



## **Service description**

### **We Connect Fleet**

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We Connect Fleet  
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## Description of symbols



Refers to a section that contains important information and safety notes ⚠ that should always be observed.



Buttons with blue upper case lettering refer to printed Infotainment buttons that are also visible when the Infotainment system is switched off.



Indicates the end of a section.



Indicates services, functions, equipment and devices that will be either added at a later date, are optionally available or can be used in addition. It also indicates equipment that is specific to certain models or countries.



The symbols indicate a registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.



Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.



Cross reference to potential risks of damage to property in the same section or on the page specified.



### **DANGER**

Texts with this symbol indicate dangerous situations which will lead to fatal or severe injuries if you do not observe the warning.



### **WARNING**

Texts with this symbol indicate dangerous situations which could lead to fatal or severe injuries if you do not observe the warning.



### **CAUTION**

Texts with this symbol indicate dangerous situations which could lead to slight or medium injuries if you do not observe the warning.



### **NOTICE**

Texts with this symbol indicate situations which could cause vehicle damage if you do not observe the warning.



Texts with this symbol contain additional information on the protection of the environment.



Texts with this symbol contain additional information.

Volkswagen AG works continuously to develop and further improve all services and functions. Please understand that we must therefore reserve the right to alter any part of the scope of delivery and its equipment or technical specifications at any time.

The data in this service description correspond to the information available at the time of going to print. Some of the services and functions described might not yet be available or may be available only in certain countries.

The vehicle illustrated on the cover may have certain items of optional equipment which are only available at extra cost, or which are only available in certain markets. Your Volkswagen dealership will be

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## Thank you for choosing Volkswagen

Thank you for choosing a Volkswagen with We Connect Fleet.

Read and observe the information in this service description before using the Volkswagen We Connect Fleet services. This will allow you to quickly become familiar with the services and functions and ensure that you can recognise and avoid potential hazards for yourself and others.

If you have any further questions about Volkswagen We Connect Fleet or your vehicle, or you think that this service description has not covered everything, please get in touch with your Volkswagen dealership or with Volkswagen customer support in your country. They will always be happy to deal with your questions, suggestions, praise or problems.

We hope you enjoy driving your new vehicle. Happy motoring.

**Volkswagen AG**



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## About this service description

### Scope

#### Validity

The following service description applies:

- Primarily to the fleet manager who manages their company's Volkswagen fleet vehicles using the web portal.
- To all vehicles from the Volkswagen Passenger Cars brand with a Volkswagen We Connect Fleet licence in Germany.
- Until a new edition is published, but at the latest until the end of August 2020, depending on which comes first.

This service description also contains descriptions of services and functions that will be introduced at a later time or are country-specific.

#### Compatibility

We Connect Fleet services and functions undergo continuous development and details are improved, modified and fine-tuned.

#### Illustrations

Illustrations help with orientation and should be regarded as a general guide.

The descriptions of the Volkswagen We Connect Fleet app are valid for iOS and Android, unless otherwise specified. If only an iOS screen is shown, the Android screen will have a similar layout.

#### Information status

All data in this service description correspond to the information available at the time of its going to print. Due to the continuous development of the web portal and the fleet services, there may be differences from the information in this service description. No discrepancy in data, illustrations or descriptions shall form the basis for any legal claim.

This service description will be updated from time to time. Please always use the latest version. You will find the current version in the Help section on the We Connect Fleet portal. You should also download the updates to ensure you are always using the latest version of the We Connect Fleet app.

- This service description.
- Legal information available from <https://connectfleet.io/home>.
- Operating manual for the computer you are using to access the web portal.
- Operating manual for the mobile device on which you install the We Connect app.

Please contact your Volkswagen dealership if you have any questions about this.

### Expected level of knowledge

We recommend that you acquire the following knowledge and skills if you don't already have them:

- Basic computer skills and familiarity with the operating system installed on your computer.
- Basic knowledge of how to use mobile devices and apps.
- Familiarity with the content of the relevant literature.

### Valid documents

Observe the following documents and information:

- Owner's manuals for your vehicles.

## For your safety

### Safety notes

As a fleet operator, notify your drivers of the content of this service description.

#### WARNING

Activating and using We Connect Fleet services or any careless or unsupervised activation of We Connect Fleet services while driving may distract you from what is happening on the road. Accidents and injuries can occur if the driver is distracted.

- Always drive carefully and responsibly.

#### WARNING

Driving when the fuel level is low can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- Always drive with a sufficient fuel level.
- Refill the tank in good time.

#### WARNING

The information displayed on the Infotainment system, on the We Connect Fleet portal and on the mobile device may distract you from actions required for safe driving. This can cause breakdowns in traffic, accidents and serious injuries.

- React to displayed information according to the situation.
- Observe text messages and lit up warning and indicator lamps in the vehicle.

#### WARNING

Using computers and mobile devices in public or non-secured LAN and Wi-Fi networks can lead to a loss of control over your Volkswagen We Connect Fleet services.

