
T R A C K A L W A Y S A F R I C A

Venus · Fleet Management System

Driver Hub

User Manual

Platform: venus.trackalways.cloud

Audience: Fleet Administrators, Managers, and Operators

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1. What Driver Hub Does

Driver Hub answers two questions for your fleet:

1. Who is driving? — RFID cards, keypad PINs, or vehicle-form assignment link a person to a vehicle in real time.
2. How are they driving? — Telematics events build a daily score and risk profile per driver.

Capability	Where You See It
Official driver profile	Driver Hub → Overview (roster)
Driver name on vehicle form	Vehicles → edit — auto-syncs to Driver Hub
RFID / PIN enrollment	Overview row actions
Live driver on map	Live Map + Driver IQ panel
Previous driver	Vehicle record + ID log export
Daily scores & rankings	Scoreboard, Overview
Event investigation	Behavior Events tab
Assignment history	Assignments tab
Compliance	Compliance tab + licence upload
Coaching records	Coaching Sessions tab
AI recommendations	AI Insights tab
Alerts	Alert Rules tab
Fleet snapshot	Dashboard Driver Hub widgets

2. Who Can Use It

Role	Typical Access
Admin	Full roster, RFID/PIN, alert rules, exports, assignments, coaching
Manager	Roster, assignments, RFID/PIN, coaching, reports
Viewer	Read-only scores, events, compliance

If Driver Hub is missing from the sidebar, ask your account administrator to enable it in Admin → Module Center.

3. Getting Started Checklist

3. Enable Driver Hub for your account (Admin → Module Center).
4. Overview → Add Driver — name, phone, licence number, licence expiry date, optional licence document (image or PDF).
5. Assign vehicle — car icon on the driver row, or the Vehicles form (assigned driver syncs back to Driver Hub).
6. Enroll RFID — cyan card icon → Capture from swipe (first swipe records UID) or enter UID manually.
7. (Optional) Set PIN — amber key icon → 4–6 digits.
8. Confirm on Live Map — driver name appears on the vehicle within seconds of a swipe.
9. Alert Rules — create rules for RFID swipe, speeding, or harsh events; choose email and/or SMS.
10. Set speeding threshold — in Alert Rules tab, edit the km/h threshold for your fleet (default 100 km/h).

4. Dashboard Widgets

The main Dashboard (sidebar → Dashboard) includes fleet-wide panels you can show, hide, reorder, and click into:

Widget	Meaning
Driver allocation	Bar chart — vehicles with a driver assigned vs unassigned. Click it to open the driver ↔ vehicle assignment list.
Fleet KM summary	Area chart of daily fleet distance for 7 or 30 days, with total usage and average distance per vehicle.
Fleet totals	Total vehicles, total drivers, and count of vehicles linked to a driver. Click it to open the driver ↔ vehicle assignment list.
Driver Hub row	Fleet online/offline, behaviour today, and driver coverage (when Driver Hub is enabled).

Driver coverage shows a colour-coded donut: the green arc is the share of active vehicles that currently have a driver, the rose segment is unassigned. The centre shows the coverage %, with assigned / unassigned counts. Click “N unassigned” to see exactly which vehicles have no driver. Coverage is capped at 100%.

Rearranging widgets: open Customize Widgets (top-right of the Dashboard). Each widget has a grip handle — drag to reorder, toggle to show/hide, then Save. Layout and labels are saved per user.

Vehicles List — Driver Contact

On Vehicles, each row shows the assigned driver name and phone (tap-to-call on web; large call button on mobile). This uses Driver Hub roster data or Control Hub assigned driver / contact fields.

5. Driver Hub Tabs — Full Breakdown

Open Driver Hub from the sidebar. Tabs appear across the top (wrap on mobile).

Tab	Purpose
Overview	Roster table — add, edit, assign, enroll RFID/PIN, deactivate
Scoreboard	Ranked driver performance for 7 / 30 / 60 / 90 days
Assignments	Vehicle assignment history per driver
Compliance	Licence expiry, NTSA badge, employment status
Behavior Events	Searchable event log with CSV/PDF export
Risk Analysis	Score-band groupings; at-risk driver list; Coach shortcut
Trends	Fleet average and per-driver score charts
Alert Rules	Event rules, speeding threshold, notification channels, digest schedules
Coaching Sessions	Log and track driver coaching sessions
AI Insights	Auto-generated fleet recommendations
Driver Trips	Trip history for a selected driver

6. Overview Tab

The Overview tab is the master driver roster and your starting point for all driver setup.

