



Driver Frequently Asked Questions

What is RSA Smart Fleet?

RSA Smart Fleet is a unique tool available as an optional extension to RSA Mini Fleet customers that provides easy fleet management dashboards using smart phone apps and Bluetooth instead of fixed boxes to collect data, which keeps costs low.

How does RSA Smart Fleet differ from traditional telematics? How is it more effective?

Unlike traditional, fitted box telematics, RSA Smart Fleet uses smart phone technology to record driving data and Bluetooth connectivity to link drivers to vehicles.

While a traditional, fitted box approach to telematics is very robust, it can only be used to monitor the location and speed of vehicles, whereas RSA Smart Fleet captures each individual's driving data, in addition to data on specific vehicles.

How does it work?

Information recorded using a smart phone's in built hardware and GPS signals is sent in small data packets from the phone to our servers once per minute. This data is output to the Fleet Manager Portal in close to real time and pushed back to the smart phone following the end of the journey for drivers to review.

Drivers will receive notifications and regular driving score updates through their phones and customers will receive the same information via the Fleet Management Portal. The Portal is browser neutral, meaning that it can be accessed on smart phone, tablet or PC and is designed to give useful information in an easy to understand format.

Is it compatible with all phones?

All drivers will need either an android or Apple smart phone (not blackberry) using at least Android Lollipop, iOS 8.0 or later and will need to download and register with the app once invited by their manager / employer.

How much mobile data will the app use?

The RSA Smart Fleet app is not sending any heavy data to our servers like photos or movies, so the data usage will be low. On average it will use 10KB of data per hour.

To compare this to a monthly data allowance, there are 1 million KB in one GB. You would need to record 100,000 hours of data in a month to hit a 1GB cap. There are on average 720 hours in a month so you would expect no more than 7,200KB to be used per month if driving for 24 hours a day – this is equivalent to 0.7% of 1GB and in reality should be far less. A driver completing 5 hours of driving per day for example should expect to use 1,550 KB at most, or 0.15% of 1GB.

If you are worried about this then mobile data can be switched off after you've logged in to the app and journeys will only be updated when you get a Wi-Fi signal. The journeys may not be as accurate as they would be if mobile data was on and your employer / manager will not be able to see journeys in real time, reducing the effectiveness of the app.

If you would prefer this, then discuss this with your employer / manager to see if they consider it an option they are comfortable with.

How much battery will the app use?

Battery usage can vary dependent upon your smart phone brand and operating system. Newer phones will tend to outperform older models.

In general though, the RSA Smart Fleet app will use more battery than most of your other apps while monitoring your driving. This is because it makes use of location services, much the same as your phone's in-built map functionality and any satellite navigation apps that you might run.

When not recording driving data, the app can be left to run in the background with only minimal impact on your phone's battery usage.

To reduce the likelihood of running out of battery, try to keep your phone at a reasonable level of charge (50% or higher) before setting out on a journey. Even better, use an in-car phone charger to keep the battery topped up at all times when driving.

I do not have Bluetooth in my car – what can I do to benefit?

If your vehicle does not have in-built Bluetooth connectivity, the simplest means of benefiting from RSA Smart Fleet is to get an aftermarket Bluetooth device.

Devices are available at a variety of cost points from £10 to £200 from several high street stores like Halfords and Argos, as well as online suppliers like Amazon.

If you are using an aftermarket device, remember to keep it charged up and switched on and make sure that your phone can connect to it correctly before setting out on a journey.

I do not have a smart phone – what can I do to benefit?

Unfortunately a smart phone is required to benefit from RSA Smart Fleet. Smart phones can be obtained at a variety of cost points.

Your smart phone will need to utilise either the most recent Apple iOS platform or the most recent Android platform (Lollipop or later) in order to be able to install and run RSA Smart Fleet.

What if I am a passenger in a vehicle that I am connected to?

If you are a passenger in a vehicle that you have previously connected to, please switch off Bluetooth on your smartphone.

If you think you have recorded a journey as a passenger then tell your manager / employer so that they can check their records accordingly.

