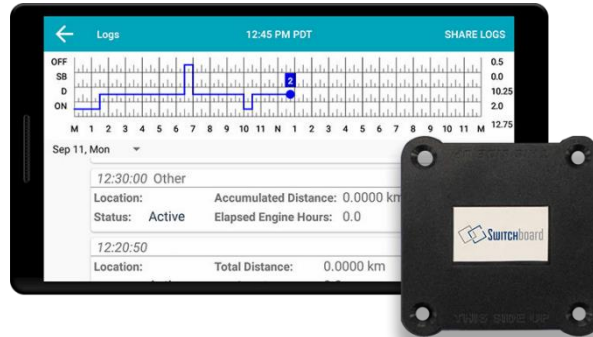




## ELD Instruction Manual for Drivers



**Important: This guide must be kept in the vehicle at all times.**

Any questions? Contact us at **1-844-535-3387**

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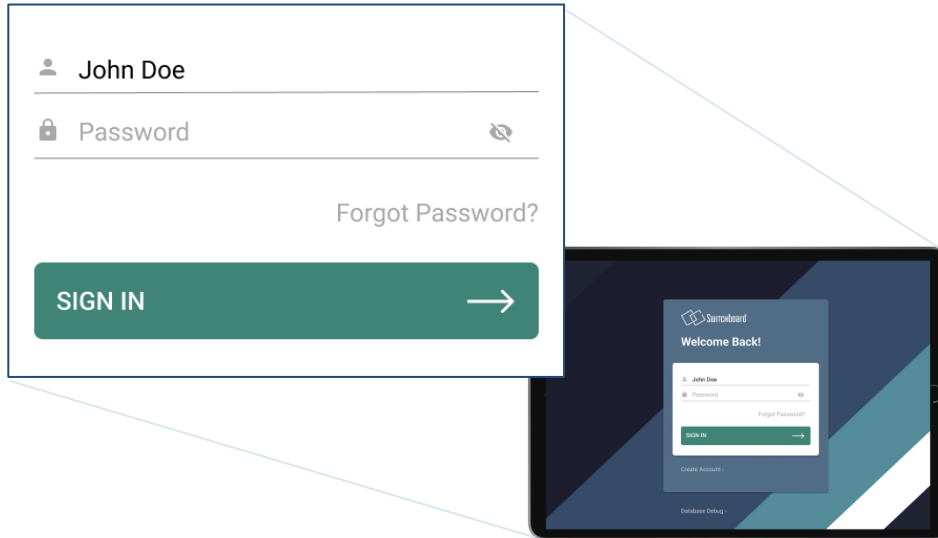
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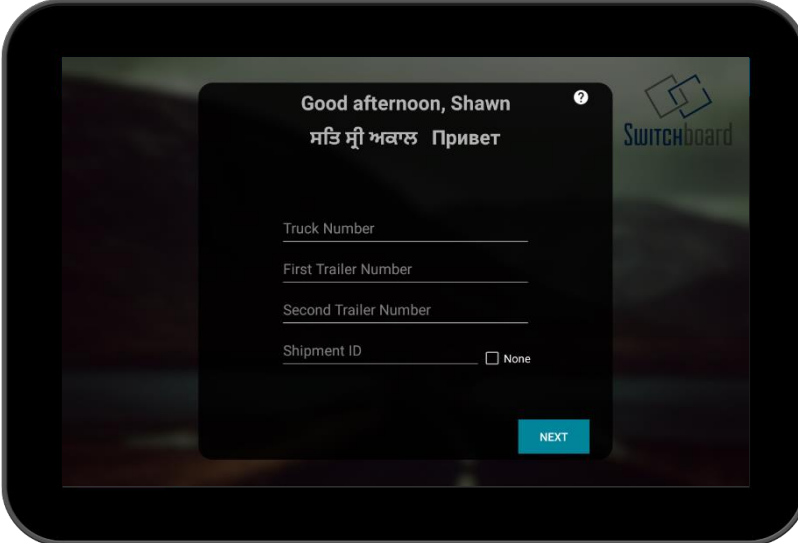
# Logging In to Switchboard

- 1 Turn on the Tablet by pressing and holding the PWR (Power) button on the side of the tablet
- 2 To log in, use the **username** and **password** you received from your dispatcher (you may have received it on your phone as a text message)
- 3 Enter your username and password, then select **Sign In**



## Selecting Vehicle & Cycle Rules

When asked to enter your Vehicle ID, enter the vehicle ID for the vehicle you're in (this is usually your truck number).

