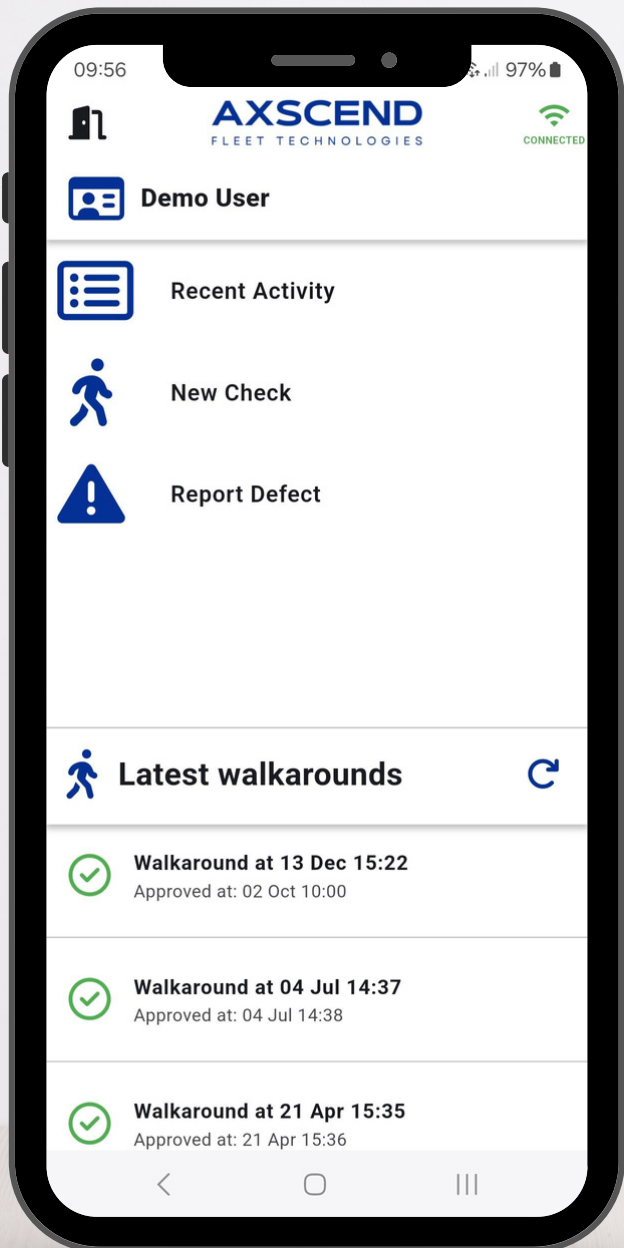


AX DRIVER

A quick start guide to the AX Driver Application



Documented inspections of each vehicle to ensure it is roadworthy and in proper working condition before use.



Report defects from the yard to be logged and actioned immediately.

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Getting Started

The AX Driver application is available on the Apple App Store or Google Play Store.

How to Download AX Driver

Use the relevant link to your corresponding device app store below.

[Apple App Store](#)

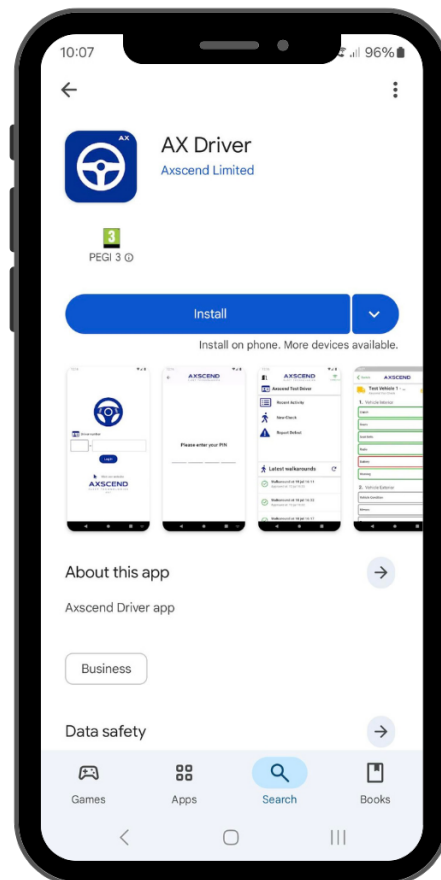


[Google Play Store](#)



Alternatively, you can search for the term '**AX Driver**' in your device's app store.

Axscend Limited is the app publisher, and the preview should be like the example provided.



AX Driver Application

Account Modes

There are two different account modes for AX Driver users.

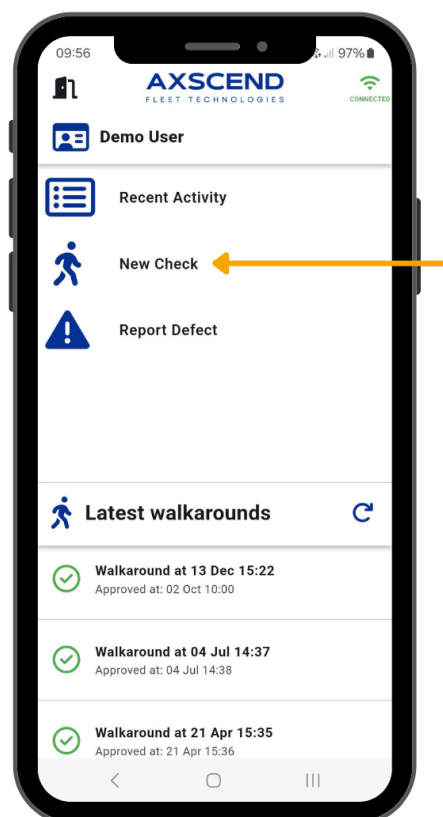
- **Standard** – This type of account is for a single driver. This driver will be the sole user of this account.
- **Shared** – This type of account is a shared account across a specific site, accessible to all drivers. This is ideal for sites with low mobile signal coverage or one fixed device in the office.

You should ask your supervisor for your account details and the type of user account that has been set up.

Completing a Driver Check

A pre-check is a documented inspection of the vehicle by the driver before embarking on a journey.



You can start a pre-check by selecting **New Check** on the app's home page.

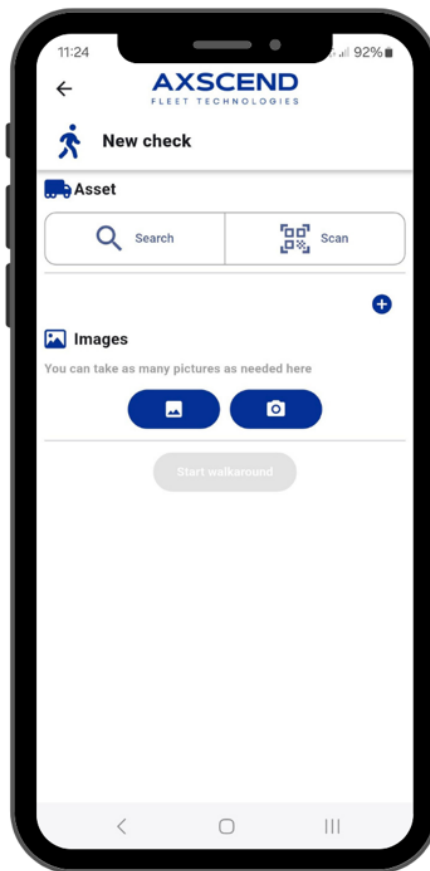


Select Asset


Before starting your check, you should select your asset by either using the search field or by scanning a QR code.

Once an asset has been selected, you should continue to fill in the relevant details. The height and odometer reading will be requested.

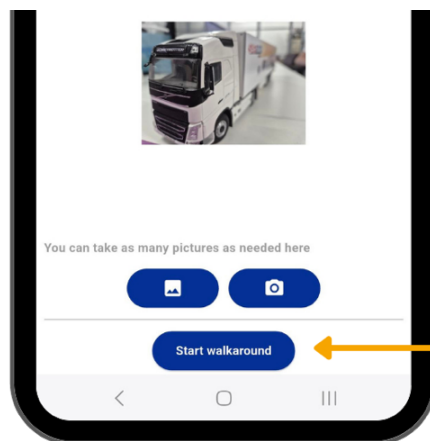
 You can perform driver checks on several assets by clicking the  button and adding another asset



After completing the asset details, select the driver check being completed and attach any relevant images.

 If an image of the vehicle is required, you must upload this before starting your driver check.

Once all fields have been filled, click **Start Walkaround**.

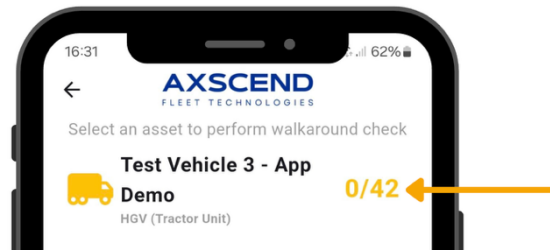


Driver Questionnaire

To complete a driver check, you should follow the on-screen prompts.

1. Confirm which asset the driver check is being performed on.

If you have selected more than one asset, ensure you choose the correct one to start.



