



UniGroupSM

**ELD INSTRUCTIONS AND TROUBLESHOOTING
GUIDE**

TABLE OF CONTENTS

TOPIC	PAGE
Registering an ELD	2
Logging on to Your ELD	3
Entering Prior 7-Days' Logs	4
Certifying Logs	6
Team Driving Procedures	8
Editing a Log	9
Adding and Certifying a DVIR	13
Scheduling Off Duty in the Driver Portal	15
Sending/Printing Past Days' Logs from ELD and Driver Portal	16
Entering a Fuel Purchase	17
Changing Trucks	18
Transferring Logs from One Logon to Another	19
How to Recalibrate the ELD Screen	20
Troubleshooting Guide	21
ELD Contact Guide	24

REGISTERING AN ELD

It's important to make sure that the ELD is registered with the correct vehicle and terminal information, so you don't experience problems later on when tax credits are calculated for mileage and fuel purchases.

- 1) Once the ELD is installed and powered on, the device will ask for a truck number.
- 2) The power unit number should be entered in the following format: M or U, followed by the 2- or 3-digit unit number, followed by the 4-digit agent code. Examples:
 - United truck 32-282 would be entered as U320282
 - Mayflower truck 320-982 would be entered as M3200982
 - Mayflower truck 14-1855 would be entered as M141855 and
 - Mayflower truck 140-1855 would be entered as M1401855.
 - The truck number must be preceded with an M or U and no dashes are used. For agency numbers less than 4 digits, the truck number must contain the leading zeros in the agency number.
- 3) Once the truck number is entered, select the green arrow and the ELD will ask for a registration code.
- 4) Next you need to enter the registration number provided by your ELD administrator and press the green arrow.

Your ELD will connect to the network and run through the registration process. When it is complete, you will be prompted for your log on.

Your ELD will receive an email telling you that the ELD was registered correctly, or that it was registered incorrectly. Please read this email. If it was registered incorrectly, contact the UniGroup Safety Department at 844-ELD-LOGS.

LOGGING ON TO YOUR ELD

- 1) If you have not already set up your log on with the UniGroup Safety Department, you will need to do so before you can log on to the device. Please call the ELD Hotline at 844-ELD-LOGS.
- 2) Once your ELD is powered on, you will need to log on to the device. Your logon is your van operator ID. You must enter your id in the following format.
- 3) Mayflower van operators, your id will start with an M followed by your ID number. If you drive for a Mayflower agency and your ID number is 12345, you will enter your ID as M12345.
- 4) If you drive for a United agency, your ID will start with a U followed by your four digit agency number and your 2-digit ID number. If you drive for United agency 946 and your ID number is 01, you will enter your ID as U094601.
- 5) Once your ID is entered in the correct format, press Submit.
- 6) Now enter the password that you created with the UniGroup Safety Department and press Submit.
- 7) Select your operating authority. Press Confirm if you selected the right authority. If not, press the back button and reselect.
 - If you do not get the option to select Mayflower or United authority, please call the ELD Hotline at 844-ELD-LOGS.
- 8) After pressing Confirm, you will see the Safe Driving Warning screen. Press Continue. You will be taken to the main menu.
- 9) To see your timers, or to change your duty status, select the HOS app.

IMPORTANT:

The log on that you use, should match the authority of the truck you are operating that day. If you are in a Mayflower truck, you will use your Mayflower log on. If you are in a United truck, you will need to use your United log on. If you do not have the appropriate log on for the truck you are operating, please contact the ELD Hotline at 844-ELD-LOGS.

ENTERING PRIOR 7-DAYS' LOGS

When you are setting up your ELD for the first time or if you have not been in a truck with an ELD and logged on paper, you will need to transfer the information from your paper log or logs into the ELD.

After you log in, select the HOS icon from the Main Menu.

You must be on duty to enter your logs. Go on duty by pressing the on-duty button and following all of the prompts until your duty status is "On-Duty".

