



Encompass®
ELD

ELD DRIVER USER GUIDE **CANADA**



J. J. Keller
& Associates, Inc.®

Since 1953

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24/7 DRIVER SUPPORT

Toll Free 800-327-1342 Ext. 8223

Phone 920-722-2848 Ext. 8223

Roadside Inspection Hotline 855-215-3637

Driver's Daily Tasks

START OF DAY

1. Start vehicle
2. Start Encompass® ELD application on mobile device
3. Sign in with username and password
4. Connect mobile device to ELD*
5. Check the LEDs (green = successful connection). Refer to the ELD LED chart & troubleshooting tips on page 7
6. Create off-duty logs, if applicable
7. Enter required **Trip Information** (select **Default** to allow trailer and/or shipment info to be saved)
8. Review/claim unidentified events
9. Review **Edit Requests** from Encompass, if applicable
10. Certify/Recertify logs, if applicable
11. Verify ELD is online (green icon on mobile application Dashboard)
12. Review and complete any open daily vehicle (tractor/trailer) inspections (DVIR), if applicable (Note: Driver will be alerted to this)
13. Perform daily pre-trip vehicle (tractor/trailer) inspection
 - a. Select **Vehicle Inspection** icon. Enter or select the appropriate Unit Number. Tap **Pre Trip Inspection**.
 - b. Tap on the **Category Name** to review the inspection items within each category. If the item is satisfactory, tap the circle to the left of the item to place a green check mark.
 - i. If an item is **defective**, tap the name of the inspection item to add notes of a defect.
 - c. Once all items in each category has been inspected, tap **Finish** to submit the inspection.

END OF DAY

1. Review daily log
 - a. Select **View Log** icon, then **View Grid** or **Edit Log**
2. Perform daily post-trip vehicle (tractor/trailer) inspection (DVIR)
 - a. Select **Vehicle Inspection** icon. Enter or select the appropriate Unit Number. Tap **Post Trip Inspection**.
 - b. Tap on the **Category Name** to review the inspection items within each category. If the item is satisfactory, tap the circle to the left of the item to place a green check mark.
 - i. If an item is defective, tap the name of the inspection item to add notes of a defect.
 - c. Once all items in each category has been inspected, tap **Finish** to submit the inspection.
3. Check for **Unidentified ELD Events**
 - a. **Menu>System Menu>Records>Unidentified ELD Events>Select>Claim**
4. Exit the application
 - a. Select **Log Off** icon
 - b. Review/claim unidentified ELD events
 - c. Select **Duty Status**
 - d. Select **Submit**
 - e. Choose logs to Certify and Submit; then select **Agree**

30-MINUTE BREAK

1. Select **Duty Status** from the green bar and select **On Duty, Off-Duty, or Sleeper Berth**
2. Blue notification counter will appear
3. Wait 30 minutes then start driving OR select **Duty Status** to change to the appropriate duty status

* When connecting to an ELD for the first time, press and hold the **white** button on the front of the ELD until the blue light begins to blink to make it discoverable.

Other Tasks

CHANGE DUTY STATUS

1. From the Home screen, select **Duty Status** from the green bar
2. Options may include: **Off Duty**, **Sleeper**, **On Duty**, or **Off Duty Well Site**
3. Select **Ok**

VIEW HOS & AVAILABLE HOURS

1. Select **View Log** icon, then **View Grid** or **Available Hours**
2. Select **Menu** or **Back** to exit the screen

DOWNLOAD LOG UPDATES/EDITS

1. From Home screen, select **View Log** icon, then **Review Edit Requests**, and choose **Check for Edit Requests**

ROADSIDE INSPECTION MODE

1. From the Home screen, select **Roadside Inspection** icon
2. Choose **Data Transfer** or **Roadside Inspection Mode**
3. **Data Transfer**
 - **Confirm** Data transfer
 - Enter **email address** provided by enforcement officer
 - Enter **Safety Official/Investigation Code** provided by enforcement officer
 - Select **Transfer**
4. **Roadside Inspection Mode**
 - Enter **Password**
 - Review **Driver** (Header, Grid, Event detail)
 - Review **Unidentified Driver** info for details
5. Guide the enforcement officer through the required information as directed on the **J. J. Keller Roadside Inspection Guide**
6. When the inspection is complete, select **Exit Roadside Inspection Mode**

ATTENTION:

Failing to exit Roadside Inspection Mode will result in log problems/unidentified events

Other Tasks (cont.)

