



ELD User Guide

www.truckingoffice.com

800-253-9647

*****All drivers are REQUIRED to keep a printed copy of this manual in the truck at all times*****

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Installing the ELD into the truck

Locate your truck's ECM (electronic Control Module) connector port under your truck's dashboard (typically)

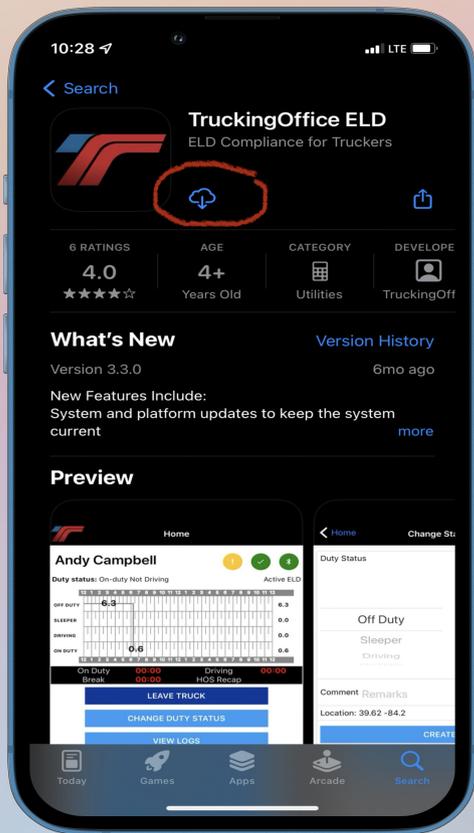
If you have a j1939 (9 pin), the ELD will plug directly into the ECM

If you have a j1708 (6 pin), the ELD will plug into the adapter, which will plug into the ECM connector port

If you have an OBD2, (rectangular plug), the ELD will plug into the adapter, which will plug into the ECM.

Downloading the TruckingOffice ELD App

From any Android or Iphone device, search for the **TruckingOffice ELD** app from the Apple Store or the Google Play Store. Click on “Get” and then “Install.”



Logging into the App

Enter your email and password assigned by your fleet manager. Make sure your phone's Bluetooth is activated.

If you see a red bar at the top that says "VID is NOT connected. Not in ELD mode"

This means that the VID (vehicle interface device) that you plug into your truck's data port is not connected to the ELD app on your phone via bluetooth. Check these 3 things:

- 1) The VID must be securely installed into your truck. It should be plugged in all the way. Use the "key" on the center pin to line it up, then push it in and line up the outer locking ring. The outer locking ring then needs to be turned a quarter turn clockwise to lock it into place. When it is securely mounted, you should see a blinking light on the VID. This light will stop blinking when bluetooth is connected to your app.
- 2) The bluetooth must be turned on. A lot of people don't normally use the bluetooth on their phone, so if it's not connecting, look at your phone settings to enable bluetooth.
- 3) If you have done both of these things and the bluetooth still isn't connected, maybe something is out of sync. Try starting over. Unplug the VID from your truck, then install it. Close your mobile app and restart it. You don't have to delete and reinstall the mobile app-just close and restart. The BLE light in the top right corner of your app should go from red to green.

4)

**The system data port must maintain continuous power. It is recommended to leave the phone plugged in for best performance.

**A portable ELD must be mounted in a fixed position during commercial motor vehicle (CMV) operation and visible to the driver from a normal seated driving position.

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Dashboard

The dashboard will display the VIN, BOL, Duty Status, Truck and Trailer Number, a graph, etc.

The first indicator light at the top will show a list of notifications, such as Unidentified Driving Time.

The second indicator light at the top will show any data diagnostic errors or malfunctions.

