APP USER MANUAL

Welcome to FleetRover!

FleetRover exists to help you stay compliant, efficient and safe.

This guide will get you started with the application and serve as
a reference should you ever experience an issue.

TABLE OF CONTENTS

1 Ensure the vehicle is off.

2 Locate the vehicle diagnostic port/OBD Port.

- *This is typically located under the steering column.*
- *Heavy duty vehicles typically require either a 6-pin or 9-pin plug.*

3 Plug in the ELD and start the ignition.

4 The LED on the device should alternate between red and orange every two seconds (slow flash).

5 If the LED is flashing quickly or does not illuminate, please check the connection as your ELD is likely not receiving power.

1   Mount the device in a dry and secure area of the cab.

2   FleetRover recommends the top of the dashboard or a safe area under the steering column, on the right hand side.

3   Clean the area with an alcohol swab and use adhesive velcro strips to ensure the device is securely mounted. Please ensure the ELD has power and enough length of cable before securing the device.

DOWNLOAD THE MOBILE APPLICATION

1 Open the Google Play Store ▶ and search for 'FleetRover' in the search bar.

You can also find it at this link.

2 Download the application. Once the download is complete, click 'Open' to open the app.

*Your device will likely create a shortcut on your screen. If you do not see a shortcut, open your **Apps** menu, find FleetRover, hold your finger on the icon and drag the icon onto your home screen.*

3 Login using the credentials provided. If you have trouble logging on, contact your operations team or your FleetRover Account Manager.
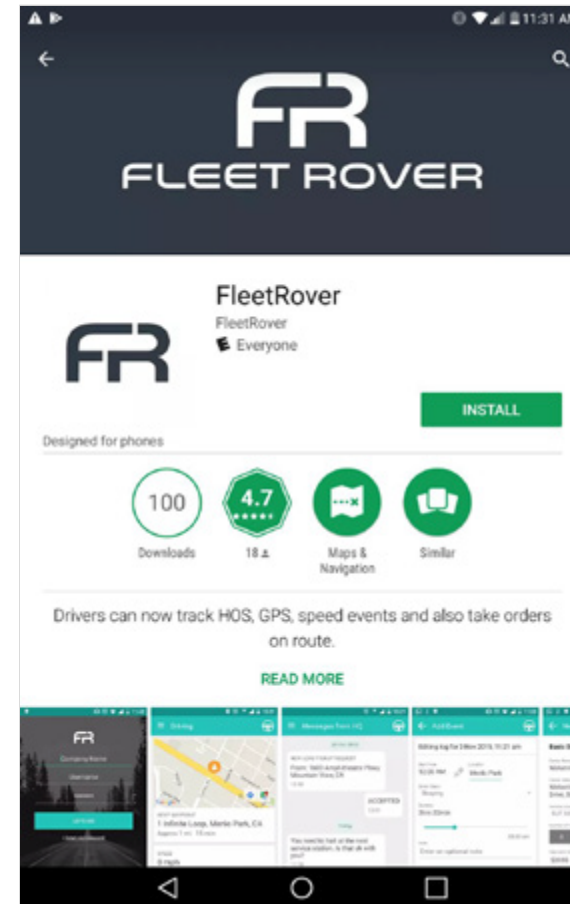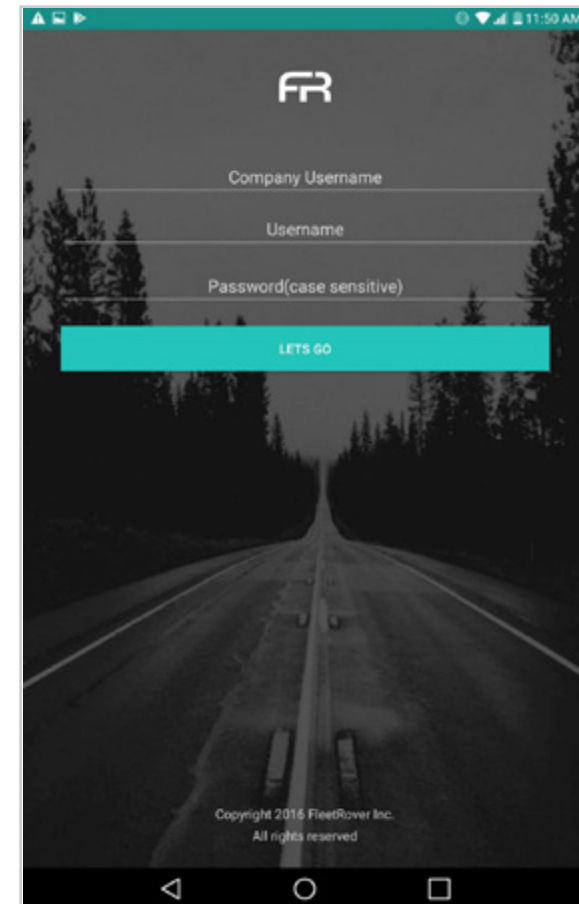
LAUNCH THE APPLICATION

1 From the home menu, Find the FleetRover icon and click on it to launch the App.
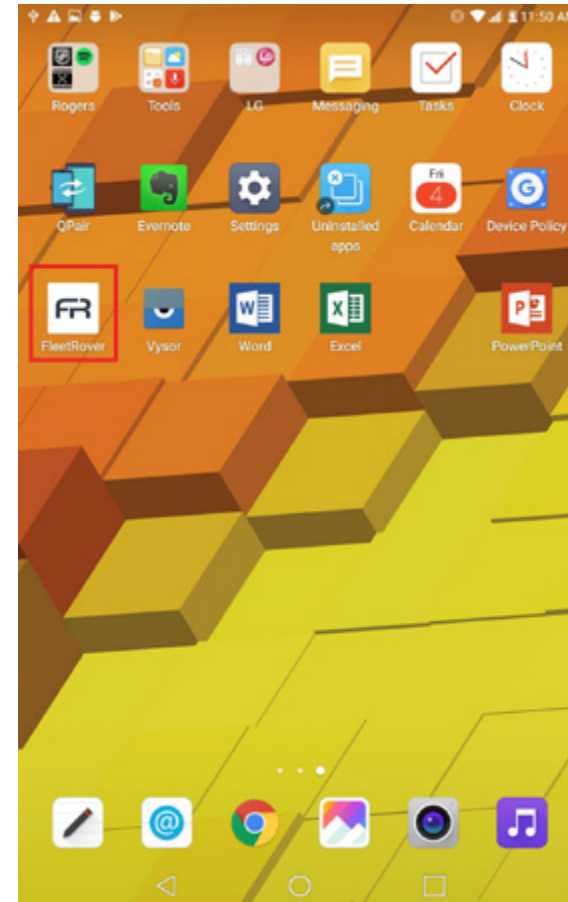
1 Enter the credentials provided to you.

- *If you do not have a login, please contact your operations team or your FleetRover Account Manager.*
- *Your operations team can resend your credentials at any time.*

1 Enter the Odometer reading of your vehicle.

2 Select whether you will be using Miles (MI) or Kilometres (KMS).

Before you begin.

Vehicle Odometer

100000

MI	KMS

1 Select the cycle which applies to you.

E.g.

- *Canadian 70hr / 7day.*
- *U.S. 70h / 8day.*
- *Etc...*

2 When crossing the border, FleetRover will automatically switch you to the related US cycle. FleetRover will switch you back to your original Canadian cycle when you return

When on the Canadian 70hr / 7day, you will be switched to the US 70hr / 8day and back to the Canadian 70hr / 7day when you return.

You can also change your cycle manually via Settings → Profile   Choose cycle   Save Details

Canadian 70hr/7day

Canadian 120hr/14day

U.S. 60hr/7day

U.S. 70hr/8day

U.S. Alaska 70hr/7day

U.S. Alaska 80hr/8day

U.S. California 80hr/8day

U.S. California 112hr/8day

U.S. Texas 70hr/7day

Canadian (North of 60) 80hr/7day

Canadian (North of 60) 120hr/14day

1 To select the truck you intend on dr iving:

- *Click the hamburger menu, scroll down to* **Settings** *and click it. Then, select* **Vehicles.**
- *A list will appear showing all trucks in your fleet.*
- *Press the one you would like to drive. Ensure a green check mark appears to the right of the truck to confirm it has been selected.*
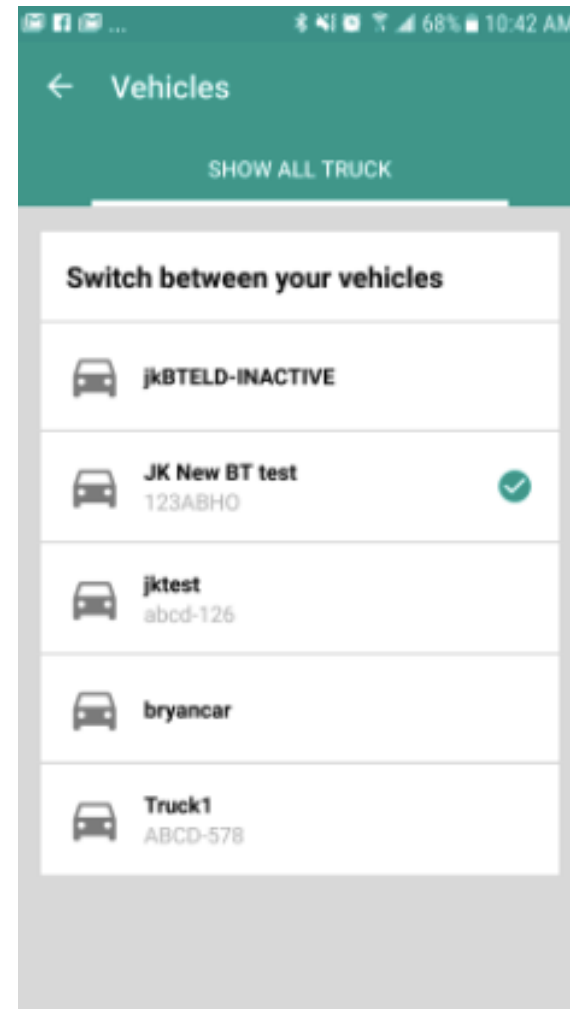
1 You may need to send your logs via email to your dispatcher, operations team or a third party.

2 From the home screen, press "**Send daily logs**".
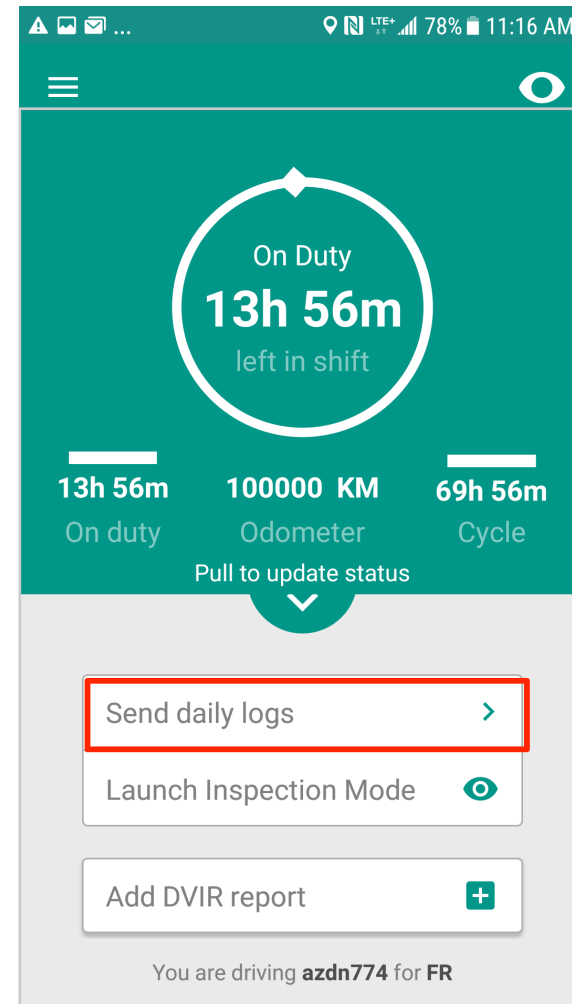
SEND LOGS VIA EMAIL

1 Select the time frame you would like to send. (24 hours, 7 days, 14 days).

2 Enter the email address of the recipient in the text field.
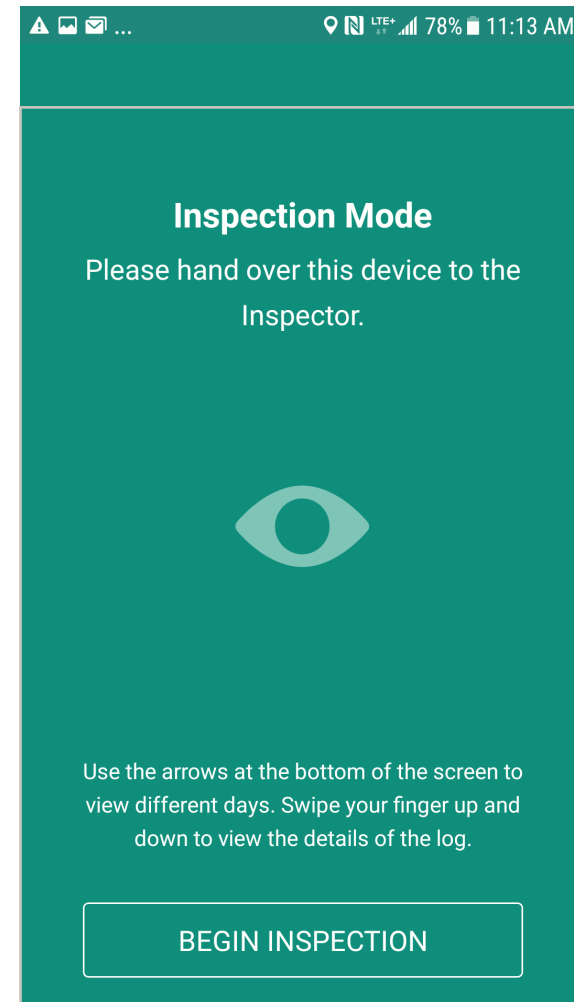
3 Press "**SEND LOGS**". You are now done!

