



*Driver App User Guide for iOS Devices*

## Table of Contents

1	Installation .....	4
2	Login to Convey.....	5
3	Menu Screen .....	6
4	Menu Bar .....	7
5	WalkAround .....	8
6	Completing a WalkAround .....	9
6.1	<i>Select A WalkAround Profile</i> .....	9
6.2	<i>Select A Depot</i> .....	10
6.3	<i>Select A Vehicle</i> .....	10
6.4	<i>Complete WalkAround Questions</i> .....	11
6.5	<i>Reporting A Defect</i> .....	12
7	Previous WalkAround Checks .....	14
8	Vehicles .....	17
8.1	<i>Add Vehicle</i> .....	17
8.2	<i>Select Default Vehicle</i> .....	18
9	Contacts .....	18
10	Sync .....	18
11	Defects .....	19
11.1	<i>View Defect</i> .....	19
11.2	<i>Rectify a Defect</i> .....	20
11.3	<i>Reset Defect Status</i> .....	22
12	Tachograph .....	23
12.1	<i>Driver Availability</i> .....	24
12.2	<i>Tachograph Records</i> .....	24
12.3	<i>Infringements</i> .....	25
13	Contacts .....	26
14	Sync .....	26
15	Appendix.....	27
15.1	<i>WalkAround Profile Types</i> .....	27
16	Troubleshooting.....	27
16.1	<i>Installation</i> .....	27
16.2	<i>Login</i> .....	27
16.3	<i>WalkAround</i> .....	28

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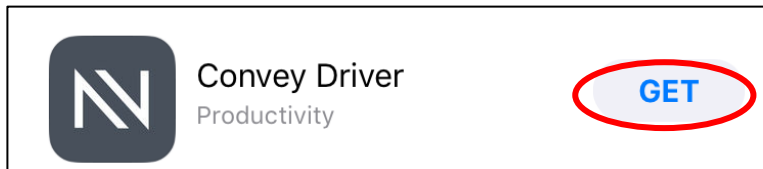
<b>16.4 Previous WalkAround .....</b>	<b>28</b>
<b>16.5 Vehicles .....</b>	<b>28</b>
<b>16.6 Defects .....</b>	<b>28</b>

## 1 Installation

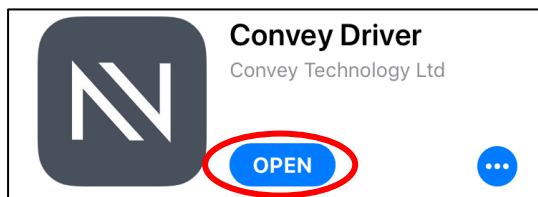
The Convey Driver App is available to download and install from the App Store



- Search for 'Convey Driver'
- Tap 'Get'



- Your device may ask for your permissions to access certain areas of your phone e.g. Camera, simply tap 'Allow'
- Once the App is installed, tap 'Open' from the Play Store or open the App from your main menu

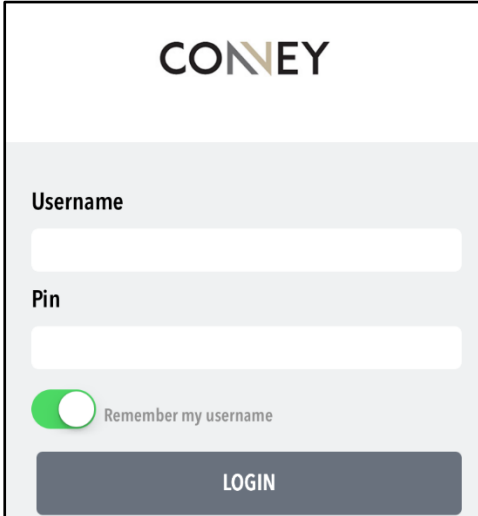


## 2 Login to Convey

To login and use the Convey Driver App you need to have an account. You should have received your unique username and 4-digit numeric PIN. If you have not received these details, contact your manager or your Convey Driver App provider.

### To Login:

1. Enter Username and PIN - you can toggle the 'Remember my username' button so the App remembers the last Username
2. Tap 'Login'

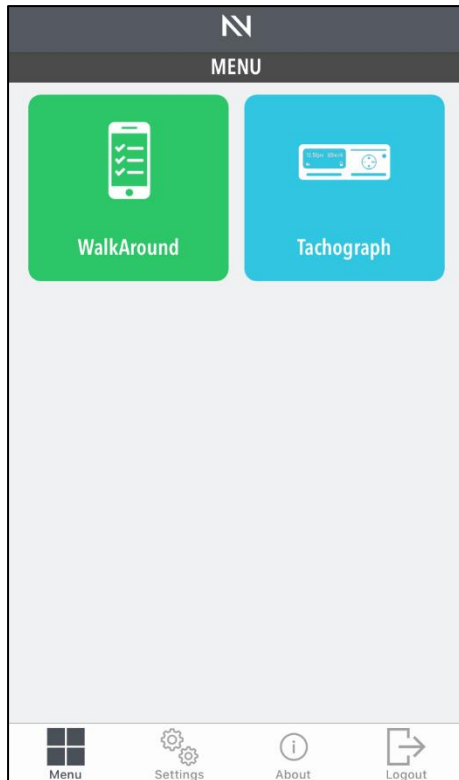


Once you have logged in, the App will validate your account details and synchronise data with the Convey Website.

This process can take 20-30 seconds depending on the speed of the device's connection to the Internet.

### 3 Menu Screen

Once you have successfully logged in you will be taken to the 'MENU' page. If you have multiple modules assigned to you, they will be displayed as shown below.



If you only have one module you will be taken straight to the 'HOME' page of that module.

## 4 Menu Bar

At the bottom of the screen you will see 4 icons. Tapping on each one will take you to different areas.



