

If you are unable to locate an event within the Driveri dashboard, you can request a Driver Event following the instructions below.

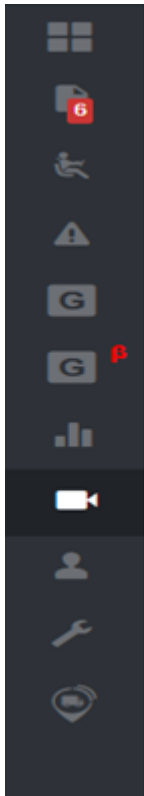


**Note.** Video events can be requested at no charge, but there are reasonable limits for data management purposes.

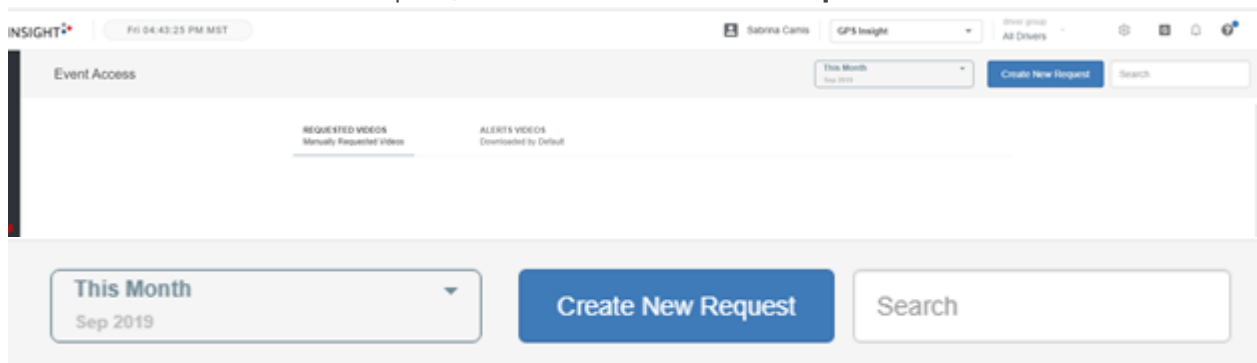
## Request a Driving Event

Complete the steps to request a Driving Event in the Driveri Dashboard.

1. Navigate to the left side menu, and click on the **Event Access** icon.



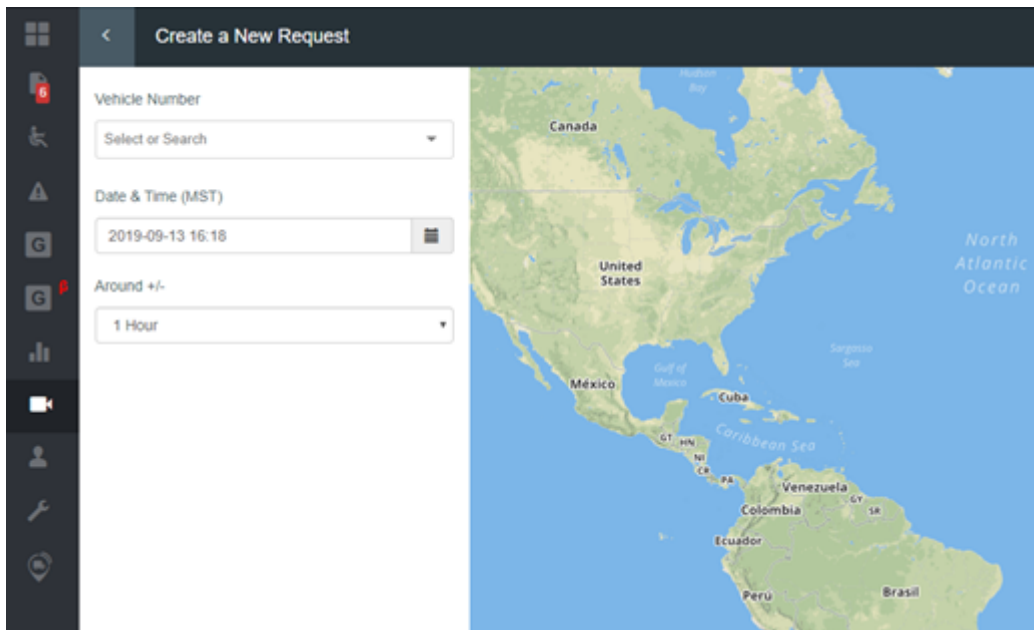
2. Once the Event Access screen opens, click on the **Create New Request** button.



