USER MANUAL

Urban Mobility Management System

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GROUP: CDCS2534B

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1.0 Introduction

With the increasing demand for efficient urban transportation, digital platforms have become essential for streamlining ride booking and management. The Urban Transport Booking System is a web-based application designed to provide a hassle-free solution for city-wide travel by enabling users to book rides conveniently.

This system is built using Java EE, Servlets, and JSP, ensuring a scalable and reliable web application. It allows users to register, log in, and access real-time information about available vehicles along with their respective trip charges. The platform offers an intuitive interface where users can choose from different transportation options, such as cars, motorcycles, and vans.

By utilizing Java EE technologies, the system delivers secure session handling, dynamic content generation, and seamless interaction between the user interface and the server. This project aims to improve urban mobility by providing an organized and user-friendly digital ride-booking solution, making transportation more accessible and efficient for daily commuters.

2.0 Admin
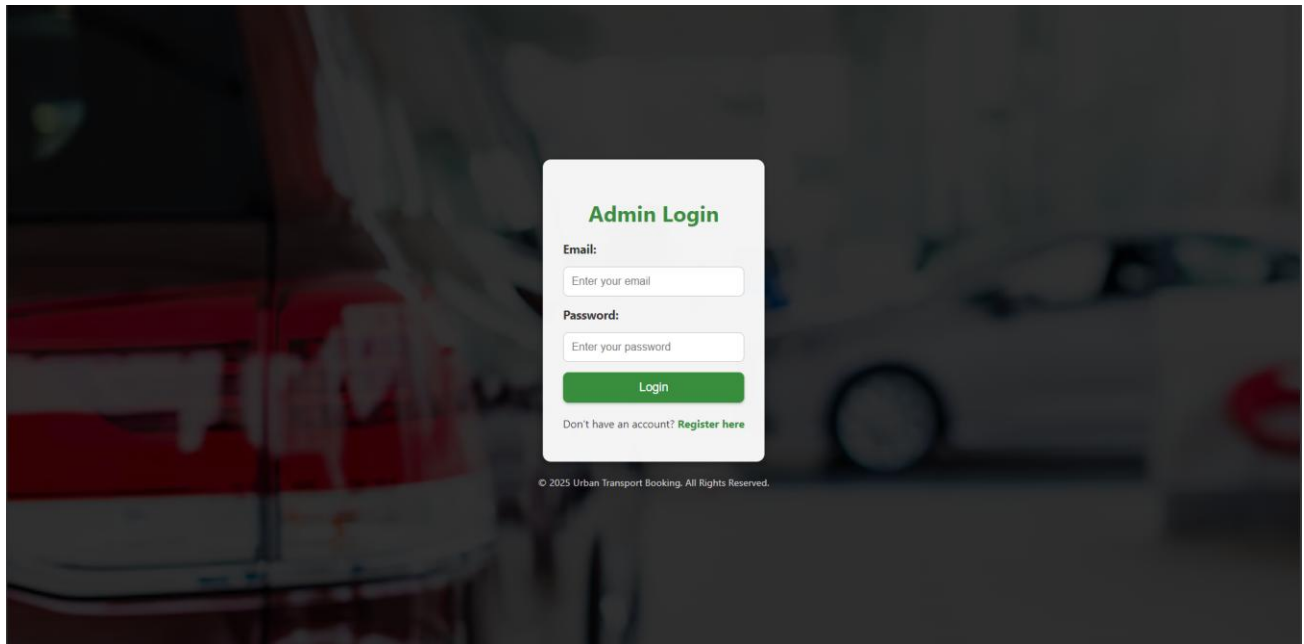
2.1 Admin Login Page

Insert the admin credentials to gain access into the system.
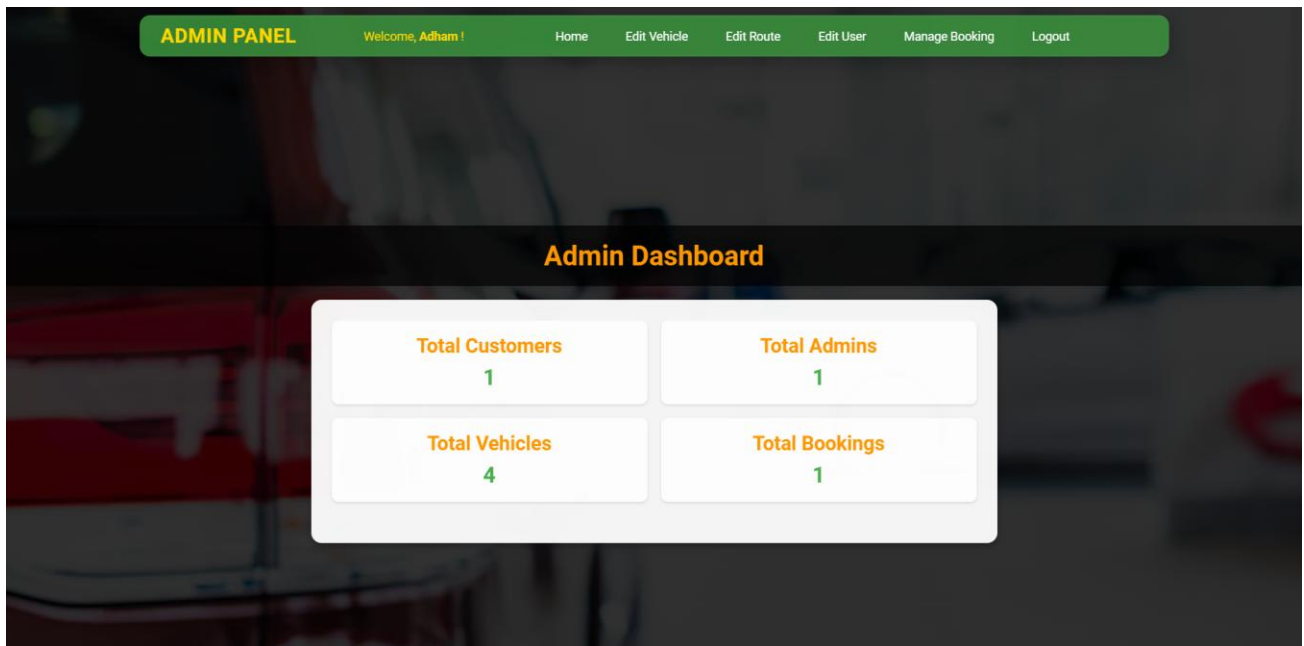
2.2 Admin Dashboard

After logging into the system, it will redirect the admin to the dashboard. On the top of the page, there is a navigation bar to *Home, Edit Vehicle, Edit Route, Edit User, Manage Booking* and *Logout*. At the middle of the page, admin can see the total of customers, admins, bookings and available vehicles.

