*Spanish Guide here. French Guide here

Driver’s Guide to the Drive App

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*Spanish Guide here. French Guide here

Introduction

The Drive App is a mobile application for maintaining Hours of Service compliance. The App is available for Android and iOS devices. As part of the greater Cloud ELD solution, the Drive App (running on a compatible mobile device), is used together with a Telematics Device — a type of Electronic Logging Device (ELD) — and the Fleet Management Application (2017-11 release or higher), to provide end-to-end compliance with federal regulations for motor carriers.

The Drive App has six main features:

- Adding Assets
- Hours of Service (HOS)
- Asset Inspection
- Roadside Checks
- Messaging
- Software Add-Ins

The Drive App is available with the Regulatory, Pro, and ProPlus rate plans.

Hours of Service Compliance

The Drive App is a self-certifying tool for meeting the requirements of FMCSA § 395.20 of 49 CFR Part 395 (ELDs). Before using the Drive App, you must:

- Make sure you have an in-cab copy of the Driver's Guide to the Drive App, the Driver's Guide to Data Transfer at Roadside Check, and the Driver's Guide to Data Diagnostics & Malfunction Events.
- Make sure you have reviewed the Driver's Guide to Hours of Service (HOS) and Driver's Guide to Asset Inspection.

> **! IMPORTANT:** The Driver's Guide to the Drive App, Driver's Guide to Data Transfer at Roadside Check and the Driver's Guide to Data Diagnostics & Malfunction Events must be kept in the CMV at all times. These documents must be made available during a roadside check in accordance with FMCSA 49 CFR §395.22 (h). In addition, drivers must have a supply of blank Records of Duty Status (RODS) paper logs sufficient to record the driver's duty status and other related information for the duration of the current trip. Maintain a second backup copy of the electronic hours-of-service files, by month, at a different physical location from where the original data is stored — FMCSA 49 CFR § 395.22(i).

The Drive App:

- Operates on a fixed 24-hour period starting at 12:00 AM.
- Supports three co-drivers logged into the same device.
- Supports all time zones.
- Supports the following rulesets:
    - FMCSA 7-day/8-day
    - California intrastate
    - Florida Intrastate
    - Texas intrastate
    - Canadian Duty 1 and 2

- Supports the following exemptions:
  - Short Haul
  - Non-CDL Short Haul
  - 16-hour
  - Adverse Driving Conditions
  - Personal Conveyance
  - 30-minute rest exemptions on federal rulesets.
  - 24-hour Restart (for oil transport drivers)
  - Oil well Wait Time and 24-hour Restart (available to off duty co-drivers)
  - Off-duty deferral (Canadian, currently in Beta)
  - Yard Move
  - Salesperson

> ✱ **NOTE:** All Record of Duty Status (RODS) fields can be edited in the Fleet Management Application. Edited RODS will be permanently identified as having been modified.

System Requirements

Android

- Android 4.4 or higher
- 4.7-inch+ screen (recommended)
- Capacitive touch screen preferred
- Built-in cellular modem (3G or LTE) with data connection (Avg monthly data usage: 350MB)
- 2GB RAM
- 250MB data storage
- Built-in GPS
- Certified by Google, with access to the Google Play Store preferred

iOS

- iOS 6.0 or higher
- 4.7-inch+ screen (recommended)
- Capacitive touch screen preferred
- Built-in cellular modem (3G or LTE) with data connection (Avg monthly data usage 350MB)
- 2GB RAM
- 250MB data storage
- Built-in GPS
- Certified by Apple, with access to the App Store preferred

Android Setup

1. Make sure you have access to the Google Play Store.
2. Enable **Wi-Fi** and disable **Flight mode**.
3. Under **Mobile networks**, enable **Data access over mobile network**.
4. Enable all location services, and **High accuracy** mode if available.
5. Set **Date & time** to automatic.
6. In the Google Play Store settings, enable **Auto-update apps at any time**.
7. Go to the Google Play Store and install the Drive App.

iOS Setup

1. Make sure you have access to the Apple App Store.
2. Enable **Wi-Fi** and disable **Airplane mode**.
3. Under **iOS settings** > **Privacy**, enable **Location Services**.
4. Under **Drive App**, select **Always**, and enable **Use Cellular Data**, then set **Notifications** to **Allow Notifications**.
5. Under **iOS settings** > **iTunes & App Store** > **Automatic Downloads**, enable **Updates** and **Use Cellular Data**.
6. Ensure that the **Date & time** are set to automatic.
7. Go to the App Store and install the Drive App.

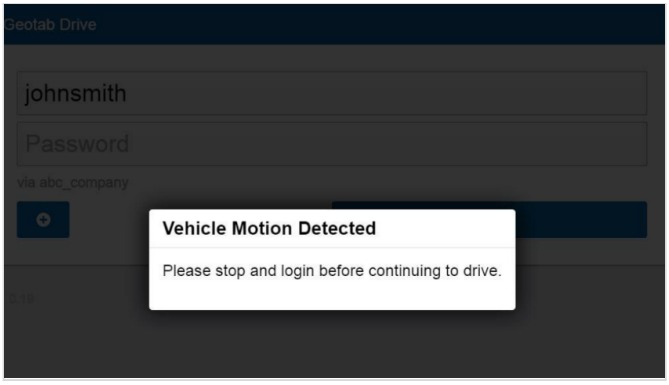
*Spanish Guide here. French Guide here

In-Vehicle Setup

Equip your vehicle with a telematics device, a compatible Android or iOS mobile device, and an IOX-USB accessory (optional). Contact your System Administrator for more information.

Logging In

When you log in to the Drive App, you are prompted to complete a set of actions to synchronize your assets, ensure the vehicle is safe to operate, and verify any outstanding logs.

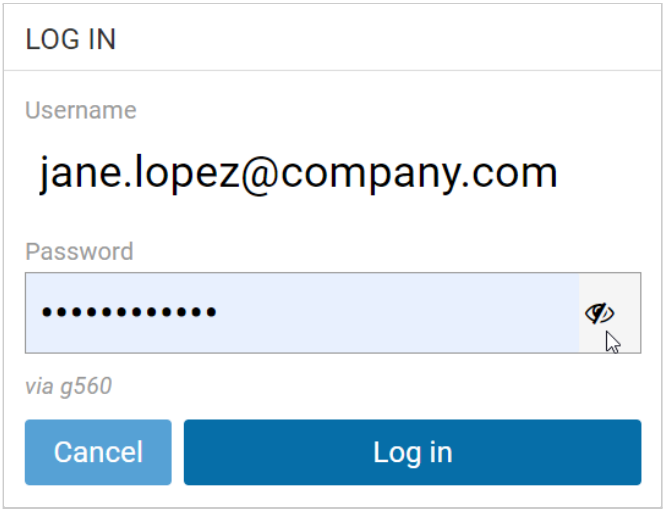


If you start driving the vehicle without logging in, the Drive App detects the motion, and warns you to stop the vehicle and log in.

If you do not log in, the App is unable to associate your duty status or other driving events with your account.

Before you can start driving, you are prompted to:

- Select a vehicle;
- Add a trailer;
- Add a shipment;
- Verify logs;
- Inspect the vehicle (Asset Inspection); and
- Inspect the trailer (Asset Inspection).

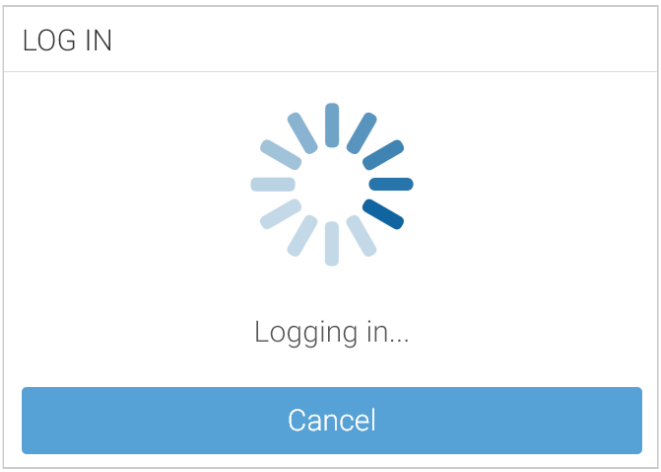


The first time you log in to the Drive App, you are prompted to **Accept** the End User Agreement. After accepting the agreement, enter your **Username** and press **Next** to display the **Password** field.

Enter your password (minimum 8 characters in length), and press **Log in**.

Note: Tap the eye symbol to show/hide your password.

*Spanish Guide here. French Guide here

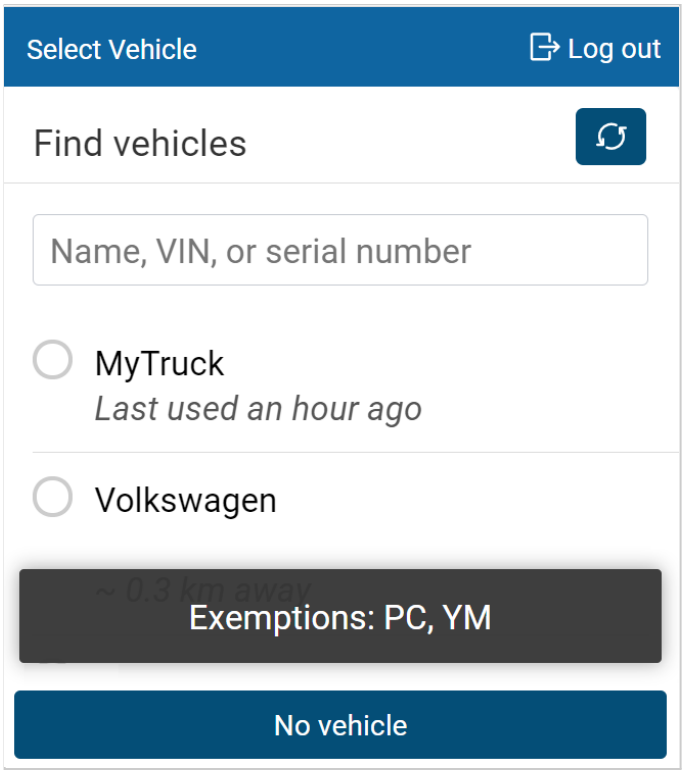


After authenticating your credentials, the App synchronizes your data (i.e. driver profile, shipment information, duty status logs, and Asset Inspection records) for a brief period before loading.

Note: You remain associated with your driver's logs even when you switch vehicles.

Select Assets

You must select a vehicle before duty status and other electronic records can be assigned to you.

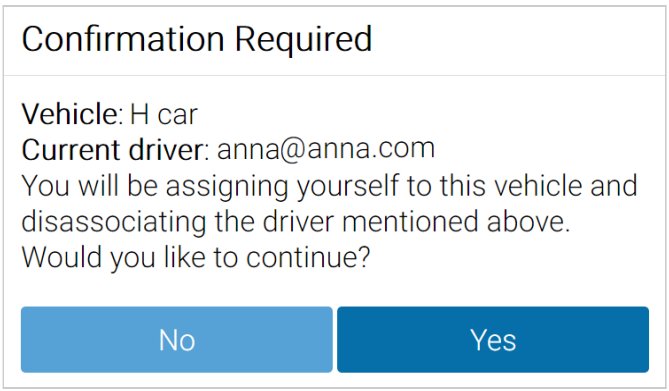


After logging in, the **Exemptions** notification informs you if **PC** (Personal Conveyance) or **YM** (Yard Move) is enabled. The notification also displays your ELD-exempt status.

Note: For Canadian ELD drivers, if no exemptions are enabled, **Exemptions: None available** displays when you select your vehicle.

Based on the geolocation of your device, the App locates the closest vehicles within a 1 km/0.6mi radius. You can continue with the closest vehicle, or select another vehicle.

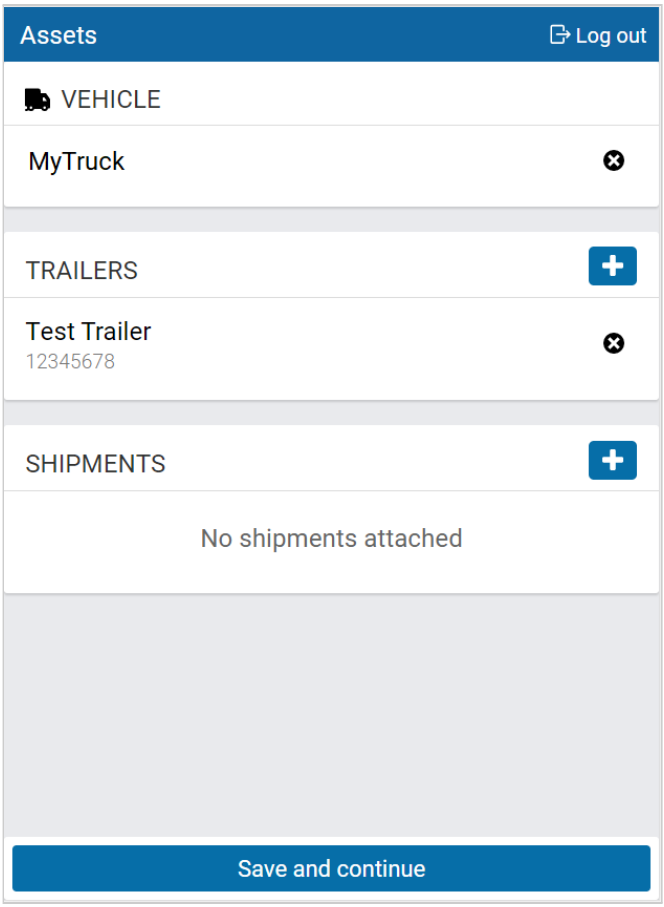
If there is no vehicle assigned to your account at the time of login, select **No Vehicle**. Without a vehicle, you can only set the duty status to **ON** and **OFF** duty.



In some cases, your current vehicle may have been claimed by another driver and dissociated from your account.

If this occurs, you are asked if you would like to reassign the vehicle to yourself. By selecting **No**, you are automatically assigned to **No Vehicle**, and prompted to select another vehicle.

If you are logged in with a co-driver, they receive the same message.



After selecting a vehicle, you have the option to select a trailer and shipments.

You can select up to **four** trailers; however, each trailer must be assigned a unique name. If you select a trailer, you will be prompted to perform an Asset Inspection on the trailer. If you remove a trailer, you are also asked to perform an Asset Inspection.

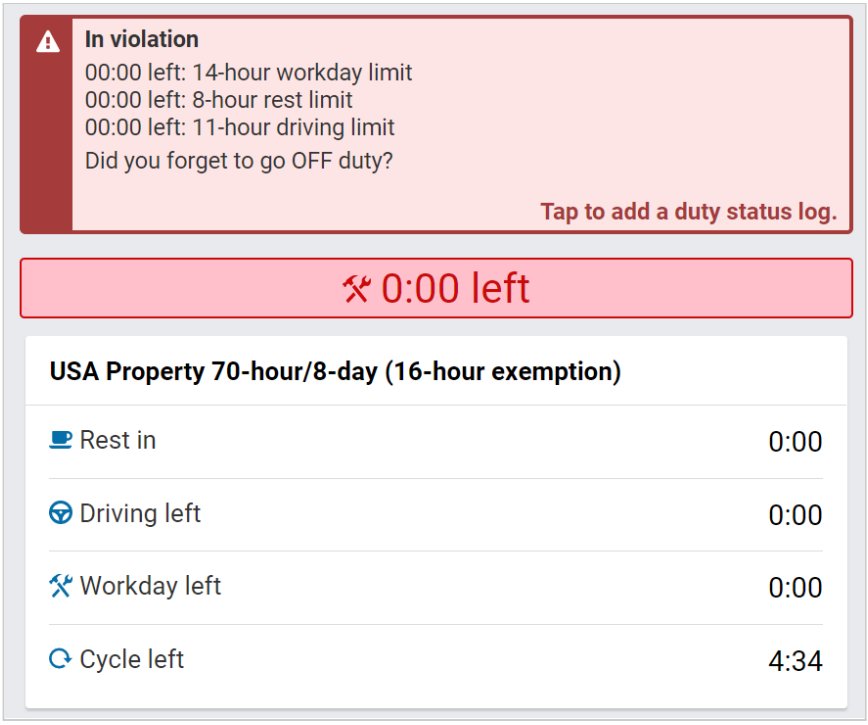
You can select up to **25** shipments. When finished, press **Save and Continue**.

*Spanish Guide here. French Guide here

Review Availability

After selecting assets, the App takes you to the **Availability** screen where you can review duty status notifications, monitor driving limits, and apply the **Exempt HOS** exemption. The Availability screen warns drivers that are in violation, at risk for violation, or have upcoming violations. Drivers can add an **OFF** log for upcoming violations.

> ✱ **NOTE**: This feature is currently in Feature Preview and not enabled by default. Features in preview are considered Beta, and as such, may change, break or disappear at any time. We do not recommend using these features in a production setting. To enable Feature Preview, please contact your Reseller.