1 If you get stopped for inspection, click on the "**Eye**" icon in the top right corner.
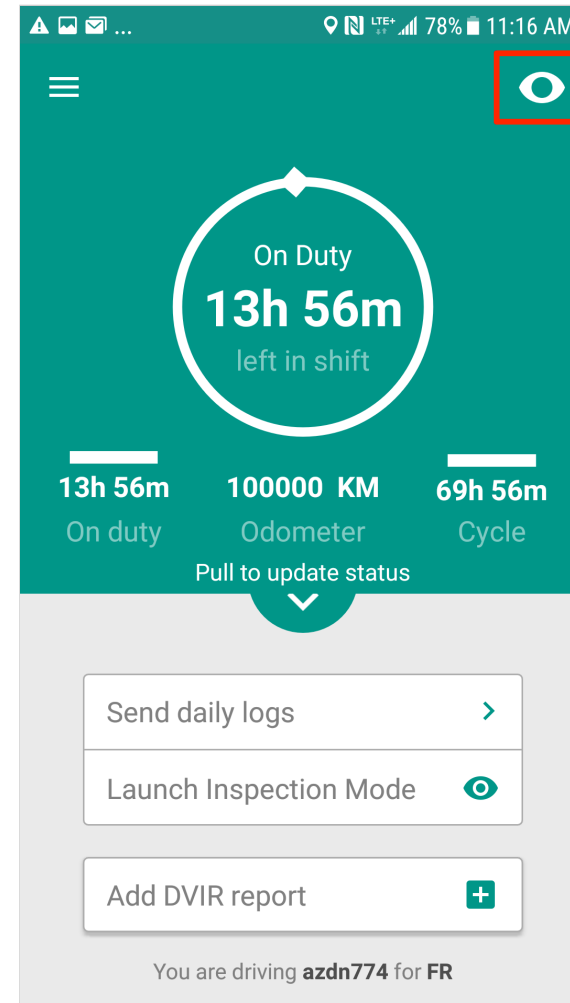
2 Inspection mode begins with the instructions found to the right.

1 This is the screen the inspector will see.

2 Press the arrows at the bottom of the screen to switch between days.

3 Scroll up or down to see additional information on the selected log.

4 Zoom in and out by using '**pinch to zoom**".

Put two fingers on the screen and spread them apart to zoom in

(1) To send logs to the inspector, click on the arrow in the top right hand corner.
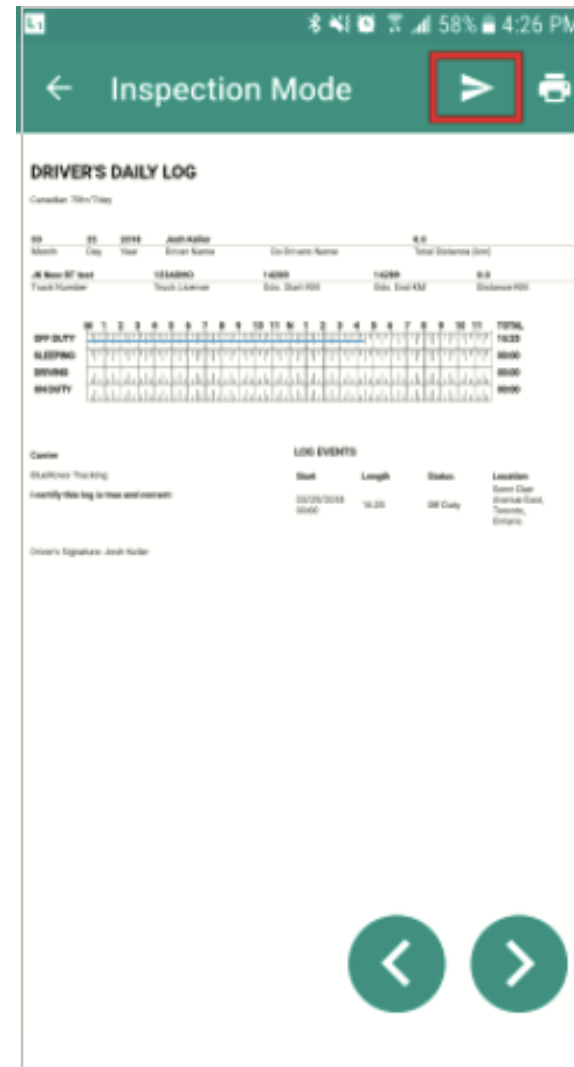
2 A new screen will appear.

3 Select the time frame you would like to send.

- *Last 24 hours*
- *Last 7 days*
- *Last 14 days*

4 The inspector will provide you with a routing number (or they will enter the number themselves).

- *Enter this number at the bottom of the screen, shown in the image to the right.*
- *Click "**Send Logs**."*

5 Your logs will be sent via email and web services to the FMCSA. Once complete, the inspector will be able to access and review the logs.

1 To print your logs, select the "**Printer icon**" at the top right hand corner of the screen.

**2** Choose the printer you would like to send your logs to by pressing "**Select Printer**".

You also have the option to download your logs as a PDF from this screen which you can then email or send via text or another chat client.
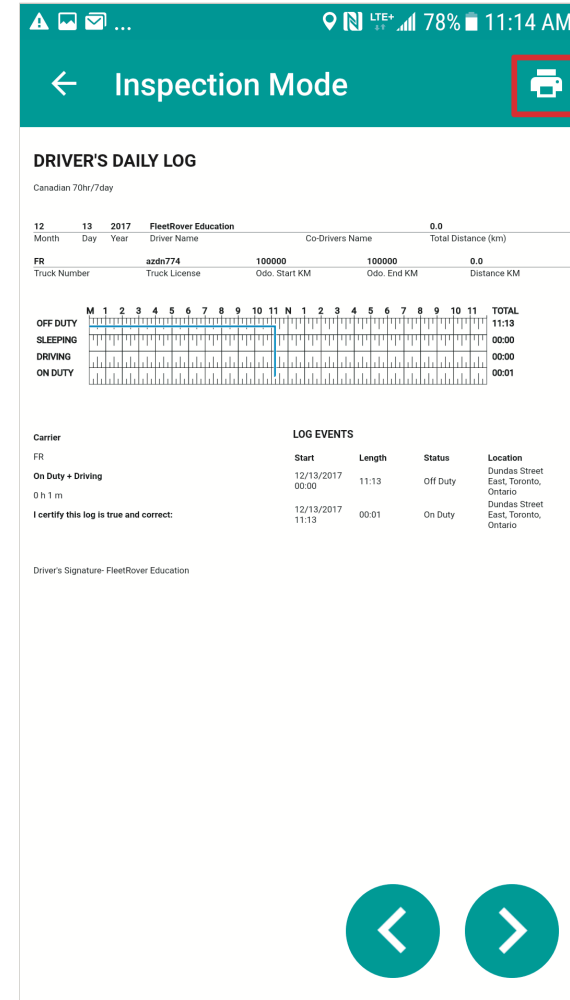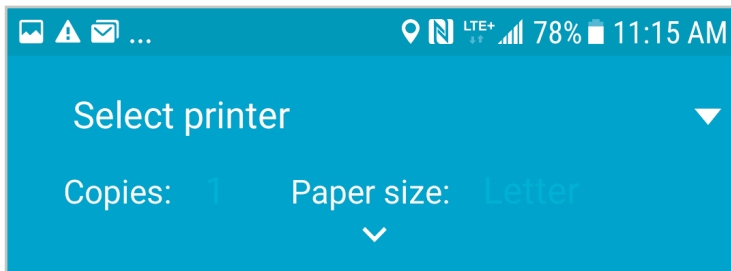
1 Change **driver status**
down from the middle of the screen.

2 This will pull out the status menu.

3 When first logging in, the status will
default to **Off Duty**.
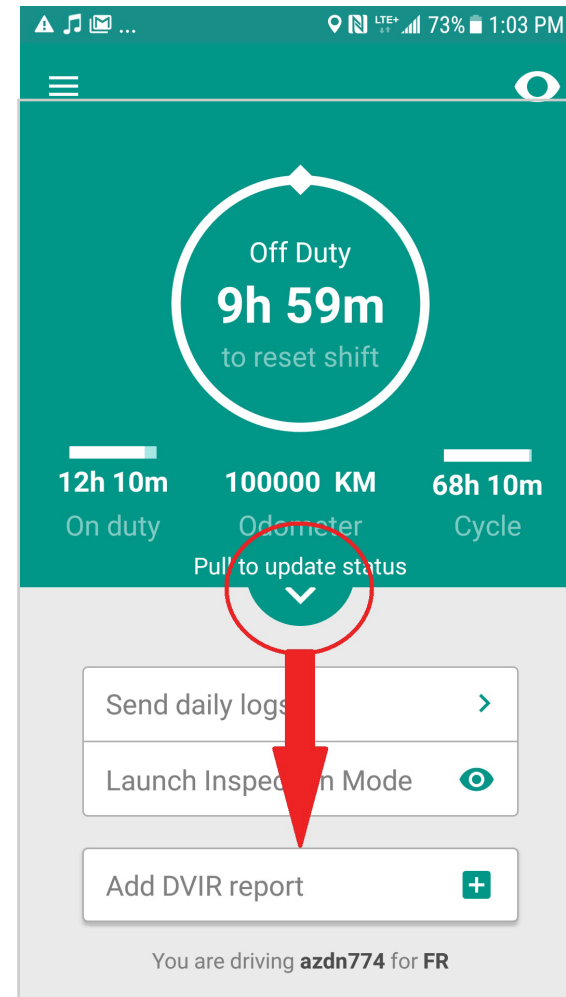
4 There are five status options (four that you can select).

- *On Duty*
- *On Duty - Yard Mode*

  i. Select the checkbox within the On Duty box
  ii. This setting will keep you in "On Duty" status regardless of your speed - make sure to turn it off when you leave the yard.

- *Sleeping*
- *Off Duty*

  i. If your speed exceeds 25 MPH while off duty, the app will switch to "driving mode" so there is no undocumented driving time - you can edit your logs if this should show "off duty - personal conveyance" or "on duty - yard mode".