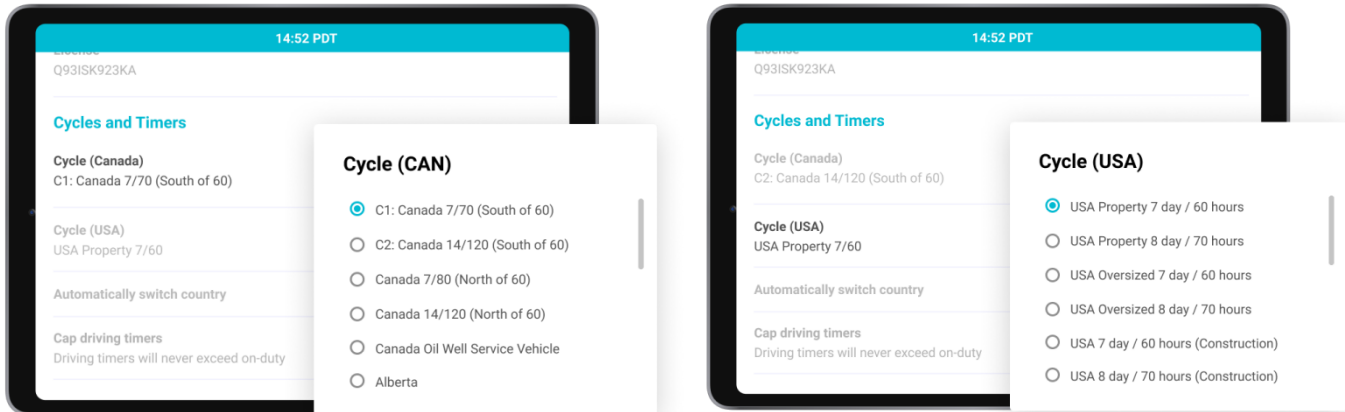


The image shows a tablet displaying a user interface for a Switchboard application. The screen is dark-themed and features a central white card with the following elements:

- Greeting: "Good afternoon, Shawn" followed by a help icon (question mark in a circle).
- Multi-language greeting: "ਸਤਿ ਸ੍ਰੀ ਅਕਾਲ" and "Привет".
- Switchboard logo in the top right corner of the card.
- Form fields for: "Truck Number", "First Trailer Number", and "Second Trailer Number".
- A "Shipment ID" field with a "None" option and an unchecked checkbox.
- A blue "NEXT" button at the bottom right of the card.

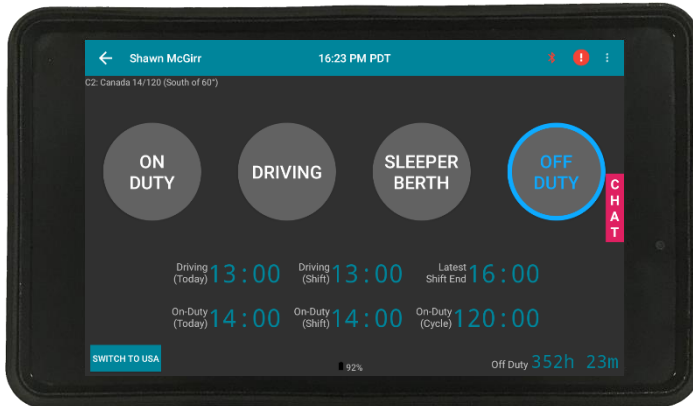
# Setting Cycle Rules

- 1 For **Cycle (Canada)**: select the Hours-of-Service that you're using in Canada (*this is typically Canada 7/70 [South of 60°]*)
- 2 For **Cycle (US)**: select the Hours-of-Service that you're using in the United States (*this is typically USA Property 8/70°*)



# Setting Duty Statuses

- 1 Select the **Driver** Button
- 2 Select **ON DUTY**, **DRIVING**, **SLEEPER BERTH**, or **OFF DUTY**
- 3 Select any relevant **annotations** or enter your own **additional comments**.
- 4 Click **CHANGE DUTY**





# Completing a Pre-Trip

- 1 Select the **Driver** Button
- 2 Select **ON DUTY**
- 3 Click **Pre-Trip**, then select **CHANGE DUTY**
- 4 Enter appropriate information, and make sure that you have completed your **Signature**, then select

VEHICLE DEFECTS OTHER SIGNATURE

Vehicle Id: fgg

Vehicle Plate:

Trailer 1: Trailer 1 Plate:

Trailer 2: Trailer 2 Plate:

CANCEL

VEHICLE DEFECTS OTHER SIGNATURE

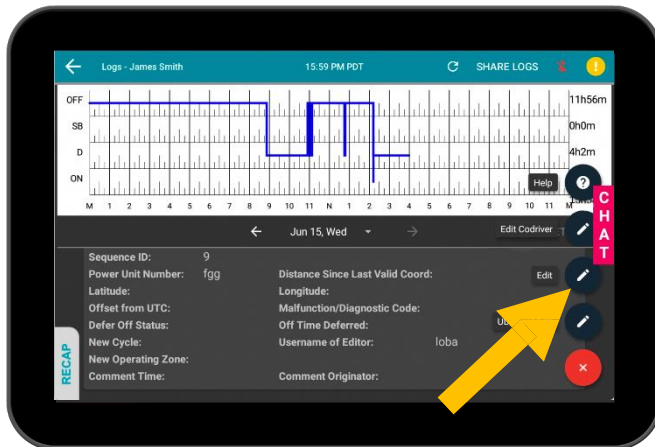
My name, below, indicates that I declare the vehicle above has been inspected in accordance with the applicable requirements

CLICK TO SIGN  
mir age

# Editing Your Logs

Switchboard allows you to fix errors on your electronic logbook. You can edit everything, except **Driving Time**.

