
QUICK START GUIDE

SmartCruise System

Getting Started for Administrators, Agencies & Guests

Version 1.0 | June 2026

Quick Links

Admin Panel: <https://admin.smartcruise.ca/>

Android App (Google Play): [Google Play Store](#)

iOS App (App Store): [Apple App Store](#)

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PART 1

ADMIN QUICK START

Administrator Overview

Administrators manage the SmartCruise platform — creating agency accounts, assigning roles, managing membership plans, and recording payments. Most admin tasks take just a few minutes.

Create an Agency Account

USER INFO	PHONE NUMBER	ADDRESS	COMPANY	MEMBERSHIP PLAN	EXPIRED DATE	STATUS	CREATED DATE	CREATED BY	ACTIONS
admin ADMIN admin@smartcruise.ca				VIP	11 Dec 2026, 01:06 pm	Active	05 Dec 2025, 11:06 am	315	Add Minus
demo Agency User demo@smartcruise.ca	123456778	Canada	Smart Cruise	VIP	20 Jan 2027, 11:43 am	Active	20 Oct 2025, 01:55 am	2	Add Minus
hang Agency 002 hang@smartcruise.ca				PLUS	04 Jan 2026, 12:15 pm	Active	26 Apr 2025, 02:37 pm	1	Add Minus

Display of the 1 element at 3 on 3 items

Show entries [Previous](#) **1** [Next](#)

Figure 1.1 — Members List

1. Go to Members in the left sidebar.
2. Click + Add Member in the top-right corner.
3. Fill in the agency name, email address, and contact details.
4. Select a Membership Plan and set the expiry date.
5. Click Save — the agency can now log in immediately.

Note: To add usage credits to an account, open the member record and use the Adjust Credits button.

Assign User Roles & Permissions

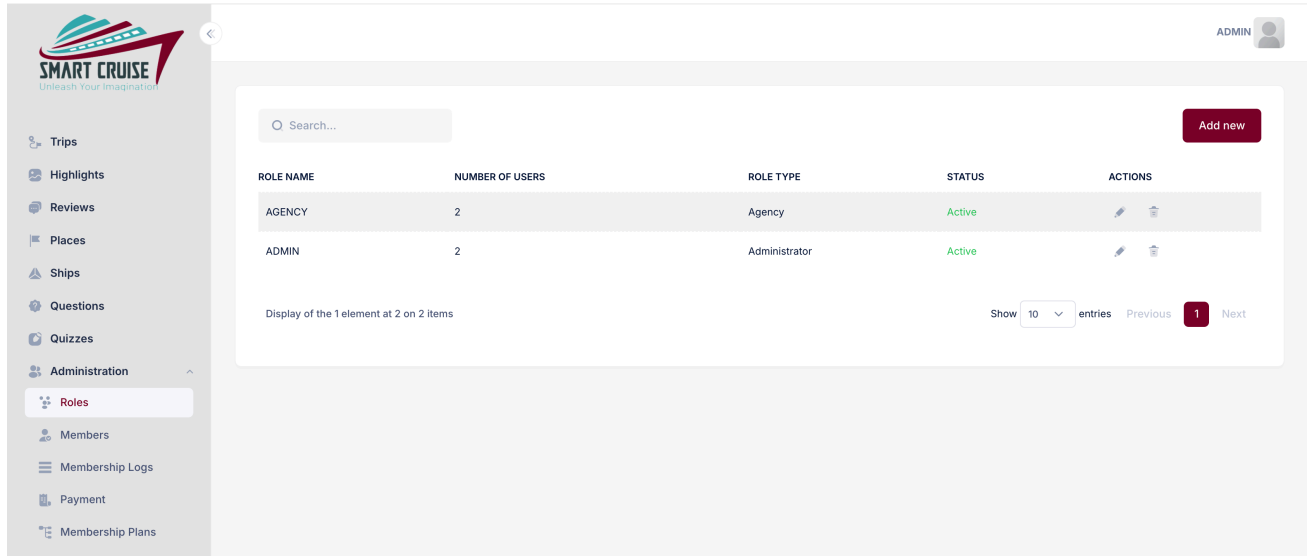


Figure 1.2 — Role List

1. Go to Roles in the left sidebar.
2. Click + Add Role or open an existing role to edit.
3. Set the Role Name and choose the base type: Agency or Administrator.
4. Toggle individual permissions ON/OFF as needed.
5. Save the role.

Figure 1.3 — Assigning a Role to a User

6. To assign the role: open the Member record, select the role from the Role dropdown, and save.

Note: Role changes take effect immediately. Changing a role mid-session may affect what menus the user sees on their next page load.

Manage Membership Plans

MEMBERSHIP PLAN CODE	MEMBERSHIP PLAN NAME	PRICE	DAYS	STATUS	CREATED BY	ACTIONS
BASIC	BASIC 7 days	30	7	Active	315	
PLUS	Plus 30 days	100	30	Active	315	
VIP	VIP 365	1000	365	Active	315	

Display of the 1 element at 3 on 3 items

Show 10 entries Previous 1 Next

Figure 1.4 — Membership Plans

1. Go to Plans in the left sidebar.
2. Click + Add Plan or edit an existing one.
3. Set the plan name, duration, credit limit, and pricing.
4. Save. The plan becomes available when assigning or renewing agency memberships.

Record Payments

PAYMENT DATE	PAYMENT TYPE	EMAIL	REF NUMBER	AMOUNT	PAYMENT STATUS	CREATED DATE	CREATED BY	ACTIONS
2025-12-05 08:23:31	Wire transfer	demo@smartcruise.ca	ABC1234567	100	Paid	2025-12-05T15:24:49	ADMIN	

Display of the 1 element at 1 on 1 items

Show 10 entries Previous 1 Next

Figure 1.5 — Payment Records

1. Go to Payments in the left sidebar.
2. Click + Add Payment to record a new transaction.
3. Select the agency, enter the amount, payment method, and date.
4. Save to log the payment. All history is preserved for audit purposes.

Admin Best Practices

- Set up Membership Plans before creating agency accounts — plans are required at account creation.
- Review the Membership Logs section regularly to monitor renewal dates.
- Use Roles to give agencies access to only the features they need.
- Record all payments promptly — the payment history is visible to agencies.

PART 2

AGENCY QUICK START

Agency Overview

Agencies create and manage cruise trips, upload rich content, and run Quiz Games for guests. Follow the workflow below to publish your first trip.

Create & Publish a Trip — Workflow

1 Create Ship

2 Add Places

3 Create Trip

4 Build Itinerary

5 Publish



6 Share QR

Step 1

Create a Ship

Every trip needs a vessel. Set up your ship first.



HERO IMAGE	SHIP CODE	SHIP NAME	GUEST CAPACITY	BUILT YEAR	REFURBISHED YEAR	STATUS	ACTIONS
	X633	Discovery Princess	3660	2022	2024	Active	 
	3717	Crown Princess	2500	2000	2025	Active	 
	2610	Island Princess	2210	2003	2019	Active	 

Display of the 1 element at 3 on 3 items

Show 10 entries Previous 1 Next

Figure 2.1 — Ship List

1. Go to Ships in the left sidebar.
2. Click + Add Ship.
3. Enter the Ship Name, Ship Code, and capacity.
4. Upload a cover image for the ship.
5. Set Status to Active and click Save.

Figure 2.2 — Ship Edit Form

Step 2

Create Destinations (Places)

Add the ports and places the ship will visit.

IMAGE	PLACE NAME	COORDINATES	ADDRESS	STATUS	ACTIONS
	Victoria, Canada	[48.426576, -123.397809]	Inner Harbour, Victoria, British Columbia (Port intérieur, Victoria, Colombie-Britannique)	Active	
	Seattle, Washington	[47.601378, -122.339222]	Pier 66 Cruise Terminal, Seattle WA (Terminal de croisière Pier 66, Seattle WA)	Active	
	Los Angeles, California	[33.753704, -118.192091]	World Cruise Center, San Pedro, Los Angeles CA	Active	
	Santa Barbara, California	[34.404832, -119.687732]	Santa Barbara Harbor, California	Active	
	San Diego, California	[32.719776, -117.220163]	B Street Pier Cruise Terminal, San Diego CA (Terminal de croisière B Street Pier, San Diego CA)	Active	

Figure 2.3 — Place List

1. Go to Places in the left sidebar.
2. Click + Add Place.
3. Enter the Place Name in English (and French if needed), and a description.
4. Upload a cover photo for this destination.
5. Switch to the Map tab and drag the pin to the exact GPS location.
6. Set Status to Active and click Save.

