



VICTORIA TAXI
SMARTHAIL

Booking a taxi just got easier!

Welcome to Victoria Taxi Smart Hail App

For Android and iPhone



Ordering a taxi just got easy!

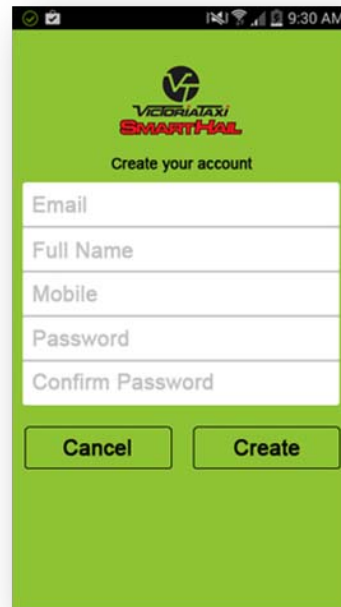
For smart phone users you can now order a cab direct from your phone.

The APP allows you to track your car through the whole process.

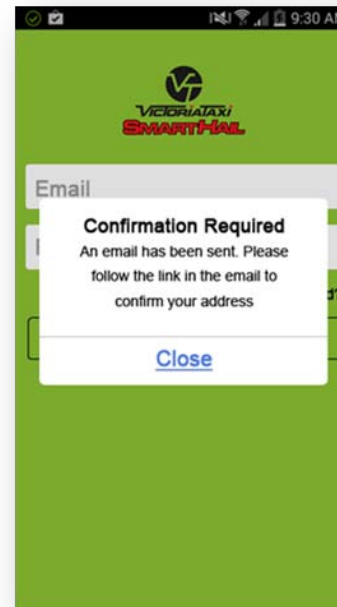
Get Started – Download Smart Hail App



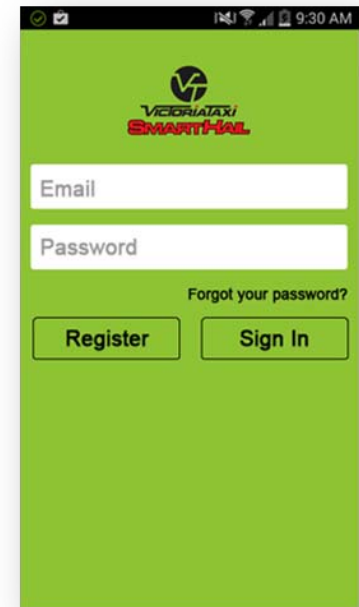
1. Activate App



2. Register



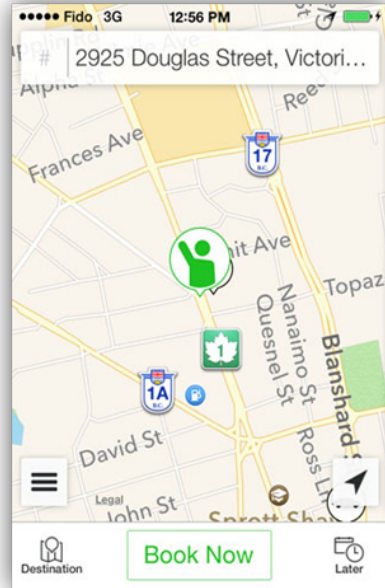
3. Confirm E/Mail



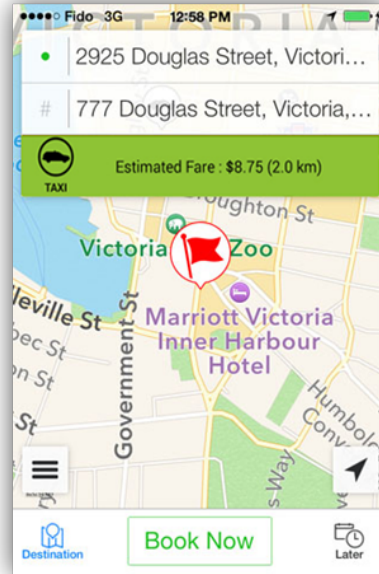
4. Sign In

Easy to get started – once you have downloaded the app **1. activate the app**. You will be prompted to register for the app **2. Register**. After completing your name and other details click on the 'Create' button, **3. Confirm E/Mail**. You will received an email with a link to activate the app. **4. Sign in**, you are now ready to use SMARTHAIL.

Booking Options – How to book a taxi

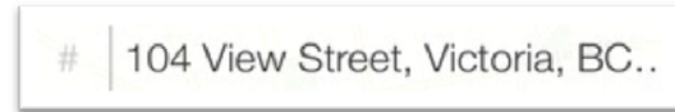


1. Book Now

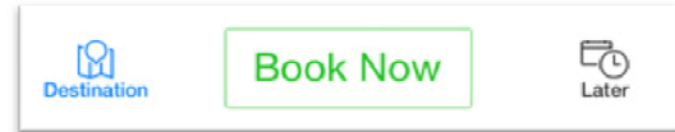


2. Get an Estimate

1. Book Now. Simply allow the app to locate you by GPS. Check address is correct if not touch the address bar and enter in correct address. **2. Fare Estimate.** To obtain a fare estimate tell the app your pick up address and your drop-off address.



