

SBC School Operations Center & Driver App

User Manual

&

Troubleshooting / Maintenance Guide

Last Updated: January 21, 2022

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Manual & Guide User Agreement

The contents of this document comprise proprietary and confidential information as well as Via's trade secrets, they are being shared to permit the user to provide services pursuant to a contractual relationship with the New York City Department of Education and the information should not be disclosed to others.

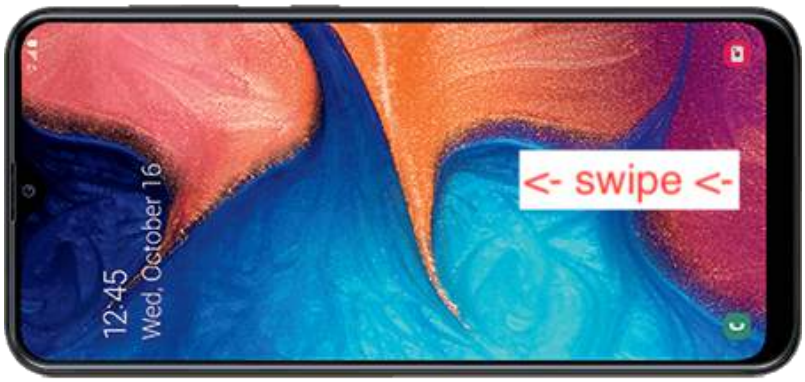
Before accessing the SBC School Operations Center, all users must agree to protect the confidentiality of Via's trade secrets as well as the personal information of all users of the Via for Schools service.

Driver Application

Opening the Driver Application

Opening the driver application

1. Before logging in, drivers should make sure the device is turned on (if not, they should turn the device on - see '**Powering the device on and off**' in the '**On-Vehicle Hardware**' section)
2. If the device is on a lock screen, drivers should swipe 'up' (from the end near the charging port towards the end with the front-facing camera) on the screen to unlock.



3. The device should end up on the login screen if the user is starting a new session.



Login, Temporary Passwords and Route Selection

The first step of the login process, regardless of whether it is the user's first time logging in or not, is to enter their OPT ID. This can be done either by scanning the OPT ID card or by manually entering the OPT ID.

Logging in by scanning ID barcode / QR code

1. The device should be on the login screen (if not, users should log out of the existing session - see '**Logging Out**' section).

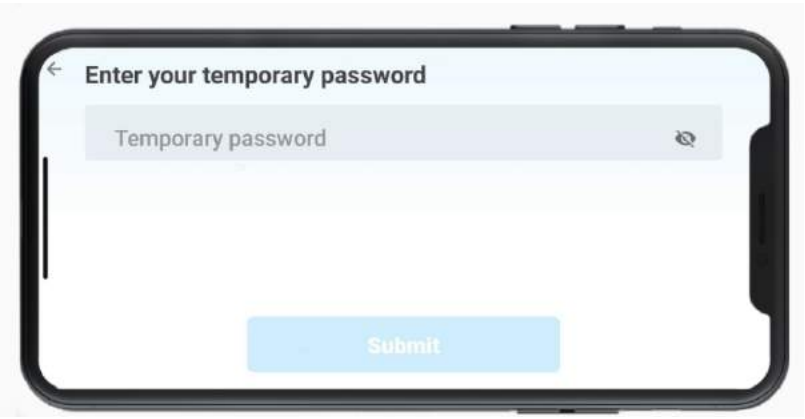


2. Tap 'Scan QR code.'
3. Users should hold the barcode or QR code sticker on the Department of Education ID card up to the device camera. Note that the camera is **front-facing** and located near the top (vertical orientation) or left side (horizontal orientation) of the phone.



4. Next, users should move the card so the code is in focus and fully within the viewfinder rectangle. Usually this means flat and about 6 inches away from the device.
5. The app should show a check mark when the code is recognized.
6. A successful scan should bring the user to the password/code screen or the temporary password entry screen if it is their first time.





Logging in if scanning does not work

1. (a) If coming from the login screen: the user should tap 'Enter ID.'
   (b) If coming from the scanning screen: the user should tap 'Type ID number.'

(a)





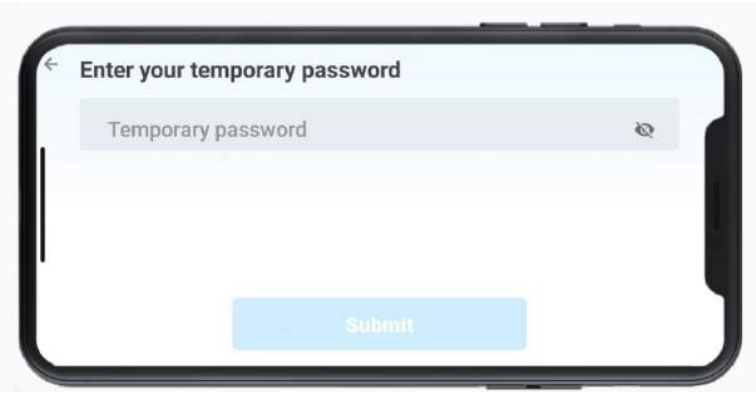
(b)

2. Next, the user should tap the data entry box.



3. The user should then type the ID number on the back of the their Department of Education ID card and press 'Submit.'
4. Doing so should take users to the password/code screen or the temporary password entry screen if it is their first time.





Troubleshooting QR or barcode scan

1. Make sure the app is open and on the scan screen.
2. Check if the camera is working (is anything showing up on the screen).
3. Ask the driver if they understand where the camera is located.
4. Once the driver understands where the camera is located, ask them to place the QR code or barcode directly onto the camera lens and then pull it away gradually. It will likely scan when the QR code or barcode reaches about 5 inches away from the camera.
5. Ask the driver if the QR code or barcode is dirty, scratched, or obscured. If so, ask them to clean and try again. If the code is scratched, it is unlikely to be scanned and the driver can move on to step 6 in the meantime and seek a replacement ID from OPT if desired.
6. If this is not successful, instruct the driver to log in by typing their ID number manually. This can be found on the back of their Department of Education ID card.
7. If the QR sticker is not damaged or dirty, ask the driver to try again in different lighting when convenient.
8. If not a glare/lighting problem, it could be a settings problem or a hardware problem. Contact Via support at (917) 336-1328 to help diagnose.

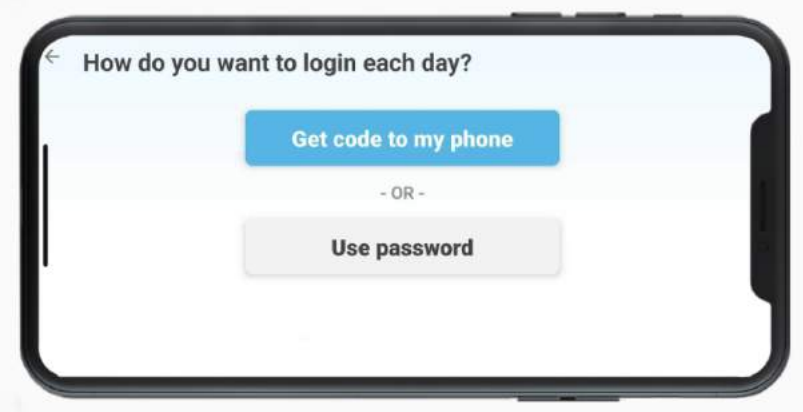
Using a temporary password

If the driver is logging in for the first time, or if a Manager or Dispatcher has reset their password, they will need to enter a temporary password as the next step in the login process.

1. If it is their first time ever logging in, the temporary password will likely be printed and provided by the trainer. If not, they can get it from calling their dispatcher. The password should be a mix of lowercase letters and numbers. It is valid for 24 hours from the time of generation.



2. Once the user enters it successfully into the field, they will be taken to the following screen, where they can select the login method they want to use in the long term. They can choose between a password or a code sent to their phone.



3. If the user gets an error that says that the temporary password does not look right, they should make sure they are typing it exactly as it's written.

Setting up a password authentication

After using a temporary password, users can select your preferred login method. One option is to create a password that they plan to use each time they log in.

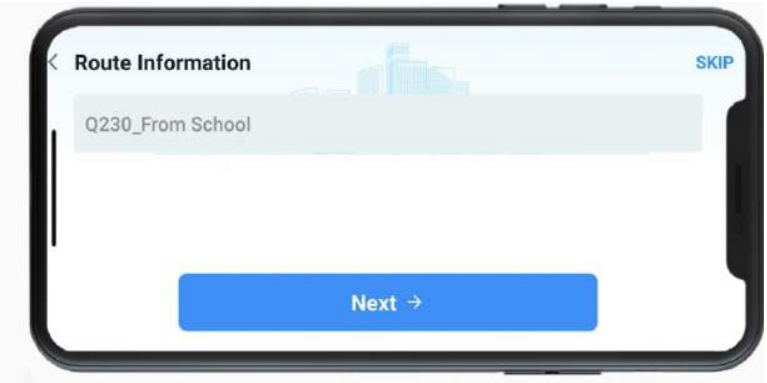
1. After entering their temporary password, users will be taken to this screen where they can select how they want to log in each day. If they want to use a password, they should select 'Use password'. If they want to get a code to they phone instead, see '**Setting up a code to phone authentication**' in the '**Login, Temporary Passwords and Route Selection**' section.



2. Next, they should enter their desired password. It should contain at least 8 characters, 1 number, 1 uppercase letter and 1 lowercase letter. They should also enter it again in the confirm password section.



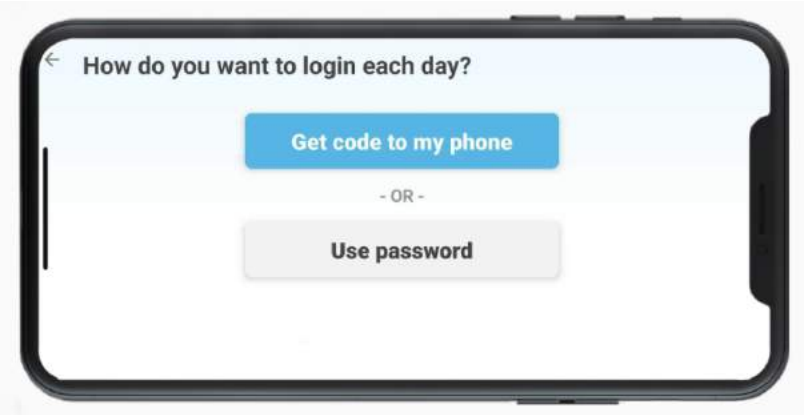
3. After that, users should arrive at the route selection screen (provided there is more than one unclaimed route left). The password they chose will be the password they use every time they log in. See '**Issue: Forgotten password process**' in the '**Login, Temporary Passwords and Route Selection**' section for forgotten password procedure.



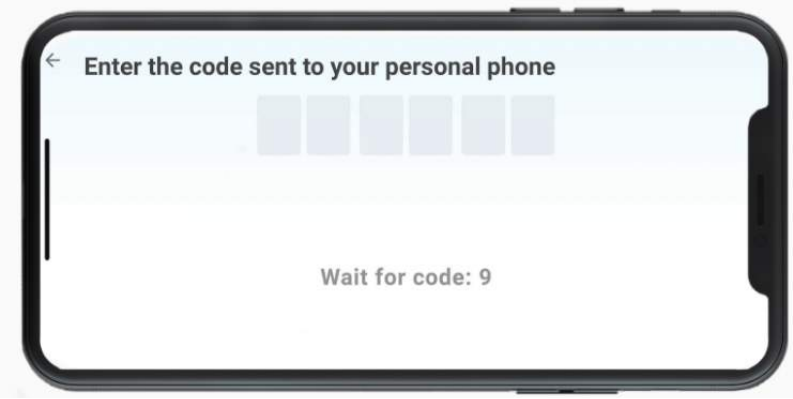
Setting up a code to phone authentication

After using a temporary password, users can select their preferred login method. One option is to get a code sent to their phone each time they log in.

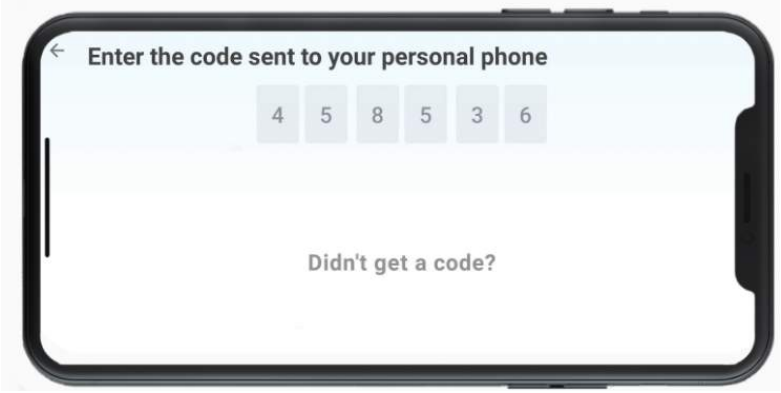
1. After entering their temporary password, users will be taken to this screen where they can select how they want to log in each day. If they want to get a code sent to their phone, they can select 'Get code to my phone.' If they want to use a password instead, see '**Setting up a password authentication**' in the '**Login, Temporary Passwords and Route Selection**' section.



2. Next, they should get a code to the phone number associated with their account in the PETS database and enter it in the designated section.



3. Users should arrive at the route selection screen (provided there is more than one unclaimed route left). If they do not receive the code within 10-20 seconds, they can select 'Didn't get a code?' (shown below) and try having it re-sent or getting it by phone. If they still are not getting a code, see '**Issue: Code to phone is not received**' in the '**Login, Temporary Passwords and Route Selection**' section.



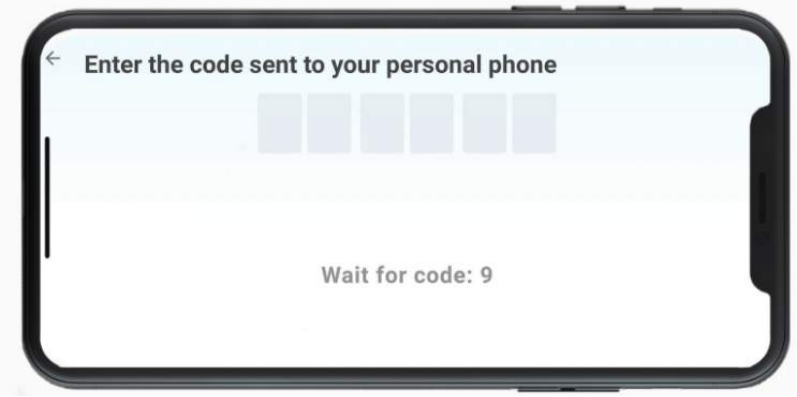
Regular login process with password or code

After setting up the preferred login method, users will automatically be prompted to use their preferred login method upon entering their OPT ID.

1. If they choose to use a password while setting up their login, they will arrive on this password entry screen.



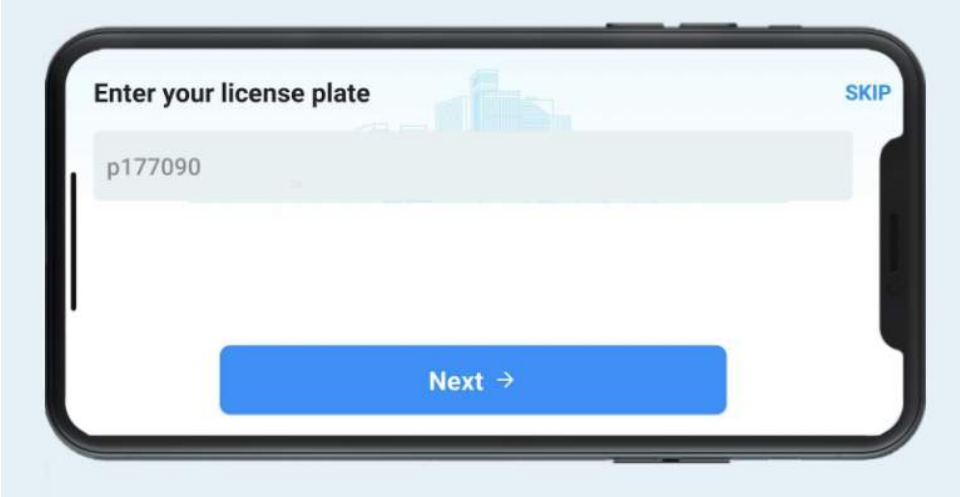
2. If they choose to get a code to phone, they will arrive on this code entry screen.



3. Should they wish to change their login method, they can call a dispatcher to have them generate you a temporary password.

Selecting a route

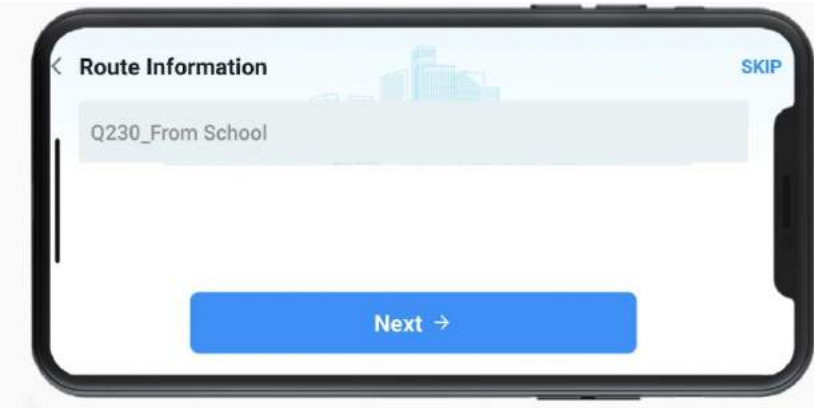
1. After login, users will be asked to select what bus they are using that day.
2. The buses are available in a list where each entry is a combination of plate and bus number. This is so the drivers can use the search function and search by either plate or bus number to locate their bus for selection.
3. Upon selecting the bus, drivers should click next.



