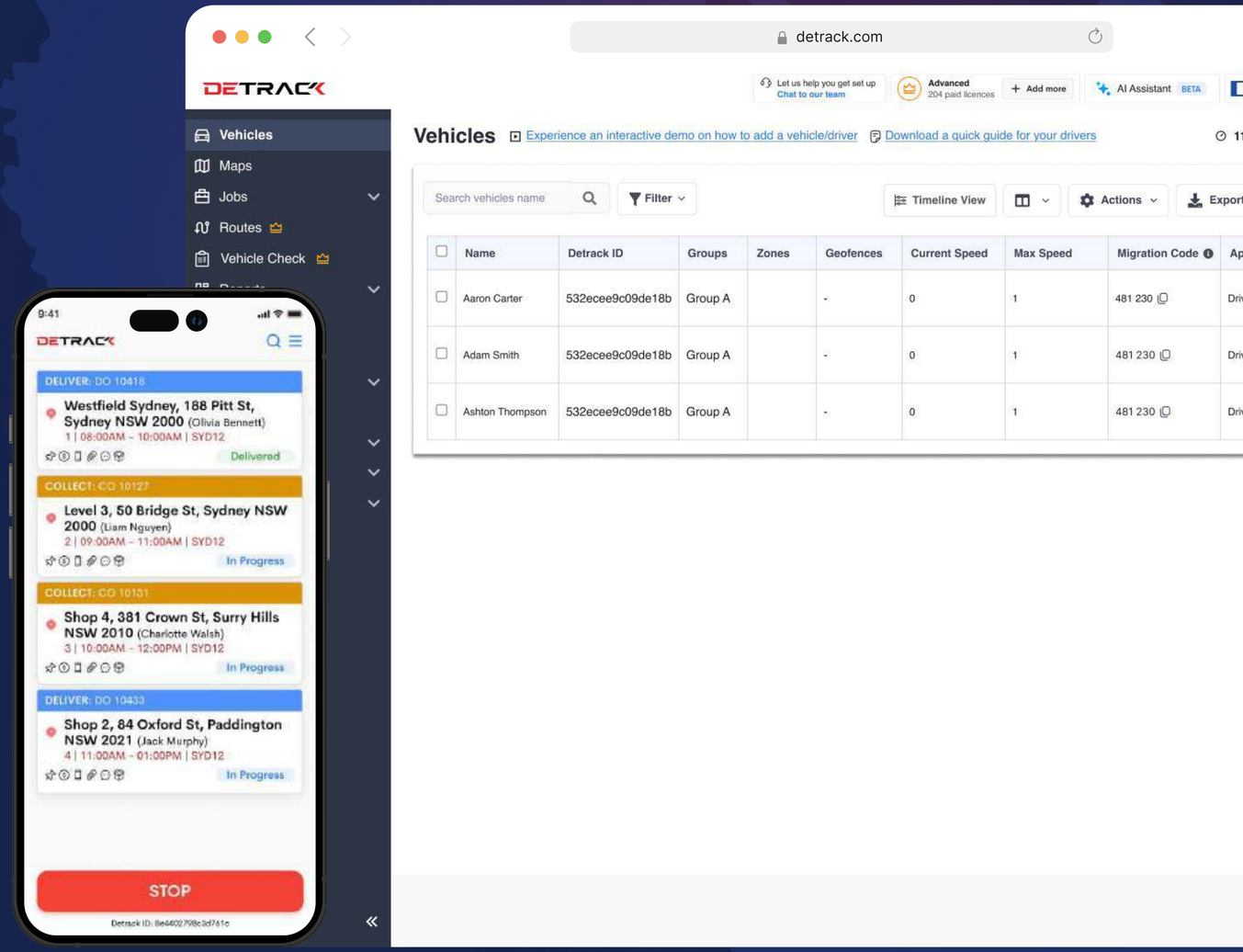
PRODUCT GUIDE · 2026

Driver App Migration Guide for Admins



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Before you get started

Keep these in mind to ensure a smooth transition and prevent any disruptions to daily delivery operations.

