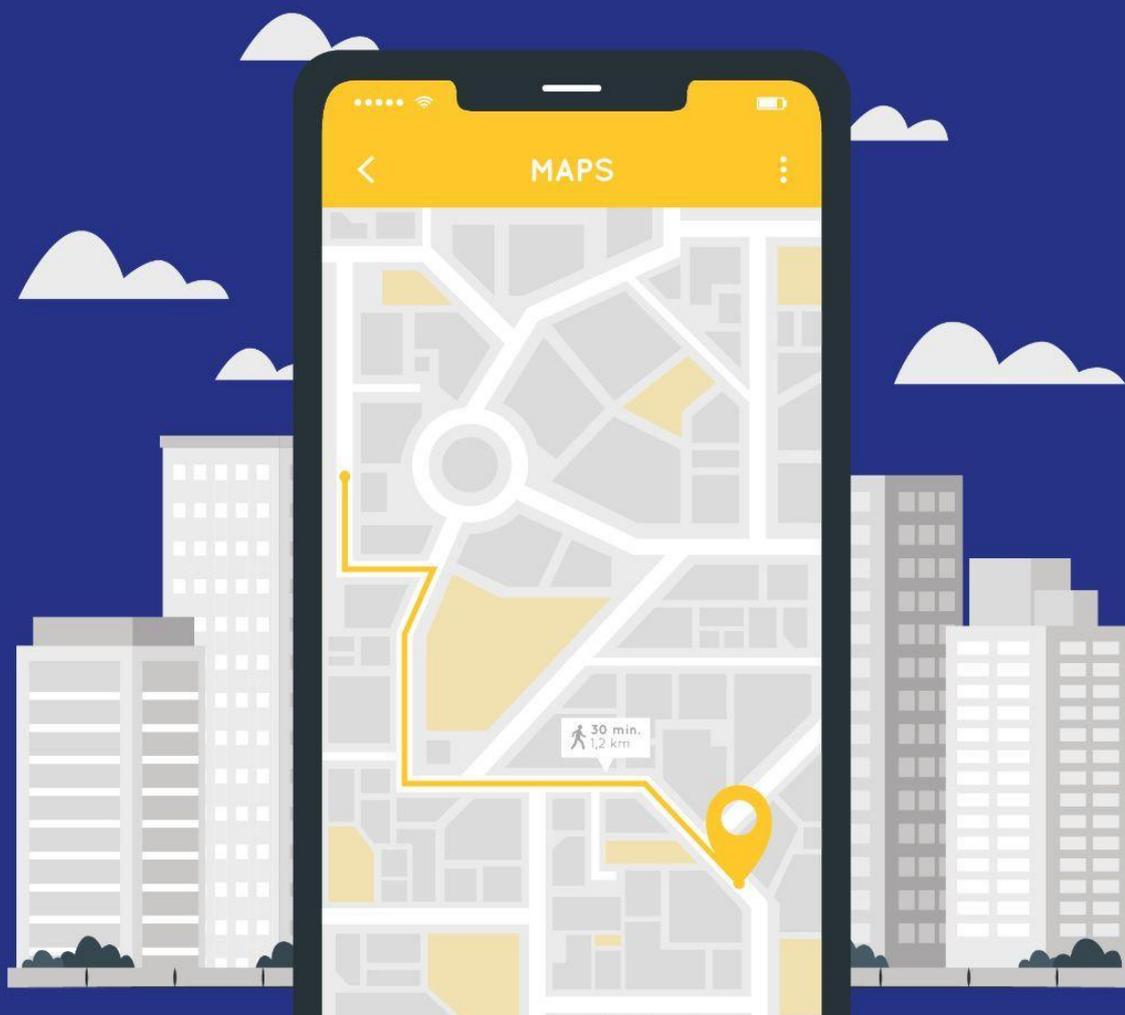




Haileybury Almaty

# BatOnRoute Safe mobile application user's manual



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## RECOVER PASSWORD

In case of forgetting the password, the application offers an option to recover it. This option is available on the login screen. When entering the user, on the screen for entering the password, the option "Forgot your password?" Appears at the bottom of the screen. If you click on this option, an email will be sent to the email address with which you are registered.

Upon receipt of the mail, it will have a numerical code. This code will have to be entered in the screen shown below to be able to change the password. After entering the code, we will have to put a new password for our user.

Enter the code that was sent to the indicated email and a new password

Code

---

New password

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Repeat new password

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**\*IMPORTANT:** If you do not receive the email, it is possible that the company does not have your email.

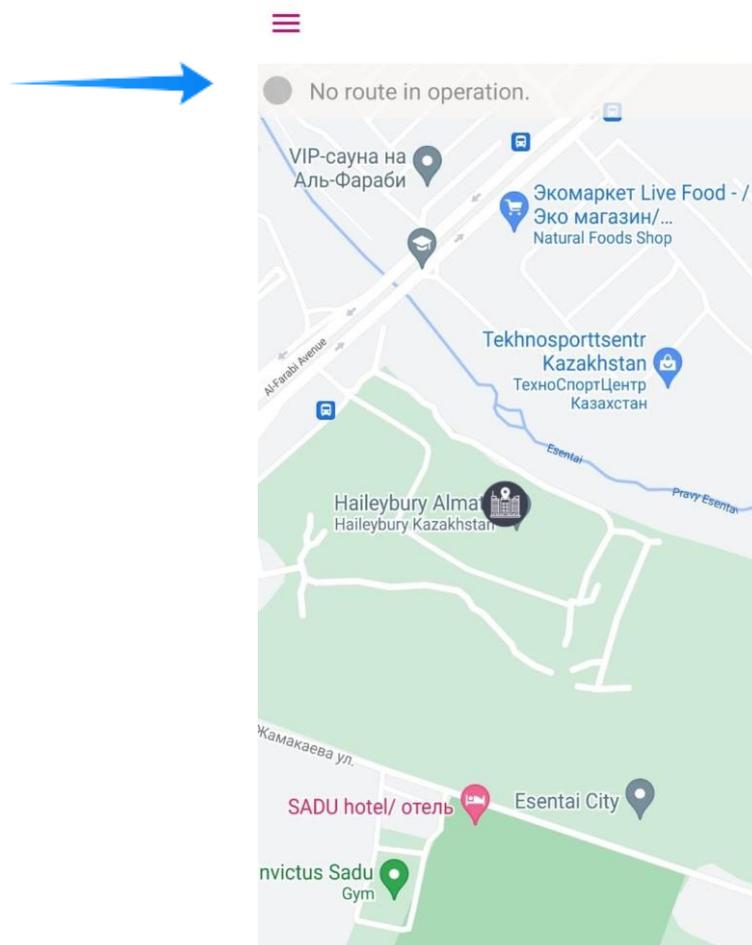
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## MAIN SCREEN

