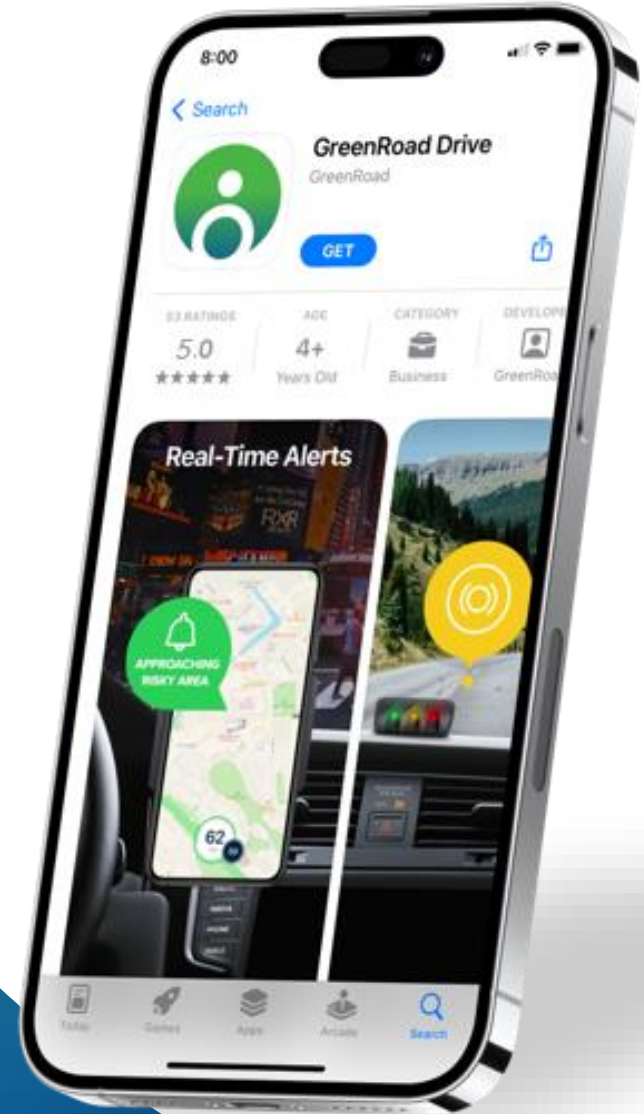




User Guide for GreenRoad Drive™

For Managers

January 2024





Welcome!

We're excited to introduce you to GreenRoad Drive™, the app you'll use to keep your fleet safe, efficient and eco-friendly!

Installed on your drivers' mobile phones or tablets, the app provides:

- Real-time safety coaching and alerts that help your drivers avoid accidents and improve their driving habits
- Safety Scores that you can use for incentivizing competitions and acknowledgement programs
- A Management Dashboard that keeps your finger on the pulse of fleet safety, pinpointing risky drivers and safety issues in time to allow proactive intervention



Agenda

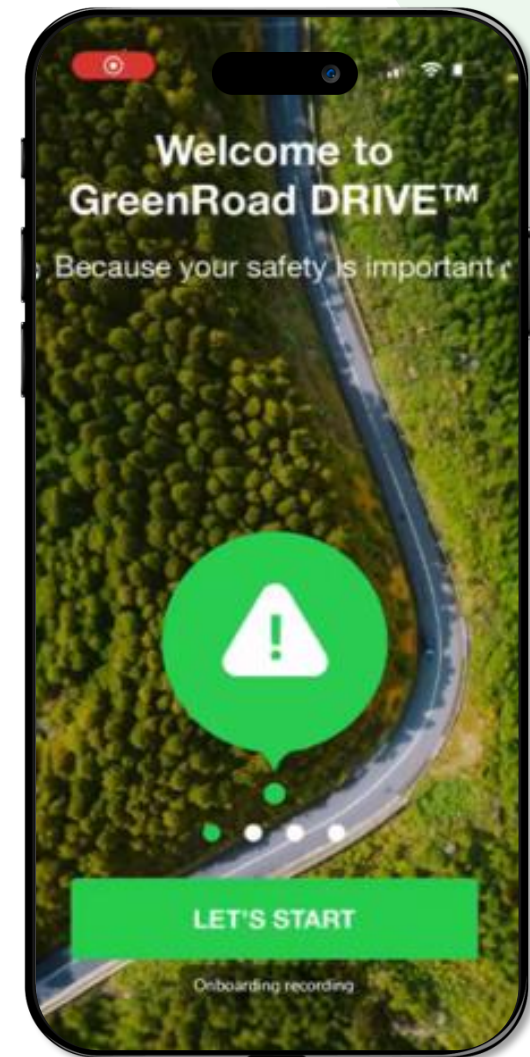
1. [Installation and Setup](#)
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Begin at the Beginning: Installation and Setup

The GreenRoad Drive™ app is quick and easy to self-install and set up. Just follow these simple instructions:

- 1. Download GreenRoad Drive™ from [Google Play](#) or the [App Store](#).***
- 2. Activate "New features & Updates" in the store's Settings.**
This will keep your Drive™ app up-to-date when new releases become available.
- 3. Log in to GreenRoad Drive™ using the username and temporary password that were emailed to you.**
Didn't get the email? Contact your manager.
- 4. Once you're logged in, you stay logged in until you log yourself out.**

Note: to make sure that your device is compatible with the app, check the specifications in GreenRoad's [Knowledge Center](#) (DRIVE Tutorials > Introduction tab).



