

APOLLO FAQs

VERSION 1.0

APOLLO FAQs

DOCUMENT CONTROL

DOCUMENT INFORMATION

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<i>1.0</i>	<i>10/14/2022</i>	<i>Initial draft</i>

DOCUMENT APPROVALS

Role	Name	Signature	Date
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EXECUTIVE SUMMARY

SETTING UP A NEW ACCOUNT

WHAT INFORMATION DO I NEED TO SET UP A NEW ACCOUNT?

You will need the following information:

Carriers			+ New
NAME	DOT/NSC NUMBER	ACTIONS	
test 1234	123245678	Add Edit Delete Print	

DOT Number, Carrier Address (this will default in the system and be the first home base for the carrier you can edit later), time zone, and metric units.

HOW DO I SET UP A CLIENT?

Once you log into the Admin Portal, the first tab on the left is Manage. Click on Manage, then select the box that says New (view photo Bellow). Once you click on new, you will select fill in the information with a red asterisk.

WHAT ADDITIONAL INFORMATION SHOULD I SELECT WHEN CREATING A CARRIER?

This is entirely up to you and your client's needs below are the Carrier level settings that you can select.

- **Allow End User to Activate Driver:** It is recommended that this item be ticked off; otherwise, the reseller will have to activate drivers, and this can be cumbersome.
- **Support Username and Password:** It is best practice to let your client set this up. These are credentials they will create to provide to a mechanic or Technician to log in to a driver's application when installing a device.
- **Automatic Driving Once Vehicle Moves-** If this time is not selected automatics transition will happen once the vehicle goes 5 MPH.
- **Force Asset ECM Connection:** If this is selected, please note this is a two-step setup, and under asset, you must add the mac address for the device. If this is selected when the driver scans for the device, they will only see the device associated with the asset they have selected. We recommend you let your client decide if they want to select this, as it is an account-level setting that will impact the entire account if selected.
- **Driver Must use Portal Asset List-** We recommend that you let your client decide if they want to check this box. If this box is checked, the driver will not be able to create a new asset for the driver application, they will only be able to select from the list of assets provided to them.

Carrier
×

Time Zone *
?

Eastern Time (GMT-05:00)

Units *
?

Miles/Gallons

Support Username
?

Support Username

Support Password
?

Confirm Password
?

API Key

API Key
Generate

☐ Engine Diagnostic

☒ Allow end users to activate drivers

☒ Automatic Driving immediately after vehicle moves

☒ Force Asset/ECM-device connection

☒ Drivers must use portal assets list

☐ Enable Canadian Compliance

☐ Enable Work Order

☐ Enable Enhanced IFTA

Save
Close

IS THERE A RECOMMENDED WAY TO ADD A NEW CLIENT TO THE PLATFORM?

Yes, please ask for the Bulk upload spreadsheet just fill out the required information and submit it to assure Techmatics to be uploaded into our servers. The turnaround time is typically a week however, we are not able to guarantee turnaround time. In some instances, it may take longer.

