

QUESTION: The driver assigned to the vehicle is incorrect, how do I fix this?

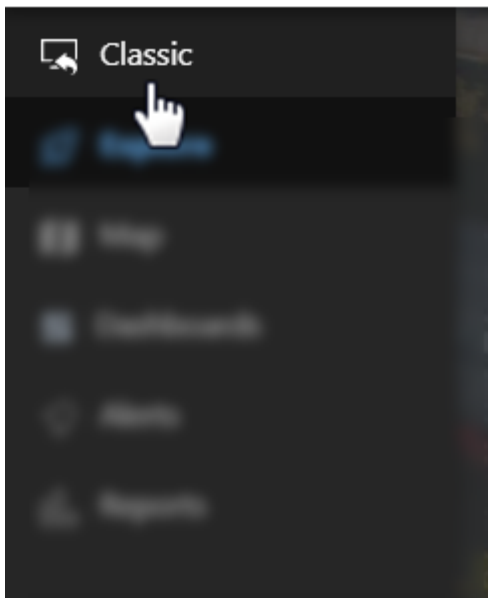
If you are experiencing any issues with incorrect driver assignments displaying in the Driveri Portal, whether the assignment has occurred through Visual Login System Based Assignment or manual assignment, please use the troubleshooting steps that match your scenario to adjust the driver assignment.

Was the driver created in the GPS Fleet Tracking Portal?

Driver Created in GPS Fleet Tracking Portal

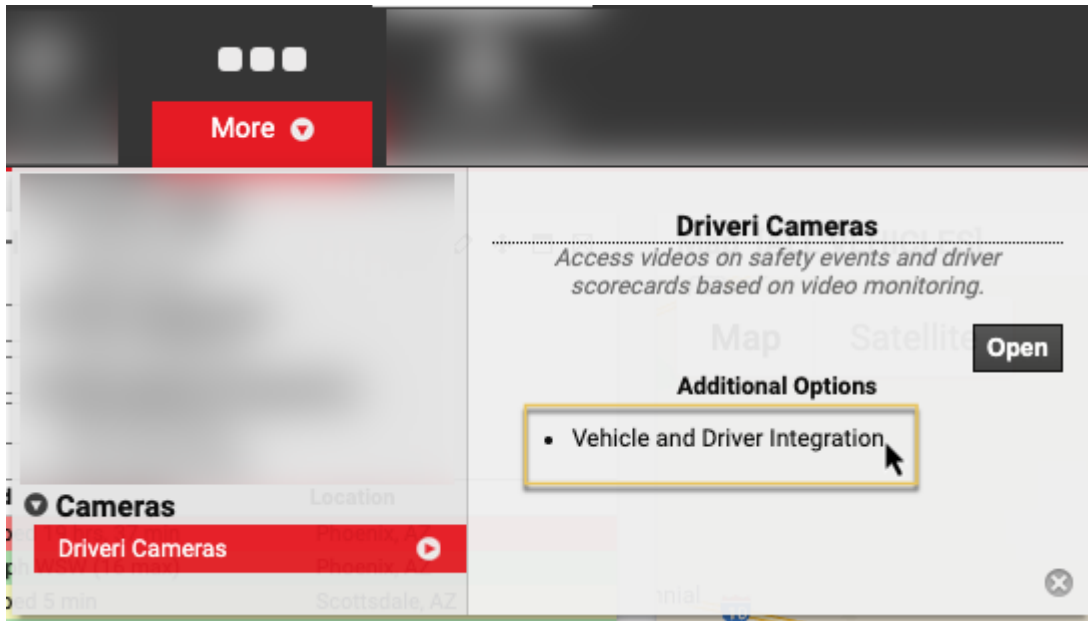
Follow the steps below to confirm the drivers are matched correctly via the Driveri integration.

1. From the GPS Fleet Tracking Portal Explore page, click Classic icon in the upper left corner.




The Classic Portal page appears.

