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Passenger Apps

This manual is about all the functions you can find in the Passenger Apps

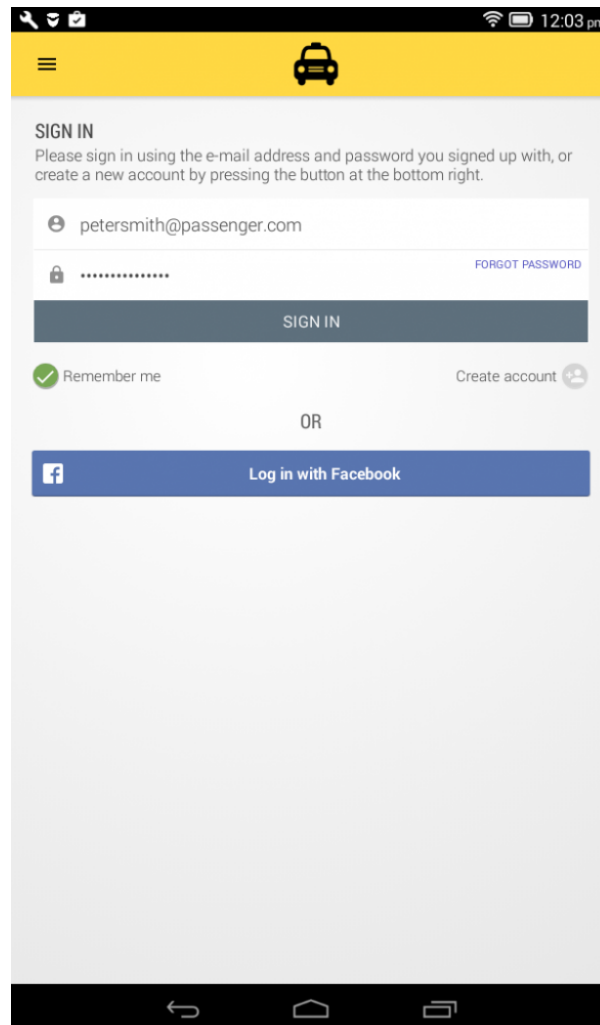
Please see our other manuals:

- [Admin Panel](#)
- [Dispatch Console](#)
- [Driver Apps](#)
- [Special Features](#)

Please feel free to explore the various sections of the manual by choosing a topic from the left menu or clicking on the **Getting Started** link below.

Getting Started

Once you have downloaded and installed the passenger app, you will find it with the name TaxiCaller in your device. The first time you open the app you will be able to sign in or register.



- On the side menu, select **Sign in** to go into the Sign in view.
- If you already have an account, enter your email and password to continue.
- Select “Remember me” if you don’t want to enter your details every time you log in.
- Press on **Sign in**

Create an account from the passenger app.

- If you don't have an account yet, select *Create account* on the right under the "Sign in" button.
- Enter the requested information and confirm the License agreement.
- Click on "Confirm".

← Create account

Enter all requested information, agree to the license agreement and submit.

Email

Password

Repeat password

First name

Last name

Country

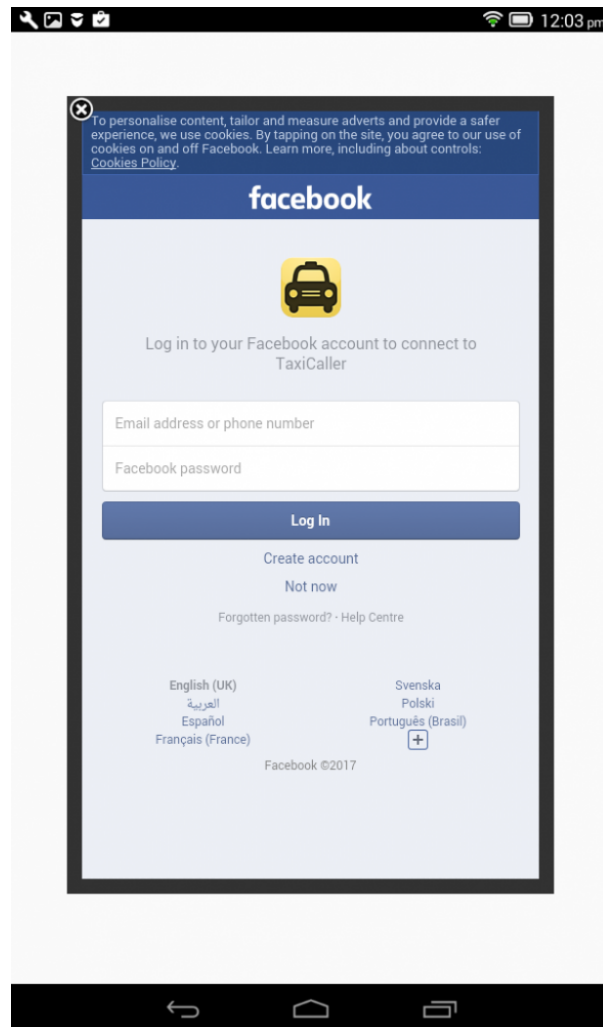
Phone number

☐ I have read and agree to the [License agreement \(click to read\)](#)

CONFIRM

Log in with Facebook.

- In the Sign in view, select Log in with Facebook.
- Enter your Facebook log in information.



