

DriveView user guide

project44 mobile app for carriers and drivers

Version 1.0

DriveView is project44's mobile application that gives carriers and drivers a way to share real-time location visibility for active loads. It communicates location and estimated time of arrival (ETA) information to shippers, brokers, and other business partners while you drive, then stops on its own once the load is complete.

This guide explains how to install and use DriveView. It is written for drivers and carriers who run the app on their own devices. These instructions reflect DriveView version 2.14.56.

Note: DriveView tracks your location only during an active load. It does not request or send location updates when you are not on a load, and it collects minimal information about you (your mobile phone number).

Contents

About DriveView

Before you begin

Install DriveView on an Android device

- Download DriveView
- Get started
- Verify your mobile number
- Enter your verification code
- Allow notifications
- Grant permissions

Install DriveView on an iPhone or iOS device

- Download DriveView on iOS
- Get started on iOS
- Verify your mobile number on iOS
- Enter your verification code on iOS
- Allow notifications on iOS
- Grant permissions on iOS

Track loads with DriveView

- The Loads screen
- Load tracking states
- Claim a load with a load identifier
- View load details
- Start tracking a load
- Reject a load
- Mark a load as completed
- View your past loads

Add and manage proof of delivery

- Add a photo
- Upload a PDF document
- Open a password-protected PDF
- View a document
- Download a document
- Delete a document
- Retry a failed upload

Manage your settings

Change the app language

View the terms of service and privacy policy

Manage your account

Log out

Keep DriveView running smoothly

About DriveView

DriveView starts tracking shortly before a trip and stops as soon as you mark the load as completed or leave the final destination. By default, DriveView begins tracking 90 minutes before the scheduled pickup appointment. When a load has no pickup appointment set, you can begin tracking yourself with Start Tracking.

DriveView is available for both Android and iOS devices. This guide covers installation on both platforms, plus the shared load-tracking and settings workflows. The tracking and settings screens are the same on Android and iOS; the screenshots in those sections show the Android app.

DriveView supports many languages and country dialing codes. During phone verification, you select your country from a searchable list rather than typing a country code into your phone number.

If you need help with DriveView, contact project44 Support: support@project44.com

Before you begin

To install and verify DriveView, you need:

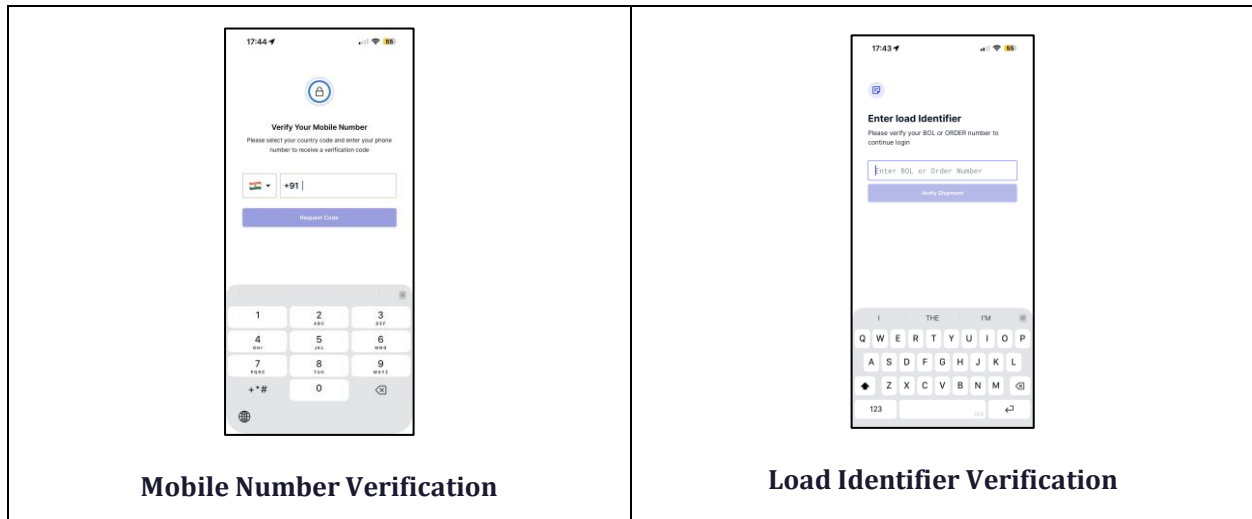
- A mobile device, Android or iOS, that can send and receive SMS messages.

Note: If text message delivery fails twice, project44 reaches out to the driver over WhatsApp.

- A mobile phone number that matches the number a load is assigned to.

Note: A placeholder number, landline, or carrier contact number does not work for tracking.

Important: If the driver hasn't tracked any load using DriveView in the last three months, they're asked to enter a mobile verification code or a shipment identifier (for example, BOL or order number).



Install DriveView on an Android device

Installing DriveView has these parts: download the app, get started, verify your mobile number, allow notifications, and grant the permissions DriveView needs to track loads. Complete the parts in order.

Download DriveView

After a load is assigned to your phone number, you receive a text message with a link to download DriveView.

