



User Manual

Delivery Driver Mobile App





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Accessing Elecate Apps

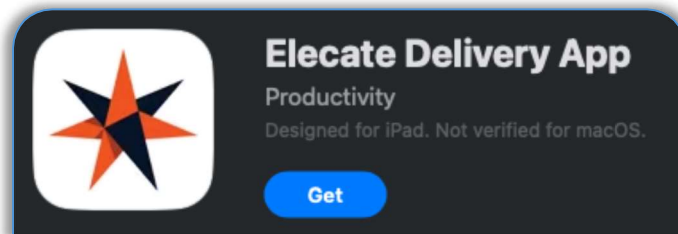
Download/Log In - Delivery Mobile App

To manage business and save time, stay connected with your Event Details by utilizing our Mobile App. In today's fast-paced environment, we have provided a straightforward guide on locating and downloading our Elecate Mobile Applications.

Step 1: Downloading the App

For iOS users

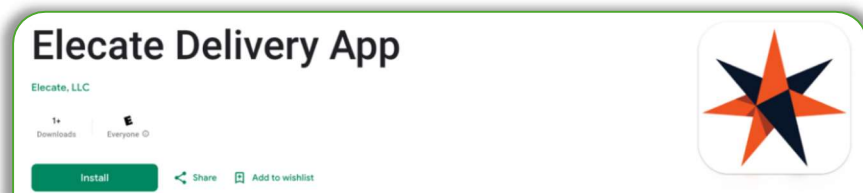
1. Open the App Store on your iPhone or iPad
2. Search for 'Elecate Delivery App' in the App Store's Search Bar
3. Find the Delivery App in the results and click on it
4. Tap 'Get' to download and install the app



Alternatively, you can open this link: <https://apps.apple.com/us/app/elecate-delivery-app/id6745571357>

For Android users

1. Open the Google Play Store on your iPhone or iPad
2. Search for 'Elecate Delivery App' in the App Store's Search Bar
3. Find the Delivery App in the results and click on it
4. Tap 'Install' to download and install the app





Step 2: Logging into the App

Once the app is installed, you can log in to access your business data

1. Open the Elecate Delivery App on your device
2. Enter your Elecate Username and Password (go to the settings account section)
3. Tap 'Sign In' to access your Elecate Dashboard

Exploring the Mobile Interface

Upon successful login, you'll be greeted by the Elecate mobile interface, which includes:

- ⇒ **Home Dashboard:** Primary View – Quick Access to Event List & Locations
- ⇒ **Navigation:** List of Events & Locations – Event Search – Delivery Details
- ⇒ **Prioritized Data:** Interactive Map – Call Feature – Event Log – Order Details - Camera

Administrators setting up a Driver Account

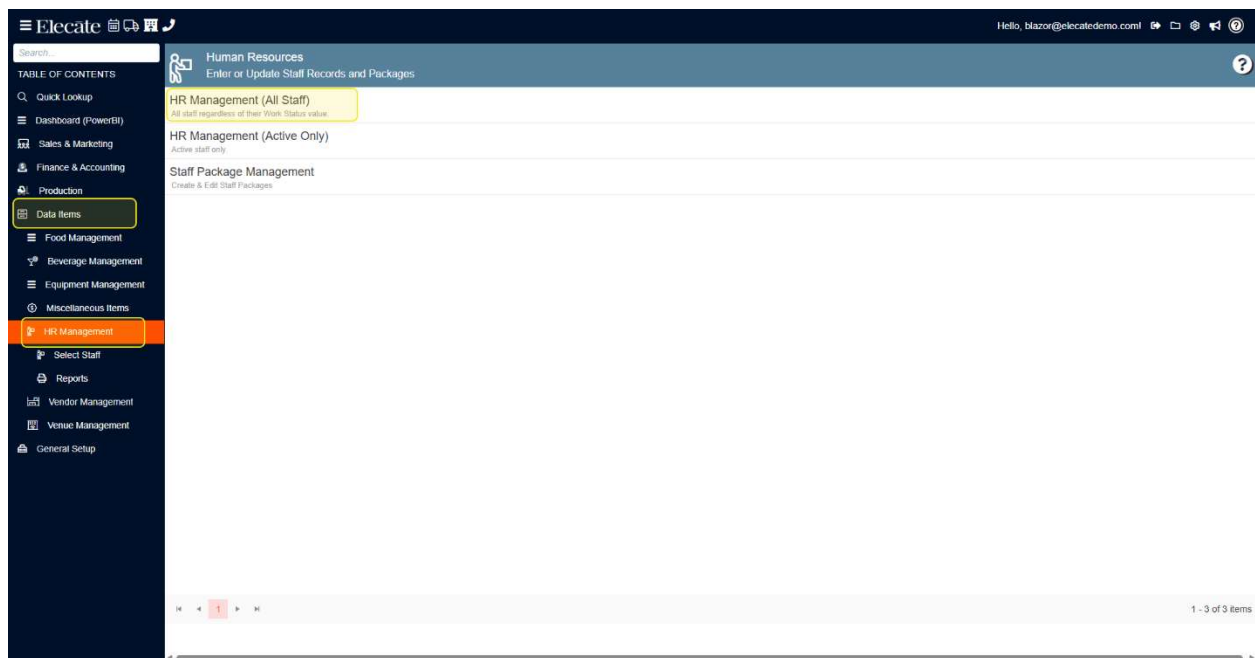
Before your delivery driver can start delivering delicious meals, you will need to set up an account with a few important details. This ensures smooth communication, accurate order tracking, and on-time deliveries. Follow the steps below to complete your setup.

If anything's unclear, your implementation specialist is just a message away and happy to help!

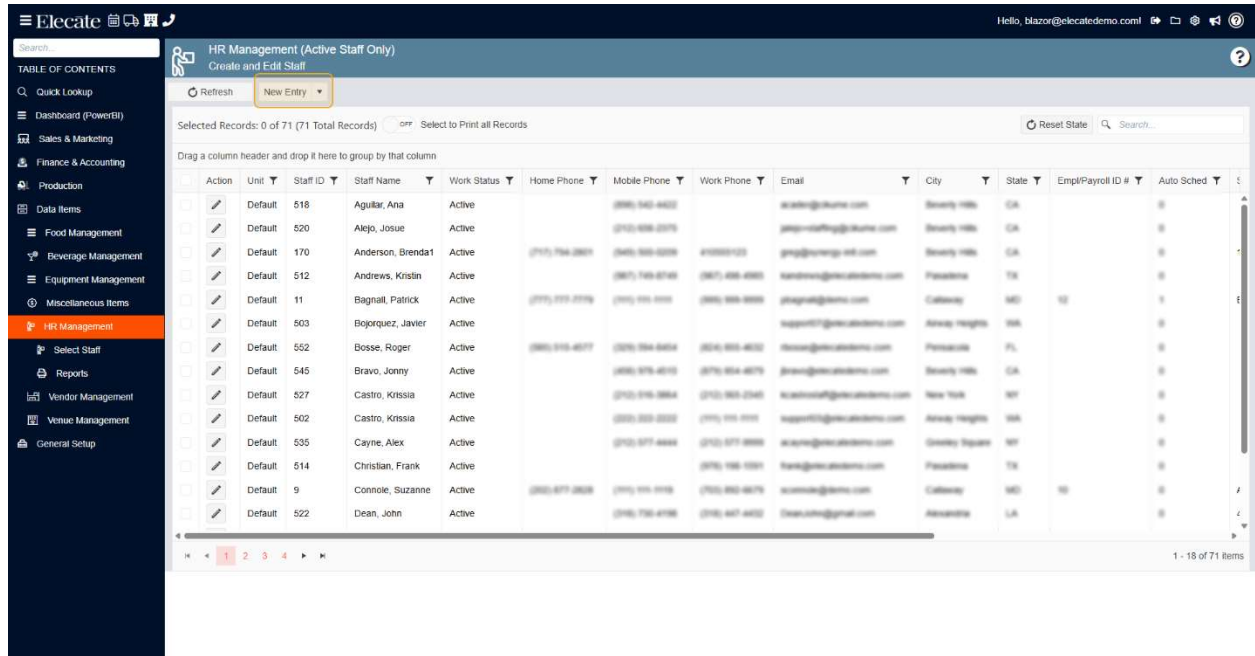
Setting the username and password for a Delivery Driver

Follow these steps:

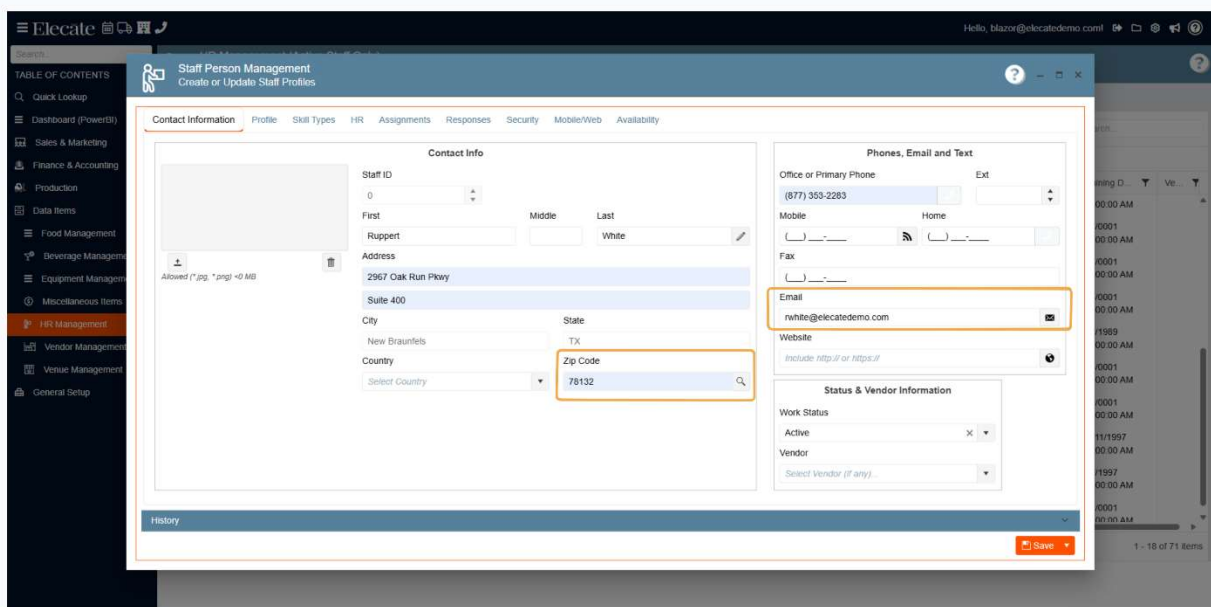
1. Go to “Data Items”
2. Go to “HR Management”
3. Select “HR Management (All Staff)”



