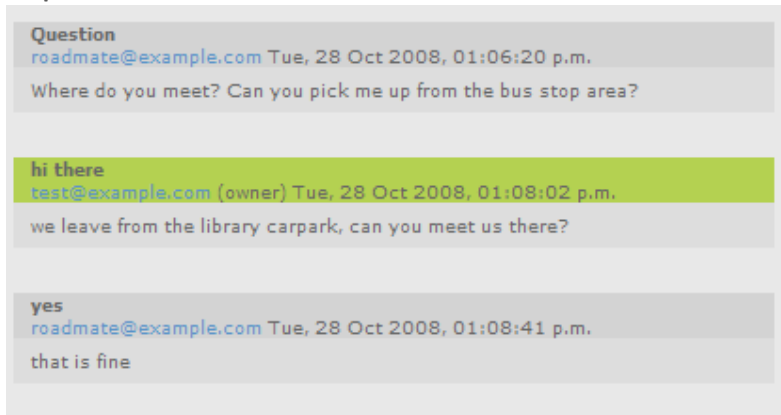
You can not change details like the date and the time of a ride because these changes might not suit the passengers who have already made their plans around your ride.

Also on the Manage My Rides page you can observe your past rides. These are the rides that you have offered in the past. You are not able to cancel, add or remove passengers to these rides, but you can view the ride details and leave feedback on the passengers.
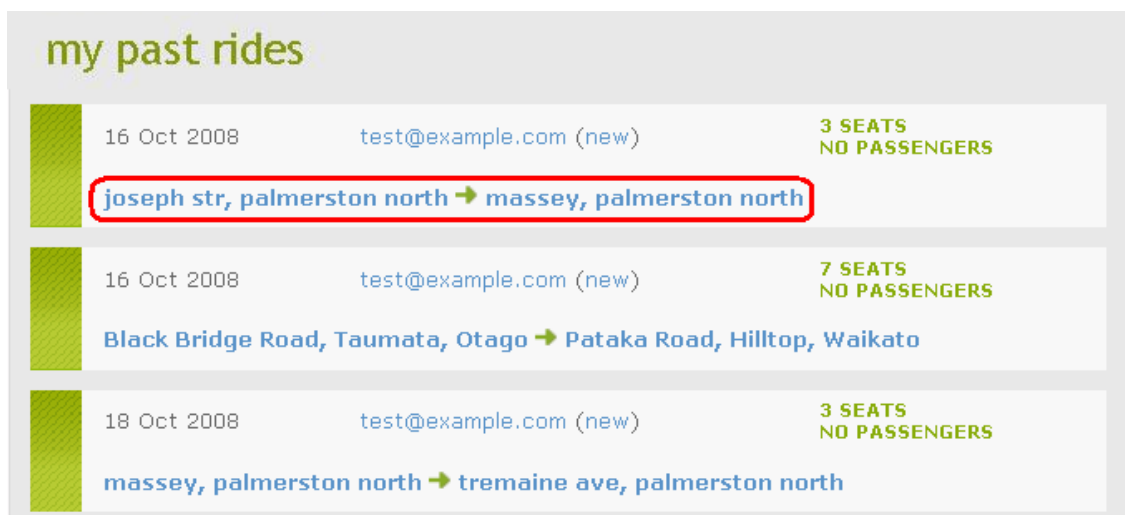
The process of placing feedback on passengers is covered in more detail in the section "Placing Feedback on Passengers"

Managing Booked Seats

You can easily view, withdraw, and comment on rides that you are a passenger on, via the **Manage My Bookings** page which you can access via the link on the sidebar.

This page shows rides that you have booked seats as a passenger. Rides that you have requested to be a passenger on will not show until the request is approved. This page also shows the last 10 rides that you have been a passenger on.

By clicking the name of the ride, it will take you to the details of that ride where you can:

- **Withdraw from a ride.**

- **Add ride details to your Google Calendar** and set up SMS and email notification, by clicking on the "Grant access" button.


  You can add the ride to your Google Calendar, where you can set up SMS and email reminders.

- **View a list of other passengers** traveling on this ride and view their feedback and social scores by clicking on their username.

