



Partner App User Guide

A complete step-by-step guide for drivers — sign in, set your ride PIN, build halts, run pickups and drop-offs, mark students, file leave and check reports.



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About This Guide

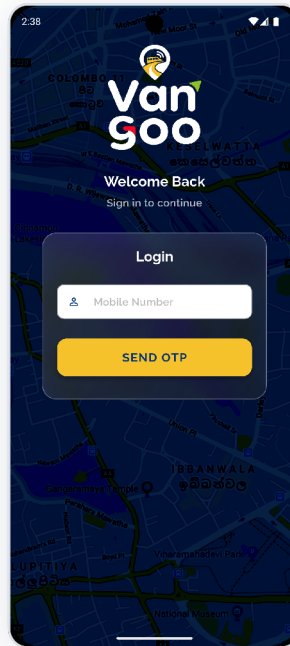
This guide covers the VanGoo Partner (driver) app for Android and iOS. Screens may look slightly different depending on your device or app version. For help, contact your transport coordinator or the VanGoo operations team.



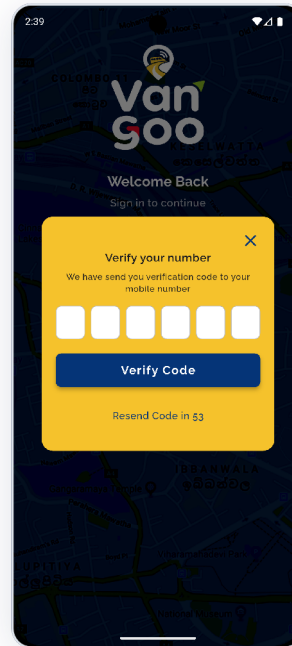
1 Getting Started



SPLASH



LOGIN SCREEN



OTP VERIFICATION

STEP-BY-STEP INSTRUCTIONS

- 1 **Install the app** — search for **VanGoo Partner** on the Google Play Store or Apple App Store and install it on the phone you keep in the vehicle.
- 2 **Open the app** — the splash screen with the **VanGoo Partner** mark appears, then the login screen with the map background.
- 3 **Allow the permissions** — when asked for location, choose **Allow all the time** (not “Only while using the app”), and allow notifications. Both are required for tracking to work.
- 4 **Enter your mobile number** — type the number registered with your transport agency in the **Mobile Number** field, then tap the yellow **SEND OTP** button.
- 5 **Verify your number** — a yellow card slides up. Type the verification code from the SMS into the boxes and tap **Verify Code**. If it does not arrive, wait for the **Resend Code** countdown to reach zero and tap it.
- 6 **You're in** — first-time drivers are taken to **Set Ride PIN** (section 2). After that, verifying takes you straight to **Home**.

Important: only numbers registered by your agency admin can log in. If you see an “account inactive” or “not registered” message, contact your coordinator before trying again.

Tip: if you tapped Deny on a permission prompt by mistake, fix it later in your phone's Settings → Apps → VanGoo Partner → Permissions.



2 Set Your Ride PIN

The **Ride PIN** is a 4-digit code that only you know. You enter it to **start** a ride and again to **end** it, so no one else can open or close a shift in your name. The app asks you to create it the first time you sign in.

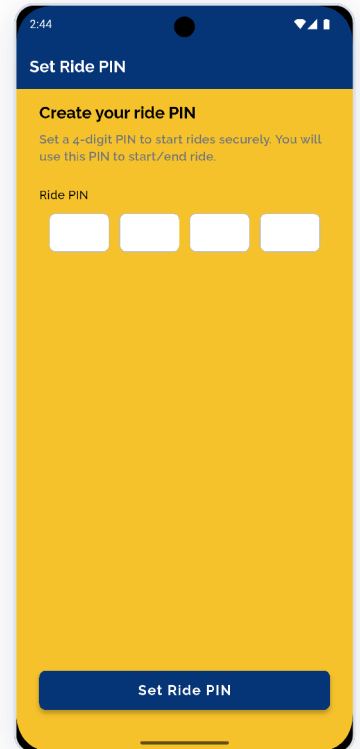
CREATING YOUR PIN

- 1 After your first OTP verification, the **Set Ride PIN** screen opens automatically.
- 2 Tap the first box under **Ride PIN** and type **four digits**. The cursor moves to the next box as you type.
- 3 Tap the navy **Set Ride PIN** button at the bottom. You land on the Home screen, ready to drive.