After logging in, we access the main screen of the application. As soon as you access the main screen of the application, a map appears. Above it will be shown the position of the bus when the route is running. Depending on the status of the route, the map will show:

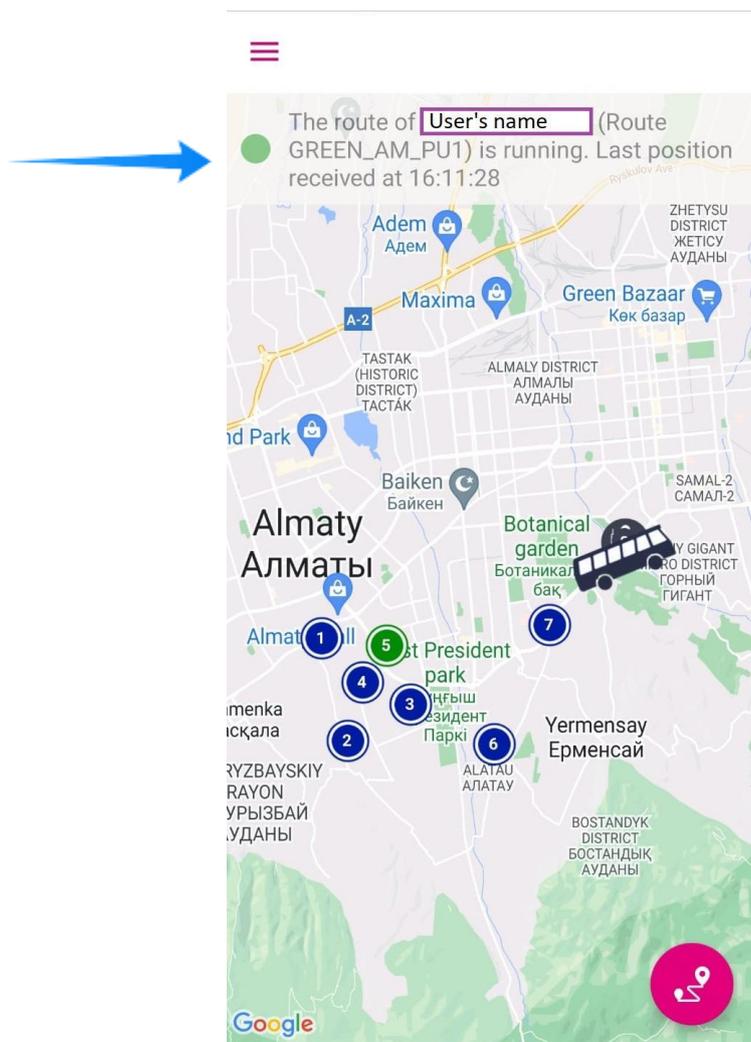
- Route is not activated

In the event that the route is not in operation, the application shows us a message that indicates "No route in operation". The map will show the location of the business. While the route is inactive, the company will always be displayed and this button will remain gray.



➤ Route is activated

If the route is activated, the map **shows in real time the position of the bus** at that moment. The bus will move as the route progresses. In this way, the actual location of the bus can be seen at all times. In addition to the bus, the button  will be shown in green and the time when the last position coordinates have been received will appear.



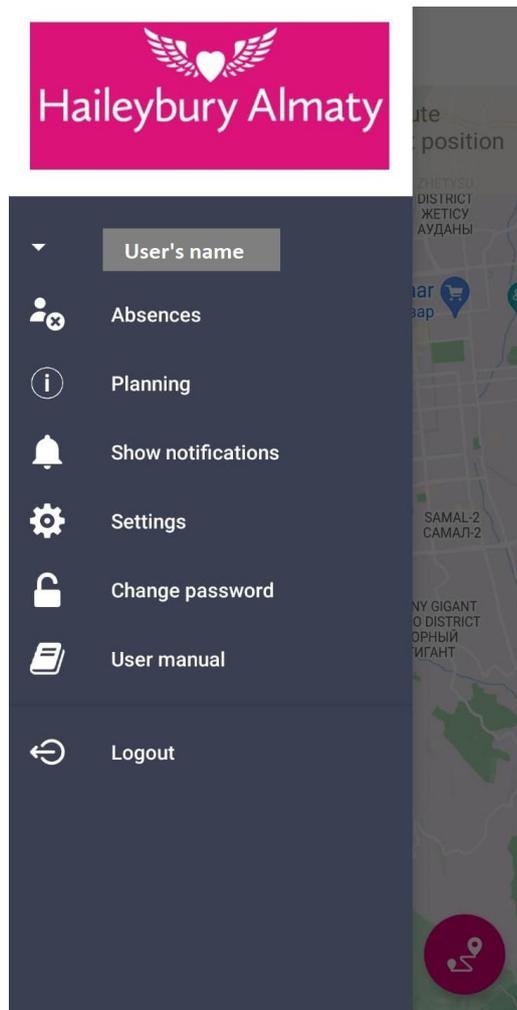
Once the route is finished, the bus will disappear from the application. This indicates that no route is running. The map will return to the state it has when there is no active route.

