

# TRIPVISION<sup>®</sup>

REMOTE DIAGNOSTICS

POWERED BY JPRO<sup>®</sup> TECHNOLOGY



## WEB PORTAL USER GUIDE

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## 1. PRODUCT OVERVIEW

The web portal is designed to provide fleets using telematics systems with a solution for managing their vehicle(s) when a fault occurs. It is a web-based user interface that allows a fleet to view the health status of all their enrolled vehicles, targeted toward Class 6-8 vehicles. Information about those vehicles is provided back to the fleet enabling them to make decisions that suit their business needs.

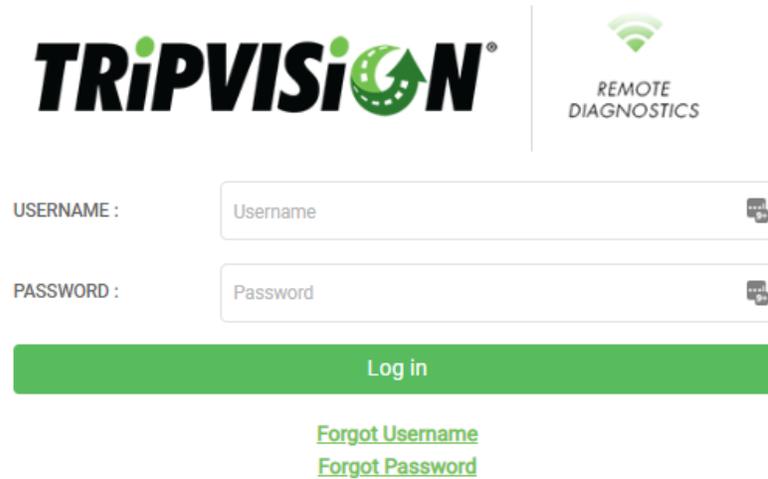
The web portal takes vehicle fault codes and other data provided by telematics service providers and returns information about the fault that is specific to that vehicle. This information includes:

- Overall Health Score
- Overall Safety Score
- Predicted Health Score
- Performance (Health) Effect
- Safety Effect
- Recommendation
- Action Plan
- Potential CSA Violations
- Fault History
- Fault Severity
- Sensor Data
- ADAS Issues
- Oscillating faults

A team of experts continuously analyzes and researches vehicle data including faults. This team includes data scientists and ASE certified technicians with multiple years of experience working on heavy-duty diesel vehicles. This team evaluates faults and assigns fault severity based on technician and industry knowledge and experience. The results of the fault assignment are further verified by examining vehicles under repair and comparing the severity with outside, independent diesel technicians.

## 2. LOGIN PAGE

When accessing the Login Page, you should be presented with a view similar to the figure below.



TRiPViSiON

REMOTE DIAGNOSTICS

USERNAME : Username

PASSWORD : Password

Log in

[Forgot Username](#)

[Forgot Password](#)

Figure 1 - Login Page

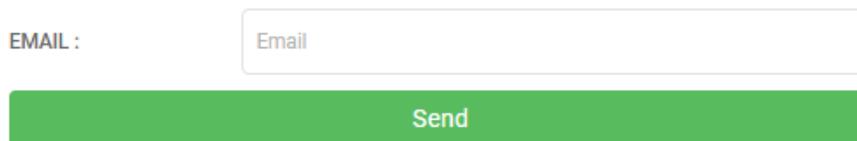
### i. FORGOT USERNAME

Entering your username and password followed by pressing the Enter key or clicking the Log In button will grant access to the site. In the event your account was automatically generated, your username is likely to be the same as your email address.

If you are unable to remember your username, clicking “Forgot Username” on the Login Page will bring you to the following view.

## Forgot your Username?

Please enter the email address associated with your account.



EMAIL : Email

Send

[<< Back to Login](#)

If you have issues using the self-service, please contact Noregon team at: (336) 217-7442 or [TripVisionSupport@noregon.com](mailto:TripVisionSupport@noregon.com)

Figure 2 - Forgot Username

Entering the email address associated with your web portal account and clicking the Send button will send a message to that email address with the web portal username.

If issues persist, please note the message regarding contacting the support team for assistance.

## ii. FORGOT PASSWORD

If you are unable to remember your password, clicking “Forgot Password” on the Login Page will bring you to the following view.

### Forgot your Password?

Enter your username and email to recover your password.

USERNAME :

EMAIL :

Send

[<< Back to Login](#)

If you have issues using the self-service, please contact Noregon team at: (336) 217-7442 or [TripVisionSupport@noregon.com](mailto:TripVisionSupport@noregon.com)

*Figure 3 - Forgot Password*

Entering your name and email address associated with your web portal account and clicking the Send button will send an email to that address with details on recovering your password. If your account was automatically created, it is possible that your username is the same as your email address.

If issues persist, please note the message regarding contacting the support team for assistance.

### 3. HOME PAGE

#### i. NAVIGATION MENU

The navigation menu serves as the primary means of navigating the various pages of the website.



Figure 4 - Navigation Menu

These headers and pages will be explained in greater detail later in this guide with the available menu items depending on user access level (see [Access Levels](#)). From left to right:

- Home
  - Navigates to the Home page.
- Reports
  - Opens a menu which allows access to:
    - Run Reports
    - Schedule Reports
- Settings
  - Opens a menu which allows management of:
    - Risk Modifiers
    - Alerts
    - Businesses
    - Fault Settings
    - Filters and Tags
    - Geofences
    - Preventive Maintenance
    - Users
    - Vehicles
- Help
  - Opens a menu which allows access to:
    - Contact Us
    - Icon Legend
    - Submit Feature Request
    - User Guide
    - CSA Information
    - What's new
- Dashboards
  - Navigates to the Dashboards page.

ii. HOME PAGE MAP

The purpose of the Home Page Map is two-fold:

- i. Quick reference for location as it relates to Vehicle Health
- ii. Ability to locate Points of Interest, including repair facilities

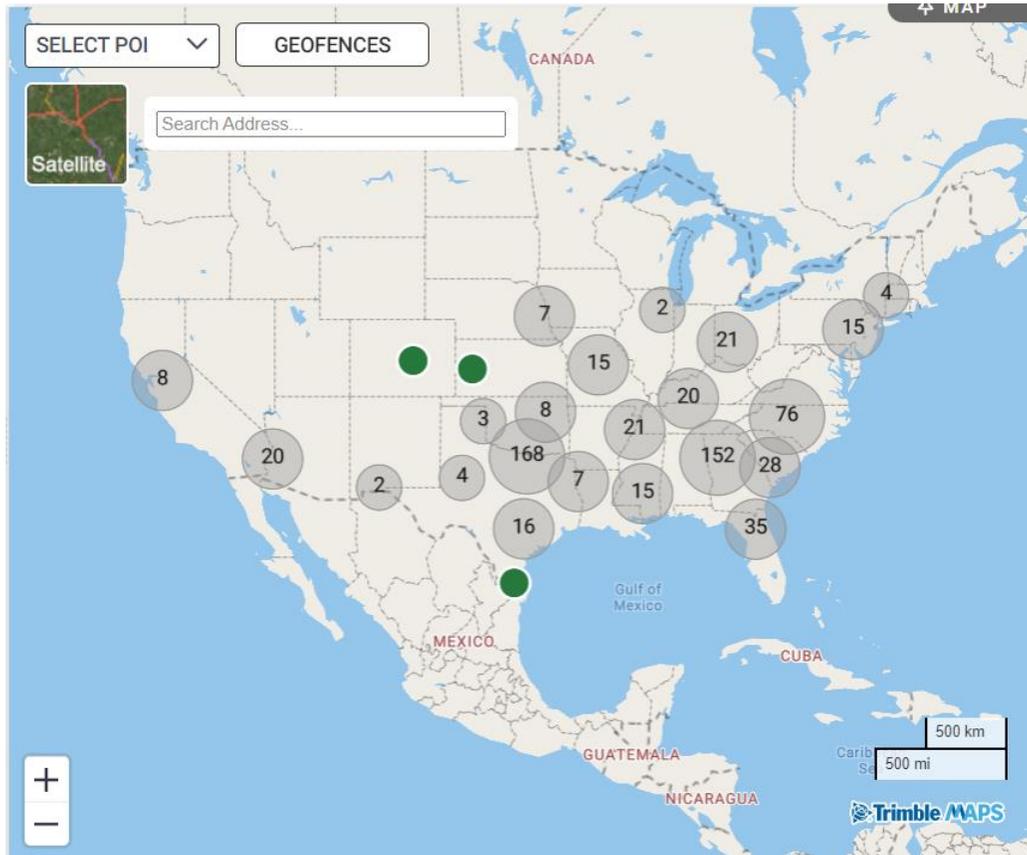


Figure 5 - Home Page Map

**CLUSTERS**

The map will automatically group vehicles which are close together relative to the level of zoom. These groups or clusters are represented with a gray circle (vehicles) or lavender circle (points of interest) with a number in the middle indicating how many items are being grouped in that area. As you adjust the level of magnification on the map, clusters and counts will change.

**COLORED DOTS**

A vehicle, once out of a cluster, will be represented by a colored circle on the map. The color of the circle corresponds to the vehicle’s health score. Filtering the vehicle list will also filter the list of vehicle circles on the map. Clicking on a colored circle will show more information about that vehicle and provide a link to navigate to that vehicle’s summary page.

**Map Views**

To switch between satellite and standard map view, click the map format box found in the top left-hand corner of the map.

**ADJUSTING THE MAP SIZE**

To adjust the size of the map on the homepage, select the grey divider found between the fleet list and map, and drag the divider until the map is the desired size.

**TIMING OF UPDATES**

Each time the home page is refreshed, the latest available information is displayed. How often new information is available, however, will vary depending on the settings and policies adopted by the telematics service provider (TSP).

**POINTS OF INTEREST**

The web portal provides the ability for you to view their customized Points of Interest (POIs). To select specific POIs, click the Show/Hide Points of Interest and the resulting check mark boxes to display only the relevant locations.

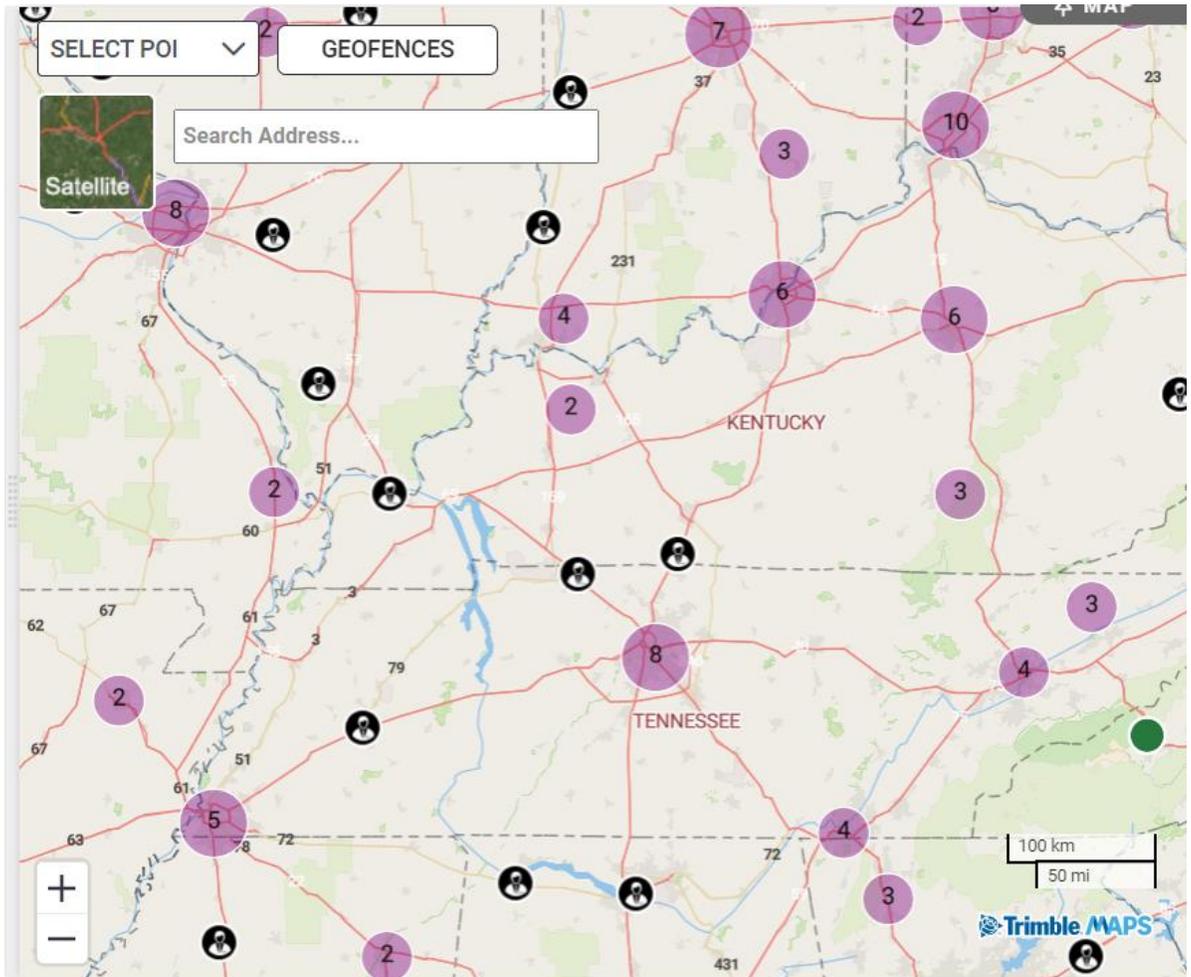


Figure 6 - Points of Interests

**ADDING POINTS OF INTEREST**

How to add new POI – each customer may provide their specific POIs. To add new POIs, contact your TSP representative for more information.

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**iii. VEHICLE LIST**

The vehicle list is a high-level view of all vehicles which have recently reported fault/location information. This view includes a VIN/Asset ID, a Health Score, a Safety Score, and indicators for Fuel/CSA/Emission issues. A general warning icon may also appear depending on your add-in support.

As with the timing of updates under the Home Page Map section, the availability of new or additional information is dependent on the settings and policies of the telematics service provider. Each time the vehicle is selected, the latest available information which has been received will be displayed.

VEHICLES					
VEHICLE IDENTIFICATION	CURRENT HEALTH	SAFETY SCORE	PREDICTED HEALTH	STATUS	HANDLED
MRT-158	0	25	0	 	YES
1HSHXAHR8AJ287131	3	50	3	 	NO
MRT-111	3	25	3	  	NO
MRT-116	3	25	3	 	YES
1M2LR06C8JM003397	53	75	53	 	NO
MRT-136	53	0	53	   	NO
MRT-11623	78	100	78	  	NO
MRT-135	100	100	100	 	NO
MRT-108	100	100	100	  	NO
MRT-160	100	100	100	 	NO
MRT-130	100	100	100	 	NO
MRT-104	100	100	100	 	NO
MRT-153	100	100	100	 	NO
MRT-148	100	100	100		NO

Figure 7 - Vehicle List

iv. STATUS ICON LEGEND

-  **Fuel Dispenser**
  - Indicates the presence of a fault with impact on fuel economy
-  **Dash within Circle**
  - Indicates the presence of a fault with impact on CSA score
-  **Exhaust Stack**
  - Indicates the presence of a fault with impact on emissions
-  **General Warning**
  - Indicates a General Warning or Issue is present
-  **Repair Tools**

- Indicates preventive maintenance
-  **Predictive Faults**
  - Indicates the presence of a fault that is predicted to result in escalating faults if not addressed
-  **Off-Line Vehicle**
  - Indicates the vehicle has not reported any data in the last 7+ days
-  **In Geofence**
  - Indicates that the vehicle is currently in a Geofence
-  **ADAS**
  - Indicates the presence of issue in the ADAS System
-  **Fault Oscillation**
  - Indicates the presence of an Oscillating Fault

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#### v. VIN/ASSET ID

Vehicles are listed on the left side of the page by either VIN (default) or by a customer friendly name specified by you. By default, vehicles are sorted by Health Score in ascending order.

- **Pages**
  - The list is limited to fifteen vehicles per page. The number of pages available is at the bottom of the list.
  - If looking for a specific vehicle(s), use the search or filter features explained under [Filtering & Searching](#).
- **Vehicle Display**
  - For the web portal to display a vehicle, that vehicle must be registered with the service. Depending on your TSP settings, vehicles will be automatically registered. For assistance registering vehicles in your TSP service, please contact your TSP representative.

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#### vi. HEALTH AND SAFETY SCORES

- **Health Score**
  - The Health Score enlists a proprietary method for ranking a vehicle's overall health or readiness based on the aggregated fault and vehicle data received via your TSP and the connected device.
- **Safety Score**
  - Like Health Score, the Safety Score enlists a proprietary method for ranking the overall safety of the vehicle. This includes, but is not limited to, items from the CSA

list which can be electronically monitored. Additionally, the service considers other safety related faults (e.g. ABS).

- **Predicted Health Score**
  - This is a composite of the Health Score plus any predicted / downstream faults.
- **Color/Score Ranges**
  - Scores are based on a 0 to 100 scale with 0 being the worst possible score and 100 being the best possible score. In addition to score, there is a color system.
    - Red indicates a Critical Issue
    - Orange indicates a Severe Issue
    - Yellow indicates Maintenance Needed
    - Green indicates No Repair Needed
- **Status**
  - This column indicates whether the fault has an impact on fuel, CSA points, and/or emission levels by displaying fault type indicator icons. A warning sign may also appear to indicate another issue with the vehicle. See [Status Icon Legend](#) for more information.
- **Handled**
  - This column indicates whether a vehicle has been assessed by a web portal user after a new fault has been reported.

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## vii. FILTERING & SEARCHING

- **Search**
  - The search field allows you to search for a specific vehicle by VIN/Asset ID.



Figure 8 - Search Field

- **Health Filters**
  - Above the Map are selection options for various stages of vehicle issue by color. Note: The color filter option only applies to Health Score.



Figure 9 - Health Filters

**NOTE:** The Gray filter option is used to filter vehicles with PM's Due Soon and Due Now. Refer to the "[Preventive Maintenance Tab](#)" section for more details.

- **Advanced Filters**

- This option will display a pop-up dialog which allows you to specify any of the following filter criteria:
  - **Filter** – Provides a Drop-down menu of saved filters to choose from
  - **Vehicle ID/VIN** – Full or partial VIN or customer-defined asset name
  - **Tags** – Allows the user to select tags to filter by
  - **Active** – Displays vehicles that have reported within a specific time period
  - **Show All** – Displays all vehicles which have been enrolled and not disabled
  - **Telematics Device– Telematics Service Provider**
  - **Vehicle Year Range**
  - **Fault Type** – CSA Faults, Fuel Economy Faults, Emission Faults, ADAS, Predictive
  - **Handled Status** – Unhandled, Handled, All
  - **Data In Range** – In Range, Out of Range, All
  - **Health Score Range**
  - **Safety Score Range**
  - **Predicted Health Range**
  - **Other Filters** – Vehicle Not Communicating, PM Due, and In Geofence

**ADVANCED FILTER**

FILTER :  ID/VIN :

TAGS :

ACTIVE :  1 Week  2 Week  3 Week  4 Week  Show All

TELEMATICS DEVICE :  YEAR :  to

FAULT TYPE :  CSA  Fuel Economy  Emission  Predictive  ADAS

HANDLED STATUS :  Unhandled  Handled  All

HEALTH :

SAFETY :

PREDICTED HEALTH :

OTHER FILTERS :  Vehicles Not Communicating  PM Due  In Geofence

Figure 10 - Vehicle Filters

All applied health and vehicle filters can be removed by clicking the button in the top-right of the screen

labeled “Clear Filters” or by clicking the “Clear Filters” button in the Filter Pop-up window.

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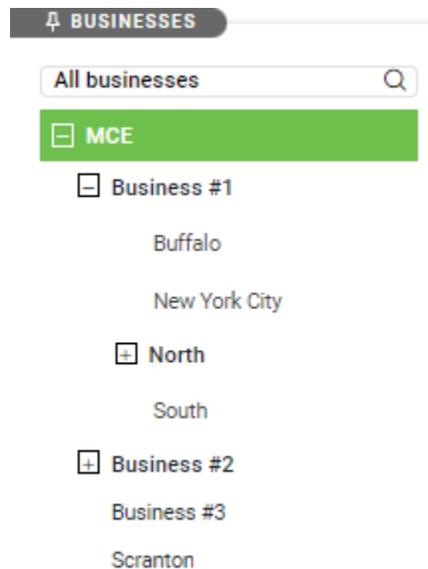
viii. **CLEAR FILTERS BUTTON ABOVE THE MAP BUSINESS GROUPINGS**

The Business Grouping feature provides customers with the following abilities.