To add your prior 7-days logs, you will take the following steps:

- 1) Select the Logs tab. When entering your prior days' logs, start by entering your oldest log first or, if this is the first time you are using the ELD, you will only need to go back to your last 34-hour reset. Select the log line you need to update.
- 2) The log defaults to 24 hours off duty.
- 3) The first step is to correct, or add, if necessary, the location and/or duty status at midnight (00:00). Go to the "list" tab and then select the duty status at 00:00.
 - If no duty status is listed and the section is blank, skip to step 6
- 4) A box will pop up. If you were in another location or the location says "No GPS", tap the location and begin typing the city you were in on midnight of that day. As you type, the box will populate with available cities. Select the correct city. This will bring you back to the status summary.
- 5) If you were in a duty status besides "off duty" at midnight on that day, select the duty status that is incorrect and a box with the available duty statuses will appear. Select the appropriate status and then select the appropriate remark.
- 6) Make sure that all of the information on the summary screen is correct and press submit.
- 7) Select the reason for the edit.
- 8) Add your additional statuses for that day, or if there were no statuses listed on the log, your first status. Press Add to add your duty status.
- 9) The first thing you need to add is the time. The time must be entered in the 24-hour format, or military time. If this is your first duty status, you would enter 00:00 for midnight. Enter the time and press Submit.
- 10) Next you enter your location. As you type, the box below will populate with available cities. Select the correct city. This will bring you back to the status summary.
- 11) Once your location is entered, you can select your duty status. Then you can choose your remark.
- 12) Depending on the status selected, you will be asked for different information

- On Duty: you'll be asked to enter a BOL, a co-driver (if applicable) and a trailer number. Complete this information and press submit. You'll then be asked to select a remark. Select the appropriate remark and select submit. Remarks followed by ellipses or (...), such as "Inspection" or "Training" will ask for additional information once you press submit.
- Off Duty: Select the appropriate remark (End of Shift, Break, Other)
- Driving: You'll be asked if you want to enter manual mileage. Select NO. Your miles will be captured when you submit your paper logs.
- Sleeper Berth: Select the appropriate remark (End of Shift, Break, Customer Loading/Unloading, Other). Only select Customer Loading/Unloading if you were not involved in loading or unloading, including supervising labor AND you were in the sleeper berth.
- 16-Hour Exception: You will not need to use this status when entering your prior 7 days' logs.

13) Once you've finished entering all the information regarding the duty status, you will then be prompted to select a reason for the edit. When entering prior days' logs, you will select Bringing Logs up to Date.

Certifying Logs

The Federal Motor Carrier Safety Regulations require that a van operator certify their electronic logs every day. Under UniGroup policy, electronic logs that are not certified within four days are considered missing and logs that are certified after the fourth day are considered late. In each case, penalties are assessed, so it is important that you certify your log every day.

There may be times when you are unable to certify your log on the ELD because you are not on duty and don't return to duty within 7 days of the log date. Logs can also be certified on the Rand McNally Driver Portal without the van operator being on duty. This document will cover how to do both.

Certifying logs on the ELD

Best practice is to certify your daily log during the End of Shift procedure (See End of Shift Procedure instructions). Sometimes, after certifying today's log, you might be required to go back on duty, drive or use personal conveyance. Doing any one of these will cause your log to be uncertified. You will need to use one of the following methods to re-certify your log.

- 1) First, you must be on duty.
- 2) Once you are on duty, select the "Logs" tab.
- 3) Click on the oldest uncertified log.
- 4) Click on the "Certify" button.
- 5) A window will pop up stating that you certify the log is true and correct. If you agree, select "Agree". Your log is now certified.
- 6) Repeat steps 3 through 6 until all logs are certified.

Certifying logs on the Rand McNally Driver Portal

- 1) Open the Rand McNally Driver Portal at connect.randmcnally.com/connectservicesportal/account/logon
- 2) Log on using your ELD log on and password. The Company Code is UniGroup-Prod
- 3) Once you are logged on, select the date range of the logs you need by clicking on the calendar icon next to the box that says "Last 14 Days". This is the default selection. You can chose from Last 14 Days or Last 6 Months.
- 4) Click "Get Results."
- 5) Locate and select the yellow button near the top left of the screen that says "Edit & Certify Logs".
- 6) A list of logs that may require an action will pop up.