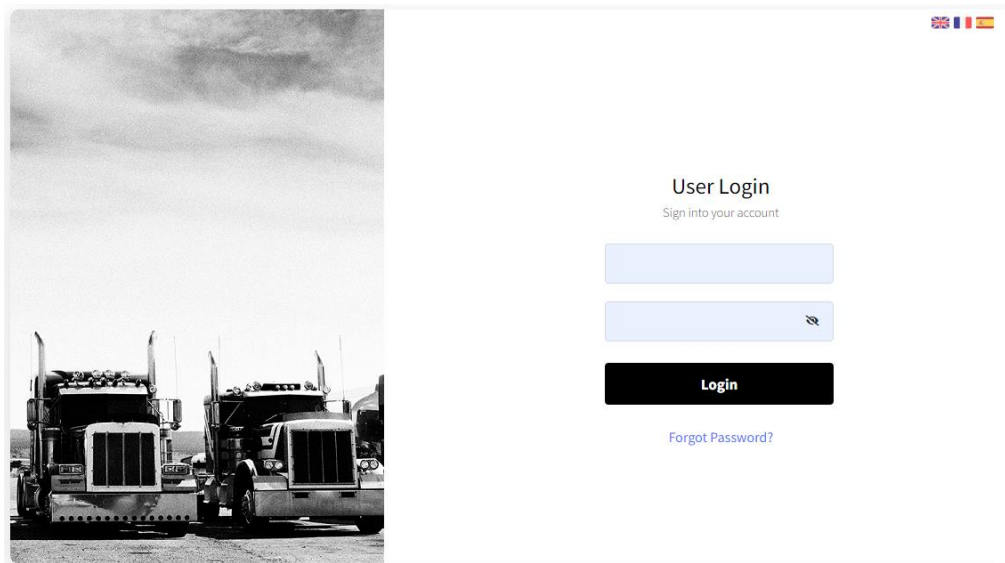
PORTAL

WHAT DO I DO IF I FORGET MY USERNAME?

Contact your administrator to assist you with your username.

WHAT DO I DO IF I FORGET MY PASSWORD?

If you forgot your password, you can change it or create a new one by clicking Change Password.

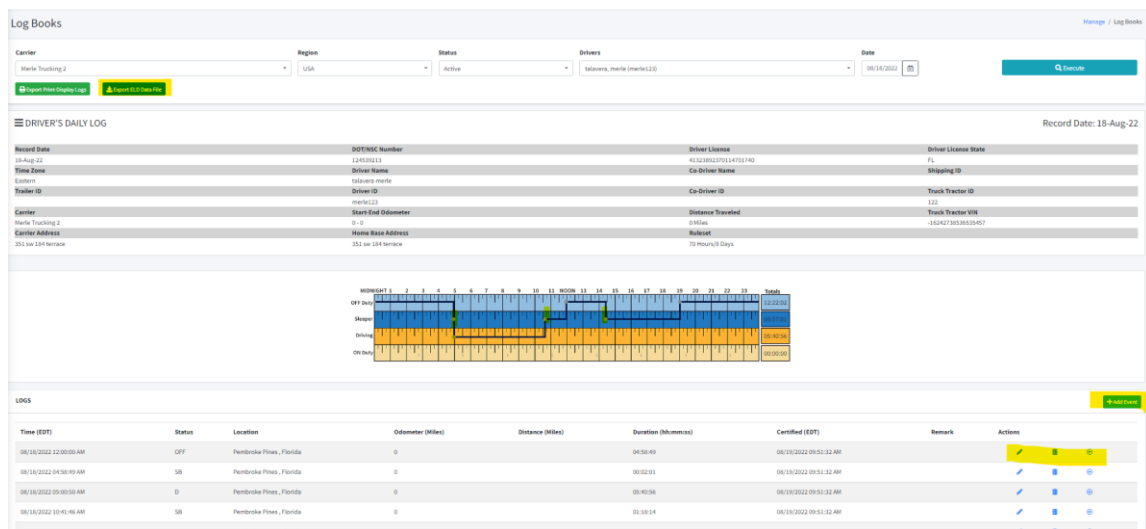


WHERE CAN I VIEW THE DRIVER'S LOGS?

On the right side, select logbooks. You can select the date and driver you wish to view. You can view up to 6 months of Data on the portal. You can export data to FMCSA by selecting export data in the logs view picture below.

HOW CAN I EDIT A DRIVER'S LOGS?

Please view the photo below. Select the logbooks tab. Once open, there are two ways to edit logs. Follow the graph and click on the pinpoint to open details about the events. From there, you can edit, delete, or remark, always keeping in mind that the driver has to approve or reject the edits. You can also add an event by selecting the add event box in the right-hand corner; please view the photo.



WHERE CAN I VIEW THE MOST RECENT EVENT FOR THE DRIVER?

On the left-hand side, select the dashboard and then select hours of service. This is a live view of the driver's activity. If the driver is logged into the application, you can follow along with the driver in real time.

WHERE CAN I GO TO HELP THE DRIVER TROUBLESHOOT?

Select the Driver Record Tab on the left then you are able to filter the events you wish to see. This will allow you to follow along with driver activities allowing you to troubleshoot.

WHERE DO I DELETE DRIVERS OR ASSETS?

You cannot delete drivers or assets; you simply deactivate them.

HOW WILL A DRIVER KNOW THAT THE ADMINISTRATOR HAS ADDED A SHIPMENT?