Address Bar



Destination – Book – Future Book Bar

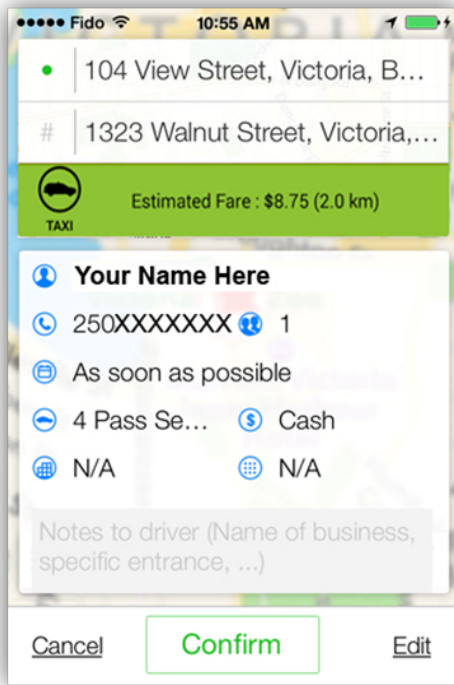


Destination Address – Estimate Bar

3. Simple Pick-Up or Fare Estimate?

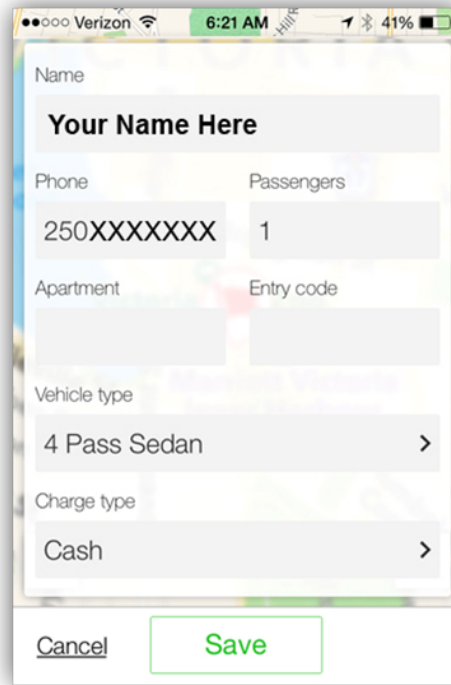
3. Destination Button. To obtain the drop-off address bar touch the destination button at the bottom of the screen. The drop-off address bar automatically appears. Once address is entered you will receive an estimate.

Booking Options – How to edit a booking

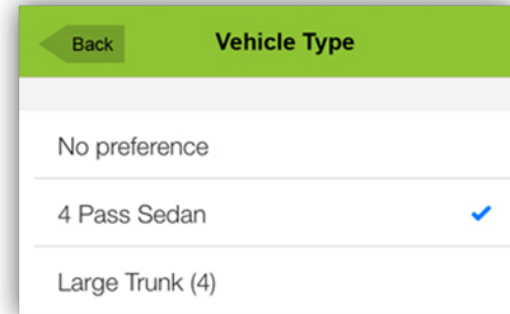


1. Trip Confirmation

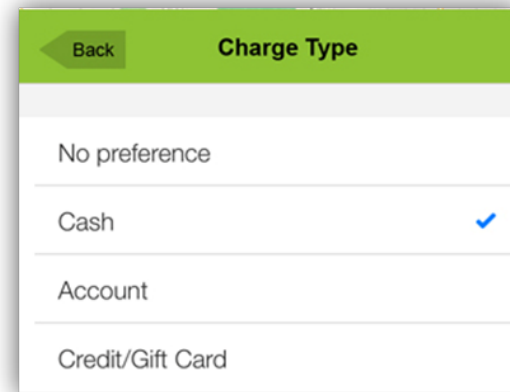
1. Trip Confirmation. Summary of the trip details you can edit certain information such as vehicle type or payment method. Simply click 'Edit'. **2. Edit Info.** To change vehicle type click on '4 Pass Sedan' for payment changes click on 'Cash'



2. Edit Info



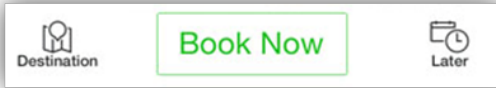
Select Vehicle



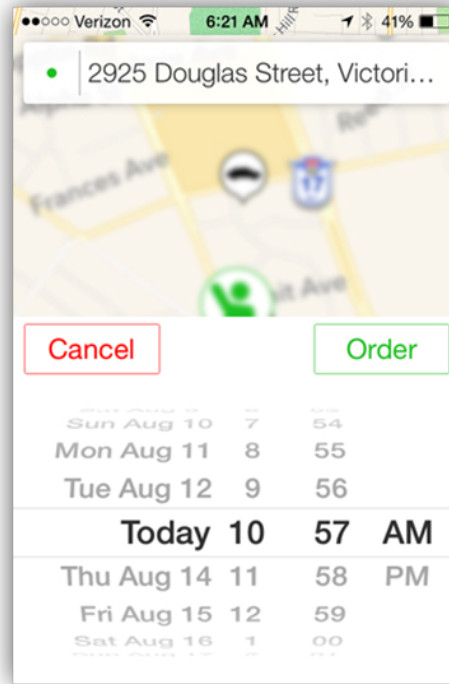
Select Payment Method

Select the appropriate option for your requirement then hit the 'Save' button

Booking Options – future book or cancel

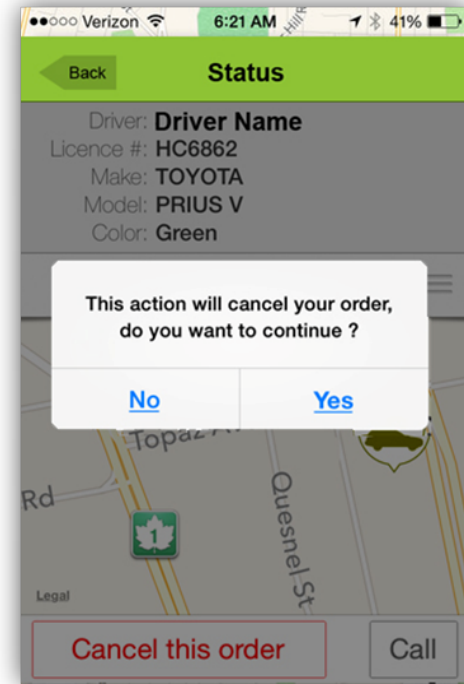


Book Later



1. Future Booking

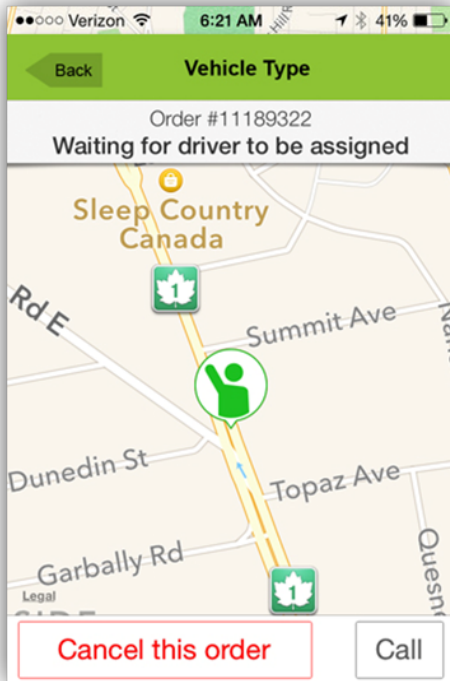
1. Future Booking. You can set up future bookings or 'Time Calls' ideal for early trips to the airport or ferry. Click on the 'Later' icon shown above as 'Book Later'. You can then select a time and date from the menu option. Once done hit 'Order'.



2. Ride Cancelled

Simply click on 'Cancel this order' and then confirm the cancellation request.