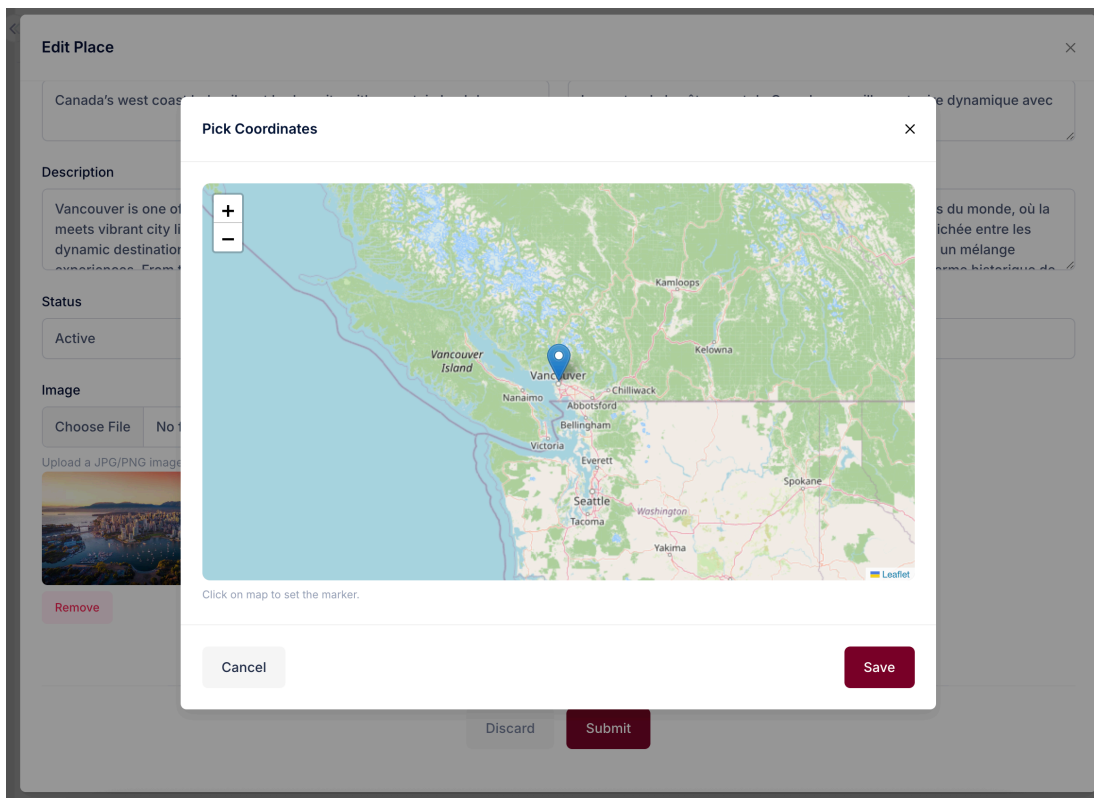


Figure 2.4 — Place Location Pin on Map

Step 3

Create a Trip

A Trip ties together a ship and a sequence of places.

QR CODE	COVER IMAGE	ITINERARY IMAGE	TITLE	ITINERARY	STATUS	ACTIONS
			Public 5-Day Vancouver to Los Angeles (5 jours de Vancouver à Los Angeles)	#Day 1 - Vancouver, Canada #Day 2 - At Sea #Day 3 - At Sea #Day 4 - At Sea #Day 5 - Los Angeles, California View Itinerary	Active	
			Public 3-Day Pacific Coastal	#Day 1 - Vancouver, Canada #Day 2 - Seattle, Washington #Day 3 - Victoria, Canada #Day 4 - Vancouver, Canada View Itinerary	Active	
			Public 7-Day Pacific Wine Country	#Day 1 - Vancouver, Canada #Day 2 - At Sea #Day 3 - At Sea #Day 4 - San Francisco, California #Day 5 - At Sea #Day 6 - San Diego, California #Day 7 - Santa Barbara, California #Day 8 - Los Angeles, California View Itinerary	Active	
			Public 4-Day Alaska Sampler	#Day 1 - Vancouver, Canada #Day 2 - At Sea #Day 3 - Ketchikan, Alaska #Day 4 - At Sea #Day 5 - Vancouver, Canada View Itinerary	Active	

Figure 2.5 — Trip List

1. Go to Trips in the left sidebar.
2. Click + New Trip.
3. Enter the trip title (EN/FR), subtitle, and assign the ship.
4. Upload a cover image — this is what guests see first.
5. Set visibility: Public (anyone can see it) or Private (QR code required).
6. Leave Status as Draft for now. Click Save.

Figure 2.6 — Trip Edit Form

Step 4

Build the Itinerary

Add stops in chronological order.

1. Open the trip and go to the Itinerary tab.
2. Click Add Stop.
3. Select a Place from the dropdown for each stop.
4. Optionally set arrival/departure times for each stop.
5. Repeat for all stops. Drag to reorder if needed.

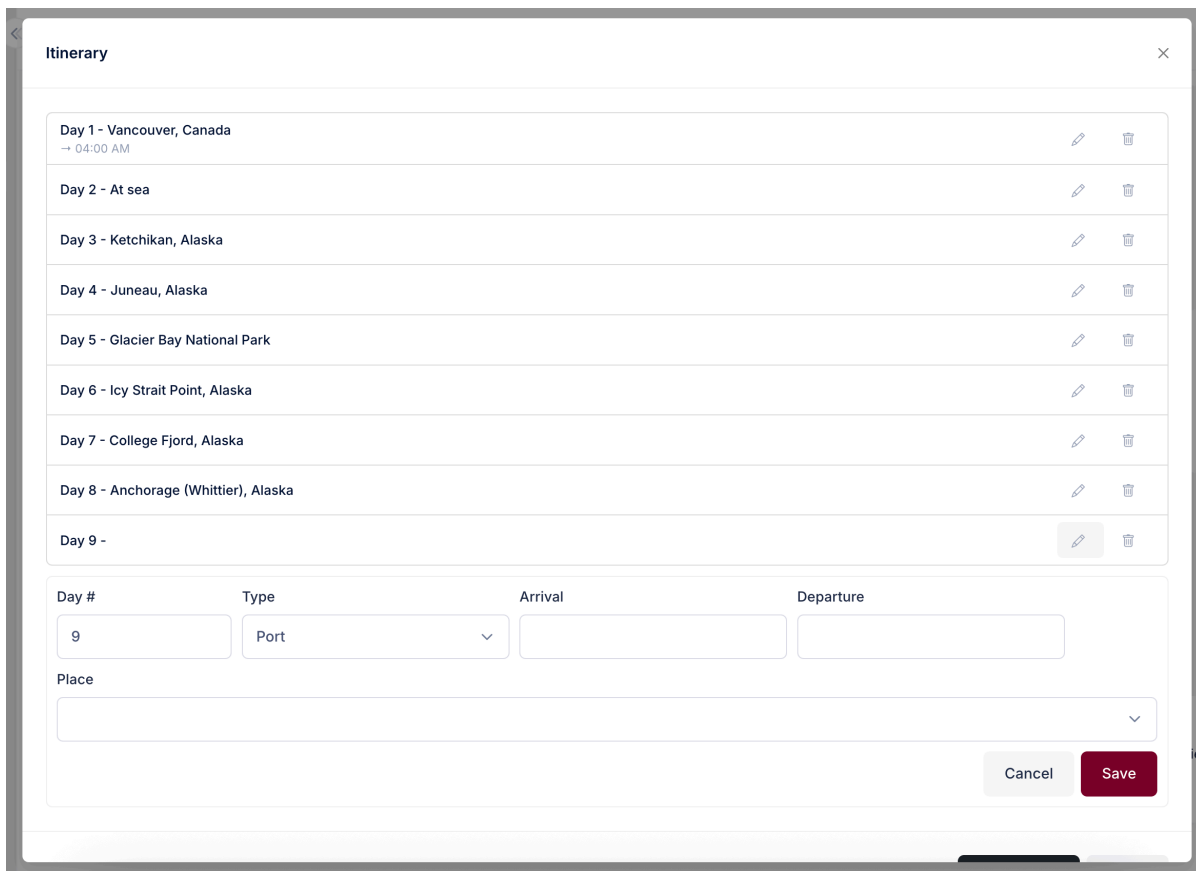


Figure 2.7 — Itinerary Configuration

Step 5

Publish the Trip

Make the trip visible to guests.

