



BIKE RENTAL SERVICES

Final Release Document

– Danang, Jul 2025 –

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I. User Manual

1. Overview

The web application is centered around enabling customers to rent their own motorbike for a certain period of time. It is packed with basic functionalities with authentication, account and information management. The main feature of the application is the one that allows customers to specify the duration of their rent, which motorbike they want to rent, the peripherals that come with it, and pay an upfront amount to secure that motorbike for them.

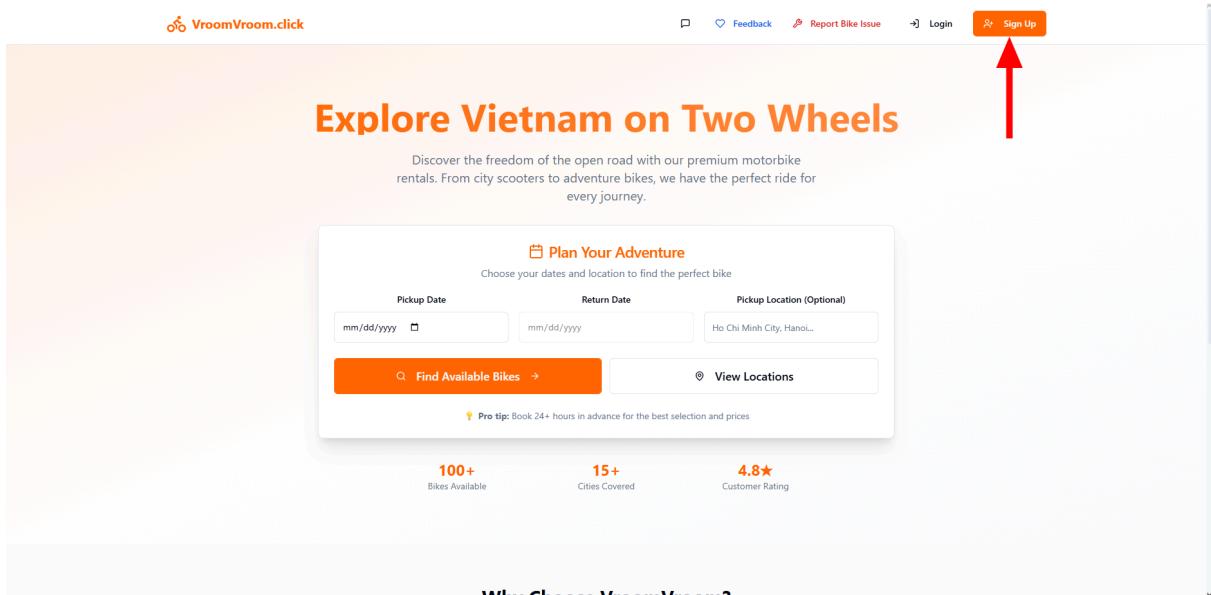
There are also miscellaneous functionalities such as chatting with a staff member, an AI chatbot, giving feedback to the admin, filing a report in case something goes wrong with the rental or the motorbike, canceling upcoming rental and receiving a refund.

The in-depth information of these features will be detailed below.

2. Account Management

2.1. Register an account

1. Access the registration page: On the homepage, locate and click the "Sign Up" orange button on the header.



2. Enter registration details: On the "Create Account" screen, fill in the required fields.
 - Full Name: Enter your full name as it appears on your ID.
 - Email: Provide a valid email address.
 - Password: Create a password (at least 8 characters, including lowercase and uppercase letters and numbers).

- Confirm Password: Re-enter the password to confirm

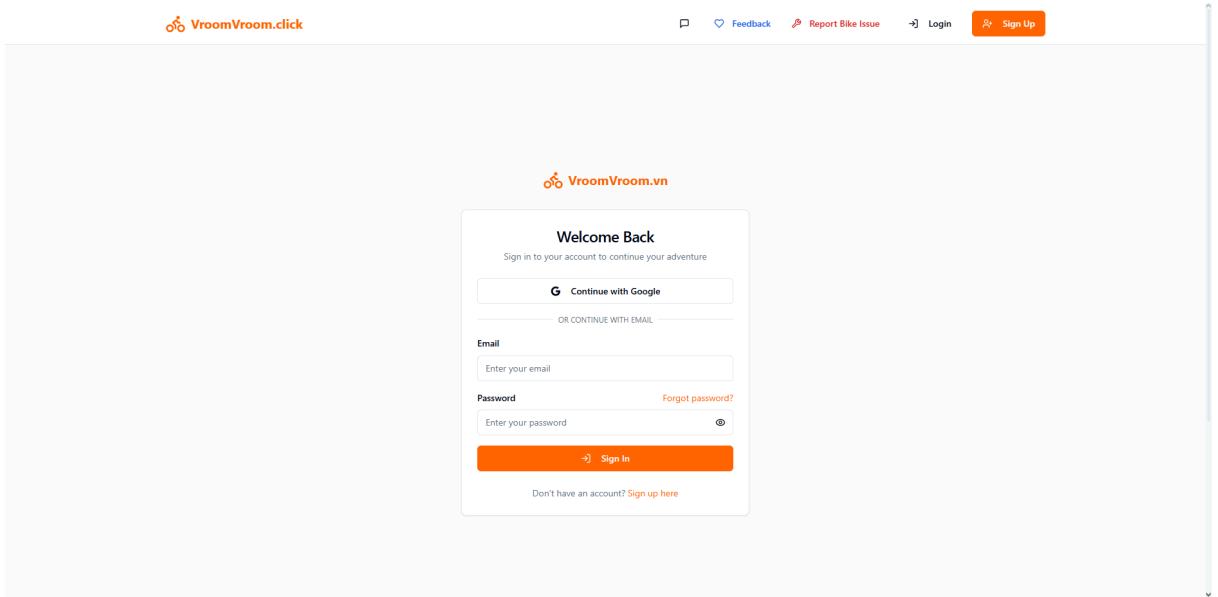
3. Confirm registration: Click the “Create Account” button to register a new account with the provided information. A successful message popup will appear on the upper right side.

2.2. Sign in with an account

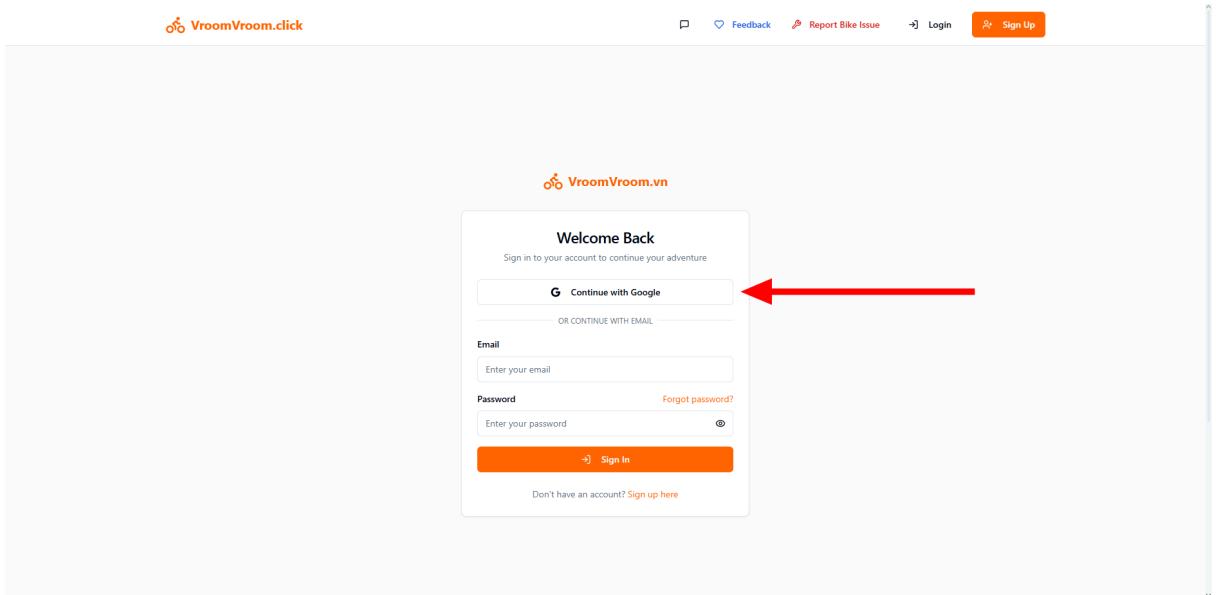
1. Access the login page: On the homepage, locate and click “Login” hollow button on the header.

2. Enter login credentials: On the “Welcome Back” screen, fill in the required fields.

- Email: Provide an email address you used to register an account.
- Password: Provide a valid password for the account.



3. Confirm login: Click the “Sign In” button to sign in with the provided credentials.
4. Login with Google: You can opt to login with your Google account by clicking the “Continue with Google” hollow button. In this case, no need to provide your credentials.



2.3. Reset your password

1. Access the reset password page

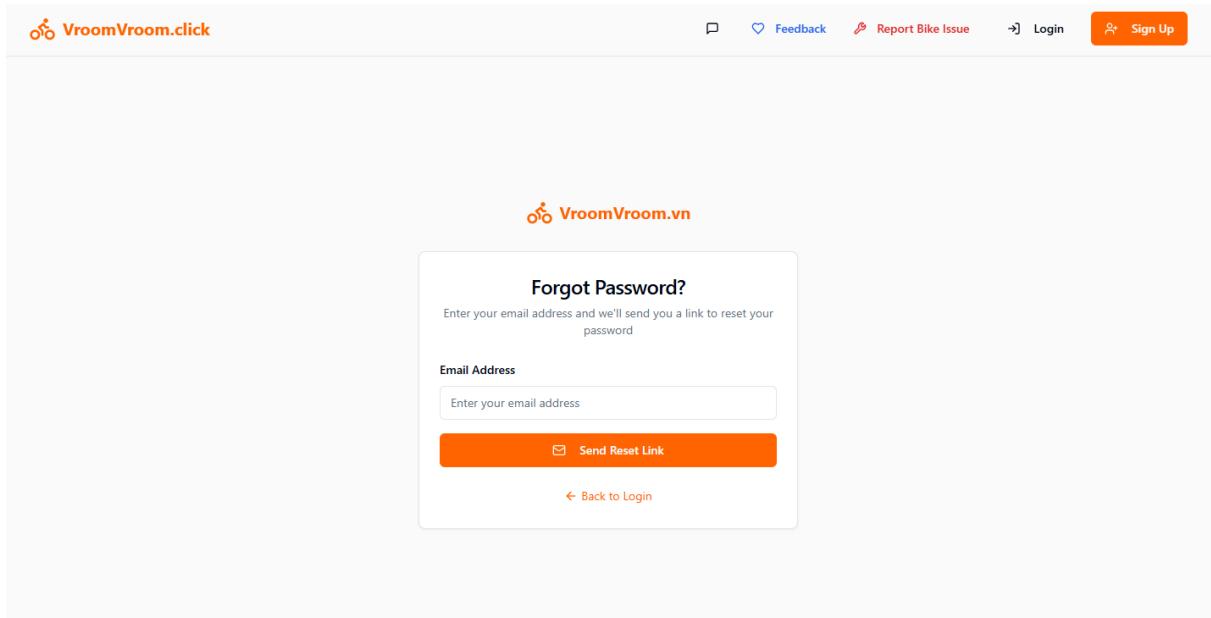
- On the homepage, locate and click “Login” hollow button on the header.