- In addition to the usual precautionary measures to be taken when using the Internet, you should protect your computer and mobile device with suitable anti-virus software and regularly update its signatures.
- In addition to the generally recognised rules and information on the use of computers and mobile devices, please also observe the information on handling and creation of a secure password for accessing the We Connect Fleet portal.

#### WARNING

The following conditions can make it impossible to make an emergency call, make a telephone call, run a service or transfer data:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls, running services or data transfers are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile device is flat or has insufficient charge level.

#### WARNING

In some countries and mobile networks, a help call or emergency call can only be made via the mobile device if the SIM card is "unlocked" and has sufficient credit.

#### WARNING

Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

#### WARNING

Set the volume on the Infotainment system so that noises outside the vehicle (e.g. emergency service sirens) can be easily heard at all times.

- Setting the volume too high may damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

#### WARNING

When refuelling, always switch off the mobile device or any other wireless equipment in the vehicle. Electromagnetic radiation can generate sparks which can start a fire.

#### WARNING

Mobile devices and other objects that are placed loose or incorrectly in the vehicle or are not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Always stow your mobile devices and other objects safely in the vehicle.

## WARNING

Failing to observe the information in the manuals for the vehicle can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- Before you perform activities on the vehicle for the services and functions described here, always read and observe the corresponding information and safety notes in the manuals for your vehicle.

## NOTICE

Failure to observe illuminated warning and indicator lamps and text messages in the vehicle can lead to your vehicle being damaged.

- Check the status of the warning and indicator lamps multiple times during each journey, and check whether there are any text notifications. Only carry out these checks in situations where you will not be distracted from what is happening on the road.
- Respond to the notifications by taking appropriate measures.

## NOTICE

The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.


- Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden.

## Notes on use

- Please read through this service description carefully.
- Always use the latest edition of the relevant service description.
- Always use the latest version of the We Connect Fleet app and keep the app up-to-date using the updates provided.
- Please read and observe the operating manual for the computer and mobile device that you are using to run the services.
- You cannot use the user data for your private Volkswagen We Connect or Volkswagen Car-Net user account to log into the fleet portal.
- The login data you specify protect your Volkswagen business account from unauthorised access. Therefore please ensure that you always keep the

user details for your Volkswagen business account up-to-date. Update your email address on the We Connect Fleet portal as soon as you change it. Please observe that the changes to the password and the email address will be valid for both Volkswagen portals.

- To prevent misuse, do not disclose your login data, your password or registration code to others and ensure that they cannot be accessed or viewed by others. Change the password at regular intervals.
- To avoid creating incorrect timestamps, the date and time in the vehicle and on the computer or mobile device must be set correctly.
- You are responsible for transferring usage rights and adding secondary users to your user account.
- Some of the Volkswagen We Connect Fleet services provided by Volkswagen AG may contain links to websites operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.
- Some We Connect Fleet services contain external information that originates from third parties (e.g. the map views). Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.
- Protect your computer and your mobile device from misuse, theft, damage and loss.
- Use a secure password to protect your router from being accessed via the operating system. You should also protect your home and office network against unauthorised access with the appropriate settings in the router. Always keep your router's operating system up to date and change your password on a regular basis.

 If the driver or user of the vehicle switches off or deactivates the data transfer and system services via the settings on their mobile device or in the Infotainment system settings, it will no longer be possible to run fleet services or perform a data transfer using the mobile device and the Infotainment system.

## Legal requirements

Due to current privacy policies, you must ask all users and drivers of your fleet vehicles if they consent to use the activated services. If a user/driver does not give their consent, deactivate the service (if possible), ask the user or driver to sign the modified template documents or exclude the user from using

the vehicle. If you fail to do so, you may be infringing the users' personal rights.

### Template documents

Refer to the "Legal" section of the We Connect Fleet portal for more information and privacy policy templates that you should modify to suit the applicable policies in your country:


- Privacy policy template for drivers.
- Consent template for data transmission and data processing for drivers in non-member countries.

## Prerequisites for using We Connect Fleet

### Technical prerequisites

The following prerequisites need to be met before you can use the service correctly and to its full extent:

- The licence for We Connect Fleet must be acquired when purchasing the vehicle or obtained retrospectively for each vehicle.
- You require a valid We Connect basic licence and a valid We Connect Fleet licence for the vehicle fleet.
- To use this service, your vehicle must be factory-fitted with the emergency call module control unit and communication unit.
- The emergency call module control unit and communication unit must not be deactivated or decommissioned.
- External information from third-party providers (e.g. map views) must be available, correct, up to date and complete.
- Your location and that of your vehicle allow reliable mobile communications and GPS reception.
- You and your vehicle are within the area covered by the services.
- Vehicle, computer, mobile device and service provider technology must be functioning fully and correctly.
- The 12-volt vehicle battery must have sufficient charging capacity.
- The vehicle's online function must be activated.
- The tracking mode and all other services must be activated under Manage services.

 As the scope and running of the services has continuously been expanded, we cannot guarantee that future services will be compatible with your vehicle, computer or mobile device.

### Organisational requirements

- You have a valid contract with Volkswagen for use of the service.
- You are located in a country where the service is offered and available from the factory.
- You have registered successfully on the We Connect Fleet portal.

