

## QUICK REFERENCE



### CONTRACTOR STATUS

- Connected
- Disconnected
- Paused

### ACCESS SETTINGS

Login to TowMagic

From the left navigation bar select **Settings**

Select **Admin Portal**

### ENABLE JOB REMINDERS

Reminder notifications that alert every 20 seconds that a job is waiting for your interaction

From Settings - Profile

Select the check-box for **Enable Job Timeout Reminders**

Select **Update Company**

### ADD USERS

From **Settings** select **Users**

Select **Add Users and Drivers**

Enter the user information and password

Select **Add User**

### DELETE USERS

From **Settings** select **Users**

Locate the user you would like to delete

Select **Delete**

### ADD CONTRACTOR ACCOUNTS

From **Settings** select **Contractor Accounts**

Select **Add New**

Select the icon for the club you would like to add\*

Enter your contractor information

Select **Add**

**\*You must have an established account with the contractor before adding it to TowMagic**

### ACCEPT A JOB

Select the new **Job** and **Accept**

**Enter ETA and required fields** before the job timer expires select **Send**

If a club awards you the job you will see a **green thumbs up!**\*

If a club rejects your response you will see a **red thumbs down or canceled**

**\*If you are a Dispatch Anywhere customer the job will be marked finished and imported automatically to Dispatch Anywhere for Dispatch and Automated Motor Club Billing**

### ASSIGN A JOB

Once a job is accepted select the **Check Mark Icon**

Select the **User** that will receive the job

The User/Driver will select the **Play Icon** and the job will be marked **In Progress**

When the User/Driver completes the job they must select the **Finish Icon**

**\*For timestamps with location, motor club reporting accuracy, and proper job status, each driver must have their own login for TowMagic.**

### PAUSE/RESUME CONNECTIONS

From **Settings** select **Contractor Accounts**

Select the **Pause Icon** next to the club

The **Motor Club Connection Status** will change from **Connected** to **Disabled**

**\*You must log back into settings and press the **Play/Resume Icon** next to the club to start receiving digital jobs again**

### RESET CLUB CONNECTIONS

Login to TowMagic

From the left navigation bar select the club you would like to reset

Select **Reset Connections**

If the reconnect was successful you will receive a notification on the bottom of the screen

### ICONS



ETA **Approved/Accepted** and job awarded



Response **Rejected** by club



Job is **Waiting** for your input before timing out



Job **Finished**



Job **Timed Out** or **Canceled**



Job **Assigned**



Job **In Progress**



Job **Response Sent**



Job **Phone Call Requested**

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