The screenshot shows the homepage of VroomVroom.click. At the top right, there is a navigation bar with links for Feedback, Report Bike Issue, Login (a hollow orange button), and Sign Up. Below the navigation bar, the main heading "Explore Vietnam on Two Wheels" is displayed in large orange text. A sub-headline below it reads: "Discover the freedom of the open road with our premium motorbike rentals. From city scooters to adventure bikes, we have the perfect ride for every journey." In the center, there is a search form titled "Plan Your Adventure" with fields for Pickup Date, Return Date, and Pickup Location (Optional). Below the form, there are three statistics: "100+ Bikes Available", "15+ Cities Covered", and "4.8★ Customer Rating".

- At the “Welcome Back” screen, locate and click the “Forgot password?” orange link just right above the Password field.

The screenshot shows the "Welcome Back" login page for VroomVroom.vn. It features a "Continue with Google" button and an "OR CONTINUE WITH EMAIL" section. Below this, there are fields for "Email" and "Password". To the right of the "Password" field, the text "Forgot password?" is written in orange, which is highlighted with a red arrow. At the bottom of the form, there is a "Sign In" button and a link for users who don't have an account to "Sign up here".

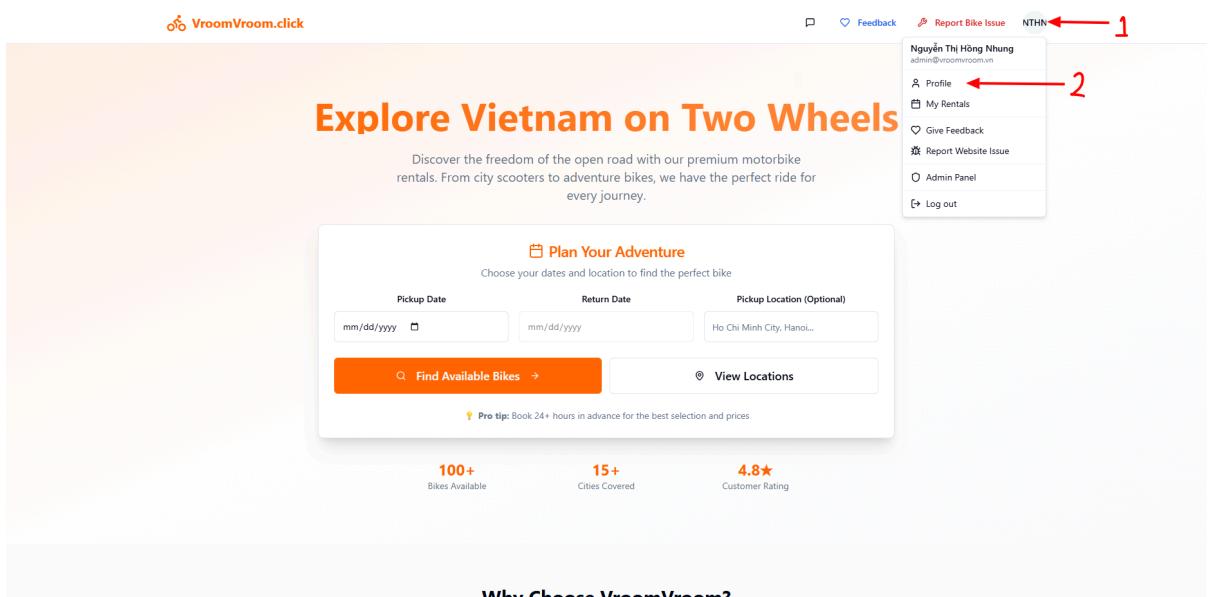
- At the “Forgot Password?” screen, provide a valid and existing email address, then click “Send Reset Link”. This will send a password reset link to your email.



3. User Profile Management

3.1. View user profile

1. On the homepage, locate and click the profile image (or your initials if you have not uploaded one) on the very right side of the header.
2. A popup will appear right below the profile image. Click on “Profile” to access user profile screen.



3.2. Change your password

- Access change password screen: On the user profile page, navigate to “Account Security” option and click the “Change Password” button. A popup will appear.

The screenshot shows the 'My Profile' page of the VroomVroom.click website. The left sidebar displays a user profile with a placeholder image, the name 'Nguyễn Thị Hồng Nhung', the email 'admin@vroomvroom.vn', and the role 'Admin'. Below this, it says 'Member since January 0001'. The right panel is titled 'Personal Information' and contains fields for 'Full Name' (Nguyễn Thị Hồng Nhung), 'Email Address' (admin@vroomvroom.vn), 'ID Number' (locked), 'Date of Birth' (03/15/1985), and 'Address' (12 Nguyễn Trãi, Quận 1, TP.HCM). Under 'Account Security', there is a prominent orange button labeled 'Change Password' with a red arrow pointing to it. Below this, there is a section for 'Identity Verification' with a placeholder for 'ID Document Upload'.

- In the Change Password screen, fill in all the required fields.
 - Current Password: Provide the current password of the account.
 - New Password: Provide the new password you wish to change to. Note that it must be at least 8 characters long, have at least 1 uppercase and lowercase character, and at least 1 number.
 - Confirm New Password: Re-enter the new password to confirm.
- Confirm changing password: Click the “Change Password” orange button to confirm changing password.

♂ Change Password

X

Enter your current password and choose a new secure password for your account.

Current Password

 Enter your current password

New Password

 Enter your new password

Confirm New Password

 Confirm your new password

Password requirements:

- At least 8 characters long
- Contains lowercase letter (a-z)
- Contains uppercase letter (A-Z)
- Contains number (0-9)

Cancel

Change Password

3.3. Upload driver license

1. Access driver license upload section: On the user profile page, locate the “Identity Verification” section and click the “Choose File” button. You can choose a photo from your

device to upload. After that, a “Review Extracted ID Information” screen will appear.

The screenshot shows the 'My Profile' page of the VroomVroom.click website. On the left, there's a sidebar with a user profile picture (NTHN), name (Nguyễn Thị Hồng Nhung), email (admin@vroomvroom.vn), and role (Admin). It also shows the member since date (January 0001). On the right, under 'Personal Information', there are fields for Full Name (Nguyễn Thị Hồng Nhung), Email Address (admin@vroomvroom.vn), Date of Birth (03/15/1985), and ID Number (locked). Below that is an 'Address' field with the value '12 Nguyễn Trãi, Quận 1, TP.HCM'. Under 'Account Security', there's a 'Change Password' button. The 'Identity Verification' section contains an 'ID Document Upload' area with a placeholder 'Upload your ID Document' and a 'Choose File' button. A red arrow points to this 'Choose File' button.

2. Verify, edit and confirm extracted information: After the image finishes processing, you will be able to see the extracted information and extraction status.
 - At the very top of the screen, you can see the completion progress bar that show how many fields have been filled correctly.
 - A red warning popup might appear right below, indicating missing field(s) that need manual editing.
 - On the right side, you can see all the extracted information from the license. Verify carefully that they are correct. If you want to edit or add missing fields, locate the “Edit Information”

button.

Review Extracted ID Information

Please review the information extracted from your ID document. You can edit any incorrect details before confirming.

Information Completion 83% Complete

1 required fields remaining

! Please fix the following errors before confirming:
• Date of issue is required

! Please verify your information carefully
Once confirmed, this information will be saved to your profile.

! Found incorrect information?
Click "Edit Information" to correct any details that don't match your ID document.

! Date of issue is required

Extracted Information Edit Information

Document Type Driver License

Full Name *

TRƯƠNG NGỌC VIỆT

ID Number *

460229012372

License Class *

A1

Date of Birth *

2004-02-23

Date of Issue *

Address *

X. Phú Gia, H. Phú Vang, T. Thừa Thiên
Huế

Complete all fields

Cancel & Re-upload Confirm & Save Information

- When you are done, click the “Save Changes” orange button to save changes, and click “Confirm & Save Information” to confirm.

Review Extracted ID Information

Please review the information extracted from your ID document. You can edit any incorrect details before confirming.

Information Completion

100% Complete

 Please verify your information carefully

Once confirmed, this information will be saved to your profile.

 Found incorrect information?

Click \"Edit Information\" to correct any details that don't match your ID document.

Extracted Information

 Cancel

 Save Changes

Document Type

 Driver License

 Full Name *

TRƯƠNG NGỌC VIỆT

 ID Number *

460229012372

 License Class *

A1

 Date of Birth *

02/23/2004 

 Date of Issue *

07/09/2025 

 Address *

X. Phú Gia, H. Phú Vang, T. Thừa Thiên Huế

 Cancel & Re-upload

 Confirm & Save Information

Review Extracted ID Information

Please review the information extracted from your ID document. You can edit any incorrect details before confirming.

Information Completion

100% Complete

-  Please verify your information carefully

Once confirmed, this information will be saved to your profile.

-  Found incorrect information?

Click "Edit Information" to correct any details that don't match your ID document.

Extracted Information

 Edit Information

Document Type

 Driver License

 Full Name *

TRƯỜNG NGỌC VIỆT

 ID Number *

460229012372

 License Class *

A1

 Date of Birth *

2004-02-23

 Date of Issue *

2025-07-09

 Address *

X. Phú Gia, H. Phú Vang, T. Thừa Thiên Huế

 Cancel & Re-upload

 Confirm & Save Information

3.4. Edit profile information

- Locate the "Personal Information" section, and click the "Edit" orange button to start editing.
Note that you can only edit your information after you have uploaded and verified your

license.

The screenshot shows the 'My Profile' section of the VroomVroom.click website. On the left, there's a user profile card with the name 'NTHN', 'Nguyễn Thị Hồng Nhung', and the email 'admin@vroomvroom.vn'. It also shows the member since date as 'January 0001'. On the right, under 'Personal Information', there are fields for 'Full Name' (Nguyễn Thị Hồng Nhung), 'Email Address' (admin@vroomvroom.vn), 'Date of Birth' (03/15/1985), 'ID Number' (locked from ID document), and 'Address' (12 Nguyễn Trãi, Quận 1, TP.HCM). Below these are sections for 'Account Security' (Change Password) and 'Identity Verification' (ID Document Upload). An orange 'Edit' button is highlighted with a red arrow pointing to it.

