Onboarding Your Drivers

GreenRoad

Onboarding GreenRoad | Onboarding Drivers

In this module we will look at the tasks and considerations when **Onboarding the Drivers**

Timescale - When will the drivers be Onboarded?
During the 'kickoff' meeting, the Implementation team will have compiled a timeline of events which include the driver Onboarding phase

The timescales are also dependent upon the GreenRoad™ solution that will be used.

Some of the considerations are common to both GreenRoad Drive and GreenRoad Edge while other considerations are very specific to the solution being used

Lets start with the common items and then branch off to the specific points for each solution

Onboarding your Drivers – Tasks and considerations

GreenRoad

Onboarding GreenRoad | What they need to know

What do the drivers **need to know** during the Onboarding phase?

- **Why** the system is being introduced - after all they are qualified drivers already?
- **How** does the system work and what does it do?
- **What** do you expect them to do?
- **Where** can they get help if they can't (or won't) adapt?

Tip - Consider creating an internal name to accompany the implementation. Some Examples used by our customers are-
- DriveGreen
- DriveRight
- EcoDriver
- MyDrive

Another recommendation is to link this with an existing internal safety scheme that your organisation runs.

This all helps with the driver **ENGAGEMENT**

Onboarding GreenRoad | Help and Assistance

GreenRoad will make available some **resources** to help your team Onboard the drivers such as **User Guides**, **FAQ's** and the **online help portal (Knowledge Center)**

These will be in the form of a Drivers Pack and will be made available for your team to use as required

These resources are constantly being reviewed & updated by our Product Marketing team and in this module we will cover some examples and how they could be used

But some of the tasks & considerations are internal to your organisation and should be put in place during the onboarding phase

These are some suggestions for items to consider-
- Update your internal driving policy to include GreenRoad™ (or preferably your localised name)
- How you will measure success and drive improvement (**KPI's**)?
- How you will use the **'Exception Based Management'** approach?
- What interventions your team will take?
- What support action you will take with drivers who may not be adapting as easily as they should?

Onboarding GreenRoad | Progress Checklist

Is everything in place to Onboard the drivers?

Is the GreenRoad™ system correctly setup to meet your organisations needs & requirements?

Are the parameters for **Safety Events** setup to meet your organisations expectations?

Has the IRN form been completed and returned?

What date will the driver account emails be created and distributed, and to whom?

Now let's branch into considerations for the specific GreenRoad™ solutions

Select the appropriate solution below
- GreenRoad Drive
- GreenRoad Edge

GreenRoad Drive

Comprehensive and accurate
'Plug & Play' Mobile Driver Coaching Solution

GreenRoad

GreenRoad Drive

Comprehensive and accurate
'Plug & Play' Mobile Driver Coaching Solution

GreenRoad Drive Onboarding Considerations

GreenRoad

Onboarding GreenRoad | Considerations GreenRoad Drive

Onboarding your Drivers with GreenRoad Drive is very easy and straight forward

•Each driver must have the GreenRoad Drive™ application installed on their mobile device.
•The application can be downloaded from the Google Play store (Android) or Apple App store (IOS)

   •**NOTE** - Users will require to use their personal account to get this application from the store

•If using a company supplied and supported mobile device, the GreenRoad Drive application can be 'pushed' to their mobile device using your Mobile Device Management system (MDM)

   •**NOTE** - During the implementation phase, the GreenRoad support team will provide the file and the routine updates as new versions are made available

Onboarding GreenRoad | User Credentials

Once the driver has the application on their mobile device, they will require a **USERNAME** and a **PASSWORD** in order to log into GreenRoad Drive™

To comply with Data Protection, the **USERNAME** must be unique and not exist any **ANY** GreenRoad™ database

The username should be something that the driver is unlikely to easily forget

The default format is **Firstname.Lastname** however other formats that should be considered are-
•Users email address
•Mobile phone number with country code
•Employee identification (if unique)

Drivers will also receive a temporary password which must be changed when they log into GreenRoad Drive™ for the first time

To help simplify the initial implementation process, GreenRoad™ support team will allocate a universal temporary password for all accounts created from the IRN form

Any subsequent accounts may have a random temporary password generated but this will be clearly displayed on the automated welcome email that will be issued

Onboarding GreenRoad | Application Login

During the login process, the driver is guided through the steps by an animated sequence

During this process, the driver must allow the application to access certain permissions

If the driver selects the wrong option, the application will advise them to change this

The one exception is access to the **LOCATION SERVICES**

Both Android & IOS do not allow developers to provide the option of **ALWAYS**

Once the onboarding process is completed, Drivers will see a red 'bubble' on the notification tab

