Mobile app guide (for drivers)

This article gives an overview of the Qargo mobile app and the workflow to follow when a load is dispatched. Intended for drivers.

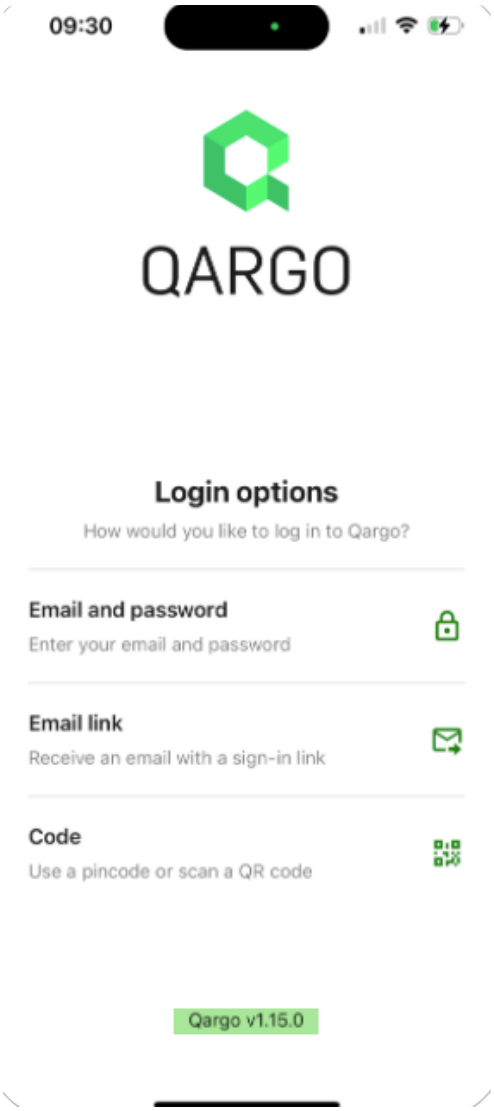
Updated April 7, 2026

Register or log in:

Open the app and enter the email address. An email with a login link is then sent. Click the link on the phone; it automatically redirects to the app and logs the driver in. This only needs to be done once, unless the driver manually logs out again.

There are three (3) possible ways to log in:

- ***Email and password:*** use the email on the driver profile and a password. If the user/driver did not configure a password or forgot it, follow the **reset password** flow.
- ***Magic link:*** enter the email configured on the driver profile and a link is sent. The link must be opened on the device that will be used to log in to the app.
- ***Code:*** a one-time load code generated on dispatch. The driver can enter this code to have access for the duration of the load. Once the load is completed, the code is no longer active.

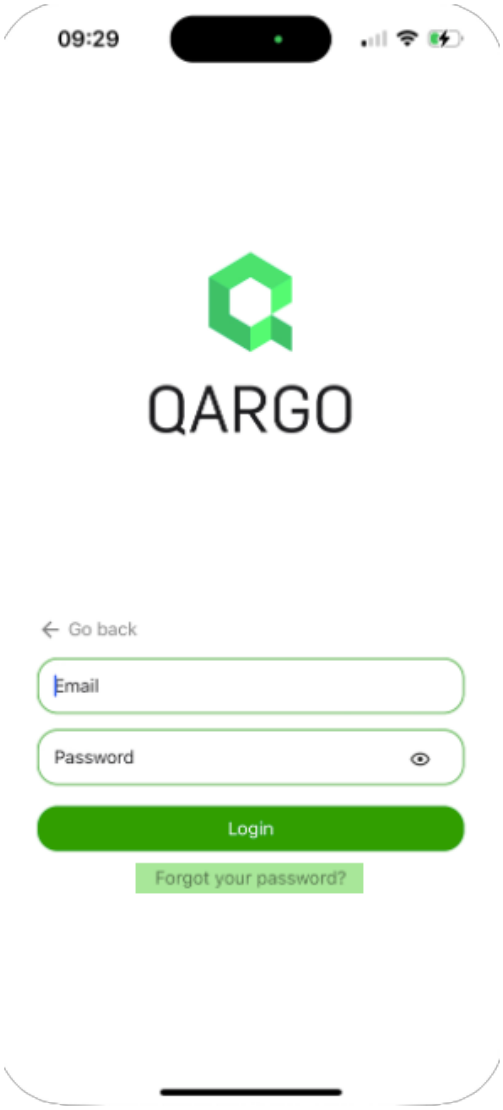


If the code option is not available, update the app to the current version (v1.16.0).

Reset password flow

Driver password reset

On the email and password login screen, tap the ***'Forgot your password?'*** link.



- Clicking the link in the email prompts the user to reset their password.
- Enter the email address and a password reset email is sent.

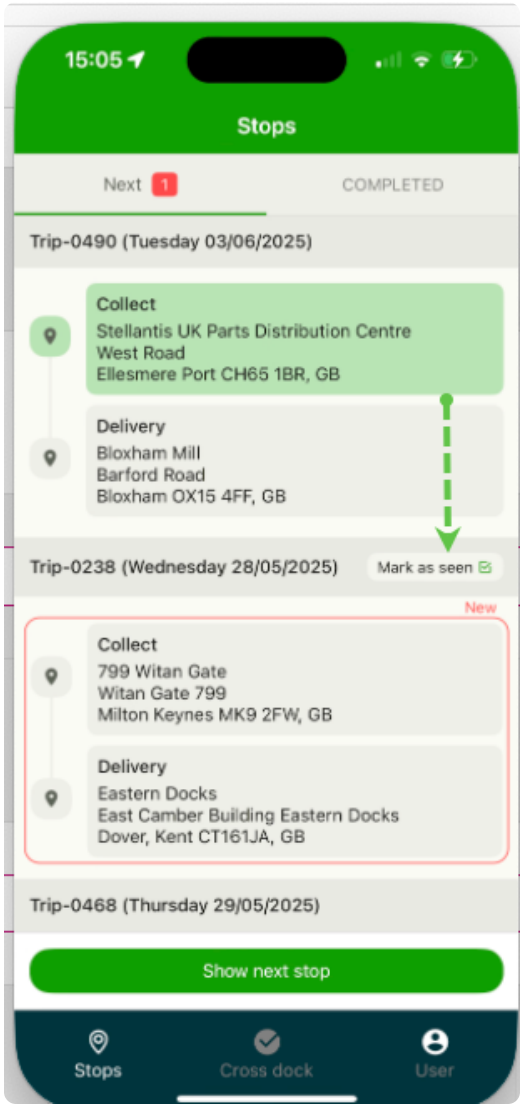
If the password reset email does not arrive, drivers should:

1. **Check the 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.

