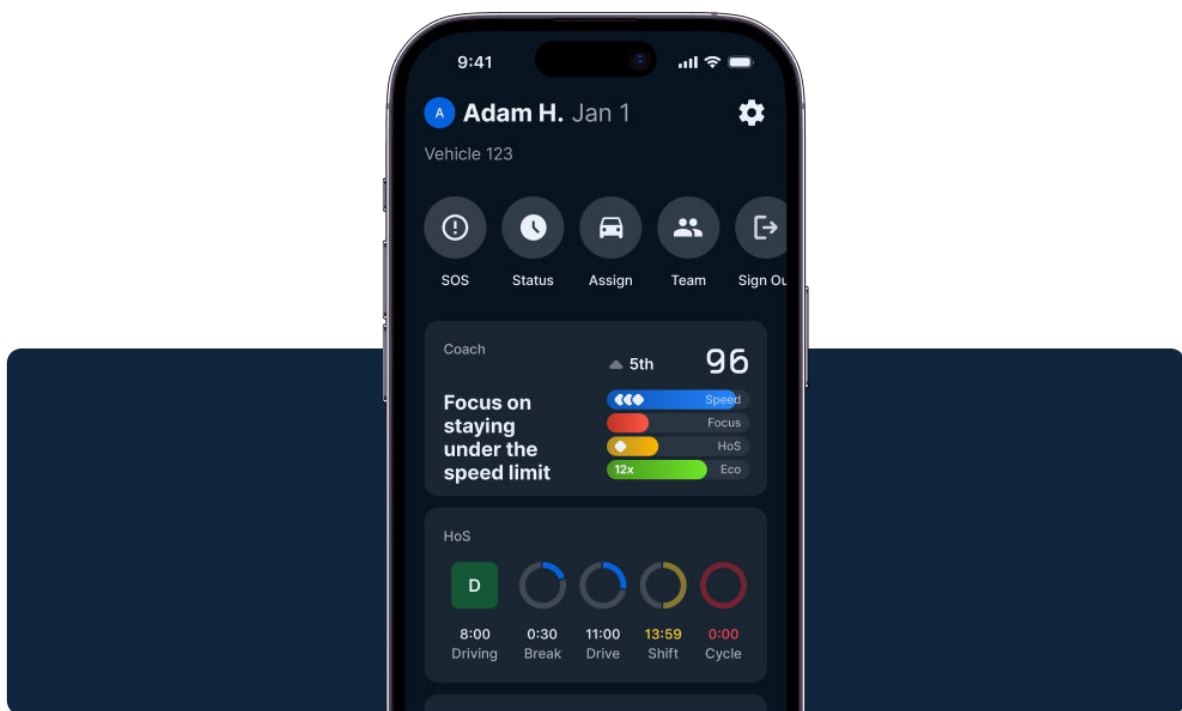




Samsara Driver App User Guide

Canada Edition

VERSION 20.11

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Get Started

Get Started with the Samsara Driver App

With the Samsara Driver App, you can complete electronic DVIRs and inspection reports, track your Hours of Service (HoS) activities, receive routing information, and keep in touch with dispatch using two-way messaging. After you install and log in to the app, you can customize and utilize the app for your daily activities.

Connect to the Wireless Hotspot

The Vehicle Gateway (VG) Wi-Fi hotspot provides internet access to your device that enables you to use the Samsara Driver App to manage your daily work tasks. A VG license includes up to 500MB/month of Wi-Fi data. After the data limit is reached, functionality required for ELD compliance will remain operational but functionality of other applications may be degraded.

If you view training videos or review safety event videos within the Samsara Driver App, it does not count against the 500MB/month Wi-Fi data limit.

To connect to your wireless hotspot, perform the following workflow:

1. Before you connect to the Wi-Fi, obtain your hotspot name and password from your Fleet Administrator.
2. Ensure the Wi-Fi on your device is enabled and select the hotspot name.
3. Enter the hotspot password.
4. Connect or join the network.

Internet Connectivity States and Best Practices

The Samsara Driver App is built to function regardless of the device internet connectivity status. When connected to the internet, it is safe for the driver to send the app to the background or sign out from the app without issue.

If the app is disconnected from the internet, the Vehicle Gateway (VG) continues to collect data. When the connection is reestablished, the app transmits the collected data to the Samsara cloud.

The following sections summarize the connection states and best practices for each state:

- [Working Offline \(No Direct ELD Connection\)](#)
- [Working Offline](#)

Working Offline (No Direct ELD Connection)

This connection state indicates the app is offline and does not have a direct connection to the VG Wi-Fi hotspot. When the app is in this state, the VG continues to record auto duty transitions, but the app does not receive the updates. During this period of time, the information in the driver app may not match the information that displays in the Samsara dashboard.



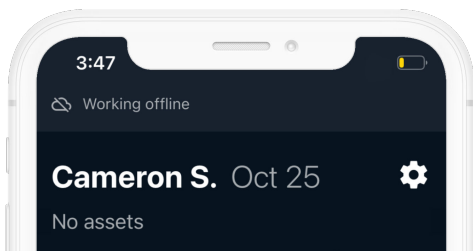
NOTE

To prevent technical difficulties, do not sign out from the app while in this connectivity state.

Working Offline

This connection state indicates that the app is offline but has a direct connection to the VG using Wi-Fi hotspot.

When in this state, the VG continues to record auto duty transitions and sends updates to the app in real time.



NOTE

To prevent technical difficulties, do not sign out from the app while in this connectivity state.

Installation Setup

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

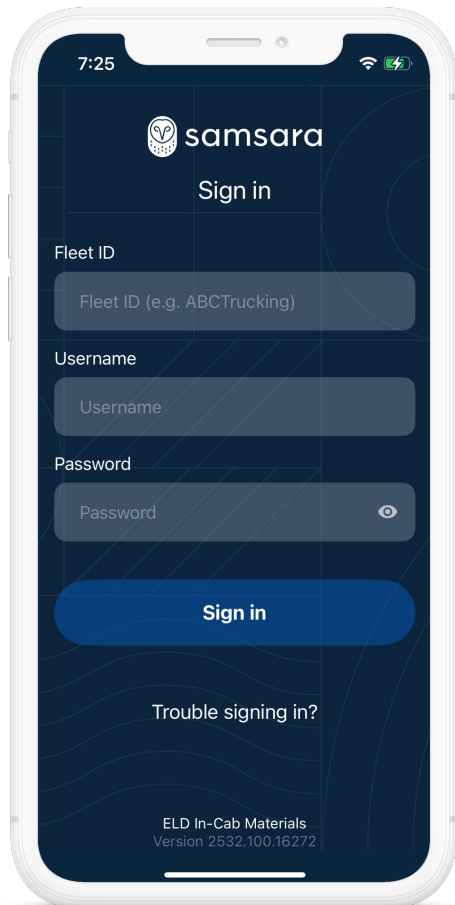
To reset your password, follow the instructions according to your Samsara Driver App version:

Samsara Driver App 2140.701 and Later

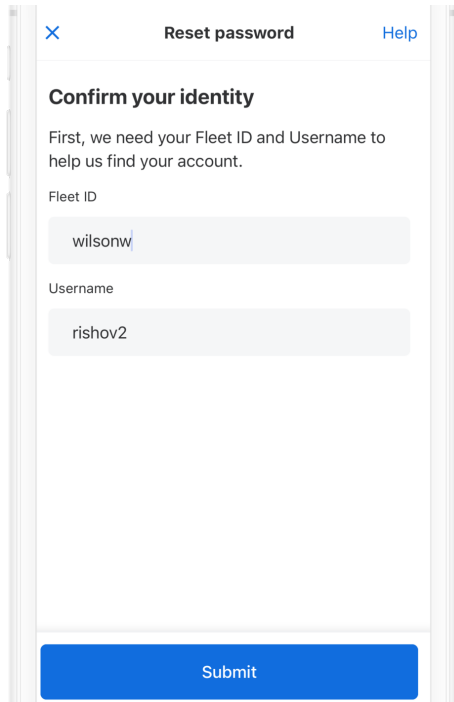
If you forget your password while signing in to the Samsara Driver App, you can reset it using the self-service reset flow. To complete the reset, you must have a valid phone number associated with your driver profile. If you do not know your Fleet ID, username, or associated phone number, you will need to contact your fleet manager. Samsara Support cannot provide or change these credentials.

To reset your password:

1. From the Samsara Driver App, tap **Trouble signing in?**.



2. Use the in-app guidance to help you [Troubleshoot Common Login Issues](#). Samsara provides tips to guide you through resolving issues such as:
 - Unknown Fleet ID or username
 - Unknown password
 - Phone verification assistance
3. If the tips don't help you to log in, from **Need help with your password?**, tap **Reset Password**.
4. Enter your **Fleet ID** and **Username**, and then tap **Submit**.



[X](#) **Reset password** [Help](#)

Confirm your identity

First, we need your Fleet ID and Username to help us find your account.

Fleet ID

wilsonw

Username

rishov2

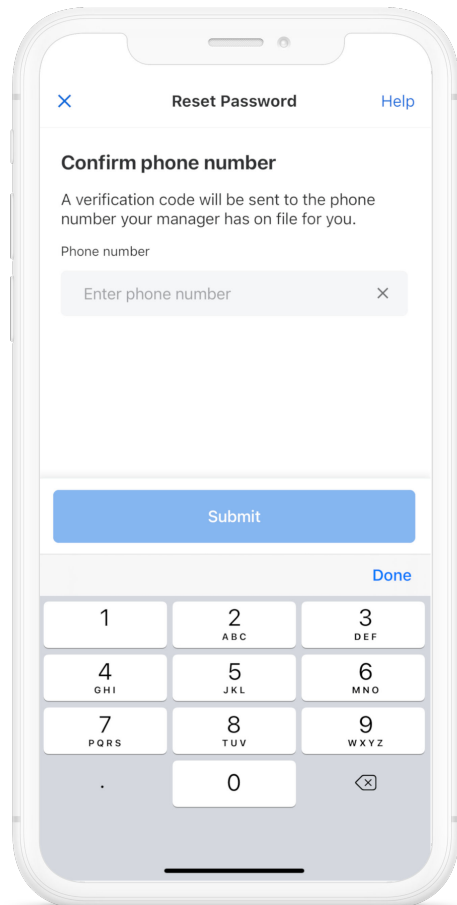
Submit



TIP

If you don't know which Fleet ID or username to use, contact your fleet manager for assistance.

5. Confirm the phone number associated with your driver profile, and then tap **Submit**. The phone number must match the number that is associated with your driver profile.



TIP

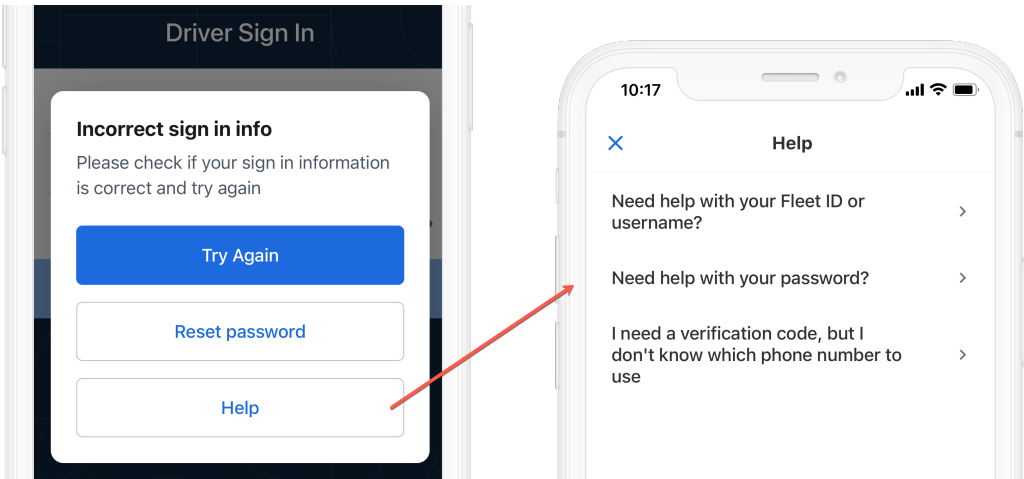
If you don't know which phone number to use, contact your fleet manager for assistance.

6. Enter the code that Samsara texts to the number associated with your driver profile. The Samsara Driver App will prompt you to input your new password.
7. Enter the new password and tap **Submit**.
8. To streamline your sign-in, 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.

Troubleshoot Common Login Issues

If you continue to encounter login issues and need guided assistance, the Samsara Driver App (version 2140.701 or later) provides in app assistance.

The troubleshooting guides will display when you choose the Help menu following an incorrect login attempt.



You can also access the Help from the login screen using the **Trouble signing in** option.

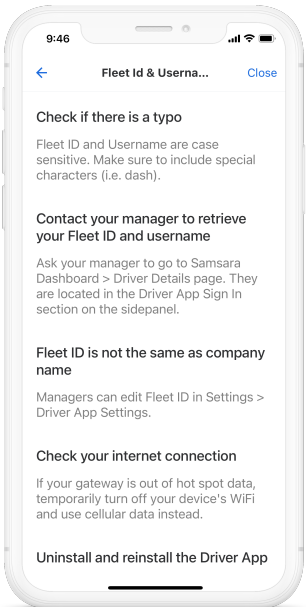
Choose the option that best describes the issue you are experiencing with login.

Need help with your Fleet ID or username?

The Samsara Driver App provides troubleshooting tips to help you identify your Fleet ID, or, if the hints don't resolve your issue, connect you to your fleet manager to retrieve your login information.



NOTE
Samsara cannot provide your login information to you.

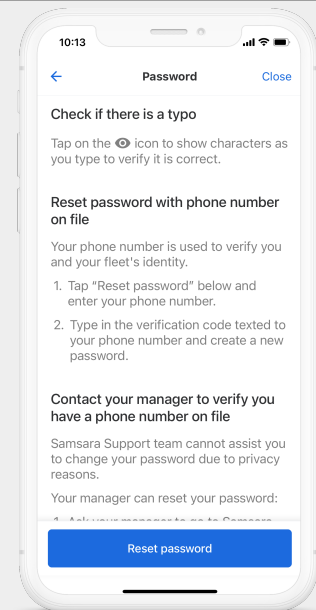


Need help with your password?

The Samsara Driver App provides troubleshooting tips to help you understand password reset requirements with details on how to proceed to set or retrieve your phone number phone number. You can also access the password reset workflow.

**NOTE**

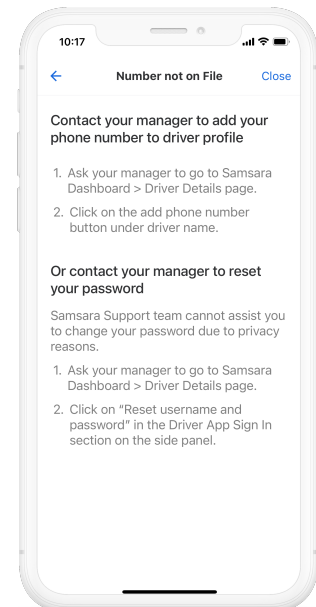
Samsara cannot provide your password or phone number to you.

**I need help with a verification code, but I don't know which phone number to use.**

The Samsara Driver App provides troubleshooting tips on how to work with your fleet administrator to get a phone number set up with Samsara.

**NOTE**

Samsara cannot provide your phone number or verification information to you.



Samsara Driver App Troubleshooting

If you are experiencing technical difficulties with the app, review our recommendations for best practices (see [Get Started with the Samsara Driver App](#)). Many issues can be resolved by updating the app to most recent version.

Internet Connectivity Issues

The Samsara Driver App is built to function regardless of the device internet connectivity status (see [Internet Connectivity States and Best Practices](#)). If you are unable to connect to the internet or if the internet connection is unstable, confirm that the app is upgraded to the latest version and is communicating with the Samsara dashboard by performing the following troubleshooting steps:

1. Confirm the device is connected to the internet. Check your device settings to confirm a successful connection. If possible, perform a search in the device browser to verify the connection.
2. From the app homepage, sign out of the app (). Then, sign back in.
The app will automatically update to the most recent app version.
3. Send and receive a message using the app (see [Fleet Messages](#)).

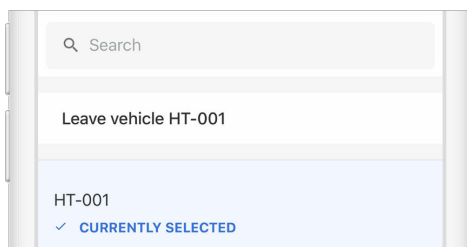
Start a Trip

Sign In and Select Vehicle

To accurately report and track Hours of Service (HoS) in accordance with Electronic Logging Device (ELD) regulations, drivers must sign in and select a vehicle before beginning their workday.

To sign in and associate yourself with a vehicle for ELD compliance, complete the following workflow:

1. Ensure the Samsara Driver App is installed on your device.
2. Retrieve your **Fleet ID**, **username**, and **password** from your Fleet administrator. Store this information in a secure location.
If you previously received login details but forgot your password, you can [Reset your Samsara Driver App Password](#).
3. Open the Samsara Driver App on your device.
4. Enter the Fleet ID, username, and password, you obtained previously. Then tap **Sign In**.
5. [Select your vehicle](#) from the list. If unsure, contact your administrator.
For drivers in Canada, attempting to continue without selecting a vehicle will trigger a [No Vehicle Selected](#) alert.



