

TRUELANE TECH SUPPORT FAQ FOR SERVICE REPS

Common Issue: Truelane requires **iOS 10 or higher**, or **Android 9 or higher** or the phone is not compatible. Please note **Android Galaxy A10E** and **A12** phones are **NOT** compatible. [Click here](#) to jump to instructions on how to check phone compatibility.

New! Truelane Help page which can be offered to customers as an option for self-service. Page contains program information including how it works, requirements, and app download & installation instructions in video and PDF format: <https://www.thehartford.com/truelane2-app-help>

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE YOU PROCEED

1. If using Internet Explorer (IE) the document may open with 100% zoom as the default. To adjust this press and hold the “ctrl” key then press the “-” (smaller) or “+” (larger) key, or use the **scroll** wheel on your mouse to zoom in or out.
2. Click on a [Category Link](#) in the **FAQ Categories** section
 - a. This will bring you to the list of questions related to this category
3. Click the [Answer](#) button next to the question you’re interested in
 - a. This will bring you directly to the answer to the question
4. Click the [Back to Questions](#) button to the left of each answer to return to the **questions**
5. Click the [Home](#) button in the top right corner of the page to return to **FAQ Categories**

Tip: Press and hold the “ctrl” button and then press the “f” key on your keyboard to trigger a search box to appear. Type in the word or words you’re looking for, use the **up/down** arrows in the search box to navigate to the matches within the document.

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1. App Information – Answers

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1.1 What is TrueLane?

TrueLane is an app that measures driving behaviors using sensors in the smartphone and gives customers real-time feedback to help them drive safer. Policyholders with The Hartford in select states are given the opportunity to enroll in the voluntary TrueLane program to receive a discount on their policy. The safer a driver's habits are, the higher the potential renewal discount.


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1.2 Will the app drain my phone battery?

The app is always on in the background to sense if the customer is driving, which has minimal effect on the battery when not driving. While driving, it uses about as much battery power as navigation apps such as Google Maps or Apple Maps. When taking a long car trip, recommend that the customer charge their phone before they leave or charge it in the car while driving. If the phone is less than 10% charged, the app will not record trips.

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1.3 How much data does TrueLane use?

TrueLane uses an average of 40 MB per month, which is a relatively small amount for most modern data plans. Advise the customer to check with their cellular service provider for details on their monthly data plan.

If a customer already has the app installed and is concerned about data usage, walk them through the following steps to set the app to only upload trip data while connected to Wi-Fi:

1. In the TrueLane app, tap **More** at the bottom.



2. Tap **Settings**.



Settings



3. Tap the toggle next to "Upload trip data using Wi-Fi only." The toggle will be blue if the setting is on.

Upload trip data using Wi-Fi only


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1.4 What information does the app measure?

Using GPS and motion sensors in the smartphone, the TrueLane app will measure the following information about your driving habits:

- Speeding
- Hard Braking
- Hard Acceleration
- Hard Cornering
- Phone Distractions

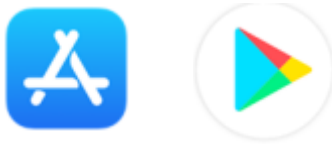
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2.0 How to check if your phone is compatible

To check if your phone is compatible follow the below steps:

1. **Open** the App Store on your phone:



2. **Type** “TrueLane by The Hartford” in the search
3. **Tap** on the App that has the Road on the tile



4. For iOS/Apple, **scroll** to **Information** to see if your phone is compatible
5. For Android/Google **scroll** to **About this App** and **tap the arrow** to expand (Google) to see if your phone is compatible. Android users may require additional scrolling after tapping the arrow.

Each participant must have a compatible smartphone. Without a compatible phone, you will not be able to use the TrueLane app or receive the accompanying discount. Your discount will automatically be removed within 30 days and you will receive an updated billing statement. You can manage your policy and billing statements online by logging into My Account.

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2.1 How do I download the app?

The customer should have already received a text message with a link to download the app. Follow-up texts will be sent to the customer 3, 7, 12, and 25 days after we issue the policy. However, if they did not have the text, please walk them through the following steps to download the app manually:

iPhone



1. Open the **App Store**.
2. Type “truelane” then tap **Search**.
3. In the search results, locate the app called “TrueLane by The Hartford.”



4. Tap **GET** next to the name of the app to download it. You may need to enter your password.

Android



1. Open the **Play Store**.
2. Type “truelane” then tap the **magnifying glass**.
3. In the search results, locate the app called “TrueLane by The Hartford.”



4. Tap **INSTALL** next to the name of the app. You may need to enter your password.

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2.2 I've installed the app. Where is it?

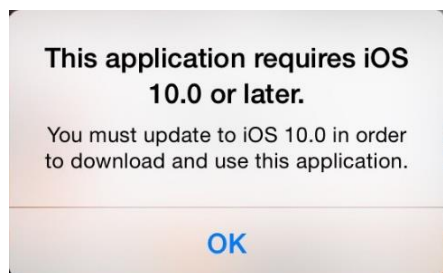
If the customer has already installed the app, but does not know how to open it, walk them through [Locating an Installed App](#). Help them by describing the TrueLane icon if needed.


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2.3 I'm getting a message saying the app is not compatible with my device

The most common reason the app will not download is that the smartphone's operating system is not up to date. TrueLane requires **iOS 10 or higher**, or **Android 9 or higher** or the phone is not compatible. **Please note Android Galaxy A10E and A12 phones are NOT compatible**

 Your device isn't compatible with this version.



For instructions to check the operating system and upgrade if needed, see [Updating Your Operating System](#). Be sure that the customer understands they cannot continue to talk on the phone while it is updating, and they can call back if further assistance is needed. If the required operating system is not available when attempting to update, that means the customer's phone is too old to support TrueLane.

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2.4 I downloaded the TrueLane app. Can you help me register?

