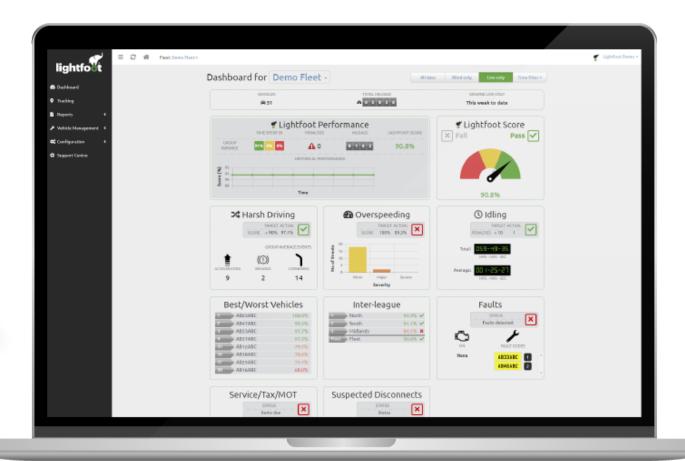


# Portal guide





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Vehicle Profile

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### Dashboard

At the top of your dashboard, you can filter the data being displayed.

#### Data filter

Select "All data" to see data for every vehicle.

Select "Blind only" to see data for every vehicle running in blind mode. (Blind Mode means the device is active but not providing any audio or visual feedback to the driver)

Select "Live only" to see data for every vehicle running in live mode.

Use the "Time filter" to view either the current week (to date) or the previous full week.

### Fleet filter

At the top of your portal, you will see a dropdown 'Fleet' menu.

This menu allows you to view different levels of your fleet hierarchy - e.g. regions (South West) or depots (Exeter).

Depending on your company and role, you may only have access to certain levels of the fleet hierarchy.

e.g. A Depot Manager will only be able to see information about the vehicles/drivers in their depot.

Contact us +44 (0) 1392 340 419 support@lightfoot.co.uk Monday to Friday, 8:30am - 5:30pm

This is the first page you will see after logging in to the portal. The dashboard provides you with a brief overview of all of your fleet's data in the portal.

Each widget is interactive, so simply click on one of them to see more information on its dedicated page.











### Dashboard

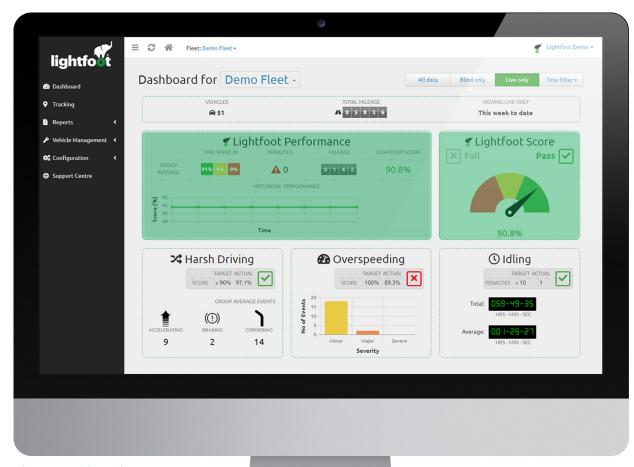
### Lightfoot Performance

See a quick rundown of your fleet's performance, including:

- · Average time spent in green, amber, and red
- · Average number of penalties received
- Average mileage per vehicle
- · Average Lightfoot score

### Lightfoot Score

A snapshot of your fleet's average Lightfoot score. If it's over 85% at the end of a full week - you have an Elite fleet.



Above: Dashboard







### Dashboard

### Harsh Driving

See your group events for harsh driving here.

You can also see how your fleet is performing against your set target for harsh driving events.

Harsh driving is measured in three different ways: acceleration, braking, and cornering.

### Overspeeding



Your total recorded overspeeding events are recorded here.

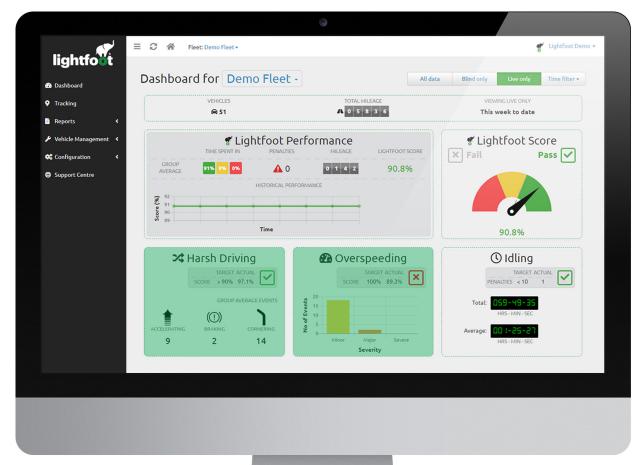
Overspeeding is measured in three different ways: minor, major, and severe.

To learn more about how we determine these categories, see the Overspeeding report section later in the guide.



#### Note:

Overspeed is now configurable.



Above: Dashboard





### Dashboard

### Idling (

The idling widget shows you the total and average times your fleet has spent idling.

### Best/Worst Vehicles or Drivers

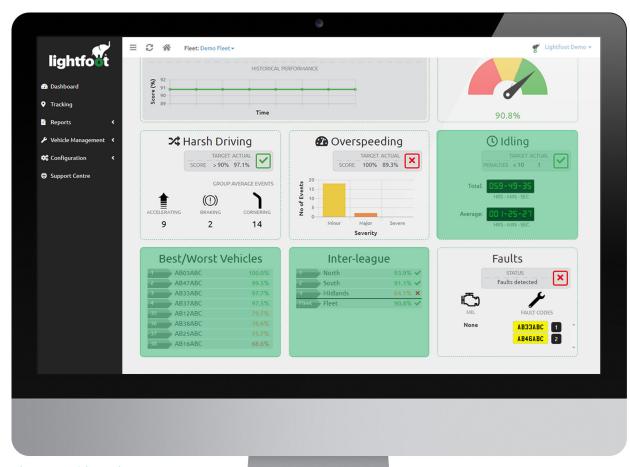
This widget gives you a quick, simplified view of which vehicles in your fleet have the highest and lowest scores.

See the top and bottom four in each category here.

### Inter-league

If you have access to different levels of your fleet hierarchy, you can view the top 5 subdivisions of the fleet which have the highest scores.

A little friendly competition is always good!









### Dashboard

### Suspected Disconnects

A suspected disconnect is when a Lightfoot unit stops reporting into the Lightfoot server.

If you see this error on your dashboard, it could mean that the device has been disconnected from the vehicle's OBD port. This error will not appear if the vehicle has simply not been driven – all connected Lightfoot devices report into the Lightfoot server at least once a week.

