

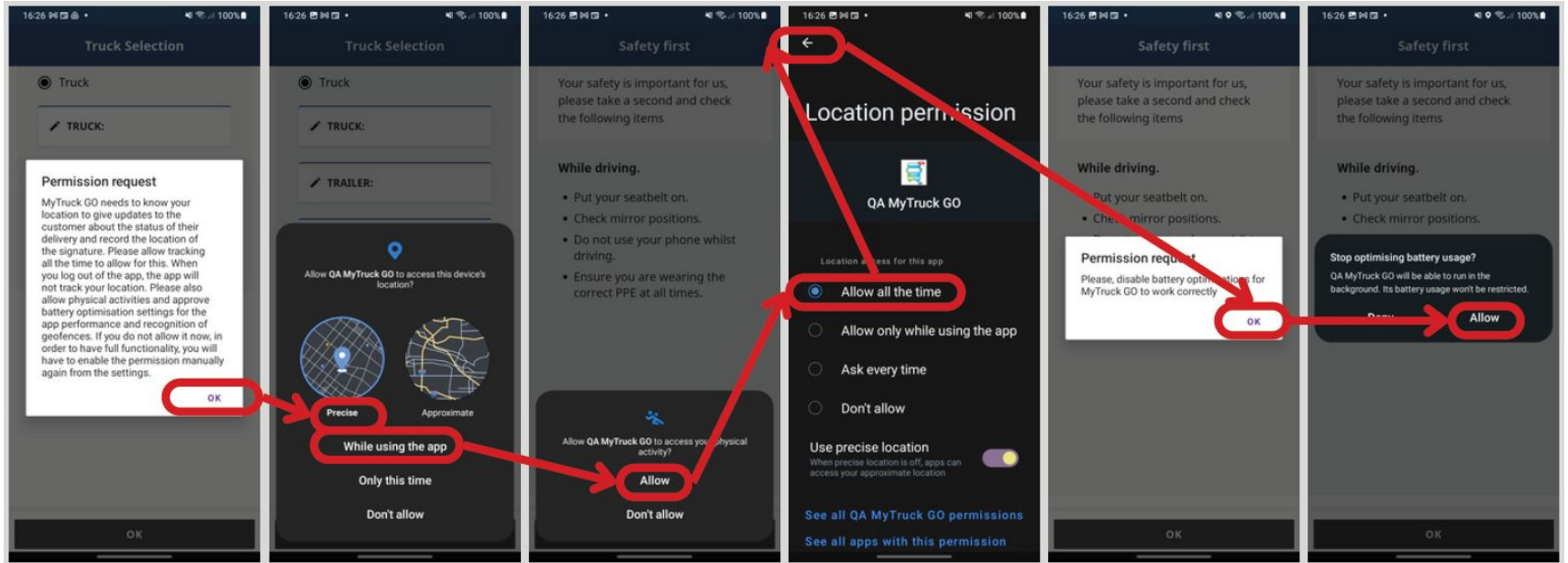


# MyTruck GO Phone Permissions FAQ

Checking permissions on iOS and Android

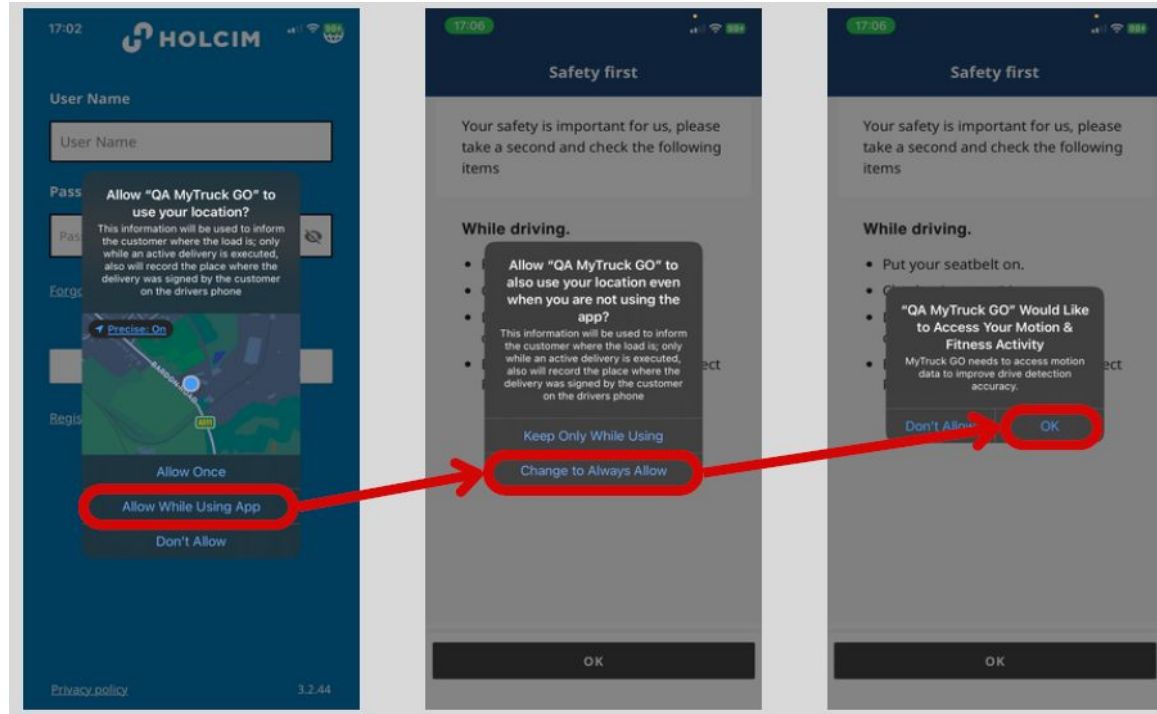
# Setting up permissions - Android

On Installation, per the MyTruck Go How to Guide - see the correct way to set up permissions on an Android Device



# Setting up permissions - iOS

On Installation, per the MyTruck Go How to Guide - see the correct way to set up permissions on an iOS Device



# Why do we need Permissions

Permissions grant access for the app to work with the phone and use certain features which enhance performance and connect the app to the wider system network.

Location permissions are required as this primarily is how we track and provide tracking and ETAs to customers which is paramount to our service offering. Due to the way phones work, it's also the permission