



4.0+ Version User Support Guide

Roadside Connect 4.0+ Version

User Support Guide

Contents

- Useful Information and Important User Tips..... 6
- How to add a Google account on an Android device 7
- How to set up your Android for Google Apps..... 8
- How do I get the Roadside Connect Android app onto my Android device? 9
- How to install the Roadside Connect Android apps from Google Play..... 9
- How to close Android apps 10
- How to uninstall Android apps 10
- Adding/Deleting Users 11
 - User Roles 11
 - Dispatchers 11
 - Drivers 11
 - Staff/Accountants 11
- Logging into or out of Roadside Connect..... 12
 - Login..... 12
 - Forgot Password?..... 12
 - Log Out..... 12
- Terms of Service..... 12
- Creating and Editing User Profiles in Roadside Connect 13
 - User Info..... 13
 - Equipment..... 13
 - Preferences 13
 - GPS Tracking..... 13
 - Auto-assign jobs to me 14
- Using the Dashboard..... 14
 - Dispatcher 14
 - Jobs 14
 - Drivers 14

- Fleet Map 14
- Quick Call..... 14
- Profile 14
- More Options 14
- GPS ON/OFF 14

Driver..... 14

- Most Recent Job..... 14
- All Jobs 15
- Map 15
- Quick Call..... 15
- Profile 15
- More Options 15
- GPS ON/OFF 15

Menu..... 15

Dispatcher 15

- Profile 15
- Dashboard..... 15
- Fleet Map 15
- Driver List 15
- Job List..... 15
- Job History..... 15
- Quick Call..... 15
- More Options 15
- Log Out..... 16

Driver..... 16

- Profile 16
- Dashboard..... 16
- Map 16
- Job List..... 16
- Job History..... 16
- Quick Call..... 16
- More Options 16
- Log Out..... 16

Quick Call 16

Home Office	16
Agero.....	16
Dispatcher.....	16
Customer.....	16
Tow-To Location.....	16
More Options.....	17
User Guide	17
Terms of Service.....	17
AgeroSupport.com.....	17
App Feedback.....	17
Job List.....	17
Dispatcher Role	17
• New Job Offers.....	17
• Unassigned Jobs.....	17
• Active	17
• Pending	17
Driver Role	18
• Active	18
• Pending	18
Job Summary.....	18
ETA	18
Update Job Status	19
• Auto-Status Updates.....	19
• Undoing a status	19
• Unsuccessful Service/GOA.....	19
• Cancellation	19
Reassign the job to a different Driver	20
Job Details.....	20
• Calling the Customer.....	20
Disablement Location	20
Tow Destination.....	21
Signature	21
Job Feedback.....	21
Feedback.....	21

App level feedback.....	22
Job level feedback.....	22
Status Icons	22
Notifications.....	23
Dispatchers	23
• New Job Offer	23
• Time Out Warning.....	23
• Job Already Accepted.....	23
• Job Already Refused.....	23
• Agero Approved Job.....	23
• Job Approved and Auto Assigned	23
• Agero Rejected Job	23
Drivers	23
• Job Assignment	23
• Stop! Job Reassigned	23
Both.....	24
• Job Cancelled	24
• Job Unsuccessful	24
• Mandatory Update.....	24
Job History	24
Dispatchers	24
Drivers	24
Maps	25
Dispatcher	25
• Fleet Map	25
• New Job Map	25
• Assignment Map	25
Driver.....	26
• Job Map.....	26
• Mapping App.....	26
Driver List	26
Calling Drivers	26
Modifying Driver Profiles	27
Adding Drivers.....	27

N/A Drivers.....	27
New Job Offers.....	27
Adding a Minute.....	27
Setting an ETA	27
• Default ETAs -.....	28
Accepting	28
Refusing.....	28
Expired Offers	28
Rejected ETAs.....	28
Assigning Jobs to Drivers.....	29
From the Assign Driver List	29
From the Driver Carousel.....	29
From the Assignment Map Assignment Map	30
Reassigning Jobs to a Different Driver	30
Auto-Assign Jobs to Me.....	30
Fax/Email Job Confirmation	30

Useful Information and Important User Tips

A Dispatcher must be logged into the app in order to receive Agero digital dispatch job offers via Roadside Connect.

The phone volume should be turned up on the phone so that the alert tones can be heard.

The alert tone will stop ringing on an Android or iPhone device when the job is accessed via the notification center or when a button is tapped on the iPhone alert.

Some phones will not alert you when you are on a telephone call. Please check your phone alert settings to make sure that your phone will indicate with a tone or vibration when a new notification has arrived.

Drivers do not have to be logged into the app to be assigned to a job. Dispatchers can call the driver and prompt them to log in to the app or can update the job status on their behalf if they do not have a smartphone.

The job statuses will update automatically if the Driver keeps the GPS turned ON in the app and the Disablement and Tow-To addresses Agero has provided are accurate.

The assigned Driver should have GPS turned ON when they place a job status to In Route and when manually setting any statuses that have not updated automatically.

Mapping apps drain battery power. The phone should be kept plugged into a car charger as often as possible.

Dispatchers who are not also being assigned to jobs as the Driver should keep the GPS tracking set to OFF in order to conserve battery and so as to not provide inaccurate location coordinates with status updates.

The content on most of the pages in the app can be refreshed by either pulling down on the screen or by tapping the refresh icon. 

The Roadside Connect application includes a forced update feature to insure that all users are on the most current version. When an important new update is available, the user will receive a notification that they must go to the app store and update the app before proceeding.

How to add a Google account on an Android device

<https://support.google.com/googleplay/answer/2521798?hl=en>

To start downloading and buying items on the  Google Play Store app, you need to add a Google Account on your device.

Your account can be your Gmail address or username on a [Google-hosted domain](#). You can add more than one Google Account on your device.

Here's how to add a Google Account on your device:

Open your device's main Settings menu.

Under "Accounts", touch + Add account.

Select  Google.

Choose Existing (if you want to add an account you already have) or New (if you want to create a new one).

Follow the instructions to add your account.

After you've added your account, to buy items on Google play, [add Google Wallet to your account](#) by signing in to your account at wallet.google.com.

Tip: To help prevent accidental or unauthorized purchases, [use password protection on your account](#).

Get help signing in

[Don't know your username or password?](#)

[Username and password errors on a mobile device](#)

[Why do I have to enter my password on Google Play?](#)

[New to Google Play apps & games? Learn the basics](#)

Learn how to download apps and games to make your Android device uniquely yours.

[Problems downloading apps & games](#)

Use these troubleshooting steps for help with downloading apps and games on your device.