- 1 Select the **View Logs** button
- 2 Select the **Red X Button**, then select the **Edit** button on the bottom right
- 3 Choose a **Start Time** and **End Time**, then select a **Duty Status**
- 4 Select **COMPLETE**



# Advanced Log Edits: Co-Driver Edits

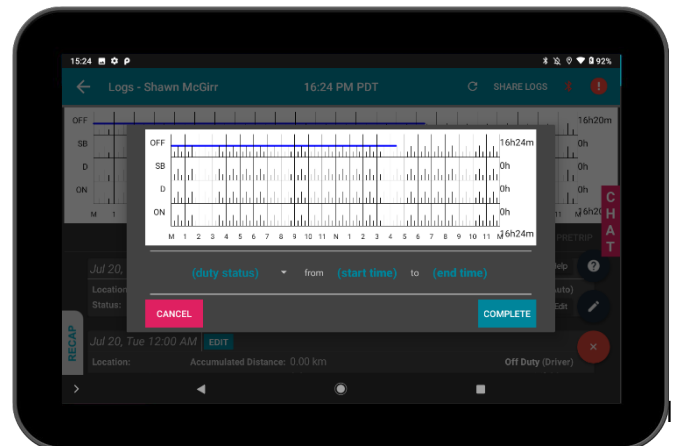
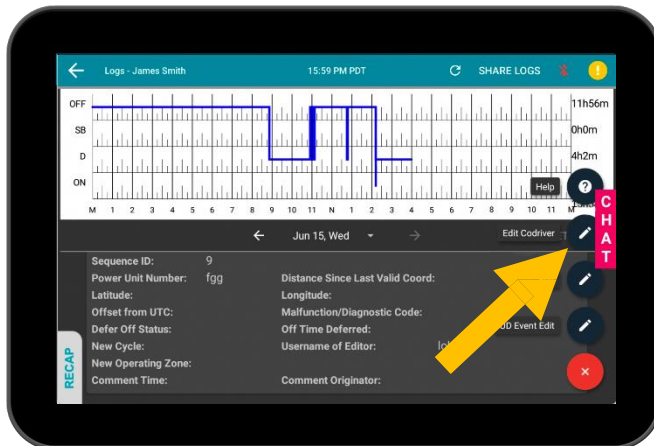
Switchboard allows you to swap driving time with your co-driver.

## To make edits to Co-Driver logs:

- 1 Select the **View Logs** button
- 2 Select the **Edit CoDriver** option

**Note:** In this mode, you can **ONLY** make edits to driving time that was recorded as having a co-driver.

To ensure you're able to make these edits, make sure both you and your co-driver are logged into Switchboard when you are recording logs for the day.



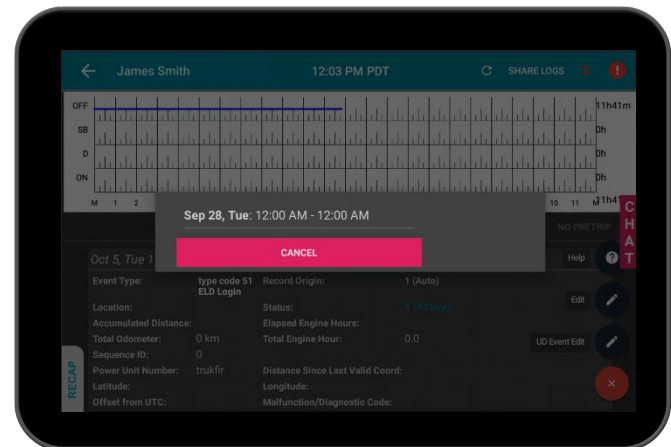
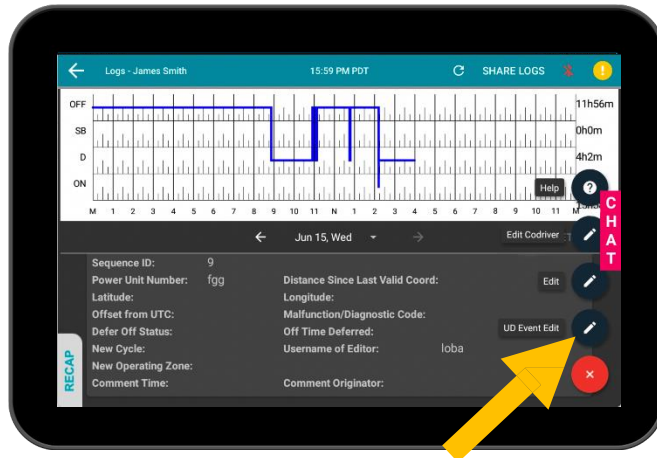
# Advanced Log Edits: Unidentified Driving

Switchboard allows you to remove driving time that was assigned to a driver mistakenly.

