DashLink

Get Started with BigRoad
For Drivers

Are you new to BigRoad and not sure how to get started? Follow this guide for step-by-step instructions on how to get up and running fast!

Step 1: Download the BigRoad Mobile App
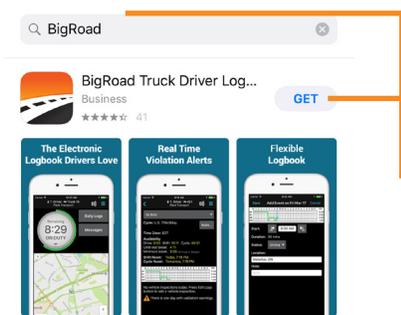
1 Visit the **Apple App Store** or **Google Play Store** from your mobile device (cell phone or tablet).

2 Enter **BigRoad** into the search bar.

3 The free BigRoad Mobile App will appear, click the **Get** or **Install** button to download the app.

## Step 2: Log In and Setup Your Profile
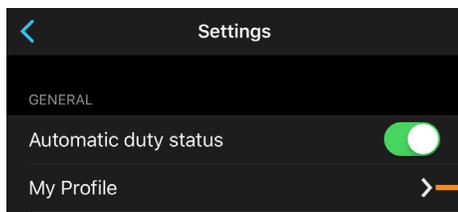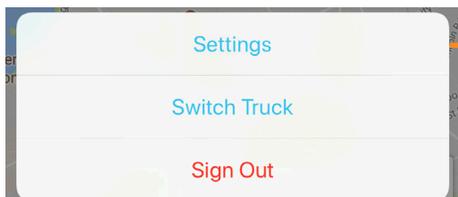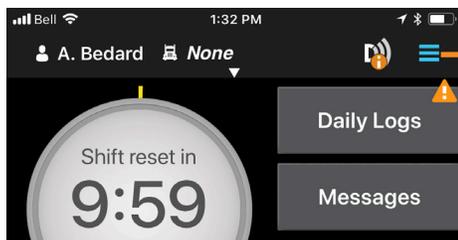
1 If you were recently added to your fleet by your Fleet Administrator, you will need to check your email for a welcome email from BigRoad. This email will contain your login credentials.

2 From the home screen of the BigRoad Mobile App, select the **3 dots/bars** in the top right corner to open the dropdown menu.

3 Click on **Settings** and then click **My Profile**. Here you will add your name, phone number, cycle, timezone, and signature.

Step 3: Install the DashLink ELD Unit in Your Vehicle
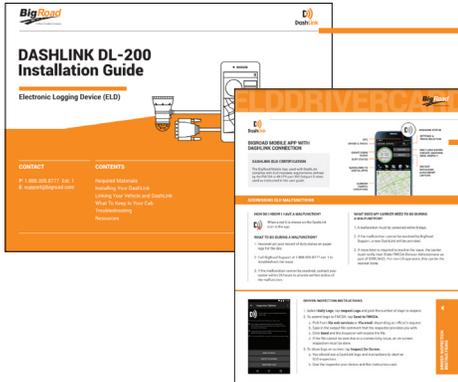
1 Refer to our **DashLink Installation Guide** or our **instructional videos** for complete installation instructions

2 Make sure you have a copy of our **DashLink ELD Driver Card and Malfunction Guide** in your cab at all times in case of a roadside inspection. You can **download and print** a copy yourself, have it available to show on your device, or **request a laminated card** to be mailed to you.

Step 4: Connect Your Mobile Device to the DashLink Unit
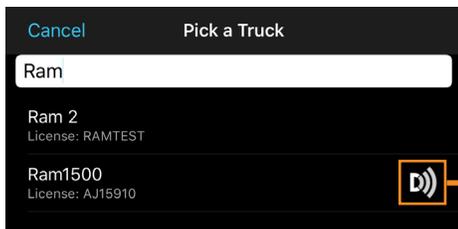
1 Turn your **vehicle engine on** to power up your DashLink ELD unit.

2 Confirm **Bluetooth is enabled** on your mobile device (cell phone or tablet).

3 **Sign in** to the BigRoad Mobile App.

4 **Select your vehicle** from the picklist on the Pick a Truck page. Note: There must be a **DashLink logo** next to your truck number.
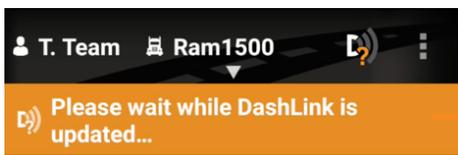
5 Wait up to 5 minutes while your mobile device locates your DashLink unit and gathers your vehicles data from the ECM.
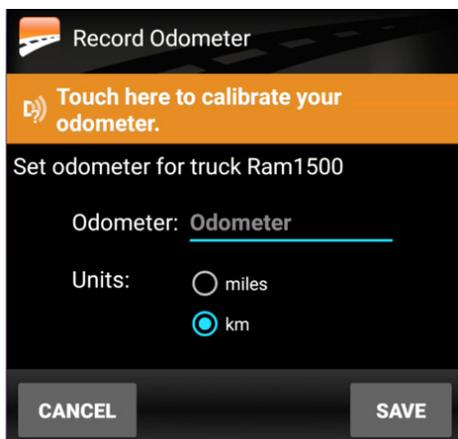
6 You will be prompted to **confirm the odometer** reading.

7 Confirm your connection status by selecting the **DashLink symbol** in the top right corner of the home page. If you have trouble, refer to our **DashLink Troubleshooting Guide**.

Moving forward, DashLink will automatically connect within a few seconds when you sign in and select your vehicle.

If you are not connected, the BigRoad Mobile App will display an **orange banner** across the top of the home page that will prompt you to connect.

Step 5: Start Driving and Logging

Make sure you **sign in to the BigRoad Mobile App** at the beginning of each shift. Follow these 4 best practices to maintain a stable DashLink ELD connection and minimize day-to-day issues.

1. Keep your mobile device **plugged in to a power source** while driving
2. Keep the App **open and in the foreground** while driving
3. Only sign in to the app on **one mobile device** at a time
4. **Sign out** of the app at the end of each shift

Step 6: Get Training and Support

1 ATTEND A TRAINING SESSION

The BigRoad Training Team runs **free weekly online training webinars** for new BigRoad users and users that want a quick refresher. These webinars are hosted on Thursday from 2:00-3:00PM ET. You can **register by clicking here**.

Training Videos

Connecting Your DashLink
This video shows you how to install your DashLink ELD for the first time in your vehicle.

» Watch the Video

Turn On ELD Functionality
In this video we will walk you through how to turn on electronic logging device functionality for a vehicle in your fleet.

» Watch the Video

Adding A New Truck To Your Fleet
You can no longer add vehicles from the BigRoad Mobile App. Learn how to add ELD-enabled vehicles from the Web App.

» Watch the Video

2 WATCH A TRAINING VIDEO

We've got a collection of **videos** and **how-to guides** online to help you learn how to do specific tasks within the BigRoad Mobile App. Visit our **ELD Resources by clicking here**.

3 GET HELP IF YOU NEED IT

Need some additional help getting started? Not sure about something and have a question? Connect with our Support Team:

1. Call **1-888-305-8777 x 1**
2. Email **support@bigroad.com**
3. Complete our **online support request form**
4. Chat with us from the **BigRoad website**