

TRACKING GUARDIAN

Fleet Management

User Guide & Training Manual

Everything your office team and drivers need to see where the fleet is, keep vehicles legal, keep drivers safe, and prove all of it when asked.

Version 1.0

Engineer M8 · em8portal.com

Tracking Guardian at a glance

Tracking Guardian is the fleet module inside the EM8 Portal. A tracker in each vehicle reports where it is, how fast it is going and whether the engine is running. Tracking Guardian turns that into a live map, a journey history, a driver scoreboard, a mileage log, and the compliance record — vehicle checks, MOTs, licences, defects — that a fleet is expected to keep.

Everything lives under one menu item — **Tracking Guardian** — and is split into the tabs below.

Every feature, in one table

Tab	What it does
Dashboard	Today at a glance — vehicles active, open incidents, overdue reminders, checks this week, this week against last, and a timeline of every vehicle's day.
Live Map	Every vehicle on one map, updating as you watch. Engine on or off, offline, last seen. Search, fit to fleet, find the nearest vehicle to a postcode. Panic and man-down alerts appear here.
Journeys	Pick a vehicle and a date range and see each trip drawn on the map, coloured by how the speed compared with the road's limit, with the events along it and a replay control.
Vehicles	The fleet list. Each vehicle holds its DVLA and MOT record, service reminders, a predicted service schedule, its vehicle checks, incidents and — if fitted — its dashcam.
Drivers	Four sub-tabs: Drivers (who drives, their licence and DVLA check), Scoreboard (driver behaviour scores), Speed Alerts (speeding by road and driver), Speed Settings (how strict the tiers are).
Vehicle Checks	Whether the daily walkaround checks are being done — by vehicle or by driver — the checks themselves with their photos, and the defects the checks found.
Workshop	Workshop Guardian: safety inspections, the defect register, the PMI planner, vehicles off road and the Earned Recognition KPIs. An add-on for operators who run to DVSA standards.
Incidents	Accident, breakdown and damage reports raised from the app, with photos, location and police or third-party details.
Reports	Trips, working hours, fleet summary, out of hours, stops and events — on screen, exported as CSV, or emailed every week or month. Plus the Mileage report for business and private use.

What Tracking Guardian also gives you

- **Contextual speed alerts** — speeding is judged against the limit of the road the vehicle was on, not a fixed threshold. A van at 45 mph on the motorway is fine; the same van at 45 mph past a school is not.
- **A driver score that means something** — every driver starts each week on 100 and loses points per 100 miles for speeding, harsh braking, harsh acceleration, harsh cornering and idling. Rates, not raw counts, so a driver doing 800 miles is compared fairly with one doing 80.
- **DVLA and MOT data pulled for you** — tax status, MOT expiry, make, colour and fuel type straight from DVLA, and the full MOT test history with failures and advisories from DVSA.
- **Driver licence checking** — the driver signs one consent form on their phone; their licence is then checked with DVLA automatically every month, and you are told if anything changes.

- **Reminders that email you** — MOT, service, tax and insurance reminders, warned at 30 days and chased as they get closer, to whoever on your account wants them.
- **Daily vehicle checks from the app** — a ten-point walkaround with four photos, done on the driver's phone, with the driver confirming they are in the vehicle the system thinks they are in.
- **Failed checks become defects** — a failed item raises a defect in the register the moment the check is submitted, so nothing found on a walkaround gets lost.
- **Scheduled reports** — the reports you run every Monday can arrive in your inbox every Monday instead.
- **Dashcam on demand** — with a supported camera fitted, take a photo, record a clip or watch a live view from the vehicle record, and review the camera's own alarm clips.
- **Panic and man down** — for lone-worker devices, an SOS press or a fall puts a red banner on the map, sounds an alarm, and sends push, email and SMS to the office.

How to use this guide: Sections 1 and 2 are the setup you do once. Section 3 onwards follows the tabs in the order they appear across the top of the screen. If you only read one section, read Section 9 — Vehicle checks — because it is the part your drivers touch every day. If you run to DVSA standards, read Section 10 as well.

Contents

Section	Covers
1. Getting started	Signing in, the tabs, who sees what, the app, email preferences
2. First-time setup	Vehicles, fleet groups, drivers, check policies, speed settings, reminders
3. The Dashboard	Today at a glance and this week against last
4. The Live Map	Statuses, search, find nearest, the vehicle card, panic alerts
5. Journeys	Finding trips, reading the route, events, replay
6. Vehicles	The list, DVLA and MOT, reminders, predicted servicing, groups, dashcam
7. Drivers and licences	Adding drivers, the allowance, DVLA consent and monthly checks
8. Driver behaviour	The Scoreboard, Speed Alerts and Speed Settings
9. Vehicle checks	The walkaround, check policies, compliance, history and defects
10. Workshop Guardian	Safety inspections, defect register, PMI planner, VOR, ER KPIs
11. Incidents	Accident and breakdown reports from the app
12. Reports and mileage	The report types, CSV export, scheduled emails, the mileage log
13. The EM8 HQ app	What drivers do on their phone — checks, confirmation, incidents
14. Quick reference	The daily, weekly and monthly routine, and the glossary
15. Common questions	Troubleshooting

1. Getting started

1.1 Signing in

1. Go to your EM8 Portal address in any modern browser (Chrome, Edge, Safari or Firefox).
2. Enter the email address and password supplied when your account was created.
3. From the left-hand menu, choose **Tracking Guardian**.

Tracking Guardian opens on the Dashboard. Every part of the module is a tab across the top of the page — click a tab to move between areas. The web address updates as you go, so you can bookmark the tab you use most (the Live Map, say) and land straight on it next time.

If you see an upgrade screen instead: your account does not yet have an active Tracking Guardian subscription. Contact Engineer M8 or visit Billing to activate it.

Changing your password

Click your name at the top right of the portal and choose Profile. Change password asks for your current password and the new one twice. It takes effect straight away.