If these are showing with a red marker, hover over them and they will show you the disconnection details - anything with an amber warning shows the device was disconnected then reconnected and the dates and times

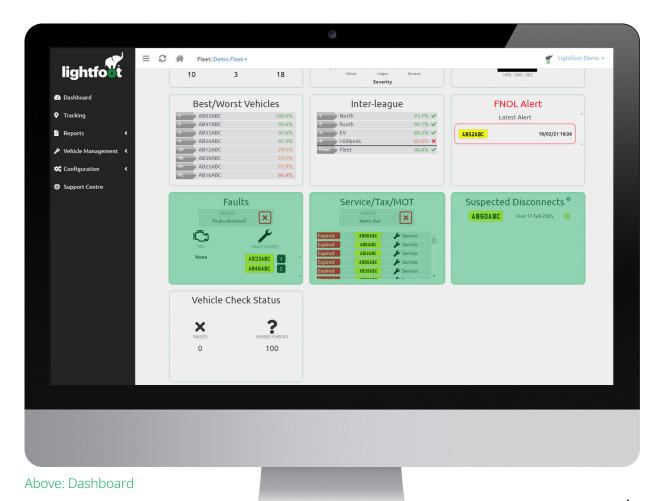
If you have Lightfoot's Vehicle Health Management package, you will also see the following:

### **Faults**

A quick overview of which vehicles have registered fault codes and which are displaying Malfunction Indicator Lamps.

### Service/Tax/MOT

Get an instant view of which (if any) vehicles are due their service, tax, or MOT renewal.









### Dashboard

### **FNOL**

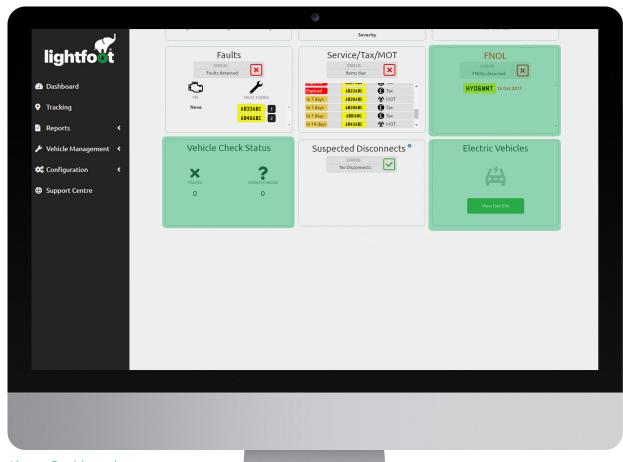
Shows you any detected incidents that may have happened and the details behind them.

### Vehicle Check Status

Shows you at a quick glance how many drivers are completing vehicle checks for any information - contact your account manager for more details

### Electric Vehicles

Takes you to where your live EVs are now. Clicking on a row will take you to a map view.



Above: Dashboard





# Tracking

You can view different levels of your fleet hierarchy (if you have access) by using the dropdown menu at the top of the page.

### Seeing your vehicles/drivers

Open the tracking page and you will be shown a live view of your vehicles'/drivers' locations.

Icons in red are ignitioned off.

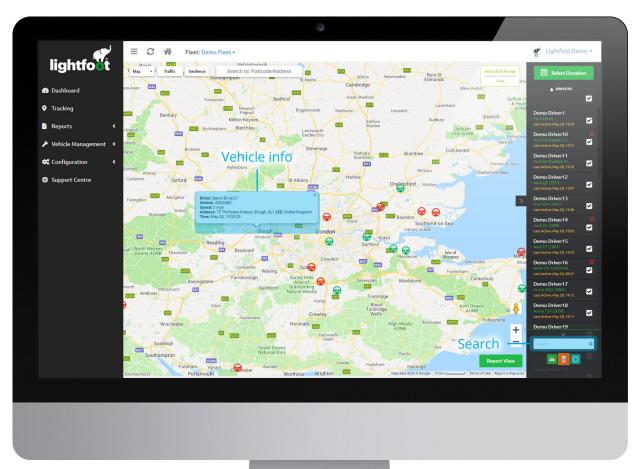
Icons in green are ignitioned on and in use.

The direction of travel is indicated on the icon.

Hover over an icon on the map to see the vehicle registration, driver, current speed, location, and the time it last reported to the Lightfoot server.

Clicking on the icon will show the live route as a trail.

If you want to find a specific vehicle or driver, use the search box at the bottom of the menu on the right-hand side.









# Tracking



### Note:

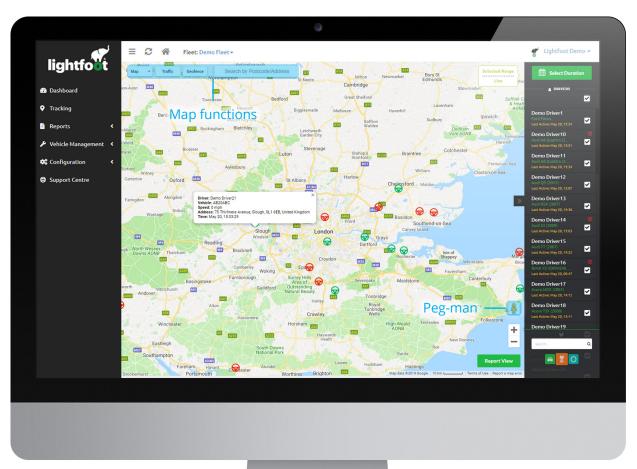
You can search for a postcode or an address. You can use this feature to see which vehicle is closest to a given location, e.g. a delivery point. Combine this with live traffic information and you can work out who is best placed to be assigned an urgent job.

### Using the map

Use the Traffic button in the top left of the map to add live traffic conditions to the map.

Select whether you want to display a map or satellite view. Satellite view is great for gaining more information about the roads and area a vehicle is in.

If you want to see an even more detailed view of the roads and locations your vehicles are, you can use 'peg man' – the little yellow character on the right-hand side of the map. Simply drag and drop him on the road you wish to view and you will be able to see everything.







# Tracking

### Using the map (continued)

When viewing the live map, you can select to view by vehicle, driver, or geofences by using the buttons at the bottom righthand side of the page. This is perfect if your fleet has drivers who share vehicles, as you can see who is or was driving for each journey.

Zoom in using the plus and minus buttons or the scrolling wheel on your mouse.

### Category

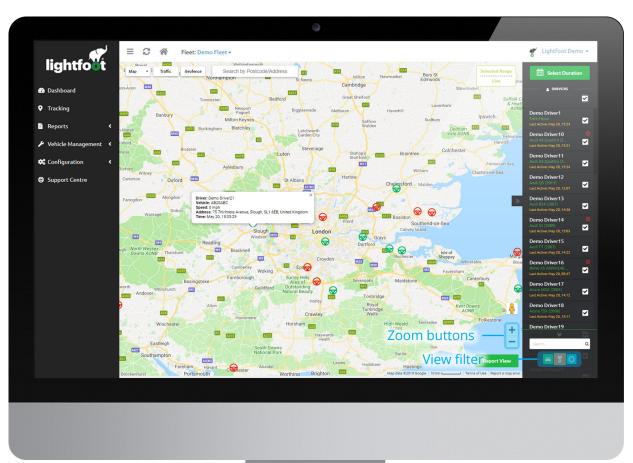
Click the Category button in the top left to see the different categories of vehicles.



