



**Bilkent University**  
**Department of Computer Engineering**

**Senior Design Project**

*T2534 - DriveMe*

**User Manual**

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<b>Overview</b> .....	<b>3</b>
<b>PART 1: GETTING STARTED</b> .....	<b>3</b>
1.1 Downloading and Installing the App.....	3
1.2 Creating an Account.....	3
1.3 Logging In.....	3
<b>PART 2: PASSENGER GUIDE</b> .....	<b>4</b>
2.1 Registering a Vehicle.....	4
2.2 Editing Your Profile.....	4
2.3 Creating a Trip Request.....	4
2.4 Reviewing and Accepting Driver Offers.....	5
2.5 Using In-App Chat.....	5
2.6 Starting the Trip with Pass Code.....	5
2.7 Tracking the Trip.....	5
2.8 Completing the Trip and Payment.....	5
2.9 Rating Your Driver.....	6
2.10 Cancelling a Trip Request.....	6
<b>PART 3: DRIVER GUIDE</b> .....	<b>6</b>
3.1 Completing Driver Registration and Verification.....	6
3.2 Setting Your Search Radius.....	6
3.3 Going Online and Browsing Trip Requests.....	7
3.4 Using In-App Chat.....	7
3.5 Pass Code to Start the Trip.....	7
3.6 During the Trip.....	7
3.7 Completing the Trip and Confirming Payment.....	7
3.8 Receiving and Submitting Ratings.....	8
<b>PART 4: ACCOUNT AND PRIVACY</b> .....	<b>8</b>
4.1 Changing Your Password.....	8
4.2 Resetting a Forgotten Password.....	8
4.3 Your Data and Privacy.....	8

# Overview

DriveMe is a mobile application for Android that connects passengers who need a driver with licensed drivers who can operate the passenger's own vehicle. This manual covers all features available to **Passengers** and **Drivers**.

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## PART 1: GETTING STARTED

### 1.1 Downloading and Installing the App

Download the DriveMe application from the provided distribution channel and install it on an Android device running Android 8.0 or above. Open the app after installation.

### 1.2 Creating an Account

On the welcome screen, tap **Sign Up** and select your role: **Passenger** or **Driver**. You cannot change your role after registration, so make sure you select the correct one.

**Both roles require you to enter following information:**

- Full name
- Email address
- Phone number
- Password
- National ID number
- Photos of both sides of identity card
- Selfie

**Additional requirements for drivers:**

- Drivers' License
- Criminal Record

Tap **Create Account** button when all fields for your chosen role are filled in. A verification email will be sent to your address. Open the email and follow the link to confirm your account before logging in.

### 1.3 Logging In

On the login screen, enter your registered email and password and tap **Log In**. If you forget your password, tap **Forgot Password**, enter your email, and follow the three-step OTP reset flow: you will receive a one-time code, enter it in the app, then set a new password.

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## PART 2: PASSENGER GUIDE

### 2.1 Registering a Vehicle

Before you can create a trip request, you must register **at least one** vehicle and have it approved by the DriveMe administration team.

1. From the home screen, tap the **menu icon** in the bottom bar and go to **My Vehicles** → **Add Vehicle**.
2. Enter your vehicle's details: Make, model, year, plate number, and colour etc.
3. Upload the required documents by tapping each upload field. You can take a photo with your camera or choose an existing image from your gallery if needed.
  - Vehicle registration document
  - Compulsory traffic insurance (Tr: Zorunlu Trafik Sigortası)
  - Vehicle inspection certificate (Tr: Muayene Belgesi)
4. Tap **Submit for Review** button.

Your vehicle will appear with the status **Waiting for Approval**. The admin team will review your documents, typically within 24 hours. You will receive a notification when your vehicle is approved or rejected. If rejected, the reason will be shown and you can re-upload corrected documents.

### 2.2 Editing Your Profile

Go to **Profile** → **Edit Profile** to update your name, phone number, or profile photo. To change your password, go to **Profile** → **Change Password** and enter your current password followed by the new one.

### 2.3 Creating a Trip Request

Once you have at least one approved vehicle, you can create a trip request.

1. From the home screen, tap **Request a Driver**.
2. On the map screen, set your **pickup location** by tapping the map or using the search bar. Confirm the pin placement.
3. Set your **destination location** in the same way.
4. Select the **vehicle** you want the driver to operate from your list of approved vehicles.
5. Optionally indicate whether a **pet** will be present in the vehicle.
6. The app will display the estimated fare range (minimum and maximum) calculated based on distance, time of day, demand, and current conditions.
7. Enter a price that you want to offer within the interval.
8. Review the details and tap **Post Request** to publish your trip request to nearby drivers.

Your request is now live. You will see the screen where you will be asked to wait for a match.

## 2.4 Reviewing and Accepting Driver Offers

After submitting your request, nearby drivers can view it and choose whether to accept it. When a driver accepts your request, the request status changes to Matched, and you will receive an in-app notification.

Once matched, you can view the driver's profile information and communicate with the driver through the in-app chat.