1.2 Who sees what

Tracking Guardian shows the same tabs to everyone on your account. Where a role makes a difference:

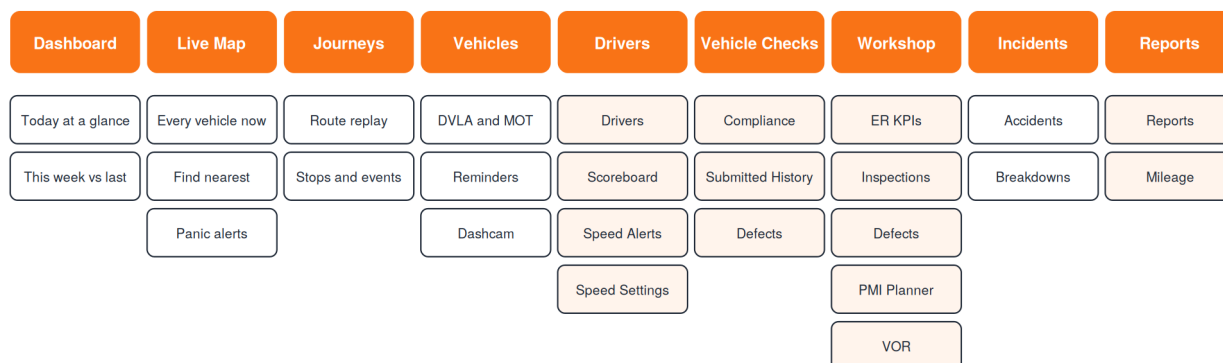
Role	Typically	What is different
Driver	Field staff	Does not normally use the browser at all. Their side of the system is the EM8 HQ app on their phone — the vehicle check, the incident report, and their own vehicle. Section 13.
Office	Coordinators, fleet admin	Everything day-to-day: the map, journeys, vehicles, drivers, checks, reports.
Admin	Managers, owners	All of the above plus the settings that change how the system judges things — speed tiers, check policies — and buying driver slots.
Support	A read-mostly login	Can see everything but cannot delete vehicles, groups or drivers.

Which emails you personally receive is set on your own Profile, not by role — see 1.4.

1.3 Finding your way around

Where everything lives

Nine tabs across the top of Tracking Guardian. Four of them hold sub-tabs.



Orange columns are sub-tabs you click between. Plain columns describe what is on the one screen.

Nine tabs across the top. Drivers, Vehicle Checks, Workshop and Reports each hold sub-tabs.

- **Search boxes** sit at the top of the Vehicles and Drivers lists. On Vehicles you can search by registration or name; on the Live Map, by device name.
- **Filters** sit next to the search — group, status, driver, vehicle, date range. They combine.
- **Clicking a row** opens the full record. Clicking a vehicle on the Dashboard or in a list opens the same vehicle drawer wherever you are.
- **Coloured tags** tell you status at a glance. Green is fine, amber is due or minor, red needs attention.
- **Refresh** reloads a list without reloading the page. The Live Map refreshes itself every ten seconds and does not need it.
- **Speeds are in mph, distances in miles.** The trackers report in metric; the portal converts before you see it.

1.4 Choosing which emails you get

Tracking Guardian sends three kinds of email. Each person chooses their own on Profile (your name at the top right), under the Tracking Guardian notifications heading:

- **Vehicle reminder alerts** — MOT, service, tax and insurance reminders coming due. On by default.
- **Driver licence alerts** — the result of a DVLA licence check, when something has changed. On by default.
- **Weekly vehicle check compliance summary** — one email a week saying which checks were done and which were missed, with the open defect count. Off by default; turn it on if you are the person who chases drivers.

These are per person, so the transport manager can have all three and the accounts team none. Panic and man-down alerts are not optional and go to every admin, fleet and office user on the account — see 4.5.

2. First-time setup

Do this once. Most of it is ten minutes, and it is what makes the rest of the system trustworthy — a scoreboard with no drivers linked, or a compliance report on vehicles with the wrong check policy, tells you nothing.

2.1 Your vehicles

Engineer M8 adds each vehicle to your account when its tracker is fitted, with the tracker linked to it. You do not add vehicles yourself — a tracker has to be assigned at our end — so if a vehicle is missing, tell your Engineer M8 contact.

What you do is keep the details right. On the **Vehicles** tab click **Edit** on any row:

1. Check the **Registration**. This is what DVLA and DVSA lookups key off, so a typo here means no MOT data and no tax status.
2. Give it a **Vehicle Name** people will recognise — "Van 3" or the driver's name — because that is what appears on the map, in reports and on the driver's phone.
3. Fill in **Make** and **Model** if DVLA has not already, add any **Notes**, and put it in a **Group** (2.2).
4. Save, then open the vehicle and click **Refresh from DVLA** on the Info & DVLA tab to pull tax status, MOT expiry, colour, fuel type and the rest.

Vehicles without a tracker. A vehicle marked Virtual Vehicle — no tracker fitted can still be used for vehicle checks and driver assignment, so a pool car or a vehicle waiting for an install is not left out of the compliance picture. It will not appear on the map or in journeys until a tracker is linked.

2.2 Fleet groups

Groups are how you split a fleet — by depot, by contract, by vehicle type. Reports and the vehicle list filter by them, and a scheduled report can be scoped to one.

1. On the Vehicles tab, open the **Fleet Groups** panel and click **New Group**.
2. Give it a name — "Service Vans", "Cardiff Depot" — and save.
3. Put vehicles in it from the **Group** dropdown on each vehicle row, or on the Edit form.

A vehicle can be in one group. Rename and Delete sit beside each group; deleting a group does not delete its vehicles, it just leaves them ungrouped.

2.3 Drivers

Every person who drives needs a driver record. It is what the scoreboard, the mileage report, the vehicle checks and the licence check all hang off. Section 7 covers drivers fully; the part that belongs in setup is the two links on each record:

- **Linked Portal User** — connects the driver to a login. This is what lets the EM8 HQ app know who is holding the phone, so a vehicle check is recorded against the right person. A driver with no linked user cannot do checks from the app.
- **Assigned Vehicle** — the vehicle they normally drive. This is what the app expects them to be in when they open a check, and what the mileage report and scoreboard use to attribute trips to a person.

The driver allowance. Your account includes one driver per active vehicle. Beyond that, drivers are added in blocks of five at £6.75 a month, because every driver on the system is a recurring DVLA check. The Drivers tab shows the allowance and how much of it is used. See 7.2.

2.4 Vehicle check policy

Each vehicle carries a check policy — how often a walkaround is expected. It is set on the **Vehicle Checks** → **Compliance** tab, in the Policy column of the By vehicle view:

Policy	Means
Mon–Fri	A check is expected every weekday. The default for every vehicle.
Every day	A check is expected seven days a week — for vehicles that work weekends.
Weekly	One check a week, on any day, satisfies the week.
Exempt	No check is expected. For a vehicle that is off the road, a trailer, or a pool vehicle nobody drives daily. It stays out of the compliance figures rather than dragging them down.

Set these before you look at the compliance figures for the first time. A vehicle that is Mon–Fri when it only goes out on Wednesdays reports 80% missed checks for ever, and the number stops being read.