Walk the customer through the registration process:

1. Tap the box that says, "Mobile Number."
2. Type in your phone number, then tap the green check mark.
3. Check the box to agree to The Hartford's *Texting Terms and Conditions & Privacy Policy*.
4. Tap **Continue**.
5. You will receive a text message with a 4-digit PIN Code. You may need to leave the TrueLane app to access your messages and retrieve the code. Enter the code in the TrueLane app, then tap **Continue**. You will not need this code again, so there is no need to save it.
6. Swipe up to scroll through TrueLane's Terms & Conditions. You'll need to scroll all the way to the bottom. Tap **Accept** once it turns green.
7. You'll be walked through a series of prompts. Continue with the steps below for the operating system being used.

See next page for device specific instructions...

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iPhone

1. Tap **Next**.
2. When prompted about Location Services, tap **Allow While Using App**.
3. Tap **Next**.
4. When prompted a second time about Location Services, tap **Change to Always Allow**.
5. Tap **Next**.
6. When prompted about Motion & Fitness Activity, tap **OK**.
7. Tap **Next**.
8. When prompted about Notifications, tap **Allow**.*

Android

1. Tap **Got it!**
2. When prompted about your location, tap **Allow all the time**.
3. Tap **Got it!**
4. When prompted about physical activity, tap **Allow**.

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2.5 I can't find my 4-digit PIN.

Provide the customer with the PIN that's located in the **Login PIN** section of the CMT portal. The PIN stays the same until used and is only available for a one-time use.

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2.6 My 4-digit PIN isn't working.

Have the customer tell you the PIN they are entering and confirm that it matches the PIN that's located in the **Login PIN** section of the CMT portal. If it doesn't match, provide them with the correct PIN. If they are entering it correctly, create a Jira Tier 1 ticket via CMT's Jira Portal with as much detail about the issue as possible. CMT's support agents will investigate what could be the cause of the issue.

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2.7 I don't have an email address.

Inform the customer that TrueLane requires a unique email address for each driver to register for the program.

Do not help the customer create an email account, and do not direct them to a particular service. If they have questions about creating one, suggest that they call their internet provider or ask a family member.

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2.8 When registering, I got a message saying that my email is already in use.

Ask the customer to confirm they're entering their email address correctly, and to try re-entering it. If this doesn't resolve the issue, escalate the situation to a manager.

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2.9 Why did the app ask to access to my location?

TrueLane uses the customer's location solely to provide the app with driving data to calculate their score. This is similar to how a GPS app needs access to your location in order to give you driving directions. Assure the customer that their location is private and that you are not able to see that information.

In order to detect when you are driving, TrueLane needs to be able to access your location at any time, not just when the app is open. See [Adjusting Location Settings](#) for details.

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2.10 Why did the app ask for access to my Motion & Fitness or physical activity?

TrueLane uses the motion sensors in your phone to measure your driving behaviors. On iPhone, this is called Motion & Fitness activity, and on Android it is called physical activity. This information is only recorded if the app detects that you are driving.

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2.11 Why did the app ask to send me notifications?

Notifications are not required, but customers will have the option to be notified when results from a trip are available. In addition to allowing notifications during setup, the customer would need to turn on notifications in the app's settings. To do so, walk the customer through these steps:

1. In the TrueLane app, tap **More** at the bottom.



More

2. Tap **Settings**.



Settings



3. Tap the toggle next to "Notify me when results are available." The toggle will be blue if the setting is on.

Notify me when results are available



On an Android phone, customers may also receive notifications stating that a trip is currently being recorded.

2.12 How do I log back into the app if I logged out?

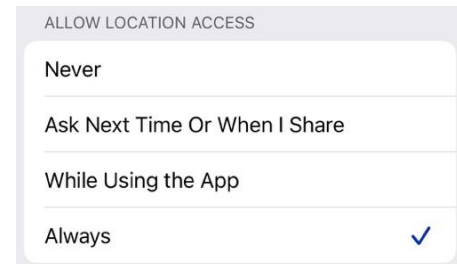
Walk the customer through these steps to log in:

1. Open the TrueLane app.
2. Tap **Log In**.
3. Tap the box that says, "Mobile Number."
4. Type in your phone number, then tap the green check mark.
5. Check the box to agree to The Hartford's *Texting Terms and Conditions & Privacy Policy*.
6. Tap **Continue**.
7. You will receive a text message with a 4-digit PIN Code. You may need to leave the TrueLane app to access your messages and retrieve the code. Enter the code in the TrueLane app, then tap **Continue**. You will not need this code again, so there is no need to save it. The customer should now be logged in to the app.

2.13 When I open the app, it says, "Houston, we have a problem."

On iPhone, the customer is sometimes prompted after a certain amount of time to make sure that they want the app to be accessing their location. If they select **Change to Only While Using** instead of **Always Allow**, they will receive this error message in the app. Walk the customer through the following steps to fix it:

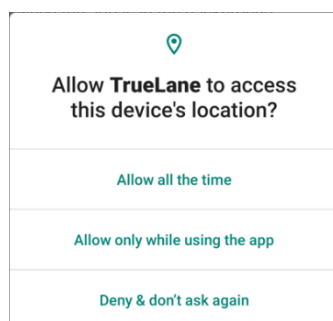
1. On the error screen in the TrueLane app, tap **Go to Settings**.
2. Tap **Location**
3. Tap **Always** to select it. The selected option will have a check mark next to it.



2.14 When I open the app, it says, "TrueLane requires your location all the time."

On Android, this message would appear if the customer took away permission for TrueLane to access their location or set it to only allow while using the app. Walk the customer through the following steps to fix it:

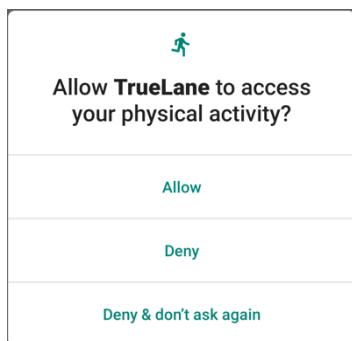
1. On the error screen in the TrueLane app, Tap **Got it!**
2. Tap **Allow all the time**.