Begin at the Beginning: Installation and Setup

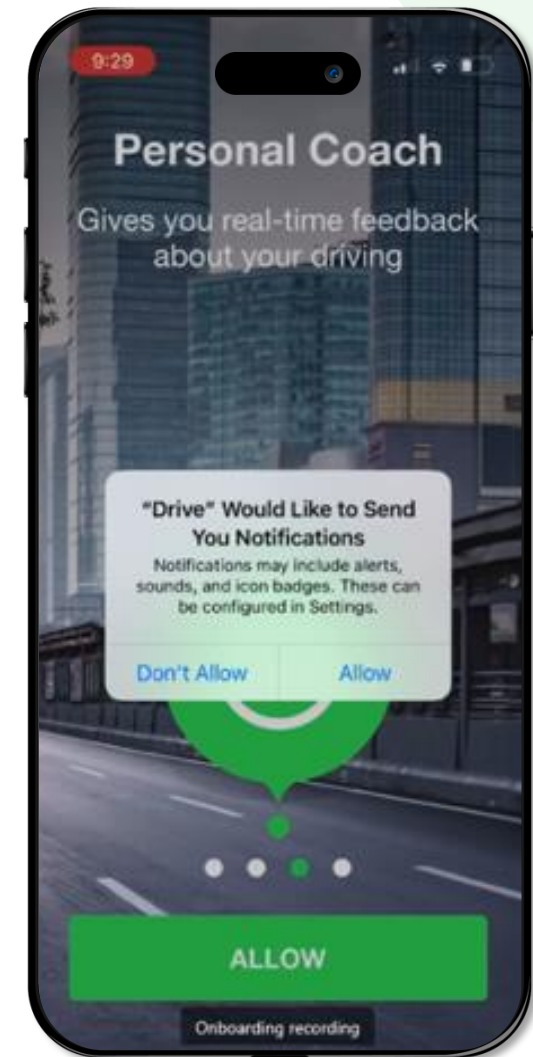
5. When you log into the app for the first time, there's a friendly onboarding process.

Please **set the following permissions so that the app can operate properly:**

- **GPS / Location Services** – set to **“For background use”**
- **GPS Access:** set to **Always Allow**
Note: we never use your GPS locations after trips are completed
- **Motion and Fitness Tracking** – activate
- **Push notifications** - allow

6. Make sure that your vehicle has a cradle installed on the windshield and secure your device in it before you start driving.

The cradle should be in a place that allows your device to stay connected to a power source and that provides a clear view of the sky for maximum GPS reception.



Now that it's installed – start using Drive™!

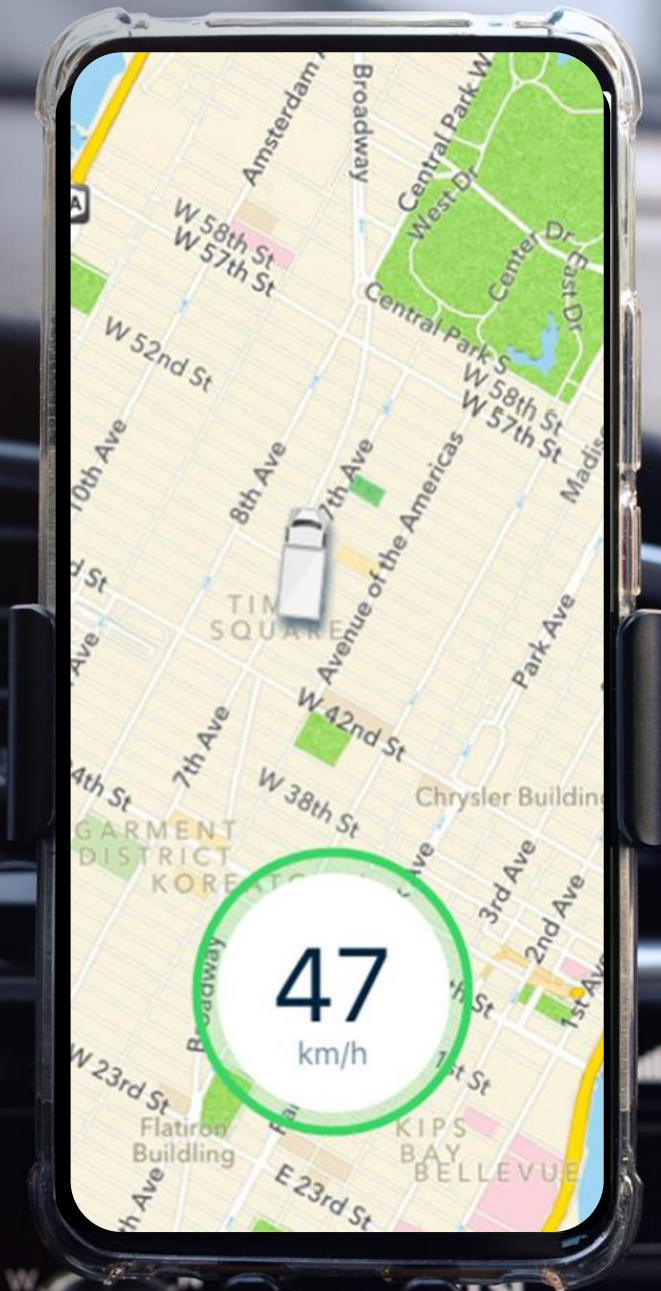
The app will start automatically every time the vehicle begins moving.

As you drive, your driving speed will appear in a circle at the bottom of the screen. As long as you drive safely, the circle's outline will be **green**.

If you perform a **risky maneuver**, the circle's outline will change from **green** to **yellow**, and you will hear an alert (e.g. "Braking"). If you do not self-correct quickly enough, the system will record a Yellow Safety Event.

If you continue to perform **dangerous maneuvers** the circle's outline will change to **red**.

When you **finish driving**, the app will turn itself off automatically, and the trip will be presented in your Trip History.



GreenRoad's Safety Score

What is the GreenRoad Safety Score?

