TrackEnsure ELD

User Manual

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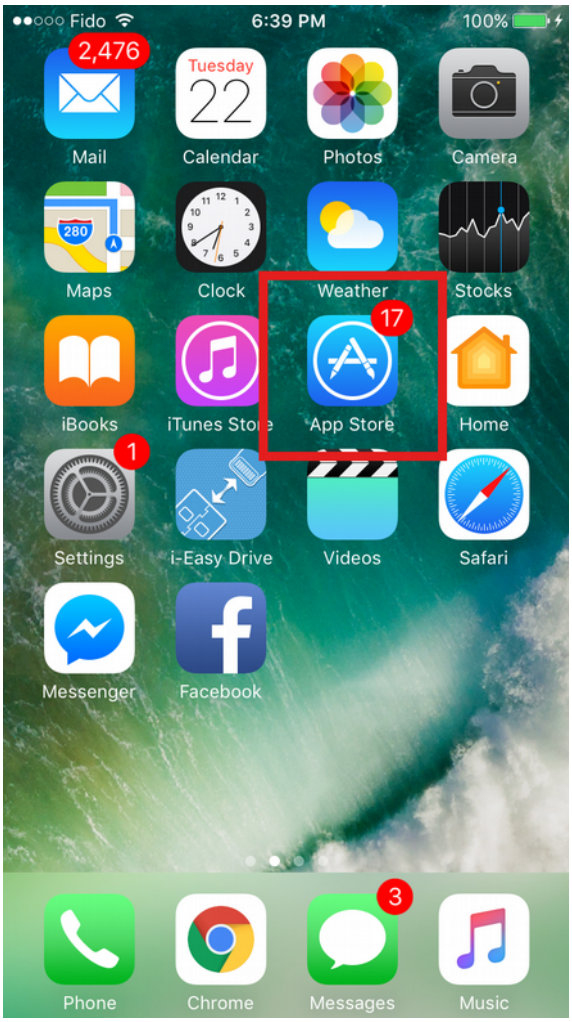
App Installation

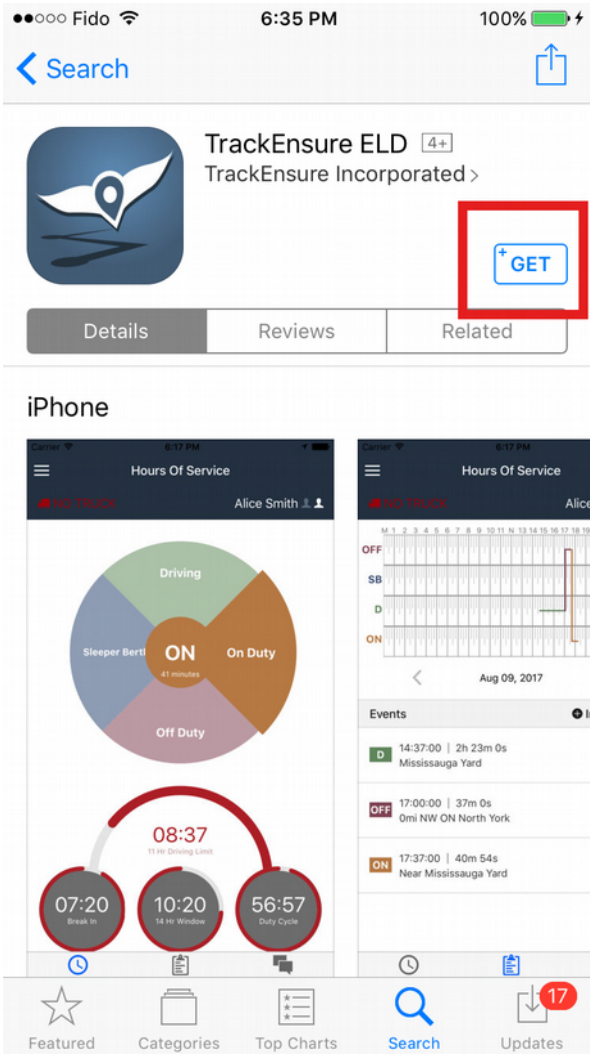
iOS

1. Launch the App Store



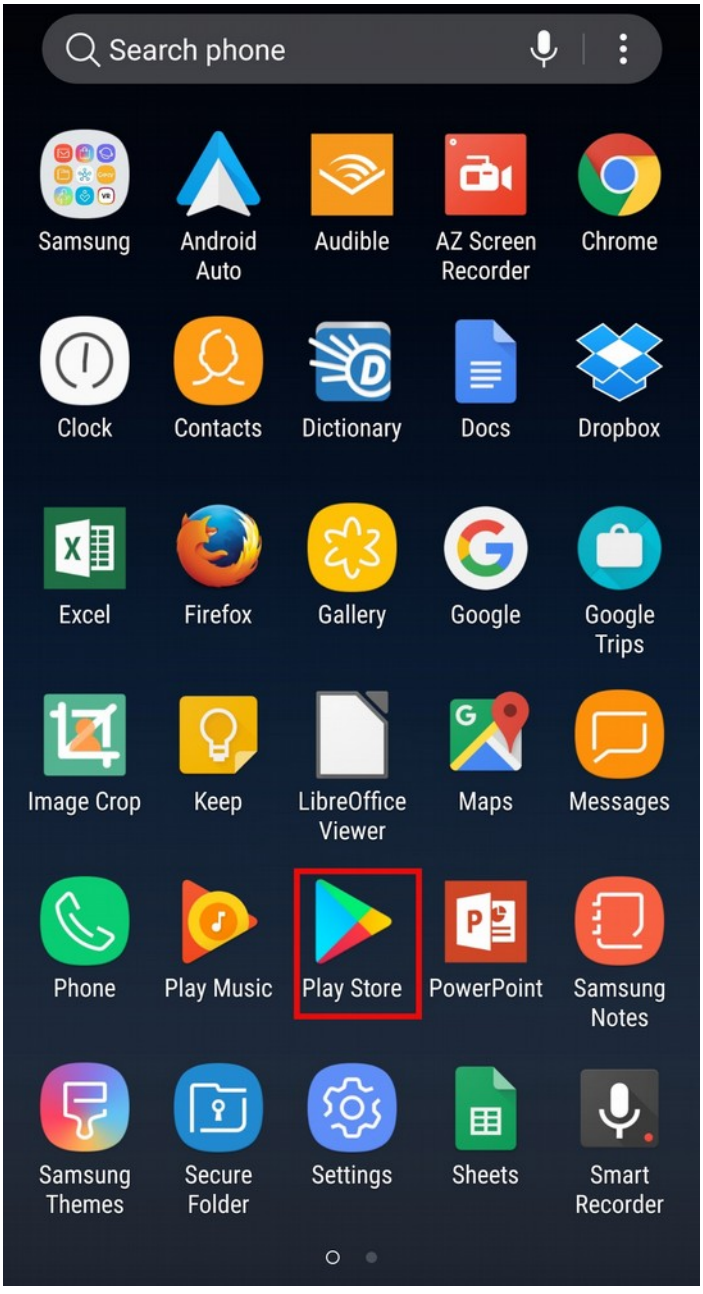
2. Search for “TrackEnsure ELD” in the App Store

3. Tap the “Get” button



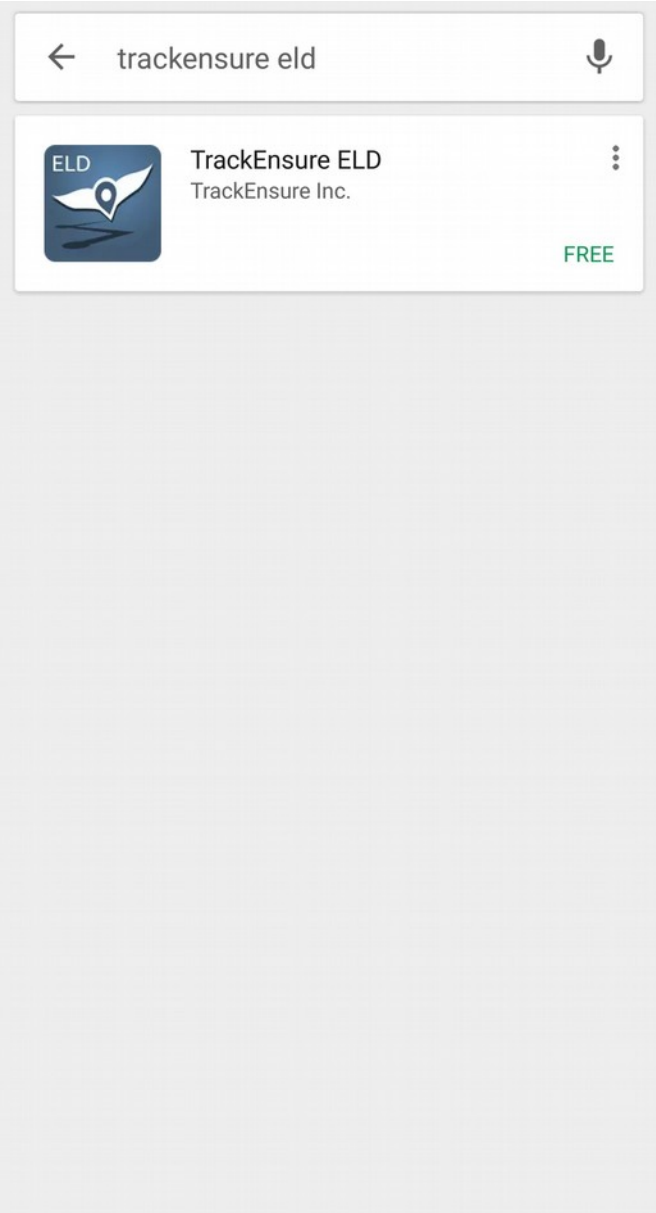
Android

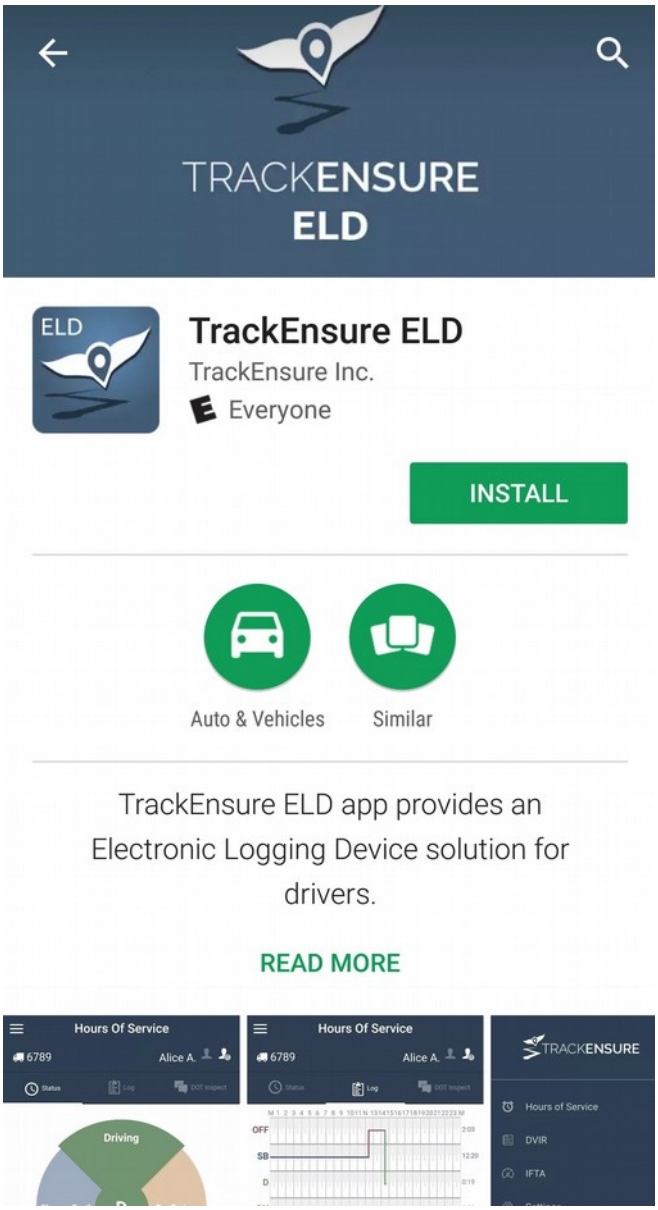
1. Lauch the Play Store



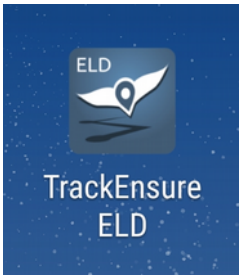
2. Search for “TrackEnsure ELD”

3. Tap the “Install” button



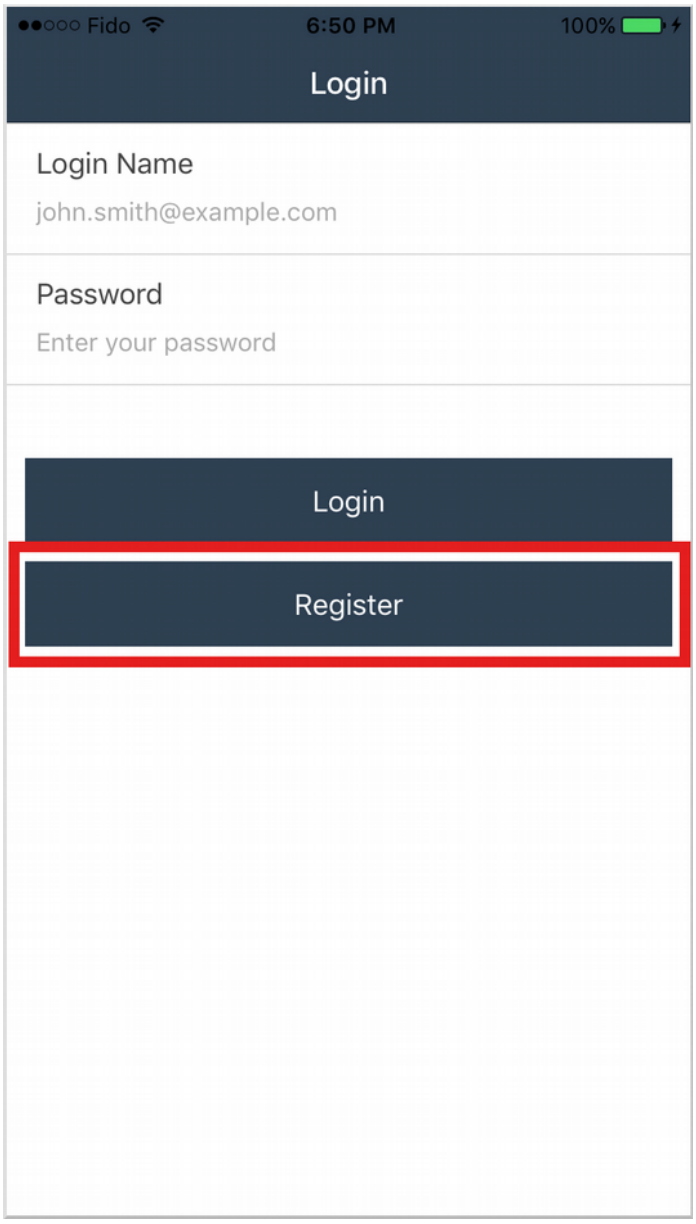


Company Registration

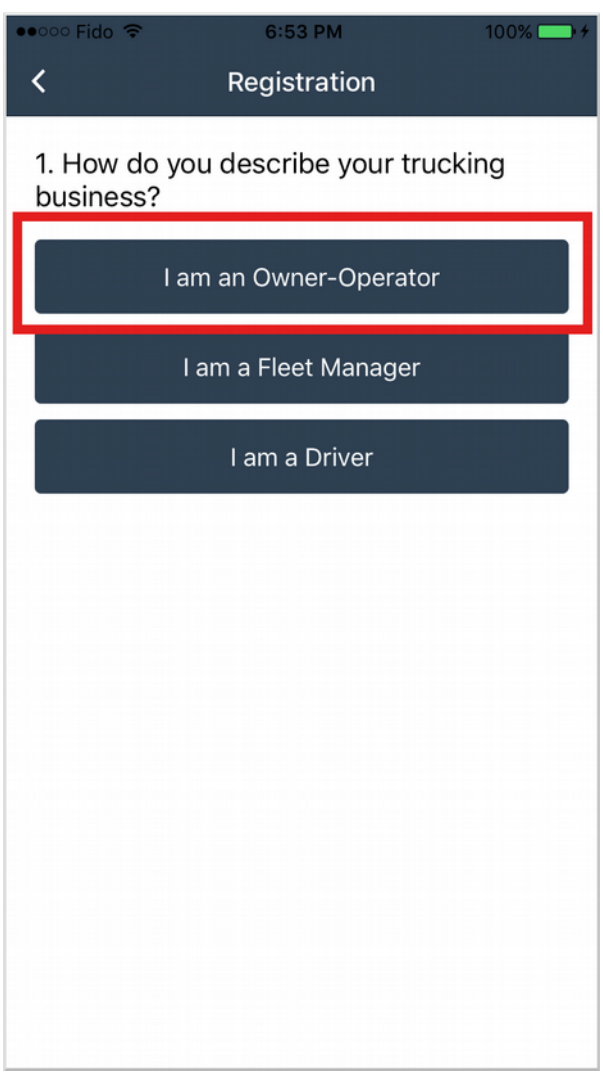


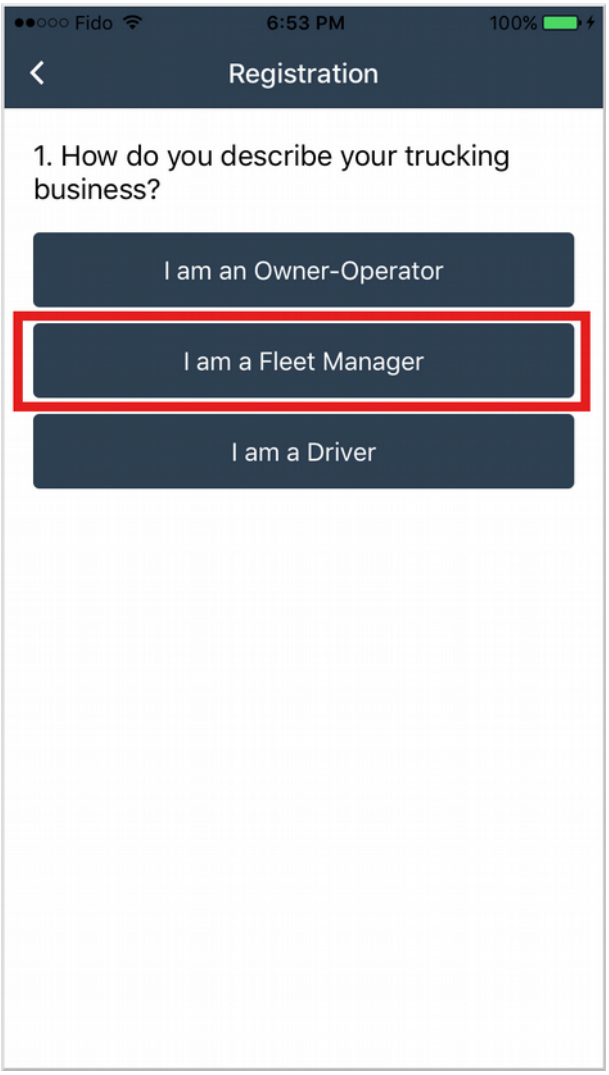
1. Open the "*TrackEnsure ELD*" app on your mobile device

2. Tap the Register button

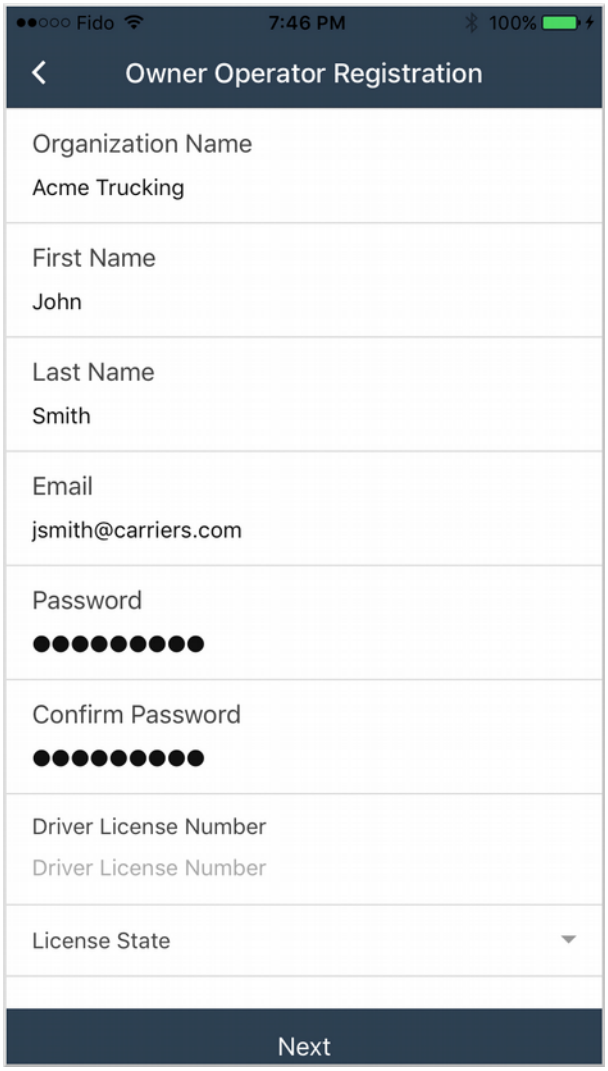


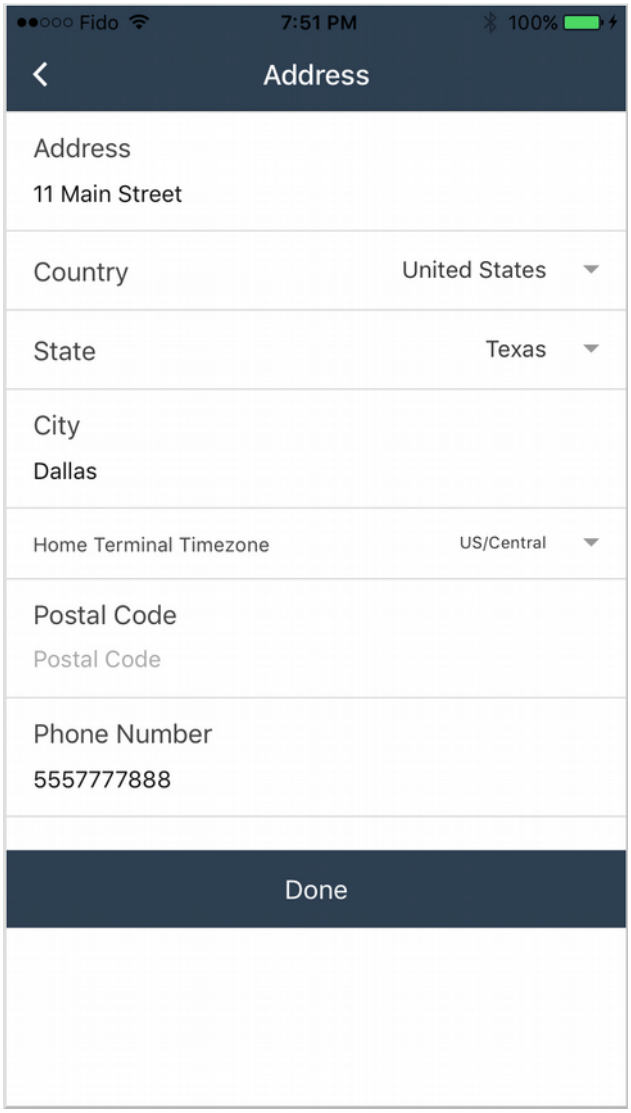
3. Select "*I am an Owner-Operator*" or "*I am a Fleet Manager*"



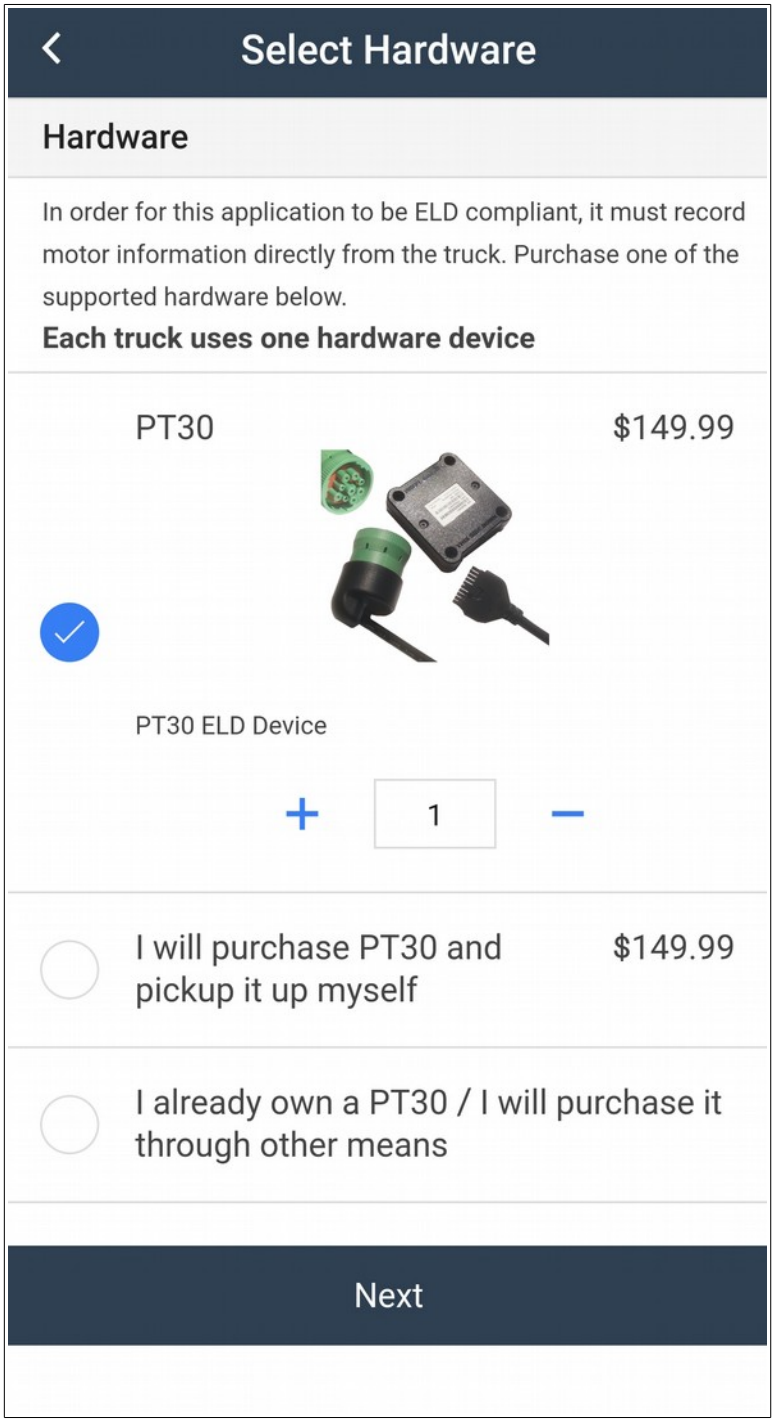


4. Fill out the forms with the requested information

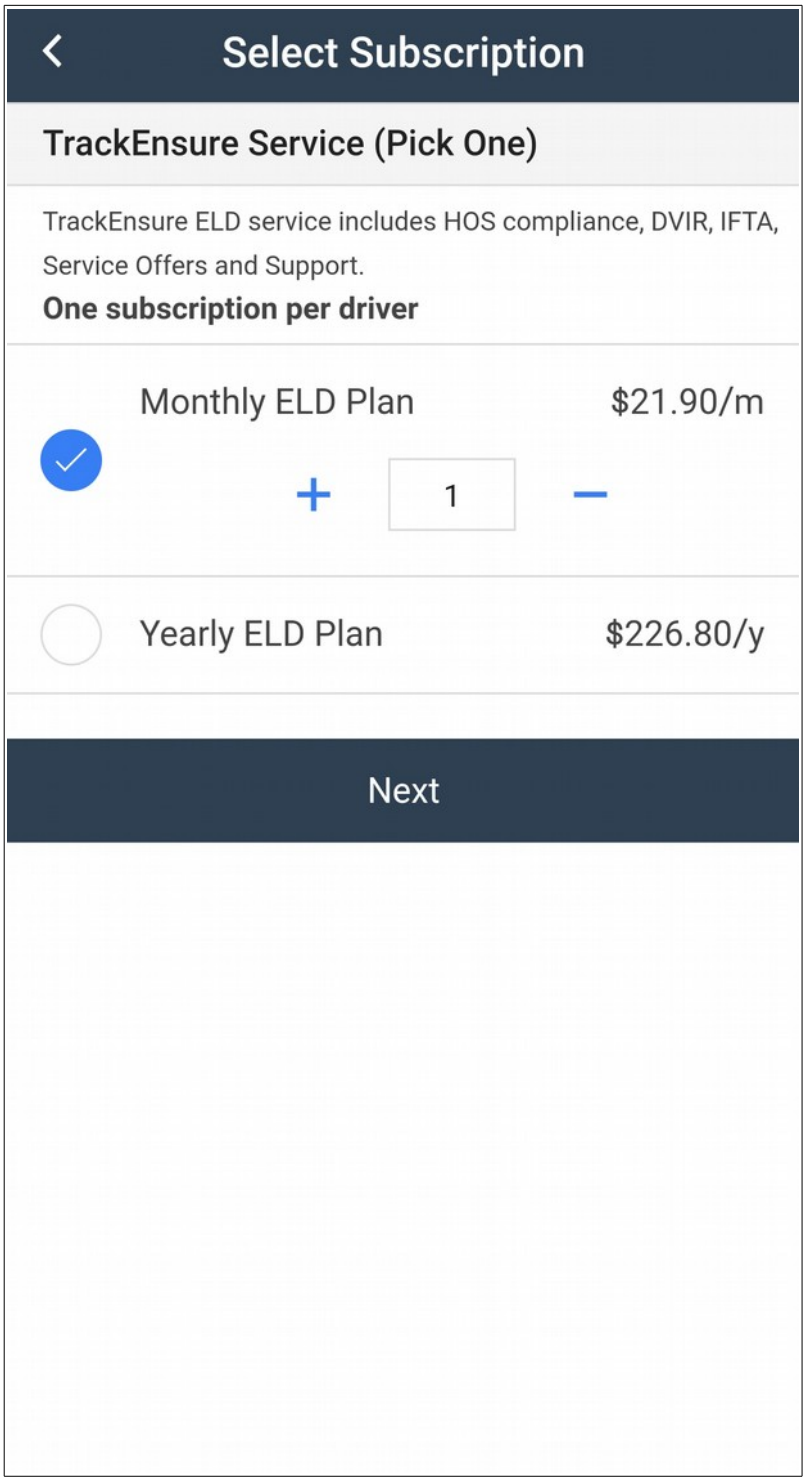




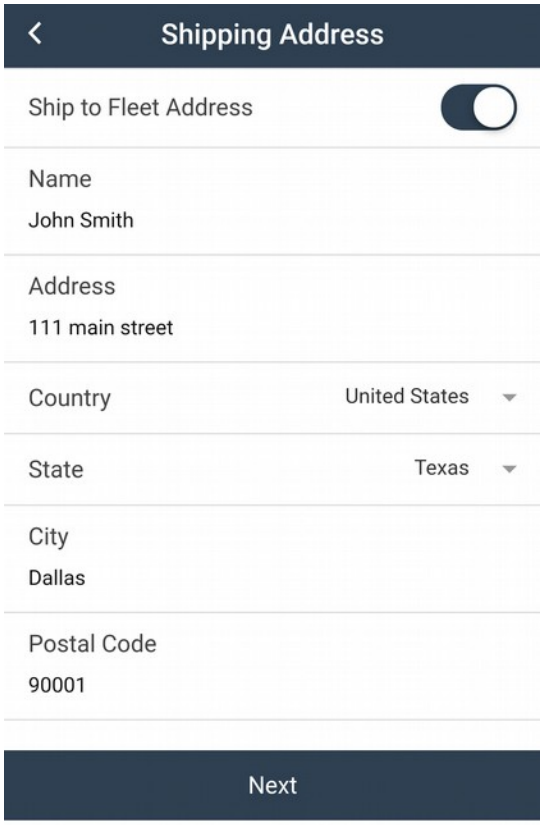
5. Select a hardware option

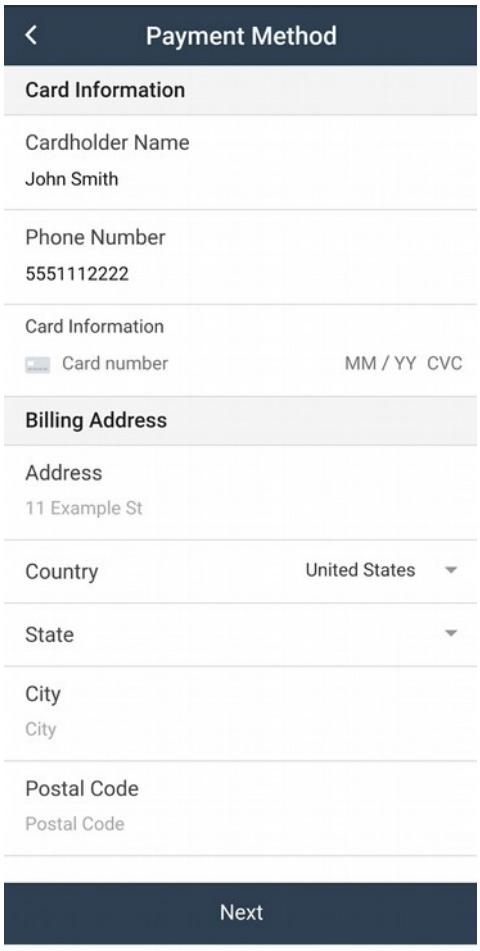


6. Select a service plan option

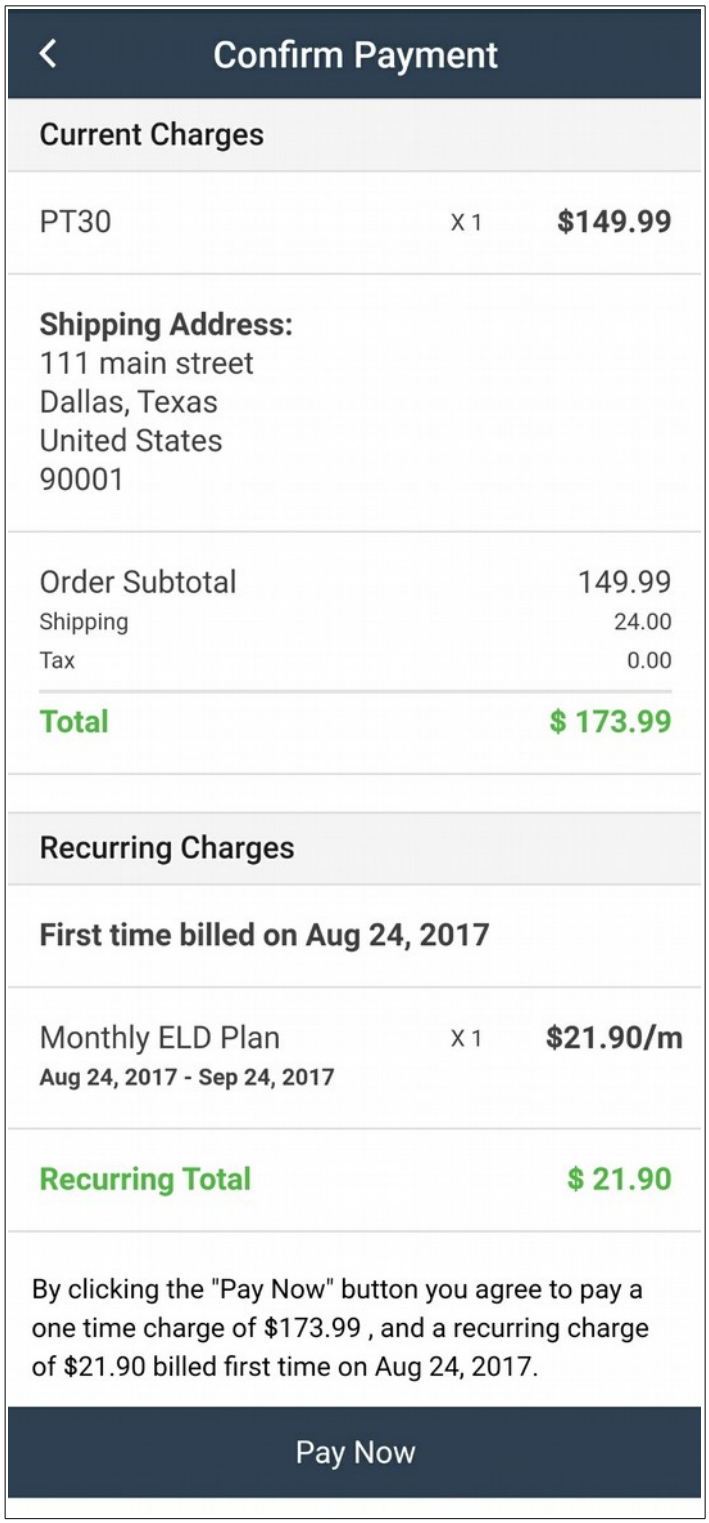


7. Enter your shipping and billing information





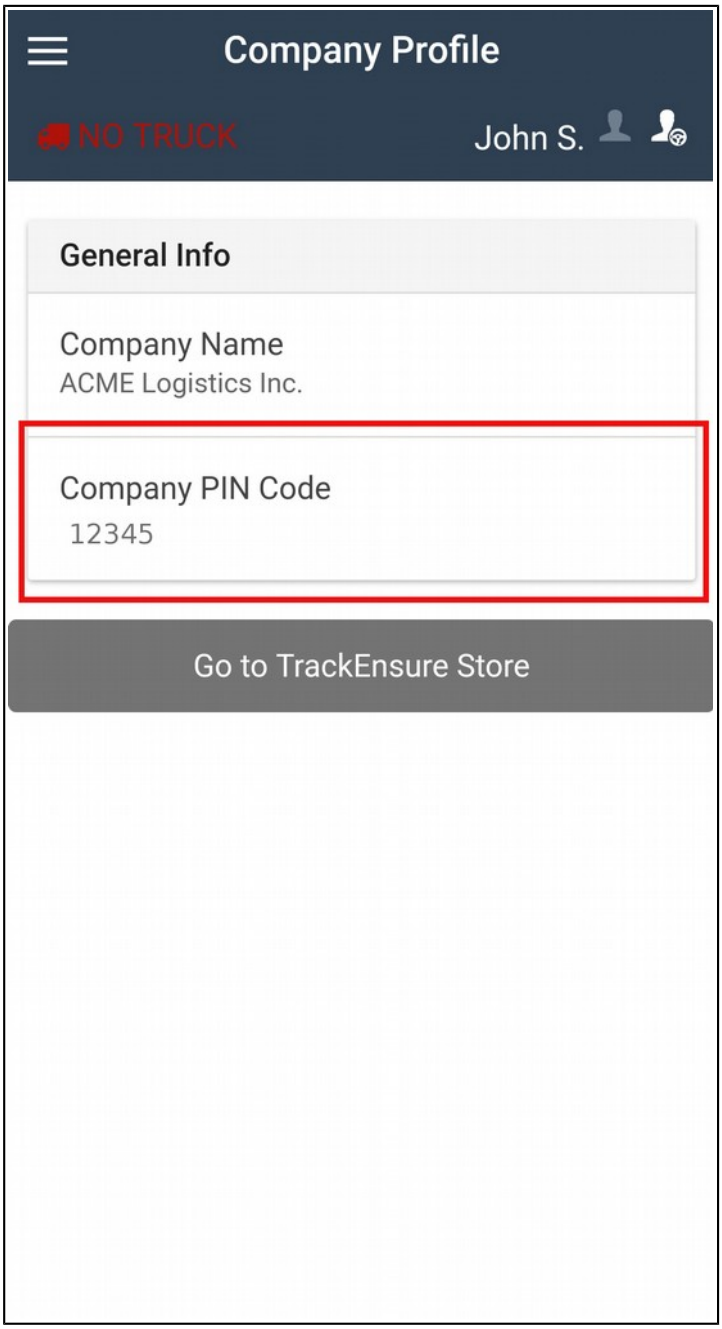
8. Review the infromation and tap on **Pay Now**