- KPI cards — total drivers, active count, fleet average score (7-day), events today, coaching sessions due within 7 days.
- Top performers and needs attention — quick view of highest and lowest scoring drivers.
- Driver roster table — search by name, filter by status (active / inactive / suspended), sort by any column.
- Row actions: car icon (assign vehicle), card icon (RFID/PIN status), pencil (edit), trash (deactivate).

Use Overview for a daily check: who is assigned, who is at risk, what happened today.

7. Scoreboard Tab

- Pick a window: 7, 30, 60, or 90 days.
- Table columns: rank, driver name, average score, trip count, distance (km), harsh braking, speeding counts.
- Export CSV or Print/PDF for management meetings or insurer reports.
- New drivers score 100 until events are recorded.

8. Assignments Tab

- Shows vehicle assignment history for each driver — which vehicle, assigned date, unassigned date, whether current.
- Expand a driver row to see the full history of vehicle changes.
- Useful for HR disputes, shift-handover audits, or confirming when a driver was removed from a unit.

9. Compliance Tab

- All active drivers with: licence number, licence class, expiry date, days remaining, NTSA badge, employment status.
- Colour coding: green (valid), amber (expiring within 30/60/90 days), red (expired or suspended).
- Export CSV or print for HR / regulatory compliance files.
- Keep licence expiry updated in the driver edit modal when drivers renew; the tab refreshes automatically.

10. Behavior Events Tab

The complete, filterable log of individual behaviour incidents.

- Filter by event type, severity (high / medium / low), and date range.
- Each row: driver, vehicle plate, event type, severity badge, speed at event, timestamp; map link when GPS location exists.
- CSV and PDF export for the current filter set.
- ID log CSV — export the full driver identification history (RFID swipes, keypad entries, handovers) including previous driver column. Use for shift-change audits and access records.
- Admins can clear filtered events (destructive — confirm before using).

Event Type	Meaning
Speeding	Above the fleet speeding threshold
Harsh braking	Hard deceleration
Harsh acceleration	Hard acceleration
Cornering	Aggressive turn
Phone use	Phone distraction (device-dependent)
Fatigue	Fatigue signal (video ADAS when enabled)
Excessive idle	Long idle with engine on

11. Risk Analysis Tab

- Summary cards — driver counts in each band: Critical, High, Medium, Low.
- At-risk driver list — bottom drivers with score, recent event count, assigned vehicle.
- Event frequency — breakdown of which event types are most common across at-risk drivers.
- Coach button per driver row — opens a quick coaching session log (see Section 14).

Band	Typical Score
Low	85 and above
Medium	70 – 84
High	55 – 69
Critical	Below 55

12. Trends Tab

- Fleet average score — line or bar chart over the selected window (7 / 30 / 60 / 90 days).
- Per-driver trends — select a driver to overlay their score movement.
- Improving / declining indicators — arrows showing direction vs the prior period.
- Use Trends to verify that a coaching programme or fleet policy change is producing results over time.

13. Alert Rules Tab

Speeding Threshold

At the top of the Alert Rules tab, your fleet speeding threshold (km/h) is shown. Click Edit to change it (range: 40–250 km/h). All speeding events and scores use this value. Default is 100 km/h unless your administrator has set another.

Create a Rule

11. + Add Rule.
12. Rule name — e.g. “Harsh braking — high severity”.
13. Alert type — choose one:

Type	When It Fires
Speeding	Speed above threshold
Harsh braking / acceleration / cornering	Matching telematics event
Phone use / Fatigue / Excessive idle	Matching event types
RFID swipe	Driver taps enrolled card
Keypad PIN	Driver enters valid PIN
Driver change	Any identification handover (RFID or PIN)

14. Severity filter — optionally restrict to high/medium/low only.
15. Threshold — for speeding-style rules (value + unit if shown).
16. Debounce minutes — minimum gap between repeated alerts (default 30 min).
17. Notify via: In app (account notifications), Email (admin/manager emails), or SMS (enter numbers in the rule, comma-separated; requires SMS enabled for your fleet).
18. Save — toggle Active on the rule card.

Digest Schedules

Below the rules list, Digest Schedules lets you set up recurring email and/or SMS summaries of driver behaviour events.