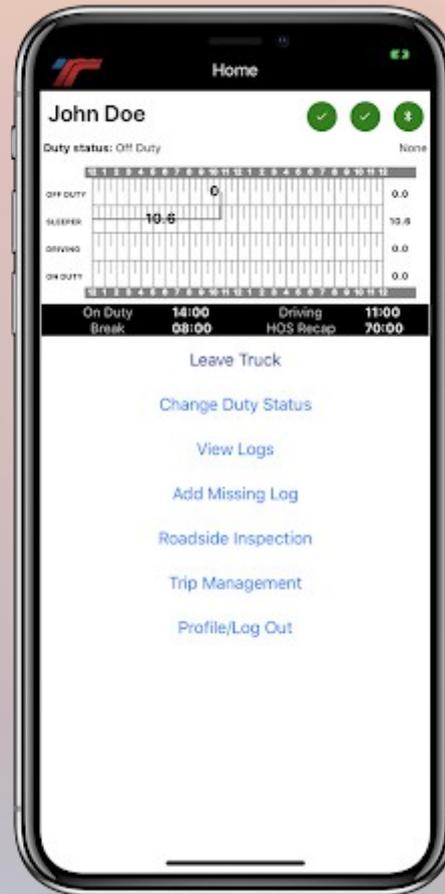
- If the indicator button is green, there are no data diagnostic errors or malfunctions.
- If the indicator button is yellow, that means there is a data diagnostic error present. You can click on the button to see details/fix the data diagnostic error.
- If the indicator button is red, there is a malfunction present. Contact support to correct the issue.

The third indicator light at the top will show Bluetooth connectivity.

- If the indicator button is green, you are connected to Bluetooth.
- If the indicator button is red, you are NOT connected to Bluetooth and will need to retry connection from your smartphone settings.

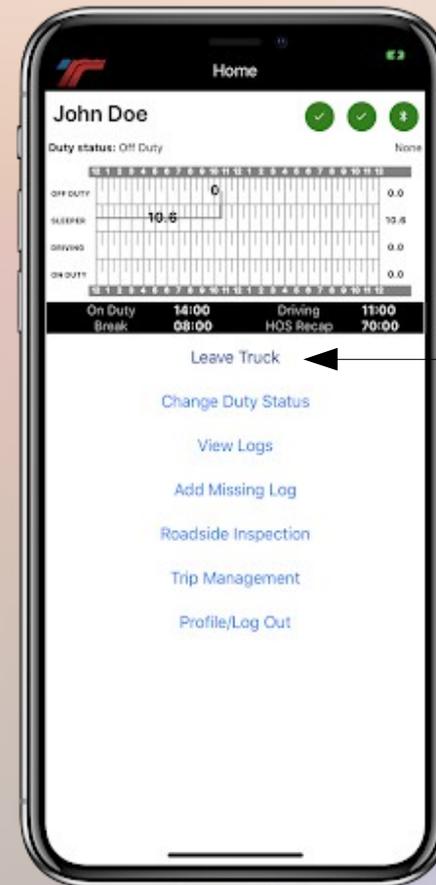
Dashboard (continued)

The blue buttons at the bottom allow the driver to change duty status, change the indication (authorized personal use of CMV and yard moves) add missing logs, roadside inspection, driver logs, and trip management (team driver, BOL, and truck info).

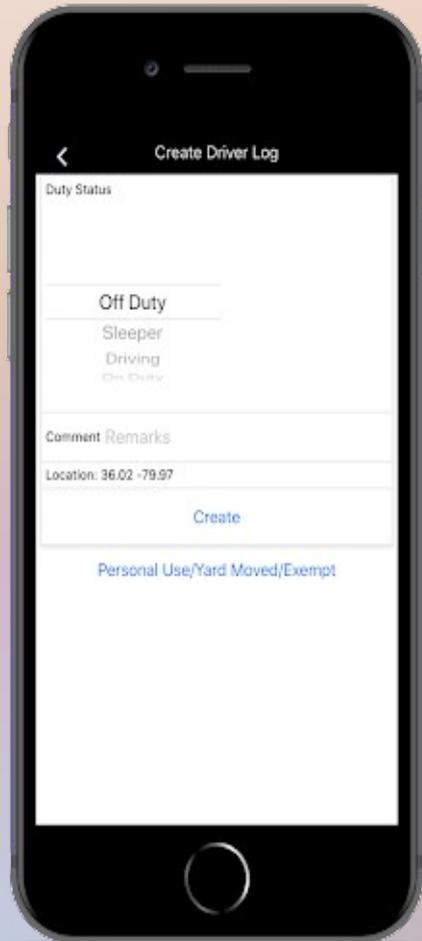


Leave Truck

- Use the **Leave Truck** button when you are leaving your truck with the phone/tablet. This disconnects the device from the bluetooth, preventing malfunction codes. Once you have returned, click the **Reconnect** button.