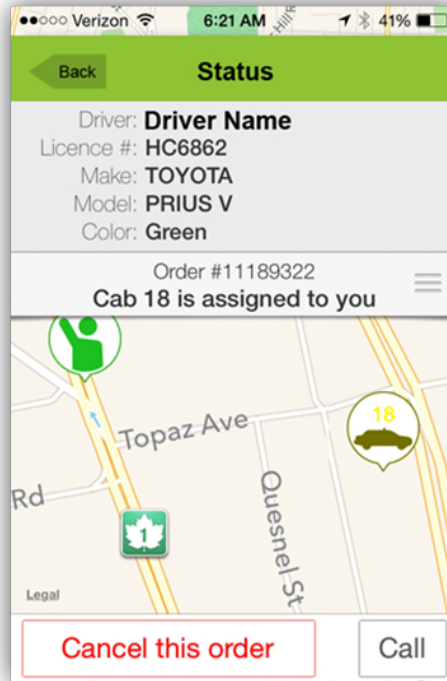
Car Scheduled – after confirmation



1. Waiting for car

Once the order is place.

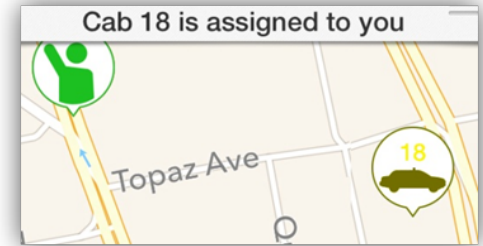
You will see a message to explain that the order is placed and the fare is being offered to the closest car to your location.



2. Car assigned

Car is Assigned.

You can now see that car 18 is assigned to the trip and you can also the vehicle type and the driver name.



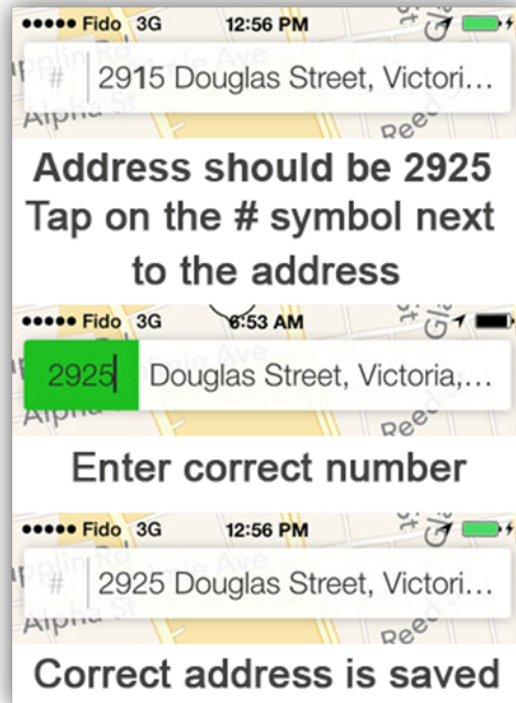
Car is Assigned.

You can now see your location and the location of the car that is assigned to you. **Note:** if you leave the app open you can follow the taxis route as it gets closer.

3. Location

Booking Options – first time usage

Teach your app! The first time you use the app you may have to teach it a few tricks! As with most navigation devices the app obtains position by GPS fixes. So the first time you use it the app may not fix the exact location. Example. You are sitting in a coffee shop that is located next door to a large hotel. The hotel will in most likelihood have a more prominent GPS fix. So you may well see the app acquire the address for the hotel and not your location. This can be fixed easily.



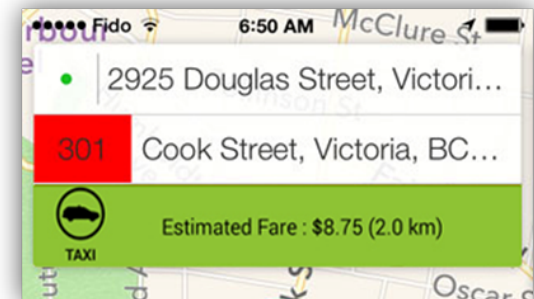
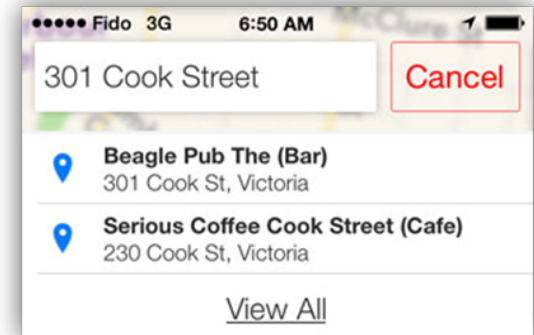
1. Manual Correction

If street number is incorrect tap on the # sign and correct the address.

2. By Auto GPS

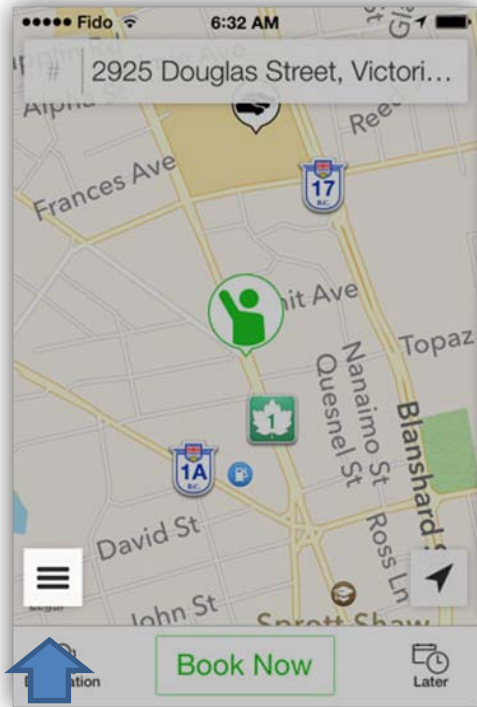
Manually type in address and let the auto-locate find addresses in the area for you.

You can also correct the drop-off address the same way you corrected the pick-up address.



Back Office – Stuff you can change

Change your app! The app comes with a useful back office and there is a lot of stuff in there that you can change or edit easily.