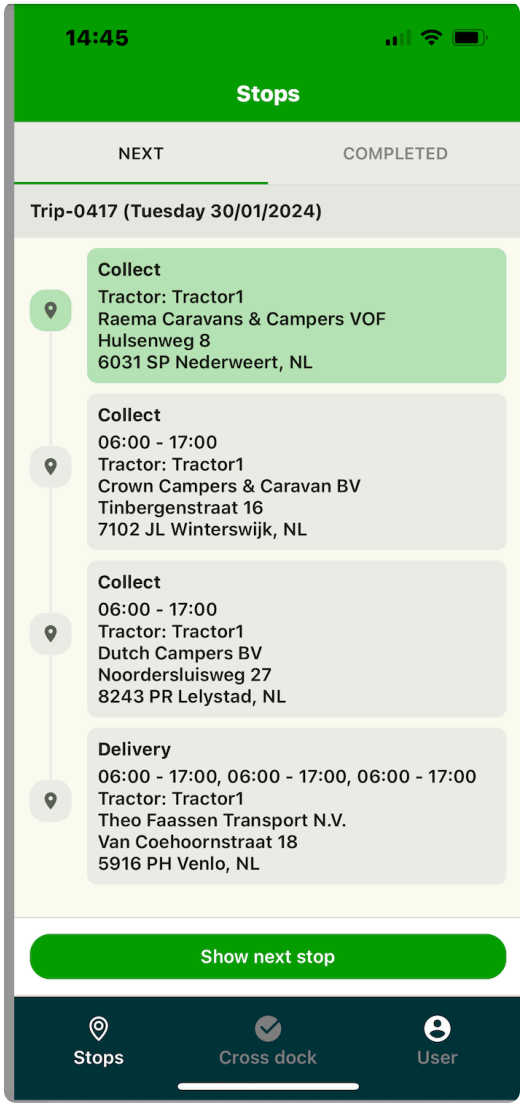
📚 **Internal admin users** (Super admin and Admin) can also reset the password on behalf of the driver.
👉 Admin users can refer to this reset password flow.

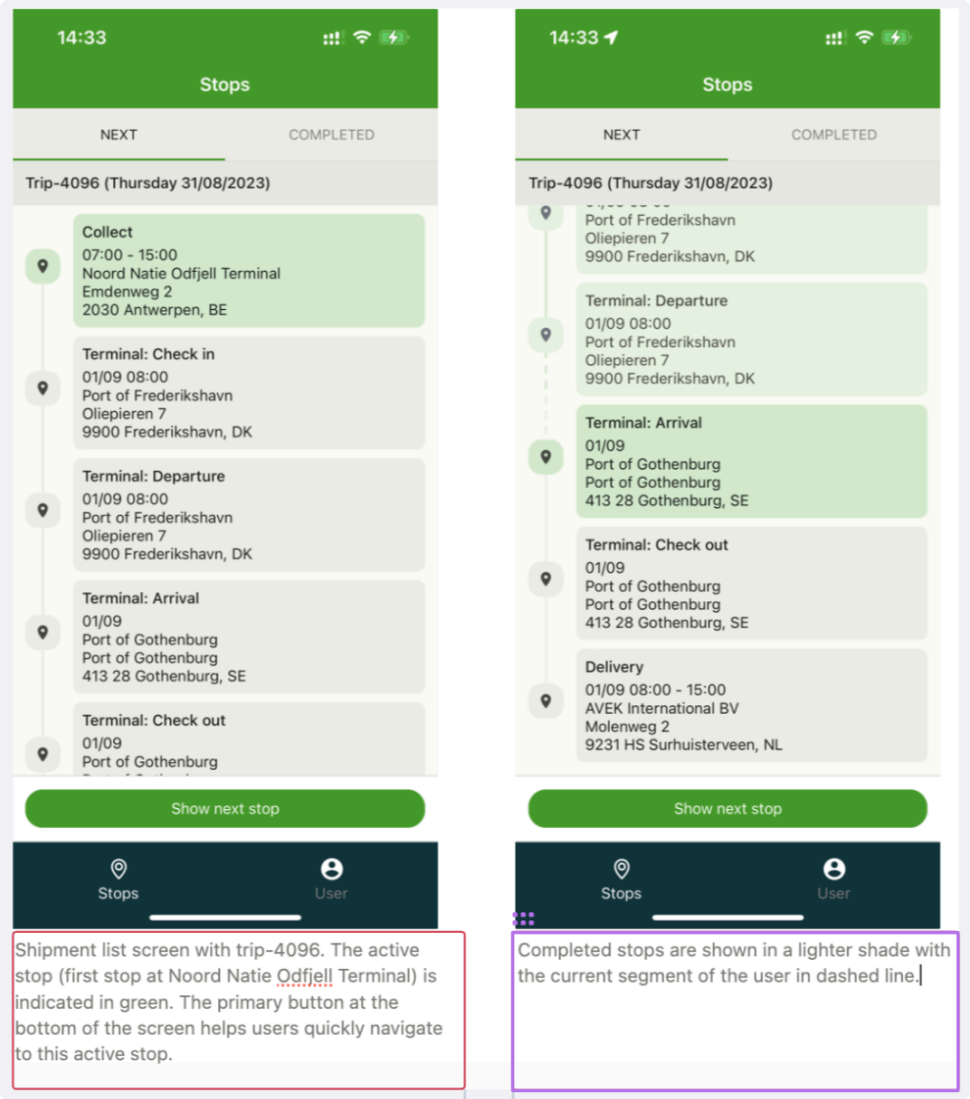
Acknowledge load details

When a load is dispatched to the app, it appears in the stops list as **New**, with a red border. The driver must click ***'Mark as seen'*** to acknowledge the load.