Change Duty Status

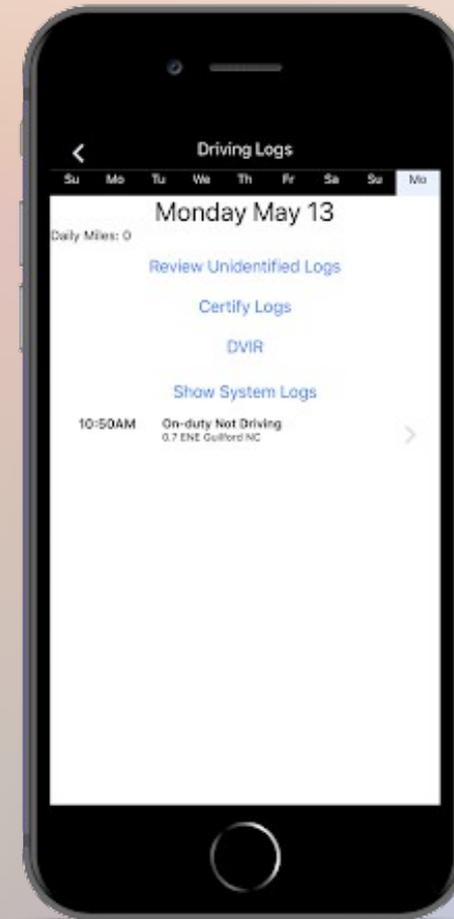


- On the Dashboard page, Click Change Duty Status. From the drop down arrow, you can select
 - Off Duty
 - Sleeper
 - Driving
 - On Duty.

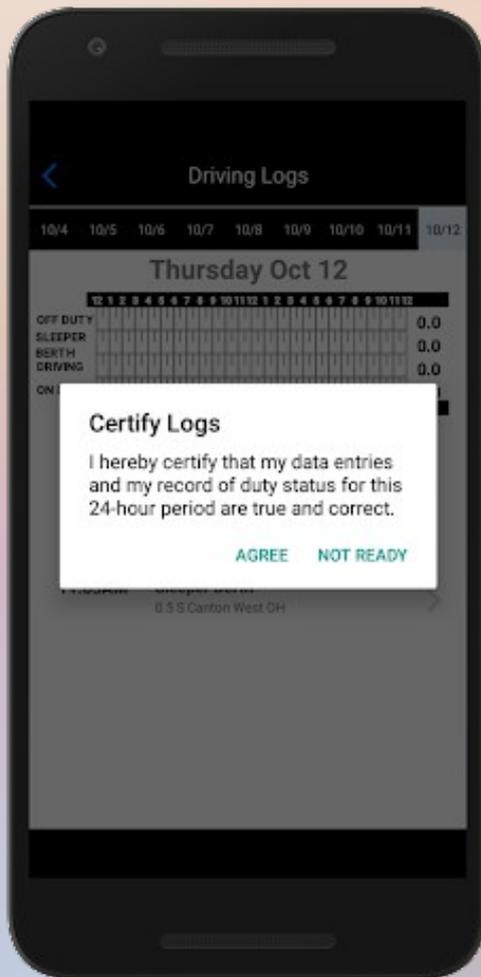
You can include a comment as well as choose a Driver Indication (Authorized Personal Use of CMV or Yard Moves.)

Unidentified Logs

- On the Dashboard page
- Click View Logs
- Click **Review Unidentified Logs**. On the top black navigation bar, you can select the dates for the last 7 days. If nothing appears, there are no unidentified logs. Once you see an unidentified log, you can click on the arrow to view it. At the top, you will have the option to either click “This is my log” or “Reject.” At the top of the page, the driver can also click the “accepted” or “rejected” toggle buttons at the top to view/manage any previously accepted or rejected logs.