2.15 When I open the app, it says, “TrueLane requires your activity permissions.”

On Android, this message would appear if the customer took away permission for TrueLane to access physical activity. Walk the customer through the following steps to fix it:

1. On the error screen in the TrueLane app, Tap **Got it!**
2. Tap **Allow**.



2.16 How do I update the app?

Walk the customer through the following steps to update their TrueLane app:

iPhone

1. Open the **App Store**.
2. Tap your profile picture in the top right corner.
3. If you'd like to update all your apps, tap **Update All**.
4. To update TrueLane only, swipe up until you see **TrueLane**. If it isn't listed, that means there is not an update available.
5. Tap **Update** next to TrueLane. If the button says "Open" rather than "Update," that means there is not an update available.



UPDATE

Android

1. Open the **Play Store**.
2. Tap your profile picture in the top right corner.
3. Tap **Manage apps & device**.
4. If you'd like to update all your apps, tap **Update all**.
5. To update TrueLane only, tap **Updates available**.
6. Swipe up until you see **TrueLane**. Tap **Update** to the right of it. If Truelane is not in the list, that means there is not an update available.



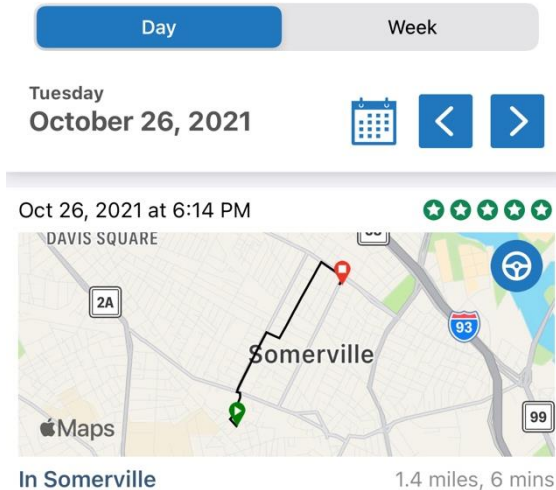
Update

3. App Features - Answers

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3.1 How do I view my previous trips?

To view previous trips, tap **Trips** at the bottom of the app. By default, trips will be displayed from the current day or the last day a trip was recorded, along with a daily summary. To view trips from the entire week, tap **Week**. Use the arrows to cycle through previous days or weeks. Swipe up to view more trips from the selected time period. Each trip is labeled with the date and time, along with a map of the trip with the starting location marked in green and the destination in red. To view more information about an individual trip, tap the map of the trip.


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3.2 What is an event?

An event refers to an individual occurrence of a negative driving behavior during a trip. For example, each time that the app detects hard braking, it will be marked as an event.

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3.3 What are streaks?

A streak is a series of consecutive trips in which a particular event was not detected. Streaks are displayed on the Dash in the app. To see more streaks, tap **View all**. “Best” refers to the most consecutive trips where a particular type of event was not detected. “Current” refers to the number of trips since the last occurrence of a particular type of event.

Streaks		View all >	
		Best	Current
	No Phone Use	5 Trips	3 Trips
	No Speeding	9 Trips	2 Trips
	No Braking	7 Trips	2 Trips

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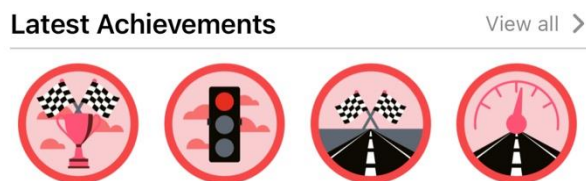
3.4 What do trends mean?

Trends show you how your score has changed over the past two weeks. On the Dash in the app, the trend of your overall driving score is displayed. To view trends on individual types of events, tap **View all**.


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3.5 What are achievements for?

Achievements are awarded when a customer records a certain number of trips without a particular type of event occurring. Achievements are displayed on the Dash in the app. Tap an achievement to see more info or tap **View all** to see more achievements. Achievements don't affect a customer's score.