2. To start the driver check, click the first question from the list.

This will open the first question to answer.



Types of Questions

There are several types of question styles you may see. The most common are:

Confirm No Issues – these questions require you to verify no issues were found.



Textual Answer – these questions allow a text input.

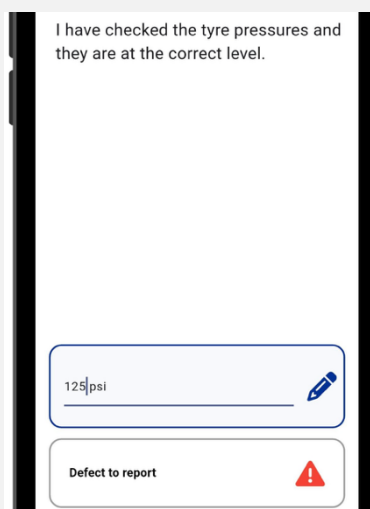
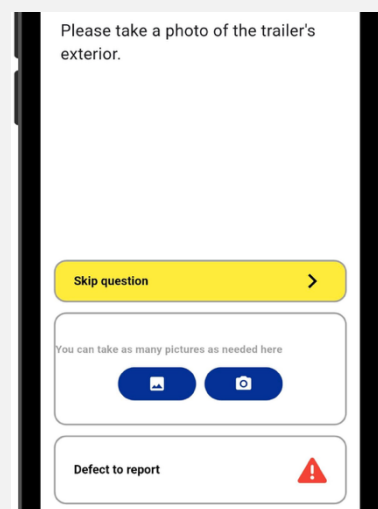


Image Answer – these questions allow an image to be uploaded.



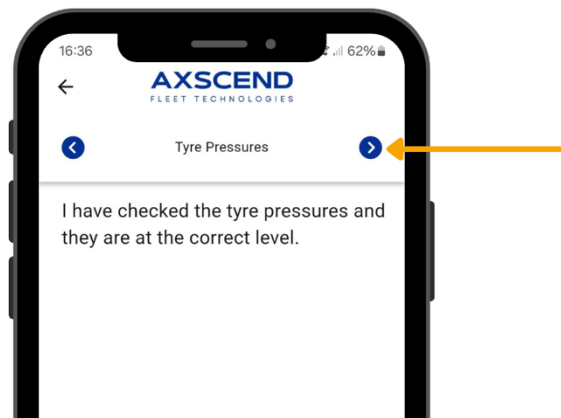
Defect Reporting

For each of the questions in the driver check, you can action a **Defect to Report**.

This will open a defect reporting form for you to input details about the defect found. This will then be sent to the office along with your driver check.


For more information seeing how to fill out the defect form, see [Raising A Defect](#).

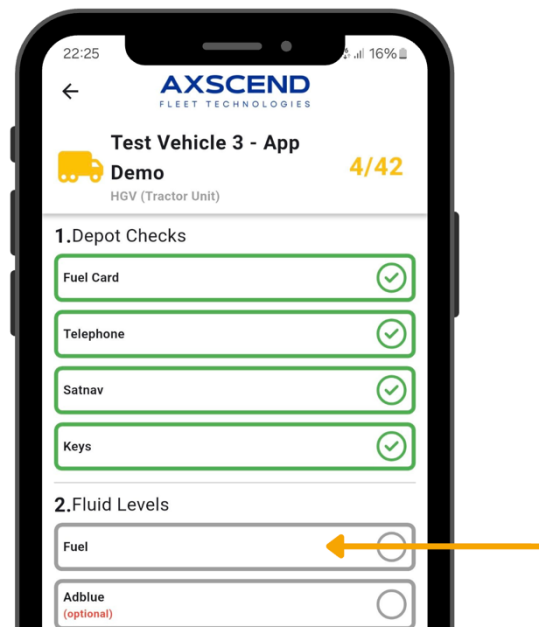
4. After answering the first question, you will either be automatically directed to the next question, or you can click the > button in the toolbar.



5. After you finish all the questions within a category, you will return to the question list. Select the first question in the next category to continue.

6. Complete the steps to answer all questions.

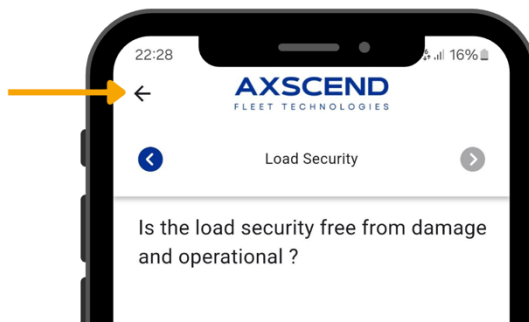
 You may be able to skip some questions if they are not relevant.



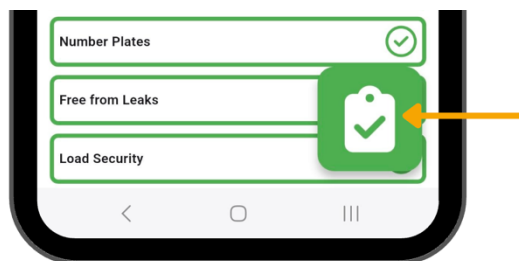
Finishing a Driver Check

When you have completed all questions, the > button will become disabled.


- 7. Click the back button to return to the main question list.



- 8. Click the green tick button to confirm your driver check.



- 9. You will then need to provide a signature.
Click the tick when complete.
You can also use the undo button to start again.

 You have submitted the driver check.

The driver check will be sent to the Axscend portal for approval.

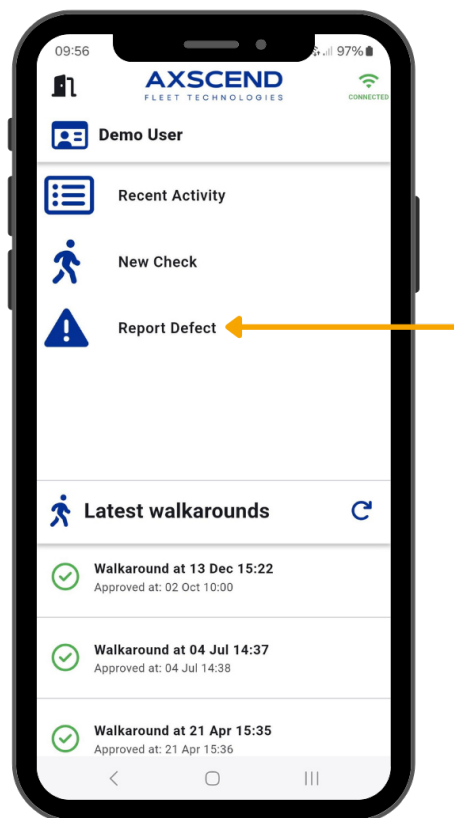


Raising A Defect

You can report any defects found on the vehicle directly through AX Driver. This can be done either during a driver check or from the main menu.

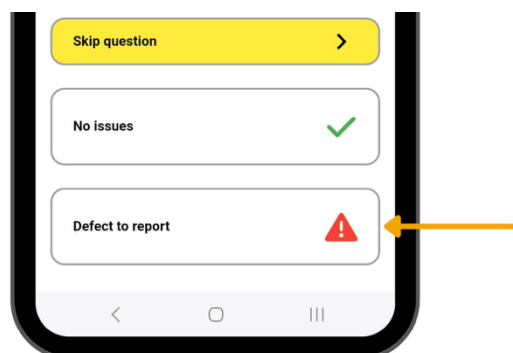
To report a defect on the main menu

1. Click **Report Defect** on the home page.



Alternatively, you can report a defect relevant to a question during a driver check.

1. Click **Defect to Report**

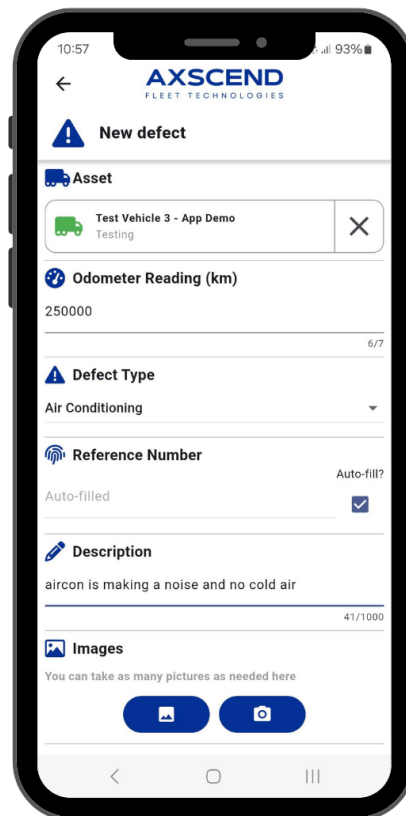


Both methods will open a blank defect form.