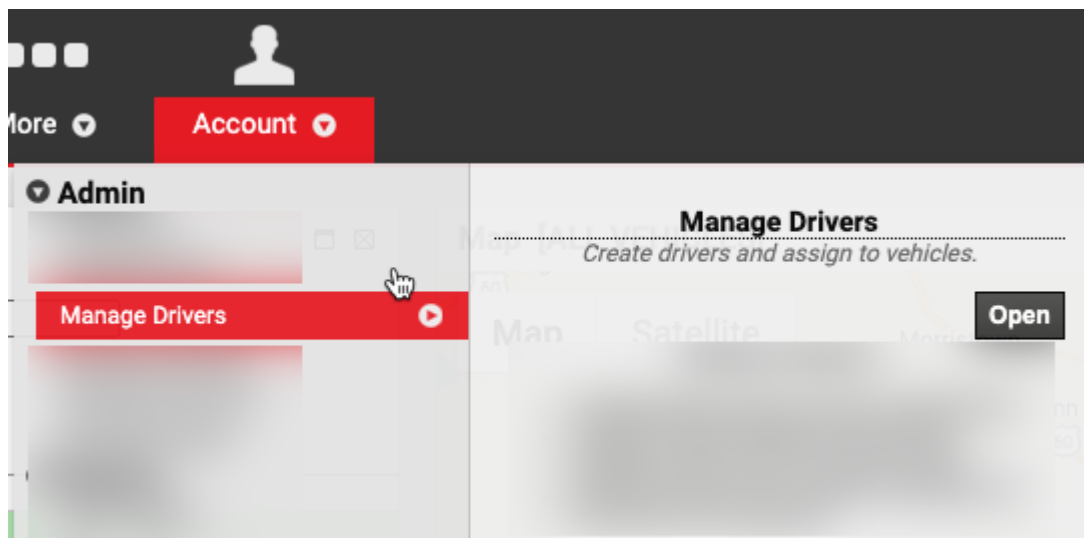
2. Hover your mouse over **More**, then under Cameras, click **Driveri Cameras**.
3. Click **Vehicle and Driveri Integration**.




The Driveri Integration page opens in a separate tab.

4. In the Driver section, check the following:

- a. If you see the link icon on the driver side is red and broken (), then the driver needs to be linked in the system.
 - i. Confirm the Driver ID and Ref ID match. If the IDs do not match, click the browser tab with Classic Portal displayed.
 - ii. Hover your mouse over Account, then click Manage Driver and click **Open**.



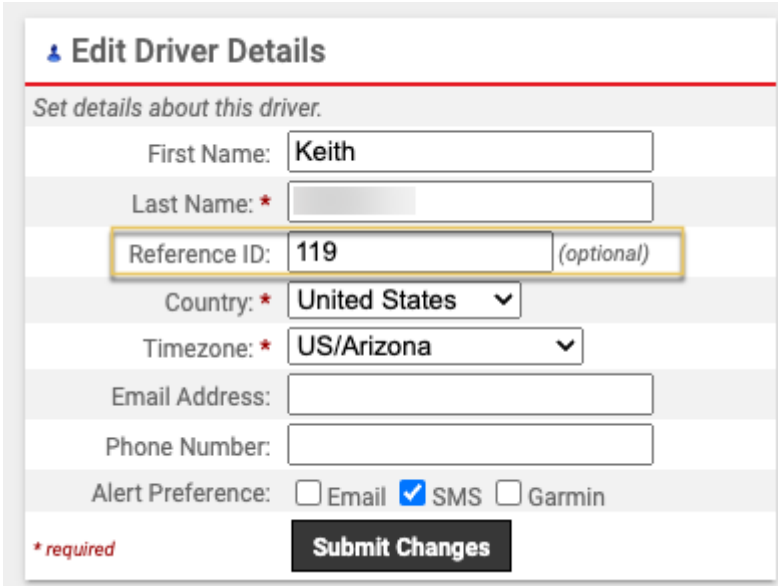
The Manage Drivers and Groups page appears.

iii. Click the Edit Driver icon () in the row for the driver you want to correct.

The Edit Driver Details page appears.

iv. In the Edit Driver Details section, enter a Reference ID that matches that Driver Ref ID on

the Driveri Integration page.



Edit Driver Details

Set details about this driver.

First Name:

Last Name: *

Reference ID: (optional)

Country: *

Timezone: *

Email Address:



Phone Number:

Alert Preference: Email SMS Garmin

* required

v. Click **Submit Changes**.