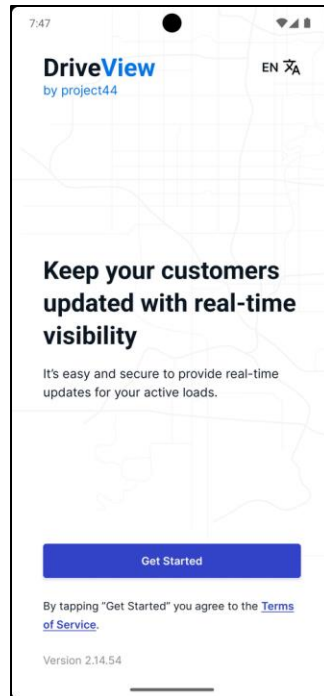
1. To download from the text message, tap the link in the SMS.
2. To download from the store instead, search for `DriveView` in Google Play and install the app published by project44.
3. Open DriveView.

Get started

When you open DriveView, the welcome screen appears.

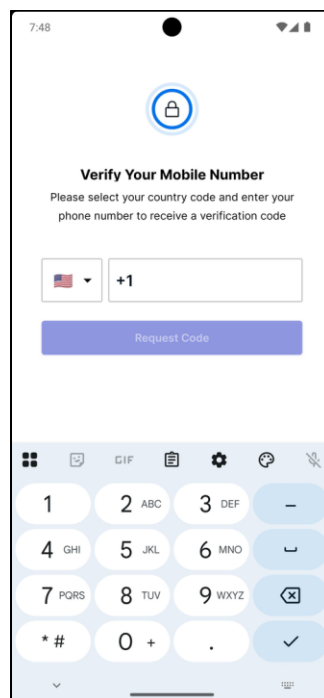
1. To change the app language, tap the language toggle near the top of the screen.
2. Tap **Get Started**. By tapping **Get Started**, you agree to the project44 Terms of Service.

The **Verify Your Mobile Number** screen opens.



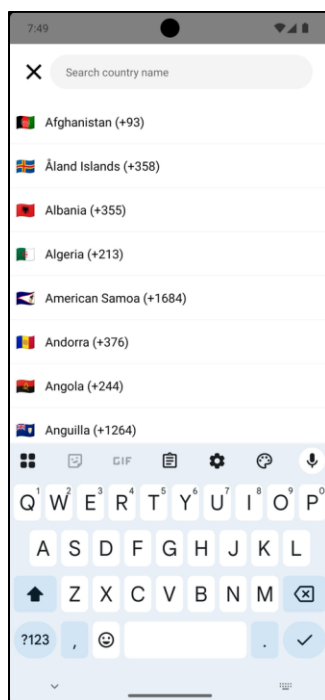
Verify your mobile number

DriveView verifies that it can reach you by SMS before it tracks any loads.

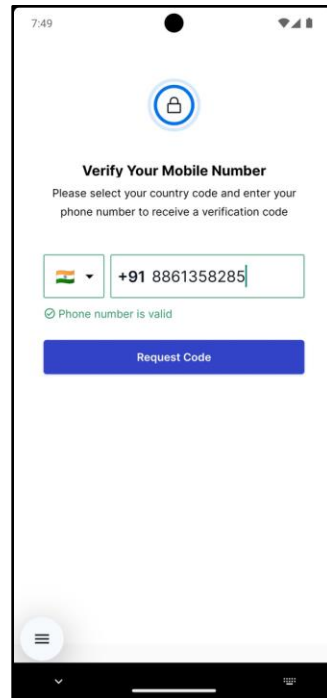


1. On the **Verify Your Mobile Number** screen, tap the country selector to the left of the phone number field.
2. In the **Search country name** field, enter your country, then select it from the list. DriveView updates the dialing code to match your selection.
3. Enter your mobile phone number in the number field.
4. Confirm that DriveView displays **Phone number is valid** below the field. The **Request Code** button becomes active.
5. Tap **Request Code**.

DriveView sends a four-digit verification code to your number by SMS.

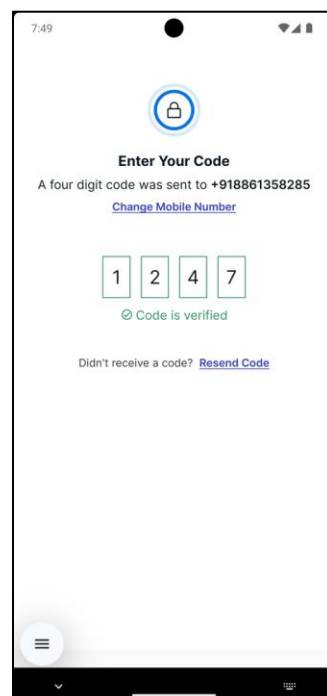


Tip: Set your country with the picker instead of typing a dialing code into the number field. If you also type the dialing code into the number field, tracking the load can be denied.



