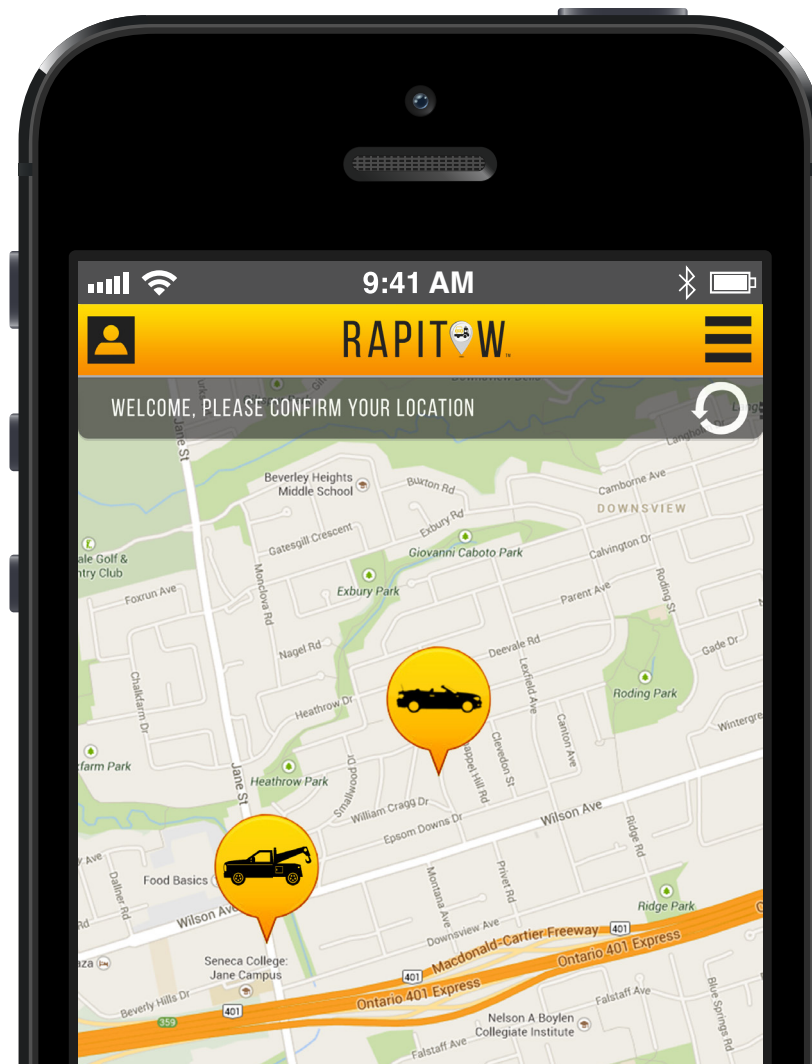# MEMBER

GUIDE

Welcome

Rapitow™ is a modern roadside assistance company that provides roadside assistance service through an app that you install on your IPhone or Android Phone. Keeping you and your family safe on the road is what we do.With your Rapitow™ membership your cars, and every driver in your home, is fully protected when on the road. Need help? Just tap the app and the closest roadside assistance provider in our network is on the way.

What you need to run Rapitow™

To use Rapitow™ you will need an Android Phone or IPhone (4S or newer) with the Rapitow™ app installed. You will also need an active Rapitow™ membership.

Complete Roadside Coverage

Your membership provides you with complete coverage. All cars, and all drivers can be included in your Rapitow account.

Calls per Year: 4

Services Covered

- Tows
- Out of Gas*
- Flat Tire Change
- Lockout Services
- Battery Boost
- Winching

* Service covers the delivery of gas. Gas is charged at pump price and billed to the credit card on file.

Setting up your Account

Setting up your Account Online

Your account can be setup at www.rapitow.com.

