BigRoad WebApp: Undo claimed unidentified driving

OVERVIEW

Unidentified driving is driving that occurs on a DashLink-equipped truck while no driver is logged into the truck through the BigRoad Mobile App. Unidentified driving is tracked by recording ignition, speed and odometer data from the engine-connection and is correlated with GPS movement

Safety Managers should regularly check and manage the unidentified driving report to assure all events are managed and assigned out to drivers in a timely manner.

Undo a claimed unidentified driving event

When an unidentified driving event has been claimed it will no longer show up in the unidentified driving report.

If the Event is recorded in **Canada** and both the Fleet and the Driver are using a Canadian Cycle the **'Undo Claim'** option will be present.
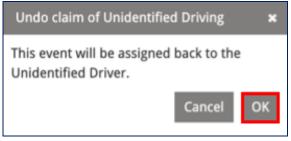
To undo claimed unidentified driving:
1. From the Driver Page select the **'Drivers Name'**
2. From the drivers page go to the Log that needs to have the event re-assigned.
3. Click the **'Edit Log'** button
   a. This will only display if the log is signed and within the past 14 days
4. In the list of events locate the unidentified event you wish to remove
   a. You can identify unidentified driving events by looking under the **'origin'** column if it shows **'Claimed'** this was originally an unidentified driving event.

5. In the Edit Daily Log Event window click the button labelled **'Undo Claim'**

6. A pop up will appear confirming the request to '**undo claim'** click '**Ok'**

7. At the bottom of the page enter a note reflecting why the change needed to be done.
8. Tap **'Save'**
9. You will now be in the Edit Daily Log Page again, Click **'Send Suggestion'**
10. The change will now be sent to the driver as a carrier edit.
    a. If the driver accepts the edit, the duty status will change back to what it was prior to claiming the unidentified driving.
    b. If the driver rejects the suggestion the unidentified driving event will remain on the logs.

Note: Please refer to Managing Unidentified Driving QRC to learn more on Managing Unidentified driving as a safety manager.