2.3 Add Vehicle

If the admin clicks on the *Edit Vehicle*, it will redirect to the *Edit Transportation Data* section where admin can add, edit and delete vehicle services for the customers. Here the admin can fill in the details of the vehicles to be added.
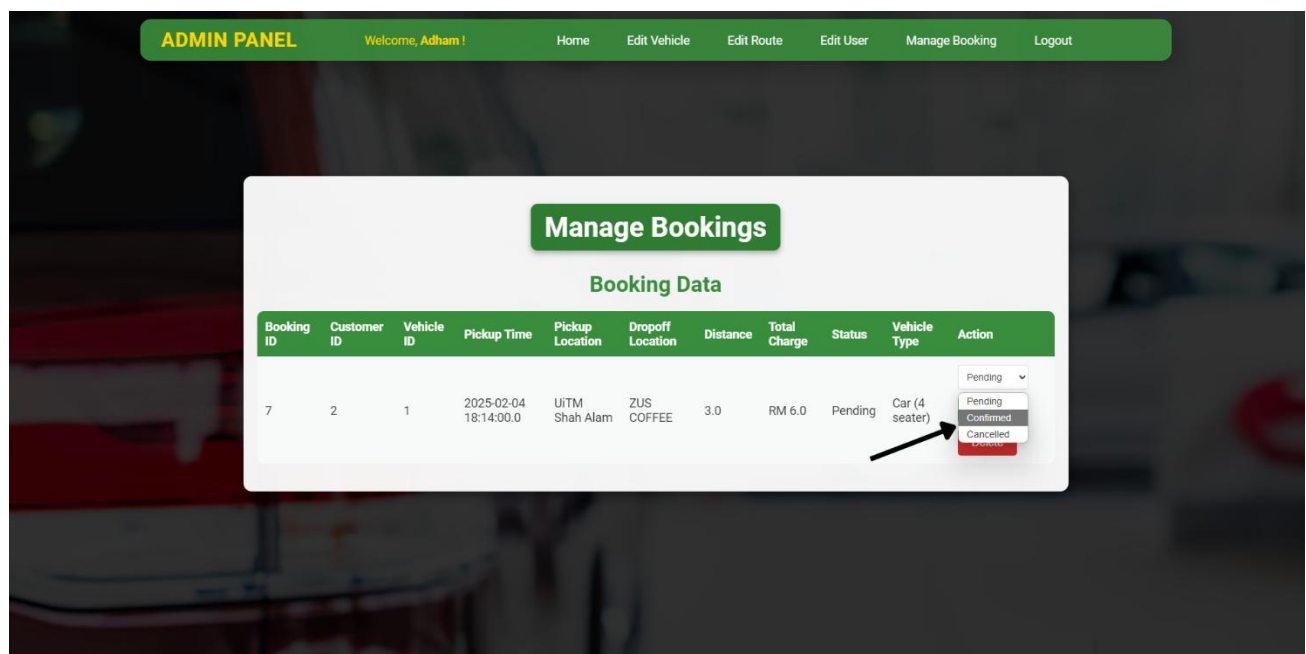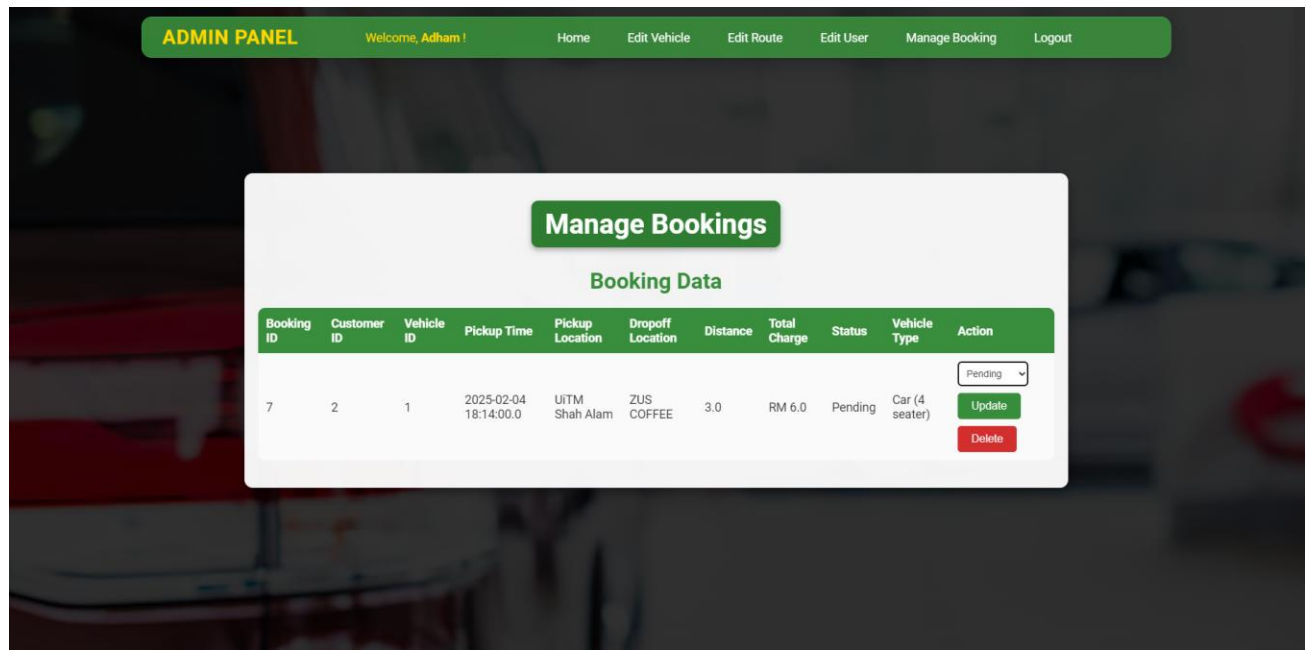

