
User Manual

for

Chalo Kart

(Golf Cart Management)

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Revisions

Version	Primary Author(s)	Description of Version	Date Completed
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1 Overview

1.1 Purpose

The purpose of this document is to make users get acquainted with the various features and functionalities of this application, explaining all the operations which can be done by them.

1.2 Product Scope

The application allows users to book golf cart rides. Through the User App, users can request immediate rides. The app provides real-time tracking of the assigned golf cart, along with detailed driver information such as name, rating, and estimated time of arrival. On the other hand, the Driver App notifies available drivers of ride requests, allows them to accept bookings, and navigate to pick up points efficiently. The system tracks the duration of each ride, calculating charges accordingly—making transportation within the campus smooth, hassle-free, and well-coordinated.

After the ride, users can rate their experience and provide feedback to help maintain service quality. All rides are automatically logged, with easy access to past trips and digital receipts. At the end of each ride, the app calculates the fare based on duration and distance, allowing users to make secure payments. Users are then prompted to rate their ride and driver, helping ensure continued service excellence.

1.3 Intended Audience:

The intended audience of this application are all the campus residents and the visitors.

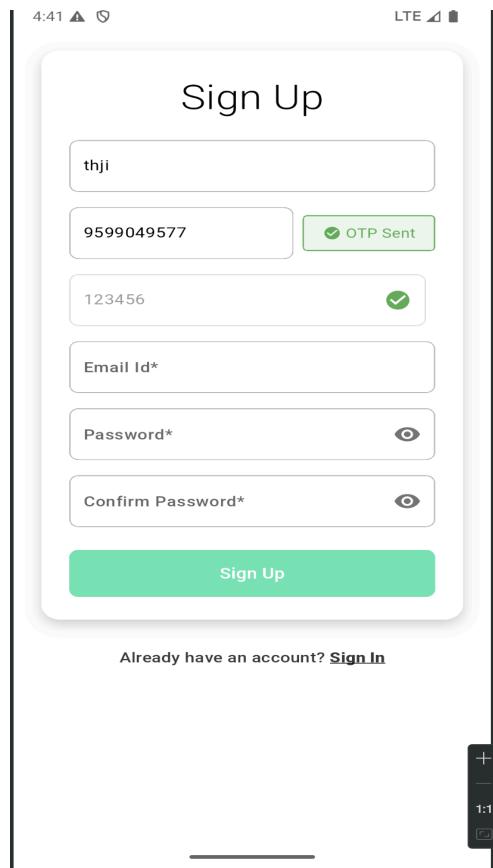
1.4 Software Requirements

The app works on any Android device. There is no support for iOS devices as of now.

2 Guide for Users

2.1 Sign Up

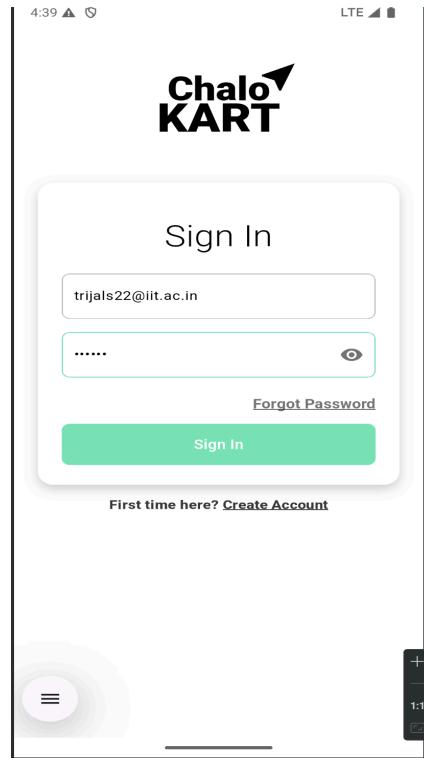
New users are asked to enter the following details for sign up



- **Full Name:** Users need to enter their full name in the Name Surname format.
- **Phone Number:** User needs to enter their 10-digit phone number here which will be used for OTP verification.
- **Email ID:** The user needs to enter a valid email address, which will be used to sign in to the application.
- **Password:** User needs to enter a password here which will be used for signing in to the application.