Adding Drivers

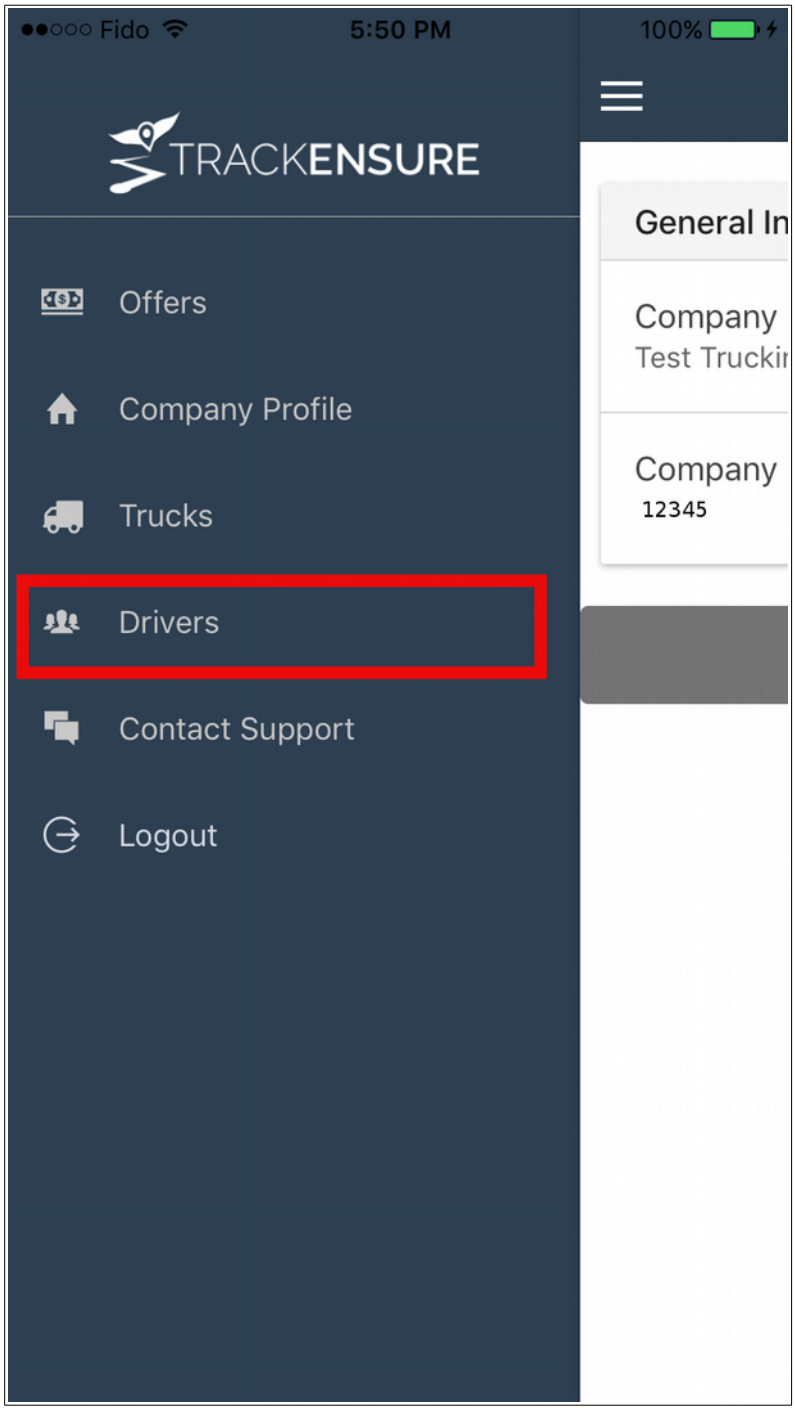
There are two way of creating new driver accounts. One option is to let your drivers register their own account using your *Company PIN*. The other way is you registering the account for your drivers.

The *Company PIN* can be found on the *Company Profile* screen.

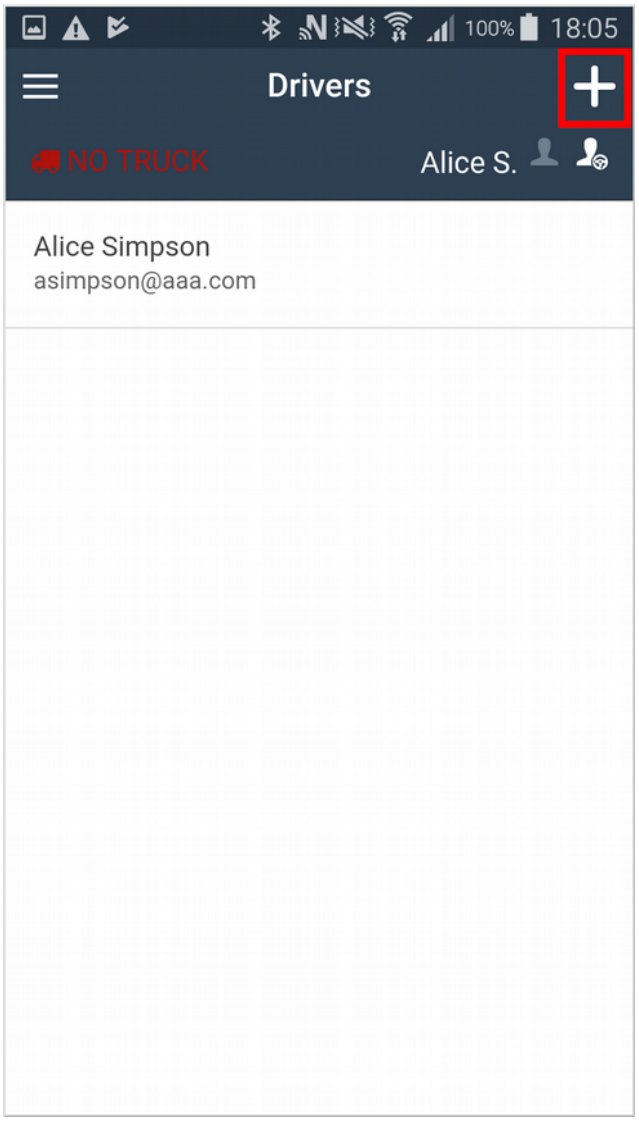


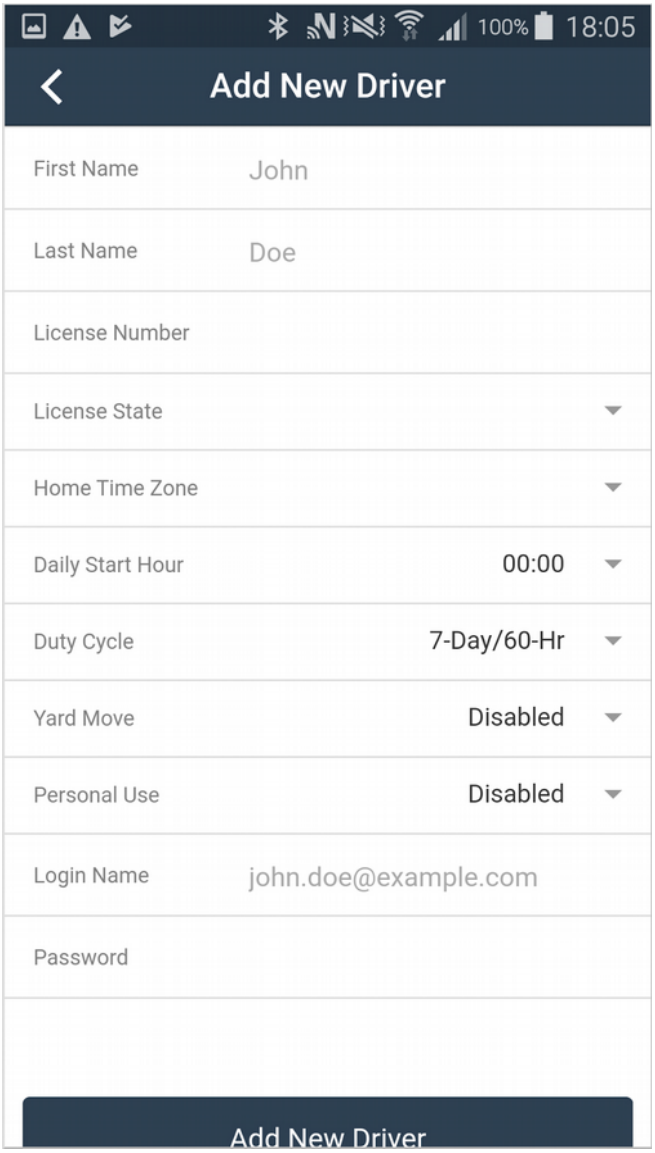
Follow the step below to register an account for your driver:

1. Tap *"Drivers"* on the side menu



2. Tap the plus icon at the top right
3. Fill out the driver information and tap the "*Add New Driver*" button

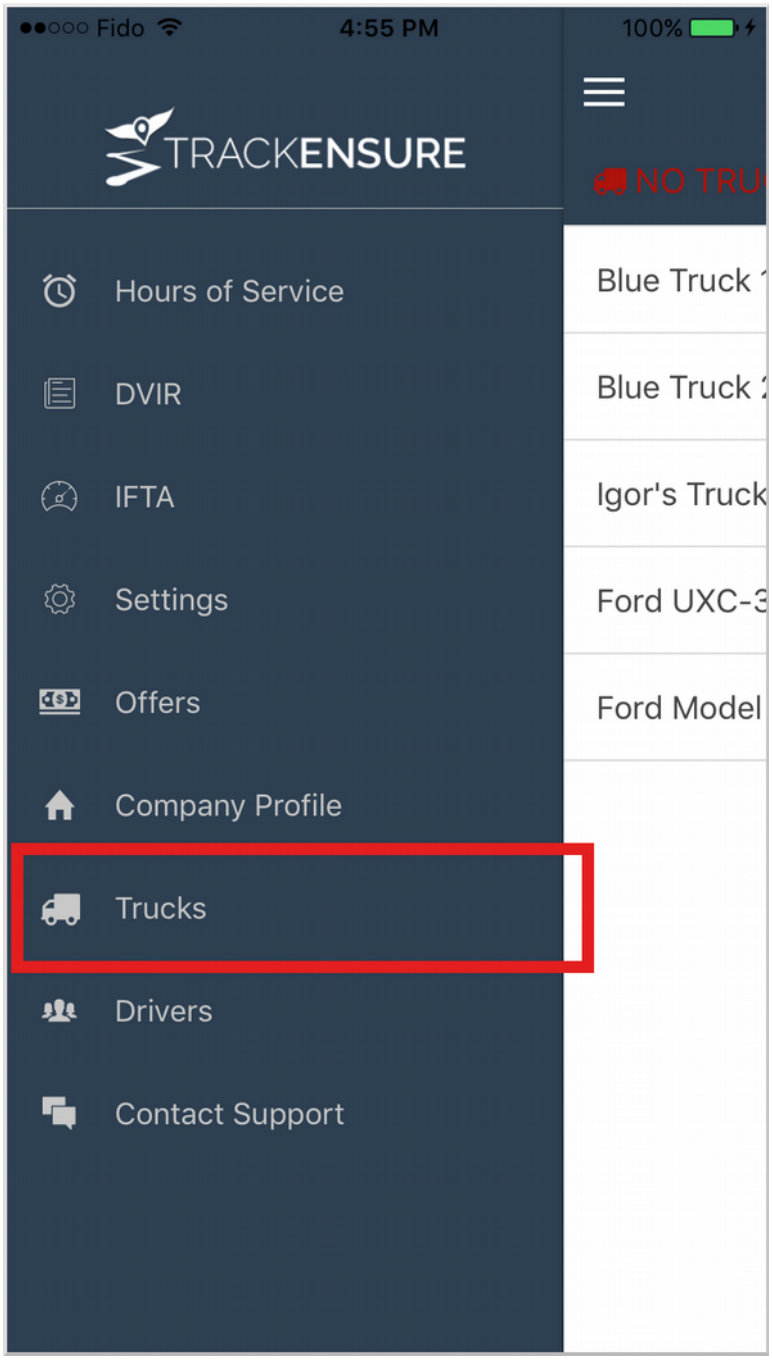




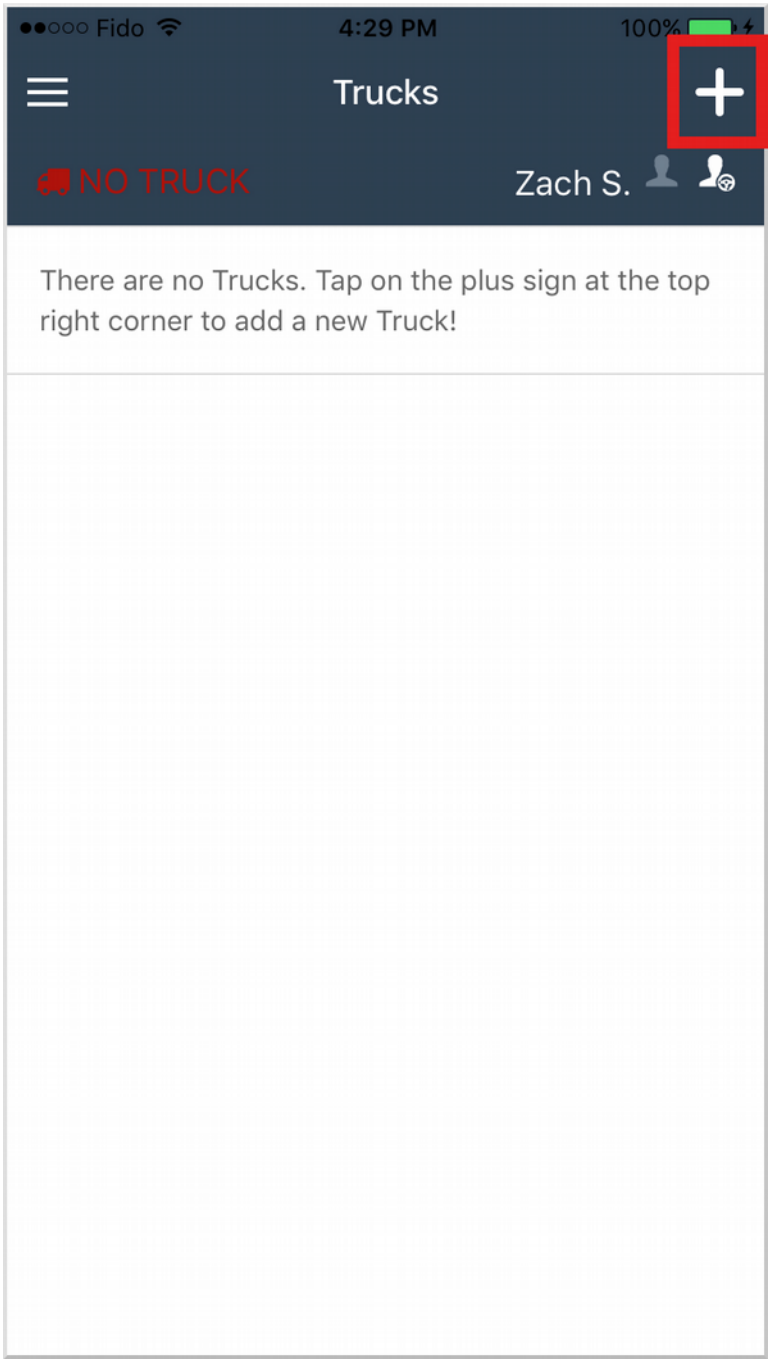
Adding Trucks

Before a Driver can connect to a truck and its ELD hardware, a Fleet Manger must first add a truck to your company.

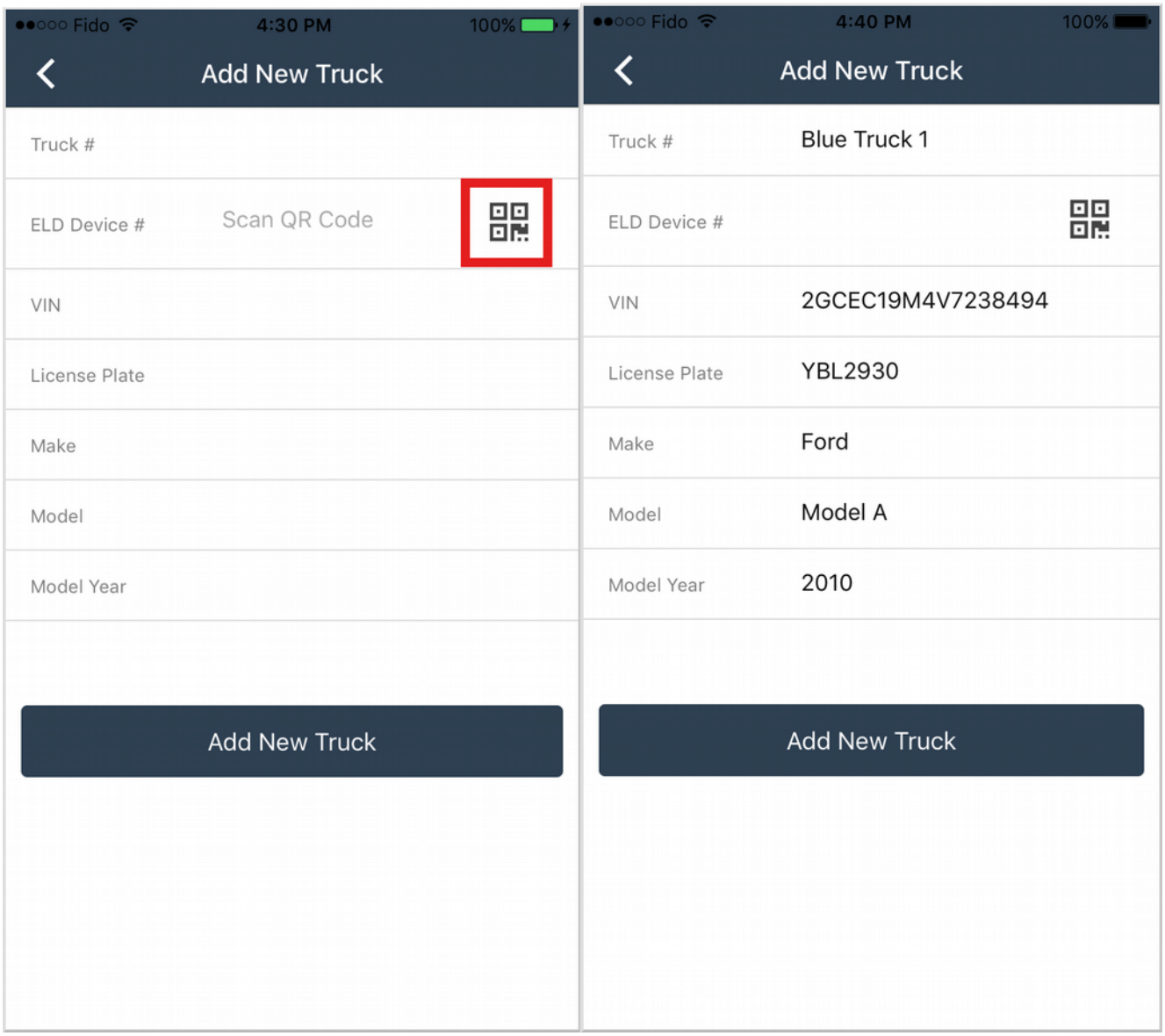
1. Select *"Trucks"* from the side menu



2. Tap on the plus sign at the top right corner



3. Tap the scan button to scan the QR code sticker on your ELD device, and fill out the remaining information. The “Truck #” is a identification name of the truck.

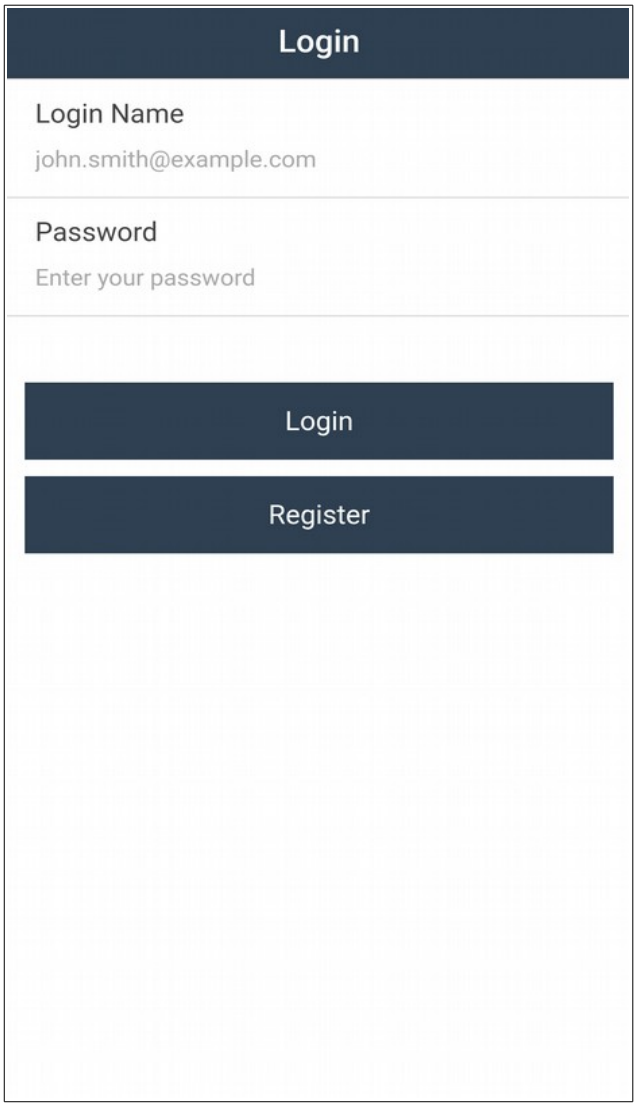


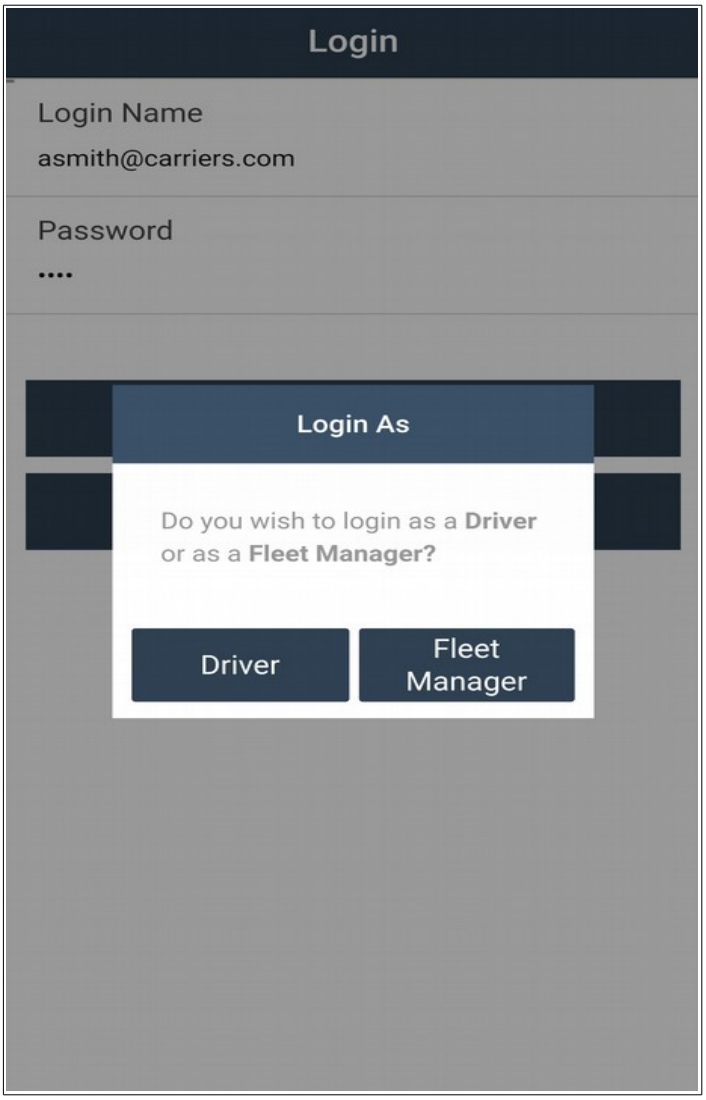
Login

Fleet Manager/Driver Login

Open the TrackeEnsure ELD app on your mobile device and enter your credentials.

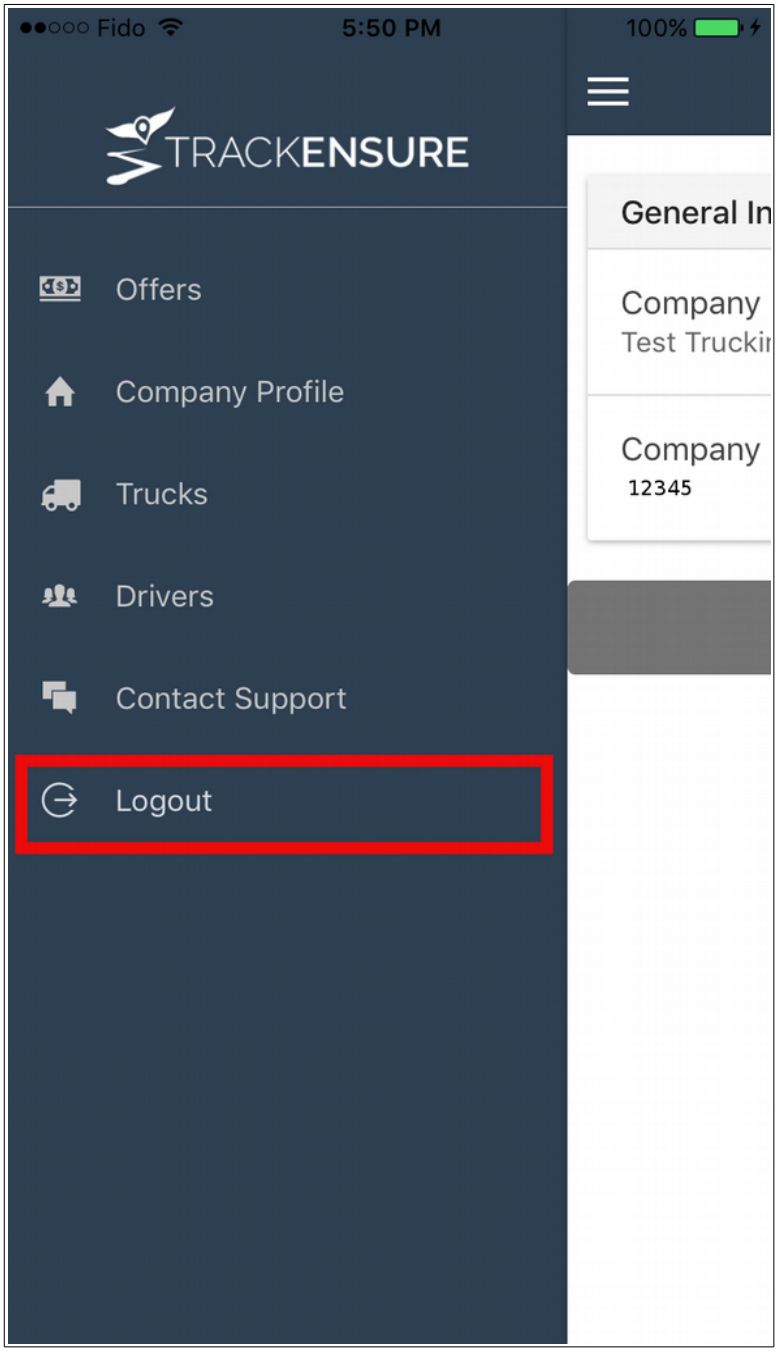
An Owner-Operator would be asked to select which account they want to login as, *Fleet Manager* or *Driver*.





Fleet Manager Logout

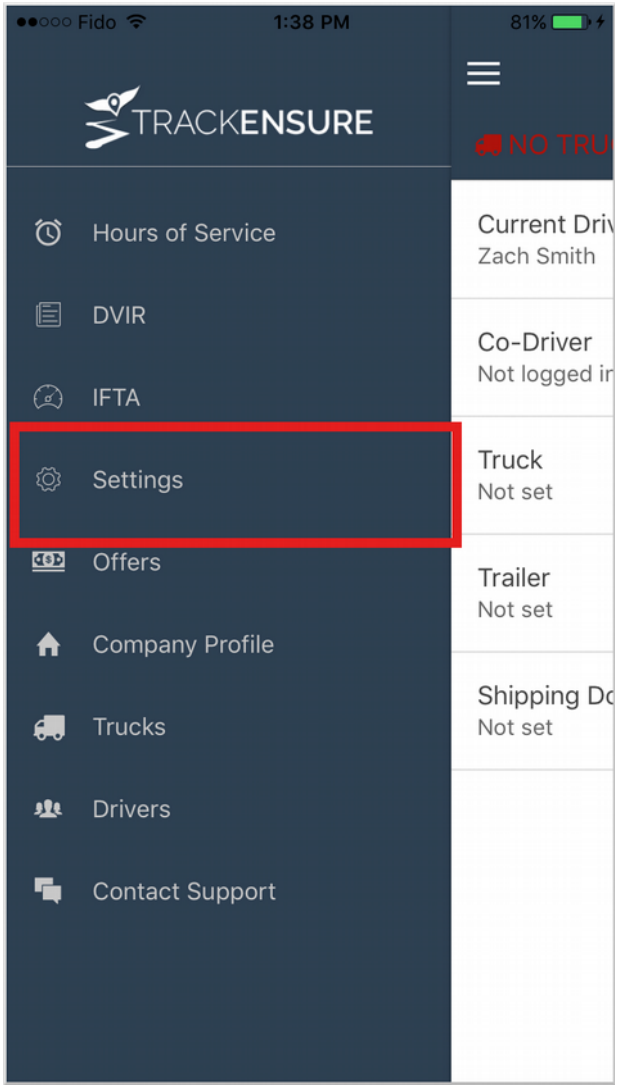
Tap on **Logout** under the side menu.



