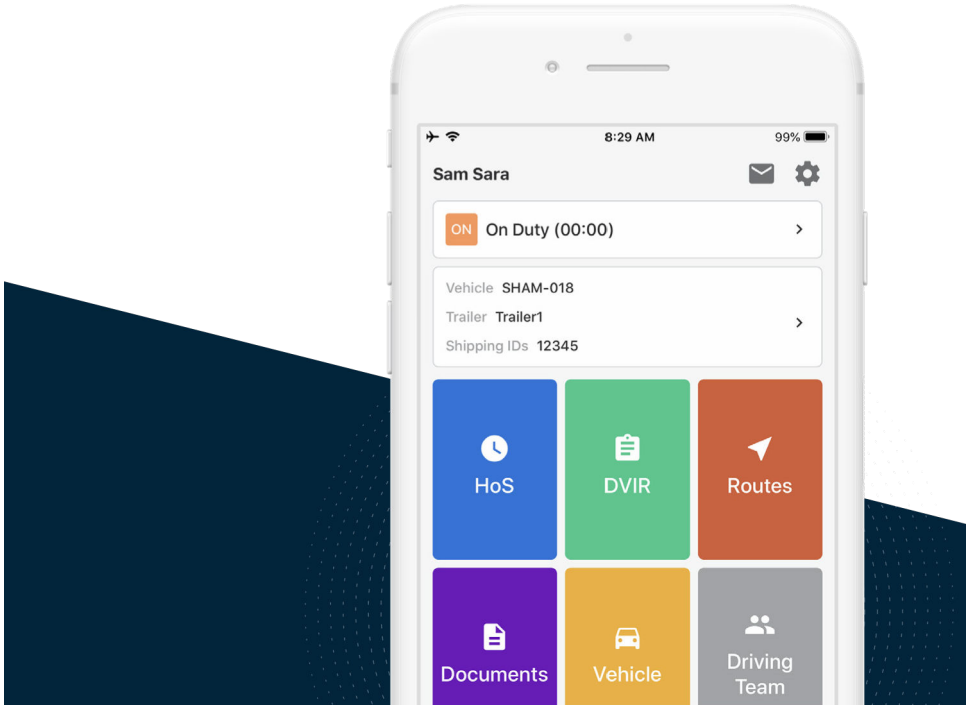

Samsara Driver App User Guide

United States Edition

VERSION 20.11

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My Samsara Login Details

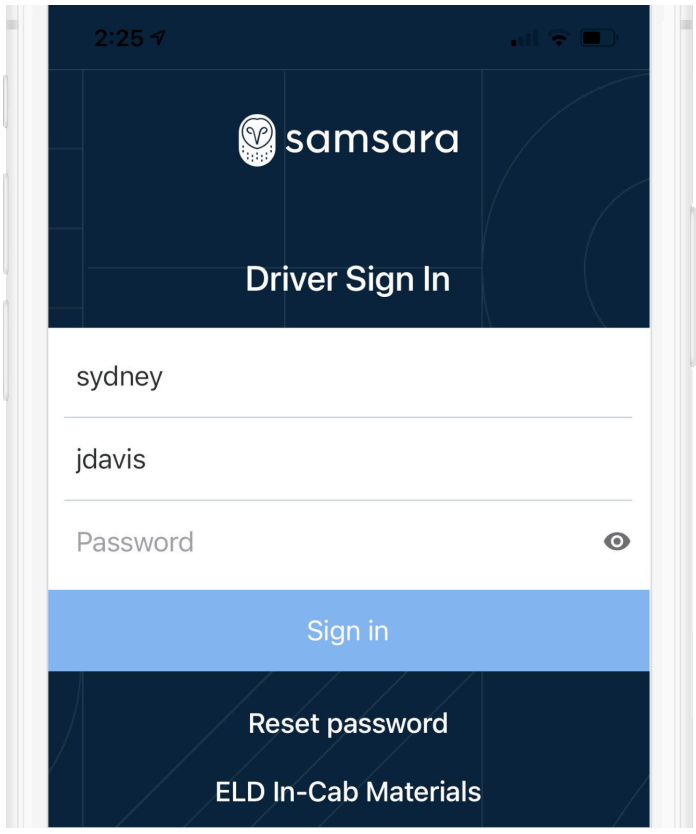
Record the login details you received from your fleet administrator.

- Fleet ID: _____
- Username: _____
- Password Hint: _____
- Notes: _____

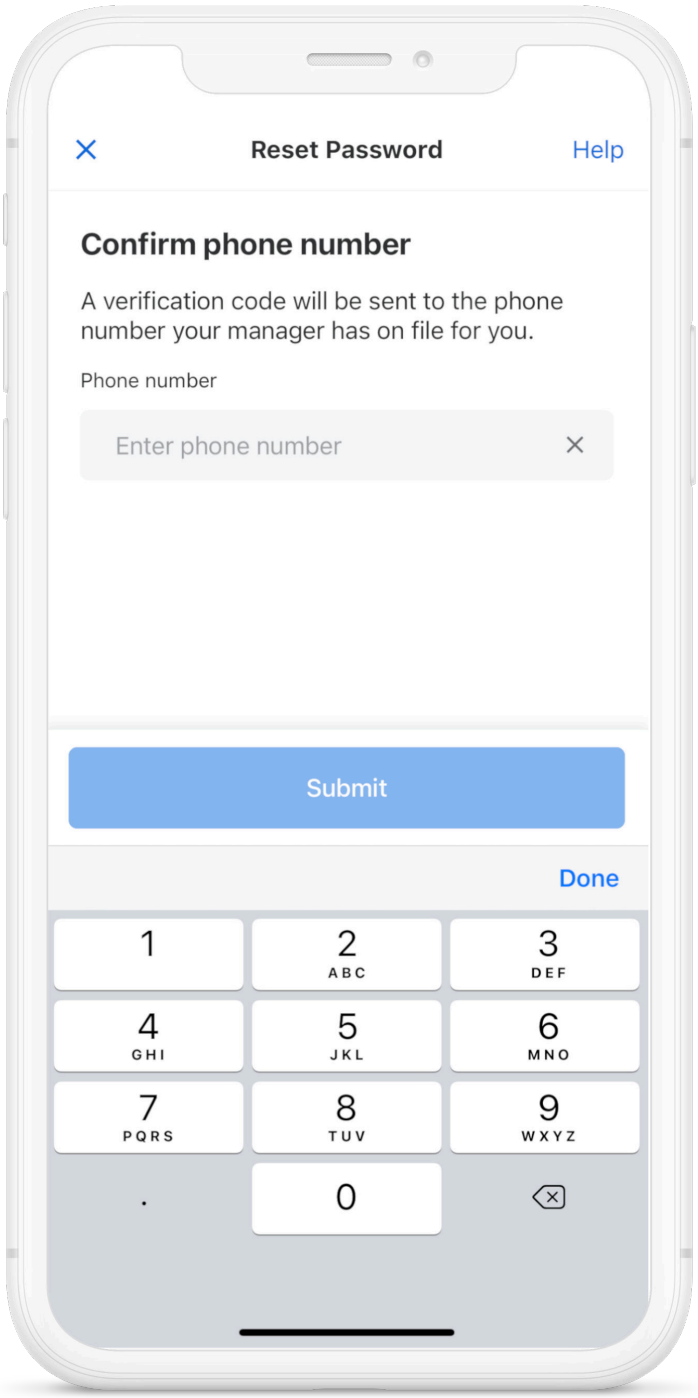
Reset your Samsara Driver App Password

If after signing in to the Samsara Driver App you forget your password, you can reset it without assistance from your fleet manager. To reset your password, you must have a valid phone number associated with your driver profile.

1. Open the Samsara Driver App on your mobile device.

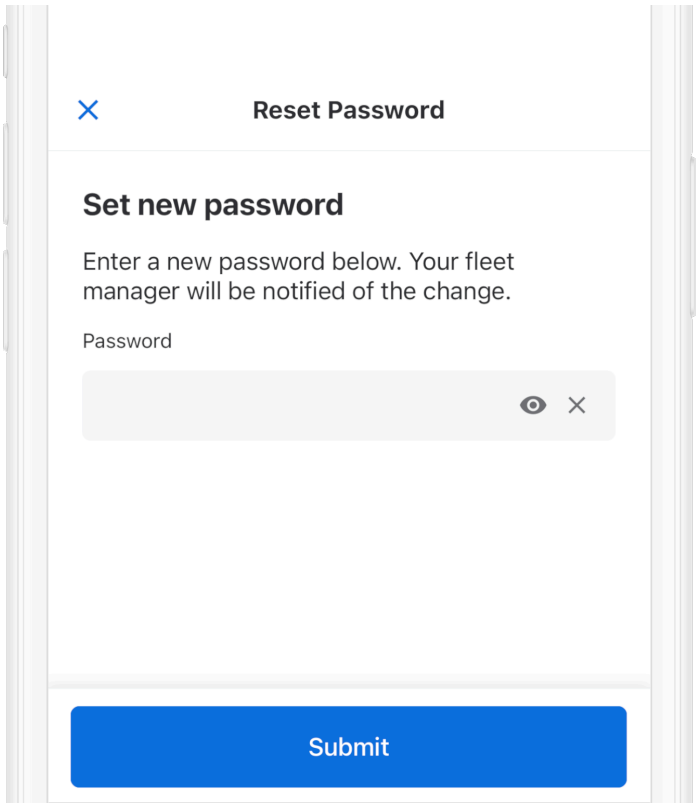


2. Enter your fleet ID and username.
3. Tap **Reset password**.
4. Confirm the phone number associated with your driver profile and tap **Submit** when finished. The provided phone number must match the number that is associated with your driver profile.



5. Enter the code that Samsara texts to the number associated with your driver profile.

6. When you input the correct code, the Samsara Driver App prompts you to input your new password. Enter the password and tap **Submit**. To streamline your sign-on, the Samsara Driver App automatically supplies this password on the sign in page so you only need to tap **Sign in** to start your shift activities.


Reset Password
Set new password
Enter a new password below. Your fleet manager will be notified of the change.
Password
Submit

Start Your Shift

Before you begin driving, complete all of the pre-trip tasks in this section.

Check Vehicle for ELD Materials

The items listed below must be available to the driver to be compliant with the ELD mandate. Verify that your driver can access the materials required in your region. Both the user manual and the informational sheet for your region are available on the login screen of the Samsara Driver App (see ELD In-Cab Materials).

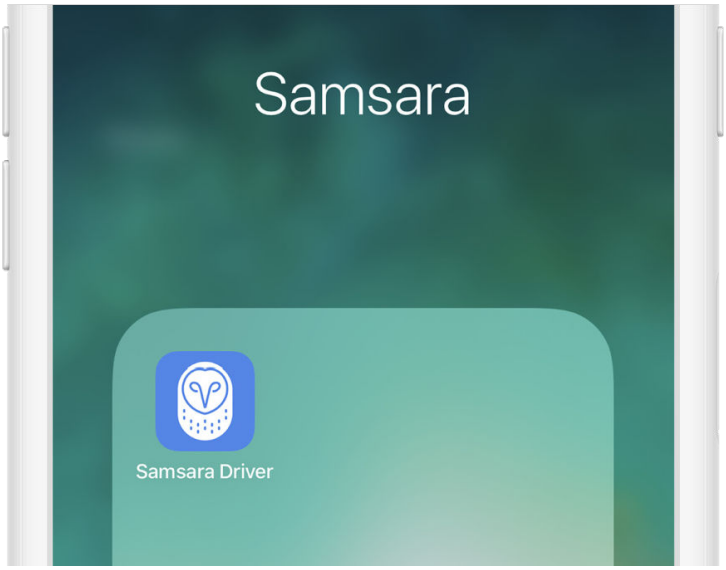
- This **Samsara Driver App User Manual**: Available in the Samsara Driver App. This Samsara Driver App User Manual meets the ELD information packet requirements specified in 49 C.F.R. § 395.22(h). FMCSA's ELD guidance (see FMCSA's ELD FAQs) confirms that these materials can be in electronic format, in accordance with the federal register titled “Regulatory Guidance Concerning Electronic Signatures and Documents” (76 FR 411).
- **Samsara DOT Instruction Sheet:** Available in the Samsara Driver App
- **Blank records of duty status graphs**: 8 days or more

Sign In & Select Vehicle

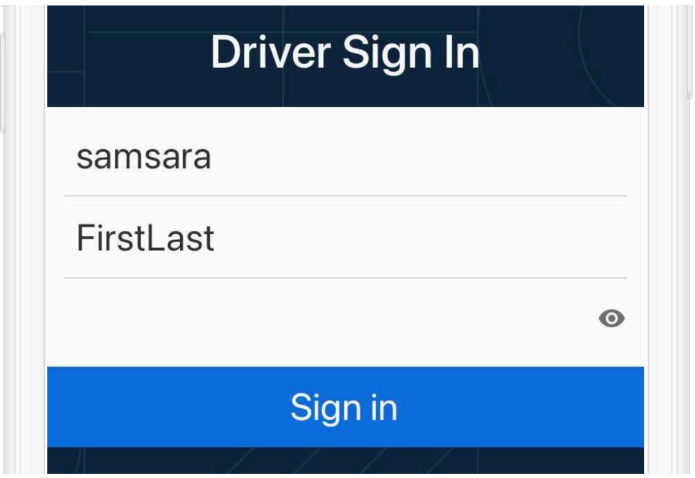
Before you begin driving, you must sign in to the Samsara Driver App and select your vehicle.