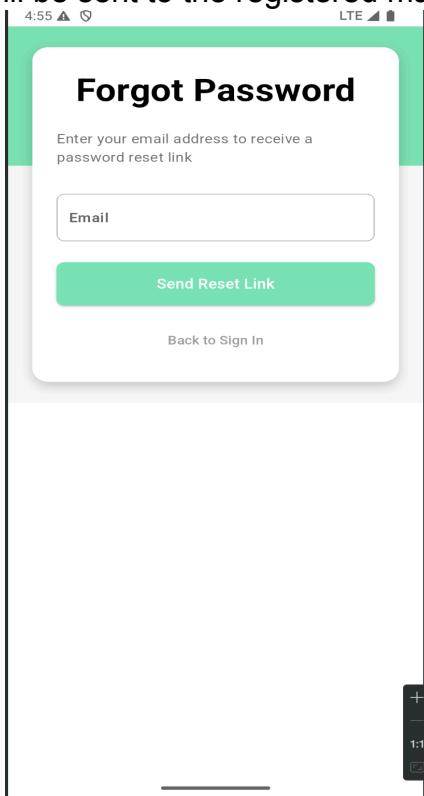
2.2 Sign In

The user needs to enter their Email and Password provided at the time of registration for signing in.



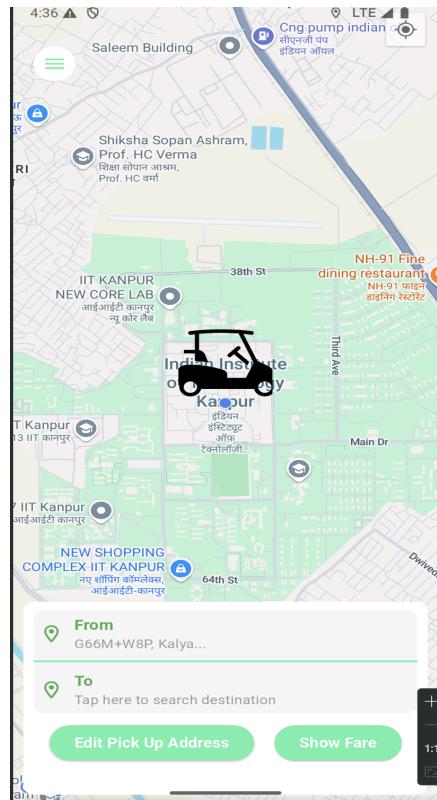
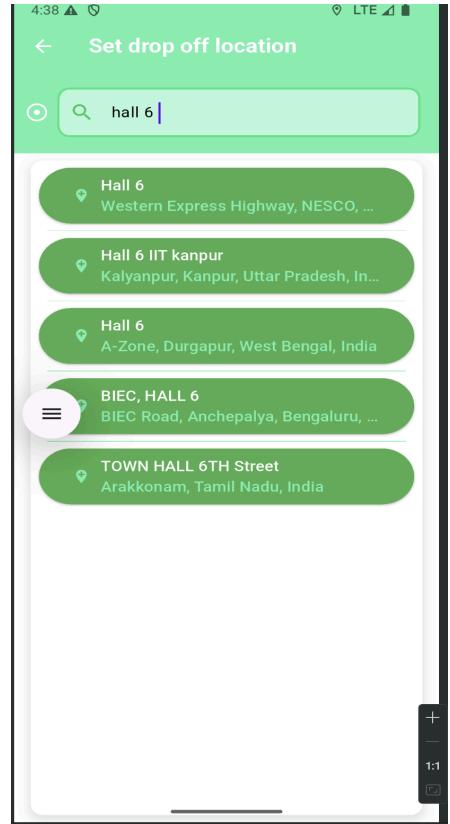
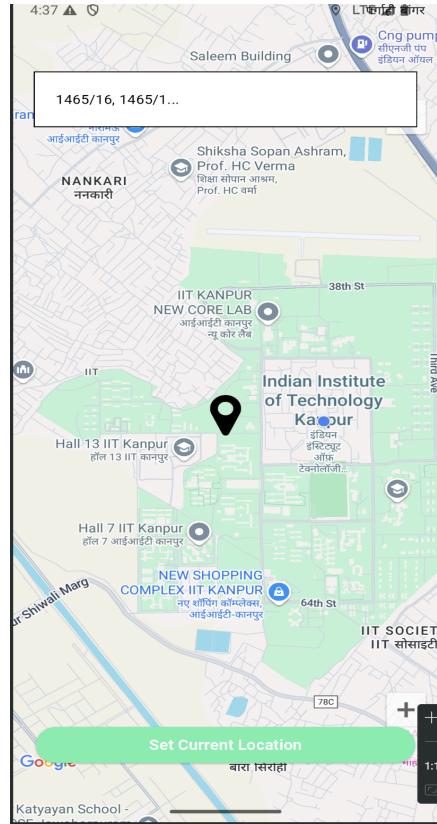
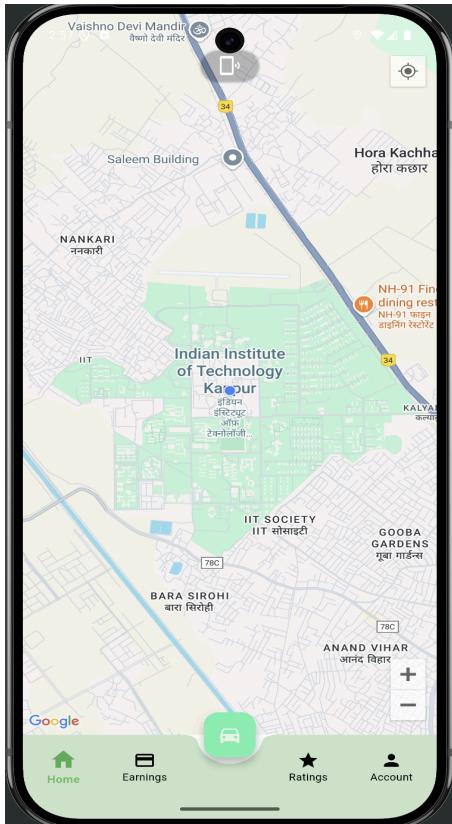
● Forgot Password