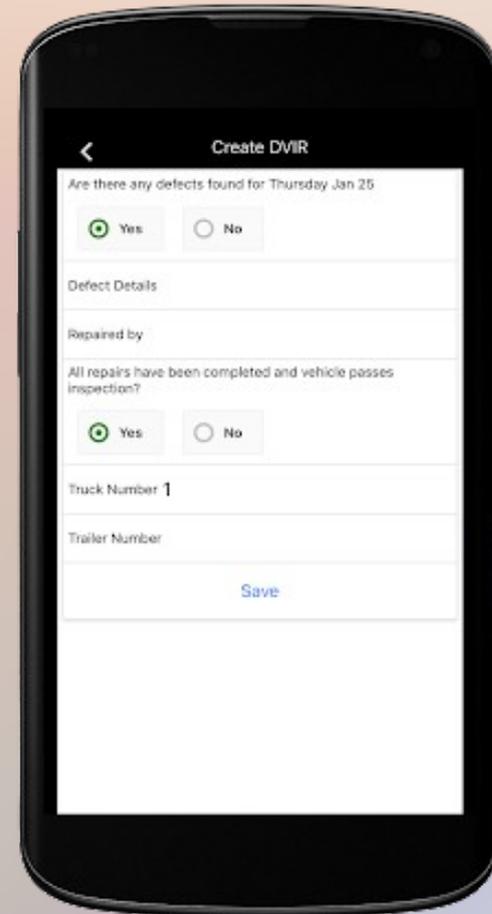
Certify Daily Logs



- On the Dashboard page, click View Logs
- Click Certify Logs.
- You will see a prompt to agree that the data entries are correct.

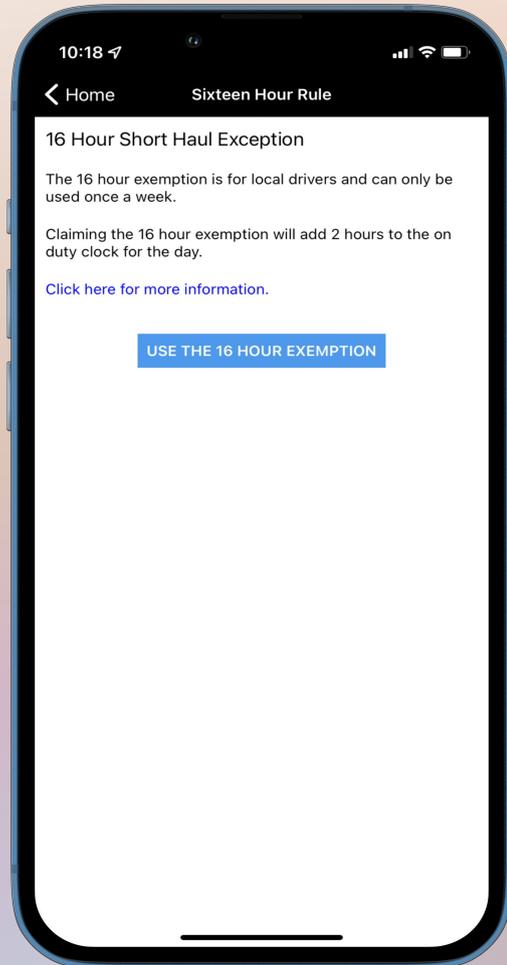
DVIR (Daily Vehicle Inspection Report)

- On the dashboard page, click View Logs. Click **DVIR**. Today's date will be displayed at the top. Click Create DVIR. You will select Yes or No to defects found for that day. If you select Yes, you will enter the details and who it was repaired by. Then, click Yes or No if all repairs have been completed and vehicle passes inspection. Click Save. The DVIR can also be viewed by the fleet manager on the web app.



The image shows a smartphone screen displaying a 'Create DVIR' form. The form is titled 'Create DVIR' and has a back arrow on the left. The first question is 'Are there any defects found for Thursday Jan 25', with 'Yes' selected. Below this is a 'Defect Details' section, followed by a 'Repaired by' field. The next question is 'All repairs have been completed and vehicle passes inspection?', with 'Yes' selected. Below this are fields for 'Truck Number 1' and 'Trailer Number'. At the bottom of the form is a blue 'Save' button.