5 Off Duty - Personal Conveyance

- *Select the checkbox within the Off Duty box*
- *This setting will keep you in "Off Duty" status regardless of your speed - make sure to turn it off when you are finished with personal conveyance.*
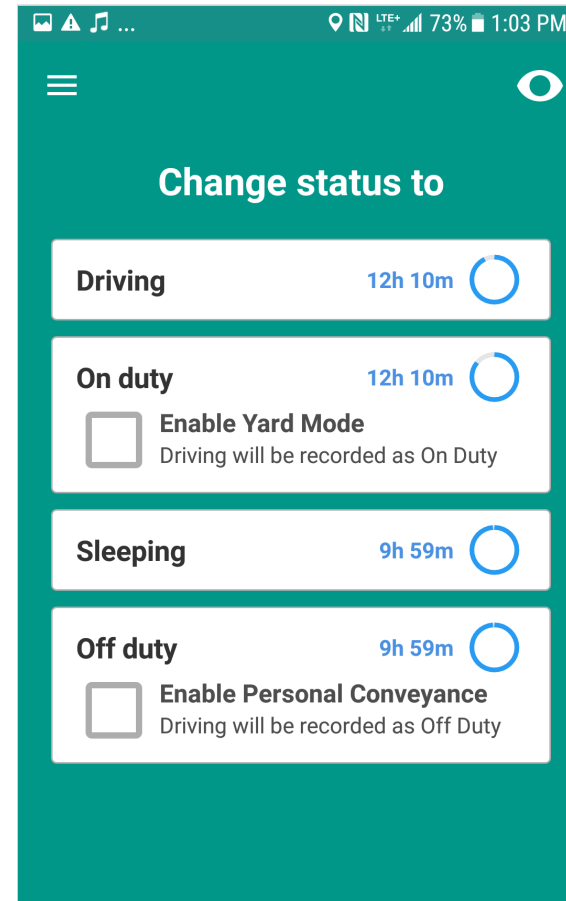
5 **When in On Duty Status,** the application will automatically change your status to **driving status** at 5 miles per hour (5 MPH), as per FMCSA regulations.

You will experience an approximate 5 minute delay for the status changing on your device but your logs will reflect the actual time of the status change.

6 When your speed drops below 5 MPH, the app will ask if you want to change your status. You can ignore this or change status by touching the correct status on the screen.

If you ignore this prompt, the app will change your status back to On Duty after 5 minutes below 5 MPH

CHANGE DRIVER STATUS
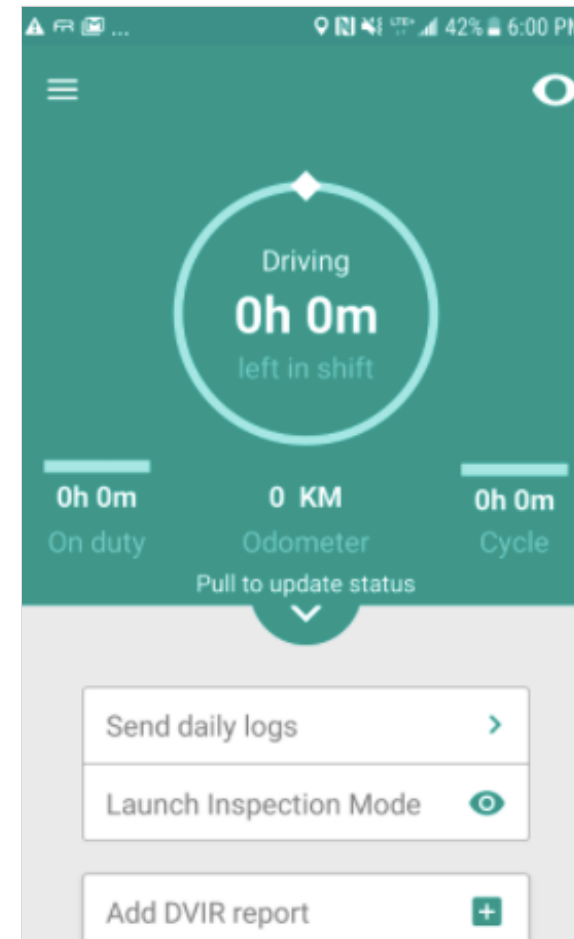
(7) Anytime you switch to "On Duty", the screen will show the following information:

- · *Remaining driving time*
- · *Remaining shift time*
- · *Remaining cycle time*
- · *Odometer reading from the most recent DVIR Report (vehicle inspection).*

On Duty
13h 56m
left in shift

13h 56m — 100000 KM — 69h 56m
On duty — Odometer — Cycle
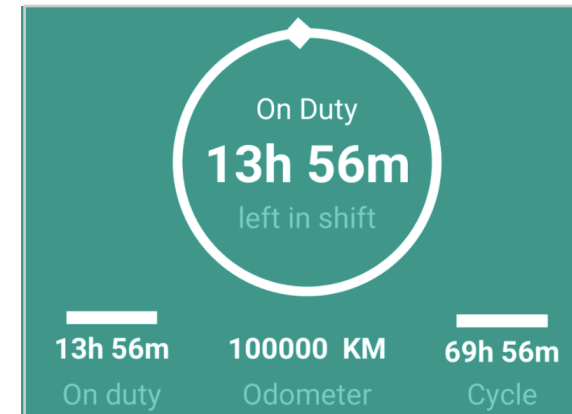
1. To view, edit, and review your logs, click on the hamburger menu and select "Logs."
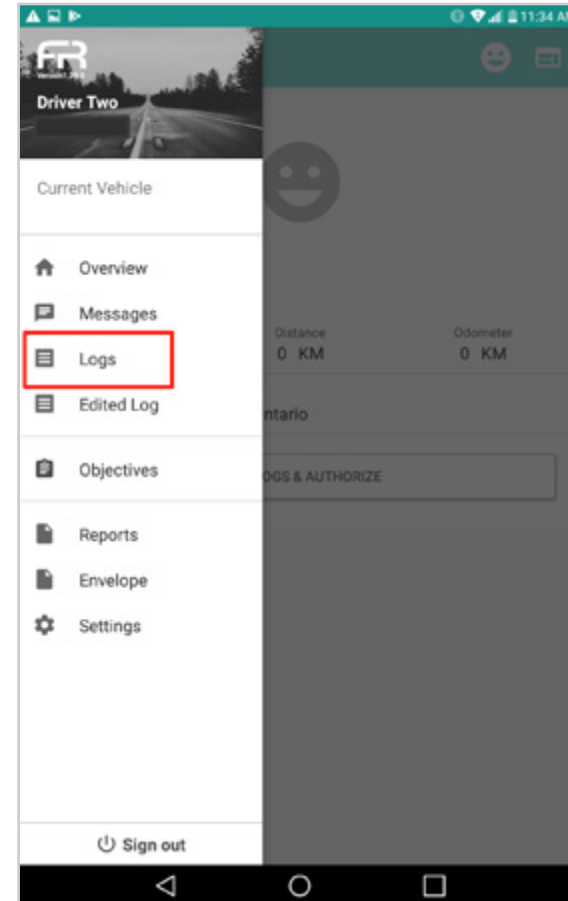
VIEW YOUR LOGS
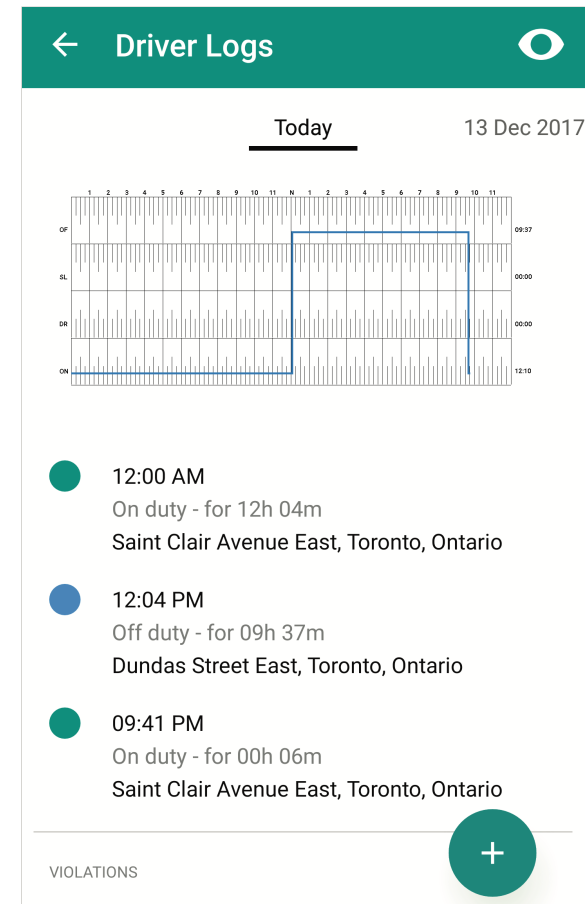
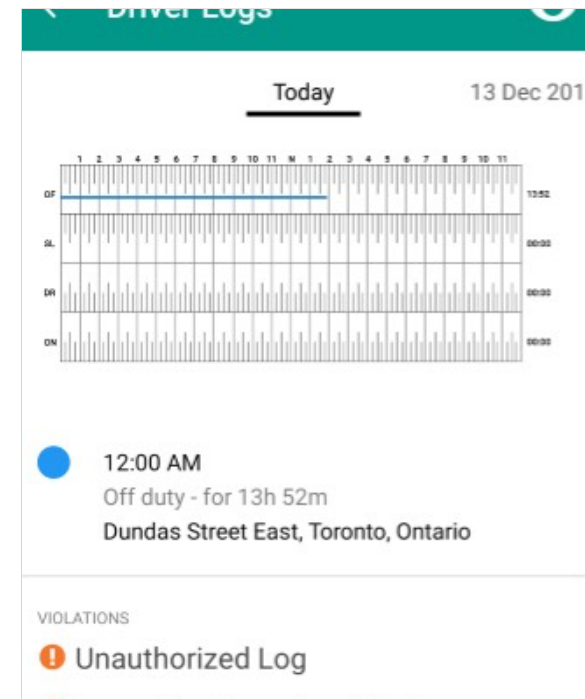**1** You can scroll up and down to see the rest of the log information.

2 You can scroll between logs by swiping right (and left to return to today/more recent logs).

1 You will also find a green plus (+) on the logs page. Clicking this (+) allows you to:

- *Edit and re-authorize your logs.*
- *Print your logs*
- *Add Annotations (notes)*
  - *i. Border crossings, fuel stops…*

1 Sometimes, logs have to be edited to correct a yard move or show a stop for inspection.

2 To do so

- *Press the* **green plus (+)** *on the logs page and select "Edit and reauthorize."*

for 11h 13m

Edit & reauthorize ✏️

for 01

Add annotation 📄

Print.. 🖨️

for 00h 15m

treet East, Toronto, Ontario

❌

ized Log
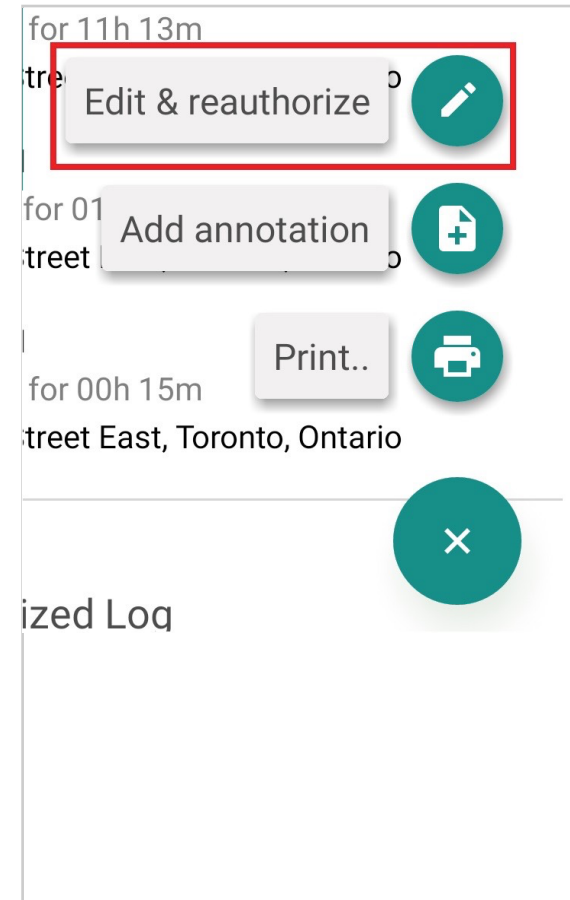
Please see an example below:

1   In this instance, the driver would like to edit his logs to reflect a yard move.
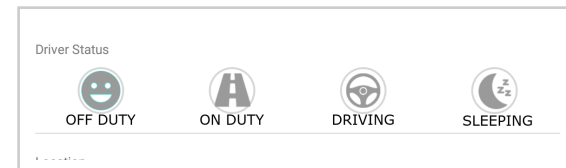
2   He began driving at 2:39PM, and was driving in the yard until 3:05PM.

