

Category: Account & Login

Q: How can I update my account details?

A: Navigate to User Profile > Update Profile. From there, you can modify your personal information and profile details.

Q: I can't log in. What should I do?

A:

Ensure your email and password are correct.

Click "Forgot Password" if you've lost access.

If your account is pending approval, wait for Super Admin validation or contact them.

Q: How do I create a user account? (Super Admin / Manager)

A: Go to User Management > Create User. Enter the required details.

Note: Manager and Driver accounts must be validated by the Super Admin.

Category: Support & Communication

Q: How can I contact support?

A: Use the internal messaging system to communicate with platform users like Super Admins, Managers, or Drivers.

Q: Can I chat with other users?

A: Yes. Go to Chat to message Super Admins, Managers, or Drivers directly.

Category: Trip Management

Q: How do I schedule a trip? (Super Admin / Manager)

A: Go to Trip Management > Add Trip. Choose a driver and vehicle, then set trip dates.

Note: The Super Admin must validate the trip for it to appear in the driver's schedule.

Q: Where can I see my scheduled trips? (Driver)

A: Go to Calendar to view all upcoming, active, or completed trips.

Q: Can I edit an existing trip?

A: Yes, if you're a Super Admin or Manager.
Navigate to Trip Management, select the trip, then click Edit.
Note: Ongoing or active trips cannot be modified.

Category: Leave Management

Q: How do I request leave? (Driver)

A: Go to Calendar > Add Leave, choose the dates and enter a reason.
Your Manager must validate the request.

Q: How do I request leave? (Manager)

A: Go to Leave Calendar > Add Leave, select dates and enter a reason.
Your request will be sent to the Super Admin.

Q: How will I know if my leave is approved?

A: You'll receive a notification and email after approval or rejection.

Q: Who can approve leave requests?

A:

Managers can approve requests from Drivers.

Super Admin can view and approve all leave requests.

Category: Dashboards & Statistics

Q: Where can I view my activity statistics?

A: Go to Dashboard via the main menu.

Access is role-based:

Super Admin: Full overview (users, trips, vehicles, leave)

Manager: Driver, trip, and vehicle stats

Driver: Personal trips and leave data

Category: Vehicle Management

Q: How do I add a truck? (Super Admin / Manager)

A: Go to Vehicle Management > Add Truck. Fill in required technical and status details.

Q: Can I temporarily deactivate a vehicle?

A: Yes. In Vehicle Management, select a truck and update its status to In Service, Out of Service, or Under Maintenance.

Category: Special Cases & Security

Q: What should I do if a user leaves the company?

A: A Super Admin can deactivate the account via User Management > Status: Disabled.

Once deactivated, the user loses access to the platform.

"You are answering based on a company fleet management system. When a user asks how to schedule a trip or request leave, provide step-by-step instructions based on their role (Driver, Manager, Super Admin). For example: 'How do I request leave as a Manager?'"