When a shipment is added, the driver will automatically receive a notification.

WHERE CAN I SEE IF THE DRIVER HAS ACCEPTED OR REJECTED MY LOG EDITS?

Select the log edits tab on the left-hand side and view log edits with most updates' status accepted, rejected, or requested.

ADMIN SETUP

WHERE DO WE MANAGE OUR SETTINGS?

Select the manage tab on the left-hand side. Once selected, you will be able to see your Company Name, DOT/NSC Number, and five action icons.

- **The first Icon, Detail:** You can edit or adjust information for your organization.

Carrier [X]

Time Zone * [?] Eastern Time (GMT-05:00) [v]

Units * [?] Miles/Gallons [v]

Support Username [?] Support Username

Support Password [?] [*****] [eye icon]

Confirm Password [?] [*****] [eye icon]

API Key

API Key [Generate]

☐ Engine Diagnostic

☒ Allow end users to activate drivers

☒ Automatic Driving immediately after vehicle moves

☒ Force Asset/ECM-device connection

☒ Drivers must use portal assets list

☐ Enable Canadian Compliance

☐ Enable Work Order

☐ Enable Enhanced IFTA

[Save] [Close]

- **The Second Icon, Driver:** This is where you will set up the driver. The fields with the red asterisk are mandatory. The username has to be a unique username that you will not be able to edit once it is created. Important to note that there are settings you can set on a driver level, such as allowing personal use, yard move, and exemptions you must provide the reason for the exemption. Listed on the bottom of the driver profile, there are a few more options that can be selected please see the photo below. The options are as follows: DVIR WIFI only – This is an excellent option for a carrier that is concerned about data consumption essentially; this will only allow the driver to upload photos from DVIR when connected to Wi-Fi, Allow Exception selecting this will allow the

drive to mark themselves as being exempt as needed. Unlock; this will release the driver's credential if they are unable to log out of the application.

Driver

Home Base * ? **Ruleset *** ?

Home Terminal 60 Hours/7 Days

24-Period Starting Time * ? **DVIR Access *** ?

Midnight DVIR

☒ Active
☐ Personal Use
☐ Yard Move
☐ Exemption

Units * ? **Registration State *** ?

Miles/Gallons -- Select State --

License Number * ?

License Number

☒ DVIR WiFi Only
☐ Allow to use Exemption
☒ Allow to take DVIR photo

Save Unlock Close

- **The Third Icon, Home Base:** You are able to add as many Home Bases as you would like only one of the home bases can be selected to be the main office.
- **The Forth Icon, Assets:** To add an asset, select the box labeled in the upper right-hand corner. Please fill out all items marked with a red asterisk. Tip: when you insert the VIN number, many fields will populate automatically.
- **The Fifth Icon, Notifications:** Once you open the icon you can select the upper right-hand corner labeled as new to add a new notification. Once you select, fill in all required items marked by the asterisk you need to add the email address of everyone who needs to receive the notification you selected. Follow the same steps for all notifications that you wish to add.