A link to reset the password will be sent to the registered mail ID.



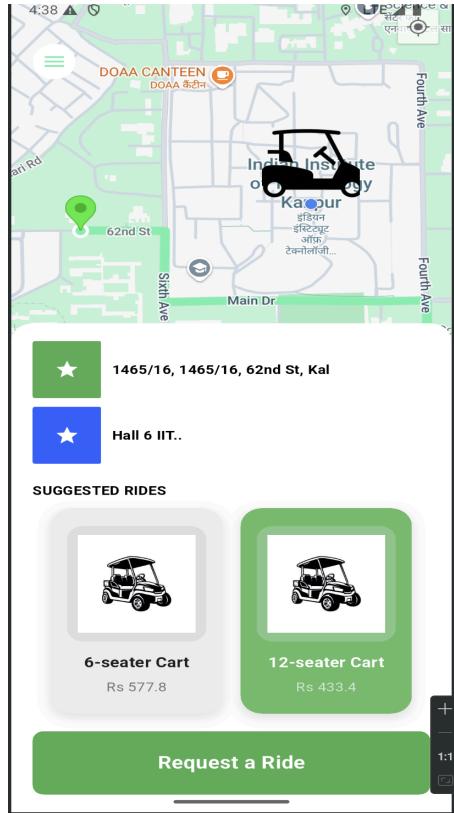
2.3 Ride Now

Press on the ride button and set your pickup location and destination location.