To sign in to the app:

1. Download and open the Samsara Driver App.

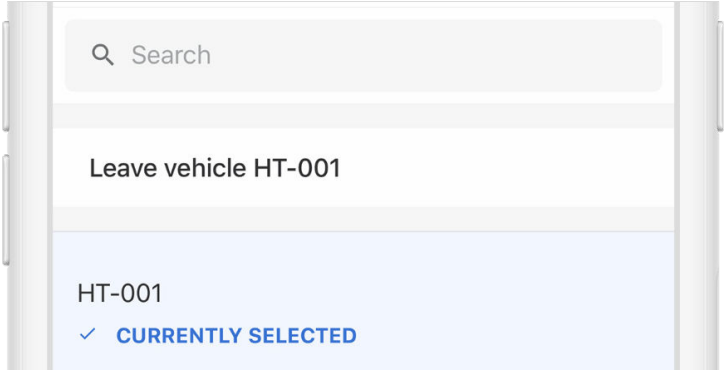


2. Enter your Fleet ID, username, and password and tap **Sign In**.

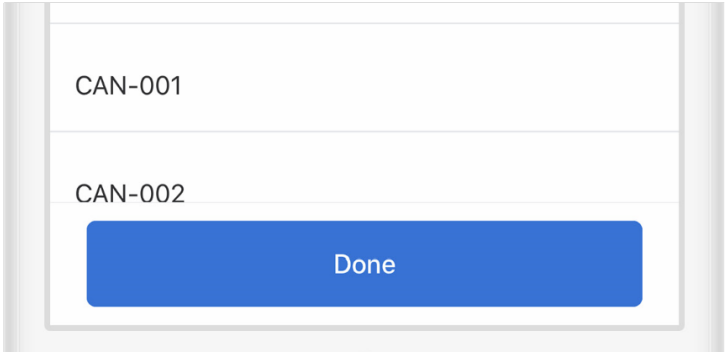


Write your Fleet ID, username, and password hint down for easy access. If you don't have login details yet, contact your Fleet administrator. If you previously received login details but forgot your password, you can Reset your Samsara Driver App Password.

3. Select your vehicle from the list, or search for one.



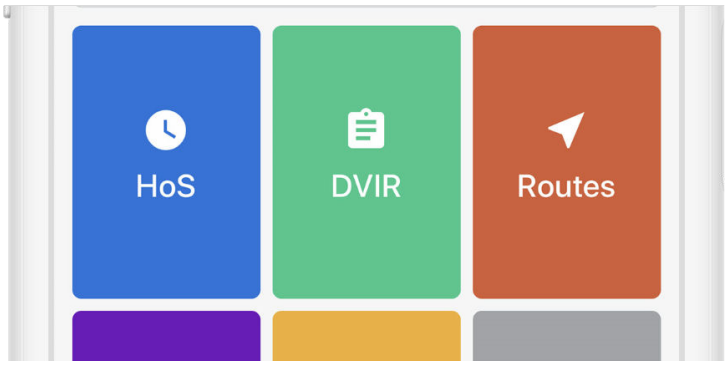
4. Tap **Done** when you've selected your vehicle.



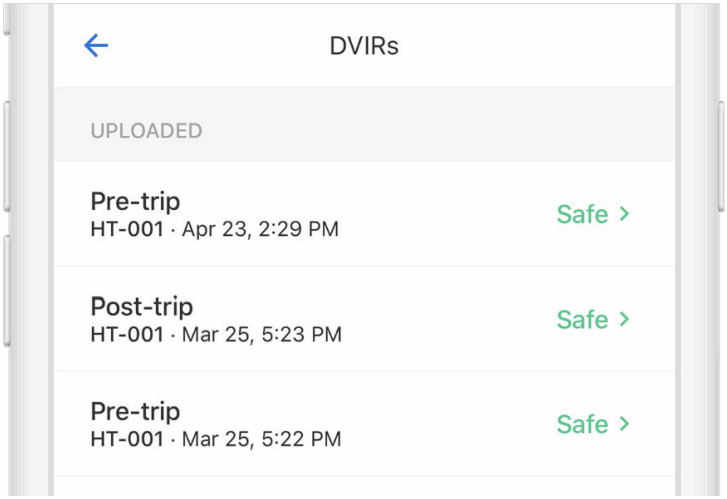
Complete Pre-Trip DVIR

If driver vehicle inspection reports (DVIRs) are appropriate for your vehicle, add a new pre-trip inspection report:

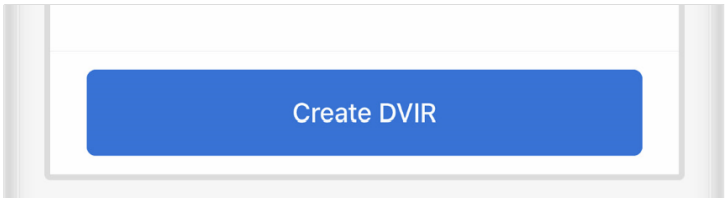
1. Select the **DVIR** tile.



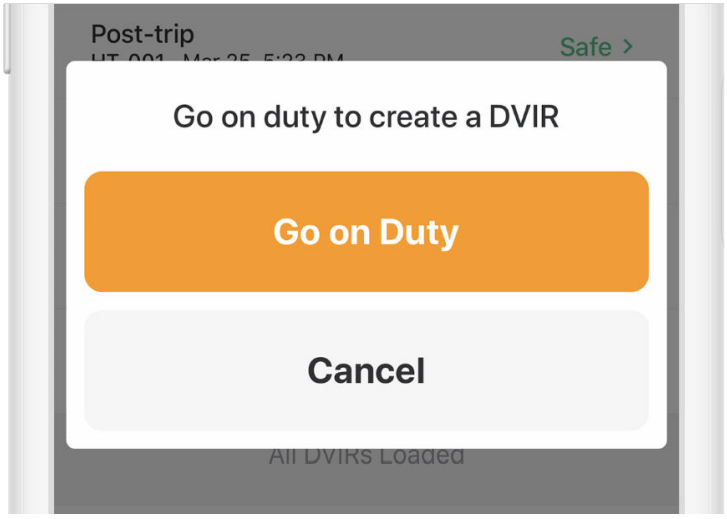
2. From the DVIR view, review any existing DVIRs for this vehicle.



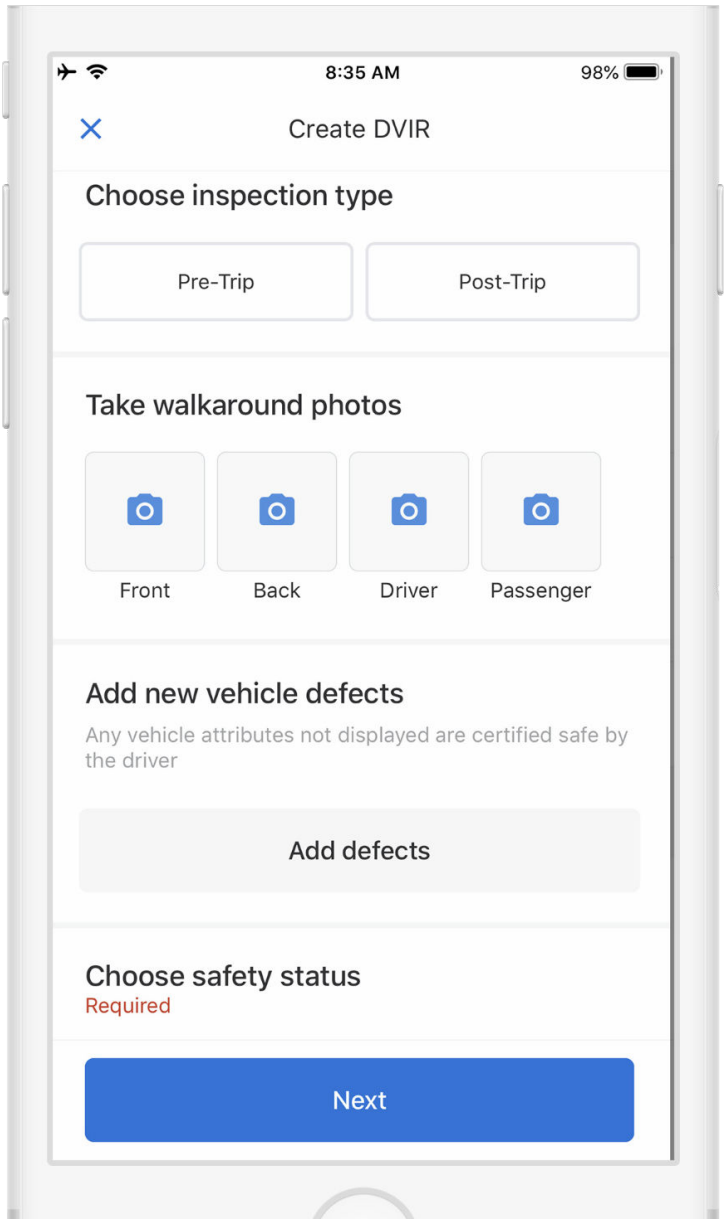
3. To create a new DVIR, tap **Create DVIR**.



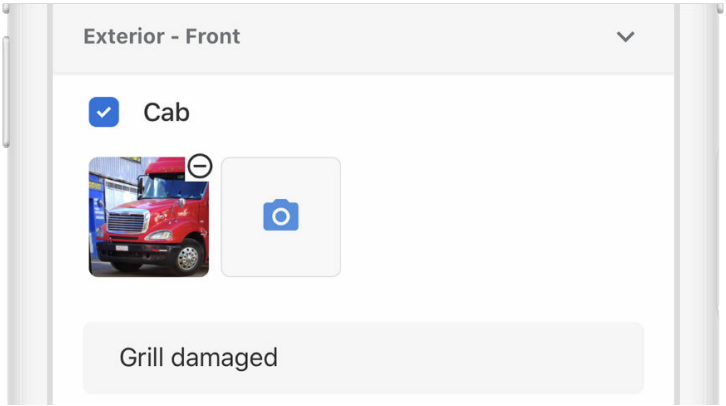
4. If you are presently **Off Duty**, you will be prompted to select **Go On Duty** before beginning your DVIR.



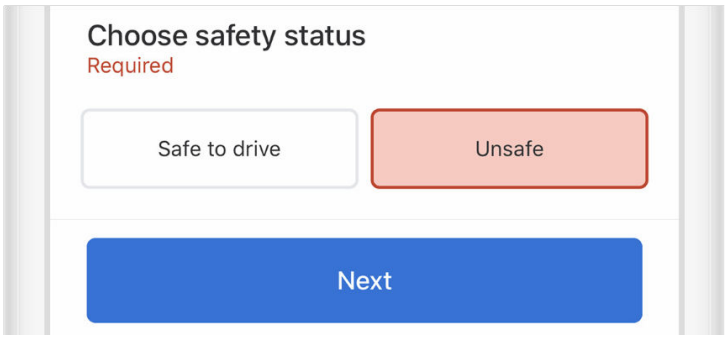
5. Perform a walkaround and inspect your vehicle for any defects.
6. Select **Pre-Trip** then tap **Add Defects** and review each item on the list against your vehicle. Tap **Next** when you've completed your review.



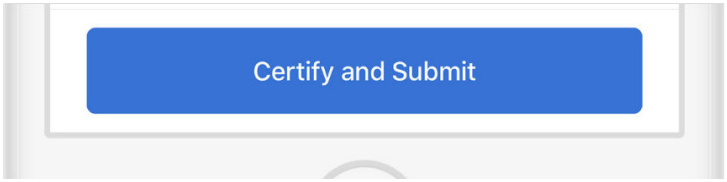
7. If you find any defects with the vehicle, select the applicable defects and enter a description and optional photo.



8. Select a safety status for your vehicle or trailer, either **Safe to drive** or **Unsafe**. Tap **Next**.



9. To certify, tap **Certify and Submit**.

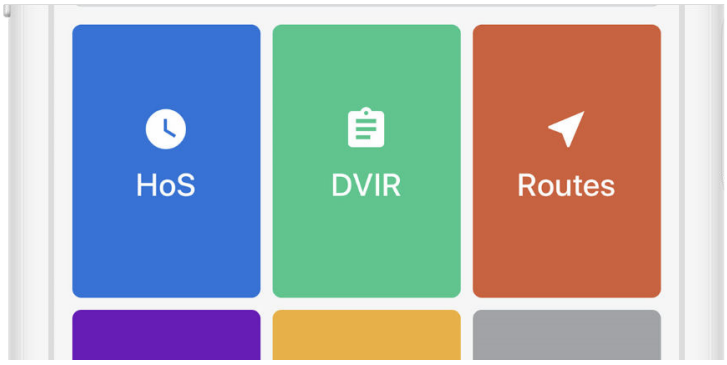


> **NOTE**
> If your carrier or mechanic has resolved a previous DVIR, the Samsara Driver App prompts you to certify whether or not the defects have been resolved.

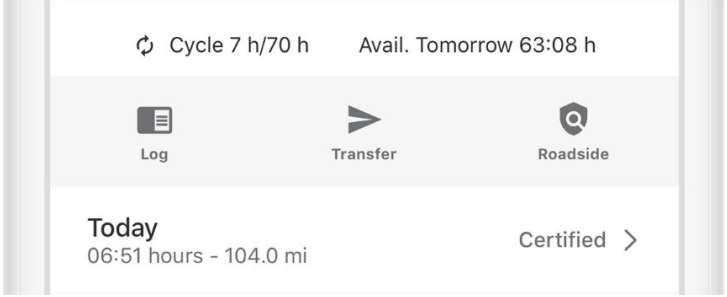
Add Log Form Data

With the Samsara Driver App, you can add log form data, if needed. This can be useful if for example, you need to enter a trailer that's not already on the list, or if there's a mistake in the trailer number or vehicle.