- When you are done, click the "Save" orange button at the same place to confirm changes.

4. Motorbike Browsing and Renting

4.1. Initiate rental process

- From the homepage, select the rental duration by entering the "Pickup Date" and "Return Date" in the main form titled "Plan Your Adventure."
- After that, click the "Find Available Bikes" orange button to start looking for bikes.

The screenshot shows the homepage of VroomVroom.Click with a large orange banner reading 'Explore Vietnam on Two Wheels'. Below it, a call-to-action button says 'Plan Your Adventure' with the sub-instruction 'Choose your dates and location to find the perfect bike'. There are input fields for 'Pickup Date' (mm/dd/yyyy), 'Return Date' (mm/dd/yyyy), and 'Pickup Location (Optional)' (Ho Chi Minh City, Hanoi...). A prominent orange button labeled 'Find Available Bikes' with a red arrow pointing to it is highlighted. Below the button, a note says 'Pro tip: Book 24+ hours in advance for the best selection and prices'. At the bottom, there are statistics: '100+' Bikes Available, '15+' Cities Covered, and a '4.8★' Customer Rating.

4.2. Browse available motorbikes

1. After submitting pickup and return dates, you are greeted with “Browse our Bikes” screen.
2. Use the search bar or filtering options at the top to narrow down the bikes you want to rent.
3. Click “View Details” orange button to view details for that bike.

VroomVroom.Click

Feedback Report Bike Issue NTHN

Browse Our Bikes

Find the perfect motorbike for your Vietnamese adventure

Showing 14 of 14 bikes

Image	Bike Model	Category	Rating	Cost
	Honda Air Blade	Motorbike 125-150cc	★ 0	140.000 ₫ per day
	Honda CB150R	Motorbike 150-175cc	★ 0	200.000 ₫ per day
	Honda CBR150R	Motorbike 150-175cc	★ 0	210.000 ₫ per day

[View Details](#)

[View Details](#)

[View Details](#)

4.3. View motorbike details

1. After clicking on a motorbike, you are greeted with the details page of that motorbike.
2. Here, you can see bike model image, cost, location, description, and number of available bikes. Click “Back to Bikes” link to go back to motorbike list if you wish to select a different bike.
3. Click “Book Now” orange button to proceed with the booking.

VroomVroom.Click

Feedback Report Bike Issue NTHN

← Back to Bikes

A detailed image of the Honda Air Blade scooter, showing its front and side profile.

Honda Air Blade

★ 0.0 (0 reviews) [View Details](#)

140.000 ₫/day

Description
Stylish scooter with good performance.

Specifications
[View Details](#)

Features

- Stylish scooter with good performance.

[Book Now](#)

[Find Pickup Location](#)

4.4. Confirm booking

1. After clicking “Book Now”, you are greeted with the booking details screen.
2. On the left side, in “Booking Details” section you can double-check your booking details, like rental dates, pickup location, and you can select extra peripherals to rent along with your bike.
3. On the right side, in “Order Details” you can check out the final price when renting. Note that payments this stage will only be down payments, when picking up the bike from our shop you will pay the remaining price.
4. Click “Confirm Booking” orange button to proceed with the down payment screen and confirm your booking.

The screenshot shows the booking confirmation interface. At the top, there's a header with the VroomVroom.Click logo, a feedback link, a report bike issue link, and user initials (NTHN). Below the header, there are two main sections: 'Booking Details' on the left and 'Order Summary' on the right.

Booking Details: This section displays the rental period (Start Date: July 24th, 2025; End Date: July 25th, 2025), the rental duration (1 day), the pickup location (checkbox checked for "pickup location"), and a list of additional options with their daily rates: Helmet (50.000 ₣/day), Full Coverage Insurance (150.000 ₣/day), GPS Navigation (100.000 ₣/day), and Side Luggage Panniers (120.000 ₣/day).

Order Summary: This section shows the selected bike model (Honda Air Blade) and the total cost (140.000 ₩). It also includes two checkboxes for terms and conditions, a large orange "Confirm Booking - 140.000 ₩" button, and a note about secure payment.

5. Rental Management

5.1. View current rentals

1. Access rental management page: At any pages, locate and click the profile image (or your initials if you have not uploaded one) on the very right side of the header.

2. A popup will appear right below the profile image. Click on “My Rentals” to manage your rentals.

The screenshot shows the VroomVroom.Click homepage. At the top right, there is a user profile dropdown menu. The menu items are: Nguyễn Thị Hồng Nhung, admin@vroomvroom.vn, Profile, My Rentals (which has a red arrow pointing to it), Give Feedback, Report Website Issue, Admin Panel, and Log out. Below the profile, the main content area features a large orange header "Explore Vietnam on Two Wheels". Underneath, there is a section titled "Plan Your Adventure" with fields for "Pickup Date" (mm/dd/yyyy), "Return Date" (mm/dd/yyyy), and "Pickup Location (Optional)" (Ho Chi Minh City, Hanoi...). There are two buttons: "Find Available Bikes" and "View Locations". A tip at the bottom says "Pro tip: Book 24+ hours in advance for the best selection and prices". Below this are statistics: 100+ Bikes Available, 15+ Cities Covered, and a 4.8★ Customer Rating.

3. You will be greeted with the “Rental History” screen. By default, it is already at the current rentals tab, but you can click “Upcoming/Active” tab. You can view details of the upcoming and current rental(s) and report problems.

The screenshot shows the Rental History screen. At the top, there are two tabs: "Upcoming/Active (1)" (which is highlighted with a red arrow) and "Past Rentals (0)". Below the tabs, there is a listing for a Yamaha Sirius motorbike. The listing includes: Yamaha Sirius, Order Placed: June 3rd, 2025, Dates: May 15, 2025 - Jul 10, 2025, Total: \$8400000.00, and Options: Helmet, Gloves, Jacket. There are two buttons at the bottom: "View Details" and "Report Issue".

5.2. View past rentals

- At the “Rental History” screen, locate and click “Past Rentals” tab. You can view all past rentals under your account.

The screenshot shows the 'Rental History' section of the VroomVroom.Click website. At the top, there are tabs for 'Upcoming/Active (1)' and 'Past Rentals (0)', with a red arrow pointing to the 'Past Rentals' tab. Below the tabs, there is a listing for a 'Yamaha Sirius' motorbike. The listing includes the bike's image, model name, order placement date, rental period, total price, and optional items like a helmet, gloves, and jacket. At the bottom of the listing are 'View Details' and 'Report Issue' buttons.

6. Support and Feedback

6.1. Access live chat feature

- Click on the Message icon on the header

The screenshot shows the homepage of the VroomVroom.Click website. At the top right of the header, there is a message icon (a small square with a dot) which is highlighted with a red arrow. Below the header, there is a section titled 'Browse Our Bikes' featuring several motorcycle models with their names, descriptions, and daily rental prices. Each listing includes a 'View Details' button.

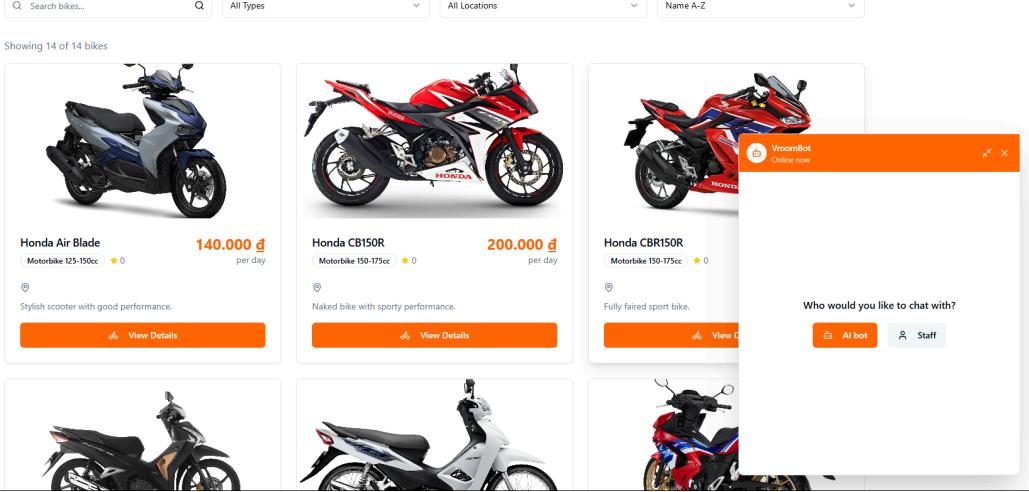
- The chat window will show up, users can choose whether to talk with an AI chatbot or a human staff.

 [Feedback](#) [Report Bike Issue](#) [DVT](#)

Browse Our Bikes

Find the perfect motorbike for your Vietnamese adventure

Showing 14 of 14 bikes



Honda Air Blade
Motorbike 125-150cc | ★ 0 per day
Stylish scooter with good performance.
[View Details](#)

Honda CB150R
Motorbike 150-175cc | ★ 0 per day
Naked bike with sporty performance.
[View Details](#)

Honda CBR150R
Motorbike 150-175cc | ★ 0 per day
Fully faired sport bike.
[View Details](#)

Who would you like to chat with?
[AI bot](#) [Staff](#)

3. Click on the AI bot option

 [Feedback](#) [Report Bike Issue](#) [NTHN](#)

Explore Vietnam on Two Wheels

Discover the freedom of the open road with our premium motorbike rentals. From city scooters to adventure bikes, we have the perfect ride for every journey.

Plan Your Adventure
Choose your dates and location to find the perfect bike

Pickup Date: mm/dd/yyyy Return Date: mm/dd/yyyy Pickup Location (Optional): Ho Chi Minh City, Hanoi.

[Find Available Bikes →](#) [View Locations](#)

💡 Pro tip: Book 24+ hours in advance for the best selection and prices

100+ Bikes Available **15+** Cities Covered **4.8★** Customer Rating

Why Choose VroomVroom?
We make motorbike rental simple, safe, and affordable for everyone.

Hi Nguyễn, ask me anything... [? Change your chat partner](#)

VroomBot is online now.

4. Start asking:



VroomBot
Online now

↶ X



i want to rent a bike to travel and see the ho chi minh city, what bike should i rent



Okay, renting a bike in Ho Chi Minh City is a great way to explore! Here's a breakdown of what kind of bike you should rent, depending on your needs and preferences:

- **1. Consider your needs:** * **Distance:** How far do you plan to travel each day? Will you be sticking to the city center or venturing further out?
- * **Terrain:** Will you be on mostly flat roads, or will you encounter any hills or uneven surfaces?
- * **Comfort:** How important is comfort to you? Do you want a more upright riding position or something more sporty?
- * **Experience:** How experienced are you with riding a bike? Are you comfortable with traffic?
- * **Budget:** How

Hi Nguyễn, ask me anything...