3   The driver would like to document that from 2:39PM - 3:05PM, he was "ON DUTY" instead of "DRIVING."

To make this change:

1   Select the status that will be changed. In this case, "ON DUTY."

The icons are defined to the right

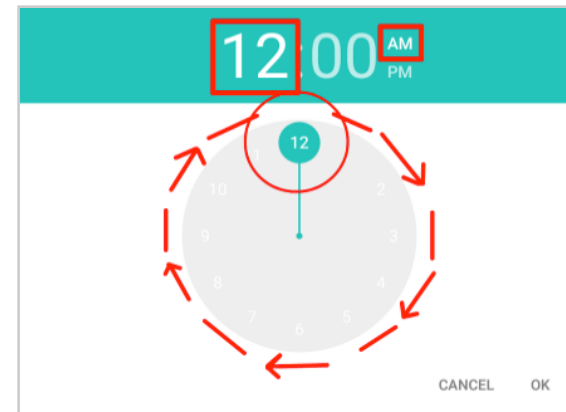Driver Status

OFF DUTY   ON DUTY   DRIVING   SLEEPING

2 Click "Start Time" to change the time of the event on your log (2:39PM).

Don't forget to change AM/PM
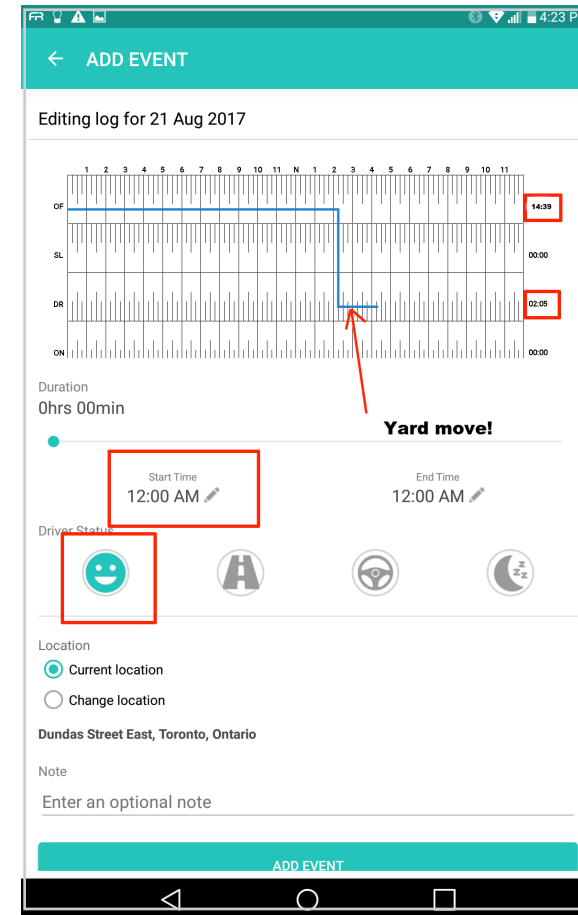
3 Enter the right time by using your finger to move the clock around in a circle.

EDIT LOGS

4   The device will automatically pull your current location. If you need to change this, select **"Change location"** under **"Location."**

5   To change the end time, select "End Time." You can use the slider (highlighted to the right) to adjust "End Time" or you can select "End Time" and use the circle clock as shown in the previous step.
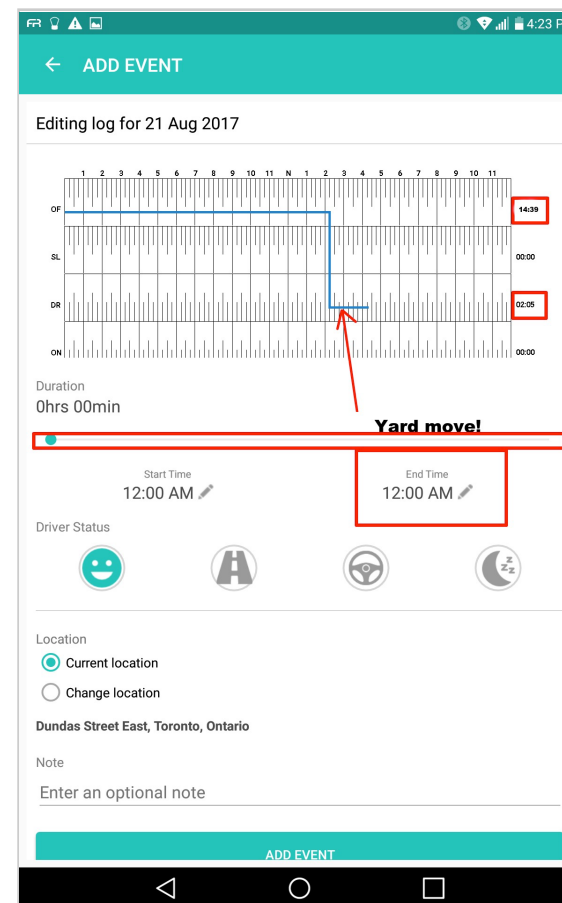
6 Select "ADD EVENT."

7 The log edit is now complete!
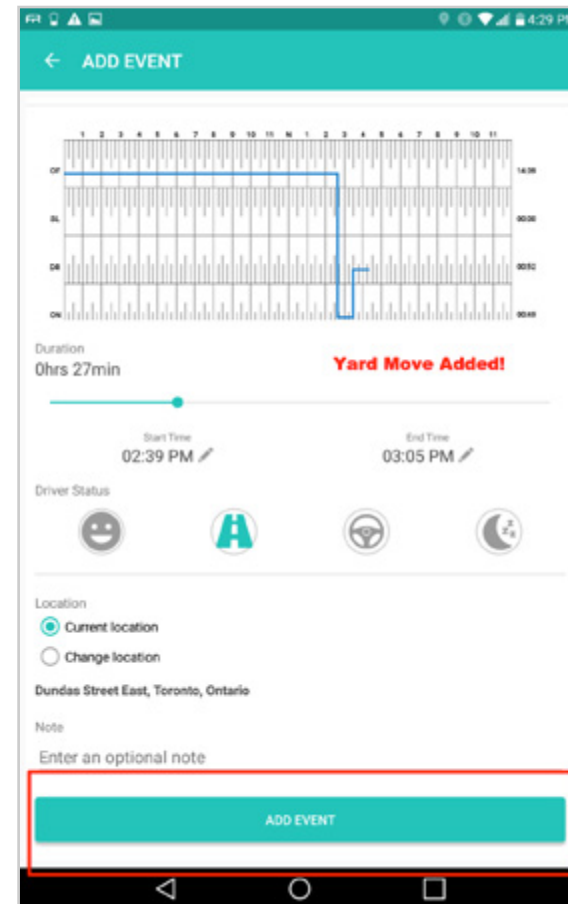
1 Press the green plus (+) on the logs page and select "Add Annotation."

You can also access this page from the "Edit Logs" Page.

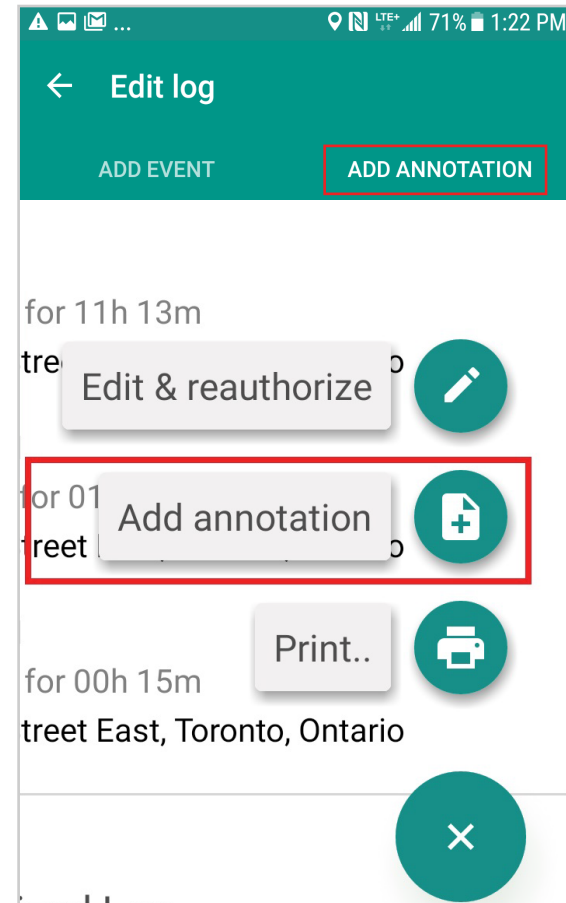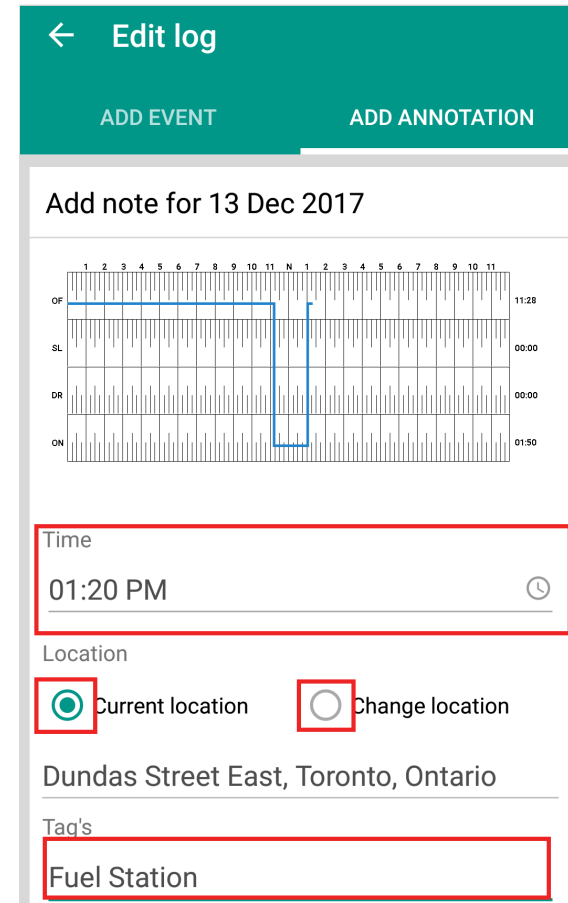2 The app will automatically fill the current time. You can make a note of something that happened earlier in the day press pressing "Time" and by using the clock wheel to select the correct information.

3 The app will pull your current location. If your location is incorrect or you are making an annotation for something that happened earlier (and in a different location), you can select "change location."

← Edit log

ADD EVENT   ADD ANNOTATION

Add note for 13 Dec 2017

	1 2 3 4 5 6 7 8 9 10 11 N 1 2 3 4 5 6 7 8 9 10 11	
OF		11:28
SL		00:00
DR		00:00
ON		01:50

Time

01:20 PM

Location

◉ Current location   ○ Change location

Dundas Street East, Toronto, Ontario

Tag's

Fuel Station

ADD AN ANNOTATION

4 Tags & Remarks

· *Tags: You can enter tags to name your annotation. i.e. "**Fuel Station**".*

· *Remarks: You can use this field to make any comments you would like to add for this annotation.*

Tag's

Fuel Station

Remarks

Husky, gas 4.00/G

ADD ANNOTATION

5 Press "**ADD ANNOTATION**" to save your note. It will now appear within your logbook.

EDIT OR DELETE AN ANNOTATION

1 If you would like to edit or delete an annotation, perform a "long press" by pressing and holding your finger on the annotation in your logbook.

