

## FREQUENTLY ASKED QUESTIONS (FAQS)

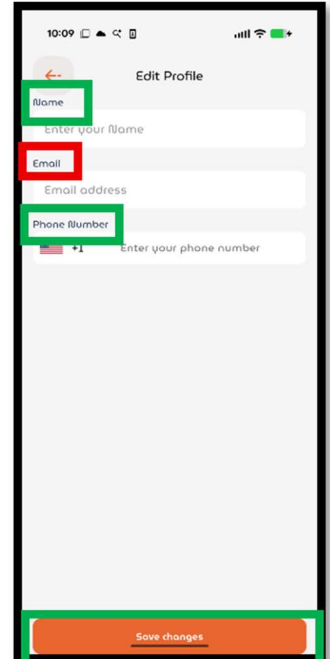
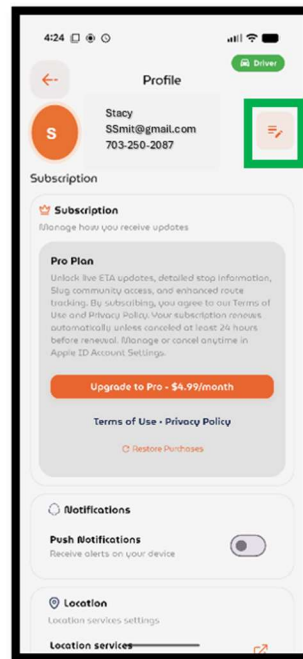
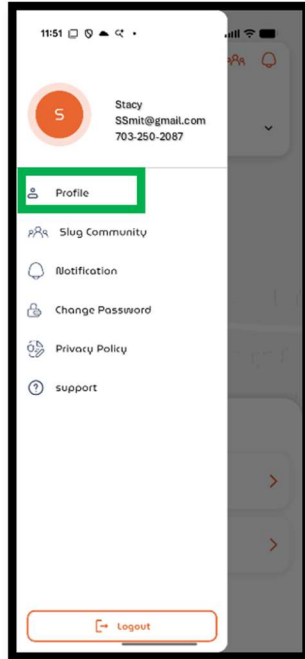
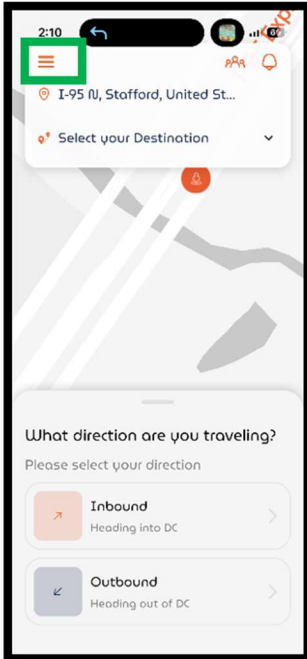
### PROFILE

**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 and/or phone number

Note: For security and prescription management purposes, changes to an email address require administrator assistance.



