

Link: <https://help.gpsinsight.com/docs/requesting-an-event/> Last Updated: September 11th, 2020

If you are unable to locate an event within the Driveri dashboard, you can request a Driver Event following the instructions below.

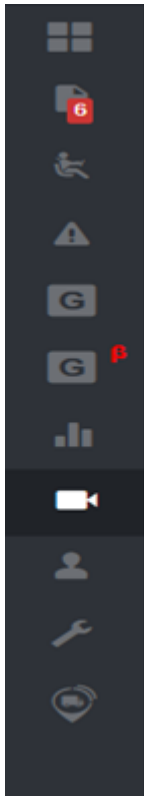


Note. Video events can be requested at no charge, but there are reasonable limits for data management purposes.

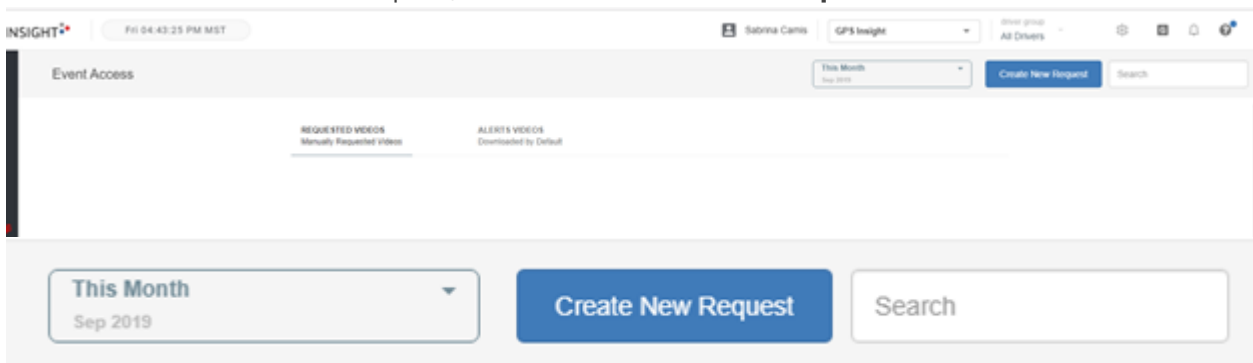
Request a Driving Event

Complete the steps to request a Driving Event in the Driveri Dashboard.

1. Navigate to the left side menu, and click on the **Event Access** icon.



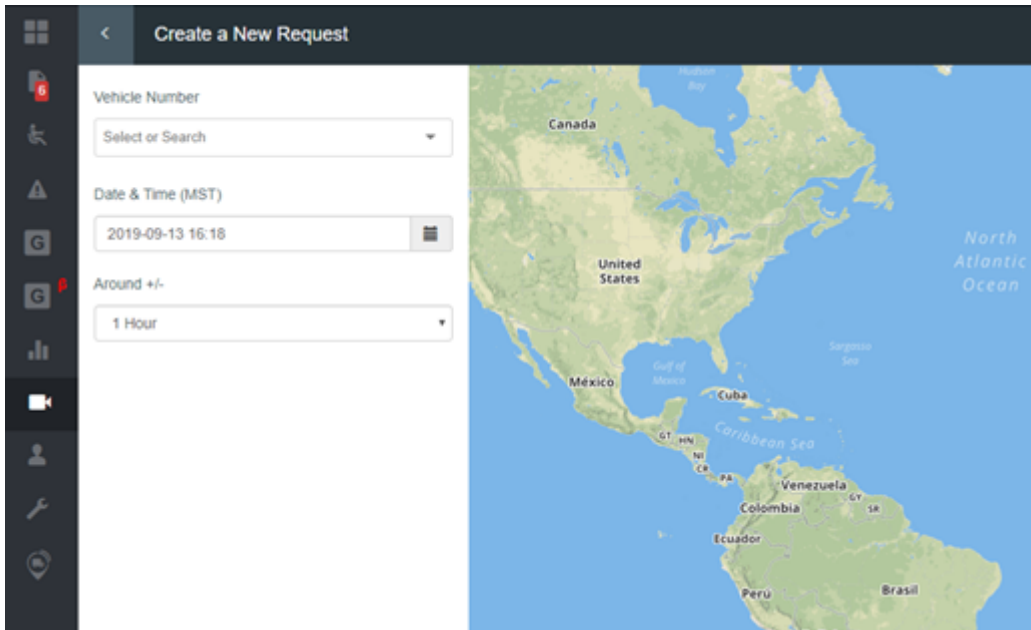
2. Once the Event Access screen opens, click on the **Create New Request** button.