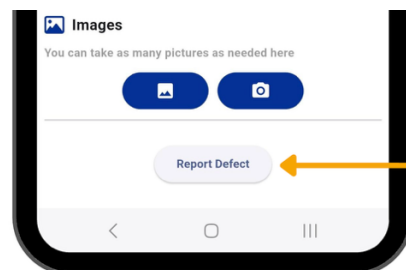
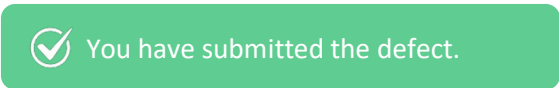
You should start the defect by selecting your asset by either using the search field or by scanning a QR code.

Once an asset has been selected, continue to fill in the relevant details.

It is important to add images of physical defects where possible.



Finally, to complete the defect, select **Report Defect.**



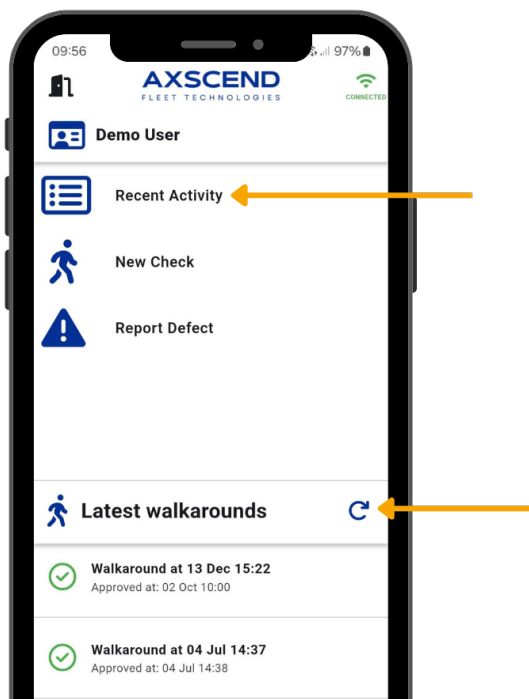
The defect report will be sent to the Axscend portal for review.

Viewing History

You can view your driver activity by clicking **Recent Activity**.

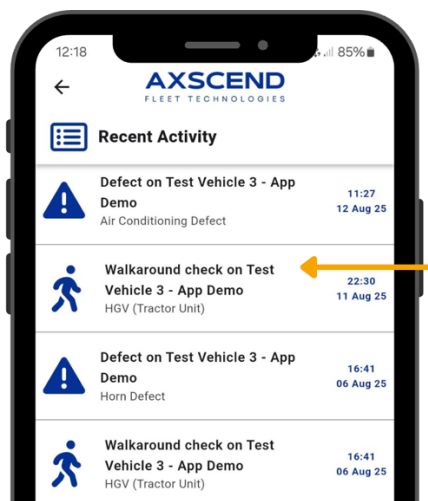
You can also see a summary of your last actions at the bottom of the screen.

Use the manual refresh button to trigger a refresh of the actions.



Recent Activity

The recent activity page shows the latest actions you have performed on AX Driver.



You can click into any of the actions to see more details about the event.



Axscend Portal



Only users with Pre-Check Manager or above will be able to review driver checks and reported defects.



If you do not have permission, but believe you should, please contact your line manager.

On the Axscend Portal, you can manage the drivers who have access to AX Driver, review and approve driver checks, and review and move defects to maintenance for action.

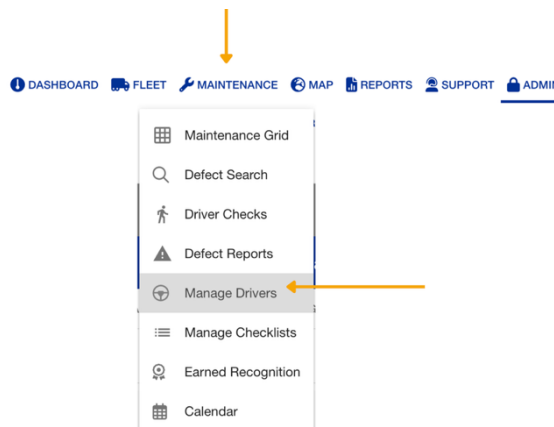
Driver Management

To view the Manage Drivers section on the portal

1. Use the navbar to find the **Maintenance** Menu

2. Click on **Manage Drivers**

This will open the Driver Management page.

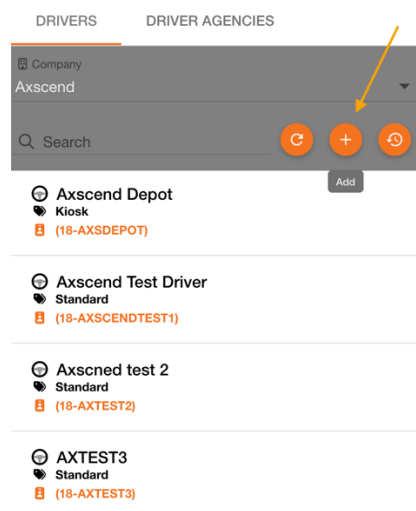


Creating Drivers

Use the Driver Management page to create drivers.


1. Click the **+** button in the sidebar.

This will open a pop-up new driver form.



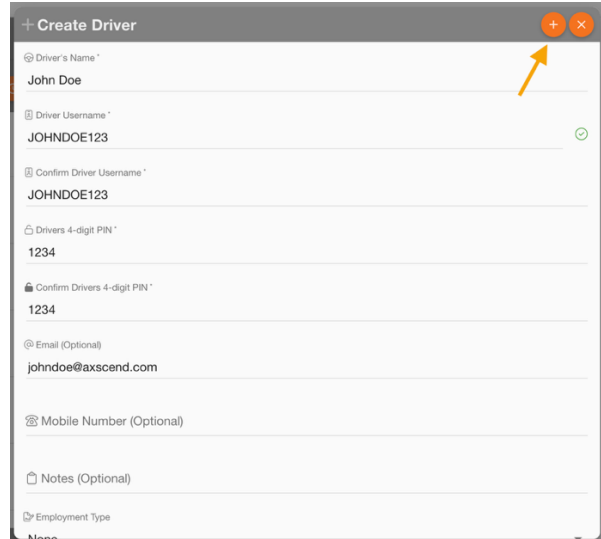
AX Driver

2. Fill out the relevant details of the driver.

 You can create a shared Driver by selecting the **Kiosk** driver type.

3. Save the new Driver by clicking the **+**.

 You have saved a new driver.

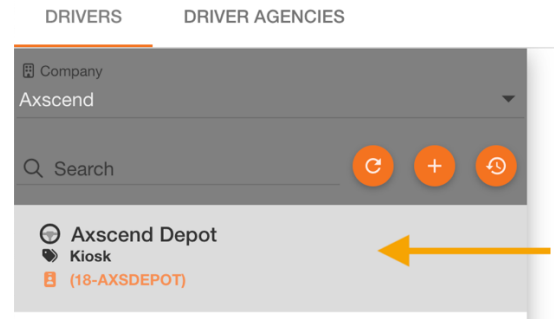


 Remember to provide the driver with their login details for the AX Driver App.

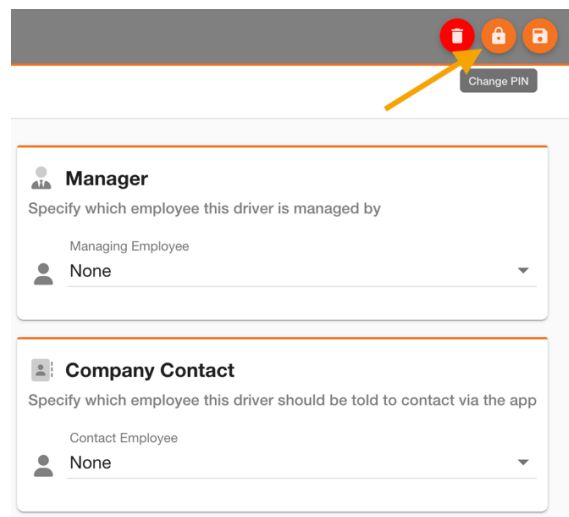
Updating a PIN

1. Use the sidebar to find the required driver.

This will open the driver form.

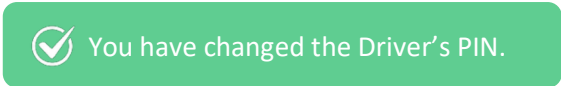


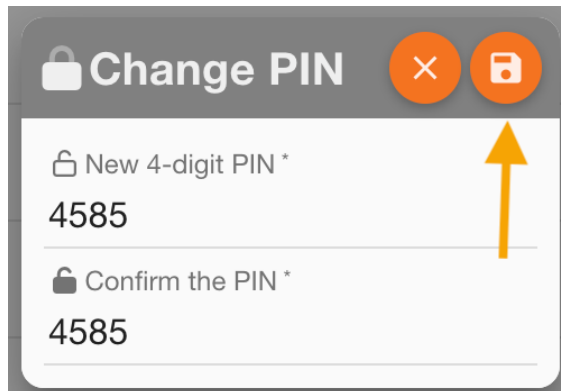
2. Click the padlock button to change the driver's PIN.




3. Type in the new PIN into both fields.

4. Click **Save** to confirm the changes

 You have changed the Driver's PIN.