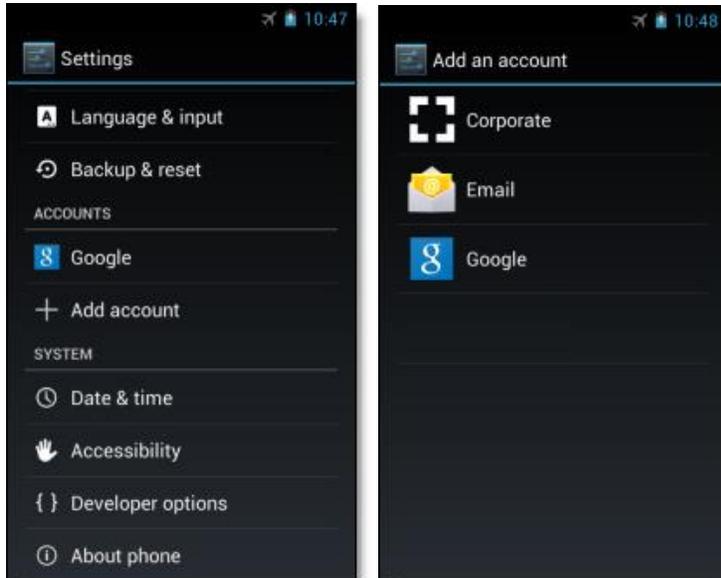
How to set up your Android for Google Apps

<https://support.google.com/a/users/answer/1738362?hl=en>

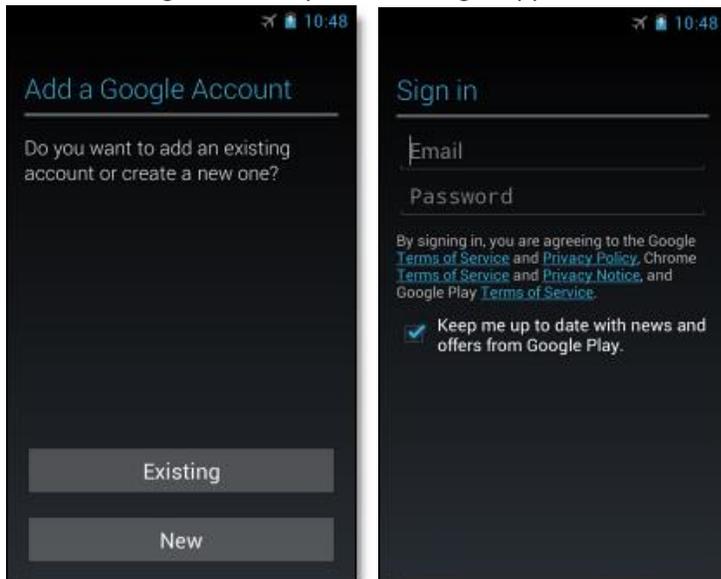
This article applies only for Google Apps customers. [Learn more about Google Apps.](#)

To use the native Google Apps mail, contacts, and calendar apps on your Android, you need to sign in to your Google Apps account. Instructions below are for users with a Nexus or Google Play edition device running Android 4.2 or higher. If you're using a different device, your setup instructions may vary. You only have to do this once:

Touch the Settings > Add account > Google to add your Google Apps account.



Select Existing and enter your full Google Apps email address as your username and your password.



Touch OK to agree to the Terms of Service. The device will sign in to your domain. This process may take a few minutes.

Additional steps for 2-step verification users:

You may be presented with additional steps giving you the option to join Google+, opt in to Google Play communications, or set up a credit card to purchase Google Play media. You can choose to set these up or touch Not Now.

After completing these steps, you should see Account sign-in successful. You can choose which services you want to sync to the device.

That's it! You can now use Google Apps from your Android. Just launch Gmail, Google Calendar, or whichever app you want to use.

And going forward, you can change which services can sync with Google Apps on your device at any time by going to Settings > Google > touch your account. If a service you've selected isn't syncing, check with your administrator to make sure that that service has been enabled for your domain.

If you're using a prior version of Android, use these instructions instead:

Add other apps on Google Play

If an app isn't already installed on your device, such as [Google Drive](#) or [Google Keep](#), search for it on Google Play. Most Android apps by Google can be installed for free.

Open the Google Play app on your Android.

Search for a Google app you want to install, such as [Google Drive](#) or [Google Keep](#), and select it.

Follow onscreen instructions to install and download the app. You should then be able to find and launch the app from your applications screen.

How do I get the Roadside Connect Android app onto my Android device?

Tap the Apps icon on the home screen . It usually looks like a bundle of dots at the bottom of the screen.

Swipe left and right until you find the Play Store icon . Tap it.

Tap the magnifying glass in the top-right, type in Roadside Connect, and tap the magnifying glass on the keyboard to execute the search.

Results will be presented for apps, movies, and books. Look for the Roadside Connect app listing with the Agero logo icon.

Tapping the box itself will provide more details for that Roadside Connect app, including screenshots, a description, and reviews.

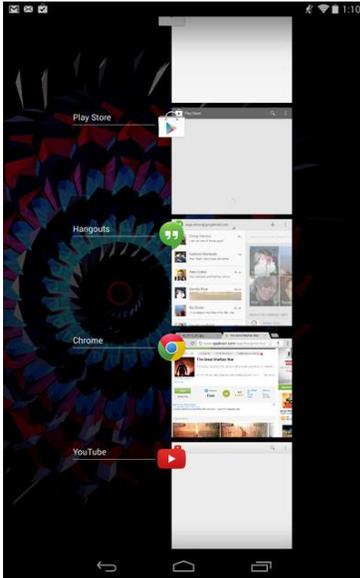
How to install the Roadside Connect Android apps from Google Play

Tap the Install button at the top to start downloading. You will be prompted to provide certain device permissions for the installation to continue.

Ongoing downloads and installations will show as icons in the notification bar at the top of the screen. Swipe down from the top for a detailed look.

Once the download and installation are complete, you can tap the Open button in the Play Store listing, or tap the Roadside Connect icon from the notification tray to open the app. Otherwise, the app will be accessible by tapping the Roadside Connect App icon in the bottom of your home screen.

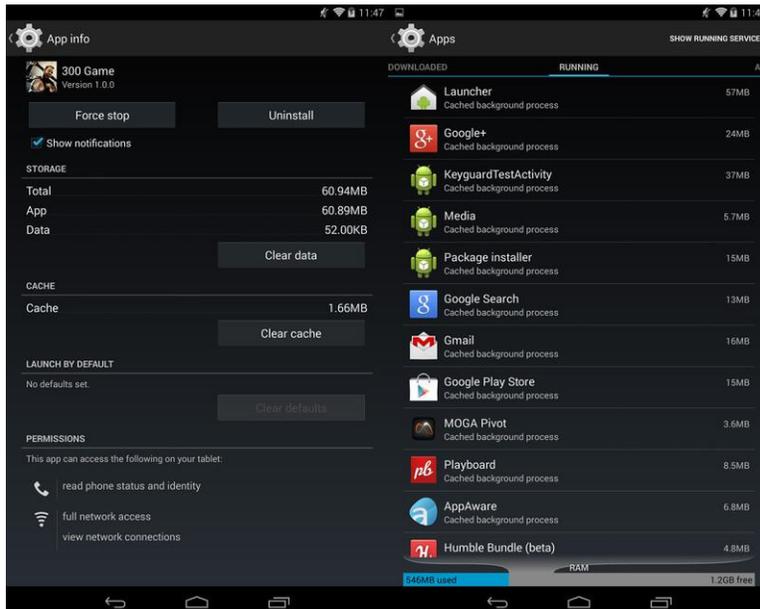
How to close Android apps



Tap the multitasking button at the bottom of the screen. It should look like two boxes, one behind the other.