Selecting a route

1. Once users have successfully selected their bus, they will be taken to the route selection screen.

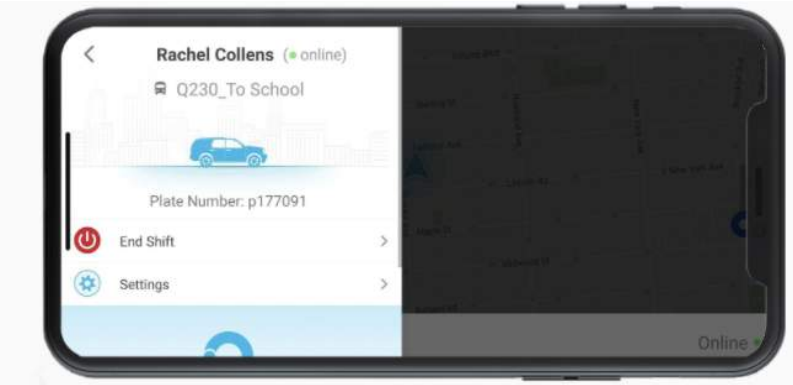
   Note: if there is only one route left for that day for that vendor, then the driver will automatically be subscribed to that route and this route selection screen will be skipped entirely.

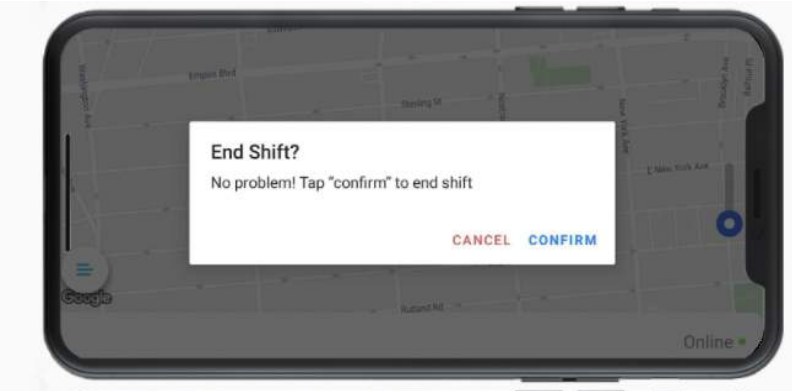


2. If they see their route number, they should tap it, then select Next.'
3. If they don't see the route, they can search it, tap it and then select 'Next.'
   Note: route names include "To School" for AM routes, and "From school" for PM routes.

Changing routes

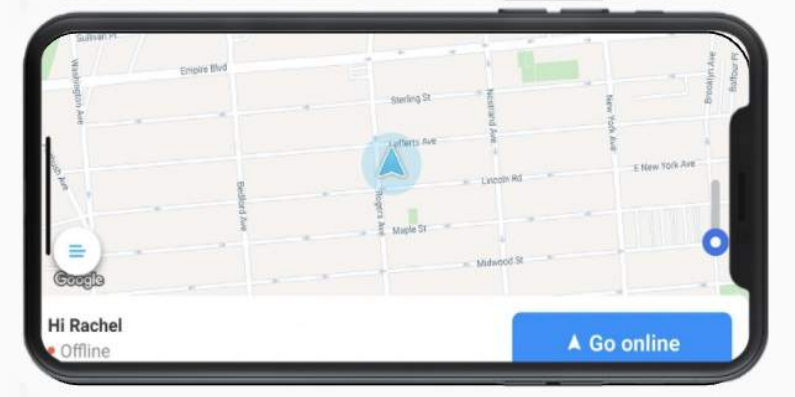
1. If users need to change routes (including if they accidentally selected the wrong one), they'll need to go to the menu (see **'Accessing the menu'** in **'App menu'**) and select 'End Shift'. Then, they should select 'Confirm'.

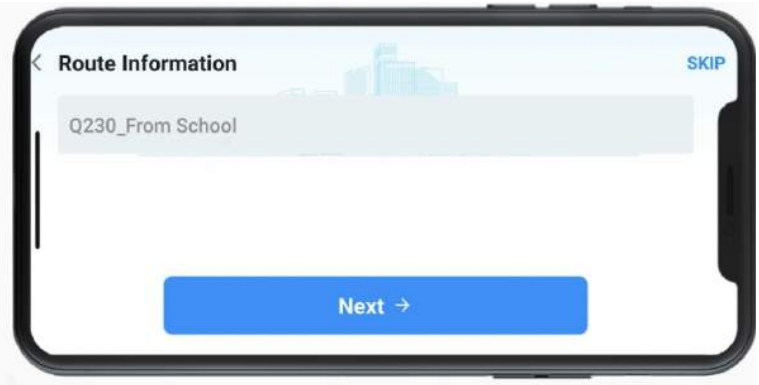




2. From there, they should choose '**Go online**' in the bottom right corner, and choose the route they want to change to.

   Note: if users spend more than 60s on the offline screen without doing anything, the app will automatically log them out. In that case, they should simply log in again and select a route as part of that process.





Issue: Forgotten password process

1. Dispatcher should receive radio communication from the driver who has forgotten their password. From the driver perspective, they have the option to select “Forgot your password?” on the password menu which will prompt them to reach out to a dispatcher.
2. An SBC School Operations Center user should be able to generate a temporary password for that driver by following the relevant steps (see **Generating a temporary password** in **SBC School Operations Center**).
3. Once that is done, *and only then*, the driver should select the “I have a temporary password” option in the “Forgot your password?” pop-up.
4. Once they select this, they will be taken to the login screen. At this stage, they should enter their OPT ID (using QR code scan or manual entry).
5. They will then see this screen, where they should enter the temporary password created for them by the SBC School Operations Center user. Make sure to communicate the temporary password to the driver, bearing in mind that all letters are lowercase.
6. After this step, drivers will be prompted to select a login method (password or code) as per the normal login setup flow (see **Setting up a code to phone authentication**’ in the ‘**Login, Temporary Passwords and Route Selection**).

7. If this process fails and the user is definitely typing in the temporary password correctly, try re-generating a temporary password for the user and going through this process from scratch, making sure that the user only enters/scans their OPT ID once the new temporary password has been generated.

Issue: Temporary password troubleshooting

- To be used successfully, the temporary password must be generated before the user scans/enters their OPT ID. Once a password is generated, the user needs to go back to the starting screen if they are not already there, and only then can they scan/enter their OPT ID. If the user has already scanned their ID once and then selected 'Forgotten password', they should hold off on selecting "I have a temporary password" until a temporary password has been generated for them.
- If a temporary password isn't working, try re-generating a new temporary password for that driver and going through the flow using that new password, making sure to go back to the starting screen where OPT ID is entered before entering the temporary password. The login flow can expire if it is taking too long for the user to enter their credentials so it is worth re-starting from scratch in that case.

Issue: Code to phone not received

1. Dispatcher should receive radio communication from the driver who is not receiving their code. This usually happens when the driver's number is not set up correctly in PETS.
2. As a first step, driver's can select the 'Didn't get a code' button and try having it re-sent or get it by phone.
3. If this doesn't work, and it is the driver's first time logging in, an easy fix is to have them go back and choose to log in using a password instead (see **Setting up a password authentication**' in the '**Login, Temporary Passwords and Route Selection**).
4. If not, or if drivers really want to use the code to phone login method, their phone number should be updated by their dispatcher in the PETS database, and then the driver should go back to the start of the login process (entering/scanning OPT ID) and they should get the text this time around.

Issue: Driver cannot see their assigned route in the route list

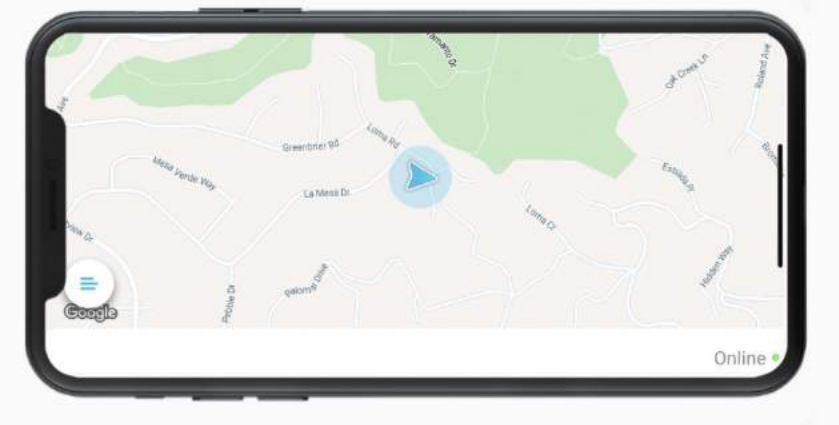
1. Dispatcher should receive radio communication from the driver or attendant.
2. As a first step, make sure the user is selecting / entering the correct route name, including getting the To School vs. From School part correct.
3. Search the route in the SOC Hub view

4. Dispatcher determines which driver is on the wrong route using company materials and resources.If necessary, perform a forced logout of a driver on the wrong route (see **Forcing a driver logout** in the **SBC School Operations Center** section). Alternatively, guide the driver who is on the wrong route through the route change process (see **Changing Routes** in the **Driver App** section).
5. Notify both involved drivers as needed, and instruct to login and re-enter the correct routes.

App Menu

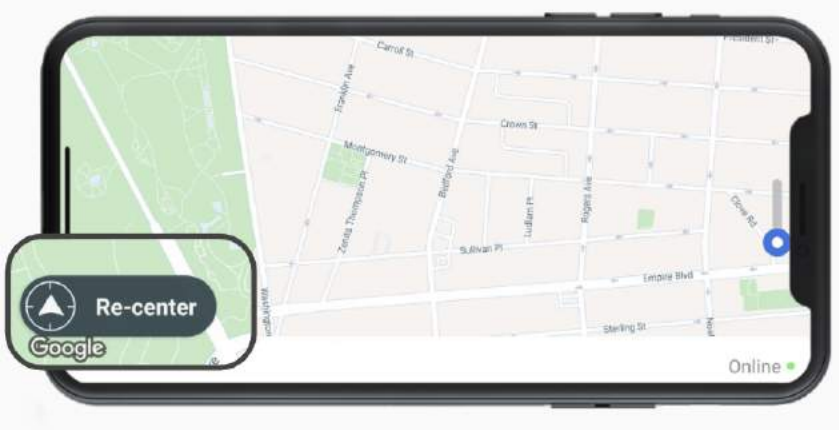
Accessing the Menu

1. Once online, the menu can be accessed by the button with three lines in the bottom left.



Finding the Menu button when it appears to be hidden

1. In the map view, the Menu button gets covered when the user has pinched and zoomed the map.
2. To make the Menu button reappear, tap ‘Recenter’ on the left hand side of the map view.

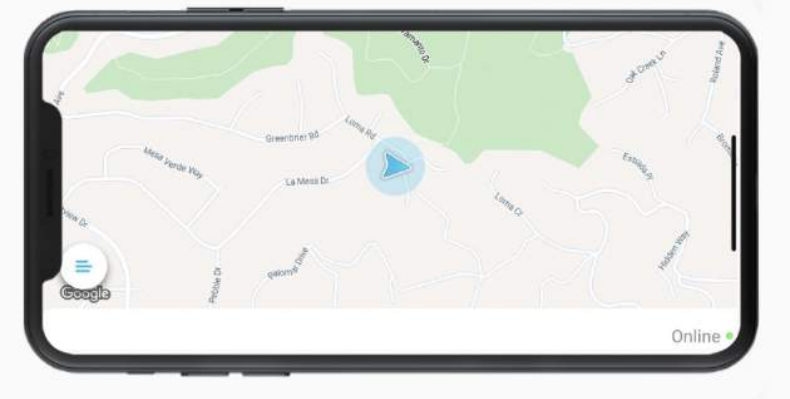


3. Proceed to ‘**Accessing the Menu**’ section for further steps.

Main Map Screen

Overview

The main map screen should display a blue arrow indicating the driver's location, and the menu icon. In the future, this screen will have more functionality such as providing navigation and stop information. Stay tuned!



Map is not displaying

If drivers are unable to see the map or are having another problem with the display in the driver app, please contact Via support at (917) 336-1328 and submit a request at https://viafornycschools.zendesk.com/hc/en-us/requests/new.

Arrow is not displaying

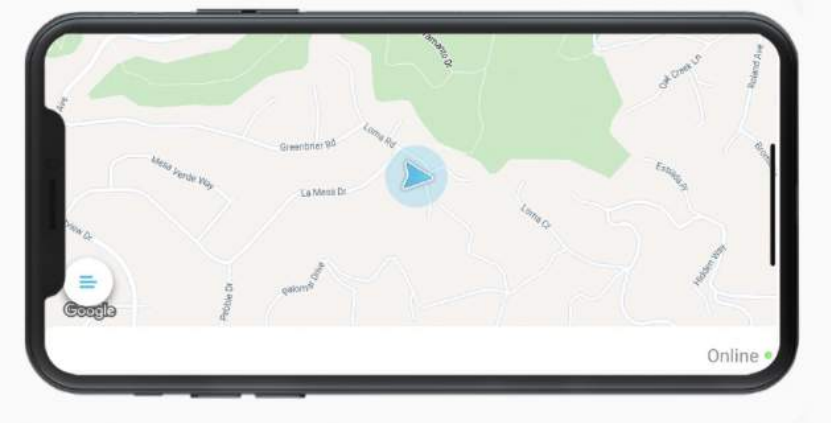
Make sure the device is connected to the internet.

If drivers are unable to see the arrow or are having another problem with the display in the driver app, please contact Via support at (917) 336-1328 and submit a request at https://viafornycschools.zendesk.com/hc/en-us/requests/new.

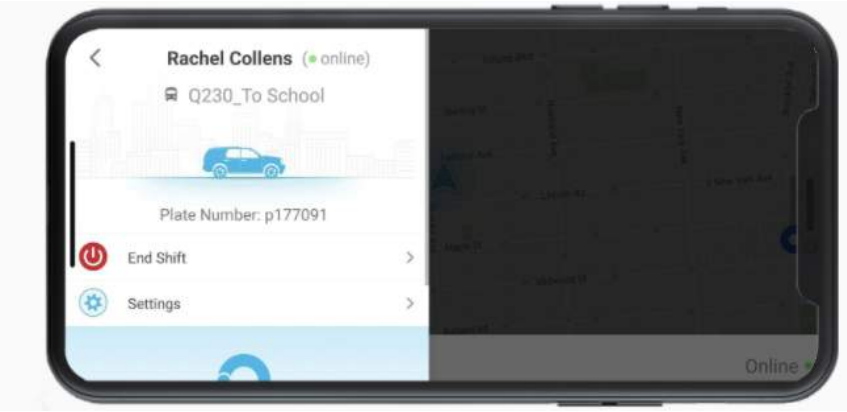
Settings

Main Settings

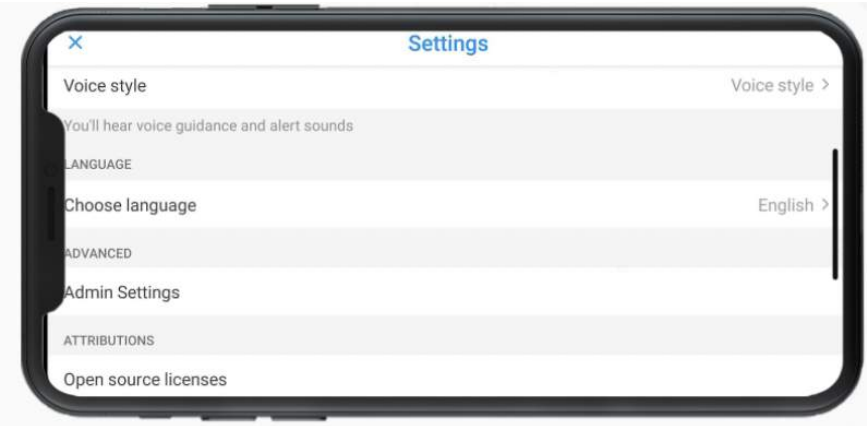
1. To access the Settings section of the driver app, users should use the menu button in the bottom left hand corner of the main app screen.