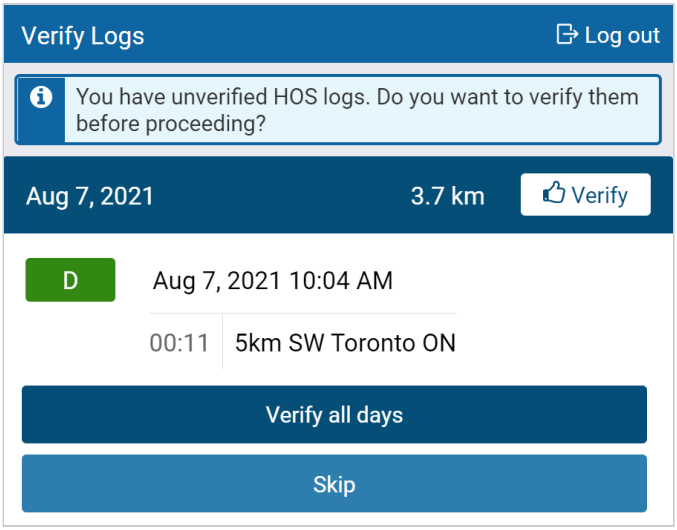
Tap the prompt to add a duty status log.

In the screen that follows, make the required updates and tap **Add**.

*Spanish Guide here. French Guide here

Verify Logs

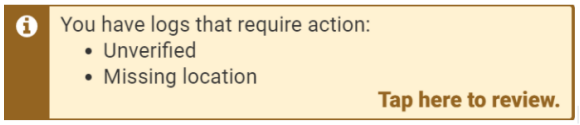
If you have unverified logs from earlier driving activity, you are asked to review and verify them.



Use the **Verify** button for any 24-hour period to verify by day, or use the **Verify all days** button to verify all visible logs.

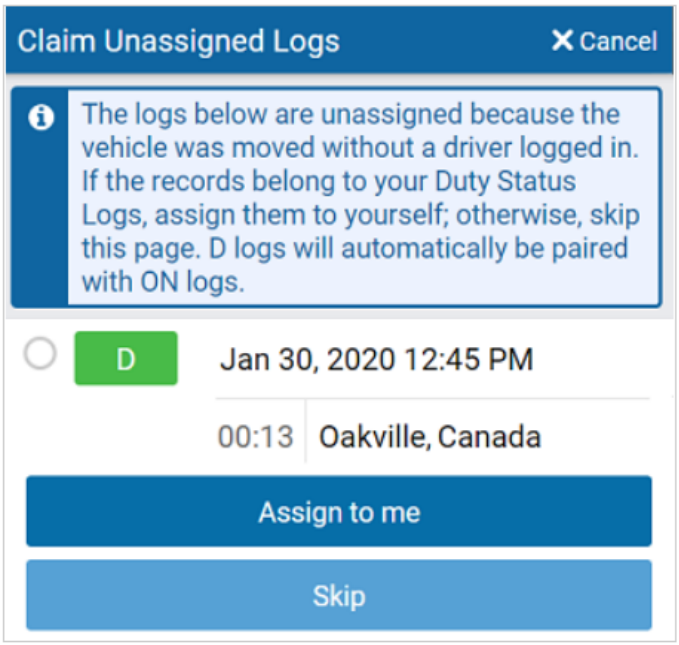
You can also skip this step by pressing the **Skip** button. If you choose to skip this step, an audit log is created indicating the time and date the **Skip** button was pressed.

The App will inform you if your logs remain unverified, or are missing required information. Tap to review.



Claim Unassigned Logs

The Drive App creates duty status logs even when your vehicle is driven without a user logged in. If this occurs, you are asked to review and claim the unassigned logs.



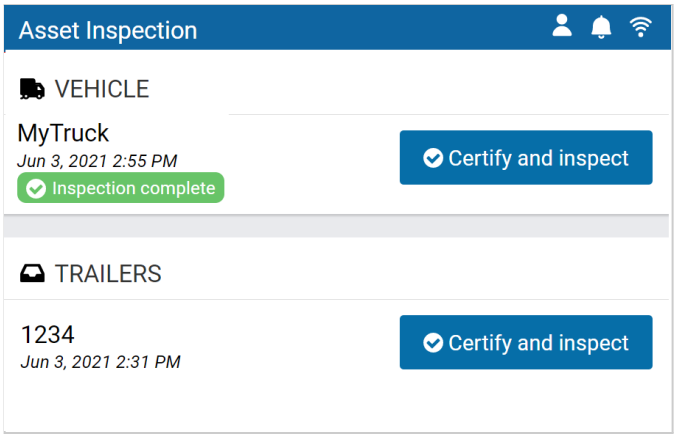
You can claim logs by selecting all relevant logs and pressing the **Assign to me** button.

You can also skip this step with the **Skip** button. The **D** and **ON** Duty Status Logs are paired when claiming them in the Drive App.

Inspect the Assets

To complete the login process, you are prompted to perform a new Asset Inspection of the vehicle and its attached trailers.

*Spanish Guide here. French Guide here



The App will indicate that a previous inspection was completed and certified. Press **Certify and inspect** to begin a new Asset Inspection.

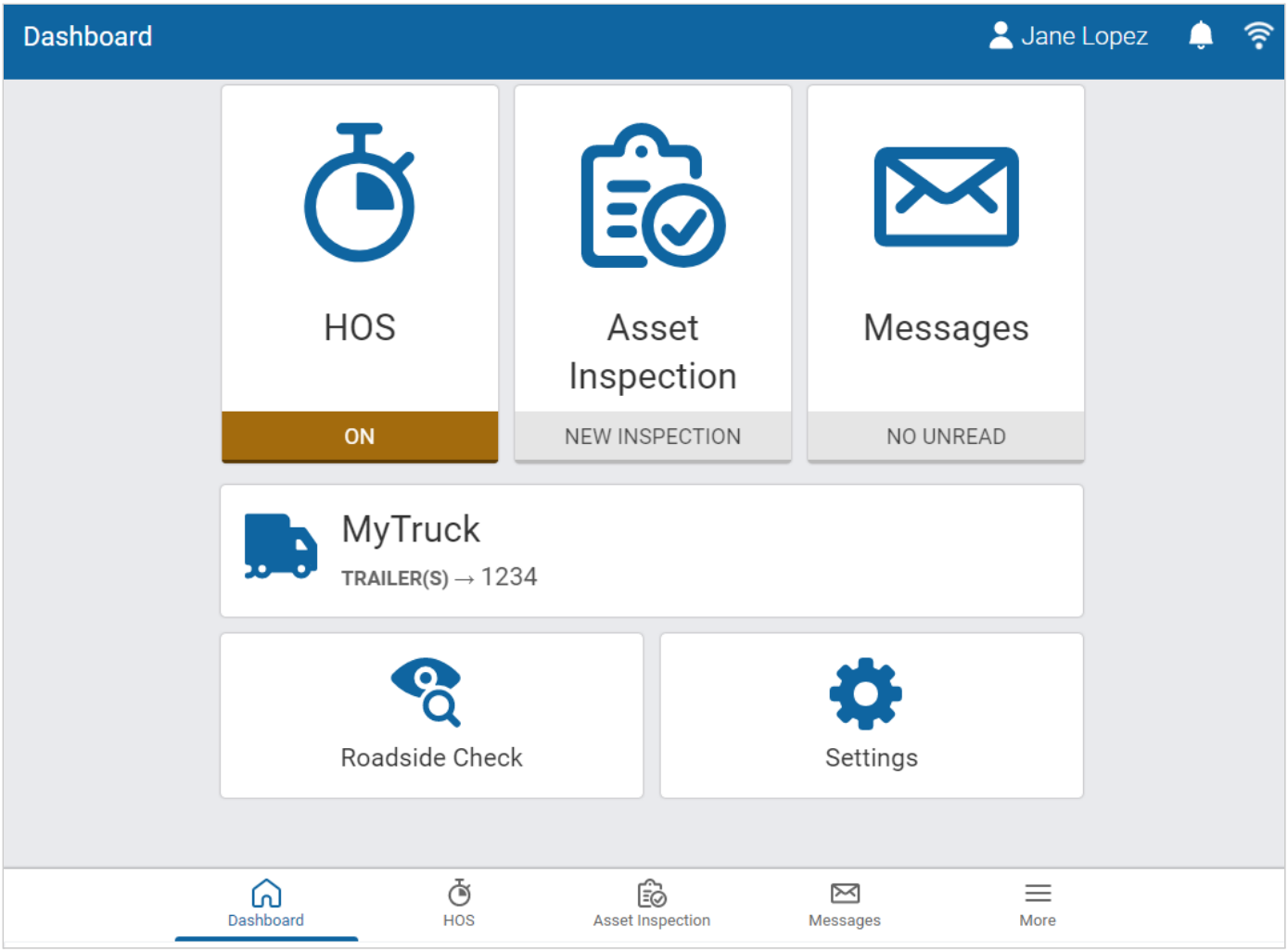
If you do not have clearance to perform an Asset Inspection, press **Skip remainder** to go to the **Dashboard**. You can find more information on performing an Asset Inspection here.

*Spanish Guide here. French Guide here

Navigating the Dashboard

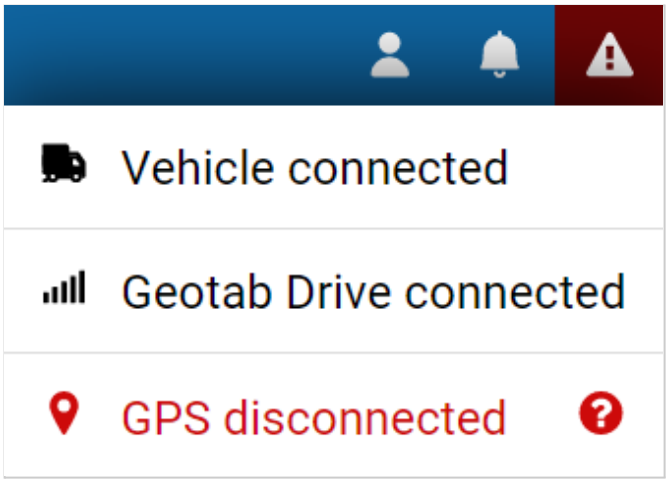
After completing all login tasks, you are taken to the **Dashboard**. The Dashboard is the main interface used for navigating the Drive App. Shortcuts to features including App settings and Add-Ins that you have installed are available at the bottom on all the screens.

✱ **NOTE:** Your dashboard may look different based on your user clearances and the Add-Ins that you have installed.



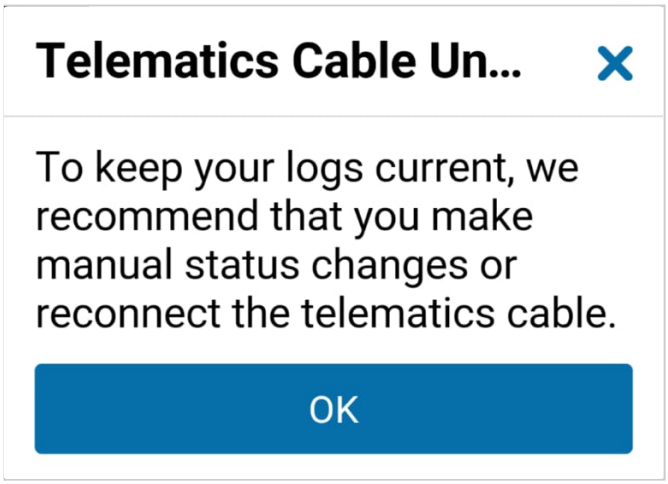
*Spanish Guide here. French Guide here

Connection Status



You can check your connectivity status by pressing the wireless icon in the top-right corner of the screen.

A red exclamation mark indicates a disconnection. When pressed, the disconnected item displays in red, which can be selected for additional context.



A **Telematics Cable** alert indicates that an IOX cable has been unplugged, and neither the App nor the Telematics Device are connected to a network. To maintain compliance, the alert recommends the cable be reconnected, or a manual duty status change be made.

✱ **NOTE**: The alert only displays when out of a network coverage area. It will not display simply because the cable has been unplugged.

Vehicle Disconnected

This message displays in red when the Telematics Device is not communicating with the server. This can be due to wireless network issues or a loss of power from the device.

Drive Disconnected

This message displays in red when your mobile device has no connection to the server. This will happen if the data connection on the mobile device is not reliable or the mobile device is in airplane mode.

> ✱ **NOTE:** Logging out is disabled when Drive is in this state. This is done in order to preserve the driver's logs until a connection to the server is re-established. Similarly, the driver will not be able to log in while out of coverage.

GPS Disconnected

This message displays in red when there is a disruption with the GPS communication of the mobile device. This can be caused by location, environment, or airplane mode. Drive uses GPS as a fallback for the lock screen.

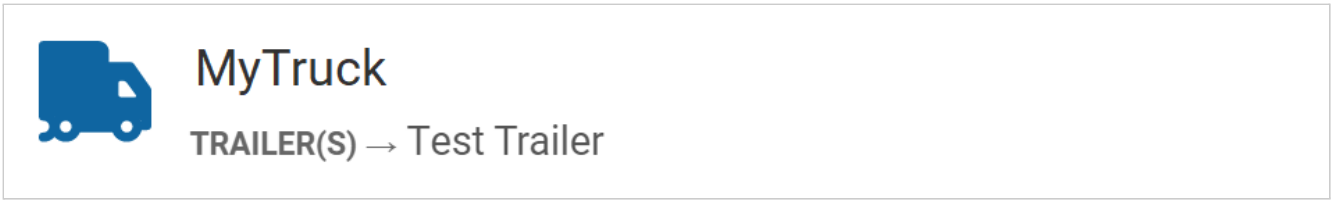
*Spanish Guide here. French Guide here

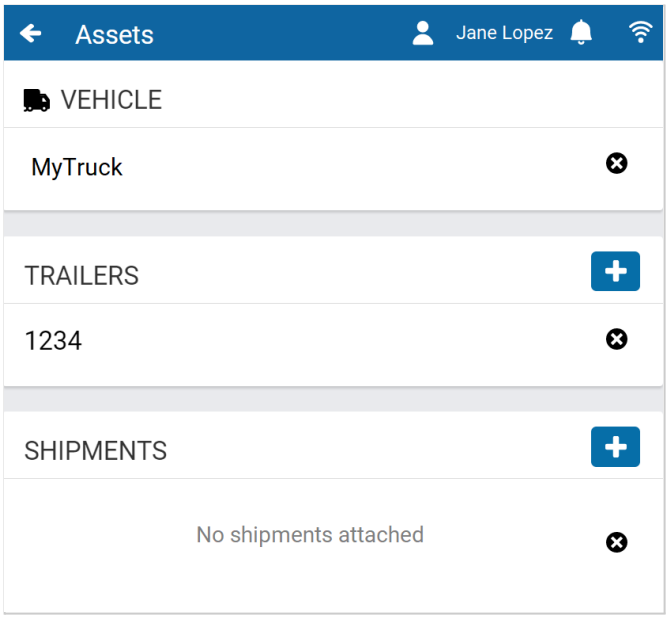
Power Disconnected

The driver is at risk for losing device power if their mobile device is not being charged. The lock screen may not be as responsive if power is not connected.

Adding Assets

After logging in, you can add new vehicles, trailers or shipments at any time by pressing the vehicle name from the **Dashboard**, or by pressing **More,** then **Assets** from the **Shortcuts** menu at the bottom of the dashboard.



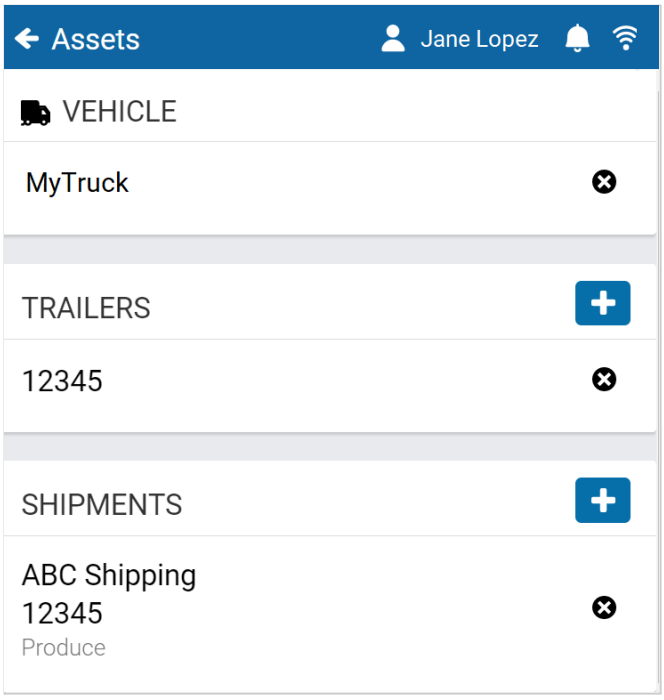


Press the **X** icon to change the vehicle. You are prompted to perform an Asset Inspection each time you change vehicles.

Press the **+** button to add up to four trailers. You are prompted to perform an Asset Inspection each time you change trailers.

Press the **+** button to add up to 25 shipments.