5. If the Driver ID and Ref ID match, check the status of the vehicle link in the Vehicle section of the Driveri Integration page.

- a. If the link icon is solid the vehicle is linked for the integration.
- b. If the link icon is red and broken (), then the vehicle needs to be linked in the system. The vehicle's VIN must match between the GPS Fleet Tracking Portal and Driveri portal.
 - i. To verify the VIN in the GPS Fleet Tracking Portal, click the browser tab with Classic Portal displayed.
 - ii. Hover your mouse over Account, click **Manage Vehicles**, then click **Open**.
The Manage Vehicles and Groups page appears.
 - iii. In the Vehicle List section, locate the applicable vehicle, and click the  Vehicle icon () in the vehicle's row.
 - iv. In the Edit Vehicle section, hit **decode** next to the vehicle's VIN.

Edit Vehicle Details

Set details about this vehicle.

Vehicle:

VIN:

License Number:

License State:

Country:

Year:

Make:

Model:

Color:

Engine Size (L): = Idle GPH

Fuel Type:

Fuel Capacity: gallons

Hide Location: Never show location.

ELD: Attached Electronic Logging Device.
(No matching ELD Tablet)

ADMIN OPTIONS show/hide

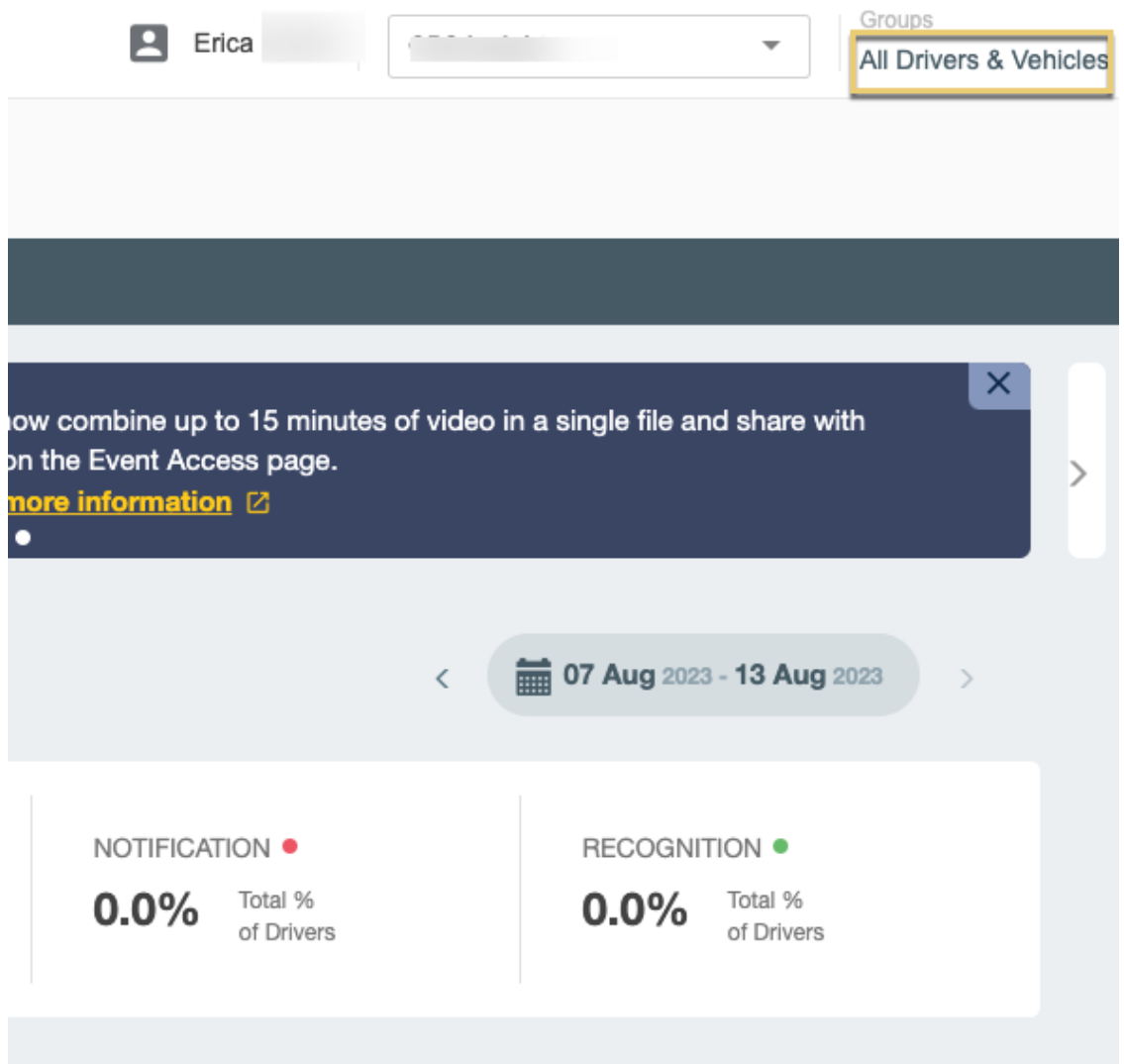
Note. If there is an error and the VIN does not decode, enter the correct VIN of the vehicle, click **decode** again.

