

Link: <https://help.responsiblefleet.com/docs/about-gps-insight-driver-app/> Last Updated: March 13th, 2019

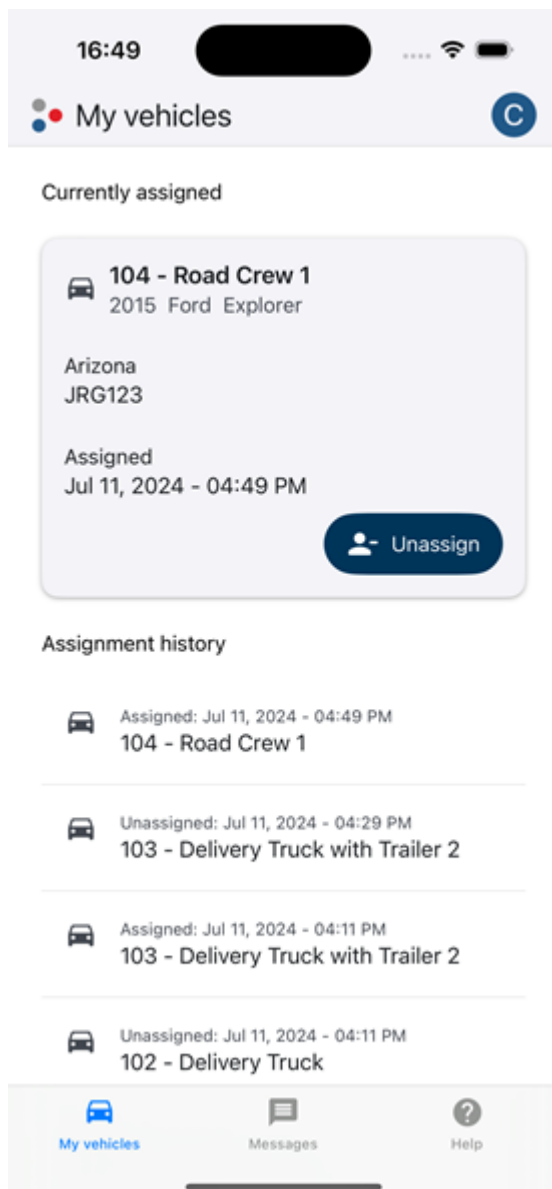
With the **GPS Insight Driver App**, drivers can assign and unassign themselves to/from a vehicle, send and/or receive messages from dispatch, and access our Help Center/Support right from their mobile devices.

Get the app (it's free!) from the Google Play Store and Apple App Store:

- **Google Play:** [GPS Insight Driver App](#)
- **Mac App Store:** [GPS Insight Driver App](#)

Primary features include:

- 1) Driver Messaging** – Send and receive messages to/from dispatch.
- 2) Driver Assign** – Assign/un-assign to/from a vehicle and view assign/unassign history.
- 3) Help/Support** – Access our Help Center to search/view instructional documentation or contact Support to ask a question. Additionally, you can see the current System Status (displays last update timestamp).



