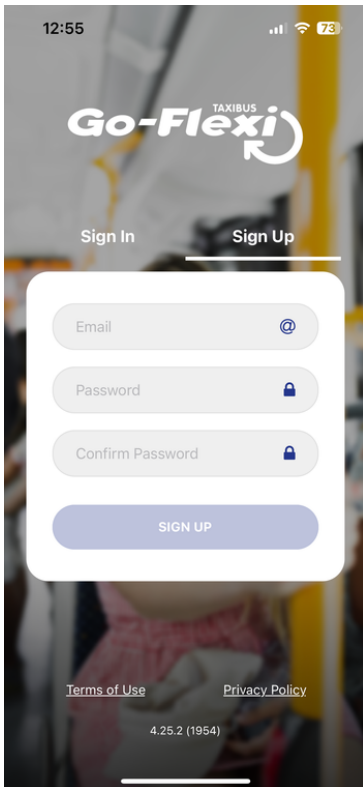# How to use the Go-Flexi App

Welcome to the Go-Flexi App!

This quick guide will show you how to use the App step-by-step.

We hope you enjoy utilising this service!

01

Download the App & Create Account

Once the App has been downloaded from the Apple App or Google Play Stores please select 'Sign Up' and enter an email and password.

*If you are already a Go-Flexi passenger, please check you have provided your email address to Moffat & Williamson. If so, please then use the sign in option > reset your password > then skip to step 3.
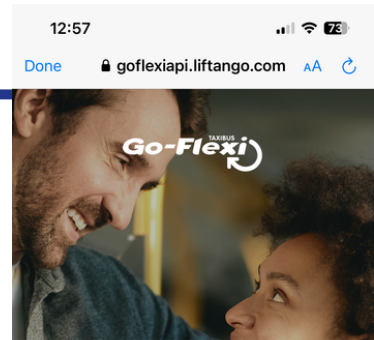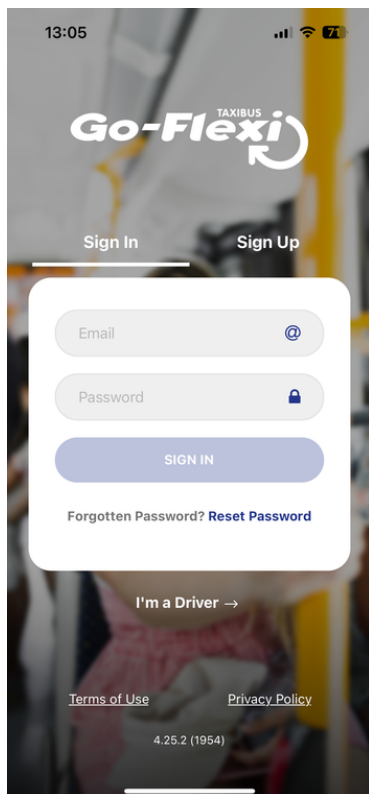
02

Verify Account

By clicking the link in your email, your account will be activated and ready to use.

Email Verified Successfully

Thanks for verifying your email. Please open the App again to start using the service.
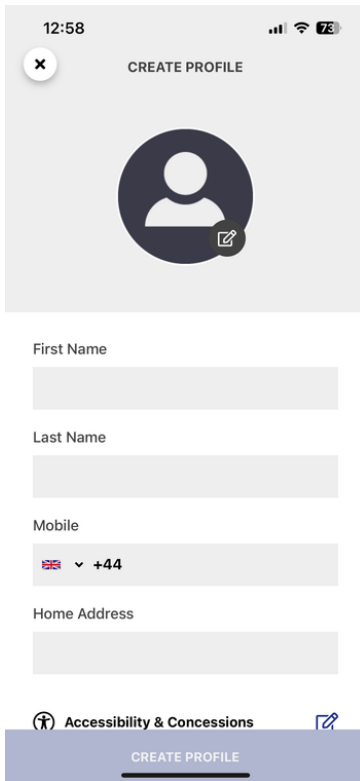
03

Log In

Sign in with your verified account.

Note: Once the account is verified the app may automatically sign in.

