Portal guide

Portal guide contents

Dashboard

At the top of your dashboard, you can filter the data being displayed.

Data filter

Select "All data" to see data for every vehicle.

Select "Blind only" to see data for every vehicle running in blind mode. (Blind Mode means the vehicle is active but not providing any audio or visual feedback to the driver)

Select "Live only" to see data for every vehicle running in live mode.

Use the "Time filter" to view either the current week (to date) or the previous full week.

Fleet filter

At the top of your portal, you will see a dropdown 'Fleet' menu.

This menu allows you to view different levels of your fleet hierarchy - e.g. regions (South West) or depots (Exeter).

Depending on your company and role, you may only have access to certain levels of the fleet hierarchy.

e.g. A Depot Manager will only be able to see information about the vehicles/drivers in their depot.

This is the first page you will see after logging in to the portal. The dashboard provides you with a brief overview of all of your fleet's data in the portal.

Each widget is interactive, so simply click on one of them to see more information on its dedicated page.
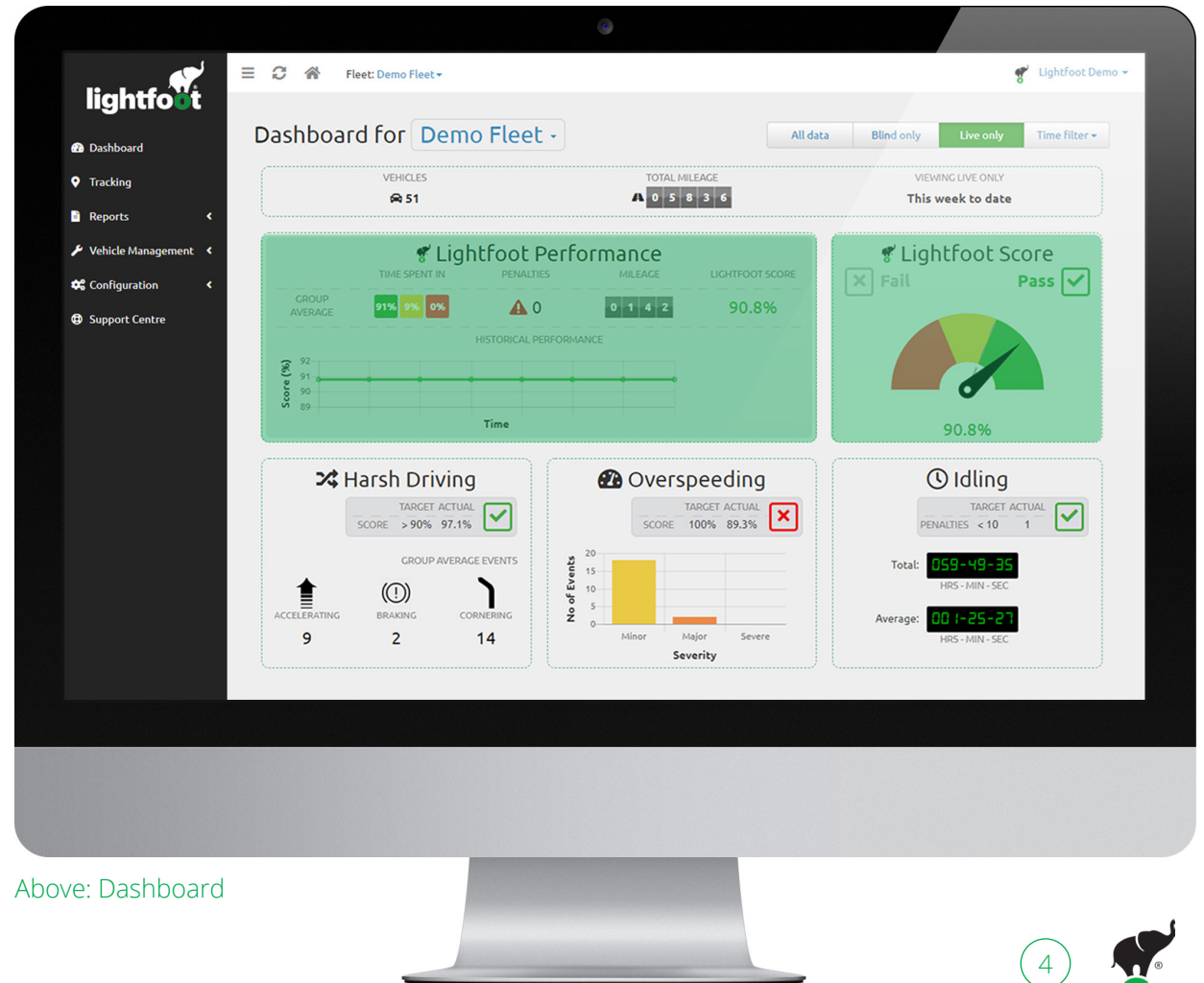

Above: Dashboard

3
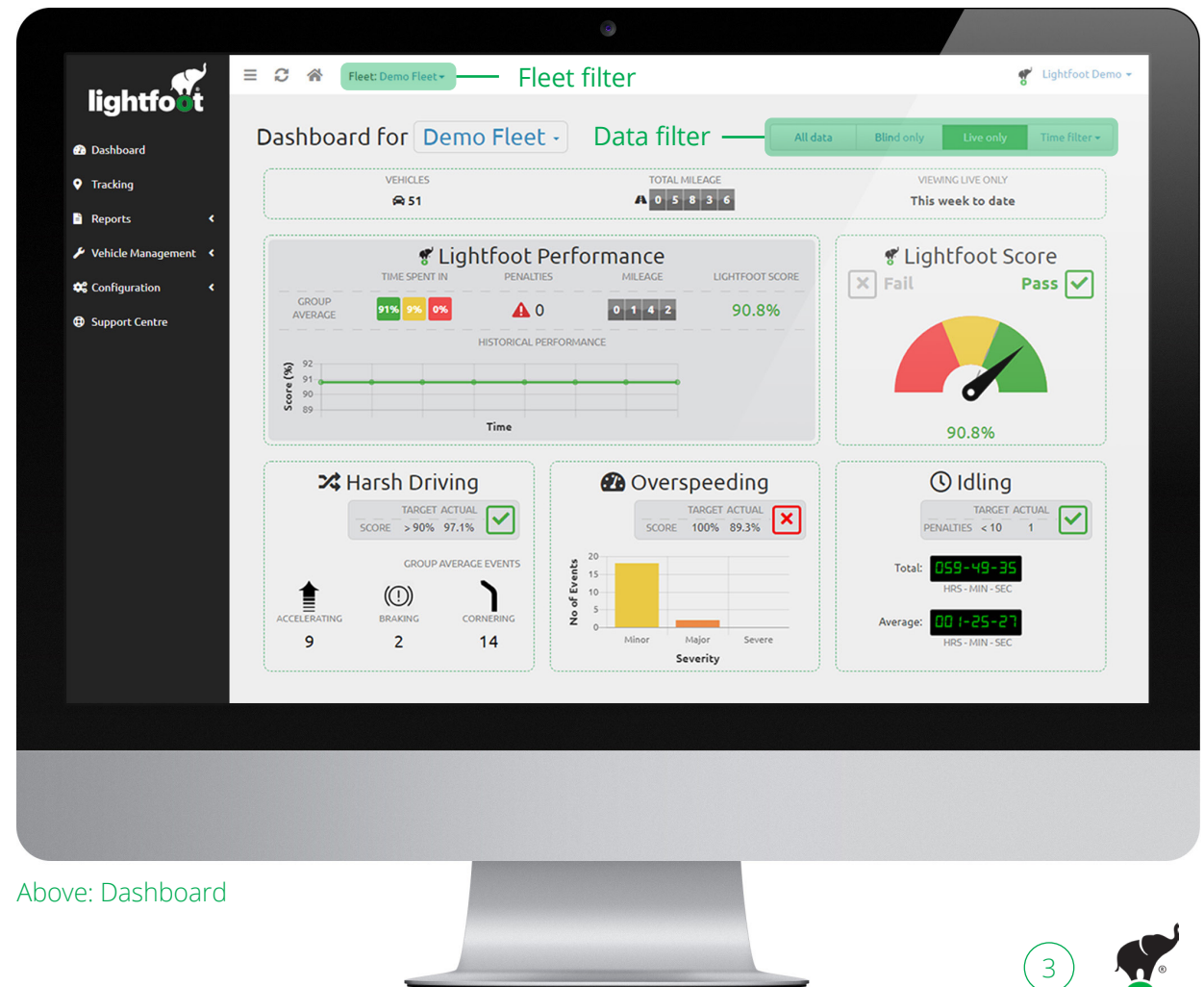
Dashboard

Lightfoot Performance

See a quick rundown of your fleet's performance, including:

- Average time spent in green, amber, and red
- Average number of penalties received
- Average mileage per vehicle
- Average Lightfoot score

Lightfoot Score

A snapshot of your fleet's average Lightfoot score. If it's over 85% at the end of a full week - you have an Elite fleet.

Above: Dashboard

Dashboard

Harsh Driving

See your group events for harsh driving here.

You can also see how your fleet is performing against your set target for harsh driving events.
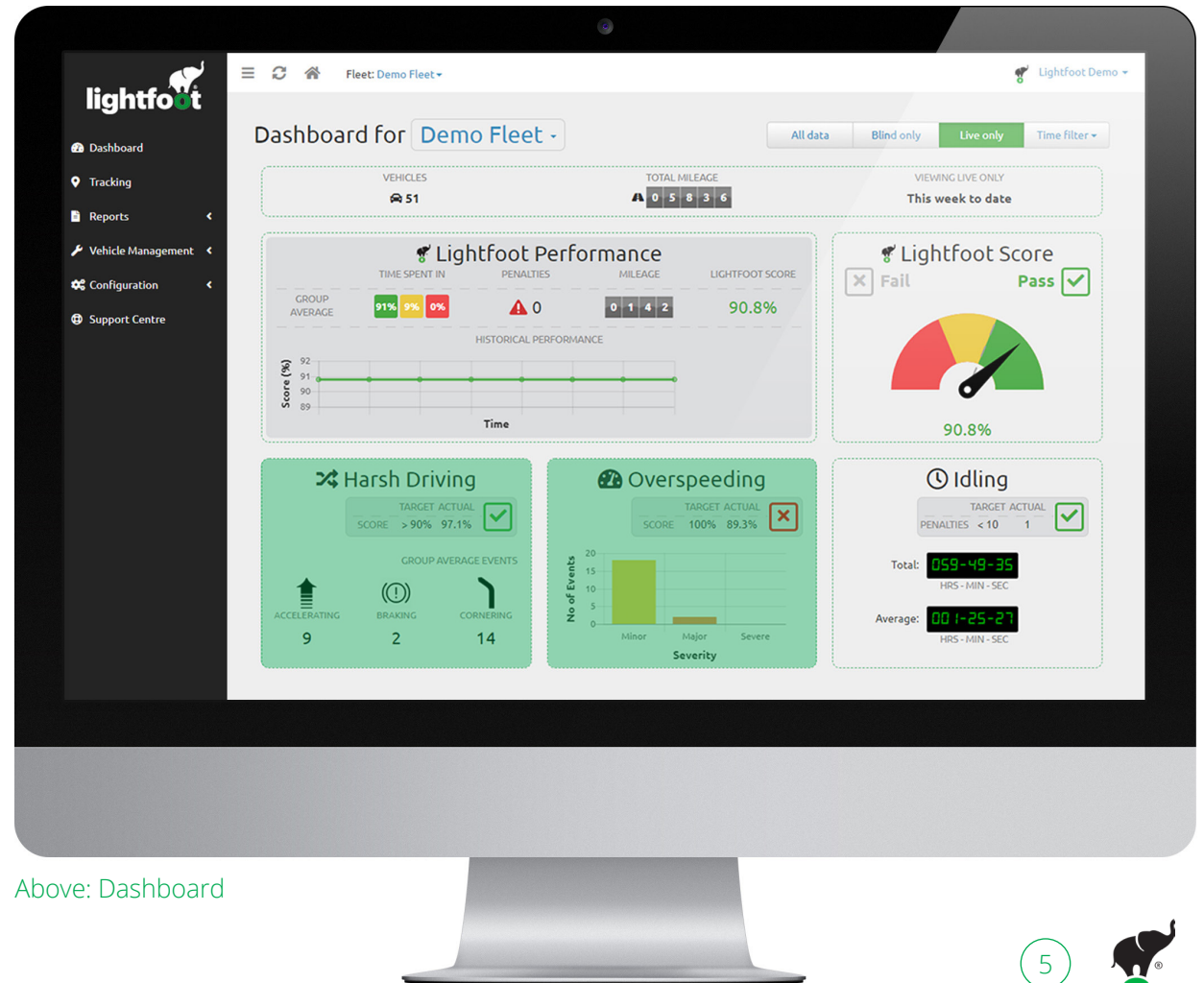
Harsh driving is measured in three different ways: acceleration, braking and cornering.

Overspeeding

Your total recorded overspeeding events are recorded here.

Overspeeding is measured in three different ways: minor, major and severe.

To learn more about how we determine these categories, see the Overspeeding report section later in the guide.

Note:

Overspeed is now configurable.

Above: Dashboard

Dashboard

Idling

The idling widget shows you the total and average times your fleet has spent idling.

## Best/Worst Vehicles or Drivers

This widget gives you a quick, simplified view of which vehicles in your fleet have the highest and lowest scores.

See the top and bottom four in each category here.

Inter-league

If you have access to different levels of your fleet hierarchy, you can view the top 5 subdivisions of the fleet which have the highest scores.

A little friendly competition is always good!
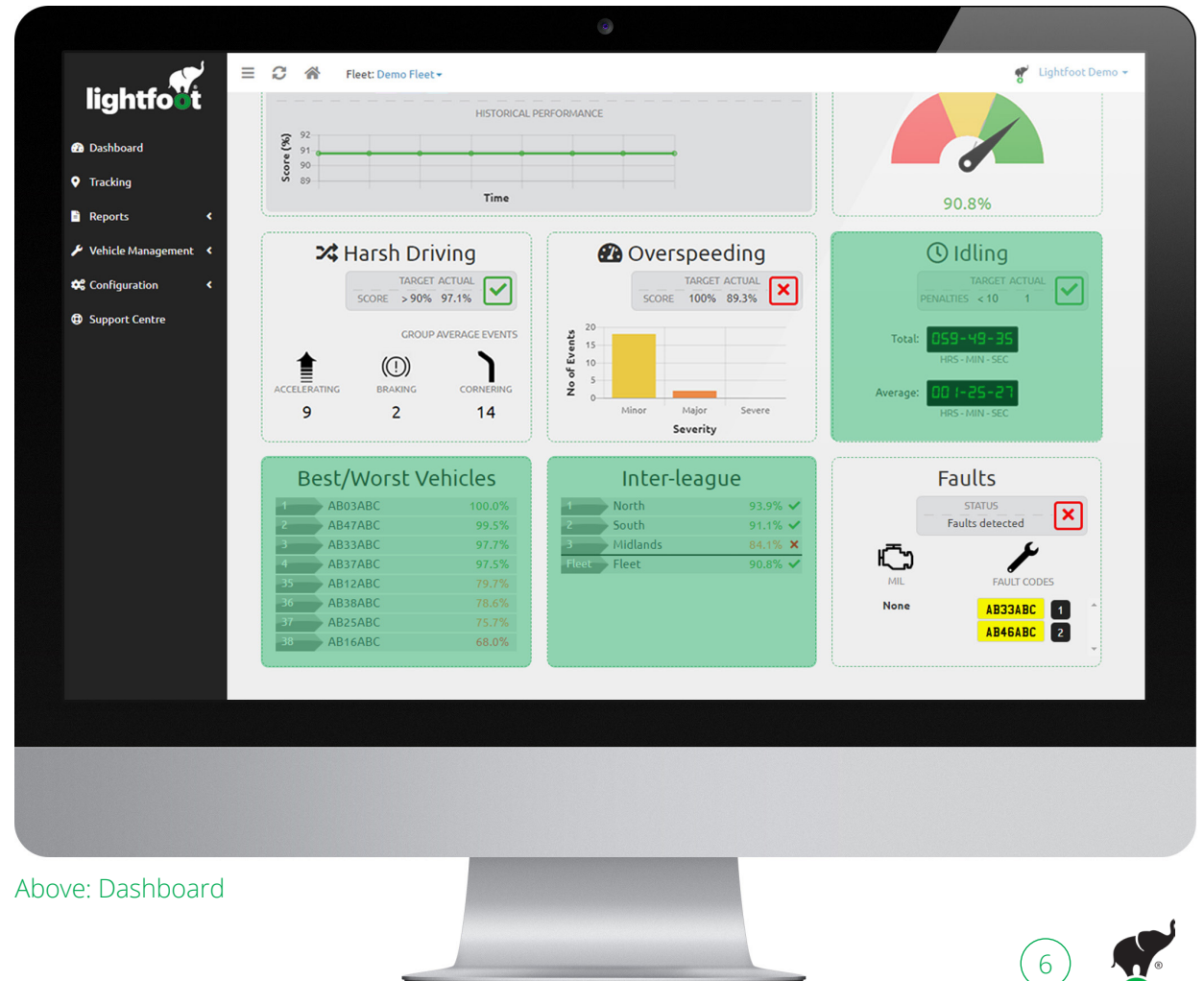
Above: Dashboard

Dashboard

Suspected Disconnects

A suspected disconnect is when a Lightfoot unit stops reporting into the Lightfoot server.

If you see this error on your dashboard, it could mean that the device has been disconnected from the vehicle's OBD port. This error will not appear if the vehicle has simply not driven – all connected Lightfoot devices report into the Lightfoot server at least once a week.