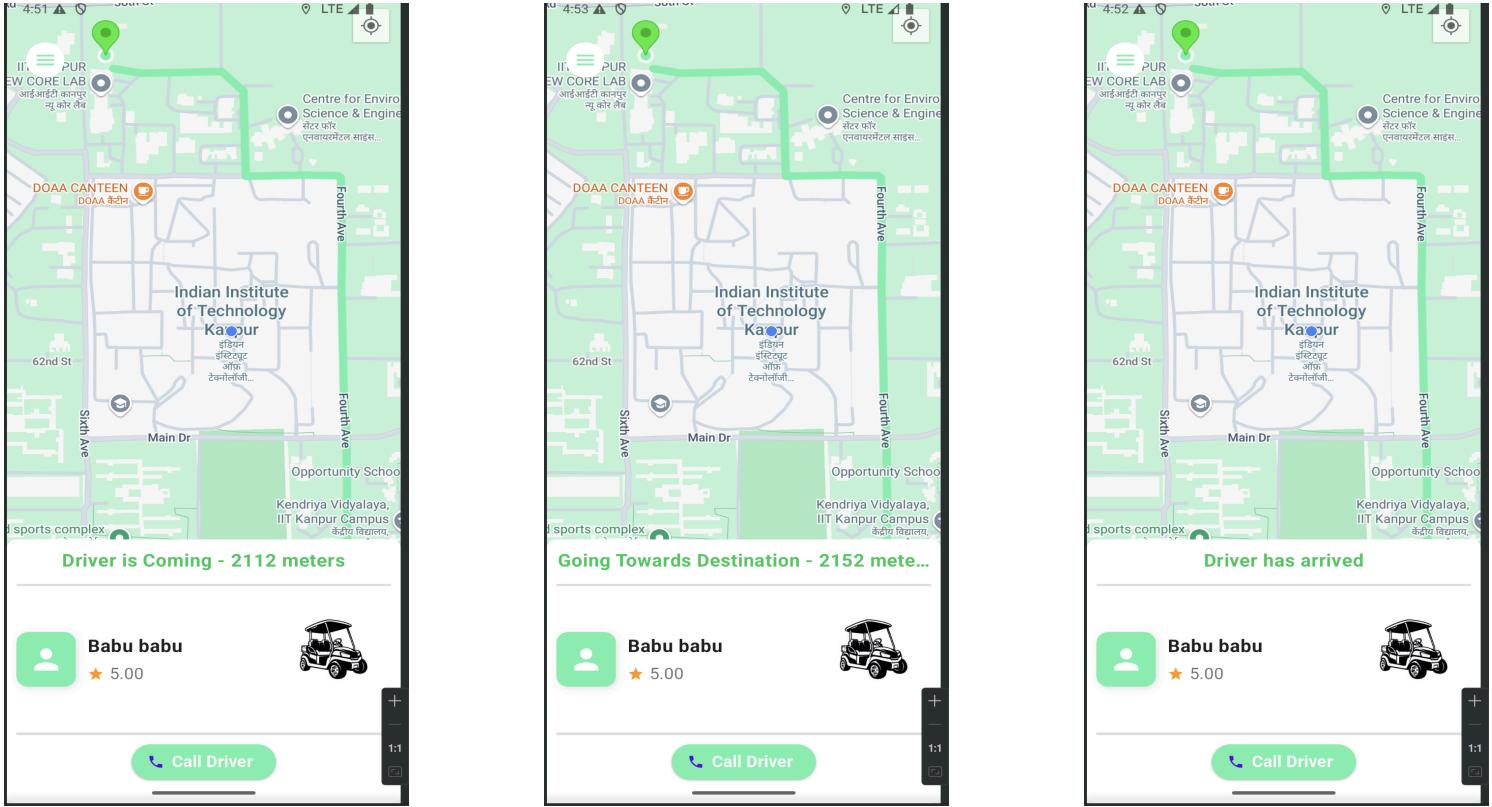
2.4 Request a Ride

After selecting pick up and destination location available carts will be shown with fare, user can choose accordingly and then click on request a ride.



2.5 View Ride Details

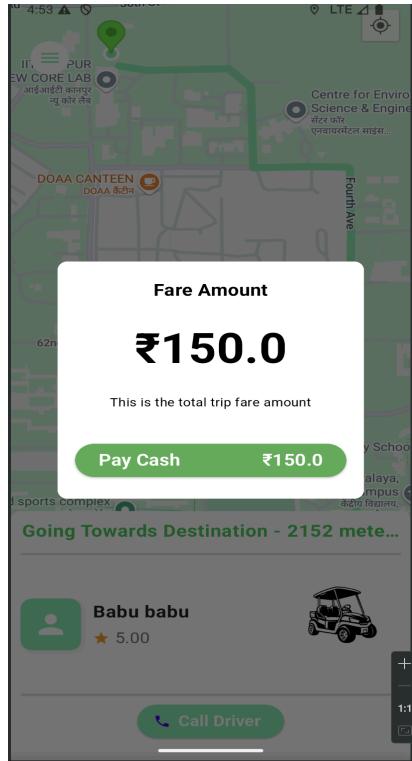
Once a ride is requested, the following details about the assigned driver and ride status will be displayed.



- **Driver Name:** Name of the driver assigned to your ride.
- **Driver Rating:** The driver's user rating (out of 5) based on previous rider feedback.
- **Driver Phone Number:** For contacting the driver directly, tap on the "Call Driver" button provided in the app.
- **Current Location of the Cart:** The live location of the cart is shown on the map along with the status (e.g., "Driver is Coming", "Going Towards Destination", or "Driver has Arrived") to help users track their ride in real-time.

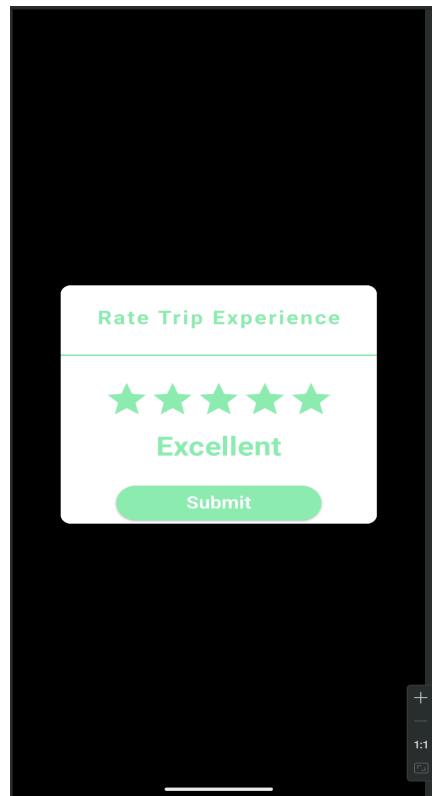
2.6 Pay Fare

Once the ride is completed, the user is shown a summary of the total fare. The fare amount is displayed at the center of the screen. A button is provided to allow users to pay in cash.



