DREAMTEC

Your Technology Centre.

DREAMTEC ROAD APP

USER MANUAL

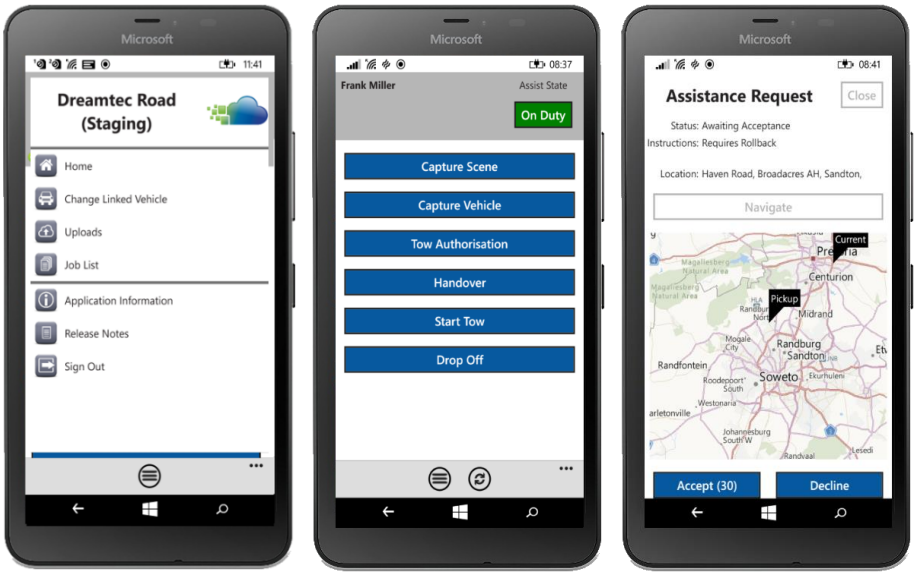
VERSION 1.1

DATE PUBLISHED 9 DEC 2016

SECTION A: ROAD APP SPECIFICATION

WHAT IS THE DREAMTEC ROAD APP?

The ***Dreamtec Road App*** is a smartphone app that quickly connects a tow operator or assistance service provider (driver) to a road incident.



MENU WORKFLOWS REQUEST

Note: This icon represents the Menu

GETTING STARTED

COMPANY REGISTRATION

In order to become a registered Dreamtec Road App user, Towing Companies and their Drivers need to be registered on the Dreamtec database.

The following information will be required in order to complete the initial Company Registration:

- Recognised National Towing Association Name and Membership Number
- Tow Company Name
- Trading as
- Company Registration Number
- VAT Number
- Contact Numbers (Land & Mobile)
- Email Address
- **List of Drivers including**
    - Driver Name
    - Driver Surname
    - Known as
    - Mobile Number
    - Email Address
    - Photo (Arranged through Firstgroup)
    - Driver's License Code and Period
    - PDP Expiry Date
    - Identification Type
    - Identification Number
- **List of Operating Vehicles**
    - Vehicle Registration
    - Vehicle Type (Sling, Rollback, Carrier, Horse, Rig or Passenger)
    - Vehicle Make, Model & Colour
    - Vehicle Capacity (TARE & GVM)
    - Service Region
    - License Expiry Date
    - PDP

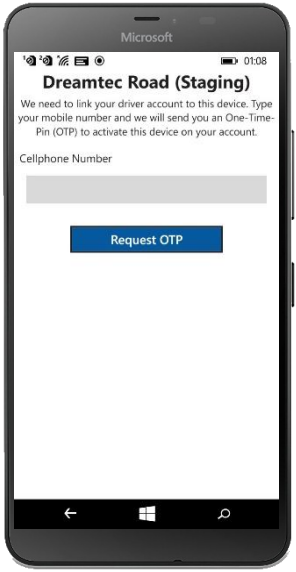
Any changes to Vehicles or Drivers details to be communicated to the company as soon as possible to ensure operations are not affected.

Contact Support			
Name:	Department:	Cellular Number:	Email Address:
Johan v.d. Merwe Riana Bosman	Procurement Projects	 076 167 4474	johan@dreamtec.co.za riana@dreamtec.co.za

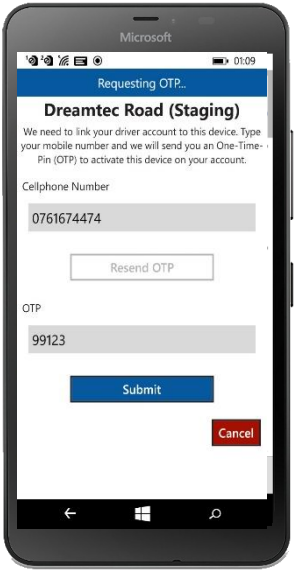
DRIVER REGISTRATION

Once the Towing Company is registered and the App is installed on a smartphone, the driver can register the smartphone or tablet (device) for use. Devices obtained through Firstgroup procurement will be setup and customised prior to delivery. Please contact our Support Team for assistance for any other device set-ups.