Schedule the migration outside working hours

- Migrate at the start or end of your drivers' shift. Avoid switching apps while drivers have jobs in progress to protect ongoing workflow and data.

  NOTE: You can migrate in phases driver by driver if required.

Do not uninstall the old Driver app

- Do not remove the old app during or immediately after the switch. This lets you easily roll a driver back if needed, without a full reinstallation.

Ensure a stable internet connection

- Make sure drivers are connected to reliable mobile data or Wi-Fi before beginning the setup, so the migration completes without interruption.

Minimum device requirements

Check that your drivers' phones meet the minimum requirements for the new app.

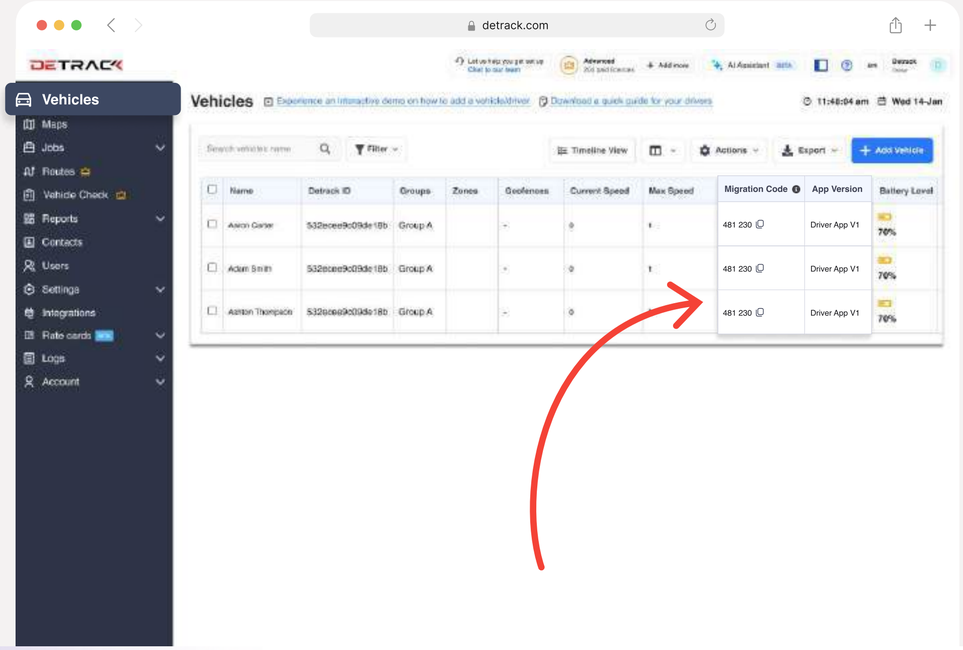
Platform	Minimum OS	RAM
iOS	iOS 15.5 or later	No separate requirement
Android	Android 7.0 or later	3 GB

Not supported

- Any iPhone older than iPhone 6s (cannot update to iOS 15.5)
- Any Android device below 7.0 or with less than 3 GB RAM