### Menu

- This will take you to the main 'Menu' screen. If you have multiple modules, tapping this from your current module home screen will take you to the modules menu.

### Settings

- Here you can toggle the 'Remember my username' button to allow the App to remember your username

### About

- Here you can see the App information

### Logout

- This will log you out of the app

If you have multiple modules you will see the 'Menu' button change to 'Home'



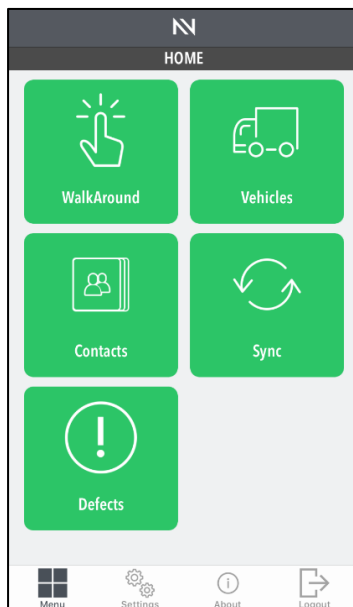
### Home

- This will take you to the 'Home' screen of the current module

## 5 WalkAround

If you have multiple modules and select 'WalkAround' you will be taken to the WalkAround 'Home' screen as shown below.

If you only have the 'WalkAround' module assigned to you, when you log in you will see the below screen:



### WalkAround

- This is where you can record a new WalkAround or view previous WalkAround Checks.

### Vehicles

- This allows you to view the vehicles that have been assigned to your depot(s). Vehicles are created and managed on the Convey Website. If you are using a vehicle that isn't listed, you can create a new vehicle using the App\*

### Contacts

- This allows you to view useful contact details provided by your employer. Contacts will be created and managed on the Convey Website.

### Sync

- This allows you to synchronise data between the App and Convey Website.

### Defects

- This displays any outstanding defects recorded against vehicles assigned to you. You can also rectify defects here\*\*

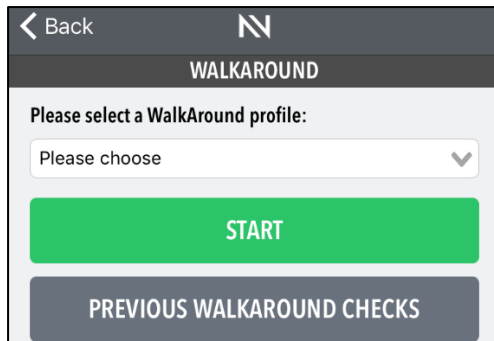
*\* Vehicles can be added providing you have the right user permissions and the option is enabled on the Convey Website. \*\* The 'Defects' button will only be visible if this option is enabled on the Convey Website, and the driver has the right user permission*



## 6 Completing a WalkAround

### 1. Tap WalkAround

You will then see the screen below:



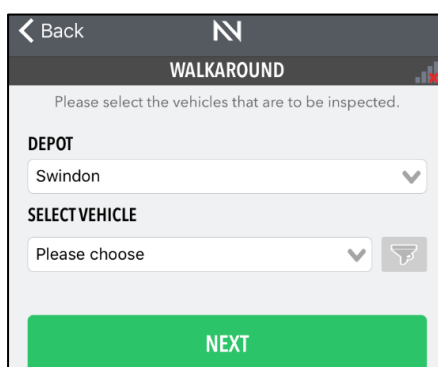
#### 6.1 Select A WalkAround Profile

- Select the correct WalkAround profile\* for your type of vehicle from the list and tap 'Done'



- Once you've chosen your WalkAround profile, tap 'Start'

You will then see the screen below




*\*For this guide we will be using 'HGV Standard WalkAround'*

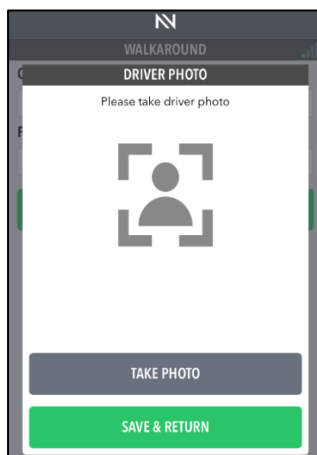
## 6.2 Select A Depot

- Select your depot from the list, if you only have 1 depot this will already be selected for you

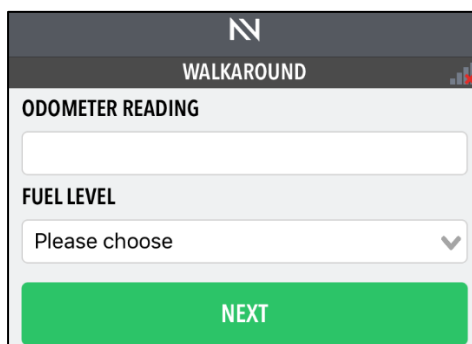
## 6.3 Select A Vehicle

- Select your Vehicle from the list, if you have a default vehicle saved this will be already selected for you
- If your list contains too many vehicles you can filter the results by using the filter button  and searching by registration number
- If you require a Trailer, select the Trailer from the list. If the list contains too many trailers you can use the filter button. If there are no trailers in the list, the trailer list will be hidden
- Repeat the last step if you want to add an additional trailer
- Tap 'Next'

You may be asked to take a 'Driver Photo'. This is an optional feature which is managed on the Convey Website. Once you have taken your photo, tap 'Save & Return'