2.4 Edit Route

If the admin clicks on the *Edit Route*, it will redirect to the *Manage Route Map* section where admin can add, update and delete the routes that will be available for the customers.
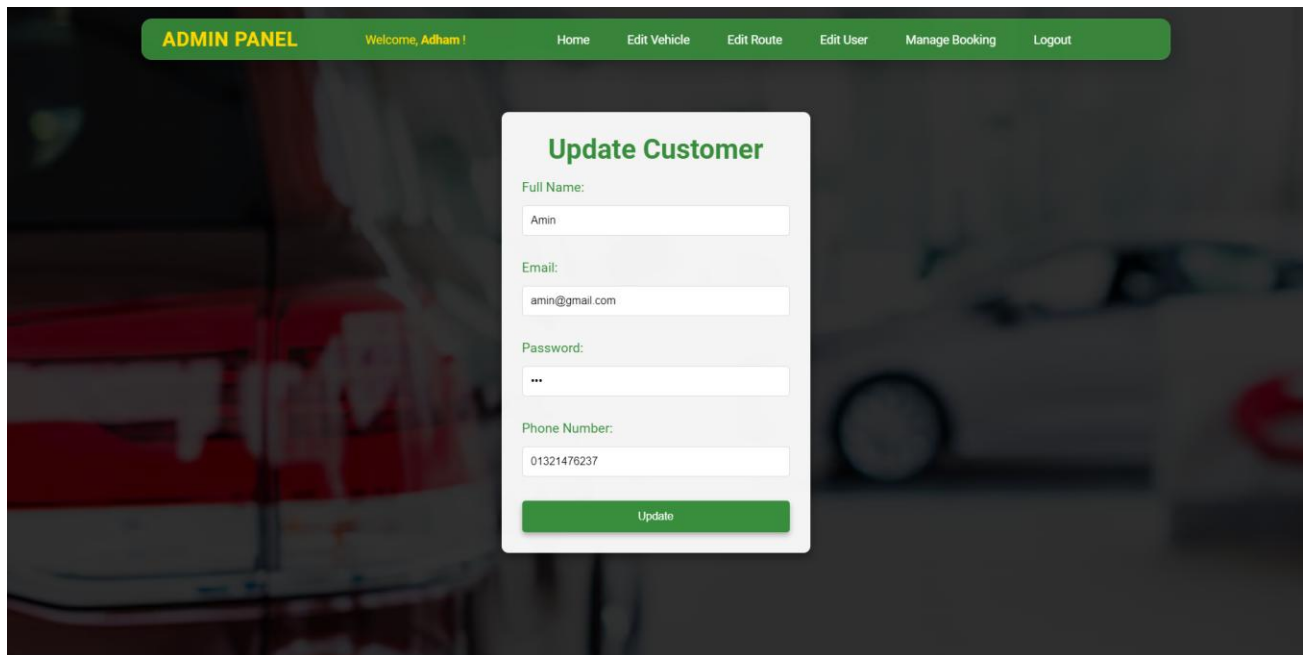