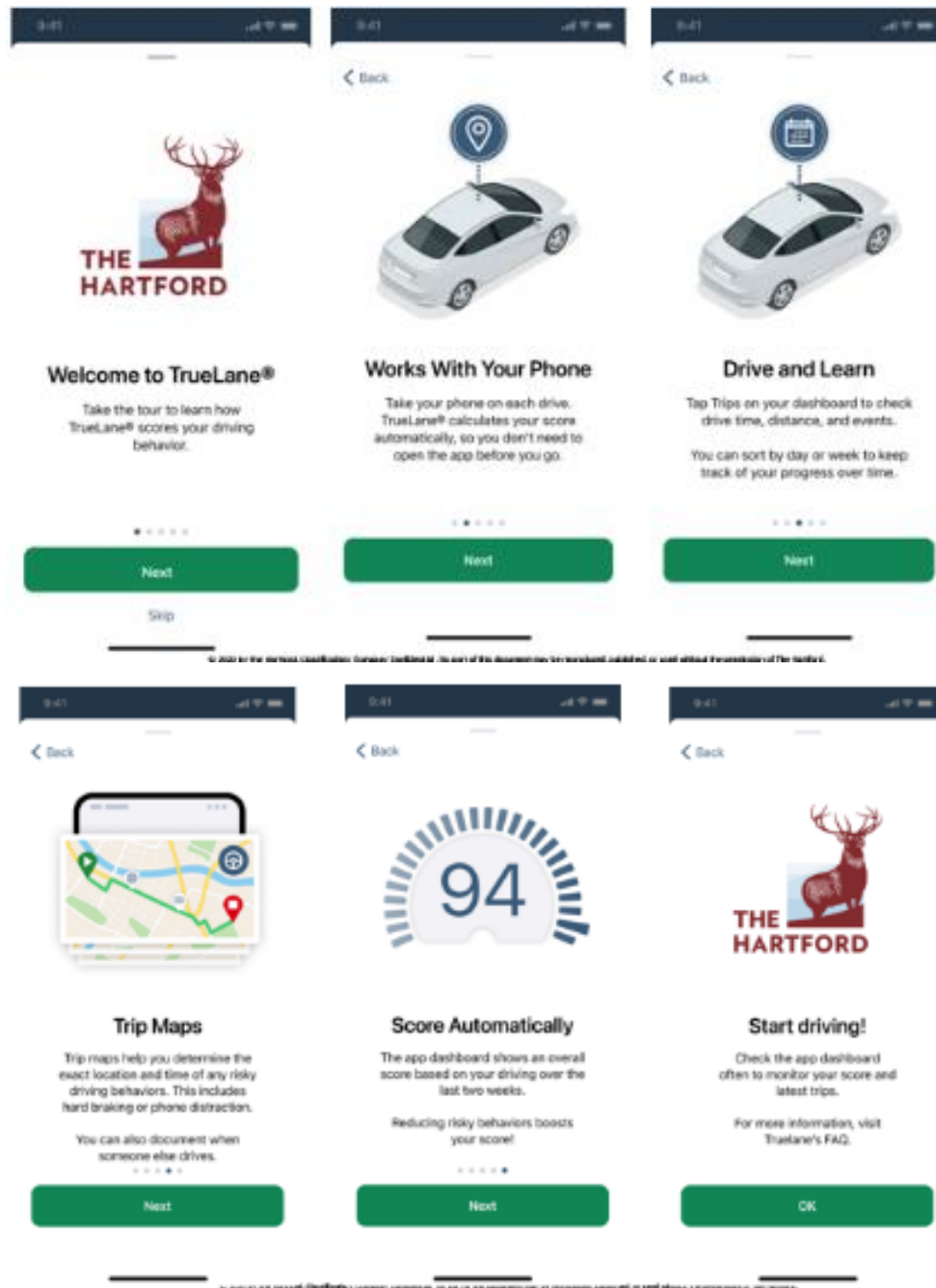

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3.6 How do I view the Terms & Conditions?

To view the TrueLane app Terms & Conditions, tap **More** at the bottom of the app. Tap **Help**, then tap **Terms & Conditions**.

3.7 Tutorials within the app

The TrueLane App contains a high-level tutorial to help customers understand how it works and highlights some of the benefits and features.



4. Recording Trips - Answers

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4.1 How do I know if the app is recording a trip?

On iPhone, there is no way to tell if a trip is recording. Customers can check the app after a trip to see if it recorded. Trips may take several minutes to appear in the app after parking.

Android users may see a notification stating that it is “currently recording a trip” even if they are not currently driving. This is caused by the OS identifying that the conditions to record a trip may have been met; it does not necessarily mean a trip is currently being logged and is nothing for them to worry about.

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4.2 Why isn't the app recording my trips?

First, confirm the following:

- The customer is signed into the app.
- The customer is looking in the correct place for past trips. (See question **3.1**)
- At least 30 minutes has passed since a trip was completed.
- The customer is keeping their phone on while driving.
- The customer's battery was charged to more than 10% while driving.

If all of this is confirmed and no trips are listed, go to the CMT portal, under the **In App** column in the **All Recordings** section, check whether or not any trips were captured. If nothing was captured, confirm the following:

- The customer is logged into the app. If they open the app and there is a green 'Log In' button, they are not logged in.
- Low Power Mode on iPhone or Battery Saver on Android is off.
- Location services are enabled (see [Adjusting Location Settings](#)).
- Motion & Fitness activity or Physical activity access are enabled (see [Turning on Motion & Fitness or Physical Activity Access](#)).
- Start Date does not show “Future.”
- User is not expired.



Review the **Unusual Activity** section in the CMT portal for any patterns that may indicate why trips aren't being recorded.

If none of the above solves the issue, submit a Jira ticket.

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4.3 How do I adjust a trip that was categorized incorrectly?

Sometimes a trip may be categorized as the wrong mode of travel. For example, a customer may have taken a bus ride, but the app recognized it as the customer driving. The customer can change their means of transportation in the app up to 14 days after taking a trip by following these steps:

1. On the Dash in the TrueLane app, tap **Trips**.

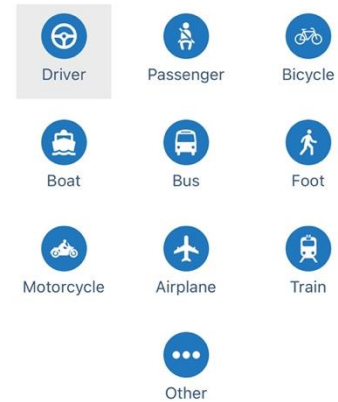


Trips

2. Locate the trip to edit (see question [3.1](#)).
3. Tap the blue circular icon in the top right corner of the trip. It will look like one of the icons shown right.
4. Tap the option that corresponds to the trip.

Choose one

How did you travel on this trip?


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4.4 What if I drive a different car?

TrueLane measures your personal driving habits, so trips will be recorded regardless of which car a customer drives.

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4.5 Why is the app not identifying when I'm a passenger?

During the first 14 days, advise the caller to review their trips to confirm they were listed correctly as the driver. The first 14 days are especially important because during this initial period, the app learns driving habits to differentiate drivers on the policy. The customer can change themselves from a driver to a passenger (or vice versa) in the app up to 14 days after taking any trip (see question [4.3](#)).

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4.6 What if I disagree with an event? Can I have a trip removed?