- Display a hierarchy of businesses and the number of vehicles needing attention
- Select a business and display only vehicles assigned to that business, including sub-businesses

The Business Groupings View expands or collapses by dragging the divider between the Business Grouping List and the Vehicle List or by setting the default view via “Manage My Account”. When fully expanded, the businesses and sub-businesses displayed in a hierarchy. The business/sub-business may be expanded by selecting the plus (+) to the right of the business. The minus (-) symbol will hide the businesses nested below that top level business. Selecting a business from the Business Tree Grouping section, ‘impersonates’ that business as if you were logged in to just that business.

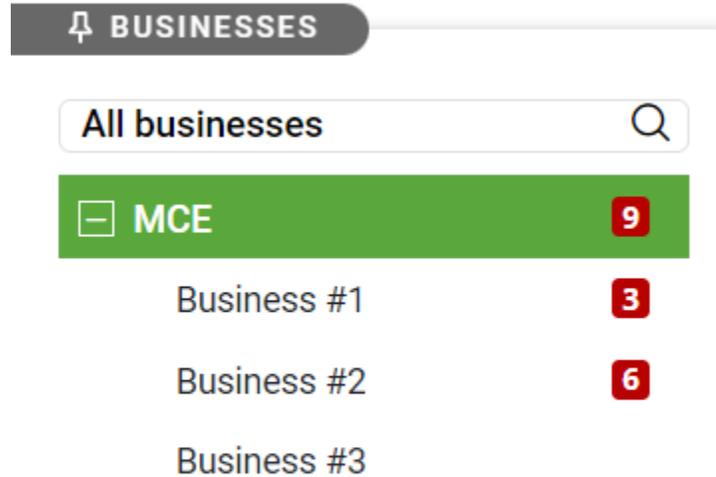
The search box allows you to quickly search by the business or sub-business name.



*Figure 11 - Business Grouping Tree*

ix. **BUSINESSES WITH CRITICAL HEALTH VEHICLES**

For a high-level view of your Fleet’s Health, we provide an indication beside the Business Name to indicate how many vehicles have critical issues.



*Figure 12- Businesses with Critical Health Vehicles*

This is denoted by a red square with a number. The number indicates how many vehicles in or below the Business have critical issues. In the above example, the Top-Level Business “MCE” shows to have nine vehicles with a Critical Health status. Below that, the “Business #1” Sub-Business “Business #1” has three and Business #2” has 6 vehicles with a Critical Health status.

x. **VEHICLE SUMMARY**

Once a vehicle is selected from the Vehicle List, the large map view on the right will be replaced with a view showing information specific to the selected vehicle. Maintenance manager may also be available.

xi. **SUMMARY TAB**

The Summary tab is loaded by default once a vehicle is selected. It contains a box with the selected vehicle’s year, make, model, VIN, Asset ID if one has been set, and any status icons.



- **Predicted Health Effect**
  - Current faults and predicted future faults.
- **Recommendation**
  - This provides overall recommendation based on the overall vehicle health score.
- **Action Plan**
  - This provides suggested course of action regarding continued operation and maintenance of the vehicle.
- **Driver Action Plan**
  - This provides a suggested course of action which the driver of the vehicle may be capable of enacting.
- **Handled Status**
  - Update Status allows a web portal user to indicate whether a vehicle has been assessed along with a description of the action(s) taken.
  - The handled status grid indicates whether a vehicle has been assessed by a web portal user after a new fault has been reported as well.
- **Lamps (as available by TSP)**
  - This indicates whether the vehicle currently has active Malfunction Indicator, Warning, Stop, Protect, or Diesel Particulate Filter lamps, each having impact on scoring.
- **CSA Score**
  - The web portal provides you with the number of points which could be assessed by the DOT for items related to faults occurring on the vehicle.
- **Fuel Economy Faults**
  - This indicates how many faults are currently affecting the vehicle's fuel economy.
- **Emission Faults**
  - This indicates how many faults are currently affecting the vehicle's emission levels.
- **Predictive Faults**
  - This indicates how many faults may evolve into more severe faults in the near future.
- **Telematics**
  - This indicates the telematics device on the vehicle currently sending data to TripVision.

- Vehicles with multiple TSP devices will be reported here with their respective last heard dates and time.

**TELEMATICS (LAST HEARD DATE) :**

Noregon ND2	(08/25/2022 8:05:04 AM)
Geotab	(08/25/2022 8:01:30 AM)

- **Other Data Points**
  - Total Active Faults
  - Total Inactive Faults
  - Odometer (last reported)
  - Engine Hours (last reported, as available by TSP)
  - Reported On (last reported time)
  - From Location (last reported location by physical address)
- **PDF/Email Buttons**
  - Export to PDF will generate with a file of containing the current vehicle summary information and current fault details information.
  - Send Email will allow you to enter a recipient's email address and custom notes to be included in the body of that email. Attached to the email will be the same PDF described in Export to PDF.

---

## xii. FAULT DETAILS

### **FAULT GRID**

Faults reported by the TSP will remain in the fault grid until the TSP reports them as inactive or until the fault has not been reported as active for 12 hours. Powering off a vehicle with faults will not remove a fault from the fault grid until one or both previous criteria have been met.

**2013 Volvo/VNL**  
 VIN : 4V4NC9EH1DN131922  
 ID : 4V4NC9EH1DN131922

All Components ▾ Any Status ▾ EXPAND ALL

SEVERITY	FAULT TYPE	COMPONENT	REPORT DATE	ORIGIN	DESCRIPTION	STATUS	CODE
		Engine	08/13/2021 12:12:53 PM	Noregon ND2	Aftertreatment SCR Operator Inducement Severity - Data valid but above normal operation range	Active	SPN 5246
	 	Engine	08/13/2021 12:12:51 PM	Noregon ND2	Aftertreatment DEF Dosing Valve - Current below normal or open circuit	Active	SPN 5394
		Off Vehicle Gateway	08/13/2021 12:13:09 PM	Noregon ND2	Calibration memory EEPROM - Faulty device or component	Active	SID 253
		Cruise Control	08/13/2021 12:12:59 PM	Noregon ND2	SAE J1939 data link - Data erratic, intermittent or incorrect	Inactive	SID 231
		Engine	08/13/2021 12:13:13 PM	Noregon ND2	Aftertreatment SCR Operator Inducement Severity - Data valid but above normal operational range - Least Severe Level	Inactive	SPN 5246
			08/13/2021		Aftertreatment SCR Operator Inducement Severity - Data valid		

Figure 14 - Fault Grid

- **Severity**
  - This column provides a color and icon representation of the fault’s severity level. Red Stop Sign indicates most severe (Critical), Orange Wrench indicates severe, Yellow Wrench indicates Maintenance Needed, and a Green severity is informational.
- **Fault Type**
  - This column indicates whether the fault has an impact on fuel, CSA points, emission levels or future problems (predictive). See [Status Icon Legend](#) for more information.
- **Component**
  - This column indicates the component on the vehicle which has reported the fault.
- **Report Date**
  - This column provides the date which the fault was last reported by the vehicle. If a fault is no longer present in this list, it may be no longer occurring and may appear under Fault History.

- **Origin**
  - This column provides the TSP data source in which the fault originates from.
- **Descriptions**
  - This column provides a detailed description of the fault, descriptions which appear are prioritized in order of OEM, ASE-certified technician provided, and SAE.
- **Status**
  - This column provides the current reported status of the fault – either Active (still occurring) or Inactive (no longer occurring). Some faults can oscillate between active and inactive. To help determine fault oscillation, check the fault count (details under Fault Drop-Down below).
- **Code**
  - This column provides the look-up code for the fault either by OEM code or by SAE code with FMI.

**FAULT DROP-DOWN**

Selecting a fault provides more information about the individual fault and its effects on the vehicle.

SEVERITY	FAULT TYPE	COMPONENT	REPORT DATE	ORIGIN	DESCRIPTION	STATUS	CODE
✓		Engine	09/14/2022 10:40:07 AM	Noregon ND2	Aftertreatment Diesel Particulate Filter Differential Pressure - Data Valid But Above Normal Operating Range - Most Severe Level	Active	SPN 3251

<p>STATUS: Active</p> <p>FAULT CODE: SPN 3251</p> <p>FMI: 0</p> <p>COUNT: 1</p> <p>CSA VIOLATION 0</p> <p>POINTS:</p> <p><input type="button" value="FAULT SETTINGS"/></p> <p><input type="button" value="CREATE SPECIFIC FAULT ALERT"/></p>	<p>VEHICLE EFFECT:</p> <p>Red Stop Engine Lamp illuminated. Active and stationary regeneration of the Diesel Particulate Filter is disabled. Poor engine performance will become more noticeable the longer engine is operated. customized faults</p> <p>RECOMMENDATION:</p> <p>The vehicle has a critical issue that should be repaired immediately. Move the vehicle to the nearest safe location and shut down the engine until the problem is resolved. recommendation</p> <p>ACTION PLAN:</p> <p>Limit engine operation. Continued operation may cause damage to aftertreatment components and should be diagnosed as soon as possible.</p>
--	--

*Figure 15 - Fault Drop-Down*

- **Status**
  - This provides the current state of the fault – either Active or Inactive.
- **Fault Code**
  - This provides the actual look-up code for the fault either by OEM code or

by SAE code with FMI.

- **CSA Violation Points**
  - This provides you with the number of points which could be assessed by the DOT for items related to faults occurring on the vehicle.
- **Vehicle Effect**
  - This provides a more specific description of the effect of the fault on the vehicle – a plain English understanding of what is happening to the vehicle based on the currently selected faults.
- **Recommendation**
  - This provides a recommendation based on the severity of the selected fault.
- **Action Plan**
  - This information is customizable and can be used for users to communicate their Action Plans. This can be accessed for editing by higher level users under Fault Settings.
- **Predictive Faults**
  - When a fault is likely to precede another, more serious fault if not addressed, the other fault(s) will appear here. These faults, including their probability and occurrence, are proprietary to Noregon Systems, LLC. and are not provided by the vehicle manufacturer. These are provided as a courtesy to TripVision customers. Select the Predictive Faults text to view more information

SEVERITY	FAULT TYPE	COMPONENT	REPORT DATE	ORIGIN	DESCRIPTION	STATUS	CODE
▼		Engine	10/04/2022 10:07:26 AM	Samsara	Exhaust Gas Recirculation Valve Delta Pressure - Data Valid but Above Normal Operational Range - Moderately Severe Level. The EGR differential pressure sensor has detected low EGR gas flow or the EGR differential pressure reading is not valid for engine operating conditions.	Active	SPN 411

STATUS: Active

FAULT CODE: SPN 411

FMI: 18

COUNT: 1

CSA VIOLATION 0

POINTS:

[FAULT SETTINGS](#)

[CREATE SPECIFIC FAULT ALERT](#)

**VEHICLE EFFECT:**  
EGR valve actuation will be disabled.

**RECOMMENDATION:**  
The vehicle has a moderately severe issue that can lead to a breakdown or pose a safety issue if not repaired. Limit the vehicle's usage (hours/mileage) until the problem is resolved.

**ACTION PLAN:**  
The vehicle should be diagnosed as soon as possible to prevent progressive issues. If the vehicle is currently carrying a load and the driver can maintain safe vehicle speeds, then the driver may be able to deliver the load. If not, direct the driver to the nearest service facility.

**PREDICTIVE FAULTS:**  
SPN 411 FMI: 16 Exhaust Gas Recirculation Valve Delta Pressure - Data Valid But Above ...

[VIEW PREDICTIVE FAULT INFORMATION](#)

Figure 146 - Predicted Faults

**Predictive Fault Information**

Fault Code: **SPN 5394**

FMI: **5**

Vehicle Effect: MIL illuminated, yellow Check lamp illuminated.

Action Plan: Driver should verify that lamps are on and whether engine performance has been affected or not. Depending on symptoms, driver may be able to continue normal vehicle operation but should have the fault diagnosed as soon as possible to prevent progressive issues such as an engine derate.

Current fault has a 62% probability of escalating to a more severe fault in 24 miles

Predicted Fault Code: **SPN 5246**

FMI: **15**

Description: Aftertreatment SCR Operator Inducement Severity - Data valid but above normal operational range - Least Severe Level

Vehicle Effect: Moderate engine derate.

Figure 157 - Predicted Faults

- **Oscillating Fault**
  - This is a fault that toggles between statuses frequently in a limited time frame.
- **Fault Settings**
  - This will open a window, allowing additional, custom scoring, effect text and recommendation text to be added for the displayed fault.

SEVERITY	FAULT TYPE	COMPONENT	REPORT DATE	ORIGIN	DESCRIPTION	STATUS	CODE
✓		Engine	10/11/2022 1:22:33 PM	Noregon ND2	Misfire on Alternating Cylinders Detected	Active	SPN 1322

STATUS: Active

FAULT CODE: SPN 1322

FMI: 11

COUNT: 2

CSA VIOLATION 0

POINTS:

VEHICLE EFFECT:  
Possibly hard to start, low power or unable to start.

RECOMMENDATION:  
The vehicle has a moderately severe issue that can lead to a breakdown or pose a safety issue if not repaired. Limit the vehicle's usage (hours/mileage) until the problem is resolved.

ACTION PLAN:  
Action plan not set

PREDICTIVE FAULTS:

SPN 1322 FMI: 10 Simultaneous Misfire on Multiple Cylinders Detected

SPN 1324 FMI: 10 Cylinder 2 Misfire Rate Above 5 Percent Detected

SPN 1325 FMI: 10 Cylinder 3 Misfire Rate Above 5 Percent Detected

SPN 1327 FMI: 10 Cylinder 5 Misfire Rate Above 5 Percent Detected

SPN 1328 FMI: 10 Cylinder 6 Misfire Rate Above 5 Percent Detected

VIEW PREDICTIVE FAULT INFORMATION

VIEW FAULT OSCILLATION INFORMATION

Figure 168 – View Predictive and Oscillation information

OSCILLATING FAULT INFORMATION

<b>Fault Code:</b> SPN 97 <b>FMI:</b> 5	<b>Vehicle Effect:</b> None on performance.  <b>Action Plan:</b>
--	---

Current Fault has oscillated 9 times in the last 30 minutes.

10/24/2022 12:50:00 PM	Active
10/24/2022 12:46:00 PM	Inactive
10/24/2022 12:44:39 PM	Active
10/24/2022 12:40:39 PM	Inactive
10/24/2022 12:35:40 PM	Inactive
10/24/2022 12:31:01 PM	Inactive
10/24/2022 12:30:19 PM	Active
10/24/2022 12:26:19 PM	Inactive
10/24/2022 12:21:37 PM	Inactive

Figure 179 – View Oscillation Details

- **Create an Actionable Fault Alert**
  - This will redirect you to the page for setting up a new alert for the specific fault selected. The details for this fault will be automatically filled in where applicable during the alert creation process.

**FAULT SETTINGS**

This button will appear under CSA Violation Points for **Admin** level users. It allows account administrators to add information for a fault which will display as appended for all other read-only users.

Changing these settings will affect all instances of the fault for a specific component or, if the component has not been identified in TripVision, for all instances of the generic SAE fault.

Use these fields to customize information for your fleet, and operating region, e.g. TripVision also provides a method to raise or lower a fault’s severity.

**CUSTOMIZE FAULT SEVERITY**

Fault Code: SPN 1569  
 FMI: 31  
 ECU: Cummins ISB 6.7 CM2350 B101

Recommended Severity

**100**

Scope: Severity will only be adjusted for this specific component

Override default fault settings with the following customized values

HEALTH SEVERITY : 100

0 100

SAFETY SEVERITY : 50

0 100

EFFECT : Immediate engine power derate.

ADDITIONAL VEHICLE EFFECT : 0/500

RECOMMENDATION : The vehicle has a critical issue that should be repaired immediately. Move the vehicle to the nearest safe location and shut down the engine until the problem is resolved.

ADDITIONAL RECOMMENDATION : 0/500

ACTION PLAN : If vehicle is able to maintain safe speed, driver may continue to deliver load but vehicle should be brought to repair facility as soon as possible.

ADDITIONAL ACTION PLAN : 0/500

Don't include this fault for Health and Safety Alerts

SAVE
CANCEL

Figure 20 - Fault Settings (OEM)

Changing a fault’s severity/color will not update any vehicle health scores until the fault is next processed. For example, when a fault is modified from the most severe level (red or 75-100 range) to the least severe level (green or 0-25), the fault’s color as depicted in TripVision will not immediately change from red to green.



- Health Severity Score
- Safety Severity Score
- Additional Vehicle Effect
- Additional Recommendation
- Additional Action Plan
- Don't include this fault for Health and Safety Alerts

- o Checking this box will no longer include this fault in future Health and Safety Alerts

Under the ‘Customize Fault’ heading on the dialog, the text will appear indicating which component(s) are affected. If a fault appears for multiple components or OEMs, an admin level user must change the fault for each component or OEM. For example, if a fault severity is changed for a specific OEM, vehicles by other OEMs that have that same fault will NOT reflect the same change.

**Note:** Changing a fault for a component or OEM will not affect the same fault reported by other components or OEMs. For instance, if a fault is changed for a specific Cummins Engine, other engines will not be affected. The same applies to SAE Components. When you customize an SAE Fault, the “Scope” message will be in Red to help distinguish between OEM and SAE.

**CUSTOMIZE FAULT SEVERITY**

Fault Code: SPN 96  
 FMI: 19  
 ECU: SAE Generic Engine

Recommended Severity: **25**

Scope: Default Severity for this fault will be adjusted for all components of type "Engine" "Engine"

Override default fault settings with the following customized values

HEALTH SEVERITY: 25 (slider from 0 to 100)

SAFETY SEVERITY: 0 (slider from 0 to 100)

EFFECT: [Text Area] 0/500

ADDITIONAL VEHICLE EFFECT: [Text Area] 0/500

RECOMMENDATION: [Text Area] 0/500

ADDITIONAL RECOMMENDATION: [Text Area] 0/500

ACTION PLAN: Action plan not set

ADDITIONAL ACTION PLAN: [Text Area] 0/500

Don't include this fault for Health and Safety Alerts

**SAVE** CANCEL

Figure 21 - Fault Settings (SAE)

xiii. FAULT HISTORY

FAULT HISTORY

Q Search

All Telematics Any Time All Components All Codes Any Status

#	SEVERITY	FAULT TYPE	COMPONENT	REPORT DATE	ORIGIN	DESCRIPTION	STATUS	CODE
> 1			Engine	10/26/2022 8:42:39 AM	Geotab	Aftertreatment Diesel Particulate Filter Differential Pressure Sensor Circuit - Voltage Below Normal or Shorted to Low Source. Low signal voltage or open circuit detected at the aftertreatment differential pressure sensor circuit.	Active	SPN 3251
> 2			Engine	10/26/2022 8:42:39 AM	Geotab	Aftertreatment Diesel Exhaust Fluid Tank Heater - Data Valid But Above Normal Operating Range - Moderately Severe Level. The diesel exhaust fluid tank heater is continuously in the ON position.	Active	SPN 3363
> 3			Engine	10/26/2022 8:42:39 AM	Geotab	Engine Protection Torque Derate - Condition Exists. Critical fault codes related to engine operation are active.	Active	SPN 1569

<< < 1 of 5 > >>

If a vehicle was previously connected to a JPRO Professional diagnostic software or previously

Figure 182 - Fault History

enrolled in the service, Fault History may be available for that vehicle up to the past 50 faults. Faults in the Fault History view will display their original status but do not necessarily reflect the current status of the vehicle. Currently occurring faults will appear in the Fault Grid.

xiv. VEHICLE DETAILS

This tab provides you with details about various component systems and telematics devices on the vehicle. The level of accuracy and detail is determined by the method of data being pulled. If a vehicle has been connected to a JPRO Professional diagnostic software previously, the data from the VIN will be pulled from Noregon’s internal database. If the TSP can provide component identification, then the web portal will pull directly from the TSP. If none of these are available, the service will use a VIN decoding system to attempt to identify the components. The identification of component level systems helps in the accuracy of fault monitoring.