2.7 Rate Your Trip

After the ride has concluded and the fare has been paid, users are prompted to rate their trip experience. A pop-up window appears with five stars and a label (e.g., "Excellent") based on the user's selection.



2.8 Wallet Overview

The Wallet section helps users manage their in-app funds seamlessly. It displays the current balance and a history of recent transactions.

- **Available Balance:**

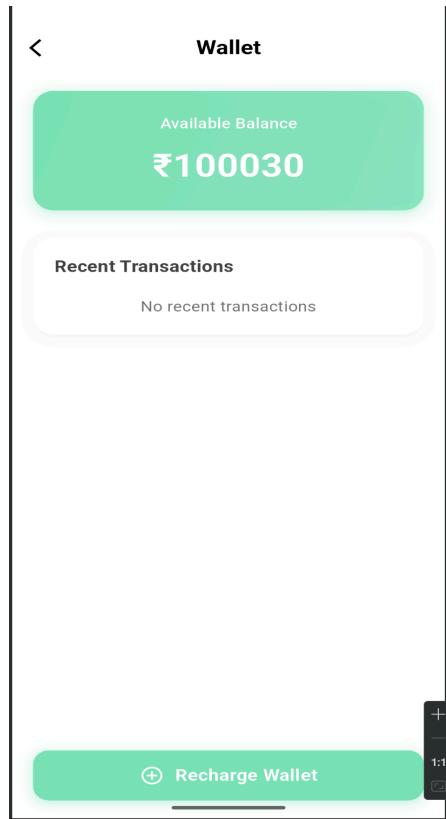
Displayed prominently at the top, this shows the total amount available in the user's Chalo Cart wallet.

- **Recent Transactions:**

A list of the latest wallet activities—such as payments for rides or wallet recharges—is shown here. If no transactions have occurred, the message “*No recent transactions*” is displayed.

- **Recharge Wallet:**

Users can add money to their wallet by tapping the “+ Recharge Wallet” button at the bottom of the screen. This action redirects to the payment gateway for adding funds.

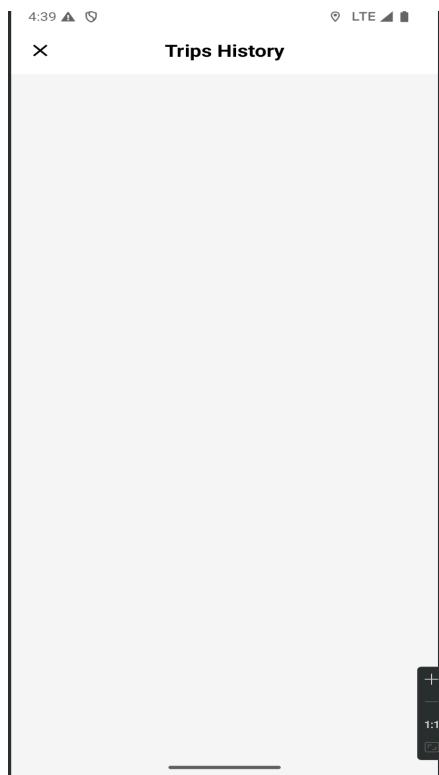


2.9 Trips History

The Trips History section displays a record of all the rides a user has taken using the Chalo Cart app.

- If no rides have been taken, the screen shows a blank space or message indicating there are no past trips available.
- Once the user starts taking rides, this section will populate with entries containing details such as:
 - Date and time of the trip.
 - Pickup and drop-off locations.
 - Fare charged.
 - Status (Completed, Cancelled, etc.)

Users can access this section to keep track of their travel and expenses over time.



2.10 Profile

Tap on the Account icon located at the bottom right corner of the screen. This will open the Profile screen. The Profile screen allows users to view and edit their personal details. This includes their name, phone number, and email address.



2.11 About Sign Up and Login

Only some predefined numbers can sign up and all of their OTPs remain the same. Their details are attached :-

Phone number	Verification code
+91 84760 24763	123456
+91 99999 99999	123456
+91 99999 99998	123456
+91 91234 56789	123456
+91 95990 49577	123456

2.12 About Us

About the Project

ChaloKart is a mobile application developed by a team of enthusiastic tech geeks from IIT Kanpur as part of their CS253 course project.

