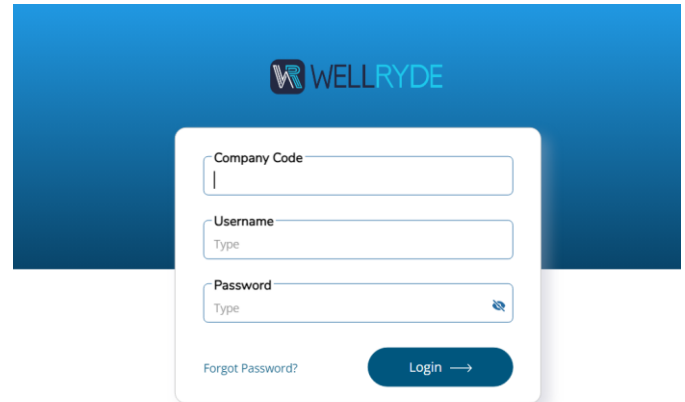# Automatic Vehicle Locator

Overview

This job aid provides an overview of how to complete an automatic vehicle locator. At the end of this course, you will learn how to:

- Read the Automatic Vehicle Locator map
- Use the search functionality
- Determine vehicle/driver status
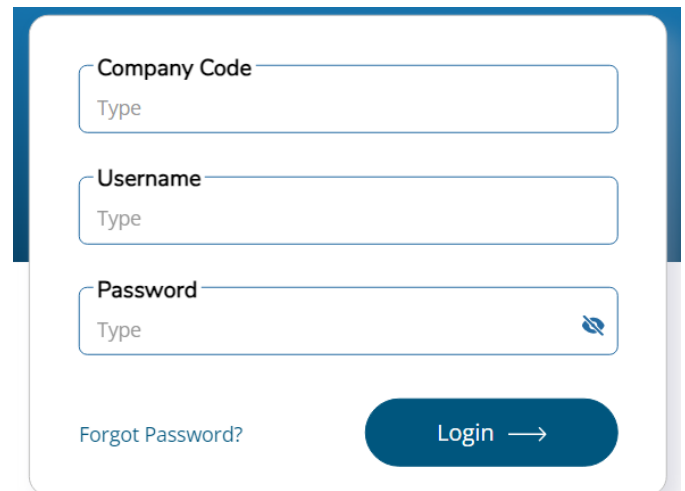
Navigating the Automatic Vehicle Locator

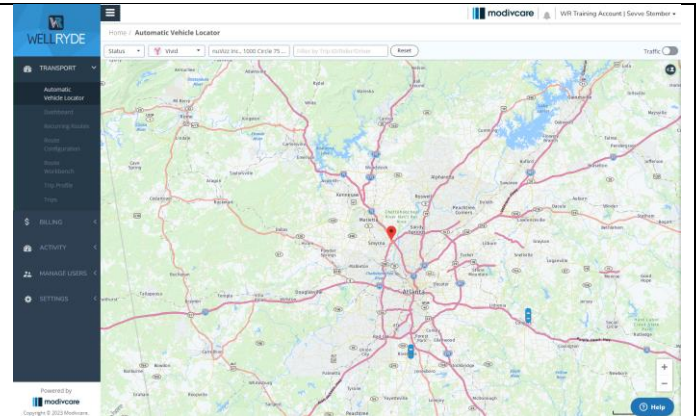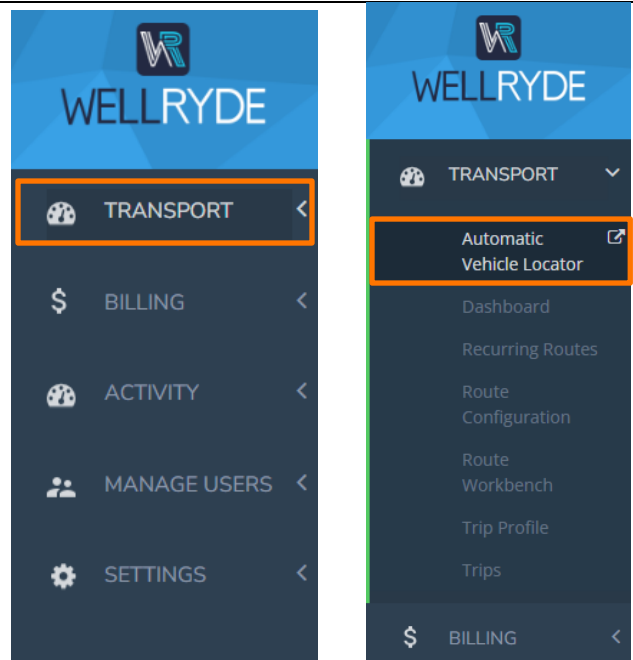|	
1. Navigate to portal.app.wellryde.com in your Google Chrome web browser, to access the WellRyde Dispatch Portal. **Note**: If you currently do not have Google Chrome installed on your computer, it is recommended to download it as it is the preferred browser to access WellRyde.	
2. Enter your company code, username, and password, all of which will be provided to you upon your first-time logging in. The company code and your username are not case sensitive, but your password is. Then, click **Login**.	