2.5 Speed settings

Tracking Guardian judges speed against the limit of the road the vehicle was on. How far over the limit counts as minor, medium or high is yours to set on **Drivers** → **Speed Settings**. The defaults suit an ordinary fleet: 1–10% over is logged but not alerted, 11–20% is medium, 21% and above is high. Section 8.3 explains the tiers and the presets.

2.6 Reminders

MOT reminders come from the DVLA record automatically once the registration is right. Service, tax, insurance and anything else are added per vehicle on the Maintenance tab — see 6.4. Do a pass through the fleet once, adding the dates you know, and the system takes it from there.

3. The Dashboard

The Dashboard is the first tab and the one to leave open. It answers "how is the fleet doing today?" without clicking anywhere else.

3.1 The four numbers

Figure	What it counts
Vehicles active today	Vehicles that have moved today. If it is lower than you expect at ten in the morning, something has not gone out.
Open incidents	Incident reports not yet resolved or dismissed. Red when there are any. Click through to the Incidents tab.
Overdue reminders	Maintenance reminders past their date. Amber when there are any; the detail is on each vehicle.
Checks this week	Vehicle checks submitted since Monday.

3.2 This week vs last week

Three cards — **Engine hours**, **Miles travelled** and **CO₂ emitted** — each with this week's figure, last week's, and the change between them. They are computed from the trips, so they need no input. The CO₂ figure uses each vehicle's emissions rating from DVLA where it has one.

3.3 Today's fleet timeline

One row per vehicle, one bar for the day, coloured by what the vehicle was doing: green for moving, amber for idling with the engine running, grey for engine off. Hover a segment for the times. It is the quickest way to see who started late, who sat in a yard all morning, and who is still out.

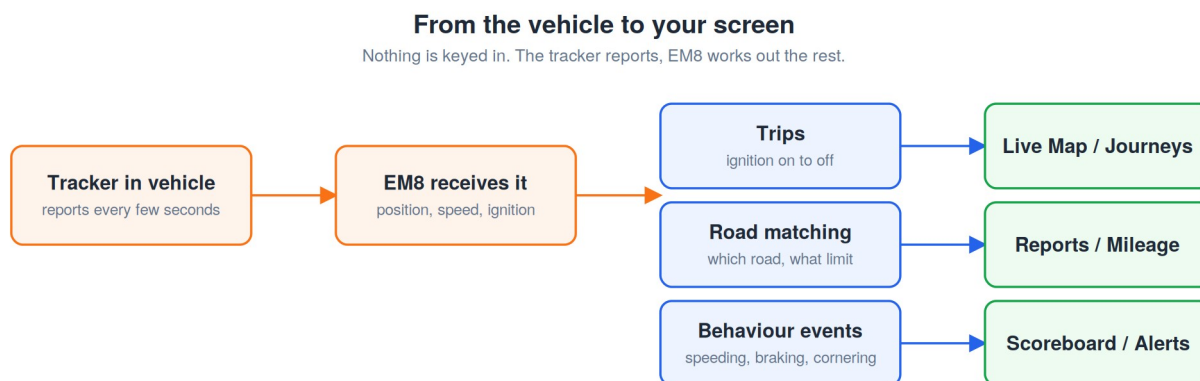
3.4 The lists underneath

- **Open incidents** — the most recent, with vehicle, type, when reported and driver. Click a row to open it.
- **Recent vehicle checks** — this week's checks with vehicle, driver, pass or fail, and when. Click a row to open the check on the vehicle.
- **Driver scores this week** — the top five drivers by score with the change against last week. The full board is under Drivers → Scoreboard.

If any reminders are overdue, an amber strip at the bottom says how many and points you at the Vehicles tab.

4. The Live Map

Every tracked vehicle on one map, refreshing itself every ten seconds. Nothing on this tab needs a button pressed to stay current.



Speed is judged against the limit on the road the vehicle was actually on, not a fixed number.

The tracker reports; EM8 turns the reports into trips, road matching and behaviour events.

4.1 What the marker colours mean

Status	Means
Engine On (green)	The tracker reports ignition on. On a device without an ignition feed, moving counts as on.
Engine Off (amber)	Parked, ignition off, still reporting.
Offline (red)	Nothing heard from the tracker for more than an hour. Usually a vehicle parked somewhere with no signal — an underground car park, a steel shed — or a tracker that has lost power.
Unknown (grey)	The device has never reported, or reports without an ignition or speed value.

Body-worn devices — a lone-worker ID card, say — have no engine, so they show **Moving** or **Stationary** instead.

4.2 Getting around the map

- **Search devices** filters the list on the left as you type. Click a vehicle in the list to centre on it.
- **Fit to fleet** zooms out until every vehicle is on screen. Use it after you have zoomed in on one.
- **Find nearest** opens the nearest-vehicle finder — 4.4.
- Click a marker for the vehicle card: name, registration, status, current speed, last report time and address. It closes when you click elsewhere.

4.3 Last seen

Every marker carries when it last reported. On a moving vehicle that is seconds ago. A vehicle whose last report is from yesterday afternoon has not moved since — the tracker is fine, the vehicle is parked. A vehicle whose last report is from three days ago and which you know has been driven has a tracker problem, and that is worth a call.

4.4 Find nearest

A customer rings with a breakdown, or a job comes in, and you need to know who is closest.

1. On the Live Map click **Find nearest**.
2. Type a **postcode** (CF10 1PN) or a latitude and longitude (51.48,-3.18) and click **Find Nearest**.
3. The result lists your vehicles nearest first, with the driver, the straight-line distance, engine status and when they were last seen.

It only considers vehicles with a recent position, so an offline vehicle does not appear as "2 miles away" when nobody knows where it really is.

4.5 Panic and man down

If you have lone-worker devices with an SOS button and fall detection, an alert takes over the top of the Live Map: a red **PANIC ALARM** or **MAN DOWN** banner that pulses and sounds an alarm in the browser, one line per person with the time and a **Locate** button that pans the map to them.

- **Acknowledge** silences the alarm; the banner stays until each alert is dismissed.
- **Dismiss** removes one alert once it has been dealt with.
- **Mute** stops the sound for this browser session.

An alarm should not depend on someone watching a screen. At the moment the device raises it, every admin, fleet and office user on your account is also sent a push notification, an email and — where a mobile number is on their user record — an SMS. Make sure the people who would respond have a mobile number on their profile.

5. Journeys

Journey History is where "where was Van 3 on Tuesday afternoon?" gets answered. A journey is one trip — ignition on to ignition off — drawn on the map with everything that happened along it.

