



### BigRoad mobile app with DashLink connection

#### BigRoad ELD certification

The BigRoad Mobile App used with a Powerfleet BigRoad ELD device (FT1, MGS800, MGS700, DL-200) is 3<sup>rd</sup> party certified for Canadian ELD and complies with section 77 – ELD Records of Duty Status on the Commercial Vehicle Drivers Hours of Service Regulations (SOR/2005-313).



### Addressing ELD malfunctions

#### How do I know I have a malfunction?



When a red banner appears at the top of the app. It says 'Malfunctions' and indicates the number of active malfunctions.

#### What do I do during an ELD Malfunction?

##### In the event of an ELD malfunction, a driver must:

1. Call BigRoad Support at 1-800-220-0779 to troubleshoot the issue.
2. Notify the motor carrier that is operating the commercial vehicle as soon as the vehicle is parked.
3. Record in the record of duty status (RODS) for that day, the time the motor carrier was notified of the malfunction.
4. If the ELD is not fully functional, reconstruct logs for the current day and past 14 days in accordance with SOR/2005-313 and continue to do so until the ELD is repaired or replaced.

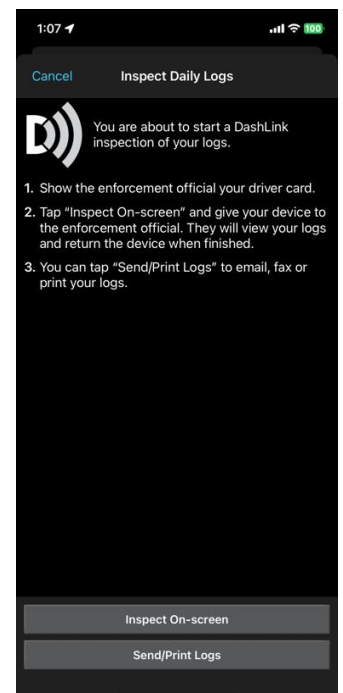
#### What does my motor carrier need to do during an ELD malfunction?

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

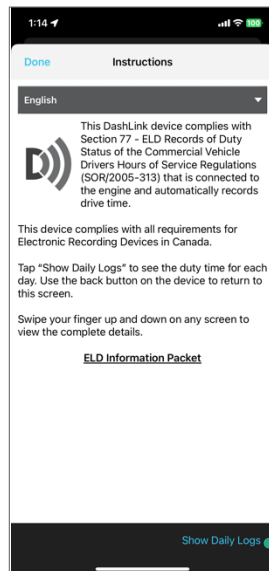
1. Correct, repair, replace or service the malfunctioning ELD within 14 days of discovering the condition.
2. If the malfunction cannot be resolved by BigRoad Support, a new ELD Device will be provided.
3. Require the driver to maintain paper record of duty status (RODS) until the ELD is back in service.

#### Driver inspection instructions

1. Select Inspect Logs from the home screen and pick the number of days to inspect.
2. To submit logs electronically, ensure you are connected to your running vehicle.
  - a. Select 'Send/Print Logs' then 'Send to safety official'.
  - b. The safety official will provide you with an 'Output File Comment' and an email address.
  - c. Click Send and the safety official will receive the file.
  - d. If the file cannot be sent due to connectivity issues, an on-screen inspection must be done.
3. To show logs on-screen, tap 'Inspect On-Screen'.
  - a. You should see a DashLink logo and instructions to start an ELD inspection.
  - b. Give the safety official your device and this instruction card.
4. If a safety official requests your ELD Information Package, follow step 3 above. There is a link to the ELD Information Package on the Inspection Mode Instructions Screen.



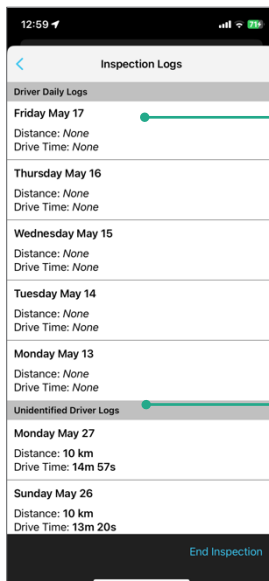
# BigRoad ELD Safety Official's Guide



The **DashLink logo** verifies that the hardware is engine-connected and functioning correctly. If you do not see the logo, the driver is not using an ELD.



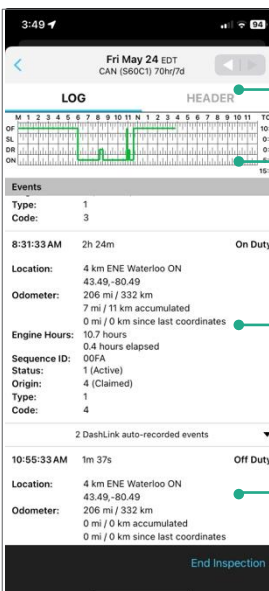
If you see this icon on the inspection screen, then the ELD device is malfunctioning. When malfunctioning, the driver will show paper logs for the drive time that transpired during the malfunction. Logs prior to the malfunction can be viewed on the phone or tablet.



\*Tap **Show Daily Logs** to see log details.

Tap any day to see detailed logs for that day.

Tap to review any unclaimed unidentified driving.



Tap the **HEADER** tab to view a list of vehicles, trailers, Data Diagnostic and Malfunction Status, Certification ID, and other information for this log day.

The **graph grid** shows the driver's drive, on-duty, off-duty, and sleeper berth time for the day.

Each **duty status event** is listed with required information, such as duration, location, and vehicle odometer/hours.

Tap the **DashLink auto-recorded** events sections to see details of non-duty status events recorded by the ELD.

Need help?  
Contact Support at  
1-800-220-0779 or  
[support@bigroad.com](mailto:support@bigroad.com)