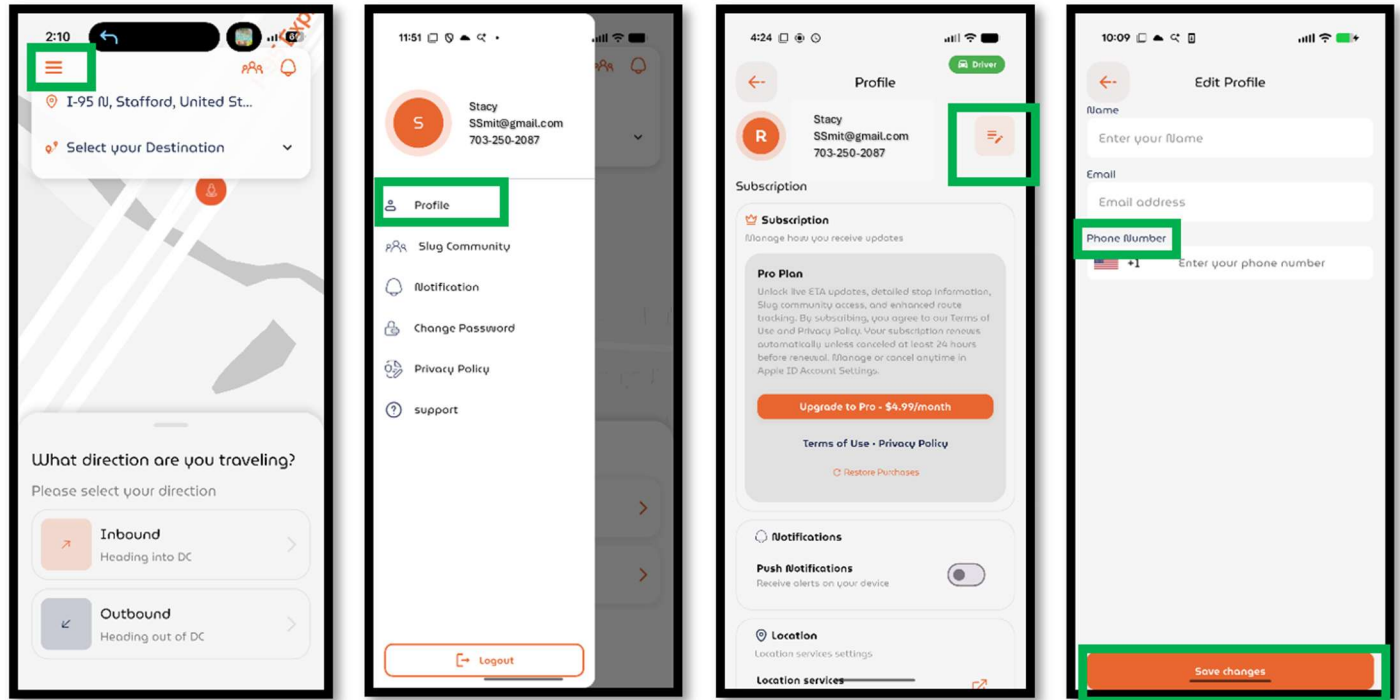
**Q: How do I update my email address?**

**A:** For security and prescription management purposes, changes to an email address require administrator assistance. To update your email address please contact the help desk @ [help@slugcommute.com](mailto:help@slugcommute.com)