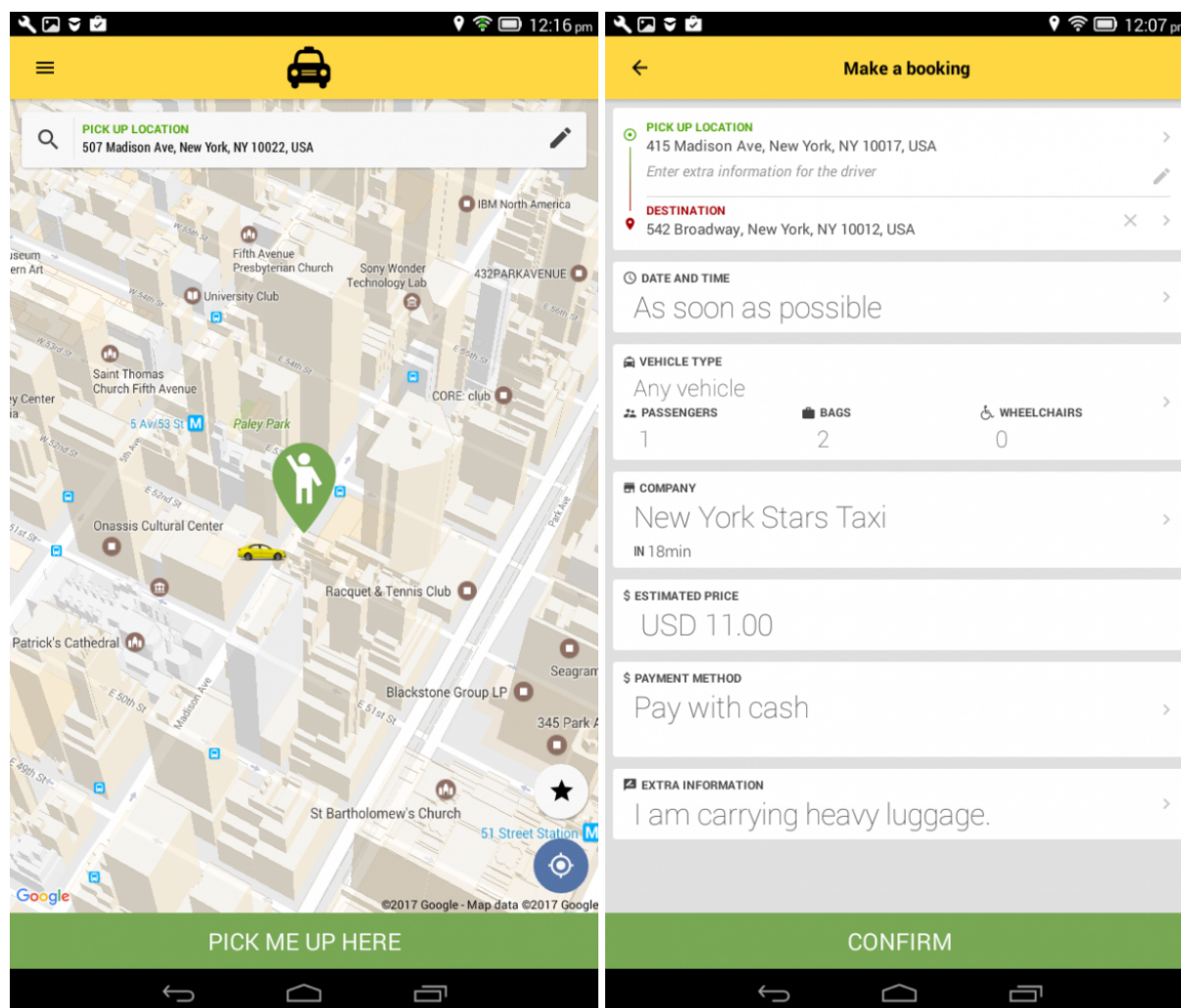
Now you will be able to use your Facebook account to log in to TaxiCaller. Note that you cannot connect an existing TaxiCaller passenger account to a Facebook account. If you already have a passenger account, it's best to log in directly with your email and password.

Booking a ride

Booking a ride

Once you log in you will be automatically in the “Make a booking” view, where the green indicator should show your current position. If you wish to book from a different position, press and hold to move the map or write an address at the top.

- Select **PICK ME UP HERE**



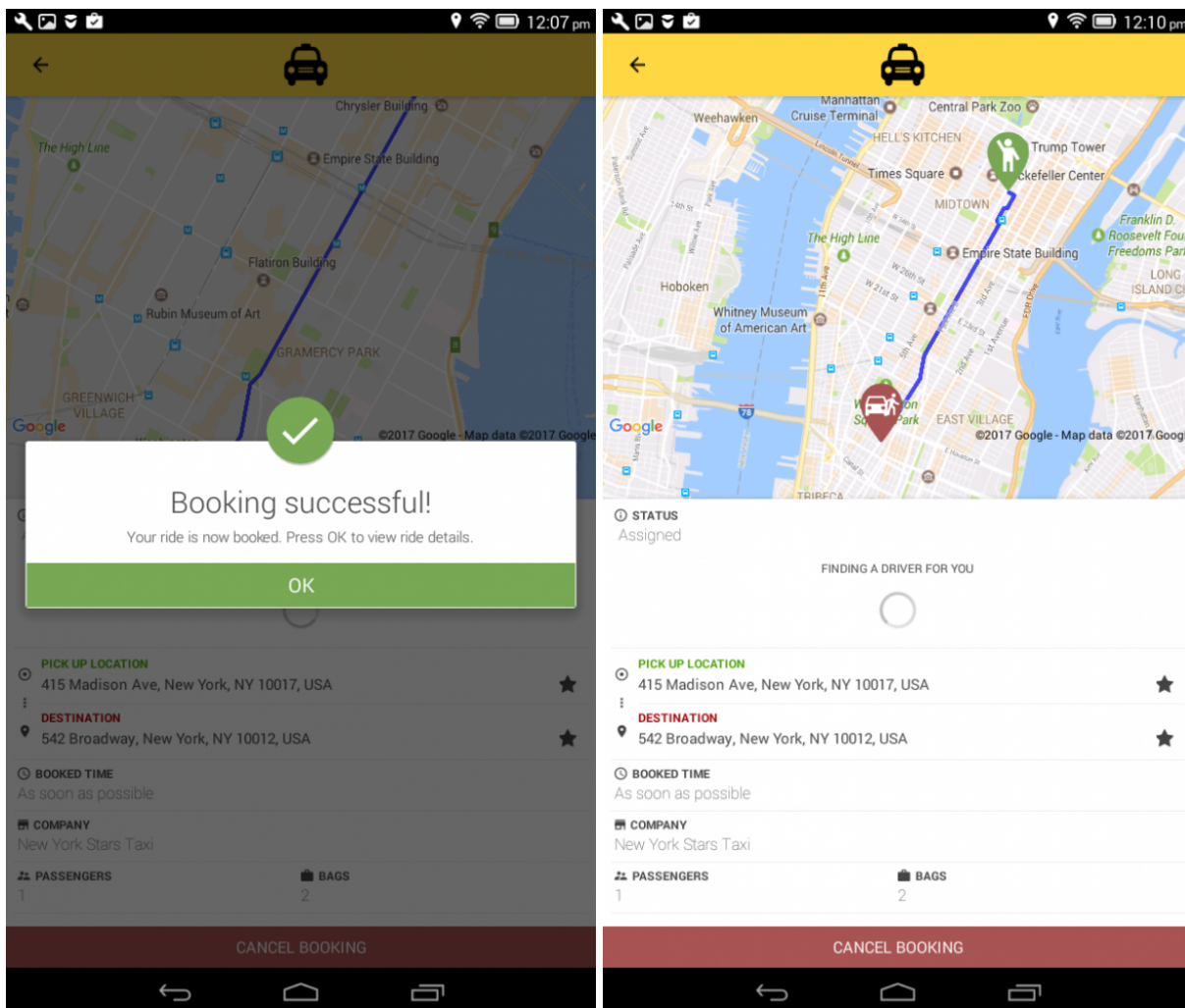
From this screen you are able to add a destination, change the time the booking should take place, select the number of vehicles needed and the passengers that will be on the ride, among other options. If you

