Managing Your Account

Managing your account on AutoFix is designed to be straightforward, ensuring that you have complete control over your profile, settings, and personal information. This guide walks you through all the features and options available for managing your account, helping you keep your profile up to date and secure. Here's a comprehensive breakdown of everything you can do in your account settings:

1. Accessing Your Account Settings To begin managing your account:

Login to Your Account: Start by logging in with your registered email and password. Ensure that you use the correct credentials for security purposes. Navigate to Account Settings: Once logged in, locate the 'Account' or 'Profile' icon, usually found at the top right corner of the homepage. Click on it and select 'Settings' from the dropdown menu. 2. Updating Your Personal Information Your profile details are essential for ensuring that you receive personalized services. To update:

Edit Profile: In the Account Settings, you'll see options like 'Edit Profile.' Click here to update your personal details such as your name, email address, phone number, and profile picture. Changing Your Email Address: If you need to update your email, enter the new email and verify it through a confirmation link sent to your new address. This ensures that you have uninterrupted access to your account and notifications. Phone Number Updates: You can also update your contact number to receive service updates and mechanic booking confirmations directly. 3. Changing Your Password Maintaining a secure password is crucial for your account's security:

Change Password Option: Under the 'Security' section in Account Settings, you can find the 'Change Password' option. Enter your current password for verification, then choose a new, strong password that includes a mix of letters, numbers, and special characters. Forgot Password: If you have forgotten your password, click on 'Forgot Password' on the login page. A reset link will be sent to your registered email, allowing you to set a new password securely. 4. Managing Notification Preferences AutoFix allows you to customize how you receive notifications:

Email Notifications: Choose which updates and alerts you want to receive via email, such as booking confirmations, reminders, or promotional offers. SMS Alerts: Enable or disable SMS alerts for immediate updates about mechanic bookings and offers. Push Notifications: If you use our mobile app, you can manage push notifications directly from the app settings, ensuring you receive timely alerts even when you're on the go. 5. Viewing and Managing Booking History Your account keeps a record of all past mechanic bookings and services availed:

Access Booking History: In the 'Bookings' section of your account, you'll find a detailed history of all your mechanic appointments, including dates, services

provided, mechanic details, and costs. Rebooking: For repeat services, simply select an old booking and choose the 'Rebook' option. This will auto-fill your previous details, allowing you to quickly book the same service again. Download Invoices: You can also download invoices or receipts for each booking directly from your history for record-keeping or reimbursement purposes. 6. Managing Payment Methods To make your booking experience smooth, you can securely manage your payment methods:

Add or Remove Payment Methods: Under the 'Payments' tab, you can add, update, or remove payment methods such as credit/debit cards, bank accounts, or e-wallets. Set Default Payment Method: Choose a default payment method for quicker checkouts during mechanic bookings. Transaction History: View past transactions to keep track of all payments made through the platform. 7. Privacy and Security Settings AutoFix prioritizes your security and privacy:

Two-Factor Authentication (2FA): Enhance your account security by enabling 2FA. With 2FA activated, you'll need to enter a verification code sent to your phone or email each time you log in. Activity Log: Monitor your account's activity log, which records recent logins and actions taken on your account. This helps identify any unauthorized access and ensures your account remains secure. Privacy Settings: Manage who can view your profile and service history. You can also choose to hide your activity status from other users for added privacy. 8. Account Deactivation or Deletion If you no longer wish to use AutoFix:

Temporary Deactivation: You can deactivate your account temporarily if you need a break but might return in the future. This option allows you to keep your data without permanently deleting your account. Permanently Delete Account: If you want to close your account permanently, navigate to the 'Account Management' section and select 'Delete Account.' A confirmation process will follow to ensure you genuinely want to delete your profile and associated data. Remember, this action is irreversible. 9. Customizing Your Profile Visibility Manage how your profile appears to others on the platform:

Public Profile Settings: Choose if you want your profile to be visible to mechanics for quick assistance. You can control what details mechanics see when you initiate a service request. Reviews and Feedback Visibility: Decide whether your feedback and ratings for services should be publicly visible or kept private. 10. Support and Assistance If you encounter any issues while managing your account:

Help Center: Visit the Help Center in the app or website for comprehensive guides and FAQs. Live Chat Support: Access live support through the chat feature available in the account section for immediate assistance with account management. Customer Support Hotline: Alternatively, call our support hotline for personalized assistance with managing your account settings.