- v. If the VIN was adjusted, click **Submit Changes**.

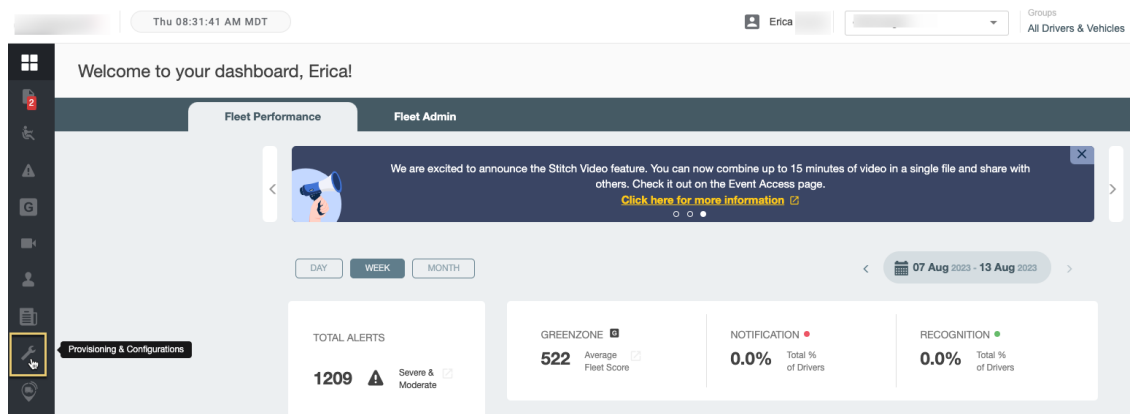
- c. To verify the VIN in the Driveri Portal, in the GPS Fleet Tracking Portal, hover your mouse over More.
 - i. Click **Driveri Cameras**, then click **Open**.
The Driveri Portal opens in a separate browser tab.

 - ii. Under Group on the top of the screen next to your company name, confirm **All Drivers & Vehicles** is selected. If it is not, please use the drop-down to select **All Drivers & Vehicles**.

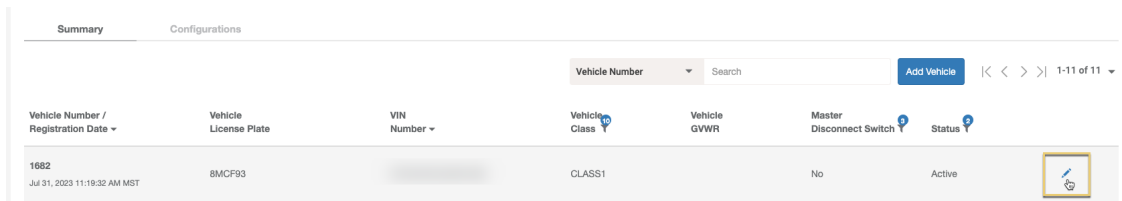
Link: <https://help.gpsinsight.com/troubleshooting/driveri-fixing-driver-assignments/> Last Updated: August 8th, 2023



iii. Click Provisioning and Configuration on the left-side navigation, then click **Vehicles**.