Swipe from left to right across the individual apps to close them.

How to uninstall Android apps



Swipe down from the top of the home screen to bring up the settings window. You may need to swipe down from the top-right side of the screen.

Tap the gear icon at the top, then tap Apps under the Device subheading.

Swipe to the left until you're on the Running tab. Tap Show cached processes at the top to see background apps.

Tap individual apps in this list and tap Force Stop to stop currently running processes and apps.

Swipe to the All tab and tap problematic apps to force stop, uninstall, or cease notifications.

Adding/Deleting Users

You can only add or delete users in AgeroSupport.com. See the separate user management guide.

User Roles

There are two primary user roles for Roadside Connect

Dispatchers – AgeroSupport Owner, Manager, and Dispatcher roles

- Can receive Agero job offers and accept by providing an ETA or Refuse
- Can assign Agero jobs to Drivers
- Can manage other Dispatcher and Driver's profiles
- Can see the location of Dispatchers and Drivers that have GPS turned on
- Can be assigned to a job as a Driver and perform all the same functions

Drivers – AgeroSupport Driver roles

- Can be assigned to jobs by a Dispatcher
- Can see only their assigned jobs
- Can see dispatch summary and details
- Can set job status manually or automated via GPS
- Can collect signatures
- Can provide app or job level feedback

[Staff/Accountants](#) in AgeroSupport.com have no access to Roadside Connect

Logging into or out of Roadside Connect

Login

- Tap the Roadside Connect App on your mobile device to open
- Use your AgeroSupport username and password to login
 - [Forgot Password?](#) – go to AgeroSupport to reset your password
- Once logged into the app, the Dispatcher will begin receiving Agero job offers.



Log Out

- Select Log Out at the bottom of the app menu
- A Dispatcher must explicitly log out of the app to stop receiving job offers via Roadside Connect
 - Agero will offer the jobs by phone or to another logged in Roadside Connect Dispatcher once you log out
- A Driver must explicitly log out of the app to stop the Job Assignment notification tone from going off but can still be assigned to a job by a Dispatcher.



Auto Logout - In order to protect our client's customer information, Roadside Connect includes a security feature that logs the user out of the app after 8 consecutive hours of inactivity. The dispatcher will still receive new job offers and the driver will still receive job assignments even after being auto-logged out but will be required to enter their password in order to log back in to see the job details.

Terms of Service

Each user is required to read and accept the Terms of Service upon first time log in, and anytime that Agero presents an update to the Terms of Service, before using the Roadside Connect app.



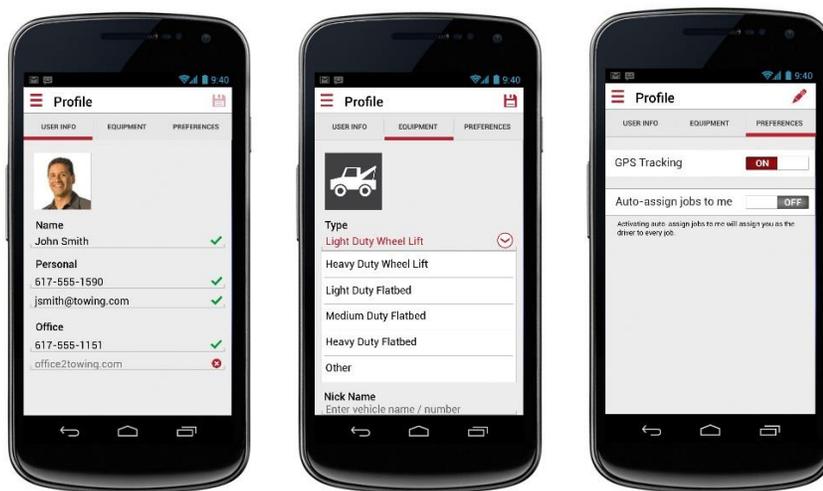
Creating and Editing User Profiles in Roadside Connect

All required profile fields must be completed before a user can start using the Roadside Connect app.

User Info – It is recommended that the correct phone and email content be added to each profile in order to support communication via the app between Dispatchers, Drivers, and Agero agents.

Equipment - photo, type and nickname are not required to start using the app but are recommended to support the Driver assignment by job functionality for the Dispatcher.

Profile and equipment photos are not required but can be useful to the Dispatcher. In a future release, the Driver and equipment photos can be shared with the customer so that they can be on the look-out for your Driver as they near the Disablement location.



Preferences -

- **GPS Tracking** – defaults to 'ON' but requires that the device's location services also be active.
 - When the GPS is set to 'ON' the user can be seen by the Dispatcher on the Fleet, New Job, and Assignment maps. This helps a Dispatcher make informed decisions when accepting or assigning Agero jobs.
 - Keeping GPS turned 'ON' also enables hands free auto-status updates.
 - When the assigned Driver remains at the Disablement address for 3 minutes, the job status will update to 'On Scene'.
 - When the assigned Driver travels beyond the Disablement address, the job status will auto-promote to 'Cleared' for road services and to 'Tow in Progress' for tows.
 - When the assigned Driver remains near the Tow-To destination address for 3 minutes, the job will update to 'Destination Arrival'.

- When the assigned Driver travels beyond the tow destination address, the job status will auto-promote to 'Cleared' for tows.
- Auto-assign jobs to me – Dispatcher roles only. This feature is ideal for small, owner-operator businesses or our providers who have one person covering incoming calls and jobs during the overnight hours. When this feature is turned on, all jobs accepted by that Dispatcher are automatically assigned to that Dispatcher. Jobs that are auto-assigned can be re-assigned to a different Driver if needed.

Using the Dashboard

The Dashboard is intended to provide a summary of current activity and to be a launching point to commonly used functionality and information.

Dispatcher

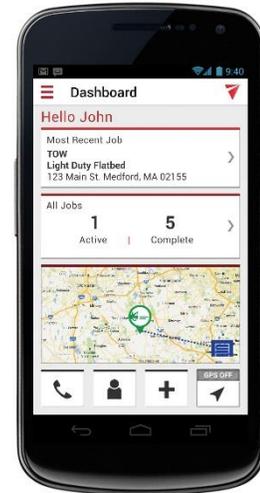
- Jobs** – displays a count of new, unassigned and active jobs in the job list. Tap this section to go to the Job List page
- Drivers** – displays a count of the Drivers (including Dispatchers) associated with your vendor profile and indicates how many have their GPS set to ON. Tap this section to go to the Driver List page.
- Fleet Map** – the map inset centers on the facility(s) associated with your vendor profile. Tap the map to go to the Fleet Map page.
- Quick Call** – when tapped, this icon presents quick dial options to your home office number, Agero, and Dispatchers. All Dispatchers will be listed if you have more than one Owner, Manager or Dispatcher set up in Roadside Connect. Tap to initiate a phone call using your device. This functionality will not work if you have installed the app onto a device that does not enable phone calls.
- Profile** – when tapped, this icon directs you to your own profile.
- More Options** - when tapped, this icon presents a list of other useful options or content including a Quick Start User Guide, a copy of the Terms of Service, App Feedback, and a link to AgeroSupport which will launch your mobile browser if tapped.
- GPS ON/OFF** – enables you to see your current GPS status and tap to easily turn GPS on or off.



