



রাস্তা চলার HOLO সমাধান

Presented by



HOLO Tech Ltd.

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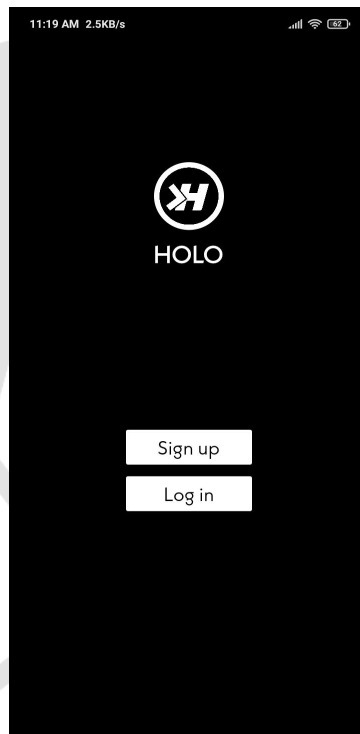
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Jatri Instruction

How to sign up as a Jatri

1. Open the app. You will be on the opening page. Click on the “Sign up” button to go to the Sign up page.



2. This is the “Sign up” page. The info with stars is mandatory. The optional info is not mandatory, but those are also important for us and also for you to avail all the benefits. Below is an explanation of the info -

- **Name** - Full Name of the jatri, who will use the app.
- **Phone Number** - The format is - 01xxxxxxxxx.
This number will be your identity for Holo. So be very careful and put the number you intend to use for your ride sharing service. The number should be used by the jatri.
- **Address** - Full address with format like - Floor, House no. , Road no., Area, City.
- **Email** - You will get the notifications and offers through your mail, so it is also important.
- **Emergency Contact Number** - This is the number we will contact in case of an emergency or if you're in some kind of danger or something like that. So put the phone number of the person you believe the most to come to your aid if you are in some kind of danger or accident.

Relationship with User - Relation with the person of the emergency contact number you have put above.

- **Gender**
- **Date of birth** - You can select the date. Put the date you have on NID.
- **Blood group** - This can be helpful in case of an emergency.
- **Refer Code** - You can put the phone number of the referrer who let you know about the app.
- **Password** - You need to put and memorize the password.
- You can read the terms by clicking on the link. After reading, tik the link and press the “Submit” button.

The image displays two sequential screenshots of a mobile application's 'Sign Up' screen. The left screenshot, taken at 12:12 AM, shows the initial form with fields for Name*, Phone Number*, Address*, Email, Emergency Contact Number*, Relationship with user, and Gender. The right screenshot, taken at 4:01 PM, shows the continuation of the form with fields for Date of birth, Blood group, Refer code, Password*, and Retype Password*, along with a checkbox for terms and conditions and a Submit button.

Sign Up

12:12 AM

← Sign Up English

Name*

example: Md. Jamil Hossain

Phone Number*

+880xxxxxxxxxx

Address*

2/3/2, Dhanmondi R/A, West Dhanmondi ...

Email

jamil1940@gmail.com

Emergency Contact Number*

+880xxxxxxxxxx

Relationship with user

example: brother/sister

Gender

☒ Male

Sign Up

4:01 PM

← Sign Up English

☐ Other

Date of birth

Date of birth

Blood group

A+

Refer code

user

01xxxxxxxxxx

Password*

password

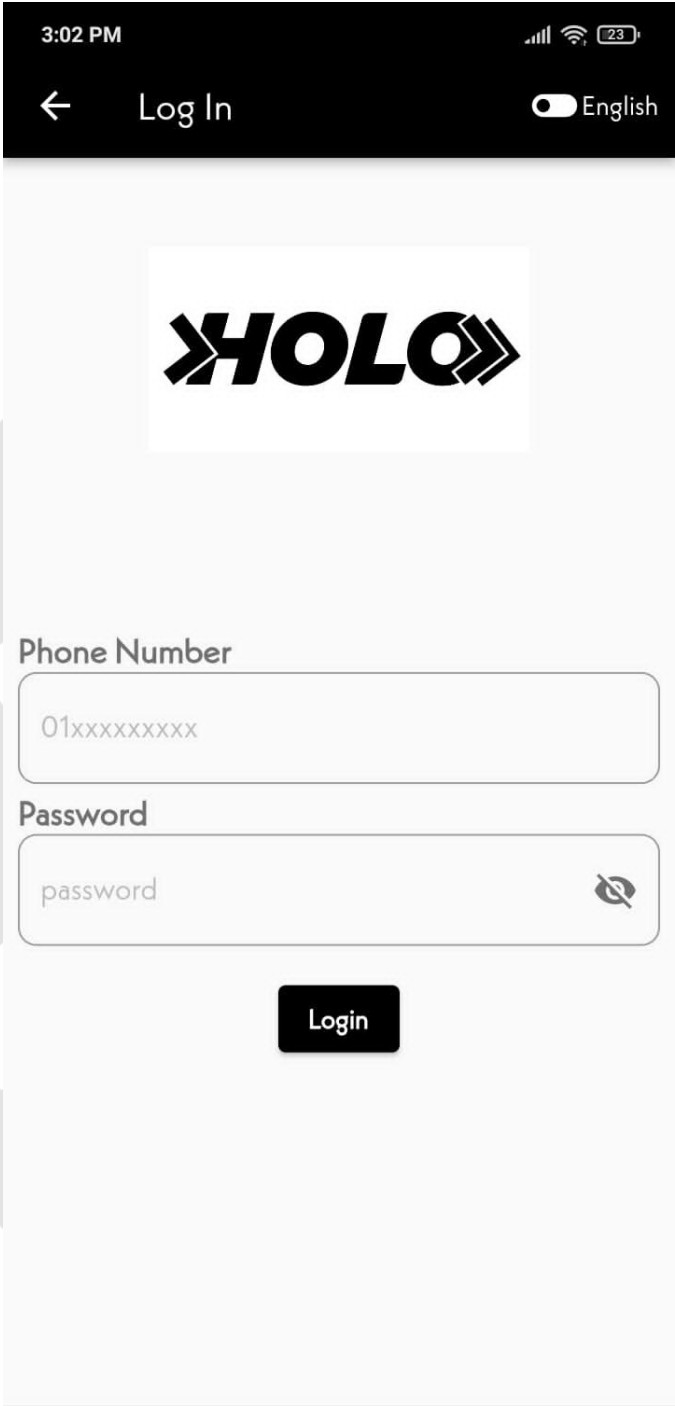
Retype Password*

Retype Password

☐ I have read and accepted terms and conditions

Submit

3. After submitting the sign up info, you will be on this page. You can log in here.



The image shows a mobile application interface for logging in. At the top, a black header bar contains a back arrow, the text "Log In", and a toggle switch labeled "English". Below the header is the HOLO logo, which consists of the word "HOLO" in a bold, stylized font with a double arrow pointing to the right. Underneath the logo are two input fields: "Phone Number" with a placeholder "01xxxxxxxx" and "Password" with a placeholder "password" and a toggle icon. A black "Login" button is positioned below the password field. The entire interface is set against a light gray background with a large, faint circular graphic.