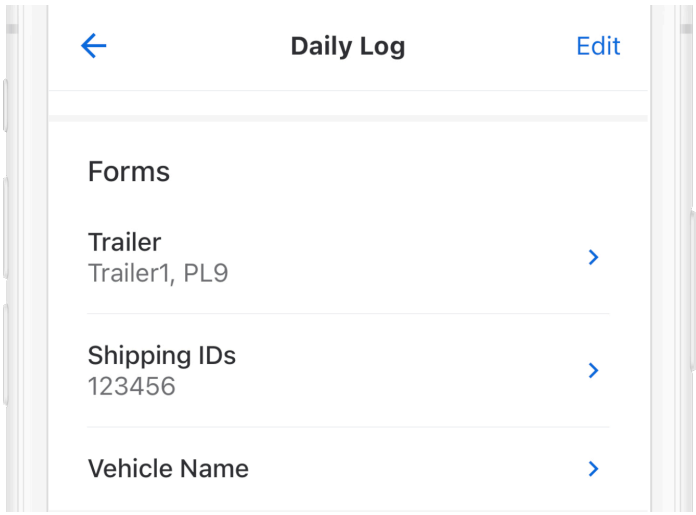
1. Tap the **HoS** tile.



2. From the Hours of Service view, tap **Log**.



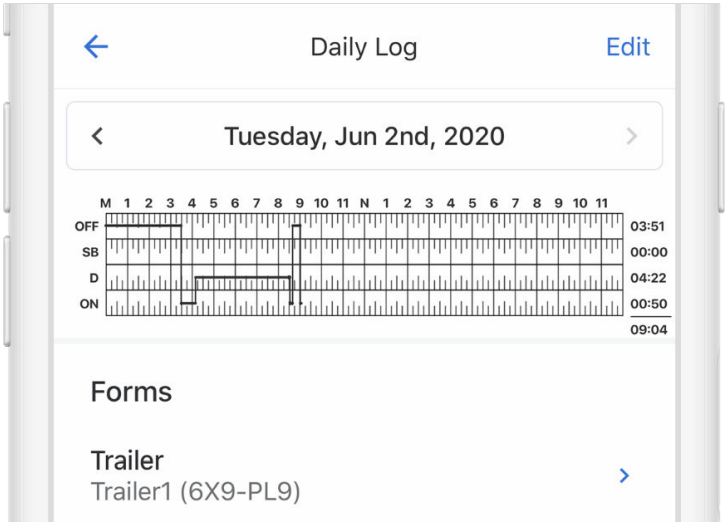
3. (Optional) In the **Forms** section, review the **Trailer** name, **Shipping IDs**, and **Vehicle Name** for accuracy.



If the name is missing or incorrect, make the correction:

1. Tap the item you want to edit.
2. Edit or enter the desired value.
3. **Save** your changes.

4. Tap the back arrow to return to the HOS view.



IMPORTANT

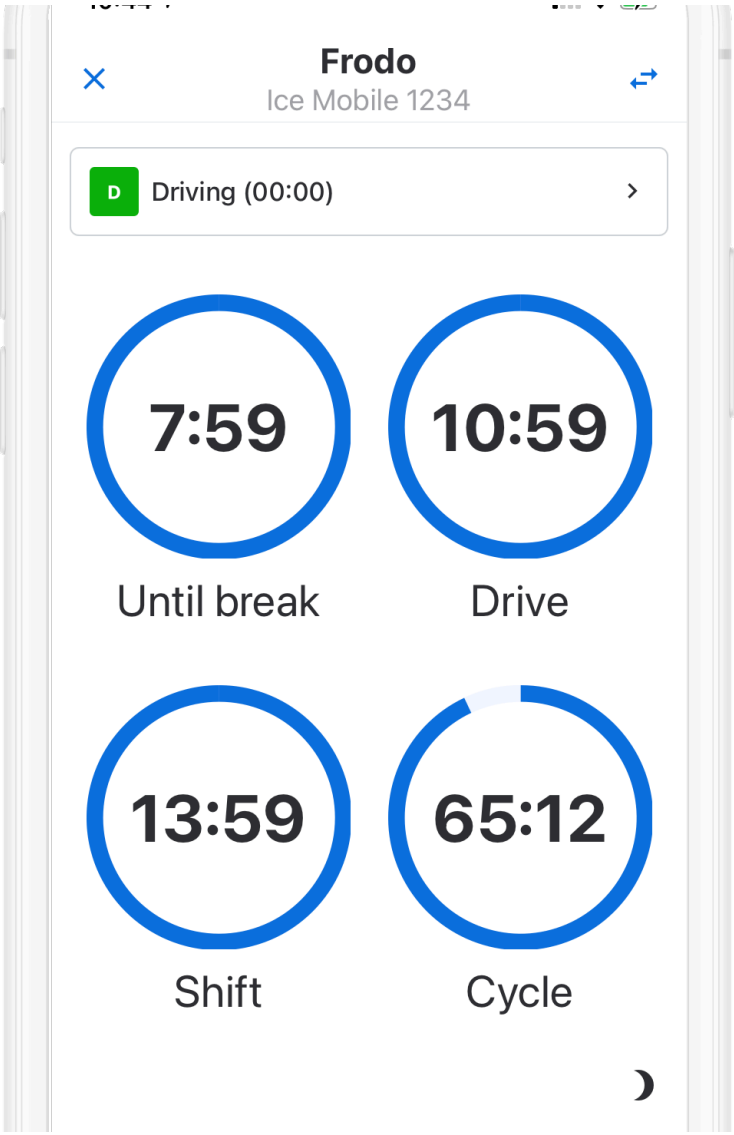
Don't Certify Too Early: Do not tap **Certify and Submit** unless you intend to certify your log for the entire day.

Start Driving

After you've completed all of the pre-trip tasks in this section, you're ready to drive.

The ELD mandate considers a vehicle to be moving when the speed of the vehicle exceeds 5mph (United States) or 8km/hr (Canada). When the vehicle exceeds the speed threshold, your duty status automatically switches to Driving.

To minimize distractions when the vehicle is in motion, the Samsara Driver App displays only critical information about your trip and locks the display to the duty status screen. To access other areas in the app, you must be at rest for more than three consecutive seconds.


Frodo
Ice Mobile 1234
D
Driving (00:00)
7:59
Until break
10:59
Drive
13:59
Shift
65:12
Cycle

During the Day

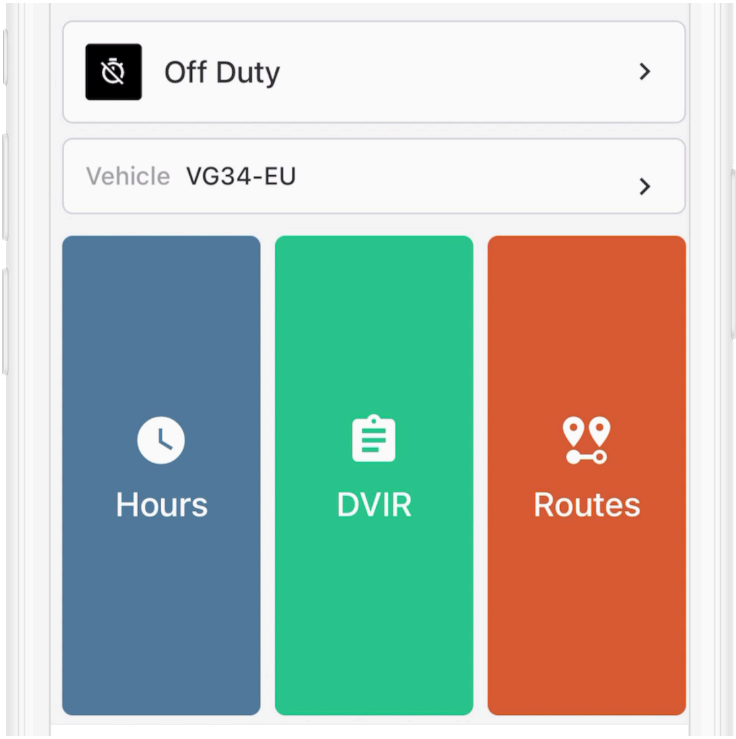
During the day, use the Samsara Driver App to perform any of the following activities.

Review Cumulative Hours

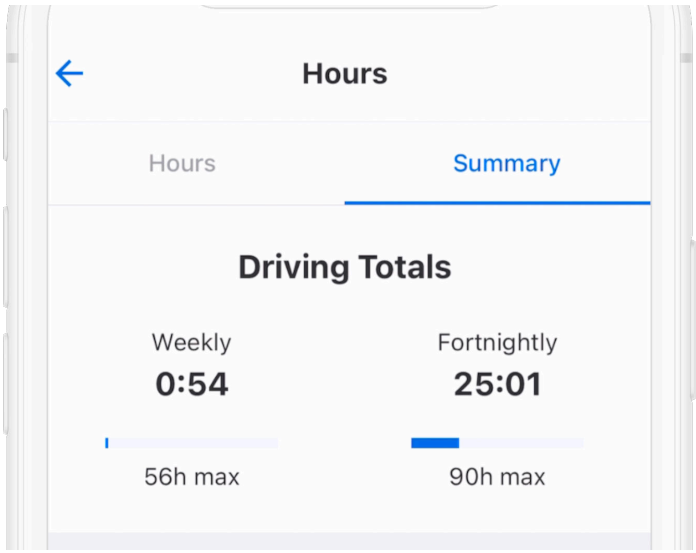
> **NOTE**
> This feature is only available for fleets in Europe.

Using the Samsara Driver App, you can view cumulative statistics for your current shift, in addition to your weekly and fortnightly driving-only totals. You can use this information along with the countdown dials to accurately view service hours and gauge upcoming infringements.

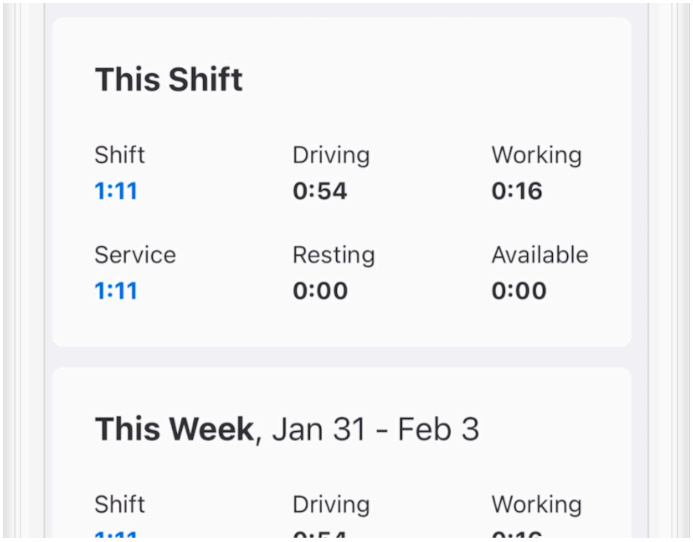
1. From the Samsara Driver App, tap **Hours**.



2. Tap **Summary** to view your hours summary report.
   If you are currently on duty, you can view cumulative statistics for your current shift including **Weekly** totals (duration from 00:01 prior Monday until now) and **Fortnightly** totals (duration during previously completed week plus the current week).



3. Scroll to view weekly and fortnightly driving-only totals.
   Cumulative hours are grouped into the following categories:
   - **Shift**: Driving, working, resting, available time
   - **Service**: Driving, working, and available time
   - **Driving**: Drive time reported through either Tachograph or Driver app
   - **Working**: Non-driving work time reported through either Tachograph or Driver app
   - **Resting**: Break time on shift
   - **Available**: Inactive time on shift



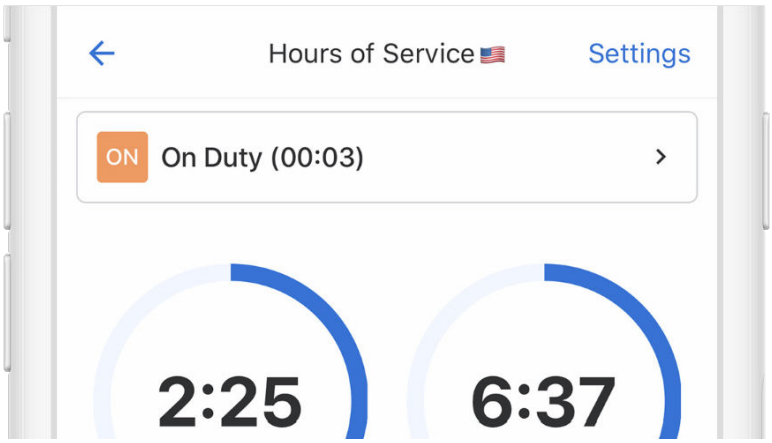
4. Tap the back icon (←) to return to the previous menu.

Take a Break

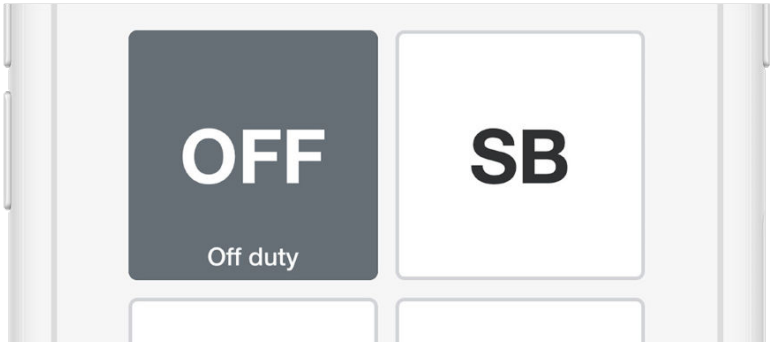
When the vehicle has stopped moving for 5 minutes, your duty status will automatically be set to **On Duty** (not driving). When it's time for a break, you can change your status to **Off Duty**. If you will use your vehicle's sleeper berth, you can set your duty status to the **Sleeper Berth** option.

