



mySOAR

by SOAR Solutions

Driver Manual

Public ELD version for Android™ devices

Install the mySOAR Driver Electronic Logbook and Inspection ELD application from Google Play to your Android device. [Click here](#) to download.

Login

1. On the login page, enter your company name (no spaces), Driver ID, and password, which is provided by the mySOAR platform.
2. Press login and connect using the device's cellular data connection, Wi-Fi or Personal Hotspot.
3. On your first login, select a default signature, country, and cycle.
4. During the login, the app will fetch data from the server to your mobile device for up to the last 15 days.

Vehicle Connection via Bluetooth for ELD

After a successful login, a dark grey bar will appear near the top of the page in the app indicating whether a vehicle is connected. The bar will remain visible in the header of the app.

Once in ON Status, the mySOAR app will begin searching for vehicles nearby automatically. Alternatively, you can click on the orange Connect button in the grey bar or go to Settings and click on the orange Connect button to search for vehicles nearby.

The app will display all available vehicles for connection and list these vehicles in order of proximity.

- If you are in a vehicle, or standing next to a vehicle, you will likely see that vehicle appear first in the list.
- After locating the correct vehicle, tap the vehicle name to be assigned to the vehicle.
- The driver will be alerted when the ELD device disconnects from the vehicle.

APP Navigation

The driver will see a navigation bar at the bottom of the app with five options. In the top left corner, there is a menu icon that directs the driver to a more detailed menu of all sections available in the app.

In the top right corner, there is a cog icon that takes the driver to their settings page.

In the eLog section, there are three orange buttons above the graph that take the driver to subsections within the eLog. Within eLog and the eLog History sections, the driver has an icon of three vertical dots. This icon displays additional eLog functionality, including mass certify and submit, email, print, and, transferring ELD Output files. More on these sections, subsections, and features can be found in this document.

Working Offline

Once logged in, drivers can use the app when offline, however there are some features within the app that are limited use when in offline and return to full use when online.

Drivers must be online to create PDFs. For eLogs and eInspections requiring a PDF when certifying and submitting, the PDF will queue and create when the driver is back in service.

Syncing data with the server and the web-based platform requires the driver to be online/in service. Any work performed offline will sync once back in service. This may cause delays in the web-based platform display, the app receiving unassigned records, and edits from the web-based platform.

Tips for drivers working in remote areas:

1. If a driver is working offline, do not logout of the app completely until the driver is online and dispatch or compliance confirms the records have updated in the web-based platform. This will prevent the loss of data. Use the lock feature to protect for account rather than completely logging out of the app.

2. If a driver is working offline or in poor service, we suggest waiting until the driver has ended their workday and is in good service to make any edits made on the web-based platform. This will prevent any syncing issues.
3. Violations may create on the web-based platform if there is offline syncing lag. Some violations will clear automatically when the app is back online. If offline over midnight, the violations may need to be managed/cleared manually by an administrator on the web-based platform. Please review violations regularly when working in poor service areas.

Settings

The cog icon will take the user to the settings page in the app.

- eLog settings included are: County, Cycle, Split Sleeper and Start Time. The time zone is set based on the driver's branch address in the main system and cannot be changed by the driver.
- Alert pop-ups allows the driver to customize which pop-ups appear.
- Do Not Disturb allows the phone do not disturb to silence the app.
- Previous Status Revisions sync button is a manual push with the server.
- Lock APP allows the driver to lock the app.
- APP Version is the current version of the app.
- Change Password allows the driver to change his password
- Help directs to the content in this manual.

eLog Section

The main eLog page displays the graph with time totals, current status and location information, shipping documents, and status changes. There are also buttons to view unassigned records and the ELD Output file with all ELD records, and malfunction indicator icons.

The driver can change the date by tapping either the < > buttons next to the date in the top header.

The driver can also see the pdf of that day's eLog, if the eLog is certified and submitted, by clicking on the pdf icon.

The graph displays a 24-hour timeline segment from midnight to midnight in the driver's configured time zone for the driver's daily statuses.

Unassigned Button

The Unassigned button will display a red badge if there are new unassigned records to review for the vehicle connected to the app. The unassigned only updates if working online.