## To make edits to Unassigned Driving Time:

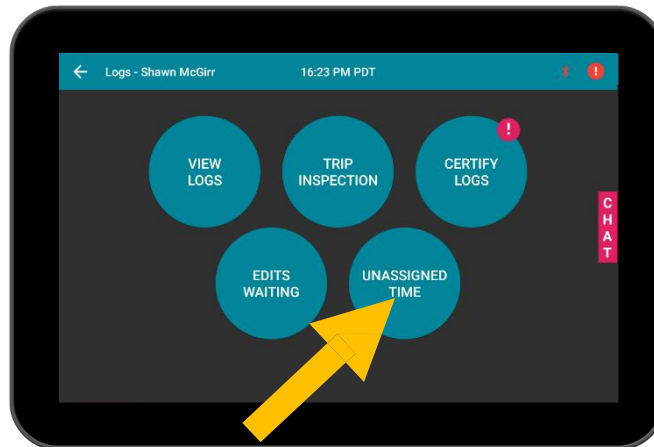
- 1 Select the **View Logs** button
- 2 Select the **UD (Unidentified Driver) Event Edit** option

**Note:** You can **ONLY** make edits to assigned driving time from the unassigned profile. Recorded driving time under a driver's profile is unable to be unassigned.



# Unassigned Time

- 1 When your vehicle has been detected to be **driving**, and you have **not logged in**, then you will have “Unassigned Time”. This unassigned time must be assigned to a driver.
- 2 Select the **View Logs** button
- 3 Select the **Unassigned Time** button



# Accepting or Rejecting Log Edits from the Office


Your **office** may have requested to **edit** your log.  
You have the choice to **accept or reject** these edits.

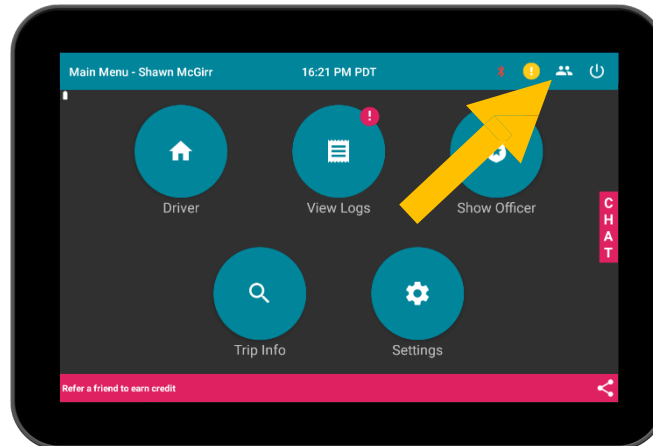
- 1 Select the **View Logs** button
- 2 Select the **Edits Waiting** button
- 3 Select a particular edit
- 4 Choose to **IGNORE, REJECT, OR ACCEPT**



## Selecting a Co-Driver / Logging in as Co-Driver

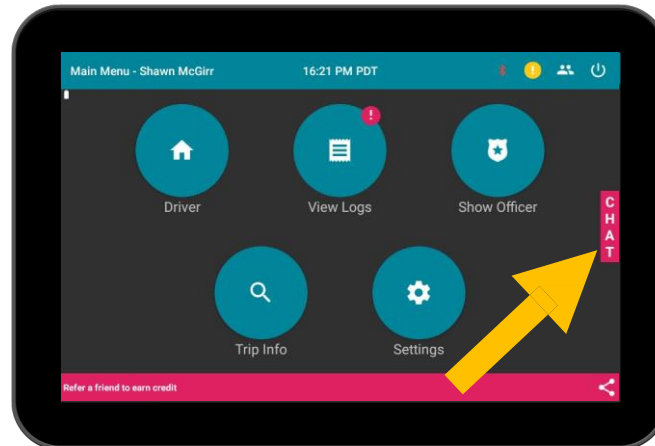
- 1 At the Home Screen, select the icon of the **two people** at the top of the screen.
- 2 Choose the duty status that the driver will be in after switching.
- 3 **Sign In** with the co-driver account.