Ask the customer for details on why they disagree. Inform them that the app accurately captures events and explain why it was recorded. If they say they weren't the driver, explain how to adjust a trip that was categorized incorrectly (see question [4.3](#)). If the customer continues to insist that the event should be deleted, advise that you will refer this to your manager for review. Do not state that your manager will remove the trip.

5. Scoring - Answers

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5.1 How does the app score my trips?

Using GPS and motion sensors in the smartphone, TrueLane collects and analyzes driving data, then calculates an overall driving score out of 100 based on a series of criteria. The score can change daily based on driving habits over the previous two weeks. For each of the criteria, a specific sub-score is also calculated:

- Phone Distraction: The phone is on, unlocked, and is being physically moved while the vehicle is in motion.
- Speeding: Driving over a safe speed for a given road (calculated as the speed limit plus a 9 MPH buffer)
- Hard Acceleration: Accelerating harshly
- Hard Braking: Braking harshly
- Cornering: Driving around a corner harshly

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5.2 Why did my score go down?

The score displayed in the app is an average of scores from trips taken within the past 14 days. A customer's score will decrease if a new trip scores below that average. As trips move outside of the 14-day window, they will no longer be included in the average, which has the potential to bring the score down.

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5.3 Can a single trip permanently affect my score?

No. A customer's score displayed in the app only takes into account trips taken within the past 14 days. The renewal discount is calculated based on the driving data collected in the 91 days leading up to renewal.

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5.4 Why does it only show my two-week score?

The TrueLane app provides relevant information by only displaying a score based on the past 14 days of driving. This way, customers can actively improve their driving habits and see their progress as the score updates.

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5.5 If I use my phone to display maps or play music while I drive, will it affect my score?

As long as your phone is stationary and you do not handle it while the vehicle is moving, your score will not be affected. Phone distractions are recorded if the phone is on, unlocked, and is being physically moved while the vehicle is in motion.

6. Policy - Answers

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6.1 Do I need the app to participate in the TrueLane program?

The TrueLane app must be installed, and trips must be recorded in order to participate in the TrueLane program.

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6.2 Do all drivers on my policy have to sign up for TrueLane?

No, but more participating drivers may result in a larger discount.

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6.3 How is my discount calculated?

By installing the app, customers will automatically receive up to a 12% participation discount, regardless of their driving habits. A renewal discount of up to 25% is calculated based on the driving data collected in the 91 days leading up to renewal. This discount will be applied when the customer renews their policy, and it replaces the participation discount. To continue getting a discount on each policy renewal, the customer must continue using the app.

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6.4 Will my rate be increased if my score isn't high enough?

A customer will never pay more for their policy than they would be without participating in the TrueLane program. However, the discount that the customer receives may be decreased upon renewal if their driving habits become worse.

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6.5 Can I stop using TrueLane?

Customers can stop using the TrueLane app at any time by removing it from their phone. There is no penalty for stopping, but in order to keep receiving the discount, customers will need to continue driving with the app.

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6.6 Where can I see what my TrueLane discount is?

Follow these steps to locate your discount in the TrueLane App:

1. Open your phone
2. Open the TrueLane app



3. On the dashboard there is a tile that is labeled **Discount Information** which contains your driver discount and the policy discount with the effective date.

Discount Information		View details >
Driver Discount	Policy Discount	
10%	13%	
Effective 1/1/2022		

7. iPhone & Android Reference - Answers

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7.1 Locating an Installed App

iPhone

1. Look for the app icon on the home screen of the phone
2. If the app is not visible on the first page of the home screen, swipe from right to left to check more pages.
3. After swiping past all pages of the home screen, you will see the **App Library**, which contains all installed apps.
4. To find an app in the App Library, tap the search bar at the top of the screen. Type in the name of the app, then tap it to open it.

Android

1. Look for the app icon on the home screen of the phone
2. If the app is not visible on the first page of the home screen, swipe from right to left to check more pages.
3. If it still hasn't been located, check the **App Drawer**, which contains all installed apps in alphabetical order.
 - a. On most current Android phones, the App Drawer is accessed by swiping up from the bottom of the home screen.
 - b. On some older Android phones, you'll need to tap the **All Apps** button, which generally looks like a grid at the bottom of the home screen.


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7.2 Updating Your Operating System

iPhone

6. Open the **Settings** app.
7. Tap **General**.
8. Tap **About**. The currently installed version of iOS is displayed next to "Software Version."
9. If the number is below 10, TrueLane cannot be installed. Tap **General** in the top left corner to go back.
10. Tap **Software Update**.
11. If an update is available, tap **Download & Install**. This update requires a Wi-Fi connection and may require the phone to be plugged in to power.



Android

5. Open the **Settings** app.
6. Tap **System**.
7. Tap **About phone**.
8. Swipe up until you see "Android Version." The currently installed version of the Android operating system is displayed here.
9. If the number is below 9, TrueLane cannot be installed. Tap the back button.
10. Tap **Advanced**.
11. Tap **Software updates**.
12. If an update is available, tap **Download and install**. This update requires a Wi-Fi connection and may require the phone to be plugged in to power.



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7.3 Adjusting Location Settings

iPhone

1. Open the **Settings** app.
2. Swipe up until you find **TrueLane** in the list and tap it.
3. Tap **Location**.
4. Make sure **Always** is selected. The selected option will have a check mark next to it.



Android

1. Open the **Settings** app.
2. Tap **Location**.
3. Tap **App permission**.
4. Tap **TrueLane** in the list of apps.
5. Tap **Permissions**.
6. Make sure that **Allow all the time** is selected.


