

- 
2. [How to connect your ELD Device with the App](#)
  3. [Changing Duty Status](#)
  4. [Adding a DVIR](#)
  5. [How to Certify Your Daily Logs in the Matrack ELD Driver App](#)
  6. [How to approve multiple days from the "Unapproved Dates option](#)
  7. [How to sync your activity data with Highway.com](#)
  8. [How to Read & View HOS Clocks in the Driver App](#)
  9. [Adding Trailers and Shipping Documents](#)
  10. [DOT inspection mode](#)
  11. [How to add/edit driver profile](#)
  12. [How to add past events](#)
  13. [How to add missing data in events](#)
  14. [How to Check Remaining Shift Time](#)
  15. [How to enable adverse conditions exemption](#)
  16. [How to resolve Missing Event Data error while certifying logs](#)
  17. [How to Update Your Carrier Details in the Matrack ELD Driver App](#)
  18. [How to Update Your Time Zone on the Matrack ELD Driver App](#)
  19. [How to Change Your Password on the Matrack ELD Driver App](#)
  20. [How to Add or Update your driver signature in the Matrack ELD Driver App](#)
  21. [How to Enable/Disable Voice Status Assist in the Matrack ELD Driver App](#)
  22. [How to Enable/Disable Night Mode in the Matrack ELD Driver App](#)
  23. [How to Use Split Sleeper Berth in the Matrack ELD Driver App](#)
  24. [How to add or enable co-driver](#)
  25. [How to contact support from the app](#)
  26. [How to log in and log out from the Driver App](#)
  27. [How to Update Your Cycle Rule](#)
  28. [How to use Yard Move from the Matrack Driver App](#)
  29. [How to use Personal Conveyance from the Matrack Driver App](#)
  30. [How to update the Matrack Driver App](#)
  31. [Managing Unidentified Driving Events](#)
  32. [Transferring ELD Data to FMCSA](#)
  33. [MT Device Firmware Upgrade Guide](#)
  34. [California Property Carrier Cycle Rules](#)

- 35. [Daily Driving Time Limits](#)
- 36. [Complete Guide to Recap Hours](#)
- 37. [Troubleshooting Log Sync Issues](#)
- 38. [Automatic Driving Status Switch](#)
- 39. [Account Deactivation & Reactivation Guide](#)
- 40. [Accessing the In-App User Guide](#)

# How to Install and Connect Your ELD Device

Here is the Step-by-Step Guide for Connecting Your ELD Device with the Matrack App

Easily install the ELD device into your truck and connect your ELD device to the Matrack ELD Driver App by following these step-by-step instructions. Proper pairing ensures accurate tracking of your driving hours. For further assistance, refer to the detailed guide or watch the instructional video for a complete walkthrough.

## Setup Guide

You can also follow the steps below to complete the connection process.

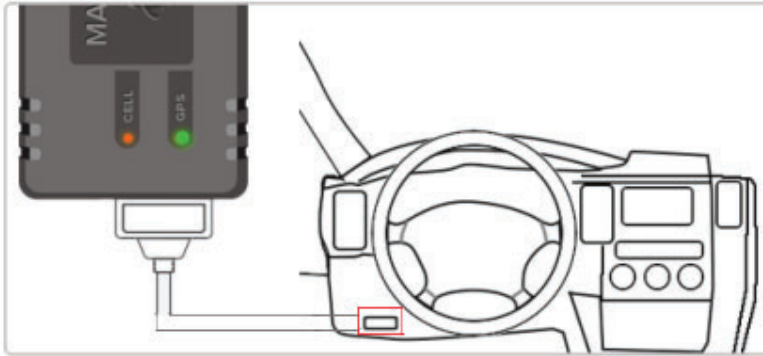
### 1 Gather the Required Materials

Before proceeding, ensure:

- You are in the truck where the ELD will be installed.
- You have the Matrack ELD device and the provided connecting cable.

## Install the ELD Device

- Plug the ELD device into your truck using the connecting cable.



- Turn on the truck to power the ELD.
- Observe the light on the ELD device:

The orange/amber LED should blink once per second.



If it doesn't, turn off the truck, wait a few seconds, and turn it back on. Check the light pattern again.

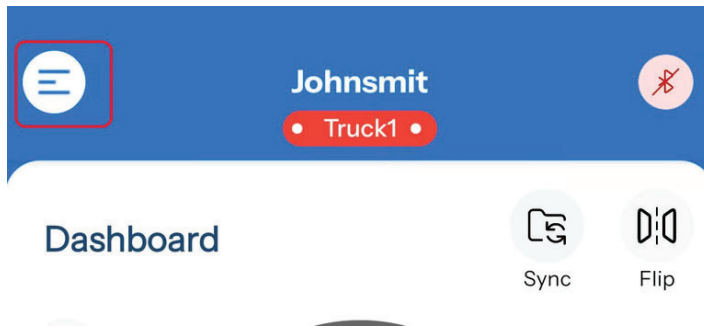


## Enable Bluetooth on Your Phone

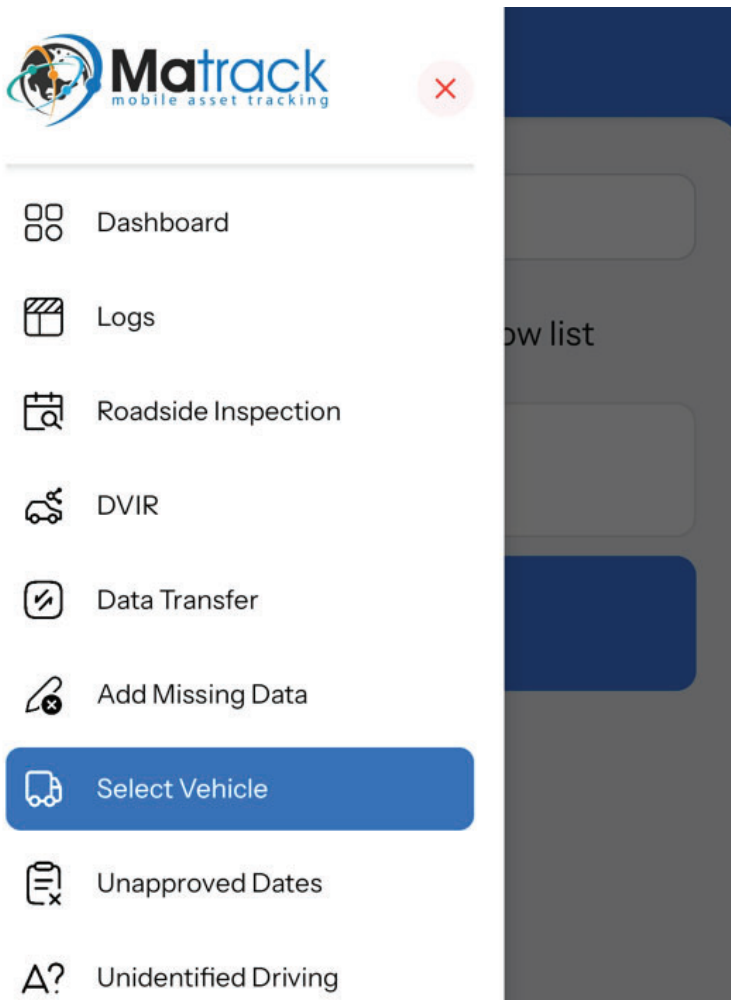
- Log in to the Matrack ELD Driver App.
  - Enter your username and password.
  - Allow all permissions and wait for the complete login.
- Open your phone's Bluetooth settings and ensure Bluetooth is enabled. The app may redirect you to these settings automatically.
- Once Bluetooth is on, return to the app and tap Confirm.
- Navigate to Dashboard:
  - Tap the hamburger menu (≡) in the top-left corner and select "Dashboard" from the Menu..

## Select Your Vehicle

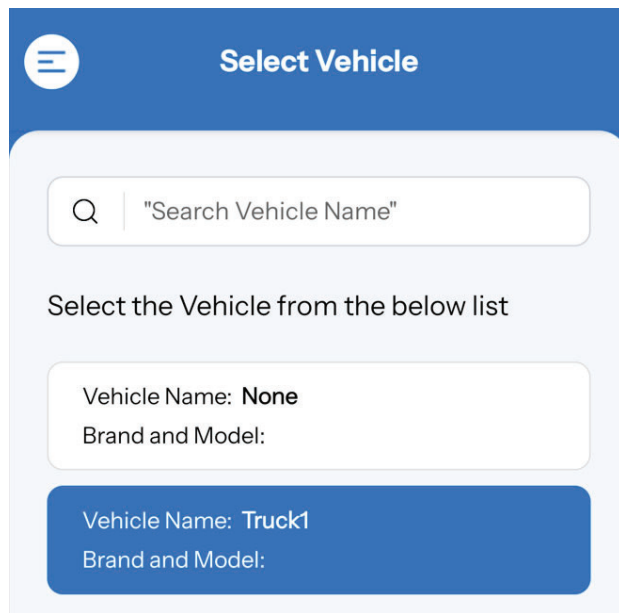
- Tap the hamburger icon to open the menu.



- Look for the "Select Vehicle" option.



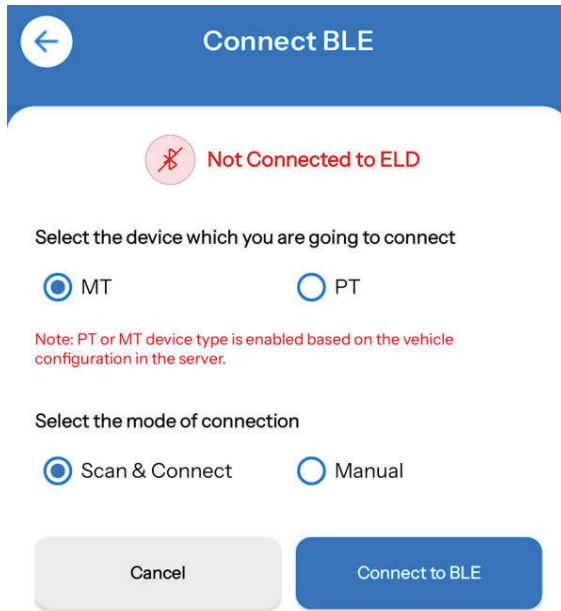
- Scroll through available vehicles.



- Verify the correct vehicle details and select your vehicle.
- **Connection screen :**
  - The app automatically redirects to the connection screen.
  - Alternative method: Go to Dashboard and tap the Bluetooth icon in the top-right corner. The connection screen will appear.
  - To access the Dashboard: Tap the hamburger menu (≡) in the top-left corner and select "Dashboard" from the Menu.



- Verify that the correct ELD device is selected.
  - Look for **PT30** or **MT30** on the device label. If the label says PT30, select PT in the app. If it's MT30, select MT in the app.



Connect BLE

Not Connected to ELD

Select the device which you are going to connect

☒ MT ☐ PT

Note: PT or MT device type is enabled based on the vehicle configuration in the server.

Select the mode of connection

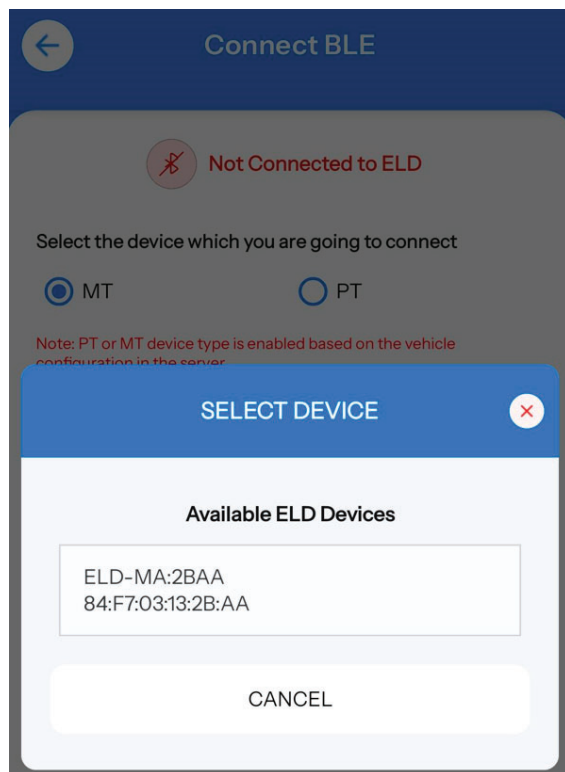
☒ Scan & Connect ☐ Manual

Cancel Connect to BLE

- Choose connection method:

▪ **Option A: Scan and Connect (Recommended)**

- Choose the correct device type: PT/MT
- Select Scan and Connect.
- Tap the "Connect to BLE" button and wait for the scan to complete.



- Select your ELD from the available device list box.
- You should see the ELD Device Connected message.

▪ **Option B: Manual Connection**

- Choose the correct device type: PT/MT
- Select the "Manual" option.

Select the device which you are going to connect

☐ MT ☐ PT

Note: PT or MT device type is enabled based on the vehicle configuration in the server.

Select the mode of connection

☐ Scan & Connect ☐ Manual

Enter the Bluetooth address to connect

4D0E

- Locate the MAC ID on the ELD label and enter the MAC ID as shown.

- Tap "Connect to BLE."



- You should see the ELD Device Connected message

### Important Information & Tips

- Monitor truck icon colors:
  - Red = Bluetooth not connected
  - Orange = Bluetooth connected, Ignition off
  - Green = Bluetooth connected, Ignition on
- Listen for the "Bluetooth Connected" audio message
- Watch for "ELD Device Connected" on screen
- Contact the Fleet Manager if:
  - You're not in the system
  - The vehicle isn't listed
  - Connection issues persist



# Changing Duty Status

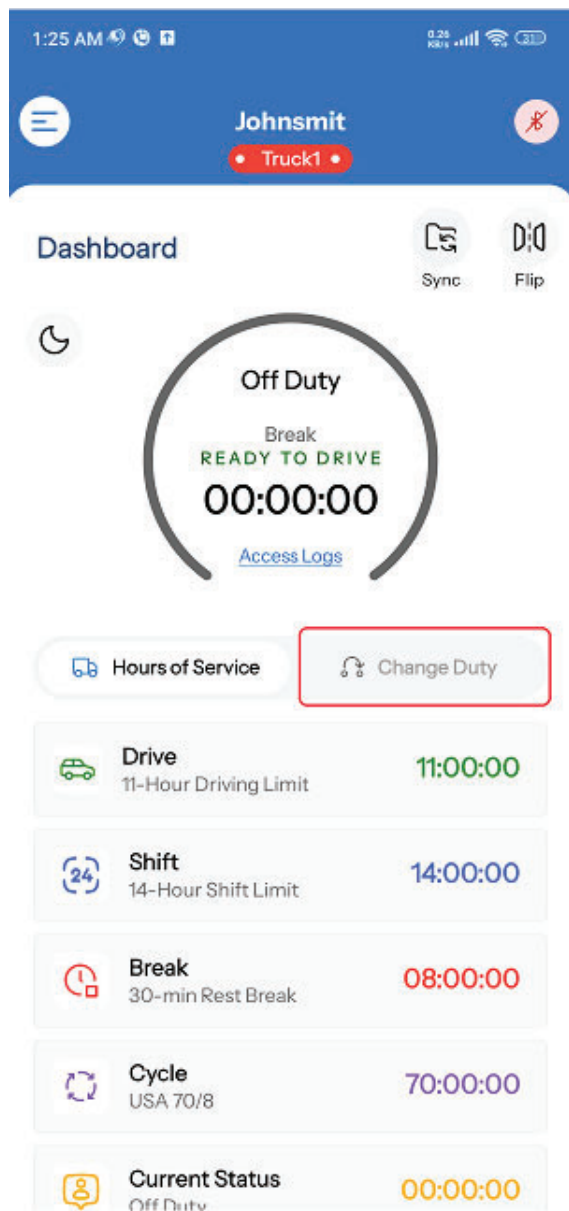
Step-by-Step Guide: Changing Duty Status on the Matrack ELD Driver App

Quickly update your duty status in the Matrack ELD Driver App to keep your logs accurate and compliant. This guide explains how to change your status (e.g., Driving, On Duty, Sleeper) with ease. For step-by-step instructions, refer to our help guide or watch the instructional video.

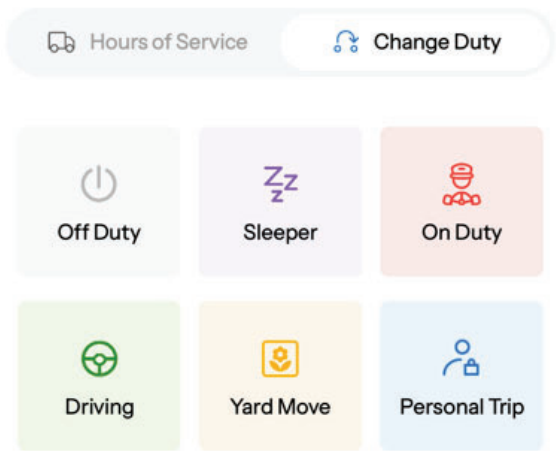
Follow this guide to easily change your duty status and ensure compliance with HOS regulations.

# Open the Dashboard

Log in to the Matrack ELD Driver App. The first screen you'll see is the Dashboard.



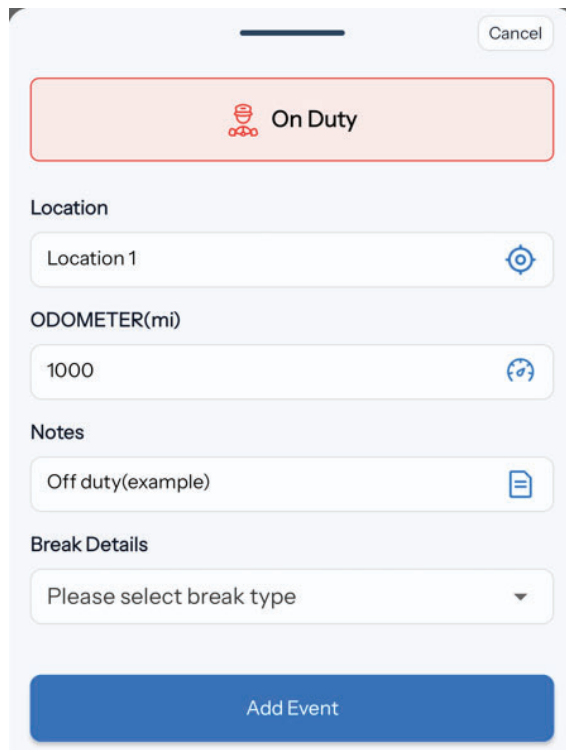
In the Dashboard, you'll see a circle displaying your current duty status and available hours. Below that, there is a Change Duty option. This will open a screen showing the available duty statuses:




Off Duty, Sleeper, On Duty, Driving, Personal Trip, Yard Move

## Change to "On Duty" Status


Tap On-Duty to select and proceed with changing status to on-duty.




Cancel

 On Duty


Location

Location 1 


ODOMETER(mi)

1000 

Notes

Off duty(example) 

Break Details

Please select break type 

Add Event

Verify that the app automatically detects your location. If not, enter the location manually.

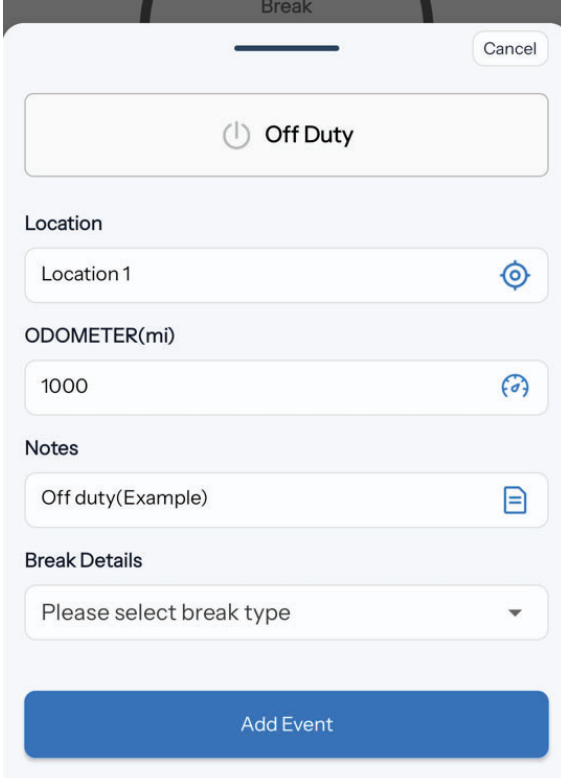
Check the odometer reading. It will auto-populate, but you can also enter it manually if needed. Add a note in the provided field. Example: Type "On Duty."

Skip the Break Details drop-down menu for this status (leave it blank). Tap the Add Event button to update your status.

You'll return to the Dashboard, which will now display your status as On Duty along with updated hours.

## Change to "Off Duty" Status

Tap Off-Duty to select and proceed with changing status to off-duty.

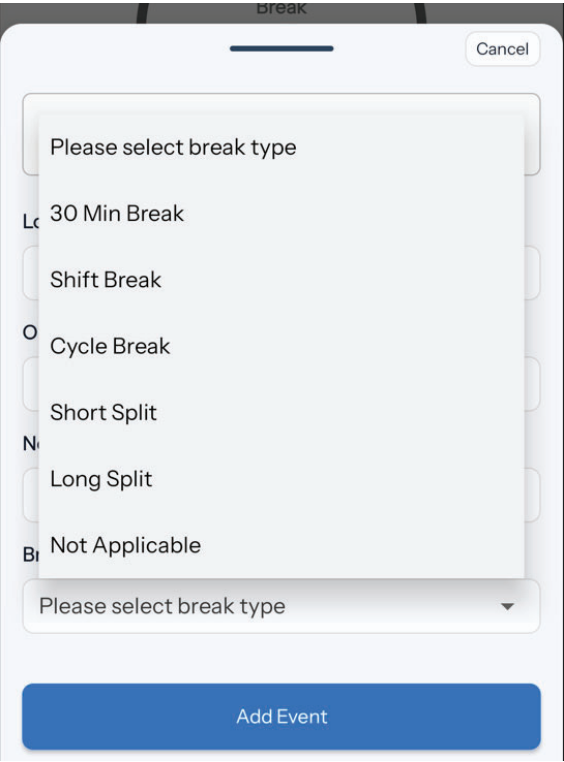


The screenshot shows a mobile application interface for logging a break. At the top, the title is "Break". Below the title is a "Cancel" button. The main content area has a light blue background. The first section is a large white button with a power icon and the text "Off Duty". Below this, there are several form fields: "Location" with a text input containing "Location 1" and a location icon; "ODOMETER(mi)" with a text input containing "1000" and a speedometer icon; "Notes" with a text input containing "Off duty(Example)" and a document icon; and "Break Details" with a dropdown menu showing "Please select break type". At the bottom is a large blue button labeled "Add Event".

Verify your location or enter it manually. Add a note such as "Off Duty" (notes must be at least five characters).

In the Break Details drop-down menu, select one of the following options:

30-Minute Break, Shift Break, Cycle Break, Short Split, Long Split, Not Applicable

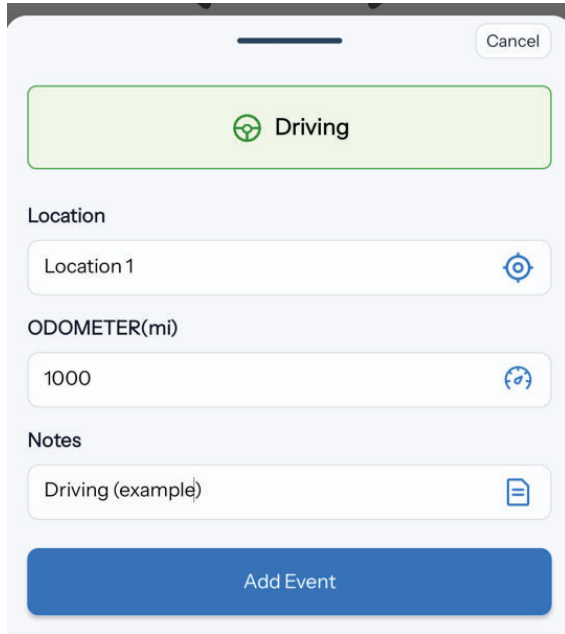


Tap the Add Event button to update your status. The Dashboard will now display your status as Off Duty, along with your selected break type.

## Change to "Driving" Status

The Driving status is updated automatically when your truck moves at a speed of 5 miles per hour or more.

To manually change to Driving status:

A screenshot of a mobile application interface for changing driving status. At the top right is a 'Cancel' button. Below it is a large green button with a steering wheel icon and the text 'Driving'. Underneath are three input fields: 'Location' with the text 'Location 1' and a location pin icon; 'ODOMETER(mi)' with the text '1000' and a clock icon; and 'Notes' with the text 'Driving (example)' and a document icon. At the bottom is a large blue button labeled 'Add Event'.

Tap Driving to select and proceed with changing the status to driving. Verify or manually enter your location. Add a note, such as "Driving." Tap the Add Event button to update your status

The Dashboard will display your Driving status and the remaining driving hours (e.g., 8 hours until your next 30-minute break).

### Additional Information

- Driving hours on the Dashboard will reflect time until your next required break (8 hours) and total daily driving time (11 hours).
- Always update your status to match your activity and stay compliant with HOS rules

# Adding a DVIR

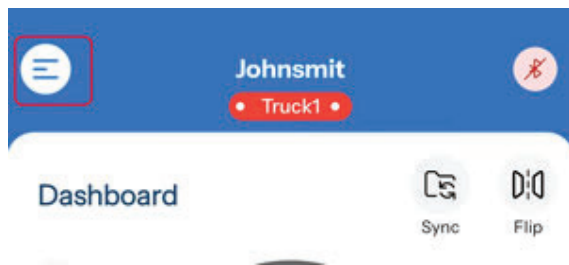
Certifying Your Daily Logs on the Matrack ELD Driver App

Easily complete a Driver Vehicle Inspection Report (DVIR) in the Matrack ELD Driver App by following these step-by-step instructions. For additional support, refer to the detailed guide or watch the instructional video.