## Influencing factors

### Bandwidth

The function and running speed of all services essentially depend on the available bandwidth of your Internet connection and the hardware used.

Even if a certain bandwidth is theoretically available, the following factors can contribute to reduced upload and download speeds:

- Areas with insufficient mobile and GPS reception.
- Maintenance, repairs, software updates and technical changes to your service provider's telecommunication networks and databases or those of third parties.
- Areas with sufficient mobile communications and GPS reception where the telecommunications provider's mobile network is out of order or is not available.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Impairment or interruption to mobile and GPS reception, for instance due to high speeds, landscape, tunnels, weather garages, car parks, underpasses, interfering devices or intensive use of the mobile network in the relevant radio cells.

### Data option

Running services via the required Volkswagen app will use up data from any data plan you might have. If you have a contract without data flatrate, for example, the transfer rate will be significantly reduced when you exceed the data volume allowance guaranteed by your contract. This can lead to delays in running services or make it impossible to run the services.




# Volkswagen We Connect Fleet

## Introduction to the topic

Volkswagen's We Connect Fleet provides commercial customers with an efficient management option for small to medium vehicle fleets of up to 50 vehicles.

The following section refers only to the portal and the app instead of to the Volkswagen We Connect

Fleet portal and the Volkswagen We Connect Fleet app. All references to the portal and the app refer to the Volkswagen We Connect Fleet services and not to the portal and the app for Volkswagen We Connect services.

 It is possible that individual services are available in countries even though this is not intended. In these cases, there is no claim to the provision of services from Volkswagen AG.

## Overview of We Connect Fleet services

Depending on the vehicle model and market, the number of available services may differ from this list. Not all services are available in every vehicle.

Not all services are available in all countries. Therefore check which services will be available before driving aboard.

All We Connect Fleet services are subject to the Terms of Use in their current version – see <https://connectfleet.io/home>.

We Connect Fleet services	Function	Performed using
page 15, <i>Digital logbook</i>	The Digital Logbook records journeys digitally with minimal effort.	Web, app
page 16, <i>Fuel Logbook</i>	The Fuel Logbook helps the driver to record fuelling operations and also transmits the data to the fleet manager.	Web, app
page 16, <i>Fleet Driving Efficiency</i>	The Fleet Driving Efficiency Report enables the fleet manager to evaluate and compare how individual vehicles are driven.	Web
page 17, <i>GPS Tracking &amp; Route Information</i>	The GPS Tracking & Route Information service provides an overview of current vehicle locations and current route for improved job planning.	Web
page 17, <i>Consumption analysis</i>	The Consumption Analyser evaluates and compares the long-term consumption and mileage of individual vehicles.	Web
page 18, <i>Maintenance Management</i>	Maintenance Management transmits service and warning notifications to the driver and fleet manager.	Web, app

# Getting started

## Registering on the portal

The website <https://connectfleet.io/home> is the central location for Volkswagen We Connect Fleet.

- An area with the navigation bar.
- Areas with information relating to Volkswagen fleet models.
- Areas with specific We Connect Fleet information.
- Additional product information.
- Login to the web portal.

### Fleet manager registration on the portal

To create your user account on the portal and thus become the account owner, you should follow the registration process described below at best without interruption.

1. Open the portal at <https://connectfleet.io>.
2. Click on **Continue with Volkswagen ID**.  
At this point you may be asked to select your language the first time you visit the portal. Select the desired language. You will not need to select the language again after initial login.
3. Click **Register**.
4. Enter your email address and click **Continue**.
5. Enter a password and click **Continue**.
  - A confirmation link will be sent to your email address.
6. Confirm the confirmation link within the next seven days. The confirmation link expires after seven days and you will need to request a new one.
7. Click on **Continue** to go to the portal.

### Fleet account registration on the portal

You need to register on the portal so that the fleet manager can then register the fleet account on the portal.

1. Complete the registration form and adjust the settings.
2. Click **Continue with company**.
3. Enter your company data and then click **Continue with your data**.
4. Enter your personal data.

5. Confirm the terms of use and the data protection-related declaration of consent.
6. Click on **Complete registration**.

The fleet manager can now use the portal.



## Registering in the app

The fleet manager must have created a business user account with a user ID for you on the portal to enable you to log into the app as a driver.

The fleet manager must supply the driver with login data, which consists of a user ID and initial password. Details of how to create a new driver on the portal can be found here → page 10.

1. Download the app from Google Play or the Apple app store free of charge and install it on your smartphone.
2. Open the app and touch **Login**.
3. Enter your user ID and the initial password on the login screen.
4. Set a new password and touch **Save**.

The following criteria must be fulfilled:

- At least eight characters incl. upper and lower case letters.
  - At least one number.
  - At least one special character ("\$/&/=+":".-\_").
5. Accept the Terms of Use and the Privacy Policy. The registration process will be terminated if you do not accept them.
  6. Confirm GPS use. You can deactivate data transfer and GPS tracking on the dashboard at any time.

Once you have registered successfully you can use the menu in the app to view your logbook, fuel logbook and messages, and to manage your settings.