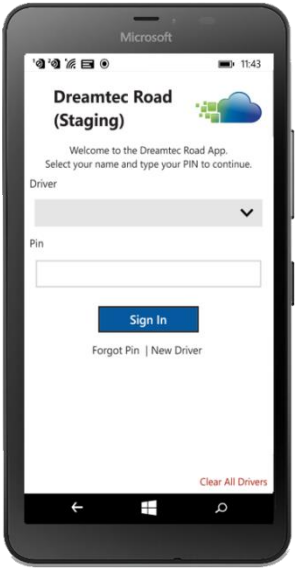
Step 1: Enter Cellphone number and request OTP

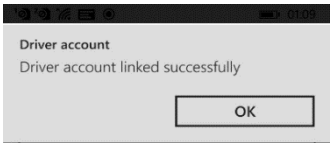


Step 2: Enter OTP received via SMS and submit



Step 3: Click in driver box, select Driver Name and choose and enter your own 4 or 5 digit PIN

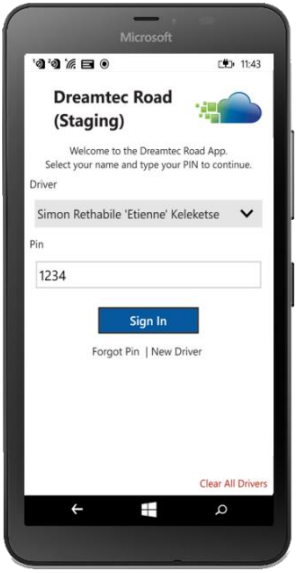


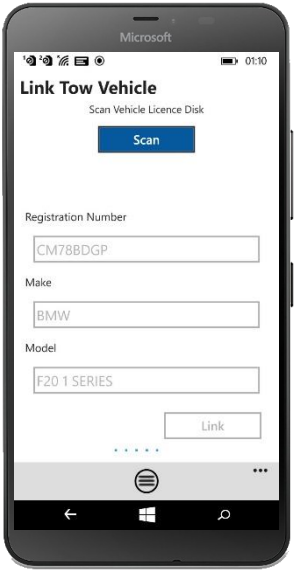


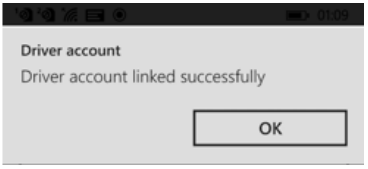
SIGN IN & LINK TOW VEHICLE

Once registered, the driver can ***Sign In*** with his or her chosen PIN number. The driver can also ***Sign Out*** and allow another driver to use the device, providing that the other driver has also registered on the device.

For first time registration, the App will request the driver to link the Tow vehicle being used. Thereafter the App will assume the vehicle remains the same but this can be change through the menu going forward. A specific vehicle type can provide a specific service. To send the correct service requests to a driver, the system needs to know what vehicle is currently being used by the driver.

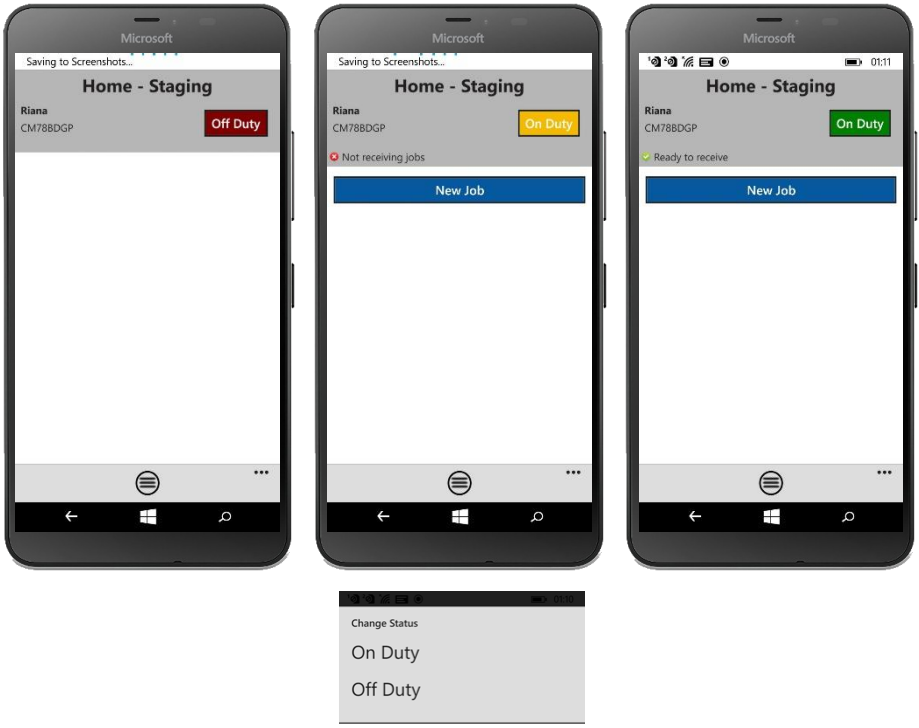






AVAILABILITY

Once registered and signed in, the driver can control availability for service with the ***On Duty*** and ***Off Duty*** action. Drivers can select the status by pressing the On and Off Duty button and selecting the appropriate status. The button will show yellow whilst searching for a signal.