Enter your verification code

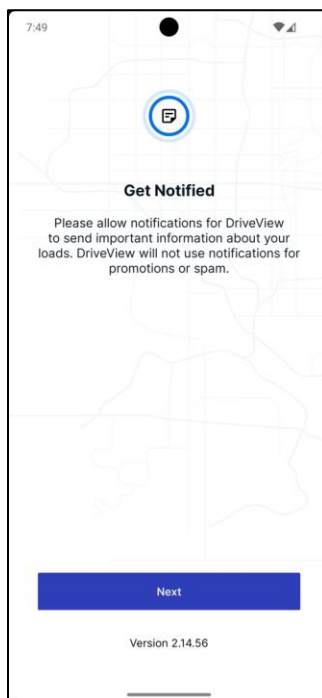
1. On the **Enter Your Code** screen, enter the four-digit code from the SMS message.
2. Confirm that DriveView displays **Code is verified**. DriveView continues to the next step on its own.
3. If you did not receive a code, tap **Resend Code**.
4. If you entered the wrong number, tap **Change Mobile Number** to start over.



Allow notifications

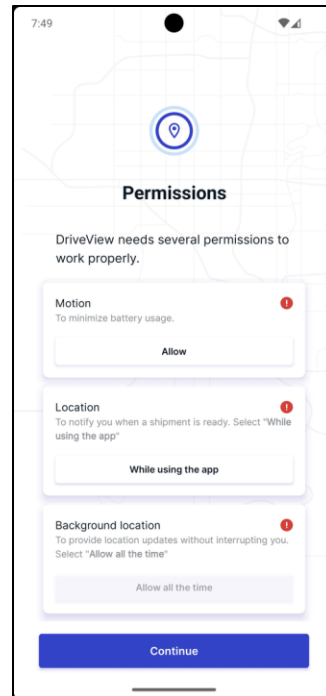
DriveView uses notifications to send timely information about your loads. It does not use notifications for promotions or spam.

1. On the **Get Notified** screen, tap **Next**.
2. In the Android system prompt, tap **Allow**.

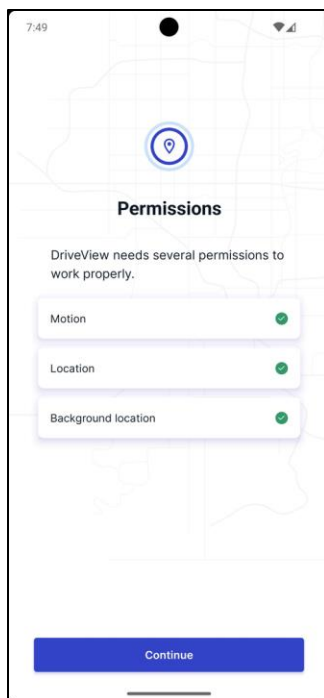


Grant permissions

DriveView needs three permissions to track loads: Motion, Location, and Background location. The **Permissions** screen lists each one with its own button. A red alert icon marks a permission that is not yet granted, and a green check icon mark one that is granted.



1. For **Motion**, tap **Allow**, then allow the permission in the system prompt. Motion data helps DriveView minimize battery usage.
 2. For **Location**, tap **While using the app**, then select **While using the app** in the system prompt.
 3. For **Background location**, tap **Allow all the time**, then select **Allow all the time** in the system prompt. This lets DriveView send location updates without interrupting you.
 4. Confirm that all three permissions show a green check icon, then tap **Continue**.
- DriveView opens to the Loads screen, where assigned loads appear.



Important: Set Location access to **Allow all the time** so DriveView can track loads in the background. Without this setting, tracking may not work. After you grant all-the-time access, Android may remind you about the permission within two to three days. Keep the permission enabled so project44 can continue providing tracking for your loads.

Install DriveView on an iPhone or iOS device

Installing DriveView on iOS has these parts: download the app, get started, verify your mobile number, allow notifications, and grant the permissions DriveView needs to track loads. Complete the parts in order. On iOS, DriveView needs two permissions: Location and Background location.

Download DriveView on iOS

After a load is assigned to your phone number, you receive a text message with a link to download DriveView.

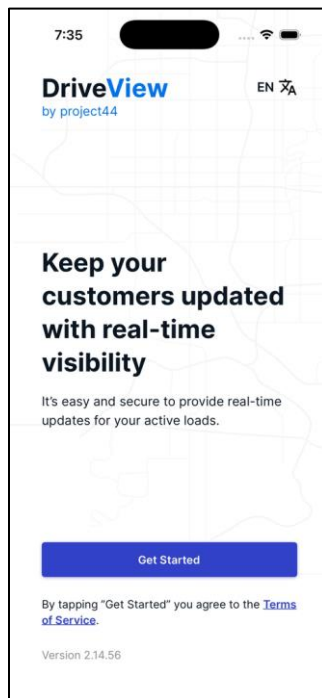
1. To download from the text message, tap the link in the SMS.
2. To download from the store instead, search for DriveView in the Apple App Store and install the app published by project44.
3. Open DriveView.

Get started on iOS

When you open DriveView, the welcome screen appears.