? Change your chat partner

5. Change to talk with a human staff:



VroomBot
Online now

✖

i want to rent a bike to travel and see the ho chi minh city, what bike should i rent



Okay, renting a bike in Ho Chi Minh City is a great way to explore! Here's a breakdown of what kind of bike you should rent, depending on your needs and preferences:

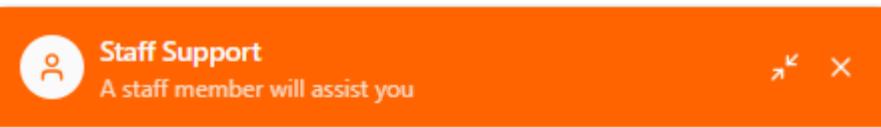
- **1. Consider your needs:** * **Distance:** How far do you plan to travel each day? Will you be sticking to the city center or venturing further out?
- * **Terrain:** Will you be on mostly flat roads, or will you encounter any hills or uneven surfaces?
- * **Comfort:** How important is comfort to you? Do you want a more upright riding position or something more sporty?
- * **Experience:** How experienced are you with riding a bike? Are you comfortable with traffic?
- * **Budget:** How

Hi Nguyễn, ask me anything...



? Change your chat partner ←

6. Send your message and an assigned staff will answer soon:



Loading conversation...



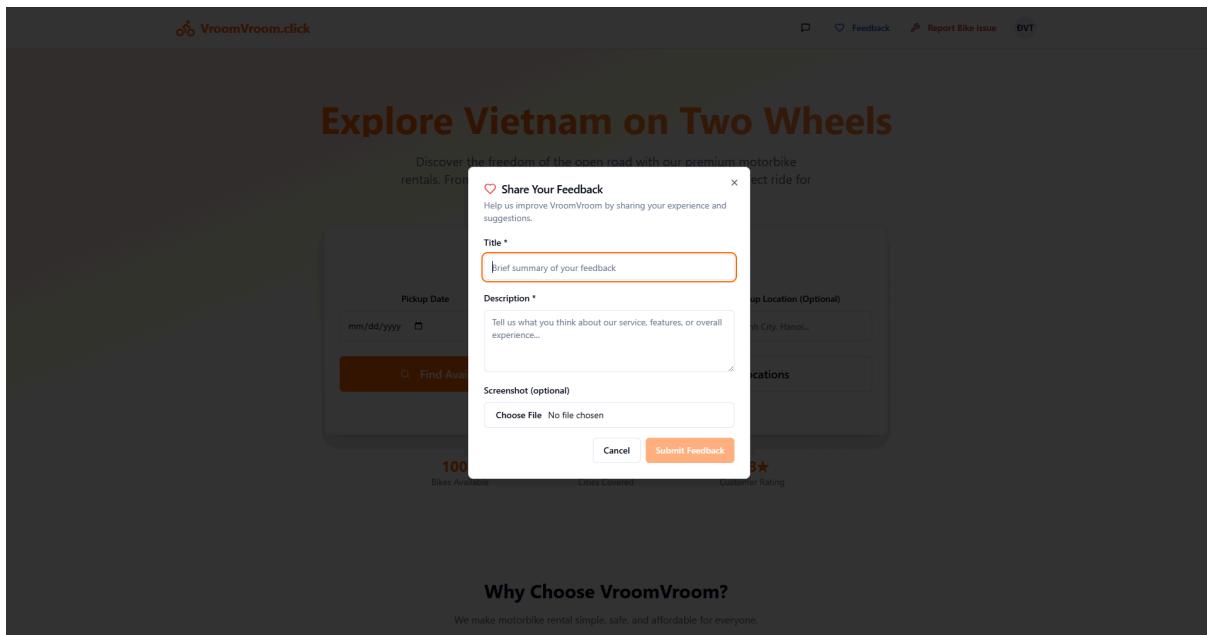
? Change your chat partner

6.2. Provide feedback

1. Click on the Feedback button on header:

A screenshot of the VroomVroom.click website. At the top, there's a navigation bar with the site name "VroomVroom.click" and several buttons: "Feedback" (highlighted with a red arrow), "Report Bike Issue", and "DVT". Below the header, a large orange banner says "Explore Vietnam on Two Wheels". Underneath, there's a section titled "Plan Your Adventure" with fields for "Pickup Date" (mm/dd/yyyy), "Return Date" (mm/dd/yyyy), and "Pickup Location (Optional)" (Ho Chi Minh City, Hanoi...). There are also buttons for "Find Available Bikes" and "View Locations". A note at the bottom of this section says "Pro tip: Book 24+ hours in advance for the best selection and prices". At the very bottom, there's a section titled "Why Choose VroomVroom?" with the text "We make motorbike rental simple, safe, and affordable for everyone."

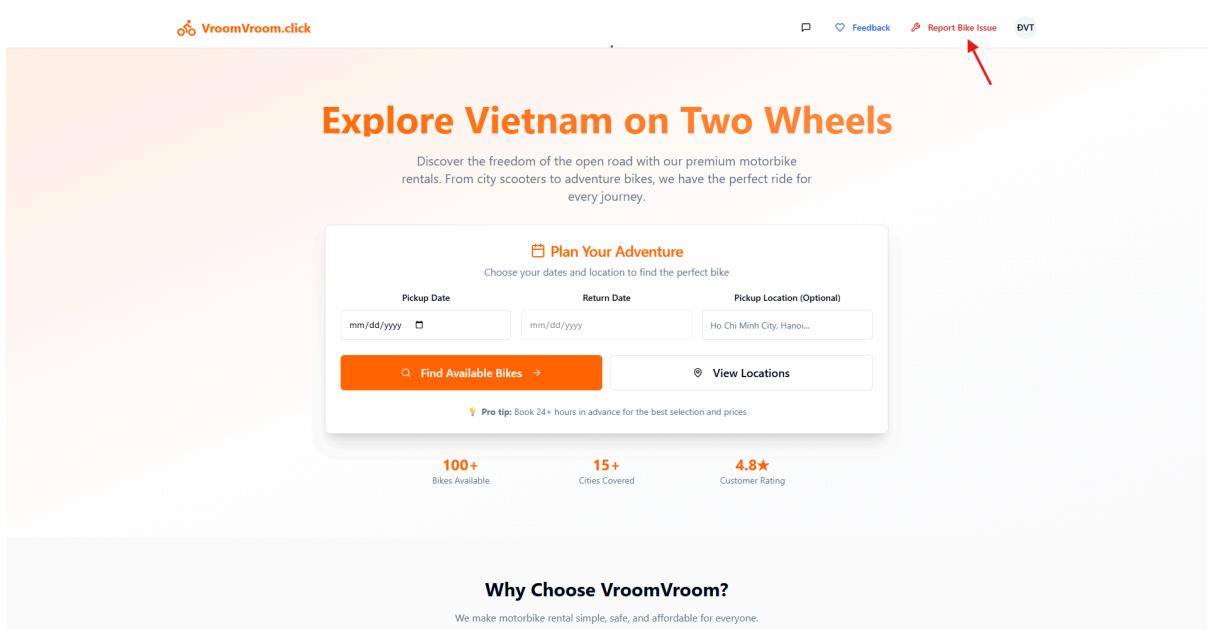
2. Feedback dialog will appear:



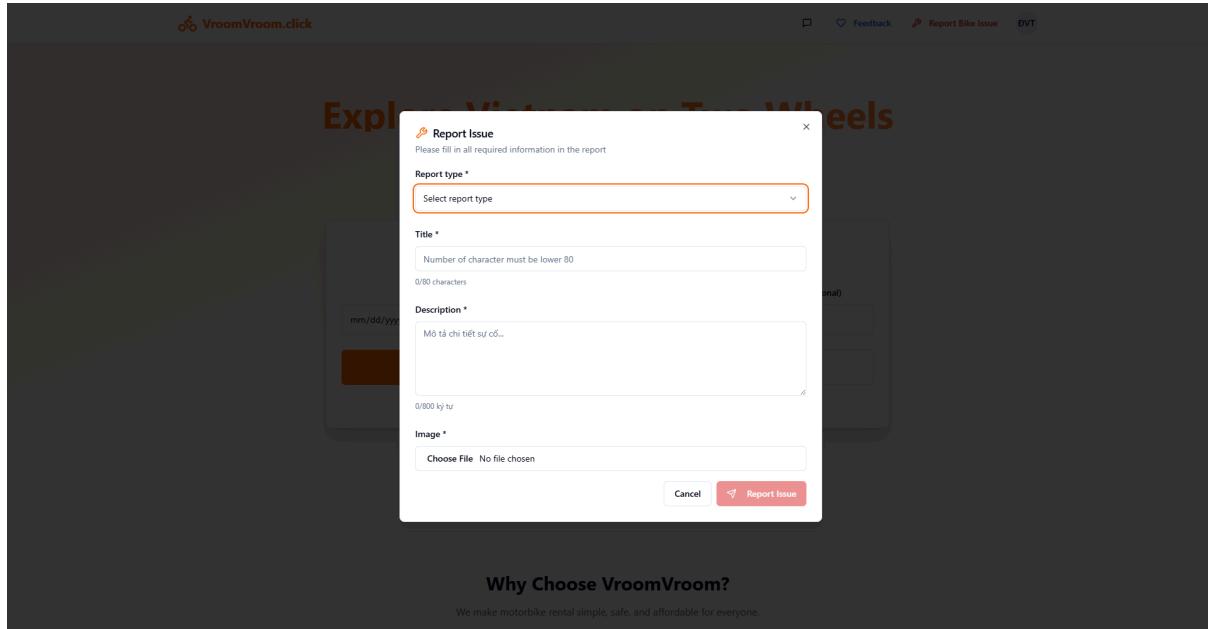
3. Type in your thoughts then submit.

6.3. Report problems

1. Click on Report Bike Issue button when user's bike have issue:



2. The Report dialog will appear:



3. Click on the the Report Type list then choose your type of problem:

Report Issue

X

Please fill in all required information in the report

Report type *

Select report type

v

 Vehicle Issue

 Payment Issue

 Other

0/800 characters

Description *

Mô tả chi tiết sự cố...

h

0/800 ký tự

Image *

Choose File No file chosen

Cancel

 Report Issue

4. Fill in all the information, attach an image of the problem then click on the Report Issue button to submit

 **Report Issue**

Please fill in all required information in the report

Report type *

Payment Issue

Title *

Payment

7/80 characters

Description *

Mô tả chi tiết sự cố...

