Qargo mobile app: driver quick start guide

Summary for drivers using the Qargo mobile app for the first time.

Updated April 7, 2026

1. Login

There are three ways to log in:

- **Email + password**: use the email address linked to the driver profile.
- **Magic link**: a login link is sent by email.
- **Load code**: a unique code sent to the driver during dispatch.

👉 If the **Code** option does not appear, update the app to the latest version.
Forgot password?

- Tap **Forgot password?**
- Check the spam folder if the email does not arrive.

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2. New load

When a load is assigned to a driver:

- It appears as **New** (with a red border).
- Tap **Mark as seen** to confirm the load has been acknowledged.

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3. During the working day

Starting

- Tap **Show next stop**.
- Tap **Start driving**.

On arrival

- Tap **Arrive**.
- Adjust the time if needed.
- Complete the required tasks (questions, photos, scans…).

After finishing a stop

- Tap **Depart & Start driving** to continue to the next stop.

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4. Tasks

Drivers may receive different types of tasks:

- **Questions** to fill in
- **Document/photo upload**

- **Pallet / barcode scan**
- **General tasks** (loading/unloading, etc.)

✔ All tasks must be completed to finish a stop.
✔ When scanning barcodes, the number can still be edited **until Save** is tapped.

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5. End of load

When all stops and tasks are completed:

- Tap **End load**.
- Finished loads remain visible in the **Completed** tab for 1 week.

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6. Troubleshooting

- Check the internet connection.
- Restart the app if it freezes or shows errors.
- Check the email inbox and spam folder if login emails do not arrive.
- Contact the dispatcher or Qargo support if problems continue.

Click the link below👇 to download the guide.