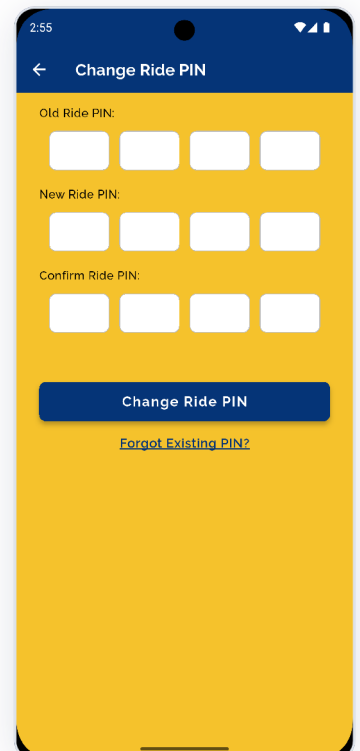
CHANGING IT LATER

- 1 Go to **Account** → **Change Ride PIN**.
- 2 Enter your **old PIN**, then the **new PIN** twice, and tap **Change Ride PIN**.
- 3 Forgotten it? Tap **Forgot Existing PIN?** and verify by OTP to set a new one. Change it at once if anyone else has used your PIN.

Keep it private: anyone who knows your Ride PIN can start or end a ride in your name. Do not use an obvious code such as 1234 or your birth year, and never write it on the windscreen or dashboard.



SET RIDE PIN



CHANGE RIDE PIN



3 Home & Navigation

Home lists every ride assigned to you for today. Each ride is one card. **Pull down** on the list to refresh it.

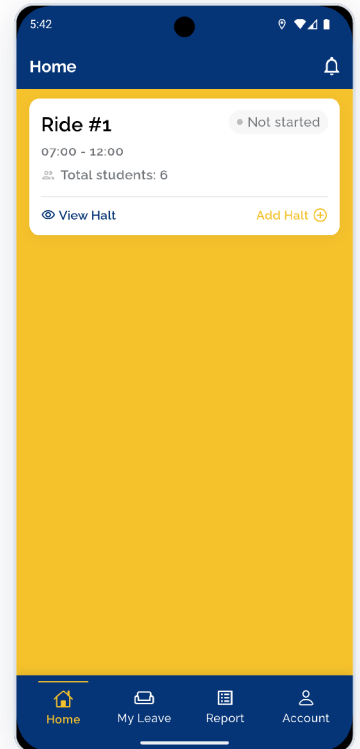
THE RIDE CARD

Ride #1	The ride name. Tap the card to start the ride.
Status chip	Not started or Started — the ride's state right now.
07:00 – 12:00	The scheduled window for this ride.
Total students	How many students are assigned to this ride.
View Halt	Opens the halts on this ride and the students at each one.
Add Halt +	Creates a new halt from selected students (section 4).

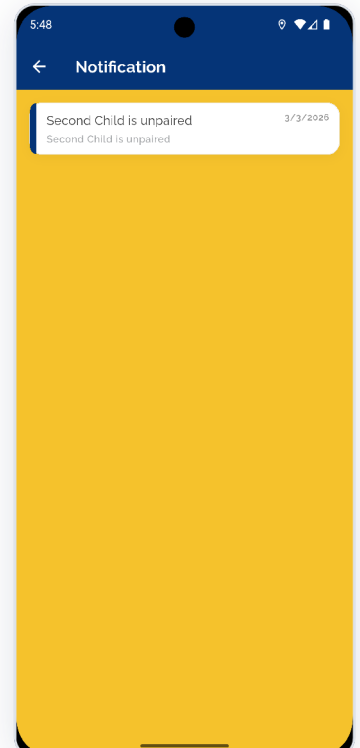
BOTTOM NAVIGATION

Home	Today's rides. Start a new ride or resume a running one.
My Leave	Request days off and see the status of each request.
Report	Pick & drop history for any student on your rides.
Account	Your profile, QR code, vehicle, Ride PIN and support.