2. This will open a panel on the left. Tap the “Settings” item on this panel.



3. This will open the Settings screen where users can adjust the settings. In this phase of the project, the only applicable setting for drivers to use is “Mode.” This setting determines whether the map background is light or dark. Most people prefer to keep this in Auto, where it will adjust on it’s own based on the time of day

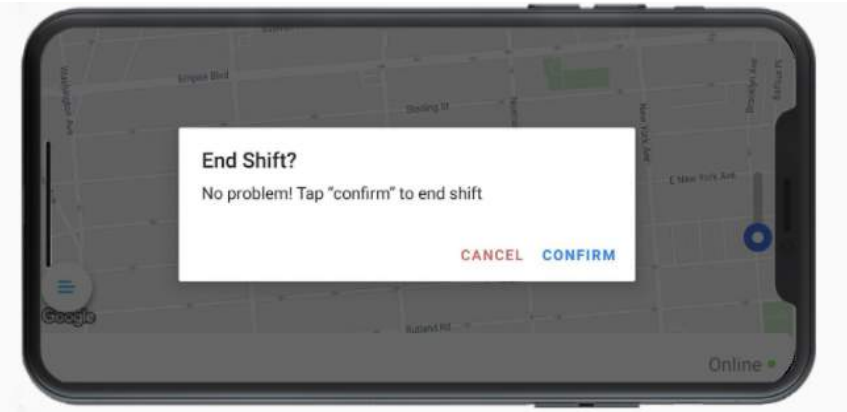


End Shift

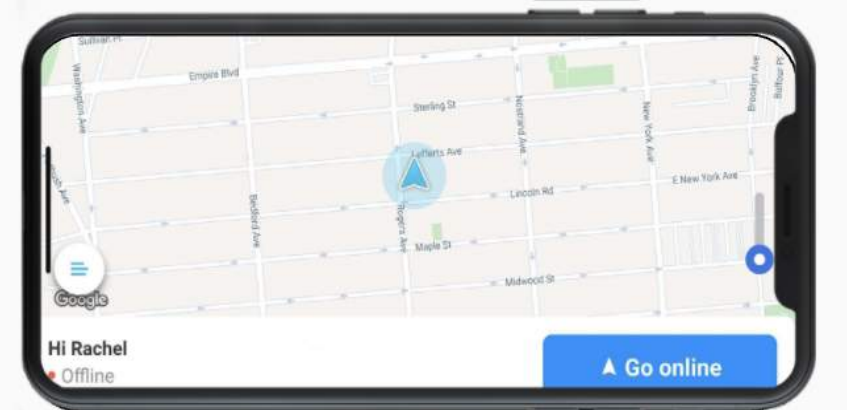
Ending shifting

1. Users should tap on the menu button in the bottom left hand corner of the main app screen.
2. From the menu, they should select ‘End Shift’ and then ‘Confirm’.





3. Doing so will bring them to the offline map screen.



At this point, they have ended their shift but are not logged out. If they want to select another route, they can choose ‘Go Online’ from this screen. If they want to logout, they can follow the steps in the Logging out section (see

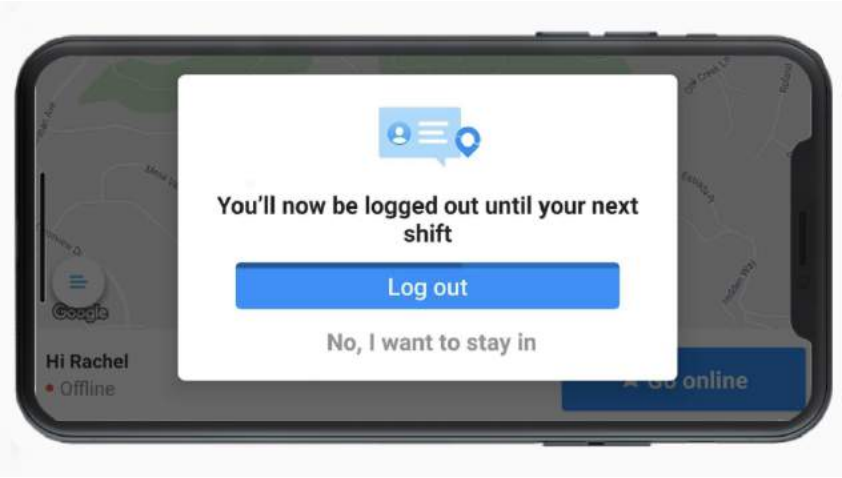
Manual Logout in the **Logout** section). Alternatively, they will automatically be logged out after 60 seconds (see **Auto Logout** in the **Logout** section).

Logout

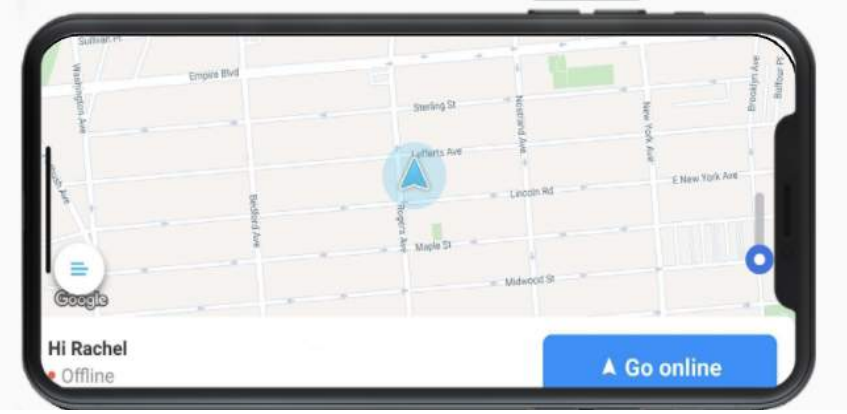
Auto Logout

If the user remains in the offline screen after ending shift, the app will automatically log them out after 60s of inactivity.

1. After ending shift, users who simply stay in the offline map screen without doing anything will see a window pop up, asking whether they want to remain logged in, or log out.



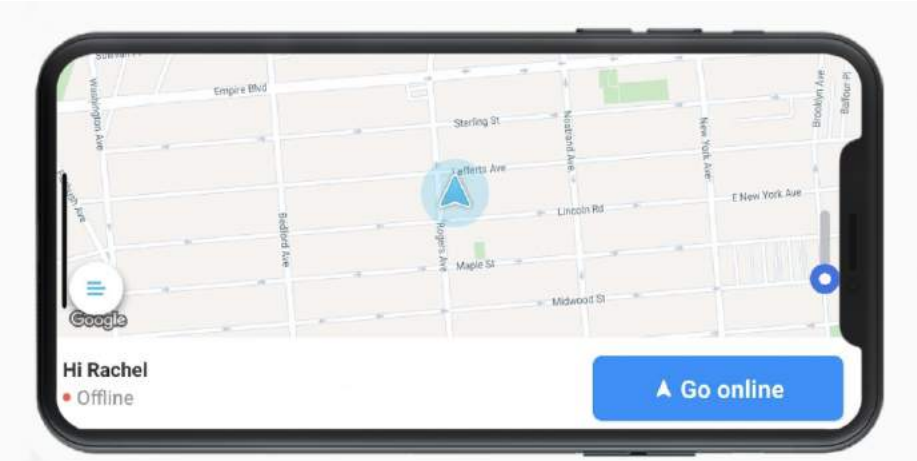
2. If they do nothing from that screen, or if they select "Log out", they will be logged out. If they select 'No, I want to stay in' they will stay on the offline map screen from which they can select 'Go online', or access the menu. If they select to stay but are inactive for another 60 seconds, the pop up will appear again



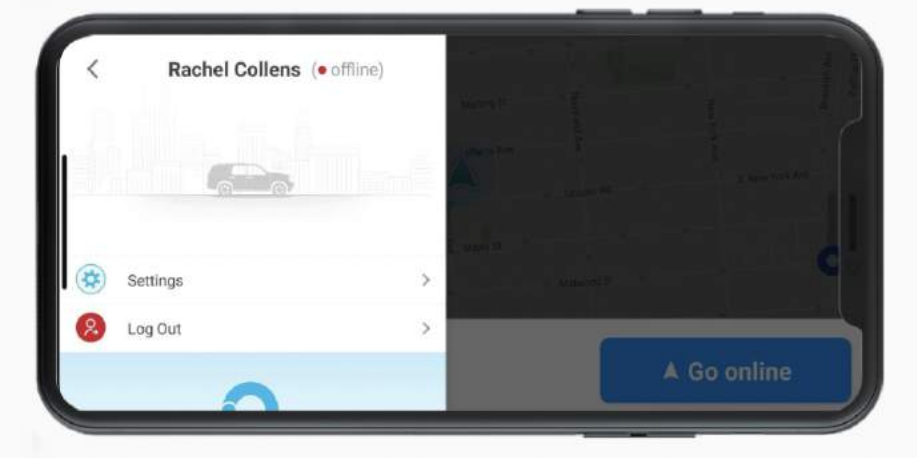
Manual Logout

While the auto logout feature ensures that an inactive driver will be logged out after ending shift, there is also the option to manually log out.

1. To do so, users should tap on the menu button in the bottom left hand corner of the offline map screen.



4. This will open a panel on the left.



5. Here, they can tap the “Log Out” button.
6. The app will return to the main login screen.


DOE - Staging
Scan the back of your OPT ID card
Enter ID
Scan QR code
Language

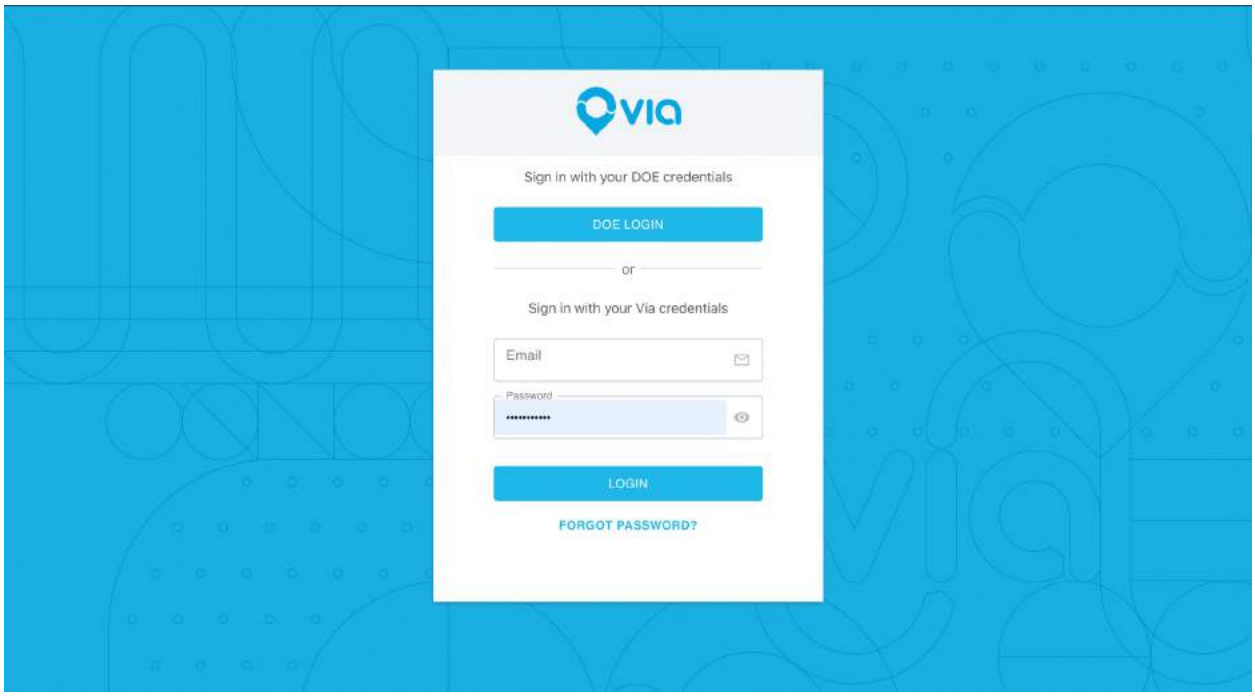
SBC School Operations Center

Login

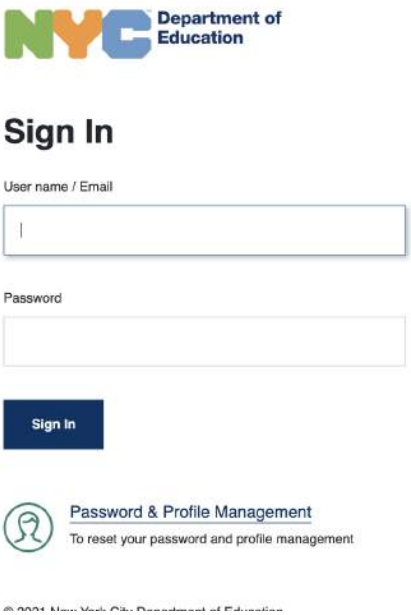
User login

Regardless of whether this is the first login attempt or not, login is done using DOE credentials. To login, complete the following steps:

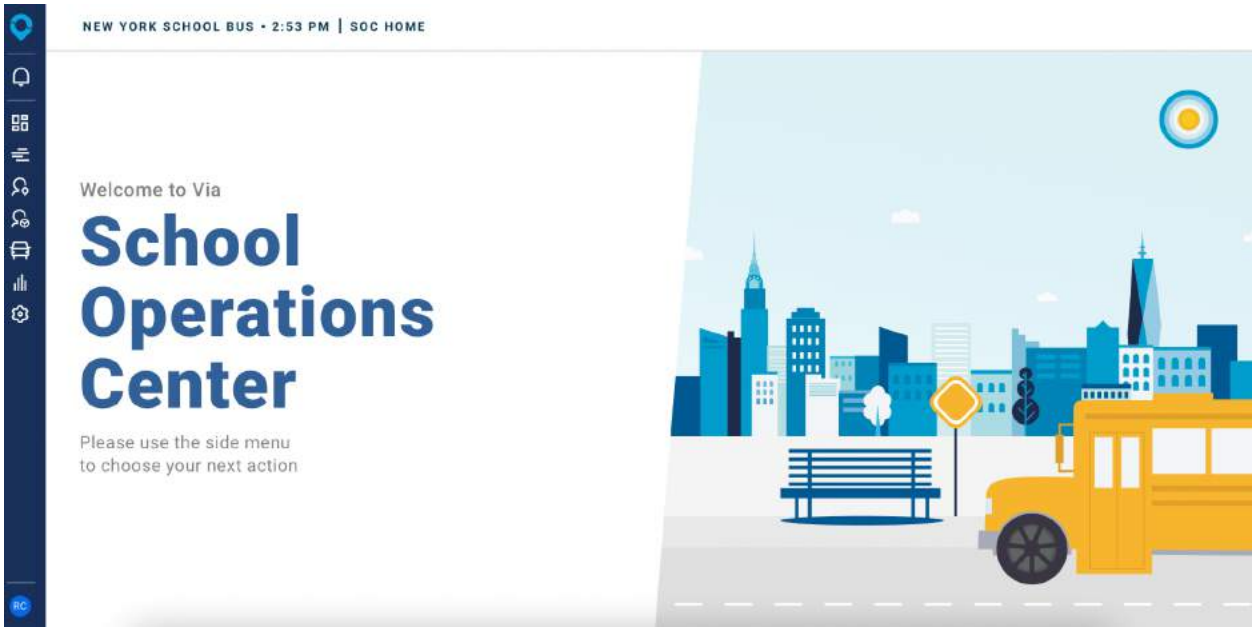
1. In Google Chrome, go to: **https://doe-nys.voc.ridewithvia.com/**. The following page should appear:



2. Select “DOE LOGIN”.
3. Doing so will redirect users to the DOE Login page, as seen below. Here, simply enter DOE credentials as with any other DOE login.



4. This should take users to the School Operations Center where they will see this screen.



Issue: Forgotten Password for School Operations Center

1. In the event of a forgotten password, follow the standard steps for DOE credentials retrieval using the Password & Profile Management button.



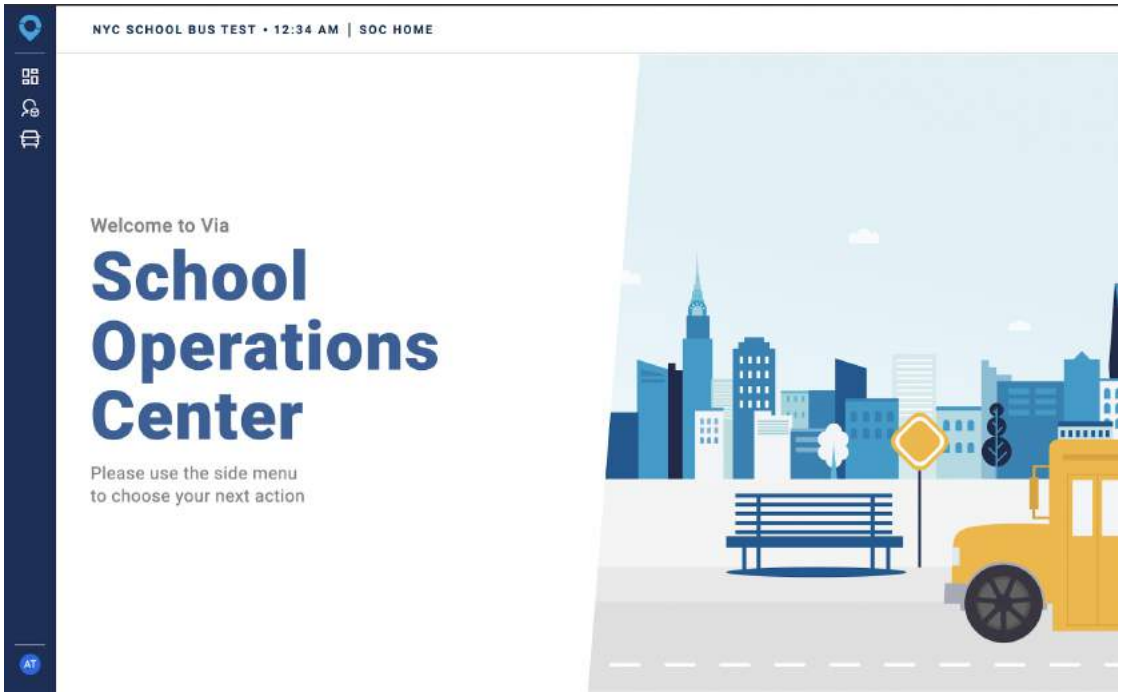
2. If the problems persist, contact DOE directly or submit a ticket through the Via Support link (see **Any Issues?** Section in this guide).

