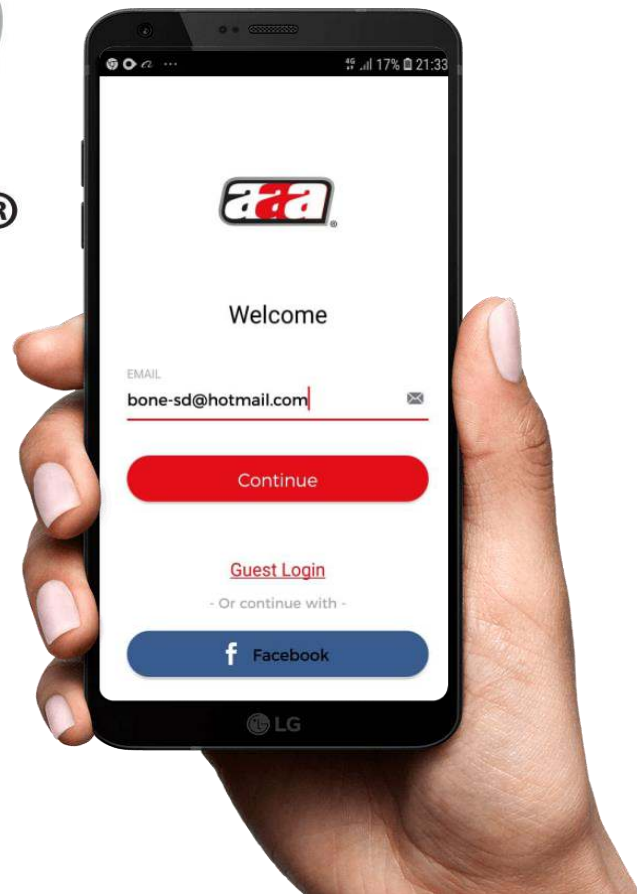




Amanah Auto Assist User App Manual





Content

1. How to download
2. How to register
3. How to request assistance
4. How to check request status
5. Sidebar navigation
6. FAQ's

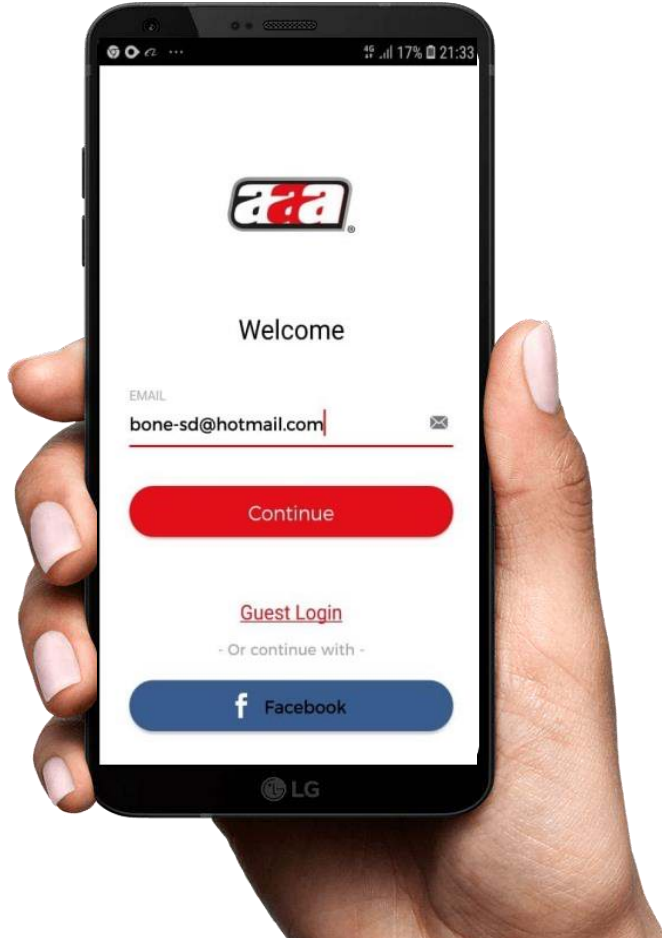


Amanah Auto Assist customer app is a powerpack car roadside assistance app that simplify user to order towing service,tyre,battery and car replacement services.