1. Go to back office

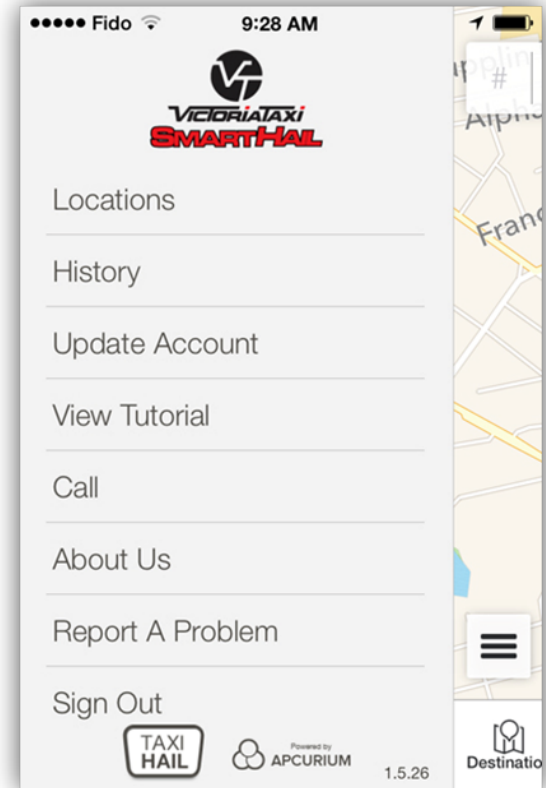
If street number is incorrect tap on the # sign and correct the address.

2. Back Office Options



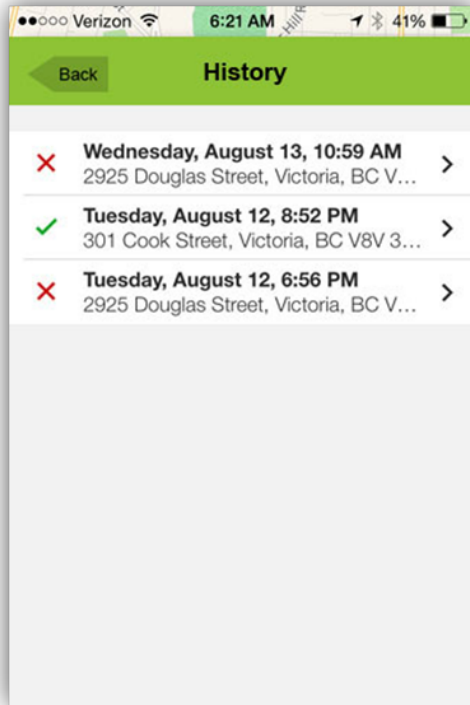
You can configure many things in the back office such as History, Locations, Update Account such as change email address or add new cell-phone number. You can also report any problems that you may encounter. Or simply call Victoria Taxi.

There is even a tutorial with the basic screens.



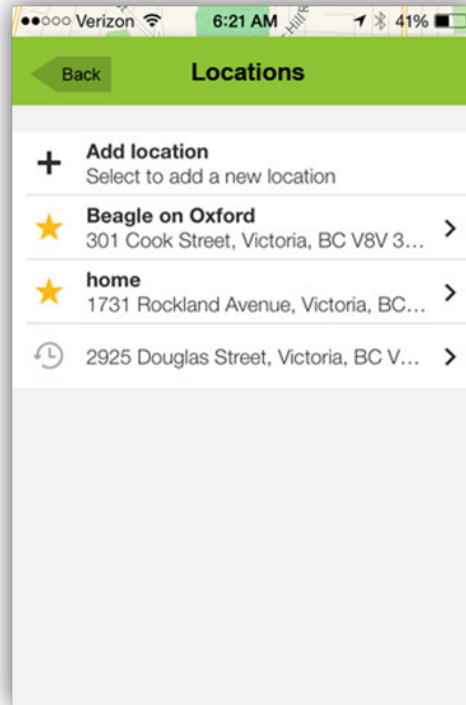
Back Office – Stuff you can change

Manage Locations or History! The app stores history of trips that are completed or booked and you can use this to build a profile, or amend addresses.



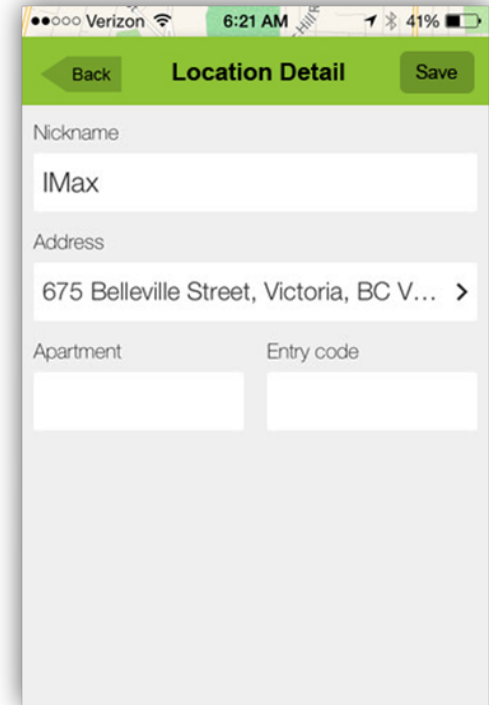
1. History

From back office select 'history' and you can see a list of trips stored by the app.



2. Locations

Change Locations or you can add locations by clicking the '+ Add location' option.

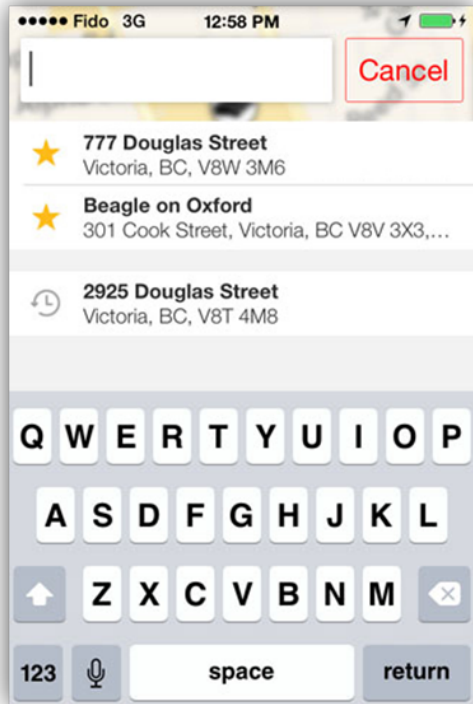


3. Add Location

Give the location a name or nick-name and place in the address.