press on “Select Company” you will be able to see a list of the taxi companies that currently have available vehicles in your area.

You can add extra information if you wish for the driver to know something that cannot be entered in the other fields. For example “I am carrying heavy luggage”.

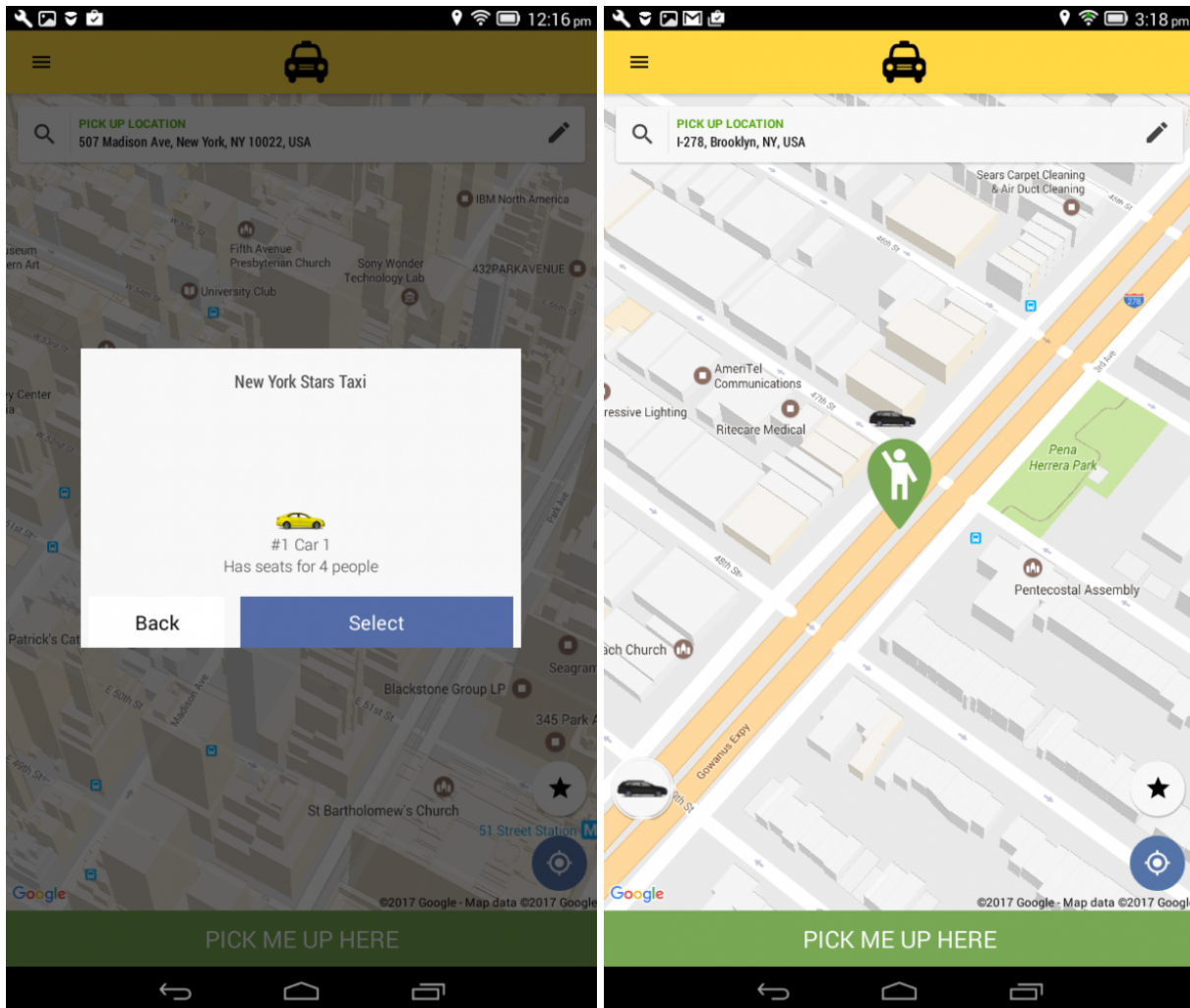
- Select **CONTINUE** to book your ride.

You should see a pop up that reads “Booking successful!”. In the following screen you are able to see the status of your booked ride along with a map where you will be able to follow the vehicle.