## Password

You may also need to complete a CAPTCHA security check. A CAPTCHA checks whether the data were entered by people or machines. You have to enter the digits from the image into the adjacent text field.

### ⚠ WARNING

The login details for Volkswagen We Connect Fleet and We Connect include an email address, password and user name.

- Protect your login data from misuse and access by third parties.
- Change the password at regular intervals.

### Creating a password

The password protects your business user account from unauthorised access.

Use a secure password consisting of the following:

- At least eight characters incl. upper and lower case letters.
- At least one special character ("!\$%&/=+\*~.-\_").
- At least one number.

### Have you forgotten your password?

If you have forgotten your password, you can create a new one on the We Connect Fleet web portal.

1. Click **Forgotten password?** in the login window.
2. Enter the email address with which you are registered in the input window.
3. Click **Send**.
  - You will receive an email containing a time-limited verification link.
4. Check your emails.
  - The email may also have arrived in the spam or junk mail folders.
5. Click the link in the email.
6. Follow the instructions and create a new password.
  - The old password is no longer valid.

## Vehicle administration and driver management

### Introduction to the topic

Under vehicle administration, you can add and remove vehicles, complete the activation of services, extend contracts and manage secondary users.

If you do not perform the registration (user account not yet created) or do not add the new vehicle within 90 days after receiving the vehicle (first order deadline), the period will be shortened by the number of days that are between the end of the first order deadline and the registration or addition of the new vehicle.

## Adding and removing a vehicle

### Adding a vehicle with a VW DataPlug

1. Start the app and log in.
2. Touch dashboard.
3. Select **Vehicle**.
4. Touch **+** to add a vehicle.
5. Press **Start pairing** to confirm new vehicle connection.
6. Select **DataPlug**.
7. Enter your 17-digit VW DataPlug Bluetooth PIN and press **Continue** to confirm.
8. Follow the instructions about installing the VW DataPlug.





A vehicle must be fitted with a DataPlug in order to assign it to your fleet. One of your drivers can then use the app to connect to the vehicle. The vehicle is then displayed in your fleet.


### Adding a vehicle with a telematics box

1. Load the portal and log in.
2. Select vehicle in the navigation bar.
3. Click on **Add vehicle** and enter the vehicle identification number.
  - This redirects you automatically to the Volkswagen We Connect login page.
4. Click **Activate** to add a new vehicle to the fleet.
5. Enter your 17-digit vehicle identification number and press **Continue** to confirm.
6. Accept the Terms and Conditions.
7. To complete vehicle activation on the portal, follow the instructions on the portal and confirm the vehicle.

### Editing or removing a vehicle

1. Load the portal and log in.
2. Click on **Vehicles** in the navigation bar.
3. Select vehicle.
4. Open the settings menu .
5. Click on **Edit**, **Delete** or **Deactivate**.
  - Pressing **Edit** enables you to change the profile picture, the date of first registration, the registration number, and the vehicle's additions and modifications.
  - Pressing **Delete** deletes the vehicle and all data completely from the portal. Deleting the vehicle and data cannot be undone.
  - Pressing **Deactivate** decommissions the vehicle on the portal. You cannot add any new log-

book entries or make changes to the vehicle data. Pressing **Reactivate** re-commissions the vehicle with the existing vehicle data and logbook entries. 

— Pressing **Deactivate** decommissions the driver's account on the portal. It can be reactivated as required. The driver-related data are not deleted. 

## Creating a new driver; assigning and removing drivers


### Creating a new driver

1. Load the portal and log in.
2. Click **Drivers** in the navigation bar.
3. Click **Add driver**.
4. Enter the driver's forename, surname and telephone number.
5. Click **Next**.
  - A website showing the new driver's personal user ID, the initial password for logging into the app and a link to the Privacy Policy will open.
6. Print out the registration document and give it to the new driver with the Privacy Policy.
7. Click on **Complete** to finish creating the new driver in the system.

### Assigning a standard driver to an existing vehicle

1. Load the portal and log in.
2. Click **Drivers** in the navigation bar.
3. Select the driver to whom you wish to assign a standard vehicle.
4. Click on **Set up standard vehicle**.
5. Select the standard vehicle from the list of available vehicles.
  - You can select multiple standard vehicles for a single driver.
6. Click **Save changes**.

### Editing or removing a driver

1. Load the portal and log in.
2. Click **Drivers** in the navigation bar.
3. Select a driver.
4. Open the settings menu .
5. Click on **Edit**, **Delete** or **Deactivate**.
  - Pressing **Edit** enables you to change the driver's user data.
  - Pressing **Delete** deletes the driver and all driver-related data completely from the portal. Deleting the driver and data cannot be undone. If required, export the logbook.

# The Volkswagen We Connect Fleet portal

## Introduction to the topic

The fleet manager can use the portal to access the majority of the services described in this service description and all existing user accounts.

## Requirements for using the portal

Requirements for the fleet manager to use the portal:

- A computer with an operating system and browser.
- A functioning internet connection.