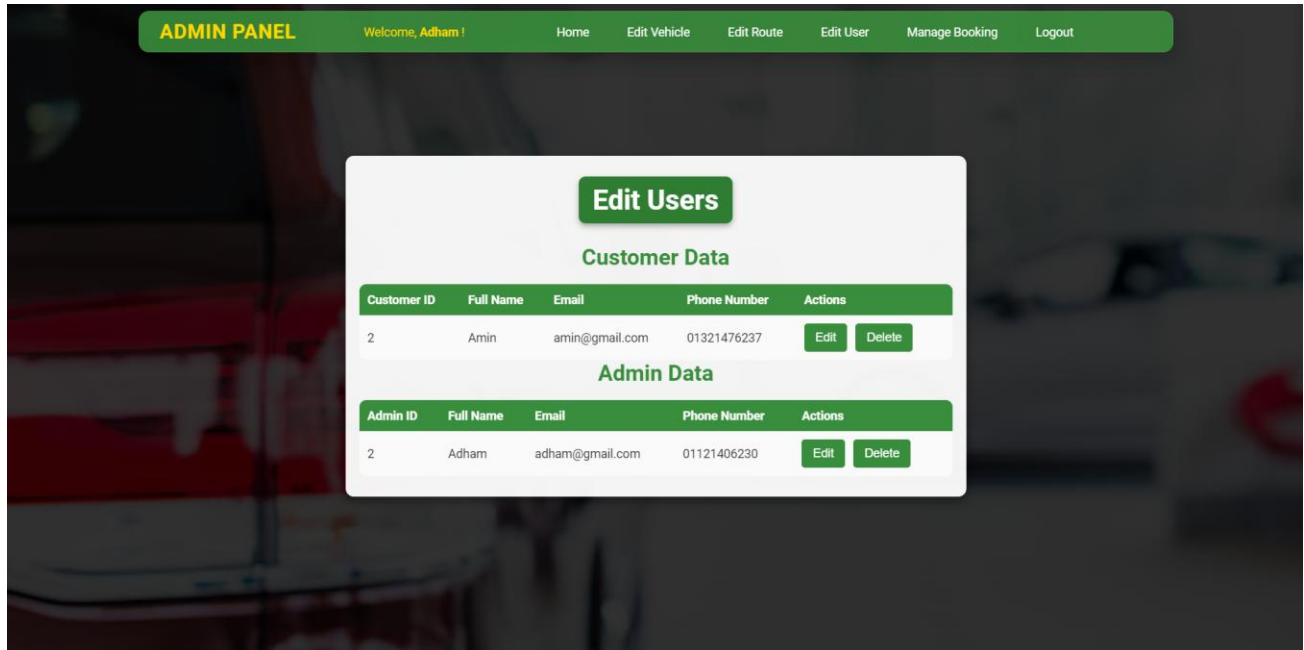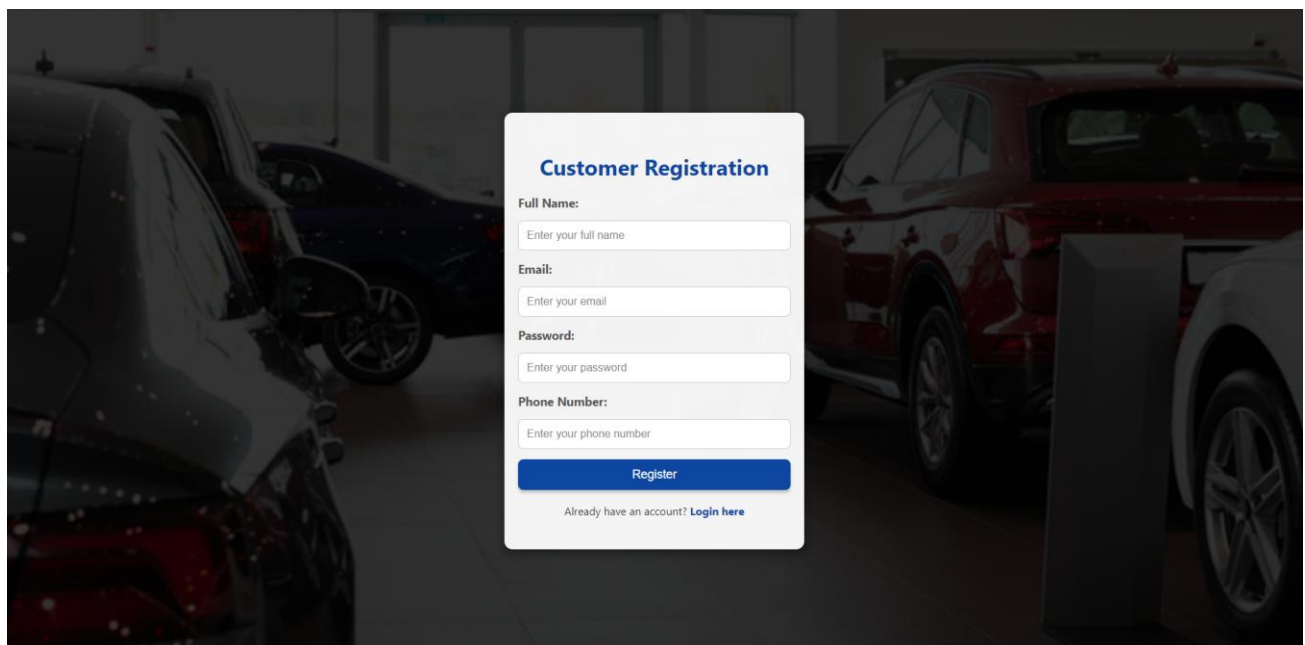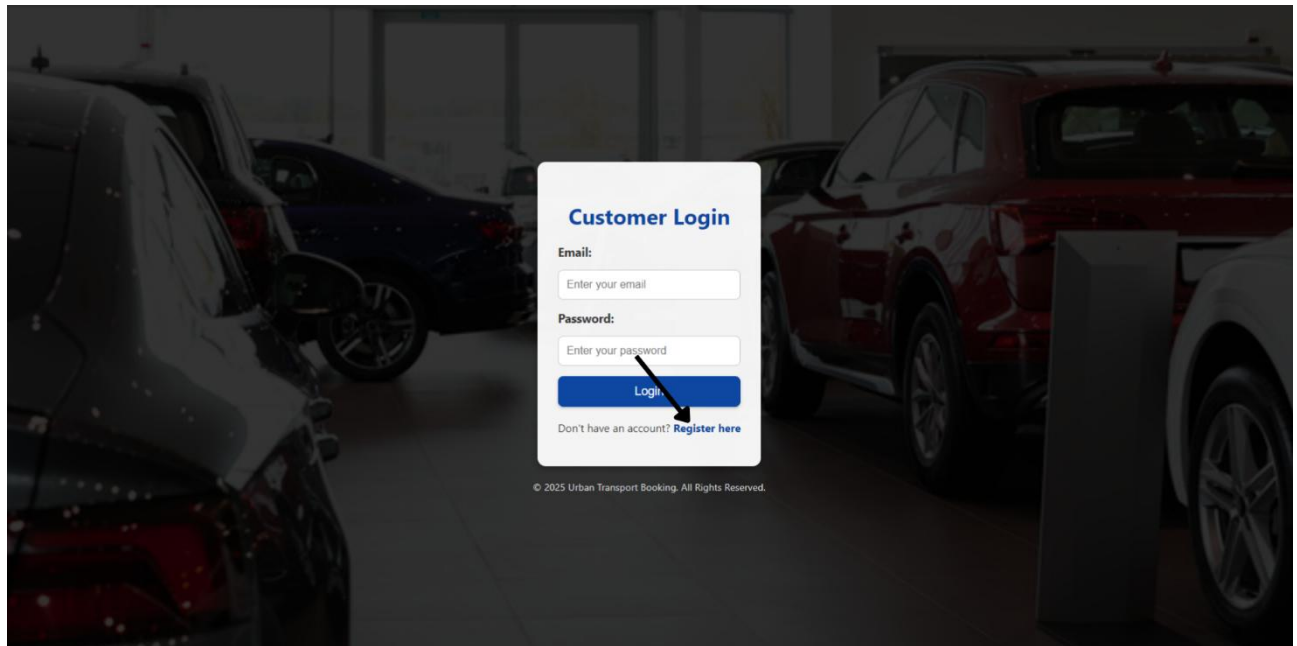
2.5 Edit User