3:02 PM

← Log In English

HOLO

Phone Number

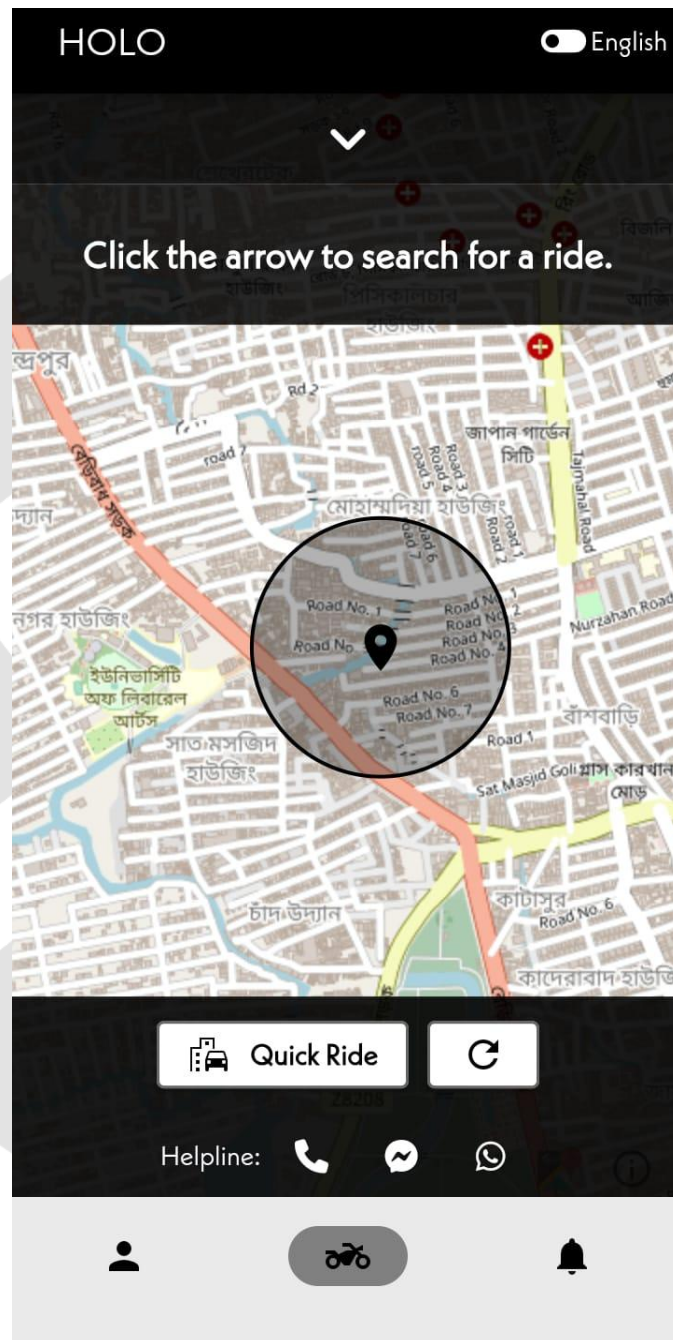
01xxxxxxxx

Password

password

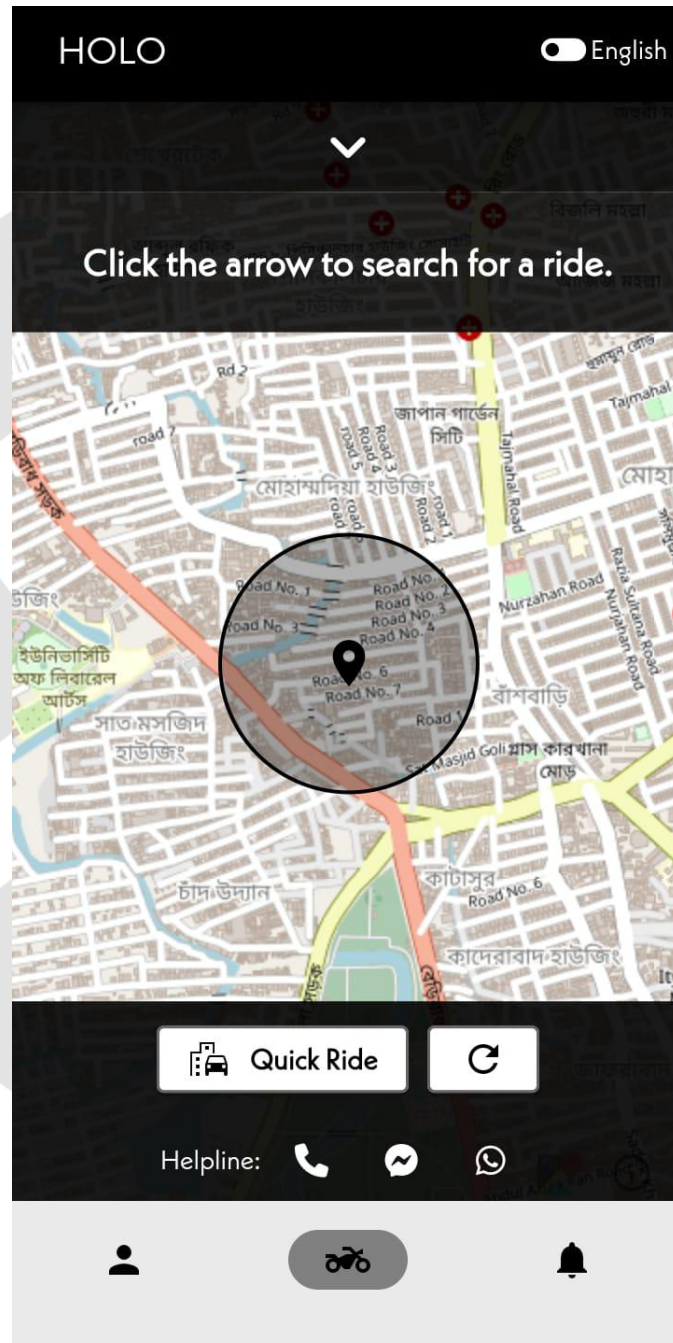
Login

4. You will be on the landing page. Enjoy the service.



Quick Ride

1. Open the app and login. You will be on the landing page. After you talk to a chalok, fix the price and destination, click on the “Quick Ride” button to connect with the particular Chalok.



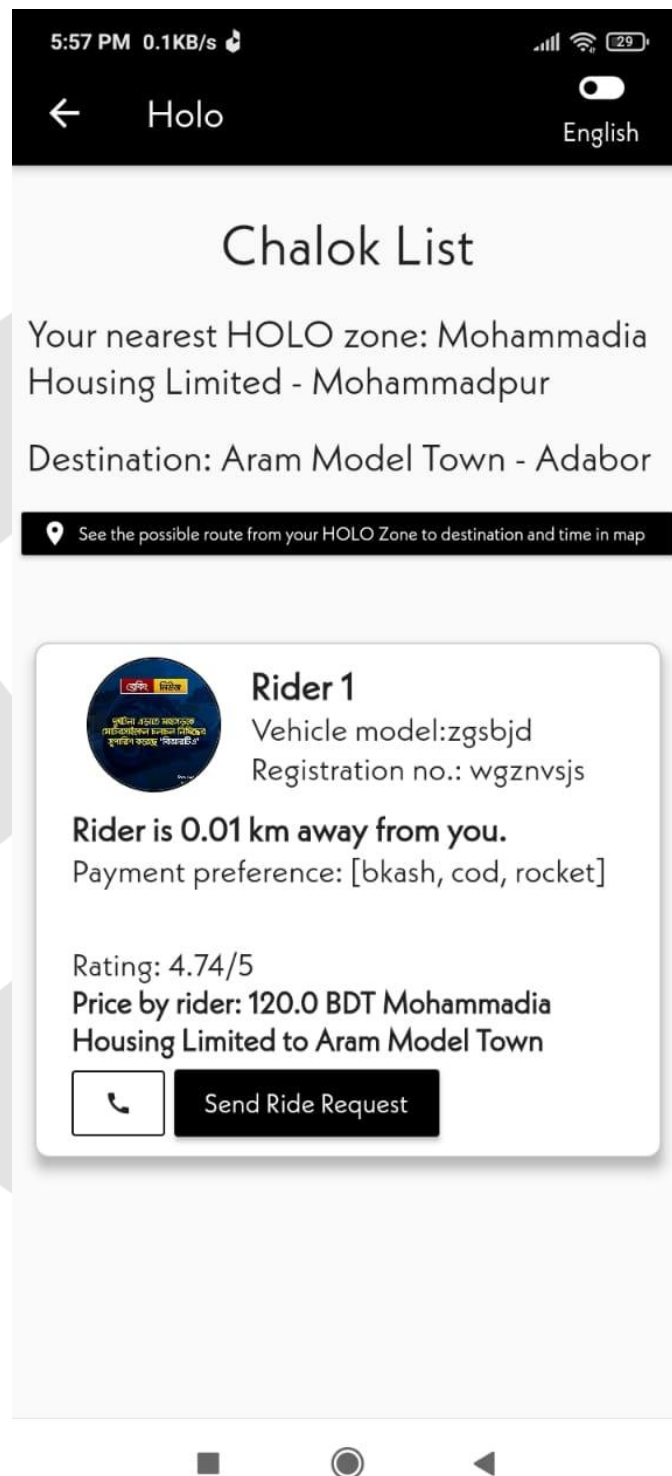
2. You will get the below screen where your current location will be shown.

The screenshot displays the HOLO app interface on a smartphone. At the top, the status bar shows the time as 12:49 AM, signal strength, Wi-Fi, and a 66% battery level. The app header features the 'HOLO' logo and a language toggle set to 'English'. The main form is titled 'Chalok's Phone Number' and includes a dark grey input field. Below this, a faded instruction 'Click the arrow to search for a ride.' is visible. The section 'My nearest HOLO zone' displays 'Mohammadia Housing Limited - Moh' with a circular refresh icon. The 'And my destination is' section has a dark grey input field with a close 'X' button. At the bottom of the form are 'Search' and 'Cancel' buttons, along with a location pin icon. The footer contains a 'Quick Ride' button with a car icon, a 'Hotline' label with a phone icon, and a social media icon. The bottom navigation bar shows icons for a profile, a selected vehicle (car/bike), and a notification bell. The phone's home indicator bar is at the very bottom.

3. To set your desired destination, you have to search in the “Destination” field. While you input the destination, you can get suggestions. You will get a list of possible inputs. Set the destination you need to go And put the contact number of the chalok to connect with him/her.

The screenshot shows the HOLO app interface on a smartphone. At the top, the status bar displays the time as 12:50 AM, signal strength, Wi-Fi, and battery level at 66%. The app header shows the HOLO logo and a language toggle set to English. The main form has three sections: 1. 'Chalok's Phone Number' with a text input field containing '1231231'. 2. 'My nearest HOLO zone' with a dropdown menu showing 'Mohammadia Housing Limited - Moh' and a refresh icon. 3. 'And my destination is' with a text input field containing 'Aram Model Town - Adabor' and a clear icon (X). Below these fields are two buttons: 'Search' and 'Cancel', followed by a help icon (question mark). At the bottom, there is a 'Quick Ride' button with a car icon and a refresh icon, and a 'Helpline' section with icons for a phone, chat, and social media. The bottom navigation bar shows icons for a profile, a central button with a car icon, and a notifications bell.

4. Click on the button "Search" to get the Chalok.
5. You will get the chalok details.



6. As you have already talked with the Chalok and fixed the price of the ride, to start the ride, you need to send the ride request by clicking the button "Send Ride Request". Write the price you have fixed with the Chalok in the box. Then press "Send" in the bottom right corner.

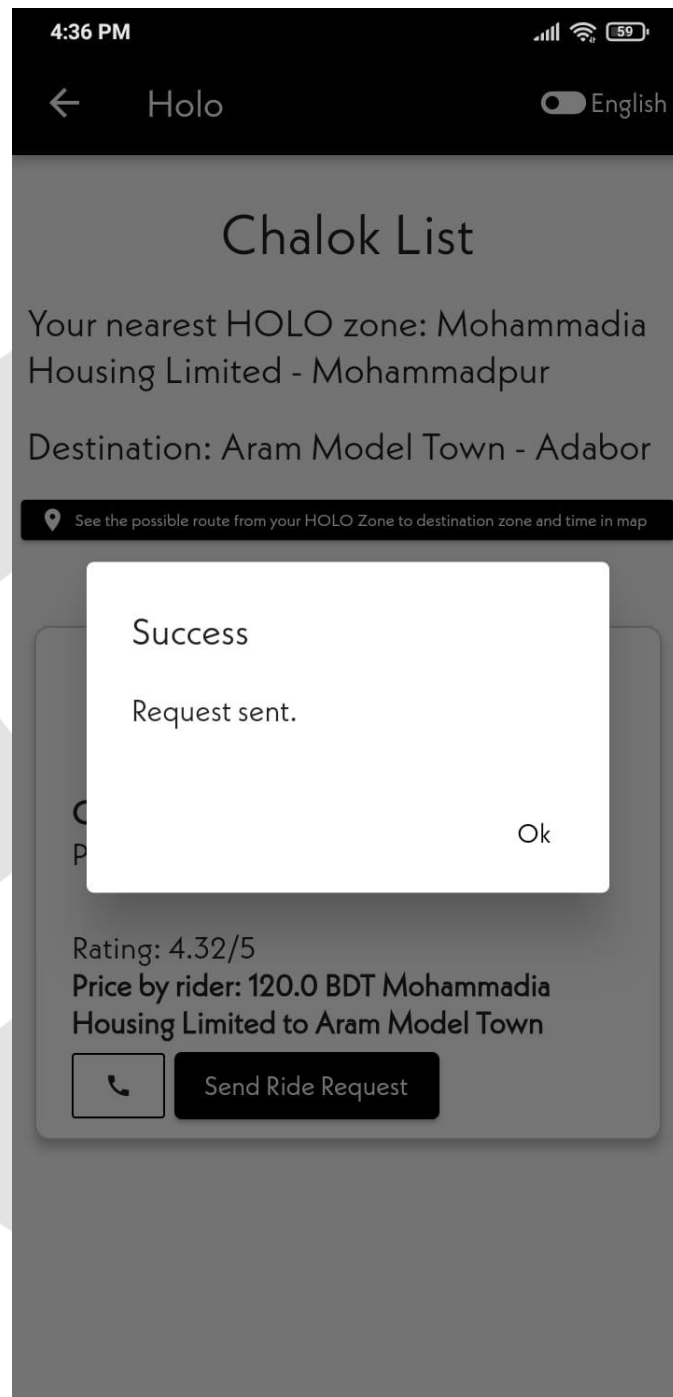
4:35 PM

Ride request to Rider 1 from
Mohammadia Housing Limited -
Mohammadpur to Aram Model Town
- Adabor

