



CARPOOL

User Walkthrough

The Liftango Carpool Platform allows individuals to find a carpool match in real-time. It is free to use for carpoolers and is a branded experience unique to your organisation.

This is a typical user experience and walkthrough of the Driver and Rider Carpool Application.

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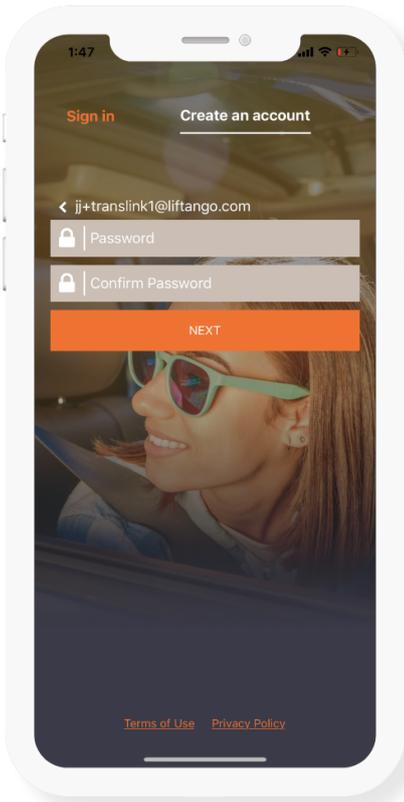
01

Account Creation

Once App has been downloaded from the Apple App or Google Play Stores a carpool user must select 'Create an Account' and enter an email and password.

Note: You can control who can access the app through approved email domains. i.e. name@[approved email domain].com

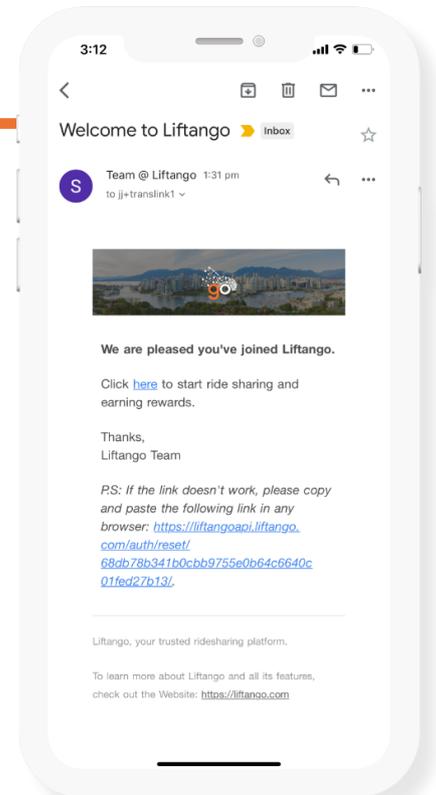
Once the carpool user signs up they will be asked to verify their email.



02

Verify Account

By clicking the link in their email, the carpool users profile is activated and ready for use.

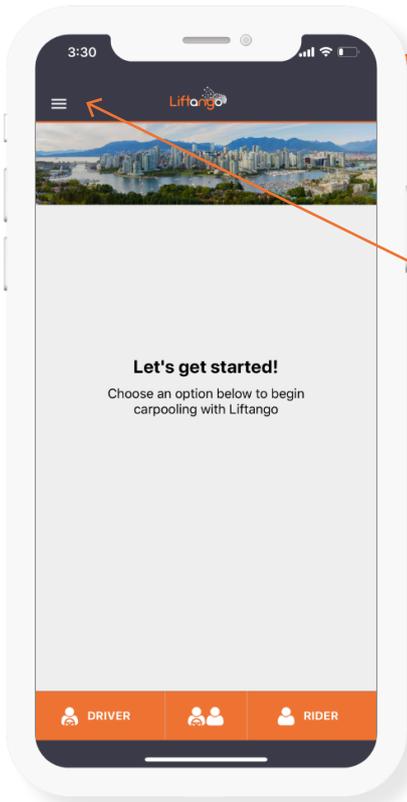


03

Log In

A carpool user must then sign in using their approved credentials.





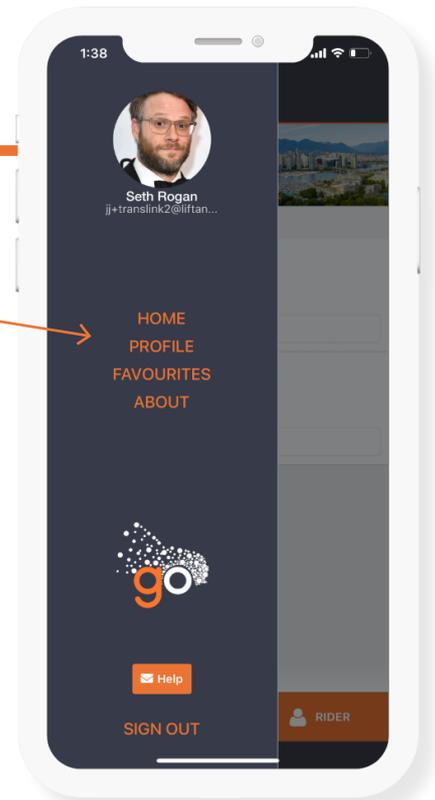
04

Home

Upon logging in, a carpool user must setup their profile.