needed to check if work is on the app in order to keep logged in. Allowing this ALL THE TIME means the app can continue to update even if the app is in the background. Selecting "Whilst using the app" only allows the app to work when it's on the screen. Logging out is the kill switch - no tracking (see later slides)

Activity Movement/Motion & Fitness is required to be allowed as this enables the safety features within the app but allows the app to monitor for driving activity. This means the app can limit the amount of tracking or the tracking full stop if it detects driving activity has stopped.

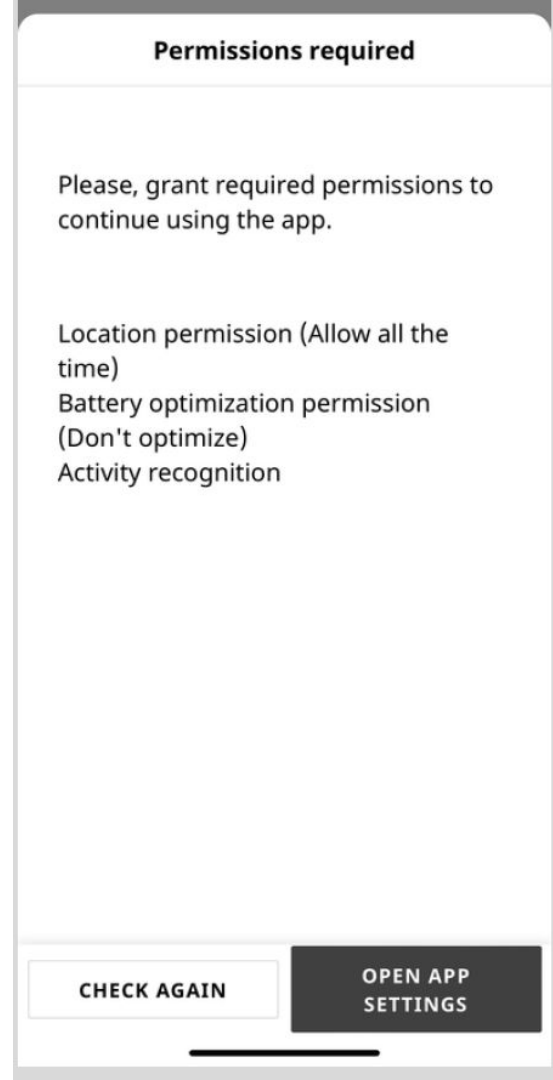
Battery Optimisation needs to be OFF, this won't ruin a battery it will just allow the app to work in the background as designed in tandem with the above permissions. This is important for Android and iOS adopts