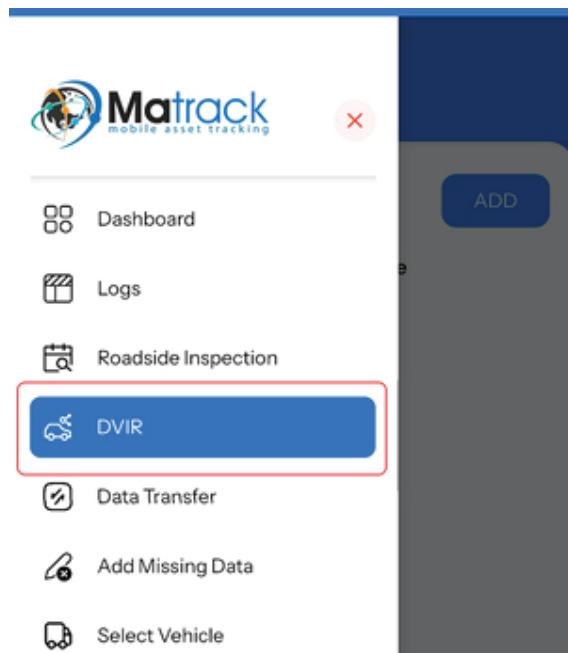
## Driver Vehicle Inspection Report (DVIR) Guide

### Accessing DVIR

1. Log in to the Matrack ELD Driver App
2. Tap the three horizontal lines (menu) in the top-left corner



1. Select "DVIR" from the menu

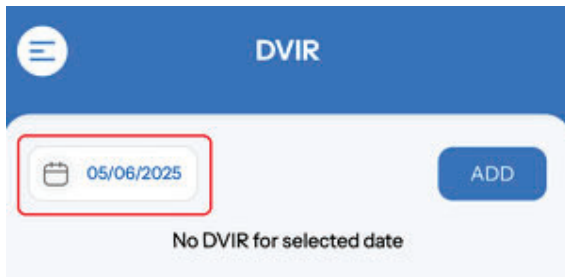


### Starting a New DVIR

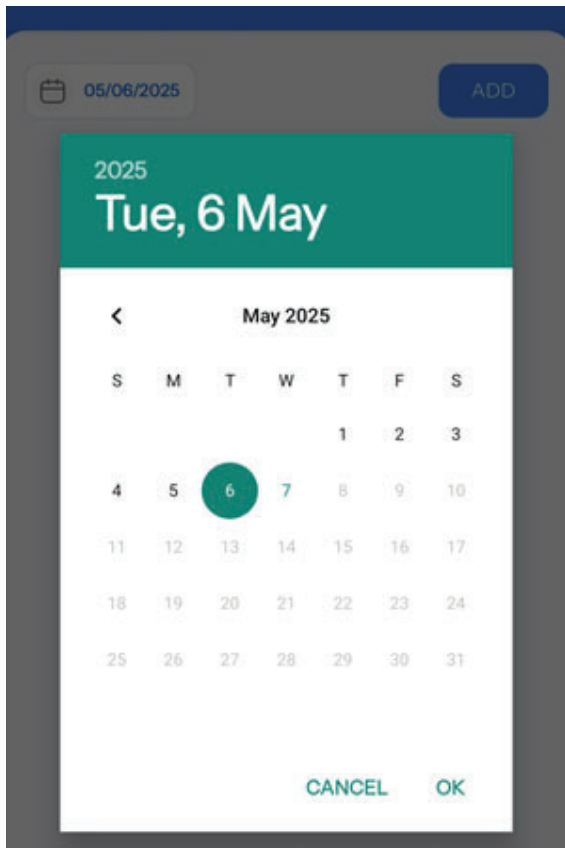


## Initial Setup

1. In the DVIR screen, locate the date field in the top-left corner



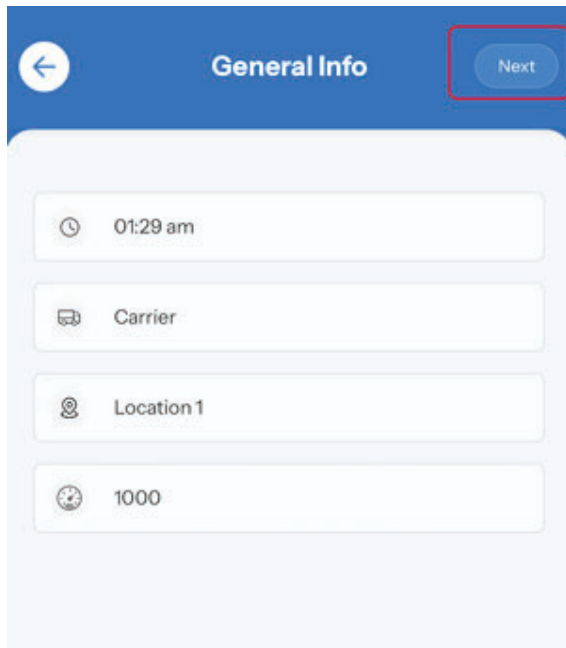
2. Click the date to open the calendar if needed



3. Select the desired date and click the "Add" button on the right side

## Basic Information

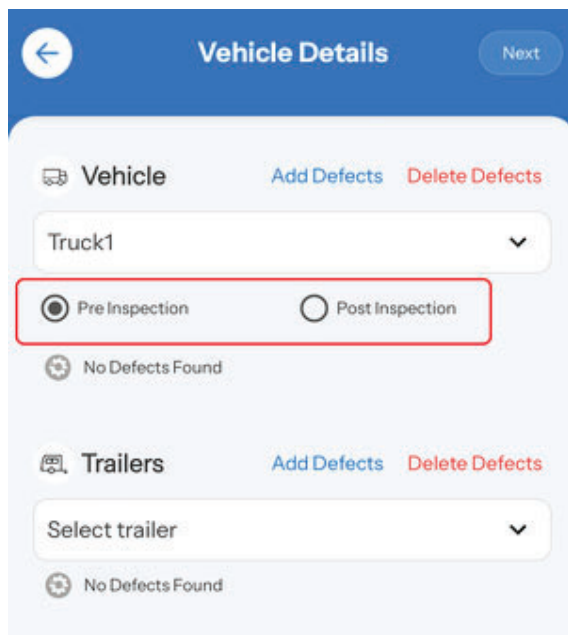
1. Enter or verify the location



2. Input or confirm the odometer reading
3. Click "Next" to continue

## Inspection Process

### Vehicle Selection

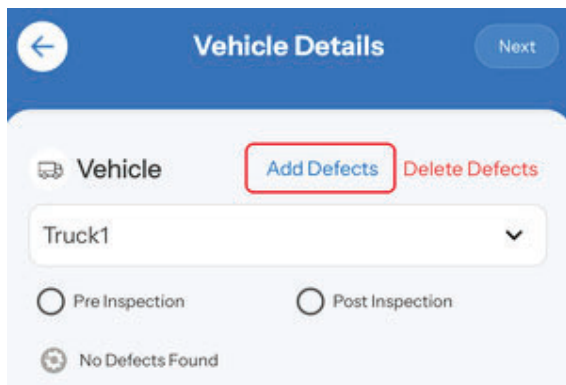


1. Choose inspection type:
  - Vehicle or Trailer
2. Select the truck from the drop-down list. (You can select the trailer too if you are doing an inspection for the trailer also)
3. Select inspection mode:
  - Pre-Trip
  - Post-Trip

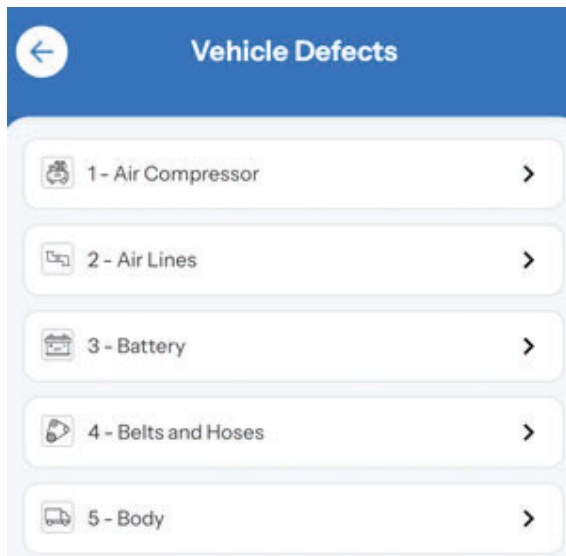
## Recording Defects

If there are no defects, you can skip this step.

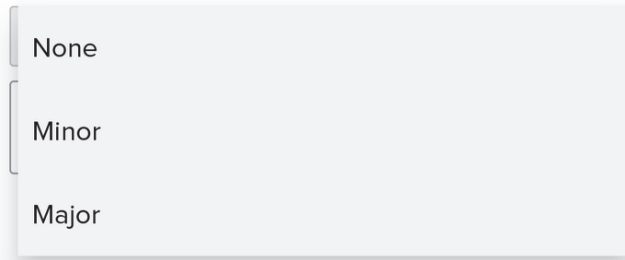
1. Click the " Add Defects" button



2. Select a defect from the list, if any



3. Choose defect severity:
  - None
  - Minor
  - Major

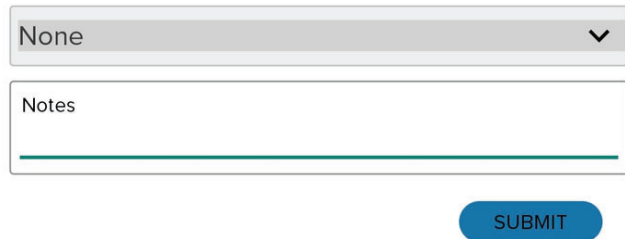


None

Minor

Major

4. Add notes if necessary



None ▼

Notes

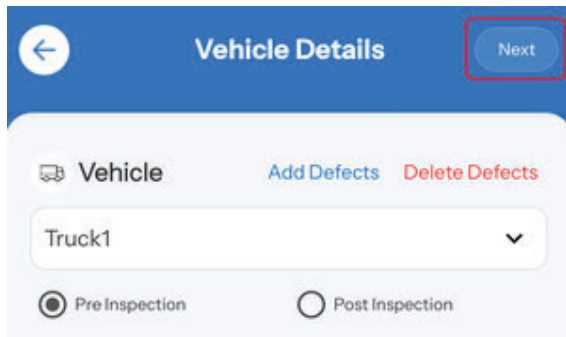
SUBMIT

5. Click "Submit."

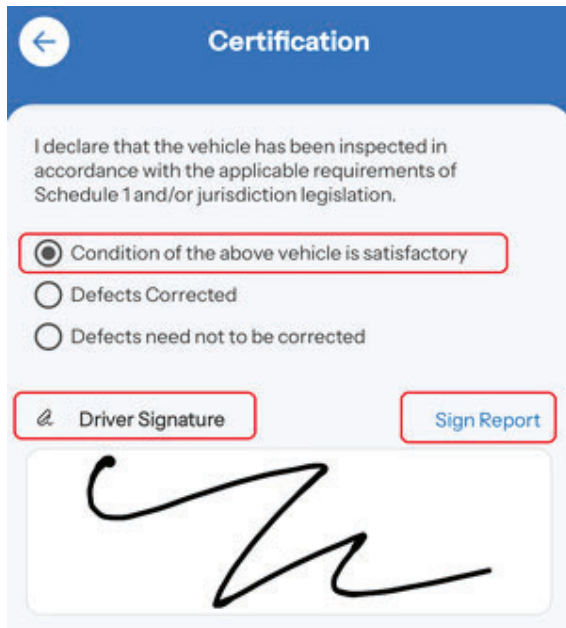
6. Use the back arrow to return to the main DVIR screen.

## DVIR Certification Process

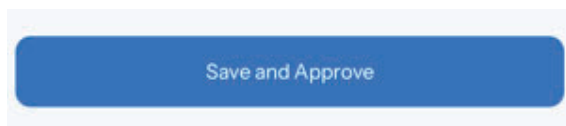
1. Click "Next" to the certification page



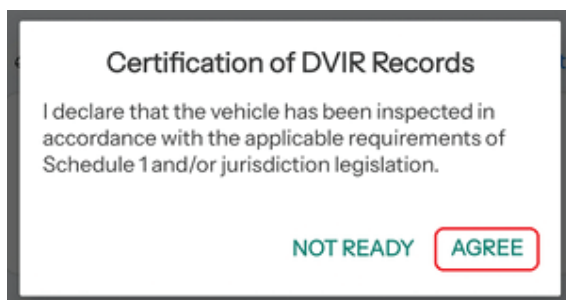
2. Select "Condition of the above vehicle is satisfactory."



3. Click "Sign Report."
4. Add your signature.
5. Scroll down and Click "Save and Approve."

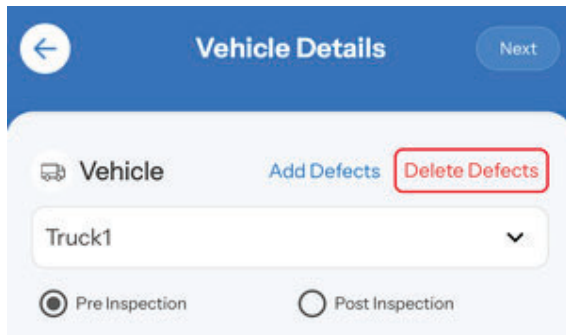


6. Click "Agree" on the declaration dialog.



## Removing Defects

- Use the "Delete Defect" option if needed



- Available on the Driver Details screen

## Post-Trip Specific Instructions

1. Select "Post-Trip Inspection."
2. Follow the same process as Pre-Trip
3. Add defects if necessary
4. Complete certification process
5. Finalize with a signature and approval

### Important Notes

- Complete DVIRs accurately and thoroughly
- Include detailed notes when necessary
- Maintain consistent inspection practices
- Report serious defects immediately

## Need assistance?

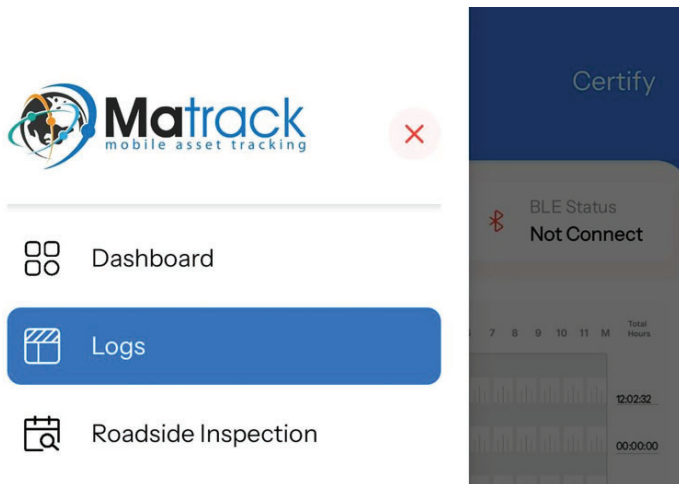
Contact Matrack support for help with DVIR completion.

# How to Certify Your Daily Logs in the Matrack ELD Driver App

Easily certify your daily logs in the Matrack ELD Driver App to stay compliant with FMCSA regulations. This guide covers the steps to review and certify your logs. For further assistance, refer to our detailed help guide or watch the instructional video.

## Accessing Your Logs

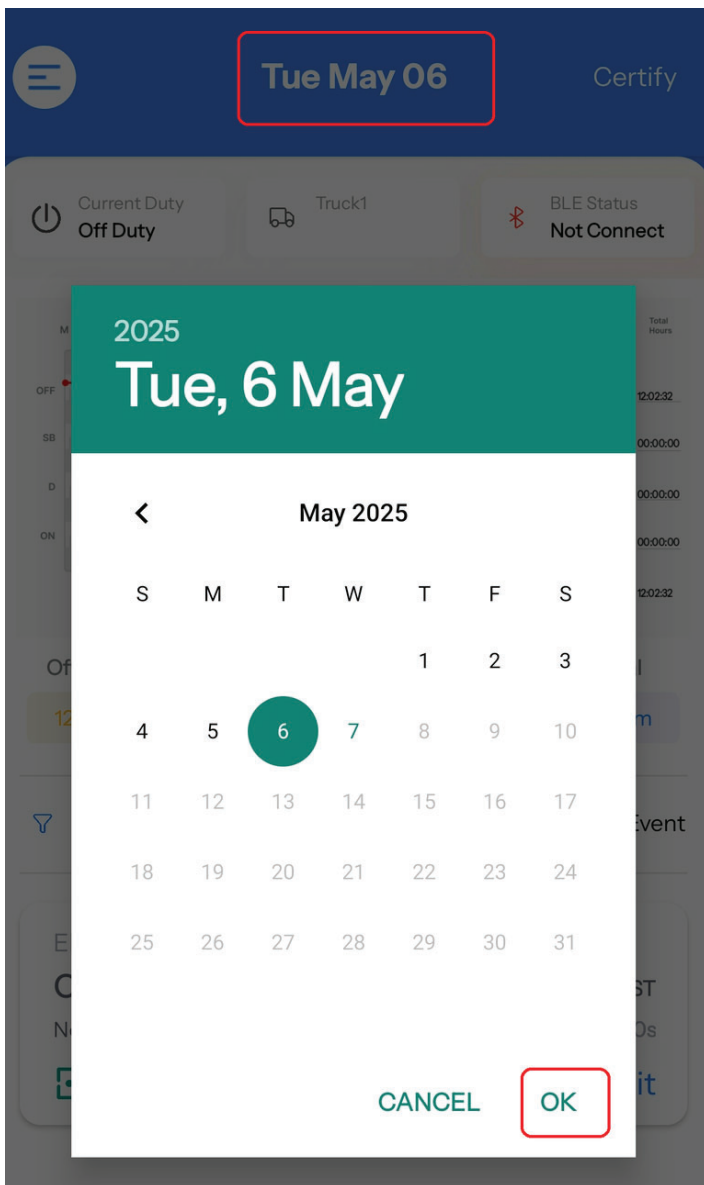
1. Log in to the Matrack ELD app.
2. Tap the three horizontal lines (menu icon) in the top-left corner.



3. Select "Logs" from the menu options

## Selecting the Date

1. Find the date displayed at the top of the page




2. Tap the date to open the calendar
3. Select your desired date
4. Click "Ok" to confirm

## Adding Your Signature


1. Locate and tap the "Certify" option on the top left of the Logs page.








**Tue May 06**

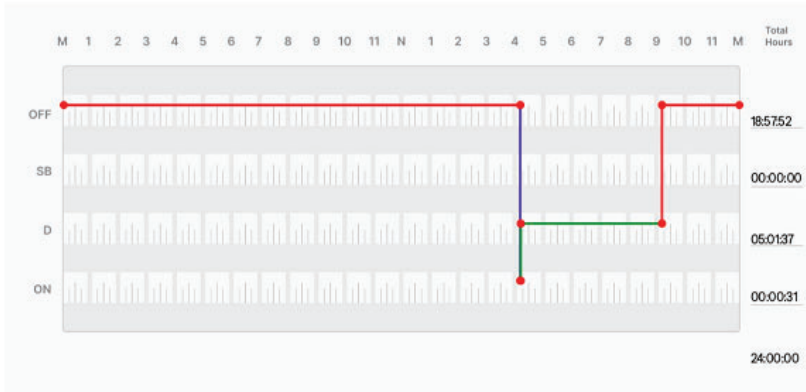
Certify

 Current Duty  
**On Duty**

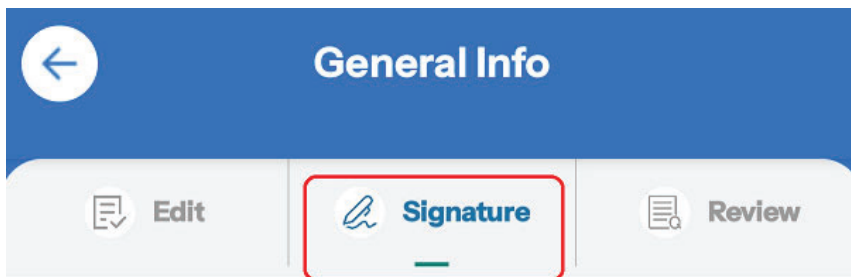
 Truck1

 BLE Status  
**Not Connect**

 This log is not certified. Please tap the 'Certify' button above to sign.



2. Navigate to the "Signature" tab



Draw your signature in the box and tap 'Save' - it will be included in your documents when you certify, and you can tap 'Reset' anytime to draw a new one.

RESET

SAVE

2. Add or verify your signature
3. Click "Save" in the bottom-right corner

## Reviewing and Certifying Logs

1. Click on the "Review" tab

←

General Info

Approve

Edit

Signature

Review

00:00:00

00:00:00

00:00:00

00:00:00

00:00:00

00:00:00

Off Duty

Sleeper

On Duty

Driving

Total

18h 57m

0h 0m

0h 0m

5h 1m

24h 0m

Event List

Sr.	EventID	Date	Time	Status	Location	Vehicle
1	127	05/06/2025	16:13:46	On Duty	jdjsjs	Ti
2	128	05/06/2025	16:14:17	Driving	location	Ti
3	129	05/06/2025	21:15:54	Off Duty	NA	Ti

Recap(Recap hours include On duty, Driving and Yard move)

05/05/25  
00:00:00

05/04/25  
00:00:00

05/03/25  
00:00:00

05/02/25  
00:00:00

05/01/25  
00:00:00

04/30  
00:00:00

I certify that these entries are true and correct.

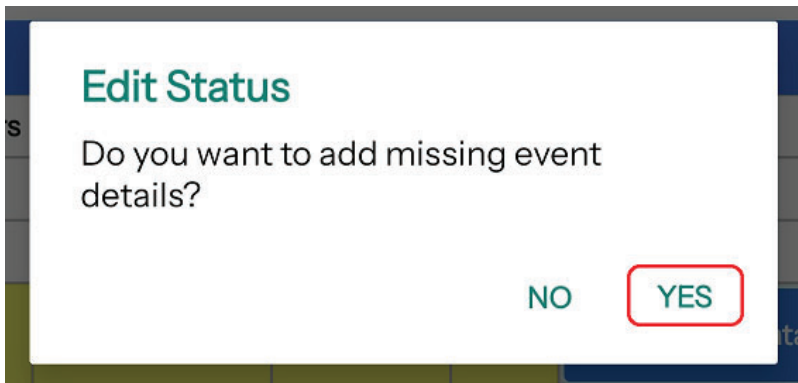
- Carefully scroll through the day's log details
- Verify that all information is accurate.
- If there is a log entry marked in yellow, that means that the log entry has some missing data, like a missing location or a missing odometer value. If no, you can skip this step. If yes, scroll to the right of that entry to add the missing data.
- Click "Add Missing Data."

Event List

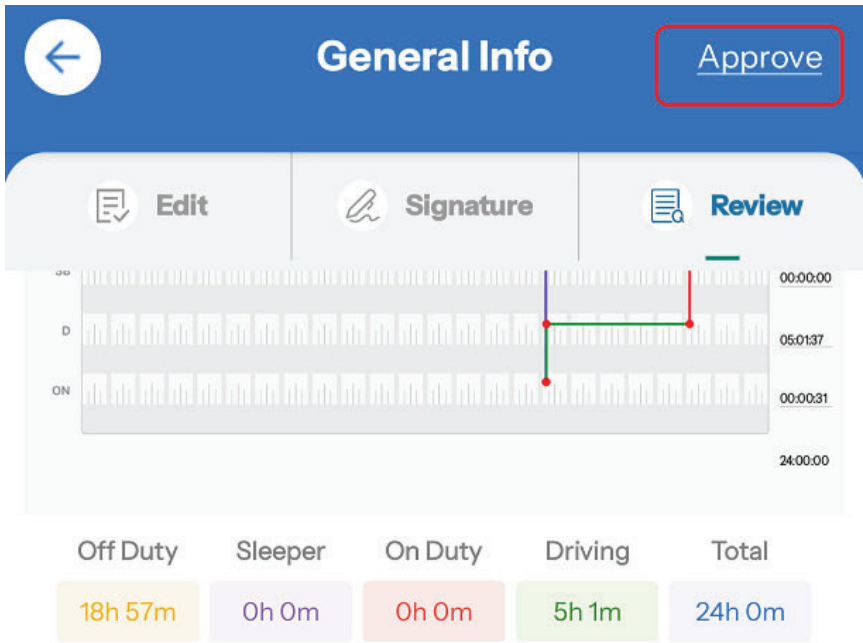
Driver notes	Annotation	Origin	
manual location	<a href="#">Details</a>	Driver	
driving	<a href="#">Details</a>	Driver	
driving	<a href="#">Details</a>	Driver	<div>Add Missing Data</div>

→

- Click "Yes" on the prompt and proceed to add the missing data



7. Once all missing data is added, all yellow entries will be cleared. After that, click "Approve" in the top-right corner



Event List				
ometer	Eng Hours	Driver notes	Annotation	Origin
0.0	0.0	manual location	<a href="#">Details</a>	Driver
0.0	0.0	driving	<a href="#">Details</a>	Driver
000.0	0.0	driving	<a href="#">Details</a>	Driver

7. Click "Agree" on the confirmation page

Section A

Great, no errors found. Proceed with signing.

Section B

Edited/Annotated events

Sr.	EventID	Time	Status	Location	Vehicle	O
1	128	16:14:17	Driving	location	Truck1	
3	12B	21:15:54	Off Duty	Location 1	Truck1	

Reminder

\*Don't forget to add Pre-trip and Post-trip On duty status.

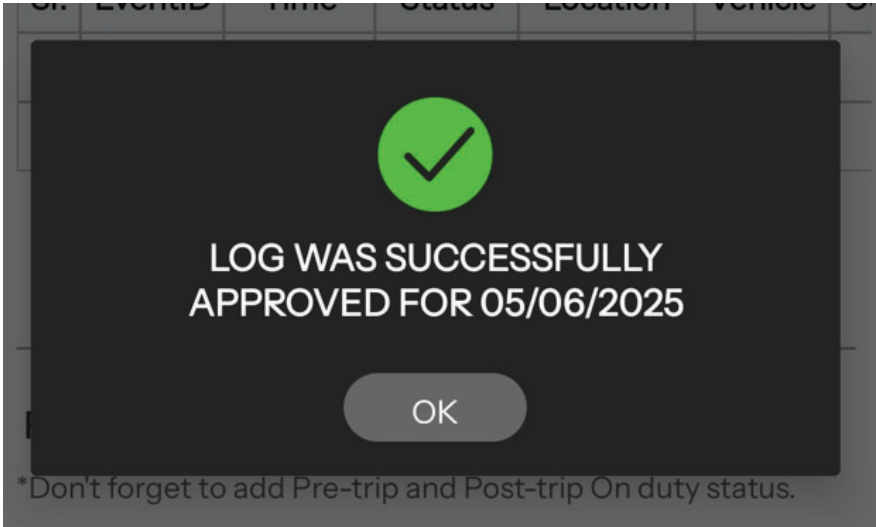
Driver's Certification of Own Records

I hereby certify that my data entries and my record of duty status for this day are true and correct.

NOT READY

AGREE

8. Wait for the success message confirming the log certification



\*Don't forget to add Pre-trip and Post-trip On duty status.

Troubleshooting

- If you need assistance, click the "Need troubleshooting?" button at the bottom of the page
- Ensure your ELD connection remains stable throughout the certification process
- Contact Matrack support if you encounter any issues

### **Important Notes**

- Always review logs carefully before certification
- Ensure your ELD is connected (green icon) before starting
- Keep your signature updated for accurate documentation
- Certification must be completed for each day's logs

## **Need additional help?**

Contact Matrack support for assistance with your ELD compliance needs.

# How to approve multiple days from the "Unapproved Dates" option

Easily approve multiple days of logs at once using the "Unapproved Dates" option. This guide provides step-by-step instructions to streamline the approval process. For additional help, refer to the guide or watch the instructional video.

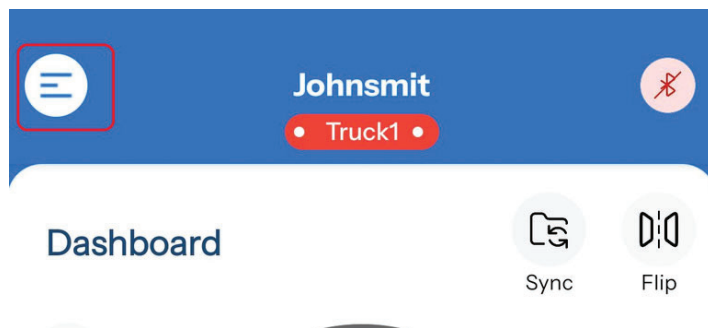
## Multi-Day Log Certification Guide

Before starting the certification process, ensure:

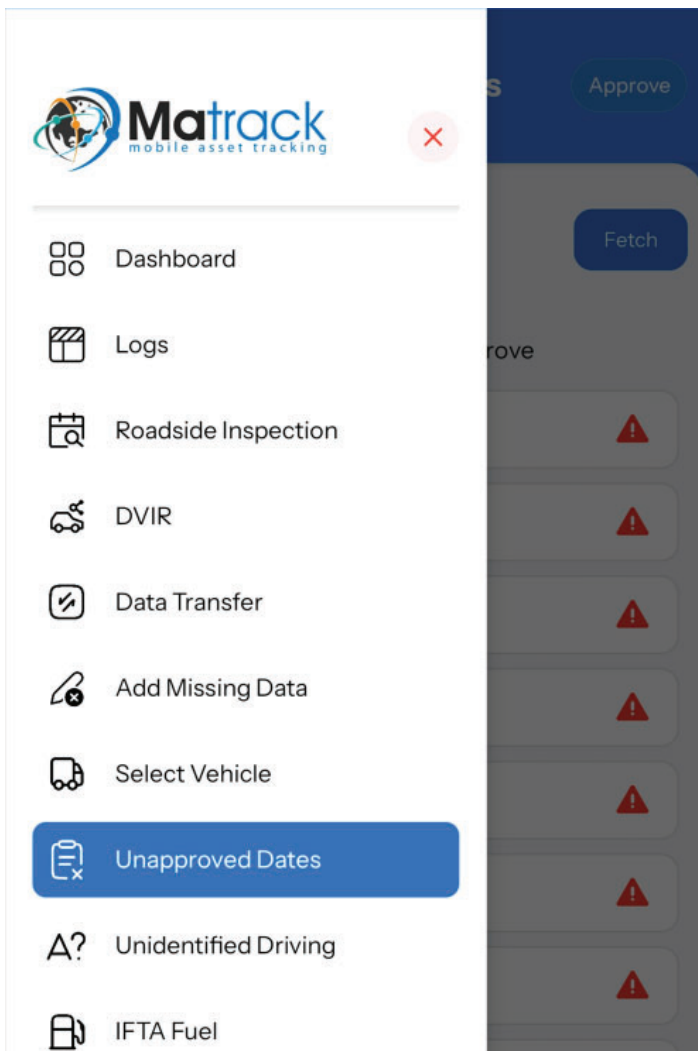
- You are logged into the Matrack ELD app.

### Accessing Unapproved Logs

1. Tap the three horizontal lines (menu icon) in the top-left corner.



2. Select "Unapproved Dates" from the menu options.



## Certifying Multiple Days

1. Review the list of unapproved dates.
2. Select the dates you wish to certify.
  - You can select up to 5 days at once.
  - Ensure each selected date is correctly marked.