0/800 ký tự

Image *

Choose File No file chosen





7. User Management (For admins only)

7.1. View a list of all users

1. Click on the Profile button on the header:

The screenshot shows the homepage of VroomVroom.click. At the top, there's a navigation bar with icons for Feedback, Report Bike Issue, and DVT. A red arrow points from the text "2. Click on the Admin panel" to the DVT link. Below the navigation, the main heading "Explore Vietnam on Two Wheels" is displayed in orange. A sub-headline says "Discover the freedom of the open road with our premium motorbike rentals. From city scooters to adventure bikes, we have the perfect ride for every journey." A search bar titled "Plan Your Adventure" allows users to input pickup and return dates and locations. Below the search bar, three statistics are shown: "100+ Bikes Available", "15+ Cities Covered", and "4.8★ Customer Rating".

2. The options list will appear, then click on the Admin panel:

The screenshot shows a user profile dropdown menu. It includes the user's name "Nguyễn Thị Hồng Nhung" and email "admin@vroomvroom.vn". The menu has several options: Profile, My Rentals, Give Feedback, Report Website Issue, Admin Panel (which is highlighted with a red arrow), and Log out.

3. Admin dashboard window will appear:

The screenshot shows the Admin Dashboard of the VroomVroom.Click platform. At the top, there are four summary cards: Total Users (4, +0 new this month), Total Bikes (15, 15 available now), Active Rentals (0, Currently ongoing), and Monthly Revenue (\$0, This month). Below these are navigation links for Users, Bikes, Rentals, and Feedback. The main content area is titled "User Management" with the subtitle "Manage user accounts and permissions". It lists five users: NTHN (Nguyễn Thị Hồng Nhung, admin@vroomvroom.vn, Joined Jan 2023, Active, Admin, Edit), ĐVT (Đỗ Văn Tuấn, staff@vroomvroom.vn, Joined Jan 2023, Active, Staff, Edit), NVM (Nguyễn Văn Minh, minh.nguyen@gmail.com, Joined May 2023, Active, Customer, Edit), JS (John Smith, john.smith@outlook.com, Joined May 2023, Inactive, Customer, Edit), and V6 Thi Thu (V6 Thi Thu, v6thithu@gmail.com, Joined May 2023, Inactive, Customer, Edit). A red arrow points to the "Edit" button for the first user.

7.2. View and edit a user information

4. Click on the Edit button of each user on the list:

A detailed view of the user information dialog for Nguyễn Thị Hồng Nhung. The dialog shows the user's name, email (admin@vroomvroom.vn), and joining date (Joined Jan 2023). It includes status buttons for Active (orange) and Admin (grey), and an "Edit" button with a pencil icon. A red arrow points to the "Edit" button.

5. The User information dialog will appear:

Edit User Information

Update user details and account settings for Nguyễn Thị Hồng Nhung



Nguyễn Thị Hồng Nhung
Member since Jan 2025

Full Name	Email
Nguyễn Thị Hồng Nhung	admin@vroomvroom.vn
Role	Account Status
Admin	Active
Date of Birth	
03/15/1985	<input type="button" value=""/>
Address	
12 Nguyễn Trãi, Quận 1, TP.HCM	
Credential ID Number	
Enter ID number	

X Cancel Save Changes

6. Admin then can view and edit user information, then click on the Save Changes to submit.

8. Motorbike Management (For admins only)

8.1. View a list of all motorbikes

1. Continue from Admin Dashboard, click on the Bike tab:

 Welcome back, Nguyễn Thị Hồng Nhã! Manage your rental platform.

Admin Dashboard

Total Users: 4 (+0 new this month)

Total Bikes: 15 (15 available now)

Active Rentals: 0 (Currently ongoing)

Monthly Revenue: \$0 (This month)

User Management

Manage user accounts and permissions

User	Role	Status	Action
NTHN Nguyễn Thị Hồng Nhã admin@vroomvroom.vn Joined Jan 2025	Admin	Active	Edit
DVT Đỗ Văn Tuấn staff@vroomvroom.vn Joined Jan 2025	Staff	Active	Edit
NVM Nguyễn Văn Minh minh.nguyen@gmail.com Joined May 2025	Customer	Active	Edit
JS John Smith john.smith@outlook.com Joined May 2025	Customer	Inactive	Edit

Võ Thị Thu

2. The List of motorbike will appear:

 Welcome back, Nguyễn Thị Hồng Nhã! Manage your rental platform.

Admin Dashboard

Total Users: 4 (+0 new this month)

Total Bikes: 15 (15 available now)

Active Rentals: 0 (Currently ongoing)

Monthly Revenue: \$0 (This month)

Bike Management

Manage bike inventory and availability

Add New Bike

Bike Model	Quantity	Price	Location	Status	Action
Honda Wave Alpha	3	\$10000/day	123 Đường Lê Lợi, Quận 1, TP.HCM	Available	Edit Delete
Yamaha Sirius	3	\$12000/day	123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM	Available	Edit Delete
Honda Blade	3	\$10500/day	123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM	Available	Edit Delete

8.2. Add a new motorbike

1. Click on the Add New Bike button:

Admin Dashboard

Welcome back, Nguyễn Thị Hồng Nhung! Manage your rental platform.

[Control Panel](#)

Total Users
4
+0 new this month

Total Bikes
15
15 available now

Active Rentals
0
Currently ongoing

Monthly Revenue
\$0
This month

[Users](#)[Bikes](#)[Rentals](#)[Feedback](#)

Bike Management

Manage bike inventory and availability

[All Locations](#) Search bikes by name, type, or location...[+ Add New Bike](#)

Honda Wave Alpha

Quantity: 3
\$100000/day
123 Đường Lê Lợi, Quận 1, TP.HCM

[Available](#) [Edit](#) [Delete](#)

Yamaha Sirius

Quantity: 3
\$120000/day
123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM

[Available](#) [Edit](#) [Delete](#)

Honda Blade

Quantity: 3
\$105000/day
123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM

[Available](#) [Edit](#) [Delete](#)[Honda Winner X](#)

2. The dialog will appear:

Add New Bike Model

X

Fill in the details to add a new model and its physical vehicles.

Model name *

Vehicle type *

▼
Select type

Manufacturer *

▼
Select manufacturer

Rate per day (VND) *

0

Up-front (%) *

0

Description

Model image

PNG/JPG (MAX 5MB)

Physical vehicles *

123 Đường Lê Lợi, Quận 1, TP.HCM

Normal

0

Damaged

0

Physical vehicles *

123 Đường Lê Lợi, Quận 1, TP.HCM

Normal

0

Damaged

0

456 Đường Nguyễn Huệ, Quận 1, TP.HCM

Normal

0

Damaged

0

Peripherals

Helmet

Gloves

Jacket

Raincoat

Phone Holder

GPS Device

 Cancel

 Create model

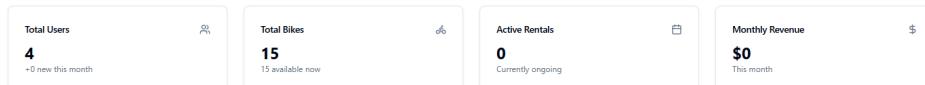
- Fill in the bike model information, upload an image, enter the number of physical vehicles for each location, check on the peripherals that come with the bike. Then hit Create model to add one.

8.3. View and edit a motorbike information

- Click on the Edit button:

Admin Dashboard

Welcome back, Nguyễn Thị Hồng Nhung! Manage your rental platform.

[Control Panel](#)[Users](#)[Bikes](#)[Rentals](#)[Feedback](#)

Bike Management

Manage bike inventory and availability

[+ Add New Bike](#)[All Locations](#) Search bikes by name, type, or location...**Honda Wave Alpha**

Quantity: 3

\$100000/day

📍 123 Đường Lê Lợi, Quận 1, TP.HCM

[Available](#)[Edit](#)[Delete](#)**Yamaha Sirius**

Quantity: 3

\$120000/day

📍 123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM

[Available](#)[Edit](#)[Delete](#)**Honda Blade**

Quantity: 3

\$105000/day

📍 123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM

[Available](#)[Edit](#)[Delete](#)[Honda Winner X](#)

- The bike information dialog will appear:

X

Edit Honda Wave Alpha

Update the bike model information, image and fleet.

Model name *

Wave Alpha

Vehicle type *

Motorbike <125cc

Manufacturer *

Honda

Rate per day (VND) *

100000

Up-front (%) *

50

 Available

Description

Popular motorbike for daily use.

Model image



PNG/JPG (MAX 5MB)

 Select file

Physical vehicles *

123 Đường Lê Lợi, Quận 1, TP.HCM

Normal

3

Damaged

0

456 Đường Nguyễn Huệ, Quận 1, TP.HCM

Normal	0
Damaged	0

Peripherals

- Helmet
- Gloves
- Jacket
- Raincoat
- Phone Holder
- GPS Device

X Cancel
Save changes

- View and Edit the bike model information, hit Save Changes button after finished modify the information.

8.4. Delete a motorbike

- Click on the Delete button:

Admin Dashboard
Welcome back, Nguyễn Thị Hồng Nhựt! Manage your rental platform.

Total Users: 4 (+0 new this month)

Total Bikes: 15 (15 available now)

Active Rentals: 0 (Currently ongoing)

Monthly Revenue: \$0 (This month)

Bike Management
Manage bike inventory and availability

+ Add New Bike

All Locations	Search bikes by name, type, or location...
	Honda Wave Alpha Quantity: 3 \$100000/day 📍 123 Đường Lê Lợi, Quận 1, TP.HCM
	Yamaha Sirius Quantity: 3 \$120000/day 📍 123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM
	Honda Blade Quantity: 3 \$105000/day 📍 123 Đường Lê Lợi, Quận 1, TP.HCM, 456 Đường Nguyễn Huệ, Quận 1, TP.HCM
Honda Winner X	