- 7) Depending on the log, there are several available actions:
- a. Certify – the log has been created and only needs to be certified to be in compliance.
 - Select the log by clicking on the “Certify” button. Your log will appear.
 - Click on the “Certify” button underneath the graph.
 - Confirm that you want to certify this log.
 - A box will appear that says “Log Updated.” Your log is now certified.
 - b. Certify missing – no log was created on this day. You can only certify this log if you were off duty all day. Otherwise, you should have turned in a paper log.
 - Click on “Certify Missing” button. Your log will appear.
 - First, you must add a carrier. Click on the “Add Carrier” button beneath the graph (It’s directly under the “Log Info” tab).
 - If your agent has set up Carrier authority, you can select it from the dropdown box next to “Name.” If no Carrier is available, you will need to select “Other” and complete the information manually.
 - Once you have selected or entered a carrier, click “Add”.
 - Now you can click on the “Certify” button beneath the graph.
 - Confirm that you want to certify this log.
 - A box will appear that says “Log Updated.” Your log is now certified.
 - c. Review/Certify – the log has been edited and the edits need to be reviewed and accepted prior to certifying.
 - Below the graph are a list of your duty statuses. If a duty status has been edited, you will see green and red boxes to the left of the status. You can review the edit by clicking on the “Plus” sign (+). To accept the edit, click on the green “A” button. To reject an incorrect status, click on the red “R” button. If you have more than one edited status, you will need to start with the first status.
 - Once you have reviewed and accepted or rejected all edits, you can certify the log by clicking on the “Certify” button beneath the graph.
 - A box will appear that says “Log Updated.” Your log is now certified.
 - d. Create – no log was created on this day (because you were not logged on to the ELD on that day). A log will need to be created before it can be certified. If you need to create logs on the Rand McNally Driver Portal you MUST start with the oldest log first. Please see “How to use the Rand McNally Driver Portal” or contact your ELD administrator for instructions on how to create a log.
 - e. Edit – you can add new duty statuses on that day’s log, but you cannot change duty statuses that have been entered previously, nor enter statuses prior to the last status on the log. Please see “How to use the Rand McNally Driver Portal” or contact your ELD administrator for instructions on how to edit a log.

TEAM DRIVING PROCEDURES

Initial set-up process for activating Co-Drivers on ELD:

- 1) The driver who is currently on duty, or will be going on duty next, will log into the ELD and then log off.
- 2) The second driver (who will be off duty, or going off duty next) will log into the ELD and select On-Duty status. On the next screen (Trip Information), select the Co-Driver button and select the Lead driver's name, then press Submit. Next, select Off-Duty or Sleeper Berth, and log off of the ELD. You must go on duty momentarily to add the other driver to your log.
- 3) The first driver will log into the ELD and select On-Duty status. On the next screen (Trip Information), select the Co-Driver button and select the other driver's name, then press Submit.

On-going process for Team Driving:

- 1) Each driver has an individual log-on.
- 2) When switching drivers, the driver who will go off-duty or into the sleeper berth should change to the appropriate duty status, then log off. This driver will remain in the last duty status selected while logged off.
- 3) The driver who will start driving should then log in, enter trip information, etc.
- 4) The driver who is not currently driving can use the "Co-Driver" button on the main HOS screen (while the vehicle is stopped) or on the Safe Driving screen (when the vehicle is in motion) to view logs and change duty statuses (for example, from sleeper berth to off duty, or vice versa).

EDITING A LOG

There are times when you may need to change a duty status or add a duty status to an existing log. This can happen if you forget to change your duty status at the end of the day and find the next morning that you have been left on duty overnight and are now out of hours. Or, you may be away from the truck loading or unloading when you take your half hour break and need to add it to your log before you begin to drive.