5.1 Finding the journeys

1. On the Journeys tab pick the **vehicle**.
2. Pick a **date range**. Today, Yesterday, Last 7 days and This month are one click; anything else, use the date picker.
3. Click **Show Journeys**. The trips for that period list down the left, newest first, each with its start and end time, distance, duration and top speed.
4. Click a trip to draw it.

5.2 Reading the route

The route is drawn as a line coloured by how the speed compared with the limit of the road at that point — green within the limit, then amber, orange and red for the minor, medium and high tiers (Section 8.3). A legend in the corner says which is which. Start and end are marked. The trip's max and average speed are in the panel.

A red stretch is not a fault in the map. It is the piece of road where the driver was more than 20% over the limit, and it is exactly what a customer complaint or a speeding notice will be about.

5.3 Events

Switch the side panel to **Events** to see what happened on the trip: speeding, harsh braking, harsh acceleration, harsh cornering, ignition on and off — each with its time, speed, the road's limit where it applies, and a pin on the map. Click an event to centre on it. The events are the same ones that feed the driver scoreboard, so what you see here is what the driver is being scored on.

5.4 Replay

Press **play** and a marker drives the route at 1× to 16× speed with a scrub bar underneath. It is a better way to show someone a journey than pointing at a line, and the honest way to check whether "I was stuck in traffic" is true.

6. Vehicles

The Vehicles tab is the fleet register. The list shows each vehicle with its MOT and tax status, its group and its current driver; opening one shows everything the system holds on it.

6.1 The list

Column	Shows
Vehicle	Name, registration, make and model. A vehicle with no tracker says so.
MOT / Tax	Tax status (Taxed, SORN) and MOT expiry from DVLA, with a warning tag when either is due or overdue.
Group	Its fleet group — change it here without opening the vehicle.
Driver	The currently assigned driver — also changeable here.

Search by registration or name, filter by group, and click a row to open the vehicle. The count of vehicles matching sits above the list.

6.2 Info & DVLA

The first tab on a vehicle. Registration, name, make, model, colour, fuel type, year, engine size, CO₂ rating, Euro status, first registration date, last V5C date, MOT status and expiry, tax status and due date.

Click **Refresh from DVLA** to update it from the DVLA vehicle enquiry service. Every vehicle is also refreshed automatically each night, so the MOT and tax dates on the list are current without anyone pressing anything.

6.3 MOT History

The full DVSA test record for the vehicle: every test with its date, result, mileage and expiry, and on a failed or advisory test the items — Minor, Major, Dangerous or PRS — with the inspector's wording. A summary at the top gives total tests, pass rate and the mileage trend.

Two things this is for. First, the advisory from last year's test is the item that fails this year's, so it is the cheapest place to look before booking a test. Second, the recorded mileages are what the predicted service schedule works from.

6.4 Maintenance — reminders and the predicted schedule

Service reminders

1. On the vehicle's **Maintenance** tab click **Add Reminder**.
2. Choose the **Type** — MOT, Service, Road Tax, Insurance or Other.
3. Enter a **Due Date**, a **Due Mileage**, or both, and any **Notes**.
4. Save.

A reminder is **Due Soon** from 30 days before its date and **Overdue** after it. Each morning the system emails everyone on your account who has vehicle reminder alerts turned on (1.4) about anything due within 30 days or overdue, and puts the same in the portal bell. A mileage-based reminder is checked against the tracker's odometer, so it fires when the vehicle reaches the miles, not when a date guesses it might.

MOT expiry is chased separately. You do not need an MOT reminder for a vehicle DVLA knows about. The MOT expiry from the DVLA record is emailed at 30, 14, 7 and 1 days before, and again once it has lapsed. Add an MOT reminder only for a vehicle DVLA holds no record of.

The predicted schedule

Underneath the reminders, the vehicle's MOT mileage history is used to estimate how many miles it does a month and project when it will hit the next service points: Annual Service every 12,000 miles or 12 months, Interim Service every 6,000 miles, Tyre Inspection every 10,000 miles, plus the MOT and tax dates. Each line shows the predicted date and mileage, the basis, and how urgent it is. **Add as reminder** turns a prediction into a real reminder in one click, with the date and mileage filled in.

It needs at least two MOT mileage readings to work from, so a vehicle under three years old shows "Not enough mileage data" until it has them.

6.5 Vehicle Checks

Every walkaround check submitted for this vehicle, newest first, with the driver, the result, each of the ten items marked pass, fail or not applicable, any notes, and the four photos. This is the vehicle's own copy of what is on the Vehicle Checks tab (Section 9).

6.6 Incidents

The incident reports raised against this vehicle, with the open count at the top. Each opens to its description, location, photos, and the police and third-party details. Statuses are changed here as well as on the Incidents tab (Section 11).

6.7 Dashcam

If a supported dashcam is fitted and its IMEI is set on the vehicle, this tab drives it:

- **Take Photo** — a snapshot from the camera, appearing on the tab within a few seconds.
- **Record 5s Clip** — a short clip, appearing within about half a minute.
- **Start Live View** — a live stream from the camera while you watch. Stop it when done.
- **Recent Events** — the camera's own alarm clips: harsh events, collisions, the things the camera decided to record on its own. Each has a status — Open, Reviewed, Dismissed, Escalated — so the office can work through them.

The camera sleeps with the vehicle. Live view, photos and clips only work while the engine is running. A parked vehicle accepts the request but the camera stays off to protect the battery, so a request against a parked vehicle produces nothing until it next starts.

7. Drivers and licences

Drivers → Drivers is the register of who drives for you, what their licence says, and whether DVLA agrees. It is also the place a driver is tied to a login and a vehicle, which is what makes the app, the scoreboard and the mileage report attribute things to a person rather than a van.

7.1 Adding a driver

1. Click **New Driver**.
2. Under **Contact & Licence Details** enter the driver's name, email address, phone, date of birth, and their **driving licence number**, with the licence issue and expiry dates if you have them.
3. Under **Portal & Vehicle** choose the **Linked Portal User** — their EM8 login — and the **Assigned Vehicle** they normally drive.
4. Save.

The email address or mobile number is what the DVLA consent form is sent to, and the licence number is what the check runs against. A driver record without one of each can be saved, but the licence side will sit at Not Requested until they are filled in.

Check the licence number against the card. The number on file is typed by a person. DVLA will report Not Found for a number one character out, and a Not Found looks alarming until somebody spots the typo. Compare it with the physical licence once when the driver joins.

7.2 The driver allowance

Your account includes one driver for every active vehicle. Beyond that, drivers are added in blocks of five at £6.75 a month. The allowance line above the list says where you stand — for example "6 of 8 used: 5 vehicles plus 3 purchased slots".