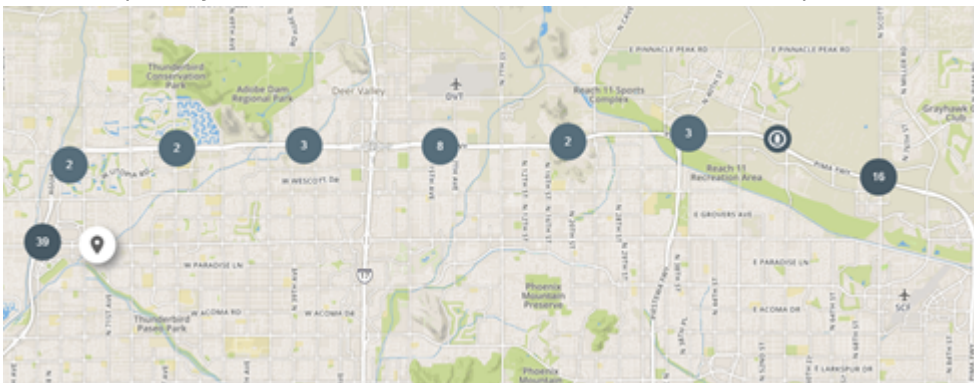
3. Enter the applicable information into the Create a New Request fields.

Requesting an Event

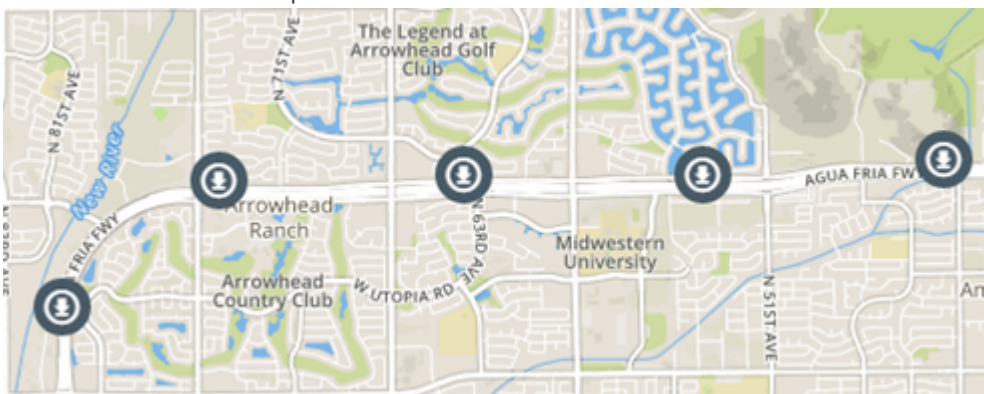
Link: <https://help.gpsinsight.com/docs/requesting-an-event/> Last Updated: September 11th, 2020



4. Once complete, you will see the vehicle's active events on the map.



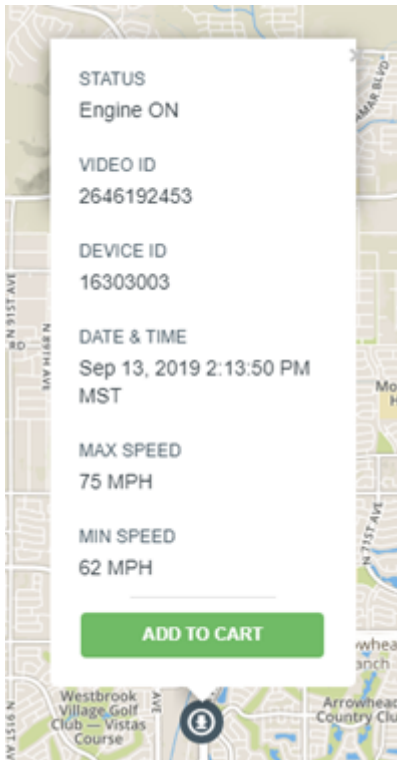
5. Click on a number to expand the events.