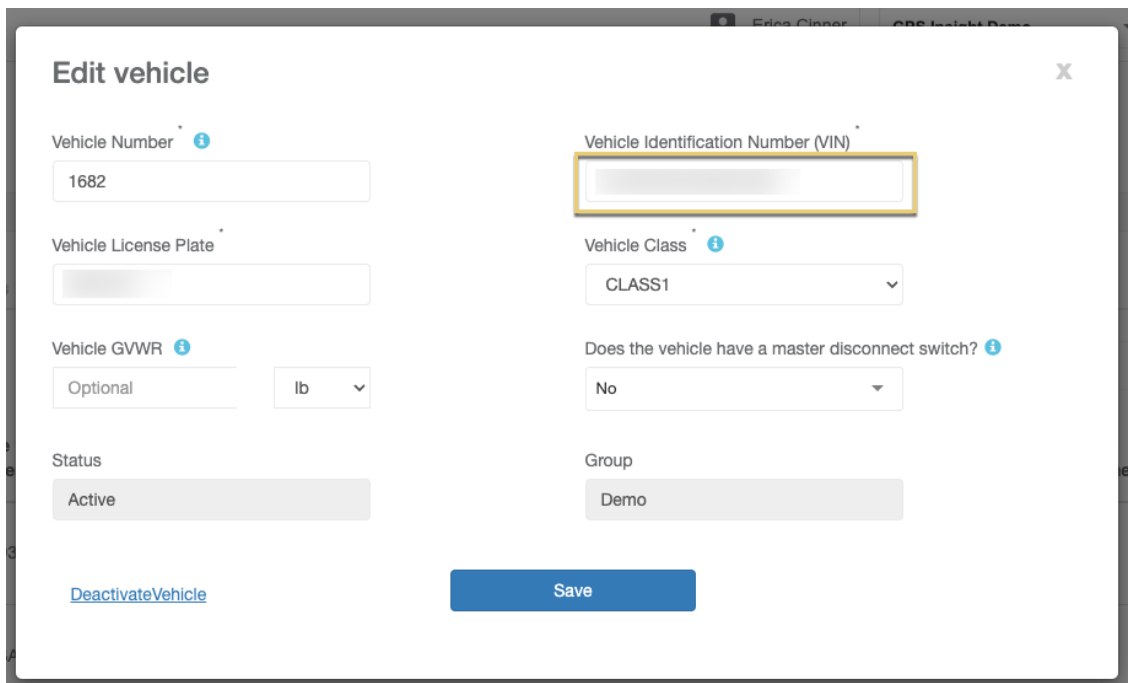
iv. Locate the applicable vehicle using the sort and/or Search options, then click the Edit icon in the row.



Vehicle Number / Registration Date	Vehicle License Plate	VIN Number	Vehicle Class	Vehicle GVWR	Master Disconnect Switch	Status
1682 Jul 31, 2023 11:19:32 AM MST	8MCF93		CLASS1		No	Active

The Edit Vehicle pop-up appears.

- v. Enter the correct VIN and click **Save**.



Edit vehicle

Vehicle Number: 1682

Vehicle License Plate: [Redacted]

Vehicle GVWR: Optional lb

Status: Active

Vehicle Identification Number (VIN): [Redacted]

Vehicle Class: CLASS1

Does the vehicle have a master disconnect switch?: No

Group: Demo

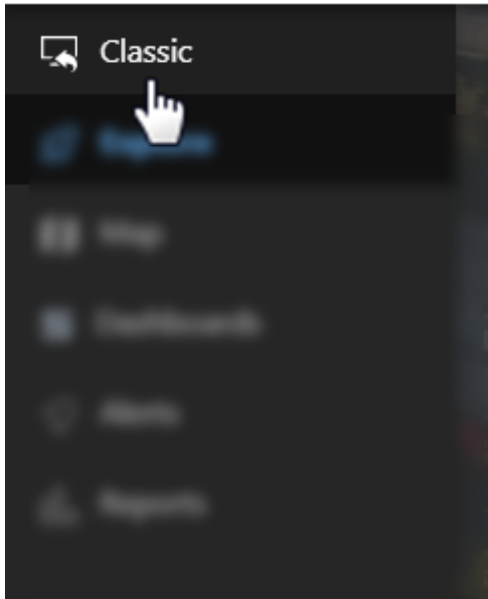
[DeactivateVehicle](#) **Save**

- vi. Click the browser tab displaying the Driveri Integration page and refresh the page.