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7.4 Turning on Motion & Fitness or Physical Activity Access

iPhone

1. Open the **Settings** app.
2. Swipe up until you find **TrueLane** in the list and tap it.
3. Turn on the toggle next to **Motion & Fitness** (the toggle will be green when it is on)



Android

1. Open the **Settings** app.
2. Tap **Apps & notifications**.
3. Tap **Advanced**.
4. Tap **Permission manager**.
5. Tap **Physical activity**
6. Tap **TrueLane** in the list of apps.
7. Tap **Allow** to select it (the circle to the left of the selected option will be filled in green)


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7.5 Turning on Notifications

iPhone

1. Open the **Settings** app.
2. Swipe up until you find **TrueLane** in the list and tap it.
3. Tap **Notifications**.
4. Tap the toggle next to **Allow Notifications**. The toggle will be green if it is on.



Android

1. Locate the TrueLane app on the home screen or in the App Drawer (see [Locating an Installed App](#) for more details)
2. Hold your finger on the TrueLane icon. A box should appear below it that says **App info**.
3. Tap **App info**.
4. Tap **Notifications**.
5. Tap the toggle next to **Show notifications**. The toggle will be green if it is on.



8. Rewards - Answers

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8.1 Rewards Program Requirements

You must drive at least 50 miles within the two-week reward period and have a score of:

- score of 95-100=\$2.00
- score of 90-94=\$1.50
- score of 85-89=\$1.00
- Score of 40-84=\$0

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8.2 How often can I earn a reward?

You have the potential to earn them approximately every two weeks if you meet the program eligibility requirements

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8.3 When do rewards start?

You can see how you are doing once you download and activate the App.

Your eligibility to earn a reward begins on your policy effective date

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8.4 Why didn't I get a reward?

Your score on the payout date didn't meet the eligibility requirements which is 50 miles driven during the two-week reward period example 4/18-5/2 and a score of:

- score of 95-100=\$2.00
- score of 90-94=\$1.50
- score of 85-89=\$1.00
- Score of 40-84=\$0

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8.5 What are the reward score levels?

- score of 95-100=\$2.00
- score of 90-94=\$1.50
- score of 85-89=\$1.00
- Score of 40-84=\$0

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8.6 When can I earn my next reward?

If you look in the app on the dashboard there is a rewards card that contains your specific information. If you look on the righthand side halfway down, you should see the date

Rewards

View deals >

Your Balance

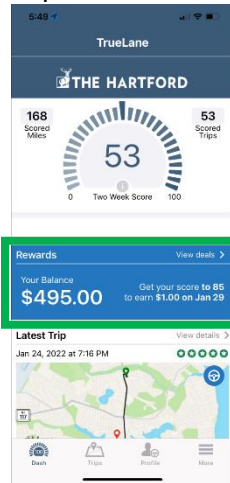
\$500.00

Get your score to 85

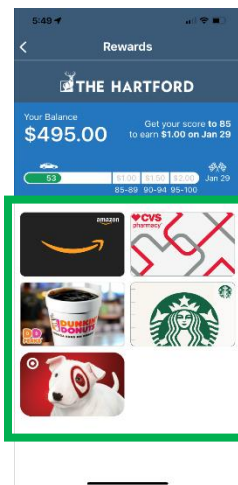
to earn \$1.00 on Jan 29

8.7 How do I redeem a reward?

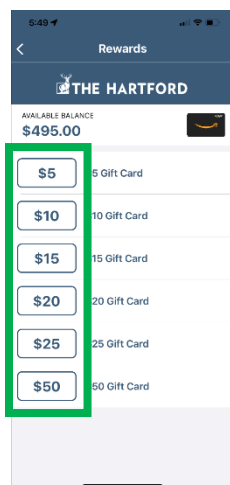
Tap rewards card



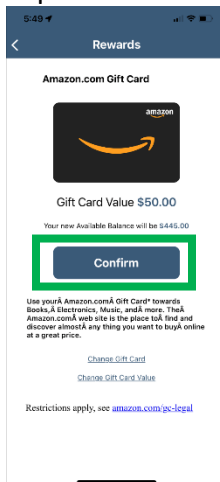
Tap gift card you are interested in receiving -example Amazon



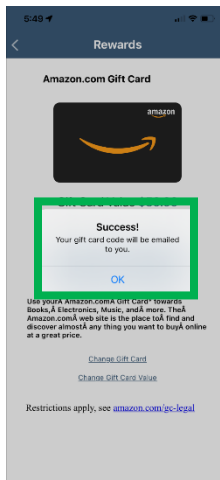
Tap the denomination-example \$5.00



Tap confirm



Get Success message in App



Go check your email inbox for the email gift card

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8.8 Do my rewards expire?

Not as long as you remain a TrueLane Participant as you will need your app to redeem your rewards.

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8.9 What are my gift card choices?

There are currently 8 choices:

1. Amazon
2. CVS
3. Dunkin Donuts
4. Home Depot
5. Panera Bread
6. Starbucks
7. Target
8. Wal-Mart

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8.10 Is my state participating in the rewards program?

Currently, the rewards program is offered in AR, CO, IA, TN, KY, MO, OR

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8.11 How many gift cards have I earned?

We don't have access to this information. If you would like me to provide your name, email address and cell phone number to my manger they can research the answer and get back to you.

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8.12 How many gift cards have I redeemed?

We don't have access to this information. If you would like me to provide your name, email address and cell phone number to my manger they can research the answer and get back to you.

9. App Troubleshooting and Diagnosis

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9.1 Navigating to the Known Issues Section

The Known Issues section, located after the Device Detail section on the Driver Details page, gives Portal users an at-a-glance view of issues that may be impacting the recording of trips. Information related to any issue is displayed in a thorough and intuitive timeline, and is used to identify why a trip may have been missed. This is helpful both for proactively reaching out to drivers who are not able to record trips, and for addressing customer concerns if they reach out with questions.



9.2 Issue Types and Recommended Actions

Each issue, along with a recommended action to take when applicable, is described in the table below.

