Instruction Manual for Drivers

Important: Per FMCSA rules, this guide must be kept in the vehicle at all times.
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Logging In to Switchboard

1. Turn on the Tablet by pressing and holding the PWR button on the side of the tablet
2. Select the Launch Switchboard button
3. To log in, use the username and password you got from your dispatcher (you may have received it on your phone as a text message)
4. Enter your username and password, then select Sign In
Selecting Vehicle & Cycle Rules

1. When asked to enter your Vehicle Id, enter the vehicle Id for the vehicle you’re in (this is usually your truck number).

2. For **Cycle (Canada)**: select the Hours-of-Service that you're using in Canada (*this is usually Canada 7/70 [South of 60°]*)

3. For **Cycle (US)**: select the Hours-of-Service that you're using in the United States (*this is usually USA Property 8/70*)

4. You are able to adjust your cycle rules in your Settings page later.
Setting Duty Statuses

1. Select the **Driver** Button
2. Select **ON DUTY, DRIVING, SLEEPER BERTH, or OFF DUTY**
3. Select any relevant **annotations**, or enter your own **additional comments**
4. Click **CHANGE DUTY**
Completing a Pre-Trip

1. Select the Driver Button
2. Select ON DUTY
3. Click Pre-Trip, then select CHANGE DUTY
4. Add any truck defects or trailer defects
5. Enter your name at the bottom
6. Select FINISH
Editing Your Logs

Switchboard allows you to fix errors on your electronic logbook. You can edit everything, except Driving Time.

1. Select the View Logs button
2. Select the View Logs button again
3. Select the Blue Pencil button on the bottom right
4. To edit a specific time period to a certain duty status, choose a Start Time and End Time, then click the Duty Status
5. Select COMPLETE
Unassigned Time

1. When your vehicle has been detected to be driving, and you have not logged in, then you will have “Unassigned Time”. This unassigned time must be assigned to a driver.

2. Select the View Logs button

3. Select the Unassigned Time button
Accepting or Rejecting Log Edits from the Office

Your office may have requested to edit your log. You have the choice to accept or reject these edits.

1. Select the View Logs button
2. Select the Edits Waiting button
3. Select a particular edit
4. Choose to IGNORE, REJECT, OR ACCEPT
Selecting a Co-Driver

1. At the Home Screen, select the icon of the **two people** at the top of the screen.
2. Choose the duty status that the driver will be in after switching.
3. **Sign In** with the co-driver account.
Sending a Message to your Dispatcher

1. Select the **Blue Circle** with your dispatcher’s initials
2. Enter your **message** at the bottom
3. Press the **send button** to send the message
**Showing Logs to Officers**

1. Select the **Show Officer** button

2. Show the logs to the officer

3. If they request it, you can **email** or **fax** the logs. Select **SHARE LOGS** at the top right, and enter the officer's fax number or email to send.

4. To exit, select the **back button** on the top left. You need to enter your **password** to exit.
Sending Logs via Email / Fax / Web Services

1. When in the **Show Officer** screen, select the **SHARE LOGS** button.

2. You will have the option to select from the following: “Send to DOT”, “Email”, and “Fax”.
How to recognize if your ELD is malfunctioning?

There are two ways in the system where you can identify if the engine module is working properly or not.

1. If you can look at the Switchboard Engine Module, ensure that the cable connected to it is plugged into your truck. You should be able to see a red or green light either flashing or solid from the side of the Engine Module.

2. On your Switchboard ELD app on your tablet or phone, if there are any errors detected you will see a red exclamation (!) mark near the top of the screen. Select it to determine the errors and how to resolve the error.

*If there is any Engine Module issues or errors, perform the Engine Module resetting procedure as described in the next page.*
Resetting your Switchboard ELD Engine Module

1. Unplug the Switchboard Engine Module cable from your vehicle, and turn off your tablet or smartphone.

2. Wait 30 seconds (after the red/green lights on the Engine Module stop blinking)

3. Plug the Switchboard Engine Module cable back in and turn on your tablet or smartphone.
What to do if ELD is malfunctioning?

1. Immediately contact Switchboard Support at **1-844-535-3387** or support@onswitchboard.com to troubleshoot the issue.

2. Note the malfunction and provide written notice to your fleet within 24 hours.

3. Keep a paper log for that day and until ELD is repaired or replaced. In the event of an inspection, display the previous 7 days logs from the Switchboard App.
Have any questions? Contact us below:

Email    support@onswitchboard.com
Call     1-844-535-3387
Online   support.onswitchboard.com