# Understanding the Mobile App for Drivers

This article provides an overview of the Qargo Mobile App for Drivers use, and the workflow once a trip is dispatched.

Updated 14 October 2026

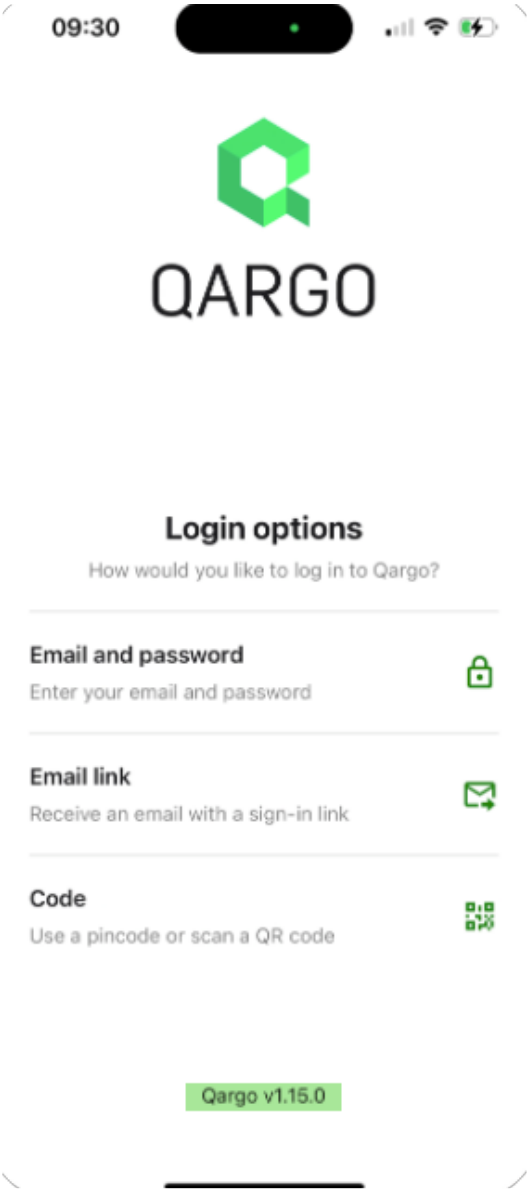

- Logging in
- Stops View
- Shipment list screen
- Stop group detail screen
- Task view
- Task list screen
- Task detail screen
- Offline Functionality
- Subcontractor Setup
- Troubleshooting


## Logging in

* To see the instructions of how to activate the mobile app for drivers Click **HERE.**

There are three (3) possible ways to login :

- ***Email and password:*** using the email on the driver profile and a password. In the case that the user/driver did not configure a password or forgot it, proceed to the **reset password** flow.
- ***Magic Link:*** Enter the email configured on the driver profile and a link will be sent. The link needs to be opened on the device that will be used to log into the app.
- ***Code:*** 1-Time trip code generated on dispatch. The driver can enter this code to have access for the duration of the trip. Once completed the code is no longer active.




If drivers encounter persistent login issues:

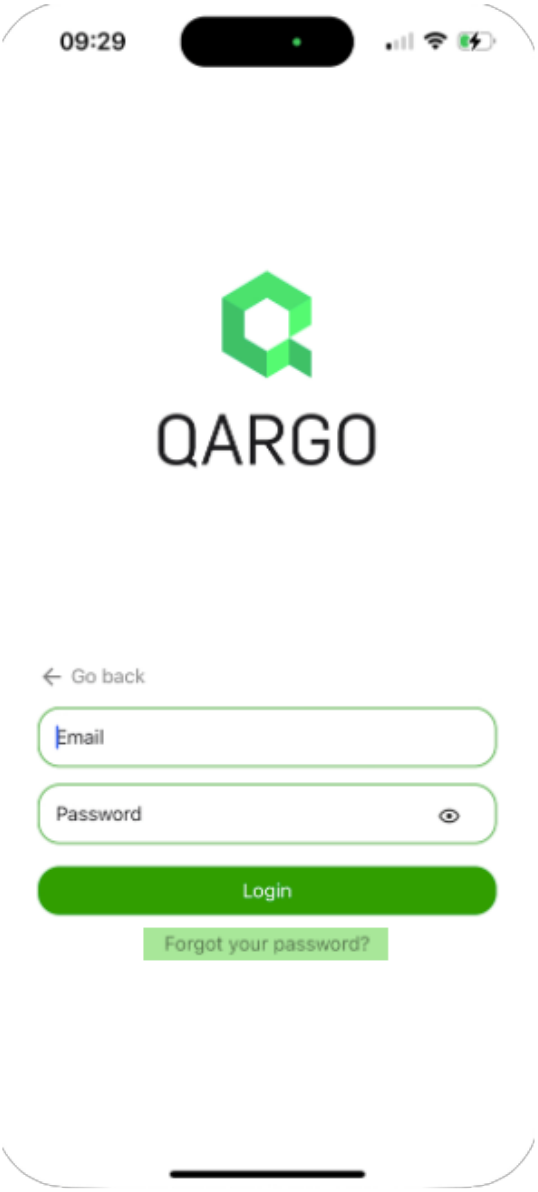
1. **Verify Driver Setup**: Ensure the driver's account is configured as a driver resource in Qargo:
    - Navigate to **Resources** in Qargo.
    - Verify if the mobile app toggle is activated for the driver together with the correct e-mail address.
2. **Verify Supported Login Methods**: Check that drivers are attempting login with one of the valid methods outlined above.

**If the CODE option is not available, update to current version of the App (v1.16.0)**

## Reset password flow

### Driver password reset

On the email + password login method screen press the ***'Forgot your password?'*** link.




- Clicking on the link in the mail will prompt the user to Reset their password.
- Enter the email address and a password reset email will be sent.

If the password reset email is not received, drivers should:

1. **Check Email Address**: Verify that the correct email address linked to the app account was entered.
2. **Spam/Junk Folder**: Look for the reset email in the spam or junk folder of the inbox.

**Admin user password reset**
Super admin and admin users are able to reset the password for the driver. There are 2 options to perform the update:

- Generate password reset email
- Set password in browser




**Generate password reset email**

- Navigate to Resources and open the driver profile
- From the Mobile app/Subco portal section, locate the ‘password reset’ button
  - Validate the email that is ‘greyed out’ is the correct email for the driver
- Select the option to ***‘generate the password reset email’***
  - A notification will show in the top right corner confirming the email has been sent
- The driver will receive an email to reset the password.

**Set password in browser**

- Navigate to Resources and open the driver profile
- From the Mobile app/Subco portal section, locate the ‘password reset’ button
- Select the option to ***‘Set password in browser’***
- A new tab will open where the admin user can type the new password
- The admin user will need to communicate the new password to the driver