## Portal homepage

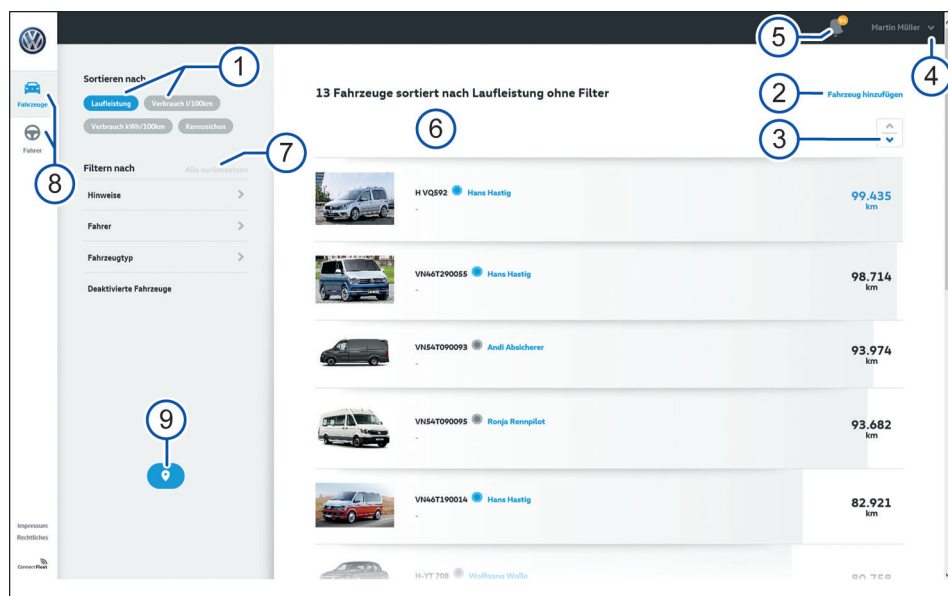


Fig. 1 Portal homepage showing the "Vehicles" view.

- Sorting features in section ⑥:
  - Mileage.
  - Fuel or energy consumption.
  - Vehicle registration number.
- Adding a new vehicle.
  - Only possible using the 17-digit vehicle identification number.
- Display the list in ascending or descending order.
  - The order depends on the features used for sorting.
- Display the user name of the fleet manager with access to the following functions:
  - Open the settings (edit profile).
  - Log out of the user account.
- Number of existing notifications.
  - A plus symbol appears after the digit 9 if there are more than nine messages.
- Display the content corresponding to the filter and sorting features.
- Reset the filter settings.
- Navigation bar with the following selection options:
  - Vehicles.
  - Driver.

- ⑨ Open the map view. Assigned vehicles that are currently in use are displayed on the map.

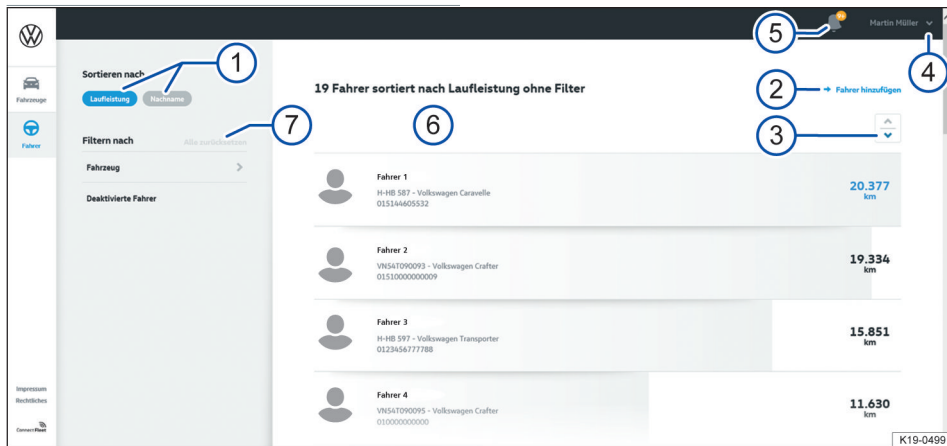


Fig. 2 Fleet portal homepage showing the "Driver" view.

- ① Sorting features in section ⑥:
  - Mileage.
  - Surname.
- ② Adding a new driver.
- ③ Display the list in ascending or descending order.
  - The order depends on the features used for sorting.
- ④ Display the user name of the fleet manager with access to the following functions:
  - Open the settings (edit profile).
  - Log out of the user account.
- ⑤ Number of existing notifications.
  - A plus symbol appears after the digit 9 if there are more than nine messages.
- ⑥ Display the content corresponding to the filter and sorting features.
- ⑦ Reset the filter settings.

## Logging into and out of the portal

If you have already created a user account for Volkswagen Car-Net or Volkswagen We Connect as a private customer, you will not be able to use the same private email address to log into We Connect Fleet.

The fleet manager must be registered as a business customer in order to log into the portal. If the fleet manager does not have a business customer account, this can be created when registering for We Connect Fleet.

### Logging in

1. Open the portal.
2. Click on **Continue with Volkswagen ID**.
3. Enter your email address and click **Continue**.
4. Enter your password and click **Continue**.

