DRIVER APP
USER GUIDE

RSA smartfleet

DRIVING GROWTH
THROUGH EFFICIENCY

Download on the App Store

ANDROID APP ON Google play

RSA SmartFleet uses your smartphone's built-in GPS location hardware to record information on how and where you have been driving.

This information is sent from your smartphone to RSA every minute, allowing us to give feedback on your driving style and allowing you to track your journeys through your phone.

Everything recorded is available to your manager or employer to view (unless you select Private Mode). They will be able to help you plan journeys and fulfil their duty of care to you when you are driving for business.

01.
GETTING STARTED

Downloading and installing the app

Once your manager or employer has added you to the Fleet Manager Portal, you should receive a welcome email from their insurance broker with a link to download the RSA SmartFleet app.

If you haven't received this, first check your spam/junk folders and then check with your manager that they have the correct email address for you.

Once you have received the link, download the app from the relevant app store for your smartphone.

NB: A version of this user guide including screenshots is available online at **www.rsabroker.com/rsa-smart-fleet-broker-toolkit.**

The first time you install the app you will need to register as a user.

1. To begin, press Register.

2. Enter the following information where prompted:

- Your **Email Address** (The one you used to receive the download email).
- Your **Date of Birth.**
- Your **Mobile Number.**

This information is used to validate your registration and ensure we have the right user assigned to the phone and also to prevent others from accessing your data. What you enter here will be used if you ever forget your password.

Step 1   Creating a password

You will need to enter a password with at least eight characters, including one capital letter and two numbers.

Step 1   Logging in

Once submitted, you will be asked to enter your email address and password again to log in.

Click Remember Me to save time when logging on in future.

If you enter any information incorrectly, then a message will pop up to explain that you have made an error.

Step 1   The Home screen

Successful log-in will take you to your Home screen.

It's from here that you can access all features listed in this User Guide.

02.
PAIRING WITH A VEHICLE

In this part of the guide we are going to focus on connecting your phone to one of your vehicles. To start, press Pair New Vehicle in the bottom left hand corner of your screen.

You need to ensure you have Bluetooth enabled on your phone. If not, you will receive a warning message telling you to do so. Most phones allow you to enable or disable Bluetooth through the phone's settings menu.

If you are unsure how to activate Bluetooth, please refer to the smartphone manufacturer's guide.

On your smartphone

If Bluetooth is active on the phone then pressing Pair New Vehicle will open the Vehicle Selection screen. This displays all vehicles entered on your employer's Fleet Management Portal. Any vehicles you have already paired with appear greyed out and ticked.

In the vehicle

Sit in the vehicle you would like to pair with.

Make sure that the Bluetooth device in the vehicle is switched on – for most vehicles/devices, the ignition should be on to provide power to the device.

You will also need to make sure that the Bluetooth device is accessible – some Bluetooth devices have PIN code access and may need the phone to access the device prior to connecting the app.

Only when these steps are complete should you select the vehicle from the list on the screen.

Selecting the vehicle from the list on the phone screen will show a list of devices available to connect to.

Ensure that you connect to the vehicle's Bluetooth and not any other device (other phones, portable speakers, etc.) to prevent any errors in data collection.

Once you have selected the appropriate device, click Pair Vehicle to link your phone to that vehicle. From then on, anytime you are in this vehicle, the two should pair automatically – as long as Bluetooth is enabled on both devices and you are logged into the RSA SmartFleet app.

You will need to go through this process once for every vehicle that you want to pair with.

03.
CHECKING
YOUR SCORES

Pressing Dashboard takes you through
to the Driving Score Dashboard.

The first screen shows your overall driving score and where
you rank amongst all the drivers recorded on your fleet.

For a more detailed breakdown of your driving score,
speak to your manager or look at your historic journeys.

04.
VIEWING YOUR PREVIOUS JOURNEYS

Step 4   Understanding the results

1. To access your historic journeys, press Dashboard on the home screen.

2. On the next screen, swipe left and the next screen will show a list of scores for your last 20 journeys.

- Journeys are displayed in date/time order starting with the most recent.
- For each journey we show the time and length of the journey as well as the vehicle you were recorded as driving at the time.
- If a journey is green then your overall score was positive. If it is red, then there is definitely room for improvement in your driving.

You can toggle private journeys on or off (only you will ever be able to see your private journeys, they will never be shared with your employer). Section 5 has more details on Private Mode.

To look at a journey in more detail, simply select it from the list.

Step 4   Results in detail

Selecting a journey opens up a map showing the route that you took and your driving score for that journey. The score is shown both overall and split between Speed, Smoothness and Usage.

The map uses your phone's in-built map services. On most phones this means you can zoom in and out and move the map around on screen.

Doing so will allow you to consider whether there is a shorter or safer route available that might improve your scores.