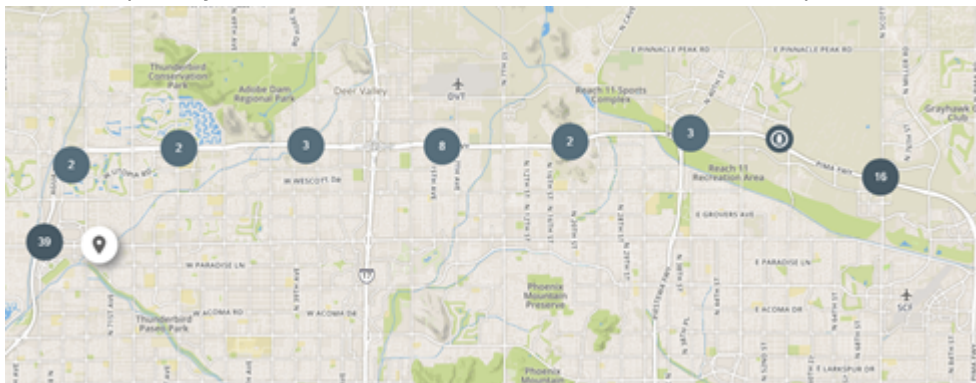
3. Enter the applicable information into the Create a New Request fields.

# Requesting an Event

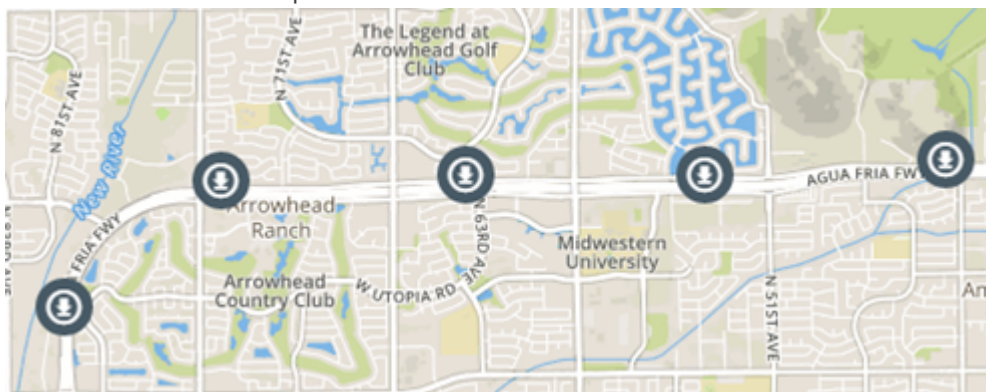
Link: <https://help.nuvo.solutions/docs/about-the-driveri-dashboard/requesting-an-event/> Last Updated: September 11th, 2020



4. Once complete, you will see the vehicle's active events on the map.



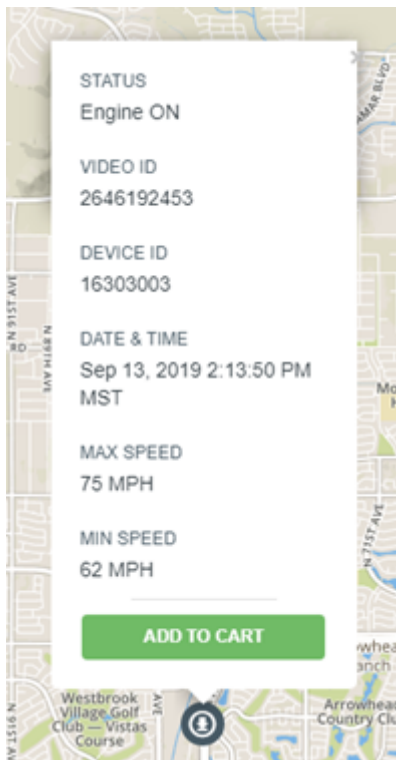
5. Click on a number to expand the events.