2 Select whether you would like to either edit or delete the annotation.

Edit

Delete

← Driver Logs

Today   18 Mar 2018   17 Mar 201

A1

● 12:00 AM
On duty - for 24h 00m
Bishop Avenue, Toronto, Ontario

Annotation 1
06:00 AM   **LONG PRESS**
10 Dundas St W, Toronto, ON M5T, Canada
Border Crossing
border
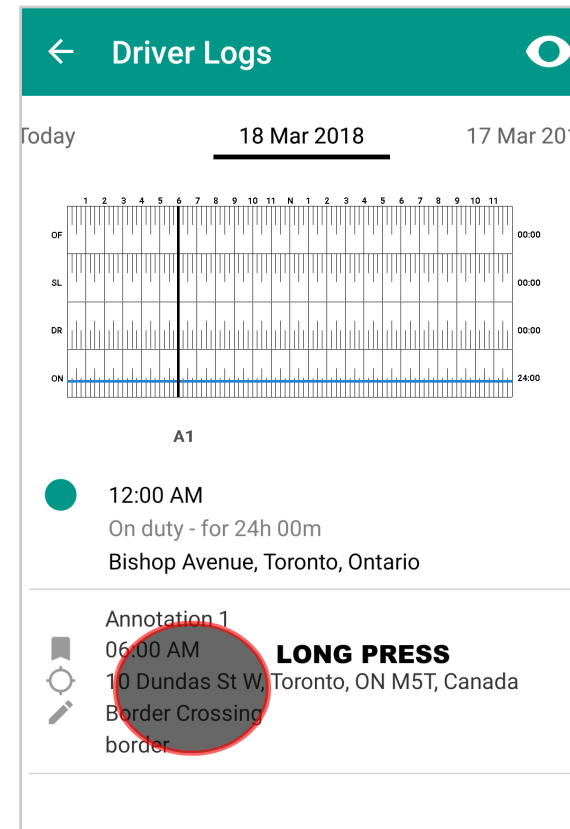
3 Delete an Annotation

· *Select "**Delete**" after performing a long press.*

· *Accept that you are sure you would like to delete this annotation.*
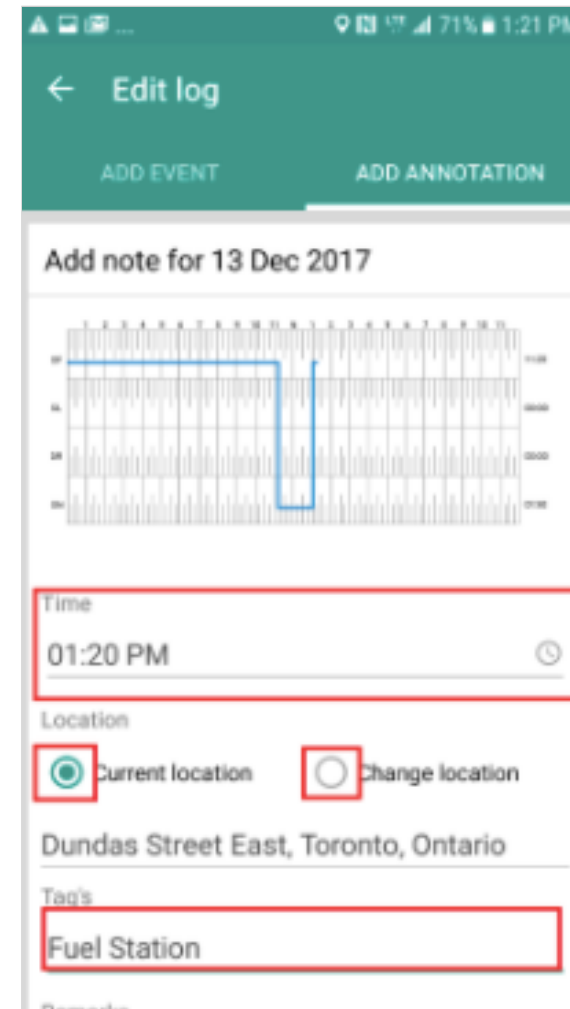
4 Edit an Annotation

· *Select "Edit" after performing a long press.*

· *After selecting "Edit" you will be sent to the "ADD ANNOTATION" Screen.*

· *Make the necessary changes.*

· *Scroll down and hit "ADD ANNOTATION"   " when you are finished.*

· *The edits will now appear in your logbook.*

BORDER CROSSINGS

1   The app will annotate border crossings on your log when you cross over the Canada/USA border.

2   This will happen when you travel from Canada into the USA or from the USA into Canada

- If your border crossing time is incorrect and you want to edit it, you can:

  i. Edit the annotation

  ii. Delete the annotation and add your own annotation as per the instructions in the previous section (Add an Annotation).
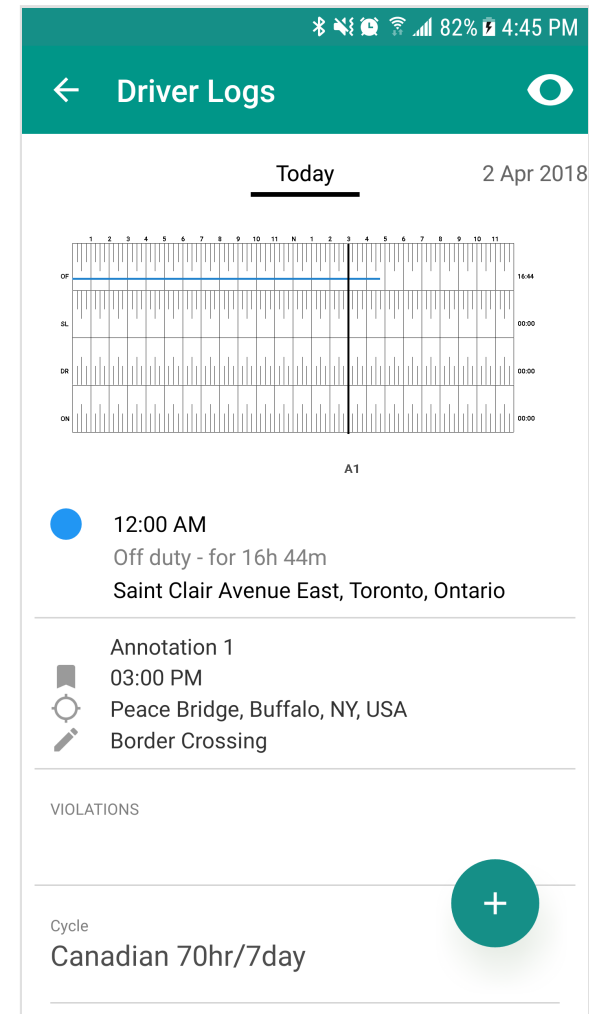
Regulatory officials are well known for finding violations. This section will show you how to fill an error free DVIR report, keep your CSA score high and avoid being fined.

1 Enter the name of the trip, trailer and destination (this is not necessary for vehicles travelling within Canada).

> *These fields are mandatory if you are travelling to the U.S. or are a U.S. driver.*

2 If you are bobtailing (driving without a trailer,) select bobtailing

3 Select the number of trailers you are hauling

> *If you select additional trailers, FleetRover will add additional fields where you can enter trailer license plate and the jurisdiction of trailer license plate.*

4 The app will automatically pull your location. If this is incorrect, you can enter a different location by selecting "change location."

1) If you were involved in an accident, select "Involved in an Accident."

| Involved in Accident | ☐ |

1 **If no defects were found**, check the box that says **"I have inspected the vehicle in accordance with…"**

2 **Make sure to Unselect "There were defects found during inspection."**

3 Click "AUTHORIZE REPORT & SAVE."

Home Terminal
10 Dundas St W, Toronto, ON M5T, Canada

Principle Terminal

Number of Trailers

| 0 | 1 | 2 |

Date and time of inspection
13 Dec 2017, 01:25 PM

Location

◉ Current location   ○ Change location

Dundas Street East, Toronto, Ontario

I have inspected the vehicle(s) in accordance with the applicable requirements of Schedule 1 and/or judicial legislation.   ✓
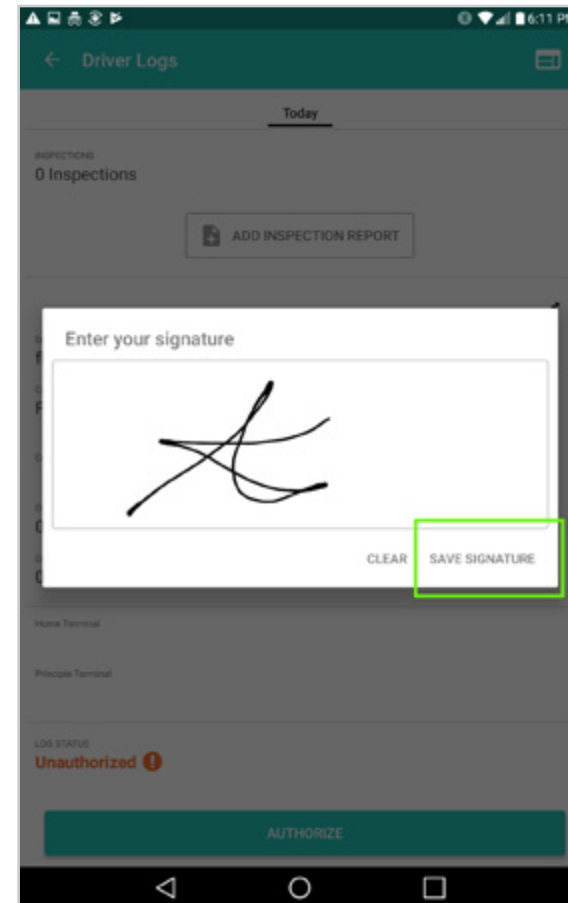
Involved in Accident   ☐

There were defects found during inspection.   ☒

AUTHORIZE REPORT & SAVE

1 The first time you do this, the app will ask for your signature.

2 Use your finger or stylus to sign on the screen.

3 Click "SAVE SIGNATURE."

You can redraw your signature by clicking "clear."

1. Check off "There were defects found during inspection."

2. Select the defects found and whether they are major or minor.

   - *The application will prompt you to input additional information in accordance with Schedule 1.*
   - *You can also enter additional information at the bottom of the page under "Other Defects."*

3. If you are unsure what counts as a defect, click the (?) for more information.

4 Always make sure you scroll back up to the top and select "**I have inspected the vehicle in accordance with schedule 1...**"

5 Hit "**AUTHORIZE REPORT & SAVE**."

SIGN YOUR LOGS

1. At the end of your shift, you need to authorize your logs (this is the same as signing your paper log once you are finished for the day).

2. Open your logs page via the menu at the top left.

3. Go to today's log and hit Authorize.

4. The first time you do this, the app will ask for your signature.

5. Use your finger or stylus to sign on the screen.

6. Hit "SAVE SIGNATURE."
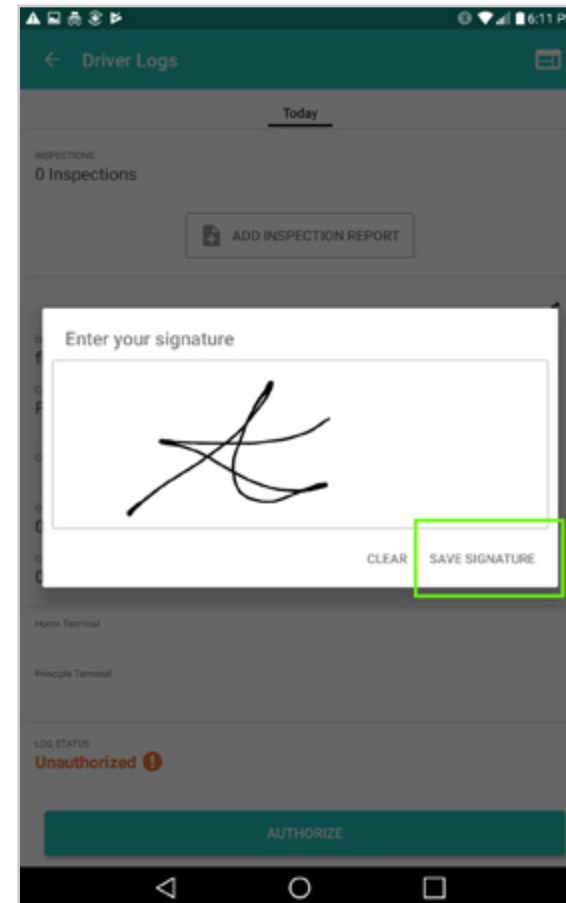
SETTINGS

Under Settings you can

(1) Turn on/off "Team Driving."

(2) Switch from miles to kilometres (and vice versa).

(3) Change language from English to French (and vice versa).
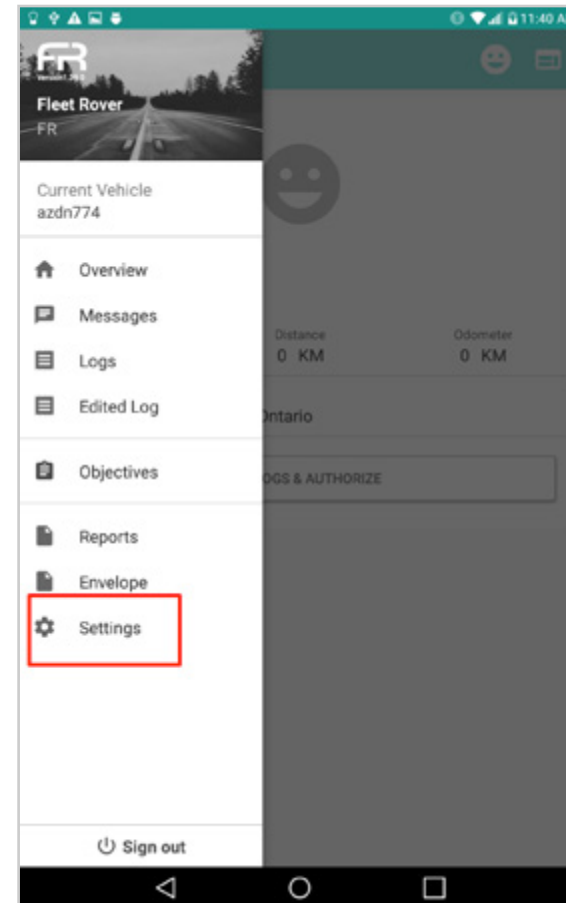
1   From the main menu, select "Settings."

