Quick Fix Guide: How to Fix Un-Identified Violations Due to BigRoad App Version 28.8 Update

We released an update to version 28.8 Wednesday February 27, 2020 night applying changes to drivers logs in compliance with the U.S. ELD mandate.

What were the changes to BigRoad Mobile App?
- In the mobile app the countdown timer to the end of shift resets and breaks was rounding down to the nearest minute. If there was anytime between 59 seconds and 1 second remaining in any of the timer widgets in the app (ex: shift/break/drive timer), the counter would round down to show zero minutes and advise the driver that it was compliant to go back to on duty or start driving. The BR app will now round up to 1 minute where the timer has 59 seconds to 1 second left When the timer reaches zero, the app really means zero.

Drivers will now see log violations for instances when they started driving early due to the timer rounding.
- Driver Action:
  a. Drivers will need to update to the latest version (Version 28.8) of the mobile app to see the changes applied to the timer.
  b. Avoid delays in updating to version 28.8 for improved experience
  c. Android and iOS version will be available over the course of the next week in the app stores.

- What were the changes to BR Web Portal? The same changes were applied to the BR Web Portal for violation reporting BR Impact:
  a. The driver or fleet is not at any additional compliance risk with these two changes. These violations were always visible to a DOT Officer at roadside. This change has increased awareness for fleet managers and drivers to allow you to request or allow edits or annotate the violations. Historically these violations were not visible to you.

How do I edit the driver logs, or can the drivers do it themselves?
- All drivers must update their BR Mobile app to version 28.8 for visibility to these violations
- All mobile apps on version 28.7 or older will not show these violations until drivers update their BigRoad app.
- When a violation is present:
  - If a driver went **On Duty** at a specific time between 1 and 59 seconds early, you can correct this by editing their logs and changing that **On Duty** status to be an **Off-Duty** status.
  - You would then add a past duty status and add a new **On Duty** event about a minute later.
  - After the correction has been applied, the driver will need to accept the carrier edit and re-sign the log.
  - Refer to edit logs QRC
  - Running the BigRoad app version older version 28.7 and older
  - If the driver when **On Driving** based on the widget colour being green, then the driver would not be in violation