When the driver clicks on the unassigned button, they are directed to a list of available unassigned records for the connected vehicle. The driver can accept, reject or perform no action with these records.

Any records accepted will be added to the driver's ELD Output. If the record is a duty status, then it will be added to the eLog for that date.

Any changes to certified and submitted eLogs will require the eLog to be re-certified and submitted.

ELD Output Button

The ELD Output button directs to the full ELD Output display of all records created with the ELD.

Email/Print eLog

- Select the three vertical dot icon in the top right corner.
- Press the envelope icon or the print icon in the green drop menu and follow the instructions.

Please note: Email and Print will not send dates without a PDF. The temporary PDFs created for email and print do not certify and submit the records.

Change Status

In the Change Status page, the driver can make the following changes to the eLog:

- Change Status to Off-Duty, Sleeper, Driving or On-Duty Not Driving.
- Special Conditions: Personal Use and Yard movement
- Change the pre-populated location (City, Province/State) if a manual over ride is needed. A Last Location button is also available for quick manual location entries.
- Add a comment or use the quick comments feature to add a comment to the status.
- Fuel Section
 - Only able to add fuel if a vehicle is added to Daily Information and the Status = ON.
 - Amount is the only required field to add fuel to a status.
 - DEF amount can be added by the driver, but is optional.
 - Defaulted to diesel and taxable.
 - Gallons/Liters: Automatically selected based on Country in Settings if USA = Gallons and if Canada= Liters
 - Fuel and DEF will display as a comment for the associated ON duty status entry and will be applied to the active vehicle listed in Daily Information.
- Additional Information Section
 - User ID, date and time are read only fields.
 - CMV Geographical Location, Engine Hours, Odometer, and Engine VIN are populated from information from the ELD.
 - Shipping Document allows the user to enter the shipping document number.
 - If a Shipping Document is added, then it will display in the comment for that status change.
 - No Shipping Document is required if there is no driving time in the day.
 - If there is driving time and there is no shipping document for that day, then please enter None in the shipping field.
 - There are prompts in the APP, when the driver changes their first status in the day to ensure the driver has a shipping document entry, when required as well as options to carry over shipping document #s from the previous day.

The driver must press the Submit button at the bottom, to add the change of duty status record.

Automatic Status Changes

When the vehicle speed exceeds 5 mph, a pop-up appears and the mySOAR app automatically changes the status to Driving.

When the vehicle speed drops to 0 mph for approximately 25 seconds, a pop-up appears with two options, Continue Driving or Change to ON.

- If the driver selects Continue Driving, the status stays in D.
- If the driver selects Change to ON, the status automatically changes to ON.
- If the driver does not select a pop-up option, then after another minute, the ELD selects an option automatically based on the state of the vehicle at that moment (D or ON).
- Automatic status times cannot be edited.

Editing Status Records

To limit editing of eLogs, status change edits can only be performed from the web-based platform, rather than the app. Automatic D and ON status times created by an ELD cannot be edited. Statuses cannot be deleted.

Editing a Certified and Submitted eLog resets the certification status to not Certified and Submitted and requires the eLog to be re-Certified and Submitted.

Daily Information

Daily information appears in the ELD Output or PDF version of the eLog for record keeping and/or submission to an inspection officer.

If an eLog has been certified and submitted and the day has ended, the driver can only view and cannot edit the Daily Information in the app. Any edits can be done through the web-based platform. Editing a Certified and Submitted eLog resets the certification status to not Certified and Submitted and requires the eLog to be re-Certified and Submitted.

Driver Information Section

- Driver, Branch, and Driver ID are read only based on the user logged into the app.
- Co-Driver is a list of drivers in the system and Co-Driver ID is pre-populated when a Co-Driver is selected for the same day in another eLog.
- If the driver selects a Co-Driver and the drivers are switching, the current driver should change his status to OFF or SB close his vehicle and logout of the device. The Co-Driver can then login to the device, add his Co-Driver to Daily Information and continue using the app on the device.

Settings Section – This is a read only section for the driver to quickly see the current Country, Cycle, and eLog Date. Please go to Settings to change Country or Cycle.

Truck Section

A driver may list multiple trucks in one day.