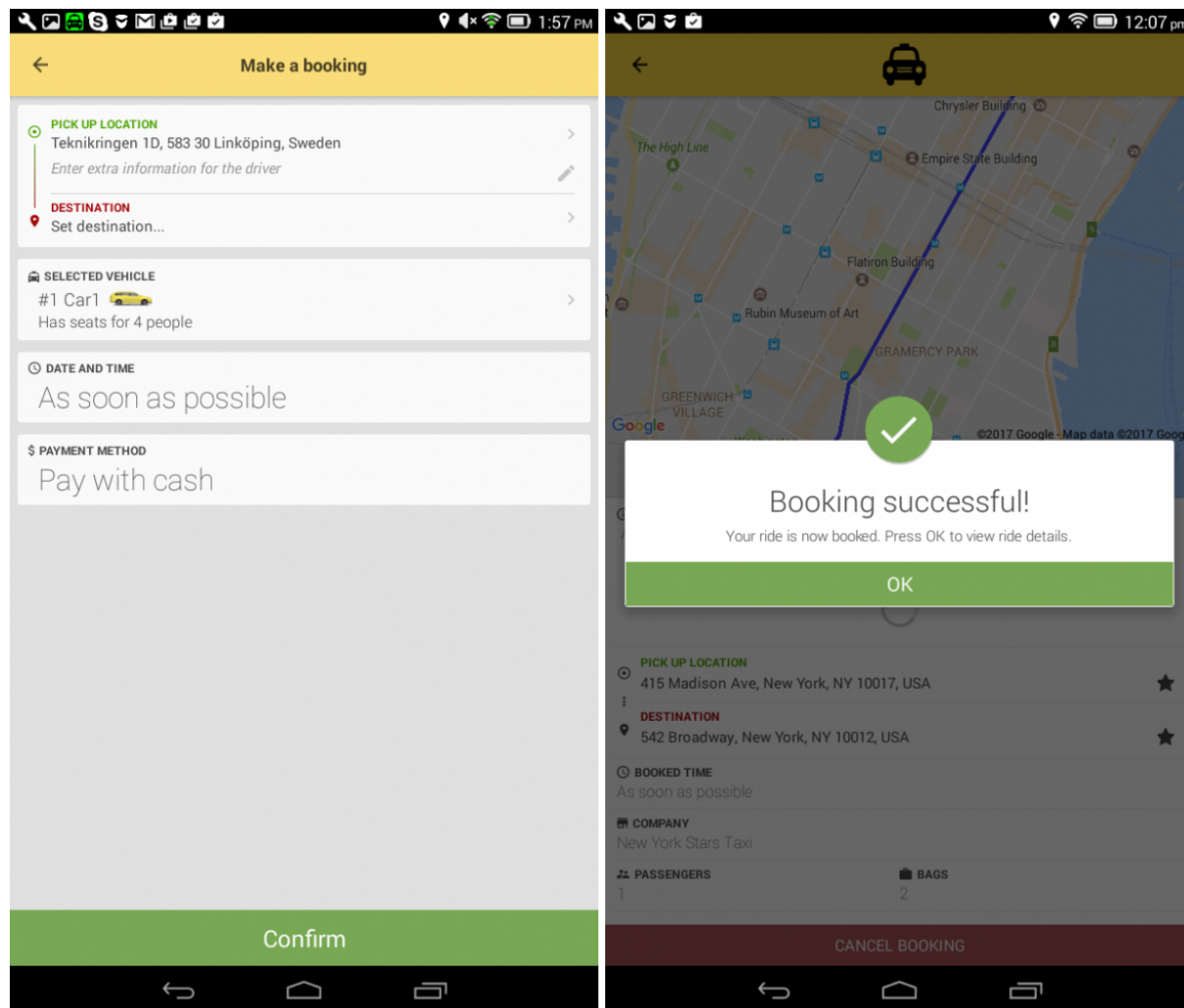
Hailing a ride

You can also get a ride by directly clicking on the vehicles that you see in the map. Once you have selected a vehicle, the icon for it will appear on the bottom left of the screen. If you wish to deselect the vehicle, simply click on this icon and then on **Deselect**.



Select **PICK ME UP HERE** and if the information in the next screen is correct, press on **CONFIRM**.

Wait for the system to send the request to the driver. Once the driver accepts, you'll ride will be booked and you will see a pop up that reads "Booking Successful!"



Tracking and canceling a ride

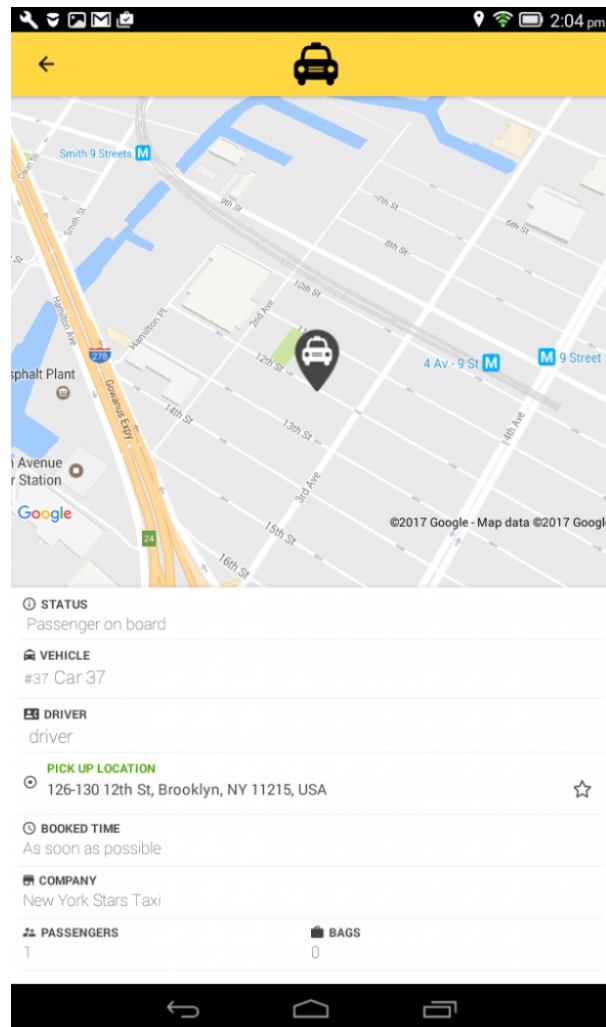
Once you have booked or hailed a ride, the system will show you the status right under the map.