# Permissions block in the app

If permissions are not granted properly from installation or previous use, on logging in users won't be able to access their tickets.

This pop up will show, and OPEN APP SETTINGS will take them to the appropriate settings page to change their settings. Deleting and reinstalling the app is also an option.

Users DO NOT need to reregister when they reinstall their details are stored in the cloud



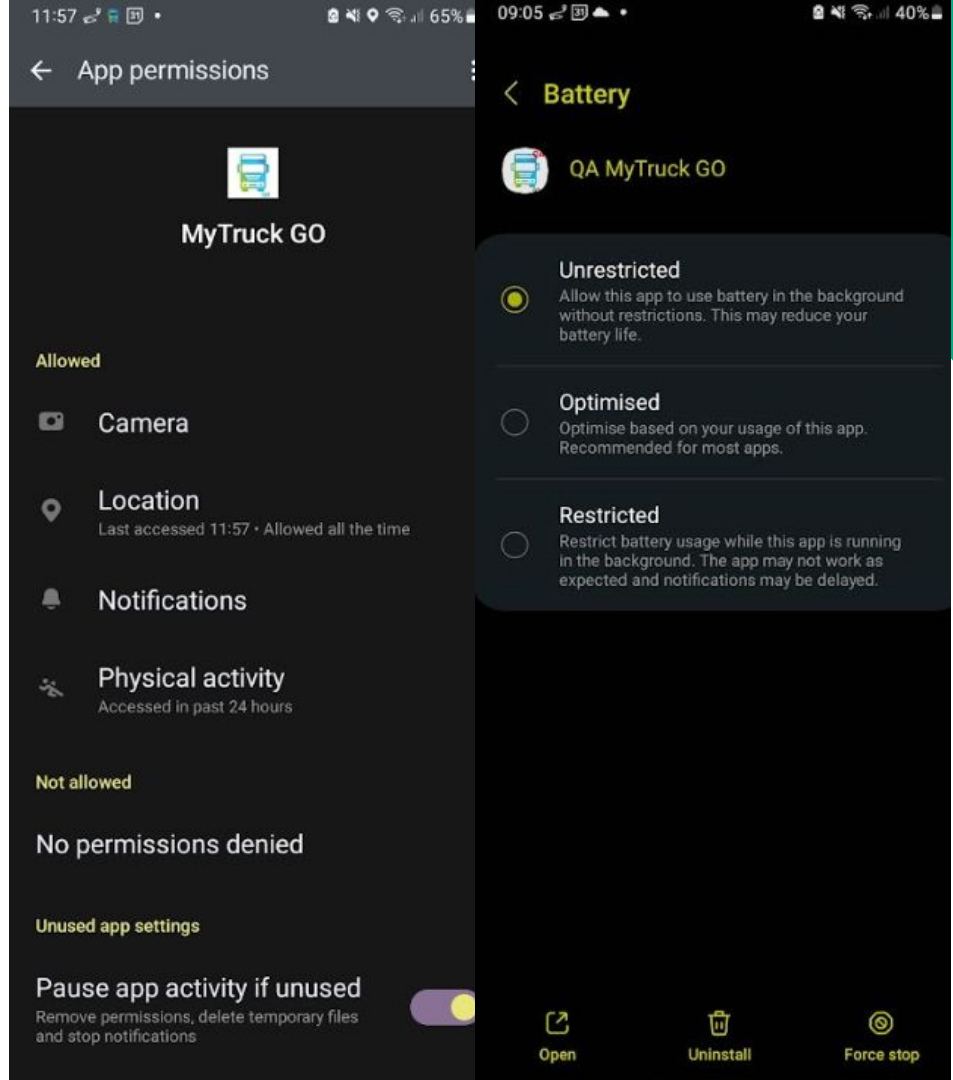
# Checking Android

Open Settings per the pop up or got to:  