When you try to add a driver past the limit, the portal offers **Add 5 slots (£6.75/mo)**. Accepting adds the block to your subscription and it appears itemised on your next invoice. The limit exists because every driver is a recurring DVLA check, which is a real cost each month.

7.3 DVLA consent and the monthly check

DVLA will only release a driver's record with the driver's written consent, and the consent lasts three years. Tracking Guardian handles the whole thing from the driver's phone.

1. Open the driver and click **Send Onboarding Link**. It goes to their email address, or by SMS to their mobile.
2. The driver opens the link, checks their date of birth, licence number, mobile and email, reads the declaration, signs on the screen, and submits. Nothing to print.
3. The signed consent is stored as a PDF against the driver — **Download PDF** on the record — and the consent status moves to **Consent Signed**.
4. The first DVLA check runs on the next monthly run, and every month after that.

Resend Link sends a fresh link if the first expired or went astray. If the driver declines, the record says **Declined** and no check is run.

Consent status	Means
Not Requested	No link has been sent yet.

Consent status	Means
Awaiting Signature	Sent, not yet signed.
Consent Signed	Signed. Checks run monthly.
Declined	The driver refused. Nothing will be checked.

7.4 Reading the DVLA result

The **DVLA Licence Check** panel on the driver shows the outcome of the latest check and the date of the next one. Underneath are three sections:

- **Driver & Licence Details** — what DVLA holds: name, licence number, issue and expiry, and the licence status.
- **Licence Categories** — each category (B, C1, BE and so on), its type, valid from and expiry. This is where "can he drive the 3.5-tonne with the trailer?" is answered.
- **Endorsements / Penalty Points** — every current endorsement with the offence code, description, date, points and the date it expires or a ban ends. A clean record says so.
- **Check History** — every monthly check that has run and what it found, so a change can be dated.

DVLA status	Means
Valid	The licence is current and the driver may drive.
Disqualified	DVLA records a current disqualification. The driver must not drive. You are emailed.
Expired	The licence has run out — usually a photocard renewal missed. The driver must renew before driving.
Not Found	DVLA has no record for that number and date of birth. Almost always a typo on the record.
Not Checked	No check has run yet — consent is outstanding, or the monthly run has not reached them.

Checks run once a month, automatically, for every driver with signed consent. There is no "check now" button for customers — the DVLA service is metered and Engineer M8 manages manual checks — so if you need one urgently, ask.

7.5 Assigning a driver to a vehicle

The **Assigned Vehicle** on the driver, and the **Driver** column on the vehicle list, are the same assignment seen from each end. Change it when someone swaps vans. The system keeps the history — who had which vehicle from when to when — which is what lets a vehicle check done last week stay against the person who did it after the van changes hands, and what answers "who was driving that van on the 14th?" when a notice of intended prosecution arrives.

8. Driver behaviour

Three sub-tabs under Drivers cover how people drive: the **Scoreboard** ranks them, **Speed Alerts** lists the speeding, and **Speed Settings** decides how strict the system is. All three are built on the same events.

8.1 The Scoreboard

How the driver score works

Every driver starts each week on 100. Events take points off, per 100 miles driven.



Rates, not counts — 3 events in 300 miles is the same as 1 in 100. Each category has a ceiling, so one bad habit cannot zero a driver on its own.

Ordinary fleet drivers land in the 70–100 band. Below that is a conversation, not a sacking.

Rates per 100 miles, each with a ceiling, taken off 100.

Every driver starts the week on 100. Five kinds of event take points off — **speeding**, **hard braking**, **hard acceleration**, **hard cornering** and **idling** — each as a rate per 100 miles driven, so a driver who covers 900 miles is not punished for having more opportunities than one who covers 90. Speeding is weighted by tier, so a High event costs more than a Minor one. Each category has a ceiling, so one bad habit cannot take a driver to zero on its own.

Ordinary fleet drivers land between 70 and 100. Someone in the 50s has a pattern worth a conversation. The scoreboard is calibrated to be gentle on purpose: a score that reads "everyone is terrible" gets ignored.

What is on the page

- **Fleet score this week**, fleet miles and behaviour events, with the change against last week.
- **Fleet score — last 12 weeks**, a chart that fills in as weeks roll over.
- **Top driver** and **Needs coaching** — the two ends of this week's board.
- **Leaderboard** — every driver with this week's score, the change from last week (in points, not percent), miles, and the five rates. The bold number is the rate per 100 miles; the number in brackets is the raw count.

Click a driver for their own page: score and trend, the mix of events this week, a 12-week chart, and the last 20 events with time, type, road, vehicle and speed. Each event is the same one you can see on the journey it belongs to (5.3).

Only drivers linked to vehicles are scored. A driver with no assigned vehicle has no trips to be scored on and does not appear. A vehicle with no assigned driver produces events that belong to nobody. If the board looks thin, check the assignments (7.5) first.

8.2 Speed Alerts

Speed Alerts lists every speeding event scored against the actual road's limit, for the period you choose — last 24 hours, 7 or 30 days, this week or month. Filter by tier, vehicle or driver.

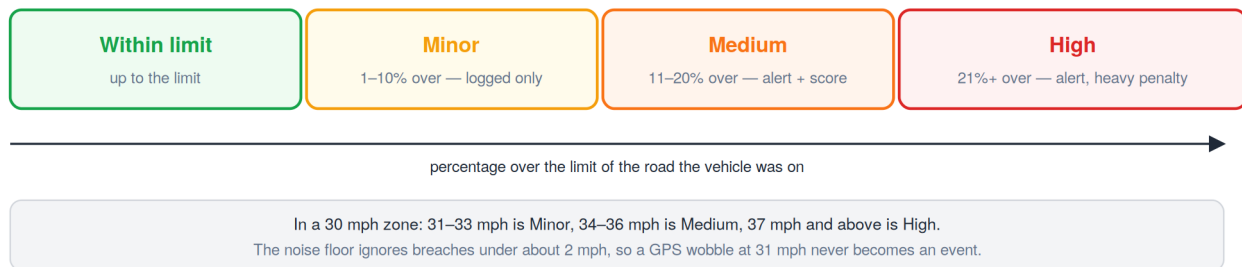
- **The four counts** — total alerts, high, medium and minor for the period.

- **Worst 10 roads** — where the fleet speeds, with the event count and the average amount over. Two vans and one road accounting for half your events is a route problem, not a driver problem.
- **Worst 10 drivers** — who speeds, with their high and medium counts.
- **The list** — every event with when, how long it lasted, the tier, the vehicle, the driver, the road and its limit, and the peak speed.