Driver

- Most Recent Job** – displays a summary of the most recent job that has been assigned to the Driver. Tap this section to go to the Job List page.

- [All Jobs](#) – displays a count of the Driver’s active and completed jobs. Tap to go to the Job List page.
- [Map](#) – displays the Driver’s current location if GPS on or the location of the vendor facility(s). Tap to go to the map page which will display icons representing the location of the Driver and his/her assigned jobs.
- [Quick Call](#) – when tapped, this icon presents quick dial options to your home office number, Agero, and Dispatchers. All Dispatchers will be listed if you have more than one Owner, Manager or Dispatcher set up in Roadside Connect. Tap to initiate a phone call using your device. This functionality will not work if you have installed the app onto a device that does not enable phone calls.
- [Profile](#) – when tapped, this icon directs you to your own profile.
- [More Options](#) - when tapped, this icon presents a list of other useful options or content including a Quick Start User Guide, a copy of the Terms of Service, App Feedback, and a link to AgeroSupport which will launch your mobile browser if tapped.
- [GPS ON/OFF](#) – enables you to see your current GPS status and tap to easily turn GPS on or off.



Menu

Open the app menu by tapping on the menu icon ☰. Close the app menu by tapping the icon again.

Dispatcher

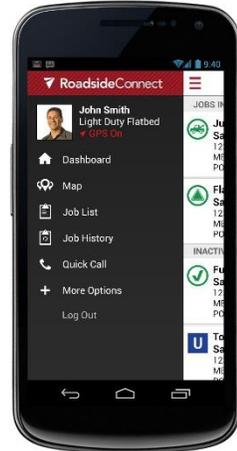
- [Profile](#) – tapping takes the user to their profile pages
- [Dashboard](#) – tapping takes the user to the dashboard page
- [Fleet Map](#) – tapping takes the user to the fleet map page
- [Driver List](#) – tapping takes the user to the Driver list page
- [Job List](#) – tapping takes the user to the job list page
- [Job History](#) – tapping takes the user to the job history summary page
- [Quick Call](#) – tapping takes the user to the quick call page
- [More Options](#) – tapping takes the user to the more options page



- **Log Out** – tapping logs the user out of the app and takes the user to the login page

Driver

- **Profile** – tapping takes the user to their profile pages
- **Dashboard** – tapping takes the user to the dashboard page
- **Map** – tapping takes the user to the map page
- **Job List** – tapping takes the user to the job list page
- **Job History** – tapping takes the user to the job history summary page
- **Quick Call** – tapping takes the user to the quick call page
- **More Options** – tapping takes the user to the more options page
- **Log Out** – tapping logs the user out of the app and takes the user to the login page



Quick Call

The Quick Call feature can be accessed via the telephone icon on the dashboard, the menu, or by tapping on the red telephone icon that appears in the header while viewing the job summary or details pages. Tapping launches the device's phone and dials the selected option.

Home Office – calls the office number that is saved to the user's profile

Agero – calls the Agero Service Provider Hotline

Dispatcher – lists all Dispatchers and calls the selected user



Customer – only available when Quick call is accessed via the red phone icon on the Job Summary and Details pages – calls the motorist in need of roadside assistance

Tow-To Location - only available when Quick call is accessed via the red phone icon on the Job Summary and Details pages – calls the dealership or repair shop if the number is available

More Options

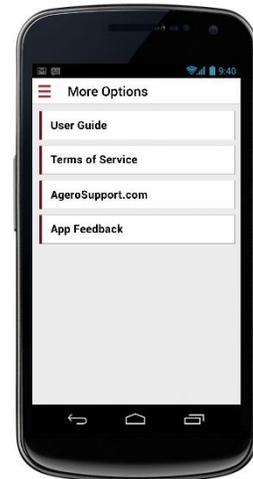
More Options can be accessed via the dashboard or menu.

[User Guide](#) – currently displays a Quick Start Guide – training videos will be added as new features are introduced

[Terms of Service](#) – displays a copy of the Terms of Service that was accepted upon first time login. This document can be updated by Agero Legal at any time and will be presented to the user for review and approval.

[AgeroSupport.com](#) – directs the user to the AgeroSupport.com login screen

[App Feedback](#) – opens a feedback utility that enables the user to select a topic and provide information regarding their experience with the app. (see the Feedback section for more details)

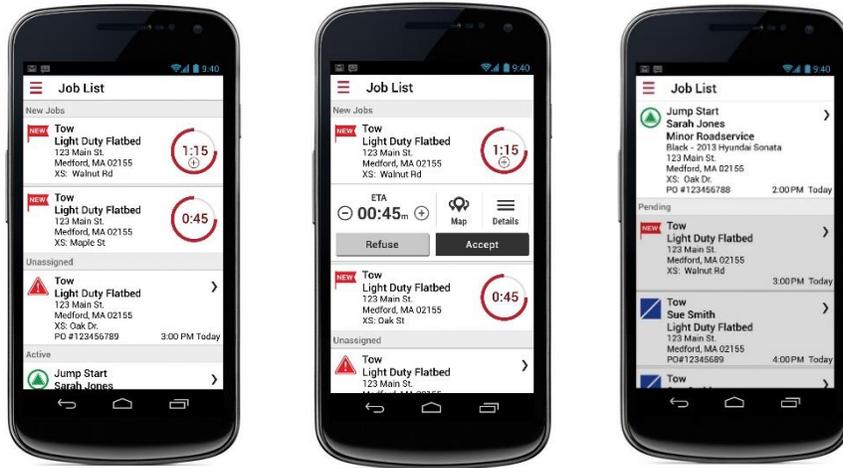


Job List

The Job List can be accessed via the dashboard or menu. It provides a list of all jobs that are currently in process and require the attention of the dispatcher and/or assigned driver.

[Dispatcher Role](#) – The job list for the Dispatcher displays jobs that require the Dispatcher’s attention. The Dispatcher can see all jobs assigned to all Drivers, including other Dispatchers who assigned as a Driver to jobs. The list displays jobs in order by priority – New Job offers followed by any jobs that are unassigned followed by any active jobs in order by the ETA, followed by jobs that are in a Pending state.

- [New Job Offers](#) – displayed only to Dispatchers. The New Job includes a count-down timer and can be accepted or ‘Refused’ via the job list, or the Dispatcher can tap to access additional Job Details or a map of the New Job Disablement Location and nearby Drivers.
- [Unassigned Jobs](#) – displayed only to Dispatchers. The Dispatcher can tap the job listing to access an Assignment page with more details or a map of the Disablement Location and nearby Drivers.
- [Active](#) – Dispatchers will see all active jobs assigned to all Drivers and Dispatchers, including jobs they may have assigned to themselves. The job listing can be tapped to access the Job Summary page where the user can access details and job level functionality.
- [Pending](#) – New Job offers that the Dispatcher has accepted by providing an ETA will appear in the Pending section momentarily while Agero evaluates the ETA and responds with an approval or rejection. Also, jobs that have been reported via Roadside Connect as ‘Cancelled’ or ‘Unsuccessful’ by either a Dispatcher or Driver will appear in the Pending section until confirmed by an Agero agent.