## 2.5 Using In-App Chat

After a match is done, a **Chat** button appears on your trip screen. Tap it to open a conversation with your driver. You can coordinate exact meeting details or ask questions. Messages are delivered in real time and chat history is preserved if you close and reopen the app.

## 2.6 Starting the Trip with Pass Code

When you and the driver meet at the pickup location:

1. A unique 4-digit code will be shown to you by the driver for this trip.
2. Enter the code in your screen when it requests it.
3. Once the application confirms your codes match, the trip status changes to **In Progress** and GPS tracking begins.

## 2.7 Tracking the Trip

While the trip is in progress, the tracking screen shows the driver's real-time location on the map, updating every few seconds. You can monitor the route and estimated arrival time throughout the journey.

## 2.8 Completing the Trip and Payment

DriveMe uses cash payment. When the driver indicates arrival at the destination:

1. You will see a **Confirm Payment** prompt in the app.
2. Pay the agreed amount in cash to the driver.
3. Tap **Confirm Payment** in the app to close the trip. The trip status changes to **Completed**.

## 2.9 Rating Your Driver

After completing a trip, a rating screen appears automatically. Give your driver a score from 1 to 5 stars and optionally leave a comment. Tap **Submit Rating**. Your rating contributes to

the driver's average score shown to future passengers. You can skip this step, but your feedback helps maintain service quality.

## 2.10 Cancelling a Trip Request

You can cancel a pending request at any time **before** a match by tapping **Cancel Request** on the request detail screen. If you cancel after accepting a driver's offer, a cancellation penalty may apply in accordance with DriveMe's policy. The penalty details are shown on the cancellation confirmation screen before you confirm.

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# PART 3: DRIVER GUIDE

## 3.1 Completing Driver Registration and Verification

After creating a Driver account, you must submit your documents for admin review before you can accept any trip requests.

1. Go to **Profile** → **Complete Verification**.
2. Upload the following documents using your camera or gallery:
  - Front and back of your national identity card
  - Driver's licence (front and back)
  - Criminal record certificate (adli sicil kaydı), dated within the last 3 months
  - A clear selfie for identity matching
3. Tap **Submit Documents**.

Your account status will show **Pending Review**. The admin team will review your submission and notify you by email and push notification when you are approved or if additional documents are required. You cannot browse or accept trip requests until your account is in **Approved** status.

## 3.2 Setting Your Search Radius

Before seeing current trip requests, set your preferred working radius:

1. When you enter the application you will see a button to start searching for trips.
2. You should enter the radius that you are comfortable to start the trip in, and the maximum length of the trip in kilometers.
3. Tap **Save**.

## 3.3 Going Online and Browsing Trip Requests

After you set your search radius, your location becomes visible to the system and nearby passengers can have their requests matched to you.

The **Requests** screen shows all available trip requests within your radius. Each request card displays:

- Pickup and destination addresses
- Estimated distance and duration
- The passenger's offered price range
- Vehicle type

Tap any request card to see full details including the map route, vehicle information, and whether a pet is present. In the details tab you can **Accept** a trip request.

### 3.4 Using In-App Chat

Once matched, a **Chat** button appears on your active trip screen. Use it to coordinate with the passenger - confirm the exact pickup spot, let them know you are on the way, or ask any questions. Messages are delivered in real time.

### 3.5 Pass Code to Start the Trip

When you arrive at the pickup location and meet the passenger:

1. You will see a 4 digit code on your screen.
2. You should communicate the code to the Passenger and they must enter it on their own screen.
3. The app will confirm the match and the trip status will change to **In Progress**.

Make sure you scan the correct passenger's code. The system will reject codes from other trips.

### 3.6 During the Trip

The active trip screen shows your destination on the map. Drive the passenger's vehicle to the destination. The system monitors trip duration; significant delays relative to the estimated time may result in a speed penalty being applied to your earnings.

### 3.7 Completing the Trip and Confirming Payment

When you arrive at the destination:

1. Tap **I Have Arrived** on the trip screen.
2. Collect the agreed cash payment from the passenger.
3. Once the cash is received, confirm the payment and the trip will be marked as **Completed** on both ends.

The completed trip is added to your trip history and your total earnings record.

### 3.8 Receiving and Submitting Ratings

After each completed trip, the passenger may rate their experience with you and you also can review them. A button will be displayed for you to review the passenger. Your average rating is displayed on your public driver profile and is visible to all passengers when they review offers. Consistently high ratings improve your visibility and help passengers feel confident selecting your offer.

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## PART 4: ACCOUNT AND PRIVACY

### 4.1 Changing Your Password

Go to **Profile** → **Change Password**, enter your current password, then your new password twice, and tap **Save**.

### 4.2 Resetting a Forgotten Password

On the login screen, tap **Forgot Password**. Enter your registered email address. You will receive a one-time code (OTP). Enter the code in the app, then set a new password. The code is valid for 10 minutes.

### 4.3 Your Data and Privacy

DriveMe stores your personal information, identity documents, and trip history in accordance with Turkish KVKK data protection law and GDPR principles. Your documents are stored securely and are only accessed by the DriveMe administration team for verification purposes. Location data is collected only during active trips. Passwords are never stored in plain text.