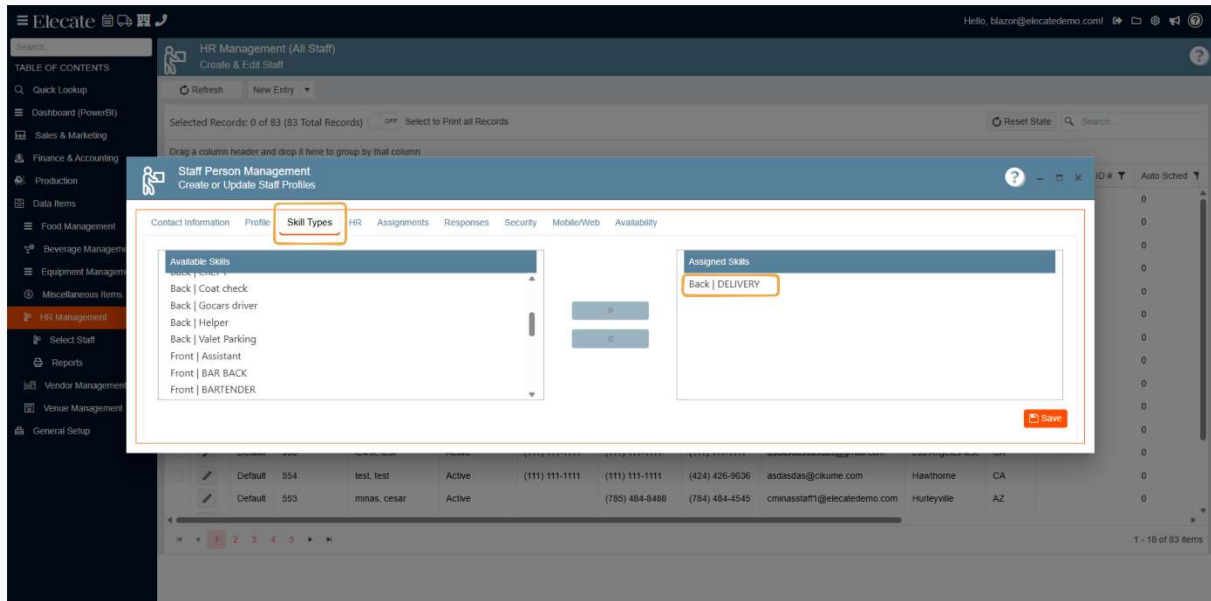
4. Click on the “New Entry” button



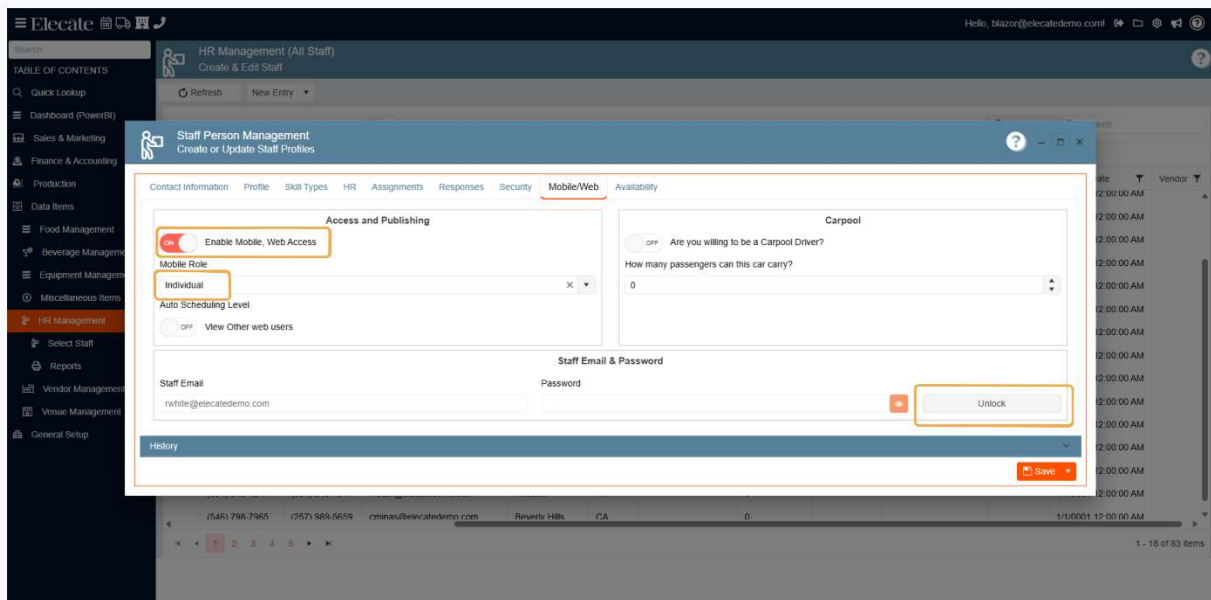
5. Fill the “Contact Information” tab with your driver information, make sure you fill out the address with a Zip Code and an Email.



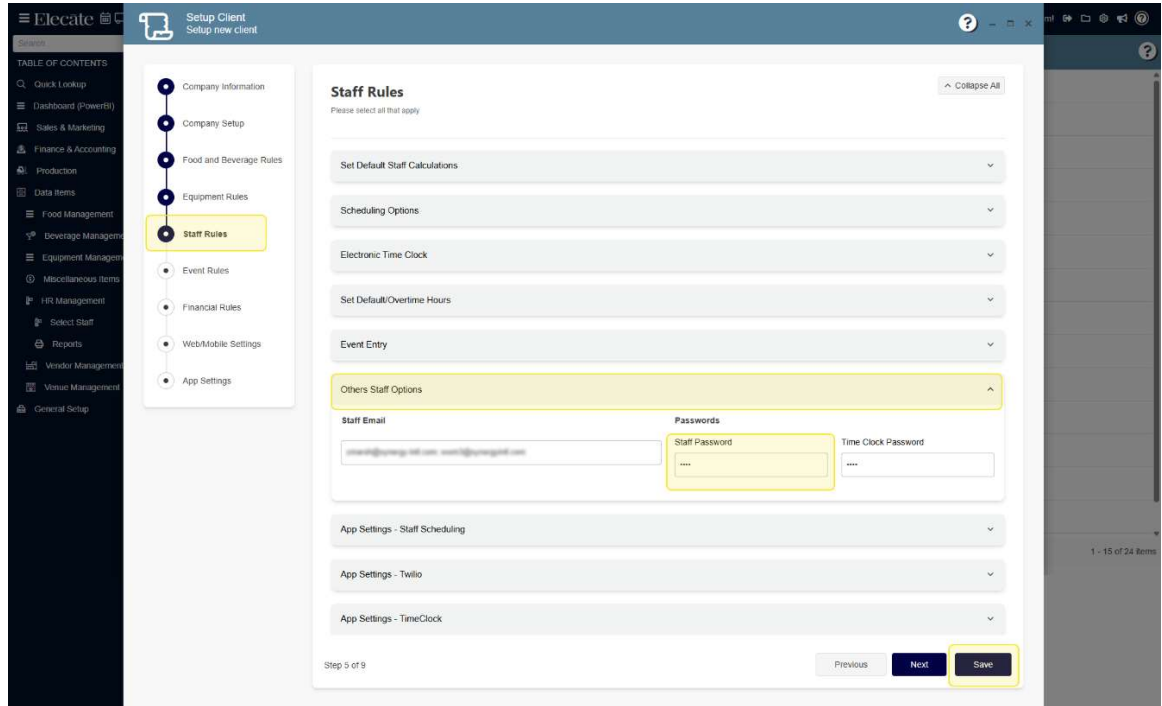
6. Go to the “Skill Types” tab
7. Add the *Driver* skill to your user
8. Click on “Save”



9. Go to the “Mobile/Web” tab
10. Switch the “Enable Mobile, Web Access” toggle on
11. In the “Mobile Role” selector, select *Individual*
12. Underneath the “Staff Email & Password” section, click on the “Unlock” button



13. Type in the administrator password you have set up in the “Client Setup” menu
 - a. Select the Administration menu by clicking the gear icon at the top right corner of the screen
 - b. Go to the “Setup Client” menu
 - c. Select the “Staff Rules” section
 - d. Open the “Other Staff Options” section
 - e. Under the password section, you can set up the Staff Password



Elecate Setup Client
Setup new client

Staff Rules
Please select all that apply

Set Default Staff Calculations

Scheduling Options

Electronic Time Clock

Set Default/Overtime Hours

Event Entry

Others Staff Options

Staff Email:

Passwords

Staff Password:

Time Clock Password:

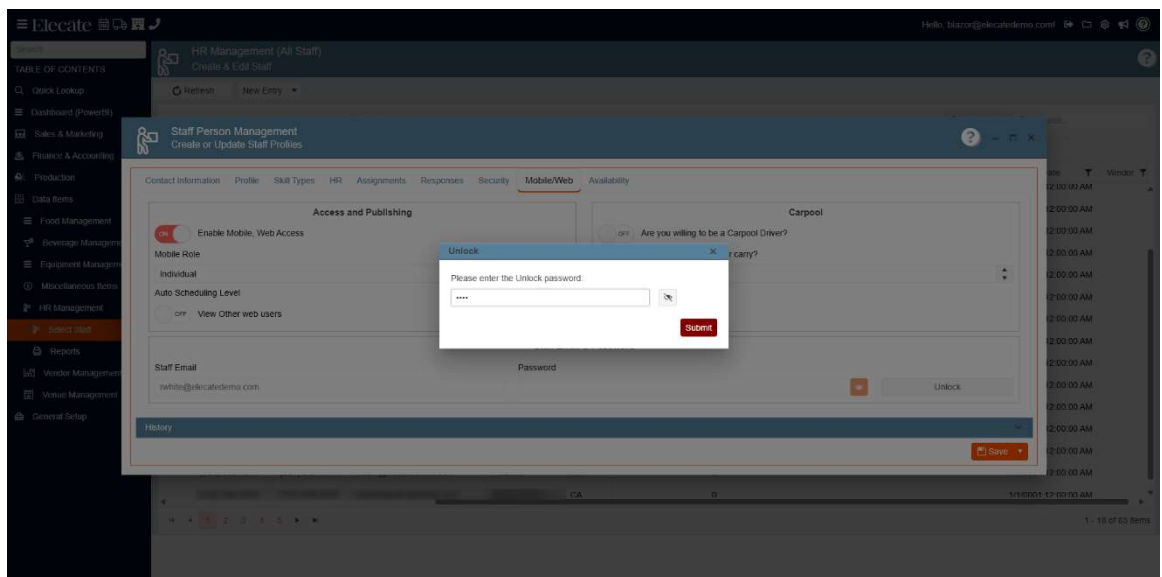
App Settings - Staff Scheduling

App Settings - Twilio

App Settings - TimeClock

Step 5 of 9

Previous Next **Save**



Elecate HR Management (All Staff)
Create & Edit Staff

Refresh New Entry

Staff Person Management
Create or Update Staff Profiles

Contact Information Profile SM Types HR Assignments Responses Security **Mobile/Web** Availability

Access and Publishing

Enable Mobile, Web Access

Mobile Role: Individual

Auto Scheduling Level: ☐ View Other web users

Staff Email:

Password:

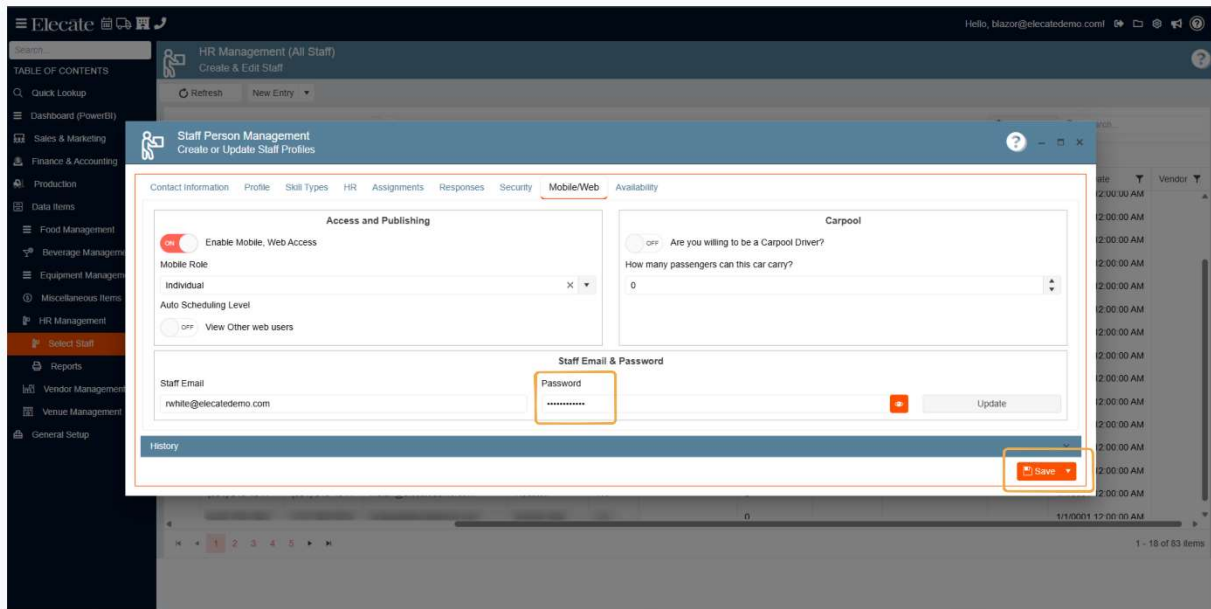
Unlock

Are you willing to be a Carpool Driver? ☐ Yes ☐ No

History

Save

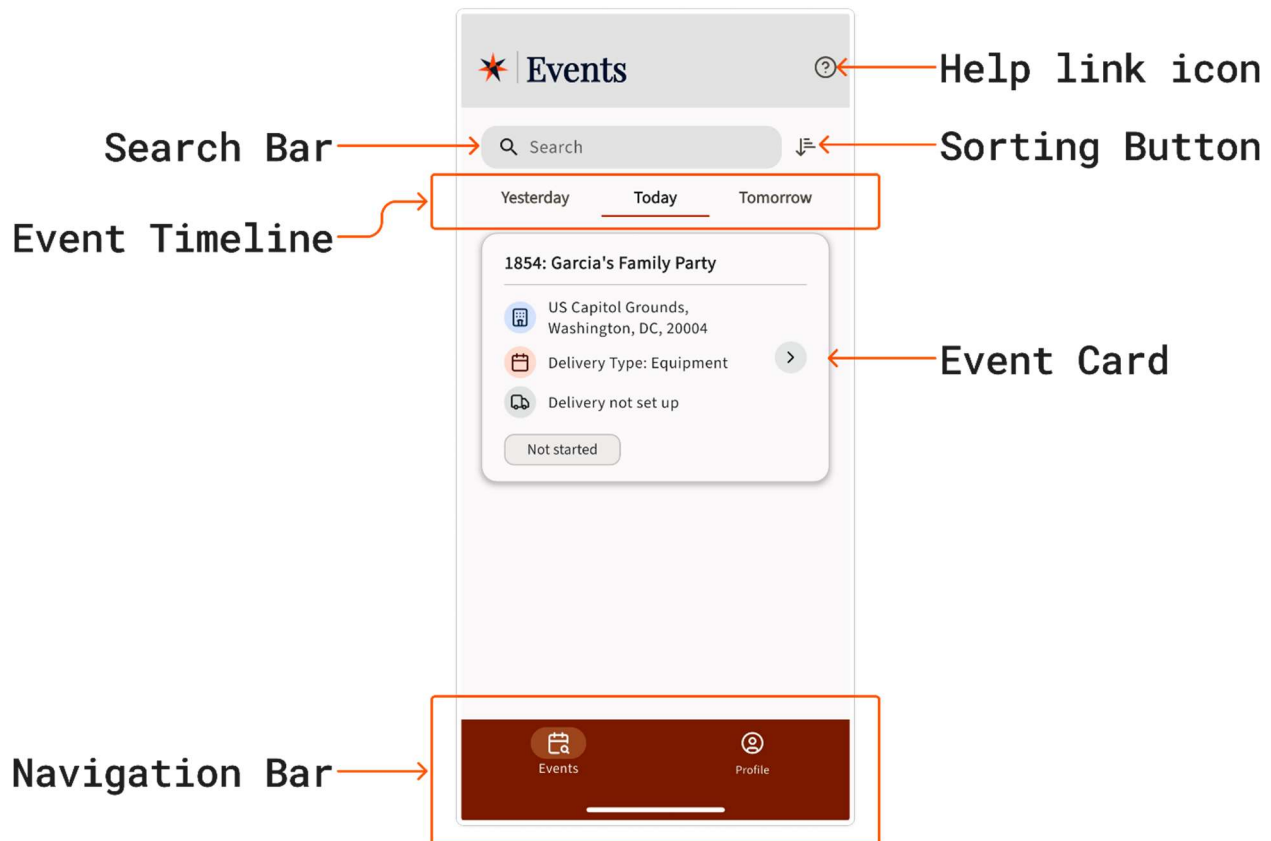
14. Add a password
15. Hit Save & Close



The screenshot displays the Elecate HR Management interface. The 'Mobile/Web' tab is active, showing the 'Access and Publishing' section with 'Enable Mobile, Web Access' turned on. The 'Carpool' section has 'Are you willing to be a Carpool Driver?' turned off and 'How many passengers can this car carry?' set to 0. The 'Staff Email & Password' section shows the email 'rwhite@elecatedemo.com' and a password field with a red asterisk. A red box highlights the password field and the 'Save' button at the bottom right.

Events (Mobile App)

Meet your Events home screen

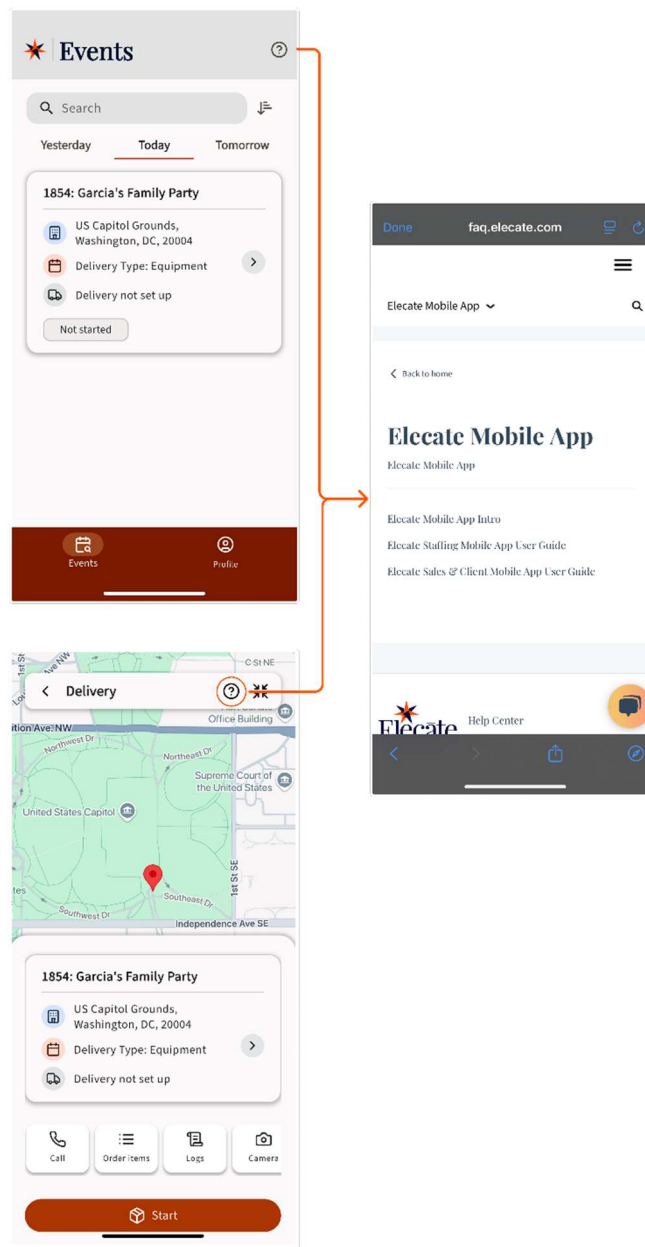


- ☐ Event Timeline: Here, you will be able to track:
 - Yesterday: All previous events that you were assigned to
 - Present: All events that you are assigned on that day
 - Tomorrow: All events that you are assigned for the next day
- ☐ Event Card: Everything you need for that stop, all in one place! From there, you can:
 - View the event location on the map
 - Call the contact person
 - Check logs or camera footage, and more!
- ☐ Navigation Bar: Use the Navigation Bar at the bottom of the screen to move around the app:
 - Tap Events to view your scheduled stops
- ☐ Tap Profile to enter your uniform sizes, skills, languages, and more!

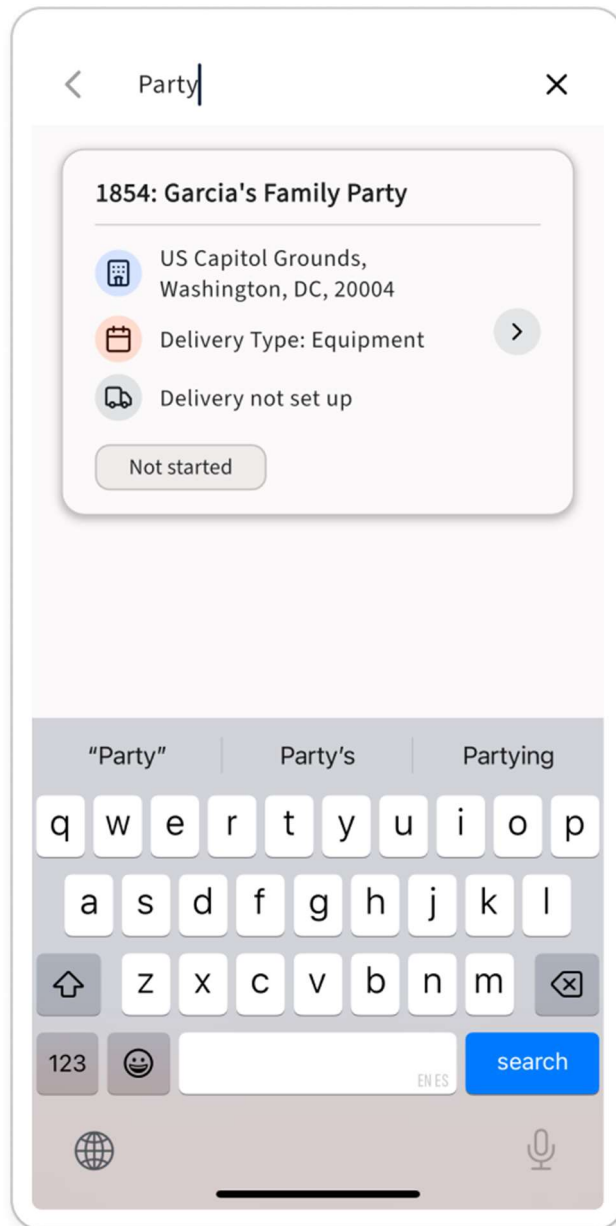
- Help Link Icon: We understand that adapting to a new app can sometimes be confusing, but don't worry — from your Elecate app, you can access this manual anytime.

- From the home screen
- Tap on the (?) button that is located at the top of your Elecate app
- This will direct you to the FAQ's link

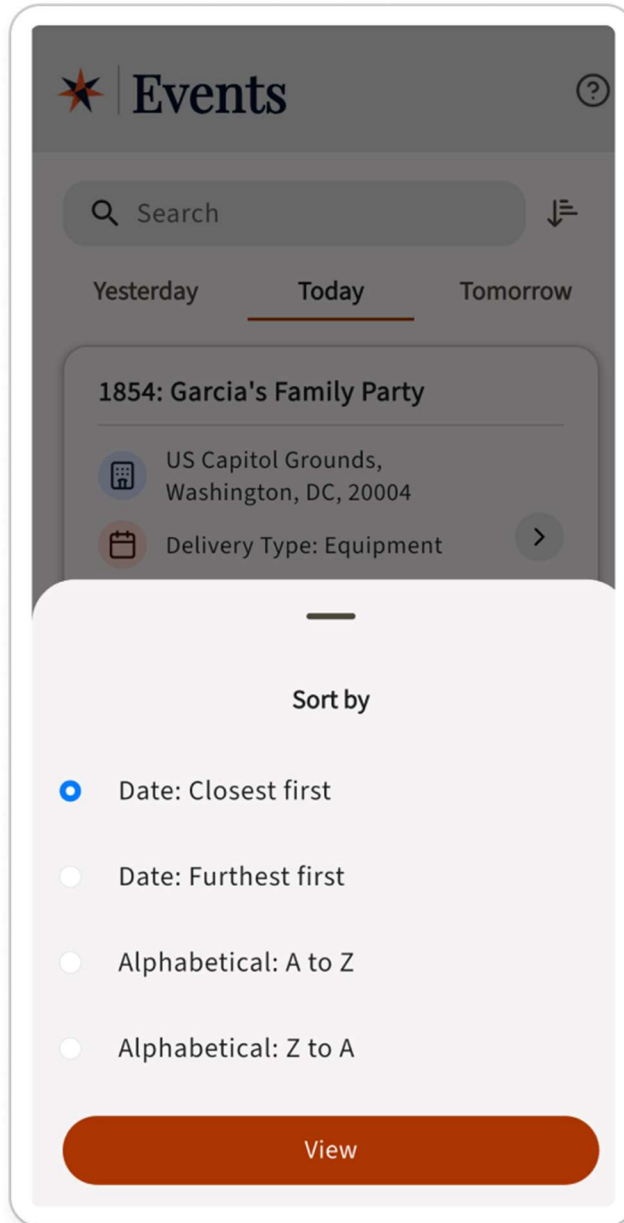
Please note that if you cannot see this, contact your administrator, as some settings might be missing.