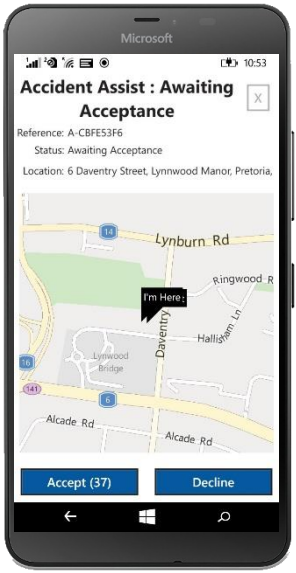


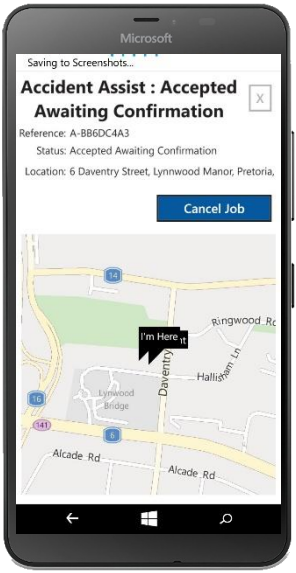
ASSISTANCE REQUESTS

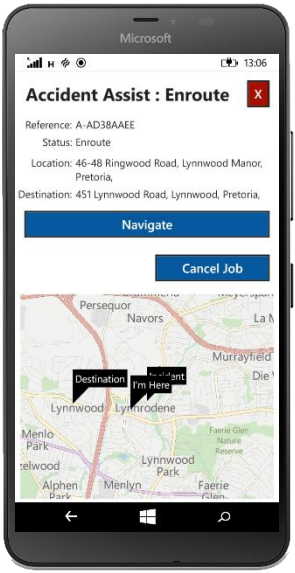
AUTO DISPATCH REQUESTS

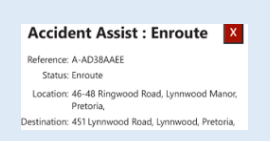
If a driver is available for service (***On Duty***) and meets the criteria for performing a service, an ***Assistance Request*** screen will pop up in the App. If the device is locked or in sleep mode, a toast notification will pop up to alert the driver that a new request is available. Tapping the toast notification will open the App.

A map will be displayed on the Request Screen indicating the driver location (***Current***) as well as the location of the assistance request (***Pickup*** or ***Incident***). If the request requires taking the vehicle to a specific destination, this will also be shown on the map as ***Destination***.









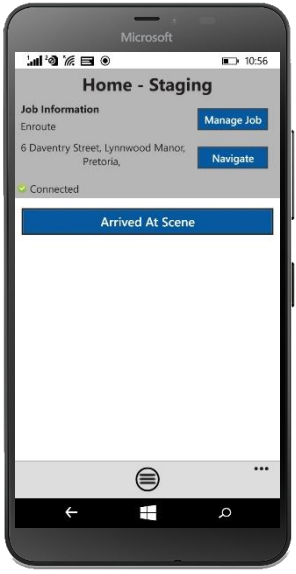
ACCEPTING OR DECLINING

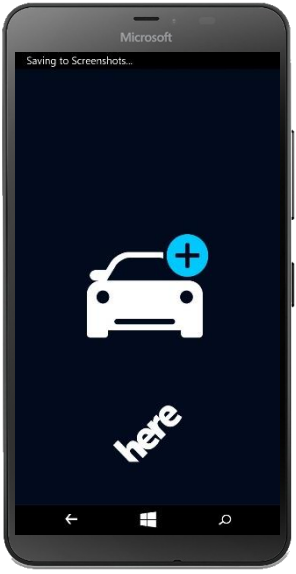
The driver has 60 seconds to accept or decline the request. The driver needs to evaluate the ***Instructions*** on the request to determine if the driver can meet the requirements for the request as well as the location of the assistance request to determine if the driver can reach the location in a reasonable time.

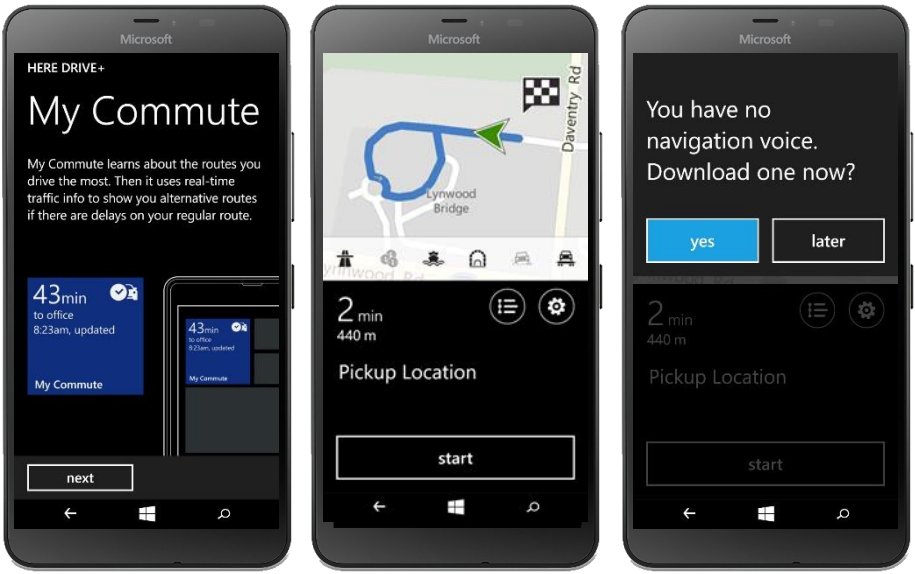
NAVIGATING

After the driver accepts the request, the driver can tap the Navigate option to download different features available on the Navigation App.