- The Unit field is a drop menu of active trucks in the system and auto populates the Engine VIN number.
- A vehicle and start odometer are required to change your status to D.
- An eLog cannot be certified and submitted unless the open truck is closed with an End Odometer.
- Total Distance is calculated based on the odometer reading, and if the truck is set to kms or miles in the system.
- If driving over midnight, the previous day truck will close and the current day truck will add and open, automatically.
- When connected via Bluetooth to the vehicle for the first time in the day, a pop-up will appear that asks if you would like to add the unit to your Daily Information. This will automatically add the truck and the start odometer.
- When connected via Bluetooth to the vehicle and the driver performs a status change to OFF or SB, a pop-up appears asking if the driver would like to close the truck. If the driver selects, Yes, then an end odometer is automatically added, and the truck is closed.
- If a driver disconnects and reconnects to the same vehicle:
 - And the truck has not moved, the truck reopens automatically.
 - And the truck has moved, the truck is added again with a new start odometer. The mileage between the two truck records are unassigned records.

Trailer Section

A driver may list multiple trailers in one day.

There is a radial above the unit field to select an Own or Customer trailer and is defaulted to Own.

- If Own, then a drop menu appears of active trailers in the system and auto populates the licence plate number.
- If Customer, then the driver can manually enter in the unit number and license plate number.

Mileage Option – There is an option to add a start odometer and an end odometer for a trailer, which calculates the total distance. This is not required HOS or ELD data and is for internal customer use, if desired.

Shipping and From/To Section

- The Shipping Documents field is auto populated from the change status shipping documents field and can be edited when there are errors/typos.
- From City and Province/State are recorded by the driver or pre-populated based on the previous day, with the location they started their day.
- To City and Province/State are completed by the driver, with their turn-around location.

Exemptions

The exemptions displayed are based on the Country the user is set to in the settings page.

USA Exemptions:

- Oilfield: Default is “No”
 - When the driver sets Oilfield to Yes, then this exemption can be carried over multiple days until the user changes the exemption to No.
 - For more information on Oilfield in the APP, please contact your compliance manager and SOAR.
- Oil Field 24-Hour Reset Exemption: Default is “No”
 - When the driver sets to either Yes or No, then this exemption will carry over until the user changes it. It does not automatically reset.
 - If Yes is selected and a driver has 24 consecutive hours OFF +SB, then their available hours is reset to either 60 hours or 70 hours, depending on the cycle they are set to in the settings page. This exemption is used in place of the 34-hour rule for people working in the Oil and Gas sector.
- Adverse Driving Conditions: Default is “No”
 - If the driver selects Adverse Driving Conditions = yes, then the Adverse Driving Hours Used and Adverse Driving Hours Comment fields are required to certify and submit.
 - The driver is only allowed two additional driving hours past their Driving Time Today maximum under this exemption. If more than 2 hours over the Driving Time Today maximum, then there is a violation for driving time.
 - If the driver forgets to end this exemption, then when the driver has been OFF + SB for 10 consecutive hours, then “Adverse Driving Conditions” is reset to “No”. The driver will be required to change Adverse Driving Conditions from “No” to “Yes” again if the exemption applies.
- Short-Haul Log Book Exempt: default is “No”. If selected as Yes, the exemption resets to “No” for each new day.
- Short-Haul 16-Hour Rule: Default is “No”
 - If selected as Yes, then the Driving Window increases to 16-Hours Maximum on the Compliance page and the exemption resets to “No” for each new day.
 - If the driver selects the 16-hour rule exemption, it cannot be selected again until six days pass or the driver completes a 34-hour reset, whichever is sooner.
- Emergency Conditions: Default is “No”
 - If selected as Yes, the exemption resets to “No” for each new day.
 - Please note: This is a very rarely used exemption.

Canada Exemptions:

- Oil Well Service Vehicle Cycle Exemption Permit: Default is “No”
 - When the driver sets Oilfield to Yes, then this exemption can be carried over multiple days until the user takes 72-hours OFF/SB and can then change to No.

