



Rider Portal — Quick Guide

Everything you need in a few minutes: from your first sign-in to leave requests and support

The portal is where you follow your work: performance and rating, attendance photos, documents, leaves, and your conversations with the office. It works on phone and computer, in four languages.

1 First sign-in and securing your account

You sign in with your rider ID only, then secure the account once.

1. Type your "Rider ID" (digits only) and tap "Continue".
2. You land on "Security": enter your email, tap "Send code", type the 6-digit code and tap "Verify".
3. Set a password: at least 8 characters, with an English letter and a digit.

Good to know: Until you set a password, anyone who knows your rider ID can sign in. Forgot it? Enter your ID, then tap "Forgot password?" — a code is sent to your email.

2 Overview — your home page

A quick summary of the last 7 days: orders, absent days and hours worked.

- A red card means a document is missing — tap it.
- Tap "Show details & charts" for the last 30 days.
- Colours: green is great (90%+), orange needs attention, red needs improvement.

3 My profile

Your details and your five documents, each with its expiry date.

- Green: valid. Orange: expires within 30 days. Red: expired.
- Nothing is edited here directly — tap "Request update" next to the document.

4 Attendance photos

See your attendance photos and the check result of each one.

- “Accepted” means the photo is fine; otherwise the reason is shown: blurry, card not visible, face not visible...
- Tap a photo to enlarge it. This page is view-only.

Tip: Take the photo directly, not of a screen, with your face and card clear in good light.

5 Performance

Your numbers day by day or month by month.

- Pick a period: today, last 7 days, this month, or custom dates.
- See completed orders, attendance and acceptance rates, and actual hours.
- The absence table shows each day: present, partial, absent, leave, day off.

6 Ratings

Your monthly rating, from A (excellent) to F (very weak).

- Final score = the average of on-time delivery and the no-fail score.
- It appears once the company publishes the month, with up to 24 months of history.

7 Update requests — changing your details

Every change to your details or documents goes through here.

1. Choose what to update: “Contact details”, “Document” or “Personal photo”.
2. Enter the new details and attach the document photos: front first, then back (up to 4 files).
3. Tap “Send request”.

Good to know: The request stays “Under review” until the office approves it; you can “Cancel request” meanwhile.

8 Leaves

Request a leave and follow the company’s answer in one place.

1. Tap “New leave request”.
 2. Pick the “Leave type”, then the start and end dates (leave the end empty for one day).
 3. Write the “Reason” — it goes into the letter sent to the company — and tap “Send request”.
- Statuses: “Pending”, “Approved”, “Rejected”.
 - Up to 30 days per request, and no past dates.

Good to know: You can “Cancel request” while it is pending. Once approved, contact the office.

9 Issues — talk to support

A live conversation with the support team about any problem.

1. Tap "New issue", choose a "Category", and write a title and the details. You can attach photos or files.
 2. Tap "Start conversation".
 3. Carry on by typing, or send a voice note with the microphone button (up to 5 minutes).
- A red number on "Issues" means new replies.
 - "Resolved": replying reopens it. "Closed": open a new issue.

10 Language, theme and signing out

Make the portal your own.

- Change the "Language" at the top of the screen: العربية, English, বাংলা, اردو.
- Switch between "Dark mode" and "Light mode".
- On the phone, the other pages are under "More", including "Sign out".

Four rules are all you need

- ✓ **Secure your account with an email and a password on day one.**
- ✓ **Renew documents before they expire — watch for orange.**
- ✓ **Ask for leave early and give a clear reason.**
- ✓ **Got a problem? Open a conversation with support instead of waiting.**