### Live snail trail

You can now click on any green icons on the tracking page and it will give you a detailed snail trail of that journey











# Tracking

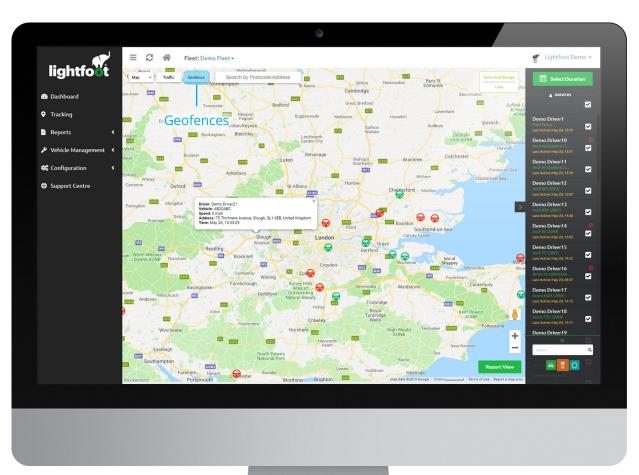
### Geofences

Geofences confirm if and when one (or more) of your vehicles has arrived at, departed from, or finished a journey at a specified location. These can be used for many different purposes, including for marking delivery/drop-off points, congestion zones and ULEZ, and company depots.



### Note:

See the following page for more information on geofences and their functions.







# Tracking

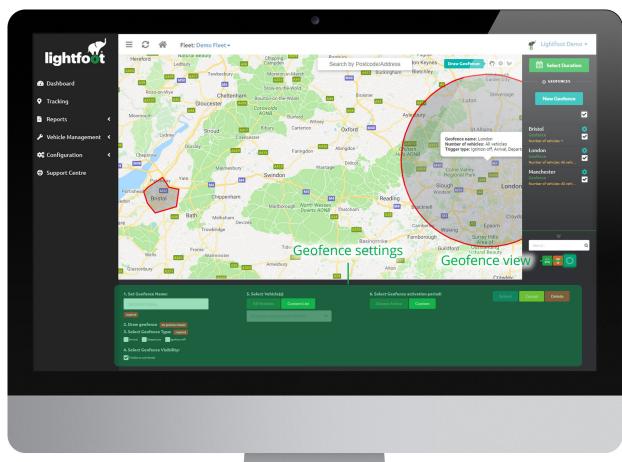
### How geofences work

- Open the geofence view and click New Geofence
- Name your geofence
- Draw it on the map using the icons in the top right
- Choose which rules apply to your geofence
- Choose the geofence's visibility within your fleet hierarchy
- Choose which vehicles the geofence applies to
- Choose whether the geofence is permanent or temporary
- Submit

### Geofence alerts

If you wish to be notified of a geofence event as soon as it occurs, you can also set up emailed geofence alerts.

To learn more about geofence alerts or to set up alerts for your fleet, please contact your Account Manager today.



Above: Geofence page





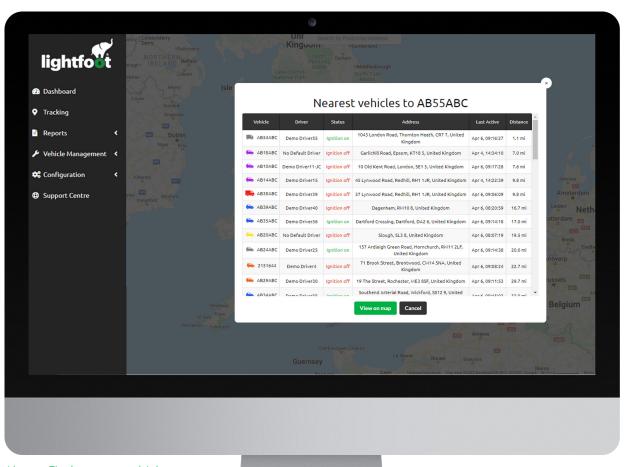
# Tracking

### Find nearest vehicle

When viewing your fleet on the map, simply right-click a vehicle and select 'Find nearest'. To find the closest vehicle to an address, search the location and right-click on the pin to see the 'Find nearest' option.

This will bring up a list of the closest drivers, which will automatically update as the vehicles move.

This means that if one of your fleet vehicles breaks down or you receive a call out for an urgent job, you can make a more informed decision about who is best to respond. This will help you react more quickly to emergencies, improve customer service and productivity, and save on costs and mileage.



Above: Find nearest vehicle





### Reports



#### Remember:

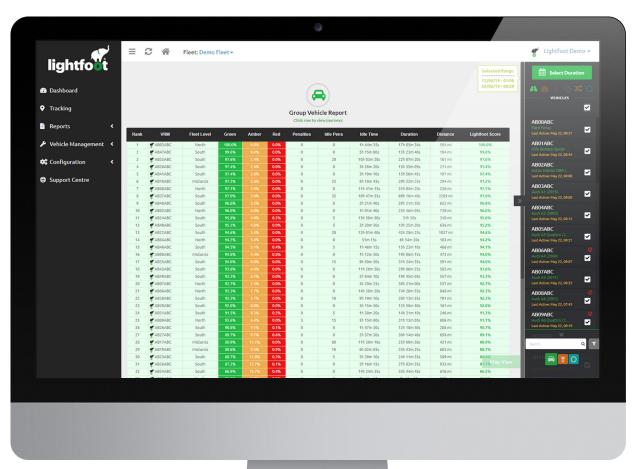
You can click on the Select Duration button to choose a preset date range or enter a custom range by clicking the 'Custom Range' button.

You can view different levels of your fleet hierarchy (if you have access) by using the dropdown menu at the top of the page.

### Reports

On any of the reports you click into, if you want to view further detail you can click on the line of information. Alternatively click map view in the bottom right of the page, then use the tick boxes on the right-hand pane to see the journeys visible on the map.

Under reports you can now update driver names or any no default driver journeys, this means when you click reports by vehicle/driver if you see any incorrect or missing names, you can use the tick box to the left of the information and scroll to the bottom of the screen and click edit journeys to reassign the journey(s) to another driver.



Above: Reports page







# Reports

### Group report

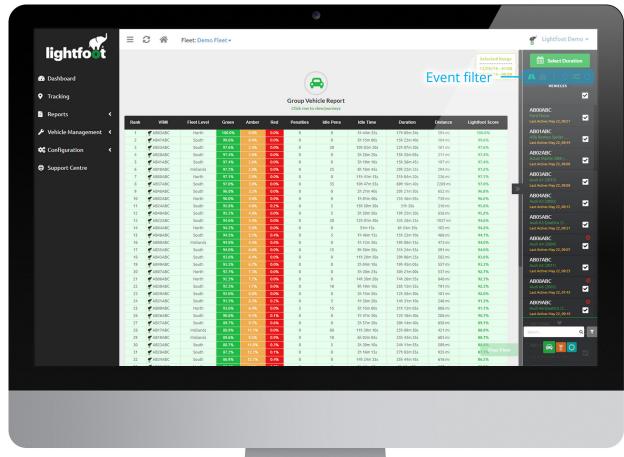
You can view your reports either by vehicle or drivers – again, this is perfect for fleets with drivers who share vehicles.