Tip: the bell icon at the top-right opens your notifications — ride assignments, admin messages and leave decisions. A red dot means something is unread. If Home is empty, pull down to refresh; if it stays empty, nothing has been assigned to you today.



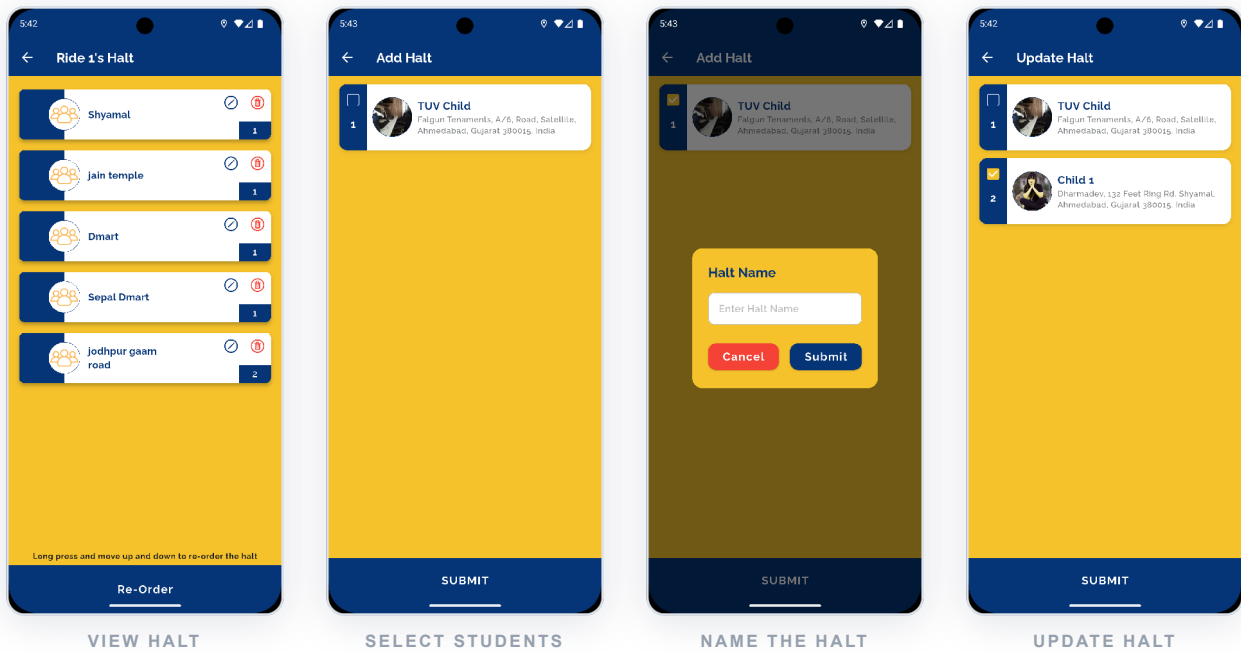
HOME SCREEN



NOTIFICATIONS



4 Halts — View & Add



VIEW HALT

SELECT STUDENTS

NAME THE HALT

UPDATE HALT

WHAT A HALT IS

A **halt** is one stop on your route — usually a home or a common corner where a few students wait together. Grouping students into halts keeps the route short and tells parents exactly where the vehicle will stop.

VIEWING HALTS

- 1 On the ride card, tap **View Halt**.
- 2 Halts are listed **in route order**. The navy number on the left is the stop number.
- 3 Each card shows the halt name and a navy badge with the number of students there.
- 4 Use the **pencil** to edit a halt or the **red trash** to delete it. **Long-press and drag** a card to change the order, then tap **Re-Order** to save the new sequence.