- ☐ Search Bar: In this section, you will be able to search for the events that have been assigned to you by name

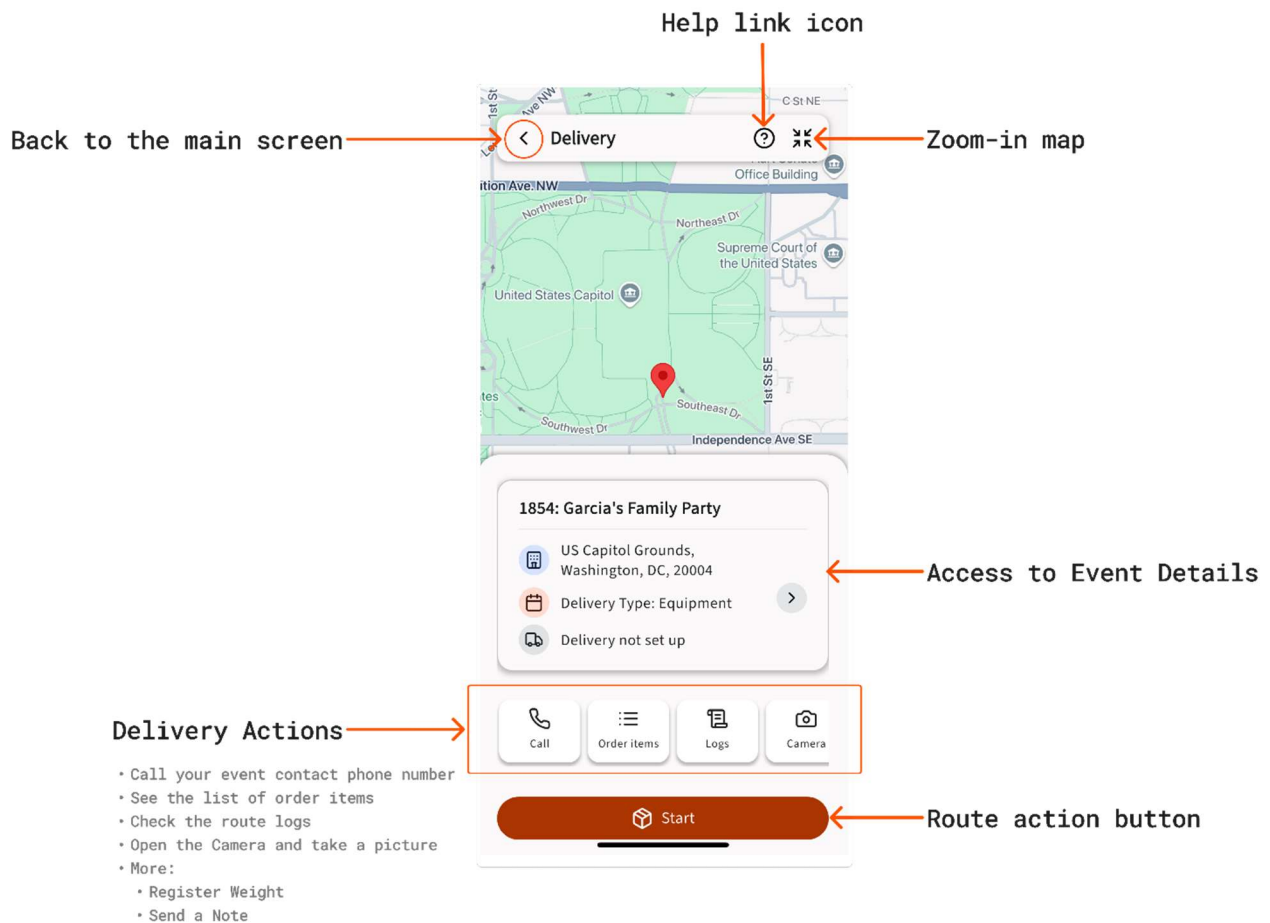


- ❑ **Sorting Button:** Need to find something fast? Just tap the Sort button! You can:
 - Sort A to Z to see everything in alphabetical order
 - Or sort by Time to check what's coming up next (or later)
- Super handy when you're juggling a busy day!



Events

When you tap on an event, this screen displays everything you need, including a map, contact information, item list, logs, and quick actions such as calling, taking photos, adding notes, or entering weight. It's your go-to spot for managing the delivery with ease.

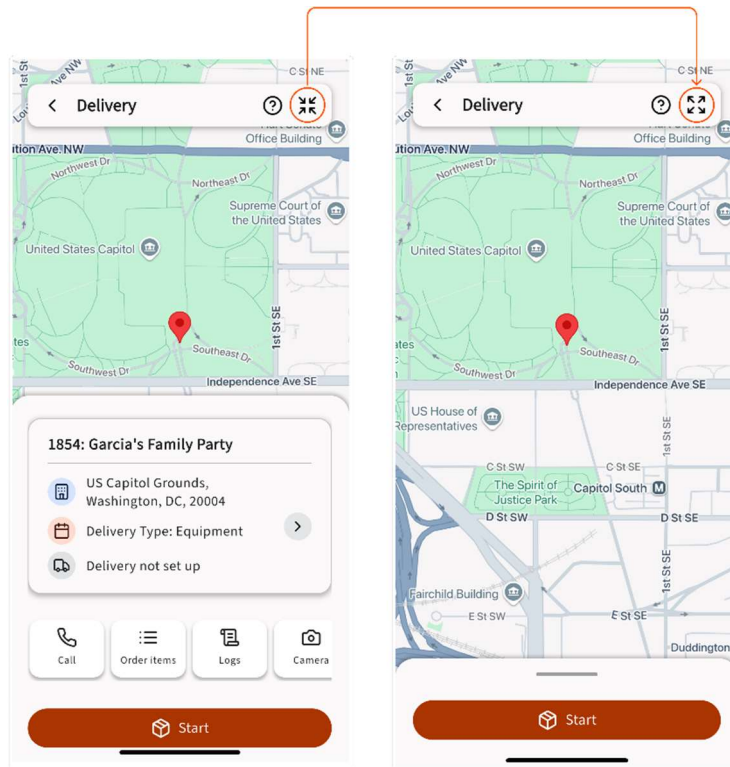


Let's take a closer look at all these features.

□ Zoom-in map:

There are occasions where we need further references to locate an address, and we've got you covered.

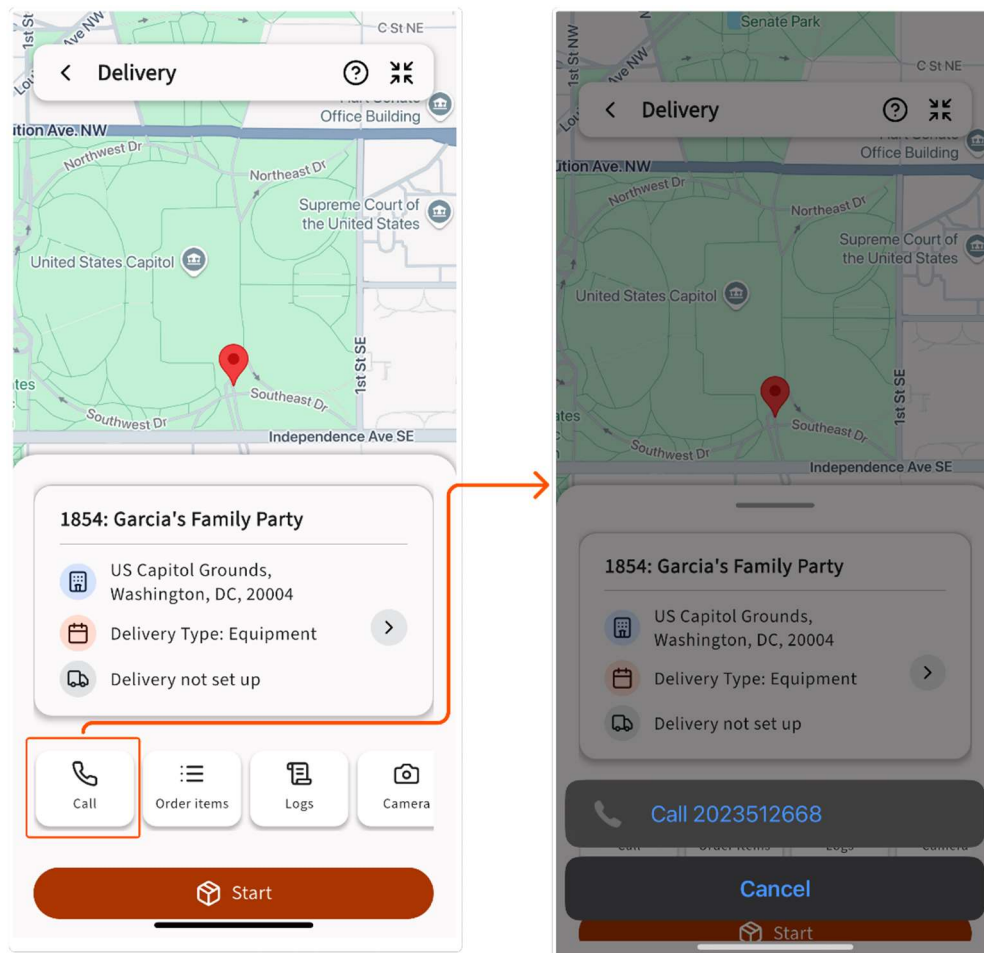
- From the home screen
- Tap on the event of your interest
- Tap on the target icon at the top right corner of the screen
- This will show the map in full-screen mode, and now you can zoom in or out by pinching in or out with your fingers.



□ Call button:

We know there are times when you can't find the venue or that you need additional directions, or maybe there's something that is missing. We got you!

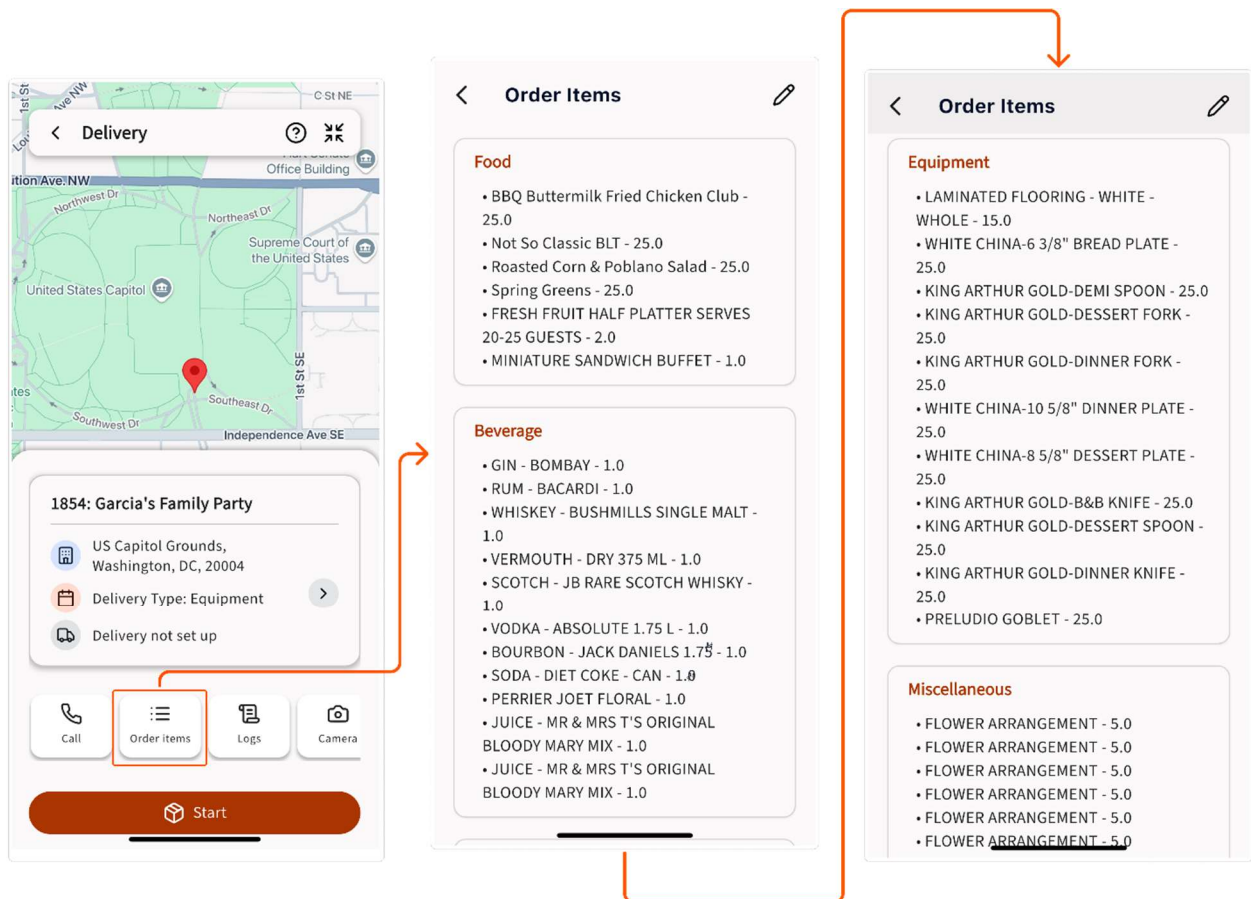
- From the home screen
- Tap on the event of your interest
- Tap on the "Call" button
- The next screen will show the Contact Person's phone number
- Tap on call