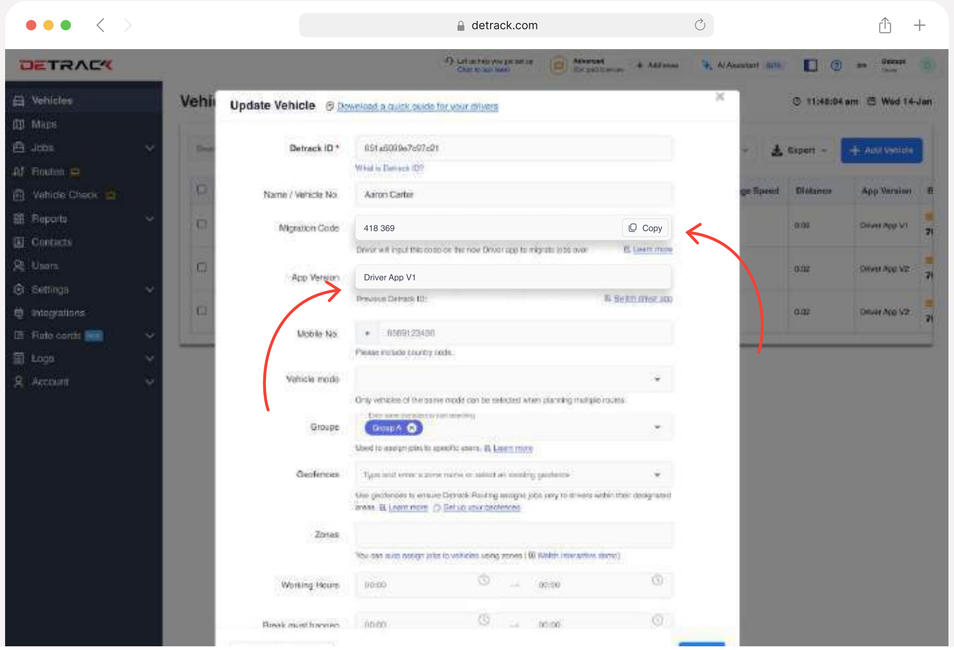
Sharing your company migration code with your drivers

The code is a security measure that verifies the driver is connected to your account and prevents unauthorized access.



Vehicles Page

- Every vehicle shows the same 6-digit code in the **Migration Code** column. Copy it and send it to all your drivers.

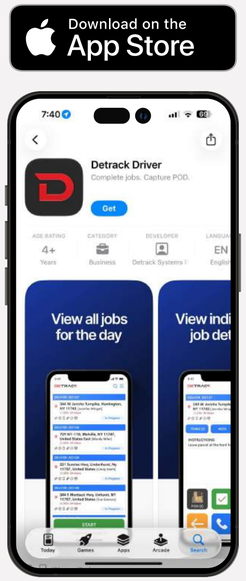


Vehicle Details

- Or click a vehicle to open **Vehicle Details**, then click the copy button next to the **Migration Code**. You can also check the driver's **App Version** here.

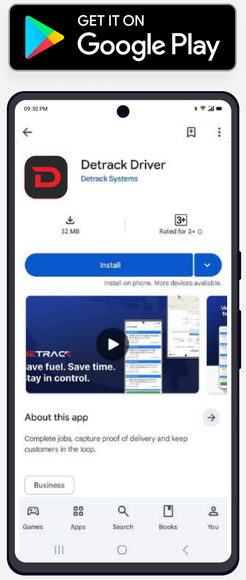
Download the new app

Your drivers can download the new Driver App from the App Store or Google Play Store.



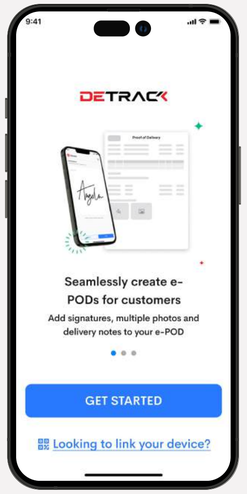
Download for iOS users

- Drivers using an **iPhone** can download the new Driver App from the App Store.



Download for Android users

- Drivers using an **Android device** can download the new Driver App from the Google Play Store.

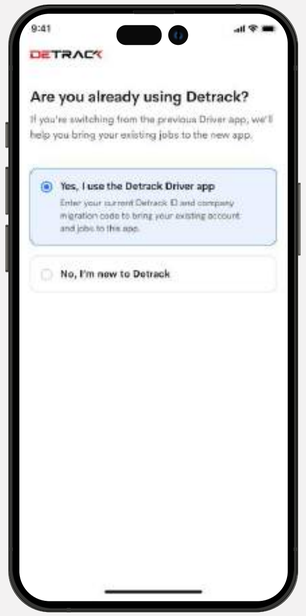


Open the Detrack Driver App

- Your driver opens the new app and taps **'Get Started'**.