04

Create Profile

Create a simple profile consisting of the following information:
• Name and photo – to help drivers during pick up. *Photo is optional*
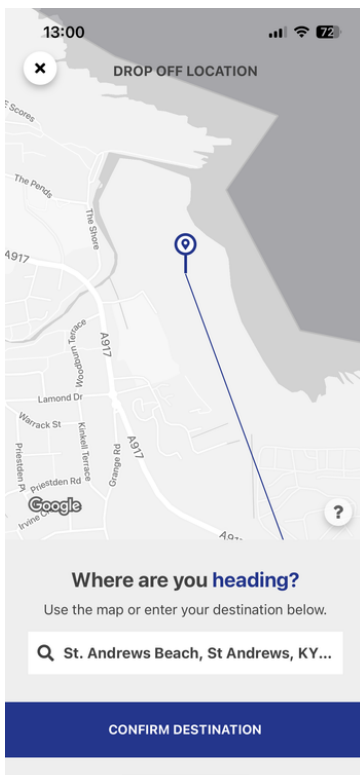• Phone number – to enable In-App messaging and trip alert notifications
Passengers can also specify their accessibility requirements within their profile.
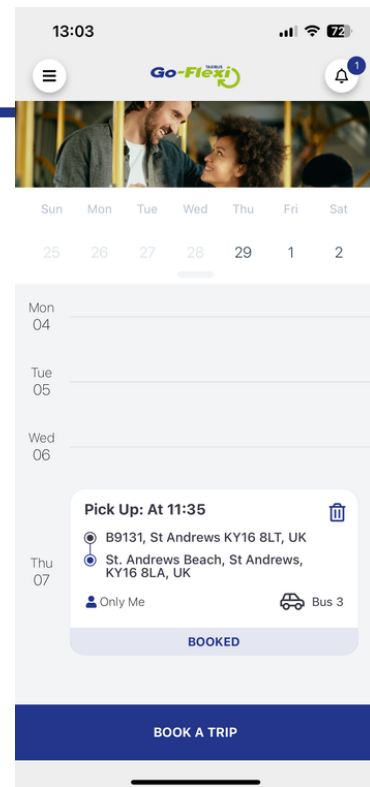
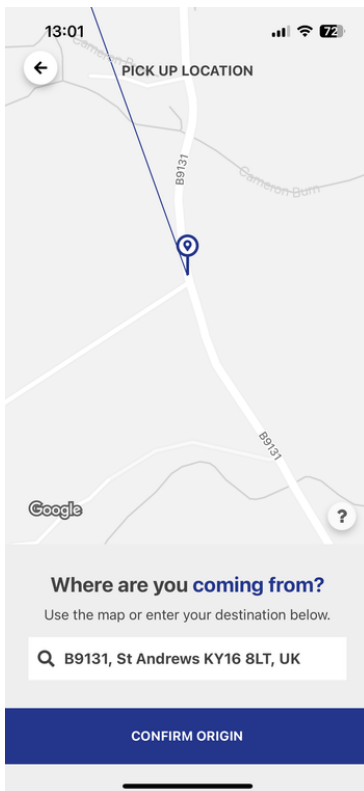**05**

Home: Book a Trip

The main Home screen allows you to easily book a trip, see itinerary, edit existing trips, and access service notifications.
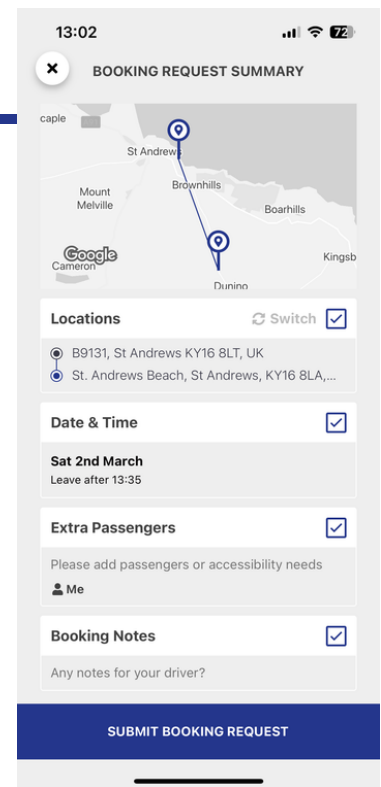
06

Book a Trip: Drop Off

Specifying a drop off location is as easy as entering an address, selecting a point of interest or one of your favourite locations

07

Book a Trip: Pickup

After pressing the book a trip button on the home screen. Enter in the Pickup address or choose a preset point of interest or favorite location.