If a carpool user wishes to be a driver, they will automatically be asked to set their vehicle registration details.

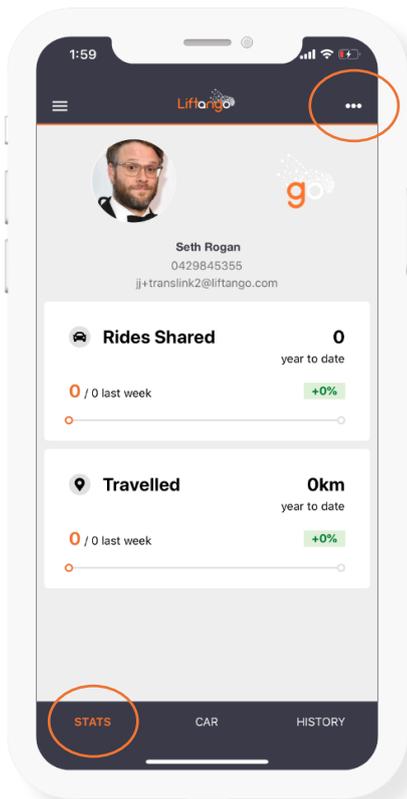
Booking a weeks worth of trips usually takes no more than 60 seconds once a user is familiar with the app.



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Menu

Select PROFILE to set their image and vehicle details.

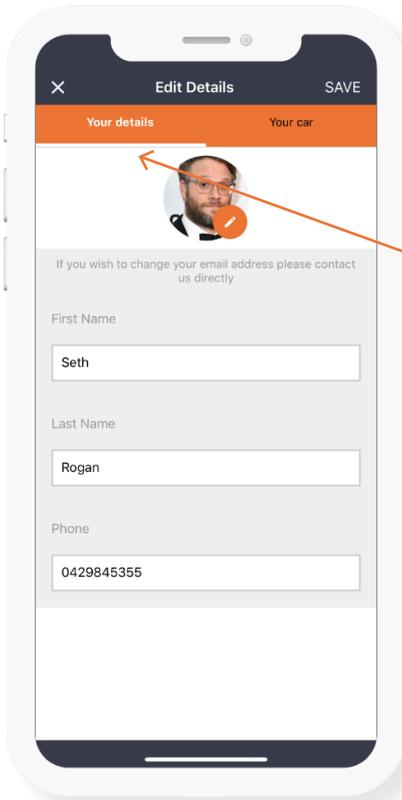


06

Profile: Stats

The first profile section a carpool user will see is the STATS section. This allows a carpool user to see their base metrics.

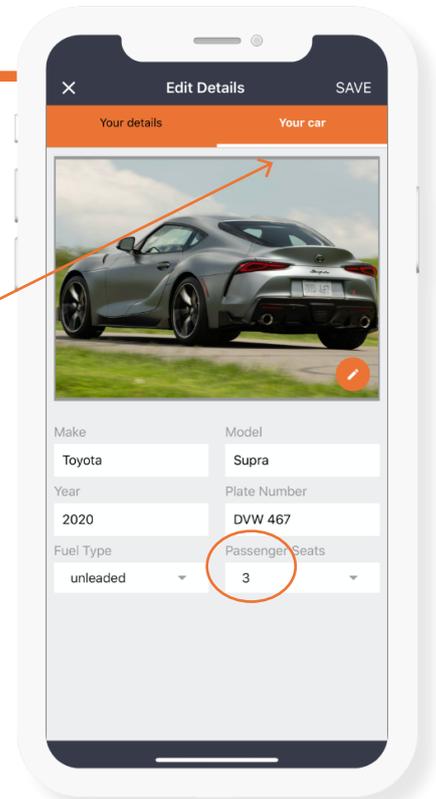
You can edit your profile by pressing the three dots in the top right corner.



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Profile: Carpool User Details

Here a carpool user can set their profile name and contact number.

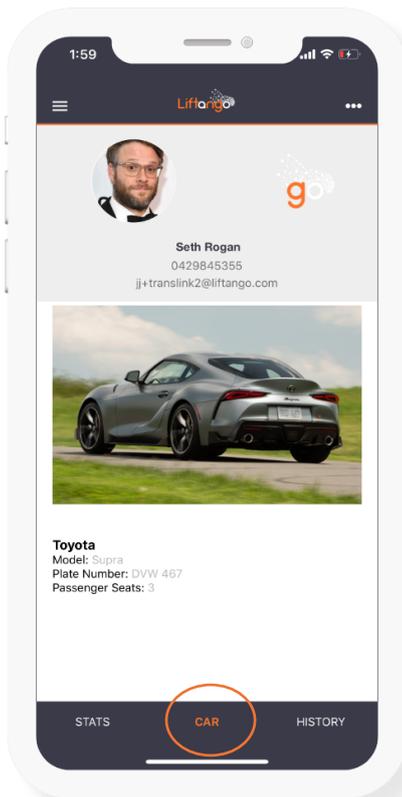


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Profile: Vehicle Details

Here a carpool user can set their vehicle details to include the number of available seats they have to share.

