

# 📍 MY20 TIPS



- 1 Only use 1 ELD per truck. Always leave the ELD plugged in. If you need to move an ELD, notify My20 support before moving.
- 2 Check for a **GREEN** light on the ELD. Do not remove the ELD from the ECM port.
- 3 Your My20 ELD app must be connected to the ELD to be compliant. Verify it is connected on the ELD status page.  
**Menu >> Settings >> ELD Status**
- 4 Make sure you are logged into the My20 app & connected to the ELD device before you start your engine or turn off your engine. This data has to be tracked, otherwise it will come back later for you to accept as Unidentified Non-Driving Records (UDRs).
- 5 In **On Duty** status make sure you are connected to the ELD **before and after** you drive to do your Pre-trip and Post-trip each day. This is required and it will make sure all your records are current before you start driving that day and at the end of the day.
- 6 If the pre-trip button is grayed out, the truck has already been moved or the pre-trip inspection has been completed. You can delete the trip and create another to complete a pre-trip inspection. If the post-trip button is grayed out, the post-trip inspection has already been completed.
- 7 The My20 app must be kept visible on the front of your phone or tablet. Otherwise, your phone may cause the app to “hibernate” and your Bluetooth connection may be lost.
- 8 If your mechanic does not have an ELD subscription, remove the ELD from the truck while he/she completes their work. The next time you connect, you will annotate the mileage difference.
- 9 Drivers should certify their RODS as correct and accurate by signing their logs on the **SIGN** screen in the app at the end of every shift.
- 10 My20 Tower subscription includes IFTA. IFTA reports will not be complete or accurate if the miles and location are not recorded accurately. Remember to upload your fuel receipts either individually or with .csv file upload.