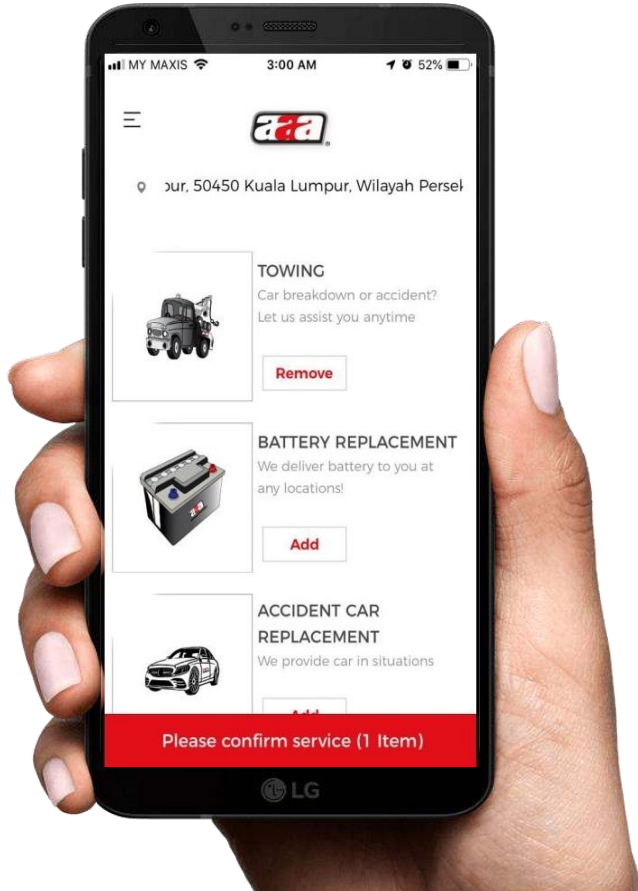
HOW TO DOWNLOAD

1. For ANDROID, go to Google Playstore and search "AMANA AUTO ASSIST"
2. For IOS, go to Appstore and search "AMANA AUTO ASSIST"