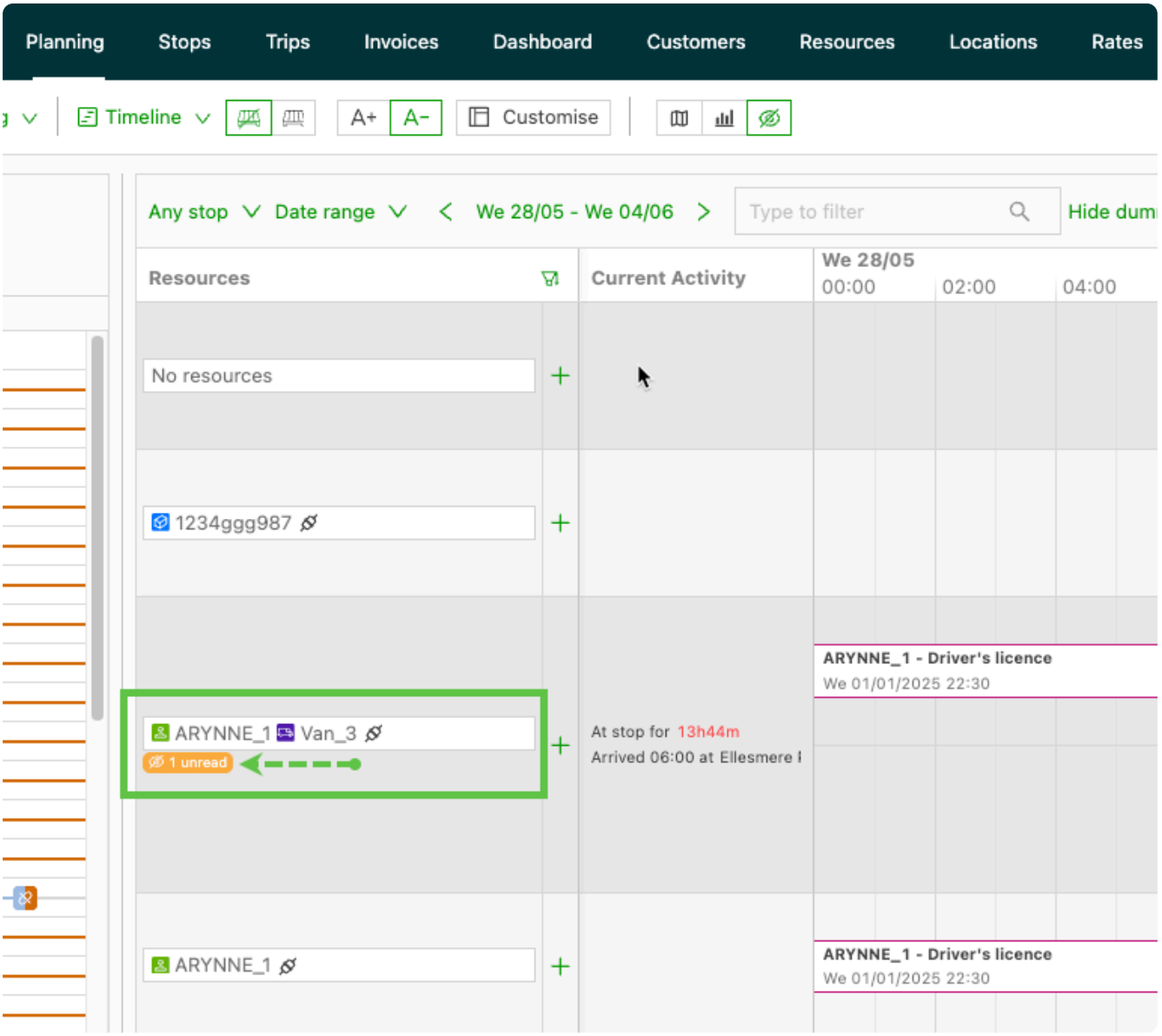
---

## Stops View

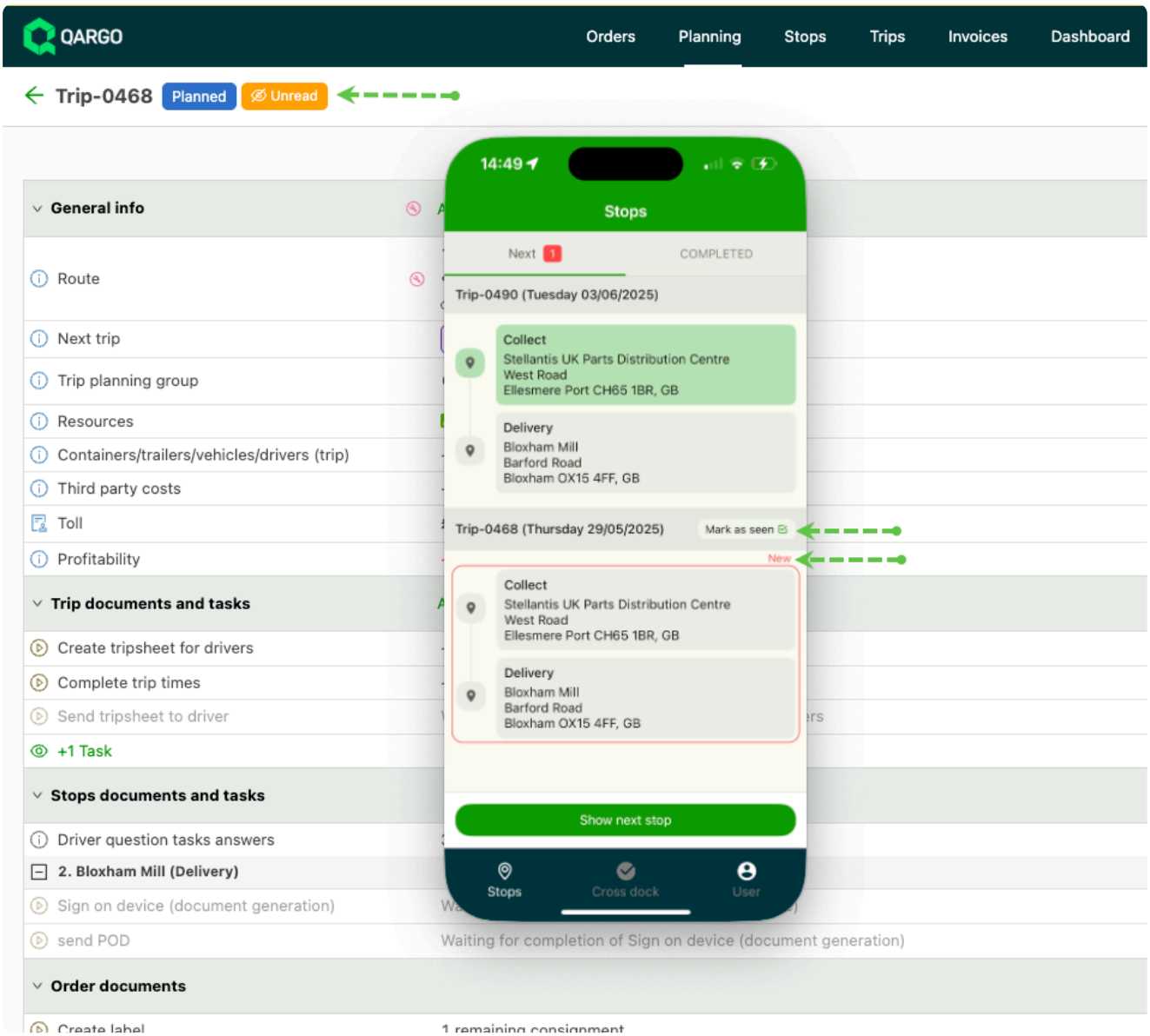
Only users that utilise the **mobile application in combination with an FMS** will see the Task View.

### Acknowledge Trip Details

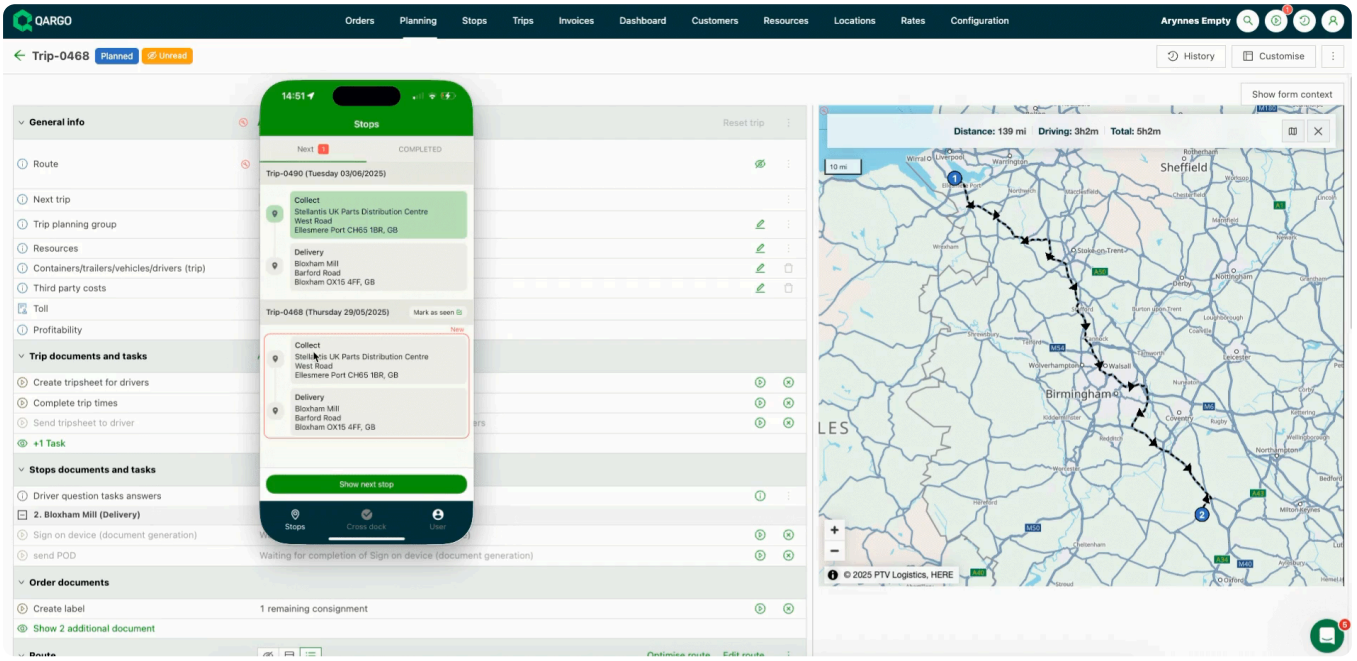
When a trip is dispatched to the app, it will appear in the Stops list as **NEW**, with a red border. In both the trip and the planning board, a label showing ***‘Unread’*** will display until the driver acknowledges the trip details in the app.




The driver must click ***'Mark as seen'*** to acknowledge the trip.