Navigate Key → Continue to Navigation App → Yes → Offline Maps → Skip → My Commute →Next → Pickup Location → Start → Navigation voice → Yes or Later → Start





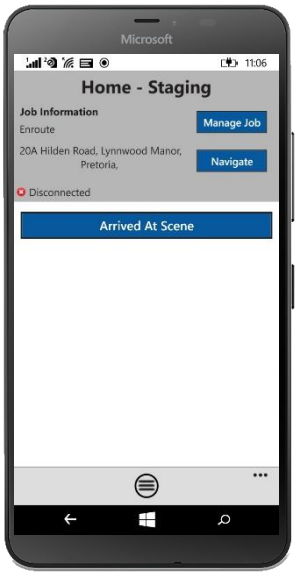


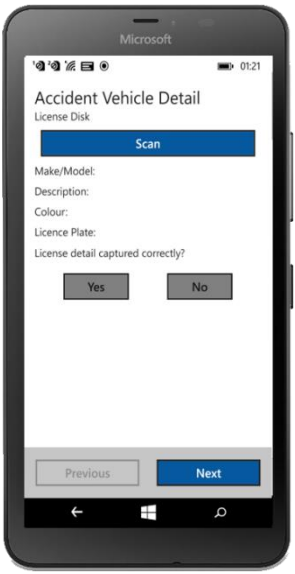
Downloading the HERE Drive+ and HERE Maps App and setup will only be required once, thereafter the Navigate button will open maps and assist in navigating to pick-up location or destination.

AT THE ROAD INCIDENT (AN ACCEDENT JOB)

VEHICLE CAPTURE

Once on the scene, the driver will select "Arrived at the/on Scene" which will prompt the App to start the Vehicle Capture Workflow. This involves scanning of the vehicle license disk, taking photos of the accident scene and accident vehicle and completing the checklist.





Note: Should flash be required in order to scan license disc, select flash icon available on screen.

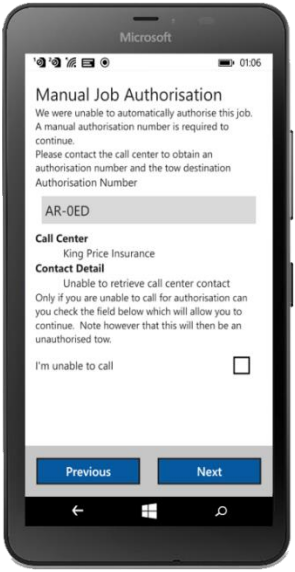
DRIVER DETAIL & TOW AUTHORISATION

Additional information of the accident driver is captured in order to auto or manual verify policies or call centre scene can be captured such as road conditions and general scene photos by starting the ***Scene Capture*** workflow.

Step 1: Enter Customer detail available and select next

Step 2: Enter Insurer from list or select 'Other' and specify the insure as required and select next

Step 3: Await Tow Authorisation Number and proceed.



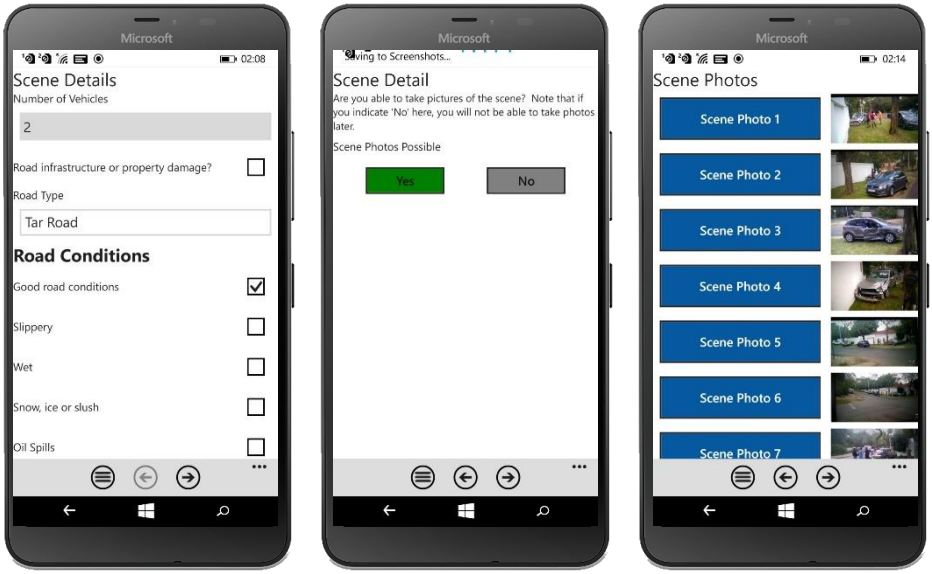
Step 4: This will be either AR-XXX or the company's full SP number

Step 5: Contact Call Centre to obtain Authorisation number if necessary

The App has the ability to get tow authorization from the Insurer or Manufacturer if a tow is required. Providing the required information will query various Insurer and Manufacturer databases for policy and guarantee information. In future, more Insurers and Manufacturers will be added to the database and tow authorization would become faster and easier. Get tow authorization at the scene will speed up payments to the driver.