2   Select Profile.
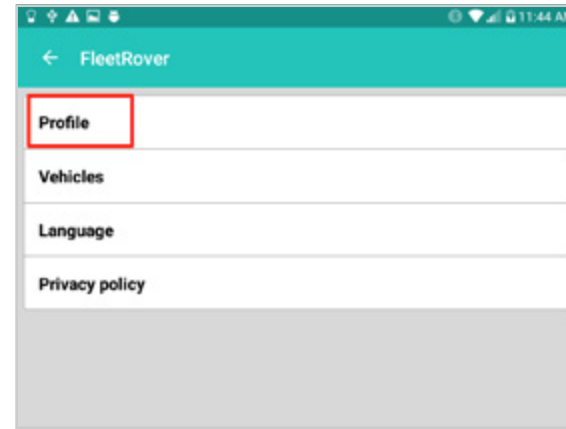
3 Select the unit of measure you prefer to work with.

4 Hit "Save Details."

- *If you have not previously entered a signature, you must do so before saving file settings.*
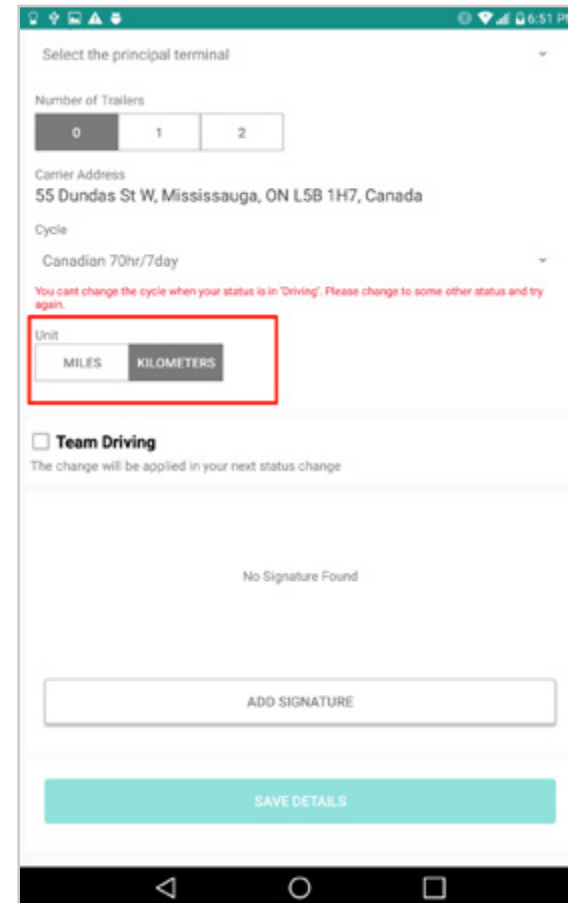
1 To Change your cycle

2 Open "Settings" and select "Profile"

3 Click on Cycle to open the different cycle options and select your new cycle by clicking on it.

You will not be able to do this while in "Driving Mode"

1 From "PROFILE", Select "Team Driving."

2 Click "SAVE DETAILS" to confirm your selection.

3 If you have not previously entered a signature, you must do so before saving prole settings.

1 From "**Settings,**" select "**Language**".

2 lect English or French.
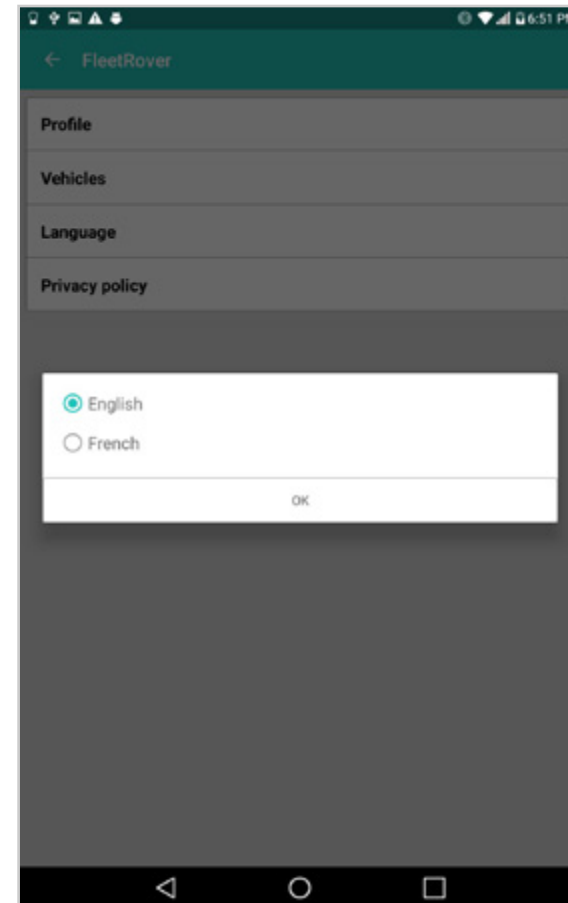
You will need to save your signature before you can save any profile settings.

1 Open Settings and click "Profile."

2 Use your finger or a stylus to draw your signature in the box. This is the signature that will show on your HoS and DVIR reports.

3 Press "SAVE SIGNATURE."

4 Press "SAVE DETAILS."
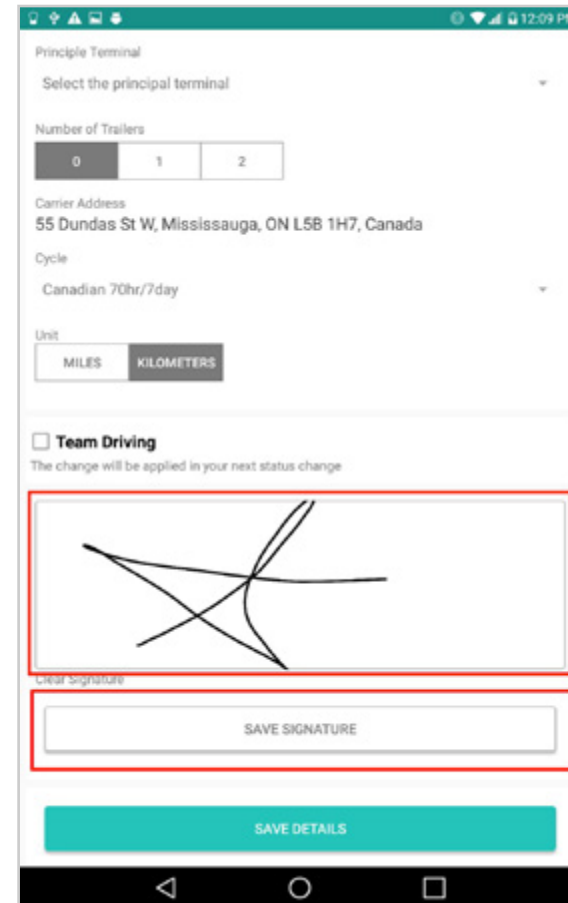
1 To view completed inspection reports, open the menu and select "Reports."
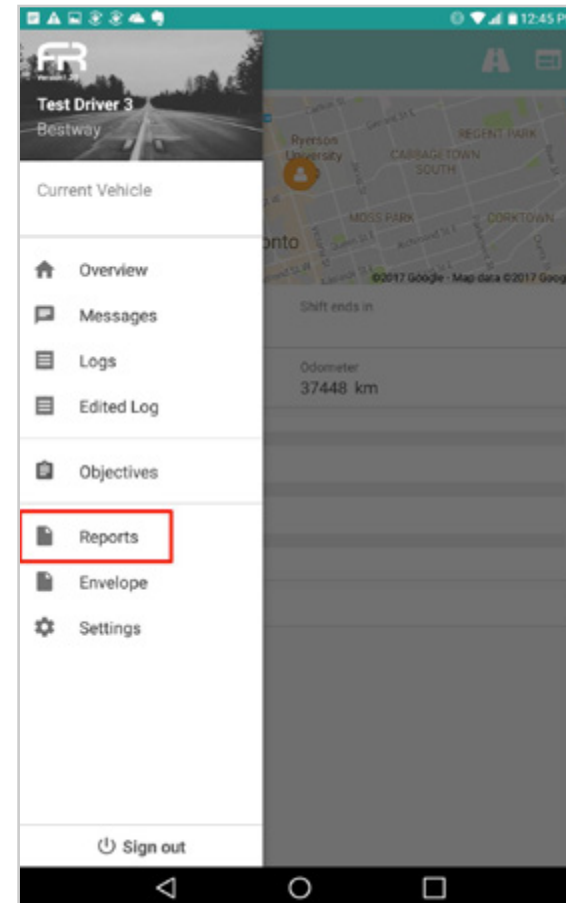
② From the '**Reports**' menu, select which report you would like to view.

Note: a DVIR report must be filled, authorized and signed before it can be viewed.
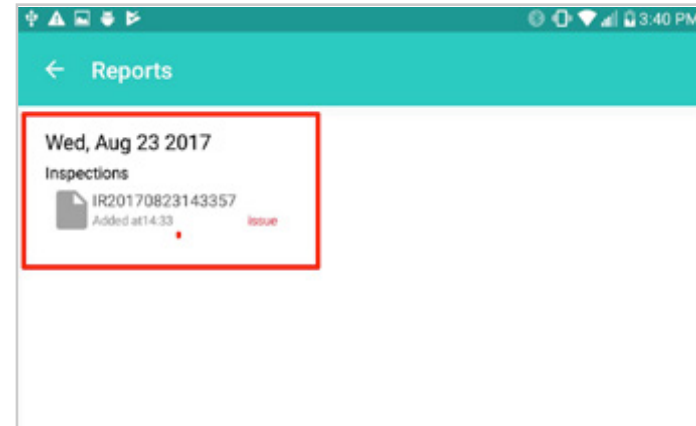
③ The Report will appear as shown.
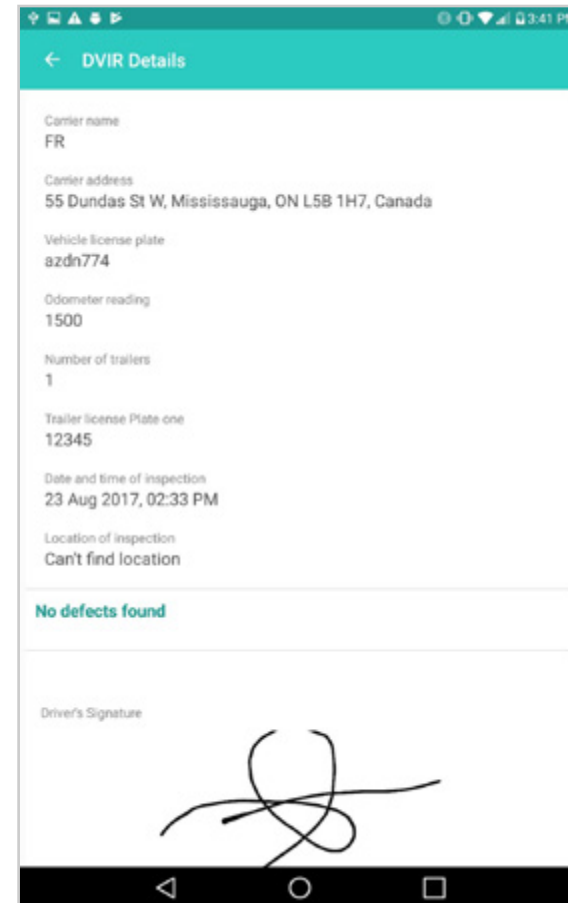
1   To view messages from dispatch, open the main menu and select "Messages."