On this page, the admin can view the customers and admin account details. Admin also can edit the details and delete the account.

2.6 Manage Bookings

For manage bookings page, the admin can view all booking list. The admin can update the booking status which are *'Pending, Completed or Cancelled'* and just delete the booking.
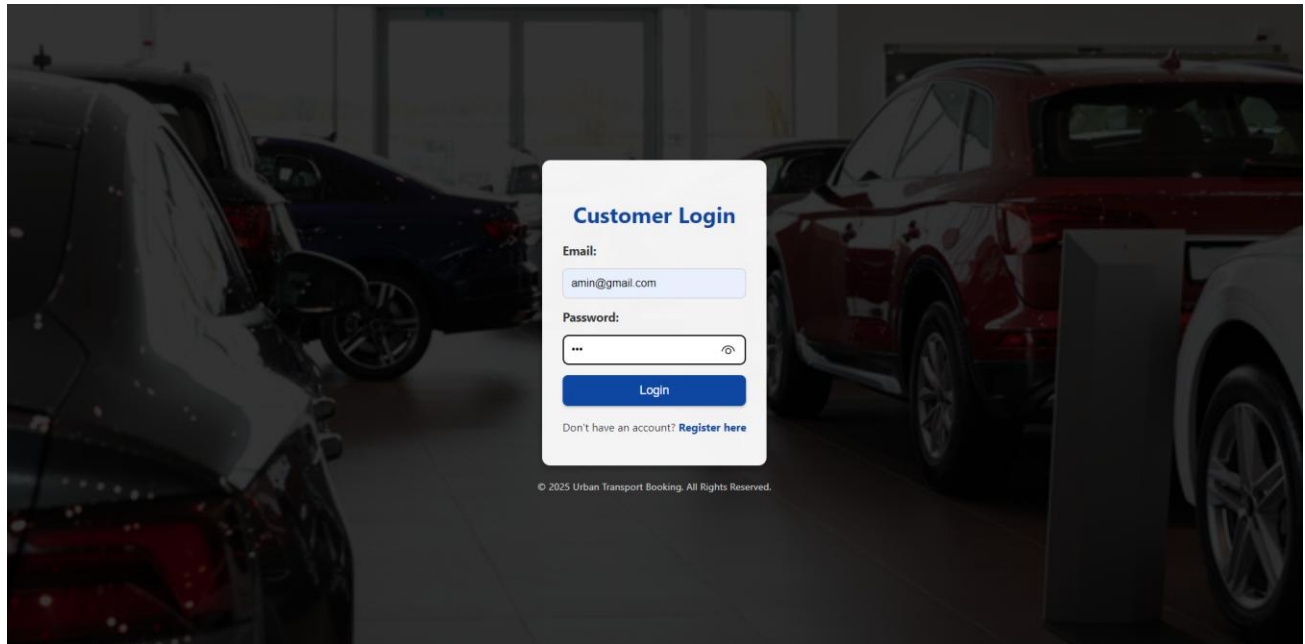
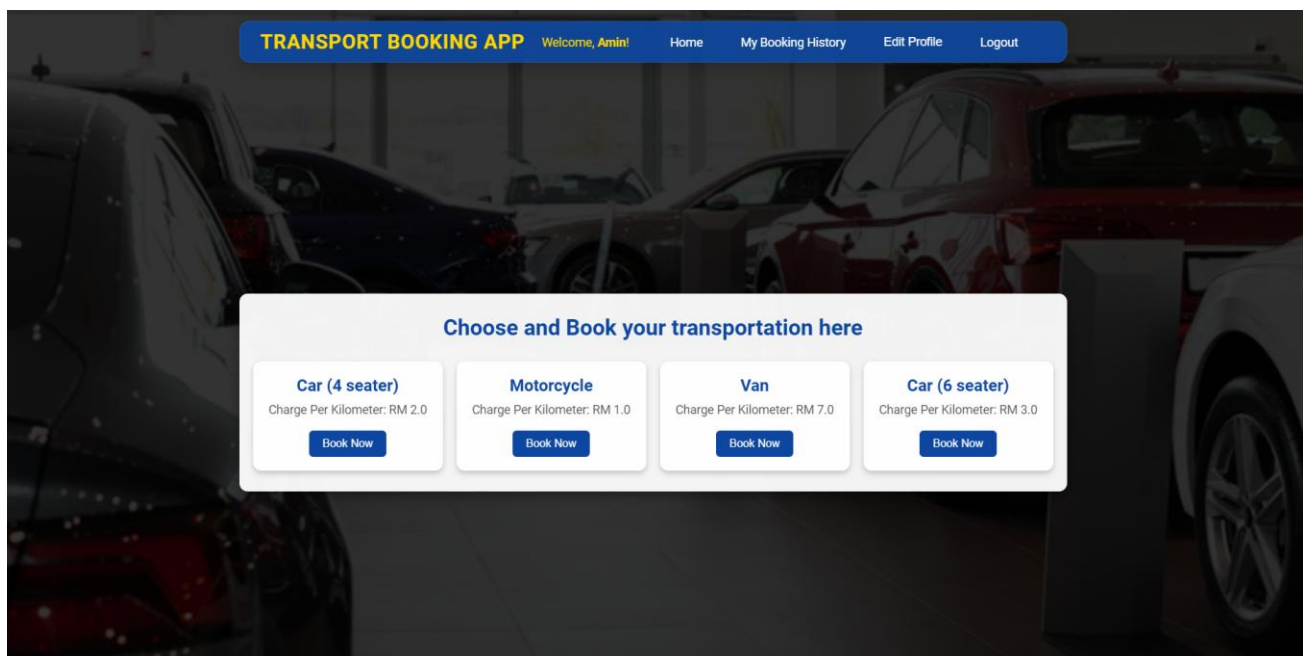## 3.0 Customer