8.3 Speed Settings

How a speed is judged

Every reading is compared with the limit of the road the vehicle was on. Standard fleet settings shown.



The three tiers, as percentages over the limit of the road the vehicle was on.

A speed is judged as a percentage over the limit of the road the vehicle was on. Three bands decide what happens:

Tier	Default	What happens
Minor	1–10% over	Logged. Shows on the journey replay, does not fire an alert. Costs the driver very little.
Medium	11–20% over	An event in Speed Alerts, and it affects the score.
High	21%+ over	An event in Speed Alerts with a heavier penalty. Anything above the threshold is High.

The **noise floor** ignores breaches under an absolute speed — 2 mph by default. A 30 mph zone reading 31 mph is a GPS wobble, not speeding, and without the floor every driver would collect hundreds of phantom minors.

Three **quick presets** fill the form: **Standard fleet** (the defaults), **Strict** for school transport and care work, and **Lenient** for emergency response. The **Preview** panel shows what each band means in a 30 mph zone and on a 70 mph motorway as you change the numbers. Save, and the new settings apply within five minutes. **Reset to defaults** removes your customisation.

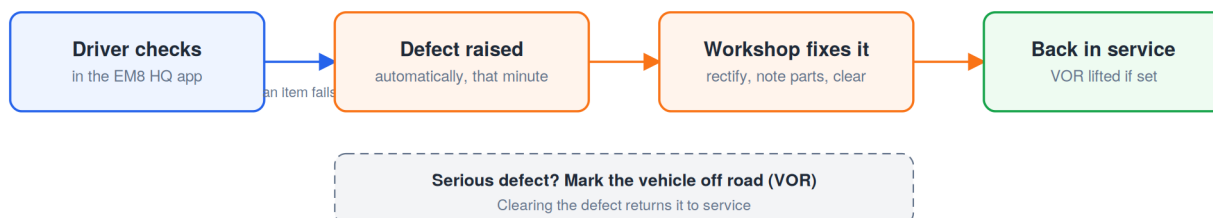
Change this rarely. The scoreboard compares weeks. If the tiers move every month, last week's score and this week's were judged by different rules and the trend means nothing. Set it once, tell the drivers what the rules are, and leave it.

9. Vehicle checks

A daily walkaround check is the piece of fleet compliance a driver does every day and nobody enjoys chasing. Tracking Guardian moves it onto the driver's phone, records who did it and when, and shows the office who did not.

From the daily check to the workshop

A failed item on a walkaround does not sit in a photo album. It becomes a defect with a clock on it.



The Compliance tab measures whether checks were done. The Defect Register measures whether what they found was fixed.

A failed item raises a defect the moment the check is submitted.

9.1 The check itself

Drivers do the check in the EM8 HQ app (Section 13). It is ten items, each marked pass or fail with an optional note, and four photos:

Items	Photos
Brakes · Steering · Horn · Tyres · Lights · Mirrors · Washers & Wipers · Water & Oil Levels · Bodywork & Doors · Accidents or Damages	Front · Rear · Nearside · Offside

Any item marked fail makes the check a **fail**, and each failed item raises a defect in the Defect Register at the same moment — an "Accidents or Damages" failure as a major, everything else as a minor — with the driver's name and the check it came from. Nothing found on a walkaround has to be re-keyed.

9.2 Compliance

Vehicle Checks → Compliance is the page that answers "are the checks being done?". Choose the period — this week, last week or the last 30 days — and the view:

- **By vehicle** — one row per vehicle: its policy (2.4), the checks expected in the period, submitted, missed, and a compliance percentage coloured green, amber or red. A vehicle that changed hands during the period says so; hover for the dates.
- **By driver** — the same figures per person, taken from whichever vehicles they were assigned to during the period. This is the view that survives a van swap: the driver who has done every check keeps their record when they move to a different vehicle, and the one who never does them does not inherit somebody else's.

The two views do not always add up to the same totals, because a vehicle with no assigned driver has expected checks that belong to nobody. That gap is itself the finding.

Changing a vehicle's policy

In the By vehicle view, the Policy column is a dropdown. Change it there — Mon–Fri, Every day, Weekly or Exempt — and the figures recalculate. Nothing else needs saving.

9.3 Submitted History

Every check submitted, newest first, with the date, vehicle, driver, the photo count and pass or fail. Filter by vehicle or driver. Click a row for the full check: each item with its result and note, and the four photos full size. The totals at the top give checks submitted and checks failed for the filter you have set.

9.4 Defects

The third sub-tab is the Defect Register filtered to defects that came from daily checks. Working them — assigning, rectifying, clearing — is the same as on the full register, which is described in 10.3. Without Workshop Guardian, this is where check defects are cleared.

9.5 The weekly summary email

Anyone who has turned on the weekly summary on their Profile (1.4) gets one email a week: each vehicle's expected, submitted and missed checks for the week just gone, and the number of open defects. It is written to be forwarded to the drivers concerned.

10. Workshop Guardian

Workshop Guardian is the add-on for operators who run to DVSA maintenance standards — O-licence holders, and anyone working toward Earned Recognition. It adds five sub-tabs under Workshop. If your subscription does not include it, the tab shows an upgrade notice; contact Engineer M8.

10.1 Compliance (ER KPIs)

The three Earned Recognition maintenance KPIs, computed from the records in the other four tabs, for the current period:

KPI	Measures
Safety Inspection Adherence	Of the inspections that fell due in the period (from the PMI Planner), how many were done on time. The detail table lists each vehicle with scheduled, inspected and on-time.
Defect Rectification	Of the defects reported, how many were rectified within target — 1 day for dangerous and major, 7 days for the rest. The detail lists each defect with its severity, reported date, target and whether it made it.
MOT Initial Pass Rate	First-time passes across the fleet, from the DVSA MOT history.

Snapshots are taken automatically at the end of each period, so the history builds up without anyone exporting it.

10.2 Safety Inspections

The record of each safety inspection (PMI), first-use inspection, intermediate check or service. To record one:

1. Click **New inspection**. Choose the vehicle, the **Type**, the **Inspection template** — HGV (DVSA) or Light commercial — the date, the odometer reading, the inspector and the facility or provider.
2. Work through the **Inspection items**, marking each Pass, Pass w/ defects or Fail with a note.
3. Complete the **Brake performance assessment**: laden roller brake test, EBPMS, unladen test, or a risk assessment with its written note. DVSA has required one of these on every safety inspection since April 2025, and the form will not let a risk assessment through without the note.
4. Save, and when it is checked, **Sign off**.