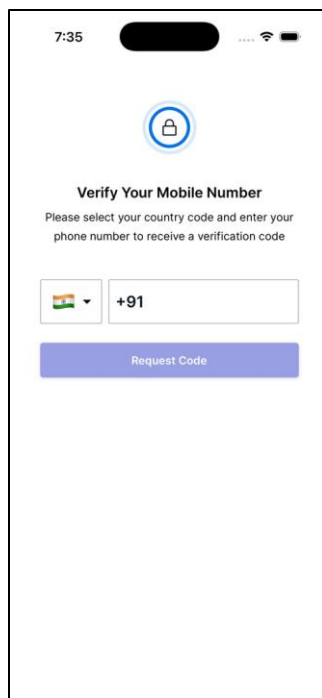
1. To change the app language, tap the language toggle near the top of the screen.

2. Tap **Get Started**. By tapping **Get Started**, you agree to the project44 Terms of Service. The **Verify Your Mobile Number** screen opens.



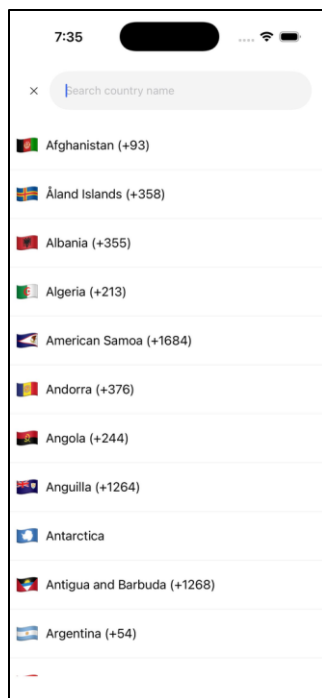
Verify your mobile number on iOS

DriveView verifies that it can reach you by SMS before it tracks any loads.

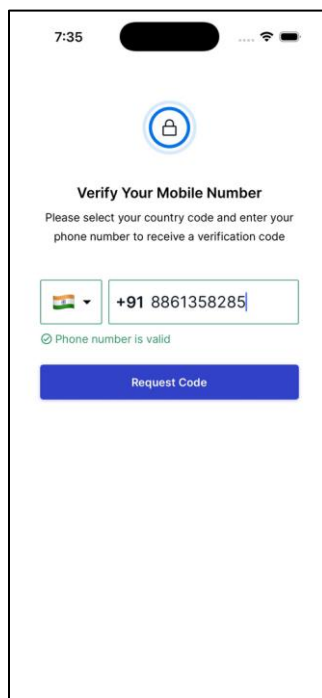


1. On the **Verify Your Mobile Number** screen, tap the country selector to the left of the phone number field.
2. In the **Search country name** field, enter your country, then select it from the list. DriveView updates the dialing code to match your selection.
3. Enter your mobile phone number in the number field.
4. Confirm that DriveView displays **Phone number is valid** below the field. The **Request Code** button becomes active.
5. Tap **Request Code**.

DriveView sends a four-digit verification code to your number by SMS.



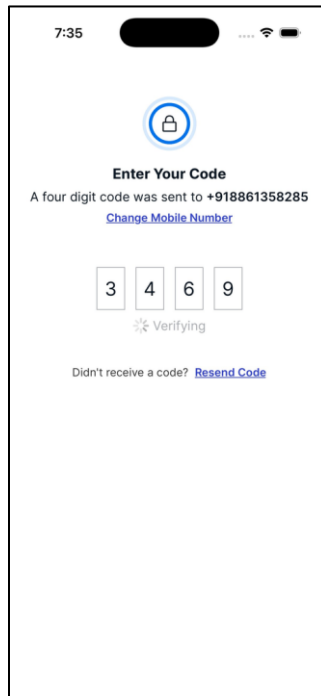
Tip: Set your country with the picker instead of typing a dialing code into the number field. If you also type the dialing code into the number field, tracking for the load can be denied.



Enter your verification code on iOS

1. On the **Enter Your Code** screen, enter the four-digit code from the SMS message.
2. DriveView displays **Verifying** while it checks the code, then continues on its own.
3. If you did not receive a code, tap **Resend Code**.

4. If you entered the wrong number, tap **Change Mobile Number** to start over.

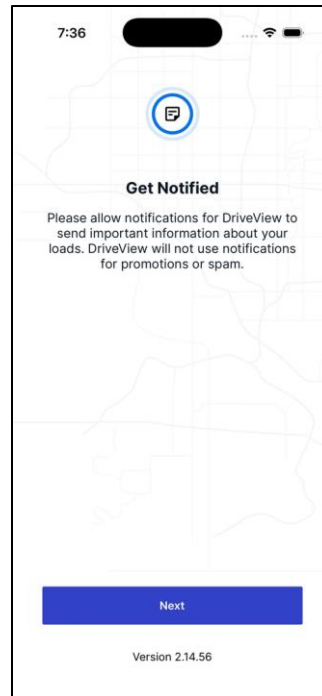


Tip: On newer versions of iOS, the verification code can appear above the keyboard so you can enter it with one tap.