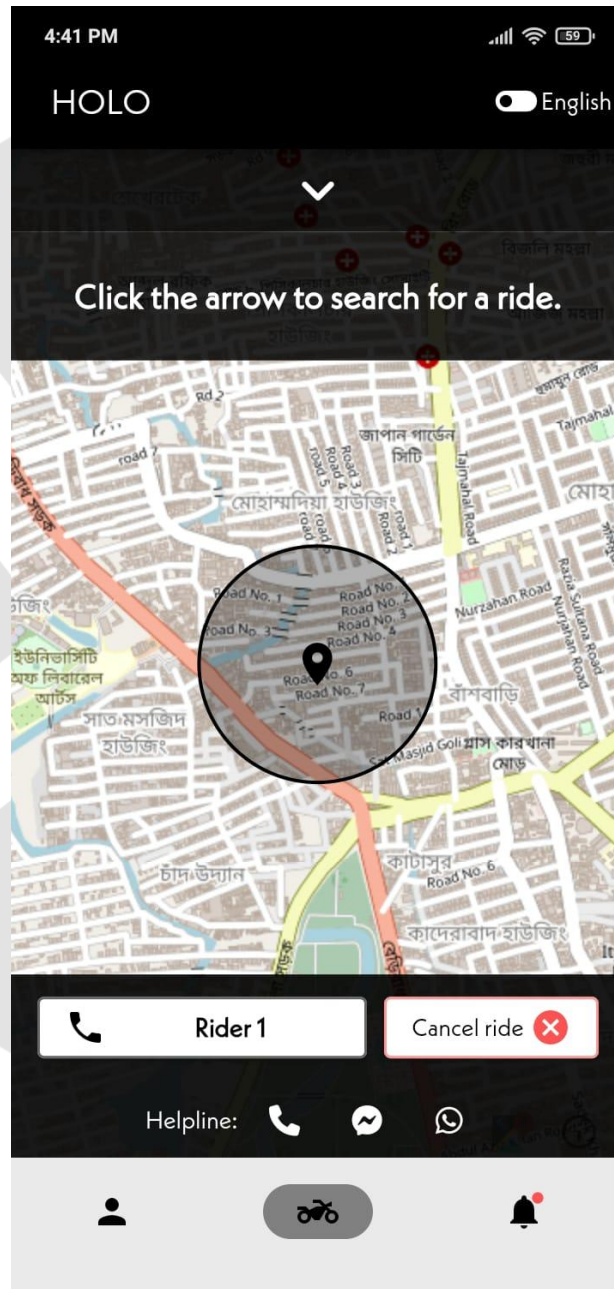
Price
120.0

CANCEL Send

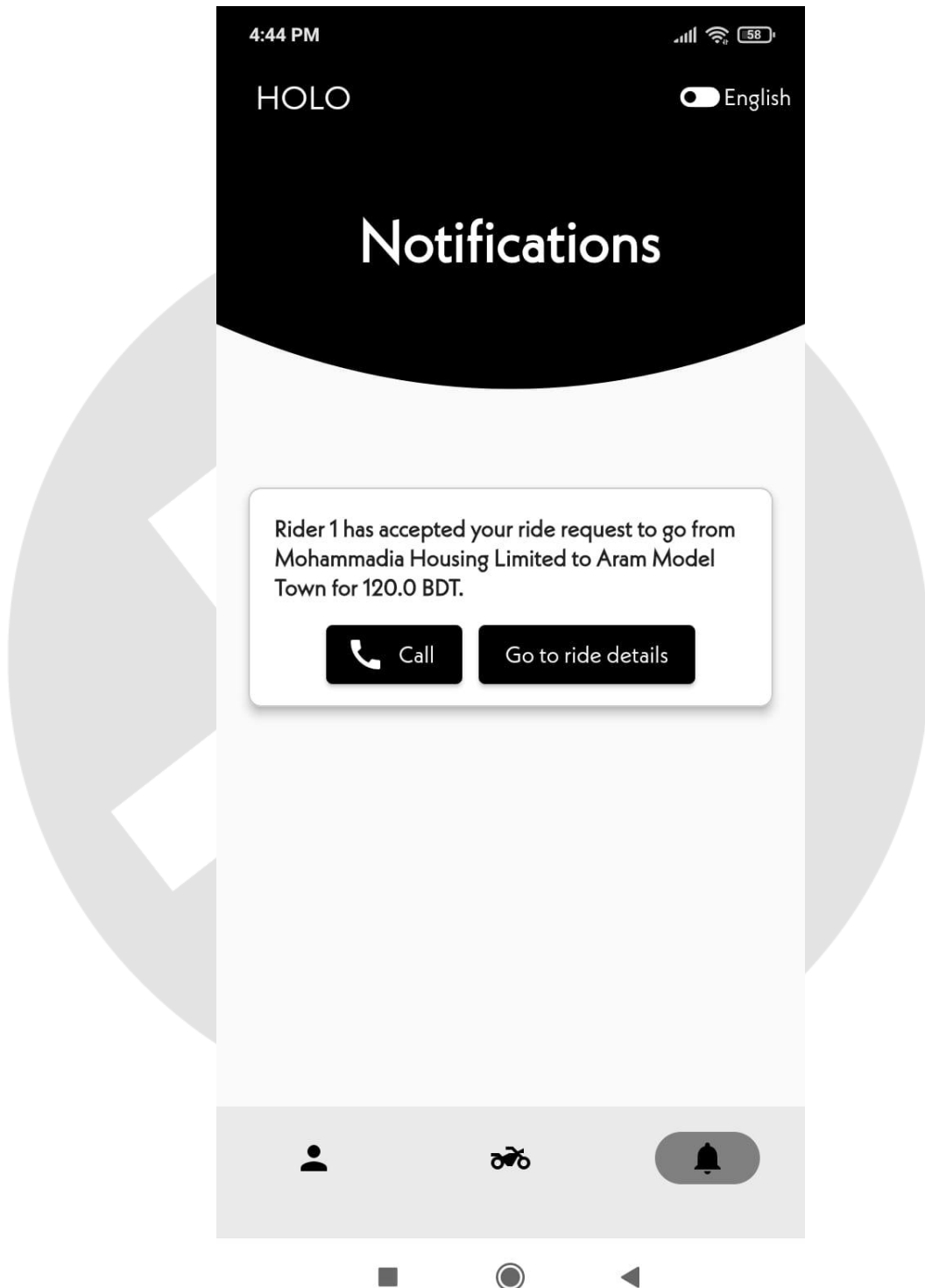
7. You will get a pop-up like the image below. Press “Ok” and wait for the Chalok to accept.



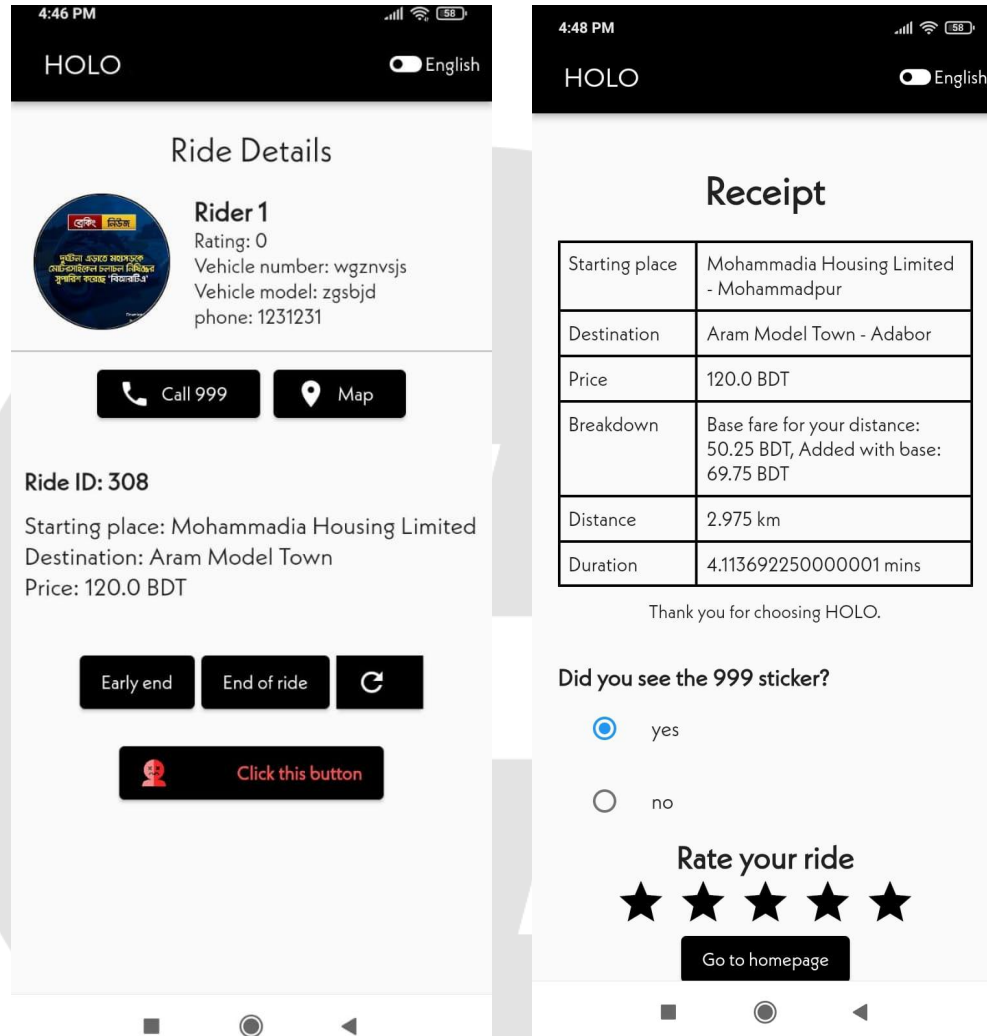
8. You will get to the landing page. Waiting for the Chalok to accept. You can cancel the ride before the Chalok accepts by clicking the “Cancel Ride” button , but please call the Chalok by clicking the button beside the cancel button and let him know beforehand to avoid any misunderstanding. If the Chalok accepts, you get a notification light on the right bottom corner. You may not always get the light due to networking issues, so please check sometimes for the notification by clicking the notification icon.



