

# Primary Driver

## Why is there a Primary Driver?

The Primary Driver will receive communication from the system such as violation notices. There is a nightly script that runs which will designate primary driver to any vehicle that has been added to the system. If there is no Primary Driver on a vehicle when an appeal is launched, the person launching the appeal will be automatically designated as the Primary Driver.

## Who is the Primary Driver?

To access and edit the **Primary Driver** setting for a vehicle. Go to the user's profile and click the **Vehicles** tab. If any vehicle has more than one driver associated, you will see a list of users as indicated in the screenshot. The current Primary Driver is indicated in bold text.

Profile ▾LockersVehiclesParkingPaymentsHistory ▾Incident History

Rockwood, James (jrockwood)

Vehicle Information

Add New Vehicle

Status	Plate	Type	Colour	Make	Model	Province	Year	Remove Vehicle	
Active ?	JROCK	Passenger	Black	Acura	Mini Van	Ontario	2010	?	Add DNNT ?
	<div><div><b>Primary Driver</b></div><div>Rockwood, James [jrockwood]</div><div>Ashbury, Michael </div></div>								
Active ?	DAS3D	Passenger	Blue	BMW	Sports Car	Ontario	2020	?	Add DNNT ?
Active ?	KD92D	Passenger	Gold	Ford	Sedan	Ontario	2020	?	Add DNNT ?

• User has 1 active permits and based on user type (+1) may have upto 1+1 active vehicles.

## Edit a Primary Driver

To edit the Primary Driver information click on the **Plate** link to access the **Edit Vehicle** screen.

Profile ▾LockersVehiclesParkingPaymentsHistory ▾Incident History

Rockwood, James (jrockwood)

Vehicle Information

Add New Vehicle

Status	Plate	Type	Colour	Make	Model	Province	Year	Remove Vehicle	
Active ?	JROCK	Passenger	Black	Acura	Mini Van	Ontario	2010	✕ ?	Add DNTT ?
Primary Driver		Rockwood, James [jrockwood]							
		Ashbury, Michael mashbury							
Active ?	DAS3D	Passenger	Blue	BMW	Sports Car	Ontario	2020	✕ ?	Add DNTT ?
Active ?	KD92D	Passenger	Gold	Ford	Sedan	Ontario	2020	✕ ?	Add DNTT ?

- User has 1 active permits and based on user type (+1) may have upto 1+1 active vehicles.

In the Edit Vehicle popup screen you will see the primary driver field. This is a drop down menu that allows you to select one of the associated drivers as the Primary Driver.

Profile ▾LockersVehiclesParkingPaymentsHistory ▾Incident History

Rockwood, James (jrockwood)

Vehicle Information

Add New Vehicle

Vehicle Status:

Active ▾

Licence Plate:

JROCK

VIN:

5SXHANDC38RZ55506

Province:

Ontario ▾

Plate Type:

Passenger ▾

Primary Driver:

James Rockwood [jrockwood] ▾

Remove Vehicle

✕ ?

Add DNTT ?

✕ ?

Add DNTT ?

✕ ?

Add DNTT ?

- User has 1 active permits and based on user type (+1) may have upto 1+1 active vehicles.
- Select "Active" or "Inactive" to toggle the status of a vehicle.
- Click vehicle plate to edit the details of a vehicle.

Click on the field to access the drop down list. In our example here we are switching the primary driver from Jrockwood to Mashbury.

Once you have selected your preferred Primary Driver click on **Update Vehicle** to save your choice.

The screenshot shows a vehicle update modal. On the left, a list of vehicles is displayed with columns for Status, Plate, and Type. The vehicle with plate JROCK is highlighted as the Primary Driver. The center form contains fields for Colour (Black), Make (Acura), Type (Mini Van), Year (2010), and Vehicle Alarm (unchecked). The 'Update Vehicle' button is highlighted with a red box. The right side shows a 'Remove Vehicle' section with a red 'X' icon and a question mark.

Notice now that the listing has Mashbury as the Primary Driver.

Vehicle Information									Add New Vehicle
Status	Plate	Type	Colour	Make	Model	Province	Year	Remove Vehicle	
Active ?	JROCK	Passenger	Black	Acura	Mini Van	Ontario	2010	<span>✕</span> ?	Add DNTT ?
Primary Driver		Ashbury, Michael			mashbury	Rockwood, James [jrockwood]			
Active ?	DAS3D	Passenger	Blue	BMW	Sports Car	Ontario	2020	<span>✕</span> ?	Add DNTT ?
Active ?	KD92D	Passenger	Gold	Ford	Sedan	Ontario	2020	<span>✕</span> ?	Add DNTT ?

- User has 1 active permits and based on user type (+1) may have upto 1+1 active vehicles.
- Select "Active" or "Inactive" to toggle the status of a vehicle.

## Troubleshooting Tip

In some rare cases there are legacy records that might have multiple Primary Drivers associated to the same vehicle. In cases like this, you can resolve the issue by going through the steps described

above. By setting the Primary Driver through this tool the system will take the latest selected driver as the preferred Primary Driver and remove the designation from any other driver in the system.

## Signs you have two Primary Drivers

If there are two or more Primary Drivers designated for a single vehicle it could cause violations to appear duplicated in the payments screen. If you are experiencing duplication in violations please check the Primary Driver status for the vehicle as a first step to resolving the issue.

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