You will then see the below screen






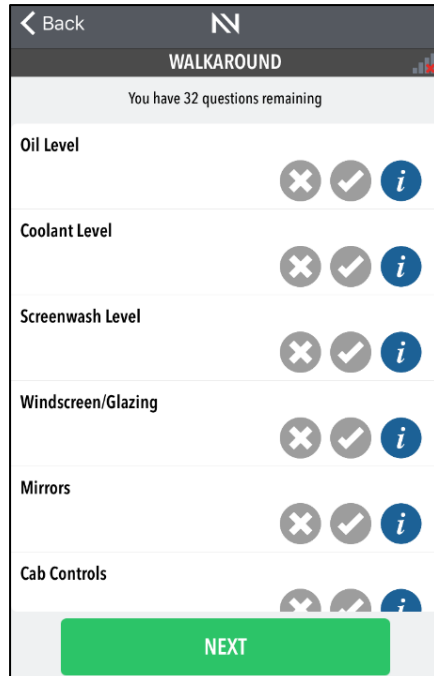
### 2. Enter Odometer Reading


### 3. Select 'Fuel Level' from the list

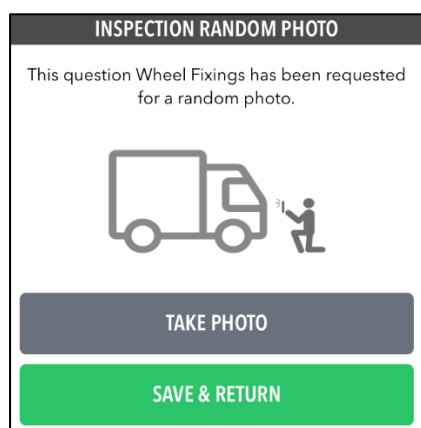
## 4. Tap 'Next'

### 6.4 Complete WalkAround Questions

- Work through the list of questions and select relevant ,  or  if the question is not applicable



- If you need more information on the criteria for a check, tap the  button and more information will show below the question
- At some point during the WalkAround, the App will randomly ask you to take a photo of the current check you are doing\*



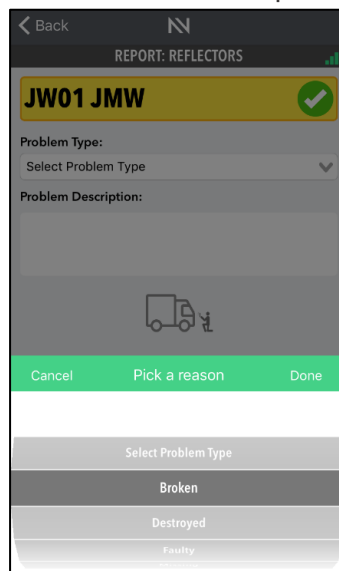
\*The App will only ask you for a random photo if this option is enabled on the Convey Website

- If you come across a defect, a pop up will be presented as shown below



## 6.5 Reporting A Defect

- Choose the defect problem type from the list



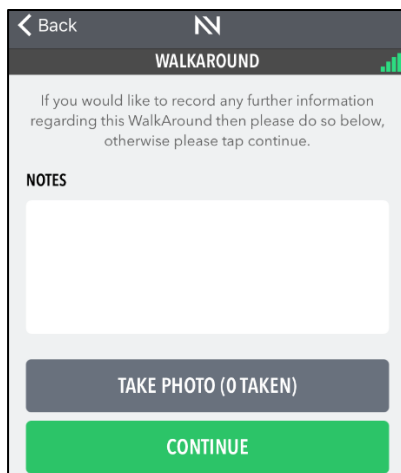
- You will then need to enter a brief description of the problem



- You will also have the option to take a photo of the defect. Sometimes it will be mandatory to take a photo of the defect. If you choose to take a photo, you will need to tap 'Use Photo' if the image is OK or 'Retake' if the image is poor
- If you are happy you have collected all the information regarding the defect, tap 'Save and Return'

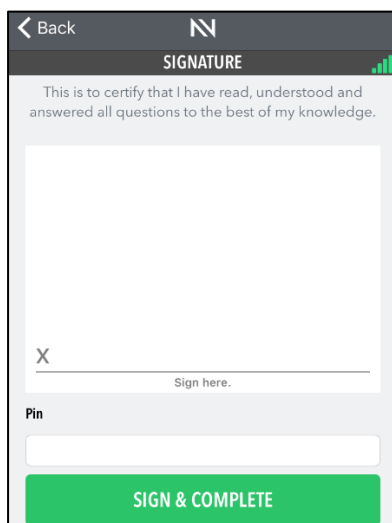
**10. Once all WalkAround Questions have been answered tap 'Next'**

**11. You will then have the option to record any additional information in the 'Notes' field and take any additional photos**



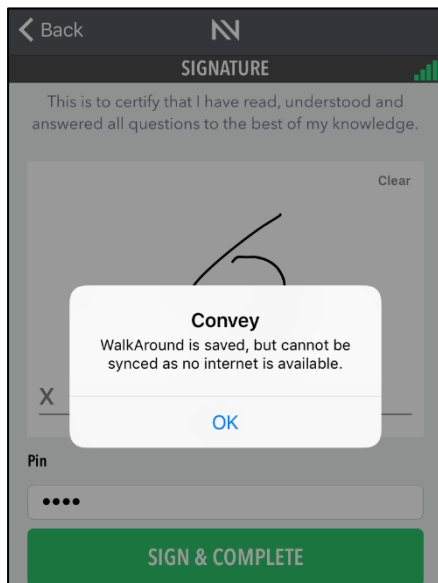
**12. Tap 'Continue'**

**13. Sign in the 'Signature' field using your finger/stylus and enter your PIN**



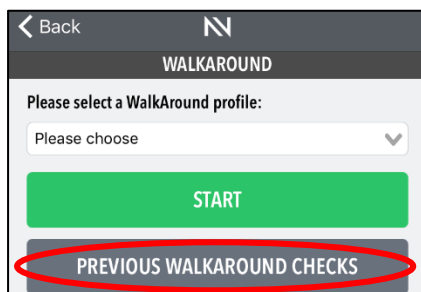
**14. To complete your WalkAround tap on 'Sign & Complete'**