1. Open the Trip and click Edit.
2. Change Status from Draft to Published.
3. Click Save — the trip is now live in the SmartCruise app.

Note: Public trips appear in the app's public trip list automatically. Private trips require guests to scan the QR code.

Step 6

Share the QR Code (Private Trips)

Give guests instant access with a unique QR code.

1. Open the Trip and click the QR Code icon in the Actions column.
2. Download or screenshot the QR code.
3. Share it with your guests — by email, printed on board, or posted in the cabin.
4. Guests scan the code with the SmartCruise app to access the trip directly.

Add Rich Content to Destinations

Enhance your guest experience by adding articles, photos, videos, and AR content to each ship and destination. Guests browse this content inside the mobile app.

COVER IMAGE	PLACE NAME	TITLE	SUBTITLE	HIGHLIGHT TYPE	STATUS	ACTIONS
	Vancouver, Canada	La Grande Hermine	Historic 16th-century French exploration vessel (Navire historique français d'exploration du XVI ^e siècle)	Augmented Reality	Active	
	Vancouver, Canada	Vancouver Art Gallery (Galerie d'art de Vancouver)	Founded in 1931, the Vancouver Art Gallery is recognized as one of North America's most innovative visual arts institutions. (Fondée en 1931, la Vancouver Art Gallery est reconnue comme l'une des institutions d'arts visuels les plus novatrices d'Amérique du Nord.)	Virtual Reality	Active	
	Vancouver, Canada	Granville Island	Connected by a causeway, home to arts, dining, and a vibrant public market offering fresh food and crafts. (Relié par une chaussée, il abrite des arts, des restaurants et un marché public dynamique proposant des aliments frais et de l'artisanat.)	Virtual Reality	Active	
	Vancouver, Canada	Chinatown	Second largest Chinatown in North America with authentic architecture, cuisine, and colorful specialty shops. (Deuxième plus grand quartier chinois d'Amérique du Nord avec une architecture authentique, une cuisine et des boutiques spécialisées colorées.)	Image	Active	
	Vancouver, Canada	Vancouver Lookout (Belvédère de Vancouver)	Take a glass elevator 430 feet to the heated observation deck with 360-degree city and mountain views. (Empruntez un ascenseur en verre sur 430 pieds jusqu'à la plate-forme d'observation chauffée avec vue à 360 degrés sur la ville et la montagne.)	Video	Active	
	Vancouver, Canada	Stanley Park (Parc Stanley)	A lush rainforest in the heart of the city, teeming with wildlife and natural beauty. Includes Vancouver Aquarium and Totem Pole Park. (Une forêt tropicale luxuriante au cœur de la ville, regorgeant d'animaux sauvages et de beautés naturelles. On y trouve notamment l'Aquarium de Vancouver et le Parc des Totems.)	Post	Active	

Figure 2.8 — Highlights Overview (All Content Types)

Articles

1. Open a Ship or Place and go to the Highlights tab.
2. Click + Add Highlight → Article.
3. Write the content using the rich-text editor (EN/FR).
4. Add a cover image and click Save.

Edit Highlight

Place Name * Vancouver, Canada Status * Active Highlight Type * Post

Title * Stanley Park Title (French) Parc Stanley

Subtitle A lush rainforest in the heart of the city, teeming with wildlife and natural beauty. Includes Vancouver Aquarium and Totem Pole Park. Subtitle (French) Une forêt tropicale luxuriante au cœur de la ville, regorgeant d'animaux sauvages et de beautés naturelles. On y trouve notamment l'Aquarium de Vancouver et le Parc des Totems.

Cover Image Choose File No file chosen Upload a JPG/PNG image. Max 5MB. Remove

Content

Stanley Park is Vancouver's first, largest, and most beloved urban park with:

- 400-hectare natural West Coast rainforest
- Scenic trails
- Beautiful beaches and waterfront views along the Seawall
- Local wildlife viewing opportunities
- Dining options and casual eats
- Cultural, historical, and natural landmarks
- Family attractions, including Canada's largest aquarium

This park is open from 6am to 10pm (lastest entrance closed). Washrooms are available from dawn until dusk.

Figure 2.9 — Article Editor

Photos & Videos

1. Click + Add Highlight → Photo Gallery or Video.
2. Upload image files (JPG/PNG) or enter a video URL.
3. Add a title and description, then Save.

The screenshot shows the 'Edit Highlight' form with the following fields and content:

- Place Name ***: Vancouver, Canada
- Status ***: Active
- Highlight Type ***: Image
- Title ***: Chinatown
- Title (French)**: (Empty)
- Subtitle**: Second largest Chinatown in North America with authentic architecture, cuisine, and colorful specialty shops.
- Subtitle (French)**: Deuxième plus grand quartier chinois d'Amérique du Nord avec une architecture authentique, une cuisine et des boutiques spécialisées.
- Cover Image**: A thumbnail image of Chinatown buildings with a 'Remove' button below it.
- Images**: (Empty)

Buttons at the bottom: Discard, Submit

Figure 2.10 — Photo Gallery Upload

AR Experiences (Augmented Reality)

AR content overlays 3D information or models on the real world when guests point their phone camera at a location.

1. Click + Add Highlight → AR Content.
2. Set the AR type: Location Overlay or 3D Model.
3. Upload the AR asset file and configure trigger settings.
4. Save — guests will see the AR option in the app at that destination.

The screenshot shows the 'Edit Highlight' configuration interface. It is a form with a white background and a grey border. At the top left, it says 'Edit Highlight' with a close button (X) on the right. The form is organized into several sections:

- Place Name ***: A dropdown menu showing 'Vancouver, Canada' with a close button (X) and a dropdown arrow.
- Status ***: A dropdown menu showing 'Active' with a dropdown arrow.
- Highlight Type ***: A dropdown menu showing 'Augmented Reality' with a dropdown arrow.
- Title ***: A text input field containing 'La Grande Hermine'.
- Title (French)**: An empty text input field.
- Subtitle**: A text input field containing 'Historic 16th-century French exploration vessel'.
- Subtitle (French)**: A text input field containing 'Navire historique français d'exploration du XVI^e siècle'.
- Cover Image**: A section with a 'Choose File' button and 'No file chosen' text. Below it, a small image of a wooden boat is displayed with a 'Remove' button underneath.
- Content**: A rich text editor with a toolbar (B, I, U, list, link, image, link) and a text area containing English text about the ship's history.
- Content (French)**: A rich text editor with a toolbar and a text area containing the French translation of the English text.
- AR File for iOS** and **AR File for Android**: Two empty text input fields at the bottom.

Figure 2.11 — AR Content Configuration

Set Up a Quiz Game

The Quiz Game is an interactive trivia experience for guests during the trip. Create a question bank, configure the quiz, and share the exam link — guests play directly in their browser or the app.

Quiz Workflow



Step A — Build the Question Bank

ILLUSTRATION IMAGE	QUESTION	TYPE	DIFFICULTY	SCORE	PLACE	OPTIONS	STATUS	ACTIONS
	What event does the Salmon Run clock in downtown Anchorage count down to? Vers quel événement l'horloge Salmon Run du centre-ville d'Anchorage décompte-t-elle?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	In what year was the Iditarod Trail Sled Dog Race organisation founded? En quelle année l'organisation de la course de chiens de traîneau Iditarod Trail a-t-elle été fondée?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	Which winter sport is Kincaid Park in Anchorage famous for? Pour quel sport hivernal le parc Kincaid à Anchorage est-il célèbre?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	Where near Anchorage are Fort Richardson and Elmendorf Air Force Base located? Où près d'Anchorage se trouvent Fort Richardson et Elmendorf Air Force Base?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	In what year was the University of Alaska Anchorage (UAA) founded? En quelle année l'Université d'Alaska Anchorage (UAA) a-t-elle été fondée?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	Which immigrant community is most numerous in Anchorage's Mountain View neighbourhood? Quelle communauté d'immigrants est la plus nombreuse dans le quartier Mountain View d'Anchorage?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	In which months does the Aurora Borealis typically appear in Anchorage? En quels mois l'aurora boréale apparaît-elle habituellement à Anchorage?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	Which cities does the Alaska Railroad connect Anchorage to? À quelles villes la Alaska Railroad relie-t-elle Anchorage?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	
	What tidal phenomenon is the Turnagain Arm area near Anchorage famous for? Pour quel phénomène de marée la zone de Turnagain Arm près d'Anchorage est-elle célèbre?	Single	Easy	1	College Fjord, Alaska	4	Active	
	In which month is the Fur Rendezvous festival held in Anchorage? En quel mois le festival Fur Rendezvous se tient-il à Anchorage?	Single	Easy	1	Anchorage (Whittier), Alaska	4	Active	

Figure 2.12 — Question List

1. Go to Questions in the left sidebar.
2. Click + Add Question to create questions manually.
3. Enter question text in English (and French optionally).
4. Select the question type: Single Choice, Multiple Choice, Rating, or Emoji.
5. Add answer options and mark the correct answer(s).
6. Set difficulty (Easy / Medium / Hard) and click Save.