**2021 Freightliner/M2 106**  
 VIN : 3AKBCXF2MDMJ0980  
 ID : 216026

ODOMETER: 25000 mi    ENGINE HOURS: 250    EXPAND ALL

SEVERITY	COMPONENT	DESCRIPTION
>	Engine	Cummins - L9
>	Brakes	WABCO - E Cab ESC
>	Advanced Emergency Braking System	WABCO - OnGuard™ Display Unit
>	Instrument Cluster	Freightliner Corporation and Thomas Built Buses - N/A
>	On-Board Data Logger	Noregon - ND2
>	Transmission	Manual or Automatic -
>	Body Controller	Freightliner Corporation and Thomas Built Buses - N/A
>	Off Vehicle Gateway	Stoneridge Electronics - N/A
>	Headway Controller	WABCO - OnGuard™ Radar Sensor
>	Chassis Controller	Freightliner Corporation and Thomas Built Buses - N/A

ADAS Equipped  
Yes

ADAS System  
WABCO OnGuard

Figure 193 - Vehicle Details

- **Severity**
  - This column provides a color and icon representation of the component’s currently most severe fault. Red Stop Sign indicates most severe (Critical), Orange Wrench indicates severe, Yellow Wrench indicates Maintenance Needed, and a Green severity is informational.
- **Component**
  - This column indicates the term for the vehicle sub-system (e.g. engine, brakes, e.g.).
- **Description**
  - This column provides a brief description of the component.
- **Drop-down**
  - Description – repeats the previous description
  - Serial Number – Component serial number if available by TSP/JPRO Professional
  - Software Version – Component software version if available by TSP/JPRO Professional
- **Tag Type**
  - This column shows the current Tag types that are associated with the vehicle (if applicable)
- **Tags**
  - This column shows the tags that are assigned to this vehicle. (See “Manage

Vehicles” for more details)

## 4. REPORTS

The reports menu allows you to access the following report features:

- Run Reports
  - One-time reports; run immediately.
- Schedule Reports
  - Scheduled reports; run at user-defined intervals.

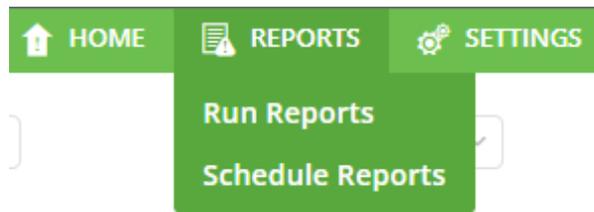


Figure 204 - Reports Menu

### xv. RUN REPORTS

The reports page allows you to generate a CSV file of various high-level views of enrolled vehicles based on the businesses/groups you are assigned with some reports considering a user-defined date range.

Reports

---

Report:

Start Date:

End Date:

Filter:

Business:

Business Groups	<input checked="" type="checkbox"/>
ND2 Telematics	<input checked="" type="checkbox"/>
AutomationTesting	<input checked="" type="checkbox"/>
AutomationTesting2	<input checked="" type="checkbox"/>
Best Logistics Staging	<input checked="" type="checkbox"/>
BulkWritesTesting	<input checked="" type="checkbox"/>
Diego's Engine Repair	<input checked="" type="checkbox"/>
Target	<input type="checkbox"/>

Figure 215 - Run Reports Page

---

## xvi. REPORT TYPES

Available report types will vary by user level and add-in support. Generally, lists will include:

- **Alerts Fired**
  - Provides the User with a summary of Alerts that have Fired off over a defined period.
- **Completed Preventive Maintenance**
  - Provides the User with a Summary of Completed PM's.
- **Distance Driven Per State**
  - Provides the user with a report that displays the *estimated* Distance Driven Per State of each vehicle, per business.
- **Distance Driven Per State (ND2 Only)\***
  - Provides the user with a report that displays the *estimated* Distance Driven Per State of each vehicle, per business. *This only applies to vehicles equipped with an ND2 Device.*
- **Fault History**
  - Provides a summary of every single fault that Assets have set, as reported by a Telematics device, for a user defined period.
- **Fleet Health Summary**
  - Provides a current on-the-spot TripVision centric snapshot of every Asset visible to a user.
- **Geofence Dwell Time**
  - Provides users a historical record of Asset dwell activity specific to a Geofence and/or a Geofence Group.
- **Handled Comments**
  - Provides users with the ability to see a historical record of all applicable Assets.
- **Health Trending**
  - Showcases the number of distinct Assets that have reached a Critical Health level over a few defined periods of time.
- **New Vehicle Registrations**
  - Shows users the number of Assets brought on into the system (Registered/Enrolled/Onboarded) for a user-defined period of time.
- **Parameters Out of Compliance\*\***
  - Provides users with an Asset level snapshot overview of the parameters

associated with a Business or Business Group.

- **Preventive Maintenance (All)**
  - Provides Asset-specific details related to PM events/routines, that are assigned to Assets as configured by a User/Business.
- **Preventive Maintenance (Due Now and Soon)**
  - Provides the same information as Preventive Maintenance (All), except the scope of visible information is limited to only those PM events/routines that have a Due Now or Due Soon status.
- **Top 10 Faults (SAE Descriptions)**
  - This report provides the User a list of the 10 highest occurring faults and their SAE Description for a user-defined period of time.
- **User Login**
  - Provides a historical record of each User that has logged into the system, for a specified period of time.
- **Vehicle Components**
  - Provides users with the ability to get a summary of the components (i.g. ECUs, electronic controllers, e.g.) determined by the system to be present on the Asset.
- **Vehicle Enrollment Report**
  - This report provides the User with a list of vehicles/assets that have been enrolled in TripVision during the user-defined period of time.
- **Vehicle Fault Count**
  - Provides users with a list of their visible Assets, and a count of how many Unique/Distinct fault codes have occurred on an Asset, over the User defined period of time.
- **VIN Last Fault Request**
  - Provides users a summary of the Assets in their Business or Sub-Businesses, and when that Asset last reported a Fault Code to the system for processing.

**\*NOTE:** Only when assets are equipped with a Noregon ND2 Telematics device, will the Distance Driven Per State (ND2 Only) report provide users with an actual report deliverable. This report is a focused report consisting of only ND2 derived data only.

**\*\*NOTE:** This report and the supporting feature is only available to TripVision Uptime customers

xvii. REPORT GENERATION

To generate a report:

1. Select a Report type
2. Enter or select start and end dates if applicable
3. Select a User Defined Filter if applicable\*
4. Select the groups or businesses to be included in the report
5. Click Submit

You will either be prompted to save the generated CSV file, or the generated CSV file will be automatically downloaded to your browser’s default downloads location.

**\*Note:** The “User Login” report does not support the Filtering feature

xviii. SCHEDULED REPORTS

Scheduled reports allow you to set up reports which will recur at user-defined intervals.

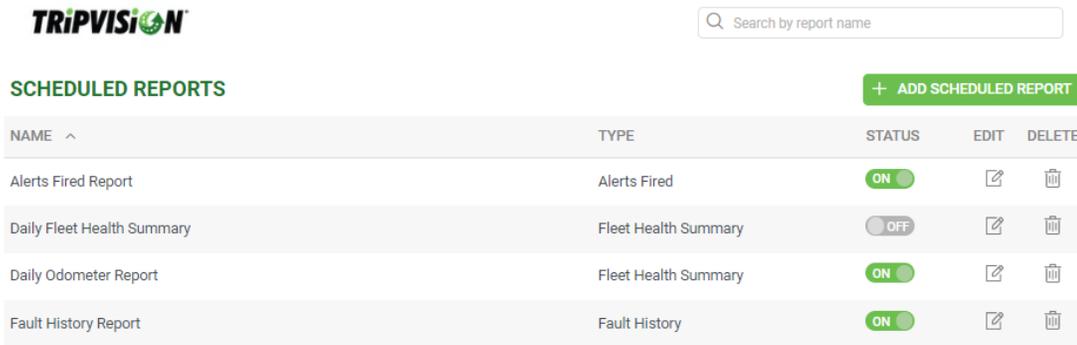


Figure 26 - Scheduled Reports Page

- Scheduled reports can be searched by using the search bar in the upper left of the screen.
- New scheduled reports can be created by clicking the Add Scheduled Report button.
- Existing scheduled reports can be activated/deactivated by using the toggle switch under the Status header
- Existing scheduled reports can be edited by clicking the pencil icon in the right-most column.
- Existing scheduled reports can be deleted by clicking the recycle bin icon in the right-most column.

### 4.1.2 ADD/EDIT REPORT SCHEDULE

The available scheduled report types and businesses available will be based on your current user group assignment and permissions. Scheduled reports will be sent in CSV format in a ZIP file.

#### EDIT REPORT SCHEDULE

REPORT FREQUENCY

FREQUENCY : Daily ▼

SELECT TIME (HH) : 3 ▼ PM ▼

EMAILS

EMAIL RECIPIENT(S) : taylor@truckcompany.net ✉

Enter Email 🗑

ADD ANOTHER EMAIL

Use Email from Business Groups

If checked, business group emails will be in addition to manually entered emails

FILTERS

FILTER :  ▼

REPORT SCHEDULE INFORMATION

NAME : Alerts Fired Report

REPORT : Alerts Fired ▼

Update Report With New Sub Businesses

BUSINESS :

<input type="checkbox"/> All Business Groups	<span style="color: green; font-weight: bold;">ON</span>
<input type="checkbox"/> ND2 Telematics	<span style="color: green; font-weight: bold;">ON</span>

Figure 27 - Add/Edit Report Schedule

- **Frequency**
  - Daily - Choose an estimated time of report delivery
  - Weekly - Choose the time of report & day of the week
  - Monthly - Choose the time of the report and Choose 1<sup>st</sup>, 15<sup>th</sup>, or last day of month
- **Email Recipient(s)**

- Enter recipient email (multiple recipients can be defined)
- **Use Emails from Business Groups**
  - If checked emails from the users in the selected business groups will receive the report
- **Filters**
  - Select a saved Filter to filter the report by
- **Name**
  - Enter a friendly name for the report to be easily identified in the scheduled report list
- **Report**
  - Choose a report type (list available under Report Types)
- **Update Report with New Sub Businesses**
  - Checking this box will automatically add any new sub businesses to the report
- **Business**
  - Select one or more businesses with the toggle control to be included in the report.

## 5. USER ACCOUNT

Account Management is located on the top right of your screen.

- **Change Password** - This setting will allow you to change the password that is used to log in to TripVision website.

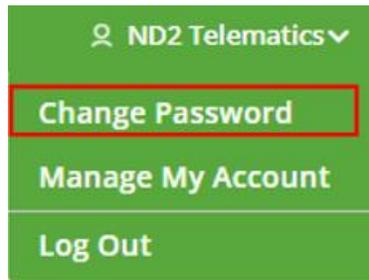
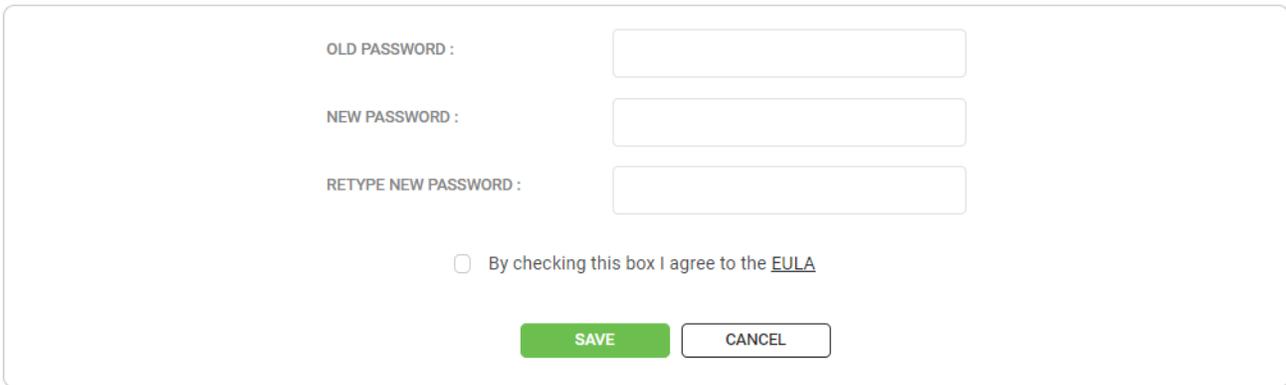


Figure 228

**CHANGE YOUR PASSWORD**

OLD PASSWORD :

NEW PASSWORD :

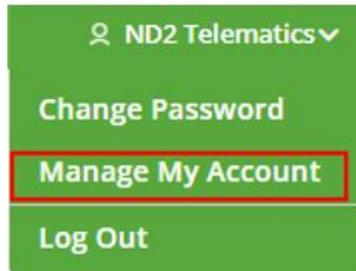
RETYPE NEW PASSWORD :

By checking this box I agree to the [EULA](#)

**SAVE**

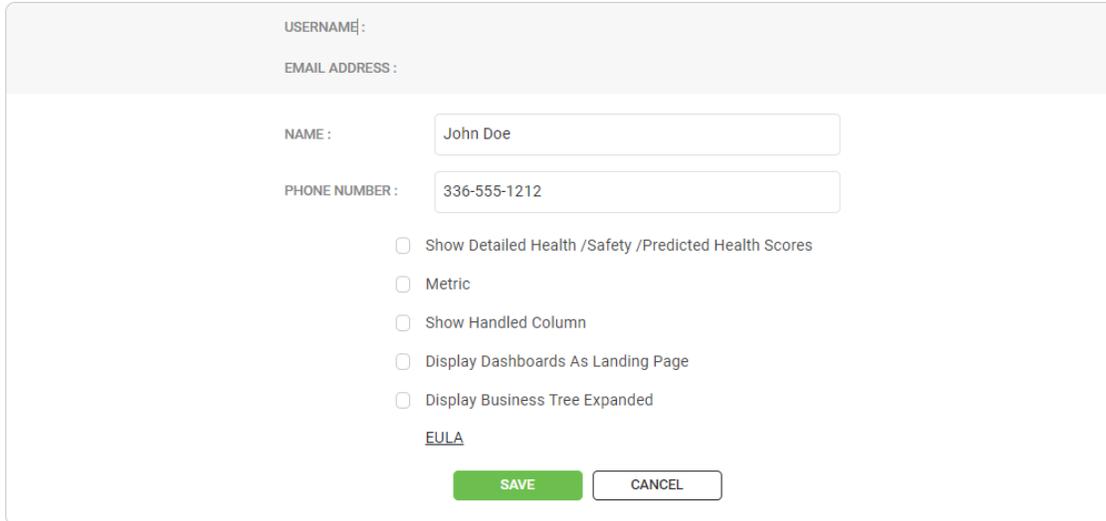
*Figure 239*

- Enter your current password
- Enter your new password
- Re-enter your new password for confirmation
- Check the EULA box
  - Click this hyperlink to view TripVision's end-user license agreement.
- Select Save to have your new password take effect

*Figure 30*

**Manage My Account** this page allows you to view and partially edit information associated with your web portal account. A gray text box indicates a field which is unable to be edited.

#### MANAGE MY ACCOUNT



The screenshot shows a user profile editing form. At the top, there are two fields: 'USERNAME:' and 'EMAIL ADDRESS:', both in a gray background indicating they are not editable. Below these are two standard text input fields: 'NAME:' containing 'John Doe' and 'PHONE NUMBER:' containing '336-555-1212'. Underneath the phone number field are five unchecked checkboxes with the following labels: 'Show Detailed Health /Safety /Predicted Health Scores', 'Metric', 'Show Handled Column', 'Display Dashboards As Landing Page', and 'Display Business Tree Expanded'. Below the checkboxes is a link labeled 'EULA'. At the bottom of the form are two buttons: a green 'SAVE' button and a white 'CANCEL' button.

Figure 31 - Edit User

#### SHOW DETAILED HEALTH/SAFETY/PREDICTED HEALTH SCORE

Selecting this box will display all numerical (0-100) health/safety/predicted health scores in your view of the web portal. Even when the box is unchecked, these scores will persist in the system and can be displayed again at any time by selecting this checkbox.

- **Unchecked (default):** Numerical scores will not appear on the website, but color severity will be visible. Most score-based slide controls will be replaced with color severity selections.
- **Checked:** Numerical scores will appear on the website. Score based selections will be control by slide controls.

#### METRIC

Selecting this box will toggle a metric view for odometer information wherever it appears. These will include items such as vehicle summary odometer, odometer values in reports, parameter speed values, and email summaries.

- **Unchecked (default):** Odometer and speed-based values will appear in US customary units, i.e. miles, mi, or mph.
- **Checked:** Odometer and speed-based values will appear in metric units, i.e. kilometers, km, or km/h.

### SHOW HANDLED COLUMN

Selecting this box will toggle a new column related to the maintenance manager when viewing the vehicle list. The handled column shows a user-selectable checkbox per vehicle indicating whether the vehicle status has been recently addressed since indicating new faults.

- **Unchecked:** The handled status column will not appear in the vehicle list.
- **Checked (default):** The handled status column will appear in the vehicle list and contain user selectable checkboxes to indicate the vehicle has been triaged, addressed, e.g.

### DISPLAY DASHBOARDS AS LANDING PAGE

Selecting this box will toggle the user's default page loaded upon logging in.

- **Unchecked:** The home page map and vehicle list will be displayed upon successful login.
- **Checked (default):** The dashboards page will be displayed upon successful login.

### DISPLAY BUSINESS TREE EXPANDED

Selecting this box will toggle the user's default preference for the Business Grouping View.

- **Unchecked:** The Business Grouping will be collapsed upon user login.
- **Checked (default):** The Business Grouping will be expanded upon user login.

### EULA

- Click this [hyperlink](#) to view TripVision's End-User License Agreement.

### Username

- **Email Address**
- **Name**
- **Phone Number**
- **User Preferences**

- Show Detailed Health/Safety Score
- Metric
- Show Handled Column
- Display Dashboards as Landing Page
- Display Business Tree Expanded
- EULA– Click “EULA” to open the hyperlink to view TripVision’s End-User License Agreement.

i. LOGOUT

Clicking this option (located in the top-right corner of each screen) will log you out of your current session. Any other navigation to the website will be redirected to the login screen until login is completed again.

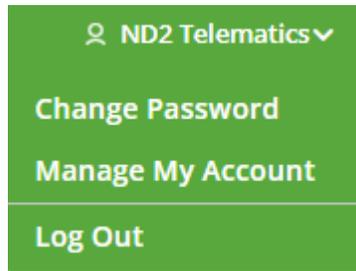


Figure 32

ii. SESSION EXPIRATION

For security reasons, login sessions will automatically expire after 8 hours. At this point, selecting vehicles will display an error message regarding an invalid token. Attempting to navigate to any other page of the web portal or clicking Logout will return you to the login screen where you can login and begin a new session.

6. SETTINGS

- The settings menu offers multiple options for managing various areas of the web portal and your

Options available may vary depending on user access level (see Access Levels).

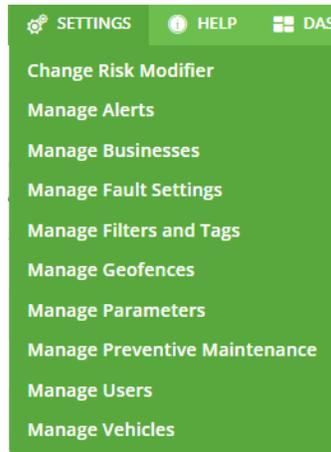


Figure 33 - Settings

xix. **MANAGE USERS**

This page allows you to set up and edit additional users to access your fleet’s web portal information. Depending on your TSP settings, user enrollment may occur automatically.

#	USERNAME	NAME	EMAIL	PHONE NUMBER	ACCESS LEVEL	BUSINESS NAME	STATUS	PASSWORD STATUS	EDIT
1	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4567	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
2	admin@tripvision.com	Jane Smith	jane.smith@tripvision.com	(555) 123-4568	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
3	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4569	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
4	admin@tripvision.com	Jane Smith	jane.smith@tripvision.com	(555) 123-4570	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
5	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4571	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
6	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4572	Account Manager	Business 1	ON	OFF Unlocked	[EDIT]
7	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4573	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
8	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4574	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
9	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4575	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
10	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4576	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
11	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4577	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
12	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4578	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
13	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4579	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
14	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4580	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]
15	admin@tripvision.com	John Smith	john.smith@tripvision.com	(555) 123-4581	Account Admin	Business 1	ON	OFF Unlocked	[EDIT]

Figure 34 - Users List

#	USERNAME	NAME ^	EMAIL	PHONE NUMBER	ACCESS LEVEL	BUSINESS NAME	STATUS	PASSWORD STATUS	EDIT
1	RegionalSalesManagers	Alec Johnson	rsm@Noregon.com	999-999-9999	Account Admin	MCE Business #1 Business #2 Business #3 South <a href="#">Read more</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Unlocked	

Figure 35 – User Details

When the number of listed businesses exceeds is greater than the number that can be displayed, a [Read more](#) Hyperlink will appear allowing you to see all businesses that are associated with that user.

### BUSINESS NAMES

- 1 MCE
- 2 Business #1
- 3 Business #2
- 4 Business #3
- 5 South
- 6 Scranton
- 7 North
- 8 New York City
- 9 Buffalo

Figure 36 – Business List

### xx. USERS LIST

This list provides a summary for each web portal account set up under the currently logged in user. This is the default view after clicking Settings > Manage Users.