Hub

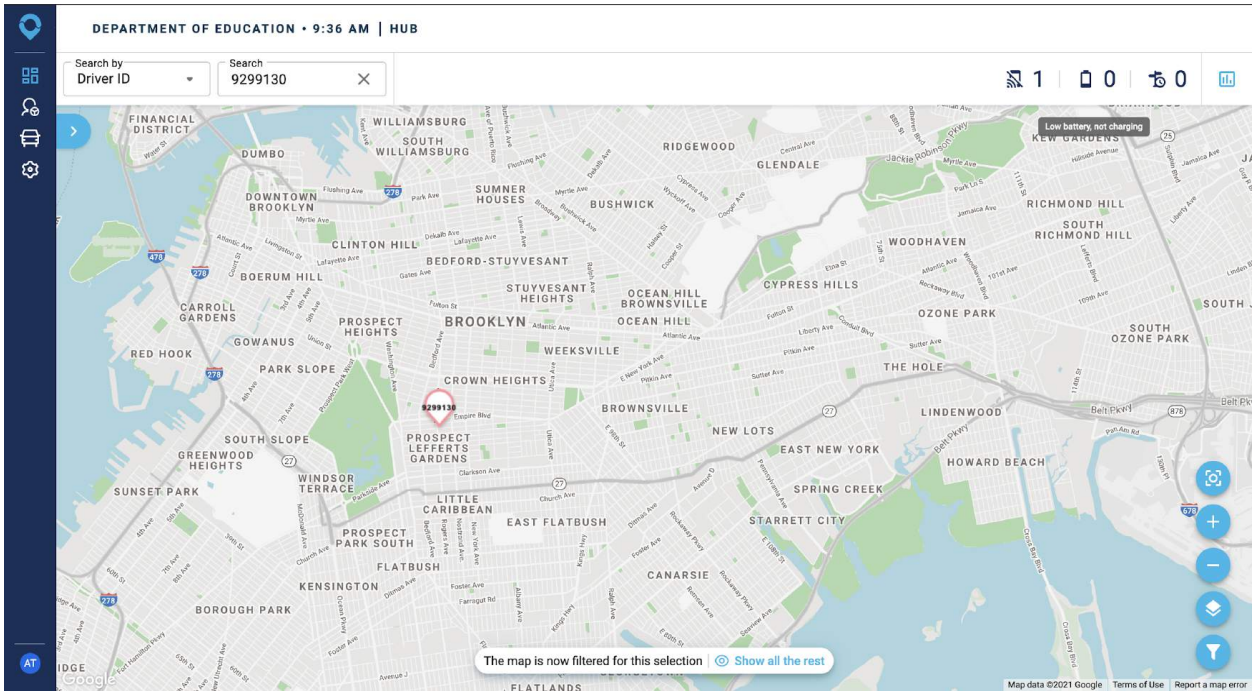
The hub is the screen from which users can monitor the drivers and routes while visualizing them on the map.

Accessing the Hub

1. Log in to the SBC School Operations Center (see **Login** section).
2. Click “Hub” in the vertical menu on the left hand side (icon in the image below).

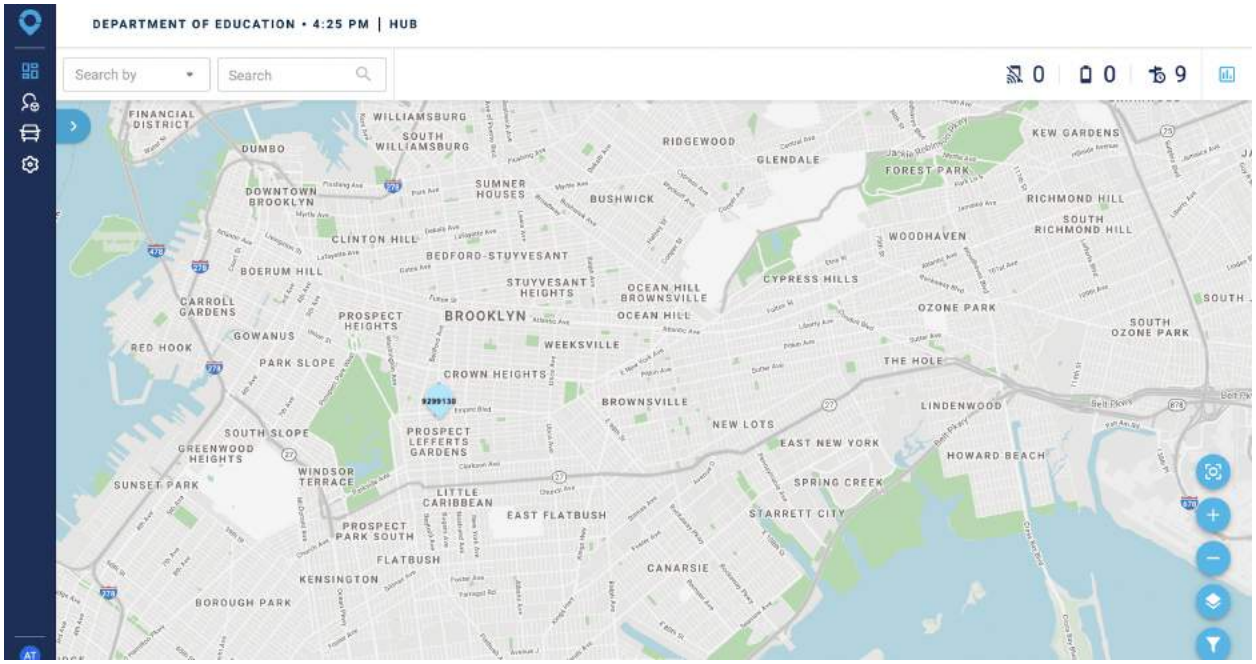


3. You should see this view once in the Hub.



Driver pins

When a driver is online, they will be represented by a pin on the map that corresponds to the driver's location. Clicking on the pin pulls up the driver's card (see **'Driver Card'** in **'Hub'**)



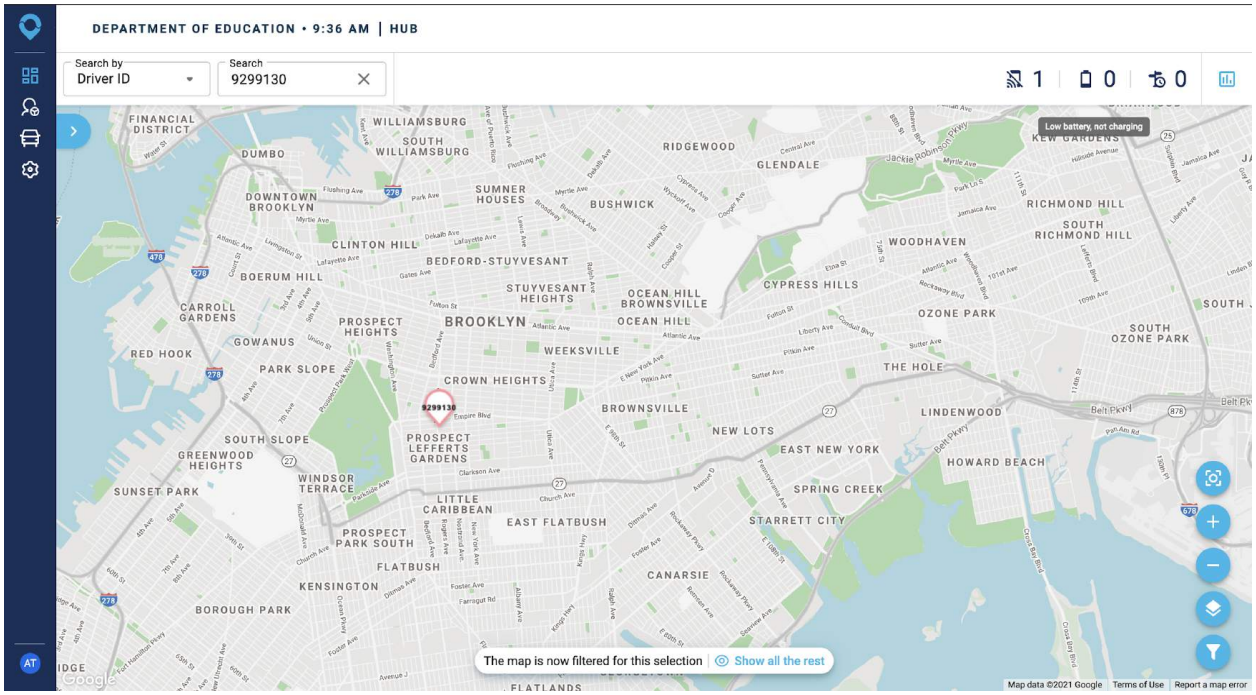
Toggling key stats in the Hub

1. In the Hub, there are multiple key statistic indicators in the top right corner that can help users understand the live situation -

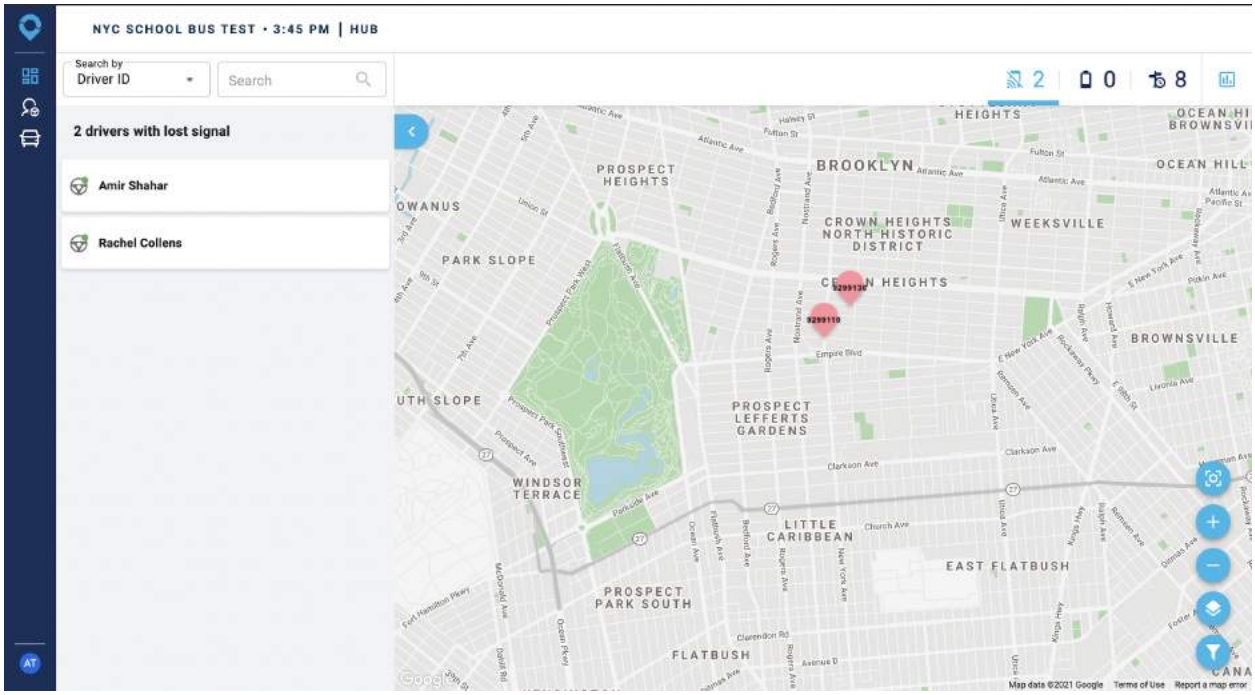
    a. “Lost signal” - this indicates the device is either off or has lost it’s data connectivity.

    b. “Low battery, not charging” - this flags devices that are not charging and have low battery.

    c. “Unclaimed routes” - this flags routes that are in the system but have not been selected by any drivers who are “on shift.” This is important to monitor when shifts start to make sure that all routes are claimed.



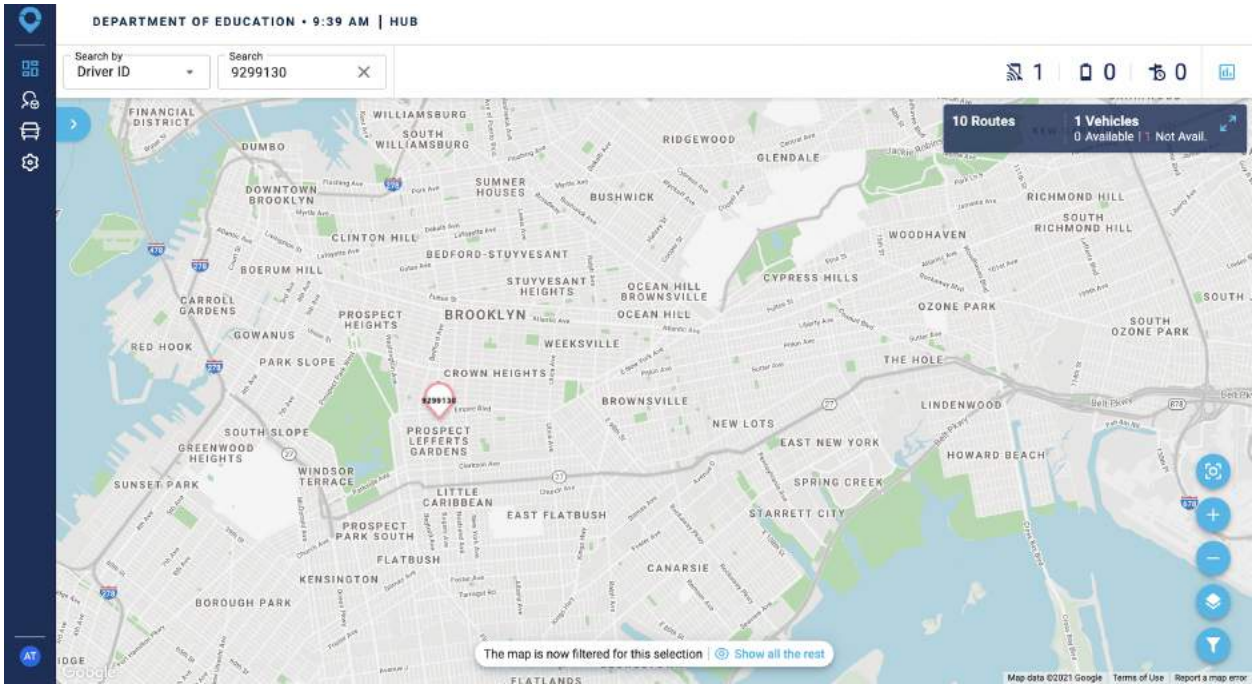
2. If there is a number greater than 0 next to any of these icons in the top right corner, then clicking on the icon should pull up the driver(s) or route(s) that are affected. For example, in the following screenshot, two drivers have lost signal and clicking on the icon brought up their names. Further clicking on each driver should open their driver cards.



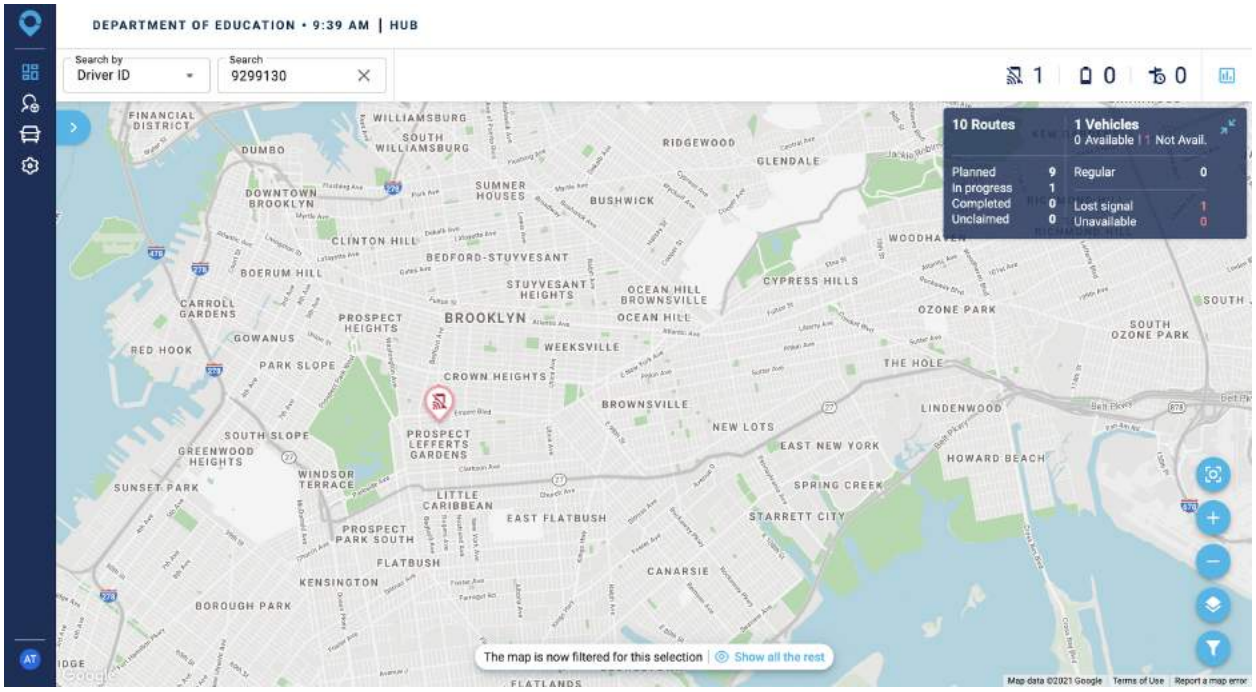
Additional statistics

The Hub also allows users to see key statistics about the live deployment.

