



Smart Rider Captain

Complete User Manual

Medical Sample Delivery & Rider Tracking System — Lab E Express Sdn Bhd

Developed by Gobotix

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1. System Overview

Smart Rider Captain is a medical sample delivery management system for courier/lab operations. It connects three components:

- **Admin Panel (Web)** — HQ manages clinics, routes, riders, assignments, and monitors live GPS.
- **Rider App (Android)** — Riders execute daily tasks: clock in, clinic visits, check-in, issue reports, and clock out.
- **Kiosk Mode** — Large-screen display for HQ or client demonstrations.

Goal: every clinic visit is recorded with GPS, timestamp, proof photo (when required), and real-time reports to HQ.

2. URLs & Access

Component	URL	Notes
Admin Panel	https://bloodlab.gobotix.my	Admin login
Download App & Manual	https://gobotix.my/download.php	APK + PDF manual
Live Map	/admin/live_map.php	After admin login
Kiosk (live)	/kiosk/index.php?key=...	Key from Settings

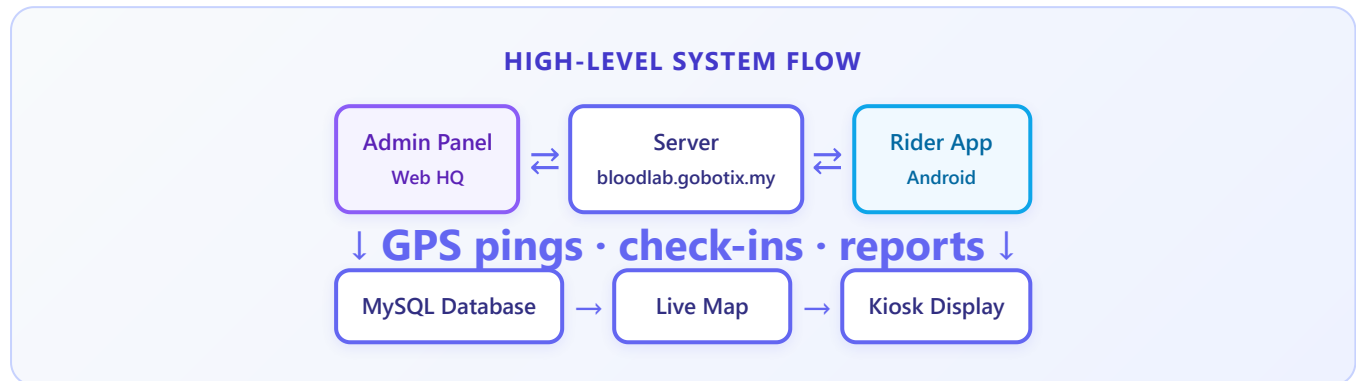
Note: Rider accounts are created by admin. Riders do *not* self-register — they log in with credentials provided by HQ.

