



Services provided by **HELP Inc.**

ELD User Guide

Updated November 28, 2017

Contents

- Getting Started..... 3
 - Enroll in the PrePass ELD Program..... 3
 - For a Carrier – Enroll for the ELD Service 3
 - For a Driver – Get Driver Login Information 3
 - For Owner-Operators..... 3
 - Install the Adapter 3
 - Mount Mobile Device 3
 - Download the Application 3
- Set Up a Bluetooth Connection 4
 - Apple iOS..... 4
 - Android 4
- Launch and Sign into the Application 5
 - Pairing the OBD Device 7
 - Troubleshooting the OBD Connection 7
 - Pre-Trip Inspection (Optional) 9
- Icons / Indicators..... 13
- Co-Driver 14
- Changing Drivers 15
 - Certify Logs..... 16
- Editing Your Logs..... 17
 - Editing Status Add Notes 18
- Changing Duty Status 19
- Inspections 20
 - Roadside Inspection 20
 - Emailing..... 22
 - Share Logs Screen 22
- Support 22
 - Customer Service 22

Getting Started

Enroll in the PrePass ELD Program

For a Carrier – Enroll for the ELD Service

To add the PrePass ELD service to your existing PrePass account or to create a new PrePass account, please contact 1-800-PrePass (1-800-773-7277). A PrePass team member will establish a Fleet Manager account and provide instructions for ordering your On-Board Diagnostics (OBD) device(s) and adding drivers to your account.

For a Driver – Get Driver Login Information

The Fleet Manager, created at the time of enrollment, is responsible for providing each driver his or her PrePass ELD login information. Please contact your Fleet Manager for driver login information.

For Owner-Operators

Owner-Operators will need both a Fleet Manager account and a driver account. The Fleet Manager account will be used to administer drivers on the Admin portal. The driver account is used to log in and use the mobile app.

Install the Adapter

Instructions to install the adapter will be included with the compliant OBD hardware. Please follow the instructions provided with the device to ensure proper setup. Software pairing instructions as well as troubleshooting information is provided in the “Launch and Sign into the Application” section later in this guide.

Mount Mobile Device

Securely mount your device in an accessible location to ensure safety and application performance. Ensure the device is plugged into a power source.

Download the Application

Install the Application on any compatible Android or Apple mobile tablet or smartphone¹. A data plan is required to send and receive data. Please check the App Store page to ensure the device and operating system version is compatible.

For Android devices:

1. Download the PrePass ELD app from the Google Play Store.
2. Look for the app on your screen and open the application.
3. Tap **INSTALL**.

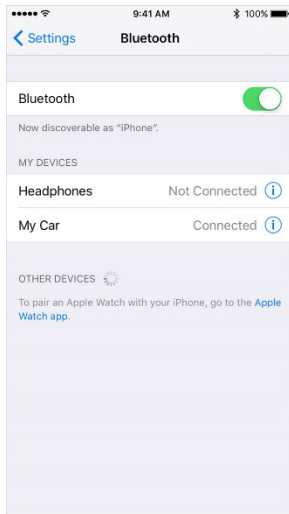
¹ Android version 4.4 or higher (API level 19+) iOS 7+

For Apple (iOS) devices:

1. Download the PrePass ELD app from the Apple App Store.
2. Look for the app on your screen.
3. Tap **GET** and then **INSTALL**.

Set Up a Bluetooth Connection

Apple iOS



1. On your iOS device, tap **Settings > Bluetooth**. Stay on this screen until you complete the steps to pair your accessory.

2. Place your accessory in discovery mode and wait for it to appear on your iOS device. If you don't see it or aren't sure how to make it discoverable, check the instructions that came with your accessory or contact the manufacturer.

3. Tap your accessory to pair. You might need to enter the PIN or passkey. If you aren't sure what your PIN or passkey is, check the documentation for your accessory.

When pairing is complete, you can use the Bluetooth accessory with your device. You can pair multiple Bluetooth accessories with your iOS device. Just follow the steps above to pair additional accessories.

Android

To connect via Bluetooth, first turn on your phone or tablet's Bluetooth. When you use a new Bluetooth accessory, pair it with your phone or tablet. After pairing, devices can connect with each other automatically.

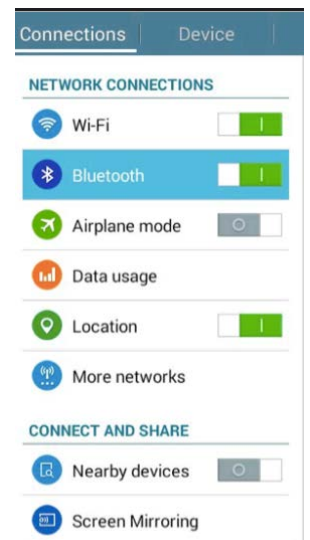
Important: On a tablet that people share, each person can change the overall Bluetooth settings.

Note: Some of these steps work only on Android 8.0 and up. Depending on your OS version, these instructions may vary. Consult your phone user guide if you cannot find your Bluetooth settings icon.

Turn Bluetooth on or off

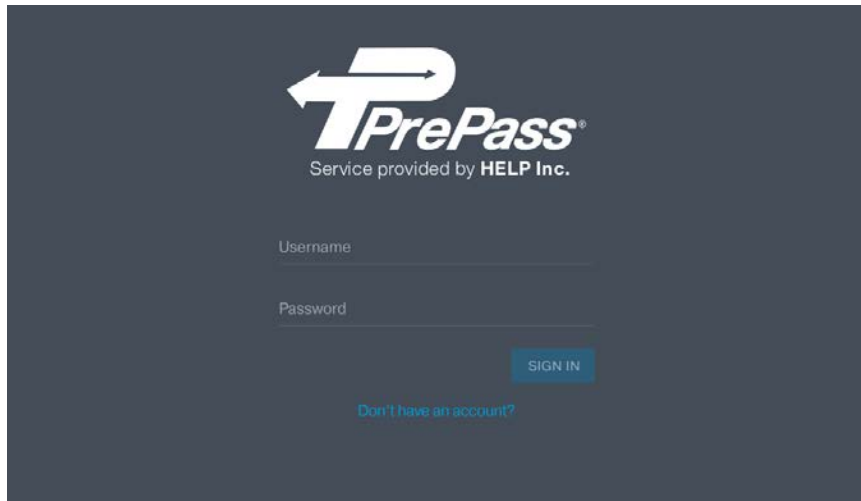
1. Open your device's Settings app.
2. Tap the **Bluetooth** icon.
3. Turn **Bluetooth** on or off.