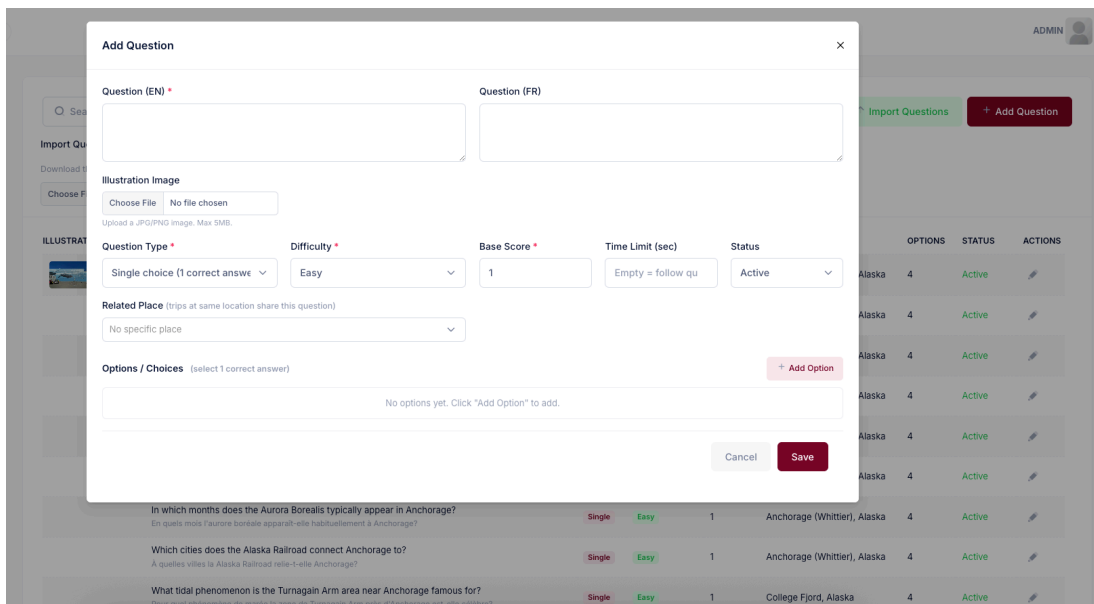


Figure 2.13 — Add New Question Form

Note: To add many questions at once: click Import Questions, download the Excel template, fill it in, and upload. The system will process all rows automatically.

Step B — Configure the Quiz

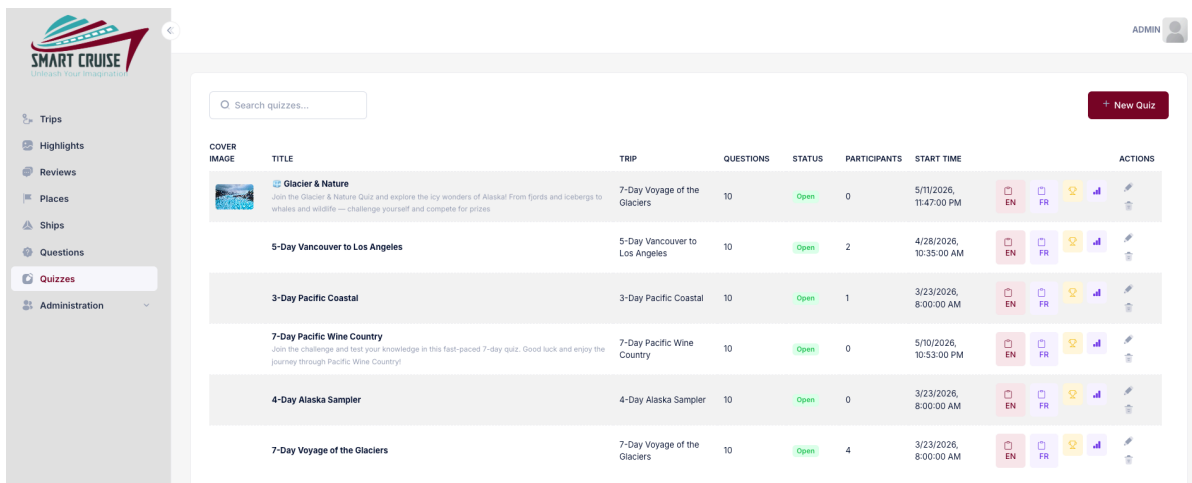


Figure 2.14 — Quiz List

1. Go to Quizzes in the left sidebar.
2. Click + New Quiz.
3. Select the Trip this quiz belongs to.
4. Enter the Quiz Title, description, and cover image.
5. Set Start Time, End Time, and a Prize description (optional).
6. Select questions for the Question Pool — the system draws from these randomly.
7. Set the number of questions per session and time limits.
8. Click Save. The quiz starts in Draft status.

The screenshot shows the 'Edit Quiz' form with the following details:

- Status:** Open (with a 'Close' button)
- Customer exam URL:**
 - EN: <https://admin.smartcruise.ca/exam/9?lang=en>
 - FR: <https://admin.smartcruise.ca/exam/9?lang=fr>
- Cover Image:** A placeholder image of a glacier with a 'Choose File' button and 'No file chosen' text. Below it, it says 'Upload a JPG/PNG image. Max 5MB.'
- Quiz Title:** Glacier & Nature
- Trip:** 7-Day Voyage of the Glaciers
- Status:** Open
- Quiz Title (French):** (Empty field)
- Description:** Join the Glacier & Nature Quiz and explore the icy wonders of Alaska! From fjords and icebergs to whales and wildlife — challenge yourself and compete for prizes.
- Description (French):** (Empty field)

Figure 2.15 — Quiz Configuration Form

Step C — Open the Quiz & Share the Exam Link

1. In the Quiz List, click the edit icon to open the quiz.
2. Change Status from Draft to Open.
3. Two exam links are auto-generated at the top of the form (English and French).
4. Copy and share the link — by SMS, email, posted notice, or QR code.
5. Guests open the link in any browser. No account is required.

Note: Guests only need the exam link — they enter their name and email to participate. The quiz closes automatically at the End Time you set, or you can close it manually.

Step D — Review Results & Leaderboard

1. In the Quiz List, click the Report icon (bar chart) to view detailed analytics.
2. Review score distribution, correct/incorrect ratios, and completion rate.
3. Click Export Excel to download the full results spreadsheet.
4. Click the Trophy icon to view the leaderboard — top 3 are awarded medals.

Agency Best Practices

- Create all Ships and Places before creating trips — they are required fields.
- Use both English and French content to support bilingual guests.
- Upload a high-quality cover image for every trip — it is the first thing guests see.
- Set your quiz End Time at least 30 minutes after the last guest is expected to complete it.
- Use the Question Import feature to build large question banks quickly from Excel.
- Preview the exam link yourself before sharing it with guests.

PART 3

GUEST QUICK START

Getting Started on the Mobile App

SmartCruise is a free mobile app for cruise guests. No account or login is required — just download the app, select your language, and join your trip.

1. Install the App

Android (Google Play): <https://play.google.com/store/apps/details?id=ca.bktek.cruise>

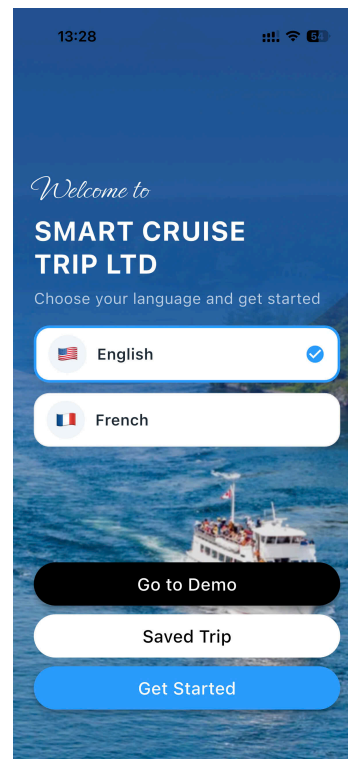
iOS (App Store): <https://apps.apple.com/app/smart-cruise-trip/id6758047573>

Or search "Smart Cruise Trip" in the App Store or Google Play.