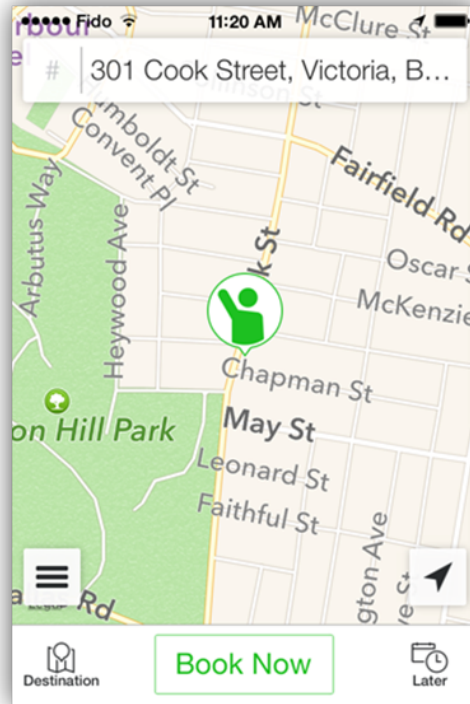
Back Office – Stuff you can change

Favorites! The app will eventually recognise addresses or locations that are used regularly and you will be able to book from stored favorites.



 **1. Favorites**

To book by favorite select the save address and click on it once.

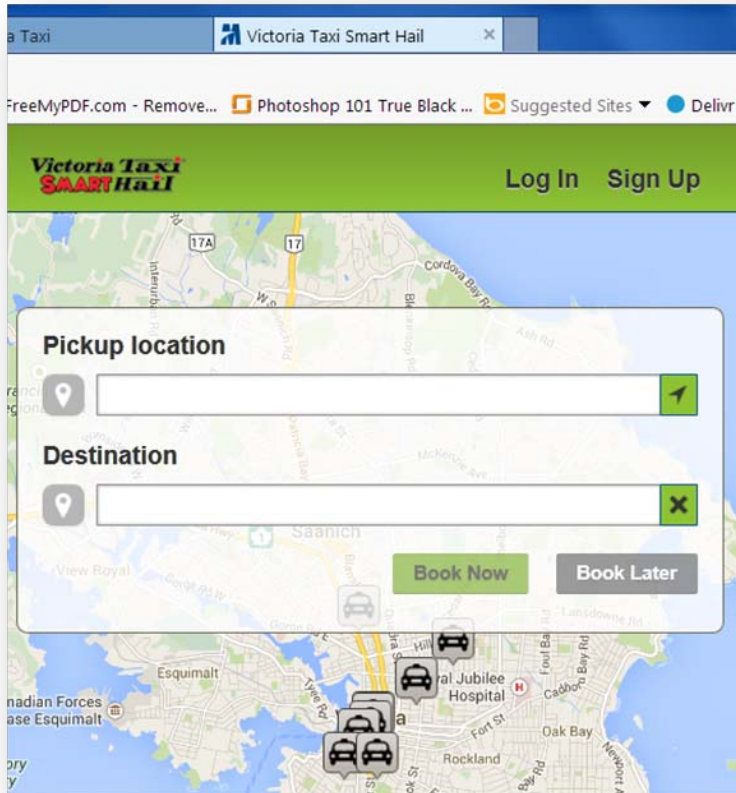


 **2. Selected**

The booking screen now shows your favorite location as your pick up address.

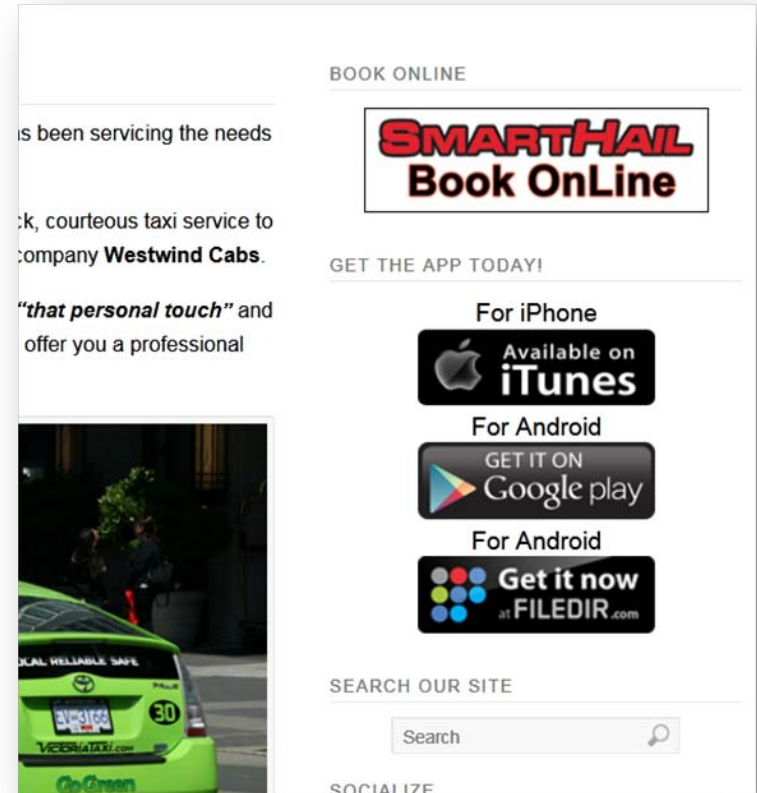
Website Booking – Book from home

Webpage Booking! You can book from the website link visit <http://victoriataxi.com> and follow the book online link or visit <https://services.taxihail.com/VictoriaTaxi/> . The same email address and password are used.



