

PHIXTT

PHIXTT Customer Guide

From adding a vehicle to safe arrival verification, service completion, and support.

OFFICIAL ILLUSTRATED USER MANUAL

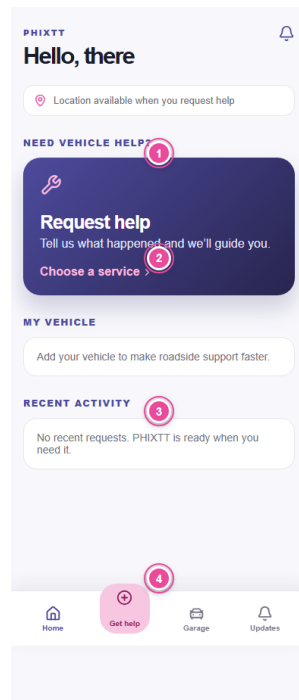
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Customer Quick Start

The shortest path from adding a vehicle to rating completed help.



PHIXTT customer dashboard with the main navigation numbered.

Before you start

- Create and verify your PHIXTT account.

Step by step

1

1. Add your vehicle

Open Garage and save accurate year, make, model, powertrain, colour, and registration.

2

2. Tap Get help

Choose the service that best matches what happened.

3

3. Describe the problem

Choose symptoms and add a note, voice note, or requested photos.

4

4. Confirm location

Allow location or enter the safe pickup address.

5

5. Follow your provider

Open Activity and review the verified specialist card and tracking.

6

6. Verify arrival

Check the person and service vehicle, then create the one-time PIN.

7

7. Confirm service

Review completed work and report a problem when anything is unresolved.

8

8. Rate the provider

Submit a separate rating for each completed provider.

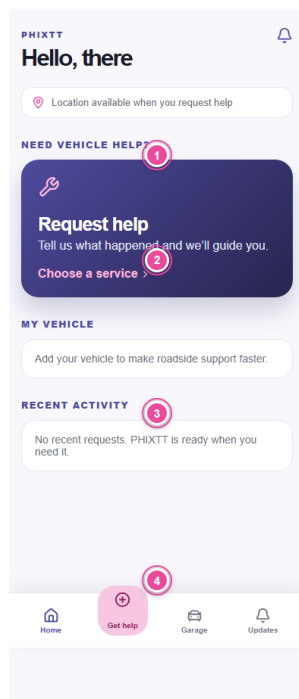
What to do next

- Read Request vehicle help for full details.

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Create your account and get ready

Sign up, verify your email, finish your profile, and choose how PHIXTT contacts you.



PHIXTT customer dashboard with Home, Get help, Activity, Garage, and More navigation highlighted.

Before you start

- Use an email address you can open now.
- Choose a password you do not use elsewhere.

Step by step

1

Create an account

Open Sign up, enter your name, email, and password, then submit the form.

2

Verify your email

Open the PHIXTT email and use its verification link. Return to PHIXTT when verification is complete.

3

Sign in

Enter the verified email and password. PHIXTT opens your customer dashboard.

4

Reset a forgotten password

On Sign in, choose Forgot password. Use the secure email link to set a new password.

5

Complete your profile

Open More, then Account & settings. Add your personal details, emergency contact, and saved places.

6

Add a profile photo

On your account page, choose Add photo. Use a clear JPG, PNG, or WebP image under 5 MB.

7

Set notification preferences

Open Notification preferences and choose the service, safety, account, and marketing updates you want.

Troubleshooting

The verification email has not arrived.

Check spam or junk, confirm the email address, then request another sign-up email.

The reset link does not work.

Request a new reset email. For safety, old and used links expire.

What to do next

- Add your first vehicle in Garage.
- Use Get help when your vehicle needs assistance.

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Add and manage a vehicle

Save the vehicle details PHIXTT uses to prepare suitable help and specialist matching.

The screenshot shows the 'My vehicles' section of the PHIXTT app. At the top, there's a header 'My vehicles' with a subtext 'Add the basics once so every request stays accurately linked to your vehicle.' Below this is a button 'Add your vehicle' with a pink circle containing the number 1. The main form is titled 'Add vehicle' and contains several fields: 'Model year' with a dropdown menu (pink circle 2), 'Make' with a dropdown menu, 'Model' with a dropdown menu (pink circle 3) and a link 'Can't find my vehicle?', 'Powertrain' with a dropdown menu, and 'Registration' with a text input field. At the bottom of the form is a pink button 'Save vehicle' with a pink circle containing the number 4. The bottom navigation bar has icons for Home, Get help, Garage, and Updates.