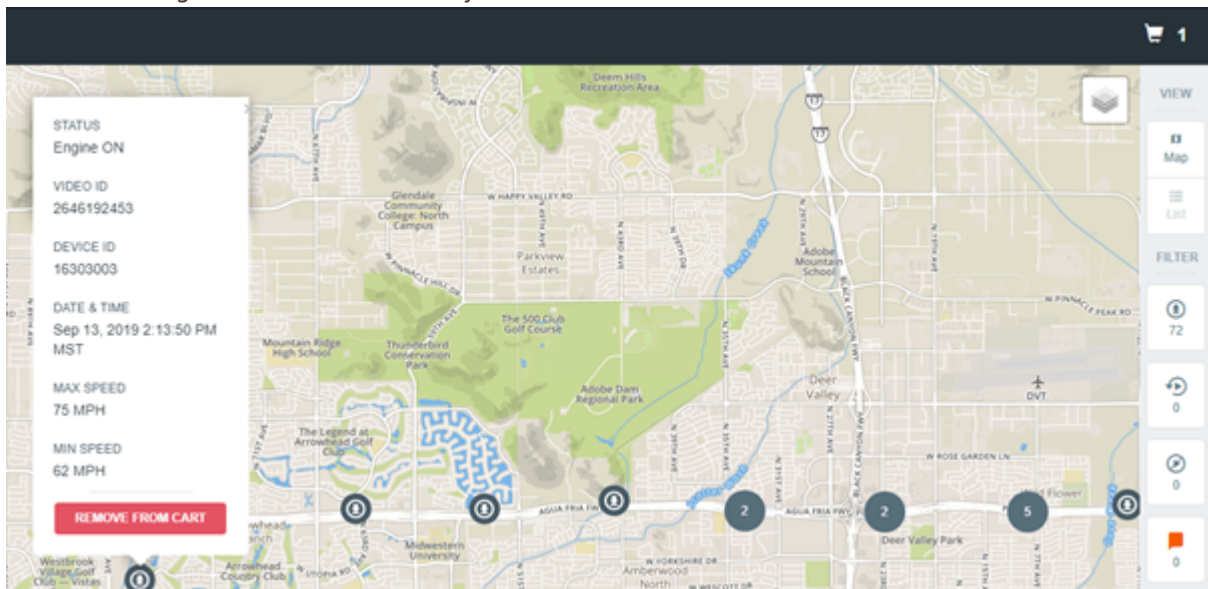
6. Click on the event you were searching for, then click on **Add to Cart**.

# Requesting an Event

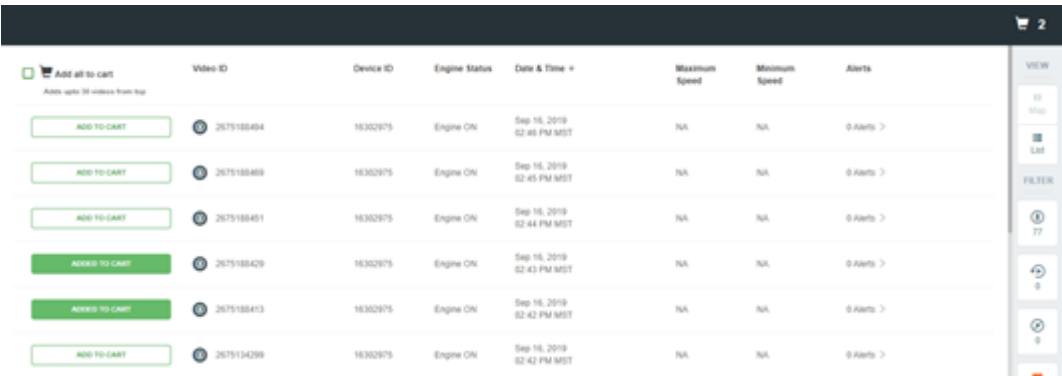
Link: <https://help.nuvo.solutions/docs/about-the-driveri-dashboard/requesting-an-event/> Last Updated: September 11th, 2020