1. Direct Link

To book on website

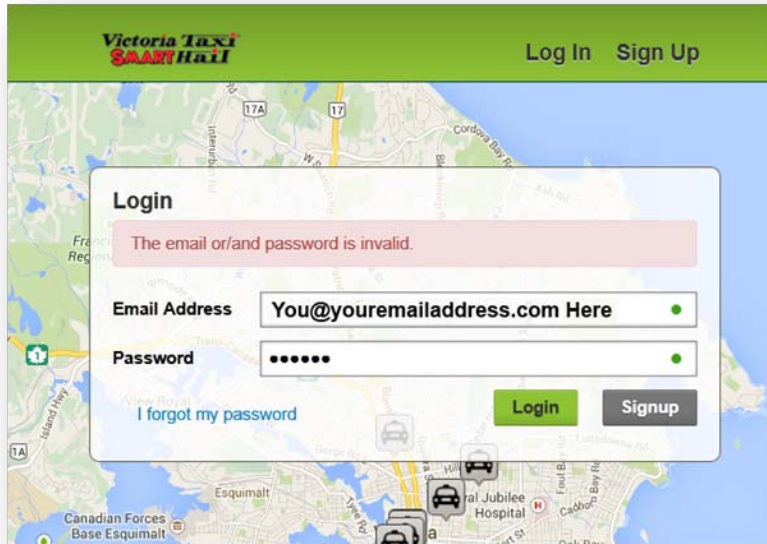


2. Victoria Taxi Link

Link from our Website

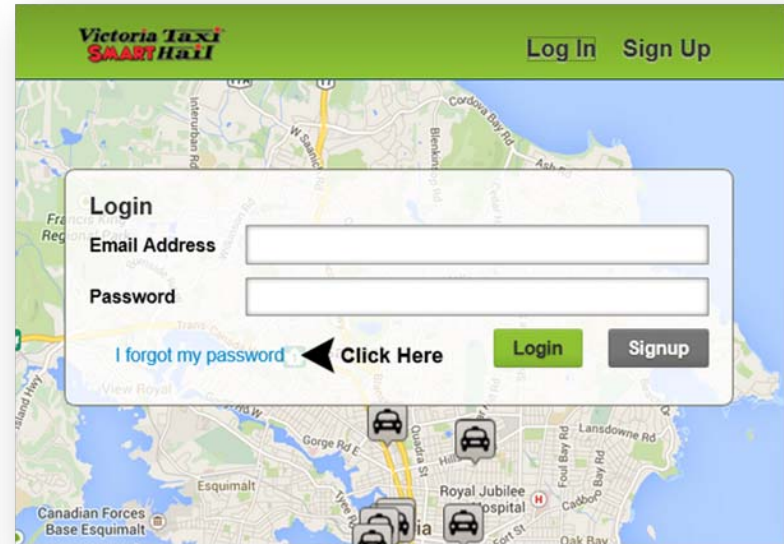
Account Editing – repair or restore

The website app. The website app allows you to change passwords or recover passwords if lost you can also edit other details associated to your account.



1. Password Error

If you forget password then you will not be able to proceed.

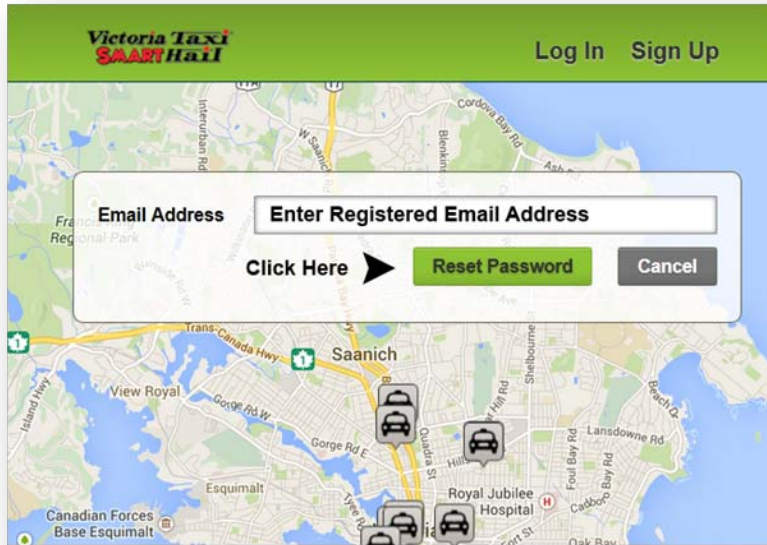


2. Forgot Password

If you cannot get your password or have forgotten it then click on I forgot my password link.

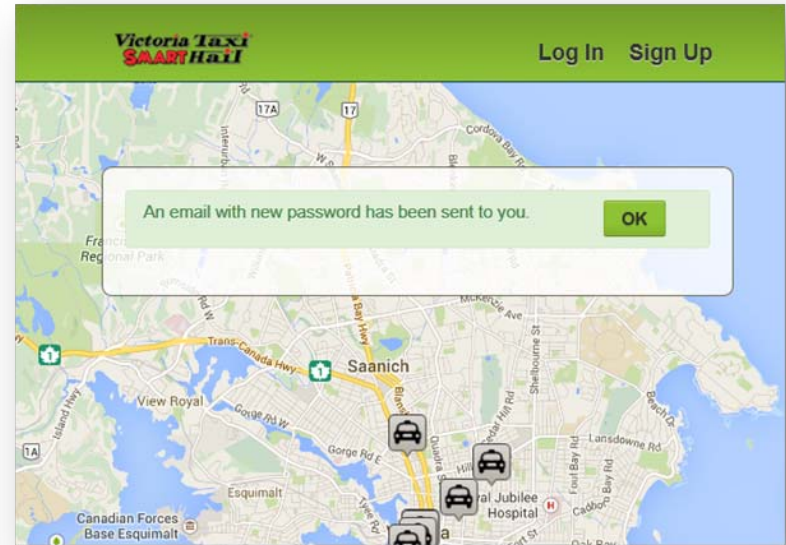
Account Editing – repair or restore

The website app. The website app allows you to change passwords or recover passwords if lost you can also edit other details associated to your account.



3. Enter email address

Enter email address that you used to register for the app, then click on 'Reset Password'

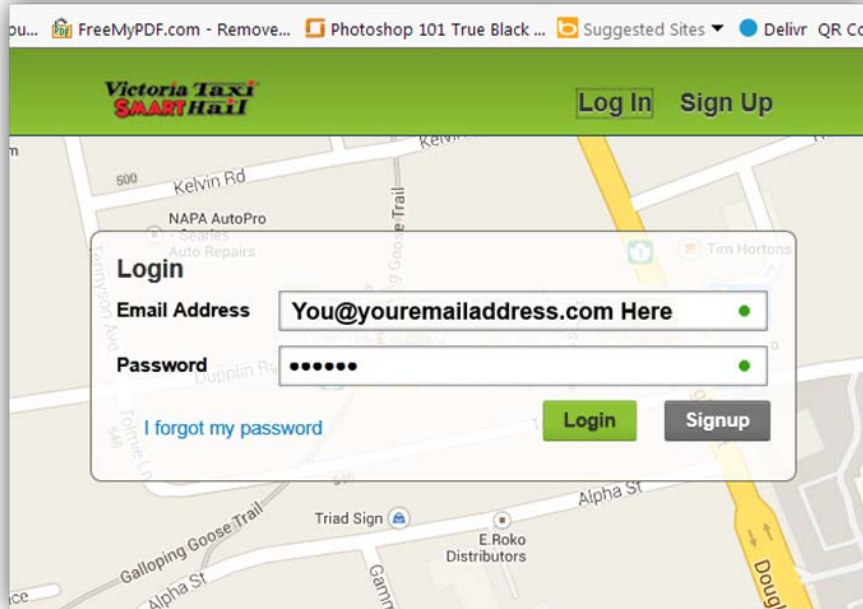


4. Notification

Check email for link with new password this will normally look something like H456THY.