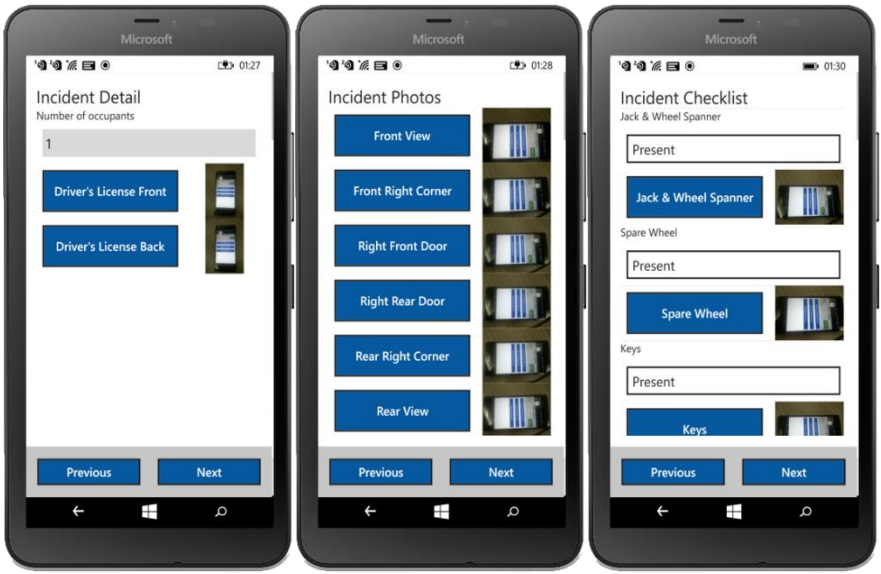
CAPTURE SCENE WORKFLOW

Additional information of the scene can be captured such as Number of Vehicles involved in accident, road and weather conditions and general scene photos by starting the ***Capture Scene*** workflow. Driver can assess situation and indicate on the App whether scene photos are possible or not. If ***Scene Photos Possible*** is selected, a minimum of one photo is required.



CAPTURE VEHICLE WORKFLOW

Additional information of the vehicle and Driver can be captured, such as number of occupants and photos of the Driver license. Labelled photos, such as 'Front View' are required to be taken while walking round the vehicle. An incident checklist is available with accompanying pictures.


Microsoft
01:27
Incident Detail
Number of occupants
1
Driver's License Front
Driver's License Back
Previous
Next
Microsoft
01:28
Incident Photos
Front View
Front Right Corner
Right Front Door
Right Rear Door
Rear Right Corner
Rear View
Previous
Next
Microsoft
01:30
Incident Checklist
Jack & Wheel Spanner
Present
Jack & Wheel Spanner
Spare Wheel
Present
Spare Wheel
Keys
Present
Keys
Previous
Next

HANDOVER (TRANSFER JOB)

If a driver accepted a request and arrives at a scene, the driver can capture the vehicle details and scene details. If the driver would like to handover the tow responsibility (if a tow is required) to another driver (for example when a rollback is required), the driver can start the ***Handover*** workflow.

START TOW

If the driver moves off the scene to tow a vehicle to a designated destination, the drive **must** use the ***Start Tow*** workflow. This will allow the tow to be tracked and exact kilometres can be determined automatically. This will also speed up payments and Insurer approvals.

DROP OFF

Once the driver arrives at a destination with a towed vehicle, the driver **must** use the **Drop Off** workflow to finish the tow job.

UPLOADS

Photos and information captured on the device is uploaded to the Dreamtec servers via a 3G connection or via Wi-Fi. Upload progress can be monitored by selecting the ***Uploads*** menu item.

AT THE ROAD INCIDENT (TRADE)

VEHICLE CAPTURE (ARRIVR AT PICKUP)

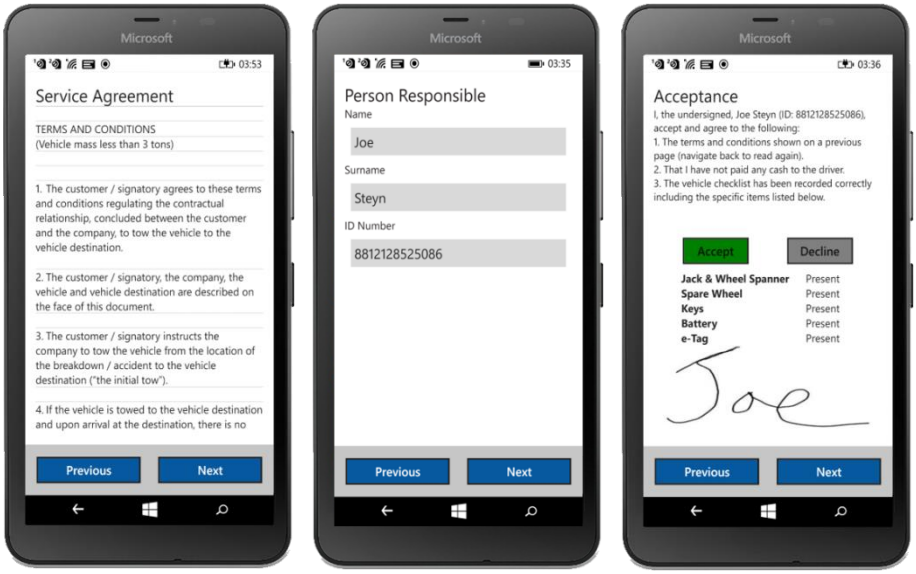
For a Trade Tow the workflow is slightly different. Start by inputting your current Odometer reading. Click 'arrived at scene', insert the current odometer again and scan the license disc. Next, take the required photos of the labelled area around the vehicle.

Step 1: Enter the tow vehicles current odometer reading

Step 2: Scan the vehicles licence disk or input the registration number if it is not available.

Step 3: Take labelled pictures right round the vehicle.

The service agreement's terms and conditions are then shown and the person responsible must accept and sign. This person takes responsibility of the vehicle and the current state of the check list as perform by them.