Settings > Apps > MyTruck Go >  
Permissions

Location needs to be set to all the time  
and precise

Physical Activity needs to be allowed

To get to battery, go back from  
permissions, scroll to battery within the  
app and set to unrestricted

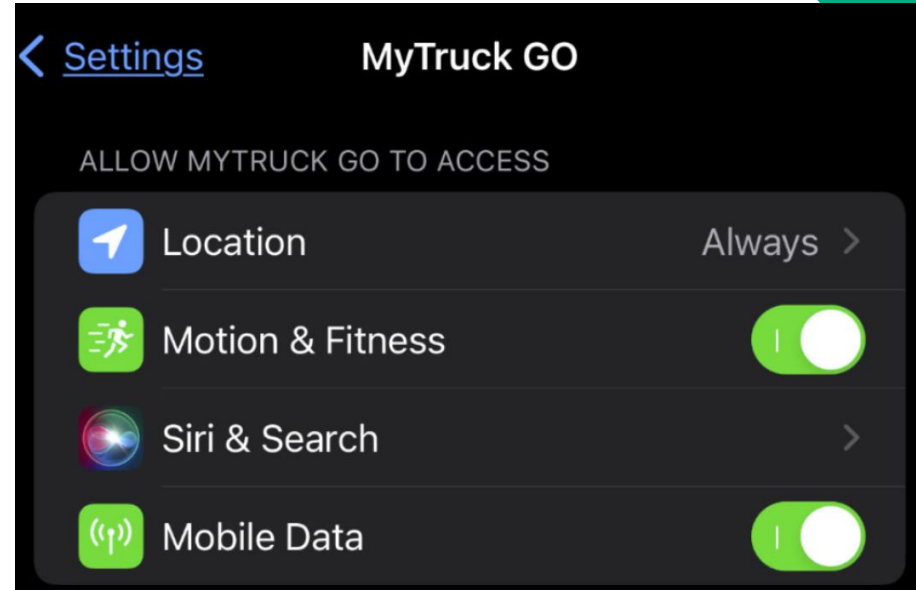


# Checking iOS

Open Settings per the pop up or got to:  
Settings > (scroll down to find) MyTruck Go or  
Settings > Privacy & Security > Location  
(find the app) / Motion & Fitness (find the  
app)