08

Update Booking Request

After entering the pick-up location
- Confirm pick up and drop off locations
- Request booking date and time
- Add additional passengers if required
- Specify any accessibility requirements
- Add a note to the booking including information about mobility aids
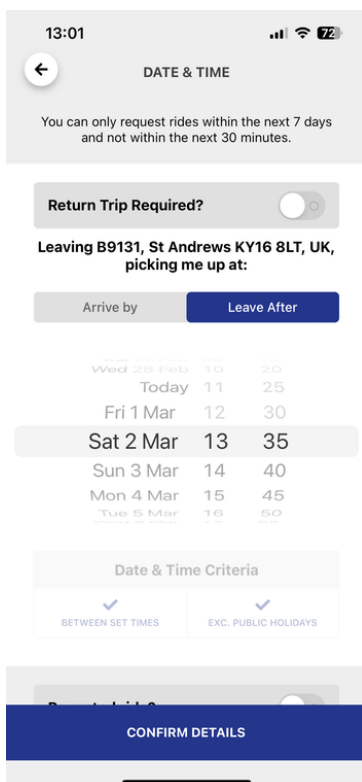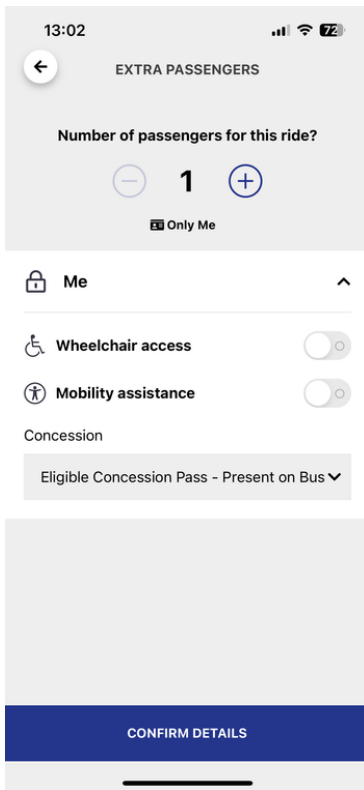
09

Select Date & Time

When requesting trip date and time you can:
- Request a return trip
- If you need to arrive at the drop off location by a certain time, use Arrive By
- If you would like to leave the pickup location after a certain time, use Leave after
- Request repeat rides, if you know your schedule in advance

10

Add additional Passengers & Review accessability needs

If required add an additional passengers and confirm any accessibility needs

11

Review & Submit Booking

Review
- Pick up and drop off locations
- Booking date and time
- Passenger details
- Booking notes
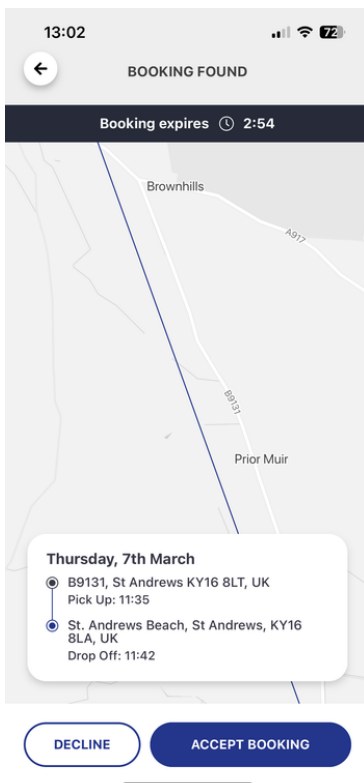
12