- **#**
  - A simple reference number for the listed entries
- **Username**
  - The name used to log in to the web portal account, typically your email address
- **Name**
  - Lists first and last names currently associated with that account’s user settings
- **Email**

- The email address currently associated with that account's user settings
- **Phone Number**
  - The phone number currently associated with that account's user settings
- **Access Level**
  - The level of access granted to that account – determines user's rights and permissions
- **Business Name**
  - Selection determines what groups of vehicles are viewable to you
- **Status**
  - 'On' designates the account is enabled, 'Off' states the user no longer has access to TripVision
- **Password Status**
  - 'On' designates the account locked and the user has tried to enter their password more than 3 times unsuccessfully, any Account Admin can unlock the user's account. 'Off' states the user is not locked out of their account.
- **Edit**
  - Navigates to a page that allows you to edit certain settings for that user

---

#### xxi. ACCESS LEVELS

Currently, the web portal supports four levels of user accounts. All permissions are cumulative meaning Admins have all rights of Managers, Members, and Viewers. Managers have all rights of Members and Viewers. Additional rights may be available depending on add-in support.

- Account Viewer
  - Run Reports
- Account Member
  - Run Reports
  - Enter Handled Comments
  - Close Scheduled Preventive Maintenance
- Account Managers – Additional Permissions
  - Change Risk Modifier
  - Maintenance Manager (Handled/Unhandled Vehicles)
- Account Admins – Full Permissions
  - Schedule Reports
  - Manage Users
  - Manage Businesses
  - Manage Vehicles
  - Manage Alerts
  - Change Risk Modifier
  - Fault Settings

## xxii. ADD NEW USER

This page allows the creation of a new web portal user account.

New users will receive an email at the specified email address to complete setting up their accounts. The email will include a temporary password which must be changed upon the first

The screenshot shows a 'Create User' form with the following fields and options:

- USERNAME:
- EMAIL ADDRESS:
- NAME:
- PHONE NUMBER:
- ACCESS LEVEL: Select access level (dropdown menu)
- BUSINESS: A list of business groups with toggle switches:
  - All Business Groups: OFF
  - MCE: OFF
  - Business #1: ON
  - Business #2: OFF
  - Business #3: OFF

At the bottom of the form, there is a link to the [EULA](#), a green **SAVE** button, and a **CANCEL** button.

Figure 37 - Create User

login. Each email address can only be used once and must be unique. If you are unable to register using a specific email address, it is possible the account was automatically created by the TSP for that address. Please use the Forgot Password page to receive a password reset link at that email address. Access level granted can only be equal to or less than your own.

xxiii. EDIT USER

The edit user (accessed from the Pencil icon in User List) allows you to edit certain details of any individual account placed under your business. Username and email address cannot be edited.

USERNAME : marketing@noregon.com  
 EMAIL ADDRESS : marketing@noregon.com  
 NAME : Noregon Marketing  
 PHONE NUMBER : 336-555-5555  
 ACCESS LEVEL : Account Admin  
 BUSINESS : All Business Groups  ON  
            MCE  ON  
 EULA  
 SAVE CANCEL

Figure 248 - Edit User

xxiv. CHANGE RISK MODIFIER

Selecting Change Risk Modifier from the Settings menu will display a pop-up window for Health Score Settings.

HEALTH SCORE SETTINGS  
 Adjust slider to set system health thresholds  
 CURRENT 0  
 -10 0 4 10  
 SAVE CANCEL

Figure 259 - Health Score Settings

This window allows you to globally set your risk adversity within +/- 10 points of the original value after all other vehicle health factors have been calculated. Recalculation of a vehicle’s health score will occur once a new fault is received.

**xxv. EXAMPLE OF MODIFYING THE RISK MODIFIER**

1. For example, if you adjust the slider to -10 and save settings, a vehicle’s health score which previously would have been 80 (No Repair Needed) would instead be calculated to 70 (Maintenance Needed) after a new fault is received.
2. Conversely, if you tend to consider vehicles labeled with a Severe health score are being graded too harshly, you can increase the slider to +10 which will mean more even more severe issues will need to be present before the vehicle is graded with a Severe health score.

**xxvi. MANAGE BUSINESSES**

This page allows you to manage the hierarchy of businesses (also referred to as “groups”) to which users and vehicles can be assigned. Depending on your TSP settings, business/sub-business creation may automatically mirror your TSP setup

On the left, a hierarchy of business structure is displayed. Selecting a business from this list allows several options to be managed.

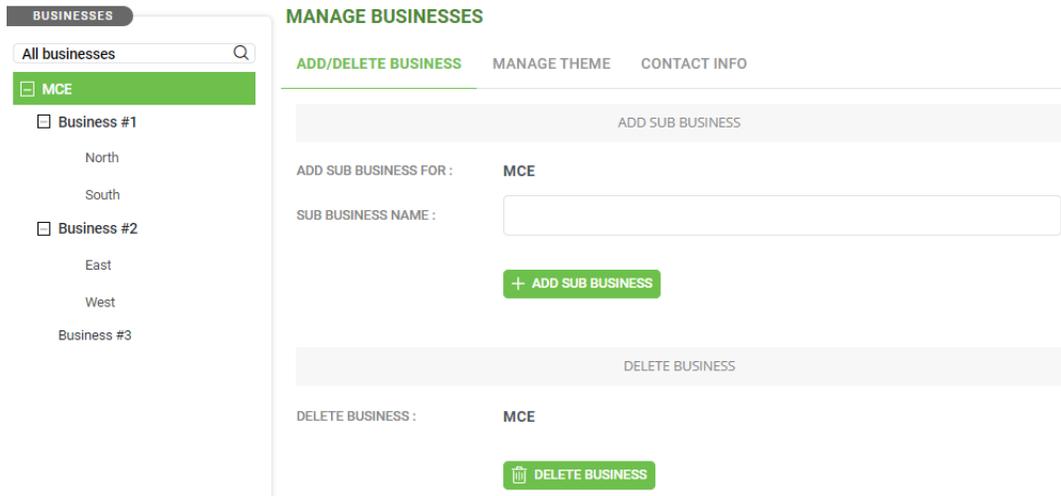


Figure 40 - Manage Businesses

**xxvii. ADD A SUB-BUSINESS**

Once a business has been selected from the business hierarchy tree, you may add a sub-business to the tree directly underneath it. The selected business will appear next to the “Add Sub-Business for:” line. Typing in a name for the sub-business and clicking the Add Sub-Business button will add it to the hierarchy tree accordingly.

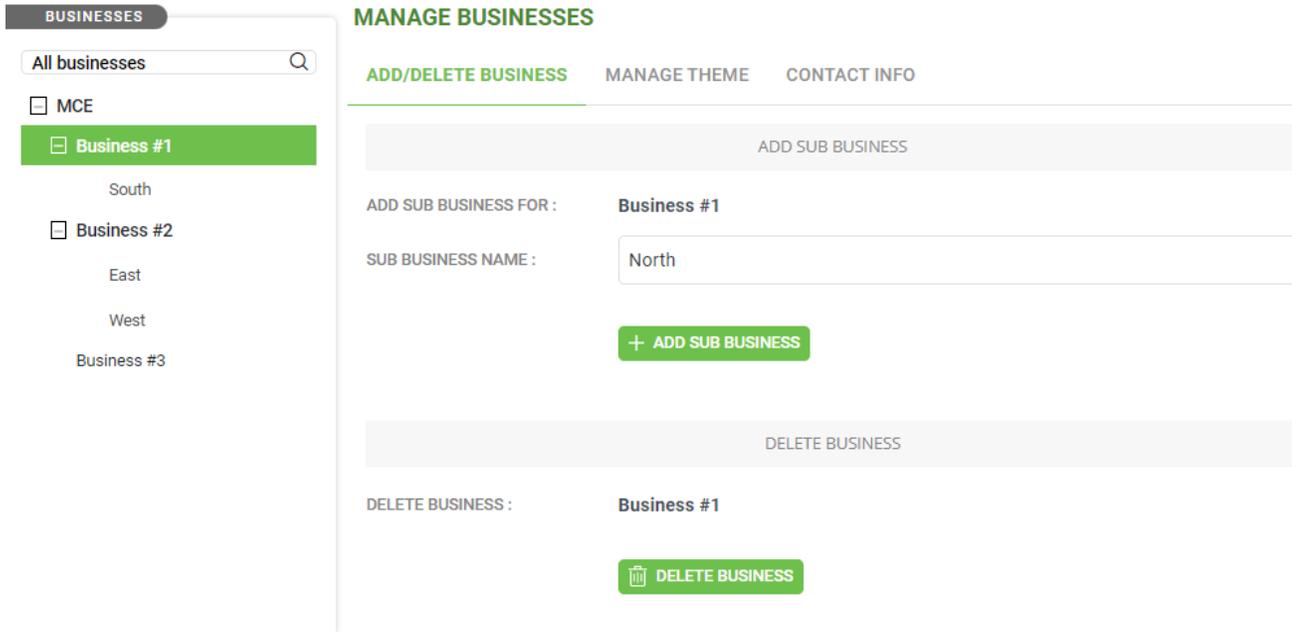


Figure 41 - Add Business

xxviii. DELETE BUSINESS

Once a business has been selected from the business hierarchy tree, you may delete the selected sub-business. The selected business will appear next to “Delete Business:” and clicking the Delete Business button will remove it from the hierarchy tree.

It is important to note that any vehicles which were registered to the deleted businesses will be inherited by the parent business of the business hierarchy tree. If a deleted business was created automatically and is still active in your TSP portal, it will be reactivated upon the next TSP update.

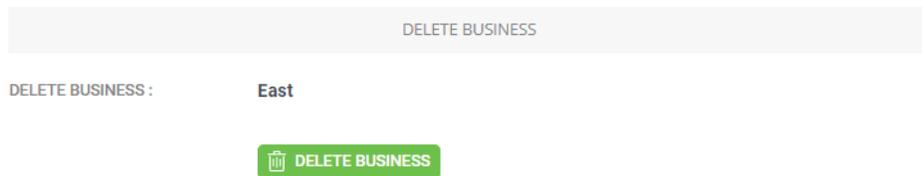


Figure 42 - Delete Business

## xxix. MANAGE THEME

Once a telematics provider level or parent company business has been selected from the business hierarchy tree, you may change the graphical appearance of some site features. The selected business will appear next to “Manage Business Theme”.

Clicking in the “Theme Hex Color” box presents the options of typing in a hexadecimal color value or using the included color picker to choose a color. Samples of the selected color will be displayed beneath the color picker and to the far left of the Theme Hex Color box.



Figure 43 - Theme Color Picker

Clicking **Choose File** next to “Theme Logo” will allow you to browse your computer for an image file to be displayed as the logo on the web portal. This logo appears in the top-left of all pages of the web portal for users assigned to this business. If no color/logo is set, it will be inherited from the parent.

Acceptable image file formats include .jpg, .jpeg, and .png. If the image chosen is larger than 206px by 42px, it will be resized.

Clicking the Save Theme button will save and apply the changes to the Theme Color and Theme Logo.

**MANAGE BUSINESSES**

ADD/DELETE BUSINESS

MANAGE THEME

**CONTACT INFO**

NAME :

EMAIL :

PHONE :

SAVE CONTACT

*Figure 44 – Contact info*

**Contact Info** – This field is designated as the main point of contact for the business

---

**xxx. MANAGE VEHICLES**

This page allows you to manage vehicles by moving them between businesses or deactivating them. Depending on your TSP settings, this may occur automatically. You may only manage vehicles at your account's business level and for the business levels below your own.

TRIPVISION  BUSINESS: All businesses STATUS: All

**MANAGE VEHICLES** MANAGE TAGS

<input type="checkbox"/>	VEHICLE IDENTIFICATION	BUSINESS	TAGS	STATUS	EDIT
<input type="checkbox"/>	0	Yellow Trucks		OFF	
<input type="checkbox"/>	001230	Ly/MA/Chennai		ON	
<input type="checkbox"/>	001817	Yellow Sport Services, Inc		ON	
<input type="checkbox"/>	001866	FoodPro Corporation		OFF	
<input type="checkbox"/>	001867	FoodPro Corporation		ON	
<input type="checkbox"/>	001868	FoodPro Corporation		ON	
<input type="checkbox"/>	001869	FoodPro Corporation		ON	
<input type="checkbox"/>	001870	FoodPro Corporation		ON	
<input type="checkbox"/>	002125	FoodPro Corporation		ON	
<input type="checkbox"/>	003670	FoodPro Corporation		ON	
<input type="checkbox"/>	003671	FoodPro Corporation		ON	
<input type="checkbox"/>	003673	FoodPro Corporation		ON	
<input type="checkbox"/>	003674	FoodPro Corporation		ON	
<input type="checkbox"/>	003675	FoodPro Corporation		ON	
<input type="checkbox"/>	004059	Hagerstown Block		ON	

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Figure 45 - Manage Vehicles

- **Vehicle Identification**
  - This column displays client-assigned Asset ID and VIN. If Asset ID was not set, it is set to the VIN. If VIN is not available, it is set to the Asset ID.
- **Business**
  - This is the list of businesses to which the vehicle is currently assigned.
- **Tags**
  - This displays a list of the Tags that are assigned to each Asset
- **Status**
  - This displays the current Status of the vehicle and allows a User with sufficient privileges to activate/deactivate individual Assets
- **Edit**
  - Clicking the Pencil icon will open a menu that allows the Asset ID to be renamed and the business/group list for that vehicle to be edited.
  - Clicking the Tag icon will open a menu that allows the User to add/edit Tags to a vehicle

### xxxii. FILTERING & SEARCHING

Searching and filtering are currently available by four methods:

1. **Filter/Search by ID/VIN**
  - If you have “All businesses” selected in the first dropdown box, entering a full or partial Asset ID or VIN, and clicking the search button (represented by a magnifying glass) will display all matches in the vehicle list.
2. **Filter/Search by Business**
  - Selecting a business from the first dropdown box will filter the vehicle list to only vehicles currently belonging to that business.
3. **Filter/Search by Business and ID/VIN**
  - The business filter must be applied first followed by an entry in the ID/VIN field.
4. **Filter/Search by Active/Inactive/All**
  - Applying the “Show Recently Active” filter will filter the vehicle list to only vehicles that have been active within the last 90 days. **All** will return results from BOTH **Active** and **Inactive** vehicles.

---

### xxxiii. REASSIGNING VEHICLES

1. Filter/Search for your desired vehicle(s) as per the filter/search steps above.
2. Select Edit (pencil icon) next to your desired vehicle.
3. Select your new business assignment from the Business dropdown box.
4. Click the Save button.

Depending on your TSP settings, this may occur automatically. Any reassigned vehicles will no longer appear in the vehicle list for users associated with the old business when they are logged in, instead appearing in the vehicle list when users of the recipient business are logged in.

---

### xxxiiii. RENAMING VEHICLE ASSET ID

1. Filter/Search for your desired vehicle(s) as per the filter/search steps above.
2. Select Edit (pencil icon) next to your desired vehicle.
3. Enter the new name of the vehicle.
4. Click the Save button.

MANAGE VEHICLE

VEHICLE ASSET ID :

CONTACT NAME :

CONTACT EMAIL :

CONTACT PHONE NUMBER :

BUSINESS :

All Business Groups OFF

MCE OFF

Figure 46 – Manage Vehicle Assignment

xxxiv. **MANAGE ALERTS**

This page allows you to manage email and text message alerts which will trigger based on user configurable health or safety scores, individual faults, or faults with additional attributes on vehicles.

**ALERTS LIST** + ADD NEW ALERT

#	ALERT NAME	ALERT TYPE	VALUE	STATUS	EDIT	DELETE
1	DPF Regen	Driver Actionable Alert	N/A	OFF		
2	Alert 1002	Driver Actionable Alert	N/A	OFF		
3	Actionable Alert!	Driver Actionable Alert	N/A	OFF		

Figure 47 - Alerts List

- **#**
  - A simple reference number for the listed entries
- **Alert Name**
  - The name of the alert as configured by you
- **Alert Type**

- **Value**
  - The threshold for the alert – vehicles under this score for the chosen alert type will trigger an email alert, text message alert, or both depending on alert settings
- **Status**
  - Whether the alert is currently active
- **Edit/Remove**
  - Edit, represented by a pencil icon, allows you to change the alert settings
  - Remove, represented by a recycle bin  icon, allows you to delete the alert

xxxv. **ADD/EDIT ALERT**

Clicking the Add New Alert button or the Edit icon on an existing alert row will display a new window for alert settings.

**HEALTH AND SAFETY ALERTS**

When selected from the Alert Type dropdown menu, health and safety alerts allow you to receive notifications when a vehicle in the selected groups has a health score or safety score falls below a specific threshold.

**CREATE ALERT**

The screenshot shows a 'CREATE ALERT' form with the following fields and options:

- ALERT NAME:** Text input field with placeholder 'Enter Name'.
- ALERT TYPE:** Dropdown menu with 'Low Health Score' selected.
- FILTER:** Dropdown menu with 'None' selected.
- HEALTH SCORE:** Three buttons: 'Critical' (red), 'Severe' (orange), and 'Maintenance' (yellow). A red error message 'This field is required' is visible below the buttons.
- BUSINESS:** A list of business groups with checkboxes and 'OFF' toggle switches. 'All Business Groups' is selected. Below it, 'MCE' is listed with its checkbox checked and 'OFF' toggle switch.
- EMAIL RECIPIENT(S):** Text input field with placeholder 'Enter Email'. Below it is an 'ADD ANOTHER EMAIL' button.
- Use Email from Business Groups:** A checkbox that is currently unchecked. Below it is a note: 'If checked, Business group emails will be in addition to manually entered emails'.
- PHONE NUMBER:** Text input field with placeholder 'Enter Phone Number'. Below it is a note: 'Cellular numbers only, SMS fees and data rates may apply.'
- Is Active:** A checked checkbox.
- Buttons:** 'SAVE' (green) and 'CANCEL' (white) buttons at the bottom.

Figure 48 - Health/Safety Alert

- **Alert Name**
  - The name of the alert as configured by you
- **Alert Type**
  - **ADAS Alert**
  - **CSA Violation Fault**
  - **Driver Actionable Alert**
  - **Emission Fault**
  - **Fuel Economy Fault**
  - **Geofence Alert**
  - **Idle Shut Down Time Parameter**
  - **Low Health Score**
  - **Low Safety Score**
  - **PM Event**
  - **Predictive Fault**
  - **Road Speed Parameter**
  - **Specific Fault**
- **Filter**
  - Select a saved Filter to filter the Alert by
- **Value Slider / Severity Selector**
  - If numerical values are set to show, a slider will appear for you to choose the threshold for the alert trigger
  - If numerical values are set to hidden, a color-coded severity selector will appear for you to choose the threshold for the alert trigger
- **Businesses**
  - Which businesses this alert will monitor
- **Email Recipient(s)**
  - If present, the email address(es) which will receive the alert notification
- **Use Emails from Business Groups**
  - If checked, emails from the users in the selected business groups will receive an alert
- **Phone Number**
  - If present, the phone number which will receive the text alert notification
- **Is Active**
  - Whether the alert is currently active

### SPECIFIC FAULT ALERTS

When selected from the Alert Type dropdown menu, specific fault alerts allow you to receive notifications when a vehicle in the selected groups has reported a specific fault code.

ALERT NAME :	<input type="text" value="Enter Name"/>
ALERT TYPE :	<input type="text" value="Specific Fault"/>
FILTER :	<input type="text" value="None"/>
FAULT TYPE :	<input type="text" value="SPN/PID"/>
FAULT CODE :	<input type="text" value="required"/>
FMI :	<input type="text" value="Optional"/>

Figure 49 - Specific Fault Alert

While creating a new specific fault alert, you will be prompted for the following:

- Fault Type
  - SPN/PID
    - Numerical identifiers for J1939 and J1708 parameters respectively
  - SID
    - A numerical identifier for J1708 components
  - Proprietary/OBD
    - An alphanumeric identifier for standard OBD or manufacturer defined fault codes
    - Select this only if your TSP is capable of reporting non-standard vehicle faults
- Fault Code
  - The numeric or alphanumeric (see fault type) fault code
- FMI
  - The failure mode identifier associated with the fault code
  - Proprietary/OBD faults do not have associated FMI values

---

#### xxxvi. CSA ALERTS

When selected from the Alert Type dropdown menu, fault attribute alerts allow you to receive notifications when a vehicle in the selected groups has reported a fault that is known to have an impact on CSA score violations, emissions performance, or fuel economy.

#### ACTIONABLE ALERTS

When selected from the Alert Type dropdown menu, actionable alerts allow you to receive notifications when a vehicle in the selected groups has reported a fault that has a suggested course of action that may be enacted by the driver of the vehicle.

## xxxvii. MANAGE PREVENTIVE MAINTENANCE

TripVision allows customers to define Preventive Maintenance Events. Individual accounts at the 'Top Level' Business with Administrator or Manager Privileges may define this type of Preventive Maintenance. Other users, except for basic account member users, may assign vehicles to the PM.