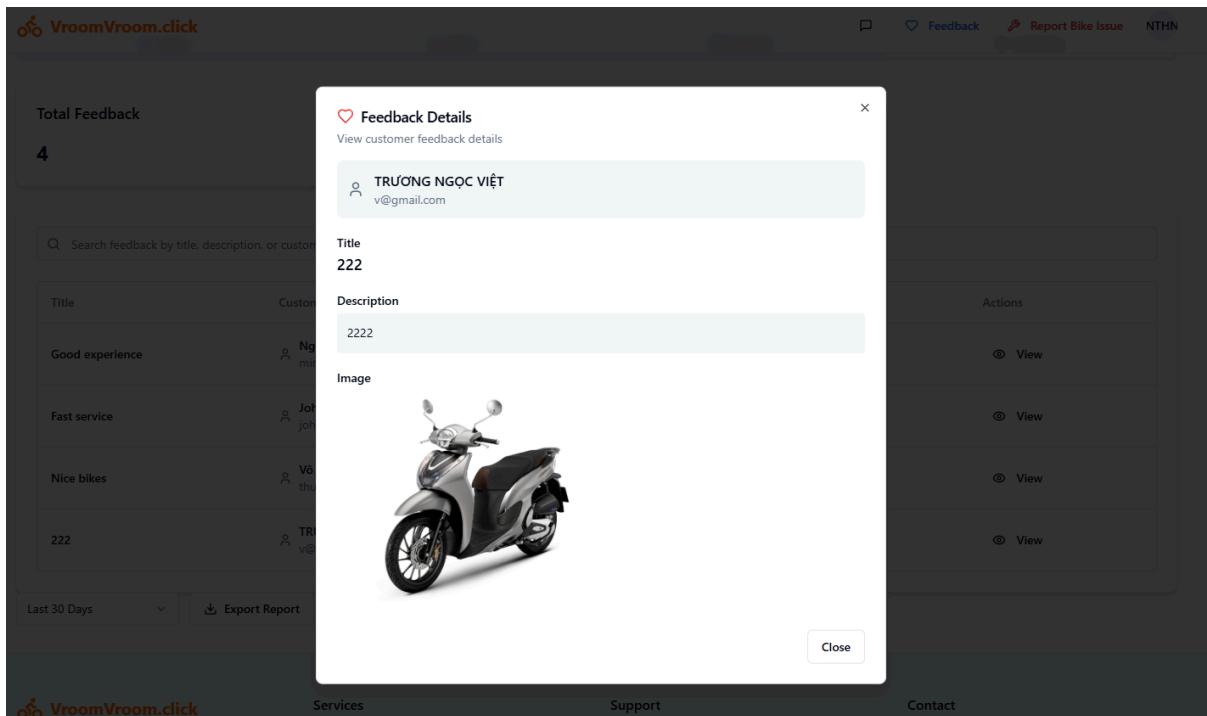
- The delete confirmation popup will appear:

- Click on the Delete bike button to set the status of the bike model to Unavailable.

9. Feedback Management (For admins only)

- After login as admin, click in the user icon and then choose the Admin Panel.
- Navigate to the Feedback tab by choosing Feedback in the navigation bar.
- In the Feedback Management tab, admin can view all feedback from users.
- Admin can search feedback with the search bar.
- Admin can view details of a feedback by clicking the View button .

Title	Customer	Description	Actions
Good experience	Nguyễn Văn Minh minh.nguyen@gmail.com	Easy to book bikes.	<input type="button" value="View"/> ← 5
Fast service	John Smith john.smith@outlook.com	Quick responses from staff.	<input type="button" value="View"/>
Nice bikes	Võ Thị Thu thu.vo@yahoo.com	Great selection of motorbikes.	<input type="button" value="View"/>



10. Website Management (For admins only)

- After navigating to the Admin Dashboard, click in the Control Panel button to access the Admin Control Panel.

Welcome back, Nguyễn Thị Hồng Nhung! Manage your rental platform.

Total Users
4
+0 new this month

Total Bikes
15
15 available now

Active Rentals
0
Currently ongoing

Monthly Revenue
\$0
This month

User Management
Manage user accounts and permissions

	Name	Email	Joined	Status	Role	Action
NTHN	Nguyễn Thị Hồng Nhung	admin@vroomvroom.vn	Joined Jan 2025	Active	Admin	Edit
DVT	Đỗ Văn Tuấn	staff@vroomvroom.vn	Joined Jan 2025	Active	Staff	Edit

- In the Admin Control Panel, there is a navigation bar, containing: System Setting, Maintenance Mode, Popup Banners.



10.1. Change system settings

1. In the Admin Control Panel, choose the System Settings to navigate to the System Settings tab.
2. Here, admin can modify website basic information: Site Name, Site Description, Contact Email, Support Phone and Rental Configuration information: Maximum Rental Days, Minimum Rental Hours, Cancellation Deadline, Max Concurrent Rentals per User.
3. Refresh the page to see changes applied.

10.2. Put website on maintenance mode

1. In the Admin Control Panel, choose the Maintenance Mode to navigate to the Maintenance Mode tab.
2. Admin will first enter a maintenance message in the Maintenance Message to display to users when under maintenance.
3. Admin can view the maintenance notification preview in the Preview section.
4. Admin then selects the start time and end time for the maintenance.
5. Admin will finally click the Enable Maintenance to put the website under maintenance.
6. The website will go under maintenance according to the time the admin has set. The website will be available for service when the end time passes.

The screenshot shows the Admin Control Panel interface for VroomVroom.Click. At the top, there's a navigation bar with links like 'Back to Dashboard', 'Feedback', 'Report Bike Issue', and 'NTHN'. A green 'Admin Access' button is also present. The main content area is titled 'Admin Control Panel' and 'Configure system settings, maintenance mode, and website banners'. There are three tabs at the top of this section: 'System Settings' (disabled), 'Maintenance Mode' (selected), and 'Popup Banners'. The 'Maintenance Mode' section contains the following steps:

1. A blue arrow points to the 'Maintenance Mode' tab in the top navigation bar.
2. A blue arrow points to the 'Message to Display' field where the message 'the web will go under maintenance for 5 minutes' is entered.
3. A blue arrow points to the 'Preview' section, which shows a yellow banner with the message 'Site Under Maintenance the web will go under maintenance for 5 minutes'.
4. Two blue arrows point to the 'Start Time' and 'End Time' input fields, which are currently empty.
5. A blue arrow points to the 'Enable Maintenance' button at the bottom of the maintenance configuration section.

Below the maintenance configuration, there's a section titled 'Maintenance Disabled' with a note 'The site is currently online.' It features two buttons: 'Online' (orange) and 'Enable Maintenance' (red).

7. Admin can disable maintenance sooner than the end time set by clicking the Disable Maintenance button.

🚧 Maintenance Mode

Control site maintenance mode and maintenance windows

Maintenance Message

Configure the message shown to users during maintenance

Message to Display

the web will go under maintenance for 5 minutes

This message will be displayed on the maintenance page

Preview:

🚧 Site Under Maintenance the web will go under maintenance for 5 minutes

📅 Maintenance Period

Optionally set the maintenance window (start and end time)

Start Time

26/07/2025 11:12 CH

End Time

27/07/2025 11:12 CH

[Clear Maintenance Period](#)

🛠 Maintenance Enabled

The site is currently in maintenance mode.

[🚧 Under Maintenance](#)

[↻ Update Maintenance](#)

[Disable Maintenance](#)

(ⓘ Start: July 26th, 2025 11:12 PM (ⓘ End: July 27th, 2025 11:12 PM

10.3. View a list of global popup banners

- 1 In the Admin Control Panel, choose the Popup Banners to navigate to the Popup Banners tab.
- 2 Here, the admin can view the list of banners created.
- 3 Admin can click the Eye icon in each banner to update banner's status.
- 4 Admin can click the Bin icon in each banner to delete a banner.
- 5 Admin can click the Edit icon in each banner to edit a banner.

-orange VroomVroom.Click

✉ Feedback 🚨 Report Bike Issue NTHN

← Back to Dashboard

🛡 Admin Control Panel

Configure system settings, maintenance mode, and website banners

[⚙ System Settings](#)

[🚧 Maintenance Mode](#)

1 ↴ [Admin Access](#)
6 → [Create Banner](#)

⚡ Popup Banner Configuration

Create and manage popup banners for announcements and promotions

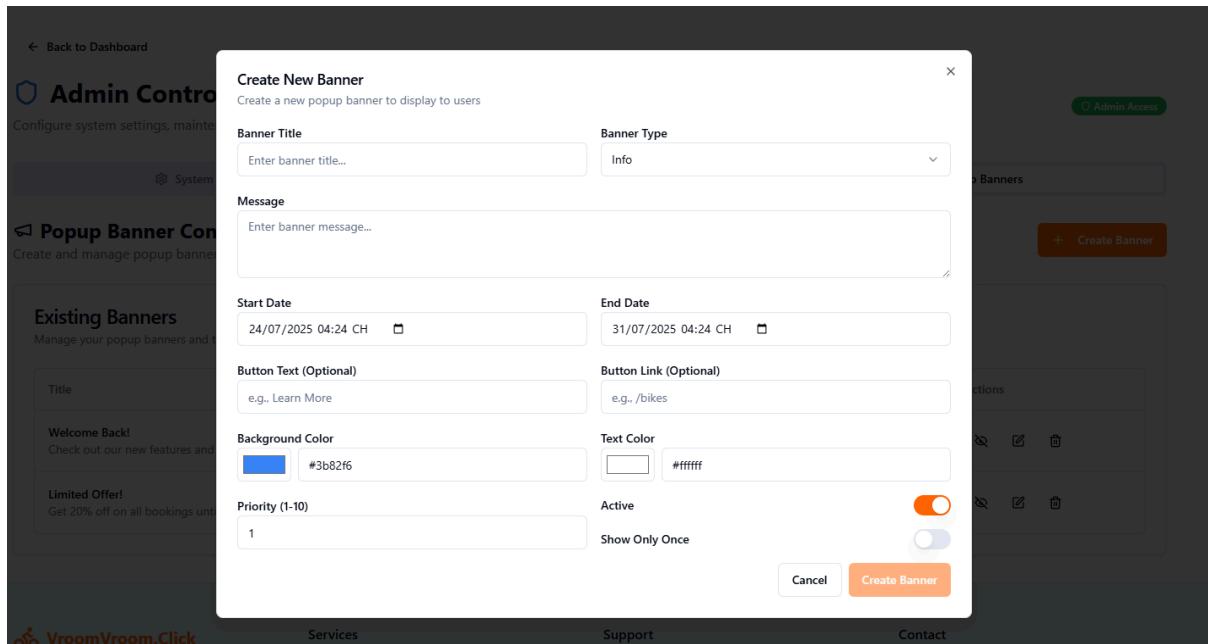
Existing Banners

Manage your popup banners and their display settings

Title	Type	Status	Schedule	Priority	Actions
Welcome Back! Check out our new features and updates for July 2...	Info	Active	⌚ Jul 1 - Jul 10	2	
Limited Offer! Get 20% off on all bookings until July 5th. Use co...	Promotion	Active	⌚ Jul 1 - Jul 5	1	

