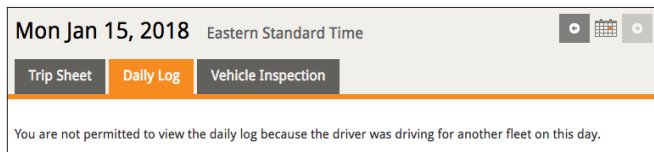


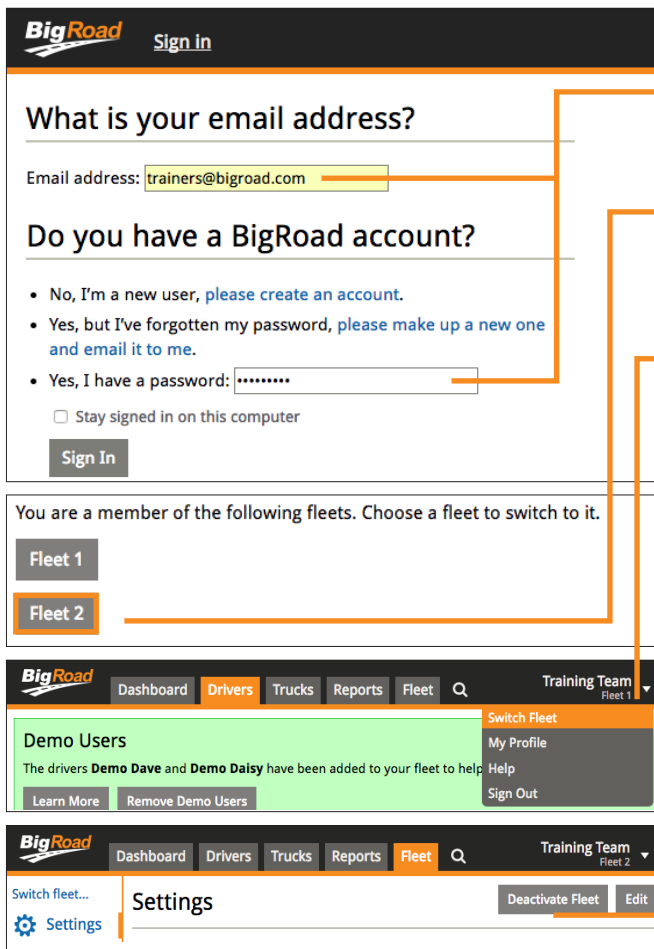
Deactivating A Trial Fleet

Once a fleet starts paying for a BigRoad account, it's important that all free trial fleets are deactivated. If they aren't, drivers can accidentally log into their free trial fleet rather than the paid account, which causes the following issues:



- 1 Drivers can't connect to DashLink.
- 2 The Fleet Administrator can't access driver logs (see photo).

ASK DRIVERS TO DEACTIVATE THEIR TRIAL FLEETS BY FOLLOWING THE STEPS BELOW:

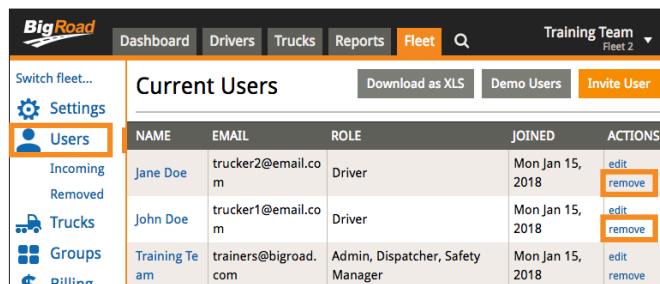


- 1 Go to **app.bigroad.com** in your internet browser.
- 2 Sign in with the same email address and password used for the BigRoad Mobile App.
- 3 If prompted to select a fleet, select the fleet that needs to be deactivated. In this example, *Fleet 2* is being deactivated.

*(You can also switch fleets once you're signed in by clicking on **your name** at the top right corner of the page and selecting **Switch Fleet** from the drop-down menu.)*
- 4 Navigate to the **Fleet** tab. In the top right corner of the page, select **Deactivate Fleet**. Once a fleet has been deactivated, no one will be able to log into it again.

If that option isn't available, make sure no other drivers have been added to the fleet.

If other drivers have been added, they need to be removed before the fleet can be deactivated.



NAME	EMAIL	ROLE	JOINED	ACTIONS
Jane Doe	trucker2@email.com	Driver	Mon Jan 15, 2018	edit remove
John Doe	trucker1@email.com	Driver	Mon Jan 15, 2018	edit remove
Training Team	trainers@bigroad.com	Admin, Dispatcher, Safety Manager	Mon Jan 15, 2018	edit remove

5 IF YOU NEED TO REMOVE USERS:

1. Select **Users** from the left-hand menu.
2. Select **remove** next to each user. Make sure you leave one admin user in the fleet.
3. Once you have removed all users, select **Settings** from the left-hand menu.
4. Select **Deactivate Fleet**.
5. Confirm the free trial fleet has been deactivated by logging out of the BigRoad Mobile App and then logging in again. The free trial fleet should no longer be available.

Once a fleet has been deactivated, no one can sign into it. Any logs that a Supervisor wasn't able to access because the driver was signed into a trial fleet should be downloaded from the BigRoad Web App and sent to them.