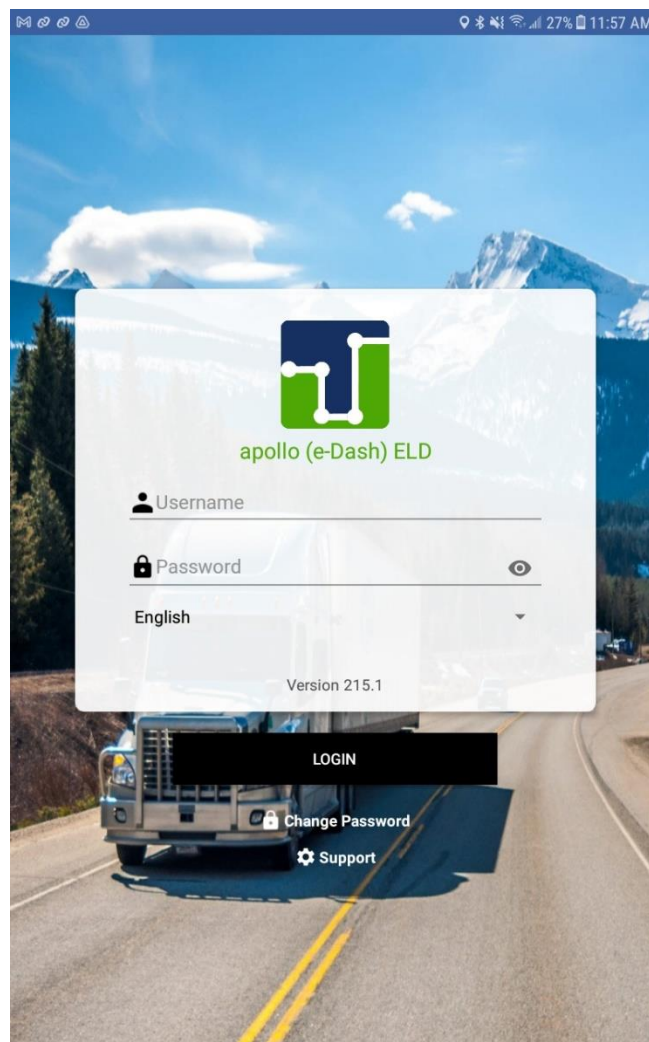
DRIVER APPLICATION

WHAT DO I DO IF I FORGET MY USERNAME?

Contact your administrator to assist you with your username.

WHAT DO I DO IF I FORGET MY PASSWORD?

If you forgot your password, you can change it or create a new one by tapping Change Password.

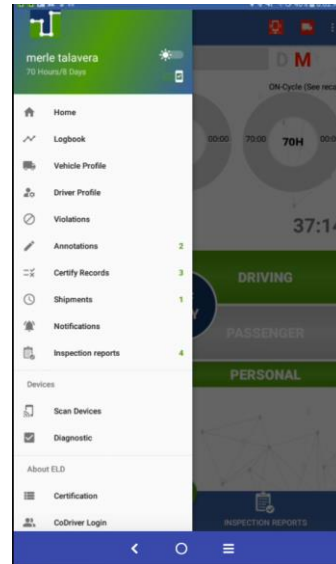


DO I ALWAYS HAVE TO INPUT MY ODOMETER VALUE WHEN LOGGING INTO THE APPLICATION?

Yes, when you select your asset, you always must add your odometer reading this is designed to offset any differences. If you are correctly connected to an ECM device, this will be the only time you are required to put in your odometer reading.

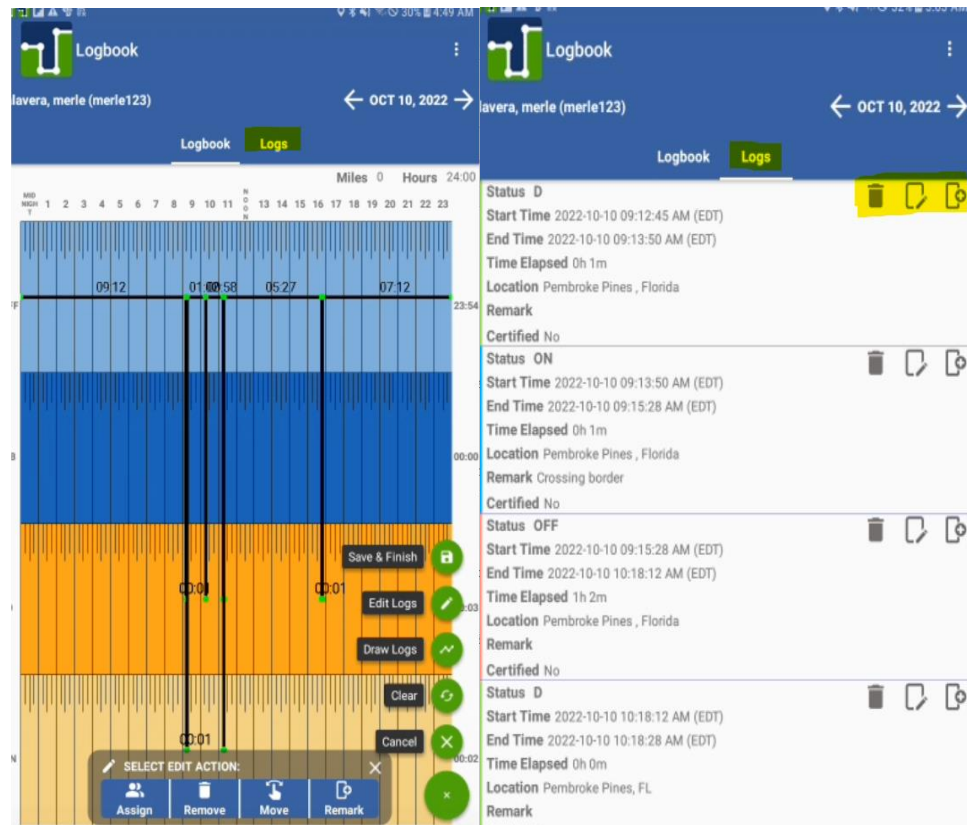
WHERE CAN I SEE MY LOGS?

