

ELD User Guide

www.truckingoffice.com

800-253-9647

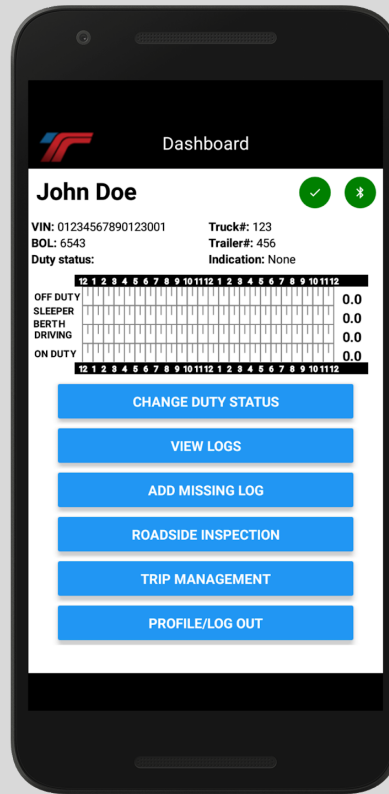




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Installing the ELD into the Truck

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

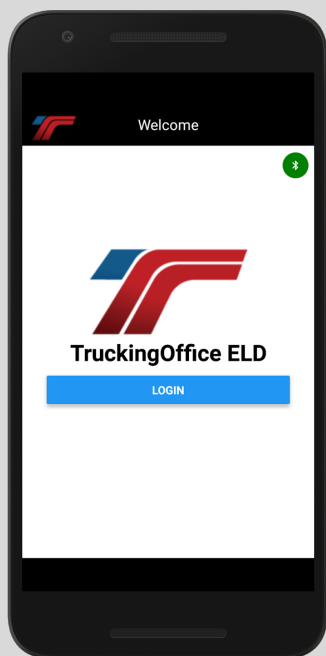
If you have a j1708 (6 pin), the ELD will plug into the adapter, which will plug into the ECM connector port

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.

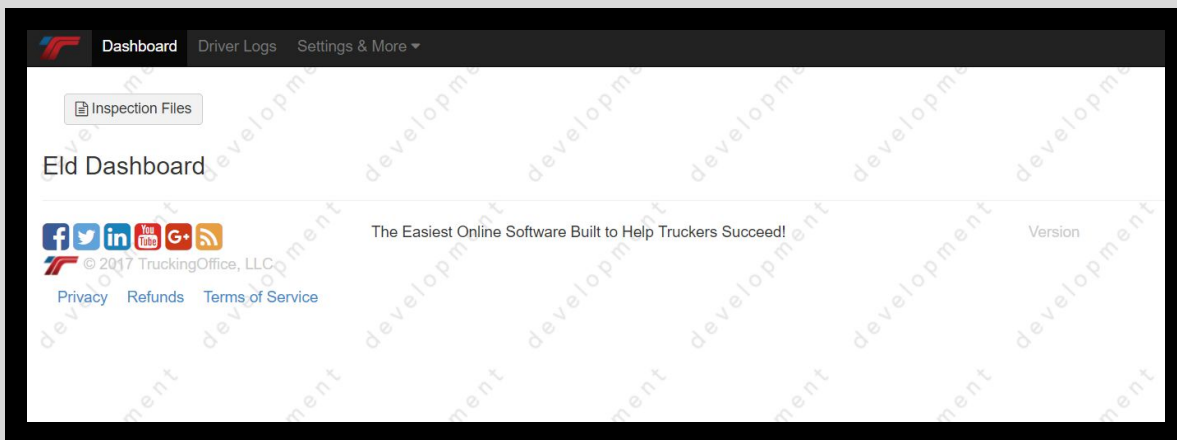
**The system data port must maintain continuous power. It is recommended to leave the phone plugged in for best performance.