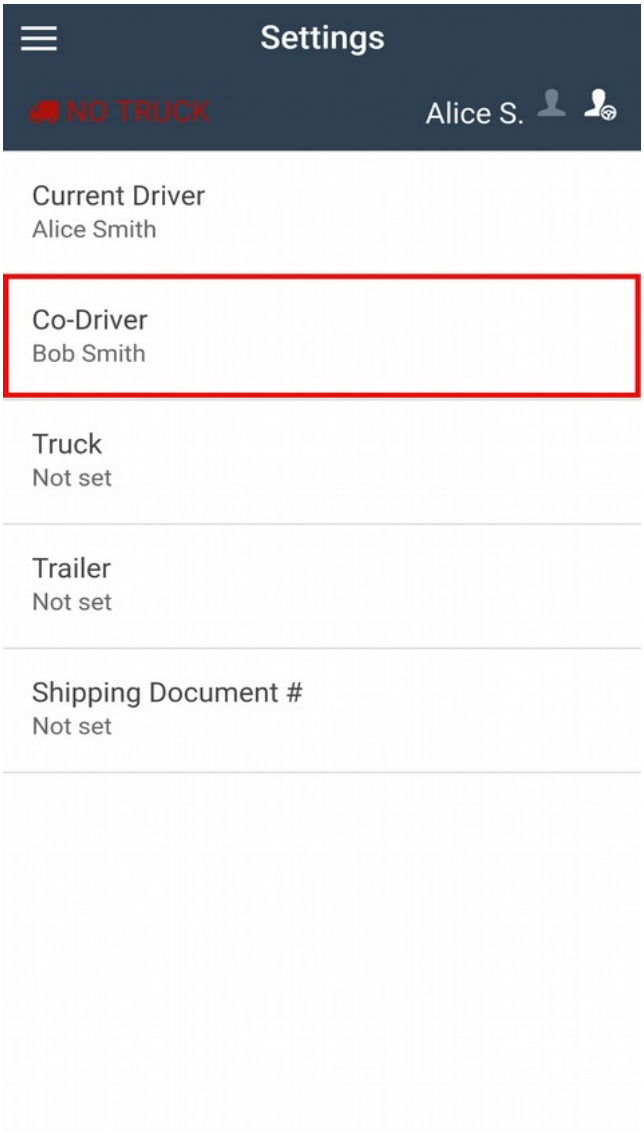
Driver Logout

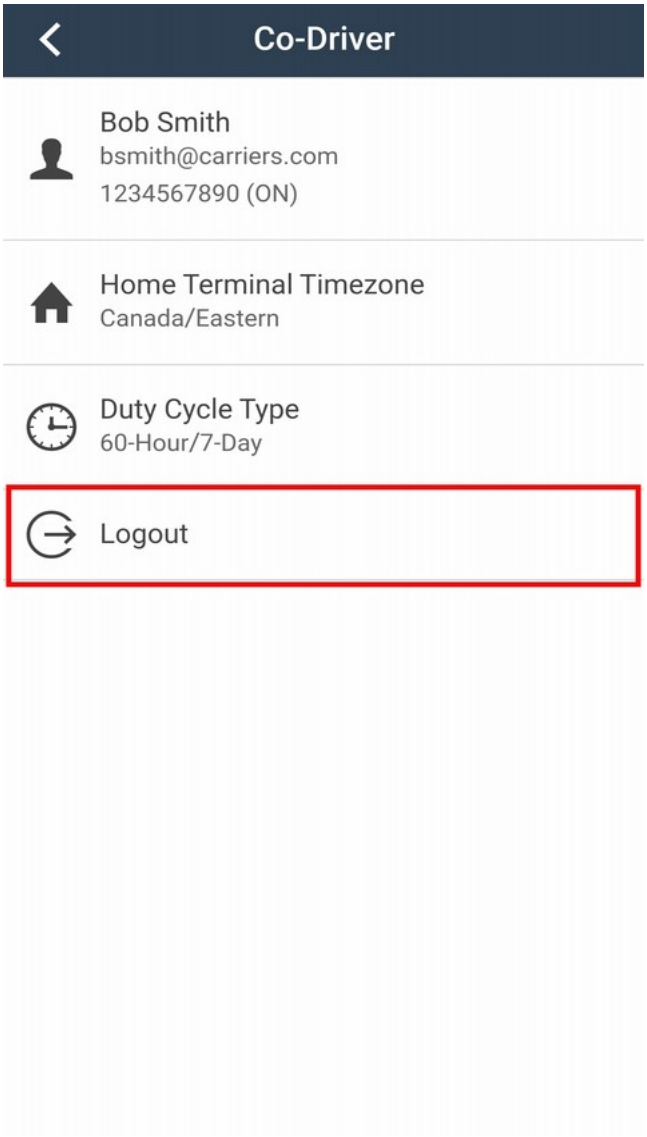
Note that if the *Primary Driver* logs out while both the *Co-Driver* and the *Primary Driver* are logged in, the *Co-Driver* will become the *Primary Driver.*

1. Go to **Settings** under the side menu



2. Tap on the driver you wish to log out, and then tap on **Logout**

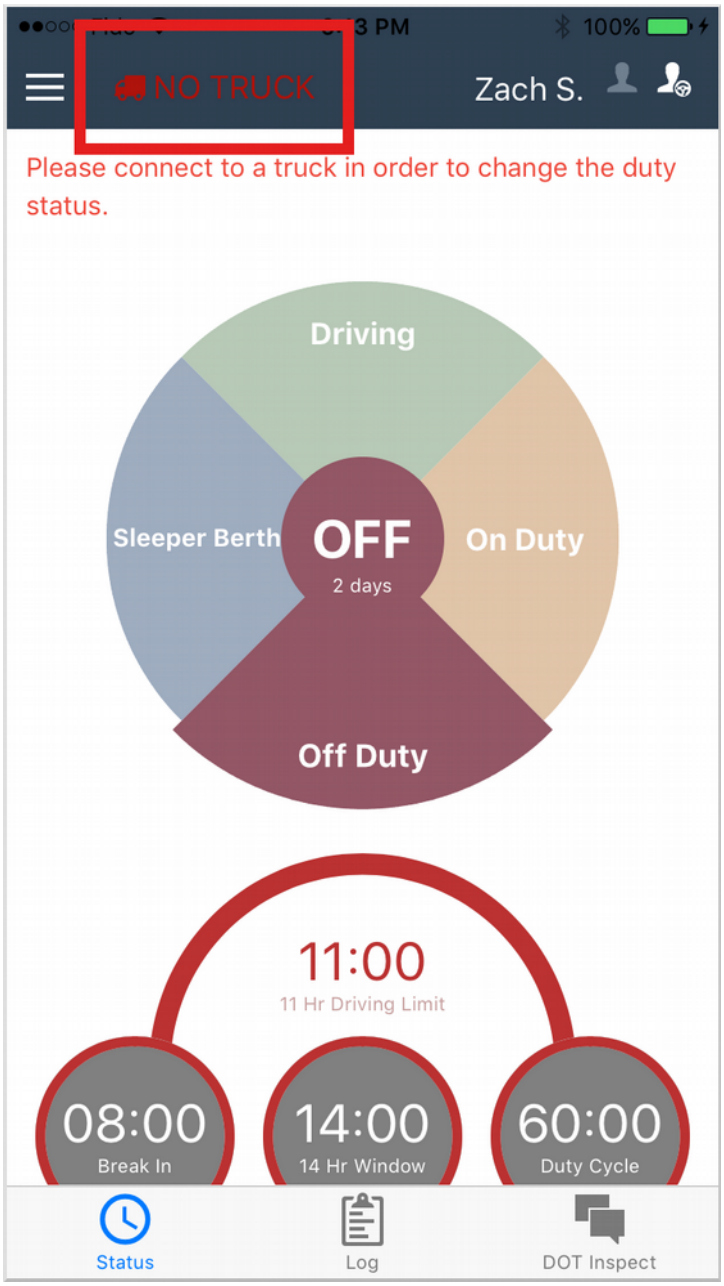




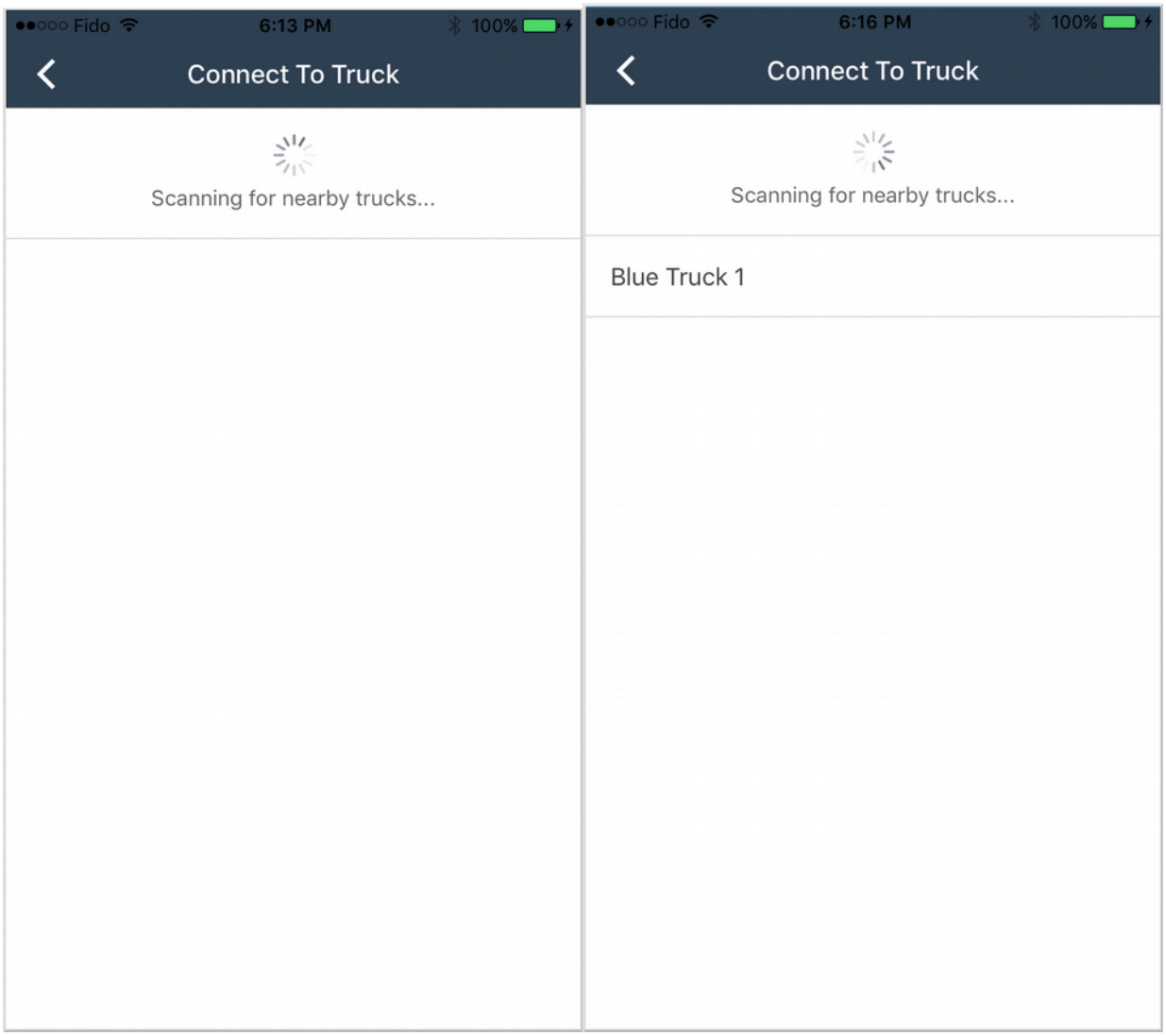
Connecting to a Truck

1. Install the ELD device on your truck

2. Tap the truck icon on the top header bar



3. The app will now scan for available trucks in nearby vicinity. Select your truck from the list

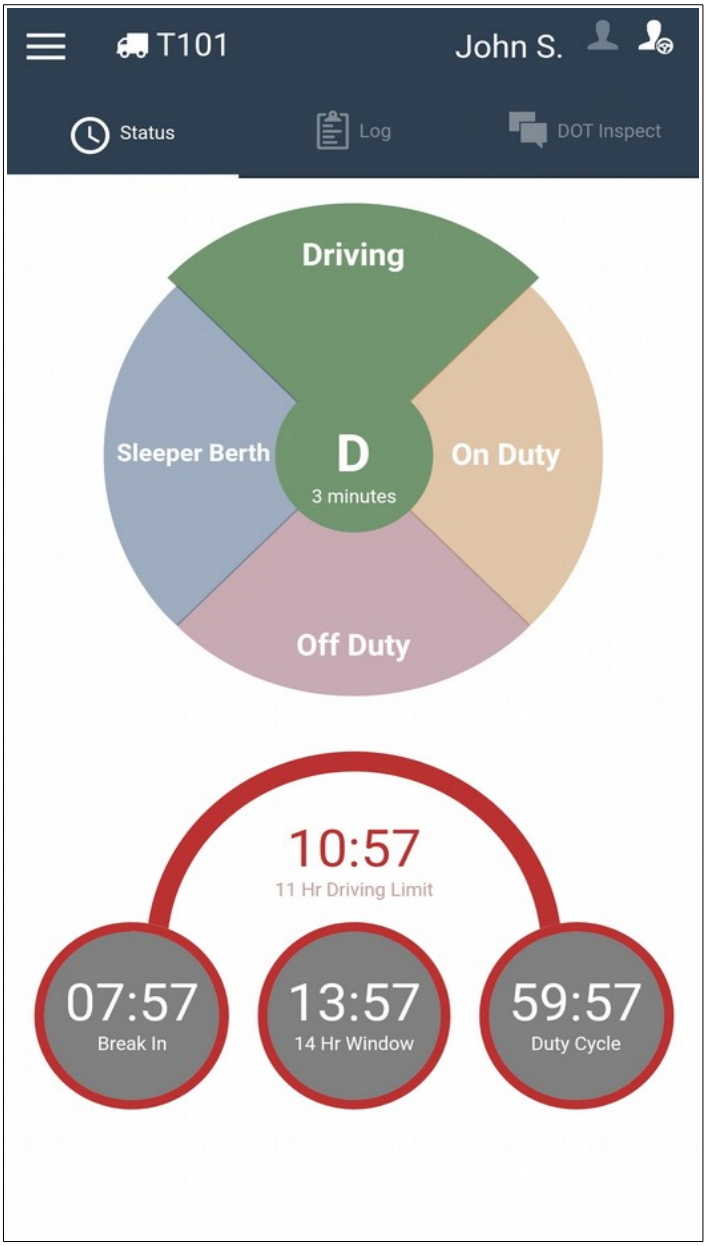


Hours of Service

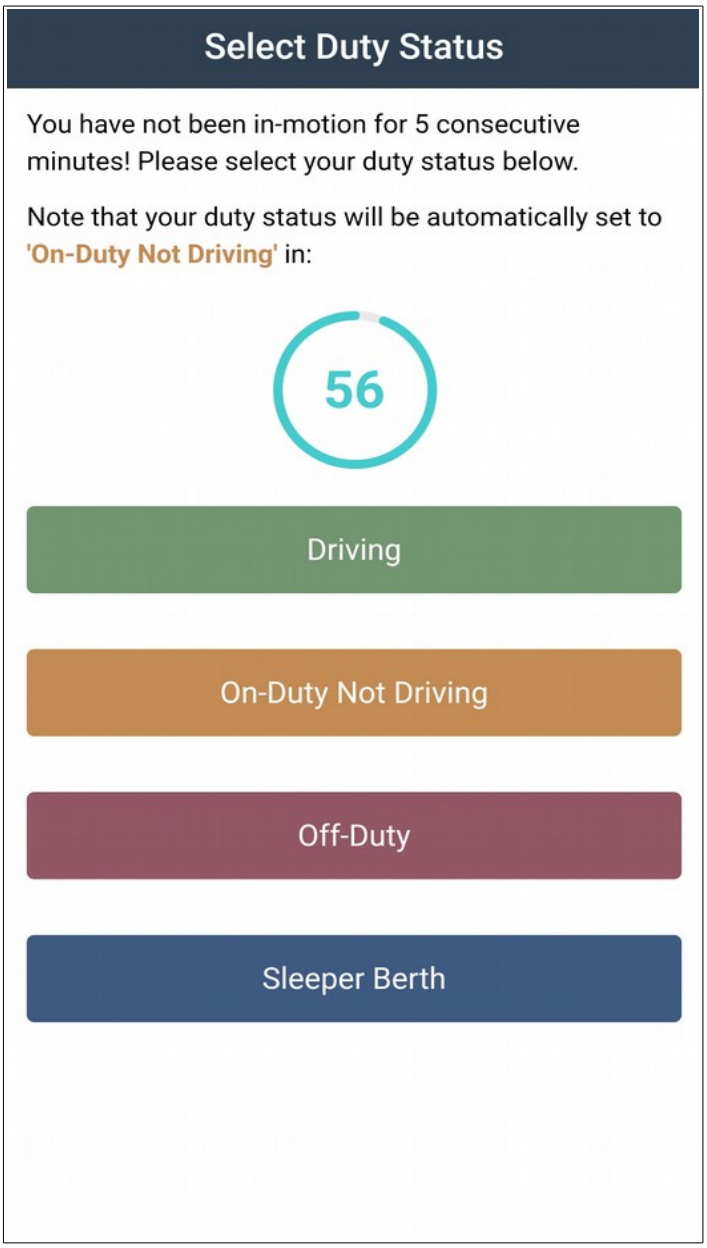
Duty Status

The **Status** tab shows the current duty status of the driver and the driving clocks.

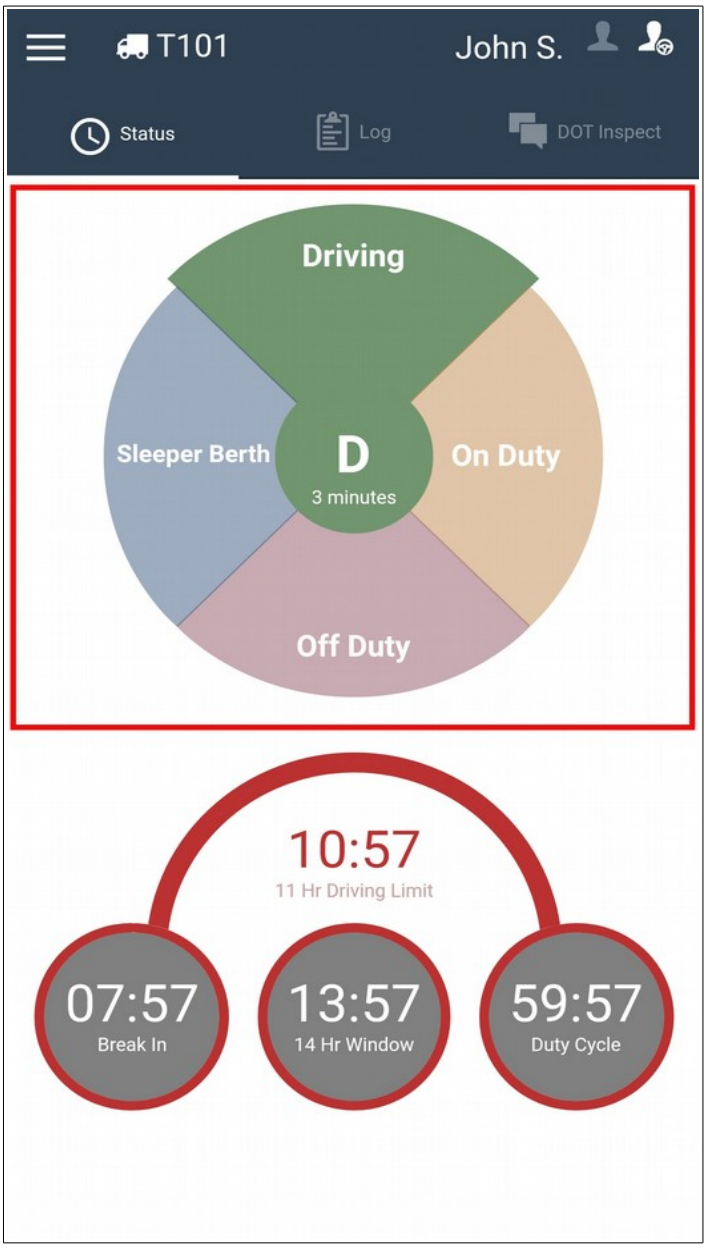
While connected to a truck, the duty status will change automatically based on the truck movement. When the truck starts moving the duty status will auto change to *Driving*.



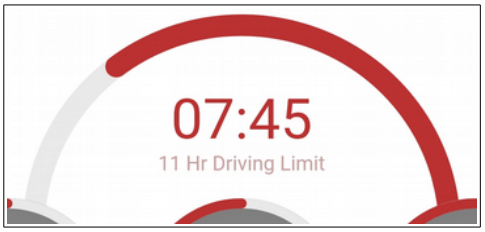
When the truck is stopped for more than 5 minutes, the driver will be prompted to select their duty status and will have 1 minute to respond. If the driver did not respond the duty status will be automatically set to *On-Duty Not Driving*.



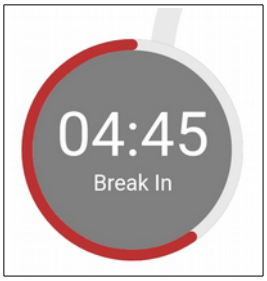
The driver can also manually change their duty status by taping on one of the options on the duty status switch.



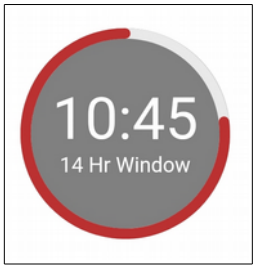
Driving Clocks



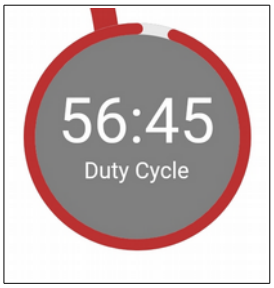
The top center clock displays the remaining driving time based on the *11 Hour Driving Limit* rule.



The bottom left clock displays the remaining time until the next 30 minute break must be taken.



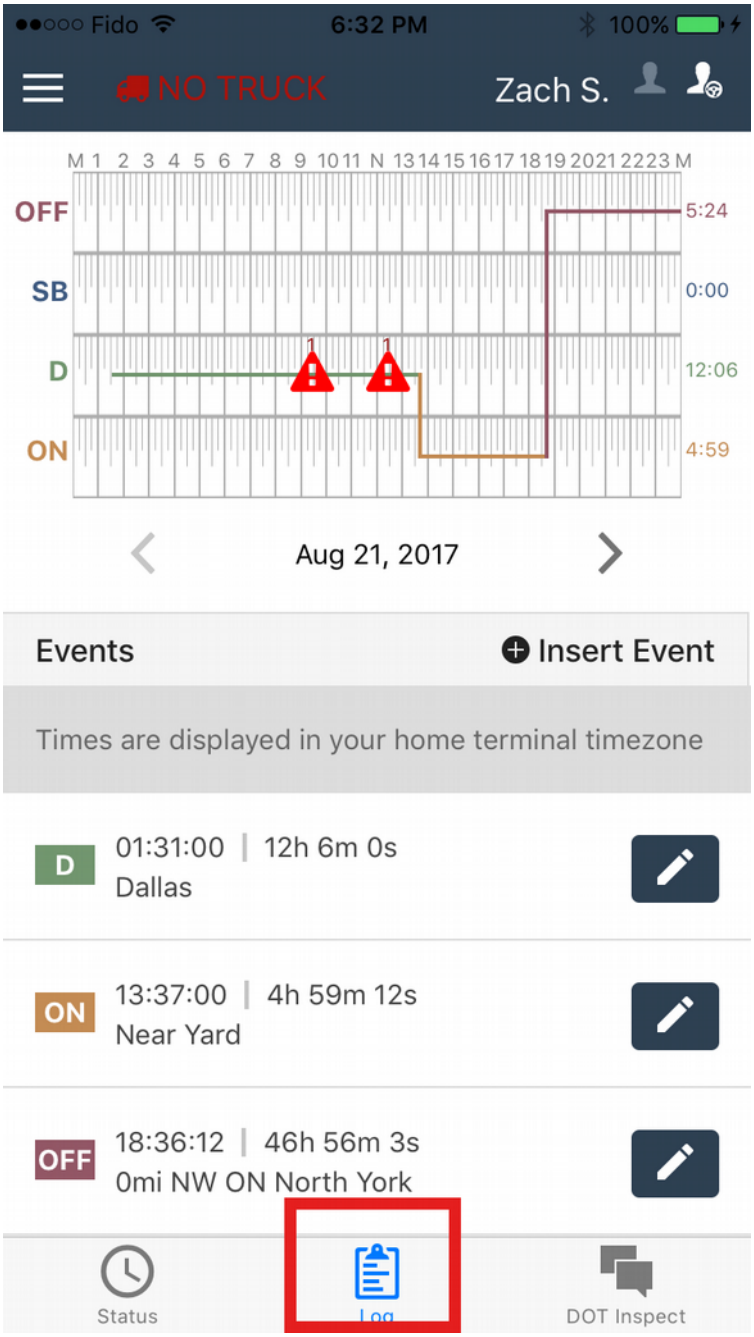
The bottom center clock displays the remanining duty time in the *14 Hour Shift Window*.



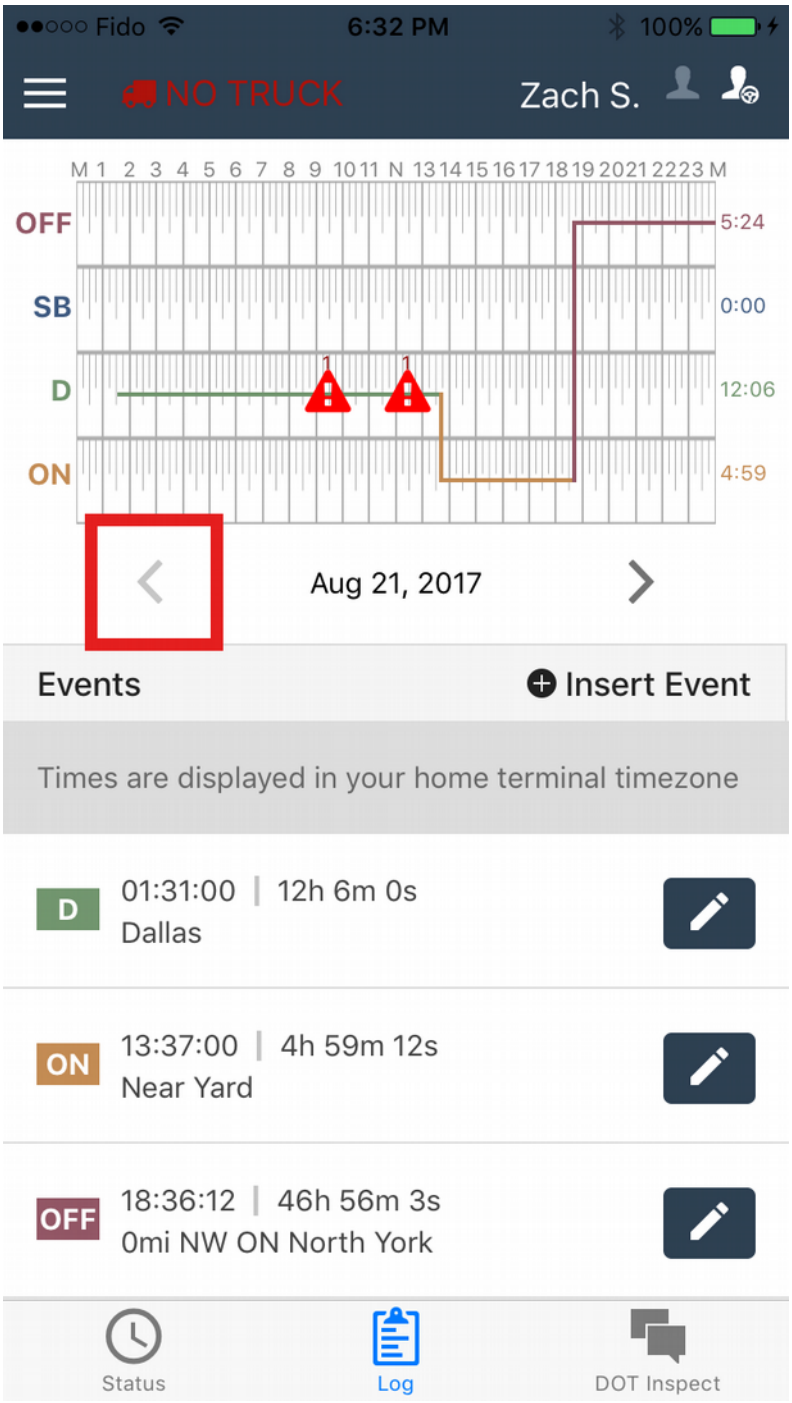
The bottom right clock displays the remaining duty time in the current duty cycle.

Hours of Service Graph

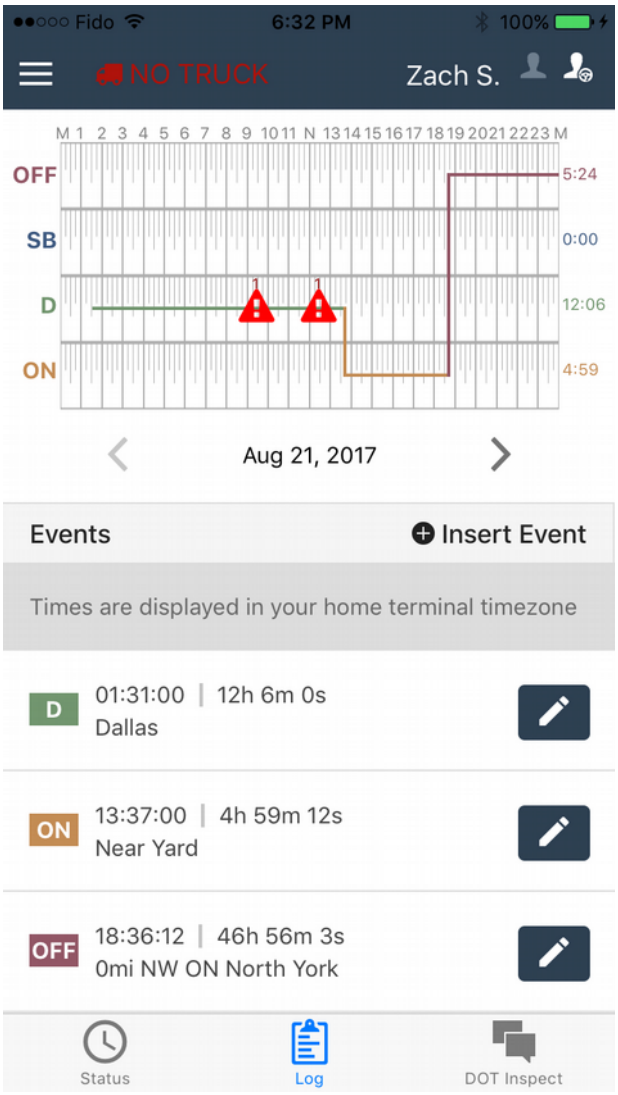
1. To access HOS graph, go to the *Log* tab

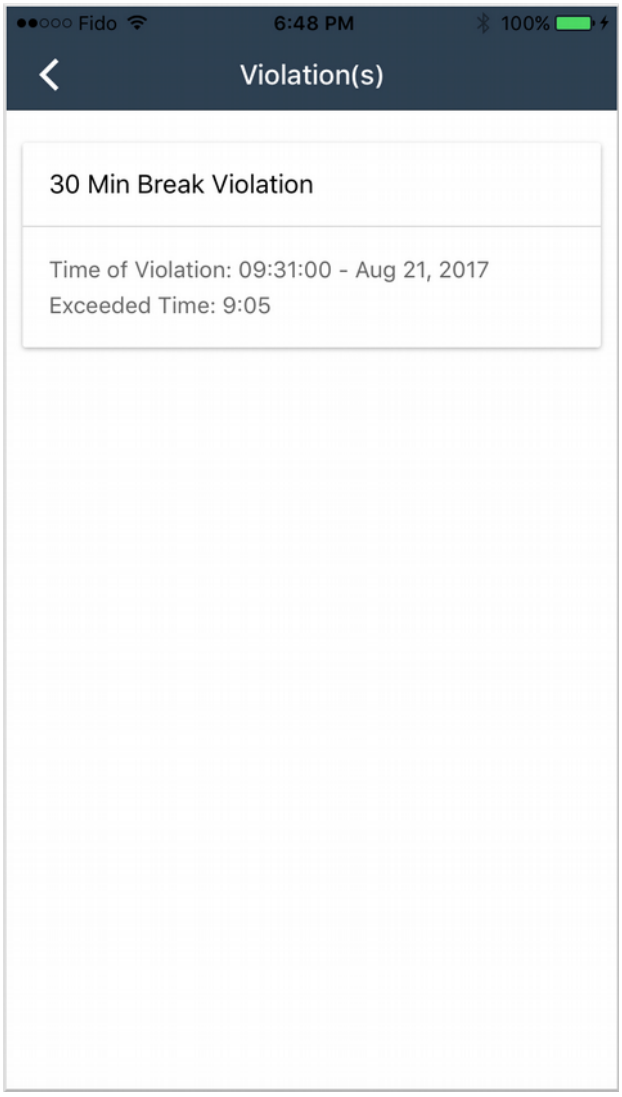


2. This page displays the event for each date. Tap on the arrows to change the date.



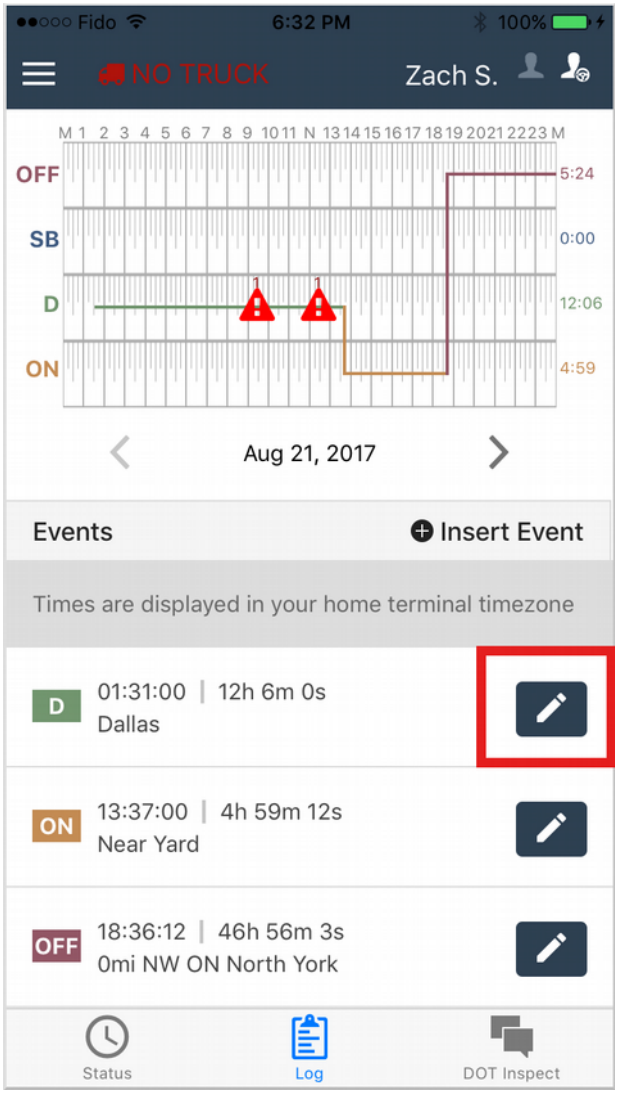
3. A red warning sign indicates a violation. Tap on the warning sign to view the details of the violation.

