Qargo mobile app — Location tracking for QR/PIN driver sessions — What, why & how

Qargo's mobile app tracks the GPS location of drivers who sign in with a QR or PIN code, so dispatchers can follow external carriers and contract carriers on the live tracking map during an active load.

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Summary

- **What is location tracking for QR/PIN driver sessions?**
  - GPS location tracking on the Qargo mobile app now runs for drivers who sign in with a one-time QR code or PIN code. Previously, it ran only for drivers who sign in with an email and password or a magic link.
  - Location updates from these sessions feed into the same live tracking map that dispatchers already use. QR/PIN drivers appear alongside email-authenticated drivers, with no separate view.
- **Why was it introduced?**
  - QR and PIN sign-in is the usual access method for external carriers and contract carrier drivers who do not have a Qargo account. Previously, these drivers were never tracked, even though this is exactly the group where live visibility matters most.
  - Tracking QR/PIN sessions removes the need for a separate third-party tracking product for carrier visibility. It is also a prerequisite for mobile-app-based arrival detection (geofencing) on contract carrier stops.
- **How does it work?**
  - When a driver opens the app with a QR or PIN code and starts an active load, the app requests location permission and begins sending GPS updates. This works the same way as for an email-authenticated driver.
  - A **"Location sharing on"** indicator is shown on screen while tracking is active.
  - Tracking stops automatically once the load is completed. There is no background tracking between loads or during rest periods.

Prerequisites

- The mobile app must be active for the resource. See Qargo mobile app: Activate the mobile app.
- Drivers sign in with a QR or PIN code as usual. The one-time code option requires a supported app version.

Use cases

- A trucking company working with external carriers wants every carrier driver to be visible on the live tracking map, regardless of how the driver signs in. This allows it to retire a separate carrier-tracking product.
- An operations team wants contract carrier drivers to appear on the tracking map. This way, automatic stop-arrival detection can later be built on top of the mobile app position data.

Terminology

Term	Definition
QR/PIN session	A mobile app session opened with a one-time QR code or PIN code generated at dispatch. It is typically used by drivers without a Qargo account.
Resource allocation	The link between a driver or vehicle resource and a specific load. Tracking updates from QR/PIN sessions are keyed to the resource allocation, so each load shows the correct position.
Live tracking map	The planning board map where dispatchers see the current position of drivers on active loads.

How it works

- **For the contract carrier's driver:**
  - The driver signs in with the QR or PIN code, as before.
  - After the load opens, the app asks for location permission. This is the same prompt shown to email-authenticated drivers.
  - Once permission is granted, the app sends location updates for the active load. It stops automatically when the load is completed.
- **For the dispatcher:**
  - QR/PIN drivers appear on the live tracking map next to email-authenticated drivers. There is no separate view and no extra setting to enable.
  - Location is captured only while a load is active, so there is no position data between loads or during rest periods.
  - For generic contract carrier resources used across several concurrent loads, the current behavior shows the last position per resource.

Troubleshooting

Issue	Resolution
A QR/PIN driver does not appear on the tracking map	Confirm that the driver granted location permission on the device and that the load is active. Tracking only runs during an active load.
The one-time code sign-in option is not available	Ask the driver to update the mobile app to a supported version, then sign in again with the QR or PIN code.
A driver's position looks frozen on the map	Position updates stop when a load is completed. Check whether the load has already been completed, and confirm that location permission is still granted for the current load.