You cannot edit a certified log. If you need to make changes to a certified log, contact the UniGroup Safety Department at 844-ELD-LOGS to have your log or logs uncertified.

There are two types of edits: Changing an existing duty status and adding a new status. This instruction sheet will cover both.

After you log in, select the HOS icon from the Main Menu.

YOU MUST BE ON DUTY to enter your logs. Go on duty by pressing the on-duty button and following all of the prompts until your duty status is “On-Duty”.

There are two methods you can use to change an existing status (for instance, from “On-Duty” to “Off-Duty”):

Method #1:

- 1) Tap on the graph at the status you want to change (a green bar will highlight where you have tapped).
- 2) Select “View”
- 3) This will bring up the status summary. You will not be able to edit drive time or the time of the status. You may not be able to edit the location.
- 4) Select the status you need to change (example: On-duty). This brings up a list of statuses.
- 5) Select the correct status.
- 6) Select the appropriate remark
- 7) If all of the information on the status summary screen is correct press submit.
- 8) You will then be prompted to select a reason for the edit.
- 9) The status is now corrected.
- 10) Once the log is correct, certify the log

Method #2

- 1) Select the Logs tab.
- 2) Select the log date that you need to edit.

- 3) To change an existing status, you will need to select the “List tab” from above the graph. This will bring up that day’s list of duty statuses, from most recent to oldest status.
- 4) Select the status line you need to change
- 5) This will bring up the status summary. You will not be able to edit drive time or the time of the status. You may not be able to edit the location.
- 6) Select the status you need to change (example: On-duty). This brings up a list of statuses.
- 7) Select the correct status.
- 8) Select the appropriate remark
- 9) If all of the information on the status summary screen is correct press submit.
- 10) You will then be prompted to select a reason for the edit.
- 11) Select the reason for the edit.
- 12) The status is now corrected.
- 13) Once the log is correct, certify the log

The steps for adding statuses are different depending on whether you are adding statuses to today’s log or to a log prior to today.

To add a status to a log prior to today’s log:

- 1) Select the Logs tab
- 2) Select the log date that you need to edit
- 3) Press Add
- 4) Enter status time (remember to use the 24-hour clock or military time)
- 5) Enter your location. As you type, the box will populate with available cities. Select the correct city. This will bring you back to the status summary.
- 6) Once your location is entered, select your duty status.
- 7) Select appropriate remark. Depending on the status selected, you will be asked for different information
 - a. On Duty: you’ll be asked to enter a BOL, a co-driver (if applicable) and a trailer number. Complete this information and press submit. You’ll then be asked to select a remark. Select the appropriate remark and select submit. Remarks followed by ellipses (...), such as “Inspection” or “Training” will ask for additional information once you press submit.
 - b. Off Duty: Select the appropriate remark (End of Shift, Break, Other)
 - c. Driving: You’ll be asked if you want to enter manual mileage. Select NO. Your miles will be captured when you submit your paper logs.
 - d. Sleeper Berth: Select the appropriate remark (End of Shift, Break, Customer Loading/Unloading, Other). Only select Customer Loading/Unloading if you were not involved in loading or unloading, including supervising labor AND you were in the sleeper berth.

- e. 16-Hour Exception: You will not need to use this status when editing a log.
- 8) You will be prompted to select a reason for the edit. Once you select the appropriate reason for the edit, your status will be added.
- 9) Repeat the above steps to add additional statuses.
- 10) Once the log is correct, certify the log.

