

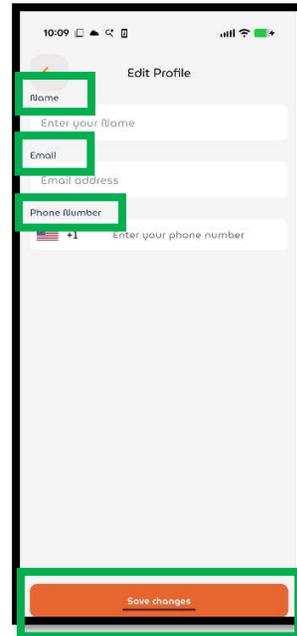
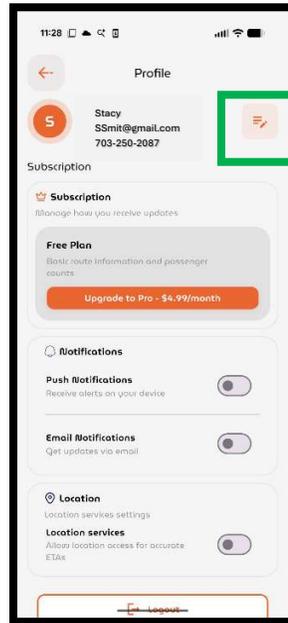
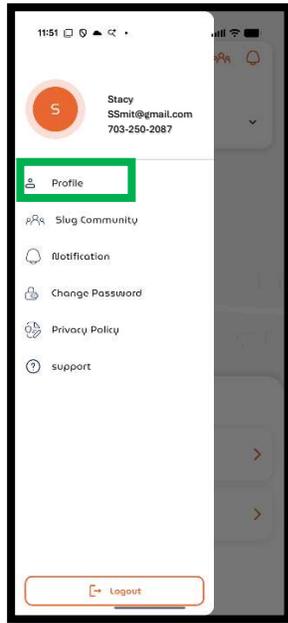
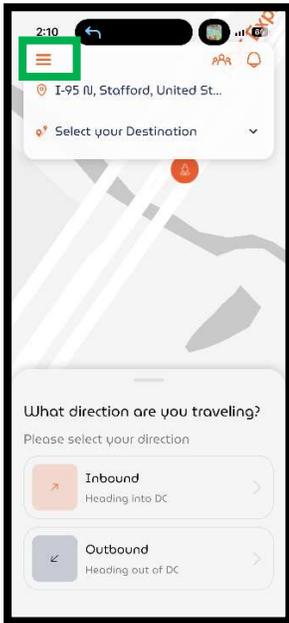
## FREQUENTLY ASKED QUESTIONS (FAQS)

### PROFILE

**Q: How do I edit my profile?**

**A: To edit your profile:**

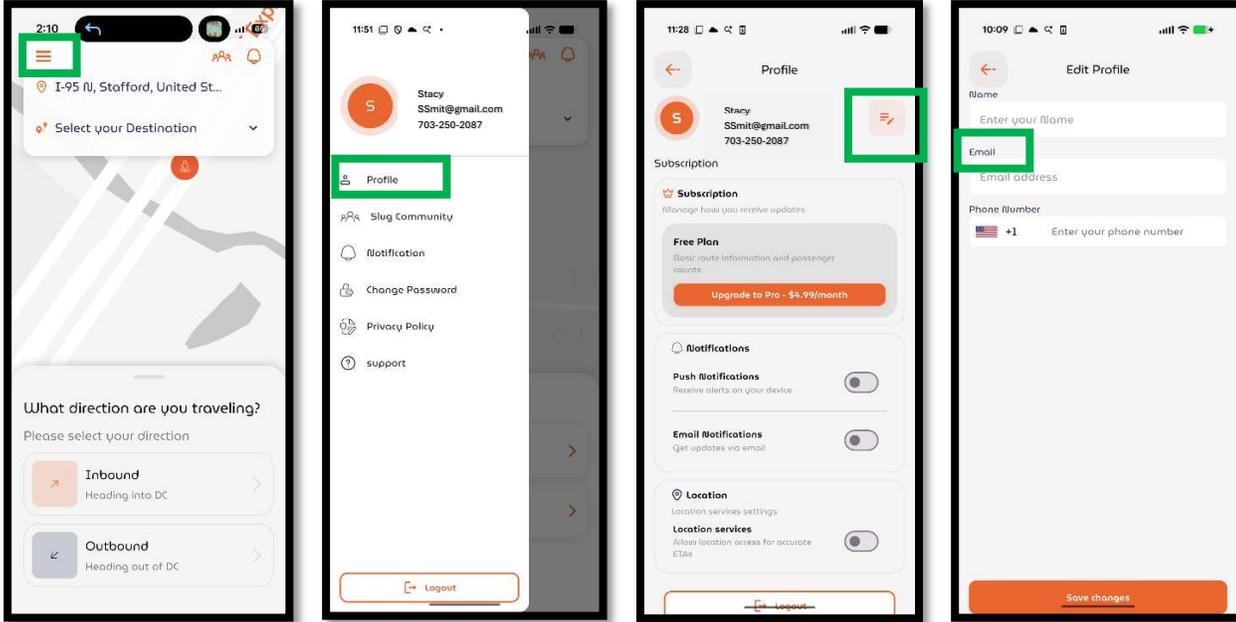
1. Open the menu
2. Select Profile from the menu
3. Select the edit icon on the upper right
4. Change your name, email, and/or phone number
5. Save changes