Automatic Vehicle Locator

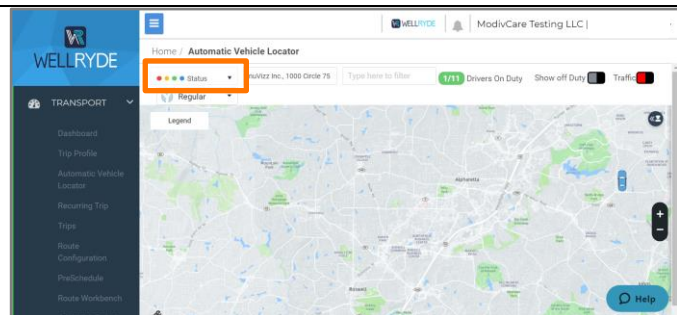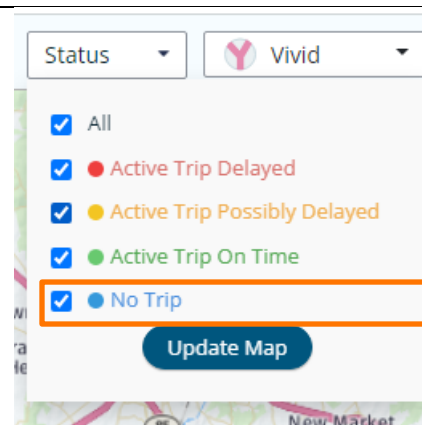|		
3.	When you first log into the Dispatch Portal, the Automatic Vehicle Locator page appears. You'll see a map of your region, which provides you with the ability to see real-time locations and status of your entire fleet and members' trips.	
4.	To navigate to the **Automatic Vehicle Locator** from another page within the Dispatch Portal, click **Transport** on the left side toolbar, then click **Automatic Vehicle Locator.**	
5.	There are five different color cars on the Automatic Vehicle Locator map to help you see the real time updates: red, yellow, green, and blue. • Red – Driver is late to pickup/drop off • Yellow – Driver is not late yet, but trending in that direction • Green – Driver is running on time • Blue – Driver is sitting idle waiting for their next trip	
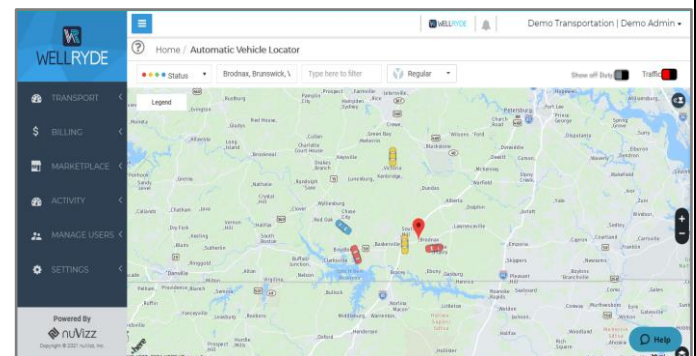
Automatic Vehicle Locator