To take a break:

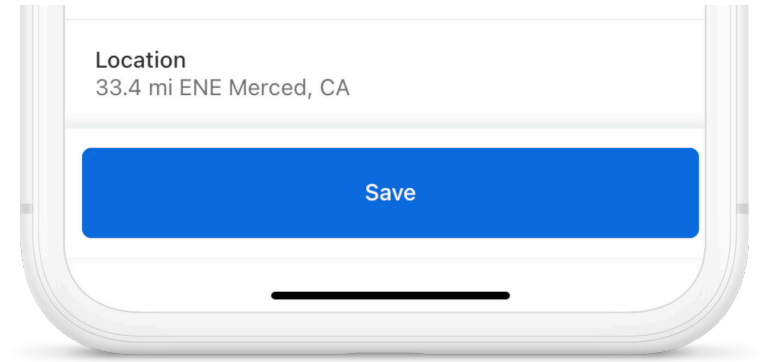
1. From the Hours of Service view, tap the duty status bar.



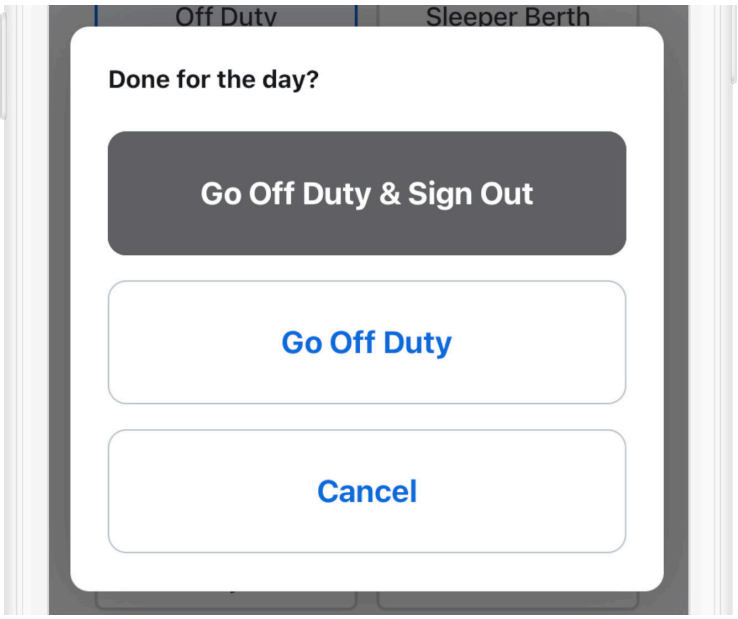
2. Select a duty status.



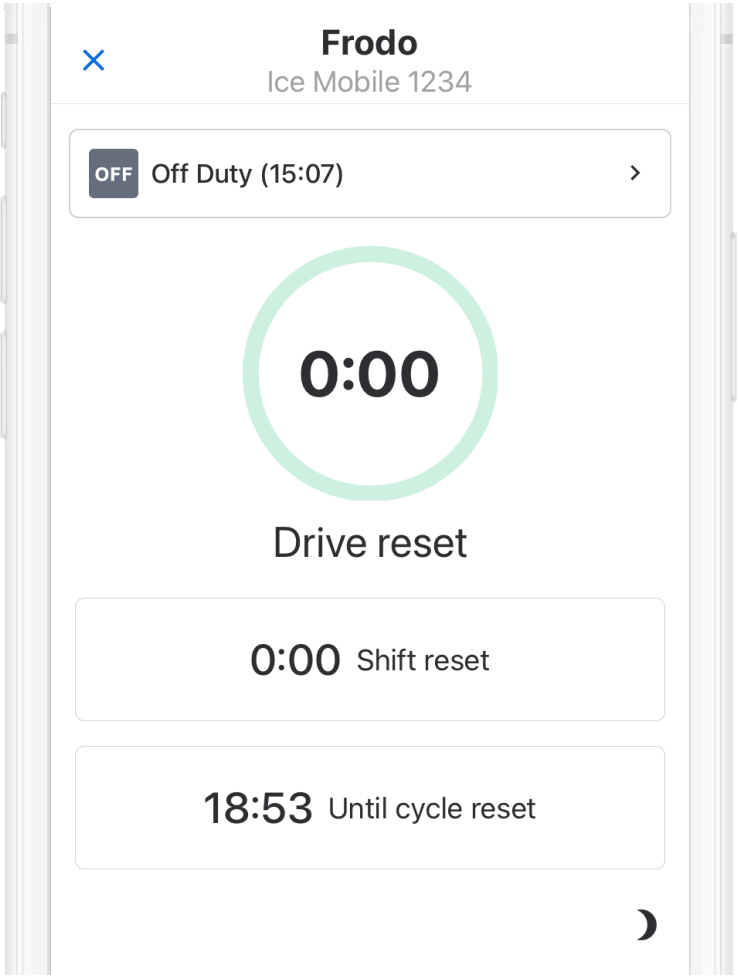
3. Tap **Save**.



4. Select either **Go Off Duty** or **Go Off Duty and Sign Out**.
   Selecting **Go Off Duty** changes your duty status to Off Duty but keeps you signed in to the Samsara Driver App. Selecting **Go Off Duty and Sign Out** changes your duty status to **Off Duty** and signs you out of the Samsara Driver App.



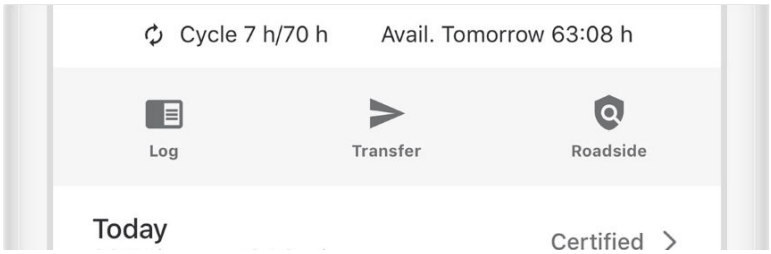
After you go Off Duty, the Samsara Driver App displays the Off Duty rest summary. If the app detects the vehicle in motion while you are off duty, such as during Personal Conveyance, the app switches back to the driving display (see Start Driving).



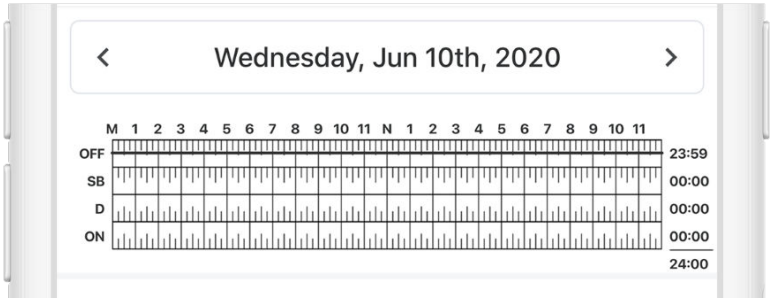
Annotate Your Log

If you need to supply additional information about a log, you can add annotations from the Samsara Driver App.

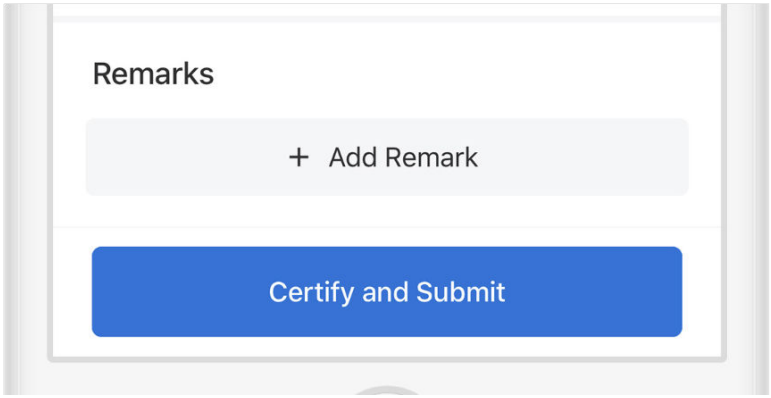
1. From the Hours of Service view, tap **Log**.



2. Tap the arrow to select the log date for the remark.



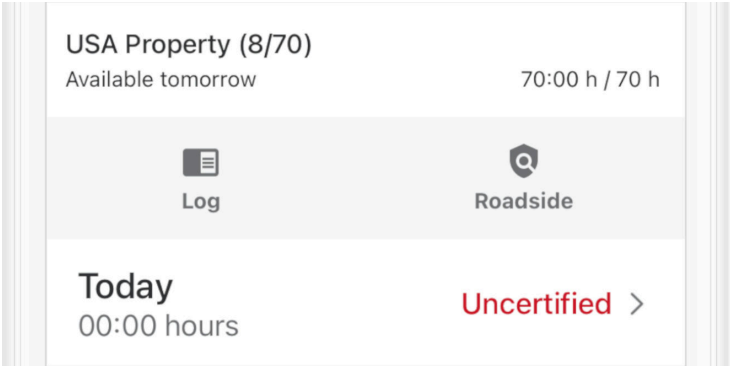
3. Tap **Add Remark**, and enter a description.



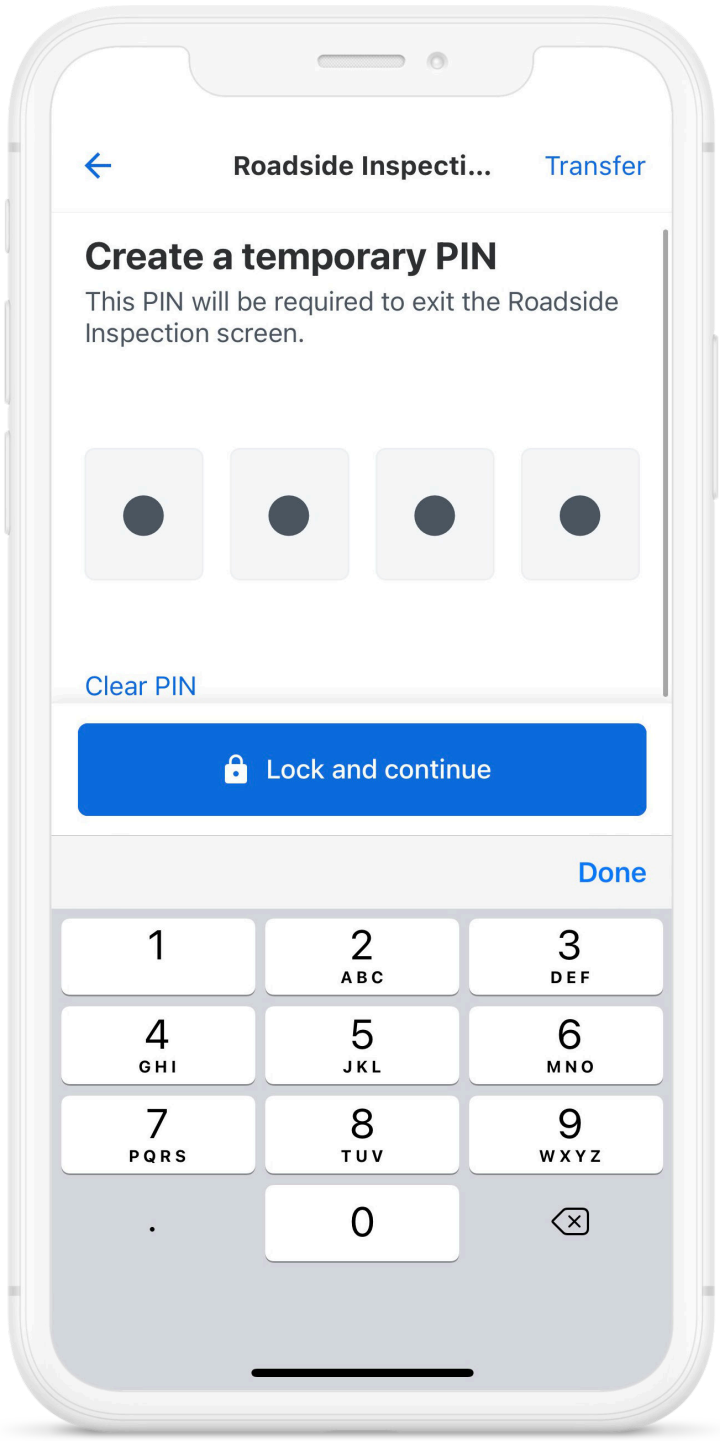
Roadside Inspection

During an inspection, present your electronic logging device and the instruction or inspection sheet as required by your jurisdiction. The relevant sheet is available in the Samsara Driver App. Provide the information to the official as described in the following workflow:

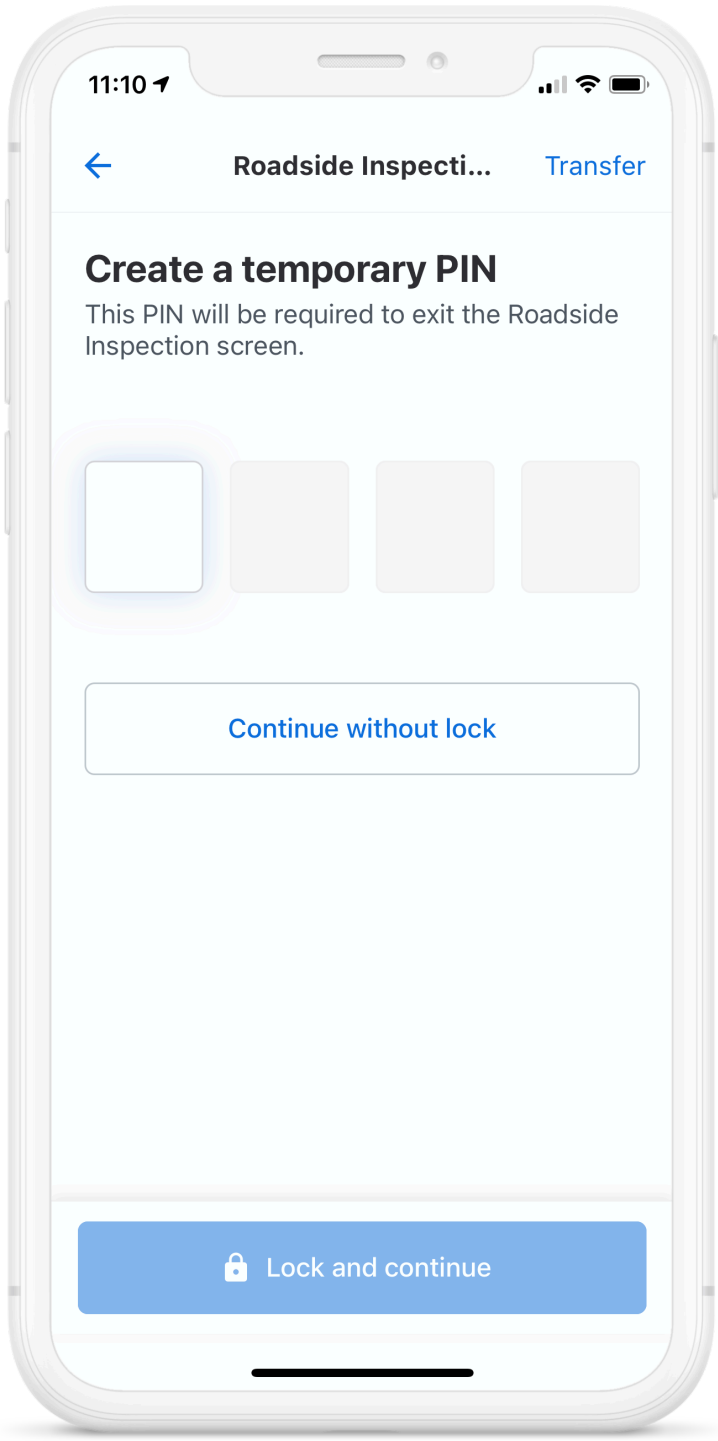
1. From the Hours of Service view, tap **Roadside**.