❑ View Event Order Items:

We know that it can be a hassle going to an event, and when the captain goes through the Order Items, things are missing, and you need to drive back to the warehouse. So, to avoid these issues, you can have the Order Items right in front of you beforehand.

- From the home screen
- Tap on the event of your interest
- Tap on the “Order Items” button
- The next screen will show the order items, and you can scroll down through the whole thread.



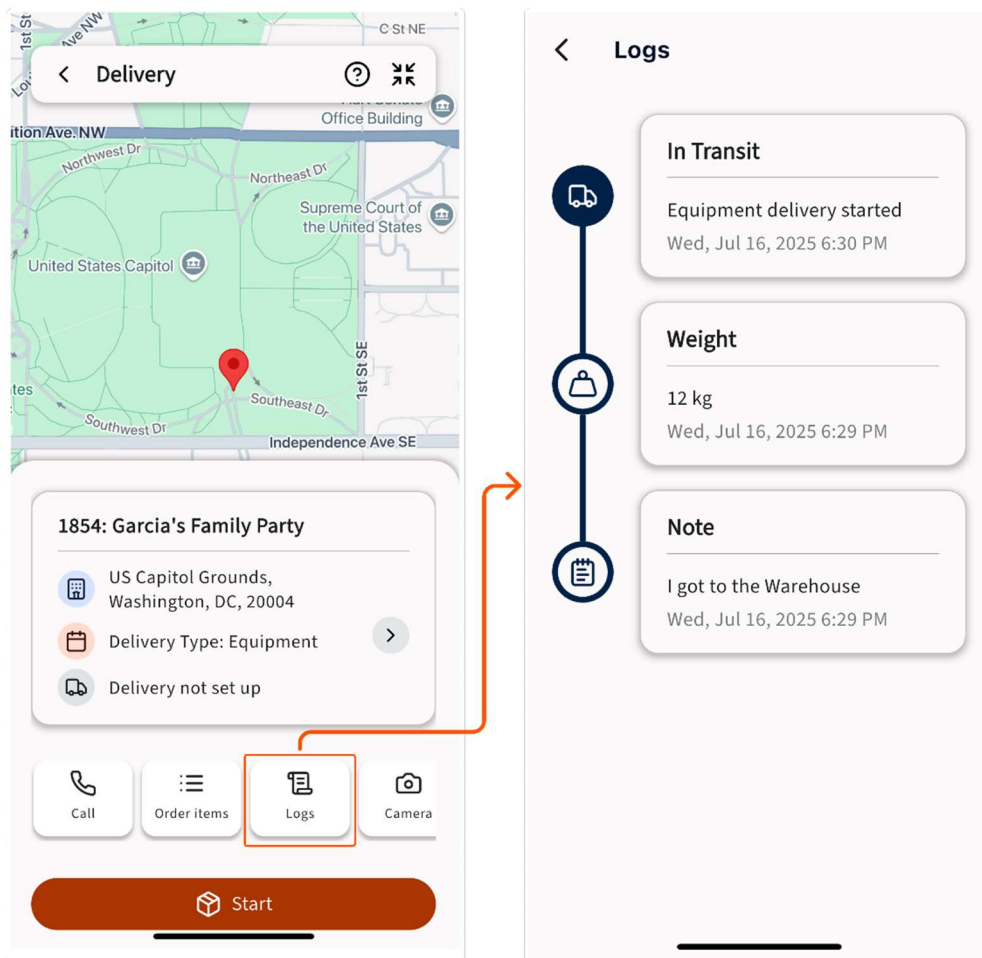
- ❑ Obtaining the client's signature: Sometimes, it's just better to have proof of delivery, we get it! That's why we've made it super easy for you to collect the client's signature at each drop-off. Just follow these quick steps and you're all set.

- From the home screen
- Tap on the event of your interest
- Tap on the "Order Items" button
- Tap on the pencil button located at the top right corner
- The next screen will display the signature screen
 - Your client can sign with their finger on the gray area
 - Does your client need to redo their signature? No problem
 - Tap on the trash can icon in the top right corner, and it will erase the signature area
 - Enter the client's name in the "name" field
 - Tap on "continue" to save.



❑ View your route logs

- From the home screen
- Tap on the event of your interest
- Tap on the “Logs” button
- On the next screen, you can review the status of your ride, notes, and weight entered.



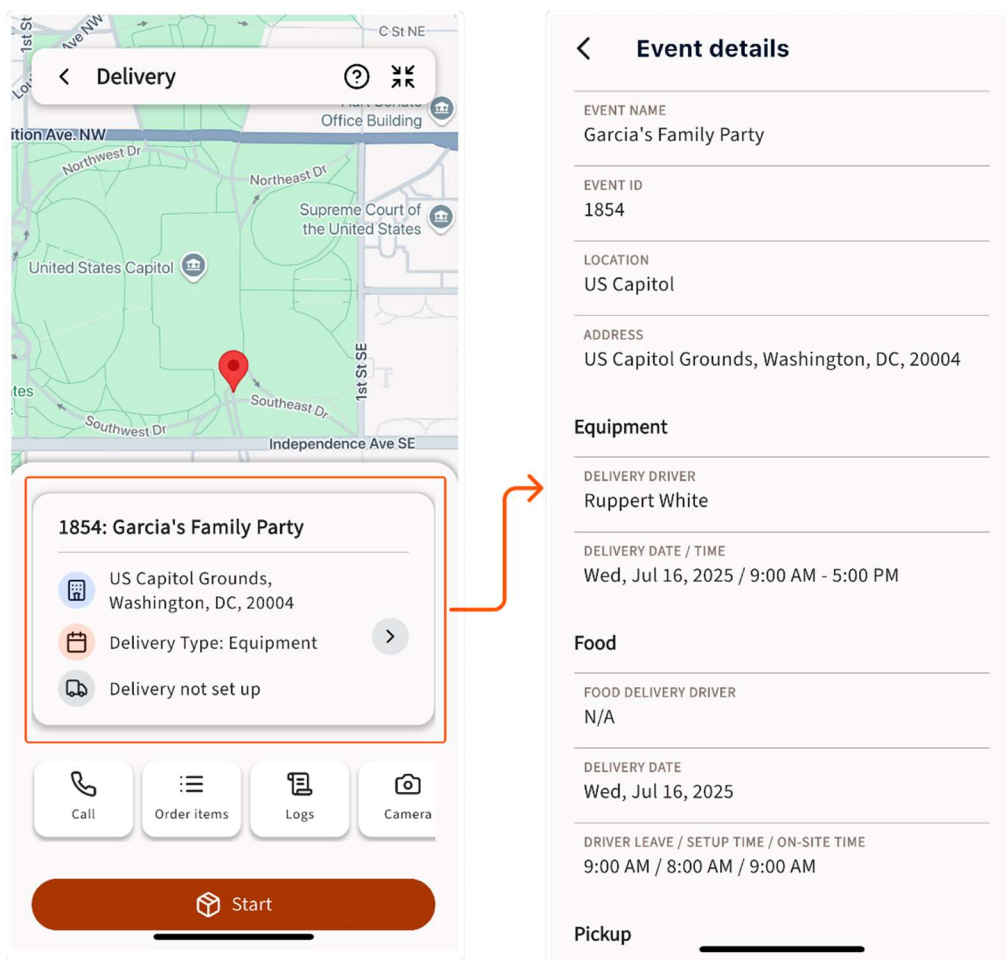
□ Event Details:

- From the home screen
- Tap on the event of your interest
- This will display:
 - Event name
 - Address
 - Delivery type
 - Delivery status

Need more info? We got you, tap on the arrow on the event detail section, and this will display:

- Location
- Event's address
- Delivery Date and Time

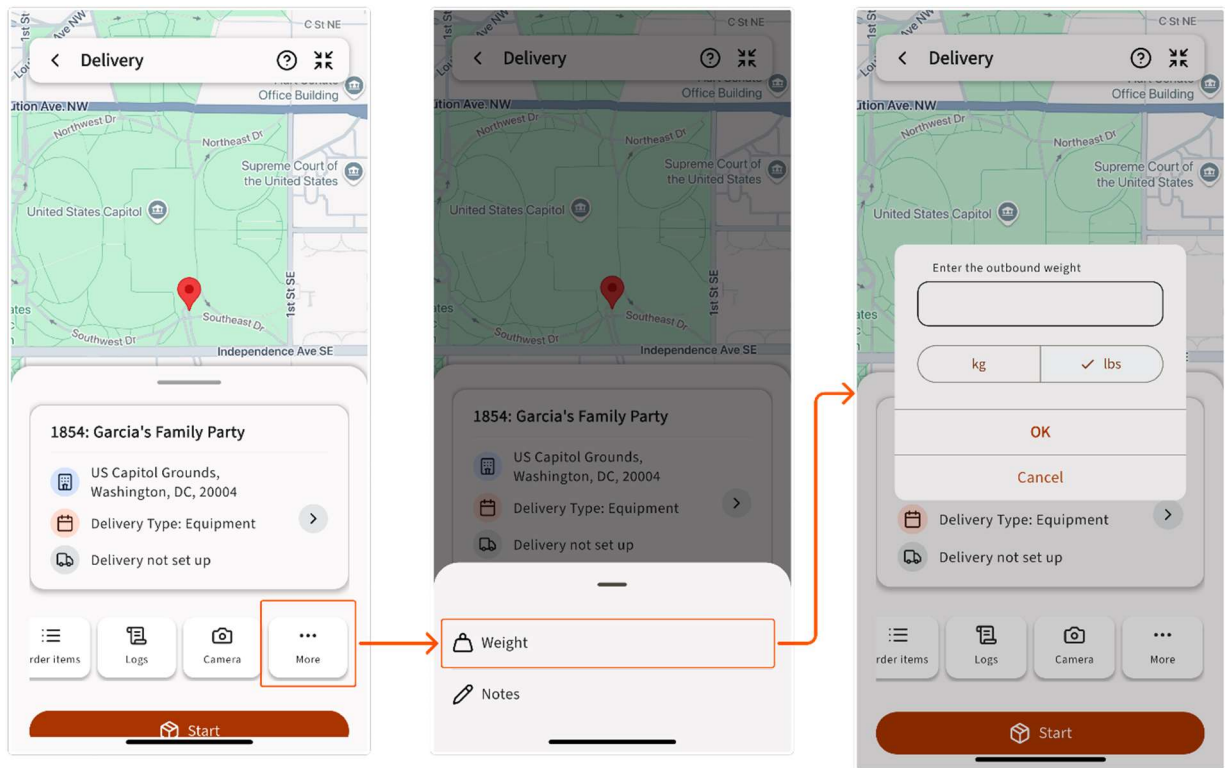
All you need is at the palms of your hands.