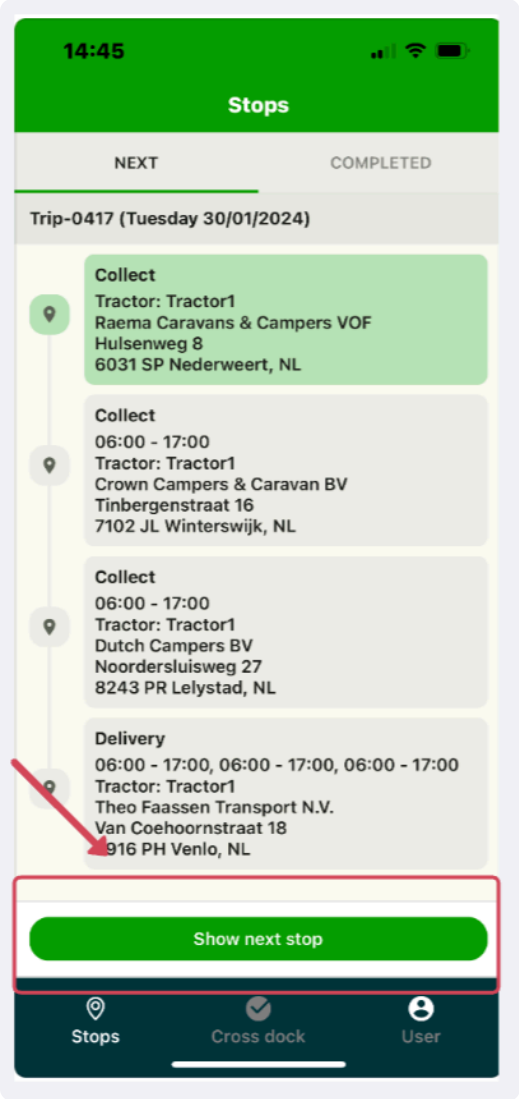


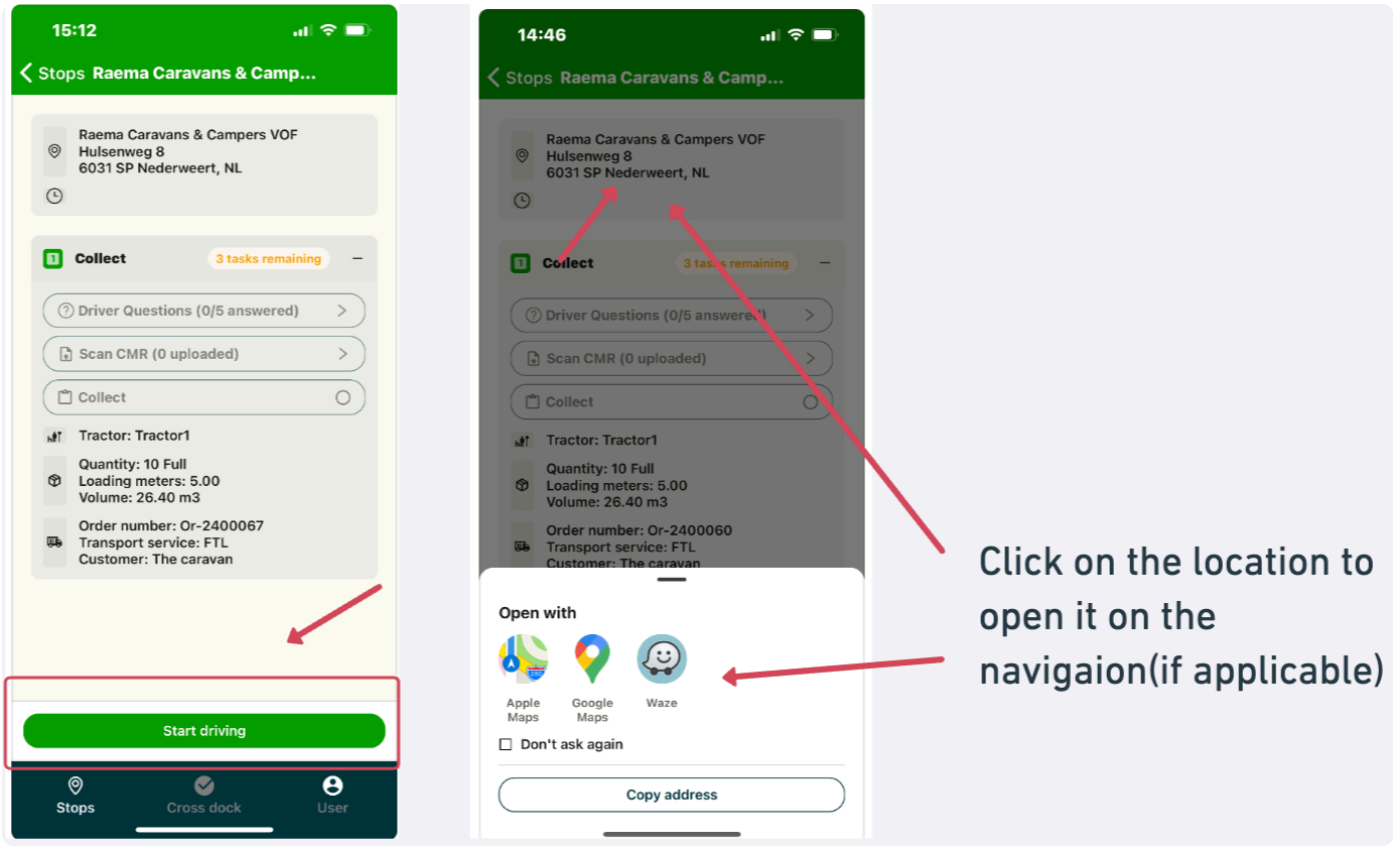
Each stop card shows the **main stop activity label and the stop location group description.**