If these are showing with a red marker hoover over them and they will show you the disconnection details anything with an amber warning shows it was disconnected then reconnected and the dates and times
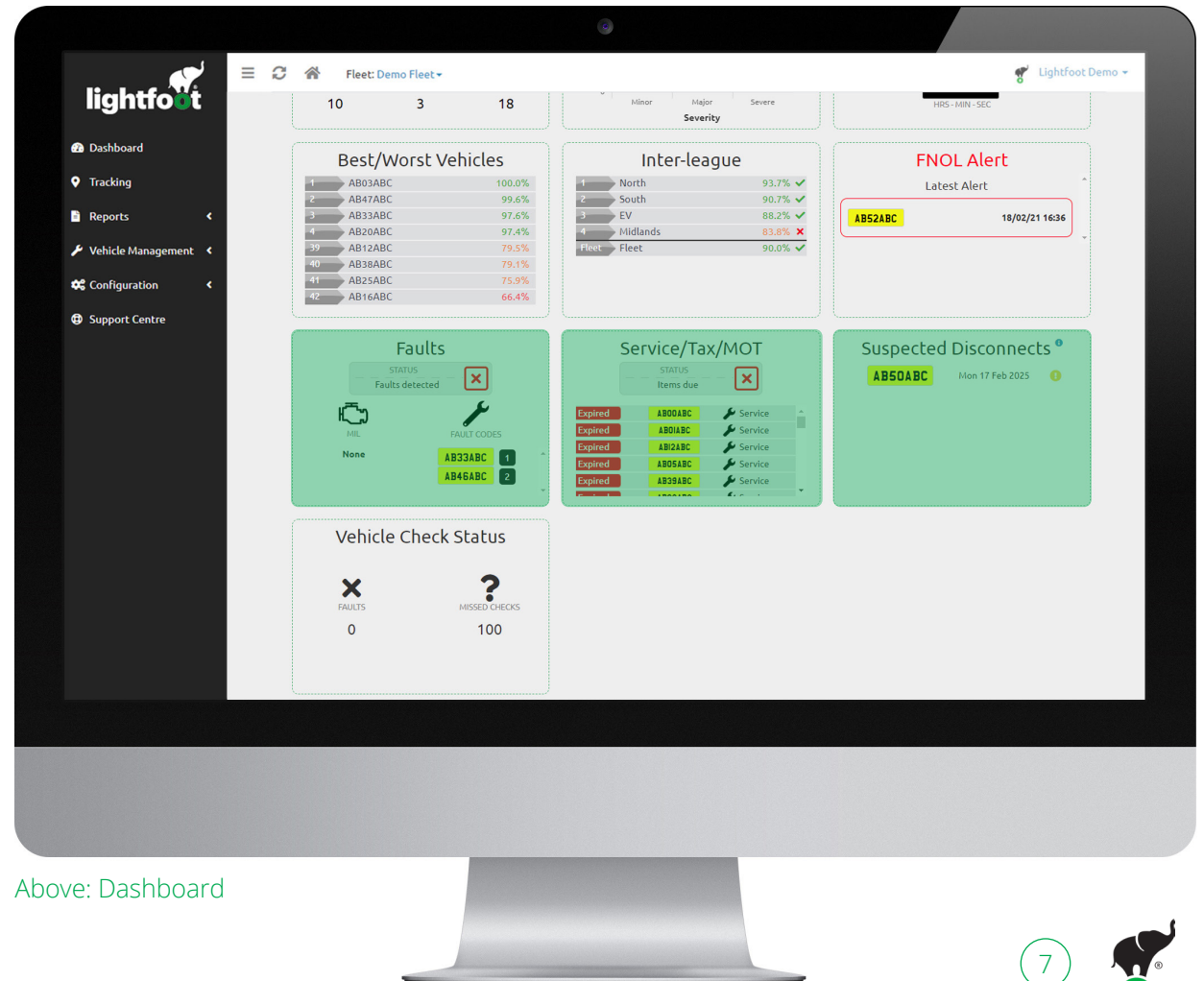
If you have Lightfoot's Vehicle Health Management package, you will also see the following:

Faults

A quick overview of which vehicles have registered fault codes and which are displaying Malfunction Indicator Lamps.

Service/Tax/MOT

Get an instant view of which (if any) vehicles are due their service, tax, or MOT renewal.
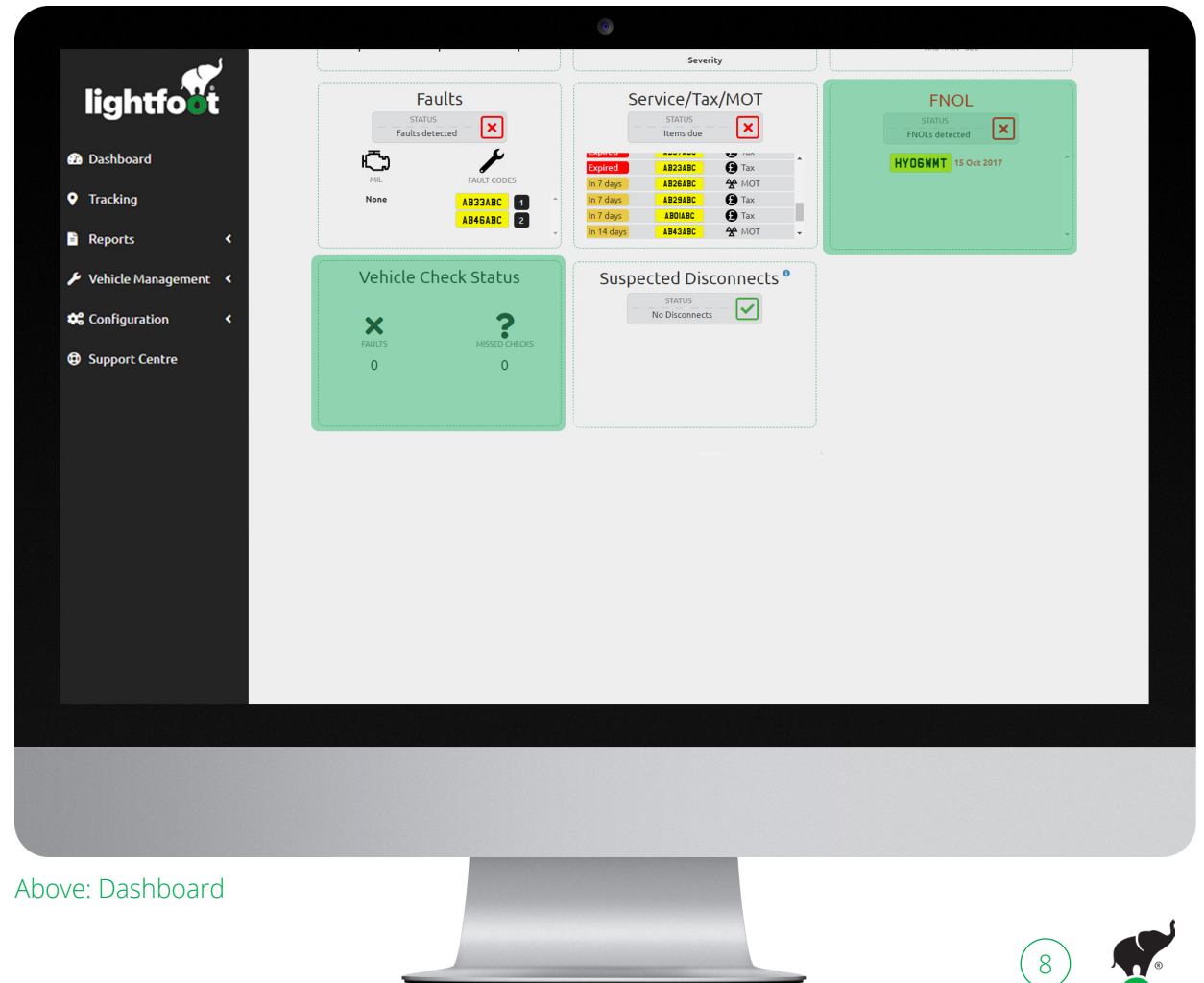

Above: Dashboard

Dashboard

FNOL

Shows you any detected incidences that may have happened and the details behind them.

Vehicle Check Status

Shows you a quick glance how many drivers are completing vehicle checks for any information contact your account manager for more details

Above: Dashboard

Tracking

You can view different levels of your fleet hierarchy (if you have access) by using the dropdown menu at the top of the page.

Seeing your vehicles/drivers

Open the tracking page and you will be shown a live view of your vehicles'/drivers' locations.

Icons in red are ignitioned off.

Icons in green are ignitioned on and in use.

The direction of travel is indicated on the icon.

Hover over an icon on the map to see the vehicle registration, driver, current speed, location, and the time it last reported to the Lightfoot server.

Clicking on the icon will show the live route as a trail.

If you want to find a specific vehicle or driver, use the search box at the bottom of the menu on the right-hand side.
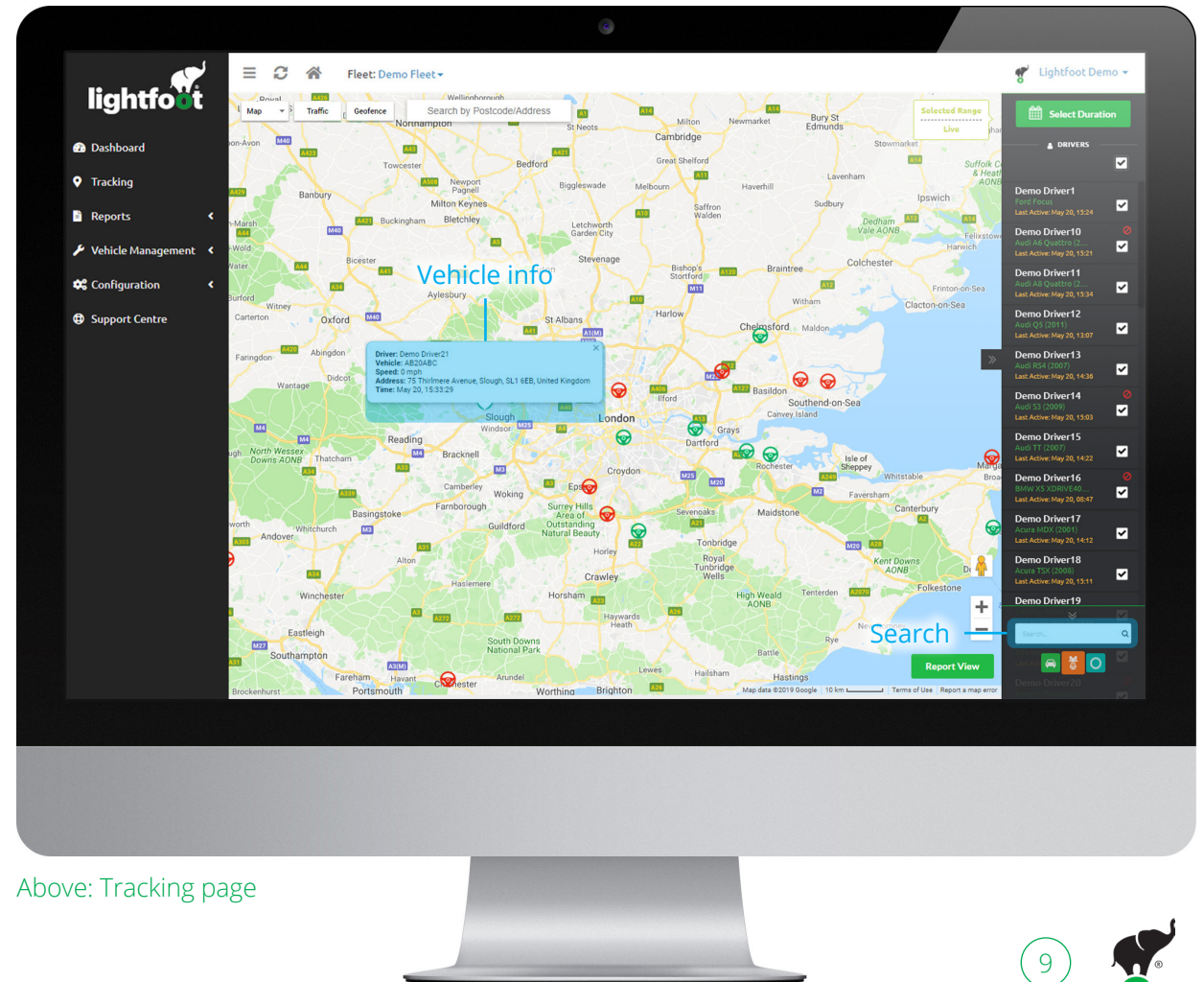
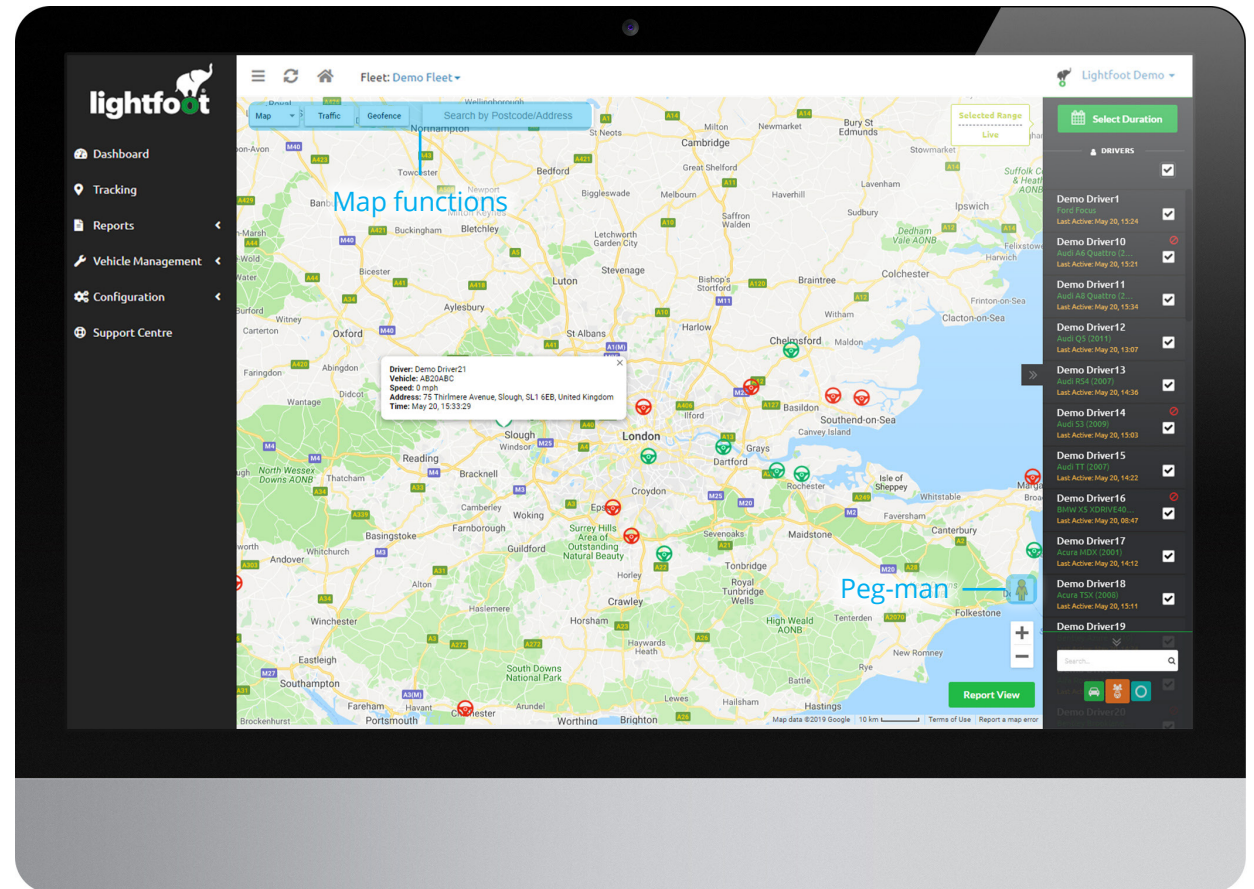Above: Tracking page

Tracking

Note:

You can search for a postcode or an address. You can use this feature to see which vehicle is closest to a given location, e.g. a delivery point. Combine this with live traffic information and you can work out who is best placed to be assigned an urgent

Using the map

Use the Traffic button in the top left of the map to add live traffic conditions to the map.

Select whether you want to display a map or satellite view. Satellite view is great for gaining more information about the roads and area a vehicle is in.

If you want to see an even more detailed view of the roads and locations your vehicles are, you can use 'peg man' – the little yellow character on the right-hand side of the map. Simply drag and drop him on the road you wish to view and you will be able to see everything.

Above: Tracking page

Tracking

Using the map (continued)

When viewing the live map, you can select to view by vehicle, driver, or geofences by using the buttons at the bottom right hand side of the page. This is perfect if your fleet has drivers who share vehicles, as you can see who is or was driving for each journey.