PHIXTT Garage showing a saved vehicle card, Edit control, Archive control, and Add vehicle button.

Before you start

- Have the registration number ready.
- A VIN and vehicle photo are optional.

Step by step

1

Open Garage

Choose Garage in the bottom navigation, then choose Add vehicle.

2

Choose the vehicle

Select year, make, and model from the catalogue. Add the trim when you know it.

3

Add identity details

Enter the registration. You may also add the VIN to make the record more precise.

4

Choose powertrain and colour

Select petrol, diesel, hybrid, plug-in hybrid, battery electric, or other, then choose the vehicle colour.

5

Add a vehicle photo

Use a clear personal photo when available. If you do not add one, PHIXTT may show an approved catalogue image or vehicle illustration.

6

Edit a vehicle

Open Garage and choose Edit on the vehicle card. Save the corrected details.

7

Archive a vehicle

Use the Archive button and confirm. The vehicle leaves your active Garage but remains linked to past service records.

8

Understand current limits

Restore and default-vehicle controls are not currently available. PHIXTT does not show a separate Garage service-history screen yet; completed requests remain in Activity.

Troubleshooting

Your make or model is missing.

Search again using the manufacturer name. If it is still missing, save the closest accurate details and contact PHIXTT support.

A photo will not upload.

Use JPG, PNG, or WebP under 10 MB and try again on a stable connection.

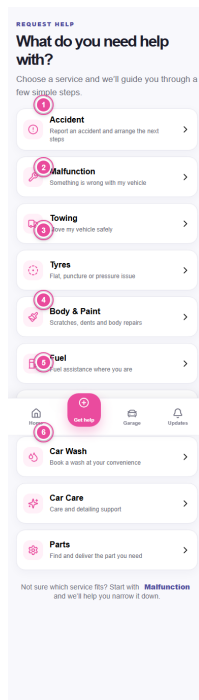
What to do next

- Start a help request and choose the saved vehicle.
- Open Activity to review its PHIXTT service requests.

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Request vehicle help

Choose the service, describe the problem, select the vehicle, and confirm where help is needed.



PHIXTT Get help screen with Accident, Malfunction, Towing, Tyres, Body and Paint, Fuel, and EV Assistance options numbered.

Before you start

- Move away from traffic or danger when you can.
- Add a vehicle before starting.
- Call emergency services for immediate danger.

Step by step

1

Choose Get help

Select Accident, Malfunction, Towing, Tyres, Body & Paint, Fuel, EV Assistance, Car Wash, Car Care, or Parts.

2

Describe what happened

Choose the closest problem. For Malfunction, answer the short symptom questions. PHIXTT guidance is not a final diagnosis.

3

Choose your vehicle

Select the saved vehicle. Vehicle make, model, year, and powertrain help PHIXTT find eligible providers.

4

Add useful details

Type optional notes. Add a voice note when speaking is easier. Body & Paint asks for at least two clear damage photos.

5

Confirm location

Allow location access or enter the address manually. Towing also asks where the vehicle should be taken.

6

Submit the request

Choose Find nearby help or Find a tow truck. PHIXTT starts matching verified, service-capable providers.

7

Use fuel or EV discovery

Choose Find filling stations or Find charging stations to see nearby locations without creating a provider request.

Troubleshooting

The submit button is disabled.

Choose a problem, vehicle, and confirmed location. Towing also needs a destination.

No provider is available.

Use Retry matching when offered or contact support. Never remain in an unsafe location while waiting.

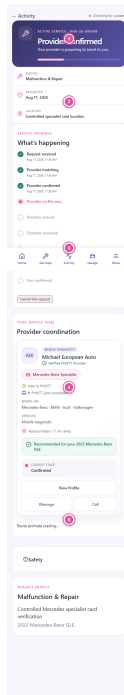
What to do next

- Follow the request in Activity.
- Review the assigned provider card before arrival.

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Follow your provider and complete service

Understand matching, the verified specialist card, tracking, arrival verification, estimates, completion, and ratings.



PHIXTT live Activity page with the provider specialist badge, verified status, rating, distance, vehicle recommendation, and contact actions highlighted.

Before you start

- Keep notifications available while help is active.
- Only contact a provider through the active PHIXTT request.

Step by step

1

Finding a provider

PHIXTT checks verified providers that support the requested service and vehicle. An exclusion always prevents a positive compatibility result.

