

## Using Your Electronic Logging Device (ELD)

### Starting Your Vehicle and Signing In

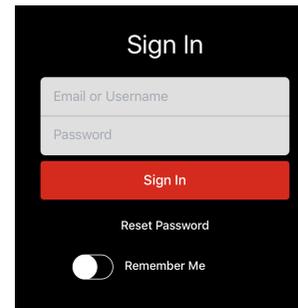
Follow these steps before you start driving:

1. Get into your vehicle.
2. Turn on the vehicle's engine.
3. Turn on your mobile device.
4. Start WorkPlan and sign in.
5. Select your vehicle from the vehicles list in WorkPlan. (You might need to refresh the vehicles list if your vehicle is not displayed.)
6. Complete any forms you might need to fill out in WorkPlan.
7. If you have a co-driver, he or she must also sign in to WorkPlan.
8. Open Hours of Service from the WorkPlan home screen, so that you can see your HOS timers and diagnostics. Ensure that the screen remains on.
9. Start driving.

### Stopping Your Vehicle and Signing Out

Follow these steps after you have stopped driving:

1. Stop your vehicle.
2. Turn off your vehicle's engine.
3. Change your HOS status to Off Duty.
4. Sign out of WorkPlan and complete any forms you might need to fill out.
5. If you have a co-driver, he or she must also sign out of WorkPlan.
6. When you have signed out of WorkPlan you should see the **Sign In** screen:



7. Close WorkPlan.

## Using Inspector Mode

### Entering Inspector Mode

1. Go to the HOS Status screen.
2. Tap **Actions** at the bottom of the screen.
3. Tap **Inspector Mode**.
4. Tap **Continue** to enter the Inspector mode. To leave the Inspector mode, you must enter the appropriate password for the account that you are logged into.

### Leaving Inspector Mode

1. Tap the back button in the upper left corner until you see a password prompt.
2. Enter the password for the account that you are logged into and tap **Continue**.

## Sharing Daily Logs

In the US, you can share the HOS logs for the past 8 days with the FMCSA, either by email or by uploading them directly to a server.

In Canada, you can share the HOS logs for the past 15 days with Canadian safety officials by email.

To do this:

1. Go to the summary list view in the Inspector mode UI.
2. Tap the share button  in the upper right corner of the screen.
3. On the **Share Data** screen select the sharing method and enter a note.
4. Tap **Send Logs**.

## Handling Malfunctions

These are the required actions for all malfunctions:

1. Note the type of malfunction and provide written notice of the malfunction to your motor carrier within 24 hours.
2. Ensure that you have an accurate record of duty status (RODS) for the current 24-hour period and the previous 7 consecutive days. This can be either in form of records from the ELD or RODS on compliant graph-grid paper. If necessary, manually reconstruct the RODS for any missing period.
3. Continue to manually prepare compliant RODS on graph-grid paper until the ELD is serviced and back in compliance.

## Contacting Support

If you have any issues that you cannot resolve using the [online help](#) or full [ELD Quick Reference Guide](#), contact support via email ([support@verizonconnect.com](mailto:support@verizonconnect.com)) or call our 24/7 ELD support team at 1-877-943-7306, option 1.