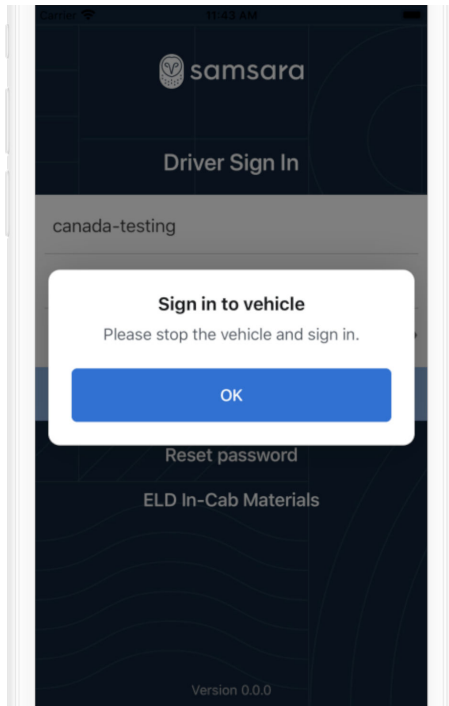
6. **Confirm** your vehicle selection.
7. At the end of your shift, return to the Samsara Driver App and [Sign Out](#).
The app will automatically apply any necessary updates upon sign-out.

Sign In Alert for Canadian Drivers

For drivers in Canada, the system enforces strict compliance with ELD regulations. If you begin driving without logging in, the Samsara Driver App will display a “Sign in to vehicle” alert, prompting you to stop and sign in before continuing.

To dismiss the alert and proceed:

1. Stop the vehicle.
2. Ensure Samsara Driver App is open on your device.
3. Verify that your device is connected to the [Vehicle Gateway hotspot](#).
4. Tap **OK** on the prompt and continue to Driver Sign In.



Select a Vehicle or Trailer

When you sign in to the Samsara Driver App, the app prompts you to select your vehicle. To change your vehicle or to select your trailer:

1. From the app home screen, tap **Assets** (🚚).
2. Select **Vehicle** to view available vehicles.
Recently selected vehicles are highlighted for easy identification. In Samsara Driver App version 2510.300 or later, vehicles are listed by proximity, from closest to farthest.
3. Tap the vehicle and select **Confirm** to verify the selection.
4. Tap **Trailers** to search for and select a trailer.
To view and select a trailer, your fleet administrator must enable Trailer Selection.
5. If relevant, + **Add a Shipping ID** and **Save** to add the ID to your HOS log.
6. Tap **Done** to return to the home screen with the selection.

HOS Compliance

Pre-Trip HOS

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.
- **Transport Canada Instruction Sheet**: Available in the Samsara Driver App .
- **Blank records of duty status graphs**: 15 days or more

Team Driving

A driving team of two or more drivers can manage their Hours of Service (HoS) from one device using the Driving Team feature in the Samsara Driver App.

To use team driving, you must first create a team and then you can manage passenger and driver team roles:

- [Create Your Team](#)
- [Select or Change Drivers](#)

Create Your Team

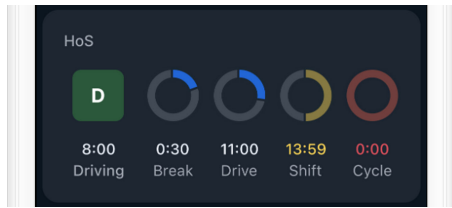
All drivers must sign into the same device and remain signed in to the same device for the duration of the trip. Use the following workflow to create the driving team:

1. Choose the device to share and log in to the Samsara Driver App.
2. Tap **Team** (👥).
3. Tap **+ Add Passenger**.
4. Complete the Username and Password for the additional driver team member and tap **Sign In**.
5. Repeat steps as necessary for all team members.
6. For each passenger team member:
 - a. Tap **View account**.
 - b. Tap **< Home** to return to the home screen.
 - c. Tap **HoS** and change the duty status to reflect your non-driving duty status.
 - d. **Save** to confirm the duty status change.
7. When the team is ready to drive, [Select or Change Drivers](#).

Select or Change Drivers

After you [Create Your Team](#), begin tracking HoS:

1. If you are the driver and want to change to a passenger status, tap **HoS** from the home screen and change the duty status to a non-driving duty status.



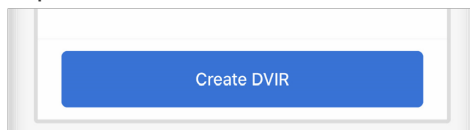
2. If you are a passenger and want to take over as the driver:
 - a. Tap **Team** from the home screen.
 - b. Tap **Set as Driver** on your Passenger name.
 - c. Tap **View account**.

When you begin driving, the Samsara Driver App automatically records the drive time.
 3. When the team is done driving and ready for all team members to go Off Duty, return to the home screen and tap sign out (🔒).
- Sign out automatically signs out everyone in the driving team.

View or Complete a DVIR

To track trailer or vehicle inspections and submit findings, you can create pre-trip and post-trip [Driver Vehicle Inspection Report \(DVIRs\)](#) using the Samsara Driver App.

1. [Select the vehicle or trailer](#) that requires a DVIR.
2. From the Samsara Driver App home screen, tap the **DVIR** tile.
3. Tap **Create DVIR**.

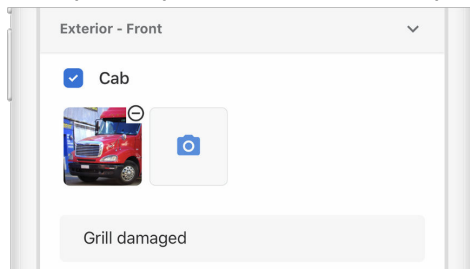


4. For HOS tracking, if your current status is **Off Duty**, you will be prompted to **Go On Duty** before beginning your DVIR.
5. Complete the asset details, including vehicle location and identifying information.
6. Choose the inspection type (**Pre-Trip** or **Post-Trip**).

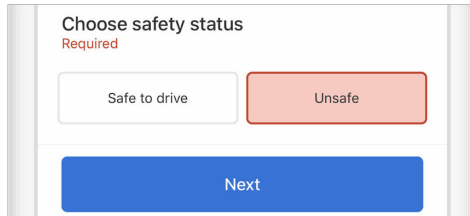
7. Inspect your vehicle for any defects.

- At a minimum, complete all Required fields.

To report an issue or damage to the vehicle, select the applicable defects and enter a description and optional photo. There is a three photo limit for trailers, and a four photo limit for vehicles.



- If there are unresolved **Previous Defects**, inspect the defect on the vehicle and select the defect to resolve the issue or leave deselected if the defect remains unresolved.
- Tap **Perform Inspection** to document the inspected areas of the vehicle. Tap inspection pass (✓) or inspection fail (✗).
- For failed inspections, add a comment to provide additional details.
- Specify the safety status for your vehicle or trailer (**Safe to drive** or **Unsafe**) and tap **Next**.



- To complete the inspection and submit your findings, tap **Certify and Submit**.



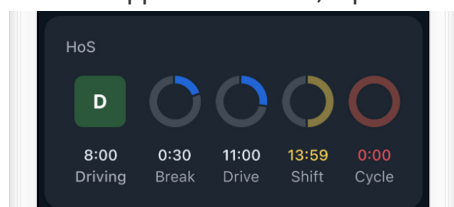
NOTE

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.

- From the app home screen, tap **HoS**.



- From the Hours of Service view, tap **Daily Log**.
- (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.

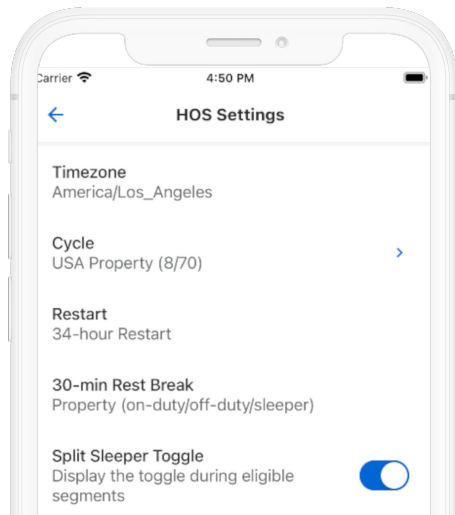
Change Your HOS Cycle

If you drive in Canada and follow the federal Hours of Service regulations, you can follow either a Cycle 1 or a Cycle 2 ruleset. Cycle 1 is 7 consecutive days, whereas cycle 2 is 14 consecutive days. If you elect to follow Cycle 1, you can accrue up to 70 hours of on-duty time (on duty driving and on duty not driving statuses) over the 7 day period. If you follow Cycle 2, you can accrue up to 120 hours on duty (on duty driving and on duty not driving statuses) over the 14 day period. Note that these hours requirements change when a driver travels north of latitude 60 degrees north.

If you drive to a region with a different ruleset, you can change your HOS cycle after a required reset period has been taken by both you and your fleet administrators.

To change the HOS cycle:

1. Navigate to the **HoS** tile and then to **Settings**.



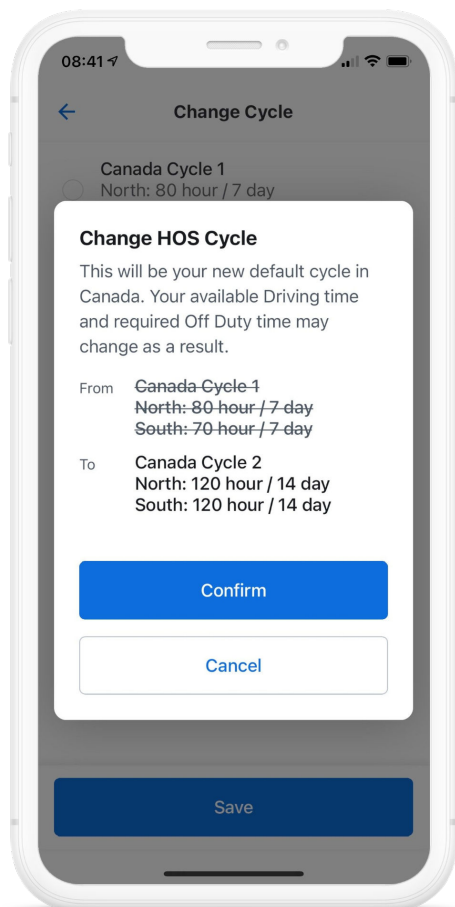
2. Tap **Cycle**.



NOTE

If you have not taken the required amount of off-duty time to change your cycle, you will see a warning.

3. Select and then **Confirm** the desired HOS cycle.



4. **Save** the changes to your HOS settings.

Unauthenticated Driving



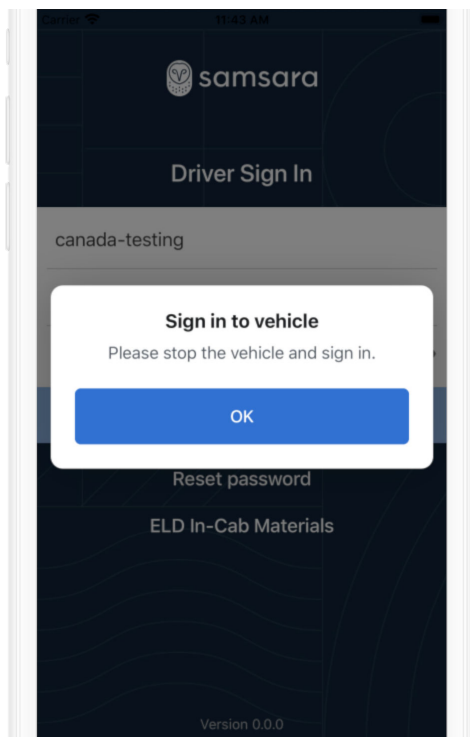
NOTE

- Unauthenticated Driving is supported on Samsara Driver App 2130.300 and later versions.
- Unauthenticated Driving is supported for drivers who are physically in Canada.

To ensure accuracy in driver reporting, the Samsara Driver App prompts you to authenticate if you start driving your vehicle under the below conditions:

- The Samsara Driver App is actively open on your device
- Your device is connected to the hotspot on the Samsara Vehicle Gateway (VG)
- Your vehicle is in Canada

This prompt will remind you to sign into the vehicle:



While the vehicle is in motion, the **OK** button is disabled. However, after the vehicle comes to a stop, you can dismiss the prompt and sign in.

If you take no action, the prompt will automatically dismiss itself in 5 seconds.

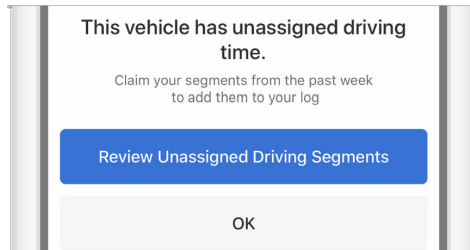
If there are multiple devices connected to the VG, this prompt will appear on each device where someone has not logged in (while the Samsara Driver App is actively open).

Claim Unassigned Hours

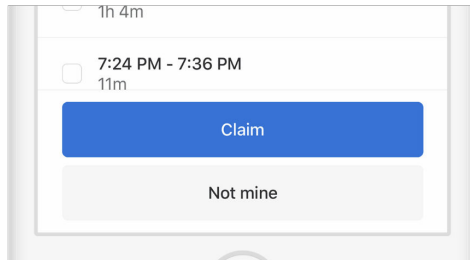
Samsara automatically attributes driving segments to you when you select the vehicle and HOS status in the Samsara Driver App. If a regulated vehicle travels over 5 mph without an assigned driver from the app, the unassigned hours are flagged for HOS assignment.

If your selected vehicle has unassigned hours associated with the vehicle over the past 8 days, the Samsara Driver App automatically prompts you to review any unassigned driving segments. After you sign in, you have the option to claim and annotate the segment or reject the unassigned hours:

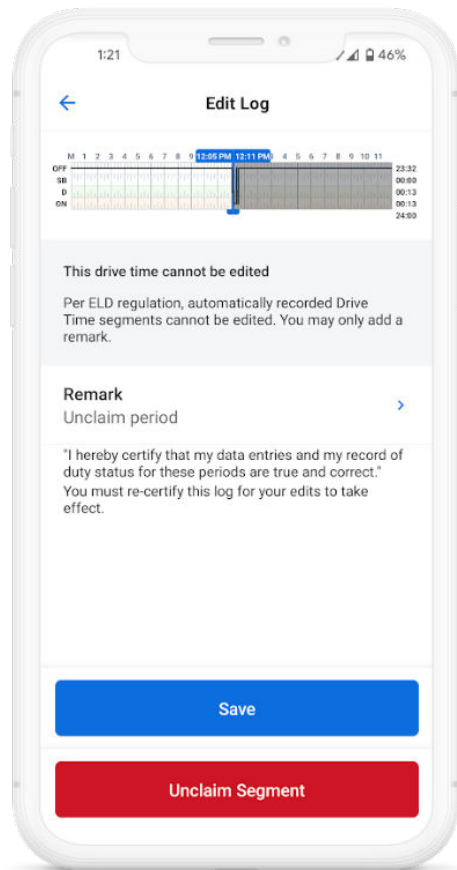
1. Review **Unassigned Driving Segments**. If your carrier has disabled the requirement to review unassigned HOS, you can optionally tap **OK** to review the unassigned segments at a later time.



2. **Claim** or reject unassigned hours, as appropriate.



After claiming an unassigned driving segment, you will see the option to **Unclaim Segment** when you add a remark to the event in your logs. Use this option if you mistakenly accept the driving period to remove the segment from your log and apply it back to the unassigned profile.



Start Driving

After you've completed all of the pre-trip tasks in this section and have satisfied any regional Off Duty requirements, 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.

Trip HOS and Compliance

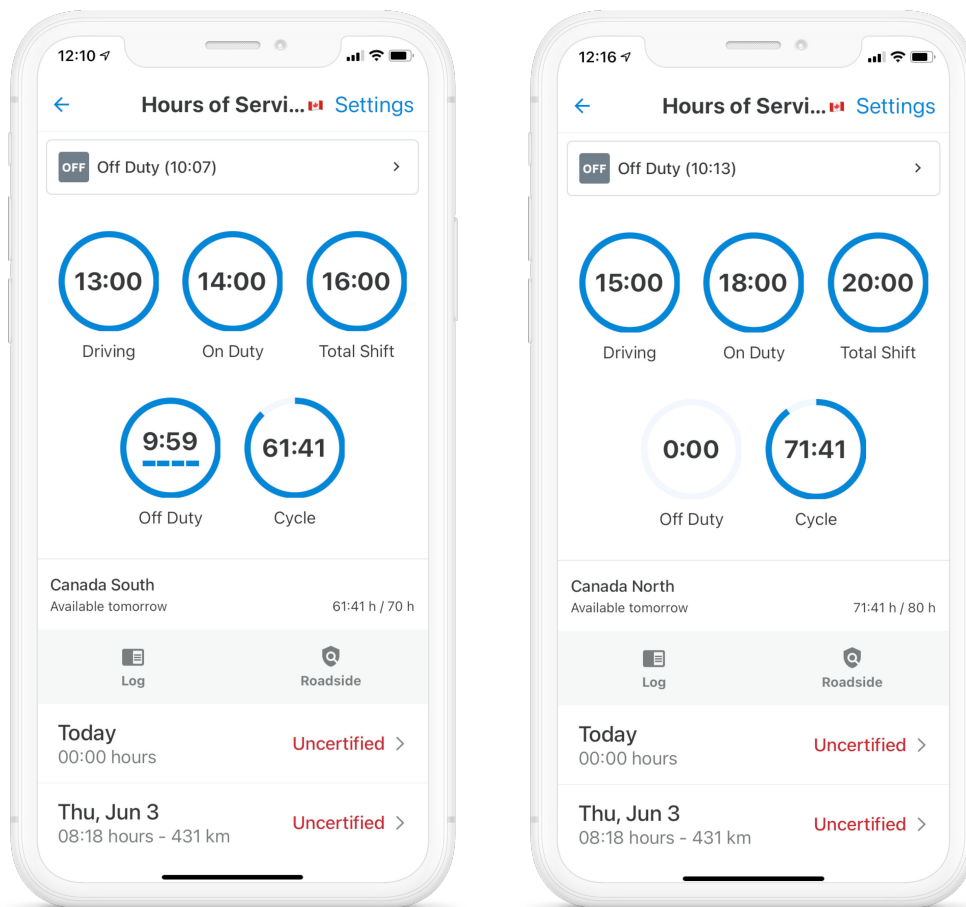
During the day, use the Samsara Driver App to perform any of the following activities.