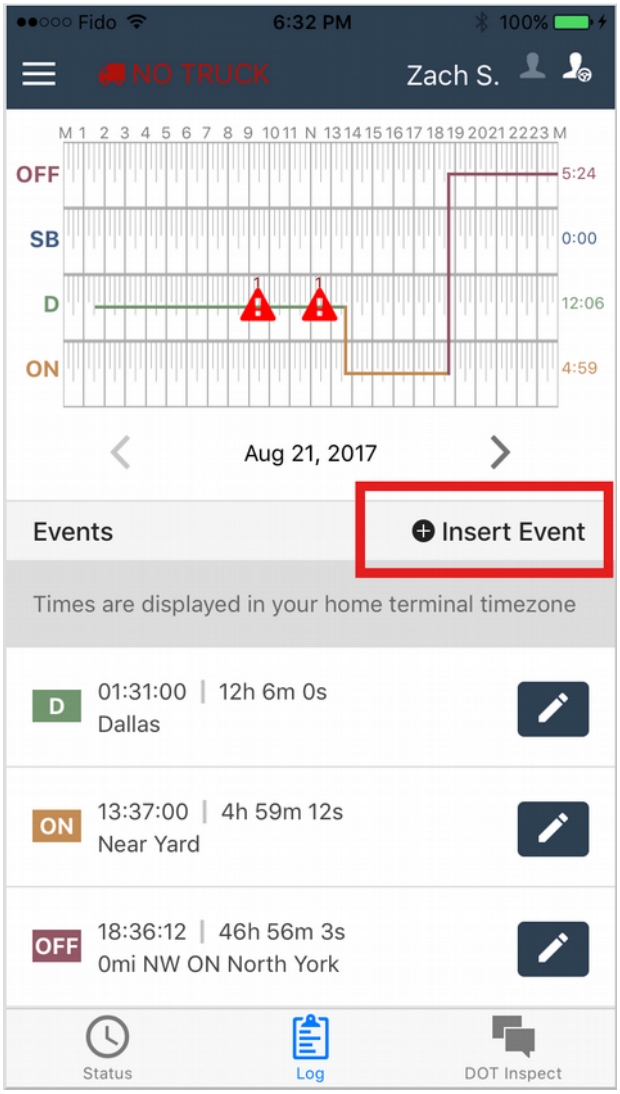




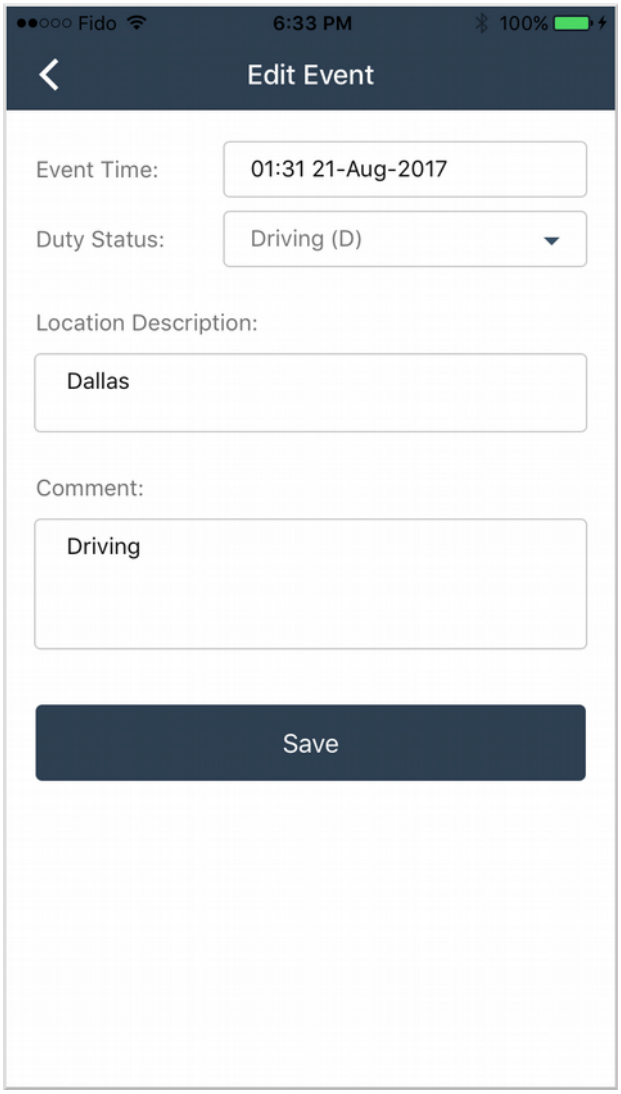
Event Edits & Past Event Insertion

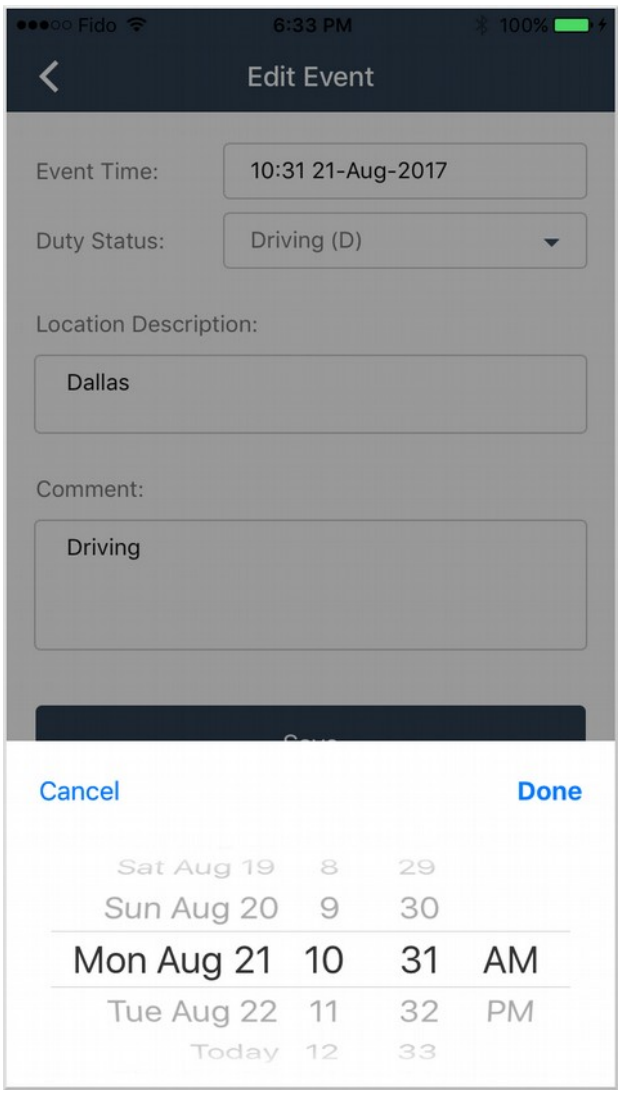
1. To edit an event, tap on the **pencil icon**. To insert an event tap on the ***Insert Event*** button.





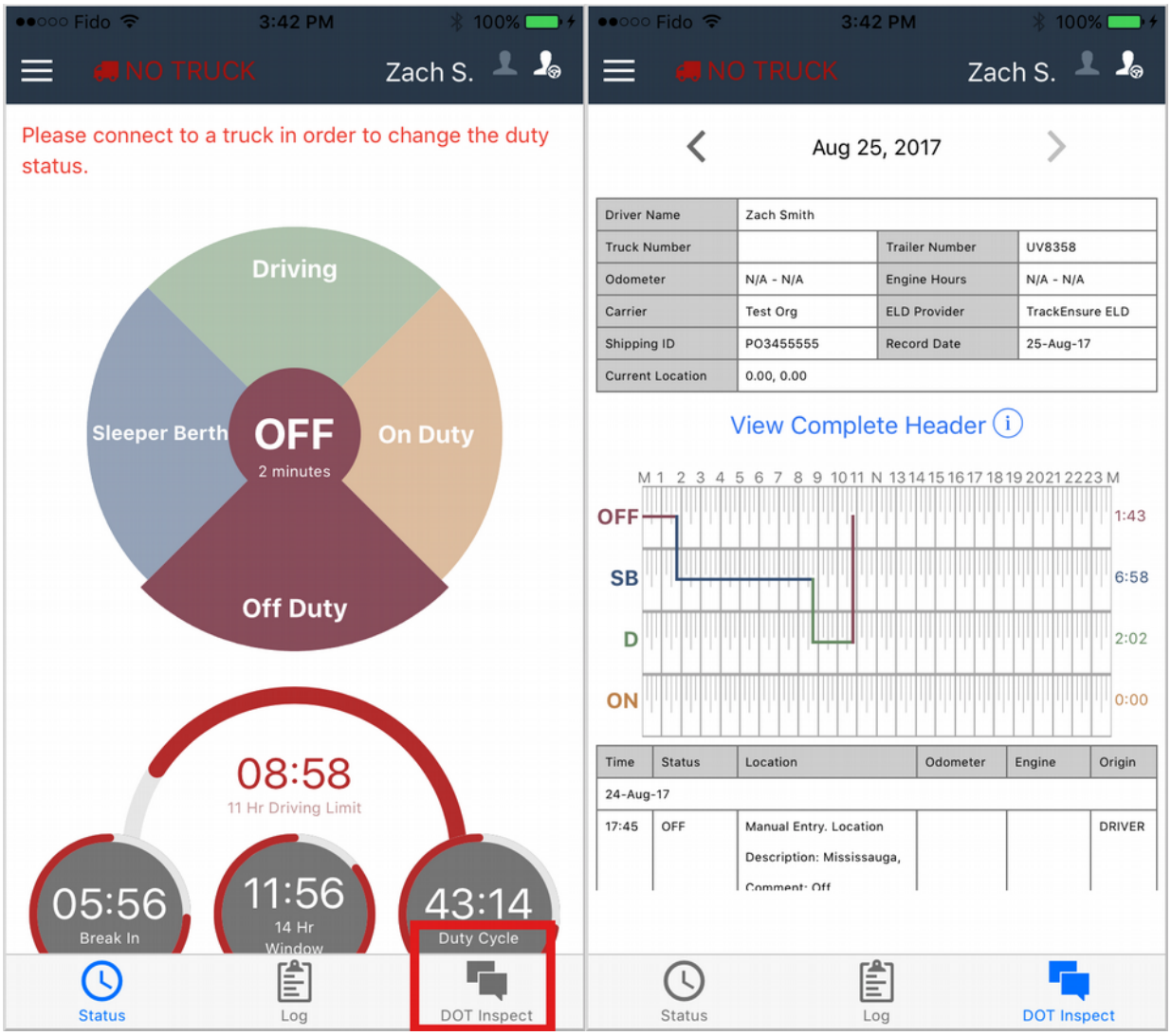
2. Change the event date, status, location description, and/or comment of an event. When you are done, tap **Save**.



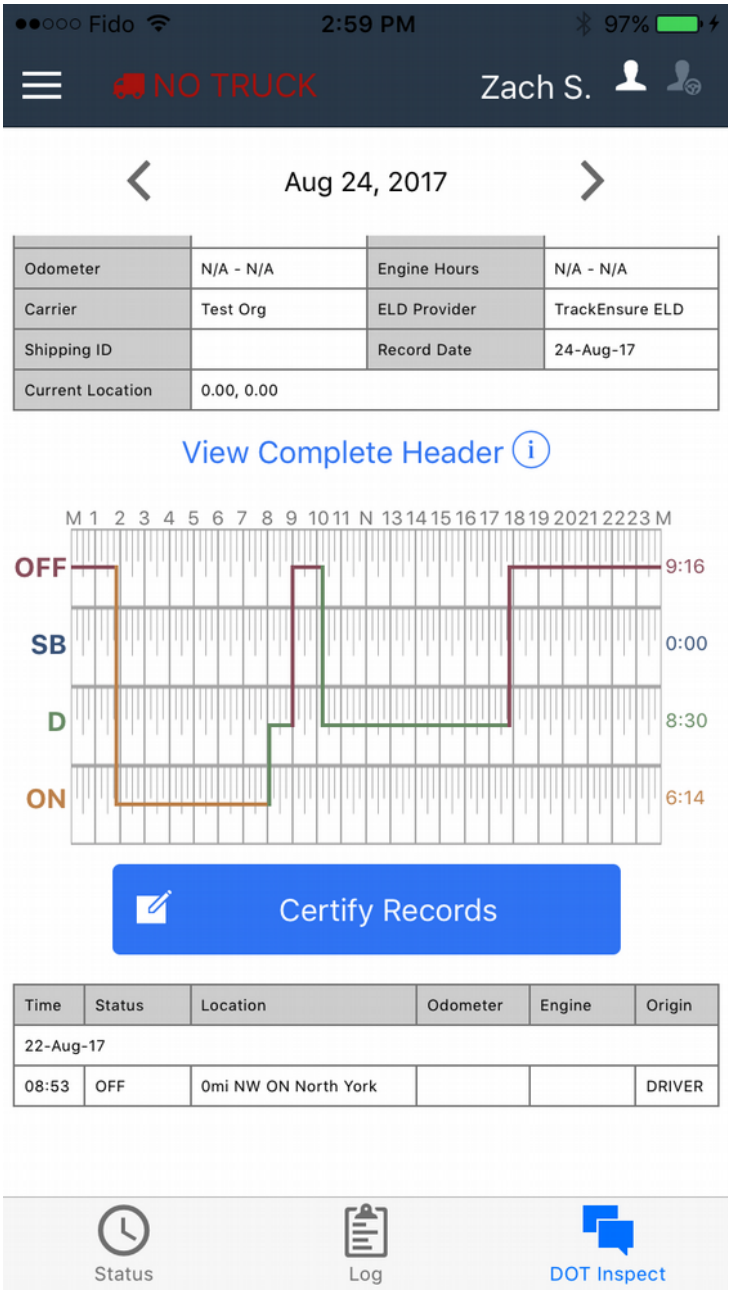


Certification of Records

1. Access the printout goint to the **DOT Inspect** tab. Remember to set up *Trailer Number* and *Shipping ID* beforehand. Visit **Setting Shipping Document Number** and **Setting Trailer Number** sections for more information



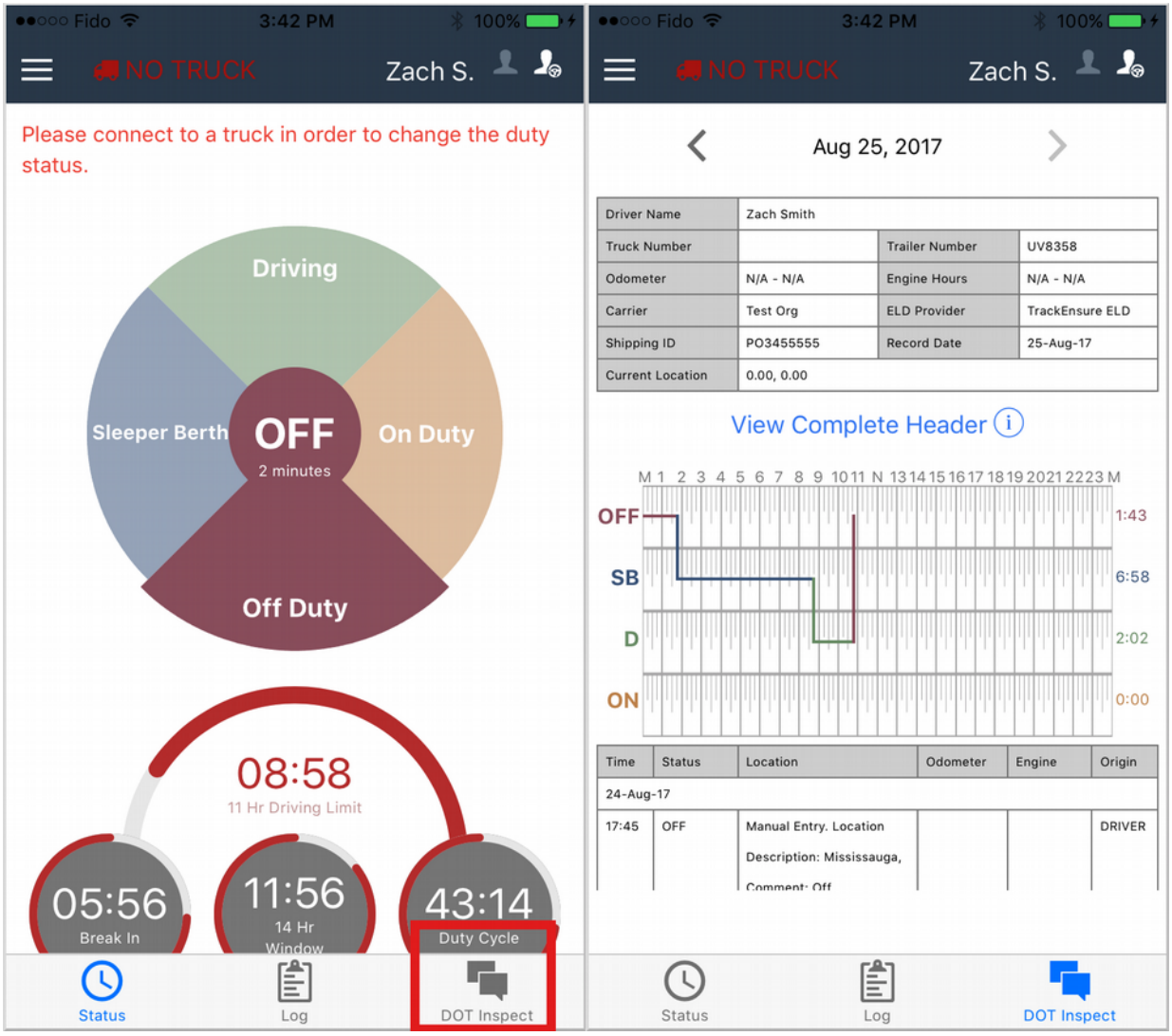
2. Select the date, review the information, and tap on **Certify Records** button



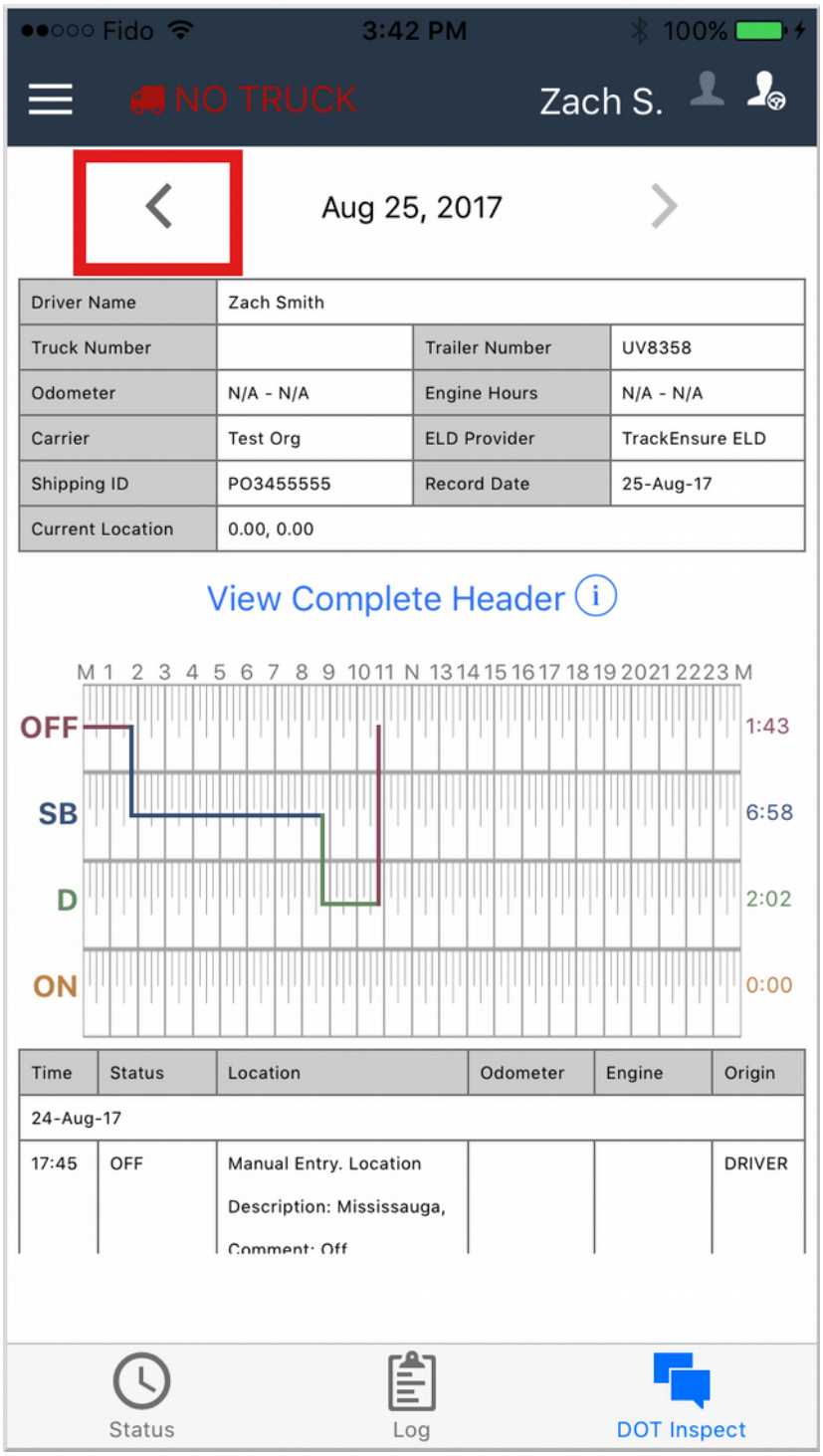
Department of Transportation Inspection

Hours of Service Printout

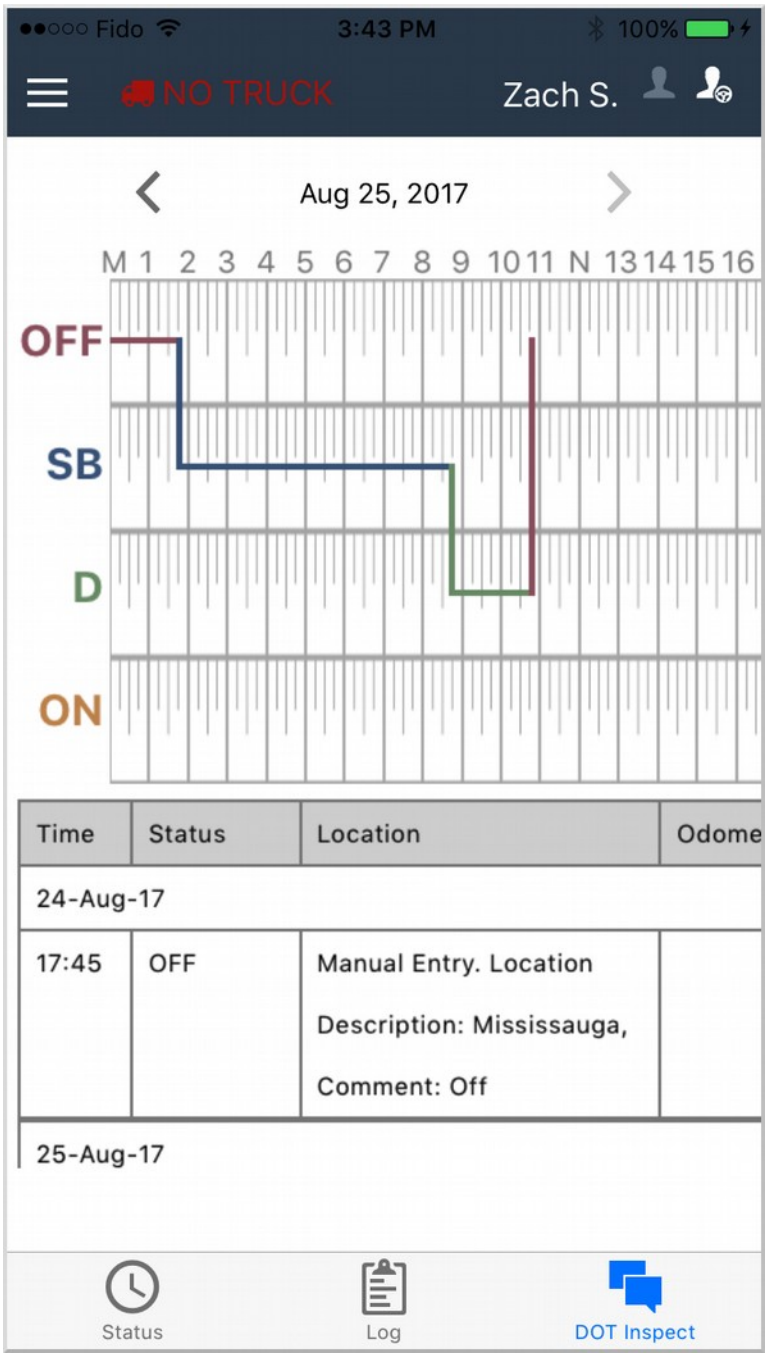
1. To access the printout, tap on DOT Inspect. Remember to set up the Trailer Number and Shipping ID beforehand. See **Setting Shipping Document Number** and **Setting Trailer Number** sections for more information



2. Each page displays the data for the date at the top. Tap on the arrows to change the date

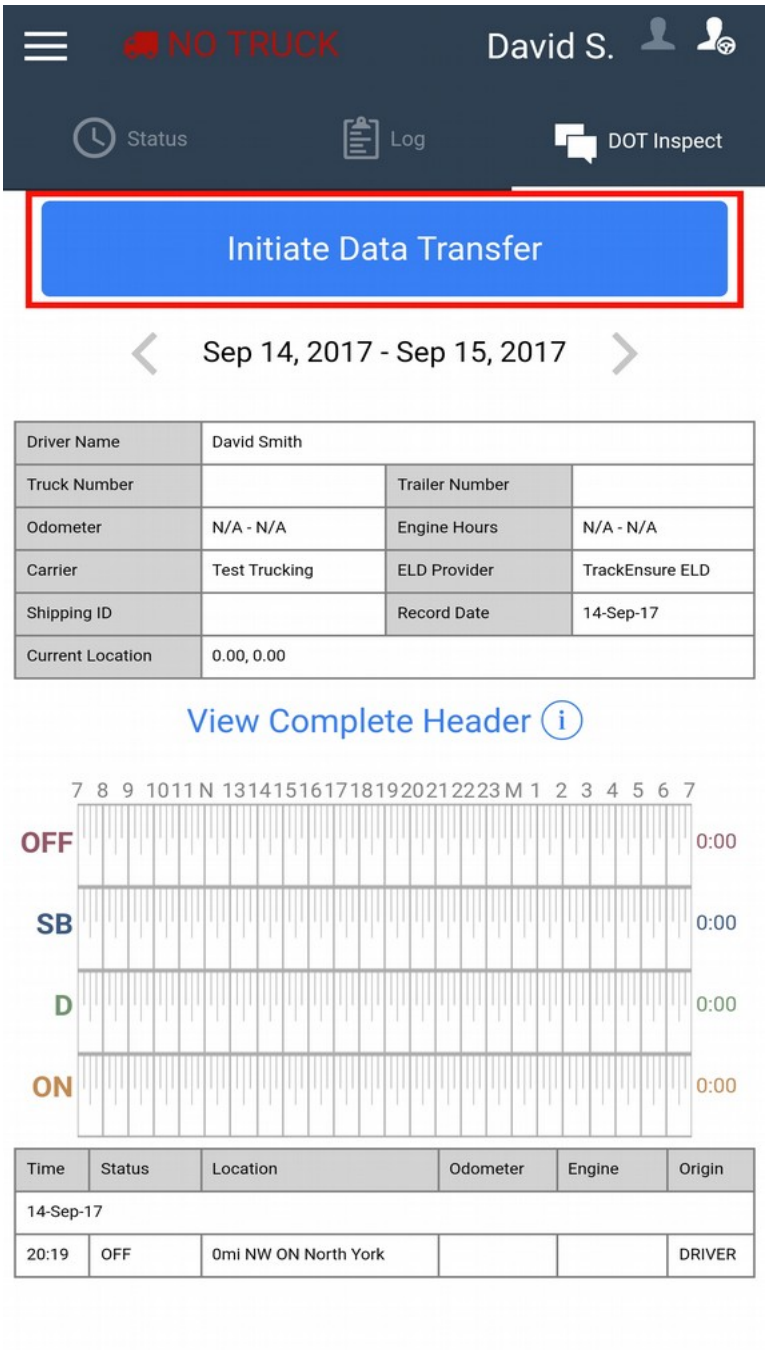


3. You can pinch the page to zoom in or out

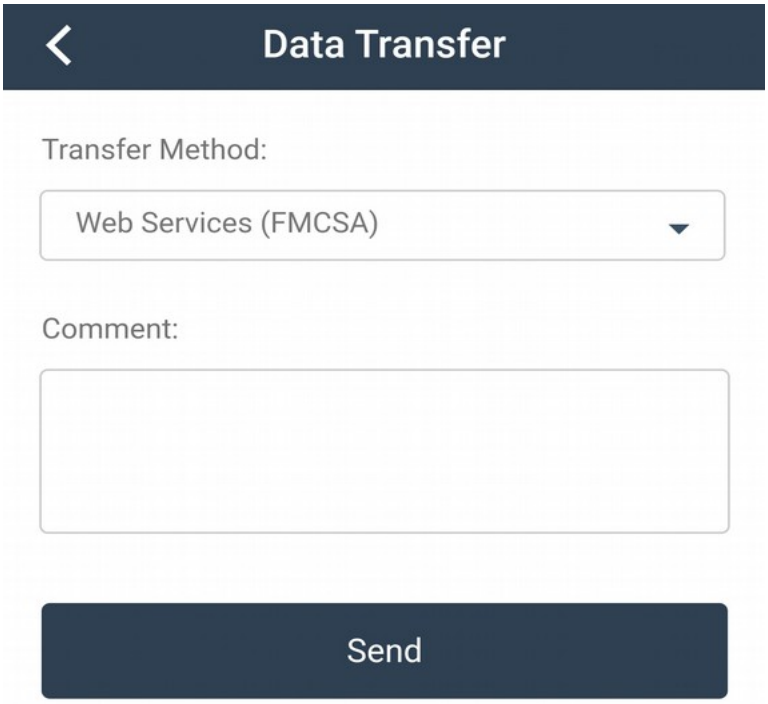


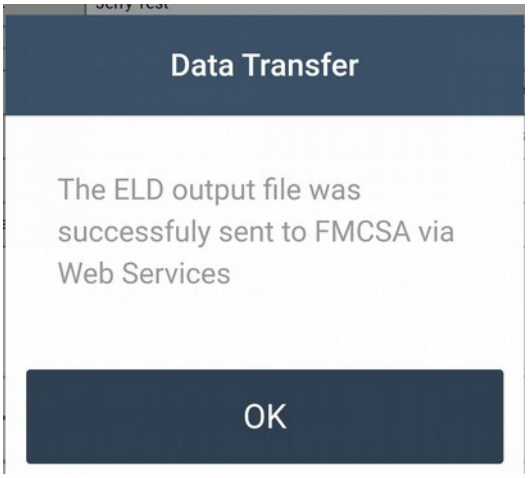
Data Transfer

1. To transfer the data from the ELD, navigate to the **DOT Inspect** tab, and tap on the **Initiate Data Transfer** button.



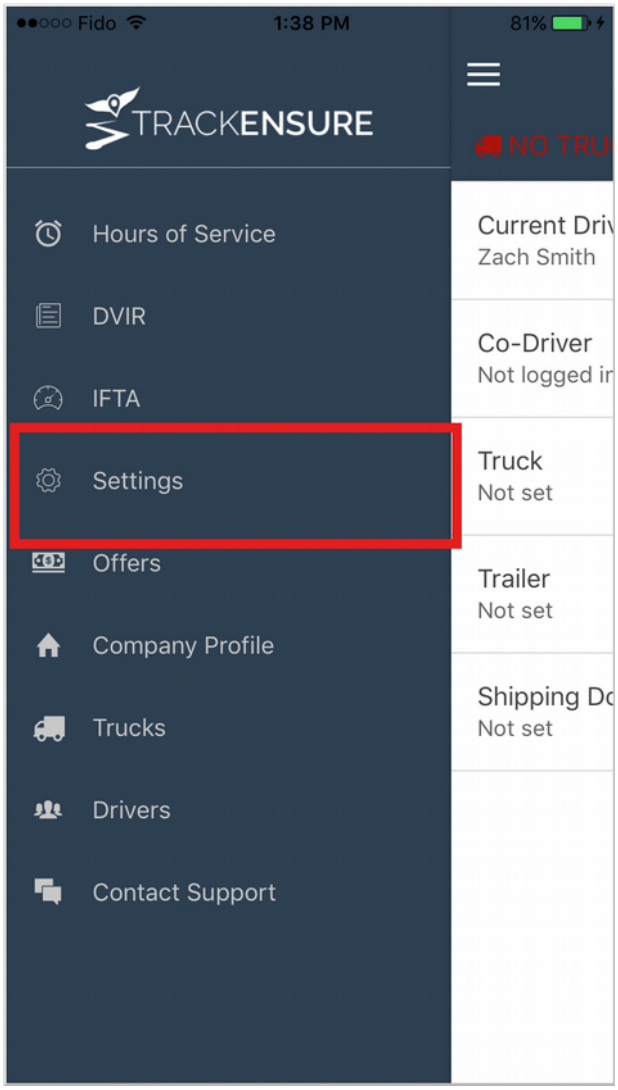
2. Select *Transfer Method* and enter a *Comment* (optional), then tap on the **Send** button. Please wait until the Data Transfer is complete.
Please note, some transfer methods require an internet connectivity.