Signed-off inspections cannot be changed. Sign-off makes the record immutable, which is what DVSA expects of a maintenance record. If something is wrong, it wants a new inspection, not a quiet edit of the old one. Failed items on an inspection raise defects in the register in the same way a daily check does.

10.3 Defect Register

Every defect from every source — daily checks, safety inspections, incidents, and the ones logged by hand with **Log defect** — with its vehicle, driver, description, origin, severity (Advisory, Minor, Major, Dangerous) and status. Filter by any of them.

Status	Means
Open	Reported, nobody on it yet.

Status	Means
Assigned	Someone is dealing with it.
Monitor	Noted, not being fixed yet — an advisory being watched.
Rectified	Fixed, awaiting sign-off.
Cleared	Fixed and signed off. The rectification clock stops here.

To close one, open it and click **Mark rectified & cleared**: enter the rectification note, the parts used, and whether a retest is required. Clearing a defect also returns the vehicle to service if it was off road because of that defect and nothing else is holding it.

10.4 PMI Planner

One row per vehicle with its inspection interval in weeks, an optional mileage interval, the template, and the next due date and mileage. Mileage-based due dates use the live odometer from the tracker. The row goes amber as it comes due and red once overdue.

Intervals over **17 weeks** need a written justification in the **Override justification** box, because that is the DVSA ceiling and an inspector will ask why. The planner will not save a longer interval without one.

10.5 VOR — vehicles off road

Mark vehicle off road with a reason — Defect, Accident, Service, Awaiting parts or Other — and a note. The vehicle's status changes, it drops out of the compliance figures while it is off, and the register shows how long it has been off. **Return to service** ends the window. The full VOR history is underneath, so "how many days was Van 4 off in Q2?" is a filter, not a search through emails.

11. Incidents

An incident is an accident, breakdown or damage report. Drivers raise them from the app at the roadside (13.4), with photos; the office works them here.

The list shows type, vehicle, driver, when reported and status. Filter by status or vehicle. Open one for the description, the location (typed, and where the phone was when it was submitted), the photos, and the questions that matter afterwards: did police attend and what was the reference, was a third party involved and who, were there injuries and what.

Status	Means
Open	Reported, not yet dealt with. Counts on the Dashboard.
Resolved	Dealt with — claim made, vehicle repaired, whatever closing it meant.
Dismissed	Recorded in error or needing no action. Kept for the record.

An incident report is the account written on the day, by the person who was there, with the photos taken at the scene. Insurers and the other side's solicitors get theirs weeks later; yours is already on file.

12. Reports and mileage

12.1 Running a report

1. On Reports → Reports choose the **report** from the list below.
2. Choose the **scope** — a vehicle, a fleet group, or leave blank for the whole fleet, depending on the report.
3. Set the **date range** and, for Out of Hours, the hours that count as your business day.
4. Click **Run**. The rows appear on screen, sortable, with a search box across every column.
5. Click **Export CSV** to download exactly what is on screen.

Report	Scope	One row per
Trips	Vehicle	Journey — start and end time and location, distance, duration, max speed.
Working Hours	Vehicle	Day — first movement, last arrival, end location, working-day length.
Fleet Summary	Fleet or group	Vehicle — trips, days active, distance, driving time, idle time, max speed.
Out of Hours	Vehicle or fleet	Trip outside the business hours you set, and at weekends. The private-use report.
Stops	Vehicle	Stationary period with the engine running — where, from, to, how long.
Events	Vehicle	Event — ignition, speeding, harsh driving — with speed, road and location.
Vehicle Summary	Vehicle	Totals for one vehicle over the range.

12.2 Scheduled reports

Any report you run every Monday can arrive every Monday instead.

1. Click **Schedule email**.
2. Name it, choose the report — Working Hours, Trips, Fleet Summary, Mileage Log, Out of Hours Usage or Speeding Incidents — and the scope.
3. Choose **Weekly** (Monday morning, covering the previous Monday to Sunday) or **Monthly** (the 1st, covering the previous month).
4. Enter the recipients, comma-separated. They do not need a portal login.
5. Create it. It appears in the **Scheduled reports** list with its last run; **Send now** fires it immediately if you want to check what it looks like.

Reports arrive as a CSV attachment. Pause one with the Active switch rather than deleting it if it is only wanted some of the year.

12.3 The Mileage report

Reports → Mileage is the log for business-use and P11D purposes. Pick a period, and optionally a vehicle or driver, and it gives distance per vehicle and per driver split into **Business**, **Private** and **Unknown**, with the trip count and a total. Export CSV gives the accountant the file they asked for.

A trip counts as Unknown until it has been tagged business or private. Untagged mileage is not a fault in the report; it is the mileage nobody has classified yet.

13. The EM8 HQ app

EM8 HQ is the Engineer M8 app for iPhone and Android. Tracking Guardian's driver-side features live in it: the vehicle check, the incident report, and the driver's own vehicle. The office does not need it — everything in the earlier sections is the portal in a browser.

13.1 Installing and signing in

1. Install **EM8 HQ** from the App Store or Google Play.
2. Sign in with the same email address and password as the portal.
3. Turn on Face ID, Touch ID or fingerprint when asked. The app locks when it goes into the background and unlocks with that.
4. Allow notifications and location. Location is how the app confirms a check was done at the vehicle.

If the driver cannot see their vehicle: their driver record is not linked to their login, or has no assigned vehicle. The office fixes both on Drivers → Drivers (Section 7.1). If access has just been changed, sign out and back in.

13.2 The vehicle check

1. Open **Vehicle checks** from the app's home screen. It shows the vehicle you are assigned to.
2. Confirm you are in that vehicle by typing the **last three characters of its registration**. If you are in a different vehicle, say so and pick the one you are in — the check is recorded against the vehicle you are actually in, and the office is told.
3. Work through the ten items, marking each pass or fail. Add a note to anything failed — "nearside front tyre, cut in sidewall" is a defect somebody can act on; "tyre" is not.
4. Take the four photos: front, rear, nearside, offside.
5. Submit.

The app keeps a draft for six hours, so a phone call, a photo, or the app locking does not lose the check. Any failed item is a defect in the register the moment the check lands.

Nothing stops the submission. A check that does not match — wrong vehicle, registration that does not agree, phone nowhere near the tracker — is still saved. It is flagged for the office, not refused. A refused check does not stop anyone driving; it just loses the record and teaches drivers to skip the app.

13.3 The check is per vehicle, not per driver

The policy on the vehicle (2.4) says how often it needs checking. If a driver takes a second vehicle out, that vehicle needs its own check. Two drivers sharing a van need one check between them per day, not one each.