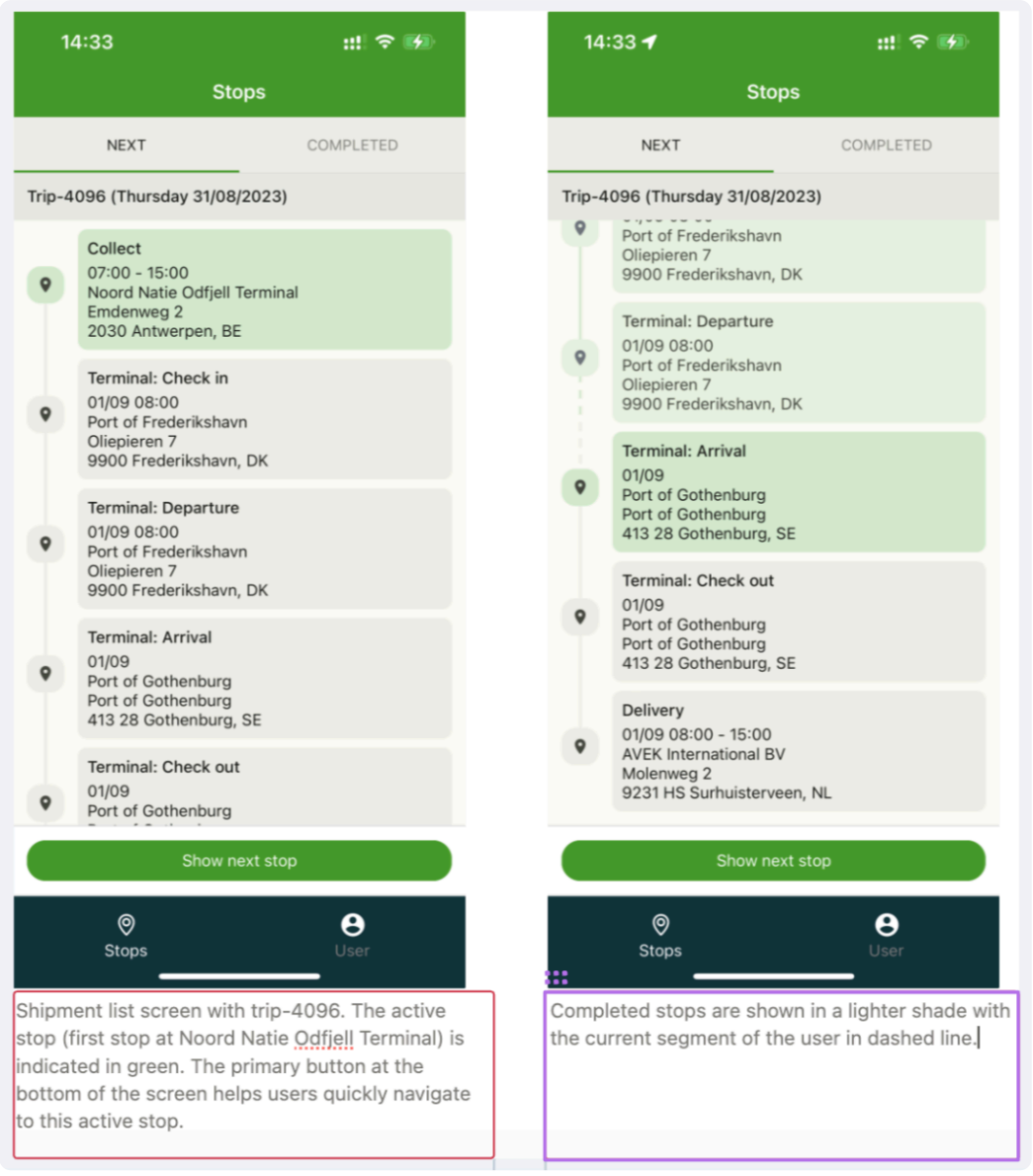

Once the driver acknowledges the trip and clicks the *'mark as seen'*, the label in the trip will update to show **'Read'**. The label in the planning board is removed.



The stop view is the standard visualisation. This view consist of two distinct screens: a **list screen** with uncompleted (default) and completed shipments and a **Stop Group detail screen**.

### Shipment list screen

- The shipment list screen displays shipments that have been dispatched to the driver and where the start is **at most one week ago**.
- Shipments only move to the completed tab once **all its stops are completed.**
- Each shipment has a top bar and a **route chain** with stop cards.
- The top bar shows the **shipment description.**
- Each stop card shows the **main stop activity label and stop location group description.**
- Clicking on a stop card navigates the user to the next screen.

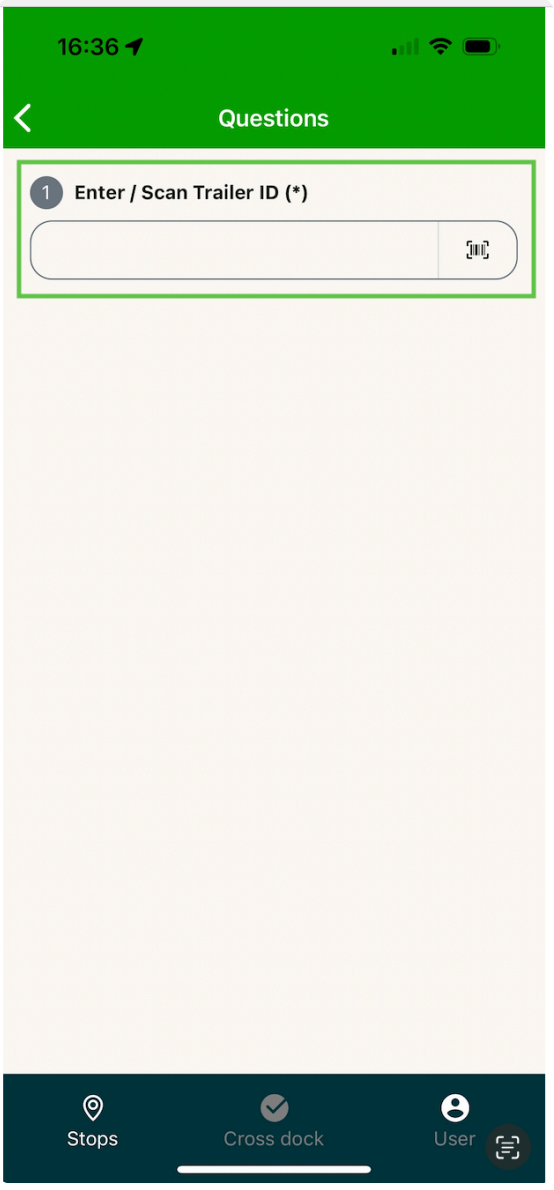



### Stop group detail screen

° The stop group detail screen lists all information of the **stop group:** The top card contains the **location**, **times** (which are editable) and **contact information.**
° For each stop activity in the stop group there is a **separate collapsable card** with stop activity label in the title, followed by all the tasks, next the stop information, goods information, and order informations.

°The completed stops are indicated with a green border and background, open tasks with a dark background and disabled tasks are lightly shaded. There are 3 types of tasks:

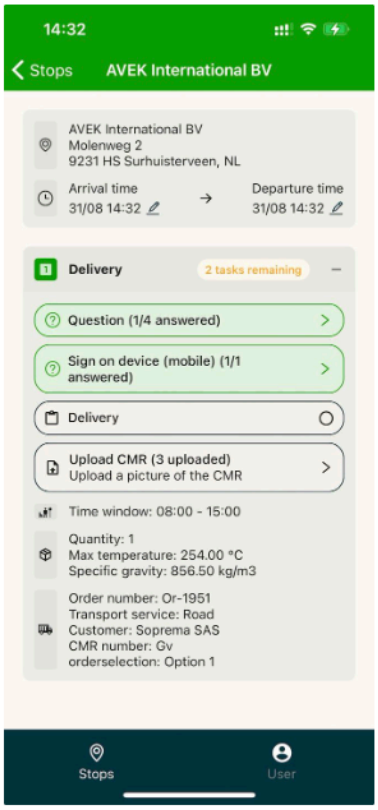
- **Question task**: Navigates the user to a new screen where they can answer some questions defined on the web application. The types of input can be manually typed numbers, options, document, and signature values. It is also possible to scan QR and barcodes to enter Trailer or Container IDs (See **Enter a trailer or container ID**).



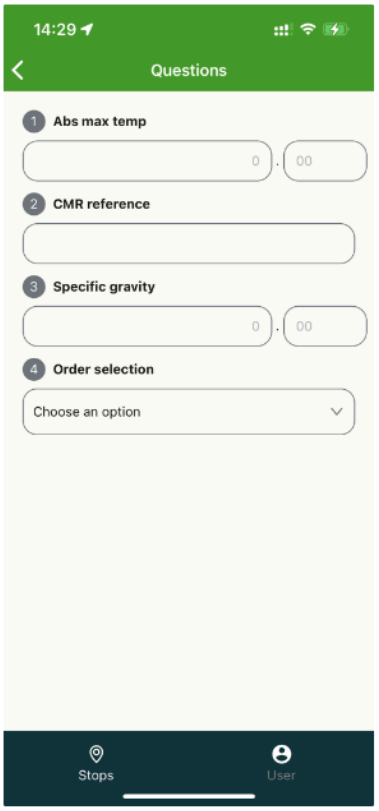

- **Document upload task:** Pulls up a bottom sheet with the different possibilities:
- **General task:** E.g., Loading, unloading. Clicking on the button completes the task.