**Note:** Make sure that the main driver **does NOT** log out. Use the  button to login to ensure logs are generated with proper co-driver records



## Sending a Message to your Dispatcher

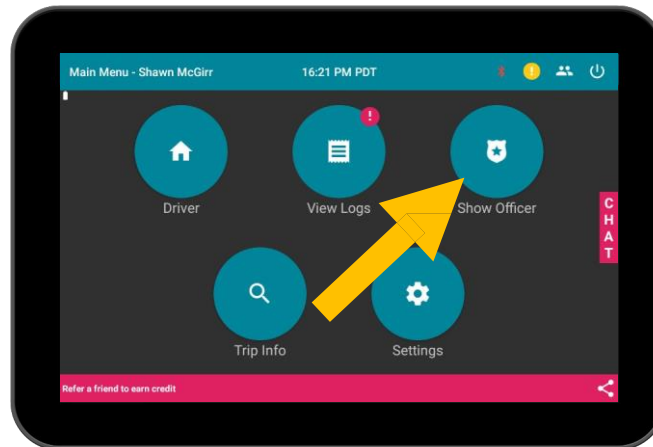
- 1 Select the **CHAT** tab on the right side of the screen
- 2 Enter your **message** at the bottom
- 3 Press the **send button** to send the message





# Showing Logs to Officers

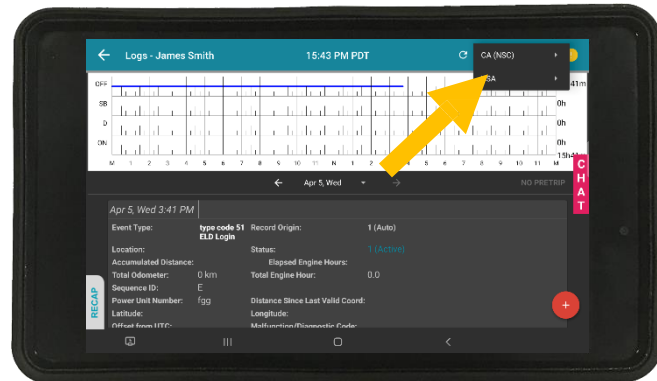
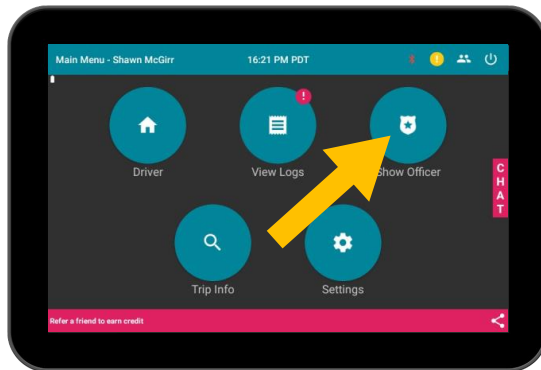
- 1 Select the **Show Officer** button
- 2 Show the logs to the officer
- 3 If they request it, you can **email** or **fax** the logs. Select **SHARE LOGS** at the top right, and enter the officer's fax number or email to send.
- 4 To exit, select the **back button** on the top left. You need to enter your **password** to exit.



# Data Transfer Mechanisms (Web/Email)

Switchboard supports Telematics transfer to electronically transfer data to an authorized safety official on demand via wireless Web services and email.

- 1 Select **Show Officer**, then select the **SHARE LOGS** button.
  - US DOT: **USA**
  - Canadian NSC: **CA (NSC)**



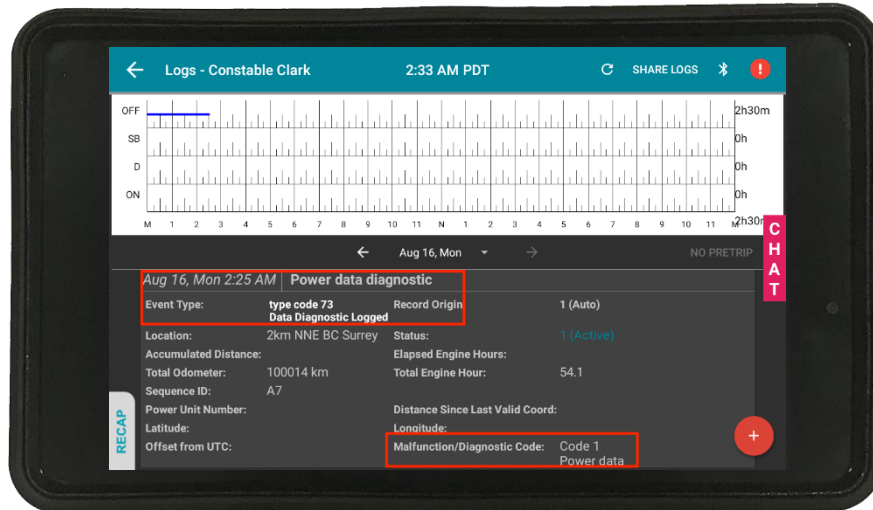
# Canadian ELD: Malfunctions & Data Diagnostics