2. Choose Your Language & Get Started



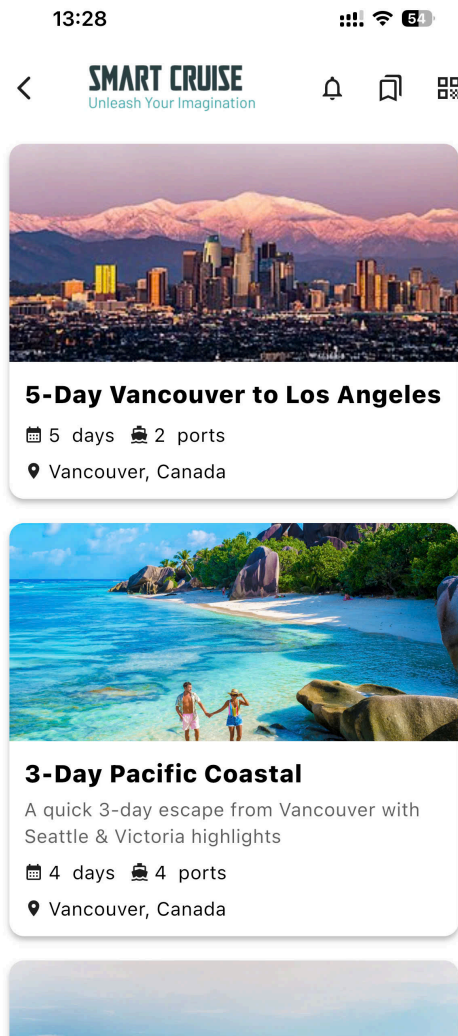
Language Selection



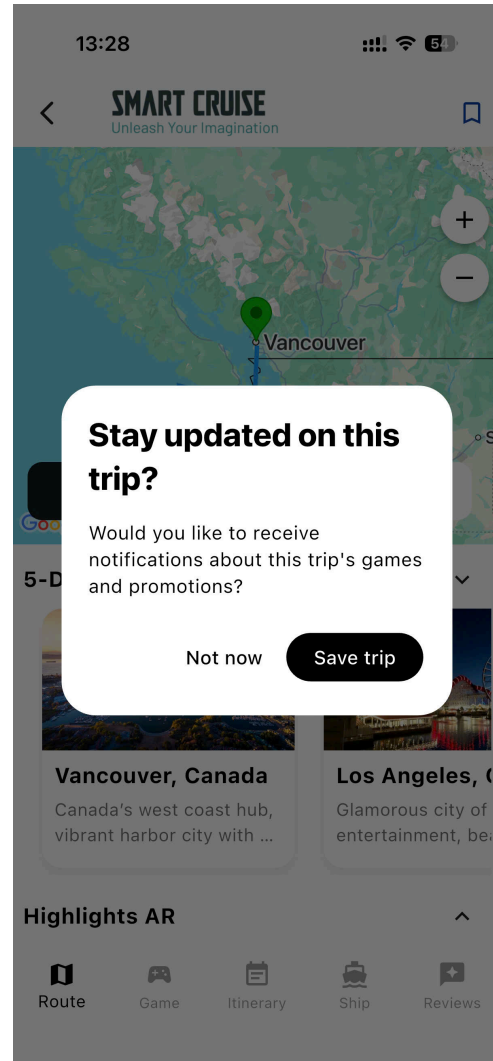
Welcome — Choose How to Start

- Choose English or French when the app launches.
- Tap Go to Demo to browse sample trips — no QR code needed.
- Tap Get Started to scan your cruise QR code and access your trip.
- Tap Saved Trip to re-open any trip you previously saved.

3. Join a Trip



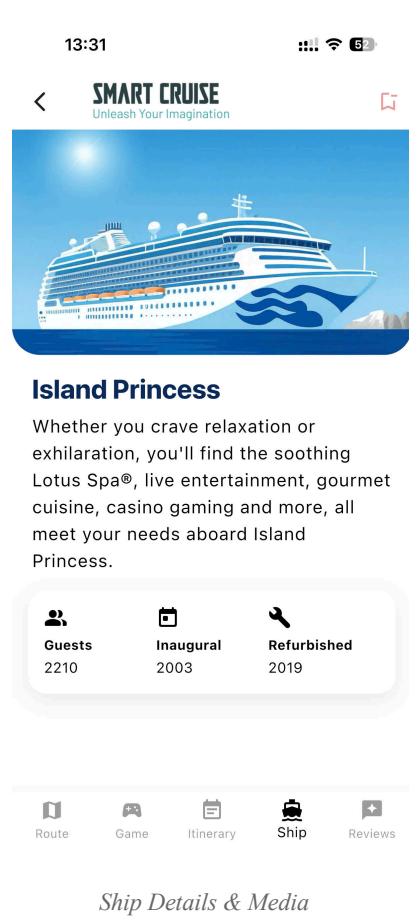
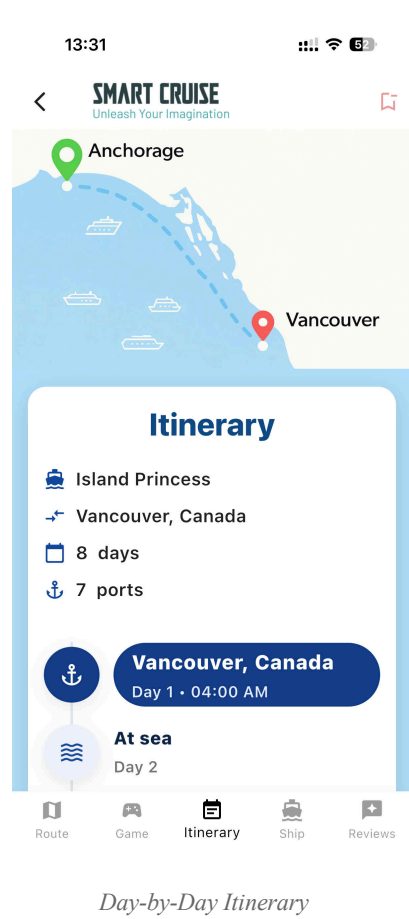
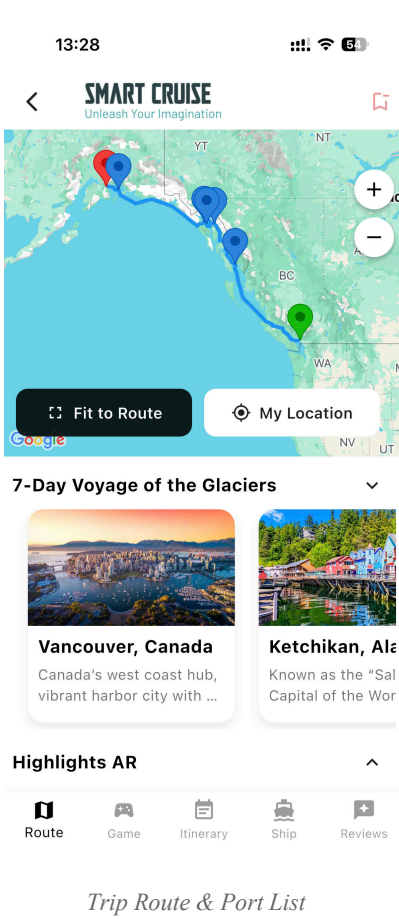
Browse Public Trips