19. + Add Schedule.
20. Name — e.g. “Weekly harsh events — ops team”.
21. Event types — comma-separated (e.g. speeding, harsh_braking), or leave blank for all events.
22. Frequency — Daily, Weekly, or Monthly.
23. Send time — hour and minute the digest fires.
24. Day of week / day of month — shown for Weekly and Monthly.
25. Email recipients — comma-separated addresses.
26. SMS numbers — comma-separated phone numbers.
27. Active toggle, then Save.

The digest is a summary table (time, driver, vehicle, event, severity) for the configured period, sent automatically at the scheduled time.

14. Coaching Sessions Tab

A structured log for documenting and tracking driver coaching.

Create a Session

28. + Add Session (or use the Coach button on Risk Analysis to pre-fill the driver).
29. Fill in: Driver, Session date, Session type (one-on-one / group / online), Coach name, Notes (observations and discussion points), Action items (specific commitments), Score before / Score after, Follow-up date.
30. Save.

Tracking Progress

- The Overview KPI card (“Coaching due”) counts sessions with a follow-up date in the next 7 days.
- Tick Completed on a session once follow-up is done.
- Use the Trends tab to verify score improvement after a coaching cycle.

15. AI Insights Tab

Auto-generated fleet recommendations based on the last 30 days of data.

- Fleet average and at-risk driver count.
- Top risk drivers — the names most urgently needing attention.
- Dominant event types — which violation categories are driving score loss.
- Recommendations — plain-language suggestions (e.g. “schedule braking awareness for 3 drivers”, “update speeding threshold”).

AI Insights refresh automatically. They supplement, but do not replace, the detail in Scoreboard, Behavior Events, and Risk Analysis.

16. Driver Trips Tab

- Select a driver from the dropdown.
- Lists trips on their currently assigned vehicle: start time, end time, distance, duration, max speed.
- Useful to correlate behaviour events with actual journeys (e.g. “harsh brake at 14:32 — which trip?”).
- Date range filter available.

17. Roster — Drivers, RFID, and Assignments

Add or Edit a Driver

Overview → + Add Driver (or pencil icon on a row). Fields:

- Full name (required), Employee ID, Email, Phone (country code + number)
- Licence number, Licence class, NTSA badge (if applicable)
- Licence expiry date — drives compliance status and alerts
- Licence document — upload a photo or PDF
- Notes, Status (Active / Inactive / Suspended), Assigned vehicle

Row Action Icons

Icon	Colour	Action
Car	Cyan	Assign or change vehicle
Card	Grey	View RFID cards, PIN status, recent swipes
Card	Cyan highlight	Enroll RFID — enter card UID
Key	Amber	Set keypad PIN (4–6 digits)
Pencil	Default	Edit driver profile
Trash	Red	Deactivate driver

Vehicle Form Sync

Saving assigned driver on Vehicles → edit creates or matches a roster driver and links the vehicle. Clear the field to unassign. The same assignment is used on Live Map and Driver IQ.

Import / Export

- Export CSV — download the full roster.
- Import CSV — bulk upload drivers (match the export template; RFID UUIDs can be included in the import).

Assign to All Vehicles

For drivers who can operate any unit in your fleet — relief drivers, managers, or pool arrangements:

31. Overview → driver row → car icon.
32. Click the cyan “Assign to all vehicles in account” button.
33. The driver is added to every vehicle’s authorised pool instantly.
34. A cyan “All vehicles” badge appears on that driver’s row.

Future vehicles added to your account will automatically include this driver in their pool. RFID swipe on any vehicle will identify them.

Deactivate vs Delete

- Deactivate — driver removed from active lists; all history retained.
- Delete — permanently removes the driver. Their name is automatically cleared from all vehicle cards, Live Map labels, and Trips on deletion — no manual cleanup required.

18. Driver Identification (RFID & Keypad)

How a Swipe Reaches Venus FleetPro

```
Driver taps RFID card or enters PIN on vehicle reader
↓
GPS device sends tag ID / PIN in telemetry packet
↓
Platform matches enrolled card UUID or PIN hash
↓
Driver linked to vehicle; previous driver stored
↓
Live Map, Driver IQ, and identification log update within seconds
```

A single swipe simultaneously updates: Live Map vehicle label, vehicle card (current + previous driver), active trip attribution, identification log entry, and behaviour scores/reports.