Zoom in using the plus and minus buttons or the scrolling wheel on your mouse.
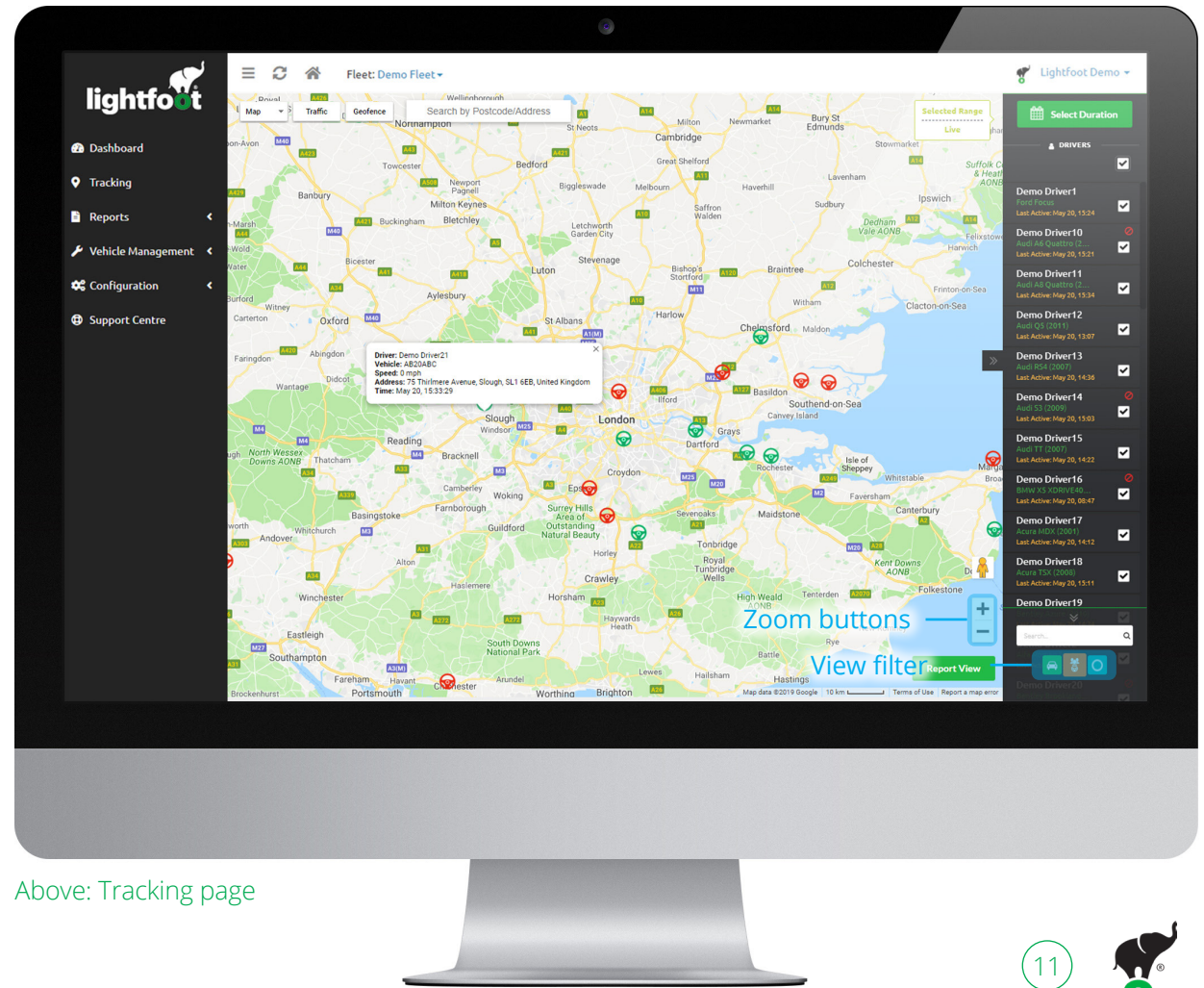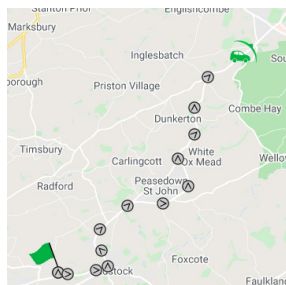
Category

Click the Category button top left to see you different categories of vehicles.

Live snail trail

You can now click on any green icons on the tracking page and it will give you a detailed snail trail if that journey

Above: Tracking page

Tracking

Geofences

Geofences confirm if and when one (or more) of your vehicles has arrived at, departed from, or finished a journey at a specified location. These can be used for many different purposes, including for marking delivery/drop-off points, congestion zones and ULEZ, and company depots.

Note:

See the following page for more information on geofences and their functions.
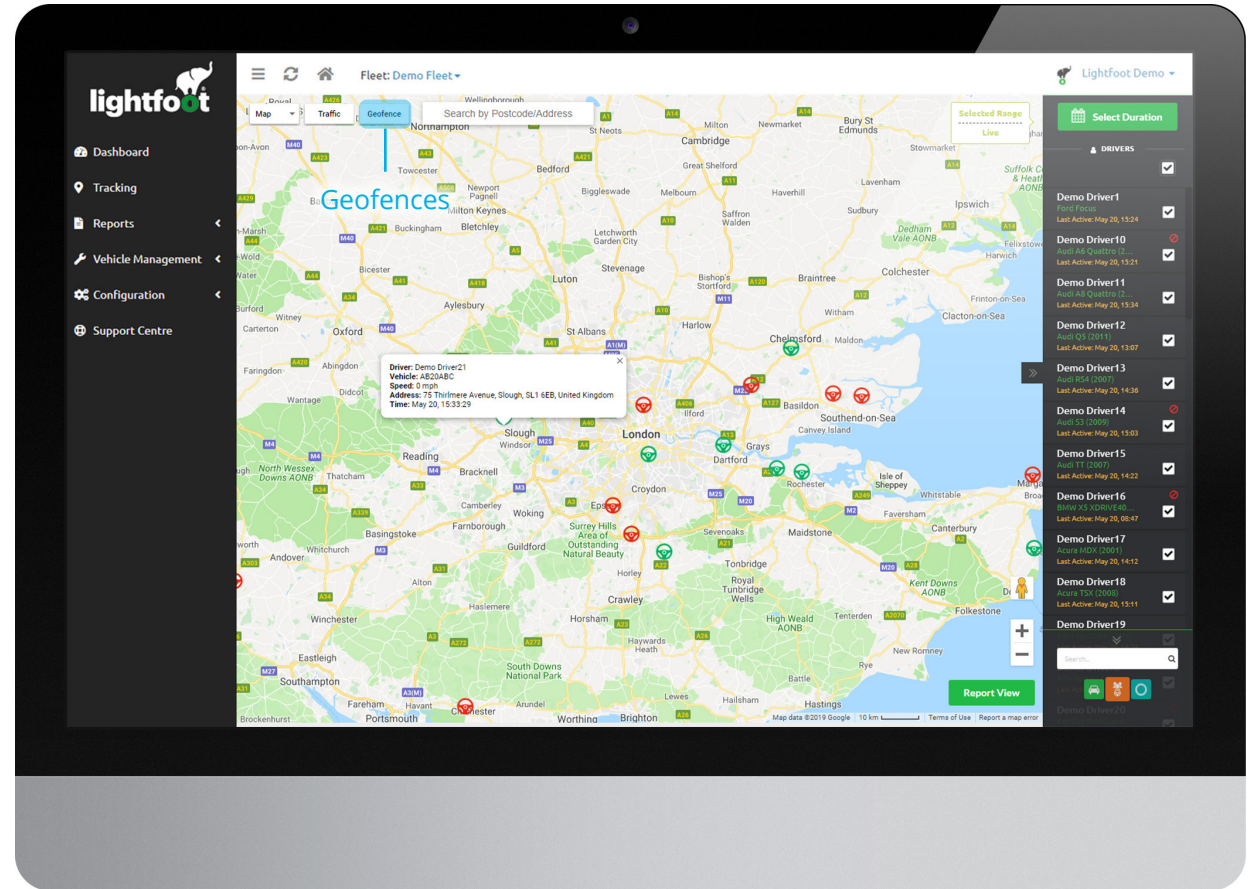
Above: Tracking page

Tracking

How geofences work

- Open the geofence view and click New Geofence

- Name your geofence

- Draw it on the map using the icons in the top right

- Choose which rules apply to your geofence

- Choose the geofence's visibility within your fleet hierarchy

- Choose which vehicles the geofence applies to

- Choose whether the geofence is permanent or temporary

- Submit

Geofence alerts

If you wish to be notified of a geofence event as soon as it occurs, you can also set up emailed geofence alerts.

To learn more about geofence alerts or to set up alerts for your fleet, please contact your Account Manager today.
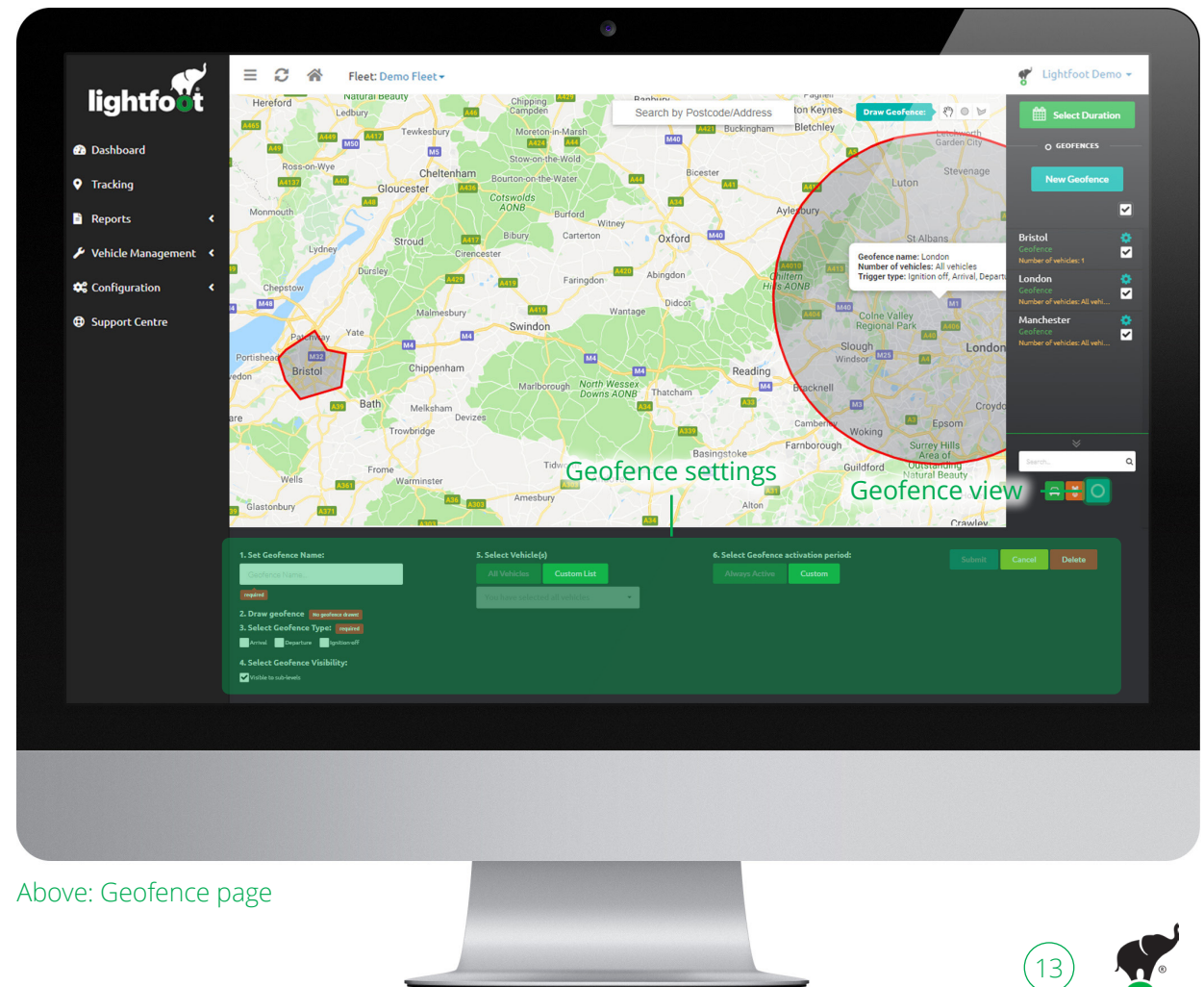
Above: Geofence page

Reports

Remember:
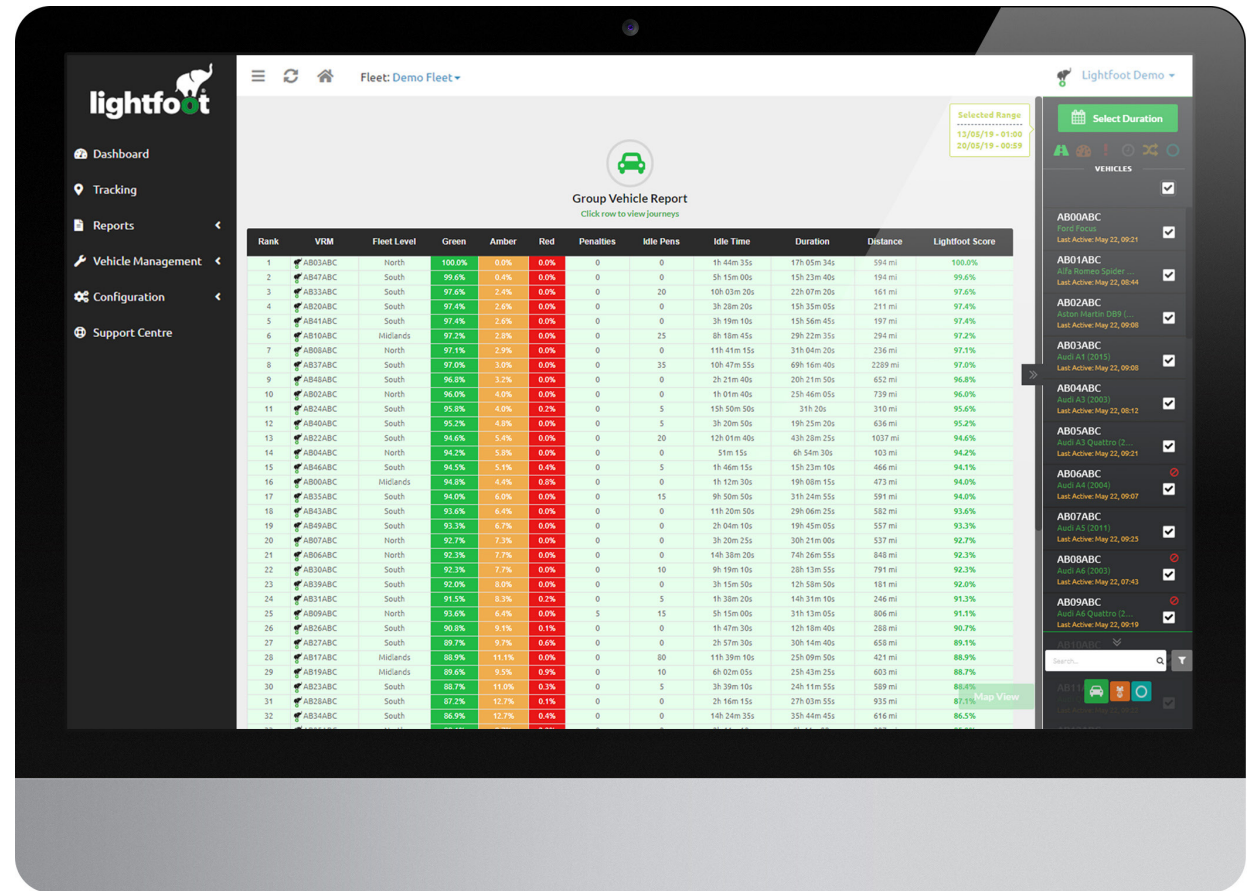
You can click on the Select Duration button to choose a preset date range or enter a custom range by clicking the 'Custom Range' button.

You can view different levels of your fleet hierarchy (if you have access) by using the dropdown menu at the top of the page.

Reports

On any of the reports you click into, if you want to view further detail you can click on the line of information. Alternatively click map view in the bottom right of the page, then use the tick boxes on the right hand pane to see the journeys visible on the map.

Under reports you can now update driver names or any no default driver journeys, this means when you click reports by vehicle/driver if you see any incorrect or missing names, you can use the tick box to the left of the information and scroll to the bottom of the screen and click edit journeys to reassign the journey(s) to another driver.

Above: Reports page

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Reports

Group report

You can view your reports either by vehicle or drivers – again, this is perfect for fleets with drivers who share vehicles.

You will initially see a list of all of your vehicles/drivers, arranged from highest Lightfoot score to lowest.

The default report will show you a clear overview of their performance with all the essential information, including: time spent in green, amber, and red; penalties; idling penalties; idling time and duration; distance travelled; and overall score.

To filter your report by overspeed events, penalty events, idle events, harsh events, or geofence events, use the buttons at the top of the menu on the right-hand side.

There is a filter in the top left that allows you to anonymise data to the employees IDs rather than names.
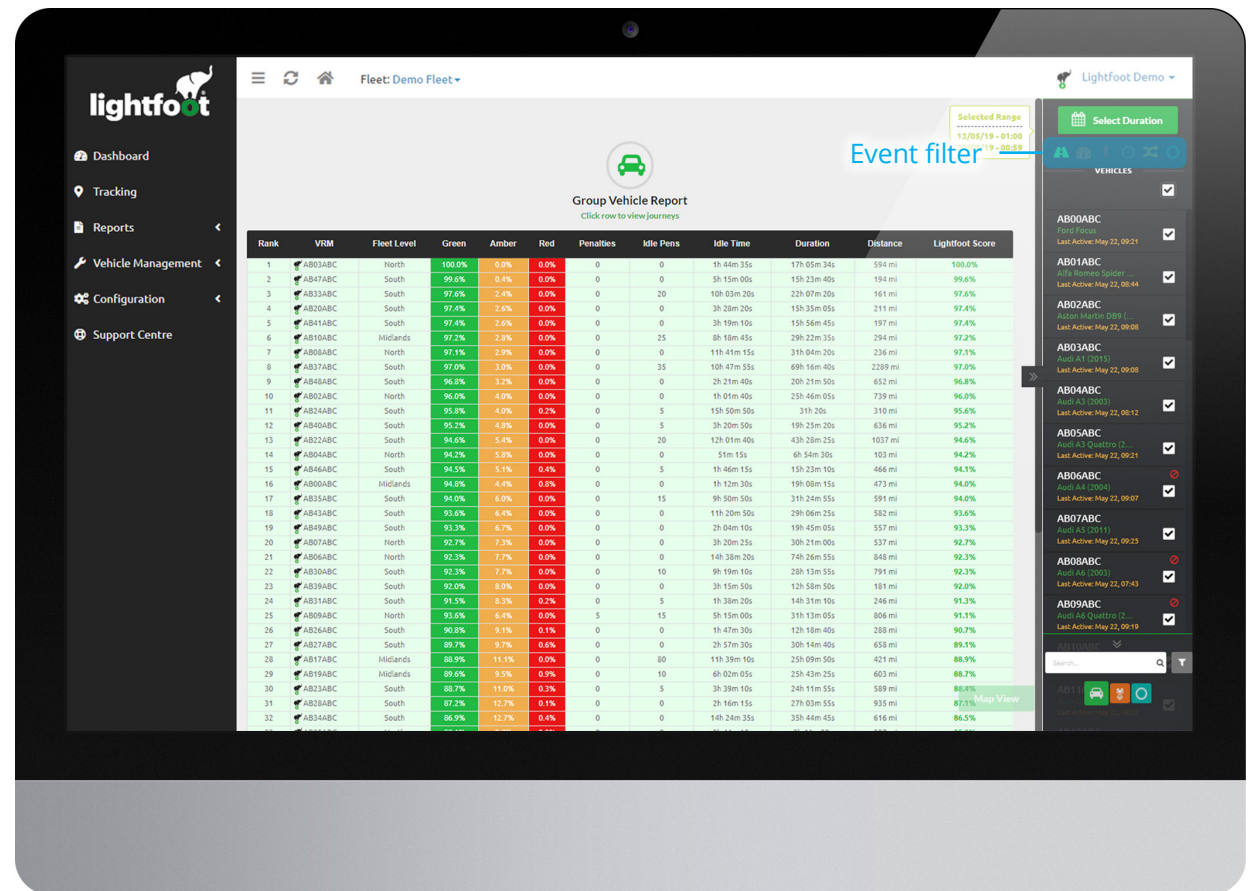
Above: Reports page

Reports

Overspeed report

See a full list of your fleet's overspeed events here.