13.4 Reporting an incident

1. From the **Engineer** tab tap **Incident report**.
2. Choose the type — Accident, Breakdown or Other — and the vehicle.
3. Describe what happened and where. The phone's location is attached automatically.

4. Answer the three questions: did police attend (and the reference), was a third party involved (and their details), were there injuries (and what).
5. Take photos — the damage, the other vehicle, the road, the paperwork.
6. Submit. It is on the office's Incidents tab immediately.

14. Quick reference

14.1 The routine

When	What	Where
Every day	Drivers do the walkaround check	App → Vehicle checks
Every day	Look at the Dashboard — active vehicles, incidents, overdue reminders	Dashboard
Every day	Work any new defects	Vehicle Checks → Defects
Every Monday	Read the weekly check summary; chase missed checks	Email, or Vehicle Checks → Compliance → Last week
Every Monday	Look at the Scoreboard — top driver, needs coaching	Drivers → Scoreboard
Every Monday	Scheduled weekly reports arrive	Email
Every month	DVLA licence checks run; read any licence alert emails	Drivers → Drivers
Every month	Look at reminders due in 30 days	Vehicles, and the reminder emails
Every month	Monthly reports arrive on the 1st; the Mileage report for accounts	Reports
On a swap	Reassign the driver when a vehicle changes hands	Drivers, or the Vehicles list
On a hire	Add the driver, send the consent link, link their login and vehicle	Drivers → New Driver

14.2 Glossary

Term	Meaning
Trip / journey	One drive, from ignition on to ignition off.
Contextual speed	Speed judged against the limit of the road the vehicle was on, not a fixed number.
Tier	How far over the limit: Minor (logged), Medium, High. Set on Speed Settings.
Noise floor	The absolute speed below which a breach is ignored as GPS error.
Score	A driver's week, out of 100, after penalties per 100 miles for five kinds of event.
Check / walkaround	The daily ten-item, four-photo inspection done in the app.
Check policy	How often a vehicle expects a check: Mon–Fri, Every day, Weekly or Exempt.
Defect	A fault on a vehicle, from a check, an inspection, an incident or logged by hand, with a rectification clock.
VOR	Vehicle off road — a recorded window during which the vehicle is out of service.
PMI	Planned maintenance inspection — the periodic safety inspection, on an interval set in the PMI Planner.

Term	Meaning
ER	Earned Recognition — the DVSA scheme whose maintenance KPIs the Workshop tab reports.
Consent	The driver's signed DVLA declaration, valid three years, that allows licence checks.
Driver slot	One driver's place in your allowance — one per vehicle, plus purchased blocks of five.
Virtual vehicle	A vehicle on the system with no tracker — usable for checks and assignment only.
Man down	A fall detected by a lone-worker device. Treated like a panic press.

15. Common questions

A vehicle shows Offline but it is being driven.

Nothing has been heard from its tracker for over an hour. Check it is not parked somewhere with no signal first. If it is genuinely moving and still offline, the tracker has lost power or its aerial — tell Engineer M8 and give the registration.

A vehicle is missing from the map.

Either it has never reported, or it is a virtual vehicle with no tracker. Vehicles are added at Engineer M8's end when the tracker is fitted, so if one is missing entirely, tell us.

The MOT and tax columns are blank.

Check the registration on the vehicle is exactly right, then click Refresh from DVLA. A vehicle DVLA holds no record of — a new import, a trailer — will say so.

MOT History says no records found.

A vehicle under three years old has not had a test yet. Otherwise, check the registration.

The predicted schedule says not enough mileage data.

It projects from the mileages recorded at MOT tests and needs at least two. It fills in once the vehicle has them.

A driver cannot do a vehicle check.

Their driver record has no Linked Portal User, or no Assigned Vehicle. Drivers → Drivers, open them, fill in both. Then sign out of the app and back in.

A driver's checks disappeared when they swapped vans.

The By vehicle view follows the van; use the By driver view on Compliance, which follows the person across whichever vehicles they were assigned to.

Compliance shows a vehicle at 0% that nobody drives.

Set its policy to Exempt on the Compliance tab. It stays on the system for the day it is used but stops counting as missed checks.

A driver is not on the Scoreboard.

They have no assigned vehicle, so there are no trips to score. Assign one on their record.

A driver's score dropped and they say they did nothing wrong.

Open the driver on the Scoreboard for their last 20 events, then open the journey each came from. The route is coloured where the speed was over the limit, with the road and its limit against each event. The conversation goes better with the map open.

We get too many speed alerts.

Look at the Worst 10 roads first — a single road generating half of them is a route or a limit-data question, not a driver one. If it is fleet-wide, the Speed Settings may be stricter than the work needs; try the Preview before changing them, and change them once.

The DVLA check says Not Found.

The licence number or date of birth on the driver record does not match DVLA. Compare both with the physical licence — it is nearly always a typo.

I need a driver checked today, not next month.

Checks run monthly. Contact Engineer M8; manual checks are run at our end.

We cannot add another driver.

The allowance is one per active vehicle plus any purchased slots. Accept the Add 5 slots offer, or remove a driver who has left.

I am not getting the reminder emails.

Your name at the top right → Profile → the Tracking Guardian notification switches. Reminders and licence alerts are on by default; the weekly check summary is off until you turn it on.

A reminder emailed me for an MOT I have already booked.

It fires at 30, 14, 7 and 1 days until the DVLA record shows a new expiry, which happens the day after the test passes. Refresh from DVLA if you want it sooner.

The dashcam photo never appeared.

The vehicle was parked. The camera only answers with the engine running; the request is honoured next time it starts.

The panic alarm is sounding and I cannot find where.

Click Locate on the alert line; the map pans to the device. Acknowledge silences the sound. Dismiss the alert only once it has been dealt with.

The Workshop tab says upgrade.

Workshop Guardian is an add-on. Contact Engineer M8 to enable it.

A signed-off inspection has a mistake.

It cannot be edited — that is deliberate. Record a new inspection and note in it what it corrects.

The PMI Planner will not save an 18-week interval.

Anything over 17 weeks needs a written justification in the Override justification box. That is the DVSA ceiling.

A page shows an error after an update.

Refresh the page. This almost always follows a new release and clears once the browser picks up the new version.

Times on a journey are an hour out.

Everything is shown in UK local time. If a journey you know happened at 9 shows as 8, tell Engineer M8 with the vehicle and date — it is a server-side clock question, not something you can fix in the portal.

Need help? Your Engineer M8 contact is your first port of call for anything this guide does not cover — including feature requests. The system is actively developed and customer suggestions do get built.

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