



DRIVER MOBILE APP

Install Guide and Frequently Asked Questions

INSTALLING THE APP

1. **Q:** Can the app be used on both Android and iOS (Apple) devices?
A: Yes, the app is available for both devices via Google Play (Android) and the App Store (iOS).
2. **Q:** How do I install the app?
A: The easiest way to install the app is to scan the QR code using the camera on your device. You can find the QR code below and it can also be found from the following places:
 - Free standing retractable banners located near driver entrances in various locations
 - Posters located throughout various locations
 - Business card sized handouts that you can get from your driver manager



The app can also be installed using the following methods:

- **Google Play** – search for 'CRST Driver F1rst' from the device you want to download to.
 - **CRST.com website** – access the website using the device you want to download to and click on the Google Play or App Store link under 'Resource Portals/Drivers'.
3. **Q:** Can I use the app on the company provided Maven tablet?
A: Yes, the application is automatically downloaded to the company tablets and can be located in the 'Driver Resources' folder.

LOG IN

4. **Q:** What credentials do I use to log in to the app?
A: **Username** = DriverID (for Drivers) or PayeeID (Fleet Owners) **Password** = Last 4 SSN
5. **Q:** Why am I getting an error that a verification code cannot be sent?
A: You must have both a mobile phone number on file (number that is able to receive an SMS text message) as well as an email address. If you are unsure if both are on file, contact your driver manager to verify.
6. **Q:** Why am I not getting a verification code after successfully entering my username and password?
A: You need to have cellular or internet access in order to receive the code. Also check to ensure that you do not have a message spam filter enabled and if so, disable it for the number the verification code is sent from (319-250-2778).



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APP UPDATES

7. **Q:** Will updates to the app automatically be installed on my device(s)?

A: Yes, for company issued tablets the app update will be automatically installed. For personal devices, it will depend on your device settings:

- If you have auto updates enabled on your device, the app update will be installed automatically once it is available.
- If you do not have auto updates enabled, the update will be pushed to your device but you will have to select when you want to install it (the same as you would any other app).

LOAD BOARD

8. **Q:** Why don't I have the Load Board feature as an option on the main Dashboard screen?

A: If you do not see the Load Board option on the Dashboard, it is likely due to the Load Board Access indicator not being enabled for you in the dispatch system. Check with your driver manager to have them enable this for you.

9. **Q:** Does this app support drivers from every division?

A: Drivers from all divisions except Specialized Solutions have access to this app. Specialized Solutions has their own custom mobile app designed specifically for their line of business.

10. **Q:** Why is there a load to a non-US destination but I get an error when I try to view the details?

A: The app was not designed to handle non-US destinations as it is not typical for this type of load to be posted. The load will appear in the load list but you will be unable to view details or book it from the app.

11. **Q:** Why don't I have the option to Book Now or Show Interest on a load from the Reloads tab?

A: The reloads tab is intended to assist you with load planning but will prevent you from booking a reload until the original load is successfully booked.

HOS/STATUS

12. **Q:** Why can't I change my status to anything other than Off Duty from the app?

A: In order to change to an active status, you must be connected to the ELD in your tractor. This is to ensure that your workflow, HOS clocks and logs remain accurate. Changing to Off Duty was enabled as a convenience in case you forgot to change your status before leaving your tractor for the day.