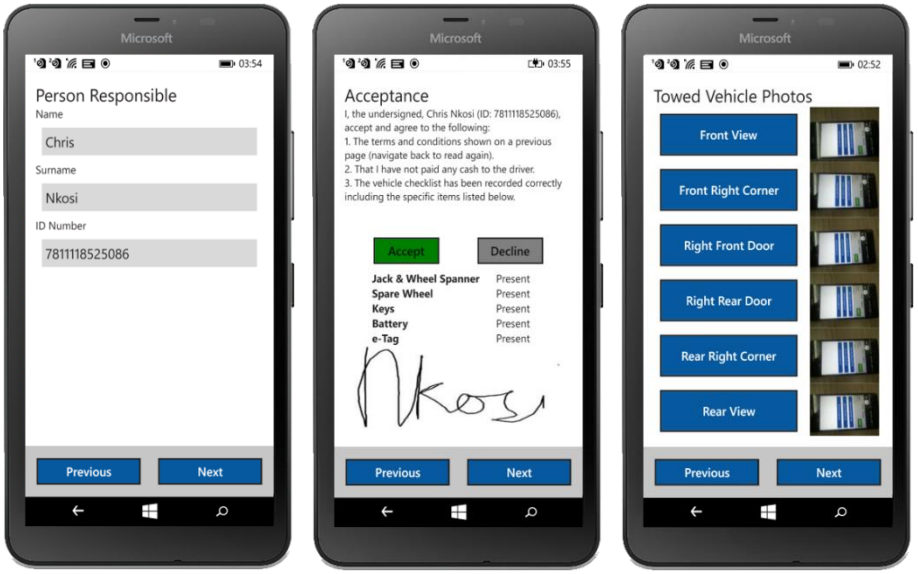
Step 1: The service agreement.

Step 2: Input the person responsible's details

Step 3: Sign and accept the state of the check list

VEHICLE CAPTURE (ARRIVE AT DROP OFF)

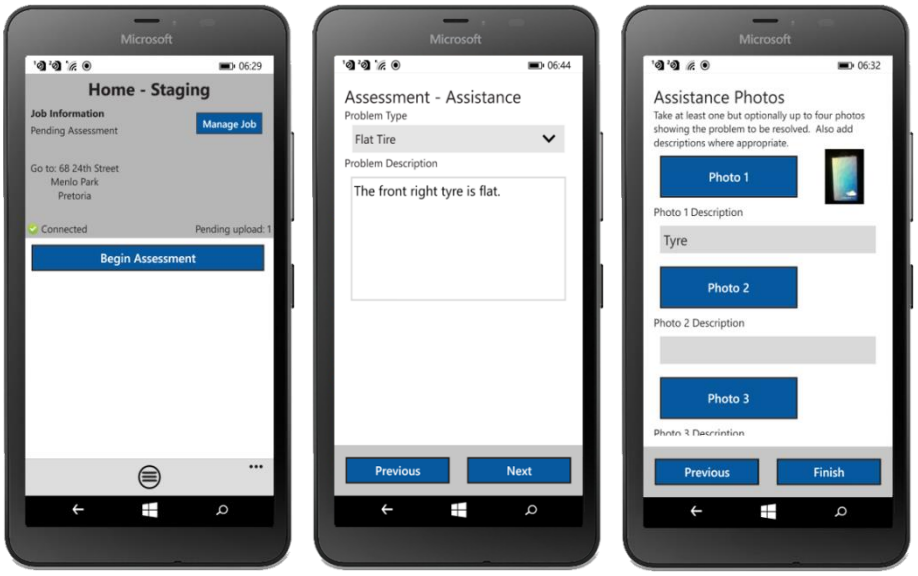
Once the vehicle has arrived at the drop off location the same workflow as above is performed with the 'Person responsible' changing the manager of the drop of location.



AT THE ROAD INCIDENT (ROADSIDE ASSISTANCE)

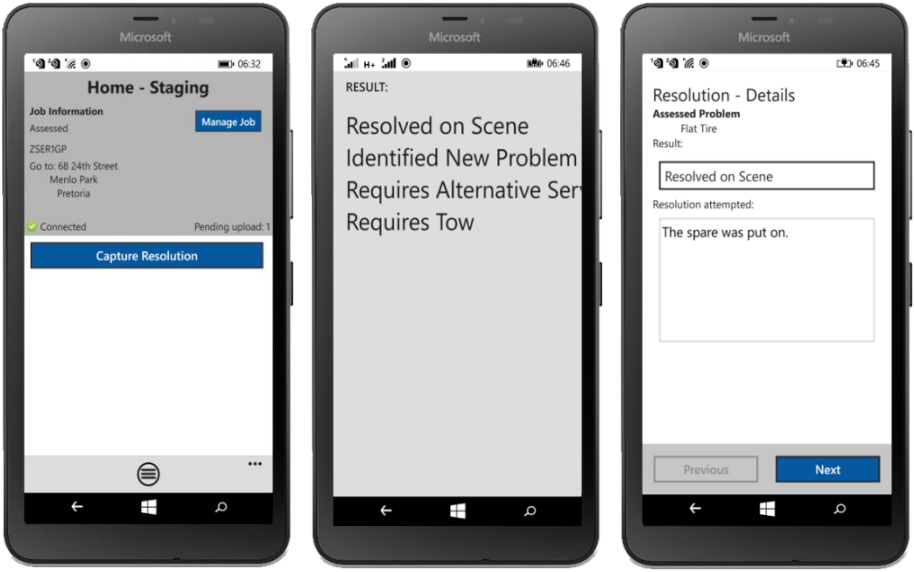
VEHICLE CAPTURE (ASSESMENT)

As with the other workflows the first step is to capture the current odometer of the towing vehicle. Flowing that, the 'Begin assessment' workflow is performed. This includes a short description of the assistance required and some photos.



VEHICLE CAPTURE (RESOLUTION)

The next step is to capture the resolution to the incident. This involves clicking on 'capture resolution', indicating what has happened or what need to happen (If extra assistance is required) by selecting from the list and then writing in the description box, if necessary.