**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.

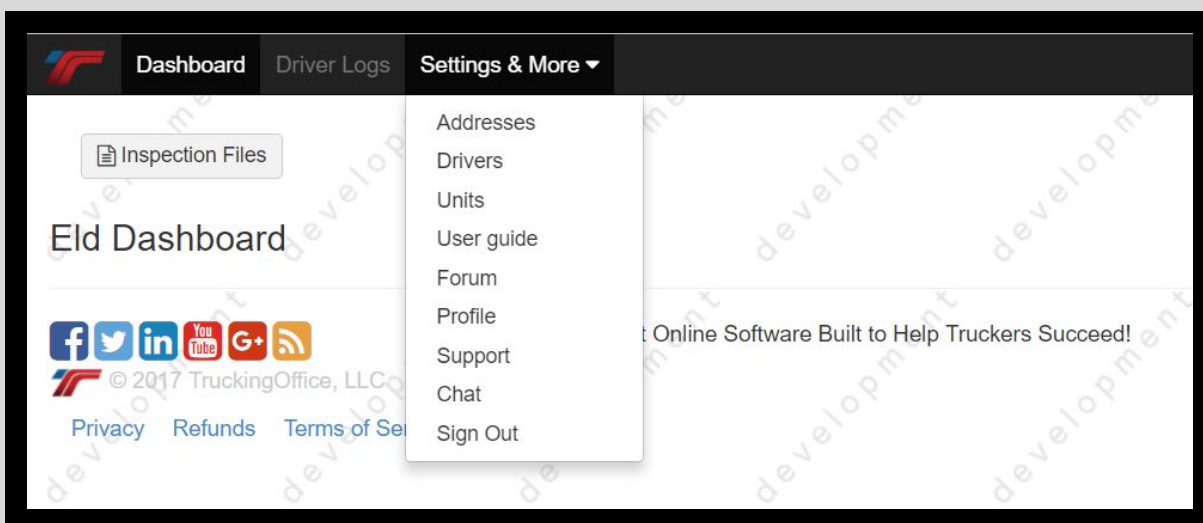
Managing Your Fleet

Log into your ELD account from a web portal.

Across the top black navigation bar, you will see **Dashboard**, **Driver Logs**, and **Settings & More**.



To view driver logs, click on **Driver Logs** at the top. At default, all driver logs will be listed. To see a specific driver's logs, click the drop down arrow next to "**List only logs for user**" and select a certain user.



The **Settings & More** tab allows you to manage addresses, drivers, units, and there is a **User Guide** and **Forum**. The **Profile** section allows you to manage your company information as well as all users. You can also **Sign Out** of your account from this tab.

Managing Your Fleet (continued)

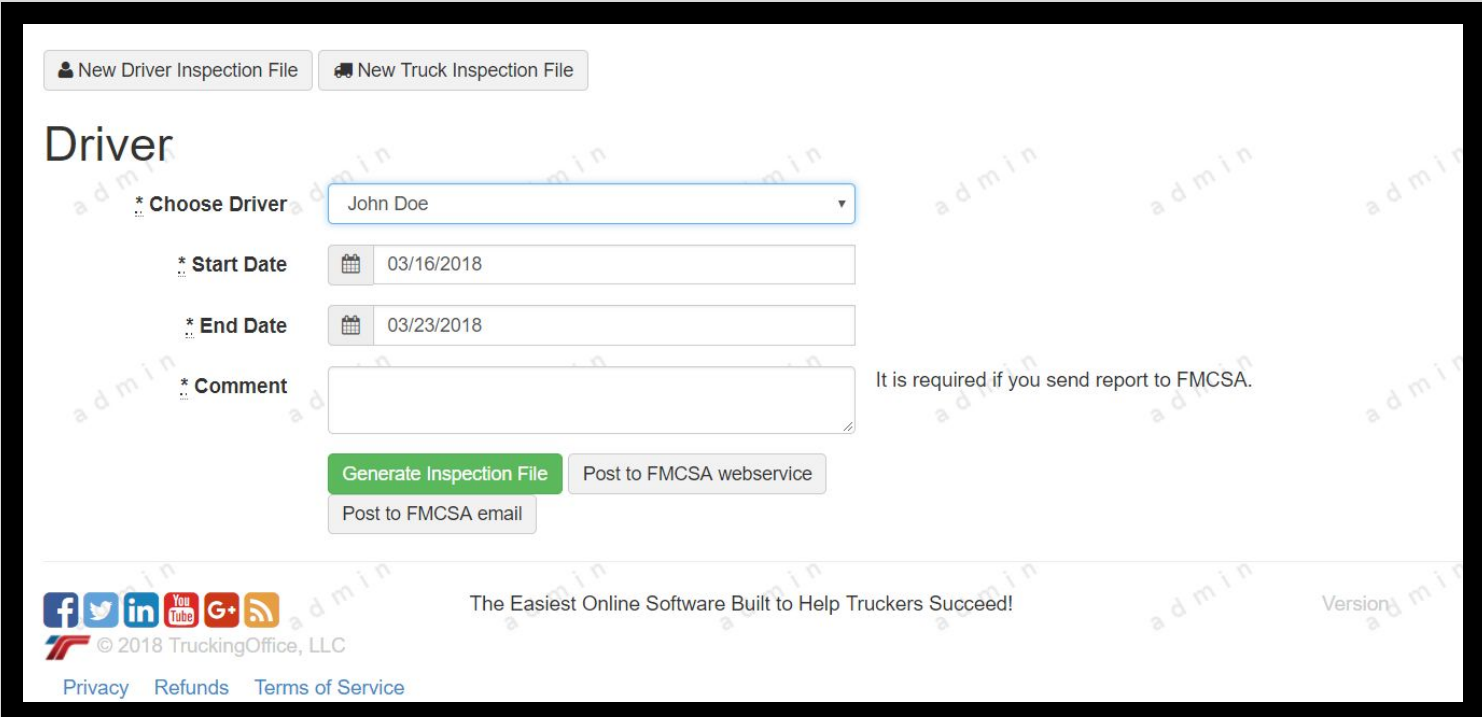
How to Generate a Driver/Truck Inspection File