HOS Dials in the Driver App

In the Samsara Driver App, you can view HOS dials to monitor your progress toward your applicable HOS limits, based on your ruleset.

To help prevent violations, Samsara also adjusts the HOS dials to reflect your most constraining limit. For example, if your daily travel time has a cap of 13 hours, but your cycle is near its end and only allows 5 hours, the dials will reflect your progress toward the lower limit.

HOS Dials for Drivers in Canada



The HOS dials are represented as clocks that display how much time is left for Drive, On Duty, Shift, Off Duty, and Cycle and vary depending on your region.

For Canada South:

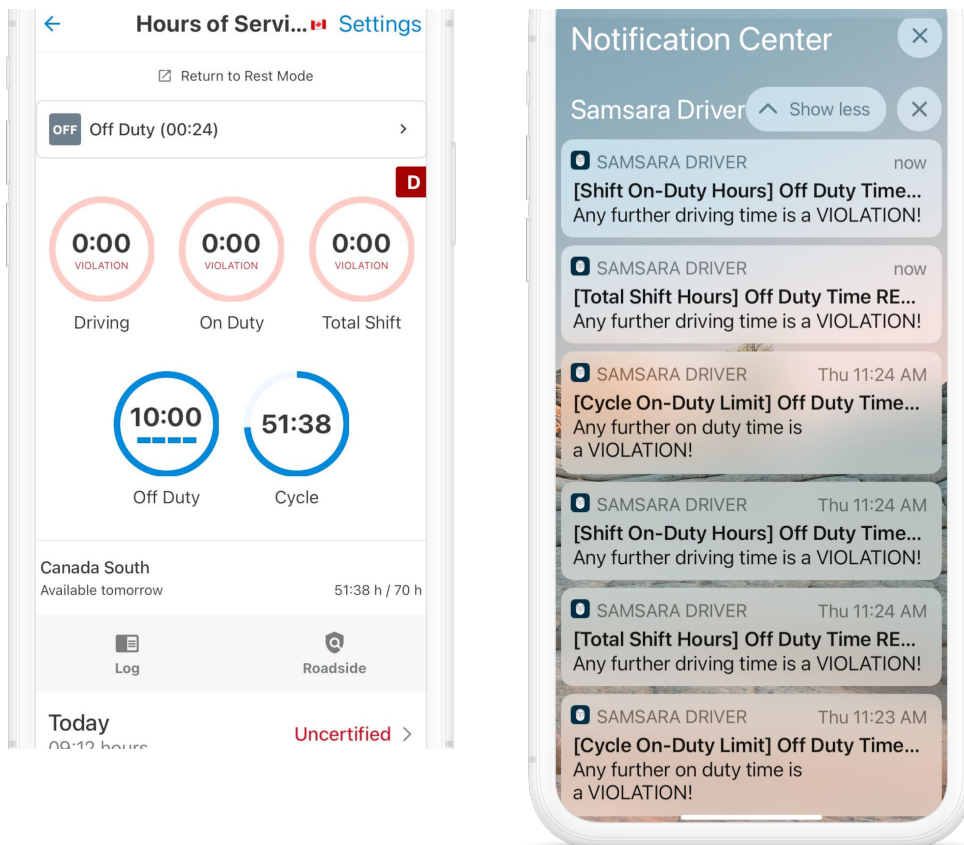
- The top left dial is the **Drive** clock which counts down from 13 hours and shows the remaining drive time in a driver's shift and day.
- The top middle dial is the **On Duty** clock which counts down from 14 hours and shows the remaining on duty time in a driver's shift and day.
- The top right dial is the **Total Shift** clock which counts down from 16 hours, starting when you first go On Duty.
- The bottom left dial is the **Off Duty** clock which counts down from 10 hours.
 - The four bars within the dial represent the 2 hours of off duty that must be taken separately from the 8 consecutive hours of off duty.
 - Each bar counts down from 30 minutes and if a break exceeds 30 minutes, the next bar begins counting down.
- The bottom right dial is the **Cycle** clock which counts down from 70 or 120 hours, depending on the selected cycle.

For Canada North:

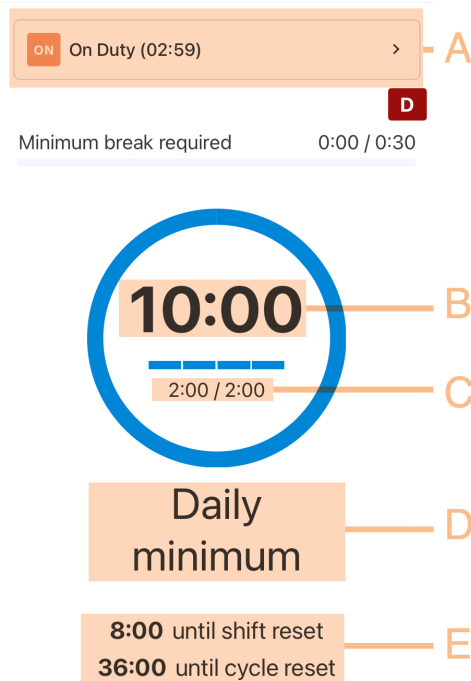
- The top left dial is the **Drive** clock which counts down from 15 hours and shows the remaining drive time in a driver's shift.
- The top middle dial is the **On Duty** clock which counts down from 18 hours and shows the remaining on duty time in a driver's shift.

- The top right dial is the **Total Shift** clock which counts down from 20 hours, starting when you first go On Duty.
- The bottom left dial is the **Off Duty** clock which counts down from 8 hours.
- The bottom right dial is the **Cycle** clock which counts down from 80 or 120 hours, depending on the selected cycle.

The color surrounding any of these dials appears red when you are in violation. You will also receive a popup notification on your phone when you are nearing the time limits set for these violations. You will only receive popup notifications if you have your notifications turned on for the app.



To view duty status details, click the **Off Duty** and **Driving** dials. The Off Duty view displays the remaining break time needed before a shift or cycle reset:



Use the image above along with the following list to understand the elements of the Off Duty dial:

- A. Indicates cumulative time in duty status. counts up to indicate how much time remains before meeting the minimum break requirement. When the break minimum is met, this timer will be replaced with a message as seen in the below screenshot
- B. A timer that counts down to signify how much total off-duty time is left in the day
- C. (Canada South only) Four separate break bars that each represent a 30 minute break. When breaks are taken, these bars will deplete (if 30 minute minimum is met).
- D. When this is tapped, an informational message will pop up: "At least 2 hours must be separate from the 8-hour reset"
- E. Timers that display how much off-duty time is left before being able to reset the shift and cycle, respectively.

Operating Zone Changes

When it comes to Canada and United States border-cross scenarios and even within Canada, you are subject to the rules of the jurisdiction where you are driving:

- When you cross into the United States from Canada, Samsara automatically evaluates your cycle hours and shift hours (for that day) on the ruleset for United States. Previous shifts driven entirely in Canada will not be impacted by a border cross event.
- When you cross into Canada from the United States, you will see that the number of dials switch from 4 to 5 and the Samsara Driver App sends an alert with a Canadian flag.

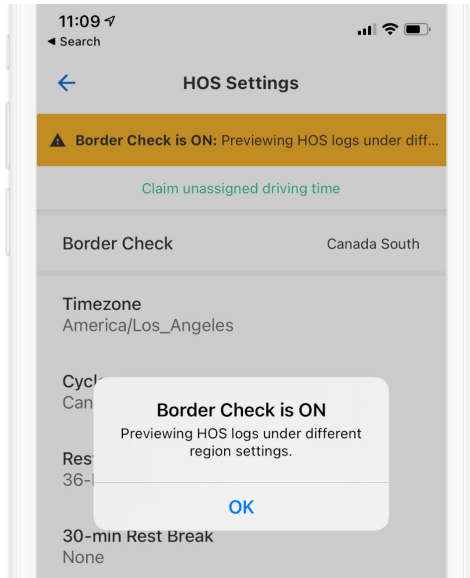
When crossing a border, Samsara also provides both automatic zone detection and manual operating zone selection. To help you understand the difference in rulesets before crossing a border you can preview the ruleset associated with the region. See the following topics for more information:

- [Preview Regional HOS Rulesets](#)
- [Change Your Operating Zone](#)

Preview Regional HOS Rulesets

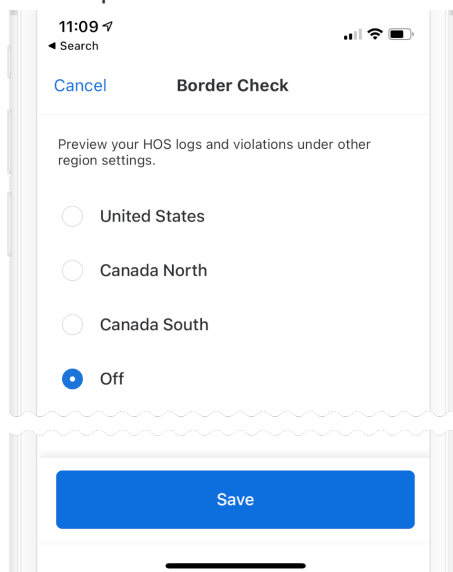
If you plan to cross a border, you can change your HOS ruleset to understand and avoid upcoming violations in the new jurisdiction. You can preview United States, Canada North, or Canada South rulesets,

regardless of your present location. The HOS dials for the three supported rulesets vary slightly depend on the cycle configuration for your fleet. The Samsara Driver App also displays a banner on the HOS screen that states the app is currently in border check mode.



While in Border Check mode, the app will not switch automatically with a border cross event.

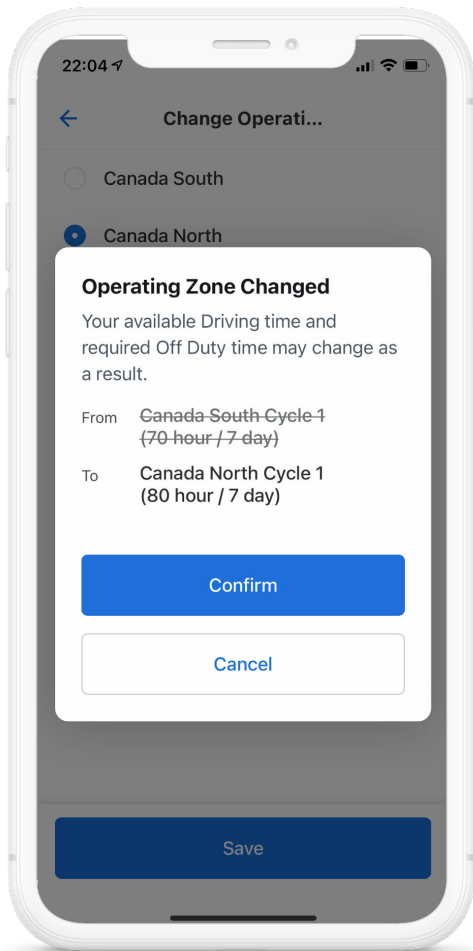
1. In the Samsara Driver App, tap **HoS > Settings**.
2. Click the **Border Check** status to optionally enable and change the ruleset.
3. Select a preview ruleset: **United States**, **Canada North**, or **Canada South**.



4. **Save** your changes to return to the HOS screen. The Samsara Driver App enables you to preview logs in the applied ruleset.
5. After you are done previewing the ruleset, repeat the process to turn **Off** other HOS rulesets.

Change Your Operating Zone

If you travel between Canada South and Canada North, the Samsara Driver app sends an alert and prompts you to confirm the new ruleset that is applicable for the region.



When you receive this prompt, you can choose to accept (confirm) or decline (cancel) the new ruleset.



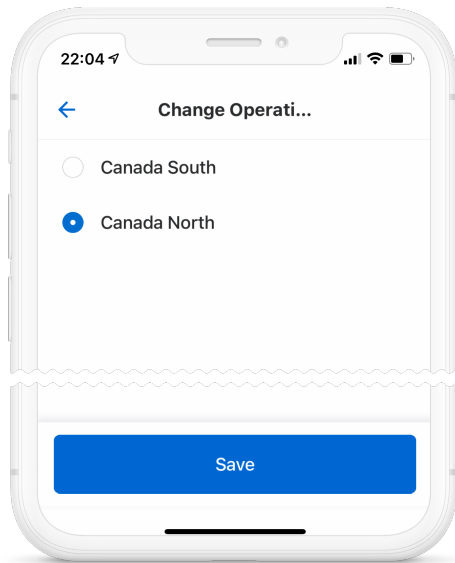
NOTE

Automatic zone detection is also supported for border crossing between Canada South and the United States (including the Canada South/Alaska border); However, the Samsara Driver App will not prompt you to accept or decline the ruleset change. When crossing into the United States, you cannot manually change the operating zone to the United States.

If the Samsara Driver App does not automatically detect the region and associated ruleset or you choose to decline the ruleset change, you can manually change the ruleset.

To manually change your operating zone:

1. In the Samsara Driver App, tap **HoS** > **Settings**.
2. Tap **Operating Zone**.



3. Select the region, and then **Save** your Changes.
If you manually change your Operating Zone, the Samsara Driver App will not prompt you to change your zone until you cross another regional boundary.

Transfer Logs

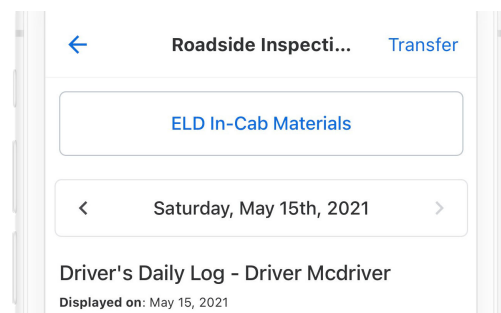
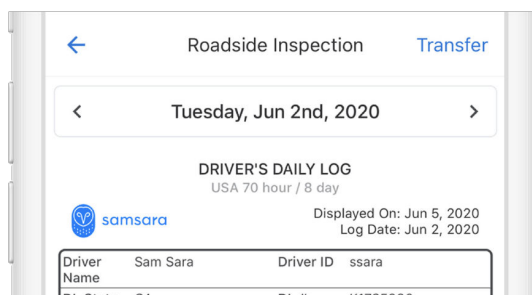
As part of a [Roadside Inspection](#), you can transfer your logs to the inspection authority or transfer logs to yourself for reference.



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).

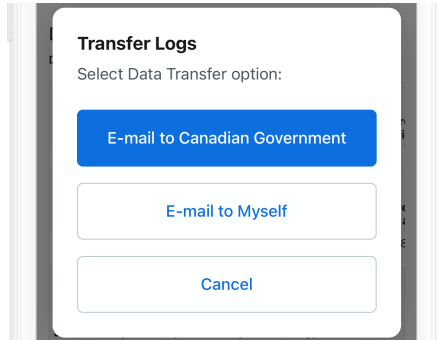
1. From the Roadside Inspection screen, tap **Transfer**.



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.

Canada Transfer Methods:

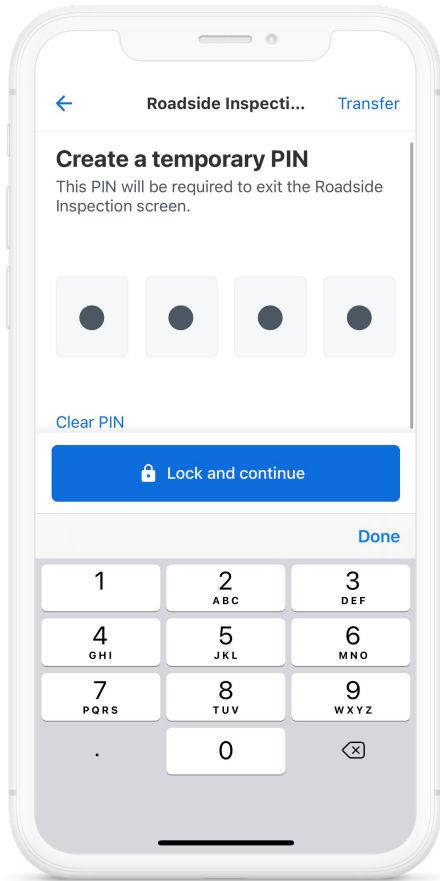
- **E-mail to Canadian Government:** This is the preferred log transfer method in Canada. The Samsara Driver App transfers logs directly to the transportation authority in the Canadian Government.
- **E-mail to Myself:** Sends logs to the e-mail address associated with your driver account. Emailed logs will include copies of recent DVIRs.



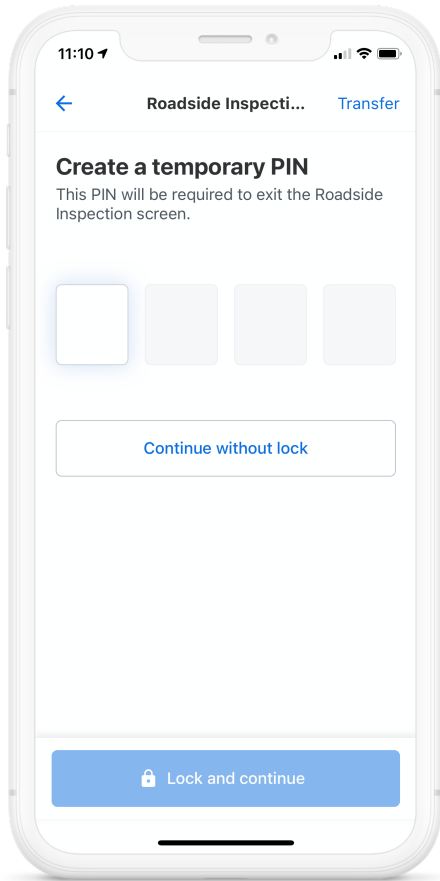
Roadside Inspection

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](#).