05.
DRIVING IN
PRIVATE MODE

You might not want all your journeys to be recorded by your company. For example, if your employer allows you to use the vehicle for personal use. You can discuss with your employer when they consider an acceptable time to use Private Mode.

Private Mode is simple to activate – all you need to do is select Private Mode before setting out on a journey in a connected vehicle.

When Private Mode is active, you will not upload any journey information to your employer. Any changes to your overall driving score will continue to be updated but your location and length of journey will not.

Remember, if you're in a vehicle that you're not connected to by Bluetooth then you won't need to enable Private Mode.

Private Mode will remain active until the journey ends. To make it clear when Private Mode is active, a red notification will appear on your screen.

06.
USING THE APP TO CLAIM MILEAGE EXPENSES

One benefit of tracking your journeys is that it makes it easier to submit expenses claims based on the number of miles you drive.

To make this even easier for you, we have included the functionality to produce expenses reports through the app itself.

To use these, press Expenses from your Home screen.

Set the start date and end date for your expenses claim. This will show all journeys that took place in this period.

Any journeys you have undertaken with Private Mode enabled will be greyed out and all other journeys shown in black.

To select all your non-Private Mode journeys:

- Press the Select All button in the top left corner of the screen. Alternatively, add them individually by selecting the box on the left of each journey.

- Once selected, a journey will show a tick on the left hand side of the screen.

- Private journeys are greyed out and cannot be added to your expenses report.

- To remove any selected journeys from your expenses report, you can remove the tick by doing the same thing.

Once you have selected all the journeys you wish to submit, select Export and the RSA SmartFleet app will generate a spreadsheet document. This will automatically attach to a new email generated by your smartphone, which you can then send wherever you need to.

07.
NOTIFICATIONS

Speeding

You will receive a notification if you have been recorded driving substantially over the speed limit.

Advice for better driving

Notifications can also be used to send you suggestions on driving improvements or links to useful websites.

Unread notifications

You will know if you have any notifications as soon as you log on to your app and view the Home screen. The number of unread notifications is always shown in the top right corner of the notifications button.

To read them, select Notifications from this screen.

The Notifications screen

Here you will see all your notifications from the last 30 days.

Any unread notifications will be displayed with a highlighted dot in the top right-hand corner. Once you leave this screen, that dot will be greyed out, indicating that you have read the notification.

Every time you receive a notification, a copy will also be sent to your employer to review on their Fleet Manager Portal.

08.
SOS – IN CASE OF AN ACCIDENT

Hopefully you will not have an accident while you are driving but if you do then we are here to help.

Selecting SOS from the Home screen will launch a pop-up in which you will find our Claims telephone number.

The pop-up also contains some useful tips on what to do should you be involved in a driving accident.

09.
CHANGING YOUR PASSWORD OR PHONE NUMBER

If you need to change your password or if you have got a new smartphone and need to update your details, then you can do so by accessing the Admin screen.

To do this, select Admin on the Home screen.

In the Admin screen you will see these options.

To change your password, select Change your Password or to change your phone number, select Change your Phone Number.

Changing your password

When you select Change your Password you will be prompted to enter your current password followed by the new one. The new password must be at least eight characters long and contain at least one capital letter and two numbers.

Once you have pressed Change Password, you will be returned to the Home screen.

If there any errors in the password then you will see a pop-up message to let you know.

Changing your phone number

Selecting Change your Phone Number allows you to enter a new phone number and requires re-entry of your password.

Once you have pressed Change Phone Number, you will be returned to the Home screen.

You should only use this if you have got a new smartphone or a new phone number for your existing smartphone. The phone number should always be the one in use by the phone that RSA SmartFleet is installed on.

If you are changing your number then you should make your employer aware.

10.
DRIVING TIPS

RSA SmartFleet is designed to help you drive safely.

If you find that you are regularly getting low driving scores and do not know how to improve them, then please visit our Driving Tips website. Do this by selecting the Driving Tips icon at the bottom of your Home screen.

This will open a web browser window that will take you to
the RSA SmartFleet webpage hosting our handy tips.

Our Driving Tips can provide useful information or reminders to new and experienced drivers, regardless of your personal score.

11.
ACCESSING THIS USER GUIDE ANYWHERE

If you are using your app on the go and get stuck then you can access this User Guide by selecting the User Guide icon at the bottom of your Home screen.

This will open a web browser window that will take you to the guide on the RSA SmartFleet web page at **www.rsabroker.com/rsa-smart-fleet-broker-toolkit**

12.
TERMS & CONDITIONS

If you need to check the Terms & Conditions that you agreed to when downloading the app, select the Terms & Conditions icon at the bottom of the Home screen.

This will open a web browser window that will take you to the guide on the RSA SmartFleet web page at **www.rsabroker.com/rsa-smart-fleet-broker-toolkit**