Accept Booking

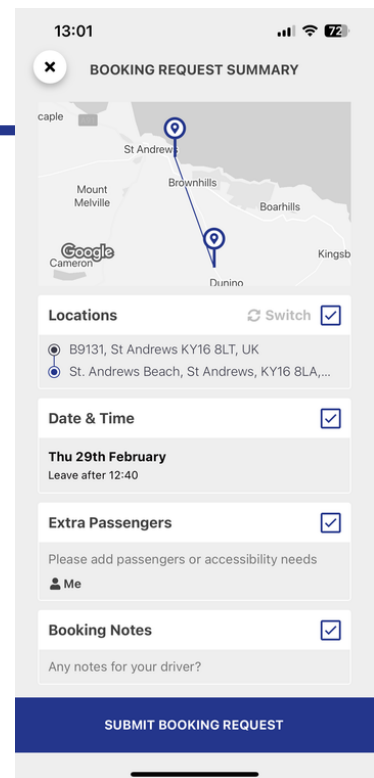Once the the booking has been requested. You can accept the booking request before it expires.

Note: As this is an on demand service the pickup time is confirmed 30 minutes before your trip will take place. You will be notified of the final details by in app notifications and SMS.
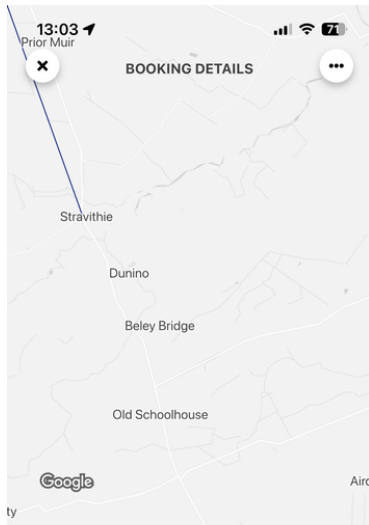
APP FEATURES

01

View Booking Details

Once a booking is confirmed, the Booking Details page displays an itinerary
. This includes:
- Pick up location
- Accessibility and luggage requirements
- The vehicle make, model and registration scheduled to pick you up.
- Track the driver around the time of the journey.

Note: Booking details are confirmed 30 minutes prior to the trip.

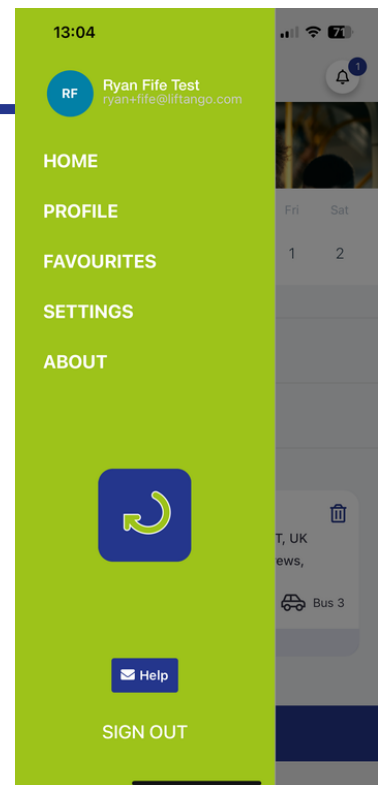This is accessed by tapping the trip card on the homescreen.