❑ Let's review the “More” button:

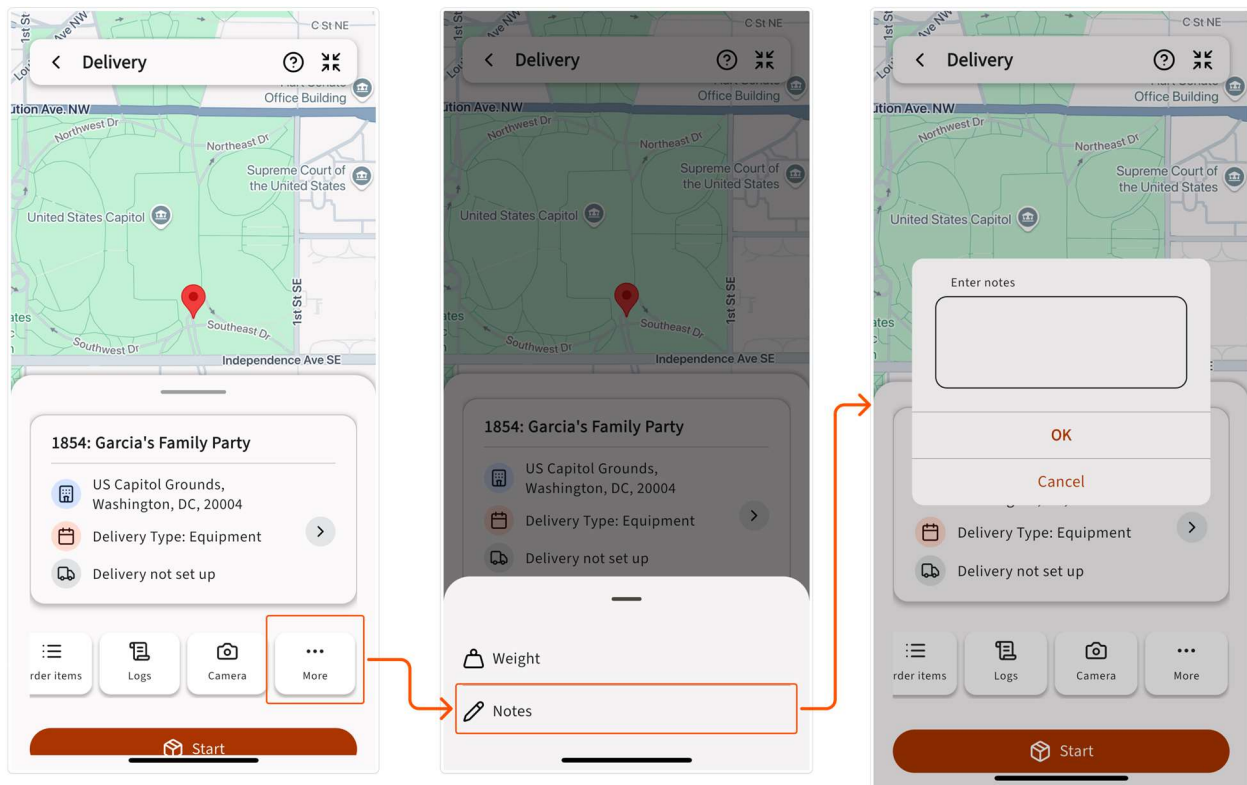
There are occasions when we need to provide additional details such as weight or notes for our company, and to do that, you need to do the following:

- From the home screen
- Tap on the event of your interest
- Swipe the “Call” button to the right, which will show the “More” button
- Tap on “More”, and this will show two options: “Weight” or “Notes.”
- To enter weight, do the following:
 - Tap on Weight
- When entering the outbound weight, you can choose between kilos or pounds
- Tap ok to save it



□ Notes:

- From the home screen
- Tap on the event of your interest
- Tap on the “More” button
- This will show two options: “Weight” or “Notes”
- To enter a note, do the following:
 - Notes
- Type in a note
- Tap ok to save it



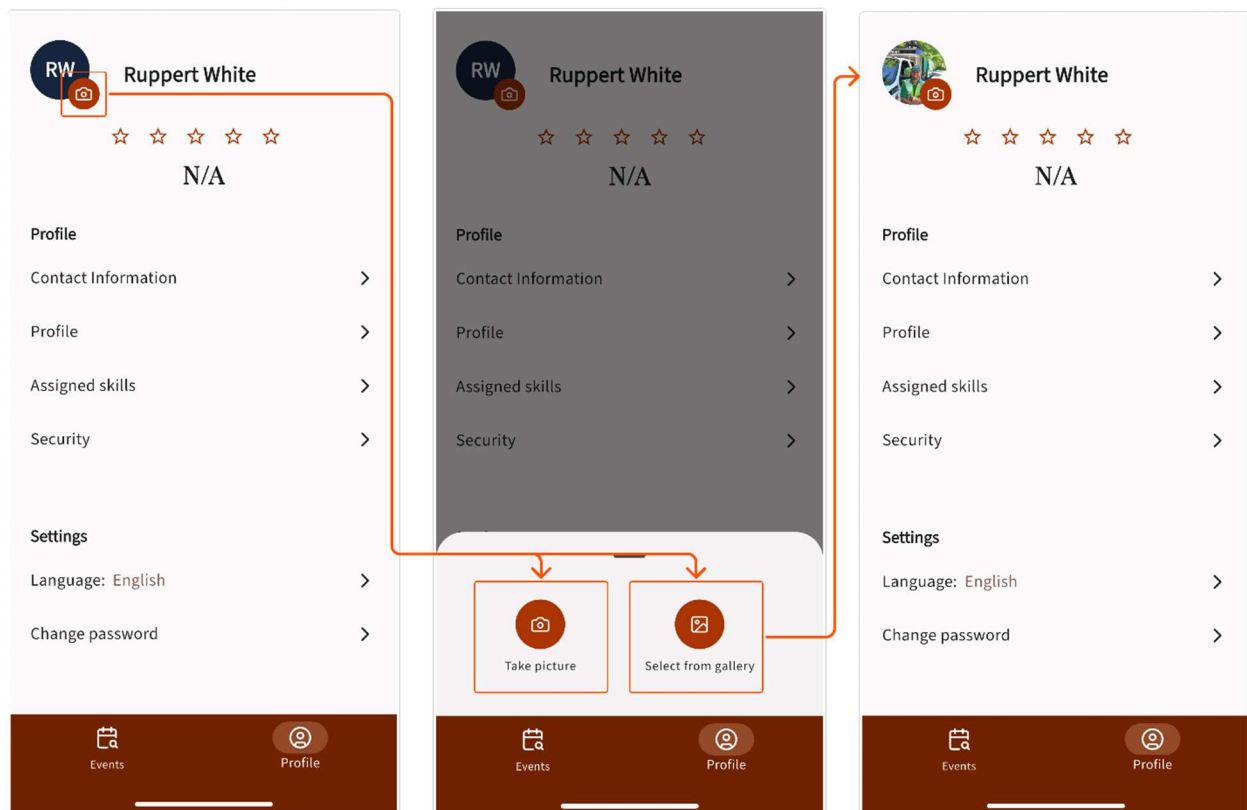
Profile (Mobile User)

View & Edit Profile Information

Profile Picture

We know how important it is to personalize things for you, to add a photo as a profile picture in the app, do the following:

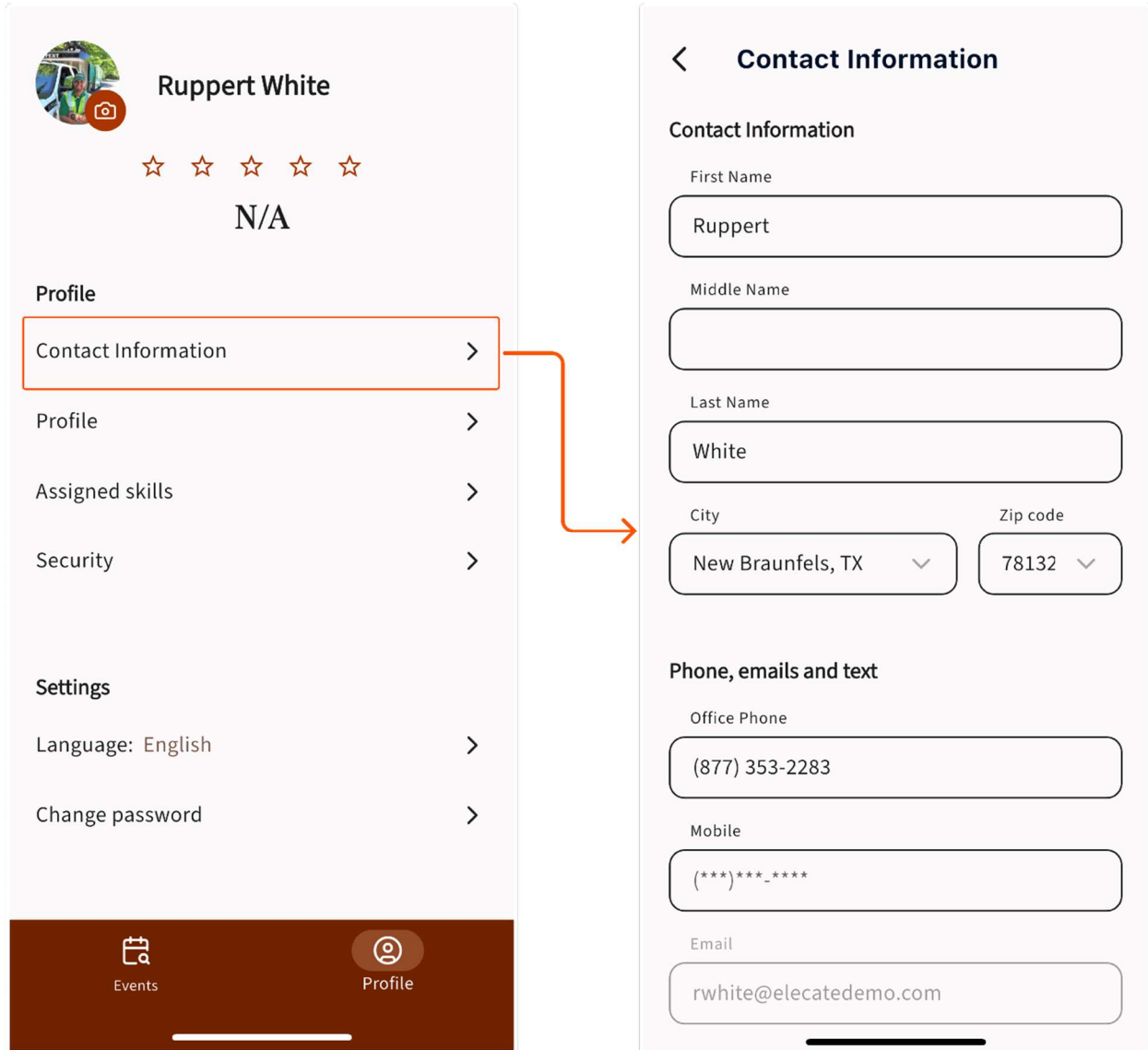
- From the home screen, tap under “Profile”
- At the top left, tap on the camera icon
- The next screen will allow you to take a picture (We know you love selfies)
- Or you can also select from your phone gallery



View or Edit Contact Info.

- Tap on “Contact information.”
- Tap on the field where you need to make the change
- To save your changes, scroll to the bottom
- Tap on the ‘Save’ button.

Please note that the only field you won’t be able to change is your email address.