On stops that have not yet been completed, we show a primary action button at the bottom that has either “Start driving”, “Arrive” or “Depart”.

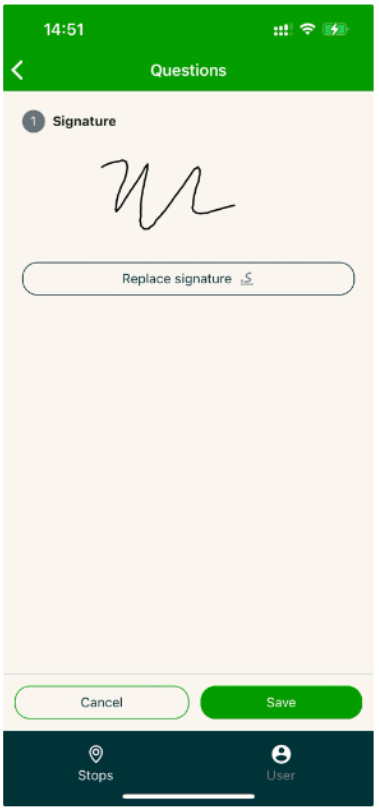
Note that some actions can only be completed once the driver has arrived to the stop.




Stop group detail screen with 1 stop activity (delivery) where 2 tasks are completed and 2 are still in todo.




Question task screen with 4 questions comprising of number, string and option field sets.



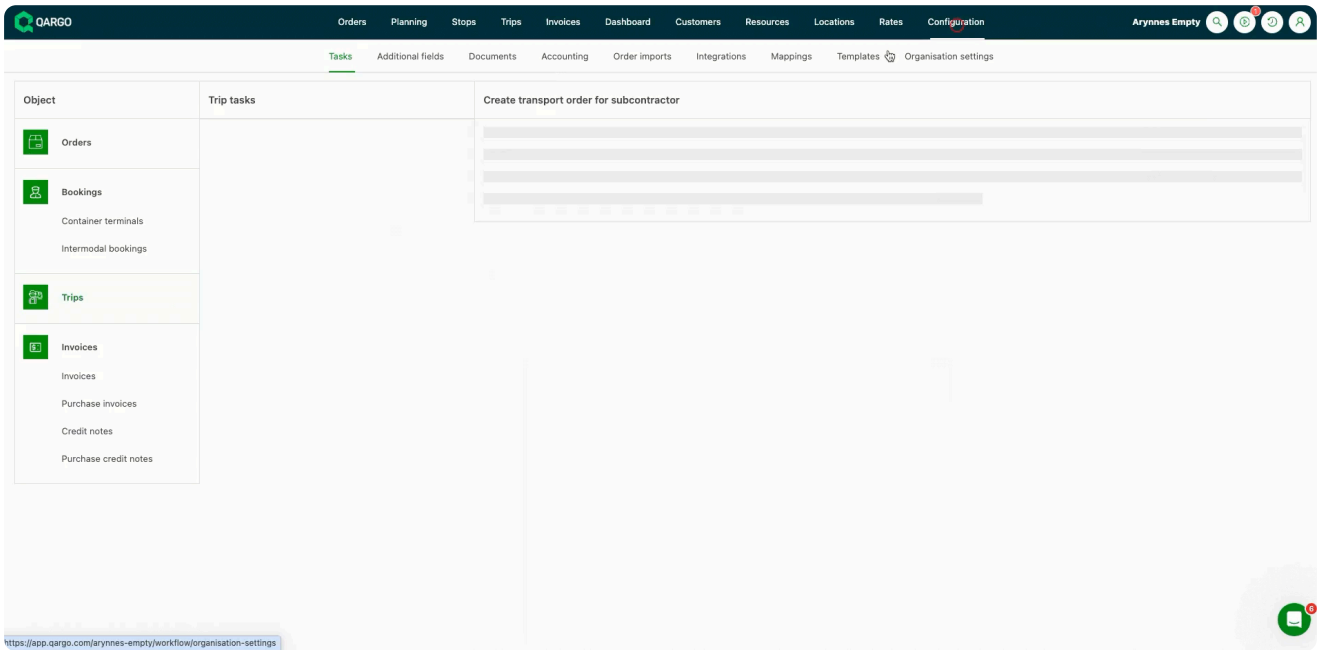

Question task with a signature field.

### Driver Scan: Collection / Delivery

In some instances, the driver may be required to scan pallets at the collection and / or delivery locations. Drivers are able to scan multiple barcodes, improving visibility for which pallets were collected / delivered.

**To enable this functionality:**

- Create a new **TASK**, on Trips to prompt driver to scan codes.



**Driver scan workflow:**

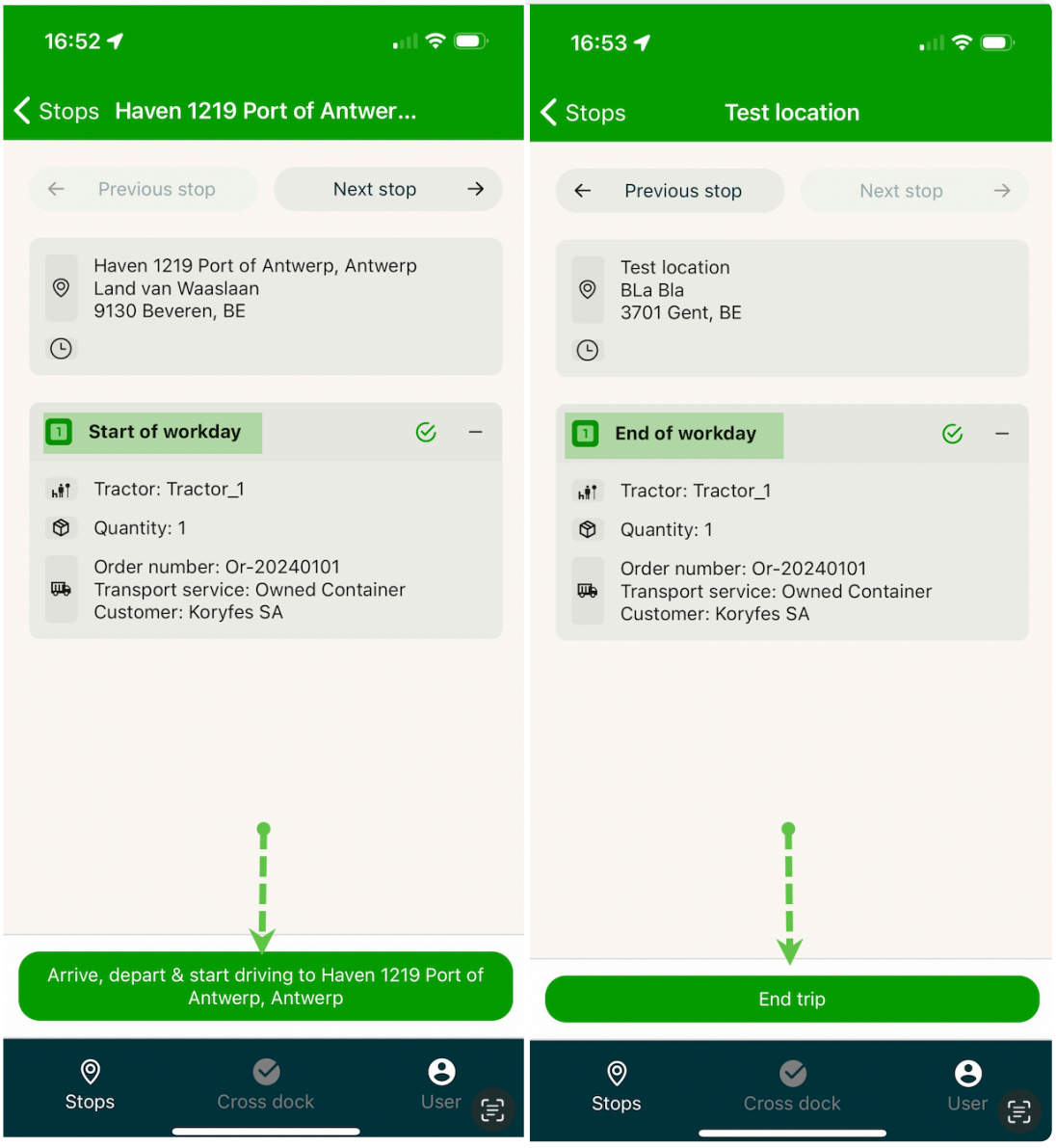
▶ https://www.youtube.com/embed/17LIhwoipEs?rel=0

