Explorebuddy Documentation

Contents

Chapter 1. ExploreBuddy

ExploreBuddy connets newcomers and travelers with trusted local guides for on-the-ground help.

ExploreBuddy is a community platform thats lets you post local requests (e.g., airport pickup, translation help, neighborhood tours) and receive offers from verified locals.

Audience

Newcomers, travelers, and local guides who want to help others in thier city.

Key benefits

- Real human help, not just listings
- Verified profiles and secure payments
- Multilingual chat and in-app translation
- Safety tools and 24/7 support

Figure 1. ExploreBuddy App Logo

Chapter 2. Features Overview

Explore the key features that make ExploreBuddy unique and helpul for both travelers and locals.

ExploreBuddy is packed with features designed to connect people quickly, safely and efficiently. Whether you're new in town or offering local expertise, these tools ensure a smooth experience.
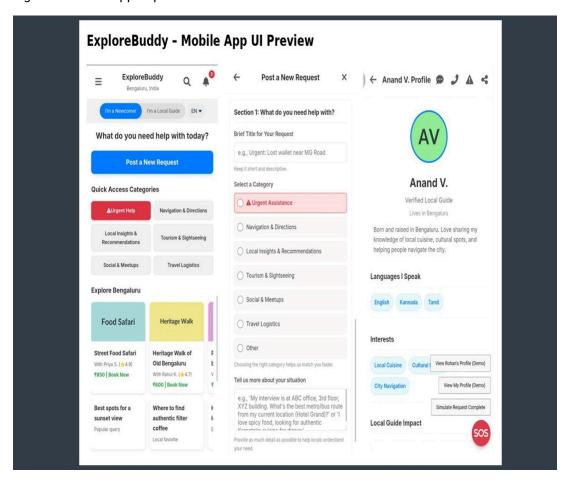
Core Features

- **Post Local Requests:** Create requests for help or services inspecific locations and categories.
- **Guide Profiles:** View detailed porfolios with photos, ratings and language.
- **Mutilingual Chat:** Built-in translation to connect people across languages.
- **Secure Payments:** In-app payment protection for both parties.
- **Safety Tools:** SOS button, location sharing and verified IDs.

Additional tools

- Bookmark favorite guides or requests
- Push notifications for new matches
- Profile badges for active contributors
- Offline mode for low-connectivity areas

Figure 2. Mobile App UI preview

Chapter 3. Safety-and-Trust

How ExploreBuddy ensure a secure and trustworthy experience for all users.

AT ExploreBuddy, safety and trust are built into every feature. We belive that meaningful connections start with confidence in the people you meet and the platform you use.

User Verification

- Government ID verification for all guides
- Email and phone number confirmation
- Profile photo and background checks where applicable

Secure Payments

ExploreBuddy uses in-app payment processing to protect both parties from fraud. Funds are only released when both sides confirm service completion.

> **Note:**
> Always use encrypted payment gateways to protect customer financial data.

Safety Tools

- 24/7 support via chat or phone
- SOS button that shares live location with emergency contacts
- In-app reporting for suspicious behavior

Community Trust

- Ratings and reviews after each service
- Badge system for top-rated guides
- Publicly visible response rates

Chapter 4. Privacy Policy

How ExploreBuddy collects, uses and protects your personal information.

Data Collection

We collect information you provide directly, such as your name, email, phone number and payment details. We also collect usage data, including location, device information and interaction logs.

Use of Data

Data is used to provide and improve our services, ensure safety, process payments and send relevant notifications.

Data sharing

We do not sell your personal data. Information may be shared with trusted third parties for payment processing, verification and legal compliance.

Security Measures

- End-to-end encryption forsenitive data
- Regular security audits
- Two-factor authentication for accounts

User Rights

- Access, update or delete your data at any time
- Opt out of marketing communications
- Request a copy of your stored data

Contact

For privacy-related questions, email: privacy@explorebuddy.com

Chapter 5. Create an Account

Sign up for ExploreBuddy to start connecting with locals and travelers.

You must have a valid email address or phone number.

1. Open the ExploreBuddy app on your device.
2. Tap **Sign Up** on the home screen.
3. Select your prefered sign-up method:
   - Email
   - Phone Number
   - Social Login (Google, Facebook, Apple)
4. Enter your personal details as prompted.
5. Read and accept the Terms of Sevice and Privacy Policy.
6. Tap **Create Account**.
7. Verify your account:
   - If you signed up with email, click the verification link sent to your inbox.
   - If you signed up with phone number, enter the SMS code sent to your device.

Your account is now active, and you can start exploring!

Chapter 6. Post a Local Request

Ask for local help or guidance through ExploreBuddy.

You must have active account and be signed in.

1. Tap **Post Reuest** on the home screen.
2. Choose a category for your request (e.g., Tour guide, Translation, Transportation).
3. Set your prefered language(s) for communication.
4. Tap **Post** to publish yor request.

Your request will now be visible to nearby verified guides.

Chapter 7. Accept Request as a Guide

Respond to and accept a travler's request on ExploreBuddy

You have verified guide profile.