Unapproved Dates

03/22/2025 05/06/2025 Fetch

Select the required dates and click on approve

<input type="checkbox"/>	May 05, 2025	⚠
<input type="checkbox"/>	May 04, 2025	⚠
<input type="checkbox"/>	May 03, 2025	⚠
<input checked="" type="checkbox"/>	Apr 30, 2025	⚠
<input checked="" type="checkbox"/>	Apr 29, 2025	⚠
<input checked="" type="checkbox"/>	Apr 28, 2025	⚠
<input checked="" type="checkbox"/>	Apr 27, 2025	⚠
<input checked="" type="checkbox"/>	Apr 26, 2025	⚠
<input type="checkbox"/>	Apr 25, 2025	⚠

3. Initiate certification:

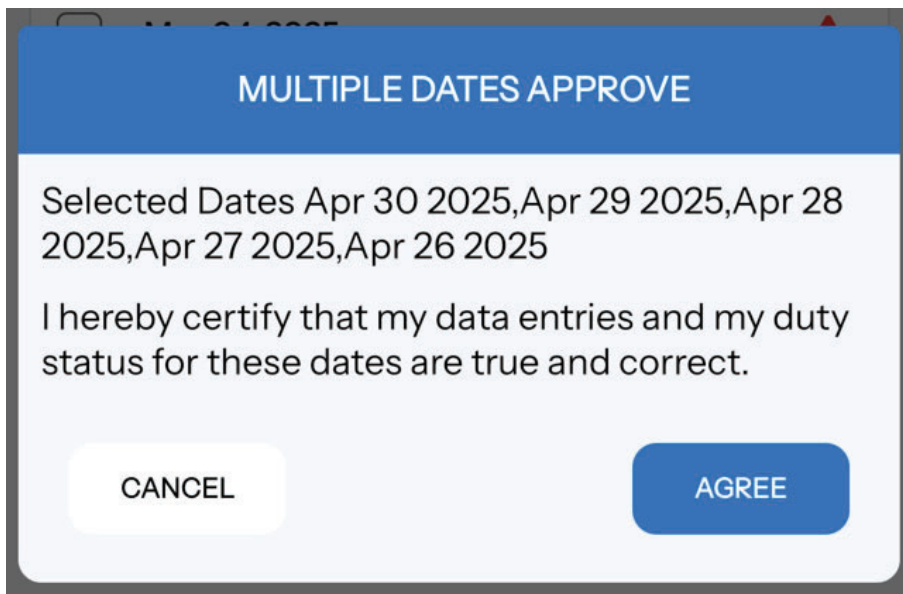
- Tap the "Approve" button in the top-left corner.

Unapproved Dates

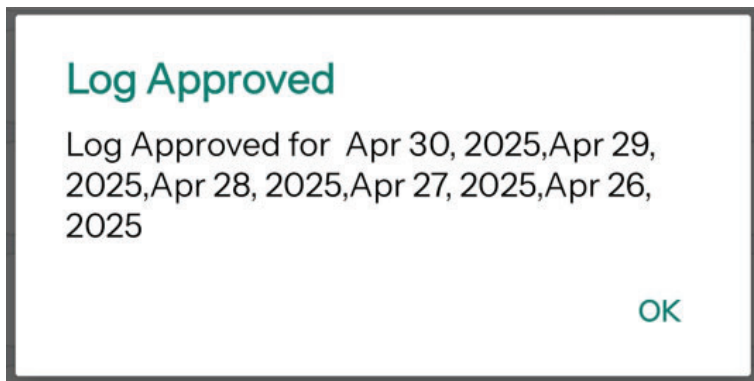
03/22/2025 05/06/2025 Fetch

Approve

- Review the dates in the confirmation dialog.



- Read the declaration carefully.
- Click "Agree" to certify the selected dates.



- Wait for the success confirmation pop-up.

#### Important Notes

- A maximum of 5 days can be certified at once.
- Review all information carefully before agreeing.
- Ensure ELD connection is maintained throughout the process.

#### Success Confirmation

A pop-up message will confirm the successful certification of the selected dates.

## Need Help?

Contact Matrack support if you encounter any issues during the certification process.

# How to sync your activity data with Highway.com

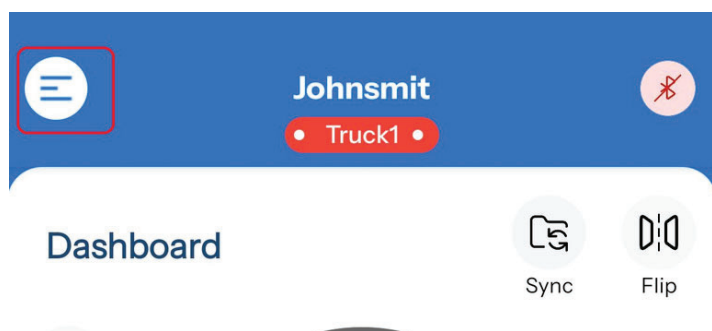
Learn how to sync your activity data with Highway.com to ensure your records are up-to-date. This guide provides step-by-step instructions for seamless syncing. For further assistance, refer to the guide or watch the instructional video.

## Syncing Activity Data with Highway.com

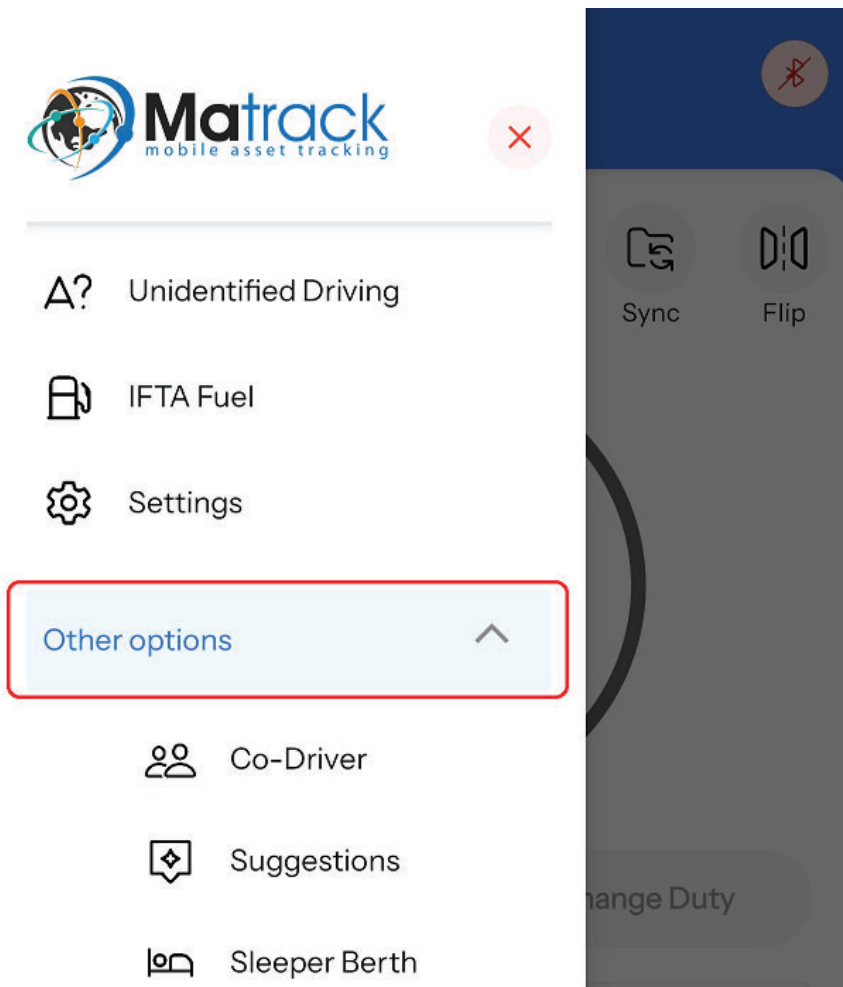
### Matrack ELD Driver App Guide

#### Getting Started

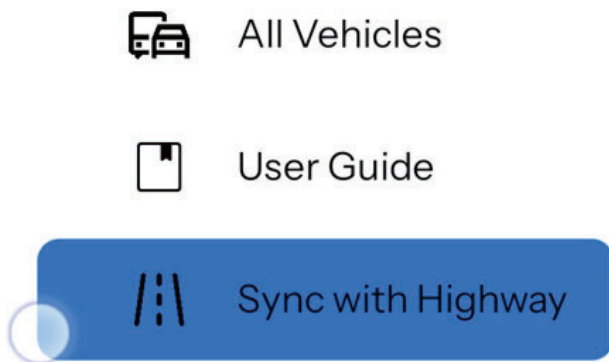
1. Launch the Matrack ELD Driver App and sign in with your credentials.
2. Tap the menu icon (three horizontal lines) in the top-left corner.



3. Scroll down the menu and select "Other options."

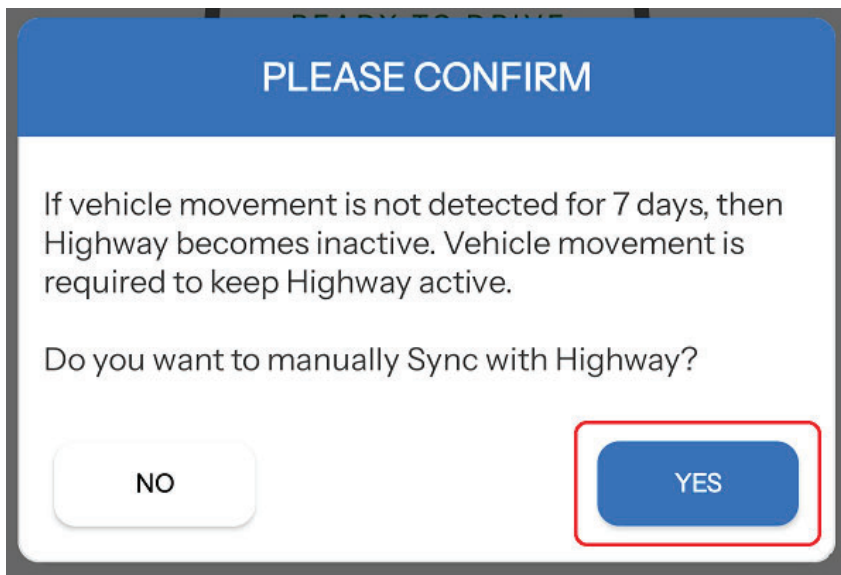


4. Scroll further down and select "Sync with Highway."



### Understanding the Highway Active Status

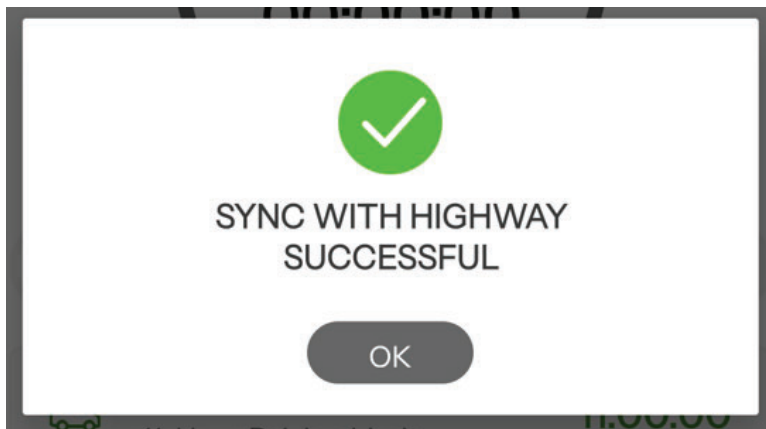
- A dialogue box will appear with important information:
  - The highway becomes inactive after 7 days without vehicle movement.
  - Vehicle movement is required to maintain an active status.
  - A manual sync option is available.



## Sync Process

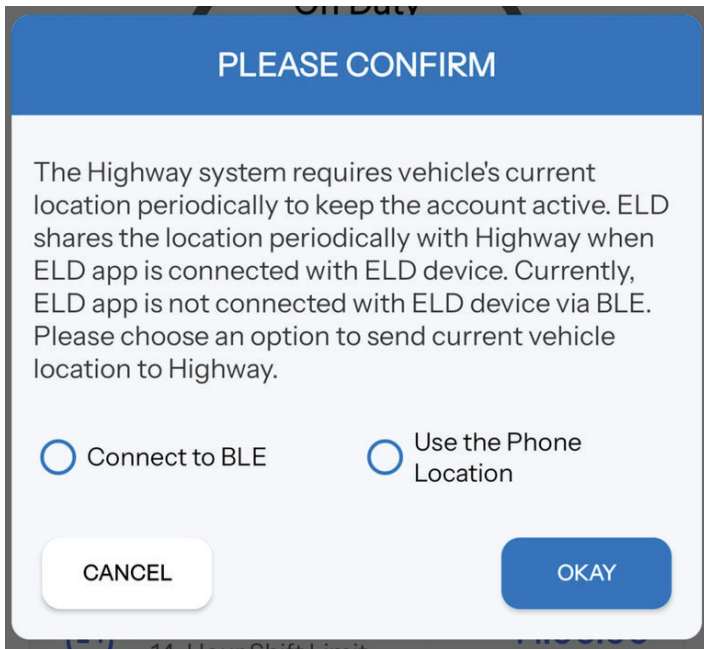
### If ELD is Connected

1. Click "Yes" to proceed with sync.
2. Wait for location data to sync with Highway.
3. The system will show a "Sync with Highway Successful" message.

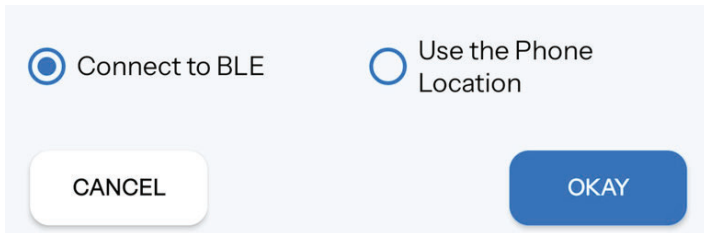


### If ELD is Not Connected

When the app detects no ELD connection, you'll see two options:

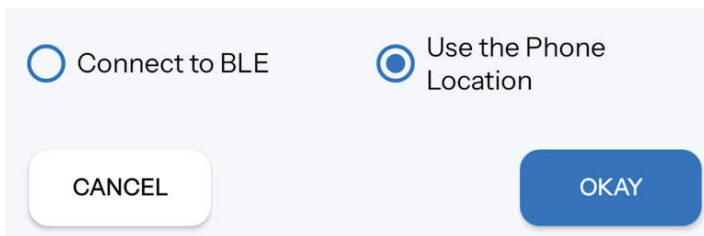


#### 1. **Option 1: Connect to BLE**



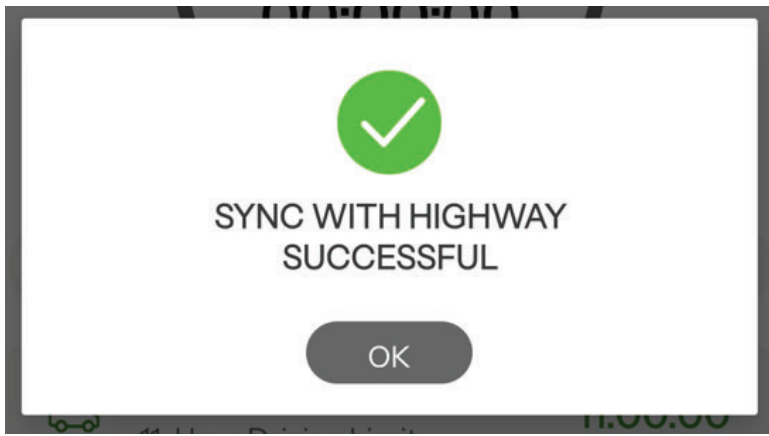
- Choose this if you're in the truck.
- Select "Connect to BLE" and Tap "Okay."
- Wait for the ELD connection and complete the sync process.

#### 1. **Option 2: Use Phone Location**



- Choose this if you're away from the truck.
- Select "Use the Phone Location and Tap "Okay."
- Allow location access if prompted.
- Wait for sync completion.

## Confirmation



- A pop-up message will show **"Sync with Highway Successful."**

#### Important Notes

- Keep the vehicle moving regularly to maintain Highway activity sync.

# How to Read & View HOS Clocks in the Matrack Driver App

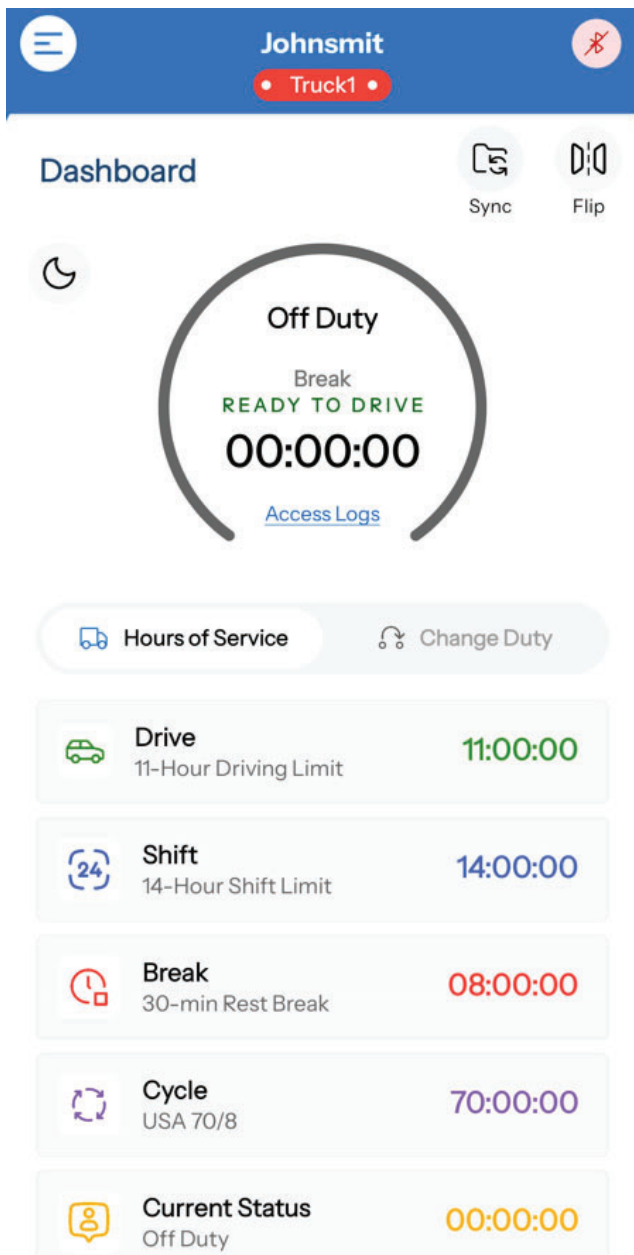
This guide explains how to read and view your Hours of Service (HOS) clocks in the Matrack Driver App to stay compliant and track your driving hours. For more help, follow the step-by-step instructions for accurate clock management or watch the instructional video.

**Log in to the Matrack Driver App. When you log in, the dashboard is the first screen you'll see.**

## Main Dashboard Display

### Central Status Circle










- Shows current duty status.
- Displays available hours.
- Tap to change status.

## Hours of Service Information

Below the status circle, you'll find detailed Hours of Service:

	<b>Drive</b> 11-Hour Driving Limit	11:00:00
	<b>Shift</b> 14-Hour Shift Limit	14:00:00
	<b>Break</b> 30-min Rest Break	08:00:00
	<b>Cycle</b> USA 70/8	70:00:00
	<b>Current Status</b> Off Duty	00:00:00

### 1. Drive Time Left

- Remaining available driving hours.
- Based on the 11-hour limit.

### 2. Shift Time Left

- The remaining time in the current shift.
- Based on a 14-hour window.

### 3. Break Timer

- Time until the required 30-minute break.
- Shows when the break is needed.

### 4. Cycle Hours Left

- Remaining hours in the current cycle.
- Based on the 60/70-hour rule.

### 5. Last Status

- Shows previous duty status.
- Helps track status changes.

#### Important Notes

- Monitor all timers regularly.
- Verify hours accuracy.
- Plan breaks according to the displayed times.
- Keep track of cycle hours.
- Report any discrepancies.

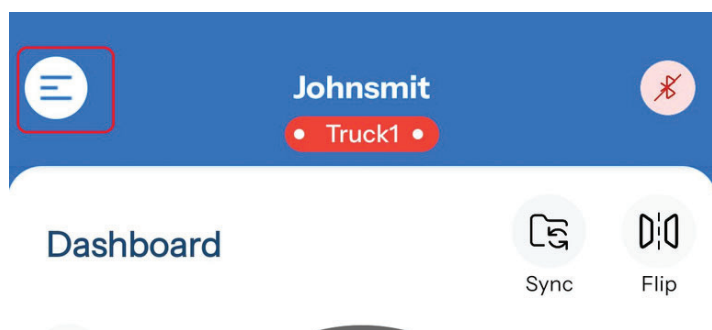
Need assistance understanding your dashboard? Contact Matrack support for help.

# Adding Trailers












Learn how to add trailers in the Matrack Driver App with these step-by-step instructions. This guide ensures your records are complete and accurate. For additional help, refer to the guide or watch the instructional video.

## Accessing Settings

1. Log in to the Matrack ELD Driver App.
2. Tap three horizontal lines in the top-left corner.

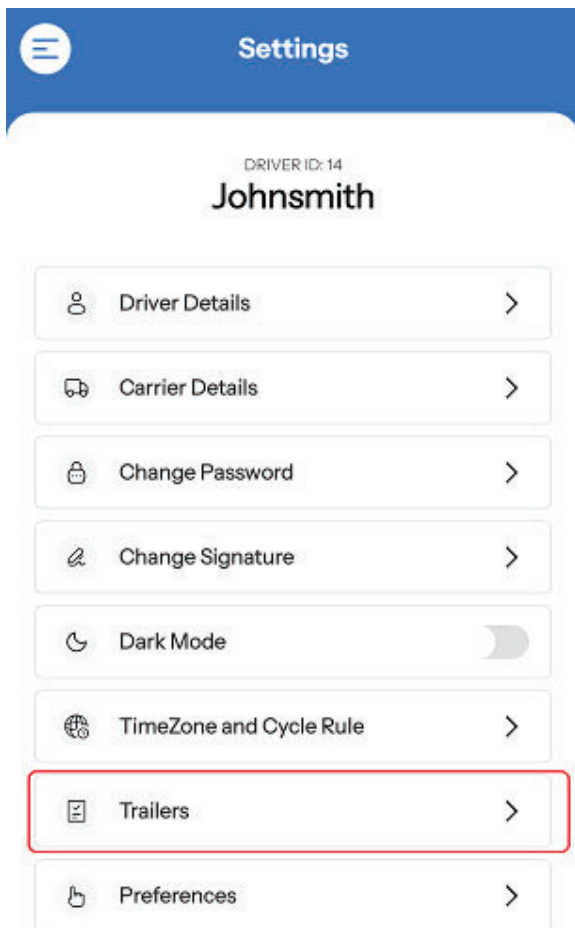


3. Scroll down to "Settings."

-  Dashboard
-  Logs
-  Roadside Inspection
-  DVIR
-  Data Transfer
-  Add Missing Data
-  Select Vehicle
-  Unapproved Dates
-  Unidentified Driving
-  IFTA Fuel
-  Settings



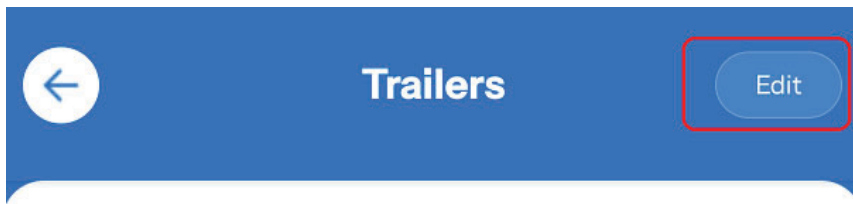
4. Select "Trailers."



## Adding a Trailer

### Adding New Trailer

1. Click "Edit" in the top-right corner of the "Trailers" page.

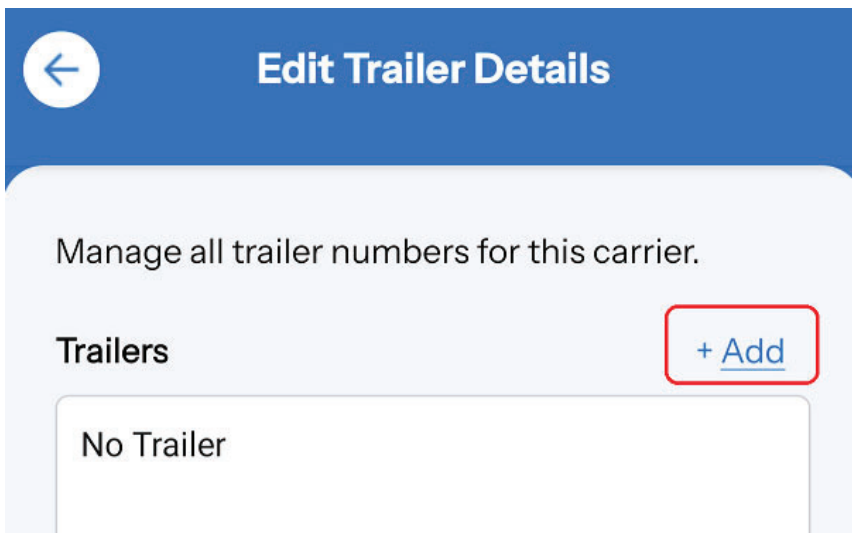


Manage all trailer numbers for this carrier.

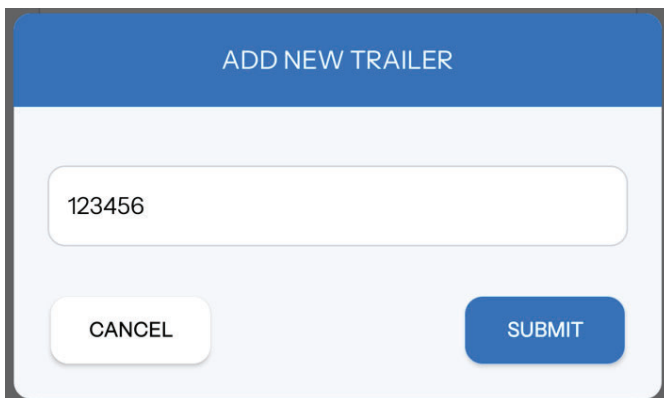
### Trailers



2. Click the "+ Add" in the "Edit Trailer Details" page.



3. Enter the trailer number in the dialog box.



4. Click "Submit".
5. You'll receive a confirmation message.
6. Return to the "Trailer" page using the top-right arrow.
7. You'll see the newly added trailer.

## Completing the Process

1. Use the back arrow in the top-left corner to return to the Settings page.
2. Exit the settings menu.

### Important Notes

- Ensure accurate entry of all numbers
- Verify selections before final save
- Keep shipping documents current
- Update trailer information as needed

## Need assistance?

Contact Matrack support for help with trailer or shipping document updates.

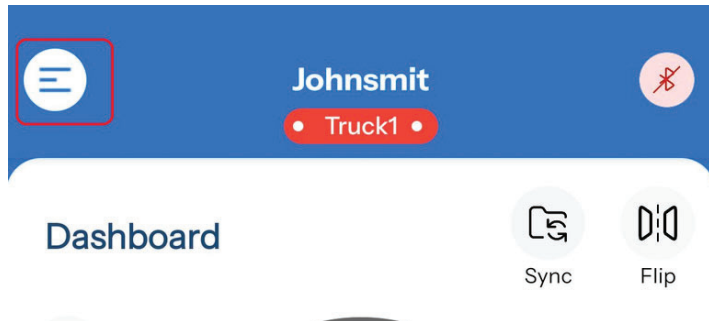


# DOT inspection mode

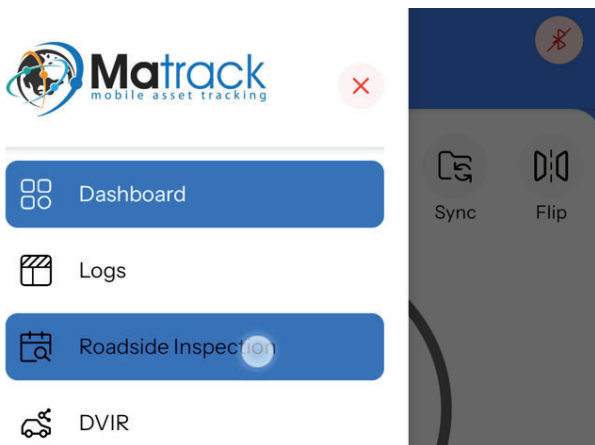
DOT Inspection Mode Guide for the Matrack ELD Driver App

## Accessing DOT Inspection Mode

1. Launch and log in to the Matrack ELD Driver App.
2. Locate and tap the three horizontal lines (menu icon) in the top-left corner.