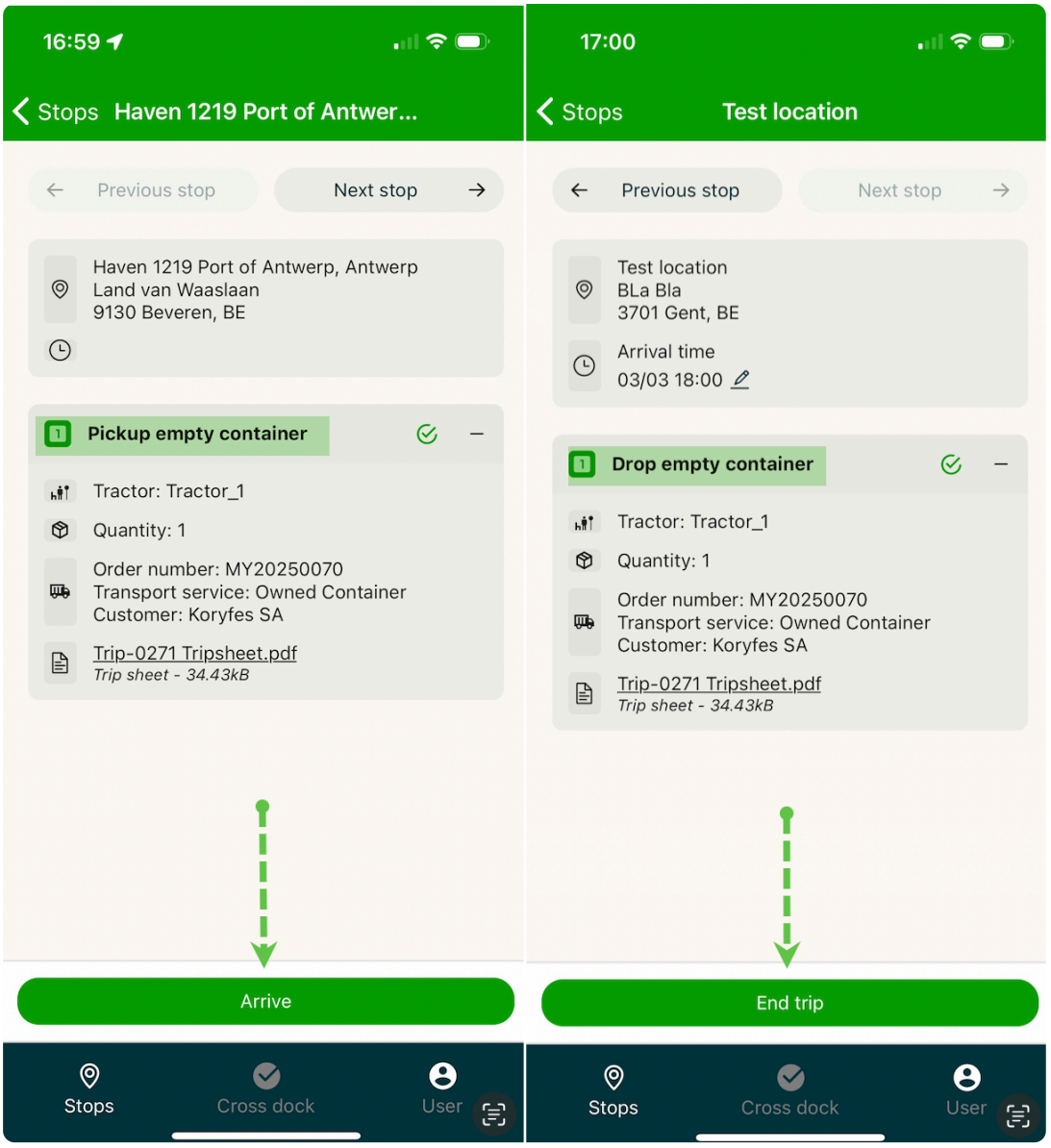
- Once the barcode has been added in the mobile app and the user clicks 'save', it is no longer possible to edit or remove the barcode. Before clicking save it is possible to edit or remove it.

---

## 1-Click Completion:

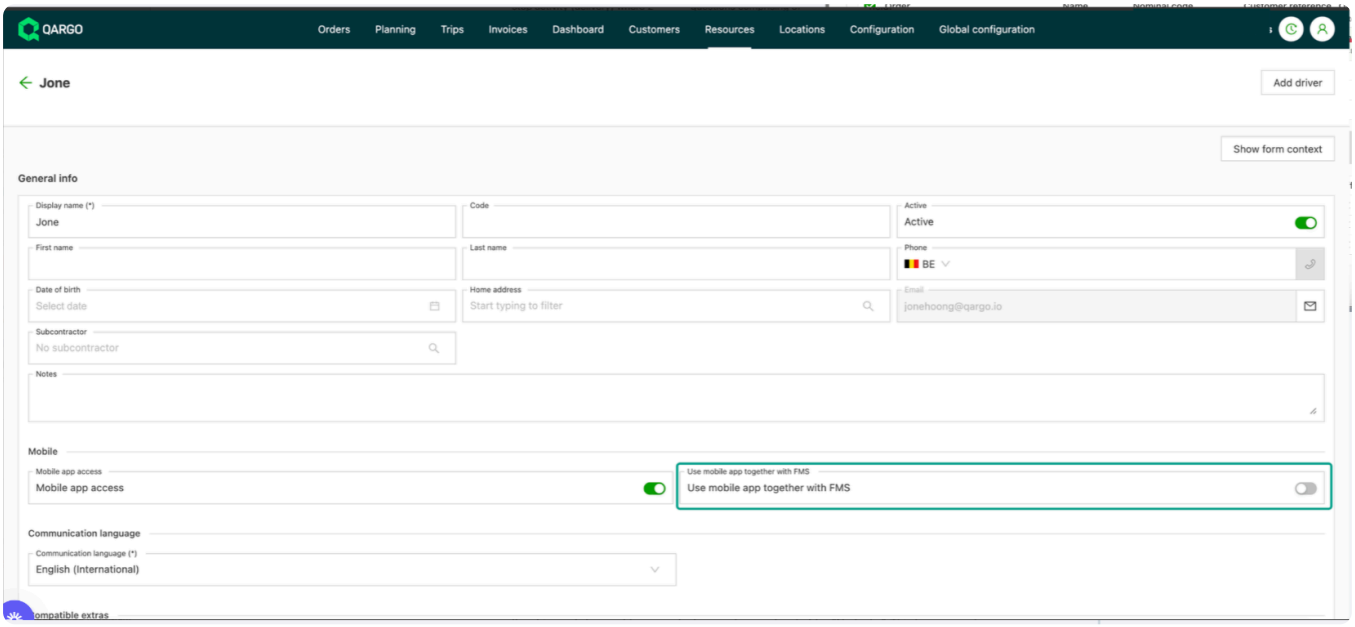
**Start / End Work day - Complete with single Click.**






## Task view

The task view is **only available when the resource is using the application together with FMS.**( see more info here)



This view is similar to to the stops view: it is also made up of a list screen and detail screen combination, however now **tasks** are the main focus point.

### Task list screen

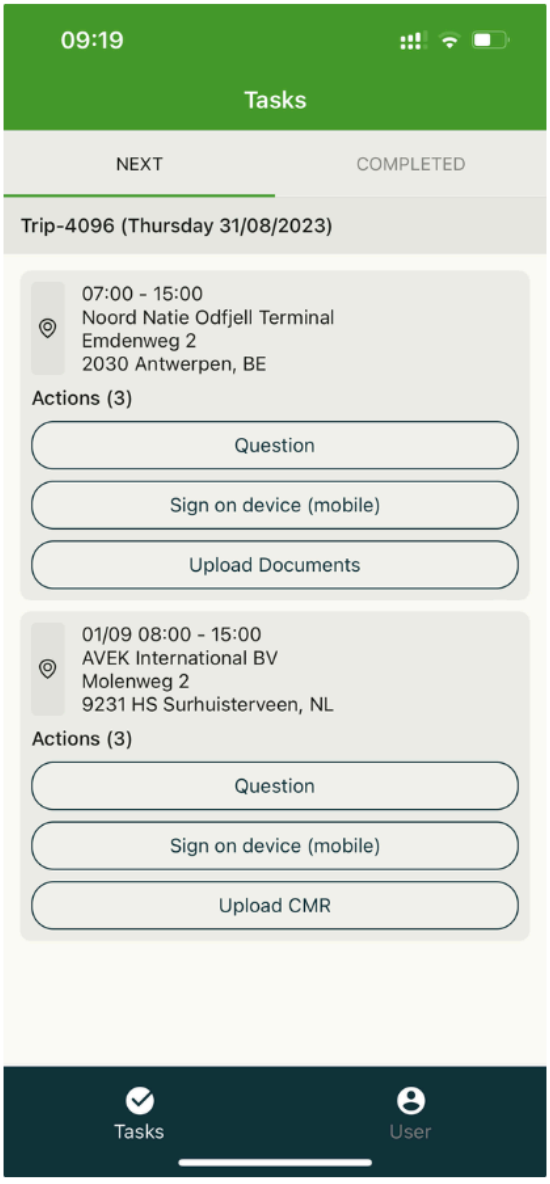
The task list screen also has a separate section for each shipment, just like the shipment list screen (incl. the header "shipment description"), but only shows the tasks in "**to do"**.