**Q: How do I update my email address?**

**A:** To update your email:

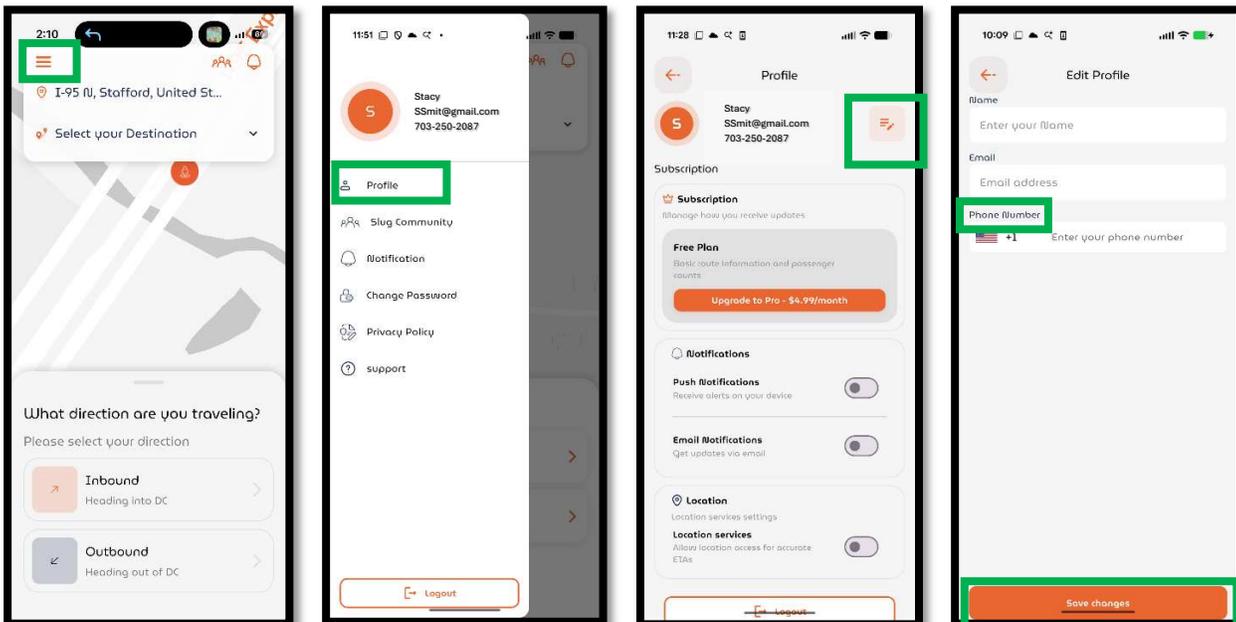
1. Open the **menu**
2. Select **Profile** from the menu
3. Select the **edit icon** on the upper right
4. **Change** your email
5. **Save changes**



**Q: How do I update my phone number?**

**A:** To update your phone number:

1. Open the **menu**
2. Select **Profile** from the menu
3. Select the **edit icon** on the upper right
4. **Change** your phone number
5. Select the **Save Changes** button