ELD CONNECTIVITY

1. Select **ELD** icon from Dashboard
2. Connect to ELD
3. **Release ELD** if switching vehicles

EDIT UNIT/SHIPPING INFO

1. Select **View Log** icon from Dashboard
2. Select **View Trip Info**
3. To update daily Trip information, select **Edit**
4. Once complete, select **Save**

EDIT LOGS

1. Select **View Log** icon from Dashboard
2. Select **Edit Log** option
3. Select date to edit
4. Review **Event Listing** and select **Edit** next to the event you wish to edit
5. Enter all required fields, including **Annotation** (reason for edit)
6. Select **Apply** to save the edits

MALFUNCTIONS/DATA DIAGNOSTICS

1. When active, **Malfunctions** and/or **Data Diagnostic** icons will be displayed near the top of each screen within the application.
 - a. **Malfunctions** will appear as a red warning message;
Data Diagnostics as a yellow warning message.
2. Select the warning icon to view information about the specific malfunction or data diagnostic message.
3. To review all potential codes, navigate to **Menu>System Menu>Reports>Malfunction and Data Diagnostic Code Information** report.
4. Follow instructions on **ELD Malfunction** card.

NOTE: ELD Backup Log and Inspection Report books are available at jjkeller.com/forms and most truck-stop locations.

Exempt/Special Driving/Fuel Purchase Logging/Multi-Users

EXEMPT LOGGING

1. Upon entering your credentials and logging, in you will be prompted to create either a Standard Grid Log or Exempt Log. Select **Exempt Log**
2. You will be presented with a confirmation screen, listing the requirements you must adhere to in order to create an exempt log for the day. Select **OK**

NOTE: You will NOT be prompted to enter Trip Information when utilizing the exempt log functionality. If, during your workday, your log is converted to a standard grid log, you will be prompted to enter Trip Information at that time.

SPECIAL DRIVING CATEGORIES

1. Select **Duty Status** from the green bar
2. Adjust status to **Off-Duty** or **On-Duty**
 - Check the box for **Authorized Personal Use of CMV**
 - OR **Authorized Yard Moves**

NOTE: Personal Conveyance will stop after the vehicle is turned off and back on.

ADD FUEL PURCHASES*

1. Navigate to **Menu>Enter Fuel Receipt**
2. Select **Add New** or **+**
3. Enter number of gallons, city, state and truck number
4. Select **Purchase Type**
5. Select **OK**

*only applies to customers using automated IFTA reporting.

MULTI-USERS

1. First user should log in as usual.
2. To add additional users, navigate to **Menu>Add Additional Users**. Continue through login process for this user and repeat steps for any additional users.
3. To change drivers, follow step 9 on page 5 under Shared Device for Team Driving.
4. To log out and submit logs, follow step 10 on page 5 under Shared Device for Team Driving.

Team Driving

SHARED DEVICE

Shared Device means that both drivers share the same device when using Encompass® ELD (phone or tablet).

1. Driver #1: enter username and password to log into Encompass® ELD. Select **Login - Team Driver**
2. Connect to ELD
3. Select **Shared Device** for the Device Type
4. Select your **Duty Status**
5. Enter your **Trip Information**
6. Process any missing logs that appear
7. Select either **Driver #2 Login** or **Encompass ELD Dashboard**.
 - a. **Driver #2 Login** will allow the second team driver to log into Encompass® ELD, following the same process as above.
 - b. **Encompass ELD Dashboard** will take Driver #1 to the Encompass® ELD main dashboard, where other actions can be taken. Driver #2 will be able to log in by selecting the name of Driver #1 near the top of the screen.
8. When both drivers are logged into Encompass® ELD and have selected an **On-Duty** status, select the current Team Driver. If only one driver is on-duty, that Team Driver will become the active driver.
9. Switch team drivers by selecting the name of current Driver near the top of the screen. Select the other team driver name in the dropdown menu on the **Switch Encompass ELD User** screen. Select the **Assume Driving Responsibilities** checkbox then select **OK**.
10. Ensure both drivers submit logs at the end of the day

SEPARATE DEVICE

Separate Device means each driver has his or her own device when using Encompass® ELD (phone or tablet).

1. To log into Encompass® ELD, enter username and password. Select **Login - Team Driver**
2. Perform ELD discovery if other driver has not connected to the ELD
3. Select **Separate Device** for the Device Type
4. Select your **Duty Status**
5. Enter your **Trip Information**
6. Process any missing logs that appear
7. Enter Driver #2 username and select **Download**
8. The Driver who initially connects to the ELD will be the Driver.
9. To change drivers, the first driver should release the ELD by selecting the ELD icon from the home screen. Then the second driver will connect to the ELD to become the driver.
10. Submit logs as normal at the end of the day

Common Android™ Symbols

BLUETOOTH



Bluetooth: Visible icon indicates **Bluetooth** is activated

CONNECTIVITY



Wi-Fi (full reception): Indicates wireless internet connection(s) available



Device Reception: Indicates level of service; no service available when no bars are present



4G/5G Service: Indicates device is receiving 4G/5G coverage (icon may differ by device)



LTE Service: Indicates device is receiving LTE coverage (icon may differ by device)

DEVICE SETTINGS



Settings: Change device settings, manage **Bluetooth** and internet options

DEVICE NAVIGATION



Home: Will redirect to **Home** screen (icon may differ by device)



Menu: Will redirect to application **Home** screen



Back: Will redirect to last screen visited within the application



Screen Select: Will show all current applications that are currently running

Note: Android™ and Apple® symbols can vary between devices. Please refer to your device instruction manual for guidance.