Allow notifications on iOS

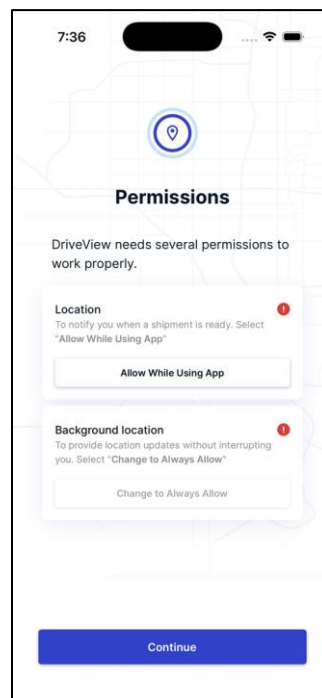
DriveView uses notifications to send timely information about your loads. It does not use notifications for promotions or spam.

1. On the **Get Notified** screen, tap **Next**.
2. In the iOS system prompt, tap **Allow**.



Grant permissions on iOS

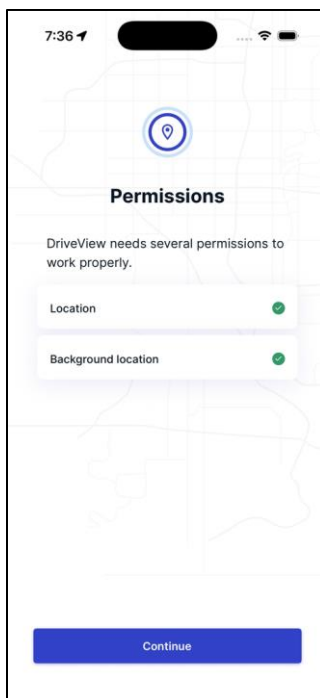
DriveView needs two permissions to track loads on iOS: Location and Background location. The **Permissions** screen lists each one with its own button. A red alert icon marks a permission that is not yet granted, and a green check icon marks one that is granted.



1. For **Location**, tap **Allow While Using App**, then select **Allow While Using App** in the system prompt.

2. For **Background location**, tap **Change to Always Allow**, then select **Change to Always Allow** in the system prompt. This lets DriveView send location updates without interrupting you.
3. Confirm that both permissions show a green check icon, then tap **Continue**.

DriveView opens to the Loads screen, where assigned loads appear.



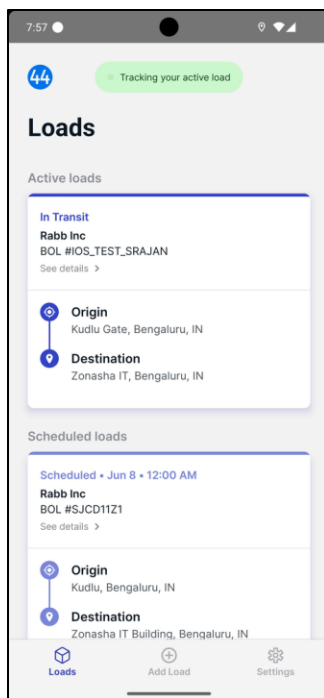
Important: Set Location access to **Always** and keep precise location on so DriveView can track loads accurately in the background. Without these settings, tracking may not work. iOS may remind you about the permission after a few days. Keep the permission enabled so project44 can continue providing tracking for your loads.

Track loads with DriveView

After setup, DriveView opens to the Loads screen. From here you can follow active loads, claim new loads, start tracking a load, add proof of delivery, and review past loads. These screens are the same on Android and iOS; the screenshots in this section show the Android app.

The Loads screen

The Loads screen is the home screen. A bottom navigation bar gives you three tabs: **Loads**, **Add Load**, and **Settings**. When DriveView is sharing your location, a green **Tracking your active load** indicator appears at the top of the screen.



The screen groups your loads into sections:

- **Active loads:** loads that DriveView is tracking now. Each card shows the load status, the customer, the bill of lading (BOL) number, and the origin and destination.
- **Scheduled loads:** upcoming loads. Each card shows the scheduled start date and time.
- **Past loads:** recently completed loads. The full history is on the Past loads screen.

A section appears only when you have loads in it. To open a load, tap **See details** on its card.

Load tracking states

DriveView shows a status on each load card so you know where the load is in its lifecycle.

Status	Meaning
In Transit	The load is active, and DriveView is sharing your location.
Scheduled	The load is coming up. The card shows the scheduled start date and time.
Completed	The load is finished and appears on the Past loads screen.

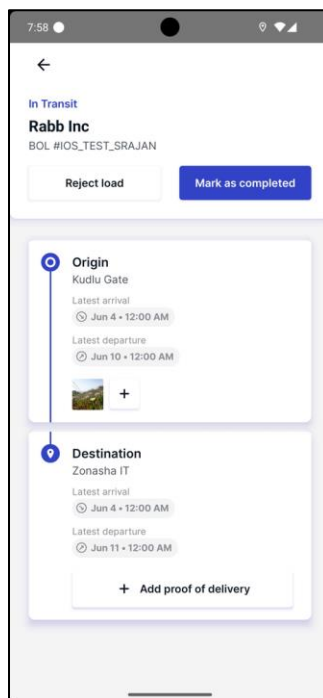
The green **Tracking your active load** indicator confirms that DriveView is sending location updates. project44 shares your location only during an active load.