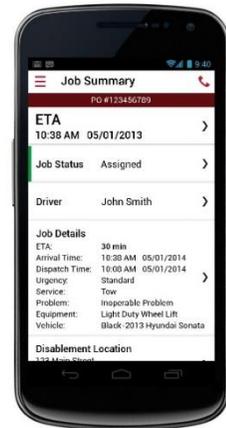
Driver Role - The job list for the Driver displays only jobs to which that specific Driver is assigned. The list displays jobs in order by priority – active jobs in order by the ETA followed by jobs that are in a Pending state.

- **Active** – Drivers will only see job to which they are assigned in the Active section. The job listing can be tapped to access the Job Summary page where the user can access details and job level functionality.
- **Pending** – jobs that are assigned to that Driver and have been reported via the app as 'Cancelled' or 'Unsuccessful' by either a Dispatcher or that Driver will appear in the Pending section until confirmed by an Agero agent.

Job Summary

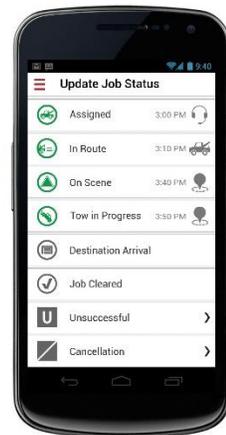
The Job Summary page can be viewed by the Dispatcher and Driver user once the ETA has been approved by Agero and a PO# has been issued. The Job Summary page provides access to functionality and information needed to manage and complete the job.

ETA – displays the calculate arrival time based upon the ETA that was provide upon job acceptance. Tap on this section to initiate a call to Agero to increase or decrease the ETA. [In a future release the user will be able to input a new, updated ETA]



Update Job Status – status can be updated manually by a Dispatcher or Driver. It is preferred that status be updated only by the assigned Driver throughout the job. To manually update the status, the Driver taps on the Job Status section of the Job Summary page and then taps the status. A timestamp and a ‘set-by’ user icon will appear next to the status Dispatcher  or Driver .

- **Auto-Status Updates** – statuses are automatically promoted for Drivers that keep their GPS tracking set to ON and the Disablement and Tow-To Location addresses provided with the job are accurate. The Driver only needs to manually place the job into the ‘In Route’ status. The remaining statuses are automatically updated as the Driver arrives and departs from the Disablement and Tow-To locations. Auto-updated statuses appear with the timestamp and the geo-fence icon .



- **Undoing a status** – only one status can be done at a time, in the reverse order that they were set. Just tap on the previously set status and confirm via the pop up. The time stamp will disappear and the status will appear as greyed out.
- **Unsuccessful Service/GOA** – it is faster and more efficient to report an ‘Unsuccessful’ service due to a failed attempt, when the vehicle cannot be located, or when the customer is not with the vehicle via the app. The Driver must select the ‘Unsuccessful’ status  while ‘On Scene’. Just tap on the ‘Unsuccessful’ status and answer the presented questions. Within minutes an Agero agent will call the customer and the Dispatcher to confirm that the service is no longer required or to determine if additional equipment or a different service is required. The job will move into a ‘Pending Unsuccessful’ status until confirmed ‘Unsuccessful’ by an Agero agent. Once confirmed the job status will change to ‘Cancelled’ or ‘Unsuccessful’ and the provider will be paid a GOA fee as determined by the Agero agent. If service is still required, the job will remain in the Job List as a ‘Pending Unsuccessful’ status. (This is incomplete functionality at this time and will be corrected in an upcoming update. As a result, the fact that service is still required is communicated via a telephone call from an Agero agent. In the meantime, the job remains in the Pending status for the remaining 4 days until it drops off the list).
- **Cancellation** - it is faster and more efficient to report a Cancellation by the customer or by the service provider via the app. The Dispatcher or Driver taps on the Cancellation status and answers the presented questions. Within minutes an Agero agent will call the customer to confirm that the service is no longer required. An Agero agent will not call back for Cancellations by Service Provider. The job will move into a Pending Cancellation status until confirmed to be cancelled by an Agero agent. Once confirmed the job status will change to ‘Cancelled’  and the provider will be paid a GOA fee as determined by the Agero agent. If service is still required, the job will remain in the Job List as a pending Cancellation status. (This is incomplete functionality at this time and will be corrected in an upcoming update. As a result, the fact that service is still required is communicated via a telephone call from an Agero agent. In the meantime, the job remains in the Pending status for the remaining 4 days until it drops off the list).

Unsuccessful ×

Why was the service unsuccessful?

Could not locate vehicle

Customer not with vehicle ✓

Service attempt failed

Confirm

Cancellation ×

Who is cancelling this job?

Customer ✓

Provider

Why has the customer cancelled?

Found alternate solution

Problem self-corrected ✓

Confirm

Cancellation ×

Who is cancelling this job?

Customer

Provider ✓

Why has the provider cancelled?

Prior job delay

Traffic / service vehicle problem

Out of area ✓

Another job priority

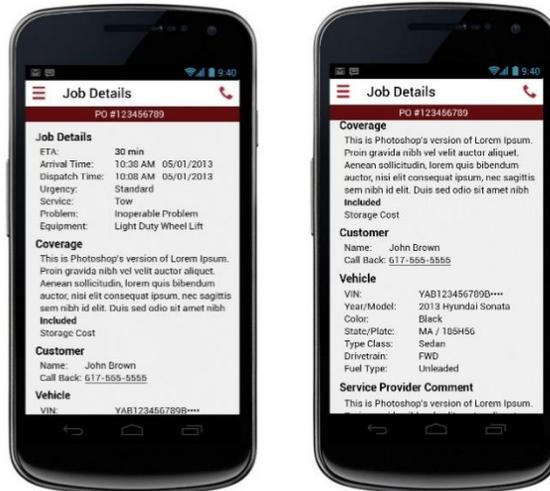
Other

Confirm

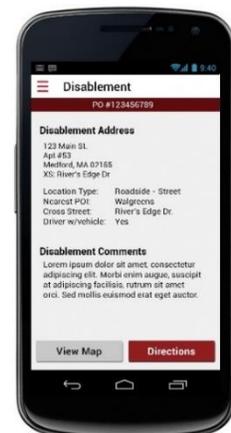
[Reassign the job to a different Driver](#) – displayed only to Dispatchers. Tap on the Assigned Driver’s name to go to the Assignment page where the Dispatcher can select a different driver to assign to the job. The previously assigned driver will receive a ‘Stop! Job Reassigned’ notification and the newly assigned driver will receive a Job Assignment notification.

[Job Details](#) – tap the Job Details section to see a page containing more details regarding the customer, coverage, and vehicle.