Once saved, a carpool user can review their full profile details.



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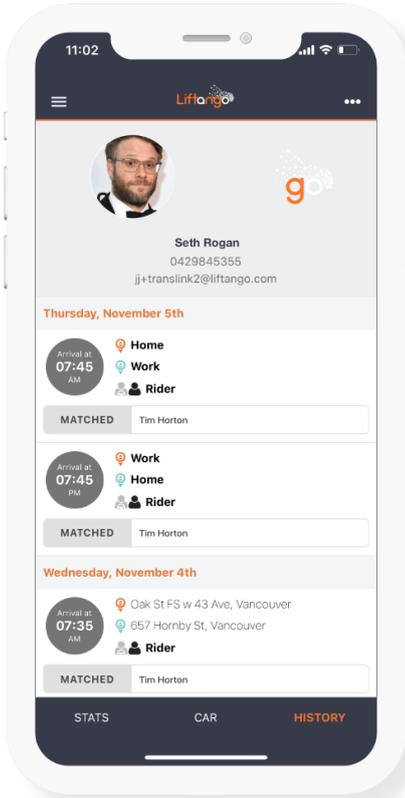
Profile: Vehicle Details

CAR allows a carpool user to see and modify their vehicles details.

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Profile: History

Trip HISTORY allows a carpool user to see all previous trips taken.

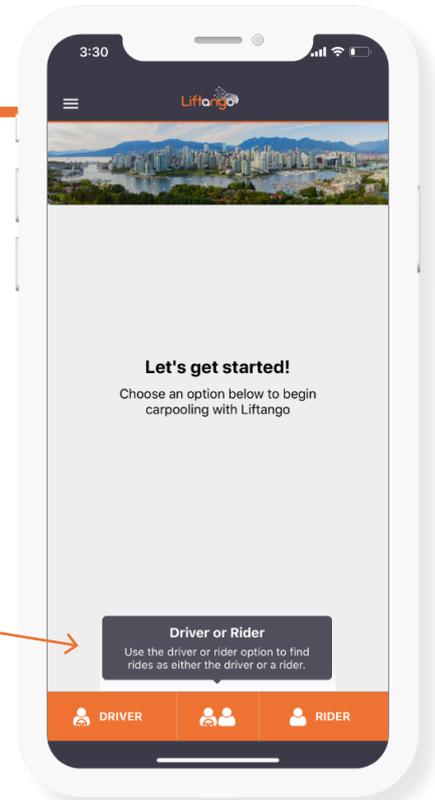


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Home

Once a profile is set, a carpool user can then select to be a DRIVER, or a RIDER.

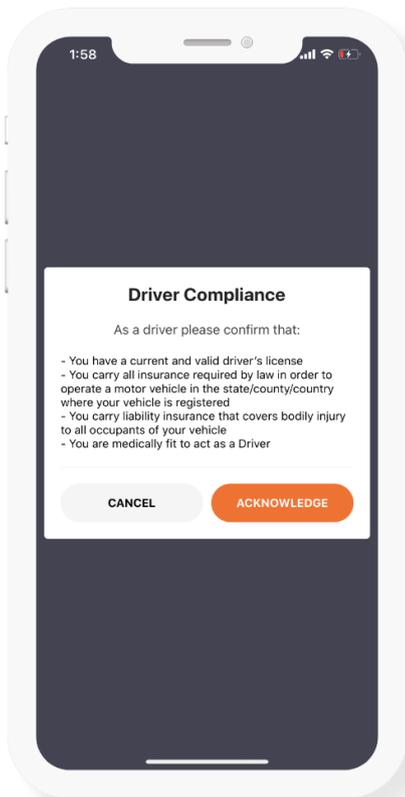
A queue card will display showing the drive or ride option if a carpool user is flexible and can match as a driver or rider for the day.

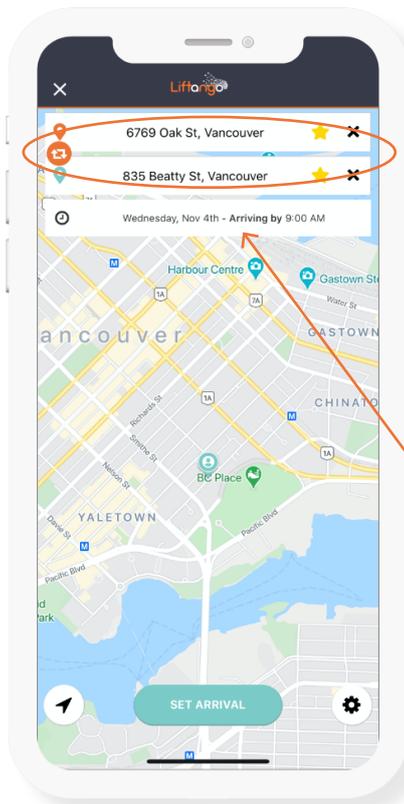


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Driver Compliance

Upon the first time a carpool user chooses to drive, a DRIVER COMPLIANCE screen will appear ensuring that all drivers acknowledge the terms of use.