On the main screen for the driver interface, select logbooks. You can view up to 15 days of logs.



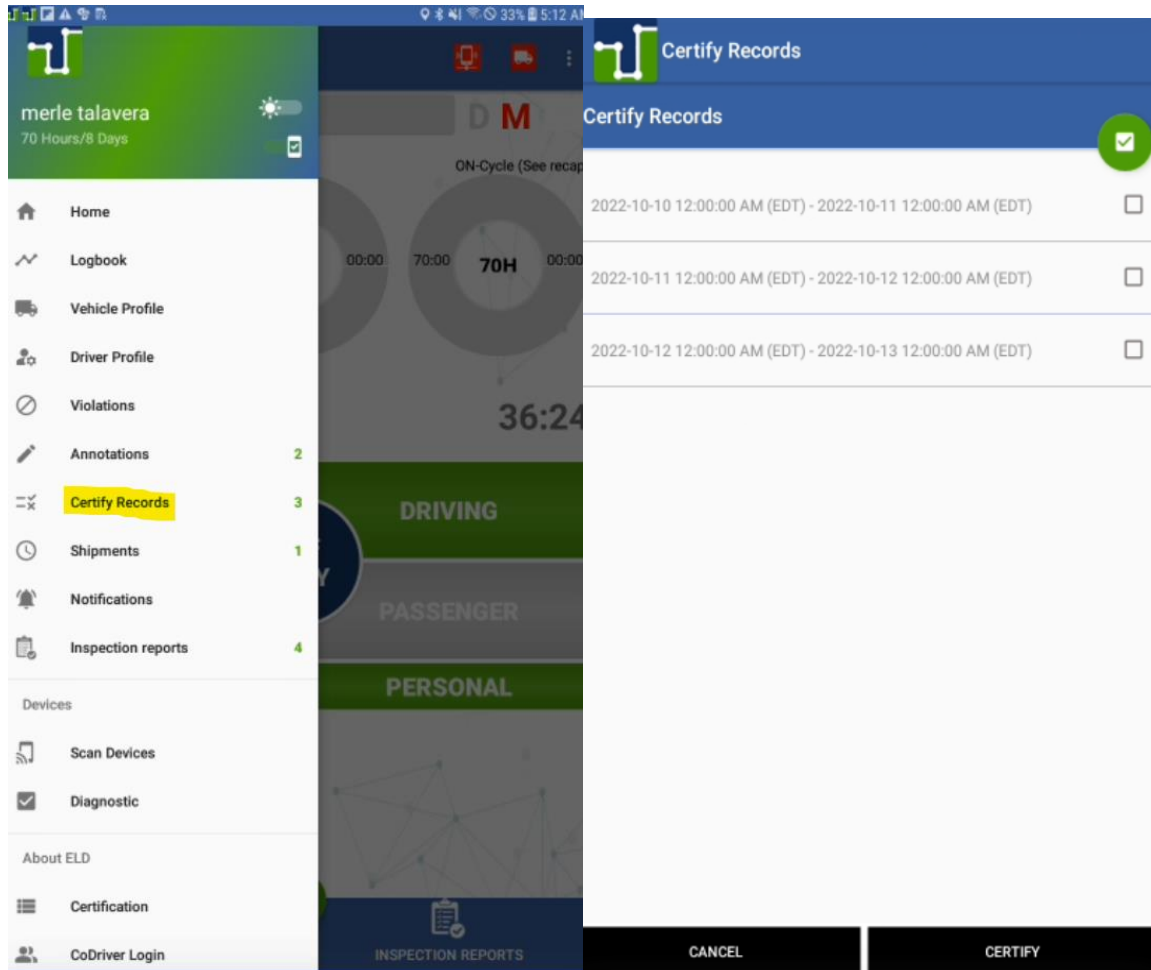
HOW DO I EDIT MY LOGS?