View load details

To see a load's stops, schedule, and proof of delivery, open its details.

1. On the Loads screen, tap **See details** on the load card.

2. Review the origin and destination stops. Each stop shows its name, latest arrival, and latest departure.



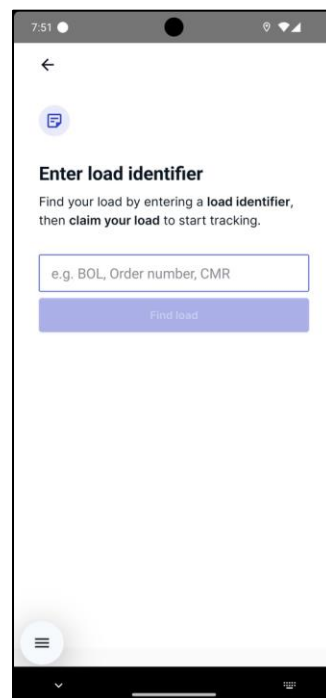
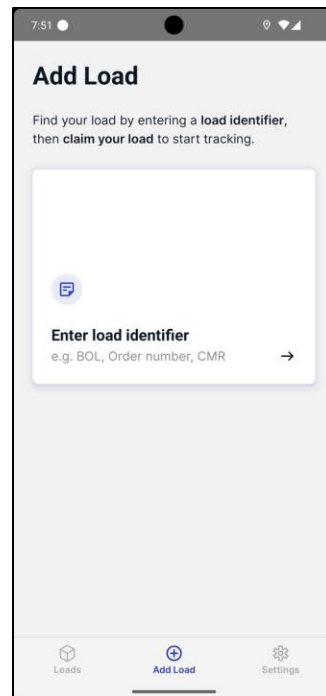
For an active load, the details screen also shows **Reject load** and **Mark as completed** buttons.

Claim a load with a load identifier

If a load was not assigned to your phone number, you can claim it yourself with its load identifier. This feature is also called Driver Initiated Shipments (DIS).

Note: The driver must be within 4,669,000 meters (2,900 miles) of the load's pickup location to claim it.

1. On the Loads screen, tap **Add Load**.
2. On the **Add Load** screen, tap **Enter load identifier**.
3. Enter the load identifier in the field. A load identifier can be a bill of lading (BOL) number, an order number, or a CMR consignment note number.
4. Tap **Find load**. The button becomes active once you enter text.
5. Review the load, then claim it to start tracking.



After you claim a load, it appears on the Loads screen. It begins tracking automatically 90 minutes before its scheduled pickup appointment, or you can begin tracking it yourself with **Start Tracking**.

Start tracking a load

By default, DriveView begins tracking a load automatically 90 minutes before its scheduled pickup appointment. When a load has nopickup appointment set or arrived early for pickup, you can begin tracking yourself with **Start Tracking**.

The **Start Tracking** button appears on a load when either of these conditions is true:

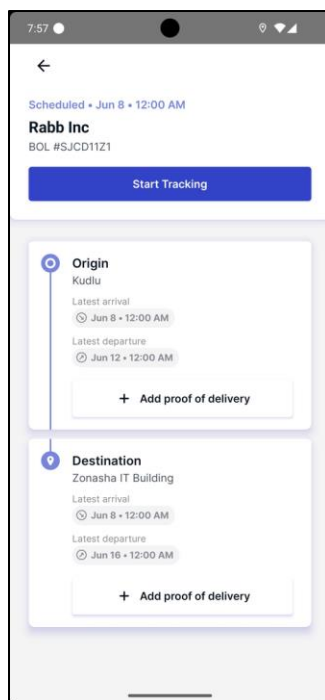
- No pickup appointment is set.
- You're starting before the automatic 90-minute window.

The button does not appear if tracking has already started.

To start tracking a load:

1. On the Loads screen, tap **See details** to open the load.
2. Tap **Start Tracking**.

Tracking begins immediately, using your current location as the starting point. You do not enter a location or time. The shipper sees your updates in Movement as usual, with no separate notification.

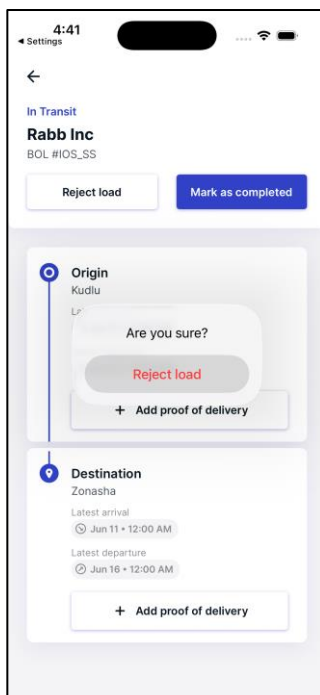


Note: DriveView has no Stop Tracking button. Tracking ends under the normal rules: when you mark the load as completed or leave the final destination.

Reject a load

If a load was assigned to you in error, reject it.