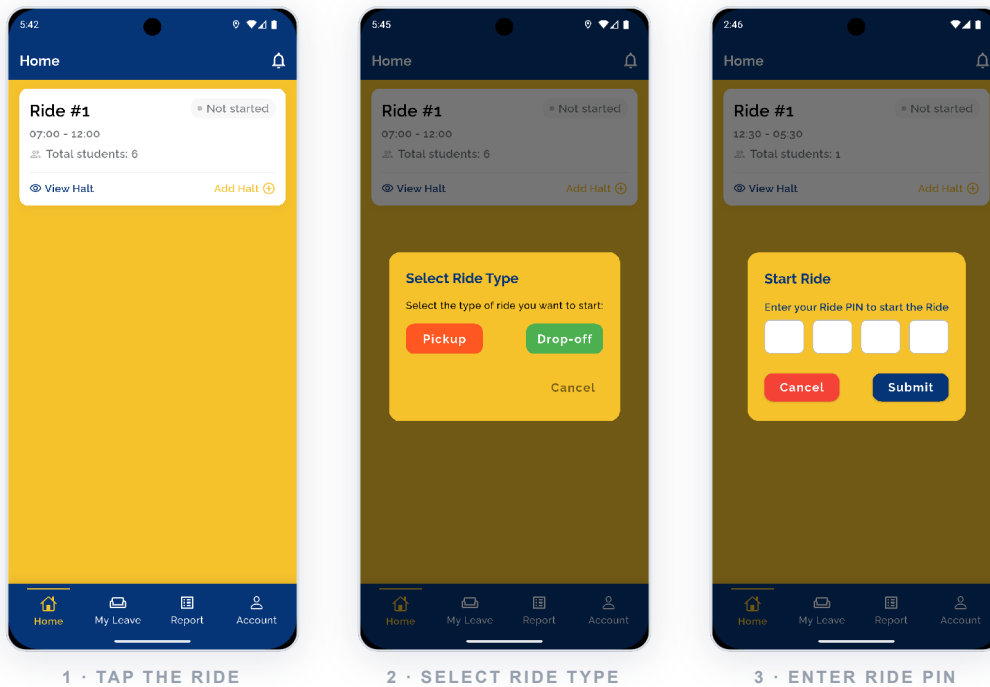
ADDING A HALT

- 1 On the ride card, tap **Add Halt +**. The students on this ride are listed with their pickup address.
- 2 **Tick the checkbox** of every student who will board at this one stop.
- 3 Tap **SUBMIT** at the bottom.
- 4 The **Halt Name** dialog appears. Type a name you will recognise from the driver's seat — a landmark, gate or corner.
- 5 Tap **Submit** to save, or **Cancel** to go back without creating it.
- 6 To change who waits at an existing halt, open it and use **Update Halt** — tick or untick students, then **SUBMIT**.

Tip: name halts after something visible from the road ("Falgun Tenaments gate", "Satellite corner") rather than a student's name — you read these while driving, and one halt can serve several students.



5 Starting a Ride



STEP-BY-STEP INSTRUCTIONS

- 1 **Tap the ride** you are about to drive on the Home tab. Check the time window and the student count first.
- 2 **Select Ride Type** — the dialog offers **Pickup** and **Drop-off**. The app builds the route differently for each, so pick the one that matches the run.
- 3 The **Start Ride** dialog asks for your **4-digit Ride PIN**. Type it and tap **Submit**.
- 4 **The ride starts.** The status chip turns to **Started**, tracking begins, parents can see the vehicle moving, and you land on the halts screen.

Pickup

Home → school. The route stops at each student's halt and finishes at the school.

Drop-off

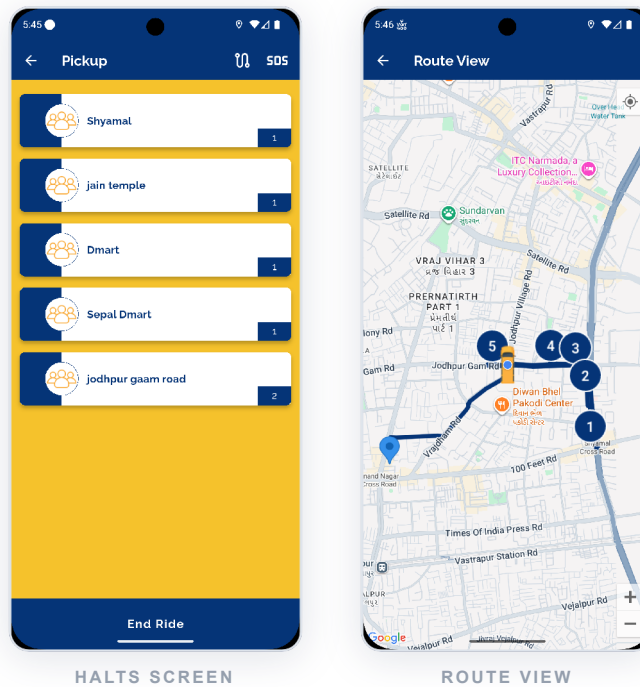
School → home. The route starts from your current location and ends at the last halt.