**\*IMPORTANT:** If you continue to see the position of the bus once the route has finished, it means that the person in charge of the route has not correctly closed the route.

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## MAIN MENU

Once inside the application, if we click on the button , we access the main menu of the application.



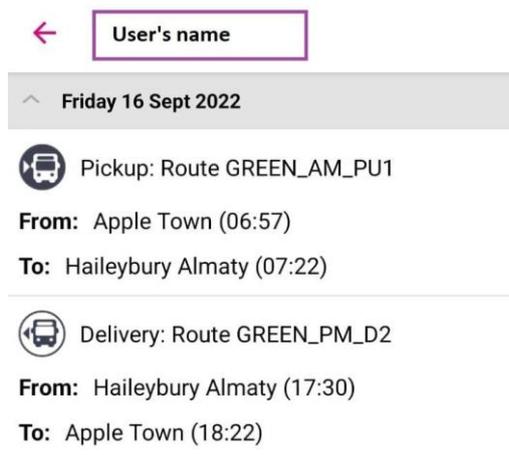
This menu offers all the options that are available in the application. Right at the top about these options. Among the available options are:

**Absences:** If the company allows it, the user can make transportation absences. In this way, the driver will not appear in the list of the route. In addition, the company will have proof. The user can indicate "absence on the outward route", "absence on the return route" or "absence all day". See section [Absences](#).

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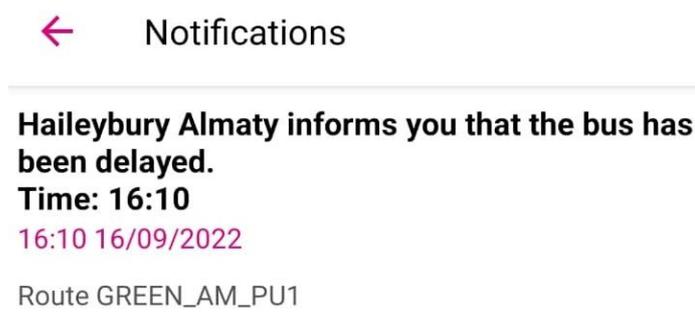
**Occasional trips:** If the company allows it, the user can make temporary route changes. These changes will be of a provisional nature and will be recorded for the company to be aware of. See section [Occasional trips](#).

**Routes information:** It shows the daily planning of the routes and stops that we have assigned. As well as its approximate time of passage.



The screenshot shows a user interface for route information. At the top, there is a back arrow and a text box labeled "User's name". Below this is a date separator: "Friday 16 Sept 2022". The first route is a pickup: "Pickup: Route GREEN\_AM\_PU1". It starts at "From: Apple Town (06:57)" and ends at "To: Haileybury Almaty (07:22)". The second route is a delivery: "Delivery: Route GREEN\_PM\_D2". It starts at "From: Haileybury Almaty (17:30)" and ends at "To: Apple Town (18:22)".

**Notifications:** shows a list of the latest notifications received.



The screenshot shows a notification titled "Notifications". The notification text reads: "Haileybury Almaty informs you that the bus has been delayed." followed by "Time: 16:10" and "16:10 16/09/2022" in pink text. At the bottom, it says "Route GREEN\_AM\_PU1".

**Notifications Settings:** the user will be able to configure the types of messages he wishes to receive on his mobile. The user will determine if they want to receive general notifications and then specify which of them they want to receive and how they want to do it, if on the device through the APP or by e-mail. Recommended: receive all notifications on the Device.

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← Settings

Check if you want to activate biometric access each time you open the application.

**Secure access**

Select how you want to receive notifications or disable notifications you do not want to receive.

**General notifications**

**Notifications near your stop**

Device  E-mail  Never

**Bus delay notifications**

Device  E-mail  Never

**Notifications pick up your user**

Device  E-mail  Never

**Notification arrival at the organization**

Device  E-mail  Never

SAVE

**Change Password:** In this section, the user will be able to change the initial password that he has received by e-mail to the desired password.

---

← Change password

Current password

New password

Repeat new password

CHANGE PASSWORD

**Logout:** NO notifications are received. We exit the application. You will have to re-enter the username and password.

Only in those organizations that use traveler control with a QR code will appear a new menu option (**user ID**) that will show the traveler's QR.



