# 5. TachoSync

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If your trucks are equipped with one of our devices with tachograph reading capability, you should have received an invitation to the TachoSync platform. This platform allows you to schedule and download DDD files for your trucks and drivers.

**Introduction – Important**

⚠ We strongly recommend backing up your DDD files to your company’s own storage.
⚠ Data remains available on TachoSync for 2 years.
⚠ For a DDD file download to complete successfully, the following conditions must be met:

- The company card must be connected via a card reader to a computer that is switched on and connected to the internet.
- The vehicle’s ignition must be switched on.
- The driver card must be inserted in the tachograph.

⚠ If you wish, we can manage the downloads for you. Simply send us a duplicate of your company card, and we will integrate it into our infrastructure, in a secure rack connected to TachoSync 24 hours a day. For more information, please contact your sales representative.

## 5.1 Adding your company card

If you have not already done so, the first essential step is to add your company card to the platform. Start by downloading the card reader software. To do this, go to **Settings** in the top-right corner, then select **Company Card Authenticator**. In the window that opens, click **Download** for the latest available version. Once downloaded, run the file and install the software.

If you previously used Web Tacho, you must first uninstall the **Remote Card Reader Monitoring** software from your computer.

Next, connect your company card to your computer using a USB card reader. A card number should appear in the **Company Card Authenticator** application. Copy this number. In the left-hand menu, click **Companies**, then click your company’s name in the list. A panel will open on the right. Scroll down to **Company card** and click **+ Add new item**. In the **Company card ID** field, paste the ID obtained from the software.

## 5.2 Dashboard

The TachoSync dashboard contains four panels providing the following information:

**Driver downloads**

- **On time:** number of driver file downloads completed on time.
- **Overdue:** number of outstanding driver file downloads.
- **Due soon:** number of scheduled driver file downloads (see **Schedule**).
- **No downloads:** number of drivers for whom no files have ever been downloaded.

**Vehicle downloads**

- **On time:** number of vehicle file downloads completed on time.
- **Overdue:** number of outstanding vehicle file downloads.
- **Due soon:** number of scheduled vehicle file downloads (see **Schedule**).
- **No downloads:** number of vehicles for which no files have ever been downloaded.

**Connectivity**

- **Devices:** number of connected tachographs, grouped by status: online, offline, disabled or inactive.
- **Company card:** number of connected company cards, grouped by status: online, offline, disabled or inactive.

**Company cards expiration**

- **Expiring imminently:** number of company cards due to expire within 3 months.
- **Expiring soon:** number of company cards due to expire in 3 to 6 months.
- **Expired.**

# 5.3 Vehicles

⚠ We strongly recommend downloading your vehicles' DDD files once a month. When creating your account, we schedule a monthly download by default.
⚠ Data remains available on TachoSync for 2 years.

The **Vehicles** tab provides the following important information:

- The vehicle, identified by its registration number.
- The status of its on-board tachograph.
- The tachograph's last connection.
- The most recent download.

**Scheduling DDD file downloads for one or more vehicles**

The **Schedules** button allows you to schedule automatic backups of DDD files. You can change the backup date by clicking this button and adjusting the date of the next automatic backup.

**Viewing scheduled downloads**

You can view download monitoring for each vehicle by clicking **Downloads monitoring** on the right-hand side of the vehicle’s row.

**Performing a quick download of DDD data**

If needed, you can download DDD files that have not previously been downloaded. Select one or more vehicles in the left-hand column. A **Quick Schedules** button will appear. Then select the period you want to download.

⚠ Downloads requested through **Quick Schedules** will take place during the next trip made by the selected vehicle(s). Data older than 1 year is not available for download.

# 5.4 Drivers

⚠ We strongly recommend backing up your drivers’ DDD data once a week. When creating your account, we schedule a daily download by default.
⚠ Data remains available on TachoSync for 2 years.

The **Drivers** tab provides the following important information:

- The driver’s name.
- The driver’s ID.
- The driver’s last activity.
- The driver’s last connection.
- The most recent download.

**Scheduling DDD file downloads for one or more drivers**

The **Schedules** button allows you to schedule automatic backups of DDD files. You can change the backup date by clicking this button and adjusting the date of the next automatic backup.

**Performing a quick download of DDD data**

If needed, you can download DDD files that have not previously been downloaded. Select one or more drivers in the left-hand column. A **Quick Schedule** button will appear.

⚠ Downloads requested through **Quick Schedule** will take place during the next trip made by the vehicle(s) used by the selected driver(s). Data older than 2 years will no longer be available for download.

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