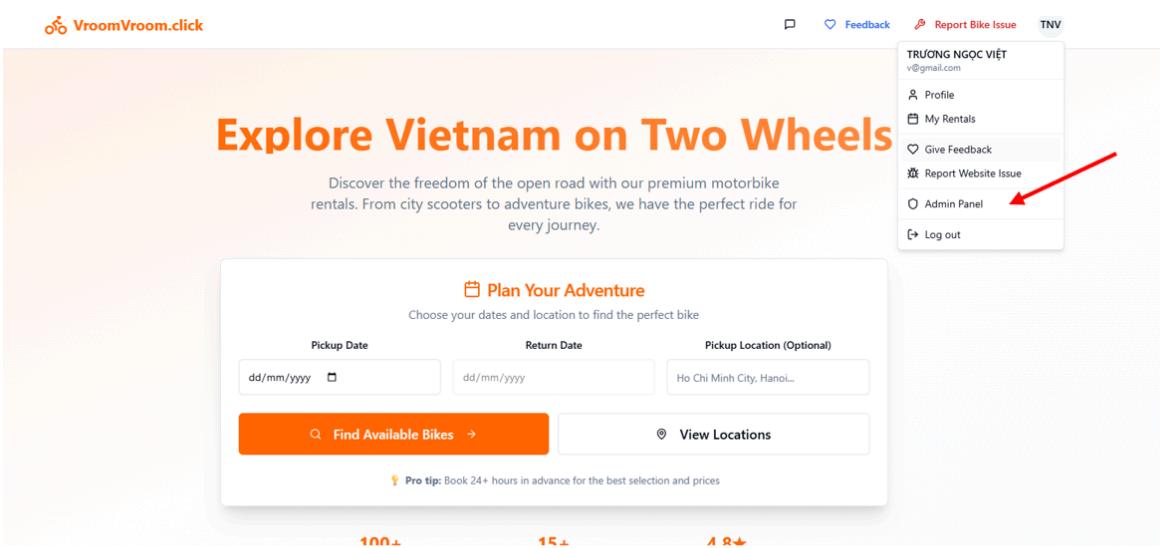
10.4. Create a new popup banner

1. Admin will click the Create Banner button to create a new banner.
2. Here, the admin will fill in required information to create a new banner.



11. Export Statistics as CSV files

1. After logging in, click on the "Admin Panel" option in the sidebar menu.

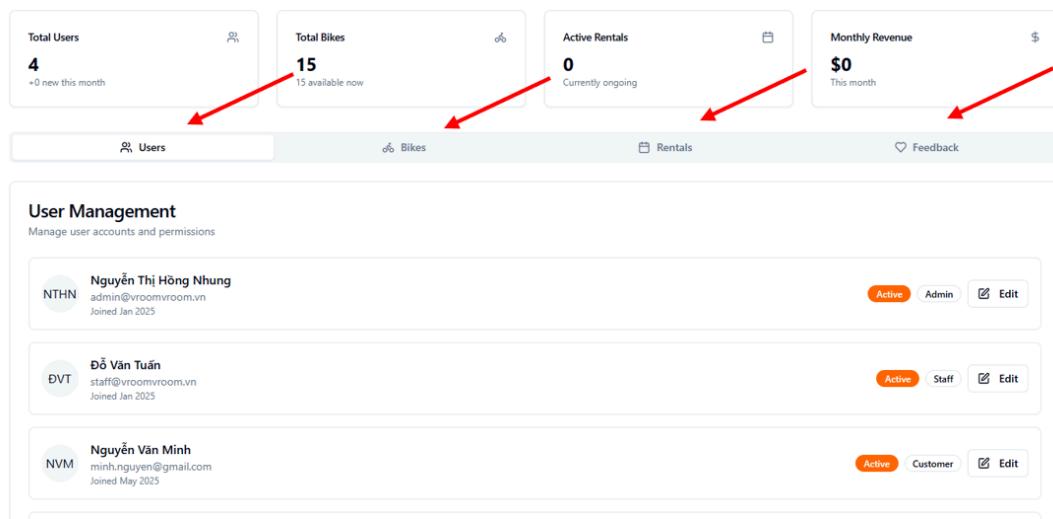


2. Select data type to export to csv file including User, Bike, Rental, Feedback

Admin Dashboard

Welcome back, TRƯỜNG NGỌC VIỆT! Manage your rental platform.

[Control Panel](#)

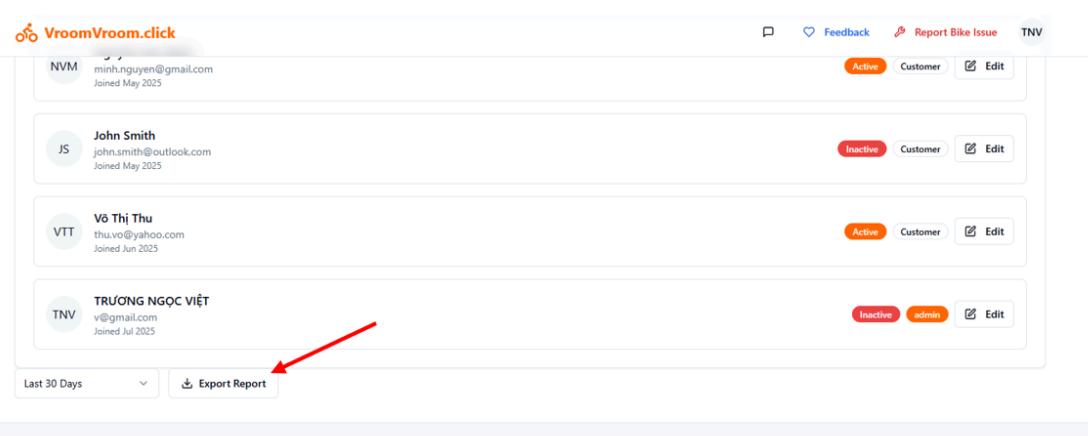


User Management

Manage user accounts and permissions

NTHN	Nguyễn Thị Hồng Nhung admin@vroomvroom.vn Joined Jan 2025	Active Admin Edit
DVT	Đỗ Văn Tuấn staff@vroomvroom.vn Joined Jan 2025	Active Staff Edit
NVM	Nguyễn Văn Minh minh.nguyen@gmail.com Joined May 2025	Active Customer Edit

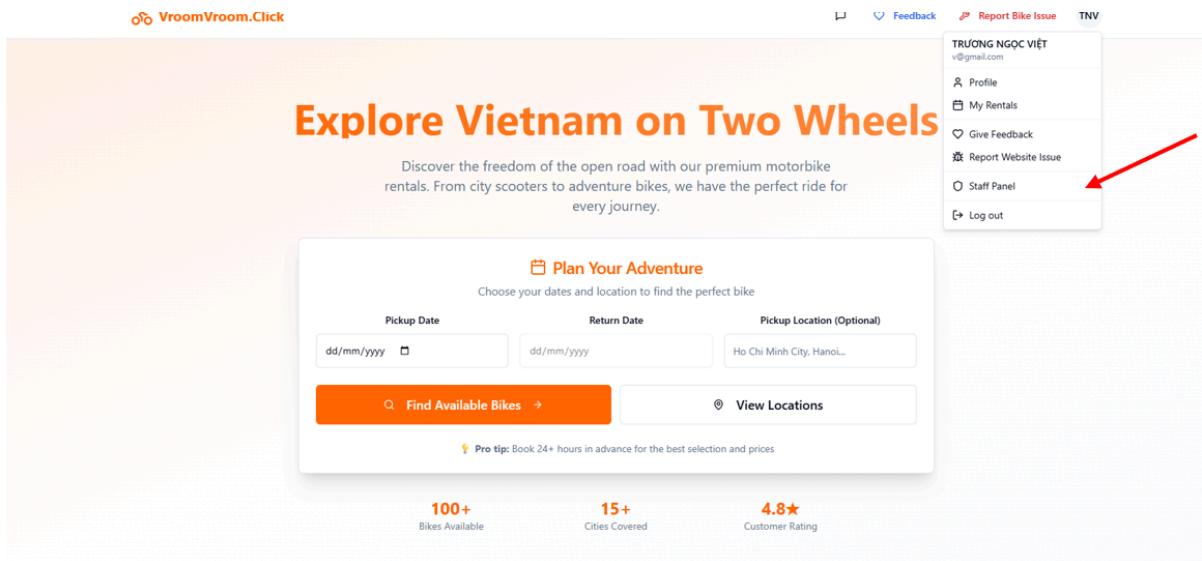
- Enter the start and end dates in the boxes provided to filter the data by time period.
- Click the "Export Report" button to create a file based on the selected data and date range



12. Customer Chat Management (For staff only)

12.1. View a list of all customer chats

- After logging in, click on the "Staff Panel" option in the sidebar menu.



- Access the Customer Messages section: From the staff dashboard, click on the "Customer Messages" option in the sidebar or top menu.

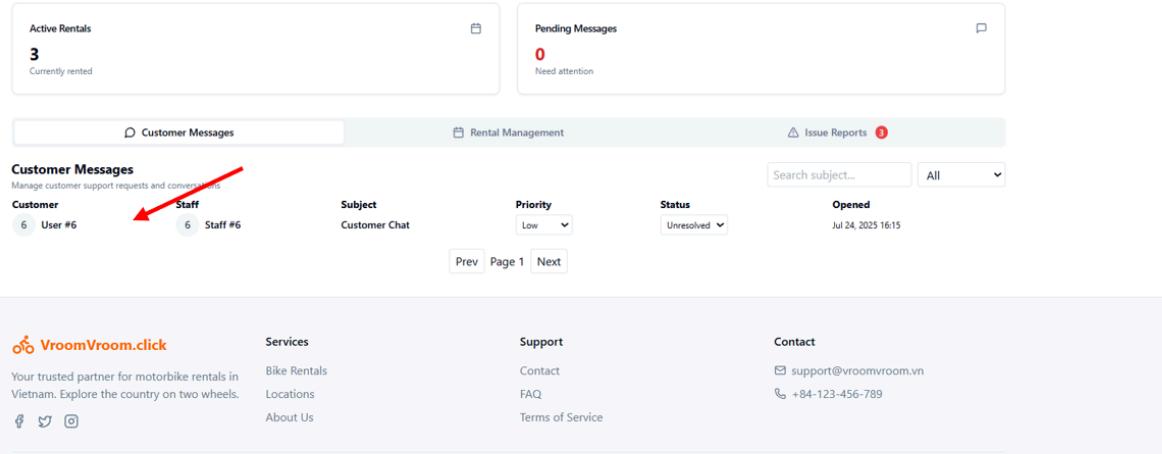
The screenshot shows the Staff Dashboard. At the top right, there is a user profile dropdown for 'TRƯỜNG NGỌC VIỆT' with options like 'Profile', 'My Rentals', 'Give Feedback', 'Report Website Issue', 'Staff Panel', and 'Log out'. A red arrow points to the 'Customer Messages' option in the sidebar. The main dashboard features sections for 'Active Rentals' (3 currently rented), 'Pending Messages' (0 need attention), and 'Customer Messages'. The 'Customer Messages' section includes a table for managing support requests, with columns for Customer (TRƯỜNG NGỌC VIỆT), Staff (Unassigned), Subject (Customer Chat), Priority (Low), Status (Unresolved), and Opened Date (Jul 24, 2025 16:15). Below the table are buttons for 'Prev', 'Page 1', and 'Next'. At the bottom, there is a footer with links to 'VroomVroom.click', 'Services' (Bike Rentals, Locations, About Us), 'Support' (Contact, FAQ, Terms of Service), and 'Contact' (support@vroomvroom.vn, +84-123-456-789).