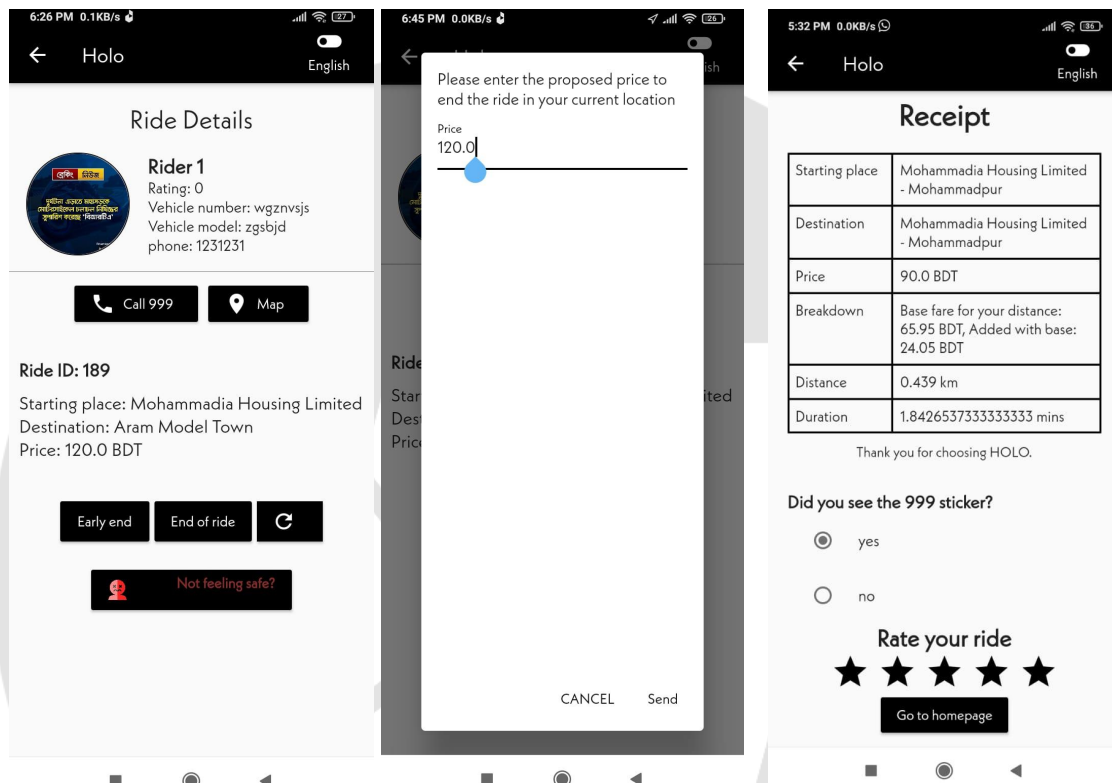
9. You will get the notification like the picture below in the notification section. Getting this notification means the Chalok has accepted your request and the ride started. You can go to the ride page by clicking the button “Go to ride details”.



10. This is the ride page. You can see the details here. Please match the number plate with the Vehicle number before the ride. You can minimize the app now. You can view the receipt and rate the Chalok if you want, but please do that after the Chalok ends the ride. After that you will be on the receipt page. Here you can rate the Chalok. Your ride has ended successfully.

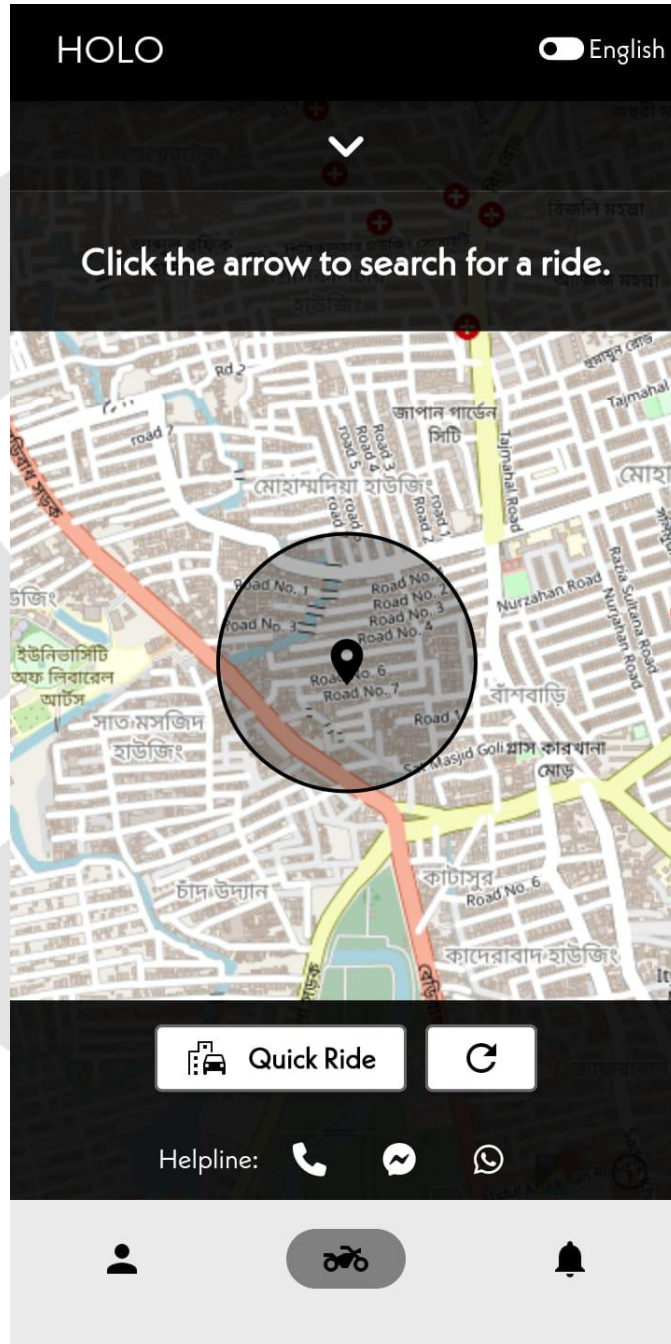


11. If a passenger wishes to terminate the ride before reaching the desired destination, the passenger must send a quick termination request to the driver by clicking on the "Early End" button. The page needs to be refreshed to find the urgent request driver. On refresh the "Jatri's Request" button will be active, click that button then accept the driver's request to stop the ride. The final receipt for completing the ride will then be shown.