At the top of your screen, a Bluetooth icon Bluetooth shows when Bluetooth is on.



Launch and Sign into the Application

Sign in using your driver login information. Make sure that the vehicle is running before you attempt to connect.



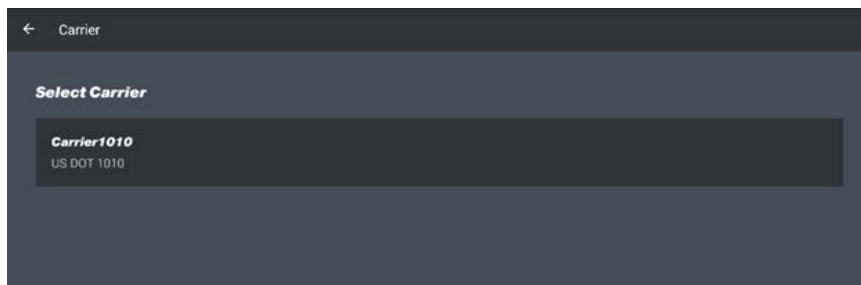
Enter your **Username** and **Password** and tap **SIGN IN**.

Don't have an account?

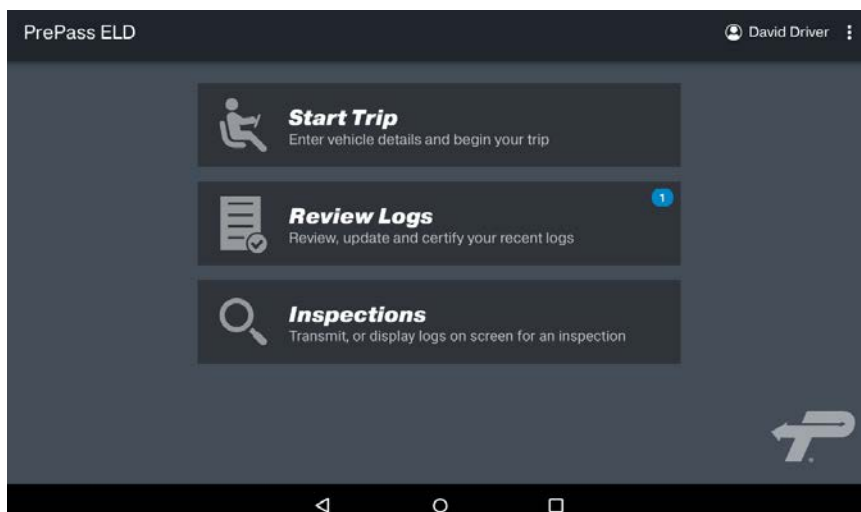
Call 1-800-PrePass
(1-800-773-7277)

Don't have a driver login?

Contact your Fleet
Manager for assistance.



Next, select the **Carrier/DOT** that you are driving for. There can be more than one.



Tap **Start Trip** to enter your vehicle details and begin your trip.

← Trip Details

David Driver

Driver

David Driver

Carrier

Carrier Name Carrier1010
USDOTNumber 1010

Co-Driver

Add Co-Driver

Vehicle

Select OBD2 Device

Shipping

Enter Details

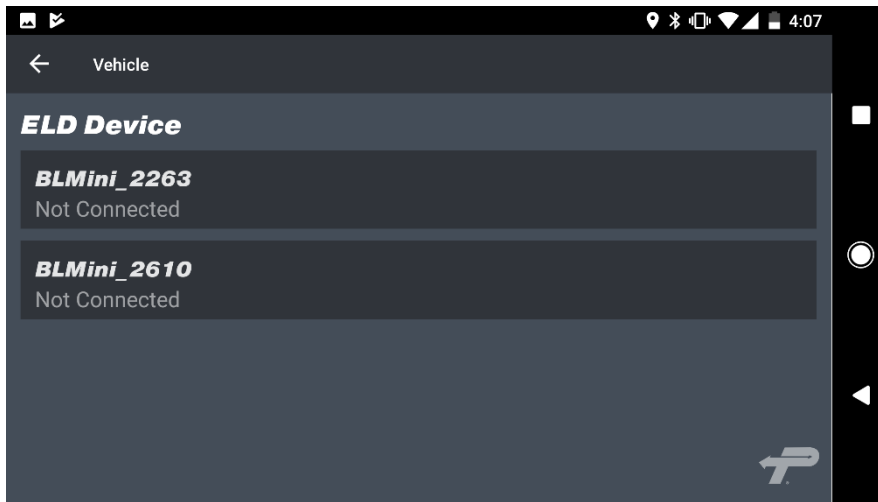
Pre-Trip Inspection

Start Inspection

START TRIP

Note: The **Driver** field is populated based on your sign-in credentials.

Pairing the OBD Device



Tap the **ELD Device** that you want to pair with your vehicle.

Troubleshooting the OBD Connection

Installation instructions will be included with the OBD device. Please follow the instructions closely to ensure proper installation.

1. Bluetooth must be active on your device and paired through the device operating system (see pairing instructions above). On your tablet or smartphone, go to **Settings > Bluetooth**. Tap the **Bluetooth** icon and make sure that it is turned on.
2. Make sure that the Bluetooth adapter is on (indicator light is green) and that the adapter and/or cable is firmly connected to the truck's diagnostic port. If you are unsure of where to connect the device in the cab, please refer to the manufacturer's instructions.
3. If you are using two different devices, make sure that your other device is not paired to the adapter. If the adapter will not go into pairing mode, unplug the adapter and plug it back in. Try to pair the adapter to the device again.
4. Location services should be enabled on the mobile device.
5. Internet connectivity (data plan) must be available.

If the adapter does not pair after following these steps, please contact PrePass at 1-800-PrePass (1-800-773-7277), Option 7. Then pick Option 3 for Technical Support.

