

## Instruction for drivers for ELD functionality in the Mobile App



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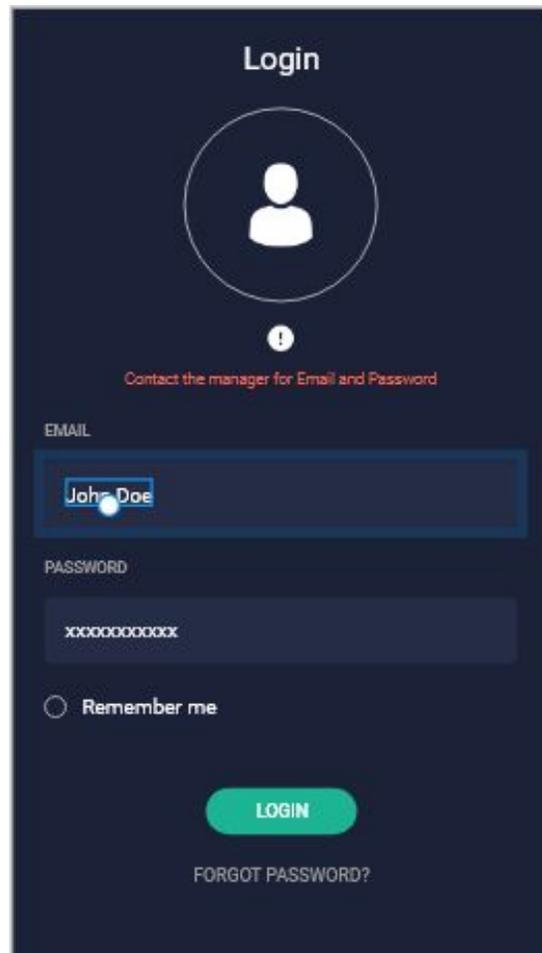
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## Logging in:

When a user clicks on the app icon on their mobile screen, a splash screen opens while app is loading. This screen then directs to the **Login Screen**.

- Splash Screen
- Login Screen  
The user is able to login with his/her email address and password.  
In case the driver is signing up for the first time he/she can contact the fleet manager for the login credentials.

