



## Driver Frequently Asked Questions

### Who is reviewing my videos?

The camera platform uses Artificial Intelligence to analyze and categorize event videos, then they are stored in the cloud. You, or someone you provide access to, can then review the videos.

### How long are my videos stored?

All videos are available to you through the Netradyne system for three months in addition to the month in which it recorded. This means that video collected on July 15 will be available to you through the end of October.

### Is it recording me when I'm off duty?

No. On duty – camera on. Off duty – camera off. The internal camera is always off. But for your peace of mind there is a cap that can be placed on the interior lens.

### How can I manually record an event?

There is a button on the camera that will allow you to manually trigger a recorded event that will automatically upload to the dashboard portal.

### Can I get access to accident footage?

Yes. You can log into the app directly and view all videos for the past 3 months.

### How will this make me a better driver?

- Defend and protect against all accidents that are not your fault
- Highlight your professional achievements
- Create awareness of driving habits
- Identify areas for improvement

### How do I get a Netradyne Driver•i camera?

You can purchase a camera online from the ICSA website through the member portal.

**How do I sign-in to the Netradyne Driver•i camera system?**

New users will be sent a welcome e-mail containing their username and a link to download the App. Users will create a password upon entering the App.

Download the App using Google Play Store and Apple App Store.

Google Play Store: [Download](#)

Apple App Store: [Download](#)

**Why should I use the App?**

The Driver•i App helps you view all your driving data effortlessly. You can view your GreenZone score, Potential Score, High Impact Events, Total Minutes Analyzed, Green Minutes %, DriverStar, and Average Following Distance. You can also view the score that you could have received if you had not generated some of the Alerts.

**What if I forget my password?**

In the Driver•i App, on the login screen there is a button to “reset password” then an email will be sent to the registered email address on file.

**What happens if I notice the camera isn't working?**

You can contact [contact@safecarriers.org](mailto:contact@safecarriers.org) or [support@netradyne.com](mailto:support@netradyne.com) or call (833) 476-9663.

**Other questions?**

Please contact a member of ICSA at [contact@safecarriers.org](mailto:contact@safecarriers.org) or Netradyne at [support@netradyne.com](mailto:support@netradyne.com) or (833) 476-9663.