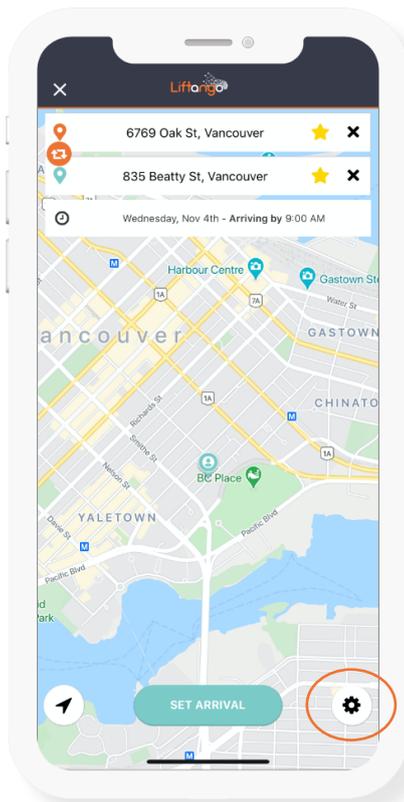


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Origin and Destination Selection

Once a carpool user has selected to drive or ride, they will be taken to their journey maker screen. This allows them to specify departure and destination locations as well as leave or arrival times.

To specify exact pickup or drop off times a carpool user must press the date picker field.



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Trip Selection

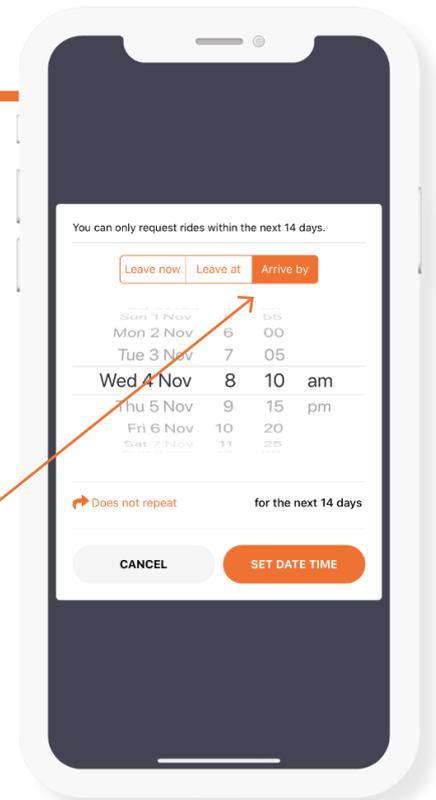
Once a carpool user has selected their leave by or arrival times, additional trip options can be set by pressing the cog in the lower right of the screen.

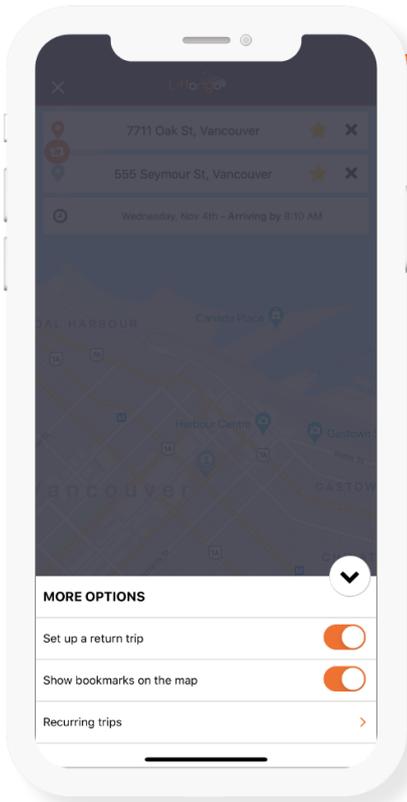
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Date Picker

Here a carpool user can specify to leave immediately, specify a departure time or an arrival time.

For morning commutes specifying an ARRIVE BY time ensures that riders won't be late or miss a connection.