**15. The device will then sync your WalkAround to the Convey Website. If you have no Internet connection, you will see the below message. The WalkAround will be saved but you will need to sync the device when Internet connection is next available.**

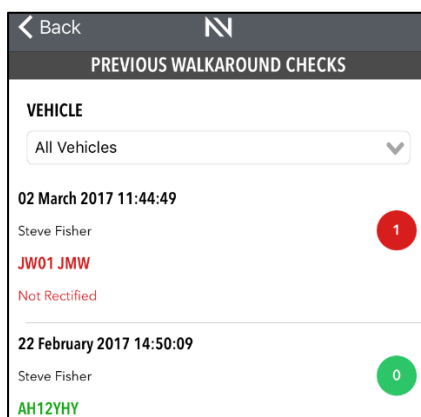


## 7 Previous WalkAround Checks

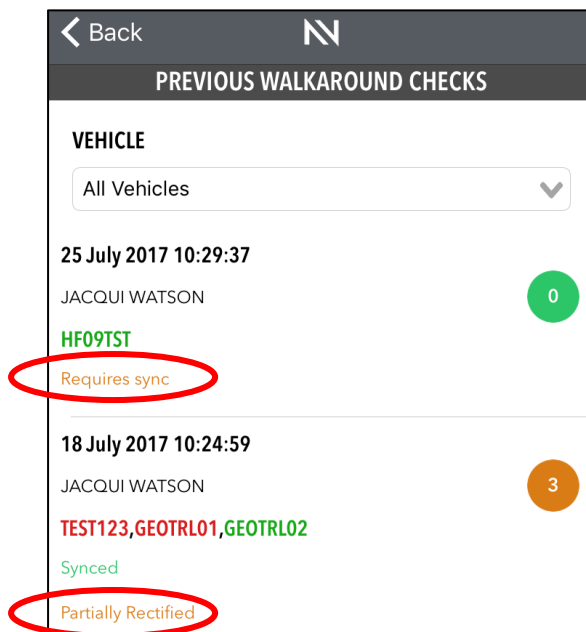
To view 'Previous WalkAround Checks' tap the below button



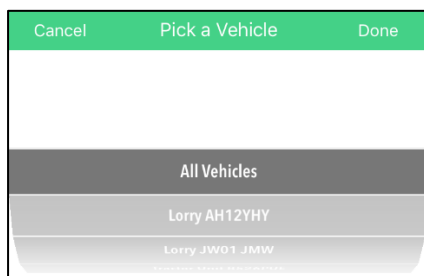
You will then see the screen below which shows you a list of all your completed WalkArounds.



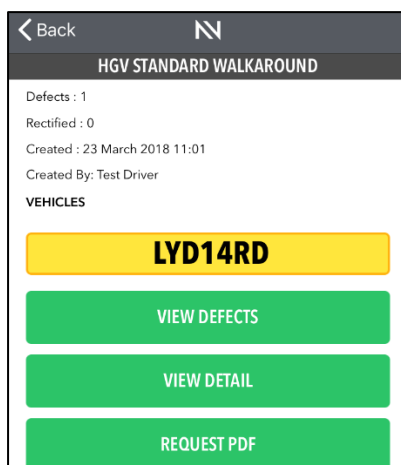
If you previously completed a WalkAround but had no Internet connection, you will see the WalkAround with a 'Requires sync' message. Once you have completed a sync, the message will change to 'Synced' to show that the WalkAround has been sent to the Convey Website.



The list can then be filtered by choosing a vehicle from the 'Vehicle' list



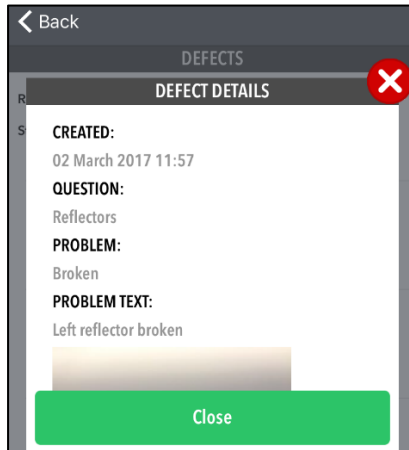
Once you have selected a previous WalkAround you will see the screen below



If there are defects showing against that vehicle you can view these by tapping 'View Defects'

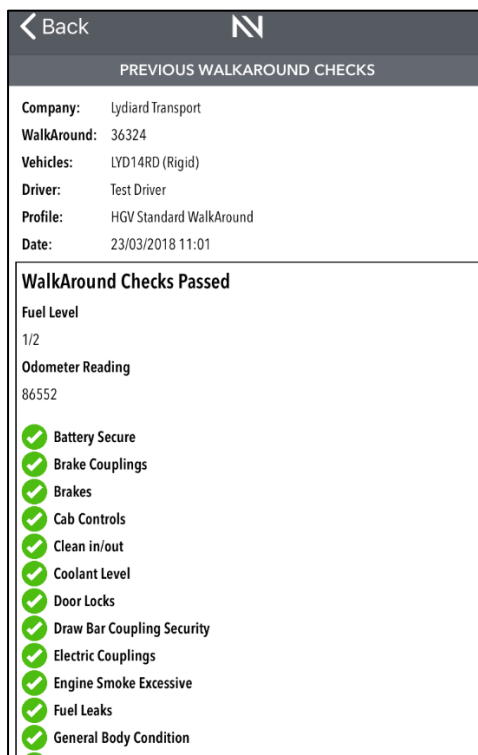


To view more information on a defect, tap on the item to get the screen below



To see all details of the previous WalkAround and how the checks were answered, click 'View Detail'.