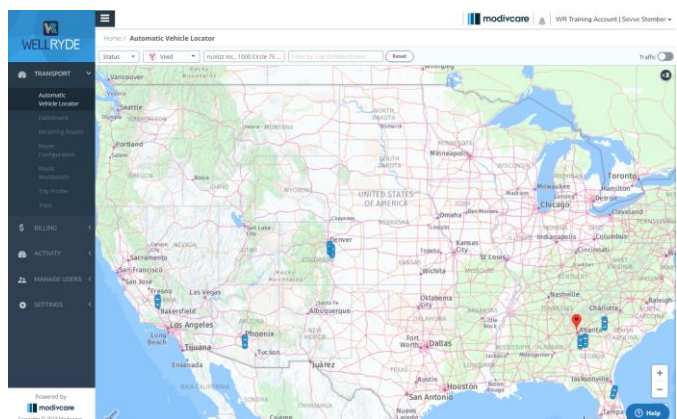|		
6.	To segment any of the types of drivers on the map click on the **Status** drop-down.	
7.	Select **No Trip.** Deselect Active Trip On Time and Active Trip Delayed. **Note**: this is the 'Blue' Car on the map designating the driver does not have any current trip assignments.	
8.	Click **Update Map** to see all the drivers available for assignment.	
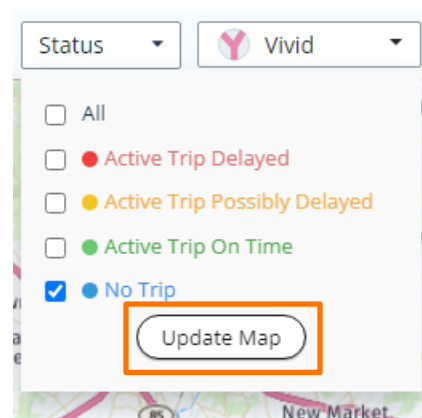
Automatic Vehicle Locator

9. To the right of the Status are two different methods to search within the Automatic Vehicle Locator: by address or Trip ID, Rider name, or Driver name.	

