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

- **Owner Operator Registration**
  - **Organization Name**: Acme Trucking
  - **First Name**: John
  - **Last Name**: Smith
  - **Email**: jsmith@carriers.com
  - **Password**: ********
  - **Confirm Password**: ********
  - **Driver License Number**:
  - **License State**:

- **Address**
  - **Address**: 11 Main Street
  - **Country**: United States
  - **State**: Texas
  - **City**: Dallas
  - **Home Terminal Timezone**: US/Central
  - **Postal Code**:
  - **Phone Number**: 5557777888

**Done**
5. Select a hardware option

In order for this application to be ELD compliant, it must record motor information directly from the truck. Purchase one of the supported hardware below.

Each truck uses one hardware device

**PT30**

$149.99

PT30 ELD Device

- [ ] I will purchase PT30 and pickup it up myself

- [ ] I already own a PT30 / I will purchase it through other means

Next
6. Select a service plan option

**TrackEnsure Service (Pick One)**

TrackEnsure ELD service includes HOS compliance, DVIR, IFTA, Service Offers and Support.
**One subscription per driver**

<table>
<thead>
<tr>
<th>Plan</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly ELD Plan</td>
<td>$21.90/m</td>
</tr>
<tr>
<td>Yearly ELD Plan</td>
<td>$226.80/y</td>
</tr>
</tbody>
</table>

Next
7. Enter your shipping and billing information

<table>
<thead>
<tr>
<th><strong>Shipping Address</strong></th>
<th><strong>Payment Method</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ship to Fleet Address</strong></td>
<td>![Shipping Address Image]</td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td><strong>Card Information</strong></td>
</tr>
<tr>
<td>John Smith</td>
<td>Cardholder Name</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>John Smith</td>
</tr>
<tr>
<td>111 main street</td>
<td>Phone Number</td>
</tr>
<tr>
<td><strong>Country</strong></td>
<td>5551112222</td>
</tr>
<tr>
<td>United States</td>
<td><strong>Billing Address</strong></td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>Address</td>
</tr>
<tr>
<td>Texas</td>
<td>11 Example St</td>
</tr>
<tr>
<td><strong>City</strong></td>
<td><strong>Country</strong></td>
</tr>
<tr>
<td>Dallas</td>
<td>United States</td>
</tr>
<tr>
<td><strong>Postal Code</strong></td>
<td><strong>State</strong></td>
</tr>
<tr>
<td>90001</td>
<td><strong>City</strong></td>
</tr>
<tr>
<td></td>
<td>City</td>
</tr>
<tr>
<td></td>
<td><strong>Postal Code</strong></td>
</tr>
<tr>
<td></td>
<td>Postal Code</td>
</tr>
<tr>
<td></td>
<td>![Payment Method Image]</td>
</tr>
</tbody>
</table>
8. Review the information and tap on **Pay Now**

<table>
<thead>
<tr>
<th>Current Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>PT30</td>
</tr>
<tr>
<td>$149.99</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipping Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>111 main street</td>
</tr>
<tr>
<td>Dallas, Texas</td>
</tr>
<tr>
<td>United States</td>
</tr>
<tr>
<td>90001</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order Subtotal</th>
<th>149.99</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping</td>
<td>24.00</td>
</tr>
<tr>
<td>Tax</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$173.99</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>First time billed on Aug 24, 2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly ELD Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 24, 2017 - Sep 24, 2017</td>
</tr>
<tr>
<td>$21.90/m</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recurring Total</th>
<th>$21.90</th>
</tr>
</thead>
</table>

By clicking the "Pay Now" button you agree to pay a one time charge of $173.99, and a recurring charge of $21.90 billed first time on Aug 24, 2017.
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 Manager 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

There are no Trucks. Tap on the plus sign at the top right corner to add a new Truck!
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.

<table>
<thead>
<tr>
<th>Truck #</th>
<th>Blue Truck 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELD Device #</td>
<td></td>
</tr>
<tr>
<td>VIN</td>
<td>2GCEC19M4V7238494</td>
</tr>
<tr>
<td>License Plate</td>
<td>YBL2930</td>
</tr>
<tr>
<td>Make</td>
<td>Ford</td>
</tr>
<tr>
<td>Model</td>
<td>Model A</td>
</tr>
<tr>
<td>Model Year</td>
<td>2010</td>
</tr>
</tbody>
</table>
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.