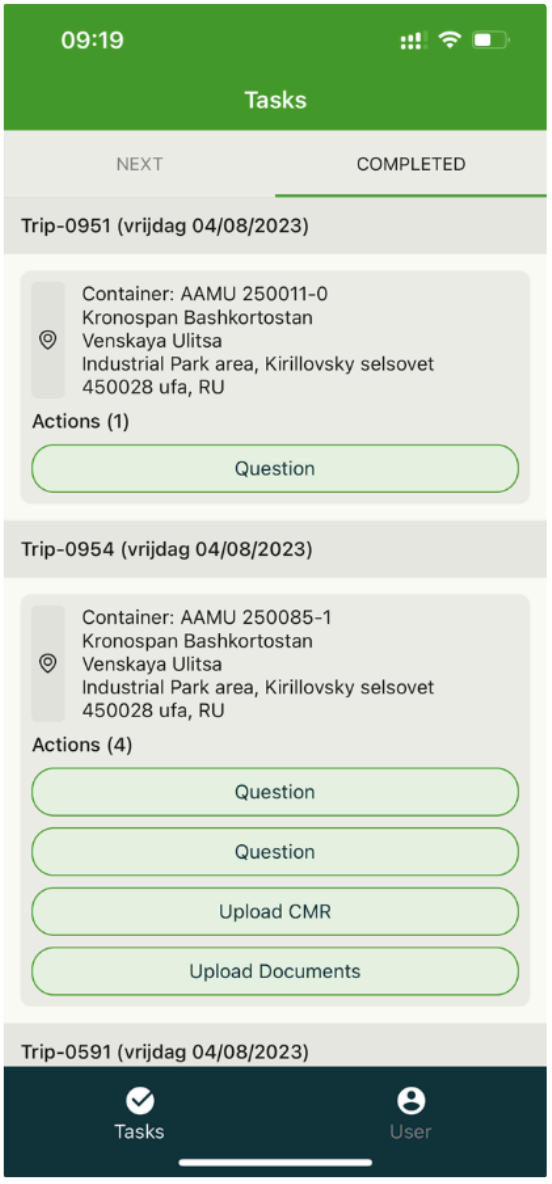
Each section is built up of stop cards that show the stop description and the remaining tasks.

❗ Remember, tasks are the main object here! Once a task has been completed, it moves to the "**completed"** tab.
We hide stops that do not contain any tasks from the view and also do not wait until all tasks of a shipment is finished to move it to the completed tab.

If a shipment does not have any tasks, we show a placeholder **"No tasks".**

This however only move to the completed tab once the shipment has been completed.



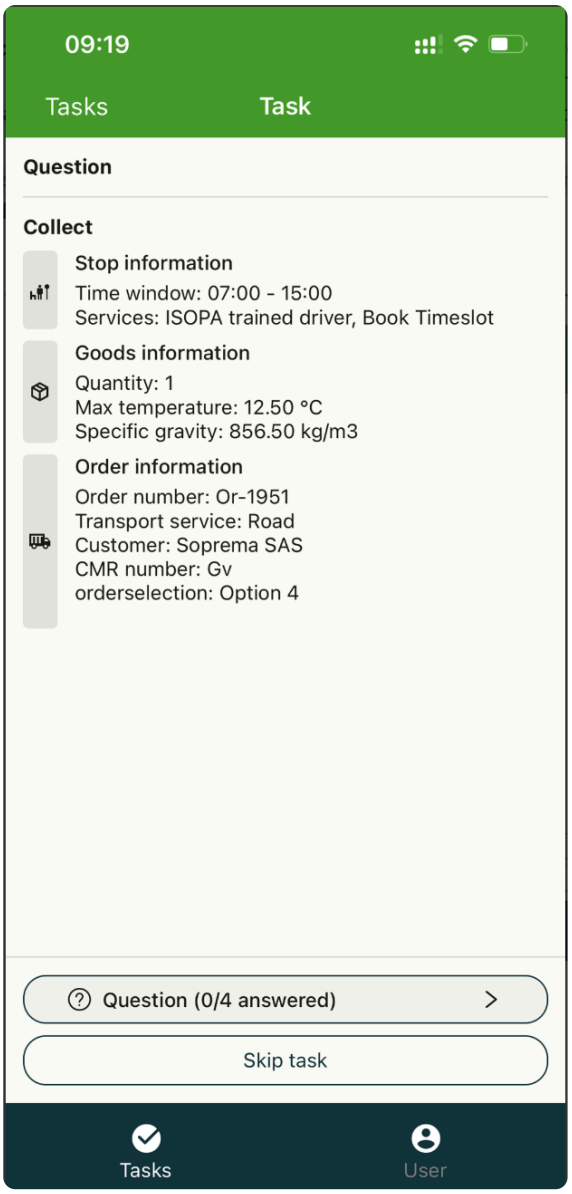




### Task detail screen

Clicking on a task in the list screen **does not** directly complete the task, but navigates the user to the detail screen.

On this screen the user is presented with more information as in the stop group detail screen: To iterate: **stop activity label in the title, followed by all the tasks, next the stop information, goods information, order information and documents.**

On the bottom of the screen users will be able to complete the action or skip it.