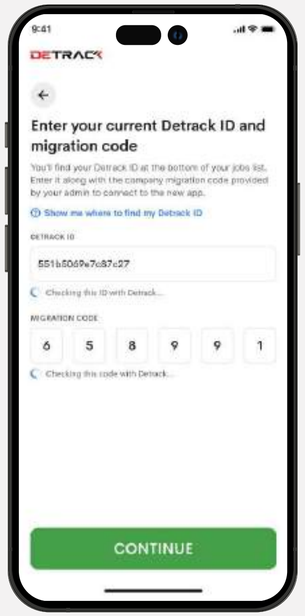
How drivers migrate to the new app

Your driver opens the new Driver App and enters their Detrack ID and the company migration code you shared.



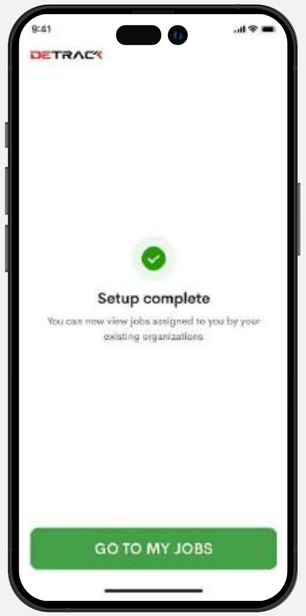
Choose Your Account

1 Your driver taps **'Yes, I use the Detrack Driver app'**.



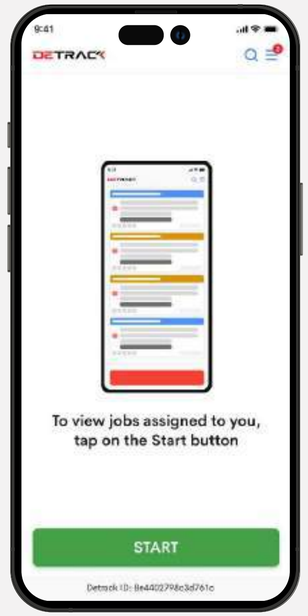
Enter Your Detrack ID and Migration Code

2 They enter the Detrack ID from their old Driver App and the company migration code you shared, then tap **'Continue'**.



Setup complete

3 Once the Detrack ID and code are accepted, they tap **'Go to my jobs'**.



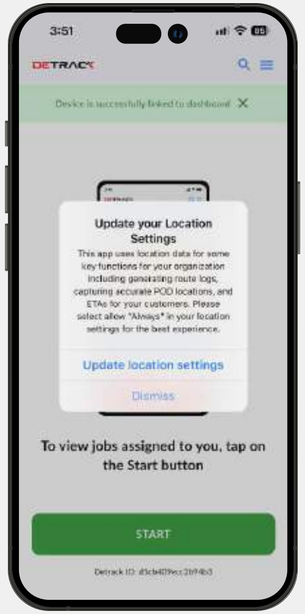
Tap 'Start' to Begin

4 They tap '**Start'** to load the jobs assigned to them.

Tip: Migrate drivers at the start or end of their shift so active jobs aren't disrupted.