1.   Go to **www.rapitow.com**
2.   Fill out the Membership form and click the "**Submit**" button.
3.   You will see additional forms for car and driver info.
4.   Complete the registrations forms and click the "**Sign Up**" button
5.   You will receive a **text message** with a link to install the app.
6.   **Tap the link** and install the app.
7.   Login with the **Username** and **Password** you selected when filling out your membership form.

Setting up your Account within the App

Download the Rapitow app from Google Play (Android Phone) or from ITunes (IPhone).

1.   **Select a package** depending on the number of vehicles in your household
2.   Fill out the contact info screens
3.   Fill out the vehicle make and model screens
4.   Fill out the billing information
5.   Your setup process is **complete**

Adding additional drivers

There is no charge for additional drivers. To add drivers, please follow the steps below:

1.   Tap the "**Profile**" button in the top menu bar

2.   Tap "**Additional Drivers**"

3.   Tap "**Add New**"

4.   Fill out the Contact Info

5.   Pick a Username and Password

6.   This driver is now added.

7.   To add more drivers, **repeat this process**

Once a new driver has been added Rapitow™ will send a text message with a link to download the app. They will also receive a text message with the username and password so they can login.

Editing Drivers

To edit existing drivers, that you have setup on your account, follow the steps below.

1.   Tap the "**Profile**" button in the top menu bar

2.   Tap "**Additional Drivers**"

3.   Tap "**Add New**"

4.   Fill out the Contact Info

5.   Pick a Username and Password

6.   This driver is now added.

7.   To add more drivers, **repeat this process**

Adding / Editing Vehicles

Vehicles are added to your account during the initial setup process. To edit your vehicles, follow the steps below.

1.	Tap the "**Profile**" button in the top menu bar
2.	Tap the "**My Vehicles button**"
3.	Tap the **Car 1**, **Car 2**, or **Car 3** button to select the vehicle you would like to edit.
4.	Tap the field that you would like to edit.
5.	Change the necessary information. Depending on the information you change you may have to update more than one field. For example, if you change Make, you'll have to re-select Model, Year etc…
6.	When you have completed your changes tap the "**Done**" button.
7.	**Repeat this process** for every vehicle you would like to edit.

Request Roadside Assistance

Logging into Rapitow™

When you have car trouble and need roadside assistance please follow these steps:

1.	Run your **Rapitow™** App
2.	If you are not logged in, tap the Login button to get to the Login screen
3.	Enter your Username and Password
4.	Tap the Login button again
5.	You are now logged in

Confirming your Location

You will see a map with your location. If the location appears to be incorrect, tap the "Refresh Location" button located beside the text that says "Welcome, please confirm your location".

Requesting Service

Once your location is correct follow these steps:

1.	Tap the "**Find a Tow**" button at the bottom of the map

2.	Select the service that you require

3.	Enter any additional details that will help the Tow Operator find you. (i.e. are you in a parking lot, on the street etc..)

4.	Tap the "**Confirm**" button

5.	You will now see a screen that displays your selected service and your vehicle. If you have multiple vehicles, tap the Vehicle Information box to change the vehicle. **Rapitow™** will default to your 1st vehicle.

6.	Tap the "**Submit Button**"

7.	**Rapitow™** is now searching for the closest service provider and sending them your service call and location details.

Tow Operator on the way

When a Tow Operator has picked up your call you will see the Tow Truck appear on the map. You will also see:

1.	A large map showing your location and the tow trucks location.

2.	A "**Phone**" button that allows you to call the driver directly.

3.	An estimated time to arrival, displayed in minutes.

4.	A "**Cancel Call**" button to cancel the call.

5.	The name of the towing company and driver.

Tow Operator has arrived

The Rapitow™ app will notify you when your tow truck is **100 meters away**. The tow truck operator is using a Rapitow™ driver app that wi ll bring him to your exact location. If you do not see the tow truck within a few minutes you can call using the Phone button.

Assistance

If you have questions or need assistance please email:

members@rapitow.com

RAPIT☉W™