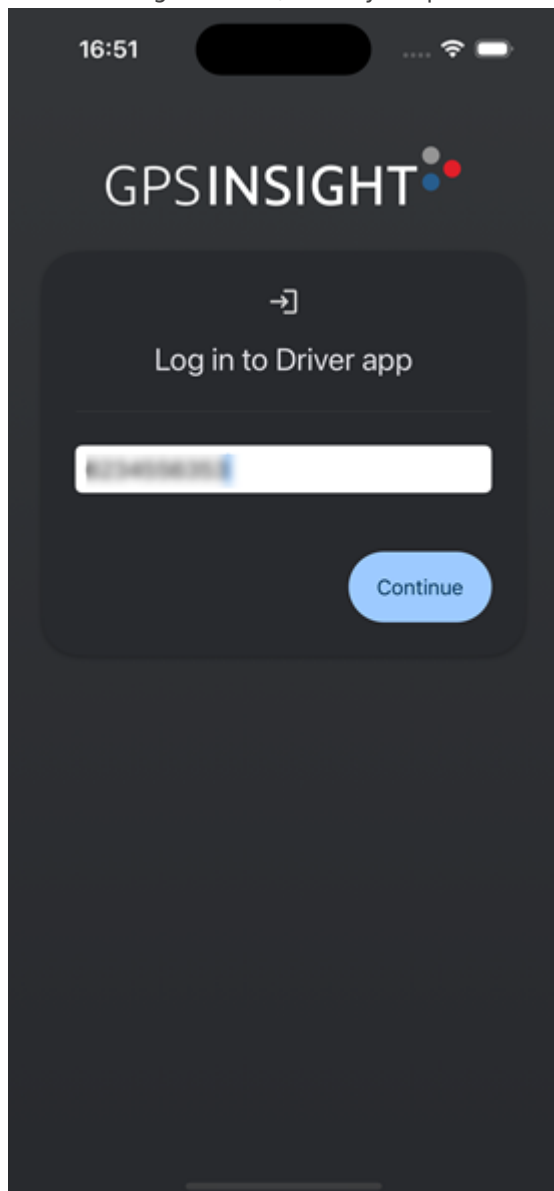
Logging In to the App

The Driver App is only accessible to drivers with a valid phone number whose information has been previously entered in to the Portal.

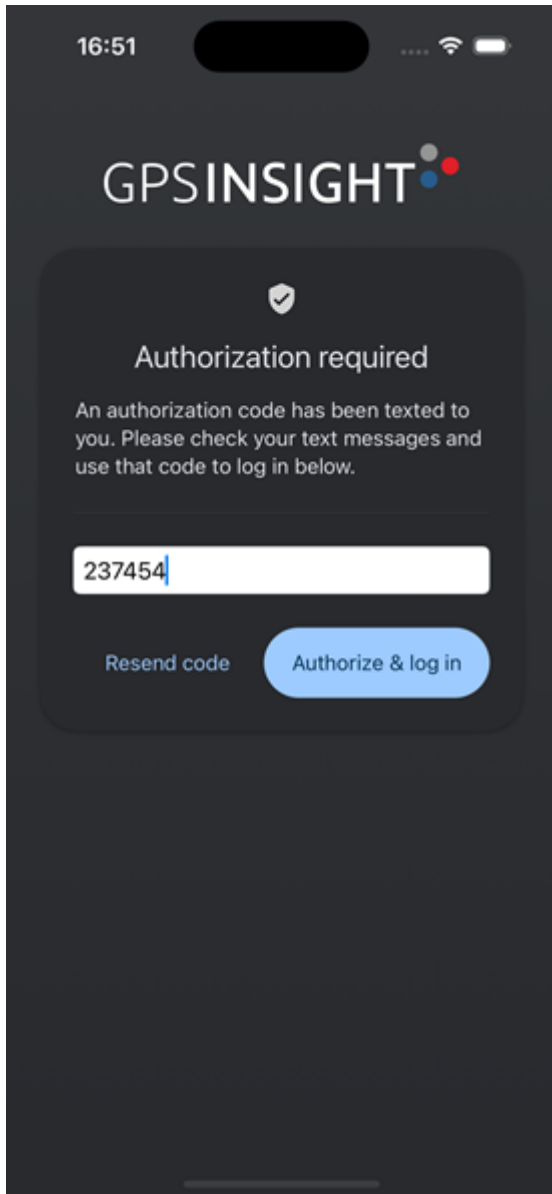
Note. If a number is entered that is not associated with previously entered driver information, the driver will receive a message reading: “Bad Phone Number.” Drivers may be added to the Portal account at any time. See [Adding Groups, Landmark, Assets, Users, & Vehicles](#) for step-by-step instructions.

How to log in to the App:

1. From the Login screen, enter your phone number and tap **Continue**.



An authorization code is sent to the phone number entered via SMS message from 477-477(GPS-GPS).



2. Open the SMS message and retrieve the assigned authorization code.
3. Enter the authorization code in the text field and tap **Authorize & log in**.

Note. The authorization code must be entered within 120 seconds from your authorization code request.