Assigned: The vehicle has been assigned to a driver.

Call out: The driver has accepted and is on the way to pick you up.

Waiting for passenger: The vehicle has arrived to the pick up site and is waiting for you.

Passenger on Board: The ride is in progress.



* You can cancel a ride only while it's in the **Assigned** or **Call out** status.

Rate your driver

After the ride has ended you will get a receipt and be prompted to rate your driver and leave a comment if you wish to do so.

PLEASE RATE YOUR SERVICE


★★★★★

Excellent service

RECEIPT

APRIL 26, 2017 12:25

YOUR DRIVER HAS BEEN


Mary Green

7
EUR

FARE

TAXIMETER	TOTAL 7.00
-----------	------------

PAYMENTS

CASH	7.00
------	------

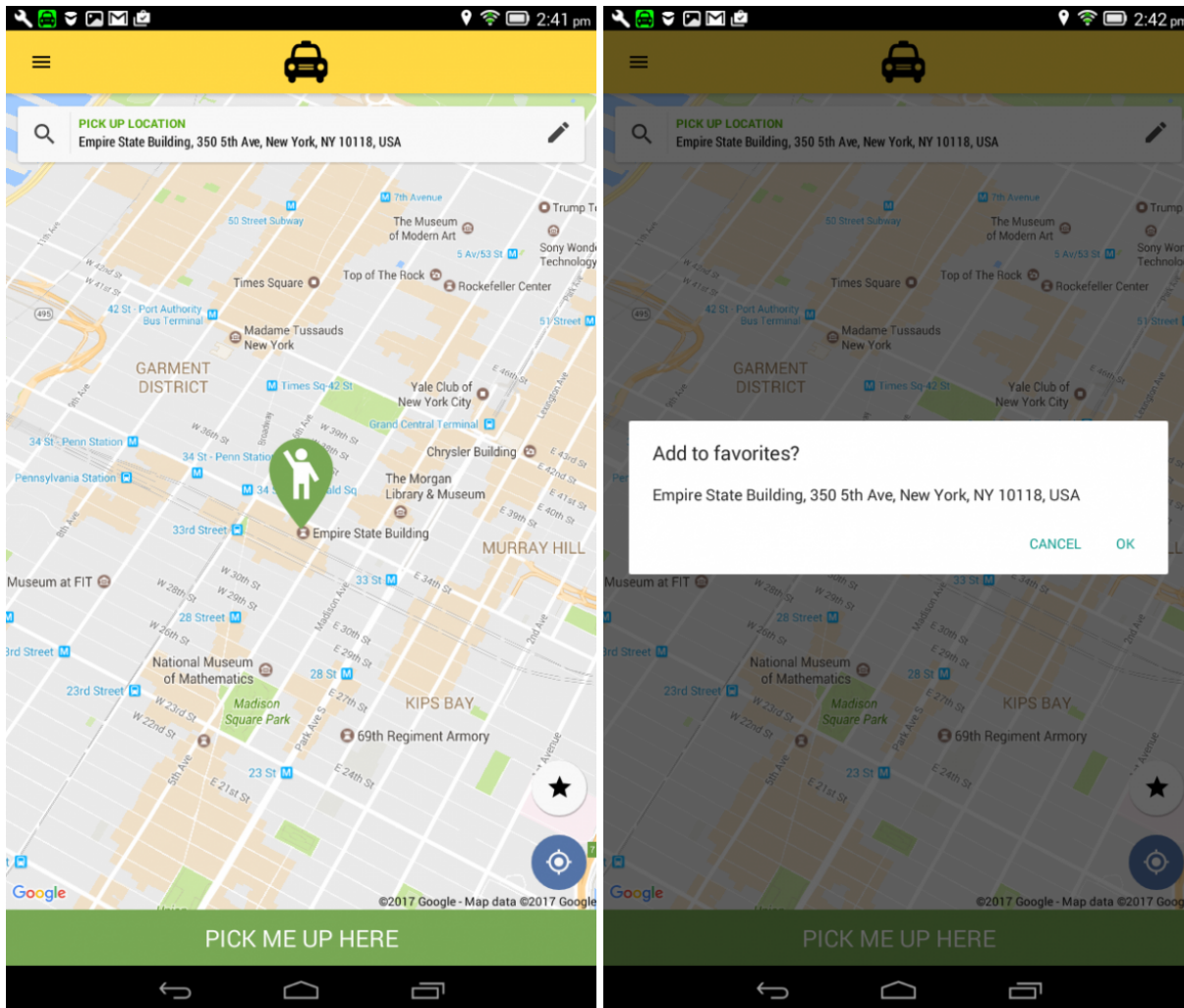
OK

PICK ME UP HERE

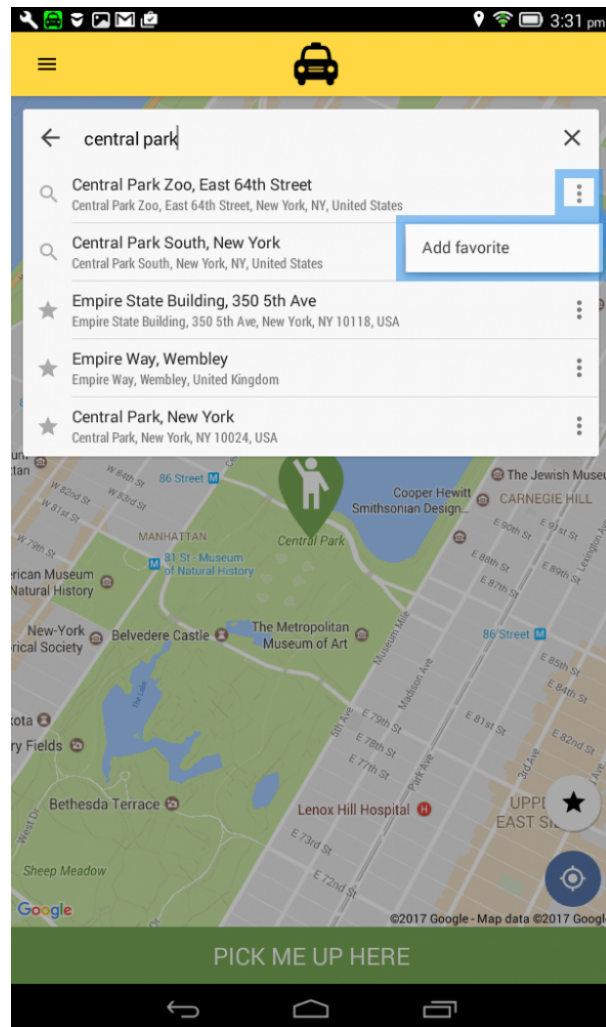
Saving Favorite locations

Adding a Favorite