16 hour exemption

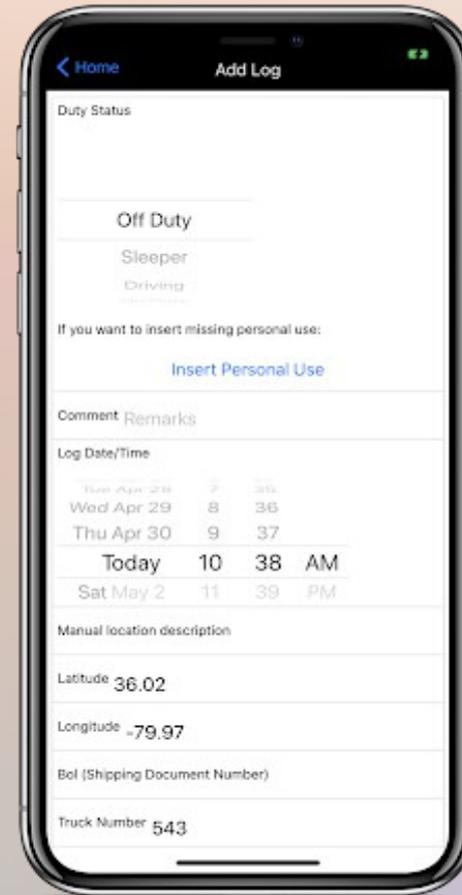


- Click View Logs, then click **16 Hour Rule**
- The 16 hour exemption is for local drivers and can only be used once a week.
- Claiming the 16 hour exemption will add 2 hours to the on-duty clock for the day.

Add Missing Log

On the Dashboard page, click **Add Missing Log**

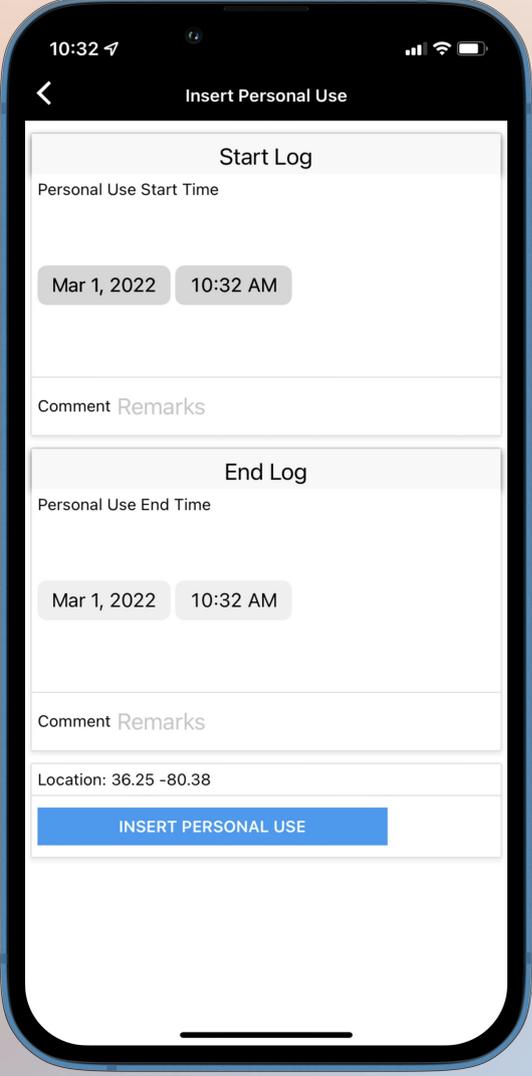
- From the drop down arrow, select the Duty Status
- Enter a comment (required)
- Select the date and time of the missing log from the blue icons.
- Click Add Missing Log



Add Missing Log-Personal Use

On the dashboard page, click **Add Missing log**

- Click **Insert Personal Use**
 - Select the start date and time
 - Enter a comment
 - Select the end day and time
 - Enter a comment
 - Click Add Personal Use
- *Note: Start and End Time must be in Off Duty status when adding the missing log



The screenshot shows a mobile application interface for inserting personal use logs. The title is "Insert Personal Use". The form is divided into two main sections: "Start Log" and "End Log".