To add a status to today's log:

- 1) Select the Logs tab
- 2) Select today's log
- 3) Press Add
- 4) Select the duty status you want to add.
- 5) Select appropriate remark. Depending on the status selected, you will be asked for different information
 - a. On Duty: you'll be asked to enter a BOL, a co-driver (if applicable) and a trailer number. Complete this information and press submit. You'll then be asked to select a remark. Select the appropriate remark and select submit. Remarks followed by ellipses (...), such as "Inspection" or "Training" will ask for additional information once you press submit.
 - b. Off Duty: Select the appropriate remark (End of Shift, Break, Other)
 - c. Driving: You'll be asked if you want to enter manual mileage. Select NO. Your miles will be captured when you submit your paper logs.
 - d. Sleeper Berth: Select the appropriate remark (End of Shift, Break, Customer Loading/Unloading, Other). Only select Customer Loading/Unloading if you were not involved in loading or unloading, including supervising labor AND you were in the sleeper berth.
 - e. 16-Hour Exception: You will not need to use this status when editing a log.
- 6) You will be brought to the Status Summary screen.
- 7) You will need to change the status time (remember to use the 24-hour clock or military time). You can simply type over the existing time.
- 8) Press "Submit"
- 9) Select reason for edit.
- 10) You'll be brought back to the Status Summary screen.
- 11) If necessary, change the location by pressing the current location. As you type, the box will populate with available cities. Select the correct city. This will bring you back to the status summary.
- 12) If all information is correct press "Submit"
- 13) Repeat the above steps to add additional statuses.
- 14) Once the log is correct, certify the log.

ADDING AND CERTIFYING A DVIR

UniGroup requires that you complete a Daily Vehicle Inspection Report (DVIR) every day the vehicles are operated even if no defects are discovered during your shift. Ideally, this is done during the end of shift process, but if you are not prompted to enter one, or if you forget, or if you did not certify a DVIR the following day, you can still do this via the Options tab.

To add a DVIR:

- 1) Go to Options.
- 2) Select DVIR.
- 3) Press "Add."
- 4) Enter your trailer number(s) if they have not already populated, and press "Submit".
- 5) Enter any defects discovered throughout the day, even if they have been repaired.
 - a. If you did not discover any defects during the day, press "No".
 - b. If you have, press yes to enter them.
- 6) Enter the location of defect by pressing on the field next to Location.
 - a. Select the location of the defect.
 - General Truck Condition
 - Truck Engine Compartment
 - Truck Cab
 - Truck Exterior
 - Trailer
 - b. Next, select the type of defect.
 - c. You can also enter a remark by pressing the field next to Remark.
 - d. When you are done entering the defect, press "Add".
- 7) You can continue to enter defects by pressing "Yes" or press "No" to complete the DVIR.

To certify a DVIR:

- 1) Go to Options
- 2) Select DVIR
- 3) DVIRs that need to be certified will **not** have a check next to them in the list of past DVIRs
- 4) Select the DVIR that needs to be certified.
- 5) If you want to review the defects, select the Defects tab.
- 6) Select the Certify tab
- 7) Indicate either "No repairs needed" or "Repairs made" and press "Certify"
 - a. If you select "No repairs needed", you will be asked to certify that all defects have been corrected, or are not necessary for the safe operation of the vehicle."

- b. If you select "Repairs Made", you will be asked to certify that all defects have been corrected.
- 8) Select "Yes". You will be brought back to the Summary Screen.
- 9) Press the Certify button at the bottom of the screen. You will be asked again to certify that all defects have been corrected or are not necessary for the safe operation of the vehicle.
- 10) Select "Yes."

SCHEDULING OFF DUTY TIME

It is a Federal requirement that you certify your electronic log every day. At UniGroup, your logs are considered missing if they are not certified within 4 days and are considered late if they are certified after the 4th day. If you plan to be off duty longer than 4 days, or there is a chance that you will be off longer than 4 days, you can schedule off-duty time in the Rand McNally Driver Portal.

Scheduling time off in the Rand McNally Driver Portal will help you avoid missing and late log penalties.