1. You can add favorite locations directly from the map. Once the green indicator is in the place you wish to save, press the **star** icon on the bottom right, and then confirm "OK" in the pop up message.

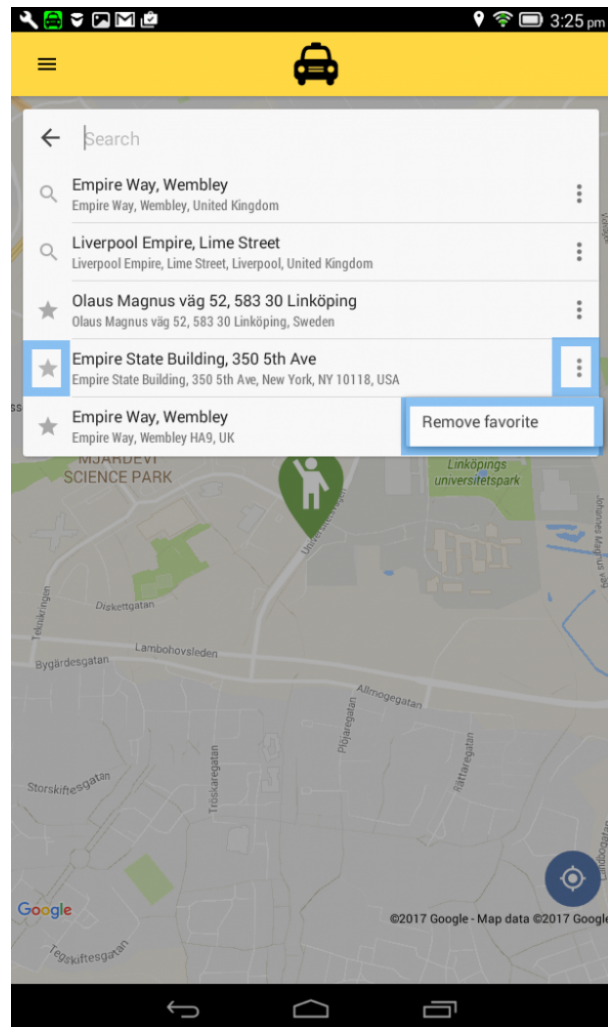


2. You can also add favorite locations by tapping on the search bar at the top of the screen



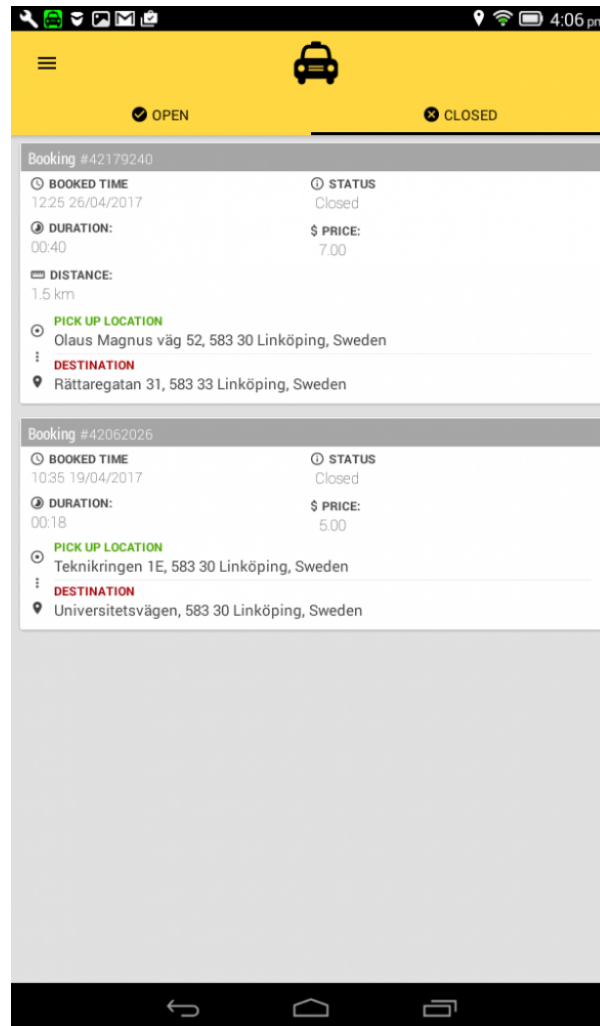
Finding your Favorites

Tap on the search bar at the top of the screen. Your favorites will now show up preceded by a star. You can begin typing in an address to get results from previous searches and favorites that match the search term. Should you wish to remove a favorite location, it can also be done from this section.



View your rides

- In the side menu, select **My bookings**
- Select **Open** if you wish to view the current ride, in case you have closed the app during it.
- Select **Closed** to view previously booked rides. If you press on one of these rides, you will be able to see the receipt and give ratings.