- The portal homepage opens.

### Logging out

To protect your business user account from misuse, always log out when you do not want to make any further entries.

1. Click on the username in the top right of the navigation bar.
2. Click **Log out**.

You will be logged out automatically if you have not entered any data for a few minutes.

## User roles

Volkswagen We Connect Fleet features two central users who generate and process certain data and information:

- Driver.
- Fleet manager.

### Driver

Drivers use a mobile device on which the app is installed to access the fleet services in the assigned business vehicle. Drivers do not have access to the portal.

A fleet manager must provide them with a user account and user ID. A business vehicle can be assigned to the driver in the user account. Drivers can also assign a vehicle to themselves. Vehicles are assigned via the app.

### Fleet manager

The fleet manager creates a business user account with a user ID on the portal for each driver and manages the vehicle fleet, drivers and vehicle assignments there.


The drivers in a fleet do not have access to the portal. However, if the fleet manager is also a driver, they can create their own driver user account on the portal in order to be able to log into the app. <

# The Volkswagen We Connect Fleet app

## What is the app used for?

The app enables drivers to run some of the services described here using a mobile device (e.g. smart-phone or tablet).

It can take a few minutes to transmit data using the app.

 There may be differences between this service description and the installed app due to ongoing enhancements.

### Private mode


The driver can use the private mode in the app to deactivate the storage of location data during a private journey. Provided that data transfer and GPS tracking are deactivated in the app dashboard, no location information is stored and all trips are created as private trips.

Private journeys can be stored as business trips retrospectively. This requires manual entry of the start and destination addresses.

## Requirements for using the app

Requirements for using the app:

- The mobile device has a functioning internet connection. The app cannot be used offline.
- The driver must be assigned to the vehicle in the app.

 The driver must not have their mobile phone with the installed app about their person while travelling in the vehicle.

## Installing the app

### Operating system

The app is available for mobile devices with the following operating systems:

- iOS.

Download from the Apple App Store.

- Android.

Download from the Google Play Store.

### Installation


Please observe the operating manual for your mobile device. You will find out there how to install, uninstall and completely close apps.

## Logging into and out of the app

The fleet manager must have created a driver account for you on the portal to enable you to log into the app as a driver.

### Logging in

1. Launch the app.
2. Touch **Login**.
3. Enter the user ID and password and touch **Login**.
4. Select vehicle.

 If you enter your password incorrectly three times in succession, your user account will be temporarily locked for security reasons.

### Changing the initial password

1. Launch the app.
2. Touch **Login**.
3. Enter your valid login data including the initial password you were sent and then touch **Login**.
4. Touch the **More** tab on the navigation bar.
5. Touch **My profile**.
6. Touch **Change password**.
7. Enter your new password, repeat to confirm, and press **Save** to store.

### Logging out

To protect your business user account from misuse, always log out when you do not want to make any further entries.

1. Touch the **More** tab on the navigation bar.
2. Touch **Log out**.
3. Close the app.
4. Close the app completely so that it does not remain active in the background.
  - Please refer to the operating manual for your mobile device about this.



# We Connect Fleet

## Digital logbook

### Introduction to the topic

The Digital Logbook records all journeys and sends them to the web portal where the fleet manager can view them at any time.

Journeys can be exported in relation to specific vehicles.

#### **Fleet manager: portal functions**

- Change a logbook entry retrospectively.
- Export the logbook.
- Fill in gaps in the Digital Logbook automatically.
- Evaluate and export vehicle-related logbooks.

#### **Driver: app functions**

- Store a journey.
- Record driver and vehicle-related data.
- Manage the logbook.
- Add missing data to the logbook.

### Description of the Digital Logbook

As a general rule, the logbook must be kept without any gaps.

The journey will still be recorded if a driver does not connect to the vehicle using the app. If the vehicle is able to transmit data independently, the journey is created directly and the fleet manager can assign it to a driver. If the vehicle cannot transmit data independently, an entry for the resulting mileage gap is created during the next registered journey. The journey can then be assigned by the fleet manager and edited by the driver.

#### **Changing a logbook entry retrospectively**

Logbook entries can be edited up to seven days after the start of the journey. The fleet manager can assign the journey to a driver during this period. The driver can edit the data in the logbook entry, the reason for the journey, and the type of journey.

Once seven days have elapsed, the logbook entry can no longer be edited and is locked. If the logbook entry is incomplete at this time, the journey type will automatically be set to "Private" and assigned to the fleet manager if it has not been assigned to a driver.

#### **Assigning a logbook entry**

The fleet manager can assign the journey to another driver for up to seven days after the start of the journey. The driver must then confirm this assignment in the app.

#### **Deactivating automatic journey recording**

Automatic journey recording can be deactivated depending on the selected connection technology.

For vehicles that are connected via the DataPlug, the driver can simply refrain from connecting their smartphone to the inserted DataPlug via Bluetooth. The journey cannot be recorded, even if the DataPlug is removed from the diagnostic connection.