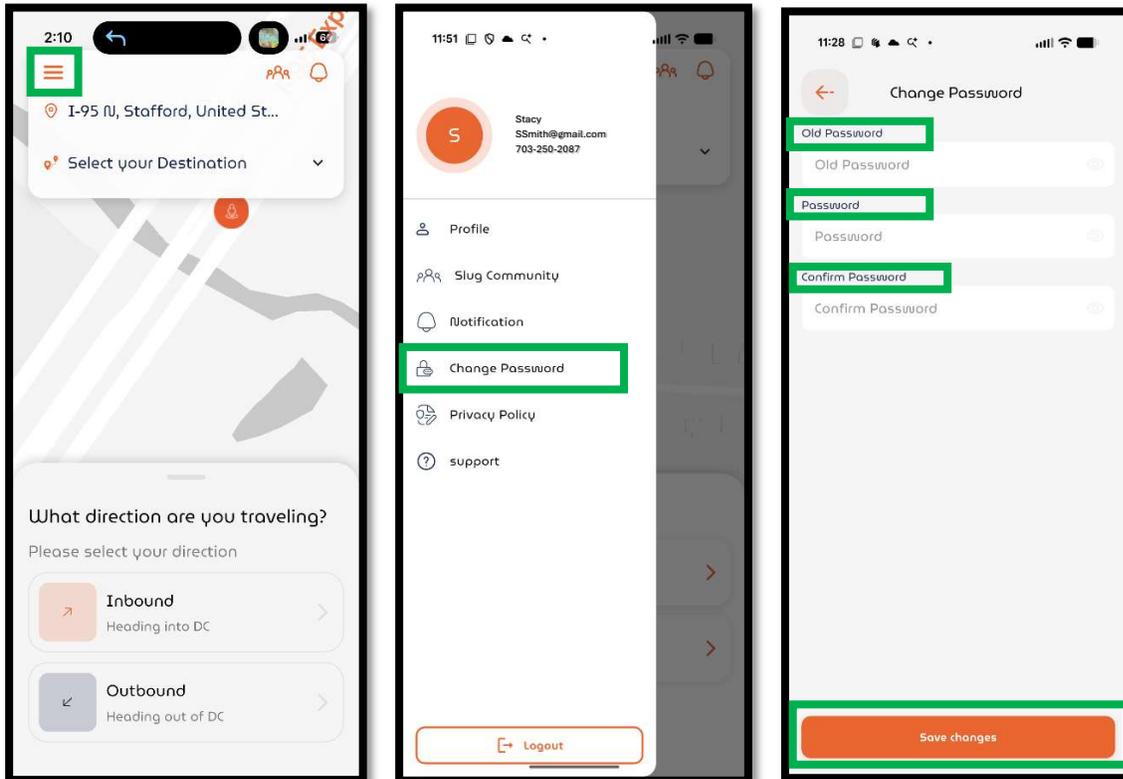


## PASSWORD

### Q: How do I change or reset my password?

A: To change or reset your password:

1. Open the **menu**
2. Select **Change Password** from the menu
3. Enter your **old password**
4. Enter your **new password**
5. **Confirm** your new password
6. Select the **Save Changes** button



**Q: Why do you need my vehicle details? NEED TO FIND THE SPECIFIC INFORMATION IN THE Apple Developer Guidelines for this.**