1. To see these statistics, click on the little blue graph in the top right corner, next to the key stats. This should give you a quick snapshot of the number of routes that are on and how many vehicles are available.



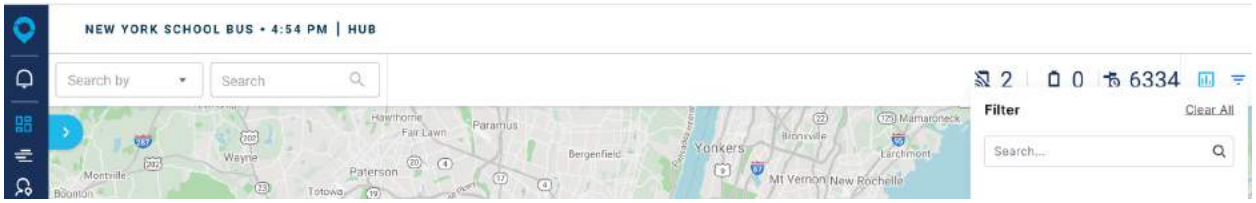
2. Clicking the little blue arrows in the top right corner should expand that window to show more statistics.



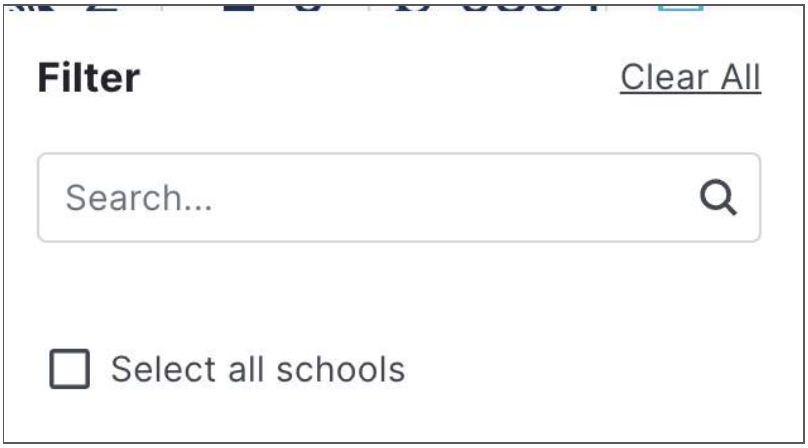
Filters

To narrow the information available in the hub, users can apply filters to track a specific school's routes.

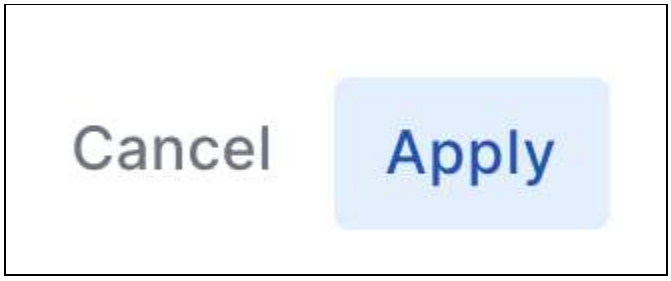
1. Click the filter icon in the far right corner.



2. Search for or manually select the school you'd like to filter for.



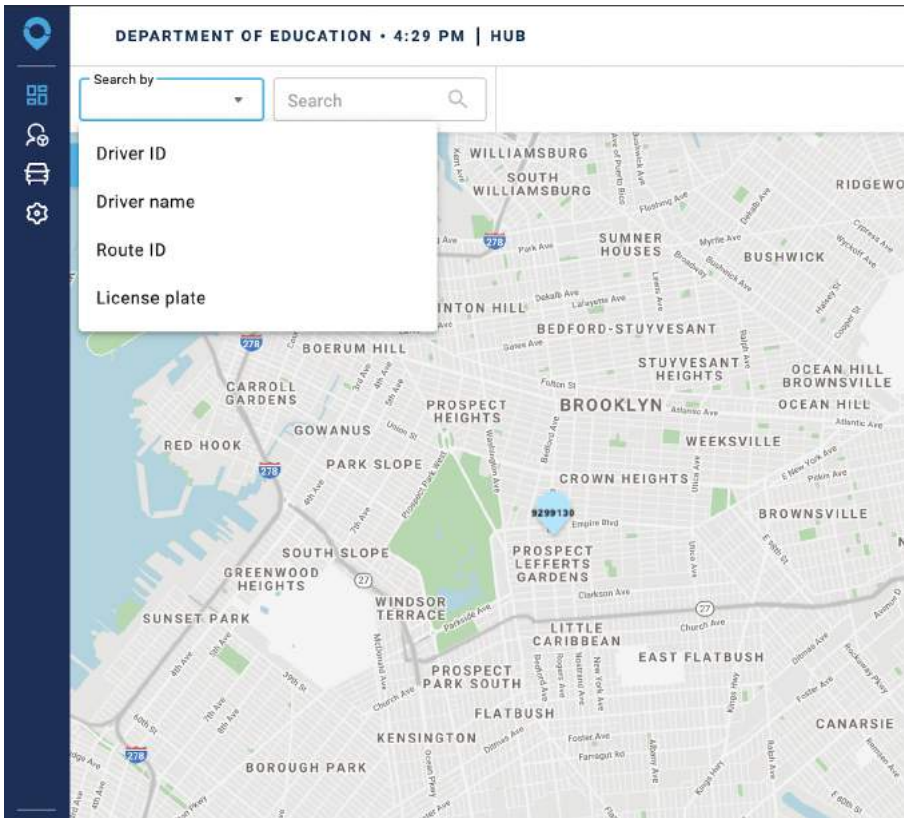
3. Click apply.



Searching in the Hub

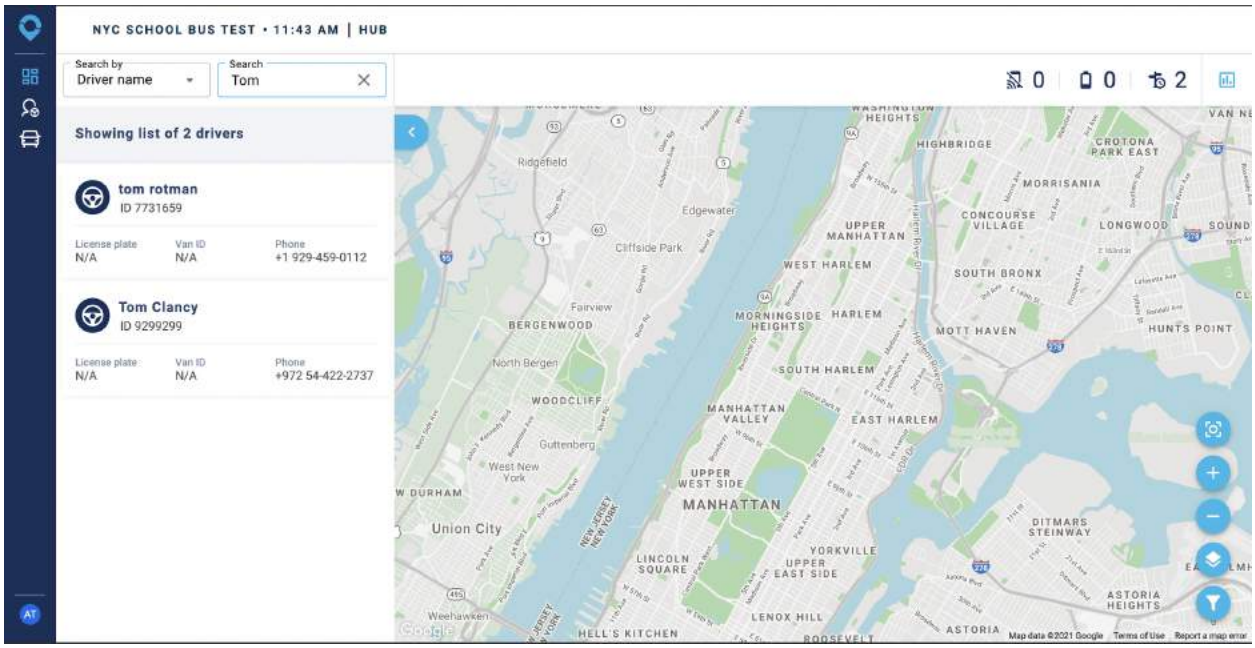
The Hub can be used to search for drivers, routes and buses, regardless of whether they are currently online.

1. To search for a driver, bus, or route, use the drop down menu towards the top left of the Hub and select a field to search by from the options. (Note: search by License plate is not in use for the beta).



2. Enter your search term! Make sure your spelling is correct and that you don't have any typos.

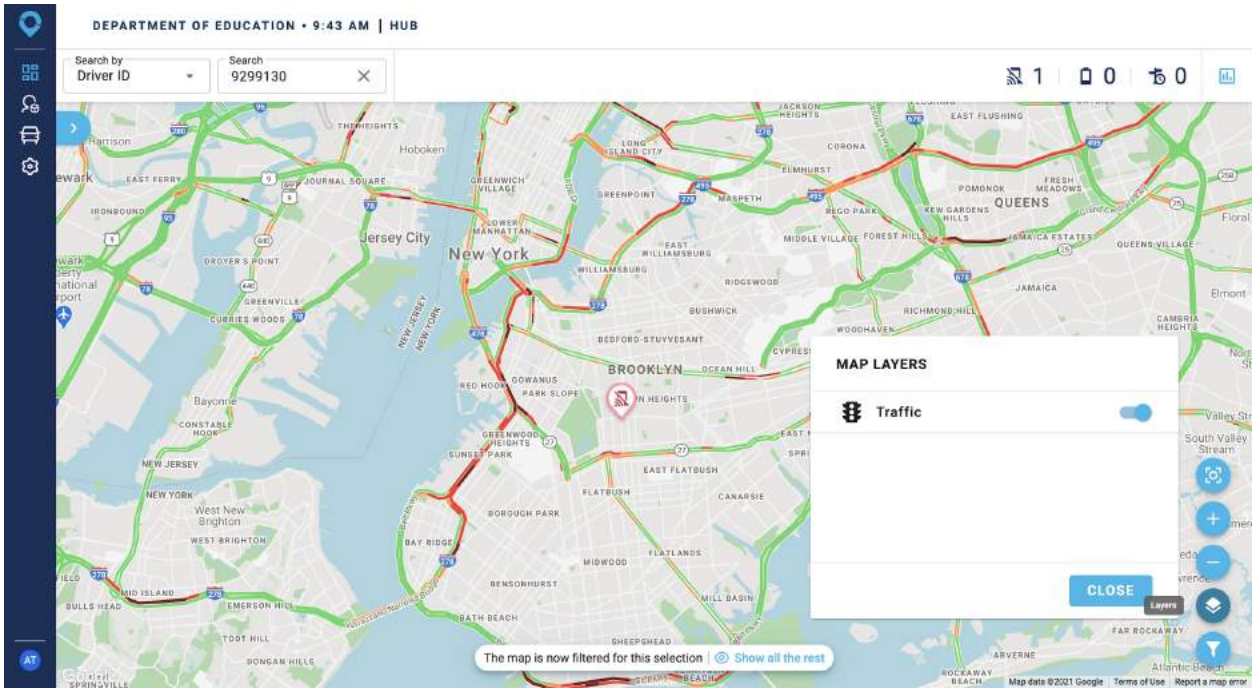
3. If your search term returns one result, the corresponding card should come up (i.e. driver card if search was for a driver, route card if search was for a route, and bus card if search was for a bus). If you searched for a term that corresponds to multiple search results, those should come up as a list from which you can pick the desired result. If there are no corresponding results, a message should come up as a result of the search to reflect this.



Map features

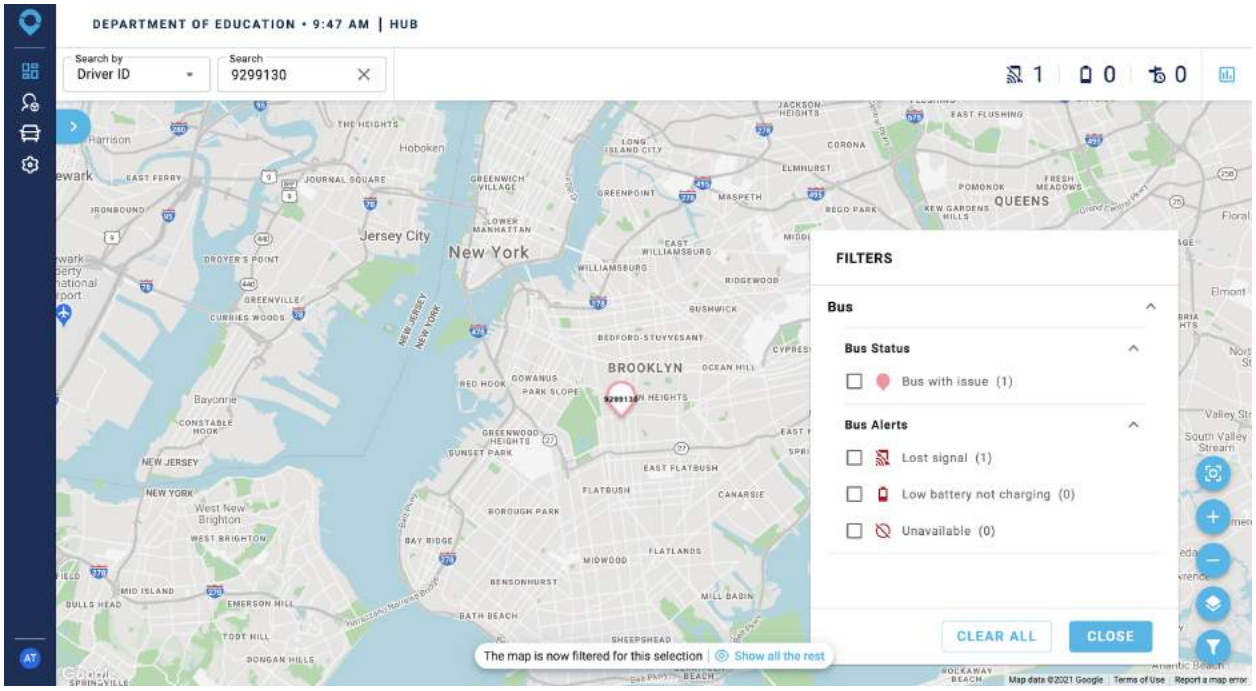
The Hub has multiple toggles that enable users to adjust the map:

1. Re-center: pressing this icon centers the map around New York City.
2. Zoom-in, Zoom-out: Pressing these buttons will zoom in and out of the map.
3. Map Layers: Opening up this menu enables users to apply map layers to the Hub's map. Currently users can select to apply the traffic layer.



4. Filter: Opening the filtering menu gives users access to bus status and bus alert toggles which enable filtering of the map to see relevant vehicles.
    a. Bus alerts: these include lost signal, low batter, and unavailable. If the number next to these alerts is greater than 0, then checking the checkbox by the alert should filter the map view to only show the relevant vehicles.
    b. Bus status: this toggle allows users to filter the map to only show buses that have an issue.

Don't forget to clear any applied filters to return to the full Hub view.

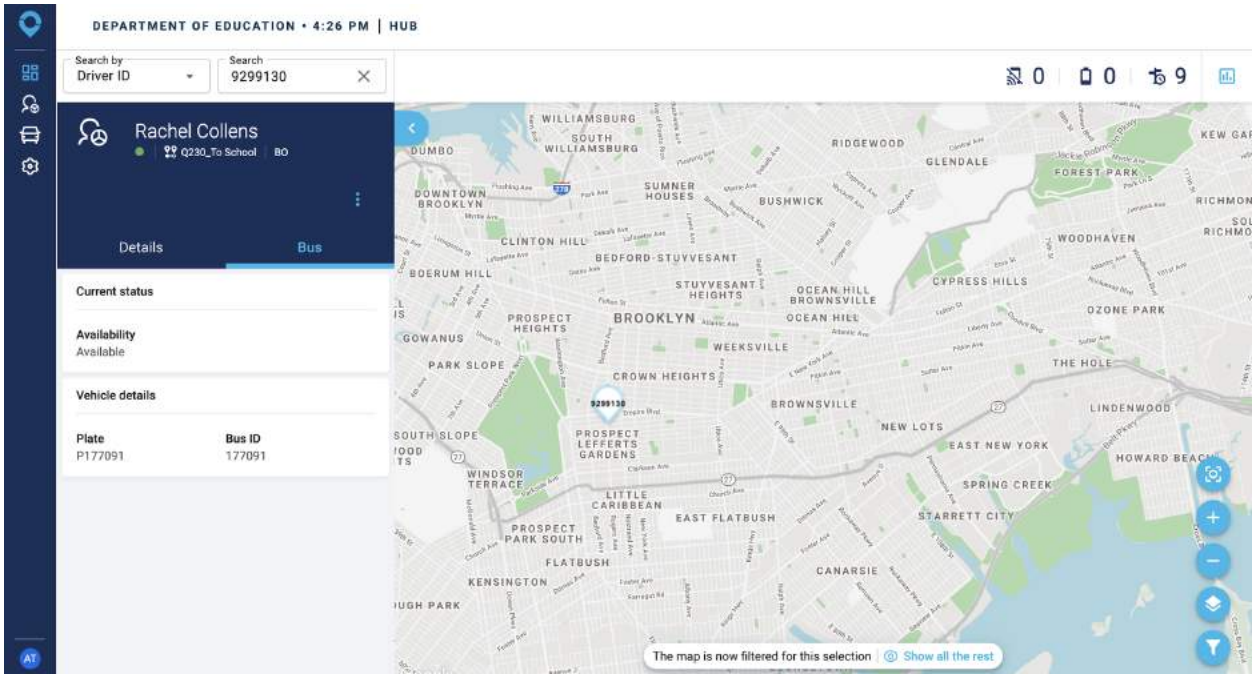


Driver Card

For each driver, users can pull up a card in the hub that includes key information. There are 3 main ways to pull up a driver card:

1. Search for the driver by name or ID using the search feature (see '**Searching in the hub'** in **'Hub'**) and their card should appear on the left side of the screen.
2. Click on the driver's pin on the map if they are live.
3. Search for a route, and click on the driver currently on that route to access their card.