1. Open the **Requests** tab.
2. Filter requests by category, adte or location if needed.
3. Tap on a request to view full details.
4. Send a proposal with your availability, rate and additional notes.
5. Tap **Accept** once you agree to the terms with the traveler.

The traveler will be notified and can confirm your offer.

Chapter 8. Update Your Profile

Edit your personal and professional details in .

You must be signed in to update your profile.

1. Go to **Profile** from the navigation menu.
2. Tap **Edit Profile**.
3. Update your personal details, profile photo and description.
4. For guides, update portfolio items, languages and service categories.
5. Tap **Save** to apply changes.

Your updated profile is now visible to other users.

Chapter 9. Manage Payments

Set up, view, and manage payments in ExploreBuddy.

You must have verified payment method.

1. Go to **Payments** from the main menu.
2. View your transaction history.
3. Add or remove payment methods.
4. Enable two-factor authentication for payment security.
5. Withdraw available funds to your bank account or preferred payout method.

Your payment preferences are now updated and secure.

Chapter 10. Cannot Log In

If you are unable to log in to , follow these steps

Applies to all platforms (Android, iOS, Web)

You recive an error message or the app fails to load after entering your credentils.

Cause

Incorrect username/password, poor internet connection, or dissabled account.

Remedy

1. Check that your username and password are correct.
2. Ensure you have a stable internet connection.
3. If you forgot your password, use the **Forgot Password** option to reset it.
4. If the problem persists, contact support.

Chapter 11. Payment Failure

What to do if your payment for a booking or subscription fails.

Applies to all platforms and payment methods.

You see a payment error message or transction is declined.

Cause

Invalid payment detail, insufficient funds, or payment gateway downtime.

Remedy

1. Verify your card or payment account details.
2. Ensure you have sufficient funds or credit available.
3. Try a different payment method if possible.
4. If the issue continues, contact your bank and inform support.

Chapter 12. Guide Not Responding

Steps to take if your booked guidedoes not reply to messages or calls.

Applies to all bookings within the app.

Your guide has not replied within the expected time frame.

Cause

The guide may be unavailable, facing technical issues, or not checking messages.

Remedy

1. Send a polite reminder message through the app chat.
2. Check the guide's last active status on their profile.
3. If urgent, contact ExploreBuddy support to request an alternative guide.
4. Cancel the booking if no response is received and request a refund if applicable.

Chapter 13. Location Not Detected

If the app cannot detect your location, try the following steps.

Applies to mobile devices with GPS capabilities.

The app shows "Location unavailable" or does not display your correct location.

Cause

Location services disabled, GPS signal blocked, or app permissions not granted.

Remedy

1. Ensure location services are enabled on your device.
2. Grant location permissions to ExploreBuddy in your device settings.
3. Move to an open area to improve GPS signal reception.
4. Restart the app and try again.

Chapter 14. Release Notes - Version 1.0

Initial launch of .

Release Date

January 10, 2025

New Features

- Launched core request posting and guide offer system.
- Profile creation with basic verification.
- Secure in-app messaging.
- Integrated payments via credit/debit cards.

Known Issues

- Limited language support (English only).
- No push notification on iOS.

Chapter 15. Release Notes - version 1.1

Feature updates and bug fixes.

Release Date

March 15, 2025

New Features

- Added ush notifications for Android and iOS.
- Introduced multilingual chat (English, Spanish, Hindi).
- Improved profile verification process.

Bug Fixes

- Fixed payment gateway timeout issue.
- Released location detection delays.

Known Issues

- Occasional delay in push notifications during peak hours.

Chapter 16. Release Notes - Version 2.0

Major frature update and UI redesign.

Release Date

July 30, 2025

New Features

- Complete UI redesign for easier navigation.
- Added Explore Map - browse local offers visually.
- In-app voice call between guides and travelers.
- Expanded language support to 12 language.

Bug Fixes

- Resolved occasional app crashes when uploading large profile photos.
- Fixed currency display issue in payment history.

Known Issues

- Minor lag when loading Explore Map in ;ow network conditions.

Chapter 17. Install ExploreBuddy on Android

Download and install the ExploreBuddy app from Google Play Store.

An Android device running version 8.0 or higher with internet access.

1. Open the **Google Play Store** on your device.
2. Search for "ExploreBuddy.
3. Select the app from the search results.
4. Tap **Install**.
5. Wait for the installation to complete, then tap **Open**.

The app is now installed and ready to use.

Chapter 18. Install ExploreBuddy on iOS

Download and install the ExploreBuddy app from Apple Play Store.

An iPhone or iPad running iOS 14.0 or later with internet access.

1. Open the **App Store** on your device.
2. Tap the **Search** tab and enter "ExploreBuddy".
3. Select the app from the search results.
4. Tap **Get** and confirm with your Apple ID or Face/Touch ID.
5. Once installation completes, tap **Open**.

The app is now installed and ready to use.

Chapter 19. Uninstall ExploreBuddy

Remove the ExploreBuddy app from the device.

Ensure you have backed up any important data from the app.

1. Locate the ExploreBuddy app icon on your home screen.
2. Press and hold the app icon until options appear.
3. Tap **Uninstall** (Android) or **Remove App** (iOS).
4. Confirm the uninstallation when promted.

The app is removed from your device.