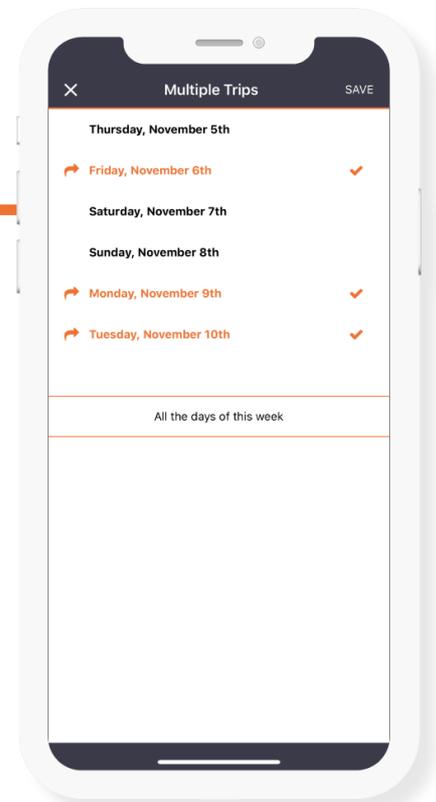


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Additional Trip Options

1. Automatic return journey
2. Show bookmarks
3. Recurring trips

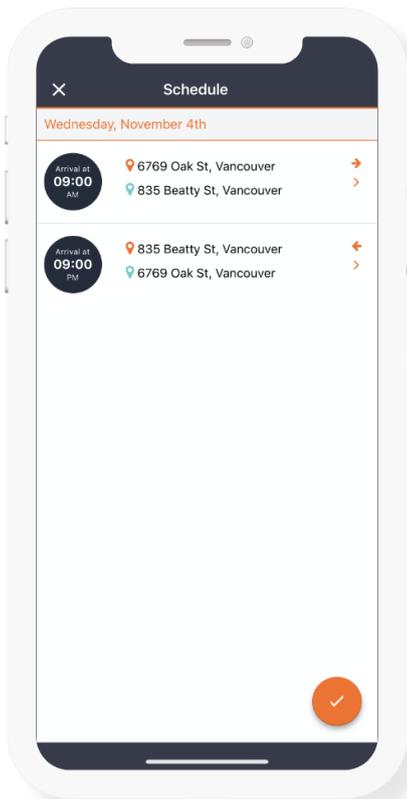
This allows a carpool user to automatically set a RETURN TRIP, SHOW BOOKMARKS or set RECURRING TRIPS.



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Recurring Trips

RECURRING TRIPS allows a carpool user to select all the days they wish to travel in the week, making booking a carpool trip quicker and easier.

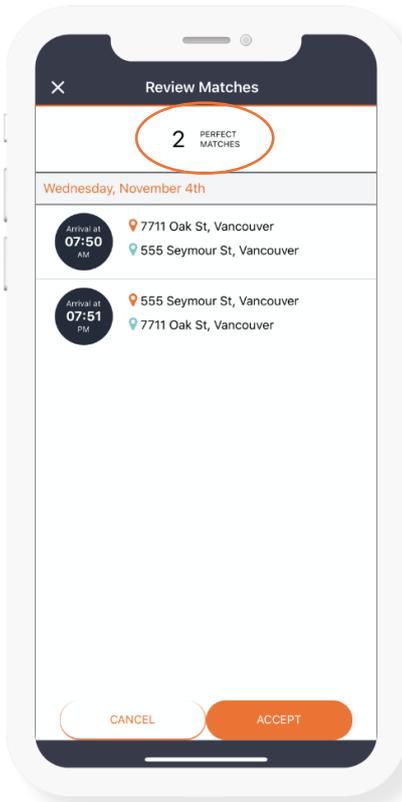


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Final Trip Confirmation

Once the trip details have been specified a carpool user is taken to the final confirmation screen for checking before a match is initiated.

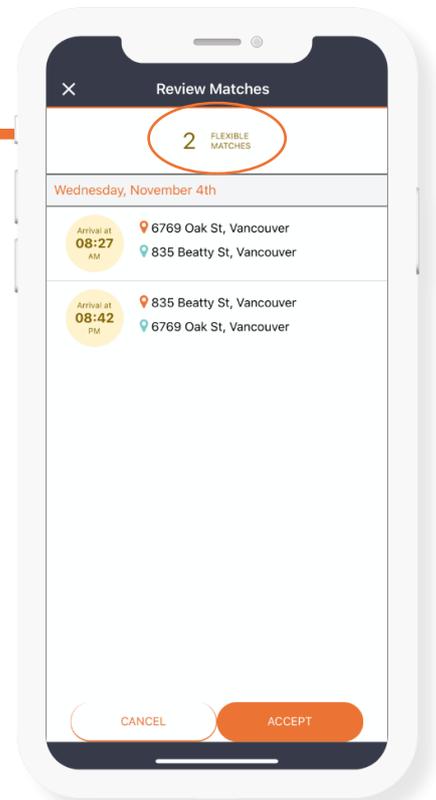
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Matched Trip

A 'perfect match' occurs when a passenger is matched with driver within 15 minutes of their specified time.