Why can I not see my historic maps?

This can happen if you have logged out of the app for any reason, as the app will only hold journey maps while active, to reduce the size of the app on your smartphone. For the same reason, the app will only hold the most recent 20 journeys.

It may also occur if you have recently received an update for the app.

To access maps for historic journeys speak to your manager / employer, who will still be able to see these on their Fleet Manager portal and can provide a PDF summary if required.

I think I have missing journey data, how has this happened?

Some smart phones will record less data if the battery is low, as they try to conserve power for vital tasks. If that is the case, then the phone may automatically disable Bluetooth or location services, which could result in a journey cutting short.

To reduce the likelihood of this occurring, try to keep your phone at a reasonable level of charge (50% or higher) before setting out on a journey. Even better, use an in-car phone charger to keep the battery topped up at all times when driving.

If low battery is not the cause then it is possible that the journey (or more specifically the end of it) may be in a backlog in our servers. Check again later, ideally when you have got access to Wi-Fi.

Your journey will only appear on your app once the entire journey has been processed by our servers.

Your employer / manager however should still be able to see the journey on their Fleet Manager Portal.

There may be another technical reason for parts of a journey not appearing, or for journeys being split into two or three separate trips:

- GPS might have been unavailable for part of your journey – typically this can happen in tunnels, under dense tree cover or in very poor weather conditions
- Your Bluetooth may have cut out briefly and made it appear as though multiple journeys have occurred instead of one
- Connection to your Bluetooth device may have failed. If you are using an aftermarket Bluetooth device then make sure it was switched on and fully charged at the time of your journey

Why are some of my journey lengths inconsistent?

This can occur even when you make the same journeys regularly. The main cause is the quality of your GPS signal.

Sometimes it might take a minute to get a GPS link at the start of a journey, which can make small variances in recorded journey mileage.

We generally wouldn't expect the impact to be more than half a mile but in the event of poor weather conditions or some other blockage to the GPS signal, this could be heightened.

Other technology that makes use of GPS is affected in the same way, such as black box telematics devices and satellite navigation equipment.

For the best possible GPS results, try to keep your smart phone in a cradle in the window of your vehicle, unobscured from view of the sky.

I have recorded a journey that says it lasted all night – how has this happened?

This is most likely due to your smart phone remaining connected to your Bluetooth device overnight. Bluetooth can remain connected to your phone anywhere up to 100 yards.

Factory fitted Bluetooth devices should shut down at the same time as the vehicle's ignition is switched off. However, aftermarket devices will need to be switched off manually – try to remember to switch off the device or the Bluetooth connection from your phone when returning home for evening.

Which device is recording how I drive?

The RSA Smart Fleet app uses your smart phone's internal hardware to record all the information on your driving scores, speed and location. This is provided to our servers using the mobile data or Wi-Fi where available.

Bluetooth connectivity is used to identify which vehicle(s) you have been driving and when. This allows your manager / employer to make informed decisions about vehicle usage and maintenance. As with your driving information, this is provided to our servers using your smart phone's mobile data or Wi-Fi where available.

I have had problems logging in to the app – why and what can I do about this?

When you log in to the app, you will need to have a decent data signal – 3G/ 4G / Wi-Fi.

If you leave the app running in the background then you shouldn't need to do this again unless you log out, reboot the phone or run out of battery.

If connectivity is not an issue then make sure you are using the correct log in details. If you have forgotten your password then you can reset this via the app.

Why does the app sometimes take a while to open?

Every time you log in to the app it will pull some of your data from our servers. If you do not have a strong internet connection then it might take a while to load.

I don't remember speeding, why have I been given a low speed score?

You may sometimes see a different speed recorded than was showing on your vehicle's speedometer. The RSA Smart Fleet app uses GPS to measure your speed and not the vehicle's speedometer.

Speedometer readings can vary depending on the weight of your vehicle and the air in your tyres. GPS measures the amount of time it takes for you to travel from point A to point B and calculates your speed based on this data.