## MANAGE PREVENTIVE MAINTENANCE

+ ADD PM

#	TITLE ^	DESCRIPTION	RECURRING	STATUS	EDIT
1	2000 A	2000 A	NO	<input checked="" type="checkbox"/>	
2	2400 B	2400 B	NO	<input checked="" type="checkbox"/>	
3	300hr A service	Hourly interval for the Grease / A service	YES	<input checked="" type="checkbox"/>	
4	60k B Service	Oil, filters, grease, inspection	YES	<input checked="" type="checkbox"/>	

Figure 50 - Manage PM's Page

On the "Manage Preventive Maintenance" page, you can view/edit current PM's or add new ones. To create a new PM (Preventive Maintenance), click on the "Add PM" button. From here, you can define the PM to fit your business needs. Interval based preventive maintenance can be defined by the odometer, engine hours, or month. Please note that these are intervals, not specific odometer readings, e.g. PM may also be defined for a specific date. However, the date specified PM cannot be recurring events.

- **#**
  - A simple reference number for the listed entries
- **Title**
  - This column displays the name of the PM
- **Description**
  - This column displays the used-defined description of the PM
- **Recurring**
  - This column states whether or not the PM has been defined as Recurring or not
- **Status**
  - This column shows the current status of the PM and allows the user to set the status of a PM to active (slider to the right) or inactive (slider to the left)
- **Edit**
  - This column provides a means to edit the existing PM

**ADD NEW PREVENTIVE MAINTENANCE EVENT**

PM EVENT NAME :

DESCRIBE THE PREVENTIVE MAINTENANCE PROCEDURE BELOW :

---

PM EVENT OCCURS

**BY INTERVAL** BY DATE

Odometer (mi) :

Engine hours :

Month(s) :

Recurring event

Odometer values entered are the same (Imperial or Metric) as the current account holder settings

APPLY PM RULE TO THE FOLLOWING VEHICLES

BUSINESS :

VIN  Asset ID

Asset ID	LAST REVISION		
Search by ID/VIN	VIN/AssetID	Odometer	Engine hours
	N1408		
N7712			
N3737			
N7736			
No results			

Figure 51 - User-Defined PM

xxxviii. ADD/EDIT PREVENTIVE MAINTENANCE

The Add/Edit Preventive Maintenance screen allows the user to create/edit PM's. Below is a list of the fields and their meanings.

- **PM Event Name**
  - This is the name that will appear in the Manage Preventive Maintenance and under Non-Mechanical Maintenance within the vehicle's Preventive Maintenance tab.
- **Describe the preventive maintenance procedure below**

- This description will appear under Non-Mechanical Maintenance within the vehicle’s Preventive Maintenance tab.
- **PM Event Occurs (By Interval)**
  - Selecting these will set the PM event to trigger when the vehicle(s) reach any of the defined thresholds. Any combination of Odometer, Engine Hours, or Month(s) can be selected.
- **PM Event Occurs (By Date)**
  - Selecting this will set the PM event to trigger when the vehicle(s) reach the defined date.
- **Recurring Events**
  - Selecting this will cause the PM event to persist and update after it has been closed. Once an event has been made a recurring event, it cannot be reverted.
  - E.g. An interval-based PM event of 40,000 miles is closed for a vehicle at 50,000 miles. The PM event will be updated to show the next event due at 90,000 miles.
- **Business**
  - A list of business sub-groups is selected to find vehicles more quickly.
  - Vehicles can be searched by VIN or Asset ID and then be selected, if Asset ID was not provided, the Asset ID will be presented as a VIN.
- **Vehicle List**
  - The user must select all vehicles they wish to apply the PM rule to and click the > button to move it to the right-hand view. Vehicles in the left-hand box will not be affected by the PM being created/edited.

xxxix. INTERVAL MAINTENANCE LAST REVISION

Creating an interval-based PM event will give the option for added vehicles to have alternate starting points for the last revision times.

VIN/AssetID	LAST REVISION		
	Odometer	Engine hours	Date
11VJ813A8MA001197 / T58611	<input type="text"/>	<input type="text"/>	<input type="text"/> 
11VJ813A1MA001199 / T58613	<input type="text"/>	<input type="text"/>	<input type="text"/> 

Figure 52 - PM Event Last Revision

When creating an interval-based PM event, adjust the odometer or engine hours for each vehicle to accurately reflect when the prior maintenance was done. If the ‘Last Revision’ is not

specified, the next service interval will be based on the vehicle’s current state.

As an example, a maintenance event needs to occur every 40,000 miles (40,000, 80,000, 120,000, e.g.). The odometer currently reads 100,000 miles, and the maintenance last occurred on schedule at 80,000 miles. When adding the vehicle to a new PM event, the Last Revision for Odometer should be entered as 80,000 miles so the PM event can adjust the maintenance interval correctly.

If the ‘Last Revision’ was not entered, the PM event will be triggered at 140,000, resulting in an initial 60,000 mile interval with 40,000 mile intervals thereafter.

**xl. PREVENTIVE MAINTENANCE TAB**

To view PM’s at the Vehicle level, simply click on the Preventive Maintenance Tab to view the PM data.



Figure 53 - Preventive Maintenance Tab

In addition to the ability to filter the vehicle list by vehicle health, a user can also view vehicles that have a PM Due Now or Due Soon by clicking on the gray box beside the “Filter by Health”.



Figure 54 - Select the Gray box to filter by PM's Due

Hovering over the gray box with the computer mouse will show the number of vehicles with PM due now or due soon.



Figure 55 - Hovering over displays # of vehicles with PM's Due

To complete Scheduled Maintenance, simply click the black ‘close’ button found next to the PM event description. The “1” in the example below indicates that the Scheduled Maintenance is “Due Now”.

SCHEDULED MAINTENANCE 1

PM EVENTS:

DUE	EVENT NAME	EVENT	DETAILS	CLOSE EVENT?
Now	300hr A service	Hourly interval for the Grease / A service	Engine Hours 9886	<span style="background-color: #28a745; color: white; padding: 2px 5px;">CLOSE</span>
Later	DOT Inspection	Perform every 10 months	Date: 2022-12-27T14:12:55.997	<span style="background-color: #28a745; color: white; padding: 2px 5px;">CLOSE</span>
Later	60k B Service	Oil, filters, grease, inspection	Mileage: 498082 mi	<span style="background-color: #28a745; color: white; padding: 2px 5px;">CLOSE</span>
Later	PM Miles	Transmission Fluid Change	Mileage: 538082 mi Date: 2023-02-27T14:12:56.007	<span style="background-color: #28a745; color: white; padding: 2px 5px;">CLOSE</span>

Figure 56 - Click "Close" to complete a Non-Mechanical PM

xli. DUE NOW, DUE SOON, AND DUE LATER DEFINED

TripVision’s Preventive Maintenance implementation categorizes Preventive Maintenance events in one of three ways.

There is no “Overdue” designation. Vehicles with overdue maintenance are “Due Now”.

VEHICLES					
VEHICLE IDENTIFICATION	CURRENT HEALTH	SAFETY SCORE	PREDICTED HEALTH	STATUS	HANDLED
S21339	8	5	8		<span style="background-color: #6c757d; color: white; padding: 2px 5px;">NO</span>
MRT-144	28	25	28		<span style="background-color: #28a745; color: white; padding: 2px 5px;">YES</span>
MRT-118	100	100	100		<span style="background-color: #6c757d; color: white; padding: 2px 5px;">NO</span>

Figure 57 - Color Coded Wrenches for Due Now (red) and Due Soon (yellow)

- **“Due Now”** indicates that the service is within 5% (distance, engine hours, e.g.) or within 1 day of a date-based event. Vehicles with ‘Due Now’ have red service icons () on the Vehicle listing.
- **“Due Soon”** indicates that the service is within 20% or within 14 days of a date-based event. Vehicles with ‘Due Soon’ have yellow service icons () on the Vehicle listing.
- **“Due Later”** indicates that service is outside of the above ranges and is not currently due. These Vehicles will not have a service icon listed for them.

**2021 Kenworth/T680 Series**

VIN : 1XKYD49X6MJ448746

ID : MRT-144



Figure 58 - Vehicle has PM Due Now or Due Soon

Vehicles with PM Due Now or Due Soon also have a wrench displayed on the Vehicle view's label. The back color (green, yellow, orange, or red) indicates the vehicle's health and not whether the PM is Due Soon or Due Later.

## 7. ALERT HISTORY



Figure 59 – Alert History

- Alert history provides a historical snapshot of the Health, Safety, and overall status of the truck when an alert was sent.

<p>10/11/2022 1:21:31 PM   546/564 FE</p> <p> </p>	<p><b>2017 Freightliner/Cascadia</b></p> <p>VIN : 1FUJGLDR1HLHZ3695</p> <p>ID : 1FUJGLDR1HLHZ3695</p> <p> </p>
<p>10/11/2022 1:21:31 PM   546/564 Low Health Score</p> <p> </p>	<p>ODOMETER: 456896 mi    ENGINE HOURS : 25655</p>
<p>10/11/2022 1:21:31 PM   546/564 PF</p> <p> </p>	<p>EFFECT ON VEHICLE :</p> <p><span style="background-color: #f4a460; padding: 2px;">28</span> Performance (Health) Effect None on Performance</p> <p><span style="background-color: #2e8b57; color: white; padding: 2px;">100</span> Safety Effect</p> <p><span style="background-color: #f4a460; padding: 2px;">25</span> Predicted Health</p>
<p>10/11/2022 1:21:31 PM   546/564 EF</p> <p> </p>	<p>RECOMMENDATION :</p> <p>The vehicle has a moderately severe issue that can lead to a breakdown or pose a safety issue if not repaired. Limit the vehicle's usage (hours/mileage) until the problem is resolved.</p>
<p>10/04/2022 2:36:07 PM   546/564 FE</p> <p> </p>	<p>ACTION PLAN :</p> <p>This action plan has not yet been defined.</p>
<p>10/04/2022 2:36:07 PM   546/564 PF</p> <p> </p>	<p>ACTIVE FAULT(S) :</p> <p>Component: Engine Fault Code: SPN 1322 FMI: 11 Fault Description: Misfire on Alternating Cylinders Detected</p>
<p>10/04/2022 2:36:07 PM   546/564 Low Health Score</p> <p> </p>	

Figure 60 – Alert History Details

8. LOCATION HISTORY



Figure 61 – Location History

The location History provides the GPS coordinates of a truck as it is driven so you can see the start and stop points. This data can be viewed at different time frames; Today (24 hours), Last 1 week, Last 2 weeks, Last 3 weeks, Last 4 weeks, 60 days and 90 days.

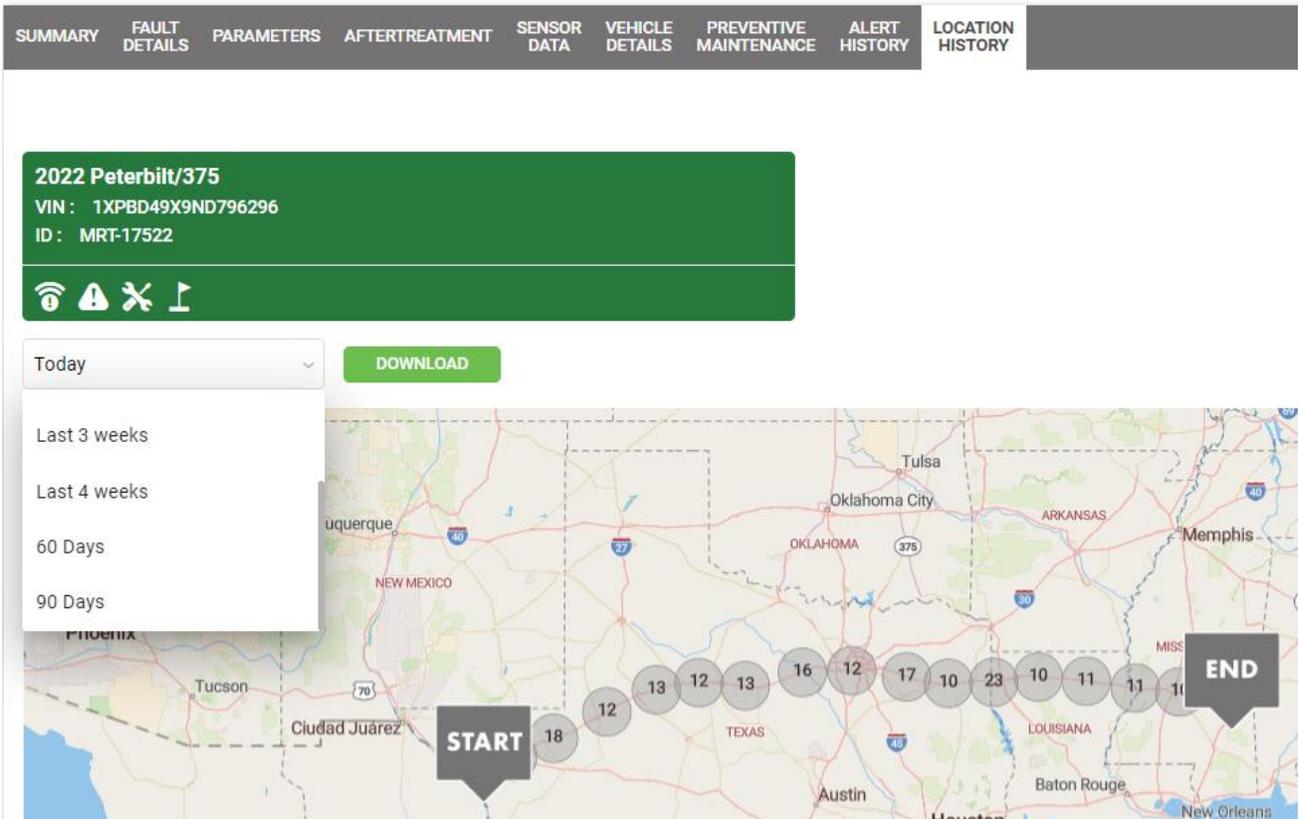


Figure 62 – Location History Details

The map will automatically group vehicles that are close together relative to the level of zoom. These groups or clusters are represented with a gray circle (vehicles) with a number in the middle indicating how many items are being grouped in that area. As you adjust the level of magnification on the map, clusters and counts will change.

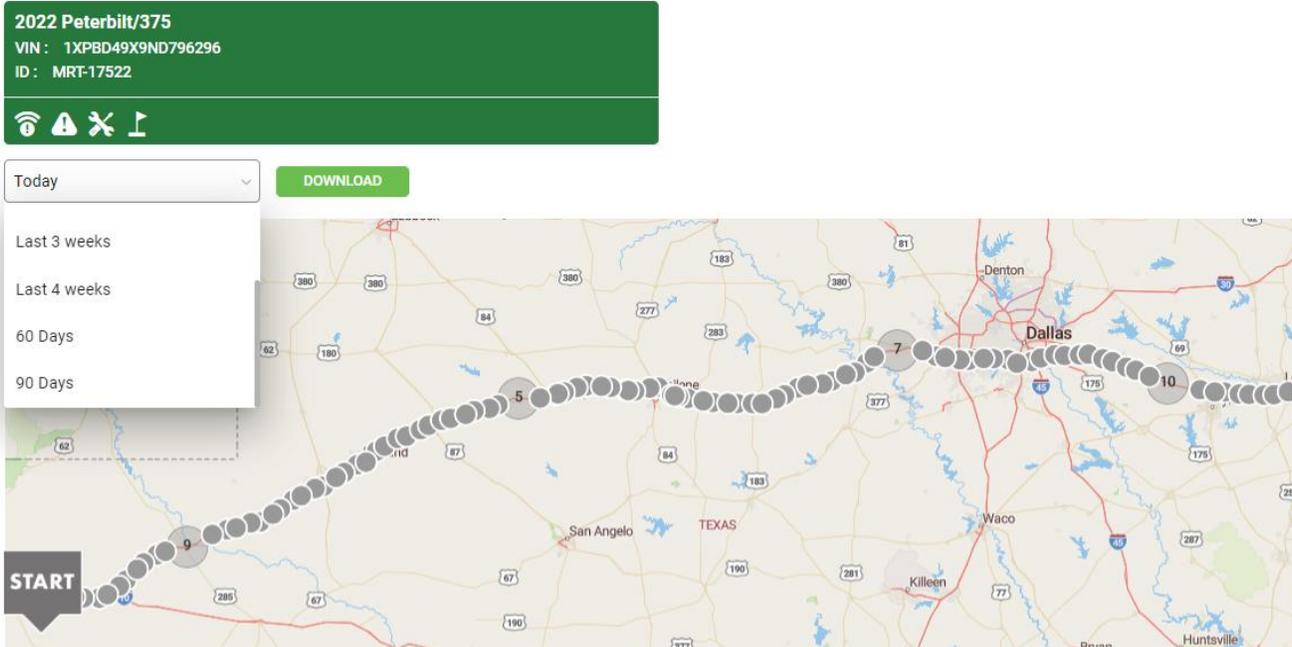


Figure 63 – Location Waypoints

All of the waypoints are exportable into a CSV report, which provides Asset ID, VIN, Request Time, Latitude and Longitude, and the Telematics service provider.

## 9. GEOFENCING

The Geofencing feature allows web portal users to define areas of interest and track vehicles entering and exiting areas of interest. The frequency of geolocation reporting updates is limited by the vehicle’s onboard telematics device.

---

### xlii. GEOFENCING USER PERMISSIONS

- Account Viewer, Account Member
  - Run Reports
  - View Geofences in Map Views
- Account Manager (TSP or Top-Level Business), Account Admin (TSP or Top-Level Business)
  - Create/Edit/Delete Geofences
  - Create/Edit/Delete Geofence Groups
  - Create/Edit/Delete Geofence Alerts

---

### xliiii. VIEWING GEOFENCES

1. Click the Geofences button above the Map view.

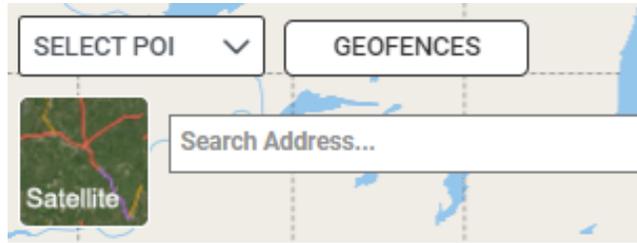


Figure 64 - Geofence Map Filter Button

2. Toggle Show Geofences.



Figure 65 - Geofence Map Filter Screen

3. (Optional) Click within the Geofences field to select specific Geofences.



Figure 66 - Filter by Geofence(s)

4. (Optional) Click within the Groups field to select specific Groups.

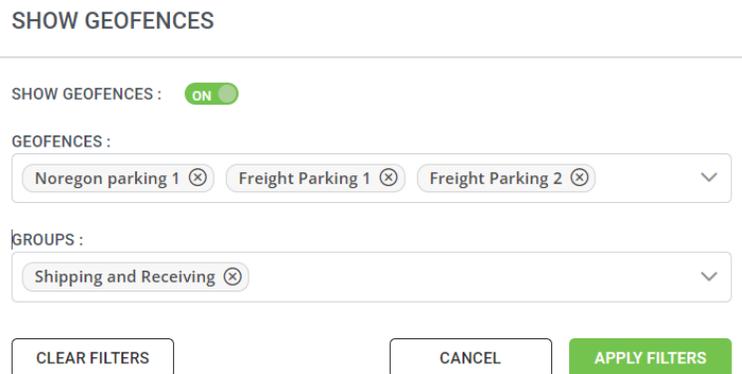


Figure 67 - Filter by Geofence Group(s)

5. Click Apply Filters.



Figure 68 - Filtered Results

- 6. Use map controls to navigate to or zoom in/out on defined geofences.

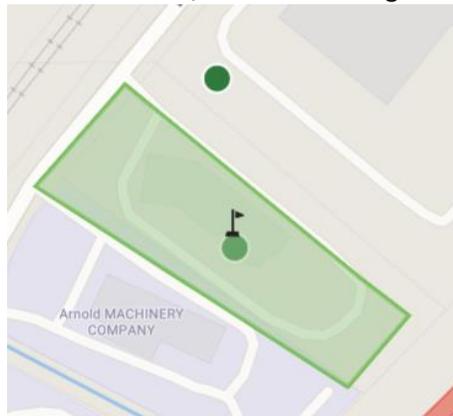


Figure 69 - Geofence Overview

- 7. (Optional) Clicking on a geofenced area will list the vehicles in that area.

Se. **ID: 321067**  
2022 Volvo VNL

---

Odometer: 35235 mi  
 Engine Hours: 1145  
 Reported On: 10/26/2022 - 08:34:43 AM  
 From Location: 4150 Donovan Way, North Las Vegas, NV

[VIEW](#)

---

**Tec Equipment Las Vegas**  
Groups: Volvo Mack Dealers

VIN	ID
4V4NC9UG8NN302708	321067

Figure 70 - Vehicle List in Geofence

xliv. CREATING GEOFENCES

To add a new Geofence (see Geofencing User Permissions), click Settings > Manage Geofences > Add New Geofence. This will populate a page where the user can create new Geofence groups with a variety of tools.