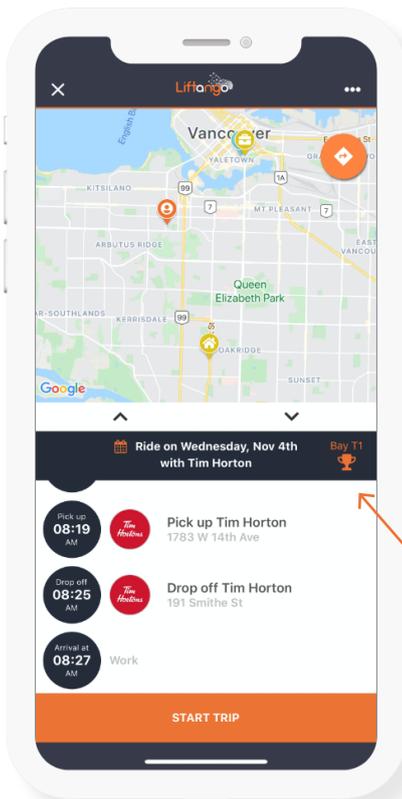
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Relaxed Match

If a 'perfect match' is not found, then a user will be presented with a RELAXED MATCH. This provides the carpool user with flexible options rather than no match at all.

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Matched Trip

Drivers can be rewarded for carpooling with guaranteed parking.

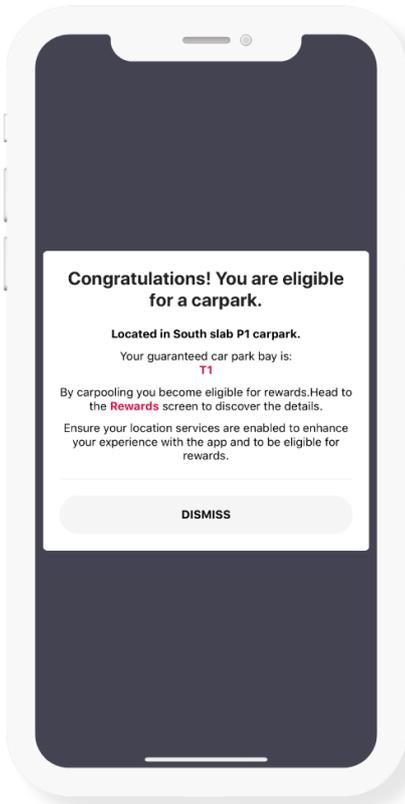
If a DRIVER is matched with a passenger and they have access to carpark rewards, then a symbol will appear for the driver.

This allows the driver to see the location of their dedicated parking space.

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Guaranteed Parking

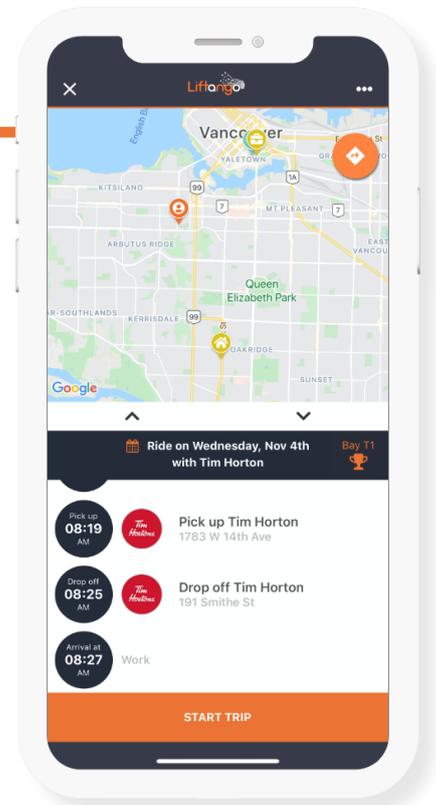
The guaranteed parking screen is a customisable message and can be tailored to the requirements of the client's parking lot.



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Trip Compliance: Start Trip

A driver must log their journey using START TRIP. This ensures the appropriate trip data is logged for rewards.



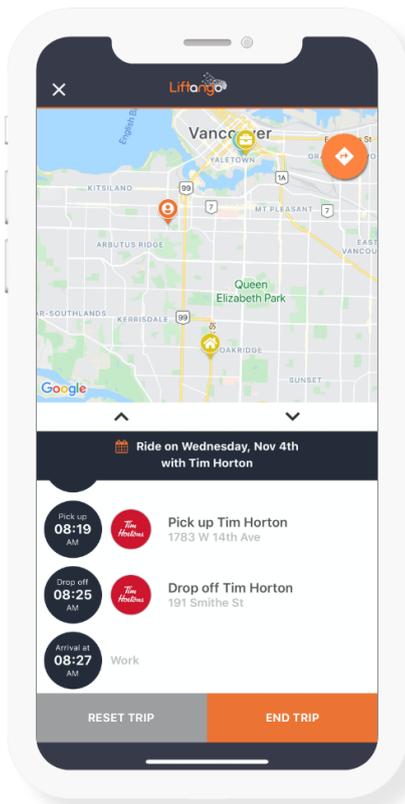
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Trip Compliance: End Trip

A driver must complete their journey using END TRIP. This ensures the appropriate trip data is logged for rewards.

A driver can also reset their trip if pressed at the wrong time.