If you have ever used a satnav that shows your speed, then it works in the same way as the RSA Smart Fleet app using GPS.

Why has Private Mode deactivated?

Private Mode will switch off automatically when your Bluetooth connection ends.

If you use an aftermarket device this will usually only be when you choose to end the connection – if you switch off your Bluetooth device, deactivate Bluetooth on your smart phone or pass more than 100 yards from the Bluetooth device.

If you use an in-built Bluetooth device then this may also happen when the ignition is switched off.

If you are intending to stop for petrol or make any other stops on a Private journey, please remember to reactivate Private Mode.

Why have my Expenses disappeared?

To keep things simple for you, once you have generated your expenses form using the RSA Smart Fleet app the journeys will be removed from the Expenses view.

To generate a fresh report, enter a new set of dates.

You can select any date range you want – but remember that the bigger the range, the longer it will take to pull that information through to your app from our servers.

Why do I have some very short journeys appearing on my journey list?

When your phone first connects, it might suffer from something called 'GPS bounce' – this means that it is looking for a GPS signal and it can make it seem as though you have moved a small distance.

These small journeys should have a neutral score and will not have any impact on your overall driving scores.

What do my scores mean?

Scores will be displayed showing a range from -10 (worst) to +10 (best). Overall scores per driver and individual journey scores are available.

Speed: The speed measurement is a comparison of your speed to the speed limit of the road. Poor scores are generated for extreme speed events and regular speeding.

Smoothness: This is a measurement of how steadily you accelerate and brake, as well as how safely you take corners. A poor score here is likely to indicate that you brake and/or accelerate heavily.

Usage: This is a measurement of the times you drive and whether you take the safest route. A poor score here is likely to be caused by driving at rush hour, through high congestion areas, for lengthy periods without a break or late at night.

Because this data is recorded with a smart phone, drivers should make sure that their phones are secure and steady in the vehicle before setting out on a journey.

My last journey hasn't appeared yet – when will I see it?

If the app is unsuccessful in sending journey data the first time due to lack of Bluetooth or very low GPS, it will attempt to resend data at a later point. This process works slightly differently depending on whether you use an iOS or Android smart phone.

On iOS:

The app will continue trying to send any recorded journeys if it is not on a journey, even if it is running in the background, so in most cases, the journey

will come through without a large delay as soon as the user's device gets a data signal.

There are however two situations where a large delay could occur:

1. The phone doesn't have a mobile data connection so it is unable to send the journey data.
2. The app has been exited by the user logging out, manually closing the app or from resetting the phone. In this case, the journey information will not be sent until the app is restarted and the driver starts a new journey.

On Android:

During a journey, all messages are stored in a cache. This cache is pushed to our server is performed every minute whilst on a journey.

If there is no data connection during a journey, the messages will stay in the cache.

Outside of a journey, the app will periodically attempt to upload the cached messages, but this cannot be guaranteed as the Android system can close the background process at any time (only outside of a journey).

It will also attempt to upload the cached messages when the app is first started, when a journey is finished, and when the "Refresh" button on the Main Menu is pressed.

If there is still no data connection, then these messages will sit in the cache.

If a user logs out or uninstalls the app, then the cache will be wiped and any unsent UDP messages will be lost.

What data is being recorded about me?

The app collects and transmits data about your braking, accelerating, journey locations and distances, routes travelled, journey times and times of day. This data is used to calculate your driving score and can help you and your manager / employer plan your vehicle usage, routes, submit mileage expenses and ensure vehicles are correctly maintained, improving your safety and performance at work.

How secure is my data?

We use the highest level of security to safeguard your data. Data is held securely in RSA servers.

Who will be able to view my driving information?

Driving information will be made available to your manager / employer, to their insurance broker and to their insurer, RSA. RSA will only use your information in relation to your driving score for the purposes of rating your employer's insurance policy and vehicle locations, smoothness and speed in the event of claims defensibility.

Will my information be shared with anybody else?

No information will be sold or passed on to any third parties for financial gain. RSA will only seek to provide information recorded by the RSA Smart Fleet app