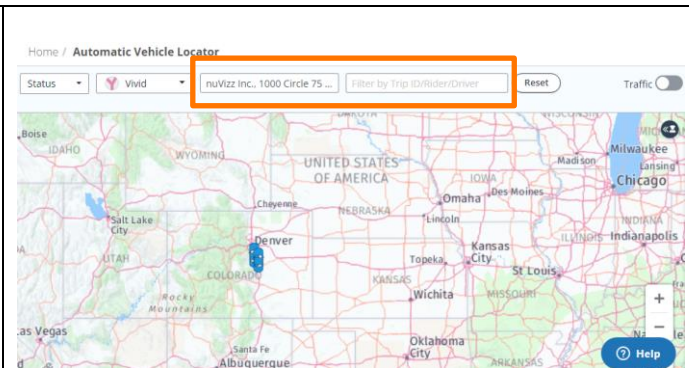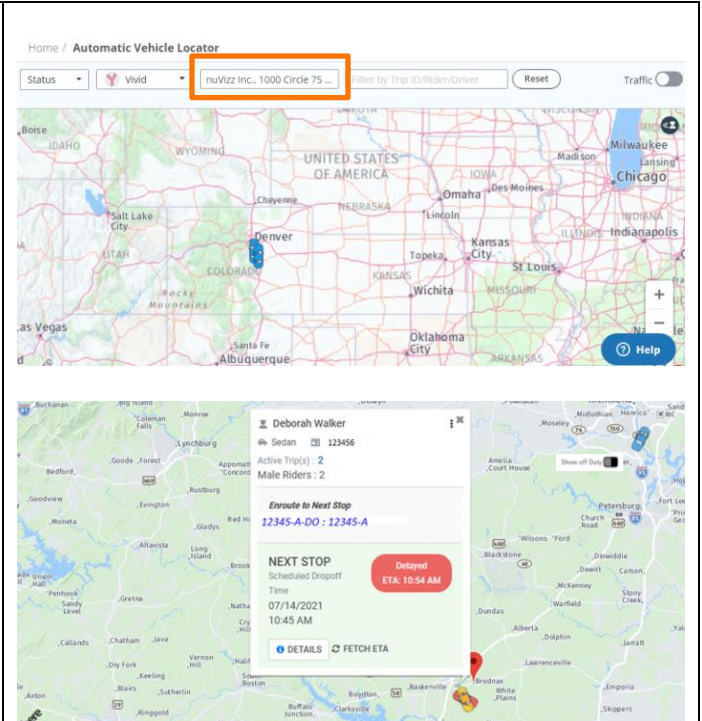|	
10. The **Address Search** bar is used to complete a search for a member's address **Note**: Searching by an address is particularly helpful in will call situations, because you can see all the drivers waiting idle nearby.	
11. Use the next search box to the right, this is used to quickly locate a driver-by-Driver Name, Rider Name or Trip Number (ID).	
12. Type in a driver name and click on the appropriate search by criteria to narrow your results.	
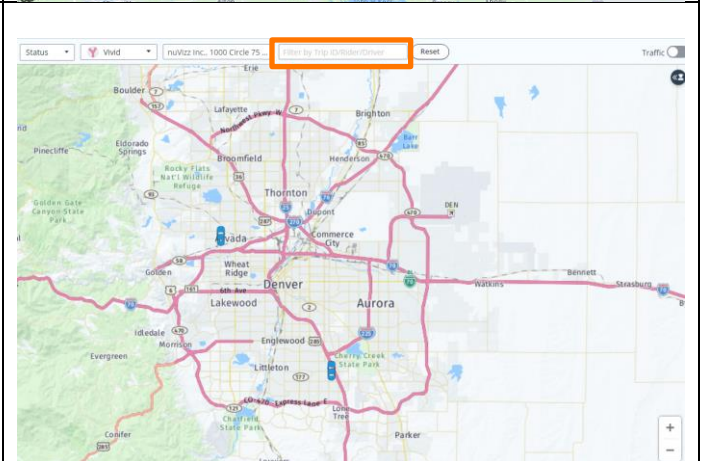
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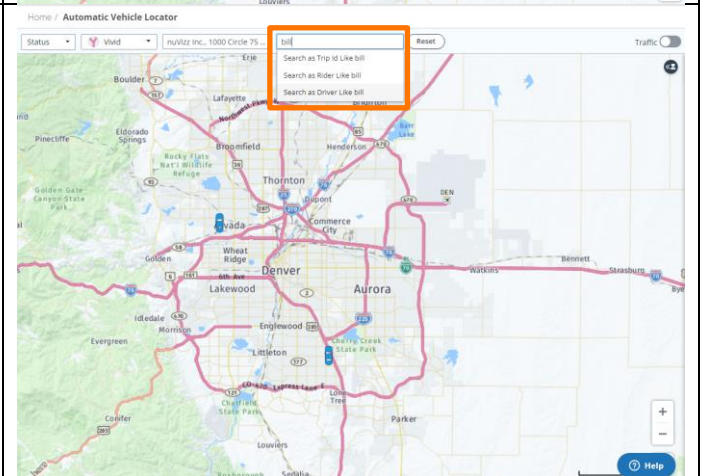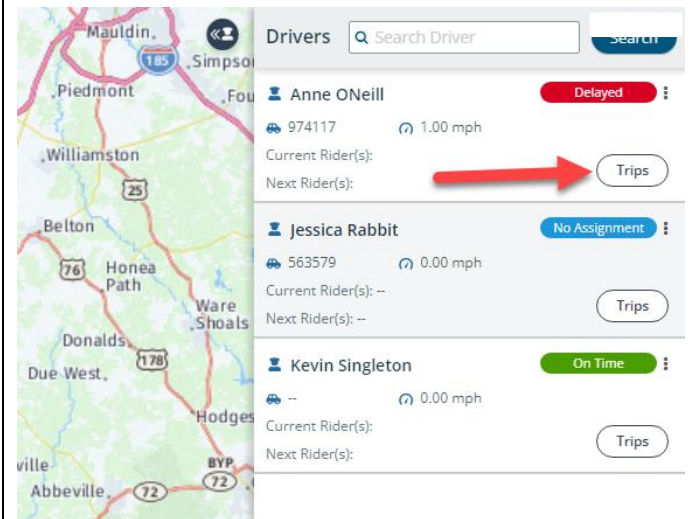|	
13. At the top of the Automatic Vehicle Locator screen, you'll gain additional insight into the current **Traffic**. Selecting this view shows current traffic patterns in <u>real time.</u>	
14. Navigate to the **Person Icon**, known as the Driver List, in the upper right corner of the Automatic Vehicle Locator to view a specific driver's trip log or fetch an estimated time of arrival for a driver	
15. This will display all the drivers displayed on the screen and provide information such as: Vehicle driver is using, Speed the driver is traveling, Driver Status (On Time, Delayed, etc.), Who the driver has picked up, Where the driver is going next, and all the driver's trip details.	