Ruppert White

☆☆☆☆☆

N/A

Profile

- Contact Information >
- Profile >
- Assigned skills >
- Security >

Settings

- Language: English >
- Change password >

Contact Information

First Name

Ruppert

Middle Name

Last Name

White

City Zip code

New Braunfels, TX 78132

Phone, emails and text

Office Phone

(877) 353-2283

Mobile

(*)*)*_****

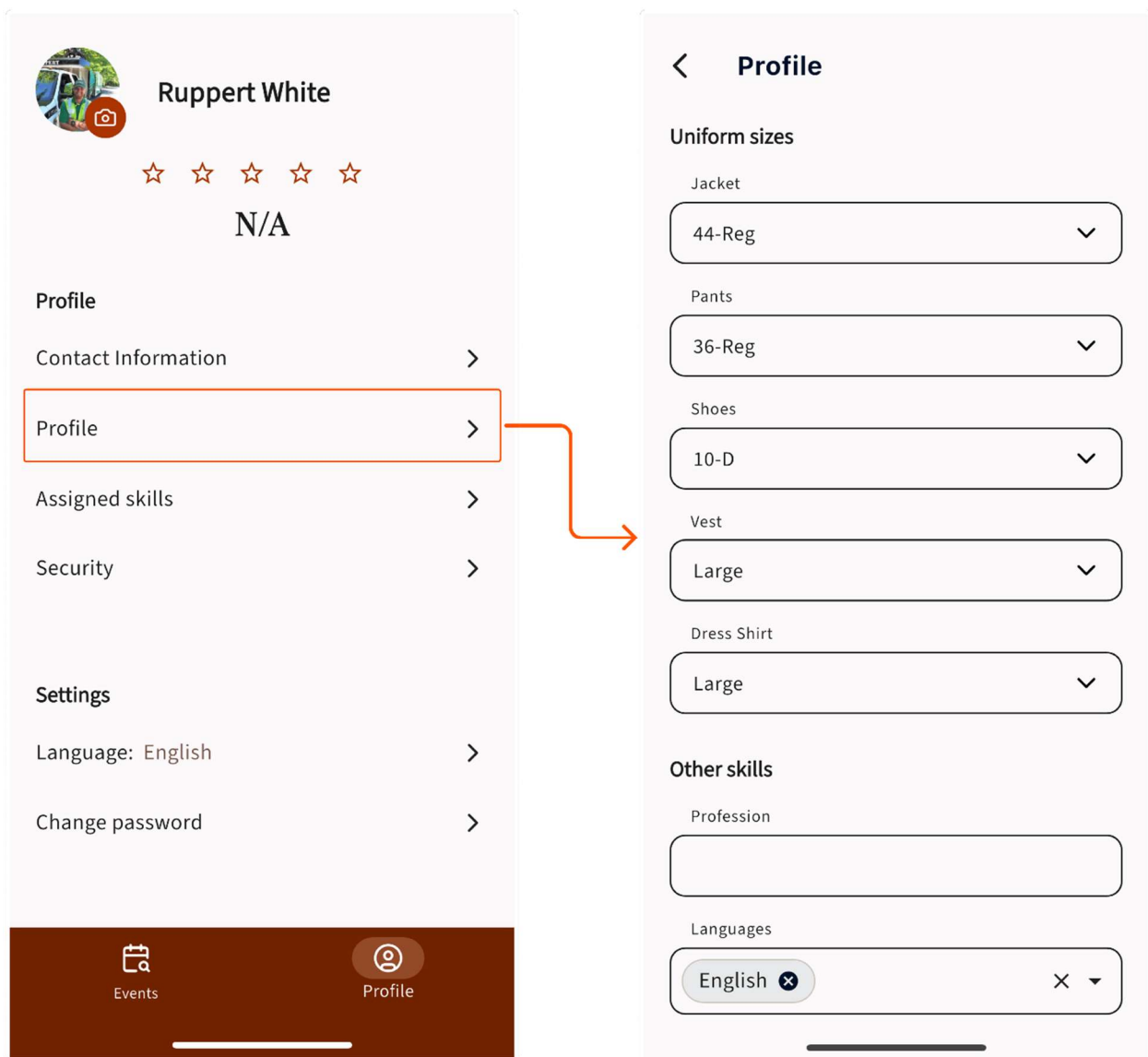
Email

rwhite@elecatedemo.com

Profile

- From the home screen, tap on Profile
- Tap on the “Profile” section, the next screen will display the following: *Uniform Sizes, Other skills, and Training*
- To edit your uniform sizes, tap on the arrow, which will show a dropdown menu*
- To edit your skills, tap on the field you would like to edit
- Tap on the ‘Save’ button.

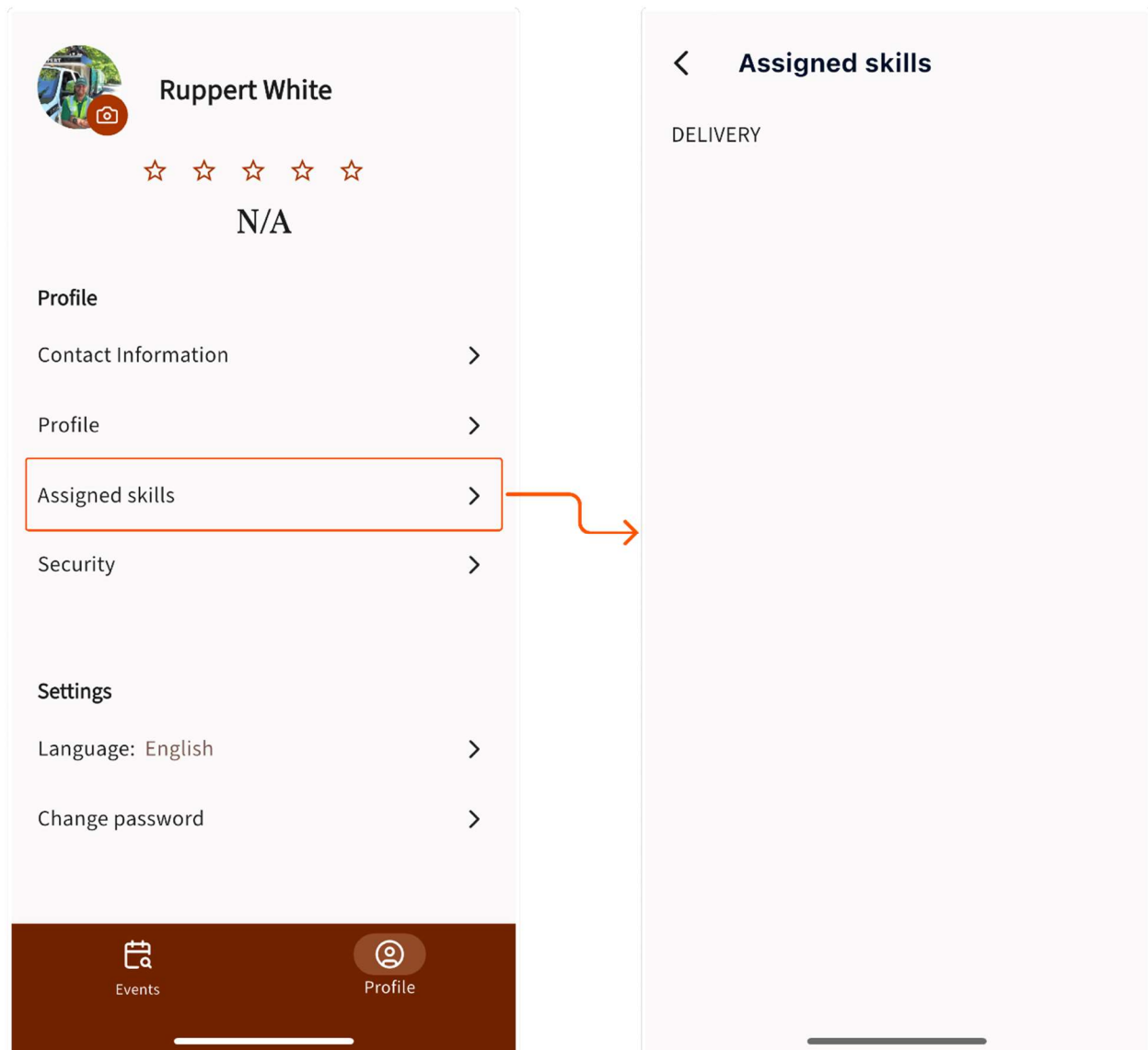
* Note: If you don’t see a specific uniform size, contact your administrator; they can set this up from the Web.



Skills

Do you need to review your skills?

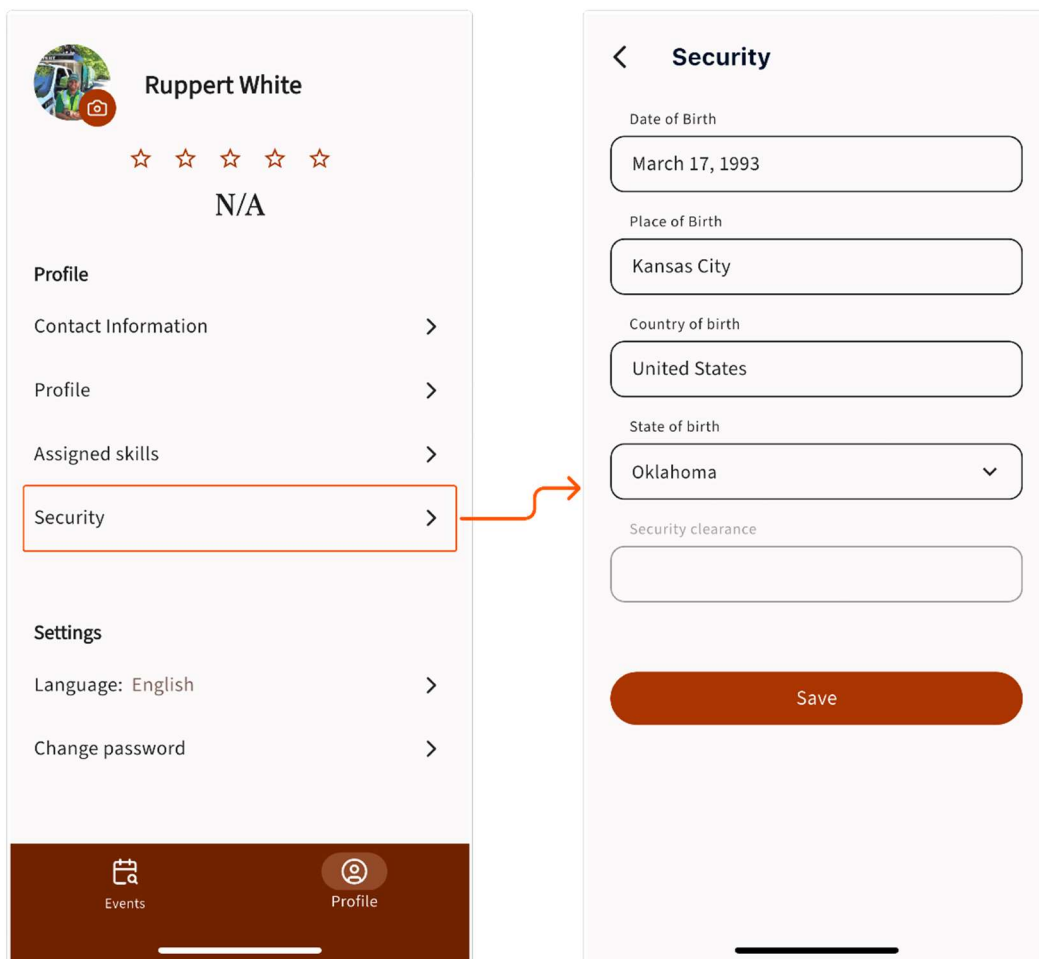
- From the home screen, tap on Profile
- Tap on the 'Assigned Skills' option
- You will see the skills the organization has set up for you
- You can tap the back arrow at the top left corner of the screen to go back to the main screen



Security

- From the home screen
- Tap under Profile
- Tap on 'Security'
- In case you need to edit any of the following details (Date of birth, Place of birth, Country of birth, or State of birth)
- Tap on the field that you need to edit
- Tap on the "Save" button.