3. User Roles

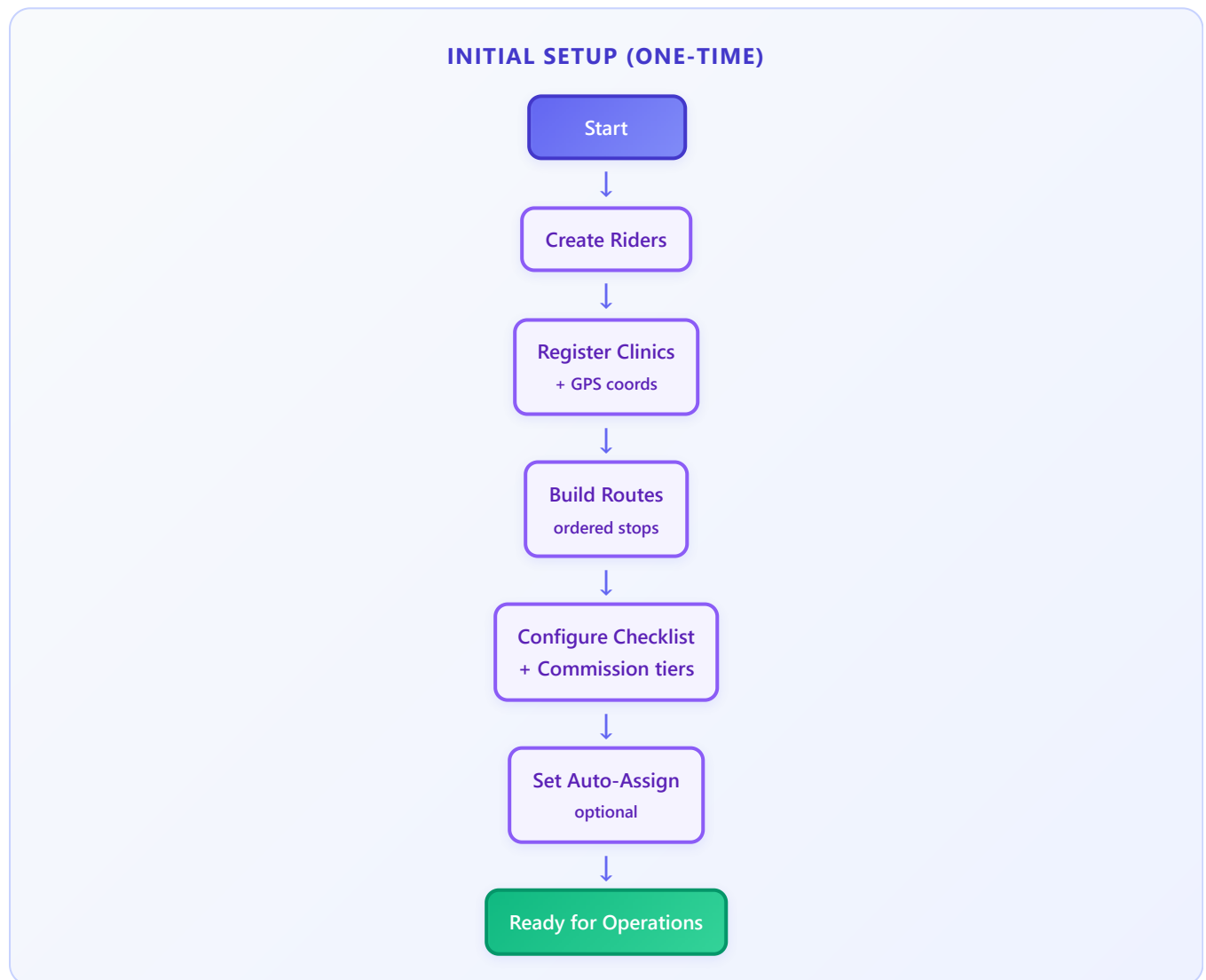
Role	Platform	Main Functions
Admin / HQ	Web browser	Setup clinics, routes, riders, assignments; monitor GPS; commission; notices
Rider	Android app	Run assignments, GPS tracking, clinic check-in, report issues, skip with reason
Kiosk	TV / monitor	Read-only rider status display