ID usuario

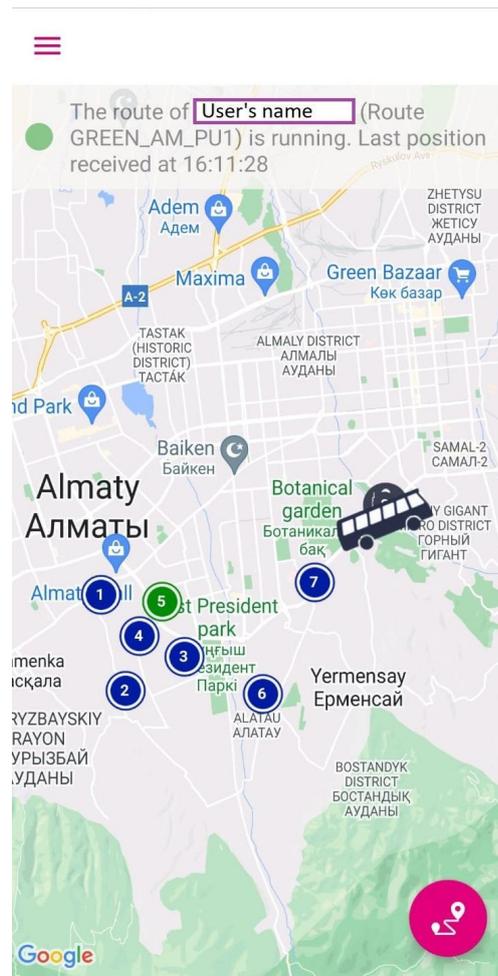


CERRAR

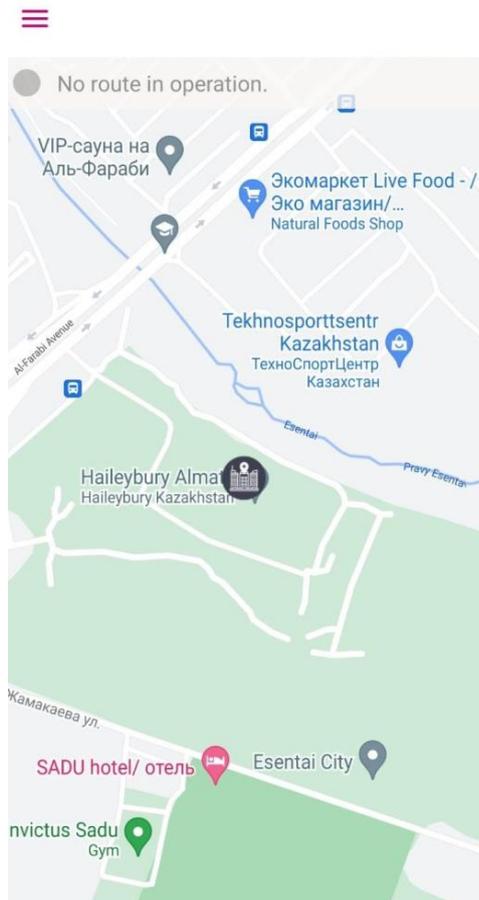
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## APP OPERATION AND NOTIFICATIONS

When the route starts, the screen will automatically change to the tracking state and we will be able to see the bus position of the route **in real time**. As indicated in the following screen:



When the user enters the application, if the route is active, they will see on the map the current position of the bus. In case the route is not activated, the user will not see any bus. Instead you will see a message indicating that there is no route in operation and the map will be located at the position of the company.



While the route is active, the user can zoom in on the map to see the exact location on the map. Once the route is finished, it will no longer be possible to see the location of the bus, seeing only the map with the location of the company.

While the route is active, the user will receive different notifications. These notifications are related to the status of the current route. So that the user knows at all times where the bus is going on the route. Some of the notifications that the user may receive are:

- Information that the bus is close to your stop.
- Information that the bus has been delayed.
- Specific information about the status of the route.
- Other information that the company deems appropriate.

**\*IMPORTANT:** The application does not have to be open to receive notifications. Notifications will keep coming. Some notifications are sent automatically based on the status of the route. Others can be sent by the driver or the company itself through the web platform.

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The company may send personalized notifications to a specific user or to everyone on the route. These notifications can be sent by the administration of the platform.

← Notifications

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**Haileybury Almaty informs you that the bus has been delayed.**

**Time: 16:10**

16:10 16/09/2022

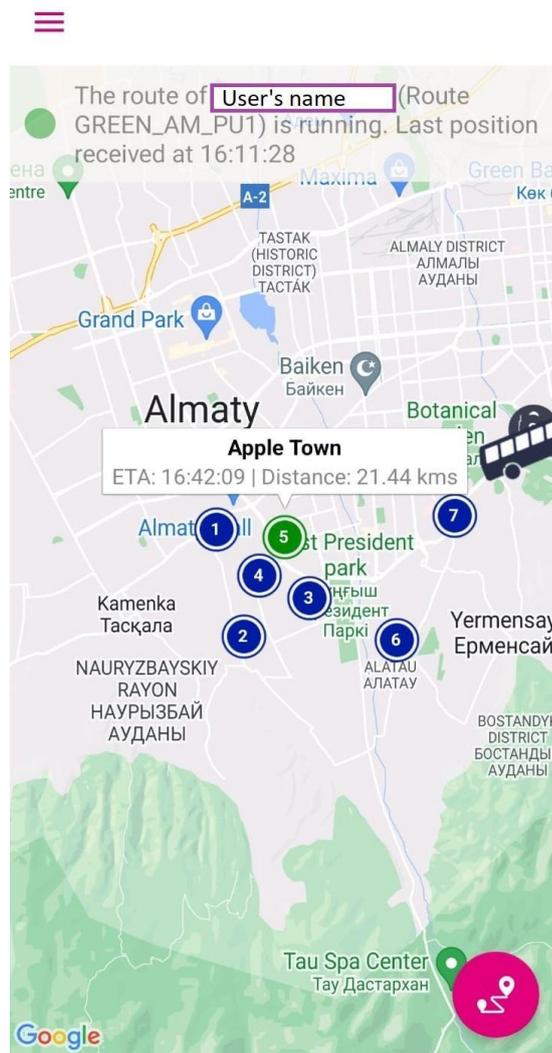
Route GREEN\_AM\_PU1

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When you press the notification, the application will automatically open so that you can check the exact location of the bus in real time. All the notifications received can be consulted in the "Main Menu/View notifications".

## ESTIMATED TIME OF ARRIVAL AT THE STOP

As long as the route is activated and the bus has not arrived at its stop, it is possible to see an estimated time of arrival. When opening the application if the route is active, the current position of the bus will be seen. All the stops that make up the active route will be shown on the map.



Depending on the stop in question, it will appear in one of these two colors:



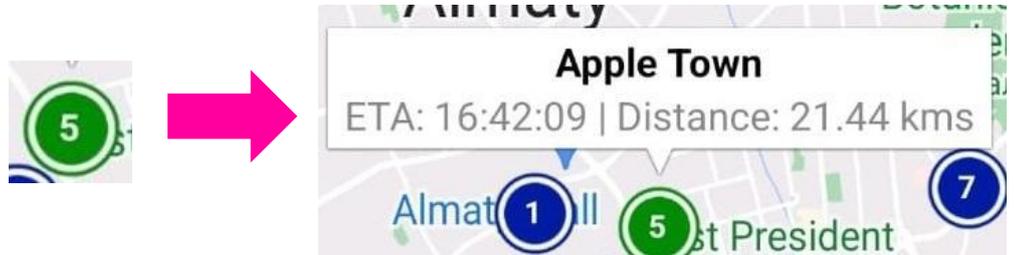
Stop that appears in **green** is the **stop we have assigned on the route**.