Overspeed events are grouped by severity *(Minor, Major, Severe) to offer another way of contextualising these events.

Click on an individual row of the report to view more details about each vehicle or driver's overspeed events.
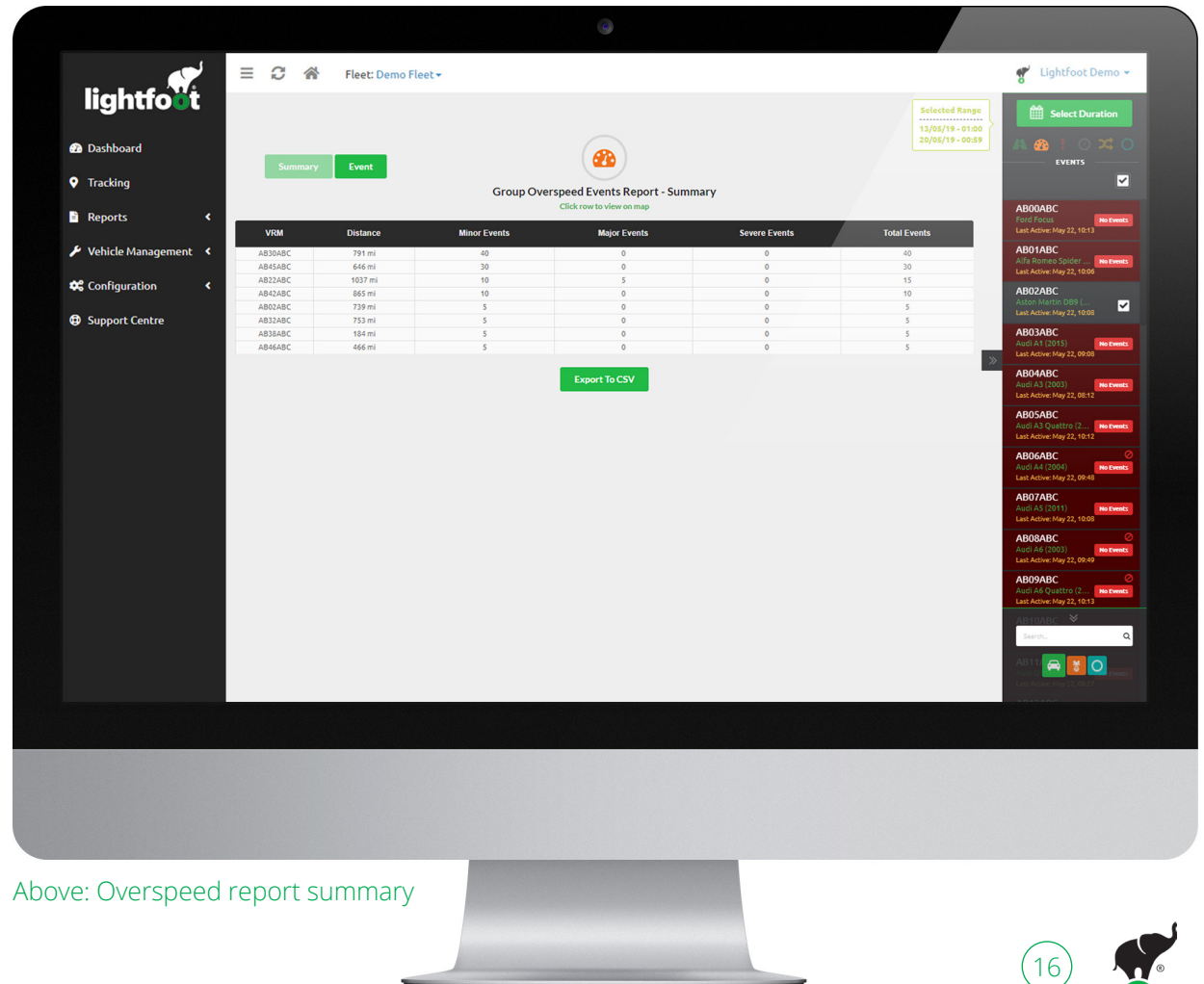
There are 2 types of views with these reports, you can either see a summary table or in the top left click "events" which will give you a detailed breakdown

* Overspeed Parameters are configurable by fleet, please speak to your account manager for more information

Note:

You can now update an incorrect overspeed event via the portal. Click on your overspeed report, then view the event on the map. In the bottom right you will have the option to "edit event" this will bring up a pop up box for you to submit the details

Above: Overspeed report summary

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Reports

Using the overspeed report

Each overspeed report explains:

- When and where the event began, and the average speed by which the driver exceeded the speed limit

- The maximum speed reached during the event and for how long the driver was exceeding the speed limit

- Whether it is classed as a Minor, Major, or Severe event is determined by the Average Overspeed percentage

  Severe:
  Faster than (19mph) and 40% above the speed limit

  Major:
  Faster than (10mph) and 25% above the speed limit
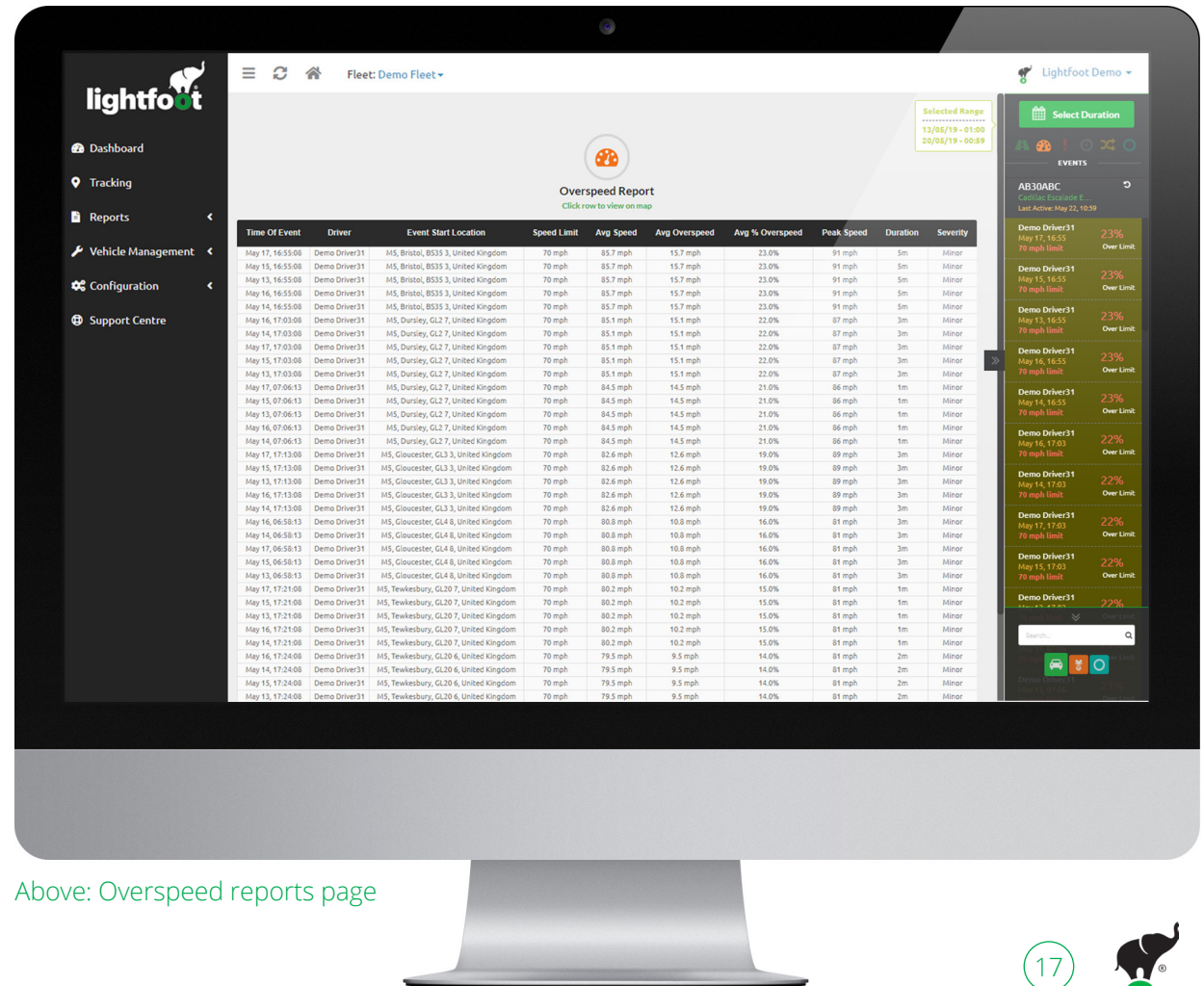
  Minor:
  Faster than (4mph) and 12% above the speed limit

Note:

If you click on a single row/Map View, you will be taken to a map view of the incident(s).

If you click Map View you can hoover over the overspeed markers on the speeding event this will show you the starting point of the event and end point.

Above: Overspeed reports page
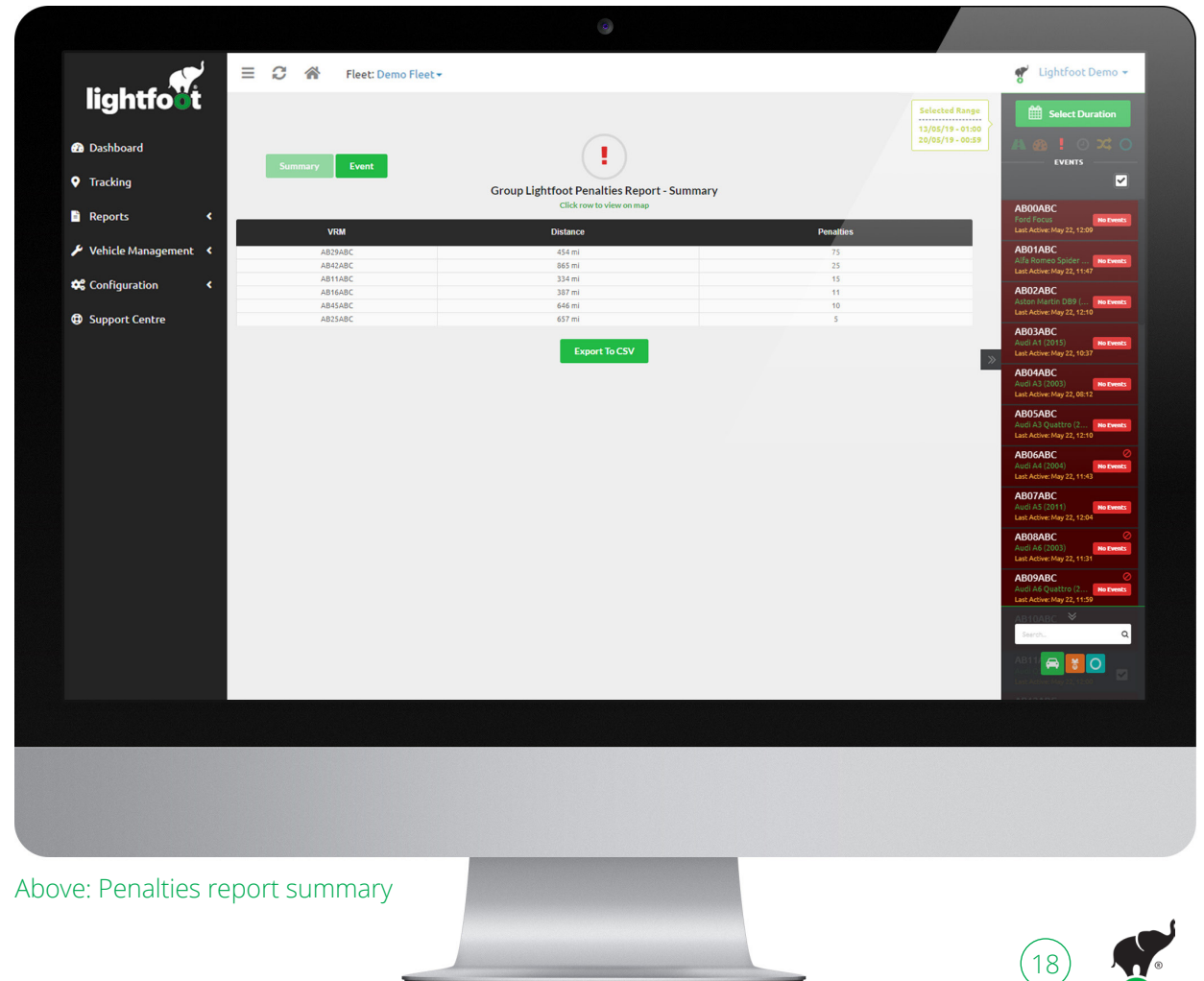
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Reports

Penalties report

See a full list of your fleet's Lightfoot penalty events here.

Click on an individual row of the report to view more details about each vehicle or driver's penalty events.

Note:

See the following page for more information on the penalties report function.

Above: Penalties report summary

Reports

Using the penalties report

The Penalties Report for an individual vehicle or driver will show you a list of each recorded Lightfoot penalty.

You can see:

- The time at which the penalty was recorded

- Which vehicle or driver was involved

- The location of the vehicle when the penalty was recorded

- The speed at which the vehicle was travelling when the penalty was recorded

Clicking on an individual event will take you to a map view of precisely where the penalty was recorded.

A Lightfoot penalty occurs after 2 warnings when the driver is unable to pull the engine back to its "sweet spot", these show on the map as the little red marker:

- If there is a single penalty shown in a journey, this may indicate that the driver was not driving within the engine's sweet spot at that time.

- Where a series of penalties exist, it may be that the driver had selected the wrong gear for a period of that journey.
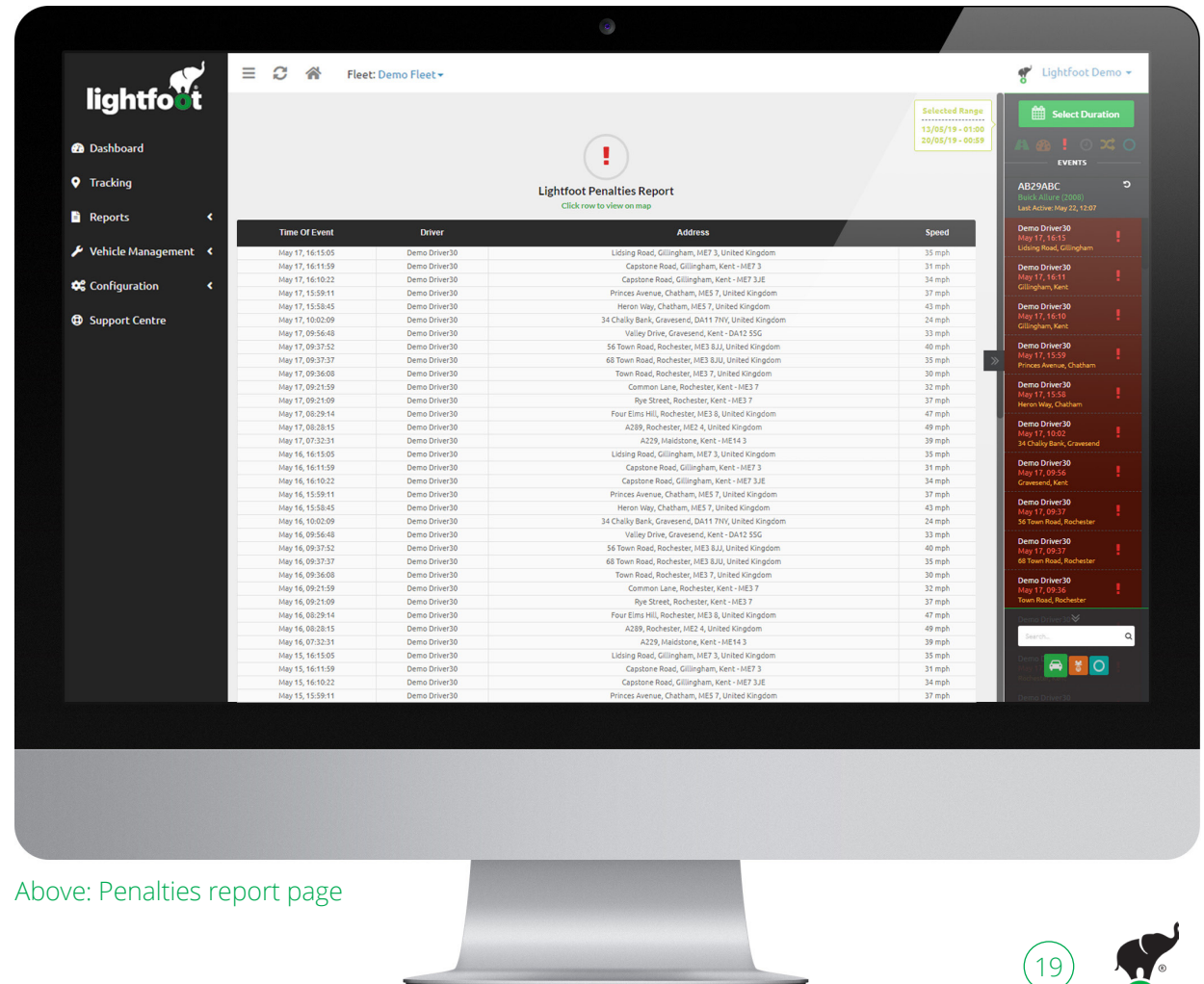
Above: Penalties report page

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Reports

Idling report

See a full list of your fleet's idle events here.

See the total distance travelled for your selected date range and the total number of idle penalties recorded in that time.

Click on an individual row of the report to view more details about each vehicle or driver's idle events.

The Idling Report for an individual vehicle or driver will show you a list of each recorded idle event.

See when, where, and for how long each idle event occurred.

