

# FAQ

## Login Issues

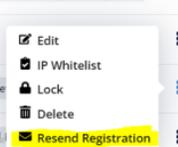
I haven't gotten my user registration email. (also commonly asked as 'I don't know my password, I can't log in, what is my username/password, how do I log in?')

If the user has never logged into the platform, under System/User Management, the User Status will be 'Pending'. If the user has logged into the platform at some point, the User Status will be 'Active'.

**Pending** – resend the User Registration Email by clicking the 3 Dots next to user and selecting 'Resend Registration'. Remind user to check their spam/junk mail folders for the email. Advise user to follow steps in email to activate account and create password.

**Active** – this means the user has logged into the platform previously. Advise them to navigate to the Autonomise URL, enter their email address as the username and select 'Recover Account'. From there, they will be prompted to reset their password and log in.– this means the user has logged into the platform previously. Advise them to navigate to the Autonomise URL, enter their email address as the username and select 'Recover Account'. From there, they will be prompted to reset their password and log in.

	Full Name	Email	Last Login Attempt	Organisation	Roles	Fleets
Active	[Redacted]	[Redacted]	26/04/2022, 07:46	[Redacted]	Organisation Admin 1 More...	[Redacted]
Active	[Redacted]	[Redacted]	21/03/2022, 20:23	[Redacted]	Standard	[Redacted]
Active	[Redacted]	[Redacted]	05/01/2022, 19:56	[Redacted]	Organisation Admin 1 More...	[Redacted]
Pending	[Redacted]	[Redacted]	31/12/1969, 18:00	[Redacted]	Fleet Manager	All Fleets
Active	[Redacted]	[Redacted]	31/12/1969, 18:00	[Redacted]	Organisation Admin 1 More...	[Redacted]
Pending	[Redacted]	[Redacted]	31/12/1969, 18:00	[Redacted]	Organisation Admin	[Redacted]



## Why are my Vehicles showing as Gray or Offline?

Gray Status just means the vehicle is currently powered off and therefore the device does not have power and is not updating in the platform at that moment.

**Green Icon** – device is online and has reported into the platform within the last 2 minutes (vehicle is powered on)

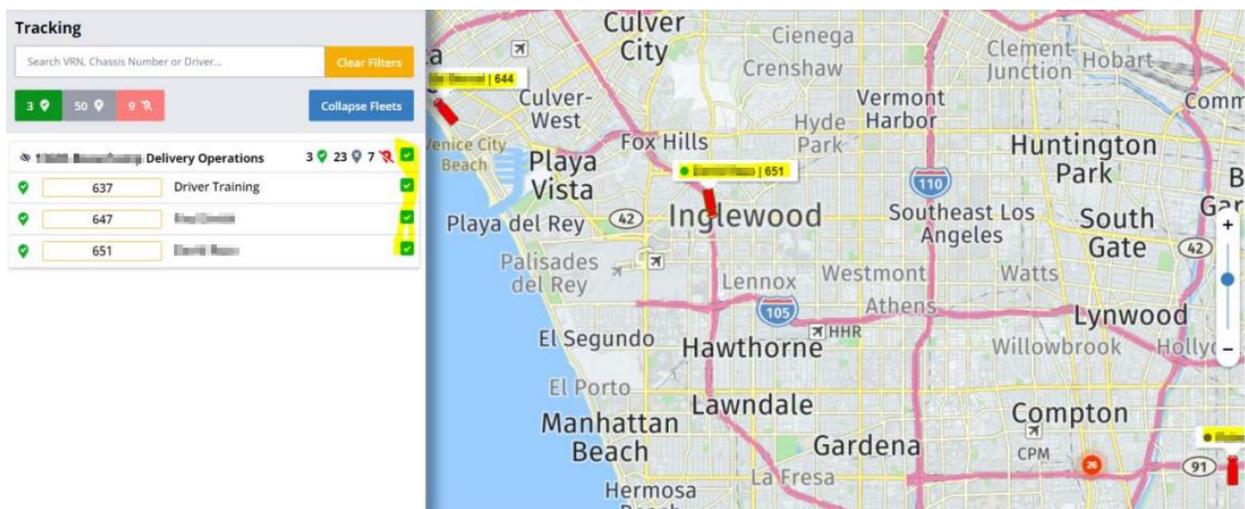
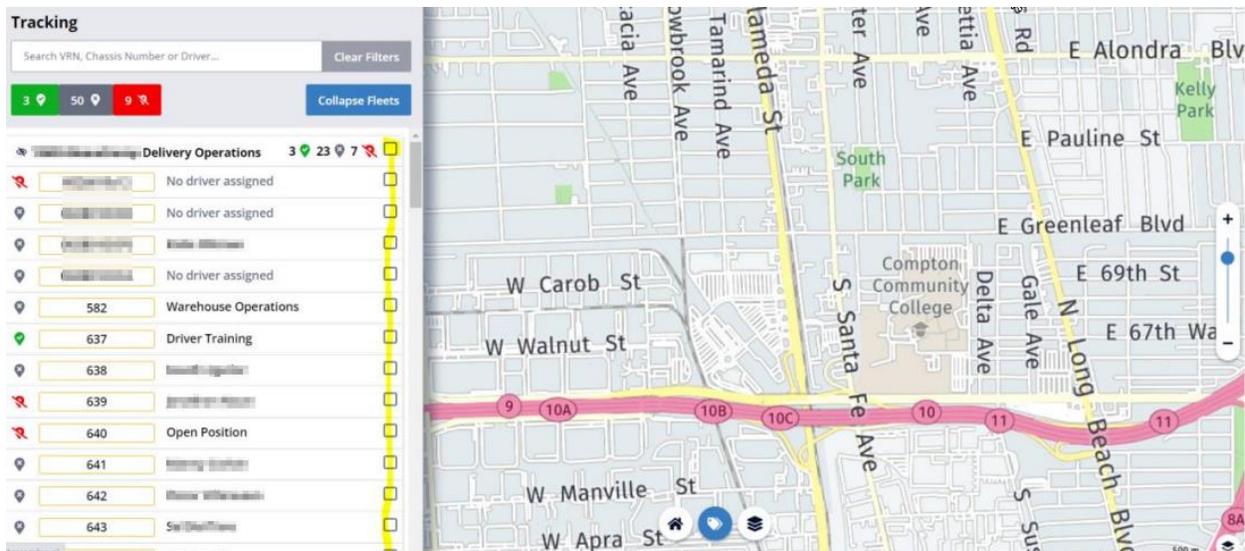
**Gray Icon** – device is not currently online (vehicle is powered off) but has reported into the platform recently. (no performance issue)