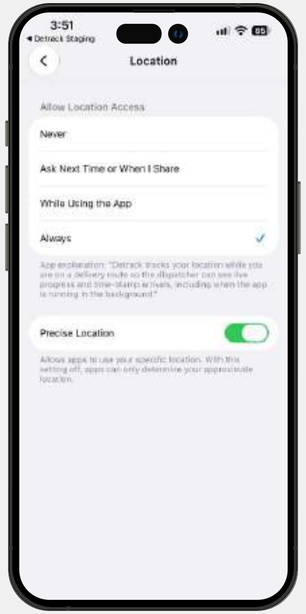
Set Location to Always on iOS

This is required to enable live tracking and route log generation



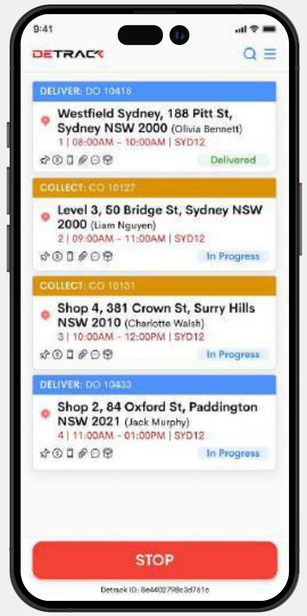
Click on ‘Update location settings’

1. When your driver start the Detrack Driver app, a pop up will appear to prompt them to update your location settings.



Select ‘Always’

2. They need to select ‘Always’ to enable live tracking and route log generation



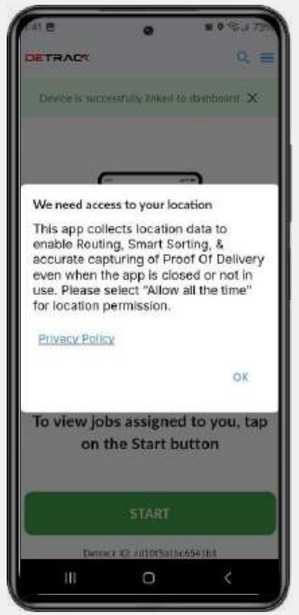
View Your Jobs

3. Any jobs already assigned to them will appear in the job list.

*Tip: Keep your location permission set to **‘Always’** to ensure your location and tracking data are recorded.*

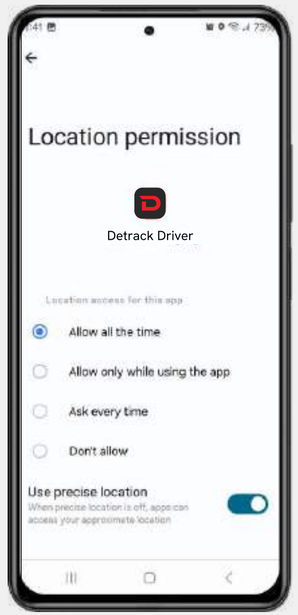
Set Location to Allow All The Time on Android

This is required to enable live tracking and route log generation



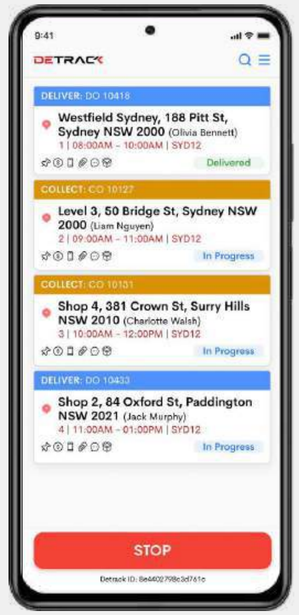
Allow Location Access

1. When your driver start the Detrack Driver app, a pop up will appear to prompt them to access their location.



Select 'Allow all the time'