Clicking on an individual event will take you to a map view of precisely where the penalty was recorded.

Remember:

You can change the idling time limit for your fleet – contact your Account Manager to discuss.

Above: Idling report summary

Reports

Harsh events report

See a full list of your fleet's harsh events here.

These are divided into acceleration, braking, and cornering events, with the total number of harsh events calculated at the end of each row.

Click on an individual row of the report to view more details about each vehicle or driver's harsh events.

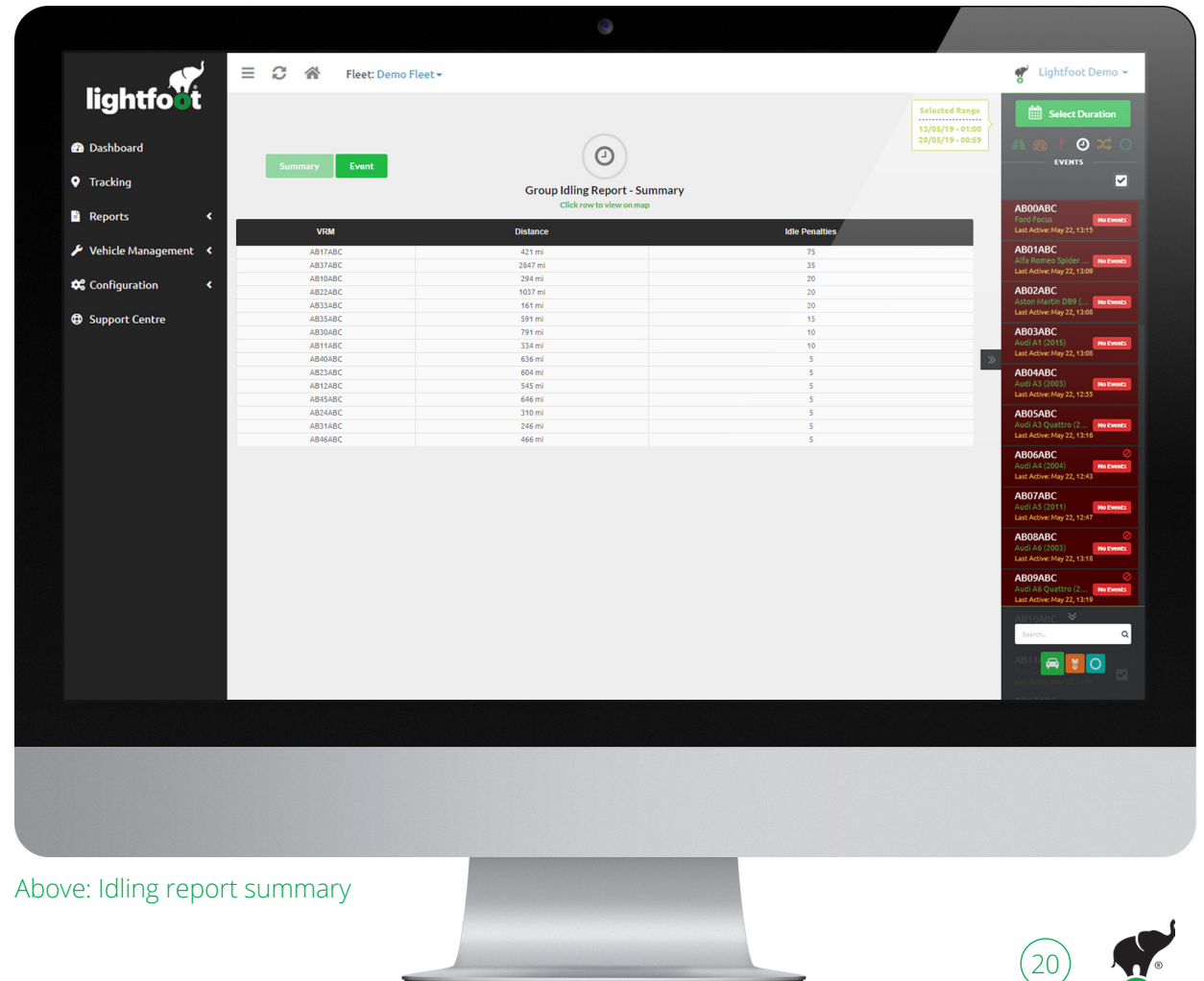The Harsh Events Report for an individual vehicle or driver will show you a list of each recorded harsh event – these are:
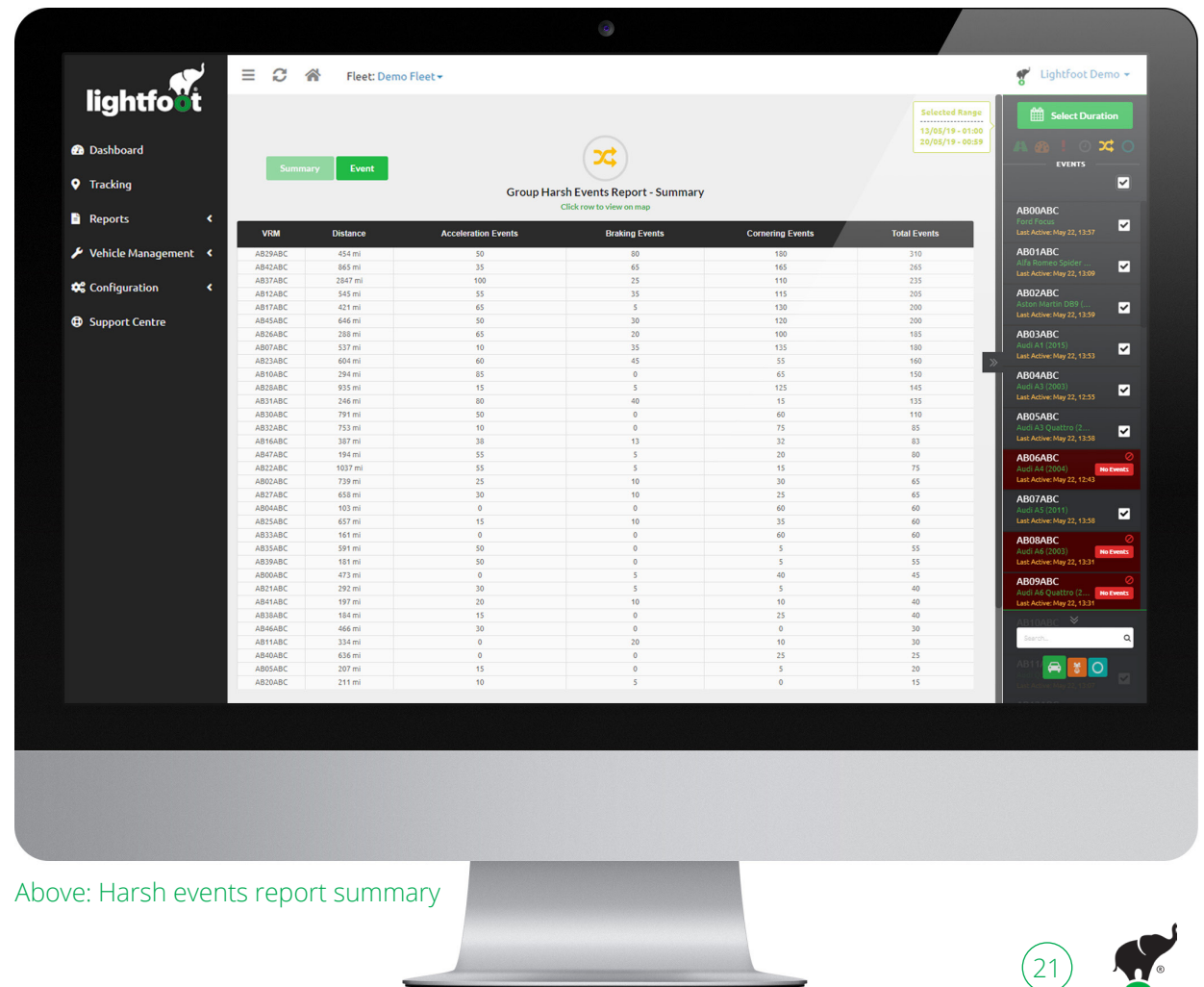
Acceleration	Braking	Cornering

See:
- When and where each harsh event was recorded
- Which event type it was
- The speed at which the event occurred
- The severity of the event

Clicking on an individual event will take you to a map view of precisely where the event was recorded.

Above: Harsh events report summary

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Reports

Geofence events report

See a full list of your fleet's geofence events here.

These are divided into arrivals, departures, and ignition-off events.
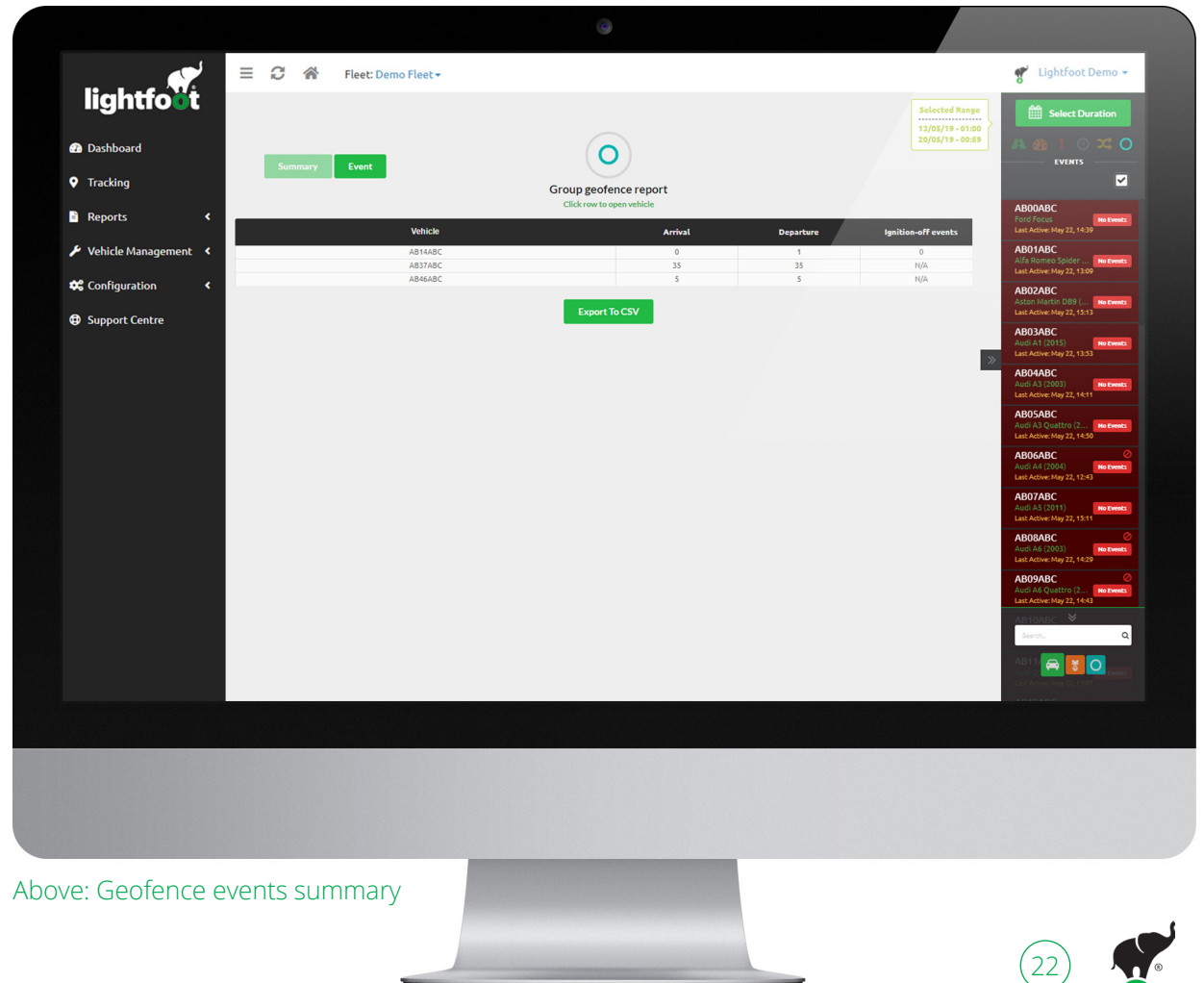
Click on an individual row of the report to view more details about each vehicle or driver's geofence events.

Using geofence events report

The Geofence Events Report for an individual vehicle or driver will show you a list of each recorded geofence event.

You can see:

• Exactly when the event was recorded

• In which geofence it was recorded

• Whether it was an arrival, departure, or ignition-off event

Above: Geofence events summary

Reports

Historical Vehicle Locations

Under reports and historical locations, you can access your fleet's archives. This is useful if you need to find out which vehicle was in a certain area at a certain time. You can search just the whole fleet or a particular reg to display the requested data.

The 'Historical Locations' search tool allows you to search for vehicles in a selected location at any time since being fitted with Lightfoot.

Access the tool by clicking the 'Reports' item on the left-menu on the Lightfoot Fleet Management portal and selecting 'Historical Locations'.

Note:

See the following page for more information on the Historical Vehicle Location report function.
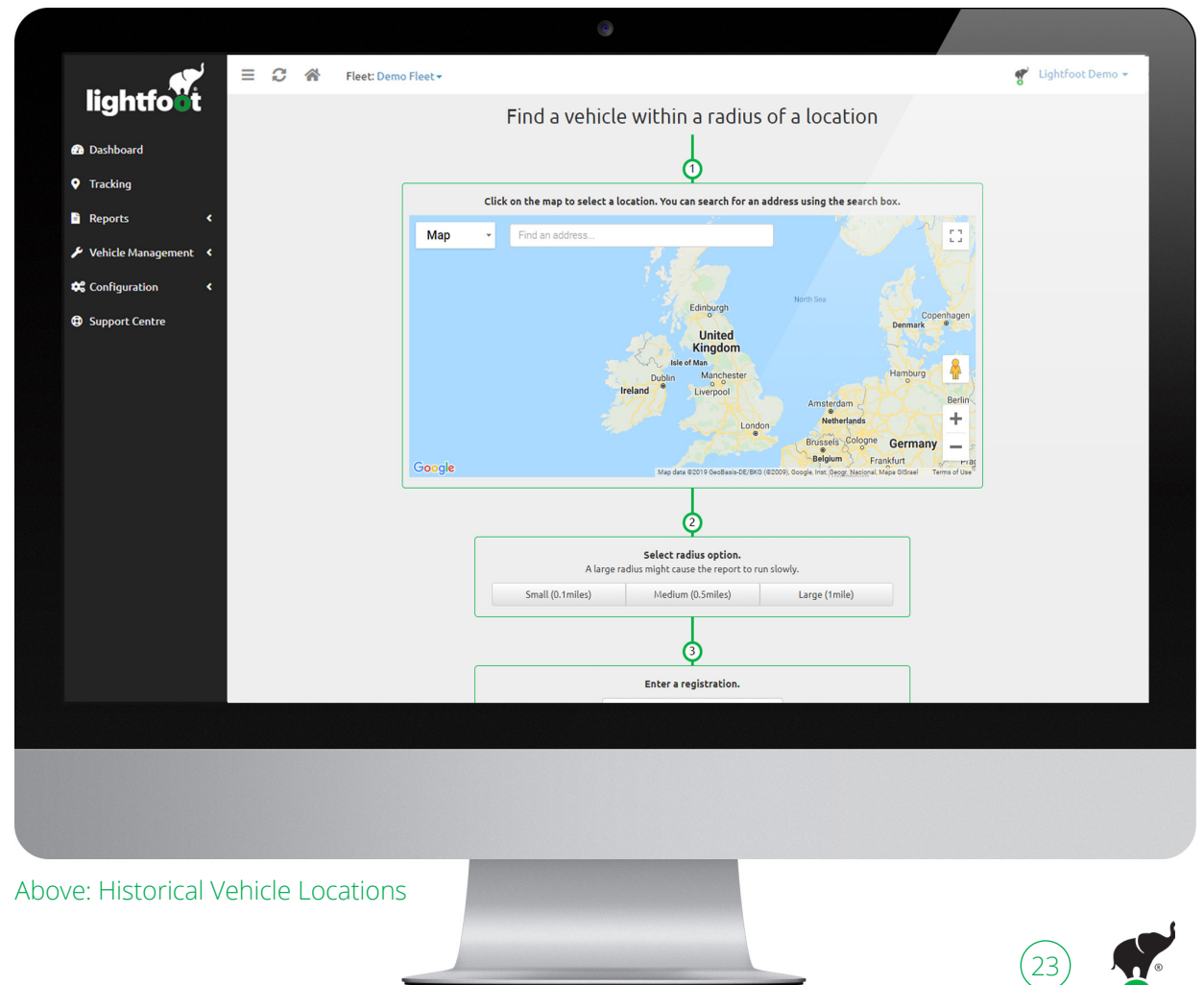
Above: Historical Vehicle Locations
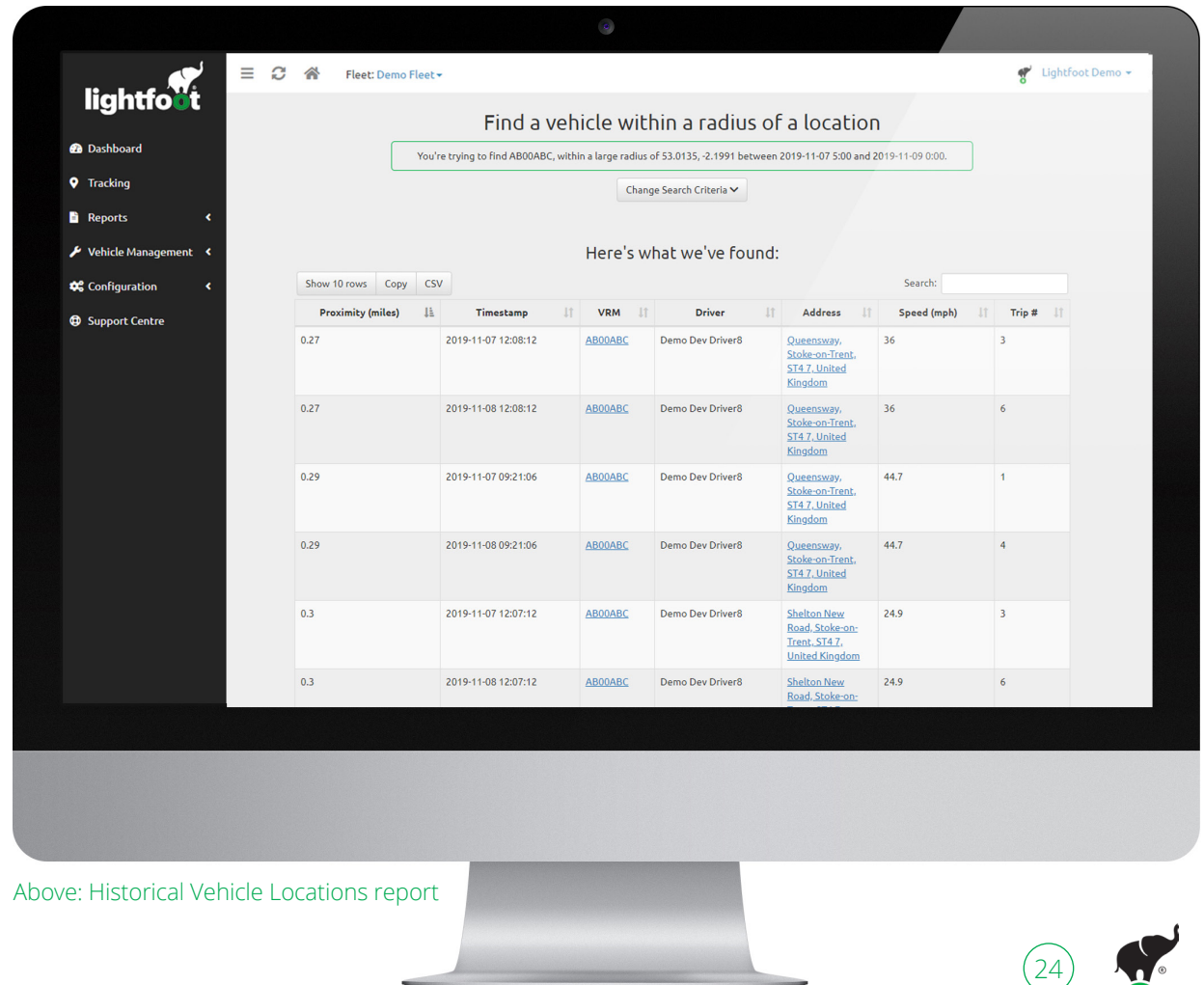
Reports