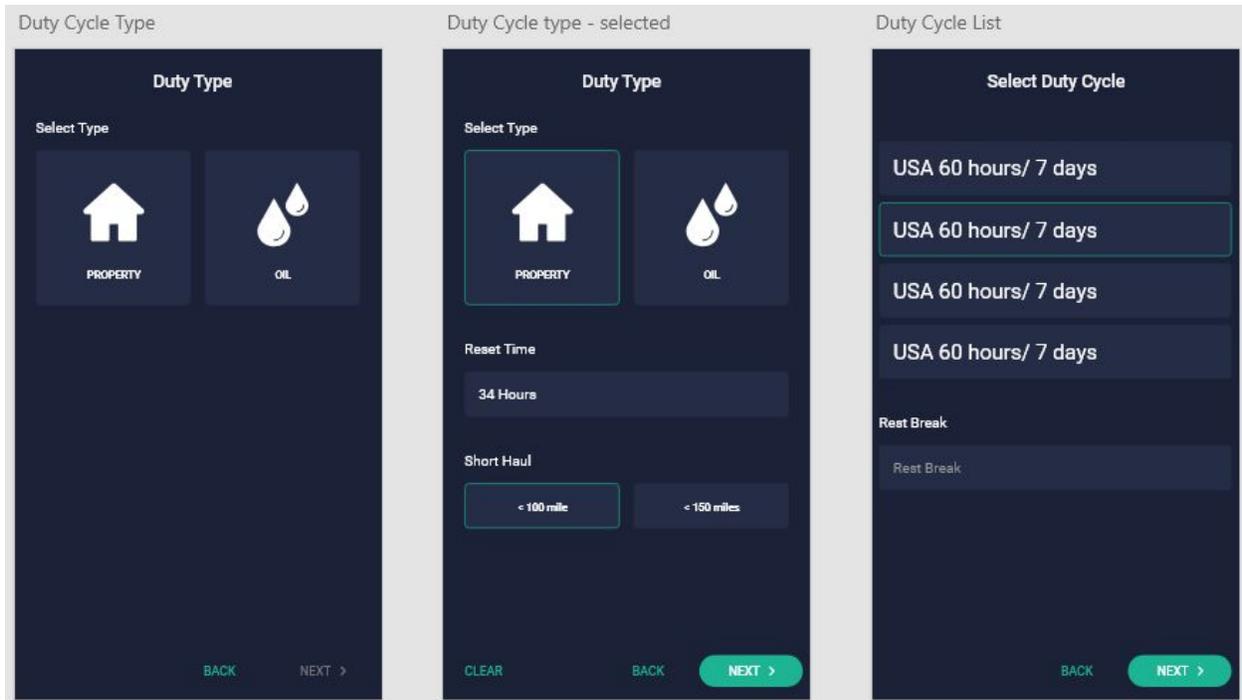


## Select Duty Cycle

Once the driver is logged in, the next step is to select the relevant duty cycle for his/her driving duties.

As can be seen below:

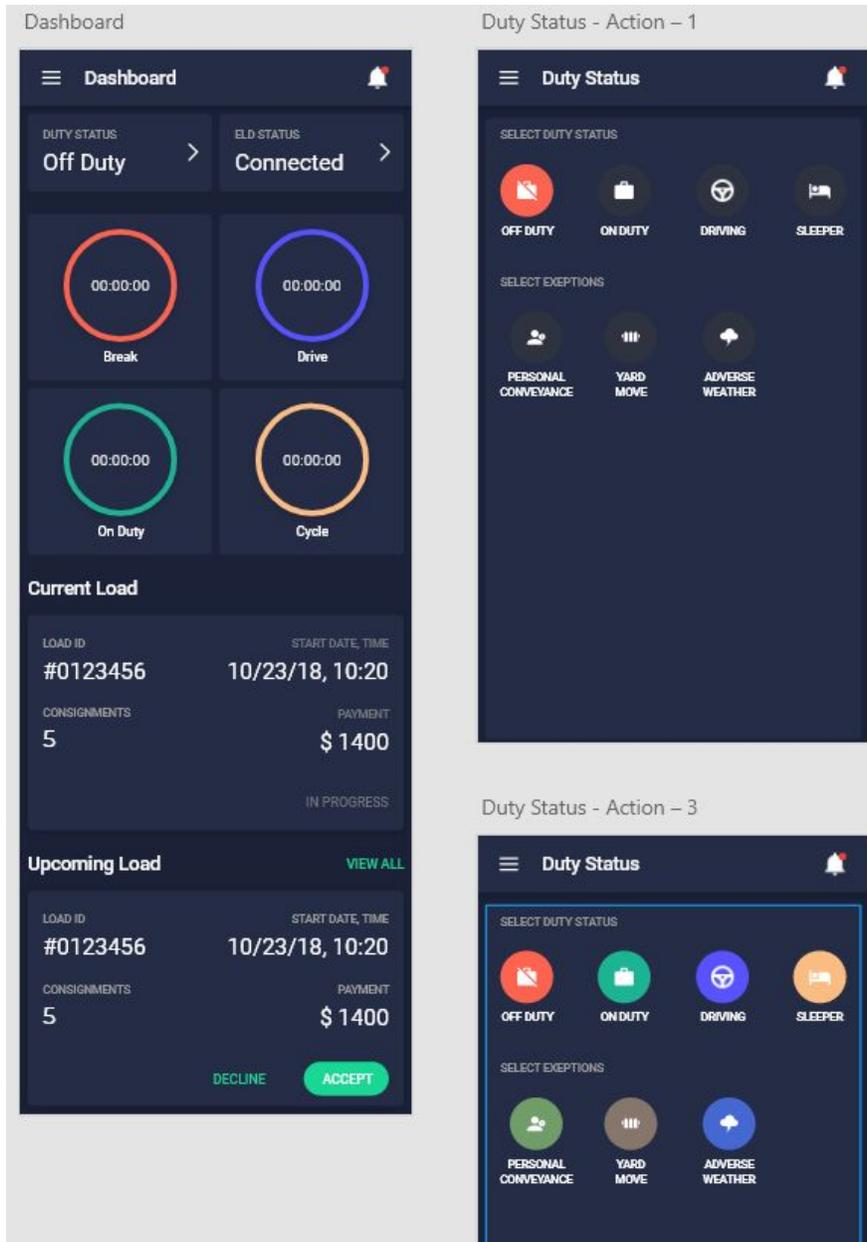
- Select the cargo-type i.e. property or oil
- Cycle reset time period is auto-populated based on the cargo-type (34-hour or 24-hour)
- Select Short-Haul Exception, if applicable
- Then select the Duty Cycle
- And user is all set to start their driving assignment