- Once you click Add to Cart, the icon will turn Red and you will see a shopping cart in the upper right-hand corner showing the number of videos you have selected.



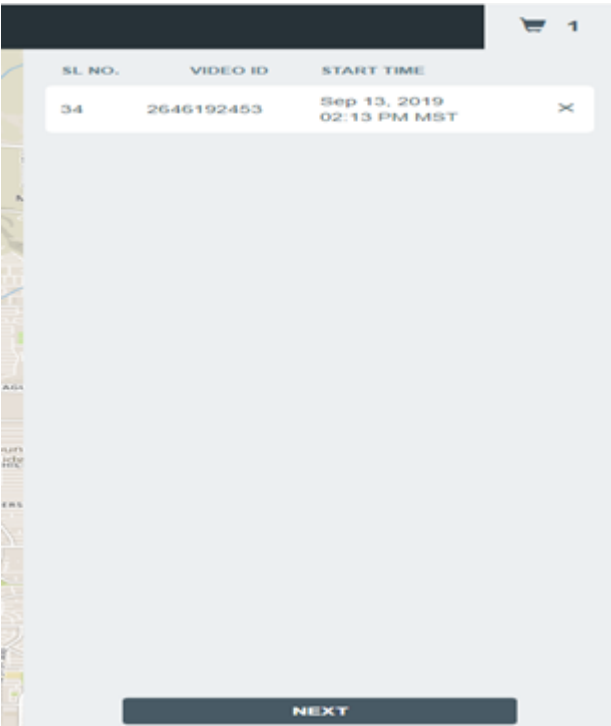
- You can also request videos based on time. Select the "list" view option to see video clips sorted by time:



	Video ID	Device ID	Engine Status	Date & Time	Maximum Speed	Minimum Speed	Alerts
<input type="checkbox"/> Add all to cart <small>Adds up to 30 videos from top</small>							
<input type="button" value="ADD TO CART"/>	2675188484	16302975	Engine ON	Sep 16, 2019 02:46 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188488	16302975	Engine ON	Sep 16, 2019 02:45 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188451	16302975	Engine ON	Sep 16, 2019 02:44 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188429	16302975	Engine ON	Sep 16, 2019 02:43 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675188413	16302975	Engine ON	Sep 16, 2019 02:42 PM MST	NA	NA	0 Alerts >
<input type="button" value="ADD TO CART"/>	2675134299	16302975	Engine ON	Sep 16, 2019 02:42 PM MST	NA	NA	0 Alerts >

9. Click on the shopping cart.
- All selected videos will show here.

10. Click **Next**.



11. Select or write your reason for the request and click on **Submit Request**.

BACK

Reason for Request :

☒ There might be an alert around this time

☐ An accident occurred around this time

☐ An interesting event occurred around this time

☐ To analyze the driving behavior of the driver

☐ Other

Notes (Optional)

SUBMIT REQUEST

12. Once complete, you will be taken back to the Event Access Screen where the video is being processed:

REQUESTED VIDEOS

Manually Requested Videos

ALERTS VIDEOS

Downloaded by Default

Autoplay videos across Minutes

ID	Created At	Vehicle number	Request Time Slot	Status
#3479295	04:55:24 PM Sep 13, 2019 MST	Jim-FFHE	Sep 13, 2019 2:13:51 PM MST - Sep 13, 2019 2:14:51 PM MST	<div>Pending</div> <div>0 / 4</div>

13. After the vide fully processes, you (the customer) will receive an email stating that the video event is ready to be viewed.