Stops that appear in **blue** are the **other stops that belong to the route**.

---

If you click on the stop assigned to us (**green stop**), it is possible to see the estimated time at which the bus on the route (ETA) will pass. This time is approximate and therefore does not have to coincide with the real time.



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## ITINERARY OF THE ROUTE IN PROGRESS

When our route is in operation, it is possible to see a complete itinerary with all the stops that the route has planned.



To access this itinerary, click on the button . After clicking on the button, a list with all the stops on the current route will appear on our screen. Next to each stop, the estimated time and the planned time of passage will be indicated.

---

 **Itinerary**

---

 Route GREEN\_AM\_PU1

---

**BS Gimnazium #75 Taugul -3**

**1**  Scheduled time: 06:40:00  
 Estimated time: 16:25:02  
585 min. delay

---

**BS Rakhat mcd/ Chrystal Air**

**2**  Scheduled time: 06:44:00  
 Estimated time: 16:28:31  
584 min. delay

---

**Dolina Roz HE**

**3**  Scheduled time: 06:50:00  
 Estimated time: 16:33:09  
583 min. delay

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**AC Hyde Park**

**4**  Scheduled time: 06:54:00  
 Estimated time: 16:36:13  
582 min. delay

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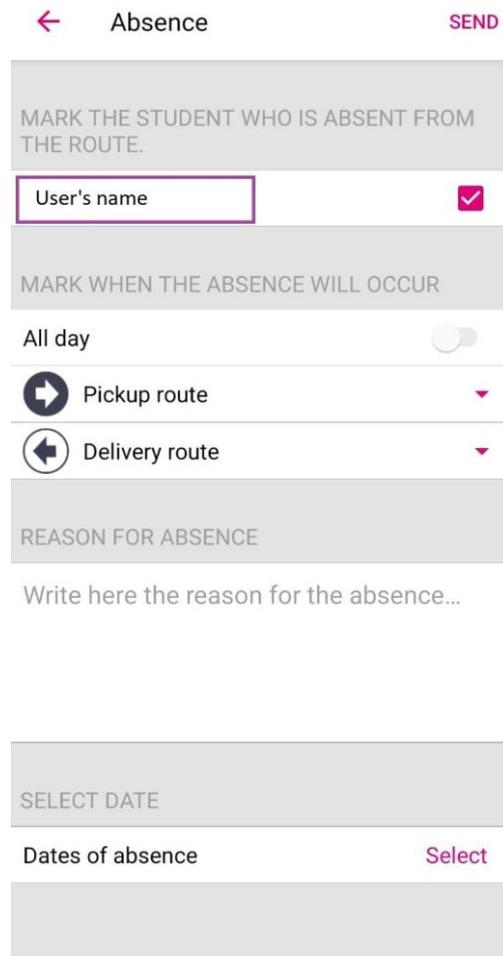
## ABSENCES

If the company allows it. From the initial window, if we go to the main menu  and access "Absences". We enter the section from which existing absences can be managed and new absences can be registered

Once inside the "Absences" section, the list of all future absences that are already scheduled will appear.



We will click the "+" button to enter an Absence and it will take us to the new absence creation screen:



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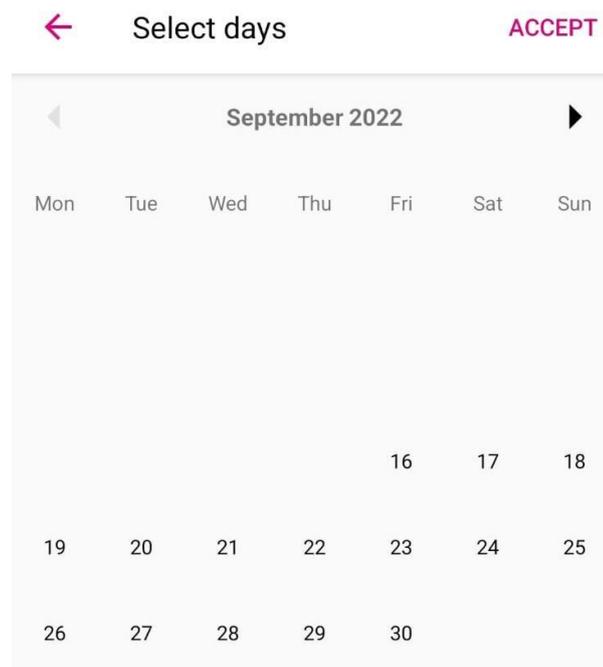
As can be seen, our user is already marked. Therefore, once the user has been selected, we must select the route in which we are going to be absent:

- **“Pickup Route”** in case of marking **Pickup**, the user will be absent on the outward route. This means that you will not appear to the driver on the outbound route on the day of your absence.
- **“Delivery Route”** in case of marking **Delivery**, the user will be absent on the return route. This means that you will not appear to the driver on the return route on the day of the absence.
- **“All day”** in case of marking **All day**, the user will be absent both on the outward route and on the return route on the selected day.