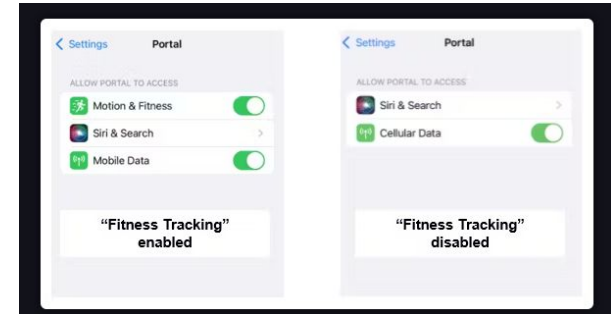
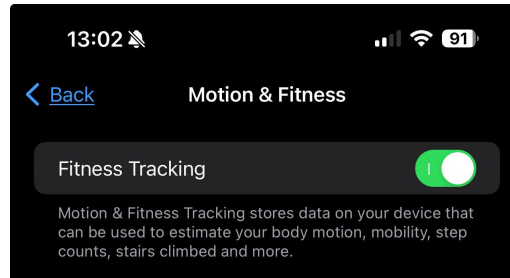
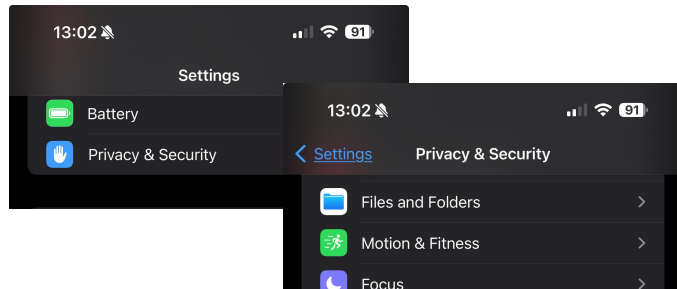
Location needs to be set to all the time  
Physical Activity needs to be allowed

Battery optimisation on iOS is default but  
using low power mode on the battery  
may cause issues.



# Top Tips & Other Checks

- (iOS) Check Privacy and Security, make sure Location Services are ON and under Motion & Fitness, Fitness Tracking is ON
  - If Motion and fitness is not an option to select per the image, it's like that Fitness tracking is completely disabled in the privacy menu noted above.



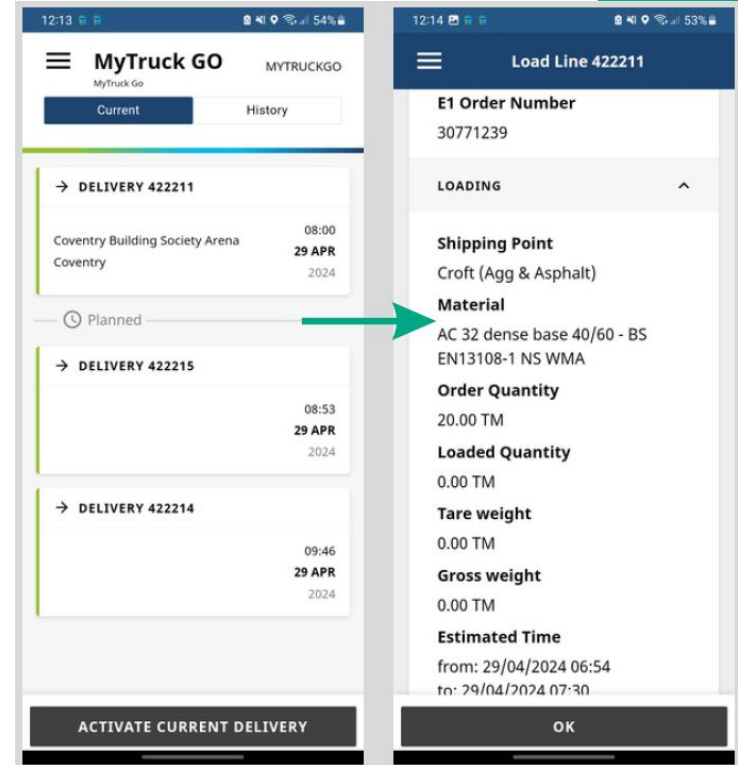
- (Android) Make sure all other apps and services are up to date including Google Chrome and Android Web Viewer
  - Sometimes if pressing update all in the playstore, Chrome may fail and disappear from the list, search for it and update it directly!



# Permissions Granted

Once permissions are granted you can use the check again button or it will automatically check and take you to the main menu to see your work.

Following on for other MyTruck Go understanding refer to the [guide](#) or [troubleshooting doc](#).