14:45
Stops
NEXT
COMPLETED
Trip-0417 (Tuesday 30/01/2024)
Collect
Tractor: Tractor1
Raema Caravans & Campers VOF
Hulsenweg 8
6031 SP Nederweert, NL
Collect
06:00 - 17:00
Tractor: Tractor1
Crown Campers & Caravan BV
Tinbergenstraat 16
7102 JL Winterswijk, NL
Collect
06:00 - 17:00
Tractor: Tractor1
Dutch Campers BV
Noordersluisweg 27
8243 PR Lelystad, NL
Delivery
06:00 - 17:00, 06:00 - 17:00, 06:00 - 17:00
Tractor: Tractor1
Theo Faassen Transport N.V.
Van Coehoornstraat 18
5916 PH Venlo, NL
Show next stop
Stops
Cross dock
User

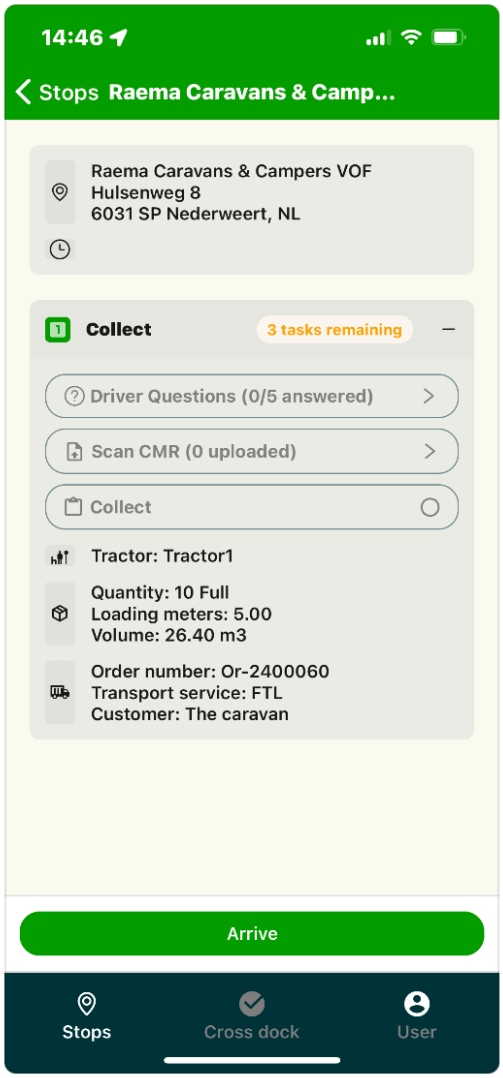


Click **Show next stop**, and at the start of the day, click **Start driving**:


14:45
Stops
NEXT
COMPLETED
Trip-0417 (Tuesday 30/01/2024)
Collect
Tractor: Tractor1
Raema Caravans & Campers VOF
Hulsenweg 8
6031 SP Nederweert, NL
Collect
06:00 - 17:00
Tractor: Tractor1
Crown Campers & Caravan BV
Tinbergenstraat 16
7102 JL Winterswijk, NL
Collect
06:00 - 17:00
Tractor: Tractor1
Dutch Campers BV
Noordersluisweg 27
8243 PR Lelystad, NL
Delivery
06:00 - 17:00, 06:00 - 17:00, 06:00 - 17:00
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Show next stop
Stops
Cross dock
User