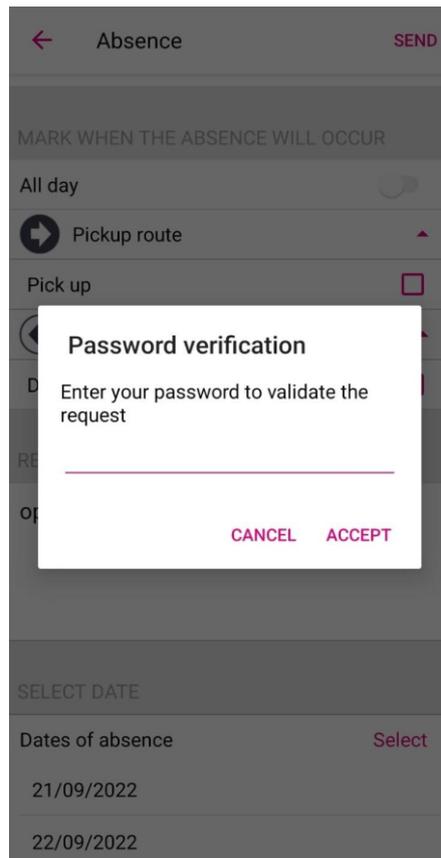
Once the routes on which we are going to be absent have been selected, we must write the reason for the absence. For example, "I'll go by car."

Finally, we must specify the **start date** and **end date** of the Absence, by clicking on the bottom right where it says **“Select”**. Both dates indicate the range of the absence, in case you want to make an absence of one day, the start date must coincide with the end date.

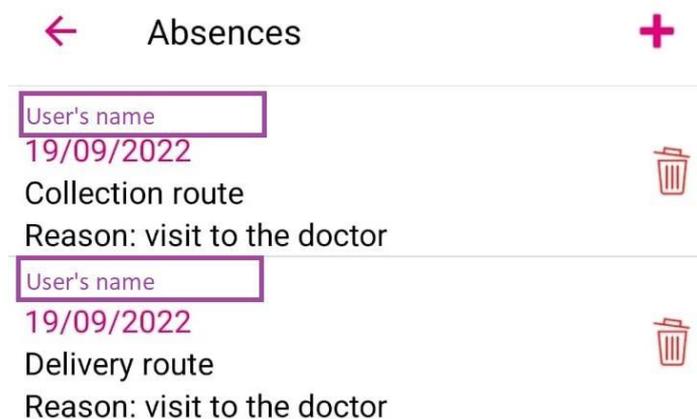
By clicking on both buttons, a calendar will appear on which we must select the day of the Absence:



By selecting both dates, we will have all the data entered. To validate the Absence, you must click on the "Send" button that appears on the top right. Once we have done so, it will ask us to enter our password to prevent people outside the owner of the phone from making an Absence.



When entering the password, the absences that we have created will appear:



---

If we want to eliminate the absence, we will click on the  button. It will ask for the password again to be able to eliminate the Absence

**An absence can always be made before the start of the route.** In other words, we will not be able to indicate that we are going to be absent when our route has already started that day.

The information that we will see in the application will always be personal. No other user will have access to our absences or our information.

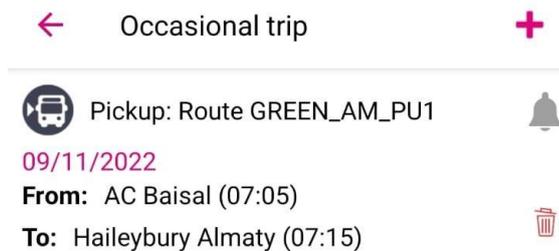
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## OCCASIONAL TRIPS

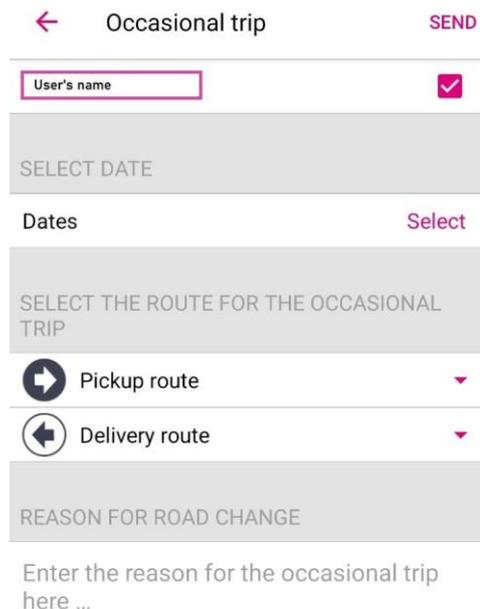
Whenever the company allows it, users can make specific route changes. That is, they can temporarily change their route. These changes will be made as long as the route has places available.

If the option is activated by the company, in the application menu , the option "Occasional trips" will appear. As explained in the [Main Menu](#), these route changes will affect our user.

Once inside the "Occasional trips" section, we see a list with all the route changes that we have planned. If there are no planned route changes, none will be displayed.

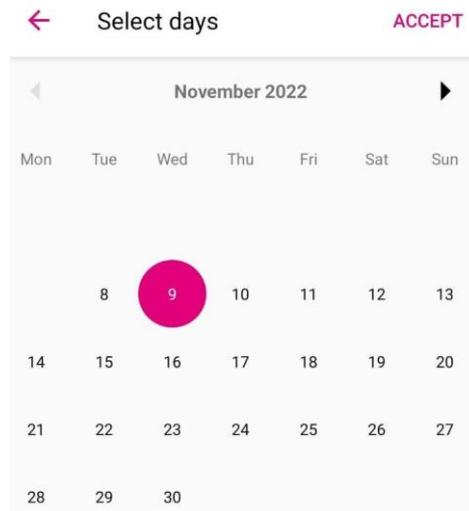


To make a new Route Change, just press  on to access the new change creation screen.