If the VW telematics box is used for the connection in a vehicle, the driver can deactivate the VW telematics box connection in the Infotainment settings menu. No further data will be recorded or transmitted to the portal.

#### **Exporting the logbook to the portal**

Ensure that you check the completeness of all entries and that the correct export period has been selected.

1. Open the portal and log in.
2. Click on **Vehicles** in the navigation bar.
3. Select vehicle.
4. Click on **All trips**.
5. Click on **Data export**.
6. Select export period.
7. Click on **Generate PDF document**.
8. As soon as the logbook has been generated, touch **Download** and save the PDF document.

#### **Using the app to manage the logbook**

The system automatically records the data that are relevant to the logbook. At the end of the journey, the driver uses the app to complete the missing logbook data, for example the purpose of the journey.

1. Start the app and log in.
2. Select vehicle.
3. Touch **Logbook**.
4. Select journey.
  - All relevant data pertaining to the start and end of the journey are displayed, along with the duration, mileage, type of journey and reason for the journey.
5. Touch **Edit**.
  - Touch **Save** to save the data.
  - Touch **Split trip** to split the logbook entry into multiple trips.

- Touch **Combine trips** to combine multiple adjacent trips.
- Follow the instructions in the app to complete these actions.

## Fuel Logbook

### Introduction to the topic

The Fuel Logbook helps the driver to record fuel stops and also transmits the data to the fleet manager.

The following functions may be available:

#### **Fleet manager: portal functions**

- Displaying Fuel Logbook data for drivers and vehicles.
- Filtering the Fuel Logbook by driver or vehicle.

#### **Driver: app functions**

- Creation of refuelling operations with details of the fuel quantity and total cost.
- Photographing, displaying and assigning fuel receipts.
- Marking incomplete Fuel Logbook entries.
- Completing Fuel Logbook entries.
- Deleting Fuel Logbook entries.

### Description of the Fuel Logbook

You can log, edit and delete refuelling operations retrospectively. This requires the corresponding vehicle to be active in the fleet.

#### **Displaying Fuel Logbook data on the portal**

The Fuel Logbook data can be viewed under the “Vehicles” and “Driver” headings.

The fleet manager can display all refuelling stops for the relevant vehicle or driver.

#### **Filtering in the Fuel Logbook on the portal**


The fleet manager can display the Fuel Logbook entries for a vehicle. The paper receipts are stored as photographs. In order to filter the Fuel Logbook to find the information you are looking for, the app must have been used to enter data into the logbook and the receipts must have been uploaded.

You can filter the Fuel Logbook entries by the criteria “No receipt” and “Driver”. Filtering by criteria provides information about the completeness of the

Fuel Logbook entries and gives the fleet manager a full list of the drivers who have fuelled the vehicle.


#### **Managing the Fuel Logbook in the app**

The driver creates a digital record of the refuelling process and submits the fuel quantity and total price to the portal.

1. Start the app and log in.
2. Select vehicle.
3. Touch **Fuel Logbook**.
  - All complete and incomplete entries are displayed.
4. Touch **+** to create a new Fuel Logbook entry.
5. Enter all data relating to the refuelling process and add a photograph of the receipt.
6. Touch **Save** to complete the process. 

## Fleet Driving Efficiency

### Introduction to the topic


The “Fleet Driving Efficiency” service enables fleet managers to assess driving styles and material protection at vehicle level. 

### Description of Fleet Driving Efficiency

The average values for the vehicle are measured on the basis of the total travel time of all business journeys.

In addition, the average values are compared with the average values for all vehicles that have been equipped with the VW telematics box and are involved in the vehicle comparison.

The Fleet Driving Efficiency is assessed on the following criteria:

- Cold start.
- Speed.
- Braking response.
- Acceleration.
- Kickdown.
- Gear selection. 

# GPS Tracking & Route Information

## Introduction to the topic

You can use the "GPS Tracking & Route Information" service to document journeys and to display vehicle locations. The route displayed on the portal is calculated using a GPS signal and may differ from the actual route travelled.

### Fleet manager: portal functions

- Track individual vehicles on the map.
- Show the position of all vehicles on the map.

### Driver: app functions

- Activate data transfer.
- Activate GPS tracking.

### Privacy settings

The "privacy settings" function enables the staggered blocking and authorisation of data transmission between the vehicle and the internet.

The required mode can be set in the Infotainment system and in the app.

The "privacy settings" function applies only to data transmissions via the telematics box with an integrated eSIM card. The "privacy settings" function **cannot** prevent the transmission of data from a paired mobile device to the telephone interface.

The "privacy settings" function is not available with all Volkswagen Infotainment systems.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. "eCall Emergency System".



Please note that every vehicle user can adjust individual "privacy settings". These settings may be different from those preferred by the fleet manager.

## Description of GPS Tracking & Route Information

The start and end addresses of business trips are entered in the logbook using location information. Location data may also be used to record the route being travelled, depending on the vehicle's connection technology and the driver's app settings.

## Restricting the use of location information

The driver can block the transmission of location information at any time. The method used to block the transmission of location information depends on the vehicle's connection technology. When using a DataPlug, the location information is transmitted from the driver's smartphone. The driver can deactivate the data transfer under "privacy settings" on the app dashboard.

