cognosos

A driver badge is a BLE device that communicates with the tracker to notify the Cognosos system when an asset is being moved and by which driver badge(s). Driver badges are used to provide real-time visibility into asset and driver movement and to identify process improvements within the logistics organization.

Please note that driver badges do not track people movement and do not communicate directly to the Cognosos gateway. The badge communicates information ONLY WHEN it is within the vehicle and makes the BLE connection to the tracker.

Best Practices

To ensure the most accurate reporting and analytics, organizations should follow these Cognosos recommendations:

- Maintain consistent assignments of badges to team members so that each team member keeps the same driver badge until it needs to be replaced or until the team member no longer requires the badge (e.g., changes position or moves to a new company).
- Inform team members to wear the driver badge on their person (in lanyard, ID card holder, or shirt pocket).
- Ensure driver badges are stored in a dry, temperature controlled environment when not in use.
- Keep track of driver badge issue dates and personnel assignments (for example by using an Excel spreadsheet), as the Cognosos portal does not maintain this information.

Getting Started

Follow these simple steps to set up and use a driver badge:

1. Remove the driver badge from the storage container or new box of badges. If using a brand new badge from box, power on the badge by pressing and holding the Cognosos firefly logo on the front of the badge. Look for the little blue light to illuminate to the left of the logo. To note: Once powered on, there is no way to turn off the badge.
2. Using your organization's chosen method (e.g., spreadsheet), document the 10-digit driver badge ID found on the back of the badge under the barcode, the date the driver badge is issued, and the team member (role, name, or another identifier).
3. Issue the driver badge to the team member. Instruct to wear on their person (in ID badge holder, lanyard, or similar) during shift.

Accessing Driver Badge Data in the Portal

Administrator or higher user roles may access driver badge analytics through the Cognosos portal in three areas:

1. Vehicle Details page: Click asset ID link from My Lot to open Vehicle Details; select Show Vehicle Movements to view the driver badge numbers associated to each of the movements under the History column on the right.
2. Events page: Open System Management (bell icon or hamburger menu) and select Events. Driver badge numbers are shown in the Other Features and Additional Information columns.
3. Driver Badge Report or CSV: Go to Events page (see #2):
   a. Select the Driver Badge Report button. The report defaults to all driver badge events; filter by type, date, zone(s), vehicle ID, and/or driver badge.
   b. From the Driver Badge Report page (with or without filters), choose the Download CSV button. CSV contains raw data that is not shown in the report (Columns K (activation date); L (retire date); R (RSSI information).

When more than one driver badge makes connection with a single tracker, the system ranks badge IDs in order of closest badge to tracker and longest duration in vehicle. The closest/longest is listed first with more distant/shorter durations listed secondarily.

Hardware + Software Requirements

- Gen4 trackers
- Tracker firmware version 0.7 or higher
- Cognosos portal November 2024 release or later (with Driver Badge feature turned on by Cognosos Customer Success)

Troubleshooting

- If the driver badge is new out-of-box, ensure the badge is powered on. Press + hold the Cognosos firefly logo and look for the blue light to the left of the logo to flash.
- Driver badge batteries are designed to last approximately one year. If a badge stops working and no longer appears on the Driver Badge report, retrieve the badge and issue a new one. Ensure to update the issue date and 10-digit badge ID on your organization's driver badge spreadsheet for that team member. Follow your company's procedures for old driver badge disposal or return.
- Driver badges are sweat tolerant, but not water resistant. If a driver badge gets wet or damaged in any other way, retrieve the badge and issue a new one. Update issue date and 10-digit badge ID driver badge spreadsheet for that team member. Follow your company's procedures for damaged driver badge disposal or return.
- Test the driver badge by ensuring that the badge is inside a vehicle with a status of attached/active in the portal; move the vehicle a minimum of 6'. Run a Driver Badge report with a filter for that driver badge ID.