



EROAD

MyEROAD Fleet Map

Frequently Asked Questions

Viewing the map on various devices

Q: Can I view the new map experience on my smart phone?

A: Yes! The new enhanced screens are more detailed and with an improved design, so you can view your data anywhere, anytime, on any platform - smart phone, laptop, tablet or desktop monitor.

Intelligent clustering

Q: What is clustering?

A: Previously you could only view 100 vehicles on the map at once. With intelligent clustering, you can now view up to 2,000 "unclustered" or "10,000 "clustered" vehicles/assets on the map at once.

Q: What are the benefits of clustering?

A: If you have numerous vehicles in one area, it's easier to use clustering to find the information you need. Simply pull up a location and click on that "cluster" to view how many trucks you have in the area. Zoom in further to get even more detailed information including address information and house or business numbers.

Enhanced Filters

Q: What are the new filtering capabilities?

A: With the new MyEROAD map, you now have the capability to filter your data by vehicle status, vehicle type, Ehubo status and inactive vehicles. We've additionally improved the types of vehicle details, so you only see the information that you want to see, such as trucks that need assistance with their ehubs.

Driver Tab

Q: How do I easily locate a driver on the map?

A: In the old map view you needed to know which truck the driver was in, in order to locate them. Now, you can easily locate your driver on the main map view along with your vehicles.

If you want more detailed information about a specific driver, you can now click on that driver from the map screen to see which loads and trailers they have on, their contact information, and detailed HOS info.

Violation warnings, hours-of-service information and violation status can now be seen quickly and easily, giving your dispatchers and safety staff the relevant information they need, all in one place.

Time Zones

Q: I have a dispatcher in Oregon that wants to see her drivers that are currently in New York. Is she able to see her drivers in East Coast time, or does she have to view her drivers in Pacific Coast time where she is currently located?

A: EROAD has added additional time zone viewing to be able to see vehicles and drivers in their home terminal time. This means that your dispatcher in Oregon will be thrilled to learn that she can now change the map view to be in the time zone that her drivers are in.

MyEROAD Map View in Beta

Q: Why does it say that the map view is in beta?

A: We've launched the new map view in beta so that we can help you transition to the new experience and continue to get feedback that will help us build better products. Currently you'll be able to use both the old and new view.

Q: How do I switch back and forth between the maps?

A: On the main map view, use the toggle on the top left of the map. You can switch back and forth while you learn new capabilities.

ETA (estimated time of arrival)

Q: Will the new ETA feature give multiple route options?

A: No, the ETA feature just shows a single best route and ETA based on current traffic data.

Q: Does the ETA take into consideration restrictions like HAZMAT or weight limits?

A: Not at this time.

Q: Is the ETA feature included in all plans or have an extra cost?

A: The ETA feature does not cost any extra and is included in all plans.