- **View a map** of the shortest route between the departure and destination points. You can scroll and zoom the map for a better view. The end points are marked with flags: blue is the departure point, green is the destination point.
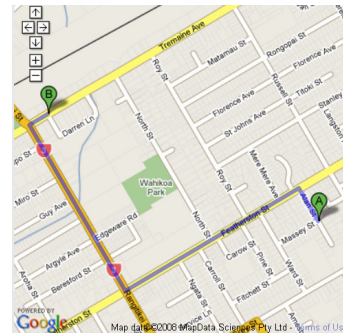
  The driver might not be taking this route, also they could be picking up passengers if you are not sure, you should ask them directly.

● **Ask a question** or start a discussion about this particular ride by typing your message in the text box provided and then clicking Submit button.

If you are uncertain about any aspect of the ride it is best to ask the driver about it before the ride, so that there are no surprises that make you break your plans.

By asking a question you may be helping others who never thought of asking.

Once you have been a passenger on a ride, it will still display in your "Manage my booked rides" page. You can view the ride's details or place feedback on the driver. Placing feedback is covered later in this document under "Placing Feedback on the Driver"
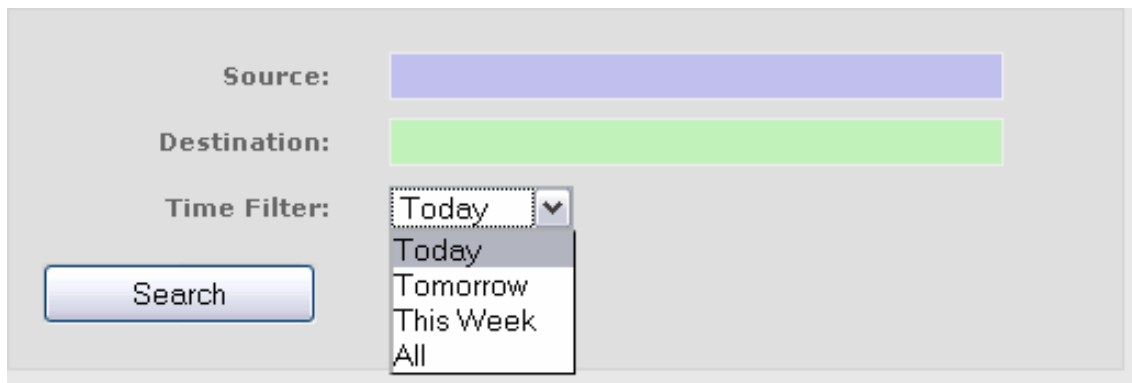
Finding a Ride

To browse through the rides which have been offered, click the **Browse All Rides** link on the side bar menu.

You can start browsing for available rides by typing in the source and destination addresses in the boxes provided. You can also choose whether you want to see only rides that are scheduled for today, tomorrow, this week or all available rides by selecting one of the options from the Time Filter drop-down menu.

Source:	
Destination:	
Time Filter:	Today
Search	Today / Tomorrow / This Week / All

Once you click Search, two circles will appear on the map:
- The **BLUE** circle represents an area around the start point of the ride
- The **GREEN** circle represents an area around the destination of the ride

You can move the position of the circles by dragging the ⊕ marker in the middle of the circle to the new position, or increase the radius of the circles by dragging the ⊕ marker further from the center of the circle. With the combination of these methods you select two areas that you want to find rides starting from and finishing in respectively. The areas may overlap, or be completely within one another if this is what you are searching for.