You will initially see a list of all of your vehicles/drivers, arranged from highest Lightfoot score to lowest.

The default report will show you a clear overview of their performance with all the essential information, including: time spent in green, amber, and red; penalties; idling penalties; idling time and duration; distance travelled; and overall score.

To filter your report by overspeed events, penalty events, idle events, harsh events, or geofence events, use the buttons at the top of the menu on the right-hand side.

There is a filter in the top left that allows you to anonymise data to the employees' IDs rather than names.



Above: Reports page





# Reports

### Overspeed report

See a full list of your fleet's overspeed events here.

Overspeed events are grouped by severity \*(Minor, Major, Severe) to offer another way of contextualising these events.

Click on an individual row of the report to view more details about each vehicle or driver's overspeed events.

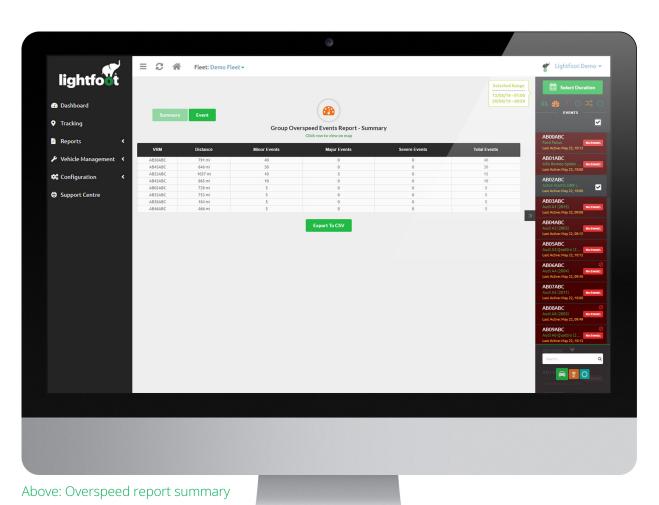
There are 2 types of views with these reports, you can either see a summary table or in the top left click "events" which will give you a detailed breakdown

\* Overspeed Parameters are configurable by fleet, please speak to your account manager for more information



#### Note:

You can now update an incorrect overspeed event via the portal. Click on your overspeed report, then view the event on the map. In the bottom right you will have the option to "edit event" this will bring up a pop up box for you to submit the details









### Reports

### Using the overspeed report

Each overspeed report explains:

- When and where the event began, and the average speed by which the driver exceeded the speed limit
- The maximum speed reached during the event and for how long the driver was exceeding the speed limit
- Whether it is classed as a Minor, Major, or Severe event is determined by the Average Overspeed percentage

Severe:

Faster than (19mph) and 40% above the speed limit

Major:

Faster than (10mph) and 25% above the speed limit

Minor:

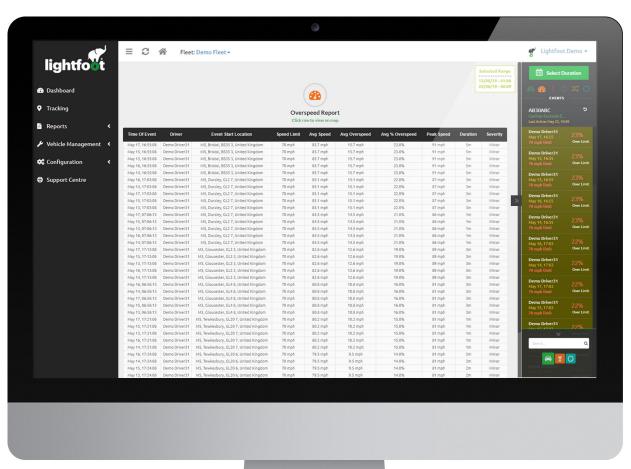
Faster than (4mph) and 12% above the speed limit



### Note:

If you click on a single row/Map View, you will be taken to a map view of the incident(s).

If you click Map View you can hover over the overspeed markers on the speeding event - this will show you the starting point of the event and end point.



Above: Overspeed reports page







# Reports

### Penalties report

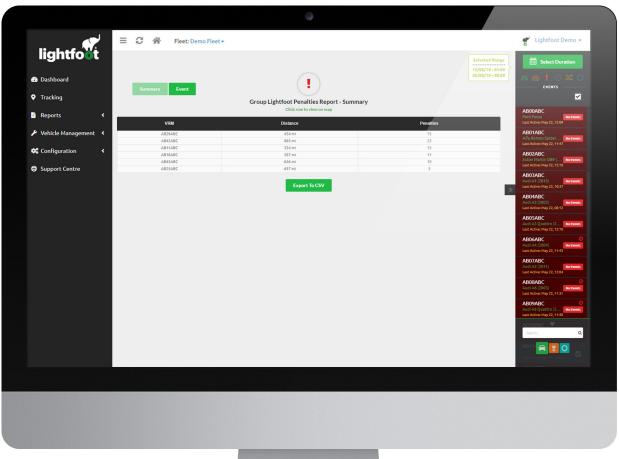
See a full list of your fleet's Lightfoot penalty events here.

Click on an individual row of the report to view more details about each vehicle or driver's penalty events.



### Note:

See the following page for more information on the penalties report function.



Above: Penalties report summary





### Reports

### Using the penalties report

The Penalties Report for an individual vehicle or driver will show you a list of each recorded Lightfoot penalty.

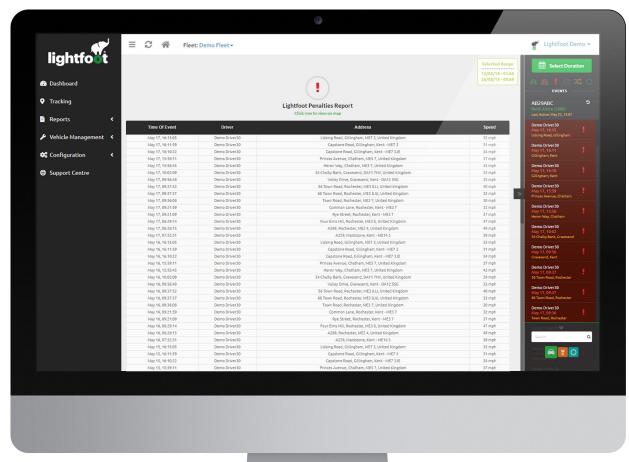
#### You can see:

- The time at which the penalty was recorded
- · Which vehicle or driver was involved
- The location of the vehicle when the penalty was recorded
- The speed at which the vehicle was travelling when the penalty was recorded

Clicking on an individual event will take you to a map view of precisely where the penalty was recorded.