The objective of this app is to offer a seamless and user-friendly travelling experience to users through efficient cart-based mobility solutions.

Our Team

The development team consists of:

- Snehasis Satapathy
- Trijal Srivastava
- Gautam Arora
- Naman Gupta
- Gauatam Arora
- Deham Rajvanshi
- Divyam Agarwal
- Udbhav Agarwal
- Saksham Parihar
- Dharvi Singhal

This section acknowledges the contributors and serves as a formal introduction to the app's academic context.



3 Guide for Drivers

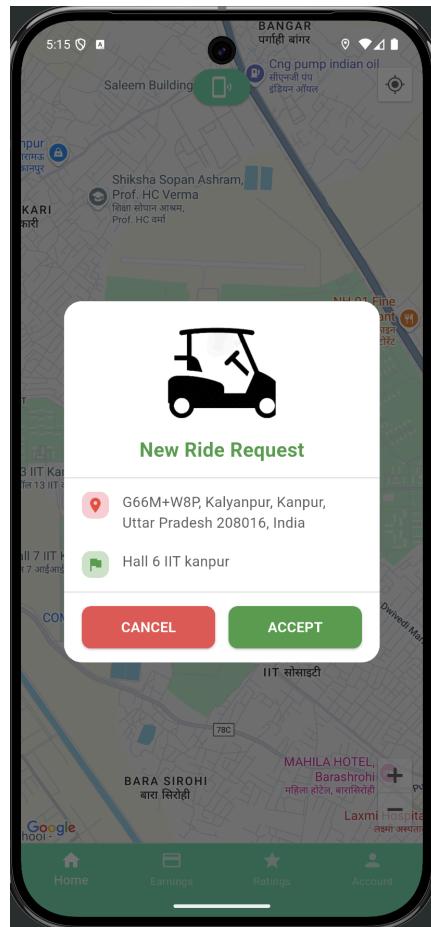
3.1 Receiving and Accepting Ride Requests

When a new ride request is received, a pop-up appears displaying:

- Pickup Location: Shown with a red pin.
- Drop-off Location: Shown with a green flag.
- Address details for both points.

The driver has two options:

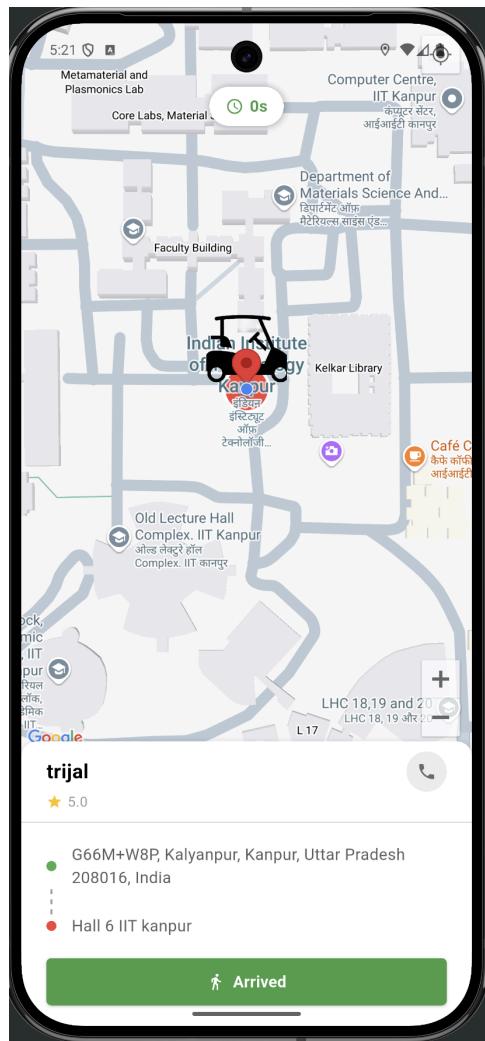
- Accept: Confirms the ride and navigates to the pickup point.
- Cancel: Rejects the request if unavailable.



3.2 Marking Arrival at Pickup Point

Upon reaching the passenger's location, the driver taps the "Arrived" button. This notifies the rider of the driver's presence and transitions the trip into a ready state.

This step is crucial to signal readiness before the ride begins.