*Spanish Guide here. French Guide here

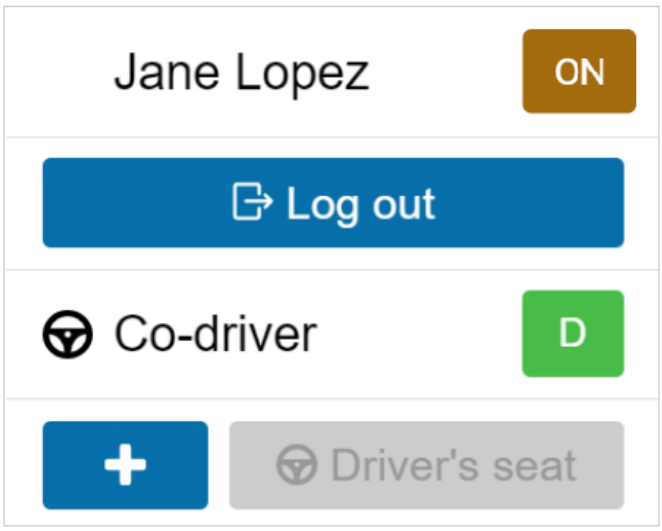


Your new assets display on the **Assets** screen. Shipment information is also displayed in the **Compliance Print** in the Fleet Management Application.

*Spanish Guide here. French Guide here

Adding Co-Drivers

You can add co-drivers to the Drive App by pressing your name in the top-right corner of the screen, then pressing the **Add driver** button. The co-driver is prompted to enter their login credentials. You can add up to three drivers per vehicle. When the vehicle is in motion, the app does not allow a co-driver to switch the **Driver's seat** with the driver.



After logging in, the names of all drivers display in the user list. When multiple drivers are logged in, the steering wheel icon indicates the active driver.

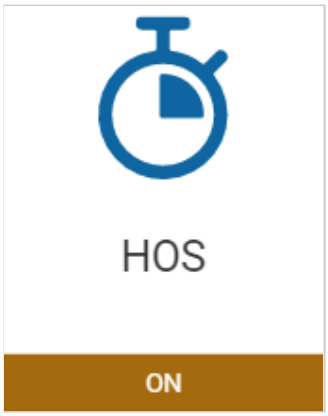
Use the **Driver's seat** button to switch the active driver. The duty status changes automatically to **D** for the active driver. The co-driver must change their status manually through the App.

The **Driver's seat** button is disabled for the active driver while in the **D** status.

If the active driver logs out, the co-driver becomes the new active driver.

Co-drivers can share the Drive App interface to adjust their individual duty statuses. To become an active user of the interface, press your name from the driver list. Once you are the active user, your name displays at the top of the driver list. At this point, you can adjust your duty status without affecting the duty status of your co-drivers.

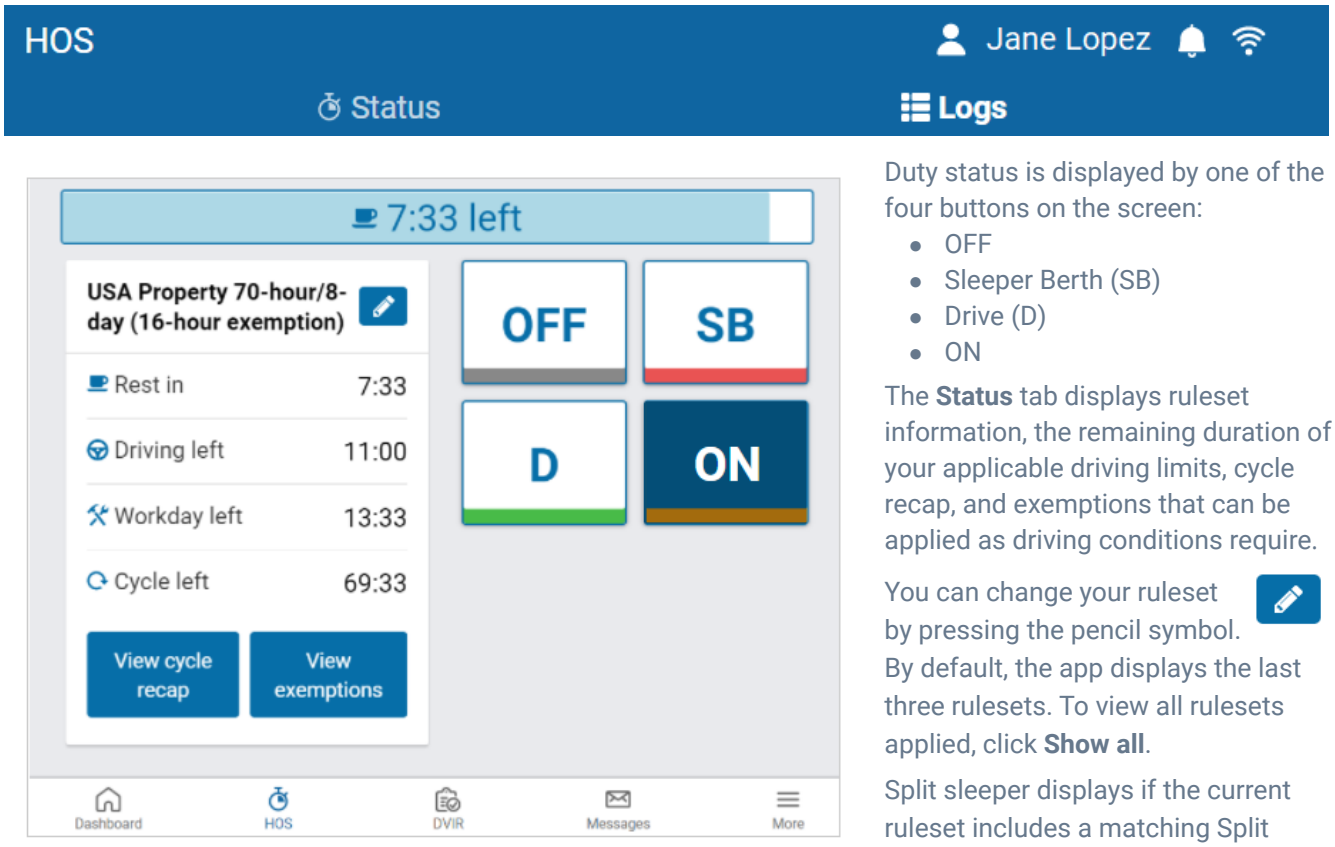
Using Hours of Service (HOS)



The **HOS** feature provides all the tools necessary for tracking and recording your duty status. It also provides the ability to verify logs, apply exemptions, and provide information for roadside checks. The **HOS** screen is divided into **Status** and **Logs** tabs.

Status Tab

The **Status** tab allows you to view and set your duty status, as well as view and apply exemptions.



Duty status is displayed by one of the four buttons on the screen:

- OFF
- Sleeper Berth (SB)
- Drive (D)
- ON

The **Status** tab displays ruleset information, the remaining duration of your applicable driving limits, cycle recap, and exemptions that can be applied as driving conditions require.

You can change your ruleset by pressing the pencil symbol. By default, the app displays the last three rulesets. To view all rulesets applied, click **Show all**.

Split sleeper displays if the current ruleset includes a matching Split sleeper ruleset.

✱ **NOTE**: When outside of cell coverage, you are notified to manually set your status.

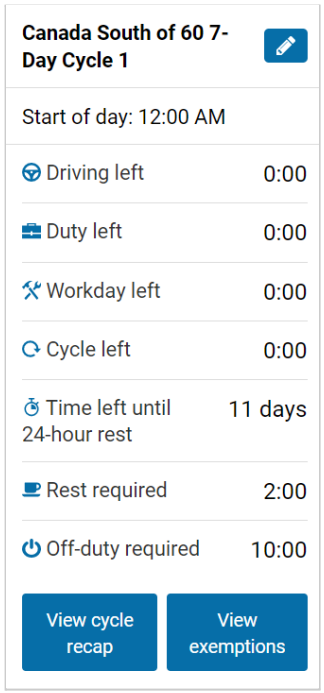
*Spanish Guide here. French Guide here

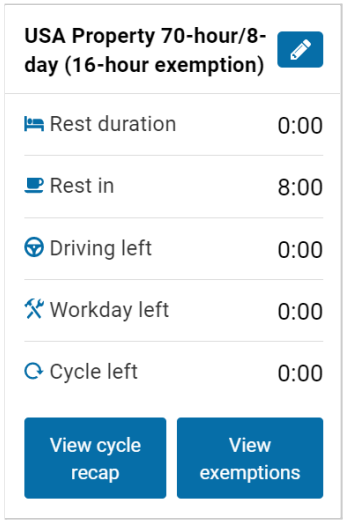
The red bar at the top of the screen indicates that you have no driving time remaining and must take a break.

The blue bar at the top of the screen indicates the time remaining before you must take a break.

Once you begin to drive, your status automatically switches to **D** when the vehicle reaches a speed of five mph (eight km/h). Once you stop driving, after three seconds, your status remains as **D** for an additional five minutes. When five minutes have passed, you are prompted to change your status to **ON** duty. If you do not respond within a minute, your status switches to **ON** duty.

> ✱ **TIP**: You can manually switch your duty status at any time by pressing **HOS** on the dashboard.



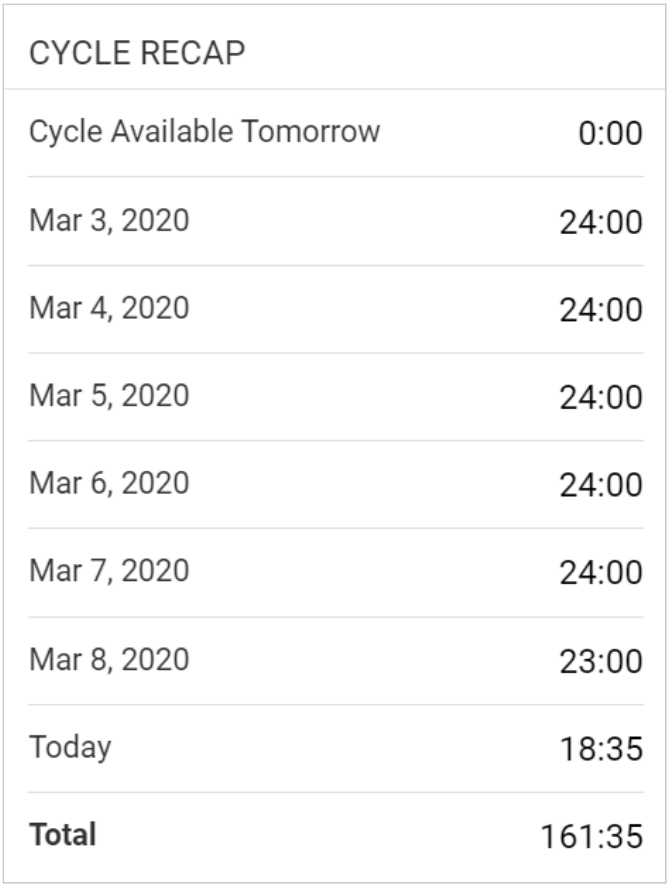


The **Rest in** timer is the time remaining before you must take a break.

When the **Rest in** timer reaches 0:00, a **Rest duration** timer replaces it when you go off duty.

The **Rest duration** timer is the time that has passed during the break period.

*Spanish Guide here. French Guide here



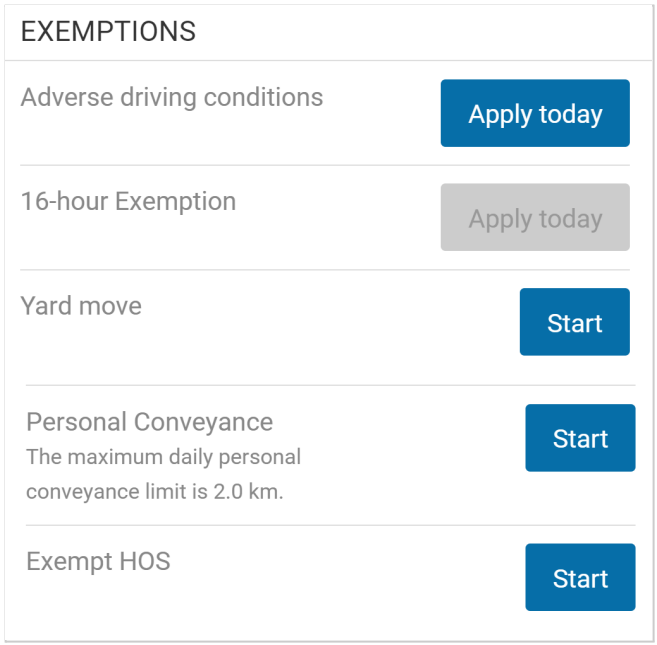
For a summary of your cycle, press **View cycle recap**.

View cycle recap

View cycle recap displays:

- Available cycle time tomorrow;
- Hours used within each day in the cycle; and
- Total hours used within the cycle.

Depending on your ruleset, cycle recap provides a quick view of how much time you have used, and how much time is remaining for the following day.



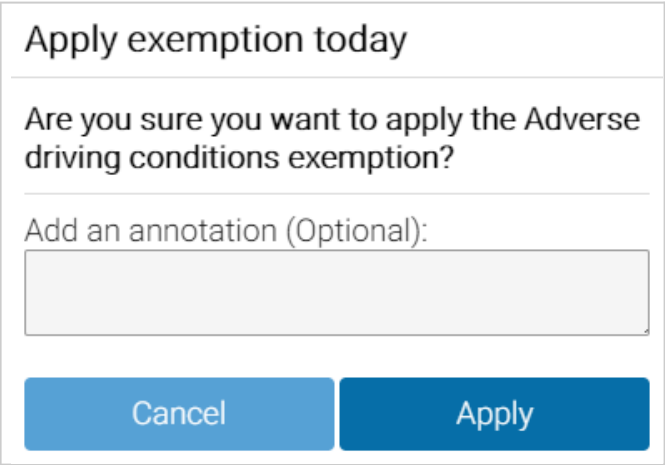
To apply exemptions, press **View Exemptions** and use the corresponding buttons to activate them.

View exemptions

View exemptions allow you to do the following:

- Apply exemptions.
- Start/stop Yard Move.
- Start/stop Personal Conveyance.

By default, the only exception that is always available to you is the **Adverse Driving Conditions** exemption. Other exemptions must be configured by your Fleet Management Application Administrator.



If you apply the **Adverse Driving Conditions** exemption, you must confirm your selection before applying the exemption. Additionally, you can add an annotation to provide further details.

If you apply the **Adverse Driving Conditions** exemption when driving south of latitude 60°N (along the southern border of Yukon, Northwest Territories and Nunavut in Canada), the following changes are made to your HOS availability:

- Daily rest requirement decreases by two hours
- Daily off requirement decreases by two hours
- Daily driving available increases by two hours
- Daily duty available increases by two hours
- Workday driving available increases by two hours
- Workday duty available increases by two hours

The **Yard Move** and **Personal Conveyance** exemptions must be configured by your Administrator. You can stop a Yard Move event by turning the ignition off and on during a power cycle. You can stop a Personal Conveyance event by confirming the event ended when the ELD prompt displays, also during a power cycle. If a confirmation is not made and the vehicle is in motion, the ELD defaults to none.

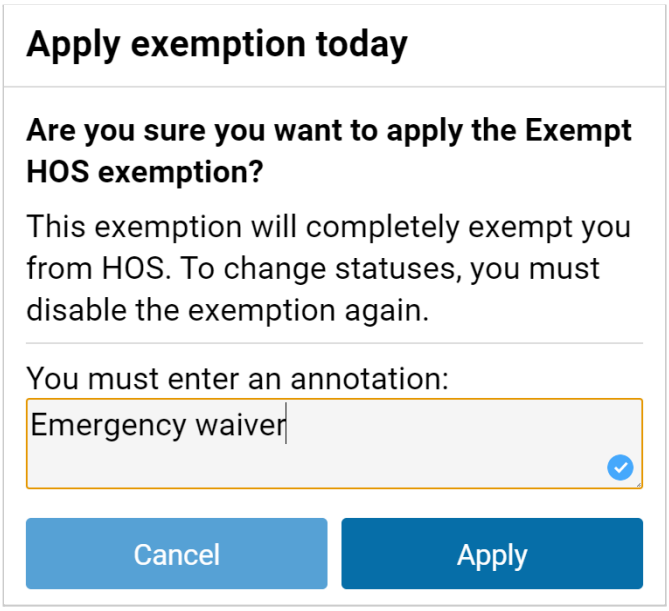
You will receive a notification when you reach the **Personal Conveyance** driving limit. If you continue to drive after receiving the notification, your status changes to **Drive**.

✱ NOTES:

- The Yard Move exemption is disabled when the speeding rule is exceeded, or when the vehicle leaves the specified zone type.
- The Yard Move exemption applies to US jurisdictions only. It is not available for drivers in other jurisdictions.
- The Yard Move and Personal Conveyance exemptions are disabled when the Telematics Device is unable to communicate with the vehicles' Engine Control Unit (ECU).

The **Exempt HOS** exemption must be configured by your Administrator. You can apply the **Exempt HOS** exemption if operating in an HOS-exempt capacity as an emergency declaration as defined by the FMCSA.