Select ELD Device

1HTMMML5HH459123

Enter the license plate number and state for this vehicle.

License Plate

License State

SAVE

Enter the vehicle's license plate, choose the state and tap **SAVE**.

Shipping

David Driver

Shipment Information

Enter the shipping document number and trailer identifier.

Shipping Document Number

Trailer Identifier

SAVE

Note: Shipping Information is optional.

Enter your shipping document number and trailer identifier and tap **SAVE**.

Pre-Trip Inspection (Optional)

Although logging pre-trip inspections in the app is not mandatory, the PrePass ELD gives drivers a convenient option for recording their inspection findings.

The screenshot shows the 'Pre-Trip Inspection' form for a truck. The title is 'Pre-Trip Inspection' with a subtitle 'Check off the items that pass inspection'. Below the title is a table with two columns of items, each with 'Pass' and 'Repair' radio buttons. The 'Pass' buttons are selected. Below the table is a 'Remarks' text area and an 'ADD TRAILER' button. At the bottom, there are three checkboxes: 'Condition of the above vehicle is satisfactory.' (checked), 'Above defects corrected.' (unchecked), and 'Above defects need not be corrected for safe operation of vehicle.' (unchecked). A 'SAVE' button is at the bottom right.

Truck	Pass	Repair	Truck	Pass	Repair
Air Compressor	<input checked="" type="radio"/>	<input type="radio"/>	Clutch	<input checked="" type="radio"/>	<input type="radio"/>
Air Lines	<input checked="" type="radio"/>	<input type="radio"/>	Coupling Devices	<input checked="" type="radio"/>	<input type="radio"/>
Battery	<input checked="" type="radio"/>	<input type="radio"/>	Defroster/Heater	<input checked="" type="radio"/>	<input type="radio"/>
Belts and Hoses	<input checked="" type="radio"/>	<input type="radio"/>	Drive Line	<input checked="" type="radio"/>	<input type="radio"/>
Body	<input checked="" type="radio"/>	<input type="radio"/>	Engine	<input checked="" type="radio"/>	<input type="radio"/>

Remarks

ADD TRAILER

Condition of the above vehicle is satisfactory.
 Above defects corrected.
 Above defects need not be corrected for safe operation of vehicle.

SAVE

Complete the Pre-Trip Inspection form by indicating whether or not each item passes inspection or requires repair.

To add a trailer, tap **ADD TRAILER** and complete the form.

Enter any notes in the **Remarks** box.

At the bottom of the form, place a check (**v**) in the appropriate box and tap **SAVE**.

The screenshot shows the 'Pre-Trip Inspection' form for two trailers. The title is 'Pre-Trip Inspection'. Below the title are two sections, 'Trailer One' and 'Trailer Two', each with a table of items and 'Pass' and 'Repair' radio buttons. The 'Pass' buttons are selected. Below the tables is an 'ADD TRAILER' button. At the bottom right is a 'SAVE' button.

Trailer One	Pass	Repair	Trailer One	Pass	Repair
Brake Connections	<input checked="" type="radio"/>	<input type="radio"/>	Coupling (King) Pin	<input checked="" type="radio"/>	<input type="radio"/>
Brakes	<input checked="" type="radio"/>	<input type="radio"/>	Doors	<input checked="" type="radio"/>	<input type="radio"/>
Coupling Devices	<input checked="" type="radio"/>	<input type="radio"/>	Hitch	<input checked="" type="radio"/>	<input type="radio"/>

Trailer Two	Pass	Repair	Trailer Two	Pass	Repair
Brake Connections	<input checked="" type="radio"/>	<input type="radio"/>	Coupling (King) Pin	<input checked="" type="radio"/>	<input type="radio"/>
Brakes	<input checked="" type="radio"/>	<input type="radio"/>	Doors	<input checked="" type="radio"/>	<input type="radio"/>
Coupling Devices	<input checked="" type="radio"/>	<input type="radio"/>	Hitch	<input checked="" type="radio"/>	<input type="radio"/>

ADD TRAILER

SAVE

Note: Drivers can add up to three trailers.

Driver Signature

I hereby certify that I am the driver of the vehicle being inspected.

David Driver

NOT READY AGREE

After tapping **SAVE**, the Driver Signature box opens with the driver's name pre-populated.

Tap **AGREE** to confirm and certify the driver's name.

Mechanic Signature

I hereby certify that I am the mechanic of the vehicle being inspected.


NOT READY AGREE

If all items passed inspection in the previous step, this box will not appear. **Note:** If you don't have a mechanic, leave this blank and tap **AGREE**.

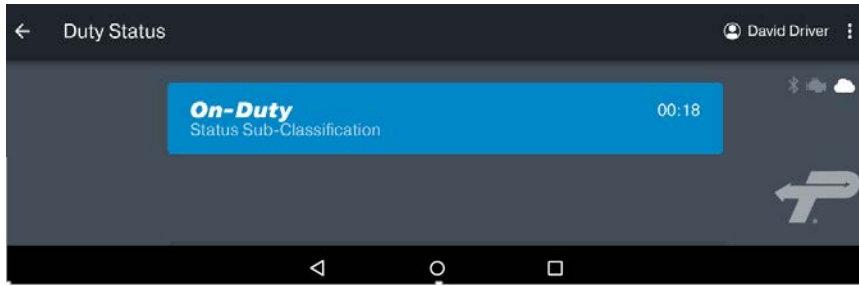
Otherwise, have your mechanic complete this.