Start Log Section:

- Label: "Personal Use Start Time"
- Input fields: "Mar 1, 2022" and "10:32 AM"
- Label: "Comment Remarks" (with a text input field below it)

End Log Section:

- Label: "Personal Use End Time"
- Input fields: "Mar 1, 2022" and "10:32 AM"
- Label: "Comment Remarks" (with a text input field below it)

Additional Information:

- Label: "Location: 36.25 -80.38"
- Button: "INSERT PERSONAL USE" (blue)

Roadside Inspection

In the event of a roadside inspection, you can either let the officer inspect your logs directly from the app, email the logs, or send them directly to the DOT.

- From the **Dashboard** page, click **Roadside Inspection**.

- There are 3 options available:

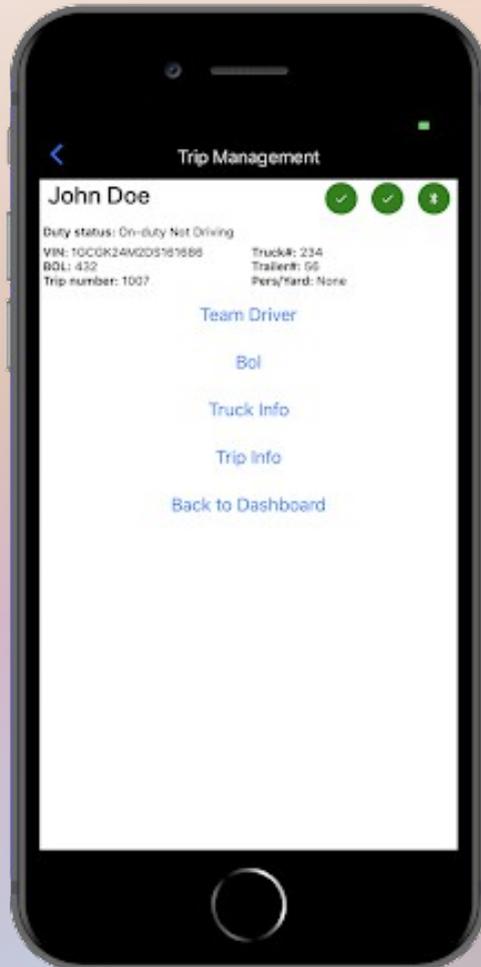
- Inspection Report, Inspection Report Email Request, Inspection Report Web Service Request.**

- To show the officer your logs directly from your phone, click **Inspection Report**. On the top black navigation bar, you can click on any date from the last 7 days of logs.

- Inspection Report Email Request.** To email the report, click on Inspection Report Email Request and enter a comment. The officer may provide you with a routing code to enter as the comment. The Inspection report will be sent directly to the FMCSA email.

- **Inspection Report Web Service Request.** To send the report directly to the DOT web portal, click Inspection Report Web Service Request. Enter a comment, then click Request Report.

Adding a Team Driver



On the Dashboard page, Click **Trip Management**

Click **Team Driver**

You will see the current driver.

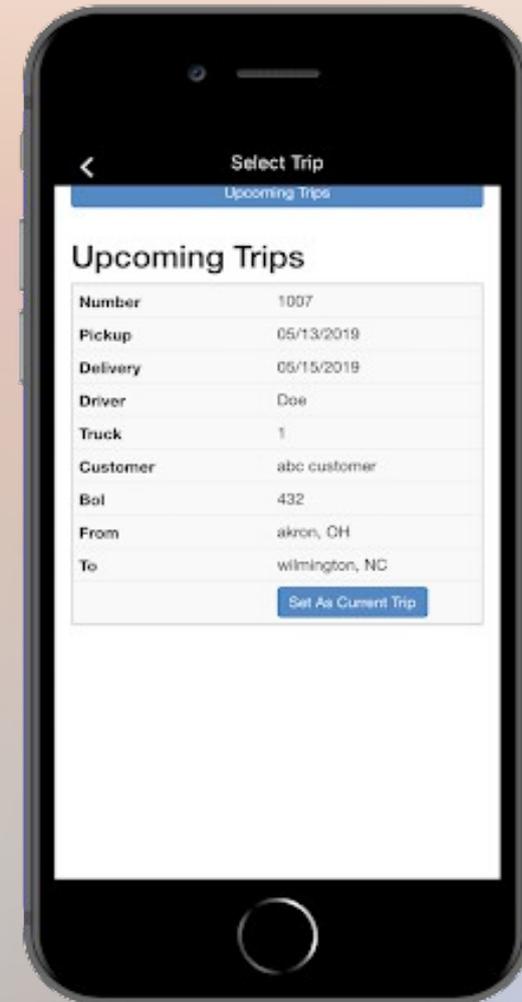
Click **Co-Driver Login**

Log in with the other driver's email and password assigned by the fleet manager.