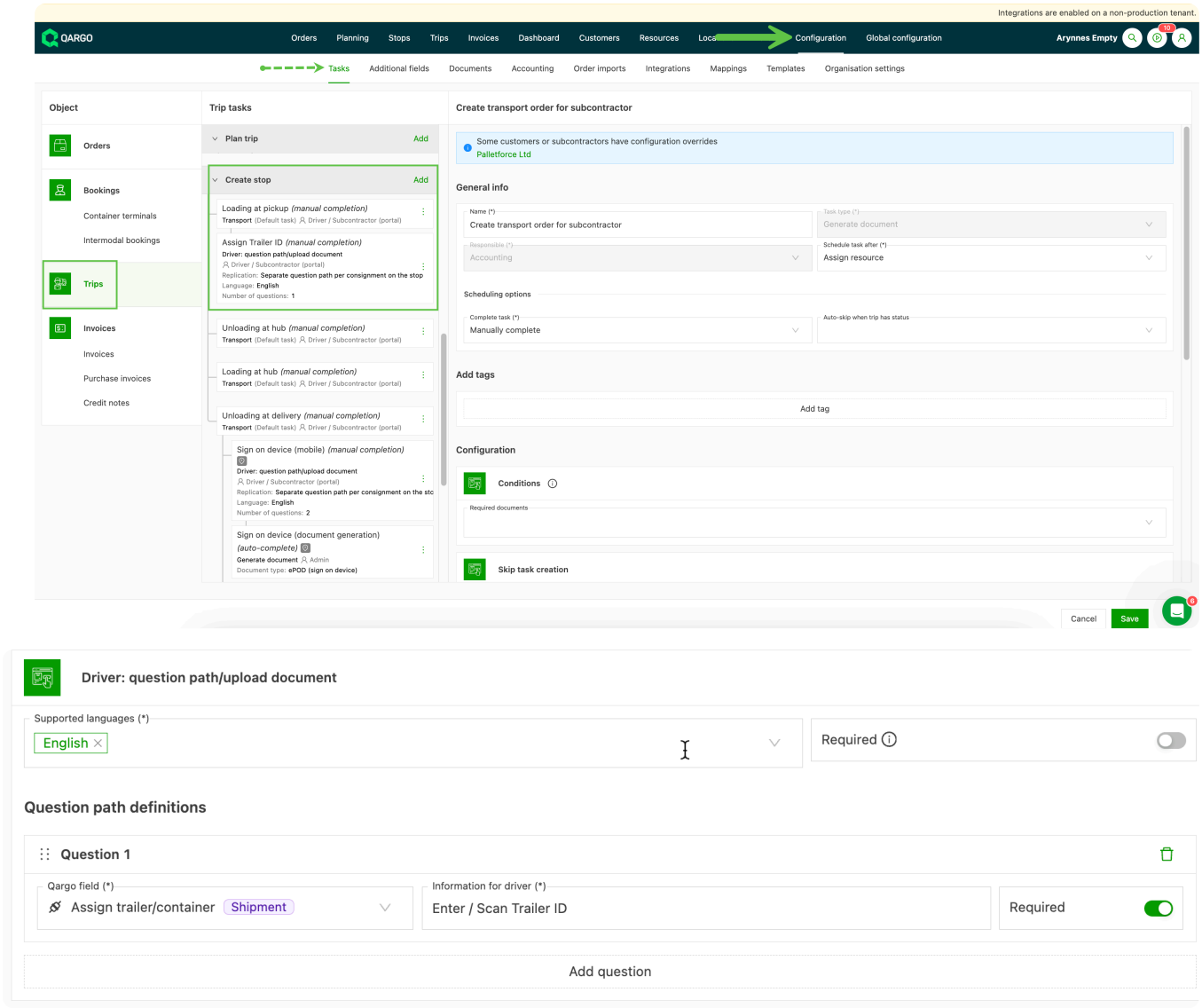



### Enter a trailer or container ID

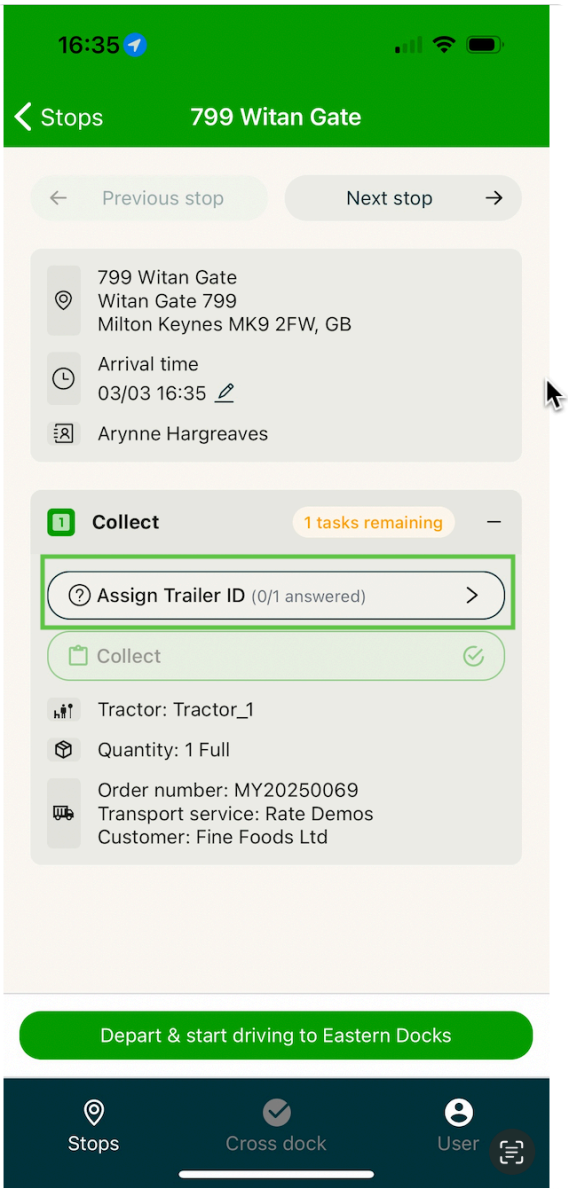
Drivers can enter the trailer or container ID for an order or trip. They can type it, or scan a QR code or barcode.

**Set up the question (planner or admin)**

1. Navigate to **CONFIGURATION** > ***TASKS*** > **Trips**.
2. Create a Question path at the workflow step where the driver should enter the ID.
3. Use the toggle to make the answer required, or let the driver skip it.



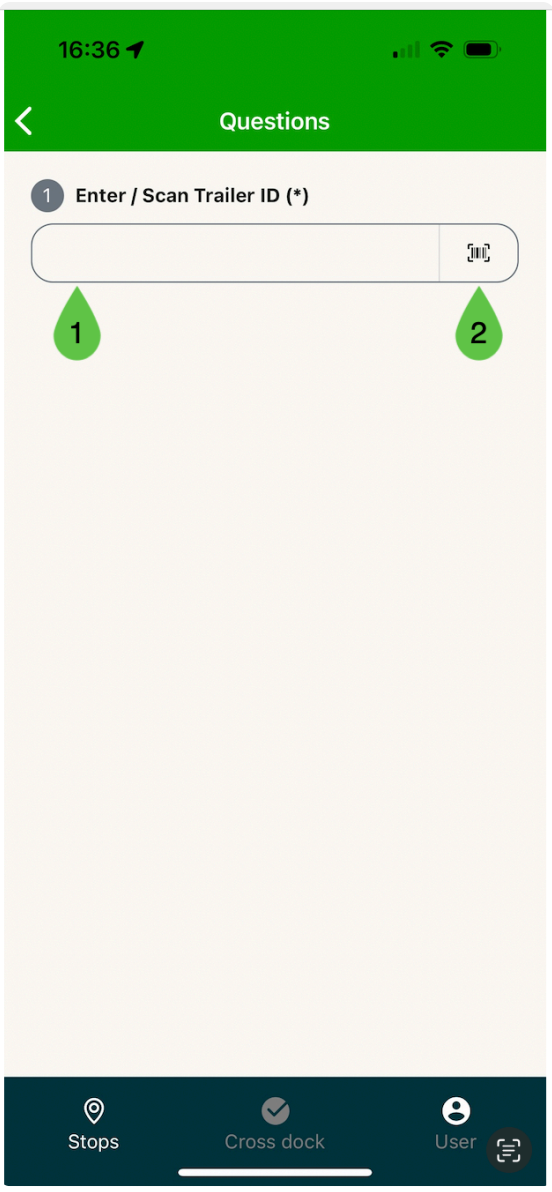

The question appears on the driver's next assigned order.




For a trip that is already sent, use RETRIGGER to resend it.

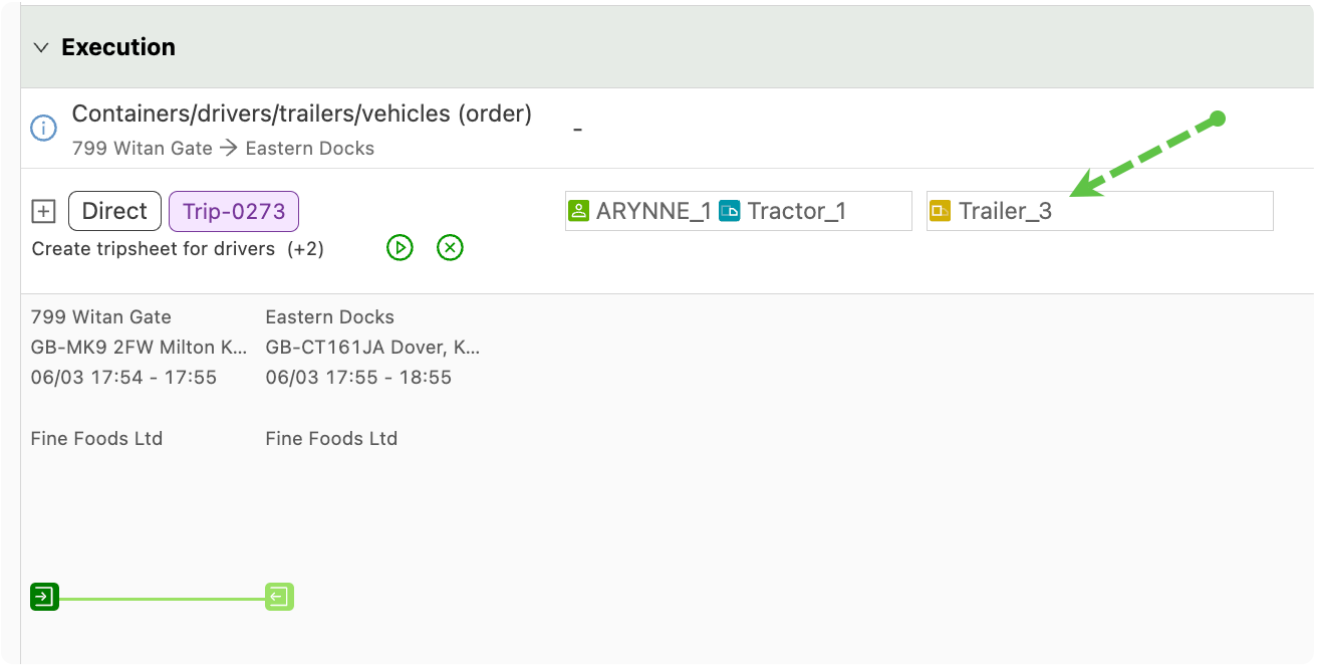
**Enter the ID (driver)**

- Type the ID, or scan the QR code or barcode with the device camera.
- After a scan, the details fill in automatically. The driver then goes to the next question or completes the stop.