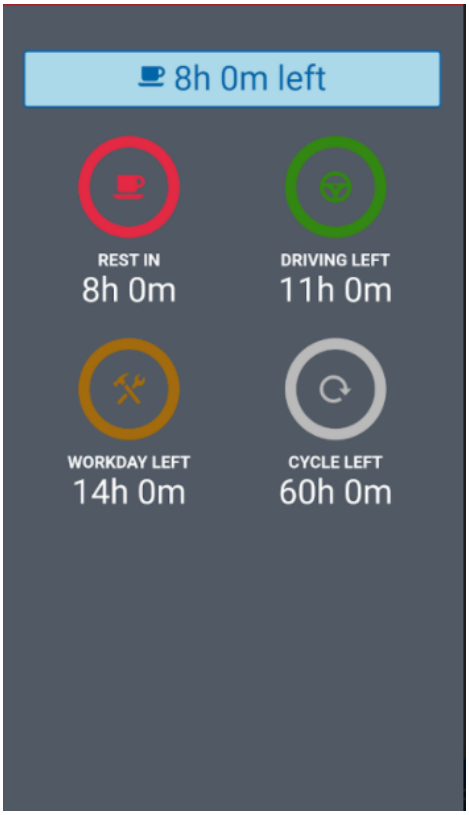
*Spanish Guide here. French Guide here



If you apply the **Exempt HOS** exemption, you must confirm your selection and add an applicable annotation before applying the exemption.

A full list of all available exceptions can be found in the Hours of Service Ruleset Matrix.

Motion Detection When Driving



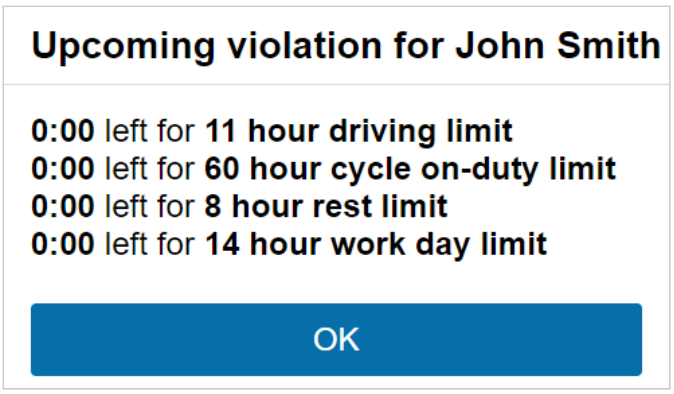
When you are logged into the Drive App and the vehicle begins moving, the Drive App screen locks to minimize driver distraction. All other information is hidden, and you only see the remaining driving time available. When the vehicle is in motion, the app does not allow a co-driver to switch seats with the driver.

If the vehicle has stopped for five minutes, a prompt displays on the screen. Confirm if you have stopped driving, or if the vehicle is still in motion. If a response is not submitted to confirm or deny the prompt within one minute of receiving the prompt, the ELD automatically creates an **ON** duty status log.

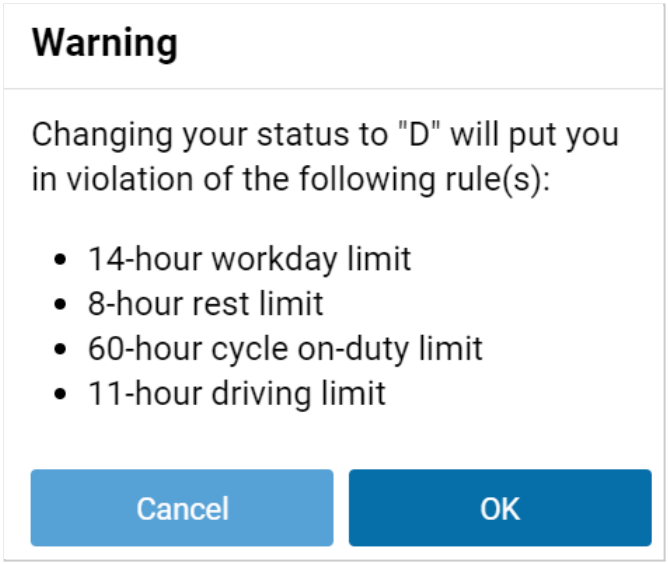
If you continue to drive past your available hours, the screen notifies you that you are in violation of your ruleset. The app broadcasts an audible warning in addition to the Hours of Service limit message, whether the App is in the background or the foreground. The audible warning does not occur if you are in the **OFF** or **Sleeper Berth (SB)** status.

*Spanish Guide here. French Guide here

Driving in Violation



The Drive App notifies you when you are approaching an HOS violation two hours before the violation, one hour before the violation, 30 minutes before the violation, and right before the violation.



If you switch your duty status to **Drive** after your remaining driving time has expired, you are warned that doing so puts you in violation of your selected ruleset.

If you drive after being warned, a violation registers in your log.

Logs Tab

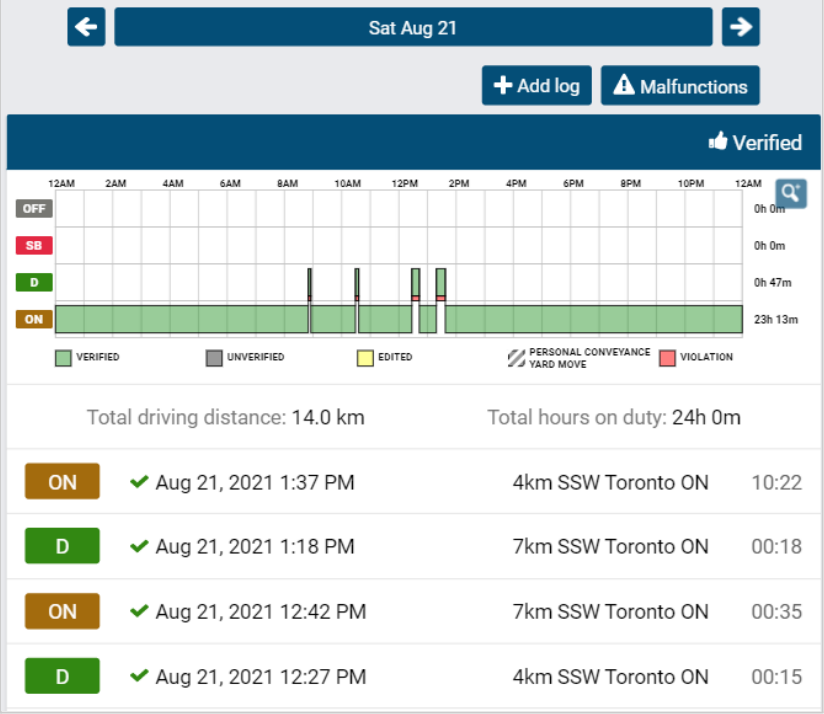
The **Logs** tab displays a list of all Records of Duty Status (RODS) for the past 14 or 16 days, depending on the ruleset, and any violations incurred. Logs are displayed below the graph, one day at a time, and can be navigated using the arrows at the top of the screen, or by pressing the date picker to display the calendar.

Using the Graph

Duty status is plotted along the graph for a 24-hour period for each day. The total time spent in a particular duty status is displayed to the right of the graph. The bars on the graph are color-coded in the following way:

- **Gray**: Unverified logs
- **Green**: Verified logs
- **Yellow**: Edited logs
- **Red**: Driving in violation of HOS ruleset

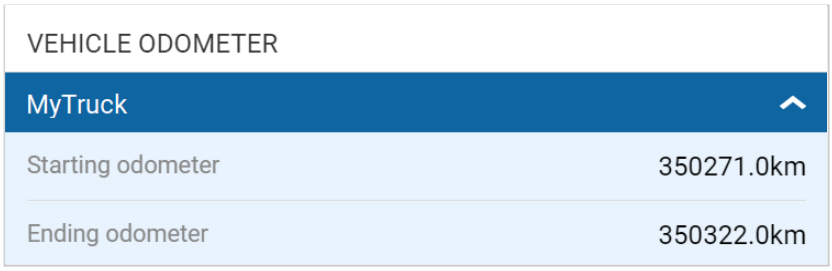
- **Striped**: Personal Conveyance and/or Yard Moves
- **Blue**: Qualifying Break identifies logs that meet the break requirements for Canadian rulesets only.



Select a log from the graph to display additional information, including the log's duration and date of creation.

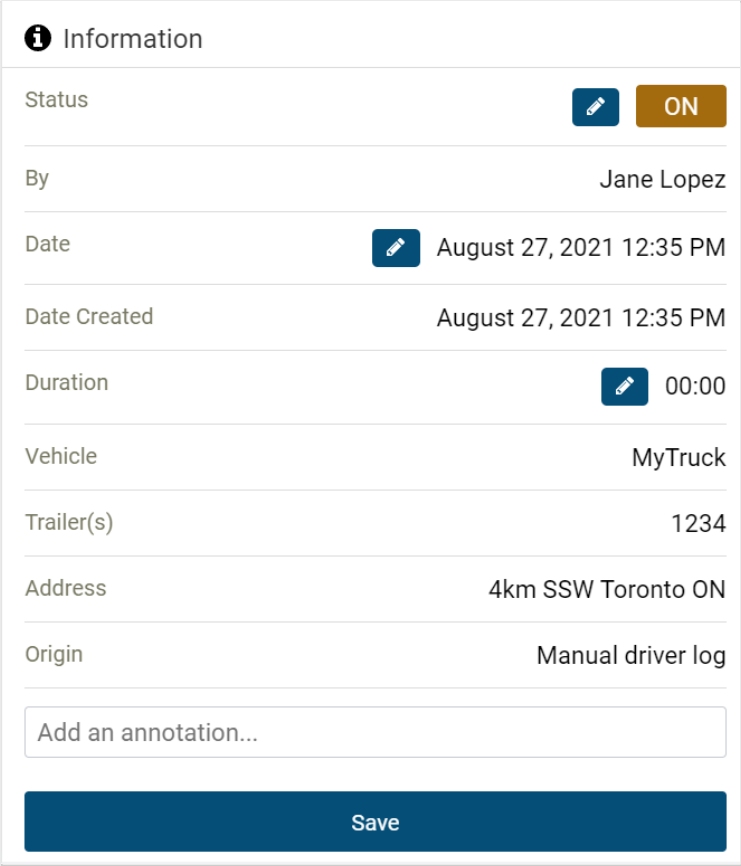
You can also edit certain elements of the log. If a log requires attention (e.g. verification, requested edits, missing location, etc.), a notification banner displays at the top of the page.

Press the banner to go to the log and make the necessary updates.



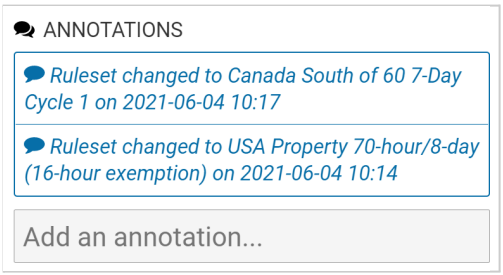
Starting odometer and **Ending odometer** display at the bottom of the **Logs** tab for quick reference.

*Spanish Guide here. French Guide here



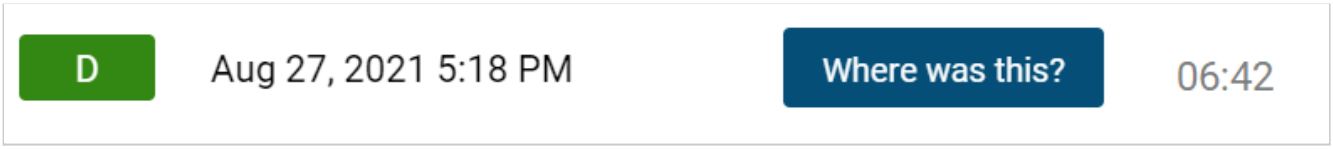
When you select a log, the Log screen shows additional information, including when and where the log was created.

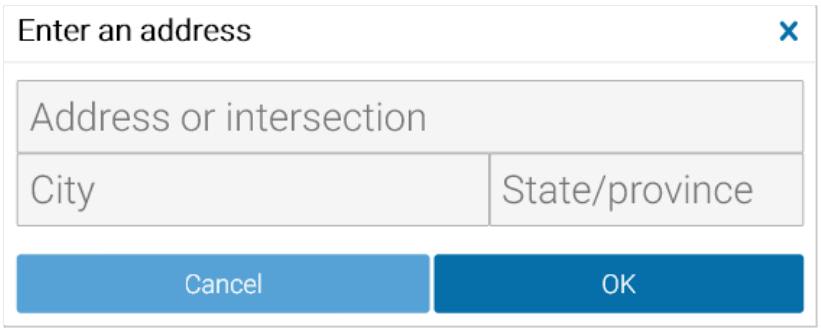
You can also view and add annotations to the log. Changes to rulesets are also annotated.



Location Information

The Telematics Device installed in your vehicle captures location information. If the GPS signal on the device is unavailable, there will be no address associated with the log created during this period. In this case, you must enter the location manually by pressing the **Where was this?** button.





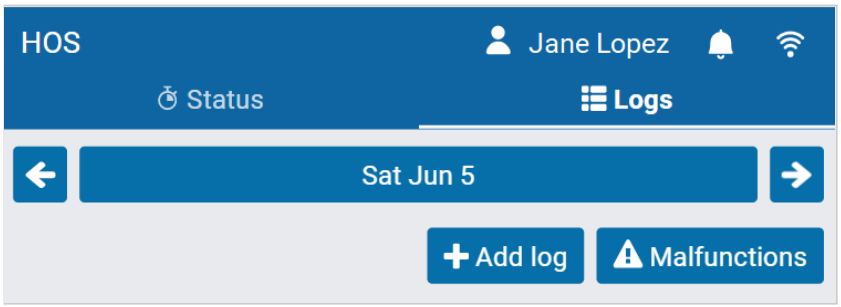
Enter the address where the log occurred, or to add location information if an exemption is applied.

Adding Manual Logs

Manual logs allow you to correct your Records of Duty Status when existing logs are found to be incorrect or

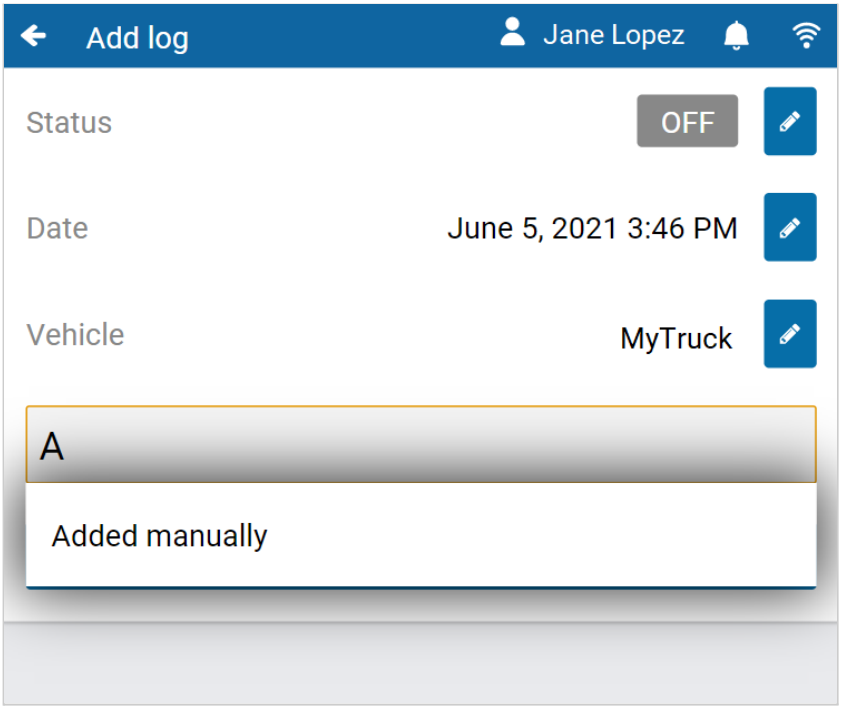
incomplete. For example, you can add a manual OFF-Duty log for the previous day, if the App remained ON-Duty after you completed your workday. Also use manual logs when the status does not automatically change (e.g. a bug in the software), or if you are driving in an area without wireless coverage.

Other examples include creating a manual ON-Duty log for a day that you started at the office, or when the App does not detect driving, and places you ON-Duty after an inspection. Manual logs allow you to update any status for a specific date and time, and assign yourself the vehicle you were driving. If you need to add a manual log for any reason, follow the steps below and select the appropriate options.



You can add manual logs for the past 14 days. For Canadian rulesets, you can add manual logs for the past 28 days.

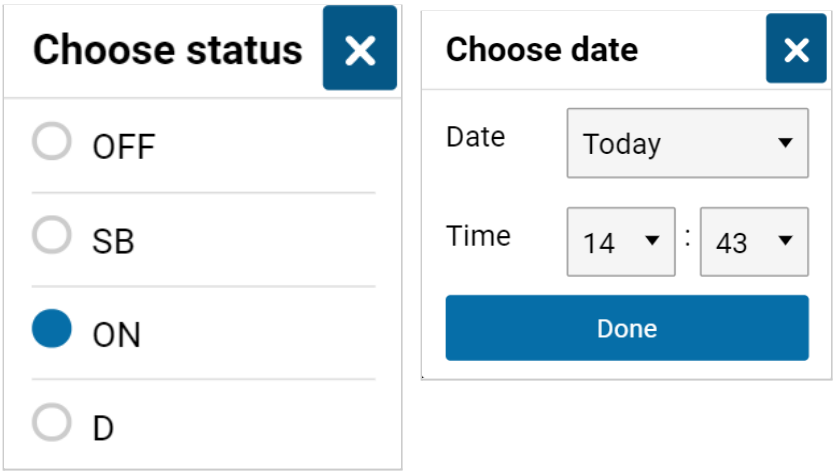
To manually add a log, press the **+ Add Log** button.