← Trip Details David Driver

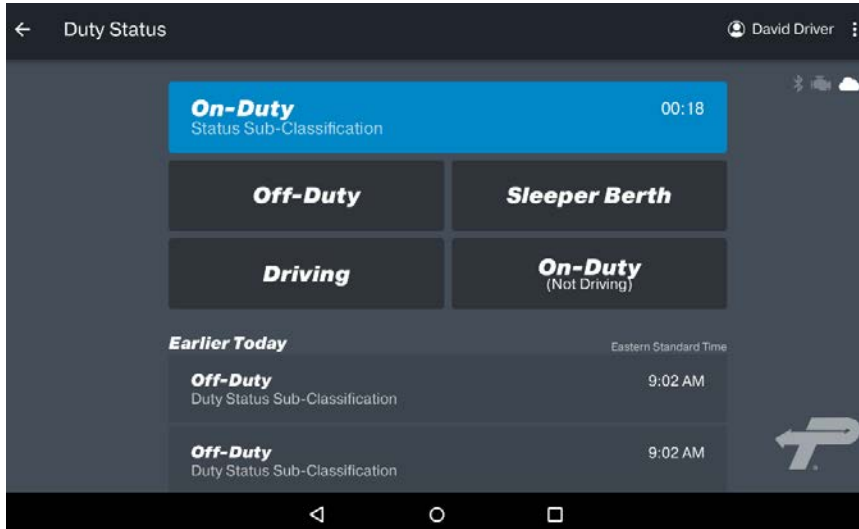
- ✓ **Driver**
 - David Driver
- ✓ **Carrier**
 - Carrier Name Here
US DOT 12345678
- **Co-Driver**
 - Nathan Navigator
- ✓ **Vehicle**
 - VIN 3WGRH52QMXR458267
Plate HREG254
State AZ
- **Shipping**
 - SDN 1HGBH41JXMN109186
Trailer FGRE345
- ✓ **Pre-Trip Inspection**
 - No Issues Found

START TRIP 

Once the form is completed, tap **START TRIP**.



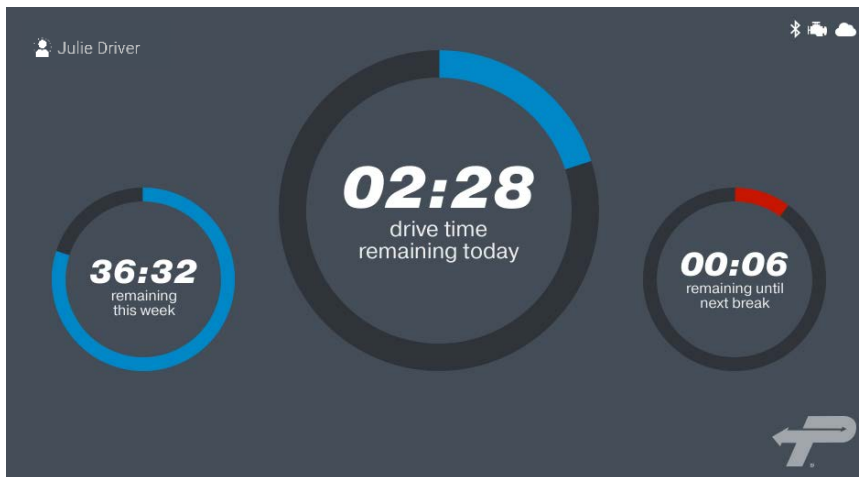
The **Duty Status** screen will open. Tap the blue **On-Duty** box to show driver status options.



Pick one of the four status options.

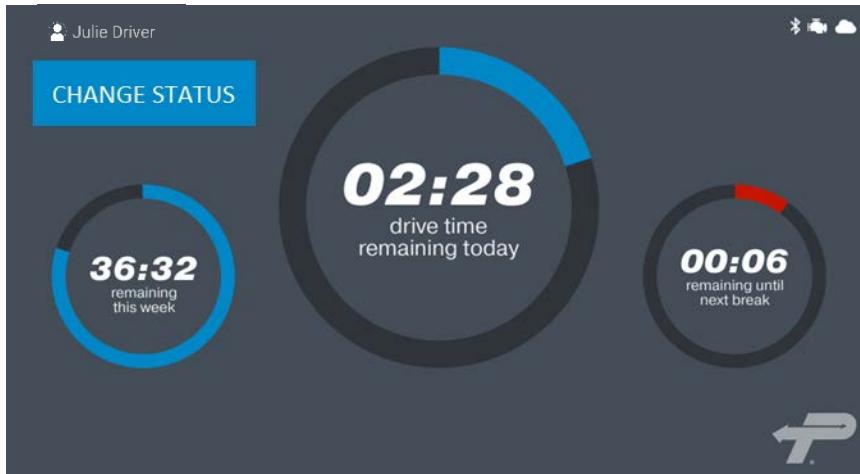
If you are ready to drive, tap **Driving**.

Note: If you do not change your driving status to **On-Duty > Driving**, the ELD will automatically change your status after approximately one minute of driving more than five MPH. It will also display the driving mode screen.

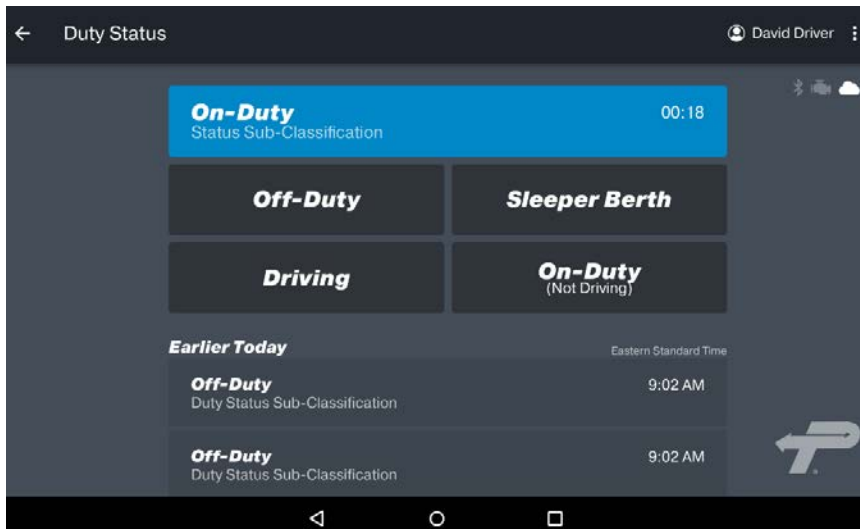


The dashboard page opens and shows **Driving Mode**.