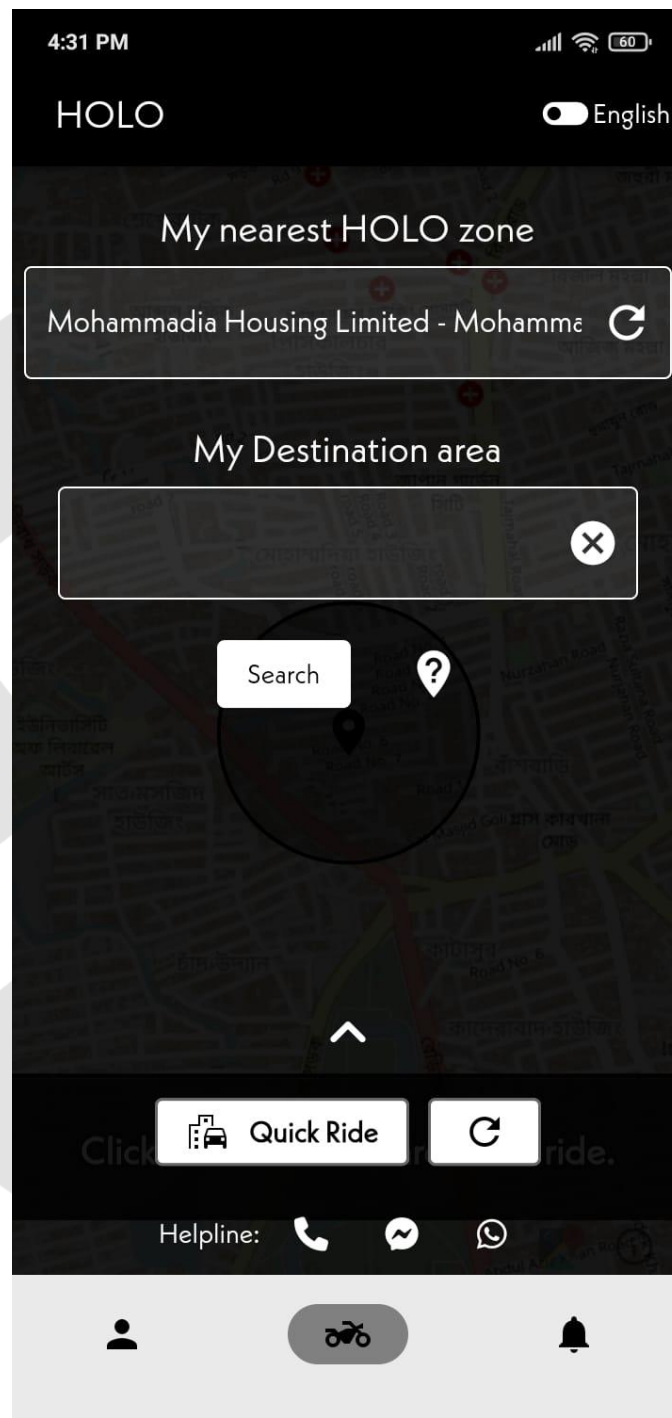


How to Ride as a Jatri

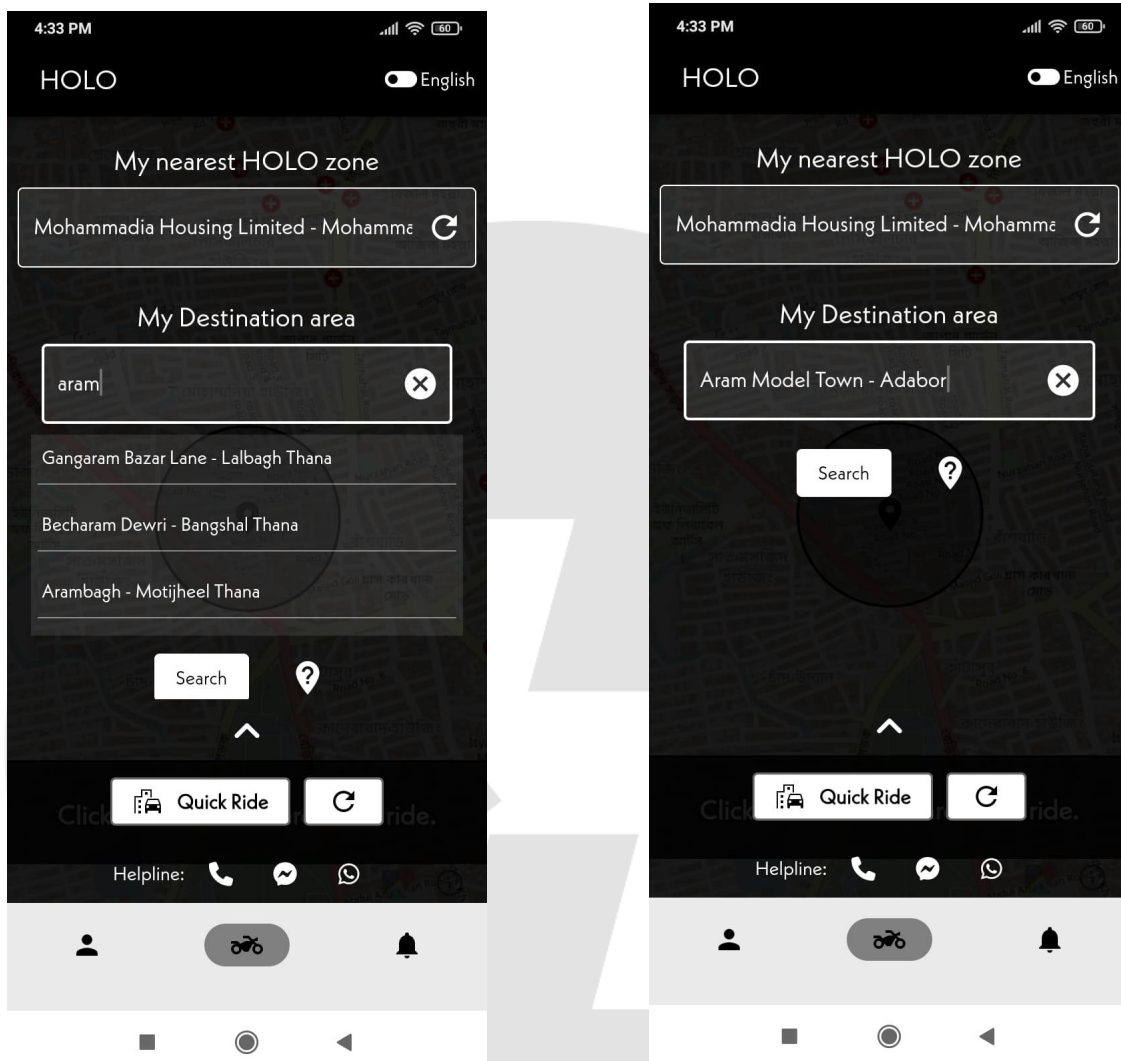
1. Open the app and login. You will be on the landing page. Click on the arrow on the top as indicated to search for Chaloks.



2. You will get a marker where your current location will be shown. HOLO zone is your nearest area from where the probability of getting a Chalok is the highest.

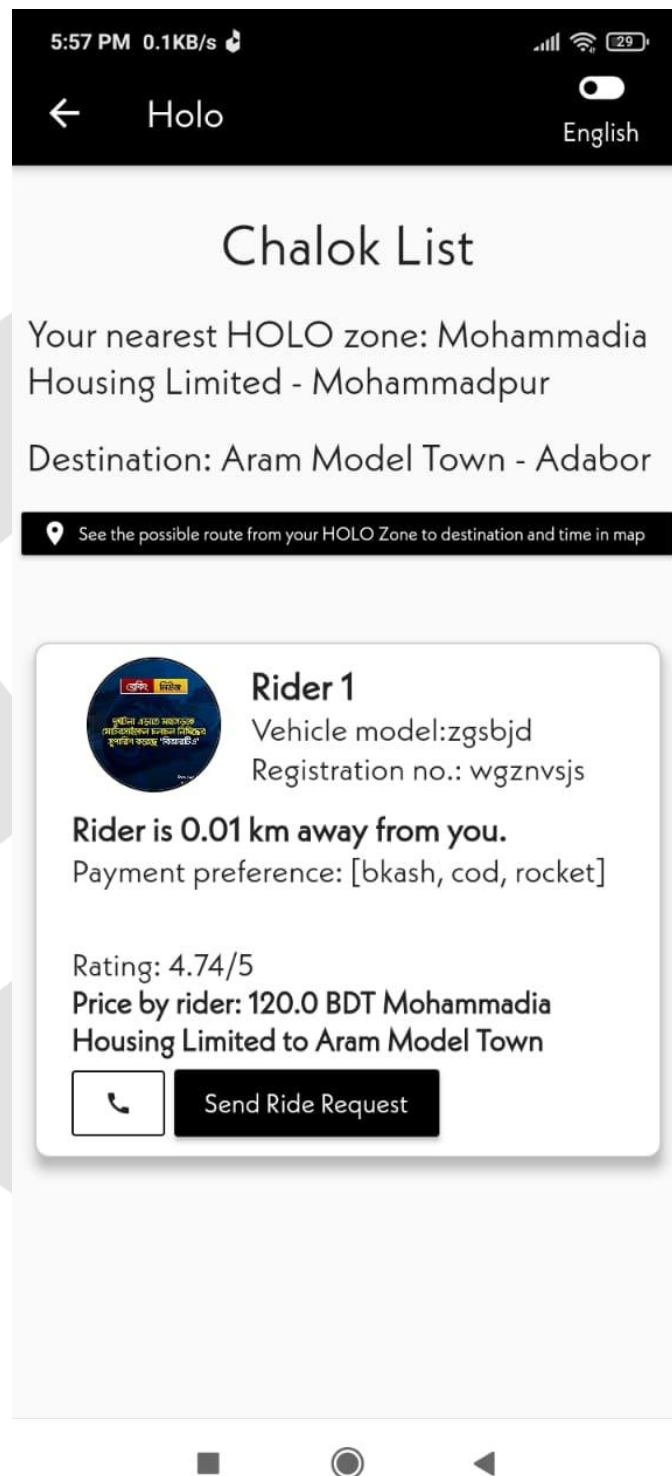


3. To set your desired destination, you have to search in the “Destination” field. While you input the destination, you can get suggestions. You will get a list of possible inputs. Set the destination you need to go.

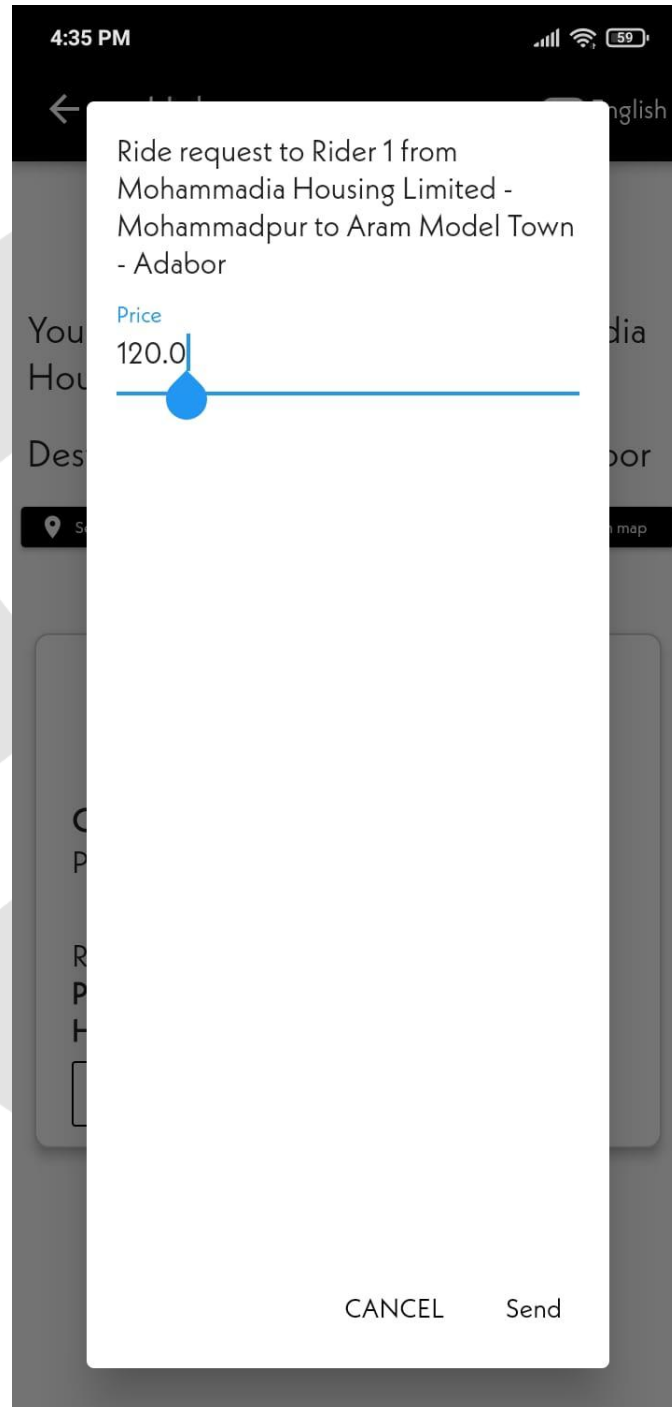


4. Click on the button “Search” to get the list of Chaloks.

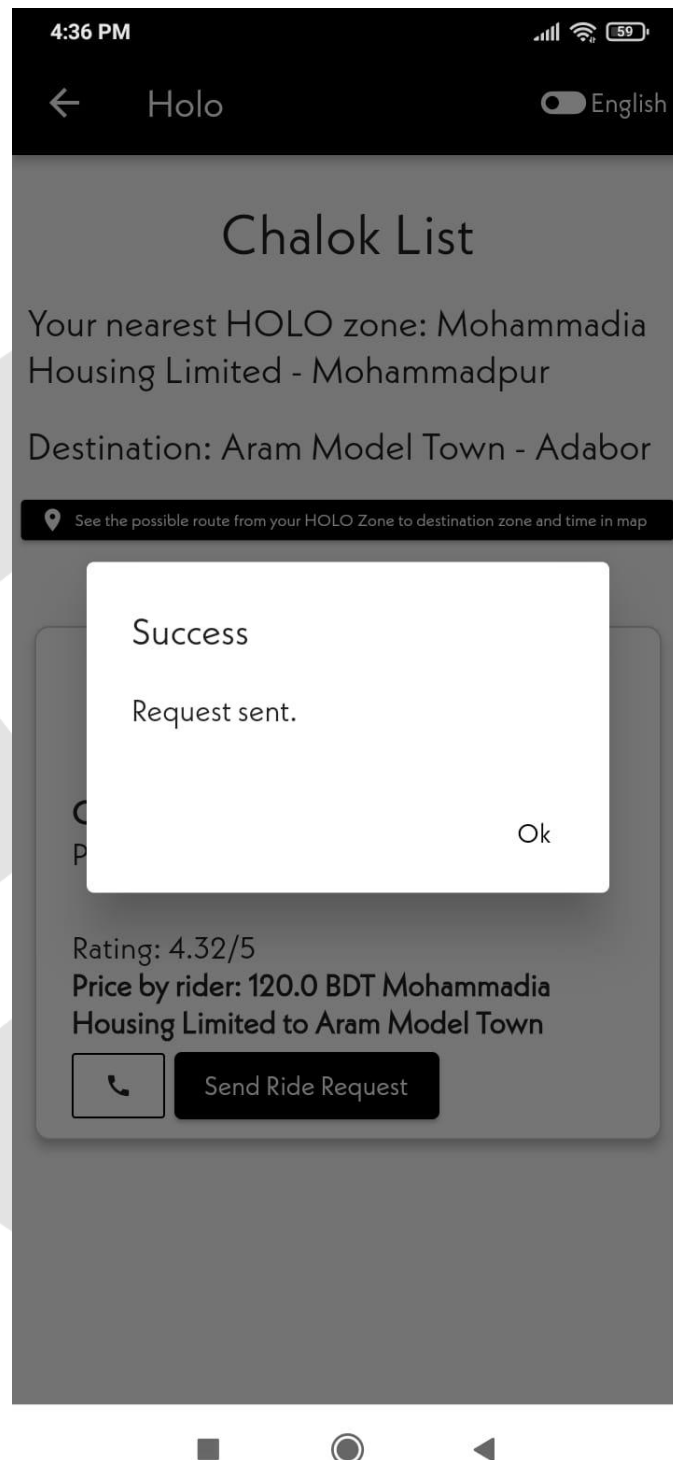
5. You will get the list. If all is ok with you, call the Chalok by clicking on the call button.