If they tap on this, they will have a misconfiguration error

Onboarding GreenRoad | Device Configuration

All they need to do is tap on the message and they will be guided through the process to change it
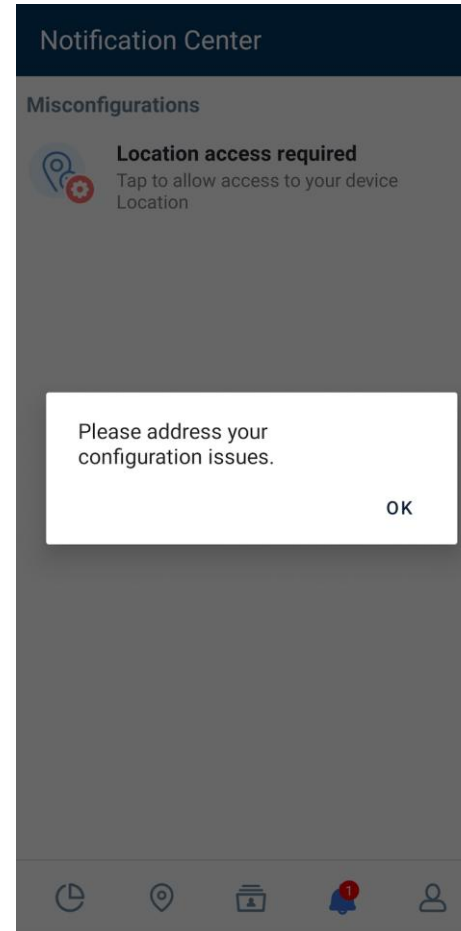
NOTE - Other possible configuration issues will be covered in the **TROUBLESHOOTING** module but this is the most common challenge encountered during Onboarding

Onboarding GreenRoad | Application Login

The driver should now be ready to start using the GreenRoad Drive™ application while they are in a motor vehicle either as a driver, a passenger and possibly even in their own personal trips (if applicable)

Onboarding GreenRoad Drive summary

•Driver has the application installed on their mobile device ✅
•They have a Username & Password ✅
•They have the correct Configuration with no error messages ✅

Whenever they are driving a motor vehicle they simply have to
•Select the correct Duty Mode (if applicable)
•Secure the mobile device in a cradle or other secure location
•Ensure the position of the mobile device allows it to get a clear GPS signal
•Whenever possible, ensure the mobile device is connected to a power supply

And simply

DRIVE

GreenRoad Edge

GreenRoad

GreenRoad Edge

GreenRoad Edge Onboarding Considerations

GreenRoad

Onboarding GreenRoad | In Vehicle Feedback

Onboarding Drivers to use GreenRoad Edge is very easy and straight forward

Each of your vehicles is fitted with a Driver Feedback Module (LED unit)

Onboarding GreenRoad | Driver Identification

In addition, for 'driver to vehicle' association, each driver may have been issued a Dallas key or an RFID tag

Each Dallas key or RFID tag has a unique serial number which consists of a series of Letters & Numbers

Care must be taken when allocating keys or tags that the identification does not get misread

For example AB1O and A8IO can easily look very similar

NOTE - During the implementation phase, the GreenRoad™ support team will allocate the keys or tags to driver accounts when they are created

Drivers should then be issued with the correct key/tag during their Onboarding training and instructed on their use

Onboarding GreenRoad | Driver Identification - Alternatives

Other methods of Driver to Vehicle association that are available to you include

- Direct 1 to 1 association
- After the fact association through a 3rd party service integration (If applicable)

The GreenRoad™ product team are continually looking at alternative methods of achieving Driver to Vehicle association

Onboarding GreenRoad | Driver Identification - Alternatives

The GreenRoad Edge™ device will record all trip data regardless if a driver uses their identification or not

All Drivers should be **ENCOURAGED** to carry their RFID tag or use their identification key whenever they are driving a vehicle

GreenRoad Edge ™ is supported by a mobile application called Drive™for Edge

When the Driver accounts are created, each Driver will also have a Username & temporary Password that can be used on either the mobile application or GreenRoad Central™ web based platform

This will **EMPOWER** every driver to check and monitor their own progress, and chart their personal driving improvement

This all helps create **ENTHUSIASIM** & drive **ENGAGEMENT** within the team

Onboarding your Drivers – Summary

GreenRoad

Onboarding GreenRoad | Onboarding Your Drivers Summary

Getting your drivers Onboard and keeping them engaged is key to successfully reducing the **Work Related Road Risk** as well as increasing **efficiency** of your organisation

GreenRoad™ promotes a philosophy which we refer to as the **6 E's**

Engineering - Ensure the system is setup for **YOUR** organisation

Empowerment - Help **YOUR** drivers to be part of the solution, not part of the problem

Education - Ensure the drivers know **Why**, **How**, **What** and **Who** to speak to if they need help

Engagement (**Enthusiasm**) - Safety is everybody responsibility, keep promoting this message

Evaluation - You can not improve what you can not measure. Set KPI's, and strive to meet and exceed them

Encouragement (**Enforcement**) - Some Drivers will need a little more help to adapt. Early identification and support will keep your organisation on track for success

In summary

- Ensure the system is setup and ready for your drivers
- Generate the enthusiasm within the team
- Keep all the team informed at every stage
- Give the drivers the tools they need and the motivation to improve
- Share your success