



State Employees Roadside Mobile Assistance (SERMA) User Guide

8.13.2018



To assist State drivers, DAS Fleet Services has launched the **State Employees Roadside Mobile Assistance (SERMA)** mobile responsive website. SERMA provides instructions, vendor locator maps, and contact information related to accidents, breakdowns, tires, windshield repairs, and E85 fuel stations.

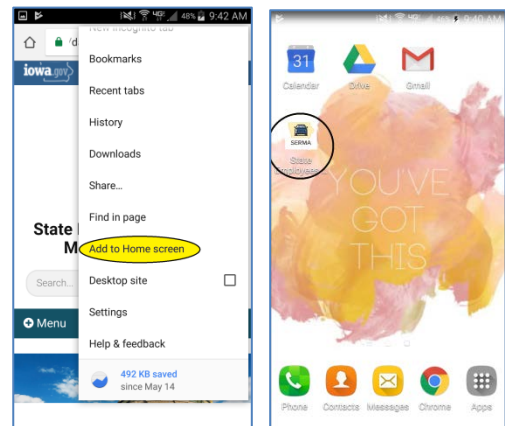
SERMA is a convenient resource for our customers, designed to provide information clearly and quickly. The site is easily accessible by desktop computer or by mobile device at <https://das-serma.iowa.gov>.

SERMA brings roadside assistance to your fingertips!

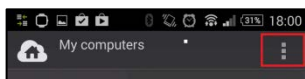
Key Features:

Mobile Device Icon

1. The SERMA icon and website link can be saved to your mobile device's home screen (similar to a mobile app).
2. On your mobile device, select "Options" on your mobile device browser and pick "Add to Home Screen."
 - a. iPhone: In Safari select the share button in the middle at the bottom of your browser and "Add to Home Screen"



- b. Android: In Chrome select the three vertical dots in the top right of your browser and "Add to Home Screen"



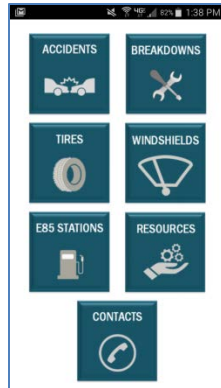
3. Once the icon is downloaded to your home screen, click the icon to launch SERMA.

The Home Page

The Home Page contains roadside assistance a driver may need:

- Accidents
- Breakdowns
- Tires
- Windshields
- E85 Fuel Stations

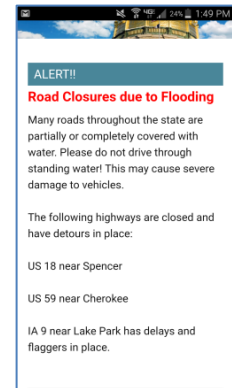
Select an icon for instructions and interactive maps for locating contracted service providers.



Alerts

In the event of an emergency warning or extreme weather conditions, alerts may be added to the Home Page to display relevant information.

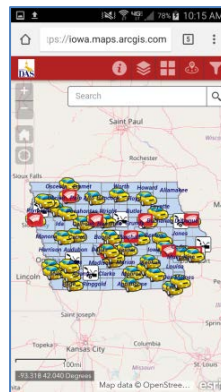
For example, alerts will appear when there are tow bans due to winter storms or road closures due to weather conditions such as ice/snow or flooding.



Vendor Locator Maps

SERMA features interactive maps for locating State-contracted vendors to service State of Iowa vehicles. The maps contain “widgets” or applications which will help drivers sort and find vendors.

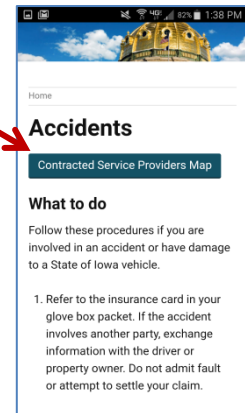
For assistance using the maps, see the [Mobile Map User Guide](#) in SERMA’s “Resources” section.



Roadside Assistance

Once a need is identified (*Accidents, Breakdowns, Tires, Windshields, E85 Stations*), a teal blue button will direct you to the appropriate vendor map and procedures.

Read the instructions, visit the map, and contact the nearest vendor available.

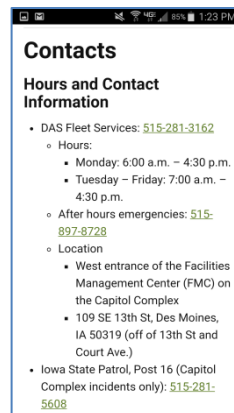


Contacts

Visit the Contacts Page for DAS Fleet Services’ office hours, address, and phone numbers, as well as contact information for:

- Towing Services
- Disabled Vehicle Assistance
- Iowa State Patrol, Post 16 (Capitol Complex)

On a mobile device, simply tap a phone number to dial it directly.

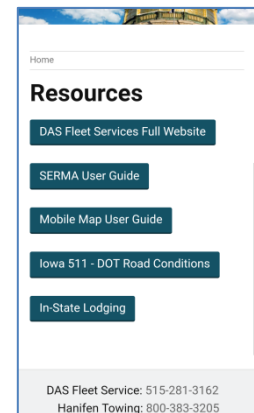


Resources

Visit the Resources Page for more information and helpful links.

This includes:

- DAS Fleet Services
- SERMA User Guide
- Mobile Map User Guide
- Iowa 511 - DOT road conditions
- In-State Lodging map



Please note: Per [Iowa Code 321.276](#), hand-held communication devices shall not be used to view, send, or write messages while operating a motor vehicle.