You will then see the screen below detailing the WalkAround:

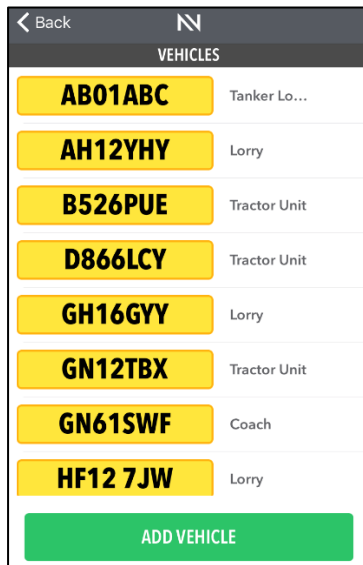


You can also request a copy of a previous WalkAround by tapping on 'Request PDF'. You will then need to enter an email address and tap 'Request PDF'. The app will require a sync for the PDF to be sent.



## 8 Vehicles

Here you will see all vehicles assigned to your depot(s).

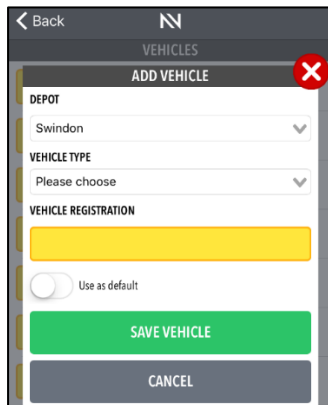


If your vehicle is not displayed in the list, this could be for a variety of reasons. If this is the case, please refer to Troubleshooting section.

If you have the right user permissions and the option is enabled on the Convey Website, you can add a vehicle here.

### 8.1 Add Vehicle

- Tap 'Add Vehicle'
- You will then see the screen below

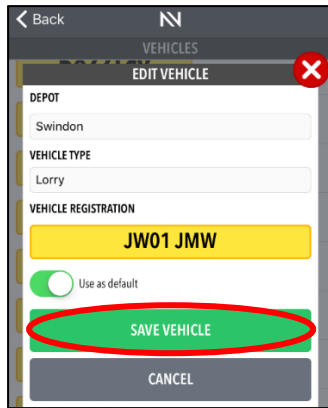


- Select 'Depot' from the list, if you only have one depot this will already be selected for you
- Select 'Vehicle Type' from the list
- Enter 'Vehicle Registration'
- If this is the Vehicle you regularly use you can choose to have this as your default vehicle by toggling 'Use as default' button
- Tap 'Save Vehicle'

## 8.2 Select Default Vehicle

If you have several vehicles showing in 'Vehicles' you can select one of them to be your default Vehicle for future WalkAround Checks.

- Select a Vehicle by clicking on the registration number
- Toggle the "Use as default" button
- Tap 'Save Vehicle'



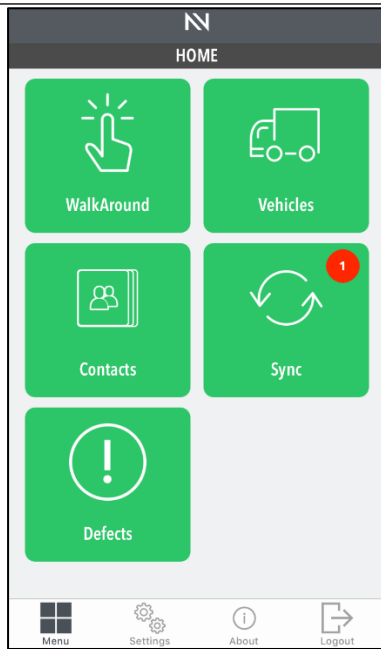
When you return to the 'Vehicles' page you will notice a green tick ✓ against your default vehicle, this will be used as your default vehicle in future WalkAround Checks.

## 9 Contacts

Tapping the 'Contacts' button from the home screen shows you a list of useful contact details provided by your employer/company. Selecting one of these contacts will bring up their contact details and allow you to call the contact from your device. These are added and managed on the Convey Website.

## 10 Sync

If you have items that require a sync, a notification will appear on the 'Sync' button on the Home screen. The notification will show a count of how many items need syncing. Once you have completed a sync the notification will disappear.



Tapping the 'Sync' button from the home screen allows you to do a manual sync. This will sync your device with the Convey Website.

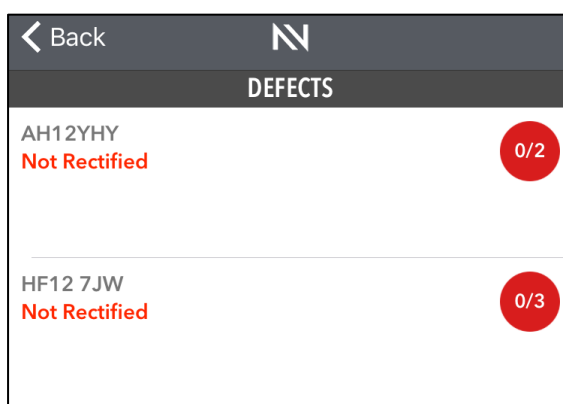
- Tap 'Sync and Upload'

The App will tell you when the device was last synced and if it was successful or not.

## 11 Defects

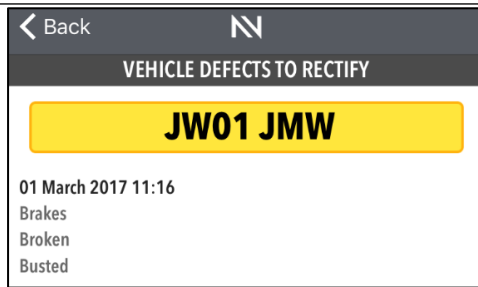
You will only be able to access the 'Defects' section if this option is enabled on the Convey Website, and the driver has the right user permission.