As a part of compliance with the Canadian ELD mandate, Switchboard reports malfunction and data diagnostic events for certain situations. These events will have a “data diagnostic” or “malfunction” event type, and you can view them in two locations:

1 View Logs & Show Officer Page

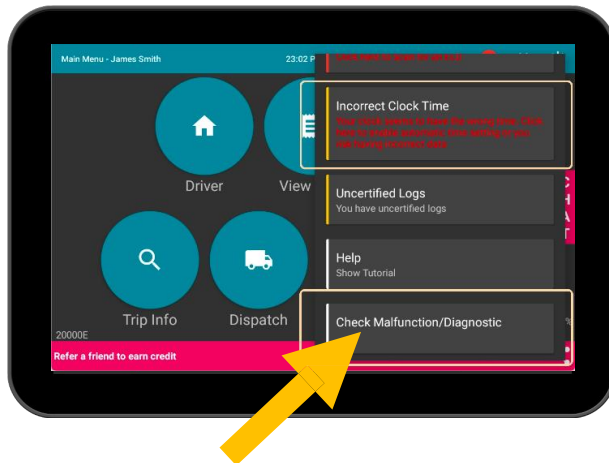
## Select View Logs or Show Officer

- If you have a data diagnostic or malfunction event, it will show up in the Events List.



## 2 View Logs & Show Officer Page

When you click the **exclamation mark** you can now select **“Check Malfunction/Diagnostic”** where you will be able to view the status of the malfunctions and diagnostics on Switchboard.

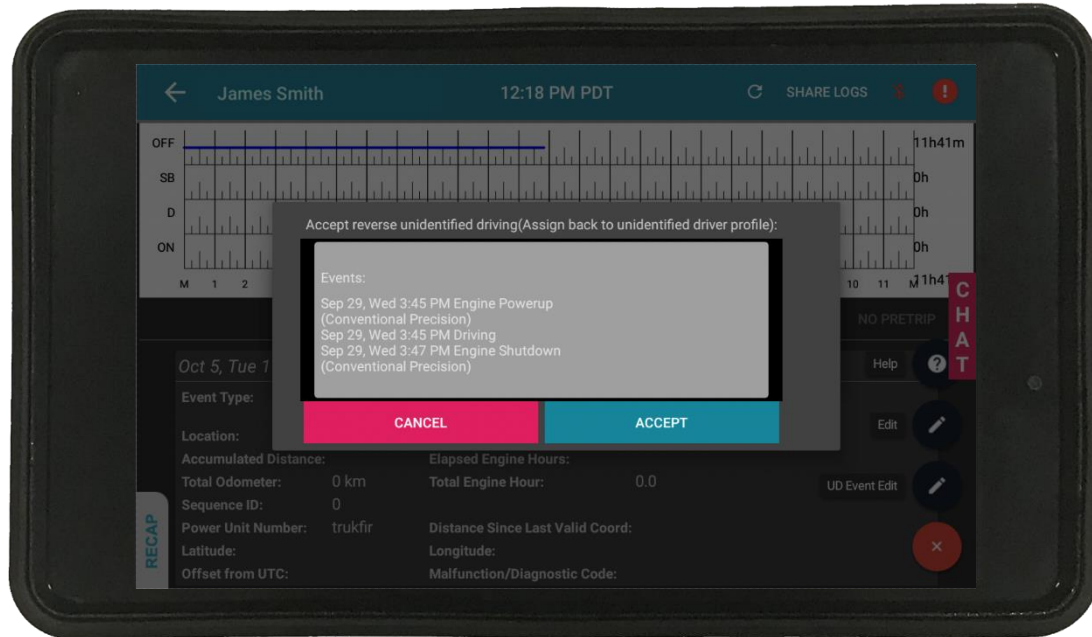


# Canadian ELD: Unidentified Driving Time Edits

If **Unidentified Driving Time** was attributed to a driver, you can undo/reverse this edit.