If there are any rides available going from the area covered by the blue circle to the area covered by the green circle, these will appear as labels inside the circles marked with the letters of the alphabet.
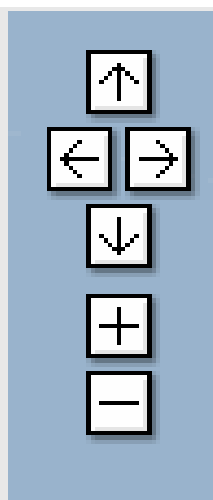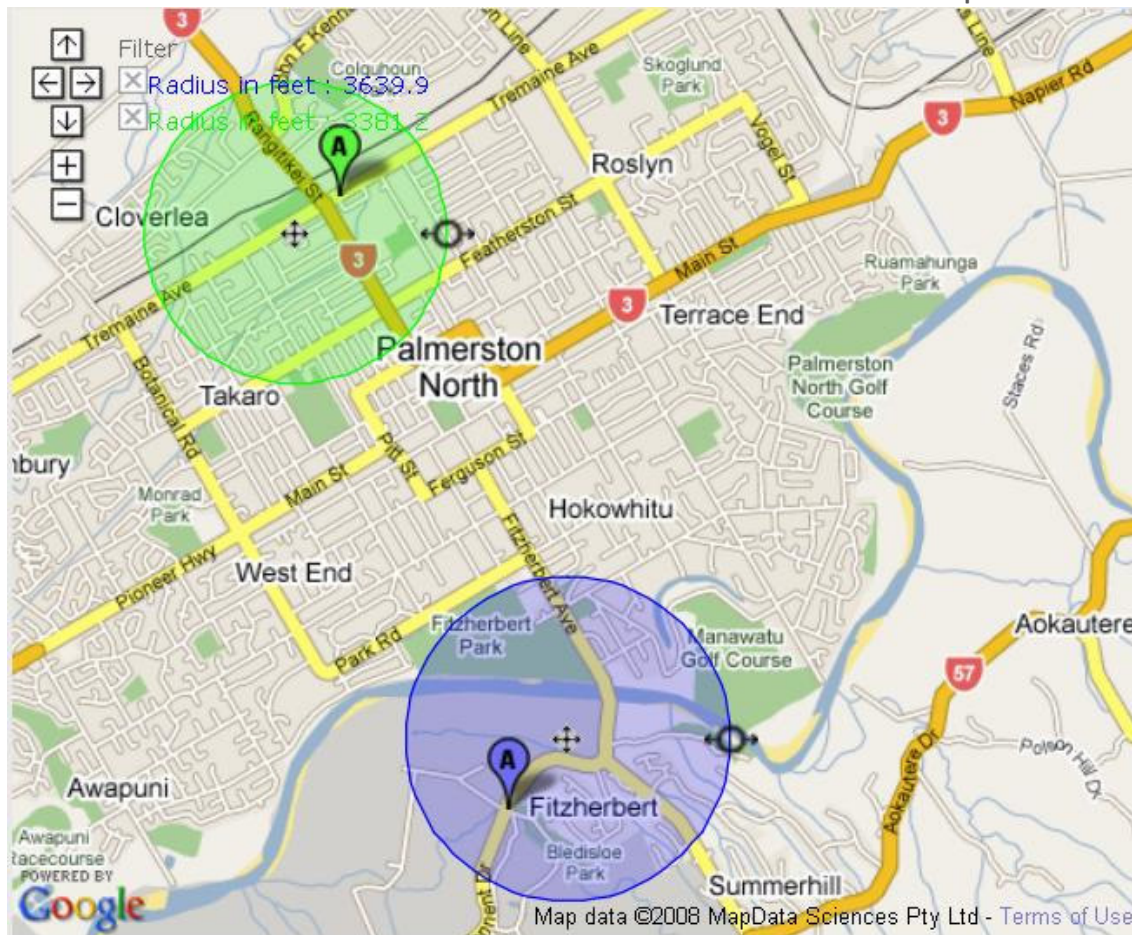
An alternative to typing in the start and destination addresses is to select the start and end points by directly clicking the map. You can click anywhere on the map to place the blue "source" circle and then click again to place the green "destination" circle without having to type either address.

When viewing the map, you can zoom in by using the "+" button, zoom out by using the "-" button and move around the map by using the arrow buttons in the top left corner of the map window.