Microsoft
06:32
Home - Staging
Job Information
Assessed
Manage Job
ZSER1GP
Go to: 68 24th Street
Menlo Park
Pretoria
Connected
Pending upload: 1
Capture Resolution
Microsoft
06:46
RESULT:
Resolved on Scene
Identified New Problem
Requires Alternative Ser
Requires Tow
Microsoft
06:45
Resolution - Details
Assessed Problem
Flat Tire
Result:
Resolved on Scene
Resolution attempted:
The spare was put on.
Previous
Next

FAQS

When will I get an assistance request?

Provided that you are available for service (On Duty) and the closest to the incident, you will get a request for assistance on the App. For the pilot phase, also please note the following:

1. Only accident assistance requests are currently sent out.
2. Only accident assistance requests in the Pretoria area are currently sent out.
3. You will have to be no more than 10km from the accident scene to get a request.

Who is sending me the assistance requests?

The assistance requests come from a part of our system we call the *Dreamtec Auto Dispatch System (DADS)*. DADS is currently integrated with the FirstAssist call centre and we are planning to integrate with other call centres as well, including Insurer call centres.

Furthermore, requests in future will come directly from a road user asking for assistance from an App.

Here is a simple description of a typical DADS workflow from the call centre perspective:

1. The call centre operator takes a call for assistance and captures the *"case"* information and saves it.
2. The DADS engine picks up the new case and tries to dispatch a service provider to the accident scene.
3. If the DADS engine could successfully dispatch the service provider to the scene, it will update the call centre system with the required tracking details. The call centre operator can monitor the auto dispatch on the Dreamtec Tracking Portal.

4. If the DADS engine could not successfully dispatch a service provider to the accident scene, the case will end be forwarded to a dispatch operator to manually dispatch.

What happens if I accept the request?

The DADS engine will notify the call centre that you accepted the request and contact details will be communicated to them. The call centre will then be able to communicate with the driver if required to get updates on progress.

What happens if I decline the request?

The DADS engine will send a request to the closest service provider. If the service provider declines the request or do not accept the request within the allotted time, the DADS engine will send the request to the second closest service provider. If the second service provider declines the request or does not accept the request within the allotted time, a third service provider gets the request. If the third service provider declines the request or does not accept the request within the allotted time, the request is forwarded to the call centre for manual dispatching. The call centre has a 5-minute Service Level Agreement which means that a service provider has to be dispatch within that time period or else penalties may apply.

Do I need a data connection on my device?

Yes. To receive requests and to run workflows, you need an active data connection (internet connection) with available data. To find out more on low cost data plans we might have available, contact us at roadapp@dreamtec.co.za

Where can I get help with the App?

You will be added to a WhatsApp group once you are registered as a partner. Post your questions and help requests on the Group.

Want more information?

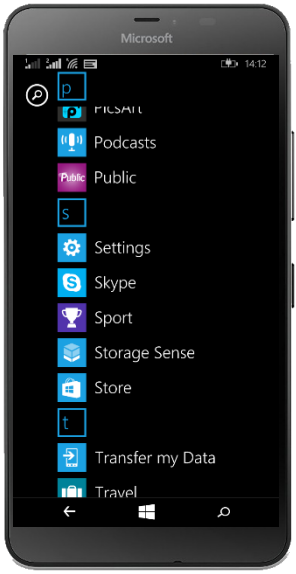
You can contact Dreamtec Support at roadapp@dreamtec.co.za if you require more information.

SECTION B: PHONE SPECIFIC

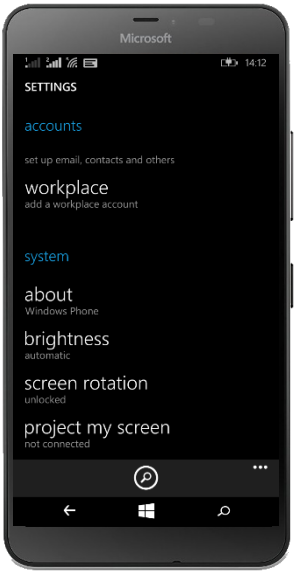
HOW TO DO A FACTORY RESET

Before doing a full factory reset, please consider that all information on the device will be lost, the device will have to be re-setup and that the Dreamtec app will have to be reinstalled, before you will be able to use the app again. Before doing a factory reset please ensure that the device's battery is fully charged and/or plugged into a reliable power source

Step 1: Select "Settings" from the "All Apps" Menu

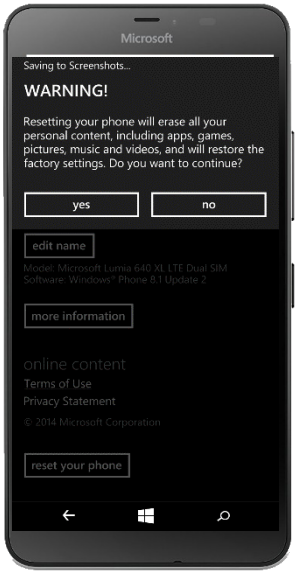


Step 2: Select "About" from the "Settings" Menu



Step 3: Click on the "Reset Your Phone" button

Step 4: You will receive a warning and asked to confirm that you wish to continue. Click "yes".