- 1 Select the **Red X Button**, then select the **UD Event Edit** button on the bottom right

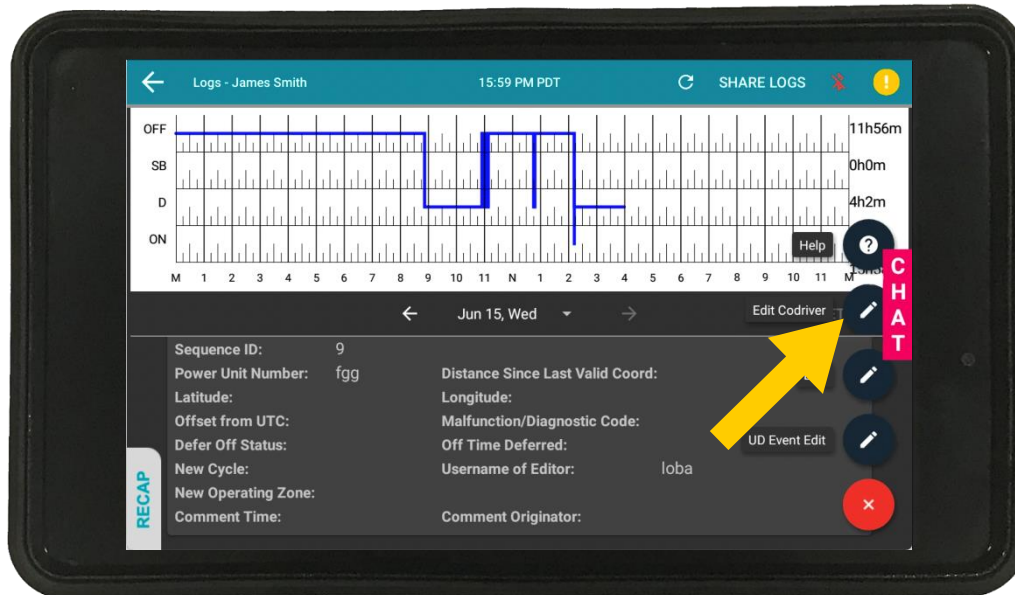
*Unidentified Driving Time is recorded when the ELD detects that the vehicle is moving, but Switchboard does not have a driver logged in. This Unidentified Driving Time can be identified with a driver afterwards.*



# Canadian ELD: Co-Driver Driving Time Swap

If you have a co-driver, you can **edit driving time** by swapping the driving time between you and your co-driver.

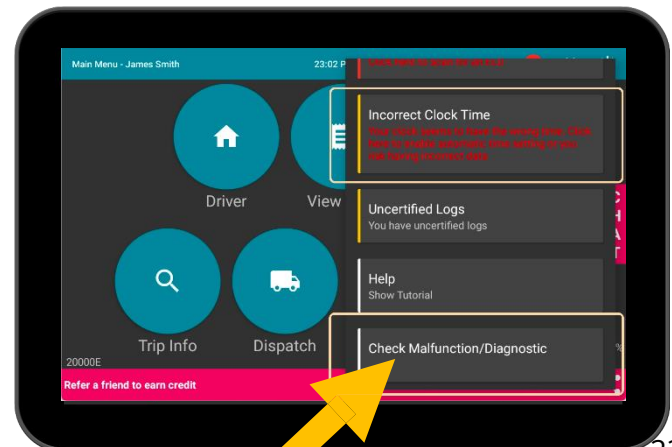
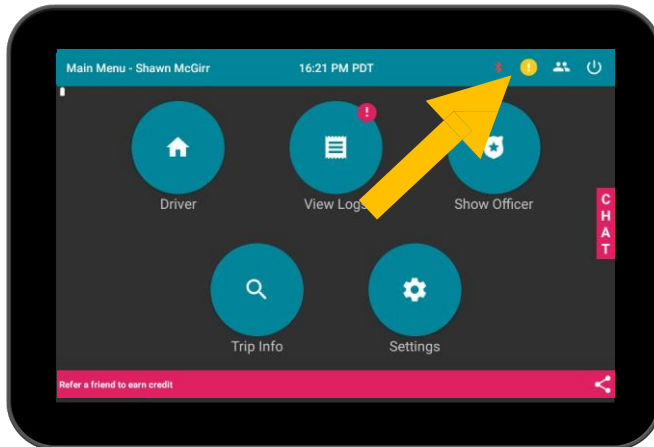
- 1 Go to **View Logs**
- 2 Select the **Red  Button**, then select the **UD Event Ed ** button on the bottom right



# How to recognize if your ELD is malfunctioning?

There are two ways in the system where you can identify if the engine module is working properly or not.

- 1 If you can look at the Switchboard Engine Module, ensure that the cable connected to it is plugged into your truck. You should be able to see a **red** or **green light** either flashing or solid from the side of the Engine Module. **If you see this, then the ELD is operating normally.**
- 2 On your Switchboard ELD app on your tablet or phone, if there are any errors detected you will see a **red exclamation (!) mark** near the top of the screen. Select it to determine the errors and how to resolve the error.



## Resetting your Switchboard ELD Engine Module & Tablet

- 1 Unplug the Switchboard Engine Module cable from your vehicle, and turn off your tablet or smartphone.
- 2 Wait 30 seconds (after the red/green lights on the Engine Module stop blinking)
- 3 Plug the Switchboard Engine Module cable back in and turn on your tablet or smartphone.
- 4 **(Only if you have a Switchboard tablet)** Press and hold the **Power** and the **Volume Down** buttons together for 10 seconds.