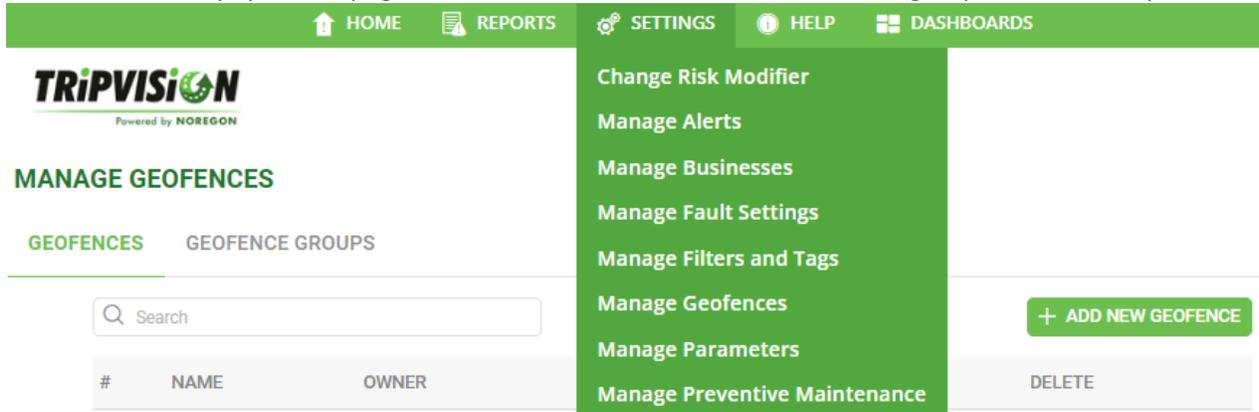


Figure 71 - Geofence Management

• **Tips** 

**Recommendations**

- Use the Satellite view to make drawing your geofence easier
- Geofences should be drawn slightly beyond the location to avoid GPS creep
- New Geofences cannot overlap existing Geofences
- Only one geofence can be added at a time

**Map**

- Holding the left button on your pointing device and moving the pointer will allow you to see different parts of the map
- Using the keyboard CTRL key and moving your pointing tool you can change the orientation and perspective of the map

**Creating Geofence**

1. How to use Geofence Tools

- **Drawing** - You can add as many points as you want, but a minimum of three points is required. Double-clicking with the left button of your pointing device completes drawing the geofence
- **Adjusting** - If the geofence is blue, click on the geofence to turn it pink so you can adjust the shape perimeter and then move the perimeter to new positions
- **Reposition** - When the geofence is pink, you can place your pointing device in the center of the geofence and hold the left button on your pointing device to allow you to move your geofence on the map



- **Completing** - Click anywhere outside your newly drawn geofence or click the Polygon tool icon to finish your Geofence and the area will turn blue, now you can move to the next steps below
- **Recycle Bin** - Use this tool to delete your Geofence. 

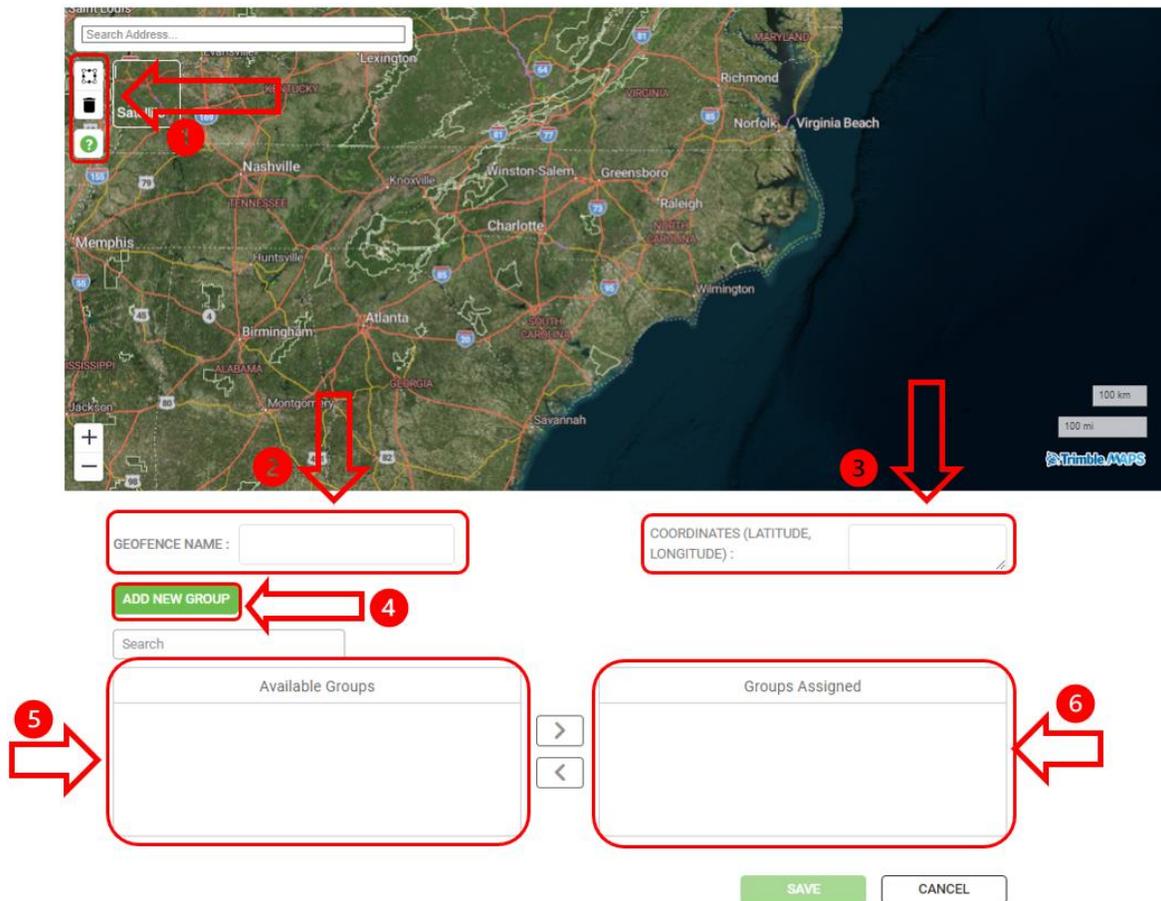


Figure 72 – Create New Geofence

2. Geofence Name – A reference name for the geofence in progress.
3. Coordinates (Latitude, Longitude) – List of coordinates for each point of the geofence’s polygon area.  
Note: The Coordinates are Read-Only. You cannot Copy and Paste Coordinates in this text box.
4. Add New Group – Button to create a new group for the current geofence if it does not yet exist.
5. Available Groups – Existing groups to which the current geofence can be assigned. Select and click the [+] or [-] buttons on-screen.
6. Groups Assigned – The groups to which the current geofence will be assigned once saved. Select and click the [+] or [-] buttons on-screen.

---

#### xlv. MANAGING GEOFENCES

To edit an existing Geofence (see Geofencing User Permissions), click Settings > Manage Geofences > Edit. Edit is indicated by the pencil icon in the row of an existing geofence. This will populate a page where the user can change an existing geofence with a variety of tools. See the previous section for details.

---

#### xlvi. GEOFENCING ALERTS

To add a new Geofence Alert (see Geofencing User Permissions) navigate to Settings > Manage Alerts > Create New Alert. Setting up a Geofence Alert is the same as a typical alert except for the following options:

- Vehicle Direction
  - In – Sends an alert when a vehicle enters one of the selected geofences.
  - Out – Sends an alert when a vehicle exits one of the selected geofences.
  - Both – Sends an alert when a vehicle enters or exits one of the selected geofences.
- Geofence
  - Available Geofences – Full list of geofences created for the current business account.
  - Geofences in Alert – List of geofences that will be considered for this alert.

---

#### xlvii. GEOFENCING REPORTS

With this feature, a Geofence Dwell Time Report is also available under:

- 1) Reports > Run Reports
- 2) Reports > Schedule Reports > Add Scheduled Report

Running a Geofence Dwell Time Report or setting up a Geofence Dwell Time Report is the same as their typical report types except for geofence selection (see Geofence under Geofencing Alerts).

The Geofencing Report contains the following data:

- Geofence Name
  - Name of the geofence containing the vehicle in this row.
- Group Names
  - Groups associated with the geofence listed in this row are separated by a forward slash ( / ).
- Vehicle Friendly Name
  - Vehicle's asset ID or Non-VIN identifier if one was assigned.
- Vehicle VIN
  - 17-digit vehicle identification number.
- Date/Time vehicle entered the Geofence
  - Date/time the vehicle entered the Geofence.
- Date/Time vehicle exited the Geofence
  - Date/time the vehicle exited the Geofence.
- Time in Geofence (hours)

- The total number of hours, and minutes within the Geofence shown reported in hours.

---

#### xlvi. ADDITIONAL GEOFENCING FEATURES

In addition to the features listed above, a quick start guide is available to help you get the most out of Geofencing. [Click here to learn more.](#)

## 10. FILTERING AND TAGS

The “Manage Filter and Tags” menu allows the user to define Tags and Filters for use in the TripVision application. Tags are assigned to each Asset by the User to further define the Asset based on the User’s needs (See “Manage Vehicle” section for more details). Predefined Filters can be created that utilize these Tags in addition to the existing filters. This adds an enhancement to the creation of Reports and Alerts to better suit the needs of each user. Not only does this create more intuitive Reports/Alerts, but it also allows for faster searches on the home page as well.

---

#### xlvi. FILTERS AND TAGS USER PERMISSIONS

- Account Viewer, Account Member, Account Manager
  - View and Use Filters/Tags
- Account Admin (At any level Business)
  - Create Filters/Tags\*
- Account Admin (TSP or Top-Level Business Only)
  - Edit/Delete Filters/Tags

**\*Note:** Any Filters/Tags created by a TSP account cannot be viewed/used by Top-Level and Lower Businesses. Also, any Filters/Tags created by a Top-Level and Lower Business cannot be viewed/used by the TSP account.

## I. CREATING/EDITING TAGS

The Tagging system consists of Tag Types (Categories) and Tags. This allows the user to Create Tag Types (i.g. Engine, Transmission) and fill each with individual Tags (i.g. Cummins, Detroit, Allison, e.g.)

To Create a new Tag Type and Tags, navigate to “Settings” > “Manage Filters and Tags” > “Tags”.

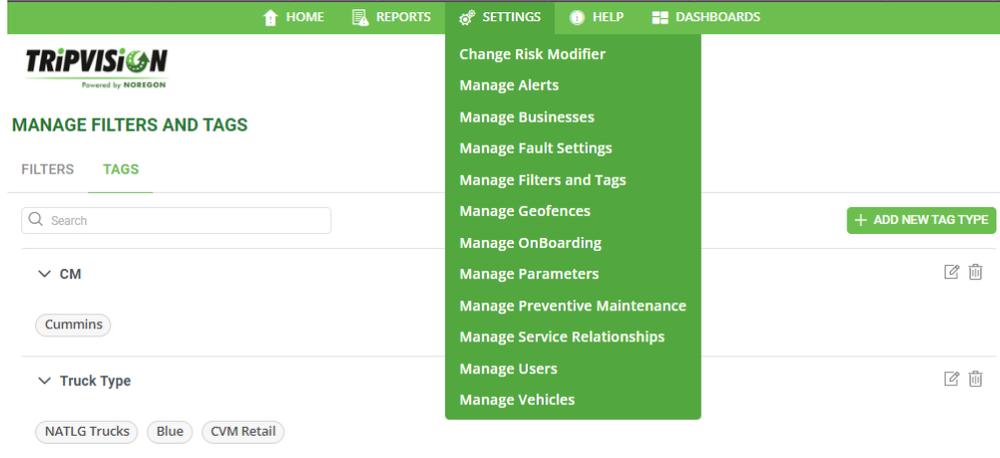


Figure 73 - Tag Manager

Click “Add New Tag Type” – This will open with an editor console that will allow you to define the Tag Type and add individual Tags

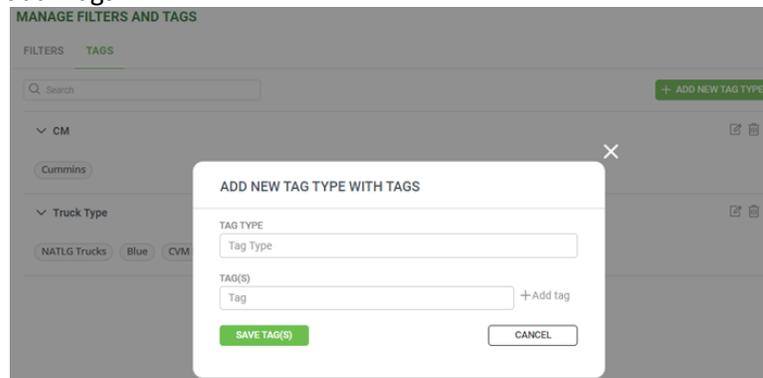


Figure 74 - Adding Tags

- **Tag Type**
  - This is where you define the Tag Type (Category) Name
- **Tag(s)**
  - This is where you Name each individual Tag
- 
  - This deletes the current Tag/editor box
- **Add Tag**
  - This adds a Tag/editor box to allow the User to define an additional Tag
- **Save Tag(s)**
  - This Saves the current selection of Tags and Tag Type

- **Cancel**
  - This Discards the Tag Type and Tags that are being created currently

To Edit an existing Tag Type and Tags, click on the Pencil Icon next to the Tag Type. This opens an editor that is like the “Add New Tag Type” console.

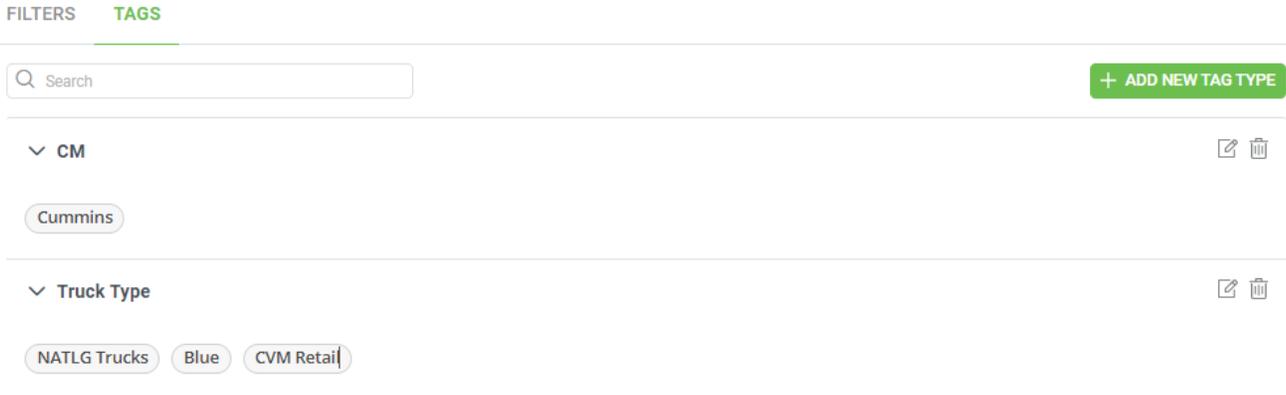


Figure 75 - Editing Tags

The fields will be auto populated and allow the user to change them, delete them, or add additional Tags.

To Delete a Tag in a Tag Type, you can either do so via the “Edit Tag” method or by clicking the recycle bin. Then find the Tag you want to delete and click the “X” next to it to Delete (See Note).\*

### DELETE FILTER - CONFIRMATION

Are you sure you want to delete the filter PM Due?

YES NO

Figure 76 - Deleting Tags

To Delete a Tag Type, you simply click on the “X” next to the Tag Type (See Note).\*

**\*Note:** when you go to delete a Tag or Tag Type, you may receive a message stating that the Tag(s) are assigned to a vehicle. You must remove the Tags from the vehicles that they are assigned before you can delete the Tag and/or Tag Type. When you delete a Tag Type, it deletes the Tags that are assigned to it as well.

ii. CREATING/EDITING FILTERS

The Filters Tab consists of a list of currently defined Filters along with the ability to Create and Edit them. Each Filter consists of a User-Defined selection of filtered items (i.g. Tags, Health Score, TSP, ect.).

To Create a new Filter, navigate to “Settings” > “Manage Filters and Tags” > “Filters”.

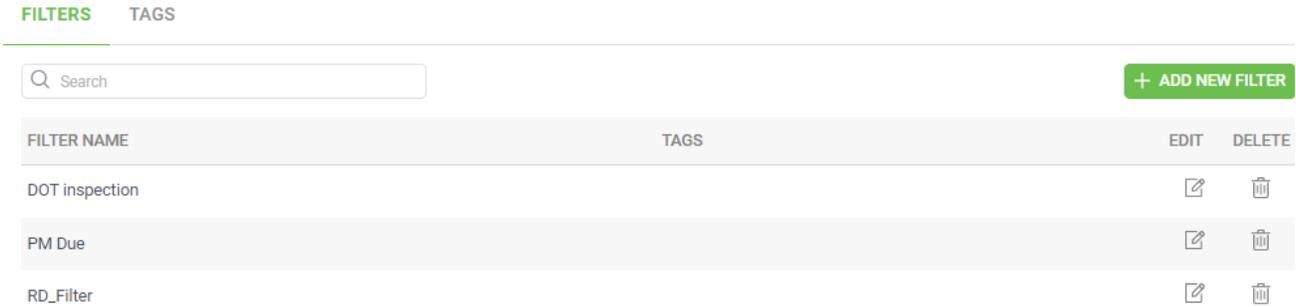


Figure 77 - Filters Manager

Click “Add New Filter” to bring up a pop-up window for creating a new Filter.

FILTER NAME :

ADD OR REMOVE TAGS :

YEAR :  to :

ACTIVE :  1 Week  2 Week  3 Week  4 Week  Show All

TELEMATICS DEVICE :

FAULT TYPE :  CSA  Fuel Economy  Emission  Predictive  ADAS

HANDLED STATUS :  Unhandled  Handled  All

DATA IN RANGE :  In Range  Out of Range  All

HEALTH :  Critical  Severe  Maintenance  NoRepair

SAFETY :  Critical  Severe  Maintenance  NoRepair

PREDICTED HEALTH :  Critical  Severe  Maintenance  NoRepair

OTHER FILTERS :  Vehicles Not Communicating  PM Due  In Geofence

Figure 78 - Creating a New Filter

- **Filter Name**
  - This is where you define the name of the Filter that you are creating
- **Add or Remove Tags**

- This is where you add tags that you want to filter by. \*
- **Year**
  - **The model year range you want to search by**
- **Active**
  - “Show Recently Active” show Vehicles that have communicated in the last 1, 2, 3, 4 weeks or “Show All” as the name implies
- **Telematics Device**
  - Filter by TSP Device
- **Fault Type**
  - CSA
  - Fuel Economy
  - Emission
  - Predictive
  - ADAS
- **Handled Status**
  - Unhandled
  - Handled
  - All
- **Data range**
  - In Range
  - Out of Range
  - All
- **Health**
  - Filter by Vehicle Health Score
- **Safety**
  - Filter by Vehicle Safety Score
- **Predicted Health**
  - Filter by Vehicle Predicted Health Score
- **Year**
  - Allows the user to filter Vehicles between User selected Model Year Range
- **Fault Type**
  - Allows the User to Filter the Vehicles that have a, or combination of, Fault Types
- **Handled Status**
  - Filter by Handled Status
- **Other Filters**
  - Depending on what features are enabled for your account, you may have additional filters that can be used, and they will be displayed here

**\*Note:** When Filtering with Tags, keep the following in mind:

Filtering uses “AND” and “OR” Logic. That being said, items selected together from Left to Right generally use the “OR” Logic, and items selected from top to bottom generally use the “AND” Logic.

- You can select multiple Tags of a Tag Type and they will use “OR” Filtering Logic
  - Example: We have a Tag Type of “Color” and we Select “Blue” and “Green” Tags for our Filter. When the Filter is applied, it will show a result for Vehicles that have “Blue” OR “Green” Tags.