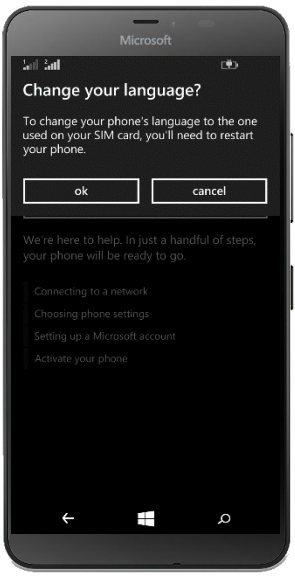


The device will automatically restart

SETTING UP THE DEVICE AFTER A FACTORY RESET

Step 1: Ensure that the correct language is selected and click "Next"

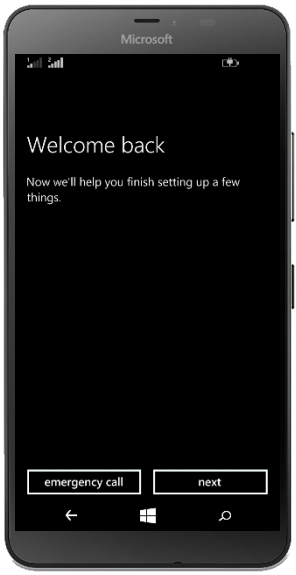
Step 2: Confirm that you would like to change the language setting



After accepting the language change the device might automatically restart.

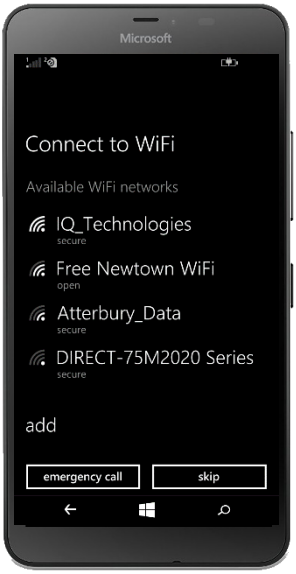
Step 3: Continue through the setup process.

Click Next



Step 4: Accept terms of use

Step 5: If you are in a Wi-Fi zone you may set-up the Wi-Fi at that time, or skip this process.



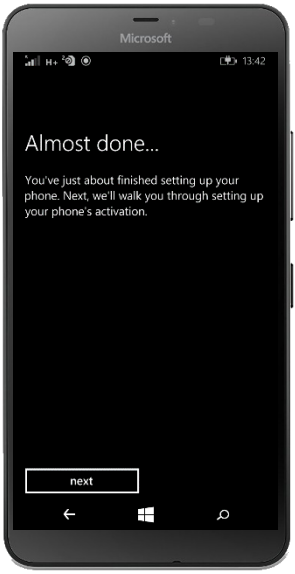
Step 6: Choose the correct Wi-Fi settings and click on Next.

Step 7: Select recommended settings

Step 8: Select the correct time zone and click Next

Step 9: If you have a Microsoft account sign in now, or alternatively select sign in later

Step 10: The device will setup up some of the apps already installed. Click Next.

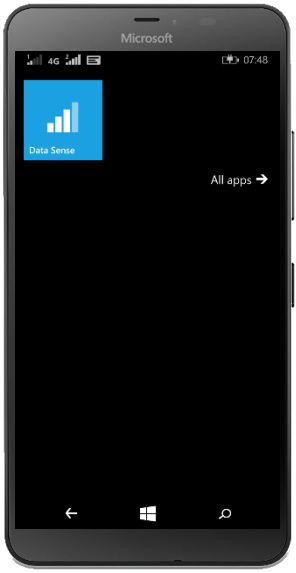


Step 11: Click on Next to finish the set-up process

RE-INSTALLING THE APP

The quickest and easiest way to install the app is to scan a QR code, that will give you a direct link to the app. Before installing the app, you will however first have to install a certificate that will allow you to access and install the app.

Step 1: From Any screen press the magnifying glass icon in the bottom right hand corner



Step 2: Press the eye icon at the bottom of the screen to activate the camera for scanning

Step 3: Hold the camera over the QR Code and once the link appears, press on the link

QR Code for the Certificate:

Example

QR Code for the App:

Example

Step 4: Click the open button to download the certificate

Step 5: Click on the add button to install the certificate

Step 6: Click back in order to scan the QR code for the Dreamtec Road App

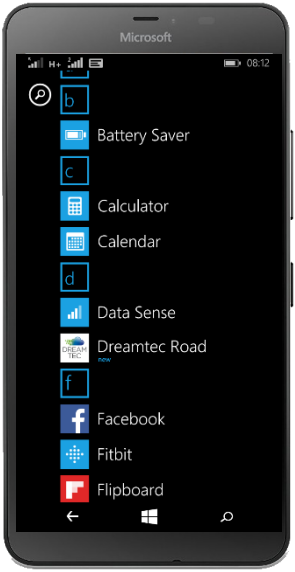
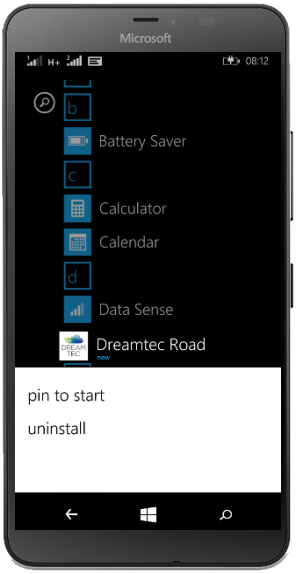
Step 7: Click on the link written in white at the top of the screen to download the app

Step 8: Click on the open button to continue

Step 9: Click on the install button to install the app

Step 10: After installation the below will appear. Keep pressing back to get to the menu

Step 11: You can either access the Dreamtec app from the all app menu or,



Step 12: Hold down the Dreamtec icon and select pin to start to have the app show on the start