Once you are in your logs, click on the plus sign in the bottom right-hand corner and select edit logs. Please view the photo below. Once you select log edits, you can assign, remove, move, or remark. You can also select to view logs on the top of the logbooks you can switch between logbooks and logs highlighted in yellow below. Once in the log section, you will see a breakdown of events. Each event could edit, delete, or remarked. View the picture below.



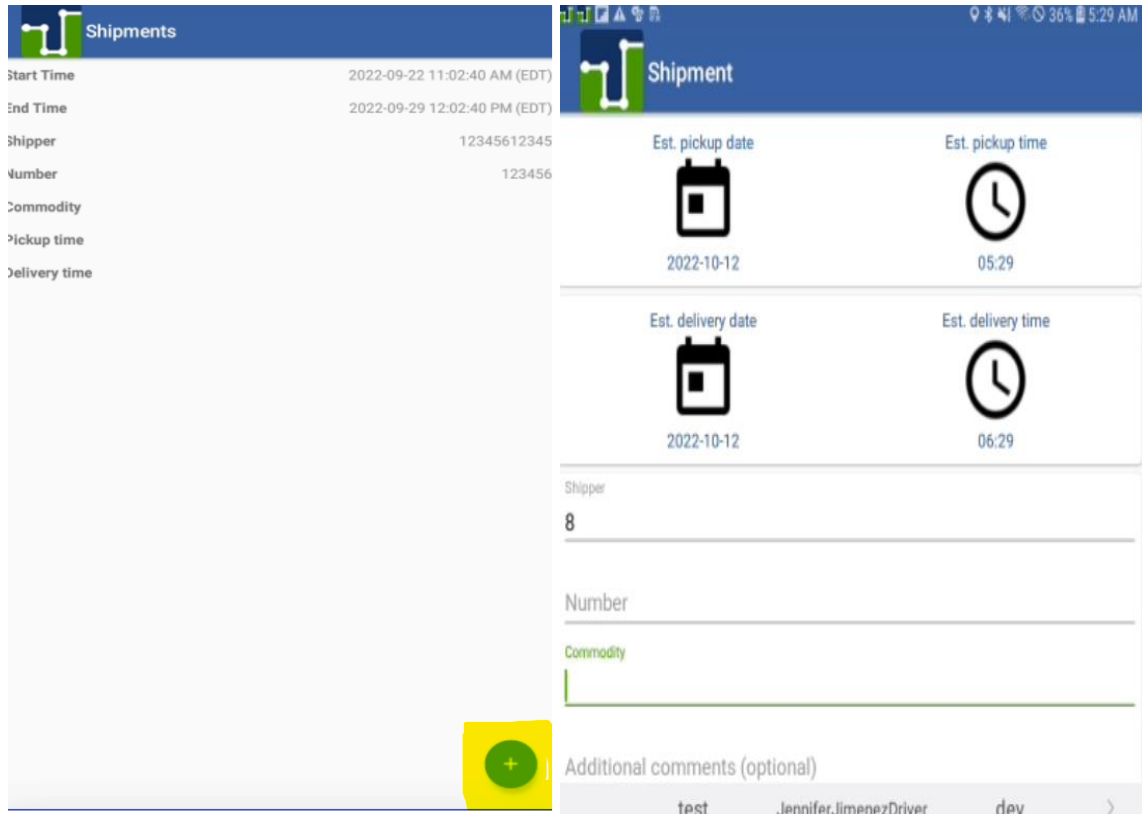
HOW DO I CERTIFY MY LOG?

You will be prompted to certify logs before you log out of the application. You will also be able to go into the menu and select certify logs. Once you select certify logs, you can select the logs you want to be certified.



HOW DO I ADD A SHIPMENT?

Select the main menu from driver applications, then select shipments. Once you open shipments to add a shipment, select the plus sign on the bottom right-hand side, then fill in the proper information.