Checklist Management

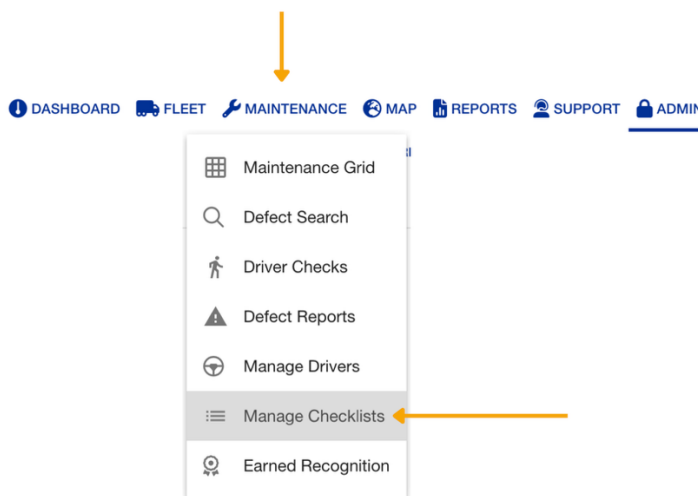
 Only users with Pre-Check Administrator will be able to create new or edit existing driver checklists.


To view the Checklist Management area of the portal

1. Use the navbar to find the **Maintenance Menu**

2. Click on **Manage Checklists**

This will open the Checklist Management page.

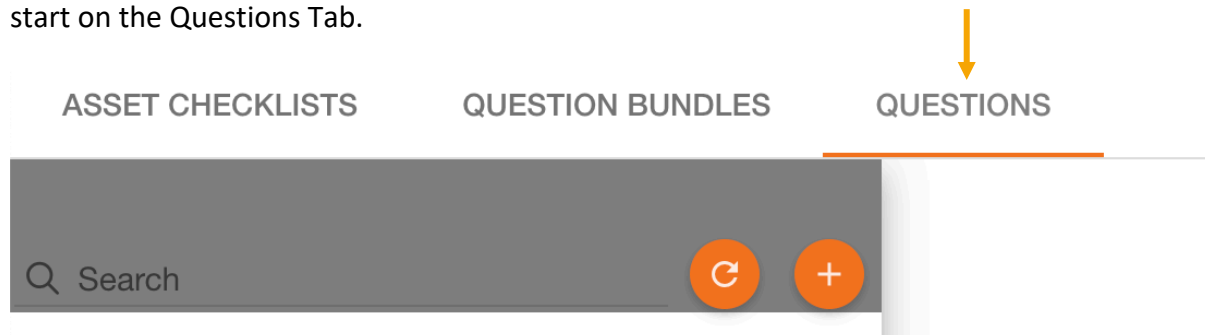


 Driver Checklists are made up of **questions**, which are categorised into **question bundles**, and a checklist uses one or more of these **question bundles**.

Creating new pre-checks

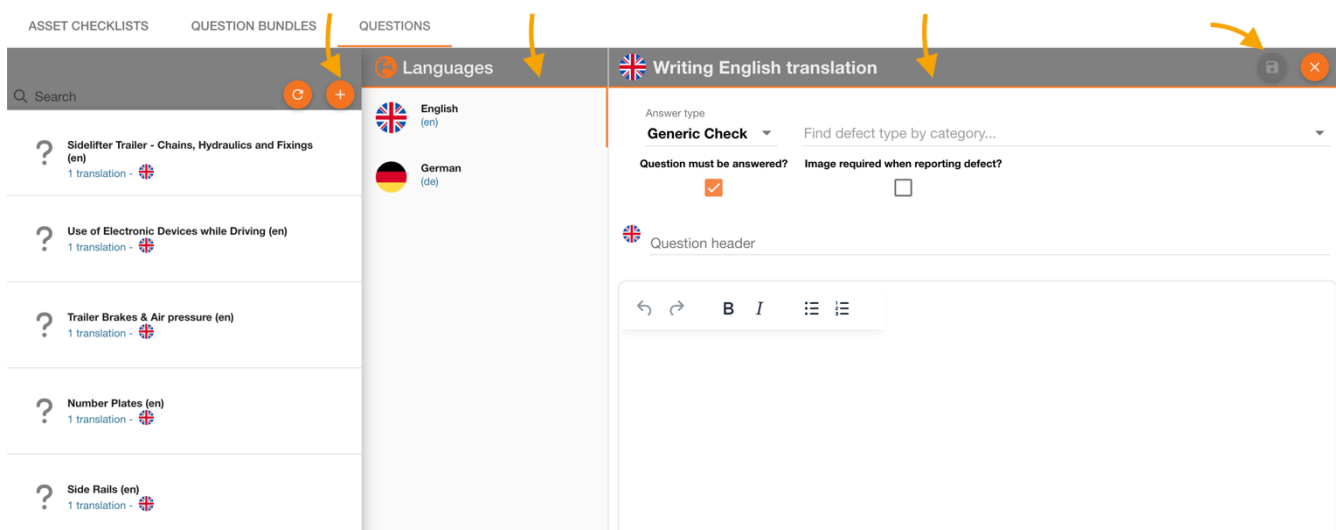
Questions

You will need questions set up and categorised into bundles to create a checklist. To do this, start on the Questions Tab.



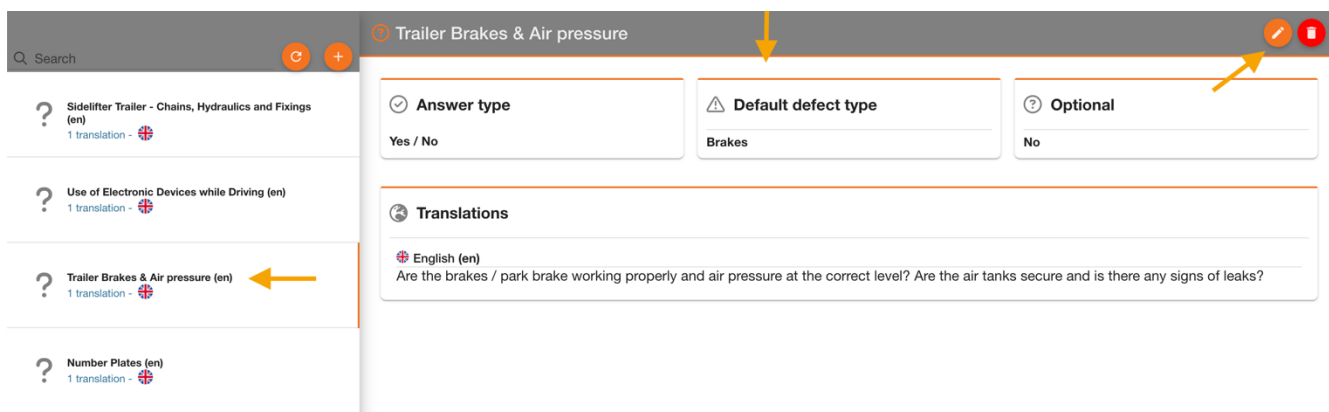
To add a question:

1. Click on the + button.
2. Select a language (this will default to English)
3. Fill out all the relevant fields.
4. Click save



Similarly, to edit a question:

1. Select a question from the sidebar.
2. Edit any relevant fields.
3. Click the **pencil** icon to save



You can then use these questions to create a question bundle on the **Question Bundle** tab.