Trip Overview & Save

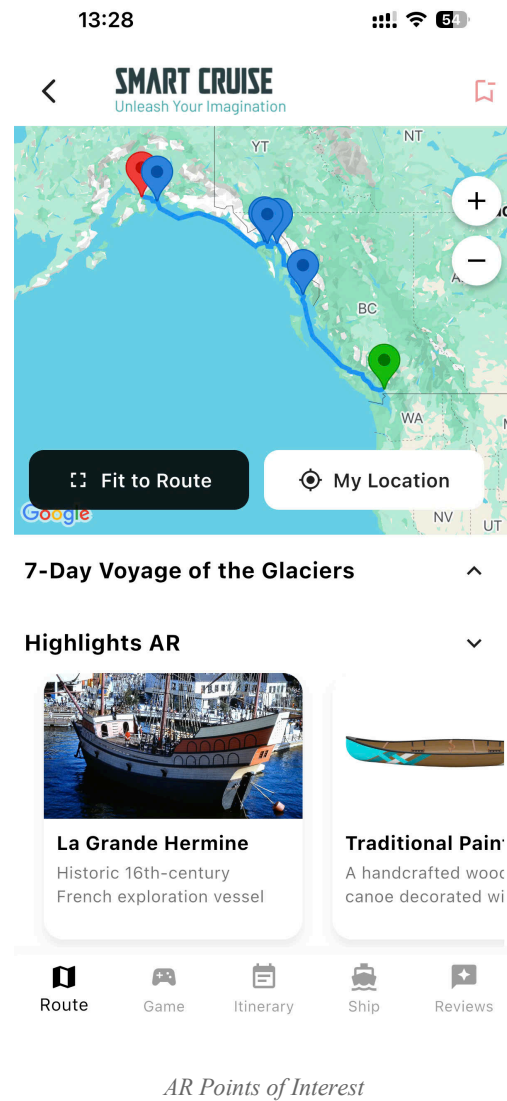
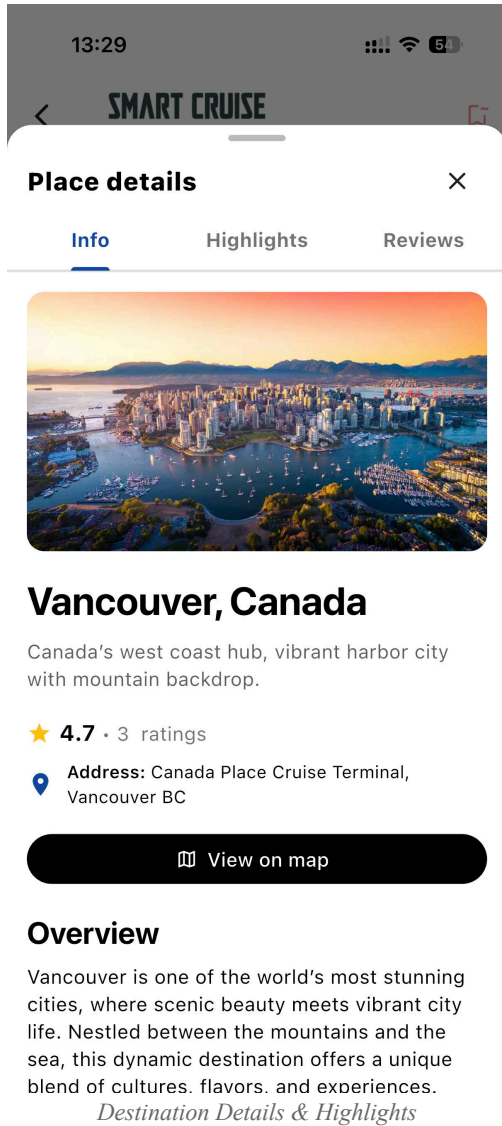
- Tap "Go to Demo" on the welcome screen to browse all public trips.
- Tap "Get Started" to scan a QR code provided by your cruise operator and access a private trip.
- Tap any trip card to open the trip details, then tap Save (bookmark icon) to save the trip and enable notifications.
- Once saved, the trip is always accessible from the "Saved Trip" button on the welcome screen.

4. Explore Your Trip in Detail



- Tap the Route tab to see all ports on the map with distances from the ship.
- Tap the Itinerary tab for a full day-by-day stop schedule with arrival/departure times.
- Tap the Ship tab for vessel information, photos, videos, and AR content about the ship.

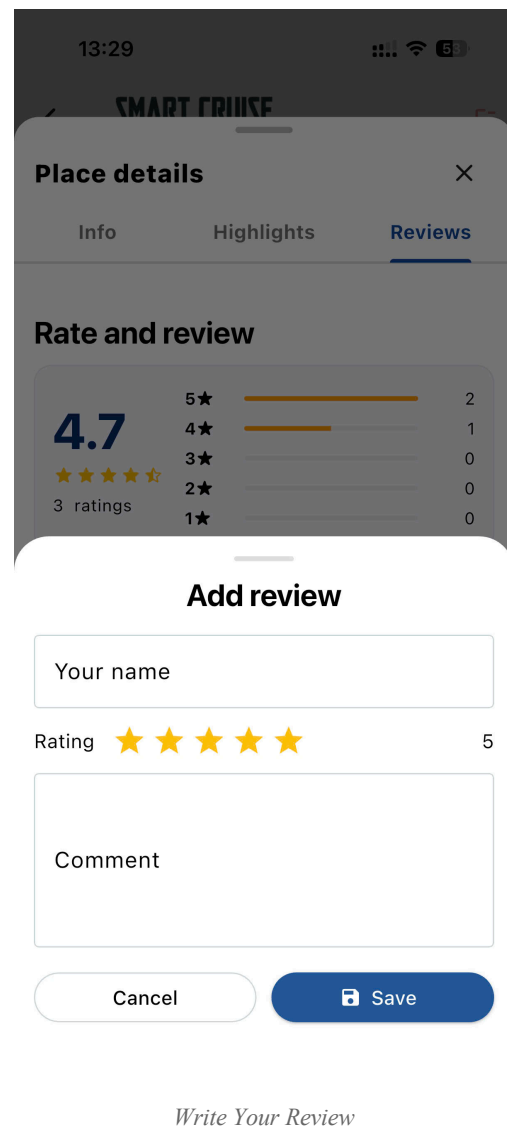
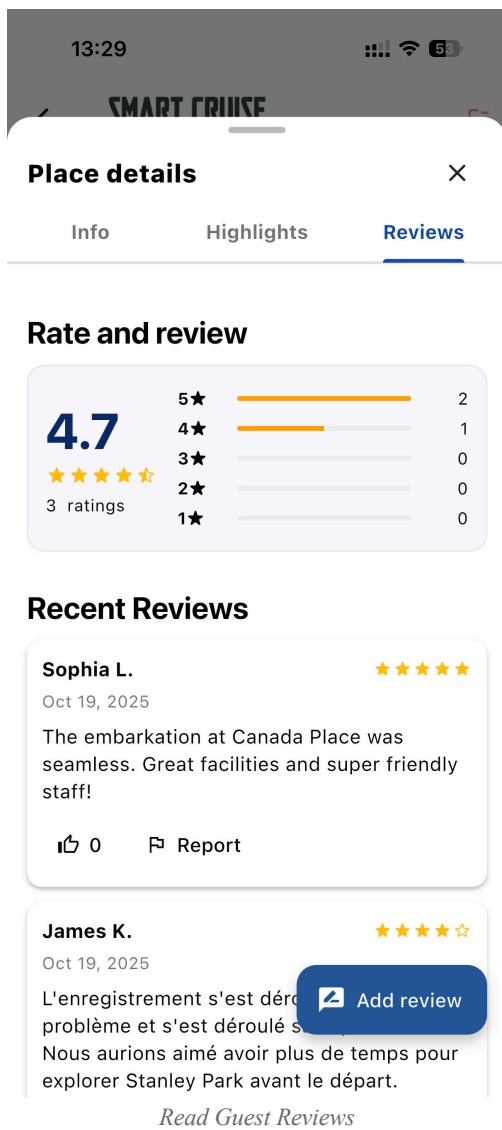
5. Destinations, Highlights & AR



- Tap any port stop in the Itinerary or Route to open the destination page.
- Switch to the Highlights tab to browse articles, photo galleries, and videos.
- Tap AR Points to launch Augmented Reality overlays using your device camera.
- AR requires camera and GPS access — enable both in your device settings.

6. Write & Read Guest Reviews

Reviews are for destinations and the overall trip — guests share their experience with other passengers. Reviews are not related to the Quiz Game.