4. Process Flowcharts

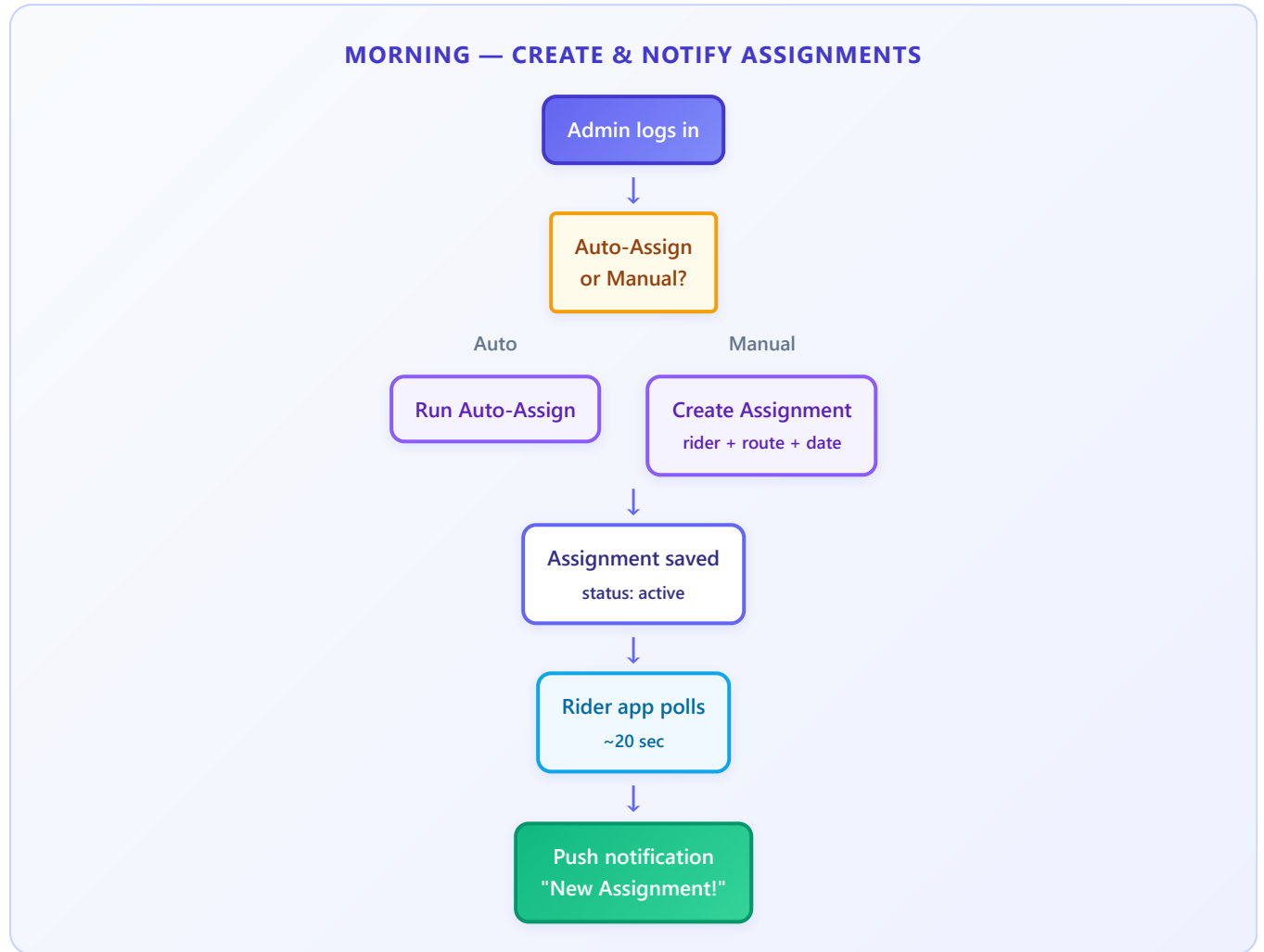
4.1 System Architecture



4.2 Admin Setup Flow

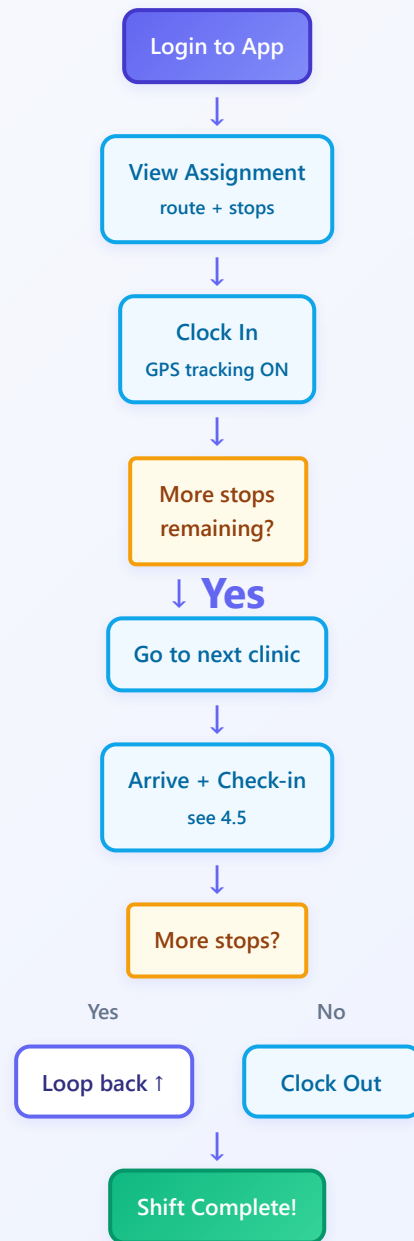


4.3 Daily Assignment Flow



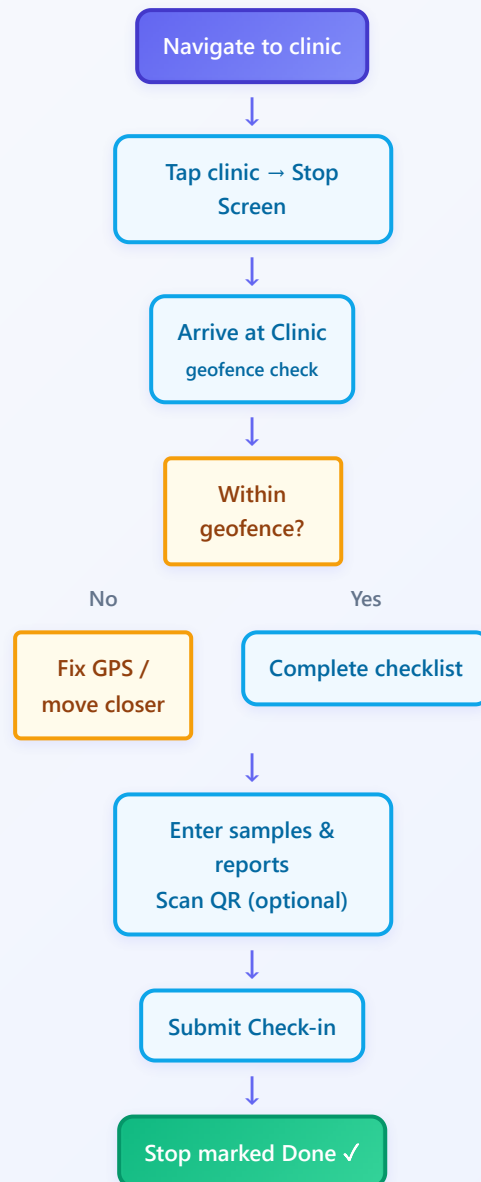
4.4 Rider Daily Shift Flow

RIDER SHIFT — START TO FINISH

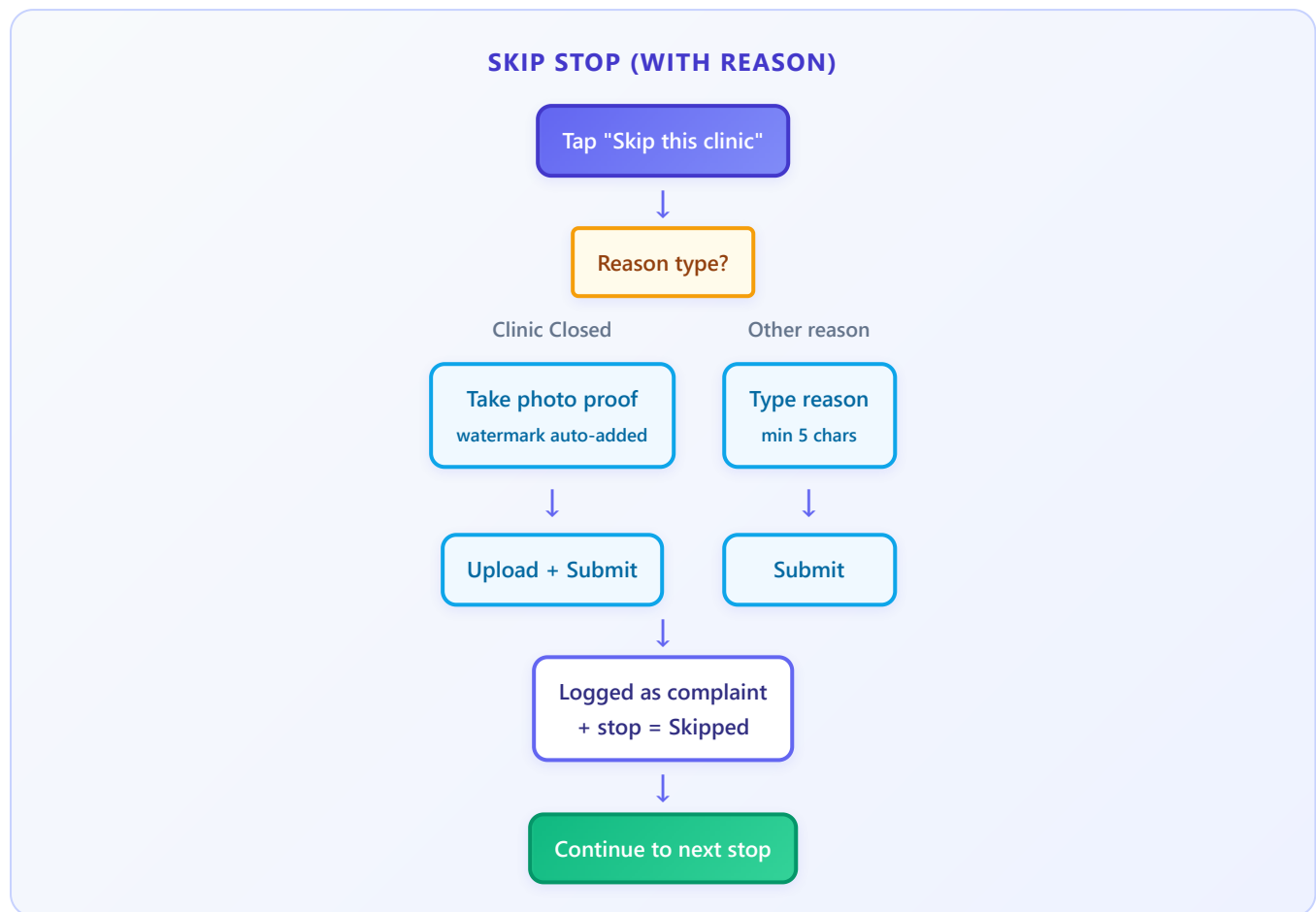


4.5 Clinic Visit Flow

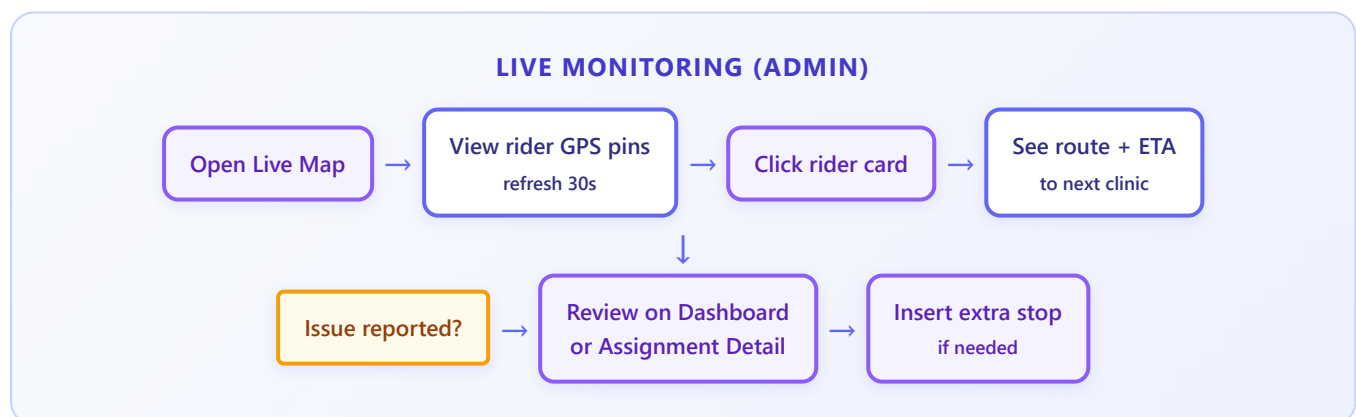
PER-STOP CLINIC VISIT



4.6 Skip Clinic Flow



4.7 HQ Monitoring Flow



5. Admin Panel (Web)

Log in at <https://bloodlab.gobotix.my> . Main menu is in the left sidebar.

5.1 Dashboard

- Today's active assignments and rider progress
- Last GPS status per rider
- Delay reports / rider complaints
- Quick link to Auto-Assign

5.2 Setup — Riders

Menu: Setup → Rider — Create accounts (username, full name, password), activate/deactivate.

5.3 Setup — Clinics

Menu: Setup → Clinics — Register name, address, GPS coordinates, operating hours, QR code for identity verification.

Important: Every clinic must have accurate **lat/lng** for geofence check-in and Live Map ETA.

5.4 Setup — Routes

Menu: Setup → Routes — Create routes, add clinics in visit order, edit in Route Edit.

