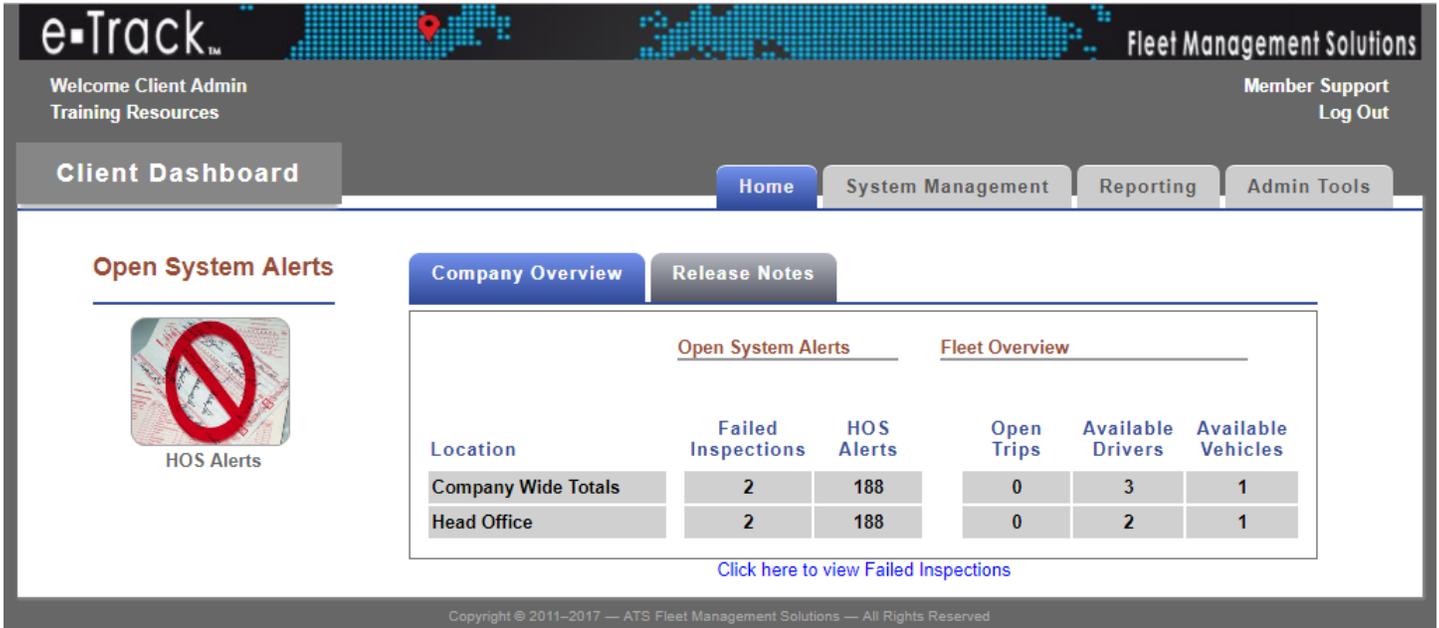


This document highlights the best practices for administering fleets using the e-Track Certified™ application for **Electronic Logging Devices (ELDs)**. This should supplement, not replace, your e-Track Certified manuals provided by ATS Fleet Tracking.



The screenshot shows the e-Track Client Dashboard. At the top, it says "e-Track Fleet Management Solutions". Below that, it says "Welcome Client Admin" and "Training Resources". On the right, it says "Member Support" and "Log Out". The main navigation bar includes "Client Dashboard", "Home", "System Management", "Reporting", and "Admin Tools".

Under "Client Dashboard", there are two tabs: "Company Overview" and "Release Notes". Under "Company Overview", there are two sub-sections: "Open System Alerts" and "Fleet Overview".

The "Open System Alerts" section shows a red "X" over a document icon with the text "HOS Alerts".

The "Fleet Overview" section contains a table with the following data:

Location	Failed Inspections	HOS Alerts	Open Trips	Available Drivers	Available Vehicles
Company Wide Totals	2	188	0	3	1
Head Office	2	188	0	2	1

Below the table, there is a link: "Click here to view Failed Inspections".

At the bottom of the dashboard, it says "Copyright © 2011–2017 — ATS Fleet Management Solutions — All Rights Reserved".

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## Important Note

If a Driver is experiencing difficulties with the e-Track Certified application, please refer them to the Best Practices Guide for Daily Driver Operation. There are two different documents for drivers: One for those using an AOB RD configuration for HOS logging, and a second document for drivers using the full ELD implementation. Fleet administrators should also be familiar with the contents of these documents to provide troubleshooting assistance if required.