Common iPhone® & iPad® Symbols

BLUETOOTH



Bluetooth: Visible icon indicates **Bluetooth** is activated

CONNECTIVITY



Wi-Fi (full reception): Indicates wireless internet connection(s) available



Device Reception: Indicates level of service; no service available when no bars are present



LTE Service: Indicates device is receiving LTE coverage (icon may differ by device)

DEVICE SETTINGS



Settings: Change device settings, manage **Bluetooth** and internet options

DEVICE NAVIGATION



Home: Will redirect to **Home** screen (icon may differ by device)



Open Applications: Double-tap the Home button to view all open applications on the device. Select any app to go directly to it or swipe up on the thumbnail to close the application (icon may differ by device)

ELD Indicator Chart & Troubleshooting

ELD INDICATOR CHART

<i>Initial Installation</i>	Green	Yellow	Red	Blue
1. Plug ELD into vehicle diagnostic port – data bus. Time is not set – waiting for GPS valid fix	BLINK	DOUBLE	QUAD	–
2. Ignition on; ELD determines bus type and is correctly paired – no GPS fix yet	BLINK	BLINK	QUAD	–
3. GPS valid fix – real-time clock is set from GPS	BLINK	–	–	–
4. Bluetooth enters pairing mode	BLINK	–	–	QUAD
5. ELD and mobile app are connected	BLINK	–	–	BLINK
6. Successful connection of mobile app with ELD; all setup and connections good	SOLID	–	–	–
7. Vehicle movement detected, but mobile app is disconnected from ELD	QUAD	–	SOLID	–

BLUETOOTH CONNECTION

Android™ Device Tips

1. Turn **Bluetooth** off, then on
2. Unpair ELD from Device, pair with ELD again
3. Restart the device

ELD Tips

1. Press and hold the **Bluetooth** button. The blue LED light on the ELD will turn solid and begin to flash. This puts the ELD into pairing mode to allow connection.

iPhone® & iPad® Device Tips

1. Turn **Bluetooth** off, then on
2. Unpair ELD from Device, pair with ELD again
3. Restart the device
4. Double-tap the **Home** button, to see open applications, then swipe up to close the mobile application.

Mobile Troubleshooting

Device states “ELD Disconnected” (gray antenna)

1. Verify harness is securely connected and that any of the LED lights are illuminated on the ELD, indicating that the ELD has power.
2. From the Encompass® ELD Dashboard, have driver Tap the **Antenna icon** and connect to the ELD. If there is still no connection:
 - a. Check Device **Bluetooth Settings**. Is **Bluetooth** turned on? **Connect (Pair) to ELD** if necessary, then repeat step 2
 - b. **Press and hold the BT reset button** on the front of the ELD. The blue LED indicator light will turn solid, then begin to flash. Once it flashes, release the button and repeat step 2
 - c. Within Mobile Device Settings, **Turn BT off then back on**, then repeat step 2
 - d. **Turn the mobile device off then back on**, then repeat step 2

User is Not Authenticated (Unable to Login)

1. Verify you are using the correct Username/Password. If not, contact your company's administrator for additional help
2. Network connectivity is required the first time you log in. Verify your connectivity by navigating to any website.

Received a prompt for Location at a duty-status change (will occur if not connected to the ELD at time of duty status change)

1. Driver manually enters location once prompted
2. From the dashboard, select **View Log > Edit Log**. Choose the duty status in which the location needs to be edited. Make the necessary changes and select 'OK'.

Cannot successfully submit logs

1. Is there a network connection? Can the driver open a browser and navigate to a website?
 - If yes, try to submit again
 - If no, select “No” when prompted to try again. When the driver has a network connection, they can log in and submit their logs

Support Center Resources

Find how-to videos and additional resources:

<https://support.jjkeller.com/EncompassELD>

Success Factors

- ELD [truck #] online (Green Antenna)
- LED Light = Green
- Network signal

J. J. Keller Technical Support Contact Information

When contacting technical support, please have the following information available:

1. Your name
2. Company name
3. A phone number where you can be reached
4. Time available for a return call with access to the mobile device and the vehicle

24/7 DRIVER SUPPORT

Toll Free 800-327-1342 Ext. 8223

Phone 920-722-2848 Ext. 8223

Roadside Inspection Hotline
855-215-3637

Email ELDSupport@jjkeller.com

Free [ELD Driver Training Videos](#)

Free Interactive ELog Training
www.jjkellertraining.com

Online Troubleshooting & Guides
<https://support.jjkeller.com>

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