MESSAGING
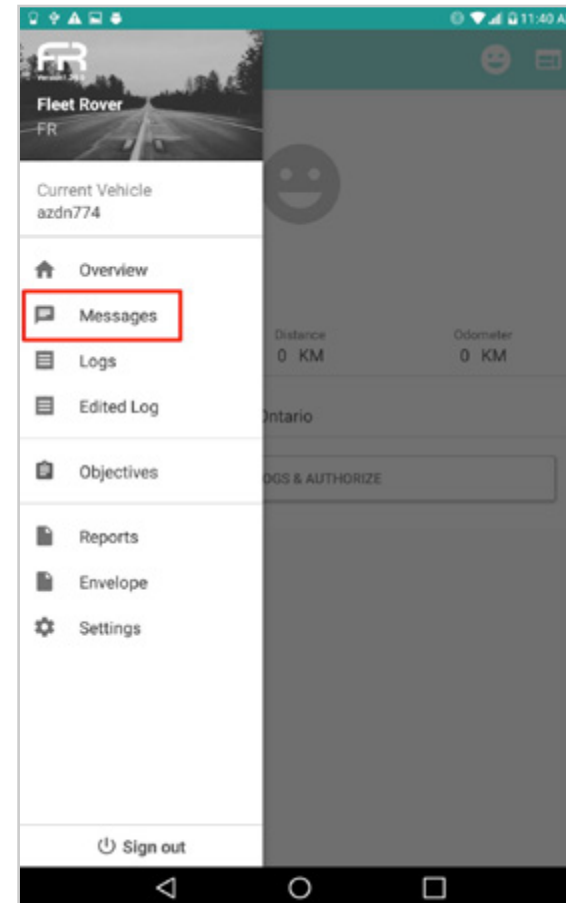
2 Reply to dispatch by entering text in the box at the bottom of the screen.
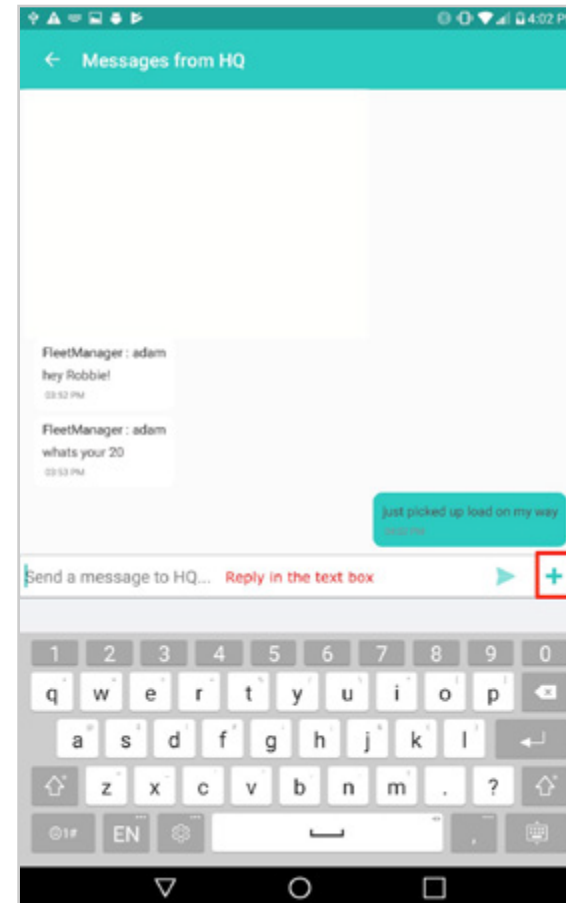
(3) Press the **"+"** for more options. You can
- Take a picture - "CAMERA."
- Send a photo from your gallery - "GALLERY."
- Record and send a voice note - "AUDIO."
- Send a PDF - "PDF."
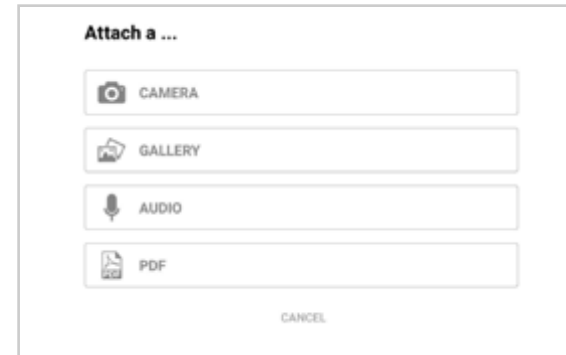
ACCEPT A LOAD

1   If you see **NEW LOAD PICKUP** request appear, dispatch has sent you a new objective.

2   If you have the capacity to accept this load, select "**ACCEPT.**
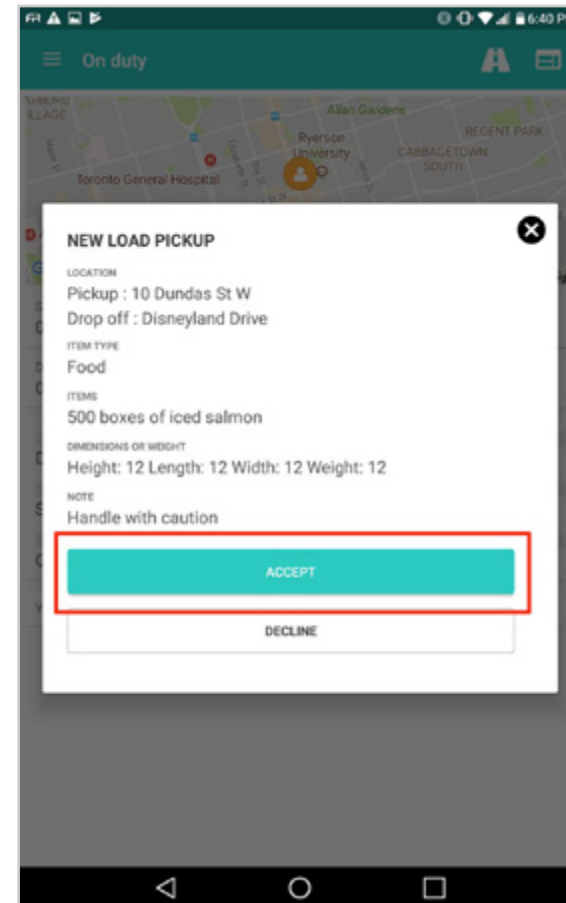
1 Select "Objectives" from the main menu.
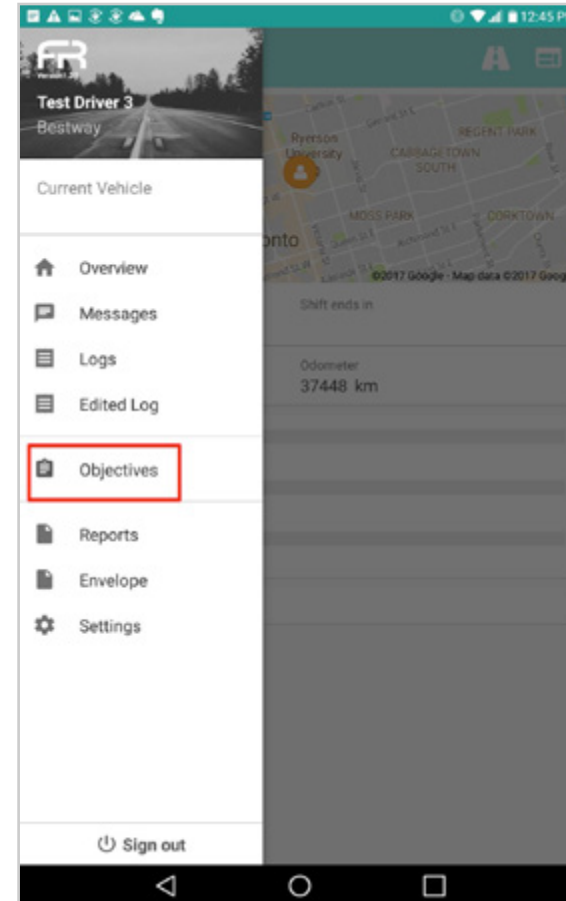
OBJECTIVES

2 Current, pending, declined and completed objectives will show here.

3 If you have any pending loads, accept them by selecting "New load pickup".
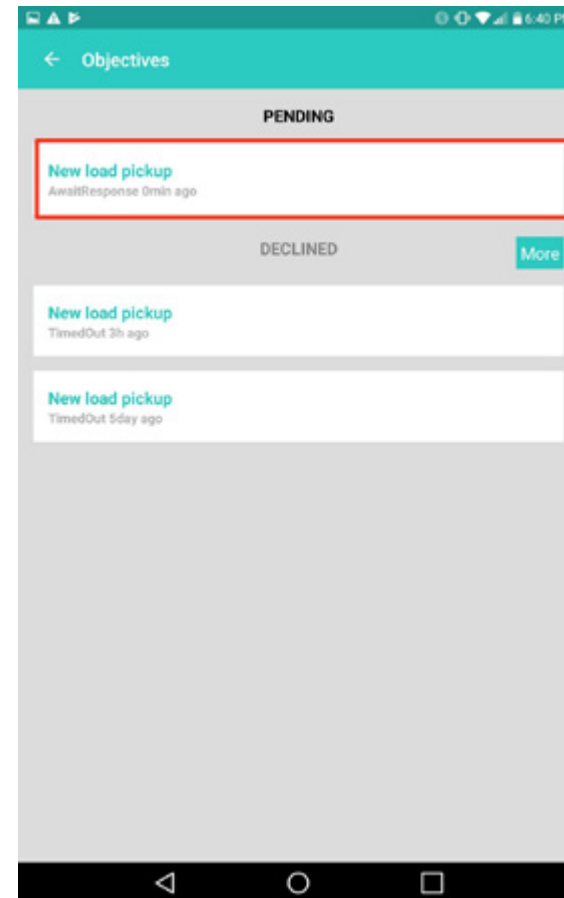
4 If you have the capacity for the load, select "**ACCEPT**".

5 If you cannot accept the load, select "**DECLINE."**
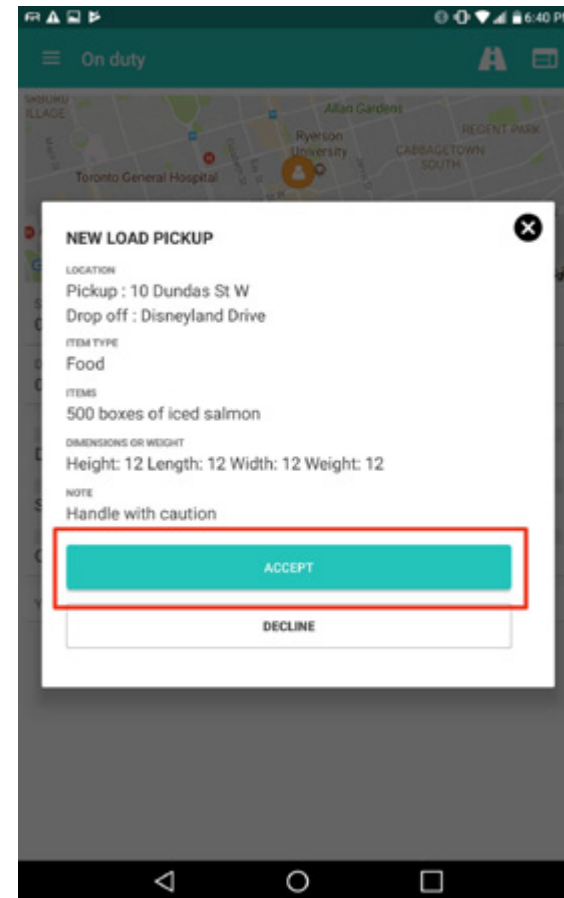
1   If your organization allows your dispatch/
    operations team to edit your logs, you will be
    prompted to approve the edits.

2   To view log edits, select " **VIEW**." Always
    check what you are approving to ensure you
    and your operations team are in agreement.
    As the driver, you are ultimately responsible for
    what shows on the log.

3   To approve the edits, select "**APPROVE**."

4   To reject the attempted log edit, select "**DISMISS**."
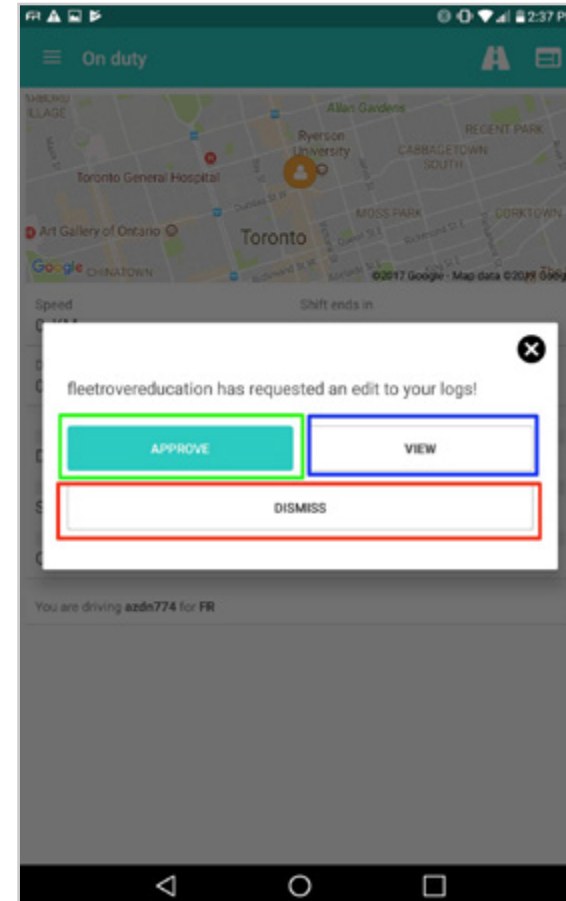
5 Once you select "VIEW" you will see the attempted log edit.