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16. Click on **Trips** to view the trips the driver has been assigned for the day and status of each trip. Note: You will see a blue breadcrumb line. This represents everywhere the driver has been that day.	
17. Click on an individual dot within any breadcrumb line to see how fast the driver was going at that point in time. **Note**: The breadcrumb line is particularly helpful if a complaint has been logged against a driver's speed. Search for the specific date of the complaint and find the breadcrumb line to zoom in and determine if the driver was speeding.	
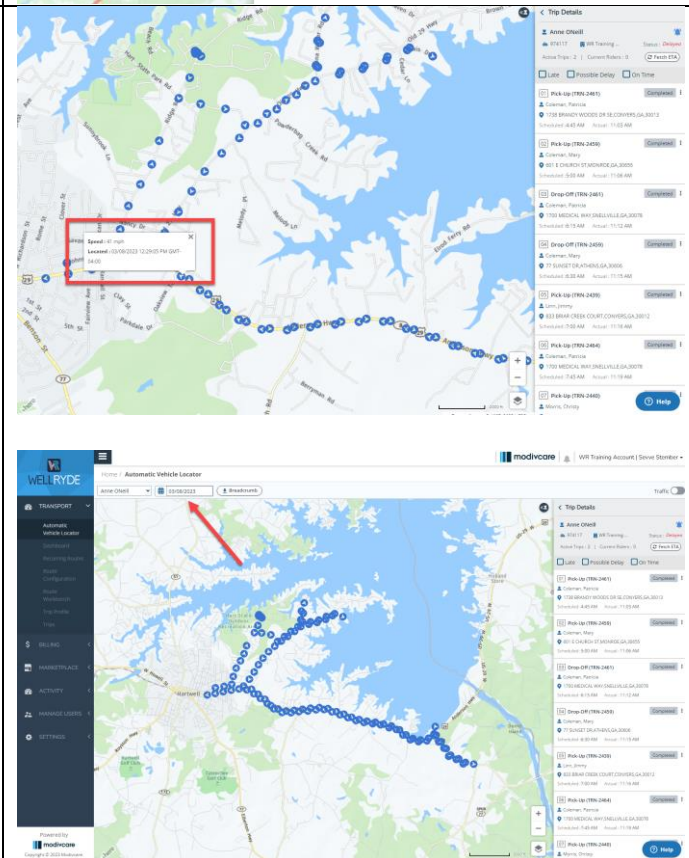
Automatic Vehicle Locator

18. Click the **Fetch ETA** button to determine the ETA for trips currently in route with a driver.

Important note: dispatchers can select Late, Possible Delay, or On Time to filter trips being displayed.

< Trip Details

👤 Anne ONeill   🔔

🚗 974117   🏢 WR Training ...   Status : *Delayed*

Active Trips : 2 | Current Riders : 0   ⟳ Fetch ETA

☐ Late   ☐ Possible Delay   ☐ On Time