- [Calling the Customer](#) – tap the callback number to initiate the device’s phone to dial the customer



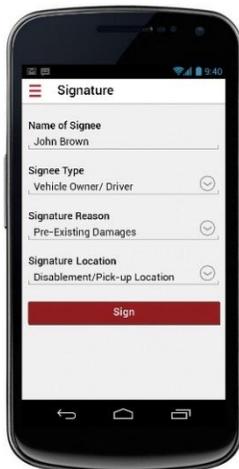
[Disabling Location](#) – tap the section on the Job Summary page to open the Disabling Location page. The user will be prompted to place the job status to ‘In Route’ if it has not yet been set. This page presents options to access the device’s default turn-by-turn mapping app to view and map driving directions.



Tow Destination - tap the section on the Job Summary page to open the Tow Destination page for Tow services only. The user will be prompted to place the job status to 'Tow in Progress' if it has not yet been set. This page presents options to access the device's default turn-by-turn mapping app to view and map driving directions. If available in the dispatch data, the Tow-To Destination telephone number can be tapped to call ahead to announce the incoming vehicle or to clarify directions.



Signature – tap the section on the Job Summary page to open the Signature page. The driver must fill in all required fields and tap on the Sign button. The driver will have the vehicle owner or pick up/drop off location employee use their finger to sign on the line and tap Submit. The driver can review submitted information, add another signature, or use the back button or menu to navigate to another screen in the app.



Job Feedback – opens a feedback utility that enables the user to select a topic and provide information regarding their experience with the app relevant to a specific job. (See the Feedback section for more details)

Feedback

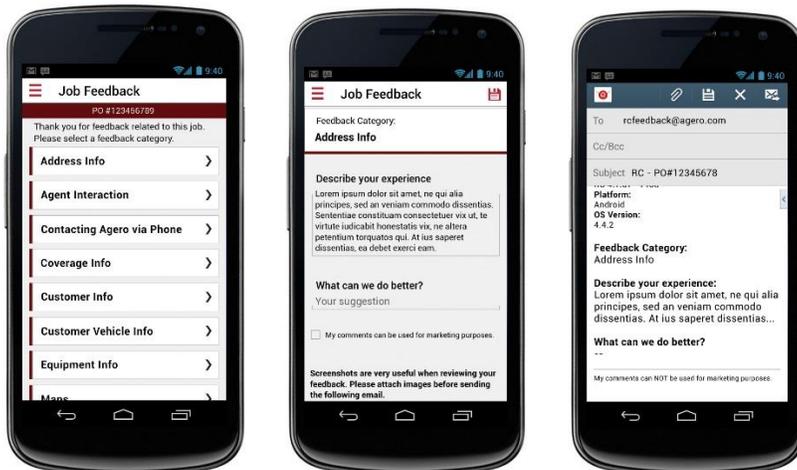
The feedback feature enables the user to send Agero information regarding the performance of the app functionality, the job information provided via the app, and interaction with an Agero agent. This feature utilizes the email feature on the user's device to send the submitted feedback to a support email address – rcfeedback@agero.com. The user is encouraged to include screen shot of the reported issue.

Upon submission, the app will collect certain user and device information and will include the following info on the email that is sent to rcfeedback@agero.com –

- PO#
- User
- Email
- Vendor ID
- Role
- Device
- Carrier
- App Version
- Platform
- OS Version

App level feedback – tap the More Options section on the Dashboard and select APP Feedback.

Job level feedback - tap the section on the Job Summary page to open the Job Level Feedback page.



Status Icons

Roadside Connect utilizes a set of icons throughout the application. Each icon represents either the current status of the driver and/or job as well the location of the disabled vehicle, facility and tow destination.

Statuses can be manually updated by the driver or dispatcher. They can also be automatically updated via geo-fencing when the driver keeps GPS tracking turned on in the app and they are in a good 3/4G coverage area.

The 'Assigned' and 'Refused' statuses can only be updated by a Dispatcher. Agero prefers that all statuses from 'In Route', 'On Scene', 'Tow in Progress', 'Destination Arrival', and Job 'Cleared' be set by the assigned Driver so that actual time and location are captured.

New Job, Unassigned Job, 'Expired', 'Refused', and in some cases 'Unsuccessful' and Canceled will be set by the Agero system. Only a Dispatcher will see the New, Unassigned, 'Expired', and 'Rejected'/'Refused' statuses.

Either the assigned Driver or the Dispatcher can set a job status to 'Cancelled' or 'Unsuccessful' but it is recommended that these be set by the Driver while 'On Scene' with the customer.



Notifications

Roadside Connect utilizes notifications to keep the user informed of job related activity. All notifications include an alert tone. The user should keep their phone volume turned up while on shift. The Notifications functionality works differently on an Android device than it does on an iPhone. Roadside Connect notifications are sent to and received by the Android's notification center. The user can tap on the notification to be taken to the app and the related job. iPhone utilizes alerts to notify the user of job related activity and will often include a call to action option.

Dispatchers

- [New Job Offer](#) – indicates that a new job offer requires the dispatcher's attention. Takes the user to the Job List where the user can see the new job, review, and respond.
- [Time Out Warning](#) – indicates that approximately 15 seconds remain on the count-down timer for the dispatcher to respond to the offer. Takes the user to the Job List where the user can see the new job, review, and respond.
- [Job Already Accepted](#) – indicates that another dispatcher has already accepted the job offer. The user remains on the current page for iPhone or is taken to the Job List for Android. The job will appear on the Job List under the Pending section when the timer expires and the page is refreshed.
- [Job Already Refused](#) – indicates that another dispatcher has already 'Refused' the job offer. The user remains on the current page for iPhone or is taken to the Job List for Android. The job will appear in the History section when the timer expires and the page is refreshed.
- [Agero Approved Job](#) – indicates that a submitted ETA for an Accepted Job has been approved by Agero and a PO# has been issued to the service provider. The user is taken to the Assignment page for the Approved Job.
- [Job Approved and Auto Assigned](#) – indicates that another dispatcher with 'Auto Assign All Jobs to Me' set to ON has accepted a job offer from Agero and that job is assigned to that user. The user is taken to the Assignment page for the Approved Job.
- [Agero Rejected Job](#) – indicates that the ETA that was submitted has not been approved by Agero. Takes the user to the History page for Android or the Job Summary page for iPhone.

Drivers

- [Job Assignment](#) – indicates that the user has been assigned as the driver for the specified job. The user can be either a driver or dispatcher user. Takes the user to the Job Summary page.
- [Stop! Job Reassigned](#) – indicates that the job has been assigned to a different driver. The driver should not continue to the disablement location address. Takes the user to the Job List. The job will no longer be visible to the previously assigned driver.

Both

- **Job Cancelled** – indicates that a job has been reported and confirmed as ‘Cancelled’. This could be as a result of the customer contacting Agero directly to cancel or as a result of the service provider (dispatcher or assigned driver) reporting that they or the customer has cancelled the service. The Job Cancel notification will be received only when confirmed by an Agero agent. Takes the user to the History page for Android or the Job Summary page for iPhone.
- **Job Unsuccessful** – indicates that a job has been reported and confirmed as ‘Unsuccessful’. This is a result of the service provider (dispatcher or assigned driver) reporting that the service attempt failed or that the vehicle was GOA – vehicle not located or customer not with vehicle. The ‘Unsuccessful’ notification will be received only when confirmed by an Agero agent. Takes the user to the History page for Android or the Job Summary page for iPhone.
- **Mandatory Update** – indicates that there has been a new Roadside Connect update released. The user is required to go to the Google Play Store or AppStore to install the upgrade before continuing to use the app.