## Select Duty Status

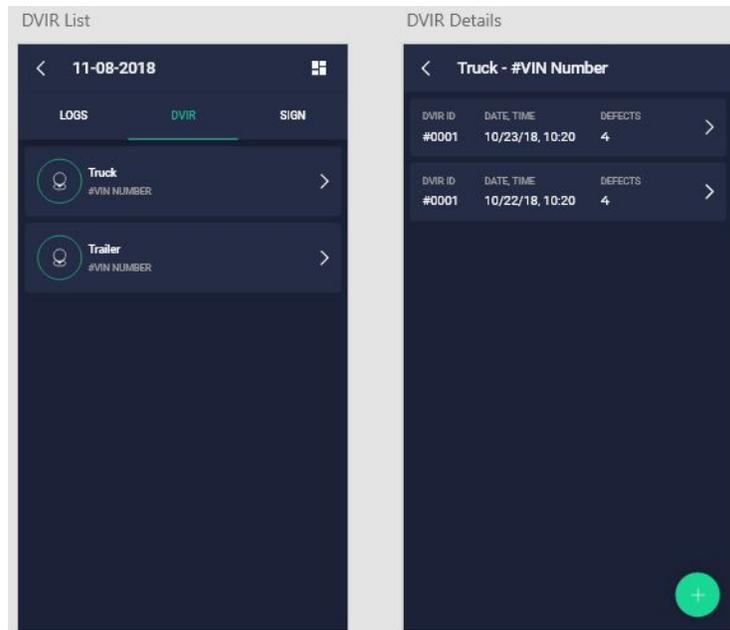
After selecting the duty cycle, dashboard reflected the available cycle time for the driver. The duty status settings can be accessed in the dashboard screen through the hamburger menu button on the left top corner. As can be seen below in the dashboard view:

- To begin with, the current duty status button will show the driver as Off-Duty
- Driver can change the duty status by clicking on the duty status button and making a selected from the list of available duty statuses on the subsequent screen. Driving duty status is automatically turned on or off depending on whether the vehicle is moving or not.
- ELD device connectivity status is monitored and displayed on the app in the ELD status button.