Switchboard ELD Engine Module



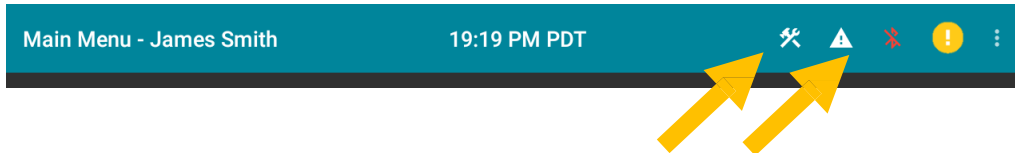
# Malfunction Reporting Instruction Sheet

## If an ELD malfunctions, a driver must:

- 1 Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours;
- 2 Reconstruct the RODS (record of duty status) for the current 24-hour period and the previous 7 consecutive days, and record the RODS on graph-grid paper logs, or electronic logging software, that comply with 49 CFR 395.8, unless the driver already has the records or retrieves them from the ELD; and
- 3 Continue to manually prepare RODS (record of duty status) in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance. The recording of the driver's hours of service on a paper log, or electronic logging software, cannot continue for more than 8 days after the malfunction; a driver that continues to record his or her hours of service on a paper log, or electronic logging software,

## If an ELD malfunctions, a motor carrier must:

- 1 Correct, repair, replace, or service the malfunctioning ELD within eight days of discovering the condition or a driver's notification to the motor carrier, whichever occurs first; and
- 2 Require the driver to maintain paper RODS (record of duty status) until the ELD is back in service.

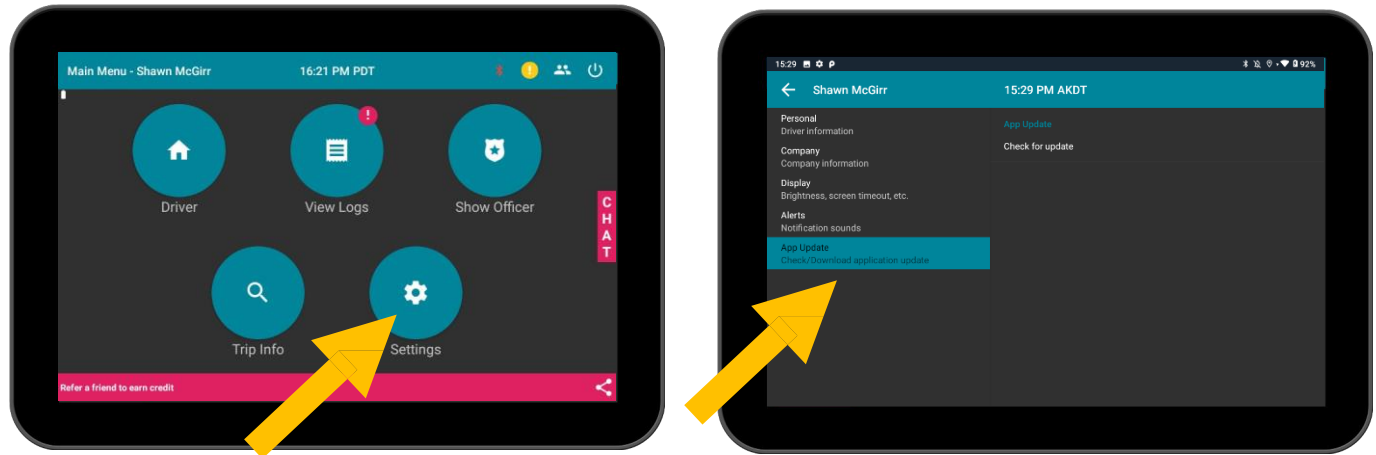


**Diagnostic and Malfunction Alerts on the Switchboard ELD**

# How to update your Switchboard ELD

- 1 For those with Switchboard Enterprise Tablets, go to your **Settings Page**.
- 2 Select the **App Update** option from the list, then select **Check for update**.

*If you are using BYOD (bring your own device), you can go to the Google Play Store or App Store to download the latest update.*



## What to do if ELD is malfunctioning?

- 1 Immediately contact Switchboard Support at **1-844-535-3387** or **support@onswitchboard.com** to troubleshoot the issue.
- 2 Note the malfunction and provide written notice to your fleet within 24 hours.
- 3 Keep a paper log for that day and until ELD is repaired or replaced. In the event of an inspection, display the previous 7 days logs from the Switchboard App.



Have any questions? Contact us below:

Email            **[support@onswitchboard.com](mailto:support@onswitchboard.com)**

Call              **1-844-535-3387**

Online          **[support.onswitchboard.com](http://support.onswitchboard.com)**