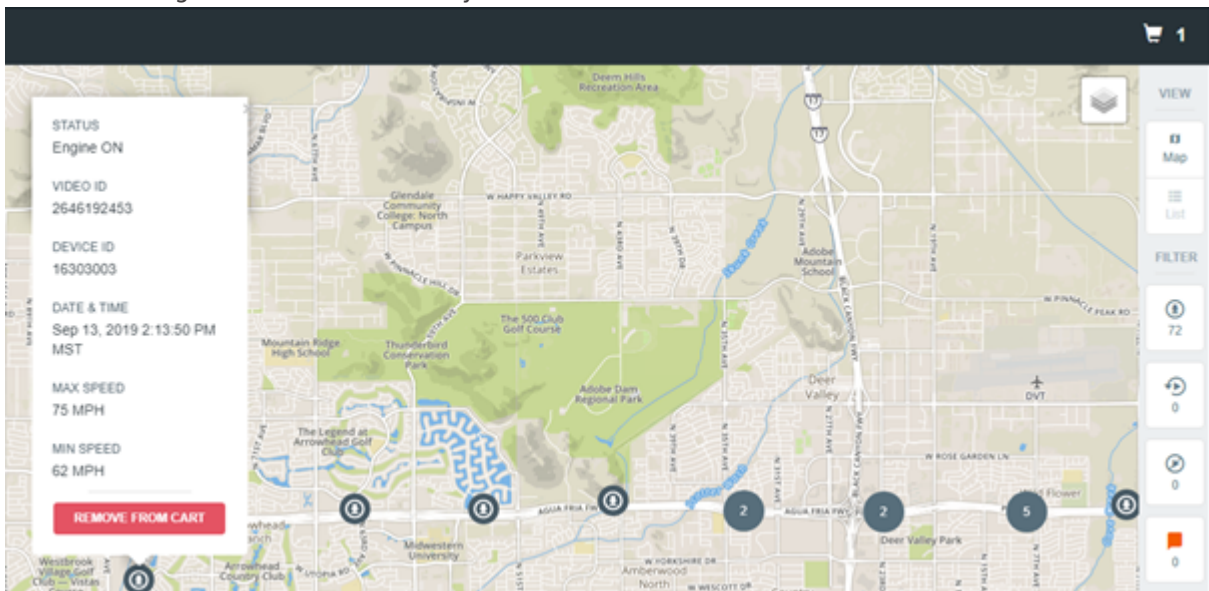
6. Click on the event you were searching for, then click on **Add to Cart**.

Requesting an Event

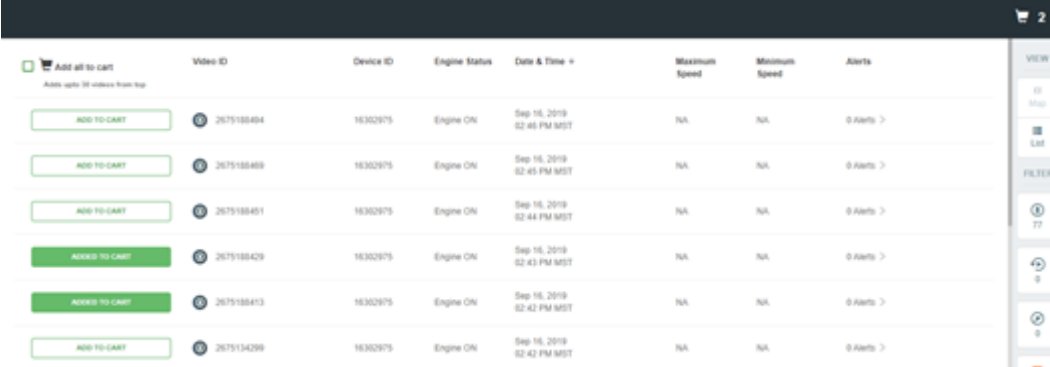
Link: <https://help.gpsinsight.com/docs/requesting-an-event/> Last Updated: September 11th, 2020



7. Once you click Add to Cart, the icon will turn Red and you will see a shopping cart in the upper right-hand corner showing the number of videos you have selected.