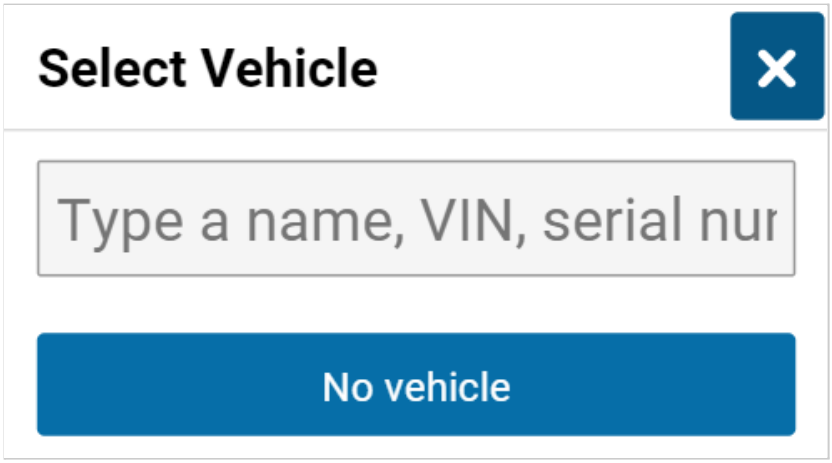
On the screen that follows, press the pencil icon for each of the applicable elements of the log.

You can select or add a new annotation to provide context for the manual log. Press **Add** to create the log.

*Spanish Guide here. French Guide here

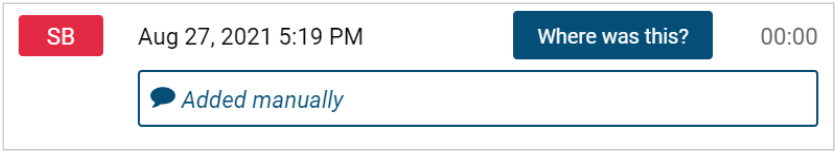


Choose the **Status**, **Date** and **Time** to start the log.



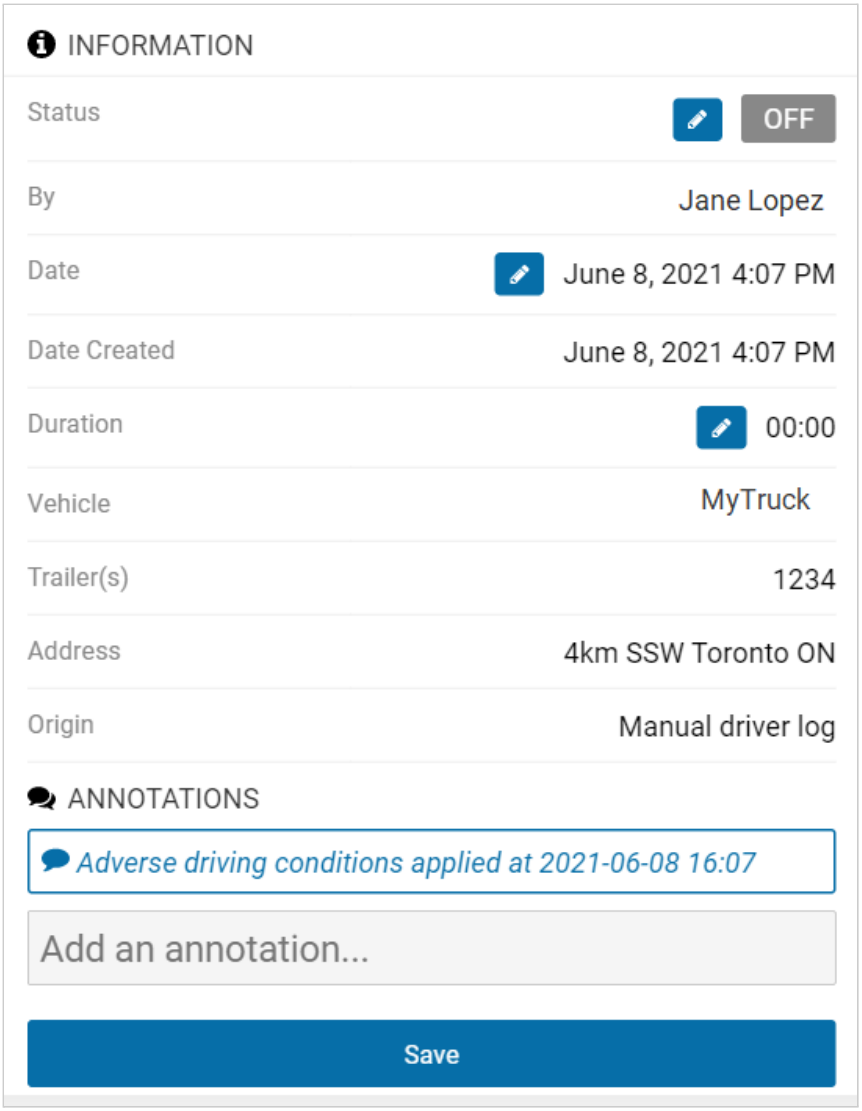
If you have a vehicle assigned to you when you create the manual log, that vehicle is automatically selected.

If the selected vehicle was not the vehicle assigned to you at the time you were driving (**D**) or **ON** duty, select the vehicle that was.



The App returns you to the **Logs** screen after you have created the manual log. Press **Where was this** to add a location. To view details, select the log.

*Spanish Guide here. French Guide here



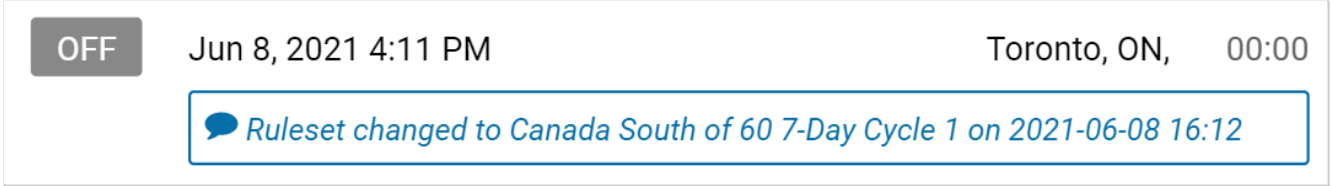
If you made a mistake while creating a manual log, press the pencil icon to edit the log status or date. You can also add new annotations.

Press **Save** when you have finished making changes.

✱ **NOTE:** Only manual logs can be edited in the Drive App. Automatic logs cannot be modified or changed to another status. If you attempt to change the status of an automatic log, you are asked if you would like to create a new log with the desired duty status.

Changing Rulesets

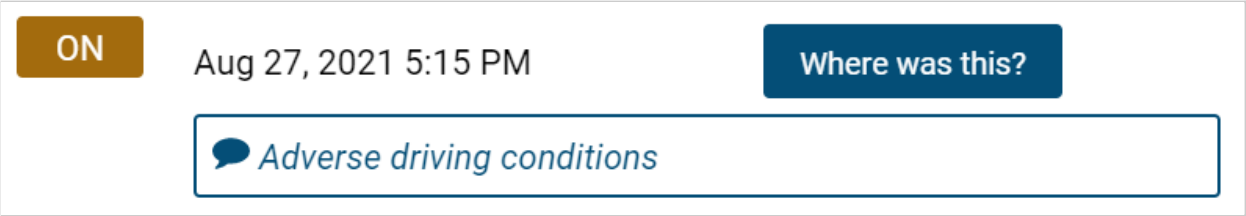
When you change your ruleset, the preceding log is annotated to reflect the change.



*Spanish Guide here. French Guide here

Applying Exemptions

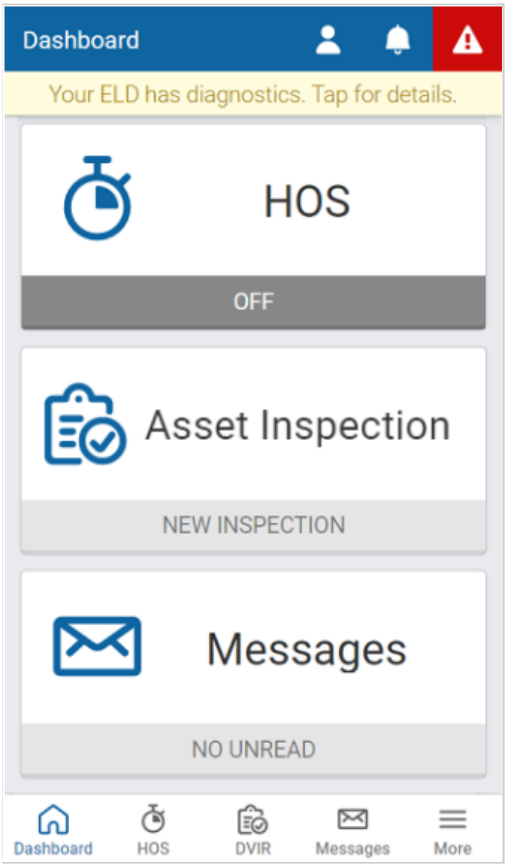
When the **16-hour** exemption, **Adverse driving conditions**, or **Oil well wait time** exemption is applied, the preceding log is also annotated to reflect the change.

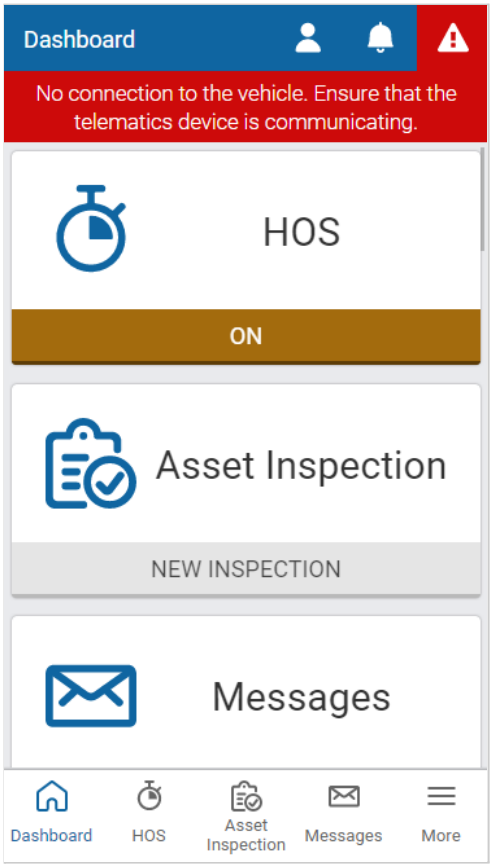


Viewing Diagnostic and Malfunction Events

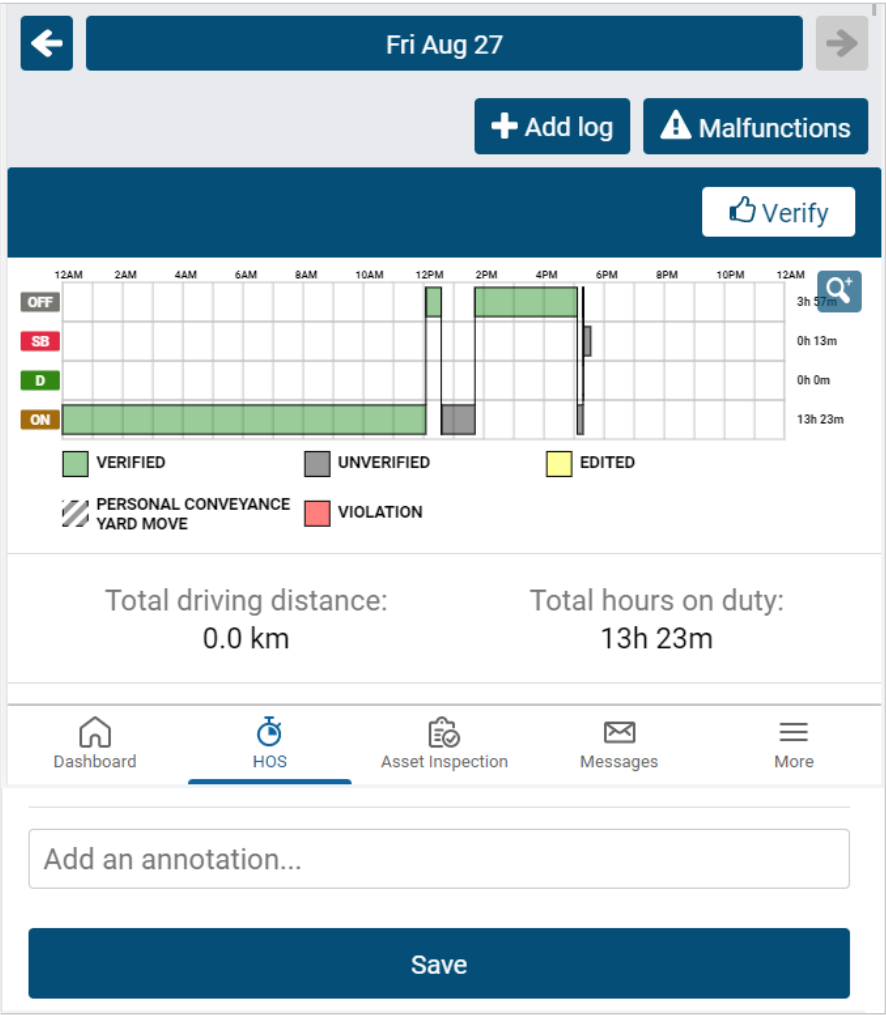
If the Drive App detects a diagnostic event, a yellow bar indicates a diagnostic is present, and a red bar indicates a malfunction is present. You can press the yellow or red bar to view more details about the events.

Consult the Driver's Guide to Data Diagnostics & Malfunction Events, which provides instructions on what to do when these events occur. When a diagnostic event occurs, the yellow or red bar disappears after the issue is resolved.



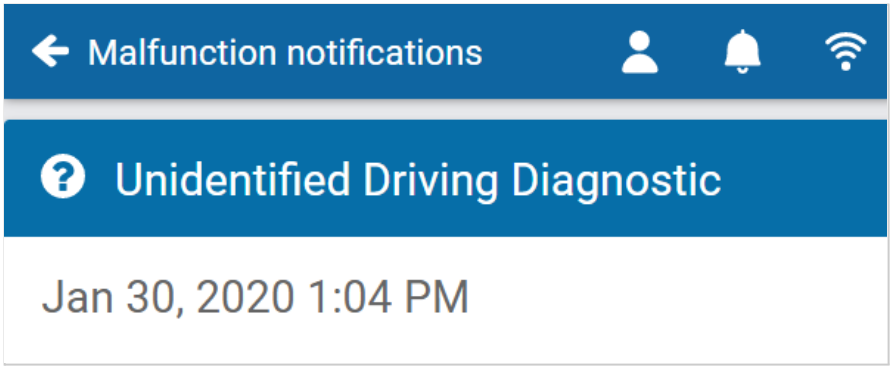


*Spanish Guide here. French Guide here



When a malfunction event occurs, it must be addressed by the driver or the Administrator.

Press the **Malfunctions** button at the top of the screen on the **Logs** tab.



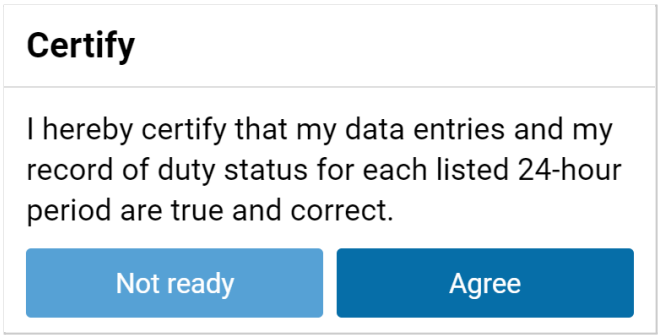
The malfunction or diagnostic displays, along with the date the event occurred. When a malfunction event has been resolved, press the **Clear** button.

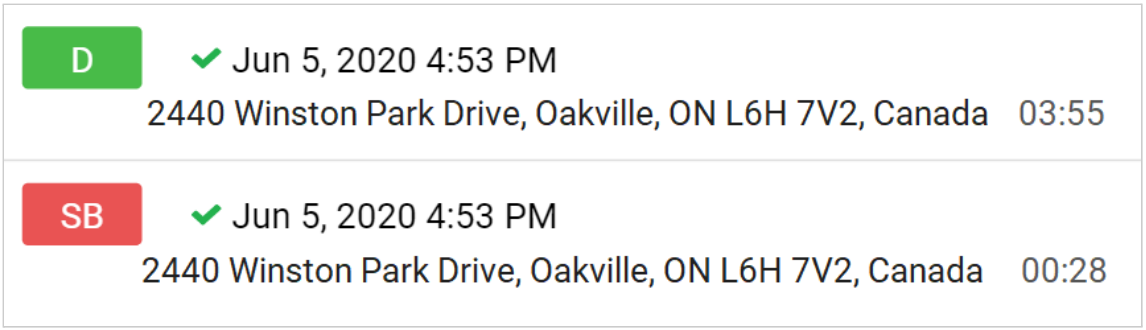
To learn more, review the Driver's Guide to Data Diagnostics & Malfunction Events, or select the question mark beside each diagnostic/malfunction.