Job History

The Job History can be accessed via the menu and functions the same for both the Dispatcher and Driver. When Job History is selected from the menu, the user first sees a summary of jobs for the day and previous four days. Tapping on a day will open a list of all of the jobs for that day. Tapping a job listed under a date will open the Job Summary page.

Dispatchers - will see a totaled summary by day of all jobs offered to the vendor and completed by all of the Drivers. New Job offers that are ‘Refused’ by the Dispatcher or ‘Rejected’ by Agero are moved immediately to the Job History. Jobs that are ‘Cleared’ or confirmed by an Agero agent to be ‘Cancelled’ or ‘Unsuccessful’ are moved automatically to the Job History.

Drivers - will see a totaled summary by day of all jobs that were assigned to and completed by them. Jobs that are ‘Cleared’ or confirmed by an Agero agent to be ‘Cancelled’ or ‘Unsuccessful’ are moved automatically to the Job History.



Maps

The app maps can be accessed via the Dashboard, Menu, the New Job list widget, New Job Summary page, and Job Assignment page. The user can also utilize a pre-filled turn-by-turn mapping app of their choice from the Disablement and Tow-To Location pages.

The location of Drivers with their GPS turned ON are represented by an icon that reflects their current job status and are tethered to the Disablement Location address once the job status is placed to 'In Route'. The Disablement Location for Tow services appear tethered to the Tow-Destination address location icon. Active jobs that are assigned to Drivers with GPS turned OFF will still appear on the map represented by a status icon at the Disablement Location  and a Tow-To Location icon .

Tapping on any icon on the map will open an info bubble that displays relevant assigned Driver, address, and status information.

All maps include an icon menu that can be slid open and closed by tapping on the  icon on the edge of the map. Use your fingers to zoom the map in or out.

Dispatcher

- **Fleet Map** – accessed via the Dispatcher's Dashboard or the menu. This Fleet Map provides a non-job specific view of the location of all Drivers with GPS turned ON, the location of all active job Disablement Locations, and related Tow-To locations.
- **New Job Map** – accessed via the map icon  on the New Job List widget or next to the Disablement Location address on the New Job page. This map centers on the disablement address of the New Job represented by the New Job icon . The New Job map includes a countdown timer and enables the user to Refuse or Accept the job offer.
- **Assignment Map** – accessed via the map icon  on the Assignment page. This map centers in the disablement address of the Unassigned Job represented by the Unassigned Job icon . The Dispatcher can assign a Driver by tapping on a Driver's status icon on the map or by tapping on the Select a Driver icon  at the top of the page.

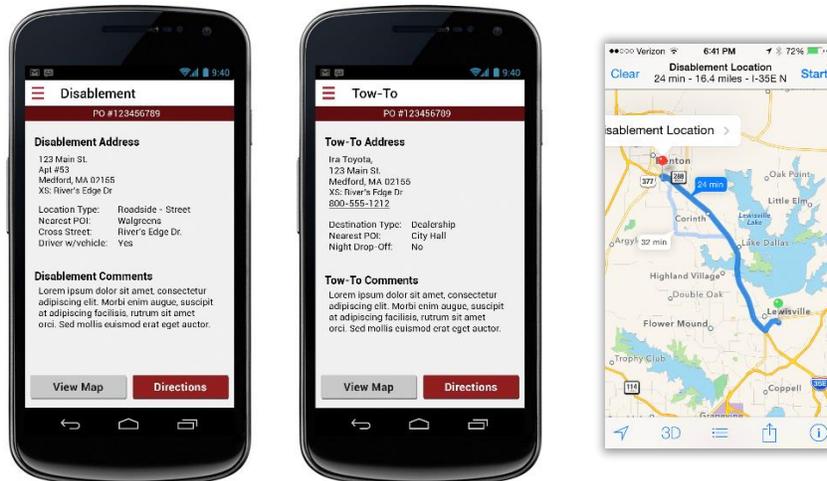


Driver

- **Job Map** – accessed via the Dashboard page or the menu by the user who is logged in as a Driver. This map displays a mapped route once in an 'In Route' status for the Driver with GPS turned ON.



- **Mapping App** –the driver can select the View Map or Directions button on the Disablement or Tow-To pages to instantly open their default turn-by-turn mapping app. The address will be prepopulated from the job data.



Driver List

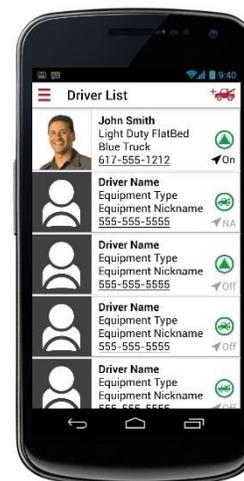
The Driver List is available only to the Dispatcher user and is accessible via the Dashboard or menu. This page provides a complete list of all Dispatcher and Driver users that are set up in AgeroSupport under the vendor account. Each listing includes the driver's name, equipment assignment, telephone number, current status, and GPS setting.

Calling Drivers – tap on the telephone number to initiate the phone to call the driver

Modifying Driver Profiles – tap on the Driver listing to go to the Profile page for the selected user. The Dispatcher can edit all of the Driver’s profile information but the GPS Tracking status and ‘Auto-Assign All Jobs to Me’ setting for other Dispatchers.

Adding Drivers – tap on the Add Driver icon  to be directed to AgeroSupport where the default Owner user can add new drivers. (the new AgeroSupport will allow Managers and Dispatchers to add user also)

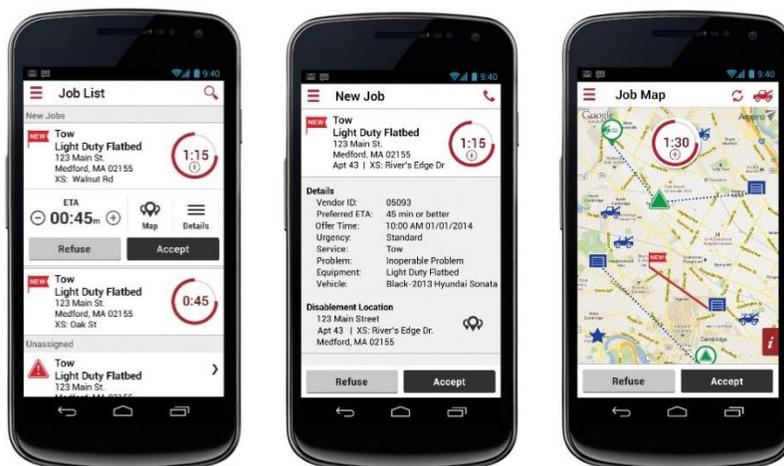
N/A Drivers – drivers who are not using a smartphone can still be assigned to jobs. A new driver role use must first be added in AgeroSupport. That driver user will appear in the Driver list with a GPS status of N/A. The Dispatcher must tap on the listing and complete the driver’s profile in order to be able to assign jobs to this Driver.