How Historical Vehicle Locations works

- Click on the map to select a location. You can search for an address using the search box

- Select radius option. A large radius might cause the report to run slowly

- Enter a registration

- Select a date range to search

From the report you can

- Click the registration to search for journeys in this proximity with only that registration

- Click on the address to view on a map

- Events with the same number happened on the same journey

Above: Historical Vehicle Locations report

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Vehicle Management

Faults

On your Faults page, you will be shown a list of all the vehicles within your fleet.

Your Faults Report automatically displays the current week. You can adjust the dates shown in the report by using the "From" and "To" fields and pressing the Select button to confirm.

Use the search box to look up specific vehicles according to their VRN, make and model.

You can order your report by clicking the filter arrows at the top of each column.
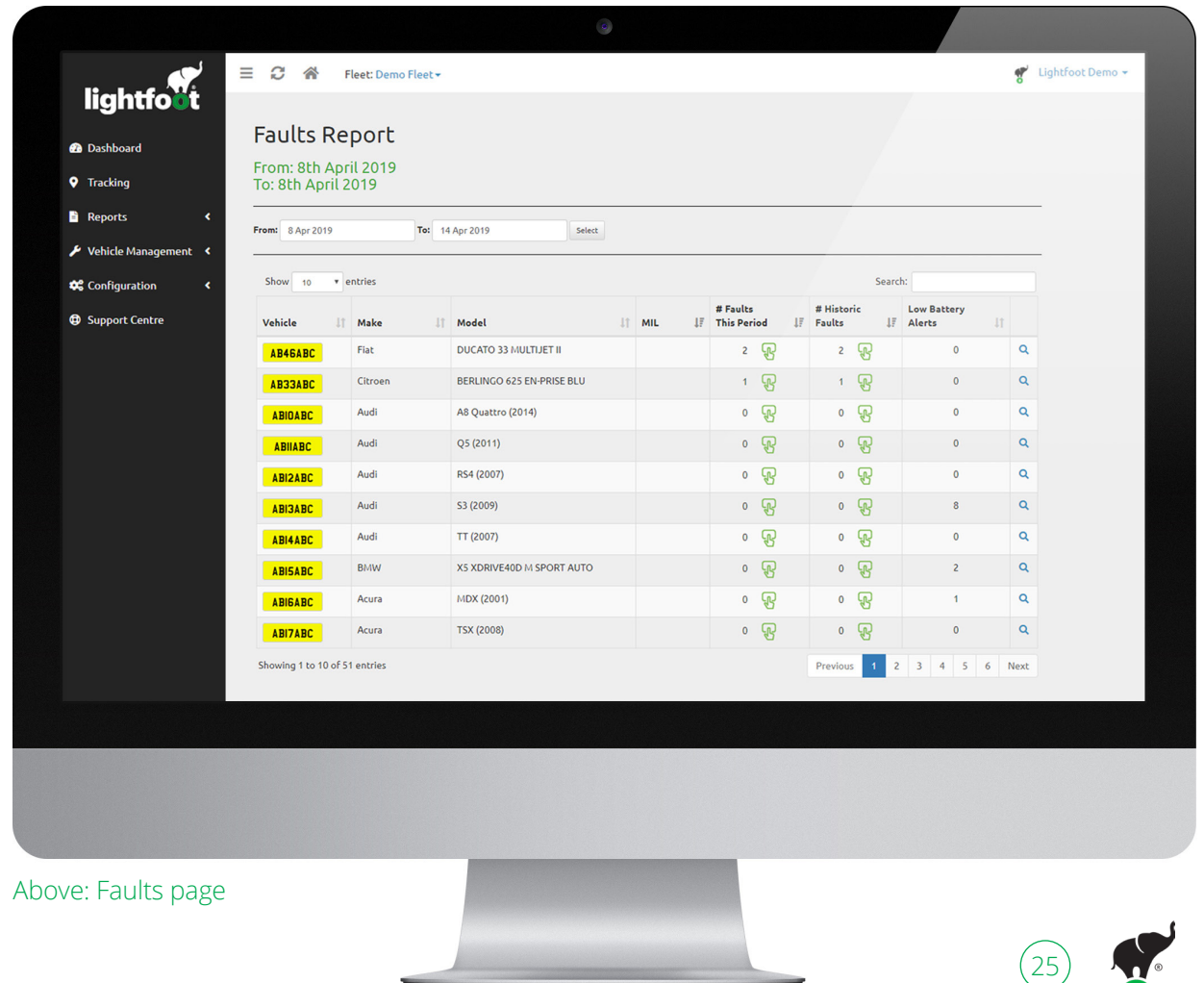
If you click on the 'vehicle', 'make', 'model', or magnifying glass icon, you will be taken to that vehicle's full profile.

Hovering over the 'faults this period' and 'historic faults' fields will show you the details of the fault codes recorded. To see when the faults were first logged and when they were last active, view the full vehicle profile.

Low battery alerts are also logged in the final column.

Above: Faults page

Vehicle Management

Service, Tax, and MOT

Your Service, Tax, and MOT page displays all of your vehicles ordered by their shortest to longest MOT dates.

Use the search box to find vehicles by VRN, make or model.

You can order your report by clicking the filter arrows at the top of each column.

If you click on a 'vehicle', 'make', 'model', or magnifying glass, you will open that vehicle's full profile.

MOT and tax data is taken from the DVLA database.
To check for any updates, click the force refresh button.

Service dates are not automatically logged on the portal. You will need to enter them yourself by clicking on the blue box or the date. We recommend updating each service status as it is complete, rather than trying to do mant at one time.

It is possible to bulk update your servicing data. Do this by accessing the template via CSV import complete the required information and then re-upload.

Expired MOT, tax, or service dates are shown in **red**.

Dates in **yellow** are valid but due to expire within one month.

Green dates are valid for more than one month.

Blue boxes are for service statuses that have not yet been set.
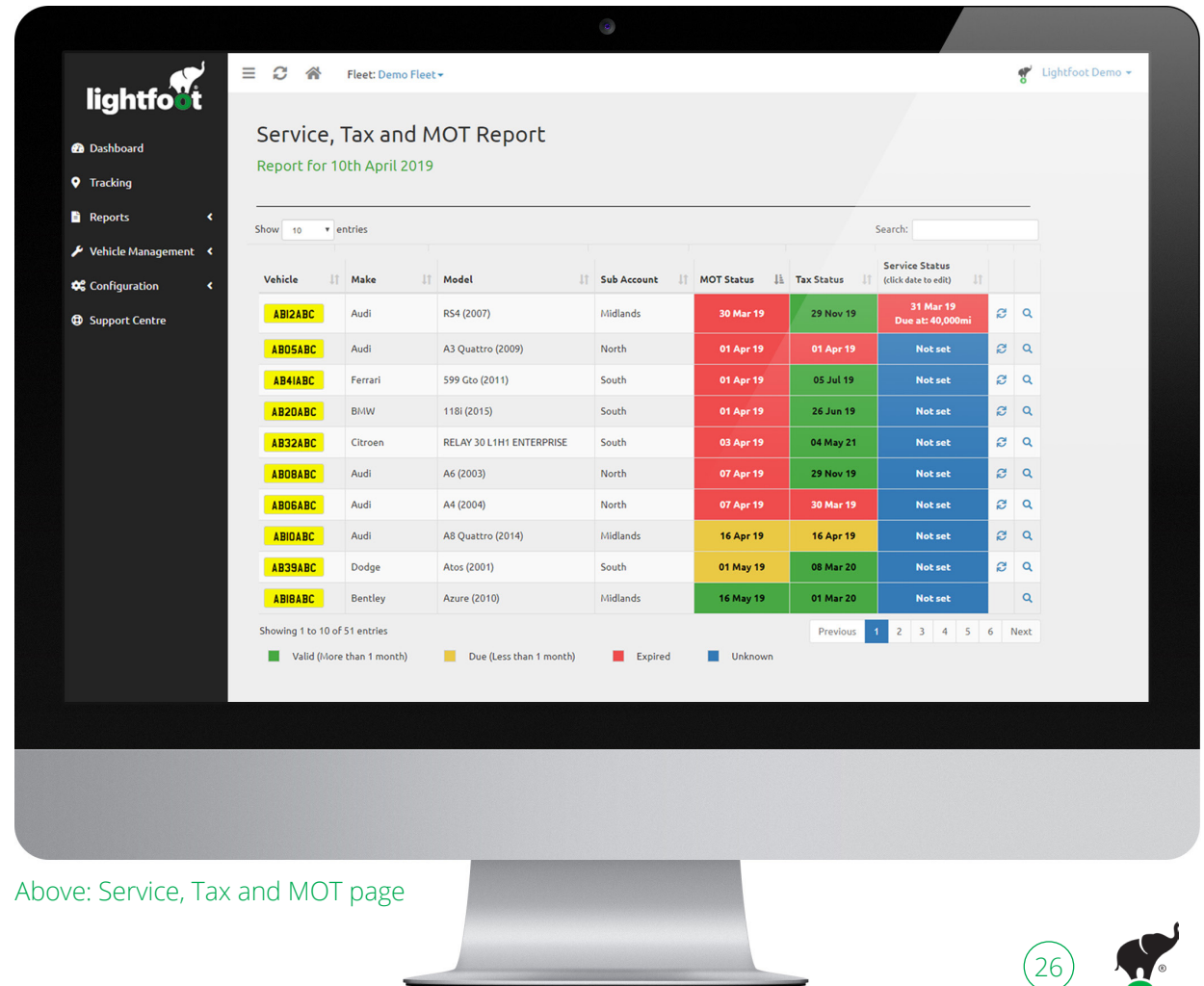
Above: Service, Tax and MOT page

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Vehicle Management

Completed and missed Vehicle Checks

This section shows you any completed and missed vehicle checks. You have a filter date option to search for your checks and, from here you can view the vehicle summary tab. This will show all vehicles that have driven within the period you are viewing, indicating completed and /or missed checks.

The Missed Checks tab shows you any drivers who have driven in the period and not completed a check.

Lastly the details tab shows you all information on the vehicles and their checks allowing you to enter notes or dismiss any where the risk has been mitigated or no action is required.
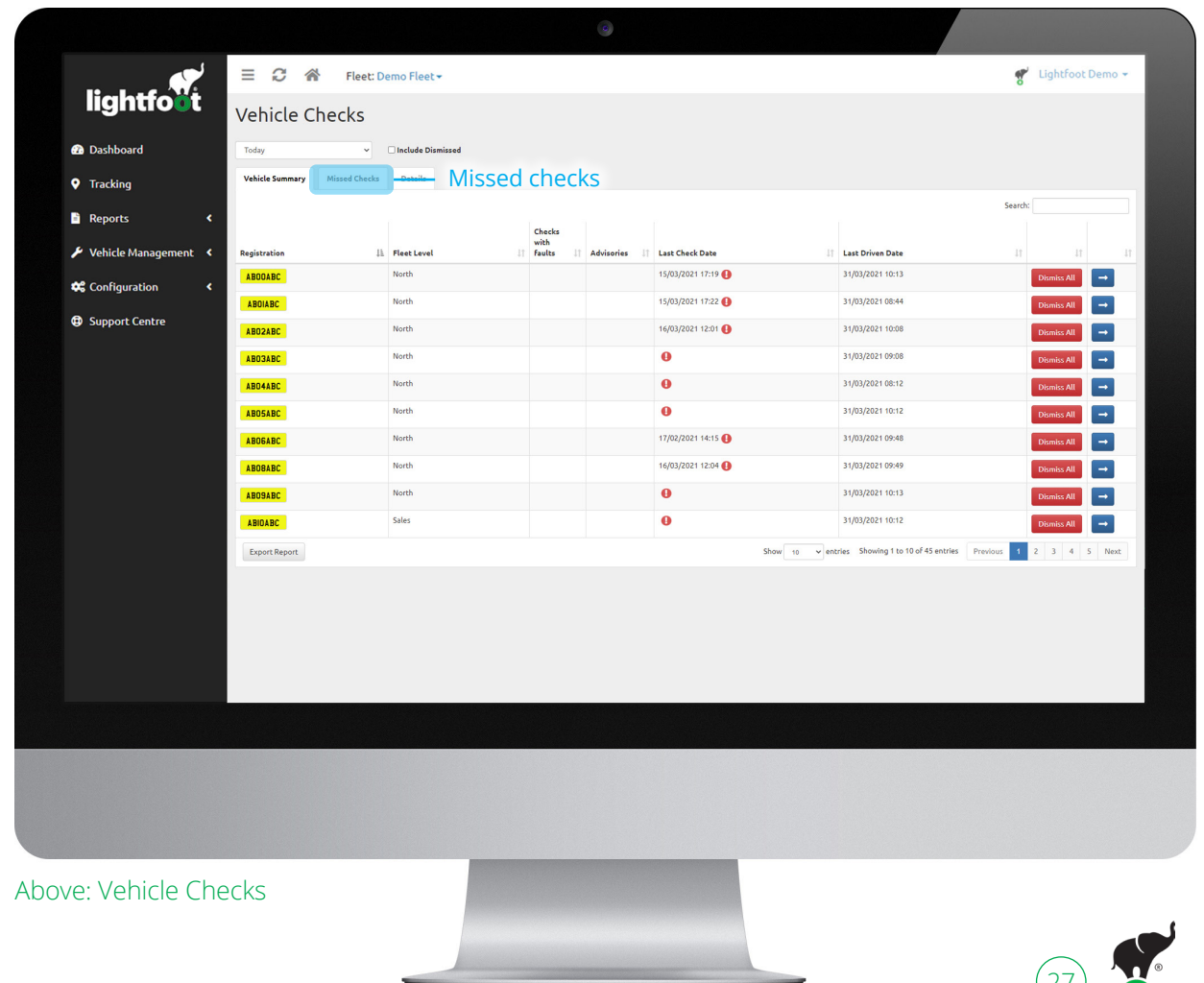
Above: Vehicle Checks

Vehicle Management

First Noification Of Loss (FNOL)