The vehicle should now display solid link, if it does not the VIN is most likely still incorrect, repeat Steps #5.b-#5.c.

Driver was Not Created in the GPS Fleet Tracking Portal

1. From the GPS Fleet Tracking Portal Explore page, click Classic icon in the upper left corner.

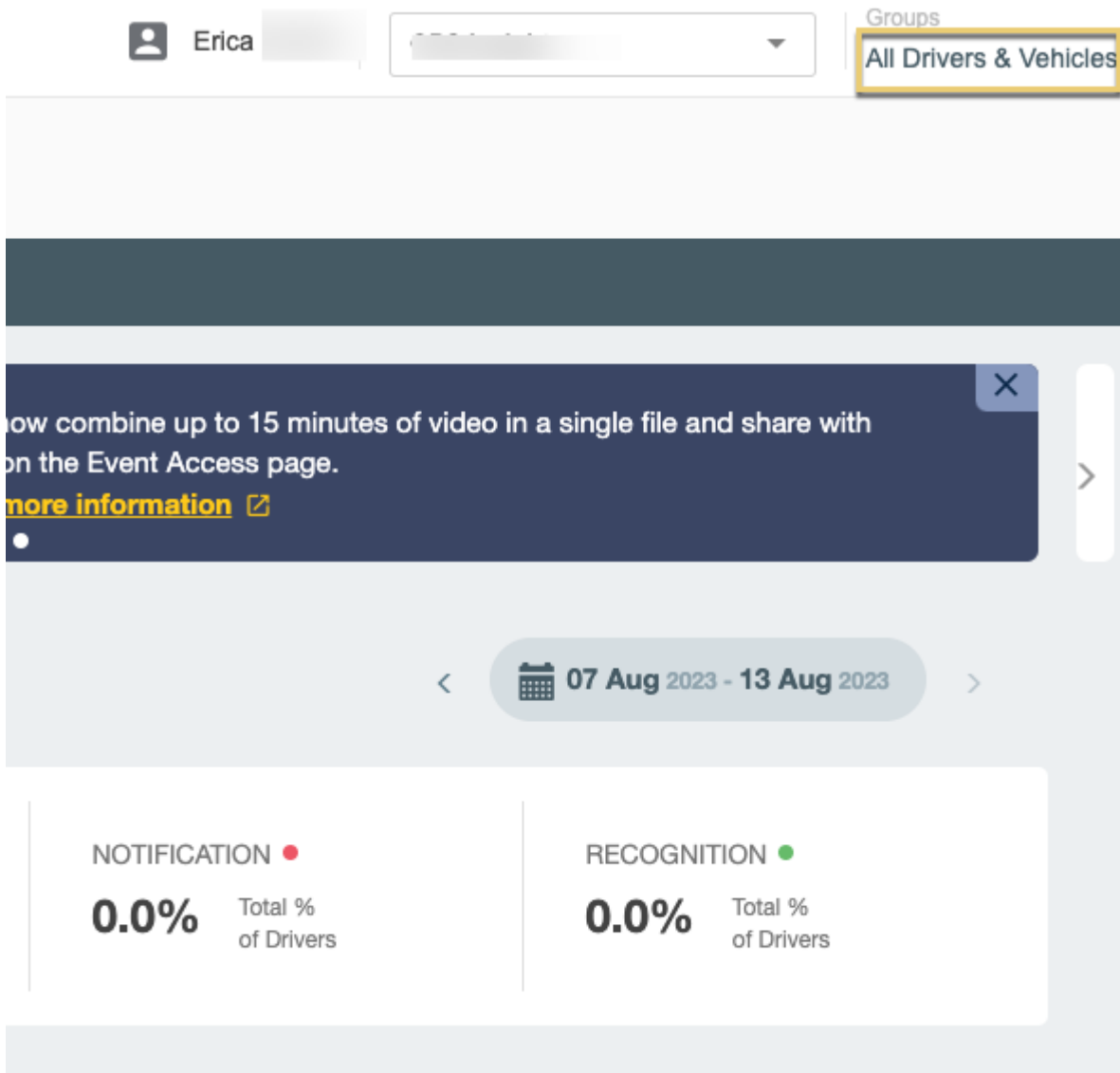


The Classic Portal page appears.