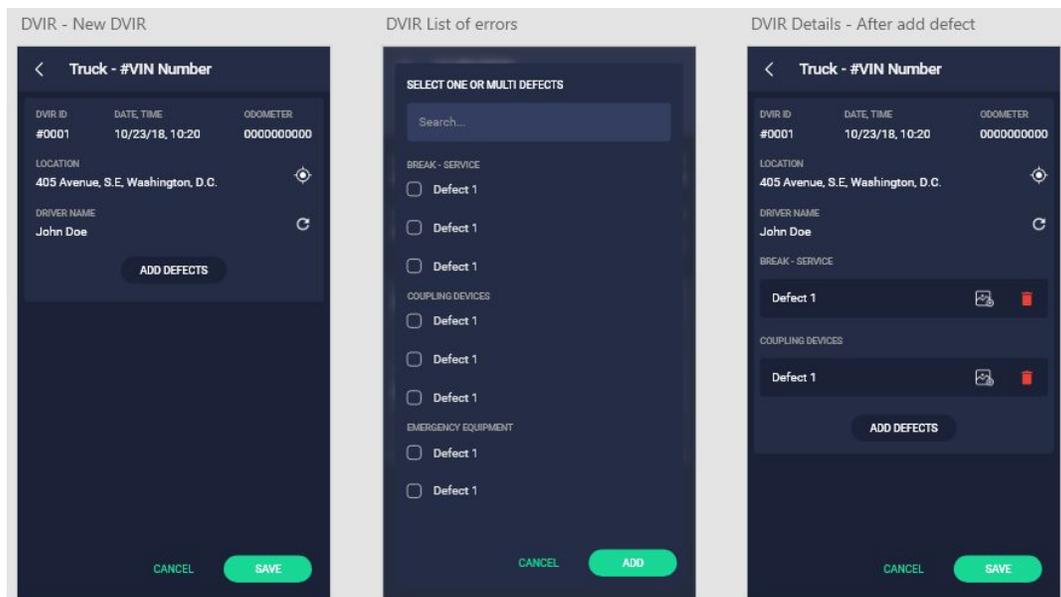


## Driver Vehicle Inspection Report (DVIR)

- A driver can create a new DVIR by selecting “Logs” module from the left hamburger button menu, select the date for which DVIR needs to be created and click on the “DVIR” tab.

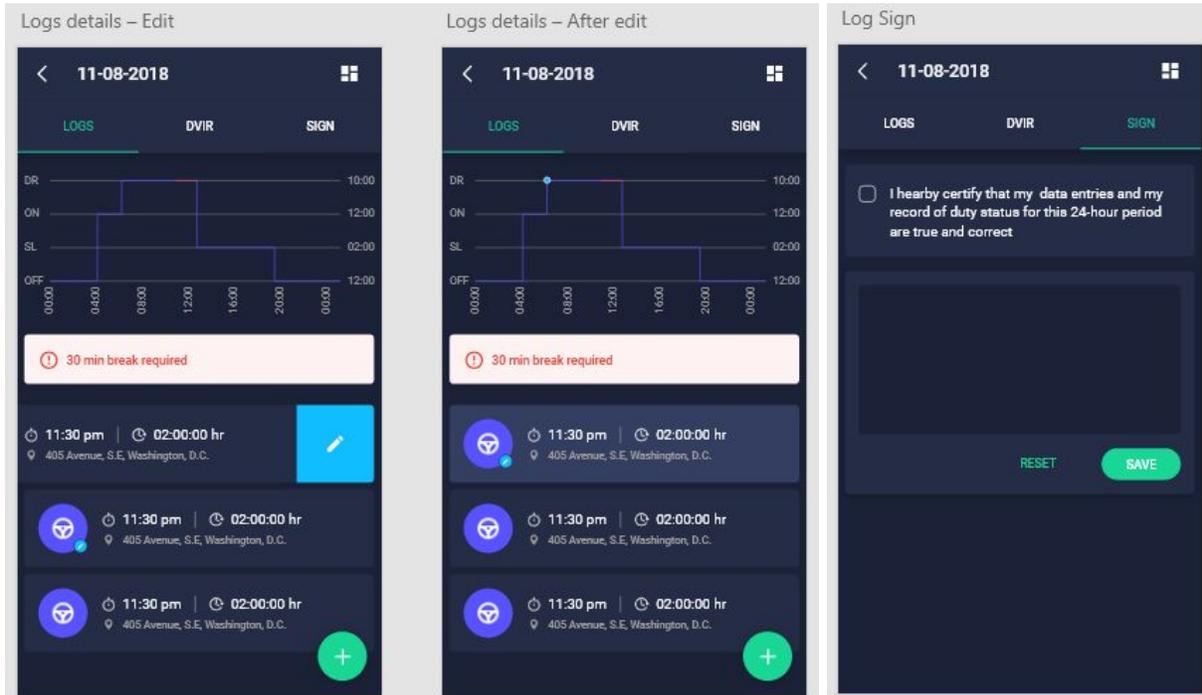


- Select the truck or the trailer from the list and create a new DVIR entry.
- The defect/issue can be selected from the list of available defects/issues, and driver also has the option to create a custom defect/issue if needed. Driver also has the option to attach images wherever applicable.