First-Swipe Capture (Unknown Card)

When a driver taps a card not yet enrolled:

35. The platform records the UUID in the RFID capture inbox (pending) — it does not assign a driver on the live map.
36. Open Driver Hub → Roster — a banner lists pending captures (vehicle, UUID preview, time).
37. Assign to driver — pick the roster driver; the UUID is enrolled on their profile.

Armed enrollment (optional): From the driver's Enroll RFID modal, choose Capture from swipe to arm a short session. The next swipe on a matching vehicle auto-enrolls the card to that driver.

Enroll an RFID Card (Manual or After Capture)

38. Overview → driver row → cyan card icon.
39. Enter Card UID — from your USB reader software, device configuration log, or the card itself (hex like a1b2c3d4 or decimal string).
40. Label — defaults to the driver's name; rename as needed (e.g. "Kamau — blue fob").
41. Enroll card — confirm. Each UID is stored hashed; the raw UID is not kept in plain text after enrollment.

View or Manage Cards

Grey card icon → shows active cards, PIN configured (yes/no), and recent identification log.

- Rename — update the card display label.
- Remove — deactivate a lost or replaced card.

Set a Keypad PIN

42. Amber key icon on the roster row.
43. Enter 4–6 digits.
44. Save — PIN is stored hashed and cannot be viewed after saving.

Lockout: after repeated wrong PIN attempts, the driver's PIN record may lock for 15 minutes.

Previous Driver

When a new driver swipes: current driver updates immediately; previous driver is retained on the vehicle record until the next handover. On Live Map, if identification is stale (no fresh swipe for several hours), you may see "Last: [name]". Full handover history: Behavior Events → ID log CSV.

Switching Drivers (Swap and Swap-Back)

Any enrolled driver can take over a vehicle simply by swiping — the platform treats the card as physical ground truth and replaces the current driver.

- Swap to a new driver — Driver B swipes → vehicle instantly shows Driver B; Driver A stored as previous.
- Swap back — Driver A swipes again → vehicle switches straight back. No lock-out on switching back.
- Repeated taps by the same person are de-duplicated to avoid log spam — this only suppresses the same driver, never a genuine change.

19. Live Map, Driver IQ, and Mobile

Live Map

- Driver name appears on the vehicle slab after a successful RFID/PIN identification.
- "Last known" badge — no fresh RFID/PIN within several hours; name may be from a previous shift.
- Phone numbers stay in Driver Hub only — they do not appear on the public Live Map.

- Venus now pushes an instant update to the Live Map, Vehicles list, and Driver Hub coverage the moment a driver changes — no periodic refresh wait.

Driver IQ Panel

Vehicle detail → Driver IQ tab: assigned / last-known driver, RFID cards enrolled, PIN configured, recent identification log.

Venus Mobile

Map peek → Driver IQ; the vehicle detail screen shows the same identification context.

20. Behaviour Scoring Explained

- Each driver starts at 100 for each scoring period.
- Points deducted for: speeding, harsh braking, harsh acceleration, cornering, phone use, excessive idle.
- Score floor is typically 40 — scores do not drop below this in normal operation.
- Video ADAS events (fatigue, distraction) merge into the score when that hardware is enabled.
- Scores are device-driven: you cannot manually create telematics events. Use Coaching Sessions to document follow-up.
- Speeding is measured against the fleet threshold set in Alert Rules.

21. Exports and Printing

Location	Available Formats
Scoreboard	CSV, Print/PDF
Behavior Events	CSV, Print/PDF
Identification log	CSV (ID log button in Behavior Events)
Risk Analysis	CSV, Print/PDF
Compliance	CSV, Print/PDF
Roster / Overview	CSV export
Fleet Reports	CSV (behavior summary, scoreboard, event log, risk, compliance)

Use desktop for large CSV downloads. Mobile supports viewing and RFID enrollment.

22. Hardware Setup (Teltonika FMB)

For Teltonika FMB devices (FMB130, FMB920, FMB125, etc.) with RFID/iButton or keypad.

Venus Server Settings (Required)

Point every device at the Venus tracking server:

Setting	Configurator Field	Value
Domain / Server IP	2004	76.13.58.184
Server port	2005	5027
Protocol	2006	0 (TCP)
GPRS enabled	2000	1
APN	2001	carrier APN (Safaricom Kenya: iot.safaricom.com)

Common mistake — swapped IP octets. The Venus IP is 76.13.58.184. A value like 76.58.13.184 (middle octets reversed) points the device at the wrong host and no data will ever arrive. Double-check parameter 2004 digit-for-digit.