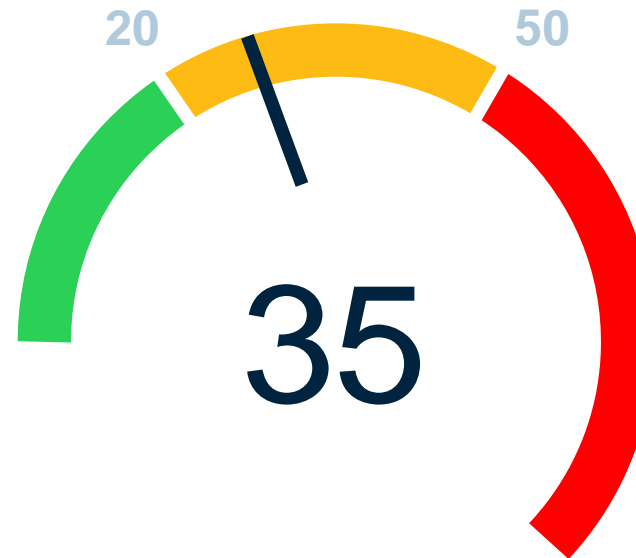
The GreenRoad Safety Score is an objective measurement of your drivers' safety performance. The lower the score, the safer the driving. Each driver's target is to stay in the Green zone, with a score of 20 or below.

How is the Safety Score calculated?

The Safety Score represents the number of times that a driver has performed risky maneuvers during the past 10 hours of driving (within a 7-day period).

How does the Safety Score help me?

The Safety Score gives you a tool for identifying risky drivers – and gives your drivers an objective benchmark for rating their own safety. Many fleets use it as the basis for “friendly competitions” and acknowledgment programs.



Red

51 + Events
High-Risk Driver
Red drivers have 46% more incidents than Green drivers

Yellow

21-50 Events
Moderately Risky Driver

Green

0-20 Events
Low-Risk Driver
Green drivers are safe drivers – and have significantly more fuel efficiency than Yellow and Red drivers

Safety Score Accuracy

GreenRoad's advanced algorithms - perfected over two decades of development - enable the system to understand **exactly** how a driver is driving at any moment in time.

The app accurately detects risky driving in 4 categories and differentiates between mild and severe events. It uses this analysis to provide drivers with real-time coaching, personalized tips and safety guidance

GreenRoad Safety Event categories:



Speeding

the driver has exceeded a speed limit:

- Posted speed - the speed limit set by the law
- Fleet speed – the maximum speed allowed by the fleet
- Landmark speed - a “special” speed limit that applies within a specific geographic area, set by a fleet manager



Acceleration

the driver has accelerated too quickly



Braking

the driver has braked too harshly



Cornering

the driver took corners too quickly

Dashboard Tab

The **Dashboard** is where you go to check how safely you and your drivers have been driving, and to learn where the fleet as a whole is at risk. It shows drivers statistics about their own performance, and where they rank as part of the team. Because you are a manager, the Dashboard also provides statistics and rankings about the team as a whole.



Top: overview safety KPIs

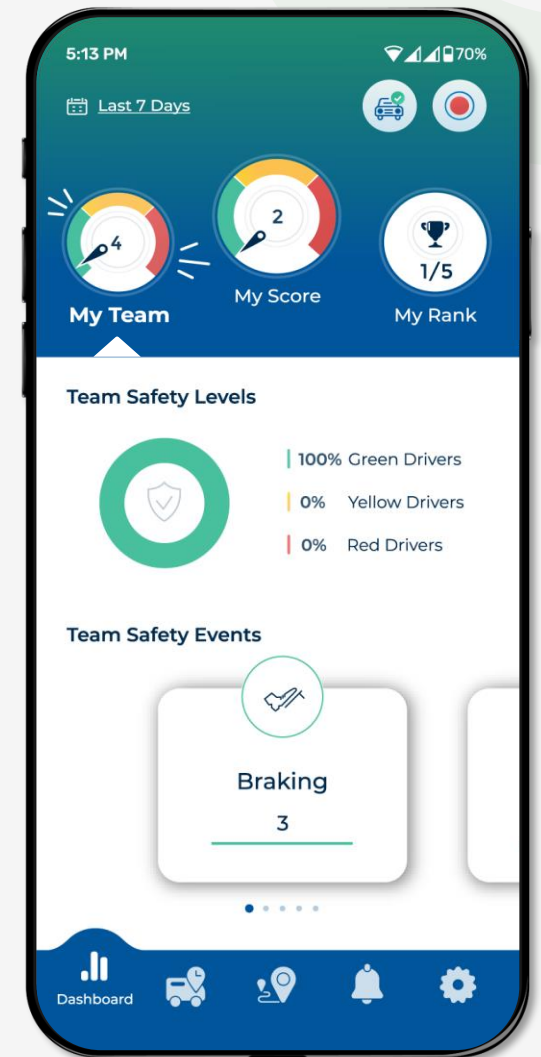
- **My Team** shows the Team/Fleet's Safety Score
- **My Score** shows your personal Safety Score
- **My Rank** shows how your Safety Score ranks as compared with the rest of the team

Center: detailed information about fleet/individual safety performance.

The data displayed varies depending on whether you choose My Team, My Score or My Rank.