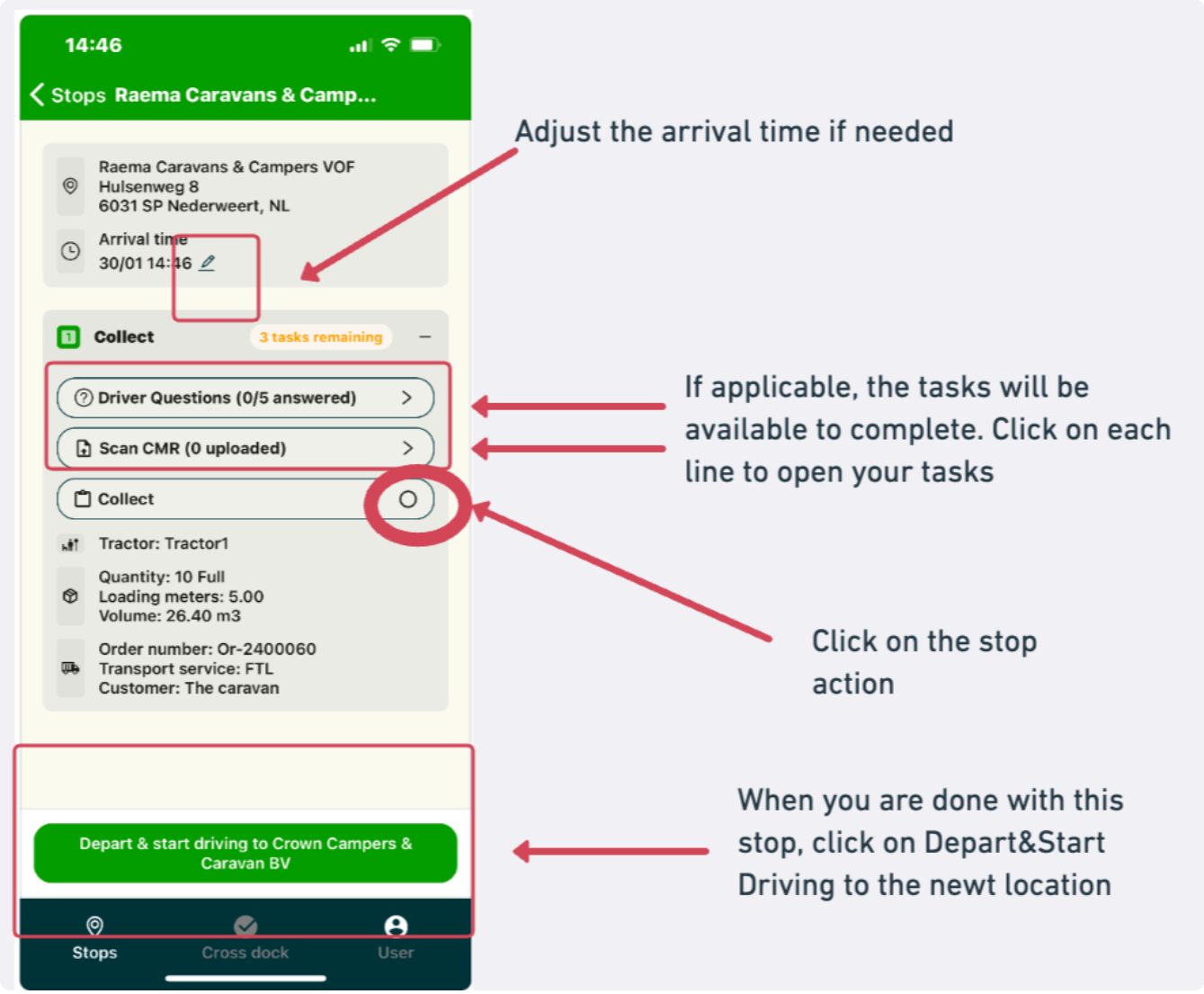


On arrival at the location, click **Arrive** and fill in the times:

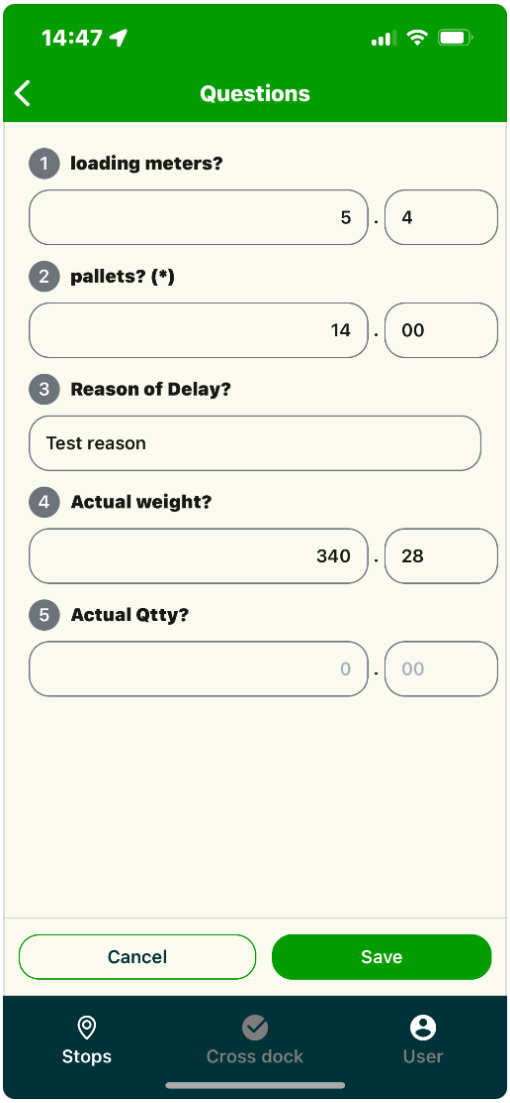


After arriving at the stop, the following page opens. Here the driver can edit the arrival times and complete the stop tasks.

- Adjust the arrival time if needed.
- If applicable, the tasks are available to complete. Click each line to open the tasks.
- Click the stop action.
- When the stop is finished, click **Depart & start driving** to go to the next location.

