

Edit Primary Driver

This article explains the process for OPS-COM administrators to set or change the **Primary Driver** for a vehicle. The **Primary Driver** designation is used to identify the main user responsible for a vehicle, ensuring they receive all official communications like violation notices. This guide is essential when a vehicle is associated with multiple user profiles.

Setup & Configuration

The option to change the **Primary Driver** is only available when a single vehicle is associated with two or more user profiles. If a vehicle is only linked to one user, that user is automatically designated as the **Primary Driver**, and the selection field will not be visible.

The **Primary Driver** designation is managed from the vehicle editing screen within any associated user's profile.

How to Change the Primary Driver

1. **Navigate to the User's Profile:** Hover over **User Management** and click **User Search**. Find any user associated with the vehicle and click on their **Username** to open their **Profile Page**.
2. **Access Vehicle Information:** Click the **Vehicles** tab.
3. **Open Edit Vehicle Screen:** In the list of vehicles, locate the desired vehicle and click the hyperlinked license **Plate**. This will open the **Edit Vehicle** screen.
4. **Select the New Primary Driver:** Locate the **Primary Driver** drop-down menu. The list will contain all users associated with the vehicle.
5. Click the menu and select the name of the user you want to designate as the new **Primary Driver**.
6. **Save the Changes:** Click the **Update Vehicle** button to apply the change. The system will now recognize the selected user as the vehicle's primary point of contact.

Best Practices & Considerations

- **The Role of the Primary Driver:** A nightly system process automatically attempts to assign a **Primary Driver** to any new vehicle. Furthermore, if a violation appeal is submitted for a vehicle that lacks a designated **Primary Driver**, the system will automatically assign the role to the user who submitted the appeal. This ensures there is always a designated contact for communications.
- **Correcting Legacy Records:** If you encounter an older vehicle record with multiple users designated as **Primary Driver**, simply follow the steps above to select the correct one. When you save the change, the system will automatically remove the incorrect legacy designations from the other associated users.

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