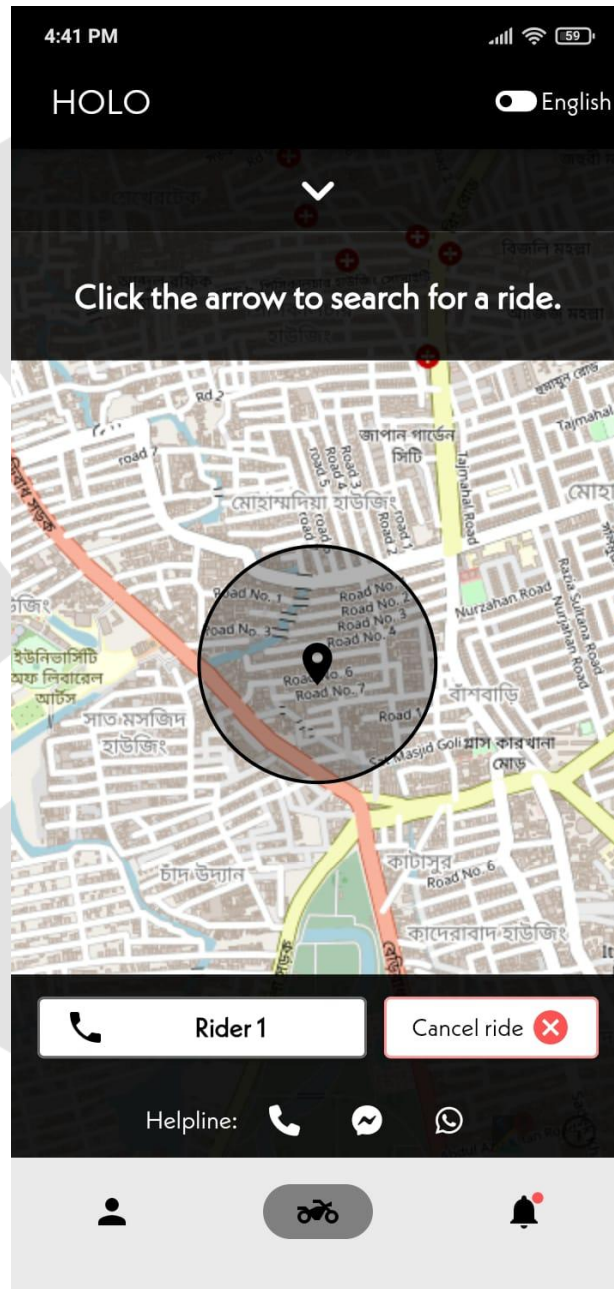
6. After you talk with the Chalok and fix the price of the ride, if all are ok, then to start the ride , you need to send the ride request by clicking the button “Send Ride Request”. Write the price you have fixed with the Chalok in the box. Then press “Send” in the bottom right corner.



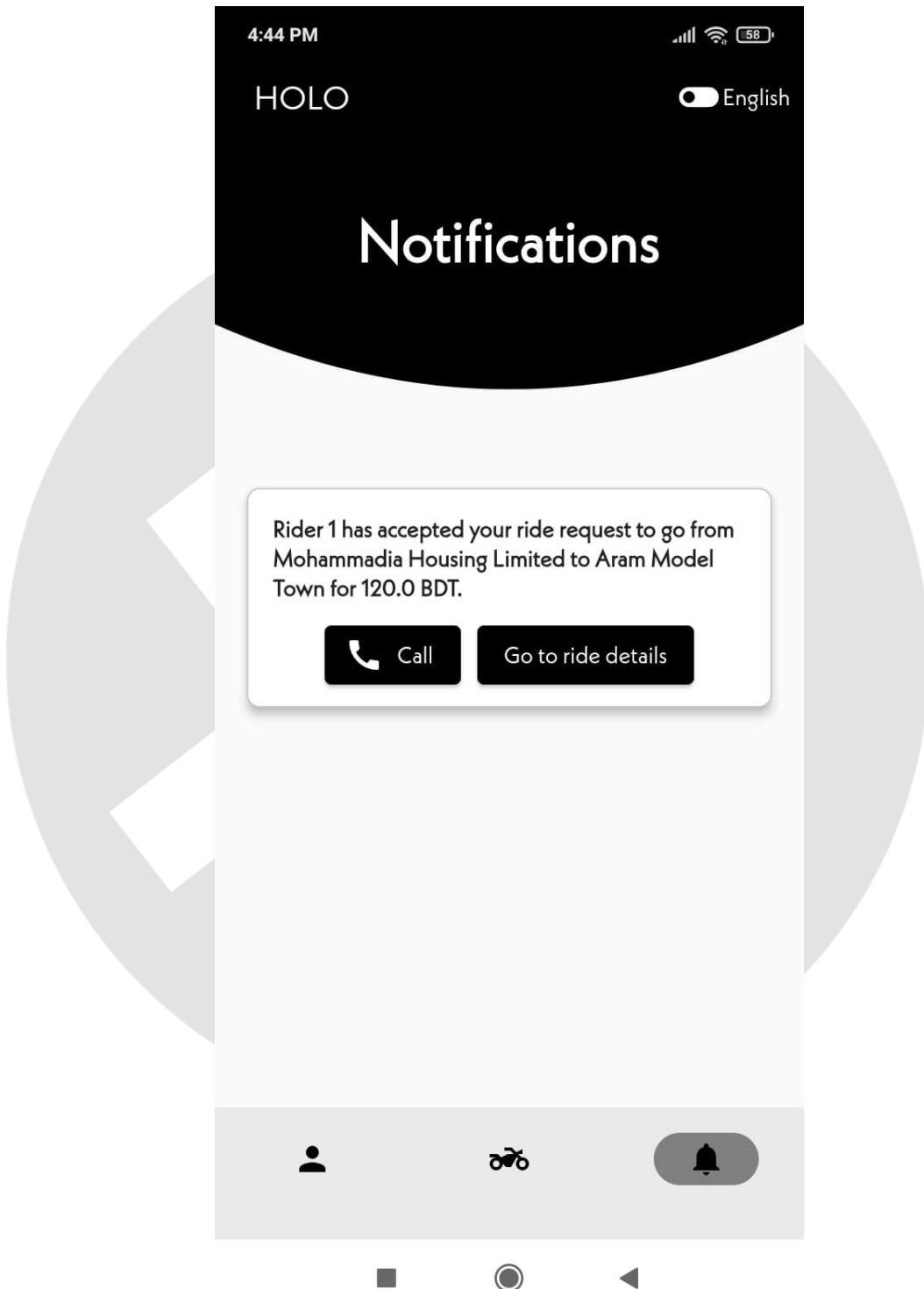
7. You will get a pop-up like the image below. Press “Ok” and wait for the Chalok to accept.



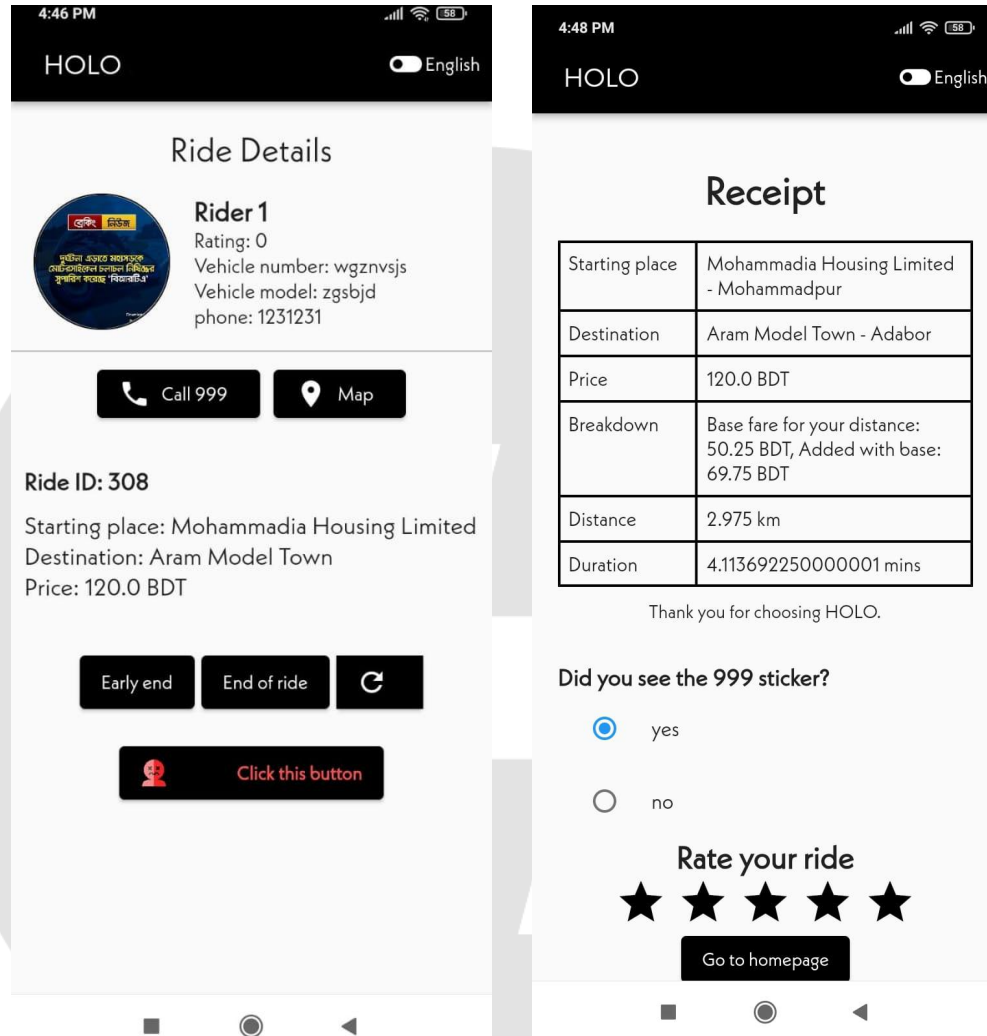
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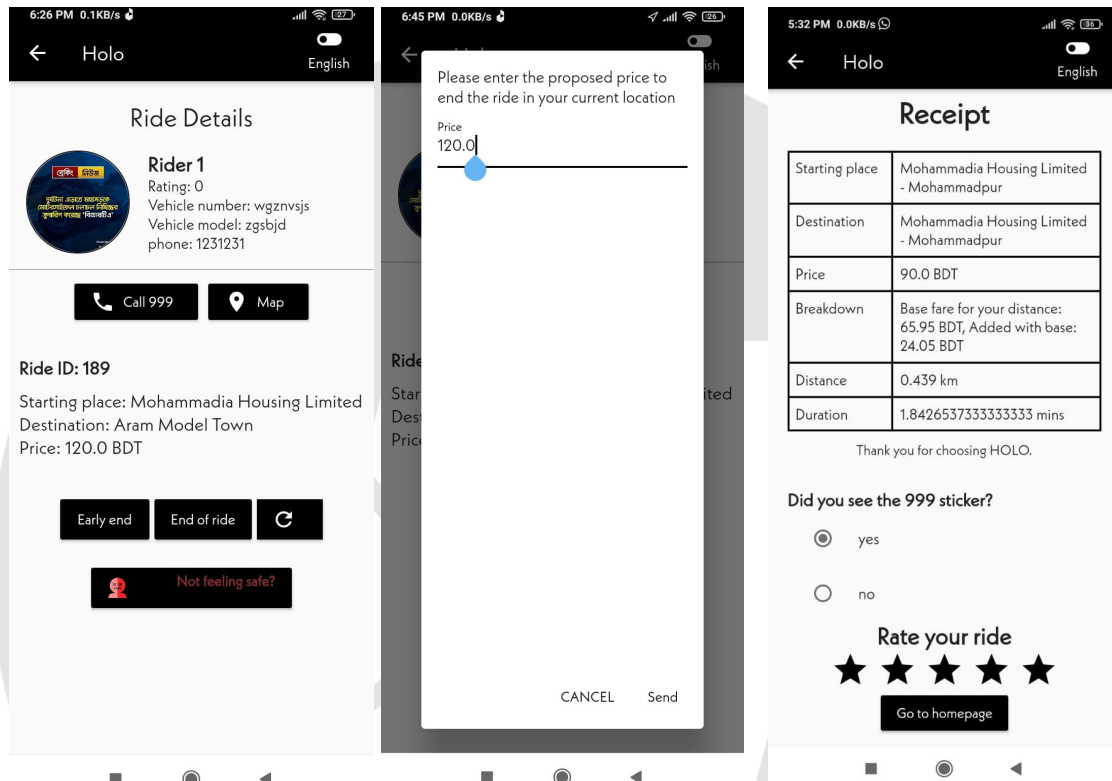
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10. This is the ride page. You can see the details here. Please match the number plate with the Vehicle number before the ride. You can minimize the app now. You can view the receipt and rate the Chalok if you want, but please do that after the Chalok ends the ride. After that you will be on the receipt page. Here you can rate the Chalok. Your ride has ended successfully.