While a ride runs: a notification stays in your status bar for the whole trip. **Do not swipe it away** — on Android it keeps the tracking service alive, and closing it stops the live location parents depend on.

If the ride will not start: the app needs GPS on and location permission set to **Allow all the time**. A ride with no students assigned also cannot be started — call your coordinator.



6 During the Ride



HALTS SCREEN

ROUTE VIEW

WORKING DOWN THE HALTS

- 1 The screen is titled **Pickup** or **Drop-off** and lists every halt **in route order**; the navy badge on the right is how many students wait there. Tap a halt to open it.
- 2 As each student boards, mark them **Picked**. On a drop-off run, mark them **Dropped** as they step off.
- 3 If nobody comes out after a reasonable wait, mark the student **Absent** and move on. The parent is notified.
- 4 A status is **final** once set, so mark students at the stop itself — not from memory at the end of the route.

Picked / Dropped

On or off the vehicle. The parent is alerted instantly.

Absent

Not travelling today — removed from this ride.

THE LIVE MAP

- Tap the **route icon** in the top bar to open **Route View**. Use **+** / **-** to zoom and the crosshair to re-centre on yourself.
- The **vehicle icon** is you, turned in your direction of travel. **Numbered navy dots** are the halts still ahead, and on a pickup run a **blue pin** marks the school.
- Your position refreshes every few seconds. The route line only redraws when you drift well off it — that is normal.

Rule of the road: every student must be marked picked, dropped or absent before the ride can be ended. If any are still pending you will see *“Please change student status before end ride”*.



7 Ending a Ride & SOS

ENDING THE RIDE

- 1 Check that every student on the halts screen carries a **picked**, **dropped** or **absent** tag.
- 2 Tap the navy **End Ride** bar at the bottom of the screen.
- 3 Enter your **Ride PIN** and tap **Submit**.
- 4 Tracking stops, the status-bar notification disappears, and you return to the ride list.

If you forget: the next time you open the app it detects the running ride and takes you back into it. Always end a ride when the run is finished — never leave one running overnight.

EMERGENCY · SOS

Use **SOS** when the vehicle has broken down or you cannot safely continue the route.

- 1 On the halts screen, tap the **SOS** icon at the top-right.
- 2 A confirmation appears — “Your vehicle has been broken down.” Tap **SOS** to confirm.
- 3 An alert goes to your control room and to the parents on this route, and the ride closes immediately — **no PIN needed**.

Use SOS only for real emergencies — breakdowns, accidents or unsafe conditions. If one student simply is not there, mark them **absent** instead.



END RIDE & SOS BAR



8 My Leave

File a leave request whenever you cannot work a shift. Your coordinator sees it immediately and can arrange a replacement driver, and the parents on your route are informed.

ADDING A LEAVE REQUEST

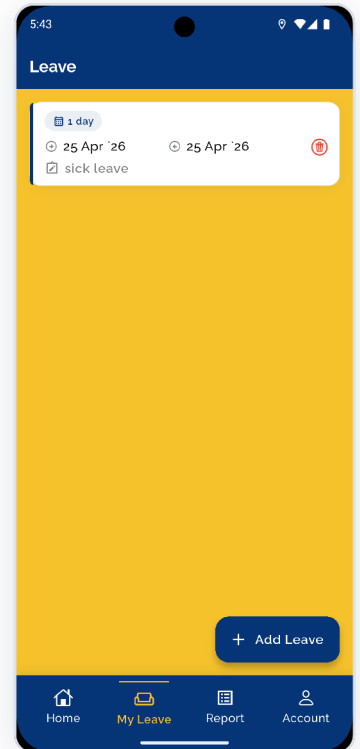
- 1 Open the **My Leave** tab in the bottom navigation.
- 2 Tap **+ Add Leave** at the bottom-right, or the **+** in the top bar.
- 3 Pick the **from** and **to** dates. For a single day off, set both to the same date.
- 4 Type a short **reason** (for example “sick leave”).
- 5 Under **Rides**, tick **Pickup**, **DropOff** or both for each ride you will miss, then tap **Save**.