12.2. View messages of a chat

- Click on a chat entry: Hover over a chat entry in the list and click on it to view the conversation details.

Staff Dashboard

Welcome back, TRƯỜNG NGỌC VIỆT! Manage customers and support requests.



Customer Messages
Manage customer support requests and conversations

Customer	Staff	Subject	Priority	Status	Opened
6 User #6	6 Staff #6	Customer Chat	Low	Unresolved	Jul 24, 2025 16:15

Prev Page 1 Next

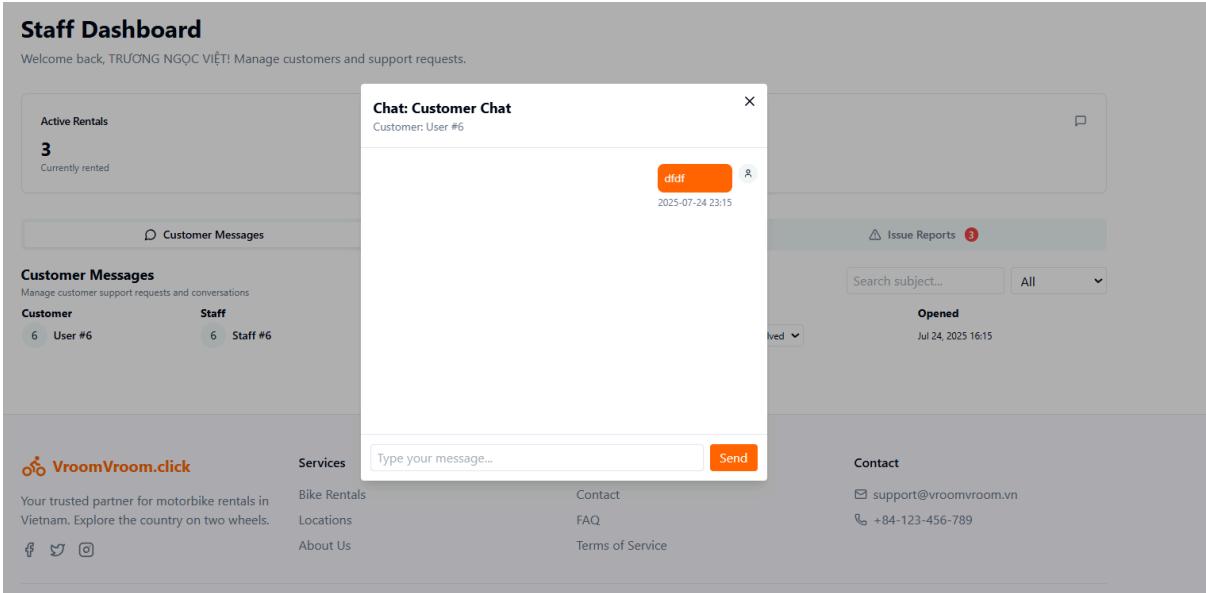
 VroomVroom.click

Services
[Bike Rentals](#)
[Locations](#)
[About Us](#)

Support
[Contact](#)
[FAQ](#)
[Terms of Service](#)

Contact
support@vroomvroom.vn
[+84-123-456-789](tel:+84-123-456-789)

- Open the chat window: After clicking the chat entry, a detailed chat window appears on the screen, showing the full conversation.



Chat: Customer Chat
Customer: User #6

dddf
2025-07-24 23:15

 VroomVroom.click

Services
[Bike Rentals](#)
[Locations](#)
[About Us](#)

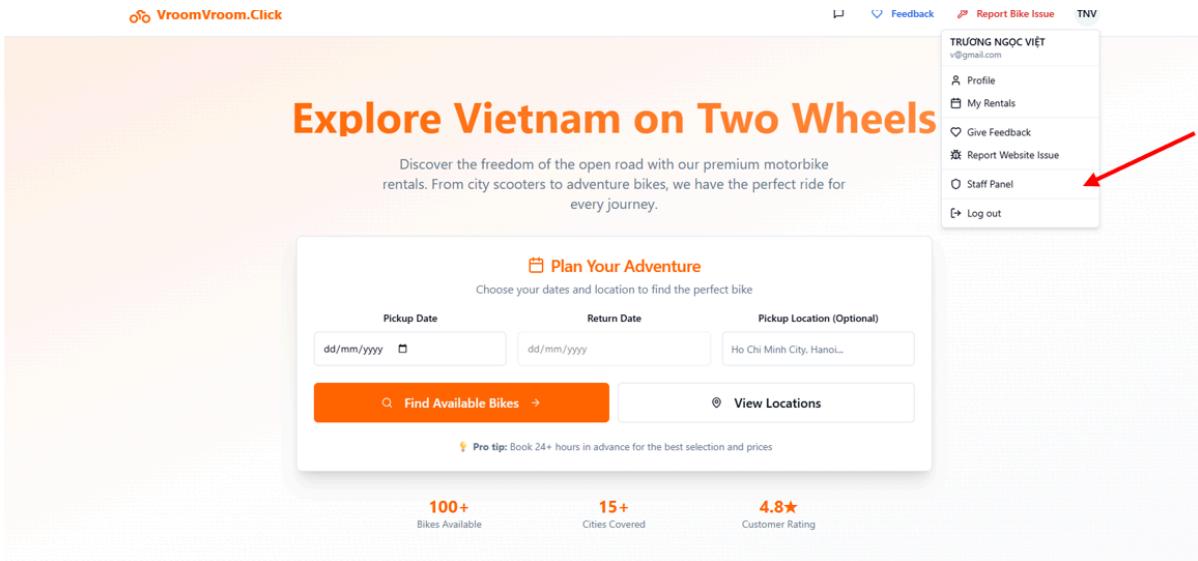
Send

Contact
support@vroomvroom.vn
[+84-123-456-789](tel:+84-123-456-789)

13. Customer Rental Management (For staff only)

13.1. View a list of all rentals

- After logging in, click on the "Staff Panel" option in the sidebar menu.



2. Access the rental management section: From the staff dashboard, click on the "Rental Management" option in the sidebar or top menu.

Staff Dashboard

Welcome back, TRƯỜNG NGỌC VIỆT! Manage customers and support requests.

Active Rentals		Pending Messages	
3	Currently rented	0	Need attention
Customer Messages		Rental Management	
		Issue Reports	

Rental Management							All Rentals
Customer	Bike	Location	Rental Period	Status	Total Cost	Actions	
Võ Thị Thu thu.vo@yahoo.com	Honda Blade	...	Jun 5 - Jun 30, 2025 25 days	Upcoming	2.625.000 ₫	Approve	Reject
John Smith john.smith@outlook.com	Honda Blade	...	Jun 1 - Jun 2, 2025 1 days	Active	105.000 ₫	View Details	
Nguyễn Văn Minh minh.nguyen@gmail.com	Yamaha Sirius	...	May 15 - Jul 10, 2025 56 days	Active	6.720.000 ₫	View Details	

13.2. View a rental information

1. After clicking the "View Detail", a popup window appears in the center of the screen

Staff Dashboard

Welcome back, TRƯỜNG NGỌC VIỆT! Manage customers and support requests.

The screenshot shows the Staff Dashboard with the following sections:

- Active Rentals:** 3 Currently rented.
- Pending Messages:** 0 Need attention.
- Rental Management:** Monitor and manage rental bookings (3 rentals).

Customer	Bike	Location	Rental Period	Status	Total Cost	Actions
Võ Thị Thu thu.vo@yahoo.com	Honda Blade	📍	Jun 5 - Jun 30, 2025 25 days	Upcoming	2.625.000 ₫	✓ Approve ✗ Reject
John Smith john.smith@outlook.com	Honda Blade	📍	Jun 1 - Jun 2, 2025 1 days	Active	105.000 ₫	🕒 View Details
Nguyễn Văn Minh minh.nguyen@gmail.com	Yamaha Sirius	📍	May 15 - Jul 10, 2025 56 days	Active	6.720.000 ₫	🕒 View Details
- Customer Messages**
- Rental Management**
- Issue Reports:** 1

2. The popup displays detailed information of the rental.

The screenshot shows a detailed view of a rental booking. The pop-up window contains the following information:

- Rental Details:** Rental ID: 2
- Bike Information:** Honda Blade, \$105.000 ₫ per day, accompanied by a small image of the motorcycle.
- Customer Information:** Name: John Smith, Email: john.smith@outlook.com, Phone: 0988123456
- Rental Period:** Start Date: Sunday, June 1, 2025, 7:00 AM; End Date: Monday, June 2, 2025, 7:00 AM; Duration: 2 days
- Payment Information:** Price per day: \$105.000 ₫, Total Amount: \$210.000 ₫, Duration: 2 days, Order Date: Jun 4, 2025, Subtotal: \$210.000 ₫
- Contact:** support@vroomvroom.vn, +84-123-456-789

14. Issue Reports Management (For staff only)

14.1. View a list of all reports

1. Click "Report a problem", a pop-up window will appear on the right side of the screen

 Welcome back, TRƯỜNG NGỌC VIỆT! Manage customers and support requests.

Staff Dashboard

Active Rentals: 3 Currently rented

Pending Messages: 0 Need attention

Customer Issue Reports
Manage and resolve customer-reported issues

Title	User Name	User Email	Type	Status	Report Time	Actions
Vehicle not starting	Nguyễn Văn Minh	minh.nguyen@gmail.com	Vehicle Issue	Unresolved	Jul 23, 2025 14:27	View

Prev Page 1 Next



14.2. View a report information

- After clicking the "View", a popup window appears in the center of the screen

 Welcome back, TRƯỜNG NGỌC VIỆT! Manage customers and support requests.

Staff Dashboard

Active Rentals: 3 Currently rented

Pending Messages: 0 Need attention

Customer Issue Reports
Manage and resolve customer-reported issues

Title	User Name	User Email	Type	Status	Report Time	Actions
Vehicle not starting	Nguyễn Văn Minh	minh.nguyen@gmail.com	Vehicle Issue	Unresolved	Jul 23, 2025 14:27	View

Prev Page 1 Next



- The popup displays detailed information of the report .

Report Details

View and update report information

X

Title

Vehicle not starting

User Name

Nguyễn Văn Minh

User Email

minh.nguyen@gmail.com

Type

Vehicle Issue

Report Time

14:27:31 23/7/2025

Status

Unresolved



Description

The motorbike I rented won't start.

Image



Report

[Close](#)