Revision History

*Note: The revision history cycle begins once changes or enhancements are requested after the initial version of the User manual Documentation has been completed.*

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/07/2016</td>
<td>1.0</td>
<td>Initial version of User Manual Document</td>
<td>Satish Pandit</td>
</tr>
</tbody>
</table>
## Table of Contents

- Introduction .................................................................................................................. 3
- Purpose .......................................................................................................................... 3
- Overview ....................................................................................................................... 3
- Mobile Application Installation ....................................................................................... 4
- Starting Application ....................................................................................................... 5
- Sign Up .......................................................................................................................... 6
  - Enter OTP .................................................................................................................. 8
  - Set Password ............................................................................................................ 9
- Forgot Password ........................................................................................................... 11
- Login ............................................................................................................................. 12
- My Schedule ................................................................................................................. 15
  - Hotel View ............................................................................................................. 16
  - Transport View ....................................................................................................... 18
  - Flight Info ................................................................................................................ 20
- My Profile ..................................................................................................................... 21
- Chat ............................................................................................................................... 22
- Help ............................................................................................................................... 23
- General Feedback .......................................................................................................... 24
- Calendar View ............................................................................................................... 25
- Notifications .................................................................................................................. 26
- Sync ............................................................................................................................... 27
- More ............................................................................................................................... 28
- Logout ............................................................................................................................. 29
Introduction

CrewzIt Mobile Application is designed to provide an option to airline crews to view their schedule and reservations including all other additional activities. Crew member can register themselves with the application provided the airline they serviced is already registered with CrewzIt system.

Purpose

The main purpose of CrewzIt Mobile Application is to allow crew user to view their schedule, view their booked reservations, view their pickup and drop-off details, track their vehicle, view driver assigned to reservation, get important notifications/alerts related to flights, transport, hotels and other activities. Crew user can also give their feedback and rate hotel or transport of their reservations based on the service they received.

Overview

Airport ground transport for airline crew is simplified with this app as the crew member can view their past/future schedules, reservations and locate their pick-up vehicle on a map with vehicle and driver details.

Any crew user can use this app provided the airline they serviced is registered with CrewzIt system. Crew members can download the app and register themselves. When crew user is ready to leave the airport or the hotel, they will be able to view their pick-up vehicle moving on a map. This will give them an accurate ETA. No more calling customer service, they can directly call the driver! The driver name, picture, cell phone number and the vehicle number are all visible on the app.

The crew member is also able to convey their appreciation/dissatisfaction with the ride by using the rating feature on the app.
Mobile Application Installation

Crew Mobile Application is available to download on application markets i.e. Play Store (Android).

Internet access is needed for CrewzIt Mobile Application. The application has multilingual support. It's available in Android and iPhone as well.
Starting Application

After installation, CrewzIt icon will be appeared on application menu.

Clicking the CrewzIt icon will initiate the application and Login screen will be appeared.

The Login screen contains the following options:
- Login
- Sign Up
- Forgot your password?
Sign Up

Any crew user can use the application provided the airline they serviced is registered with the CrewzIt system with their employee data.

Click the Sign Up link on Login screen to get registered one-time with CrewzIt Mobile Application.

Sign Up screen has the following input fields required for registration:

- **Employee No** - Unique Employee number assigned by the airline to their crew members
- **Type Airline Name** - Airline crew belongs to.
- **Country code** - Respective crew country code.
- **Contact Number** - Cell number of crew user. This will not be shared
- **Email** - Email address of the crew where notifications etc can be sent
After successful validation of provided details, user will receive OTP as a text message on his registered mobile number.
Enter OTP

User is required to enter the OTP which gets is part of the registration and acceptance to use the CrewzIt application.
Set Password

After validation of the correct OTP which was sent, user is required to enter a new password to access the CrewzIt Mobile Application in combination with his employee number.
User will get successful registration message after setting password.
Forgot Password

User can always reset his password using the Forgot Password functionality. Click on the **Forgot Password** link on Login screen. This will open the Forgot Password screen.