Please note that the only field that you won't be able to edit is Security Clearance



The image displays two screenshots from the Elecate app. The left screenshot shows the user's profile page for 'Ruppert White'. The 'Security' option in the menu is highlighted with an orange box, and an orange arrow points from this box to the right screenshot. The right screenshot shows the 'Security' settings page. It contains fields for 'Date of Birth' (March 17, 1993), 'Place of Birth' (Kansas City), 'Country of birth' (United States), and 'State of birth' (Oklahoma). There is also a 'Security clearance' field which is currently empty. At the bottom of the page is a large orange 'Save' button. The bottom navigation bar shows 'Events' and 'Profile' icons.

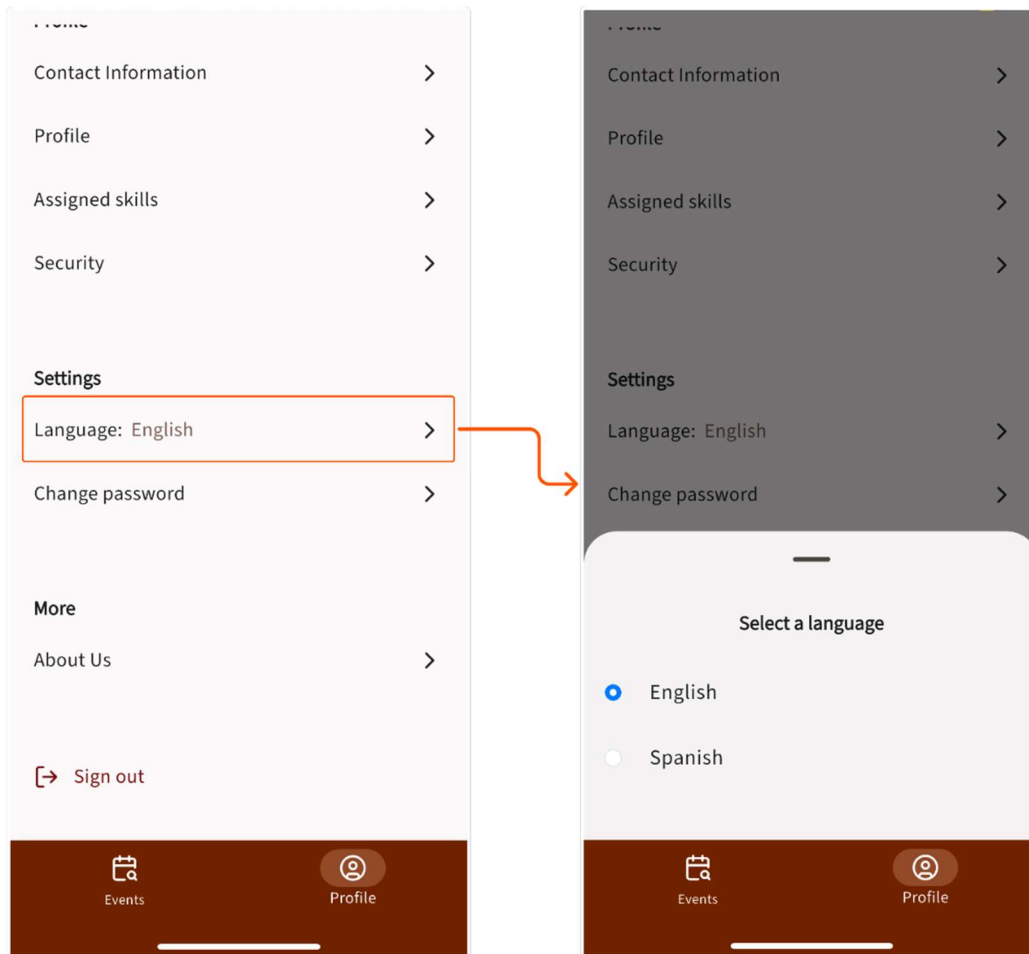
View and Edit Preferences

Change the Application Language

Maybe you are learning a second language, or you like to continue practicing, you can switch your preference under this section.

You will be able to change the app language

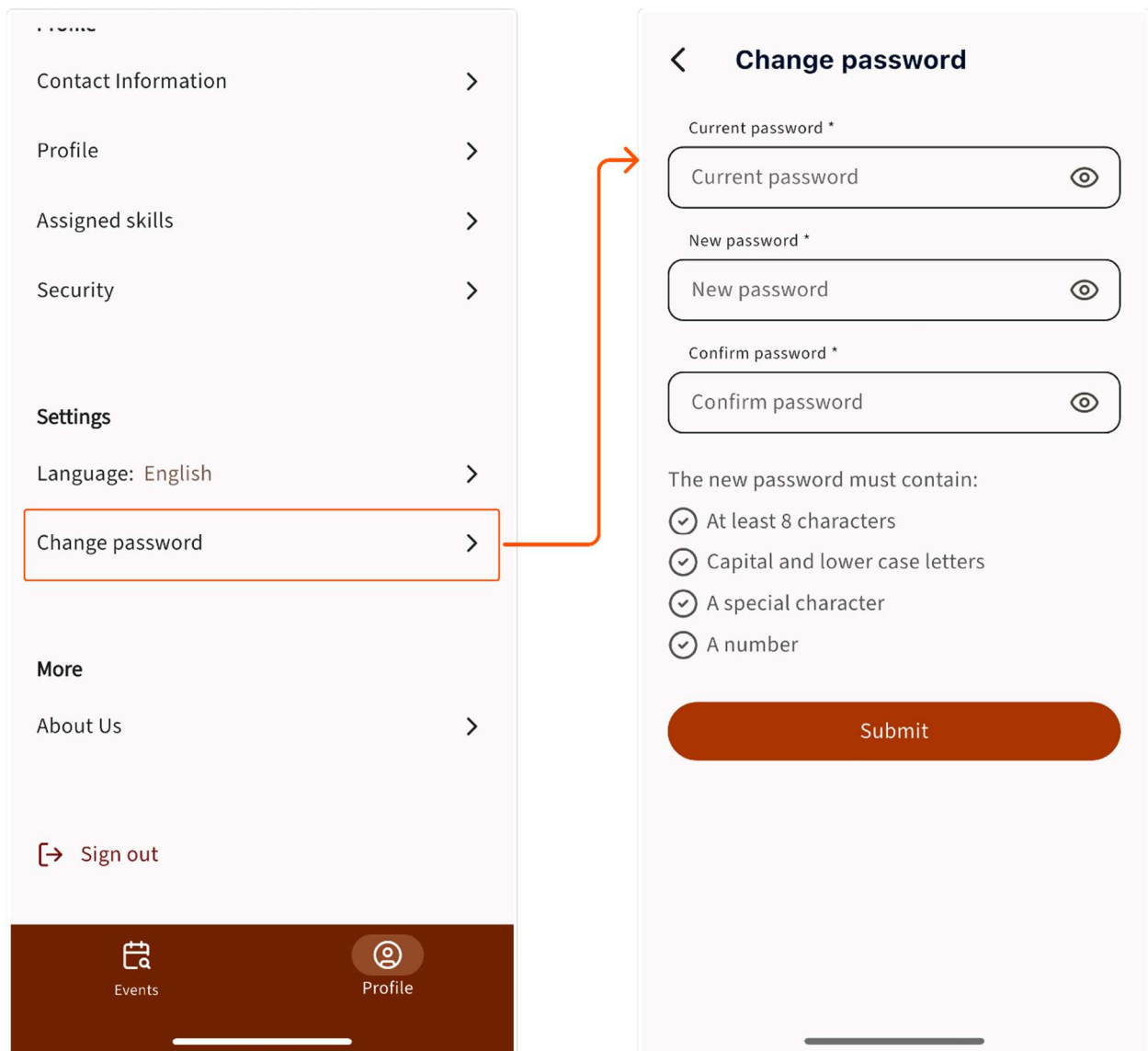
- From the home screen
- Tap under Profile
- Tap on 'Language'
- Select between "English" or "Spanish"



Change Password

You can update your password straight from the mobile app at any time to do so:

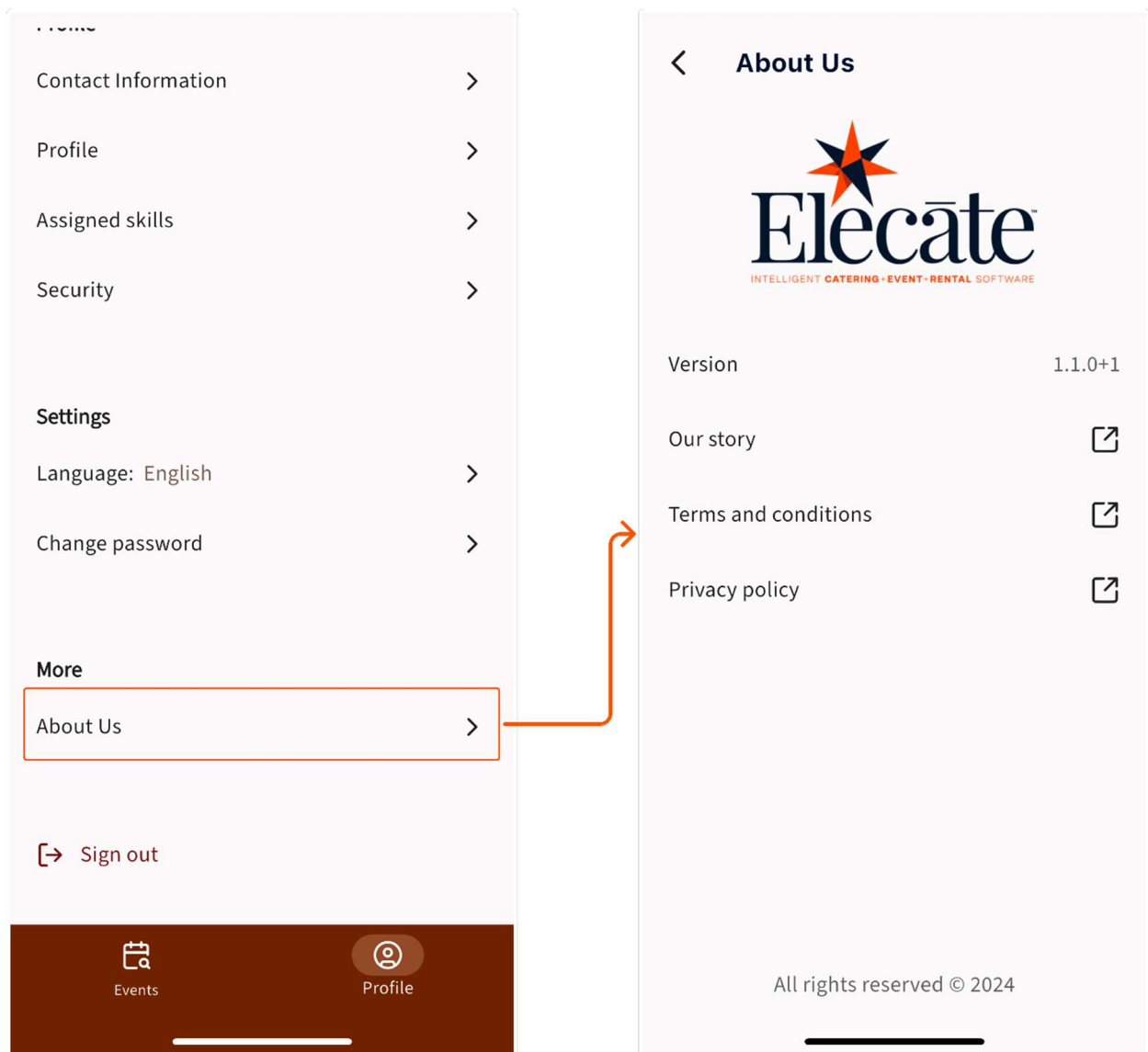
- From the home screen
- Tap under Profile
- Go to the profile Section.
- Navigate to the Settings section.
- Select the “Change password” option.
- Tap on the “Submit” button.



View About Us Screen

You can access our information to learn more in the application at any time.

- Go to the Profile Section
- Navigate to the 'More' section
- Select the 'About us' option
- You will have access to the App version, also there are links to know more about Elecate! Our story, our apps, Terms and Conditions, and our Privacy Policy



Sign Out

- Tap on the Profile Section
- Navigate at the bottom of the screen
- Tap on Sing Out
- You will be logged out of the application