**Nero\_AOBRD\_Driver\_Best-Practices.pdf**

**Nero\_ELD\_Driver\_Best-Practices.pdf**

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# 1. Configuration of the e-Track Certified Administrator Portal

1.1 Initial Account Setup – Login ID

When an account is first created, a default login to the e-Track Admin Portal is created, corresponding to the Primary Administrator account in the Contigo Portal. This enables the “Login to e-Track” button under the HOS tab.

This login id will be of the form `xxxx.contigologin` where `xxxx` is a unique number identifying your client account, and `contigologin` is the login id of the Contigo Primary Administrator.

**The passwords for all e-Track administrators are generated by the system and should not be changed in the e-Track Admin Portal.**



1.2 Initial Account Setup – Employee Record

**Every administrator in the e-Track portal must have an Employee Record.**

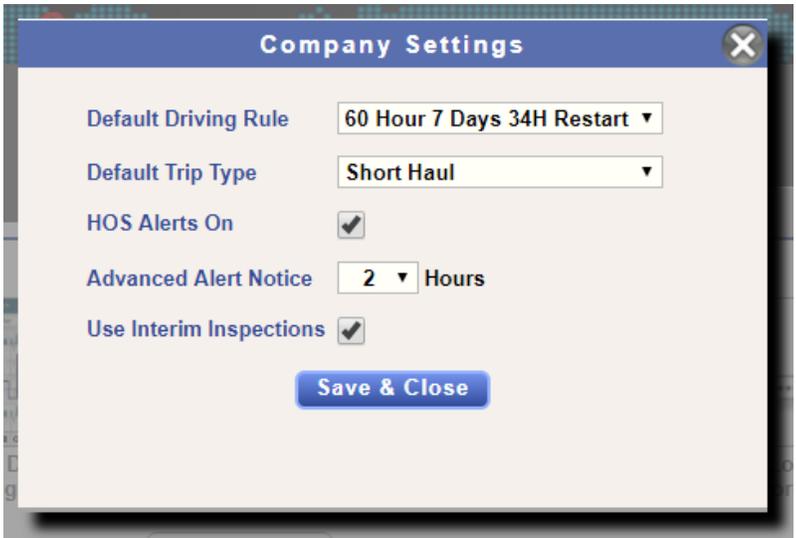
Without an employee record, none of the data in the e-Track Portal will be visible.

When you log in to the portal for the first time, be sure to create a Location and then an Employee Record for the primary administrator.

When subsequent HOS administrators are added in the Contigo Portal, they also require an Employee record before those accounts may be used.



		
<p>1.3</p>	<p>When editing a vehicle record in the portal, the ECM Link Type must always be set correctly to one of 3 options:</p> <ul style="list-style-type: none"> <li>• GENX J1708/J1939</li> <li>• GENX OBDII</li> <li>• AOBRD</li> </ul>	<p>If this field is blank, it can be corrected by editing the vehicle record and selecting the correct option.</p> <p>This setting must be completed properly to allow a driver to create a Trip in the eTrack Certified app.</p>
<p>1.4</p>	<p>In the vehicle record, each vehicle must be assigned to a <b>Location</b>.</p>	<p>This information is in the upper right corner of the Vehicle Management page, and may be filled in with a Location created by the client. If the Location is left blank, the Vehicle may not appear correctly in various reports generated by the system.</p> <p>This setting must be completed properly to allow a driver to create a Trip in the eTrack Certified app.</p>
<p>1.5</p>	<p>Do not alter the <u>Unidentified Driver</u> employee record.</p>	<p>The Unidentified Driver employee is used to record any driving data sent to the system from a vehicle being operated by a driver not currently logged into the eTrack Certified app.</p> <p>This data may be assigned to the correct driver at a later time to ensure the driving time appears in the correct log.</p>
<p>1.6</p>	<p>“Interim inspections” must be enabled if your drivers intend to use them.</p>	<p>An interim inspection is a DVIR performed mid-trip. This might be required if the driver changes trailers in the middle of their work day and needs to perform an inspection of the new trailer.</p> <p>Interim inspections are enabled in the Administrator Portal under the Admin Tools tab, by clicking on “Company Settings”.</p>

	
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## 2. Important Best Practices for Drivers

Please refer to the appropriate Driver Best Practices Guide, listed on the first page of this document. The administrator should be familiar with the contents of the driver guide(s), as they contain answers to common questions asked by drivers when using the ELD or AOBDR system, as well as in-cab troubleshooting steps to follow.