2

Review the assigned provider

Read the name, verified status, vehicle specialty, supported makes, services, rating history, PHIXTT jobs, and approved public logo or initials.

3

Understand the recommendation

Recommended for your vehicle is the strongest make match. Compatible with your vehicle means the provider is eligible without a false specialist claim.

4

Read distance and routing carefully

Approximately X km away is a recorded matching distance. A routing estimate appears only when routing data exists. PHIXTT does not invent distance or arrival time.

5

Message or call

After the provider accepts, use request-scoped Message or Call. PHIXTT does not display a private phone number.

6

Follow tracking

When the provider starts the trip, Activity shows that they are on the way and reports whether the latest location is current or delayed.

7

Verify arrival

Check the person and service vehicle. Create the one-time PIN or QR only after the provider arrives, then give it directly to them.

8

Review an estimate

For repair work, review each line and the total. Accept only when the work and amount are clear.

9

Confirm completion

Review work performed, parts, provider notes, and evidence. Confirm only when the service is complete, or choose Report a problem.

10

Rate each provider

Give 1 to 5 stars, choose useful tags, and add an optional comment. Multi-provider requests are rated separately.

Troubleshooting

Tracking says unavailable or delayed.

The provider may not have started sharing or may have poor connectivity. Use Message or Call in the active request.

The person or service vehicle does not match.

Do not share the arrival PIN. Open Safety and report the mismatch.

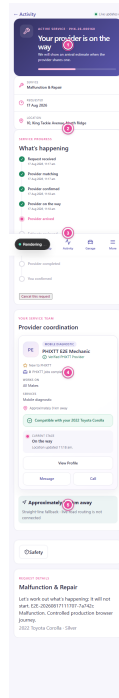
What to do next

- The completed request remains in Activity.
- Your submitted ratings appear under Ratings given.

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Use the arrival PIN safely

Confirm that the expected provider has arrived before service begins.



PHIXTT arrival verification panel with Verify provider, one-time PIN, and QR credential areas numbered.

Before you start

- Open the active request.
- Check the provider name and service vehicle shown in PHIXTT.

Step by step

1

Check the provider

Compare the provider name, person, vehicle make, colour, plate, and unit number with Activity.

2

Choose Verify provider

PHIXTT creates a single-use, expiring PIN and an equivalent QR credential.

3

Give it directly

Tell the PIN to the provider in person or let them scan the QR. Do not send it in chat or before arrival.

4

Wait for confirmation

Activity shows Arrival verified. The provider can then begin the service or secure the vehicle for towing.

5

Replace when needed

Creating a replacement immediately invalidates the older credential.

Troubleshooting

The PIN expired.

Choose Create replacement while the provider is still present.

The provider asks for the PIN early.

Do not share it. Wait until you can verify the person and service vehicle.

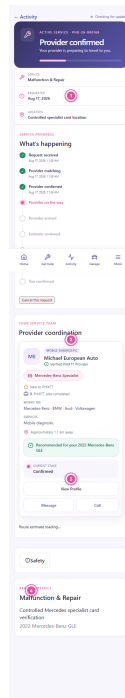
What to do next

- Follow the in-progress milestones.
- Review completion before confirming.

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Use Safety Centre and trusted sharing

Get help, report a concern, and share a limited live assistance view with someone you trust.



PHIXTT Safety Centre showing emergency call, support, trusted sharing, provider identity, and concern report controls.

Before you start

- Open an active request.
- Call emergency services immediately for danger, injury, fire, or smoke.

Step by step

1 Open Safety

On Activity, choose Safety to see the request location and provider identity details.

2 Get urgent help

Use Call 911 for immediate danger where 911 is the local emergency number, or contact the correct local emergency service.

3 Contact PHIXTT

Use PHIXTT support for service help that is not an immediate emergency.

4 Share assistance

Choose Share assistance. Send the temporary link only to a trusted contact.

5 Know what they can see

The limited view shows service status, provider public identity, and an approximate current distance. It excludes messages, phone numbers, photos, payment details, documents, and location history.

6

Revoke access

Choose Revoke at any time. The trusted link stops working immediately.

7

Report a concern

Choose wrong person, wrong vehicle, plate mismatch, unsafe behaviour, or another concern. Describe what happened and submit.

Troubleshooting

A trusted link reached the wrong person.

Revoke it immediately and create a replacement only if needed.

You are in immediate danger.