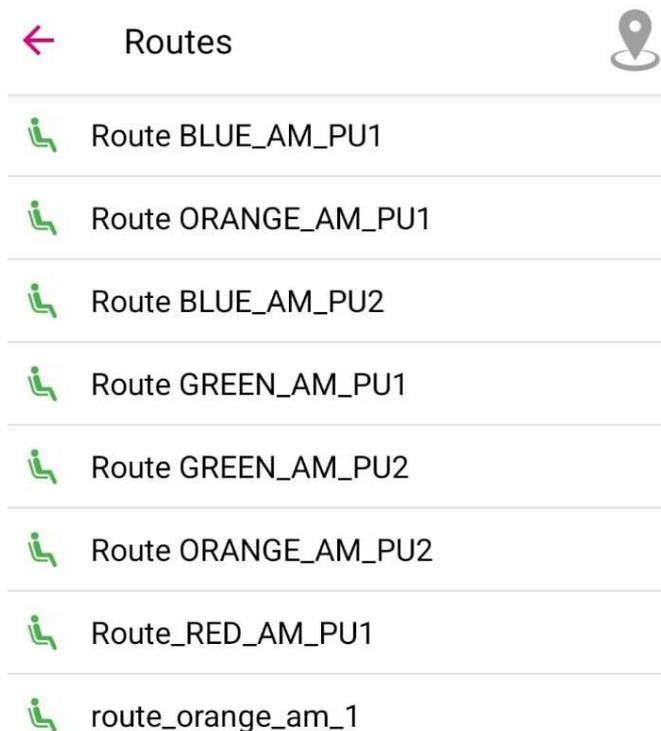
The first step is to select the dates on which the route change will occur. To do this, press the "Select" button in the "Select Dates" section. After pressing the button, a calendar

will appear on which you will have to select the days that we are going to have the change of route to create.



Once the dates have been selected, it is necessary to indicate the new route and stop to which the change will be made (it is possible to make a change of stop within the same route). To do this, we must click on the type of route that we want to change (round trip). For example, if we want to change the route to a delivery route, click on the "Delivery Route" button.

At that time, a list of all return routes that allow route changes will appear.



Next to each route that appears in the list, it is indicated if they have availability of places for the selected dates. Depending on the color of the icon, it will indicate:

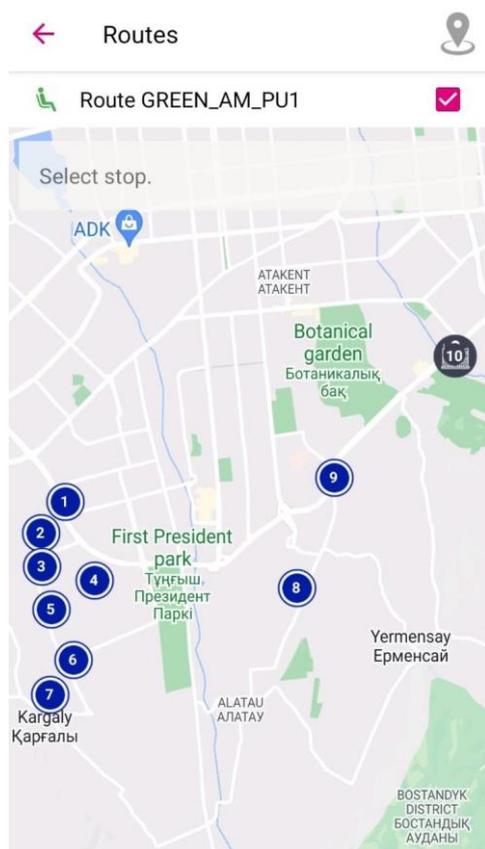
-  The route has places available for the selected dates.
-  The route does not have places available for some of the selected days. By clicking on the button "See more" you can see which days the route does not have seats.
-  The route does not have places available for any of the selected days. A route change cannot be made to a route that does not have places available.

Regarding the selection of the route for change, there are three ways:

### Select the new route / stop to change from the route list.

Within the list of available routes for the change of route, it is possible to select the route to which the change will be made. To do this, we will select the route to which we are going to change the route. As long as it has places available for the selected dates.

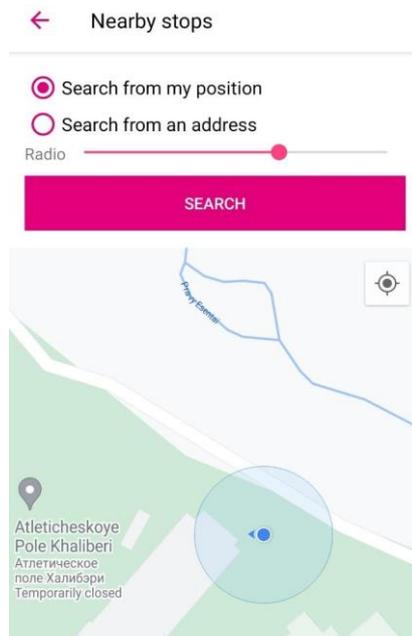
Once the route is selected, touch select the stop to which we are going to change. To do this, just click on the stop on the map to select it. After selecting the stop, click on **Save** to save the selection.



---

## Select the new route / stop to change from our location.

If we click on the icon , located at the top of the route selection screen, we access a new screen.

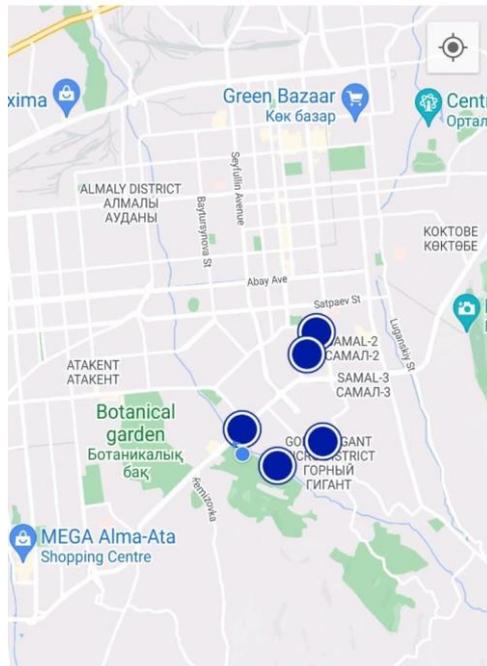


From this screen, we can see all the stops close to our position. To do this, we will select the option "Search from my position" and we will apply the approach radius of these stops to our location.