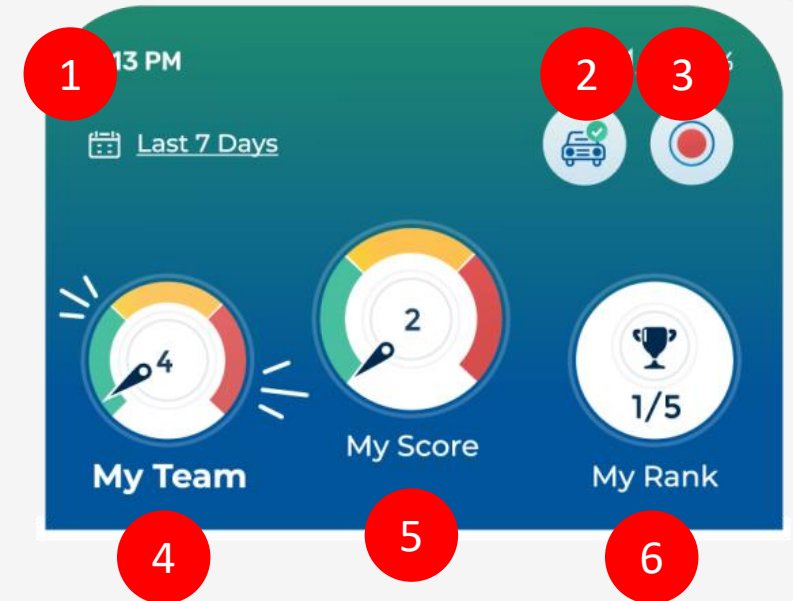
Bottom: navigation bar

Use these icons to move between the app's **Dashboard**, **Trip History**, **Live Map**, **Notifications** and **Settings** functions.



Dashboard's Top Section

- 1 Date Selector** – Tap here to choose which week's data to display.
- 2 Duty Mode** – Tap here to set your Duty Status.
*Note: setting the Duty Status allows a driver to control the system's **tracking** and **privacy** settings. For more detail, see the next screen.*
Also, the On Duty Scheduler can be set to switch your Duty Mode automatically between On Duty and Personal modes at specified times each day.
- 3 Record** – Tap here to manually start recording a new trip.
- 4 My Team** – Displays the Safety Score of the entire team/fleet. A click on this button displays additional team statistics.
- 5 My Score** – Displays your personal Safety Score. A click on this button displays more statistics about your performance.
- 6 My Rank** – Compares your Safety Score with the rest of the team's. A click on this button displays the Team Leaderboard.



Dashboard's Center Section

The **My Team** KPI is displayed only for managers and doesn't appear on drivers' screens. When you click on it, the Dashboard's center section shows additional information about the team as a whole.

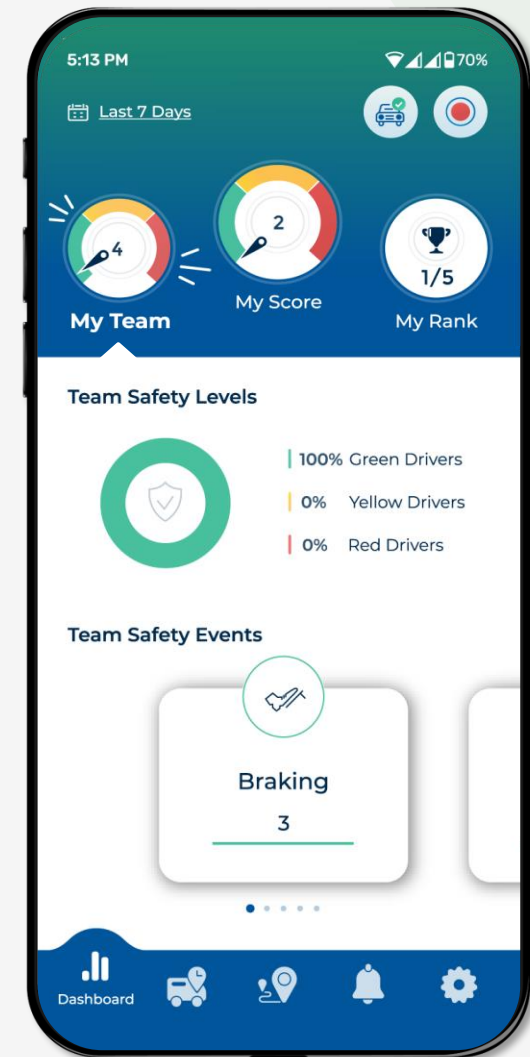
The **Team Safety Levels pie chart** gives you a breakdown of the percentage of green, yellow and red drivers

The **Team Safety Events** section presents the team's safety statistics for the 7-day period selected. The safety category that has been most challenging appears first, and swiping to the right displays the rest. The number represents the number of safety events that accumulated for the category during this time period, and the color indicates the risk level (green, yellow or red).

The **Team Compliance Events** section breaks down safety events that are tracked by the system but that don't impact drivers' Safety Scores.

When you click on **My Score**, you will see information about your personal Safety Events and Distracted Events.

When you click on **My Rank**, the system displays the team's **Leaderboard**. It lists all team members in order of their Safety Score, from the highest (most risky) to the lowest.



Dashboard's Center Section

The Leaderboard is a powerful tool that your managers can use to assess the performance of their teams and drivers.

The list is divided into 3 sections:

- 1. Groups/Teams** - shows the current Safety Score of each of your fleet's Groups/Teams
- 2. Manager's Team** – shows the Safety Score of the manager's "own" drivers
- 3. Gray drivers** – lists all the drivers who had no trips recorded during the last 7 days

Each of the sections is presented in order by Safety Score.

When you click on a team, you'll see all of its drivers, listed in order by Safety Score.

When you click on a specific driver, you'll see his/her personal dashboard and Trip History. You can adjust its timeframe by using the "calendar" icon.



Dashboard's Center Section

Use the icons at the bottom of the page to navigate between the app's different screens:



Dashboard – Provides an overview of safety data for the team as a whole – and for you personally.



History - Displays summary data about trips that occurred during the period you selected (start and end time, distance driven, safety level).