2. They need to select 'Allow all the time' to enable live tracking and route log generation



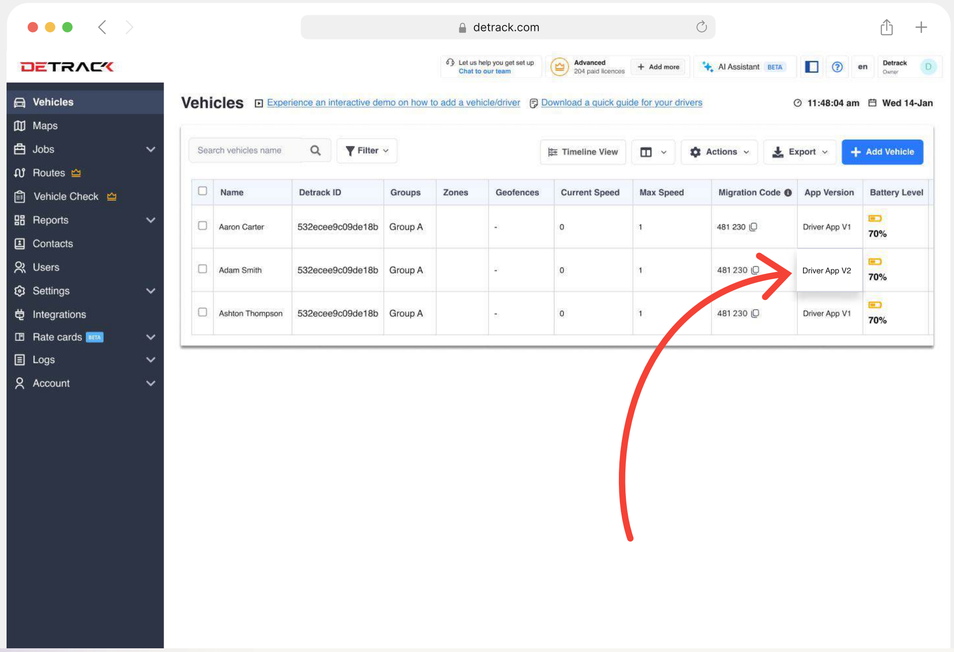
View Your Jobs

3. Any jobs already assigned to them will appear in the job list.

*Tip: Keep your location permission set to '**Allow all the time**' to ensure your location and tracking data are recorded.*

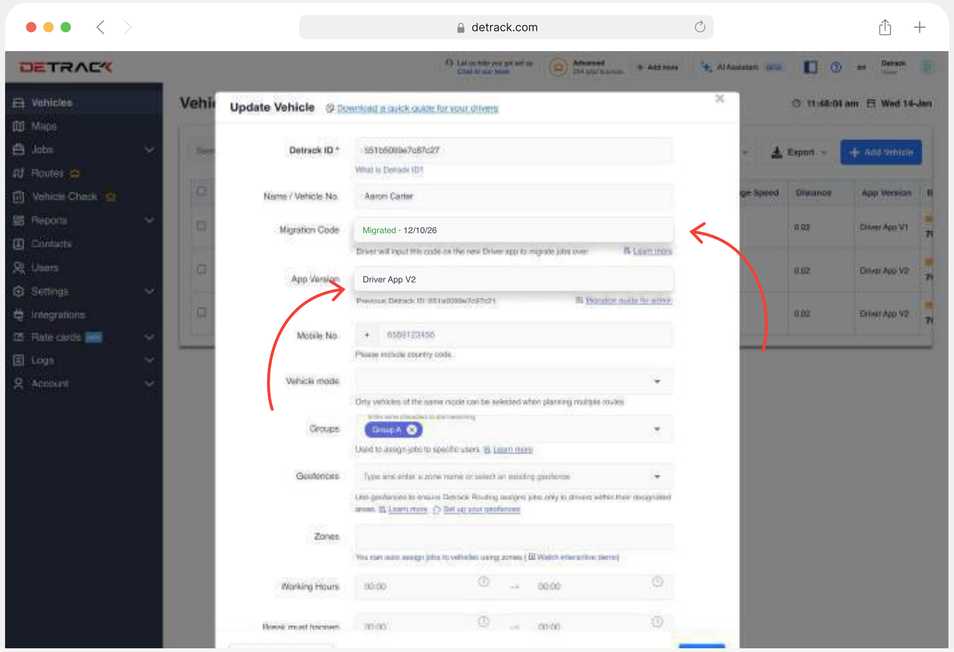
Track who has migrated

Monitor which drivers have moved to the new app and which are still using old driver app.