1. Start the app and log in.
2. Select vehicle.
3. Touch Dashboard.
4. Activate or deactivate data transfer and GPS tracking under "privacy settings".

## Tracking individual vehicles on the map

The fleet manager must select the desired vehicle in the overview of all vehicles in order to display individual vehicles on the map. Clicking on the navigation icon displays the location of the vehicle on the map.

## Displaying the position of all vehicles on the map

The dashboard shows the locations of all fleet vehicles on the map when you open the portal or click on the navigation icon.

# Consumption analysis

## Introduction to the topic

The consumption analysis enables you to evaluate and compare the fuel consumption and mileage of the entire fleet<sup>1)</sup> or individual vehicles.

### Fleet manager: portal functions

- Save consumption data for each vehicle automatically.
- Display power consumption for each journey in kWh/100 km.
- Display fuel consumption for each journey in l/100 km.
- Display consumption for individual journeys.

<sup>1)</sup> This function depends on the availability of the required connection technology in the respective vehicle.

## Description of consumption analysis

The consumption analysis evaluates the long-term consumption for the entire fleet and/or individual vehicles to identify and take advantage of potential savings. The vehicles transmit consumption figures and mileage to the portal. The fleet manager can then create bespoke evaluations and comparisons in order to optimise the fleet.

### Displaying consumption figures on the portal

1. Open the portal and log in.
2. Click on **Vehicles** in the navigation bar.
3. Sort the fleet by the following criteria:
  - Consumption in l/100km.
  - Consumption kWh/100 km.
4. **Optional:** you can also filter the vehicles by the following criteria:
  - Notes.
  - Driver.
  - Vehicle type.
  - Deactivated vehicles.

## Maintenance Management

### Introduction to the topic

Maintenance Management<sup>1)</sup> enables the vehicle to report service and maintenance notifications to the driver and fleet manager.

The fleet manager accesses the vehicle statuses on the portal. The fleet manager receives a notification and can then involve the service partner at an early stage.

**The following warning and service messages are possible:**

- Display selection of warnings for a vehicle<sup>1)</sup>. The warnings displayed depend on the vehicle.
- Display the service notification for a vehicle.
- Display the service interval.
- Display the oil change interval.

### WARNING

Maintenance Management can lead you to neglect essential activities in the vehicle or disregard text

notifications or warning/indicator lamps in the vehicle. This can cause breakdowns in traffic, accidents and serious injuries.

- Observe the information on service and maintenance in the owner's manual and service schedule.
- Observe text messages and lit up warning and indicator lamps in the vehicle.
- Stay alert and respond to any displayed information according to the individual situation.

### WARNING

Failure to comply with service intervals, inadequate servicing or no servicing at all may result in breakdowns, accidents or serious injury.

- Have all service work carried out by a qualified workshop.

## Description of Maintenance Management

 Please refer to  at the start of the chapter on page 18.

### Display warnings in the app and on the portal

Volkswagen We Connect Fleet displays only certain warnings from the vehicle, depending on the connection technology. Rely solely on the display in the vehicle and check it at regular intervals.

You must check the display in the vehicle if a warning message is displayed on the portal or in the app.

1. Open the portal and log in, or start the app and log in.
2. Select vehicle.
  - A warning appears on the vehicle homepage on the portal. Click on the warning for more information and check it on the Infotainment system.
  - You can view messages and instructions on the app dashboard. Touch the message for more information and check it on the Infotainment system.

<sup>1)</sup> This function is only available for fleet vehicles with a suitable factory-fitted telematics box.


# Managing user accounts

## Changing user and login data


### Introduction to the topic

Fleet managers can change their user and login data on the portal. Drivers can change their data using the app. The user and login data include:

- Personal data such as name and address.
- Account settings such as email address, password and language.
- Contract data.

 We recommend working step by step when changing several items of data and not making all changes in one step. Wait for a change to be confirmed before you make the next change.

1. Open the portal and log in.
2. Click **Settings** in the navigation bar.
3. Select one of the following tabs to make changes to the user account:
  - Personal data.
  - Account settings.
  - Vehicle administration.


 In addition, you will find information on whether your user account is verified under **Personal details** ► **Personal information**.

## Changing the language

### Changing the language on the We Connect web portal

You can change the language of the web portal via the user and login data. This option is only available in countries with more than one official language, e.g. Belgium.


### Changing the language in the We Connect app

If you change the language on your mobile device, the language in the app will automatically also be changed. You cannot change the language directly in the app. 

## Changing email address

You can edit the email address of your business user account in the portal settings.

1. Log into <https://connectfleet.io/home> with your old email address.
2. Click on the name in the header and select the settings menu.
3. Click on "Edit profile" to change the email address.
4. Confirm the entries.

An email containing a confirmation link will be sent to the new email address. You can continue using your old email address for login until the final confirmation. 

# Help

## Accessing help on the internet

### Help page

When you visit <https://connectfleet.io/home>, the FAQ section is available at the bottom of the home-page.

— Click [FAQ](#).