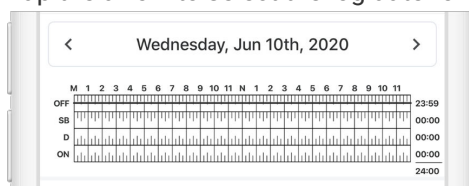


4. Tap the back arrow when the roadside inspection official is done reviewing.

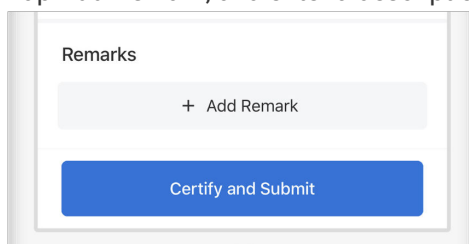
Annotate Your Log

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 **Daily Log**.
2. Tap the arrow to select the log date for the remark.



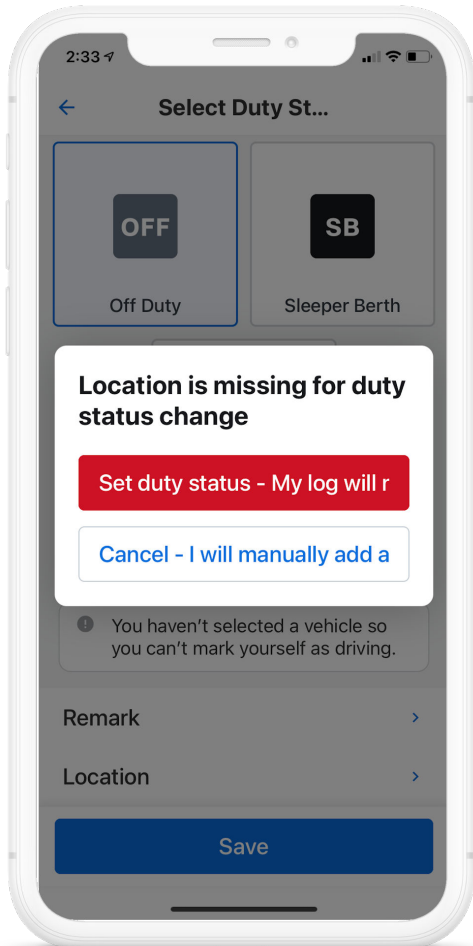
3. Tap **Add Remark**, and enter a description.



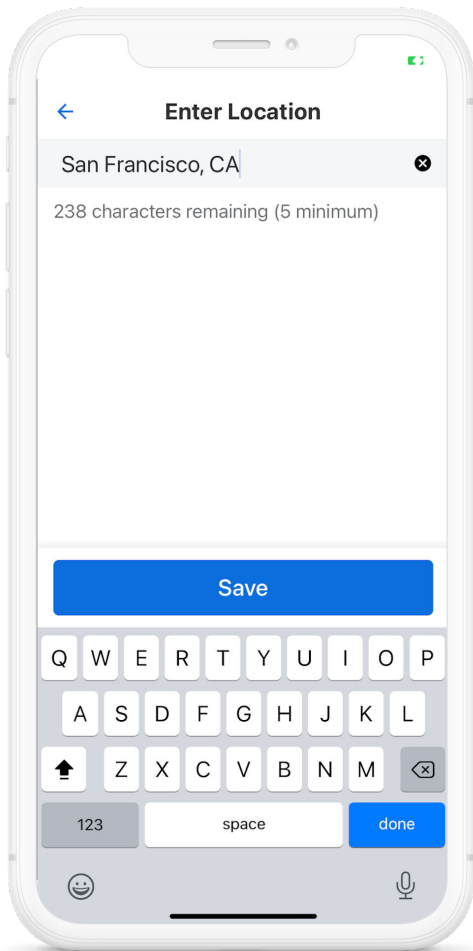
Missing Location

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.



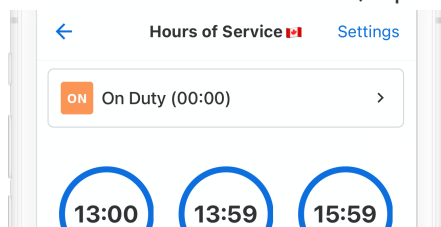
After you **Save** your location, Samsara will use it to identify your location in related logs.

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:

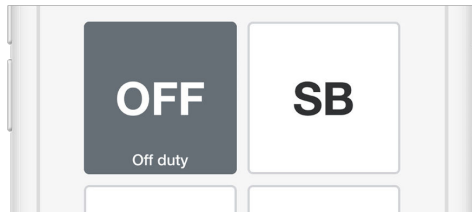
1. From the Hours of Service view, tap the duty status bar.



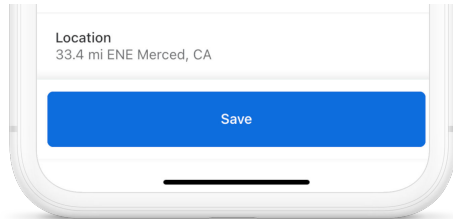
NOTE

In Canada, to interact with the app, you must bring the vehicle to a complete stop for more than three consecutive seconds.

2. Select a duty status.

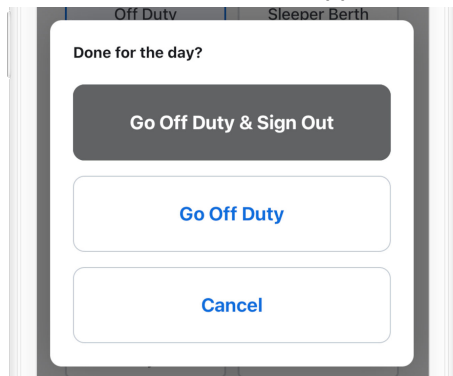


3. Tap **Save**.

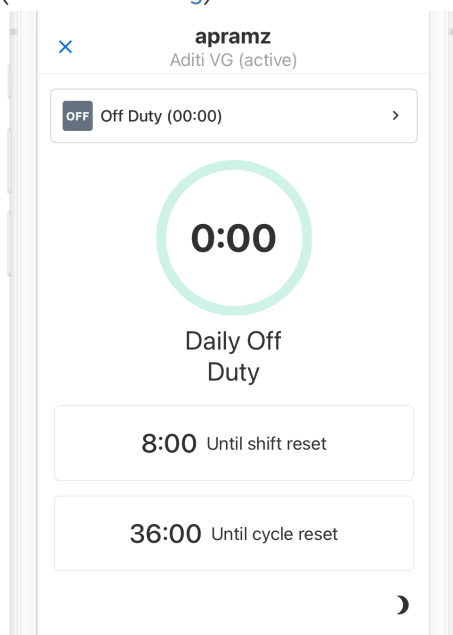


4. Select either **Go Off Duty** or **Go Off Duty and Sign Out**.

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, the app switches back to the driving display (see [Start Driving](#)).



Vehicle Regulation Modes for Mixed-Use Vehicles

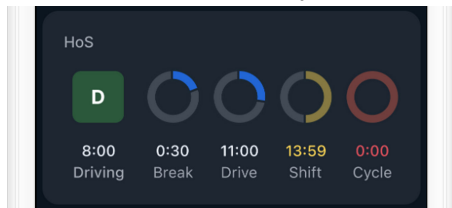
Once an admin configures the vehicle regulation mode to Mixed-Use from the Samsara dashboard, drivers of vehicles set to Mixed-Use can switch between Regulated Driving and Unregulated Driving directly from the Samsara Driver App.

This setting applies to vehicles that are typically not subject to the ELD mandate, but may become subject to the requirement under certain conditions, such as when a trailer is added and the total combined weight of the vehicle exceeds 10,001 pounds.

Configure Regulation Mode in the Driver App

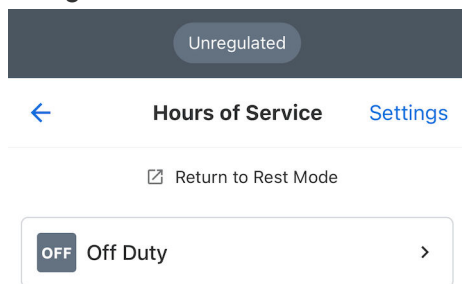
Drivers can change the regulation mode for vehicles set to Mixed-Use by performing the following workflow in the Samsara Driver App:

- From the home screen, tap **HoS**.

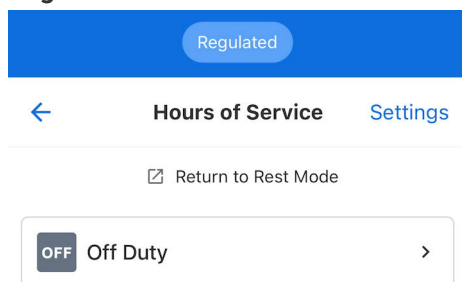


- Select the banner at the top of the **Hours of Service** view. The banner will display one of the following options:

- **Unregulated**



- **Regulated**



NOTE

If the banner is not displayed, contact your admin to verify that the Vehicle Regulation Mode is set to Mixed-Use.

- Choose one of the following vehicle regulation modes:
 - **Regulated Driving:** Drive time will be logged when the vehicle is moving.
 - **Unregulated Driving:** Drive time will not automatically be logged when the vehicle is moving.

Post-Trip HOS

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 an HOS Log

Depending on your operating zone, you will have access to view a limited number of Hours of Service (HOS) logs from the Samsara Driver App. For fleets in Canada, you can access up to 14 days of logs.

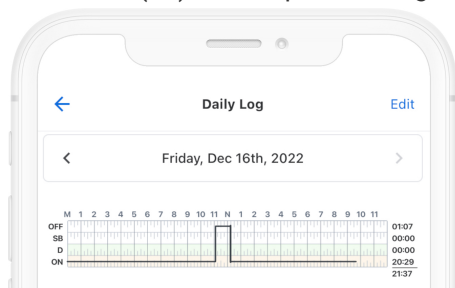


NOTE

Before you can edit certified HOS logs, your administrator must enable the setting.

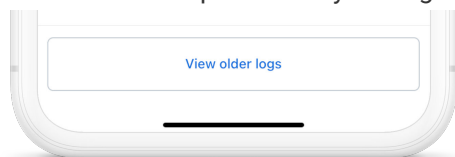
Per the ELD mandate, you cannot edit start or end times for automatically recorded drive time. To make log edits for manually recorded drive time from the app:

1. From the app home screen, tap HoS.
2. Tap **Daily Log** ().
3. To edit Daily Logs that are fewer than 30 days old, locate the log to modify and tap **Edit**. Tap the back arrow () to view previous logs that are less than 30 days old.



4. To review carrier edits or logs that are more than 30 days old, tap **View older logs** at the bottom of the log.

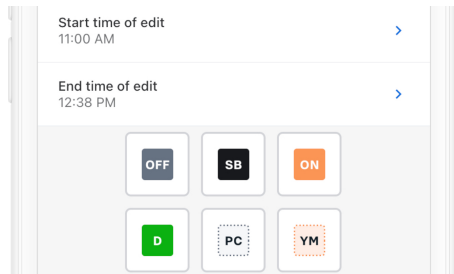
You can review up to 184 days of logs from the Samsara Driver App.



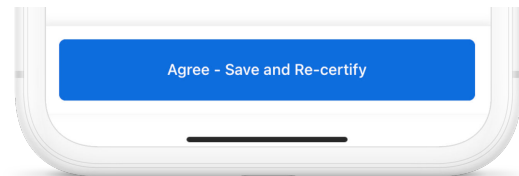
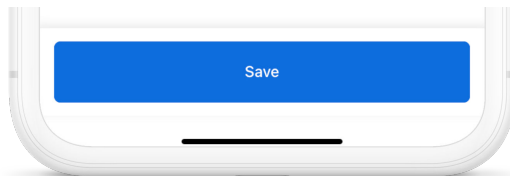
5. Tap **Edit** and update the log as needed (**Start time of edit**, **End time of edit**, or update the duty status).

**NOTE**

You can only edit a [Set a Personal Conveyance \(PC\) Duty Status](#) or [Set a Yard Move Duty Status \(YM\)](#) status to a Driving status. To edit PC or YM status to any non-driving status, you must contact your fleet administrator. These edits cannot be performed in the app.

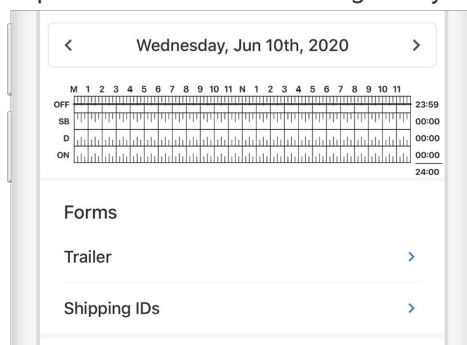


6. **Add remark** to provide a rationale for the log change.
7. To confirm the edit, tap **Save** for uncertified logs or **Agree - Save and Re-certify** for changes to certified logs.

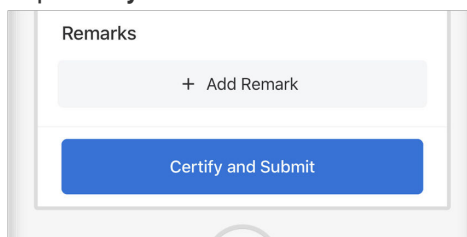


Certify Your Logs

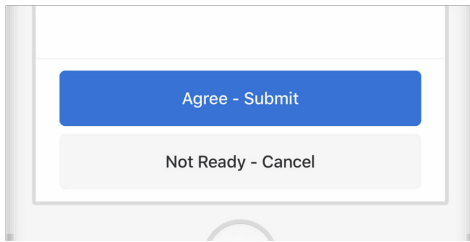
1. From the Hours of Service view, tap **Daily Log** (📅).
2. Tap the arrow to select the log date you'd like to certify.



3. Tap **Certify and Submit**.



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



5. To edit a certified log see [Edit an HOS Log](#).
After you certify a log, you can still edit it, but you cannot un-certify it.

Go Off Duty

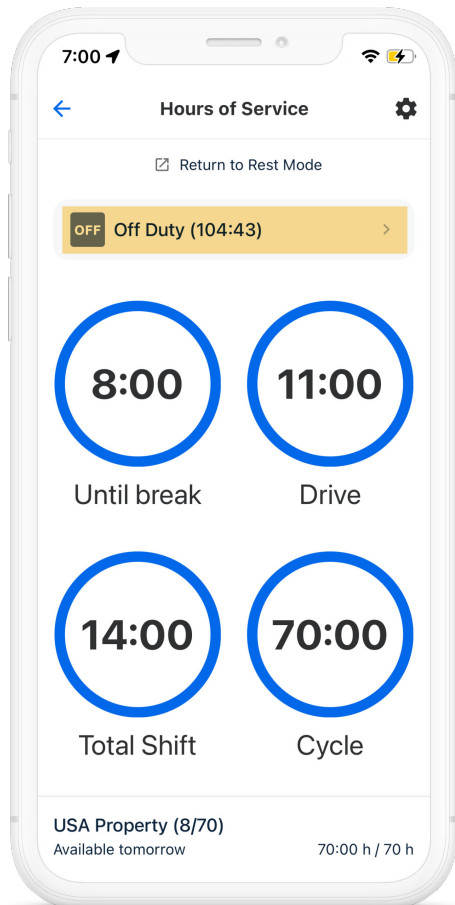
As part of Hours of Service Regulations, there are rules that dictate how much time you should spend in Off Duty status. These rules are regional and exist in addition to the normal Off Duty rules that apply to resetting the allowable Drive, On-Duty, and Shift hours.

To be compliant with regulations, you must adhere to any applicable shift-based off-duty rules and the daily off duty rules.

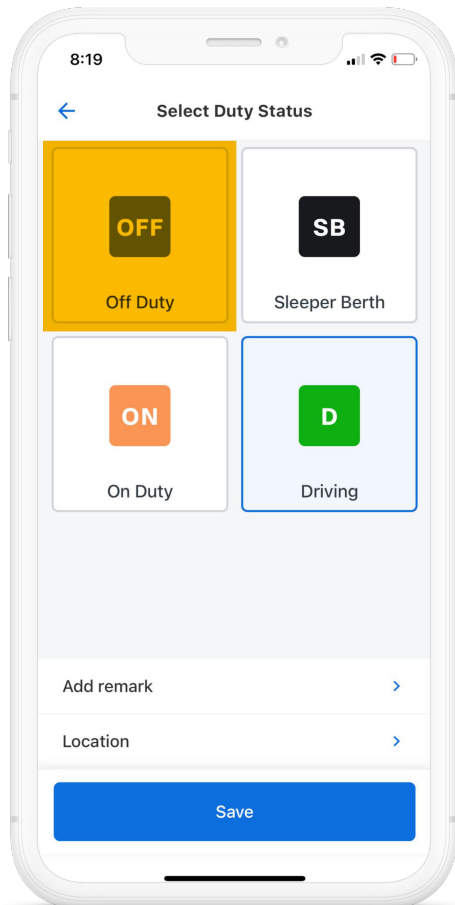
For drivers in Canada South, there are both Off Duty rules that apply in relation to shifts and rules that apply to daily requirements. The two dials on the bottom of the HoS screen can help you to manage your Daily Off Duty time appropriately. For drivers in Canada South, the Off Duty (10 hr) dial will show the total amount of Off Duty time required in a day. The Off Duty (2 hr) dial will count down from 2 hours, but only decreases if you take a period of rest greater than 30 minutes. The progress bar in the middle of the clock counts up to 30 minutes and then resets to help you understand if the period of rest you are taking will count. However, the Driving, On-Duty, and Shift clocks will be in violation if the appropriate reset time is not taken.