Question Bundles



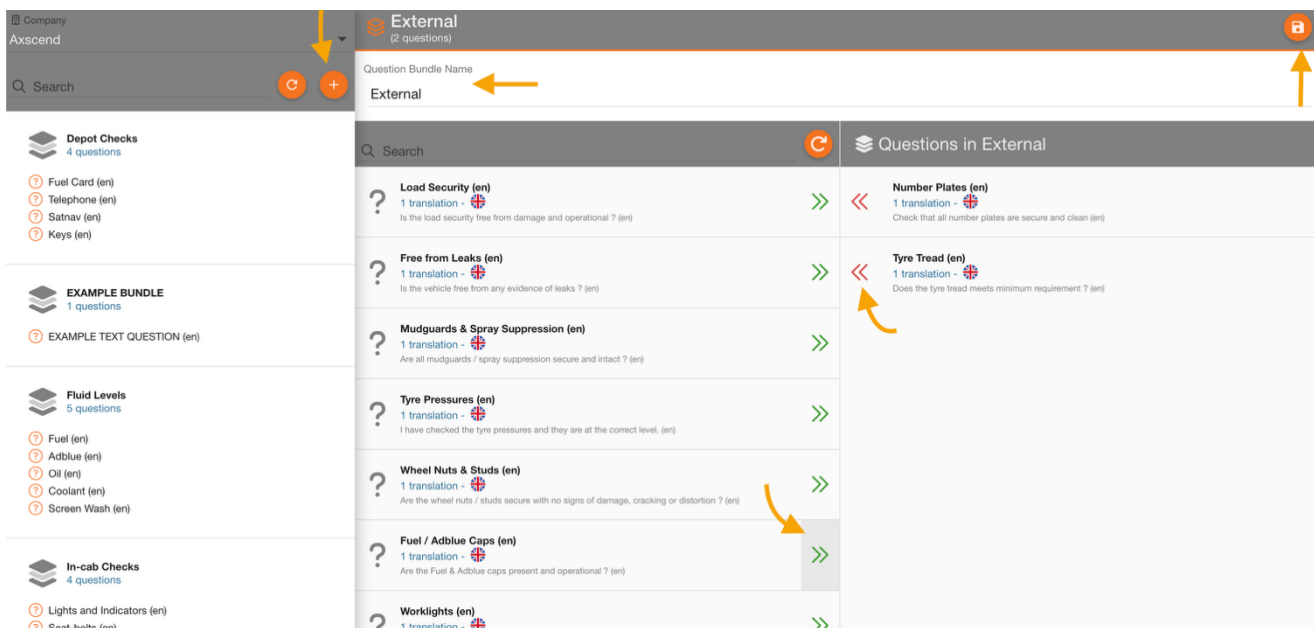
ASSET CHECKLISTS

QUESTION BUNDLES

QUESTIONS

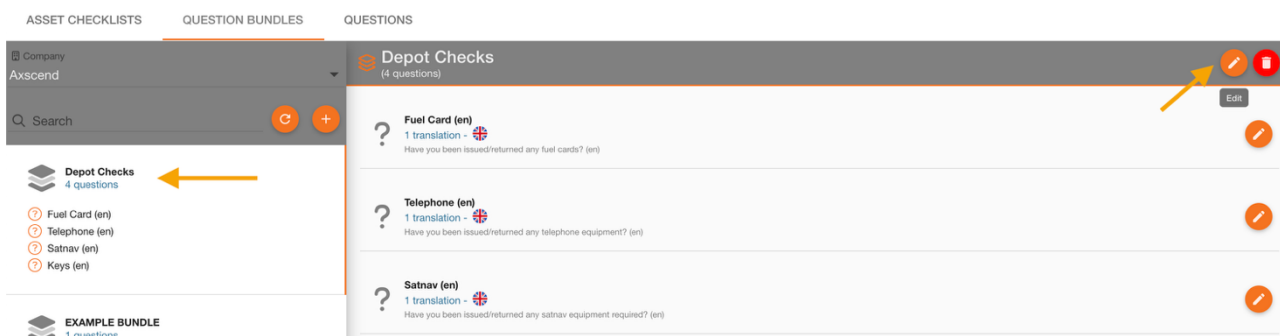
To add a question bundle:

1. Click the + button in the sidebar.
2. Fill out the bundle name.
3. Move over the relevant questions using the >> button.
a. You can remove questions using the << button.
4. Once complete, save the bundle by clicking the save icon.



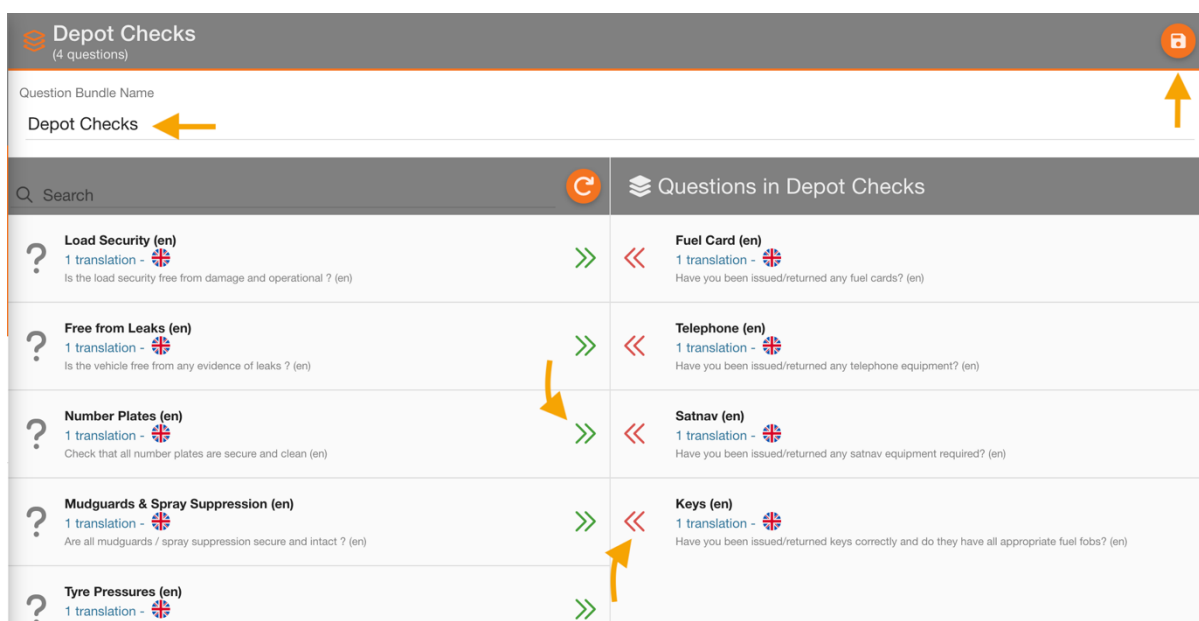
Similarly, to edit a question bundle:

1. Select a question bundle from the sidebar.
2. Click the **pencil** icon in the toolbar.



This will open the bundle editor.

3. You can edit the name from the name field
4. Move over the relevant questions using the >> button.
 - a. You can remove questions using the << button.
5. Click the **Save** icon when finished.



These question bundles can then be assembled into a checklist.

Checklists



ASSET CHECKLISTS

QUESTION BUNDLES

QUESTIONS

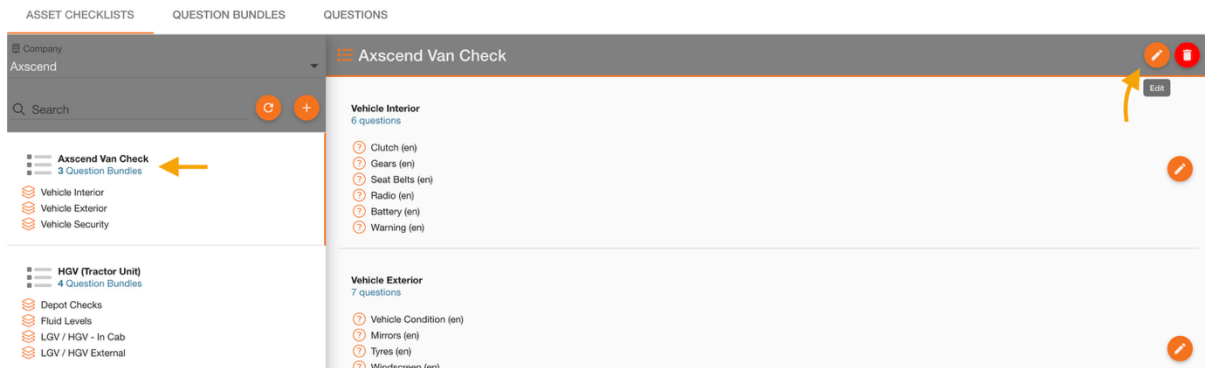
To add a checklist:

1. Click the + button
2. At the top, you can add the name, the asset type and subtype.
3. Move over the relevant bundles using the >> button.
 - a. You can remove bundles using the << button
4. Click save when complete.

The screenshot shows the 'New questionnaire' interface. On the left, there is a list of bundles including 'Axscend Van Check', 'HGV (Tractor Unit)', 'Depot Checks', 'Fluid Levels', 'LGV / HGV - In Cab', and 'LGV / HGV External'. The central area is titled 'New questionnaire' and contains a search bar and a list of bundles. The 'Depot Checks' bundle is selected, and its questions are visible in the right-hand pane. Yellow arrows point to the '+' button in the top right, the '>>' button next to the 'Depot Checks' bundle, and the '<<' button next to the 'EXAMPLE BUNDLE'.