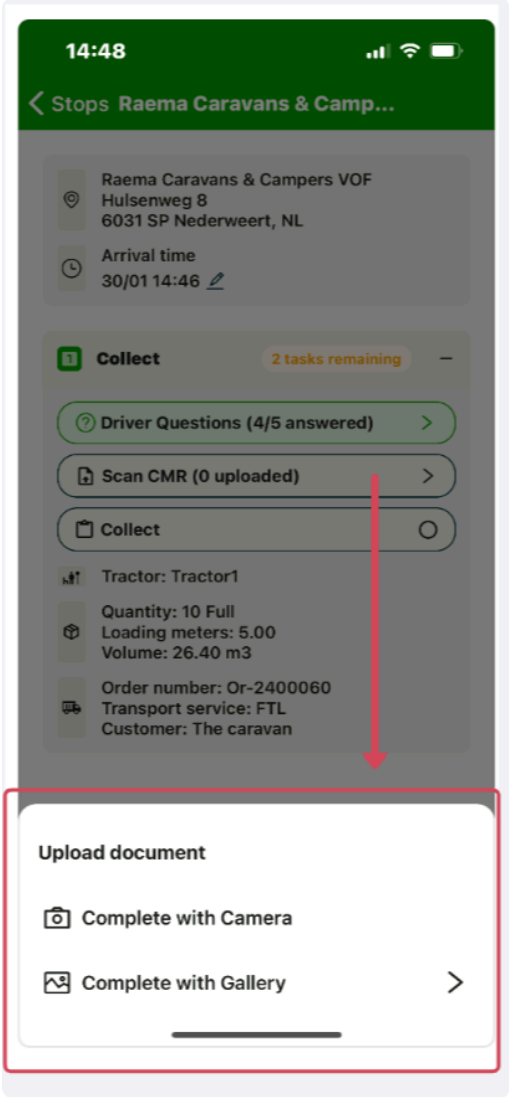


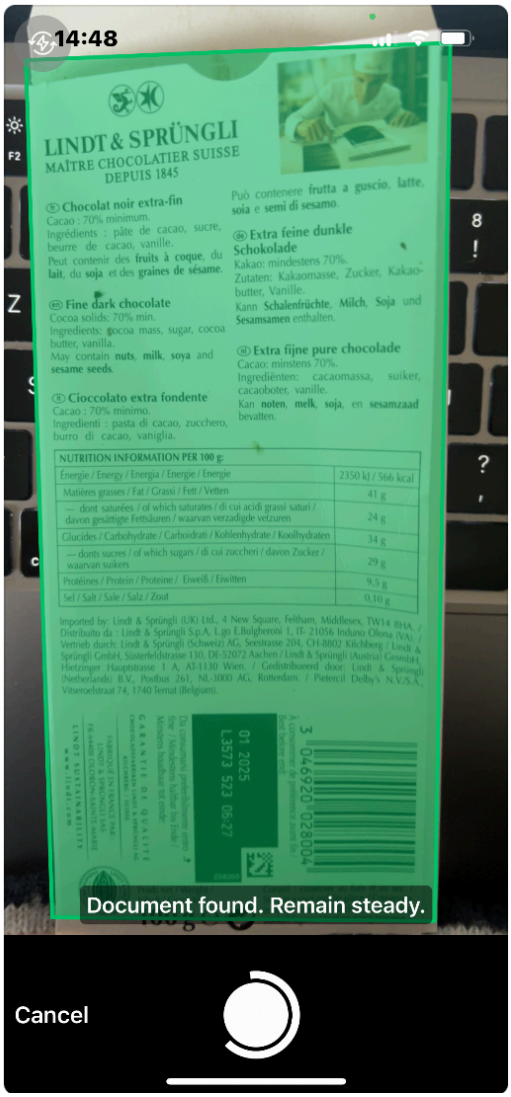
Tasks with question paths look like the example below. Fill in the relevant fields and click **Save**:



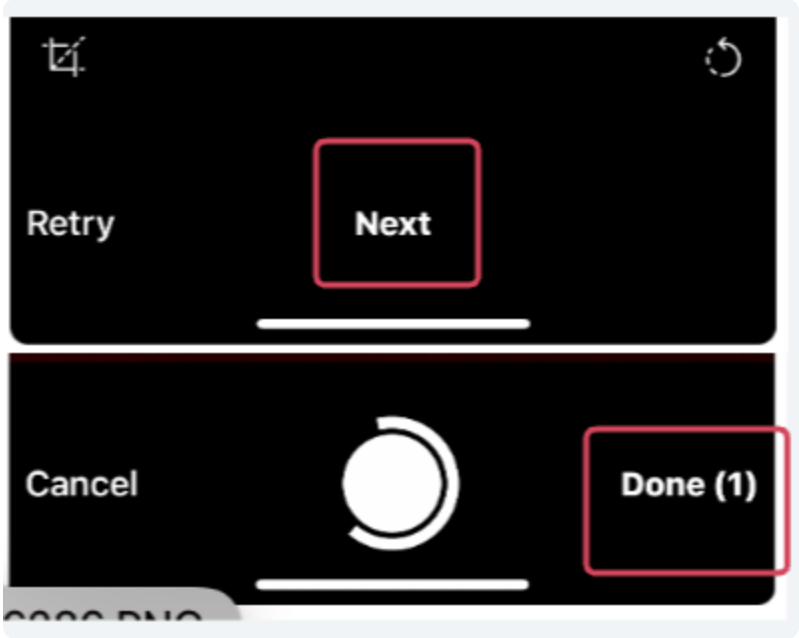
Tasks with document scanning look like the example below. Select one of the options below.

For a scanning task, hold the phone steady and wait for the document to be **scanned in the green field.**


14:48
Stops Raema Caravans & Camp...
Raema Caravans & Campers VOF
Hulsenweg 8
6031 SP Nederweert, NL
Arrival time
30/01 14:46
Collect
2 tasks remaining
Driver Questions (4/5 answered)
Scan CMR (0 uploaded)
Collect
Tractor: Tractor1
Quantity: 10 Full
Loading meters: 5.00
Volume: 26.40 m3
Order number: Or-2400060
Transport service: FTL
Customer: The caravan
Upload document
Complete with Camera
Complete with Gallery



Click **Next** to continue and **Done** to finish scanning.



