

Getting Started Guide for Fleet Owners



Welcome to Your Fleet Telematics Program

Your new Fleet Program helps to measure and improve your employees' driving behaviors, like speeding, hard-braking, and using their phone while on the road. You can do a number of things with this program, including:

- See driving scores and trends for each driver
- Track the location of fleet vehicles
- Track the total distance driven for each vehicle
- See routes and stops for every trip

This Getting Started guide explains the basics of your program so that you can get your fleet up and running quickly.

Key Fleet Products

Your Fleet Program has three main products that work together to give you a full understanding of your drivers and vehicles.

Fleet Web Portal

Fleet owners and team managers can use the Fleet Portal website to see driver, vehicle, and trip information. On the Fleet Portal, you can:

- Look at driver scores and trends
- See driver locations and status
- See trip history, routes, and stops by vehicle or by driver
- Track vehicle mileage

DriveWell Tag

The Tag is a small, wireless device that stays in each fleet vehicle to collect and store trip data. You can attach the Tag in each vehicle with adhesive tape. Using the Tag makes sure that every trip taken in that vehicle is recorded, even if the driver does not have the phone in the car.

Plus, the Tag actually tells the smartphone app to begin recording a trip, so trips will only record in your fleet vehicle. This is important to note if your drivers are concerned about the app monitoring their driving off-duty. The app will only record trips if it is in a vehicle with the Tag.

DriveWell Smartphone App

The DriveWell app is used by drivers to see their own driving performance and compete with other drivers for a spot on the leaderboard. They will receive feedback on their driving based on recent trips.

The app scores drivers on five behaviors: phone distraction, speeding, hard acceleration, hard braking, and cornering. The app only records when connected to the fleet vehicle Tag, so drivers can feel confident that the app only tracks on-duty trips. At the start of the program, the app is used by drivers and fleet owners or managers to link Tags to vehicles during installation.

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Key Program Divisions

Fleets

A fleet is the commercial business in the Fleet Program (instead of the insurance company). A fleet can have one or more teams of drivers based on the business need, like geography.

Teams

Larger fleets may want to separate their drivers into teams. Each team has a manager to oversee teams on the Fleet Portal. A driver can only be in one team at any time.

Drivers

Fleet drivers are associated with a specific team. A driver can only be in one team at any given time.

Vehicles

Vehicles can be shared across the fleet by all drivers in all teams.

Key Program Roles

The Fleet Portal website has user roles that allow users to do certain tasks.

Fleet Administrator

The Fleet Administrator has full access to their fleet's information, including team and driver behavior and vehicle status. They are responsible for creating fleet teams as needed, installing Tag devices in each vehicle, and sending instructions to the drivers.

Note: There is an additional "Fleet Manager" role which has view-only access.

Team Administrator

This role is typically used by larger fleets that may separate drivers into teams. The Team Administrator can view their own team's behavior and trends, including individual driver scores and trip locations. Plus, they can reassign members of their own team. They are responsible for coaching driver and team driving performance.

Note: There is an additional "Team Manager" role which has view-only access.