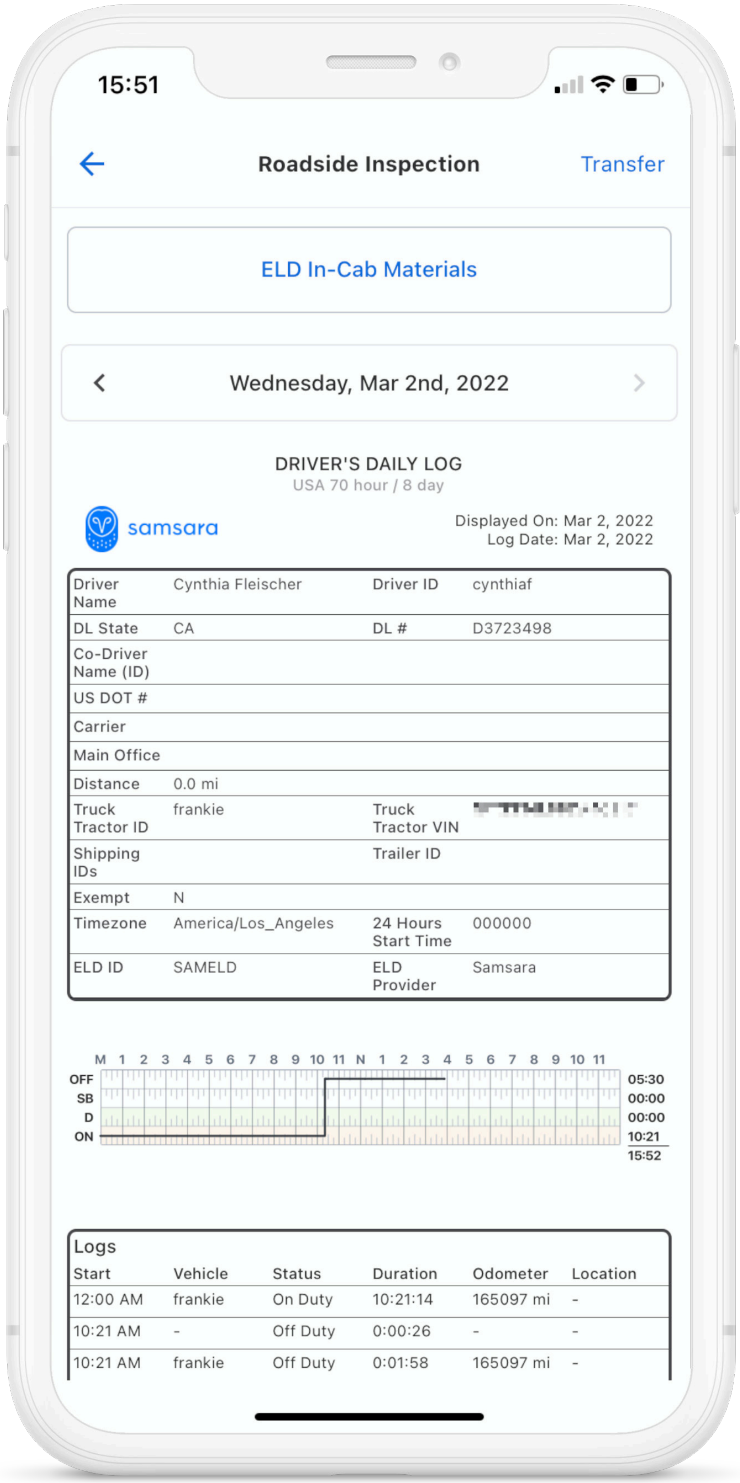
2. (Optional) Lock the device to the Roadside Inspection screen.
   When you lock the device, you must enter a 4-digit PIN code to lock the device to the Roadside Inspection screen and re-enter the pin to return to the home screen. If you forget the PIN, you will need to sign out of the app and log back in using your Samsara Driver App credentials. After you set a pin, tap **Lock and continue**.



If you do not want to lock the Roadside Inspection screen, tap **Continue without lock**.



3. Present the necessary instruction or inspection materials to the roadside inspection official for review. If the inspector requests a copy of the daily logs, continue to Transfer Logs.



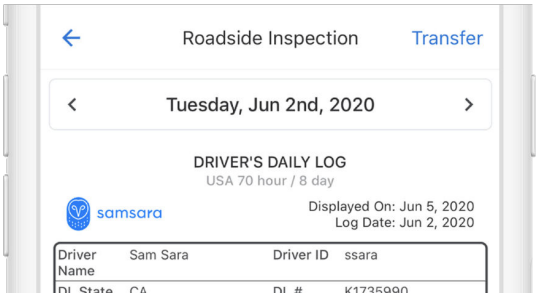
4. Tap the back arrow when the roadside inspection official is done reviewing.

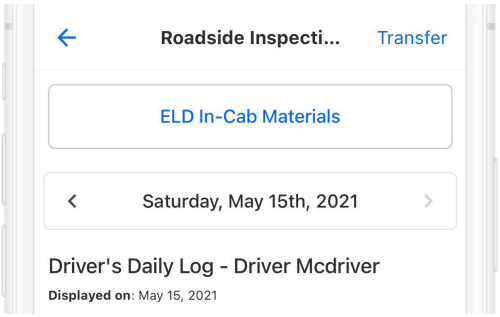
Transfer Logs

As part of a Roadside Inspection, you can transfer your logs to the inspection authority or transfer logs to yourself for reference.

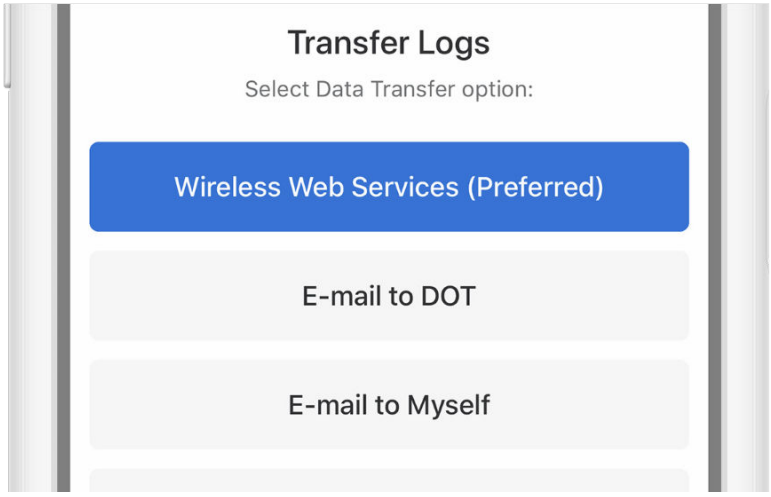
NOTE
Internet connection is required to transfer logs. If your device is using the Samsara hotspot, the vehicle gateway must be within range of the device to transmit the logs. If you are unable to transfer logs due to lack of internet connectivity, the inspecting officer can alternatively view the logs on the mobile device using the DOT Inspection Screen (see workflow).

1. From the Roadside Inspection screen, tap **Transfer**.





2. Acknowledge or address any Samsara Driver App notifications before continuing.
3. Select the preferred transfer method for your region. You will observe a transfer error if any data is missing from your submissions. Contact your fleet administrator to resolve any transfer errors.
   United States Transfer Methods:
   - **Wireless Web Services**: This is the preferred log transfer method in the United States. The Samsara Driver App transfers logs directly to the inspection official's Electronic Record of Duty Status (eRODS) software
   - **E-mail to DOT**: Sends logs directly to DOT (less common, but some officers will request this).
   - **E-mail to Myself**: Sends logs directly to an e-mail address.



End Your Shift

At the end of your shift, perform the following tasks as needed before you sign out of the Samsara Driver App.

Complete Post-Trip DVIR

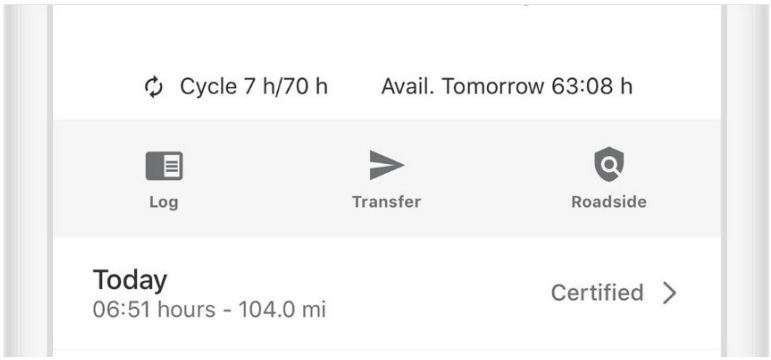
If driver vehicle inspection reports (DVIRs) are appropriate for your vehicle, add a post-trip inspection report:

1. Follow the instructions for creating a new DVIR using the **Add DVIR** button.
2. Set the DVIR type to **Post-Trip**.
3. Complete and certify the DVIR.

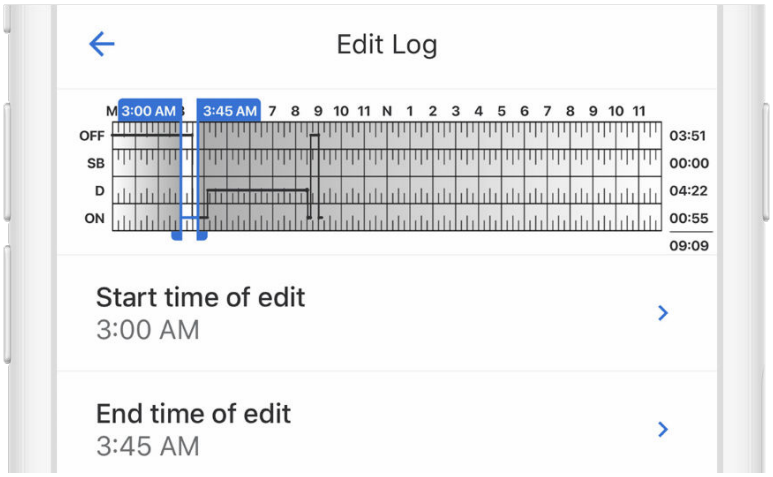
Edit Your Log

Per the ELD mandate, you cannot edit start or end times for automatically recorded Drive time. To make other log edits, see below.

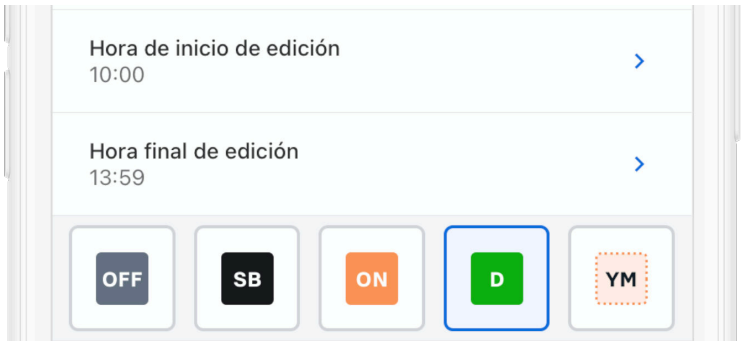
1. From the Hours of Service view, tap **Log**.



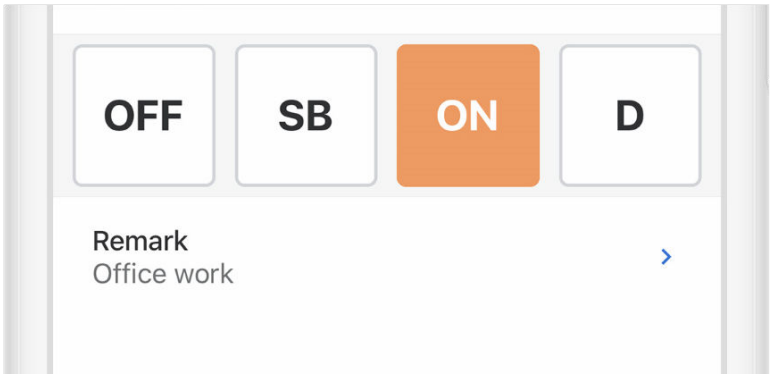
2. Tap the log time chart.