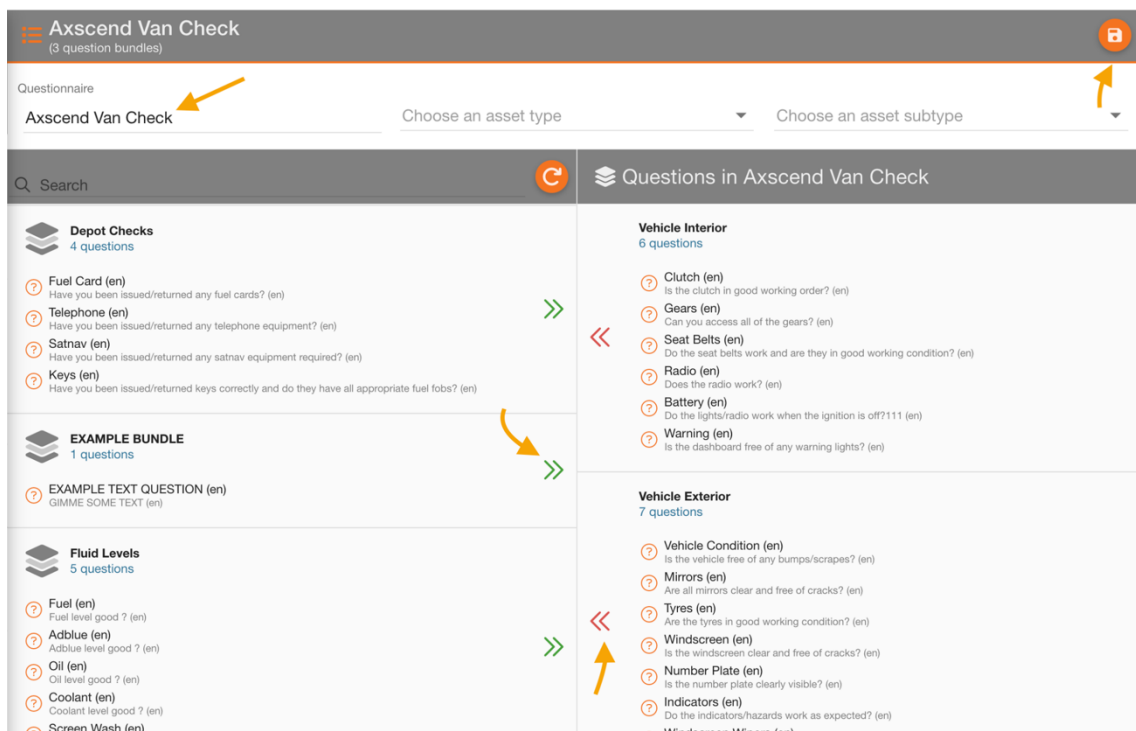
Similarly, to edit a checklist:

1. Select a question bundle from the sidebar.
2. Click the **pencil** icon in the toolbar.



This will open the checklist editor.

6. At the top, you can edit the name, the asset type and subtype.
7. Move over the relevant bundles using the >> button.
 - a. You can remove bundles using the << button.
8. Click the **Save** icon when finished.



Driver Check Management

Driver checks submitted via AX Driver can be reviewed and approved/declined through the Axscent portal.



Only users with Pre-Check Manager will be able to review and approve or decline submitted driver checks.

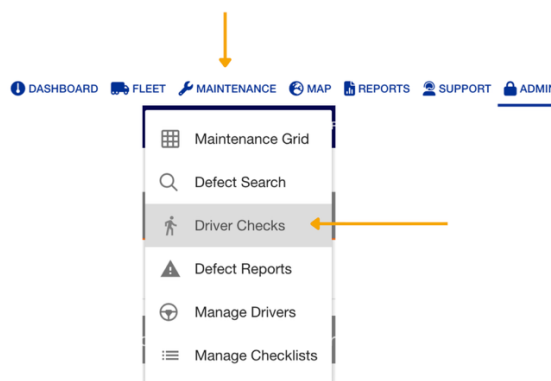
To view the Driver Check Management area of the portal

1. Use the navbar to find the **Maintenance**

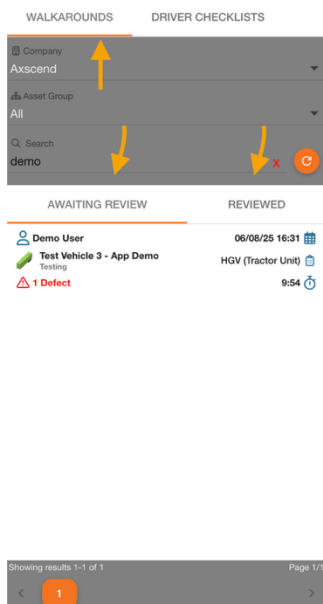
Menu

2. Click on **Driver Checks**.

This will open the Checklist Management page.



Awaiting review driver checks will show my default, or you can switch tab to see **reviewed** checklists.

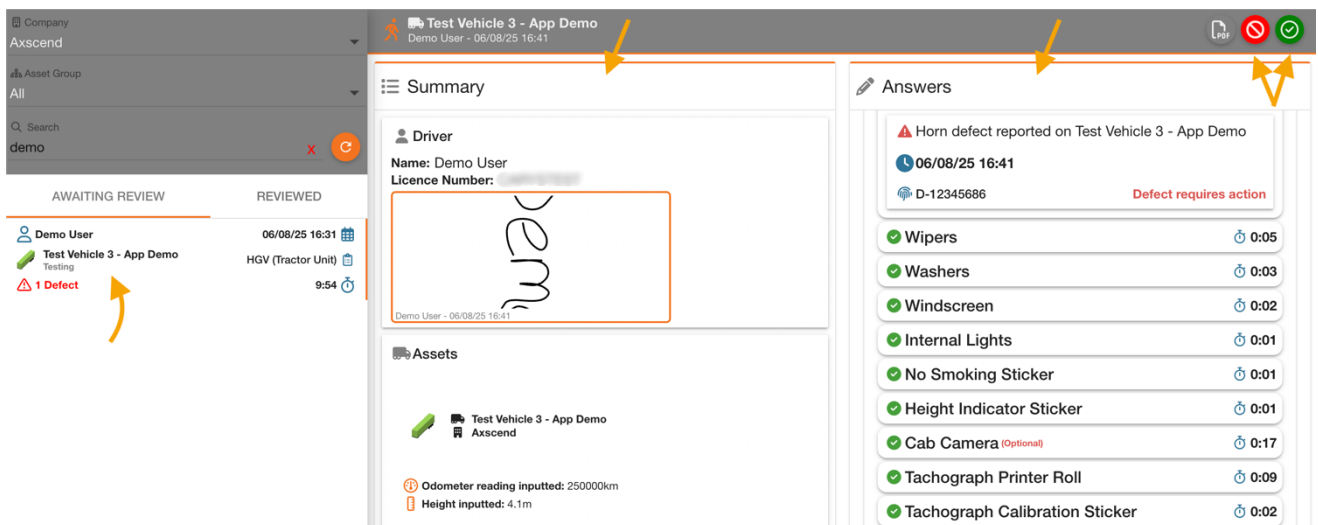


Select a walkaround to view more details

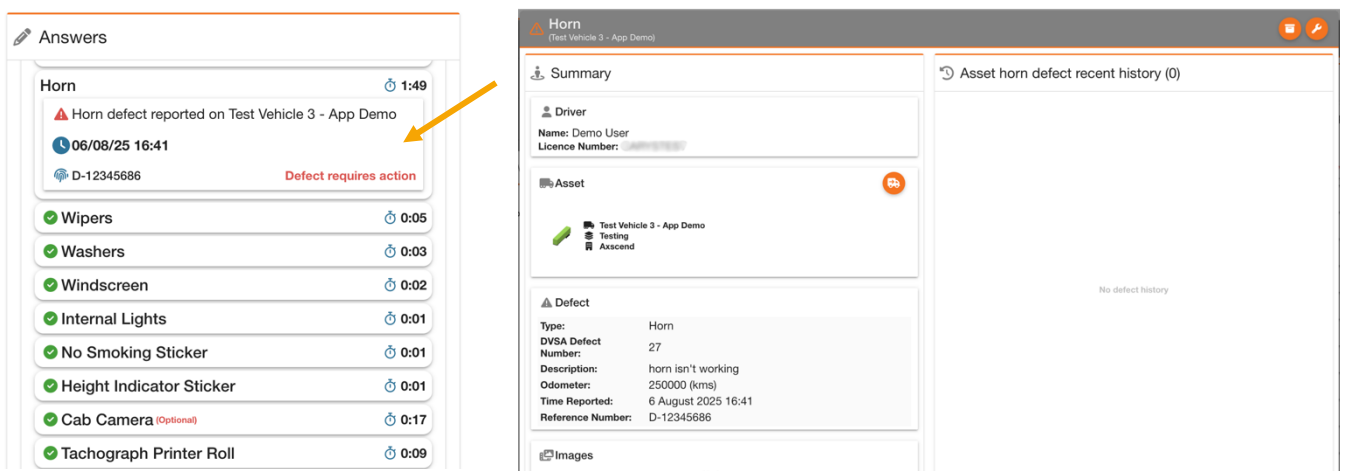
Approving Driver Checks

Driver checks can be reviewed on the **Walkarounds** tab.

1. Click the driver check in the sidebar for review.
 - The left side of the editor will show a summary of the check details.
 - The right side will show the provided answers and any defects reported.
 - The toolbar contains the approve or deny functions, along with an export to CSV button.



2. Review the walkaround summary and answers.
3. You can click into a defect to review this separately. See [Defect Management](#) for more information on reviewing defects.



- To approve the workaround, click the green tick in the toolbar.



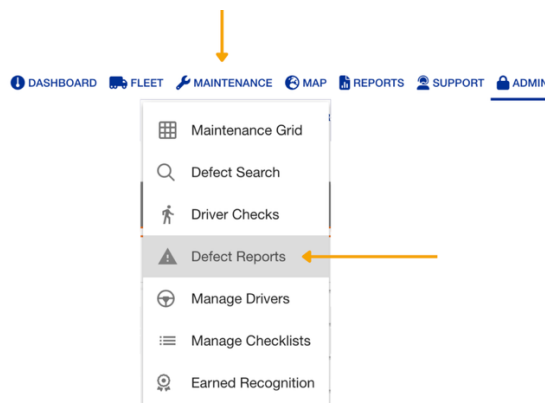
Defect Management



Only users with Pre-Check Manager, Defect Manager or above will be able to review reported defects.