- For more information on the Oil Well Exemption in the APP, please contact your compliance manager and SOAR.
- Please Note: Oilfield must be changed in exemptions. The Cycle will display in Settings for reference purposes however, it cannot be changed in Settings.
- Defer Hours: Defer Day 1 and Defer Day 2, Default is “No”.
 - If the driver selects Defer Day 1 “Yes”, then Defer Day 1 Hours displays 00:00 until the Shift Time Today > 14 hours. Then Defer Day 1 Hours displays/counts any time over 14 hours ON + D up to 16:00, which is the maximum deferred time in the day. The next day (Defer Day 2) the core break will be 8 hours plus the Defer Day 1 Hours.
 - After Defer Day 1 is completed (end of Day 1), the next day eLog will display Defer Day 1 = No and Defer Day 2 automatically set to Yes (cannot be changed).
 - After eLog day with Defer Day 2 is complete, the third day will return to default = No for Defer Day 1 and Defer Day 2.
 - A driver can change to Defer Day 1 again on Day 3 or later. (As long as Defer Day 1 and Defer Day 2 = No).
- Adverse Driving Conditions: Default is “No”
 - If the driver selects Adverse Driving Conditions = yes, then Adverse Driving Hours Used and Adverse Driving Hours Comment are required fields to certify and submit.
 - The driver is only allowed two additional driving hours past their Driving Time Today maximum under this exemption. If more than 2 hours over the Driving Time Today maximum, then there is a violation for driving time.
 - If the driver forgets to end this exemption, then when the driver has been OFF + SB for 8 consecutive hours, then “Adverse Driving Conditions” is reset to “No”. The driver will be required to change Adverse Driving Conditions from “No” to “Yes” again if the exemption applies.

Certify and Submit

The Certify and Submit button allows the driver to certify and submit their eLog for that date. The eSignature selected upon first login is saved and used as the eSignature and is auto-selected for the driver. Once the driver checks the box next to the language “I certify that these entries are true and correct”, the driver can then proceed to Certify and Submit by clicking on the orange button.

If the driver is online, a PDF file of that day’s eLog will generate, and can be viewed prior to certify and submitting the eLog. If offline, the PDF will generate the next time the driver is back in service.

The driver can also see the pdf of that day’s eLog, once the eLog is certified and submitted, by clicking on the pdf icon on the main eLog page.

Compliance Page

The Compliance Dashboard displays a list of time bars to help drivers manage their HOS compliance. The bars are automated based on duty status, country, cycle, and exemptions.

eLog History Page

The eLog History page can be accessed via the More section or by swiping left on the Compliance page. The page lists eLogs for the last 8 days if Country = USA or the last 15 days if Country = Canada. There is a time summary for each status type, and a pdf icon for each certified and submitted eLog. Below the list is a total hours summary by status for the period.

If there is a red ! next to a row, that eLog is not certified and submitted.

Tip: Each date can be tapped and will take you to the day’s eLog page.

Certify and Submit Multiple Days

- Select the three vertical dot icon in the top right corner of the eLog History page.
- Use the radials to the left of each day to select the days the driver wants to certify and submit. To select all, press the radial in the header row.
- Press the Certify & Submit button in the white option row and follow the instructions.

Please note:

- Days already certified and submitted will not re-certify and submit.
- Days missing required information such as end odometer, will prompt the user to add an end odometer to certify and submit. The user can bypass this step by selecting the Ok, Later button in the prompts, however that date's eLog will not Certify and Submit.

Email/Print eLogs for Multiple Days

- Select the three vertical dot icon in the top right corner of the eLog History page.
- Use the radials to the left of each day to select the days the driver wants to send. To select all, press the radial in the header row.
- Press the envelope icon or the print icon in the white option row and follow the instructions.

Please note: Email and Print will not send dates without a PDF. The temporary PDFs created for email and print do not certify and submit the records.

Webservice and Email File Transfer to Authorized Safety Official

- Select the three vertical dot icon in the top right corner of the eLog History page.
- Tap the ELD Output button. There is a slight difference with this option. If the driver selects this button, they do not have to select the radials next to each eLog.
- Follow the instructions in the pop-up that appears to initiate the ELD file transfer.
 - A confirmation pop-up appears asking if you would like to perform a data transfer? Select Yes
 - A pop-up appears that allows the driver to choose to send via transfer (web service) or via email.
 - The number of days to send is based on country. Select USA to send the last seven days and Canada to send the last 15 days.
 - A comment is required for all transfers.
 - If email is selected, the file will automatically send to the DOT pre-set email address. If needed, additional email addresses can be added by separating with a comma.
 - Once the fields are correct, select Yes at the bottom of the pop-up.
- Once the file transfer completes, a verification pop-up will appear. If there is an issue sending the file a pop-up will appear to alert the driver.