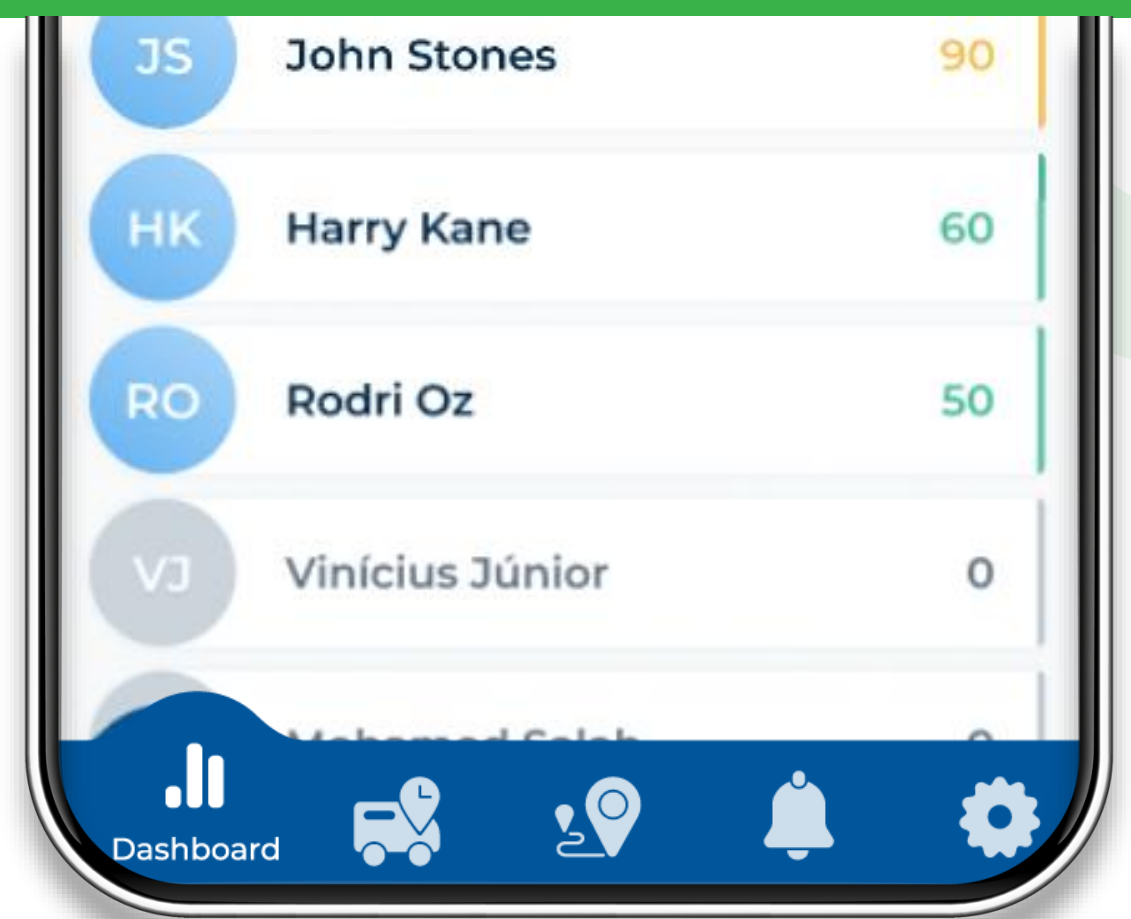
Live Map – Displays the last recorded locations of your team's drivers and vehicles.



Notifications – Provides you with periodic updates about your safety progress.



Settings – Lets you personalize the app with your own preferences.



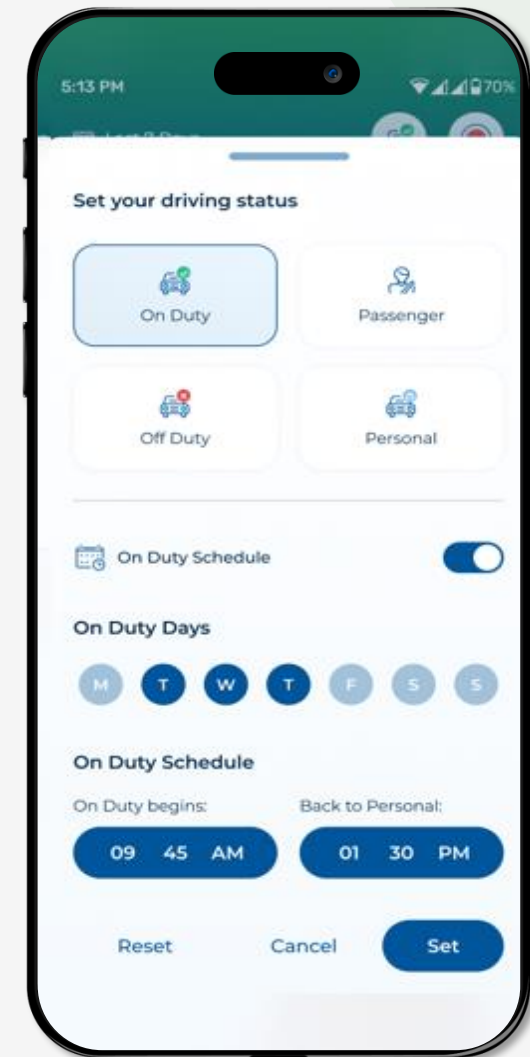
Duty Status: Protecting Driver Privacy

GreenRoad offers four Duty Statuses:
On Duty, Personal, Passenger and Off Duty.