Vehicles Page

- The **App Version** column shows which app each driver is using (**Driver App V1** or **Driver App V2**).

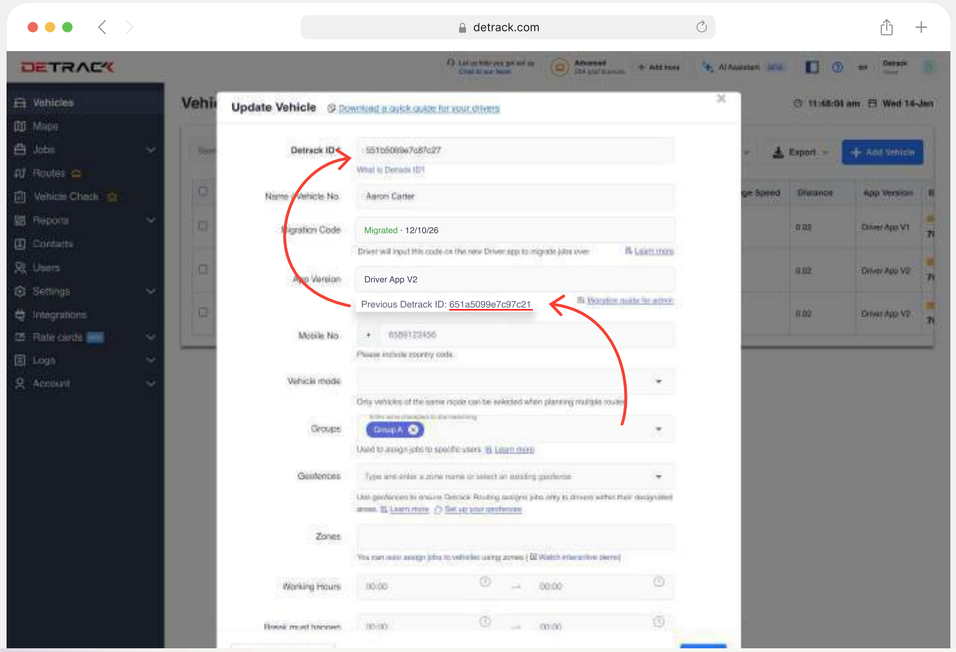


Vehicle Details

- Open a vehicle to see its **App Version**. Drivers who have moved show **Migrated** and the date they moved.

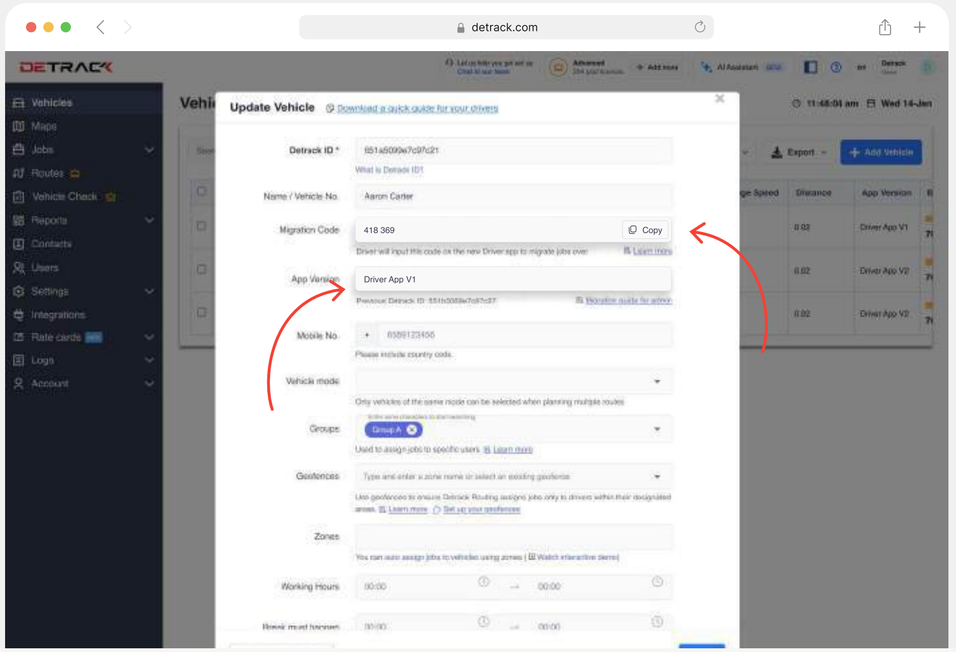
How to Move a Driver Back to the Old App