When you are connected to a vehicle, driving status will automatically be recorded once the vehicle is going five MPH or

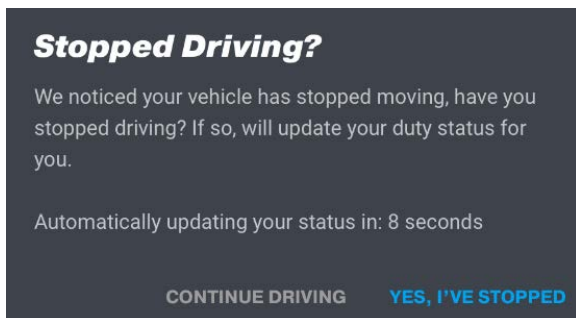


If the vehicle has not moved for approximately one minute, the **CHANGE STATUS** button will appear in the upper left corner of the screen.



You must tap the button and then choose one of the duty statuses that appear below the blue **On-Duty** box.

Tap **Driving** if still driving. The button will no longer show.



After the vehicle has stopped moving for approximately five minutes, the Bluetooth will detect that and will show a **“Stopped Driving?”** message.

Tap either **CONTINUE DRIVING** or **YES, I'VE STOPPED**.

Note: The App will automatically change the duty status to On-Duty (Not Driving).

Note: Drivers cannot change any status or setting while the vehicle is in motion.

Icons / Indicators



Co-driver: Tap on the double-person to review logs, make manual changes to log entries and certify logs. **Note:** Only the co-driver can do this while the vehicle is in motion.



Bluetooth: Indicates if you are connected to your OBD device. A black Bluetooth icon indicates you are not connected.

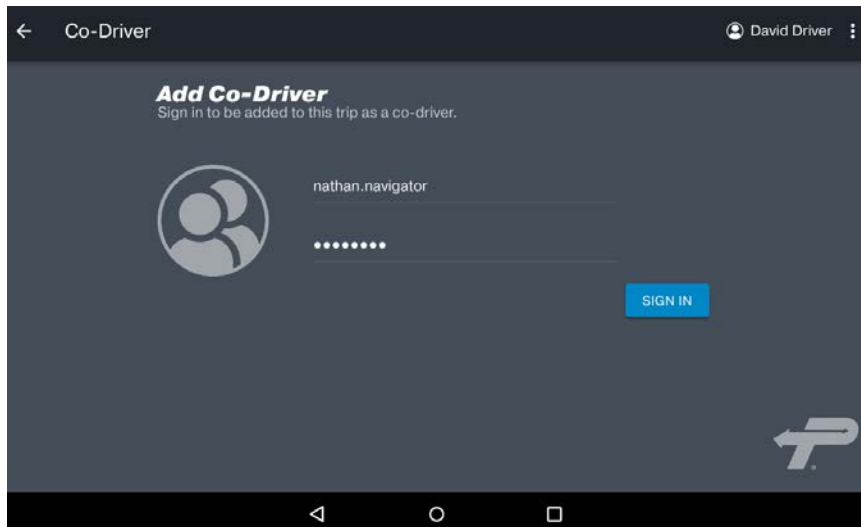


Engine: A black engine icon means it is not connected to the engine. A red engine icon means that there is an error condition. If the engine icon is red, tap on the icon and the error message will display. A white engine icon means the application is connected to the engine and there are no errors.



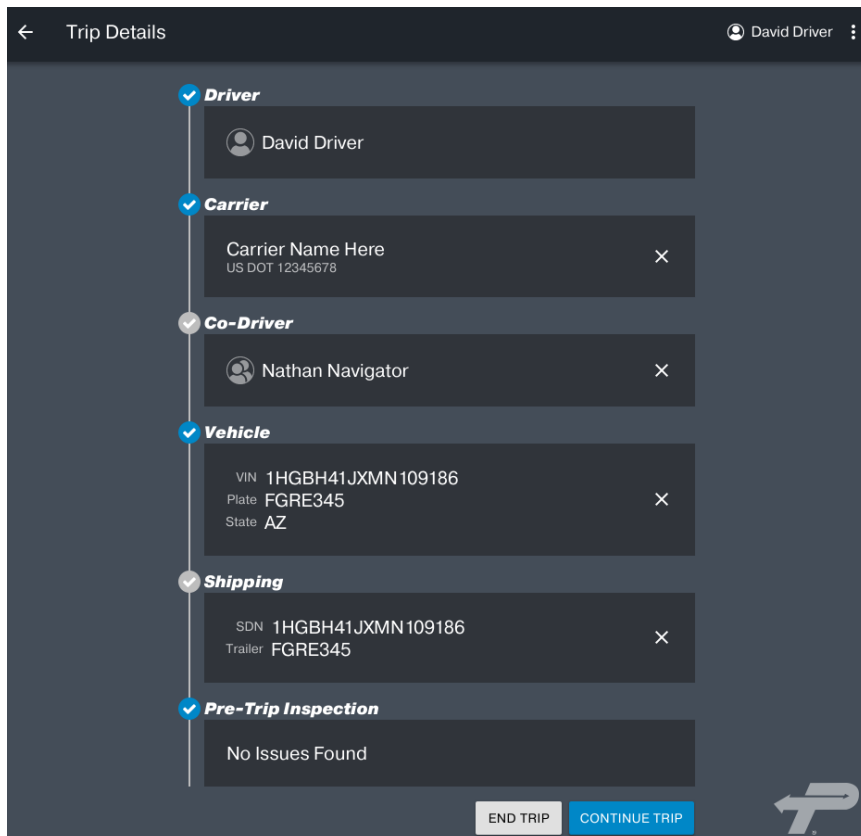
Cloud: A white cloud means connected to the internet. A black cloud means no internet connectivity. However, the app continues to operate even if connectivity is lost. Once an internet connection is re-established, logs will synchronize.

Co-Driver



To add a co-driver, tap **Add Co-Driver**.

Have the co-driver enter their **Username** and **Password** and tap **SIGN IN**.



Your co-driver is now logged in.