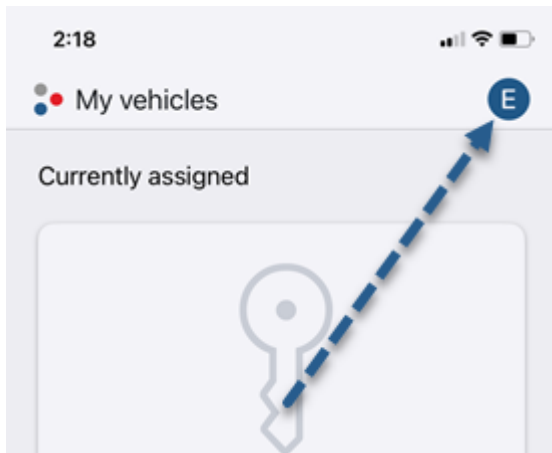
You are now logged in to the Driver App.

Logging Out of the App

If you are using the same mobile device, you are automatically logged in each time you open the App.

How to log out of the App:

1. Tap on the Profile button at the top right corner of the screen.



A pop-up appears displaying your profile and listing the vehicle to which you are currently assigned, if any.

2. Tap **Logout**.

The Logout pop-up asks: "Are you sure you want to log out of the Driver app?"

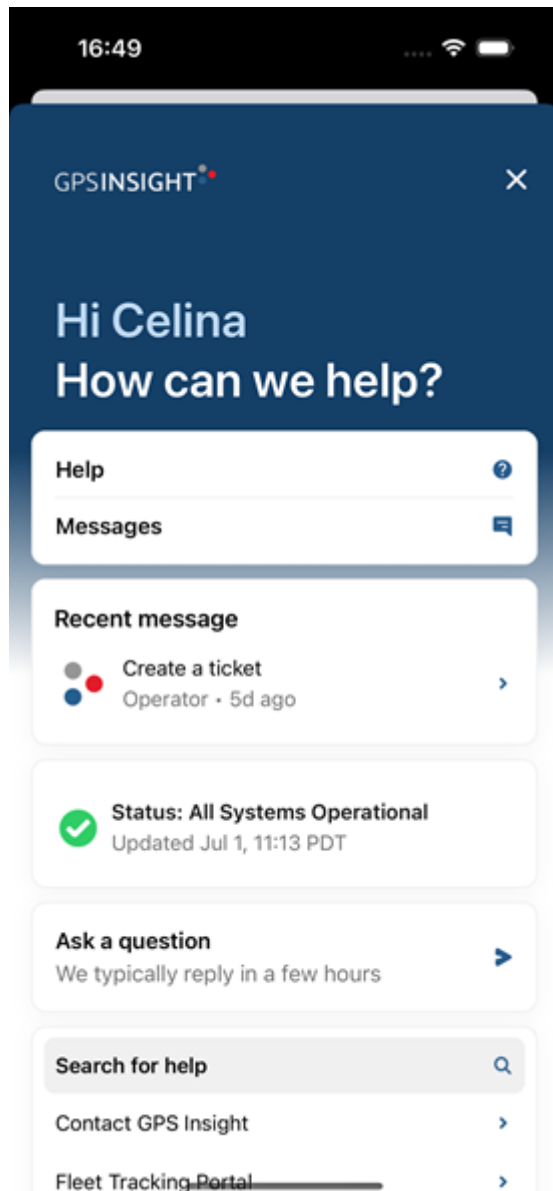


3. Tap **Yes, log out**.

You are now logged out of the App.

Accessing Help/Support

You can access our Help Center to search/read instructional articles, contact Support to ask a question/submit a case, or view recent messages from Support from the Help tab of the app.



How to access Help/Support:

1. Tap on **Help**.
The Help screen appears.
2. Tap **Help**.
3. Use the Search field to search for relevant content or tap a collection to view available articles.
4. If your question is not answered by reviewing relevant documentation, tap the **button to return to the Help main screen**.
5. Tap **Ask a question**.
6. Tap the options to interact with the bot.
7. If the results returned by the bot do not answer your question, please send a message in the text field

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(camera and photo upload options are available) to create a ticket with Support.

A Support Representative will contact you via email to resolve your case.