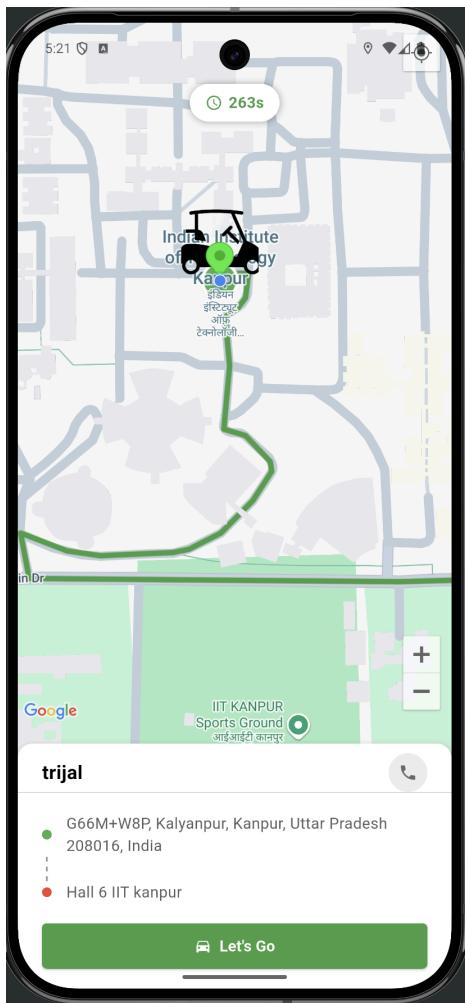


3.3 Starting the Ride

After the rider boards the vehicle, the driver taps the "Let's Go" button:

- The trip officially starts.
- A live timer is displayed at the top.
- A green navigation route is shown from source to destination using Google Maps.

This enables accurate tracking and optimal routing.

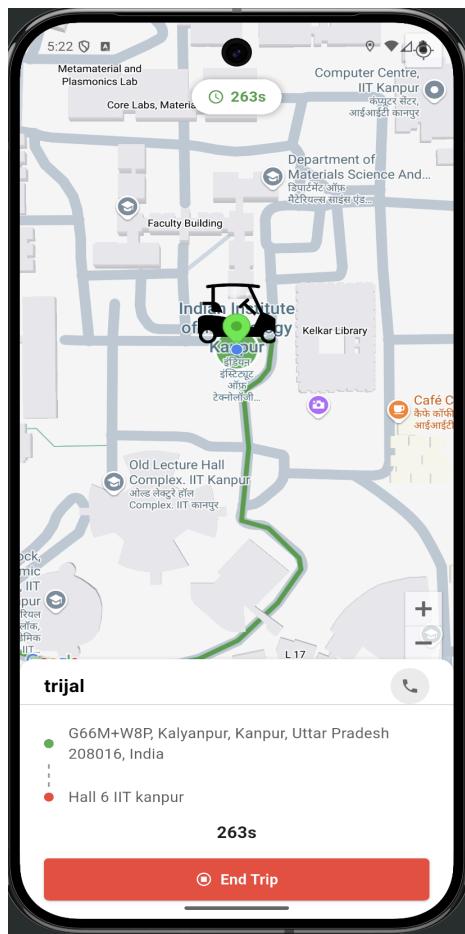


3.4 Ending the Ride

Once the destination is reached:

- The driver taps “**End Trip.**”
- The timer stops, and the total duration of the ride is displayed.

Ending the ride locks the trip session and transitions to fare calculation.

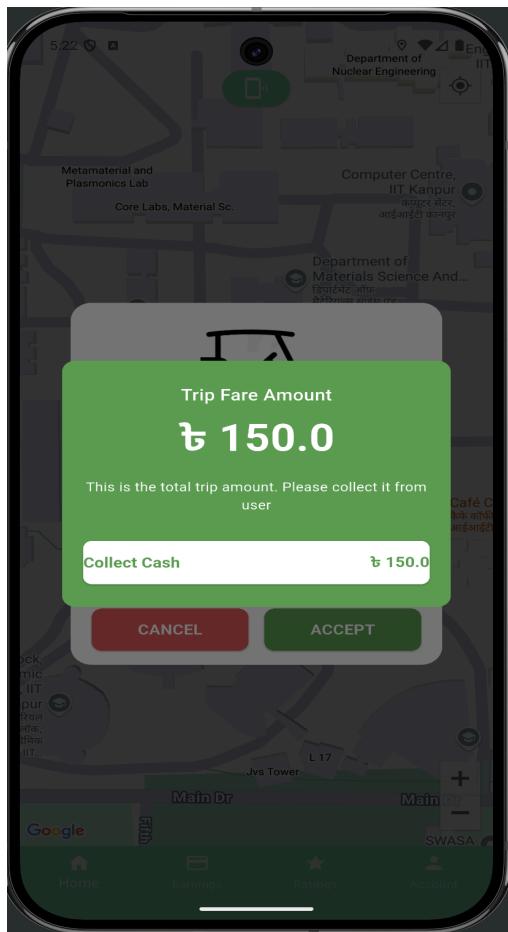


3.5 Collecting Fare

After ending the trip, a fare collection dialog is presented:

- Shows the trip fare amount in ₹ (Rupees).
- Instructs the driver to collect cash directly from the passenger.
- Offers “Accept” and “Cancel” options.