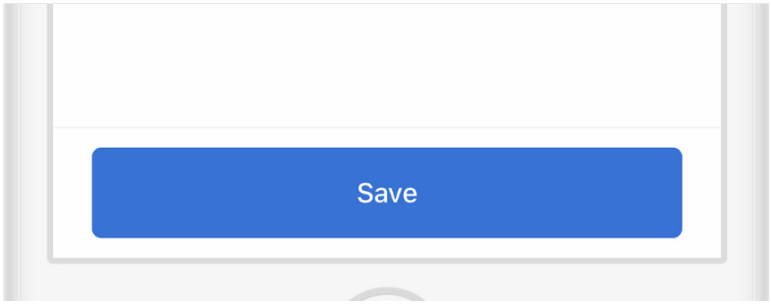
3. Edit the Start Time, End Time, and Duty Status.



4. Enter a description for the log change.

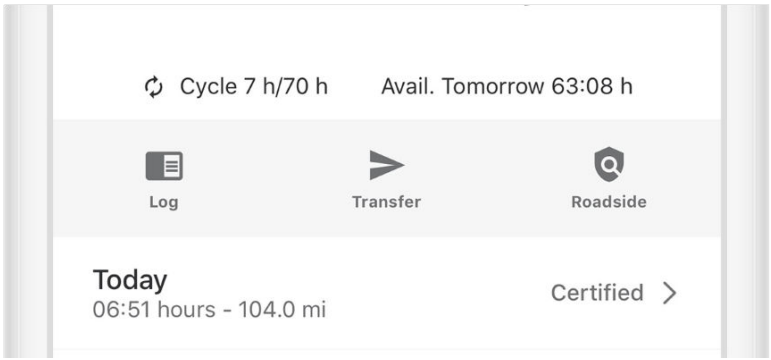


5. Tap **Save**.

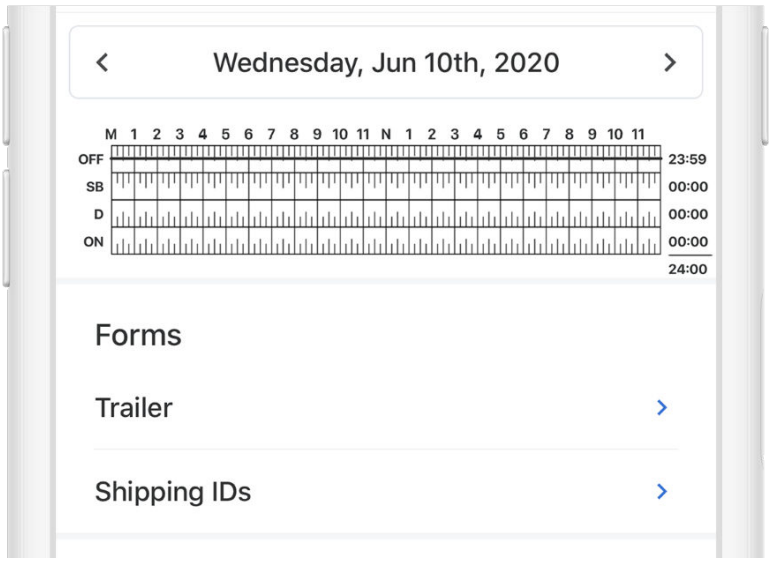


Certify Your Logs

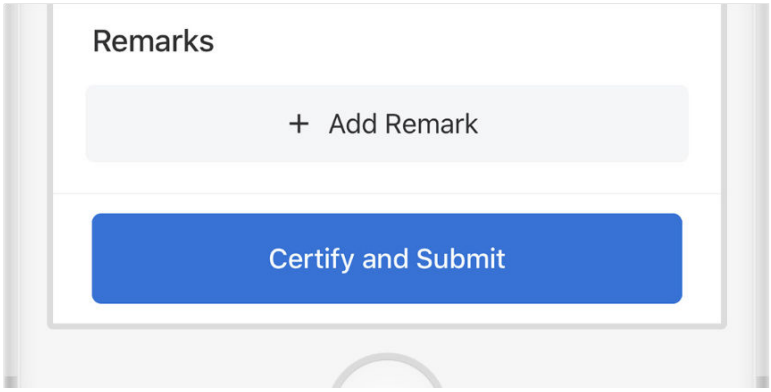
1. From the Hours of Service view, tap **Log**.



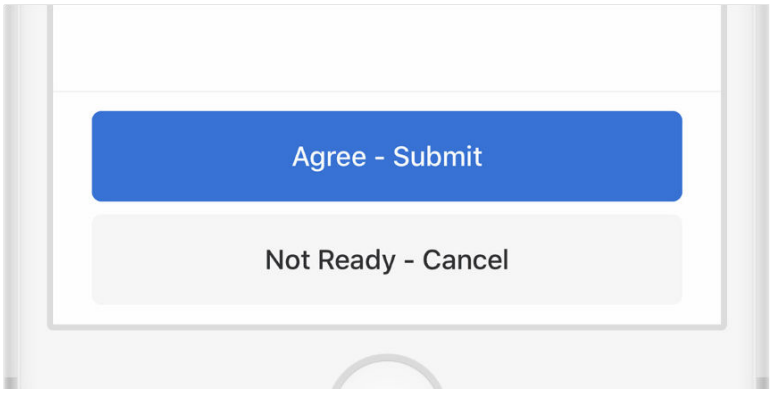
2. Tap the arrow to select the log date you'd like to certify.



3. Tap **Certify and Submit**.



4. Read the certification statement and tap **Agree - Submit**.



Go Off Duty and Sign Out

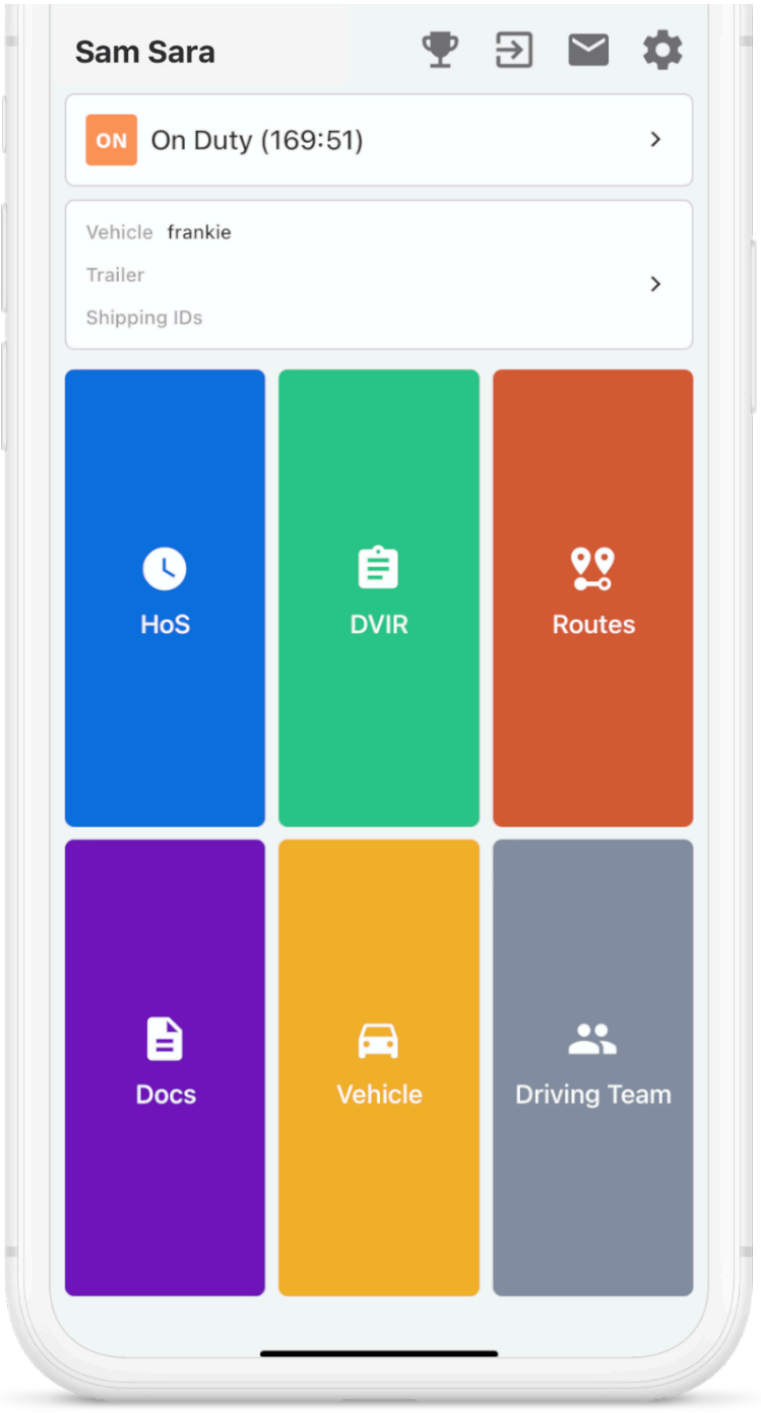
After you've completed all of the post-trip tasks in this section, you're ready to end your shift on the Samsara Driver App. To end your shift, you must both go Off Duty and sign out from the Samsara Driver App.

1. From the Hours of Service view, tap the duty status bar.
2. Set your status to **Off Duty**.
3. Tap **Save** after optionally entering a remark or location.

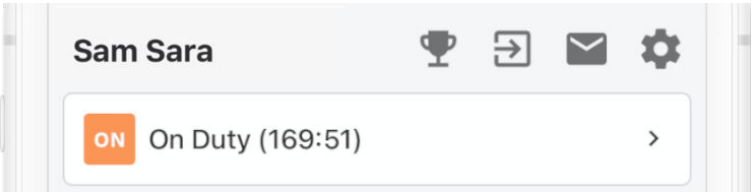
Sign Out

IMPORTANT
Don't forget to Sign Out! If you remain logged in on a vehicle, even when Off Duty, then driving time accumulated by another driver on that vehicle could be applied to your driving record.

1. Return to the Samsara Home screen if it is not already displayed.



2. Tap the sign out icon ( ) at the top of the screen.



NOTE
The Samsara Driver App may prompt you more than once before logging out. For more details, see Alerts and Prompts.

Special Statuses

Yard Move

A Yard Move is driving defined as On Duty (not driving). This status only appears as an option in the Samsara Driver App if it has been configured by your fleet or carrier administrator.

NOTE
If you are ELD Exempt, you will not be able to use HOS functionality while using the Samsara Driver App.

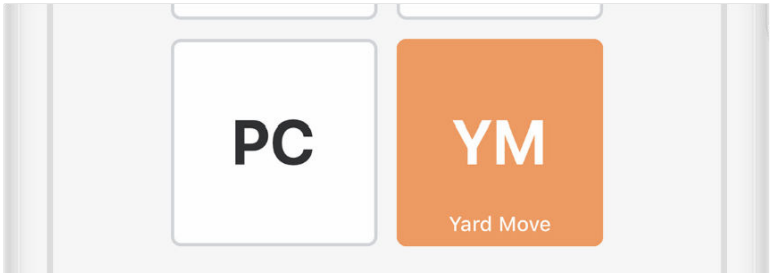
In the United States, when you manually select **YM** (Yard Move) and you are enabled for auto-duty, the Yard Move status will remain unless there is an engine restart.

If the Samsara Driver App is active when an engine restart occurs, the Samsara Driver App will automatically prompt you to confirm if you would like to remain in Yard Move. If you do not confirm this before the 300 second timer on the app runs out, the Samsara Driver App transitions your status to Off Duty.

NOTE
If you navigate away from the app or close it and restart the engine, you must manually reselect YM to continue operating in YM status.

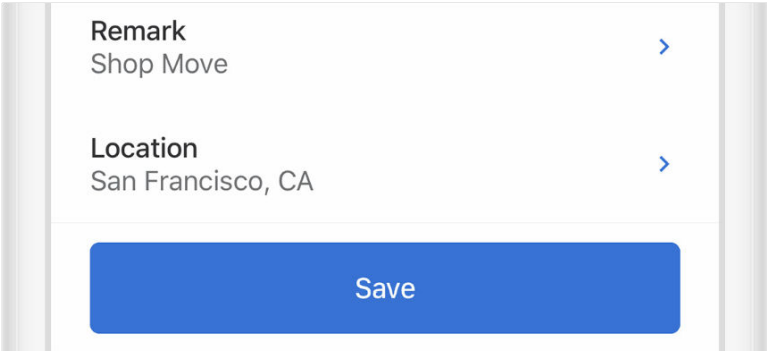
To manually set the Yard Move status:

1. From the Hours of Service view, tap the duty status bar.
2. Set your status to **YM Yard Move**.



If your location cannot be determined, the Samsara Driver App prompts you to either continue without a location, or to cancel and first choose your location. For more information, see Missing Location. If you set your location, repeat this step to select the duty status.

3. Enter a remark to describe this status selection (required).



4. Tap **Save**.

Personal Conveyance

Personal Conveyance is a specialized duty status for Off Duty drive time while driving a commercial motor vehicle doing non-work related activities. This status only appears as an option in the Samsara Driver App if it has been configured by your fleet or carrier administrator.