Note: for leave of more than one day, both Pickup and Drop-off are selected automatically for every ride and cannot be changed. You can choose only one of them on a **single-day** leave.

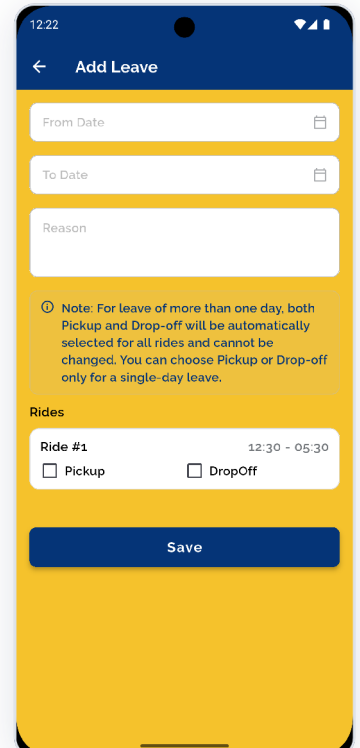
READING A LEAVE CARD

1 day	Duration chip — how many days this request covers.
Dates	The first and last day of leave.
Reason	The note you entered when submitting.
Red trash icon	Deletes a request that is still pending. Approved or rejected requests stay on the list for the record.

Tip: file leave at least a day in advance so a replacement can be assigned. A request submitted on the morning of the run may not reach your coordinator before the first pickup.



LEAVE LIST



ADD LEAVE



9 Report

The **Report** tab is your record of what happened on past rides — useful when a parent or coordinator asks what time a student was picked up or dropped off.

USING THE REPORT SCREEN

- 1 Open the **Report** tab. The first student on your rides is loaded by default.
- 2 Tap the **dropdown** at the top and choose the student whose history you want.
- 3 Each card is one day, newest first, with a **four-milestone timeline** and the exact time of each event.
- 4 A dash (—) means that milestone has not happened, or the student was absent for it.
- 5 Scroll to the bottom to load older days — the list pages in as you go.

THE FOUR MILESTONES

Picked from Home

You collected the student at their halt on the morning run.

Dropped to School

The student left the vehicle at the school gate.

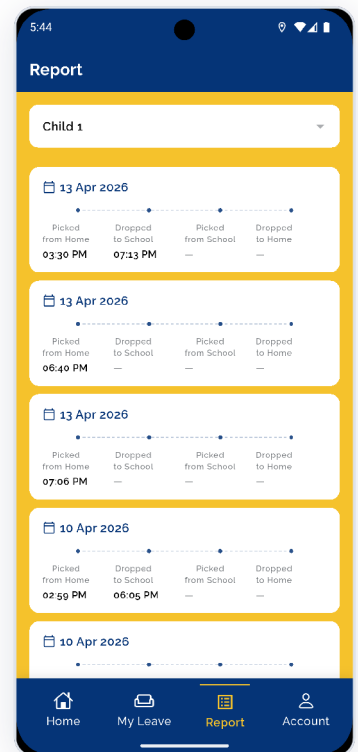
Picked from School

The student boarded for the afternoon drop-off run.

Dropped to Home

The student was dropped at their halt at the end of the day.