3. Select "Roadside Inspection" from the menu options.



## Available Features

### Begin Inspection

[Spanish](#)[English](#)

## Begin Inspection

Inspect logs for last 15 days(Including today)

[All Functions](#)[Recent Activity](#)

## Data Transfer

Transfer driver's ELD output file to FMCSA



- The primary option for the DOT officer review.
- Provides access to the last 15 days of driver logs.
- Enables comprehensive log inspection.

## Data Transfer

[All Functions](#)[Recent Activity](#)

## Data Transfer

Transfer driver's ELD output file to FMCSA



- Facilitates ELD output file transfer to the FMCSA server.
- Makes driver data available for DOT officer review.
- Streamlines the inspection process.

## Additional Features

- Compliance details viewer.



## Compliance Details



Matrack ELD Registration details

- Direct email communication with the Fleet admin.



## Send Email



Email eRODs to Fleet administrator

- Data transfer manual.



## Data Transfer Manual



Matrack ELD Data Transfer Manual



## ELD Manual



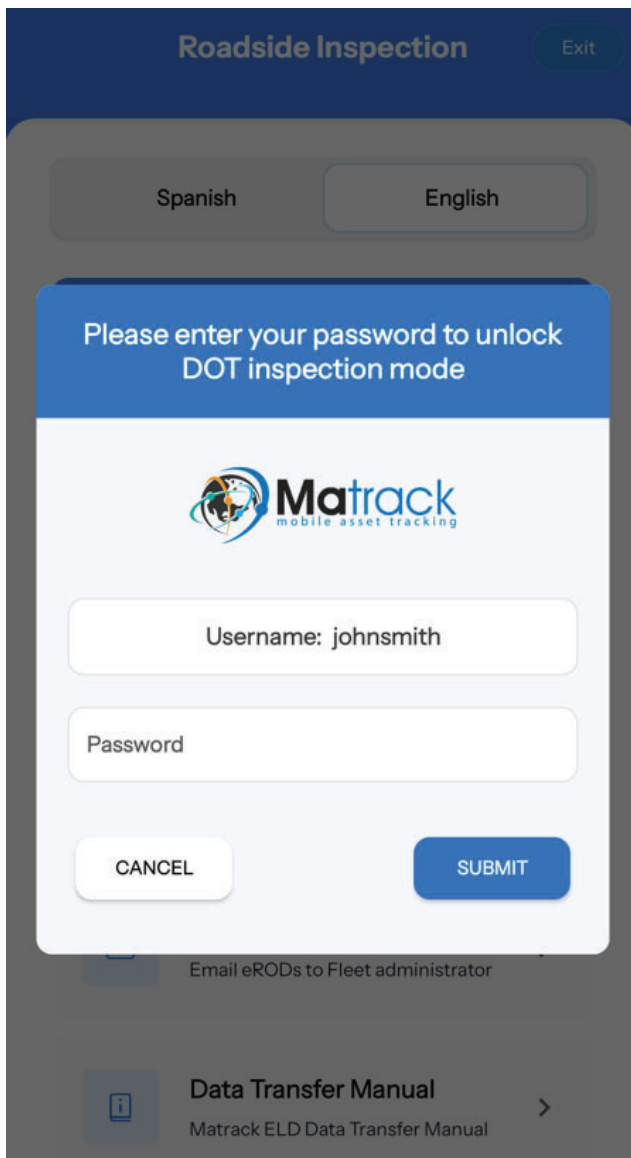
Matrack ELD Manual

- ELD manual access.

## Security Measures

To protect your privacy and maintain app security:

- The driver password is required to exit DOT Inspection Mode.



- This prevents unauthorized access to other app features.
- Ensures inspector access is limited to relevant inspection data only.

#### Important Notes

- Keep your driver password readily available.
- Ensure all logs are up to date before inspection.
- Familiarize yourself with data transfer procedures.

## Need Assistance?

Contact Matrack support for additional help or clarification on using the DOT Inspection Mode.

# How to log in and log out from the Driver App

## Matrack ELD Driver App Login and Logout Guide

### Getting Started

#### Prerequisites

- **Driver Account Status and Login Credentials**
  - Verify your driver status with your carrier.
  - Ensure you are properly added to the Matrack ELD system.
  - Obtain the username and password from the Fleet Manager.

#### If Not Added to the System

Contact your Fleet Manager to:

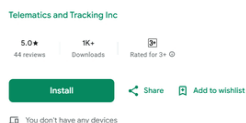
- Request an addition to the carrier's ELD account.
- Provide necessary driver documentation.
- Receive your login credentials.

### App Installation

#### Android Users

1. Open the Google Play Store on your device.
2. Search for "Matrack ELD Driver" or use the direct link: [Google Play Store ↗](#)

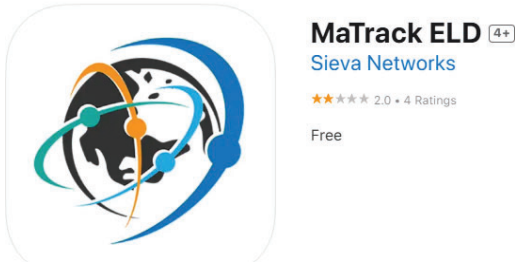
#### Matrack ELD Driver



3. Tap "Install" and wait for completion.

#### iOS Users

1. Open the App Store on your device.
2. Search for "Matrack ELD" or use the direct link: [App Store ↗](#)



1. Tap "Get" or "Install" and follow the prompts.

## Initial Setup

### 1. App Installation

- Wait for the download to complete, and allow the app to install fully.

### 2. Permission Settings

- Allow all requested permissions when prompted.

### 3. Location Services

- Set location permission to "Allow all the time."
- Verify location services are enabled in device settings.
- Keep GPS enabled during app use.

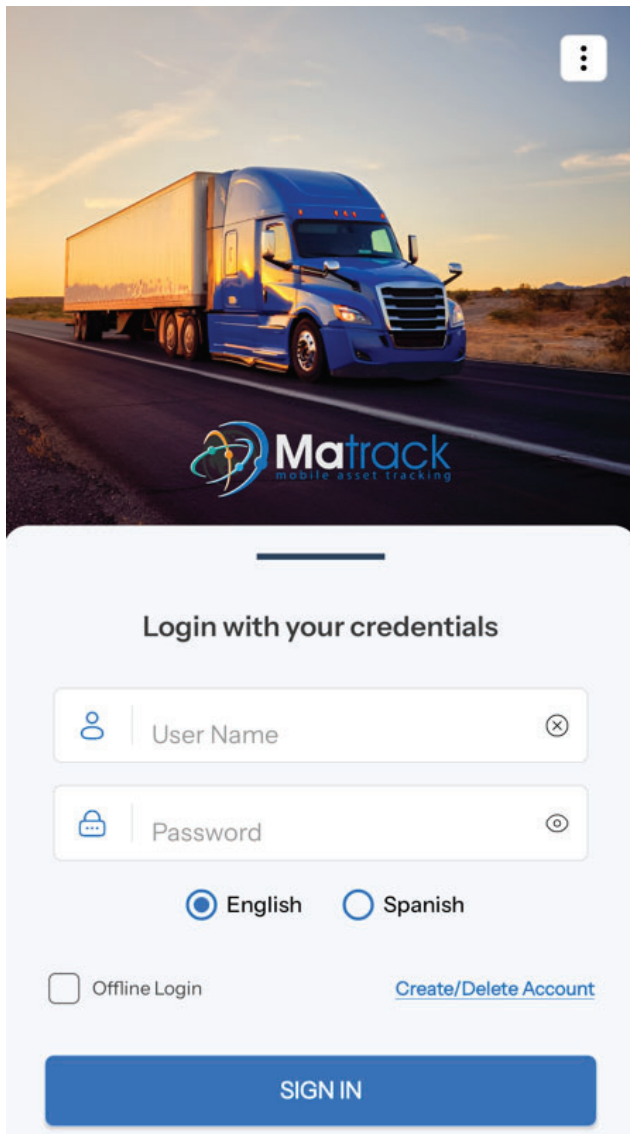
## Logging In

## 1. Launch App

- Locate the Matrack ELD icon on your device.
- Tap to open the application.

## 2. Enter Credentials

- Type username and password exactly as provided (case sensitive).

The image shows the login screen of the Matrack mobile asset tracking application. At the top, there is a banner image of a blue semi-truck driving on a road at sunset. The Matrack logo, which includes a stylized globe icon and the text "Matrack mobile asset tracking", is positioned in the bottom left of the banner. Below the banner, the text "Login with your credentials" is centered. There are two input fields: "User Name" with a person icon and a clear button (X), and "Password" with a lock icon and a toggle visibility button (eye). Below these fields are two radio buttons for language selection: "English" (selected) and "Spanish". At the bottom left, there is a checkbox for "Offline Login". At the bottom right, there is a link that says "Create/Delete Account". A large blue "SIGN IN" button is at the very bottom.

- Ensure no extra spaces are included.

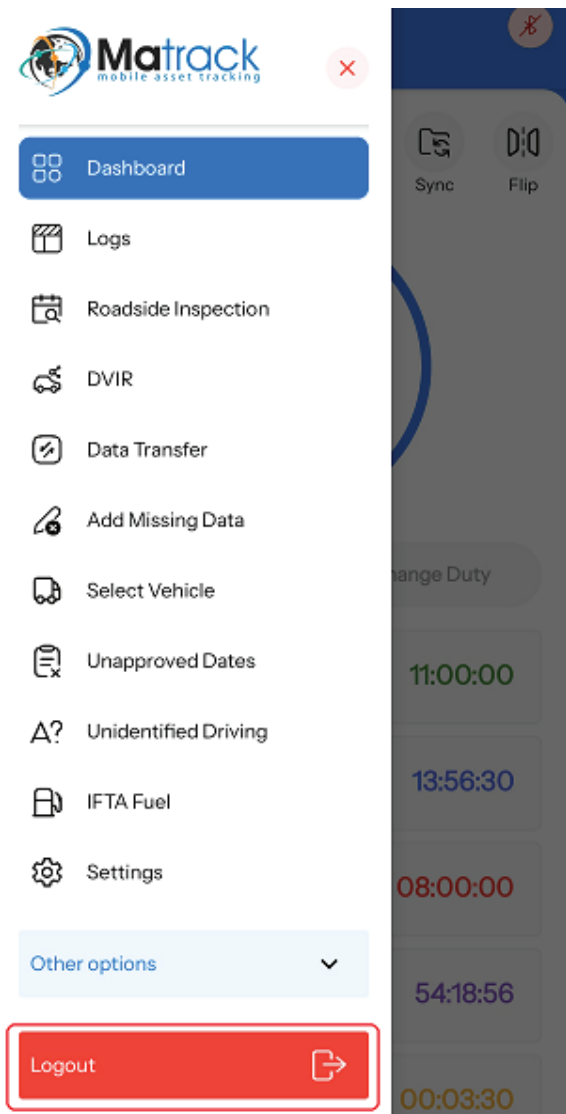
## 3. Login Process

- Tap the "Login" button and Wait for authentication.
- Allow any additional permissions if prompted.

## Logging Out

## 1. Access Menu

- Locate the menu icon (three horizontal lines) in the top-left corner.
- Tap to open the full menu and scroll to the bottom of the menu options.



## 2. Initiate Logout

- Find and select the "Logout" option
- Wait for system checks to complete
- Review any warnings or reminders

## 3. System Checks

The app performs several important verifications:

- Current duty status check
- Unsigned logs verification
- Pending data synchronization status

## Important Logout Checks

The app will notify you if:



- Your current duty status is not "Off Duty."
- You have unsigned/unapproved logs for the current day.
- Any data needs to be synchronized.

## Logout Options

You can choose to:

### 1. **Complete the Full Logout Process**

- Change duty status to "Off Duty."
- Review and certify all pending logs
- Confirm all data is synchronized

### 2. **Quick Logout**

- Proceed without certifying logs
- Acknowledge any warnings
- Schedule log certification for later

## Important Notes

- Never share login information
- Report any unauthorized access
- Keep credentials documented securely
- GPS must remain enabled continuously
- Check network signal strength
- **Best Practices**
  - Certify logs daily
  - Monitor duty status regularly
  - Keep the app updated to the latest version

## Need Help?

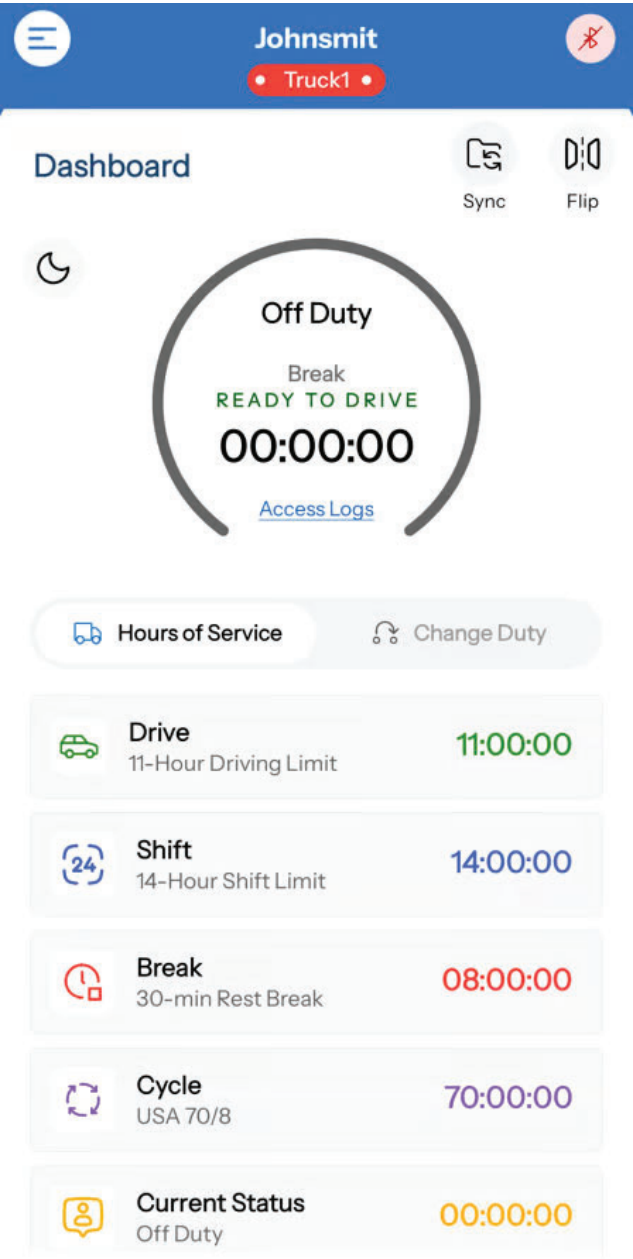
- **Account Issues**
  - Contact the Fleet Manager immediately
  - Document any error messages
  - Note specific login problems
  - Keep a record of contact attempts
- **Technical Support**
  - Contact the Matrack support team
  - Provide a detailed issue description
  - Include error screenshots if possible
  - Note the app version and device type

# How to Check Remaining Shift Time

## Dashboard Time Management Guide


### Locating Time Information


- 1. Find the central dashboard circle.




- Displays your current duty status.
- Shows active hours information and provides a quick current status overview.


### Available Time Information

Hours of Service


Change Duty

**Drive**  
11-Hour Driving Limit


11:00:00

**Shift**  
14-Hour Shift Limit


14:00:00

**Break**  
30-min Rest Break

08:00:00

**Cycle**  
USA 70/8

70:00:00

**Current Status**  
Off Duty

00:00:00

The dashboard displays several important time metrics:

### 1. **Drive Time Left**

- Remaining available driving hours.
- Updates in real-time.

### 2. **Shift Time Left**

- Total remaining time in the current day's shift.
- Helps plan shift activities.

### 3. **Break Information**

- Time until the required 30-minute break.
- Reset requirements.

### 4. **Cycle Hours Left**

- Available hours in the current cycle.
- 60hr/70hr limitations.
- Cycle reset information.

### 5. **Last Status**

- Most recent duty status change.
- Time of last update.
- Duration in current status.

#### **Important Notes**

- Monitor times regularly.
- Plan breaks accordingly.
- Stay compliant with HOS regulations.
- Check updates after status changes.

## **Best Practices**

- Review remaining times before trips.
- Plan routes based on available hours.
- Schedule breaks proactively.
- Maintain accurate duty status

## **Need Help?**

Contact support for:

- Time calculation questions.
- Display issues.
- Compliance concerns.
- General HOS guidance.

# How to add past events

## Adding Events to Your Driver Logs

### Getting Started

1. Launch the app and sign in with your credentials.
2. Navigate to the "Logs" section.



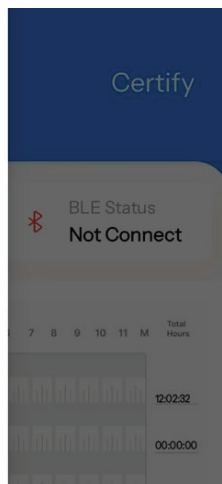
Dashboard



Logs




Roadside Inspection




### Selecting the Date

1. Locate the date display at the top of the screen.




Wed May 07

Certify




Current Duty

On Duty

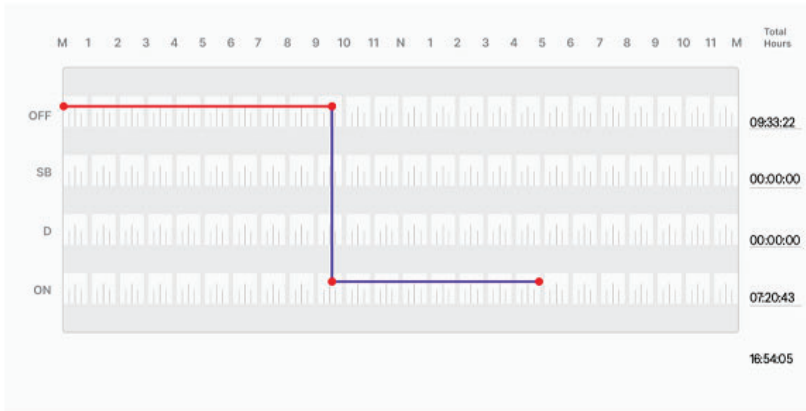


Truck1



BLE Status

Not Connect



Off Duty	Sleeper	On Duty	Driving	Total
9h 33m	0h 0m	7h 20m	0h 0m	16h 54m

 Filter  Refresh  Past Event

2. Tap the displayed date and select your desired date from the calendar view.

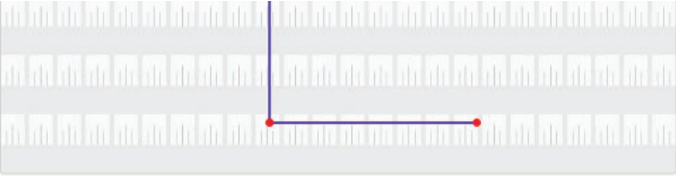
## Creating a New Event

1. Tap the "+ Past Event" option below the graph.

SB

D

ON



00:00:00

00:00:00

07:20:43

16:54:05

Off Duty

Sleeper

On Duty

Driving

Total


9h 33m


0h 0m


7h 20m

0h 0m

16h 54m

 Filter

 Refresh

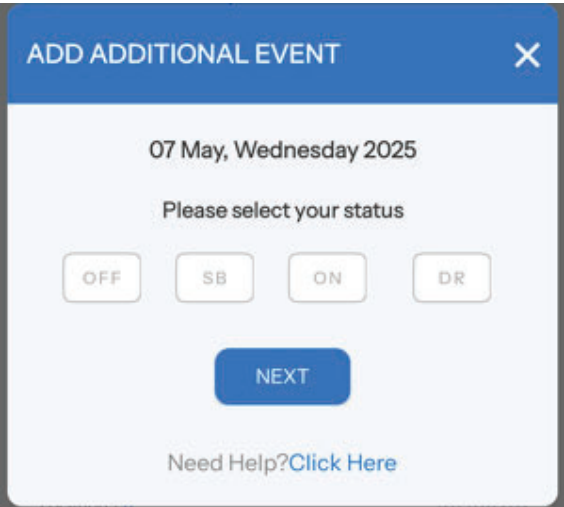
 Past Event



# Required Event Information

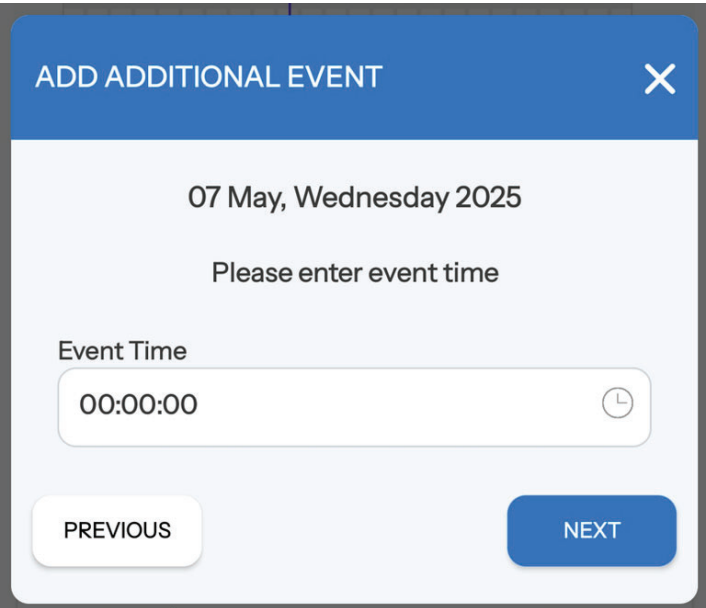
## Essential Details

- **Duty Status**



The screenshot shows a mobile application interface for adding an event. At the top, a blue header bar contains the text 'ADD ADDITIONAL EVENT' and a close icon (X). Below the header, the date '07 May, Wednesday 2025' is displayed. The instruction 'Please select your status' is followed by four buttons: 'OFF', 'SB', 'ON', and 'DR'. A blue 'NEXT' button is positioned below these options. At the bottom, there is a link that says 'Need Help? Click Here'.

- Choose the appropriate status from the available options
- **Event Time**



The screenshot shows the same mobile application interface, but at the 'Event Time' step. The date '07 May, Wednesday 2025' remains at the top. The instruction 'Please enter event time' is displayed above a text input field. The input field contains '00:00:00' and has a clock icon on the right. Below the input field, there are two buttons: a white 'PREVIOUS' button on the left and a blue 'NEXT' button on the right.

- Enter the precise time when the event occurred.
- **Location**

ADD ADDITIONAL EVENT

X

07 May, Wednesday 2025

Please enter your location

Location

Add Location

PREVIOUS

NEXT

- Specify where the event took place.
- **Odometer Value**

ADD ADDITIONAL EVENT

X

07 May, Wednesday 2025

Please enter odometer value

ODOMETER(mi)

0.0

PREVIOUS

NEXT

- Record the current odometer reading.
- **Notes**

ADD ADDITIONAL EVENT

07 May, Wednesday 2025

Please enter notes

Notes

PREVIOUS NEXT

- Add any additional comments or relevant break information.

## Finalizing the Event

1. Review all entered information.
2. Tap "Save" to record the event.

ADD ADDITIONAL EVENT (REVIEW)

07 May, Wednesday 2025

Duty Status OFF

Event Time 00:00:00 Break Details Not Applicable

Location Location

Odometer(KM) 0.0

Notes test

CANCEL SAVE

### **Important Notes**

- Ensure all required fields are completed.
- Double-check time and location accuracy.
- Verify odometer readings before saving.
- Add clear, specific notes when needed.

## Need Help?

Contact support if you experience any issues while adding events to your logs.

# How to add missing data in events

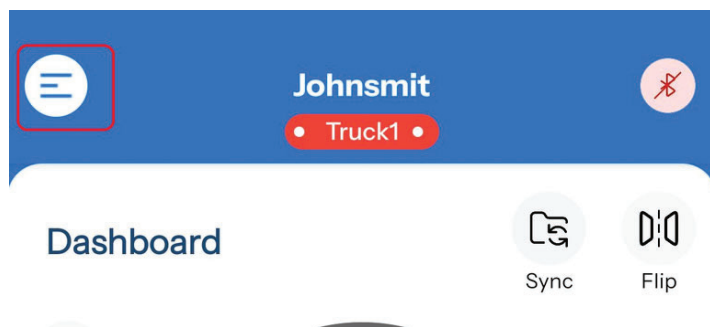
## Managing Missing Data Events

### Getting Started

1. Launch the app
2. Sign in using your credentials

### Accessing Missing Data Events

1. Tap the menu icon (three horizontal lines) in the top left corner




1. Select "Missing Data Events" from the menu options

### Managing Events with Missing Data

## 1. Locate the event you want to update

- If there is a log entry marked in yellow, that means that the log entry has some missing data, like a missing location or a missing odometer value. Scroll to the right of that entry to add the missing data.
- Click "Add Missing Data."

Event List				
Time	Driver notes	Annotation	Origin	
	manual location	<a href="#">Details</a>	Driver	
	driving	<a href="#">Details</a>	Driver	
	driving	<a href="#">Details</a>	Driver	<a href="#">Add Missing Data</a>



- Click "Yes" on the prompt and proceed to add the missing data

### Edit Status

Do you want to add missing event details?

NO YES

## 2. Enter the required information:

- **Location:** Select the appropriate location from the field options
- **Engine Hours:** Input current engine hours
- **Odometer Readings:** Enter the accurate odometer value

## 3. Tap "Save" to confirm changes

## Identifying Missing Data

- Events with missing data are highlighted in yellow
- Each highlighted event includes an option to add missing data
- Missing data can be added directly within the event

### **Important Notes**

- Review the highlighted events before proceeding
- Verify all entered information for accuracy
- Save changes after each update
- Choose the option that best fits your current needs

## Need Help?

Contact support if you need assistance with managing missing data events.

# Transferring ELD Data to FMCSA

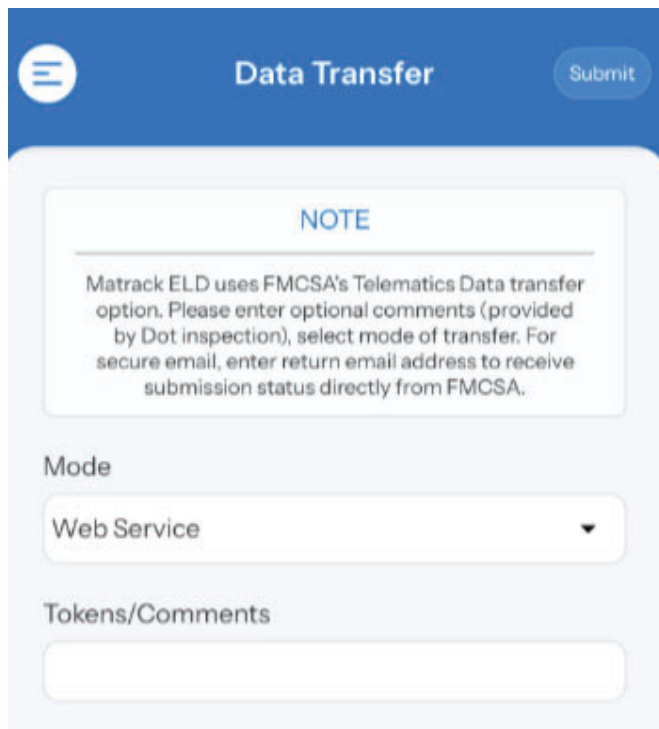
## Before You Begin

- Log in to the Matrack ELD Driver App
- Ensure ELD is properly connected
- Have DOT officer token code ready

## Step-by-Step Transfer Process

### 1. Access Data Transfer

- Tap three horizontal lines (**menu**) in top-left corner
- Select "**Data Transfer**" from menu options

A screenshot of the Matrack ELD Data Transfer screen. The screen has a blue header bar with a white menu icon (three horizontal lines) on the left, the text "Data Transfer" in the center, and a "Submit" button on the right. Below the header is a white box with a blue "NOTE" title. The note text reads: "Matrack ELD uses FMCSA's Telematics Data transfer option. Please enter optional comments (provided by Dot inspection), select mode of transfer. For secure email, enter return email address to receive submission status directly from FMCSA." Below the note box is a "Mode" label followed by a dropdown menu showing "Web Service" with a downward arrow. Below that is a "Tokens/Comments" label followed by a text input field.