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 change your status to 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**.

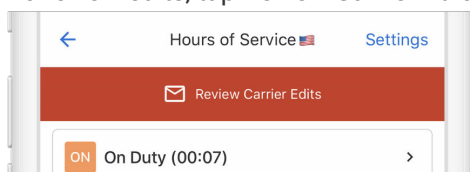


3. Tap **Save** after optionally entering a remark or location.
4. [Sign Out](#).

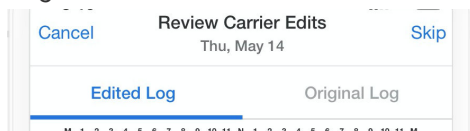
Review Carrier Edits

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.

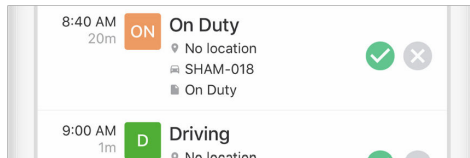
1. From the app home screen, tap HoS.
2. To review edits, tap **Review Carrier Edits**.



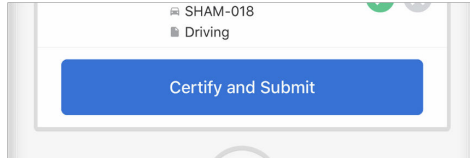
3. You can switch between **Edited Log** and **Original Log** to compare the suggested changes with the original.



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



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



HOS Statuses and Exemptions

Set a Duty Status

Duty statuses classify a commercial motor vehicle (CMV) driver's activities during a specific period and are recorded in the driver's log. Accurate recording of the duty statuses is essential for compliance with FMCSA and Canada's Hours of Service (HOS) regulations.

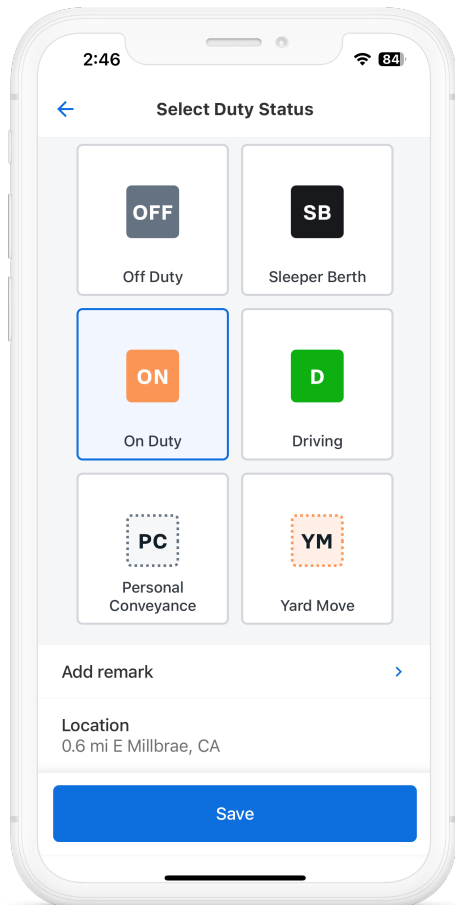


NOTE

If you have an [ELD Exemption in the Samsara Dashboard](#), you will not be able to use the HOS functionality in the Samsara Driver App.

Use the following workflow to manually set duty statuses in the Samsara Driver App:

1. From the home screen, tap **HoS**.
2. Tap the duty status bar.
3. Select a duty status.

**NOTE**

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.

4. (Optional) Add a remark to describe the status selection.
5. **Save** changes.

For more information on specialized duty statuses, refer to [Set a Personal Conveyance \(PC\) Duty Status](#) and [Set a Yard Move Duty Status](#).

Set a Yard Move Duty Status

A Yard Move is driving defined as On Duty (not driving). In Canada, a Yard Move is driving below 32km/hr. 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 your administrator enabled the Yard Move status for your account, you would have received an alert about the [HOS Configuration Changes](#).

**NOTE**

If you are [ELD Exemption in the Samsara Dashboard](#), you will not be able to use HOS functionality while using the Samsara Driver App.

In Canada, 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 and you keep your speed below the driving speed threshold of 32km/hr.

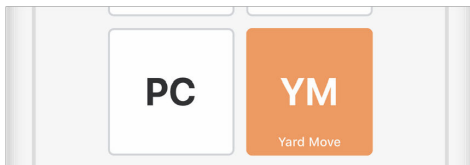
If the Samsara Driver App is active when an engine restart occurs, the Samsara Driver App will automatically prompt you to confirm if you would like to remain in Yard Move. If you do not confirm this before the 300 second timer on the app runs out, the Samsara Driver App transitions your status to Off Duty. In Canada, if you are in Yard Move status and you exceed the speed threshold, your status automatically changes to Driving and the Samsara Driver App alerts you to the status change.

**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**.

Set a Personal Conveyance (PC) Duty Status

Personal Conveyance is a specialized duty status for Off Duty drive time while driving a commercial motor vehicle doing non-work related activities. In Canada, you can claim up to 75 km/day (47 mi) for Personal Conveyance. 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 your administrator enabled the Personal Conveyance status for your account, you would have received an alert about the [HOS Configuration Changes](#).

**NOTE**

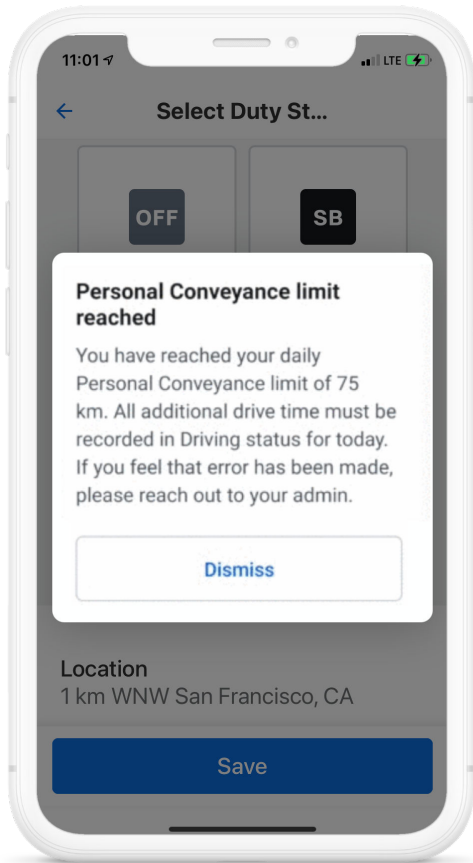
If you are [ELD Exemption in the Samsara Dashboard](#), you will not be able to use HOS functionality while using the Samsara Driver App.

For drivers in Canada, 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 or you exceed the maximum permitted distance. If you exceed the maximum distance, the Samsara Driver App prompts you to acknowledge the change in status back to On-Duty drive time.

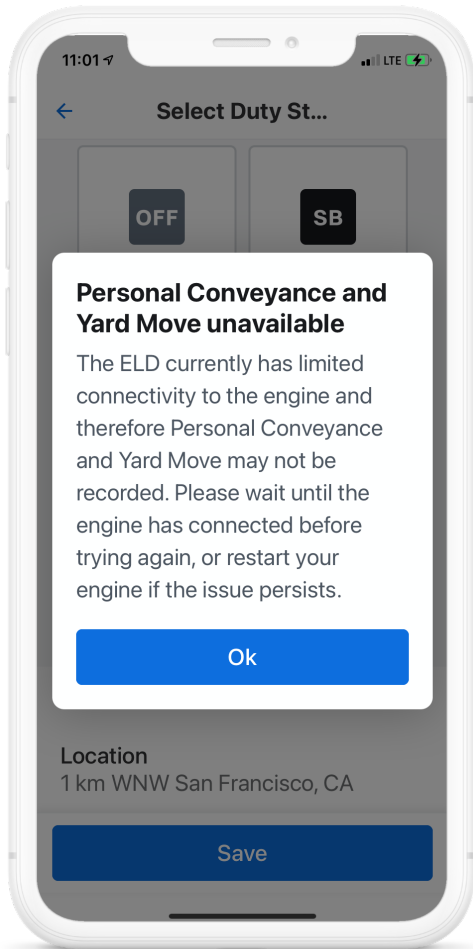
If the Samsara Driver App is active when an engine restart occurs, the Samsara Driver App automatically prompts you to confirm if you would like to remain in PC. If you do not confirm this before the 300 second timer on the app runs out, the Samsara Driver App transitions your status to Off Duty. If the vehicle begins moving, or already is moving, the app transitions your status to On-Duty drive time.

**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.

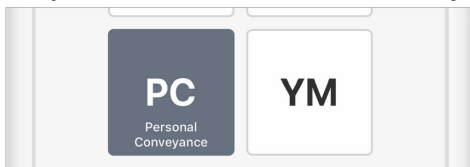


If you have already reached the maximum for that day, the Samsara Driver App displays a notice that you cannot select this duty status.



To manually set Personal Conveyance status:

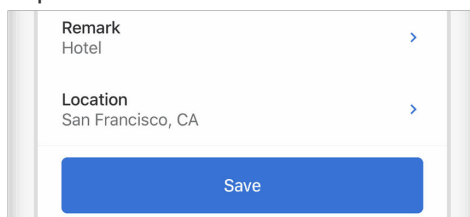
1. From the Hours of Service view, tap the duty status bar.
2. Set your status to **PC Personal Conveyance**.



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**.



Claim the Adverse Driving Exemption

If you encounter adverse driving conditions or need to extend your driving, on-duty or elapsed time because of an emergency, you may be eligible to claim an adverse driving exemption. Claiming the exemption increases the drive time amount by two hours and reduces the off duty requirement by two hours. If your region permits the adverse driver exemption, you can claim the exemption from the Samsara Driver App.



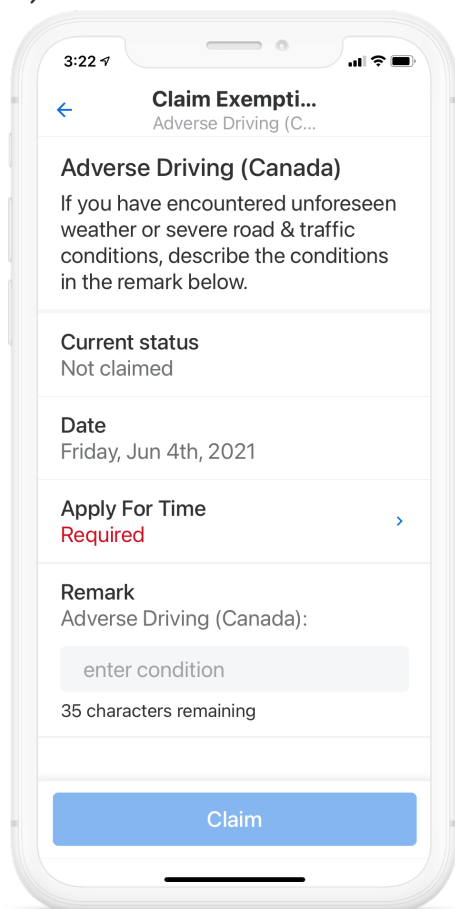
NOTE

Before you can claim the adverse driving exemption, your administrator must enable the setting.

When you claim the exemption, you can also add a remark explaining the details surrounding the claim. All remarks are entered to the log and data file, making them visible to any fleet administrators and inspection officers that view your daily log.

To claim an adverse driving exemption, follow the detailed workflow below:

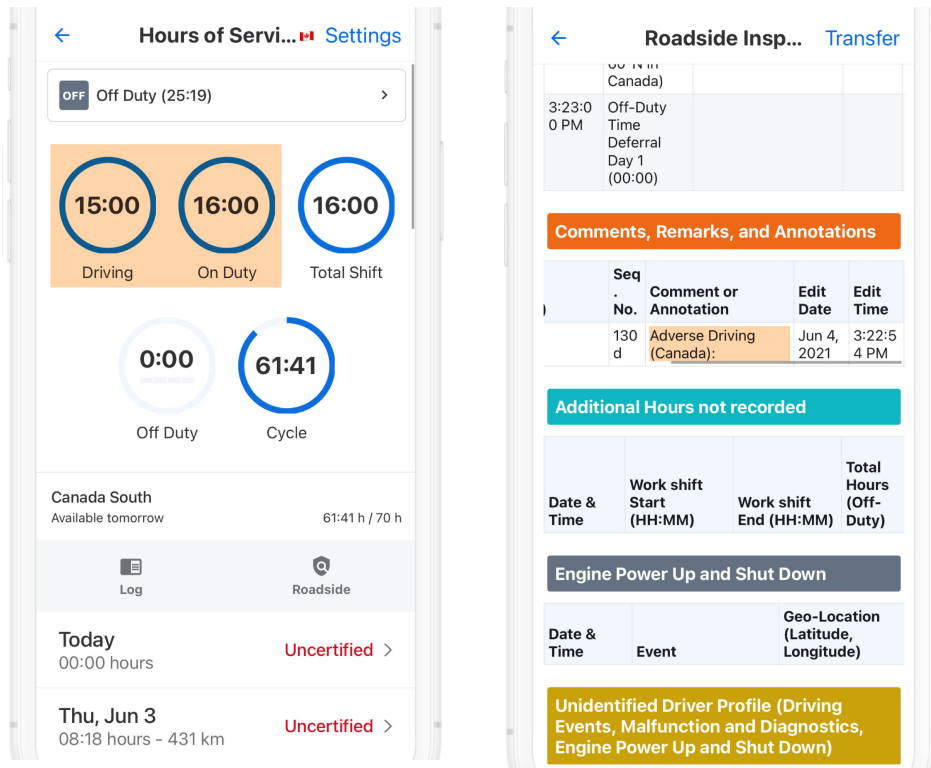
1. In the Samsara Driver App, tap the HoS tile to view the count status of a drive.
2. Select **Daily Log**.
3. Scroll down on the driver daily log to find the **Exemptions** section and tap **Adverse Driving (Canada)**.



4. Add a **New Remark** to the daily log to explain the exemption.

5. **Claim** the exemption.
6. **Certify and Submit** your log.

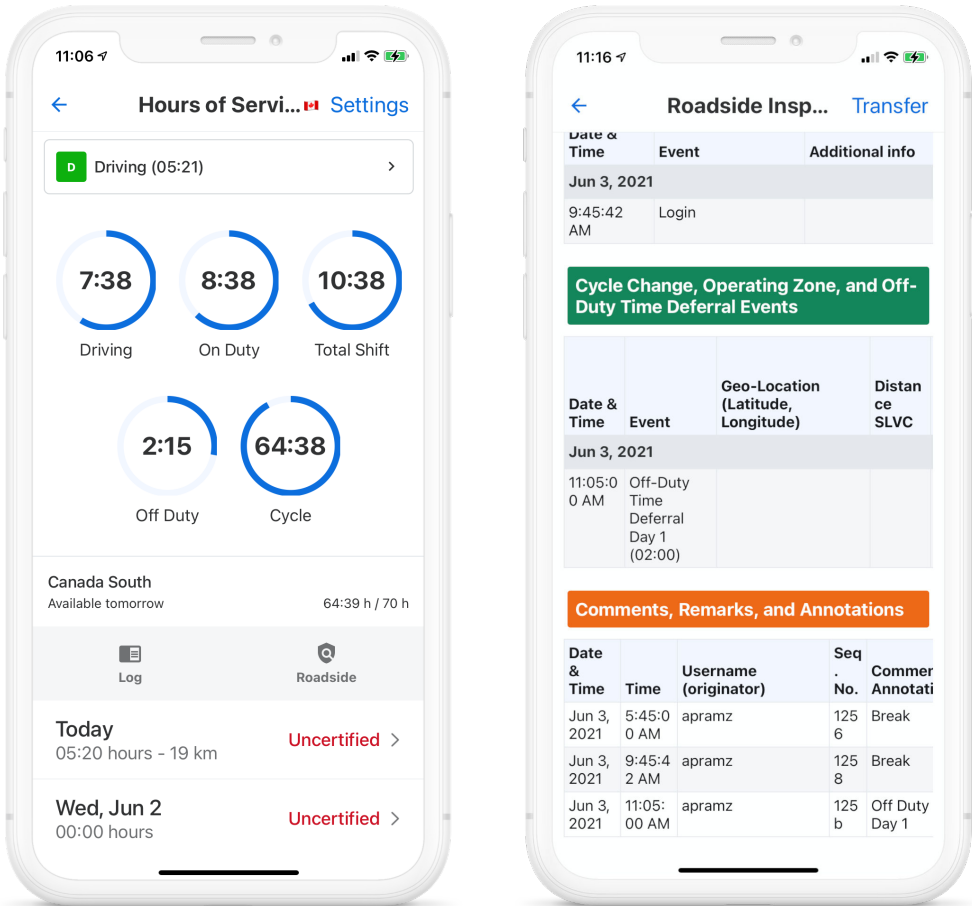
After claiming the exemption, the HOS dials reflect the revised requirements afforded by the exemption. The daily log also displays the remark for the Adverse Driving Exemption.



Defer Off-Duty Time

As part of Canada Hours of Service Regulations, if you are a driver operating in Canada South and your fleet manager has enabled Off-Duty Exemptions, you can defer up to two hours of your required daily off duty time to the next day.