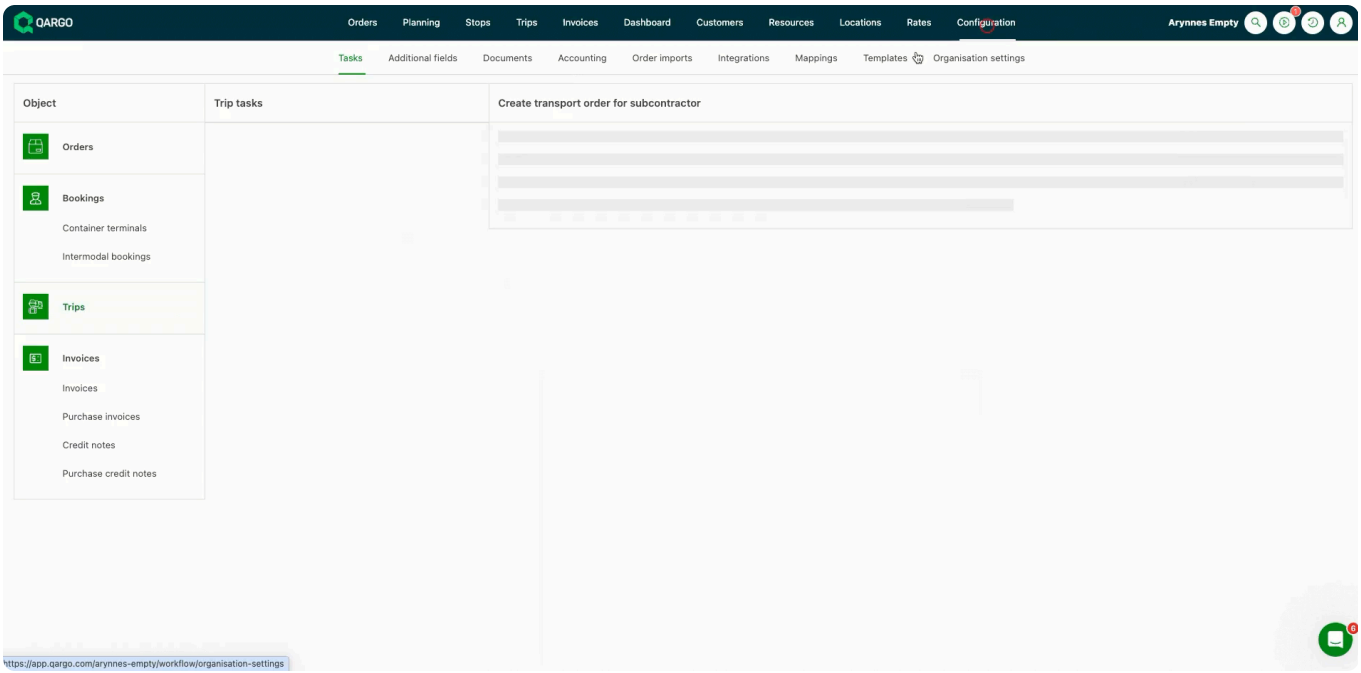
A green check mark icon means that all the necessary tasks for this stop are completed.

Driver scan: pickup/delivery

In some cases, the driver may need to scan pallets at the pickup and/or delivery locations. Drivers can scan multiple barcodes, which improves visibility of which pallets were picked up or delivered.

To enable this functionality:

- Create a new **task** on loads to prompt the driver to scan codes.

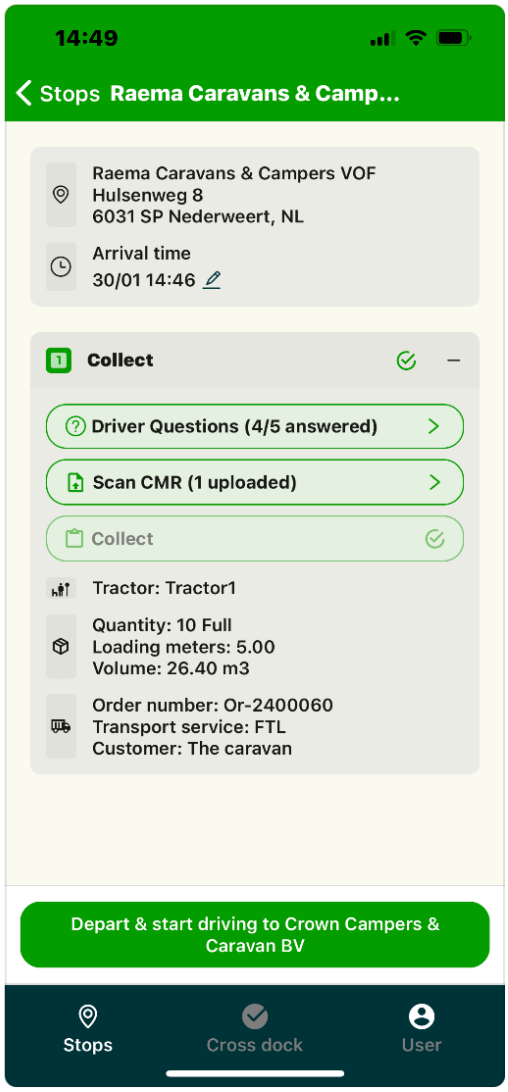


Driver scan workflow:

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

- Once the barcode has been added in the mobile app and the user clicks **Save**, the barcode can no longer be edited or removed. Before clicking **Save**, it can still be edited or removed.

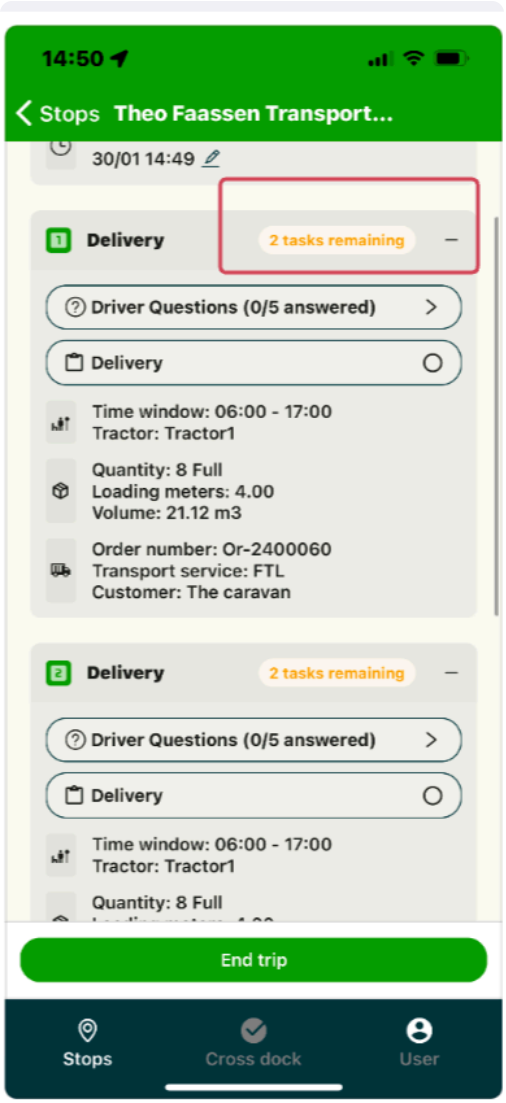
Click the **Depart & start driving** button to continue, and repeat the steps until the load is fully completed.