When your search yields results, they will show up as labels within the circles you have placed. These labels have letters of the alphabet and are the same color as the circles (start locations are green, end locations blue). The letters match the pairs of start and end locations.
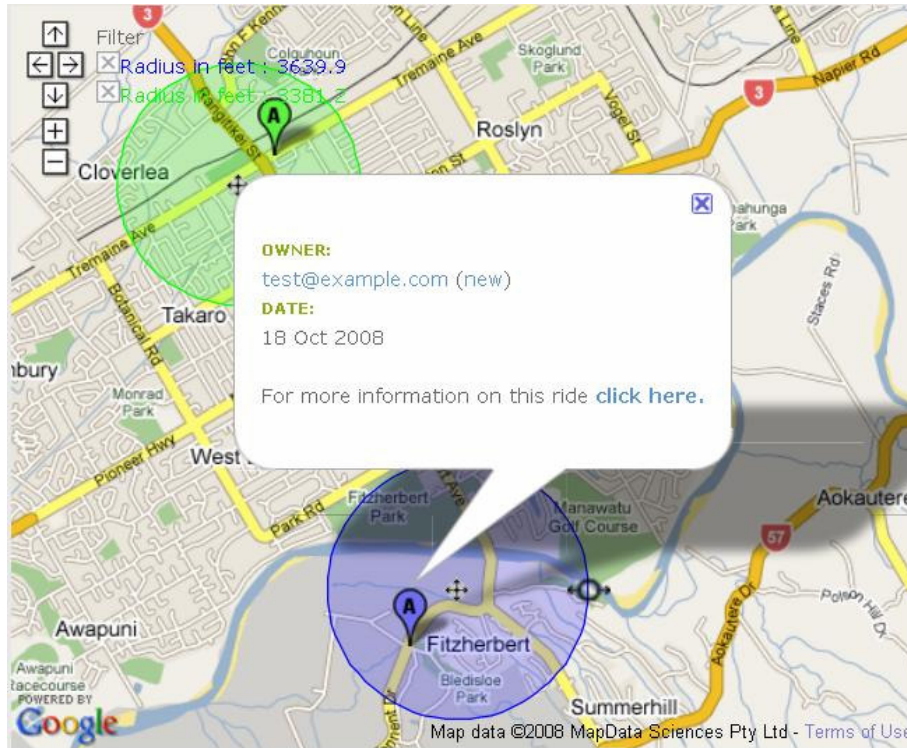
You can click either of the labels to find out more information about the ride and to go to the page where you can request to book a seat.
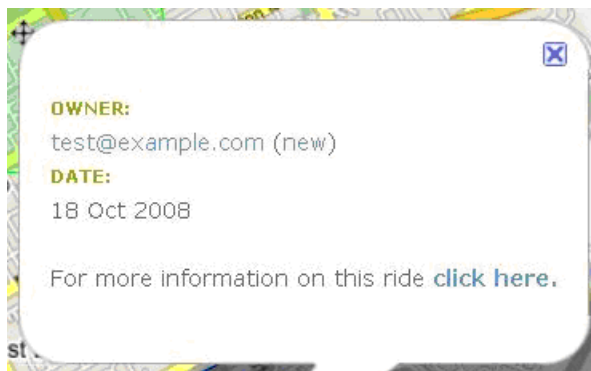
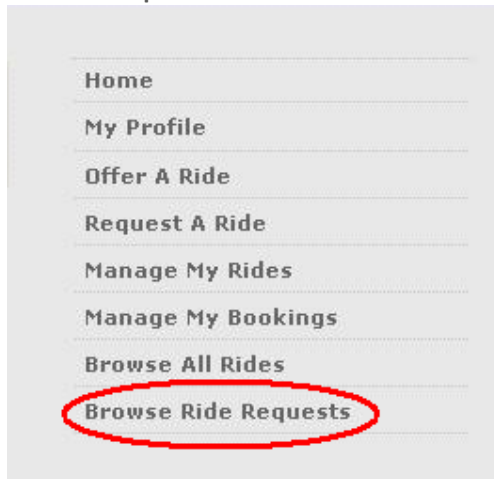After clicking a label, a box will appear showing the owner of the ride, the date that the ride will happen, and a link to a Ride View page where you can view the full details of the ride.

Viewing Ride Requests

You can view the list of requested rides by following the "Browse Ride Requests" on the side bar menu.

If you wish to view details of a particular ride request, you can click on the name of the request (the source and destination addresses separated by a green arrow). You can also view the profile of a user requesting the ride by clicking on their user name (email address) at the top of the request field. The brackets behind the user name are showing the user's social score.