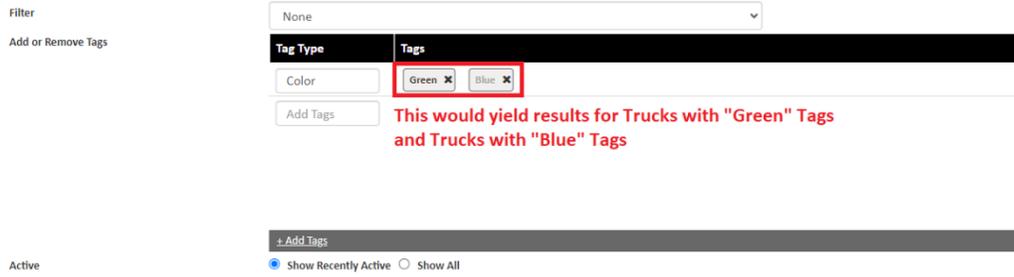


Figure 79 – “OR” Filtering Logic

- When you select multiple Tag Types, they will use “AND” Filtering Logic
  - Example: We have a Tag Type of “Color” and a Tag Type of “Truck Type”. We select the “Blue” Tag from “Color” and “Sleeper” Tag from “Truck Type”. When the Filter is applied, it will show results for Vehicles that have “Blue” AND “Sleeper” Tags

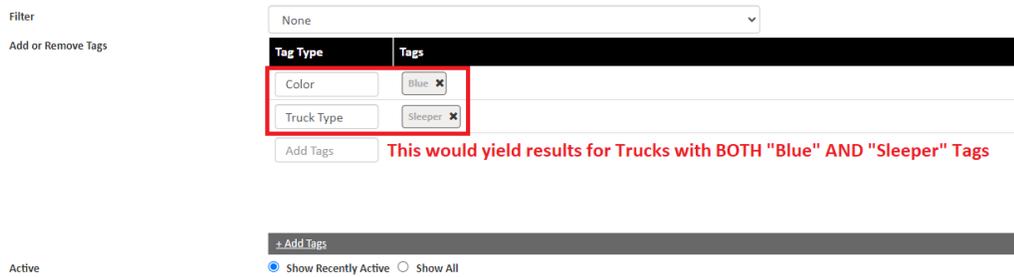


Figure 80 - "AND" Filtering Logic

These Logics can be combined. If we add a second color, (In this case “Red”), to the previous example, we would get the following results:

- We would get back Vehicles that have “Blue” AND “Sleeper” as well as “Red” AND “Sleeper”

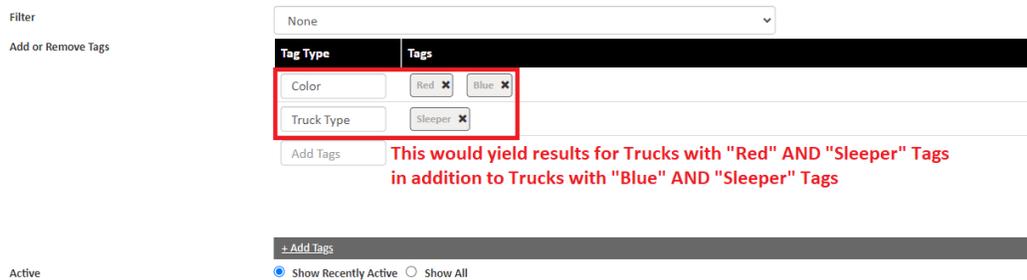


Figure 81 - “OR” and “AND” Filtering Logic Combined

At the bottom of the Filter creation screen, there are three buttons:

- **Clear Filters** – Clears and Resets all of the Filter options
- **Cancel** – Discards all changes made and does not save
- **Save Filter** – This does as the name implies, it saves a new Filter with the selections the User has made

To edit a Filter, click on the Pencil icon next to the Filter name. This will bring up the same Pop-up window that was used for Filter Creation except that all of the current Filter settings will be prepopulated/shown.

The screenshot shows a filter configuration window with the following sections:

- FILTER NAME:** A text input field with a copy icon.
- ADD OR REMOVE TAGS:** A dropdown menu.
- YEAR:** Two text input fields with copy icons, separated by "to:".
- ACTIVE:** Radio buttons for "1 Week", "2 Week", "3 Week", "4 Week", and "Show All".
- TELEMATICS DEVICE:** A dropdown menu currently showing "Show All".
- FAULT TYPE:** Radio buttons for "CSA", "ADAS", "Fuel Economy", "Emission", and "Predictive".
- HANDLED STATUS:** Radio buttons for "Unhandled", "Handled", and "All".
- DATA IN RANGE:** Radio buttons for "In Range", "Out of Range", and "All".
- HEALTH:** Four buttons: "Critical" (red, checked), "Severe" (orange, checked), "Maintenance" (yellow), and "NoRepair" (green).
- SAFETY:** Four buttons: "Critical" (red), "Severe" (orange), "Maintenance" (yellow), and "NoRepair" (green).
- PREDICTED HEALTH:** Four buttons: "Critical" (red), "Severe" (orange), "Maintenance" (yellow), and "NoRepair" (green).
- OTHER FILTERS:** Checkboxes for "Vehicles Not Communicating", "PM Due", and "In Geofence".
- Buttons:** "X CLEAR FILTERS", "CANCEL", and "SAVE FILTER".

Figure 82 - Editing a Filter

The three buttons perform the same action here as they did during the creation of a new Filter.

To Delete a Filter, simply click the "X" next to the Filter that you want to Delete. \*

**\*Note:** When Deleting a Filter, you may receive an error message that states that the Filter is linked to a Report and/or Alert. If you receive this message, you will have to update the Report(s) and/or Alert(s) by removing said Filter from them before you will be allowed to Delete the Filter.

11. HELP

The Help menu provides access to the following information:

- Contact Us
- Icon Legend
- Submit Feature Request
- User Guide
- What is CSA?
- What's New

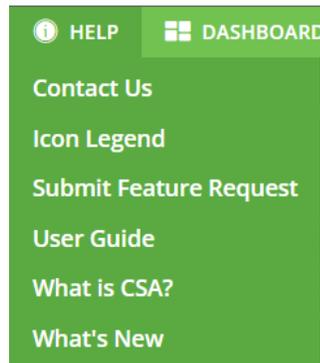


Figure 83 - Help Menu

ii. CONTACT US

This link will display a pop-up menu with the list of contacts for technical support.

CONTACT US

**If you have any questions, please contact Noregon team at:**

 (336) 217-7442

 [TripVisionSupport@noregon.com](mailto:TripVisionSupport@noregon.com)

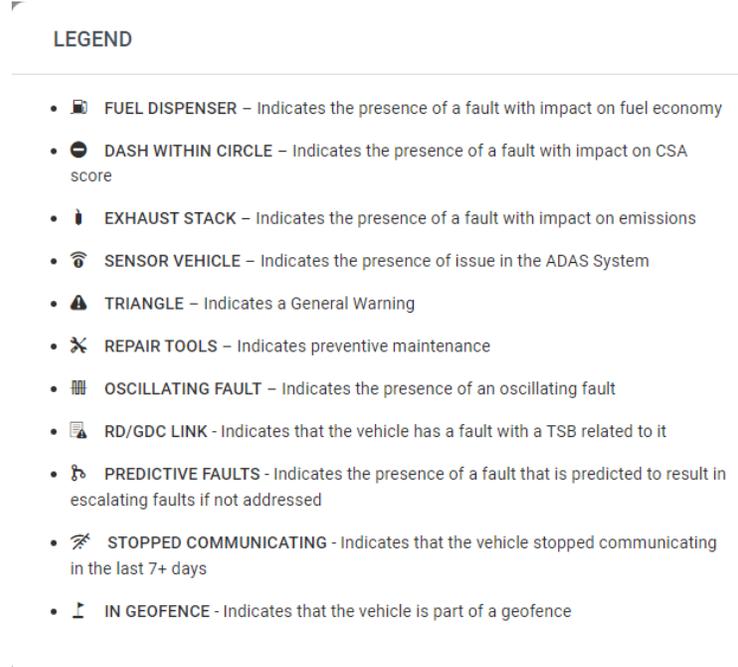
**TripVision Support Portal**

 <http://TripVisionSupport.noregon.com>

Figure 84 - Contact Us

#### iv. ICON LEGEND

This will display a short visual guide to the iconography used across the web portal.



*Figure 85 - Icon Legend*

#### v. SUBMITTING FEATURE REQUESTS

If there is a feature you would like to see added to web portal in the future, please provide as much detail as possible using the Submit Feature Request option under the Help menu.

## FEATURE REQUEST

Do you have a feature you'd like to see incorporated?  
Let us know your idea and we'll review it.

Enter feature suggestion here...

Maximum allowed characters are 2000

SUBMIT FEATURE IDEA

CANCEL

Figure 86 - Feature Request

After you have completed typing your request and clicked the Submit Feature Idea button,

we will receive an email with your email address, business name, username, and your request for review.

#### v i. USER GUIDE

This link will open a new tab in your browser or prompt you to download a .pdf of the User Guide (This document). Other User Guides may be available depending on your TSP.

#### v i. WHAT IS CSA?

This link will open a pop-up with information related to the Compliance, Safety, and Accountability (CSA) program set by the Federal Motor Carrier Safety Administration (FMCSA). This information is included to assist users of the web portal with evaluating on-road vehicles which currently have potential CSA violations.

## CSA VIOLATION SCORE

---

Electronically detectable CSA violations can be used by fleets to get faults repaired before a violation is issued.

Examples of detectable CSA violations:

- Brake lamps, marker lamps, head lamps and turn signal lamps that are inoperative
- Inoperative windshield wipers that may decrease driver visibility
- Load detection faults, indicating an increased risk of a rollover
- Antilock brake system faults that may decrease vehicle control and stability

> WHAT IS CSA?

*Figure 86 - What is CSA?*

In the pop-up window, there is also a link labeled “What is CSA?”. Clicking this link will give you additional details about CSA and what each of the acronyms means. In addition to this, a handy link to a well published CSA document is also provided at the bottom of this pop-up as well. Alternatively, you can click here to see the same document – [What is CSA? Factsheet](#)

## CSA VIOLATION SCORE

---

**CSA** (Compliance, Safety, Accountability) is **FMCSA's** (Federal Motor Carrier Safety Administration) safety compliance and enforcement program designed to identify high risk carriers by collecting data and assigning a CSA violation rating. Violations are grouped into 7 categories called **BASIC's** (Behavior Analysis and Safety Improvement Categories), and the **SMS** (Safety Measurement System) quantifies violations, assigning a rating from 1-10 with 1 being least severe and 10 being highest severity. The SMS uses collected data from roadside inspections, State-reported crashes, and the Federal motor carrier census to rate carriers in percentiles from 0 to 100 as compared to their peers. The higher the percentile rating, the more at risk the carrier is as determined using the SMS. The SMS assesses compliance and prioritizes carriers for intervention based on this score ([SEE MORE HOW CSA CAN AFFECT YOUR FLEET](#))

< BACK TO PREVIOUS

*Figure 87 - CSA Additional Info*

### vi i. WHAT'S NEW

This link will display a page listing (newest to oldest) of web portal release updates. Additionally, if updates have been made since your last login, a message will appear at the top of the web portal notifying you your experience may have changed.

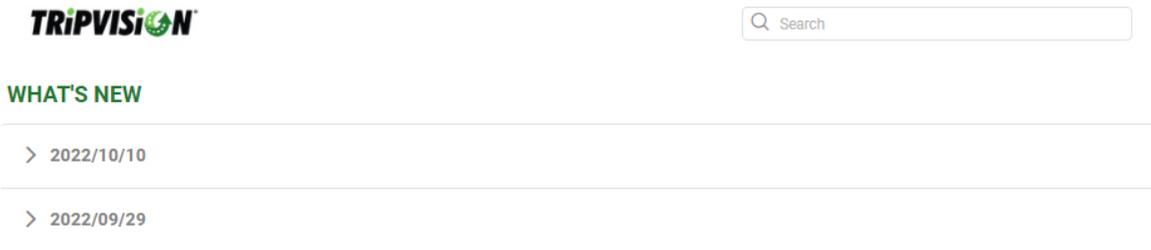


Figure 88 - What's New

## 12. DASHBOARDS

The dashboards page provides a high-level view of various fleet metrics. The availability of certain widgets may be based on your service agreement. The availability of certain data points may be based on data available from your telematics service provider.

## 13. DASHBOARDS FILTERS



Figure 89 - Dashboards Filters

- **Business Filter**
  - Selecting a business from this list will refresh the widgets while including only data from the selected business and any of its sub-businesses.
- **Date Range Filter**
  - Selecting a date range from this list will refresh the widgets while including only data from the selected date range
- **Advanced Filters**
  - **Allows you to further refine your search based on a variety of criteria**
- **Refresh**
  - **Updates the selected options in the filters**
- **Go to Vehicle List**
  - Returns the user to the vehicle list and map view.

## 14. DASHBOARDS TABS

The dashboards are displayed using a tab view to switch between three data views:

- **Summary Dashboards**– Displays vehicle issues.
- **Executive Dashboards** – Displays widgets applicable to fleet managers.
- **Maintenance Dashboards** – Displays widgets applicable to maintenance managers.



Figure 90 - Dashboards Tabs

lii. SUMMARY DASHBOARD

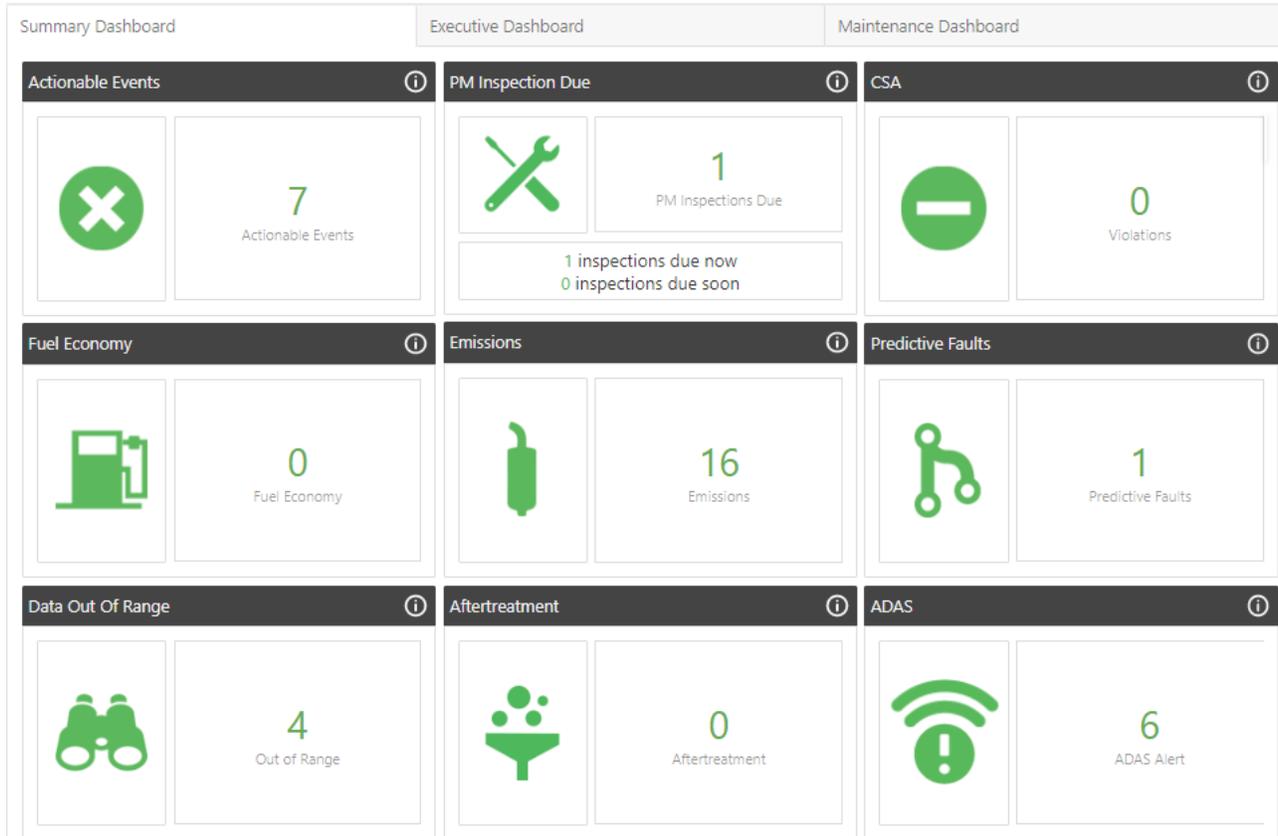


Figure 91 - Summary Dashboard

- **Actionable Events**
  - Number of vehicles that may have driver actionable issues
- **PM Inspection Due**
  - Number of vehicles that are due soon or now for a maintenance event
- **CSA**
  - Number of vehicles with potential CSA score violations
- **Fuel Economy**
  - Number of vehicles with issues potentially affecting fuel economy
- **Emissions**
  - Number of vehicles with issues potentially affecting emissions
- **Predictive Faults**
  - Number of vehicles with faults that may escalate to a more serious fault if not addressed promptly

- **Data Out of Range**
  - Vehicles that have data items that are outside of the normal operating range
- **Aftertreatment**
  - Vehicles that currently have an Aftertreatment event
- **ADAS**
  - Vehicles that are exhibiting are exhibiting an issue with one of the systems of Advanced Driver-Assistance Systems

liii. EXECUTIVE DASHBOARD

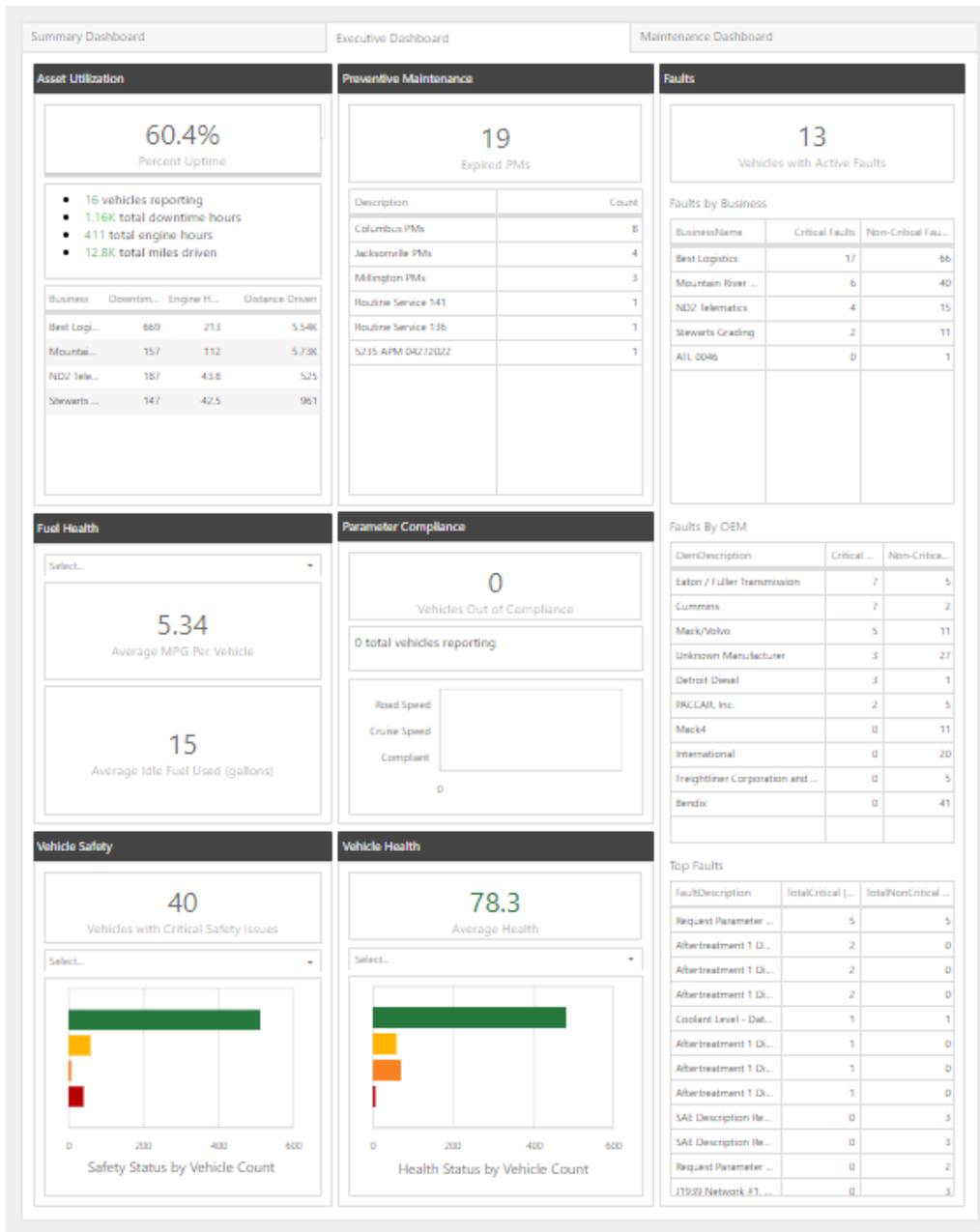


Figure 92 - Executive Dashboard

- **Asset Utilization**
  - Average Uptime Percent
  - Text card showing information about fleet
  - Table showing a breakdown of text card by Business, Downtime Hours, Engine Hours and Distance Driven
- **Preventive Maintenance**
  - Number of PM events overdue
  - Table showing breakdown of PM events overdue by Description and Count
- **Faults**
  - Number of vehicles with active faults
  - Table showing a breakdown of Faults by Business Name, Total Critical Faults, and Total Non-critical Faults
  - Table showing breakdown of Faults by OEM Description, Total Critical Faults, and Total Non-critical Faults
  - Table showing a breakdown of Top Faults by Fault Description, Total Critical Faults, and Total Non-critical Faults
- **Fuel Health**
  - Average MPG across the fleet
  - Idle fuel being used across the fleet
- **Parameter Compliance**
  - Number of vehicles out of compliance
  - Text card showing the number of total vehicles reporting
  - Chart showing breakdown of vehicles reporting by category
- **Vehicle Safety**
  - Number of vehicles with critical safety issues
  - Drop-down box for quick filtering
  - Chart showing breakdown of vehicles safety score by category
- **Vehicle Health**
  - Average health score across the fleet
  - Chart showing breakdown of vehicle health score by category
  - Drop-down box for quick filtering