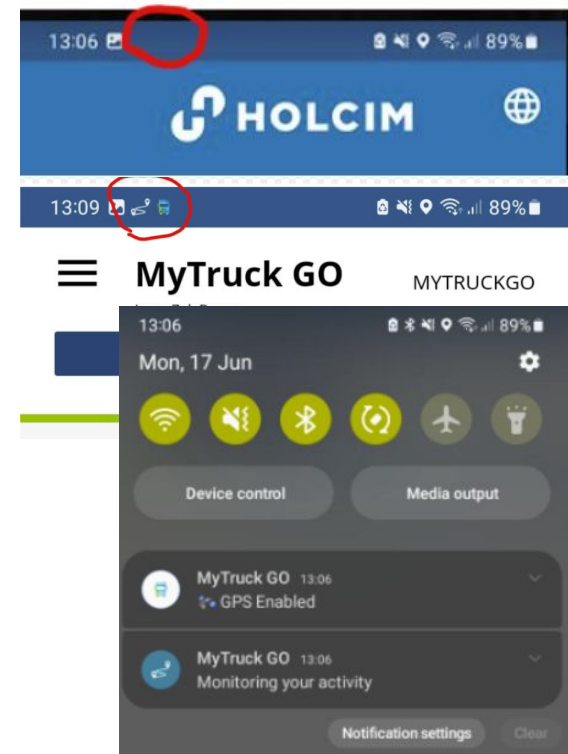


# When are Permissions Tracking - Android

A user can see when MyTruck is logged in and tracking by looking for particular indicators

On Android in the header, 2 icons representing two notifications will appear at log in and vehicle selecting telling the user when the GPS is active and when it's monitoring the activity of the app.

If the user logs out, the icons will disappear and clear once the connection has been severed (which should be immediately with good internet connection).



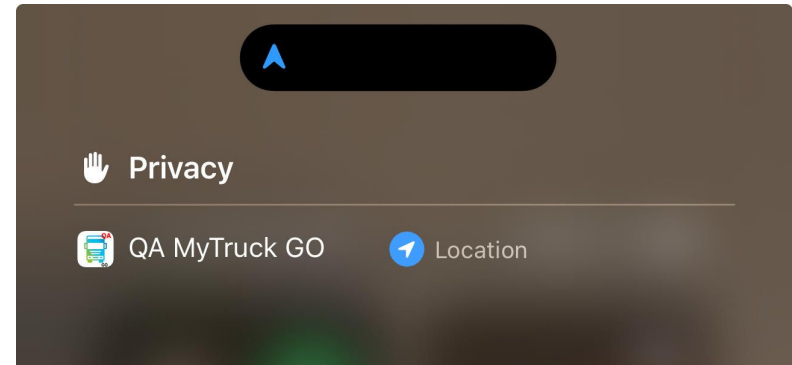
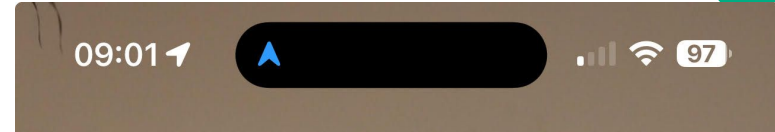
# When are Permissions Tracking - iOS

A user can see when MyTruck is logged in and tracking by looking for particular indicators

On iOS the blue arrow and small arrow icon at the top of the page indicates location sharing (and as a result GPS and motion tracking) is active.

Swiping down on the screen to open the control centre, allows the user to press the location sharing icon to see which apps are using which permission.

Once logged out, the blue arrow will disappear and the notifications eventually clear



# Logging Out

Logging out stops all tracking - logging out can be done via the main menu in MyTruck Go.

Also, to ensure users get the most from the app but are not subject to further tracking if they forget to log out. MyTruck Go has an automatic logout function (which is connected to the GPS ping).

As such when location is shared, a check occurs looking for work within the current working period (4am to 6pm today, 6pm to 4am tonight, post 4am tomorrow for beyond). If work is assigned to the truck within the current period, the app will remain logged in, if not, the app will automatically log out and stop all tracking after 90mins (allowing time for return trips to plant and new work to be allocated).