Issue	Description	Recommended Action
Airplane Mode (Android only)	The phone is in airplane mode, which disrupts recording. Note: Airplane Mode cannot be detected on iOS devices at this time.	Instruct the driver to turn off airplane mode to ensure trips are properly recorded.
Phone Battery Level	The battery dropped below 20% while the phone was not plugged into a power source, causing trip recording to stop.	Trips resume being recorded when the phone's battery level is greater than 20%. Let the driver know that plugging the phone into a power source (such as a car charger or portable power bank) avoids this issue. If connected to a power source, trips are recorded even if the battery is below 20%. If the low battery occurs during a trip and recording stops, plugging the phone into a power source will resume trip recording. Safety first! Drivers should never attempt to plug in the phone while driving.
Power Save Mode	The phone is using power save mode, which restricts certain background processes and prevents trip recording.	Instruct the driver to turn off power save mode so that background trip recording is possible.
Force Quit	The app has been "forced" to quit, which stops it from running.	Have the driver launch the telematics app on their phone. This should get things working as expected. Let the driver know that performing a Force Quit is almost never needed, as the app is intended to always run in the background.

Continued on next page....

Issue	Description	Recommended Action
Location Services	Permissions related to Location Services were not set correctly on the phone for the app. Even if these permissions are partially correct, trip recording will still be interrupted.	Review the required Location Services settings/permissions with the driver and ensure they are set properly on their phone.
WiFi-Only Upload	WiFi-only uploading was enabled in the driver's application, potentially causing a delay in trip processing. Note: While this issue may delay trip processing, it does not prevent trip recording.	If the user is unhappy with the delay in trip processing, instruct them to turn Wifi-only uploading off in their application settings.

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9.3 Interacting with the Timeline

There are several ways to adjust and manipulate the Known Issues timeline according to your needs:

- Use the **Select Date Range** date picker to choose a date range of 1-7 days.

Select Date Range:

←

March 2022

→

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

←

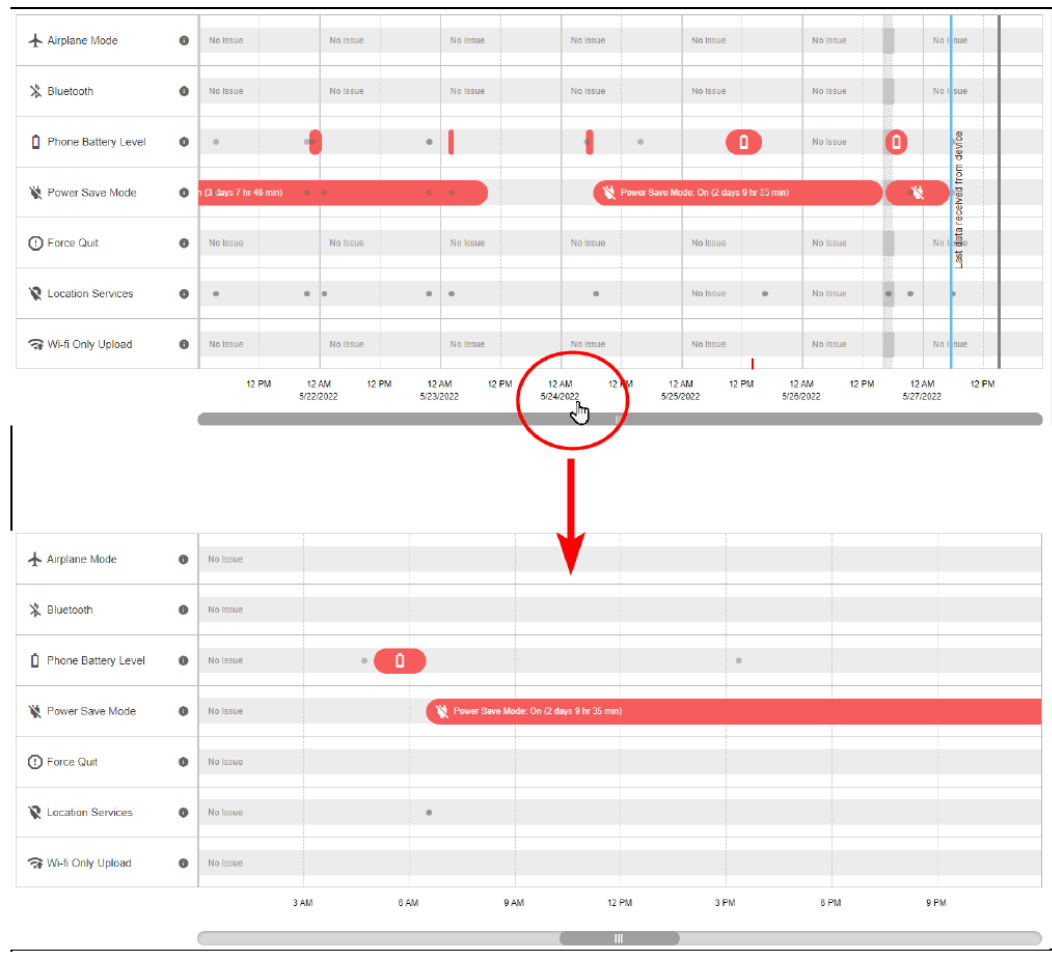
April 2022

→

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

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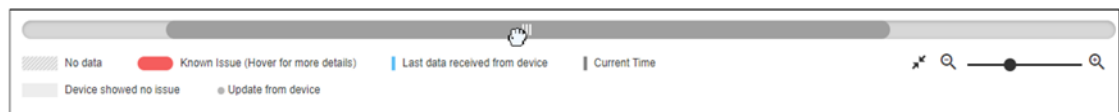
- Click on an individual date beneath the timeline to see the information narrowed down to that date.



- Use the slider near the bottom-right corner of the timeline to zoom in and out within the selected date range, and the reset button (two inward-facing arrows) to its left to return to the default view.