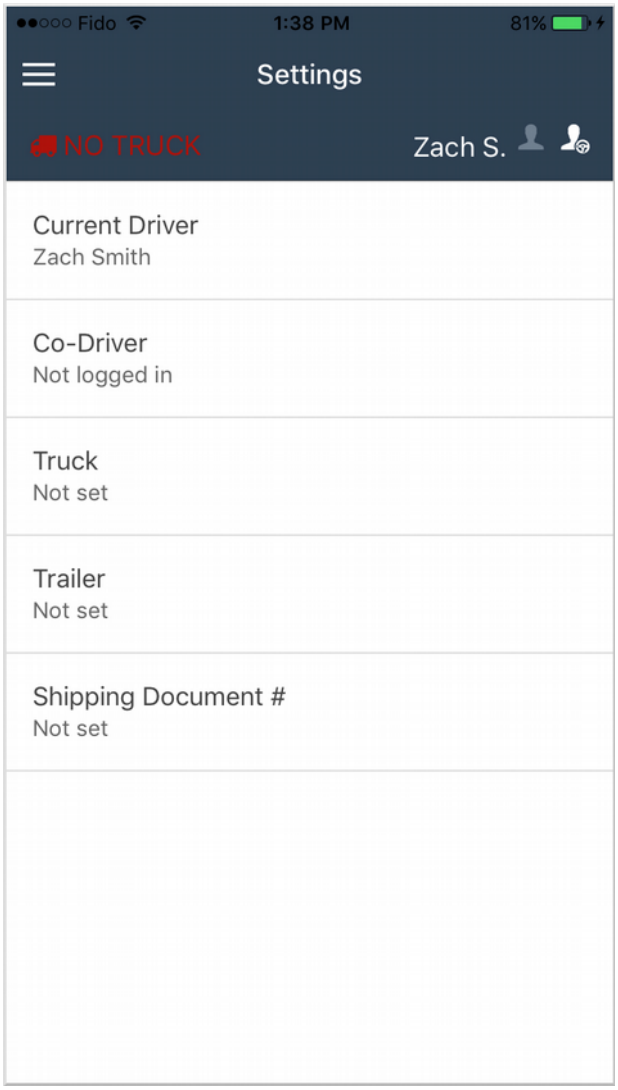




Settings

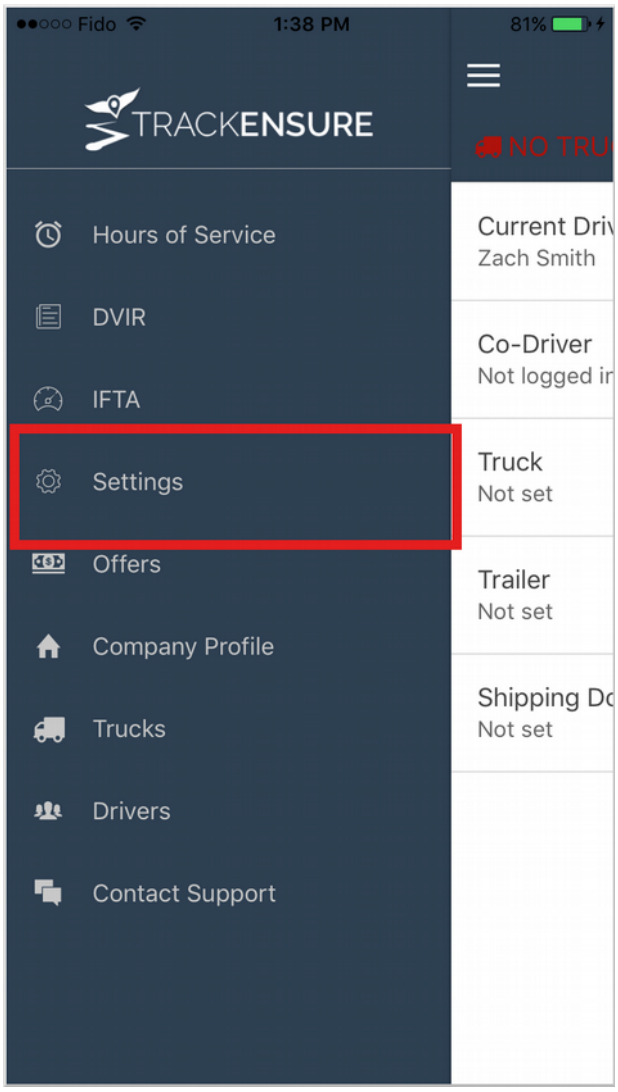
The settings page allows you to view and change the current main driver and co-driver. It also allows you to set truck, trailer and shipping document number. To access this page, go to **Menu > Settings**

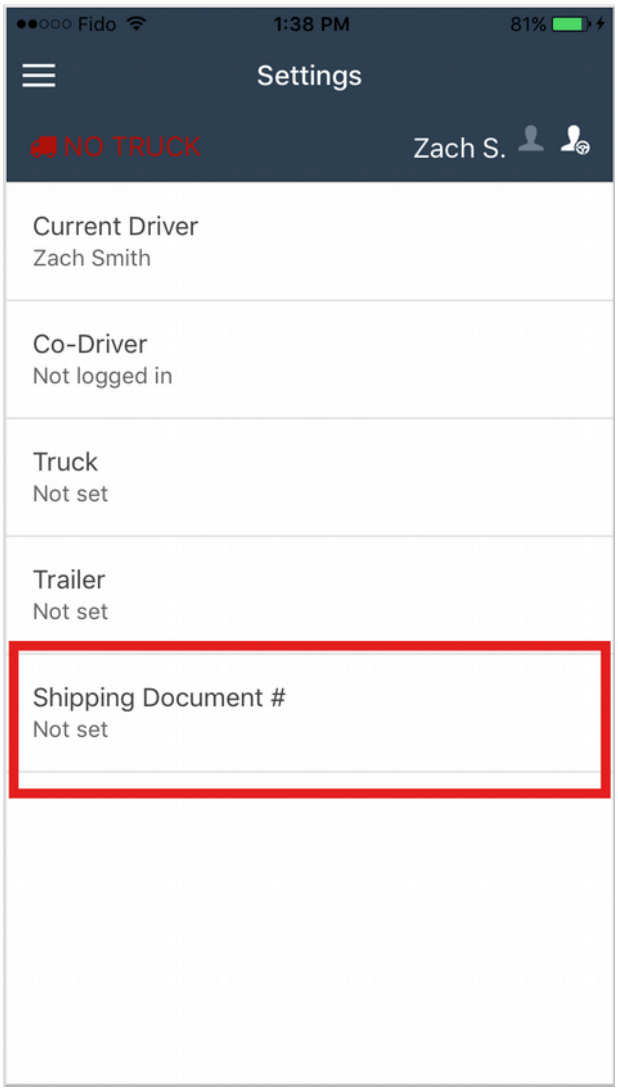




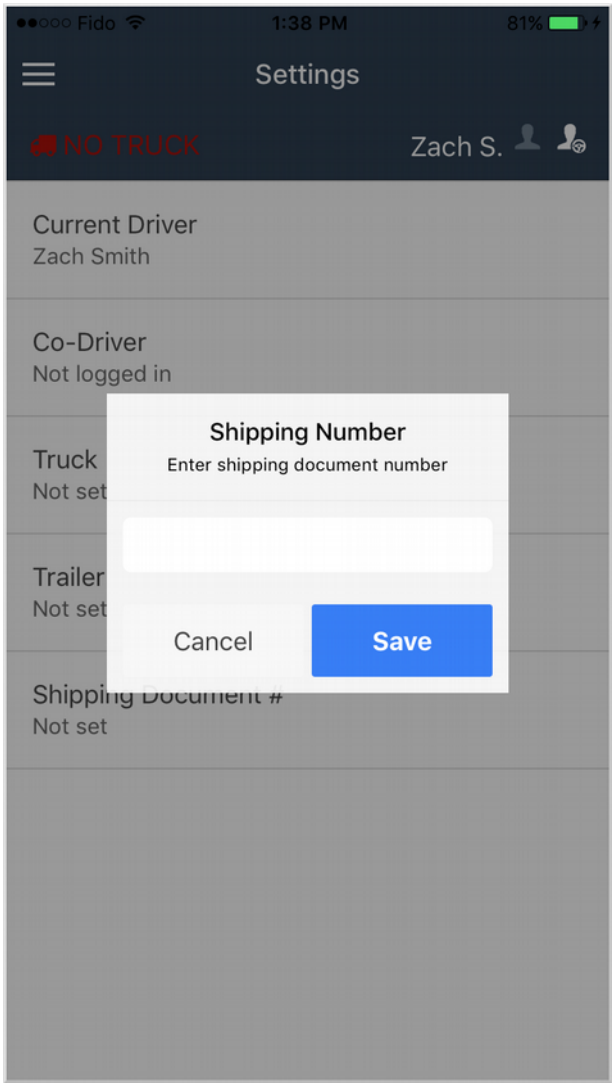
Setting Shipping Document Number

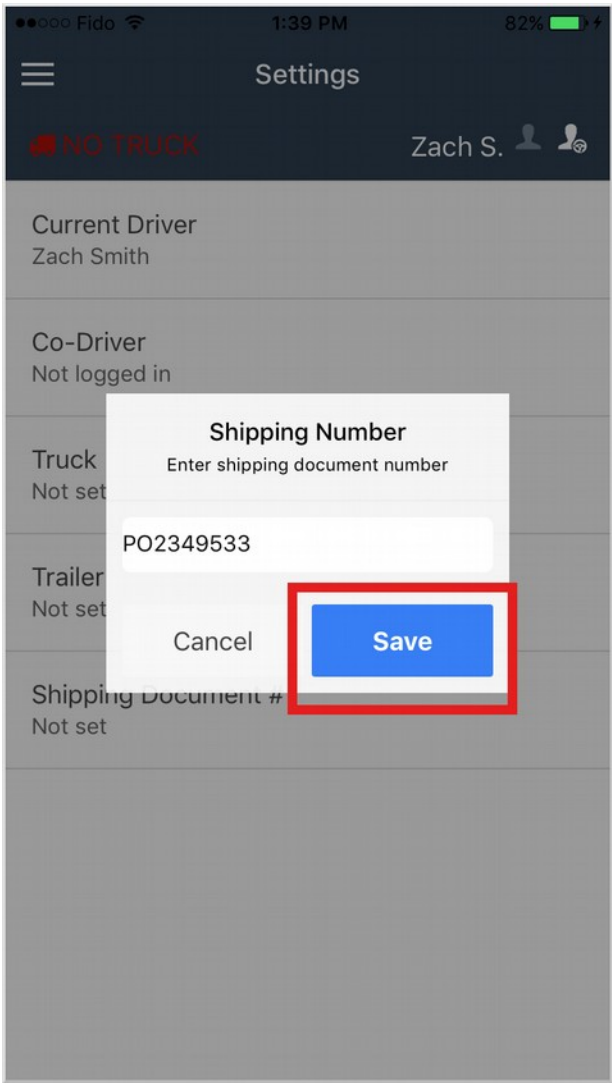
1. Access settings page by going to **Menu > Settings.** Tap on **Shipping Document #**





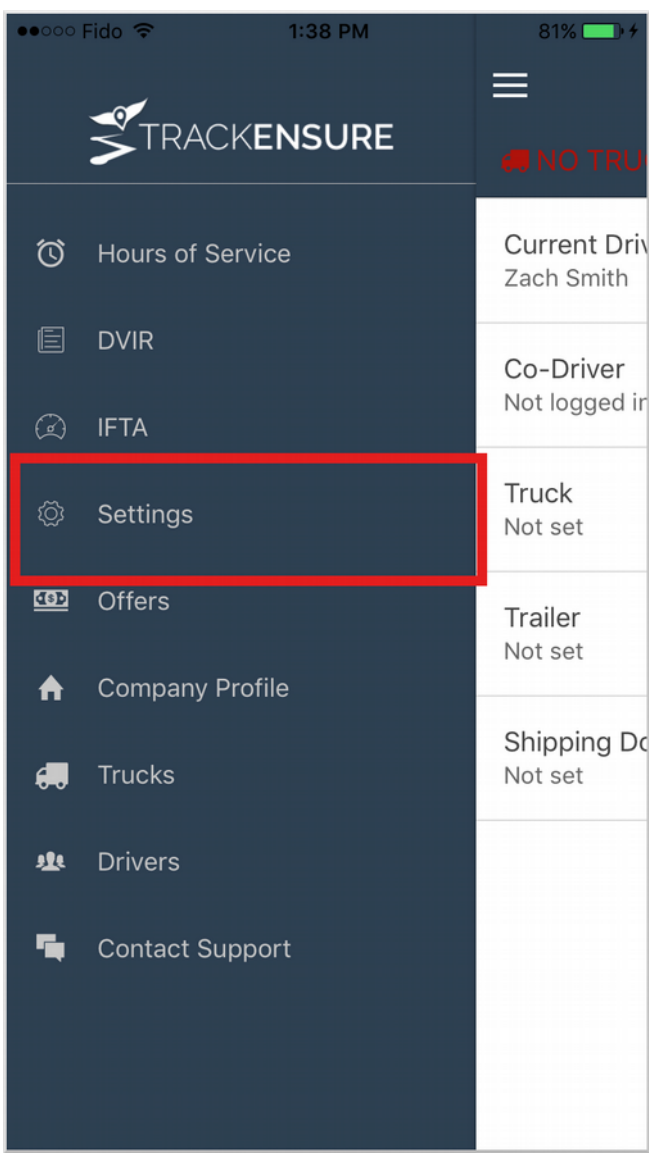
2. Enter the shipping document number on the popup and tap **Save**

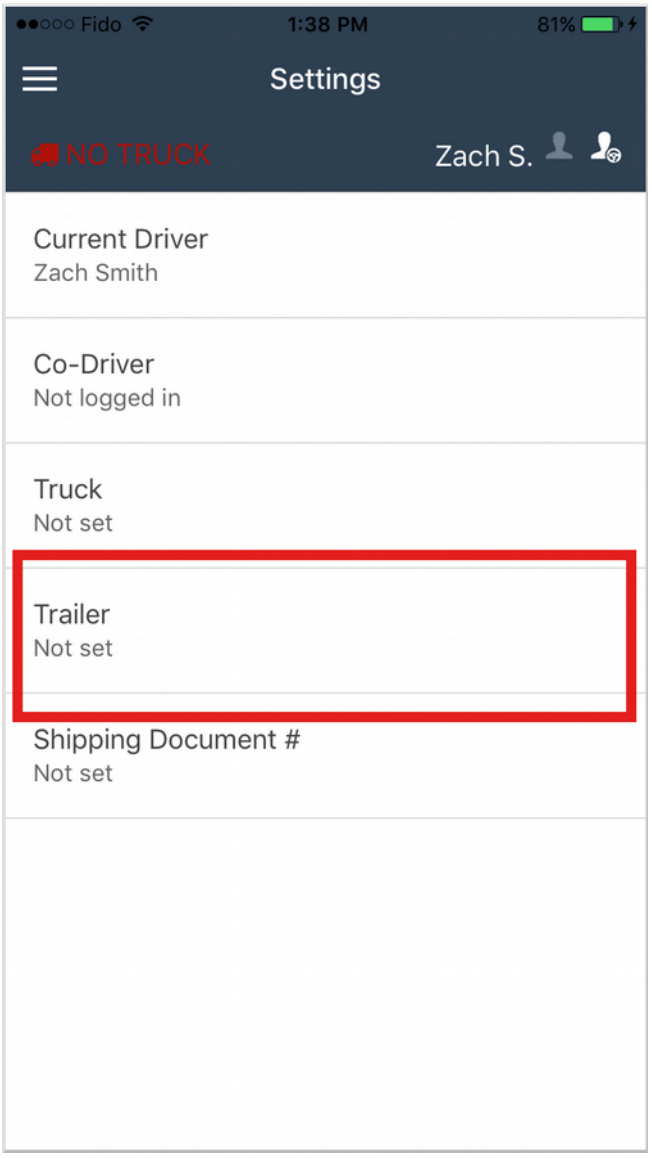




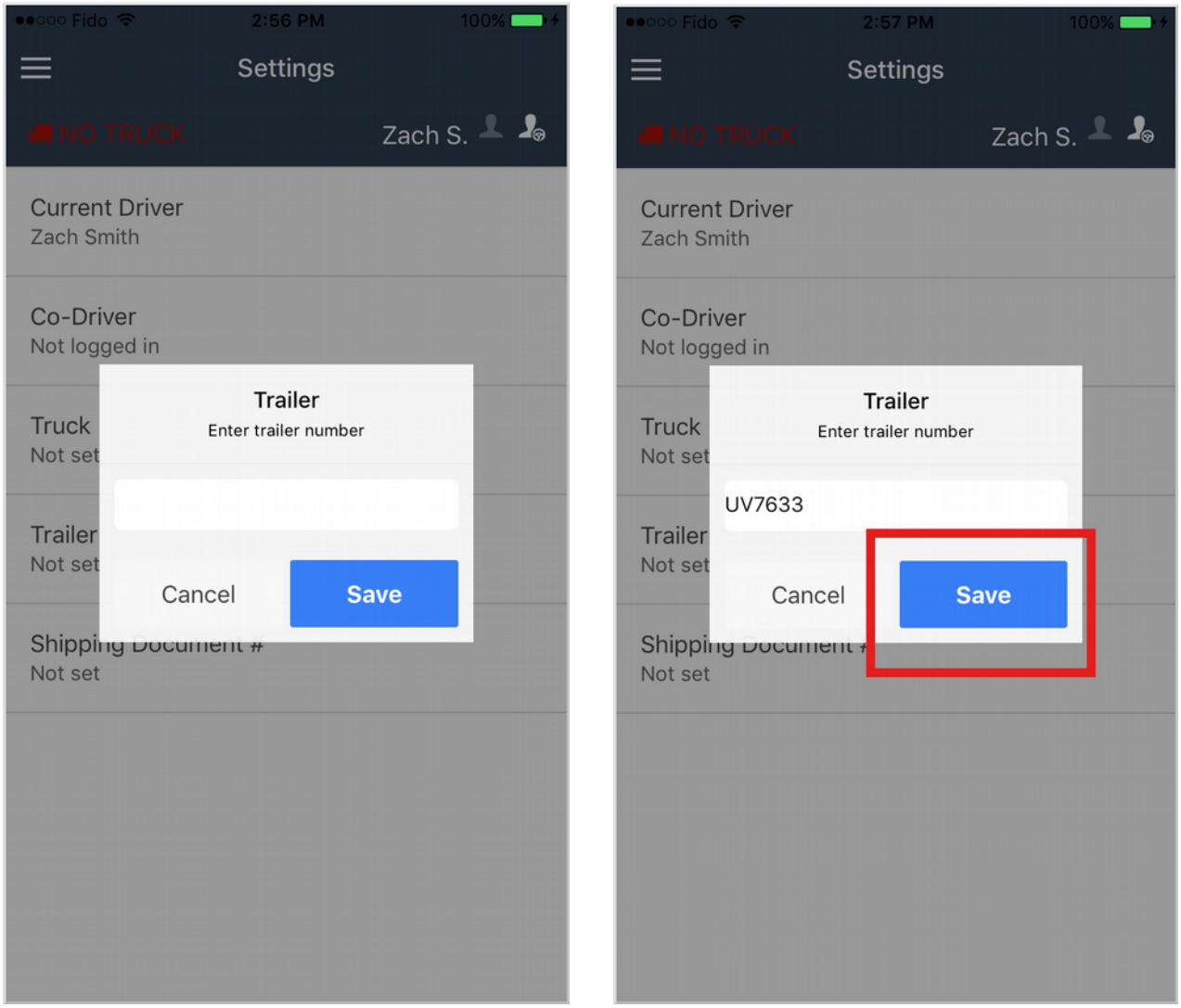
Setting Trailer Number

1. Access settings page by going to **Menu > Settings.** Click on **Trailer Number**





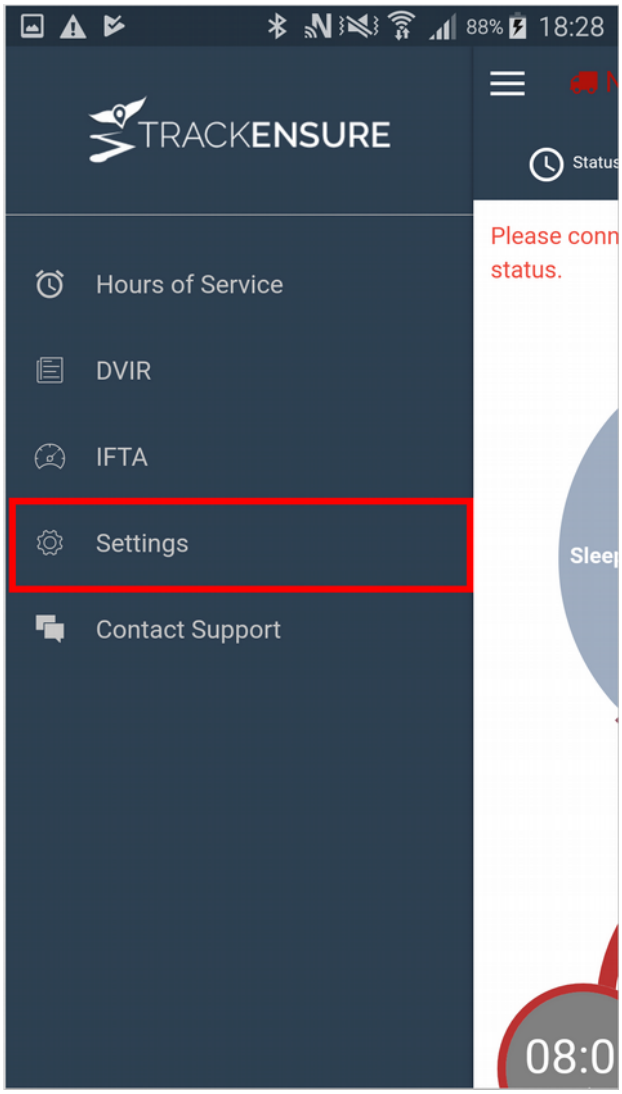
2. Enter the *Trailer Number* and click **Save**



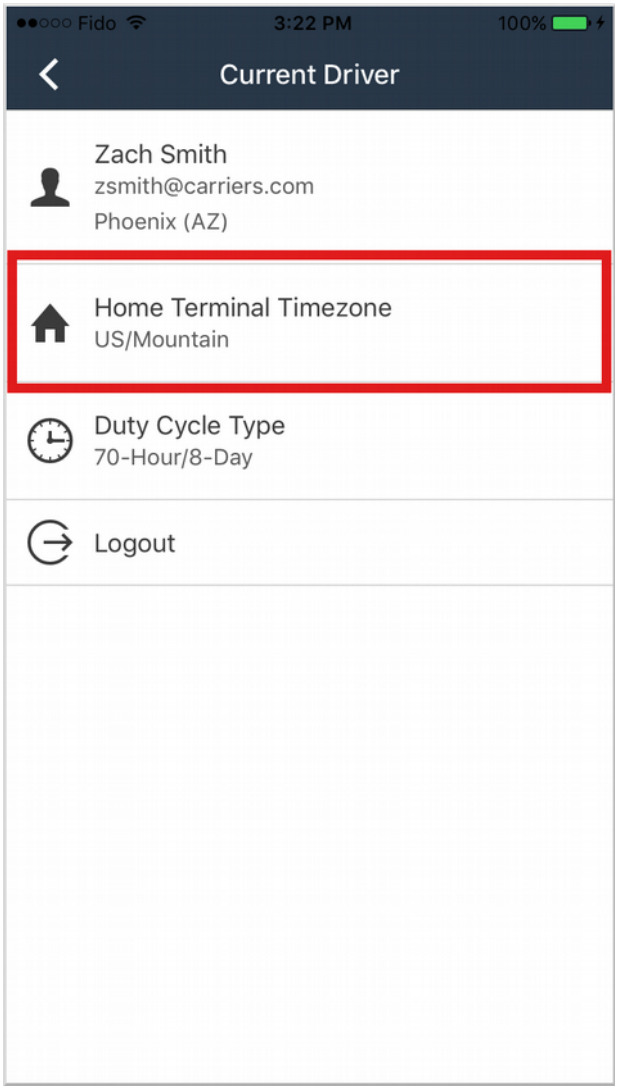
Change Home Terminal Timezone & Duty Cycle Type

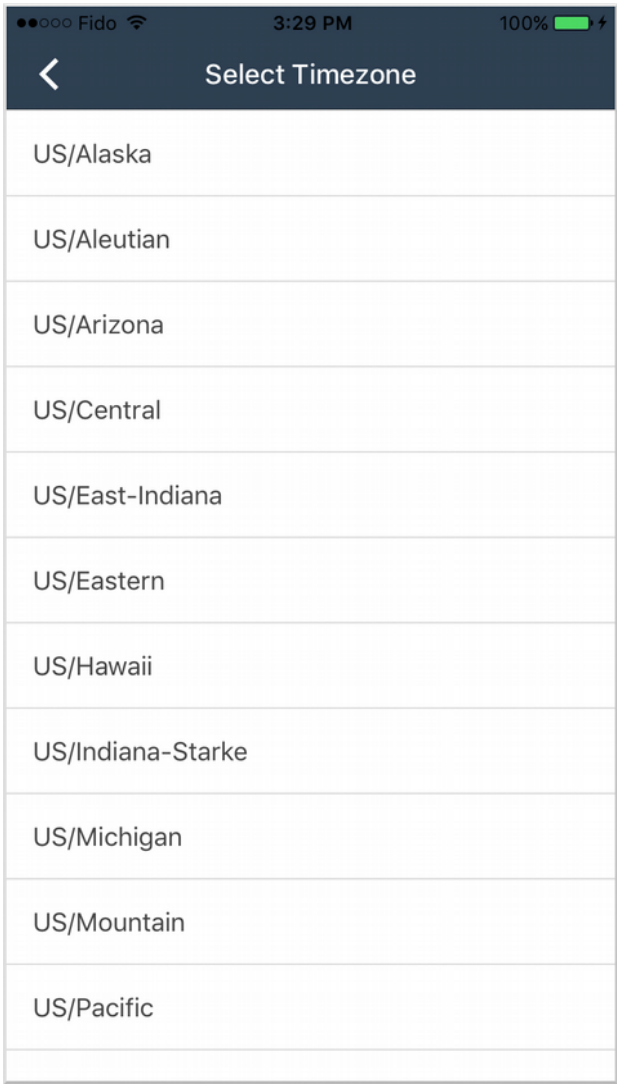
If your Fleet Manager has enabled the option to change your home terminal time zone and duty cycle type, you can change them by going to the settings page. Note that you can only change the timezone or duty cycle type after you have taken at least 34 consecutive off-duty hours.

1. Access settings page by going to **Menu > Settings.** Tap on **Current Driver**

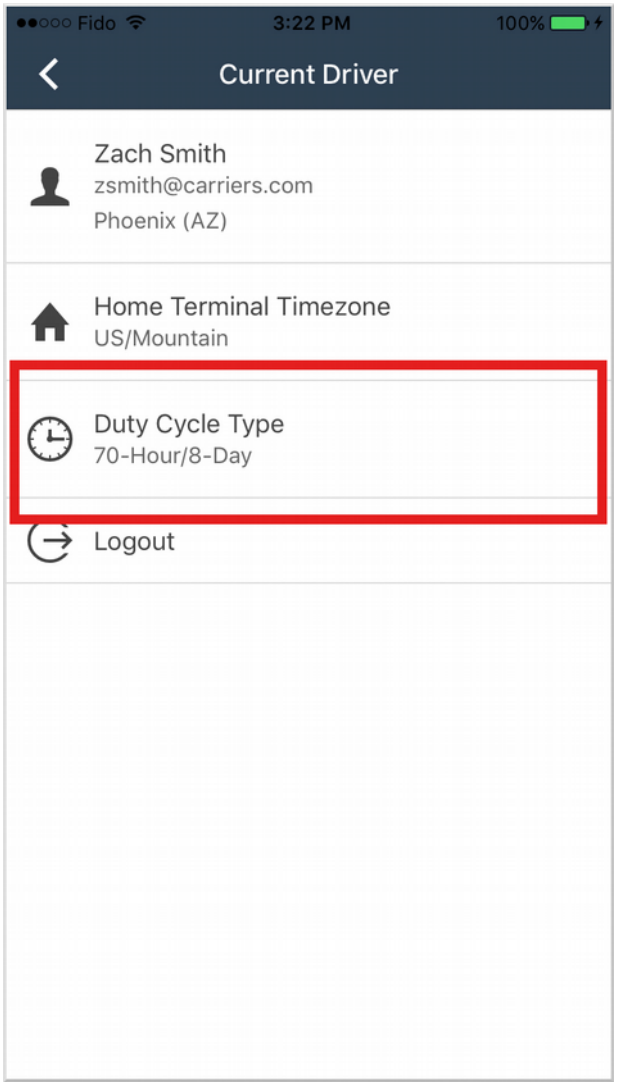


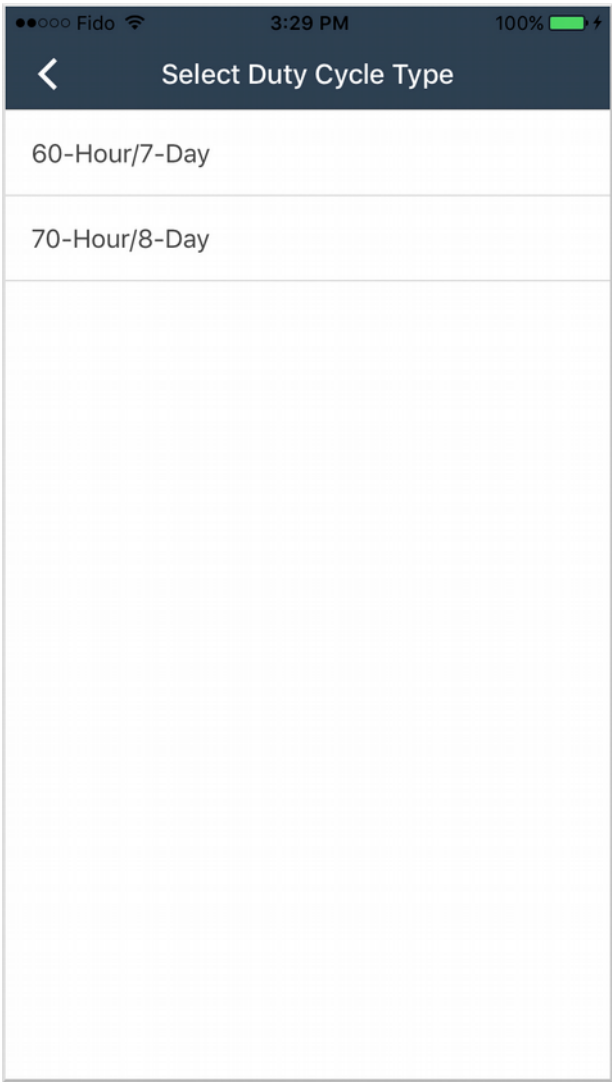
2. Change timezone by selecting **Home Terminal Timezone**, and selecting the timezone





3. Change duty cycle by tapping on **Duty Cycle Type**, and selecting the cycle



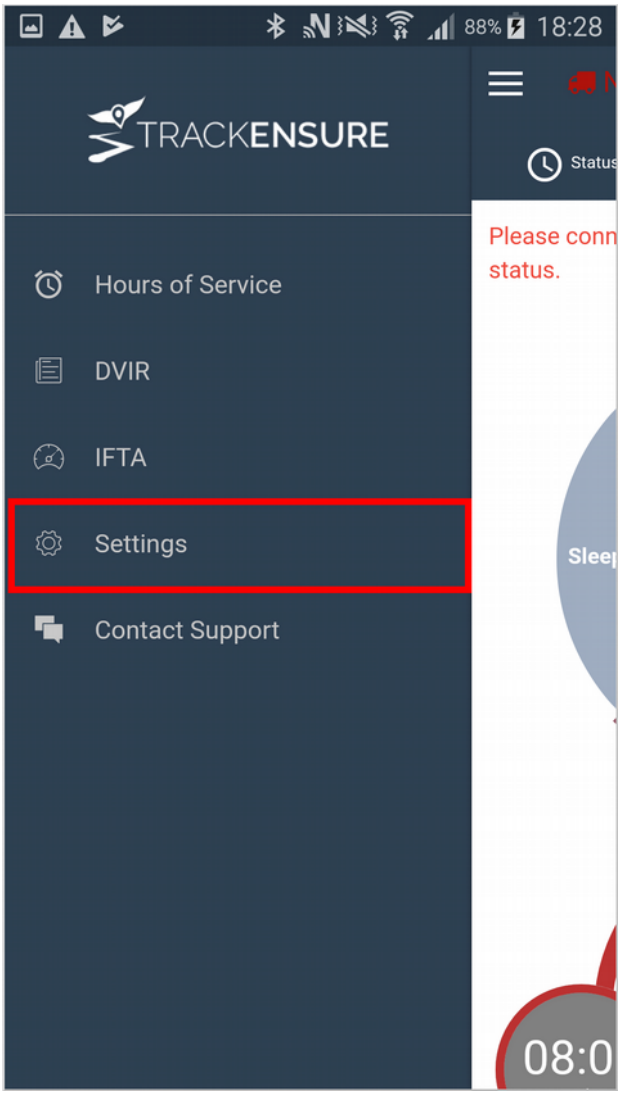


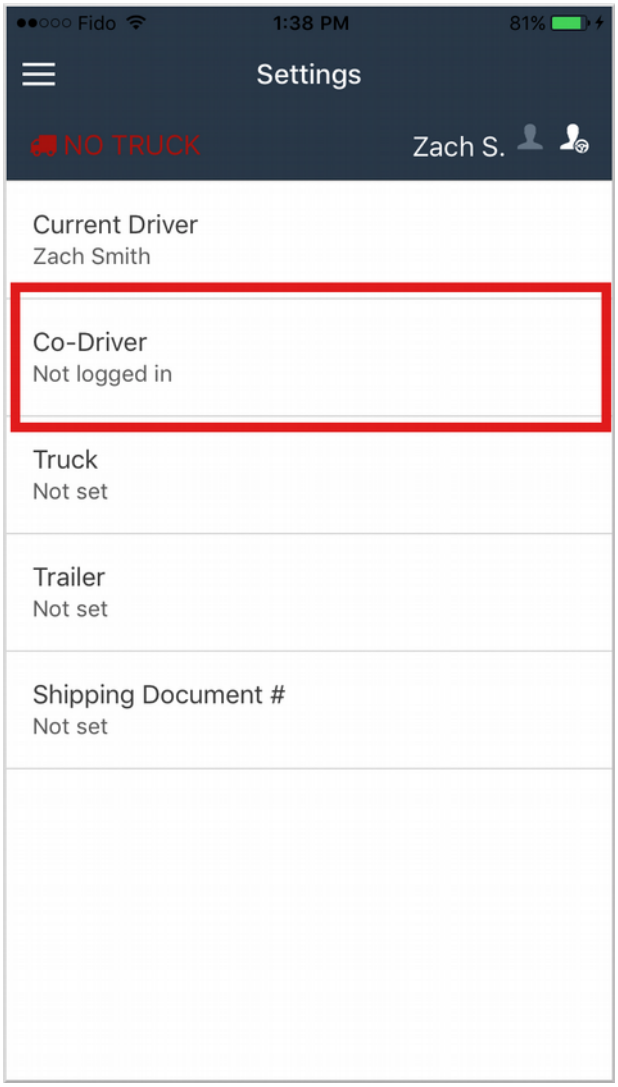
Team Driving

Co-Driver Login

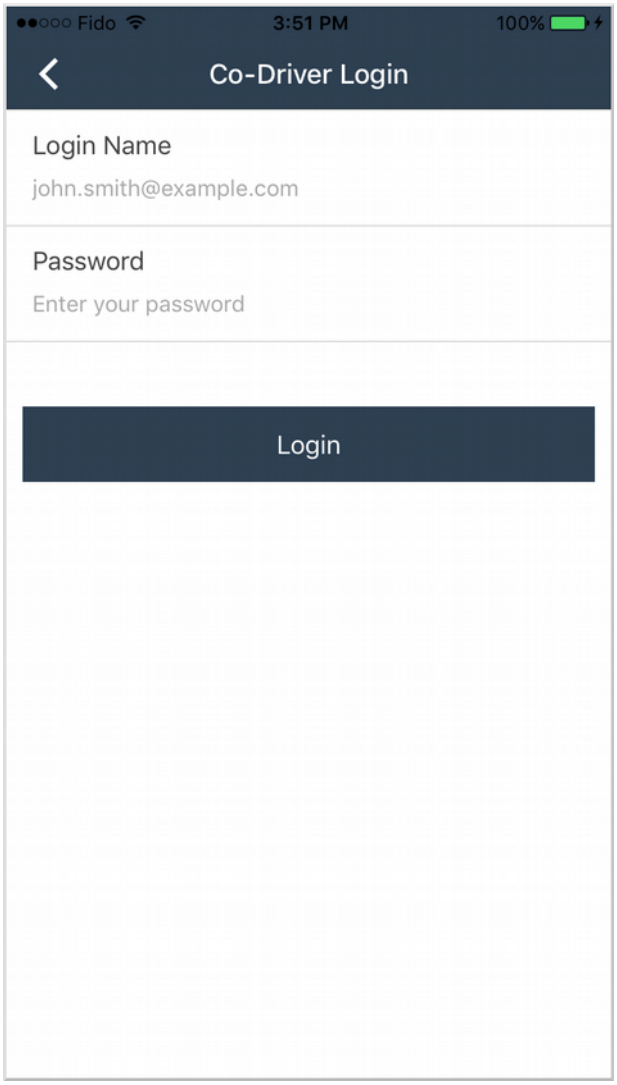
When two drivers are working as a team, both drivers must be logged in on the same mobile device. The primary driver should login on their device through the usual login procedure. The co-driver has to then login to the same device through the **Settings** screen.
When you are done working as a team, you should logout one of the drivers.

1. After the primary driver logs in, navigate to the settings page by going to **Menu > Settings.** Tap on **Co-Driver**





2. The Co-Driver can login by entering their credentials

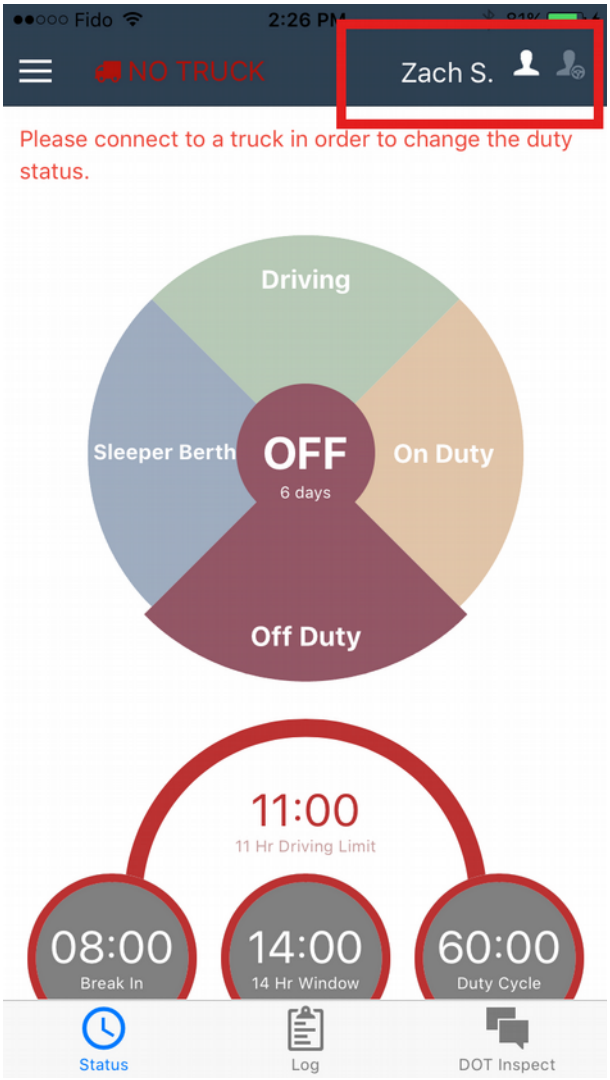


Change View Perspective between Driver/Co-Driver

Current Driver is the driver that is driving, *Co-Driver* is the driver that is not driving. You are able switch the viewing perspective between *Current Driver* and *Co-Driver* to manage their hours of service separatly.