3.1 Customer Register Page

New customers need to register an account before they can access the system. By clicking the 'Register Here', they will be redirected to the registration page and fill in their details.

3.2 Customer Login Page

After the registration is completed, the customer can insert their email and password to log in to the system.

3.3 Homepage

The customer will be redirected to the homepage after they logged in. They can see the available transportation and choose them. There is also a navigation for the customer to go *to Home, Booking History, Edit Profile* and *Logout*.

3.4 Booking Form

After choosing the vehicle type, they will be redirected to *Booking Form*. The customer needs to set the date and time for the service they want.
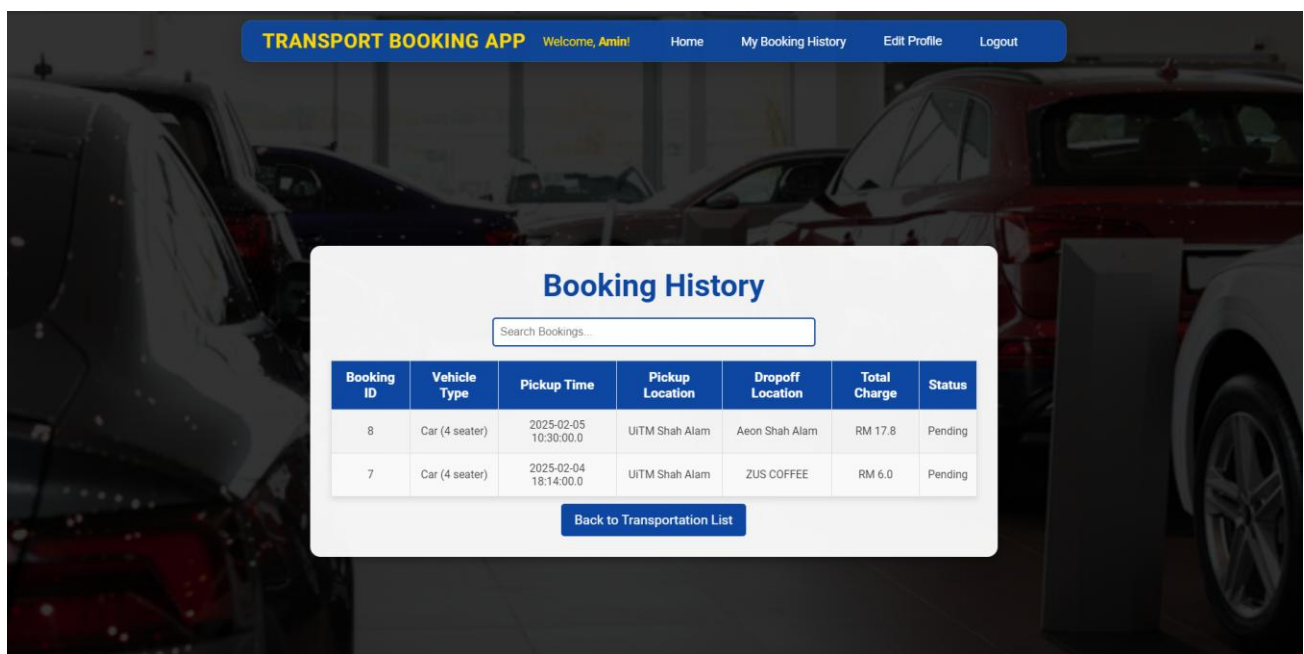