**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

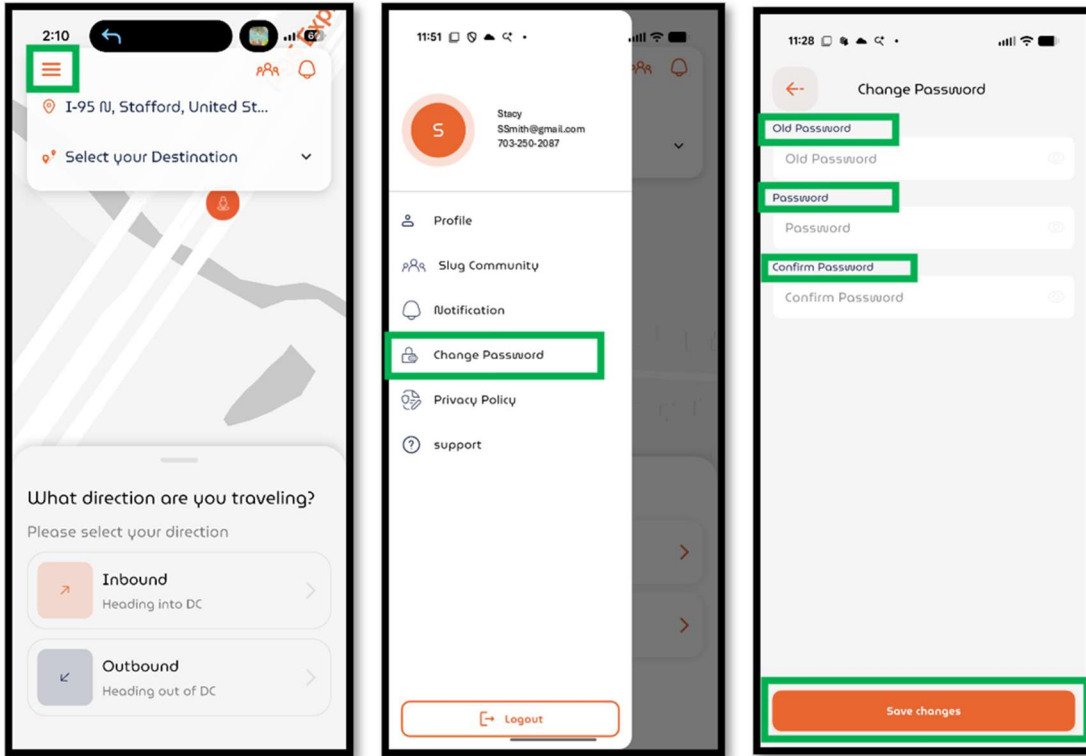


## PASSWORD

### 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



## SLUG COMMUNITY

### Q: What is Slug Community?

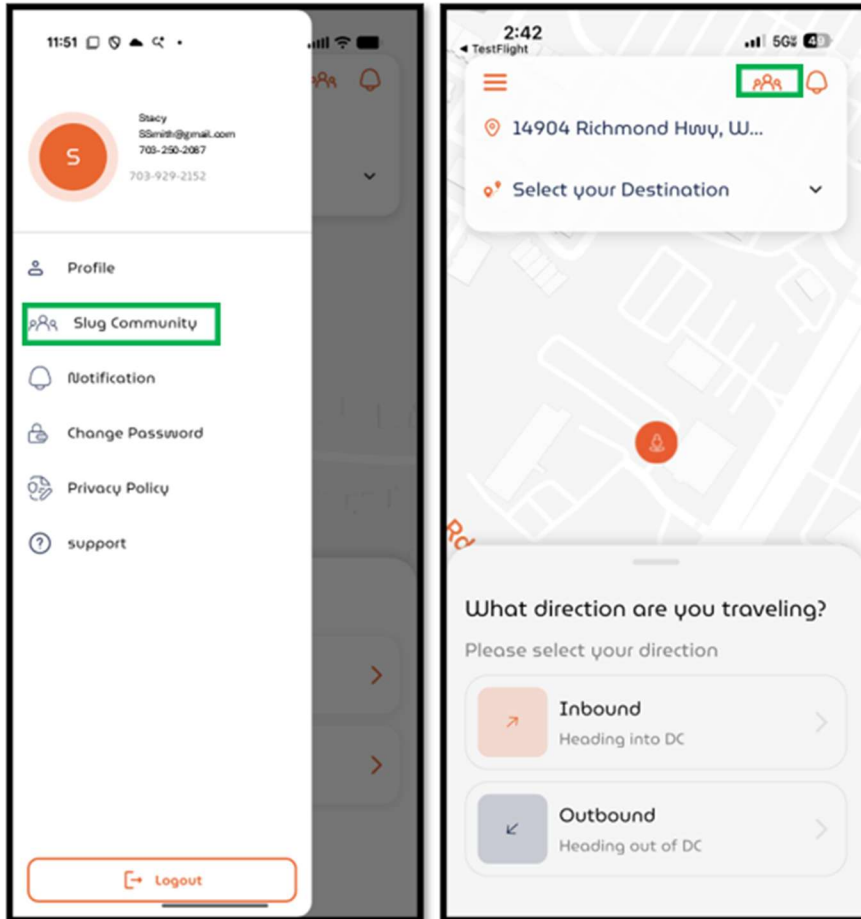
A: The SLUG Community brings everything you need to commute smarter into one powerful, easy-to-use platform. Stop juggling Facebook groups, WhatsApp chats, texts, and phone calls. Whether you're heading in early, staying late, or just trying to avoid the daily commute headache, SLUG Community keeps you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

### 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. If you run into any issues, 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. Follow the prompts

If you have trouble canceling or need assistance, please contact our support team @ [help@slugcommute.com](mailto:help@slugcommute.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 @ [help@slugcommute.com](mailto:help@slugcommute.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. Select the icon
5. Follow prompts. Steps for iOS and Android users differ.

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 @ [help@slugcommute.com](mailto:help@slugcommute.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 – Heading into DC) or **slug stop** (Outbound – Heading out of Dc) 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 commute into DC or heading north

### Q: What does Outbound mean?

**A:** Outbound describes the southbound commute out of DC or heading south

## GENERAL

### Q: Can I toggle between being a driver and passenger within the Slug Commute 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.

1. Open the Slug Commute app
2. Select **Switch to Driver** or **Switch to Slug**
3. Select the **Switch User** button
4. Select the desired profile **Driver** or **Passenger (Slug)**
5. Enter your email address and password

### Q: Why do I need to login or logout to toggle between being a driver and passenger within the Slug Commute app?

**A:** Users need to be able to toggle between Driver and Passenger profiles within the app, as each profile can have its own subscription status. For example, a user may choose to use the free version for their Driver profile while maintaining a paid subscription for their Passenger profile.

## **COULD NOT FIND AN ANSWER**

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