From the web app, click on Switch to ELD in the top black navigation bar. From there, click on the button that says “Inspection Files”.

You will see two options: New Driver Inspection File and New Truck Inspection File. After selecting the type of file you wish to generate, you will be prompted to select the driver, starting and end date, and a comment. The comment is required ONLY if you are sending the file to the FMCSA.

There are 3 options of generating the report.

1. Click Generate Inspection File. This will download the report into a CSV file.
2. Post to FMCSA web service. This will send the file directly to the FMCSA website.
3. Post to FMCSA email. This will send the file via email to the FMCSA.



The screenshot shows the 'New Driver Inspection File' form in the TruckingOffice web app. At the top, there are two buttons: 'New Driver Inspection File' (selected) and 'New Truck Inspection File'. Below these is the heading 'Driver'. The form contains the following fields and options:

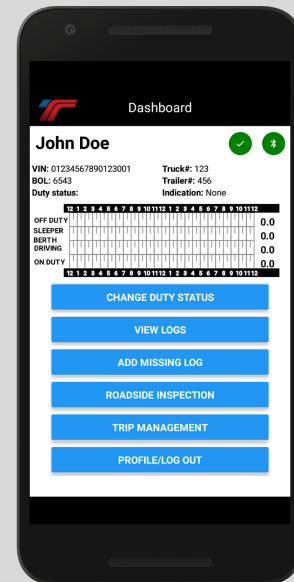
- * Choose Driver:** A dropdown menu with 'John Doe' selected.
- * Start Date:** A date picker field showing '03/16/2018'.
- * End Date:** A date picker field showing '03/23/2018'.
- * Comment:** A text area with a placeholder. To its right, a note states: 'It is required if you send report to FMCSA.'

At the bottom of the form, there are three buttons: 'Generate Inspection File' (highlighted in green), 'Post to FMCSA webservice', and 'Post to FMCSA email'.

The footer of the page includes social media icons for Facebook, Twitter, LinkedIn, YouTube, and Google+, the text '© 2018 TruckingOffice, LLC', the slogan 'The Easiest Online Software Built to Help Truckers Succeed!', and a 'Version' label. Navigation links for 'Privacy', 'Refunds', and 'Terms of Service' are also present.

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 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 second indicator light at the top will show Bluetooth connectivity.

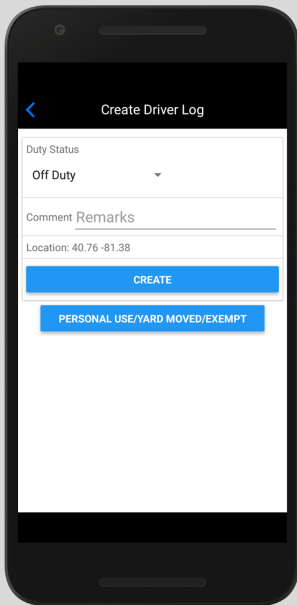
- If the indicator button is green, you are connected to Bluetooth.
- If the indicator button is red, you are NOT connected to Bluetooth and will need to retry connection from your smartphone settings.

The blue buttons at the bottom allow the driver to change duty status.

- on duty
- off duty
- sleeper berth
- driving

You can 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).

Changing 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.)