5.5 Setup — Assignments

Manual assign: select rider + route + date. Status: active, completed, cancelled. Click to view stop details.

5.6 Setup — Auto-Assign

Set default route per rider, working days, click **Run** each morning. Riders with existing assignments are skipped.

5.7 Setup — Clinic Checklist

Mandatory tasks rider must complete before check-in (e.g. collect samples, submit reports).

5.8 Assignment Detail

- Stop list & status: Pending / At clinic / Done / Skipped
- Samples & reports recorded by rider
- **Insert stop** — add extra clinic while rider shift is open
- **Proof photo** — view skip evidence for closed clinics
- Delay reports / complaints

5.9 Live Rider Map

- Live GPS of all active riders (~30s refresh)
- Pin colors: green (fresh), orange (delayed), red (stale)
- **Click rider** → route line + ETA to next clinic

5.10 Other Admin Modules

- **Notices** — Announcements to riders
- **Commission** — Payment tiers by stop count
- **Settings** — Site name, geofence radius (~200m), kiosk key, Google Maps API

6. Rider App (Android)

6.1 Installation

1. Open <https://gobotix.my/download.php> on Android phone
2. Download & install **Smart Rider Captain** APK
3. Allow "Install unknown apps" if prompted
4. Grant permissions: **Location**, **Camera** (QR), **Notifications**

6.2 Login & Notifications

Enter username & password from admin. Enable notifications when prompted. New assignment alerts appear within ~20 seconds when app is open/minimized.

6.3 Stop Screen Actions

Action	Description
Arrive at clinic	Send GPS; must be within geofence radius
Check-in	Complete checklist, record samples/reports, optional QR scan
Report Issue to HQ	Report problem without skipping the stop
Skip this clinic	Skip with mandatory reason (photo if closed)

6.4 Skip Requirements

Reason	Requirement
Clinic closed	Photo proof required — auto watermarked with date, time & GPS
Other reason	Text reason required (minimum 5 characters)

6.5 GPS & Clock Out

GPS pings every 30 seconds during active shift. After all stops done, tap **All Done — Clock Out**. GPS tracking stops.

7. Kiosk Mode

- **Live kiosk:** Real data — active riders, progress, last location
- **Demo kiosk:** Sample data for presentations
- Requires secret key from Admin Settings
- Open in browser fullscreen (F11) on TV/monitor

8. Key Features Summary

Feature	Admin	Rider App
Live GPS tracking	✓ Live Map	✓ Auto ping
Geofence check-in	✓ Radius setting	✓ Arrive / Check-in
Clinic QR verification	✓ Generate QR	✓ Scan
Skip + photo proof	✓ View proof	✓ Clinic closed
Report issue to HQ	✓ Dashboard	✓ Report Issue
Insert stop mid-shift	✓ Assignment detail	—
New assignment notification	—	✓ (app open)
ETA to next clinic	✓ Live Map click	—
Commission tiers	✓ Commission	—
Clinic checklist	✓ Setup	✓ Required before check-in

9. Troubleshooting (FAQ)

App crashes after allowing notifications?

Install the latest APK from gobotix.my/download.php. Older versions had a background service issue — fixed in current release.

Rider not visible on Live Map?

- Rider must **Clock In**
- Assignment status = active
- Location permission granted
- Wait ~30 seconds for first GPS ping

Cannot Arrive / Check-in — "Out of range"?

- Rider too far from clinic (outside geofence)
- Wrong clinic coordinates — check Admin → Clinics
- Weak GPS — use Fix GPS button

Skip closed clinic — SQL error?

Run database migration ([update_database.sql](#)) including [proof_uploads](#) table and [proof_type](#) column.

Assignment notification not appearing?

- Enable notifications in phone Settings
- App must be open or minimized (not force-closed)
- Ensure [check_assignment_notify.php](#) is uploaded to server

ETA not showing on Live Map?

- Click rider card or map pin
- Next clinic must have lat/lng coordinates
- Upload latest [live_map.php](#) and [live_locations.php](#)

10. Technical Support

Lab E Express Sdn Bhd · Developed & supported by **Gobotix**

- Website: <https://gobotix.my>
- Admin: <https://bloodlab.gobotix.my>
- Download: <https://gobotix.my/download.php>
- Report bugs: **Report bug** menu in admin panel