A Lightfoot penalty occurs after 2 warnings when the driver is unable to pull the engine back to its "sweet spot", these show on the map as the little red marker:

- If there is a single penalty shown in a journey, this may indicate that the driver was not driving within the engine's sweet spot at that time.
- Where a series of penalties exist, it may be that the driver had selected the wrong gear for a period of that journey.



Above: Penalties report page







### Reports

### Idling report

See a full list of your fleet's idling events here.

See the total distance travelled for your selected date range and the total number of idling penalties recorded in that time.

Click on an individual row of the report to view more details about each vehicle or driver's idling events.

The Idling Report for an individual vehicle or driver will show you a list of each recorded idling event.

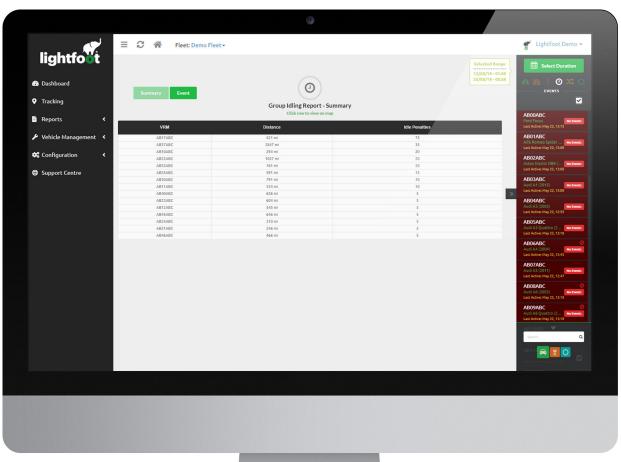
See when, where, and for how long each idling event occurred.

Clicking on an individual event will take you to a map view of precisely where the penalty was recorded.



### Remember:

You can change the idling time limit for your fleet – contact your Account Manager to discuss.



Above: Idling report summary





### Reports

### Harsh events report

See a full list of your fleet's harsh events here.

These are divided into acceleration, braking, and cornering events, with the total number of harsh events calculated at the end of each row.

Click on an individual row of the report to view more details about each vehicle or driver's harsh events.

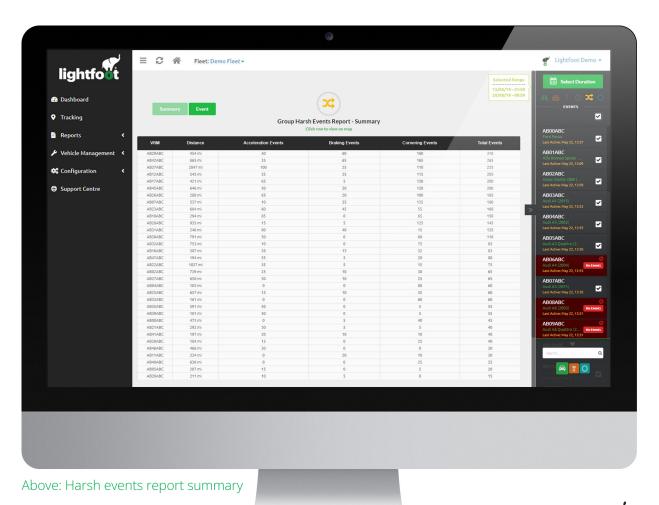
The Harsh Events Report for an individual vehicle or driver will show you a list of each recorded harsh event – these are:



#### See:

- When and where each harsh event was recorded
- · Which event type it was
- The speed at which the event occurred
- The severity of the event

Clicking on an individual event will take you to a map view of precisely where the event was recorded.









# Reports

### EV charge events

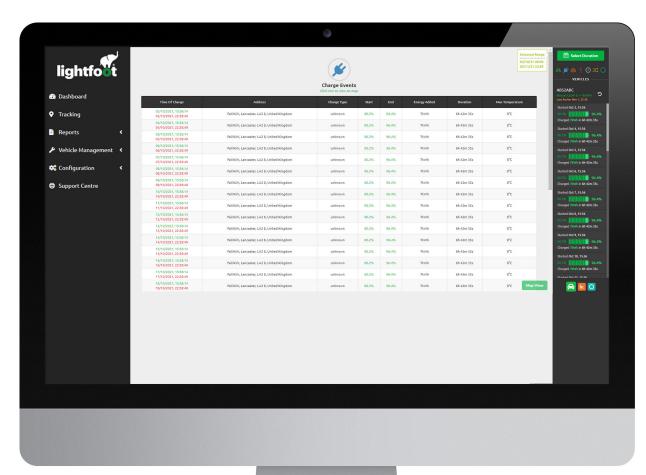
See a full list of your fleet's EV charge events here.

Clicking on an individual charge event will take you to a map view of precisely where the event was recorded.

#### See:

- When and where each charge event was recorded
- Charge type
- Start and end charge value
- · Energy added

You can also export the data to CSV or PDF if required.



Above: EV charge events report summary





## Reports

### Geofence events report

See a full list of your fleet's geofence events here.

These are divided into arrivals, departures, and ignition-off events.

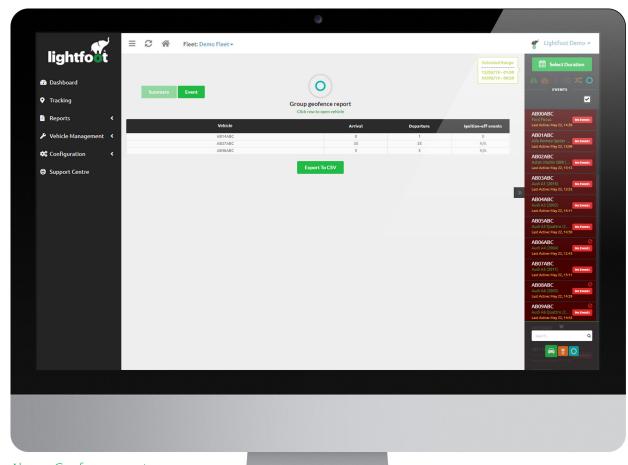
Click on an individual row of the report to view more details about each vehicle or driver's geofence events.

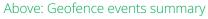
### Using geofence events report

The Geofence Events Report for an individual vehicle or driver will show you a list of each recorded geofence event.

#### You can see:

- · Exactly when the event was recorded
- In which geofence it was recorded
- Whether it was an arrival, departure, or ignition-off event









# Reports

#### Historical Vehicle Locations

Under reports and historical locations, you can access your fleet's archives. This is useful if you need to find out which vehicle was in a certain area at a certain time. You can search just the whole fleet or a particular reg to display the requested data.