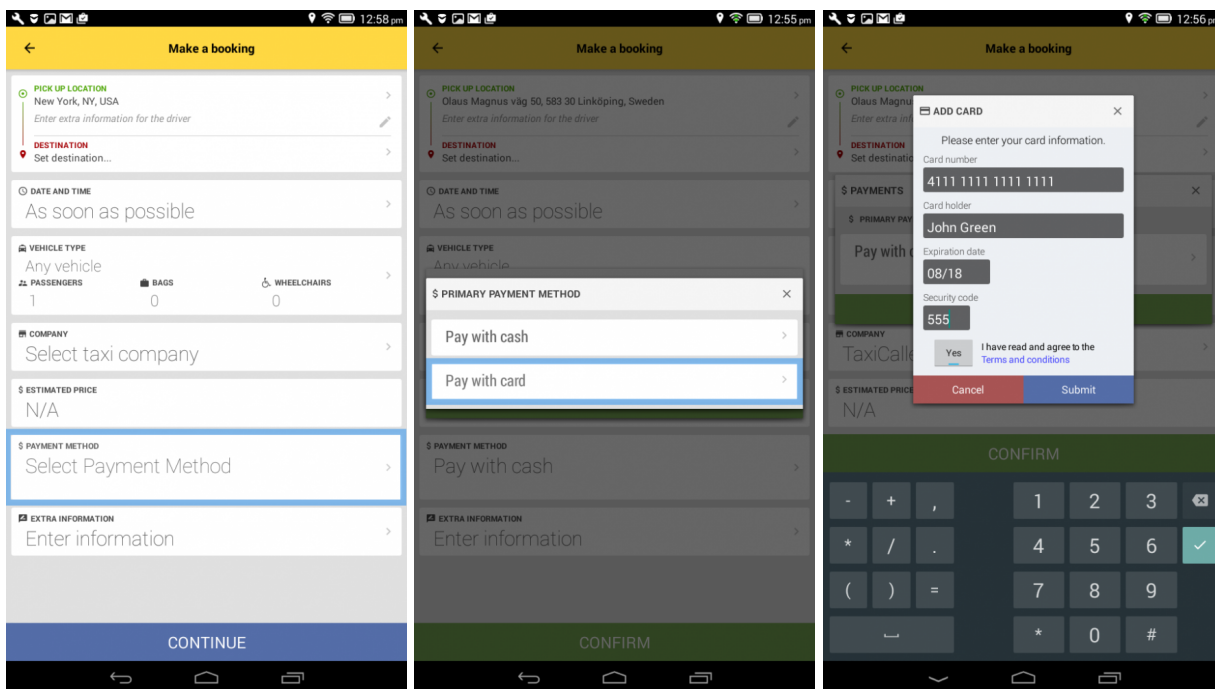


Paying for your ride with a credit card

Adding a credit card.

You will be able to add a credit card when booking a ride and choosing to pay with this method.

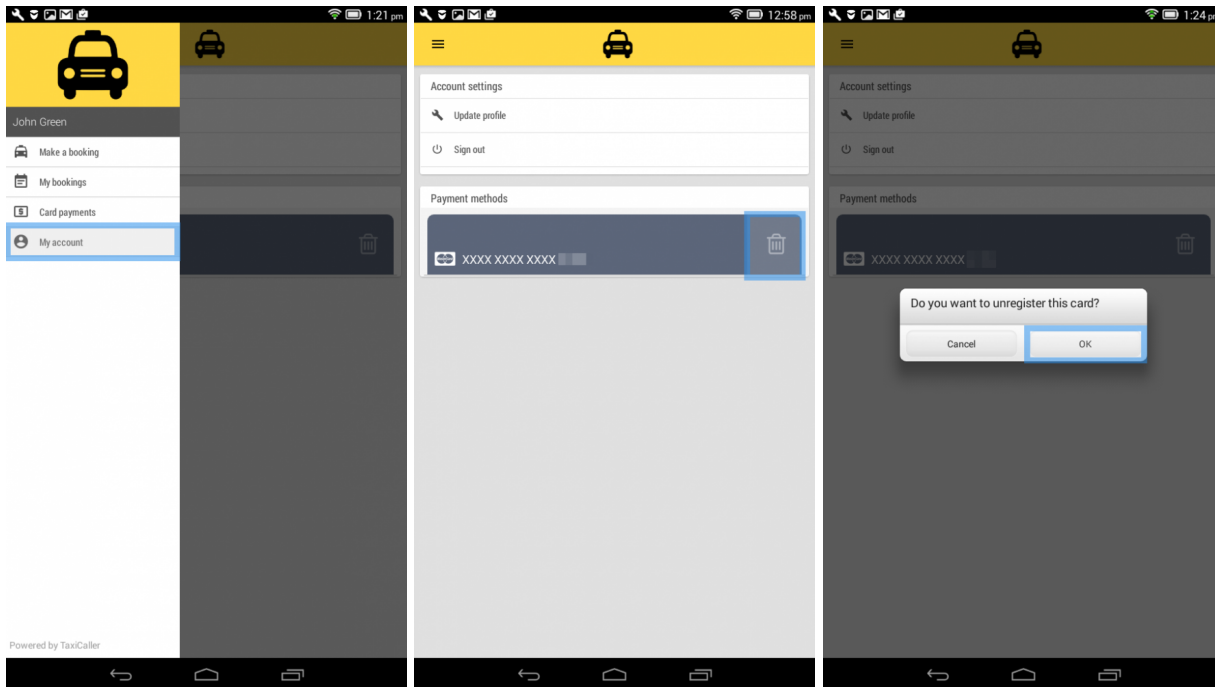
- Either [make a booking](#) or [hail a vehicle](#).
- Under **Payment method**, press on **Select Payment Method**
- Choose **Pay with card**.
- You will be prompted to register a card. Enter the required details.
- Select “Yes” to the **Terms and Conditions**.
- Click on **Submit**



If you don't see the option to “Pay with card”, the company that you wish to book for may not have support for in-app payments.

Delete a credit card.

- To delete a credit card, go to **My account** in the passenger app.
- Under **Payment methods**, press on the Trash icon.
- Confirm that you want to unregister the card.