This page is designed to show you at quick glance any incidents that may have happened to you fleet and it gives you a downloadable PDF and CSV report to match the data, meaning if you have an incident you need to report you have all the details in one place.
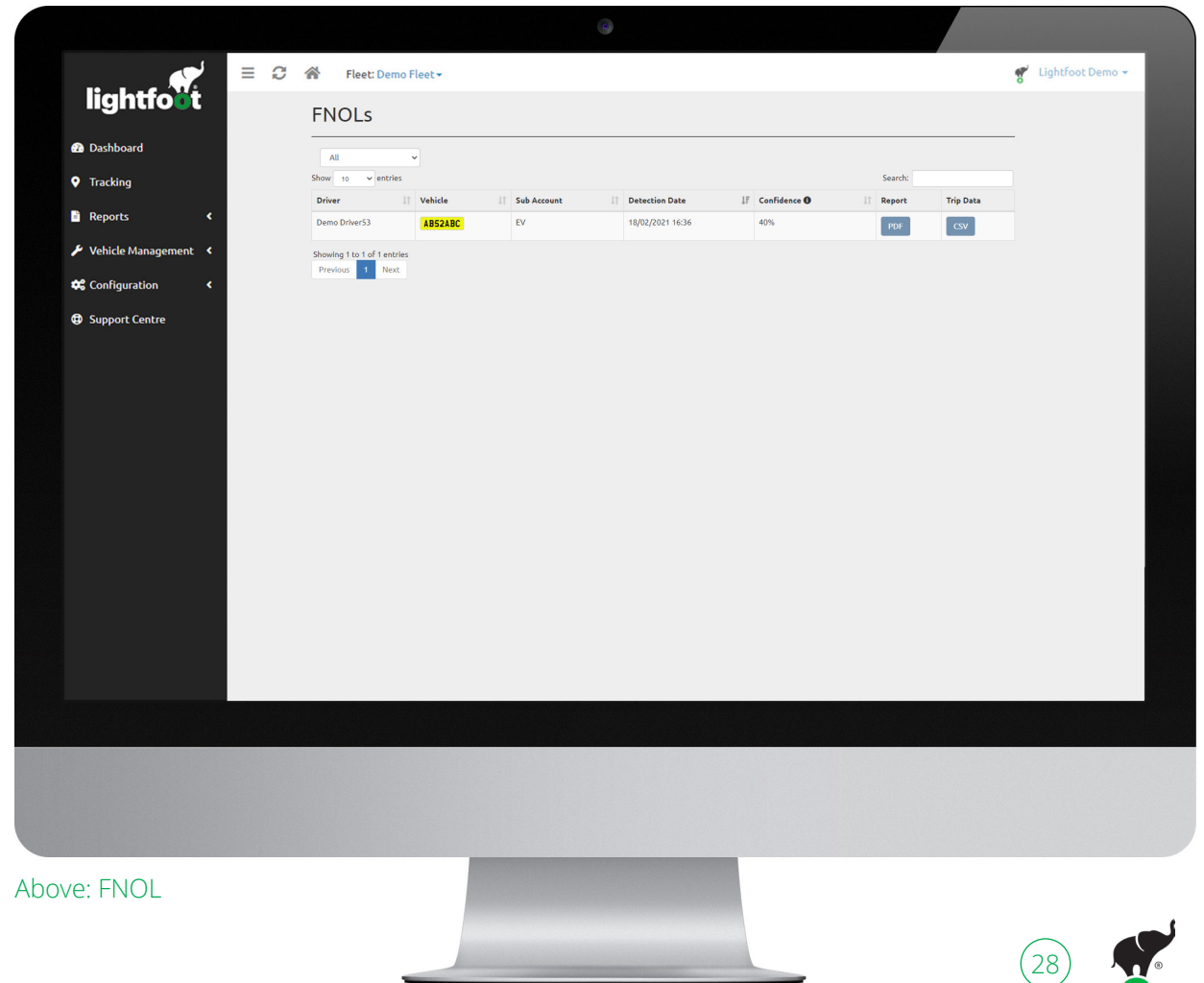
Above: FNOL
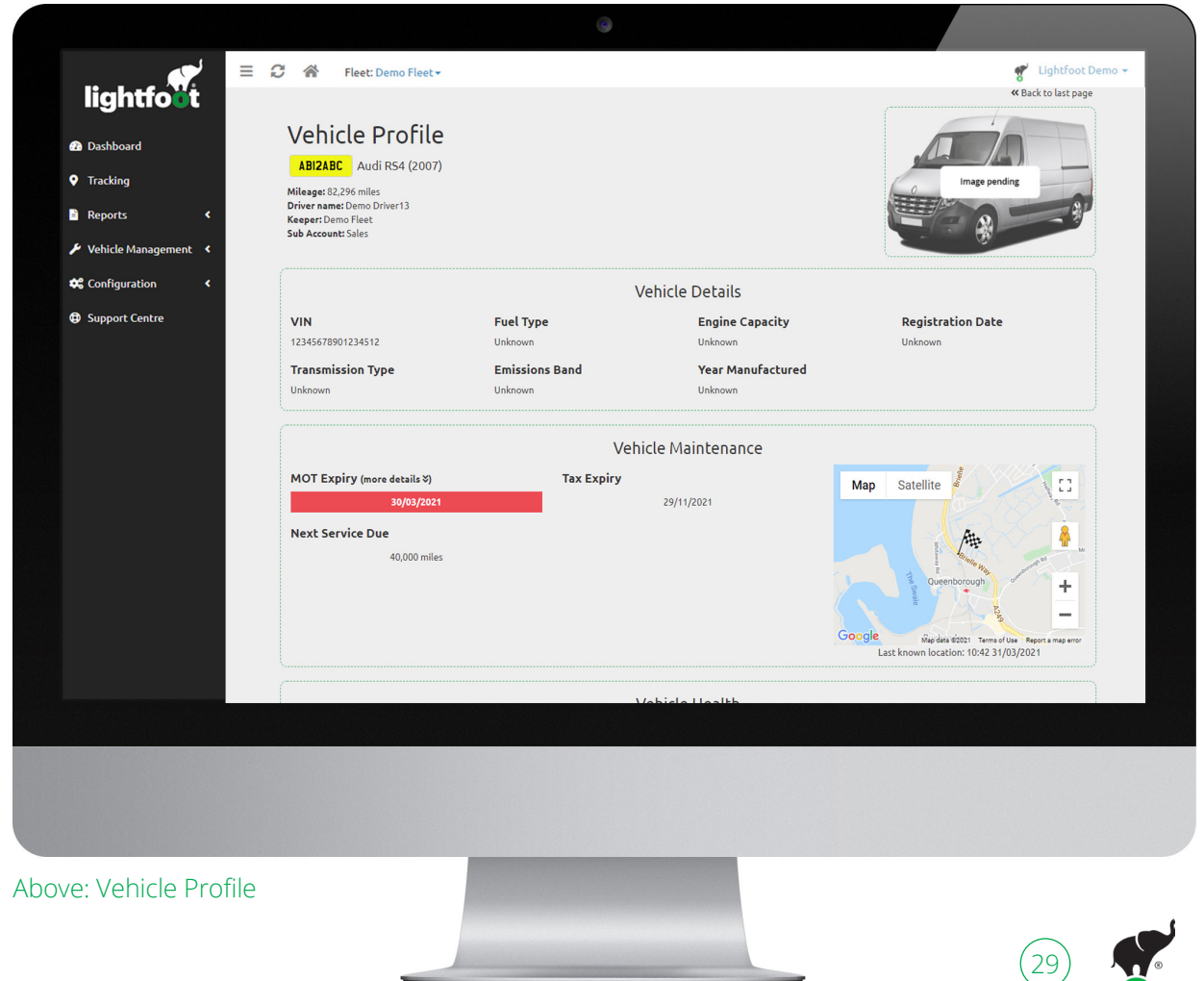
Vehicle Management

Vehicle Profile

The vehicle profile page can be accessed through any of the vehicle management pages, this shows you all the details we have for that vehicle.

Including any faults, previous MOT history etc.

Above: Vehicle Profile

Configuration

Remember:

You can view different levels of your fleet hierarchy (if you have access) by using the dropdown menu at the top of the page.

If you cannot find a report that you would like, please contact your account manager.
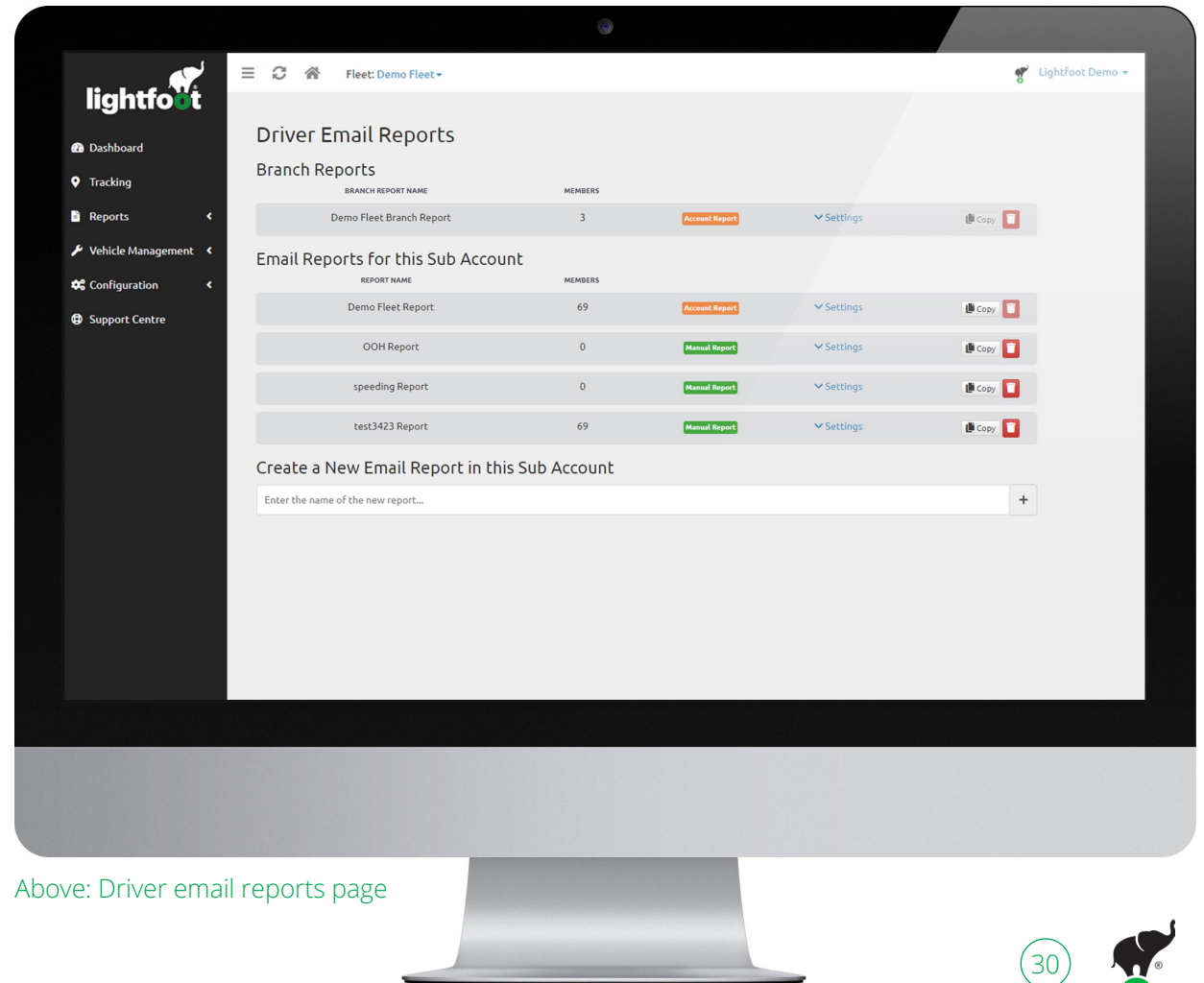
Driver and vehicle email reports

See all of the reports that are already set up for your account here – or set up new ones.

Depending on your access level, you may not be able to see all of the email reports set up for your company.

You can create a new email report using the Create a New Email Report in this Sub Account section.

Type in the name for your new report (e.g. Overspeed), then select the type of report you wish to receive.

Above: Driver email reports page

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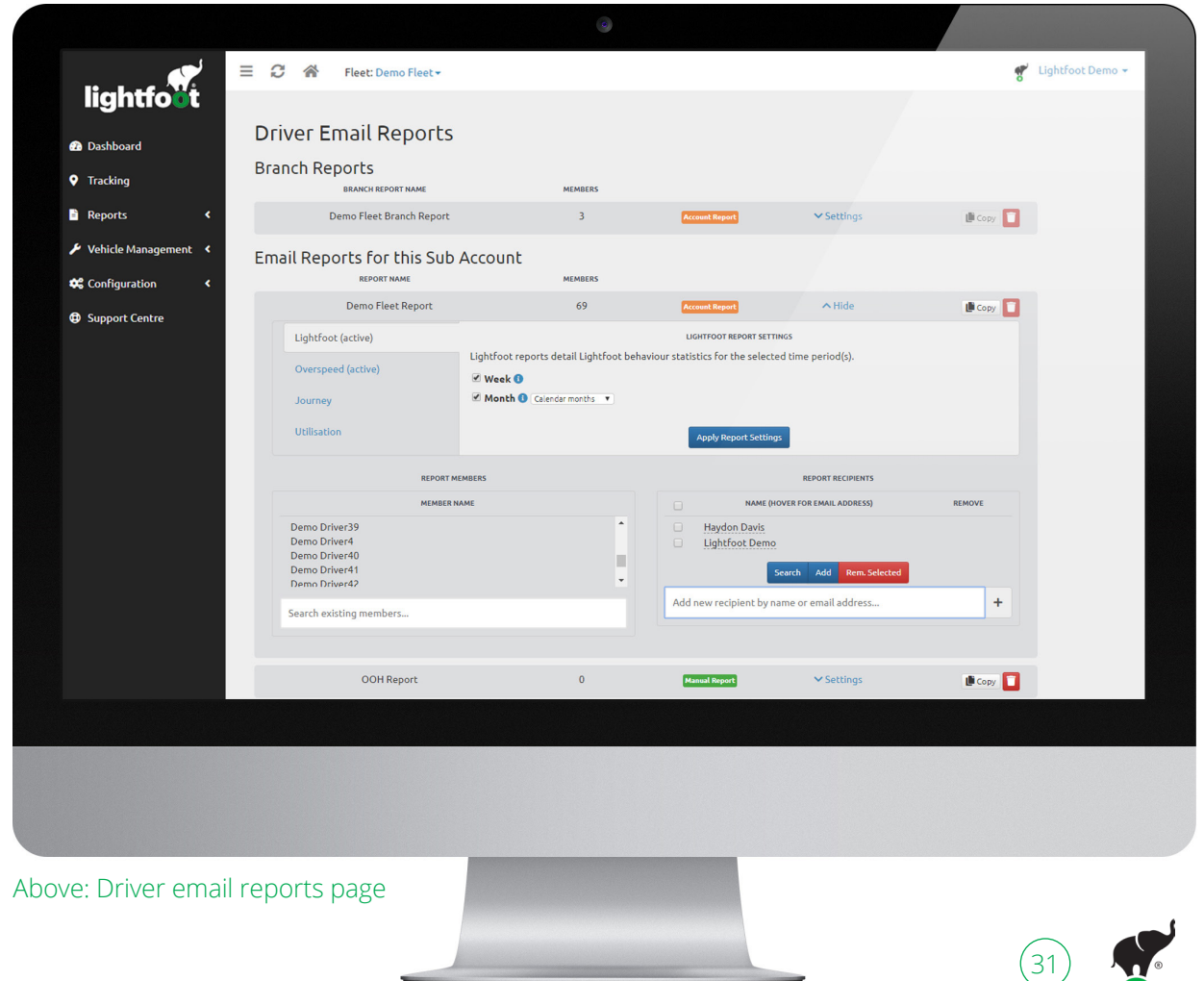
Configuration

Driver and vehicle email reports (continued)

You can create email reports to update you on:

- Driver behaviour – showing the statistics we use to measure driver behaviour (for example: time spent in green, amber, red)

- Overspeeding – providing a quick summary of the number and severity of any overspeed events (with a separate, detailed breakdown attached)

- Journey details – total number, cumulative distance, and duration (with a separate, detailed breakdown attached)

- Utilisation – to show you a summary of each vehicle's moving, parked, and idle times (with a separate, detailed breakdown attached)

- Onsite - to show you a summary of the number of sites visited and the cumulative time spent on site (with a separate, detailed breakdown attached)

Above: Driver email reports page

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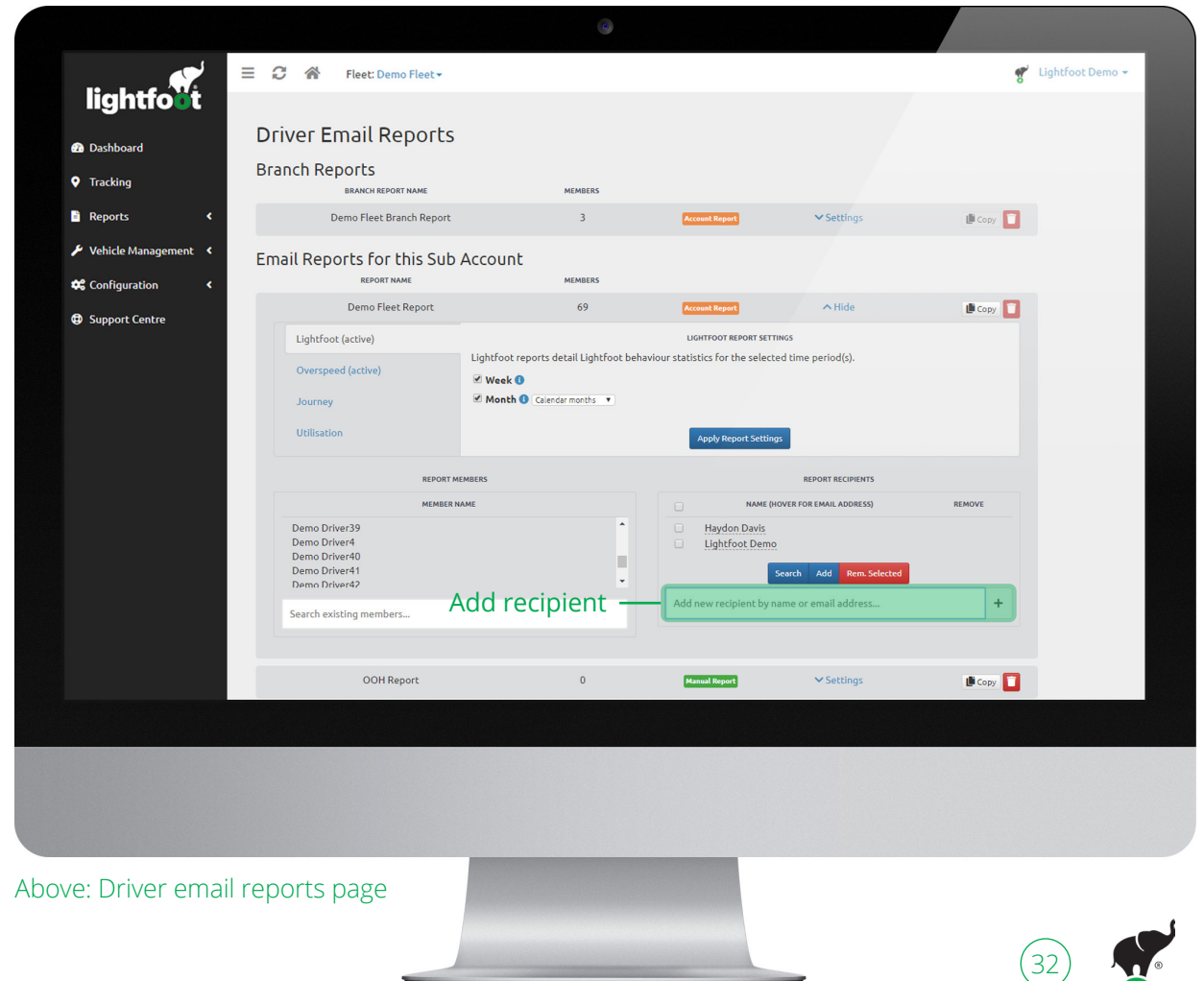
Configuration

Driver and vehicle email reports (continued)

Reports can be delivered at different intervals – i.e. daily, weekly, or monthly. Simply tick the box for which option(s) you would prefer.