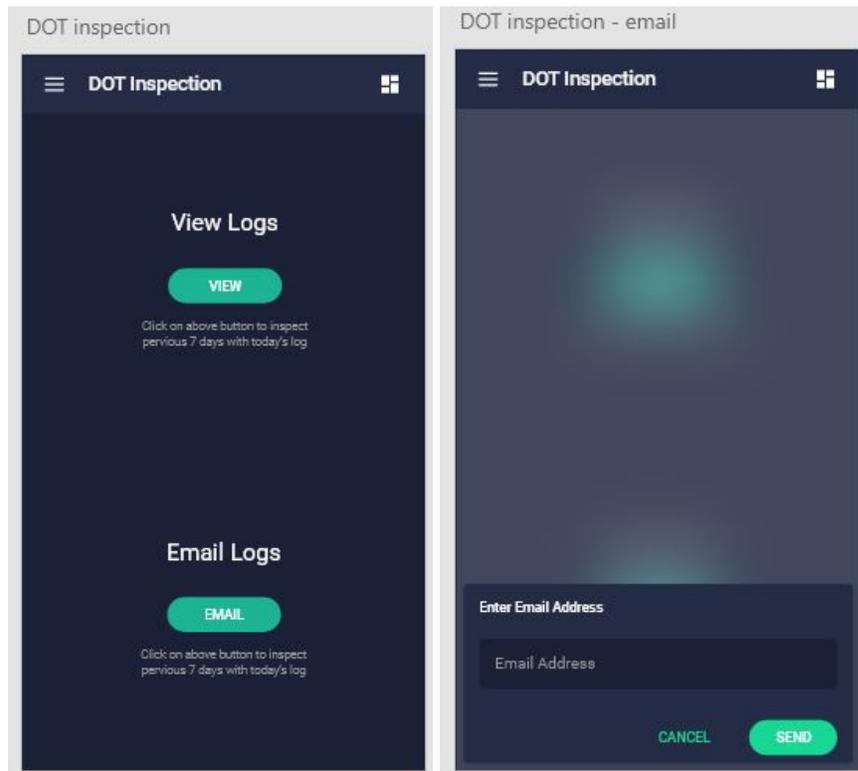
## Duty Log Edit

Duty logs are auto-generated based on duty status changes made by the driver, in addition to driving logs from the ELD device. Duty Logs can be edited and submitted by the driver. Dispatchers/Fleet Managers have the option to review driver logs and suggest edits. Such edits are sent to the driver for his/her signature before being formally added to the duty log.



## DOT Inspection

- Past 7 days of driver duty logs submission to DOT can be easily made by browsing to “DOT Inspection Mode” from the hamburger button menu on top left, and selecting email logs. Drivers also have the option to send their logs to additional recipients by entering their email addresses.
- Logs can be also made available for review by the DOT Inspector by clicking on the “View Logs” button as shown below.



## Data Diagnostic and Malfunction Events

Diagnostic Code	Data Diagnostic Event	What should I do next?
1	<p><b>Power data diagnostic:</b> An ELD must monitor the data it receives from the engine ECM and data record history to identify instances when it may not have complied with the power requirements.</p>	<p>This may be caused by an intermittent or disconnected connection to the vehicle's ECM. Once investigated, and the problem is resolved, the system will auto clear the event.</p>
2	<p><b>Engine synchronization diagnostic:</b> An ELD is required to establish a link to the engine ECM, and must record an engine synchronization data diagnostics event, when it no longer can acquire values for the ELD parameters required for records within five seconds.</p>	<p>This may be caused by an intermittent or disconnected connection to the vehicle ECM. This is likely due to an install issue. This may also be caused if the ELD is unable to pick up the required engine data from the vehicle ECM. Contact Truckish Customer Support if the problem persists. Once investigated, and the problem is resolved, the system will auto clear the event.</p>
3	<p><b>Missing required data elements data diagnostic:</b> An ELD must monitor the completeness of the ELD event record information in relation to the required data elements for each event type, and must record a missing data element and data diagnostics event for the driver, if any required field is missing at the time of recording.</p>	<p>This can be caused by the creation of a manual log by the driver when there is a temporary loss of GPS by the Geotab GO device. If the driver does not enter an address manually when prompted by the "Where was this?" message, this diagnostic will be created. It can be resolved by selecting the "Where was this?" associated with the record and manually entering the missing data. Once investigated, and the problem is resolved, the system will auto clear the event.</p>
4	<p><b>Data transfer data diagnostic:</b> An ELD must implement in-service monitoring functions to verify that the data transfer mechanism(s) are continuing to function properly. An ELD must verify this functionality at least once every seven days.</p>	<p>Check your internet connection. If the problem persists, contact Truckish. Once investigated, and the problem is resolved, the system will auto clear the event</p>
5	<p><b>Unidentified driving records data diagnostic:</b> If more than 30 minutes of driving in a 24-hour period shows unidentified driver on the ELD, the ELD must detect and record an unidentified driving record data diagnostic event, and the data diagnostic indicator must be turned on for all drivers</p>	<p>Review all unassigned logs when logging in or logging out of the vehicle and ensure you have claimed any logs that may be applicable to yourself. If the unassigned logs are not yours, you can ignore this diagnostic event. Please note this event will automatically clear itself as logs get claimed.</p>