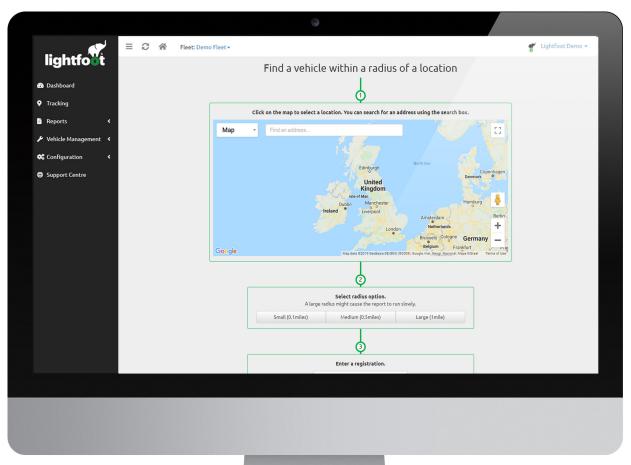
The 'Historical Locations' search tool allows you to search for vehicles in a selected location at any time since being fitted with Lightfoot.

Access the tool by clicking the 'Reports' item on the left-hand menu on the Lightfoot Fleet Management portal and selecting 'Historical Locations'.



### Note:

See the following page for more information on the Historical Vehicle Location report function.



Above: Historical Vehicle Locations





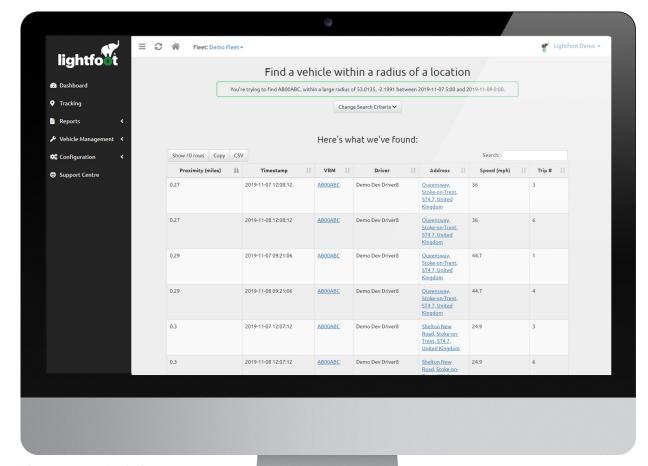
# Reports

### How Historical Vehicle Locations works

- Click on the map to select a location. You can search for an address using the search box
- Select radius option. A large radius might cause the report to run slowly
- Enter a registration
- Select a date range to search

### From the report you can:

- Click the registration to search for journeys in this proximity with only that registration
- · Click on the address to view on a map
- See which events happened on the same journey



Above: Historical Vehicle Locations report





# Vehicle Management

### **Faults**

On your Faults page, you will be shown a list of all the vehicles within your fleet.

Your Faults Report automatically displays the current week. You can adjust the dates shown in the report by using the "From" and "To" fields and pressing the Select button to confirm.

Use the search box to look up specific vehicles according to their VRN, make, and model.

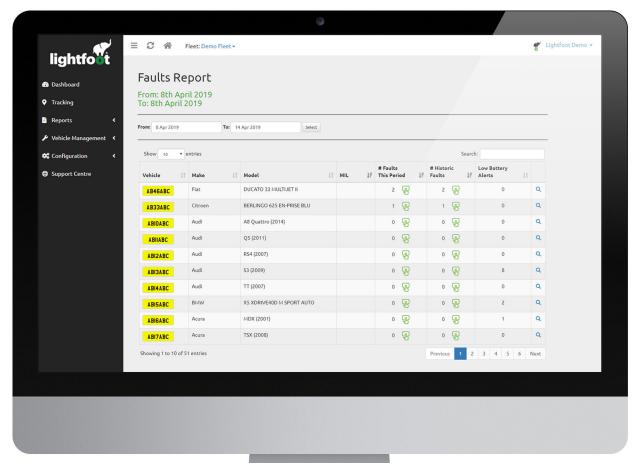
You can order your report by clicking the filter arrows at the top of each column.

11 IF I

If you click on the 'vehicle', 'make', 'model', or magnifying glass icon, you will be taken to that vehicle's full profile.

Hovering over the 'faults this period' and 'historic faults' fields will show you the details of the fault codes recorded. To see when the faults were first logged and when they were last active, view the full vehicle profile.

Low battery alerts are also logged in the final column.









# Vehicle Management

### Service, Tax, and MOT

Your Service, Tax, and MOT page displays all of your vehicles ordered by their shortest to longest MOT dates.

Use the search box to find vehicles by VRN, make, or model.

You can order your report by clicking the filter arrows at the top of each column.



If you click on a 'vehicle', 'make', 'model', or magnifying glass, you will open that vehicle's full profile.



MOT and tax data is taken from the DVLA database. To check for any updates, click the force refresh button.



Service dates are not automatically logged on the portal. You will need to enter them yourself by clicking on the blue box or the date. We recommend updating each service status as it is completed, rather than trying to do update a large number at one time at one time.

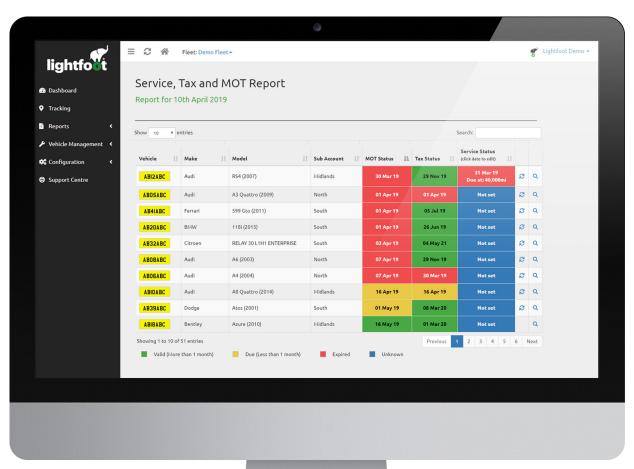
It is possible to bulk update your servicing data. Do this by accessing the template via CSV import, complete the required information and then re-upload.

Expired MOT, tax, or service dates are shown in **red**.

Dates in yellow are valid but due to expire within one month.

**Green** dates are valid for more than one month.

**Blue** boxes are for service statuses that have not yet been set.



Above: Service, Tax and MOT page





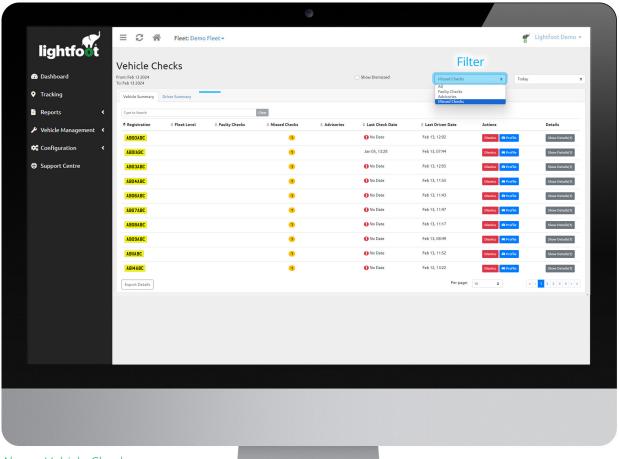
# Vehicle Management

### Completed and missed Vehicle Checks

This section shows you any completed and missed vehicle checks. You have a filter date option to search for your checks and from here you can view the vehicle summary tab. This will show all vehicles that have been driven within the time period you have selected, indicating completed and/or missed checks.