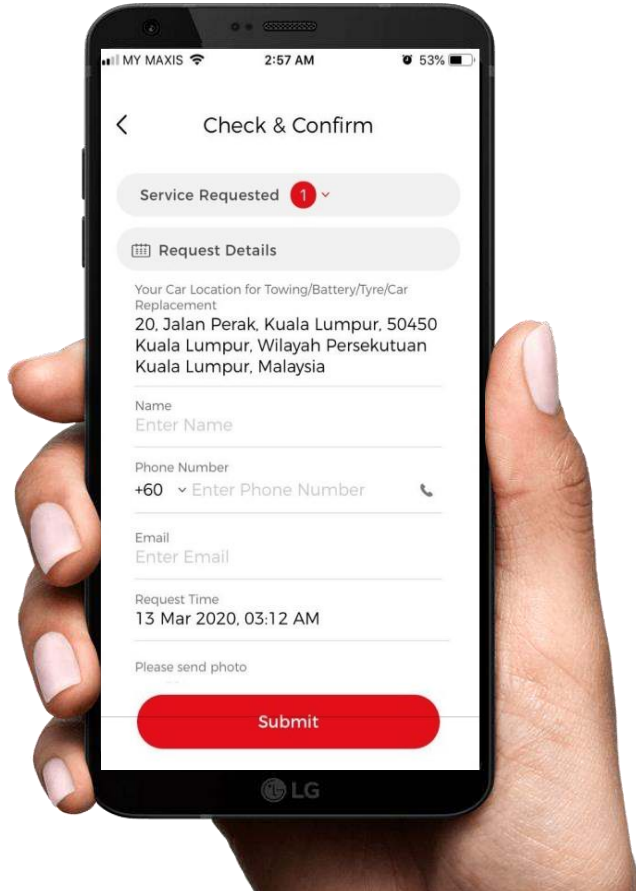
HOW TO REGISTER

1. Please enter email address and press CONTINUE
2. Fill up all necessary information to complete your registration



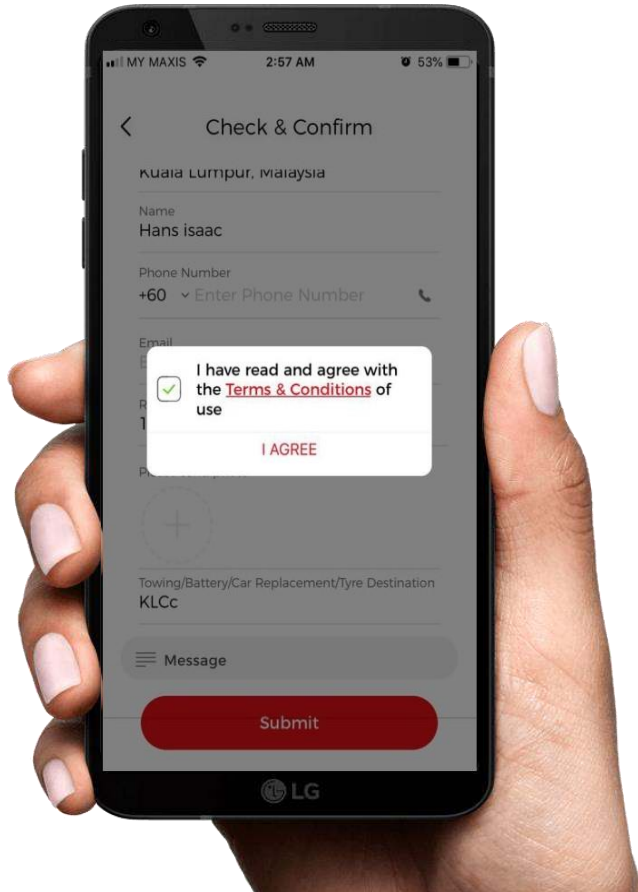
HOW TO REQUEST ASSISTANCE

1. Please choose any service of choice and click ADD button
2. Once you have confirm your selection click the bottom below button in RED to PROCEED



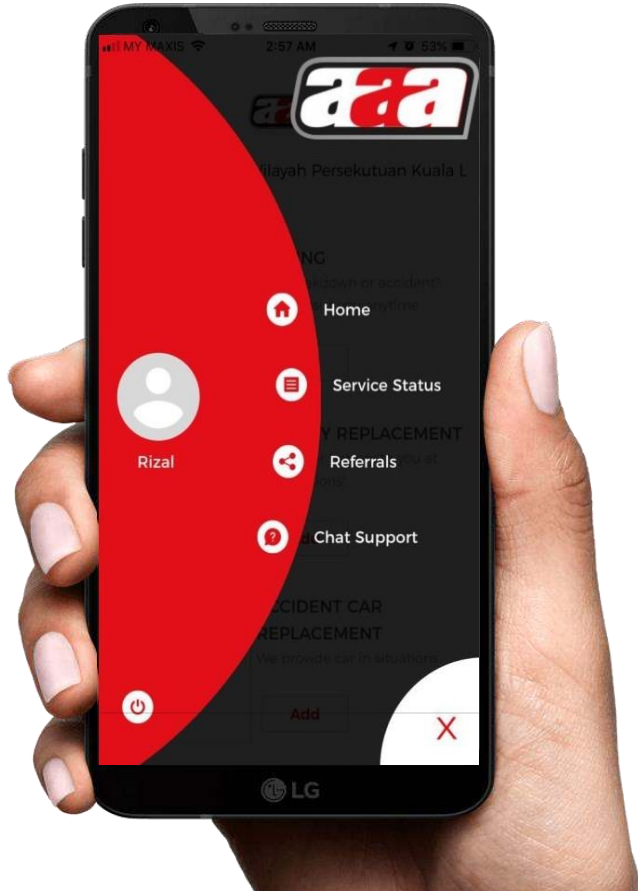
CHECK AND CONFIRM

1. Please complete all the field required on this page
2. Fill in what is deem relevant only, leave field that you are unsure
3. Press SUBMIT