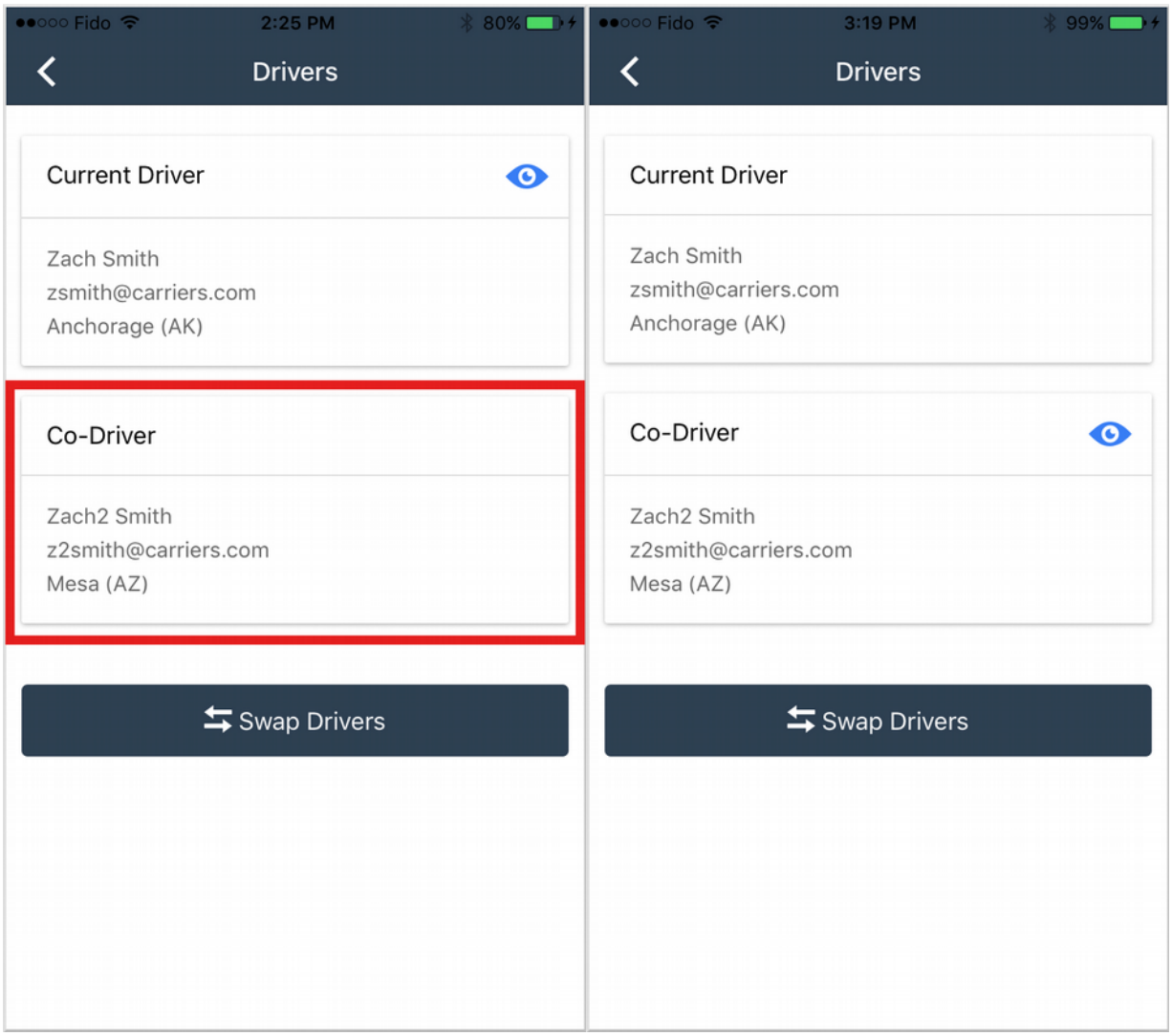
The current active viewing perspective is displayed on the header bar. There you can see the name of the current active driver name.

1. To change the viewing perspective, tap on the driver name on the top bar.



2. Tap on the *Co-Driver* to switch perspective.You can now view and change *Co-Driver*'s duty status.

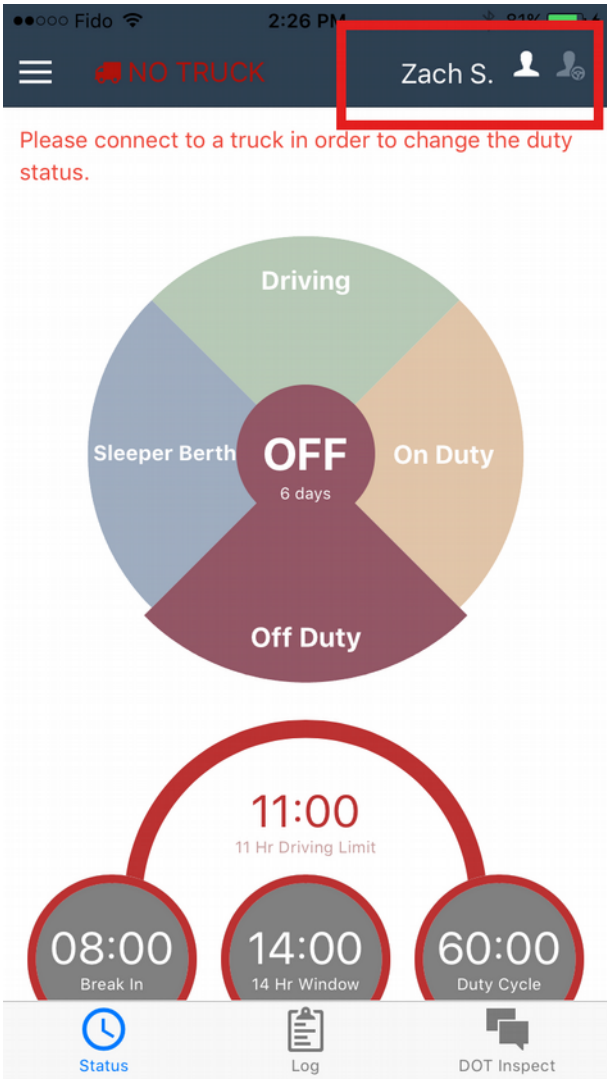
The *eye icon* indicates which viewing perspective is currently active.



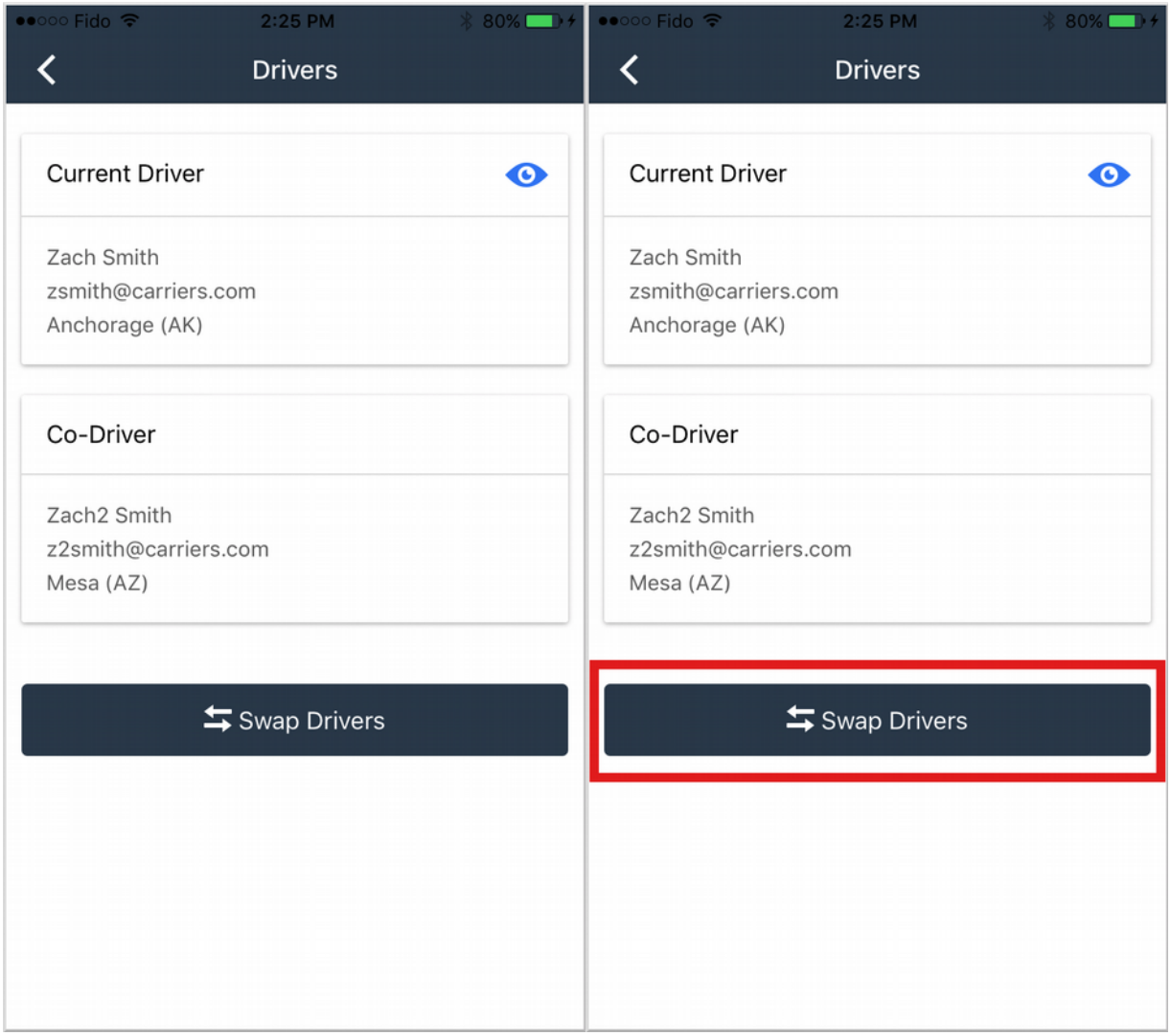
Swap Drivers

When the drivers are switching seats and roles (i.e. the *Co-Driver* moves behind the wheel to driver the truck), the drivers need to be *'Swapped'* in the app.

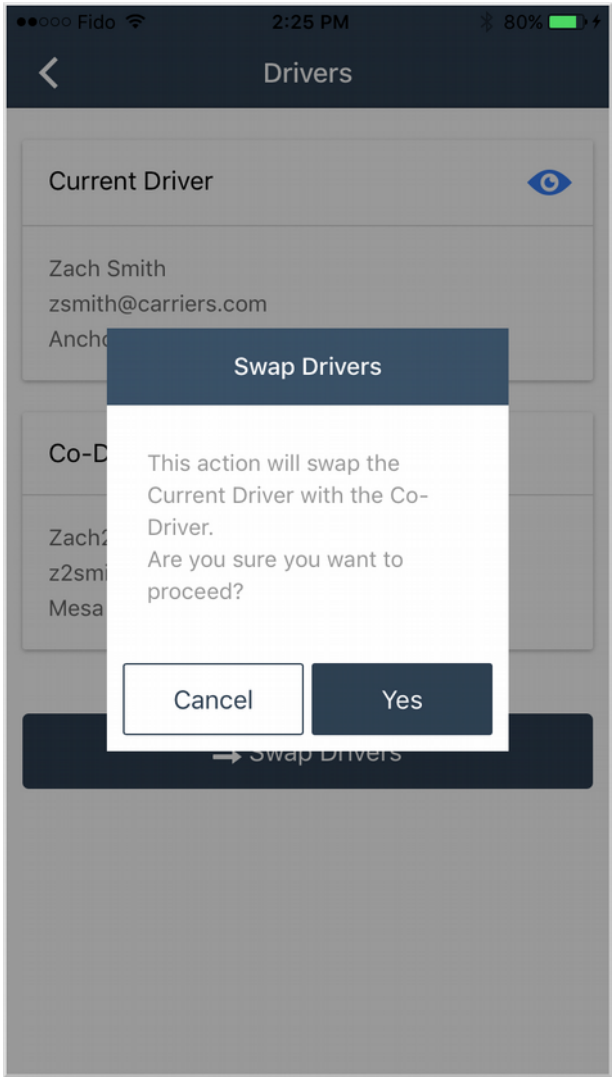
1. To swap the drivers, tap on the driver name on the top bar.

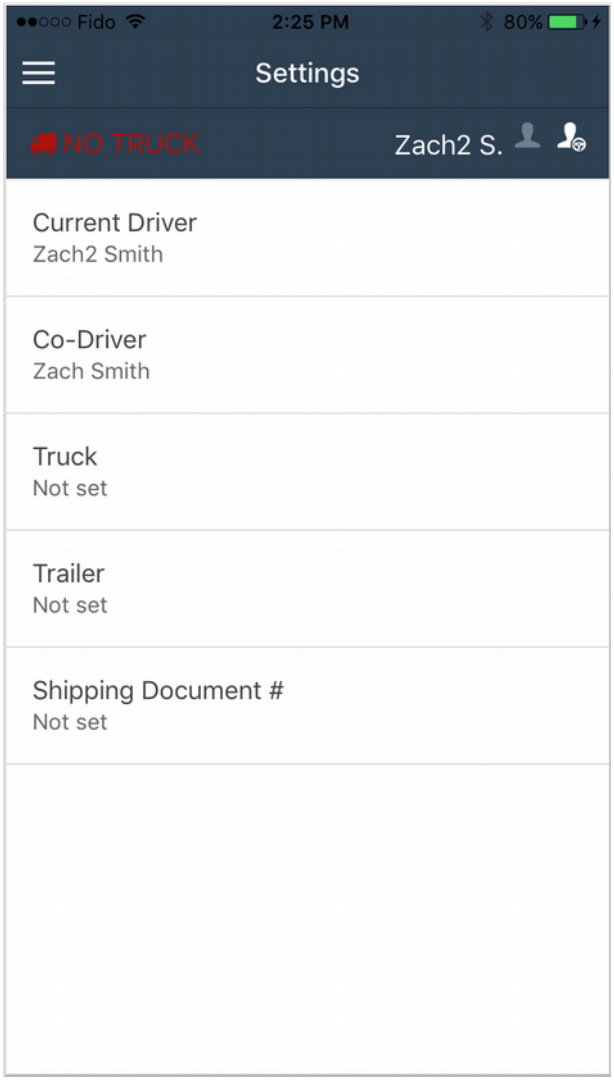


2. Tap on the **Swap Drivers** button



3. Tap **Yes** to confirm. This will swap the *Current Driver* to become *Co-Driver*, and vise versa.

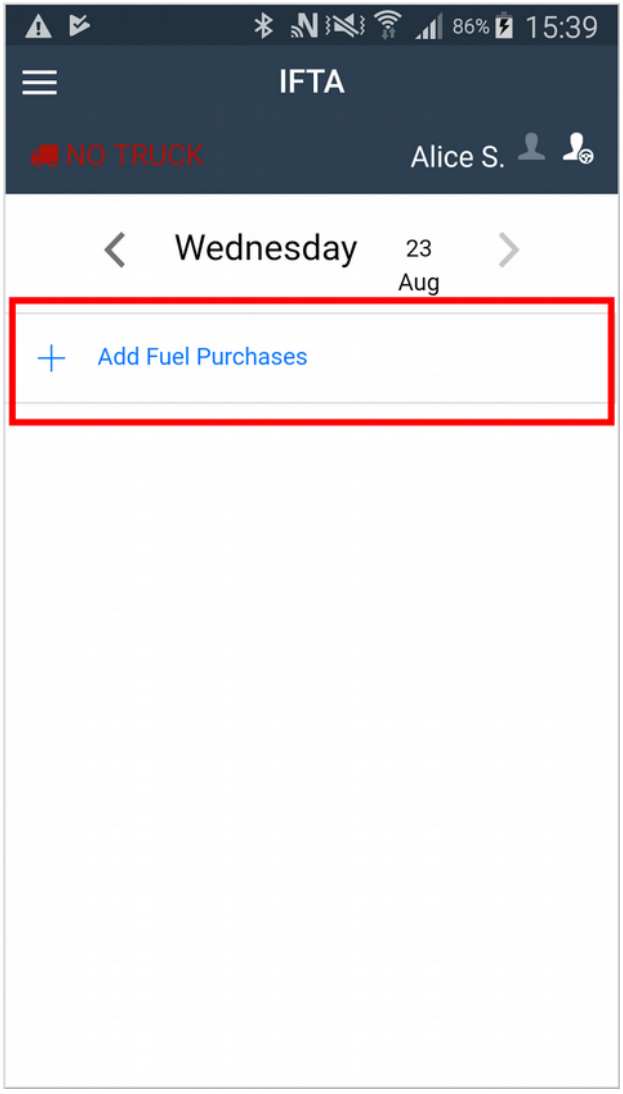


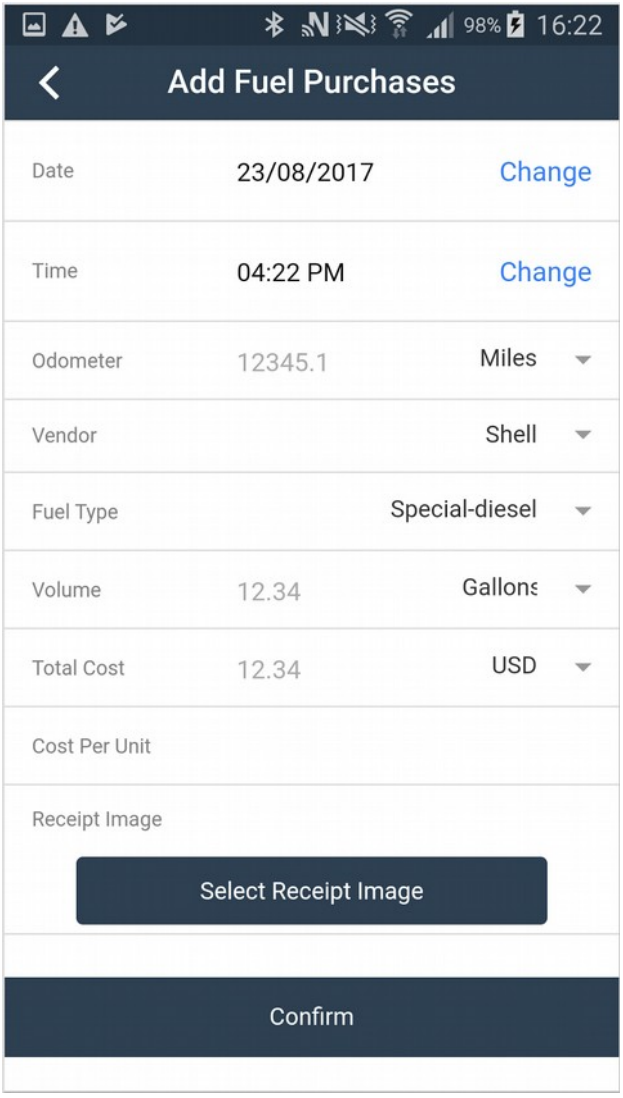


IFTA

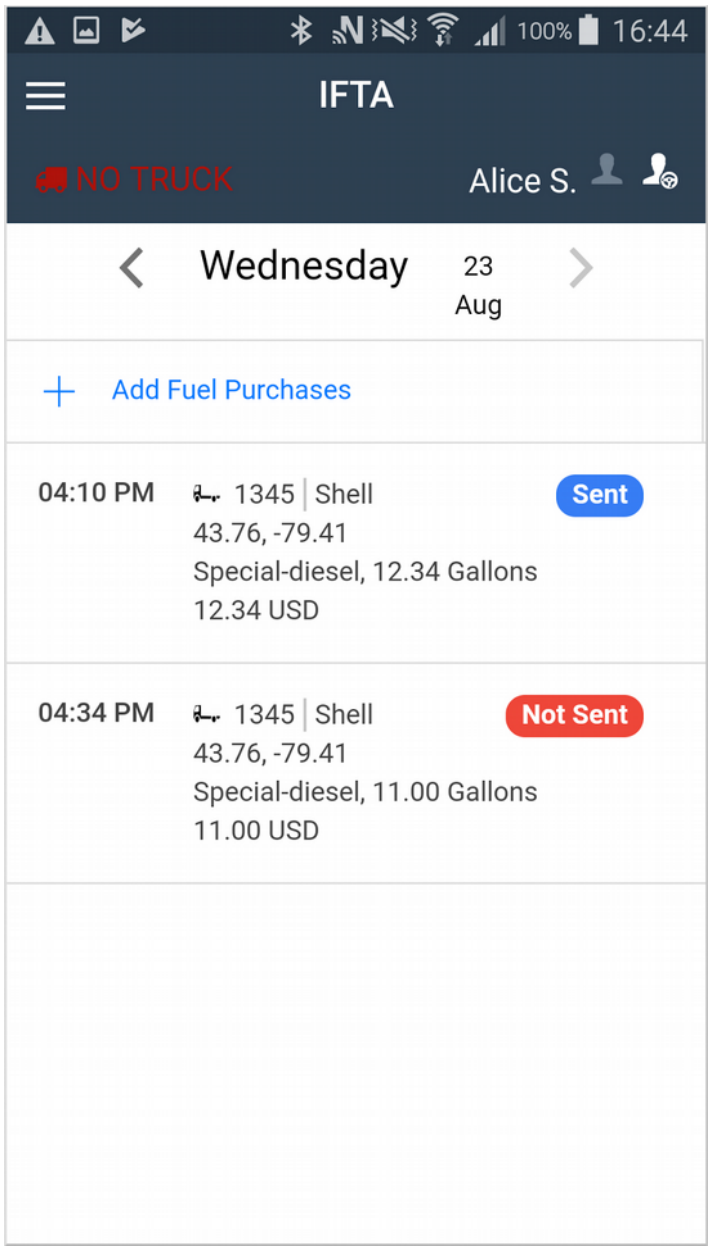
Adding a Fuel Purchase Receipt

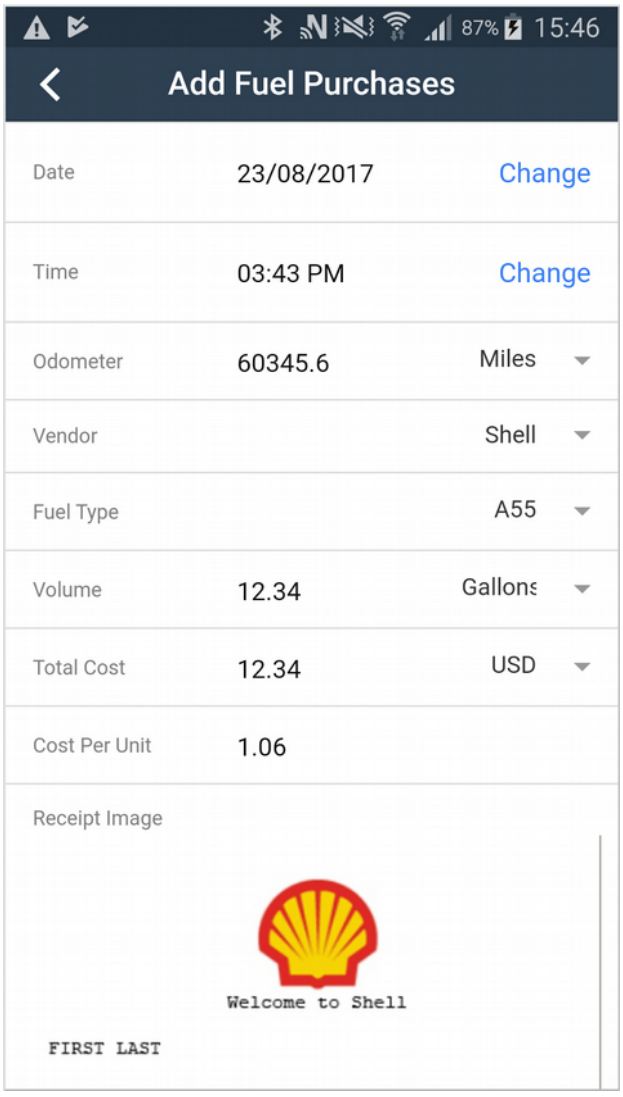
1. To add a new fuel receipt simply tap on **Add Fuel Purchases** and it will take you to the **Add Fuel Purchases** page.





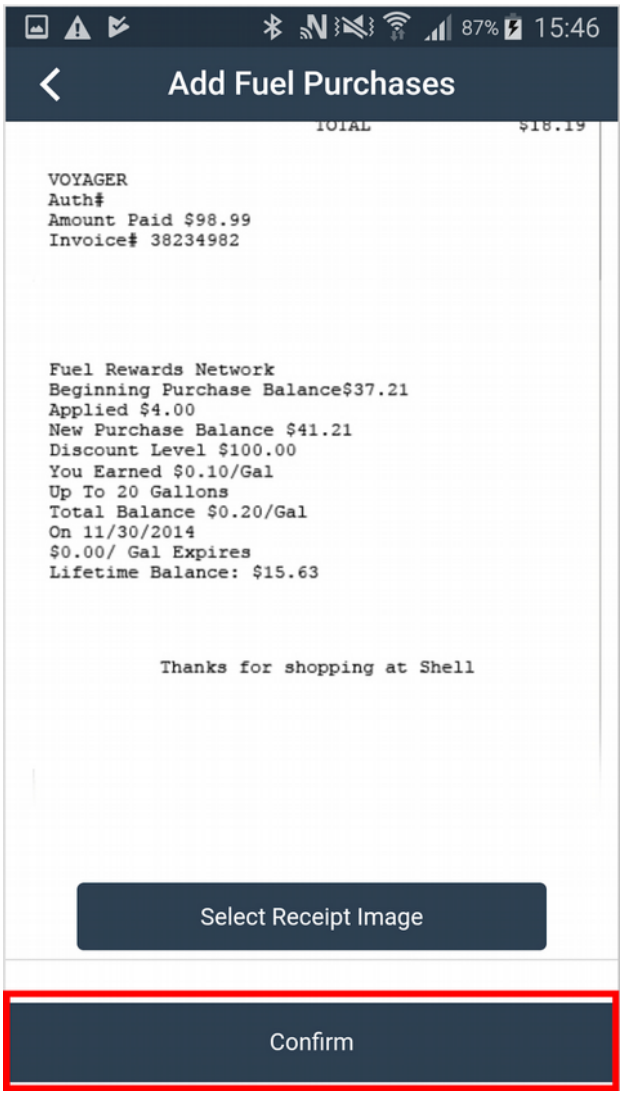
2. Fill out all of the fields with the corresponding information. Attach an image of the receipt by tapping the **Select Receipt Image** button. You can choose a picture that is already saved on your phone or take one with your camera.



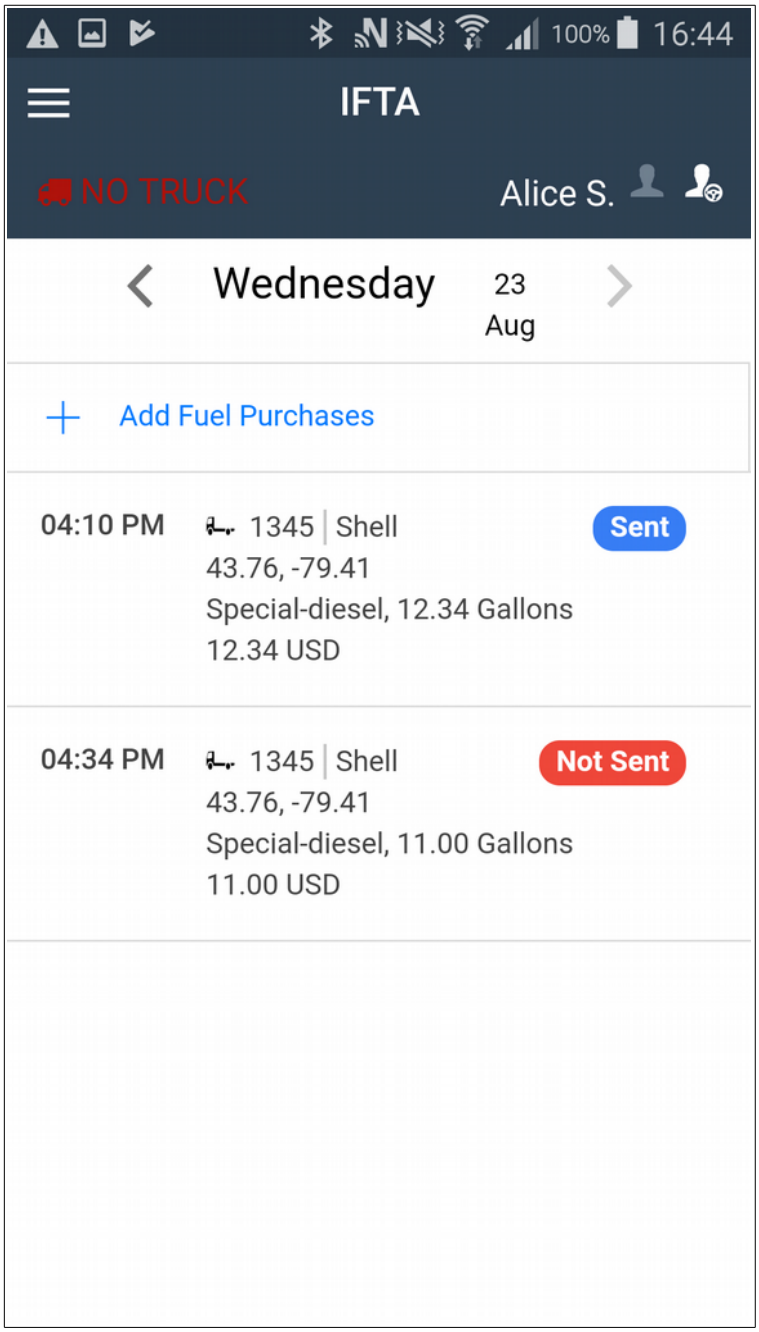

87% 15:46
Add Fuel Purchases
Date
23/08/2017
Change
Time
03:43 PM
Change
Odometer
60345.6
Miles
Vendor
Shell
Fuel Type
A55
Volume
12.34
Gallons
Total Cost
12.34
USD
Cost Per Unit
1.06
Receipt Image
Welcome to Shell
FIRST LAST

87% 15:46
Add Fuel Purchases
Receipt Image
Welcome to Shell
FIRST LAST
123 ANY STREET
DALLAS
TX 75254
11111111101
12-10-2014
00:00:00
PUMP #1
Fuel Type
Gallons 6.163
PRICE/GAL $1.90
FUEL TOTAL $11.71
Item QTY Unit Price Total Price
Carwash 1 $6.00 $6.00
SUBTOTAL $17.71
TAX $0.48
TOTAL $18.19
VOYAGER
Auth#
Amount Paid $98.99
Invoice# 38234982

Once you are done, tap the **Confirm** button at the very bottom.



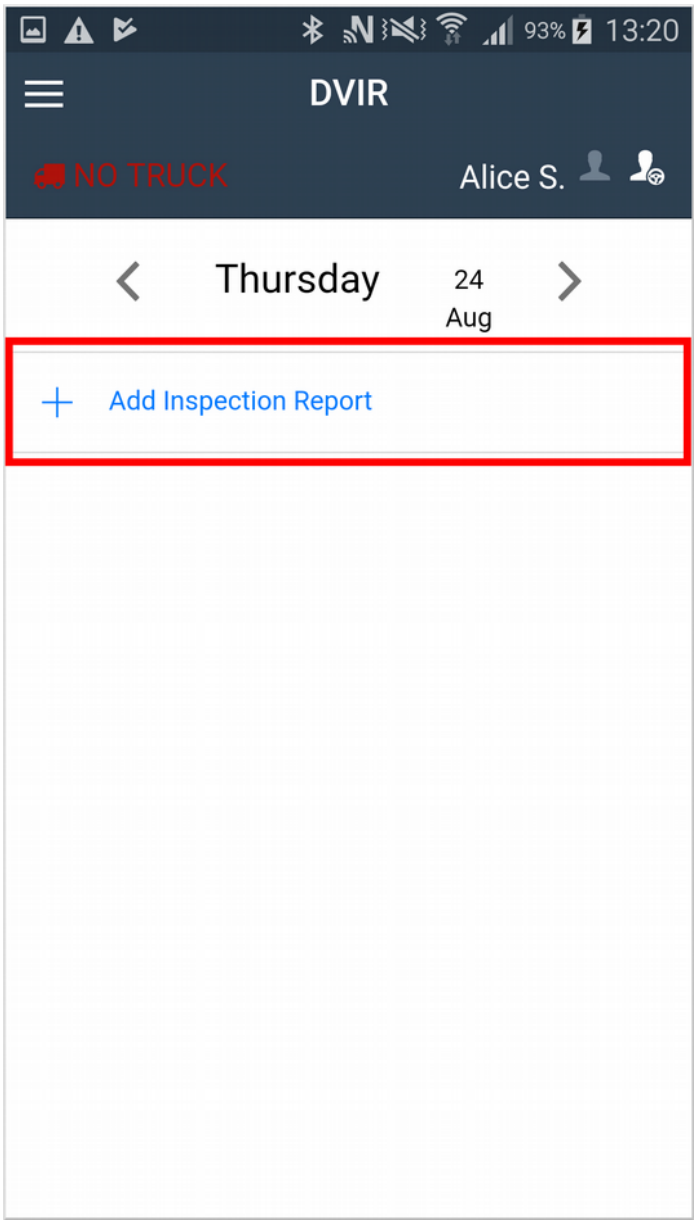
3. After tapping **Confirm**, you will be redirected back to the **IFTA** page, and you should see your fuel receipt added to the list. The fuel receipt can have two statuses, it can either be **Sent** or **Not Sent**. If the status is **Sent**, then your fuel receipt was successfully sent to the TrackEnsure Cloud Server. If the status is **Not Sent**, that means there was an error in processing your request to save the fuel receipt. This could be a network connectivity issue.