**Red Icon** – device has not reported into the platform for at least 72 days. This could mean vehicle has not been in use during that period or it could signal a device problem.

## Why aren't my vehicles appearing on the map?

Why they can't see the vehicle icons on the map, why is the map blank, why aren't their vehicles tracking. This is typically because the vehicles have not been selected in the data view in order to populate the map.

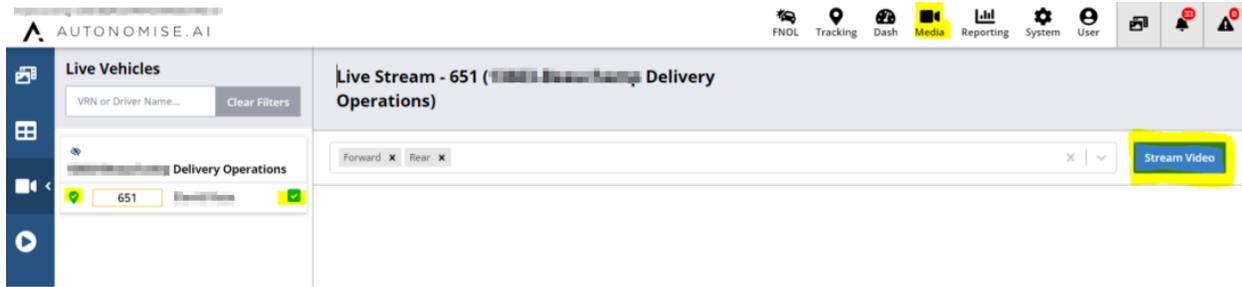
Check the boxes in the data view for the devices they would like to view on the map.



## How do I see live video?

If the vehicle is powered on and device is online, the you can view live stream (if feature is enabled). If the vehicle is powered off and device is offline, live stream will not be available.

- Go to Media/Live Stream
- Devices online and available for Live Stream will be listed on the left hand side
- Select the Vehicle to Live Stream by checking box next to name and then click 'Stream'
- It may take a few seconds to connect to device and then live stream will appear on the screen



### Do you have a Mobile App for Android/iOS?

Customers will not need to download an App from iOS App Store or Google Playstore, from Safari or Chrome, they can access the Autonomise URL (<https://app.autonomise.ai>) and then add the App Icon to their Device Home Screen for Easy Access.