Tapping the 'Defects' button from the home screen allows you to see a list of vehicles that have had defects recorded against them.



### 11.1 View Defect

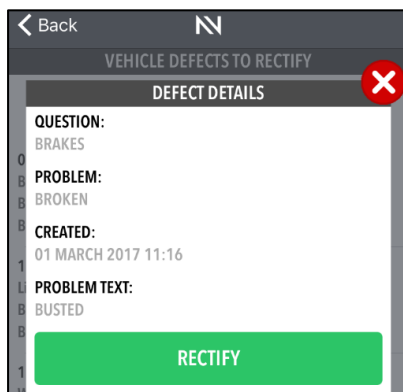
- To view a defect, click the registration number of the vehicle you want to view, and you will see the screen below.



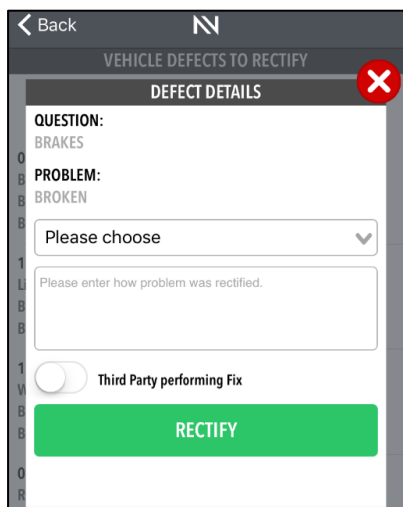
- Tap on the item to view the defect details

### 11.2 Rectify a Defect

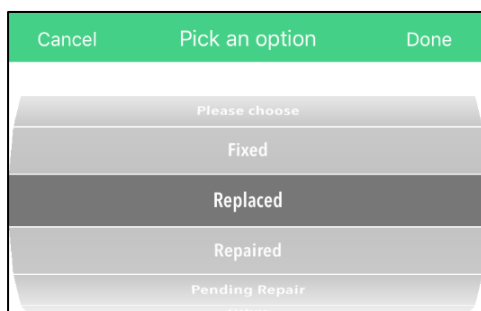
- You can rectify the defect here by tapping on 'Rectify'.




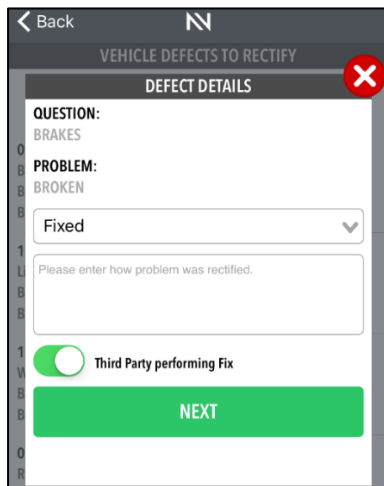
- You will then see the screen below



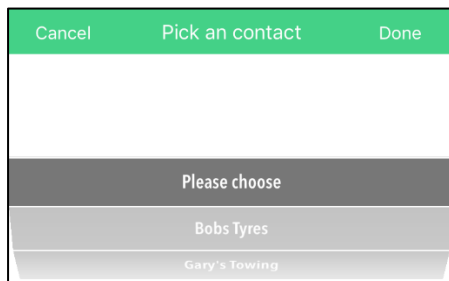
- Select how the defect was rectified by choosing an option from the list



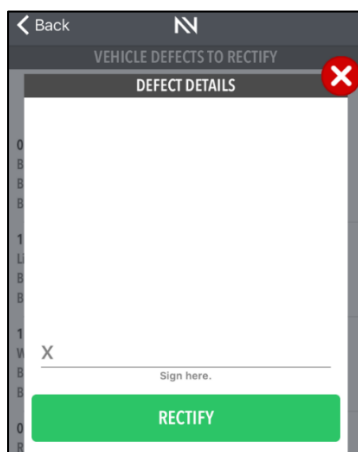
- You also have the choice of writing a brief description of how the defect was rectified
- If you are happy with the rectified defect, then tap 'Rectify'
- You will then be sent back to the defects screen for that vehicle, and will notice the defect now has a  appear to show you that a defect has been rectified
- If a 3<sup>rd</sup> party is rectifying the defect, you will need to toggle the 'Third Party performing Fix' button and tap 'Next'



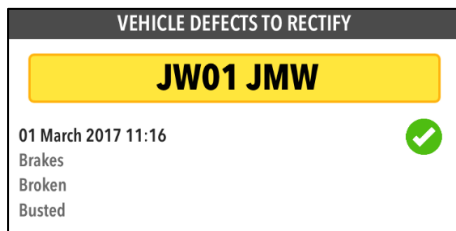
- You will then need to either choose the 3<sup>rd</sup> party name from the 'Contact' list or enter the 3<sup>rd</sup> party name in the text field and tap 'Next'



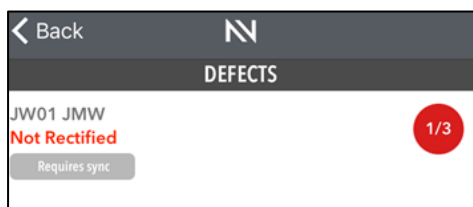
- They will then need to enter their signature with their finger or stylus and tap 'Rectify'



- Once you have rectified a defect, you will notice a ✓ appear to show you that defect is rectified.