- 1) Open the Rand McNally Driver Portal at connect.randmcnally.com/connectservicesportal/account/logon
- 2) Log on using your ELD log on and password. The Company Code is UniGroup-Prod
- 3) Once you are logged on, select the date range of the logs you need by clicking on the calendar icon next to the box that says "Last 14 Days". This is the default selection. You can chose from Last 14 Days or Last 6 Months.
- 4) Click "Get Results."
- 5) Locate and select the yellow button near the top left of the screen that says "Schedule Off Duty".
- 6) When the calendar pops up, select the first date in the range of days you are scheduling off. (Note: you cannot select today's date. The earliest date you can select is the next day's date).
- 7) After selecting the beginning date, click on the white box beneath "End Date".
- 8) When the calendar pops up, select the end date in the range of days you are scheduling off. The date range cannot exceed 30 days.
- 9) After selecting the end date, click submit.
- 10) You will then be asked to confirm that the time off selections are correct. Click submit.
- 11) You can check to see if the log dates you scheduled off are certified by changing the log date range from "Last 14 Days" to "Next 14 Days" or "Next 30 Days." You will see check marks to the right of the log date(s).

Note: If you need to go on duty before the end of your scheduled time off, don't worry. As soon as you come on duty or you begin to drive in on-duty drive mode, any certified logs from that day forward will become uncertified. If you go back off duty for more than 4 days, you will need to repeat the process.

SENDING/PRINTING PAST DAYS' LOGS FROM ELD AND DRIVER PORTAL

Electronic logs are stored on the Rand McNally server for 6 months. Some van operators may need to keep logs on file longer than 6 months for tax purposes. Because of this, it is recommended that van operators email their logs to themselves in PDF format weekly.

- 1) Select the Options tab
- 2) From the Options menu, select Email HOS Logs.
- 3) Enter the email address where the logs need to be sent. Press Submit. This will send today's log and the prior 7 as a PDF attachment that can then be printed or saved to your computer.

You can email logs up to six months through the Rand McNally Driver Portal.

- 1) Open the Rand McNally Driver Portal at connect.randmcnally.com/connectservicesportal/account/logon
- 2) Log on using your ELD log on and password. The Company Code is UniGroup-Prod
- 3) Once you are logged on, select the date range of the logs you need by clicking on the calendar icon next to the box that says "Last 14 Days". This is the default selection. You can chose from Last 14 Days or Last 6 Months.
- 4) Click "Get Results."
- 5) Select any log date from the list of logs.
- 6) Click on the "Admin" tab.
- 7) If you only want to send or print additional logs than the log date you selected, or need a range of dates, click on the green box that says "Use Selected Logs Date".
- 8) Click on the calendar icon and select the dates that you want to print, fax or send
- 9) Select from one of the following:
 - a. Download PDF (default selection): this will download a PDF file with the selected log or logs that you can print or save.
 - b. Email: you can email your logs to any email address
 - c. Fax: you can fax your logs to any fax number
- 10) Click on Export Logs. Depending on your selection in step 9, your logs will download as a PDF, be emailed or faxed.

ENTERING A FUEL PURCHASE

- 1) At the pump, select On-Duty
- 2) Press Submit
- 3) Select Fuel Stop from the Remarks menu
- 4) Fuel the truck and complete your fuel purchase.
- 5) At the "Enter Fuel Purchase" screen, select Yes
- 6) Select your location (fuel station). You can select your location by using your current location, by zip code or if you input the fuel station manually. (The easiest and fastest way is by selecting "By Current Location."
- 7) Select your location from the list of available stations
- 8) Enter the number of gallons as it shows on your receipt, including fractions of gallons (ex: 100.452). Press submit.
- 9) Enter the total sale as it shows on the receipt. Press submit.
- 10) Review the fuel purchase summary. Make sure that you select the appropriate fuel and payment type. These selections will "stick" in the device until you change them.
- 11) If everything is correct, press submit.
- 12) Confirm the status summary on the next screen and press submit
- 13) Your fuel purchase is complete.

If you forget at the time of your purchase or if you are not able to complete the fuel purchase at the time of the fuel stop, you can still enter the information, as long as it is within 4 days:

- 1) Press the Options tab
- 2) Select "Fuel & Mileage"
- 3) Select "Fuel Purchase"
- 4) You will see a list of your fuel purchases. Select "Add Fuel Purchase"
- 5) Follow Steps 6-13 above.