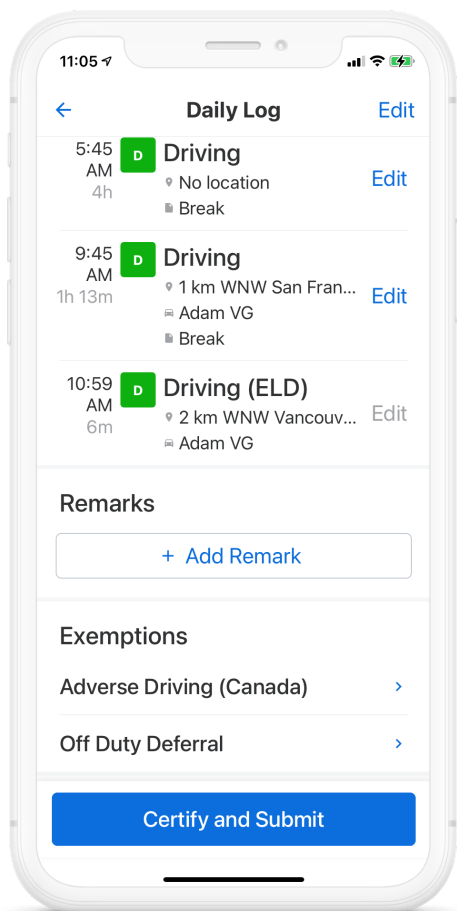
Claiming this exemption enables you to decrease the total required off-duty time for the claim day by the amount deferred and add it to the off duty time taken on the day after. When you defer off duty time, you can also add a remark to the log and data file so the inspection officer can analyze your daily log with this in mind.



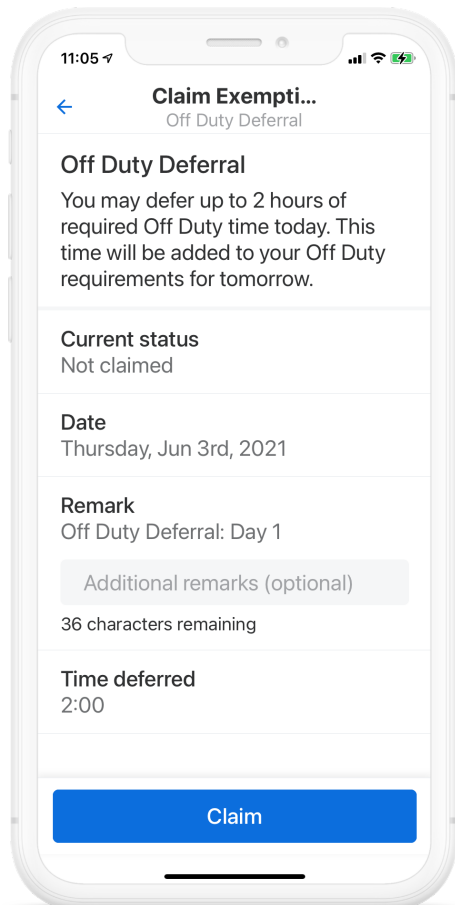
On the **HOS > Log** and **Roadside Inspection** screens, the day the exemption is claimed is marked as Day 1 and the next day is marked as Day 2. This exemption is not available to be claimed on Day 2 (but can be claimed again on the following day). Dials are updated to reflect the elimination of (Day 1) and increased requirement for (Day 2) Off Duty time, as appropriate.

To defer off-duty time to the next day:

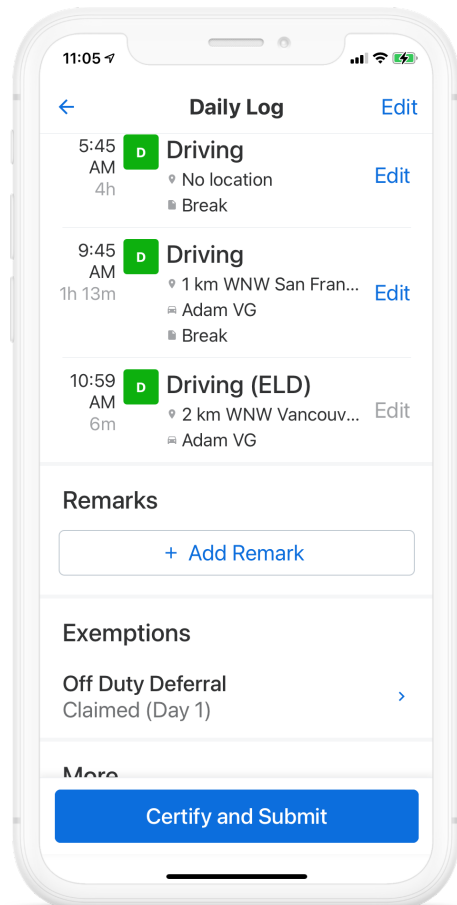
1. In the Samsara Driver App, tap the HoS tile to view the count status of a drive.
2. Scroll down on the driver daily log to find the Exemptions section and select **Off Duty Deferral**.



3. **Claim** the exemption.



4. **Add Remark** up to 36 characters to explain the deferral. The remark is saved in the daily log.



5. **Certify and Submit** your hours of service.
6. After you log your time, you can see the exemption in your HOS log. During a roadside inspection, the official can also view the remark in your HOS logs.

Understanding the Canada South HOS Daily Violation

If you are a driver in the Canada South region, you must follow theregional regulations which stipulate that, apart from daily 8 hours of consecutive Off Duty time, you may take the daily 2 hours Off Duty time in blocks not less than 30 minutes.



NOTE

The following recommendations do not constitute legal advice and should not be relied upon in lieu of consultation with your own advisors.

For more information, see the following topics:

- [Daily Off Duty Time Rules for Canada South](#)
- [Example 1: Compliant Off Duty Time for Canada South](#)
- [Example 2: Daily Off Duty Violation for Canada South](#)
- [Example 3: Daily Off Duty Violation for Canada South](#)

Daily Off Duty Time Rules for Canada South

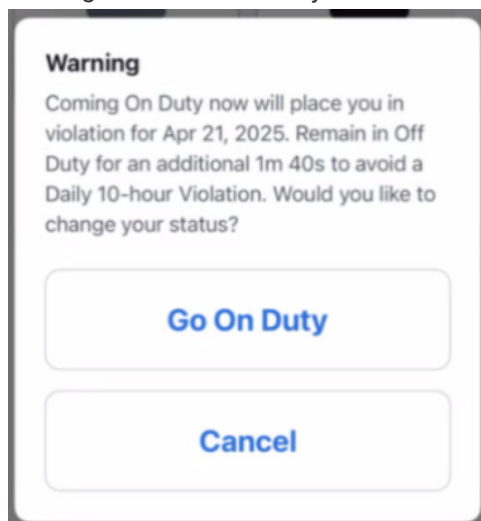
To help you understand the Canada South regulations, you can refer to the following guidelines for Daily Off-duty Time:

- 14(1) A motor carrier shall ensure that a driver takes at least 10 hours of off-duty time in a day.
- (2) Off-duty time other than the mandatory 8 consecutive hours may be distributed throughout the day in blocks that are each 30 minutes or more.
- (3) The total amount of off-duty time taken by a driver in a day shall include at least 2 hours of off-duty time that does not form part of a period of 8 consecutive hours of off-duty time required by section 13.

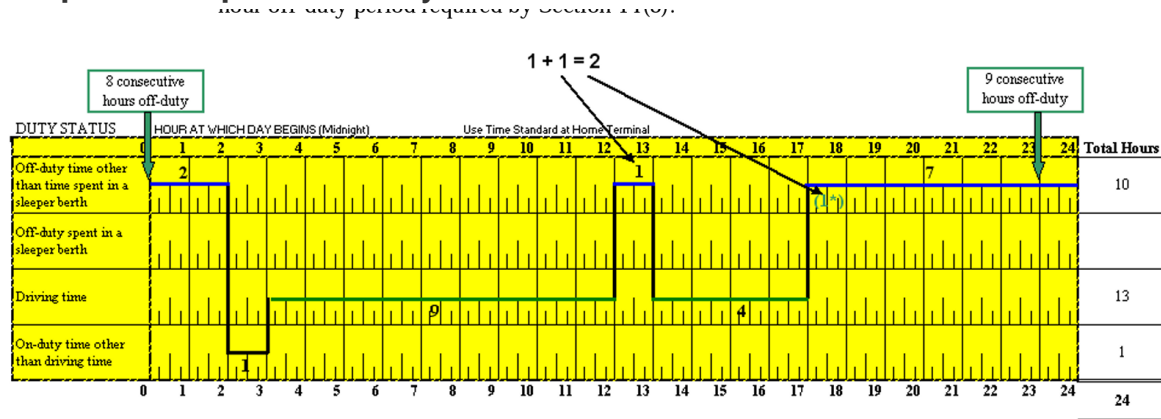
In practice, this means that:

- You must take 10 total hours of Off Duty time within a day. A day is defined by the boundaries of the day start time defined in the Samsara Dashboard (e.g. midnight-midnight or noon-noon).
- You can take 8 out of the 10 hours as part of the Off Duty consecutive periods that are required to reset a work shift.
- You may take 2 out of the 10 hours outside of the consecutive shift reset periods in blocks of time that are greater than or equal to 30 minutes.
- You can take 2 hours as part of a shift reset if the shift reset time is more than 8 hours (say 10 hours). However, the 10 hours have to be within a day (for example, midnight-midnight or noon-noon).
- If your 8-hour shift reset overlaps with Off Duty time from the previous day in a way that the previous day does not include at least 2 exclusive hours that count only toward that day's Off Duty requirement, you may be at risk of a daily 10-hour violation. To help prevent this violation, Samsara will display a real-time alert before you go On Duty, prompting you to remain Off Duty for a period of time to avoid the violation.

Example: You finish a 10-hour Off Duty reset that starts late on Day 1 and ends early on Day 2. If 2 of those hours were already used to satisfy Day 1's Off Duty requirement, you'll need additional Off Duty time to fully meet the requirement for Day 2. Samsara will alert you so you can stay Off Duty a bit longer and avoid a daily 10-hour violation for the previous day.



Example 1: Compliant Off Duty Time for Canada South



* Note: In this case, 1 hour of the 9 consecutive hours can be used to satisfy the requirement to take 2 other hours off-duty during the day that do not form part of an 8 consecutive hours off-duty period required by Section 14(3).

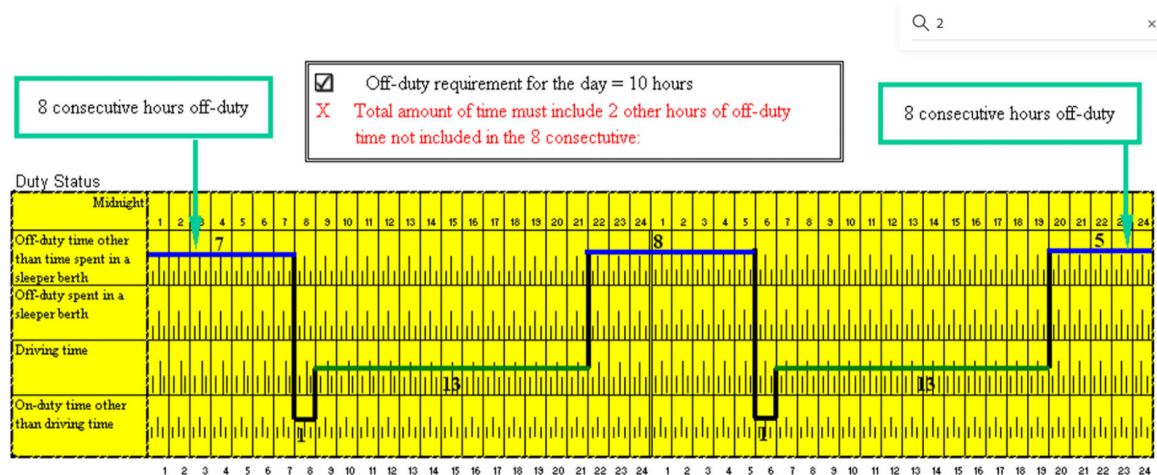
In this example, there is one shift reset at the beginning of the day and another at the end of the day. The first one started on the previous day and ended on this day and the last one started on this day and continued until the next day. The driver can then take the remaining one hour from the Off Duty segment of 12 PM to 13 PM.

If the shift reset was 8 hours long, the driver would have been in daily Off Duty violation.

So, while driving in Canada South, a driver has to complete 10 hours Off Duty in a day (midnight-midnight) where:

- The driver completes 8 hours Off Duty, which can be parts of 2 shifts reset.
- 2 hours of the Off Duty time can be taken in blocks of time that are greater than or equal to 30 minutes.

Example 2: Daily Off Duty Violation for Canada South



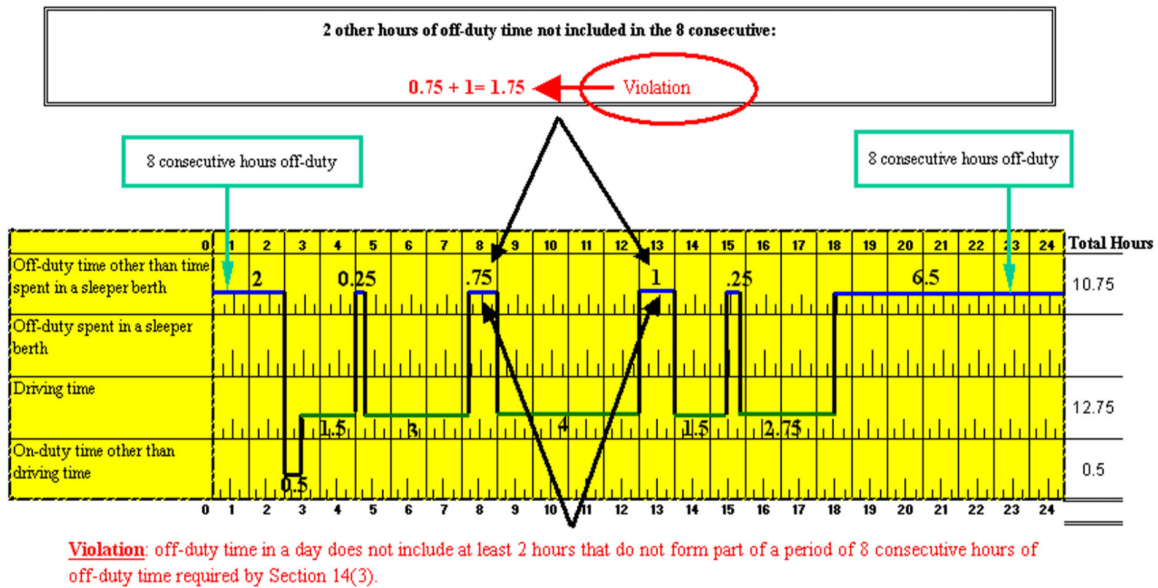
Violation: Off-duty time in a day does not include at least 2 hours that do not form part of a period of 8 consecutive hours off-duty time required by subsection 14(3). Requirement was introduced to make sure that sufficient opportunity was provided to obtain recuperative sleep and to reduce phase advancing. This eliminated the possibility of using two hours of core rest period consisting of only 8 consecutive hours to satisfy two requirements; work shift reset and daily off-duty requirements.

This example shows a driver's HOS log over a 2 day period where the day window is from midnight to midnight. You can see that this driver took three shift resets of 8 hours each:

- The first shift reset started on the previous day and ended at 7 am on day 1.
- The second shift started on day 1 and continued till day 2.
- The third shift reset started on day 2 and continued till the next day.

As each of these resets are exactly 8 hours long, they can only fulfill the 8 hours consecutive Off Duty.

Example 3: Daily Off Duty Violation for Canada South



This example also shows a driver's HOS log. In this example, in a day (midnight to midnight) the driver took a total of 10.45 hours Off Duty and was still in HOS violation for not meeting the daily Off Duty requirement. Here, 0.75 means 75% of 60 minutes which is 45 minutes).

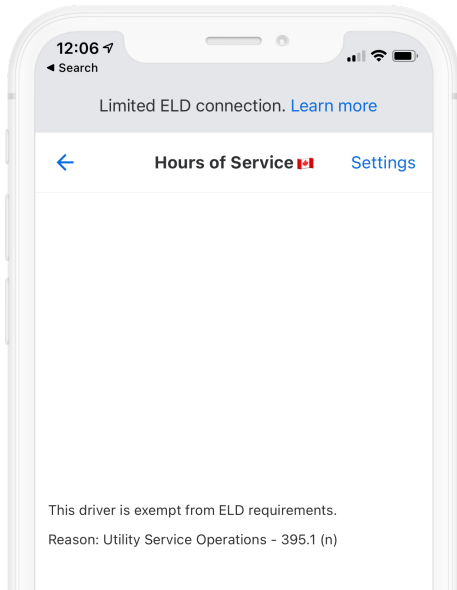
In addition, the Off Duty segments that are below 30 minutes (two 0.25 segments) can not be taken into consideration as part of the Off Duty requirement.

If the driver had taken another 30 minutes of Off Duty time or took the last shift reset as 9 hours long, this driver might have avoided the violation.

ELD Exemption in the Samsara Dashboard

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.

To keep you informed about [HOS Configuration Changes](#), the Samsara Driver App notifies you when a fleet administrator changes your ELD policy. 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.

16-Hour Short-Haul Exemption (Big Day)



NOTE

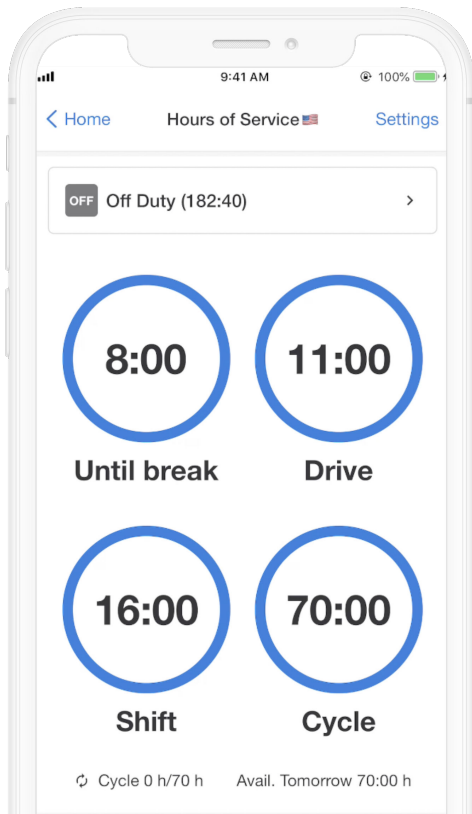
This exemption is applicable only to drivers running the Federal Property ruleset.