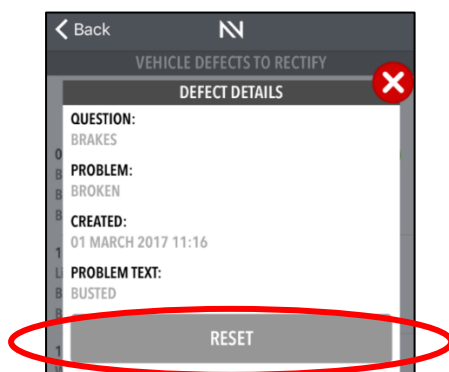


- Once you go back to the main 'Defects' screen it will show you how many defects are rectified and how many are still waiting to be rectified. You will also see a 'Requires Sync' message, this means a Sync is required for the information to be sent to the Convey Website.



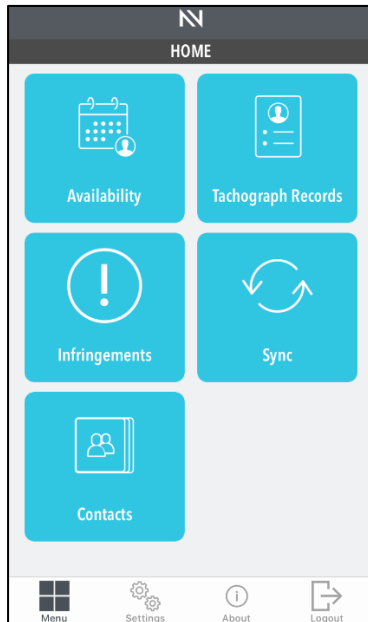
### 11.3 Reset Defect Status

- If you rectify a defect by mistake you can reset the defect status by clicking on the vehicle, then the item and tap 'Reset'.



## 12 Tachograph

If you have multiple modules and select 'Tachograph' you will be taken to the Tachograph 'Home' screen, or if you only have the 'Tachograph' module assigned to you, when you log in you will see the below screen:



### Availability

- This is where you can view your availability to drive and the number of Drivers Hours Law and WTD infringements in the last 30 days.

### Tachograph Records

- This is where you can view a summary of your Tachograph records for the last 30 days.

### Infringements

- This allows you to view a summary of any infringements in the last 30 days.

### Sync

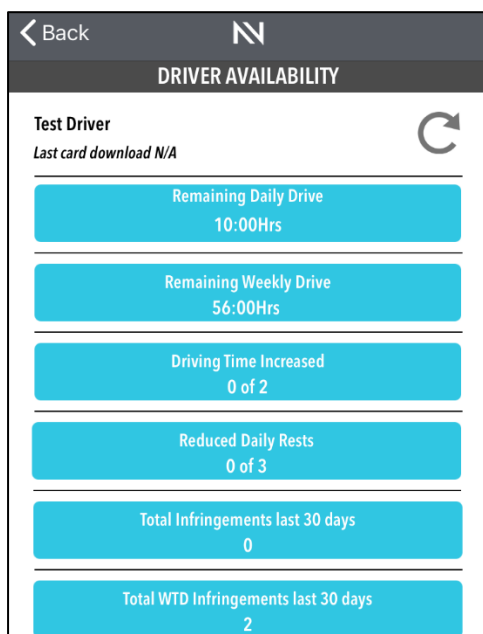
- This allows you to synchronise data between the App and Convey Website.

### Contacts

- This allows you to synchronise data between the App and Convey Website.

## 12.1 Driver Availability

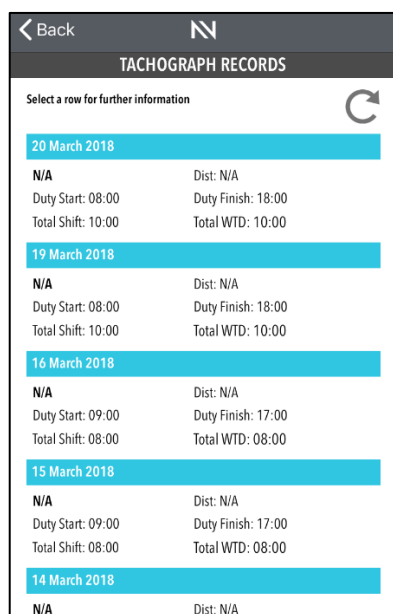
To see your driving availability tap on 'Availability' button, you will then see the screen below:



To ensure that the information is up to date, tap on the refresh arrow in the top right-hand corner, this will then retrieve the latest information from the Convey Website.

## 12.2 Tachograph Records

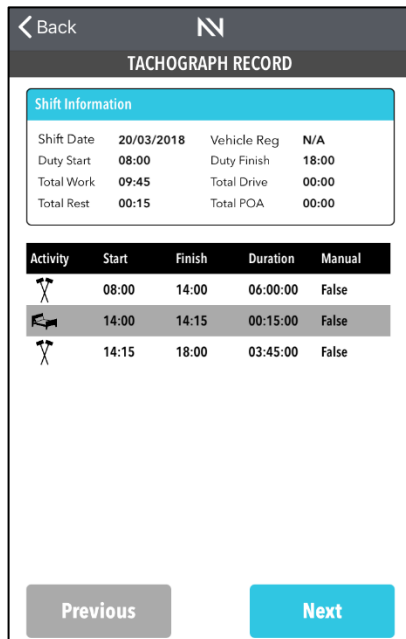
To see a summary of your latest Tachograph records tap on 'Tachograph Records' button, you will then see the screen below:





To ensure that the information is up to date, tap on the refresh arrow in the top right-hand corner, this will then retrieve the latest information from the Convey Website.