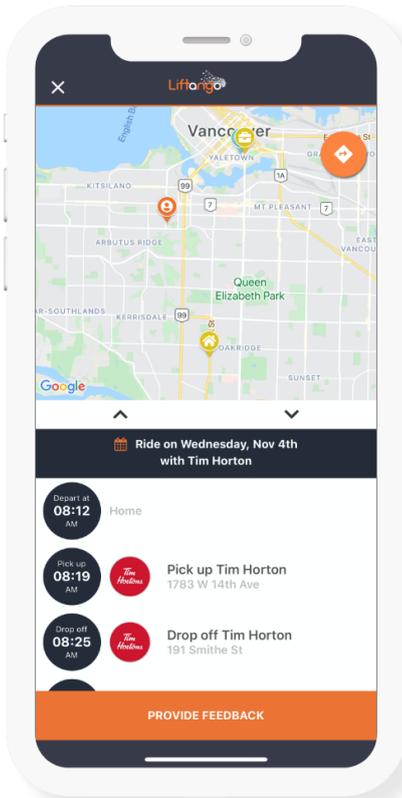
This compliance layer is used for trip validation and compares booked vs actual trip times.



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Trip Compliance: Feedback

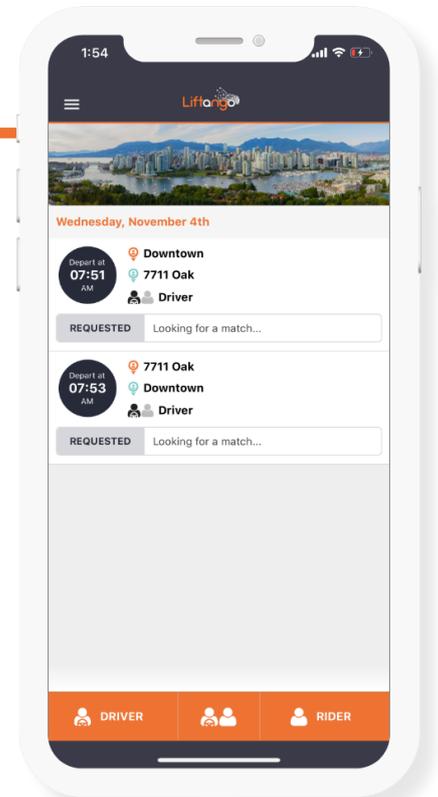
Upon completion of a trip, the driver can add feedback on their passenger.



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Home: Pending Trips

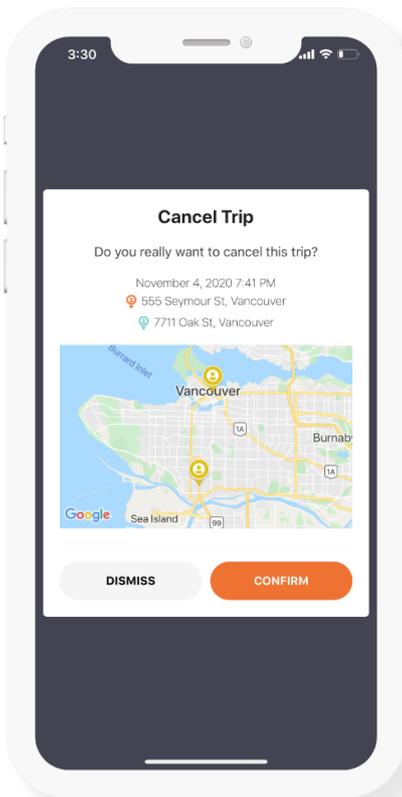
If a trip is no longer needed, then a carpool user can SWIPE LEFT on the trip details to cancel their trip request.



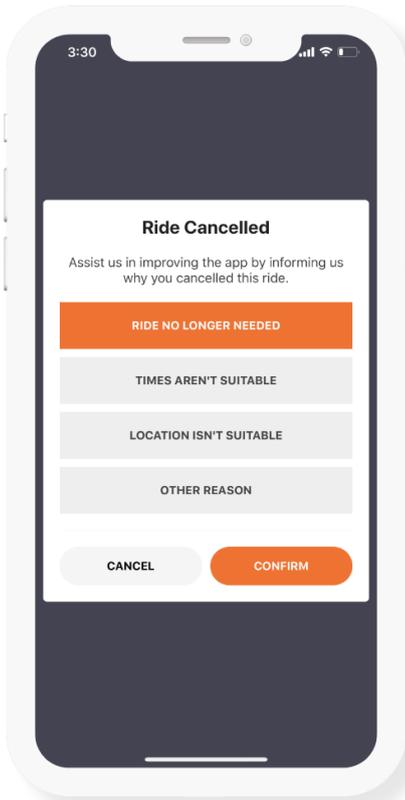
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Cancelling a Trip

Once a carpool user chooses to cancel their trip request, they will be taken to a screen to CONFIRM their cancellation.