liv. MAINTENANCE DASHBOARD

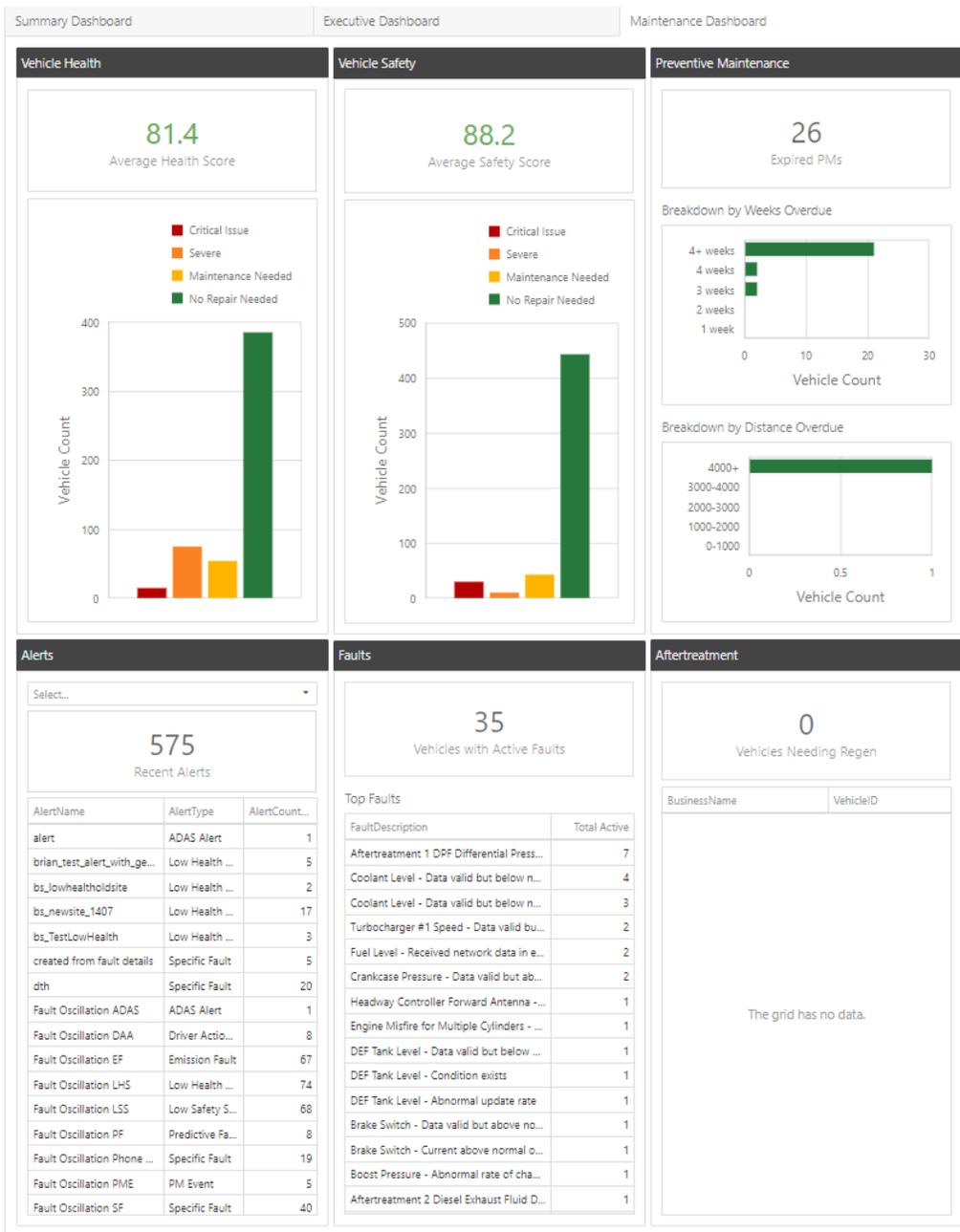


Figure 93 - Maintenance Dashboard

- **Vehicle Health**
  - Average health score across the fleet
  - Chart showing breakdown of the vehicle health score by category
- **Vehicle Safety**
  - Average safety score across the fleet
  - Chart showing breakdown of the vehicle safety score by category

- **Preventive Maintenance**
  - Number of PM events overdue
  - Chart showing expired PM events by weeks overdue
  - Chart showing expired PM events by odometer overdue
- **Alerts**
  - Number of alerts triggered
  - Table showing a breakdown of triggered alerts by Alert Name, Alert Type, and Alert Count
  - Drop-down box for quick filtering
- **Faults**
  - Number of vehicles with active faults
  - Table showing the Top 20 faults with their description and total active count
- **Aftertreatment**
  - Number of vehicles needing a regen
  - Table showing a breakdown of vehicles needing regen by Business and Vehicle ID

## 15. BUSINESS IMPERSONATION

Business Impersonation can be done by selecting from the business tree on the left and selecting a business or sub-business you would like to see. Selecting a business will begin the impersonation session. While you are impersonating another business, you may view the vehicle list and map as though you were logged in as a user assigned solely to that business.

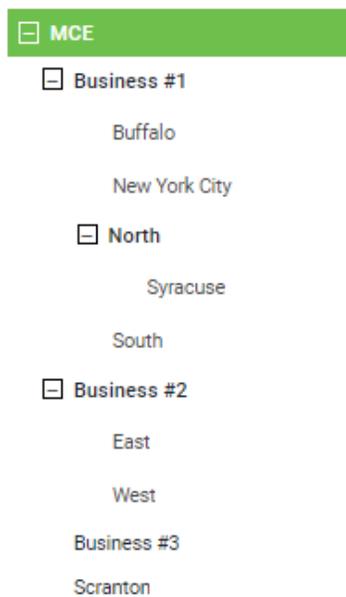


Figure 94 - Impersonation

if you want to end Business impersonation simply select the business at the top of the business tree to return to your standard view.

## 16. MAINTENANCE MANAGER (HANDLED/UNHANDLED)

The vehicle summary page and vehicle list (depending on user preferences) also contain details related to a selected vehicle's management history.

This feature can be used by manager and admin level users to add notes and mark vehicles as handled or unhandled along with a note which is viewable via the history view. Vehicles will never automatically be set to handled, but vehicles meeting the unhandled criteria will automatically be set to unhandled. The three latest status changes will be visible from the summary screen.

HANDLED STATUS : ?			UPDATE STATUS
STATUS	DATE/TIME	NOTES	EDITOR
Handled	10/14/2022 2:20:09 PM	Called the Driver and instructed them to pull over and begin a manual DPF Regen.	Volvo Trucks

[View Full History](#)

Figure 95 – Handled Status

- **Status**
  - Indicates the status at the time of incident/entry
- **Date/Time**
  - Indicates the date and time (local) that the entry was made
- **Notes**
  - If the status was manually changed, this contains your input notes
  - If the status was automatically changed, this contains the automated reason for the change
- **Editor**
  - If the status was manually changed, this contains the login of the user that entered the note.
  - If the status was automatically changed, this contains the word “Vehicle” which means it came from the telematics device.

### iv. UPDATE STATUS

Clicking this button allows you to select handled or unhandled status with the option of adding a note to indicate the action taken.

### UPDATE HANDLED STATUS

Handled

Notes (Optional) :

Driver called back, DPF light is still Active. So, I advised the driver to allow the vehicle to complete a drive cycle and the light will stop illuminating.

SAVE

CANCEL

Figure 96 - Update Handled Status

### lvi. HANDLED STATUS HISTORY

Clicking View Full History will open a historical view of status changes. Like Fault History, several pages of history may be available depending on the number of status changes.

HANDLED STATUS HISTORY			
STATUS	DATE/TIME	NOTES	EDITOR
Handled	10/26/2022 7:25:54 AM	Unit is out of service- RZ69745 created for NOx codes	Anna Fazio
Unhandled	10/24/2022 9:50:49 PM	New fault occurred on vehicle/asset.	Vehicle
Handled	10/24/2022 12:57:07 PM	Case 16297703 created for NOx codes. suggested services- rear axle oil	Anna Fazio
Handled	10/24/2022 9:35:39 AM	sent codes to jack	Shay Simoes

Figure 97 - Handled Status History

### lvii. UNHANDLED CRITERIA

The following factors will cause a vehicle to automatically enter unhandled status:

- The vehicle reports an active fault.
- The vehicle reports an inactive fault has changed state to active.

## 17. ADD-INS

Additional web portal features may be available based on your TSP service agreement. If available, the following add-ins may appear when you log in:

- Parameters

## 18. PARAMETERS

This feature allows the web portal to display certain vehicle parameters to be monitored by web portal users. Depending on your TSP, currently supported parameters are:

- Max Road Speed
- Max Cruise Speed
- Idle Shutdown

### lviii. VEHICLE LIST PARAMETER ICON

The vehicle list will now display a general warning symbol to indicate vehicles that are not compliant with one or more of their groups/businesses. There are three ways to address non-compliance:

1. Change vehicle actuals by reprogramming the vehicle.
2. Change parameter requirements for the vehicle's associated groups/businesses in the Manage Parameters page
3. Navigate to the vehicle's Parameters page by selecting the vehicle and mark each checkbox for Acknowledgement.

T44640	0	75	0	⚠
TTA670	0	75	0	⚠
T42058	0	50	0	ⓘ ⚠
T42071	0	50	0	ⓘ ⚠
T43881	0	50	0	ⓘ ⚠

Figure 98 - Vehicle List Compliance

lix. FILTERING & SEARCHING PARAMETERS

The vehicle filter options will now include additional criteria for selecting various states of vehicle parameter properties.

Figure 99 - Data Range Filter

- **In Range**
  - This selection will return vehicles that have compliant Parameters
- **Out of Range**
  - This selection will return vehicles that have any non-compliant Parameters.
- **All**
  - This selection will bypass the “Data In Range” Filter and not affect the Vehicle List returned vehicle parameters tab.

When the parameters add-in is enabled, a new Parameters tab will appear when a vehicle is selected from the vehicle list.

Selecting the Parameters tab will show you the parameters, if available, as reported by the TSP as



Figure 100 - Vehicle Parameters Tab

“Vehicle Actuals.” Compliancy values for each group or business associated with that vehicle will also be displayed.

**2022 Kenworth/T680 Series**  
 VIN : 1XKYDP9X7NJ144604  
 ID : 422227

---

MONITOR VEHICLE UPDATE

NOTE: Page refreshed every 30 seconds

MAX ROAD SPEED (MPH)	MAX CRUISE SPEED (MPH)	IDLE SHUTDOWN ENABLED
----------------------	------------------------	-----------------------

Figure 101 - Monitor Tab

In the Parameters tab/screen, you have two tabs to select from – Monitor and Vehicle Update.

Monitor shows the Vehicles Actuals vs. the Business/Group Assigned values.

MONITOR VEHICLE UPDATE

NOTE: Page refreshed every 30 seconds

MAX ROAD SPEED (MPH)	MAX CRUISE SPEED (MPH)	IDLE SHUTDOWN ENABLED
Tri-State Truck Center		
Vehicle Actuals	N/A	N/A

Figure 102 - Vehicle Parameters

- **Max Road Speed**
  - If vehicle actuals are less than or equal to the Max Road Speed value for a group/business, it will be considered compliant.
- **Max Cruise Speed**
  - If vehicle actuals are less than or equal to the Max Cruise Speed value for a group/business, it will be considered compliant.
- **Idle Shutdown**
  - If the vehicle actuals match the Idle Shutdown value for a group/business, it will be considered compliant.

**Note:** Any vehicle actuals which are not reported or supported by the TSP will display as **N/A** and not be considered for compliance.

NOTE: Page refreshed every 30 seconds

	MAX ROAD SPEED (MPH)	MAX CRUISE SPEED (MPH)	IDLE SHUTDOWN ENABLED
Tri-State Truck Center			
Vehicle Actuals	N/A	N/A	N/A

N/A indicates TripVision does not currently support parameter configuration on the vehicle's engine model.

Figure 103 - N/A Indicates that the TSP does not fully support this parameter change

Vehicle Update tab allows the user to update/override each vehicle individually

MONITOR VEHICLE UPDATE

NOTE: Page refreshed every 30 seconds

CANCEL ALL

	MAX ROAD SPEED (MPH)	MAX CRUISE SPEED (MPH)	IDLE SHUTDOWN ENABLED
Vacuum Truck Rentals			
Vehicle Actuals	71	71	Disabled
Vehicle Override Values			
Vehicle Modified	<input type="checkbox"/> MPH : <input type="button" value="CONFIGURE"/>	<input type="checkbox"/> MPH : <input type="button" value="CONFIGURE"/>	<input type="checkbox"/> OFF <input type="button" value="CONFIGURE"/>
Last Updated			
Status			

Vehicle Modified changes can only be performed with autosync on or if there are no other pending actions for this vehicle. Any parameter changed within +/-2 mph of a vehicle's actual will not be updated.

Figure 104 - Vehicle Update Tab

This Tab has the same columns as the Monitor Tab but has additional rows for viewing/editing each vehicle. The First row(s) indicate what Business/Group rules are applied to the vehicle

- **Vehicle Actuals**
  - This shows the current Parameter values that are being reported by the Vehicle
- **Vehicle Override Values**
  - This gives the user the ability to Clear an Override Value and let TripVision update the Vehicle back to the Business/Group Setting
- **Vehicle Modified**
  - This is where the User can make individual changes to each Parameter per Vehicle\*
- **Last Updated**
  - This reports the Date that the last Parameter Override change has occurred for

this value

- **Status**

- This shows the current Status of a Vehicle Override command. It will indicate whether the request was received, successful, or a failure message if it fails to write.

**\*Note:** Changes to a Parameter can only be made if the AutoSync is enabled/on for that Parameter and the value is configured at the Business/Group Level. At this time, TripVision only supports updating one Parameter on a Vehicle at a time. Once you receive either a success or failure message in the Status row, then you can proceed and update the next Parameter on the vehicle.

---

## ix. MANAGE PARAMETER ALERTS

Three new alert types will be available if the Parameters add-in is enabled.

- **Max Road Speed**
  - If a vehicle's actuals exceed any of its assigned groups/businesses' compliancy values.
- **Max Cruise Speed**
  - If a vehicle's actuals exceed any of its assigned groups/businesses' compliancy values.
- **Idle Shutdown**
  - If a vehicle's actuals (enabled/disabled) do not match any of its assigned groups/businesses' compliancy values.

Alerts will be sent upon initial violation, then once a day until the vehicle is made compliant.

---

## lxi. PARAMETER REPORTS

A new Parameter Compliancy report will appear in the reports list. This report lists each vehicle in your groups/businesses and whether it is compliant with those groups.

### Ixii. MANAGE PARAMETERS IN SETTINGS

Under the Settings menu, you will find a new entry for Manage Parameters.

#### MANAGE PARAMETERS

##### CONFIGURE PARAMETERS

Vehicle Group: LaserSport

FUNCTION	VALUE		
Max Road Speed	<input type="text"/>	MPH	Speed value must be between 0 and 80 MPH
Max Cruise Speed	<input type="text"/>	MPH	Speed value must be between 0 and 80 MPH
Idle Shutdown Enabled	<input type="checkbox"/>	OFF	

Any parameter changed within +/-2 MPH of a vehicle's actual will not be updated.

Figure 105 - Manage Parameters

Selecting this link will take you to the Manage Parameters page. This page will allow you to set compliance values for each group/business in your fleet. Changes made to values will automatically cascade down to sub-groups/sub-businesses.

To configure Parameters for your Business/Group, click on the "Configure Parameters" tab.

#### MANAGE PARAMETERS

##### CONFIGURE PARAMETERS SET PARAMETER PASSWORDS

Vehicle Group: Acme Trucks

FUNCTION	VALUE	AUTOSYNC OPTION	
Max Road Speed	<input type="text"/>	<input type="checkbox"/> OFF AutoSync Off	Speed value must be between 0 and 80 MPH
Max Cruise Speed	<input type="text"/>	<input type="checkbox"/> OFF AutoSync Off	Speed value must be between 0 and 80 MPH
Idle Shutdown Enabled	<input type="checkbox"/>	<input type="checkbox"/> OFF AutoSync Off	

Any parameter changed within +/-2 MPH of a vehicle's actual will not be updated.

Figure 106 - Configure Parameters

- Max Road Speed
- Max Cruise Speed
- Idle Shutdown Enabled

\*AutoSync must be toggled on for to allow TripVision to modify these values.

If your Fleet has password protected ECM/ECUs, click on the “Set Parameter Passwords” tab to set the predefined passwords.

CONFIGURE PARAMETERS    **SET PARAMETER PASSWORDS**

All OEM Makes

All models

MAKE	MODEL	ECU PASSWORD	GENERAL PARAMETER PASSWORD	SPEED PASSWORD	IDLE SHUTDOWN PASSWORD	EDIT
Cummins	ISB CM850	N/A	N/A	N/A	N/A	N/A
Cummins	ISM CM876, ISX CM871					
Cummins	X15 CM2450 X124B	N/A	N/A	N/A	N/A	N/A
Mack/Volvo	EPA 13 Engine Management System (EMS)	N/A	N/A	N/A	N/A	N/A

N/A indicates TripVision does not currently support parameter configuration on the vehicle's engine model.

Figure 107 - Set Parameter Passwords

This screen provides an overview of all of the Engine ECUs that have been identified in your fleet along with any saved passwords that you currently have. To set a particular ECU password, click on the Pencil icon next to the ECU.

### MANAGE VEHICLE PARAMETER PASSWORDS

#### ISM CM876, ISX CM871

ECU PASSWORD :

GENERAL PARAMETER PASSWORD :

SPEED PASSWORD :

IDLE SHUTDOWN PASSWORD :

SAVE
CANCEL

Figure 108 - Setting ECU Passwords

This brings up a new pop-up window that allows you to set the following:

- **ECU Password**
- **General Parameter Password**
- **Speed Password**
- **Idle Shutdown Password**

Once you have entered/edited each Password, click “Save” to keep your settings. \*

*\*Note: These passwords are saved based on ECU Model, not individual Vehicles. To get the most benefit from this service, you need to ensure that all Vehicles with like ECU Models have the same Passwords. That being said, if you are having an issue writing Parameter values to one Vehicle, but another Vehicle just like it has no issues, then you may want to have the ECU Password on the **Vehicle** checked.*

## 19. GENERAL QUESTIONS

### **Does TripVision support multiple Telematics Service providers?**

TripVision is capable of receiving data from multiple telematics devices. TripVision supports vehicles with multiple telematics devices. Users can seamlessly monitor data from multiple devices through TripVision’s web portal.

To learn which telematics devices TripVision supports, please contact your Noregon Account Manager or email [TripVisionSupport@Noregon.com](mailto:TripVisionSupport@Noregon.com).

### **Are there any limitations on which telematics devices can be added to which businesses?**

There are some limitations relating to adding Volvo’s TGW device to accounts that are not part of Volvo’s official Uptime Program. If you are **not** an official Volvo Uptime user, you will not be able to add TGW telematics to your TripVision account. If you are an official Volvo Uptime user, you can add any telematics partner to your TripVision account.

For example, users of Volvo’s official Uptime program will receive data from TGW devices and can add non-TGW devices like Geotab. However, users who are not using an official Volvo Uptime account and receive data from a device like Geotab will not be able to add a TGW device to their account.

### **How are vehicle business associations managed with multiple telematics devices on a vehicle?**

TripVision is flexible and can be configured to allow any Telematics Device Provider to manage vehicle business associations.

For example, if a vehicle has “**Telematics Device A**” and “**Telematics Device B**” the user can choose whether they would like to manage vehicle business associations in the Geotab’s system or Noregon’s system.

To configure which telematics device will manage vehicle business associations, please contact your Noregon Account Manager or email [TripVisionSupport@Noregon.com](mailto:TripVisionSupport@Noregon.com).