### 2. Configure Transfer Settings

- Locate "**Mode**" dropdown menu
- Select "**Web Service**" option for FMCSA submission

### 3. Enter Required Information



- Find "**Tokens/Comments**" field
- Input DOT officer token code
- Verify code accuracy

## 4. Submit Data

- Tap "**Submit**" button
- Wait for confirmation dialog
- Verify transfer details in dialog box

### Important Notes

- Keep token code handy during process
- Ensure stable internet connection
- Wait for confirmation before closing
- Maintain record of successful transfer
- Report any transfer issues immediately

## Troubleshooting

### If transfer fails:

- Check internet connection
- Verify ELD connection
- Confirm token code accuracy
- Try submission again
- Contact support if issues persist

## Need assistance?

Contact Matrack support for help with data transfers.

# MT Device Firmware Upgrade Guide

## Accessing the Upgrade Menu

1. Open the application.
2. From the menu, go to "Other Options" at the bottom.
3. Go to "Troubleshoot" and click on "MT Device Upgrade."



## Performing the Upgrade

1. Press "**Download Firmware.**"
  - Wait for the download to complete.
  - Ensure a stable internet connection.
  - Do not close the app.
2. Press "**Upgrade Firmware.**"
  - Allow the upgrade process to complete.
  - Keep the device powered on.
  - Maintain connection throughout.

### Important Notes

- Ensure your phone is fully charged before starting.
- Maintain a stable internet connection.
- Do not interrupt the upgrade process.
- Keep the device powered on throughout.
- Wait for confirmation of successful upgrade.

## Need Help?

Contact technical support if you experience any issues during the firmware upgrade process.

# Managing Unidentified Driving Events

## Understanding Unidentified Events

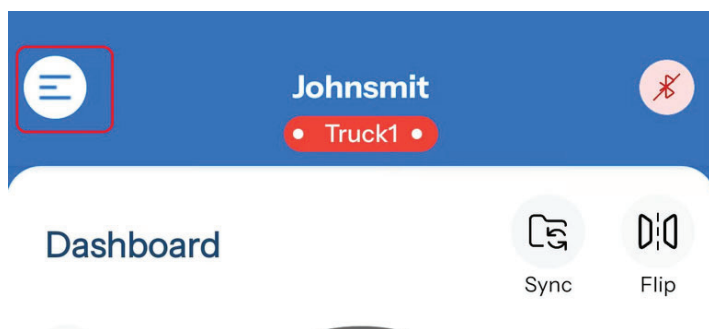
- Events occur due to miscommunication between the ECM port and the ELD device.
- Appears in the 'Unidentified Events' folder.

## Managing Unapproved Dates in the Matrack ELD Driver App

This guide explains how to review, claim, and manage unapproved dates in your Matrack ELD Driver application.






### Accessing Unapproved Dates

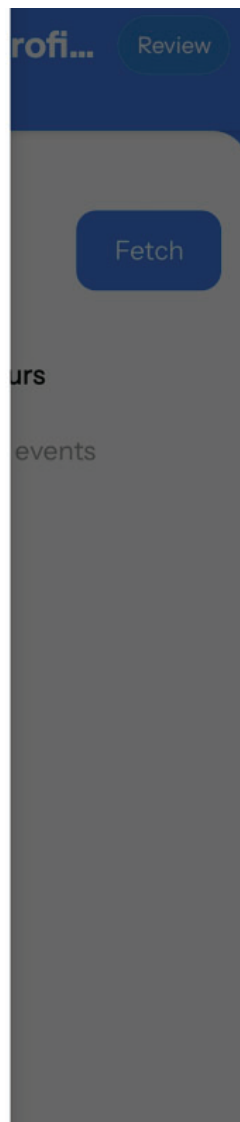
1. Open the Matrack ELD Driver app.
2. Locate and click the menu icon (three horizontal lines) in the top-left corner.



3. From the menu options, select "Unidentified Events."



-  Dashboard
-  Logs
-  Roadside Inspection
-  DVIR
-  Data Transfer
-  Add Missing Data
-  Select Vehicle
-  Unapproved Dates
-  Unidentified Driving
-  IFTA Fuel




## Reviewing and Fetching Dates

When you access the Unapproved Dates section, you'll see a list of dates requiring your review. To view more dates:


1. Select your desired date range using the date selector.
2. Click the "**Fetch**" button to load dates within your selected range.

☰
Review

FROM


01/01/2025

TO


05/14/2025


Fetch

3. The system will display all unapproved dates within your specified timeframe.

## Claiming Events

To claim one or multiple events:


- 1. Review the list of displayed dates.
- 2. Select the event(s) you wish to claim.



Unidentified Driving pr...


Review

FROM



01/01/2025

TO



05/14/2025

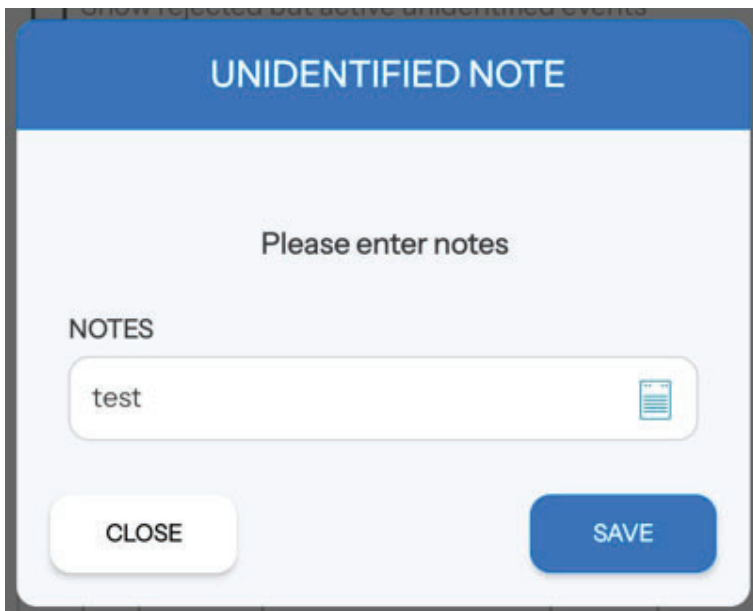
Fetch

☐

Show rejected but active unidentified events

	Sr.	EventID	Time	Type	
<input checked="" type="checkbox"/>	1	739	01/23/2025 09:34 PM	Driving	5772m
<input checked="" type="checkbox"/>	2	751	02/03/2025 09:43 PM	Driving	5772m
<input checked="" type="checkbox"/>	3	756	02/04/2025 09:44 PM	Driving	5772m
<input checked="" type="checkbox"/>	4	7CF	02/07/2025 09:44 PM	Driving	5772m
<input type="checkbox"/>	5	83F	02/17/2025 09:16 PM	Driving	5772m
<input type="checkbox"/>	6	8BD	03/06/2025 10:04 PM	Driving	5772m

- 3. Click the "**Review**" button.
- 4. In the pop-up window, enter any required notes about the claim.



UNIDENTIFIED NOTE

Please enter notes

NOTES

test

CLOSE SAVE

5. Click "**Save**" to proceed.

## Reviewing Unidentified Events

After saving your initial claim, you'll be taken to the Review Unidentified Events page:

1. Review each event carefully.
2. To remove an event from the claim, uncheck its corresponding checkbox.
3. Scroll horizontally to view all event details.
4. To add missing information:
  - Locate the pencil icon on the far right of the event.
  - Click the icon to open the editing interface.
  - Enter the missing data.
  - Click "Save" to confirm your changes.

## Finalizing the Claim

1. Once you've reviewed and updated all events, click the "Claim" button in the top-right corner.

Review Unidentified Dri...

Claim

	Sr.	EventID	Time	Status	L
<input checked="" type="checkbox"/>	1	739	01/23/2025 09:34 PM	Driving	5772mi W
<input checked="" type="checkbox"/>	2	751	02/03/2025 09:43 PM	Driving	5772mi W
<input checked="" type="checkbox"/>	3	756	02/04/2025 09:44 PM	Driving	5772mi W
<input checked="" type="checkbox"/>	4	7CF	02/07/2025 09:44 PM	Driving	5772mi W

2. If successful, the status will update to "Success."

Review Unidentified Dri...

Back

Duration :	Miles	Annotation	Origin	Edit	
00:00:01	21.8	<a href="#">Details</a>	Unidentified		success
00:19:40	25.3	<a href="#">Details</a>	Unidentified		success
00:03:18	4.1	<a href="#">Details</a>	Unidentified		success
00:13:48	17.8	<a href="#">Details</a>	Unidentified		success

## Rejecting Events

To reject one or multiple events:

1. Select the event(s) you wish to reject.
2. Click the "Reject" button.
3. Enter notes explaining the reason for rejection.
4. Click "Save."
5. A confirmation pop-up will appear indicating a successful rejection.

## Tips for Success



- Always review event details thoroughly before claiming or rejecting.
- Provide clear, detailed notes when claiming or rejecting events.
- Double-check any missing information you add before saving.
- Ensure all required fields are completed before finalizing claims.

## Need Help?

If you encounter any issues while managing unapproved dates, please contact our support team for assistance.

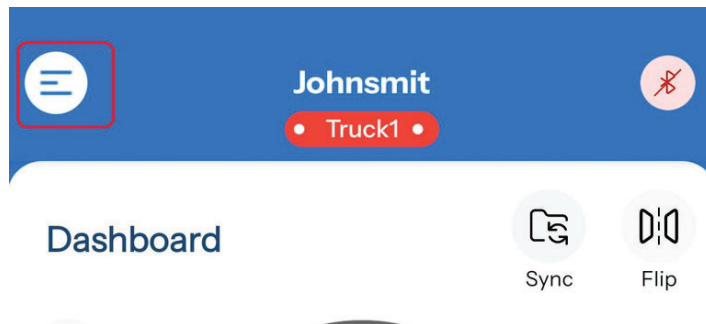
# How to add/edit driver profile

## How to Update Your Driver Details

### Step-by-Step Instructions

#### 1 Access Settings

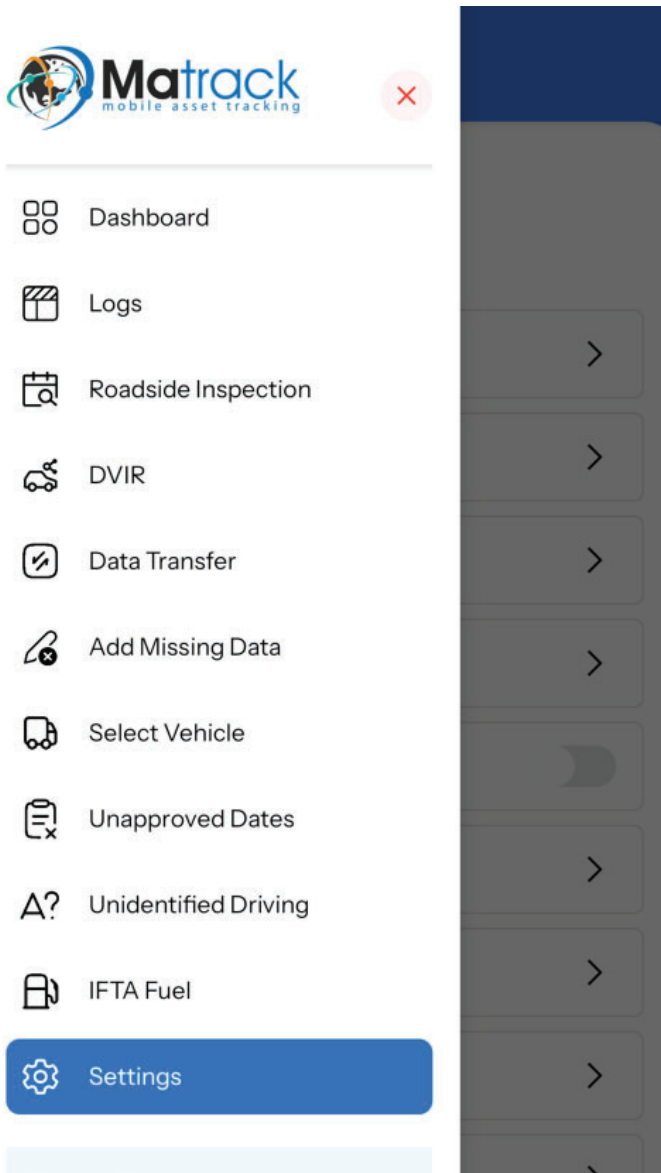
- Log in to the Matrack Driver App.



- Tap the three horizontal lines (menu icon) at the top of the screen.

## Navigate to Driver Details

- Scroll down the menu and select "Settings."



- Tap "Driver Details."



## Settings

DRIVER ID: 14

**Johnsmith**



Driver Details



Carrier Details



Change Password

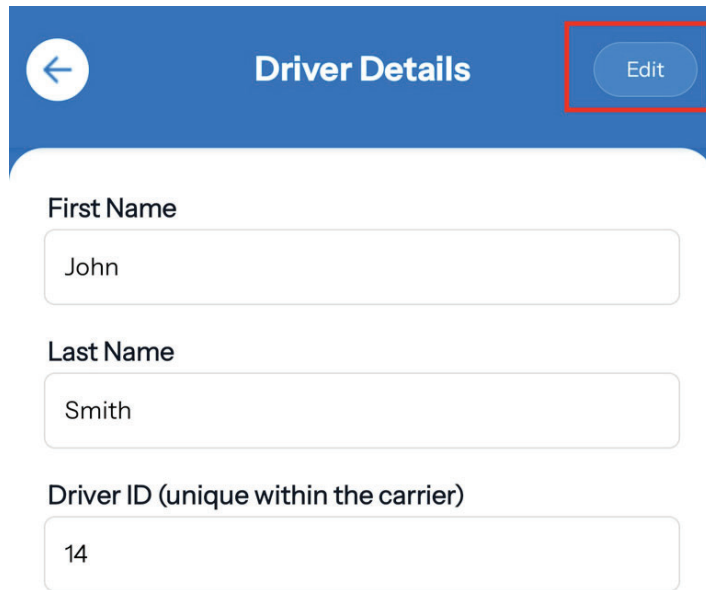


Change Signature



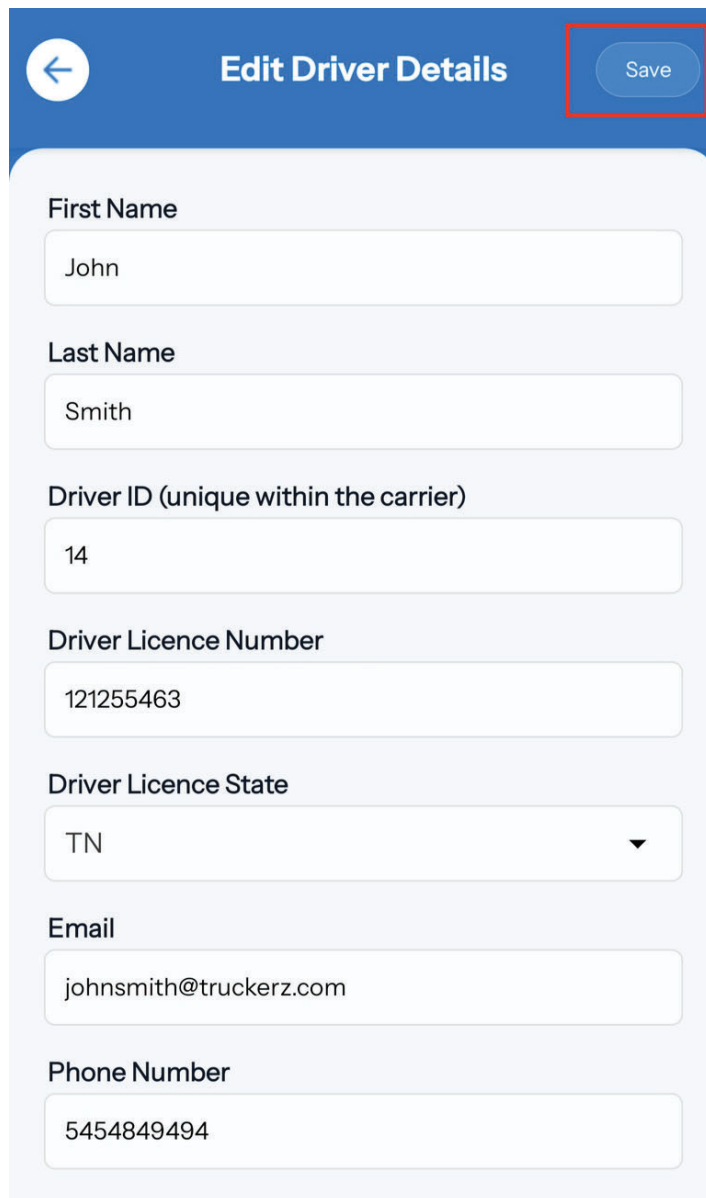
## Make Updates

- Click the "Edit" button in the top right corner.



The screenshot shows a mobile application interface for 'Driver Details'. At the top, there is a blue header bar with a white back arrow icon on the left, the title 'Driver Details' in the center, and an 'Edit' button on the right. The 'Edit' button is a light blue pill-shaped button with the word 'Edit' in white text, and it is highlighted with a red rectangular border. Below the header, the form contains three input fields. The first field is labeled 'First Name' and contains the text 'John'. The second field is labeled 'Last Name' and contains the text 'Smith'. The third field is labeled 'Driver ID (unique within the carrier)' and contains the text '14'.

- Update the necessary information.



← Edit Driver Details Save

First Name

John

Last Name

Smith

Driver ID (unique within the carrier)

14

Driver Licence Number

121255463

Driver Licence State

TN ▼

Email

johnsmith@truckerz.com

Phone Number

5454849494

- Tap "Save" in the top right corner to confirm changes.

#### ⚠ Important Notes

- Ensure all required fields are completed.
- Double-check information accuracy before saving.
- Wait for confirmation that changes are saved.
- Keep your driver details current for compliance.

## Best Practices

- Update information promptly when changes occur.
- Verify all changes after saving.
- Make sure you have a stable internet connection.
- Contact support if you encounter any issues.

## **Need assistance?**

Contact our support team for help with updating your driver details.

# How to enable adverse conditions exemption

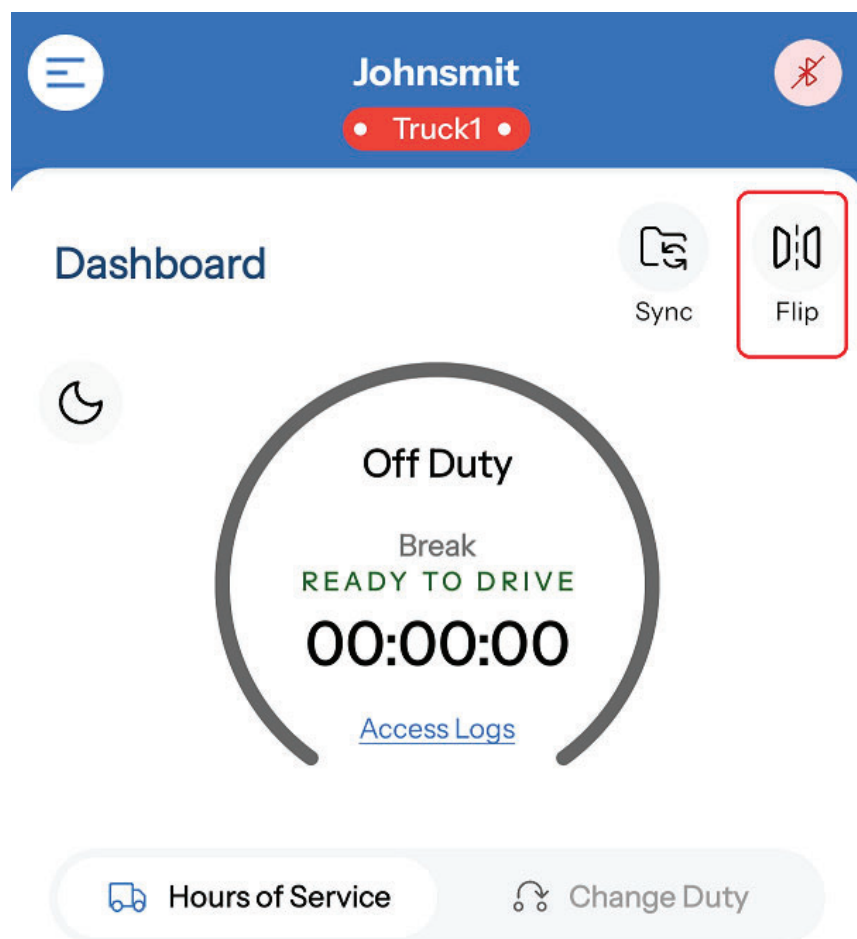
## Activating Adverse Conditions Exemption Before You Begin

Ensure any previous exemptions are disabled. Log in to your Matrack ELD Driver App. Make sure you're on the main dashboard.

### Step-by-Step Process

#### 1 Access Exemption Settings

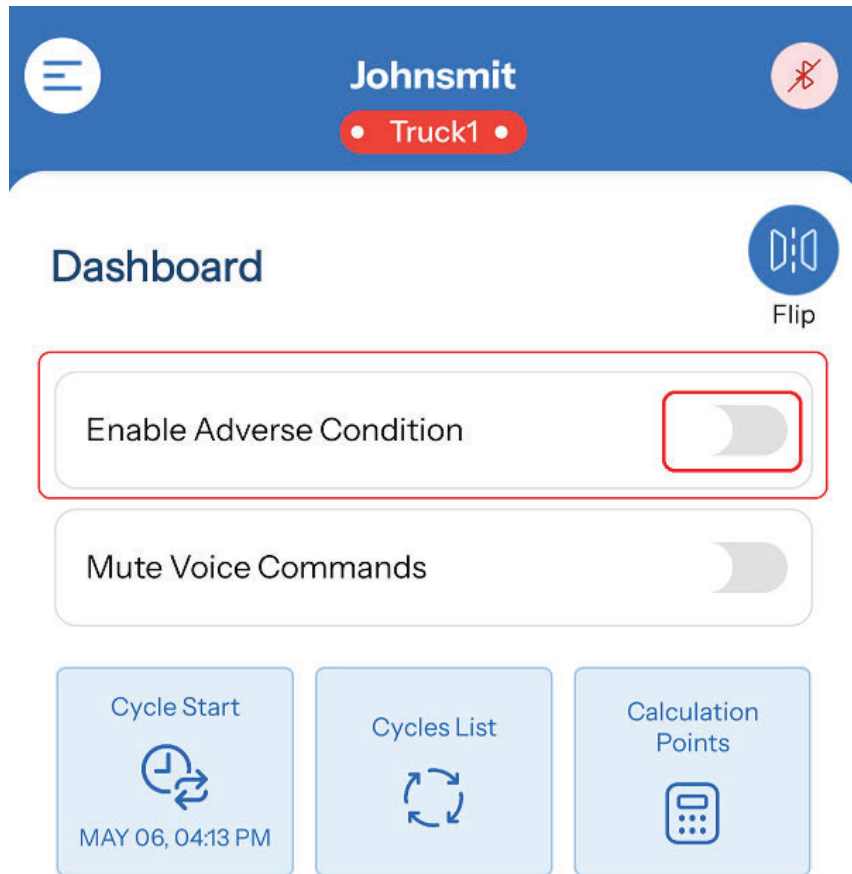
On the dashboard, locate the "Flip" icon in the top-right corner (shown with a flip icon). Tap this icon to access the exemption settings.



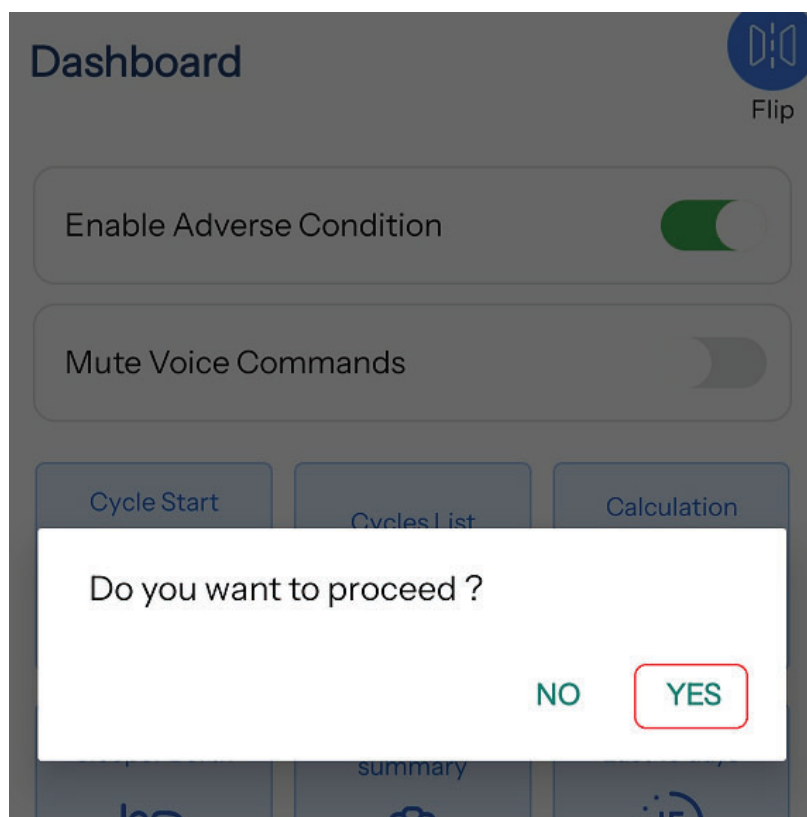


## Enable the Exemption

1. Locate the "Enable Adverse Condition" toggle switch. Tap the toggle switch to activate.



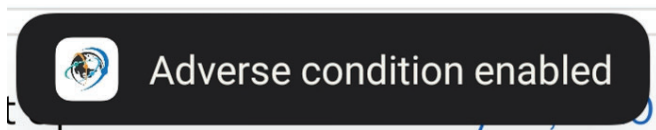
2. Click Yes on the prompt.



3. Enter a valid reason for enabling Adverse Condition Exemption and click Save.



4. You'll see an "Adverse conditions enabled message."



3

## Check Hours of Service

Your dashboard will display updated hours.

**Important Note: Adverse Conditions must only be used due to unexpected weather or road conditions.**

⚠ Only one exemption can be active at a time. Always disable previous exemptions first. To monitor your updated hours for accuracy, the system will show your remaining "ON DUTY" time at the top of the dashboard.

⚠ Adverse Conditions must be used due to unexpected weather or road conditions.

## Need assistance?

Contact Matrack support for help with exemption activation.

# How to resolve Missing Event Data error while certifying logs

## Handling Missing Event Data

### Overview

This guide explains how to handle events with missing data in your daily certification process. The system will highlight events that require attention and provide options for addressing incomplete information.

### Identifying Missing Data

Events with missing data are easily identifiable by:

- Yellow highlighting in the Review screen.
- There will be an "Add missing data" button on the left side of the event row.

### Methods for Handling Missing Data

#### Option 1: Adding Missing Data and Certifying

1. Click on the "Review" tab while certifying.

←

General Info

Approve

Edit

Signature

Review

00:00:00

00:00:00

00:00:00

00:00:00

00:00:00

00:00:00

Off Duty

Sleeper

On Duty

Driving

Total

18h 57m

0h 0m

0h 0m

5h 1m

24h 0m

Event List

Sr.	EventID	Date	Time	Status	Location	V
1	127	05/06/2025	16:13:46	On Duty	jdjsjs	Ti
2	128	05/06/2025	16:14:17	Driving	location	Ti
3	129	05/06/2025	21:15:54	Off Duty	NA	T

Recap(Recap hours include On duty, Driving and Yard move)

05/05/25  
00:00:00

05/04/25  
00:00:00

05/03/25  
00:00:00

05/02/25  
00:00:00

05/01/25  
00:00:00

04/30  
00:00

I certify that these entries are true and correct.

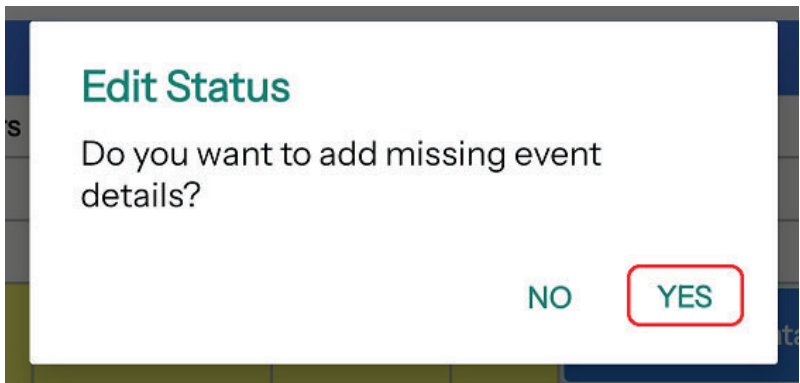
- Carefully scroll through the day's log details.
- Verify that all information is accurate.
- If there is a log entry marked in yellow, that means that the log entry has some missing data, like a missing location or a missing odometer value. If no, you can skip this step. If yes, scroll to the right of that entry to add the missing data.
- Click "Add Missing Data."