3.5 Submit Booking

Then, they can choose their destination and submit the booking.
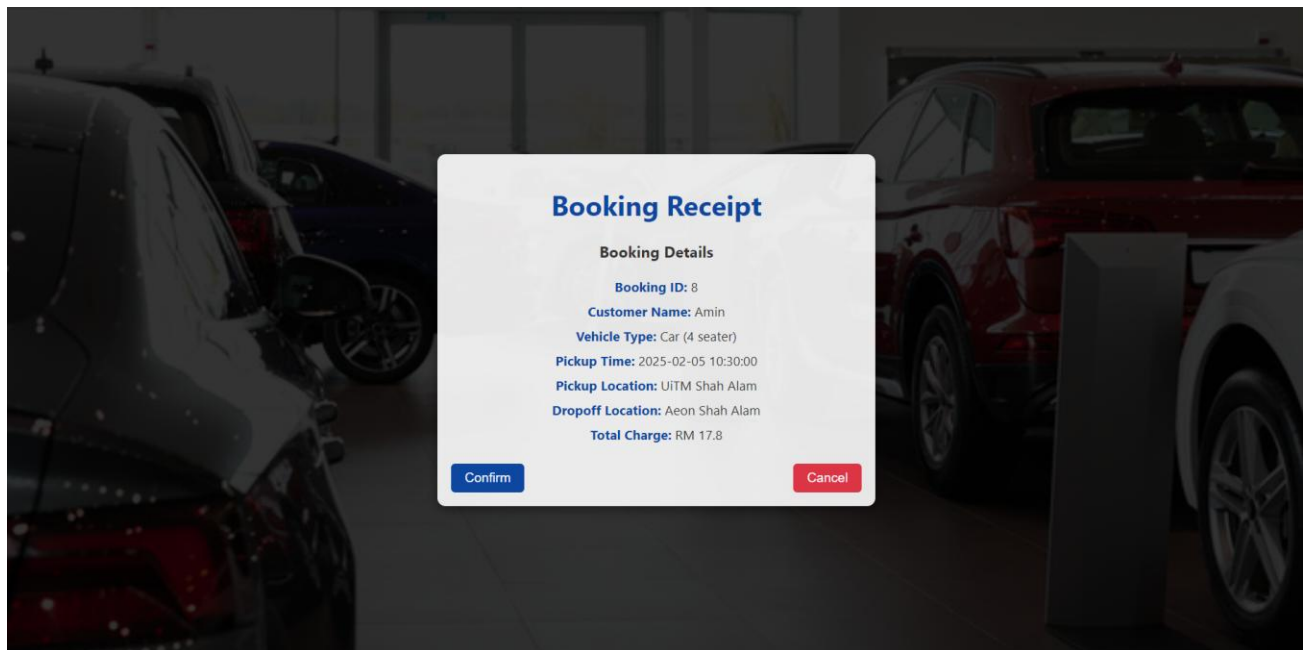
3.6 Receipt

After submitting the booking, the system will give the customer their *Booking Receipt.* The customer needs to click the *'Confirm'* button to confirm the booking.

3.7 Booking History

At this section, the customer can view the booking that they have made and its details.

3.8 Edit Profile

The customer can edit their account details at *Edit Profile* section where they can update their name, email, password and phone number.