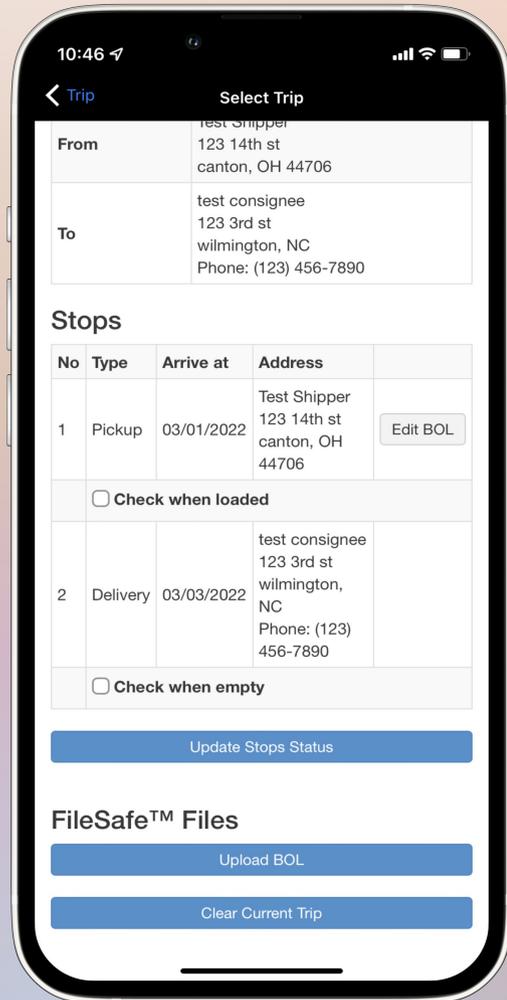
If you need to switch drivers, click **Trip Management**, then **Trip Info**, then click **Switch Users**

TMS and ELD Trip Integration (for existing TMS customers)

- When a trip has been created on the TMS web app, the trip information will be easily accessible to the driver via the ELD mobile app and the web app.
- From the ELD mobile app dashboard page, the driver can click **Trip Management**, then **Trip Info**. Any current/future trips entered on the TMS will appear.



TMS and ELD Trip Integration (for existing TMS customers)



- It will display important information such as the trip number, pickup and delivery dates/locations, customer, and BOL. The driver can click **set as current trip**. It will also list the stops and the driver can update the stops along the way. The driver can also upload the BOL and enter expenses.

Malfunction Instruction Manual

§ 395.22 Motor carrier responsibilities—In general.

(h) In-vehicle information. A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing the following items:

3. An instruction sheet for the driver describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions:

How does the driver know if a malfunction is present?

There are no lights visible on the VID (the device plugged into the ECM of the truck) and/or there is a red banner across the top of the driver's phone app stating that there is a malfunction present.

Also, if the second indicator light on the phone app is red, there is a malfunction present.

What should the driver do if the ELD is malfunctioning?

The driver should contact customer support right away at support@truckingoffice.com or 1(800)253-9647 to troubleshoot the issue.

Note the malfunction and send written notice to the fleet manager within 24 hours

Have backup paper logs available. Use the paperlogs for that 24 hour period and for the previous 7 days until the malfunction is resolved.

What should the carrier do if the ELD is malfunctioning?

Once the malfunction is discovered, the carrier must take action to either repair or replace the malfunctioning device within 8 days.

After contacting support, if the malfunction cannot be resolved with troubleshooting, TruckingOffice will warranty the device and send a new one with request from the fleet manager.
The malfunctioning device must be sent back after receiving the new one.