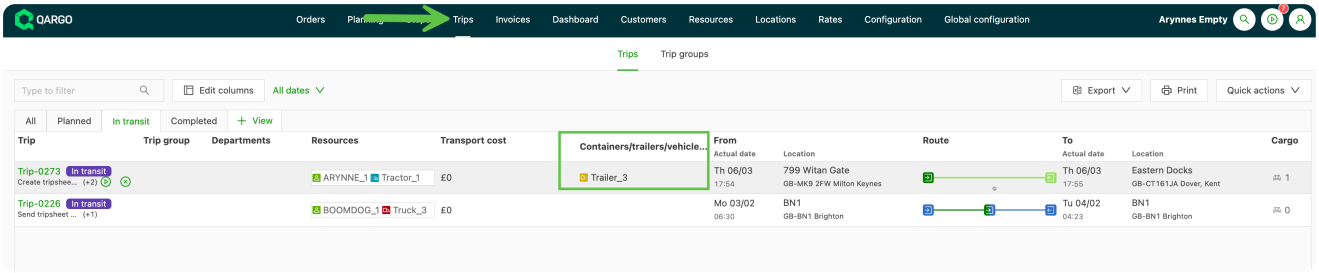


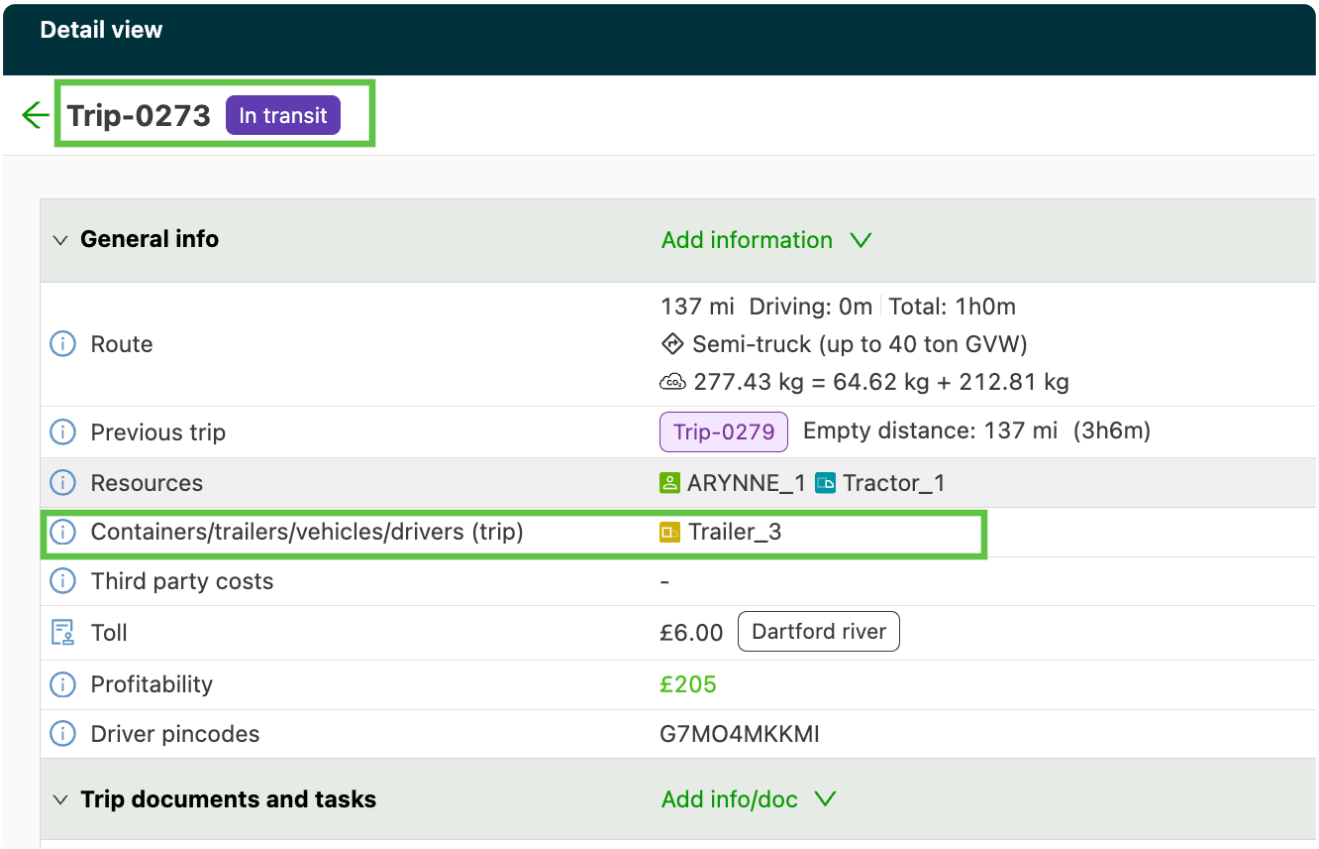

**What happens next**

- **Resource is active in your account:** Qargo assigns it to the order and the trip.
  **Orders**

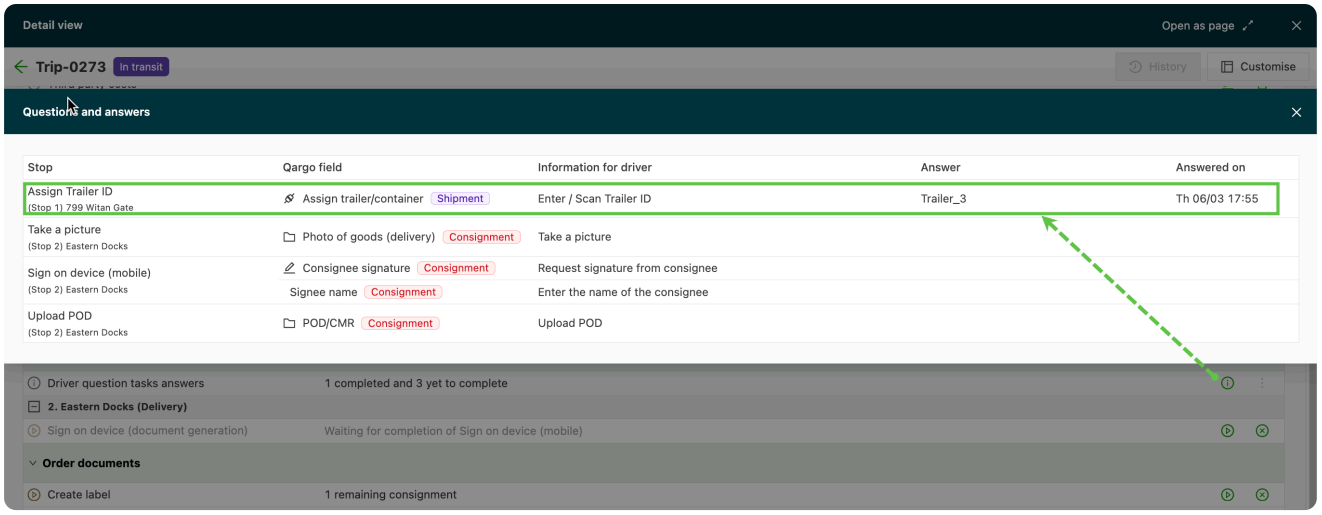



### Trips




- **Resource is not in your account:** Qargo records the ID in the Question / Answers panel.




## Offline Functionality in the Qargo Driver App

The Qargo Driver App allows drivers to continue their tasks even when internet connectivity is poor or unavailable. Here's how the offline functionality works:

### Capturing Photos and Documents

At a delivery stop, drivers can capture the required photos or documents directly within the app. If the upload fails due to poor connectivity, the app will save the data locally.

### Collecting Signatures and Names

Drivers can proceed to collect the stop-level signature and name, ensuring that critical delivery information is not missed.

### Syncing Data

Once the driver regains a stable internet connection, they can open the trip in the app and complete any pending uploads. The app will automatically sync the data and trigger the Proof of Delivery (POD) flow. This workflow ensures that drivers can keep moving without delays while maintaining the ability to capture and upload all necessary delivery information.

## Enabling Subcontractor Drivers to Use the Driver App

Subcontractor drivers can also use the Qargo Driver App to upload PODs and complete stop times. To enable this functionality:

### Create External Driver Accounts

Add each subcontractor driver as an external driver in the system. Ensure they have their own email address for account creation.

### Grant Driver App Access

Assign the subcontractor drivers to trips as resources. Send the job details to their mobile app.

### Driver Actions

Subcontractor drivers can log in to the app to upload POD documents and complete stop times as required. This setup allows subcontractor drivers to seamlessly integrate into the delivery workflow, ensuring that all tasks are completed efficiently.

## Troubleshooting

### Common Issues in the Qargo Driver App

The Qargo Driver App is an effective tool for task execution but users might experience occasional technical issues. Below are solutions to common problems.

#### Login Troubleshooting

- Verify if the driver is registered as a resource in Qargo and check supported login methods like email/password, magic link, or trip codes.

#### Task Completion Challenges

- Confirm with the driver a stable internet connectivity. Switching between Wi-Fi and mobile data can help.
- Let the driver clear the app cache and restart to resolve temporary glitches.- Inform drivers about the app's offline functionality to ensure task completion during connectivity issues.
- Advise drivers to sync their data as soon as they regain internet access to avoid delays in processing PODs.

#### Display Problems

- Refresh the app to the latest version or log out and back in to fix missing jobs after tenant-specific activation.

For further issues, you can contact the Qargo support team.

> 🧰 Drivers can plan for connectivity issues by using the app's offline functionality to capture and save data locally.

An instruction about our driver app can be found bellow:

▶ https://www.loom.com/embed/d126fa36adc54fbdb2c543a7b4ba6523