Once you have selected how regularly you would like to receive your report, click the Add button to add a recipient of the report. From here:

- Enter the recipient's email address

- Click the plus button

- Tick the box next to the recipient's name

- Click the Apply Report Settings button

Above: Driver email reports page

Configuration

Fleet Assignments

Your Fleet Assignments page allows you to edit which vehicles sit within different levels of your fleet hierarchy. It's your one-stop-shop for organising your fleet into depots, regions, and however else you want to assign your vehicles.

You will see two sections – one for all fleet vehicles and one for all fleet drivers.

Click the edit button at the end of a row to change that vehicle's default driver or sub account.

Click the dropdown menus to select which driver or sub account you want the vehicle to be assigned to. Once you have made your changes, click the Update button. Job done.

Creating and changing sub-accounts

To create a new sub-account, right click on the account you want it to sit within.

Click Create in this tier to create your new sub-account.

To change a sub-account you have already set up, right click on that branch's folder. You can then create a sub-account within it, rename the branch, or delete it entirely.

If you need to move a driver and vehicle from one sub account to another then you can tick "also move driver" this will move them both as long as they are moving from the same area to another. If the move is across different areas then it will not update.
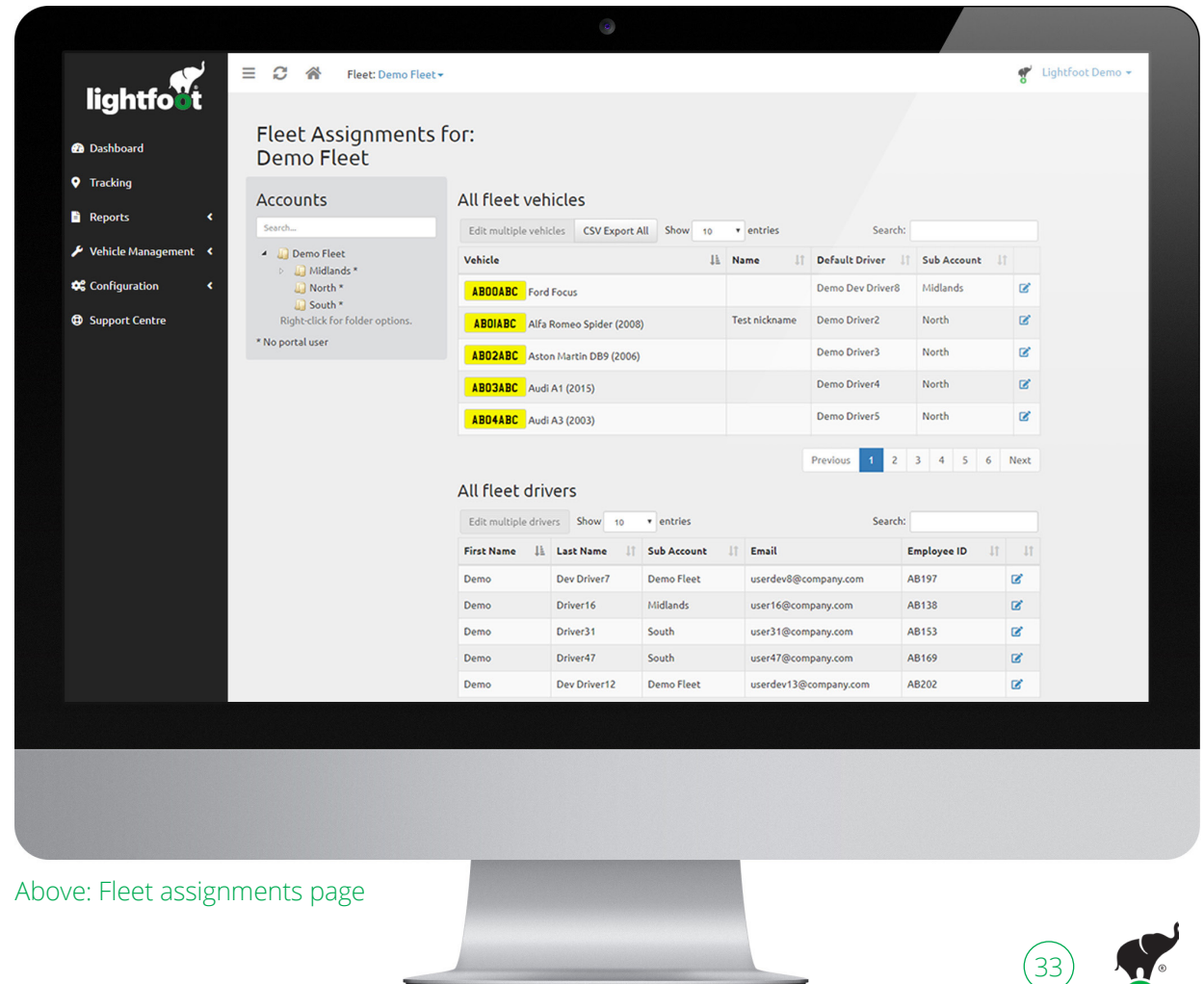
Above: Fleet assignments page

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Configuration

Fleet Drivers

The Fleet Drivers page is your go-to place for changing your drivers' details.

See all the information we have on the portal for your drivers here.

To change driver details, click the edit button at the end of the row, make any of the changes you need to, then click the Update button to confirm the changes.

If you want to remove a driver from your fleet, simply click the Remove Driver button at the end of the row.

If you click on a driver showing in red or blue you can resend them, their app details to get them engaged with Lightfoot and winning prizes!, just click on the driver's name and hit send.
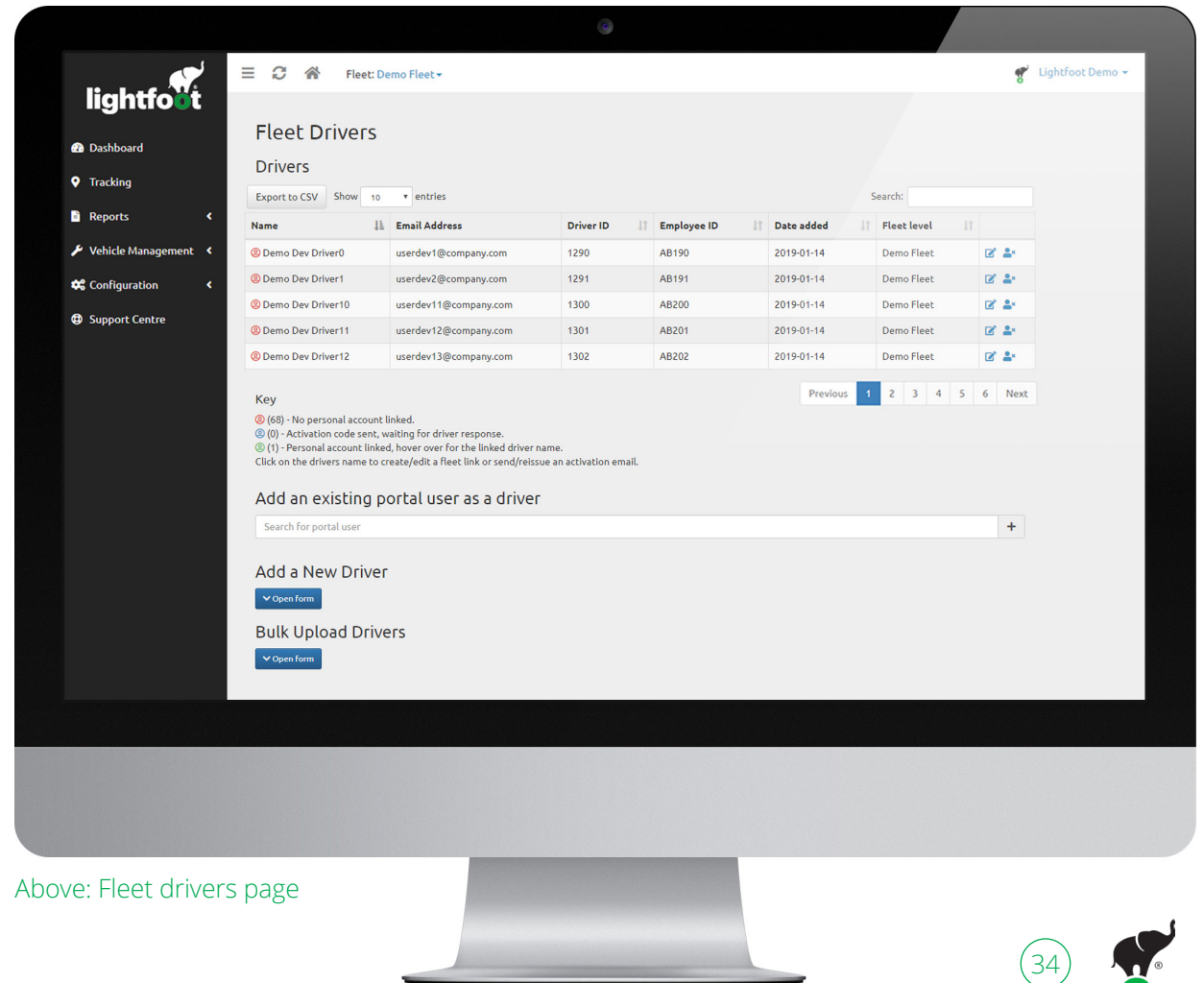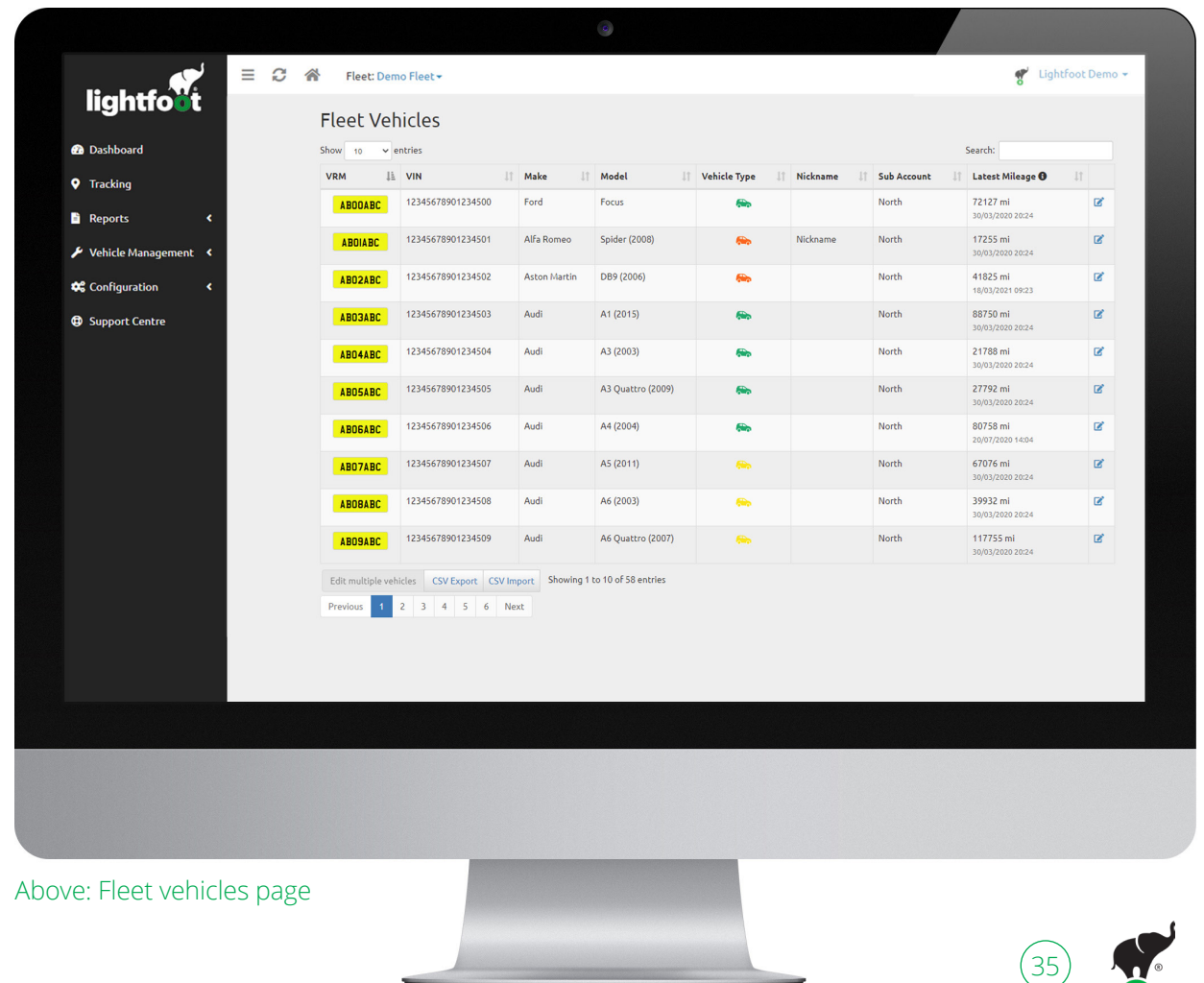
Above: Fleet drivers page

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Configuration

Fleet vehicles

Here you can see all the information we have on the portal for your vehicles.

If you wish to recalibrate a vehicle's odometer reading, use the edit button at the end of the row and input its updated mileage. Ensure you have completed all fields in this section before clicking the Update button, otherwise your changes will not be made.

On this page you can change the icon colour of the vehicles on the tracking page, if you click the edit icon on the line of the vehicle you want to update then select the colour.

You can also use the template under CSV import update the details and import again to bulk update the mileage reading.

Above: Fleet vehicles page

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Configuration

Portal users

Use the Portal Users page to add, edit, and remove users and their access levels.

To edit a user's details or access level, use the edit button at the end of each row. Click the update button to confirm your changes.
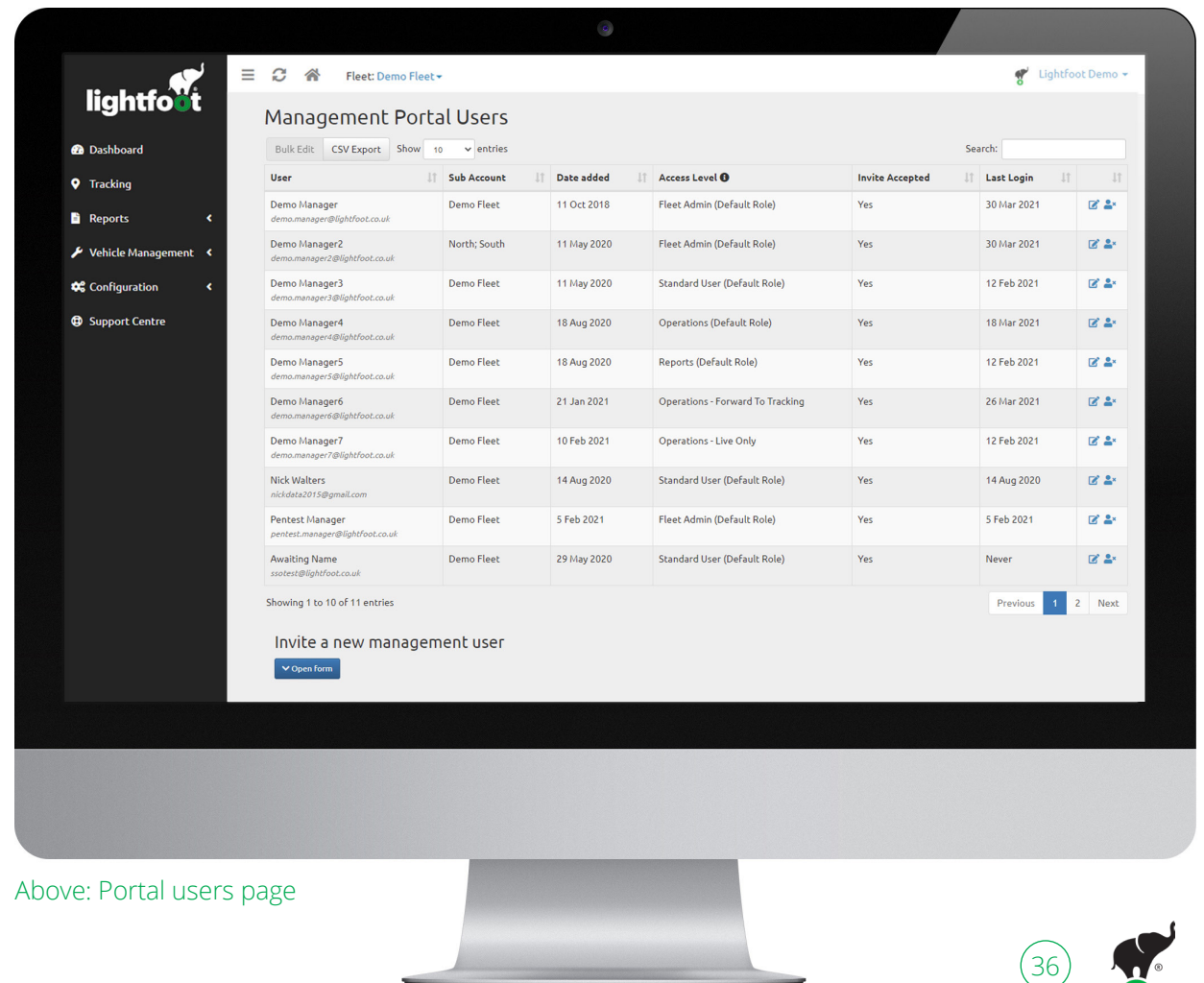
You can now add people to different levels of your fleet, you just use the click boxes for the areas needed.

To remove a user entirely, click the Remove User button at the end of their row and confirm your choice.

If you wish to invite a new management user, click the Open Form button.

Enter the email address of the person you wish to invite and choose their sub account assignment using the dropdown menu. You can also set their access as read-only, meaning they will not be able to edit any information on the portal.

Here is a great area for adding default mileage claim amounts for set drivers, you can set emails for their claims to be sent too, taking away all the admin for drivers.

Above: Portal users page