Verifying Logs

The **Verify** button allows the driver to confirm that the logs recorded by the Drive App are accurate and valid. The button displays in the summary header of every daily group of logs. Press the **Verify** button to display the following screen. Press the **Agree** button, to verify each log for the selected date. Verified logs display a check mark beside them, and the **Verify** button is replaced with **Verified**.

*Spanish Guide here. French Guide here

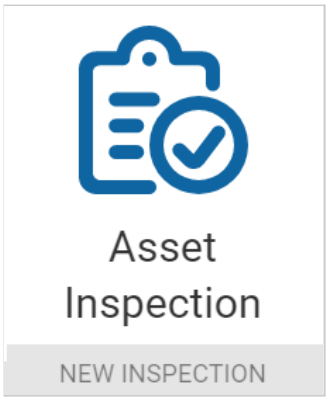




✱ **NOTE:** The driver will be notified of unverified logs when logging out. Logs that are left unverified for over 14 days disappear from the list and can no longer be verified electronically.

*Spanish Guide here. French Guide here

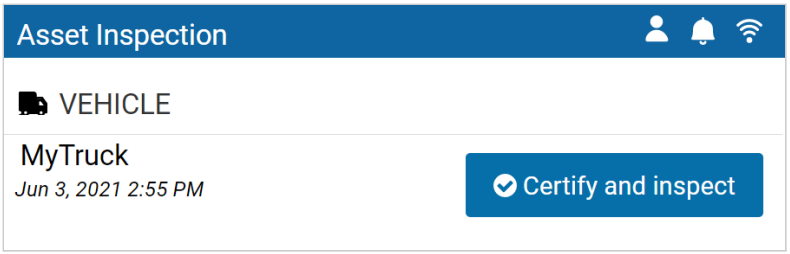
Perform an Asset Inspection



Asset Inspections help you track the health of your vehicles and trailers. You can access the Asset Inspection from the Drive App **Dashboard** by selecting the **Asset Inspection** tab.

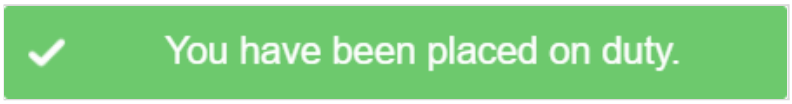
Once in the Asset Inspection, press the **Certify and Inspect** button to begin inspecting a vehicle and/or trailer. The Drive App guides you through all steps in the inspection. You can also find information on Asset Inspections in the Driver's Guide to Asset Inspection.

You must have the **Perform Asset Inspections** clearance to perform an inspection. To learn more, please contact your Administrator.



If you are performing a **Pre-trip** inspection after logging in, and have not manually set a duty status, your duty status automatically switches to **On Duty**.

The new **On Duty** status is automatically annotated to indicate that a pre-trip inspection has occurred.



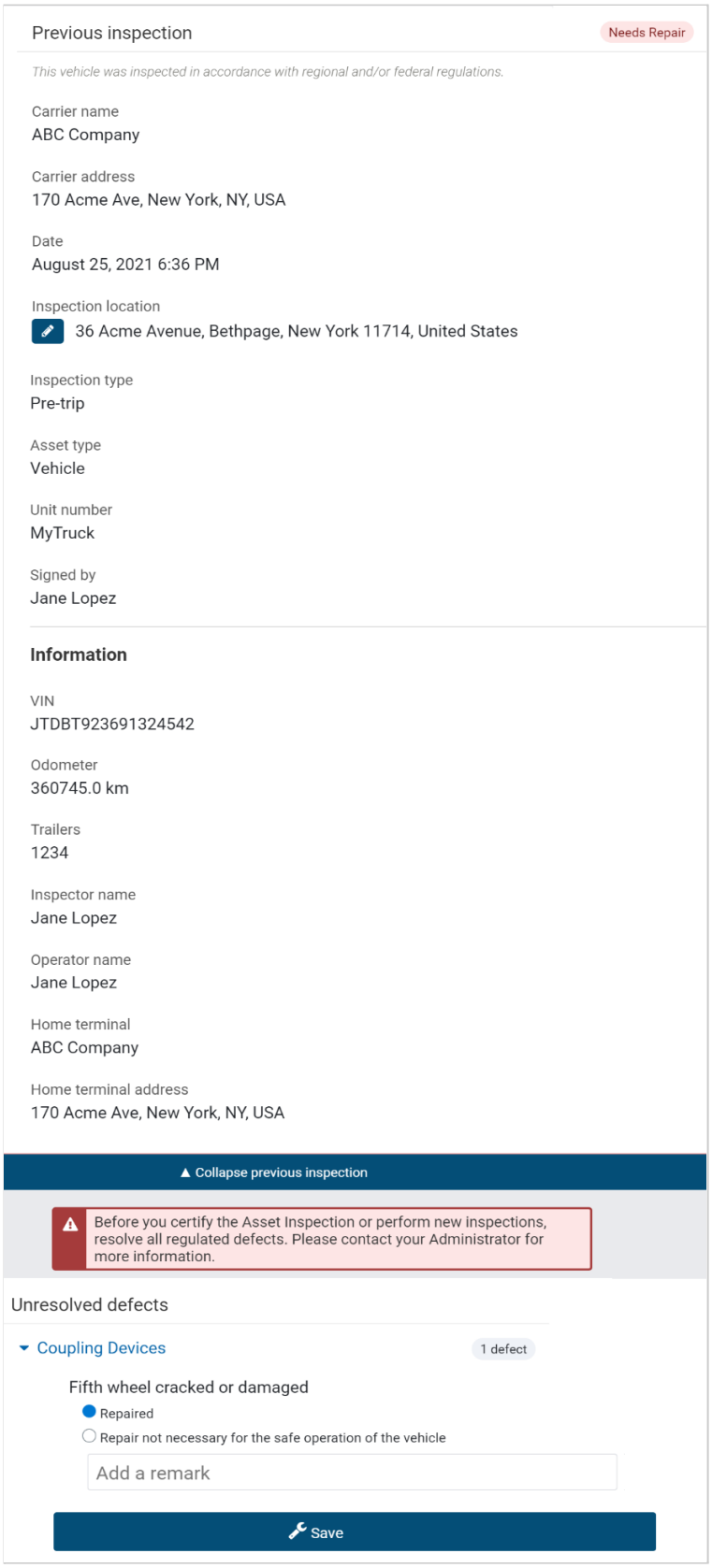
Before performing a new inspection, you must first sign off on the **Previous Inspection** to indicate you are aware of the vehicle's defects history. If there were prior defects, you must review the repairs made, then certify whether the vehicle is safe to operate.

> ✱ **NOTE**: The Asset Inspection screens below illustrate the workflow for U.S. drivers. For drivers in Canada, screens will differ slightly.

Certify Previous Inspections

To certify a previous inspection, you must have the **Mark Asset Inspection as certified** clearance. To learn more, please contact your Administrator.

Previous Inspections with Defects



If a previous inspection included defects, you must certify the inspection to verify that the defects have been repaired.

If the defects are marked as **Repaired** and you are certain about the status of the vehicle, certify the vehicle as safe to operate.

If the defects have not been repaired, the App displays an alert on the **Dashboard**, and an **Unresolved defects** indicator beside the corresponding asset in the inspection.

Before you can drive the vehicle, or perform a new inspection, you must repair all unresolved defects.

✱ **NOTE:** For Canadian rulesets, **Minor** defects can be carried over to future inspections. When marked as **Repaired**, all inspections in which the defect was reported are also marked as **Repaired**.

When the defects have been repaired, and the vehicle is **Certified as safe**, you can perform a new inspection.

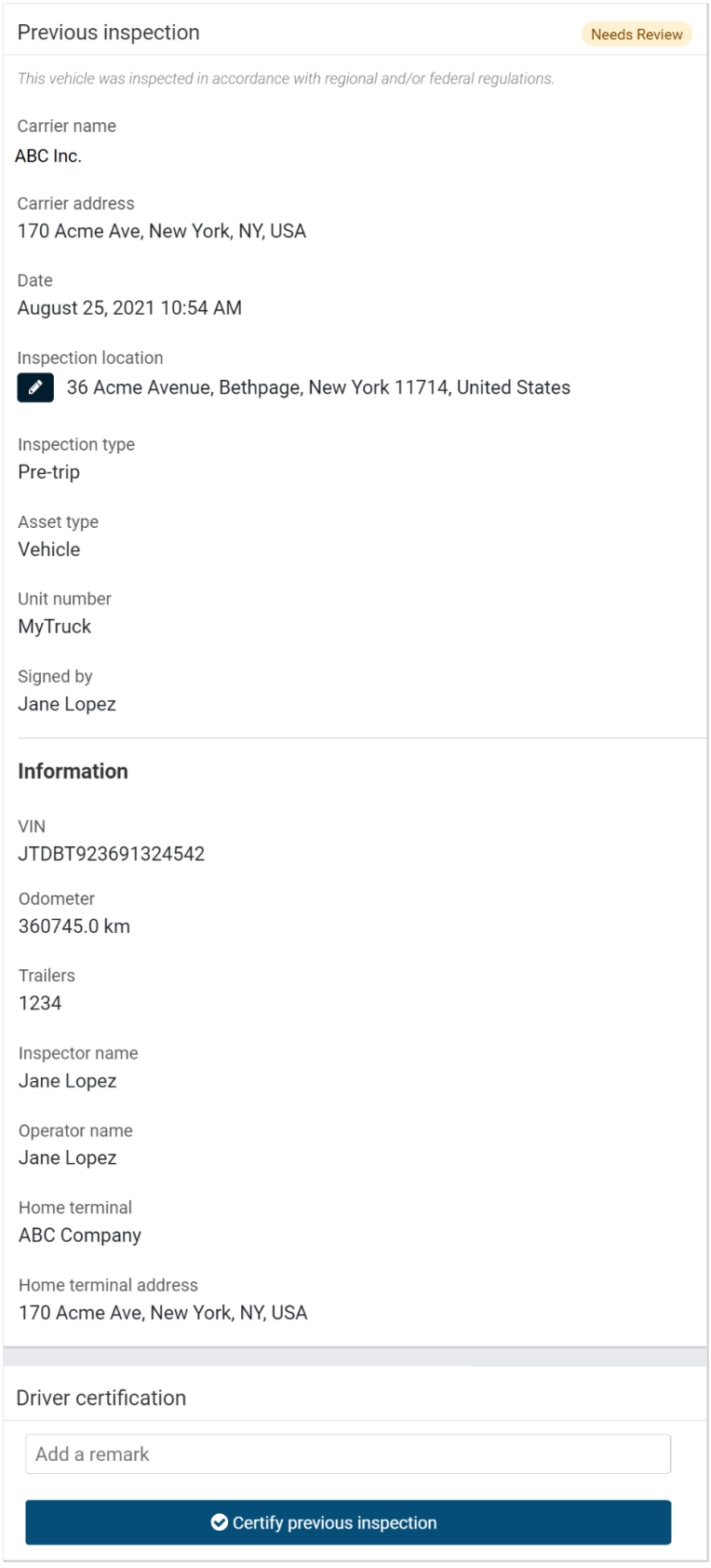
When prompted, press **Yes** to **Sign Asset Inspection** and verify that the vehicle was inspected in compliance with regional and/or federal regulations.

The Asset Inspection screen displays **Previous report certified** beside the corresponding asset.

For more on repairing defects, including how to handle repairs that are not necessary, press here.

*Spanish Guide here. French Guide here

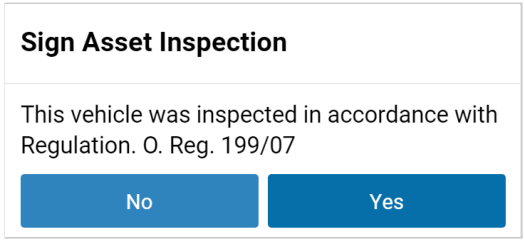
Previous Inspections with No Defects



A previous inspection with no defects still requires certification. However, the vehicle does not need to be certified as safe or unsafe.

Review the inspection, then press **Certify previous inspection**.

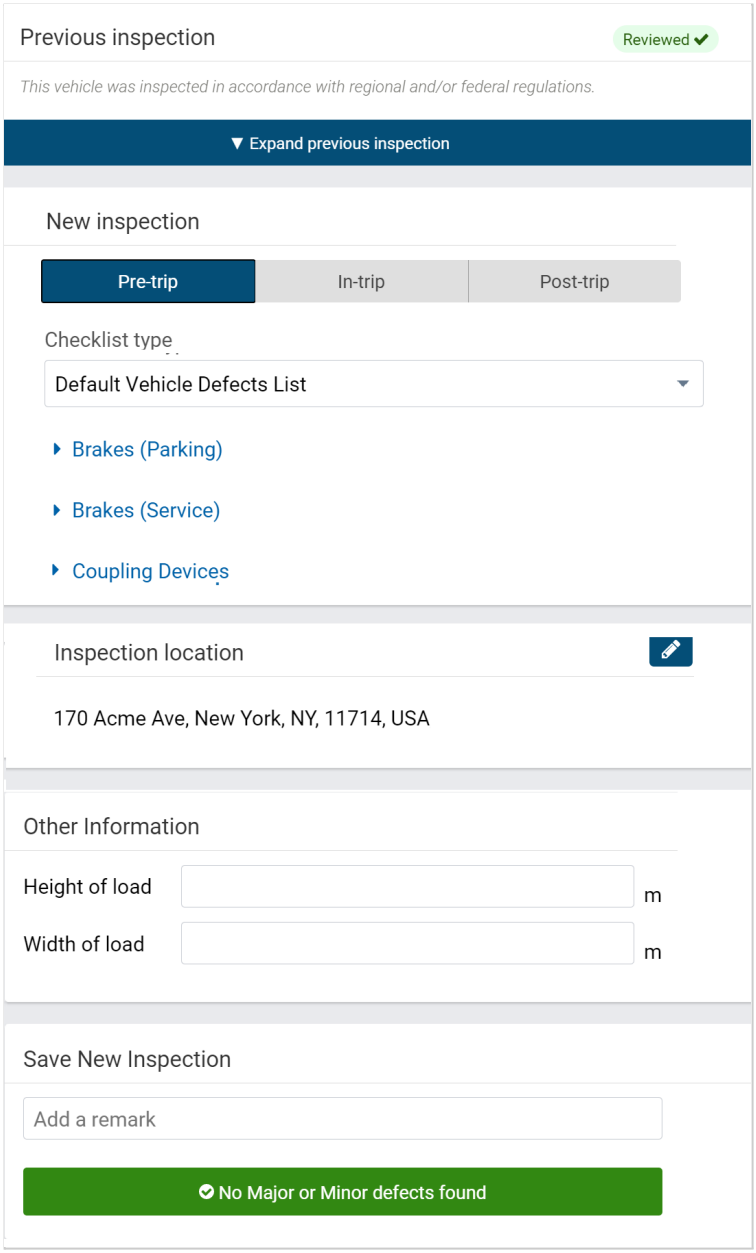
When prompted, press **Yes** to **Sign Asset Inspection**. and verify that the vehicle was inspected in compliance with regional and/or federal regulations.



*Spanish Guide here. French Guide here

Perform New Inspections

To perform new inspections, you must have the **Perform Asset Inspections** clearance. To learn more, please contact your Administrator.



✱ **NOTE**: If the inspection included defects, press the **Done** button to complete the inspection.

After certifying a previous inspection, the App starts a new inspection. To view the most recent inspection, press **Expand previous inspection**.

You can perform three types of daily trip inspections:

Pre-trip inspections to verify there are no defects at the beginning of a trip, or that existing defects have been repaired, and the vehicle is safe to operate.

In-trip inspections to record defects found while the trip is in progress.

Post-trip inspections to verify there are no defects at the end of the trip, or that defects found are recorded and scheduled for repair before the next trip.

Walk around the vehicle and record any defects you find. Add remarks to each defect if needed.

You can select defects from the default list, or from a custom list(s) created by your Administrator.

If a defect is minor, proceed with your day. If a defect is critical, alert your Manager before operating the vehicle.

If a critical defect is recorded, the App displays a warning on the lock screen to notify the driver.

If desired, press the **camera** icon to take, or upload a picture of the defect (Pro and Proplus rate plans only).

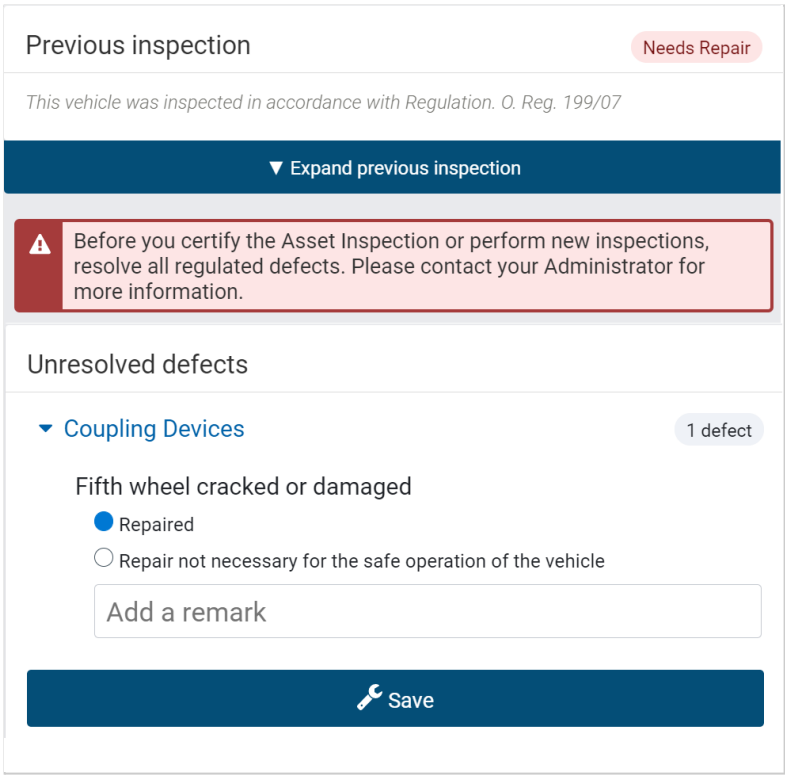
If no defects are found, press **No Major or Minor defects found**.