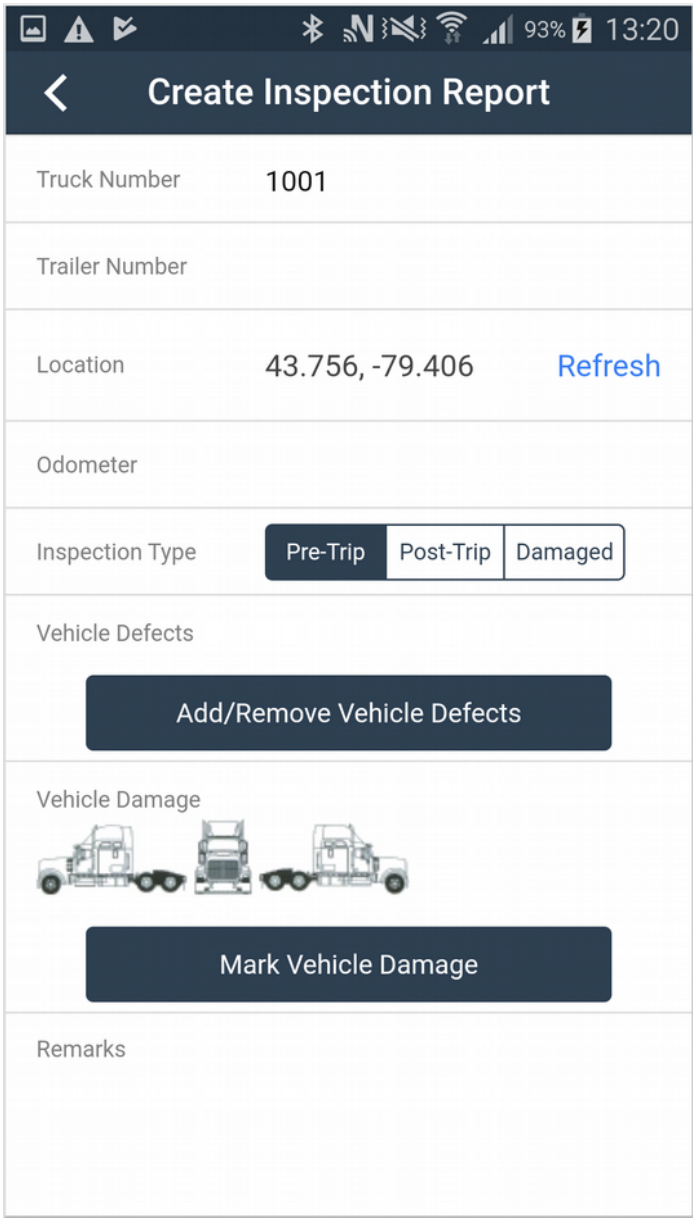
Driver-Vehicle Inspection Report

Adding an Inspection Report

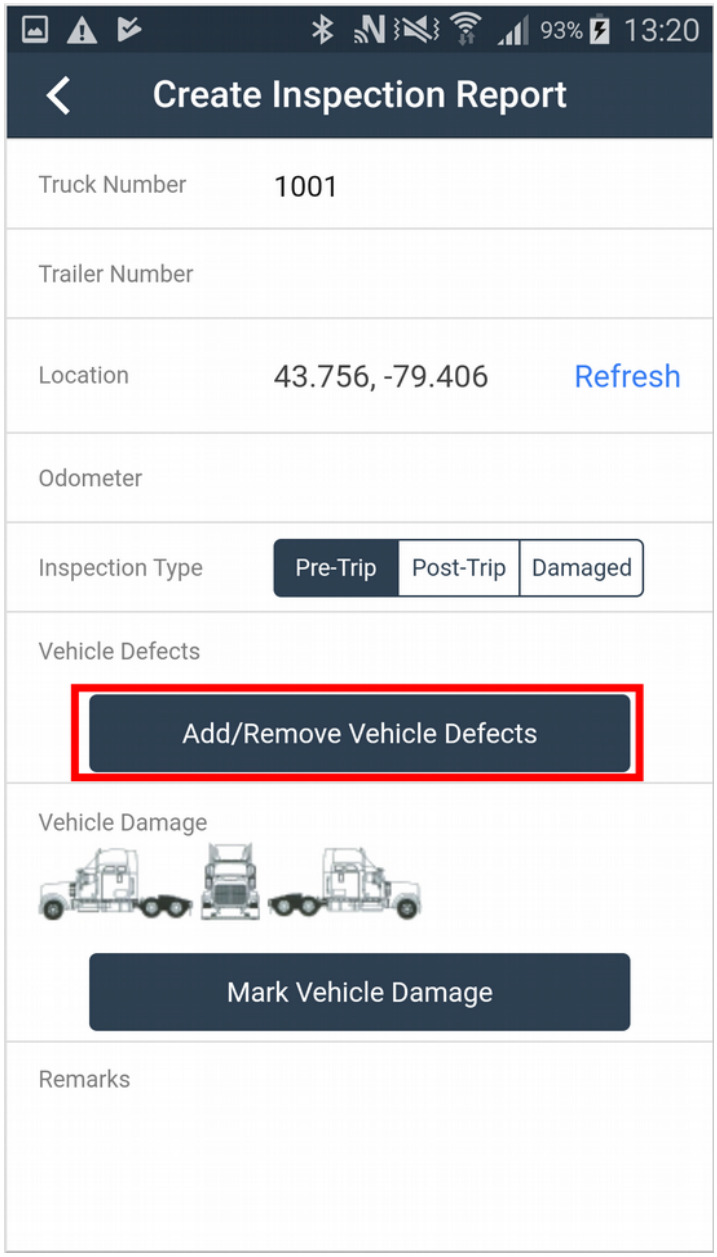
1. Tap **Add Inspection Report**

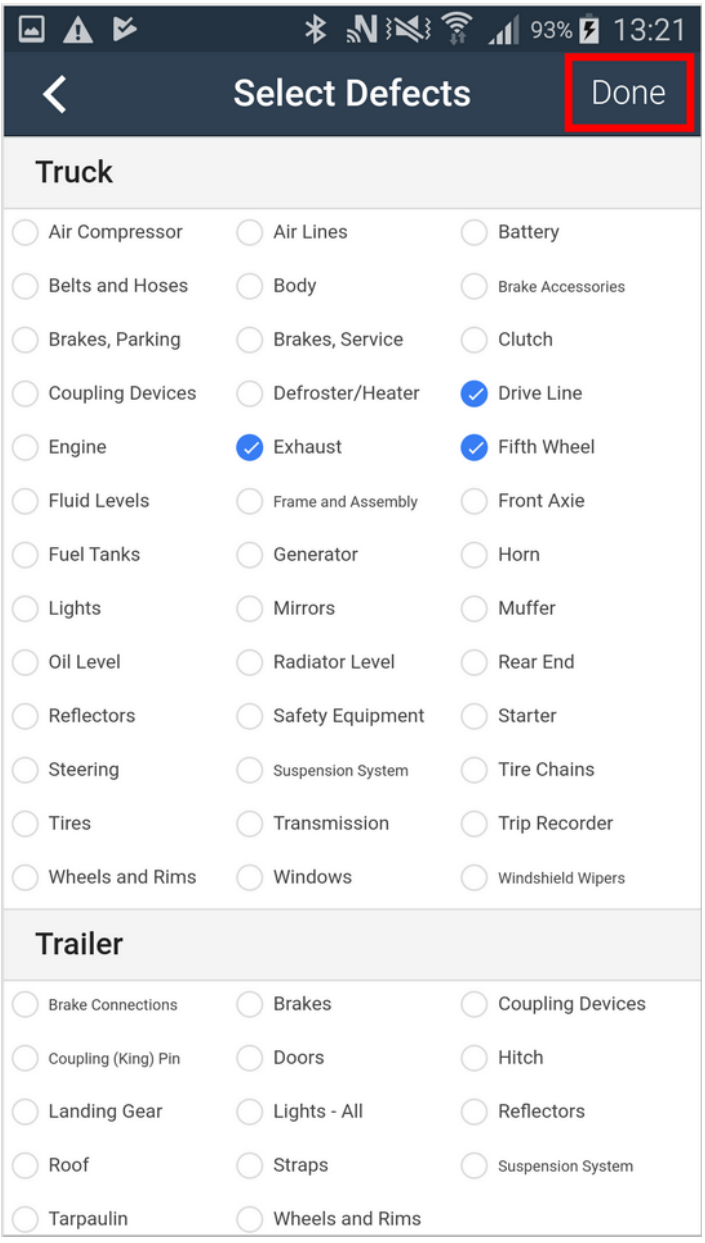


2. Fill out all of the fields with the corresponding information.

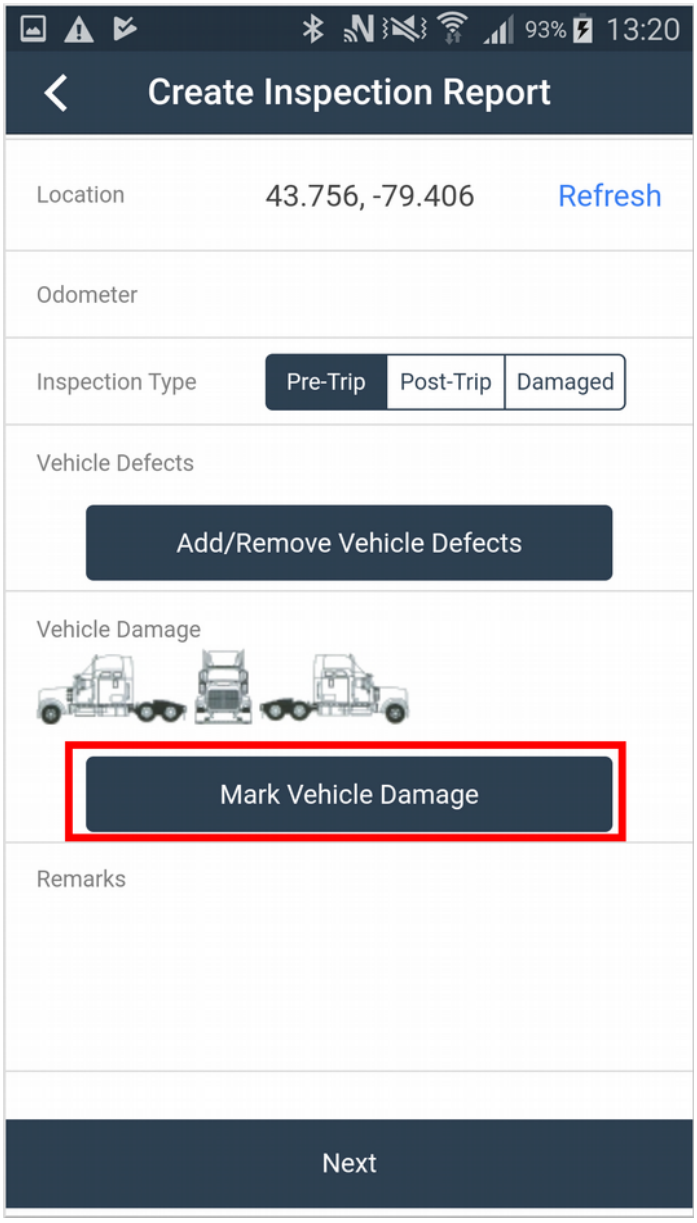


3. To Add/Remove Vehicle defects from your report simply tap the **Add/Remove Vehicle Defects** button. This will take you to a page where you can select the defected parts. Select the parts and then tap **Done**.

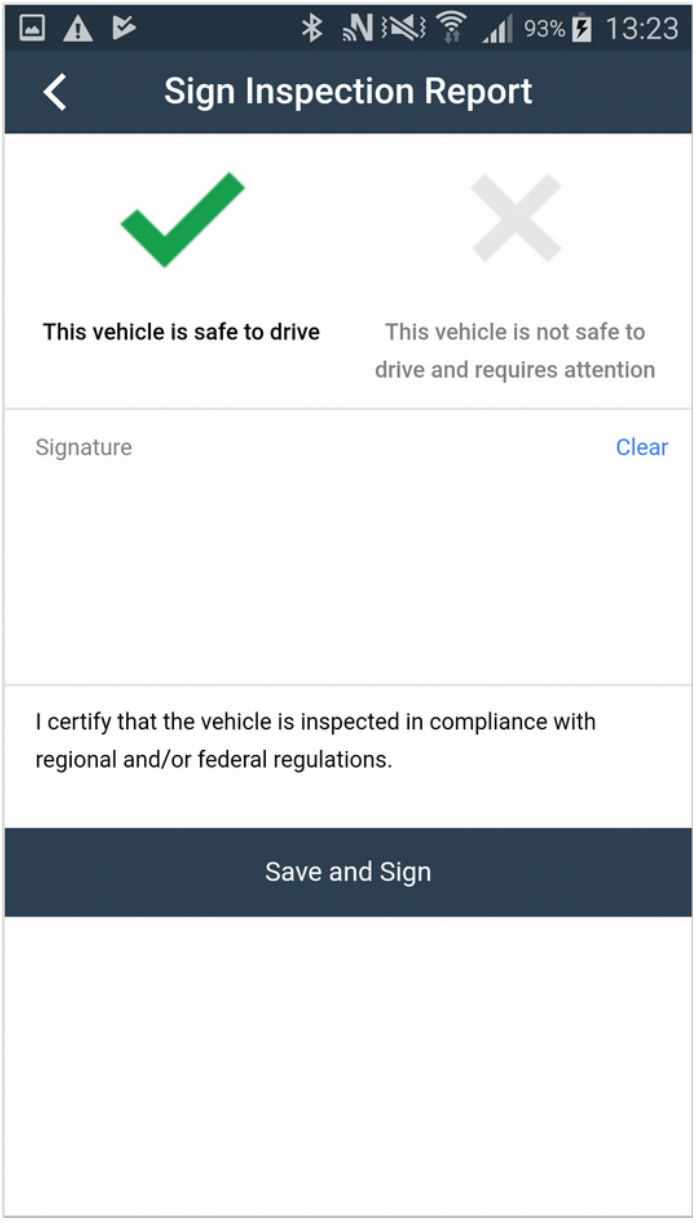


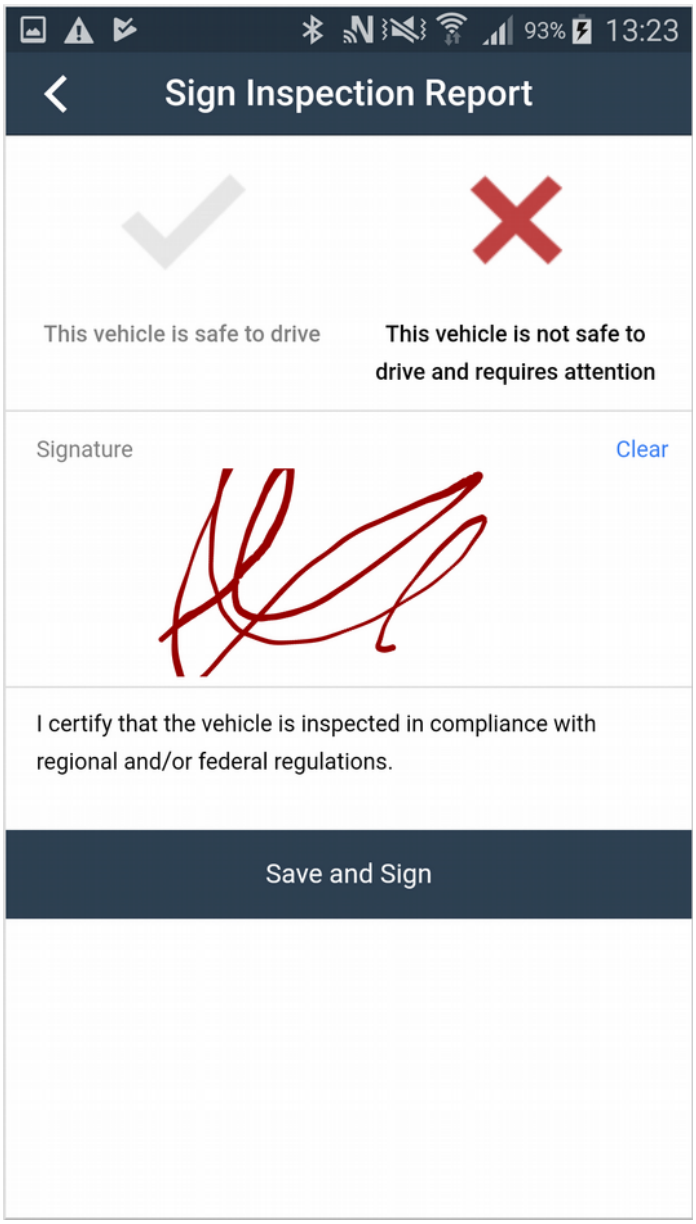


4. To mark vehicle damage on the report, you first tap the **Mark Vehicle Damage** button. Then you will be taken to the **Mark Damage** page. Here you can draw with your finger to mark the different types of damages. At the bottom of the screen you can find a list of different perspectives. When you are done marking the damages, hit the **Done** button at the top right corner.



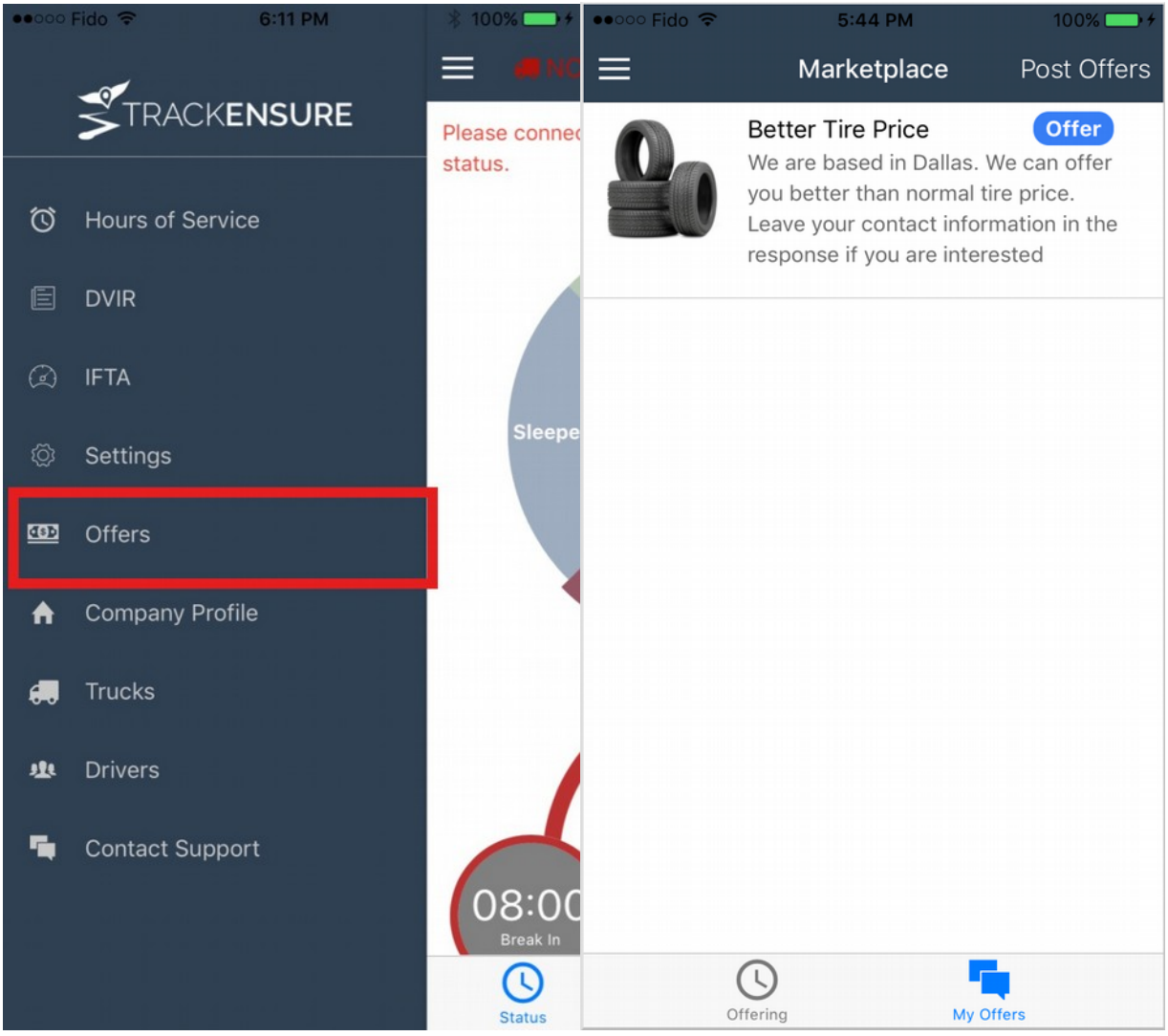
5. When you are finished filling out the inspection report, tap **Next**. This will take you to the **Sign Inspection Report** page. Here you will indicate whether your vehicle is safe to drive and provide a signature.





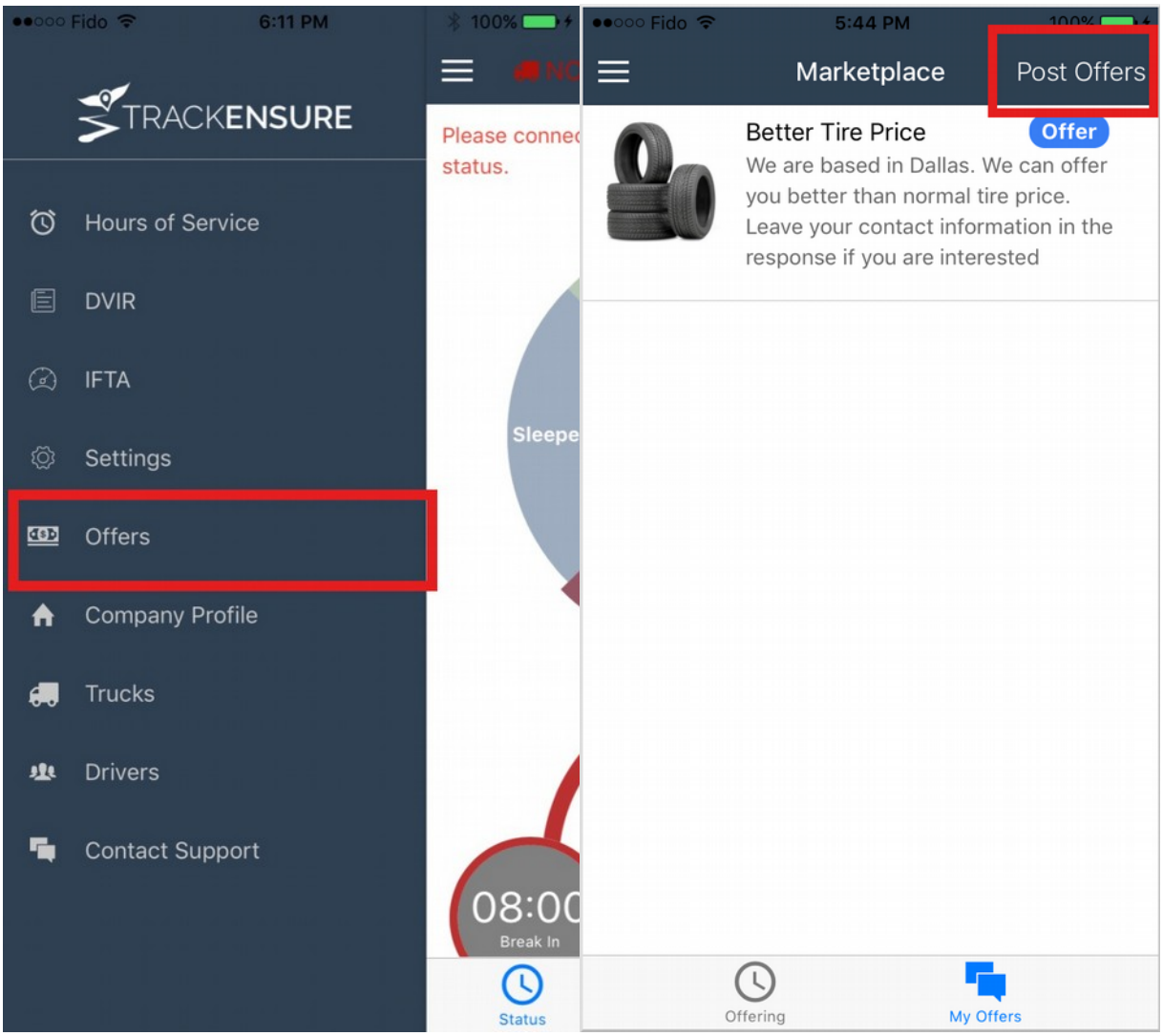
Marketplace

The marketplace allows companies to share offers between each other. To access the marketplace, go to **Offers** in the side menu.

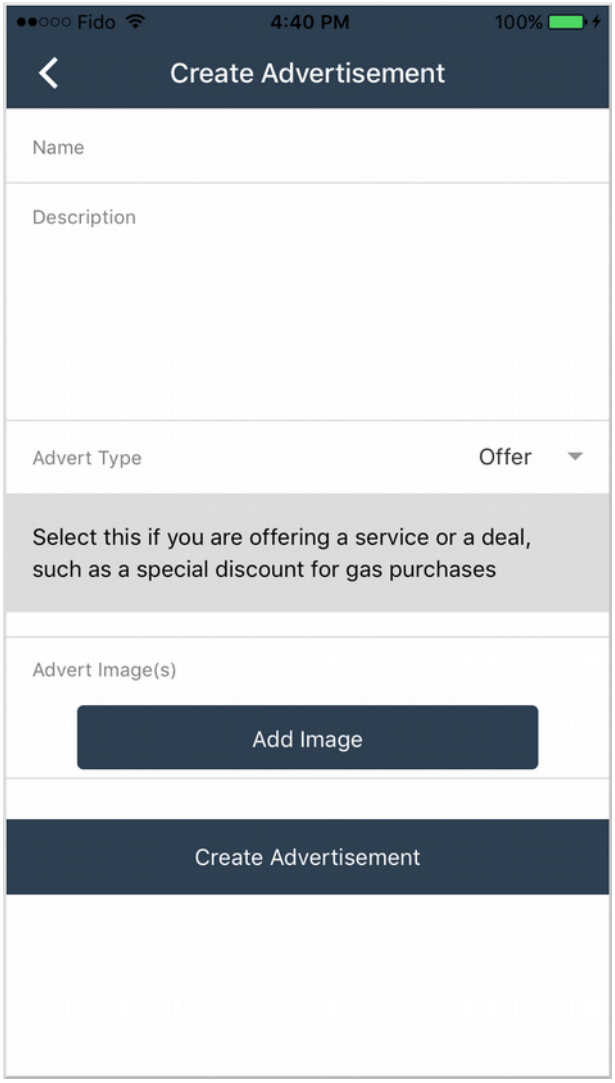


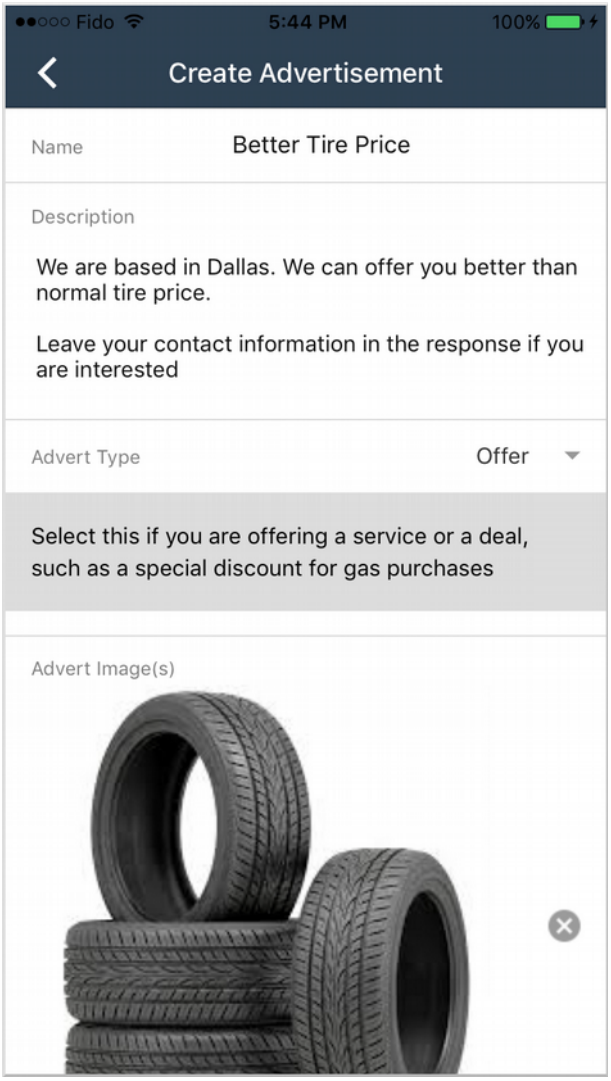
Posting an Offer

1. Access settings page by going to **Menu > Offers.** Tap on **Post Offer**



2. Fill in related information. When you are done, click **Create Advertisement**



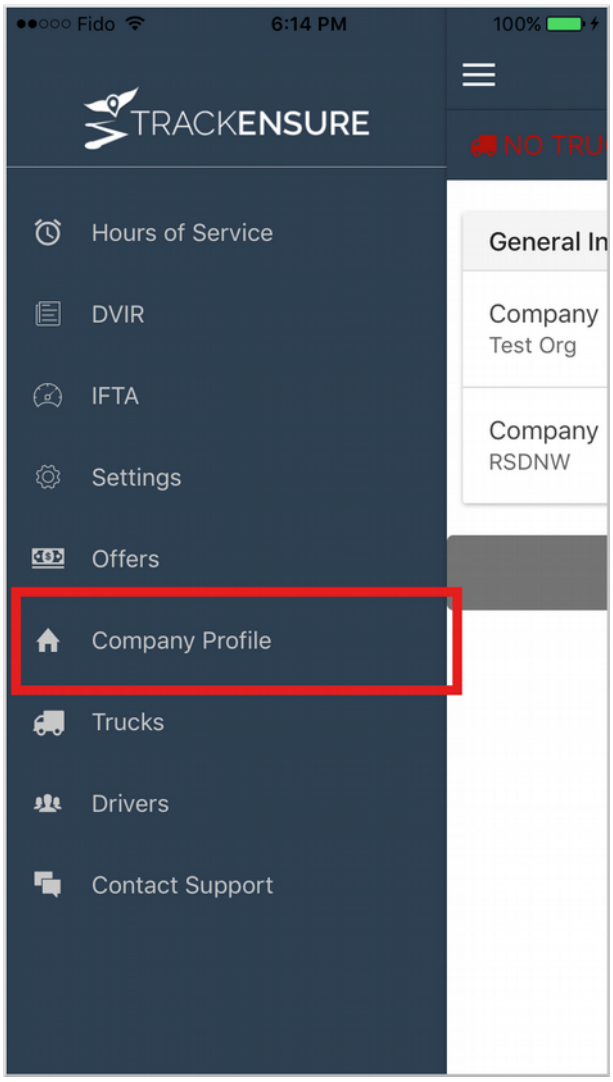


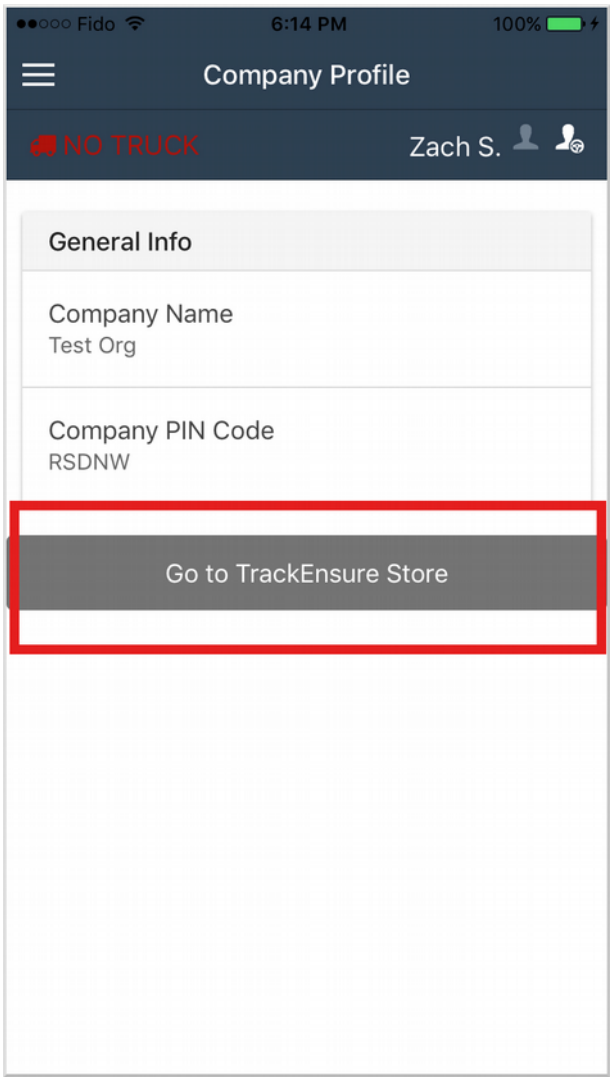
TrackEnsure Store

Purchase Hardware/Software Subscriptions

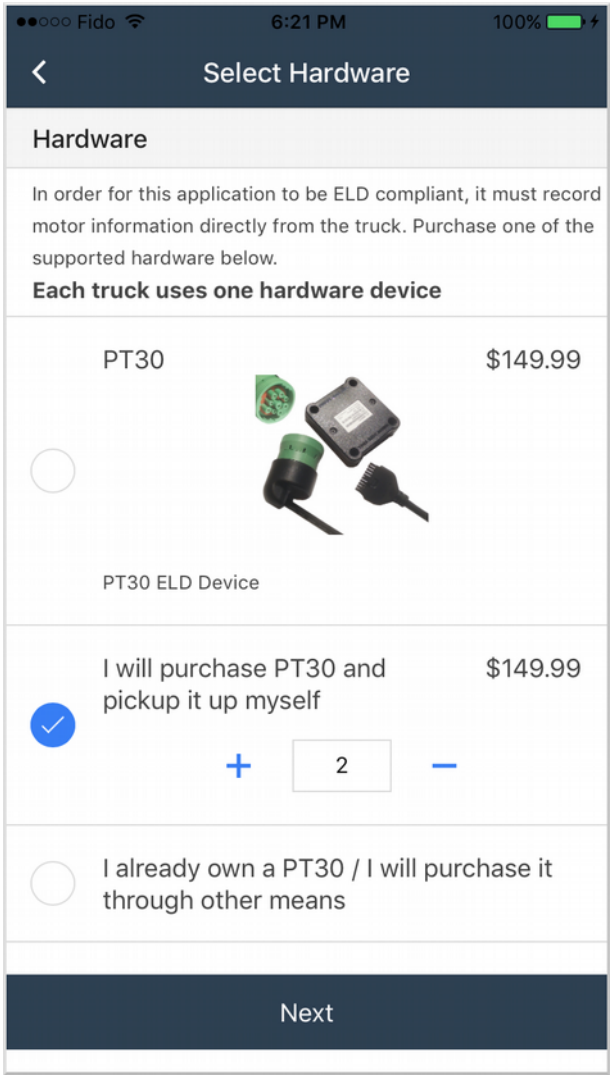
For the application to work according to FMCSA regulations, driver must purchase supported hardware and software. The Fleet Manager and Owner Operator is responsible for making the purchase.