The 16-hour short-haul exemption, also known as the 16-hour rule, is an FMCSA hours of service exemption (§395.1(o)). It allows certain commercial motor vehicle (CMV) drivers to extend their on-duty time from 14 hours to 16 hours once every seven consecutive days.

If you are eligible, you can claim the 16-Hour short-haul exemption. Claiming this exemption has the following effects:

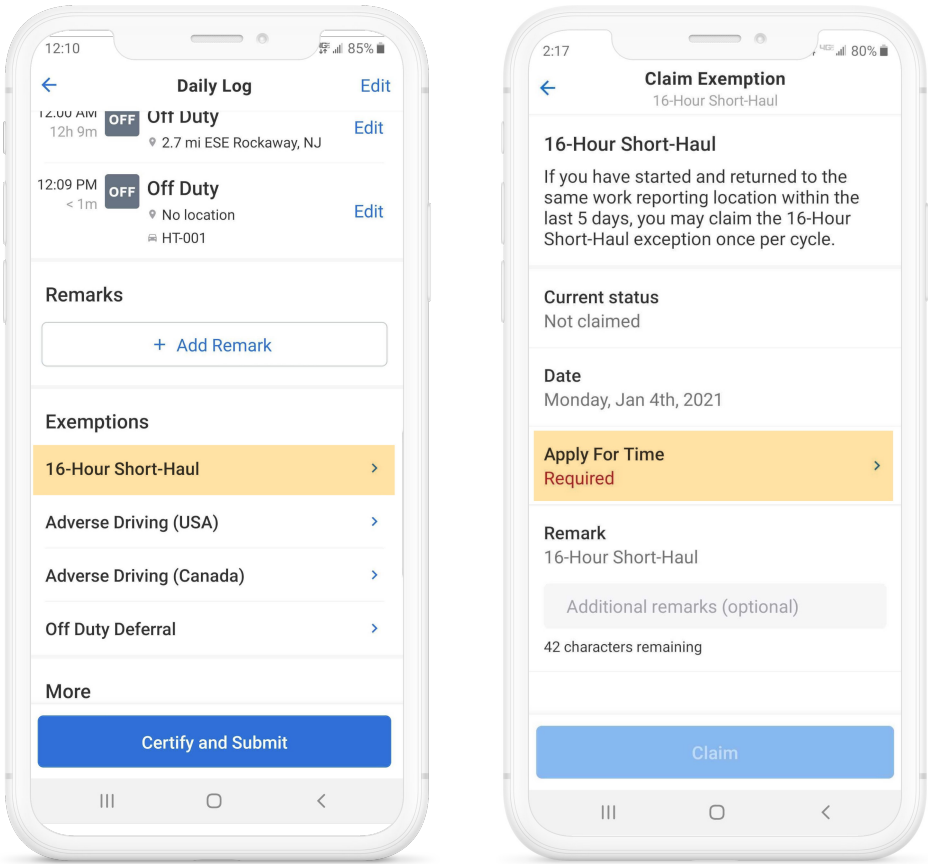
- Increases your shift time from 14 hours to 16 hours for the day
- Displays a banner on the HOS log to highlight the exemption
- Adds a remark in the HOS log for any claimed and unclaimed events.

When you claim the 16-hour exemption, the Samsara Driver App provides a custom shift dial and applies the exemption to the shift.



To claim the exemption:

1. From the Daily Log, view the available Exemptions.
2. Tap **16-Hour Short-Haul exemption** and then **Apply for Time** to select the time within the shift that you want to apply the exemption.



The exemption can only be claimed during the cycle it is applied.
The exemption displays as a remark in the Daily Log and in the DOT Inspection log.

End a Trip

Sign Out

When you sign out of the Samsara Driver App, the app will automatically perform any updates including the following actions:

- Sync data with the fleet dashboard.
- Remove you from the vehicle assignment to prevent an incorrect association of future vehicle driving activity.



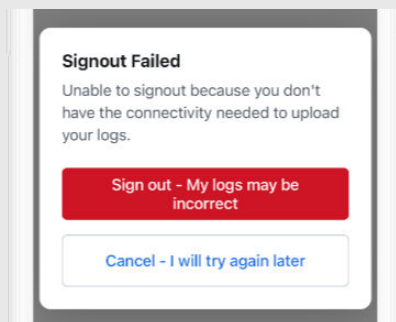
IMPORTANT

Don't forget to Sign Out! It is recommended to sign out after every shift. Staying signed in for longer periods of time can cause unexpected behavior. For example, if you remain logged in on a vehicle, driving time accumulated by another driver on that vehicle could be applied to your driving record, even if you have an Off Duty status.



NOTE

To sign out of the Samsara Driver App, you must have internet connectivity. If you try to sign out without connectivity either over data or Wi-Fi, the app displays the following warning:

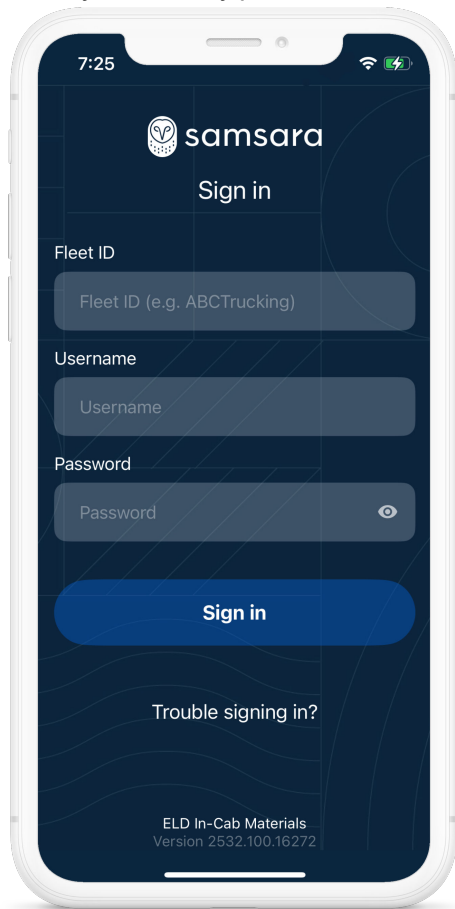


In this instance, it is recommended to verify your logs after you can re-establish connectivity.

For more information, see [Internet Connectivity States and Best Practices](#).

1. Return to the home screen if it is not already displayed.
2. Tap the sign out icon () at the top of the screen.
3. If necessary, Review Uncertified Logs.

4. Before you close the app, verify that the Samsara Driver App returns to Driver Sign In, indicating that the sign-out process is complete. If you close the app before the process is complete, your On-Duty status may persist.



Malfunctions and Diagnostic Events

Malfunction and Diagnostic Events

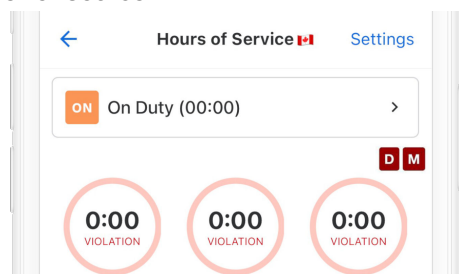
If you experience a diagnostic or malfunction issue, the error displays within the Hours of Service (HoS) tile in the Samsara Driver App. The following table describes the types of errors you might see and the steps to resolve them.

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. - 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. - 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). - 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. - 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.
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.

Diagnostic / Malfunction	Troubleshooting Steps	Resolution
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. - 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	Resolution criteria for this diagnostic event differ by region: Canada: This event resolves after the total unassigned time drops below 15 minutes for the last 14 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:

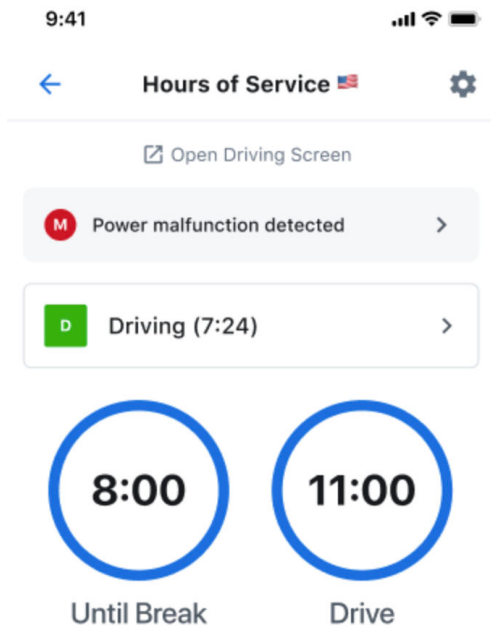
- For drivers in Canada, from the Hours of Service view, tap **D** (diagnostic) or **M** (malfunction) to view error source.



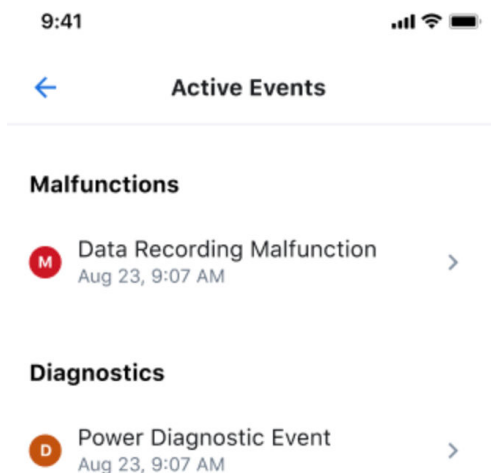
- Click **Done** to return to the Hours of Service view.
- Resolve the issue using the recommendation in the table or contact your fleet administrator.

Diagnostic and Malfunction Events in the Samsara Driver App

When an active diagnostic or malfunction event occurs for a driver, that driver will be promptly notified through a banner at the top of the Hours of Service (HOS) view in the Samsara Driver App.



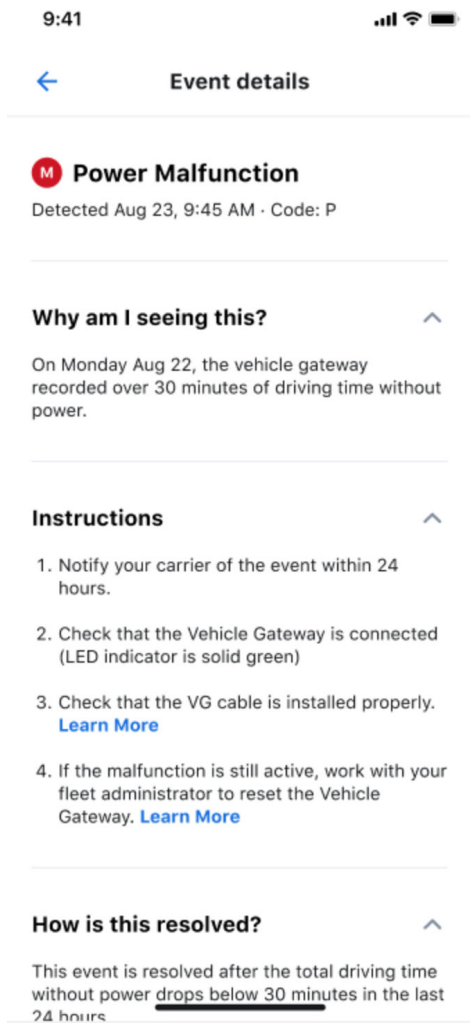
Drivers can select the banner to view a list of active diagnostic and malfunction events.



Resolve Active Diagnostic or Malfunction Events

Drivers can use the following workflow to resolve active diagnostic or malfunction events:

1. Select the banner that displays at the top of the Hours of Service (HOS) view in the Samsara Driver App.
2. From Active Events, select a specific incident from either the Malfunctions or Diagnostics section.
3. Review the Event details and follow the Instructions to troubleshoot the event.
The Event details also displays when the diagnostic or malfunction event was triggered, why it occurred, and the scenario required to resolve the active event.



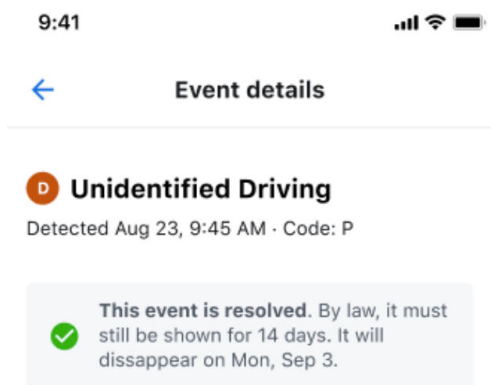
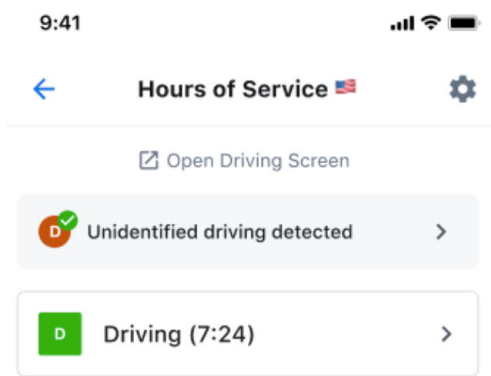
After a diagnostic or malfunction event has been successfully resolved, it will no longer display in the Samsara Driver App. The only exemption is the [Unidentified Driving Diagnostics](#), which will continue to display for a set amount of time.

Unidentified Driving Diagnostics

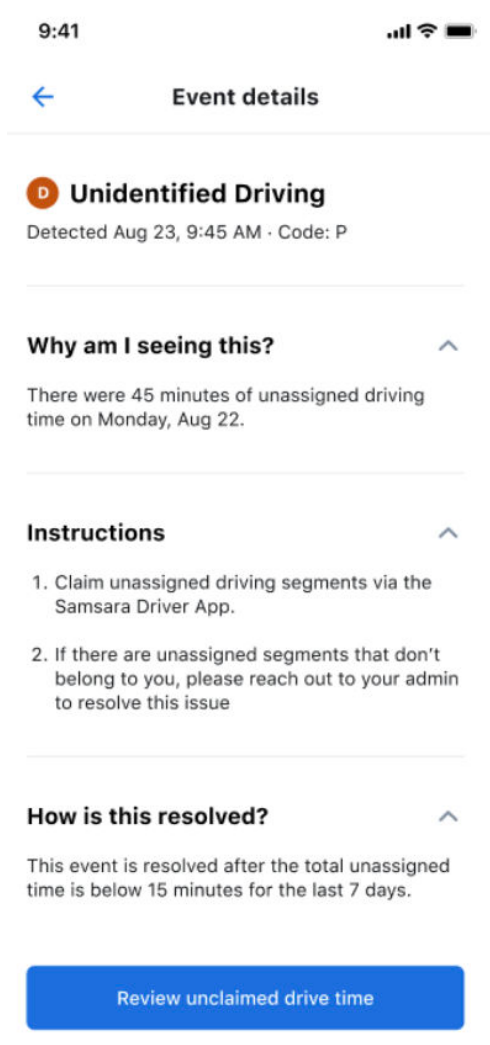
The Unidentified Driving event is the only incident that is required to display for a set amount of time regardless of resolution status.

- If the driver is in the US, the Unidentified Driving Data Diagnostic will be displayed for the day it was triggered and the following 7 days, even if the event was resolved.
- If the driver is in Canada, the Unidentified Driving Data Diagnostic will be displayed for the day it was triggered and the following 14 days, even if the event was resolved.
- In cross-border scenarios, the Unidentified Driving Data Diagnostic is displayed depending on the current operating zone. For example, if the data diagnostic event was recorded 9 days ago (either in Canada or US), the indicator must be off if the current operating zone is set to United States, but must be on if the operating zone is Canada South or North.

The Samsara Driver App will state how long this diagnostic event will display even after it is resolved:



The Unidentified Driving diagnostic offers a built-in workflow to assist drivers in resolution. Upon opening the troubleshooting instructions, drivers can **Review unclaimed drive time**.

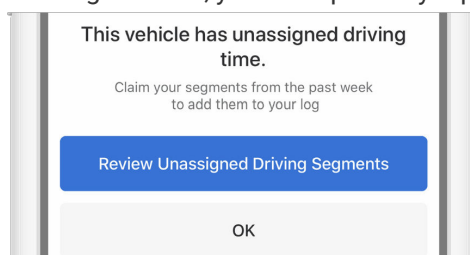


Claim Unassigned Hours

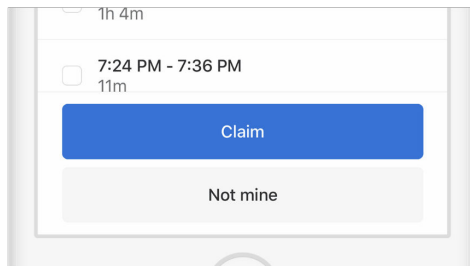
Samsara automatically attributes driving segments to you when you select the vehicle and HOS status in the Samsara Driver App. If a regulated vehicle travels over 5 mph without an assigned driver from the app, the unassigned hours are flagged for HOS assignment.