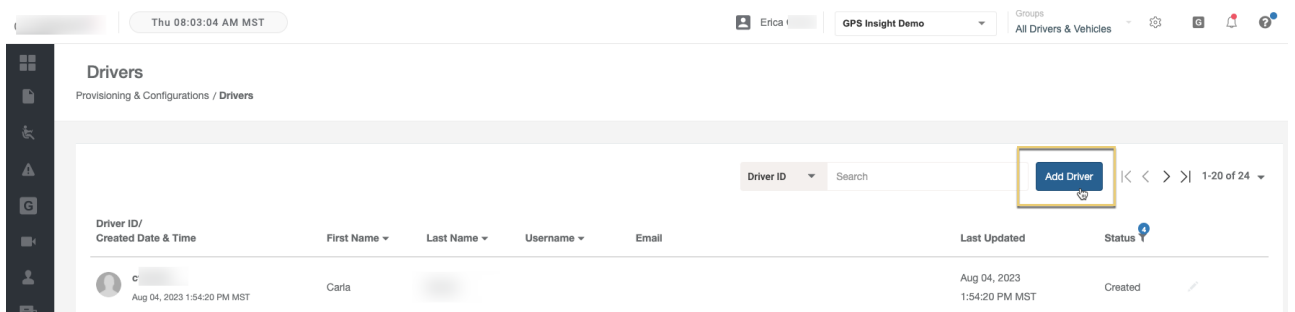
2. Hover your mouse over **More**, then under Cameras, click **Driveri Cameras** and **Open**.

The Driveri Portal opens in a separate browser tab.

3. Under Group on the top of the screen next to your company name, confirm **All Drivers & Vehicles** is selected. If it is not, please use the drop-down to select **All Drivers & Vehicles**.




4. Click Provisioning and Configuration on the left-side navigation, then click **Drivers**.
5. Click **Add Driver**, then **Add Individual Driver**.



The Add a New Driver pop-up appears.

Add a new driver



Driver ID [*] ⓘ required	 Add Profile Photo
First Name [*] required	Last Name Optional
Phone Number Optional	License Number Optional
Email Optional	License State Optional
Username ⓘ Optional	Group All Drivers & Vehicles ▼
Does this driver plan to use the Driveri™ Mobile App? <input type="radio"/> Yes <input checked="" type="radio"/> No	

Add Driver

6. Enter all information as appropriate, then click **Add Driver**.
7. To assign the driver to a vehicle, click Provisioning and Configuration on the left-side navigation, then click **Vehicle Associations**.
8. Locate the applicable vehicle using the sort and/or Search options, then click the Edit icon in the row.
The Edit Vehicle Association pop-up appears.
9. Use the drop-down under “Select a driver to associate to this vehicle” to select the driver to assign to that vehicle, and click **Save**.

Edit Vehicle Association



Vehicle Number

1682

Device

Select a device to associate to this vehicle

When was this device installed in the vehicle? 

Is the device connected to CAN?

- J1939
- OBDII
- RP1226
- Direct DataBus
- Not connected to CAN
- Other


What is the source of power (red wire)?

- Diagnostic Port (J1939 / OBDII)
- Battery
- Other

Driver (Optional)

In some fleets, drivers have vehicles assigned to them. You may associate vehicles to drivers as well, if your fleet falls in this category.

Select a driver to associate to this vehicle

| Carla | 

- Caleb
- Kylee
- Clarence
- josh
- John :
- Skylee
- Carla

Save

Additional Resources

- **Creating a Driver in the GPS Fleet Tracking Portal:** [Adding a Driver](#)
- **Creating a Driver in the Driveri Portal:** [Adding Drivers to the Fleet](#)

Note. Valid Driveri Portal credentials are required to view this resource article.