Support for DriveTag

Welcome to DriveTag!

Install and activate your DriveTag

Pay attention! Only install the Beacon and Application if the car is parked and on a flat surface. Installation takes approximately 10 minutes.

STEP 1

Download the latest version of the DriveTag application on your smartphone from the Play- or App store.

STEP 2

Click on 'Not registered? Create an account'. Activate your account with your account creation code (received by e-mail) and scan the QR-code of your DriveTag Beacon.

STEP 3

Stick the DriveTag Beacon on your windshield, preferably out of sight, just behind the rear view mirror.

STEP 4

Remove the white strip that protrudes from the DriveTag Beacon to activate the battery.

STEP 5

The Beacon needs some time to calibrate with the application... now you're ready to go!

Click here to watch our short video about installing your DriveTag.

Get started with DriveTag

You've completed the installation process of your DriveTag. But how do you ensure you use DriveTag optimally and that we can generate your driving scores?

PRIVACY SETTINGS

Sharing more data means we can give you more efficient feedback. Reviewing your trips will give you insight in what you can improve and when you could have driven more conciously. There is an option 'Hidden mode' if you prefer not to save and review your data.

DRIVE MODE

Make sure your app is activated before you start driving. This means you've opened the app on your smartphone before you start driving. The first few times, make your journeys by using your app in the active mode. This way you will receive real-time feedback while driving. Make sure your phone is placed in a phone holder. Always use DriveTag hands-free.

BLUETOOTH

Always make sure the Bluetooth connection between your DriveTag and Application is stable before you start driving.

Get to know your application

REAL TIME FEEDBACK

While driving you receive real-time feedback by receiving notifications in the app. This feedback is based on triggers (hard/extreme acceleration; hard/extreme braking; hard/extreme cornering) and by showing your current drive score. Whenever needed, the app shows you speed violation indications.

YOUR SCORES

At scores, you can find your personal performance improvement. Here you can find the distribution of drive scores per period of time. The more 'green' scores, the better. Please do not focus too much on the scores of individual journeys. The purpose of the app is to increase your average level of conscious driving. The longer you use DriveTag, the fewer individual journeys affect the average score in that specific period.

RANKING

At ranking, you can find your personal ranking versus peers. You can also find an indication of areas for improvement here.

Click here to get a better understanding of your drive scores by watching this short video.
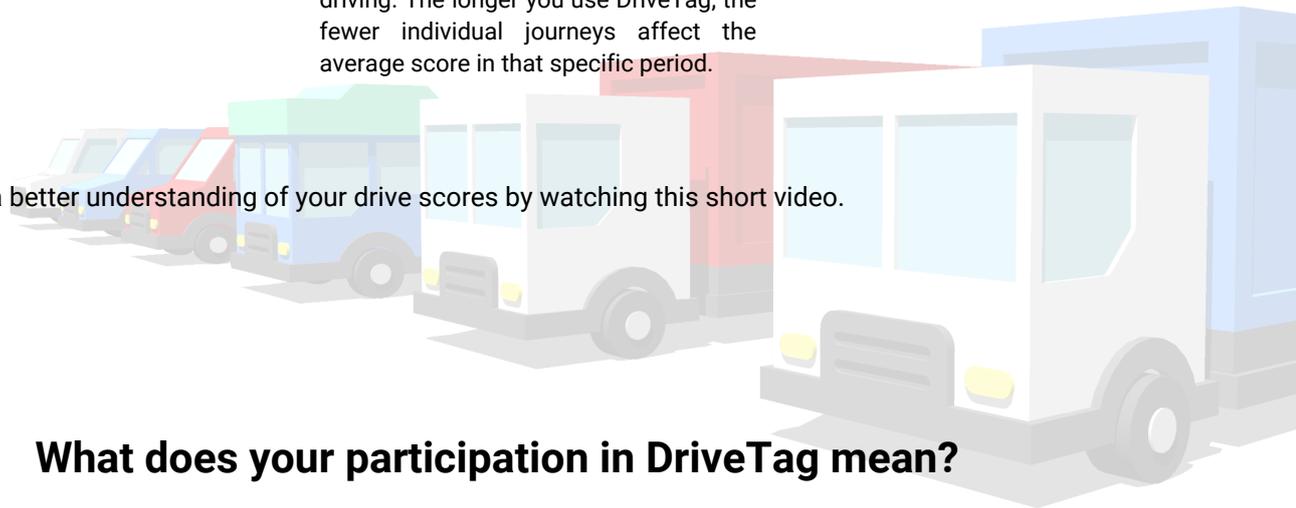
What does your participation in DriveTag mean?

DriveTag will help you reduce your fuel costs by up to 30%, will keep you safer in traffic and, at the same time, reduce your carbon footprint. Put simply: it's good for your wallet, it's good for your fellow road users, and it's good for the planet.
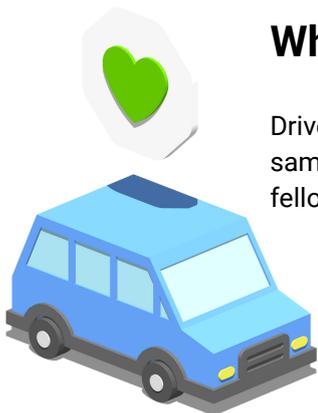
Need help?

For more information about DriveTag, visit our Help-page or FAQ-page. Do you want to learn more about our privacy policy? Click here to download. DriveTag also has its own YouTube-channel, where we explain different DriveTag elements: the DriveTag Youtube Channel.

If you can't find what you're looking for or if you have another support question, please contact our support-helpdesk by mail (drivetag@sycada.com). We're here to help you out!

A special note to Andriod users

Hi Android user!

DriveTag needs GPS reception in order to generate your driving scores. Therefore, if you don't want to launch the app before every trip and thus you want the app to run on the background, it is important to change some settings on your Android device. If the latest versions of Android (specifically Android 9.0) enter the sleep mode, the DriveTag app running in the background cannot access GPS information. Please take some action so we are able to show you the scores of your green and safe miles!

1. CHANGE YOUR ANDROID SETTINGS

ANDROID 8.0 TO 10.0

SAMSUNG/NOKIA/MOTOROLA

1. Go to settings
2. Go to Apps
3. Click on the DriveTag app
4. Click Battery (this option might be hidden under the "Advanced" option)
5. Enable the option "Allow background activity"
6. Disable the option "Optimize battery usage" for the DriveTag app

HUAWEI

1. Go to Settings
2. Go to Battery
3. Click on the option "App launch"
4. Disable the option "Manage automatically" for the DriveTag app. It should be set as "Manage manually"

XIAOMI

1. Go to Settings
2. Go to Battery & Performance
3. Click on the option "App battery saver"
4. Select the option "No restrictions" for the DriveTag app

2. TAKE NOTE WITH ANDROID 9.0 OR 10.0

For devices carrying **Android 9.0**: since Android introduced restrictions on GPS data while the cellphone is in **sleep mode**, you need to wake up your device every time you want to make a trip (and thus record mileage). To wake up the device, switch on the screen by pressing the button on the side of the cellphone. This does not apply to Huawei devices.

For devices carrying **Android 10.0**, upon DriveTag installation you need to grant access to Location data and select the option "Always". For devices with Android OS older than 10.0, you need to grant access to Location data (options "Always" and "Only in Use" are not available in older versions).

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DriveTag
Drive. Save. Connect.