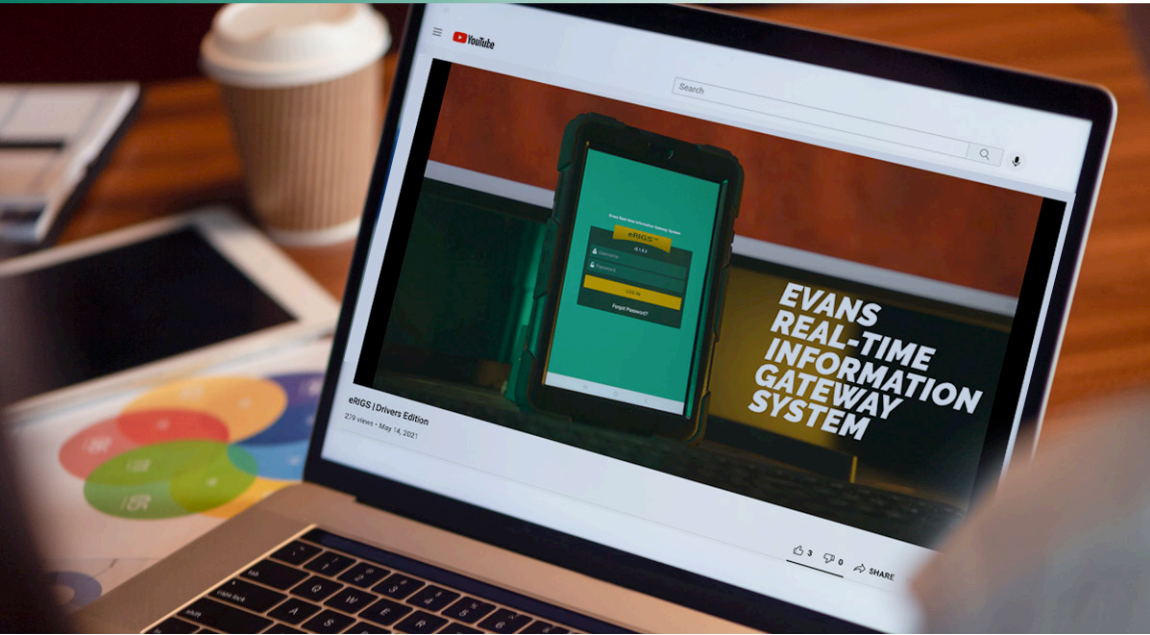


## Agent Support Training Resources for eRIGS™

We have various resources standing by to assist you to implement and navigate your eRIGS conversion. To follow is a list of those resources to help you get started!

Let us help you implement eRIGS! Email: [TrainingDepartment@EvansDelivery.com](mailto:TrainingDepartment@EvansDelivery.com)



### Videos from the Training Department



EVANS TRAINING SERIES

As part of the Evans Training Series (ETS), there are two videos that will walk you through eRIGS, whether you are an agent, dispatcher or a driver.



[Click here for the Dispatch Edition](#)

[Click here for the Driver Edition](#)

### Frequently Asked Questions

We've gathered together common eRIGS questions and developed a handy document for you to utilize (see page 2 & 3). *Stay tuned, as we will be releasing an ETS video on these topics as well!*



[Click here to visit the website](#)

### The Evans University Website

Head on over to the Evans University website where you will find the eRIGS Guidebook and Demonstration videos.

### Monthly Webinars

The Training Department hosts monthly webinars, where one of the topics is eRIGS. Take part in the webinar to learn more. Be on the lookout for the monthly webinar schedule via email.

**Have questions? Interested in training?**

Email the Training Department: [TrainingDepartment@EvansDelivery.com](mailto:TrainingDepartment@EvansDelivery.com)

## Evans eRIGS™ Mobile Application    The Evans Real-Time Information Gateway System

Available for Apple and Android, eRIGS™ allows drivers to view and accept loads that have been assigned to them, as well as electronically update the status of accepted loads and capture proof of delivery and other documents (via an on-screen signature method or by camera capture of paper documents) and transmit directly into the Evans system.

### How can I find my username and password to log into eRIGS?

**DRIVER:** The same username and password to log into Evans Pitstop will also log you into eRIGS. If you aren't sure what this is, go to Evans Pitstop > Ask Earl > request your credentials with either TechDeck or your Agent.