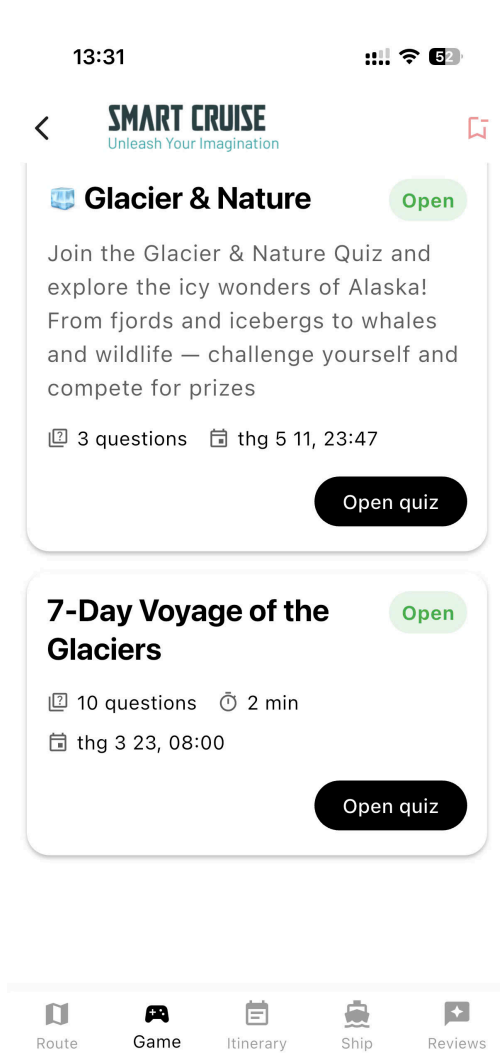


1. Tap any destination from the itinerary to open its detail page.
2. Tap the Reviews tab to read reviews from other guests.
3. Tap the + button or "Write a review" to submit your own rating and comment.
4. Select a star rating, write your comment, and submit.

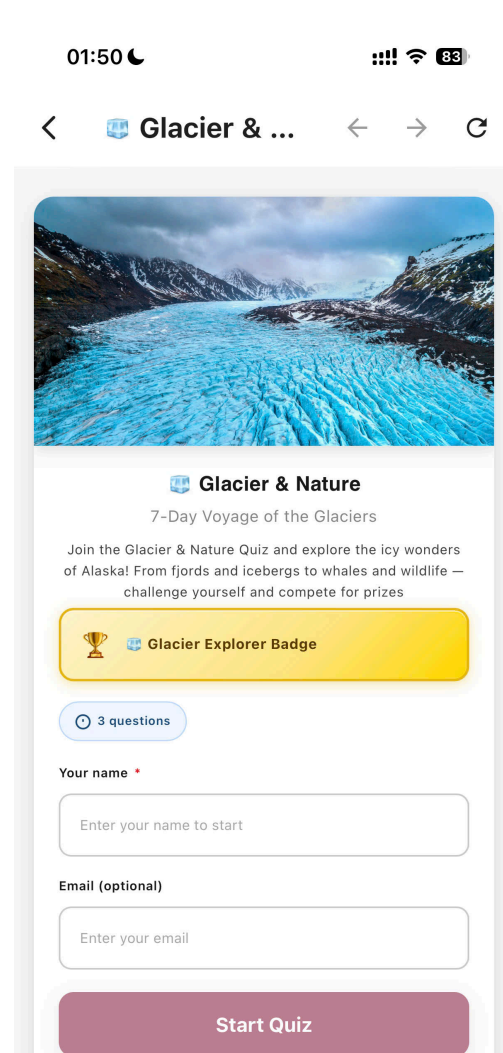
Note: Reviews are linked to the destination and visible to all guests using the app. Each guest can submit one review per destination.

7. Join a Quiz Game

Tap the Game tab inside a trip to see all available quizzes. Each card shows the quiz name, status (Open / Closed), number of questions, time limit, and end date.

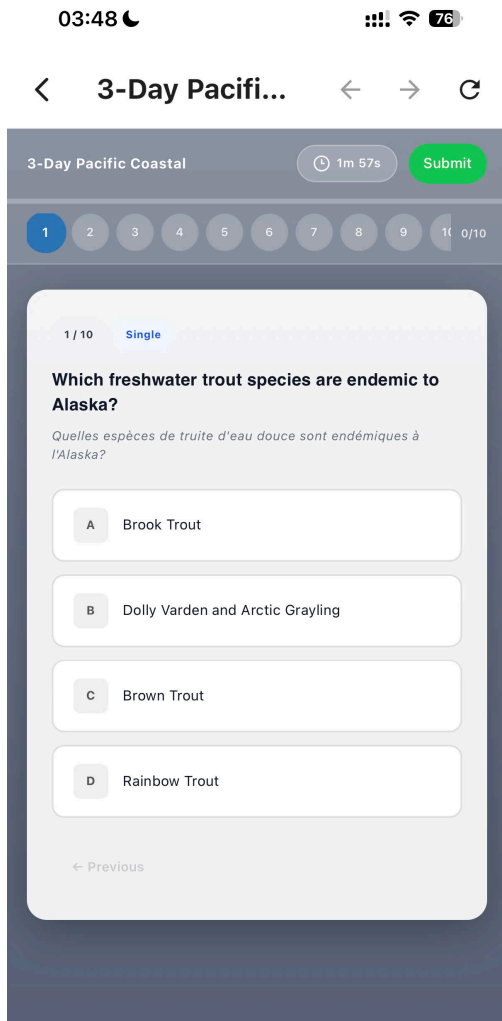


Game Tab — Available Quizzes

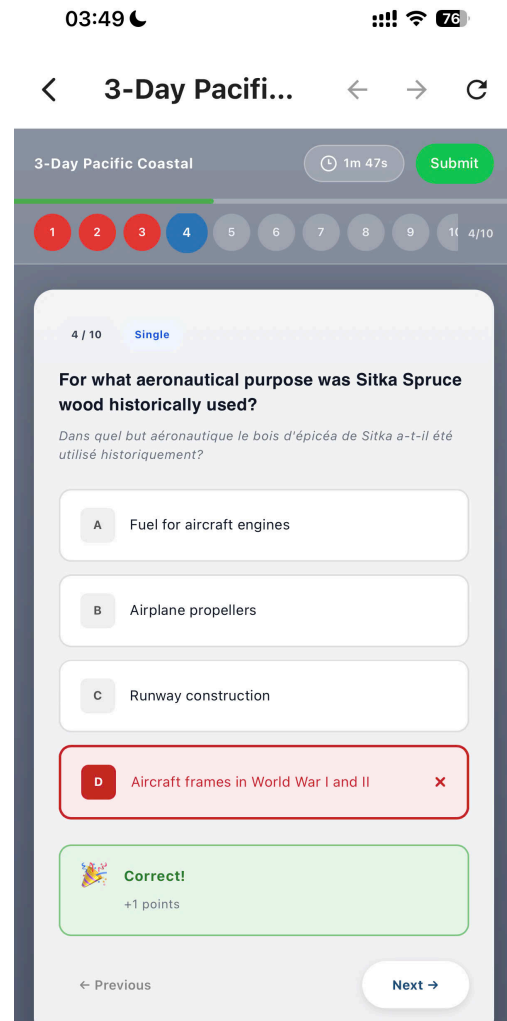


Quiz Details & Registration Form

1. Tap the Game tab at the bottom of the screen inside a trip.
2. Tap an Open quiz card to view the quiz details and registration form.
3. Enter your name (required) and email (optional). The prize is shown prominently at the top.
4. Tap Start Quiz to begin.