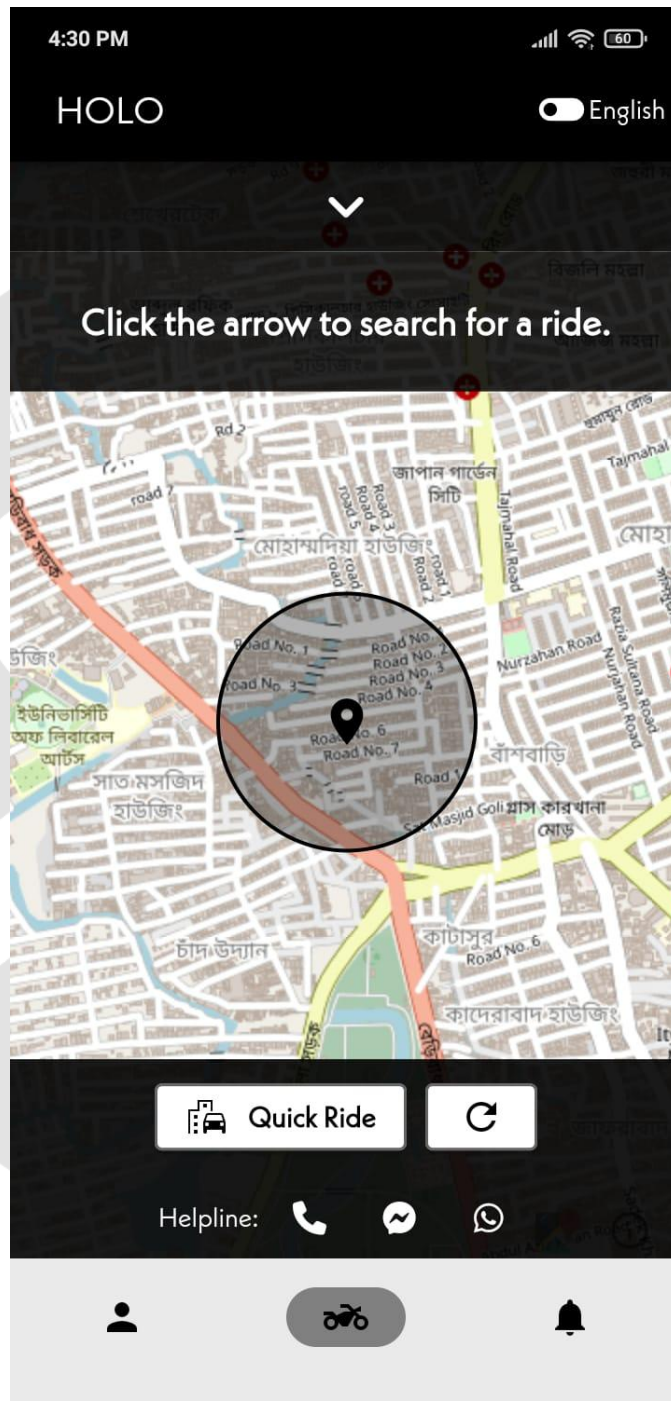


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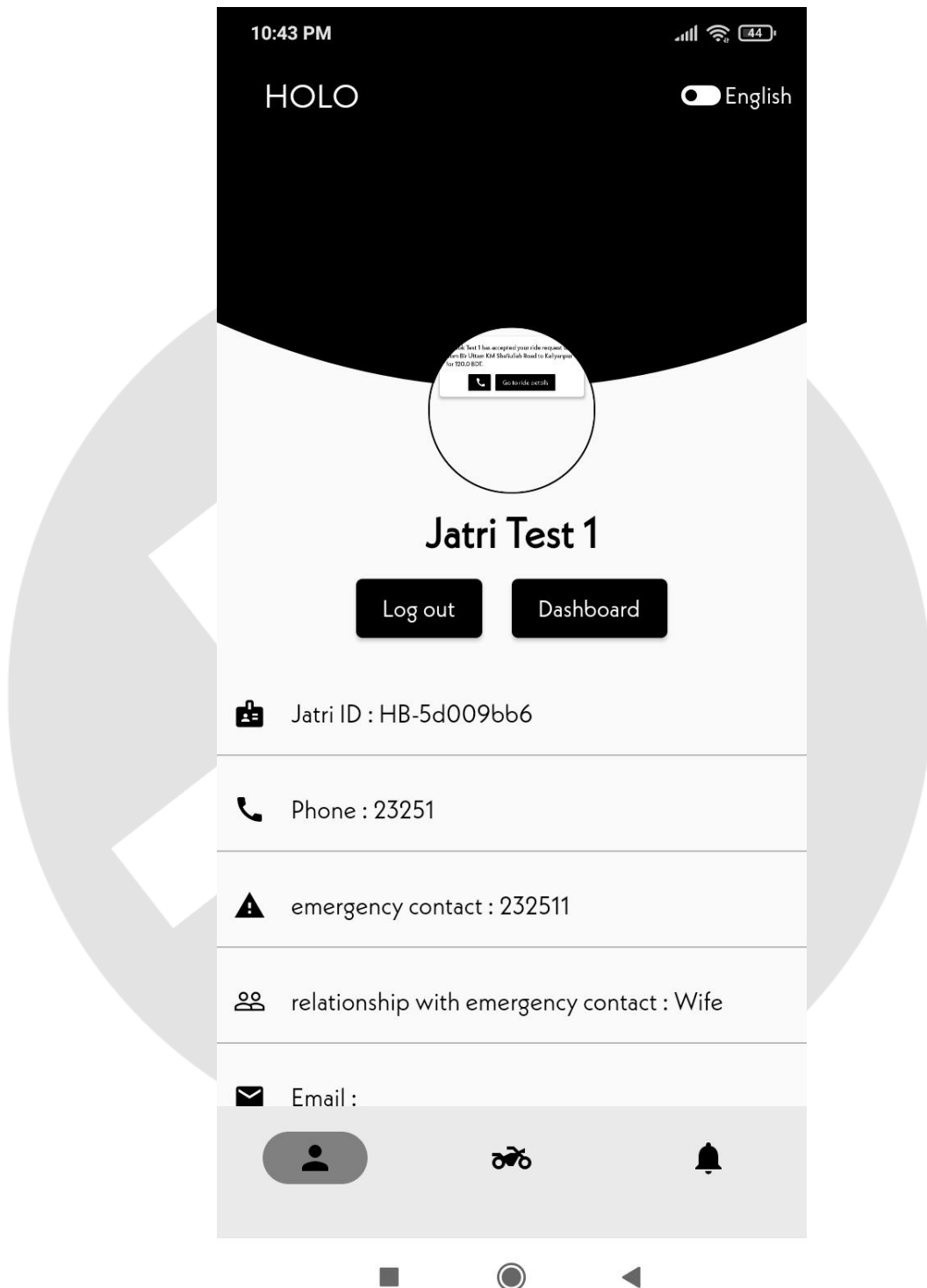


