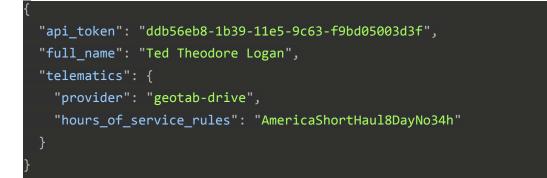# Modifying your Geotab Integration

Overview

Due to a variety of defects such as disappearing HOS clocks, lack of feature parity, vehicle disassociation, etc. the existing embedded Geotab integration will be deprecated on October 1st, 2022. Eleos is moving to a new integration model where the Geotab interface will no longer be nested within the Eleos app as it is with the current embedded integration. This document provides an overview on how to move from the current embedded integration to the new two-app model. Additionally, we will cover what is gained and lost in this transition.

Moving from the Embedded to the Two-App Model

Eleos's 1.48 release has been updated to allow drivers to tap into the hours of service card and be directed to the Geotab Drive app to access their hours of service, duty status, and all other Geotab features. Due to this change, Geotab Drive must be installed on the same device as the Eleos app to access Geotab features. Otherwise, when a driver taps into their hours of service card, they will be redirected to their device's respective app store to download Geotab Drive.

From a configuration standpoint, there are only two changes required to migrate:

- The first change is within the **telematics** object, the **provider** property should be changed from **geotab** to **geotab-drive**:

```json
{
  "api_token": "ddb56eb8-1b39-11e5-9c63-f9bd05003d3f",
  "full_name": "Ted Theodore Logan",
  "telematics": {
    "provider": "geotab-drive",
    "hours_of_service_rules": "AmericaShortHaul8DayNo34h"
  }
}
```

You can control the roll out by changing the telematics provider for a subset of drivers before migrating your entire fleet. If a user is moved to **geotab-drive** before they upgrade their app to version 1.48, they will receive server-driven clocks but will not be able to utilize the one-tap access to Geotab Drive until they update the app. You can use the **Eleos-Mobile-App-Version** header on the authentication request to control this, if desired.

Important: All drivers should be moved to **geotab-drive** before moving to the next step.

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- The second change is made using the Platform Dashboard. Navigate to App Configuration - Service Config, then change the Geotab Configuration federation from the existing "Eleos Drive ELD" to "Geotab":

What elements are staying the same?
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Although the integration is changing, Eleos has done some work to ensure minimal impact. The following items will continue to function as usual with the two-app model:

- Auto provisioning of Geotab user accounts
- Single sign on
- Visibility of hours of service and duty status within the Eleos app, as long as the app is online
- Team driving capabilities

What is gained with this transition?
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Three key benefits:

- The new integration method is less complex and significantly more reliable over time, eliminating the periodic defects in the old implementation that have plagued drivers for the last few years.
- This method allows the driver to use Geotab features that were not previously available in the embedded solution, such as the DVIR Incident Photo Capture option and access to the driver manuals directly in the Geotab Drive app. This also enables drivers to have access to Geotab Drive updates and new features sooner than with the embedded solution.
- The new integration method also provides a streamlined customer support channel, enabling customers to know exactly who to reach out to in the face of concerns, which allows for faster issue resolution. Eleos recognizes that Geotab and customers have experienced confusion when reporting support issues in the past. Now that drivers are accessing separate apps, this confusion should no longer be an issue.

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What is lost with this transition?
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There are a few main differences between the two-app model and the current embedded model:

- The new two-app model does not support offline clocks within the Eleos app; however, the driver may access their hours of service and duty status through the Geotab Drive app.
- With the new two-app model there are changes in logout behavior. Single Sign Out is not available with this new integration, so we've modified the Eleos app logout workflow to take the driver directly from the Eleos app to the Geotab Drive app to logout there as well. Please note that team drivers are not prompted to logout once in Geotab so they must remember to do so during the logout process.
- Team driver HOS functionality will behave differently. The HOS in the Eleos app will only reflect the HOS of the driver that logged in first. In order for the HOS to show the team drivers HOS both drivers will need to log out of Eleos and Geotab, then log back in with the second driver logging in first as the primary driver.

Eleos has developed a solution for the features noted in this section based on the [OpenCab](#) *standard. Please see your Eleos account representative for details.*

Other
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Important points to take note of:

- Customers using an MDM will need to provision the Geotab Drive app to all devices, since typically drivers won't be able to install it themselves on a managed device.
- The new two-app model does not automatically generate HOS dashboard cards or HOS menu items, these should be added manually in the Platform Dashboards App Editor.
- Currently, due to a limitation of the Geotab Drive app, drivers using Android devices will need to use the app switcher to return to the Eleos app after using the Geotab Drive app, as the back button will not return them to the Eleos app.
- Team driving will remain available; however, once both drivers have logged out of Geotab they will need to return to the Eleos app to complete the logout process.
- The tappable HOS action card can be used with any ELD using the driver status web service's new `manage_action` property.

Preview the new [Two-App Model](#)