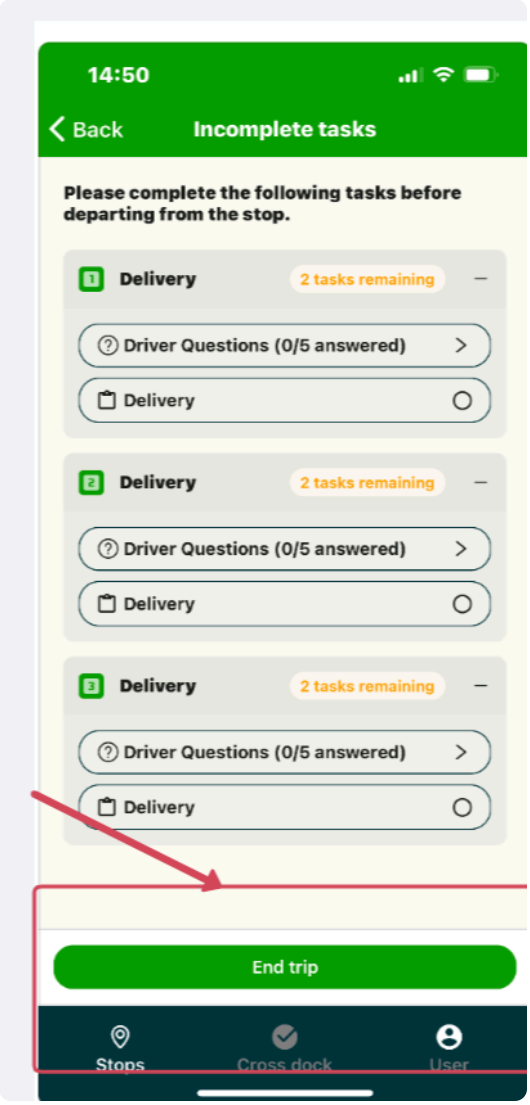


After the last stop is completed, an overview shows all completed stops and any remaining tasks.

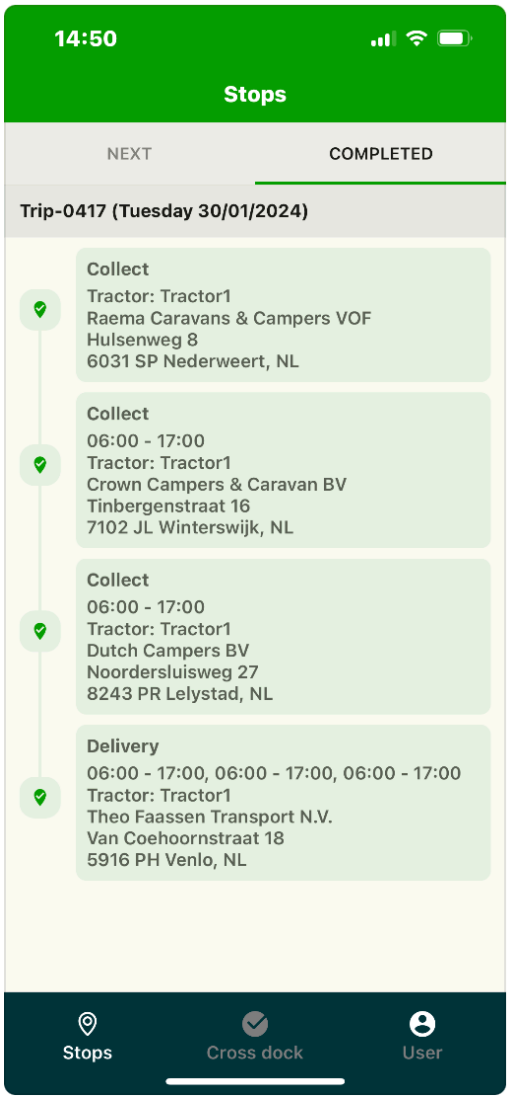
If tasks remain, click each task line to complete them.

When all stop questions are uploaded or filled in, click **End trip** to finalize the load.


14:50
Stops
Theo Faassen Transport...
30/01 14:49
Delivery
2 tasks remaining
Driver Questions (0/5 answered)
Delivery
Time window: 06:00 - 17:00
Tractor: Tractor1
Quantity: 8 Full
Loading meters: 4.00
Volume: 21.12 m3
Order number: Or-2400060
Transport service: FTL
Customer: The caravan
Delivery
2 tasks remaining
Driver Questions (0/5 answered)
Delivery
Time window: 06:00 - 17:00
Tractor: Tractor1
Quantity: 8 Full
End trip
Stops
Cross dock
User



Finished loads are shown on the **Completed** tab for up to 1 week.


14:50
Stops
NEXT
COMPLETED
Trip-0417 (Tuesday 30/01/2024)
Collect
Tractor: Tractor1
Raema Caravans & Campers VOF
Hulsenweg 8
6031 SP Nederweert, NL
Collect
06:00 - 17:00
Tractor: Tractor1
Crown Campers & Caravan BV
Tinbergenstraat 16
7102 JL Winterswijk, NL
Collect
06:00 - 17:00
Tractor: Tractor1
Dutch Campers BV
Noordersluisweg 27
8243 PR Lelystad, NL
Delivery
06:00 - 17:00, 06:00 - 17:00, 06:00 - 17:00
Tractor: Tractor1
Theo Faassen Transport N.V.
Van Coehoornstraat 18
5916 PH Venlo, NL
Stops
Cross dock
User