Please note: When the driver submits a request to send logs to FMCSA, a comment must be entered.

eInspection

eInspections (DVIRs) can be performed on any truck or trailer in the system or any customer trailer.

The app displays the eInspections performed for any unit listed in Daily Information for the last 48 hours. eInspections older than 48 hours can be viewed in the web-based platform.

The driver must be in ON to perform an eInspection.

Tap the plus to begin an eInspection. One truck and up to three trailers can be added to one eInspection. Multiple Inspection Items can be selected for an individual vehicle and a comment field is provided for further details or any inspection items not listed.

The app inspection item options are based on the US guidelines for inspection items and minor and major defects and Canada's Schedule 1.

eInspections sync with the server and display in the web-based platform once certified and submitted for timely communication of inspection results with dispatch and fleet managers.

Tip: To add multiple units, tap the Add Inspection button above the Inspection Result options AFTER completing the previous Inspection, but BEFORE certifying and submitting the eInspection.

Alerts

A badge appears over the alert icon in the bottom navigation to notify the driver of HOS warnings and violations. To view the alerts click on the Alerts icon in the lower navigation.

Alerts are prioritized into four levels and are based on urgency and action required by the driver.

1. Low Priority is the first warning to let the driver know a violation is soon.
2. Medium Priority is the second warning to let the driver know a violation is approaching.
3. High Priority is the third warning to let the driver know a violation is eminent.
4. Violation has occurred, and the driver must act immediately.

More Features

The more tab of the app has a variety of tools connected to the mySOAR platform. These pages are in addition to the eLog and eInspection functions. For more information on these sections please contact the fleet manager.

Security

Besides initial login, the driver will be required to enter their password after being OFF or SB for more than two hours. After entering their password and selecting Unlock APP, the driver will return to the eLog.

There are three ways to log out of the app.

1. Go to the Menu icon in the top left corner of the app, then select the Logout button.
2. Go to the More section in the bottom navigation, then select Logout.
3. When in the Lock page, select logout in the top right corner.

If there are previous days not certified and submitted, the driver will be reminded and given the option to certify and submit those days prior to logging out.

Tip: When logging out of the app once the driver's shift is complete or the driver is taking off days, it is recommended to always verify the status is set to OFF or SB.

Diagnostics and Malfunctions

mySOAR ELD self-monitors for issues that prevent logging in a compliant manner and creates diagnostic events in the ELD Output log file when issues occur.

The most common diagnostic issues include:

- Lost connection to the engine's ECM
- Lost GPS signal
- Unable to contact FMCSA servers

Typically, these diagnostic issues will resolve themselves. However, if these issues persist, a malfunction will log and a circle shaped icon with the letter M appears on the driver's eLog page until the malfunction is cleared.

The detection and clear are both logged as events in the ELD.

DIAGNOSTIC	ISSUE	RESOLUTION
Lost ECM connectivity	Loose cable	Check that the cable is firmly attached to vehicle's diagnostic port and to the ELD unit.
	Loose diagnostic port cable	Check that the diagnostic port housing remains solidly in place and that no wires have become detached from the back of the port.
Lost GPS connectivity	ELD not receiving strong enough GPS signal red LED blinks 3-3 or 3-4 pattern	Reposition the ELD so that the top of the unit is facing up and no metal panels are obstructing the view of the sky. This may occur if the vehicle is inside a tunnel, building or in mountainous terrain. Moving the vehicle will resolve the issue in these instances.
	Cannot connect to vehicle	Bluetooth not enabled Wrong truck selected Driver or Vehicle not set for mySOAR ELD Bluetooth not connecting

Support

If drivers experience an issue, they may be asked to provide the following when contacting SOAR:

1. Login name used to log into the app and/or driver name
2. Date/time of the question/issue
3. Description of the scenario
4. Android device make/model
5. Type of connection (data plan, Wi-Fi or personal hotspot or offline)
6. Screenshots