This section contains some additional information for administrators to reference when assisting drivers with troubleshooting issues.

2.1	At the end of <b>EACH DAY</b> , drivers <b>MUST</b> perform a Post Trip Vehicle Inspection.	It is important that each driver closes out his/her current trip and work day to allow a new trip to be created at the beginning of the next work day using the current vehicle.  This step is important to ensure the correctness of the driving logs.
2.2	The ELD device must have Settings – Location – Locating method set to “High accuracy”.	In certain conditions where GPS location may not be sufficient, this will ensure that the ELD device uses the cell network to provide an accurate location, avoiding Positioning Compliance Malfunctions.
2.3	<b>Co-drivers</b> are meant to be used when drivers <b>share the same trip</b> .	Co-drivers should not be used to manage multiple drivers who use the same vehicle at different times. These would be set up in the system as <u>separate</u> trips.
2.4	Drivers may use multiple devices to log in to their driver account. For example, a driver may use a tablet while in the cab on a trip, and then later on sign in on their phone when away from the vehicle performing On Duty Not Driving tasks. This practice is acceptable, but the driver should ensure that (a) any device they use has “Location” turned on, and (b) they aren't logged into multiple devices at the same time, as this may cause confusion with the location in the driver's logs.	If an incorrect Location appears in the driver's logs, this may be easily corrected by: <ol style="list-style-type: none"> <li>1. Login to ATS Client portal.</li> <li>2. Go to Admin Tools &gt; Driver Duty Changes.</li> <li>3. Select the Driver and the Driver Day.</li> <li>4. Select the record with the bad city. Click Edit button.</li> <li>5. Change the City and in the Reason, say: "GPS bounce resulted in incorrect location."</li> </ol>
2.5	Pair one device to one vehicle.	e-Track Certified is highly recommended to operate one device (smart phone or tablet) per vehicle. This enables the device to pair with the beacon once and maintain connection.

### 3. Operational Best Practices and Frequently Asked Questions

<p>3.1</p>	<p>Can the administrator create a trip in the eTrack Admin portal?</p>	<p>Yes, administrators do have the ability to create a trip in the portal, however, this is <u>not</u> a recommended procedure.</p> <p>Drivers should create a trip in the eTrack Certified app at the start of their work day. This corresponds to performing a Pre-Trip inspection, and will also change the driver's duty status to On Duty (Not Driving).</p> <p>If the administrator creates the trip, then the actual change of duty status may be misleading, causing inaccuracies in the driver's logs.</p>																																												
<p>3.2</p>	<p>Can the administrator edit duty status changes in the eTrack Admin portal?</p>	<p>Yes. Occasionally, corrections will need to be made for errors in the driving logs. Note that changes cannot be made to actual driving time recorded by the vehicle (as mandated by FMCSA).</p> <p>Duty status changes may be entered under the Admin Tools tab in the portal, by clicking on the Driver Duty Changes button.</p> <div data-bbox="727 869 1520 1451" data-label="Image"> <table border="1"> <thead> <tr> <th>Status</th> <th>Status Change</th> <th>Duty Status</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Logged</td> <td>09/20/2017 10:13:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:23:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:31:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:35:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:39:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:41:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:44:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:47:22 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:49:48 AM</td> <td>3</td> <td>Driving</td> </tr> <tr> <td>Logged</td> <td>09/20/2017 10:56:16 AM</td> <td>4</td> <td>On Duty (Not Driving)</td> </tr> </tbody> </table> </div> <p>A new duty status change may be inserted using the <b>Add</b> button, or an existing duty status (except Driving) may be edited by selecting the status from the list and clicking <b>Edit</b>.</p> <p>Note that in either case, the driver must accept the change within the eTrack Certified app before it will become part of their HOS logs.</p>	Status	Status Change	Duty Status	Description	Logged	09/20/2017 10:13:22 AM	3	Driving	Logged	09/20/2017 10:23:22 AM	3	Driving	Logged	09/20/2017 10:31:22 AM	3	Driving	Logged	09/20/2017 10:35:22 AM	3	Driving	Logged	09/20/2017 10:39:22 AM	3	Driving	Logged	09/20/2017 10:41:22 AM	3	Driving	Logged	09/20/2017 10:44:22 AM	3	Driving	Logged	09/20/2017 10:47:22 AM	3	Driving	Logged	09/20/2017 10:49:48 AM	3	Driving	Logged	09/20/2017 10:56:16 AM	4	On Duty (Not Driving)
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