When prompted, press **Yes** to verify the vehicle was inspected in compliance with regional and/or federal regulations.

*Spanish Guide here. French Guide here

Repair Defects

To mark defects as repaired or not necessary, you must have the **Mark Asset Inspections as repaired** clearance. To learn more, please contact your Administrator.



✱ **TIP**: You can review previous Asset Inspections from the **Roadside Check** page by scrolling to the bottom of the **Dashboard**, and pressing **Roadside Check**. Under the **Asset Inspection** tab, press **View** to view previous Asset Inspections.

If the previous inspection included defects, they must be resolved before performing a new inspection.

You can begin logging a repair by pressing the red **Repair** button.

Press **Expand previous inspection** to view details such as Carrier and Inspection location; vehicle information such as VIN and Odometer; and user information such as Inspector and Operator, etc.

Under **Unresolved defects**, expand each defect to view information and read remarks left by the driver.

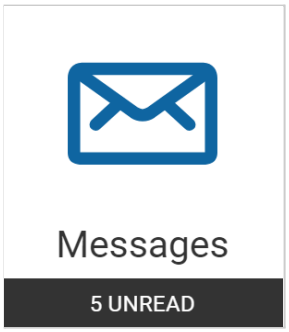
When all defects have been repaired, add a new remark with resolution details, then select **Repaired** for each defect.

Press **Save**, and on the screens that follow, review the inspection, press **Certify as safe**, **No Major or Minor defects found**, then press **Yes** to **Sign Asset Inspection**.

If a repair is not necessary, add a remark to explain why, and select **Not necessary for the safe operation of the vehicle**. Press **Save**, and repeat the actions above on the screens that follow.

*Spanish Guide here. French Guide here

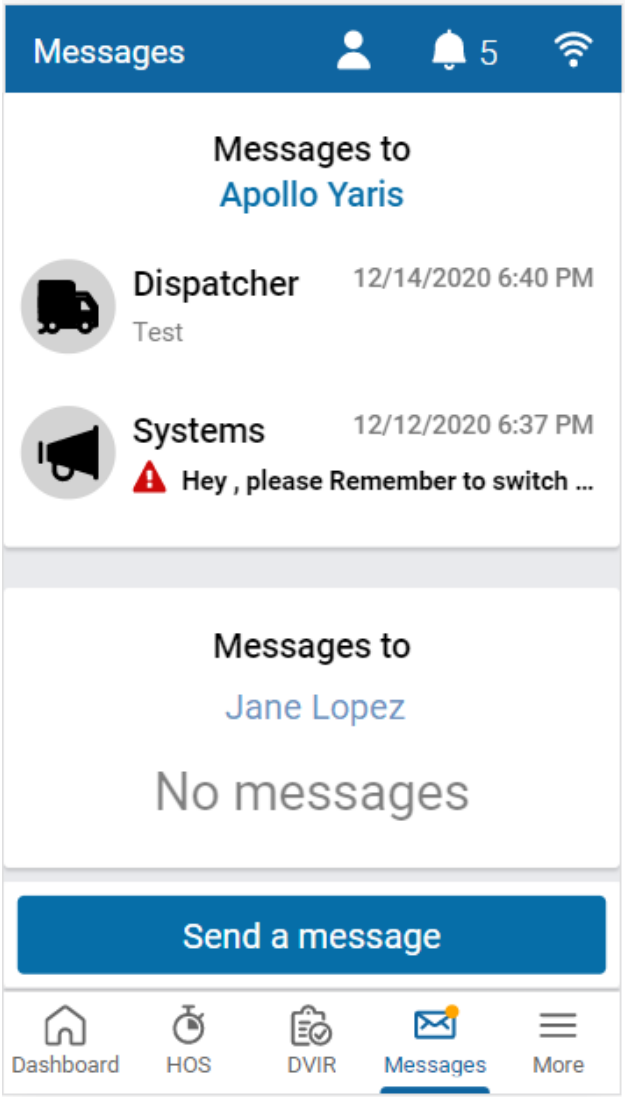
Viewing Messages



Your Fleet Manager can send messages and routes to your Drive App account. Press the **Messages** icon to check the Messages page for new notifications. When a text message is received while a vehicle is in motion, the Drive App reads the message out loud.

Route messages are grouped together in the Drive App. For more information about each route, select the message from the list.

Select the **Messages** tab on the Dashboard to view and **Send a Message**. Press the **Messages** icon at the top to refresh the screen, or **Clear all messages**.



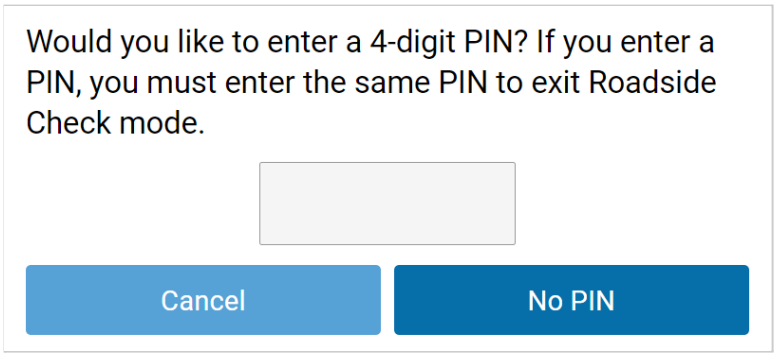
Performing Roadside Checks

The **Inspection** button is located at the bottom of the **Dashboard** next to the **Settings** button. Press the **Inspection** button to enter **Roadside Check** mode, which provides information necessary to complete a roadside check.

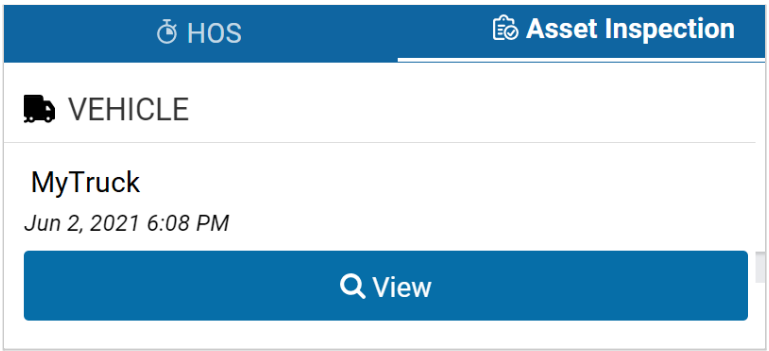
If you are asked to participate in a roadside check, you may be asked to provide up to eight (8) days of HOS logs (depending on your ruleset) for inspection.

Before entering Roadside Check mode, you can set a one-time 4-digit PIN to be used when entering and exiting Roadside Check mode. A new PIN must be set each time you enter Roadside Check mode.

If the App is closed during the inspection, opening it will return you to Roadside Check mode, where you will have to re-enter the one-time PIN in order to exit. If the vehicle is driven while in Roadside Check mode, the PIN is cleared and the lock screen activated. You can still exit Roadside Check mode, but a PIN is no longer required.

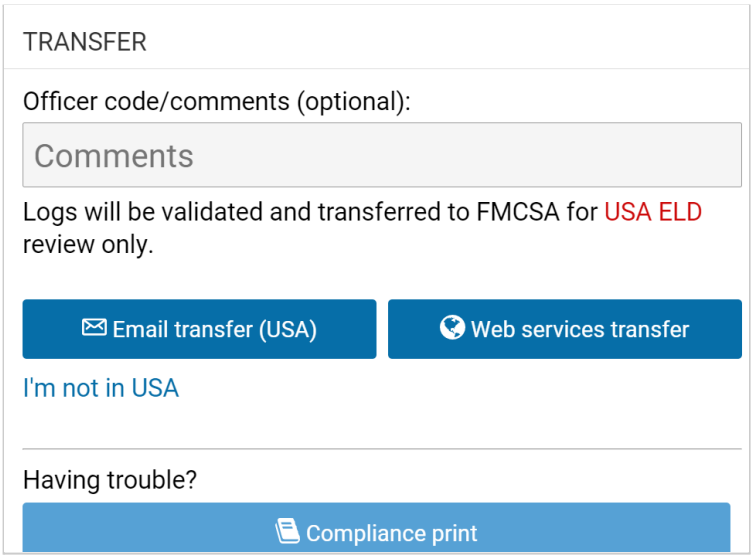


Enter a PIN and press **Continue**. Enter the PIN again when prompted and press **Confirm PIN**. If you choose not to set a PIN, press **No PIN**.



For quick access to the Asset Inspection, press **Asset Inspection** at the top of the screen, and select **View.**

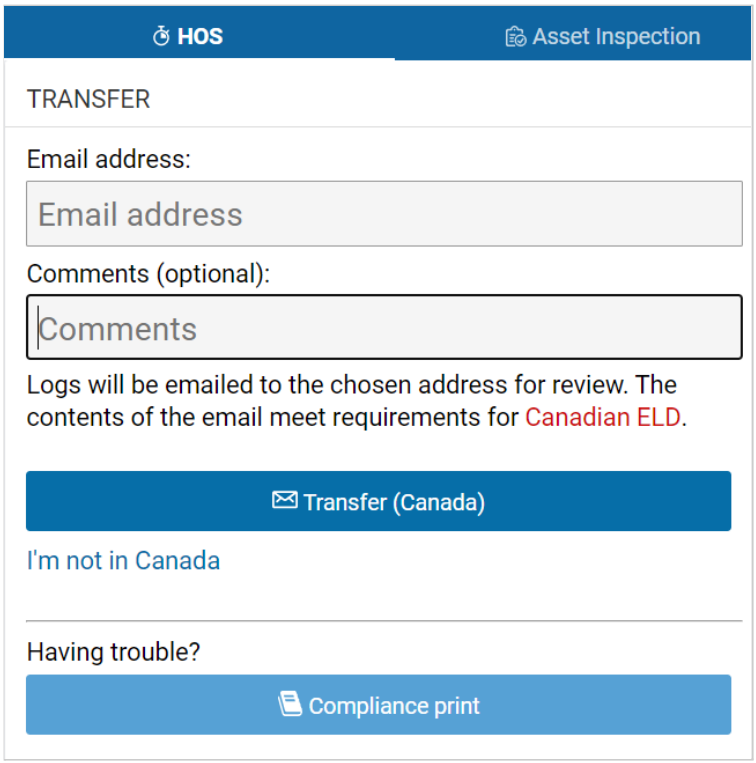
Scroll down and press **View** to see the list of defects used in the inspection.



To transfer HOS logs, press **HOS** at the top of the screen, and enter the code provided by the Officer in the **Comments** field, and select **Email** or **Web Services** to transfer the report.

If you are not in the USA, press **I'm not in USA**. The Drive App will detect the ELD jurisdiction the vehicle is in.

To display the report on your mobile device, select **Compliance Print**.



For drivers in Canada, enter the required email address and press **Transfer (Canada)**.

You receive a notification when logs are missing the following non-critical information, and are prompted to **Cancel** or **Proceed**:

- Vehicle distance
- Engine hours
- CMV VIN
- CMV power unit number.

If you are not in Canada, press **I'm not in Canada**. The Drive App will detect the ELD jurisdiction the vehicle is in.

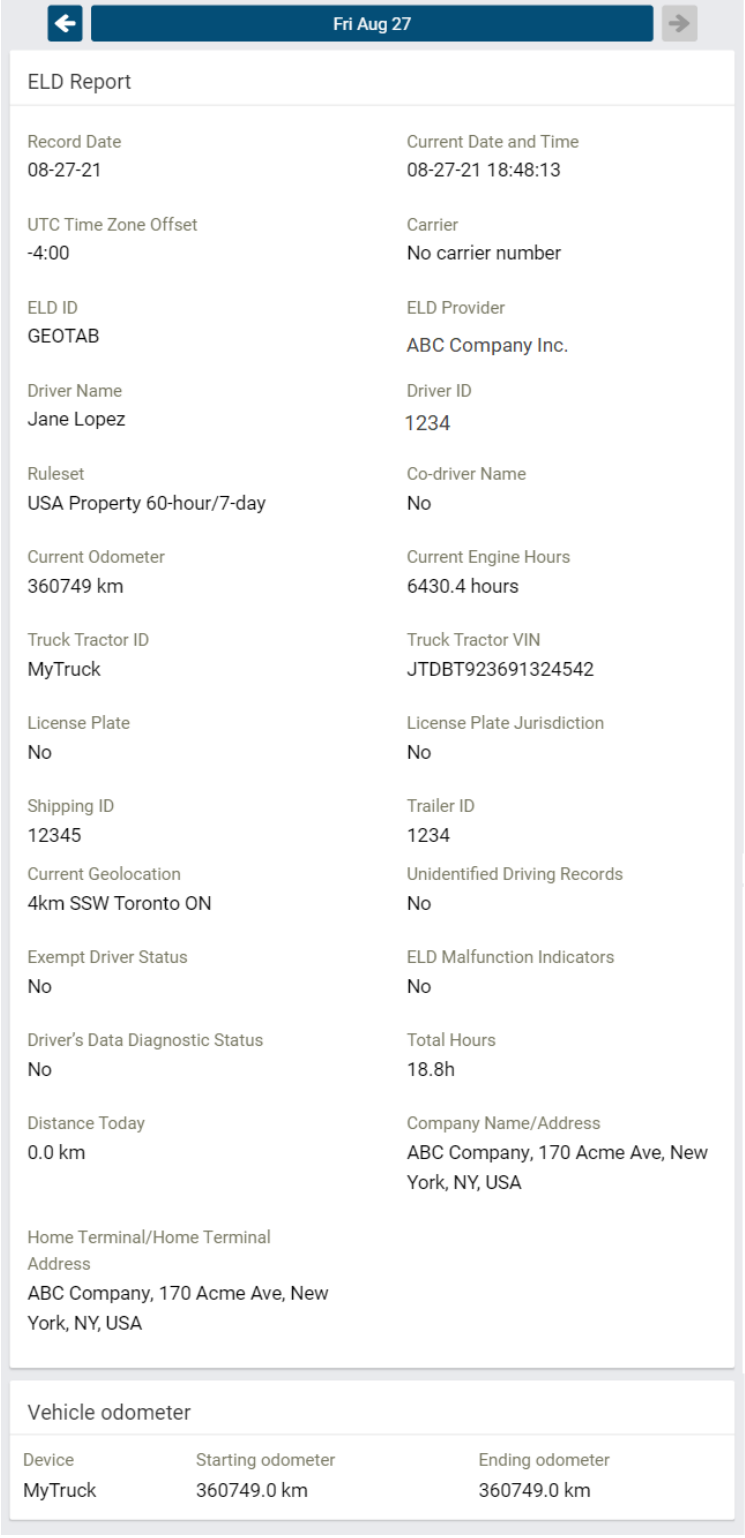
To display the report on your mobile device, select **Compliance Print**.

When the **Roadside Check** is finished, press **Exit** at the top right, and if you entered a PIN to begin the check, enter the same PIN to exit the check.

*Spanish Guide here. French Guide here

Compliance Print

You may also be asked to display a Compliance Print on your mobile device during a roadside check.



On the **Dashboard**, scroll to the bottom of the page and select **Inspection**.