Menu

Quickly navigate to all areas of the App. Passengers have the ability to:
• Update profile details
• Access Favourites
• Access online support
• Access Settings to change language
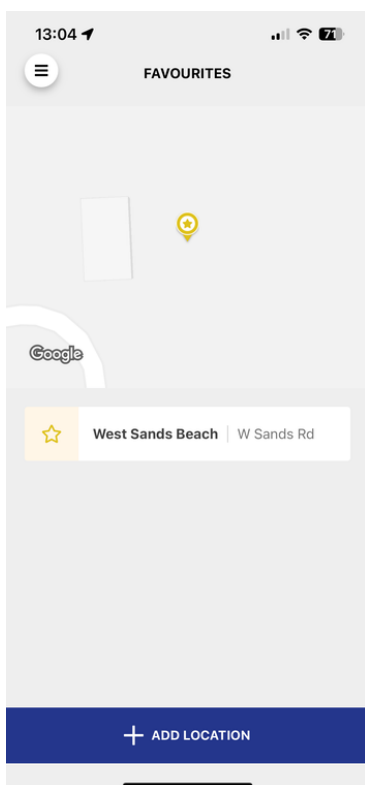• Access About to see more information about the service
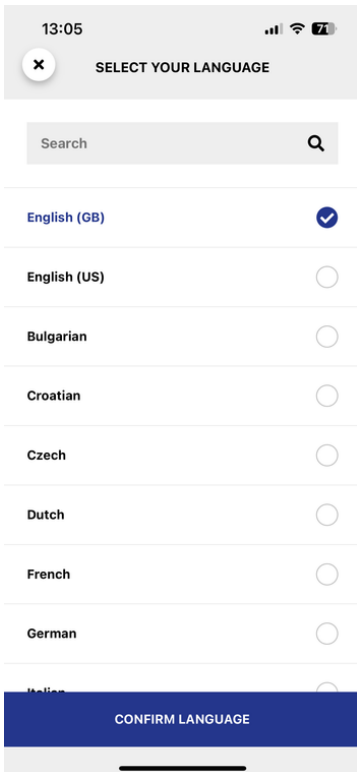
02

03

Creating Favourites

You can save, create, edit and delete up to 20 favorite locations. You can do this by adding a favorite address through the Favorites option on the main menu.
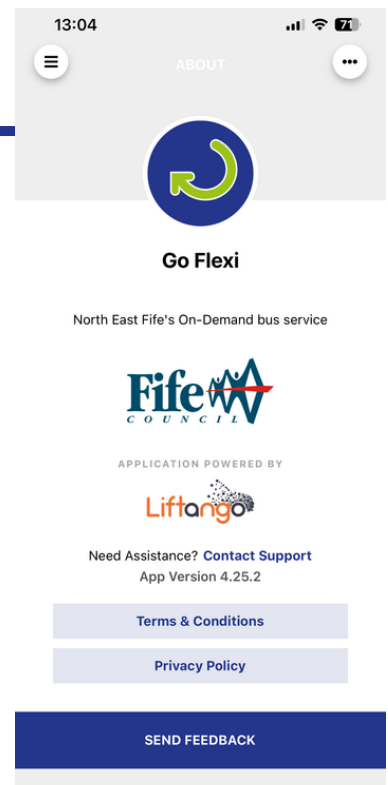
Settings: Languages

By selecting Settings in the menu, you can change the preferred language. change by selecting the preferred language from the list
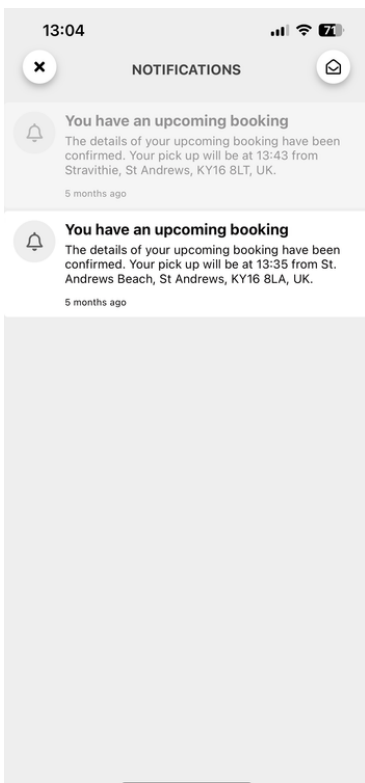
About/ Rate the App

Selecting ABOUT in the menu allows you to access further information on the service such as:
• Contacting Support by phone
• Contacting Support by email by sending feedback
• View Terms and Conditions
• View Privacy Policy
• Rate the App by pressing the 3 dots in the top right and access more support

Notifications

You will receive both In-App notifications and text messages for the following
- Booking reminder/confirmation - 30 minutes before confirmed pick up including pickup details
- Driver on the way in-app notification - If using the mobile app and SMS when not using the mobile app.
- Driver on the way - When the driver has received details of the pickup and is on the way to the location - (Great time to start tracking the vehicle)
- The driver has arrived - When the driver has arrived at the pickup location
- Missed ride - in the event of a missed ride there will be a SMS and In-app notification sent

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