If your driver's device experiences performance issues due to hardware or memory capabilities, you can roll them back to the old app



Vehicles Page

- Copy the **'Previous Detrack ID'** and paste it into the **'Detrack ID'** field to restore the driver's connection to the old app. Ask the driver to open the old app and their jobs will appear there.



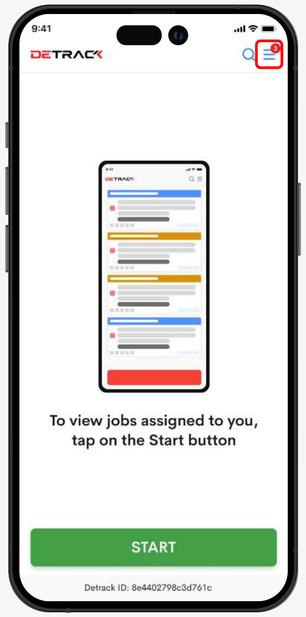
Vehicle Details

- Once restored, the **App Version** changes back to **Driver App V1**. The vehicle will use the same company migration code if you need to migrate again in the future.

Tip: *Roll back at the start or end of the driver's shift so active jobs aren't disrupted.*

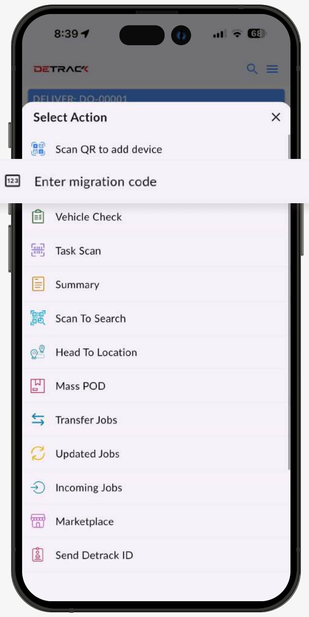
How drivers enter the migration code later

Your drivers can use this if they skipped the migration during setup, or if jobs from one of their companies are missing after the move.



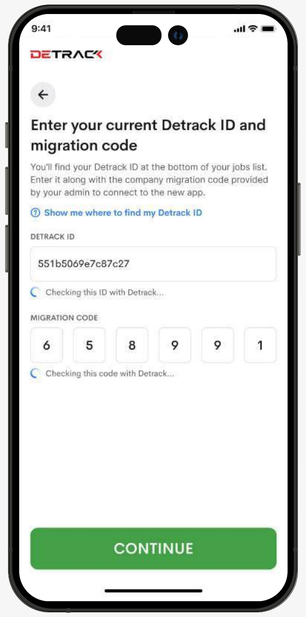
Open the Menu

- If your driver skipped the migration setup, the app will open their job list with a new Detrack ID. They tap the menu icon.



Select ‘Enter migration code’

- They select **‘Enter migration code’** from the menu. This opens the screen where they enter their Detrack ID and migration code.



Enter Their Migration Code

- They enter the Detrack ID from their old driver app and the migration code you shared, then tap **‘Continue’**.

Tip: *Drivers can also use this to migrate jobs from their other companies.*

THANK YOU

You’re all set!

We hope the move to the new Detrack Driver App goes smoothly for your whole team!

If you need more help, please reach out to the Detrack support team