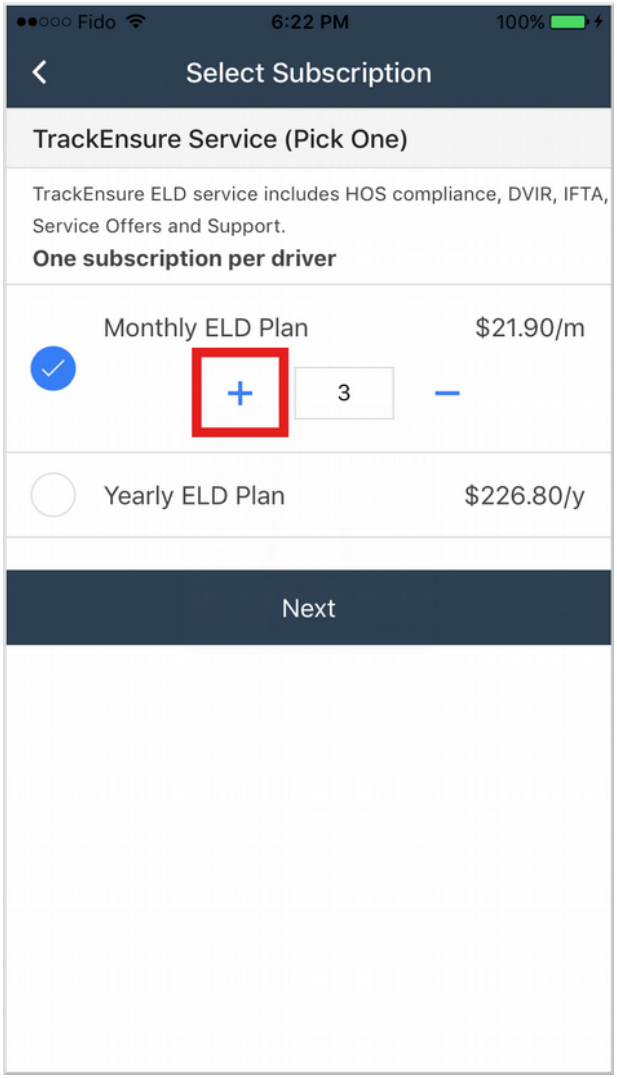
1. Access settings page by going to Menu > Company Profile. Tap on Go to TrackEnsure Store



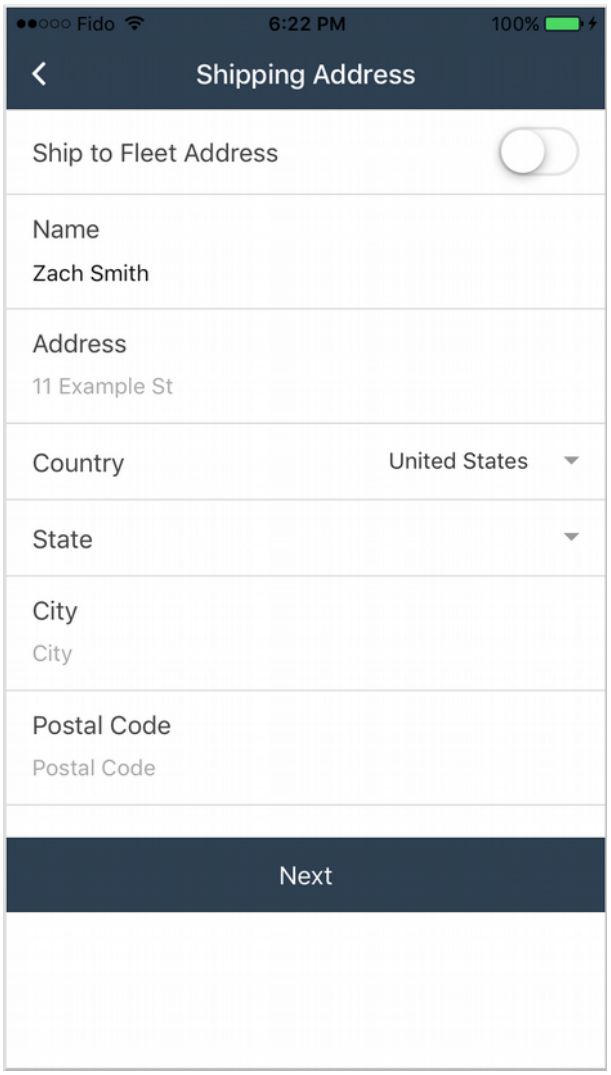


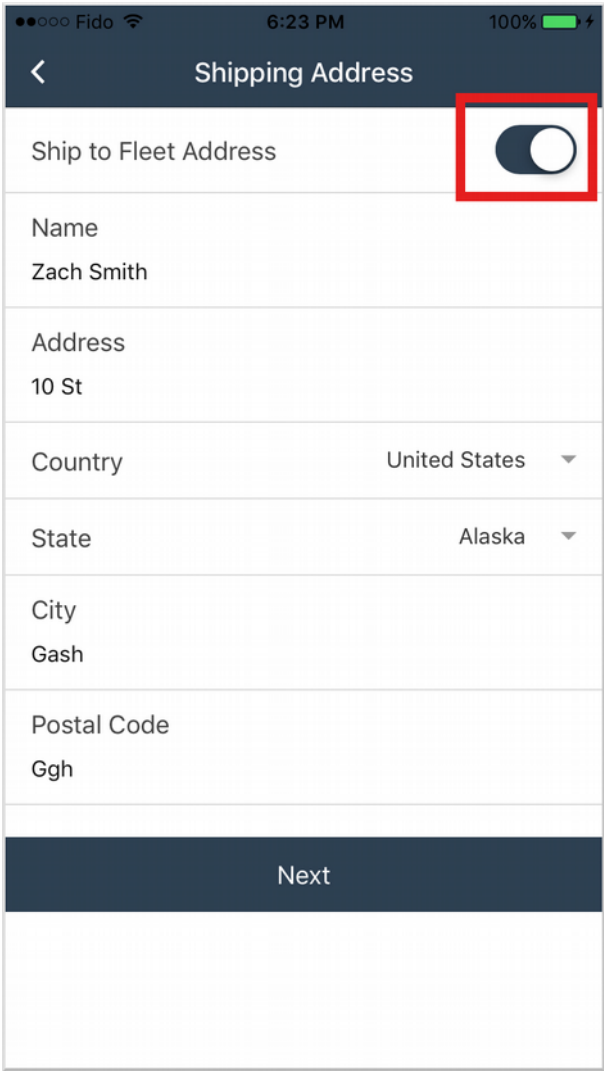
2. Select the product and the amount you would like to purchase



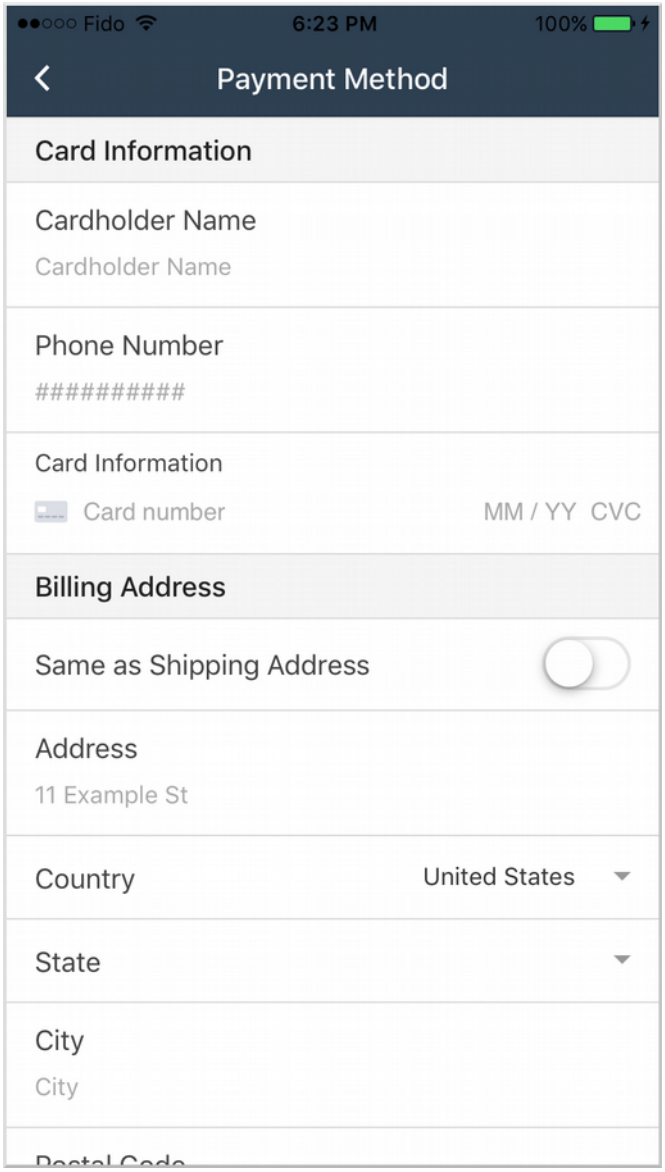


3. Enter shipping address

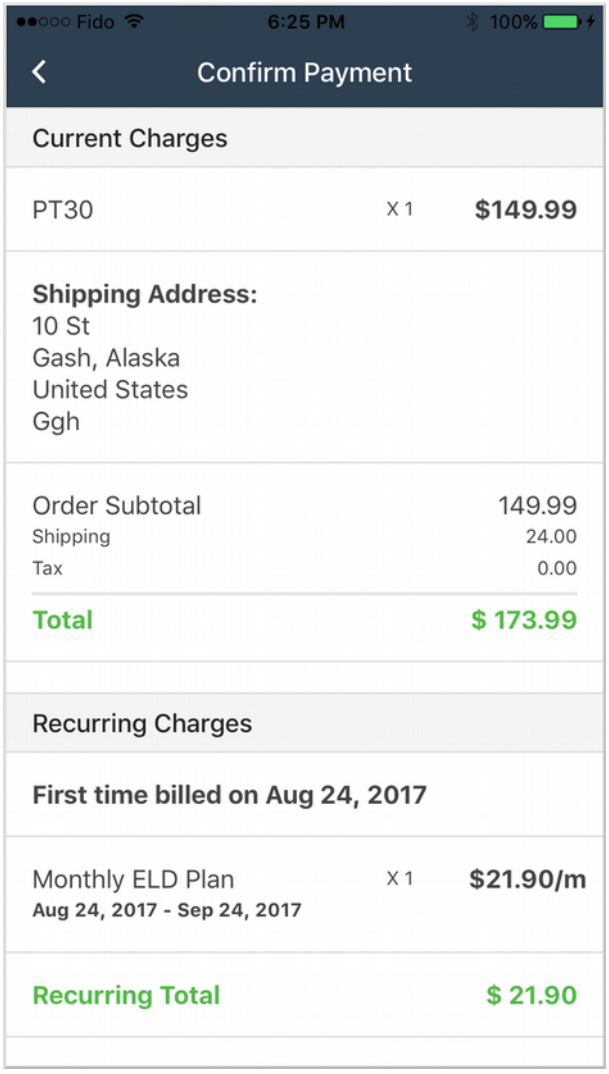


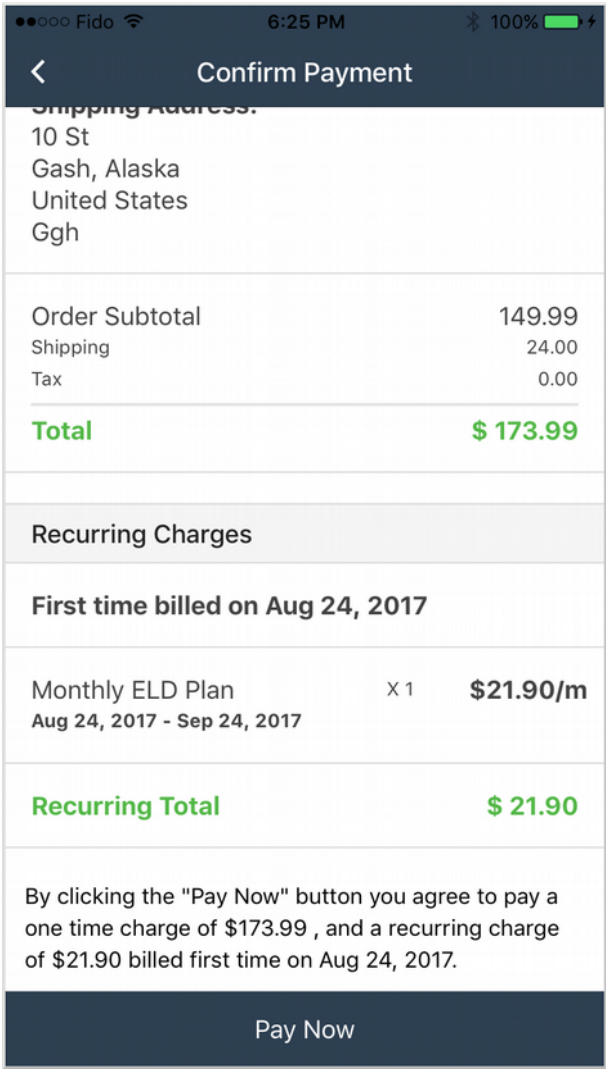


4. Enter payment information



5. Confirm Payment



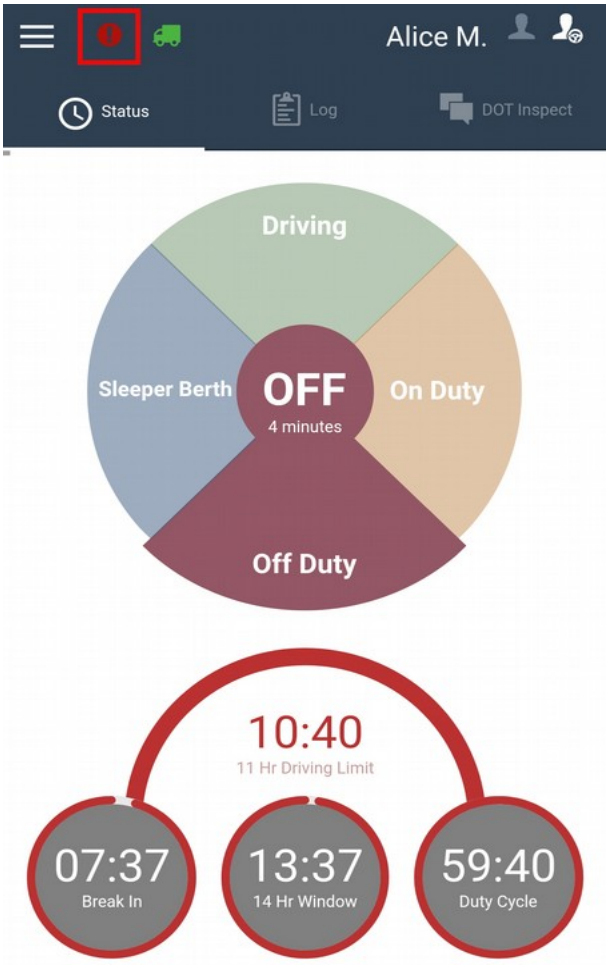


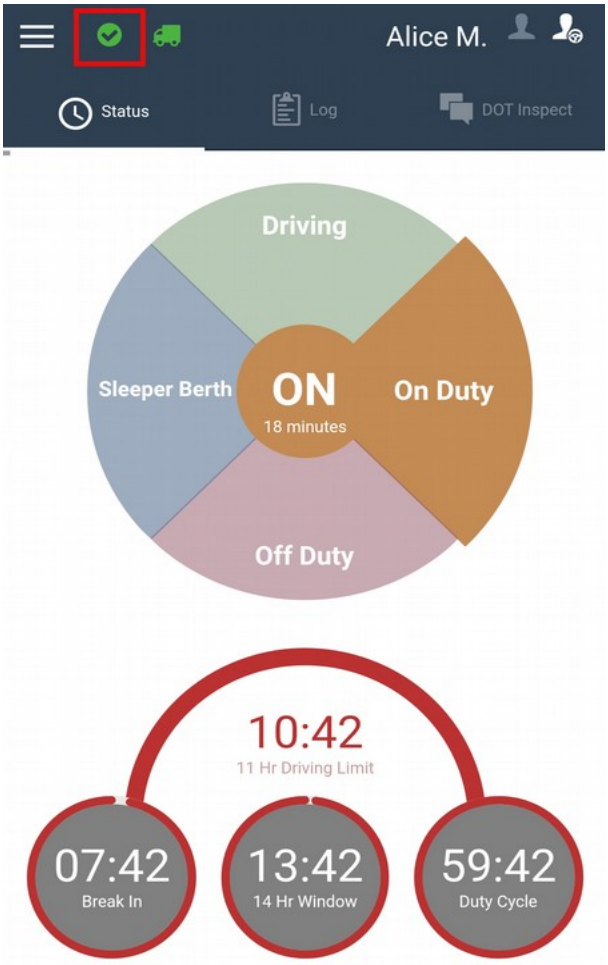
ELD Monitor

An *ELD Monitor* icon can be found on the left side in the header. This icon indicates whether there are any malfunctions or data inconsistencies.

If any malfunctions or data inconsistencies are detected, the indicator will show a red exclamation mark:

Otherwise, the indicator will show a green check mark:



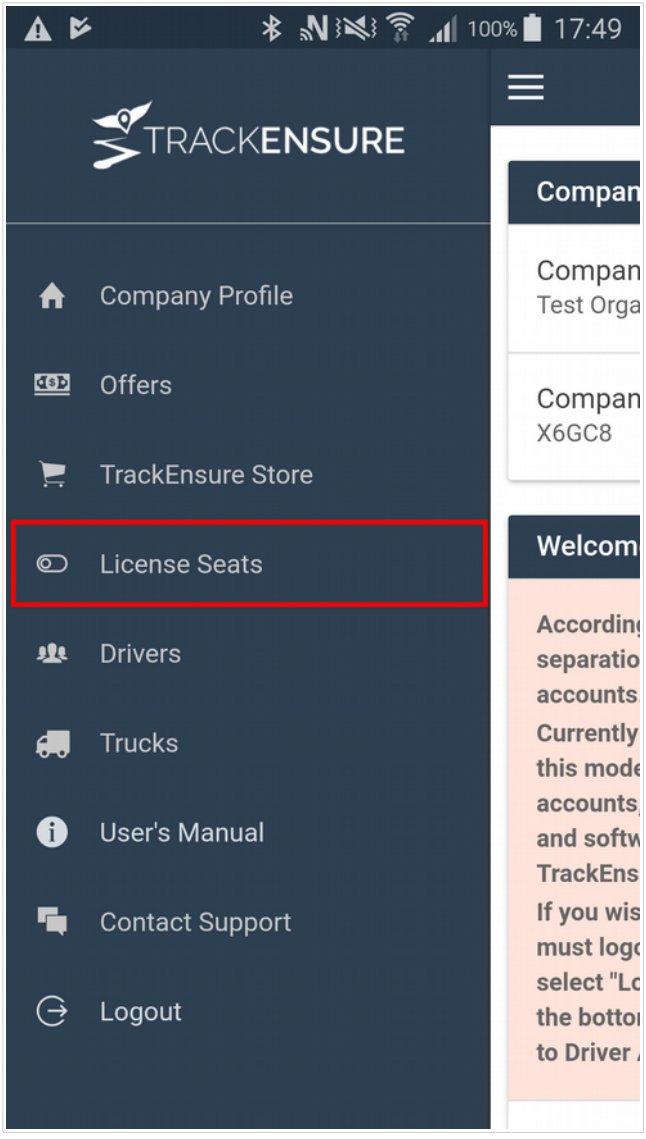


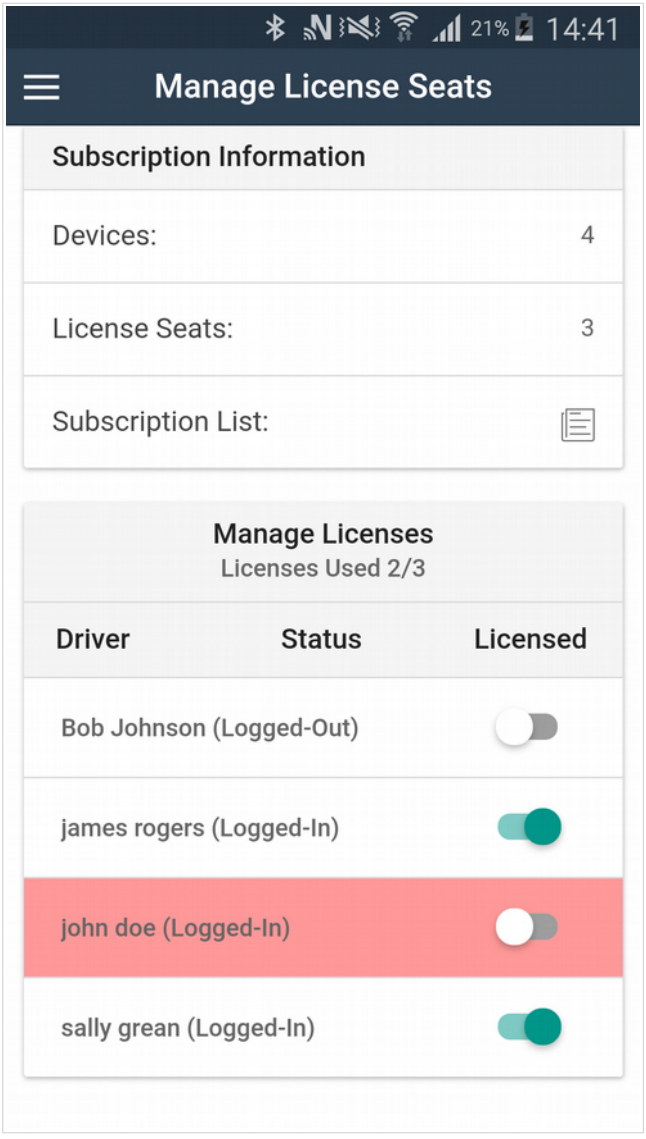
Managing License Seats

This is the *Manage License Seats* screen. Here you can view information about your *TrackEnsure ELD* subscriptions and manage your *License Seats.*

License Seats are basically subscriptions. When a driver in your organization logs into the *TrackEnsure ELD* app, his/her device is automatically assigned a license seat, if there is one available. The license seat is attached to the phone/tablet that the driver is using, and not the driver.

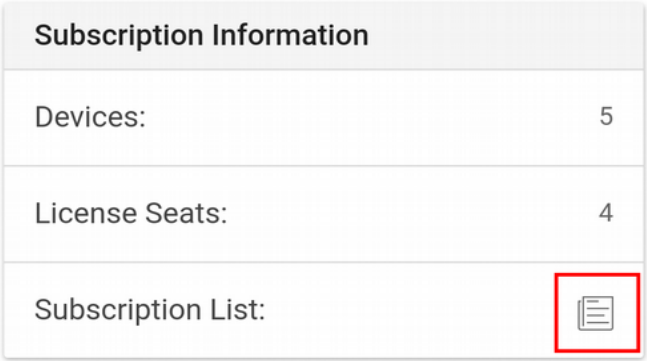
If a driver in your organization logs into the app, and no license seats are available, we may disable functionality for the device. **Page 78** explains how to handle such cases, and how the *License Manager* works.



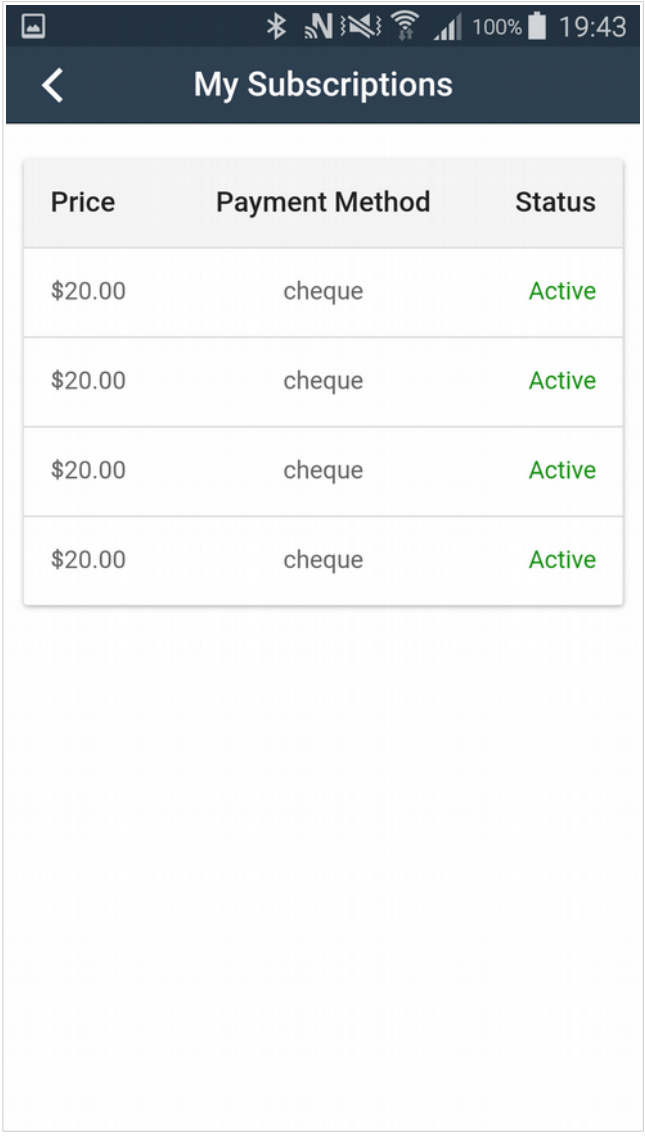


Subsciption Information

This is the *Subscription Information* box. The **Devices** field is the number of devices that are being used in your organization. Note that this also includes devices that are not currently logged into the app. The **License Seats** field is the total number of subscriptions purchased for your organization. You can view details about your subscriptions by tapping the icon in the **Subscription List** field. This will take you to the *My Subscriptions* page.



The *My Subscriptions* page shows you all of your subsciptions. Each subscription in this list represents a license seat. When the status is 'Active', it means the subscription is paid for, and is being used as a license seat. Also note, team drivers only use up one license seat because the license seat is used up by the device and not the drivers.



License Manager

The box at the bottom of the *Manage License Seats* screen is the *License Manager.*

The **Driver Column** is the name of the driver who is either currently logged-in to the device, or the driver that was the last one to use the device. You can see whether that driver is using the device by looking at the text inside the brackets indicating if the driver is 'Logged-In' or 'Logged-out'.

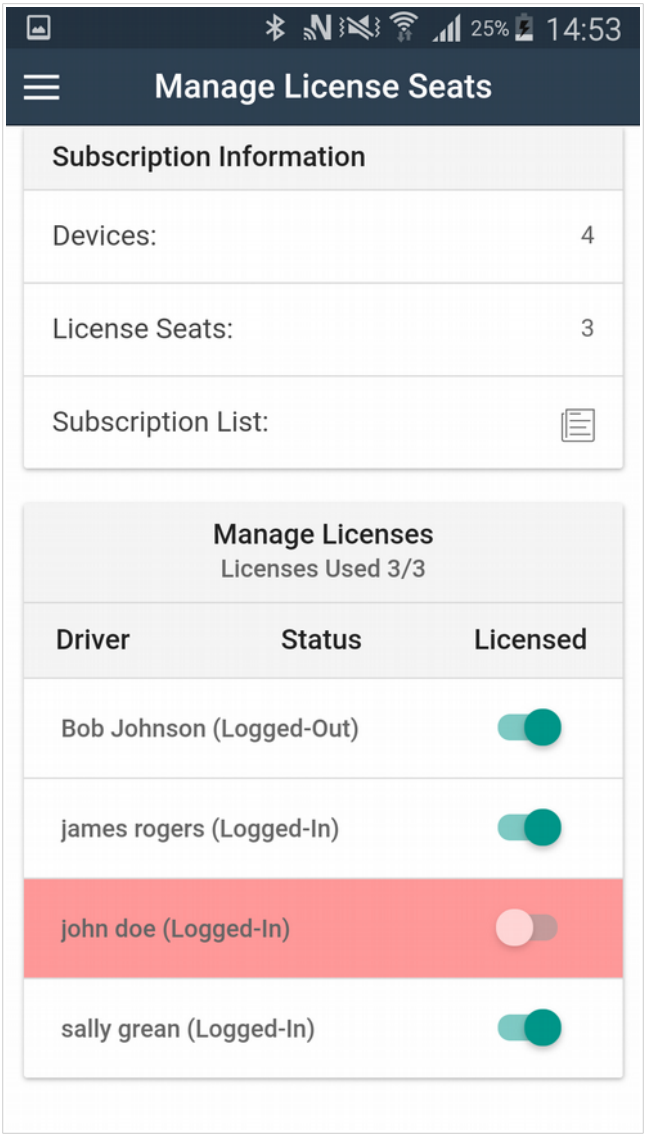
The **Licenced Column** tells you whether the device is using up a license seat. If the switch is switched on to the right and is a greenish color, then the device is currently using up a license seat. If the switch is switched off to the left and is gray, then that device is not using a license seat.

IMPORTANT

If the driver is 'Logged-In' and the 'Licensed' switch is off, then that device is **using the *TrackEnsure ELD* app WITHOUT a subscription**, and we may disable app functionality for that device. This situation can occur if a driver in your organization logs in and there are no more available license seats. Refering to the image on the right, this would be the case for 'John doe'. To **Resolve this issue,** you could:

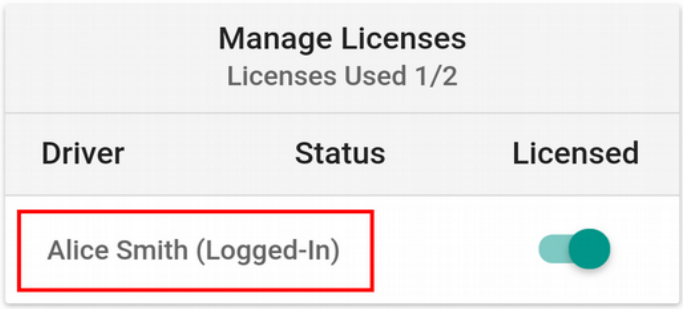
1. Tell 'John doe' to log out of the app until there is a license seat available. (Logging out will change his status to 'Logged-out')

2. Switch 'OFF' the license for 'Bob Johnson' since he is not logged in and using it, and switch 'ON' the license for 'John doe' (Note, the app does not let you switch 'ON' a license if all of your license seats are being used up).



Device Information View

To access the *Device Information* screen, tap the driver's name in the *License Manager.*

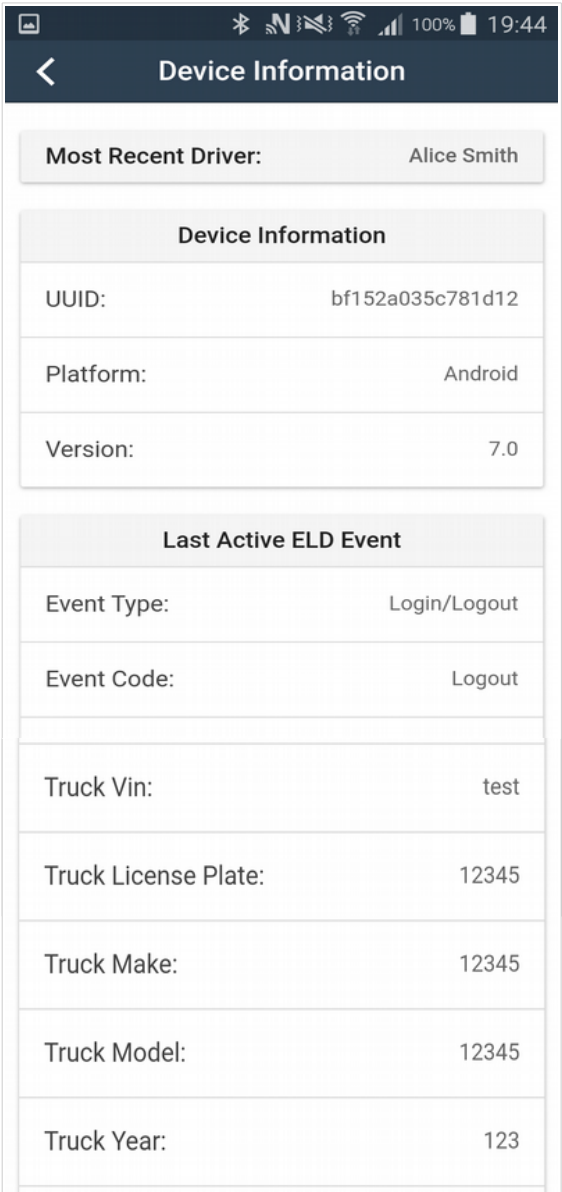


The *Device Information* screen shows you:

1. Most Recent Driver: This is the driver that is currently logged-in to the device, or was the last one who logged in.

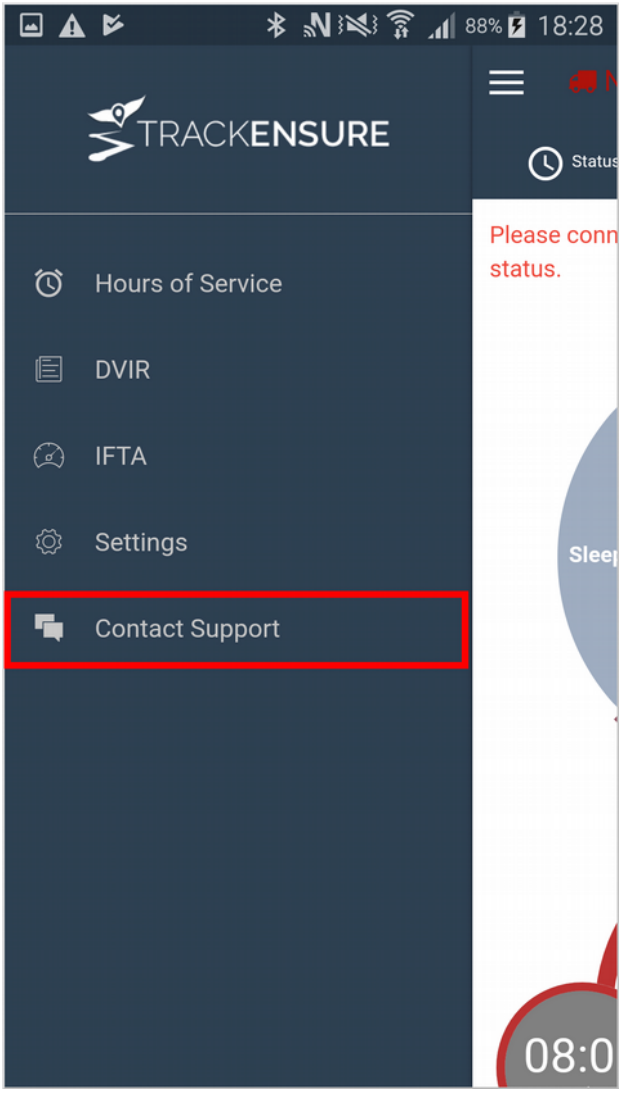
2. Device Information: This is where information about the device is displayed.

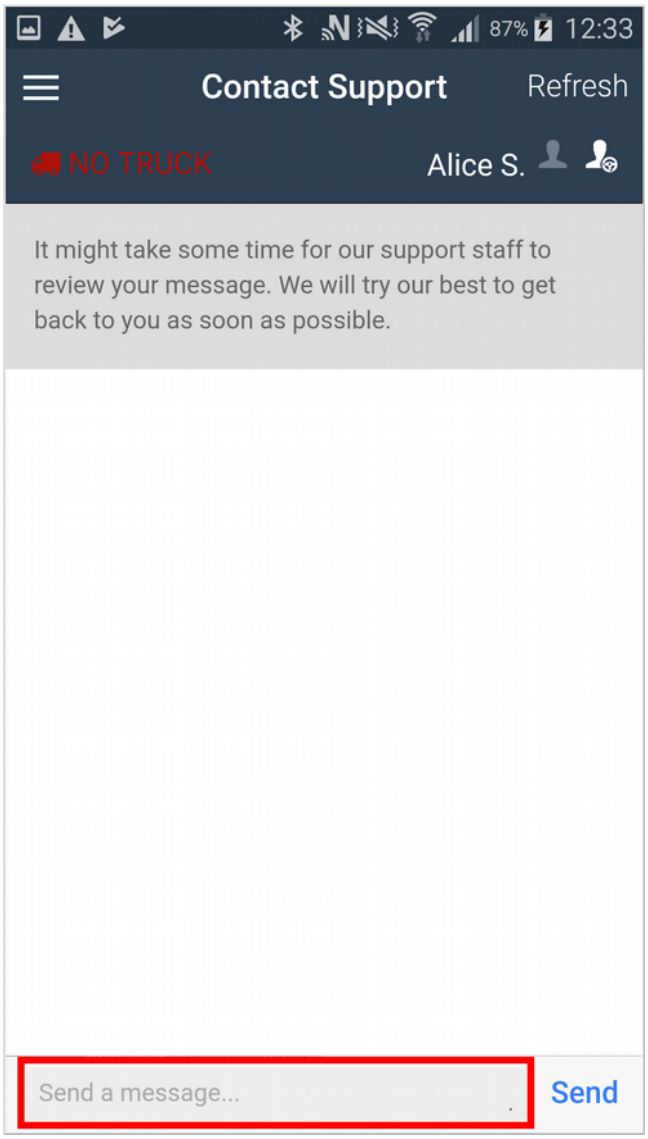
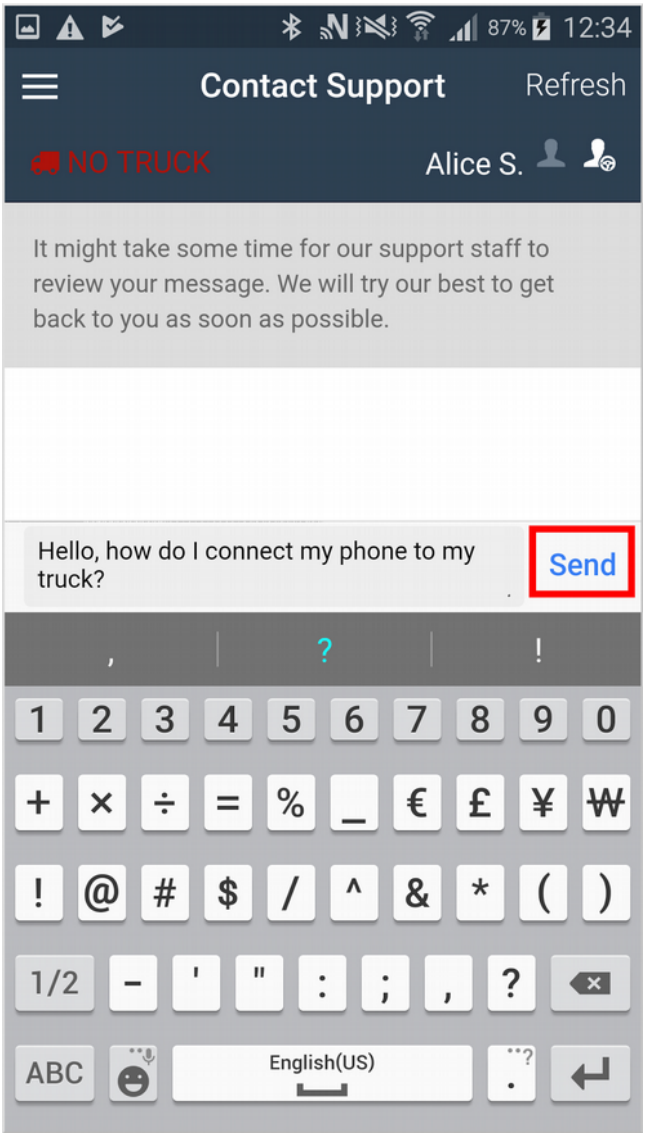
3. Last Active ELD Event: Here is information about the last active ELD event that was logged for the most recent driver.



Contact Support

1. Navigate to the settings page by going to **Menu > Contact Support.**



2. Tap the **Send a message...** input box at the bottom and type in your question or comment and then tap on the **Send** button.

You will receive a notification upon response from our support team.