Defects reported on AX Driver will be sent to the Axscend portal for review and approval. To get to the Defect Reports page:

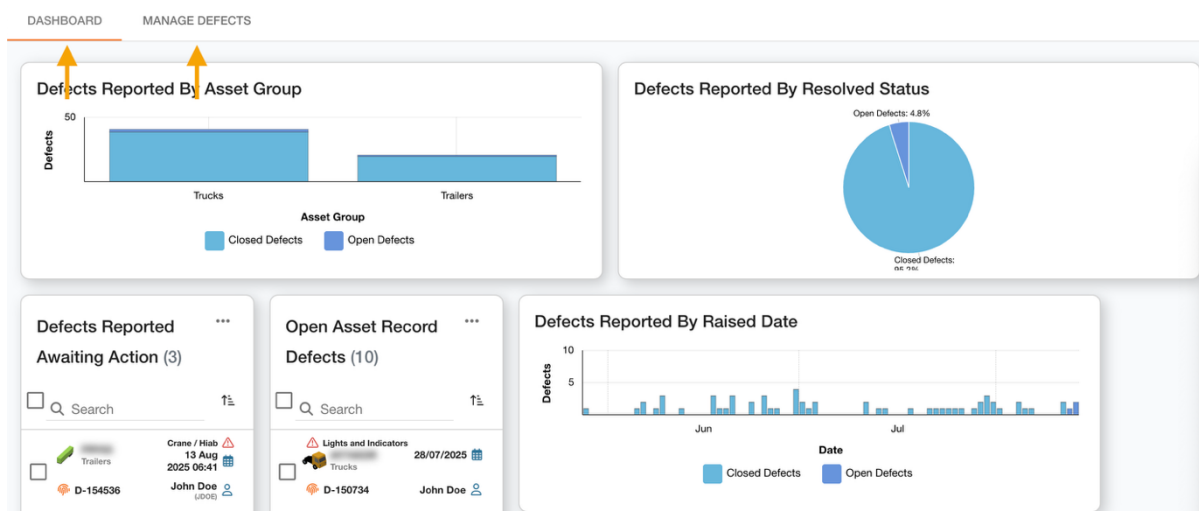
- Use the navbar to find the **Maintenance** Menu



- Click on **Defect Reports**

This will open the Defect Management page.

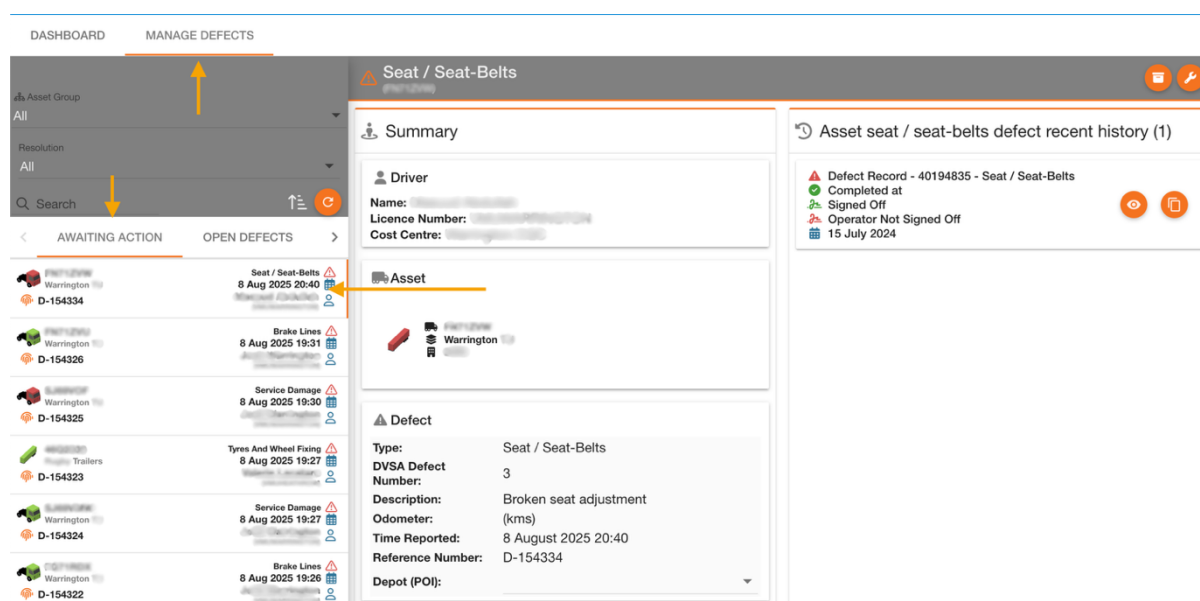
Here, there are two tabs – Dashboard and Manage Defects.



Reviewing Defects

To find the defects which need reviewing and resolving:

1. Click on the **Manage Defects** tab.
2. Use the **AWAITING ACTION** tab in the sidebar.
3. Click into a defect to open



You will have the option to choose one of the following resolutions:

- **Move to Maintenance**
 - o This creates a defect maintenance event on the Maintenance Grid
- **Mark as Duplicate**
 - o Here you can mark defects that have been reported more than once when driver checks have been completed on the same vehicle.
- **Archive**
 - o If the defect was mis-reported or is not an issue, defects can be archived.

Move to Maintenance

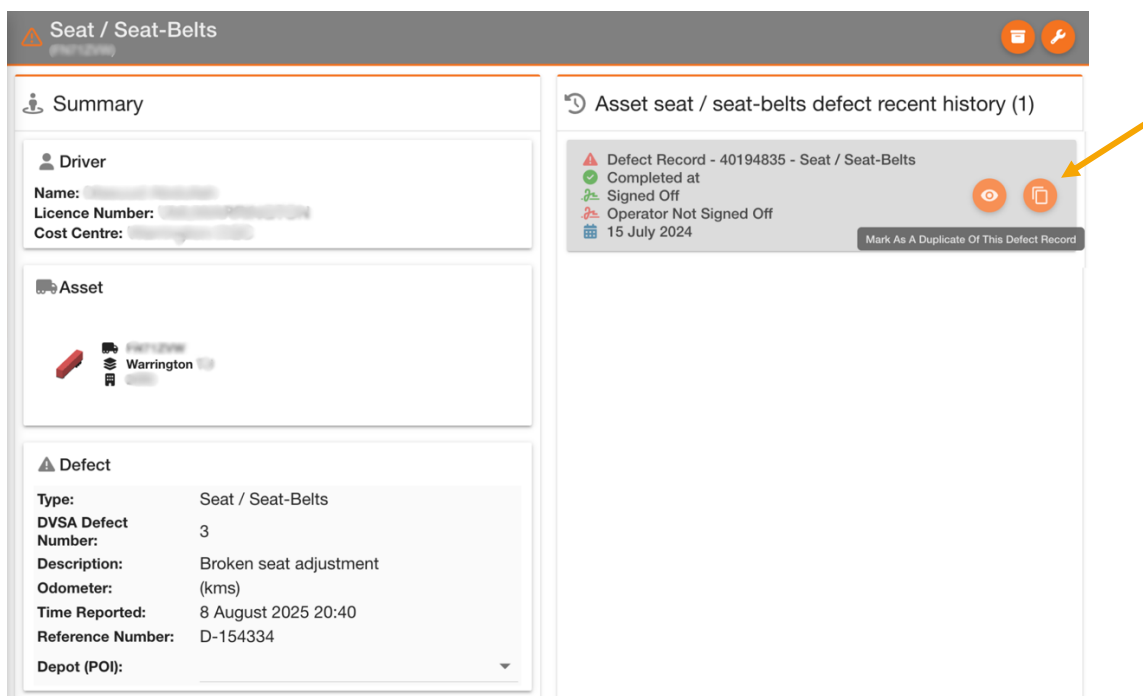
To move a defect to Maintenance, use the **spanner** icon in the toolbar.



Mark as Duplicate

If several of the same type of defect have been reported on an asset, you can mark them as duplicates. You will see any potential duplicated defects listed on the right side of the editor.

Click the **duplicate** button to mark it as a duplicate defect.