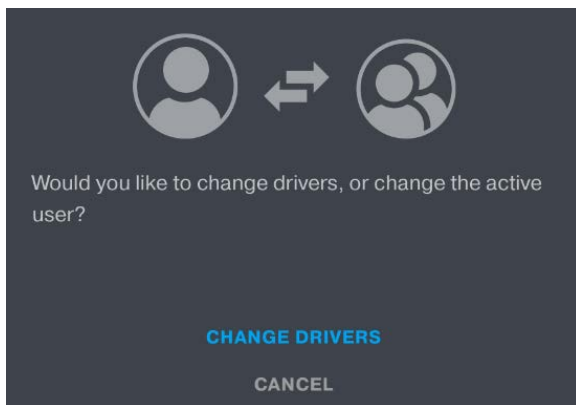
To change roles between a driver and a co-driver, tap on **the driver's name**.

Changing Drivers

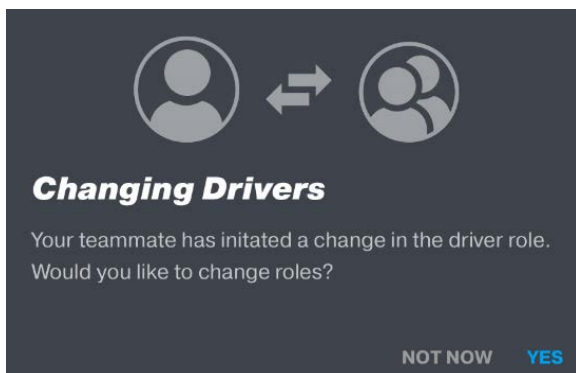


To change drivers, tap on the **double-person icon** on the upper right corner of Dashboard screen.

Note: Trip log review will now show for the co-driver.



Tap **CHANGE DRIVERS**.



If you are Changing Driver roles, tap **YES**.

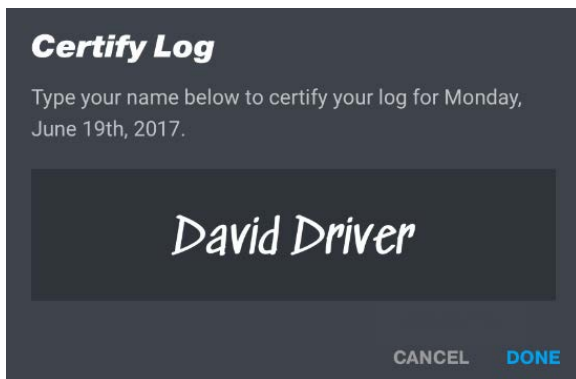
Note: The trip details will now show that the drivers have flipped roles. Tap **CONTINUE**.

Certify Logs

At the end of each day, you must sign your driving logs. To do this, go to the trip log and tap **CERTIFY LOG**.



All drivers must certify their daily logs every 24-hour period.



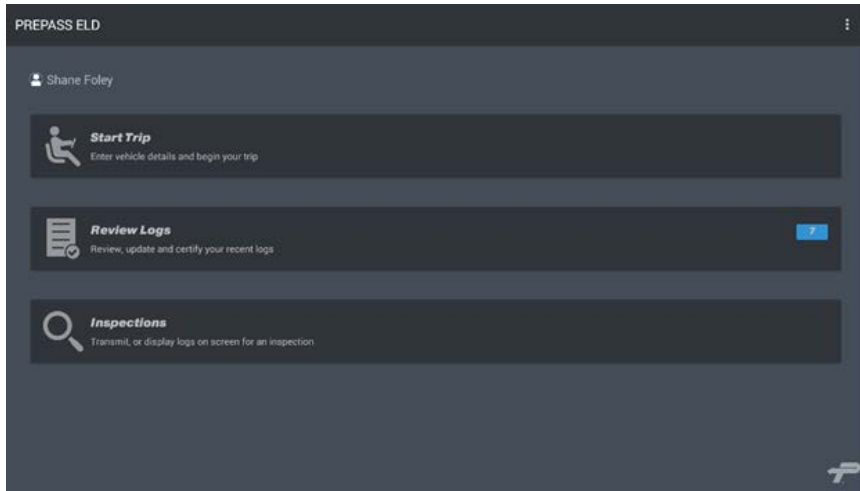
To certify a log, type your name in the Certify Log signature box and tap **DONE**.

Note: A Green check mark (**v**) next to a log indicates that the log is certified.

Note: If you make any edits to the log, you will need to recertify it.

Editing Your Logs

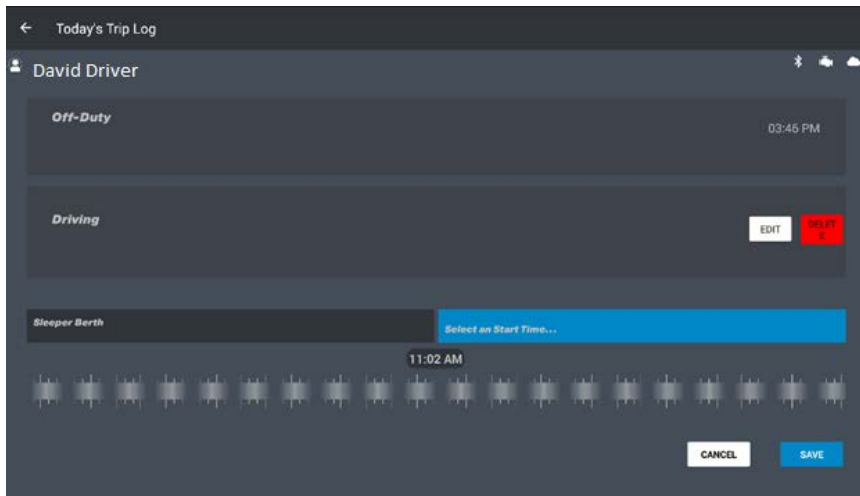
FMCSA regulations specify that all certified ELD applications must allow drivers to edit their own logs. Drivers have the responsibility to make the final determination on their log entries, and they must certify that their logs are correct.



To review, update and certify your logs, tap **Review Logs**.

Note: Logs that still need to be certified are flagged on the log screen.

Note: You must certify your daily logs even if you have no activity for that day.