If your selected vehicle has unassigned hours associated with the vehicle over the past 8 days, the Samsara Driver App automatically prompts you to review any unassigned driving segments. After you sign in, you have the option to claim and annotate the segment or reject the unassigned hours:

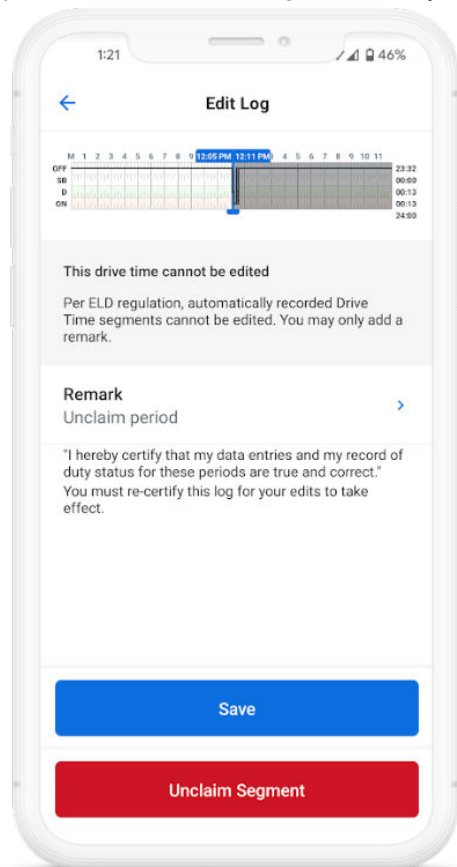
1. Review **Unassigned Driving Segments**. If your carrier has disabled the requirement to review unassigned HOS, you can optionally tap **OK** to review the unassigned segments at a later time.



2. **Claim** or reject unassigned hours, as appropriate.



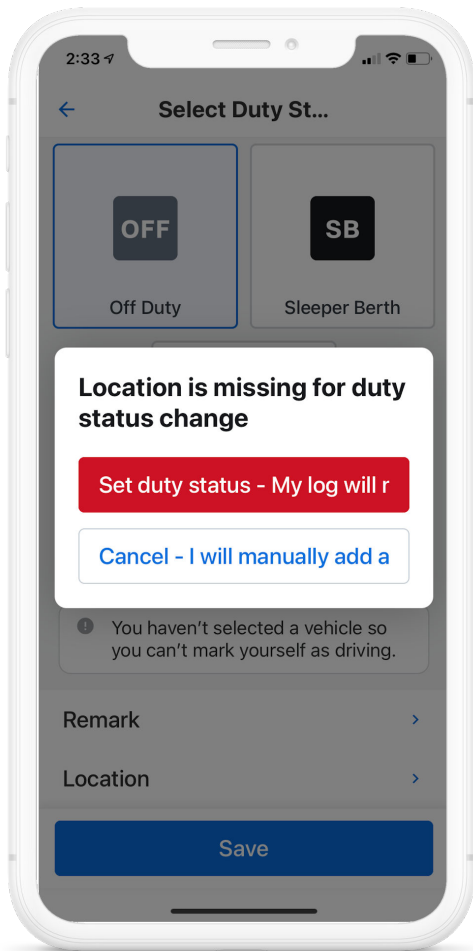
After claiming an unassigned driving segment, you will see the option to **Unclaim Segment** when you add a remark to the event in your logs. Use this option if you mistakenly accept the driving period to remove the segment from your log and apply it back to the unassigned profile.



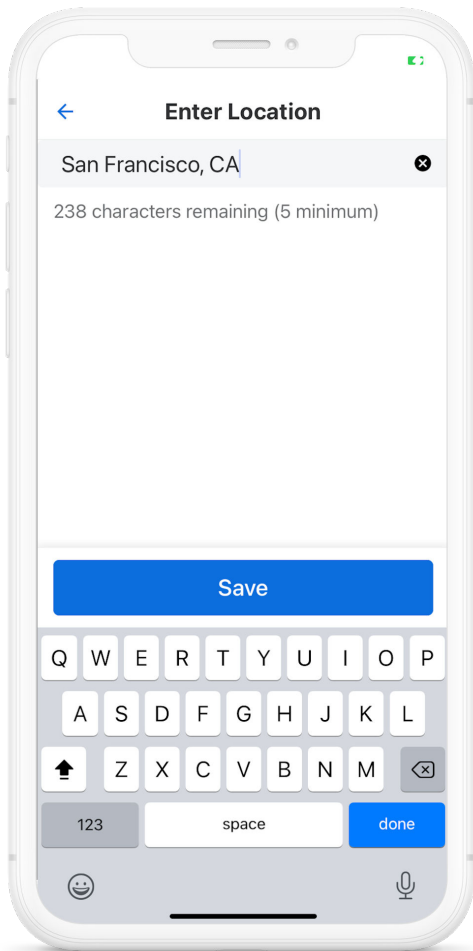
Missing Location

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.

Limited ELD Connection



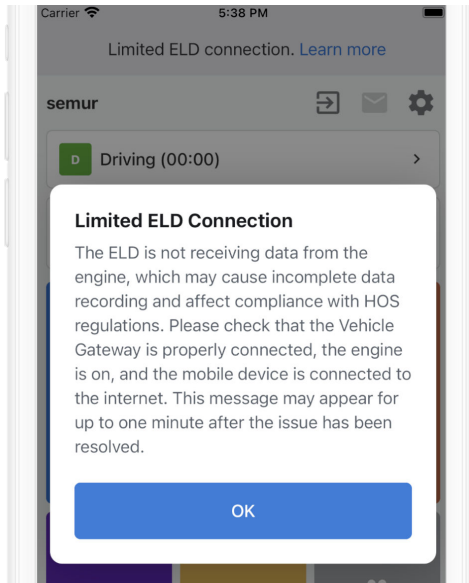
NOTE

Limited ELD connection prompts are available for drivers in Canada.

To ensure uninterrupted vehicle data is available with your driving activities, Samsara continuously monitors data connections and alerts you to adverse events.

According to 4.6.1.2 (d) of the Canadian ELD Technical Standards, Samsara is required to inform drivers when ELD vehicle data is missing and how it impacts compliance. As a result, you will receive an alert banner in the Samsara Driver App dashboard when no ELD vehicle data is being received and can tap the alert banner for a more detailed explanation of the incomplete data risk.

If you try to change your duty status while you have a Limited ELD connection, the Samsara Driver App also displays a notification. In addition, the Personal Conveyance and Yard Move statuses are grayed out and not available for duty status change selection.



There are three main causes for a Limited ELD connection:

- You selected a vehicle in the Samsara Driver App but the engine is off
- Lack of cell service or hotspot connection
- ELD is disconnected

To resolve the Limited ELD connection, adjust the connection between the Vehicle Gateway and the vehicle. If the cause was the vehicle engine connection, after powering on the engine and restoring ELD connection, the banner will resolve itself within 1 minute. If the cause was network connectivity, banner should resolve within 10 seconds. If the alert persists after adjustment, contact Samsara Support or your fleet administrator. If you elect to continue without fixing the issue, you will receive a reminder alert of the Limited ELD connection when you change duty status.

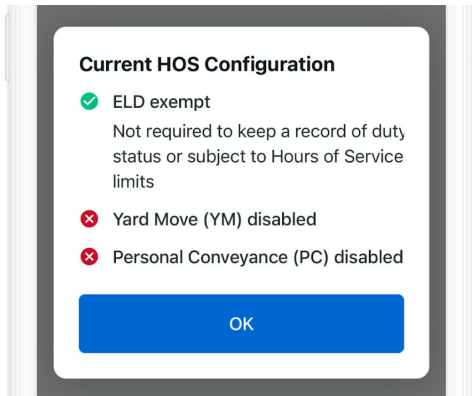
HOS Configuration Changes



NOTE

HOS configuration change prompts are available for drivers in Canada.

When your fleet administrator changes your HOS configuration, the Samsara Driver App displays an alert to keep you informed on any policy changes. If you receive an alert, review the changes carefully and then click **OK** to dismiss them. If you have any questions about the configuration change, contact your fleet administrator.



Unauthenticated Driving



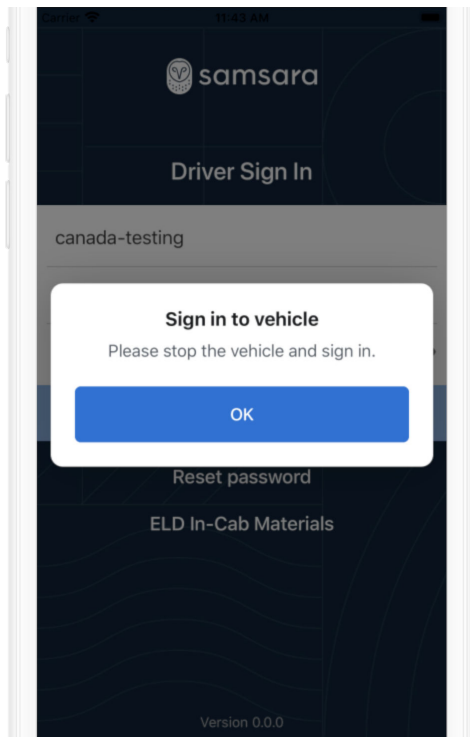
NOTE

- Unauthenticated Driving is supported on Samsara Driver App 2130.300 and later versions.
- Unauthenticated Driving is supported for drivers who are physically in Canada.

To ensure accuracy in driver reporting, the Samsara Driver App prompts you to authenticate if you start driving your vehicle under the below conditions:

- The Samsara Driver App is actively open on your device
- Your device is connected to the hotspot on the Samsara Vehicle Gateway (VG)
- Your vehicle is in Canada

This prompt will remind you to sign into the vehicle:



While the vehicle is in motion, the **OK** button is disabled. However, after the vehicle comes to a stop, you can dismiss the prompt and sign in.

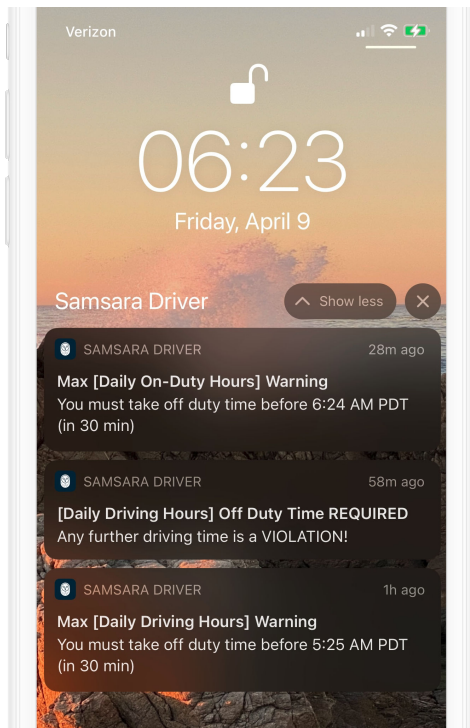
If you take no action, the prompt will automatically dismiss itself in 5 seconds.

If there are multiple devices connected to the VG, this prompt will appear on each device where someone has not logged in (while the Samsara Driver App is actively open).

HOS Violation Push Notifications

To help you avoid and address violations, the Samsara Driver App pushes notifications to your mobile device. For each notification, the app indicates the specific driving limit or rule in the notification header and provides additional information about the specific event in the notification body.

The app pushes notifications to your phone 30 minutes in advance of receiving a violation as long as you are in an on duty state (Driving, On Duty, Yard Move). When the violation occurs, the app pushes an additional notification to your phone.



The Samsara Driver App pushes notifications for the following events:

Push Notification	Definition
Cycle on duty hours limit	Driver is near the maximum on duty hours allotted to them for their current cycle.
Max driving hours before reset (shift driving hours)	Driver is near the maximum number of driving hours for their current shift.
Max on duty hours before reset (shift on duty hours)	Driver is near the maximum number of on duty hours for their current shift.
Shift limit	Driver is near their allotted shift limit.
Daily 10 hours off duty	Driver is near violation of the 10 hours of required off duty time per day.
Max driving hours in a day (based on day start time)	Driver is near the maximum number of driving hours for their day, based on their day start time.
Max on duty hours in a day (based on day start time)	Driver is near the maximum number of on duty hours for their day, based on their day start time.
Deferral of Off Duty: Minimum 20 hours rest over 2 days	Driver is near violation of the required 20 hours of off duty time over a two day period for their Deferral of Off Duty.
Deferral of Off Duty: Maximum 26 hours driving over 2 days	Driver is near the maximum 26 hours of drive time over a two day period for their Deferral of Off Duty.
Deferral of Off Duty: deferred time must be added to core rest break on Day 2	Driver must add the deferred Off Duty time to their core rest break on Day 2 of the deferral.
Cycle 2: 24 hours off duty after reaching 70 hours of on duty time	Driver is near violation of the required 24 hours of Off Duty time after reaching 70 hours of on duty in a cycle (cycle 2).
24 consecutive hours off duty in previous 14 days	Driver is near violation of the required 24 hours of Off Duty time in a 14-day period.

Documents and Messages

Submit and View Documents

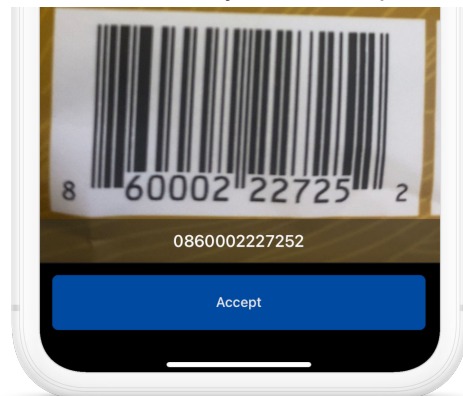
If your fleet administrator has created Driver Documents, you can complete and upload data as part of your route workflow. Submitted documents remain available to review in the Samsara Driver App for up to 14 days.

The following list summarizes some of the document field types:

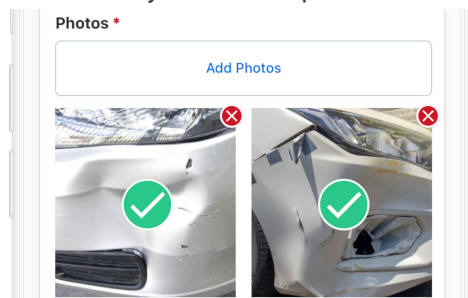
- Signature: type the name, sign, and accept the signature



- Barcode scan: use your camera phone to scan and detect a barcode



- Photos: use your camera phone to take a picture or upload images from your phone image Library.



- Documents: Use your camera phone to capture documents such as receipts, invoices, and proof of delivery.



NOTE

The document scanning capability is supported on iOS and Android devices with the Samsara Driver App 2140 and later releases.

To create a document:

1. From the Samsara Driver App home screen, tap **Documents**.
2. Tap **Create new document**.
3. Select the document type.
4. Complete the document. At a minimum, complete the Required fields.
✓ indicates a completed task.
5. **Submit Document** to send the documents to your fleet administrator.



IMPORTANT

The document is only available while the Samsara Driver App is open. If you close the app before submitting the document, any completed fields will not be saved.

Fleet Messages

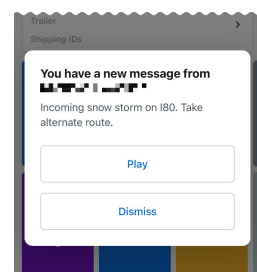
You can communicate directly with dispatch using Samsara Driver App **Messages** (□).

To manage your notifications, you can configure the following settings:

- **Push notifications (Settings > Notifications)**: Enable this setting to communicate with Dispatch even when the app is minimized.
- **Message accessibility**: Messages cannot be viewed when you have a Driving HOS status. However, if the text to speech (also known as TTS) **Messaging** setting is enabled for your fleet, you can review messages from your fleet administrator regardless of your HOS status.

With TTS enabled, when you receive a message, you have the following options:

- Tap **Play** to listen to an unread message that was received while driving (available in English in the US and Canada, iOS version 1.3.4 or later). To hear messages notifications, you must have the phone Ringer setting enabled.
- Tap **Dismiss** to ignore the message.



NOTE

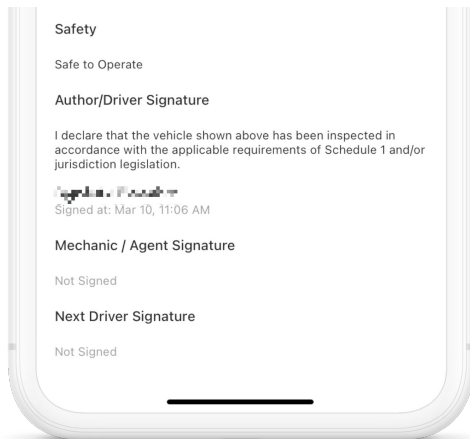
Message history in the Samsara Driver App displays for 30 days. However, messages are stored for 6 months and can be accessed via the Samsara API. Note that you cannot delete messages directly from the Samsara Driver App.

Driver Vehicle Inspection Reports (DVIRs)

Driver Vehicle Inspection Reports (DVIRs) enable you to track and maintain the safety and operation of your vehicles. You can complete and view previously submitted DVIRs and resolve defects using the Samsara Driver App. After you [submit a DVIR](#), the report displays in the **Uploaded** list (tap **DVIR** from the home screen in the Samsara Driver App).

The next driver to create a DVIR for that vehicle can see unresolved **Previous Defects** and must verify that the vehicle is safe to drive before use. Each completed DVIR contains the current status of any vehicle defects, all information provided by the driver during the inspection, as well as:

- **Author / Driver Signature:** The name of the driver that submit the DVIR.
- **Mechanic / Agent Signature:** The mechanic that confirms the status of the defect. If the next driver indicates that the defect is resolved, both the **Next Driver Signature** and the **Mechanic / Agent Signature** are the same name.
- **Next Driver Signature:** The name of the next driver to perform a pre-trip DVIR for the vehicle after mechanic defect resolution.



The screenshot shows a mobile application interface for a DVIR (Driver Vehicle Inspection Report). The form is titled "Safety" and includes a "Safe to Operate" checkbox. Below this, there is a section for "Author/Driver Signature" with a declaration: "I declare that the vehicle shown above has been inspected in accordance with the applicable requirements of Schedule 1 and/or jurisdiction legislation." This section includes a signature strip and a timestamp "Signed at: Mar 10, 11:06 AM". Below the signature section, there are two more sections: "Mechanic / Agent Signature" and "Next Driver Signature", both of which currently show "Not Signed". The form is displayed on a white background with a black border.