

This section is designed for the Office Administrators, Supervisors, and Compliance Personnel who are responsible for managing log information in order to comply with **Hours of Service rules**.

Learn how to resolve unknown driver conflicts, edit logs, run violation and audit reports, and more.

- [Exploring the HOS Admin Portal Interface](#)
- [Setting Up Your HOS Account](#) or [Configuring HOS Integration](#) (Pro/Enterprise Only)
- [Daily HOS Management Tips](#)
 - [Reviewing Reports](#)
 - [Resolving Conflicts](#)
- [Using ELD Messaging \(Dispatcher\)](#)
- [Using the GPS Insight Updater App](#)
- [Updating ELD Mapping](#)
- [Provisioning the ELD Tablet](#) or [Unprovisioning the ELD Tablet](#)
- [Updating Tablets from AOB RD to ELD](#)
- [Understanding ELD Tablet Malfunctions and Warnings](#)

Refer to the [Implementation Tips](#) for more recommendations on assigning roles and contacting [Support](#), such as:

- Ask drivers to report any unexpected results to you ASAP. Take notes, and ask if the driver remembers anything specifically happening prior to the event.
- Reach out to our [Support team](#) immediately upon drivers reporting these unexpected results. Don't let problems occur over and over without doing anything.
- Be prepared when you call. [Support](#) needs to know who the driver is, Vehicle ID, date and time and what problem is being reports (as much detail as you can). When we receive a call, we will review the drivers log data received against the normal functionality and present a solution to resolve the problem. If it's a device related, many things can be solved remotely. If it's driver error, the driver may require more [training](#). If the problem is unique and needs more evaluation, we will escalate the problem and respond

with the findings.