How to complain as a Jatri

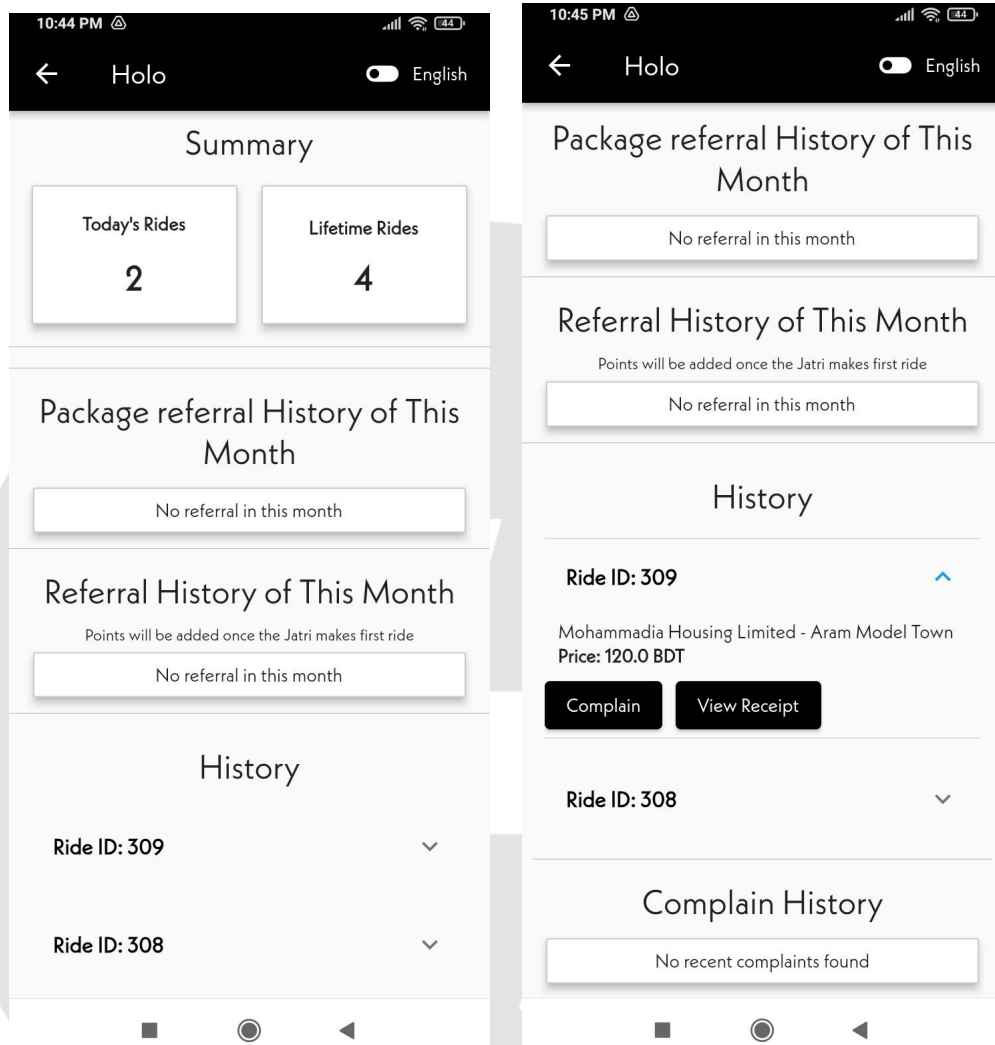
1. Go to profile by clicking the button on the bottom left corner.



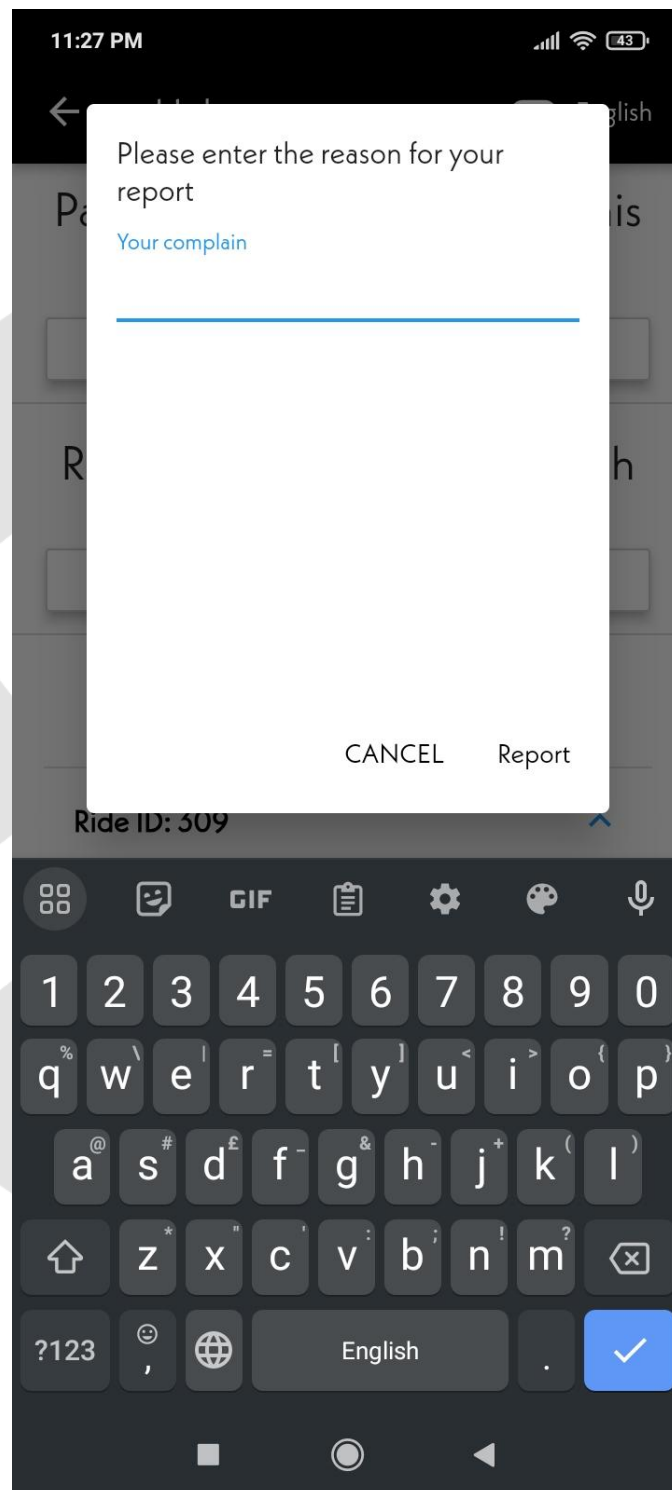
2. Then go to Dashboard by clicking the button “Dashboard”.



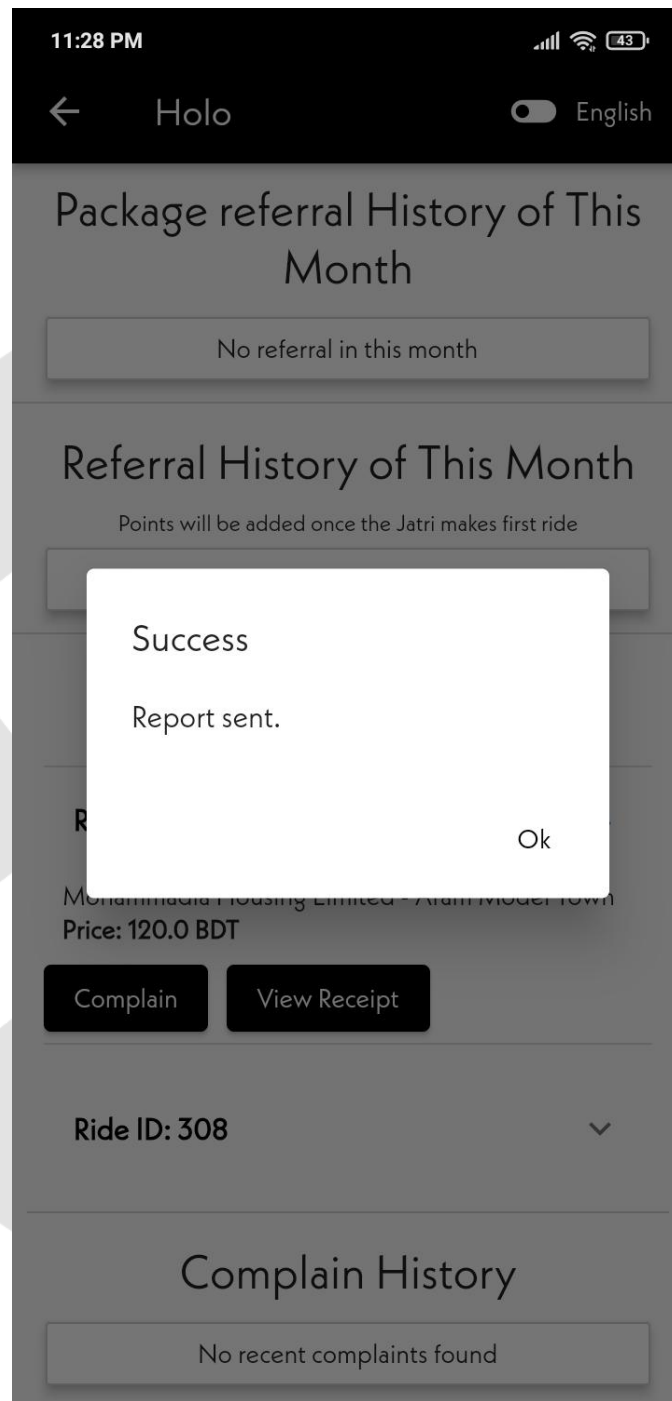
3. This is the Dashboard. Scroll to History to get the ride records. Click on “Ride ID” to get the Complaint Button to write the complaint.



4. Write your complaint in the box. Then click “Report” on the right bottom corner of the pop-up.



5. You will get a pop-up as shown below. Your complaint is recorded. We will contact you about the complaint as soon as possible.



6. After solving the complaint a review system will be visible in the complaint history as below. If the jatri gets happy with the review, then press Yes to finish the complaining system.

The screenshot shows a mobile app interface with a dark header bar. The header contains a back arrow, the text "Holo", a toggle switch, and the word "English". Below the header, there is a white box with the text "No referral in this month". This is followed by a section titled "Referral History of This Month" with a subtitle "Points will be added once the Jatri makes first ride". Below this is another white box with the text "No referral in this month". The next section is titled "History" and contains two entries: "Ride ID: 309" and "Ride ID: 308", each with a downward arrow. Below this is a section titled "Complain History" which contains a single entry: "Complaint ID: 36" with an upward arrow. Below the complaint ID, there is a list of details: "Ride ID: 309", "Complain ID: Not Satisfied", and "Solution: Solved". Below these details is the question "Are you happy with the solution?" followed by two buttons: "Yes" and "No". The bottom of the screen shows the Android navigation bar with three icons: a square, a circle, and a triangle.

11:30 PM

← Holo English

No referral in this month

Referral History of This Month

Points will be added once the Jatri makes first ride

No referral in this month

History

Ride ID: 309

Ride ID: 308

Complain History

Complaint ID: 36

Ride ID: 309
Complain ID: Not Satisfied
Solution: Solved

Are you happy with the solution?

Yes No

Jatri Safety Instruction

1. There are a few instructions you need to follow to be safe on a ride -
 - * Check the profile picture and the Vehicle number to be sure if they matched.
 - * Try to keep the app on the screen at the time of the ride. This will make it easy to track your location.
 - * If you face any danger and feel the need to get help, you can call 999.
 - * You can access the map anytime.
 - * If you feel slight discomfort or harassment, you can push the red button below. We will take this complaint very seriously.