8. You can also request videos based on time. Select the "list" view option to see video clips sorted by time:

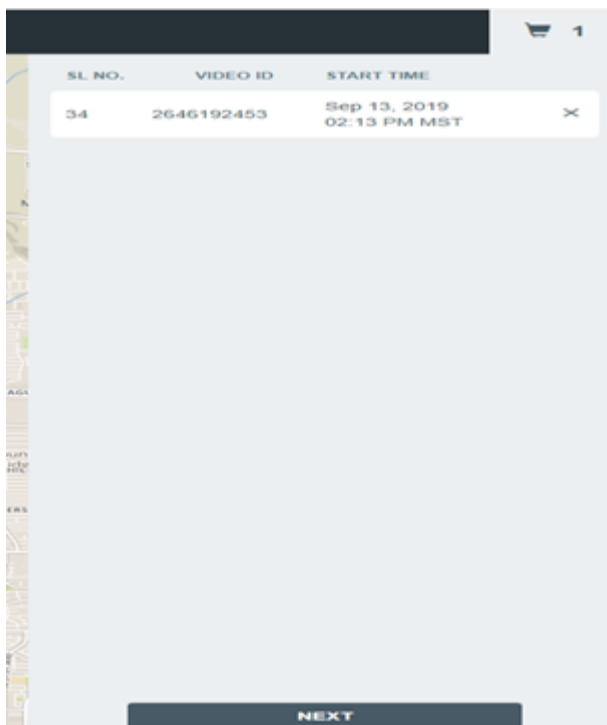


<input type="checkbox"/> Add all to cart <small>Add up to 30 videos from top</small>	Video ID	Device ID	Engine Status	Date & Time	Maximum Speed	Minimum Speed	Alerts
<input type="button" value="ADD TO CART"/>	2675188484	18302975	Engine ON	Sep 16, 2019 02:46 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188488	18302975	Engine ON	Sep 16, 2019 02:45 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188481	18302975	Engine ON	Sep 16, 2019 02:44 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188429	18302975	Engine ON	Sep 16, 2019 02:43 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188413	18302975	Engine ON	Sep 16, 2019 02:42 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675134299	18302975	Engine ON	Sep 16, 2019 02:42 PM MST	NA	NA	0 Alerts >

9. Click on the shopping cart.

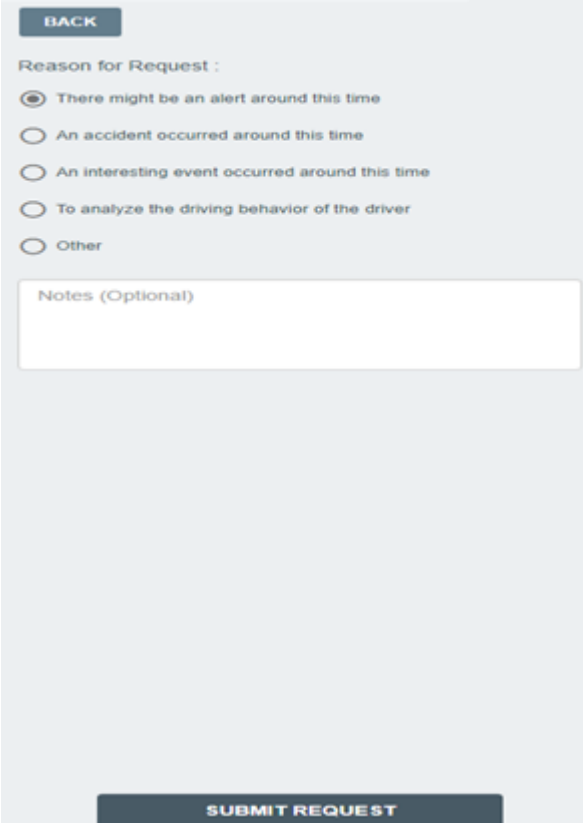
- All selected videos will show here.

10. Click **Next**.



11. Select or write your reason for the request and click on **Submit Request**.

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BACK

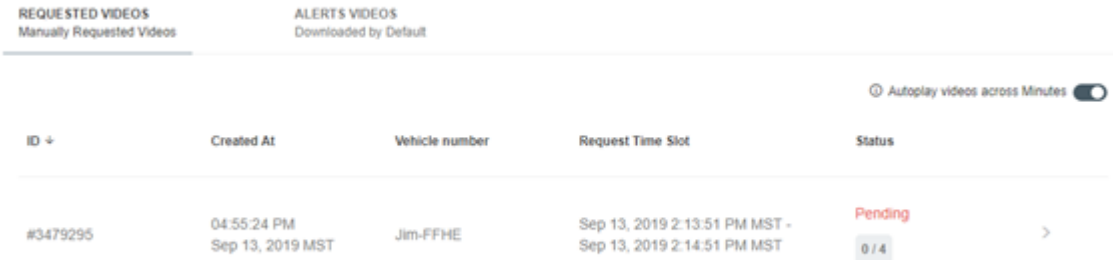
Reason for Request :

- There might be an alert around this time
- An accident occurred around this time
- An interesting event occurred around this time
- To analyze the driving behavior of the driver
- Other

Notes (Optional)

SUBMIT REQUEST

12. Once complete, you will be taken back to the Event Access Screen where the video is being processed:



ID	Created At	Vehicle number	Request Time Slot	Status
#3479295	04:55:24 PM Sep 13, 2019 MST	Jlm-FFHE	Sep 13, 2019 2:13:51 PM MST - Sep 13, 2019 2:14:51 PM MST	Pending

13. After the video fully processes, you (the customer) will receive an email stating that the video event is ready to be viewed.