Event List

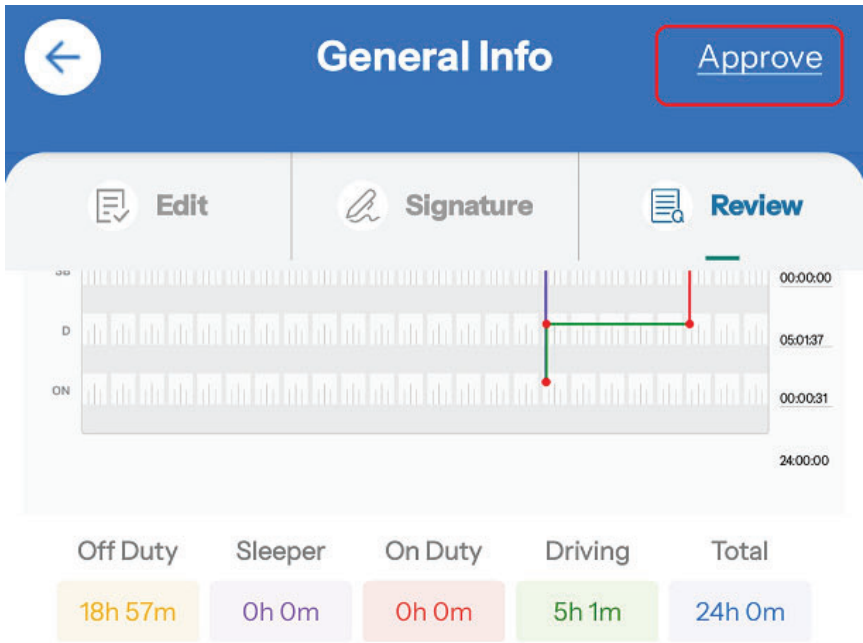
rs	Driver notes	Annotation	Origin	
	manual location	<a href="#">Details</a>	Driver	
	driving	<a href="#">Details</a>	Driver	
	driving	<a href="#">Details</a>	Driver	<div>Add Missing Data</div>

→

- Click "Yes" on the prompt and proceed to add the missing data.



7. Once all missing data is added, all yellow entries will be cleared. After that, click "Approve" in the top-right corner.



Event List				
ometer	Eng Hours	Driver notes	Annotation	Origin
0.0	0.0	manual location	<a href="#">Details</a>	Driver
0.0	0.0	driving	<a href="#">Details</a>	Driver
000.0	0.0	driving	<a href="#">Details</a>	Driver

7. Click "Agree" on the confirmation page.

### Section A

Great, no errors found. Proceed with signing.

### Section B

Edited/Annotated events

Sr.	EventID	Time	Status	Location	Vehicle	O
1	128	16:14:17	Driving	location	Truck1	
3	12B	21:15:54	Off Duty	Location 1	Truck1	

### Reminder

\*Don't forget to add Pre-trip and Post-trip On duty status.

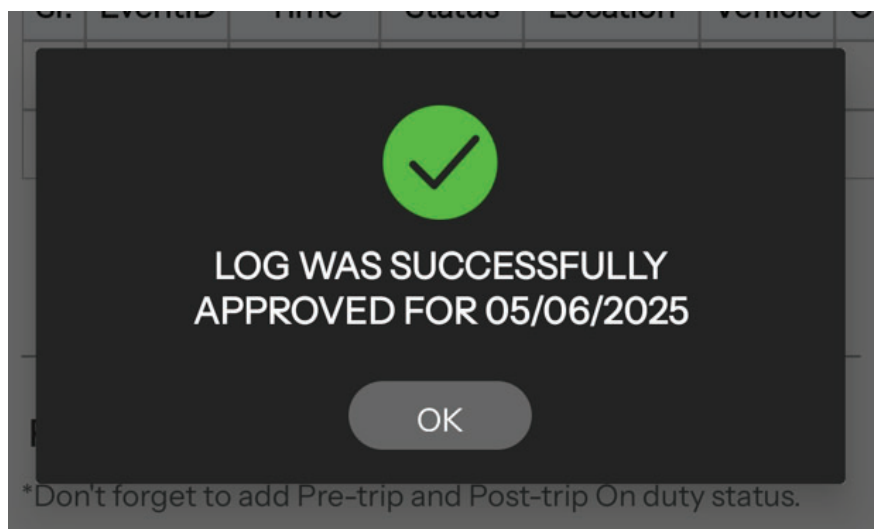
#### Driver's Certification of Own Records

I hereby certify that my data entries and my record of duty status for this day are true and correct.

NOT READY

AGREE

8. Wait for the success message confirming the log certification.



## Option 2: Proceeding Without Adding Data

If you prefer not to add the missing data, you can:

1. Click the "Approve" button in the Review screen.
2. Select "Proceed to sign" in the confirmation pop-up and continue with the day certification process.

## Best Practices

- Review all yellow-highlighted events before proceeding.
- Ensure all added data is accurate and complete.
- Save your changes before moving to the next event.

## Need Help?

If you encounter any issues while managing missing data, please contact our support team for assistance.

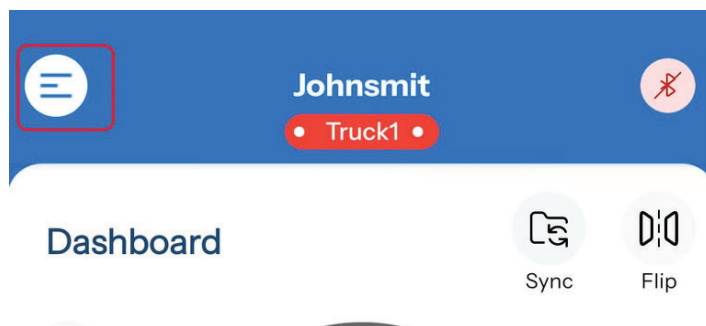
# How to View Your Carrier Details in the Matrack ELD Driver App

**Note:** Carrier details can be updated only from the Fleet Administrative Portal.

## How to view the Carrier Details from the phone app

### 1 Access Settings

- Log in to the Matrack ELD Driver App.
- Tap the three horizontal lines (menu icon) at the top of the screen to access the menu.





## Navigate to Carrier Details

- From the menu, select "Settings."



Dashboard

Logs

Roadside Inspection

DVIR

Data Transfer

Add Missing Data

Select Vehicle

Unapproved Dates

Unidentified Driving

IFTA Fuel

Settings

- Tap "Carrier Details."



### Settings

DRIVER ID: 14

**Johnsmith**

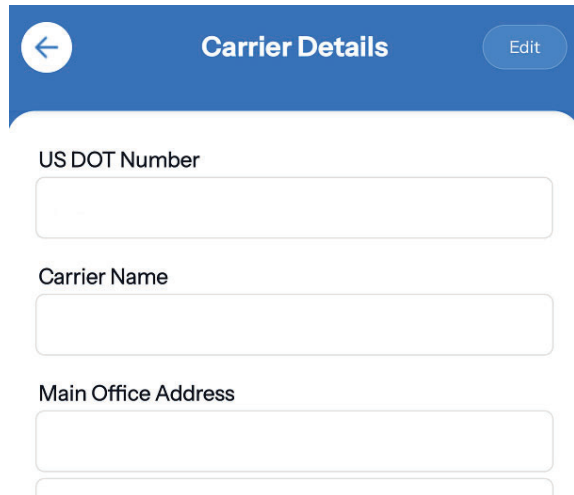
Driver Details >

Carrier Details >

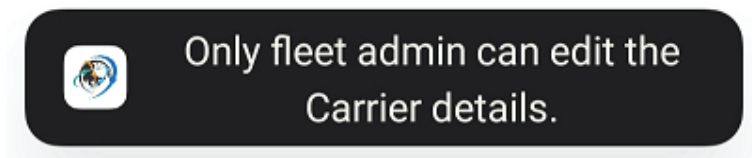
Change Password >

Change Signature >

- You can view the added Carrier Details.

A screenshot of a mobile application interface for "Carrier Details". At the top is a blue header bar with a white back arrow icon on the left, the text "Carrier Details" in the center, and a white "Edit" button on the right. Below the header, there are three white input fields with rounded corners. The first field is labeled "US DOT Number", the second is labeled "Carrier Name", and the third is labeled "Main Office Address". Each label is positioned directly above its corresponding input field.

- If you click "Edit", you'll get the following message.



#### Important Notes

- Reach out to your Fleet Administrator to update your Carrier details.
- Keep carrier details current for compliance purposes.

## Need assistance?

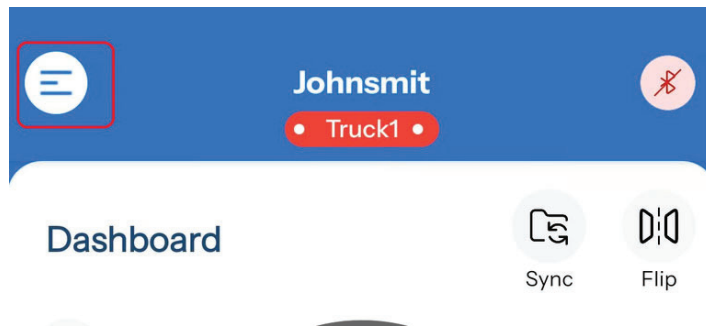
Contact our support team for help with updating your carrier details.

# How to Update Your Time Zone on the Matrack ELD Driver App

## Step-by-Step Instructions

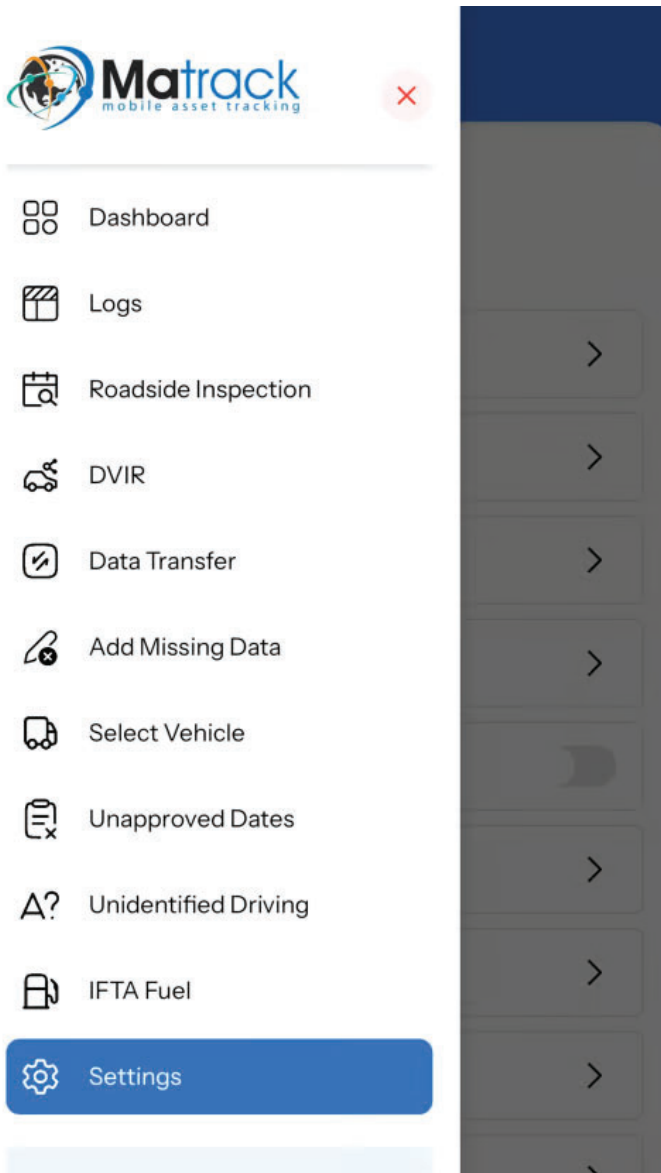
### 1 Access Settings

- Log in to the Matrack ELD Driver App.
- Tap the three horizontal lines (menu icon) at the top of the screen to access the menu.




## Navigate to Time Zone Settings


- From the menu, select "Settings."





- Tap "Timezone and Cycle Rule."


Settings


DRIVER ID: 14  
**Johnsmith**


Driver Details


Carrier Details

Change Password

Change Signature

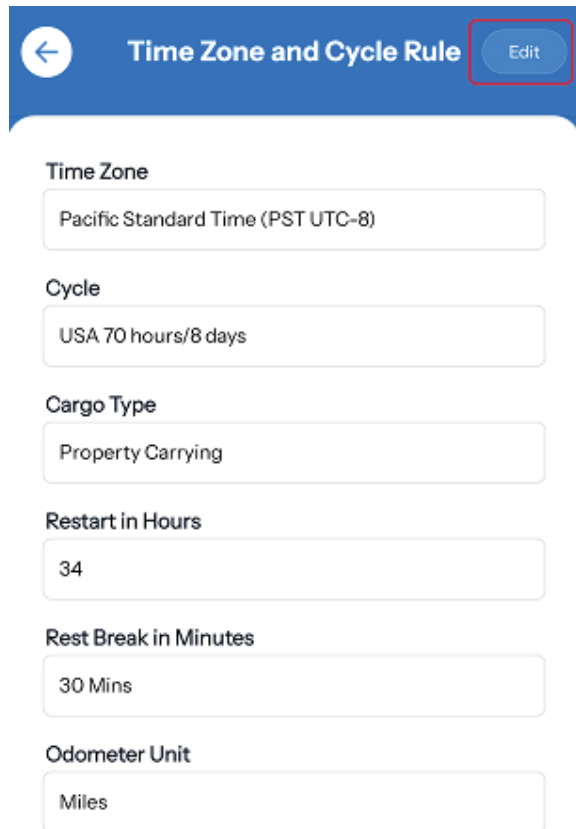
Dark Mode

TimeZone and Cycle Rule

Trailers

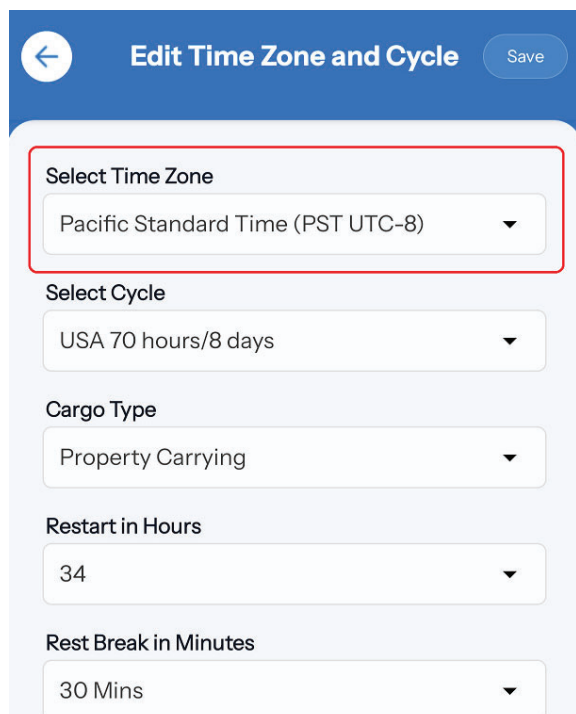
## Make the Change

- Click the "Edit" button in the top right corner.



The screenshot shows a mobile application interface for editing a rule. At the top, there is a blue header bar with a back arrow on the left, the title "Time Zone and Cycle Rule" in the center, and an "Edit" button on the right. The "Edit" button is highlighted with a red rectangle. Below the header, the form contains several fields, each with a label and a text input area: "Time Zone" (Pacific Standard Time (PST UTC-8)), "Cycle" (USA 70 hours/8 days), "Cargo Type" (Property Carrying), "Restart in Hours" (34), "Rest Break in Minutes" (30 Mins), and "Odometer Unit" (Miles).

- Open the timezone dropdown menu and select your desired timezone.



The screenshot shows the same mobile application interface, but now the title is "Edit Time Zone and Cycle" and there is a "Save" button in the top right corner. The "Select Time Zone" dropdown menu is highlighted with a red rectangle. The dropdown is open, showing the current selection "Pacific Standard Time (PST UTC-8)" and a downward arrow. Below it, the other fields remain the same: "Select Cycle" (USA 70 hours/8 days), "Cargo Type" (Property Carrying), "Restart in Hours" (34), and "Rest Break in Minutes" (30 Mins).

- Tap "Save" in the top right corner.

## Best Practices

- Ensure you're connected to the internet.
- Choose the correct timezone for your current location.
- Verify the change after saving.
- Make sure the app is updated to the latest version.

## Need help?

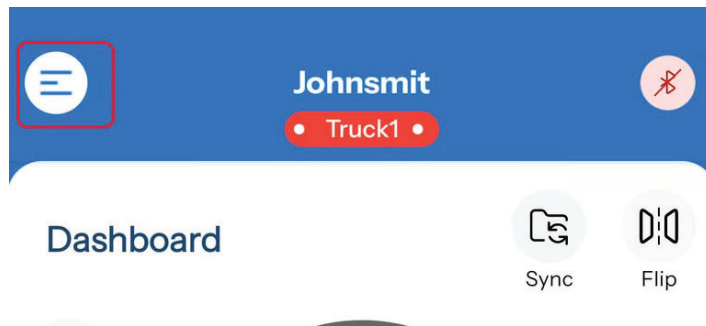
Contact our support team for assistance with timezone settings.

# How to Change Your Password on the Matrack ELD Driver App

## Step-by-Step Instructions

### 1 Access Settings

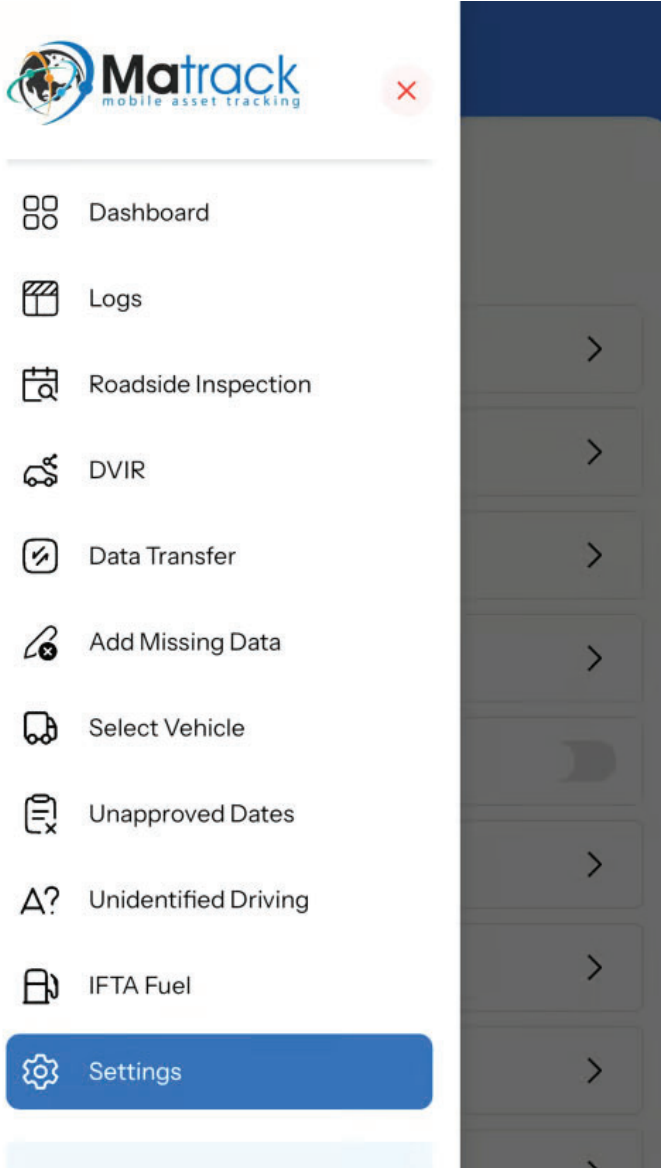
- Log in to the Matrack ELD Driver App.
- Tap the three horizontal lines (menu icon) at the top of the screen to access the menu.



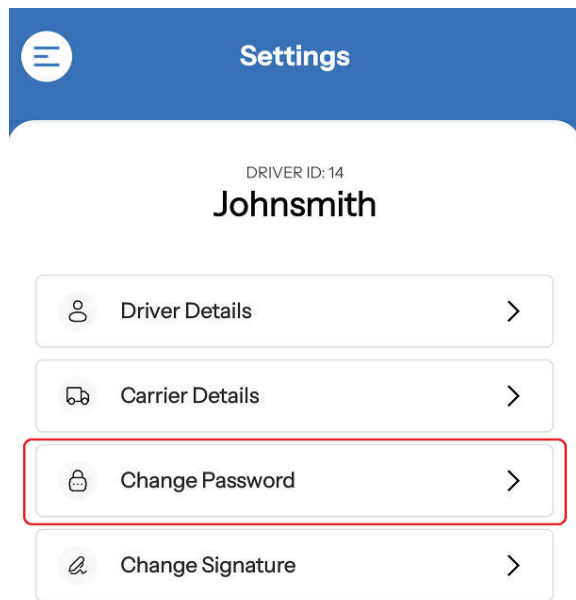


## Navigate to Password Settings

- From the menu, select "Settings."



- Tap "Change Password".



3

## Update Password

A screenshot of the 'Change Password' screen in the application. The screen has a blue header with a white back arrow on the left, the title 'Change Password' in white, and a blue 'Save' button on the right. Below the header, there are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. The 'Save' button is highlighted with a red rectangular box.

- Enter your current password.
- Enter your new password.
- Confirm your new password by entering it again.
- Tap "Save" in the top right corner.

### Important Notes

- Keep your password secure and private.
- Do not share your password with others.
- Store password information in a safe place.
- Log out of shared devices after use.

## Best Practices

- Choose a strong, unique password.
- Avoid using personal information in passwords.
- Update your password regularly.
- Use a combination of letters, numbers, and symbols.
- Ensure you remember your new password before logging out.

## Need assistance?

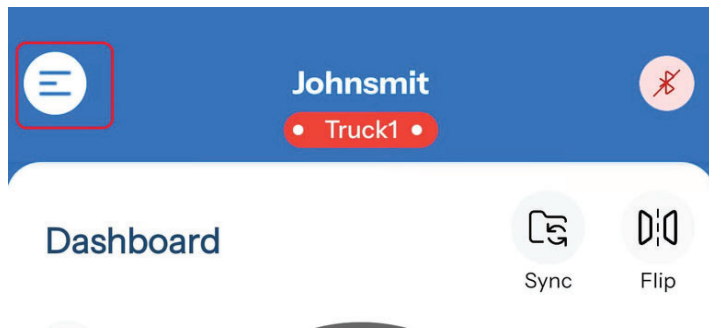
Contact our support team for help with password changes.

# How to Add or Update your driver signature in the Matrack ELD Driver App

## Step-by-Step Instructions

### 1. Access Settings









- Log in to the Matrack Driver App.



- Tap the three horizontal lines (menu icon) at the top of the screen.

### 2. Navigate to Signature Settings

- From the menu, select "Settings."

-  Dashboard
-  Logs
-  Roadside Inspection
-  DVIR
-  Data Transfer
-  Add Missing Data
-  Select Vehicle
-  Unapproved Dates
-  Unidentified Driving
-  IFTA Fuel

 Settings







- Tap "Change Signature."



## Settings


DRIVER ID: 14


**Johnsmith**

-  Driver Details >
-  Carrier Details >
-  Change Password >
-  Change Signature >
-  Dark Mode 

### 3. Create Signature

- Use the designated signature area.

 **Change Signature**



Draw your signature in the box and tap 'Save' - it will be included in your documents when you certify, and you can tap 'Reset' anytime to draw a new one.

RESET

SAVE

- Sign using your finger or a stylus.
- Tap "Save" in the top right corner.

#### Important Notes

- Ensure the signature is clear and legible.
- Sign within the provided boundaries.
- Wait for confirmation that the signature is saved.
- Verify that the signature appears correctly after saving.

Need assistance? Contact our support team for help with signature updates.

# How to Enable/Disable Voice Status Assist in the Matrack ELD Driver App

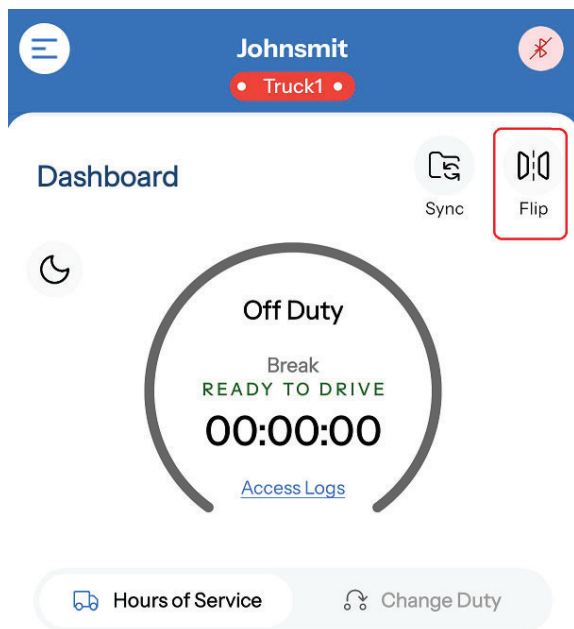
## Accessing Voice Controls

### 1. Launch App

- Log in to the Matrack Driver App.
- Wait for the dashboard to load (default screen).
- If the Dashboard doesn't load by default, click on the 3 horizontal lines to access the Menu. From the Menu, select Dashboard.

### 2. Locate and enable/disable Voice Assist

- On the dashboard, locate the "Flip" icon in the top-right corner (shown with a flip icon). Tap this icon to access the exemption settings.



- Locate the "Mute Voice Commands" toggle switch. Tap the toggle switch to activate/deactivate voice commands.
- Click Yes on the prompt.
- The icon will indicate whether the feature is enabled or disabled. You'll also see the following message.

### Important Notes

- Changes take effect immediately
- Setting persists between sessions

## Best Practices

- Verify the setting after toggling
- Consider the environment when using voice features
- Adjust device volume appropriately

Need assistance? Contact our support team for help with Voice Status Assist settings.

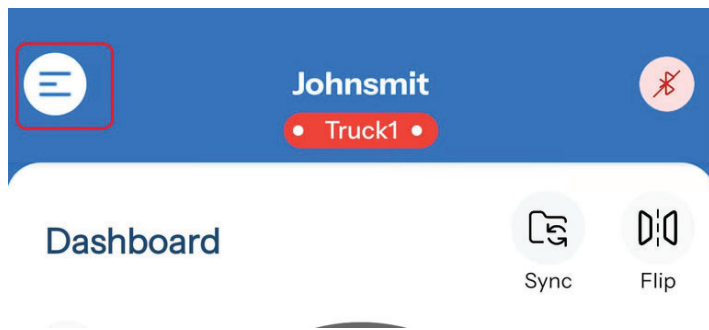


# How to Enable/Disable Night/Dark Mode in the Matrack ELD Driver App

## Accessing Night/Dark Mode from the Dashboard

### 1. Launch App

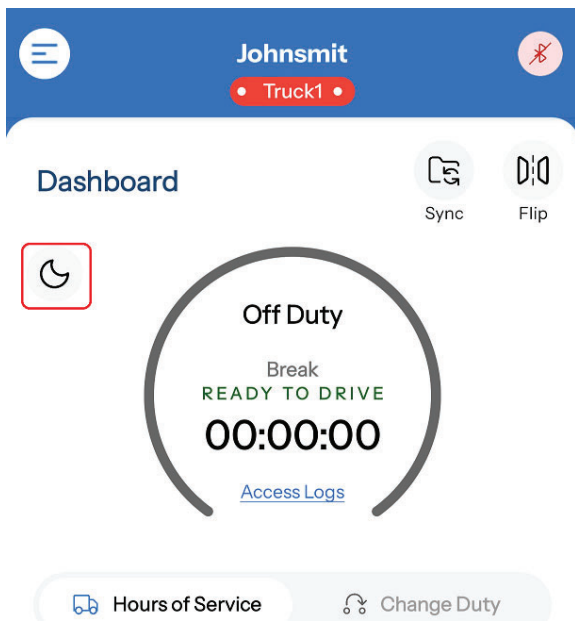
- Log in to the Matrack Driver App.
- Wait for the dashboard to load (default screen).
- If the Dashboard doesn't load by default, click on the 3 horizontal lines to access the Menu. From the Menu, select Dashboard.