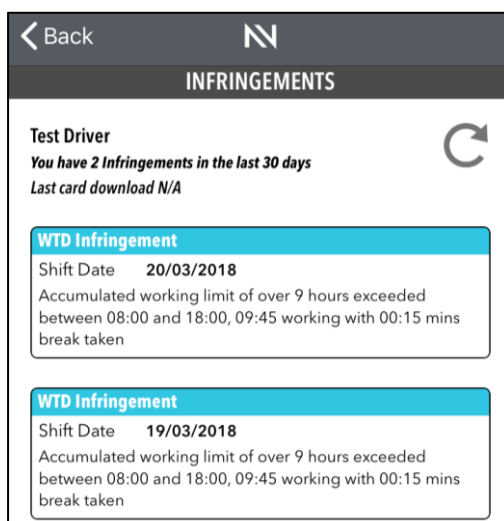
To view the activity details for a Tachograph record tap on one of the records listed, you will then see the screen below:



You can then go to the next record by tapping the 'NEXT' button.

### 12.3 Infringements

To see a summary of any infringements in the last 30 days tap on 'Infringements' button, you will then see the screen below:



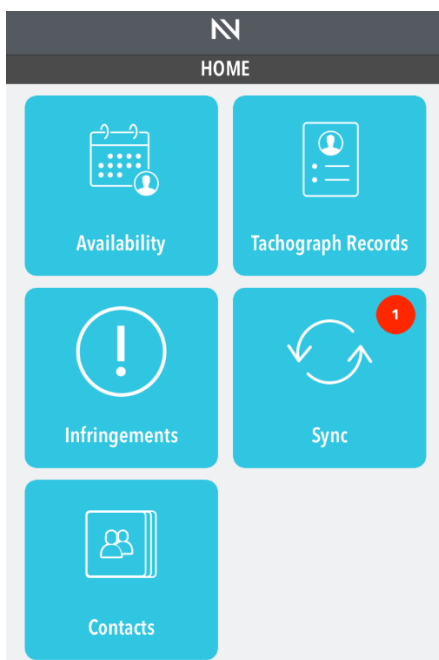
To ensure that the information is up to date, tap on the refresh arrow in the top right-hand corner, this will then retrieve the latest information from the Convey Website.

## 13 Contacts

Tapping the 'Contacts' button from the home screen shows you a list of useful contact details provided by your employer/company. Selecting one of these contacts will bring up their contact details and allow you to call the contact from your device. These are added and managed on the Convey Website.

## 14 Sync

If you have items that require a sync, a notification will appear on the 'Sync' button on the Home screen. The notification will show a count of how many items need syncing. Once you have completed a sync the notification will disappear.



Tapping the 'Sync' button from the home screen allows you to do a manual sync. This will sync your device with the Convey Website.

- Tap 'Sync and Upload'

The App will tell you when the device was last synced and if it was successful or not.

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## 15 Appendix

### 15.1 WalkAround Profile Types

The App comes with a set of standard WalkAround profile types which can be replaced or personalised by adding a specific WalkAround profile that are in use by your organisation.

The below profiles are the standard ones within the App:

- **HGV Standard WalkAround** – For use with a wide range of HGV's and HGV configurations, based upon the example WalkAround profile given in the DVSA guide to maintaining roadworthiness document.
- **HGV Vehicle in Service WalkAround** – For use when a driver is unable to carry out a full WalkAround on handover. This may be due to the location of the vehicle that could pose a risk to the driver. I.E side of the road, lighting conditions or other impediments would not allow a driver to be able to carry out a full WalkAround check. Please consult with your employer/operator for guidance on this.
- **HGV Incident** – This is to be completed in the event of the vehicle being involved in an incident.
- **PSV Standard** – Standard profile for PSV vehicles, based upon the example WalkAround profile given in the DVSA guide to maintaining roadworthiness document.
- **Van Standard WalkAround** – For use with a wide range of Van's and Van configurations.

## 16 Troubleshooting

### 16.1 Installation

- **I can't install the App**
  - You may need to check there is enough free space on your device. For iOS devices you can check this by going to *Settings > General > Storage & iCloud Usage*. You will then see your available storage space.

### 16.2 Login

- **Unable to Login**
  - If this is the first time you are logging into the App, you will need to make sure that your device is connected to the Internet. Try going onto a website on your device.

- 
- Check that you have entered your username and PIN correctly. If you are unsure of your PIN, please contact your manager/employer to get this reset via the Convey Website.

### **16.3 WalkAround**

- Profile Type not listed
  - Try Syncing the device.
  - Speak to your manager/employer to get this added.
- Depot not listed
  - Speak to your manager/employer to get this added.
- Vehicle not listed
  - Speak to your manager/employer to get this added.
  - If you have the correct user permissions, you can add a vehicle yourself through the 'Vehicles' Screen as shown on page 17.
  - It may be that the vehicle may have been moved to another depot via the Convey Website since your last Sync. Try Syncing your device as shown on page 19 or 27 and check the vehicle list again.

### **16.4 Previous WalkAround**

- Can't see previous WalkAround checks that I have completed
  - You may need to do a 'Sync' as shown on page 18 or 26.
  - Speak to your manager if you've tried syncing the device and they are still not showing.
- Can't rectify a defect
  - You may not have the correct user permissions to be able to do this.
  - If you have a defect that has been rectified, please notify your manager/employer so they can rectify this on the Convey Website.

### **16.5 Vehicles**

- Vehicle isn't listed
  - Speak to your manager/employer to get this added.
  - If you have the correct user permissions, you can add a vehicle yourself through the 'Vehicles' Screen as shown on page 17.
  - It may be that the vehicle may have been moved to another depot via the Convey Website since your last Sync. Try Syncing your device as shown on page 18 or 26 and check the vehicle list again.

### **16.6 Defects**

- There are no defects showing against my vehicles, but I know I recorded one
  - Try Syncing your device as shown on page 18 or 26.
  - If there are still no defects showing, speak to your manager/employer as they may have rectified it via the database.