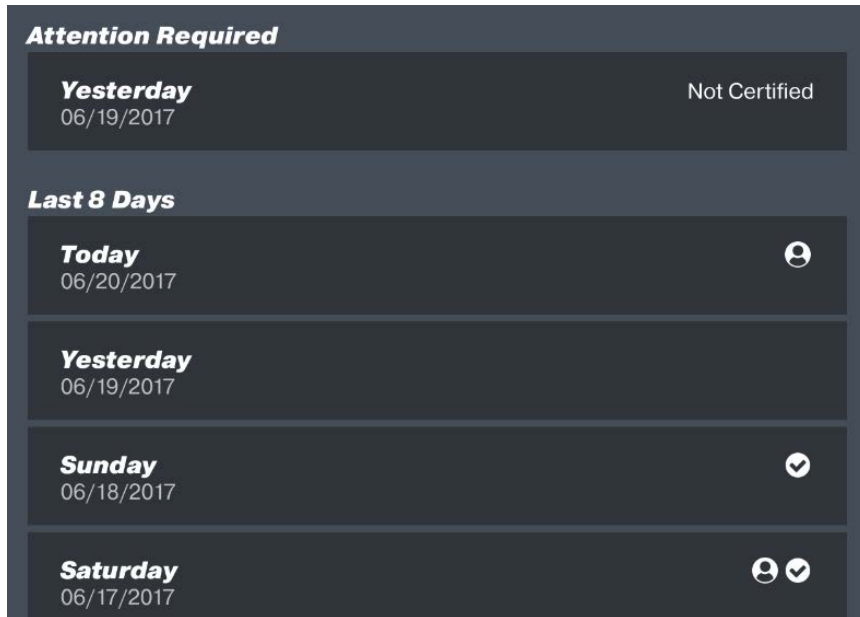


In **Review Logs**, tap on the **day** that you want to review. You can create a new event or **EDIT** an existing event.

Editing Status Add Notes

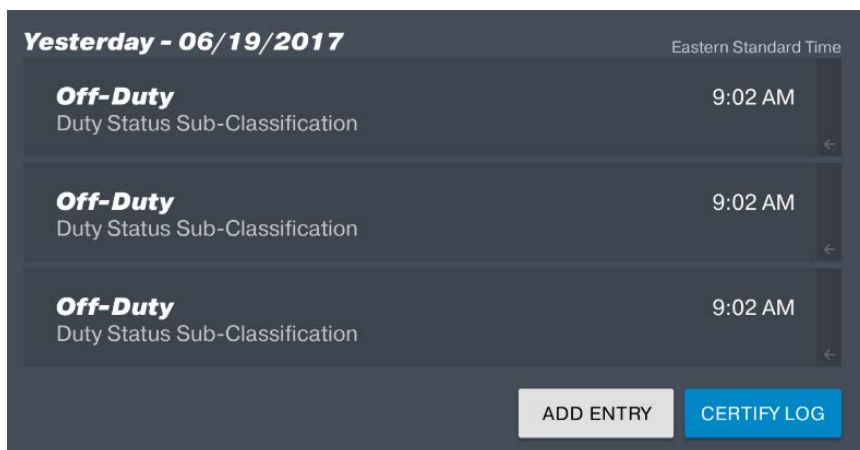
As specified by FMCSA, the statuses that drivers cannot edit:

- Current duty status
- Shortening drive time
- Changing drive time to reflect non-driving time



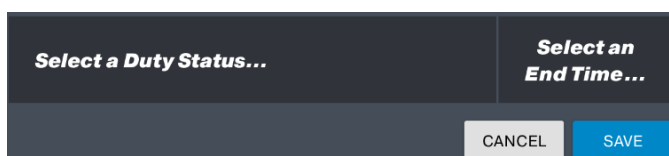
On the **Trip Log** screen, tap the **log** that you want to edit.

That log will open.



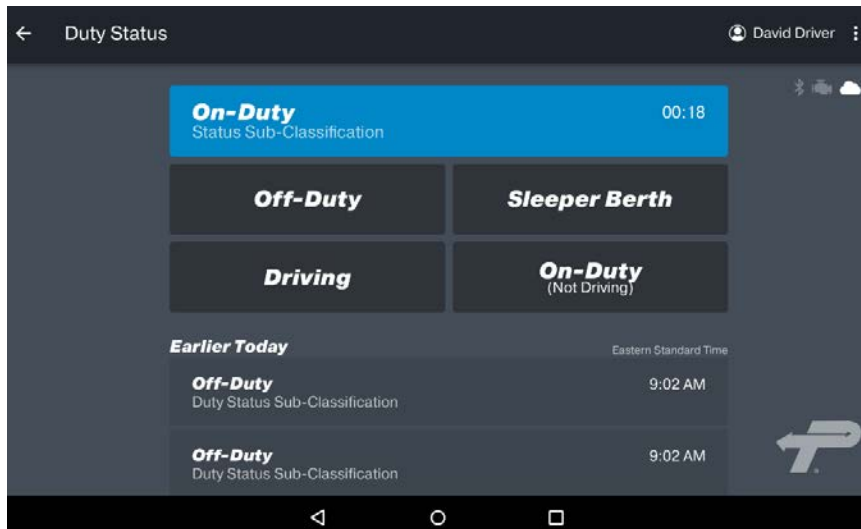
If you want to insert a duty status between two existing statuses, tap **ADD ENTRY**.

Note: Automatically recorded driving time cannot be edited.



Pick a **Duty Status** and an **End Time**. Tap **SAVE**.

Changing Duty Status



Change duty status on the dashboard screen by tapping the **Duty Status** screen. Tap **On-Duty** to see available status options.

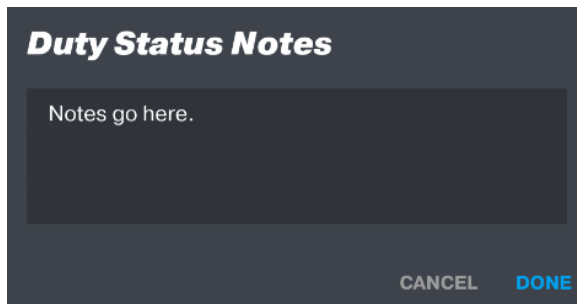
Pick from the following four duty-status options:

- Off-Duty** (Non-working time)
- Driving** (In-motion driving time)
- Sleeper Berth** (Sleeping time)
- On-Duty** (Working time, not driving)

Note: Drivers should always change their duty status before they turn off their truck to ensure accurate logs.