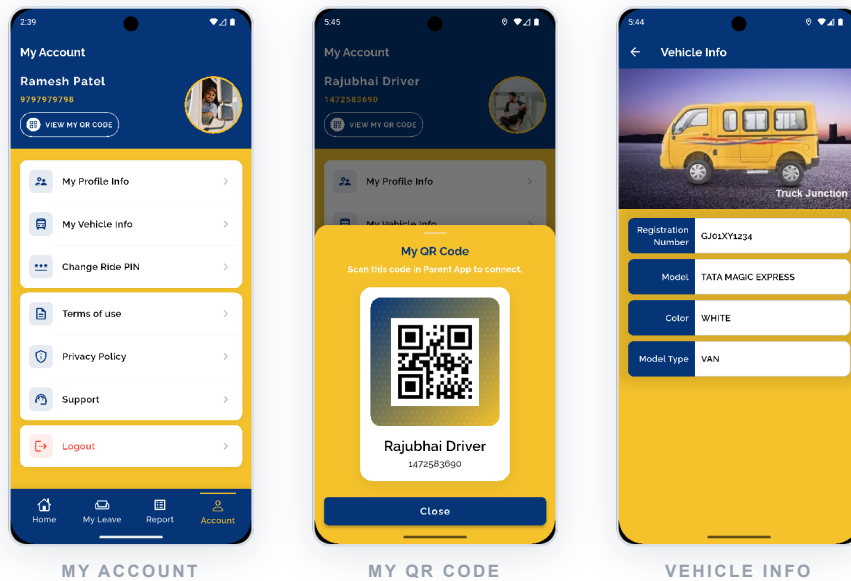
Tip: a missing milestone usually means a status was never marked during the ride. Mark students at the stop itself and the report stays accurate on its own.



REPORT SCREEN



10 My Account



Everything about you and your vehicle lives on the **Account** tab. Your name, mobile number and photo sit at the top, with your **QR code** underneath.

WHAT'S ON THE MENU

View My QR Code	Shows the code parents scan in the VanGoo Parent app to pair with you. Hold the phone steady until their app confirms.
My Profile Info	Your name, mobile, email and photo, plus your agency, agency owner and address, and your helper's name and mobile.
My Vehicle Info	The vehicle assigned to you, with its photo — registration number, model, colour and model type.
Change Ride PIN	Sets a new 4-digit PIN for starting and ending rides.
Terms & Privacy	The terms of use and privacy policy for the app.
Support	Sends a subject-and-message ticket to the operations team.
Logout	Signs you out. Log back in with your mobile number and OTP; your Ride PIN stays the same.

Never log out mid-ride. End the ride first — logging out with a ride running leaves parents without live tracking.

Tip: keep your profile photo and mobile number up to date — parents see them in their app, and coordinators use the number to reach you during a run.



11 Troubleshooting

WHAT YOU SEE	LIKELY CAUSE	WHAT TO DO
“Please grant background location permission”	Location is not set to <i>Always</i> .	Settings → Apps → VanGoo Partner → Permissions → Location → Allow all the time .
“Please enable location services”	GPS is switched off on the phone.	Turn Location / GPS on from the quick-settings drop-down, then start the ride again.
No rides on Home	Nothing assigned today, or the list is stale.	Pull down to refresh. If it is still empty, contact your coordinator.
“No student available in ride”	No students are attached to that ride yet.	The ride cannot be started. Ask your coordinator to assign students.
OTP never arrives	Wrong number, or an SMS delay.	Check every digit, wait for the countdown, then tap Resend Code .
“End ride” refuses	Some students are still unmarked.	Go back through the halts and mark everyone picked, dropped or absent.
Map will not show my location	No GPS lock yet, or tracking was killed.	Wait 10–20 seconds in the open. If it stays blank, check the tracking notification is present.
“Session expired” on launch	Your session was ended or the token expired.	Log in again with your mobile number and OTP. Your Ride PIN is unchanged.
Update dialog on launch	A required app version is available.	Tap Update — a compulsory version cannot be skipped.

Battery hygiene: tracking GPS in the background drains the battery faster than usual. Keep the phone in a powered cradle, and if your phone has a battery-saver mode that “sleeps” unused apps, exempt VanGoo Partner from it — a sleeping app silently stops tracking mid-ride.

Words used in this guide

Ride — one scheduled trip, pickup or drop-off.

Halt — a stop on the ride, shared by one or more students.

Ride PIN — your private 4-digit code to start and end rides.

SOS — emergency alert that force-ends the ride.

Need more help?

Use **Account** → **Support** to raise a ticket with the operations team, or call your transport coordinator. For anything happening on the road right now — breakdown, accident, a student unaccounted for — call your coordinator first and use **SOS** in the app.