About Hours of Service

Hours of Service is part of Verizon Connect® Compliance and can be accessed via Verizon Connect® WorkPlan™. It allows you to monitor your compliance with federal Hours of Service (HOS) regulations. It can be used as an electronic logging device (ELD) to help with ELD compliance.

Hours of Service is compliant with:

- Regulations on electronic logging devices defined in 49 CFR §395.20 by the US Federal Motor Carrier Safety Administration (FMCSA)
- Regulations on electronic recording devices defined in Section 83 of the Canadian Commercial Vehicle Drivers Hours of Service Regulations

Important Notes

The following requirements must be met to comply with the ELD mandate:

- Always leave the screen on your device on, so that you can see the hours of service status screen and any malfunctions or diagnostic events at all times.
- Follow the steps under "Starting Your Vehicle and Signing In" in the order specified, to ensure that all relevant ELD events are captured correctly.
- You must be signed in to WorkPlan to capture and report hours of service information.
- You must sign out of WorkPlan at the end of the day or shift. This prevents reporting errors and maintains privacy.
- Co-drivers must not use their own device. They must sign in to the same device as the main driver.
- If you are experiencing any malfunctions or diagnostic issues, you must follow the steps described in the *HOS ELD Diagnostics Quick Reference Guide*.

Starting Your Vehicle and Signing In

Follow these steps before you start driving:

1. Get into your vehicle.
2. Turn on your mobile device.
3. Start WorkPlan and sign in.
4. Turn on the vehicle's engine.
5. Select your vehicle from the vehicles list in WorkPlan. (You might need to refresh the vehicles list if your vehicle is not displayed.)

> ℹ️ For vehicles that use Cloud ELD:
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> - On iOS devices, a signal indicator (📶, 📶, or 📶) might not be displayed beside the vehicle name.
> - On Android devices, you will see the **Cloud ELD** icon ⛅ beside the vehicle name.

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, they must also sign out of WorkPlan.
6. When you have signed out of WorkPlan you should see the **Sign In** screen:
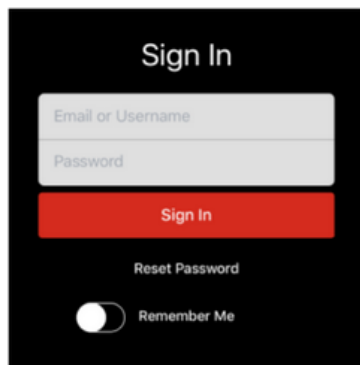
7. Close WorkPlan.

Retrieving Your Logs

To retrieve your HOS logs, go to the **Event List** screen ⊞ and tap ⤴ or ᔪ Share in the upper right corner. This brings up the **Share Data** screen.

Select **EMAIL LOGS TO PERSONAL EMAIL ADDRESS** and enter a valid email address. Then tap **Send Logs** to send the logs to the specified email address.

Claiming Unidentified Driving Periods

If your vehicle has recorded any HOS driving periods that are not assigned to a driver, the **Unidentified Driving** screen is displayed (after assigning yourself to a vehicle or before certifying your HOS logs):
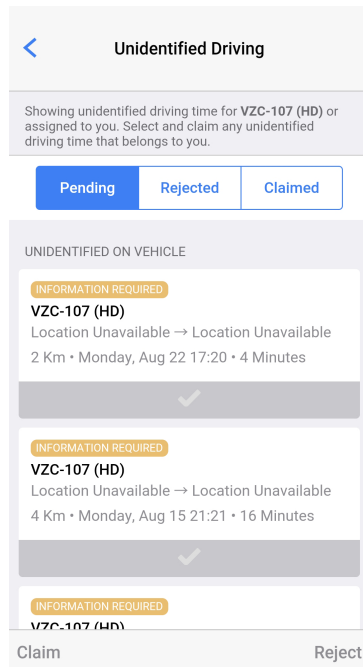
Select the driving periods that belong to you and claim them. Any unclaimed events remain in the list.
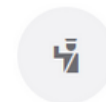
Using Inspector Mode

The Inspector Mode is used by road side inspectors to view HOS logs and other details in a simplified, read-only interface. During an inspection, you can refer to the *HOS ELD Inspection In-Cab Guide - USA* or *HOS ELD Inspection In-Cab Guide - Canada* depending on your location. These instructions are also embedded in the Inspector Mode within the app.

Entering Inspector Mode

To enter the 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 password for the signed-in account.

Leaving Inspector Mode

To leave the 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 signed into and tap **Continue**.