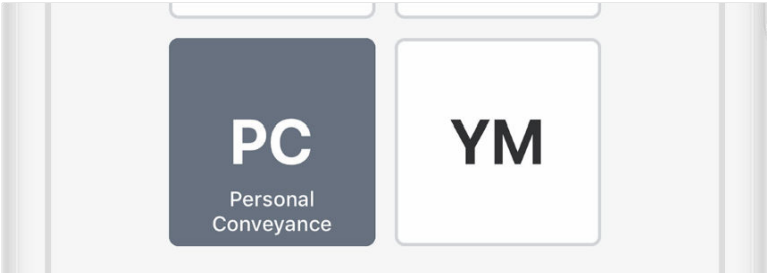
NOTE
If you are ELD Exempt, you will not be able to use HOS functionality while using the Samsara Driver App.

For drivers in the United States, when you manually select Personal Conveyance (PC) and you are enabled for auto-duty, the PC status will remain indefinitely unless there is an engine restart.

NOTE
If you navigate away from the app or close it and restart the engine, you must manually reselect PC to continue operating in PC status.

To manually set Personal Conveyance status:

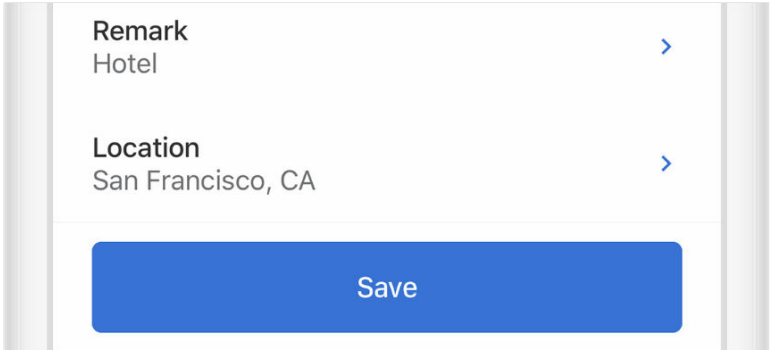
1. From the Hours of Service view, tap the duty status bar.
2. Set your status to **PC Personal Conveyance**.



If you have already reached the maximum distance for the day, the Samsara Driver App displays an alert.

If your location cannot be determined, the Samsara Driver App prompts you to either continue without a location, or to cancel and first choose your location. For more information, see Missing Location. If you set your location, repeat this step to select the duty status.

3. Enter a remark to describe this status selection (required).
4. Tap **Save**.

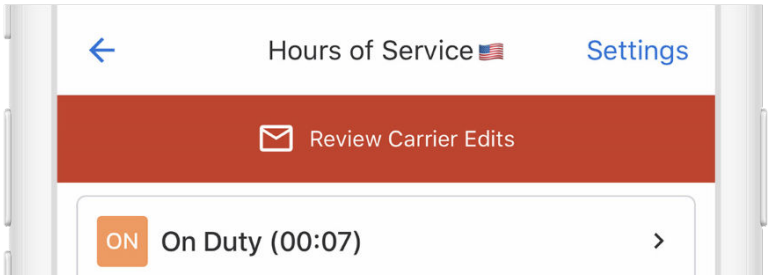


Alerts and Prompts

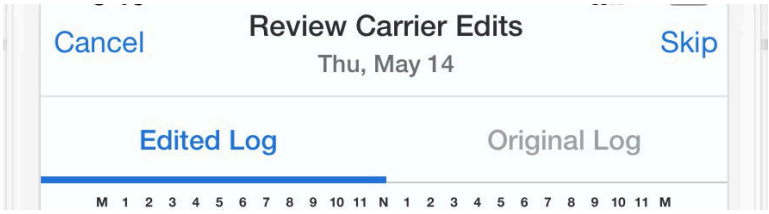
Approval of Carrier Edits

You must certify your logs before reviewing any carrier edits. Carriers may suggest an edit to your logs. These edits are sent to you for review.

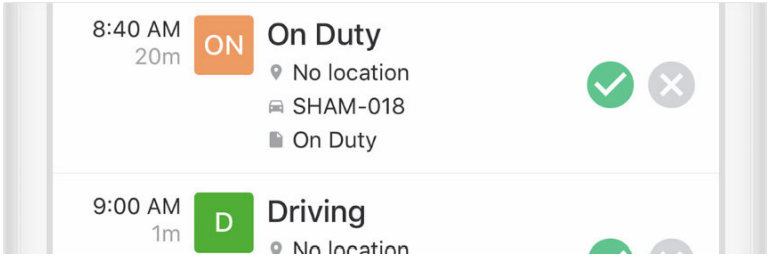
1. To review edits, tap **Review Carrier Edits**.



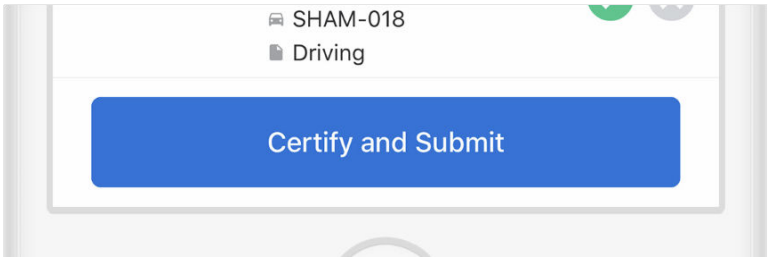
2. You can switch between **Edited Log** and **Original Log** to compare the suggested changes with the original.



3. To accept an edit, tap the check mark next to the change suggestion. To reject an edit, tap the X near the change suggestion.



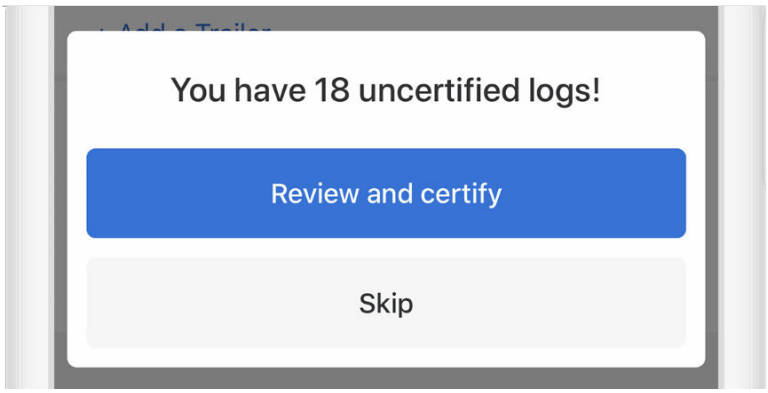
4. Confirm by selecting **Certify and Submit**.



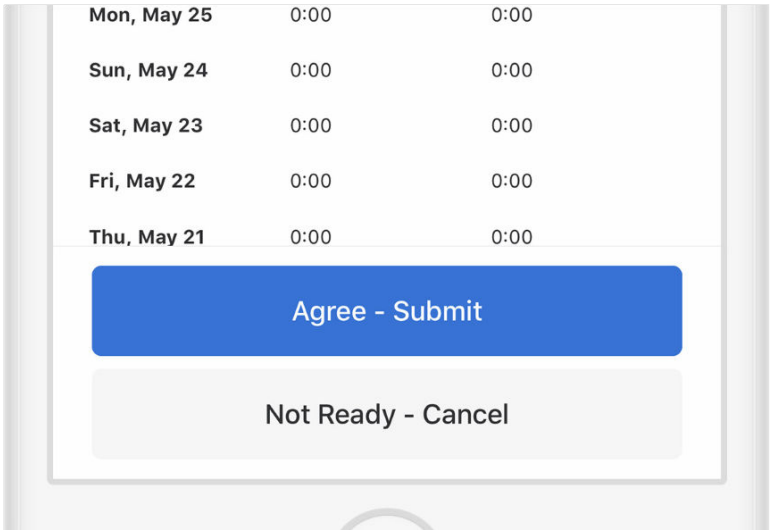
Uncertified Logs

Uncertified log alerts will appear upon sign in and sign out if you forget to certify your logs.

1. To review uncertified logs, select **Review and certify**.



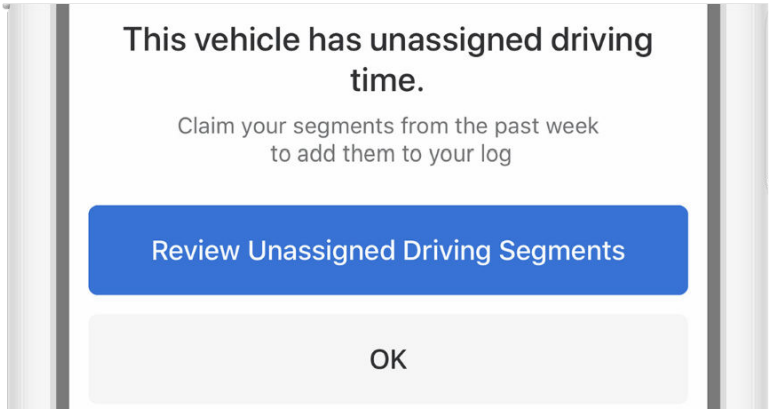
2. Review all log dates listed.
3. To certify all logs, select **Agree - Submit**.



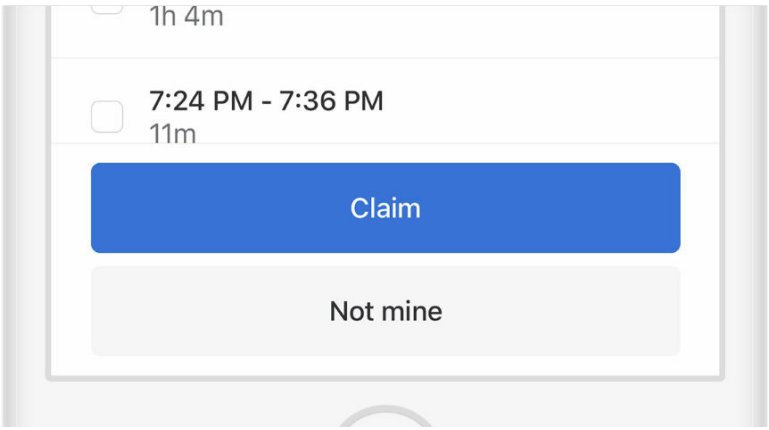
Unassigned Hours

Unassigned Hours alerts will appear if your selected vehicle has unassigned hours. After sign in, you can use the Samsara Driver App to claim these unassigned hours.

1. Review the Unassigned Hours notification.



2. Claim or reject unassigned hours, as appropriate.



3. Tap **Claim** to claim unassigned hours or select **Not mine** if no unassigned hours belong to you.

Malfunction and Diagnostic Events

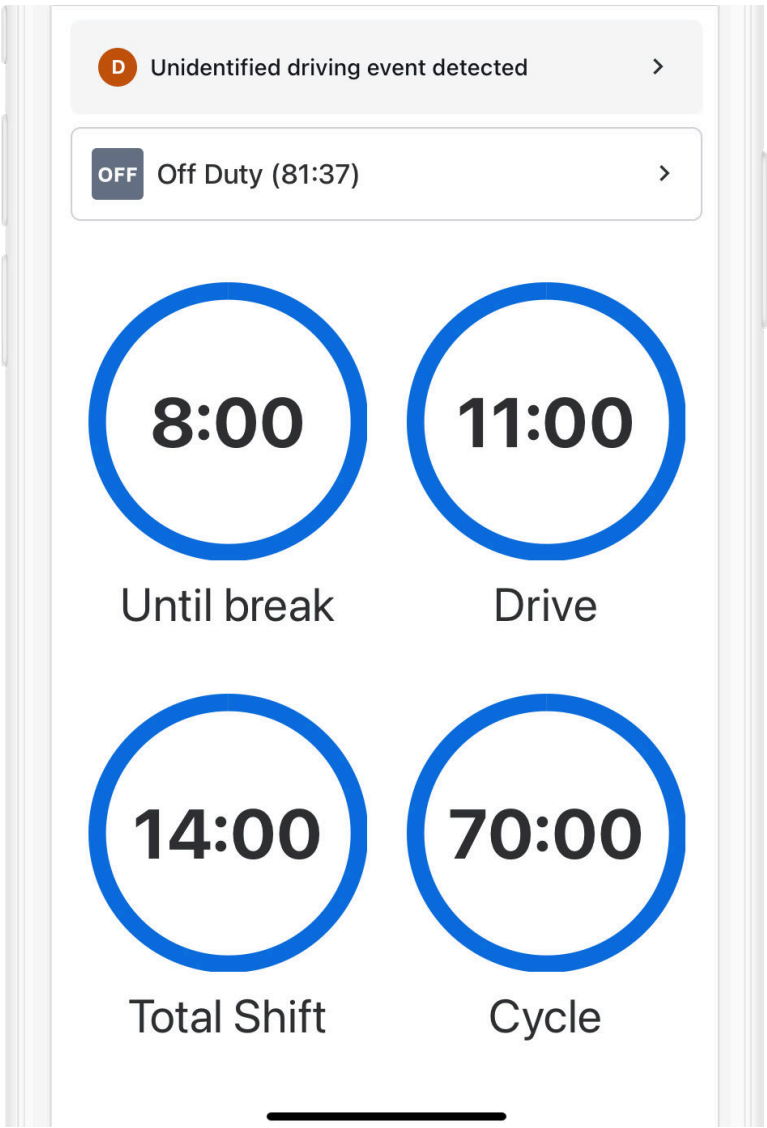
Diagnostic and malfunction errors are displayed on the Hours of Service screen. The following table describes the types of errors you might see on the Samsara Driver App and the steps to resolve them.