### 2. Locate Night/Dark Mode Toggle

On the dashboard screen, look for:

- The Dashboard banner on the top left corner.
- The **moon-shaped icon** will be directly below that.



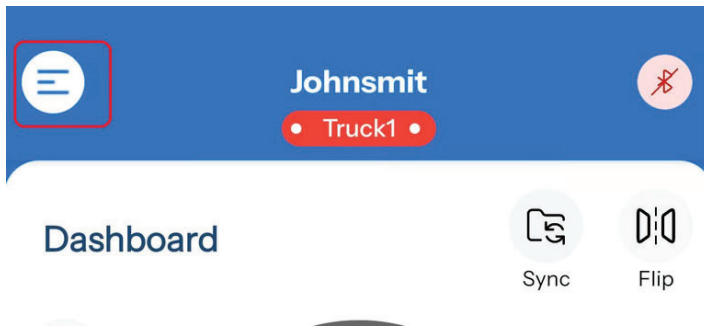
### 3. Toggle Night/Dark Mode

- Tap the moon icon to switch between modes.
- The screen will go into dark mode, and the icon will indicate whether Night/Dark mode is enabled or disabled.

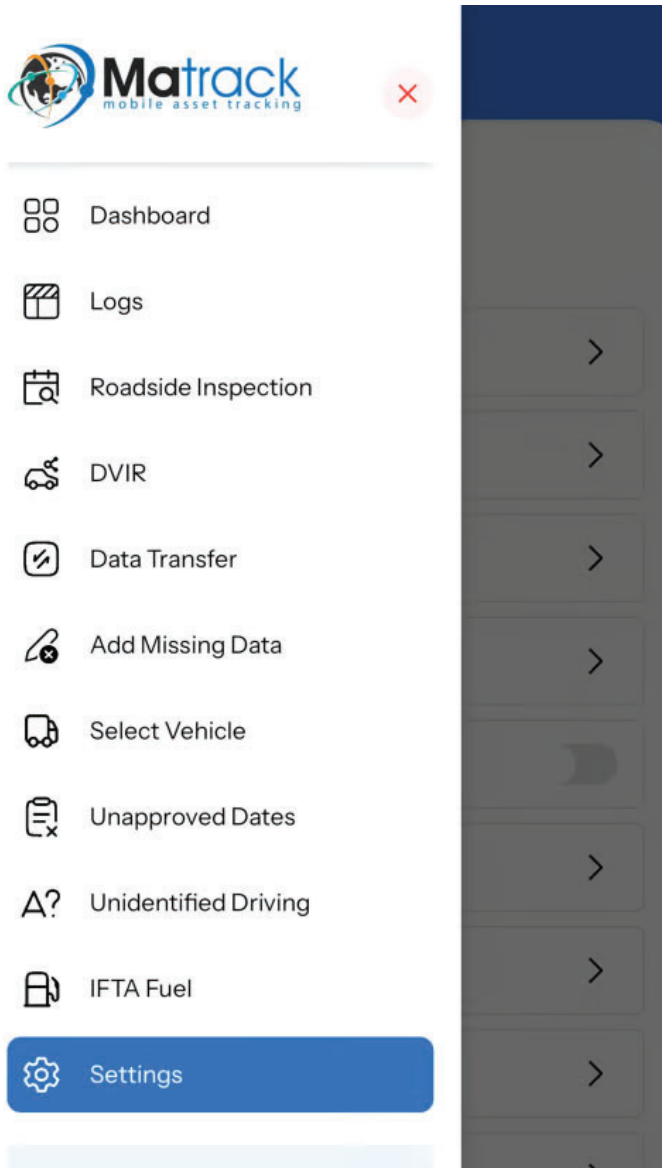
## Accessing Night Mode from Settings

## 1. Access Settings

- Tap the three horizontal lines (menu icon) at the top of the screen.




- Scroll down the menu and select "Settings."





## 2. Locate and Toggle Night/Dark Mode


DRIVER ID: 14


Johnsmith


 Driver Details >

 Carrier Details >

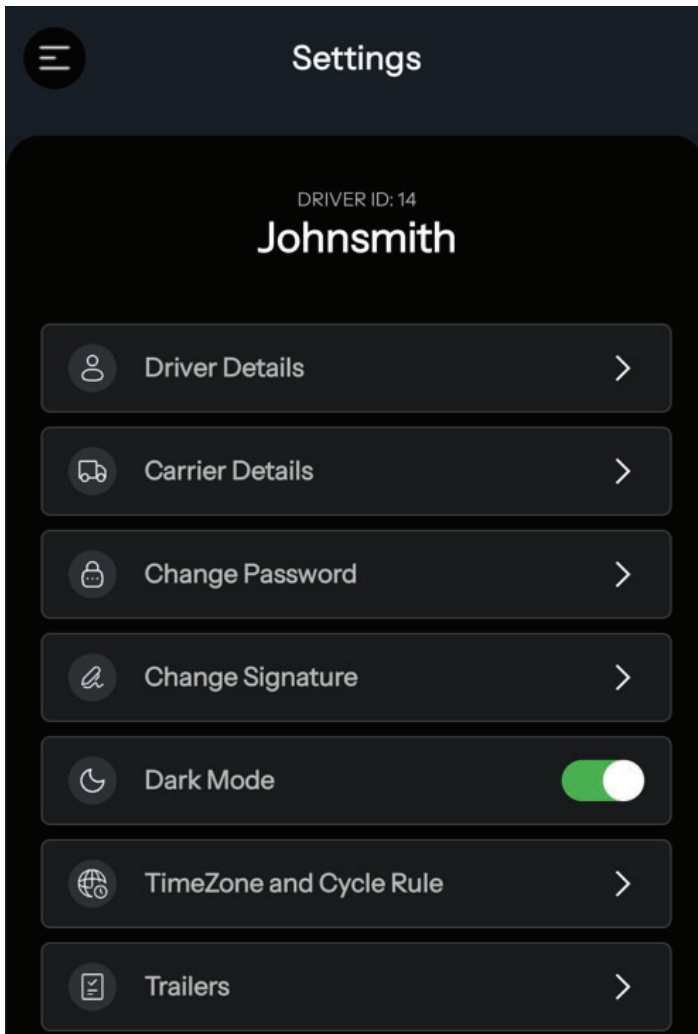
 Change Password >

 Change Signature >

 Dark Mode ☐

 TimeZone and Cycle Rule >

- Locate Dark Mode from the settings.
- Toggle the Dark Mode button On.
- The screen will go into dark mode, and the icon will indicate whether night mode is enabled or disabled.



#### Important Notes

- The feature can be toggled at any time.
- Changes take effect immediately.
- Setting persists between sessions.
- Adjust based on lighting conditions.

## Best Practices

- Use night mode in low-light conditions.
- Switch to regular mode in bright daylight.

## Need assistance?

Contact our support team for help with display settings.

# How to Use Split Sleeper Berth in the Matrack ELD Driver App

## Understanding Split Options

### 8/2 Split Configuration

- 8 hours: Must be taken in Sleeper Berth status / 2 hours: Can be taken in either Sleeper Berth or Off-duty status.
- Total split time: 10 hours.

### 7/3 Split Configuration

- 7 hours: Must be taken in Sleeper Berth status / 3 hours: Can be taken in either Sleeper Berth or Off-duty status.
- Total split time: 10 hours.

## Timing Requirements

### Qualifying Split Requirements

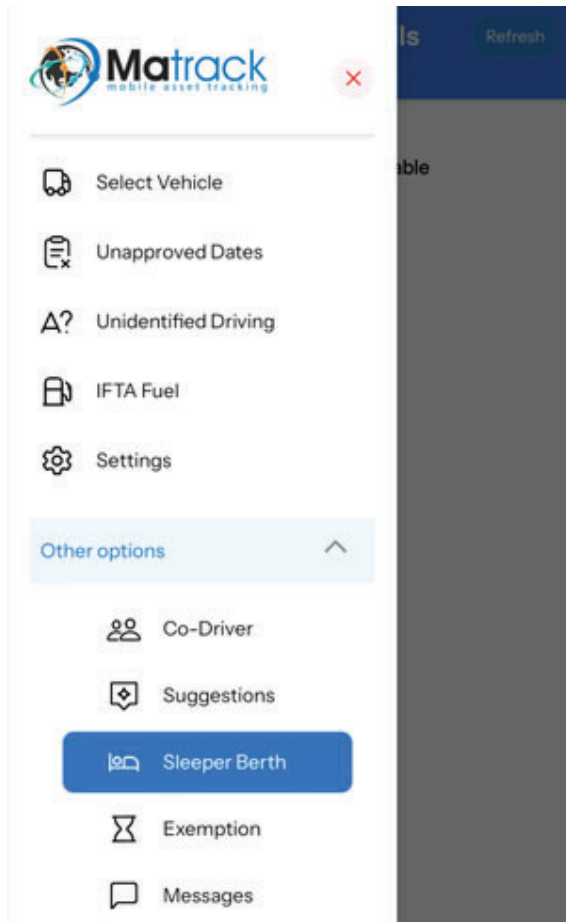
- Split Break must be at least 2 consecutive hours long and not more than 8 consecutive hours.
- Each split must be uninterrupted.
- The combined time must total at least 10 hours.

## Step-by-Step Process to enable Split Sleeper in the app

### First Split Period

1. Choose your split configuration (8/2 or 7/3)
2. Take the required time to appropriate status:
  - For 8/2: Complete either 8 hours in Sleeper or 2 hours in Off-duty/Sleeper
  - For 7/3: Complete either 7 hours in Sleeper or 3 hours in Off-duty/Sleeper
3. After completion of each break:

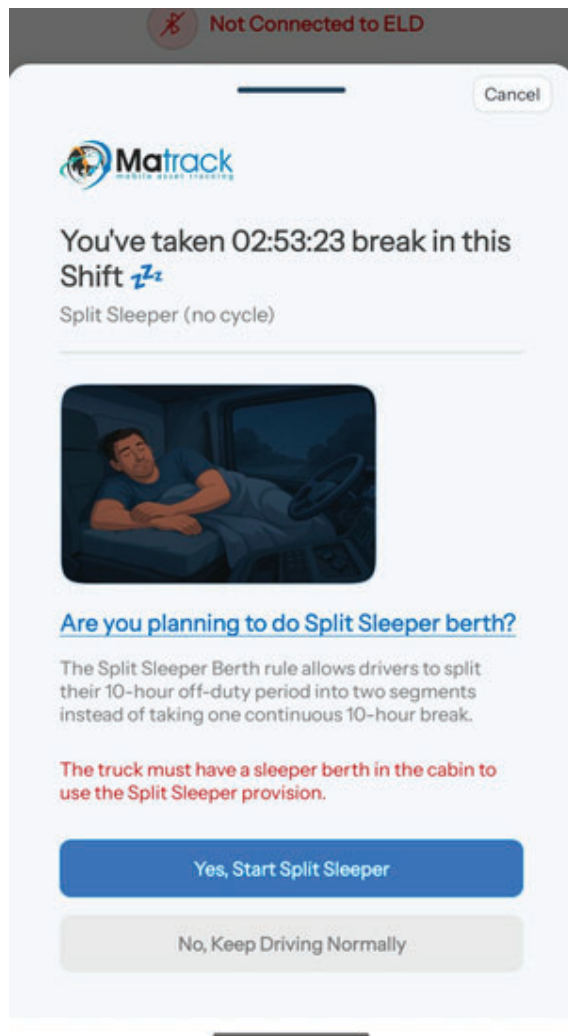
- Change your duty status to On-duty.
- Access the Split Sleeper option from the menu.
- Tap three horizontal lines in the top-left corner and scroll down to select other options.



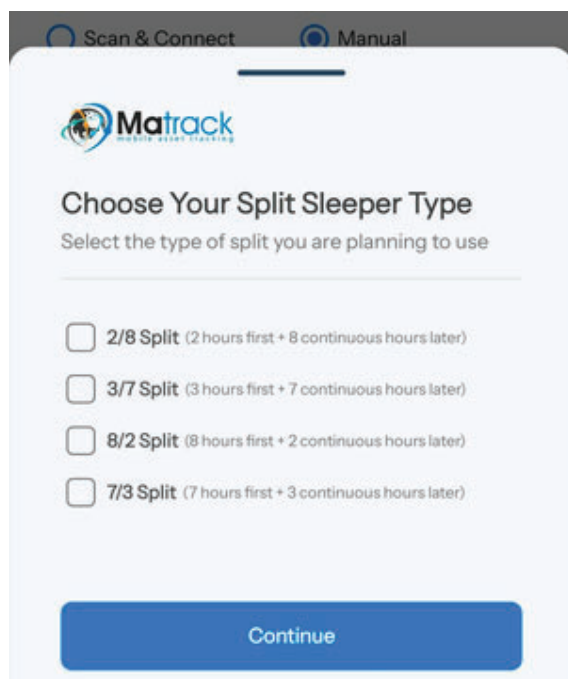
- From Other Options, Select Sleeper Berth.



- The app will identify that you've taken a matching break and will ask you if you want to do a split sleeper. Click "Yes, Start Split Sleeper."



- Put a check mark in the desired Split option and click "Continue."



- The following screen will display the rules for the selected Split Type. Click Okay to continue.



## You have chosen 8/2 Split

Driver has to follow required sleeper berth hours to avoid violation.

### 8/2 Split Sleeper Rules:

You've selected the 8/2 Split.

- The driver needs to take a minimum of 8 hours (in Off-Duty or Sleeper Berth) for the first split — this must include at least 7 consecutive hours in the Sleeper Berth, and the remaining 1 hour can be Sleeper or Off-Duty.

- Later, they must take 2 continuous hours for the second split.

The 8 hours taken in the first split will be added back to the 14-hour shift limit.

When the shift hours reach 0, it's time to take the second split to stay compliant.

Okay

Go back

- Select the appropriate split type(Long/Short) and save your selection.

## Second Split Period

1. Continue normal operations after the first split.
2. Complete the remaining portion of the split.
  - For 8/2: Remaining 8 or 2 hours as required.
  - For 7/3: Remaining 7 or 3 hours as required.
3. After completion, follow the same process to enable split sleeper from the app.

## Impact on Hours of Service

- After completing both qualifying breaks:
  - 11-hour driving limit resets.
  - 14-hour driving window resets.
- Available hours will update on the dashboard after properly logging splits.

#### **Important Rules**

- The longer portion (7 or 8 hours) must be in Sleeper status.
- The shorter portion (2 or 3 hours) can be Sleeper or Off-duty.
- Must properly enable split through the menu after the first split.
- Status should be changed to on-duty before enabling Split Sleeper from the app.
- Hours will update on the dashboard after the split is properly logged.
- All split periods must be uninterrupted.

## Best Practices

- Plan splits according to your schedule and required rest
- Always verify proper status selection
- Monitor the dashboard for accurate hours after splits
- Allow buffer time between splits for unexpected delays
- Consider traffic and parking availability when planning splits

Need additional help? Our support team is available to assist with split sleeper berth questions and configurations.

# How to add or enable co-driver

## Adding and Managing Co-Drivers

### Matrack ELD Driver App

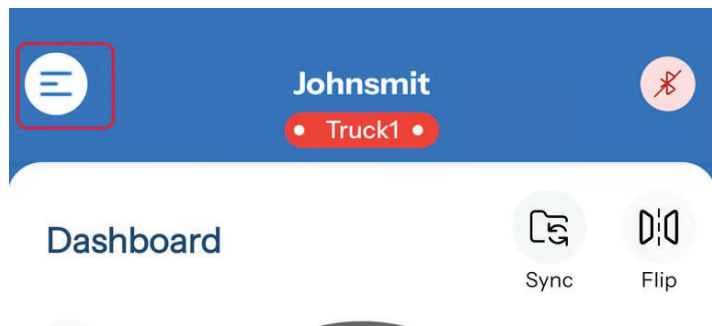
#### Prerequisites

Before adding a co-driver, ensure:

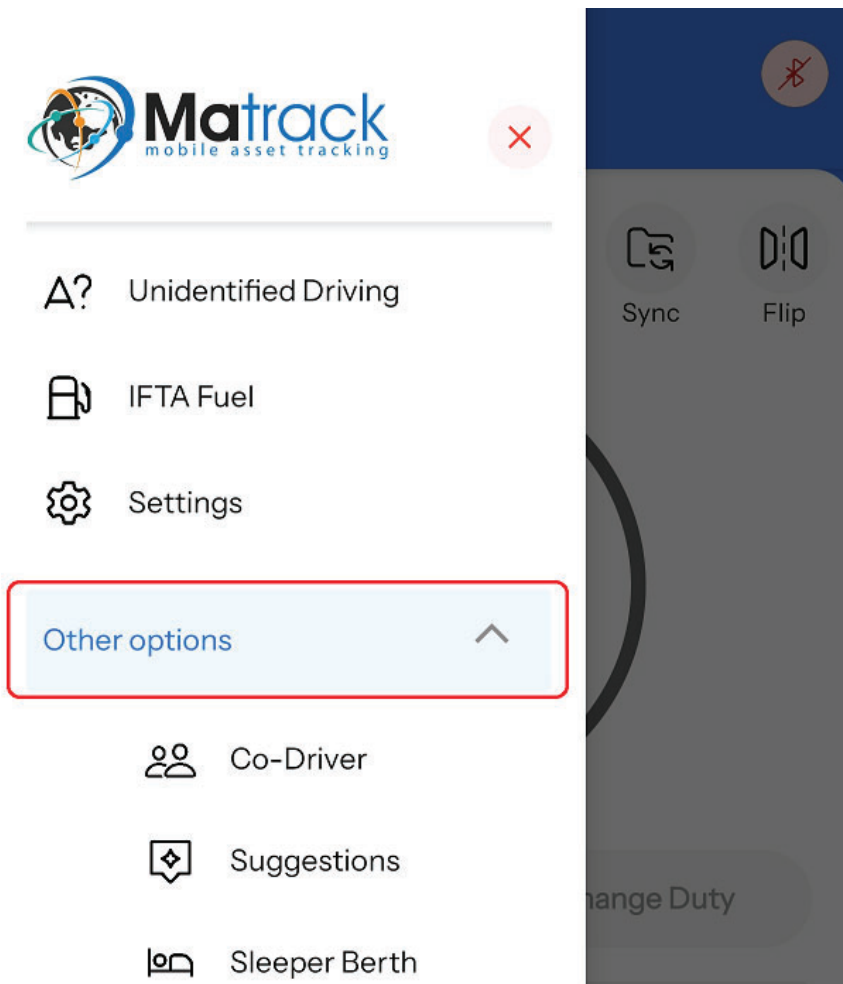
- The co-driver you'll be driving with has been added to your Carrier's ELD account as an active driver.
- Contact your fleet manager to add the driver to the account if the co-driver isn't in the system.

#### Accessing Co-Driver Features

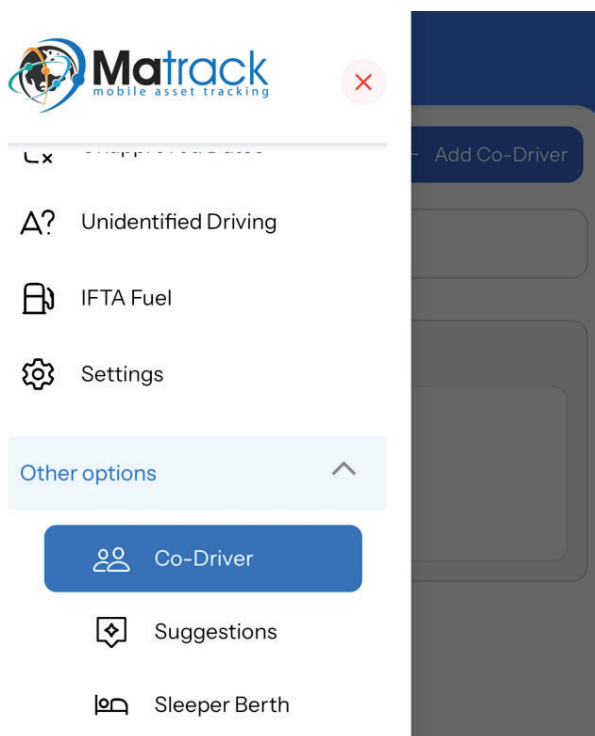
1. Launch and log in to the Matrack ELD Driver App.
2. Tap the three horizontal lines (menu icon) in the top-left corner.



3. Scroll down the menu and select "Other options."



4. Scroll further down and select "Co-Driver."



## Adding a Co-Driver

1. Check the Co-Driver screen to see if your co-driver is already listed.
2. If not listed, click the "Add Co-Driver" button in the top-left corner.

Co-Driver

+ Add Co-Driver

Search Username

Main Driver

User Name johnsmith  
First Name John  
Last Name Smith

3. Enter the co-driver's username and password in the login screen.

CO-DRIVER LOGIN

Co-Driver Username

Co-Driver password

CANCEL SUBMIT

4. Click submit to complete the addition.

## Managing Co-Drivers

Once a co-driver is added, you can:

- View co-driver information.
- Switch between drivers.
- Log out the co-drivers.

## Security Measures

- While using co-driving, ensure that the co-driver is using the main driver's phone to log in and drive.
- Both the Main Driver and the Co-Driver should log in from the same phone.
- Co-driver password verification is required for all management functions.
- This ensures secure access and prevents unauthorized changes.

### Important Notes

- Keep co-driver credentials secure.
- While using co-driving, ensure that the co-driver is using the main driver's phone to log in and drive.
- Both the Main Driver and the Co-Driver should log in from the same phone.
- Verify the co-driver account status with the fleet manager.
- Ensure proper password entry for all operations.

## Need Help?

Contact your fleet manager or Matrack support for assistance with co-driver management.

# How to contact support from the app

## Contacting Support Through the App

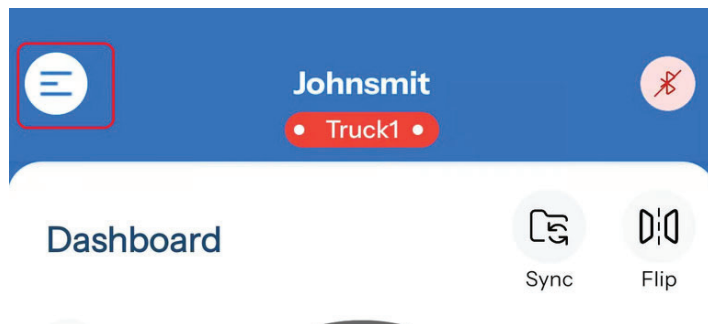
### Matrack ELD Driver App

#### Getting Started

1. Launch and log in to the Matrack ELD Driver App.

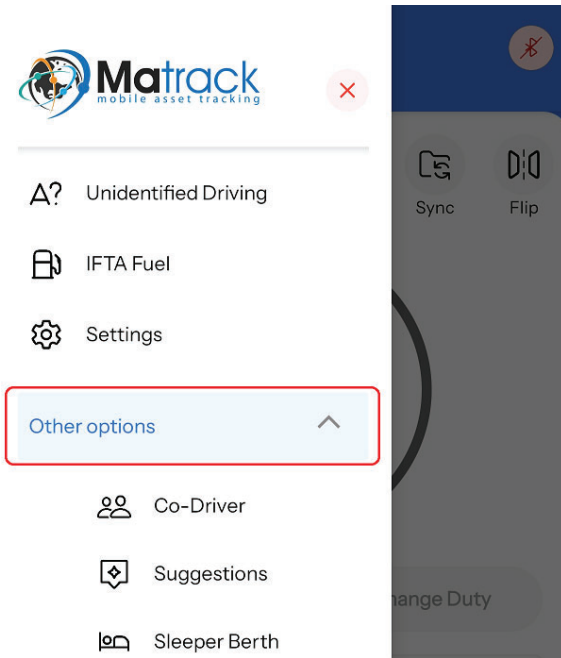
#### Accessing Support

1. Locate the menu icon (three horizontal lines) in the top-left corner.

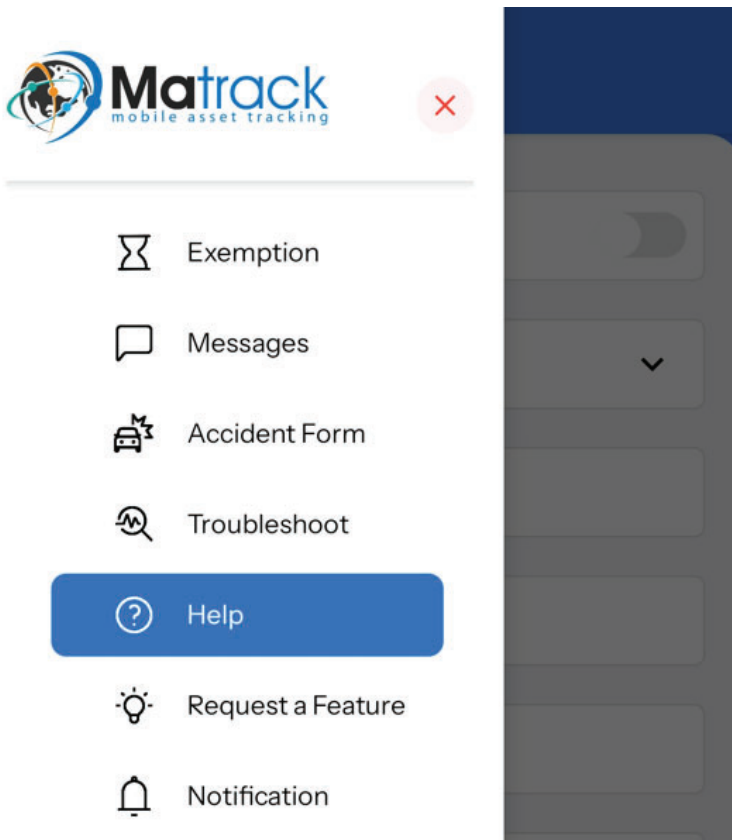




2. Tap to open the menu.
3. Scroll down and select "Other options."

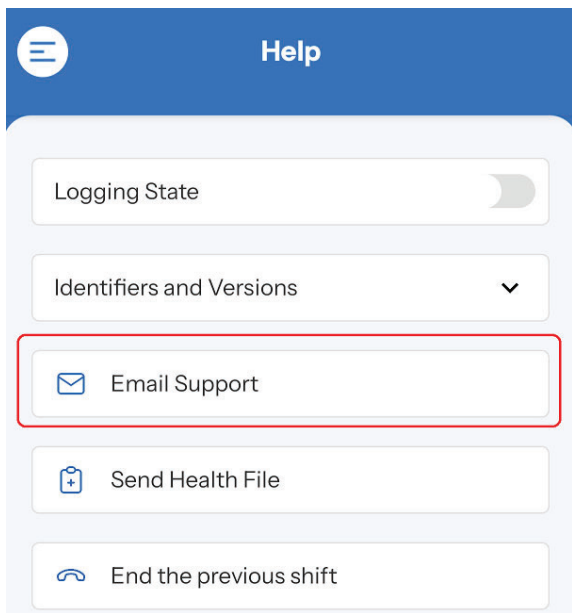


4. Scroll further down the menu and select "Help."



## Sending a Support Email

1. Click "Email Support."



1. Your default email client will open automatically.
2. The support email address will be pre-filled.
3. Compose your message:
  - Describe your issue in detail.
  - Include any relevant information.
  - Add attachments if needed.
4. Send your email.

## Tips for Effective Support Requests

- Be specific about the issue you're experiencing.
- Include any error messages you've received.
- Mention when the issue started.
- Describe what you were doing when the problem occurred.

## Need Immediate Assistance?

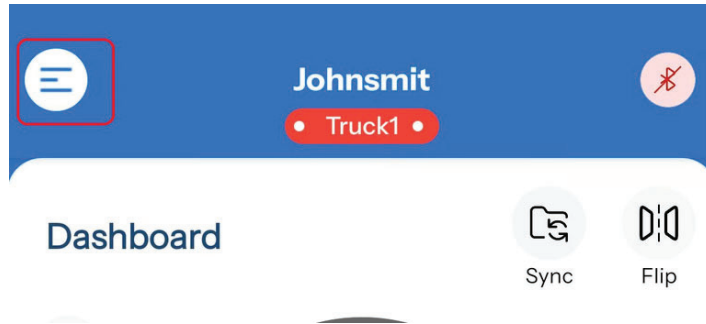
If your issue is urgent, consider using alternative support channels available through Matrack.