New Job Offers

The New Job Offer functionality is presented only to users with dispatching privileges including the AgeroSupport Owner, Managers, and Dispatchers. Driver role users will not be presented with New Job Offers. The Dispatcher will receive a notification when an Agero job is being offered. One or more users can be logged in as a Dispatcher and all will receive the same New Job Offer. The Dispatcher has approximately 4 minutes to respond to the job offer. If one Dispatcher accepts or refuses the offer and another attempts to respond, they will be notified that another dispatcher has already responded.

The Dispatcher must be logged into the app in order to receive the New Job notification. If the user wants to stop receiving offers via the app, they must use the Log Out option under the menu.

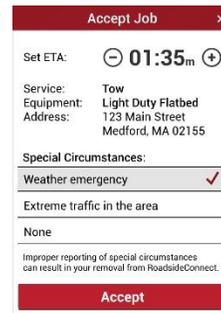


Adding a Minute – The countdown timer that appears next to the New Job on the Job List page, on the New Job summary page, and on the New Job map includes a plus sign that when tapped will add a single minute to the countdown time. This option can be utilized only once per job offer.

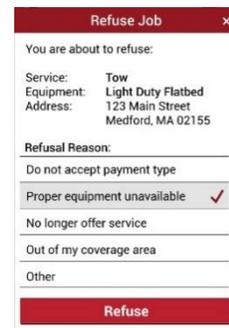
Setting an ETA – Each job offer defaults to an Agero preferred ETA. The user can increase or decrease the default ETA by tapping on the plus or minus signs next to the default ETA on the New Job listing on the Job List or New Job page or on the Accept Job confirmation pop-up.

- Default ETAs -
 - 45 minutes – Tows services
 - 45 minutes – Winch services
 - 30 minutes – Road services
 - 20 minutes – Accidents/Priority services

Accepting – The dispatcher can choose to adjust the ETA first and then tap on the ‘Accept’ button on the Job List, New Job, or Job Map page. The user will need to confirm by selecting ‘Accept’ again on a new window. They have the option to adjust the ETA at this point also. If the user enters an ETA greater than 1:30 minutes they will be required to select a Special Circumstances reason for the longer ETA.



Refusing – The dispatcher has the option to ‘Refuse’ any Agero job offer by tapping on the Refuse button on the Job List, New Job, or Job Map page. The user will need to provide a refusal reason on the pop-up window and confirm by selecting Refuse again.

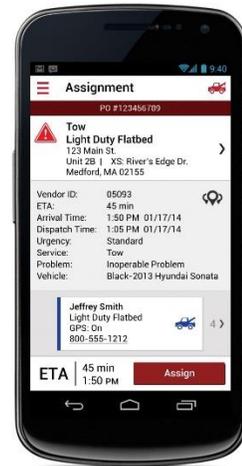


Expired Offers - If a Dispatcher misses the New Job Offer and the time expires, the job will automatically move to the History section and will reflect the ‘Expired’ status **E**. An Agero agent will be notified that the attempt to eDispatch is incomplete and will be prompted to call the service provider to dispatch verbally instead.

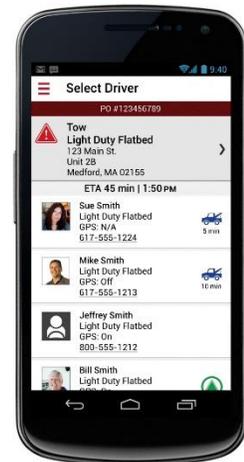
Rejected ETAs – If a Dispatcher submits an ETA greater than 90 minutes and provides a Special Circumstances reason of ‘Other’, the system will automatically respond with an ‘Agero Rejected Job’ notification. The job will be moved from the Pending section of the Job List to the Job History page and the icon will reflect the ‘Rejected’ status **R**.

Assigning Jobs to Drivers

This functionality is only available to the dispatcher user. When the Agero job has been accepted and the ETA has been approved the dispatcher user is prompted to assign a driver to the job. Jobs can be assigned to drivers or dispatcher users. A job must be assigned in order to promote the job to any additional statuses with the exception of 'Cancelled'. 'Unassigned' jobs can only be set to the 'Cancelled' status without a driver being assigned. Unassigned jobs appear in the Job List and on the maps as an 'Unassigned' status icon . The driver who is selected and is logged into the app will receive a Job Assignment notification within moments of being assigned to the job. The job will be moved to the Active section of the Job List page and will reflect the Assigned status icon . A dispatcher can assign a driver to a job utilizing one of three methods.



[From the Assign Driver List](#) – To see a list all drivers, including those that are not currently logged in or are not using a smart phone (N/A), the user can tap on the red truck icon located in the page header. A list containing all drivers with their current status, listed in order by matching equipment then by availability. The user taps the driver to assign. A Dispatcher can assign a Driver to a job without that Driver being logged into the app.



[From the Driver Carousel](#) – This feature is located at the bottom of the Assignment page. The Dispatcher also has the option to scroll through a list of drivers presented in order by matching equipment then by availability. The listing will include the driver's name and telephone number, current equipment assignment, GPS Status, and current Job Status. Tapping the Assign button will assign the driver that is currently displayed.



[From the Assignment Map Assignment Map](#) – accessed via the map icon  on the Assignment page. This Assignment map centers on the disablement address of the Unassigned Job represented by the Unassigned Job icon . The Dispatcher can assign a Driver by tapping on a Driver’s status icon on the map and then selecting the Assign button.



[Reassigning Jobs to a Different Driver](#) – The Dispatcher can reassign a previously assigned job to a different driver at any time while a job is in the ‘Assigned’, ‘In Route’, ‘On Scene’, or ‘Tow in Progress’ status. To reassign a Driver, the Dispatcher must tap on the Driver section on the Job Summary page to go to the Assignment Page. The same options are available for selecting a driver to reassign as are available for the first driver assignment. The new driver will receive a Job Assignment notification. The previously assigned driver will receive a ‘Stop! Job Reassigned’ notification and will no longer see the job in their list.



[Auto-Assign Jobs to Me](#) – Dispatcher roles have the option to set their profile preference to ‘Auto Assign All Jobs To Me’. This feature is useful to Owner/Operator businesses in which the service provider owns a single truck, and for overnight dispatchers who both cover the phones as the dispatcher and provide the services as a driver. When this preference is set to ‘ON’ the dispatcher will not have to go through the driver assignment steps. Each job will be auto-assigned to that person. If more than one Dispatcher has this feature turned on, the job will be assigned to the dispatcher who accepts the job. The other dispatchers will see a notification that the submitted ETA for the job has been approved and auto-assigned.



[Fax/Email Job Confirmation](#) – Roadside Connect will send a copy of the dispatch information to the service provider via email or fax each time a driver is assigned or reassigned to a job. The email/fax contains the same details provided in the app. In a future release we will enable the service provider to turn this feature off via AgeroSupport and we will include the assigned driver’s name on the email/fax as well.