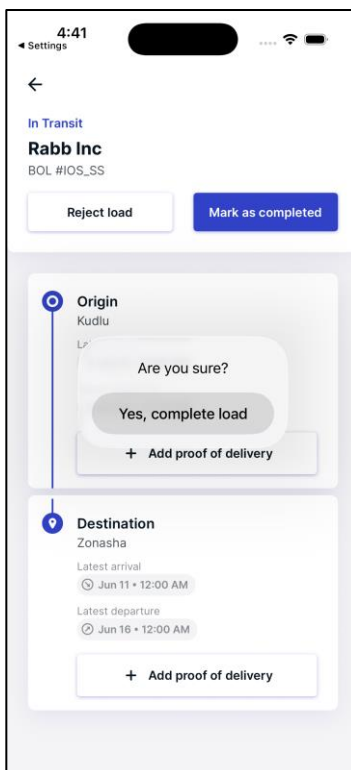
1. On the Loads screen, tap **See details** to open the load.
2. Tap **Reject load**.
3. Confirm the rejection when DriveView prompts you.



Mark a load as completed

When you finish a load, mark it as completed. DriveView uses geofences at your destination to help track your arrival, so the load may also complete as you leave the final stop.

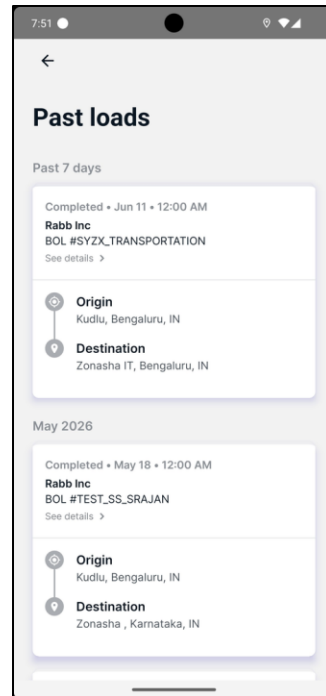
1. On the Loads screen, tap **See details** to open the active load.
2. Tap **Mark as completed**.
3. Confirm when DriveView prompts you.



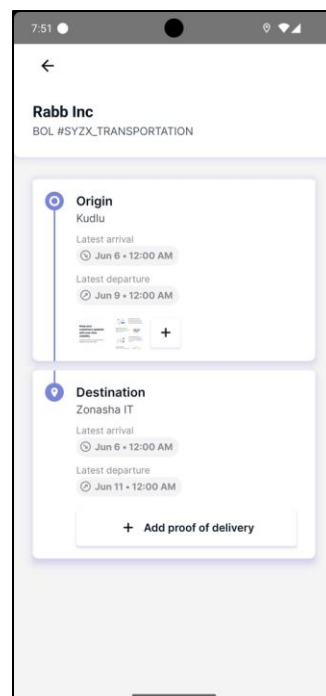
Before you complete a load, you can add proof of delivery for each stop. For details, see **Add and manage proof of delivery**.

View your past loads

DriveView keeps a record of your completed loads on the **Past loads** screen. Loads are grouped by time period, starting with **Past 7 days** and then by month.



Each card shows the **Completed** status with the completion date, the customer, the BOL number, and the origin and destination. To review a past load, tap **See details**. You can view its stops and any proof of delivery, and add more proof of delivery if needed.



Add and manage proof of delivery

You can attach proof of delivery (POD) to each stop on a load. DriveView supports two kinds of attachments: photos from the camera or gallery, and PDF documents such as Bills of Lading (BOLs), CMRs, and delivery receipts. Everything you attach is visible to the shipper in Movement, alongside any image-based POD. You can attach more than one document to a stop.

PDF upload requires **DriveView v2.14.51 or later**.

- Play Store – [DriveView by project44](#)
- App Store – [DriveView by project44](#)

To attach POD, open the load from the Loads screen, then use the document option for the relevant stop. If a stop already has attachments, its thumbnails appear with a + button to add more.

Add a photo

1. Open the load, then tap **Add proof of delivery** for the relevant stop. If the stop already has attachments, tap the + button next to the thumbnails.
2. Tap **Camera** to take a photo, or **Gallery** to choose an existing image.
3. Confirm the image.

DriveView uploads the image to the stop and shows it as a thumbnail.

Upload a PDF document

1. Open the load, then tap **Add proof of delivery** for the relevant stop. If the stop already has attachments, tap the + button next to the thumbnails.
2. Tap **PDF**. Your device's file picker opens.
3. Select a PDF from your device. Each file must be 10 MB or smaller. DriveView rejects a larger file with an error message.

DriveView uploads the PDF and shows a thumbnail of its first page in the document list. The original file is preserved at full quality.

Note: After two days, drivers can't add, edit, or delete documents.

Open a password-protected PDF

When you select a password-protected PDF, DriveView prompts you for the password before it uploads.

1. Enter the PDF password. To check what you typed, use the show or hide toggle.
2. If the password is wrong, DriveView shows an error. Re-enter the password and try again.

Once the password is correct, the PDF uploads as usual.

View a document

1. In the load's document list, tap the thumbnail of the document you want to open.
2. Review the document in the full screen viewer. You can scroll, zoom in and out, and move between pages.

