Device Auto Logging Driver Off

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Problem:

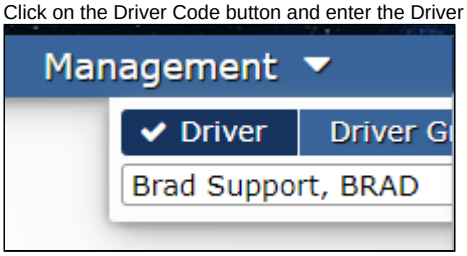
The driver is being logged off of the unit automatically.

Solution:

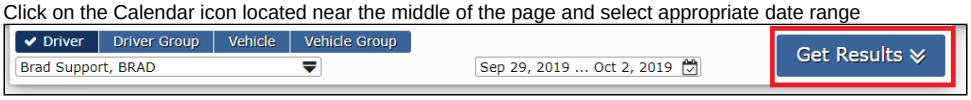
1. Log into FleetWatcher.
2. Go to Reports > Events and Positions.



3. Click on the Driver Code button and enter the Driver Code



4. Click on the Calendar icon located near the middle of the page and select appropriate date range



5. Click Gets Results
6. Check to see if there is more than one truck number in the Vehicle Column

Occurred On	Received On	Vehicle
10/1 18:09:39	10/1 18:09:41	BRAD
10/1 17:57:09	10/1 17:57:21	BRAD
10/1 17:36:59	10/1 17:37:16	BRAD
10/1 17:12:59	10/1 17:17:00	BRAD
10/1 16:52:49	10/1 16:53:06	BRAD
10/1 16:31:19	10/1 16:32:48	BRAD
10/1 16:10:59	10/1 16:11:18	BRAD
10/1 15:50:39	10/1 15:51:04	BRAD
10/1 15:29:49	10/1 15:30:45	BRAD
10/1 15:10:13	10/1 15:10:25	BRAD
10/1 15:09:19	10/1 15:09:56	BRAD
10/1 15:03:13	10/1 15:03:18	BRAD

7. If the 2 Vehicles are located in 2 completely different locations and the driver could not have possibly been in both places within a reasonable amount of time, you now have reason to believe 2 drivers are using the same Driver Code.
8. Change the Driver Code or research why both drivers are using this one Driver Code.

Related articles

- How-to Add a Company and Terminal
- FleetWatcher, How-to Enter a Route in New DTNav
- Which Web Browsers for FleetWatcher Does DriverTech Support?
- What do the icons in the Log Overview report mean?
- How-to change the truck number on your device

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