Personal Mode is provided to encourage drivers to use the system's real-time safety coaching whenever they drive – even when they're off the clock. This helps them prevent accidents and save fuel without compromising their privacy. *Note: Personal Mode assures that the Drive™ app is in full compliance with GDPR guidelines.*

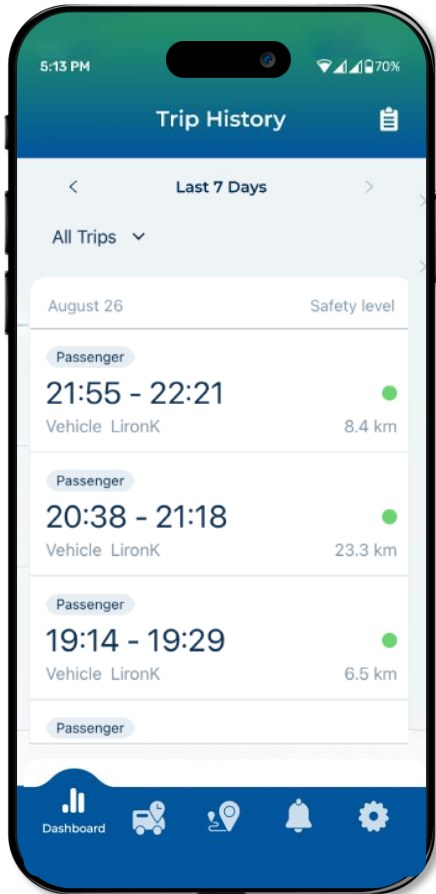
The differences between the four Duty Statuses are as follows:

- **On Duty/driving during work hours.** The app provides real-time coaching, records the trip and reflects driving performance in the driver's Safety Score.
- **Personal/driving on personal time.** The app provides real-time feedback, but doesn't reflect the driving in the Safety Score.
- **Passenger/user is in a company vehicle but not doing the driving.** The app doesn't provide coaching or change the Safety Score. It does, however, record the trip for time/expense reports.
- **Off Duty/the driver wants total privacy.** In this mode, no one can track where the vehicle is or how the driver is driving.

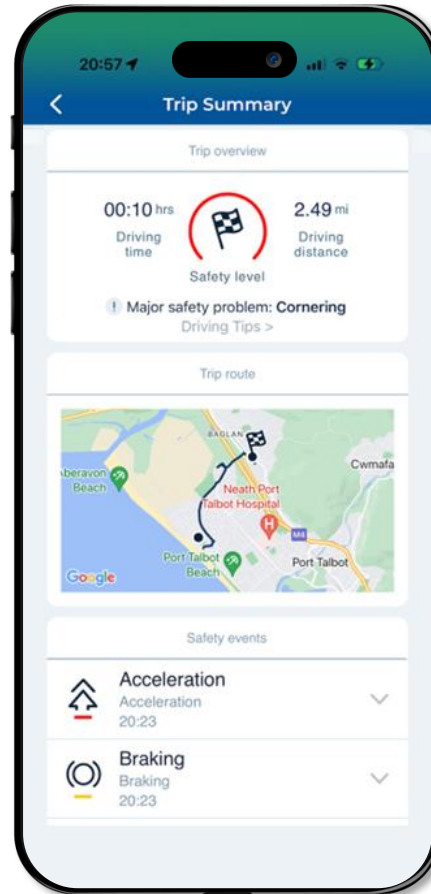


Trip History Tab

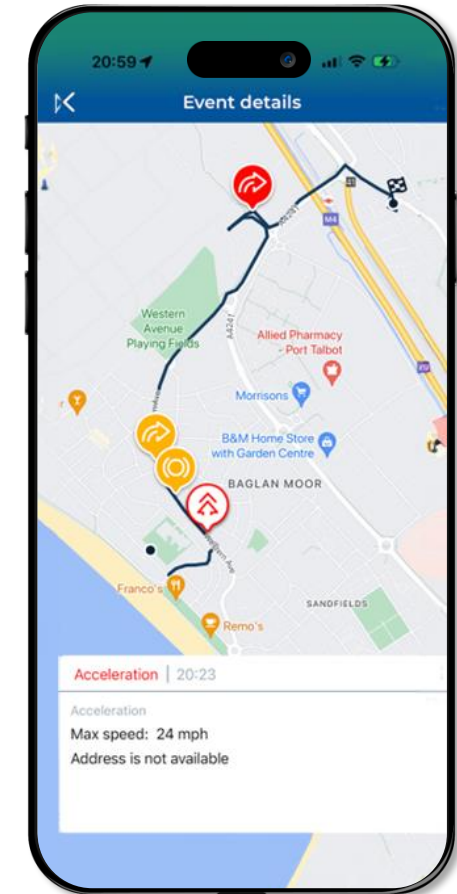
Lists all your trips for the last 7 days – or for previous 7-day periods up to a maximum of 3 months.



Tap on a trip to get a detailed analysis of the journey, including Safety and Compliance Events