Select "VIEW LOGS" to see a list of the proposed changes.

Edited log

VIEW LOGS

DISMISS   APPROVE

List of status changes

● 04:37 AM
Sleeping - for 08h 01m
10 Dundas St W, Toronto, ON M5T, Canada

● 04:38 AM
On duty - for 06h 37m
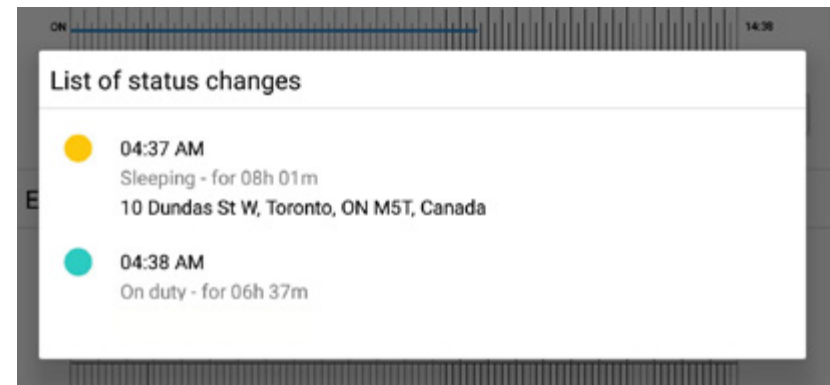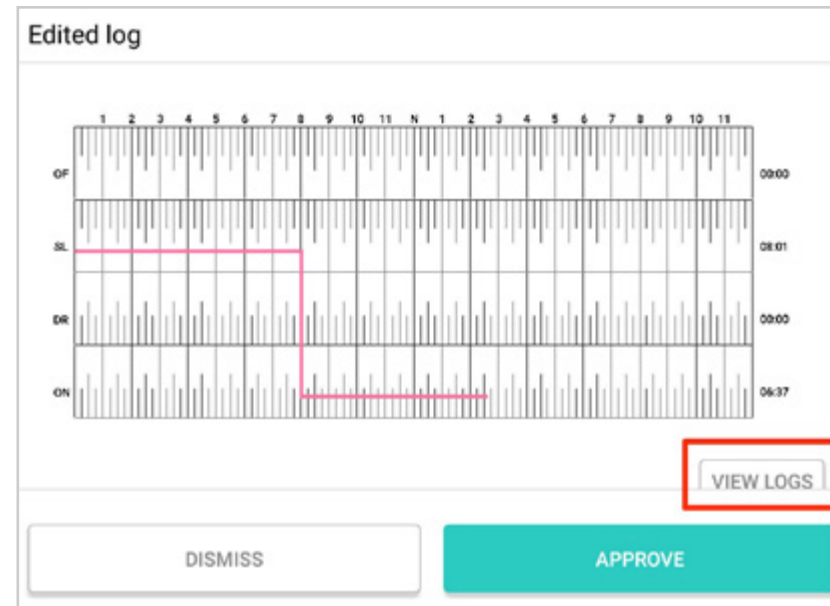
Drivers and dispatch can instantly upload important files for each other.

Files you are able to send and accept include:

- Photos
- Videos
- PDFs
- Audio Files

1 From the main menu, select "**Envelope**".

2 You will see files with an arrow on them.
- *Clicking the arrow will download the file.*
- Be aware that clicking the arrow without being on Wifi can use large amounts of your cellular data.

3 You will now see the available files.
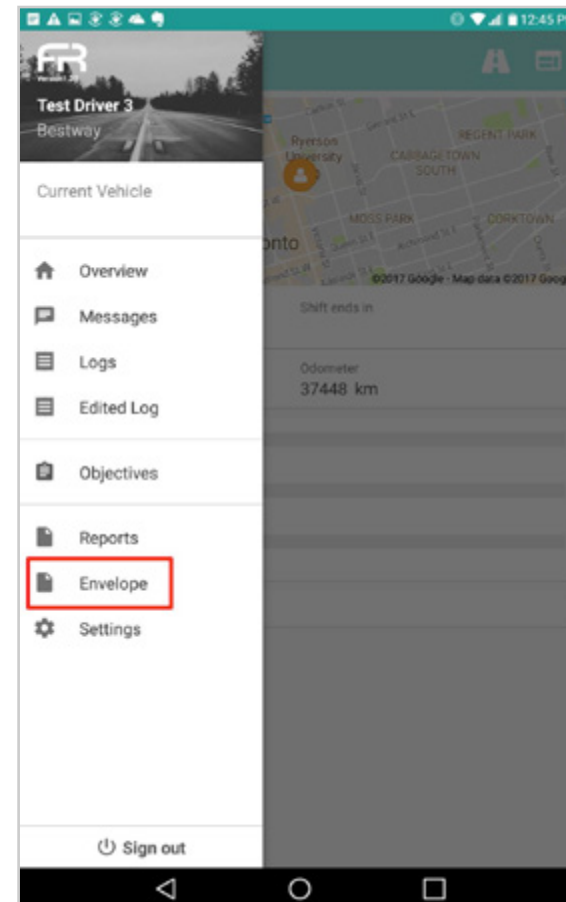
SIGN OUT

<table>
<tr><td>1</td><td>Sign out of the application by selecting "Sign Out" at the bottom of the main menu.

Make sure you change your status to "OFF DUTY" before signing out.</td></tr>
<tr><td>2</td><td>Always make sure to sign out if you are
· Driving as a team.
· Leaving your truck.
· The App will not let you sign out if you are "Driving."</td></tr>
</table>

TROUBLESHOOTING
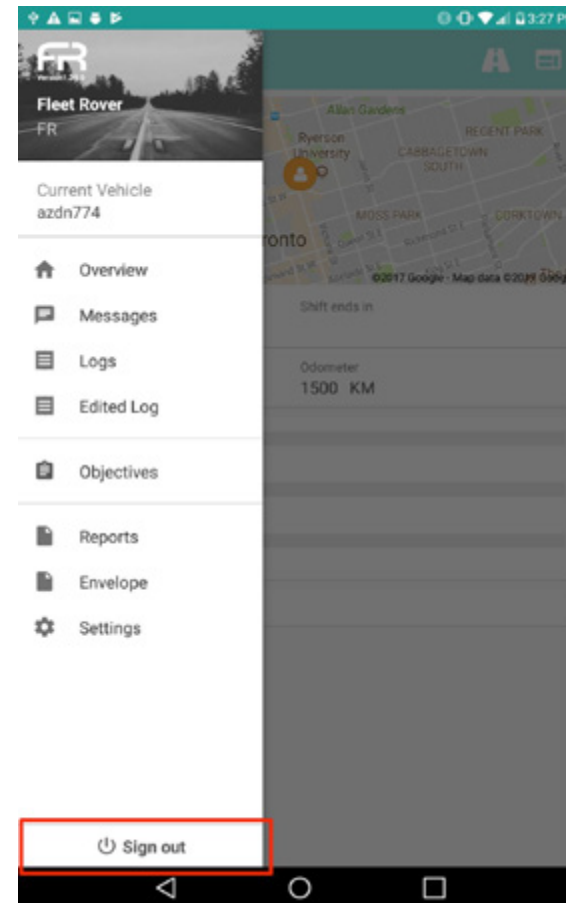
This section exists to help you resolve issues you may encounter with the app, ELD or tablet.

You can also view support videos on our YouTube page at the link below:
http://bit.ly/2DIMmcw

1 App will not open after updating

If your app will not open after an update, there are likely residual cache files on the device causing an issue. In most instances this will be addressed by following the steps in Process 1.

Follow the steps below to troubleshoot.
- If Process 1 does not work, go to Process 2
- If Process 2 does not work, go to Process 3

Process 1

1 Close FleetRover

- There is a button next to the main button on the tablet that looks like a box over another box
- Clicking this will minimize all open apps and will allow you to click the 'X' in the top right corner of FleetRover to close the app

2 Try opening the app again

- If the issue remains, repeat step 1 and then
- Power off/reset your phone/tablet and open FleetRover again

3 If the issue remains, go to Process 2

Process 2 - Clear cache, uninstall and reinstall

A video on our YouTube help page also shows the steps below

1 Open settings (gear icon found in your apps folder or found by swiping down from the top of the screen and clicking on the gear in the top, right hand corner)

2 Go to Apps and scroll down to FleetRover

- Go to **Storage**
- Click "**Clear Data**"
- Click "**Clear Cache**" (if that is still an option)

  i. It may not be after clicking " clear data"

3 Uninstall FleetRover

- You can do this via the **Apps** folder you are already in or you can go to the Google Play Store
- If in Google play,

  i. Click the hamburger menu in the top, left corner

  ii. Click My apps and games

  iii. Click Installed

  iv. Scroll down to FleetRover and click on it (do not click on open)

  v. Click Uninstall

TROUBLESHOOTING

4   Once uninstalled, power off/reset your device

5   Once the device is on again, open the Google Play Store and download FleetRover

6   Attempt to log in

7   If the issue persists, reset the device once more and attempt to login

8   If the issue persists, go to **Process 3**

Process 3 - Factory Reset your Device

*****Before beginning this process, check with your dispatch/operations team*****

1 There may be other apps, data from other apps or files they want you to backup prior to resetting the device

2 It is strongly recommended that you backup your Android device prior to beginning this process

- Backup is usually found under
    i.   *Settings* ➜ *Lock Screen and Security* ➜ *Backup and Restore*
    ii. *Click* **Backup and Restore**
       a) Review the settings here and ensure **Backup my data** *and* **automatic restore** *are turned on*
       b) Ensure that a valid email address you have access to is shown under **Backup Account**
    iii. *Click* **Backup Settings**
       a) Click **Backup Now** *and wait until the device confirms your data is backed up*

3 Go to Settings ➜ General Management ➜ Reset

- Follow the steps there and open your tablet again once it is complete
- Open the google play store, login with your email ID (the same one you just backed up to), download FleetRover and open it

4 Restore your previously made backup

· Settings → Lock Screen and Security → Backup and Restore

    *i. Click **Backup and Restore***

       *a) Click **Restore** and restore the previously made backup*

2   If you are on the wrong cycle / your app switches to the wrong cycle after crossing the border.

- Click on the hamburger menu and go to **settings** . Then click on **Profile.**
- Scroll down to **Cycle** and select the correct cycle.
- Click **Save Details**
- If you cannot select the correct cycle, select any cycle in the
  country that you are not currently driving in
  i. *Eg. If in Canada and trying to change your Canadian cycle, switch to any US cycle*
  ii. *If in the US and trying to change your US cycle, switch to any Canadian cycle*
- Click **Save Details**
- Go back into **Profile** and select the correct cycle
- Click **Save Details**

3 App cannot find location

- If your app cannot find location, make sure you are not inside a building, underground or in some other region without cellular coverage

  Make sure that location services is turned on, on your phone or tablet

  a) Open Android Settings

  b) Click on **Connections** *and scroll down to* **Location** *(Make sure location services are enabled)*

- *Alternatively, make sure location services are turned on 30 seconds before going on duty*

- *If you still experience this issue, check if you can get your location by opening Google maps and finding your location*

  i. If you can find your location on Google Maps, then FleetRover should find your location as well

TROUBLESHOOTING

4 Status does not switch right away

- This version of the app will take longer before it shows your status switching.
  However, your logs are accurate and will reflect proper driving and on duty time
  based on your driving speed
- Make sure your device is not in power saving mode
- Make sure you have an active internet connection and data with
  "data roaming" turned on in your phone/tablet settings

5 Cannot log in as you are already logged in

- Ask your operations/dispatch team to log you out through the webapp
- To prevent this issue from recurring, make sure you go off duty and
  log out before updating the app

6 Cannot select truck

- Make sure your truck is not being driven by another driver
- If your truck was assigned to you by your ops team, you will only see that truck
  i. Have them unassign you and then select your truck yourself

RESOURCES

We recommend that you try to learn the app with the materials provided in this guide.

If you need further assistance:

🔗 Visit our Youtube Support Channel
    http://bit.ly/2DIMmcw

✉ Email help@fleetrover.com

📞 Call our support line directly at 1-800-468-4984
    This line is open on Tuesday and Thursday mornings from 8:30 AM - 11 AM

Call 1-800-340-1929 and leave a message with your name, company name, truck number and issue.

Thanks and Happy Driving!