**AGENT:** You can find driver credentials for eRIGS under Operations > Manage Drivers.

### How do I know if I have the most current version of eRIGS?

**DRIVER:** When logged into eRIGS, click on the three dots in the top right hand corner and then About eRIGS. This will let you know which version of eRIGS you have installed. iOS and Android version numbers will vary. Depending on your device, go to the App Store (iOS) or Google Play (Android) and search eRIGS. Doing this will let you know if you have the most current version or if there is an update available to download and install. It's always best to have the most current version installed providing you with the most current features.

### Why can't I see the loads I have been dispatched on?

**DRIVER:** Your account plays a pivotal role with visibility of the loads you are dispatched to. When logged in, you want to confirm your home dispatch location's three letter alpha code (ex. ABC) and truck you are correct in the top-right side once logged in. If either of these are incorrect, let your dispatcher know to have this accurately updated.

### Why can't I click on Send POD, Send Other Docs or Status Update?

**DRIVER:** When you first go into a load, you are in "read only" mode. You can click through the tabs to confirm information your dispatcher provide but in order to interactive within the load, you must first click Accept. This will commit you to this load and unlock the other three buttons (Send POD, Send Other Docs, and Status Update) to begin providing documents/status updates.

### Why can't I add the Chassis, Equipment, Seal or Empty under the Reference tab?

**DRIVER:** There are many features in eRIGS that when enabled, give you deeper access into providing critical data to our order system. On the right hand side of the box containing CHASSIS, EQUIP, SEAL, and EMPTY you'll see a pencil. If this pencil is grayed out, this feature is disabled. If our dispatch is asking for you to provide this information, they will need to contact TechDeck to request for this to be enabled. Once done, log out and log back in to see this feature enabled.

### How do I add Arrival, Started, and Completed data and times to the electronic POD for the customer?

**DRIVER:** Under the Live Unload tab, you'll see Arrival, Started, and Completed encased in a box with a pencil to the right. When you click on the pencil, you'll be given three sets of Date and Time fields. When entered and clicked OK, these will appear in their designated box. Once done, click Send POD > OnScreen Signature. Those time entered will now appear in the Live Unload section of the electronic POD. This is an on-demand feature meaning it will only show up on the POD brought up through your eRIGS account. If you begin another action (ex. Status Update), these dates and times will clear and need to be re-entered in order to capture and send.

*continued...*

## How do I know if the document I uploaded made it through successfully?

**DRIVER:** When you upload a document (whether OnScreen Signature, Camera Capture, or Upload Document), the message confirming it has uploaded properly is Document Successfully Uploaded. This message ensures the load you uploaded to will receive the document you submitted.

## What does it mean when it says Upload in process? Do I need to do something else?

**DRIVER:** This message will appear in areas where cellular service is weak. Your document(s) have been queued (they are being held). You can click Close on this message. When you enter an area with a stronger signal, the document(s) will push through successfully. Be sure to leave your device powered on until you can confirm with your dispatcher that all documents have been received.

## How can I make sure I get the best possible picture with Camera Capture?

**DRIVER:** Here are a few tips for a successful Camera Capture:

- Ensure good lighting – well lit areas will provide sharpest and clearest quality when capturing an image.
- Avoid shadows – move around so light is not blocked. A good approach is to prop the document up for a flat look with a clipboard.
- Use a light background – Using a dark background will cause the camera to try and balance the shades causing a darker overall image. A light background will keep the image more stable and legible.
- Keep a steady hand – by bracing your arms on something solid or pulling your elbows into your side, you are keeping your device steady to capture a clear image with readable text.
- Frame the document – fill the entire screen with the document. If your image is showing other objects (ex. Steering wheel, shoes), you're too far away. By having the document fill the entire frame, you are capturing and cleaning and more precise document.
- Review image before sending – the last step when uploading is the Review and Submit screen. This will give you an opportunity to be confident with the document you captured. Pretend you are the customer and ask, "would I accept this document?" If it's not clear, well-framed, or bright enough, then tap the Cancel button and try again.



Access eRIGS demos and guidebook online:  
<http://evansuniversity.com/erigs-demo/>