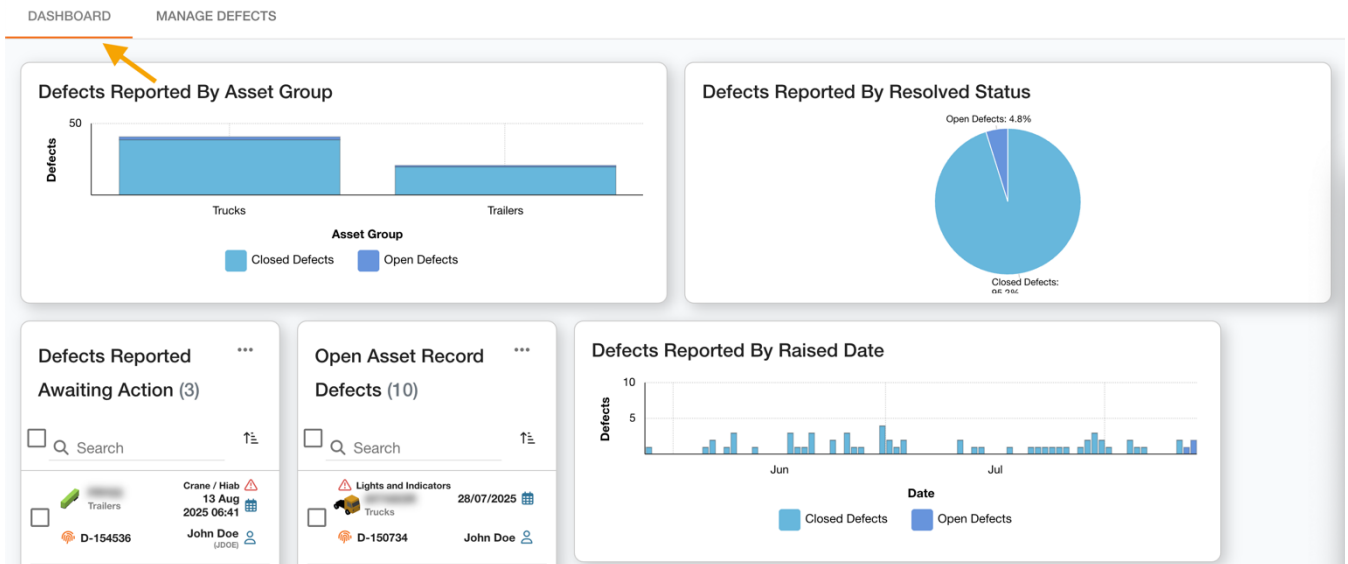
Archive

Alternatively, you can archive defects by clicking the **store** icon.

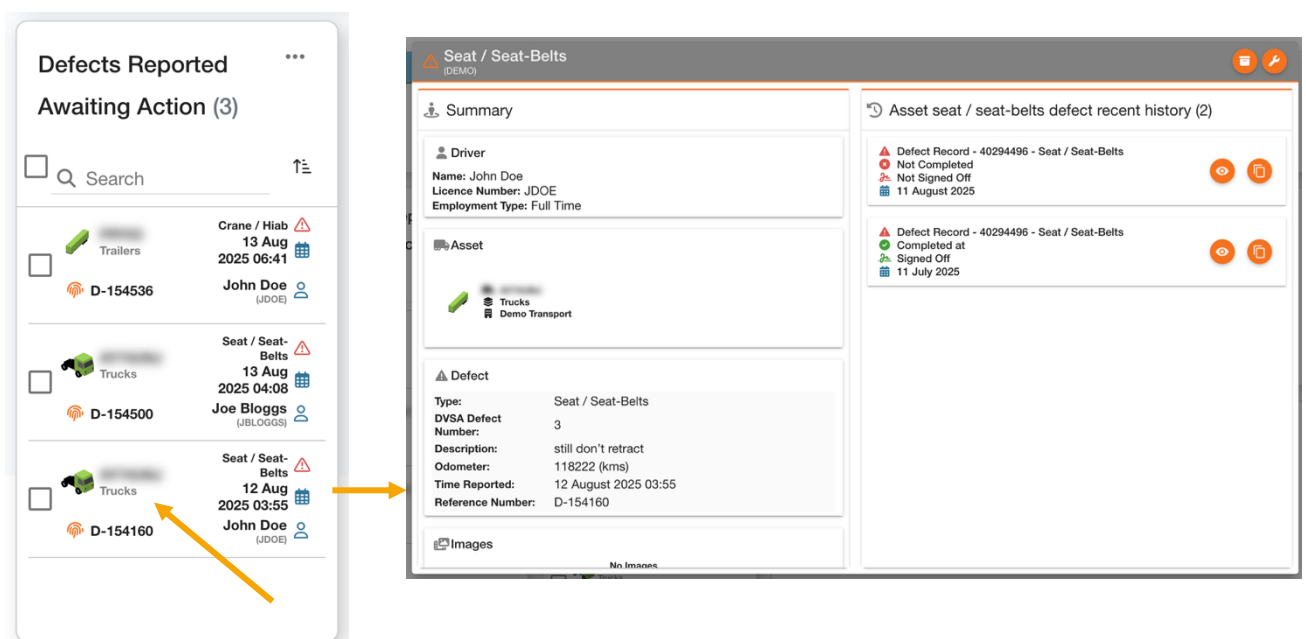


Dashboard

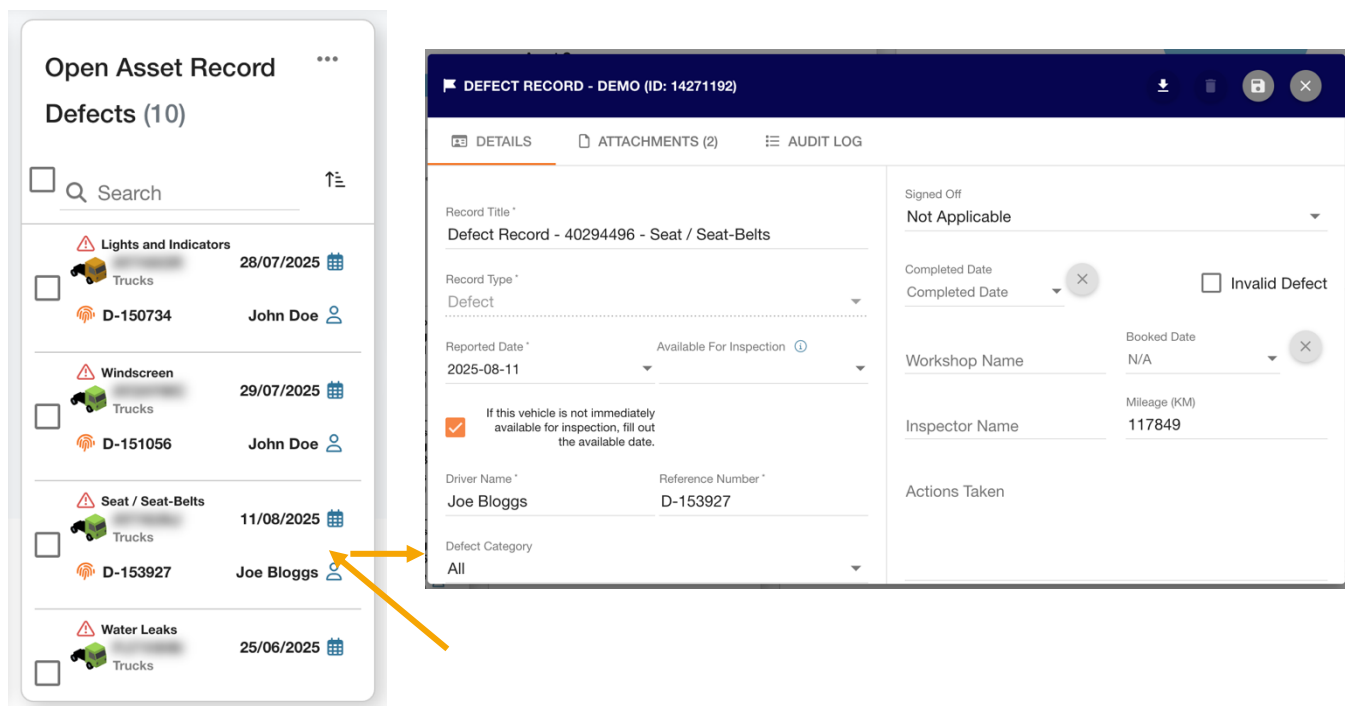
The Dashboard tab of the Defect Reports area shows an overview of your defect activity across your fleet. There are several widgets across the page showing breakdowns of which asset type defects were most reported on, how defects have been resolved and a historical timeline of open and closed defects by date.



You can use the **Defects Reported Awaiting Action** widget as a shortcut to [Reviewing Defects](#). Clicking into a row will open the defect editor window, where you can resolve the defect quickly.



You can use the **Open Asset Record Defects** widget to view defects which have been moved to Maintenance but have not yet been marked as completed. Clicking into a row will open the Asset Record dialog.



Troubleshooting

"I don't have access to AX Driver."

To access AX Driver, you should have been provided login information by your line manager. Your line manager will be able to create you an account or remind you of your details of your existing account.

"I have forgotten my PIN."

If you have forgotten your PIN, your line manager will be able to reset this for you.

"I have submitted a defect by accident."

If you have accidentally submitted an incorrect defect, you should contact your line manager who will be able to archive this defect for you.

"I can't find the correct asset to record a driver check/report a defect."

If you cannot find your asset in the asset list, please contact Axscend support for further assistance.

"I've performed a driver check/reported a defect the incorrect asset."

If you have accidentally submitted an incorrect defect, you should contact your line manager who will be able to archive this defect for you or decline the driver check as invalid.

"My driver check is showing as 'Awaiting Approval from operator...'"

You will see this message when your driver check has not yet been approved. Once approved, it will show the timestamp of the approval.

For any other issues please contact Axscend Support for further assistance.

Document History

Version	Date	Author	Comment
Version 1	13-08-2025	Carys-Anne Evans	Draft