Once you pick a status option, tap a **Sub-Class** if you have the rights to do so and add **Duty Status Notes**.

Regulations require drivers to annotate and explain why they are changing statuses.



If enabled, you will also see Personal and Yard Move duty statuses.

- **Personal:** Lets you use your vehicle in your off-duty time without that time being included on your driving logs or impacting your hours-of-service.
- **Yard Move:** Used for moving your vehicle short distances in a yard or parking area.

Inspections

FMCSA regulations require that this document and eight days of blank paper logs be kept with the vehicle at ALL times.

Your mobile device must be connected to the internet to electronically submit files.

If your ELD is showing a malfunction error code, you must maintain paper logs until the error is resolved.

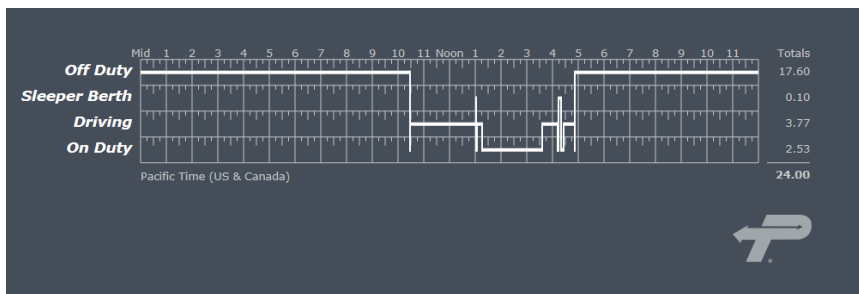
Roadside Inspection

The image shows three menu items on a dark background. Each item has an icon, a title, and a description.

- Start Trip**: Enter vehicle details and begin your trip. Icon: A person sitting in a driver's seat.
- Review Logs**: Review, update and certify your recent logs. Icon: A document with a checkmark.
- Inspections**: Transmit, or display logs on screen for an inspection. Icon: A magnifying glass.

To access the eight day DOT roadside inspection report, log into the application and tap **Inspections**.

Pick the correct log day.



Here is an example of the graphic section of a full day's log.

FMCSA regulations require that a driver must be able to show his or her logs on a device screen.

Time	Location	Odometer	Eng Hours	Event Type/Status	Origin	Comment
11/20/2017						
15:20		48841	1102.3	Off Duty	Driver	thanks
11/21/2017						
8:43		0	0	Logout	Auto	
9:06		0	0	Login	Auto	
10:27		48840	1102.2	Clear YM, Pers Use	Auto	
10:27	2.5 miles NW of Tempe, AZ	48840	1102.1	ODND	Auto	On-Duty(Not Driving)
10:28	2.5 miles NW of Tempe, AZ	48840	1102.2	Driving	Auto	Driving
10:35	3.4 miles WNW of Tempe, AZ	48841	1102.3	Driving	Auto	Driving
10:43	2.9 miles NW of Tempe, AZ	48843	1102.4	Driving	Auto	Driving
12:40		0	0	Login	Auto	
12:45	2.9 miles NW of Tempe, AZ	48849	1103.4	Driving	Auto	Driving
13:02	3.4 miles WNW of Tempe, AZ	48852	1103.6	SB	Driver	Sleeper Berth
13:02	3.4 miles WNW of Tempe, AZ	48852	1103.6	ODND	Driver	On-Duty(Not Driving)
13:04	3.4 miles WNW of Tempe, AZ	48852	1103.7	Driving	Driver	Driving
13:16		48853	1103.9	Clear YM, Pers Use	Auto	
13:16	2.5 miles NW of Tempe, AZ	48853	1103.9	ODND	Auto	On-Duty(Not Driving)
13:38		0	0	Logout	Auto	
15:06		0	0	Login	Auto	
15:32		48857	1104.8	Login	Auto	
15:34		48857	1104.8	Clear YM, Pers Use	Auto	
15:34	2.5 miles NW of Tempe, AZ	48857	1104.8	ODND	Auto	On-Duty(Not Driving)
15:37	2.5 miles NW of Tempe, AZ	48857	1104.9	Driving	Driver	Driving
16:10		48865	1105.4	Clear YM, Pers Use	Auto	
16:10	2.5 miles NW of Tempe, AZ	48865	1105.4	ODND	Auto	On-Duty(Not Driving)
16:14	2.5 miles NW of Tempe, AZ	48865	1105.5	SB	Driver	Sleeper Berth
16:19	2.5 miles NW of Tempe, AZ	48865	1105.6	ODND	Driver	On-Duty(Not Driving)
16:24		48865	1105.7	Diagnostic	Auto	
16:24		48865	1105.7	Diagnostic	Auto	
16:25	2.5 miles NW of Tempe, AZ	48865	1105.7	Driving	Driver	Driving
16:25		48865	1105.7	Diagnostic	Auto	
16:25		48865	1105.7	Diagnostic	Auto	
16:40		48868	1105.9	Diagnostic	Auto	
16:40		48868	1105.9	Diagnostic	Auto	
16:42		48868	1106	Diagnostic	Auto	
16:42		48868	1106	Diagnostic	Auto	
16:44		48868	1106	Diagnostic	Auto	
16:44		48868	1106	Diagnostic	Auto	
16:51		48868	1106	Clear YM, Pers Use	Auto	
16:51	2.5 miles NW of Tempe, AZ	48868	1106	ODND	Auto	On-Duty(Not Driving)
16:51	2.5 miles NW of Tempe, AZ	48868	1106	Off Duty	Driver	Off-Duty

Here is an example of a full day's log detail.

Emailing

Note: At the time of the release of this document, the email submission capability from FMCSA is not available. For now, drivers must show the inspection officer the logs on their device.

Share Logs Screen

To share logs, tap the menu icon next to the correct driver's name and tap **Share Logs**.

In the **Destination** field, enter the email address.

In the **Notes** field, enter notes. Tap **SEND**.

Support

Customer Service

For any application or account-related customer service issues, call 1-800-PrePass (1-800-773-7277).

For issues with the OBD device or adapter, contact the equipment supplier or manufacturer.