![Duty Status Diagram](image-url)
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*. 

```
Select Duty Status

You have not been in-motion for 5 consecutive minutes! Please select your duty status below.

Note that your duty status will be automatically set to 'On-Duty Not Driving' in:

56

Driving

On-Duty Not Driving

Off-Duty

Sleeper Berth
```
The driver can also manually change their duty status by tapping 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 remaining 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.

**Events**

Times are displayed in your home terminal timezone

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Time</th>
<th>Duration</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>13:37:00</td>
<td>4h 59m 12s</td>
<td>Near Yard</td>
</tr>
<tr>
<td>OFF</td>
<td>18:36:12</td>
<td>46h 56m 3s</td>
<td>0mi NW ON North York</td>
</tr>
</tbody>
</table>
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.

![Data Transfer Screen]

<table>
<thead>
<tr>
<th>Driver Name</th>
<th>David Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Truck Number</td>
<td></td>
</tr>
<tr>
<td>Odometer</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Carrier</td>
<td>Test Trucking</td>
</tr>
<tr>
<td>Shipping ID</td>
<td></td>
</tr>
<tr>
<td>Current Location</td>
<td>0.00, 0.00</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>View Complete Header</td>
<td></td>
</tr>
</tbody>
</table>

![Diagnosis Chart]

<table>
<thead>
<tr>
<th>Time</th>
<th>Status</th>
<th>Location</th>
<th>Odometer</th>
<th>Engine</th>
<th>Origin</th>
</tr>
</thead>
<tbody>
<tr>
<td>14-Sep-17</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20:10</td>
<td>OFF</td>
<td>0mi NW ON North York</td>
<td></td>
<td></td>
<td>DRIVER</td>
</tr>
</tbody>
</table>

![Data Table]
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

- **Login Name**: john.smith@example.com
- **Password**: Enter your password

![Login Screen](image-url)
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 separately.

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.

Please connect to a truck in order to change the duty status.
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 drive 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.
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>23/08/2017</td>
</tr>
<tr>
<td>Time</td>
<td>03:43 PM</td>
</tr>
<tr>
<td>Odometer</td>
<td>60345.6</td>
</tr>
<tr>
<td>Vendor</td>
<td>Shell</td>
</tr>
<tr>
<td>Fuel Type</td>
<td>A55</td>
</tr>
<tr>
<td>Volume</td>
<td>12.34</td>
</tr>
<tr>
<td>Total Cost</td>
<td>12.34 USD</td>
</tr>
<tr>
<td>Cost Per Unit</td>
<td>1.06</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Truck Number</td>
<td>1001</td>
</tr>
<tr>
<td>Location</td>
<td>43.756, -79.406</td>
</tr>
<tr>
<td>Odometer</td>
<td></td>
</tr>
<tr>
<td>Inspection Type</td>
<td>Pre-Trip, Post-Trip, Damaged</td>
</tr>
<tr>
<td>Vehicle Defects</td>
<td>Add/Remove Vehicle Defects</td>
</tr>
<tr>
<td>Vehicle Damage</td>
<td>Mark Vehicle Damage</td>
</tr>
<tr>
<td>Remarks</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Current Charges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PT30 x 1</td>
<td>$149.99</td>
</tr>
</tbody>
</table>

**Shipping Address:**
10 St
Gash, Alaska
United States
Ggh

<table>
<thead>
<tr>
<th>Order Subtotal</th>
<th>$149.99</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping</td>
<td>$24.00</td>
</tr>
<tr>
<td>Tax</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Total**                         $173.99

**Recurring Charges**

**First time billed on Aug 24, 2017**

<table>
<thead>
<tr>
<th>Monthly ELD Plan x 1</th>
<th>$21.90/m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 24, 2017 - Sep 24, 2017</td>
<td></td>
</tr>
</tbody>
</table>

**Recurring Total**                   $21.90

By clicking the "Pay Now" button you agree to pay a one time charge of $173.99, and a recurring charge of $21.90 billed first time on Aug 24, 2017.
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: ✅
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.