## SLUG COMMUNITY

### Q: What is Slug Community?

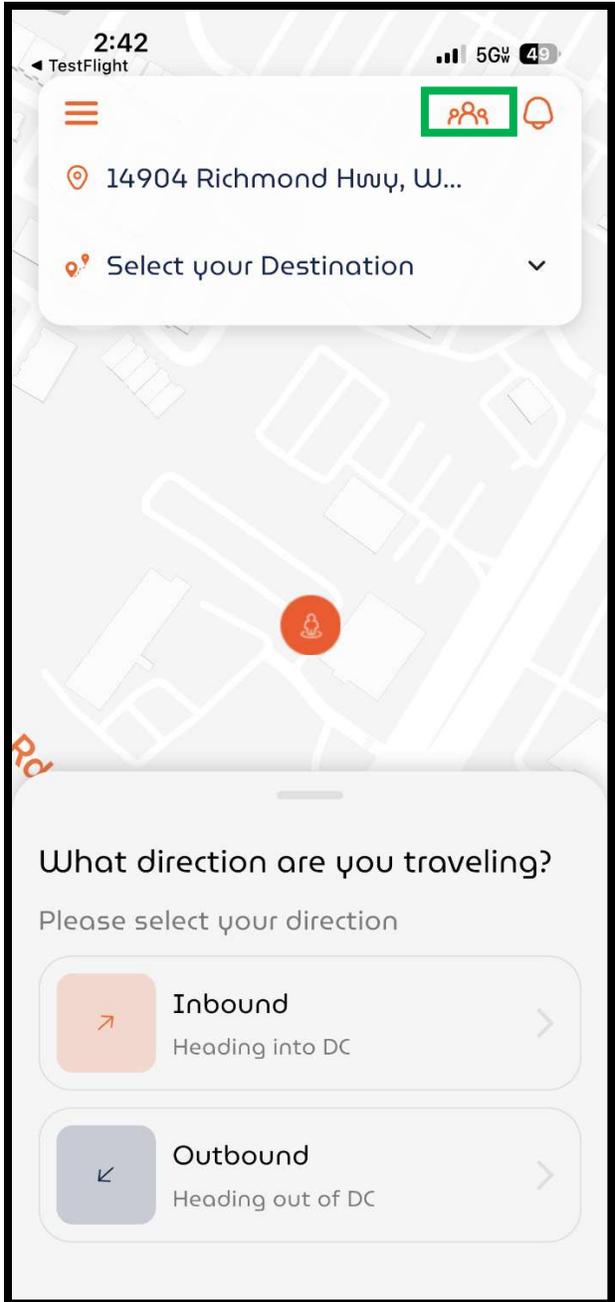
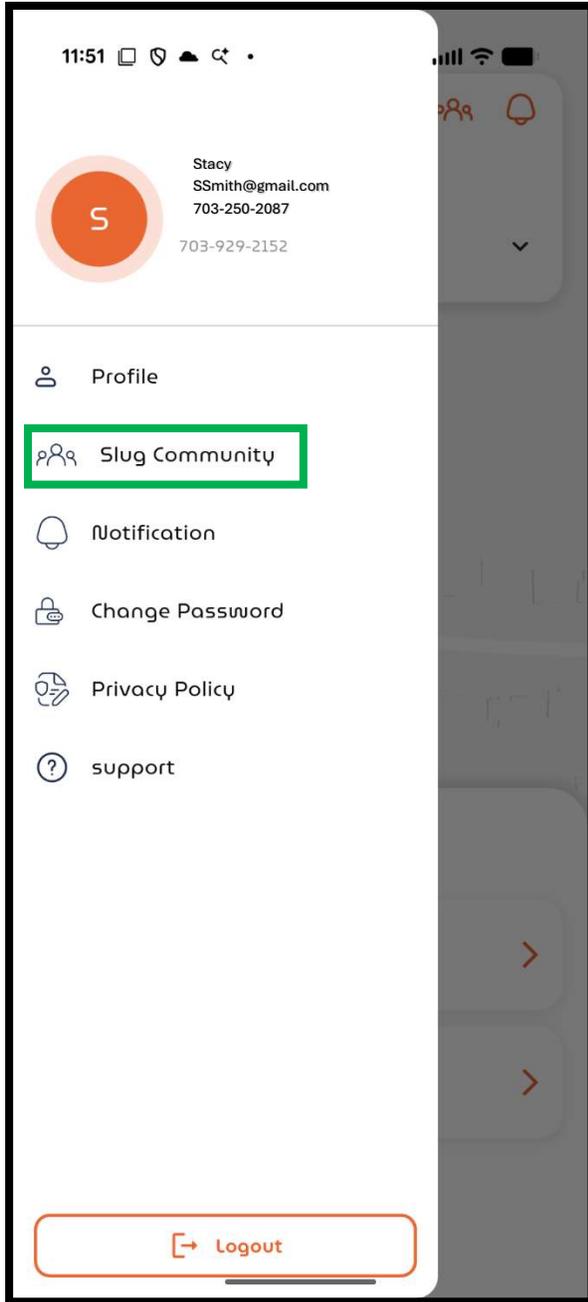
A: The SLUG Community brings everything you need to commute smarter into one powerful, easy-to-use platform. Stop juggling Facebook groups, WhatsApp chats, texts, and phone calls. Whether you're heading in early, staying late, or just trying to avoid the daily commute headache, SLUG Community keeps you informed, connected, and confident every step of the way.

With Slug Community, you can:

- Get real-time commuter updates on traffic, delays, road closures, and route changes
- Report hazards instantly — accidents, debris, weather, and safety concerns
- Find and coordinate rides fast when plans change or schedules shift
- Tap into local commuter know-how — best routes, parking tips, and new slug locations

**Q: How do I get to the Slug Community?**

**A:** There are two ways to access Slug Community – from the **Menu** - OR – from the **icon** in the app



## SUBSCRIPTION – Need to see all the screens to update the instructions

### Q: Do I need to renew my subscription?

**A:** Your subscription automatically renews at the end of each billing period using the payment method on file. As long as your payment information is up to date, no action is required. Your subscription will remain active unless you choose to cancel.

1. Open the **menu**
2. Select **Profile**
3. Select **Renew Subscription**

If you run into any issues or don't see the renewal option, please contact our support team for help.