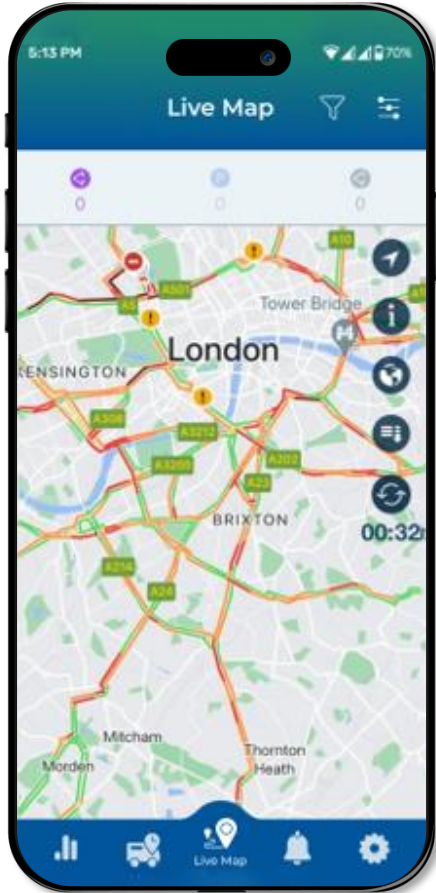


Tap on an individual event to display where it occurred and its details

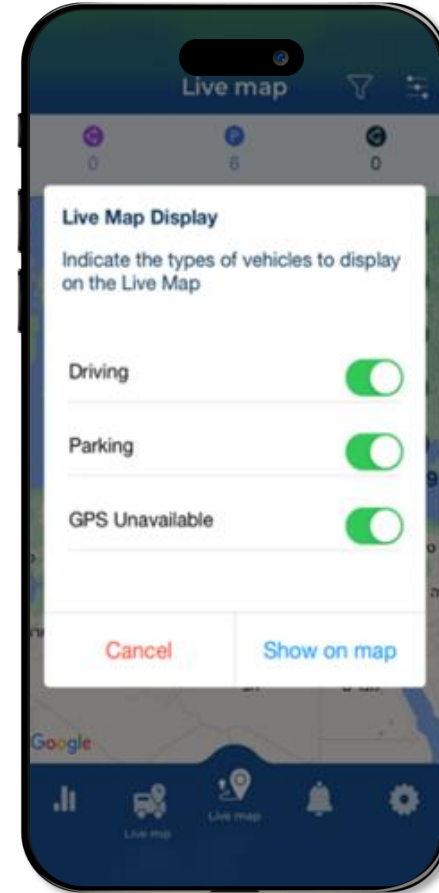


Live Map Tab

Displays the last recorded location and status of all team drivers and vehicles.
Tapping on any individual vehicle provides detailed information about the trip in progress.



Use the **Filters** screen to display specific drivers/vehicles, or to look for resources that fit your criteria (e.g. Parking vehicles etc.)



Notification Tab

Drive™'s Notification Center is where you go to see the personalized notifications that the system sends you.

They come in 2 “flavors”:

- **Trends:** when Drive™ “sees” that your safety has been improving, it sends you an encouraging note. When it identifies that that your safety has been getting worse, it sends you a “heads up”.
- **Misconfigurations:** if the app identifies misconfigurations that need to be corrected, it will send you a message. Tapping on the message takes you straight to the Settings screen so that you can change the configuration.

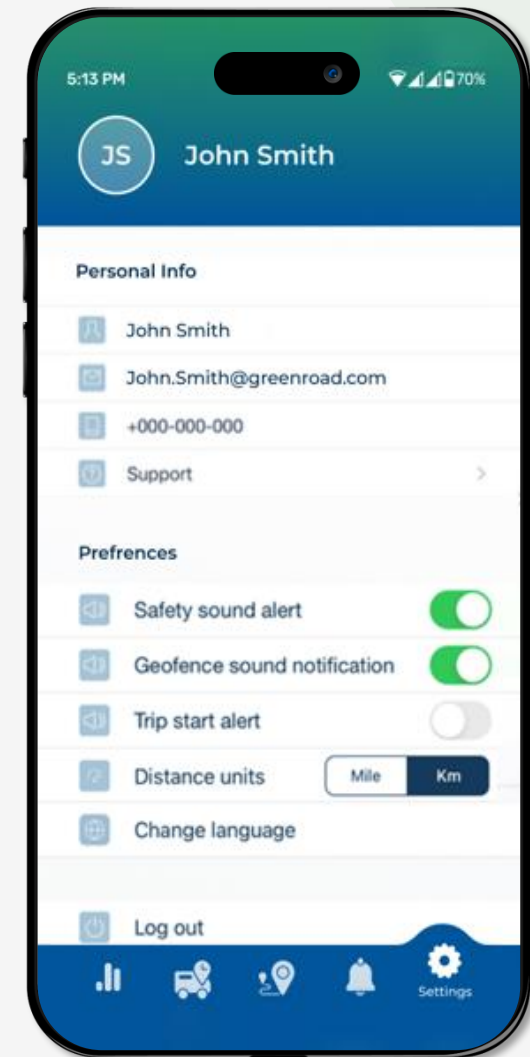


Settings Tab

The **Personal Info** section is where you enter your personal details. Click the **Support** button if you need to file a support request.

The **Preferences** section is where you set your preferences, including alert options and distance units.

Change the language: GreenRoad Drive™ supports numerous languages. Clicking here lets you select the language you would like it to use for its screens, texts and voice messages.



Hotspots

GreenRoad's Hotspots functionality uses heat mapping to identify locations where the fleet has experienced a significant number of safety events.