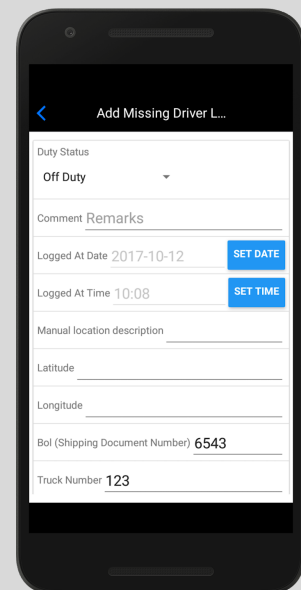
Inserting Missing Logs

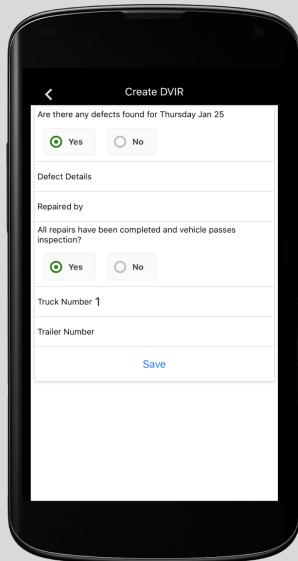
On the **Dashboard** page
Click **Add Missing Log**
From the drop down arrow, select the **Duty Status**

Enter a comment (required.)

Select the date and time of the missing log from the blue icons.

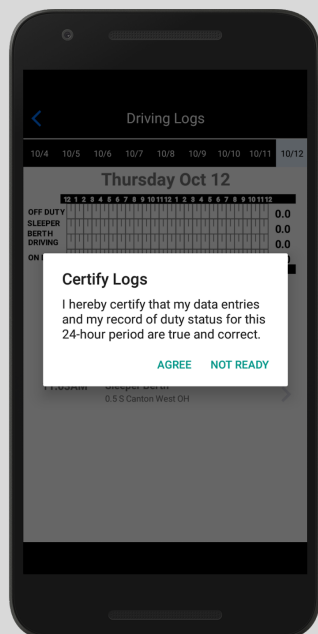
Click **Add Missing Log**





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.



Certifying 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.

Unidentified Logs

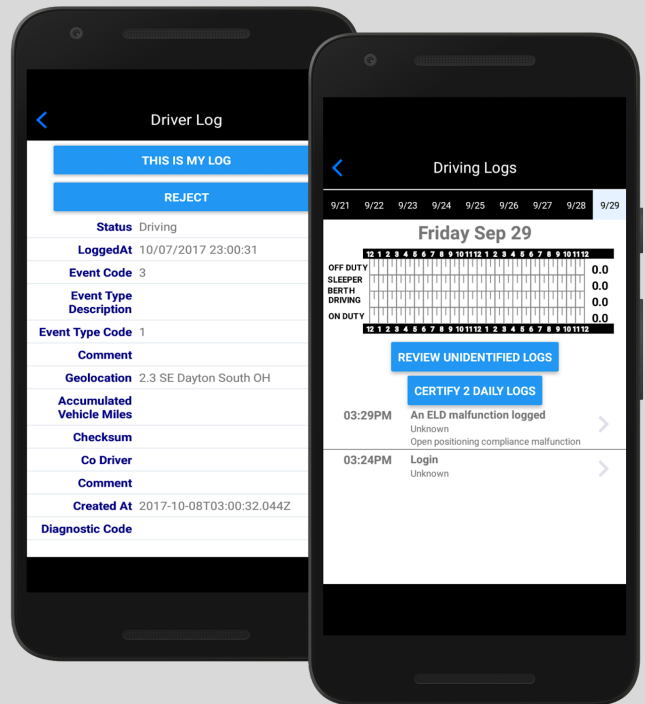
On the **Dashboard** page

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.”





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**.

How to Add a Team Driver

On the **Dashboard** page

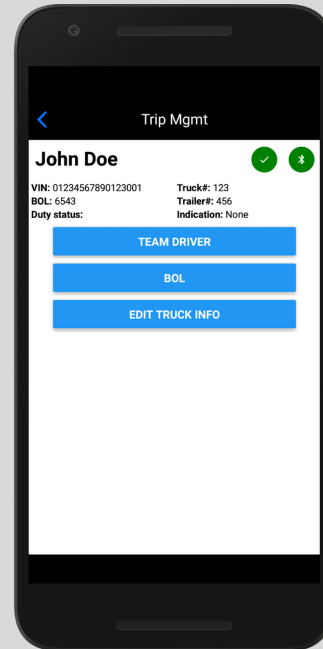
Click **Trip Management**

Click **Team Driver**

You will see a list of current drivers.

Click **Co-Driver Login**

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



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.