# How to Update Your Cycle Rule

## Step-by-Step Instructions

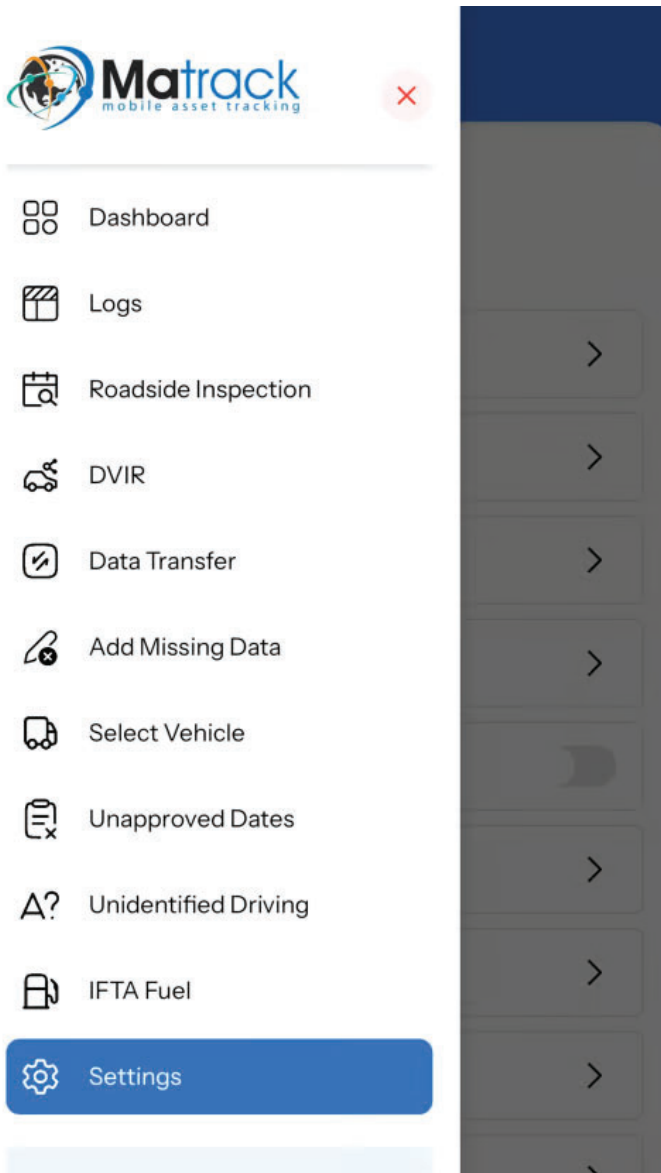
### 1 Access Settings

- Log in to the Matrack ELD Driver App.
- Tap the three horizontal lines (menu icon) at the top of the screen to access the menu.




## Navigate to Cycle Rule Settings


- From the menu, select "Settings."





- Tap "Timezone and Cycle Rule."


Settings


DRIVER ID: 14  
**Johnsmith**


Driver Details


Carrier Details

Change Password

Change Signature

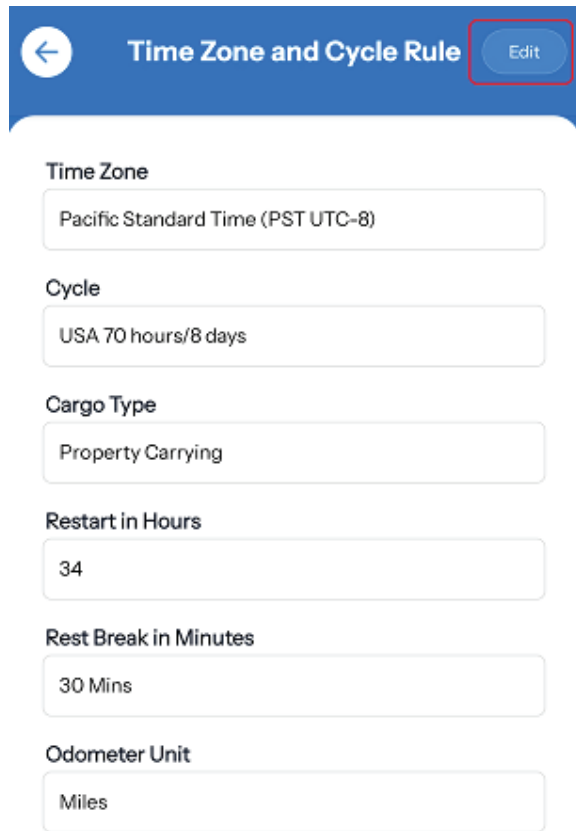
Dark Mode

TimeZone and Cycle Rule

Trailers

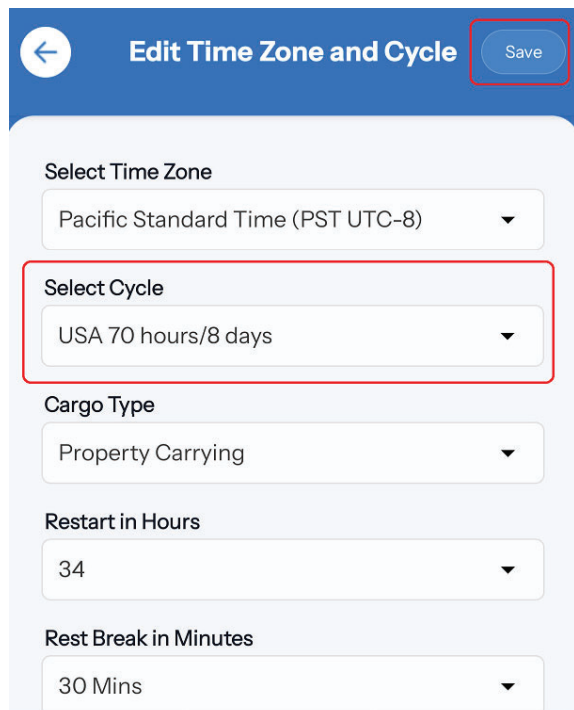
## Make the Change

- Click the "Edit" button in the top right corner.



The screenshot shows a mobile application interface for editing a 'Time Zone and Cycle Rule'. At the top, there is a blue header bar with a back arrow on the left, the title 'Time Zone and Cycle Rule' in the center, and an 'Edit' button on the right. Below the header, the form contains several input fields: 'Time Zone' with the value 'Pacific Standard Time (PST UTC-8)', 'Cycle' with 'USA 70 hours/8 days', 'Cargo Type' with 'Property Carrying', 'Restart in Hours' with '34', 'Rest Break in Minutes' with '30 Mins', and 'Odometer Unit' with 'Miles'. The 'Edit' button is highlighted with a red rectangle.

- Open the timezone dropdown menu and select your desired Cycle rule.



The screenshot shows the same mobile application interface, but now the title in the blue header is 'Edit Time Zone and Cycle' and the button is labeled 'Save'. The 'Select Cycle' dropdown menu is highlighted with a red rectangle. The other fields remain the same: 'Select Time Zone' (Pacific Standard Time (PST UTC-8)), 'Cargo Type' (Property Carrying), 'Restart in Hours' (34), and 'Rest Break in Minutes' (30 Mins).

- Tap "Save" in the top right corner.

## Important Notes

- Verify selection before saving
- Ensure the cycle rule matches your operation type
- Changes take effect immediately
- Monitor your hours after changing cycles

Need assistance? Contact Matrack support for help with cycle rule settings.

# How to use Yard Move from the Matrack Driver App

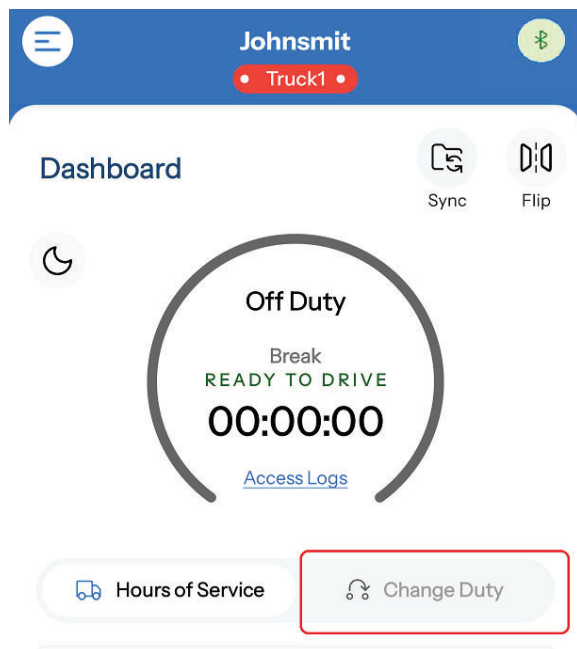
How to Enable Yard Move (YM) Status

## Before You Begin

- Ensure you're logged into the Matrack ELD Driver App.
- Verify ELD is connected (required for YM status).
- Be on the Dashboard screen.

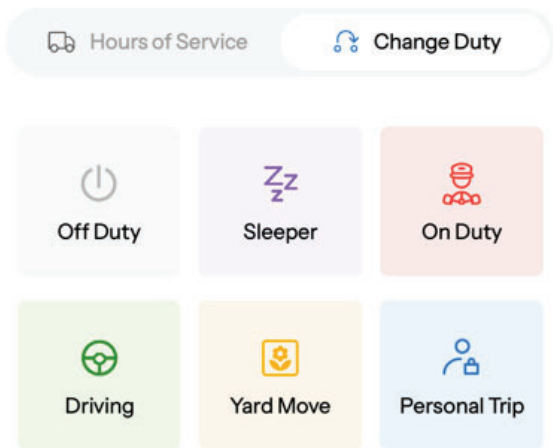
## Step-by-Step Instructions

### 1. Access Status Menu





- In the Dashboard, you'll see a circle displaying your current duty status and available hours. Below that, there is a Change Duty option. This will open a screen showing the available duty statuses:



- Off Duty, Sleeper, On Duty, Driving, Personal Trip, Yard Move

## 2. Select Yard Move

- Find "Yard Move" in status options.



- Tap on Yard Move, and you'll receive a dialog box to enter event details.

## 3. Complete Required Information

The screenshot shows a mobile application interface for adding a 'Yard Move' event. At the top right is a 'Cancel' button. Below it is a yellow header bar with a truck icon and the text 'Yard Move'. The form consists of several sections: 'Location' with a text input 'location 1' and a location pin icon; 'ODOMETER(mi)' with a text input '1000' and a circular arrow icon; 'Notes' with a text input 'Yard Move Example' and a document icon; and 'Break Details' with a dropdown menu showing 'Please select break type'. At the bottom is a large blue button labeled 'Add Event'.

1. Verify Location
  - The system auto-detects location.
  - Manual entry is available if needed.
2. Add Mandatory Note
  - Enter a reason for a personal trip.
  - The note must be a minimum of 4 characters.
3. Handle Break Type
  - If prompted, open the Break Type dropdown.
  - Select "Not Applicable" or any required break type.

## 4. Confirm Status Change

- Save your selection.
- Verify Dashboard updates to show:
  - Yard Move status.
  - Available hours under YM.

## Important Notes

- Notes must explain the purpose of personal use.
- Keep accurate records of YM usage.
- Monitor hours during the yard move.

## Troubleshooting

If unable to select YM:

- Verify note length (4+ characters)
- Ensure proper break type selection.
- Contact support if issues persist.

Need assistance? Contact Matrack support for help with Yard Move status changes.

# How to use Personal Conveyance from the Matrack Driver App

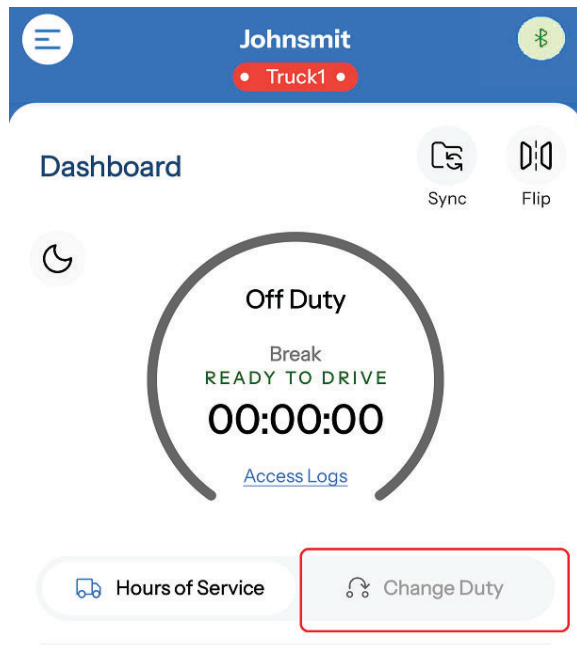
How to Enable Personal Trip (PC) Status

## Before You Begin

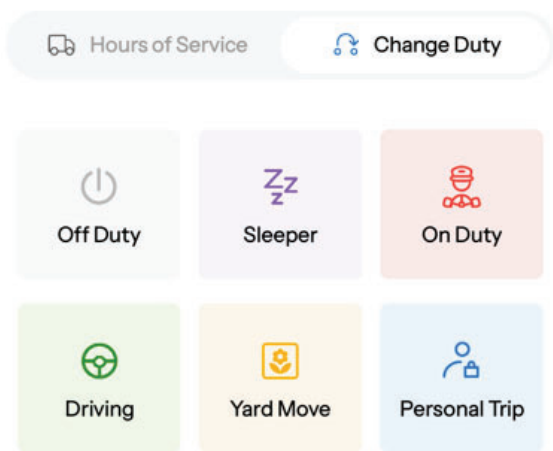
- Ensure you're logged into the Matrack ELD Driver App.

## Step-by-Step Instructions

### 1. Access Status Menu



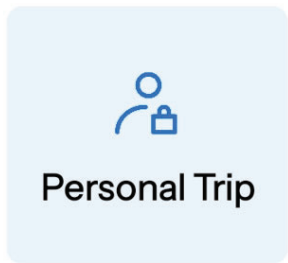
- In the Dashboard, you'll see a circle displaying your current duty status and available hours. Below that, there is a Change Duty option. This will open a screen showing the available duty statuses:



Off Duty, Sleeper, On Duty, Driving, Personal Trip, Yard Move.

## 2. Select Personal Trip

- Find "Personal Trip" in the status option.



- Tap on Personal Trip, and you'll receive a dialog box to enter event details.

## 3. Complete Required Information

Cancel

**Personal Trip**

**Location**

location 1

**ODOMETER(mi)**

1000

**Notes**

Personal Trip

**Break Details**

Please select break type ▼

**Add Event**

1. Verify Location
  - The system auto-detects the location.
  - Manual entry is available if needed.
2. Add Mandatory Note
  - Enter the reason for the personal trip.
  - The note must be a minimum of 4 characters.
3. Handle Break Type
  - If prompted, open the Break Type dropdown.
  - Select "Not Applicable" or any required break type..

## 4. Confirm Status Change

- Save your selection.
- Verify Dashboard updates to show:
  - Personal Trip status.

## Important Notes

- Notes must explain the purpose of personal use.
- Keep accurate records of PC usage.
- Monitor hours during personal conveyance.

## Troubleshooting

If unable to select PC:

- Verify note length (+ 4 characters).
- Ensure proper break type selection.
- Contact support if issues persist.

Need assistance? Contact Matrack support for help with Personal Trip status changes.

# How to update the Matrack Driver App

## Updating Your Matrack Driver App

### Android Users

1. Visit the Google Play Store using this link:
  - [Matrack ELD Driver on Google Play ↗](#)
2. If an update is available, you'll see an "Update" button
3. Tap "Update" to install the latest version

### iOS Users

1. Visit the App Store using this link:
  - [Matrack ELD on the App Store ↗](#)
2. If an update is available, you'll see an "Update" button
3. Tap "Update" to install the latest version

## Alternative Update Methods

### Android

1. Open the Google Play Store and Tap your profile icon
2. Select "Manage apps & device"
3. Look for Matrack ELD Driver in the list of updates available
4. Tap "Update" if available

### iOS

1. Open the App Store and Tap your profile icon
2. Scroll down to available updates and Look for Matrack ELD
3. Tap "Update" if available



## Important Notes

- Ensure you have a stable internet connection
- Keep your device's operating system up to date
- Have sufficient storage space available
- Back up any important data before updating

## Need Help?

Contact Matrack support if you experience any issues during the update process.

# California Property Carrier Cycle Rules

## Work Shift Regulations

### Basic Requirements

#### 1. Rest Period

- Minimum 10 consecutive hours before starting duty
- Can include:
  - Off-duty time
  - Sleeper berth time
  - Any combination of above

#### 2. Shift Limitations

- Maximum 16-hour total shift time
- Maximum 12 hours driving within shift
- Shift begins after 10-hour rest period

## Cycle Hours

- 80-hour limit in 8-day period
- Cycle calculated from 8 days before current day's end

## Reset Options

### Standard Reset

- 34-hour restart available anytime
- Completely resets cycle hours

### Exception Reset

- 24-hour restart option
- Requires 24+ consecutive hours of:
  - Off-duty time
  - Sleeper berth time
  - Waiting time
- Starts new cycle

## Split Sleeper Berth Rules

### Qualifying Periods

- Total of 10+ hours off-duty time
- Must include:
  - One period of 8-10 hours in sleeper berth
  - Second period of 2-10 hours off-duty/sleeper
- Shift restarts after first qualifying period

### *Key Differences*

- Longer maximum shift time (16 hours vs 14 hours)
- Increased driving time (12 hours vs 11 hours)
- Higher cycle limit (80 hours vs 70 hours)


### Important Notes


- Must maintain accurate logs
- Document all waiting periods
- Monitor cycle hours carefully
- Plan routes considering California rules
- Keep supporting documentation


Need assistance? Contact your fleet manager or Matrack support for clarification on California-specific rules.

# Daily Driving Time Limits


## Standard Limits

 Hours of Service


 Change Duty

**Drive**  
11-Hour Driving Limit


11:00:00

**Shift**  
14-Hour Shift Limit


14:00:00

**Break**  
30-min Rest Break

08:00:00

**Cycle**  
USA 70/8

70:00:00

**Current Status**  
Off Duty

00:00:00

### Basic Rule (11-Hour Rule)

- Maximum 11 hours of driving time.
- Must be completed within a 14-hour window.
- Requires 10 consecutive hours off duty before the next shift.

### 14-Hour Window

- Begins when the driver starts any on-duty activity.
- Cannot drive beyond the 14th consecutive hour.
- Cannot be extended except in specific circumstances.

## Required Breaks

### 30-Minute Break Rule

- Required after 8 consecutive hours of driving.
- Must be at least 30 minutes long.
- Can be satisfied by:
  - Off-duty time.
  - Sleeper berth time.
  - Non-driving on-duty time.

## Special Circumstances

### Adverse Driving Conditions

- Allows up to 2 additional hours of driving time.
- Extends 11-hour limit to 13 hours.
- It must be due to unexpected weather or road conditions.

## Important Notes

- All driving time must be accurately logged.
- Monitor your available hours carefully.
- Plan routes considering required breaks.
- Account for potential delays.
- Maintain supporting documentation.

Need assistance? Contact Matrack support for clarification on driving limits and regulations.

# Complete Guide to Recap Hours

## What Are Recap Hours? Recap hours consist of:

- Hours worked on the first day of the cycle
- Remaining hours in the cycle These become available after the last day of the cycle

## Key Rules

### Usage Requirements

- It cannot be used when clocks are at zero
  - In this case, it must take a 34-hour restart
- Includes both Driving and Duty hours
- Can continue driving without 34-hour restart
- Applicable to both 70-hour/8-day and 60-hour/7-day cycles

### Reset Options

- 34-hour restart before the 9th day provides a full 70 hours
- Without restart, receive the first day's hours plus the remaining cycle hours

## 70-Hour/8-Day Cycle Example

Day	Available Hours	Hours Worked	Hours Remaining
1st	70 hours	7 hours	63 hours
2nd	63 hours	3 hours	60 hours
3rd	60 hours	11 hours	49 hours
4th	49 hours	9 hours	40 hours
5th	40 hours	7 hours	33 hours
6th	33 hours	8 hours	25 hours
7th	25 hours	11 hours	14 hours
8th	14 hours	11 hours	3 hours

## 9th Day Calculation

- Hours worked on the first day: 7 hours
- Hours remaining in cycle: 3 hours
- Total available for 9th day: 10 hours (7 + 3)



### Important Notes

- Monitor daily hours carefully
- Track remaining cycle hours
- Plan routes based on available recap hours
- Consider a 34-hour restart when beneficial
- Maintain accurate duty status records

Need assistance calculating your recap hours? Contact Matrack support for help.

# Troubleshooting Log Sync Issues

## Understanding Sync Problems Most log syncing issues occur due to:

- Inactive internet connection or Poor network connectivity
- Incomplete sync process

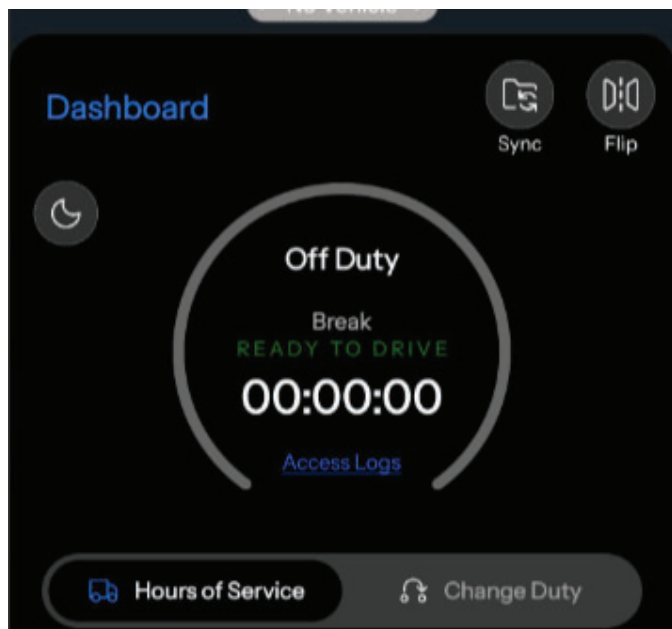
## Resolution Steps

### 1. Check Internet Connection

- Ensure device has active internet connection
- Verify cellular data or Wi-Fi is enabled
- Check signal strength and Test internet connection with other apps

### 2. Manual Sync Process

1. Open the Matrack ELD Driver App
2. Go to Dashboard
3. Click on the "**Sync**" button on the top right.
4. Wait until the sync is completed.





## *Best Practices*

- Maintain stable internet connection
- Regularly check sync status
- Perform manual sync when needed
- Monitor for successful sync completion

## **Need Help?**

If sync issues persist after following these steps:

- Contact technical support
- Document any error messages
- Keep track of internet connectivity status

# Automatic Driving Status Switch

## Speed Requirement

- Vehicle must exceed 5 miles per hour
- Status changes automatically when speed threshold is met

## If Status Isn't Switching Automatically

### 1. Check ELD Connection

- Verify ELD is properly paired to phone app
- Confirm ELD cable is firmly plugged in
- Check ELD indicator lights are functioning
- Confirm using correct truck-specific cable

### 2. Verify Current Duty Status

- Check that you are not in:
  - Yard Move (YM) status
  - Personal Conveyance (PC) status
- If in YM or PC:
  1. Change status to On Duty
  2. Drive vehicle above 5 MPH
  3. Status should switch automatically to Driving

## Troubleshooting Sequence

1. Check current duty status
2. Verify ELD connection
3. Confirm proper cable installation
4. Test by driving above 5 MPH
5. Monitor for automatic status change

### Important Notes

- Always use cable provided for your specific truck
- Monitor status changes when starting drive
- Report persistent issues to support

Need assistance? Contact Matrack support to resolve automatic status change issues.

# Account Deactivation & Reactivation Guide

*Understanding Account Deactivation* Your account may have been deactivated due to:

- Missed payment or Overdue charges
- Cancelled subscription

## Reactivation Options

### Option 1: Using Existing Card

1. Verify sufficient funds in your associated card
2. Contact our support team:
  - Via email or phone
3. Request account reactivation

### Option 2: Update Payment Method by Phone

1. Call our support team
2. Provide new card details
3. Wait for account reactivation confirmation

### Option 3: Secure Online Update

1. Request a secure payment update link via email or phone
2. Update credit card details through the secure link
3. Notify support of completed update and wait for account reactivation

#### Important Notes

- Keep payment methods current
- Monitor account status regularly
- Maintain sufficient funds
- Save support contact information

## Contact Support

For immediate assistance:

- Call us at: +1 **855-658-7225**, +1 **925-500-0071**
- Send email to: [support.gps@matrackinc.com](mailto:support.gps@matrackinc.com)
- Response times may vary

## Privacy & Security

- All payment information is securely processed
- Secure payment links expire after use
- Never share payment details via email
- Only provide information through official channels

# Accessing the In-App User Guide

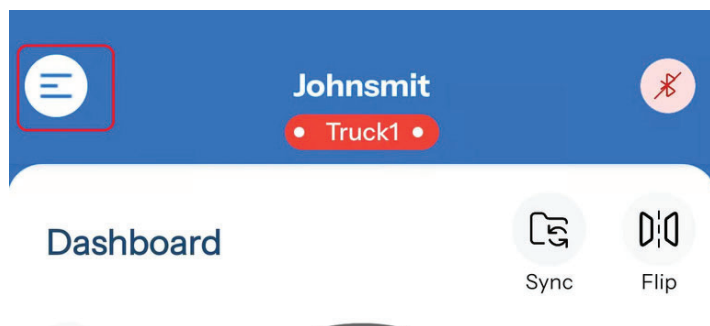
## Matrack ELD Driver App

### Getting Started

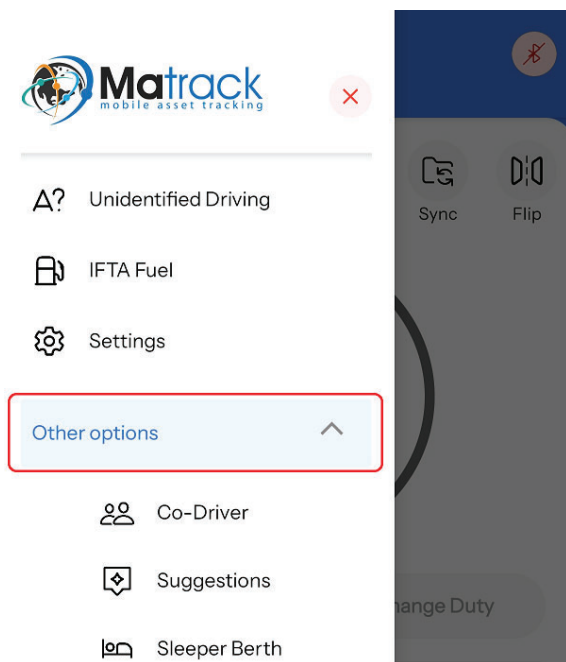
1. Launch and log in to the **Matrack ELD Driver App**

### Accessing the User Guide

1. Locate the menu icon (three horizontal lines) in the top-left corner.
















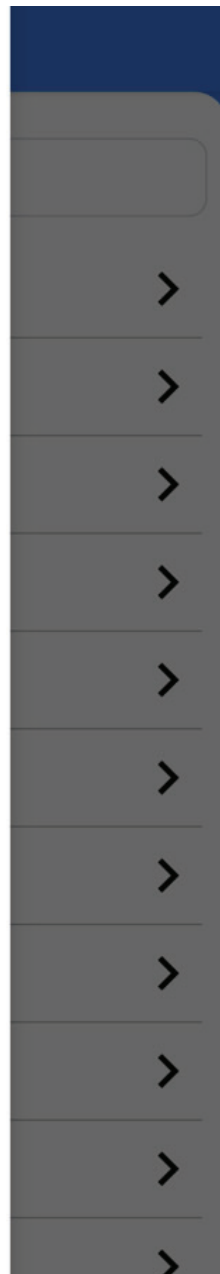
2. Tap to open the menu.
3. Scroll down and select "Other options."



4. Scroll further down the menu and select "User Guide."



-  Messages
-  Accident Form
-  Troubleshoot
-  Help
-  Request a Feature
-  Notification
-  Find Fuel
-  Fuel Level
-  Load Details
-  Drivewyze
-  All Vehicles
-  User Guide
-  Sync with Highway



## Finding Help Topics

You can locate information in two ways:

### Browse Available Guides

- Scroll through the list of available guides.
- Select the guide that matches your needs.

### Search for Specific Topics

- Use the search bar at the top of the page.
- Enter keywords related to your issue.
- Select the relevant guide from the search results.

### Important Notes

- Ensure you're logged in to access all guide features.
- Use specific keywords for more accurate search results.
- Browse categories if unsure about the exact terminology.

## Need Additional Help?

Contact Matrack support if you can't find the information you need in the user guide.