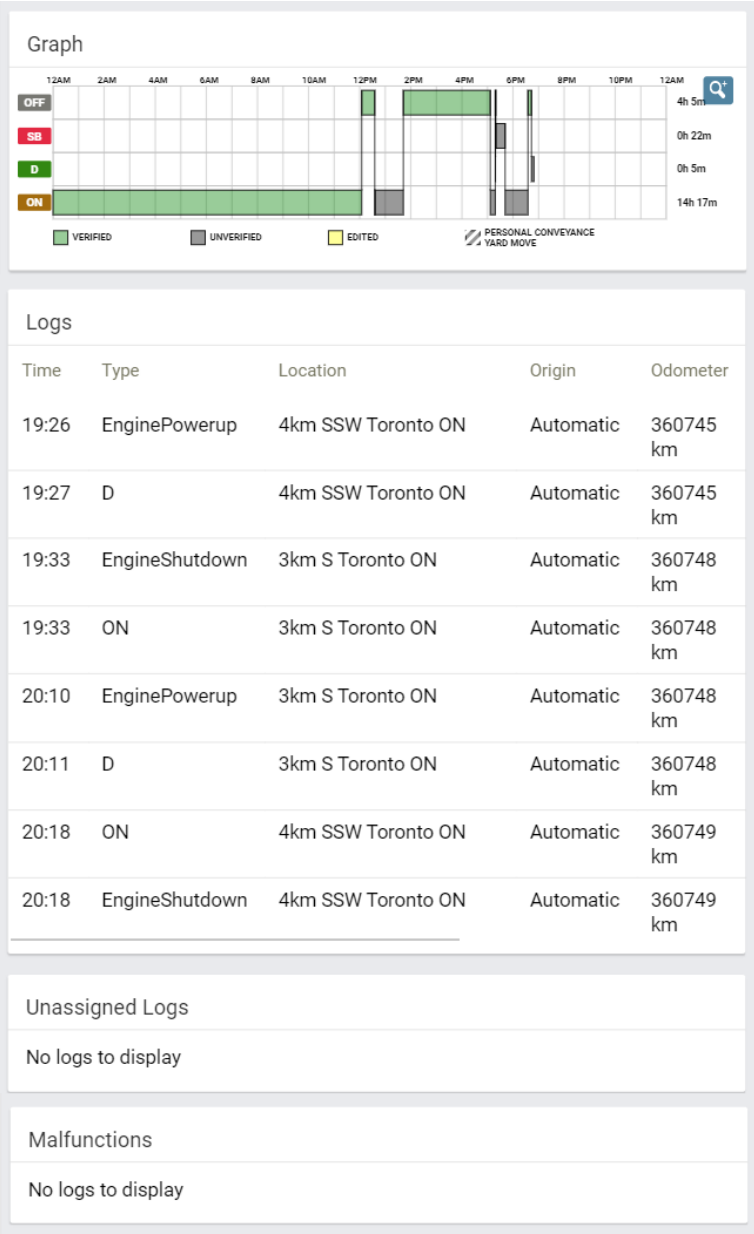
Select **Compliance Print** to display the Compliance Report on your mobile device.

Use the arrow buttons to display up to eight (8) days of logs for US rulesets, and up to fifteen (15) days of logs (for Canadian rulesets). You can also press the date to select the desired date from a list.

If you have your Drive App language settings set to a non-English language, a button allows you to toggle the Compliance report into English.

When a driver enters Roadside Check mode, but is not assigned to a vehicle, the Drive App uses information from the previously assigned vehicle to populate the odometer, engine hours, and other vehicle-related data.

*Spanish Guide here. French Guide here



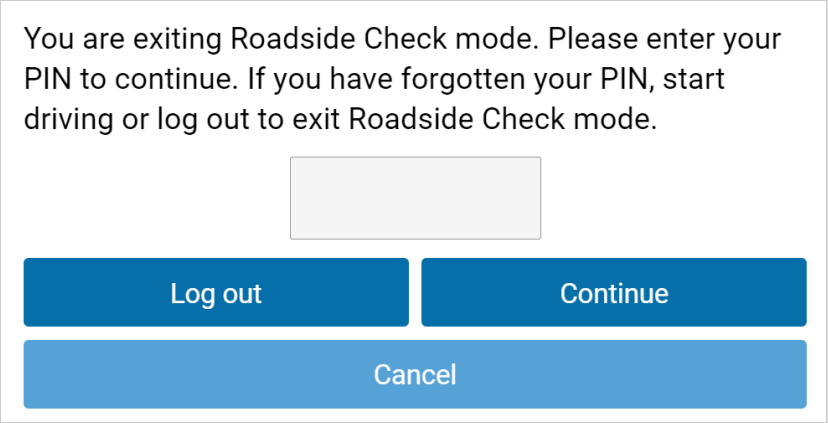
Scroll down to the **Graph** to display your duty status and logs over a 24-hour period for a given day.

When you apply the Personal Conveyance exemption and drive the vehicle, the Compliance report does not count the odometer or engine hours for that duration.

Keep scrolling to display additional logs.

After the inspection is over, press **X Exit** in the top-right corner to exit Roadside Check mode. If you handed your mobile device to the Inspector in order to scroll through the Compliant Print, the App prompts the Inspector to return the device to the driver.

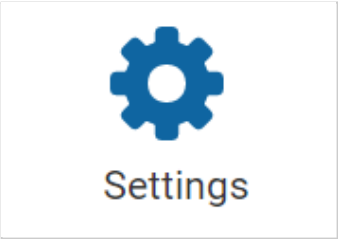
*Spanish Guide here. French Guide here



After pressing **Continue**, the App will prompt you to enter the 4-digit PIN that you set. If you have forgotten your PIN, you can log out or begin driving to exit Roadside Check mode.

You can also transfer your compliance data at roadside checks using an email service. To transfer data, enter an email address, and additional comments in the Drive App. An encrypted email with your compliance logs from the last retention period (7 to 14 days, depending on the ruleset) is sent to the specified email.

Changing Drive App Settings



The **Settings** page has basic information about your system, as well as options to change your password, enable Night Mode, and report any bugs.

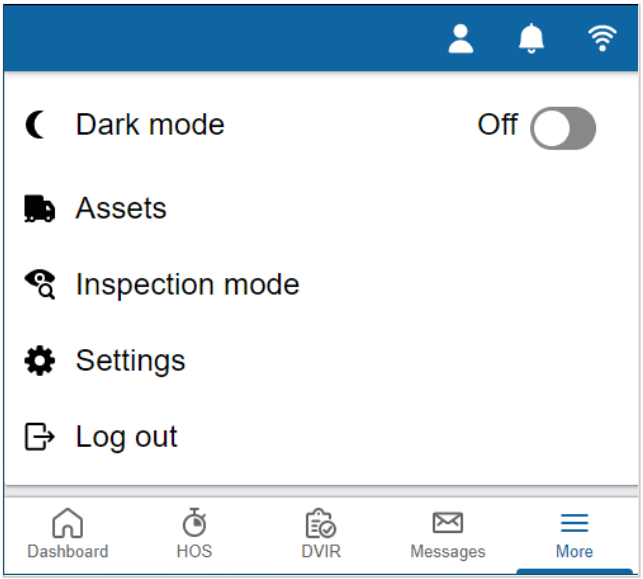
You can access the Settings page by pressing the gear icon from the Dashboard.

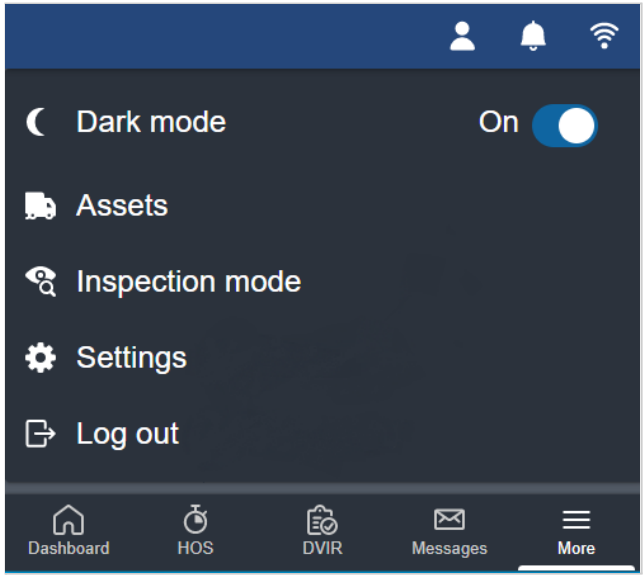
Updating the App

The Drive App is constantly updated with features and fixes. Generally, the Drive App stays up to date on its own; however, you can force a manual update using the **Check for updates** button on the **More** page.

Enabling Night Mode

The Drive App can be optimized for viewing in low-light settings by enabling Night Mode. To enable Night Mode, select **More** from the navigation menu then toggle **Dark mode** on or off.

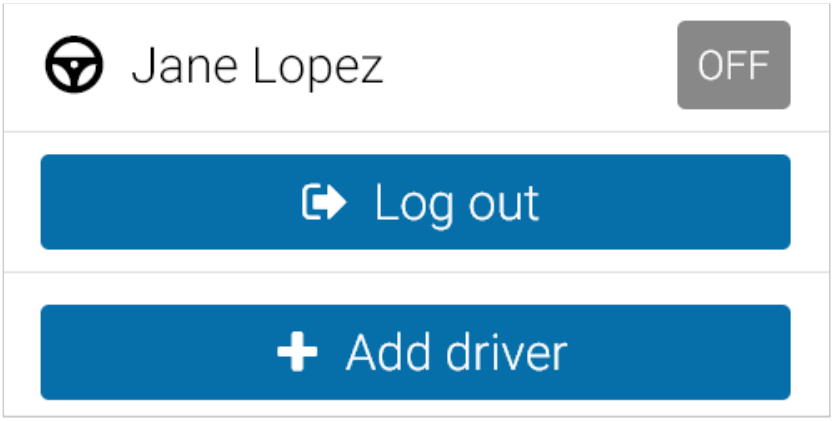




✱ **TIP:** If you are unable to view the option for night mode within your system settings, please contact your Administrator to enable **Feature Preview** for your account.

Logging Out

Logging out of the Drive App disassociates you from your vehicle. Any trips made in a vehicle while logged out of the Drive App are not associated with the driver.



You can log out of the Drive App by pressing your name and selecting **Log out** from the dropdown menu.

Note: For Canadian ELD drivers, if no exemptions are enabled, **Exemptions: None available** displays on the screen.

Before logging you out, the Drive App prompts you to do the following end-of-day tasks:

- Set your HOS duty status
- Complete an Asset Inspection
- Detach trailers and shipments
- Verify your logs

Complete an Asset Inspection

Before you log out, you are prompted to complete another Asset Inspection, if you have driven your vehicle since completing the last inspection. The logout workflow is similar to the log in workflow. Like the log in workflow, available exemptions, including ELD-exempt status, are also displayed.

If you choose to **Skip** the Asset Inspection, the event is recorded in the **Audit Log**. If you are performing a **Post-trip** inspection, your duty status automatically switches to **On Duty**. The new **On Duty** status is automatically annotated to reflect that a post-trip inspection has occurred.

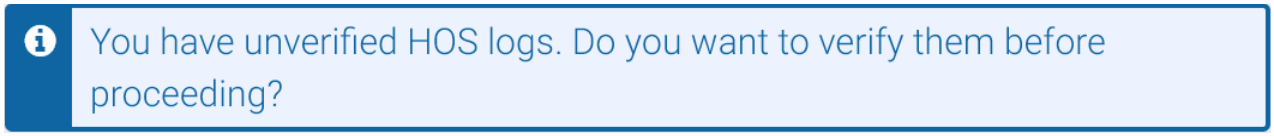
Remember, you must have the **Perform Asset Inspections** clearance to create an Asset Inspection. To learn more, please contact your Administrator.

> **! IMPORTANT**: Although you have the option to skip the Asset Inspection when logging out, according to the FMCSA §396.11, a driver must prepare an Asset Inspection at the completion of each day's work, and shall submit those reports to the motor carrier upon their return to the home terminal. This does not relieve the motor carrier from the responsibility of repairing and certifying any defects listed on the inspection, prepared at the end of each day's work, that are likely to affect the safe operation of the motor vehicle.

*Spanish Guide here. French Guide here

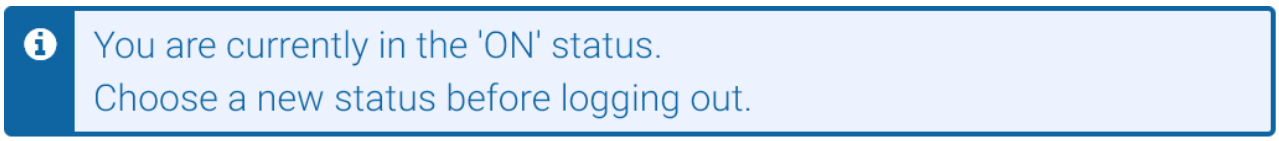
Verify Logs

The Drive App displays 14 days of HOS logs — excluding logs that have already been reviewed — for verification. It is recommended that you verify your logs routinely, particularly at the end of a shift. However, you can skip log verification using the **Skip** button.



Set a New Duty Status

Finally, you will be reminded to set your duty status to an appropriate non-driving status before logging out.



Clock In/Clock Out

✱ **NOTE**: Clock In/Clock Out is in Preview. To enable Feature Preview, please contact your Administrator.

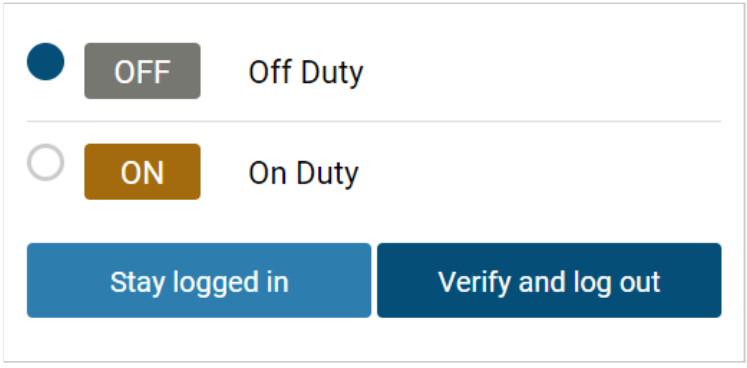
The **Clock in/Clock out** feature allows drivers to complete their login/logout tasks without leaving the Drive App.

If you have completed your end-of-day logout tasks, but want to remain assigned your vehicle, you can **Stay Logged in** to the Drive App, but clocked out of your workday.

If you want to resume driving, you can clock back into your workday, while still logged in to the App. By staying logged in to the App, you can view duty status logs, Asset Inspections and messages if a vehicle is still attached.

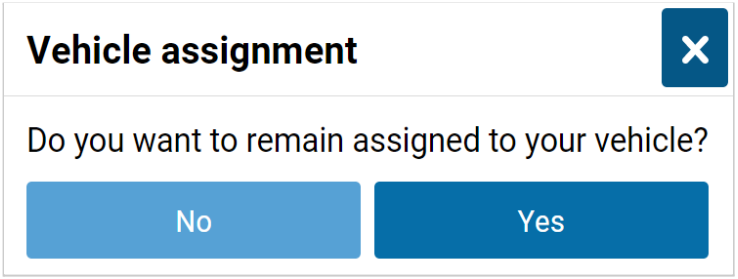
The Clock in/Clock out workflow does not require a wireless connection on the driver's mobile device. However, to fully log out of the Drive App, a wireless connection is required.

Stay Logged In



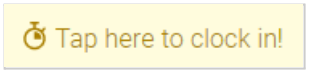
If you have not already done so, set your status to **Off Duty**. To stay in the Drive App, press **Stay Logged In**.

*Spanish Guide here. French Guide here



To remain assigned to your vehicle, with access duty status logs, Asset Inspections, and messages, press **Yes**.

To resume driving, press **Tap here to clock in!** at the top of the screen to log back in.



Clock Out

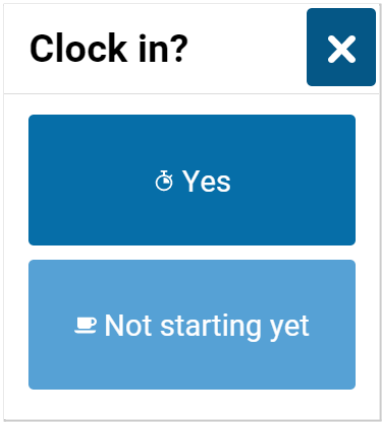
If you change your status to **OFF** or **SB**, you can either clock out or take a break.

By pressing **Yes** to clock out, you complete your logout tasks with the option to **Stay Logged In**, and clock back in to resume driving.

By pressing **No, just a rest break**, you stay in the App and begin your rest period.

Clock In

If you change your status to **D** or **ON**, you can either clock in, or choose not to start yet.



By pressing **Yes** to clock in, you complete your log in tasks, and resume your workday.

By pressing **Not starting yet**, you remain in the **ON** status but must press **Tap here to clock in!** to resume your workday.

*Spanish Guide here. French Guide here

Vehicle Proximity

When a driver is out of proximity to the assigned vehicle, the driver is prompted to choose whether to remain assigned to the vehicle, and change the duty status. The range is determined using the GPS on the vehicle and the GPS on the mobile device that runs the Drive App.

Installing Add-Ins

Add-ins expand the capabilities of the Drive App by integrating third-party software with your system. For more information about Add-Ins, contact your Administrator.

Reporting Bugs

If you experience any issues while using the Drive App, use the **Report a bug** button on the Settings page to file a bug report. Your bug reports help us identify and resolve issues with the App.

*Spanish Guide here. French Guide here

Revision History

Version	Date	Editor	Changes	Approved by
1.1	January 2019	Product Editing Team	1804 release updates, ongoing document scrubs.	Product Editor
1.2	March 2019	Product Editing Team	1901 release updates.	Product Editor
1.3	June 4, 2019	Product Editing Team	New template and typography standards, 1902 updates.	Product Editor
1.4	July 2019	Product Editing Team	Separated Administrator and Driver sections into separate guides, 1903 updates.	Product Editor
1.5	December 2019	Product Editing Team	1904 release updates.	Product Editor
1.6	March 2020	Product Editing Team	2001 release updates, template refresh.	Product Editor
1.7	June 2020	Product Editing Team	2002 release updates.	Product Editor
1.8	September 2020	Product Editing Team	2003 release updates	Product Editor
1.9	December 2020	Product Editing Team	2004 release updates	Product Editor
2.0	March 2021	Product Editing Team	2101 release updates	Product Editor
2.1	June 2021	Product Editing Team	2102 release updates	Product Editor
2.2	August 2021	Product Editing Team	2103 release updates	Product Editor