Any of these methods should result in the driver's card appearing in the Hub:



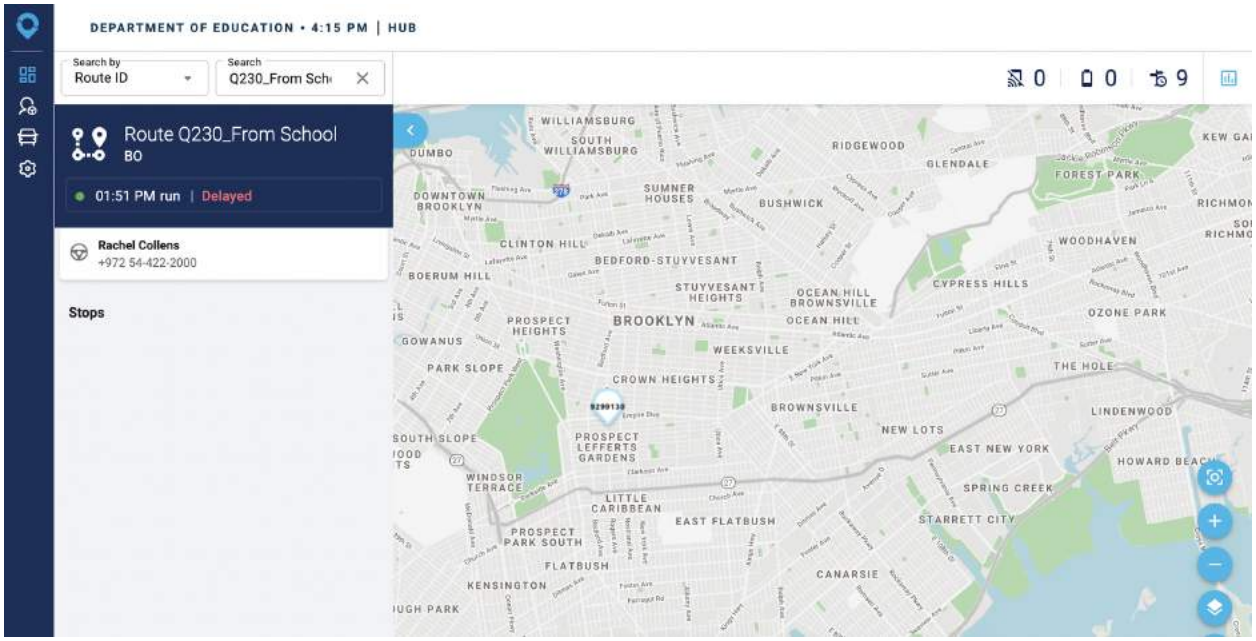
If the driver is online, the driver card should feature a details tab and a bus tab. The details tab has information on the driver including their ID and their device's battery percentage. The bus tab includes details about the bus they are driving including ID and plate.

If the driver is offline, the driver card should still come up but it won't contain any details about the driver's route.

Route Card

For each route, users can pull up a card in the hub that includes key information. There are 3 main ways to pull up a route card:

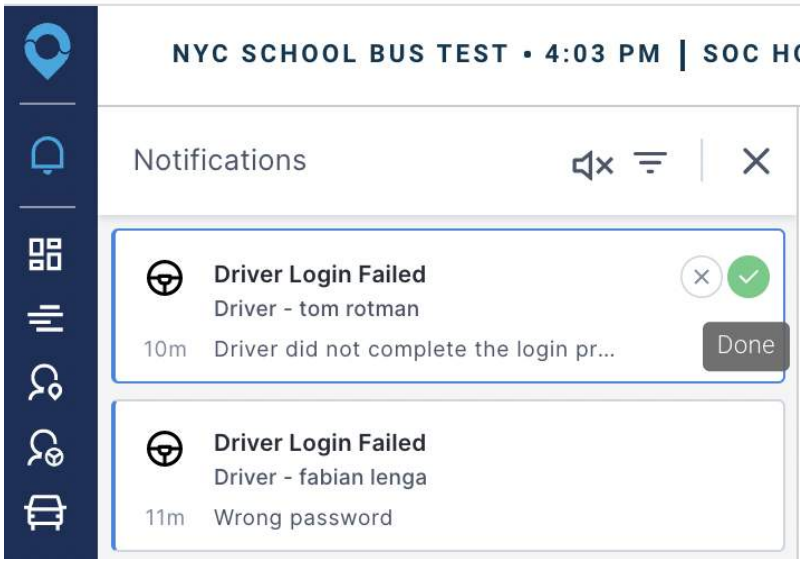
1. Search for the route by route name using the search feature (see '**Searching in the hub'** in **'Hub'**) and the route card should appear on the left side of the screen.
2. From a driver card, if they are on a route, clicking on that route should take users to the route card.
3. If the route is unclaimed, clicking the unclaimed routes icon should bring up the list of unclaimed routes from which users can access each route's card (or directly bring up the route card if there's only one unclaimed route).



Notifications

In the sidebar of the hub, users will see notifications for scenarios when a driver attempts to login and is unsuccessful.

- This feature can be used by dispatchers to identify drivers needing support in near-real time (the notification will appear within 10 minutes of the login attempt).
- Users can indicate that they are handling a notification by clicking on the “+” icon in the top right corner, then they can use the check mark to indicate that the task has been completed.

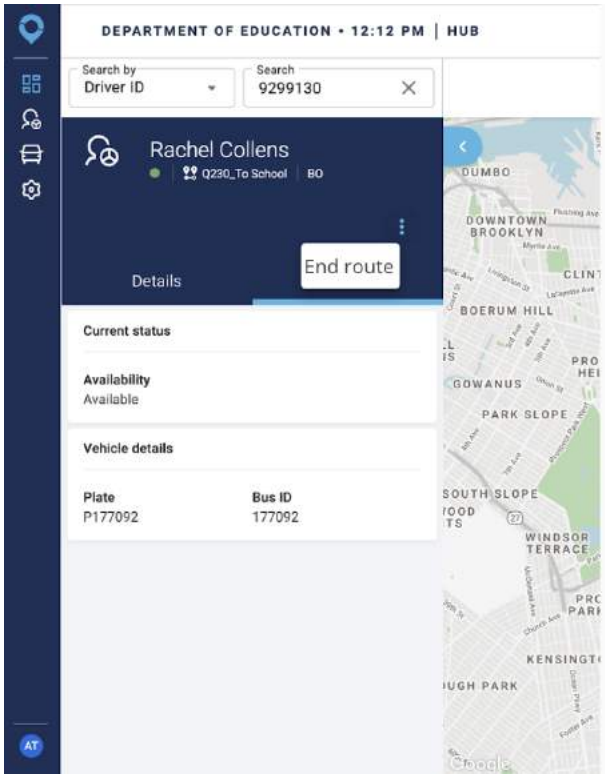


Driver Account Management

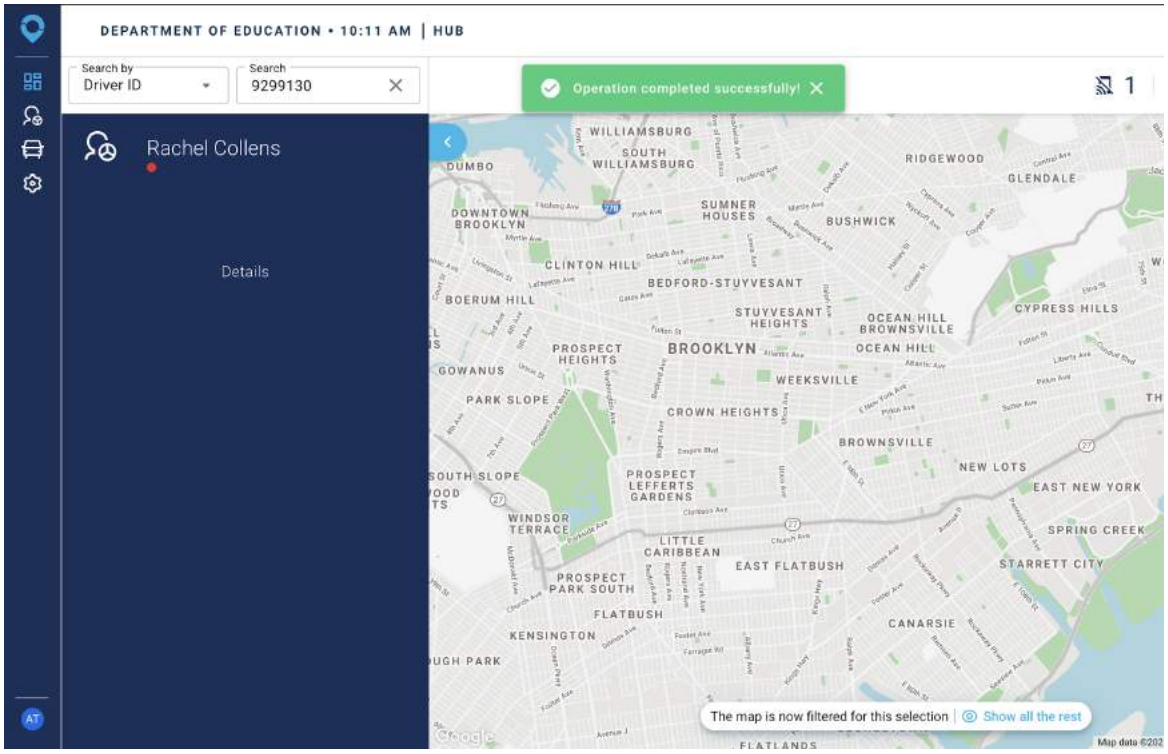
Force ending a route for a driver

If a driver has claimed the wrong route, it might be helpful to end the route for them to ensure the route becomes available again for the correct driver. While drivers can change routes themselves (see **'Changing routes'** in **'Login, Temporary Passwords and Route Selection**') if they notice they've made a mistake, this method can help if they are not aware.

1. Navigate to the Hub (see **Accessing the Hub**)
2. Search either directly for the driver to force log out of the route, or search for the route they are on and navigate to their driver card from there.
3. Once on the driver card, select the three little blue dots and press on 'End Route'.



4. Next you'll get a pop-up window in which you should confirm the action.
5. Once that is done, you should get a success message within a couple seconds.

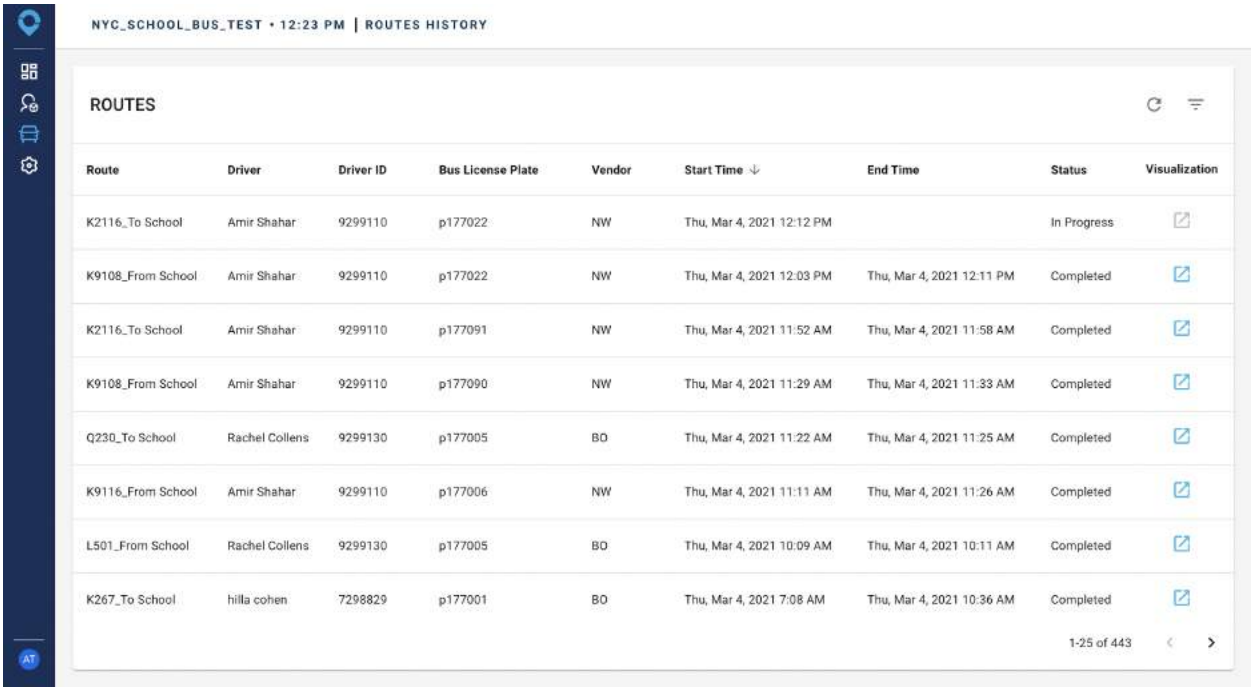


6. Make sure to contact the driver that was just logged out if they are on the road and may not understand why they have been logged out.

Route History

Accessing the Route History

1. On the left sidebar, click on the 'Routes History' section within 'Fleet Management'. Doing so should take users to this page:

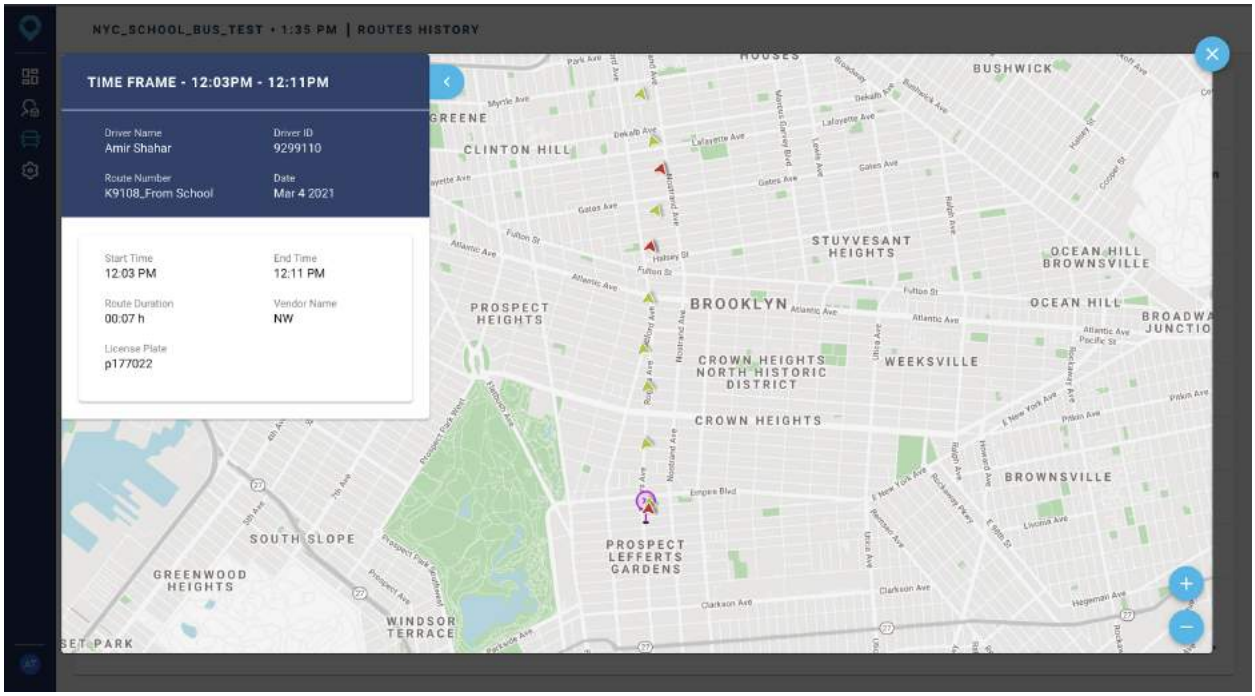


2. The initial view will show the recent history of Routes taken by buses, including driver name, ID, license plate used, route status, and timing.
3. To filter to a specific piece of information, click the three triangular lines in the top right corner.