CHANGING TRUCKS

Sometimes you may need to change trucks during the day or you may change trucks from day to day. Here's what you need to do to make sure that your logs follow you into the next truck:

- 1) Make sure that all of your logs through yesterday are certified.
- 2) Select the Options tab.
- 3) Select Change Trucks. You will see a message telling you that once your logs are received, you will be logged out.
- 4) When your logs are sent to the back office, you will be logged out of the device.

Note: Any time that you log off an ELD, you should wait until you are returned to the log on screen before powering off the device. This insures that your logs are sent to the back office service and avoids any loss of log data.

TRANSFERRING LOGS FROM ONE LOG ON TO ANOTHER

If you are cross qualified and have both United and Mayflower Driver ID numbers, or if you switch agencies and are issued a new ID within 7 days of your old one, you will need to know how to transfer your logs.

Remember, if you are in a Mayflower power unit, you will need to log on to the ELD with a Mayflower ID. If you are in a United power unit, you will need to log on to the ELD with a United ID.

Since your logs are attached to your log on, it is necessary to transfer your logs from one log on to the other. To do this, take the following steps:

- 1) Before logging off your ELD, make sure that all of your logs through yesterday are certified.
- 2) From the Options tab, select Change Trucks.
- 3) Once your logs are sent to the Back Office Server, the ELD will log you off.
- 4) Once in the other truck, log in using the ID that corresponds with that truck (Mayflower if you are in a Mayflower truck, United if you are in a United truck). Or, if you have changed agents, but aren't changing trucks, log back on to the ELD with your new ID.
- 5) Once logged on, select the Options tab again and select Request HOS logs. A box will pop up and ask "Request logs for [your name]. Select NO, as you want your logs from your other log on.
- 6) In the next box, enter your other log on. For instance, if you are moving from a United truck to a Mayflower truck, and are logged on the Mayflower truck's ELD, enter your United ID in this box.
- 7) Enter the Password associated with the log on you just entered.
- 8) The last 7 days' logs from your other ID will pull in and combine with your logs for this ID.

Note: This will work even if you began your day under one ID and are changing in the middle of the day to the other ID.

HOW TO RECALIBRATE THE ELD SCREEN

If the ELD screen freezes or you are having trouble with the touchscreen on your ELD, you may need to recalibrate the screen.

- 1) Turn off the truck for the duration of the recalibration (don't worry, it only takes a few minutes).
- 2) Power off the ELD.
- 3) Press and hold the Home button located on the front of the ELD.
- 4) While holding down the Home button, press (but don't hold) the power button at the top of the device.
- 5) Once the calibration screen appears, tap the target as it moves around the screen. You can use a stylus to tap the target if you have one.
- 6) After you've completed the calibration, you will be returned to the log in screen. You may see a message asking you to press escape. If this message appears, simply tap on the screen.

TROUBLESHOOTING GUIDE

Most problems with the ELD can be solved by unplugging the unit, waiting 15 minutes and then plugging back in (while stopped, of course – you should NEVER drive with the unit unplugged unless directed by Rand McNally or a member of the Safety Department).

Communication issues:

Problem: **No cell signal:** the cell phone icon at the bottom of the ELD has a red X.

Solution: This will happen in areas with spotty cell coverage. However, if the problem persists, or persists regardless of location, unplug the unit when stopped, and wait 15 minutes. This will reset the modem and cell signal should be restored. It is important to wait a full 15 minutes.

Problem: **No GPS signal:** van operator must manually enter locations and/or the unit has a message that it is not receiving GPS.

Solution: Unplug the unit for 15 minutes when stopped. This should restore the GPS.

Note:

Many ELD issues, including GPS and communication issues can also be prevented by manually powering off the ELD at the end of the day by pressing the power button, rather than letting the ELD power off after a period of inactivity.