Diagnostic / Malfunction	Troubleshooting Steps	Resolution
Power Compliance (D) The Vehicle Gateway was unable to read the engine's power status.	• Make sure the Vehicle Gateway connection is established (LED indicator is solid green). • Make sure the Vehicle Gateway cable is installed properly (see the Vehicle Gateway Hardware Compatibility Matrix for installation instructions for your cable model. • If the event remains active, work with your fleet administrator to reset the Vehicle Gateway.	This event resolves automatically after 5 minutes. However, the event will trigger again if issues remain.
Power Compliance (M) The Vehicle Gateway recorded over 30 minutes of driving time without power in the last 24 hours.	• Notify your fleet administrator of the event within 24 hours. • Make sure the Vehicle Gateway connection is established (LED indicator is solid green). • Make sure the Vehicle Gateway cable is installed properly (see the Vehicle Gateway Hardware Compatibility Matrix for installation instructions for your cable model. • Wait 24 hours and verify whether the event is still active. • If the event remains active, work with your fleet administrator to reset the Vehicle Gateway.	This event resolves after the total driving time without power drops below 30 minutes in the last 24 hours.
Engine Synchronization (D) The Vehicle Gateway was unable to read engine data such as the odometer or engine hours.	• Make sure the Vehicle Gateway connection is established (LED indicator is solid green). • Make sure the Vehicle Gateway cable is installed properly (see the Vehicle Gateway Hardware Compatibility Matrix for installation instructions for your cable model. • If the event remains active, work with your fleet administrator to reset the Vehicle Gateway.	This event resolves automatically after 5 minutes. However, the event will trigger again if issues remain.
Engine Synchronization (M) The Vehicle Gateway recorded over 30 minutes of driving time without receiving engine data in the last 24 hours.	• Notify your fleet administrator of the event within 24 hours. • Make sure the Vehicle Gateway connection is established (LED indicator is solid green). • Make sure the Vehicle Gateway cable is installed properly (see the Vehicle Gateway Hardware Compatibility Matrix for installation instructions for your cable model. • Wait 24 hours and verify whether the event is still active. • If the event remains active, work with your fleet administrator to reset the Vehicle Gateway.	This event resolves after the total time without required data elements drops below 30 minutes in the last 24 hours.
Timing (M) The Vehicle Gateway is out of sync with the global UTC clock by at least 10 minutes.	• Notify your fleet administrator of the event within 24 hours. • Verify that the time on the mobile phone is in sync with the global UTC clock and restart if not. For additional instructions, contact your fleet administrator. • If not resolved, restart your mobile device • If the event remains active, contact Samsara Support.	This event resolves when the device clock is synchronized with a trusted source of time.

Diagnostic / Malfunction	Troubleshooting Steps	Resolution
Positioning (M) The Vehicle Gateway recorded over 60 minutes of driving time without receiving a location in the last 24 hours.	• Notify your fleet administrator of the event within 24 hours. • If the event remains active, contact Samsara Support.	This event resolves after the total time without location data drops below 60 minutes over the last 24-hour period
Data recording (M) ELD storage is full (mobile app or Vehicle Gateway).	• Notify your fleet administrator of the event within 24 hours. • Record paper logs until this malfunction is resolved. • If the event remains active, contact Samsara Support.	This event resolves immediately when storage is available.
Missing required data elements (D) Location information was missing from a duty status change event.	• Make sure the Vehicle Gateway connection is established (LED indicator is solid green). • Make sure the Vehicle Gateway cable is installed properly (see the Vehicle Gateway Hardware Compatibility Matrix for installation instructions for your cable model. • Review past duty status change records and ensure that a valid location is present. If assistance is needed in locating these records, please contact your fleet administrator.	This event resolves when all duty status change records have a valid location.
Unidentified Driving (D) The Vehicle Gateway recorded over 30 minutes of driving time without an assigned driver in the last 24 hours.	• Claim unassigned driving segments via the Samsara Driver App. • If there are unassigned segments that don't belong to you, contact your fleet administrator to resolve this issue	This event resolves after the total unassigned time drops below 15 minutes for the last 7 days. When this condition is met, all other active Unidentified Driving events are resolved as well.
Data Transfer (D) Data transfer (email) failure has occurred in the past 7 days.	Notify your fleet administrator of the event within 24 hours.	This event resolves when the next data transfer test is successful.
Data Transfer (M) Data transfer (email) failure has occurred at least 3 times in the past 72 hours.	Notify your fleet administrator of the event within 24 hours.	This event resolves when the next data transfer test is successful.

To view errors in the Samsara Driver App:

1. For drivers in the United States, from the Hours of Service view, tap the error above the driving status to view error details.

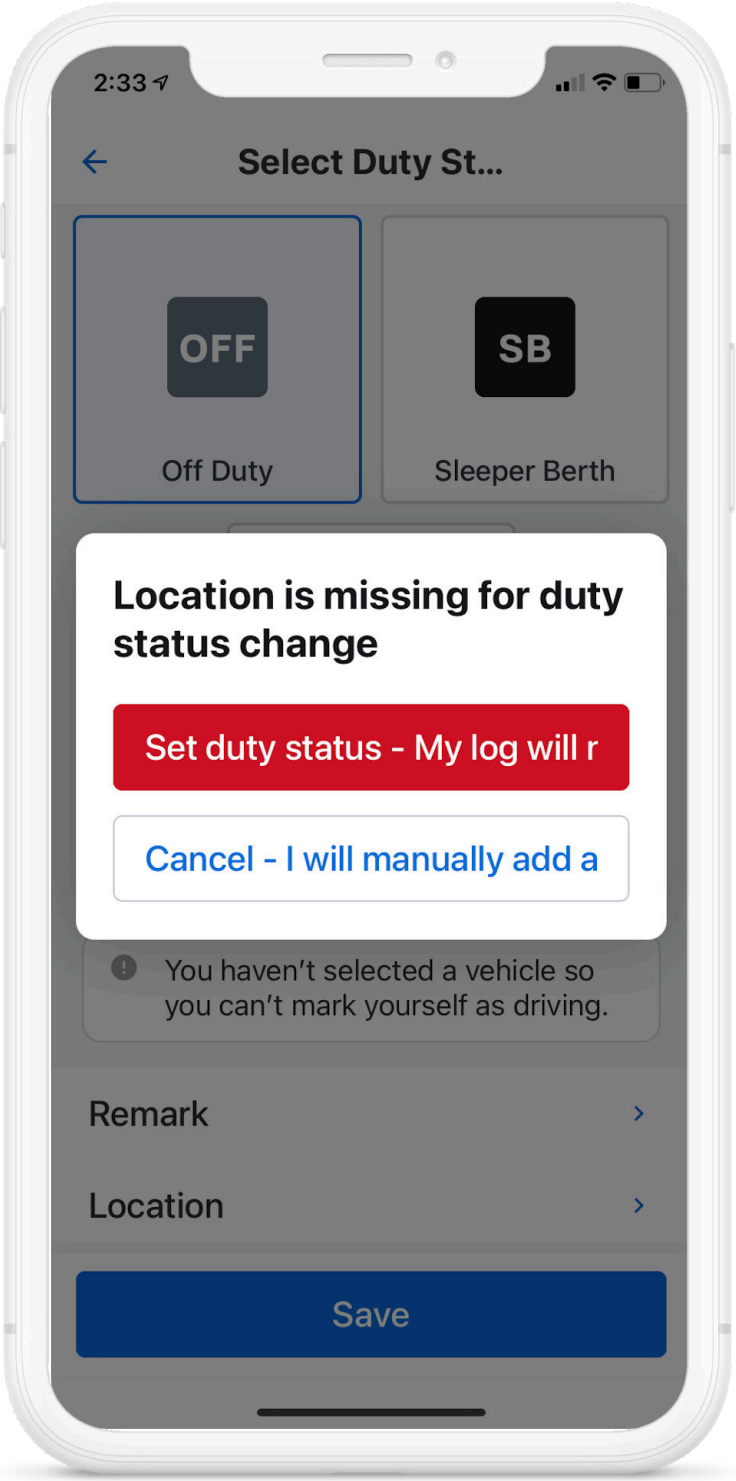


2. Click **Done** to return to the Hours of Service view.
3. Resolve the issue using the recommendation in the table or contact your fleet administrator.

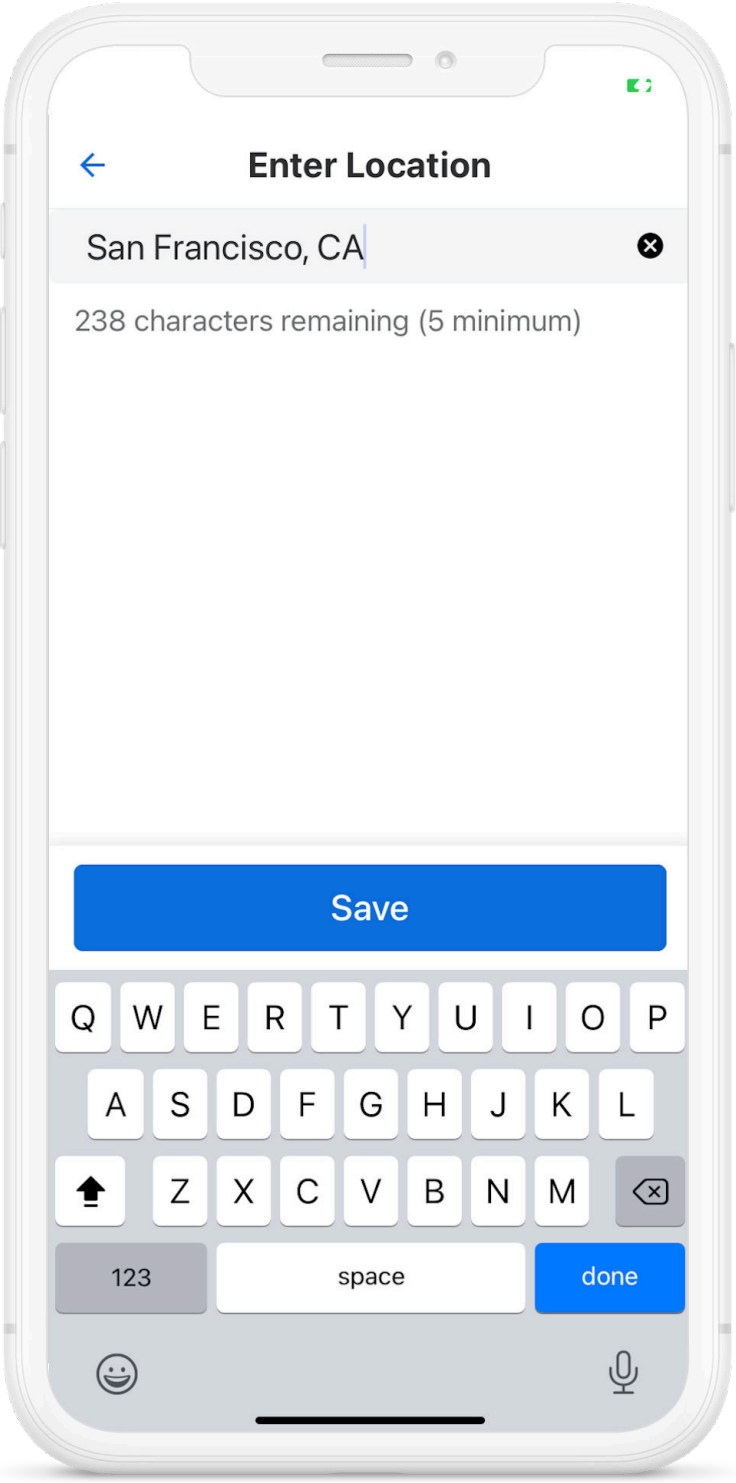
Missing Location

Duty status changes require location information for log entries. In cases where the Samsara Driver App cannot properly identify the location, you must manually add a location to avoid a violation at a roadside inspection or audit.

When you change your duty status without a manual or automatically detected location, the Samsara Driver App provides a notification about the missing location:



You can then choose from two options: You can proceed to set your duty status with a blank location, or you can choose to cancel and manually add the location before proceeding with duty status selection.

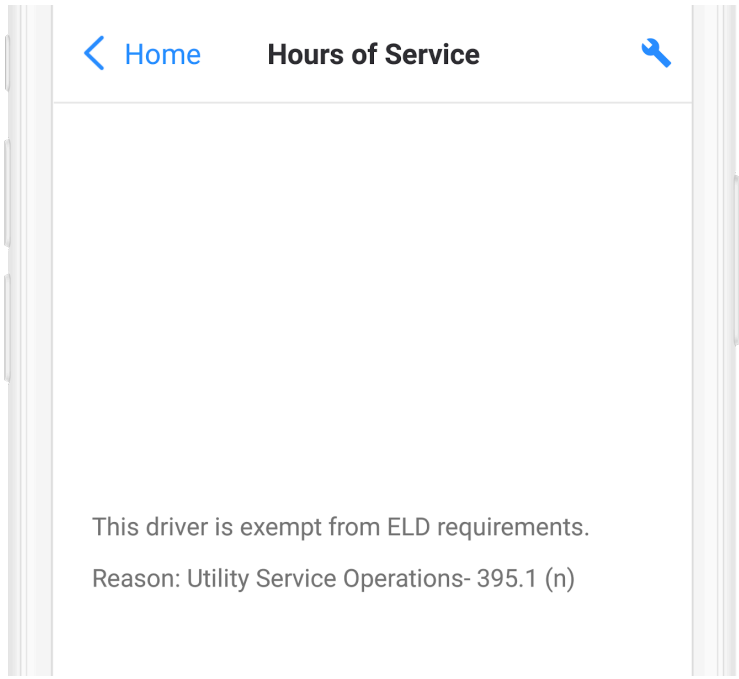


After you **Save** your location, Samsara will use it to identify your location in related logs.

ELD Exempt

If your fleet administrator has designated you as a driver who is exempt from use of an ELD, you will not be able to use HOS functionality while using the Samsara Driver App.

If your fleet administrator designates you as an ELD exempt driver, will see the following alert when you access the HoS tile:



If you are not required to use an ELD, you can still use the Samsara Driver App for other features and avoid Hours of Service violation notifications.