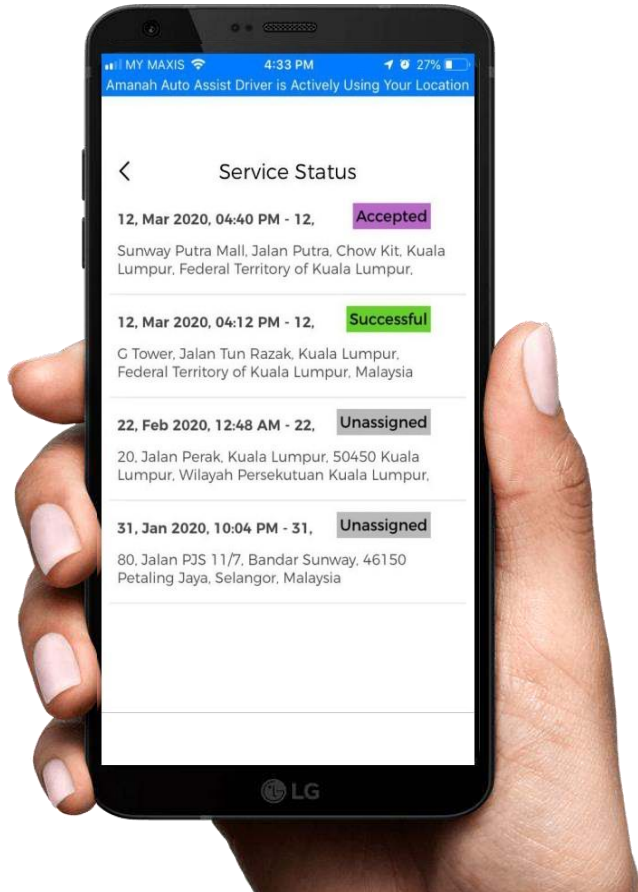
TERMS & CONDITIONS CHECKBOX

1. Please click on the tick box and press I AGREE to proceed



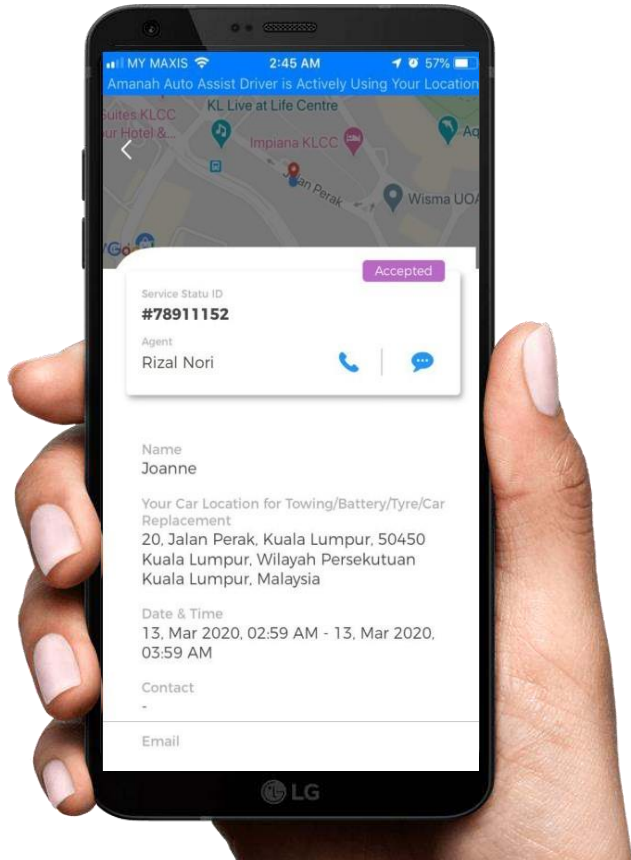
HOW TO CHECK REQUEST STATUS

1. Go to sidebar navigation page
2. Click on Service Status



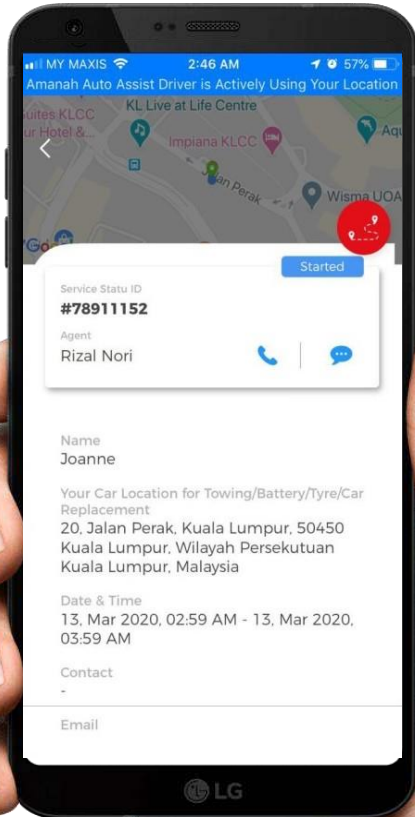
SERVICE STATUS

1. Click on the latest request field to check your status and progress

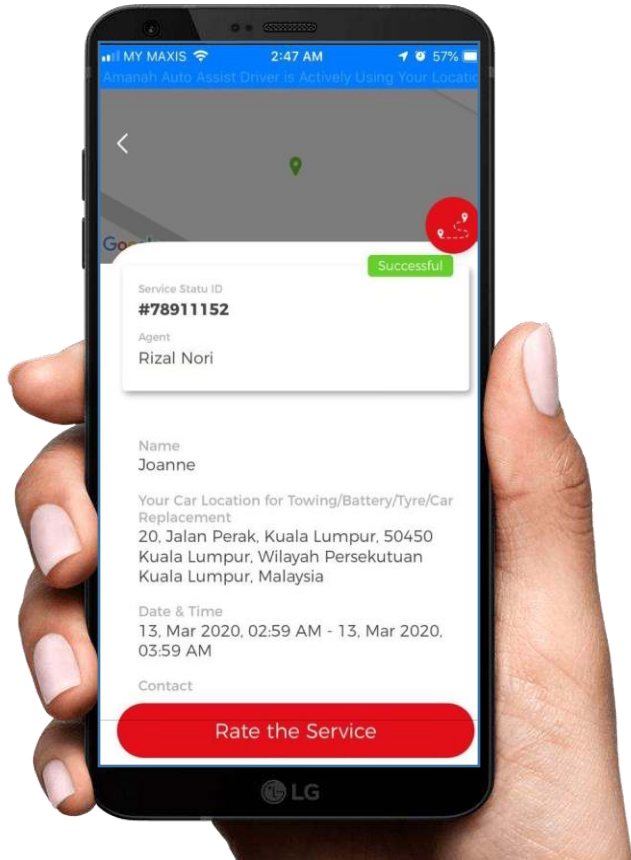


SERVICE STATUS - ACCEPTED

1. Details of agent will appear here
2. You may chat and contact **aaa** agent for clarifications
3. Observe the status icon to know the exact activity that is going on

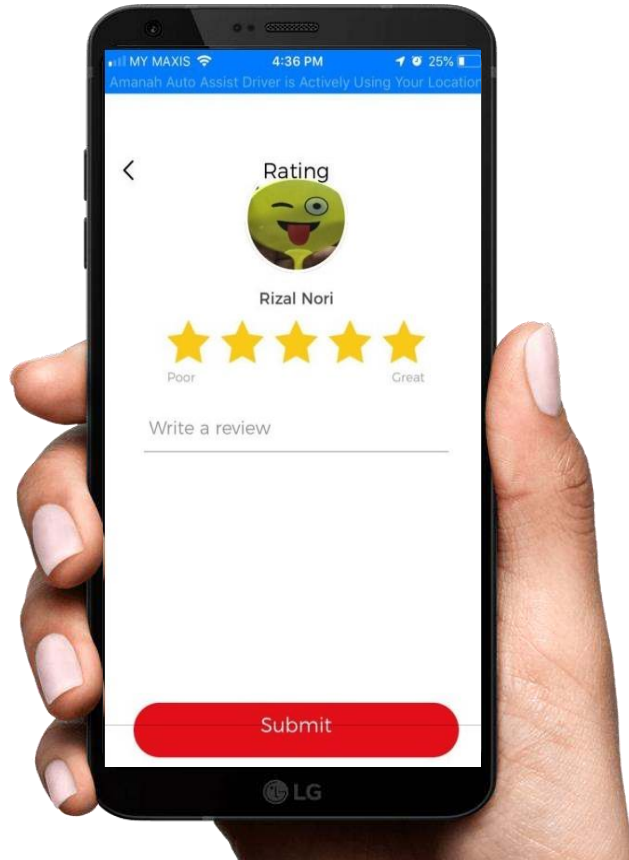


1. At this stage the agent has arrived and started to carry out his duty based on the request received



SERVICE STATUS - SUCCESSFUL

1. At this stage the agent has fully performed the service and the icon will display as SUCCESSFUL
2. You are required to sign on Agent App to confirm service delivered



FEEDBACK AND AGENT RATINGS

1. At this page you may review and rate the service given by aaa agent



SIDEBAR NAVIGATION MENU

1. There are 4 main menu here for you
2. Click on your name to check your profile status
3. Service status - to check the progress on your current/previous request
4. Referrals - You may refer anyone to download this app
5. Chat Support - chat with **aaa** HQ for any queries



FAQ's

- 1) Q: How do I pay for **Amanah Auto Assist** service?
A: **Amanah Auto Assist** service is FREE for members, however some charge may arise subject to additional services requested that related to you contract signed.
- 2) Q: Should I establish contact with **aaa** agent once I requested a service?
A: YES. We advise you to use Chat Support to confirm your service in order to avoid service interruptions.
- 3) Q: If I'm not **aaa** members, can I use the service?
A: **aaa** app is ONLY made exclusive for their members online.
- 4) Q: Can I cancel request if I made a mistake ordering?
A: YES. Use Chat support to connect you to **aaa** HQ soonest possible to cancel.