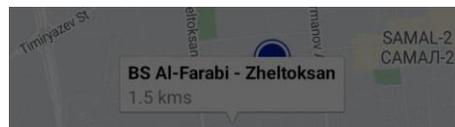
After pressing the "Search" button, all the stops that are in our radius will appear.

← Nearby stops

✕ Results from my position (5 stops)



If we select the stop, the route to which it belongs will appear (indicating if there are places available) with its estimated time of passage. In addition to the distance that is from our position.



**Stop: BS Al-Farabi - Zheltoksan**  
**Distance: 1.5 kms**

Route ORANGE\_AM\_PU1  
07:10  
**Destination**

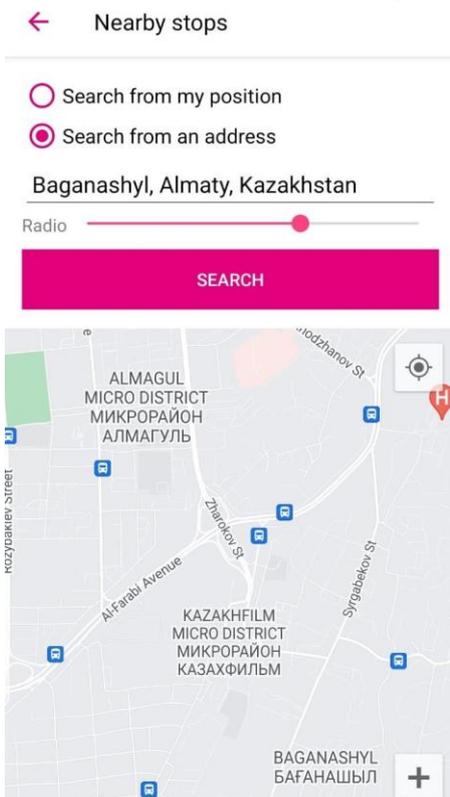
Route ORANGE\_AM\_PU2  
08:23  
**Destination**

In case the route has places available, we can select it. Once selected, click on the **Save** button to save the selection.

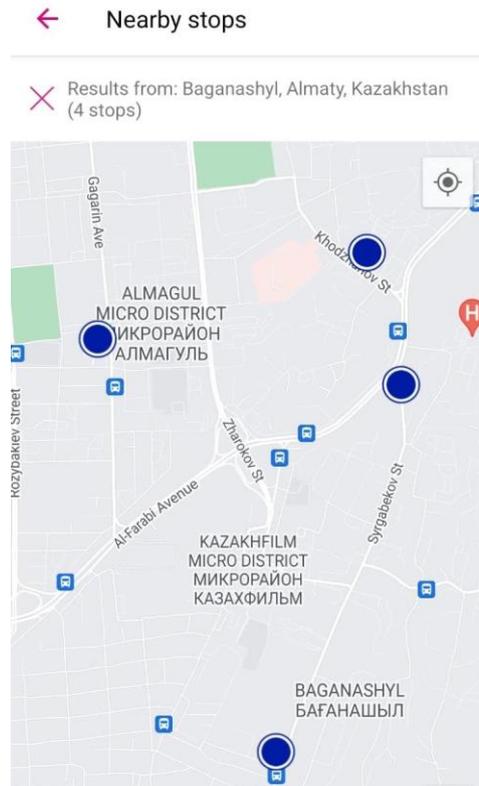
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## Select the new route / stop to change from an address

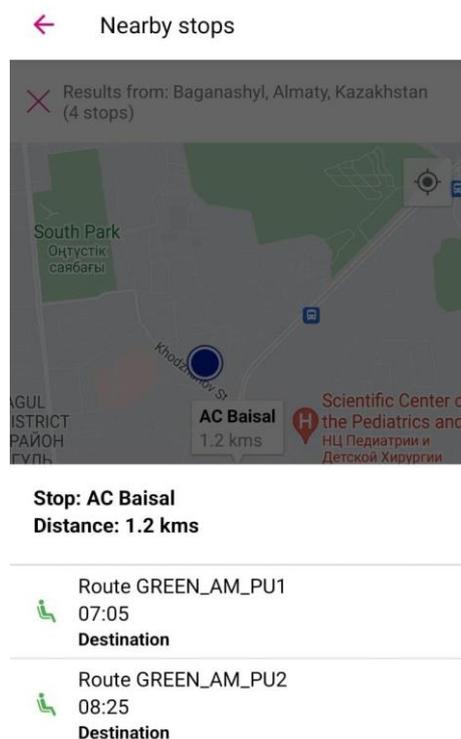
By clicking on the icon , we will access a new screen. In this new screen, we select the option "Search from an address". When selecting the option, a text box will appear. In it you have to enter an address whose nearby stops we want to see to change the route.



After entering the address and adjusting the radius, click on the "Search" button. This process will search for all the stops that are within the radius of the entered address.



To select the stop, you have to click on it. At that moment, the route to which it belongs will appear, indicating whether it has places available for the selected dates. After selecting the route, click on the **Save** button to select the route and stop



---

In case of wanting to make a change in the return route, the procedure is the same. In the same route change, you can select a pickup route and a delivery route.

Finally, it only remains to enter the reason for the change of route. These reasons will be visible by the company from its administration platform.

After this, you will only have to click on the **Send** button located in the upper right part. Once we have done so, it will ask us to enter our password to prevent people outside the owner of the phone from making a route change.

### Password verification

Enter your password to validate the request

---

CANCEL ACCEPT

When entering the password, the route change will appear in the route change list.

**\*IMPORTANT:** For a route change to be carried out, it is important that the organization allows it and that the route has places available.