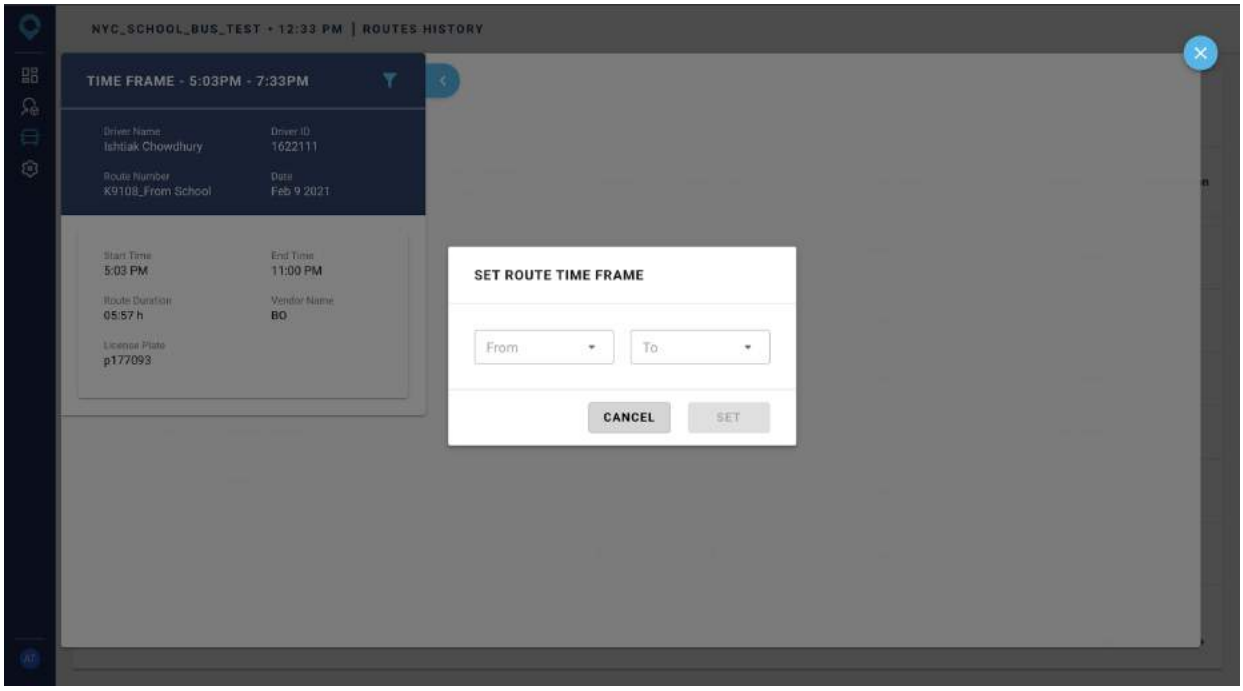
Route History visualization

1. From the route history tab, click the blue icon on the far right of a route to open up a visualization of that route.
2. Doing so will bring up a window that shows the route taken on a map. The arrows on the map each symbolize a heartbeat from the device and are coded with a color indicating the vehicle's speed. Users can hover over a dot to see specific details including: time, speed, and duration. There will also be a box in

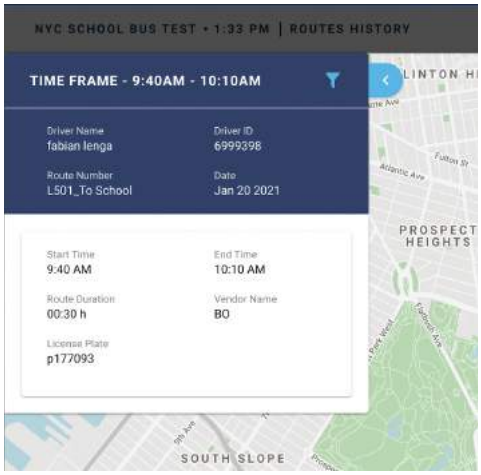
the top right that includes the route's time frame, driver, ID, route number etc.



3. Note: if the record lasted 2.5hrs or more, opening up the visualization will make a window pop up that asks users to select the specific time range they want to see.



4. For routes of any length greater than 30mins, there is always the option to filter the visualization by time frame. To do so, click on the little light blue funnel in the top right corner of the box on the left, and select the desired time frame.

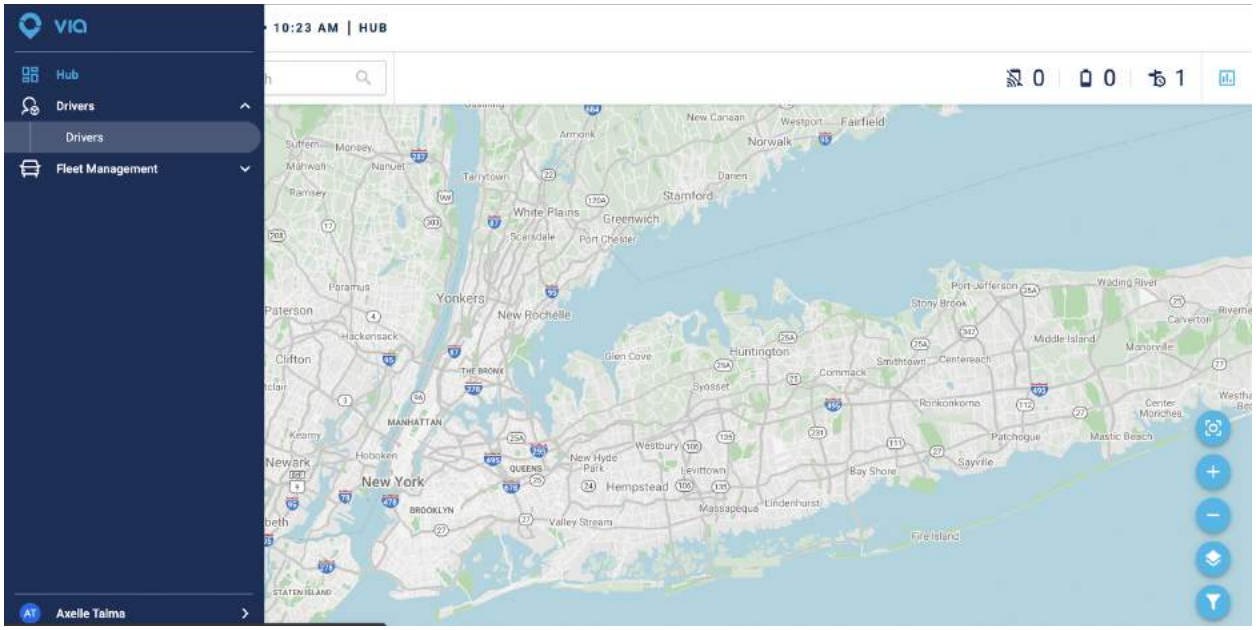


Driver Tab

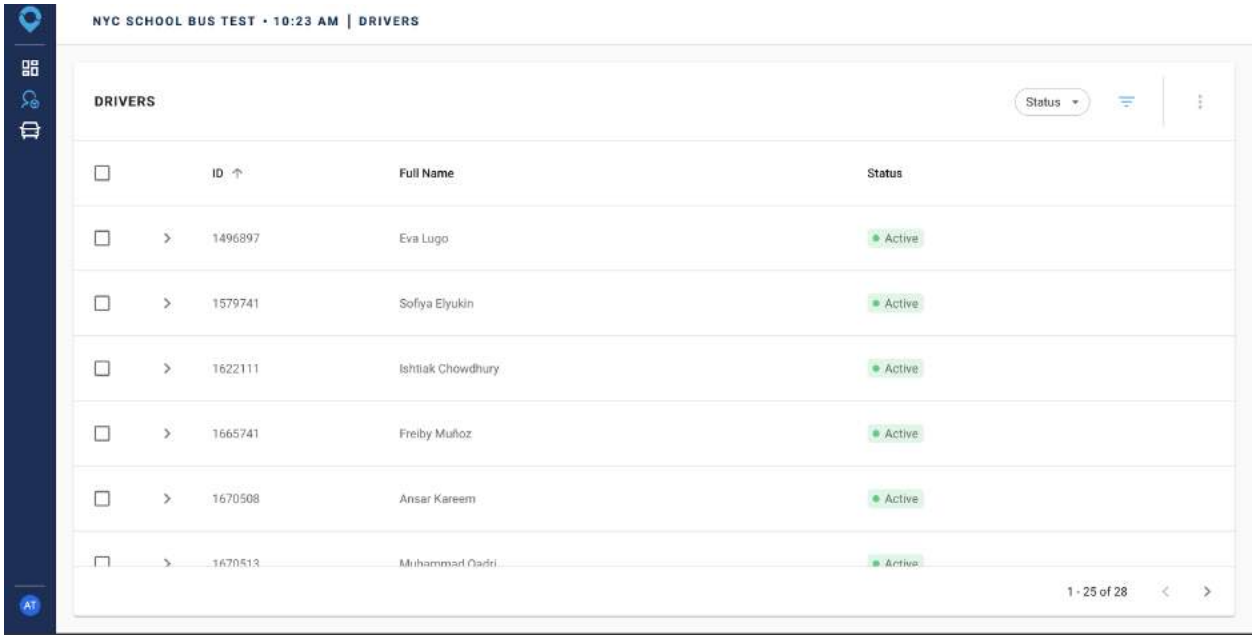
Accessing the Driver tab

The SBC School Operations Center includes a Driver Management Tab from which users can see drivers and reset their password.

1. To access the Driver Mgt tab, select the tab in the sidebar as shown below:



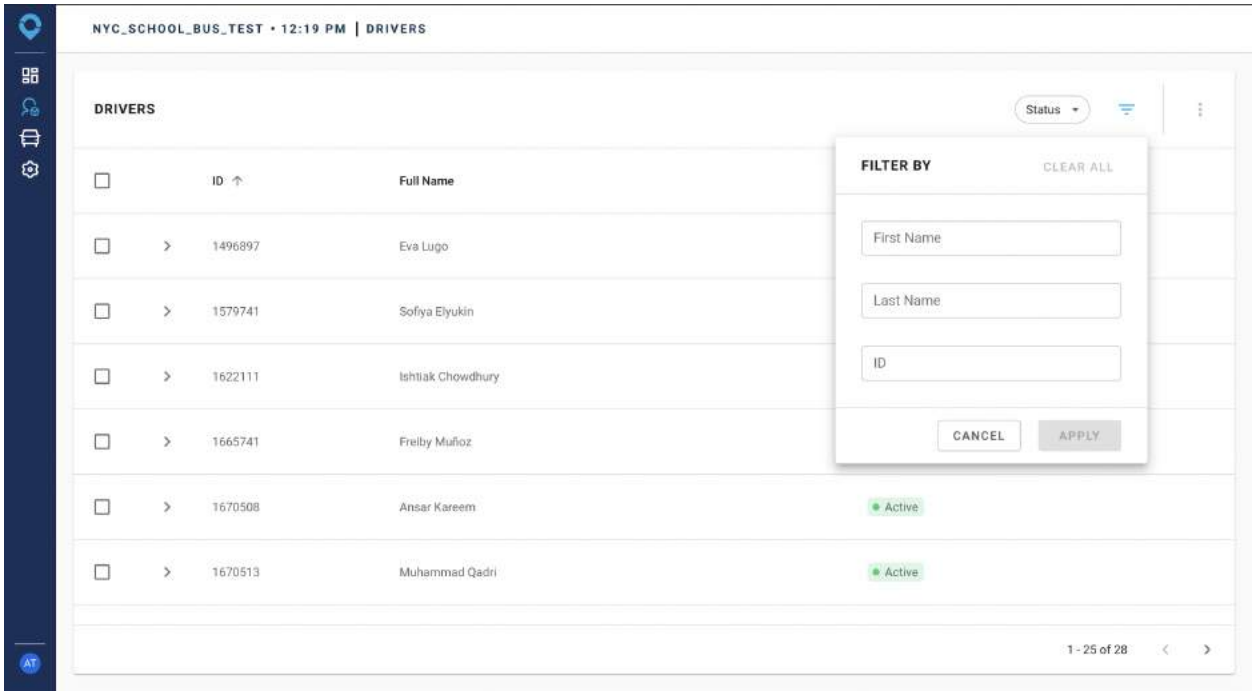
2. Clicking on the tab should direct users to this page.



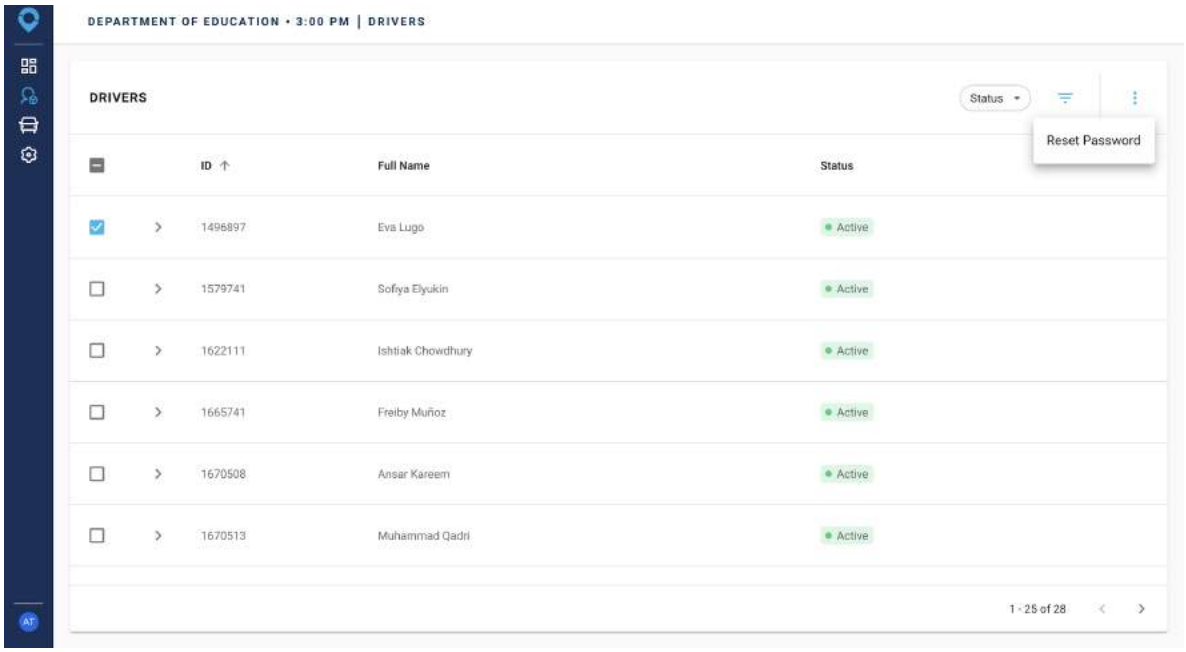
Generating a temporary password (driver password reset process)

If a driver will be logging in for the first time, or if they have forgotten their password, the SBC School Operations Center can be used to reset their password.

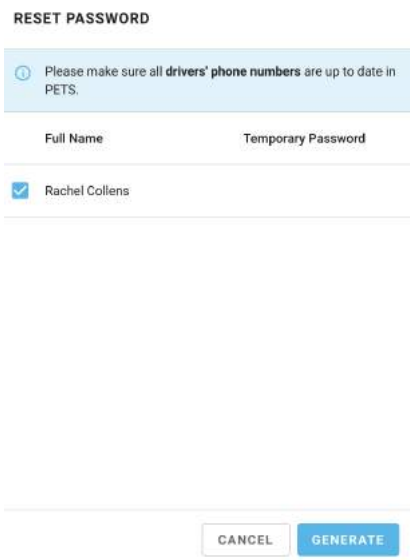
1. Go to the driver tab of the SBC School Operations Center (see '**Accessing the driver tab**' in **Driver Tab**).
2. Search for the driver for whom a temporary password needs to be generated using the search menu which can be accessed by clicking the three blue lines in the top right corner. Searching can be done by first name, last name or Driver ID.



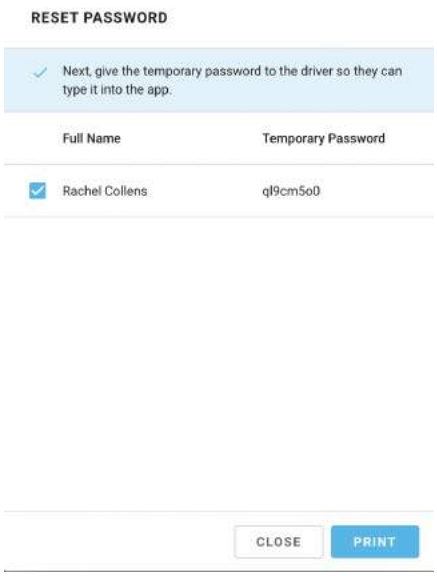
3. Check the box next to the driver(s) for whom a temporary password needs to be generated, and then select the three black dots in the top right corner and from that menu, click 'Reset password'.



4. This will bring up a pop-up window. In this window, check the drivers for whom a password needs to be generated and click on 'Generate'.



5. After pressing generate, a temporary password (made up of lowercase letters and numbers) should appear next to driver names. These can either be printed, or directly communicated to the driver on the phone for example. Note: these passwords are valid for 24hrs.



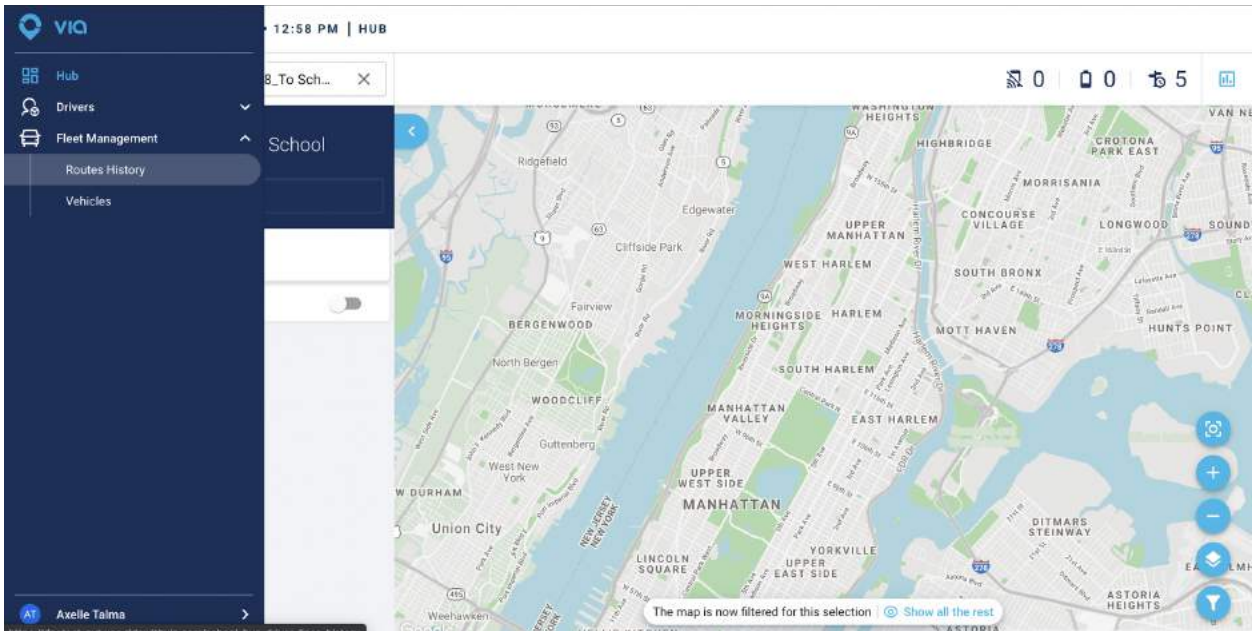
Note: It is not possible to reset the password for a driver whose status in the system is inactive. Doing so will receive a “failed” error message.