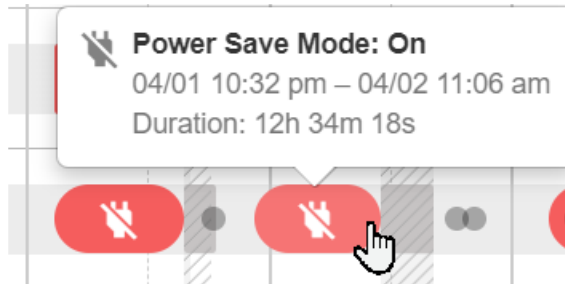


- Use the horizontal scroll bar on the bottom of the timeline while zoomed in to navigate forward and backward in the selected date range.



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- Hove over a particular issue to see when it occurred and how long it lasted.



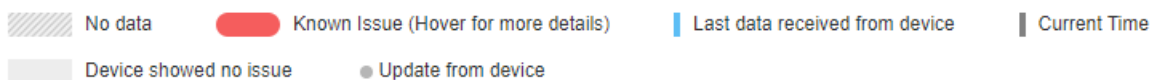
9.4 Interpreting the Timeline

The Known Issues section shows the precise timeline of when trip recording issues appeared and when they were corrected. Using the Select Date Range date picker, Portal users can reduce the view to a single day for maximum granularity, or view up to seven consecutive days for a more general view. By default, the last seven days are shown.

The top of the Known Issues section shows the device type, as well as a timestamp indicating the last time the CMT backend received communication from it.



Below the timeline is a legend showing how to interpret the timeline.

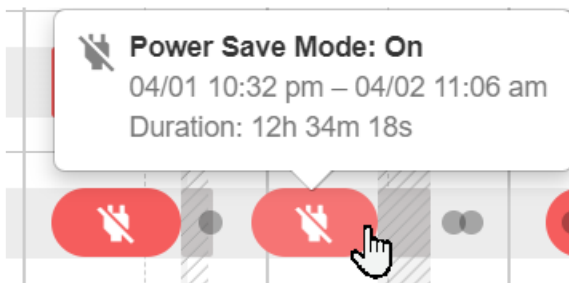


- **No data:** A light gray bar with dark gray stripes indicates that the CMT backend didn't hear from the user's phone at all for 24 consecutive hours.
- **Device showed no issue:** A light gray bar indicates that data was received but no issues were detected.
- **Known Issue:** A red bar indicates that there was an issue. Hover over the bar to see when it occurred and for how long it lasted.
- **Update from device:** A small dark gray dot shows when the user's phone sent an update related to the given issue type.
- **Last date received from device:** A blue vertical line showing the last time the CMT backend last received communication from the device.
- **Current Time:** A dark gray vertical line showing the current time as of now

9.5 Examples of How to Read the Known Issues Table

To illustrate how to read the Known Issues table, consider the following examples.

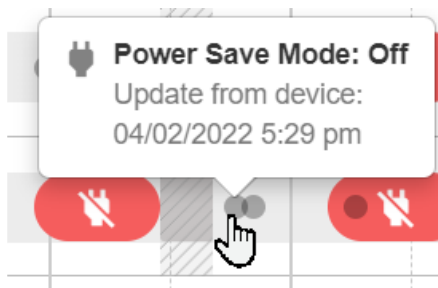
Example 1



In this case, the red bar appears in the **Power Save Mode** row and goes from 10:32pm on April 1st to 11:06am on April 2nd. This indicates that the user's phone had a power save mode active during that time frame, preventing trip recording from taking place.

After this point we see a portion of the row is dark gray, indicating that the CMT backend did not receive data from the phone during that time frame.

Following this section are dark gray circles, indicating that we received data from the phone again.



We can see at this point that the power save mode had been turned off, and there were no further issues until the next time we detected this mode later on.

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Example 2



In this example, the timeline shows that for a long stretch of time, we did not receive data from the user's phone. On the evening of 5/21/2022, the dark gray bars became light gray bars, indicating that data was once again being received. We also see a red bar in the **Phone Battery Level** row, meaning that the user's phone was at 20% battery or lower and not plugged into a power source. This prevented trip recording from taking place.

Dark gray dots appear at around 12pm the next day in the **Airplane Mode**, **Power Save Mode**, and **Location Services** rows, indicating that the CMT backend received data from the phone that showed no issues in those categories. However, a dot also appears in the **Phone Battery Level** row on top of the red bar a few hours beforehand, indicating that the CMT backend received data from the phone showing that the battery level was still low.

The red bar ends at around 12pm, after which the light gray bars show that there were no issues until we stopped receiving data from the phone again on 5/23/2022.

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9.6 More FAQs About the Known Issues Interface

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9.6.1 What is the main difference between the new Known Issues view and the old one?

The new view provides more information in a simpler view, giving Portal users an at-a-glance look at issues that may be impacting the recording of trips. Information related to any issues is displayed in a detailed, intuitive timeline so that customer service representatives can easily see why trips may be getting missed. This is helpful for proactively reaching out to drivers who are not able to record trips, and addressing customer concerns if they reach out with questions.

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9.6.2 What is the source of the Known Issues data?

Known Issues is now powered by the Device Events table supplied by the CMT Mobile SDK. This table provides contextual information which enables highly accurate reporting about trip recording issues.

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9.6.3 How Often is Known Issues Data Updated?

The Known Issues timeline is updated every 24 hours.

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9.6.4 Why do I See a Dark Gray Dot in the Middle of the Red Bar?

A dark gray dot indicates that an update was received from the phone related to the given row. When one appears on top of the red bar, this means that the CMT backend received data from the phone indicating that the issue was still occurring.


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9.6.5 Why Don't I see Samsung Sleep Mode and Battery Optimization?

Samsung Sleep Mode does not affect trip recording and is not captured in the Device Events table. Battery Optimization is not captured in the new data source.

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