You can filter by faulty checks, advisories and missed checks using the drop down next to the time period. The faulty checks filter will highlight any vehicles where drivers have reported a vehicle fault within the selected time period. The advisories filter will highlight any vehicles where drivers have reported a vehicle fault advisory within the selected time period. Finally the missed checks filter will show you any vehicle/drivers who have driven in the selected time period and not completed a vehicle check.

Lastly, clicking show details against any fault, advisories or missed checks will show you all information on the vehicles and their checks allowing you to enter notes or dismiss any where the risk has been mitigated or no action is required.



Above: Vehicle Checks

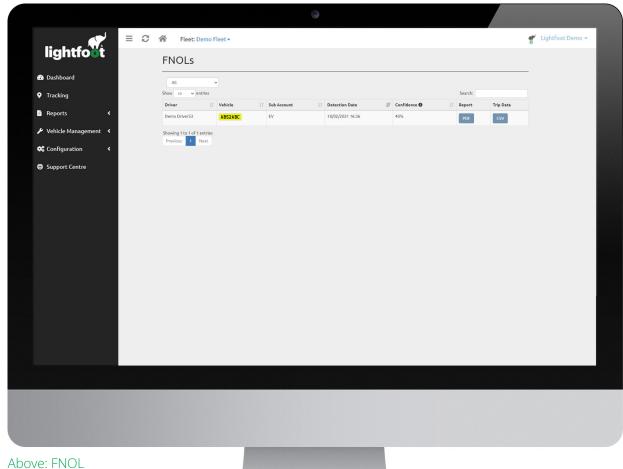




# Vehicle Management

### First Notification Of Loss (FNOL)

This page is designed to show you at a quick glance any incidents that may have happened to your fleet and it gives you a downloadable PDF and CSV report to match the data, meaning if you have an incident you need to report you have all the details in one place.





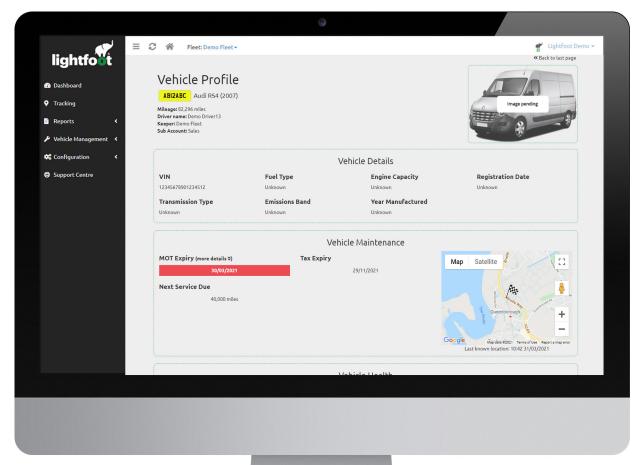


# Vehicle Management

### Vehicle Profile

The vehicle profile page can be accessed through any of the vehicle management pages, this shows you all the details we have for that vehicle.

Including any faults, previous MOT history etc.



Above: Vehicle Profile





# Configuration

#### Drivers

The Drivers page is your go-to place for changing your drivers' details.

See all the information we have on the portal for your drivers here.

To change driver details, click the driver icon to edit an individual driver's details, or go to the Actions menu to edit multiple selected drivers' details at once. This will bring up the detailed driver form, including driver expense profiles, privacy settings, and fleet assignments. Make any of the changes you need to, then click the Save button to confirm the changes.

If you want to remove a driver from your fleet, simply select the driver or drivers by checking the tickbox and choosing Delete from the Actions menu.

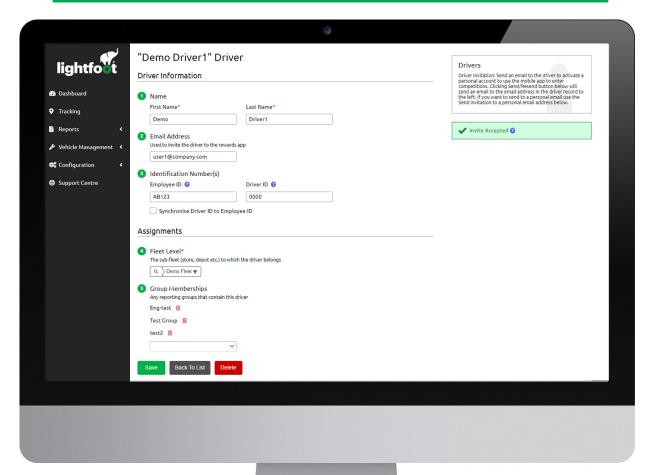
From the Actions menu, you can also import or export driver details in bulk, and send driver activations. The status of each driver's invitation will be clearly shown in the list – Invite Accepted, Invite Sent, or Not Yet Invited.



### Remember:

You can view different levels of your fleet hierarchy (if you have access) by using the dropdown menu at the top of the page.

If you cannot find a report that you would like, please contact your account manager.



Above: Drivers page





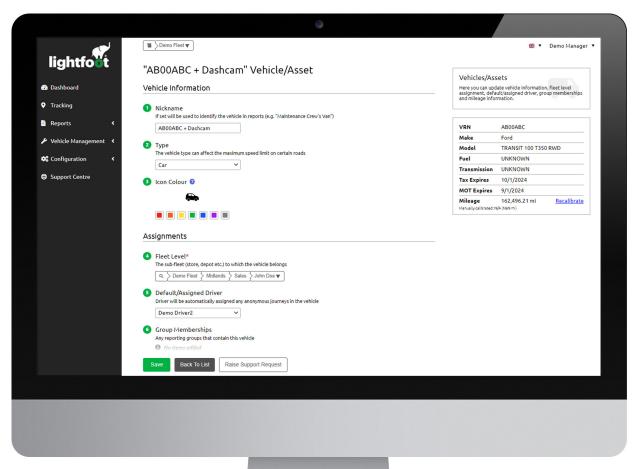
# Configuration

### Vehicles/Assets

Here you can see all the information we have on the portal for your vehicles and assets, such as trailers and generators.

To change any details on this page, click the icon to edit an individual entry's details, or go to the Actions menu to edit multiple selected vehicles or assets' details at once. This will bring up the detailed form, including driver assignment, fleet assignment, vehicle mileage, tax status, MOT status, and service due dates. Make any of the changes you need to, then click the Save button to confirm the changes.

From the Actions menu, you can also import or export vehicle details in bulk – this includes bulk driver and fleet assignment.



