

Edit Primary Driver

The designation **Primary Driver** is put in place to identify the owner of the vehicle in most cases. A vehicle can be in the system under two or more user profiles but there should only be one primary driver per vehicle.

Why is there a Primary Driver? The **Primary Driver** will receive important communications about the vehicle such as violation notices. A nightly script assigns a **Primary Driver** to any vehicle added to the system. If there is no **Primary Driver** on a vehicle when an appeal is submitted, the person submitting the appeal will automatically be set as the **Primary Driver**.

Quick Steps:

1. Hover over **User Management** and Click **User Search**.
2. Search for the user using either a **name, username, email** or **account number**.
3. Click on that user's **username** to enter that user's **Profile Page**.
4. Click on the **Vehicles tab**.
5. Find the vehicle and click the **Plate** button.
6. In the **Edit Vehicle** popup, select the **Primary Driver** dropdown, if the vehicle has more than one driver.
7. Choose the new **Primary Driver** from the list.
8. Click **Update Vehicle** to save.

Step-by-Step Instructions:

1. **Navigate to User Search:** Hover over **User Management** and Click **User Search**.
2. **Search for a user:** Search for the user using either a **name, username, email** or **account number**.
3. **Navigate to Vehicles tab:** Go to the user's profile and click the **Vehicles tab**.
4. **Navigate to Edit Vehicle screen:** To change the **Primary Driver**, click on the **Plate** link to open the **Edit Vehicle** screen.
5. **Locate Primary Driver:** In the **Edit Vehicle** popup, locate the **Primary Driver** field, which is a dropdown menu. If the vehicle has more than one driver, you'll see a list of drivers. The current **Primary Driver** will be highlighted in bold.
6. **Choose a new Primary Driver:** Click the dropdown to choose a new **Primary Driver** from the list.
7. **Save changes:** After selecting the new driver, click **Update Vehicle** to save the changes.

8. **Confirm changes:** The **Primary Driver** will now be updated, and the new driver will be displayed as the primary driver in bold. Verify that the correct **Primary Driver** is listed.

Occasionally, there might be legacy records where multiple **Primary Drivers** are associated with the same vehicle. To fix this, follow the steps above to select the correct **Primary Driver**. The system will automatically remove any other **Primary Driver** designations.

Revision #10

Created 30 April 2024 09:17:31

Updated 5 May 2025 09:49:15 by Laurie McIntosh