### Q: How do I cancel my subscription?

**A:** You can cancel your subscription at any time by signing in to your account.

1. Open the **menu**
2. Select **Profile**
3. Select **Cancel Subscription** and follow the prompts

If you have trouble canceling or need assistance, please contact our support team @ [slugcommute\\_help@outlook.com](mailto:slugcommute_help@outlook.com)

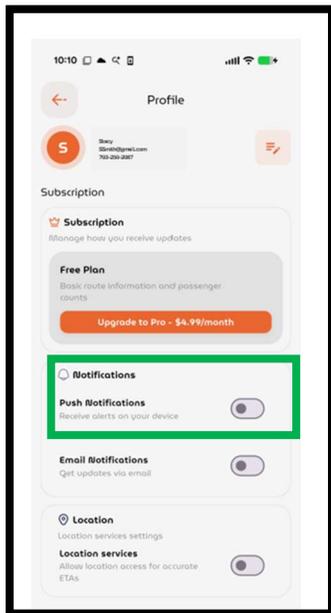
## NOTIFICATIONS

### Q: How do I start or stop push notifications

**A:** You can manage push notifications at any time from your device.

To turn notifications on or off:

1. Open the **menu** in the app
2. Select **Profile**
3. Go to **Notifications**
4. Toggle push notifications on or off as desired



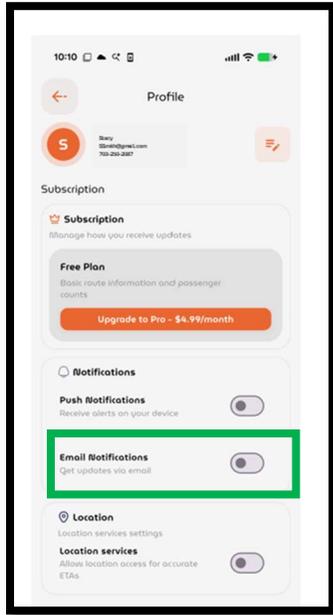
If you're having trouble updating your notification preferences, please contact our support team for assistance @ [slugcommute\\_help@outlook.com](mailto:slugcommute_help@outlook.com)

### Q: How do I start or stop email notifications

**A:** You can manage start or stop notifications at any time from your device or account settings.

To turn notifications on or off:

1. Open the menu in the app
2. Select Profile
3. Go to Email Notifications
4. Toggle push notifications on or off as desired



If you're having trouble updating your email preferences, please contact our support team for assistance @ [slugcommute\\_help@outlook.com](mailto:slugcommute_help@outlook.com)

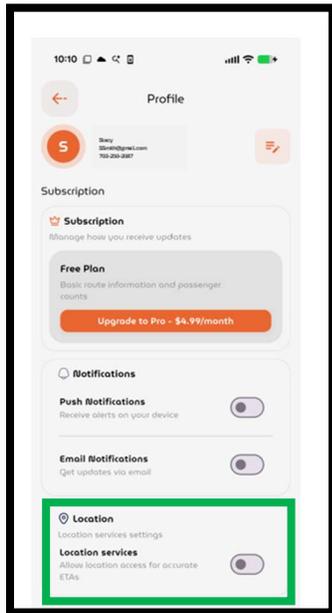
## LOCATIONS

### Q: How do I start or stop location services in Slug Commute?

A: You can manage start or stop location services at any time from your device.

To turn location on or off:

1. Open the **menu** in the app
2. Select **Profile**
3. Go to **Location**
4. **Toggle** push notifications on or off as desired



Note: If location is not on it will not allow the app to access your location and will affect the functionality of some services within the app

If you're having trouble updating your location preferences, please contact our support team for assistance @ [slugcommute\\_help@outlook.com](mailto:slugcommute_help@outlook.com)

### Q: How do I select a destination?

A: You can select a destination by using the drop-down arrow to the right of *Select your Destination* on the main screen

1. Open the Slug Commute app
2. Select your role *Driver* or *Passenger*
3. Select the drop-down arrow to the right of *Select your Destination*
4. Select your desired **slug lot** (Inbound) or **slug stop** (Outbound) using the drop-down arrow
5. The final destinations will appear underneath your point of origin

### Q: What does Inbound mean?

A: Inbound describes the northbound morning commute into DC

### Q: What does Outbound mean?

A: Outbound describes the southbound evening commute out of DC

## GENERAL

**Q: Can I toggle between being a driver and passenger within the app?**

**A:** To switch between the driver and passenger role you will need to log out of the app and log back into the app and select the new role.

## COULD NOT FIND AN ANSWER

If you cannot find an answer in the FAQ, please contact support by email @ [slugcommute\\_help@outlook.com](mailto:slugcommute_help@outlook.com)