Download a document

To save a document to your device, open it, then select the download option:

- On iOS, the PDF opens in the share sheet. Save it to Files, send it with AirDrop, or share it with another app.
- On Android, DriveView saves the PDF to your Downloads folder.

Delete a document

1. In the load's document list, tap the document thumbnail to open it.
2. Select the delete option.
3. Confirm the deletion when DriveView prompts you.

DriveView removes the document from the shipment record, and the deletion is reflected in Movement for the shipper.

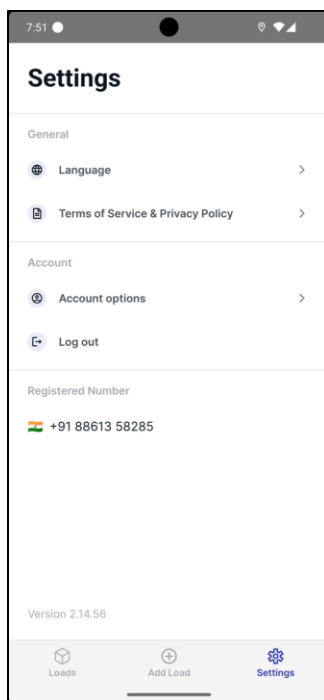
Note: After two days, drivers can't add, edit, or delete documents.

Retry a failed upload

If an upload fails, for example because of a lost connection, DriveView shows a **Retry** button on the document in the stop's document list. Tap **Retry** to upload again without leaving the screen.

Manage your settings

Open the **Settings** tab to change your language, review the legal terms, manage your account, or sign out. The Settings screen also shows the phone number registered to your account and the app version. The Settings screens are the same on Android and iOS.

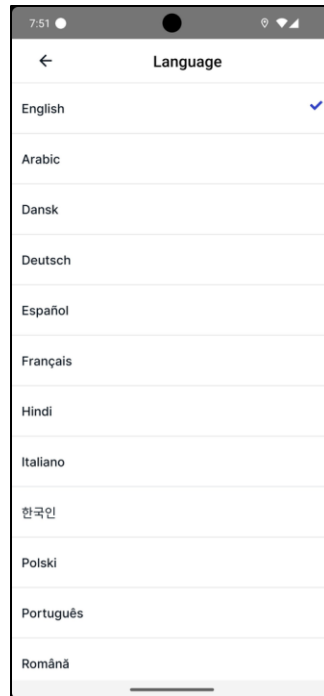


Change the app language

DriveView is available in many languages. English is selected by default.

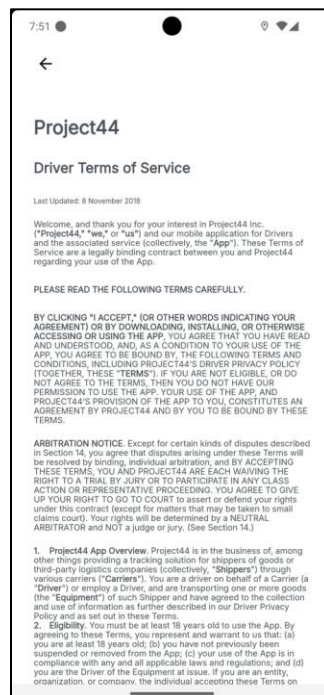
1. On the Settings screen, tap **Language**.
2. Select a language from the list. Scroll to see more languages.

A check mark shows the selected language. You can also change the language from the welcome screen with the language toggle.



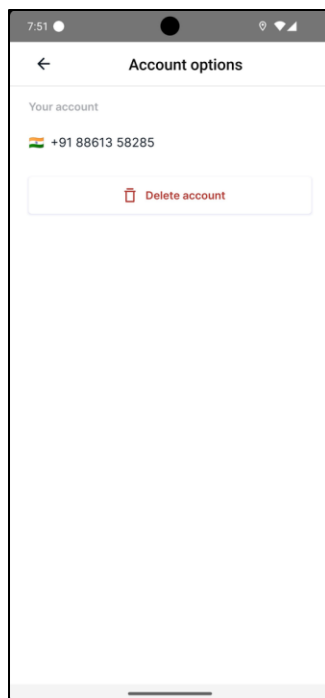
View the terms of service and privacy policy

On the Settings screen, tap **Terms of Service & Privacy Policy** to read the project44 Driver Terms of Service and Driver Privacy Policy.



Manage your account

To view the phone number registered to your account or to delete your account, tap **Account options** on the Settings screen.



To delete your account, tap **Delete account**, then confirm when DriveView prompts you.

Warning: Deleting your account is permanent. To use DriveView again, you must reinstall the app and verify your mobile number.

Log out

To sign out of DriveView, tap **Log out** on the Settings screen.

Keep DriveView running smoothly

Open DriveView from time to time to help it keep running well. You do not need to keep the app open for tracking to occur, but do not force close it, because DriveView does not register or send location updates while it is force closed.

Keep DriveView's location permission set to allow background tracking: **Allow all the time** on Android, or **Always** on iOS. Without it, DriveView cannot track loads in the background.