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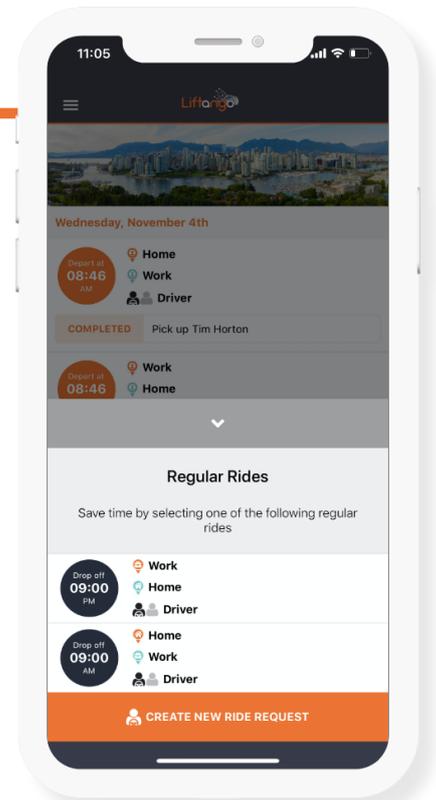


Cancellation Reason

Once cancellation is confirmed an appropriate reason must be entered.

This allows the administration team to understand why trips are being cancelled and modify their communications program to mitigate future cancellations.

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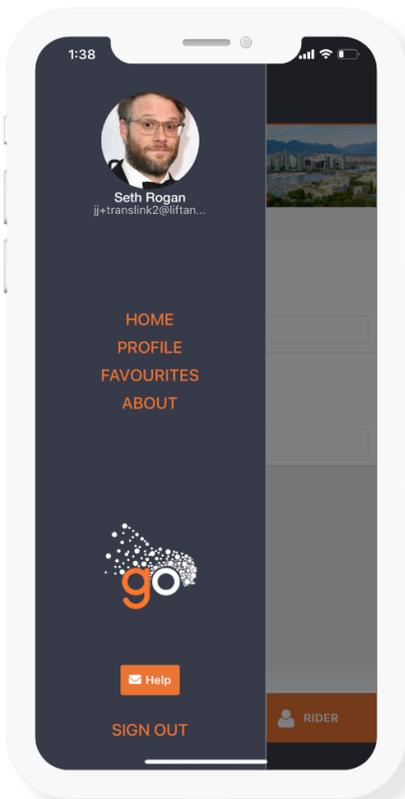


Home: Regular Rides

Once a carpool user has booked a trip and returns to the home screen, they will see a REGULAR RIDE feature.

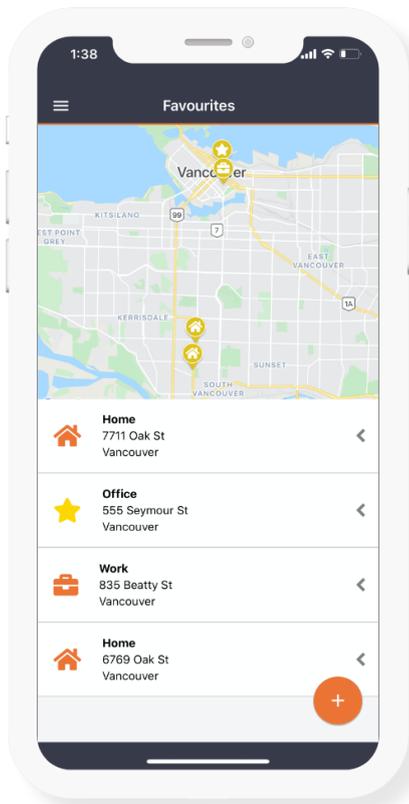
This allows individuals to quickly book their most common trips with ease.

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Other Menu Features

By pressing the menu icon on the top right, additional features can be accessed such as FAVOURITES and ABOUT.

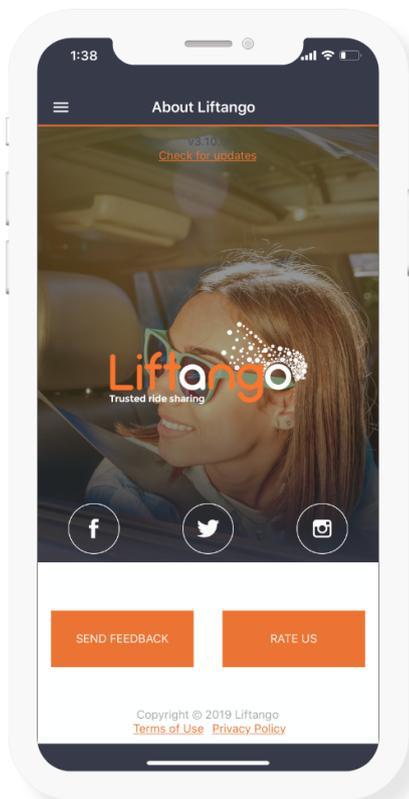


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Other Menu Features: Favourites

By pressing the 'plus' button, a carpool user can add in favourite locations.

This saves time and allows the carpool user to select a known location instead of having to type one in.



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Other Menu Features: About

The ABOUT section in the menu allows carpool users to SEND FEEDBACK directly to the administration team or rate the app experience by pressing RATE US.

There are links to the TERMS OF USE and PRIVACY POLICY as well.



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