Once the fare is collected, the driver should confirm by pressing “Accept.”

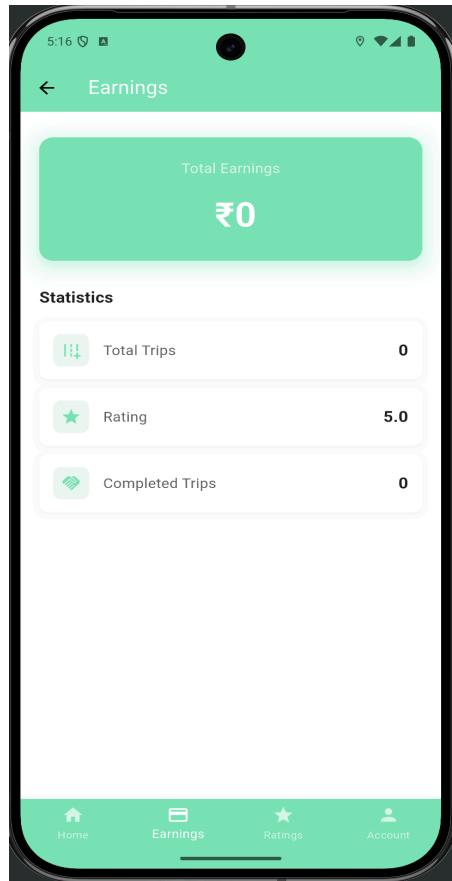


3.6 Viewing Earnings and Performance

The “Earnings” tab in the bottom navigation bar shows:

- **Total Earnings:** Cumulative amount from completed rides.
- **Total Trips:** Count of all successfully ended trips.
- **Rating:** Aggregate rider rating, displayed out of 5.0.

This section helps drivers monitor their performance and financials over time.



4 Troubleshooting for Users

For Users :-

4.1 Location Access Issues

Ensure GPS is enabled and location permissions are granted. Restart the app if issues persist.

4.2 Payment Errors

Check internet connectivity and verify Razorpay status. Try alternative payment methods if failure continues.

4.3 Forgot Password

If you forget your password, tap on "Forgot Password" on the login screen. Enter your registered email address in the provided field and tap "Send Reset Link." You will receive a password reset link via email.

If the reset link does not open the app, navigate to device Settings > Apps > Chalokart > "Open by default," and allow supported links to be opened in the app.

As a last resort, open the link in a web browser. Enter the new password along with the token provided in the email and submit the form to reset your password.

5 Troubleshooting for Drivers

5.1 Not Receiving Ride Requests

If you are not seeing incoming ride requests while marked online, it could be due to network or permission issues.

- Ensure that mobile data and location services are both enabled.
- Confirm that the app has been granted location permission set to “Allow all the time.”
- Make sure you are marked Online within the app interface.
- Restart the application to re-establish a connection with the server.

5.2 Location Not Updating on Map

Accurate live location is essential for navigation and user tracking. If your map location appears stuck or inaccurate:

- Open device settings and enable High Accuracy mode under location settings.
- Go to *Settings > Apps > Chalokart > Permissions*, and ensure Location is set to “Allow all the time.”
- Close and relaunch the app to refresh the GPS data.

5.3 Ride Timer Not Starting or Trip Not Ending

Sometimes, the ride timer may not start after tapping “Let’s Go,” or the “End Trip” button may not respond.

- Make sure you tapped “**Arrived**” before pressing “**Let’s Go**.” Wait a few seconds after tapping “**End Trip**” as the server may be processing the request.
- If unresponsive, restart the app and retry. If the issue persists, report it to support to force-end the trip manually.

5.4 Fare Not Displayed After Ending Trip

After a trip is completed, the fare popup should appear. If it doesn’t:

- Check for **active internet connectivity**—fare calculation requires a live server response.
- Wait for 5–10 seconds as there may be a short delay.
- If still not visible, force close and reopen the app to trigger the fare summary.

5.5 Earnings Not Updating

Your daily earnings and completed trips should reflect under the “Earnings” tab. If they do not update:

- Pull down on the **Earnings screen** to manually refresh the data.
- Ensure the trip was completed properly (accepted, started, and ended).
- Allow a few minutes for the backend to sync and process trip data.