To find out more about the social score please read the Comments and Feedback section of this manual.

Placing Feedback

The way to place feedback differs slightly based on whether you are a passenger, placing feedback on the driver of a ride, or a driver, wishing to place feedback on one of your passengers. Placing feedback helps the RoadMate community because it lets other users decide what people they can trust to ride with.

placing feedback on passengers

After you have given a ride, you should place feedback on the passengers you have taken. This adds to their social score, and your comments make it easier for other drivers to decide whether they would want to give the passenger a ride.

After a ride has finished, you can view your past rides through the Manage My Rides page. When you view the details of one of these rides, beside each passenger it will show the Place Feedback link.

passengers		
User	Date Accepted	
passenger@example.com (new)	14 Oct 2008	Place Feedback

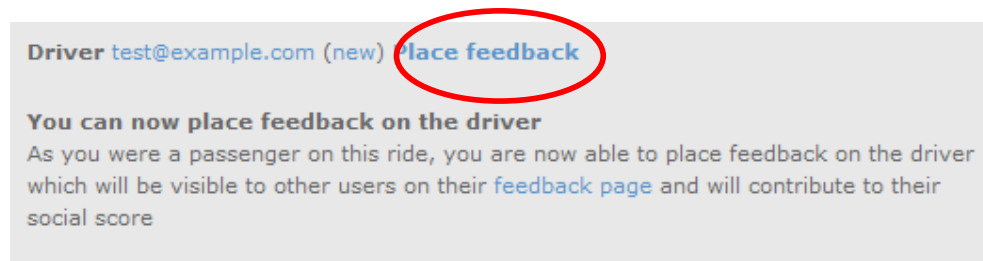Clicking that link will allow you to place feedback against the passenger. You can only place one feedback per ride on each passenger.

placing feedback on the driver

If a driver has offered you a ride, feedback can be a good way to thank them for their generosity. However, if the driver behaved rude or inappropriately toward you, was a bad driver, or caused some other problem for you, then you may want to mention that instead.

Since you were a passenger on the ride that you are placing feedback regarding, you find the ride on your Manage My Bookings page.

Driver test@example.com (new) Place feedback

You can now place feedback on the driver
As you were a passenger on this ride, you are now able to place feedback on the driver which will be visible to other users on their feedback page and will contribute to their social score

When you view it this time, however, you have the option to place feedback against the driver, you can do this by clicking the Place Feedback link beside their username.

placing the feedback

By clicking the Place Feedback link, either on your driver or on one of your passengers (if you were the driver), you are taken to a page with some fields where you can write the feedback and set a value that will affect the recipient's social score.

Selecting the value of the feedback is determined by selecting an icon:

This icon represents negative feedback, clicking on it will decrease the recipient's social score.

This icon represents neutral feedback, choosing this one does not change the recipient's social score.

This icon represents positive feedback, choosing this icon will increase the recipient's social score.

So the higher the score someone has the more trustworthy they are.

The comments are also reflective of the person's character. If a driver behaves badly or is mean to the passengers, they will reflect

this in the feedback they leave on them. Also, if a driver consistently invites passengers that behave badly and disturb the other passengers, this bad passenger selection might also reflect badly on the driver.

Since you get more feedback from all the passengers on a ride (if you are the driver) than one feedback from the driver (if you are a passenger), the social score is increased much more by offering rides than by taking them.

A user's social score is displayed in brackets beside whenever their username appears on the site. You can view the user's feedback page by clicking on his/her social score number in the brackets.

The feedback page is a list of the feedback posted by other users, either as drivers (where this user was a passenger) or as passengers (where this person was the driver). It displays the type of feedback posted (positive, negative, or neutral) and the comments that they left.

the feedback page

All the feedback on a user is displayed in a list on this page. You can see when it was placed, the role (from a passenger or from the driver) of the person placing the feedback, and any comments the person wanted to make.

The stars behind the social score number represent number of feedbacks the user has:

- One small star when rated by one user.
- Two small stars when rated by 2 users.
- Three small stars when rated by 3 users.
- A cluster of stars when rated by 4 users.
- A big star when rated by 5 or more users.

For all new users that have no feedback, the social score displays "new".