Driver Identification (RFID / iButton / Keypad)

Function	AVL I/O	Attribute Venus Reads
RFID / iButton (1-Wire)	IO 78 (iButton)	driverUniqueld (also accepts ibutton, io195, driver1)
Keypad PIN	keypad IO	pin / driver2

- Wire the RFID/iButton reader to the device 1-Wire (DALLAS) pin.
- Set the iButton I/O element priority to Low and “record on event” so each swipe generates a record.
- Configure in Teltonika Configurator or your installer’s tool.

After server settings are correct:

45. Enroll the card UID in Venus before going to the field (or use Capture from swipe — see Section 18).
46. Tap card on vehicle — confirm driver name on Live Map within seconds.
47. Swipe a second driver’s card — confirm previous driver appears in the ID log CSV.

If positions arrive but driver ID fields stay empty, the device is not sending the iButton I/O — enable IO 78 as above.

SMS Server Configuration (Teltonika)

If the device is configured over SMS, send the following to the device SIM:

```
setparam 2001:iot.safaricom.com;2004:76.13.58.184;2005:5027;2006:0;
```

Parameter	ID	Value
APN	2001	carrier APN (e.g. iot.safaricom.com)
Server domain / IP	2004	76.13.58.184
Server port	2005	5027
Protocol	2006	0 (TCP)

Port 5027 is required. If the device was previously set to port 5005 or another value, it will not stream data — send the corrected command and wait 2–3 minutes.

Also verify that the device is registered with protocol teltonika in the platform (not gt06 or similar). A protocol mismatch causes all packets to be silently rejected. Contact your fleet administrator if you suspect this.

23. Frequently Asked Questions

Driver Hub is not in the sidebar.

The module is not enabled. Ask your administrator to enable it in Admin → Module Center.

Driver name not updating after a card swipe.

Confirm: (1) the card is enrolled with the correct UID, (2) the vehicle is online on Live Map, (3) the device is sending driver ID fields — export ID log CSV to check. If the log is empty, the device needs IO mapping enabled (IO 78).

What does “Last known” mean on the map?

No RFID/PIN confirmation within several hours. The name shown is the last identified driver, not necessarily someone still in the seat.

Assignments vs Overview assignment icon — what is the difference?

The car icon in Overview assigns the driver to a vehicle right now (current assignment). The Assignments tab shows the full historical log of every assignment and unassignment — useful for audits.

Coaching Sessions vs Risk tab Coach button.

The Coach button on Risk Analysis pre-fills the driver and opens a quick-create form. The Coaching Sessions tab shows all sessions, lets you edit them, mark them complete, and track follow-up dates.

Can I show driver phone numbers on Live Map?

No — by design. Phone numbers appear in Driver Hub only.

Speeding events not recording.

Check the speeding threshold in Alert Rules. If it is set too high (e.g. 200 km/h), most trips will not trigger speeding events.

Behaviour scores show 100 for all drivers.

New drivers default to 100 until telematics events are recorded. An empty scoreboard means no scored activity in the selected window.

Keypad PIN not working in the field.

Check: 4–6 digits, PIN lockout after failed attempts (wait 15 minutes), device sends PIN in telemetry. Re-set the PIN in the roster if needed.

Can I assign a driver to all vehicles at once?

Yes — car icon on the driver's row → "Assign to all vehicles in account" (cyan button). The driver joins every vehicle's pool in one step. A cyan "All vehicles" badge appears on their row.

What happens when a driver is deleted?

Their name is automatically cleared from all vehicle cards, Live Map, and Trips on deletion. No manual step is needed.

Device shows online but no positions or driver data arrive.

Two common causes: (1) wrong port — must be 5027, not 5005 or other; send the corrected SMS in Section 22. (2) Wrong protocol registration — device must be set to protocol teltonika. A mismatch silently drops all packets.

A driver's row shows a cyan "All vehicles" badge.

That driver is assigned to all fleet vehicles. Their RFID card or PIN is accepted on any unit.

Which alert type to use for shift-start notification?

Use type RFID Swipe or Driver change with Email and/or SMS channels. This fires on every valid card tap.