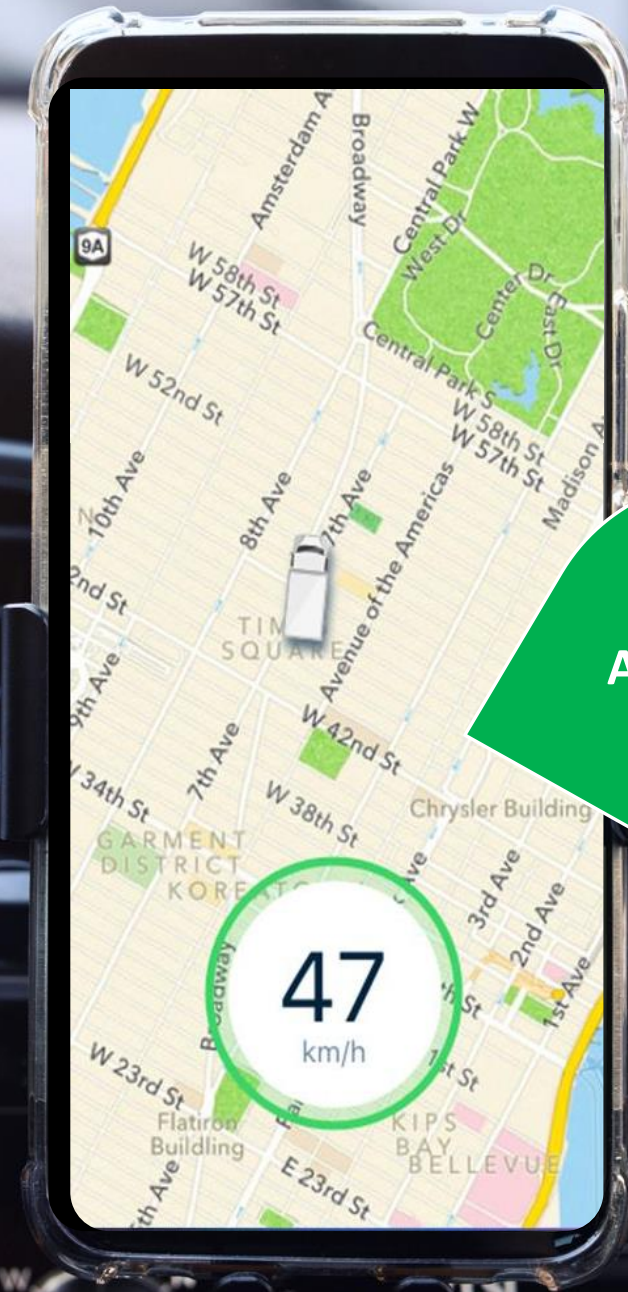
For Managers:

Hotspots refer to the fleet's riskiest areas.

Note: A detailed breakdown of the Safety Events recorded at each hotspot is presented in Central™.

For Drivers:

Hotspots keeps track of where each driver has had two or more Safety Events, and provides warnings when they near the area. Each time they pass this spot safely, their "event tally" for the hotspot is reduced by one. Once it drops to 1 or 0, the app stops providing the alert.

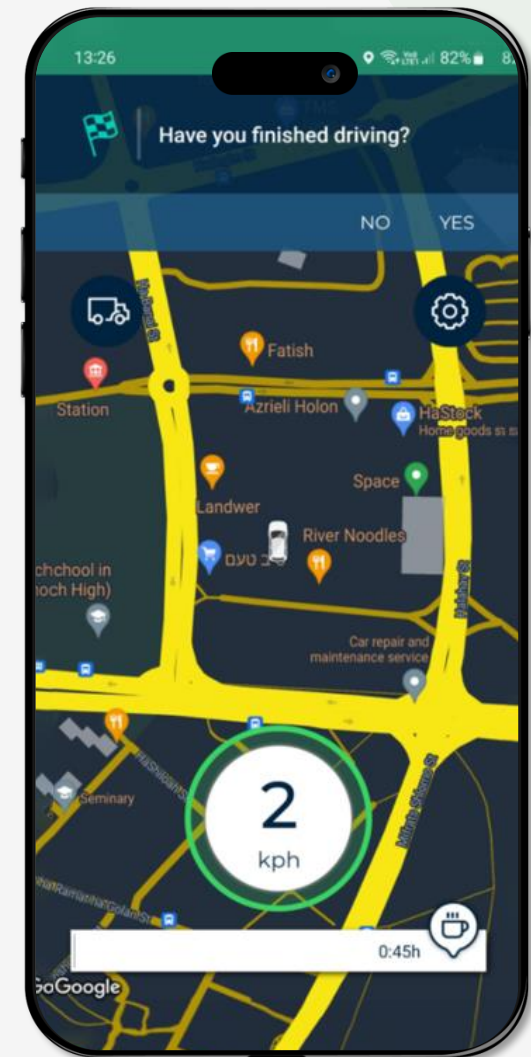


Careful:
Approaching
risky area

Automatic Detection of Trip Ends

When your trip is complete, simply unplug the power cord, remove the phone from the cradle and leave the vehicle.

The system will sense that you have ended the trip, stop recording and close the trip record.





Frequently Asked Questions



If I use my own vehicle, will my personal trips be recorded?

Trips recorded while Duty Mode is set to Personal are not visible to managers and do not affect your Safety Score. However, Drive™ continues providing you with real-time coaching.



Is my location visible when I'm set to Personal or Off Duty" status?

No. In these modes, Drive™ does not track your location.




Do I need to manually switch between On Duty and Personal status?


If you have a regular work schedule, you can use Drive™'s Duty Scheduler to automatically switch between On Duty and Personal status – and back again - at the same times each day. Otherwise, you will need to switch manually between On Duty and Personal status.





Does Drive™ require network connectivity to function?

For initial login, the app requires network reception for one full trip. After that, the app can function properly and detect safety events without network connectivity - as long as it has a GPS connection.

- 

What will happen if my network connection is lost during a trip?
If you lose your data connection (WiFi or mobile) while driving, all trip data will be recorded and stored in the phone until connectivity is re-established. You will continue receiving real-time coaching about all events except the ones that require real-time location information. When connectivity is re-established, all data from the stored trips will be uploaded to GreenRoad Central™.
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What do I do if I forgot my username or password and can't log in?
Contact your manager or "GreenRoad Champion". If you know your username but not your password, insert the username and click "Forgot your password?" to reset the password.
- 

Why do I need to set my Location Services as "Always Allow" in order for Drive™ to function?
This enables the app to access your device's Geofencing functionality, and therefore to auto-start your trips correctly, even when it is minimized or working in the background. This is a mandatory permission for correct functioning of the app.
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Why do I need to allow access to Motion and Fitness Services in order for Drive™ to function?
This helps the app determine that you are driving – that is, that your vehicle is in motion. This is a mandatory permission for correct functioning of the app.



GreenRoad

Contact us at
ProductCentral@GreenRoad.com