User is required to enter his Employee number which was entered while registration process. The app will send an email containing user password to user email address on file. The user can always rest the password at anytime.
Login

User is required to enter employee number and his password in order to access the application.
After validating the user credentials, the app takes user to Events screen i.e. default landing screen where user can view his past/future schedule in list view with other details like flight, transport and hotel.

![Events Screen](image)

On bottom of the screen user will have options to view schedule in calendar view, view notifications, and sync their schedule to default calendar and other supported features.
CrewzIt application menu has the options below:

- My Schedule
- My Profile
- Chat
- Help
- General Feedback
- Settings
- Logout
My Schedule

User can view his monthly schedule on this screen including Hotel view, transport view and flight legs day wise.
Hotel View

If user has pickup from airport to hotel, he can view the hotel section on his schedule list (events) screen right after the corresponding transport section. On clicking hotel, the screen will be appeared containing hotel details where user can see the hotel image, address, contact details, hotel amenities and its check in-out time.

User can also see the exact hotel location on click of map view icon.
User can also give ratings to selected hotel and upload any picture if they wish to do so. Rating can be provide by clicking the star, the more star clicked the better the ratings.

<table>
<thead>
<tr>
<th></th>
<th>Rating</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americinn of HAM Lake/Blaine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>★★★★★</td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>★★★★★</td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td>★★★★☆</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>★★★★★</td>
<td></td>
</tr>
<tr>
<td>Bed</td>
<td>★★★★★</td>
<td></td>
</tr>
</tbody>
</table>

Upload Picture

One file only, 2MB limit files types .jpg, .png, .gif
Transport View

User can view the transport details he is going to use to reach to hotel or airport. User can give ratings to transport and track his vehicle location on click of Locate Vehicle.
Listed features are available on locate vehicle screen:

- Location of moving vehicle on map.
- User can know estimated time of arrival of vehicle to pick up location.
- If service provider have not provided geo location details of pickup location then ETA will be calculated based on user’s current location.
- User can know estimated time to destination
- User can view driver photo (if service Provider Company shared driver’s photos), driver name and driver mobile number.
- User can call driver from Crew App.
Flight Info

User can navigate to Flight screen from the event screen to view the flight details as below:

- Flight Scheduled time
- Flight arrival time
- Weather information at destination
- Flight Number
- Crew members travelling on this flight
- Click Flight Aware to track flights in real-time
- Click Local Radar to get radar info
My Profile

User can view his profile details and can also update his profile information such as profile photo, mobile, email, first name, last name.

![My Profile Screenshot]

- **Chetan Shah**
  - First Name: Chetan
  - Last Name: Shah
  - Email: cshah1@plexitech.in
  - Mobile: 7774448883

[Edit]
Chat

CrewzIt Mobile Application has the feature for online chat. User can share his problems/views to the CrewzIt support team with the help of live chat window.
Help

User can click on help link anytime and go through available FAQs.

<table>
<thead>
<tr>
<th>Help</th>
<th>Done</th>
</tr>
</thead>
</table>
| **What is Lorem Ipsum?**  
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. | |

| **Why do we use it?**  
It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. | |

| **Where does it come from?**  
Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old. | |
General Feedback

User can send his feedback & experience regarding CrewzIt Mobile Application or any other details.
Calendar View

User can see his schedule in calendar view and navigate to respective event section on clicking of selected date
Notifications

CrewzIt Mobile Application has the Notification feature. It sends the different types of notifications to user like flight, transport, and hotel.

<table>
<thead>
<tr>
<th>Notifications</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
<tr>
<td>Flight Delayed Today</td>
<td>1:23 PM 24/5/16</td>
</tr>
</tbody>
</table>

User will receive alert for conditions like below:

- Flight delayed
- Flight canceled
- Reservation canceled
- Driver changed
- Vehicle changed
Sync

User can synchronize schedule to phone calendar using sync feature.
More

User can share schedule via different media options. User also can export schedule to PDF document.
Logout

User can logout from application at any time.

Are you sure you want to exit?

NO YES