The image shows two screenshots from the Apollo app. The left screenshot displays the 'Shipments' screen with a list of fields: Start Time, End Time, Shipper, Number, Commodity, Pickup time, and Delivery time. The right screenshot shows the 'Add Shipment' form, which includes fields for Est. pickup date, Est. pickup time, Est. delivery date, Est. delivery time, Shipper, Number, Commodity, and Additional comments (optional). A yellow box highlights a green plus sign button at the bottom right of the left screenshot.

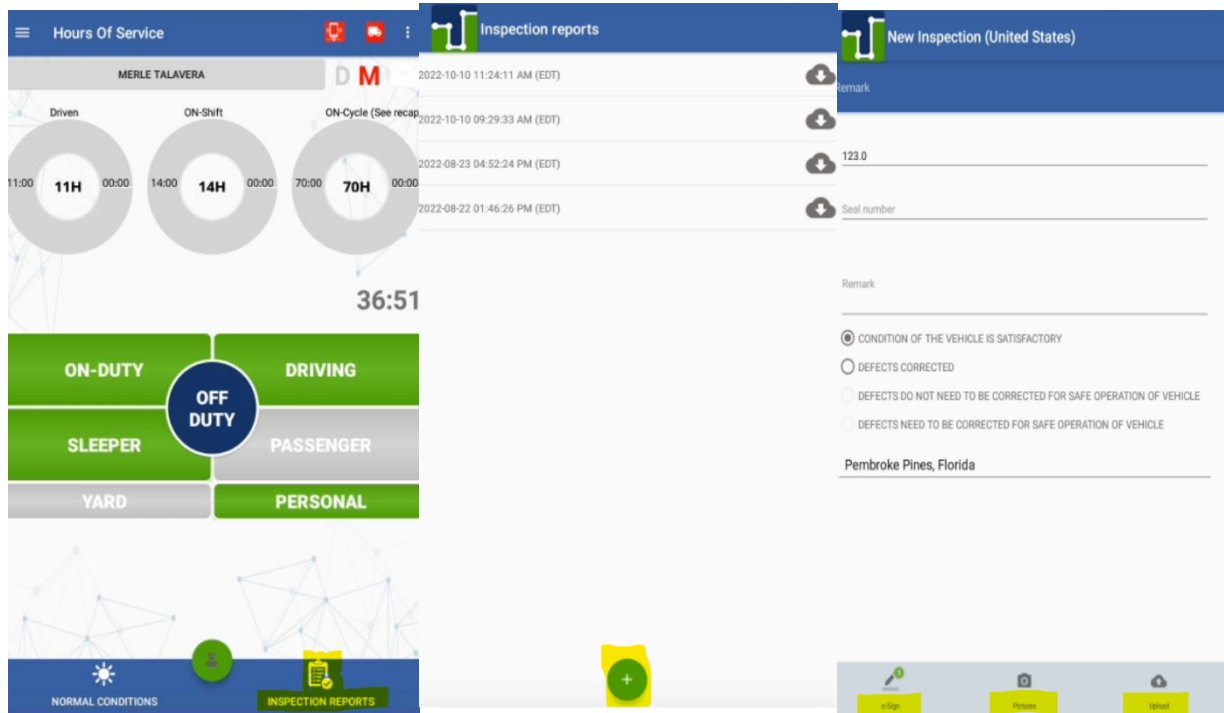
Field	Value
Start Time	2022-09-22 11:02:40 AM (EDT)
End Time	2022-09-29 12:02:40 PM (EDT)
Shipper	12345612345
Number	123456
Commodity	
Pickup time	
Delivery time	

Field	Value
Est. pickup date	2022-10-12
Est. pickup time	05:29
Est. delivery date	2022-10-12
Est. delivery time	06:29
Shipper	8
Number	
Commodity	
Additional comments (optional)	

test Jennifer Jimenez Driver dev

WHERE DO I GO TO COMPLETE MY DVIR?

On the bottom left-hand side, select the inspection report. Once you open the report, you only have to check off the defective items with the vehicle. Once completed, sign and upload. You are also able to take up to 9 pictures to upload.



WHAT DO I SHOW AN OFFICER IF I AM PULLED OVER?

Select the green icon on the bottom of the main screen please see attached photo. Once selected, you can show our certification and export the data.