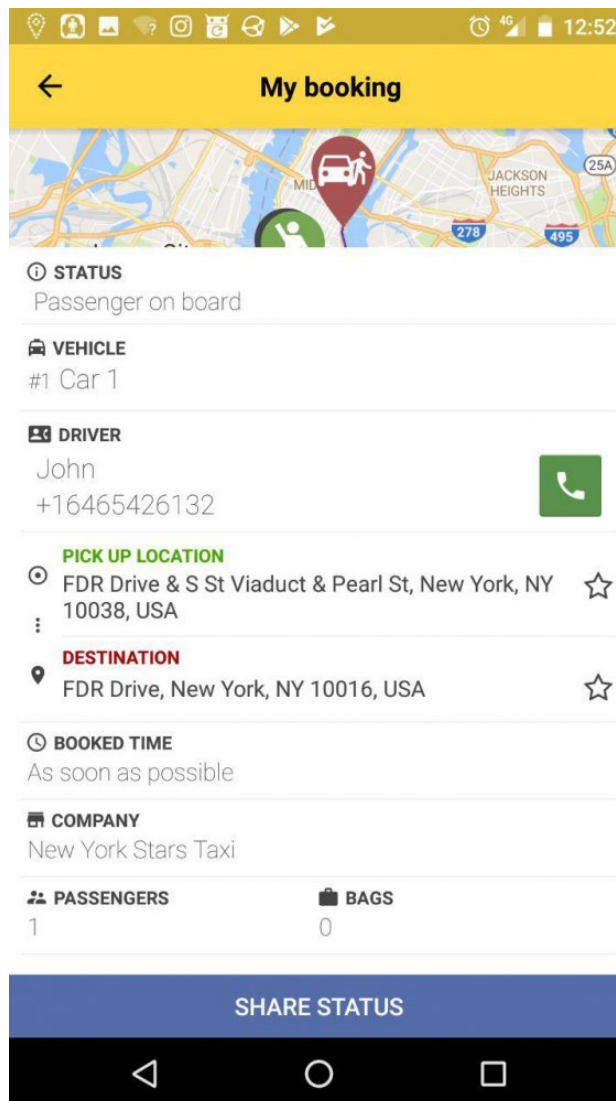


At the moment it's not possible to add a second credit card. If you want to pay with a different credit card, please delete the one you have previously added and then register the new one by following the instructions from this page.

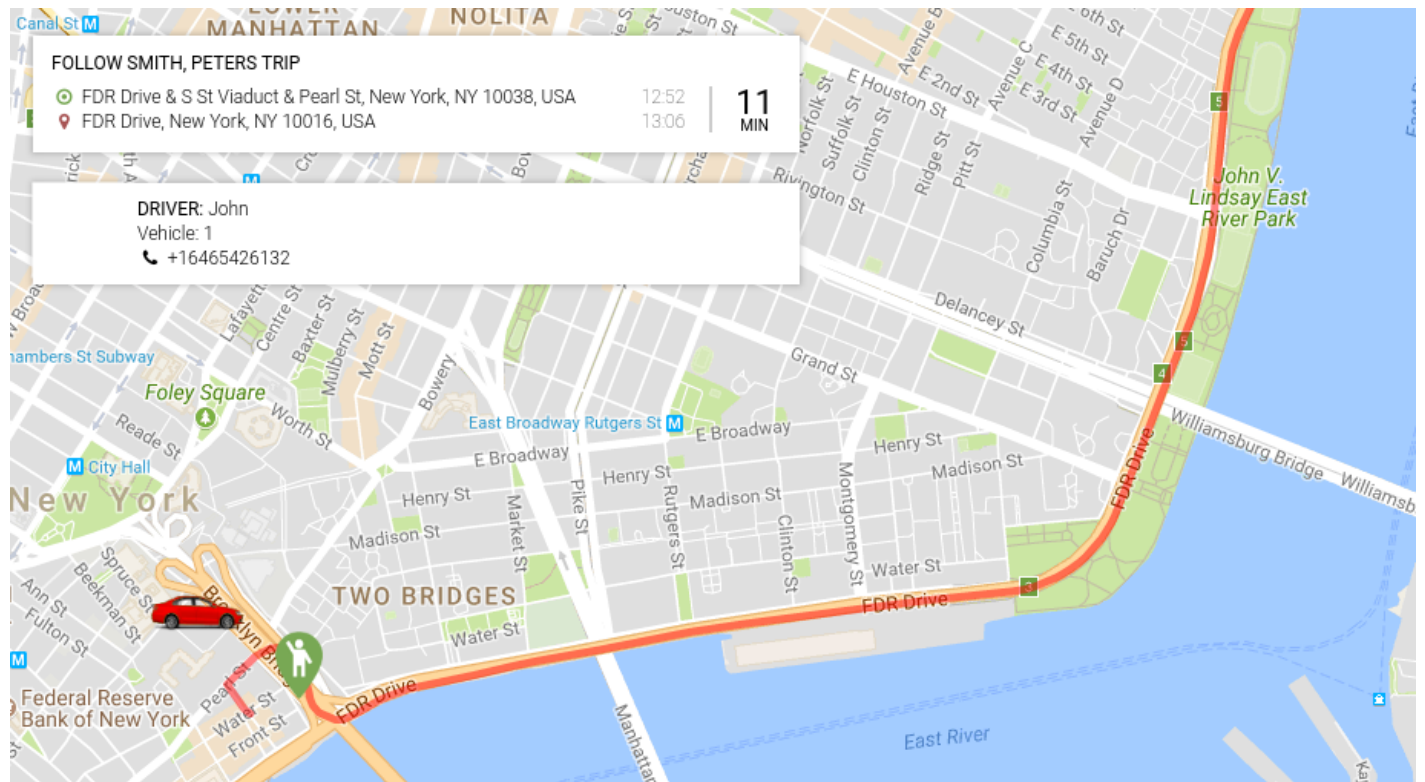
Track my ride!

It is now possible for your friends and family to **track your ride in real time as you go**. When a ride is successfully booked on the passenger app, a link can then be shared through SMS, email, Facebook, WhatsApp or any other available means on the smartphone.

- Click on the blue button **SHARE STATUS** and you will be taken to another screen where you can choose where you want to share this to.



This link will take the receiver to a web page where they can **follow the passenger's trip** live on the map, see their status and ETA and also the driver and vehicle information. This will last for as long as the ride is active in the driver app used by the driver.



! To use this feature you'll need at least the version 17.3.0 of the passenger app.