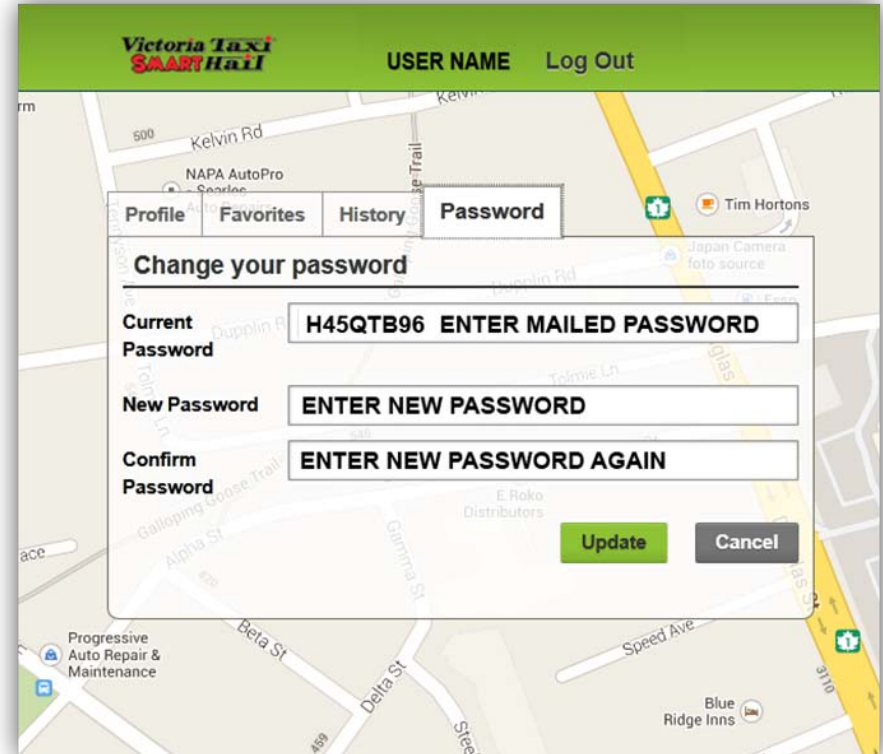
Account Editing – repair or restore

The website app. Once you have received temp password log in and then reset password.



5. Login with new password

Login with email address and the new temp password, then click on 'Login'

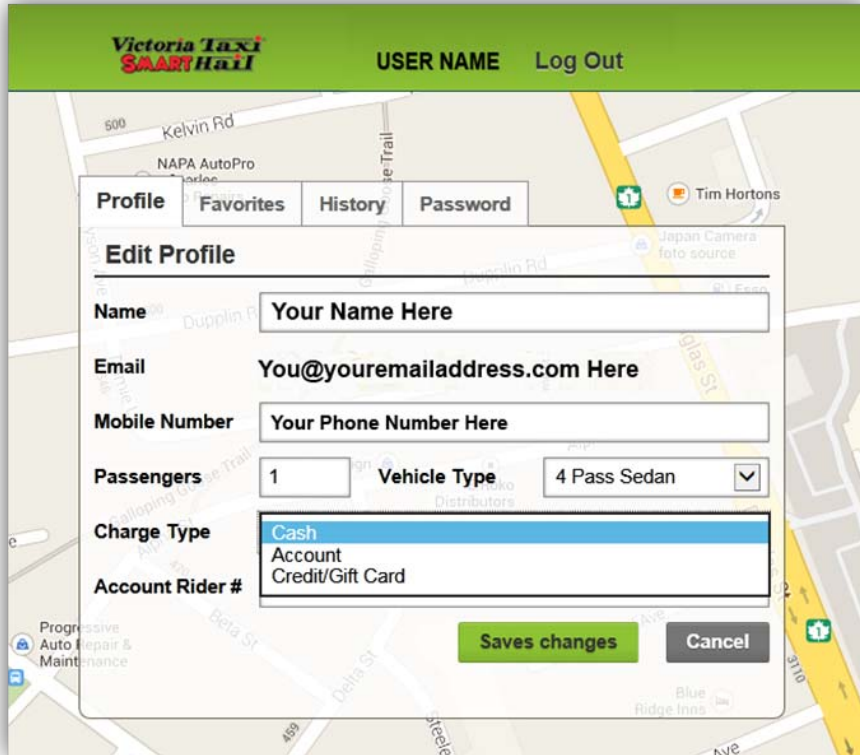


6. Reset Password

Change the temporary password to one that you can easily remember.

Account Editing – edit profile options

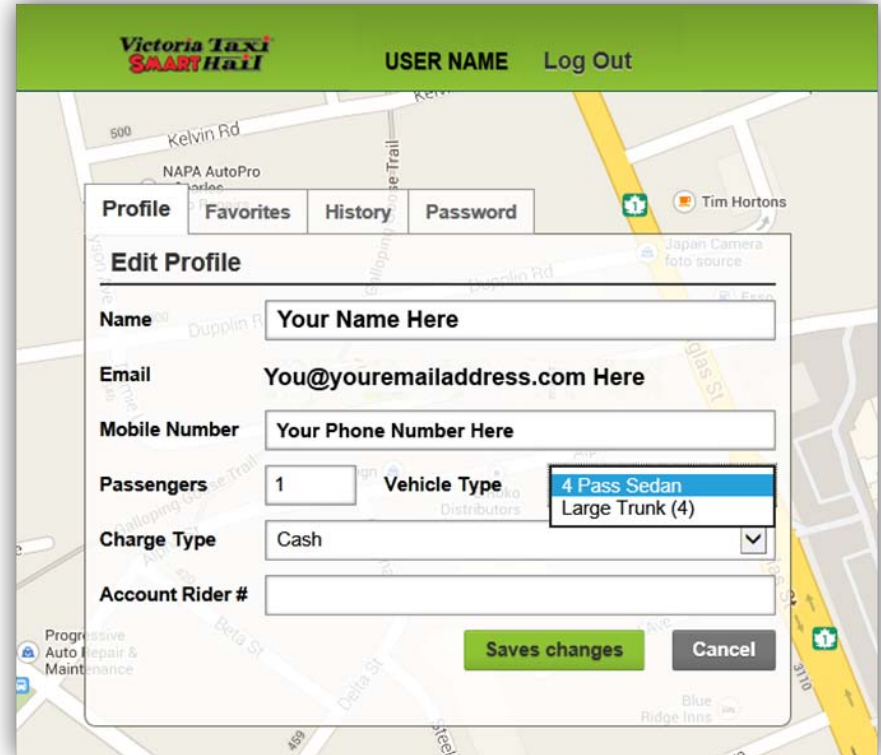
Profile Options. Once you have logged in you can change profile settings.