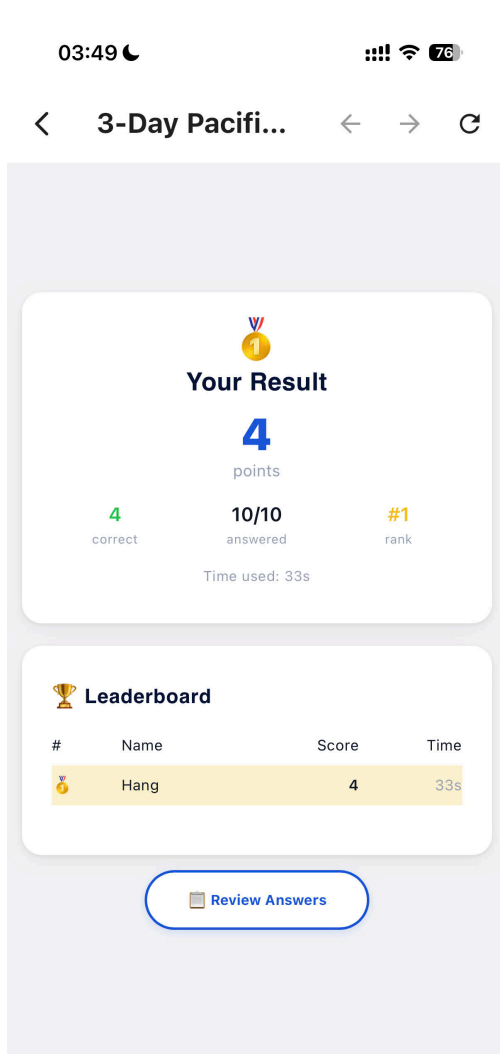
Question Screen — Choose Your Answer



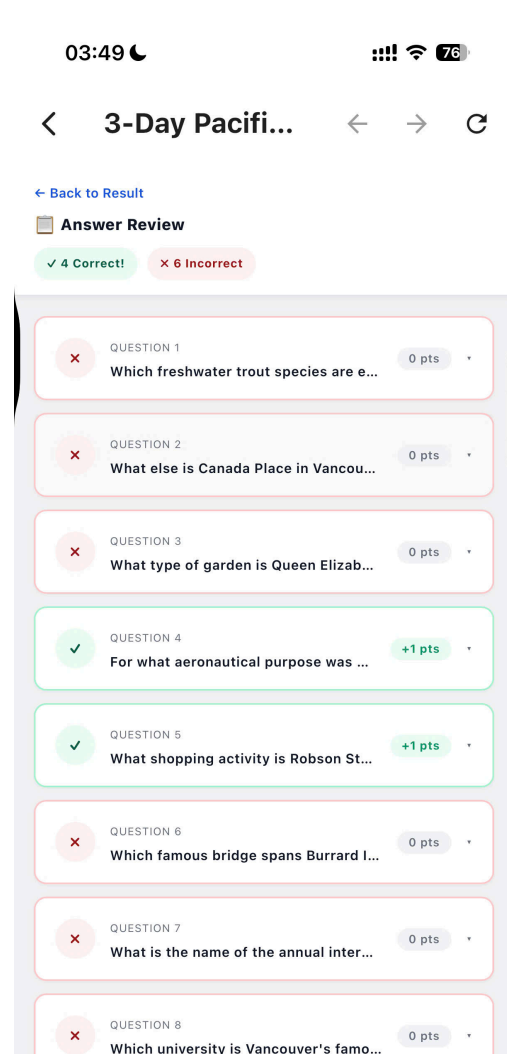
Feedback — Correct ✓ or Wrong ✗

5. Questions appear in both English and French. For Single choice, tapping an option submits immediately.
6. After each answer: correct options show in green ✓, wrong in red ✗, and a score feedback appears.
7. The top bar shows time remaining, progress dots, and a Submit button to finish early.
8. After the last question, the exam submits automatically.

8. Results, Leaderboard & Answer Review

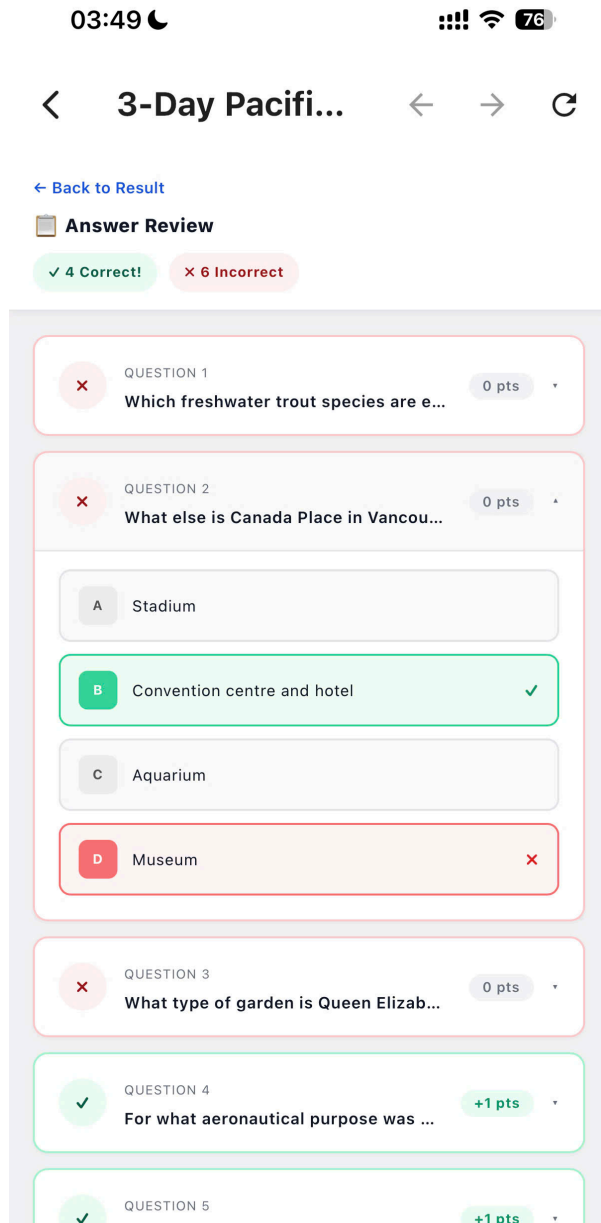


Your Score & Medal



Leaderboard Rankings

- The result screen shows your total score, number of correct answers, time used, and leaderboard rank.
- Top 3 participants receive 🥇 Gold, 🥈 Silver, and 🥉 Bronze medals.



Answer Review — All Questions

- Tap Review Answers to see every question — correct answers highlighted green, wrong ones in red.

Note: If you have saved the trip and allowed notifications, SmartCruise will send a push alert when a new quiz opens.

To enable: tap the bookmark icon on the trip page and allow notifications when prompted.

Frequently Asked Questions

Administrator FAQ

Q: How do I create a new agency account?

A: Go to Members → + Add Member. Fill in the agency details, select a membership plan, and save. The agency can log in immediately.

Q: An agency user cannot log in — what should I check?

A: Verify that their account is Active and that the membership has not expired. Also confirm their email and password are correct.

Q: How do I renew an agency membership?

A: Open the member record, update the Expiry Date field to the new date, and save.

Q: How do I give an agency access to more features?

A: Edit their assigned Role and enable the required permissions, or assign a different role with broader access.

Q: Can two agencies use the same login?

A: No. Each agency account has a unique email address. Create separate accounts for separate agencies.

Agency FAQ

Q: Why can't guests see my trip?

A: Check that the trip Status is Published, not Draft. For private trips, guests must scan the QR code — make sure you have shared it.

Q: Can I add more places to a trip after publishing?

A: Yes. Open the trip, go to the Itinerary tab, and add or reorder stops. Changes are reflected in the app immediately.

Q: The QR code is not working — how do I fix it?

A: The QR code is auto-generated and cannot expire. Make sure guests are scanning it with the SmartCruise app. If the trip is set to Private, the QR is required — confirm the trip status.

Q: How do I share the quiz link with guests?

A: Open the quiz (status must be Open), copy the exam link shown at the top of the form, and share it by any means — SMS, email, WhatsApp, or print as a QR.

Q: Can I import many quiz questions at once?

A: Yes. Go to Questions → Import Questions, download the Excel template, fill in your questions (one per row), and upload the file. Results show how many were imported successfully.

Q: What happens when a quiz reaches its End Time?

A: The quiz closes automatically. Guests already inside can finish, but no new participants can enter. The results and leaderboard remain visible.

Q: Can guests take a quiz without the mobile app?

A: Yes. Share the exam link — guests open it in any web browser and enter their name to participate. No app or account required.

Guest FAQ

Q: Do I need an account to use SmartCruise?

A: No. Download the app, select your language, and scan the QR code your cruise operator provides. No registration required.

Q: Why can't I access AR content?

A: AR requires camera access and GPS. Go to your device Settings → SmartCruise → enable Camera and Location. Also ensure you are at or near the destination.

Q: I cannot find my trip in the app — what do I do?

A: If the trip is private, you need the QR code from your cruise operator. Tap Get Started and scan the code. Public trips appear in the Demo list automatically.

Q: How do I turn on quiz notifications?

A: When you first open a trip, the app asks if you want to save and receive notifications. Tap Save Trip to enable them. You can also tap the bookmark icon at any time.

Q: The app is in the wrong language — how do I change it?

A: The language is set on first launch. To reset it, uninstall and reinstall the app, or check the language toggle on the welcome screen.