Vehicle Tab

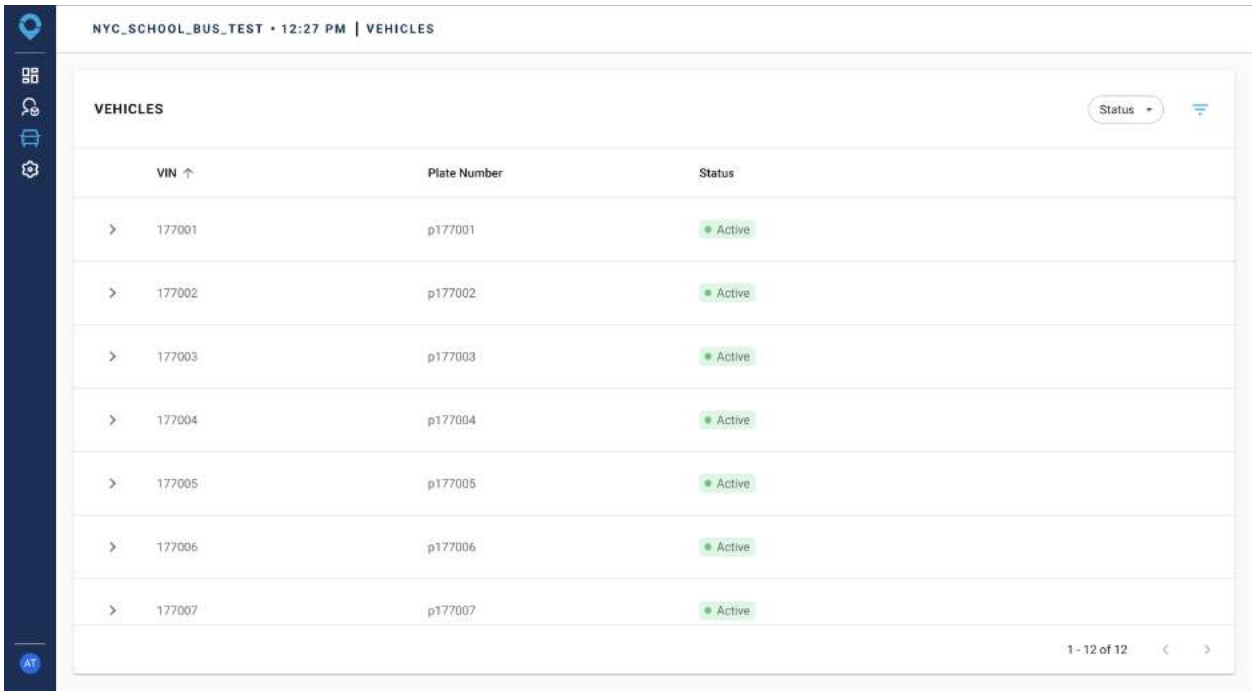
The vehicle tab enables users to see all the vehicles and search for them by status and plate number.

Accessing the Vehicle tab

1. To access the Vehicle tab, select the tab in the sidebar as shown below. The vehicles tab is under Fleet Management in the sidebar.

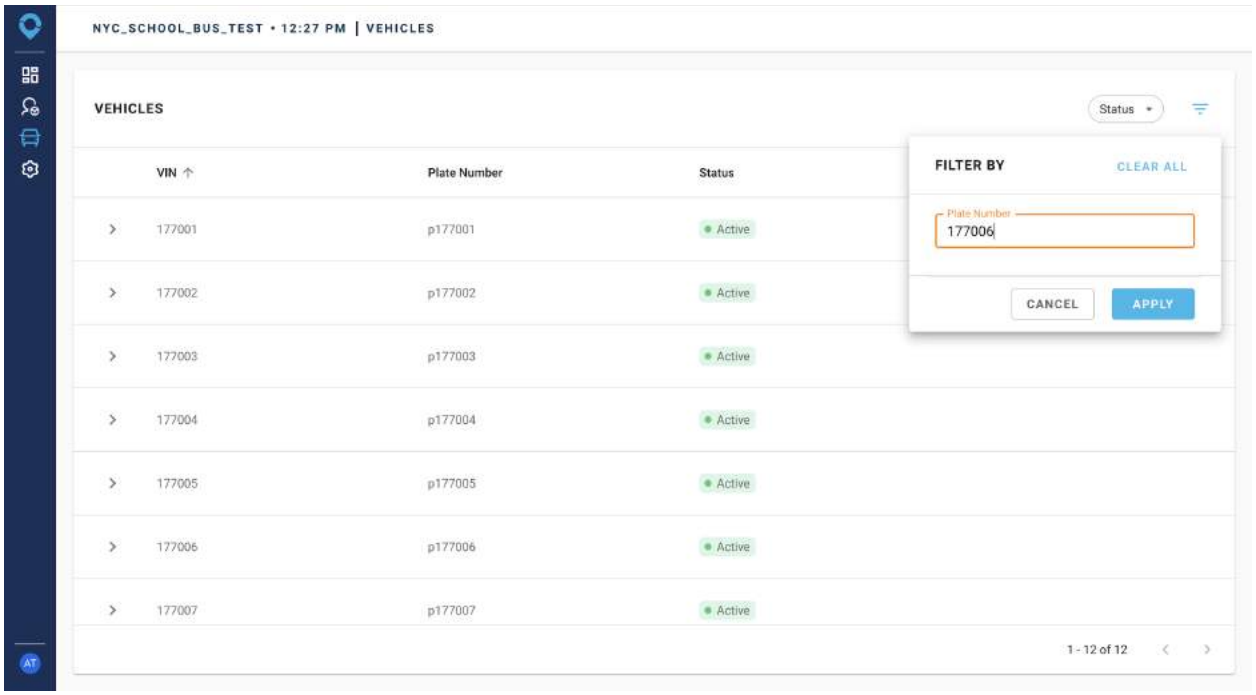


2. Next, you should see a screen with all the vehicles associated with the school bus company. Note: this section is not actively in use during the beta.

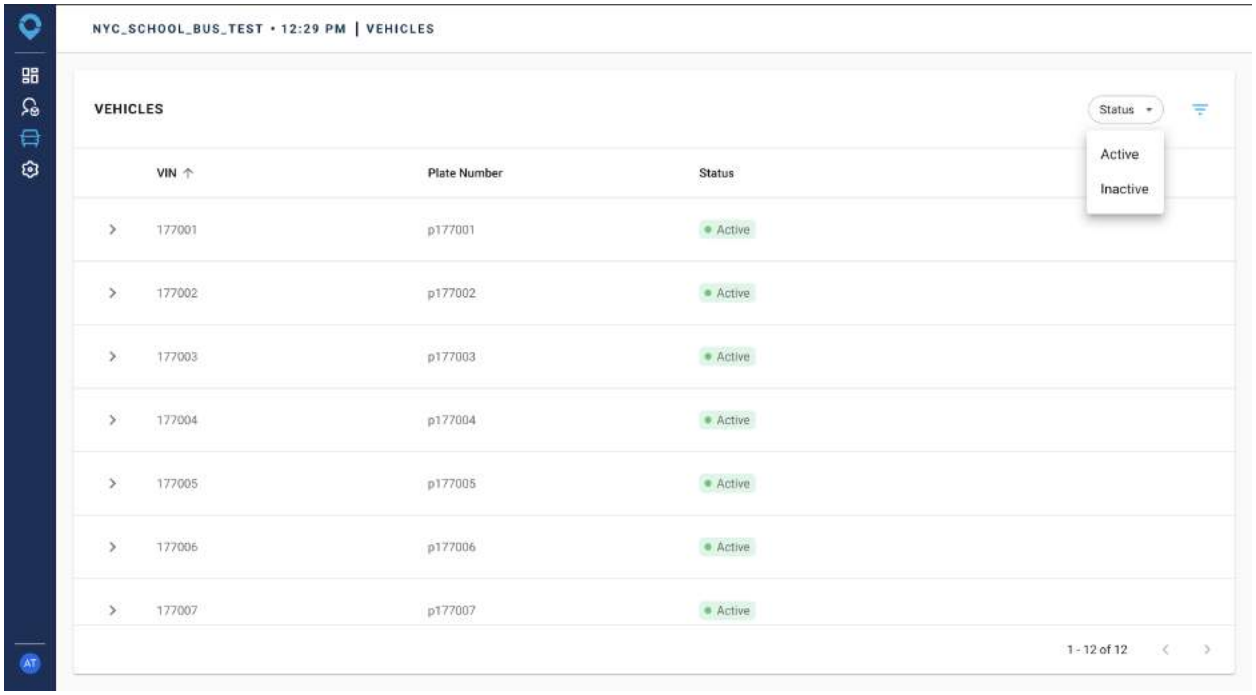


Filtering the vehicle list

1. The list of vehicles can be filtered by plate number. To do so, click on the three blue lines in the top right and enter the desired plate number. Next, press 'Apply'. The results should be filtered to meet the criteria.



2. Users can also filter by bus status using the status button in the top right.

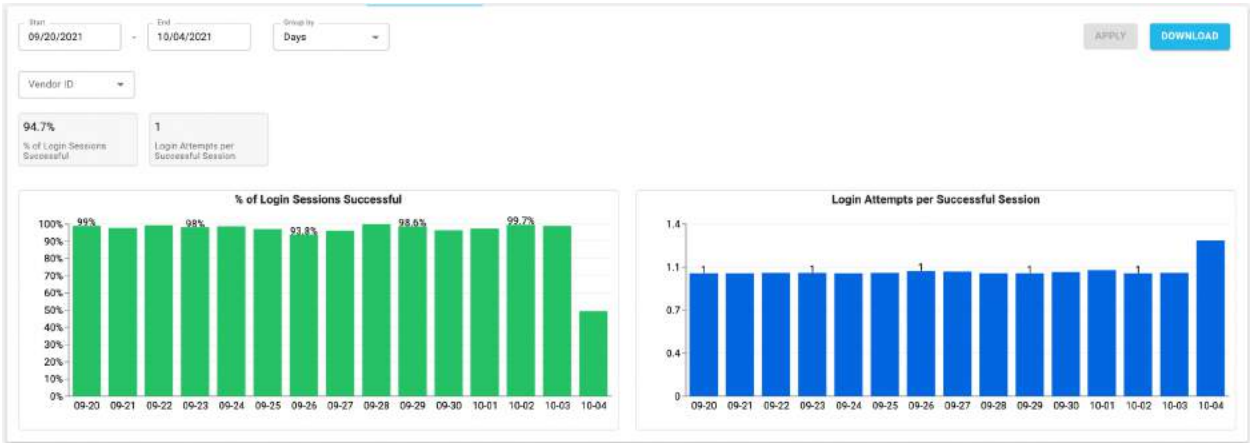


Analytics Section

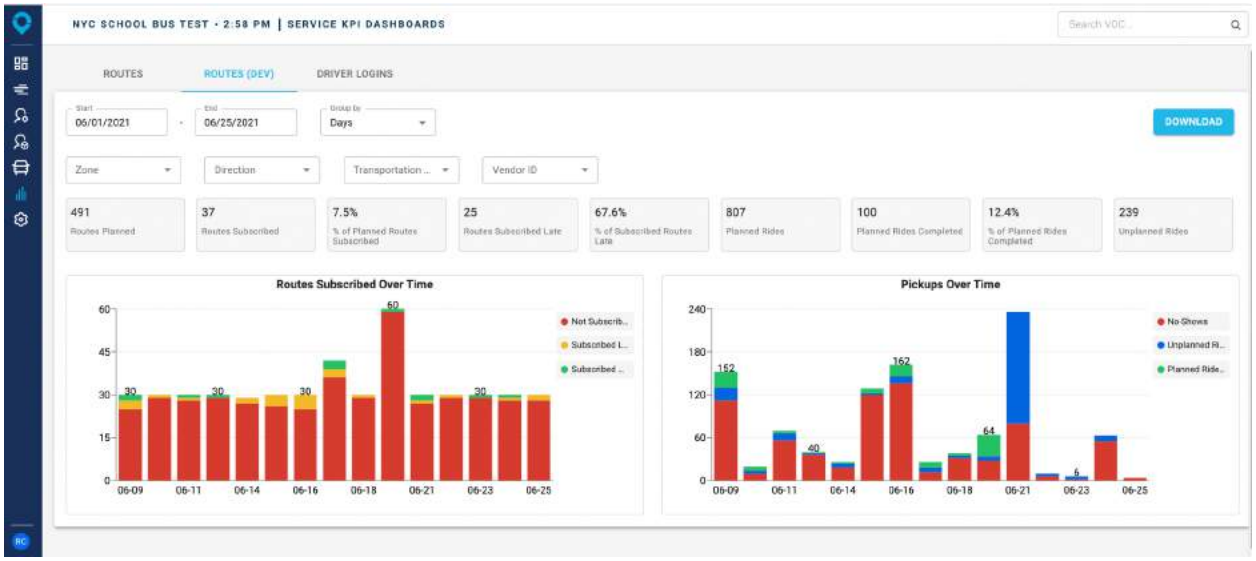
This section contains reporting information so you can tell how your company is doing with the use of the system. The service KPI Reports contain high level, aggregated information; while the data generator section can be used for diving into the details.

Service KPI Dashboards

The **Driver Logins KPI Dashboard** is available to provide users a high level visual of how well the driver login process is going during the defined time period. Use the filters in the top left to adjust the time period or groupings displayed on the dashboard.



The **Routes KPI Dashboard** is available to provide users a high level visual of route subscription rates over the defined time period. Use the filters in the top left to adjust the time period or groupings displayed on the dashboard.



Data Generator

The **Drivers data generator** is available to provide users the ability to examine individual drivers' success and engagement with the login and route subscription process. This data can help identify drivers who might need additional training or support as they adapt to using this system.

The **Driver Login Attempts data generator** is available to provide users the ability to review details of driver login sessions and to view any errors the driver received. This table is more granular than the drivers table, as this one contains a line, time stamp and status per login attempt.

The **Routes data generator** is available to provide users the ability to review information about individual routes on a specific day. Users can identify the route and see whether it was subscribed to. From there, if it was subscribed they can see the driver who performed the route as well as the start and end time for their subscription.

Logging Out

1. To log out, open the sidebar on the left of the screen, navigate to the bottom left and click on the user name.
2. From there, click on "Log out".

On-Vehicle Hardware

Device

Powering the device on and off

1. The device is turned on and off by pressing and holding the button on the side of the device and then following the instructions on screen.



2. Drivers should turn their device off after their PM runs and turn them on again in the morning before their AM runs.

Troubleshooting a device that is not turning on

1. Try restarting the device.
2. Ensure it is charged and/or connected to a power source (when on the bus, the device will only charge when the ignition is on).
3. Check for physical damage.

Replacing a device

1. Find the device number on the sticker on the back of the device, and write this down.
2. Identify a spare device to replace the broken device with, and write down its device number (located on a sticker on the back of the device).
3. Replace the broken device with a spare.
4. Submit a Via support request to inform Via that you've swapped out a device. https://viafornycschools.zendesk.com/hc/en-us.

   Be sure to include the device numbers you've written down for both the broken device as well as the device you've replaced it with. This allows Via to keep track of how many spares are left at your yard and when you will need a new product shipment.

Mount

Adjusting the mount

1. Confirm that the mount needs to be adjusted for the driver to use the device.

   Adjustment to the mount will be limited so that it remains in a position that is optimal for driver use and does not obstruct the driver's view.

2. The ball and socket design of the mount will allow for some slight tweaks. If this is not satisfactory, and placement of the mount itself needs to be changed, notify Via at (917) 336-1328 or submit a request at https://viafornycschools.zendesk.com/hc/en-us.

Physical damage to the mount

1. Confirm that the mount is broken.

   The mount is made out of very sturdy material and should not break easily.
2. In the event that there is physical damage to the mount that impacts its ability to charge the device and secure it in place, notify Via by calling the Vialine at (917) 336-1328 or submitting a Via support request at https://viafornycschools.zendesk.com/hc/en-us.

Wiring

Physical damage to the wiring

1. Adjust the device and make sure it is properly set in the mount and plugged in to charge.
2. Turn the bus on.
3. If the device still does not charge, then there may be an issue with the wiring.
4. Notify Via by calling (917) 336-1328 or submitting a Via support request at https://viafornycschools.zendesk.com/hc/en-us/requests/new.