Leave the vehicle if safe, move away from traffic, and call emergency services. Do not wait for app support.

What to do next

- PHIXTT records the concern for staff review.
- Keep the arrival PIN private until the mismatch is resolved.

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Report an accident and coordinate next steps

Complete safety triage, add evidence, choose insurance handling, and follow towing and body-shop providers.

1

STEP 1 OF 6

Are you safe right now?

If anyone is injured (2) immediate danger, call 911 first. You can return to PHIXTT when it is safe.

Critical — I need help (3) Anyone injured, unsafe traffic position, or immediate danger

Moderate or light accident (4) Collision damage, but everyone is safe

Minor scrape or damage (4) Cosmetic or low-impact damage

Continue

6

Home Get help Garage

PHIXTT accident request safety screen with emergency questions, evidence, insurance, towing, and body repair steps highlighted.

Before you start

- Check for injury, fire, smoke, traffic danger, or an unsafe location.
- Call emergency services before using PHIXTT when anyone is in danger.

Step by step

1

Start Accident

Choose Accident from Get help and answer every safety question honestly.

2

Describe the crash

Choose severity and whether the vehicle can move. Add a plain description.

3

Add evidence

Upload clear scene and damage photos that are safe to take. Never stand in traffic to take a photo.

4

Choose services

Select towing, body repair, or both. PHIXTT coordinates each provider as a separate assignment.

5

Handle insurance

Use a saved policy, add a policy, or continue without saved insurance. Policy documents remain private and access is limited to authorized accident handling.

6

Confirm pickup and destination

Towing needs the accident location and a safe destination or body shop.

7

Follow each provider

Review the towing and body-shop cards separately. Verify each arrival before handoff or work begins.

8

Review estimates and handoff

Confirm body-shop intake, review revisions, accept the agreed work, and follow service completion.

Troubleshooting

It is unsafe to take photos.

Do not take them. Move to safety and contact emergency services first.

You do not have policy details now.

Continue without a saved policy and add details later from Account when available.

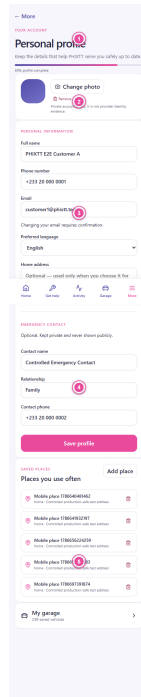
What to do next

- Completed towing and repair remain together in Activity.
- Rate each completed provider separately.

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Manage your account, privacy, and support

Update personal information, emergency contacts, saved places, ratings, payments, notifications, privacy, and security.



PHIXTT account page with profile photo, personal information, emergency contact, saved places, ratings, privacy, security, and support areas highlighted.

Before you start

- Sign in to your own account.
- Use Account security before changing a password.

Step by step

1 Open your account

Choose More, then Account & settings.

2 Update personal information

Edit your name and phone, then save. Your private customer photo is not provider identity evidence.

3 Add an emergency contact

Enter the contact name, relationship, and phone. Keep it current.

4 Save regular places

Add labels and addresses such as Home or Work to make future location entry faster.

5

Review ratings and payments

Ratings given shows your submitted feedback. Payments & receipts shows authoritative PHIXTT transaction records when payment processing is configured.

6

Manage insurance

Add, upload, or archive private insurance profiles under Insurance.

7

Manage privacy and security

Review privacy controls, account access, password actions, and sign out when using a shared device.

8

Get support

Use Help Centre for instructions or Support for request-specific assistance.

Troubleshooting

A saved place is no longer correct.

Edit or remove it before using it for another request.

A payment does not show success.

Do not retry based only on a browser return. PHIXTT shows success only after secure provider confirmation.

What to do next

- Review notification choices after changing contact details.
- Keep insurance and emergency contacts up to date.

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Planned services and Find a Shop status

Understand what is available now and what PHIXTT will document when planned shop booking launches.

This workflow is not currently available. It is documented as planned guidance and is not presented as a live PHIXTT feature.

Step by step

1

Current availability

A separate Find a Shop marketplace and scheduled planned-service booking are not currently live.

2

Use current help flows

Use Get help for the implemented roadside and vehicle-service request types. Activity shows current and completed requests.

3

What will be added

When planned services launch, this guide will cover specialist results, View Shop, booking, rescheduling, estimates, scheduled Activity, completion, and Garage service records.

What to do next

- Check the Help Centre release notes after a product update.

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