Device Issues:

Problem: **ELD screen is frozen or keyboard is not responding.**

Solution: If you are stuck on the Home Screen or if your keyboard isn't working correctly, first try powering the unit down, wait a few seconds and power the unit on again. If this doesn't fix the problem, you can re-calibrate the screen by turning the truck off, powering off the ELD and then, while holding down the Home Button on the front of the screen, power the unit back on. Keep holding down the Home Button until the calibration screen appears and follow the target by pressing and holding it as it moves around the screen.

Problem: The ELD goes black or logs you off while driving

Solution: Don't panic. When you are able to stop safely, power the unit back on and/or log back on to the device. If you are asked to accept drive time, just say yes. If this happens more than once, please contact Rand McNally.

Problem: You are a qualified Mayflower or United van operator but you are not given the option to select United or Mayflower authority

Solution: Contact the UniGroup Safety Department ASAP

Problem: An error messages appears in a yellow box on the ELD.

Solution: These are not critical errors and can usually be cleared by clicking on the box or powering the unit on and off.

Log Issues

Problem: In the log list, logs are colored in pink or agent reports they are unable to see the logs on the Rand McNally Connect Portal

Solution: This is normally caused by the logs not being sent up to the Rand McNally server due to a lack of cell signal (X through the cell phone icon). If the lack of cell signal is location-based (for instance, you are in Minot, ND) the logs will be sent once a cell signal is found. If the issue is not location-based, unplug the unit for 15 minutes while stopped. This will re-set the modem. Once cell signal is restored, your logs will be sent.

If the ELD indicates that cell signal is available (no X through the icon): go to the Options tab at the top of your ELD screen and select, "Send HOS Logs", select "Yes" when prompted. If the logs remain pink in the log list and your agent still cannot view them, you will need to contact Rand McNally.

Problem: On-duty logs now show as all off duty logs

Solution: Contact the UniGroup Safety Department to recover the previous versions of your logs.

Problem: You have changed trucks, and your logs are not showing up on the ELD in the current truck.

Solution: You will need to return to the last truck you logged on to and log on to that ELD. Then, go to the Options tab and select “Change Trucks”. Once the ELD says it is okay to change trucks, log off the ELD and return to the current truck. Log back on to that ELD and your logs should populate. If they do not, go to the Options tab and select “Request HOS logs” and answer yes.

If your logs still fail to populate or you are unable to log on to the last device you used, contact the UniGroup Safety Department.

Please note: If you know that you will be switching trucks, you should always go to Options and select Change Trucks before logging out of the ELD. Even if you don’t know whether you will be in a different truck the next time you drive, you should always wait for your logs to be sent when logging out BEFORE powering off the ELD.

Problem: You are logging on with a different ID, either because you are switching between United and Mayflower IDs or because you have switched agencies and have a new log on, and your logs have not pulled in.

Solution: Your logs from your previous ID must first be certified. Once that is done, log on to the ELD with the new ID. Then go to the Options tab and select “Request HOS Logs”. The ELD will then ask you if you want the logs for <driver name>. The ELD wants to know if you want the logs for the ID you are currently logged in under. You do not. You want the logs for the previous ID, so answer NO and when prompted enter your previous ID and the password associated with that ID. Your logs from the other ID will populate.

If your logs fail to populate, contact the UniGroup Safety Department.

ELD CONTACT GUIDE

For problems involving the following items please contact your ELD Administrator or Agency Safety Representative:

- 1) How to log on and access logs on the Rand McNally Driver Portal
- 2) How to correct a log that is not certified
- 3) How to add an entry to an Electronic Log
- 4) How to enter your prior 7 days' logs into the ELD

For problems involving the following items contact the ELD Hotline at 844-ELD LOGS (844-353-5647)

- 1) Initial log on and password set up
- 2) To uncertify a log or logs so that you can make changes to those logs
- 3) Corrections to personal conveyance or drive time
- 4) Corrections that need to be made on logs older than 8 days.

If you are having problems with the ELD itself, such as a frozen screen or an ELD that won't turn on, etc., please see the Troubleshooting Guide. If your concern is not covered in the Troubleshooting Guide, please contact Rand McNally at 800-444-1072.