Above: Vehicles/Assets page





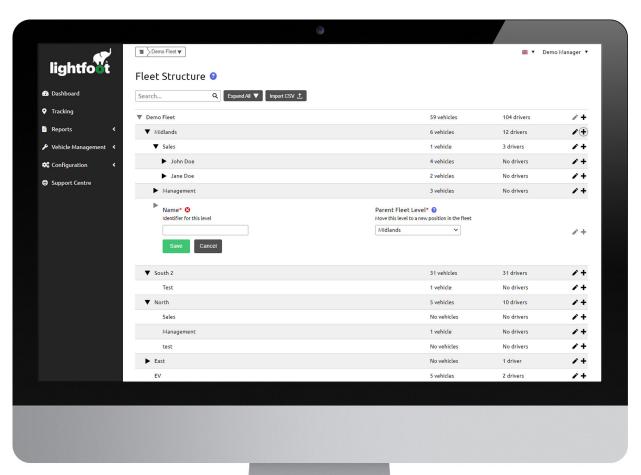
# Configuration

#### Fleet Structure

Your Fleet Structure page allows you to set up and edit your fleet hierarchy.

You can add, move, and delete different levels within your fleet, as well as uploading information in bulk to create new fleet levels.

You can also see how many vehicles and drivers have been assigned to each level via the Drivers and Vehicles/Assets pages.



Above: Fleet Structure page





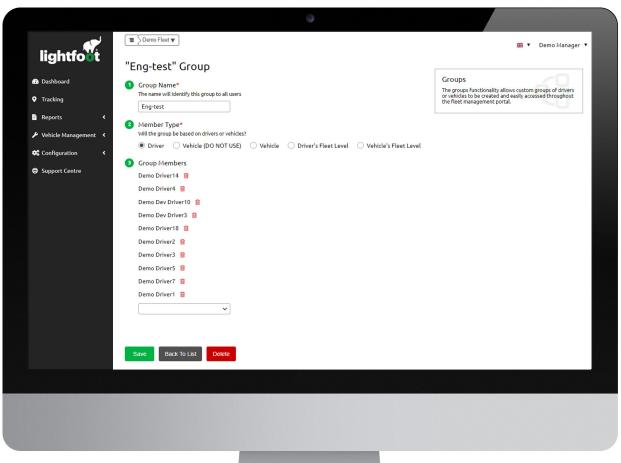
# Configuration

### Report Groups

Use this page to create custom groups within your fleet, including groups of drivers, vehicles, or fleet levels.

Any groups you create can then be used to target your reporting, so that each report only contains the drivers/ vehicles/fleet levels from your selected group(s).

You can assign drivers, vehicles, and fleet levels to the groups you create on their respective pages – e.g. on the Drivers page, when you edit a driver's details you can add them to relevant groups.



Above: Reports Groups page





# Configuration

### Report Templates

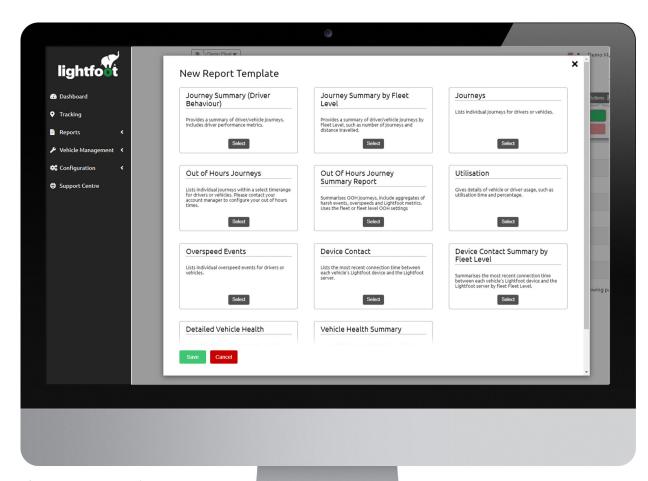
Portal admins can use this page to set up fleet reports and define the content for all email reports, including both report rows and columns.

Using the template builder, you can create email reports to update you on:

- Driver behaviour showing the statistics we use to measure driver behaviour (for example: time spent in green, amber, red)
- Overspeeding providing a quick summary of the number and severity of any overspeed events
- Journey details total number, cumulative distance, and duration
- Utilisation to show you a summary of each vehicle's moving, parked, and idle times

And much more.

To create a template, choose from the options in the template builder and select which groups should receive it, what columns the report should contain, and add any filters you require. Then click Save to add the template to your report list.



Above: Report templates page







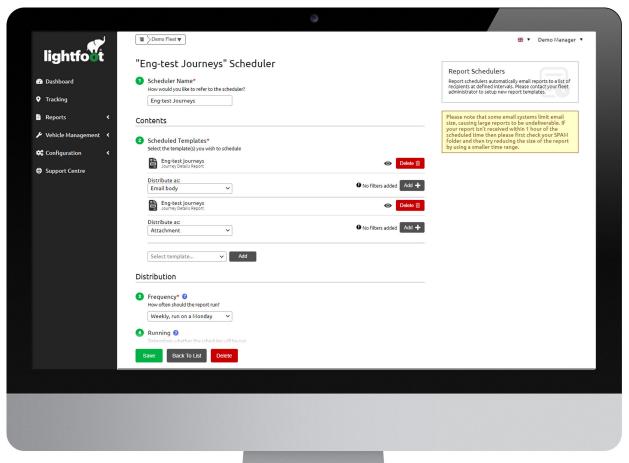
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### Reporting Schedulers

Portal admins can use this page to schedule email reports. The content of each report is selected from the list of templates created via the Report Templates page.

You can select whether a report is sent as an email attachment or in the body of the email, add optional filters, choose how frequently the report is distributed (daily, weekly, or monthly), and select the recipients from the various groups created on the Reporting Groups page.

Click Save once you have finished setting up your email report to schedule it.



Above: Report Scheduler page





# Configuration

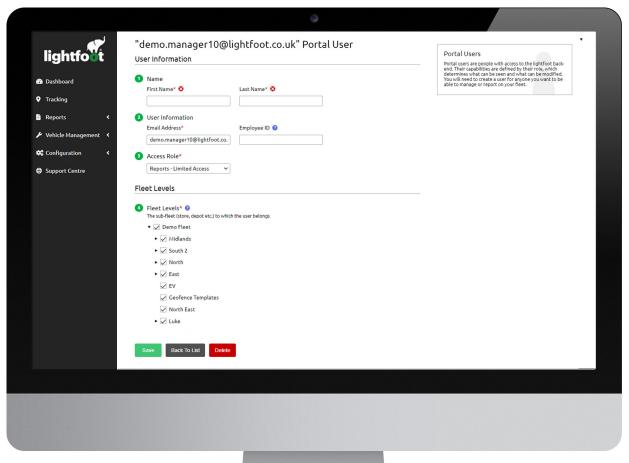
### Portal Users

Portal admins can use the Portal Users page to add, edit, and remove users and manage users' access levels.

To edit a user's details or access level, click the user icon. Click the Save button to confirm your changes.

Use the Actions menu to assign people to different levels of your fleet, remove users, and invite new users.

Enter the email address of the person you wish to invite and choose their sub account assignment using the dropdown menu. You can also set their access as read-only, meaning they will not be able to edit any information on the portal.



Above: Portal Users page