	logged in to that ELD for the current 24-hour period and the following seven days.	
<b>6</b>	<b>“Other” ELD identified diagnostic:</b> The other ELD identified is not supported.	The other ELD identified is not supported.

## Malfunction Events

<b>Malfunction Code</b>	<b>Malfunction Event</b>	<b>What should I do next?</b>
<b>P</b>	<b>Power data Malfunction:</b> An ELD must monitor the data it receives from the engine ECM and data record history to identify instances when it may not have complied with the power requirements.	This may be caused by an intermittent or disconnected connection to the vehicle ECM. This is likely due to an install issue. Contact your carrier to get the install inspected if you're unable to check yourself. Once investigated and the problem is found you may clear this event.
<b>E</b>	<b>Engine synchronization compliance Malfunction:</b> An ELD must set an engine synchronization compliance malfunction, if connectivity to any of the required data sources is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles.	This may be caused by an intermittent or disconnected connection to the vehicle ECM. This is likely due to an install issue. This may also be caused if the ELD is unable to pick up the required engine data from the vehicle ECM. Contact your carrier if the problem persists. Once investigated, and the problem is resolved, the system will auto clear the event.
<b>T</b>	<b>Timing compliance malfunction:</b> The ELD must periodically cross-check its time with an external UTC source, and must record a timing compliance malfunction when it can no longer meet the underlying timing requirement of less than 10 minutes' time deviation.	Check your mobile device's phone time. Ensure it is set to acquire time automatically. Once investigated and the problem is found you may clear this event.
<b>L</b>	<b>Positioning Compliance malfunction:</b> An ELD must monitor elapsed time during periods when the ELD fails to acquire a valid position measurement within five miles of the CMV's movement. When such elapsed time exceeds a cumulative 60 minutes over a 24-hour period, the ELD must set and record a positioning compliance malfunction.	This can be caused by temporary or permanent loss of GPS by the Geotab GO device. Contact your carrier to get the install inspected. If problem still persists, replace the Geotab GO device. Once investigated and the problem is found you may clear this event.
<b>R</b>	<b>Data recording compliance malfunction:</b>	Contact your carrier to get in touch with

	An ELD must monitor its storage capacity and integrity and must detect a data recording compliance malfunction if it can no longer record or retain required events, or retrieve recorded logs that are not otherwise cataloged remotely by the motor carrier.	Support as soon as possible. Once investigated and the problem is found you may clear this event.
<b>S</b>	<b>Data transfer compliance malfunction:</b> After an ELD records a data transfer data diagnostic event, the ELD must increase the frequency of the monitoring function to check at least once every 24-hour period. If the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks, the ELD must detect a data transfer compliance malfunction.	Check your internet connection. If the problem persists, contact your carrier. Once investigated and the problem is found you may clear this event.
<b>O</b>	<b>“Other” ELD identified diagnostic:</b> The other ELD identified malfunction is not supported.	The other ELD identified is not supported.

### Checklist during mobile App errors

- Is the ELD Device well plugged in and in Operation?
- Does mobile have network coverage?
- Does ELD device have network coverage?
- Am i able to login the mobile app?
- Am i connected to the ELD Device?
- Are my Logs up to date and signed?
- Are my user details like driver's license up to date?

### FAQs

No.	Question	Answer
1	Mobile App Login Error	First check if the User credentials entered are correct and the network connectivity is available then proceed to report to the dispatcher or your supervisor for further instructions.
2	Other mobile App in-App prompts and notifications	Follow the in App navigation for resolution of the notification. If still unresolved then contact your dispatcher or supervisor
3	ELD Device or Mobile App is malfunctioning	Verify the ELD Device is well plugged in and if the problem persists then contact your dispatcher or supervisor. Keep the paper logs handy just in case.