The screenshot shows the 'Edit Profile' form in the Victoria Taxi SMARTHail app. The form is overlaid on a map background. The 'Charge Type' dropdown menu is open, showing 'Cash' as the selected option. Other fields include Name, Email, Mobile Number, Passengers (set to 1), and Vehicle Type (set to 4 Pass Sedan). There are 'Saves changes' and 'Cancel' buttons at the bottom of the form.

7. Change default payment method

If you normally pay by cash select cash, or account for example. Once done hit 'Save changes' button.



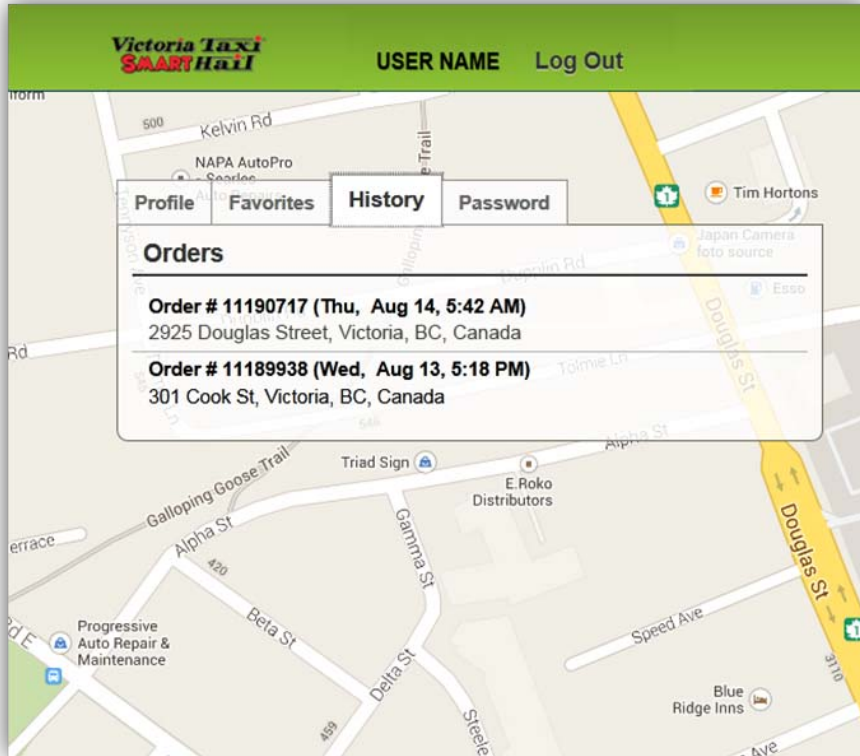
The screenshot shows the 'Edit Profile' form in the Victoria Taxi SMARTHail app. The 'Vehicle Type' dropdown menu is open, showing '4 Pass Sedan' and 'Large Trunk (4)'. 'Large Trunk (4)' is selected. Other fields include Name, Email, Mobile Number, Passengers (set to 1), and Charge Type (set to Cash). There are 'Saves changes' and 'Cancel' buttons at the bottom of the form.

8. Change Vehicle Type

If you are going to the airport and need space for luggage select Large Trunk (4).

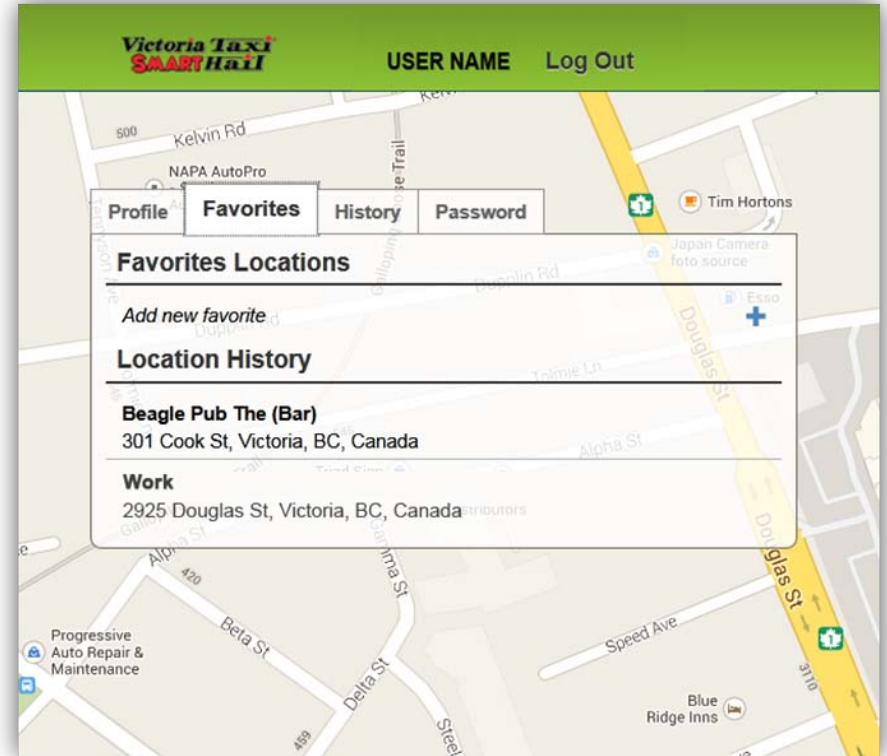
Account Editing – edit profile options

Profile Options. Once you have logged in you can change profile settings.



9. History

Check and change history options



10. Favorites

Edit or add to favorites. To add to favourites click on the '+' icon

Notice to Users

Victoria Taxi SmartHail is available for download for android and iphone users to download please visit <http://victoriataxi.com> and click on the download link.

Victoria Taxi does not use your personal information for marketing or advertising purposes. Your email address and phone number are used to post your booking to our automated Dispatch system.

Victoria Taxi reserves the right to remove users who are seen to abuse or deliberately misuse the app.

Notice to people in Australia, this app does not cover the state of Victoria in Australia.
Notice to people in Victoria Texas, this app does not cover the state of Texas.

A cab at your fingertips
GET THE APP TODAY!



Android



iPhone



VICTORIA TAXI
SMARTHAIL

Booking a taxi just got easier!